



CC-10227337-4838

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

2008 MAY -6 AM 7:43

ANDREW M. CUOMO
ATTORNEY GENERAL

212-416-8294

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

April 23, 2008

[REDACTED]
Corona, NY [REDACTED]

Our File Number: [REDACTED]
Company: Ford Motor Company

Dear [REDACTED]:

On behalf of Attorney General Andrew M. Cuomo, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

cc: National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

ET
05/16/08
9:02
K13



ATTORNEY GENERAL ANDREW M. CUOMO
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
120 Broadway, 3rd Floor
New York, NY 10271-0332
Tel. (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
1 (800) 771-7755 TDD (800) 788-9898

RECEIVED BY
CONSUMER FRAUDS BUREAU
<http://www.state.ny.us>

APR 17 2008

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

THE ATTORNEY GENERAL'S OFFICE
NEW YORK CITY OFFICE

CONSUMER		
[REDACTED]		HOME TELEPHONE NUMBER [REDACTED]
STREET ADDRESS [REDACTED]		BUSINESS TELEPHONE NUMBER
CITY/TOWN Corona	COUNTY Kings	STATE N.Y.
ZIP [REDACTED]		
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES Ford Motor Company		NAME OF OTHER SELLER OR PROVIDER OF SERVICES
STREET ADDRESS 5001 Glenwood Road		STREET ADDRESS
CITY/TOWN Bhlyn	STATE N.Y.	ZIP 11234
TELEPHONE NUMBER 718-258-9400		TELEPHONE NUMBER
DATE OF TRANSACTION	COST OF PRODUCT OR SERVICE \$	HOW PAID (Check those which apply) ☐ Cash ☐ Check ☐ Credit Card ☐ Other
DID YOU SIGN A CONTRACT? ☒ Yes ☐ No	WHERE DID YOU SIGN THE CONTRACT? Dealership	DATE SIGNED 4-14-2006
WAS PRODUCT OR SERVICE ADVERTISED? ☐ Yes ☐ No	WHERE WAS IT ADVERTISED?	DATE ADVERTISED
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) Car		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL 2-18-08	PERSON CONTACTED Winston Robinson	JOB TITLE Advisor
NATURE OF RESPONSE Not going to fix Problem with Car		DATE OF RESPONSE 2-18-08
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☐ Yes ☒ No		
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT Ford Motor Company		PRODUCT MODEL OR SERIAL NUMBER 5LME488H94Z
ADDRESS P.O. Box 1904 Dearborn Michigan 48121		WARRANTY EXPIRATION DATE 4-13-08
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☒ Yes ☐ No Ford Credit		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

Took Car to dealership because it was making a noise. Winston (Advisor) Stated that theirs no oil a problem with the engine and the warranty is not going to pay because of my neglect. ~~even~~ And the Car has bumper to bumper warranty. Winston Stated I will have to pay \$8,000.00 to get Car fix. I told Winston how is there something wrong with the engine when the engine light never came on. He Stated that there was no oil in the Car I ask where did the oil go it's a new Car he Stated he don't know.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

HAVE CAR Repaired

WHO REFERRED YOU TO THIS OFFICE?

Consumer Affairs

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature:

[Redacted Signature]

Date:

4.12.08

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to:

Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332



SALES • SERVICE • PARTS
DMV FACILITY #7089954
NYC • C/A Lic. No. 806391

Premier Ford, Inc.

1072 East 49th Street
Brooklyn, New York 11234
Service Phone: 718-859-5200

Service Hours

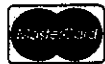
Monday Through Friday
7:00 am - 6:00 pm

Saturday
7:30 am - 2:30 pm

WE ACCEPT:



VISA



MASTERCARD



AMERICAN EXPRESS

SAVE REPLACED PARTS →

INITIALS

CHECKS AND/OR CREDIT CARDS ACCEPTED, UPON APPROVAL, WITH PROPER ID IN THE SAME NAME AS THE REGISTERED OWNER UP TO \$750.00. ANY PAYMENT OVER \$750.00 MUST BE CASH, CERTIFIED CHECK, OR MONEY ORDER.

RO	Tag	Advisor	Added	License	VIN
19571		120 WINSTON ROBINSON	02/12/08 11:52:		5LMEU88H9 4Z
Customer Information					
BROOKLYN, NY			Cell:		
KINGS			Work:		
Email:					
Vehicle Information					
04 LINCOLN AVIATOR 4DR SPTUTY AWD SILVER			Model#: U88	Odometer: 28830	
4.6L EFI DOHC 3U81A50A					
State Inspection Due: 05/30/08					
Dates: Production: 05/28/04 Inservice: 04/14/06 Sold:					
Ln	Type	Operation	Customer Concern	Hr./Qty	
51*	W		C/S NOISE IN ENG WHEN VEH START UP OR IN MOTION Concern Code: N11		
Additional Information					
Name Verify:		Dist: DEF	Fuel: UNL	Estimated Completion: 02/12/08 16:00:	
		Paint Code:	Trim: BG		
RO Information					
ROS Note: First Visit					
Method of Payment					
WAR	WARRANTY	WA - FAC WARRANTY			
Extended Warranty	Number	Month	Mileage	Deductible	Expires
MAINT CA	42J47379	24	26000		04/13/08
Manufacturer's Recalls					
07M06	2003-2004 AVIATOR IGNITION COIL WARRANTY EXTENSION				

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON THE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

STORAGE CHARGE \$50.00 PER DAY 48 HRS. AFTER WORK COMPLETION.

