

CI-10435936-81417/27

NOV 1 = 2011

July 11, 2011

To Whom It May Concern,

Please help, we don't know what to do.

We bought this Ford Escort (3FAFP11312R [REDACTED]
[REDACTED]) for \$15,595.00, has now 70,000+ mileage.

It was been a problem from the beginning.

No mechanics was been able to read from
their "machine-diagnostic". Has 3rd batteries,

has 3rd alternator but It was keep dying
and it was so dangerous because of the

sudden stop & it was so scary especially
from the free way. One mechanic disconnected
the radio from killing the batteries.

We paid the mechanic \$450 couldn't find after
one wk., only alternator. Then another

mechanic \$485.00 after 3 weeks couldn't find
the problem. Then Mike's Auto Repairs has 20

years experienced, change "throw out bearing -
clutch plate for \$950 and water pump for \$250.00

Telephone no. (530) 824-6852, But still, it
died on the road. He kept for 3 weeks

and gave up and feel bad to charge
more money because we are only on

Social Security income of \$1,500 a month.

Then Corning Ford Mercury of Corning,

CA. (530) 824-5434 E.P.A. # CAL000152694

We bought from them

Brad Norwood - in the repair dept. diagnosed but nothing show on the machine. He felt bad, didn't charge us \$127. for diagnostic, & fuel filter. They kept for 2 weeks to keep driving & looking for a problem. We paid \$555.09 and he said, "it will not stop anymore". When we picked-up the car the light "warning light" was on. We called Brad after 5 minutes because we never saw that light on before. He said, bring it back. Just keep on eye, because it now unbalanced and it will cost another 580.00 but it's drivable and it will not die on us. Well, 30 minutes later it totally died. Called Brad & we called #AAA tow and brought it back to Brad. Kept for a week & couldn't find it & now it will cost \$5,000 for new engine. We towed back to our house. We ex~~cal~~ted our #AAA tow, we used family & friends because allowed us 4X a year for free tow. Brad said that car only worth pushing it!!! He is well know honest man in this town. Please talk to him!!!

People told us to put it on google, facebook, twitter.com. to find out how many problems like us from this car and we might have a recall if we have enough

people to complain from Nat. Highway
traffic Safety Hotline about this type of
car. because it's dangerous in the Highway.
The Toyota's problem, it will ^{not} stop, but this
car, a sudden stop...

When calling Ford our no. as customer -
29835. Invoice no. FICS140780.

We are hoping for your respond.

Respectfully yours,

[REDACTED]
Conning, CA.
[REDACTED]

P.S.

We just don't have any luck from Ford car.
Before this, we bought \$8,000 ford probe, it
kept stopping, Ford repaired for \$1,400 &
still didn't work we gave up & bought this car.
My husband is 81 years old no job for
him out there!!! This car has a new 4 tires.
still just registered. We kept spending money on it, doesn't
why we didn't give up.

STATE OF CALIFORNIA



DEPARTMENT OF CONSUMER AFFAIRS

ARBITRATION CERTIFICATION PROGRAM

1625 North Market Blvd., Suite N112

SACRAMENTO, CA 95834

TELEPHONE (916) 574-7350 FAX (916) 574-8638



August 1, 2011

[REDACTED]
Corning, CA [REDACTED]

Dear Consumer:

The Arbitration Certification Program (ACP) was notified by the Better Business Bureau Auto Line (BBB Auto Line) that you have initiated a case for arbitration. The ACP monitors and certifies the BBB Auto Line arbitration program to ensure compliance of California laws and regulations relating to the resolution of warranty disputes involving new/used vehicles purchased with the manufacturer's new-car warranty.

Additionally, the Department of Consumer of Affairs and ACP would like to take this opportunity to provide you with our *Lemon Aid for Consumers* brochure. This brochure answers questions about California's Lemon Law and provides information about the arbitration process, record-keeping suggestions, and provides additional resources.

Please note that you should continue to contact the BBB Auto Line for questions regarding the progress of your arbitration case and submittals of your supporting documentation. The BBB Auto Line's number is (800) 955-5100.

We hope this information is helpful. If you have any questions or comments regarding the brochure or the Arbitration Certification Program, please contact us at (916) 574-7350 or at acp@dca.ca.gov.

