

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p> <p>Date Received: 01-OCT-2013</p> <p>Repository <input type="checkbox"/></p> <p>Reference No.: 10546381</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
HAYDEN	AL				
<p>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
1FABP2F85DG		FORD	TAURUS	2013	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
03/18/2013	Town & Country Ford 205-491-0000		No: Cylinders	Gasoline	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
	Bessemer, AL	AL			
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Automatic	<input checked="" type="checkbox"/> Cruise Control			15-JUL-2013	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL			Failure Mileage	Failure Speed	
			4000		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)			
Goodyear	Eagle RSA	255/45R19 A/S V-RATED			
DOT No. (Example: DOTM19ABC036)	<input checked="" type="checkbox"/> Original Equipment	Failure Location:			
M63E JLR 491Z	<input type="checkbox"/> Prior Repair				
Tire Component Code	Tire Failure Type:			Tire Failure Type: <i>Tire from manufacturer on backwards on right front</i>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police	
		0	0	N	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>					
<p>TL* THE CONTACT OWNS A 2013 FORD TAURUS. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS, THE VEHICLE ACCELERATED WITHOUT MANUAL FORCE, THE FAILURE WAS RECURRING. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS BUT THEY WERE UNABLE TO DUPLICATE THE PROBLEM. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 4,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

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

Left back tire - plugged from manufacturer file off burr  
on wheel can seize as accelerate out of  
control, car going dead for no reason

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle  
has a safety defect?**



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**www.safecar.gov**

**or call:**

**Vehicle Safety Hotline**

**888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

DISPLAY RO# W 71713 CUST# 1933 [REDACTED]  
UNIT# DG [REDACTED] 2013 FORD

TAURUS LIM

OWNER 1933 UNIT# DG [REDACTED] 2013 FORD TAURUS LIM CURR MI 8,071.0  
VIN: 1FAHP2F85DG [REDACTED] ENGINE: 3.5 6 CYL  
COLOR:

PRB# 1 LABOR TYPE 1W WARR LABOR 94-99 \*\* OPEN \*\*  
COMPLAINT: CUSTOMER STATES RADIO IS NOT WORKING & NAV SYSTEM IS NOT WORKING

CORRECTION: PERFORMED COMPLETE DIAGNOSTICS-DETERMINED THAT THE GPSM & THE ACM WAS NOT COMMUNICATING ON THE NETWORKTEST.PER WORKSHOP MANUAL REMOVED TCM PANELS & CHECKED ELETRICAL CONNECTIONS FOR THE ACM.& APIM -CHECKED FUSES AS PER MANUAL-REPLACED FUSE

OPR# 1 SKILL LEVEL:

TECH #:	000						
1	LABOR	PARTS	SUBLET	OTHER	MISC	PROB	TOTAL
	0.00	0.00	0.00	0.00	0.00		0.00
	TOTAL DUE						0.00

FUNCTION (F/B/ ) [ ] SCREEN 2 OF 2 RO TOTAL \$0.00

*Valley Ford Wash*

# GOODYEAR AUTO SERVICE CENTER

**INVOICE**  
**096897**

A DIVISION OF THE GOODYEAR TIRE & RUBBER COMPANY  
700 R.ARRINGTON BLV S. DANIEL VAZQUEZ STORE MGR.  
BIRMINGHAM, AL 35233  
FEDERAL TAX ID# 340253240  
(205)252-2161 HOURS 7-7MON-FRI, 7-5SAT  
www.GoodyearAutoService.com

PAGE: 01

BILL TO: [REDACTED]  
HAYDEN, AL [REDACTED]

PHONE 1..... [REDACTED] EXT.  
PHONE 2.....  
RETURN PARTS.. NO  
PRIOR INVOICE. **NEW CUSTOMER**  
DATE REQUESTED 08/08/13

VEH YEAR/MAKE. 13 FORD  
VEHICLE MODEL. TAURUS  
VEHICLE COLOR. [REDACTED]  
LICENSE/STATE. [REDACTED]  
TIME REQUESTED

ODOMETER IN/OUT004493 / 4493  
VEHICLE IN....08/08/13 04:17 PM  
VEHICLE OUT...08/13/13 12:05 PM  
TERR/NONSIG...2221/902221  
SALESMAN..... 021 / 021

