

### What is C8DENCE?

**C8DENCE** is the word **CADENCE** replacing the "A" with an "8". **C8DENCE** in this instance means a "rhythmic flow of a sequence of sounds" e.g., the sound of the Ford Racing 460 Cobra Jet BIG Block V8 (385 Series) with the aggressive hydraulic camshaft. The piston firing order of 1-5-4-2-6-3-7-8 is the **CADENCE**.

I was able to secure both the **C8DENCE**California Personalized License Plates and the **C8DENCE.com** website URL. This website will be used to document the history of the vehicle. I have been in communication with Fred Piluso, the original owner and builder of the vehicle.







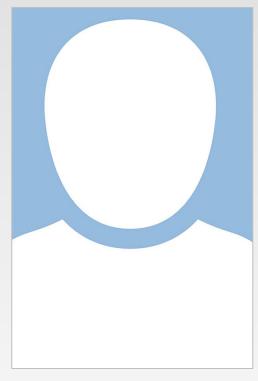
### Introduction 1

Good day, my name is [Buyer] and I reside in [City], California. This is a brief introduction and summary of my experience purchasing a classic car online. It was less than satisfactory, hence the reason I am contacting you for assistance.

On Monday, June 28, 2021, I purchased a 1955 Ford Fairlane Crown Victoria Custom online from Volo Auto Sales (VAS) in Volo, Illinois. The purchase price was \$74,998 plus Illinois Sales Tax at \$4,687 for a total of \$79,685.

I purchased the vehicle based on the company's reputation (60+ years), the media presented e.g., video, images, written description, and multiple communications with Erik Haugaard (VAS Salesperson) via phone and email. I signed an AS-IS Statement based on the above.

I felt confident that I was in good hands and that I was making a responsible and safe purchase decision. Little did I know what was in store for me!



[Buyer]



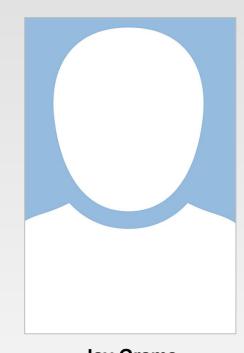
#### **Introduction 2**

The vehicle was advertised by Jay Grams of Volo Auto Sales as...

"This is an incredible car. Finished 15 years ago and driven 3,500 miles. It still shows and functions incredibly well. I personally drove it home and was impressed. It is ready to be enjoyed – show and go!"

"I, Jay Grams, take pride in personally writing the descriptions for virtually every car for about the last 30 years now. A significant amount of effort goes into fact checking. What I am offering is my professional impression of the vehicle."

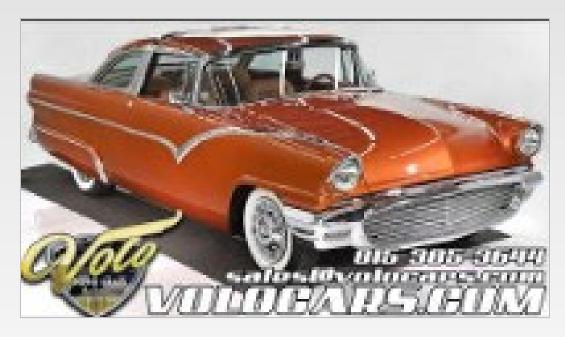
The written description, pictures, and video provided by Volo Auto Sales depicted a beautiful car with an appraisal performed by Jay Grams (VAS) who appraised the vehicle at \$80,000 and rated it 98 out of 100.



Jay Grams
Partner of Volo Auto
Museum and Auto Sales
Manager of Auto Sales



#### Video: 1955 Ford Crown Victoria for Sale



**Note:** Please watch <u>entirety of the video</u>, it is 10-minutes in length. I watched it many times before making the decision to purchase. It was love at first sight! And then at <u>07:40</u>, it was love again, this time at first sound! It inspired the name **C8DENCE**.

• Stock: V19665

Body Style: Hardtop

Engine Size: 460-560 H.P.

Transmission: 4 Speed

Exterior Color: Mandarin Orange

Interior Color: Tan

 \$250,000 Build! Top Award Winner, Morrison Chassis

Odometer Reading: 3,549.8 \*



### **Volo Auto Sales – Description 1**

The \$250,000, 7-year restoration was a success. We have a binder of the list and pictures of the prestigious awards it has won. Boyd Coddington picked it as best of show, George Barris gave it a custom award and John Force awarded it best of show. It won a 2nd place at the Grand National Roadster show, that where the best of the best compete. It has been featured in magazines. A restoration photo album is included.

**EXTERIOR:** Up front a smoothed 59 Thunderbird bumper with custom grill was used. Hood was decked and shaved. It has tri-bar halogen headlights. Down each side the emblems and handles were shaved. It has a unique set of 41 Lincoln pushbutton button door openers. It also has a pair of 57 Mercury cruiser skirts. In back the trunk was decked and shaved smooth. The gas filler was removed and filled. The bumper was cut, smoothed and frenched into the body. More petite bumper guards were used. Taillights were replaced with 55 Mercury's. We have photos of the body down to a bare metal shell. Every square inch is laser straight. I don't see any signs of bodywork, cracks or bubbles, it was done right. Painted a gorgeous PPG Mandarin Copper. The metal flake is laid out evenly and the clear coat is polished like glass. All new Solex lightly tinted glass. Every gasket, weather strip and window seal was replaced. Every piece of chrome has show chrome finish. Every piece of stainless is straightened and polished like chrome. It rolls on a set of radial white walls with a set of Cadillac Sombrero hubcaps.



### **Volo Auto Sales – Description 2**

**INTERIOR:** It was a bare shell. It was lined with sound deadening. Soft, genuine leather upholstery was used throughout. The seats were completely restored from the inside out. In front it has a set of 1967 Thunderbird buckets, driver's side is power. Custom made side panels, Porsche door handles. It has a 56 dash with VDO gauges. The power window switches, and headlight switch are out of site below the dash. The metal is painted as slick as the outside. Interior chrome is redone to show standards. The Ididit tilt column has a beautiful leather wrapped billet wheel. The headliner and visors are pristine, the overhead light works. On the floor is premium carpet with bound edges and matching mats. It has billet pedals and a Hurst 4-speed sticking out of the floor. It features a stereo and air conditioning for pleasurable cruising.

