

APPENDIX 9 - Maintenance History For Ford Ranger

Electric Transportation Applications

Vehicle #8210 DOE Test Information

Total Miles by Month			
Month	Miles		
Jul	40	Feb	379
Aug	73	Feb**	0
Sep	125	Apr	313
Oct	207	May	300
Nov	320	Jun**	0
Dec	260	Jul**	0
Jan-99	549	Aug	777
		Sep	817
		Total Miles	4160

Facts:

Manufacturer's Energy Consumption Information

Range: City: 38 Hwy: 43 Efficiency: .405
 kW-hr/100miles kW-hr/100miles kW-hr/100miles

Manufacturer's Recall Notices

Jul-99 Recall #99S20

Shift lever in "park" may not fully engage.

Sep-99 Recall #99B17

Add decal to remind operator to keep the vehicle "on plug"

Replace the steering column insert plate with a revised design

Nov-99 Recall #99M05

1998 vehicles may experience premature battery wear out.

Mar-00 Recall #00B37

The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power. New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

Update/Replace Battery control module

Update/Replace Transaxle Inverter Module

Replace Interface Adapter Assembly Module

Replace Traction Battery Charger

Check Traction Battery Heaters

Maintenance Log Vehicle # 8210 APS
Electric Ford Ranger
Vin # 1FTZR1079WTA43622

5/19/98	Vehicle will not Energize – Replace Battery Pack
7/98	Install Meter – Odometer 652 – Meter # 02 161 901
10/21/98	Vehicle will not Energize – Battery low range
6/11/99	Vehicle suffering Low Range
6/17 – 6/30/99	Low Range – Replace Battery Pack
9/30/99	Meter Removed – End of Test Odometer - 4812

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION
OR INFORMATION
(480) 596-2525

8210

APS

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REG.	
(CHECK ☐) APPROPRIATE BOX				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CO
71J17E
P & A COD
20323

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE INDICATED. SERVICE DEPT. PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR LABORED THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR USURANCE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED)

DEALER GENERAL MANAGER OR AUTHORIZED PERSON

INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE# W26	
ARIZONA PUBLIC SERVICE CO RAY 10001 N 23RD AVE BOX 53933 STN 3350 PHOENIX AZ 85021 HOME: (602) 920-8443 WORK: (602) 920-8443		ARIZONA PUBLIC SERVICE CO RAY 10001 N 23RD AVE BOX 53933 STN 3350 PHOENIX AZ 85021 HOME: (602) 920-8443 WORK: (602) 920-8443			
FOR OFFICE USE		VEHICLE INFORMATION			
TRK: 6550 ADV: 272 MAU, A OR INVOICE: PRELIM WAR W KM		VIN 1FTZR1076MTA23622		LICENSE NUMBER: AZ A7204	
MFC: 820023 TAX RULES: YRWN INVOICED AT: 06/30/99 14:24:15		98 FORD RANGER 2ND ROAD WHITE			
ODOMETER IN: 3450 DIST: FNC		STOCK# 00044030			
DATES BEGIN: 06/17/99 DONE: 06/30/99		DATES IN SERVICE: 05198 PRODUCTION: 030298 SOLD: 051			
CONCERN S1		OPERATION		TECH HOURS	
CUST STATES LOW CHARGE RANGE ELECTRIC RANGER		75000A		100 1.2 76	
SALES					
CORRECTION X					
51-1 X				3.2 38	
COMMENT X					
TECH NOTES		CK FOR CODES DTC DTC P001 D01 1009 TUN SYS PERFORM BATT DIAG TESTS 12 LOW BATT FAXED RESULT TO TOM N AT FOR MOTOR BATT PACK 53 BATT PACK SENT BY FORD MOTOR CO CLEAR CODES CHARGE BATT PACK ROADTEST CK FOR CODES SYS P			
ALL MOD NOTE TOWN COVER NOT ATTACHED PROP					
FACTORY		CONCERN S2: A03 COND CODE: 1 42			
REPAIR TYPE 01 VISIT 1 CODED					
TYPE: W		SUBTOTAL			
		MECHANICAL LABOR		115	
		TOTAL CHARGE FOR CONCERN		115	
SUMMARY OF CHARGES FOR INVOICE W26315		GRAND TOTALS			
MECHANICAL LABOR 115.20					
TOTAL CHARGE 115.20					
		CURRENT DISTRIBUTION FOR INVOICE W263			
		TOTAL CHARGE		115	
		FAC WARRANTY		115	
IF YOU HAVE ANY QUESTIONS - PLEASE SEE A GREGORY MAU					
				PAGE	
				LAST P	

ACCOUNTING COPY

494695

4210

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM



8210

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM

8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION
OR INFORMATION
(480) 596-2525

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK (✓) APPROPRIATE BOX)				
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

DEALER CODE
71J178
P & A CODE
20323

X
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

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

(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE: W453
ARIZONA PUBLIC SERVICE 082106 10001 N 23RD AVE BOX 53933 STN 3350 RICH LANDEN PHOENIX AZ 85021 HOME: (602) 920-8443 WORK: (602) 250-1228		ARIZONA PUBLIC SERVICE 082106 10001 N 23RD AVE BOX 53933 STN 3350 RICH LANDEN PHOENIX AZ 85021 HOME: (602) 920-8443 WORK: (602) 250-1228		
FOR OFFICE USE		VEHICLE INFORMATION		
TAG: 6622 ADV: 2/2 MW, A GR INVOICE: PRELIM WAR W RM MFG: 820323 TAX RULES: YNNW INVOICED AT: 12/18/99 14:46:42 ODOMETER IN: 5741 DIST: FNC		VIN: 1F1Z1076MTA03622 LICENSE NUMBER: AZ AFD048 96 FORD RANGER 2ND NCAB WHITE STOCK#: 0004M035		
DATES BEGIN: 11/30/99 DONE: 12/18/99		DATES IN SERVICE: 051396 PRODUCTION: 050278 SOLD: 0515		
CONCERN 51	RECALL 99B17 COMPONENT SYSTEM UPGRADE	OPERATION	TECH	HOURS
CAUSE	SEE TECH COMMENTS BELOW	99B17D	133	1.1
CORRECTION	X	99B17L	133	1.1
51-1	X	99B17B	133	1.6
51-2	X	99B17F	133	1.4
51-3	X	99B17H	133	1.2
51-4	X	99B17J	133	1.3
51-5	X			
CONCERN	X			
TECH NOTES	PERFORMED DIAGNOSTIC CORRECTION NEEDS KIT IAA UPDATE BCM AND TIM R&I BATTERY PACK CHECKED HEATERS 330 OOPS ON PERFORM BASE OPERATION UPDATE BCM AND TIM MODULE REPLACE IAA MODULE ROADTEST OK ALL PER RECALL SPECS			
	PART NUMBER	QTY	SELL	
	FMC XL5Z 143424 AA	1	39.49	39.49
	FMC F8YZ 14B205 AB	1	410.16	410.16
	PARTS: COUNT 2	ALLOWANCE:	179.86	
FACTORY	CONCERN CID: A99	COND CODE: X		
	FP-F672148205AB			
	REPAIR TYPE 02 VISIT 1 COILS - PROGRAM: 99B17			
		SUBTOTAL		
		PARTS	629.65	
		Mechanical Labor	236.8	
		TOTAL CHARGE FOR CONCERN	866.45	
TYPE: W				
CONCERN 52	CUST STATES CHARGE PORT INCP WONT ON AGE	OPERATION	TECH	HOURS
CAUSE	SEE TECH COMMENTS BELOW	A	133	1.9
CORRECTION	X			

CUSTOMER COPY

525025

PAGE



5210

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

8210

FOR SERVICE RESERVATION
OR INFORMATION
(480) 596-2525

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK (✓) APPROPRIATE BOX)				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
71J178
P & A CODE
20323

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

INVOICE TO	DRIVER/OWNER INFORMATION	INVOICE: W43312
ARIZONA PUBLIC SERVICE 08210E	ARIZONA PUBLIC SERVICE 08210E	
FOR OFFICE USE	VEHICLE INFORMATION	
TAG: 6622 ADV: 2/2 M83, A 6 INVOICED AT: 12/18/99 14:46:42 KM	98 RANGER WHITE LICENSE NUMBER: AZ A42545	
52-1 X	M1 133 1.5 96.00	
COMPLAINT		
TECH NOTES: CHECKED BATTERY CHARGING SYSTEM CHECKED OPSTATE 99 PERFORMED FINDING TEST R&R BATTERY CHARGER DUE TO INOP		
RETESTED OK AT THIS TIME CHARGED BATTERY PACK AT TIME REQUESTED TO DIAG BATTERY CHARGER (1.9) TIME REQUESTED TO		
R&R BATTERY CHARGER (1.5) NO LABOR OPS FOUND MTIME NEEDED FOR THIS		
PART NUMBER	QTY	SELL
FMC XLSZ 10B689 AA	1	2656.44
PARTS: COUNT 1	ALLOWANCE: 1062.38	2656.44
FACTORY CONCERN: CD: A85	CONV CODE: 42	
FP-XLSZ10B689AA		
REPAIR TYPE 01 VISIT 1 CODES -		

SUBTOTAL	
PARTS	3719.02
MECHANICAL LABOR	217.60
TOTAL CHARGE FOR CONCERN	3936.62

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W43312	PAYMENT DISTRIBUTION FOR INVOICE W43312
PARTS 4348.53	TOTAL CHARGE 4802.93
MECHANICAL LABOR 454.40	FAC WARRANTY 4802.93
TOTAL CHARGE 4802.93	

IF YOU HAVE ANY QUESTIONS - PLEASE SEE A GREASERY MAN

PAGE 2
LAST PAGE

1995-2001 FORD SERVICES, INC.



CUSTOMER COPY

525026

Vehicle #8211 DOE Test Information

Total Miles by Month			
Month	Miles		
Jul	427	Feb	1013
Aug	314	Mar	524
Sep	353	Apr	1080
Oct	308	May	929
Nov	626	Jun	615
Dec	1994	Jul	1049
		Aug	1202
Jan-99	712	Total Miles	11146

Facts:

Manufacturer's Energy Consumption Information

Range: City: 38 Hwy: 43 Efficiency: .405
 kW-hr/100miles kW-hr/100miles kW-hr/100miles

Manufacturer's Recall Notices

Jul-99 Recall #99S20

Shift lever in "park" may not fully engage.

Sep-99 Recall #99B17

Add decal to remind operator to keep the vehicle "on plug"

Replace the steering column insert plate with a revised design

Nov-99 Recall #99M05

1998 vehicles may experience premature battery wear out.

Mar-00 Recall #00B37

The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.
 New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

Update/Replace Battery control module

Update/Replace Transaxle Inverter Module

Replace Interface Adapter Assembly Module

Replace Traction Battery Charger

Check Traction Battery Heaters

Maintenance Log Vehicle # 8211 APS
Electric Ford Ranger
Vin # 1FTZR1079WTA43623

5/19/98	Vehicle will not Energize – Battery Charger Replaced
7/98	Install Meter – Odometer 1616 – Meter # 01 978 164
10/21 – 11/17/98	Vehicle will not Energize – low range – Replace Battery Pack
6/11 – 7/6/99	Low Range – Replace Battery Pack
8/31/99	Meter Removed – End of Test Odometer - 12762

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

8211
FOR SERVICE RESERVATION
OR INFORMATION
(602) 596-2525

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
CHECK (X) APPROPRIATE BOX				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SWAP OUT		
PARTS LABOR TOTAL				
Submitted Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

DEALER CODE

71J178

P & A CODE

20323

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT

ON BEHALF OF PROVIDING SERVICE, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE NOTED, SERVICES DESCRIBED HEREON ARE AT NO CHARGE TO CUSTOMER. THERE SHALL BE NO DEDUCTION FROM THE APPROPRIATE OF THE VEHICLE OR OTHERWISE. THIS COPY MUST BE RETURNED TO THE DEALER WITHIN 30 DAYS OF THE DATE OF SERVICE. IF THIS CLAIM IS NOT COMPLETED AT ANY TIME WITHIN ANY ACCOUNT, INSURANCE OR OTHER, RECEIVING SUPPLIES THIS CLAIM ARE AVAILABLE FOR 90 DAYS FROM THE DATE OF PRESENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

INVOICE TO
ARIZONA PUBLIC SERVICE CO
10001 N 23RD AVE BOX 53933 STN-3350
PHOENIX AZ 85021
HOME: (602) 371-7348 WORK: (602) 371-7348

DRIVER/OWNER INFORMATION -- INVOICE: W00518
ARIZONA PUBLIC SERVICE CO
10001 N 23RD AVE BOX 53933 STN 3350
PHOENIX AZ 85021
HOME: (602) 371-7348 WORK: (602) 371-7348

FOR OFFICE USE
TAG: 5778 ADV: 211 POWELL, V INVOICE: QUOTE WAR W CL
MFG: 820323 TAX RULES: YNNW INVOICED AT: 11/25/98 09:36:42
ODOMETER IN: 3012 DIST: FMC
DATES BEGIN: 10/21/98 DONE: 11/17/98

VEHICLE INFORMATION
VIN 1FTZRI072MTA43623 LICENSE NUMBER: AZ ABB
93 FORD RANGER 2WD SCAB WHITE
STOCK# 00044036
DATES INSERVICE: 051398 PRODUCTION: 030298 SOLD: 051598

CONCERN 51 NO START - BATT LOW RANGE
CAUSE SEE TECH COMMENTS BELOW

OPERATION	TECH	HOURS	AMOUNT
71	146	16.8	1001.11

CORRECTION X
COMMENT X

TECH NOTES TEST BCM NO CODES TEST TIM NO CODES TEST IAA NO CODES PINPOINT TEST CH
AKGE BATTERY TEST DROVE 20 MILES BATTERY DIED CONTACT HOTLINE REMOVE B
ATTERY PACK TEST BATTERIES FOUND TEN LOW CELL REPLACED ALL 39 BATTERIE
S RETEST ALL PASS NTIME FOR NO LABOR OP IN MANUAL

FACTORY CONCERN CD: 002 COND CODE : 42
FP-10635
REPAIR TYPE 01 VISIT 1 CODES -

SUBTOTAL
MECHANICAL LABOR 1001.11
TOTAL CHARGE FOR CONCERN 1001.11

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W00518
MECHANICAL LABOR 1001.11
TOTAL CHARGE 1001.11

PAYMENT DISTRIBUTION FOR INVOICE W00518
TOTAL CHARGE 1001.11
FAC WARRANTY 1001.11

LEANN TYREE 256-2793
IF YOU HAVE ANY QUESTIONS - PLEASE SEE VANESSA POWELL
REPRINTED 1 TIMES

PAGE 1
LAST PAGE

ACCOUNTING COPY

435951

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION
OR INFORMATION
(480) 598-2525

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCES		PLUS PRICE DIFF.	LESS REC.
(CHECK ☐ APPROPRIATE BOX)				
☐ CLAIM REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SOUP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
71J178
P & A CODE
20323

ON BEHALF OF FORD MOTOR CREDIT, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SPECIFIED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE IS NO DEDUCTION FROM THE APPROVED OR CHARGED TO OWNER. ANY PARTS REQUIRED OR REPLACED UNDER THIS CLAIM AND NOT COVERED BY ANY OTHER WARRANTY, INSURANCE OR OTHER SOURCE, INCLUDING SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PARTS REPLACEMENT AT THE DEALER'S DISCRETION FOR ADJUSTMENT BY REPRESENTATIVES OF FORD.

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON DATE

INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W48361
ARIZONA PUBLIC SERVICE CO
10001 N 23RD AVE BOX 53923 STN 3350
PHOENIX AZ 85021
HOME: (602) 371-7348 WORK: (602) 716-9576 EXT: 22
TAG: 5870 ADV: 272 MAU, A OR INVOICE: PRELIM WAR W MA VIN 1FTZR1078MTA43623 LICENSE NUMBER: AZ AF2546
MFG: 820323 TAX RULES: YNNN INVOICED AT: 02/04/00 12:42:22 98 FORD RANGER 2WD RCAB WHITE
ODOMETER IN: 13489 DIST: FMC STOCK#: 00044036
DATES: BEGIN: 12/28/99 DONE: 02/04/00 / DATES INSERVICE: 051398 PRODUCTION: 030298 SOLB: 051598

CONCERN	SI	CAUSE	OPERATION	TECH	HOURS	AMOUNT
		CUST STATES RUNS OUT OF ELECTRICAL POWER AT HALF TANK	MT7002	146	3.0	192.00
		SEE TECH COMMENTS BELOW				
		CORRECTION X				
		51-1 X	MT7E440	146	3.0	192.00
		COMMENT X				

TECH NOTES TEST TIM MODULE TEST IAA TEST BCM NO CODES MONITOR BATTERY REMOVED BATTERY PACK CHECKED HEATERS RESISTANCE AND INSPECTED BATTERIES RETRIEVED BATT DATA SENT TO TOM NEIMCHEK REINSTALLED PACK TEST DROVE RETEST TIM TEST OIL PRESS USING TIM MOTOR TESTER REPLACED OIL SENDER PER TOM NEIMCHEK RETEST PRESS & PSI REPLACED TRACTION MOTOR TRANSAXLE ASSEMBLY DUE TO LOW OIL PRESS MTINE REQUESTED TO PERFORM DIAG AND TO REPLACE TRANSAXLE NO LABOR OPS FOR THIS VEHICLE MODEL

PART NUMBER	QTY	SELL
FMC FBYZ 7E440 AA	1	72.79
FMC BXE 202	2	200.74
PARTS: COUNT 3		401.48

FACTORY CONCERN CD: ABS COND CODE: 42
FP-BXE202 LINE AUTH: MA 020400 12:37
REPAIR TYPE 01 VISIT 1 CODES -

SUBTOTAL
PARTS 663.99
MECHANICAL LABOR 384.00
TOTAL CHARGE FOR CONCERN 1047.99

TYPE: M

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W48361
PARTS 663.99
MECHANICAL LABOR 384.00
TOTAL CHARGE 1047.99

PAYMENT DISTRIBUTION FOR INVOICE W48361
TOTAL CHARGE 1047.99
FAC WARRANTY 1047.99

PAGE 1

CUSTOMER COPY

559063

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM

LOU GRUBB



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION
OR INFORMATION
(480) 596-2525

8211

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK (✓) APPROPRIATE BOX)				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
71J178
P & A CODE
20323

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE INDICATED. SERVICES DESCRIBED PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO REDUCTION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR RE-PAINTED THIS CLAIM HAS BEEN CORRECTED IN ANY WAY WITH ANY ACCIDENT, INSURANCE OR BUREAU RECORD SUPPORTING THIS CLAIM ARE AVAILABLE FOR 1 FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED)

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

INVOICE TO ----- DRIVER/OWNER INFORMATION --- INVOICE: W25614

ARIZONA PUBLIC SERVICE CO
10001 N 23RD AVE BOX 53933 STN 3350
PHOENIX AZ 85021
HOME: (602) 371-7348 WORK: (602) 371-7348

ARIZONA PUBLIC SERVICE CO
10001 N 23RD AVE BOX 53933 STN 3350
PHOENIX AZ 85021
HOME: (602) 371-7348 WORK: (602) 371-7348

FOR OFFICE USE ----- VEHICLE INFORMATION -----

TAG: 8471 ADV: 272 MAU, A SR INVOICE: QUOTE WAR 4 AB VIN 1FTZR1078WTA43623 LICENSE NUMBER: AZ AF2546
MFG: 820323 TAX RULES: Y1ANN INVOICED AT: 08/05/99 16:27:06 F8 FORD RANGER 2ND SCAB WHITE
ODOMETER IN: 10245 DIST: FMC STOCK# 00044036
DATES BEGIN: 08/05/99 DATES END: 08/05/99 DATES INSERVICE: 051399 PRODUCTION: 030299 SOLD: 051599

*** QUOTE AFTER FINAL BILL ***

CONCERN 51 CUST STATES BATTERY PACK HAS VERY LOW RANGE 20 TO 25 MILES
CAUSE SEE TECH COMMENTS BELOW
CORRECTION X
51-1 X

OPERATION 75000A TECH 133 HOURS 1.2 AMOUNT 76.80
M1 133 .4 25.60
133 2.5 160.00

COMMENT X
TECH NOTES CHECKED FOR CODES 1AA-SYSTEM PASS BCM-SYSTEM PASS TIM SYSTEM-PASS PERFORMED BATTERY DIAG TESTS 13 LOW CELLS
CALLED HOTLINE TALKED TO DAN U FAXED BATT MODULE READINGS WAITING FOR FORD MOTOR CO TO CALL BACK WITH DECISION
SUSPECT BATT PACK R&R BATT PACK SENT FROM FORD MOTOR CO CLEAR CODES CHARGE BATT PACK ROADTEST CHECKED FOR
CODES SYSTEM PASS ALL MODULES TONNEAU COVER MISSING M TIME DUE TO NO LABOR OFFS FOR ELECTRIC
VEHICLE COMPONENT REPLCHMT

FACTORY CONCERN CD: C27 COND CODE : 42
FP-F8YZ14B205AB
REPAIR TYPE 01 VISIT 1 CODES -

----- SUBTOTAL -----
MECHANICAL LABOR 262.40
TOTAL CHARGE FOR CONCERN 262.40

TYPE: # ----- GRAND TOTALS -----
SUMMARY OF CHARGES FOR INVOICE W25614
MECHANICAL LABOR 262.40
TOTAL CHARGE 262.40

PAYMENT DISTRIBUTION FOR INVOICE W25614
TOTAL CHARGE 262.40
FAC WARRANTY 262.40

IF YOU HAVE ANY QUESTIONS - PLEASE SEE A GREGORY MAU
REPRINTED 1 TIMES

ACCOUNTING COPY

481553

1085-25111-1AADA SERVICES, INC.

PAGE 1
LAST PAGE

Vehicle #1541 DOE Test Information

Total Miles by Month			
Month	Miles		
		Jan-99	439
Jul	176	Feb	608
Aug	446	Mar	765
Sep	327	Apr	33
Oct	423	May	21
Nov	134	Jun	410
Dec	344	Jul	589
		Total Miles	4715

Facts:

Manufacturer's Energy Consumption Information

Range: City: 38 Hwy: 43 Efficiency: .405
 kW-hr/100miles kW-hr/100miles kW-hr/100miles

Manufacturer's Recall Notices

Jul-99 Recall #99S20

Shift lever in "park" may not fully engage.

Sep-99 Recall #99B17

Add decal to remind operator to keep the vehicle "on plug"

Replace the steering column insert plate with a revised design

Nov-99 Recall #99M05

1998 vehicles may experience premature battery wear out.

Mar-00 Recall #00B37

The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.