ACCOUNT # COB TC CUST# TYPE/STATE PAYMENT METHOD  
[REDACTED] 2 01 04048 0 AL CHECK

SLS TECH	PRODUCT CODE	BC QTY	DESCRIPTION	UNIT PRICE	LBR/EXCISE	LINE TOTAL
021 075	040-000	R 1	LEAKING AROUND BEAD PEICE OF METAL FOUND	.00	.00	FREE
021 075	040-000	R 1	STICKING OUT FROM RIM	.00	.00	FREE
021	732-016-500-0 QTY. 1 NO. M63EJL1R2613	R 1	255/45R19 100V SL EAG RS-A VSBRPTL	240.97	.00	240.97
021 075	044-275	R 1	WHEEL BALANCE - AUTO - LIFETIME FOR THE LIFE OF THE TIRE	5.95	5.95- 11.00 11.00-	FREE

**SUMMARY:**

PARTS TOTAL.....	246.92
LABOR TOTAL.....	11.00
DISCOUNT LABOR.....	11.00
DISCOUNT PARTS.....	5.95
SUB TOTAL.....	240.97
SALES TAX(10.000%)	24.10

CHECK AMOUNT..... 266.07  
STATE TIRE FEE 1.00  
TAXABLE AMOUNT 240.97

**X**-----  
CUSTOMER AUTHORIZATION FOR TOTAL

**INVOICE TOTAL \$266.07**

FOR EMPLOYMENT OPPORTUNITIES VISIT US AT WWW.GOODYEAR.COM  
RECOMMENDED TIRE ROTATION AT 6,000-8,000 MILE INTERVALS CHECK TIRE PRESSURE BI-WEEKLY  
BRAKES,AIR COND & HEATER,POWER WINDOWS & LOCKS,SHOCKS,STRUTS & MOST REPAIRS YES, WE CAN DO THAT,JUST ASK

THANK YOU FOR YOUR BUSINESS! IF YOU ARE NOT 100% SATISFIED,  
PLEASE CONTACT THE STORE MANAGER, DANIEL VAZQUEZ, AT (205)252-2161

SALES ASSOC(S): 021 JAMES C. TREAD DEPTH L/F..... 11/32 R/F.... 10/32  
TECHNICIAN(S): 075 MATTHEW R. TREAD DEPTH L/R..... 10/32 R/R.... 10/32

\*\*\*ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED\*\*\*  
SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

RO#

3916

Service Advisor

4 of these have  
been put on my car  
and Ford has not contact  
me yet

Style C

3916

 **IMPORTANT** 

You will receive a survey from the manufacturer shortly.  
Your **Complete Satisfaction** is our goal. If for any reason  
you cannot give us a "**Completely Satisfied**" please  
contact the service manager before mailing the survey.

[Print Page Click Here](#)

[Report a Problem](#)

OASIS RESULT: 1FAHP2F85DG

USA: EN-US

06-NOVEMBER-2013 / 15:21:49 EST/ APP2  
Local Time: 6-NOVEMBER-2013 / 2:21:52 PM

**VEHICLE INFORMATION**

VEHICLE DESCRIPTION: 2013 TAURUS  
TRANSMISSION: 6 Speed Auto Transmission 6F50  
PAINT COLOR: White Platinum  
AXLE RATIO: 3.16 Ratio  
SYNC VERSION: V3 Gen2

BODY STYLE: LIMITED FWD  
AXLE CODE: 2A  
PAINT CODE: UG  
WHEEL SIZE: 8.5 X 19" Painted Aluminum Wheel  
VHR ACTIVATED:

ENGINE: 3.5L Cyclone V6 Petrol TIVCT  
ENGINE CALIBRATION: DPH1FT0A  
RADIO: AM/FM CD/Clock  
FRONT TIRE: 255/45R19 A/S V-RATED  
GROSS VEHICLE WEIGHT: 6260 LB. GVW

NO WARNING MESSAGES FOUND FOR THIS VIN

**ACCURATE REPAIR NOTIFICATIONS**

NO ARN MESSAGES FOUND

**GENERAL WARRANTY INFORMATION**

WARRANTY START DATE: 18-MARCH-2013 BUILD DATE: 17-DECEMBER-2012 SALE MILEAGE: 00015

**OUTSTANDING FIELD SERVICE ACTIONS**

SYNC WITH MYFORD/MYLINCOLN TOUCH - WARRANTY EXTENSION COVERING ACCESSORY PROTOCOL INTERFACE MODULE (APIM)

**EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

**WARRANTY REPAIR HISTORY**

09-SEPTEMBER-2013

DEALER: Town & Country Ford

WARRANTY CLAIM NUMBER: 477722

ODOMETER: 005728M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
AG1Z 5451728A	MLDG ROOF DRIP RR	001	999A	33	LOOSE PART

REPLACED PASSENGER SIDE ROOF MOLDING. CURRENT MOLDING BENT.