Regards,

Arbitration Certification Program

Enclosure: *Lemon Aid for Consumers*



BBB AUTO LINE

July 27, 2011

[REDACTED]
CORNING CA [REDACTED]

Re: FRD1124253 [REDACTED] vs Ford Motor Corporation

Dear Madam/Sir:

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

Please review the information outlined below:

- * *Completing Your BBB AUTO LINE Claim* - Please read this document first. It explains what you need to do to start your claim.
- * *How BBB AUTO LINE Works (California)* - This brochure explains how to use the program, the steps for you to follow to enable us to process your dispute, the eligibility requirements, and the remedies available through the program.
- * *Customer Claim Form (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 and additions. Please provide the Vehicle Identification Number (VIN).

Please note that Rule 3 of the *How BBB AUTO LINE Works (California)* brochure is amended to add the following remedies that may be awarded by the arbitrator:

- A Ford Extended Service Plan (ESP)

If you would like more information about our program, you may request a free copy of our written *Operating Procedures*.

BBB AUTO LINE staff are here to help you and Ford resolve your concerns. Please call me at (800)955-5100 if you have any questions.

Sincerely,

Linda Fernandez at Extension 202

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1124253
Contact date: 07/27/11
Start date: **AUG 24 2011**

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: [REDACTED]		
Mailing address: [REDACTED]		
City: CORNING	State: CA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: SAME	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Escort	Year: 2002	Current mileage: 79,000
Name(s) that appears on the vehicle title: [REDACTED] & [REDACTED]			
Selling dealer/city/state: , , CA Same			
Primary Servicing dealer/city/state: CORNING FORD-MERCURY, CORNING CA			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 12/02/2002	Mileage at purchase/lease: 22		
First repair attempt date:	First repair attempt mileage: 0		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles registered in California by vehicle owner/lessee: 3	Transmission type: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

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

Make the car run and fix it - Let the Ford dealer (Corning Ford). I want the car not to have a sudden stop or dead engine in the highway. Make it safe. Recall the car please.

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

VEHICLE IDENTIFICATION NUMBER	3FAFP11312R [REDACTED]		
Lienholder/Leasing Company	NONE	Phone Number	N/A

23

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Battery replaced car died	Sears, WA.	1	(2008 } car will not start	yes
Battery died again replaced free-warranty	Sears, WA	1	(2008 } car will not start	yes
car keeps dying He said he fix it	Jim (206) 283-8700	1	2008 car still dies	yes
car dies	Tony Auto Repair (530) 624-1859	3	march 2011 3 weeks	yes
car dies	Mike Auto Repair Corning C.A. (530) 824-6852	3	April 2011	Yes
car dies	Corning Ford Dealer Brad (530) 824-3257	3	June & may 2011 Brad said it doesn't run anymore	yes

Total days out of service for all problems:

[Redacted]

Signature of Titled Owner(s)

Date 8/17/11

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

**RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE**

WILLIAM ALEXANDER GURDIN

72P523

7754

R.O.S. Number

Stock Number 27978

Dealer Number

Contract Number

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)
 [REDACTED]
 CORNING, CA [REDACTED]

Creditor - Seller (Name and Address)
CORNING FORD MERCURY KIA
 2280 SHORT DRIVE
 CORNING, CA 96021

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2002	FORD ESCORT	22	3FAFP11312R [REDACTED]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
5.99 %	\$ 1921.50 (e)	\$ 2,036.30	\$ 13957.80 (e)	\$ 17657.80 (e)

(e) means an estimate

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
59 Payments	232.63	Monthly, Beginning 2/02/2002
One Final Payment	232.63	11/02/2007