NYC - C/A LIC. #806391

Premier Ford, Inc.



SALES • SERVICE • PARTS
DMV FACILITY #R7089954
NYC C/A LIC. 806391

1072 East 49th Street
Brooklyn, New York 11234
Service Phone: 718-859-5200

Service Hours
7:00 am - 6:00 pm
Monday Through Friday
7:30 am - 2:30 pm
Saturday

Addr: 120 WINSTON ROBINSON	Tag: [REDACTED]	License: [REDACTED]	5LMEU88H9 4Z	Page: 2	Invoice: C19571
Invoice to: [REDACTED]			Driver/Owner: [REDACTED]		
Invoiced: 02/13/08 13:52:55 WR			04 LINCOLN AVIATOR AWD 4DR SPTUTY SILVER		
					Last Page

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HERE-
ON 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 OTH-
ERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN
ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE
AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER
FOR INSPECTION BY REPRESENTATIVES OF FORD.

X ☐ I ACKNOWLEDGE RECEIPT OF THE PARTS
AND LABOR LISTED ABOVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER

Premier Ford, Inc.



SALES • SERVICE • PARTS
DMV FACILITY #R7089954
NYC C/A LIC. 806391

1072 East 49th Street
Brooklyn, New York 11234
Service Phone: 718-859-5200

Service Hours
7:00 am - 6:00 pm
Monday Through Friday
7:30 am - 2:30 pm
Saturday

Adv: 120 WINSTON ROBINSON		Tag: [REDACTED]	License: [REDACTED]	51MEU88H9 4Z [REDACTED]	Page: 1	Invoice: C19571
Invoice to				Driver/Owner Information		
[REDACTED] BROOKLYN, NY Cell: [REDACTED] Work: [REDACTED]				[REDACTED] BROOKLYN, NY Cell: [REDACTED] Work: [REDACTED]		
For Office Use				Vehicle Information		
Meter in: 18830 Out:		Dist: DEF CUS C Prelim		04 LINCOLN AVIATOR AWD 4DR SPTUTY SILVER		
Begin: 02/12/08 Done: 02/13/08		Invoiced: 02/13/08 13:52 WR		Inservice: 04/14/06		Production: 05/26/04
Customer Concern						
Concern	C/S NOISE IN ENG WHEN VEH START UP OR IN MOTION DIAG CUST CONCERN... FOUND VEH NEEDS ENG ASSEMBLY NO OIL IN ENG CRANK WAS INFORM DECLINE REPAIRS			Operation	Tech Units	Amount
999				999	133 1.0	115.00
				Subtotal		
				LABOR - MECHANICAL 115.00		
				TOTAL CHARGE FOR CONCERN 115.00		
Summary of Charges for Invoice C19571				Payment Distribution for Invoice C19571		
LABOR - MECHANICAL		115.00		TOTAL CHARGE		124.63
SUB-TOTAL		115.00		CASH DUE		124.63
TAX		9.63				
TOTAL CHARGE		124.63				
*** MAINTENANCE SERVICE DUE ON YOUR VEHICLE IN THE NEAR FUTURE ***						
Operation	Description	Operation	Description			
01	TIRE ROTATION	02	4 WHEEL BALANCE			
03	FRONT END ALIGNMENT	05	BATTERY SERVICE			
06	EMISSION SERVICE	07	TRANSMISSION SERVICE			
08	TUNE-UP	12	LUBE, OIL, FILTER			
13	3,000 MI SVCE	14	6,000 MI. SVCE			
15	15,000 MI. SVCE	16	21,000 MI. SVCE			
17	30,000 MI. SVCE	18	30,000 MI. SVCE			
20	4 WHEEL ALIGNMENT					
Attention: Other Repair Orders on this vehicle:						
R70 18572 Opened: 02/12/08						
If you have any questions - please see WINSTON ROBINSON						

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HERE-
ON 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 OTH-
ERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN
ANY WAY, WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE
AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER
FOR INSPECTION BY REPRESENTATIVES OF FORD.

X

I ACKNOWLEDGE RECEIPT OF THE PARTS
AND LABOR LISTED ABOVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

000004

CUSTOMER

NEW YORK SIMPLE INTEREST VEHICLE RETAIL INSTALMENT CONTRACT

DATE APR 14TH 2006

1-800-727-7000

Ford Credit



www.fordcredit.com

Buyer (and Co-Buyer) Name and Address (including County and Zip Code)

**BROOKLYN
KINGS**

NY

CREDITOR (Seller Name and Address)

**PREMIER LINCOLN MERCURY INC
5001 GLENWOOD RD
BROOKLYN NY 11234**

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. The cash price is shown below as "Cash Price." The credit price is shown below as "Total Sale Price." By signing this contract, you choose to buy the Vehicle on credit under the agreements on the front and back of this contract.

