



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

10-NOV-2008

Repository ☐Reference No.
10248352**OWNER INFORMATION (Type or Print)**

Name

Address

City

PARKER

State

AZ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3FCNF53S2X1

Make
FORD

Model
STRIPPED CHASSIS

Model Year
1999

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

12-NOV-2007

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

Failure Speed

16652

0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 1999 FORD STRIPPED CHASSIS. THE CONTACT TOOK THE VEHICLE TO THE FORD DEALER AND THEY DISCONNECTED THE CRUISE CONTROL ACCORDING TO NHTSA CAMPAIGN ID NUMBER 07V336000 (VEHICLE SPEED CONTROL) IN 2007. WHEN THE PARTS BECAME AVAILABLE, THE VEHICLE WAS REPAIRED ACCORDING TO THE REMEDY REFERENCED IN THE RECALL. IMMEDIATELY AFTER THE REPAIR WAS MADE, HE NOTICED THAT THE COMPONENT WOULD NOT WORK PROPERLY. WITHIN ONE YEAR, THE VEHICLE HAS BEEN TAKEN TO THE DEALER SIX TIMES. CURRENTLY, THE VEHICLE HAS NOT BEEN SUFFICIENTLY REPAIRED. THE MANUFACTURER REFERRED THE CONTACT BACK TO THE DEALER. THE TECHNICIAN STATED THAT THE CONTACT WOULD HAVE TO PAY \$329 TO HAVE THE VEHICLE DIAGNOSED. THE VEHICLE HAS NOT BEEN INSPECTED AGAIN. THE FAILURE MILEAGE WAS 16,652 AND CURRENT MILEAGE WAS 21,469.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Motorcraft 

Parker Ford
Innie Cerwa



Bar Carlson - Ford
Operations Manager

BODY SHOP

6409 N. 53rd AVE
GLENDALE, ARIZONA 85301
(623) 842-8705

2:10 PM
27 Feb. 08

CAR AND LIGHT
TRUCK SERVICE

5121 W. MARYLAND
GLENDALE, ARIZONA 85301
(623) 842-8685
www.sandersonford.com

HEAVY TRUCK
SERVICE

6300 N. 51st AVE
GLENDALE, ARIZONA 85301
(623) 842-8711

CELL

CUSTOMER NO.	ADVISOR DAVID LIDSTER	TAG NO.	INVOICE DATE 11/12/07	INVOICE NO.
PARKER, AZ	LABOR RATE	LICENSE NO.	COLOR WINNEBAGO C	STOCK NO.
	YEAR / MAKE / MODEL 99/FORD TRUCK/	MILEAGE 16,652	DELIVERY DATE 09/30/99	DELIVERY MILES
	VEHICLE ID NO. 3FCNF53S2X3	SELLING DEALER NO.	PRODUCTION DATE 05/25/99	
	F.T.E. NO.	R.O. DATE 11/12/07		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR
J# 1 00FTZ M/HOME REPAIR TECH(S): 255443 WARRANTY
05S28 RECALL, DISCONNECT SPEED CONTROL DEACTIVATION SWITCH.
NO PARTS AVAILABLE AT THIS TIME
DISCONNECT AND SECURE UNTILL PARTS ARRIVE.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCF JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 00FTZ DIAGN/H1 DIAG MOTORHOME1 TECH(S): 255443 55.00
SERVICE ENGINE SOON LIGHT IS ON.
HAD CODE P0500
INSPECTED VSS AND IT'S WITHIN SPECS. CHECKED FOR PROBLEMS
RELATED TO SSM AND FOUND ALL TO BE OK.
SCANNED FOR ANOMOLIES IN SIGNAL PATTERN. FOUND NONE.
CLEARED CODES AND RETESTED CODE DID NOT RETURN.
TEST DRIVE AND RECHECK AGAIN CODE DID NOT RETURN.
MAY HAVE A BAD VSS (VEHICLE SPEED SENSOR) NO FURTHER PROBLEMS
FOUND AT THIS TIME.

JOB# 2 TOTALS

LABOR 55.00

JOB# 2 JOURNAL PREFIX FOCF JOB# 2 TOTAL 55.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	HEV	ENVIRONMENTAL DISP CHRG		2.00
JOB # A	TAEV	TRUCK SHOP ENVIRONMENTAL DISPOSAL		3.00
JOB # A	SST	SHOP SUPPLIES		9.90
TOTAL - MISC				14.90

COMMENTS
CUSTOMER LIVES IN COACH AND IS IN THE LOUNGE.

TECHNICIAN CERTIFICATION
255443 GARY W BLISS 0862

PAID
NOV 10 2007
By B LISO
w/cash

Chris Hardy

I ask For Analysis at least on 28 Mar. 08
David Lidster: wanted ph.# to call back. No promise of
other than come get in line.





BODY SHOP

6409 N. 53rd AVE
GLENDALE, ARIZONA 85301
(623) 842-8705



"The Dealership That Service Built!"

CAR AND LIGHT
TRUCK SERVICE
5121 W. MARYLAND
GLENDALE, ARIZONA 85301
(623) 842-8685
www.sandersonford.com

HEAVY TRUCK
SERVICE
6300 N. 51st AVE
GLENDALE, ARIZONA 85301
(623) 842-8711

CELL:

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	DAVID LIDSTER		11/12/07	
	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
			16,652	
	YEAR / MAKE / MODEL		WINNEBAGO C	DELIVERY MILES
PARKER, AZ	99/FORD TRUCK/		09/30/99	
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	3 F C N F 5 3 S 2 X 3			05/25/99
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			11/12/07	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

TOTALS

[CHARGE ACCOUNT] () [CREDIT CARD] ()
[CHECK NUMBER] () [CASH] ()
All Claims for adjustments must be accompanied by this
invoice within 12 mo. or 12,000 miles whichever occurs first.
The only warranties applying to this part(s) are those which
may be offered by the manufacturer. The selling dealer
hereby expressly disclaims all warranties, either express 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 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 profit, or
income, or any other incidental damages.

TOTAL LABOR....	55.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	14.90
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.85

TOTAL INVOICE \$ 70.75

CUSTOMER SIGNATURE

BlueOval Certified

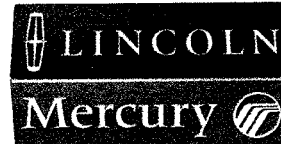




PARKER

MOTOR CO. INC.