**ENGINE COMPARTMENT:** They weren't messing around; it has a crate 460-540 hp from Ford Racing. It uses D-460 aluminum CJ heads, Blue Thunder dual quad intake with a pair of Holley 600s. The roller cam and the Doug's headers send some beautiful notes to the exhaust. The front of the motor is full of polished components, power steering, Vintage Air and serpentine belt system. A Modine radiator and custom shroud keeps it cool. The upper hose is a polished pipe with premium clamps. The ignition system, wiper motor, horns and vacuum reservoir were neatly hidden. It has a smooth fabricated firewall; the bay is painted as nice as the car. A custom-made prop rod keeps the hood open for everyone to see the beautiful motor.



### **Volo Auto Sales – Description 3**

**TRUNK COMPARTMENT:** It's been completely boxed, upholstered and carpeted to match the interior. A custom fabricated trunk floor was installed. It was lined with sound deadener. The back wall opens to expose more storage and the Optima battery with disconnect switch. The fuel fillers was relocated into the trunk and concealed under a fabricated lid.

**UNDERSIDE:** An Art Morrison custom-built chassis was all smoothed out and painted body color. It has 3x4 boxed frame with tubular front control arms and Morrison 2-inch drop spindle kit. It has Alden Eagle coil over adjustable shocks at all four corners. Flaming River rack & pinion steering and front sway bar. In back it uses a Morrison 4 link set up with chrome tubular control arms. The bottom of the motor is clean, it has a high torque starter, and a heavy-duty Lakewood bell housing connects it to the trans. It's a toploader 4-speed, using a hydraulic clutch. It connects to a Cannon Engineering driveshaft. In back is a Hoopers Ford 9-inch rear with 3.50 gears, Moser 36 spline axles. Wilwood 11-inch disc brakes at all 4 wheels, custom e-brake assembly, stainless lines and polished calipers. The power brake booster is under the car. A neatly fabricated 2.5-inch exhaust has glass packs for a 50s hot rod sound. The floors were custom fabricated and sealed in a rubberized sound deadener.



#### APPRAISAL FORM



27582 West Volo Village Rd. Volo, Illinois 60073 Phone: 815-385-3644 www.volocars.com

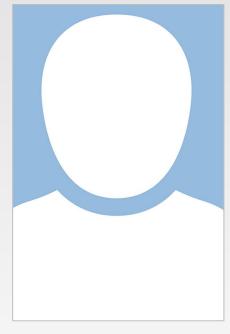
Vehicle ID No. U5GW152218			Appraisal Date 07/05/2021			
	Model	Victoria				
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City			State	2	ip Code	
		U	nsatisfactory Poor 0 1	Fair C	Good Very Good E 3 4	Exceller 5
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The appraisal of an antique/classic/muscle motor vehicle is not an exact science. It involves a blending of extensive experience, subjective evaluation and the use of written data offering potential market prices for these motor vehicles (e.g. Hemmings Motor News, Old Cars Price Guide, etc.). Volo Antique Auto Museum is frequently consulted in both insurance and court-related matters based upon our expertise in this field. Expert witness fees for court related matters are \$2,000 per day plus expenses.

### **Volo Auto Sales – Description 4**

This is an incredible car. Finished 15 years ago and driven 3,500 miles. It still shows and functions incredibly well. I personally drove it home and was impressed. It is ready to be enjoyed – show and go!

I, Jay Grams, take pride in personally writing the descriptions for virtually every car for about the last 30 years now. A significant amount of effort goes into fact checking. What I am offering is my professional impression of the vehicle.



**Jay Grams** 

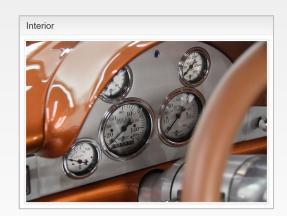


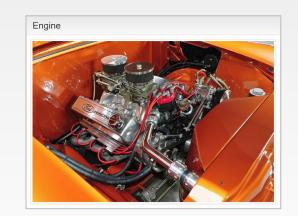
#### **Volo Auto Sales – Media Presented**

My decision to purchase without an inspection was based solely on the video, images, and written description provided by Volo Auto Sales. I reviewed the media multiple times before purchasing. I also presented questions via email to Erik Haugaard, the VAS sales representative.

Please review the <u>C8DENCE Image Galleries</u> online and/or click/tap the images below. I have all the images posted that were presented in the advertisement for the car. The following Slides 11-20 are image highlights from each section e.g., <u>Exterior</u>, <u>Interior</u>, <u>Engine</u>, and <u>Undercarriage</u>.