New/Used	Mileage	Year and Make	Model	Vehicle Identification Number	Use For Which Purchased
NEW	15	2004 LINCOLN	AVIATOR	5LMEU88H94Z	☒ Personal ☐ Agricultural ☐ Commercial

Trade-in _____ \$ N/A Gross Allowance _____ Amount Owning _____
Year and Make _____

ITEMIZATION OF AMOUNT FINANCED

- Cash Price \$ 40,627.50 (1)
- Down Payment
Third Party Rebate Assigned to Creditor \$ 7,000.00
Cash Down Payment \$ 2,000.00
Trade-in (description above) \$ N/A
Total Down Payment \$ 9,000.00 (2)
- Unpaid Balance of Cash Price (1 minus 2) \$ 31,627.50 (3)
- Amounts paid on your behalf (Seller may be retaining a portion of these amounts)
To Public Officials
(i) for license, title & registration fees \$ N/A
(ii) for official fees \$ N/A
(iii) for taxes (not in Cash Price) \$ 3,446.31
To Insurance Companies for:
Credit Life Insurance \$ N/A
Credit Disability Insurance \$ N/A
To _____ for _____ \$ N/A
To _____ for _____ \$ 750.00
Total \$ 4,196.31 (4)
- Amount Financed (3 plus 4) \$ 35,823.81 (5)

INSURANCE
YOU ARE REQUIRED TO INSURE THE VEHICLE. YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE. LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED. CREDIT LIFE, CREDIT DISABILITY AND OTHER OPTIONAL INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

Credit
☐ Life Insurance Company
Premium \$ N/A
Insured(s) _____
You want Credit Life Insurance

Buyer Signs

Co-Buyer Signs

Credit
☐ Disability Insurance Company
Premium \$ N/A
You want Credit Disability Insurance

Buyer Signs

Co-Buyer Signs

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided to you or on your behalf	The amount you will have paid when you have made all scheduled payments	The total cost of your purchase on credit including your downpayment
16.39 %	\$20,681.07	\$5,823.81	\$5,504.88	\$5,504.88

Your Payment Schedule will be:

Number of Payments	Amount of Payments	When Payments are Due
72	784.79	☒ Monthly ☐ Semi-Annually ☐ Annually starting MAY 14TH 2006

OTHER OPTIONAL INSURANCE
Coverage and Insurance Company Premium and Term in Months
\$ N/A
By N/A

ADDITIONAL AGREEMENTS

Payments: You must make all payments in U.S. funds when they are due. You may prepay your debt at any time without penalty. This is a simple interest contract. The actual finance charge you agree to pay will depend on your payment patterns. The actual finance charge may exceed the disclosed Finance Charge if you make your payments later than the scheduled dates, or in less than the scheduled amount. Your payment will be applied first to the earned and unpaid part of the Finance Charge and then to the unpaid Amount Financed. The Finance Charge is earned by applying the Annual Percentage Rate to the unpaid Amount Financed for the actual time that the unpaid Amount Financed is outstanding.

B. Balloon Payment Contracts: If your last installment payment under this contract is a balloon payment as indicated on the front of the contract, you may handle the last installment payment in one of three ways:

First: you may pay all that you owe when the last installment payment is due and keep your motor vehicle.
Second: you may refinance the last installment payment unless you are in default under this contract. If the Creditor has advanced funds to cure any default, you must pay back the Creditor before the refinancing. You also must provide proof of insurance acceptable to Creditor before the refinancing. The Annual Percentage Rate (APR) for the refinancing will be the lower of the APR agreed to by you and the Creditor or the maximum APR permitted by law. The term of the refinancing will be based on the amount refinanced, the rate and the amount of the monthly payment. The refinanced monthly payment shall be the same as in this contract if the refinanced amount will be fully paid within 36 months of the due date of the last installment payment. Otherwise, the monthly payment amount shall be the amount needed to fully pay the refinanced amount within 36 months of the due date of the last installment payment. If you wish to refinance, you must notify the Creditor in writing. Except as discussed in this section, the notice must be received no later than 30 days prior to the due date of the last installment payment.

Third: you may sell the vehicle to the Creditor for an amount equal to the last installment payment. You must pay to the Creditor any other amount owed under this contract. Amounts you owe will be based, in part, on the vehicle's mileage. You also must pay to the Creditor the estimated costs of all repairs to the vehicle that are the result of excess wear and use, as set forth below. You must take the vehicle to a place selected by the Creditor for inspection no later than 15 days prior to the last installment payment due date. After the inspection, if you decide to sell the vehicle to the Creditor, you must give the vehicle to the Creditor no later than the last installment payment due date. At that time, you must also give the Creditor a title, which shows no liens other than the Creditor's lien, transferring ownership to the Creditor or a person selected by the Creditor. After the inspection, if you decide not to sell vehicle to the Creditor, you must immediately contact the Creditor and inform the Creditor whether you want to refinance the last installment payment.

C. Damage Repair: If your last installment payment under this contract is a balloon payment and you sell the vehicle back to the Creditor under Paragraph B, you are responsible for repairs of all damage to the vehicle that are not the result of normal wear and use. These repairs include, but are not limited to, those necessary to:

- replace any tire not part of a matching set of four or any tire which has less than 1/8 inch of remaining tread;
- repair all mechanical defects;
- rust, pitted, broken or missing trim and grill work; all scratched, cracked, pitted or broken glass; all faulty window mechanisms; all broken or burned out lights; all electronic malfunctions; all interior upholstery stains, burns or worn areas; and all damage which would be covered by collision or comprehensive insurance whether or not such insurance is actually in force.

If you have not made the repairs before the inspection of the vehicle under Paragraph B, you will owe the estimated costs of such repairs, even if the repairs are not made prior to your sale of the vehicle to the Creditor. If you disagree with the estimated costs of repairs, you may have the repairs made at your expense prior to your sale of the vehicle to the Creditor.

D. Security Interest: You give the Creditor a security interest in:

- The vehicle and all parts or other goods put on the vehicle;
- All money or goods received for the vehicle; and
- All insurance premiums and service contracts financed for you.

This secures payment of all amounts you owe under this contract. It also secures your other agreements in this contract.