920 Arizona Avenue - P.O. Box 3400 - Parker, AZ 85344
(928) 669-2291 - (800) 266-2291
www.parkermotor.com



CUSTOMER NO.	ADVISOR JEANNINE GRENWALT	INVOICE DATE 03/06/08
PARKER, AZ	LABOR RATE 79.00	MILEAGE 17,256
	YEAR / MAKE / MODEL 99/FORD TRUCK/F SUPER DUTY/TRK 4X2	DELIVERY DATE 09/03/99
	VEHICLE I.D. NO. 3 F C N F 5 3 S 2 X J	SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.
BUSINESS PHONE	COMMENTS E# 6.8	R.O. DATE 03/06/08
		STOCK NO.
		DELIVERY MILES
		PRODUCTION DATE 05/25/99
		MO: 17256

LABOR & PARTS
J# 1 60F0Z-05S28 SPEEDO CONTROL MOD TECH(S):6978 WARRANTY
NOTIFIED OF RECALL 05S28
INSTALLED BRAKE KIT, SPEED CONTROL DEACTIVATION SWITCH AND
ADAPTER HARNESS, PER RECALL 05S28 INSTRUCTIONS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	1L1Z-9F924-AA	KIT - BRAKE RE		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

TOTALS

* NEXT RECOMMENDED SERVICE: *
* 03/27/2008 / 18000 MI 25F0Z018 18000 MILE SERVICE *

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

VERY IMPORTANT

In the next few weeks you may receive a customer survey from FORD MOTOR CO. Please complete survey and return to Ford in the provided envelope.
Thank You!!



DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorized any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

10 May 08 call - Janine would not answer, operator: not answering ask for manager. placed on interminable hold. service dept. answered & disconnected

Same day "Did not fix speed control" called Parker! That's not what it was about

Attorney General of Arizona
1275 West Washington
Phoenix, AZ 85007

ATTN: Rebecca Salsbary

ER: Ford Motor Speed Control Recall (VIN #3FCNF53S2XJ_____

NOTES 21 JULY 2008 LITHIA FORD

945 AM Arrived at Lithia Ford for 10:00 AM appointment. I was ask what it was for.
Answer: "Speed control fix."

9:47 AM Person seen to enter RV for odometer reading.

10:08 AM Service advisor (name unknown) approached me and said "You are ready" expecting me to drive off. I ask "Did you test drive it?" answer: "No but I will get someone to test drive it for you or you can do it yourself." I stated "I think you should test drive it so the condition will be known before leaving here."

10:15 AM Vehicle driven off for test drive.

10:30 AM Vehicle returns.

10:35 AM Told that, "Still not fixed we will take it around back and have them look at it."

10:40 Service Advisor Cory Hatch approached me asking what is all this about. I mentioned Ted Wesler had sent information to Corporate Engineering for a solution about the speed control fuse was not blown and the cruise control still does not work. I called Ted and he said "yes they had defined it in the circuit within nine inches." He said "Ted is not here but I will call him."

12:20 Not being kept informed I went to Mr Hatch at his desk and said nothing; he informed me that he "found the technician who worked on it."

12:25 Mr Hatch came to me and stated "The recall has been done. There is a short in the circuit and a wire overlay that goes all over the place will have to be done to locate the short and the cost will be \$329.00. We can do that now if you want." This was an evasion of stating this would fix or not fix the problem allowing room for further costs. I stated that, "The speed control was working fine until it was disconnected by the recall and I will not pay for it to be restored."

12:30 Mr Hatch told me "Ted Wesley had you come in today for an analysis to be done and this is the outcome. I can't explain why there is a coincidence of a short in the circuit." I ask "You mean I have been here all these times and no analysis has been done till now?" There was no answer. He said, "I will drive it around front for you"

Then handed me a paper to sign that contained and estimate but no charges. I signed it and told him I would like a copy. He agreed I would get one on leaving.

12:56 PM Mr Hatch told me he went to drive it out front but some test equipment was still attached and they are removing them.

1:15 PM RV is parked in front.

2:00 PM I wait for Mr Hatch to come to me knowing there would be a long delay tactic. My persistence in not getting impatient and drive off without paper work pays off. Mr Hatch hands me two documents and I go inside the RV. I see the documents do not have my signature. I return to get a copy with my signature. Mr Hatch sends me to a lady who hands me one document with my signature. It does not contain a figure of \$298. memorized by me. I ask her why. She then runs another sheet containing that \$ figure.

MY OWN SUMMARY

I believe it is true there is truly a short existing. But it ignores the origin. It arises from the first harness installed by Lithia wherein I have previously described the cruise control did lock in but would drop out. I also described that there was an occasion of the cruise control going into full throttle. But I failed to associate that with just prior to full throttle incident followed by total failure of speed control there was a clunk sound. just before full throttle. That sound is recognized by this old Journeyman Wireman Electrician as a familiar one "short circuit". I have heard that sound hundreds of times in my career. And more often than not, discovery comes only later when something does not function. And then found only by necessary trouble shooting to locate it. My conclusion is that the improper installation of that first harness connected to the jumper harness installed by Parker Motors caused the short. Mr Wesler on the phone admitted it was an improper installation.

Copy of statement below word "SUMMARY" sent to Mr Wesler of Lithia Ford by mail.

I see no reason I should pay for a Lithia mistake.

Boise, Id _____



Terry Goddard
Attorney General

Office of the Attorney General
State of Arizona

Diane Davenport
Consumer Protection &
Advocacy Section
PH: 602-542-7763
diane.davenport@azag.gov

July 23, 2008

Boise, ID

Re: Ford Motor Speed Control Recall

Dear

Attorney Rebecca Salisbury has asked me to contact you regarding the two letters you sent to this office in June. From the last letter we received on June 16th, it did not appear that your cruise control worked after Lithia Motors removed the second harness.

What is it, if anything, you would like our office to do to assist you further with this matter? Were you just giving us an update on the status of the repair, or is there something that you believe this office can do to help? Please be aware that the Arizona Attorney General has no authority over businesses outside of the state.

Very truly yours,

Diane L. Davenport
Diane L. Davenport
Legal Assistant

Enclosure

Doc. 253144

06 Aug. 2008

Attorney General of Arizona
1275 West Washington
Phoenix, Arizona 85007-2976

Re: Ford Speed Control Recall

Dear Diane L. Davenport:

I am not sure there is any redeeming feature in this horse and pony show (Ford Mustang Joke). If I were to ask for something be done it would be, find a redeeming feature and allow me to know what it is.

On driving into Sanderson Ford at 6300 N. 51st Ave., Glendale AZ 85301 on 12 Nov. 2008 the speed control was working fine. If I understand the reading on the receipt the vehicle speed sensor (VSS) may be defective. On leaving Sanderson Ford the speed control (cruise control) had been **disconnected without my consent** and I accepted the matter as a safety measure.

I will not be returning to Lithia as I have signed a work estimate there of \$329.00 just to look for and find what they define as a "short". Described within nine (9) inches by Corporate Engineering according to Mr. Wesler of Lithia. Not to mention what it may cost to repair after found..