22-AUGUST-2013

DEALER: Town & Country Ford

WARRANTY CLAIM NUMBER: 476882

ODOMETER: 004695M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
RENTAL	AWA FOR RENTAL VEHIC	000		82	FREIGHT/POSTAGE/MAINTENANCE

FMC 360 CASE # 2953921 REFUND TO CUSTOMER FOR RENTAL CHARGES

05-AUGUST-2013

DEALER: Town & Country Ford

WARRANTY CLAIM NUMBER: 475953

ODOMETER: 004468M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
DG1Z 9A407B	PUMP&BRKT ASY-FUEL E	001	13S04C		
4L3Z 9276AA	GASKET FUEL GAUGE	001			

REPLACE FDM PER RECALL 13S04C 1.1HRS TECH 4462

05-AUGUST-2013

DEALER: Town & Country Ford

WARRANTY CLAIM NUMBER: 475953

ODOMETER: 004468M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
TAP1	MISC	000		82	FREIGHT/POSTAGE/MAINTENANCE

TRANSPORTATION ASS:STANCE

END OF OASIS REPORT FOR 1FAHP2F85DG

© Copyright 2002-2013 Ford Motor Company. All rights reserved.

*This is all TC has sent to Ford*

CUSTOMER #: [REDACTED]

478423

# TOWN & COUNTRY



5041 Ford Parkway  
Bessemer, AL 35022-5279  
(205) 491-0000  
www.alabamaford.com

\*INVOICE\*

DUPLICATE 1  
PAGE 1

HAYDEN, AL  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 839 TRENT MCMAHAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	13	FORD TAURUS	1FAHP2F85DG [REDACTED]		6039/6039	T3637	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18MAR13	DD17DEC12		17:00 21SEP13			CASH	21SEP13
R.O. OPENED		READY	OPTIONS: STK:130263 DLR:03365 ENG:3.5 Liter tivCT				
08:57 21SEP13		10:07 21SEP13	TRN:44J				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK FOR FLUID LEAKS AND ADVISE - CS - HAS TO ADD OIL AND SEEING SPOTS IN DRIVEWAY							
999 MISCELANIOUS REPAIR, SEE TECHNICIAN DETAIL							
478 ISS (N/C)							
6039 INSPECTION FOUND DRAIN PLUG BACK OUT CLOSE TO A 1/4 INCH.							
RE-INSTALLED OIL DRAIN PLUG AND RECHECKED OK. WB							

\*\*\*\*\*

You may receive a Survey from Ford Motor Co. about this repair visit. If in any way, you are not COMPLETELY SATISFIED with this repair Please call Wayne Brewer for Service (205) 491-0000

Or please call Sam Posey for Collision We appreciate your business.

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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 INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

CUSTOMER

CUSTOMER #:



477722

# TOWN & COUNTRY



5041 Ford Parkway  
Bessemer, AL 35022-5279  
(205) 491-0000  
www.alabamaford.com

\*INVOICE\*

PAGE 1

HAYDEN, AL

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 839 TRENT MCMAHAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	13	FORD TAURUS	1FAHP2F85DG		5728/5728	T3526

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18MAR13	DD17DEC12		17:00	09SEP13		CASH	10SEP13

R.O. OPENED	READY	OPTIONS:	STK:130263 DLR:03365 ENG:3.5_Liter_TivCT				
13:19	09SEP13	14:55	10SEP13	TRN:44J			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CS - TRIM PIECE ON ROOF (PASSANGER SIDE)CAME OFF  
CAUSE:

999 MISCELANIOUS REPAIR, SEE TECHNICIAN DETAIL  
459 W94

(N/C)

1 AG1Z\*5451728\*A MOULDING - ROOF SIDE TRIM

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

006300

5728 REPLACED PASSANGER SIDE ROOF MOLDING. CURRENT MOLDING BENT.

\*\*\*\*\*

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SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