# Volo Auto Sales – Images – Exterior 1





https://C8DENCE.com/gallery/exterior



# **Volo Auto Sales – Images – Exterior 2**

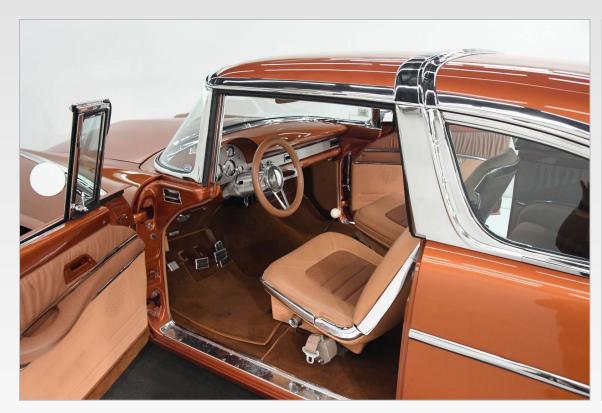




https://C8DENCE.com/gallery/exterior



# Volo Auto Sales – Images – Interior 1





https://C8DENCE.com/gallery/interior



# **Volo Auto Sales – Images – Interior 2**





https://C8DENCE.com/gallery/interior



# Volo Auto Sales – Images – Engine 1





https://C8DENCE.com/gallery/engine



# Volo Auto Sales – Images – Engine 2

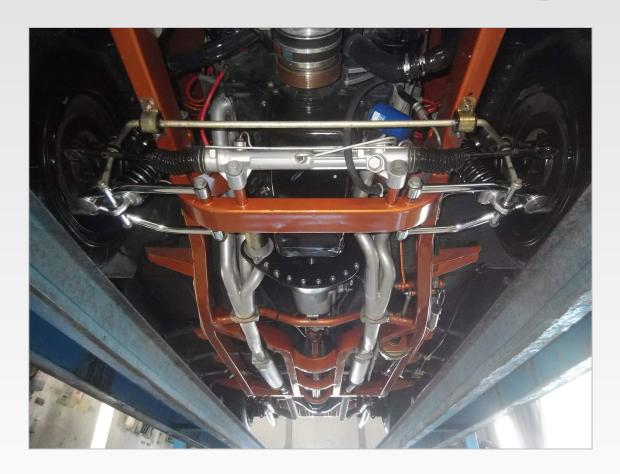




https://C8DENCE.com/gallery/engine



# Volo Auto Sales – Images – Undercarriage 1



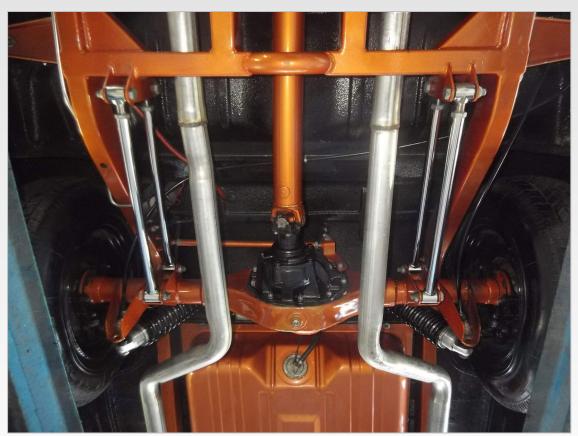


https://C8DENCE.com/gallery/undercarriage



# **Volo Auto Sales – Images – Undercarriage 2**





https://C8DENCE.com/gallery/undercarriage



# Odometer Discrepancy – 3,549.8

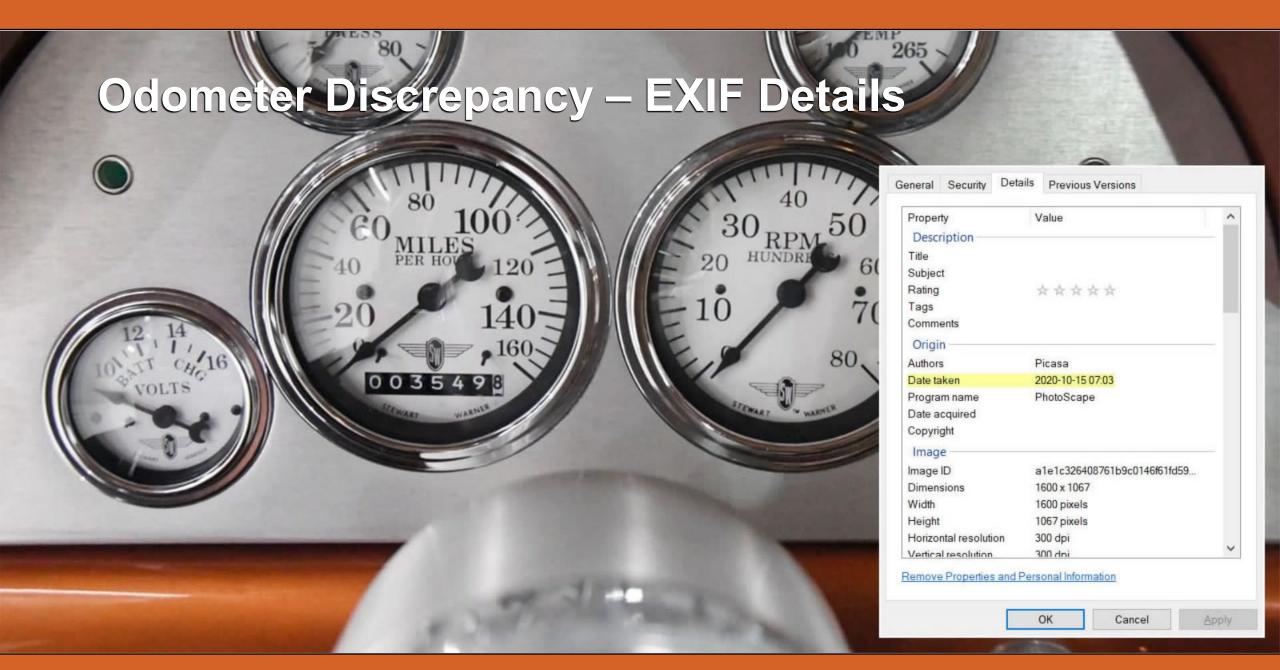




**Volo Auto Sales 2020** 

**Volo Auto Sales 2021** 





# Odometer Discrepancy – Miles Shown Accurate?

**Note the Odometer Reading of 3,549.8.** This is the exact same mileage (and image) used for the 2020 sale. Date Taken: 2020-10-15 at 07:03.

Mon, Jun 21, 2021, – Buyer Email to Erik Haugaard at Volo Auto Sales

"The images on Volo show that there are 3,549 miles, is that accurate or were there additional miles since this photo was taken? I wasn't exactly sure how recent everything was regarding images and video. I recall you mentioning that it was initially listed about 7-8 months ago and purchased by a local collector who had it for a few months?"

Mon, Jun 21, 2021, 09:38 – Email Reply from Erik Haugaard from Volo Auto Sales

"The miles shown are accurate."



### **Volo Auto Sales – History**

- Fourth Generation Family Business
- Established 1960
- Debt Free Company
- Granddaddy of Collector Car Dealers

https://www.volocars.com/auto-sales/consignment-info

"At Volo Museum Auto Sales, we love classic cars. We love them so much that we built a museum for them. Unlike other dealerships, we care about the history of the cars we purchase and ensure that we only sell vehicles that have undergone rigorous inspections."

https://www.volocars.com/auto-sales/news/how-to-buy-a-classic-car



# **Volo Auto Sales – Buying from a Dealer**

"There are also some potential drawbacks to buying a car from a dealership, depending on the dealer. Some dealerships may not know much about a car's history other than the information that the inspection might give them. If you're buying a classic car from a seller who is standing in for a private seller, you may end up paying more due to commissions."