E. Use of Vehicle - Warranties: You must take care of the vehicle and obey all laws in using it. You may not sell or rent the vehicle, and you must keep it free from the claims of others. You will not use or permit the use of the vehicle outside of the United States, except for up to 30 days in

will subtract it from what you owe. Once all contract are paid, any remaining refunds will be paid.

H. Theft, Confiscation and Destruction - Gap Waiver: If the vehicle is lost due to theft, confiscation, or destruction, you will NOT owe the difference between (a) the Net Unpaid Balance of the theft, confiscation, or destruction and (b) the Actual Cash Value of the vehicle. You will, however, pay to this Creditor the Actual Cash Value of the vehicle plus for all other amounts due under this contract. You shall have no further obligations under this contract if the vehicle is lost due to theft, confiscation, or destruction.

The Net Unpaid Balance is the unpaid principal balance of this contract plus earned finance charges. Actual Cash Value of the vehicle will be the value of the vehicle immediately prior to its theft, confiscation, or destruction as determined by your insurance company, or in the event the required insurance is not in effect, the vehicle's retail value determined by the applicable vehicle appraisal guide published by the N.A.D.A. or the Used Car Guide Company.

I. Returned Check Charge: You agree to pay a returned check charge of \$20.00 for each check, draft or other order of payment that is dishonored for any reason not attributable to the Creditor.

J. Default: You will be in default if:

- You do not make a payment when it is due; or
- You provide false or misleading information on your credit application relating to this contract; or
- Your vehicle is seized by any local, state, or federal authority and is not promptly and unconditionally returned to you; or
- You file a bankruptcy petition or one is filed against you; or
- You do not keep any other promise in this contract.

If you are in default under clauses (1), (2), (4) or (5), Creditor can exercise Creditor's rights under this contract and Creditor's other rights under the law. If you are in default under clause (3), your liability will be determined under Section H.

K. Repossession: If you default under clauses (1), (2), (4) or (5) of Section J, the Creditor may require you to pay at once the unpaid Amount Financed; the earned and unpaid part of the Finance Charge and all other amounts due under this contract. Creditor may repossess (take back) the vehicle, too. Creditor may also take goods found in the vehicle when repossessed and hold them for you.

L. Your Right to Redeem: If the vehicle is taken back, Creditor will send you a notice. The notice will say that you may redeem (buy back) the vehicle, and will explain how to redeem the vehicle and your right, if any, to cure the default. You may redeem the vehicle up to the time the Creditor sells it or agrees to sell it. If you do not redeem the vehicle, it will be sold.

M. Disposition of Motor Vehicle: If the vehicle is taken back and sold, the money from the sale, less allowed expenses, will be used to pay the amount still owed on the contract. Allowed expenses include those paid as a direct result of having to retake the vehicle, hold it, prepare it for sale, and sell it. Reasonable lawyers fees, if the lawyer is not a salaried employee of the Creditor, not exceeding 15% of the amount payable under the contract, the Creditor may charge you interest at the highest lawful rate until you pay.

N. Collection Costs: Except as otherwise provided by law, you must pay any and all expenses related to enforcing this contract, including attorney's fees, not exceeding 15% of the amount due and payable under the contract. It is agreed to an attorney who is not a salaried employee of the Creditor and other legal expenses.

O. Consumer Reports: You authorize the Assigned Agent on the front of this contract to obtain consumer credit reports from consumer reporting agencies (credit bureaus) for any reason and at any time in connection with this contract.

P. Applicable Law: You agree that this contract will be governed by the laws of the state of New York.

Q. General: This contract contains the entire agreement between Creditor and you relating to the sale and financing of the motor vehicle. If any part of this contract is not valid, all other parts stay valid. Creditor doesn't enforce Creditor's rights even if Creditor can still enforce them later. Creditor will exercise all of Creditor's rights in a lawful way. If the last installment payment under this contract is a balloon payment, Assigned Agent has assigned to C.I. Exchange, in its capacity as Assignee's qualified intermediary, its rights (but not its obligations) with respect to the purchase and sale of this vehicle.

contract, you get implied warranties of merchantability and fitness for a particular purpose covering the vehicle. Otherwise, you understand and agree that there are no such implied warranties, except as otherwise provided by law.

F. Vehicle Insurance: You must insure the vehicle against loss or damage from collision, fire or theft. You must name Creditor as the loss payee under the insurance policy. The Creditor must approve the type and amount of insurance. If the vehicle is lost, damaged or destroyed, you must pay the Creditor what is still owed.

You agree that the Creditor can make a claim under the insurance policy. You authorize the insurance company to provide Creditor any information Creditor believes necessary to make a claim. You must use insurance proceeds to repair the vehicle, unless the damage to the vehicle is considered a total loss. If the damage to the vehicle is considered a total loss, you must use the insurance proceeds to pay what you owe the Creditor. If your insurance on the vehicle doesn't pay all you owe, you must pay what is still owed.

G. Returned Insurance Premiums and Service Contract Charges: This contract may contain charges for insurance, service contracts, or other contracts. You agree that the Creditor can claim benefits under these contracts and unless prohibited by law, terminate them to obtain refunds of unearned charges to reduce what you owe. If the Creditor gets a refund on insurance, service contracts, or other contracts, the Creditor

CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

Used Motor Vehicle Buyers Guide: If you are buying a used vehicle with this contract, federal regulations may require a special Buyers Guide to be displayed on the window of the vehicle. **THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.**

*Does not apply if purchased for commercial or agricultural use. In that case, you (debtor) will not assert against any assignee or subsequent holder of this Contract any claims, defenses, or set-offs which you may have against the Seller or manufacturer of the vehicle.