CUSTOMER #:



Ford  
1800392-367476571

# TOWN & COUNTRY



5041 Ford Parkway  
Bessemer, AL 35022-5279  
(205) 491-0000  
www.alabamaford.com

\*INVOICE\*

PAGE 1

HAYDEN, AL

HOME [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 839 TRENT MCMAHAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	13	FORD TAURUS	1FAHP2F95DG [REDACTED]		4693 / 4693	T3257

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18MAR13 DD	17DEC12		17:00 17AUG13			CASH	16AUG13

R.O. OPENED	READY	OPTIONS:	STK:130263 DLR:03365 ENG:3.5 Liter TivCT				
17:17 16AUG13	17:19 16AUG13	TRN:44J					

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

A CS - VEHICLE WILL NOT START - SPINS - NO CRANK  
NC NO CHARGE

998 ISP

(N/C)

4693 WAYNE BREWER FOUND VEHICLE OUT OF FUEL - PUT FUEL IN CAR AND VEHICLE STARTED. NC

\*\*\*\*\*

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(205) 491-0000

Shane Rainey Assistant Collision Center Mgr  
We appreciate your business.

- 28 Spiliron
- 28 Amber
- 29 Owen
- 30 Jason
- 9 Dalisa
- 11 Kathy
- 10 Mark
- 12 Earman
- 13 DeLeon

Buy Book no

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CUSTOMER

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478423

# TOWN & COUNTRY



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\*INVOICE\*

DUPLICATE 1  
PAGE 1

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08:57 21SEP13	10:07 21SEP13	TRN:44J					

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

A CHECK FOR FLUID LEAKS AND ADVISE - CS - HAS TO ADD OIL AND SEEING SPOTS IN DRIVEWAY

999 MISCELANIOUS REPAIR, SEE TECHNICIAN DETAIL  
478 ISS

(N/C)

6039 INSPECTION FOUND DRAIN PLUG BACK OUT CLOSE TO A 1/4 INCH.  
RE-INSTALLED OIL DRAIN PLUG AND RECHECKED OK. WB

\*\*\*\*\*

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*Four 4 time no respect*

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TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

Page 3 4

and the car. I was not and still not satisfied. I have now been reassigned a new case number, CAS3524424.

I feel this car is a hazard and a danger to be on the road due to the surging. Along with numerous hours of phone calls totaling over 50, I feel I have been sold a product that Ford Motor Company does not want to stand behind.

August 28, 2013 car surged out of control again.

Phone calls made on August 27,28,29 2013. September 3,9,10,11,12,13. At no time were any of these calls returned.

October3,2013, trim on top of car came loose again.

October 4<sup>th</sup>, 2013, called Trent and told him about trim. He told me to take car to the body shop and talk to Sam. Waited at body shop for 1 ½ hours, at that time service manager told me I would have to go to the main office. I was told there that they would have to call Ford to get approval for repair to replace trim.

October 31, 2013, radio, navigation and phone all went out on car. Called Town & Country and left message for Trent to call me, Trent never returned call.

November 1, 2013 called Trent again and he never returned call.

November 4, 2013 took car to Valley Ford to repair all that needed repaired. Car was there for 3 days and I had no transportation.

November 11, 2013 Town & Country called and says trim in for top of car. When arrived at Town & Country I was told it came in bent. I ask for something showing I brought car in when they called and couldn't fix, they refused to give me anything.

November 12, 2013, Sonya called to take car back to Town & Country for them to go over car again. I called Town & Country to see if Ford had contacted them about getting a car to drive while being repaired.

November 14, 2013 car surged out of control again.

I have been given four case numbers: CAS30220090, R2D2T7,CAS-2953921. Sonya called and told me all cases were closed because I was satisfied with the repairs

Car taken in for repair on surging problem. On August 7<sup>th</sup>, 2013, I was called and told car not ready and nothing could be done for surging problem

Picked up car on August 8, 2013, since informed car could not be repaired properly I put lemon stickers on car at dealership.

Salesperson, Trent, was surprised that Town & Country would not stand behind their product.

I was called by Sonya, Ford representative for the Southeast, and was told not to contact Town & Country Ford and I was to deal directly with her.