On 14 May 2008 David Lidster telephoned me; understanding I was in Idaho and advised me it was OK to drive into any Ford Dealer and have the speed control fixed as all dealers now have the jumper harness. Previous to that the Ford Corporate Service Director had arranged for a (different configuration) harness to be installed at Parker Motors . I take this as tacit Corporate and/or Sanderson consent to any and all work incidents good and bad. Any thing now wrong did not exist in a manner that prevented good cruise control prior to Sanderson Ford event that cost \$75.00

I should expect your office to support and protect me from any costs associated with this matter. I might suggest an audit of all Ford Authorized Dealers for how many speed control fixes lead to "issues not related" that cost customers to pay for the fix.

I return to Arizona mid October for six months a year and will arrange for Sanderson Ford to have a go at this.

397302



AMERICA'S CAR & TRUCK STORE

* INVOICE*

LITHIA FORD LINCOLN MERCURY OF BOISE #72

8853 WEST FAIRVIEW AVE. • BOISE, IDAHO 83704

P.O. BOX 1717 • BOISE, IDAHO 83701

TELEPHONE (208) 342-6811

BOISE, ID

HOME :

CONT : N/A

BUS :

CELL:

PAGE 1

SERVICE ADVISOR: 10942 BRAD STEVENSON

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
WHITE		99	FORD F SUPER DUTY		3FCNF53S2XJ			19688/19690		
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED		PO NO.			PAYMENT	INV. DATE	
03SEP99	IS		WAIT 12AUG08				0.00	CASH	12AUG08	
R.O. OPENED		READY		OPTIONS: ENG:6.8 EFI SOHC (W)						

10:46 12AUG08	12:21 12AUG08								
LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL	
A CUSTOMER STATES CHECK ENGINE LIGHT IS ON									
CAUSE: SPEED SENSOR									
EL ELECTRICAL									
				76957	CF		143.30	143.30	
	1	F85Z*9E731*AB	SENSOR ASY			38.57	38.57	38.57	
PARTS:		38.57	LABOR:	143.30	OTHER:	0.00	TOTAL LINE A:		181.87

19690 SPEED SENSOR 1.50 EEC TESTED GOT CODE P0500 VSS MALFUNCTION
PERFORMED PINPOINT TEST FOUND THE VSS SENSOR TO BE BAD. REPALCED SENSOR



Thank You for choosing Lithia Ford and Lincoln Mercury for your service needs. With our Assured Guarantee you will never pay for a repair twice. The Assured guarantee is for 3 years or 50,000 miles on most repairs. See your Service Advisor for details. We offer FREE Alignment checks and FREE CODE checks.

CASHIER #12
PAID

AUG 12 2008

LITHIA FORD L/M OF BOISE

CASH

Figure 1. The structure of the *htrA* gene. The *htrA* gene is located on the chromosome of *S. aureus* strain 8006-4. The gene is 1,020 bp long and contains 10 exons and 9 introns. The exons are numbered 1 to 10. The introns are numbered 1 to 9. The gene is flanked by the *htrA* promoter and the *htrA* terminator. The gene is transcribed into a single mRNA molecule, which is then translated into a single protein molecule. The protein is composed of 340 amino acids. The protein is a member of the HtrA family of proteins, which are known to be involved in the regulation of gene expression. The protein is also known to be involved in the regulation of the cell cycle. The protein is a member of the HtrA family of proteins, which are known to be involved in the regulation of gene expression. The protein is also known to be involved in the regulation of the cell cycle.

USS From Napa = \$34.99
400% — \$109.31 overpriced

"I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND CORRECT TO THE BEST OF MY KNOWLEDGE. NO MAJOR SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DESCRIPTION	TOTALS
LABOR AMOUNT	143.30
PARTS AMOUNT	38.57
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE FEE	0.00
TOTAL CHARGES	181.87
LESS INS/DED/DIS	0.00
SALES TAX	2.31
PLEASE PAY THIS AMOUNT	184.18

CUSTOMER SIGNATURE

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

**PLEASE PAY
THIS AMOUNT**

184.18

CUSTOMER COPY

Replacement of
speed sensor
\$181⁰⁰

2571

KEY TAG 2571

CLAIM CHECK
PLEASE PRESENT THIS STUB TO CASHIER
WHEN CALLING FOR YOUR VEHICLE
THANK YOU

2571

Attorney General of Arizona
1275 West Washington
Phoenix, AZ 85007

21 July, 2008

ATTN: Rebecca Salsbary

RE: Ford Motor Co. VIN #3FCNF53S2XJ_____ (speed control recall matter)

Enclosed are copies of four Lithia documents dated 21 July, 2008 it is now clear that the speed control will not be fixed unless paid for. Another document to Sanderson Ford in Glendale AZ of the same date. What is unsaid here is more important than what is said. Who can define coincidence?

Boise, ID _____

Sanderson Ford
Heavy Truck Service
6300 No. 51st Ave.
Glendale, AZ 85301

21 July, 2008

RE: Speed Control Recall Invoice # _____

ATTN: David Lidster

This will request refund of the \$70.75 charged to disconnect the speed control per recall 05S28.

Moreover you will be expected to undo what you done upon my return to AZ in early November in that the cruise control was working fine when I drove in for service.

I will call to make appointment for that fix.

Boise, ID _____ (Mid. April to Mid. October)

First Given me 00.11.
Expecting me to
leave,
395020

CUSTOMER

LITHIA
AMERICA'S CAR & TRUCK STORE

INVOICE

LITHIA FORD LINCOLN MERCURY OF BOISE #72
8853 WEST FAIRVIEW AVE. · BOISE, IDAHO 83704
P.O. BOX 1717 · BOISE, IDAHO 83701
TELEPHONE (208) 342-6811

DUPLICATE 1
PAGE 2

BOISE, ID

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 88158 TYSON QUANSTROM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	99	FORD F SUPER DUTY	3FCNF53S2XJ		19517/19517	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
03SEP99 IS			WAIT 21JUL08		0.00 CASH	21JUL08
R.O. OPENED		READY	OPTIONS: ENG:6.8_EFI_SOHC_(W)			

09:46 21JUL08 13:32 21JUL08
LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

Dare to Compare! No one beats Lithia Assured Service. Assured means we guarantee our work for 3 years or 50,000 miles NO DEDUCTIBLE, We offer Assured Tires...Free Rotations, Repairs, Road Hazard, Alignment Checks. Quick Lane open Sundays 10-4 Full Service Available Sundays! Complimentary Inspections EVERY VISIT !!!