New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

Update/Replace Battery control module

Update/Replace Transaxle Inverter Module

Replace Interface Adapter Assembly Module

Replace Traction Battery Charger

Check Traction Battery Heaters

Maintenance Log Vehicle # 1541 SRP
Electric Ford Ranger
Vin # 1FTZR1079WTA41996

5/20/98	Pre-Delivery Inspection
7/98	Install Meter – Odometer 895 – Meter # 02 161 882
11/9 – 11/18/98	Low Range – Replace Battery Pack
4/26 – 4/99	Charger not working – Replace charger
5/27 – 6/3/99	Batteries won't charge – Replace Charger – Wire Assembly & Fuse
6/14 – 6/21/99	Batteries won't charge fully – Replace Charger
7/25/99	Removed Meter – End of Test Odometer - 5610

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM
SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM

LOU GRUBB



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION
OR INFORMATION
(480) 596-2525

1541

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REG.	
(CHECK (X) APPROPRIATE BOX)				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

J. Glenn Wilkins
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
71J178
P & A CODE
20323

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE. UNLESS OTHERWISE SHOWN, REPAIRS DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO REDUCTION 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. REPAIRS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF THE LAST INSPECTION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

6-23-99
DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

INVOICE TO		DRIVER/OWNER INFORMATION — INVOICE: W25763	
SALT RIVER PROJECT 1541 MIKE HEATH 1521 N PROJECT DR TEMPE AZ 85281-1206 HOME: (602) 236-2149 WORK: (602) 236-2149		SALT RIVER PROJECT 1541 MIKE HEATH 1521 N PROJECT DR TEMPE AZ 85281-1206 HOME: (602) 236-2149 WORK: (602) 236-2149	
FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 6436 ADV: 272 MAU: A GR INVOICE: PRELIM WAR W KH MFD: 820323 TAX RULES: YNNN INVOICED AT: 06/21/99 09:46:11 ODOMETER IN: 5047 DIST: FMC		VIN 1FTZR1074WTA41996 LICENSE NUMBER: AZ G534BY 98 FORD RANGER 2WD RCAB WHITE STOCK# 00043369	
DATES BEGIN: 06/14/99 DONE: 06/21/99		DATES INSERVICE: 051998 PRODUCTION: 021898 SOLD: 032098	
CONCERN	CUST STATES BATTERY'S WONT CHARGE FULLY AND CK WRENCH LIGHT WAS ON CUST	OPERATION	TECH HOURS AMOUNT
CAUSE	SPOKE WITH JOHN B GIVE TO BRIAN M	M1	133 3.6 230.40
CORRECTION	SEE TECH COMMENTS BELOW		
COMMENT	X		
TECH NOTES	CHECK FOR CODES IAA SYS PASS BCM C1838 TIM SYS PASS OP STATE 101 PERFORM PINPOINT TEST CIRCUITS CHECK OUT OK DISCONNECT ELEC METER INSTALLED BY SRP CHECK OP STATE WITH CHARGER CONNECTED OFSTATE 5 CLEAR CODES CHARGE BATTERY CHARGING KICKS OFF OPSTATE 94 BCM C1838 PERFORM PINPOINT TEST CALLED HOTLINE TALKED TO DAN V HE SAID TO INSTALL ANOTHER BATTERY CHARGER SOP CHARGER 61599 WAIT RR BATTERY CHARGER ASSEMBLY CHECK CODES OK AT THIS TIME REQUEST MTIME FOR REPAIR NO OPPS FOR ELECTRIC VEHICLE		
	PART NUMBER	QTY	SELL
	FMC XL5Z 10B689 AA	1	2649.75
	PARTS: COUNT 1	WIRE ASY - CHARGER H	2649.75
		ALLOWANCE: 1059.90	
FACTORY	CONCERN CD: A8J COND CODE: 42 FP-XL5Z10B689AA REPAIR TYPE 01 VISIT 1 CODES -		
TYPE: W		SUBTOTAL	
		PARTS	3709.65
		MECHANICAL LABOR	230.40
		TOTAL CHARGE FOR CONCERN	3940.05
GRAND TOTALS			
SUMMARY OF CHARGES FOR INVOICE W25763		PAYMENT DISTRIBUTION FOR INVOICE W25763	
PARTS	3709.65	TOTAL CHARGE	3940.05
MECHANICAL LABOR	230.40		
TOTAL CHARGE	3940.05	PAC WARRANTY	3940.05
IF YOU HAVE ANY QUESTIONS - PLEASE SEE A GREGORY MAU			

ACCOUNTING COPY

477450

PAGE 1
LAST PAGE

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION
OR INFORMATION
(480) 596-2525

1541

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK (X) APPROPRIATE BOX)				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

DEALER CODE
71J178
P & A CODE
20323

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT

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

69-99
DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

INVOICE TO: SALT RIVER PROJECT 1541 MIKE HEATH
1521 N PROJECT DR
TEMPE AZ 85281-1206
HOME: (602) 236-2149 WORK: (602) 236-2149

FOR OFFICE USE
TAG: 6275 ADV: 272 MAU, A GR INVOICE: PRELIM WAR W KH
MFG: 320323 TAX RULES: YNNW INVOICED AT: 06/03/99 15:03:27
ODOMETER IN: 4947 DIST: FRC
DATES BEGIN: 05/27/99 DGNE: 06/03/99

DRIVER/OWNER INFORMATION -- INVOICE: W2381
SALT RIVER PROJECT 1541 MIKE HEATH
1521 N PROJECT DR
TEMPE AZ 85281-1206
HOME: (602) 236-2149 WORK: (602) 236-2149

VEHICLE INFORMATION
VIN 1FTZR1074WTA41996 LICENSE NUMBER: AZ 0534BY
98 FORD RANGER 2ND RCAB WHITE
STOCK# 00043869
DATES INSERVICE: 051998 PRODUCTION: 021698 SOLD: 05205

CONCERN 51 CUST STATES BATTERYS WONT TAKE A CHARGE
CAUSE SEE TECH COMMENTS BELOW

CORRECTION X

51-1 X

CORRECTION X

TECH NOTES EEC TEST BCM CODE C1338 CONT UPSTATE 101 PER FORD PINPOINT TEST SOP CHARGER 52799 CHECK FUSE IN CONTACTOR BC FOR HIGH RESISTANCE OR OPEN OK AT THIS TIME REPLACE BATTERY CHARGER INOP CLEAR ALL CODES PLACE ON CHARGER RETEST CHECK OF CODE CODES OK RECHECK ALL CIRCUITS OK AT THIS TIME REQUEST RTIME NO LABOR OPPS FOR ELECTRIC VEHICLE

OPERATION	TECH	HOURS	AMOUNT
PNR	133	3.6	214.5
	133	-3.6 B	214.5
HI	133	5.5	352.0

PART NUMBER	QTY	SELL	
FMC XL5Z 10869 AA	1	2649.75	2649.7
FMC F8YZ 14526 CA	1	2.24	2.2
PARTS: COUNT 2			
ALLOWANCE: 1060.80			

FACTORY CONCERN CD: C26 COND CODE : 42
FP-XL3Z108689AA
REPAIR TYPE 01 VISIT 1 CODES -

SUBTOTAL

PARTS	3712.7
MECHANICAL LABOR	352.0
TOTAL CHARGE FOR CONCERN	4064.7

TYPE: W not finished - 128 GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W23816
PARTS 3712.79
MECHANICAL LABOR 352.00
TOTAL CHARGE 4064.79

PAYMENT DISTRIBUTION FOR INVOICE W23816
TOTAL CHARGE 4064.7
FAC WARRANTY 4064.7

IF YOU HAVE ANY QUESTIONS - PLEASE SEE A GREGORY HAU

PAGE
LAST PAGE

ACCOUNTING COPY

489406

Vehicle #1542 DOE Test Information

Total Miles by Month			
Month	Miles		
Jul	372	Feb	1071
Aug	265	Mar	609
Sep	713	Apr	835
Oct	1050	May	303
Nov	567	Jun	727
Dec	1298	Jul	1079
Jan-99	1311	Aug	1000
		Sep	1148
		Total Miles	11277

Facts:

Manufacturer's Energy Consumption Information

Range: City: 38 Hwy: 43 Efficiency: .405
 kW-hr/100miles kW-hr/100miles kW-hr/100miles

Manufacturer's Recall Notices

Jul-99 Recall #99S20

Shift lever in "park" may not fully engage.

Sep-99 Recall #99B17

Add decal to remind operator to keep the vehicle "on plug"

Replace the steering column insert plate with a revised design

Nov-99 Recall #99M05

1998 vehicles may experience premature battery wear out.

Mar-00 Recall #00B37

The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.

New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

Update/Replace Battery control module

Update/Replace Transaxle Inverter Module

Replace Interface Adapter Assembly Module

Replace Traction Battery Charger

Check Traction Battery Heaters

Maintenance Log Vehicle # 1542 SRP
Electric Ford Ranger
Vin # 1FTZR1079WTA47518

5/20/98	Pre-Delivery Inspection
7/98	Meter Installed – Odometer 600 – Meter # 02 161 899
5/26/98	AC blows warm – Install Incar Temp Benson
6/15/98	Engine light (wrench display) stays on – Replace PTC Module
8/25/98	Wrench display stays on – Replace DC to DC Converter
9/25 - 9/29/98	Replaced Charger
3/15 – 3/31/99	Replace Battery Pack due to Low Range
4/19 – 5/3/99	Replace fuse in contactor box due to kicking off wall units
5/10 – 5/21/99	Low Range – Module # 24 replaced parts, not module
6/22 – 6/28/99	AC not cold – Replace AC Cycling Switch
7/28 – 8/10/99	Not taking full charge – Reprogram BCM - Check Fan Op Charge in cool location
8/27 – 9/14/99	At dealership – Not charging – 50% in 12 hours
10/19/99	Meter removed – End of test Odometer - 12948

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.
SCOTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION
OR INFORMATION
(480) 596-2525

1542

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK (X) APPROPRIATE BOX)				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		

Authorized Signature and Date

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
71J178
P & A CODE
20323

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

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

UNIQUE ID		OWNER/OWNER INFORMATION		INVOICE: W30984
SALT RIVER PROJECT 1542 MIKE MATH		SALT RIVER PROJECT 1542 MIKE MATH		
FOX 52025		FOX 52025		
TYPE: (402) 809-1182 WORK: (402) 809-1182		TYPE: (402) 809-1182 WORK: (402) 809-1182		
FOR OFFICE USE				
TAG: 6135 ADV: 272 MAIL: A OR INVOICE: PRELIM WAR W RM				
HFG: 820323 FAX RULES: 70MM INVOICED AT: 08/10/99 12:26:18				
ODOMETER IN: 10001 DIST: FWD				
DATES BEGIN: 07/28/99 DONE: 08/10/99				
BASED: INSERVICE: 032998 PRODUCTION: 031158 SOLD: 052698				

CONCERN 51	CUST STATES SYSTEM WILL NOT CHANGE TO FULL ONLY TIME TO REPAIR	OPERATION	TECH HOURS	AMOUNT
CAUSE	SEE TECH COMMENTS BELOW	M1	146	1.5
CORRECTION X				
51-1 X		A	146	2.0
CONSENT X				
TECH NOTES	TEST BCM MODULE CODE 1838 TEST IAA NO CODES TEST TIM FEMALE NO DUGES CONTACT FORD ENGINEERING REMOVE BAT PACK CHECK FAN OPERATION AND BCM CONNECTIONS REINSTALL BAT PACK AND REPROGRAM BCM VEHICLE MUST BE CHARGED IN COOL ENVIRONMENT OR IT WILL OVERHEAT AND NOT CHARGE REQUEST REPAIR NO OPS FOR A ELECTRIC VEHICLE AND A TIME FOR DIAG			
FACTORY	CONCERN CD: A80	COND CODE: 42		
	REPAIR TYPE: 01			

TYPE: W		SUBTOTAL	
		MECHANICAL LABOR	224.00
		TOTAL CHARGE FOR CONCERN	224.00
GRAND TOTALS			
SUMMARY OF CHARGES FOR INVOICE W30984		PAYMENT DISTRIBUTION FOR INVOICE W30984	
MECHANICAL LABOR	224.00	TOTAL CHARGE	224.00
TOTAL CHARGE	224.00	FAC WARRANTY	224.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE A GREGORY MAU



PAGE 1
LAST PAGE

CUSTOMER COPY

43.378

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

1542
FOR SERVICE RESERVATION
OR INFORMATION
(480) 596-2525

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK ☐ APPROPRIATE BOX)				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

Jeff Edmister
THIS CLAIM MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
71J178
P & A CODE
20323

IN REPLY OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE INDICATED. 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 WAS BEING CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) 71 FROM THE DATE OF PRESENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

7.1.99
DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

INVOICE TO
SALT RIVER PROJECT 1542 MIKE REATH
BOX 52025
PHOENIX AZ 85072-2025
HOME: (602) 807-1182 WORK: (602) 809-1182
FOR OFFICE USE
TAG: 6405 ADV: 272 MAIL A OR INVOICE: PRELIM WAR W K1
MFG: 828923 TAX RULES: VYRON INVOICED AT: 06/28/99 16:33:24
ODOMETER IN: 9721 DIST: FWD
DATES BEGIN: 06/22/99 DOME: 06/28/99

DRIVER/OWNER INFORMATION — INVOICE: W26893
SALT RIVER PROJECT 1542 MIKE REATH
BOX 52025
PHOENIX AZ 85072-2025
HOME: (602) 809-1182 WORK: (602) 809-1182
VEHICLE INFORMATION
VIN: 1FTR1079TAM7010 LICENSE NUMBER: AZ G035BY
98 FORD RANGER 2WD RCAB WHITE
STOCK# 00044203
DATES INSERVICE: 06/29/98 FACULTION: 03/11/98 GOLD: 052698

CONCERN 01 CLUT STATES AC BLOWS COOL BUT NOT COOLD
CAUSE SEE TECH COMMENTS BELOW
CORRECTION X
51-1 X
COMMENT X

OPERATION	TECH	HOURS	AMOUNT
19700A	146	.7	44.80
19761A	146	.4	25.60

TECH NOTES AC PRESS TEST LOW SIDE 25 PSI AC COMP CYCLING RAPIDLY REPLACED AC CYCLING SWITCH DUE TO CRACKED
PART NUMBER FOR NOTE DESCRIPTION QTY SELL
FWD* FWDY 19761A SWITCH A/B/A/C CLUTO 1 7.63 7.63
PARTS: COUNT 1 ALLOWANCE: 3.05
FACTORY CONCERN CD: 002 COND CODE: #2
EP-FWDY19761A
REPAIR TYPE 01 VISIT 1 CODES -

SUBTOTAL	
PARTS	10.68
MECHANICAL LABOR	70.40
TOTAL CHARGE FOR CONCERN	81.08

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W26893
PARTS 10.68
MECHANICAL LABOR 70.40
TOTAL CHARGE 81.08

PAYMENT DISTRIBUTION FOR INVOICE W26893
TOTAL CHARGE 81.08
FAC WARRANTY 81.08

IF YOU HAVE ANY QUESTIONS - PLEASE SEE A GREGORY MAU

PAGE
LAST PAGE

ACCOUNTING COPY

494416

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION
OR INFORMATION
(602) 596-2525

1542

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK (X) APPROPRIATE BOX)				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X *Mike Heath*
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
71J178
P & A CODE
20323

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

(PRINTED) *RS* 5-24-99 DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON DATE

INVOICE TO		DRIVER/OWNER INFORMATION — INVOICE: W21806	
SALT RIVER PROJECT 1542 MIKE HEATH BOX 52025 PHOENIX AZ 85072-2023 HOME: (602) 809-1182 WORK: (602) 809-1182		SALT RIVER PROJECT 1542 MIKE HEATH BOX 52025 PHOENIX AZ 85072-2023 HOME: (602) 809-1182 WORK: (602) 809-1182	
FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 6997 ADV: 272 MMU, A GR INVOICE: PRELIM WAR W SK HFG: 820323 TAX RULES: Y700N INVOICED AT: 05/21/99 17:01:39 ODOMETER IN: 8658 DIST: FMC DATES BEGIN: 05/10/99 DONE: 05/21/99		VIN 1FTZR1079NTA47510 LICENSE NUMBER: AZ 6530BY 98 FORD RANGER 2ND RCAB WHITE STOCK# 00044235 DATES INSERVICE: 032998 PRODUCTION: 031198 SGLD: 052658	
CONCERN 31 CUST STATES NO GG ELECTRIC RANGER SOME DASH INDICATORS ON TONED IN CAUSE SEE TECH COMMENTS BELOW CORRECTION X COMMENT X TECH NOTES TEST IAA MODULE NO CODE TEST BCM NO CODE TEST TIM MODULE CODE 1733 PINPOINT TEST BAT MODULE DIAGNOSTIC TEST CONTACT CHRIS BELL AND MARK SHEHAR AT FORD MOTOR CO REMOVE BAT PACK REMOVE MODULE 24 INSTALL TEST MODULE AND REINSTALL PACK RETEST MODULE 24 BAT REMOVE PACK AGAIN REMOVE MODULE 24 AND REPLACE PARTS SUPPLIED BY CHRIS BELL RETEST ALL PASS FACTORY CONCERN CD: D02 COND CODE: 42 REPAIR TYPE 01 VISIT 1 CODES -		OPERATION TECH HOURS AMOUNT M1 146 10.0 595.90	
TYPE: W		SUBTOTAL MECHANICAL LABOR 595.90 TOTAL CHARGE FOR CONCERN 595.90	
SUMMARY OF CHARGES FOR INVOICE W21806 MECHANICAL LABOR 595.90 TOTAL CHARGE 595.90		PAYMENT DISTRIBUTION FOR INVOICE W21806 TOTAL CHARGE 595.90 FAC WARRANTY 595.90	
IF YOU HAVE ANY QUESTIONS - PLEASE SEE A GREGORY MMU		PAGE 1 LAST PAGE	

POSTED

MAY 25 1999

ACCOUNTING COPY

452171

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION
OR INFORMATION
(602) 596-2525

1542

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK (X) APPROPRIATE BOX)				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X *John Edmister*
THIS CARD MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
71J178
P & A CODE
20323

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

John F. Hays 5/4/99
DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON DATE

INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE: W19336	
SALT RIVER PROJECT 1542 MIKE HEATH		SALT RIVER PROJECT 1542 MIKE HEATH			
BOX 52025		BOX 52025			
PHOENIX AZ 85072-2025		PHOENIX AZ 85072-2025			
HOME: (602) 809-1182 WORK: (602) 809-1182		HOME: (602) 809-1182 WORK: (602) 809-1182			
FOR OFFICE USE		VEHICLE INFORMATION			
TAG: 6699 ADV: 272 MAU, A GR INVOICE: PRELIM WAR W KM		VIN 1FTZR1079WTA47518 LICENSE NUMBER: AZ 653JBV			
HFG: 820323 TAX RULES: YNNW INVOICED AT: 05/03/99 12:43:11		98 FORD RANGER 2ND RCAB WHITE			
ODOMETER IN: 8398 DIST: FHC		STOCK# 00044235			
DATES BEGIN: 04/19/99 DONE: 05/03/99		DATES INSERVICE: 052998 PRODUCTION: 031198 SOLD: 052698			

CONCERN 51 CUST STATES WONT CHARGE KEEPS KICKING OUT WALL UNITS 2 DIFF ONES OPERATION TECH HOURS AMOUNT
CAUSE SEE TECH COMMENTS BELOW MI 133 2.2 131.10
CORRECTION X 146 3.4 202.61
COMMENT X
TECH NOTES PERFORMED EV RANGER DIAG IAA SYSTEM PASS 3CH C1775 C1833 TIM SYSTEM PASS OP STATE 101 PERFORMED PINPOINT TESTS FOR C1775 R&R IAA MODULE FOR C1775 - CAUSING WRENCH LIGHT TO ILLUMINATE PERFORMED PINPOINT TESTS FOR C1833 SOP BATT CHARGER 4-19-99 CASEY
TECH 146 REPLACED BATTERY CHARGING RETEST OP STATE CODE 88 PINPOINT TEST SYSTEM REMOVE BATTERY PACK REPLACE FUSE IN CONTACTOR BOX AND RETEST ALL PASS REQUEST RTIME FOR REPAIR NO OPFS FOR ELECTRIC VEHICLE
PART NUMBER PO# NOTE DESCRIPTION QTY SELL
FHC F8YZ 148205 AB #MODULE 1 60.19 60.19
FHC XL5Z 108689 AA WIRE ASY - CHARGER H 1 2649.75 2649.75
PARTS: COUNT 2 ALLOWANCE: 1083.98
FACTORY CONCERN CD: D50 COND CODE : 42
FP-XL5Z108689AA
REPAIR TYPE 01 VISIT 1 CODES -

SUBTOTAL	
PARTS	3793.92
MECHANICAL LABOR	333.71
TOTAL CHARGE FOR CONCERN	4127.63

SUMMARY OF CHARGES FOR INVOICE W19336		PAYMENT DISTRIBUTION FOR INVOICE W19336	
PARTS	3793.92	TOTAL CHARGE	4127.63
MECHANICAL LABOR	333.71	FAC MAINT	4127.63
TOTAL CHARGE	4127.63		

IF YOU HAVE ANY QUESTIONS - PLEASE SEE A GREGORY MAU

PAGE 1
LAST PAGE

ACCOUNTING COPY

453768

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION
OR INFORMATION
(602) 596-2525

1542

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK (✓) APPROPRIATE BOX)				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
71J178
P & A CODE
20323

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

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

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE# W15302	
SALT RIVER PROJECT 1542 MIKE HEATH		SALT RIVER PROJECT 1542 MIKE HEATH	
BOX 52025		BOX 52025	
PHOENIX AZ 85072-2025		PHOENIX AZ 85072-2025	
HOME: (602) 809-1182 WORK: (602) 809-1182		HOME: (602) 809-1182 WORK: (602) 809-1182	
FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 6364 ADV: 272 MAU, A GR INVOICE: PRELIM WAR W MA		VIN 1FTZR1079WTA47518 LICENSE NUMBER: AZ G5358Y	
MFG: 820323 TAX RULES: YNNN INVOICED AT: 03/31/99 09:02:32		98 FORD RANGER 2ND RCAB WHITE	
ODOMETER IN: 7956 DIST: FMC		STOCK# 00044255	
DATES BEGIN: 03/15/99 DONE: 03/31/99		DATES INSERVICE: 052998 PRODUCTION: 031198 SOLD: 052698	
CONCERN 51	CK WRENCH LIGHT ON TRUCK MONT MOVE AND HAS HAD SHORT RANGE CONCERN FOR	OPERATION	TECH HOURS AMOUNT
	SOME TIME NOW TOWED IN	M1	133 2.7 160.89
CAUSE	SEE TECH COMMENTS BELOW		
CORRECTION	X		
	51-1 X	M1	146 6.0 357.54
COMMENT	X		
TECH NOTES	PERFORMED EV RANGER DIAGNOSIS PERFORMED BCM TESTS 16 BAD MODULES R&I BATT PACK CK MODULES LISTS ON BACK CALLED HOTLINE TALKED TO DAN 3-14-99 CALLED BACK 3-15 AT 11 AM SENDING BATT PACK ASSY WILL BE HERE IN APPROX 5 DAYS NO LABOR OPS FOR THIS VEHICLE TYPE		
	RECEIVED NEW BATT PACK DAMAGED CONTACT CHRIS BELL AT FORD ENGINEERING SENT OUT NEW BATT CASE TRANSFERRED BATTERIES FROM NEW PACK INTO NEW PACK RETEST SYSTEM ALL PASS		
	PART NUMBER	QTY	SELL
	FMC F81Z 10732 AA	1	2286.00
	FMC F81Z 10N660 AA	1	999.99
	PARTS: COUNT 2		
	ALLOWANCE: 1314.40		
FACTORY	CONCERN CD: D50	COND CODE : 42	
	FP-F81Z10732AA		
	REPAIR TYPE 01 VISIT 1 CODES -		
	LINE AUTH: MA 033199 08:59		
		SUBTOTAL	4600.39
		PARTS	518.43
		MECHANICAL LABOR	5118.82
		TOTAL CHARGE FOR CONCERN	
TYPE: W			PAGE 1

ACCOUNTING COPY

470000

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION
OR INFORMATION
(602) 596-2525

*Custom
gone
1542*

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK (✓) APPROPRIATE BOX)				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

Towed in -
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
71J178
P & A CODE
20323

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART WANTED OR REPLACED UNDER THIS CLAIM HAS BEEN COMPROMISED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR SERVICE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEARS FROM THE DATE OF ADJUSTMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

E. Heath
DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

3-31-99
(DATE)

INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE: W15302
SALT RIVER PROJECT 1542 MIKE HEATH		SALT RIVER PROJECT 1542 MIKE HEATH		
FOR OFFICE USE		VEHICLE INFORMATION		
TAG: 6364	ADV: 272 MAU, A G INVOICED AT: 03/31/99 09:02:32 MA	98 RANGER	WHITE	LICENSE NUMBER: AZ G535BY
GRAND TOTALS				
SUMMARY OF CHARGES FOR INVOICE W15302		PAYMENT DISTRIBUTION FOR INVOICE W15302		
PARTS	4600.39	TOTAL CHARGE		5118.82
MECHANICAL LABOR	518.43	FAC WARRANTY		5118.82
TOTAL CHARGE	5118.82			
IF YOU HAVE ANY QUESTIONS - PLEASE SEE A GREGORY MAU				
PAGE 2 LAST PAGE				

ACCOUNTING COPY

470001

SERVICE HOURS:

MON - FRI.
7:00 AM - 6:00 PM

SAT.

MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

1542
FOR SERVICE RESERVATION
OR INFORMATION
(602) 596-2525

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK (X) APPROPRIATE BOX)				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
71J178
P & A CODE
20323

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE INDICATED. 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 SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED)

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

(DATE)

INVOICE TO: SALT RIVER PROJECT 1542 MIKE HEATH
FOR OFFICE USE
TAG# 6384 ADV# 272 MAJ, A S INVOICED AT: 04/08/99 07:04:17 CL 98 RANGER WHITE LICENSE NUMBER: AZ 0535BY
DATE AFTER FINAL BILL
GRAND TOTALS
SUMMARY OF CHARGES FOR INVOICE #15302
PARTS 4600.39
MECHANICAL LABOR 518.43
TOTAL CHARGE 5118.82
PAYMENT DISTRIBUTION FOR INVOICE #15302
TOTAL CHARGE 5118.82
F&C WARRANTY 5118.82

IF YOU HAVE ANY QUESTIONS - PLEASE SEE A GREGORY TMO
REPRINTED 1 TIMES

PAGE 2
LAST PAGE

CUSTOMER COPY

458469

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION
OR INFORMATION
(602) 596-2525

1542

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK (✓) APPROPRIATE BOX)				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

Manuel R. Claya
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
71J178
P & A CODE
20323

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO REDUCTION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR IS UNDER THIS CLAIM AND BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR REVIEW AND FOR PROMPT NOTIFICATION AT THE SERVICE CENTER FOR INSPECTION BY REPRESENTATIVES OF FORD.

[Signature]
DEALER GENERAL MANAGER OR AUTHORIZED PERSON

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: W97743	
SALT RIVER PRJ AGRICULTURAL IMP DIST		SALT RIVER PRJ AGRICULTURAL IMP DIST	
BOX 52025		BOX 52025	
PHOENIX		PHOENIX	
AZ 85072-2025		AZ 85072-2025	
HOME: (602) 236-4799		HOME: (602) 236-4799	
WORK: (602) 236-4799		WORK: (602) 236-4799	
FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 6744 ADV: 272 MAU, A GR INVOICE: PRELIM WAR W T1		VIN 1FTZR1079MTA47518 LICENSE NUMBER: AZ 6535BY	
MFG: 820323 TAX RULES: YNNNN INVOICED AT: 09/29/98 12:05:14		98 FORD RANGER 2ND RCAB WHITE	
ODOMETER IN: 1880		DATES INSERVICE: 052998 PRODUCTION: 031198 SOLD: 052698	
DATES BEGIN: 09/25/98 DONE: 09/29/98		DIST: FMC	

CONCERN 51 TOWED IN WONT CHARGE THEY TRIED 3 CHARGERS
CAUSE SEE TECH COMMENTS BELOW
CORRECTION X
COMMENT X
TECH NOTES HOOK UP CHARGER TO VERIFY WILL NOT CHARGE RUN NGS TESTS CHECK FOR IAA
CODES SYSTEM PASS BCM CODES PASS TIM CODES PASS CHECK OP STATE PID 101
HOOK UP BREAKOUT BOX PINPOINT TESTS NECESSARY TO R AND I TRACTION BAT
TERY R AND R BATTERY CHARGER INOP NOTE DID NO REATTACH CUSTOMERS WATT
METER TO CHARGER POSSIBLY CAUSED CHARGER TO BE INOP=

MTIME FOR NO LABOR OP IN MANUAL	QTY	SELL	AMOUNT
PART NUMBER			
FMC F8YZ 10B689 AA	1	2133.68	2133.68
PARTS: COUNT 1			
CONCERN CD: D02			
FP-F8YZ10B689AA			
COND CODE : 42			

TYPE: W	GRAND TOTALS	SUBTOTAL
SUMMARY OF CHARGES FOR INVOICE W97743		
PARTS 2987.15		2987.15
MECHANICAL LABOR 274.11		274.11
TOTAL CHARGE 3261.26		3261.26
		PAYMENT DISTRIBUTION FOR INVOICE W97743
		TOTAL CHARGE 3261.26
		FAC WARRANTY 3261.26

POSTED
OCT 09 1998

ACCOUNTING COPY

410304

PAGE 1

SERVICE HOURS:
MON - FRI.
7:00 AM - 6:00 PM

SAT.
MAINTENANCE / LIGHT REPAIR
8:00 AM - 1:00 PM

LOU GRUBB



8555 FRANK LLOYD WRIGHT BLVD.
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION
OR INFORMATION
(602) 596-2525

154.