#### **Third-Party Inspection**

"Though a third-party inspector can be a valuable resource, they are not totally unbiased. They may not be biased towards the sale, but they will have some bias in their report. To protect themselves, they will often be overcritical when compared to other car experts, as they don't want a customer to accuse them of misleading them. Because of this, they will often overstate a car's negatives. While they are a good resource, a buyer should take their inspection reports with a grain of salt."

https://www.volocars.com/auto-sales/news/how-to-buy-a-classic-car



### **Email from Erik Haugaard of Volo Auto Sales**

"I'm sorry you are not happy with your purchase of the Crown Victoria. I disagree with your assessment of the vehicle. You purchased a customized classic car which comes with the understanding and I'm sure you agree while doing your research prior to buying the Crown Victoria it isn't the same as looking after a brand new car. Older cars need quite a bit of care that isn't required with new vehicles."

The above comments from Erik Haugaard were received after I sent my first email to Volo Auto Sales on Wednesday, July 28, 2021, showing the condition of the items we've discovered to date. This was after the first inspection performed at Crevier Classic Cars in Costa Mesa, California.

A second more extensive inspection/repair was/is being performed by Cambra Speed Shop in Orange, California which is where **C8DENCE** resides as of Tuesday, March 15, 2022. There were five more emails sent to Volo Auto Sales during the July/August 2021 period (no response to first four) outlining damages uncovered on a weekly basis while she undergoes surgery.



# **Email from Jay Grams of Volo Auto Sales**

"You obviously have a much different opinion of the condition of the Ford than we do. Return the car and we will give you a refund for the purchase price. Otherwise do what you need to do."

The above comments from Jay Grams were received after I sent an email on Tuesday, August 31, 2021, showing the condition of the items we've discovered to date. The engine and most of the drivetrain is disassembled. Parts have been ordered and/or are in house. Schedules have been planned. Monies have been transferred. The offer to return the car at this point is not a viable option.



### Reality Check – Buyer Beware!

This vehicle was **grossly misrepresented** in the VAS June 2021 written description, video, images, and appraisal by Jay Grams of Volo Auto Sales.

This vehicle was received in California on Thursday, July 22, 2021, with a **host of mechanical issues** that are currently being documented and addressed. These issues were discovered during the <a href="Crevier">Crevier</a>, and <a href="Cambra">Cambra</a> Inspections performed in July and August 2021.

As of Tuesday, March 15, 2022, **C8DENCE** has been out of service for **236** days and in the shop for **218** days. It's been **260** days since purchase, and I still haven't been able to "show and go!" as stated by Jay Grams from Volo Auto Sales. We have an estimated **-48** days to completion of <u>unexpected</u> "AS-IS" repairs.

I will have an article published about my experience with Volo Auto Sales once all the issues have been documented, photographed, repaired, and all unexpected "AS-IS" costs have been tallied in May 2022. Emails to Volo Auto Sales about the issues are being ignored.