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

1. Total Cash Price	
A. Cash Price of Motor Vehicle and Accessories	\$ 14,497.00 (A)
1. Cash Price Vehicle	\$ 14,497.00
2. Cash Price Accessories	\$ N/A
B. Document Preparation Fee (not a governmental fee)	\$ 45.00 (B)
C. Smog Fee Paid to Seller	\$ N/A (C)
D. Sales Tax (on A + B + C)	\$ 1,054.30 (D)
E. Luxury Tax	\$ N/A (E)
F. Service Contract (optional)*	\$ N/A (F)
G. Prior Credit or Lease Balance paid by Seller to	\$ N/A (G)
(see downpayment and trade-in calculation)	\$ N/A
H. Other (to whom paid)*	\$ N/A (H)
For	\$ 15,506.30 (1)
Total Cash Price (A through H)	\$ 15,506.30 (1)
2. Amounts Paid to Public Officials	
A. License Fees	\$ 135.00 (A)
B. Registration/Transfer/Titling Fees	\$ N/A (B)
C. Smog Impact Fee	\$ N/A (C)
D. Other CALIFORNIA TIRE FEE	\$ 5.00 (D)
E. Other	\$ N/A (E)
Total Official Fees (A through E)	\$ 140.00 (2)
3. Amount Paid to Insurance Companies	
(Total premiums from Statement of Insurance column a + b)	\$ N/A (3)

Vehicle Insurance		Term	Premium
\$ N/A	Ded. Comp., Fire & Theft	Mos.	\$ N/A
\$ N/A	Ded. Collision	Mos.	\$ N/A
\$ N/A	Body Injury Limits	Mos.	\$ N/A
\$ N/A	Property Damage Limits	Mos.	\$ N/A
\$ N/A	Medical	Mos.	\$ N/A
Total Vehicle Insurance Premiums			\$ (a)

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.
 Bu [REDACTED]
 Co [REDACTED]
 Seller X [REDACTED]

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

<input checked="" type="checkbox"/> Credit Life: <input type="checkbox"/> Buyer <input type="checkbox"/> Co-Buyer <input type="checkbox"/> Both
<input checked="" type="checkbox"/> Credit Disability (Buyer Only)
Credit Life Term Exp. Premium
Credit Life Mos. \$ N/A
Credit Disability Mos. \$ N/A
Total Credit Insurance Premiums \$ N/A (b)
Insurance Company Name
Home Office Address

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.
 You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is



REGISTRATION CARD VALID FROM: 03/11/2010 TO: 03/12/2011

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
FORD	2002	0000	AD	2010	130	11	[REDACTED]
BODY TYPE MODEL	MP	MO					VEHICLE ID NUMBER
4D	G	RP					3FAFP11312R [REDACTED]
TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC			STICKER ISSUED
AUTOMOBILE	03/29/10	52	03/29/10	5			Z1861649

REGISTERED OWNER

[REDACTED]

AMOUNT PAID \$ 88.00

AMOUNT DUE	AMOUNT RECVD
\$ 88.00	CASH : CHCK : CRDT : 88.00

CORNING CA

[REDACTED]

LIENHOLDER

B01 558 10 0008800 0032 CS B01 032910 11 [REDACTED]

353

AUTO 03/12/2011 TO 03/12/2012 TYPE 11 LICENSE NUMBER [REDACTED]

VEHICLE IDENTIFICATION NUMBER	3FAFP11312R [REDACTED]	MAKE	FORD
BODY TYPE MODEL	2-Door	YR	2010
DATE ISSUED	03/08/2011	Yr. Model	2002
CLASS	AD	TOTAL FEES PAID	\$69
CYLS	00/00/0000		5200
TYPE VEH.	170	MP	G
AX		WC	
UNLADEN/G/GW			

REGISTERED OWNER
CORNING CA [REDACTED]
LIENHOLDER



R0057
L0005

140022420110330

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES

E 3364542

READ REVERSE SIDE - IMPORTANT INSTRUCTIONS



Ford Customer Service Division

PO Box 6248, MD 4S-B
Dearborn, MI 48126 USA

August 2, 2011

[REDACTED]

Corning, CA [REDACTED]

Case # 0357862131

Vehicle ID # 3FAFP11312R [REDACTED]

Dear [REDACTED]

Your recent letter has been received and reviewed.

Customer satisfaction is the primary objective of Ford Motor Company and we make every attempt to ensure that our owners are satisfied.

We are always willing to consider individual requests for assistance beyond the normal warranty provisions. However, we must place limits on our post warranty assistance. We regret to advise you that your vehicle is beyond those limits and we are therefore, unable to assist with the cost of any repairs.

We appreciate your writing and wish that our response could have been more favorable.