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK /) APPROPRIATE BOX				
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

Mike Heath
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
71J178
P & A CODE
20323

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

(SIGNED)

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE: W9417
S R PROJ AGRICULTRL IMPROVEMT & POWER		S R PROJ AGRICULTRL IMPROVEMT & POWER		
DIST BOX 52025		DIST BOX 52025		
PHOENIX AZ 85072-2025		PHOENIX AZ 85072-2025		
HOME: (602) 236-4795 WORK: (602) 236-4795		HOME: (602) 236-4795 WORK: (602) 236-4795		
FOR OFFICE USE		VEHICLE INFORMATION		
TAG: 6315 ADV: 272 MAJ, A GR INVOICE: PRELIM WAR W PR		VIN 1FTZR1079WTA47518 LICENSE NUMBER: AZ G5358Y		
MFG: 820323 TAX RULES: YVANN INVOICED AT: 08/31/98 15:06:27		98 FORD RANGER 2WD RCAB WHITE		
ODOMETER IN: 1212 DIST: FMC		STOCK# 00044255		
DATES BEGIN: 08/25/98 DONE: 08/31/98		DATES INSERVICE: 052998 PRODUCTION: 031198 SOLD: 05269		

CONCERN 51	CUST STATES CK ENG LIGHT STAYS ON	OPERATION	TECH	HOURS	AMOUN
CAUSE	SEE TECH COMMENTS BELOW	M1	146	5.0	297.9
CORRECTION	X				
COMMENT	X				
TECH NOTES TEST BCM NO CODES TEST IAA CODE 1342 KOEC 1342 TIH MODULY NO CODES PIN					
POINT TEST REPLACED IAA NGKULE AND RETEST TEST IAA KOEC NO CODES KOEC					
NO CODES BCM KOEC 1342 KOEC 1342 PINPOINT BCM REMOVE BATTERY PACK AND					
REPLACED BCM DUE TO INOP RETEST ALL MODULES NOW PASS					
PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
FMC F8YZ 148205 AB			*****	1	60.19
FMC F8YZ 108687 AA			*****	1	4.94
PARTS: COUNT	2		ALLOWANCE:	26.06	
FACTORY	CONCERN CD: E29	COND CODE: 42	REPOSTED		
	FP-F8YZ148205AB				
	REPAIR TYPE 01 VISIT 1 CODES -				

SEP 11 1998

TYPE: W	GRAND TOTALS	SUBTOTAL	PARTS	91.15
			MECHANICAL LABOR	297.95
			TOTAL CHARGE FOR CONCERN	389.14

SUMMARY OF CHARGES FOR INVOICE W94171	PAYMENT DISTRIBUTION FOR INVOICE W94171
PARTS 91.19	TOTAL CHARGE 389.14
MECHANICAL LABOR 297.95	
TOTAL CHARGE 389.14	FAC WARRANTY 389.14

PREFERRED TREATMENT

PAGE 1

ACCOUNTING COPY

397931

Vehicle #808F DOE Test Information

Total Miles by Month			
Month	Miles		
		Apr	102
Nov-98	299	May	188
Dec	259	Jun	141
Jan-99	122	Jul	99
Feb	231	Aug	107
Mar	132	Sep	77
		Total Miles	1757

Facts:

Manufacturer's Energy Consumption Information

Range: City: 38 Hwy: 43 Efficiency: .405
 kW-hr/100miles kW-hr/100miles kW-hr/100miles

Manufacturer's Recall Notices

Jul-99 Recall #99S20

Shift lever in "park" may not fully engage.

Sep-99 Recall #99B17

Add decal to remind operator to keep the vehicle "on plug"

Replace the steering column insert plate with a revised design

Nov-99 Recall #99M05

1998 vehicles may experience premature battery wear out.

Mar-00 Recall #00B37

The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.

New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

Update/Replace Battery control module

Update/Replace Transaxle Inverter Module

Replace Interface Adapter Assembly Module

Replace Traction Battery Charger

Check Traction Battery Heaters

Maintenance Log Vehicle # 808F Pepco
Electric Ford Ranger
Vin # 1FTZR1079WTA83287

11/5/98	Install Meter – Odometer 35 – Meter # 02 161 900
11/16 – 11/18/98	Vehicle suffering Low Range
2/24 – 2/26/99	Vehicle won't Charge – Replace Battery Charger
7/14 – 7/15/99	Won't Charge properly – Replace Charger Assembly
8/1 – 8/31/99	Replace Battery Pack
9/31/99	Meter Removed – End of Test Odometer – 1792

908x

CUSTOMER NO. Z1609	ADVISOR GLEN S CASE	CARD NO. 642	INVOICE DATE 11/16/98	INVOICE NO. FOCS984
FORD MOTOR CREDIT COMPANY	LABOR RATE	LICENSE NO. AJ0364	MILEAGE 194	COLOR WHITE/VEH#0
7090 GATEWAY DRIVE PO BOX 8	YEAR / MAKE / MODEL 98/FORD TRUCK/RANGER/TRK 4X2 REG CAB	DELIVERY DATE 09/28/98	STOCK NO. R297	DELIVERY MILES
ATTN:TOM SIGMAN	VEHICLE ID. NO. 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00	SELLING DEALER NO.	PRODUCTION DATE	
COLUMBIA, MD 21045-0008	F.T.E. NO.	P.O. NO.	R.O. DATE 11/16/98	CROSS REFERENCE MO: 1
RESIDENCE PHONE 202-872-2205	BUSINESS PHONE 202-872-2255	SERVICE INSTALLED PARTS	R.O. NUMBER	

LABOR & PARTS
 J# 1 7610Z DRIVEABILITY HOURS: 0.01 TECH(S):362
 CUST STATES: VEHICLE USES TOO MUCH POWER TO QUICKLY/LACK OF RANGE
 PERFORMED TEST OPERATIONS TESTED COMPUTERS AND EACH INDIVIDUAL BATTERY ALL TESTED OK

WARRANT

JOB # 1 TOTAL LABOR & PARTS 0.0

J# 2 10F0Z ELECTRICAL HOURS: 0.01 TECH(S):362
 CUST STATES: WRENCH ON DASH INTERMITTANTLY LIGHTS UP CHECK AND ADVISE
 TESTED COMPUTER SYSTEMS NO SERVICE REQUIRED

WARRANT

JOB # 2 TOTAL LABOR & PARTS 0.0

TOTALS		TOTAL LABOR....	0.0
PAYMENT METHOD		TOTAL PARTS....	0.0
CASH []	MC []	TOTAL SUBLET....	0.0
VISA []	DSC []	TOTAL G.O.G....	0.0
OTHER []		TOTAL MISC CHG.	0.0
CHECK#		TOTAL MISC DISC	0.0
CASHIER.....	CALL/TIME	TOTAL TAX.....	0.0
		TOTAL INVOICE \$	0.0

Thomas Sigman
 CUSTOMER SIGNATURE

Called
 ASM 11-16
 Called
 ASM 11-18

ST

CUSTOMER NO. 71609		ADVISOR GLEN S CASE		CARD NO. 642		INVOICE DATE 02/26/99		INVOICE NO. FCCS105	
FORD MOTOR CREDIT COMPANY 7090 GATEWAY DRIVE PO BOX 8 ATTN:TOM SIGMAN COLUMBIA, MD 21045-0008		LABOR RATE		LICENSE NO. AJ0364		MILEAGE 814		COLOR WHITE/VEHNO	
		YEAR / MAKE / MODEL 98/FORD TRUCK/RANGER/TRK 4X2 REG CAB		DELIVERY DATE 09/28/98		STOCK NO. R2		DELIVERY MILES	
		VEHICLE ID. NO. 1F1E7Z11070WBA83287		SELLING DEALER NO.		PRODUCTION DATE			
		F.T.E. NO.		P.O. NO.		R.O. DATE 02/24/99		CABLE RESPONSE OPEN SERVICE MAIL	
RESIDENCE PHONE 202-872-2205		BUSINESS PHONE 202-872-2255		SERVICE INSTALLED PART		R.O. NUMBER		CROSS REFERENCE MO:	

LABOR 3 PARTS.

ELECTRICAL

HOURS: 0.01 TECH(S):362

WARRA

CUST STATES: WILL NOT KEEP BATTERIES CHARGED CHECK ADVISE
DIAGNOSED VEHICLE AND CONTACTED CHRIS BELL AT SERVICE
ENGINEERING DEPT AT FORD
INSTRUCTED TO REPLACE CHARGER AND IAA MODULE ASSEMBLIES
TO RECTIFY TOTAL CONCERN

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE	UNIT PRICE
JOB # 1	1	F8Y7-10B639-AB	CHARGER - BATT		
JOB # 1	1	F8Y7-14B205-AB	MODULE		