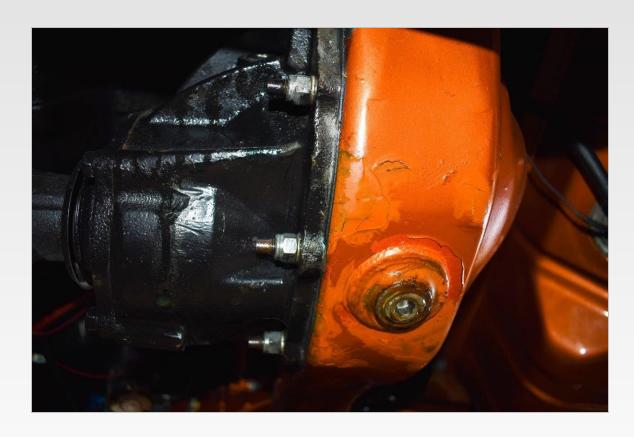










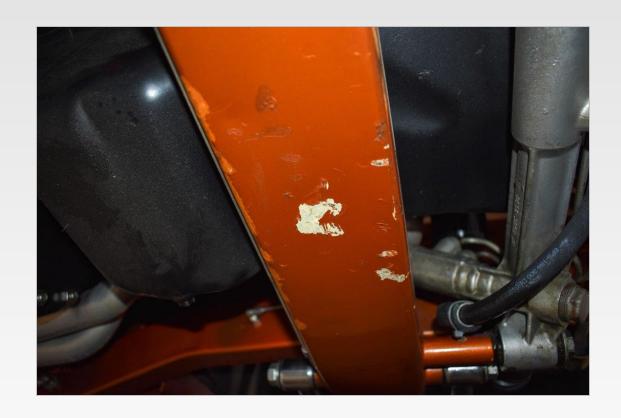






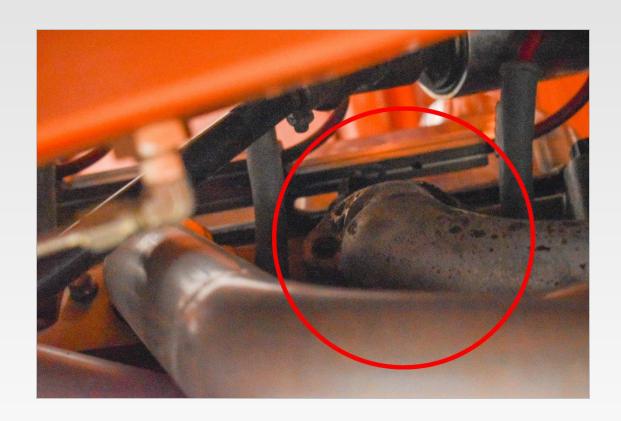






























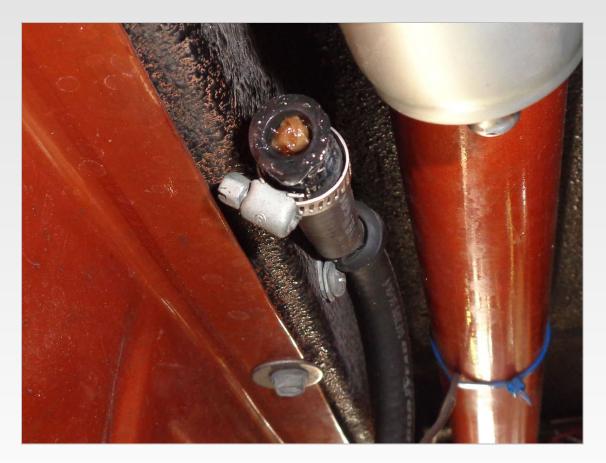
















#### **Volo Auto Sales – What Was Received 11**







### **Volo Auto Sales – What Was Received 12**







#### 1955 Ford Fairlane Crown Victoria Custom

- \$250,000+ 4-Year Build Costs (2000-2004)
- Built By: Fred Piluso (Original Owner)
- Bernt Karlsson (Body and Paint)
- Al and Don Nosse (Assembly)
- \$40,000+ 6-Month Rebuild Costs (2021-2022)
- Multiple National Show Winner
- Featured in Super Rod Magazine
- PPG Mandarin Copper Paint
- Two-Tone Tan Leather Interior
- Custom Art Morrison 2x4 Chassis
- Ford Racing Technologies 460 Cobra Jet
- Ford Toploader 4-Speed Manual Transmission

- Wilwood Engineering 11.0 Disc Brakes Front
- Ford Excursion 11.0 Disc Brakes Rear
- 1941 Lincoln Pushbutton Door Openers
- 1955 Ford Station Wagon Bumper/Bumperettes
- 1955 Mercury Station Wagon Taillights
- 1956 Mercury Station Wagon Headlights
- 1956 Ford Fairlane Crown Victoria Dash
- 1957 Mercury Station Wagon Fender Skirts
- 1957 Cadillac Wheel Covers with Chrome Bullets
- 1959 Ford Thunderbird Grille and Front Bumper
- 1967 Ford Thunderbird Landau Seats
- Sales History: 2009, 2012, 2013, 2020, 2021



# **C8DENCE** Highlights – Exterior and Interior

Custom Exterior	Bernt Karlsson	Custom Interior	Al and Don Nosse
Body and Paint by Bernt Karlsson		1967 Ford Thunderbird Landau Bucket Seats	
PPG Mandarin Copper Paint		Two-Tone Tan Leather Interior	
1941 Lincoln Pushbutton Door Openers		Custom Door Panels with Porsche Door Handles	
1955 Ford Station Wagon Bumper and Bumperettes		1956 Ford Fairlane Crown Victoria Dash	
1955 Mercury Station Wagon Tail Lights		Stewart Warner Wings™ Classic Gauges (6)	
1956 Mercury Station Wagon Headlights		ididit Tilt Steering Column	
1957 Cadillac Wheel Covers with Chrome Bullets	R 2021/22	Budnik Leather Wrapped Billet Steering Wheel	
1957 Mercury Station Wagon Fender Skirts		1968 Ford Toploader 4-Speed Manual Transmission	R 2021/22
1959 Ford Thunderbird Grille and Front Bumper		Hurst Assisted McLeod Clutch	N 2021/22

R = Repair, N = New



# **C8DENCE** Highlights – Engine and Chassis

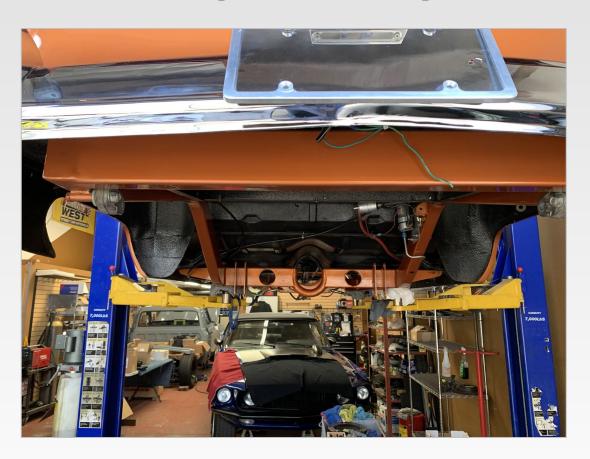
Ford Racing Crate Engine	Coletti / Piluso
Ford Racing Technologies 460 Cobra Jet (385/Lima Series)	R 2021/22
Holley Sniper Single Quad EFI (650 HP)	N 2021/22
Weiand Stealth™ Dual Plane Intake Manifold	N 2021/22
Ford Racing Cobra Jet (CJ) Aluminum Heads	
Ford Racing Camshaft (3000/5000, 234/244°/.050", 0.562/0.588")	
Custom Doug's Headers	R 2021/22
Custom 2.5 Ceramic Coated Exhaust	R 2021/22
Modine Lightweight Aluminum Radiator	R 2021/22
March Serpentine Belt System	R 2021/22

Custom Chassis	Art Morrison
Smoothed Chassis with PPG Mandarin Copper Paint	R 2021/22
2x4 Boxed Frame with Tubular Front Control Arms	R 2021/22
Morrison 2.0 Drop Spindle Kit	R 2021/22
Aldan American Coil Over Adjustable Shocks	R 2021/22
Flaming River Rack and Pinion Steering	R 2021/22
Morrison 4-Link Rear with Tubular Control Arms	R 2021/22
Hoopers Ford 9.0 Posi Rear with 3.50 Gears	R 2021/22
Moser 31 Spline Axles	R 2021/22
Wilwood 11.0 Discs Front, Ford Excursion 11.0 Discs Rear	R 2021/22