GUARANTY

To cause the Seller to sell the vehicle described on the front of this contract to the Buyer on credit, each person who signs below as a "Guarantor" guarantees the payment of this contract. This means that if the Buyer fails to pay any money that is owed on this contract, each person who signs as a guarantor will pay it when asked. Each Guarantor who signs below agrees that he will be liable for the whole amount owed even if one or more other persons also signs this Guaranty. Each Guarantor also agrees to be liable even if the Creditor does one or more of the following: (a) gives the Buyer more time to pay one or more payments, or (b) gives a release in full or in part to any of the other Guarantors, or (c) releases any security. Each Guarantor also states that he has received a completed copy of this contract and this Guaranty at the time of signing.

Guarantor _____

Address _____

Guarantor _____

Address _____

READ THIS ARBITRATION PROVISION CAREFULLY AND IN ITS ENTIRETY

ARBITRATION

Arbitration is a method of resolving any claim, dispute, or controversy (collectively, a "Claim") without filing a lawsuit in court. Either you or Creditor ("us" or "we") (each, a "Party") may choose at any time, including after a lawsuit is filed, to have any Claim related to this contract decided by arbitration. Such Claims include but are not limited to the following: 1) Claims in contract, tort, regulatory or otherwise; 2) Claims regarding the interpretation, scope, or validity of this clause, or arbitrability of any issue; 3) Claims between you and us, your/our employees, agents, successors, assigns, subsidiaries, or affiliates; 4) Claims arising out of or relating to your application for credit, this contract, or any resulting transaction or relationship, including that with the dealer, or any such relationship with third parties who do not sign this contract.

RIGHTS YOU AND WE AGREE TO GIVE UP

If either you or we choose to arbitrate a Claim, then you and we agree to waive the following rights:

- RIGHT TO A TRIAL, WHETHER BY A JUDGE OR JURY
- RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR A CLASS MEMBER IN ANY CLASS CLAIM YOU MAY HAVE AGAINST US WHETHER IN COURT OR IN ARBITRATION
- BROAD RIGHTS TO DISCOVERY AS ARE AVAILABLE IN A LAWSUIT
- RIGHT TO APPEAL THE DECISION OF AN ARBITRATOR
- OTHER RIGHTS THAT ARE AVAILABLE IN A LAWSUIT

Rights You And We Do Not Give Up: If a Claim is arbitrated, you and we will continue to have the following rights, without waiving this arbitration provision as to any Claim: 1) Right to file bankruptcy in court; 2) Right to enforce the security interest in the vehicle, whether by repossession or through a court of law; 3) Right to take legal action to enforce the arbitrator's decision; and 4) Right to request that a court of law review whether the arbitrator exceeded its authority.

Either Party must contact one of the associations listed below and the other Party to start arbitration. The applicable rules (the "Rules") may be obtained from the association:

- American Arbitration Association ("AAA"), at 1-800-778-7879, or www.adr.org;
- National Arbitration Forum, at 1-800-474-2371, or www.arb-forum.com.

If there is a conflict between the Rules and this contract, this contract shall govern. This contract is subject to the Federal Arbitration Act (9 U.S.C. § 1 et seq.) and the Federal Rules of Evidence. The arbitration decision shall be in writing with a supporting opinion. We will pay your total reasonable arbitration fees and expenses (not including attorney fees, except where applicable law otherwise provides) in excess of \$125. We will pay the whole filing fee if we demand arbitration first. Any portion of this arbitration clause that is unenforceable shall be severed, and the remaining provisions shall be enforced.

Prepayment: If you pay off your debt early, you will not have to pay a penalty.

Late Payment: You must pay a late charge on the portion of each payment received more than 10 days late. The charge is 7.5 percent of the late amount or \$50.00, whichever is less.

Security Interest: You are giving a security interest in the vehicle being purchased.

Contract: Please see this contract for additional information on security interest, nonpayment, default, the right to require repayment of your debt in full before the scheduled date, and prepayment penalty.

You want the optional insurance for which premiums are included above.

Buyer Signs _____

Co-Buyer Signs _____

Credit Life and Credit Disability insurance are for the term of the contract. The amount and coverages are shown in a notice or agreement given to you today.

BALLOON CONTRACT PROVISIONS

☐ Your last installment payment under this contract is a balloon payment.

EXCESS WEAR, USE AND MILEAGE CHARGES

If the box directly above is checked, this section, Paragraph B, and Paragraph C of this contract apply. You may be charged for excessive wear based upon our standards for normal use. If you exercise the option to sell the vehicle back to Creditor under Paragraph B, you must pay the Creditor \$0.17/A per mile for each mile in excess of A miles shown on the odometer.

EXTRA MILEAGE OPTION CREDIT

If this contract contains a balloon payment (as indicated above), and you have exercised your Option to sell the vehicle to the Creditor under Paragraph B, this paragraph applies to your contract. At the scheduled end of this contract, You will receive a credit of \$0.17/A per unused mile for the number of unused miles between A and A miles, less any amounts You owe under this contract. You will not receive any credit if the vehicle is destroyed, this contract ends early, or you are in default. You will not receive any credit if the credit is less than \$1.00.

Any change in this contract must be in writing and signed by you and the Creditor.

Buyer Signs _____

Co-Buyer Signs _____

YOU ACKNOWLEDGE THAT YOU HAVE READ AND AGREE TO BE BOUND BY THE ARBITRATION PROVISION ON THE REVERSE SIDE OF THIS CONTRACT.