44889A

4958A

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

COMMENTS-----
CHRIS BELL AT FORD ENGINEERING INSTRUCTED US TO REPLACE CHARGER
AND TAP MODULE ASSEMBLIES

704 5-

~~~~~

| PAYMENT METHOD |                       |
|----------------|-----------------------|
| 1              | CASH                  |
| 2              | CHECK                 |
| 3              | CREDIT CARD           |
| 4              | DEBIT CARD            |
| 5              | FINANCIAL INSTITUTION |
| 6              | OTHER                 |

CASH [ ]

UTSA [ ]

DINNER [ 3 ]

CHECK# .....

CASHIER..... CALL/TIME

TOTAL LABOR....

TOTAL PARTS....

TOTAL SUBLET...  
TOTAL C C CTOTAL G.S.S....  
TOTAL MISC CHG.

TOTAL MISC DISC

TOTAL TAX.....

TOTAL EXPENSE \$

X *Thomas Simon*  
CUSTOMER SIGNATURE

Called  
ASM. 2:26  
8/27- 8:40- HB  
4m - 3/11- W/PU Katay

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 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

needed and that the mechanic's work was performed satisfactorily.

8085

Authorized Signature  
All labor performed and parts replaced were necessary to perform repairs.

|                                                             |                             |                                                      |                    |                        |                       |                        |
|-------------------------------------------------------------|-----------------------------|------------------------------------------------------|--------------------|------------------------|-----------------------|------------------------|
| SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) |                             | ADVISOR: TERRY BREADWELL 33274                       |                    | CARD NO. 4514          | INVOICE DATE 07/11/99 | INVOICE NO. F0CS11627  |
| CUSTOMER NO. 11-69                                          |                             | LABOR RATE                                           | LICENSE NO. A00654 | MILEAGE 1433           | COLOR WHITE/VEH#0     | STOCK NO. R292         |
| FORD MOTOR CREDIT COMPANY                                   |                             | YEAR/MAKE/MODEL 98/FORD TRUCK/RANGER LTR 4X2 REG CAB |                    | DELIVERY DATE 07/28/99 | DELIVERY MILES        |                        |
| 7990 GATEWAY DRIVE RD BOX 3                                 |                             | VEHICLE ID NO. 1F7ZP1079UTAS3287                     |                    | SELLING DEALER NO.     | PRODUCTION DATE       |                        |
| ATTN: TOM SIGHAN                                            |                             | F.T.E. NO.                                           |                    | P.O. NO.               | R.O. DATE 07/14/99    | CARE RESPONSE          |
| COLUMBIA, MD 21045-0000                                     |                             | SERVICE INSTALLED PARTS                              |                    | R.O. NUMBER            |                       | CROSS REFERENCE NO: 14 |
| RESIDENCE PHONE 207-372-2005                                | BUSINESS PHONE 207-472-2255 |                                                      |                    |                        |                       |                        |

|                                                             |                 |                          |                        |         |
|-------------------------------------------------------------|-----------------|--------------------------|------------------------|---------|
| LABOR & PARTS                                               |                 | HOURS: 6.01 TECH(S): 362 |                        | WARRANT |
| JOB # 10507                                                 |                 | ELECTRICAL               |                        |         |
| CK VEH LIGHT CHARGE PROPERLY                                |                 |                          |                        |         |
| NCS TEST DIAG AND REPLACE CHARGE ASSY RETEST CHARGE AND DIS |                 |                          |                        |         |
| CHARGE BATTERY RETEST                                       |                 |                          |                        |         |
| PARTS                                                       |                 | DESCRIPTION              |                        | WARRANT |
| QTY                                                         | FR. NUMBER      | DESCRIPTION              | LIST PRICE-UNIT PRICE- |         |
| 1                                                           | 4514-10340-0000 | WIRE ASSY - CHA          |                        | 0.0     |
| JOB # 1 TOTAL PARTS                                         |                 |                          |                        | 0.0     |
| JOB # 1 TOTAL LABOR & PARTS                                 |                 |                          |                        | 0.0     |
| LABOR & PARTS                                               |                 | HOURS: 6.01 TECH(S): 362 |                        | WARRANT |
| JOB # 10507                                                 |                 | ELECTRICAL               |                        |         |
| RECALL 4514                                                 |                 |                          |                        |         |
| INSTALL ASSY WORKING PER RECALL                             |                 |                          |                        |         |
| PARTS                                                       |                 | DESCRIPTION              |                        | WARRANT |
| QTY                                                         | FR. NUMBER      | DESCRIPTION              | LIST PRICE-UNIT PRICE- |         |
| 1                                                           | 4514-10340-0000 | WIRE ASSY - CHA          |                        | 0.0     |
| JOB # 2 TOTAL PARTS                                         |                 |                          |                        | 0.0     |
| JOB # 2 TOTAL LABOR & PARTS                                 |                 |                          |                        | 0.0     |
| TOTALS                                                      |                 |                          |                        |         |
| PAYMENT METHOD                                              |                 |                          |                        |         |
| CASH                                                        | 0.0             | TOTAL LABOR...           |                        | 0.0     |
| VISA                                                        | 0.0             | TOTAL PARTS...           |                        | 0.0     |
| DISC                                                        | 0.0             | TOTAL SUBLET...          |                        | 0.0     |
| CHECK                                                       | 0.0             | TOTAL G.O.B...           |                        | 0.0     |
| CASHIER                                                     | 0.0             | TOTAL DISC CHG...        |                        | 0.0     |
|                                                             |                 | TOTAL DISC DISC...       |                        | 0.0     |
|                                                             |                 | TOTAL TAX...             |                        | 0.0     |
|                                                             |                 | TOTAL INVOICES           |                        | 0.0     |

Called 7-15  
Pick up today

FORM SAS-2  
FORM SAS-2 REV. 1-90 THE REYNOLDS-REYNOLDS COMPANY ALL RIGHTS RESERVED

### Vehicle #809F DOE Test Information

| Total Miles by Month |       |                    |             |
|----------------------|-------|--------------------|-------------|
| Month                | Miles |                    |             |
| Nov                  | 245   | May                | 337         |
| Dec                  | 346   | June               | 143         |
| Jan-99               | 192   | July               | 301         |
| Feb                  | 441   | August             | 440         |
| Mar                  | 177   | September          | 280         |
| Apr                  | 247   | October            | 357         |
|                      |       | <b>Total Miles</b> | <b>3506</b> |

Facts:

#### Manufacturer's Energy Consumption Information

Range:      City: 38      Hwy: 43      Efficiency: .405  
                          kW-hr/100miles      kW-hr/100miles      kW-hr/100miles

#### Manufacturer's Recall Notices

Jul-99      Recall #99S20

Shift lever in "park" may not fully engage.

Sep-99      Recall #99B17

Add decal to remind operator to keep the vehicle "on plug"

Replace the steering column insert plate with a revised design

Nov-99      Recall #99M05

1998 vehicles may experience premature battery wear out.

Mar-00      Recall #00B37

The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.

New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

Update/Replace Battery control module

Update/Replace Transaxle Inverter Module

Replace Interface Adapter Assembly Module

Replace Traction Battery Charger

Check Traction Battery Heaters



**Maintenance Log Vehicle # 809F Pepco**  
**Electric Ford Ranger**  
**Vin # 1FTZR1074WTA84671**

---

|                 |                                                                       |
|-----------------|-----------------------------------------------------------------------|
| <b>10/30/98</b> | Meter Installed – Odometer 70 – Meter # 02 161 888                    |
| 12/17 – 1/21/98 | Wrench and Power Limit Warnings – Replace Module & DC to DC Converter |
| 2/16 – 2/22/99  | Vehicle will not charge Properly                                      |
| 3/10/99         | Replace Charger                                                       |
| 4/2 – 4/5/99    | Vehicle won't Energize – Replace wire assembly, Program IAA Module    |
| 6/7 – 6/14/99   | Vehicle won't Charge – Replace Charger Assembly                       |
| 6/25 – 6/29/99  | Vehicle Not Charging – Replace Charger Unit                           |
| 7/16 – 7/20/99  | Vehicle will not Charge – Replace Charger Unit                        |
| 8/11 – 8/19/99  | Vehicle will not Charge – Replace Battery Charger Assembly            |
| <b>10/12/99</b> | Meter Removed – End of Test Odometer 3576                             |

609F



|                              |                             |                                                      |             |                        |                       |                     |
|------------------------------|-----------------------------|------------------------------------------------------|-------------|------------------------|-----------------------|---------------------|
| CUSTOMER NO. 1509            |                             | ADVISEE SCEN S CASE 642                              |             | CARD NO. 5995          | INVOICE DATE 02/18/99 | INVOICE NO. F005100 |
| FORD MOTOR CREDIT COMPANY    |                             | LABOR RATE                                           | LICENSE NO. | MILEAGE 9956           | COLOR OXFORD WHI      | STOCK NO. R2        |
| 7090 GATEWAY DRIVE PO BOX 8  |                             | YEAR MAKE MODEL 98 FORD TRUCK/RANGER/TRK 4X2 REG CAS |             | DELIVERY DATE 09/28/98 | DELIVERY MILES        |                     |
| ATTN:TOM SIGMAN              |                             | VEHICLE ID. NO. 1 F F Z R 1 0 7 4 W T A 8 4 6 7 1    |             | SELLING DEALER NO.     | PRODUCTION DATE       |                     |
| COLUMBIA, MD 21045-0008      |                             | F.T.E. NO.                                           |             | P.O. NO.               | R.O. DATE 12/18/98    | CASE RESPONSE       |
| RESIDENCE PHONE 202-872-2205 | BUSINESS PHONE 202-872-2255 | SERVICE INSTALLED PARTS                              |             | R.O. NUMBER            |                       | CROSS REFERENCE     |

LABOR & PARTS  
# 1 78FOZ DRIVEABILITY HOURS: 0.01 TECH(S):362  
CUST STATES: WRENCH ON DASH CAME ON THEN POWER LIGHT STARTED  
FLASHING THEN VEHICLE JUST STOPPED  
DIAGNOSED AND REPLACED BATTERY IN PACK AND REPLACED DC TO DC  
CONVERTER TO RECTIFY CONCERN

| PARTS   | QTY | FP-NUMBER      | DESCRIPTION   | LIST PRICE                  | UNIT PRICE |
|---------|-----|----------------|---------------|-----------------------------|------------|
| JOB # 1 | 1   | BXE-202        | BATTERY       |                             |            |
| JOB # 1 | 1   | F8YZ-148207-AA | CONVERTER ASY |                             |            |
| JOB # 1 | 1   | PRE1           | PAF           |                             |            |
| JOB # 1 | 1   | EPFZ-19542-AA  | FLUID-COOLANT |                             |            |
|         |     |                |               | JOB # 1 TOTAL PARTS         | 0          |
|         |     |                |               | JOB # 1 TOTAL LABOR & PARTS | 0          |

| TOTALS          |   |   |
|-----------------|---|---|
| PAYMENT METHOD  |   |   |
| CASH            | 0 |   |
| VISA            | 0 |   |
| MC              | 0 |   |
| DISC            | 0 |   |
| CHECK#          |   |   |
| CARRIER         |   |   |
| TOTAL LABOR     |   | 0 |
| TOTAL PARTS     |   | 0 |
| TOTAL SUBLET    |   | 0 |
| TOTAL C.O.G.    |   | 0 |
| TOTAL MISC CHG  |   | 0 |
| TOTAL MISC DISC |   | 0 |
| TOTAL TAX       |   | 0 |
| TOTAL INVOICE   |   | 0 |

*[Signature]*  
CUSTOMER SIGNATURE

Called  
ASM 2-18  
KN-N/A 2-19  
8/22-AB - 8:45

~~NO TAG~~  
NEED TAG  
AI-9956  
(DC)  
No.

00 3/11

|                                                                                                        |  |                                                         |                 |                           |                           |
|--------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------|-----------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>71609                                                                                  |  | ADVISOR<br>GLEN S CASE                                  | CARD NO.<br>642 | INVOICE DATE<br>03/11/99  | INVOICE NO.<br>F0CS105    |
| FORD MOTOR CREDIT COMPANY<br>7090 GATEWAY DRIVE PO BOX 8<br>ATTN:TOM SIGMAN<br>COLUMBIA, MD 21045-0008 |  | LABOR RATE                                              | LICENSE NO.     | MILEAGE<br>1158           | COLOR<br>OXFORD WHITE     |
| RESIDENCE PHONE<br>202-872-2205                                                                        |  | BUSINESS PHONE<br>202-872-2255                          |                 | DELIVERY DATE<br>09/28/98 | STOCK NO.<br>R2           |
| SERVICE<br>INSTALLED<br>PARTS                                                                          |  | YEAR/MAKE/MODEL<br>98/FORD TRUCK/RANGER/TRK 4X2 REG CAB |                 | DELIVERY MILES            | PRODUCTION DATE           |
|                                                                                                        |  | VEHICLE ID. NO.<br>1F1ZB1034W1A84037                    |                 | SELLING DEALER NO.        |                           |
|                                                                                                        |  | P.O. NO.                                                |                 | R.O. DATE<br>03/02/99     | CROSS REFERENCED<br>MO: 1 |

LABOR & PARTS  
J# 1 10FOZ ELECTRICAL HOURS: 0.01 TECH(S):362  
REPLACE CHARGER AND IAA MODULE PER CHRIS BELLS INSTRUCTIONS  
AT FORD ENGINEERING  
REPLACED CHARGER ONLY

| PARTS                       | QTY | FP-NUMBER      | DESCRIPTION    | LIST PRICE | UNIT PRICE |
|-----------------------------|-----|----------------|----------------|------------|------------|
| JOB # 1                     | 1   | XL52-108689-AA | CHARGER - BATT |            |            |
| JOB # 1 TOTAL LABOR & PARTS |     |                |                |            | 0          |

TOTALS-----

| PAYMENT METHOD |                          |                  |
|----------------|--------------------------|------------------|
| CASH           | <input type="checkbox"/> | TOTAL LABOR....  |
| VISA           | <input type="checkbox"/> | TOTAL PARTS....  |
| DINER          | <input type="checkbox"/> | TOTAL SUBLET...  |
| CHECK#         |                          | TOTAL G.O.G....  |
| CASHIER        |                          | TOTAL MISC CHG.  |
|                |                          | TOTAL MISC DISC  |
|                |                          | TOTAL TAX.....   |
|                |                          | TOTAL INVOICE \$ |

*Frank French*  
CUSTOMER SIGNATURE

FORM ERA 2 REV 1183 THE RETNOLDS-REYNOLDS COMPANY ALL RIGHTS RESERVED.

|                                 |  |                                                             |  |                               |  |                          |  |                          |  |
|---------------------------------|--|-------------------------------------------------------------|--|-------------------------------|--|--------------------------|--|--------------------------|--|
| CUSTOMER NO.<br>71609           |  | ADVISOR<br>JOHN W GILLTSON 654                              |  | CARD NO.<br>2929              |  | INVOICE DATE<br>04/06/99 |  | INVOICE NO.<br>FOCS10E   |  |
| FORD MOTOR CREDIT COMPANY       |  | LABOR RATE                                                  |  | LICENSE NO.<br>AT9956         |  | MILEAGE<br>1457          |  | COLOR<br>OXFORD WHI      |  |
| 7090 GATEWAY DRIVE PO BOX 8     |  | YEAR / MAKE / MODEL<br>98/FORD TRUCK/RANGER/TRK 4X2 REG CAB |  | DELIVERY DATE<br>09/28/98     |  | DELIVERY MILES           |  | STOCK NO.<br>R2          |  |
| ATTN:TOM SIGMAN                 |  | VEHICLE ID. NO.<br>1F FZ 111 07 4 W 8 A 9 4 5 7 1           |  | SELLING DEALER NO.            |  | PRODUCTION DATE          |  |                          |  |
| COLUMBIA, MD 21045-0008         |  | F.T.E. NO.                                                  |  | P.O. NO.                      |  | R.O. DATE<br>04/02/99    |  | CARS<br>RESPONSE         |  |
| RESIDENCE PHONE<br>202-872-2205 |  | BUSINESS PHONE<br>202-872-2255                              |  | SERVICE<br>INSTALLED<br>PARTS |  | R.O. NUMBER              |  | CROSS REFERENCE<br>MD: 1 |  |

| PARTS   | QTY | FP | NUMBER         | DESCRIPTION    | LIST PRICE                  | UNIT PRICE |
|---------|-----|----|----------------|----------------|-----------------------------|------------|
| JOB # 1 | 1   |    | XL5Z-10B689-AA | WIRE ASY - CHA |                             |            |
| JOB # 1 | 1   |    | F8YZ-14B205-AB | MODULE         |                             |            |
|         |     |    |                |                | JOB # 1 TOTAL PARTS         |            |
|         |     |    |                |                | JOB # 1 TOTAL LABOR & PARTS |            |

| PARTS | QTY | FP NUMBER | DESCRIPTION | LIST PRICE                  | UNIT PRICE | PRICE |
|-------|-----|-----------|-------------|-----------------------------|------------|-------|
|       |     |           |             | JOB # 2 TOTAL PARTS         |            | 0     |
|       |     |           |             | JOB # 2 TOTAL LABOR & PARTS |            | 0     |

| PARTS | QTY | FP NUMBER | DESCRIPTION | LIST PRICE                  | UNIT PRICE | PRICE |
|-------|-----|-----------|-------------|-----------------------------|------------|-------|
|       |     |           |             | JOB # 3 TOTAL PARTS         |            | 0     |
|       |     |           |             | JOB # 3 TOTAL LABOR & PARTS |            | 0     |

TOTALS

|                            |                  |   |
|----------------------------|------------------|---|
| PAYMENT METHOD             | TOTAL LABOR....  | 0 |
|                            | TOTAL PARTS....  | 0 |
| CASH C I                   | TOTAL SUBLET.... | 0 |
| VISA C I                   | TOTAL G.O.G....  | 0 |
| OTHER C I DISC C I         | TOTAL MISC CHG.. | 0 |
|                            | TOTAL MISC DISC  | 0 |
| CHECK# .....               | TOTAL TAX.....   | 0 |
| CASHER..... CALL/TIME..... | TOTAL INVOICE \$ | 0 |

Frank French  
CUSTOMER SIGNATURE

FORM ERA-2-INV • 1983 THE REYNOLDS-REYNOLDS COMPANY ALL RIGHTS RESERVED.

Page 1 of 1

END OF INVOICE 1 1451

|                                                                                                        |  |                                                              |  |                           |  |                          |  |                            |  |
|--------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------|--|---------------------------|--|--------------------------|--|----------------------------|--|
| CUSTOMER NO.<br>71609                                                                                  |  | ADVISOR<br>TERRY TREADWELL                                   |  | CARD NO.<br>83274         |  | INVOICE DATE<br>08/10/99 |  | INVOICE NO.<br>FOC51137    |  |
| FORD MOTOR CREDIT COMPANY<br>7390 GATEWAY DRIVE PO BOX 8<br>ATTN:TOM SIGMAN<br>COLUMBIA, MD 21045-0008 |  | LABOR RATE                                                   |  | LICENSE NO.<br>A19936     |  | MILEAGE<br>2029          |  | COLOR<br>OXFORD WHI        |  |
|                                                                                                        |  | YEAR / MAKE / MODEL<br>98 / FORD TRUCK/RANGER/TRK 4X2 REG CA |  | DELIVERY DATE<br>09/28/98 |  | STOCK NO.<br>R29         |  | DELIVERY MILES             |  |
|                                                                                                        |  | VEHICLE ID NO.<br>1F1Z R1074WTA84671                         |  | SELLING DEALER NO.        |  | PRODUCTION DATE          |  |                            |  |
|                                                                                                        |  | F.T.E. NO.                                                   |  | P.O. NO.                  |  | R.O. DATE<br>08/07/99    |  | CARS<br>RESPONSE           |  |
| RESIDENCE PHONE<br>202-872-2005                                                                        |  | BUSINESS PHONE<br>202-872-2255                               |  | SERVICE<br>INSTALLED PART |  | R.O. NUMBER              |  | CROSS REFERENCED<br>MD: 20 |  |

[illegible]

FORM ERA-2-INV • 1993 THE REYNOLDS-REYNOLDS COMPANY ALL RIGHTS RESERVED.

809F

|                                 |                                |                                                         |                       |                           |                          |                             |
|---------------------------------|--------------------------------|---------------------------------------------------------|-----------------------|---------------------------|--------------------------|-----------------------------|
| CUSTOMER NO.<br>71609           |                                | ADVISOR<br>TERRY TREATWELL 84271                        |                       | CARD NO.<br>5300          | INVOICE DATE<br>06/28/99 | INVOICE NO.<br>F06311532    |
| FORM MOTOR CREDIT COMPANY       |                                | LABOR RATE                                              | LICENSE NO.<br>AT9256 | MILEAGE<br>2148           | COLOR<br>OXFORD WHITE    | STOCK NO.<br>8297           |
| 7090 GATEWAY DRIVE PO BOX 8     |                                | YEAR/MAKE/MODEL<br>99/FORD TRUCK/RANGER/IRK 4X2 REG CAB |                       | DELIVERY DATE<br>09/28/98 |                          | DELIVERY MILES<br>1         |
| ATTN: TOM SIGMAN                |                                | VEHICLE ID. NO.<br>1 F I Z R 1 0 7 4 W T A 8 4 3 7 1    |                       | SELLING DEALER NO.        |                          | PRODUCTION DATE             |
| COLUMBIA, MD 21045-0008         |                                | F.T.E. NO.                                              |                       | P.O. NO.                  | R.O. DATE<br>06/25/99    | CARS<br>RESPONSE            |
| RESIDENCE PHONE<br>302-872-2205 | BUSINESS PHONE<br>302-872-2255 | SERVICE<br>INSTALLED<br>PARTS                           |                       | R.O. NUMBER               |                          | CROSS REFERENCED<br>MO: 219 |

LABOR & PARTS-----  
 JP 1 10F0Z ELECTRICAL HOURS: 0.01 TECH(S):352

OK VEH NOT CHARGING PROPERLY  
 NOS TEST JAA RETRIEVE U1117 DEMAND PASS TIM U1242 TEST CHARG  
 ER UNIT INPUT CORD NPF REPLACE CHARGER UNIT RETEST JAA RCM A  
 NO TIM CLEAR ALL CODES CHARGED VEHICLE ROADTEST NPF

WARRANT

PARTS-----QTY-----FR-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
 JOB # 1 1 ALFZ-108689-AA WIRE ASY - CHA JOB # 1 TOTAL PARTS

WARRANT

0.00

JOB # 1-TOTAL LABOR &amp; PARTS

0.00

TOTALS-----

\*\*\*\*\*  
 PAYMENT METHOD \$

CASH [ ]  
 VISA [ ] MC [ ]  
 DISC [ ]

CHECK# .....

CASHIER..... CALL/TIME

TOTAL LABOR.... 0.01  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET.... 0.00  
 TOTAL G.O.B.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
 TOTAL INVOICE \$ 0.00

*Thomas Sigman*  
 CUSTOMER SIGNATURE

6-26-99m  
 Called-KW  
 6-29-4m

UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE MUST BE 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 SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

needed and that the mechanic's work was performed satisfactorily.

Authorized Signature  
All labor performed and parts replaced were necessary to perform repairs.

809F

|                                                             |                             |                         |                                   |                    |                         |
|-------------------------------------------------------------|-----------------------------|-------------------------|-----------------------------------|--------------------|-------------------------|
| (SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE) |                             | ADVISOR                 | CARD NO.                          | INVOICE DATE       | INVOICE NO.             |
| CUSTOMER NO. 71009                                          |                             | LEON T. B. JONES        | 2277                              | 07/21/92           | F0631120                |
| FORD MOTOR CREDIT COMPANY                                   |                             | LABOR RATE              | LICENSE NO. A1995b                | MILEAGE 2277       | COLOR OXFORD WHIT       |
| 7000 GATEWAY DRIVE PO BOX 3                                 |                             | YEAR / MAKE / MODEL     | FORD TRUCK/RANGER/TRK 4X2 REG CAB |                    | DELIVERY DATE 09/28/98  |
| NORTHTON STEWART                                            |                             | VEHICLE ID. NO.         | 1 F T Z A 1 0 7 4 W T A 8 4 6 7 1 |                    | DELIVERY MILES          |
| COLUMBIA, MO 21045-0008                                     |                             | F.T.E. NO.              | P.O. NO.                          | R.O. DATE 07/16/99 | PRODUCTION DATE         |
| RESIDENCE PHONE 202-872-2295                                | BUSINESS PHONE 202-872-2295 | SERVICE INSTALLED PARTS | R.O. NUMBER                       |                    | CROSS REFERENCED NO. 22 |

LABOR & PARTS  
7/1/92 ELECTRICAL HOURS: 3.30 TECH(S): 362  
CUST. REPORTS RAN ONE DAY VEHICLE WOULD NOT RECHARGE  
NO TEST RETRIEVE UNIT DEMAND ROAD 30N RETRIES PASS DEMAND  
PASS PINPOINT TEST FOR NO CHARGING REPL CHARGER UNIT RETEST  
CHARGING NORMAL RETEST EEC CLEAN ALL CODES CHANGE UNIT  
ROAD TEST NORMAL OPERATION

WARRANT

| QNTS                        | QTY | FF NUMBER     | DESCRIPTION     | LIST PRICE | UNIT PRICE |
|-----------------------------|-----|---------------|-----------------|------------|------------|
| JOB # 1                     | 1   | LAZ-108869-AA | WIRE ASSY - CHA |            |            |
| JOB # 1 TOTAL PARTS         |     |               |                 |            | 0.0        |
| JOB # 1 TOTAL LABOR & PARTS |     |               |                 |            | 0.0        |

WARRANT

|                    |  |  |  |     |  |
|--------------------|--|--|--|-----|--|
| TOTALS:            |  |  |  |     |  |
| *****              |  |  |  |     |  |
| PAYMENT METHOD     |  |  |  |     |  |
| CASH [ ]           |  |  |  |     |  |
| VISA [ ]           |  |  |  |     |  |
| DISC [ ]           |  |  |  |     |  |
| CHECK [ ]          |  |  |  |     |  |
| CASHIER [ ]        |  |  |  |     |  |
| CALL TIME          |  |  |  |     |  |
| *****              |  |  |  |     |  |
| TOTAL LABOR...     |  |  |  | 0.0 |  |
| TOTAL PARTS...     |  |  |  | 0.0 |  |
| TOTAL SUBLET...    |  |  |  | 0.0 |  |
| TOTAL G.O.S...     |  |  |  | 0.0 |  |
| TOTAL MISC CHG...  |  |  |  | 0.0 |  |
| TOTAL MISC DISC... |  |  |  | 0.0 |  |
| TOTAL TAX...       |  |  |  | 0.0 |  |
| TOTAL INVOICE \$   |  |  |  | 0.0 |  |

Called 7-21  
KN Lim w/co-worker

CUSTOMER SIGNATURE

needed and that the mechanic's work was performed satisfactorily.

Authorized Signature  
All labor performed and parts replaced were  
necessary to perform repairs.

809

|                                                                                                         |  |                                              |  |                               |  |                               |  |                           |  |
|---------------------------------------------------------------------------------------------------------|--|----------------------------------------------|--|-------------------------------|--|-------------------------------|--|---------------------------|--|
| (ISSUED)                                                                                                |  | DEALER: GENERAL MANAGER OR AUTHORIZED PERSON |  | (DATE)                        |  | necessary to perform repairs. |  |                           |  |
| CUSTOMER NO.<br>11100                                                                                   |  | ADVISOR<br>TERRY TREMPER                     |  | CARD NO.<br>8009              |  | INVOICE DATE<br>08/10/99      |  | INVOICE NO.<br>F0051191   |  |
| FORD MOTOR CREDIT COMPANY<br>690 GATEWAY DRIVE PO BOX 0<br>ATTN: FORD SIGMAN<br>COLUMBIA, MD 21045-0008 |  | LABOR RATE<br>\$19.56                        |  | LICENSE NO.<br>2634           |  | MILEAGE<br>00000000           |  | STOCK NO. -<br>R29        |  |