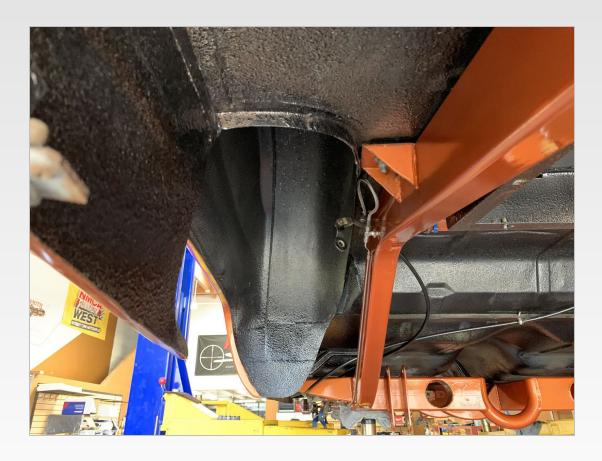
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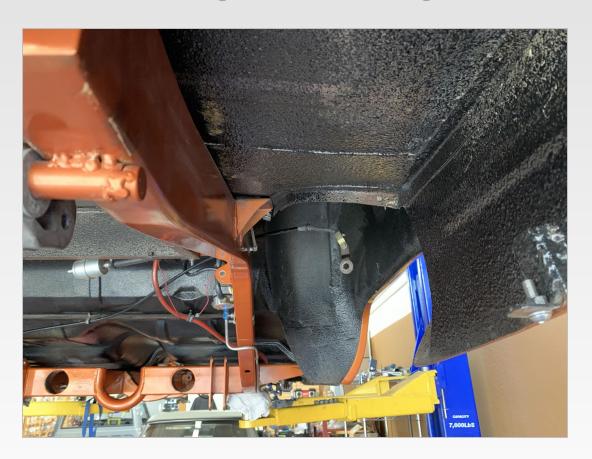