The Annual Percentage Rate may be negotiated with the Seller. The Seller may assign this contract and may retain its right to receive a portion of the Finance Charge.

NOTICE TO THE BUYER

1. Do not sign this contract before you read it or if it contains any blank space. 2. You are entitled to a completely filled in copy of this contract when you sign it. 3. Under the law, you have the right to pay off in advance the full amount due. If you do so, you may, depending on the nature of the credit service charge, either: (a) prepay without penalty, or (b) under certain circumstances obtain a rebate of the credit service charge. 4. According to law you have the privilege of purchasing the insurance on the motor vehicle provided for in this contract from an agent or broker of your own selection.

Buyer (and Co-Buyer) acknowledge that (i) before signing this contract, Buyer (and Co-Buyer) received and reviewed a true and completely filled in copy of this contract and (ii) at the time of signing this contract, Buyer (and Co-Buyer) received a true and completely filled in copy of this contract.

RETAIL INSTALMENT CONTRACT

Buyer Signs _____

Co-Buyer Signs _____

Seller PREMIER LINCOLN MERCURY I By X Title _____

THIS CONTRACT IS NOT VALID UNTIL YOU AND SELLER SIGN IT.

ASSIGNMENT

Seller may transfer this contract to another person. That person will then have all Seller's rights, privileges, and remedies. By signing below, the Seller assigns this contract to FORD MOTOR CREDIT COMPANY ("Assignee"). To contact Assignee about this contract, call 800-727-7000, or visit their website at: FORDCREDIT.COM

Seller PREMIER LINCOLN MERCURY I By X Title _____

New York State Department of Motor Vehicles
RETAIL CERTIFICATE OF SALE

No. **25432494**

☐ WHOLESALE ☒ RETAIL
☒ New ☐ Used ☐ Demo ☐ Salvage

VEHICLE INFORMATION:

Year 2004	Make LINCOLN	Model AVIATOR	Body Type HDR SPRUTY	Color SILV	Weight (Unladen) 4839	Fuel Type G	Cylinders 8	Adult Seating Capacity 5
Vehicle Identification Number LMEU88H94Z			Lien(s) L1	Inspection Certificate Number		Date of Inspection		Inspection Station Number
Plate/Permit Number PD8997		Number of Dealer Plate Loaned		☐ Lease Buyout (Insp. Not Required)		Selling Price \$0,400.00		

DEALER INFORMATION (Print Name and Address)

PREMIER LINCOLN MERCURY INC
5001 GLENWOOD RD **BROOKLYN** **NY 11234**

PURCHASER INFORMATION (Print Name and Address)

BROOKLYN **NY** **APR 14TH 2006**

PRIOR OWNER INFORMATION (Print Name and Address Source of Ownership)

5/26/04

ODOMETER DISCLOSURE STATEMENT

Federal and state laws require that you state the mileage of the vehicle described on this certificate, when transferring ownership. Failure to do so, or not telling the truth about the mileage may result in fines and/or imprisonment.

The odometer on the vehicle described above has: ☐ 5 digits ☒ 6 digits, not including tenths

☒ I certify that, to the best of my knowledge, this odometer reading reflects the "ACTUAL MILEAGE" of the vehicle described above.

☐ I certify that, to the best of my knowledge, this odometer reading "EXCEEDS MECHANICAL LIMITS."

☐ I certify that, to the best of my knowledge, this odometer reading is "NOT THE ACTUAL MILEAGE. WARNING: ODOMETER DISCREPANCY."

ODOMETER READING				
			1	5
(no tenths)				

DEALER CERTIFICATION:

I certify: The vehicle described above was sold to the purchaser on the date indicated. At the time of delivery the purchaser was entitled to register the vehicle. This vehicle complied with equipment requirements of the Commissioner's Regulations. At the time of delivery, such equipment was in condition and repair to render satisfactory and adequate service on the public highway under normal use. Equipment certification does not apply to a vehicle sold as new, wholesale, or salvage. All New York State and local taxes due as a result of this sale have been collected from the purchaser. False statements made herein are punishable as a Class A misdemeanor pursuant to Section 210.45 of the Penal Law.

DEALER (or authorized representative) - (SIGN full name) 	PRINT full name of dealer or authorized rep. PREMIER LINCOLN MERCURY I	Date 04/14/2006	Dealer Facility No. 7087592
PURCHASER - (SIGN full name) 	PRINT full name of purchaser	Date 04/14/2006	Selling Dealer NYS Sales Tax No.

PART 3 — CUSTOMER COPY
ANY CHANGE OR ALTERATION VOIDS THIS CERTIFICATE **21504**



SALES • SERVICE • PARTS
DMV FACILITY #7087592

Premier Lincoln Mercury

4612 Glenwood Road
Brooklyn, New York 11234
(718) 258-9400

Problem CAR
HAD BABE

Service Hours
Monday Through Friday
7:00am - 6:00pm

859.5200

ORIGINAL ESTIMATE (PARTS & LABOR)	AUTHORIZED ADD'L REPAIRS	ADD'L REPAIRS OK'D BY
\$	\$	DATE TIME
REPLACED PARTS REQUESTED BY CUSTOMER	SERVICE INSTALLED PARTS	
☐ YES ☐ NO	DATE INSTALLED ACCRUED MILEAGE ORIGINAL R.O. NUMBER	
	MO. DAY YR. NO TENTHS	
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED		

I HEREBY AUTHORIZE THE REPAIR WORK HEREINAFTER SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON THE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

STORAGE CHARGE \$25.00 PER DAY 48 HRS. AFTER WORK COMPLETION.