L I N C O L N

MERCURY

Motorcraft
QUALITY PARTS

"I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seg. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

ON BEHALF OF SERVISING 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 SERVISING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER _____

395020

LITHIA
AMERICA'S CAR & TRUCK STORE

INVOICE

LITHIA FORD LINCOLN MERCURY OF BOISE #72
8853 WEST FAIRVIEW AVE. · BOISE, IDAHO 83704
P.O. BOX 1717 · BOISE, IDAHO 83701
TELEPHONE (208) 342-6811DUPLICATE 1
PAGE 1

BOISE, ID _____

HOME: _____
BUS: _____

CONT:N/A

CELL: _____

SERVICE ADVISOR: 88158 TYSON QUANSTROM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	99	FORD F SUPER DUTY	3FCNF53S2XJ		19517/19517	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
03SEP99 IS			WAIT 21JUL08		0.00 CASH	21JUL08
R.O. OPENED		READY	OPTIONS: ENG:6.8_EFI_SOHC_(W)			

09:46 21JUL08	13:32 21JUL08	LIST	NET	TOTAL
LINE	OPCODE	TECH	TYPE	HOURS

A PERFORM OPEN RECALL 05S28

CAUSE: 19517 100 PUT IN RECALL PART
NC NO CHARGE

91192 IF

1 8W7Z*14A411*C WIRE ASY

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

(N/C)

(N/C)

19517 1.00 CONNECTOR WAS BAD WOULD NOT STAY IN PLACE REPLACED FIXED
PROBLEM

B CUSTOMER DECLINED ASSURED INSPECTION AT THIS VISIT NO ITEMS
INSPECTED PER OWNERS REQUESTDI CUSTOMER DECLINED ASSURED INSPECTION AT THIS
VISIT NO ITEMS INSPECTED PER OWNERS
REQUEST

91192 IF

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

(N/C)

0.00

19517 DECLINE

C** CUSTOMER STATES CRUISE CONTROL WILL NOT SET

CAUSE: SHORT IN WIRE HARNESS, NOT RELATED TO RECALL, CUSTOMER DECLINED
REPAIR AT THIS TIME

EL ELECTRICAL

76957 IF

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

(N/C)

0.00

19517 SHORT IN WIRE HARNESS, NOT RELATED TO RECALL, CUSTOMER
DECLINED REPAIR AT THIS TIME 0.00

*Customer
declined to pay.
for recall fix.*

"I acknowledge notice and oral approval of an increase in the original estimated price."		DESCRIPTION	TOTALS
Signature or initials _____		LABOR AMOUNT	
STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seg. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity. CUSTOMER SIGNATURE _____		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INS/DED/DIS	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) _____		PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

Returned: Given to me @ my insistence m.h.

395020

LITHIA

AMERICA'S CAR & TRUCK STORE

WORKORDER

LITHIA FORD LINCOLN MERCURY OF BOISE #72

8853 WEST FAIRVIEW AVE. · BOISE, IDAHO 83704

P.O. BOX 1717 · BOISE, IDAHO 83701

TELEPHONE (208) 342-6811

PAGE 2

SERVICE ADVISOR: 88158 QUANSTROM, TYSON

CUSTOMER

BOISE, ID

HOME:

CONT: N/A

BUS:

CELL:

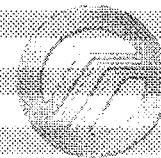
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	99	FORD F SUPER DUTY	3FCNF53S2XJ		19517/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
03SEP99 IS			** WAITER **		0.00 CASH	
R.O. OPENED	READY	OPTIONS: ENG: 6.8 EFI SOHC (W)				

21JUL2008 09:46

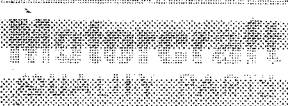
LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A RECALL WF4 PERFORM OPEN RECALL 05S28 - Diff. harness installed m.h.

B DI IF ((CUSTOMER DECLINED ASSURED INSPECTION AT THIS VISIT)) NOT
..... NO ITEMS INSPECTED PER OWNERS REQUEST SO
m.h.



LINCOLN MERCURY



ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT PARTS BE SAVED.

☐ SAVE PARTS X

ORIGINAL ESTIMATE \$	AUTHORIZED BY	TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.
PHONE #	DATE	TIME
REVISED ESTIMATE \$	REASON	ADDITIONAL COST \$
AUTHORIZED BY	☐ IN PERSON ☐ PHONE #	DATE TIME

WHICH INCLUDES A HAZARDOUS WASTE DISPOSAL FEE OF

\$

PRELIMINARY ESTIMATE

\$

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible 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 above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection, therefore. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought.

AUTHORIZED BY: X

TERMS:

CASH, APPROVED CREDIT CARDS OR LITHIA DRIVE CARD UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

ADDITIONAL SERVICE REQUEST

Advisor # **CORY HATCH**
 Repair Worksheet RO# **395020**

Date **7/21/2008**

1						
Line #	Description of Recommended Repairs		Labor Total	Parts Total	Tax	Job Price
	Original Estimate		0.00%	6.00%		
Prime Item	OVERLAY WIRE		\$298.26	\$15.00	\$0.90	\$314.16
Prime Item			\$0.00	\$0		\$0.00
Prime Item			\$0.00	\$0		\$0.00
Prime Item			\$0.00	\$0		\$0.00
Prime Item			\$0.00	\$0		\$0.00
Prime Item			\$0.00	\$0		\$0.00
Prime Item			\$0.00	\$0		\$0.00
	Provisions and Materials					\$15.24
Sub Total for Prime Items(Section 1):						\$329.40

2

Line #	Description of Recommended Repairs		Labor Total	Parts Total	Tax	Job Price
Priority 1			\$0.00	\$0		\$0.00
Priority 2			\$0.00	\$0		\$0.00
Priority 3			\$0.00	\$0		\$0.00
Priority 4			\$0.00	\$0		\$0.00
Priority 5			\$0.00	\$0		\$0.00
Priority 6			\$0.00	\$0		\$0.00
Priority 7			\$0.00	\$0		\$0.00
Priority 8			\$0.00	\$0		\$0.00
Priority 9			\$0.00	\$0		\$0.00
			#N/A		#N/A	#N/A
			#N/A		#N/A	#N/A
			#N/A		#N/A	#N/A
			#N/A		#N/A	#N/A
			#N/A		#N/A	#N/A
			#N/A		#N/A	#N/A
			#N/A		#N/A	#N/A
			#N/A		#N/A	#N/A
			#N/A		#N/A	#N/A
	Provisions and Materials					
Sub Total for Prime Items (Section1):						\$329.40
Parts and Labor Section 2:						\$0.00
Provisions and Materials Section 2:						\$0.00
Sub Total Section 2						\$0.00
Discount:						\$0.00
Deductible:						\$0.00
Tow In/Rental/Sublet:						\$0.00
Total Authorized Repairs Amount:						\$329.40

Last 8 of VIN
 Customer Phone #
 Service Manager's Email

Comments

Attorney General of Arizona
1275 West Washington
Phoenix, AZ 85007

ATTN: Rebecca Salsbary

ER: Ford Motor Speed Control Recall (VIN #3FCNF53S2XJ)

11 June, 2008.....SPEED CONTROL STILL NON-FUNCTIONAL.

Vehicle returned to Lithia Ford this date to check for "whether they made a mistake on the speed control work" of 22 May 2008.. Service Advisor (4357) Jeremy Knight used the **"if it is an issue not under warrantee it will cost"** statement to start out. When finished he told me that quote "it was a fuse inside blown". I answered "I read on a harness tag that if the fuse is blown this harness must be replaced" His answer "no it was a fuse inside, if it does not work bring it back". They did not test drive it. No paper work was created or given to me for deniability purposes? I was in another building looking out a window. They thought I went for a walk. I seen the technician go to the vehicle without a harness but with a writing pad. He returned in less than 5 min. with a jumper harness and writing pad.