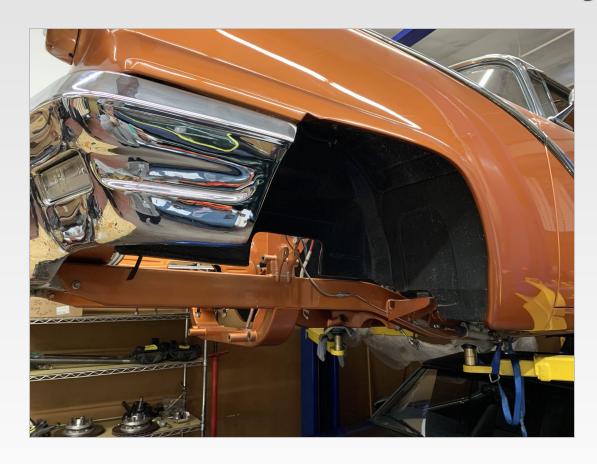


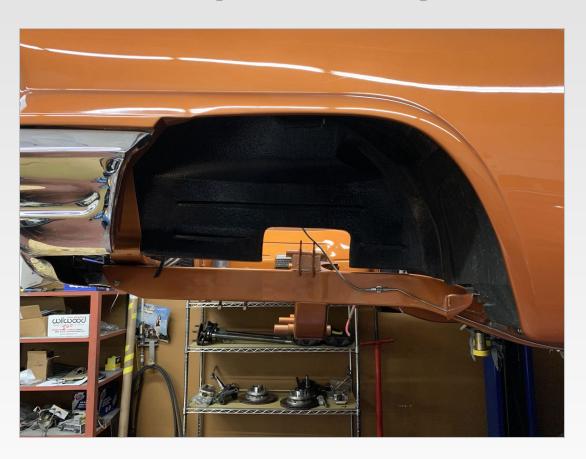




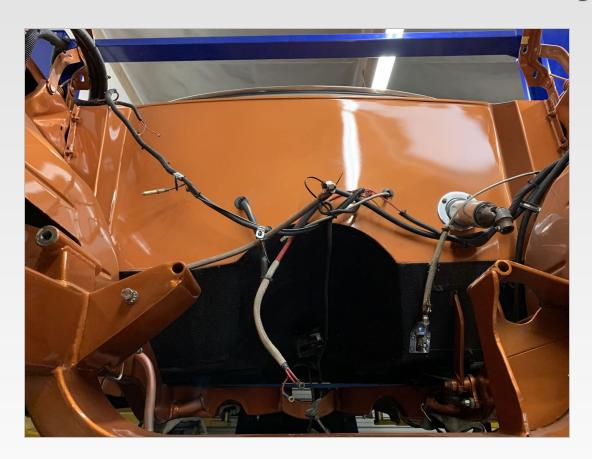












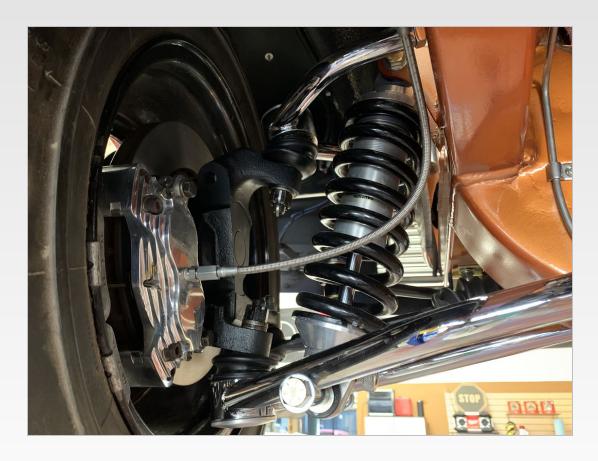


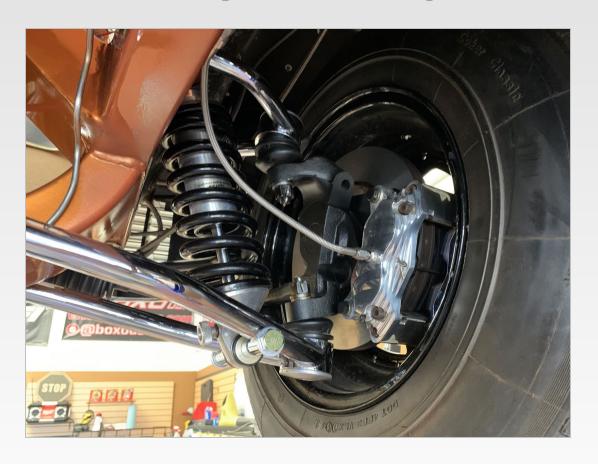




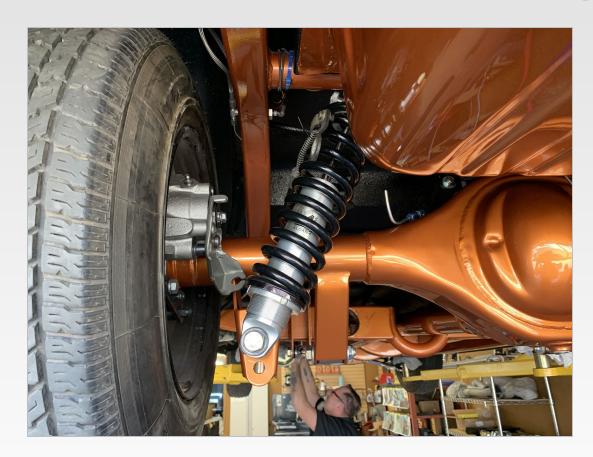


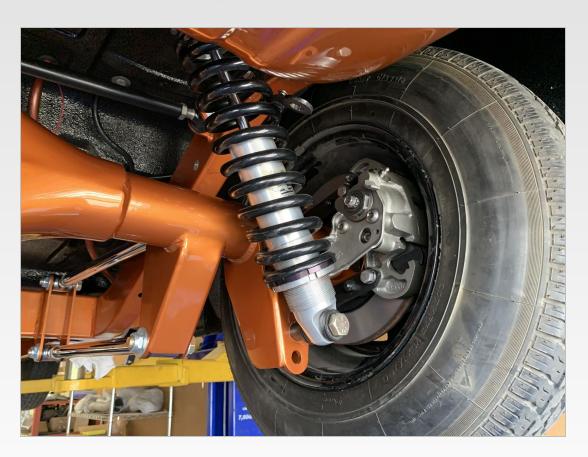




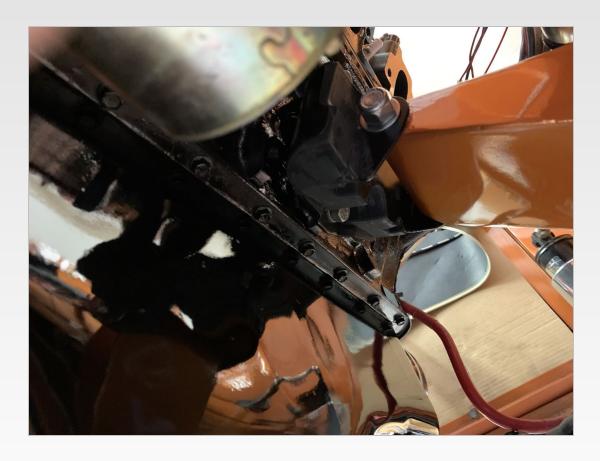


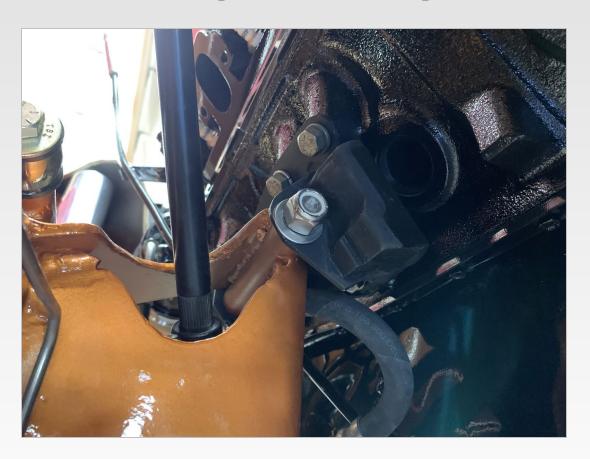




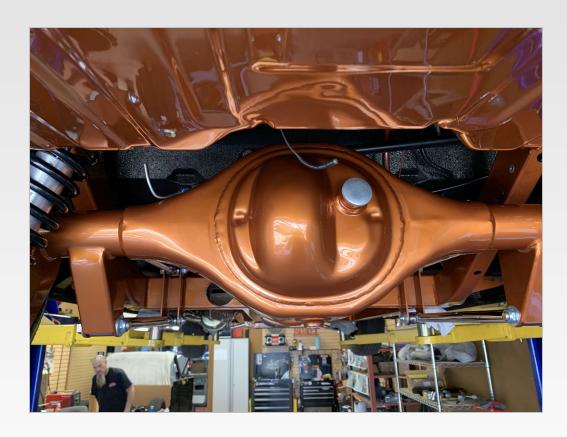


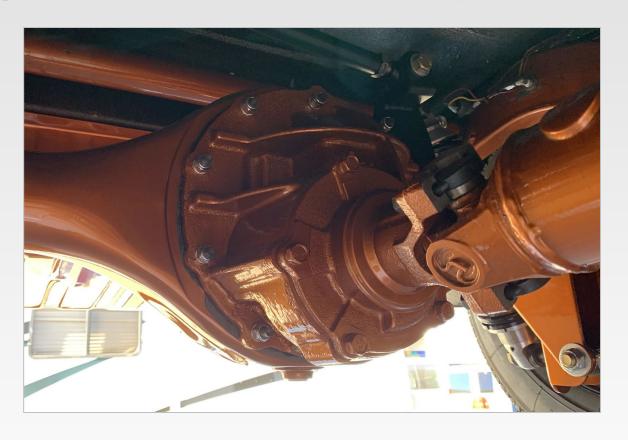














#### **C8DENCE Expenses – Cambra Speed Shop 1**

Inspection, Research, Planning

Holley Sniper EFI 550-510 (Polished, 650 HP)

Transmission (Testing, Bearings, Seals)

New Clutch Assembly Additional Cost

Reinstall Hood, Gather All Parts

Stainless Header and Intake Bolts

Blue Thunder Finned Valve Covers

March Serpentine Belt System Polishing

Prep and Paint Motor Materials

Headers (Recoat)

Prep and Paint Engine Box Inner Panel, Crossmember

Prep and Paint Motor, Transmission, Bell Housing

Polish Weiand Stealth™ Dual Plane Intake Manifold

Oil Pan Gasket, Rear Main Seal, Intake/Manifold Gaskets

New Clutch Assembly, Pressure Plate, Throwout Bearings

**Inv Date** 

2021-08-15

2021-08-15

2021-09-19

2021-09-19

2021-09-19

2021-09-27

2021-09-27

2021-09-27

2021-09-27

2021-09-27

2021-10-07

2021-10-07

2021-10-07

2021-10-14

2021-10-20

2022-03-15

Item

#

10

11

13

17

19

3	2021-08-15	Weiand Stealth™ Dual Plane Intake Manifold	1			
4	2021-08-15	Tank Hanger	1			
5	2021-08-15	CD Ignition Box	1			
6	2021-08-15	EFI Distributor	1			
7	2021-09-19	Materials, Filler, Sandpaper, Mandarin Copper, Clear	1	\$***.**		\$***.**