August 14<sup>th</sup>, 2013, my wife started to work and gas gauge says 160 miles to empty. Car quit in bank drive thru. Took 2 hours to get roadside assistance there to tow car. Car was taken to Ekenrod Ford in Cullman, Alabama.

On August 15<sup>th</sup> tried to get car back to Town & Country and they refused. On August 16<sup>th</sup>, 2013, went to Ekenrod Ford to have them fix anything wrong with car and they refused to do any repairs since car was not bought there and the problems with car. Car was sent back to Town & Country at Eckenrod Ford's expense.

Town & Country says car was just out of gas. Picked up car and wanted to see I gauges working correctly. Drove car to where the warning light should come on based on miles to empty. Finally on third time warning light came on.

Drove car to a ball game and it quit. Got car home and the next day car cranked as normal.

August 21, 2013 Called Ford Motor Company and discussed trouble with car. I was told someone would call within 2 working days, no one called.

August 28, 2013 called again to have Sonya call and she never returned any calls.

August 14<sup>th</sup>, 2013, filled car at Warrior Exxon.

August 5<sup>th</sup>, 2013, took car to Town & Country for right tire being mounted incorrectly from factory. Left back tire had been leaking 2-3 weeks.

Took car to Witt's Tire and was told I had ran over a nail. They removed nail and plugged tire. Tire still leaking after being plugged and was removed again to check tire. It was leaking air between tire and bead.

Town & Country refused to to break down tire to see why leaking between tire and bead. Had argument with Town & Country over this issue.

Had Town & Country to align front end and wanted new tires because back tire was bad and front tire was put on wrong from factory. Town & Country refused to replace tires unless I paid for them. I was sent to Goodyear in Forrestdale, Alabama. This was a privately owned store and they would replace any tire they had not sold. Goodyear says that tire should be mounted as stated on tire. Took car to another Goodyear location where tire was broken down and there was a spur on the wheel. They filed down the spur but had to charge for service because this was done at Ford factory. These tires had been discontinued, they could make another tire with same tread. This would take approximately a week to make and be able to put on tire. Took car back to Witt's tire and had them put on used tire. I had been carrying an air tank in trunk all this time and was tired of keeping it in trunk. At that time they discovered a second plug in tire that had to have done at factory before purchase of the car.

Had to have shroud replaced on car several times. One of the times I got down the road approximately 10 miles and heard a pop and loud noise. Pulled over to see what was wrong and shroud was broken and half of shroud was torn off car.

Car was taken in for recall we received on gas leak.

July 17 low air L Rear  
July 20 " " "  
July 24 " " " lose lower ballance  
July 29 Recall  
July 29 low air LR  
Aug 1 " " " lose lower ballance  
Aug 2 Flat tire  
Aug 3 Plug L Rear R Front Tire mounted  
Aug 4 Filled car with Gas in Bondy  
Aug 5 took car to Town & County  
Fix Tire Problem all over Front End  
Fix lower ballance, car surge  
Recall service  
Aug 6 Picked up car  
Aug 8 Goodyear store in adenville  
Aug 8 lower ballance came lose  
before in went 10 miles  
Aug 8 Goodyear store in Birmingham  
Aug 8 Put on use tire. Found L Rear  
tire had 2 plugs  
Aug 13 Bought new tire from Goodyear  
Aug 14 wife left to go to work car  
ran 141 miles to empty  
Aug 14 Road side took the car to  
Eckman Ford in Culman

- Aug 14 went to Edward Ford  
 Aug 14 Gonyea Ford sent car to TC  
 Aug 14 told me not to  
 call TC no more  
 Aug 19 Picked up car from TC  
 Aug 20 Drove car to 40 miles to  
 empty no morning  
 Aug 21 Drove car to 41 miles to  
 empty no morning  
 Aug 22 morning light came on  
 at 50 miles to empty  
 Aug 23 went to football when got  
 home car quit  
 Aug 24 car crank with no problem  
 Sept 3 went to car wash upper  
 air was blowing water off blower  
 Right side turn of top  
 Sept 10 took car to TC ask to fix  
 trim fix lower wallows. Fix  
 Serge no on lower wallows  
 central serge  
 Sept 12 notice three small dent  
 in hood  
 From Aug 5 to Sept 10 spent about  
 40 on phone with Ford & TC  
 Sept 18 call TC at least no response