On the way back to Kuna ID I tried the cruise control six times for six failures. On parking I checked the harness'. They had removed the jumper harness they previously installed connected to the one Parker Motors installed, leaving only the one Parker Motors installed. They **knowingly** returned it to the disabled status of 22 May 2008. I called to talk to Jeremy and he was out at the time. I called the service manager and he called me back. He denied that the service advisor lied and would not ("did not") remove a harness. I informed him of what I seen. The service manager called me again after talking to the two people involved. He stated that **quote** "the story of a fuse blown inside got stretched out of proportion and it was a matter of two harness', the first with one fuse, another with two fuses and you are right the tech went out with no harness and came back with one he removed. We [Lithia] on 22 May 2008 had connected the second harness to the first one installed earlier and there is supposed to be only one harness installed."**unquote**.

This explanation is electrically deficient the second harness has no hydraulic fitting. He is unaware that I am a Journeyman Wireman Electrician with other qualifications. I doubt his explanation is more than a flimsy tale to justify getting caught in a flim-flam. But he does have deniability. It became clear to me that all the info on this problem from day one was in front of this manager. And that perhaps Ford headquarters is orchestrating this matter. They all, Sanderson, Parker Motors, & Lithia and others claim to have done thousands of these fixes. Perhaps this is a matter for investigation whether these thousands had 'other issues' to pay for. We arranged for my return and the service manager will have a go at it himself. It is highly unlikely it will be repaired and an unwarranted issue will have been cooked up.

They, Sanderson, Parker Motors, Lithia (and others) keep bringing up that **"if we check it out and it is an issue not under warrantee it will cost"**. A vague allusion of imagined issue (hypnosis) to elicit my agreement to their fabricating one. Lithia Service Manager even used a

hypothesis to attempt to get me to agree to a vague undefined imaginary issue. My answer was (is) that it is a recall issue not warrantee issue, it was working OK till disconnected.

On a previous date Lithia was ask by phone if they have the program to connect to the computer to check the system out and they said "yes". If ever there was a time to use a computer program to check it out, it was on this visit to Lithia. Lithia has never connected anything yet to check it out.

It is becoming abundantly clear that these repetitious fake repairs that cost \$30 to \$40 per trip in gas and milage will continue un til I agree to pay for some vague contrived issue they wish to cook up. Asking them if I pay for an issue will Ford refund it? They evade the answer with regurgitation of the above warrantee statement.

This service manager stated that Sanderson violated trade law to charge \$70.00 for a recall matter. He said he was going to call Sanderson to refund their charge (using an expletive). I insisted that was not the issue before us. Sanderson did charge and indeed looking carefully at the receipt violation may be true.

Best regards to you and yours,

Boise, Id

Attorney General of Arizona
1275 West Washington
Phoenix, AZ 85007

ATTN: Rebecca Salsbary

ER: Ford Motor Speed Control Recall (VIN #3FCNF53S2XJ_____)

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Best regards to you and yours,

Boise, Id

Lithia Removed harness knowing dis-
connected Speed Control
saying inside fuse
They were all
lied about it
was blown.
caught in willie.

11 May 09
4357

Lithia Boise ID

SERVICE ADVISOR

4357

CUSTOMER

R.O.#

4357

R.O.#

LIC.#

KEY

TAG

Attorney General of Arizona
1275 West Washington
Phoenix, AZ 85007

14 July, 2008

ATTN: Rebecca Salsbary

RE: Ford Motor Co. VIN #3FCNF53S2XJ _____ speed control recall issue)

On 07 July 2008 called Mr Ted Wesley the Service Director of Lithia Ford 8853 W. Fairview Ave.-Boise ID 83704, Ph. (208) 424-5516 * Fax (208) 424-7332 He did not return the call. I called again on 14 July 2008 and he done followup on whether Ford Corporate Engineering has come up with a solution.

His statement, **They did come up with a solution and have described it within the circuit as close as nine (9) inches. The only trouble is we are not sure whether it is something covered under the recall or not.**" My answer, "it doesn't really matter if it fixes it does it? His answer a grunted "OK." This is another one of those hooks used as an excuse to get paid for fixing a recall. As you can see the hook is still baited for me to bite on a mysterious un-defined issue to pay for. Appointment is set for 21 July 2008 for them to work? on it. Here again an employee is a hedge bet for false fix. **"Brad will not be there and Corey will work on it".**

I think the NTSA should be made aware of these '**mysterious undefined issues**' and find out how many of them produced revenue to Ford Corporate dealers.

I fully do not expect it to be fixed, or prior to a fix be presented with lengthy verbal (deniable) false excuse for a cost and/or false written one because the response by me of " it doesn't really matter" took the bait and set the hook.

I will ask for the problem and solution to be written on the receipt and also ask if corporate will refund it.
Regards

Boise, ID _____

Attorney General of Arizona
1275 West Washington
Phoenix, AZ 85007

ATTN: Rebecca Salsbary

RE: Ford Motor Speed Control Recall (VIN #3FCNF53S2XJ) _____

16 June, 2008.....SPEED CONTROL STILL NON-FUNCTIONAL.

ATTN: Rebecca Salsbary

LATEST

Returned this date to Lithia Ford 8853 W. Fairview Ave., Boise, ID 83704, Ph.# (208) 424-5516, Fax (208) 424-7332, Toll Free 800 442-1552 for speed control analysis, (service advisor window card saved by me) #8263 . Was not shown any computer printout nor any paperwork provided to me.

Service Director Ted Wesler informed me that **"the speed control circuit does not have power to it. It is connected and the fuse is OK and not blown but it still does not work. The information is being sent to Ford Corporate Engineering for solution."**

He then invited me to lunch (mutual fishing expedition). He commented "too bad these are not all alike, each model year is different". Stated by me, "The problem is the micro switch on the master cylinder is powered even when the ignition is off. I understand there has been fires even after a vehicle has set idle for up to four days" Answer "yes we have had five fires here" You mean Lithia here in Boise?" Answer "Yes".

We agreed to my return to Lithia on the 6th or 7th of July.