**C8DENCE – 1955 Ford Fairlane Crown Victoria Custom** 

**Unit Price** 

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51

Tax

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Freight

Total

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Qty

3.0

19.0

1

22.0

2.0

1

1

#### **C8DENCE Expenses – Cambra Speed Shop 2**

2021-11-29

2021-12-20

2021-12-21

2021-12-27

2021-12-27

2021-01-02

2021-01-02

2021-01-02

2022-01-09

2022-01-09

2022-01-09

2022-01-24

2022-01-24

2022-01-24

2022-03-15

28

Undercarriage Breakdown and Cleanup

Finish Tear Down, Front Suspension, Coil Overs, Rack

Pressing Out Old Bushings, Measure for New, Finish Cleaning Parts

Finish Prepping Rear End Housing, Third Member, Fuel Tank, Seal, Base Color,

15x7 OEM Ford Wheels with 5x4.5 Back Space

Rick Fabricating Lower Shield for Crossmember

All New Hardware for Suspension Installation

Rebuild Flaming River Rack and Pinion

BF Goodrich Silvertown Radial Tires

Parts Cleaning

Clean Fuel Tank

Paint Materials

New Axle Seals

Rebuilding of Coil Overs

Clear

22	2021-12-06	Remove Undercarriage and Cleanup Bottom of Car and Chassis	18.0	\$**.**		\$*,***.**
23	2021-12-06	Materials for Prep and Paint Work	1	\$***.**		\$***.**
24	2021-12-06	Strip Rear End, Prep Housing, Sand Fuel Tank, Prep Both for Paint	14.0	\$**.**		\$*,***.**
25	2021-12-07	Rebuild Third Member	1	\$***.**		\$***.**
26	2021-12-20	Receipt for Gear Oil, Treatment for Rear End	1	\$**.**		\$**.**
27	2021-12-20	Finned Oval Air Cleaner	1	\$***.**	\$**.**	\$***.**

**C8DENCE – 1955 Ford Fairlane Crown Victoria Custom** 

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10.5

8.5

4

6.0

3.0

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#### **C8DENCE Expenses – Cambra Speed Shop 3**

**Transmission Mount** 

Gear Oil and Type ATF

**New Power Steering Pump** 

Receipt for Stainless Clamps and Fittings

with New Ones, Hookup Hydraulic Clutch

42	2022-01-31	Sand and Prep Driveshaft, Fan Shroud, Tranny Mount Cross Member, Prime, Paint, Clear	12.0	\$**.**			\$***.**
43	2022-01-31	New Wheel Bearings and Seals, New Pads for Wilwood Calipers	1	\$***.**		5	\$***.**
44	2022-01-31	Receipt to Rebuild Rear Calipers	1	\$***.**		5	\$***.**
45	2022-01-31	Rhino Install: New Gas and Vent Hoses for Fuel Tank, Prep Tank for Install, Install Fuel Tank, Install Axles and Rear Brakes, Finish Installing Front Suspension	12.0	\$**.**		\$*	* *** **
46	2022-01-31	Vince Install: Front Sway Bar, Hang Rear Suspension, All New Hardware, Install New Brakes, Install Old Wheels (Roller Only)	12.0	\$**.**		\$*	, *** **
47	2022-02-03	Vince and Rhino: Assemble/Install Transmission, Motor, Steering Shaft, Cross Member, Finish Brakes	27.5	\$**.**		\$*	* *** **
48	2022-02-14	Catcall Whistle Horn	1	\$**.**	\$**.**	5	\$***.**

**C8DENCE – 1955 Ford Fairlane Crown Victoria Custom** 

2022-02-23 Gear Vendors Under/Overdrive To be continued...

Vince and Rhino: Install Parts Back On, Installed Transmission Mount and

Cross Member, Installed Driveshaft, Clean and Paint Fan, Clean and Polish A/C Compressor, Install Water Pump, Route Engine Wiring, Mounted Alternator, Upper Tension Arm, Lower Accessory Pulley Kit, Installed New Power Steering Pump, Pulleys, Wrap Wiring with New Cover Loom, Replaced Bolts on Manifold

2022-01-24 Install Bushings, Hardware, Control Arms, Rack, Coil Overs, Third Member

Sub-Total: \$\*\*.\*\*\*

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2022-02-14

2022-02-14

2022-02-14

2022-02-14

2022-02-14

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54

## What Am I Expecting?

While "some of the items" in the C8DENCE Expenses table (Slides 50-52) would not be the responsibility of Volo Auto Sales, "most of them" would be. I wasn't expecting 95% of what we have had to do. During the after-sale phase, which was stressful to say the least, I was informed by Ryan Grams (VAS) that it appeared new gaskets and seals were present on the top end.

I assumed that I'd maybe have to put \$7,500 into minor repairs and upgrades upon arrival e.g., new tires, cleaning/rebuilding of dual quads, fluid changes, tuning for West Coast climate, and a complete detail from top to bottom.

Little did I know that this would turn into a \$50,000+ expenditure on top of the \$75,000 sale price. As of Tuesday, March 15, 2022, I am \$36,009 into repairs and restoration. I have a current total investment in the vehicle of \$127,089 and expect that to exceed \$140,000 as we come to completion of repairs. I've had to cash in me retirement stocks to cover the additional expenses.



### **Diplomacy and Professionalism**

I have handled all communications with Volo Auto Sales in a diplomatic and professional manner. I've sent an email to Jay Grams on Sunday, February 27, 2022, and other VAS staff asking if they would consider reimbursing me for any of these unexpected **AS-IS** costs. There has been no response as of Tuesday, March 15, 2022.

I have a documented communications timeline along with all emails. Unfortunately, there were a few telephone discussions that would have been nice to have recorded, but I believe the preponderance of evidence I've presented in this PowerPoint and the **C8DENCE**.com website is sufficient.

I wish to thank you in advance for your time and consideration.