Sincerely,

Christopher Willis
Ford Motor Company
Customer Relationship Center

Benny Brown's

CORNING

FORD • MERCURY

CORNING FORD MERCURY

2280 Short Drive
Corning, CA 96021
(530) 824-5434 (800) 273-3257
www.CorningFord.com



Mercury

B.A.R. # ARD130841

E.P.A. # CAL000152694

CUSTOMER NO. 29835	ADVISOR BRAD NORWOOD	TAG NO. 1115	INVOICE DATE 06/09/11	INVOICE NO. F1CS140780
CORNING, CA	LICENSE NO.	MILEAGE 79,172	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 02 / FORD / ESCORT / ZDR CPE ZX2		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 F A F P 1 1 3 1 2 R		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/02/11	REPRINT# 2
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 79172

JOB# 1 CHARGES

LABOR
 J# 1 10FOZ DRIVEABILITY TECH(S):1145 238.00
 CUST REPORTS ENG MISSES AT STEADY SPEEDS , AND DIES AT IDLE
 OR WHEN ENGAGING CLUTCH
 ROAD TESTED MANY TIMES FOR ENG MISS UNABLE TO VERIFY IDS
 TESTED CODE P1506 IAC VALVE OUT OF RANGE. KOEO KOER TEST
 NO VACUM LEAKS PERFORMED PIN POINT KE20 -KE30 IAC CKT FAULT
 IAC DEFECTIVE CAUSING ENG TO DIE ADVISED CUST, DECLINED
 AT THIS TIME , PARTS 293.95 LABOR 68.00
 CUST CALLED IN AND AUTHORIZED REPAIR , REPLACED IAC VALVE
 CLEARED CODE ROAD TESTED 5 MILES NO MISS OR ENG DIES
 NOTICED ON ROAD TEST THROTTLE SLIGHTY STICKS FOR IDLE
 TO DROP INTO SPECS 4-5 SECONDS MAY NEED THROTTLE BODY
 IN FUTURE ADVISED CUST
 REPLACED CUST PROVIDED FUEL FILTER
 RECOMMENDED THROTTLE BODY 580.00
 CUST DECLINED AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	F7RZ-9F715-AB	VALVE A	281.00	281.00	281.00
	1	F6RZ-9F670-BA	GASKET	11.92	11.92	11.92
				TOTAL - PARTS		292.92

JOB# 1 TOTALS
 LABOR 238.00
 PARTS 292.92

JOB# 2 CHARGES
 JOB# 1 JOURNAL PREFIX F1CS JOB# 1 TOTAL 530.92

LABOR
 J# 2 99FOZ TIRE PRES TIRE INFLATION SERVI TECH(S):1145 0.00
 MAINTANCE SET TIRE PRESSURE TO SPECS
 PER CA CODE OF REGULATION 95550
 35 PSI

JOB# 2 TOTALS
 JOB# 2 JOURNAL PREFIX F1QS JOB# 2 TOTAL 0.00

LABOR
 J# 3 99FOZQ99P MULTI POINT INSP TECH(S):1145
 PERFORM MULTI-POINT INSPECTION
 SEE SERVICE ADVISOR TO REVIEW YOUR VEHICLE REPORT

JOB# 3 TOTALS
 JOB# 3 JOURNAL PREFIX F1QS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

Benny Brown's

CORNING

FORD • MERCURY

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Corning, CA 96021
(530) 824-5434 (800) 273-3257
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Mercury

B.A.R. # ARD130841

E.P.A. # CAL000152694

CUSTOMER NO. 29835	ADVISOR BRAD NORWOOD	1115	TAG NO. 9917	INVOICE DATE 06/09/11	INVOICE NO. FICS140780
CORNING, CA	LICENSE NO.		MILEAGE 79,172	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 02/FORD/ESCORT/2DR CPE ZX2			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 F A F P 1 1 3 1 2 R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 06/02/11	REPRINT# 2
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 79172

LABOR-----
 J# 4+99FOZGBATT BATTERY CHECKS GOOD TECH(S):1145 0.00
 CHECK BATTERY
 CHECKED BATTERY
 BATTERY CHECKED GOOD
 BATTERY 75-80%