|                                                                                                         |  | YEAR / MAKE / MODEL<br>98/FORD TRUCK/PICKUP  |  | COLOR<br>WHITE                |  | DELIVERY DATE<br>09/08/98     |  | DELIVERY MILES            |  |
|                                                                                                         |  | VEHICLE ID. NO.<br>1F17Z R 1074WTA84671      |  | SELLING DEALER NO.            |  | PRODUCTION DATE               |  |                           |  |
|                                                                                                         |  | F.T.E. NO.                                   |  | P.O. NO.                      |  | R.O. DATE<br>08/11/99         |  | CARS<br>RESPONSE          |  |
| RESIDENCE PHONE<br>410-872-2095                                                                         |  | BUSINESS PHONE<br>410-872-2095               |  | SERVICE<br>INSTALLED<br>PARTS |  | R.O. NUMBER                   |  | CROSS REFERENCE<br>MO: 2A |  |

LABOR & PARTS-----  
# 1 10902 ELECTRICAL HOURS: TECH(S):362  
OK VEH WILL NOT CHARGE  
HQS TEST CAN RETRIEVE PASS DEMAND PASS BCM RETRIEVE D1800 D  
EM PASS TIM RETRIEVE U1262 CALLED FORD NOT LINE WAS ASK TO C  
HAFED OF SHORTED WIRES ON VEH IF WIRING WAS TESTED NORMAL TO  
REMOVE BATT PARK AND TEST WIRING FROM OUTSIDE PARK TO BE PER  
FORMED ALL TEST REPORTED BY HOTLINE ALL TEST NORMAL REPL BATT  
ERY CHARGER ASSY RECHG BATT AND ROADTEST

LARSAT

| PARTS  | QTY | CP | NUMBER         | DESCRIPTION     | LIST PRICE | UNIT PRICE |
|--------|-----|----|----------------|-----------------|------------|------------|
| 003 #1 | 1   |    | XL52-106589-AA | WIRE Assy - CHA |            |            |

## APPENDIX

JOB # 1 TOTAL PARTS

C. C.

JOB 2 1 TOTAL LABOR & PARTS

Q. 1

TOTAL 3-

\*\*\*\*\*

|                     |     |
|---------------------|-----|
| TOTAL LABOR . . . . | 0.9 |
|---------------------|-----|

# PAYMENT METHOD

|                  |     |
|------------------|-----|
| TOTAL PARTS..... | 0.0 |
|------------------|-----|

12

|                 |     |
|-----------------|-----|
| TOTAL SUBLET... | 0.0 |
| TOTAL 0.0.0     | 0.0 |

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47  
48  
49  
50  
51  
52  
53  
54  
55  
56  
57  
58  
59  
60  
61  
62  
63  
64  
65  
66  
67  
68  
69  
70  
71  
72  
73  
74  
75  
76  
77  
78  
79  
80  
81  
82  
83  
84  
85  
86  
87  
88  
89  
90  
91  
92  
93  
94  
95  
96  
97  
98  
99  
100  
101  
102  
103  
104  
105  
106  
107  
108  
109  
110  
111  
112  
113  
114  
115  
116  
117  
118  
119  
120  
121  
122  
123  
124  
125  
126  
127  
128  
129  
130  
131  
132  
133  
134  
135  
136  
137  
138  
139  
140  
141  
142  
143  
144  
145  
146  
147  
148  
149  
150  
151  
152  
153  
154  
155  
156  
157  
158  
159  
160  
161  
162  
163  
164  
165  
166  
167  
168  
169  
170  
171  
172  
173  
174  
175  
176  
177  
178  
179  
180  
181  
182  
183  
184  
185  
186  
187  
188  
189  
190  
191  
192  
193  
194  
195  
196  
197  
198  
199  
200  
201  
202  
203  
204  
205  
206  
207  
208  
209  
210  
211  
212  
213  
214  
215  
216  
217  
218  
219  
220  
221  
222  
223  
224  
225  
226  
227  
228  
229  
230  
231  
232  
233  
234  
235  
236  
237  
238  
239  
240  
241  
242  
243  
244  
245  
246  
247  
248  
249  
250  
251  
252  
253  
254  
255  
256  
257  
258  
259  
260  
261  
262  
263  
264  
265  
266  
267  
268  
269  
270  
271  
272  
273  
274  
275  
276  
277  
278  
279  
280  
281  
282  
283  
284  
285  
286  
287  
288  
289  
290  
291  
292  
293  
294  
295  
296  
297  
298  
299  
300  
301  
302  
303  
304  
305  
306  
307  
308  
309  
310  
311  
312  
313  
314  
315  
316  
317  
318  
319  
320  
321  
322  
323  
324  
325  
326  
327  
328  
329  
330  
331  
332  
333  
334  
335  
336  
337  
338  
339  
340  
341  
342  
343  
344  
345  
346  
347  
348  
349  
350  
351  
352  
353  
354  
355  
356  
357  
358  
359  
360  
361  
362  
363  
364  
365  
366  
367  
368  
369  
370  
371  
372  
373  
374  
375  
376  
377  
378  
379  
380  
381  
382  
383  
384  
385  
386  
387  
388  
389  
390  
391  
392  
393  
394  
395  
396  
397  
398  
399  
400  
401  
402  
403  
404  
405  
406  
407  
408  
409  
410  
411  
412  
413  
414  
415  
416  
417  
418  
419  
420  
421  
422  
423  
424  
425  
426  
427  
428  
429  
430  
431  
432  
433  
434  
435  
436  
437  
438  
439  
440  
441  
442  
443  
444  
445  
446  
447  
448  
449  
450  
451  
452  
453  
454  
455  
456  
457  
458  
459  
460  
461  
462  
463  
464  
465  
466  
467  
468  
469  
470  
471  
472  
473  
474  
475  
476  
477  
478  
479  
480  
481  
482  
483  
484  
485  
486  
487  
488  
489  
490  
491  
492  
493  
494  
495  
496  
497  
498  
499  
500  
501  
502  
503  
504  
505  
506  
507  
508  
509  
510  
511  
512  
513  
514  
515  
516  
517  
518  
519  
520  
521  
522  
523  
524  
525  
526  
527  
528  
529  
530  
531  
532  
533  
534  
535  
536  
537  
538  
539  
540  
541  
542  
543  
544  
545  
546  
547  
548  
549  
550  
551  
552  
553  
554  
555  
556  
557  
558  
559  
560  
561  
562  
563  
564  
565  
566  
567  
568  
569  
570  
571  
572  
573  
574  
575  
576  
577  
578  
579  
580  
581  
582  
583  
584  
585  
586  
587  
588  
589  
590  
591  
592  
593  
594  
595  
596  
597  
598  
599  
600  
601  
602  
603  
604  
605  
606  
607  
608  
609  
610  
611  
612  
613  
614  
615  
616  
617  
618  
619  
620  
621  
622  
623  
624  
625  
626  
627  
628  
629  
630  
631  
632  
633  
634  
635  
636  
637  
638  
639  
640  
641  
642  
643  
644  
645  
646  
647  
648  
649  
650  
651  
652  
653  
654  
655  
656  
657  
658  
659  
660  
661  
662  
663  
664  
665  
666  
667  
668  
669  
670  
671  
672  
673  
674  
675  
676  
677  
678  
679  
680  
681  
682  
683  
684  
685  
686  
687  
688  
689  
690  
691  
692  
693  
694  
695  
696  
697  
698  
699  
700  
701  
702  
703  
704  
705  
706  
707  
708  
709  
710  
711  
712  
713  
714  
715  
716  
717  
718  
719  
720  
721  
722  
723  
724  
725  
726  
727  
728  
729  
730  
731  
732  
733  
734  
735  
736  
737  
738  
739  
740  
741  
742  
743  
744  
745  
746  
747  
748  
749  
750  
751  
752  
753  
754  
755  
756  
757  
758  
759  
760  
761  
762  
763  
764  
765  
766  
767  
768  
769  
770  
771  
772  
773  
774  
775  
776  
777  
778  
779  
780  
781  
782  
783  
784  
785  
786  
787  
788  
789  
790  
791  
792  
793  
794  
795  
796  
797  
798  
799  
800  
801  
802  
803  
804  
805  
806  
807  
808  
809  
810  
811  
812  
813  
814  
815  
816  
817  
818  
819  
820  
821  
822  
823  
824  
825  
826  
827  
828  
829  
830  
831  
832  
833  
834  
835  
836  
837  
838  
839  
840  
84

|                     |     |
|---------------------|-----|
| TOTAL G.D.P.....    | 0.0 |
| TOTAL MISC CHG..... | 0.0 |

|  |      |   |   |     |     |
|--|------|---|---|-----|-----|
|  | 0684 | L | 1 | AC  | [ ] |
|  | 0128 | F | 1 | BSC | [ ] |

|                  |     |
|------------------|-----|
| TOTAL MISC CHRG. | 0.0 |
| TOTAL MISC DISC  | 0.0 |

12

|                |     |
|----------------|-----|
| TOTAL TAX..... | 0.0 |
|----------------|-----|

CHECK# .....

[illegible]

Figure 1. The effect of the concentration of the *Salmonella* suspension on the detection of *Salmonella* in the fecal sample.

|                  |      |
|------------------|------|
| TOTAL INVOICE \$ | 0.00 |
|------------------|------|

CASPIER..... 500.00

[illegible][illegible]

|  |       |  |
|--|-------|--|
|  |       |  |
|  | <hr/> |  |

## CUSTOMER SEGMENTS

FORM 535-2  
FORM 990-2-INV  
© 1994 THE REYNOLDS+REYNOLDS COMPANY ALL RIGHTS RESERVED.

PAGE 1 OF 1

C FND OF IN PICE 1

14:50:1



### Vehicle #810F DOE Test Information

| Total Miles by Month |       |                    |             |
|----------------------|-------|--------------------|-------------|
| Month                | Miles |                    |             |
| Nov                  | 64    | Apr                | 173         |
| Dec                  | 50    | May                | 111         |
| Jan-99               | 39    | Jun                | 250         |
| Feb                  | 58    | Jul                | 306         |
| Mar                  | 182   | Aug                | 393         |
|                      |       | Sep                | 91          |
|                      |       | <b>Total Miles</b> | <b>1544</b> |

Facts:

#### Manufacturer's Energy Consumption Information

Range: City: 38      Hwy: 43      Efficiency: .405  
                          kW-hr/100miles      kW-hr/100miles      kW-hr/100miles

#### Manufacturer's Recall Notices

Jul-99      Recall #99S20

Shift lever in "park" may not fully engage.

Sep-99      Recall #99B17

Add decal to remind operator to keep the vehicle "on plug"

Replace the steering column insert plate with a revised design

Nov-99      Recall #99M05

1998 vehicles may experience premature battery wear out.

Mar-00      Recall #00B37

The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.

New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

Update/Replace Battery control module

Update/Replace Transaxle Inverter Module

Replace Interface Adapter Assembly Module

Replace Traction Battery Charger

Check Traction Battery Heaters

**Maintenance Log Vehicle # 810F Pepco**  
**Electric Ford Ranger**  
**Vin # 1FTZR107XWTA81032**

---

|                     |                                                   |
|---------------------|---------------------------------------------------|
| <b>11/11/98</b>     | Install Meter – Odometer 224 – Meter # 02 161 890 |
| <b>3/9/99</b>       | Replace Charger & IAA Module                      |
| <b>6/7 – 6/8/99</b> | Vehicle won't Charge – Replace Charger Unit       |
| <b>9/30/99</b>      | Meter Removed – End of Test Odometer 1941         |

810 F

|                                 |                                                         |                               |                       |                          |                         |
|---------------------------------|---------------------------------------------------------|-------------------------------|-----------------------|--------------------------|-------------------------|
| CUSTOMER NO.<br>71309           | ADVISOR<br>TERRY TREADWELL                              | 33274                         | CARD NO.<br>5086      | INVOICE DATE<br>08/07/99 | INVOICE NO.<br>F0051136 |
| FORD MOTOR CREDIT COMPANY       | LABOR RATE                                              | LICENSE NO.<br>AJ0363         | MILEAGE<br>872        | COLOR<br>PACIFIC GRE     | STOCK NO.<br>R29        |
| 7090 GATEWAY DRIVE PO BOX 2     | YEAR/MAKE/MODEL<br>98/FORD TRUCK/RANGER/TRK 4X2 REG CAB | DELIVERY DATE<br>09/28/98     |                       | DELIVERY MILES           |                         |
| ATTN:TOM SIGMAN                 | VEHICLE ID. NO.<br>1F1Z R107XMTA81032                   | SELLING DEALER NO.            |                       | PRODUCTION DATE          |                         |
| COLUMBIA, MD 21045-0008         | F.T.E. NO.                                              | P.O. NO.                      | R.O. DATE<br>08/07/99 | CASH<br>RESPONSE         | OPEN SERVICE BOLL       |
| RESIDENCE PHONE<br>302-872-2205 | BUSINESS PHONE<br>302-872-2255                          | SERVICE<br>INSTALLED<br>PARTS | R.O. NUMBER           | CROSS REFERENCE          |                         |

LABOR & PARTS-----  
 JOB # 1 10F0Z ELECTRICAL HOURS: 0.01 TECH(S):362  
 CK VEH MONT HOLD CHARGE  
 NGS TEST RETRIEVE CODES U117B18571110 FROM TAA RETRIEVE  
 CODE FROM BEN C1838 AND RETRIEVE U2015 DIAG REPLACE  
 CHARGER UNIT RETEST CHARGES NORMAL RETEST CLEAR ALL CODES RO  
 ADTEST NFF

WARRAN

| PARTS----- | QTY | FP-NUMBER      | DESCRIPTION    | LIST PRICE                  | UNIT PRICE |
|------------|-----|----------------|----------------|-----------------------------|------------|
| JOB # 1    | 1   | XL5Z-10B689-AA | WIRE ASY - CHA |                             |            |
|            |     |                |                | JOB # 1 TOTAL PARTS         | 0.0        |
|            |     |                |                | JOB # 1 TOTAL LABOR & PARTS | 0.0        |

WARRAN

TOTALS-----

|                      |                  |     |
|----------------------|------------------|-----|
| *****                | TOTAL LABOR....  | 0.0 |
| \$ PAYMENT METHOD    | TOTAL PARTS....  | 0.0 |
| \$ CASH [ ]          | TOTAL SUBLET.... | 0.0 |
| \$ VISA [ ] MC [ ]   | TOTAL G.O.G....  | 0.0 |
| \$ DINER [ ] DSC [ ] | TOTAL MISC CHG.  | 0.0 |
| \$ CHECK [ ]         | TOTAL MISC DISC  | 0.0 |
| \$ CASHIER [ ]       | TOTAL TAX.....   | 0.0 |
| \$                   | TOTAL INVOICE \$ | 0.0 |

\*\*\*\*\*  
*Patricia M. Whorl*  
 CUSTOMER SIGNATURE

8 10r  
3/10

|                                                                                                         |  |                                                             |             |                           |                          |                       |
|---------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------|-------------|---------------------------|--------------------------|-----------------------|
| CUSTOMER NO.<br>71609                                                                                   |  | ADVISOR<br>GLEN S CASE                                      |             | CARD NO.<br>642           | INVOICE DATE<br>03/10/99 | INVOICE NO.<br>FOCS10 |
| FORD MOTOR CREDIT COMPANY<br>7090 GATEWAY DRIVE PO BOX 8<br>ATTN: TOM SIGMAN<br>COLUMBIA, MD 21045-0008 |  | LABOR RATE                                                  | LICENSE NO. | MILEAGE<br>305            | COLOR<br>PACIFIC GRE     | STOCK NO.<br>R2       |
|                                                                                                         |  | YEAR / MAKE / MODEL<br>98/FORD TRUCK/RANGER/TRK 4X2 REG CAB |             | DELIVERY DATE<br>09/28/98 | DELIVERY MILES           |                       |
|                                                                                                         |  | VEHICLE ID. NO.<br>9F 75Z E-1 037 2W 1A 821 03 2            |             | SELLING DEALER NO.        | PRODUCTION DATE          |                       |
| RESIDENCE PHONE<br>202-872-2205                                                                         |  | BUSINESS PHONE<br>202-872-2255                              |             | P.O. NO.                  | R.O. DATE<br>03/02/99    | CROSS REFERENCE<br>MO |
|                                                                                                         |  | SERVICE<br>INSTALLED<br>PARTS                               |             |                           |                          |                       |

LABOR & PARTS-----  
 JW 1 10FOZ ELECTRICAL HOURS: 0.01 TECH(S):362  
 REPLACE CHARGER AND IAA MODULE PER CHRIS BELLS INSTRUCTIONS  
 AT FORD ENGINEERING  
 REPLACED CHARGER PER FORD WARRA

| PARTS-----                  | QTY---- | FP-NUMBER----- | DESCRIPTION----- | LIST PRICE-UNIT PRICE- |       |
|-----------------------------|---------|----------------|------------------|------------------------|-------|
| JOB # 1                     | 1       | XL5Z-10B689-AA | CHARGER - BATT   |                        | WARRA |
| JOB # 1 TOTAL PARTS         |         |                |                  |                        | 0     |
| JOB # 1 TOTAL LABOR & PARTS |         |                |                  |                        | 0     |

TOTALS-----

|                           |           |                  |   |
|---------------------------|-----------|------------------|---|
| *****                     |           | TOTAL LABOR....  | 0 |
| P A Y M E N T M E T H O D |           | TOTAL PARTS....  | 0 |
|                           |           | TOTAL SUBLET.... | 0 |
| CASH [ ]                  |           | TOTAL G.O.G....  | 0 |
| VISA [ ] MC [ ]           |           | TOTAL MISC CHG.  | 0 |
| DINER [ ] DSC [ ]         |           | TOTAL MISC DISC  | 0 |
| CHECK#                    |           | TOTAL TAX.....   | 0 |
| CASHIER                   | CALL/TIME | TOTAL INVOICE \$ | 0 |

\*\*\*\*\*

CUSTOMER SIGNATURE

### Vehicle #811F DOE Test Information

| Total Miles by Month |      |                    |             |
|----------------------|------|--------------------|-------------|
| Month                | Mile |                    |             |
| Nov                  | 284  | Apr                | 146         |
| Dec                  | 311  | May                | 515         |
| Jan-99               | 78   | Jun                | 180         |
| Feb                  | 158  | Jul                | 201         |
| Mar                  | 293  | Aug                | 200         |
|                      |      | Sep                | 335         |
|                      |      | <b>Total Miles</b> | <b>2701</b> |

Facts:

#### Manufacturer's Energy Consumption Information

Range: City: 38      Hwy: 43      Efficiency: .405  
                          kW-hr/100miles      kW-hr/100miles      kW-hr/100miles

#### Manufacturer's Recall Notices

Jul-99      Recall #99S20  
 Shift lever in "park" may not fully engage.

Sep-99      Recall #99B17  
 Add decal to remind operator to keep the vehicle "on plug"  
 Replace the steering column insert plate with a revised design

Nov-99      Recall #99M05  
 1998 vehicles may experience premature battery wear out.

Mar-00      Recall #00B37  
 The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.  
 New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

Update/Replace Battery control module  
 Update/Replace Transaxle Inverter Module  
 Replace Interface Adapter Assembly Module  
 Replace Traction Battery Charger  
 Check Traction Battery Heaters

**Maintenance Log Vehicle # 811F Pepco**  
**Electric Ford Ranger**  
**Vin # 1FTZR1078WTA81033**

---

|                 |                                                     |
|-----------------|-----------------------------------------------------|
| <b>10/28/98</b> | Install meter – Odometer 378 – Meter # 02 161 894   |
| <b>3/25/99</b>  | Replace Charger & IAA Module – Replace Front Bumper |
| <b>4/1/99</b>   | Replace Front Bumper                                |
| <b>9/30/99</b>  | Meter Removed – End of Test Odometer 3079           |

811 F  
3/26

|                                 |                                |                                                             |             |                 |                           |                          |
|---------------------------------|--------------------------------|-------------------------------------------------------------|-------------|-----------------|---------------------------|--------------------------|
| CUSTOMER NO.<br>71409           |                                | ADVISOR<br>CLEM S CASE                                      |             | CARD NO.        | INVOICE DATE<br>03/24/99  | INVOICE NO.<br>EDCS105   |
| FORD MOTOR CREDIT COMPANY       |                                | LABOR RATE                                                  | LICENSE NO. | MILEAGE<br>1243 | COLOR<br>PACIFIC ORG      | STOCK NO.<br>82          |
| 7090 GATEWAY DRIVE PO BOX 8     |                                | YEAR / MAKE / MODEL<br>99/FORD TRUCK/RANGER/TSK 4X2 REG CAR |             |                 | DELIVERY DATE<br>03/28/99 | DELIVERY MILES           |
| ATTENTION SIGMAN                |                                | VEHICLE ID. NO.<br>1F17R1071MTA81033                        |             |                 | SELLING DEALER NO.        | PRODUCTION DATE          |
| COLUMBIA, IA 51045-0008         |                                | F.T.E. NO.                                                  | P.O. NO.    |                 | R.O. DATE<br>03/02/99     | CARS<br>RESPONSE         |
| RESIDENCE PHONE<br>202-872-2205 | BUSINESS PHONE<br>202-872-2255 | SERVICE<br>INSTALLED<br>PARTS                               |             |                 | R.O. NUMBER               | CROSS REFERENCE<br>NO: 1 |

LABOR & PARTS-----  
 JB # 1 10F0Z ELECTRICAL HOURS: 2.10 TECH(S):362  
 REPLACE CHARGER AND IAA MODULE PER CHRIS BELL'S INSTRUCTIONS  
 AT FORD ENGINEERING  
 HI PER MIKE A  
 REPLACED CHARGER ONLY

WARRA

| PARTS-----                  | QTY----- | FF-NUMBER----- | DESCRIPTION----- | LIST PRICE-UNIT PRICE- |
|-----------------------------|----------|----------------|------------------|------------------------|
| 008 # 1                     | 1        | XL32-109609-0A | CHARGER - BATT   |                        |
| JOB # 1 TOTAL PARTS         |          |                |                  | 0                      |
| JOB # 1 TOTAL LABOR & PARTS |          |                |                  | 0                      |

WARRA

|                    |  |  |  |                       |
|--------------------|--|--|--|-----------------------|
| TOTALS-----        |  |  |  |                       |
| PAYMENT METHOD     |  |  |  |                       |
| CASH [ ]           |  |  |  | TOTAL LABOR.... 0     |
| VISA [ ] MC [ ]    |  |  |  | TOTAL PARTS.... 0     |
| DINER [ ] DISC [ ] |  |  |  | TOTAL SUBLET.... 0    |
| CHECK#             |  |  |  | TOTAL D.O.B.... 0     |
| CASHIER.....       |  |  |  | TOTAL DISC CHG.... 0  |
|                    |  |  |  | TOTAL DISC DISC.... 0 |
|                    |  |  |  | TOTAL TAX..... 0      |
|                    |  |  |  | TOTAL INVOICE \$ 0    |

CUSTOMER SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

FORM ERA 2 INV 1993 THE REYNOLDS & REYNOLDS COMPANY ALL RIGHTS RESERVED

15820 811F

|                                                                                                       |                                                   |                                      |                           |                          |
|-------------------------------------------------------------------------------------------------------|---------------------------------------------------|--------------------------------------|---------------------------|--------------------------|
| CUSTOMER NO.<br>71609                                                                                 | ADVISOR<br>WILBUR A HARRY 175                     | CARD NO.<br>646                      | INVOICE DATE<br>04/01/99  | INVOICE NO.<br>FOCB10791 |
| FORD MOTOR CREDIT COMPANY<br>7070 GATEWAY DRIVE PO BOX 8<br>ATTN:TOM SIGMAN<br>COLUMBIA MD 21045-0008 | LABOR RATE<br>98/FORD TRUCK/RANGER/TRK 4X2 REG CA | LICENSE NO.<br>AJ-0520               | MILEAGE<br>1243           | COLOR<br>PACIFIC GREEN   |
| RESIDENCE PHONE<br>202-872-2205                                                                       | BUSINESS PHONE<br>202-872-2255                    | VEHICLE ID NO.<br>1F1Z R1071WTA81033 | DELIVERY DATE<br>09/28/98 | STOCK NO.<br>R2          |
|                                                                                                       |                                                   | F.T.E. NO.                           | P.O. NO.                  | SELLING DEALER NO.       |
|                                                                                                       |                                                   |                                      | R.O. DATE<br>03/29/99     | PRODUCTION DATE          |
|                                                                                                       |                                                   | SERVICE<br>INSTALLED<br>PARTS        | R.O. NUMBER               | CROSS REFERENCE          |

|                                |                                        |                                               |            |              |           |
|--------------------------------|----------------------------------------|-----------------------------------------------|------------|--------------|-----------|
| *****                          |                                        | *****                                         |            | *****        |           |
| * INS. CO.: CDD                | ADJUSTR:                               | APPRSR:                                       | *          |              |           |
| * INS. PH.:                    | POLICY#:                               | CLAIM#:                                       | *          |              |           |
| *****                          |                                        | *****                                         |            | *****        |           |
| LABOR                          |                                        |                                               |            |              |           |
| JH1 90FOZ                      | BODY SHOP REPAIR                       | MEC HRS/AMT:                                  | 0.00 /\$   | 42.00        | TEC 356   |
|                                |                                        | PNT HRS/AMT:                                  | 0.00 /\$   | 0.00         | TEC       |
|                                |                                        |                                               |            |              | 42.0      |
| LABOR DETAIL                   |                                        |                                               |            |              |           |
| L11                            | * REPLACE FRT BUMPER                   | MEC HRS/AMT:                                  | 42.00      | PNT HRS/AMT: | 0.0       |
| L12                            | BUMPER (ADDED ERA2)                    | MEC HRS/AMT:                                  | 0.0        | PNT HRS/AMT: | 0.0       |
| JH2 90FOZREFIN                 | REFINISH                               | MEC HRS/AMT:                                  | 0.00 /\$   | 0.00         | TEC       |
|                                |                                        | PNT HRS/AMT:                                  | 0.00 /\$   | 0.00         | TEC 74010 |
|                                |                                        |                                               |            |              | 0.0       |
| LABOR DETAIL                   |                                        |                                               |            |              |           |
| L11                            | * REFINISH FRT BUMPER                  | MEC HRS/AMT:                                  | 0.0        | PNT HRS/AMT: | 0.0       |
|                                |                                        |                                               |            |              | 42.0      |
| TOTAL LABOR                    |                                        |                                               |            |              |           |
|                                |                                        |                                               |            |              | 42.0      |
| PARTS                          |                                        |                                               |            |              |           |
| QTY                            | FP-NUMBER                              | DESCRIPTION                                   | UNIT PRICE |              |           |
| 1                              | FOF87Z-17757-AA                        | BUMPER                                        | 319.54     |              |           |
| TOTAL PARTS                    |                                        |                                               |            | 319.5        |           |
| TOTALS                         |                                        |                                               |            |              |           |
| PAYMENT METHOD                 |                                        | TOTAL LABOR.....                              |            | 42.0         |           |
| CASH <input type="checkbox"/>  | AMEX <input type="checkbox"/>          | TOTAL PARTS.....                              |            | 319.5        |           |
| VISA <input type="checkbox"/>  | MC <input checked="" type="checkbox"/> | TOTAL SUBLET.....                             |            | 0.0          |           |
| DINER <input type="checkbox"/> | DSC <input type="checkbox"/>           | TOTAL ADDL.....                               |            | 0.0          |           |
| CHECK#.....                    |                                        | TOTAL MISC.....                               |            | 0.0          |           |
| INS CC.....                    |                                        | TOTAL TAX.....                                |            | 0.0          |           |
| CASHIER.....                   | CALL/TIME.....                         | TOTAL INVOICE....                             |            | 361.5        |           |
|                                |                                        | DEDUCTIBLE.....                               |            |              |           |
|                                |                                        | CUSTOMER AMOUNT DUE (INCLUDING DEDUCTIBLE)... |            | 361.5        |           |
|                                |                                        | INSURANCE AMOUNT DUE.....                     |            | 0.0          |           |

*Thomas Sigman*  
CUSTOMER SIGNATURE

CHARGE

Master Card  
K.W.

FORM LRA 2 INV • 1983 THE REYNOLDS-REYNOLDS COMPANY ALL RIGHTS RESERVED



### Vehicle #812F DOE Test Information

| Total Miles by Month |       |                    |             |
|----------------------|-------|--------------------|-------------|
| Month                | Miles |                    |             |
|                      |       | Apr                | 65          |
| Oct                  | 112   | May                | 95          |
| Nov                  | 393   | Jun                | 50          |
| Dec                  | 617   | Jul                | 58          |
| Jan-99               | 216   | Aug                | 199         |
| Feb                  | 554   | Sep                | 169         |
| Mar                  | 143   | <b>Total Miles</b> | <b>2671</b> |

Facts:

#### Manufacturer's Energy Consumption Information

Range:      City: 38      Hwy: 43      Efficiency: .405  
                          kW-hr/100miles      kW-hr/100miles      kW-hr/100miles