NYC - C/A LIC. #1032408

Rahim Fielob

SAVE REPLACED PARTS

INITIALS

Premier Lincoln Mercury

4612 Glenwood Road
Brooklyn, NY 11234
718-258-9400

1 OF 1

51* PAY TYPE: DCI CC: A99
C/R QUALITY CARE MAINTENANCE FOR 10,000
MILES AS PER EMC

Sales-Service-Parts
DMV Facility #7087592

Service Hours:
Mon. Thru Fri.
7:00 a.m. - 6:00 p.m.

We Accept



A.R.F.

CHECKS AND/OR CREDIT CARDS WITH PROPER ID IN THE SAME NAME AS THE REGISTERED OWNER ACCEPTED UP TO \$750.00. ANY PAYMENT OVER \$750.00 MUST BE CASH, CERTIFIED CHECK, OR MONEY ORDER.

TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND
AUTH		
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND
AUTH		

RD 38514

*TAG

LIC:

SVC ADV: 156 WAYNE GILL

04 **VIN: 5LMEU88H9 4Z

LINCOLN
AWD

AVIATOR COL CD: SILVER
4DR SPTUTY TRIM: BG

LICENSE:

SILVER

TRUCK

SVC DLR: 810480 SLM: 651

STOCK NUMBER: 00021804

REHIIM
BROOKLYN
NY
KTNGS



PREMIER FORD, INC.
1072 East 49th Street
Brooklyn, N.Y. 11234
(718) 859-5200

VEHICLE DATA REPORT
DAMAGE INSPECTION

Key Tag #: 6731

Year: 2004

Color: SILVER

NYSLE Expires: 5/08

Model: LINCOLN

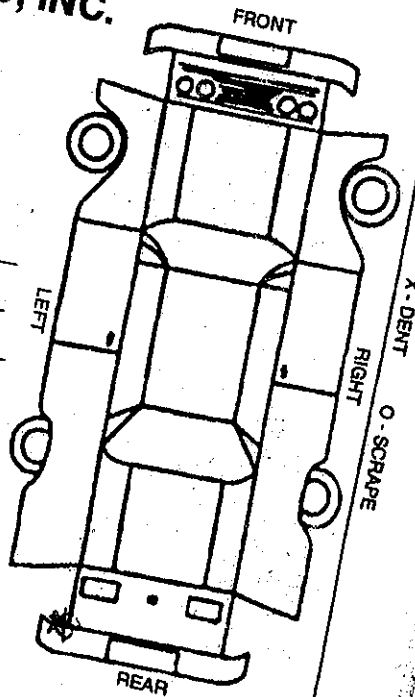
AVIATOR

Plate #: DUP 1262

Mileage: 28830

VIN #: 5LMGLU884942

Other Damage: [REDACTED]



Please Present The Following Items To Your Service Advisor:
This Vehicle Data Report;
Warranty Owner Card (or Vehicle Registration); and
Extended Service Plan (ESP) Card, if you have coverage.

Customer
Signature [REDACTED]

LINCOLN
Mercury

5102 Kings Highway

Brooklyn, New York 11234

Sales: (718) 258-9400 Service: (718) 252-4600

N 2595

105933

SOLD TO:

EPELBAUM,

ADDRESS:

DATE _____

04/14/2006

SALESMAN

SORA, SERK 651

MAKE	MODEL	NEW OR USED	VIN	YEAR	KEY NO.		
2004 LINCOLN	AVIATOR	NEW	5LMEU88H94Z [REDACTED]			STOCK #21804	
INSURANCE COVERAGE INCLUDES: ☐ FIRE AND THEFT ☐ PUBLIC LIABILITY - AMT. ☐ COLLISION - AMT. DEDUCT. ☐ PROPERTY DAMAGE - AMT.						PRICE OF VEHICLE	40400.00
						OPTIONAL EQUIP. & ACCESS	
						"DEALER'S FEE FOR OBTAINING REGISTRATION AND/OR CERTIFICATE OF TITLE (FEE MAY NOT EXCEED TEN DOLLARS)	45.00
						N.Y. ST INSPECTION FEE	10.00
						TIRE WASTE FEE	12.00
						SALES TAX	3383.49
						LICENSE AND TITLE	160.00
						TOTAL CASH PRICE	44010.99
						FINANCING	
						INSURANCE	
						TOTAL TIME PRICE	
						SETTLEMENT:	
						DEPOSIT	7000.00
						CASH ON DELIVERY	2000.00
						TRADE-IN	N/A
						LESS LIEN	
						TYPE VIN	
						PAYMENTS FORD MOTOR CREDIT	
						72 AT 784.79	35010.99
						24 MOS/ 026000MI ESP	750.00
						SERV. CONT.	62.01
						TOTAL	44010.99

ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY 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 THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.

NYS • DLR. LIC. NO. 7087592 & NYC • C/A LIC. NO. 1032408

*DEALERS OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE. *\$20.00*
*THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE.
UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES. YOU MAY AVOID THE FEE BY SUBMITTING
YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.

D.P. SALES, L.I., N.Y. 800-87-4-LESS



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



F0012482

0043



May 2007

CORONA, NY

2004 Lincoln Aviator

Vehicle ID #: 5LMEU88H94Z

07M06

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing extended warranty coverage under Customer Satisfaction Program 07M06 to owners of certain 2003 and 2004 model year Aviator vehicles equipped with 4.6L 4V engines.

What is the reason for this additional coverage program?