JOB# 4 TOTALS-----
 JOB# 4 JOURNAL PREFIX F1QS JOB# 4 TOTAL 0.00

LABOR-----
 J# 5+99FOZGTIRE TIRES ALL OK TECH(S):1145 0.00
 CHECK ALL TIRES
 CHECKED TIRES
 TIRE TREAD AND WEAR IS OK AT THIS TIME

JOB# 5 TOTALS-----
 JOB# 5 JOURNAL PREFIX F1QS JOB# 5 TOTAL 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$127.00 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$540.00 (+TAX) ON 06/08/11 AT 08:54am
 BY NORMAN RAYMOND GABRIE COMMENTS REPLACE IAC VALVE AND FUEL FILTER
 COMMENTS-----
 DIAG-----

RECOMMENDATIONS-----
 INJECTION SYSTEM SERVICE
 RECOMMEND THROTTLE BODY IN FUTURE ADVISED CUST 580.00
 NEEDS COOLANT FLUSHED
 CUST DELINED

~~127.00~~
 Free
 unable to read from
 I.D.S.

Benny Brown's

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Mercury

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E.P.A. # CAL000152694

CUSTOMER NO. 29835	ADVISOR BRAD NORWOOD	TAG NO. 1115 9917	INVOICE DATE 06/09/11	INVOICE NO. F1CS140780
[REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 79,172	COLOR SILVER/	STOCK NO.
CORNING, CA [REDACTED]	YEAR/MAKE/MODEL 02/FORD/ESCORT/2DR CPE ZX2	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 3 F A F P 1 1 3 1 2 R	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE [REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 06/02/11	REPRINT# 2
COMMENTS				MO: 79172

TOTALS

At CORNING FORD CHRYSLER DODGE JEEP
Your "COMPLETE SATISFACTION" is the most important thing to us.
You may receive a survey from Ford Motor Company. Please do take a moment to fill out the survey and mail it back.

This is our report card to Ford Motor Co. The survey lets Ford Motor Co. know how you feel about "CORNING FORD" and the Service we provide.
If for any reason you feel you can NOT answer "COMPLETELY SATISFIED" - Please allow me the opportunity to correct the problem before returning the survey.

Thanking you in advance,
Steve Lowery, Fixed Operations Director. 530-824-5434 Ex 137

TOTAL LABOR....	238.00
TOTAL PARTS....	292.92
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	24.17
TOTAL INVOICE \$	555.09

WZD

CUSTOMER SIGNATURE



Multi-Point Inspection Report Card

Owner Advantage Rewards Member #: _____
 Rewards Service Balance: _____

Name: _____

Today's Date: _____ RO/Tag: _____ State Inspec. Month: _____

E-mail Address: _____

Make/Model/Year: _____ Mileage: _____

VIN #: _____ PLATE #: _____

SCHEDULED MAINTENANCE ITEMS DUE FOR SERVICING ON THIS VISIT*			
DUE	SERVICED	DUE	SERVICED
<input type="checkbox"/> Cabin Air Filter	<input checked="" type="checkbox"/>	<input type="checkbox"/> Oil Filter	<input checked="" type="checkbox"/>
<input type="checkbox"/> Engine Air Filter	<input checked="" type="checkbox"/>	<input type="checkbox"/> Spark Plugs	<input checked="" type="checkbox"/>
<input type="checkbox"/> Engine Coolant	<input type="checkbox"/>	<input type="checkbox"/> Tire Rotation	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input type="checkbox"/> Transmission Filter	<input type="checkbox"/>
<input type="checkbox"/> Oil Change	<input checked="" type="checkbox"/>	<input type="checkbox"/> Transmission Fluid	<input checked="" type="checkbox"/>

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

CHECK FLUID LEVELS AND FILL		SERVICED
<input checked="" type="checkbox"/> Oil and/or fluid leaks		<input type="checkbox"/>

OK FILL <input type="checkbox"/> Engine Oil	OK FILL <input type="checkbox"/> Power Steering	OK FILL <input type="checkbox"/> Transmission (if equipped with dipstick)
<input type="checkbox"/> Brake Reservoir	<input type="checkbox"/> Window Washer	<input type="checkbox"/> Coolant Recovery Reservoir