#### Manufacturer's Recall Notices

Jul-99      Recall #99S20

Shift lever in "park" may not fully engage.

Sep-99      Recall #99B17

Add decal to remind operator to keep the vehicle "on plug"

Replace the steering column insert plate with a revised design

Nov-99      Recall #99M05

1998 vehicles may experience premature battery wear out.

Mar-00      Recall #00B37

The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.

New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

Update/Replace Battery control module

Update/Replace Transaxle Inverter Module

Replace Interface Adapter Assembly Module

Replace Traction Battery Charger

Check Traction Battery Heaters

**Maintenance Log Vehicle # 812F Pepco**  
**Electric Ford Ranger**  
**Vin # 1FTZR107XWTA81029**

---

|                       |                                                     |
|-----------------------|-----------------------------------------------------|
| <b>10/14/98</b>       | Meter Installed – Odometer 543 – Meter # 02 161 895 |
| <b>3/29 – 3/31/99</b> | Replace – Charger, Charger Assembly & IAA Module    |
| <b>10/8/99</b>        | Meter Removed – End of Test Odometer 3227           |

8 MF 3/30

|                                                                                                        |                                                         |                               |                          |                          |
|--------------------------------------------------------------------------------------------------------|---------------------------------------------------------|-------------------------------|--------------------------|--------------------------|
| CUSTOMER NO.<br>71609                                                                                  | ADVISOR<br>GLEN S CASE                                  | CARD NO.<br>642               | INVOICE DATE<br>03/30/99 | INVOICE NO.<br>FDCS105   |
| FORD MOTOR CREDIT COMPANY<br>7090 GATEWAY DRIVE PO BOX 8<br>ATTN:TOM SIGMAH<br>COLUMBIA, MO 21045-0008 | LABOR RATE                                              | LICENSE NO.                   | MILEAGE<br>2498          | COLOR<br>PACIFIC GRE     |
|                                                                                                        | YEAR/MAKE/MODEL<br>93/FORD TRUCK/RANGER/TRK 4X2 REG CAR | DELIVERY DATE<br>09/28/98     | STOCK NO.<br>R29         | DELIVERY MILES           |
|                                                                                                        | VEHICLE ID. NO.<br>1 F T Z R 1 Q 7 X W B A B 1 0 2 9    | SELLING DEALER NO.            | PRODUCTION DATE          |                          |
|                                                                                                        | F.T.E. NO.                                              | P.O. NO.                      | R.O. DATE<br>03/02/99    | CARS<br>RESPONSE         |
| RESIDENCE PHONE<br>202-872-2205                                                                        | BUSINESS PHONE<br>202-872-2255                          | SERVICE<br>INSTALLED<br>PARTS | R.O. NUMBER              | CROSS REFERENCE<br>MO: 2 |

LABOR & PARTS-----  
JOB # 1 10FOZ ELECTRICAL HOURS: 0.01 TECH(S):362  
REPLACE CHARGER AND IAA MODULE PER CHRIS BELLS INSTRUCTIONS  
AT FORD ENGINEERING  
REPLACED CHARGER ASSEMBLY

WARRA

| PARTS----- | QTY----- | FP-NUMBER----- | DESCRIPTION----- | LIST PRICE-----             | UNIT PRICE----- |
|------------|----------|----------------|------------------|-----------------------------|-----------------|
| JOB # 1    | 1        | X157-108689-AA | CHARGER - BATT   |                             |                 |
|            |          |                |                  | JOB # 1 TOTAL PARTS         |                 |
|            |          |                |                  | JOB # 1 TOTAL LABOR & PARTS |                 |

WARRA  
C

TOTALS-----  
\*\*\*\*\*  
\$ PAYMENT METHOD \$  
\$ CASH [ ] \$  
\$ VISA [ ] MC [ ] \$  
\$ DINER [ ] DISC [ ] \$  
\$ CHECK# ..... \$  
\$ CASHIER..... CALL/TIME 3:30-4:00 \$  
\*\*\*\*\*  
\*\*\*\*\*

|                  |   |
|------------------|---|
| TOTAL LABOR....  | C |
| TOTAL PARTS....  | C |
| TOTAL SUBLET.... | C |
| TOTAL G.O.G....  | C |
| TOTAL MISC CHG.  | C |
| TOTAL MISC DISC  | C |
| TOTAL TAX.....   | C |
| TOTAL INVOICE \$ | C |

Frank French  
CUSTOMER SIGNATURE

### Vehicle #813F DOE Test Information

| Total Miles by Month |       |                    |             |
|----------------------|-------|--------------------|-------------|
| Month                | Miles |                    |             |
| Nov                  | 317   | Apr                | 57          |
| Dec                  | 158   | May                | 53          |
| Jan-99               | 76    | Jun                | 42          |
| Feb                  | 131   | Jul                | 40          |
| Mar                  | 72    | Aug                | 250         |
|                      |       | Sep                | 210         |
|                      |       | <b>Total Miles</b> | <b>1406</b> |

Facts:

#### Manufacturer's Energy Consumption Information

Range:      City: 38      Hwy: 43      Efficiency: .405  
                    kW-hr/100miles      kW-hr/100miles      kW-hr/100miles

#### Manufacturer's Recall Notices

Jul-99      Recall #99S20  
Shift lever in "park" may not fully engage.

Sep-99      Recall #99B17  
Add decal to remind operator to keep the vehicle "on plug"  
Replace the steering column insert plate with a revised design

Nov-99      Recall #99M05  
1998 vehicles may experience premature battery wear out.

Mar-00      Recall #00B37  
The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.  
New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

Update/Replace Battery control module  
Update/Replace Transaxle Inverter Module  
Replace Interface Adapter Assembly Module  
Replace Traction Battery Charger  
Check Traction Battery Heaters

**Maintenance Log Vehicle # 813F Pepco**  
**Electric Ford Ranger**  
**Vin # 1FTZR1070WTA84490**

---

|                       |                                                        |
|-----------------------|--------------------------------------------------------|
| <b>11/5/98</b>        | Meter Installed – Odometer 35 – Meter # 02 161 891     |
| <b>3/26 – 4/15/99</b> | Steering Vibration – Topped Fluid – Replaced 2 Modules |
| <b>10/1/99</b>        | Remove Meter – End of Test Odometer 1441               |

813F

|                                                                                                        |                                                         |                           |                          |                          |
|--------------------------------------------------------------------------------------------------------|---------------------------------------------------------|---------------------------|--------------------------|--------------------------|
| CUSTOMER NO.<br>71609                                                                                  | ADVISOR<br>GLEN S CASE                                  | CARD NO.<br>642           | INVOICE DATE<br>04/16/99 | INVOICE NO.<br>FUCS1074  |
| FORD MOTOR CREDIT COMPANY<br>7090 GATEWAY DRIVE PO BOX 8<br>ATTN:TOM SIGMAN<br>COLUMBIA, MD 21045-0008 | LABOR RATE                                              | LICENSE NO.<br>714        | COLOR<br>PACIFIC GRE     | STOCK NO.<br>R29         |
|                                                                                                        | YEAR/MAKE/MODEL<br>98/FORD TRUCK/RANGER/TRK 4X2 REG CAB | DELIVERY DATE<br>09/28/98 | DELIVERY MILES           |                          |
|                                                                                                        | VEHICLE ID NO.<br>1 R 0 0 0 T 9 4 5 0                   | SELLING DEALER NO.        | PRODUCTION DATE          |                          |
|                                                                                                        | F.T.E. NO.                                              | P.O. NO.                  | R.O. DATE<br>03/23/99    | CASE RESPONSE            |
| RESIDENCE PHONE<br>202-872-2205                                                                        | BUSINESS PHONE<br>202-872-2255                          | SERVICE INSTALLED PARTS   | R.O. NUMBER              | CROSS REFERENCE<br>NO: 7 |

|                                                             |                                             |         |                             |                     |
|-------------------------------------------------------------|---------------------------------------------|---------|-----------------------------|---------------------|
| LABOR & PARTS-----                                          |                                             |         |                             |                     |
| J# 1 03FOZ                                                  | STEERINGS AND SUSP. HOURS: 0.01 TECH(S):362 |         |                             | WARRAN              |
| CUST STATES: STEERING IS VIBRATING CHECK AND ADVISE         |                                             |         |                             |                     |
| AIR NEEDS TO PURGE OUT OF SYSTEM NO SERVICE PERFORMED       |                                             |         |                             |                     |
| TOPPED FLUID AND TRIED REMOVING AIR WITH VACUUM PUMP        |                                             |         |                             |                     |
| PARTS-----QTY-----FP-NUMBER-----                            | DESCRIPTION-----                            |         | LIST PRICE-UNIT PRICE-      |                     |
| JOB # 1                                                     | 1                                           | XT-1-RF | FLUID-AUTO TRA              | WARRAN              |
|                                                             |                                             |         | JOB # 1 TOTAL PARTS         | 0.                  |
|                                                             |                                             |         | JOB # 1 TOTAL LABOR & PARTS | 0.                  |
| J# 2 10FOZ ELECTRICAL HOURS: 13.90 TECH(S):362              |                                             |         |                             | WARRAN              |
| CUST STATES: LOSS OF POWER ONLY WANTED TO GO 2MPH CHECK AND |                                             |         |                             |                     |
| ADVISE, STARTED TO GO THEN JUST STARTED CREEPING            |                                             |         |                             |                     |
| M1 PER MIKE A                                               |                                             |         |                             |                     |
| PARTS-----QTY-----FP-NUMBER-----                            | DESCRIPTION-----                            |         | LIST PRICE-UNIT PRICE-      |                     |
| JOB # 2                                                     | 2                                           | BXE-202 | BATTERY                     | WARRAN              |
|                                                             |                                             |         | JOB # 2 TOTAL PARTS         | 0.                  |
|                                                             |                                             |         | JOB # 2 TOTAL LABOR & PARTS | 0.                  |
| TOTALS-----                                                 |                                             |         |                             |                     |
| *****                                                       |                                             |         |                             |                     |
| PAYMENT METHOD                                              |                                             |         |                             |                     |
| CASH [ ]                                                    |                                             |         |                             | TOTAL LABOR.... 0.  |
| VISA [ ] MC [ ]                                             |                                             |         |                             | TOTAL PARTS.... 0.  |
| DINER [ ] DISC [ ]                                          |                                             |         |                             | TOTAL SUBLET... 0.  |
| CHECK# .....                                                |                                             |         |                             | TOTAL G.O.G.... 0.  |
| CASHIER..... CALL/TIME.....                                 |                                             |         |                             | TOTAL MISC CHG. 0.  |
|                                                             |                                             |         |                             | TOTAL MISC DISC 0.  |
|                                                             |                                             |         |                             | TOTAL TAX..... 0.   |
|                                                             |                                             |         |                             | TOTAL INVOICE \$ 0. |
| *****                                                       |                                             |         |                             |                     |

CUSTOMER SIGNATURE

### Vehicle #814F DOE Test Information

| Total Miles by Month |       |             |      |
|----------------------|-------|-------------|------|
| Month                | Miles |             |      |
| Nov                  | 61    | Mar         | 447  |
| Dec                  | 108   | Apr         | 431  |
| Jan-99               | 424   | May         | 378  |
| Feb                  | 845   | Jun         | 153  |
|                      |       | Jul         | 190  |
|                      |       | Total Miles | 3037 |

Facts:

#### Manufacturer's Energy Consumption Information

Range:      City: 38      Hwy: 43      Efficiency: .405  
                    kW-hr/100miles      kW-hr/100miles      kW-hr/100miles

#### Manufacturer's Recall Notices

Jul-99      Recall #99S20

Shift lever in "park" may not fully engage.

Sep-99      Recall #99B17

Add decal to remind operator to keep the vehicle "on plug"

Replace the steering column insert plate with a revised design

Nov-99      Recall #99M05

1998 vehicles may experience premature battery wear out.

Mar-00      Recall #00B37

The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.

New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

Update/Replace Battery control module

Update/Replace Transaxle Inverter Module

Replace Interface Adapter Assembly Module

Replace Traction Battery Charger

Check Traction Battery Heaters

**Maintenance Log Vehicle # 814F Pepco**  
**Electric Ford Ranger**  
**Vin # 1FTZR1076WTA81030**

---

|                     |                                                     |
|---------------------|-----------------------------------------------------|
| <b>10/27/98</b>     | Meter Installed – Odometer 326 – Meter # 02 161 898 |
| <b>8/4 – 8/5/99</b> | Wrench Light stays on – Replace IAA Module Software |
| <b>8/5/99</b>       | Meter Removed – End of Test Odometer 3363           |



I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

814F

-----  
C-0602 ELECTRONIC HOUSE: CLOI TECHS:362 UNARMED  
CR REPORTED BRNCH LIGHT ON  
NOO TEST IAA RETRIEVE KILL7 DEFEND PASS BOM RETRIEVE PASS OE  
PASS PASS RETRIEVE 01104 TESTED ALL RAIT CRIS FOR MC BY 500  
PBM FORM DURING TEST OK IAA MODULE FOR SOFTWARE LEVEL FOUR  
LEVEL BA COM IAA WITH AC LEVEL SOFTWARE REPEAT CLEAR AL  
CODES REC ADIA AND ROARTEST HPE

[illegible]

0957091R 319647097

## Vehicle #815F DOE Test Information

| Total Miles by Month |       |  |                    |             |
|----------------------|-------|--|--------------------|-------------|
| Month                | Miles |  |                    |             |
|                      |       |  | Apr                | 212         |
| Oct                  | 20    |  | May                | 556         |
| Nov                  | 162   |  | Jun                | 140         |
| Dec                  | 284   |  | Jul                | 202         |
| Jan-99               | 279   |  | Aug                | 194         |
| Feb                  | 485   |  | Sep                | 514         |
| Mar                  | 361   |  | Oct                | 159         |
|                      |       |  | <b>Total Miles</b> | <b>3568</b> |

Facts:

### Manufacturer's Energy Consumption Information

Range:      City: 38      Hwy: 43      Efficiency: .405  
                          kW-hr/100miles      kW-hr/100miles      kW-hr/100miles

### Manufacturer's Recall Notices

Jul-99      Recall #99S20  
 Shift lever in "park" may not fully engage.

Sep-99      Recall #99B17  
 Add decal to remind operator to keep the vehicle "on plug"  
 Replace the steering column insert plate with a revised design

Nov-99      Recall #99M05  
 1998 vehicles may experience premature battery wear out.

Mar-00      Recall #00B37  
 The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.  
 New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

- Update/Replace Battery control module
- Update/Replace Transaxle Inverter Module
- Replace Interface Adapter Assembly Module
- Replace Traction Battery Charger
- Check Traction Battery Heaters

**Maintenance Log Vehicle # 815F Pepco**  
**Electric Ford Ranger**  
**Vin # 1FTZR1074WTA84492**

---

|                         |                                                                   |
|-------------------------|-------------------------------------------------------------------|
| <b>10/25/98</b>         | Meter Installed – Odometer 35 – Meter # 02 161 883                |
| <b>10/12 – 12/22/98</b> | When in Park-Vehicle Rolls – Replace Motor Assembly               |
| <b>4/1 – 4/5/99</b>     | Replace – Trans Shift Cable Assembly – Battery Pack & Shift Cable |
| <b>9/2/99</b>           | Vehicle won't Charge – Replace Charger Assembly                   |
| <b>11/9/99</b>          | Remove Meter – End of Test Odometer 3604                          |

815F

|                                 |                                                    |                               |                           |                                               |
|---------------------------------|----------------------------------------------------|-------------------------------|---------------------------|-----------------------------------------------|
| CUSTOMER NO.<br>71607           | ADVISOR<br>GLEN S CASE                             | CARD NO.<br>642               | INVOICE DATE<br>12/18/98  | INVOICE NO.<br>FOLCS10004                     |
| FORD MOTOR CREDIT COMPANY       | LABOR RATE                                         | LICENSE NO.                   | MESSAGE<br>PACIFIC GRE    | STOCK NO.<br>R2955                            |
| 7090 GATEWAY DRIVE PO BOX 3     | VEHICLE NO.<br>98FORD TRUCK/RANGER/TRK 4X2 REG CAB |                               | DELIVERY DATE<br>12/28/98 | DELIVERY MILES<br>1                           |
| ATTN: TOM SIGMAN                | VEHICLE NO.<br>1024MTA84427                        |                               | SELLING DEALER NO.        | PRODUCTION DATE                               |
| COLUMBIA, MD 21045-0008         | F.T.E. NO.                                         |                               | P.O. NO.                  | R.O. DATE<br>12/10/98                         |
| RESIDENCE PHONE<br>202-872-2205 | BUSINESS PHONE<br>202-872-2255                     | SERVICE<br>INSTALLED<br>PARTS | R.O. NUMBER               | CASE<br>RESPONSE<br>CROSS REFERENCE<br>NC: 39 |

|                                                       |       |              |             |                             |
|-------------------------------------------------------|-------|--------------|-------------|-----------------------------|
| LABOR & PARTS                                         |       |              |             | WARRANT                     |
| JOB # 1                                               | 77F0Z | TRANSMISSION | HOURS: 5.60 | TECH(S): 362                |
| CUST STATES: WHEN PUT IN PARK VEHICLE WILL STILL ROLL |       |              |             |                             |
| MOTOR ASSEMBLY                                        |       |              |             |                             |
| TEST AND REPLACE                                      |       |              |             |                             |
| PARTS                                                 | QTY   | FP-NUMBER    | DESCRIPTION | LIST PRICE-UNIT PRICE-      |
| JOB # 1                                               | 1     | F8YZ-7002-AC |             | JOB # 1 TOTAL PARTS         |
|                                                       |       |              |             | JOB # 1 TOTAL LABOR & PARTS |

|                                                                                                                    |  |                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TOTALS                                                                                                             |  |                                                                                                                                                                                      |
| PAYMENT METHOD<br>CASH [ ]<br>VISA [ ] MC [ ]<br>DINER [ ] DISC [ ]<br>CHECK# .....<br>CASHIER..... CALL/TIME..... |  | TOTAL LABOR.... 0.0<br>TOTAL PARTS.... 0.0<br>TOTAL SUBLET... 0.0<br>TOTAL S.O.G.... 0.0<br>TOTAL MISC CHG. 0.0<br>TOTAL MISC DISC 0.0<br>TOTAL TAX..... 0.0<br>TOTAL INVOICE \$ 0.0 |

Y *Paul Shute*  
 CUSTOMER SIGNATURE

815F

|                                                                                                                                                                             |                                                             |                           |                          |                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|---------------------------|--------------------------|------------------------|
| CUSTOMER NO.<br>71609                                                                                                                                                       | ADVISOR<br>GLEN S CASE                                      | CARD NO.<br>642           | INVOICE DATE<br>04/05/99 | INVOICE NO.<br>F0CS101 |
| FORD MOTOR CREDIT COMPANY<br>7090 GATEWAY DRIVE PO BOX 8<br>ATTN:TOM SIGMAN<br>COLUMBIA, MD 21045-0008<br>RESIDENCE PHONE<br>202-872-2205<br>BUSINESS PHONE<br>202-872-2255 | LABOR RATE                                                  | LICENSE NO.<br>AJ 0714    | MILEAGE<br>1500          | COLOR<br>PACIFIC GRE   |
|                                                                                                                                                                             | YEAR / MAKE / MODEL<br>98/FORD TRUCK/RANGER/TRK 4X2 REG CAB | DELIVERY DATE<br>09/28/98 | STOCK NO.<br>R21         | DELIVERY MILES         |
|                                                                                                                                                                             | VEHICLE ID. NO.<br>1F 07 14 84 49 2                         | SELLING DEALER NO.        | PRODUCTION DATE          |                        |
|                                                                                                                                                                             | F.T.E. NO.                                                  | P.O. NO.                  | R.O. DATE<br>03/31/99    | CASE RESPONSE          |
|                                                                                                                                                                             | SERVICE INSTALLED PARTS                                     | R.O. NUMBER               | CROSS REFERENCE          | MO: 1                  |

LABOR & PARTS  
J# 1 77FDZ TRANSMISSION HOURS: 0.01 TECH(S):362  
AS INSTRUCTED BY FORD AND CHRIS BELL AT FORD ENGINEERING  
TO REPLACE TRANS SHIFT CABLE ASSY  
R&R BATTERY PACK AND REPLACE SHIFT CABLE PER CHRIS BELL  
AT FORD HOT LINE

WARRA

| PARTS   | QTY | FF-NUMBER     | DESCRIPTION    | LIST PRICE                  | UNIT PRICE |
|---------|-----|---------------|----------------|-----------------------------|------------|
| JOB # 1 | 1   | F8Y1-7E395-AA | CABLE ASSY - S |                             |            |
|         |     |               |                | JOB # 1 TOTAL PARTS         | 0          |
|         |     |               |                | JOB # 1 TOTAL LABOR & PARTS | 0          |

WARRA

TOTALS

\*\*\*\*\*  
\$ PAYMENT METHOD \$  
\$ CASH [ ] \$  
\$ VISA [ ] MC [ ] \$  
\$ OTHER [ ] DSC [ ] \$  
\$ CHECK# ..... \$  
\$ CASHIER..... CALL TIME \$  
\*\*\*\*\*

TOTAL LABOR.... 0  
TOTAL PARTS.... 0  
TOTAL SUBLET... 0  
TOTAL G.O.G.... 0  
TOTAL MISC CHG. 0  
TOTAL MISC DISC 0  
TOTAL TAX..... 0  
TOTAL INVOICE \$ 0

Frank French  
CUSTOMER SIGNATURE  
Called  
4pm w/coworker

### Vehicle #816F DOE Test Information

| Total Miles by Month |       |                    |             |
|----------------------|-------|--------------------|-------------|
| Month                | Miles |                    |             |
|                      |       | Apr                | 272         |
| Oct                  | 4     | May                | 160         |
| Nov                  | 39    | Jun                | 59          |
| Dec                  | 68    | Jul                | 50          |
| Jan-99               | 131   | Aug                | 335         |
| Feb                  | 119   | Sep                | 324         |
| Mar                  | 227   | <b>Total Miles</b> | <b>1788</b> |

Facts:

#### Manufacturer's Energy Consumption Information

Range:      City: 38      Hwy: 43      Efficiency: .405  
                         kW-hr/100miles      kW-hr/100miles      kW-hr/100miles

#### Manufacturer's Recall Notices

Jul-99      Recall #99S20

Shift lever in "park" may not fully engage.

Sep-99      Recall #99B17

Add decal to remind operator to keep the vehicle "on plug"

Replace the steering column insert plate with a revised design

Nov-99      Recall #99M05

1998 vehicles may experience premature battery wear out.

Mar-00      Recall #00B37

The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.

New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

*Update/Replace Battery control module*

Update/Replace Transaxle Inverter Module

Replace Interface Adapter Assembly Module

Replace Traction Battery Charger

Check Traction Battery Heaters

**Maintenance Log Vehicle # 816F Pepco**  
**Electric Ford Ranger**  
**Vin # 1FTZR1072WTA84491**

---

|                       |                                                              |
|-----------------------|--------------------------------------------------------------|
| <b>10/25/98</b>       | Meter Installed – Odometer 250 – Meter # 02 161 887          |
| <b>4/9 – 4/13/98</b>  | Vehicle shut off while Driving – Replace Module in Main Pack |
| <b>8/16 – 8/24/99</b> | Replace trans axle Assembly                                  |
| <b>10/8/99</b>        | Meter Removed – End of Test Odometer 2038                    |

4/9/99 TO 4/14/99

816 F

|                                                                                                        |  |                                                            |                  |                          |                           |
|--------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------|------------------|--------------------------|---------------------------|
| CUSTOMER NO.<br>71609                                                                                  |  | ADVISOR<br>GLEN S CASE                                     | CARD NO.<br>2067 | INVOICE DATE<br>04/14/99 | INVOICE NO.<br>FOCS109    |
| FORD MOTOR CREDIT COMPANY<br>7090 GATEWAY DRIVE PO BOX 8<br>ATTN:TOM SIGMAN<br>COLUMBIA, MD 21045-0008 |  | LABOR RATE                                                 | LICENSE NO.      | MILEAGE<br>846           | COLOR<br>PACIFIC GRE      |
| RESIDENCE PHONE<br>202-872-2205                                                                        |  | BUSINESS PHONE<br>202-872-2255                             |                  | STOCK NO.<br>R29         | DELIVERY DATE<br>09/28/98 |
|                                                                                                        |  | YEAR / MAKE / MODEL<br>98/FORD TRUCK/RANGER/TRK 4X2 REG CA |                  | DELIVERY MILES           | PRODUCTION DATE           |
|                                                                                                        |  | VEHICLE ID. NO.<br>1B1 T9 RE 1 OR 2 20 TRA 8 4 1 1         |                  | SELLING DEALER NO.       |                           |
|                                                                                                        |  | F.T.E. NO.                                                 |                  | P.O. NO.                 | R.O. DATE<br>04/10/99     |
|                                                                                                        |  | SERVICE<br>INSTALLED<br>PARTS                              |                  | R.O. NUMBER              | CROSS REFERENCE<br>MO: 1  |

LABOR & PARTS-----  
 J# 1 10FOZ ELECTRICAL HOURS: 0.01 TECH(S):362  
 CUST STATES: CUT OFF WHILE DRIVING  
 DIAGNOSED VEHICLE AND TESTED SYSTEMS AND REPLACED BATTERY  
 IN MAIN PACK AND RECHARGED SYSTEM

WARRAI

| PARTS----- | QTY---- | FP-NUMBER----- | DESCRIPTION----- | LIST PRICE-----             | UNIT PRICE----- |
|------------|---------|----------------|------------------|-----------------------------|-----------------|
| JOB # 1    | 1       | BXE-202        | BATTERY          |                             |                 |
|            |         |                |                  | JOB # 1 TOTAL PARTS         | 0.              |
|            |         |                |                  | JOB # 1 TOTAL LABOR & PARTS | 0.              |

WARRAI

TOTALS-----

