



Chapman Ford of Horsham Collision Center
 1100 Easton Rd
 Horsham, PA 19044
 Ph. (25) 674-3600

1100 Easton Rd. Route 611
 Horsham, PA 19044
 Ph. (267) 960-1708

www.chapmannewcars.com

CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
			01/21/22	915746
	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
	YEAR / MAKE / MODEL	MILEAGE	DELIVERY DATE	DELIVERY MILES
	2021 / FORD / F-150	13654	04/19/21	
	VEHICLE ID NO	SELLING DEALER	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	P.O. NO.	RO DATE	IMILEAGE OUT
			01/03/22	13658
CELL PHONE				

Labor and Parts

1 Q99PX Units: 0.00 Tech(s) 0.00
 QL MULTI-POINT INSP: CUSTOMER STATES PERFORM QUICK LANE COURTESY MULTI-POINT INSPECTION
 INSPECT FLUID LEVELS AND CONDITION (VISUAL)
 INSPECT BATTERY CONDITION AND TEST
 INSPECT WIPERS (VISUAL)
 INSPECT TIRE CONDITION AND WEAR (VISUAL)
 INSPECT LIGHTS (VISUAL)
 INSPECT STEERING AND SUSPENSION (VISUAL)
 INSPECT EXHAUST SYSTEM (VISUAL)
 INSPECT DRIVE AXLE (VISUAL)
 INSPECT BELTS AND COOLANT SYSTEM (BOTH VISUAL)
 MAINTENANCE
 PERFORMED QUICK LANE COURTESY MULTI-POINT INSPECTION

Job # 1 Total Parts 0.00
 Job # 1 Total Labor & Parts 0.00

DISCLAIMER OF WARRANTY

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

2 DIAG Units: 1.10 Tech(s) Warranty
 CUSTOMER STATES can not get over the air updates to go through, check and advise for any updates that we may be able to install or diagnose concerns

TCU DTC U1A01 IS PRESENT - PPT AP
 AP1: YES

REPLACED TCU AS A RESULT OF PPT
 TCU WOULD NOT PROGRAM - CONTACTED FORD TECH HOTLINE - REFERRED TO SSM 50383 - APIM SOFTWARE ISSUES PREVENTING UPDATES VIA USB TO OTHER MODULES - A FIX IS CURRENTLY BEING WORKED ON - CUSTOMER WILL NEED TO RETURN ONCE FORD HAS A FIX IN ORDER TO GET TCU PROGRAMMED

12651D21 ?0.8

Job # 2 Total Parts
 Job # 2 Total Labor & Parts
 Warranty
 Warranty
 Warranty

Important
 You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us 'Completely Satisfied' on each question, please contact your service manager.

Thank you,
 Chapman Auto Group

3 999RECALLS Units: 0.90 Tech(s) Warranty
 CUSTOMER REQUESTS PERFORM RECALL - 21s56 - underbody insulators could be loose
 PERFORM RECALL PER FSA
 PERFORMED INSPECTION PER 21S56
 PASSENGER SIDE SHIELD HANGING AND RUBBING AGAINST EXHAUST AND DRIVE SHAFT
 DRIVE SHAFT HAS INDENTATION WEAR MARKS FROM RUBBING - DRIVESHAFT FAILS INSPECTION AND NEEDS TO BE REPLACED
 DRIVER SIDE SHIELD IS HANGING SLIGHTLY

REPLACED DRIVESHAFT - INSTALLED RIVETS PER RECALL INSTRUCTIONS

Parts Number	Failed Description	Qty	Unit Price
W702554S900	RIVET	5	

Thank you



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CUSTOMER NO: [REDACTED] ADVISOR: [REDACTED] TAG NO.: [REDACTED] INVOICE DATE: 01/21/22 INVOICE NO.: [REDACTED]
 LABOR RATE: [REDACTED] LICENSE NO.: [REDACTED] MILEAGE: 13654 COLOR: [REDACTED] STOCK NO.: [REDACTED]
 YEAR / MAKE / MODEL: 2021 / FORD / F-150 DELIVERY DATE: 04/19/21 DELIVERY MILES: [REDACTED]
 VEHICLE ID NO: [REDACTED] SELLING DEALER: [REDACTED] PRODUCTION DATE: [REDACTED]
 RESIDENCE PHONE: [REDACTED] BUSINESS PHONE: [REDACTED] P.O. NO.: [REDACTED] RO DATE: 01/03/22 IMILEAGE OUT: 13658
 CELL PHONE: [REDACTED]

Labor and Parts

OTHER ML3Z4602M	OTHER SHAFT ASY DRIVE	1 1	Job # 3 Total Parts Job # 3 Total Labor & Parts	Warranty Warranty
# 4 VIDEO		Units: 0.20 Tech(s): [REDACTED]	Job # 4 Total Parts Internal Work	Internal Work
PERFORM VIDEO MULTI POINT INSPECTION AND TEXT TO CUSTOMER				
VIDEO MULTI POINT				
VIDEO AND MULTI POINT INSPECTION SENT TO CUSTOMER				
# 5 TEXT		Units: 0.00 Tech(s): [REDACTED]	Job # 5 Total Parts Internal Work	Internal Work
Text communication enabled				
Text Communication enabled				
Text communication enabled				
# 6 LYFT		Units: 0.00 Tech(s): [REDACTED]	Job # 6 Total Parts Warranty	0.00
CUSTOMER REQUESTS LYFT TRANSPORTATION SERVICE				
RIDESHARE REQUESTED.				
LYFT SERVICE PROVIDED.				
# 7 DIAG		Units: 0.00 Tech(s): [REDACTED]	Job # 7 Total Parts Warranty	0.00
CUSTOMER STATES THE IPC RESETS BACK TO ORIGINAL SETTING, CHECK AND ADVISE				
THIS CONCERN IS RELATED TO SOFTWARE CONCERNS THAT FORD IS CURRENTLY WORKING TO FIX				

FWIW, Neither of these actually happened... 😊

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Thank you,
Chapman Auto Group

Miscellaneous Charges and Deductions For All Jobs

() Cash	() Check	Ck. No. ()	Total Labor	0.00
() Visa/MC	() Amex	() Discover	Total Parts	0.00
() A/R Customer	Cashier's Initials ()	Date / /	Total Sublet	0.00
			Misc. Chrgs	0.00
			Car Rental	0.00
			Freight	0.00
			Deductible	0.00
			Special Tax	0.00
			Haz Mat Chrg	0.00
			Sales Tax	0.00

Service Hours: Monday - Friday 7:00 AM - 5:30 PM

Signature: _____ Date: _____ Total Invoice \$ 0.00

Thank you