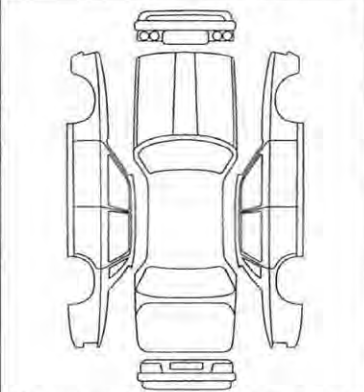
BATTERY

EXTERIOR BODY



Condition of Terminals
 Good Bad
 (Clean if necessary)

Factory spec cold cranking amps
 Actual cold cranking amps



Note any existing damage or defects

SYNC VEHICLE HEALTH REPORT (VHR)			ACTIVATED
VHR Activation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		<input type="checkbox"/>

LEGEND Contributes to vehicle efficiency and a green environment
 Checked and OK at this time May require future attention Requires immediate attention

CHECK FOLLOWING SYSTEMS/COMPONENTS

SYSTEM/COMPONENT	SERVICED
BRAKE SYSTEM	
<input checked="" type="checkbox"/> Brake system (including lines, hoses, and parking brake)	<input checked="" type="checkbox"/>
STEERING AND SUSPENSION	
<input checked="" type="checkbox"/> Shocks/struts and other suspension components for leaks and/or damage	<input type="checkbox"/>
<input checked="" type="checkbox"/> Steering, steering linkages and ball joints	<input type="checkbox"/>
EXHAUST SYSTEM	
<input checked="" type="checkbox"/> Exhaust system (leaks, damage, loose parts)	<input checked="" type="checkbox"/>
TRANSMISSION AND DRIVE AXLE	
<input checked="" type="checkbox"/> Clutch operation (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/> Constant velocity (CV) drive axle boots (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/> Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	<input type="checkbox"/>
LIGHTS/BLADES/WINDSHIELD	
<input checked="" type="checkbox"/> Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	<input type="checkbox"/>
<input checked="" type="checkbox"/> Windshield washer spray, wiper operation and wiper blades	<input type="checkbox"/>
<input checked="" type="checkbox"/> Windshield for cracks, chips and pitting	<input type="checkbox"/>
BELTS, HOSES/PIDGOTS	
<input checked="" type="checkbox"/> HVAC system and hoses/lines for leaks and/or damage	<input type="checkbox"/>
<input checked="" type="checkbox"/> Engine Cooling system, radiator, hoses and clamps	<input type="checkbox"/>
<input checked="" type="checkbox"/> Accessory drive belt(s)	<input type="checkbox"/>

TIRE/BRAKE WEAR			
TIRE TREAD	7/32" and greater	4/32" to 6/32"	3/32" and less
BRAKE LINING	Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)	3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"	Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)



LEFT FRONT	SERVICED	RIGHT FRONT	SERVICED
<input checked="" type="checkbox"/> Tire Tread Depth _____ /32"	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Tread Depth _____ /32"	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tire Wear Pattern/Damage	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Wear Pattern/Damage	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>
<input checked="" type="checkbox"/> Brake Lining _____ mm _____ /32"	<input type="checkbox"/>	<input checked="" type="checkbox"/> Brake Lining _____ mm _____ /32"	<input type="checkbox"/>
LEFT REAR	SERVICED	RIGHT REAR	SERVICED
<input checked="" type="checkbox"/> Tire Tread Depth _____ /32"	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Tread Depth _____ /32"	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tire Wear Pattern/Damage	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Wear Pattern/Damage	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>
<input checked="" type="checkbox"/> Brake Lining _____ mm _____ /32"	<input type="checkbox"/>	<input checked="" type="checkbox"/> Brake Lining _____ mm _____ /32"	<input type="checkbox"/>

TIRE WEAR INDICATES:	SERVICED
<input type="checkbox"/> Alignment check needed	<input type="checkbox"/>
<input type="checkbox"/> Wheel balance needed	<input type="checkbox"/>
<input type="checkbox"/> Tire repair needed	<input type="checkbox"/>
<input checked="" type="checkbox"/> Brake measurements not taken this service visit	