```

$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$
$  PAYMENT METHOD  $
$  $
$  CASH [ ] $
$  VISA [ ] MC [ ] $
$  DINER [ ] DSC [ ] $
$  $
$  CHECK# ..... $
$  $
$  CASHIER..... CALL/TIME..... $
$  $
$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$
  
```

|                  |    |
|------------------|----|
| TOTAL LABOR....  | 0. |
| TOTAL PARTS....  | 0. |
| TOTAL SUBLET.... | 0. |
| TOTAL G.O.B....  | 0. |
| TOTAL MISC CHG.  | 0. |
| TOTAL MISC DISC  | 0. |
| TOTAL TAX.....   | 0. |
| TOTAL INVOICE \$ | 0. |

CUSTOMER SIGNATURE



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

needed and that the mechanic's work was performed satisfactorily.

Authorized Signature  
All labor performed and parts replaced were necessary to perform repairs.

816F

|                                                             |  |                                      |             |                    |              |                             |
|-------------------------------------------------------------|--|--------------------------------------|-------------|--------------------|--------------|-----------------------------|
| (SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE) |  | ADVISOR (DATE)                       |             | CARD NO.           | INVOICE DATE | INVOICE NO.                 |
| CUSTOMER NO.<br>71502                                       |  | TERRY TREHUELL                       |             | 93274              | 08/24/99     | F0CS11943                   |
| FORD MOTOR CREDIT COMPANY                                   |  | LABOR RATE                           | LICENSE NO. | MILEAGE            | COLOR        | STOCK NO.                   |
| 7690 SATURDAY DRIVE RD 9078                                 |  |                                      | A19957      | 1432               | PACIFIC GRE  | R2952                       |
| ATTN: TOM SIGMAN                                            |  | YEAR/MAKE/MODEL                      |             | DELIVERY DATE      |              | DELIVERY MILES              |
| COLUMBIA, MO 21045-0008                                     |  | 92/FORD TRUCK/RANGER/15K 4X2 REG CAB |             | 09/28/98           |              | 1                           |
| RESIDENCE PHONE<br>202-872-2205                             |  | VEHICLE ID. NO.                      |             | SELLING DEALER NO. |              | PRODUCTION DATE             |
| BUSINESS PHONE<br>202-872-0255                              |  | 1 F T Z R 1 0 7 2 W 1 A 8 4 4 9 1    |             |                    |              |                             |
| SERVICE<br>INSTALLED                                        |  | F.T.E. NO.                           |             | P.O. NO.           |              | R.O. DATE                   |
|                                                             |  |                                      |             |                    |              | 08/16/99                    |
|                                                             |  |                                      |             | R.O. NUMBER        |              | CROSS REFERENCED<br>MC: 144 |

LABOR & PARTS  
JOB # 36F02 RECALLS HOURS: 0.01 TECH(S):362  
PERFORM TRANSAXLE RECALL  
PERFORM RECALL REPLACE TRANSAXLE ASSY WARRANT

| PARTS                       | QTY | FR | NUMBER        | DESCRIPTION    | LIST PRICE | UNIT PRICE |
|-----------------------------|-----|----|---------------|----------------|------------|------------|
| JOB # 1                     | 1   |    | XL5Z-7002-AA  | TRANSAXLE ASSY |            |            |
| JOB # 1                     | 1   |    | 5D0Z-19554-AA | SEALANT LOCKTI |            |            |
| JOB # 1 TOTAL PARTS         |     |    |               |                |            | 0.0        |
| JOB # 1 TOTAL LABOR & PARTS |     |    |               |                |            | 0.0        |

| TOTALS |                        |                         |
|--------|------------------------|-------------------------|
| \$\$\$ | PAYMENT METHOD         | TOTAL LABOR.... 0.0     |
| \$     |                        | TOTAL PARTS.... 0.0     |
| \$     | CASH [ ]               | TOTAL SUBLET.... 0.0    |
| \$     | VISA [ ] MC [ ]        | TOTAL G.O.G.... 0.0     |
| \$     | DISC [ ]               | TOTAL MISC CHG.... 0.0  |
| \$     | CHECK#                 | TOTAL MISC DISC.... 0.0 |
| \$     | CASHIER..... CALL/TIME | TOTAL TAX..... 0.0      |
| \$     |                        | TOTAL INVOICE \$ 0.0    |

Called 8-25

CUSTOMER SIGNATURE

### Vehicle #817F DOE Test Information

| Total Miles by Month |       |                    |             |
|----------------------|-------|--------------------|-------------|
| Month                | Miles |                    |             |
| Oct                  | 287   | Apr                | 396         |
| Nov                  | 454   | May                | 699         |
| Dec                  | 88    | Jun                | 404         |
| Jan-99               | 161   | Jul                | 510         |
| Feb                  | 374   | Aug                | 876         |
| Mar                  | 270   | Sep                | 644         |
|                      |       | Oct                | 84          |
|                      |       | <b>Total Miles</b> | <b>5247</b> |

Facts:

#### Manufacturer's Energy Consumption Information

Range:      City: 38      Hwy: 43      Efficiency: .405  
                          kW-hr/100miles      kW-hr/100miles      kW-hr/100miles

#### Manufacturer's Recall Notices

Jul-99      Recall #99S20

Shift lever in "park" may not fully engage.

Sep-99      Recall #99B17

Add decal to remind operator to keep the vehicle "on plug"

Replace the steering column insert plate with a revised design

Nov-99      Recall #99M05

1998 vehicles may experience premature battery wear out.

Mar-00      Recall #00B37

The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.

New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

Update/Replace Battery control module

Update/Replace Transaxle Inverter Module

Replace Interface Adapter Assembly Module

Replace Traction Battery Charger

Check Traction Battery Heaters

**Maintenance Log Vehicle # 817F Pepco**  
**Electric Ford Ranger**  
**Vin # 1FTZR1073WTA81034**

---

|                 |                                                   |
|-----------------|---------------------------------------------------|
| <b>10/16/98</b> | Install Meter – Odometer 133 – Meter # 02 161 892 |
| 12/7 – 12/17/98 | Vehicle won't Start – Replaced Module             |
| 3/17 – 3/21/99  | Vehicle won't Charge – Replace Charger Assembly   |
| <b>10/16/99</b> | Meter Removed – End of Test Odometer 5380         |

817 F

|                                                                                                         |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |             |                  |                           |                      |
|---------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------|---------------------------|----------------------|
| CUSTOMER NO.<br>1780                                                                                    |  | OWNER'S CASE<br>642                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |             | CARD NO.<br>5866 | INVOICE DATE<br>12/18/98  | INVOICE NO.<br>99975 |
| FORD MOTOR CREDIT COMPANY<br>7090 GATEWAY DRIVE PO BOX 8<br>ATTN: TOM SIGMAN<br>COLUMBIA, MD 21045-0008 |  | LABOR RATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | LICENSE NO. | WARRANTAGE       | EXPORT WHIT               | STOCK NO. R295       |
|                                                                                                         |  | VEHICLE MAKE/MODEL<br>98 FORD TRUCK/RANGER/TRK 4X2 REG CAB                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |                  | DELIVERY DATE<br>12/18/98 | DELIVERY MILES<br>1  |
|                                                                                                         |  | VEHICLE F.P. NO. 140 213 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 |             |                  | SELLING DEALER NO.        | PRODUCTION DATE      |
| RESIDENCE PHONE<br>202-872-2205                                                                         |  | BUSINESS PHONE<br>202-872-2255                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |             | F.T.E. NO.       |                           | P.O. NO.             |
| SERVICE INSTALLED PARTS                                                                                 |  | R.O. NUMBER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |             | CROSS REFERENCE  |                           |                      |

LABOR & PARTS-----  
 J# 1 78FOZ DRIVEABILITY HOURS: 3.01 TECH(S):362  
 CUST STATES: WONT MOVE CHECK AND ADVISE  
 WRENCH ON DASH WENT FROM 1/2 CHARGE THEN JUST DIED  
 DIAGNOSED VEHICLE AND REPLACED BATTERY AND RETESTED

|            |          |                |                  |                             |                 |     |
|------------|----------|----------------|------------------|-----------------------------|-----------------|-----|
| PARTS----- | QTY----- | FF-NUMBER----- | DESCRIPTION----- | LIST PRICE-----             | UNIT PRICE----- |     |
| JOB # 1    | 1        | BXE-202        | BATTERY          |                             |                 |     |
|            |          |                |                  | JOB # 1 TOTAL PARTS         |                 | 0.0 |
|            |          |                |                  | JOB # 1 TOTAL LABOR & PARTS |                 | 0.0 |

TOTALS-----

|       |                  |     |
|-------|------------------|-----|
| ***** | TOTAL LABOR....  | 0.0 |
| ***** | TOTAL PARTS....  | 0.0 |
| ***** | TOTAL SUBLET.... | 0.0 |
| ***** | TOTAL G.O.G....  | 0.0 |
| ***** | TOTAL MISC CHG.  | 0.0 |
| ***** | TOTAL MISC DISC  | 0.0 |
| ***** | TOTAL TAX.....   | 0.0 |
| ***** | TOTAL INVOICE \$ | 0.0 |

PAYMENT METHOD

CASH [ ]  
 VISA [ ] MC [ ]  
 Diner [ ] MSC [ ]

CHECK# .....  
 CASHIER..... CALL/TIME.....

Called  
 ASM 12-18

Frank C. French  
 CUSTOMER SIGNATURE

817F

|                                 |                                |                                                           |             |                           |                          |                        |
|---------------------------------|--------------------------------|-----------------------------------------------------------|-------------|---------------------------|--------------------------|------------------------|
| CUSTOMER NO.<br>71409           |                                | ADVISOR<br>GLEN S CASE                                    |             | CARD NO.<br>5919          | INVOICE DATE<br>03/22/99 | INVOICE NO.<br>FDCS106 |
| FORD MOTOR CREDIT COMPANY       |                                | LABOR RATE                                                | LICENSE NO. | MILEAGE<br>1500           | COLOR<br>OXFORD WHI      | STOCK NO.<br>R2        |
| 7090 GATEWAY DRIVE PO BOX 8     |                                | YEAR / MAKE / MODEL<br>98/FORD TRUCK/RANGER/TRK 4X2 REG C |             | DELIVERY DATE<br>09/28/98 | DELIVERY MILES           |                        |
| ATTN:TOM SIGNAN                 |                                | VEHICLE ID. NO.<br>1F1Z R1073W1A81034                     |             | SELLING DEALER NO.        | PRODUCTION DATE          |                        |
| COLUMBIA, MD 21045-0008         |                                | F.T.E. NO.                                                | P.O. NO.    | R.O. DATE<br>03/17/99     | CASE RESPONSE            | CROSS REFERENCE        |
| RESIDENCE PHONE<br>202-872-2205 | BUSINESS PHONE<br>202-872-2255 | SERVICE INSTALLED PARTS                                   | R.O. NUMBER |                           | MO: 1                    |                        |

LABOR & PARTS  
 JH 1 10FOZ ELECTRICAL HOURS: 0.01 TECH(S):362  
 CUST STATES: WILL NOT TAKE A CHARGE CHECK AND ADVISE  
 REPLACED CHARGER ASSEMBLY AND TIGHTENED COVER

|         |     |                |                |                             |            |
|---------|-----|----------------|----------------|-----------------------------|------------|
| PARTS   | QTY | FP-NUMBER      | DESCRIPTION    | LIST PRICE                  | UNIT PRICE |
| JOB # 1 | 1   | XL5Z-10B689-AA | CHARGER - BATT |                             |            |
|         |     |                |                | JOB # 1 TOTAL PARTS         | 0          |
|         |     |                |                | JOB # 1 TOTAL LABOR & PARTS | 0          |

TOTALS

|                    |                |                  |   |
|--------------------|----------------|------------------|---|
| *****              | PAYMENT METHOD | TOTAL LABOR....  | 0 |
| CASH [ ]           |                | TOTAL PARTS....  | 0 |
| VISA [ ] MC [ ]    |                | TOTAL SUBLET.... | 0 |
| DINER [ ] DISC [ ] |                | TOTAL G.O.G....  | 0 |
| CHECK#             |                | TOTAL MISC CHG.  | 0 |
| CASHIER.....       |                | TOTAL MISC DISC  | 0 |
| CALL/TIME          |                | TOTAL TAX.....   | 0 |
|                    |                | TOTAL INVOICE \$ | 0 |

CUSTOMER SIGNATURE

*[Signature]*

FORM ENA-2-NV • 1993 THE METHODOL-RETHOLDS COMPANY ALL RIGHTS RESERVED.

### Vehicle #337 DOE Test Information

| Total Miles by Month |       |                    |              |
|----------------------|-------|--------------------|--------------|
| Month                | Miles |                    |              |
| Apr                  | 1752  | Nov                | 522          |
| May                  | 1592  | Dec                | 719          |
| Jun                  | 1509  | Jan-00             | 1462         |
| Jul                  | 905   | Feb                | 2111         |
| Aug                  | 771   | Mar                | 1426         |
| Sep                  | 1742  | Apr                | 2497         |
| Oct                  | 1239  | May                | 2329         |
|                      |       | <b>Total Miles</b> | <b>20576</b> |

Facts:

#### Manufacturer's Energy Consumption Information

Range:      City: 38      Hwy: 43      Efficiency: .405  
                          kW-hr/100miles      kW-hr/100miles      kW-hr/100miles

#### Manufacturer's Recall Notices

Jul-99      Recall #99S20

Shift lever in "park" may not fully engage.

Sep-99      Recall #99B17

Add decal to remind operator to keep the vehicle "on plug"

Replace the steering column insert plate with a revised design

Nov-99      Recall #99M05

1998 vehicles may experience premature battery wear out.

Mar-00      Recall #00B37

The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.

New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

Update/Replace Battery control module

Update/Replace Transaxle Inverter Module

Replace Interface Adapter Assembly Module

Replace Traction Battery Charger

Check Traction Battery Heaters

**Maintenance Log Vehicle # 337 ETA**  
**Electric Ford Ranger**  
**Vin # 1FTZR1079WTA84867**

---

|                 |                                                                                                                      |
|-----------------|----------------------------------------------------------------------------------------------------------------------|
| 2/11 – 2/12/99  | Oil light on dash illuminating - Replace switch                                                                      |
| <b>4/99</b>     | Install Meter – Odometer 3043 – Meter # 02 161 889                                                                   |
| 4/2 – 4/6/99    | Power gauge not reading accurately –oil pressure light illuminating causing reduced range – replace oil-sending unit |
| 4/20 – 4/21/99  | Oil light on dash illuminating – will order parts and call vehicle in for repair                                     |
| 7/28 – 8/18/99  | Replace Modules 18 & 20 – Update BCM – Replace Trans axle                                                            |
| 11/3 – 12/16/99 | Recall 99B17 Upgrade – Replace IAA Module                                                                            |
| <b>5/26/00</b>  | Meter Removed – End of Test Odometer - 23619                                                                         |



SERVICE HOURS:  
 MON - FRI.  
 7:00 AM - 6:00 PM

SAT.  
 MAINTENANCE / LIGHT REPAIR  
 8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.  
 SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION  
 OR INFORMATION  
 (602) 596-2525



|                                        |                                                        |                                          |             |             |
|----------------------------------------|--------------------------------------------------------|------------------------------------------|-------------|-------------|
| PRO RATA %                             | TOTAL PARTS                                            | PRO RATA %                               | TOTAL LABOR | TOTAL CLAIM |
| SUB TOTAL                              | ALLOWANCE                                              | PLUS PRICE DIFF.                         | LESS REC.   |             |
| (CHECK (✓) APPROPRIATE BOX)            |                                                        |                                          |             |             |
| <input type="checkbox"/> CLAIMS REVIEW | <input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM | <input type="checkbox"/> PARTS SCRAP OUT |             |             |
| \$                                     | \$                                                     | \$                                       | \$          | \$          |
| PARTS                                  | LABOR                                                  | TOTAL                                    |             |             |
| Authorized Signature and Date          |                                                        |                                          |             |             |

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X  
 THIS COPY MUST BE RETURNED FOR ADJUSTMENT

|           |
|-----------|
| DEALER CO |
| 71J178    |
| P & A COD |
| 20323     |

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

(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

|                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                   |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| INVOICE TO<br>POTOMAC ELECTRIC POWER CO (PEPCO)<br>401 SOUTH 2ND AVE<br>PHOENIX AZ 85004<br>HOME: (202) 372-2973 WORK: (602) 872-2973                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                        | DRIVER/OWNER INFORMATION -- INVOICE: 411<br>POTOMAC ELECTRIC POWER CO (PEPCO)<br>401 SOUTH 2ND AVE<br>PHOENIX AZ 85004<br>HOME: (202) 372-2973 WORK: (602) 872-2973               |  |
| FOR OFFICE USE<br>TAG: 6070 ADV: 272 MAG, A GR INVOICE: QUOTE WAR W CL<br>MFG: 820323 TAX RULES: (TNNN) INVOICED AT: 02/16/99 09:15:13<br>ODOMETER IN: 1002 DIST: FMC<br>DATES BEGIN: 02/11/99 DONE: 02/12/99 |                                                                                                                                                                                                                                                                                                                                                                                                                                                        | VEHICLE INFORMATION<br>VIN 1FTZR1073WTB84367 LICENSE NUMBER: AZ AF033<br>98 FORD RANGER 2WD RCAB WHITE<br>STOCK# 00051059<br>DATES INSERVICE: 120899 PRODUCTION: 072198 SOLD: 120 |  |
| *** QUOTE AFTER PRELIMINARY BILL ***                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                   |  |
| CONCERN 51<br>CAUSE<br>CORRECTION<br>COMMENT<br>TECH NOTES                                                                                                                                                    | CUST STATES OIL LIGHT ON DASH COMES ON ELECTRIC RANGER<br>SEE TECHCOMMENTS BELOW<br>SELF TEST TIM MODULE TWA MODULE AND PCM MODULE CODE 1284 FROM TIM MODU<br>LE PINPOINT TEST MONITOR FINDS USE (ACTION MOTOR TESTER USE BREAKOUT B<br>OX TEST OIL PRESS SWITCH CIRCUIT REPAIR SWITCH DUE TO ERRATIC AND PET<br>EST ALL PASS<br>PART NUMBER FMC F81Z 7E440 AA<br>PARTS COUNT 1<br>CONCERN CD: A85<br>FP-F81Z7E440AA<br>REPAIR TYPE 01 VISIT 1 CODES - |                                                                                                                                                                                   |  |
| FACTORY<br>TYPE: W                                                                                                                                                                                            | OPERATION RECH HOURS AMO<br>41 146 2.7 160<br>PART NUMBER<br>MECHANICAL LABOR<br>TOTAL CHARGE FOR CONCERN<br>GRAND TOTALS<br>SUMMARY OF CHARGES FOR INVOICE W11884<br>PARTS 99.90<br>MECHANICAL LABOR 160.89<br>TOTAL CHARGE 260.79                                                                                                                                                                                                                    |                                                                                                                                                                                   |  |
| IF YOU HAVE ANY QUESTIONS - PLEASE SEE A GREGORY MAU                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                        | PAYMENT DISTRIBUTION FOR INVOICE W11884<br>TOTAL CHARGE 260.79<br>F&M (GRANT)                                                                                                     |  |

CUSTOMER COPY

449854

1065-24474000 SERVICES, INC.





SERVICE HOURS:  
MON - FRI.  
7:00 AM - 6:00 PM

SAT.  
MAINTENANCE / LIGHT REPAIR  
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.  
SCOTTSDALE, ARIZONA 85260

4/6  
FOR SERVICE RESERVATION  
OR INFORMATION  
(602) 596-2525

|            |             |                  |             |             |
|------------|-------------|------------------|-------------|-------------|
| PRO RATA % | TOTAL PARTS | PRO RATA %       | TOTAL LABOR | TOTAL CLAIM |
| SUB TOTAL  | ALLOWANCE   | PLUS PRICE DIFF. | LESS REC.   |             |

(CHECK (X) APPROPRIATE BOX)

|               |                               |                 |
|---------------|-------------------------------|-----------------|
| CLAIMS REVIEW | AUTHORIZATION TO SUBMIT CLAIM | PARTS SCRAP OUT |
|---------------|-------------------------------|-----------------|

\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature and Date

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X  
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

|            |
|------------|
| DEALER COC |
| 71J178     |
| P & A CODE |
| 20323      |

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

(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W17582  
POTOMAC ELECTRIC POWER CO (PEPCO) POTOMAC ELECTRIC POWER CO (PEPCO)  
401 SOUTH 2ND AVE 401 SOUTH 2ND AVE  
PHOENIX AZ 85004 PHOENIX AZ 85004  
HOME: (202) 372-2973 WORK: (602) 372-2973 HOME: (202) 372-2973 WORK: (602) 372-2973

----- FOR OFFICE USE ----- VEHICLE INFORMATION -----  
TAG: 5133 ADV: 211 POWELL, V INVOICE: PRELIM WAR W MA VIN 1FTZR107 (NTA84867 LICENSE NUMBER: AZ WF3337  
MFG: 820323 TAX RULES: YNNW INVOICED AT: 04/06/99 09:02:13 98 FORD RANGER 2ND CAB WHITE  
ODOMETER IN: 3017 DIST: FMC STOCK# 00051059  
DATES BEGIN: 04/02/99 DONE: 04/06/99 DATES IN SERVICE: 120898 PRODUCTION: 072798 SOLD: 1208

CONCERN 51 POWER GAUGE NOT READING ACCURATELY OPERATION TECH HOURS AMOUNT  
CAUSE SEE TECH COMMENTS BELOW NI 133 0.2 190.6  
CORRECTION X  
COMMENT X  
TECH NOTES CHARGE BATT PACK OVERNIGHT EEC TEST CK CODES IAA C1284 BCM SYSTEM PASS TIM SYSTEM PASS PERFORMED ELECTRICAL MOTOR DIAGNOSTIC TEST TOP OFF OIL LEVEL LOW LEVEL CK ALL WIRING AFFECTING OIL PRESSURE SENDING UNIT CIRCUITRY R&R OIL SENDING UNIT DEFECTIVE OIL PRESSURE LIGHT ILLUMINATING CAUSING REDUCED DRIVING RANGE NO LABOR OPS F1 ELEC VEHICLE  
PART NUMBER PO# NOTE DESCRIPTION QTY SELL  
FMC F81Z 7E440 AA \*SENSOR ASY 1 71.36 71.36  
PARTS: COUNT 1 ALLOWANCE: 28.54  
FACTORY CONCERN CD: D03 COND CODE : 42  
FP-F81Z7E440AA  
REPAIR TYPE 01 VISIT 1 CODES -

----- SUBTOTAL -----  
PARTS 99.90  
MECHANICAL LABOR 190.69  
TOTAL CHARGE FOR CONCERN 290.59

TYPE: M

----- GRAND TOTALS -----

SUMMARY OF CHARGES FOR INVOICE W17582  
PARTS 99.90  
MECHANICAL LABOR 190.69  
TOTAL CHARGE 290.59

PAYMENT DISTRIBUTION FOR INVOICE W17582  
TOTAL CHARGE 290.59  
FAC WARRANTY 290.59

IF YOU HAVE ANY QUESTIONS - PLEASE SEE VANESSA POWELL

PAGE  
LAST PAGE

CUSTOMER COPY

458479

1005-25117 AADA SERVICES, INC.



SERVICE HOURS:  
MON - FRI.  
7:00 AM - 6:00 PM

SAT.  
MAINTENANCE / LIGHT REPAIR  
8:00 AM - 1:00 PM

# LOU GRUBB



8555 FRANK LLOYD WRIGHT BLVD.  
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION  
OR INFORMATION  
(480) 596-2525

| PRO RATA %                             | TOTAL PARTS                                            | PRO RATA %                               | TOTAL LABOR | TOTAL CLAIM |
|----------------------------------------|--------------------------------------------------------|------------------------------------------|-------------|-------------|
| SUB TOTAL                              | ALLOWANCE                                              | PLUS PRICE DIFF.                         | LESS REC.   |             |
| (CHECK (✓) APPROPRIATE BOX)            |                                                        |                                          |             |             |
| <input type="checkbox"/> CLAIMS REVIEW | <input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM | <input type="checkbox"/> PARTS SCRAP OUT |             |             |
| \$                                     | \$                                                     | \$                                       | \$          | \$          |
| PARTS                                  | LABOR                                                  | TOTAL                                    |             |             |
| Authorized Signature and Date          |                                                        |                                          |             |             |

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT

|             |
|-------------|
| DEALER CODE |
| 71J178      |
| P & A CODE  |
| 20323       |

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

(SIGNED)

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

|                                                            |                                               |                                                         |                   |
|------------------------------------------------------------|-----------------------------------------------|---------------------------------------------------------|-------------------|
| INVOICE TO                                                 |                                               | DRIVER/OWNER INFORMATION                                |                   |
| POTOMAC ELECTRIC POWER CO (PEPCO)                          |                                               | POTOMAC ELECTRIC POWER CO (PEPCO)                       |                   |
| 401 SOUTH 2ND AVE                                          |                                               | 401 SOUTH 2ND AVE                                       |                   |
| LEE ANN TYREE                                              |                                               | LEE ANN TYREE                                           |                   |
| PHOENIX AZ 85004                                           |                                               | PHOENIX AZ 85004                                        |                   |
| HOME: (202) 872-2973 WORK: (602) 256-2783                  |                                               | HOME: (202) 872-2973 WORK: (602) 256-2783               |                   |
| FOR OFFICE USE                                             |                                               | VEHICLE INFORMATION                                     |                   |
| TAG: 5000 ADV: 211 POWELL, V INVOICE: QUOTE WAR W AB       |                                               | VIN 1FTZR107XWTB84867 LICENSE NUMBER: AZ AF3337         |                   |
| MFG: 820323 TAX RULES: YNNN INVOICED AT: 08/05/99 15:24:14 |                                               | 98 FORD RANGER 2WD RCAB WHITE                           |                   |
| ODOMETER IN: 3200 DIST: FMC                                |                                               | STOCK# 00051059                                         |                   |
| DATES BEGIN: 08/05/99 DUE: 08/24/99                        |                                               | DATES IN SERVICE: 120698 PRODUCTION: 072798 SOLD: 12069 |                   |
| *** QUOTE AFTER FINAL BILL ***                             |                                               |                                                         |                   |
| CONCERN 51                                                 | CST STS OIL LIGHT ON DASH ILLUMINATINGG       | OPERATION                                               | TECH HOURS AMOUNT |
| CORRECTION                                                 | TICKET TOO OLD CLOSE OUT NO PARTS NO LABOR OK | NC                                                      | 199 0.0 0.0       |
| FACTORY                                                    | CONCERN CD: A85 COND CODE: X                  |                                                         |                   |
|                                                            | LINE AUTH: JD 062499 09:36                    |                                                         |                   |
| TYPE: W                                                    |                                               | SUBTOTAL                                                |                   |
| SUMMARY OF CHARGES FOR INVOICE W19640                      |                                               | TOTAL CHARGE FOR CONCERN 0.0                            |                   |
| TOTAL CHARGE 0.00                                          |                                               | PAYMENT DISTRIBUTION FOR INVOICE W19640                 |                   |
|                                                            |                                               | FAC WARRANTY 0.00                                       |                   |
|                                                            |                                               | TOTAL CHARGE 0.00                                       |                   |
| LEANNE 602-256-2783 ETA                                    |                                               |                                                         |                   |
| IF YOU HAVE ANY QUESTIONS - PLEASE SEE VANESSA POWELL      |                                               |                                                         |                   |
| REPRINTED 1 TIMES                                          |                                               |                                                         |                   |

PAGE  
LAST PAG

ACCOUNTING COPY

481530

SERVICE HOURS:  
MON - FRI.  
7:00 AM - 6:00 PM

SAT.  
MAINTENANCE / LIGHT REPAIR  
8:00 AM - 1:00 PM

# LOU GRUBB



FOR SERVICE RESERVATION  
OR INFORMATION  
(480) 596-2525

8555 FRANK LLOYD WRIGHT BLVD.  
SCOTTSDALE, ARIZONA 85260

|                                        |                                                        |                                          |             |             |
|----------------------------------------|--------------------------------------------------------|------------------------------------------|-------------|-------------|
| PRO RATA %                             | TOTAL PARTS                                            | PRO RATA %                               | TOTAL LABOR | TOTAL CLAIM |
| SUB TOTAL                              | ALLOWANCE                                              | PLUS PRICE DIFF.                         | LESS REC.   |             |
| (CHECK (✓) APPROPRIATE BOX)            |                                                        |                                          |             |             |
| <input type="checkbox"/> CLAIMS REVIEW | <input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM | <input type="checkbox"/> PARTS SCRAP OUT |             |             |
| \$                                     | \$                                                     | \$                                       | \$          | \$          |
| PARTS                                  | LABOR                                                  | TOTAL                                    |             |             |
| Authorized Signature and Date          |                                                        |                                          |             |             |

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE

71J178

P & A CODE

20323

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

(SIGNED)

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

(S)

|                                                             |  |                                                         |  |
|-------------------------------------------------------------|--|---------------------------------------------------------|--|
| INVOICE TO                                                  |  | DRIVER/OWNER INFORMATION -- INVOICE: W30983             |  |
| POTOMAC ELECTRIC POWER CO (PEPCO)                           |  | POTOMAC ELECTRIC POWER CO (PEPCO)                       |  |
| 401 SOUTH 2ND AVE                                           |  | 401 SOUTH 2ND AVE                                       |  |
| LEE ANN TYREE                                               |  | LEE ANN TYREE                                           |  |
| PHOENIX AZ 85004                                            |  | PHOENIX AZ 85004                                        |  |
| HOME: (202) 872-2973 WORK: (602) 256-2783                   |  | HOME: (202) 872-2973 WORK: (602) 256-2783               |  |
| FOR OFFICE USE                                              |  | VEHICLE INFORMATION                                     |  |