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty of the engine ignition coil assemblies to a total of 11 years or 120,000 miles from the warranty start date, whichever occurs first. If your vehicle has already or will soon accumulate more than 120,000 miles, this coverage is extended until November 30, 2007. Coverage is automatically transferred to subsequent owners.

This coverage extends the original new vehicle limited warranty coverage provisions of your vehicle for this part.

What will Ford and your dealer do?

If your vehicle exhibits an engine misfire condition, Ford Motor Company has authorized your dealer to replace any defective ignition coil that is causing the misfire condition. If a misfire occurs, you may experience hesitation or surge upon acceleration, rough engine idle, or illumination of the "Check Engine" light.

Under the terms of this program, if the engine misfire condition is caused by failed ignition coils, the diagnosis and repair is free of charge (parts and labor).

Please Note: This extended coverage program only applies to ignition coil assemblies. Other engine components may cause the same drivability symptoms or engine misfire condition. If you decide to bring your vehicles into the dealership because of an engine misfire condition, please remember that this program only applies to the cost of repair if the condition is caused by an ignition coil. This program does not cover the cost of repairs for misfire conditions caused by other components.

What are we asking you to do?

Please keep this letter in your vehicle as a reminder of the extended warranty coverage for the ignition coils. If your vehicle experiences drivability concerns associated with a misfire condition that require the replacement of any ignition coil assemblies, and your vehicle is within the indicated time/mileage limitations, your dealer will replace the part at no charge to you.

Have you previously paid for this repair?

If you paid to have an ignition coil replaced, and the repair was done before the date of this letter, you may be eligible for a refund. To initiate a refund request, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner. As soon as we receive updated state registration data, we will revise our records.

Can we assist you further?

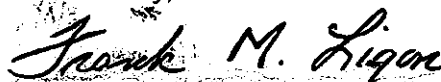
If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Lincoln Customer Relationship Center at 1-800-392-3673 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8AM – 5PM (Your Local Time). If you wish to contact us through the Internet, our address is: www.ownerconnection.com

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 5:00PM Monday through Friday (Eastern Time Zone). Or you may contact us through the internet at www.fleet.ford.com.

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations

Customer
Viewpoint

Premier Lincoln-Mercury

4114105
DELIVERY DATE

SALESPERSON
CUSTOMER NAME:

ADDRESS:

CITY, STATE, ZIP: Freehold, N.J.

CUSTOMER PHONE # - HOME
- WORK

2004 AVIATOR 71904
YEAR MODEL STOCK #

PERFECT DELIVERY RATING

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
CLEANLINESS OF VEHICLE	✓				
EVERYTHING IN WORKING ORDER	✓				
FEATURES AND OPERATING CONTROLS EXPLAINED	✓				
WARRANTY MAINTENANCE SCHEDULE EXPLAINED	✓				
CUSTOMER KNOWS HOW TO GET VEHICLE SERVICED	✓				

ARE YOU <u>COMPLETELY SATISFIED</u> WITH YOUR OVERALL EXPERIENCE HERE AT <i>Premier Lincoln-Mercury</i> ?	Yes	No
BASED UPON YOUR EXPERIENCE HERE AT <i>Premier Lincoln-Mercury</i> , WOULD YOU <u>DEFINITELY RECOMMEND</u> <i>Premier Lincoln-Mercury</i> AS A PLACE TO PURCHASE OR LEASE A NEW VEHICLE?	✓	

CUSTOMER SIGNATURE

WHITE - SALES MANAGER

YELLOW - CUSTOMER

Premier Lincoln Mercury



GENUINE
PARTS & SERVICE

Premier Lincoln Mercury
1072 E. 49th St.
Brooklyn, NY 11234

Monday-Friday, 7 a.m. to 6 p.m.
Saturday, 7:30 a.m. to 3 p.m.
Call (718) 258-2310

ZBYNSBYT
ZQC4Z 023430#

Brooklyn, NY



4ZJ4737
02343

Dear [REDACTED]:

April 26, 2006

Thank you for your recent purchase of a 2004 Lincoln Aviator!

All of us at Premier Lincoln Mercury are committed to giving you the best possible ownership experience. A key to helping ensure your vehicle provides years of safe, reliable and dependable driving operation is to maintain it according to the manufacturer's specifications, which can be found in your Scheduled Maintenance Guide. Not only does this help provide you with genuine peace of mind, but it also helps to make sure your new vehicle limited warranty* remains intact. Why not keep your Scheduled Maintenance Guide in your glove box as a handy reference? Or go to www.genuineFLMservice.com for this valuable information.

Your first scheduled maintenance visit, depending upon your driving habits, should be within three months of delivery. If you have not already made an appointment, just call our Service Department today.**

No one knows your vehicle better than the service experts at Premier Lincoln Mercury. When you bring your vehicle to us for Genuine Ford and Lincoln Mercury Parts & Service, we use genuine parts engineered specifically for your vehicle, installed by factory-trained technicians. This is our promise to you, to help keep your vehicle genuine.

We appreciate your business and hope to see you when it's time for your first scheduled maintenance visit.

Sincerely,

Al Valoroso

Al Valoroso
General Manager

*Please refer to the Warranty Booklet included with your vehicle.

**Maintenance intervals may vary depending on individual driving habits.
Please see your Scheduled Maintenance Guide

**Stop by our Dealership
for your chance to win!**

TRIP
OF A LIFETIME



Food & Dining



Homes & Gardens



Speed & Adventure



Country Music

GRAND PRIZE CHOOSE FROM ONE OF FOUR THEMED TRIPS