Regards

Boise, ID _____

CUSTOMER #:

388792

LITHIA

AMERICA'S CAR & TRUCK STORE

INVOICE

LITHIA FORD LINCOLN MERCURY OF BOISE #72

8853 WEST FAIRVIEW AVE. BOISE, IDAHO 83704

P.O. BOX 1717 BOISE, IDAHO 83701

TELEPHONE (208) 342-6811

DUPLICATE 1

PAGE 1

DATE, ID

NAME:

CONT: N/A

BUS:

CELL:

SERVICE ADVISOR: 88141 JEREMY KNIGHT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	99	FORD F SUPER DUTY	3F0NEF53S2XJ		18913/18913	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
13SEP99 IS			WAIT 22MAY08		0.00 CASH	22MAY08
R.O. OPENED	READY	OPTIONS: ENG-6 R RPT SOHC (W)				
0.37 22MAY08	11.47 22MAY08					

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

CUSTOMER STATES PERFORM RECALL 05S28

RECALL ENTER RECALL NUMBER

88996 WF4

1 8W/Z*14A411*C WIRE ASY

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

18913 0.20 PERFORMED RECALL.

 CUSTOMER DECLINED ASSURED COMPLIMENTARY INSPECTION AT THIS VISIT

 CDI CUSTOMER DECLINED ASSURED COMPLIMENTARY
 INSPECTION AT THIS VISIT -----

88996 IF

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

Dare to Compare! No one beats Lithia Assured Service. Assured means we guarantee our work for 3 years or 50,000 miles NO DEDUCTIBLE, We offer Assured Tires...Free Rotations, Repairs, Road Hazard, Alignment Checks. Quick Lane open Sundays 10-4 Full Service Available Sundays! Complimentary Inspections EVERY VISIT !!!

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or initials

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 S.C. § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

CUSTOMER COPY

Lithic Boise ID.

Evidence of un documented
work

8713

129
66
69

129

SERVICE ADVISOR

8713

R.O.#

CUSTOMER

R.O.#

8713

LIC.#

KEY

TAG

Service Manager
expedition
fuse blown, no
control. sending
engineering for

Lunch out, fixing
other issue is no
power to speed
info to Corporate
solution, none are
alive

8263

No Paper Work Deniability Factor
16 June 68

SERVICE ADVISOR

8263

CUSTOMER

R.O.#

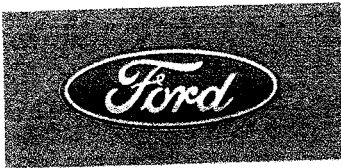
8263

R.O.#

LIC.#

KEY

TAG



Concern Handling Survey

CUSTOMER
Viewpoint

PO Box 930
Ann Arbor, Michigan 48106-0930

Parker, AZ



For your convenience, if you would prefer to complete this survey online, please go to <https://www.FordViewpoint.com>.

Your personal User ID is _____ and your PIN is _____. Please do not answer by mail if you have answered online.

Dear _____

Ford Motor Company and Bradley Ford Lincoln-Mercury appreciated the opportunity to follow up on a concern that you discussed with Ford Motor Company's Customer Relationship Center on March 17, 2008 regarding your 1999 Ford F-Series Super Duty.

Please take a few moments to complete this survey.

The information you provide will be used by Ford Motor Company and Bradley Ford Lincoln-Mercury to continuously improve our products and services. **This information is not shared or disclosed to outside parties for their own sales or marketing efforts.**

Thank you in advance for your time in completing this survey.

Sincerely,

Darryl Hazel
President, Ford Customer Service Division
Ford Motor Company

1st class mail
found on couch on return
to unlocked RV.
other Site was
Survey left Blank

Your Concern

This survey should be completed by the person who contacted Ford Motor Company's Customer Relationship Center on March 17, 2008 regarding a concern related to your 1999 Ford F-Series Super Duty.

1 Has your concern been resolved to your satisfaction?

☐ Yes

☒ No → Why not? (Please explain):

last phone message from "Chris" was
we cannot help you any further

2 Within how many business days after March 17, 2008 were you contacted by your dealer or a Ford Motor Company representative regarding your concern?

☐ Same day

☐ Within 1-2 days

☐ Within 3-7 days

☐ More than 7 days

☐ Have not been contacted



BBB

BBB of Detroit & Eastern Michigan

41555 Southfield Road, Ste. 200

Southfield, MI 48076-7751

(248)644-9100

bbb.org

Parker -AZ -

04/08/2008

Dear

This message is in regard to your complaint submitted on 2/14/2008 11:50:50 AM against Ford Motor Company / Consumer Affairs. Your complaint was assigned ID

The business has sent the BBB a message regarding this complaint, and we are passing it on to your first convenience.

Regards,

Constance Stevens

The Better Business Bureau

See Attached Response



Ford Customer Service Division

PO BOX 0246, MIDLAND
Dearborn, MI 48126 USA

March 31, 2008

BBB of Detroit and Eastern Michigan
Ms. Constance Stevens
30555 Southfield Road, Ste. 200
Southfield, MI 48034

RE: _____

Dear Ms. Stevens,

I thank you for providing Mr. Time's response on his concern with the completion of the speed control recall. As noted in his complaint, our records indicate that the speed control deactivation switch was replaced by Parker Motors on March 6th. However, _____ called our center on March 13th to inform us that the speed control system did not function following the completion of the repair.

At that point, since Parker Motors is not equipped for full repairs of large motorhomes and was being accused of not performing the repairs, I gave approval to the customer care specialist to make arrangements to have the vehicle's speed control system inspected at Bradley Ford in Lake Havasu City who is equipped to handle Class A motorhomes and to pay the diagnostic fee. In subsequent conversations between my agent and _____ the customer advised that had won a prior court case against Bradley Ford's General Motors dealership and decided against bringing the vehicle in for service. _____ said that he does see a new cable hooked up that may be the speed control deactivation switch, and that he would keep his vehicle the way it is, and possibly take his vehicle back to Sanderson Ford (Glendale, AZ) in October.

Unless we hear otherwise, I consider this matter resolved.

Sincerely,

Dan Carlson
Operations Manager
Ford Customer Relationship Center



Attorney General of Arizona
1275 West Washington
Phoenix, AZ 85007

18 March, 2008

ATTN: Rebecca Salsbary
RE: Ford Motor Co. VIN #3FCNF53S2XJ _____ speed control recall issue)

Ford employee (Chris) stated I would receive a phone call about the "speed control" matter Tuesday 18 March 2008 at 5:00 EST. That time is past & no call received. That now becomes a moot matter in that there is a call from 'Chris' as I write this. Saying he attempted contact and left several voice mails. I can agree Verizon cell service *may* be responsible. But improbable. As the voice mail was purged at 11:00 AM and none presently exists and I sat here waiting for the call, it did not ring.

Several attempts to obtain a message from BBB was made using Firefox Browser. However I have for five years used almost no computer browser other than Mozilla Firefox. 500 million now use it. If other was used Opera was chosen. I have used Firefox so long the existence of Microsoft Explorer is all but removed from my mind. Explorer was used to obtain this letter from Dan Carlson only after Parker Motor work and their asking for a letter.