| TAG: 6137 ADV: 272 HAU, A GR INVOICE: PRELIM WAR W KM       |  | VIN 1FTZR107XWTB4867 LICENSE NUMBER: AZ WF3337          |  |
| MPG: 820323 TAX RULES: YVWNN INVOICED AT: 08/18/99 11:44:31 |  | 98 FORD RANGER 2ND RCAB WHITE                           |  |
| ODOMETER IN: 6801                                           |  | DATES INSERVICE: 120658 PRODUCTION: 072798 SCL0: 120898 |  |
| DATES BEGIN: 07/28/99 DONE: 08/18/99                        |  |                                                         |  |

|            |                                                        |           |      |       |        |
|------------|--------------------------------------------------------|-----------|------|-------|--------|
| CONCERN 31 | TOWED IN CUST STATES LOW RANGE 21 MILES WONT CHARGE UP | OPERATION | TECH | HOURS | AMOUNT |
| CRUSE      | SEE TECH COMMENTS BELOW                                | M1        |      | 146   | 3.3    |
| CORRECTION |                                                        |           |      | 146   | 12.0   |
| COMMENT    |                                                        |           |      |       | 768.00 |

TECH NOTES: TEST BCM CODE 1837 TEST IMA NO CODES TEST TIM CODE 1284 PINPOINT TEST CONTACT TOH KEINCHECK AT EV HOTLINE TEST BAT BACK REMOVE PACK INSPECT GENS LEADS REINSTALL PACK RECHARGE REMOVE PACK AGAIN REMOVE CELL 18-20 INSTALL GR CELL AND REINSTALL AND CHARGE REMOVE PACK AGAIN AND REPLACE CELL 18 AND 20 ALSO REPLACE BCM WITH UPDATE REINSTALL AND RECHARGE FOR CODE 1284 REMOVE AND REPLACE ELECTRIC TRANSAXLE WITH NEW ONE DUE TO LOW OIL PRESS RETEST ALL PASS RESET HISTORICAL DATA AND RETEST TRANSAXLE SUPPLIED BY FORD ENGINEERING CELL 18-20 REPLACE NEW TRANSAXLE 18+20 AND BCM REQUEST RTIME FOR ALL OF REPAIR NO COPS FOR ELECTRIC VEHICLE

| PART NUMBER        | QTY | DESCRIPTION          | SELL    |
|--------------------|-----|----------------------|---------|
| FMC XL5Z 108687 BB | 1   | #CONTROL AND BATTERY | 1116.00 |
| FMC BXE 202        | 2   | #BATTERY             | 301.60  |
| PARTS: COUNT 3     |     | ALLOWANCE: 687.68    | 603.20  |

FACTORY CONCERN CD: C26 COND CODE: 42  
FP-XL3Z10868/BB  
REPAIR TYPE 01 VISIT 1 CODES -

|                          |         |
|--------------------------|---------|
| SUBTOTAL                 |         |
| PARTS                    | 2406.88 |
| MECHANICAL LABOR         | 979.20  |
| TOTAL CHARGE FOR CONCERN | 3386.08 |

|                                       |         |                                         |         |
|---------------------------------------|---------|-----------------------------------------|---------|
| SUMMARY OF CHARGES FOR INVOICE W30983 |         | PAYMENT DISTRIBUTION FOR INVOICE W30983 |         |
| PARTS                                 | 2406.88 | TOTAL CHARGE                            | 3386.08 |
| MECHANICAL LABOR                      | 979.20  | FAC WARRANTY                            | 3386.08 |
| TOTAL CHARGE                          | 3386.08 | PAGE 1                                  |         |

CUSTOMER COPY

485365

SERVICE HOURS:  
MON - FRI.  
7:00 AM - 6:00 PM

SAT.  
MAINTENANCE / LIGHT REPAIR  
8:00 AM - 1:00 PM

# LOU GRUBB



8555 FRANK LLOYD WRIGHT BLVD.  
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION  
OR INFORMATION  
(602) 596-2525

|                                        |                                                        |                                          |             |             |
|----------------------------------------|--------------------------------------------------------|------------------------------------------|-------------|-------------|
| PRO RATA %                             | TOTAL PARTS                                            | PRO RATA %                               | TOTAL LABOR | TOTAL CLAIM |
| SUB TOTAL                              | ALLOWANCE                                              | PLUS PRICE DIFF.                         | LESS REC.   |             |
| (CHECK (X) APPROPRIATE BOX)            |                                                        |                                          |             |             |
| <input type="checkbox"/> CLAIMS REVIEW | <input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM | <input type="checkbox"/> PARTS SCRAP OUT |             |             |
| \$                                     | \$                                                     | \$                                       | \$          | \$          |
| PARTS                                  | LABOR                                                  | TOTAL                                    |             |             |
| Authorized Signature and Date          |                                                        |                                          |             |             |

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT

|             |
|-------------|
| DEALER CODE |
| 71J178      |
| P & A CODE  |
| 20323       |

IN BEHALF OF MY/OUR 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 PRIOR TO THIS CLAIM HAD BEEN CONNECTED IN ANY MANNER WITH ANY ACCOUNT, LIABILITY OR ISSUE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(BUSINESS) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

(DATE)

INVOICE TO  
POTOMAC ELECTRIC POWER CO (PEPCO)  
401 SOUTH 2ND AVE  
PHOENIX AZ 85004  
HOME: (202) 872-2973 WORK: (602) 872-2973

FOR OFFICE USE  
TAG: 5133 REV: 211 POWELL, V INVOICE: PRELIM WAR W MA  
MFG: 820322 TAX RULES: YNNW INVOICED AT: 04/06/99 09:02:13  
ODOMETER IN: 3017 DIST: FMC  
DATES BEGIN: 04/02/99 DONE: 04/06/99

DRIVER/OWNER INFORMATION -- INVOICE: W17582  
POTOMAC ELECTRIC POWER CO (PEPCO)  
401 SOUTH 2ND AVE  
PHOENIX AZ 85004  
HOME: (202) 872-2973 WORK: (602) 872-2973

VEHICLE INFORMATION  
VIN 1FTZR107XMTA84867 LICENSE NUMBER: AZ AF3337  
98 FORD RANGER 2ND RCAB WHITE  
STOCK# 00051059  
DATES INSERVICE: 120898 PRODUCTION: 072798 SOLD: 120898

CONCERN 51 POWER GAUGE NOT READING ACCURATELY  
CAUSE SEE TECH COMMENTS BELOW  
CORRECTION X  
COMMENT X  
TECH NOTES CHARGE BATT PACK OVERNIGHT EEC TEST CK CODES IAA C1284 BCM SYSTEM PASS TIM SYSTEM PASS PERFORMED ELECTRIC MOTOR DIAGNOSTIC TEST TOP OFF OIL LEVEL LOW LEVEL CK ALL WIRING AFFECTING OK PRESSURE SENDING UNIT CIRCUITRY R&R OIL SENDING UNIT DEFECTIVE OIL PRESSURE LIGHT ILLUMINATING CAUSING REDUCED DRIVING RANGE NO LABOR OPS FOR ELEC VEHICLE  
PART NUMBER PC# NOTE DESCRIPTION QTY SELL  
FMC F81Z 7E440 AA \*SENSOR ASY 1 71.36 71.36  
PARTS: COUNT 1 ALLOWANCE: 28.54  
FACTORY CONCERN CD: D03 COND CODE : 42  
FP-F81Z7E440AA  
REPAIR TYPE 01 VISIT 1 CODES -

| OPERATION | TECH | HOURS | AMOUNT |
|-----------|------|-------|--------|
| M1        | 133  | 3.2   | 190.69 |

TYPE: W

| SUBTOTAL                 |        |
|--------------------------|--------|
| PARTS                    | 99.90  |
| MECHANICAL LABOR         | 190.69 |
| TOTAL CHARGE FOR CONCERN | 290.59 |

GRAND TOTALS

| SUMMARY OF CHARGES FOR INVOICE W17582 |        |
|---------------------------------------|--------|
| PARTS                                 | 99.90  |
| MECHANICAL LABOR                      | 190.69 |
| TOTAL CHARGE                          | 290.59 |

| PAYMENT DISTRIBUTION FOR INVOICE W17582 |        |
|-----------------------------------------|--------|
| TOTAL CHARGE                            | 290.59 |
| FAC WARRANTY                            | 290.59 |

IF YOU HAVE ANY QUESTIONS - PLEASE SEE VANESSA POWELL

PAGE 1  
LAST PAGE

ACCOUNTING COPY

458479

MAR-08-99 03:12 PM CAPITOL COLLISION  
DAMAGE REPORT  
03/08/99 at 14:44

602 253 6158 P.04  
ETEC  
D.R. 26353-0004455  
Est: S. PAUL

### CAPITOL COLLISION REPAIR SPECIALISTS

902 SOUTH 19TH AVENUE  
PHOENIX, AZ 85009-  
(602) 253-1630

Owner: ETEC  
Address: P.O. BOX 70  
PHOENIX AZ 85001

Day Phone: (602) 716-9576-  
Other Ph: ( ) - -  
Deductible: \$ N/A

Insurance Co.:  
Claim No.:

Phone:  
Adj.:

98 FORD RANGER 4X2 XL 2D SHORT WHITE 6-3.0L-FI  
Vin: 1FTZR107KWT84867 License: AF-3337 AZ Prod Date: 7/98 Odometer: 1959

|                        |                      |                     |
|------------------------|----------------------|---------------------|
| Automatic transmission | Power steering       | Power brakes        |
| Dual mirrors           | Anti-lock brakes (2) | Driver airbag       |
| Passenger airbag       | Split bench seats    | Styled steel wheels |
| Clear coat paint       | Rear step bumper     |                     |

| NO.           | OP.   | DESCRIPTION OF DAMAGE          | QTY | PART<br>COST | LABOR | PAINT | MISC |
|---------------|-------|--------------------------------|-----|--------------|-------|-------|------|
| 1             |       | PICK UP BOX                    |     |              |       |       |      |
| 2*            | Repr  | LT Otr pnl 6 ft bx w/o whl opn | 1   | 0.00         | 4.0   | 2.9   |      |
| 3             |       | Add for Clear Coat             | 1   | 0.00         | 0.0   | 1.2   |      |
| 4             |       | REAR LAMPS                     |     |              |       |       |      |
| 5             |       | R&I LT Tail lamp assy          | 1   | 0.00         | 0.3   | 0.0   |      |
| 6             |       | REAR BUMPER                    |     |              |       |       |      |
| 7             |       | R&I Face bar styleside platinu | 1   | 0.00         | 0.6   | 0.0   |      |
| 8             |       | MISCELLANEOUS OPERATIONS       |     |              |       |       |      |
| 9*            | Refin | TINT COLOR                     | 1   | 0.00         | 0.0   | 0.5   |      |
| 10*           | Refin | BAG VEHICLE FOR OVERSPRAY      | 1   | 0.00         | 0.5   | 0.0   | 5.00 |
| Subtotals ==> |       |                                |     | 0.00         | 5.4   | 4.6   | 5.00 |

MAR-08-99 03:11  
DAMAGE REPORT  
03/08/99 at 14:44

6150  
D.R. 26353-0004455  
Est: S. PAUL

# CAPITOL COLLISION REPAIR SPECIALISTS

902 SOUTH 19TH AVENUE  
PHOENIX, AZ 85009-  
(602) 253-1630

|                 |                     |    |        |
|-----------------|---------------------|----|--------|
| Parts           |                     |    | 0.00   |
| Body Labor      | 5.4 units @ \$36.00 |    | 194.40 |
| Paint Labor     | 4.6 units @ \$36.00 |    | 165.60 |
| Paint/Materials | 4.6 units @ \$22.00 |    | 101.20 |
| Sublet/Misc     |                     |    | 5.00   |
| -----           |                     |    |        |
| SUBTOTAL        |                     | \$ | 466.20 |
| Tax on \$       | 106.20 at 7.0000%   |    | 7.43   |
| -----           |                     |    |        |
| GRAND TOTAL     |                     | \$ | 473.63 |
| -----           |                     |    |        |
| INSURANCE PAYS  |                     | \$ | 473.63 |

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Non-asterisk(\*) items are derived from the Guide DR2MD98. Database Date 1/99  
Double asterisk(\*\*) items indicate part supplied by a supplier other than the original equipment manufacturer.  
CAPA items have been certified for fit and finish by the Certified Auto Parts Association.  
NACS Part Numbers, Prices and Labor Times are provided from National Auto Glass Specifications, Inc.  
EZEst - A product of CCC Information Services Inc.

### Vehicle #338 DOE Test Information

| Total Miles by Month |       |                    |              |
|----------------------|-------|--------------------|--------------|
| Month                | Miles |                    |              |
| Feb                  | 297   | Oct**              | 0            |
| Mar                  | 1786  | Nov**              | 0            |
| Apr                  | 2794  | Dec**              | 0            |
| May                  | 2078  | Jan-00**           | 0            |
| Jun                  | 1964  | Feb                | 1886         |
| Jul                  | 2014  | Mar                | 1844         |
| Aug                  | 738   | Apr                | 2609         |
| Sep                  | 1049  | May                | 2488         |
|                      |       | <b>Total Miles</b> | <b>21547</b> |

\*\* Vehicle in for service. See maintenance log.

Facts:

#### Manufacturer's Energy Consumption Information

Range:      City: 38      Hwy: 43      Efficiency: .405  
                          kW-hr/100miles      kW-hr/100miles      kW-hr/100miles

#### Manufacturer's Recall Notices

Jul-99      Recall #99S20  
 Shift lever in "park" may not fully engage.

Sep-99      Recall #99B17  
 Add decal to remind operator to keep the vehicle "on plug"  
 Replace the steering column insert plate with a revised design

Nov-99      Recall #99M05  
 1998 vehicles may experience premature battery wear out.

Mar-00      Recall #00B37  
 The current traction battery in some cases may prematurely trigger the "limited operating strategy" (LOS) eventually leading to reduced module energy and poss. Loss of power.  
 New charging system software has been developed.

Following dependability upgrades will be done contingent on diagnostic testing:

Update/Replace Battery control module  
 Update/Replace Transaxle Inverter Module  
 Replace Interface Adapter Assembly Module  
 Replace Traction Battery Charger  
 Check Traction Battery Heaters

**Maintenance Log Vehicle # 338 ETA**  
**Electric Ford Ranger**  
**Vin # 1FTZR1079WTA84859**

---

|                  |                                                                |
|------------------|----------------------------------------------------------------|
| <b>2/99</b>      | Install Meter – Odometer 1670 – Meter # 01 978 166             |
| 3/4/99 - 3/5/99  | Charge gauge not working correctly – Could not duplicate       |
| 8/10 – 9/7/99    | Replace BCM and Module 11 – Motor Assembly                     |
| 9/17/99          | Meter Replaced – Meter # 02 161 882                            |
| 10/25 – 11/16/99 | Update BCM – Replace IAA Module – Replace Battery Charger      |
| 1/5 – 2/18/00    | Low Range after Full Charge – Replace Battery Charger Assembly |
| <b>5/26/00</b>   | Meter Removed – End of Test Odometer - 23217                   |



3/10 3/15

SERVICE HOURS:  
MON - FRI.  
7:00 AM - 6:00 PM

SAT.  
MAINTENANCE / LIGHT REPAIR  
8:00 AM - 1:00 PM



8555 FRANK LLOYD WRIGHT BLVD.  
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION  
OR INFORMATION  
(802) 596-2525

|                                        |                                                        |                                          |             |             |
|----------------------------------------|--------------------------------------------------------|------------------------------------------|-------------|-------------|
| PRO RATA %                             | TOTAL PARTS                                            | PRO RATA %                               | TOTAL LABOR | TOTAL CLAIM |
| SUB TOTAL                              | ALLOWANCE                                              | PLUS PRICE DIFF.                         | LESS REC.   |             |
| (CHECK / ) APPROPRIATE BOX             |                                                        |                                          |             |             |
| <input type="checkbox"/> CLAIMS REVIEW | <input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM | <input type="checkbox"/> PARTS SCRAP OUT |             |             |
| \$                                     | \$                                                     | \$                                       | \$          | \$          |
| PARTS                                  | LABOR                                                  | TOTAL                                    |             |             |
| Authorized Signature and Date          |                                                        |                                          |             |             |

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

|            |
|------------|
| DEALER CO  |
| 71J178     |
| P & A CODE |
| 20323      |

X  
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

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

(SIGNED)

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

INVOICE TO  
FOTOMAC ELECTRIC POWER CO  
401 SOUTH 2ND AVE  
PHOENIX AZ 85004  
HOME: (888) 383-2387 WORK: (602) 256-2599

DRIVER/OWNER INFORMATION -- INVOICE: W14  
FOTOMAC ELECTRIC POWER CO  
401 SOUTH 2ND AVE  
PHOENIX AZ 85004  
HOME: (888) 383-2387 WORK: (602) 256-2599

FOR OFFICE USE  
TAG: 4909 ADV: 230 BOYLE, ER INVOICE: PRELIM WAR W SK  
MFG: 820323 TAX RULES: Y/ANN INVOICED AT: 03/05/99 10:03:36  
ODOMETER IN: 2114 DIST: FHC  
DATES BEGIN: 03/04/99 DONE: 03/05/99

VEHICLE INFORMATION  
VIN 1FTZR1070WT84839 LICENSE NUMBER: AZ AF333  
98 FORD RANGER 2ND CAB WHITE  
STOCK# 00051767  
DATES INSERVICE: 011499 PRODUCTION: 072798 SOLD: 011

CONCERN 51 CUST SYS CHARGE GAUGE NOT WORKING CORRECTLY  
CAUSE TEST IAA MODULE NO CODES TEST  
CORRECTION BCM NO CODES TEST TIM AND RESET BCM COULDNO DUPLICATE CONCERN  
COMMENT M TIME FOR NO OPP CODES FOR ELECTRIC VEH  
FACTORY CONCERN CD: E40 COND CODE : 42  
REPAIR TYPE 01 VISIT 1 CODES -

| OPERATION | TECH | HOURS | AMT |
|-----------|------|-------|-----|
| M1        | 146  | 1.0   | 59  |

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W14173  
MECHANICAL LABOR 59.59  
TOTAL CHARGE 59.59

SUBTOTAL  
MECHANICAL LABOR 59  
TOTAL CHARGE FOR CONCERN 59  
PAYMENT DISTRIBUTION FOR INVOICE W141  
TOTAL CHARGE 59  
FAC WARRANTY 59

IF YOU HAVE ANY QUESTIONS - PLEASE SEE BRIAN THOMAS BOYLE

PAGE  
LAST P

CUSTOMER COPY

463419

108-25117 ADA SERVICES, INC.

SERVICE HOURS:  
MON - FRI.  
7:00 AM - 6:00 PM

LOU GRUBB



FOR SERVICE RESERVATION  
OR INFORMATION  
(602) 598-2525

SAT.  
MAINTENANCE / LIGHT REPAIR  
8:00 AM - 1:00 PM

8555 FRANK LLOYD WRIGHT BLVD.  
SCOTTSDALE, ARIZONA 85260

|                                        |                                                        |                                          |             |             |
|----------------------------------------|--------------------------------------------------------|------------------------------------------|-------------|-------------|
| PRO RATA %                             | TOTAL PARTS                                            | PRO RATA %                               | TOTAL LABOR | TOTAL CLAIM |
| SUB TOTAL                              | ALLOWANCE                                              | PLUS PRICE DIFF.                         | LESS REC.   |             |
| (CHECK (X) APPROPRIATE BOX)            |                                                        |                                          |             |             |
| <input type="checkbox"/> CLAIMS REVIEW | <input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM | <input type="checkbox"/> PARTS SCRAP OUT |             |             |
| \$                                     | \$                                                     | \$                                       | \$          | \$          |
| PARTS                                  | LABOR                                                  | TOTAL                                    |             |             |
| Authorized Signature and Date          |                                                        |                                          |             |             |

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X  
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

|             |
|-------------|
| DEALER CODE |
| 71J178      |
| P & A CODE  |
| 20323       |

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

(PRINTED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W3234  
POTOMAC ELECTRIC POWER CO POTOMAC ELECTRIC POWER CO  
401 SOUTH 2ND AVE 401 SOUTH 2ND AVE  
PHOENIX AZ 85004 PHOENIX AZ 85004  
HOME: (888) 383-2387 WORK: (602) 256-2599 HOME: (888) 383-2387 WORK: (602) 256-2599  
FOR OFFICE USE ----- VEHICLE INFORMATION -----  
TAG: 6305 ADV: 272 MAU, A GR INVOICE: PRELIM WAR W KM VIN 1FTZ1070NTA84859 LICENSE NUMBER: AZ AF3338  
MFG: 320323 TAX RULES: YNNN INVOICED AT: 09/07/99 08:34:29 98 FORD RANGER 2ND RCAB WHITE  
ODOMETER IN: 12603 DIST: FMC STOCK# 00051767  
DATES BEGIN: 08/10/99 DONE: 09/07/99 DATES INSERVICE: 011499 PRODUCTION: 072798 SOLD: 01149

CONCERN 51 TONED IN CUST STATES MONT CHARGE AND ELECTRIC HAZARD WARNING LAMP COMES OPERATION TECH HOURS AMOUN  
ON M1 146 10.0 640.0

CAUSE SEE TECH NOTES BELOW

CORRECTION X

COMMENT X

TECH NOTES TEST BCM CODE 1838 1839 TEST IAA NO CODES TEST TIM NO CODES PERFORM MODULE SELCT BAT TEST CODE 1839 PS PUMP  
CAUSING BAT LEAKAGE REPLACE PS PUMP CONTACT TOM NEINCHECK AT FORD ENGINEERING ADVISED TO REPLACE BCM AND MODU  
11 REMOVE BATT PACK INSTALL DRY CELL REINSTALL PACK AND CHARGE REMOVE PACK AFTER CHARGE AND REPLACE 11 CELL A  
BCM REINSTALL BATT PACK AND RECHARGE ALL PASS MTIME NEEDED FOR ALL OF REPAIR NO DIPS FO

| UND | PART NUMBER        | PO# | NOTE | DESCRIPTION          | QTY | SELL    |
|-----|--------------------|-----|------|----------------------|-----|---------|
|     | FMC XLSZ 3A244 AA  |     |      | *MOTOR ASY           | 1   | 3087.00 |
|     | FMC BXE 202        |     |      | BATTERY              | 1   | 301.60  |
|     | FMC XLSZ 108687 88 |     |      | *CONTROL AND BATTERY | 1   | 1116.00 |
|     | PARTS: COUNT 3     |     |      | ALLOWANCE: 1801.84   |     |         |

FACTORY CONCERN CD: D02 COND CODE: 42

FP-XLSZ3A244AA

REPAIR TYPE 01 VISIT 1 CODES -

----- SUBTOTAL -----  
PARTS 6306.4  
MECHANICAL LABOR 640.0  
TOTAL CHARGE FOR CONCERN 6946.4

TYPE: M

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W32344  
PARTS 6306.44  
MECHANICAL LABOR 640.00  
TOTAL CHARGE 6946.44

PAYMENT DISTRIBUTION FOR INVOICE W32344  
TOTAL CHARGE 6946.4  
FAC WARRANTY 6946.4  
PAGE 1

CUSTOMER COPY

419968

SERVICE HOURS:

MON - FRI.  
7:00 AM - 6:00 PM

SAT.

MAINTENANCE / LIGHT REPAIR  
8:00 AM - 1:00 PM

# LOU GRUBB



FOR SERVICE RESERVATION  
OR INFORMATION  
(602) 596-2525

8555 FRANK LLOYD WRIGHT BLVD.  
SCOTTSDALE, ARIZONA 85260

|                                                             |                                                        |                                          |             |             |
|-------------------------------------------------------------|--------------------------------------------------------|------------------------------------------|-------------|-------------|
| PRO RATA %                                                  | TOTAL PARTS                                            | PRO RATA %                               | TOTAL LABOR | TOTAL CLAIM |
| SUB TOTAL                                                   | ALLOWANCE                                              | PLUS PRICE DIFF.                         | LESS REG.   |             |
| (CHECK <input checked="" type="checkbox"/> APPROPRIATE BOX) |                                                        |                                          |             |             |
| <input type="checkbox"/> CLAIMS REVIEW                      | <input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM | <input type="checkbox"/> PARTS SCRAP OUT |             |             |
| \$                                                          | \$                                                     | \$                                       | \$          | \$          |
| PARTS                                                       | LABOR                                                  | TOTAL                                    |             |             |
| Authorized Signature and Date                               |                                                        |                                          |             |             |

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT

|             |
|-------------|
| DEALER CODE |
| 71J178      |
| P & A CODE  |
| 20323       |

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

(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: #32344  
POTOMAC ELECTRIC POWER CO. POTOMAC ELECTRIC POWER CO.  
FOR OFFICE USE ----- VEHICLE INFORMATION  
TAG: 6305 ADV: 272 MAU, A G INVOICED AT: 09/07/99 11:56:09 AM 98 RANGER WHITE LICENSE NUMBER: AZ AF3338

|                                       |         |                                         |         |
|---------------------------------------|---------|-----------------------------------------|---------|
| SUMMARY OF CHARGES FOR INVOICE #32344 |         | PAYMENT DISTRIBUTION FOR INVOICE #32344 |         |
| PARTS                                 | 6306.44 | TOTAL CHARGE                            | 7041.44 |
| SUBLET REPAIRS                        | 95.00   |                                         |         |
| MECHANICAL LABOR                      | 640.00  | FAC WARRANTY                            | 7041.44 |
| TOTAL CHARGE                          | 7041.44 |                                         |         |

IF YOU HAVE ANY QUESTIONS - PLEASE SEE A GREGORY MAU

PAGE  
LAST PAGE

1096-25 133MADA SERVICES, INC.

CUSTOMER COPY

419990



SERVICE HOURS:  
MON - FRI.  
7:00 AM - 6:00 PM

SAT.  
MAINTENANCE / LIGHT REPAIR  
8:00 AM - 1:00 PM

# LOU GRUBB



8555 FRANK LLOYD WRIGHT BLVD.  
SCOTTSDALE, ARIZONA 85260

FOR SERVICE RESERVATION  
OR INFORMATION  
(602) 596-2525

|                                                             |                                                        |                                          |             |             |
|-------------------------------------------------------------|--------------------------------------------------------|------------------------------------------|-------------|-------------|
| PRO RATA %                                                  | TOTAL PARTS                                            | PRO RATA %                               | TOTAL LABOR | TOTAL CLAIM |
| SUB TOTAL                                                   | ALLOWANCE                                              | PLUS PRICE DIFF.                         | LESS RESC.  |             |
| (CHECK <input checked="" type="checkbox"/> APPROPRIATE BOX) |                                                        |                                          |             |             |
| <input type="checkbox"/> CLAIM REVIEW                       | <input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM | <input type="checkbox"/> PARTS SCRAP OUT |             |             |
| \$                                                          | \$                                                     | \$                                       | \$          | \$          |
| PARTS                                                       | LABOR                                                  | TOTAL                                    |             |             |
| Authorized Signature and Date                               |                                                        |                                          |             |             |

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT

|             |
|-------------|
| DEALER CODE |
| 71JF78      |
| P & A CODE  |
| 20323       |

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

(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

1000-26117 ACMA SERVICES, INSTRUCTIONS

INVOICE TO  
POTOMAC ELECTRIC POWER CO  
401 SOUTH 2ND AVE  
PHOENIX AZ 85004

DRIVER/OWNER INFORMATION -- INVOICE: W32  
POTOMAC ELECTRIC POWER CO  
401 SOUTH 2ND AVE  
PHOENIX AZ 85004  
HOME: (888) 383-2387 WORK: (602) 256-2599

FOR OFFICE USE  
TAG: 6305 ADV: 272 MAU, A GR INVOICE: PRELIM WAR W KM  
MFG: 920323 TAX RULES: YNNN INVOICED AT: 09/07/99 11:56:09 VIN 1FTZR1070NTA84859 LICENSE NUMBER: AZ AF333  
ODMETER IN: 12603 98 FORD RANGER 2ND RCAB WHITE  
DATES BEGIN: 08/10/99 DONE: 09/07/99 STOCK# 00051767  
DATES INSERVICE: 011499 PRODUCTION: 072798 SOLD: 011

CONCERN 51 TOWED IN CUST STATES WONT CHARGE AND ELECTRIC HAZARD WARNING LAMP COMES OPERATION TECH HOURS AND  
CN M1 146 10.0 640

CAUSE SEE TECH NOTES BELOW

CORRECTION X

COMMENT X

TECH NOTES TEST BCM CODE 1938 1839 TEST 1AA NO CODES TEST TIM NO CODES PERFORM MODULE SELECT BAT TEST CODE 1839 PS PUM  
CAUSING BAT LEAKAGE REPLACE PS PUMP CONTACT TOM NEIMCHECK AT FORD ENGINEERING ADVISED TO REPLACE BCM AND MO  
11 REMOVE BATT PACK INSTALL DRY CELL REINSTALL PACK AND CHARGE REMOVE PACK AFTER CHARGE AND REPLACE 11 CELL  
BCM REINSTALL BATT PACK AND RECHARGE ALL PASS MTINE NEEDED FOR ALL OF REPAIR NO OPFS FO

| PART NUMBER        | PO#    | NOTE | DESCRIPTION          | QTY | SELL    |      |
|--------------------|--------|------|----------------------|-----|---------|------|
| FMC XLSZ 3A244 AA  |        |      | *MOTOR ASY           | 1   | 3087.00 | 3087 |
| FMC BXE 202        |        |      | BATTERY              | 1   | 301.60  | 301  |
| FMC XLSZ 108687 BB |        |      | *CONTROL AND BATTERY | 1   | 1116.00 | 1116 |
| FMC 53772          | 000TOW |      |                      | 1S  | 95.00   | 95   |

PARTS: COUNT 3 ALLOWANCE: 1896.84

FACTORY CONCERN CD: D02 COND CODE : 42

FP-XLSZ3A244AA

REPAIR TYPE 01 VISIT 1 CODES -

SUBTOTAL  
PARTS 6306  
SUBLET REPAIRS 95  
MECHANICAL LABOR 640  
TOTAL CHARGE FOR CONCERN 7041

TYPE: M

PAGE

CUSTOMER COPY

419989

SERVICE HOURS:  
MON - FRI.  
7:00 AM - 6:00 PM

SAT.  
MAINTENANCE / LIGHT REPAIR  
8:00 AM - 1:00 PM



FOR SERVICE RESERVATION  
OR INFORMATION  
(602) 596-2525

8555 FRANK LLOYD WRIGHT BLVD.  
SCOTTSDALE, ARIZONA 85260

| PRO RATA %                             | TOTAL PARTS                                            | PRO RATA %                               | TOTAL LABOR | TOTAL CLAIM |
|----------------------------------------|--------------------------------------------------------|------------------------------------------|-------------|-------------|
| SUB TOTAL                              | ALLOWANCE                                              | PLUS PRICE DIFF.                         | LESS REC.   |             |
| (CHECK (✓) APPROPRIATE BOX)            |                                                        |                                          |             |             |
| <input type="checkbox"/> CLAIMS REVIEW | <input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM | <input type="checkbox"/> PARTS SCRAP OUT |             |             |
| \$                                     | \$                                                     | \$                                       | \$          | \$          |
| PARTS                                  | LABOR                                                  | TOTAL                                    |             |             |

Authorized Signature and Date

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X *Allen Shaw*  
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

|             |
|-------------|
| DEALER CODE |
| 71J178      |
| P & A CODE  |
| 20323       |

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY MANNER WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (3) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

*E. Klein*  
DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON  
DATE: 3/11/99

| INVOICE TO                |                                                                                    | DRIVER/OWNER INFORMATION  |                                                                                    |
|---------------------------|------------------------------------------------------------------------------------|---------------------------|------------------------------------------------------------------------------------|
| POTOMAC ELECTRIC POWER CO | 401 SOUTH 2ND AVE<br>PHOENIX AZ 85004<br>HOME: (888) 383-2387 WORK: (602) 256-2599 | POTOMAC ELECTRIC POWER CO | 401 SOUTH 2ND AVE<br>PHOENIX AZ 85004<br>HOME: (888) 383-2387 WORK: (602) 256-2599 |
| FOR OFFICE USE            |                                                                                    | VEHICLE INFORMATION       |                                                                                    |
| TAG: 4909                 | ADV: 230 BOYLE, BR INVOICE: PRELIM WAR W SK                                        | VIN 1FTZR1070MTA84859     | LICENSE NUMBER: AZ AF3338                                                          |
| MFG: 820323               | TAX RULES: YNBN INVOICED AT: 03/05/99 10:05:36                                     | 98 FORD RANGER            | 2ND RCAB WHITE                                                                     |
| ODOMETER IN: 2114         | DIST: FNC                                                                          | STOCK# 00051767           |                                                                                    |
| DATES BEGIN: 03/04/99     | DONE: 03/05/99                                                                     | DATES IN SERVICE: 011499  | PRODUCTION: 072798 SOLD: 011499                                                    |

| CONCERN | CAUSE                                       | CORRECTION                    | COMMENT                                                       | FACTORY                                  | REPAIR TYPE                    | OPERATION     | TECH | HOURS | AMOUNT |       |
|---------|---------------------------------------------|-------------------------------|---------------------------------------------------------------|------------------------------------------|--------------------------------|---------------|------|-------|--------|-------|
| 51      | CUST STS CHARGE GUAGE NOT WORKING CORRECTLY | TEST IAA MODULE NO CODES TEST | BCM NO CODES TEST TIM AND RESET BCM COULDNO DUPLICATE CONCERN | M TIME FOR NO OPP CODES FOR ELECTRIC VEH | CONCERN CD: E40                | COND CODE: 82 | 41   | 146   | 1.0    | 59.59 |
|         |                                             |                               |                                                               |                                          | REPAIR TYPE 01 VISIT 1 CODES - |               |      |       |        |       |

| TYPE: W | GRAND TOTALS | SUBTOTAL                       |
|---------|--------------|--------------------------------|
|         |              | MECHANICAL LABOR 59.59         |
|         |              | TOTAL CHARGE FOR CONCERN 59.59 |

| SUMMARY OF CHARGES FOR INVOICE W14173 | PAYMENT DISTRIBUTION FOR INVOICE W14173 |
|---------------------------------------|-----------------------------------------|
| MECHANICAL LABOR 59.59                | TOTAL CHARGE 59.59                      |
| TOTAL CHARGE 59.59                    | FAC WARRANTY 59.59                      |

IF YOU HAVE ANY QUESTIONS - PLEASE SEE BRIAN THOMAS BOYLE

*We did not fix anything. M time  
w. for repairs only. This w NPF  
time.*

POSTED  
MAR 15 1999

ACCOUNTING COPY

463419