Comments: RFC COOLANT FLUSH



Service Advisor: BW
 Technician: MT

Customer Signature: _____

Mikes Service Auto Repair
 BAR# AA187203
 2371 Carona Ave
 Corning, Ca 96021
 530 824 6852

Customer: [Redacted]
 Address: [Redacted]
 City, State: Corning, CA [Redacted]
 Day Phone: [Redacted]
 Night Phone: [Redacted]
 Fax: [Redacted]
 Estimate Ref: 1862

Service Writer:
 Service Tech:
 VID: 3FAFP11312R1 [Redacted]
 Mileage: 078910
 04/23/11

Vehicle: 2002 Ford Escort ZX2 L4-2.0L DOHC VIN 3

Description	Part #/Labor Rate	Qty	Price/Time	Extended
Check dieing problem scan, could not duplicate problem, have seen car die but could not get it to run for now for me				
			Labor Total	0.00
			Parts Total	0.00
			Sub-Total	0.00
			Total	\$ 0.00

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for the purpose of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any cause beyond your control

Signature _____ Date _____

We returned it (the car) to him because it died on us on the freeway
 Mike said "I don't think, even new engine will solve the problem."
 He kept it for 2 weeks, will not want to touch it anymore.

TONY'S AUTO REPAIR



Oil Changes to Over Hauls
Cars * Trucks * Semi Trucks * Tractors * Boats

FREE ESTIMATES
(530) 624-1859

409 San Benito Avenue * Gerber, CA 96035

AUTO REPAIR ORDER

NAME	[REDACTED]
ADDRESS	[REDACTED]
CITY, STATE	CORNING, CA [REDACTED]

CUSTOMER'S INFORMATION

DATE	3-15-11	CUSTOMER'S ORDER NO.	WHEN PROMISED
YEAR • MAKE • MODEL	02/FORD/ESCORT/CE	SERIAL NO.	[REDACTED]
LICENSE NO.		MOTOR NO.	[REDACTED]
	ODOMETER		WRITTEN BY

- LUBE
 OIL CHANGE
 FLUSH TRANS.
 FLUSH DIFF.
 WASH
 POLISH

OBD/SCAN DEABUSTIC (IDS)

SHOW NO CODES

UNABLE TO VERIFY

KEPT FOR TWO WEEKS ROAD TESTED AND STILL MOTOR DIES.

MECHANICS RECOMMENDATIONS		GAS, OIL & GREASE	ACCESSORIES	LABOR ONLY
		GALS. GAS		PARTS
		QTS. OIL		ACCESSORIES
		LBS. GREASE		GAS, OIL, & GREASE
		TOTAL GAS		MISC. MERCHANDISE
		OIL & GREASE		SUBLET REPAIRS
		<input type="checkbox"/> RETAIN PARTS		
		<input type="checkbox"/> DESTROY PARTS	TOTAL ACCESSORIES	TAX
ESTIMATE AMOUNT • PARTS & LABOR ▶		AUTHORIZED BY		TOTAL
				00.00

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR, TRUCK OR 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 ABOVE CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

TEAR/DOWN ESTIMATE - I UNDERSTAND THAT MY CAR WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs, but call me before continuing if the price will exceed \$ _____.

3. I do not want an estimate.

We took it to him, after towing from San Francisco, CA.

Jose Quinonez the mechanic for Tony Auto Repair

Timing belt

alternator

\$ 430.00

Idle control sensor

I couldn't find my receipt
it probably flew ^{on} the seat of
car

Then we returned to him because it still dies

☺ He kept for 2 wks He finished the

\$30.00 gas we put it kept driving but

~~while~~ it's still stopping then he gave

up & gave me this receipt.



BBB AUTO LINE

August 25, 2011

[REDACTED]
CORNING CA [REDACTED]

Re: FRD1124253 [REDACTED] vs Ford Motor Corporation 3FAFP11312R [REDACTED]

Dear [REDACTED]

We have received your *Customer Claim Form* and supporting documentation concerning your complaint against the manufacturer of your automobile.

After careful review of your case, we have determined that your complaint is not within the jurisdiction of the BBB AUTO LINE program. We have made this determination for the following reasons:

The age and mileage jurisdiction requirement section of HOW BBB AUTO LINE WORKS booklet, specifies that you must file your claim within six months after the expiration of the applicable warranty period. The applicable warranty on your vehicle was for 3 years/36,000 miles, whichever came first. Your warranty expired over six months prior to the filing of your BBB AUTO LINE CLAIM.