While typing this, Chris of Ford Motor headquarters called me and prearranged for me to have a diagnostic done at their expense by a Ford Dealer in Havasu City AZ and gave me the phone number (928) 855-1191 Mike Simpson. He stated "Parker Motor claims ***"They removed the speed control deactivation switch** and if the speed control does not work there is another issue if the cruise control does not work. Nice work Chris but it won't fly read the receipt it is ambiguous.

On calling Mike Simpson I learn that the dealer is Bradley Ford whom I have had prior experience proving untrustworthiness that was resolved in my favor by the court system. That was entered into the La Paz county court record system at my expense of \$14. On learning the dealer name I declined to set up an appointment with Bradley for what Ford Motor pre-arranged. That leaves us at square one. Except that Chris said he would call me Friday 21 Mar. 2008

I hereby make the qualified statement that as long as a pressure sensitive microswitch is installed on the master brake cylinder. When voltage is on that microswitch there will be potential risk by fire to property or human life even from an accidental spill of flammable fluid. residue is present in or on the microswitch. There is a safer option. In electrical or electronic matters I have challenged graduate engineers to have them agree and thank me for as much.

Enclosed is a copy of the document from Dan Carlson about Parker Motor Co. arrangement to "replace" the speed control deactivation switch. As already discussed Parker Motor Co. did **not** *replace* a deactivation switch. There is a distinct difference in the words 'install' and 'replace'.
Best regards to you and yours,



BBB AUTO LINE

March 27, 2008

BOISE ID _____

Re: _____ s Ford Motor Corporation

Dear _____

Thank you for contacting the BBB AUTO LINE program. Your claim will be opened once your properly completed *Customer Claim Form (CCF)* is returned to our office.

Please review the information outlined below and follow the instructions.

- * *Completing Your BBB AUTO LINE Claim* - Please read this document first. It explains what you need to do to help us handle your claim.
- * *Program Summary* - This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * *CCF* - Information we have on file regarding your complaint is recorded on the CCF. Please verify the accuracy of the information and make any necessary changes. Please provide the Vehicle Identification Number (VIN).

If you would like to review the programs rules and policies, please visit <http://www.dr.bbb.org/autoline/alprocess.asp> .

We have notified the manufacturer about your contact with us and they may contact you to discuss your case. Please let us know if you reach a settlement so we can record that information in your file.

Once we receive your signed CCF with the VIN, if eligible, we will officially open your case. Within a few days, we will contact you by phone to discuss your case. Our goal is to help you and the manufacturer in reaching a mutually satisfactory resolution to your dispute.

BBB AUTO LINE staff are here to help you. Please call me at (800)955-5100 if you have any questions or if I can be of help.

Sincerely,

Shelbra Little at Extension 530

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



Ford Customer Service Division

PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

February 27, 2008

BBB of Detroit and Eastern Michigan
Ms. Constance Stevens
30555 Southfield Road, Ste. 200
Southfield, MI 48076

RE: _____

Dear Ms. Stevens,

Thank you for forwarding our customer's complaint as we do not have records of receiving the complaint your office submitted on 2/14/2008. I do not recognize P.O. Box 1904 that is listed under the business info on the Complaint Activity Report, which might explain why Ford Consumer Affairs had not received it.

I want to inform you that I spoke with _____ this afternoon to advise him that Ford Motor Company has been allowing our dealers to replace the speed control deactivation switch on Class A recreational vehicles rather than having our customers wait until the fused jumper harness becomes available in the second quarter. I provided him the name of the operations manager of the dealership in Parker, Arizona, with whom I had spoken with earlier. _____ will schedule an appointment to make the final repair to the speed control system.

Thank you again for bringing this customer's complaint to our attention.

Sincerely,

Dan Carlson
Operations Manager
Ford Customer Relationship Center



State of Arizona
Office Of the Attorney General
Consumer Information & Complaints
1275 West Washington
Phoenix, AZ 85007-2926

ATTN; MIRNA ORELLANA

RE: FORD MOTOR COMPANY

Additional information:..... Further complaint 06 March 2008

On 27 Feb. 2008 @ at 2:10 PM *Dan Carlson , Ford Motor Operation Manager* called me on the telephone. Led me to believe the speed control would be fixed. Said he "talked to Janine at Parker Ford and arranged for a kit and harness to be installed". I called and made an appointment on 06 March 2008. That appointment was kept. But it is very clear from a distance the technician merely opened the hood and faked an activity. . The dust coverage over everything under the hood being was untouched confirms this.. When I went to open the hood I found Parker Ford had not turned the keyed latches to 'latch' *That leads to suspicion.* (future fire?) On leaving I tried three times to use cruise control. It failed to work. I called Parker Ford Service manager to verbally inform him.

His first statement was " I had no idea this had anything to do with speed control. First of all I do not know what condition it was in when you drove in. This was to disconnect the speed control and remove a harness to prevent a fire." The fact a receipt from Sanderson Ford in Glendale, AZ says they done this same thing. Dan Carlson and Parker Ford, 920 Arizona Ave.-P.O. Box 3400 Parker, AZ 85344. Were informed by me of this. Moreover I informed the service manager of as much before they faked putting in a 'brake kit 1IIZ-9F924-AA Per recall O5S28.'

Please note that I have 55 years in electrical electronic hands on work or management. I am not exactly ignorant of how to investigate such matters. As a matter of fact the harness is still connected to the master cylinder.

Should you need further information contact me. Clearly Ford Motor has no intent to cure this matter until some kind of force compels them to install a couple of wires to disconnect and circuit breaker the speed control through the ignition switch using a physical motion micro switch on the brake pedal motion.

This most recent Ford Motor Company activity was merely faked labor to create paper work foot prints that amounts to nothing less than fraudulent relief of liabilities. This should be made known nationwide.

Enclosed are copies of receipts from Sanderson Ford & Parker Motor Co. Inc.

,,,,,END.....06 MARCH 2008

3/encl

26-Mar-08

BBB

Council of Better Business Bureaus, In.
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838

RE: Letter Dated 24 Mar. 2008 (Ford Motor Speed Control Recall)

Dear Shelbra Little,

I am sorry to say most of the email's from BBB have links that go in circles that cannot be navigated for any result other than loops. Whether one uses Firefox Or Explorer browsers. Only by stroke of luck the one with letter From Dan Carlson was obtained.

Your letter (copy enclosed) offers two options neither of which is acceptable. An offer such as this should have been enclosed.

 X My problem has not been resolved and I wish to continue pursuit of the matter, fix of speed control recall 05S28, and return of \$70.75 from Sanderson Ford.

I do not use Fax, thus immediate postal mail of the enclosed documents is sent.

- 1) Hardcopy of Sanderson Ford receipt charging \$70.75 to discover and disconnect speed control.
- 2) Parker Motor installing a kit. They are not qualified to know what they really done by reason of they do not work on large RV's The kit *did not* resolve the problem.

Chris and employee of Dan Carlson arranged for diagnostics to be done in Havasu City AZ at Bradley Ford to discover why Parker Motor kit failed. I had. In previous year a legal issue with Bradley led to court award to me. That is on record at the La Paz County Recorder.

My refusal to allow Bradley to do an analysis involves trustworthiness. Moreover I have arranged an appointment at an arbitrarily selected Ford Dealer that is capable of analysis and repair of large RV's by in house employee, authorized Ford technician. .

I will be calling you prior to your receiving this

Parker, AZ _____

PLEASE NOT CHANGE OF ADDRESS EFFECTIVE 01 APRIL 2008

Boise, ID _____



Ford Customer Service Division

PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

February 27, 2008

BBB of Detroit and Eastern Michigan
Ms. Constance Stevens
30555 Southfield Road, Ste. 200
Southfield, MI 48076

RE: _____

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Thank you again for bringing this customer's complaint to our attention.

Sincerely,

Dan Carlson
Operations Manager
Ford Customer Relationship Center



Message received from the business about your complaint

Sent Via: Email (ODR)
From:  BBB of Detroit & Eastern Michigan
To: _____
To Email: _____
Subject: Message received from the business about your complaint
Date Sent: 3/10/2008
Attachments: 6067480_response.pdf



BBB of Detroit & Eastern Michigan
30555 Southfield Road, Ste. 200
Southfield, MI 48076-7751
(248)644-9100

Parker -AZ

03/10/2008

Dear _____

This message is in regard to your complaint submitted on 2/14/2008 11:50:50 AM against Ford Motor Company / Consumer Affairs. Your complaint was assigned ID _____

The business has sent the BBB a message regarding this complaint, and we are passing it on to you. The contents of this message are below or attached. Please respond to this message at your first convenience.

Regards,

Constance Stevens
The Better Business Bureau

**BBB AUTO LINE
Customer Claim Form**

Case number: _____
Contact Date: 03/27/08
Start Date: _____

Please make any necessary corrections to the information below, **print** or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: _____			
Mailing address: _____			
City: Boise	State: ID	Zip code: _____	
Day phone: _____	Evening phone: _____	Cell phone: _____	
Fax: _____	E-mail address: _____		

October to 21 April 2008

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: F-150 <i>Triton V10</i>	Year: 01999	Current mileage: 017,844
Name(s) that appears on the vehicle title: _____			
Selling dealer/city/state: <i>Individual Boise, ID</i>			
Primary Servicing dealer/city/state: DON SANDERSON FORD INC, GLENDALE AZ			
Acquired as ☒ new ☒ used ☐ demo ☐ leased		Is the vehicle in your possession? ☒ yes ☐ no	
Purchase/lease date: <i>02 October 2007</i>		Mileage at purchase/lease: <i>15,270</i>	
First repair attempt date: <i>12 Nov. 2007</i>		First repair attempt mileage: <i>016,652</i>	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: 1	Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no			Date of accident: _____
Description of damage: <i>Speed Control & other defects of record.</i>			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

<i>Fix Speed Control or Replace RV</i>
--

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER <u>3FCNF53S2X</u>	
Lienholder/Leasing Company _____	Phone Number _____
Account Number _____	

Attorney General of Arizona
1275 West Washington
Phoenix, AZ 85007

18 March, 2008

ATTN: Rebecca Salsbary
RE: Ford Motor Co. VIN #3FCNF53S2XJ _____ (speed control recall issue)

Ford employee (Chris) stated I would receive a phone call about the "speed control" matter Tuesday 18 March 2008 at 5:00 EST. That time is past & no call received. That now becomes a moot matter in that there is a call from 'Chris' as I write this. Saying he attempted contact and left several voice mails. I can agree Verizon cell service *may* be responsible. But improbable. As the voice mail was purged at 11:00 AM and none presently exists and I sat here waiting for the call, it did not ring.

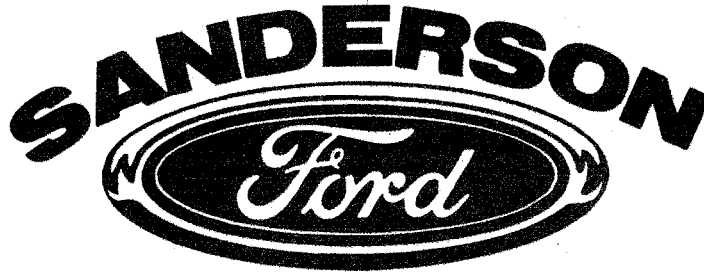
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Best regards to you and yours,



"The Dealership That Service Built"

6400 NO. 51st AVE. • P.O. BOX 1407 • GLENDALE, ARIZONA 85301 • (602) 842-8600 - 247-6300

Boise, ID : _____

July 31, 2008

RE: Invoice _____

Dear _____

Thank you, for the letter in regards to your cruise control and the 05S28 recall. At the time of your initial repair, parts to make a complete repair were not available. In order to insure your safety and the safety of the coach an interim repair was performed in accordance with Ford 05S28 recall guidelines. The interim repair of disconnecting the cruise control deactivation switch does disable the cruise control. Virtually any authorized Ford Dealership in the United States can complete the 05S28 recall repair and restore the cruise control to its original condition at the time of the interim repair. Sanderson Ford has an ample supply of the parts needed to finalize the 05S28 recall. If you want to wait until you are back in the Phoenix area we would be happy to do this for you.

The 05S28 recall interim repair was done at not charge to you. The \$70.75 charge was for the separate and different issue of the check engine or service engine soon light being illuminated on your dash. Normally to hook up the scanner, follow the trouble diagnostic procedure and do pin point testing runs \$140.00. The diagnostic procedure for your coach at the time was inconclusive and the fault code could not be duplicated. You were only charged a minimum of \$70.75 for services rendered.

If you have any further questions feel free to contact me at 623-842-8815. Thank you for your patronage of Sanderson Ford.

Respectfully,

David L. Lidster

David L. Lidster
Service Writer



Terry Goddard
Attorney General

Office of the Attorney General
State of Arizona

Rebecca C. Salisbury
Consumer Protection &
Advocacy Section
Direct: (602) 542-7757
Rebecca.Salisbury@azag.gov

August 11, 2008

Boise, ID _____

Re: Ford Motor Speed Control Recall

Dear _____

I am sorry that it has been so difficult to resolve the problems with your vehicle. Please let us know how things go with Sanderson Ford upon your return to Arizona. If the situation is not resolved, we will be happy to assist you further.

Sincerely,

A handwritten signature in black ink, appearing to read "Rebecca Salisbury", written over a horizontal line.

Rebecca C. Salisbury

1275 West Washington Street, Phoenix, Arizona 85007-2926 • Phone 602-542-7757 • Fax 602 -542-4377