NOTE: BBB AUTO LINE DOES NOT TAKE EXTENDED WARRANTIES OR SERVICE CONTRACTS INTO CONSIDERATION WHEN DETERMINING JURISDICTION.

Please refer to the booklet How BBB AUTO LINE Works for further explanation of jurisdictional requirements.

If you disagree with this finding, you may appeal it by sending us a written statement indicating why you think your claim is within the jurisdiction of the BBB AUTO LINE program. This statement must be mailed to the following address within 30 days from the date of this letter:

BBB AUTO LINE
4200 Wilson Blvd
Suite 800
Arlington, VA 22203

→ I called
"warranty is over
can't assist me"

If you choose to appeal, a BBB AUTO LINE arbitrator will review your

and may decide that the evidence presented is not sufficient to warrant an award within the jurisdiction of BBB AUTO LINE or that any award should be made in your case.

If you require further assistance to discuss your vehicle service concerns, Ford asks that you speak to the dealership Service Manager or contact the Ford Customer Relationship Center to clarify their policy and procedures. The Ford CRC contact information is:

www.ford.com "Contact Us"

1-800-392-3673 (Ford or Mercury Brand Vehicle owners)
1-800-521-4140 (Lincoln Brand Vehicle owners)

Ford Motor Company
P.O. Box 6248
Dearborn, MI 48121

Thank you for bringing your complaint to our attention.

Sincerely,

Linda Fernandez at Extension 202

Notice to California Claimants

Enclosed you will find a copy of your *Customer Claim Form* and the original of all other documents recently submitted to the BBB AUTO LINE program as part of the claim you have filed

These documents are being duplicated in their entirety and placed in your electronic imaged case file. Copies of these documents have been sent to the manufacturer and will also be sent to the arbitrator if there is an arbitration hearing scheduled in your case.

Your original submission is being returned to you for your records and further reference, if needed.

Should your case advance to an arbitration hearing, you should bring the enclosed documents to the hearing with you. While the arbitrator and the manufacturer will already have received a copy, it may be necessary to refer to these documents if there is any difficulty in reading the electronically imaged copy.

If you have any further questions, please call our offices at 1.800.955.5100.

Thank you,

Document Management Department
BBB AUTO LINE Program



Date

No Hearing
unable to assist
Warranty is over

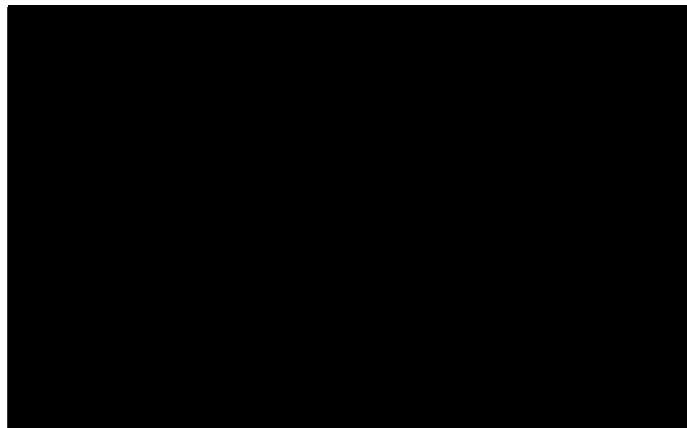
11-1-11

National Highway Traffic
Safety Administration
400 Seventh St, SW
Washington, D.C. 20590

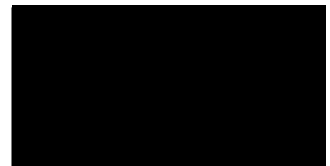
To Whom It May Concern,

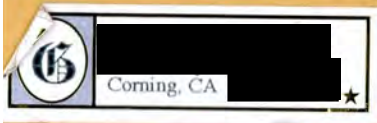
Could you please assist me to recall
My vehicle.

Thank you.



Corning, CA.





National Highway Traffic
Safety Administration
400 Seventh St., SW
Washington, D.C.
20590