

RQ03-008

FORD

**FORD 12/12/03 LETTER
TO ODI 4 BOOKS**

**ATTACHMENT
D & E**

**PART 1 OF 3
BOOK 1 OF 4**

ROSARIO JANET 2003

1466330343 ORLANDO

1000-000-15042

Customer Info

[REDACTED] SUNRISE FL [REDACTED]

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

ROB3-DEB 15943

Vehicle Information Report

R083-088 15844

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: IFAPF52U2YG390765	Vehicle Line: CDD - TAURUS/ABLE (DIRTY) (RMUT)	Eng. Serial No: *
Model Year: 2000	Market Derived: CF - FORD DIVISION DERIVATIVE	Body Style: *
Vehicle Type: C	Drive Code: C/A - 2 WHL L/H FRONT DRIVE	Engine: C/A - VULC 3.0L OHV EFI NA V6 GP12V
Inv. Dealer: 01R30	Body Cab Style: CFC - 4 DRDR SEDAN-6 LITE	Transmission: C/ST - 4 SPD AUTO TRANS NAAG AX25
	Version/Series: C/A - TAURUS A VERSION	

BUILD INFORMATION:

Region: NA - 00000000 Plant: AD - CHICAGO PLANT BUILD
 Country: USA - 00000000 Prod Date: 16-AUG-2000

SALE INFORMATION:

Region: NA - 00000000 Selling Dealer: 124015--
 Country: USA - 00000000 Selling Dir SU/Prov: H.
 Buyer SU/Prov: H.

Arrival Date: 16-AUG-2000 Retail Carpool Lease: *
 Sale Date: 03-SEP-2000 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 03-SEP-2000 Modified Vehicle: *
 Orig Warranty Date: 03-SEP-2000 Reacquired Vehicle: * Vehicle Export Flag: N

VOCE/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 PSZTG288785Y 3 4 2 3163974 7V E 1SR 22 25 24 246015 2 PL GR2 U
 LEAP2 3 C PULPL 24

INSTALLED OPTION INFORMATION:

Air Conditioning: C/D - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: FA	GVW Class Code: F
Audio Data: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: * - [N/A]	Mirror(Driver Side): * - [N/A]
Axle Type: * - [N/A]	Mirror(Passg Side): * - [N/A]
Battery Amp Rating: MU	Paint: PNFJA - MED. TOREADOR CC
Brake Code: * - [N/A]	Power Antenna: * - [N/A]
Brake Code(Servic): * - [N/A]	Radio: AR - ELECTRONIC AM/FM STEREO CASSETTE
Calibration Code: GND1130A	Sound System: * - [N/A]

Color(Accent):	* - [N/A]	Seater/Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Brand:	AD - GENERAL
Delivery Type:	0	Tire Size:	D3J5Z - P215/60R-16 HSW ALL SEASON
Driveshaft Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RP:	*
LR:	*	RR:	*
LL:	*	RL:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	L	Emission Code:	C/B - C/B
ESP Coverage(Miles):	036	Emission Cert Type:	F
ESP Coverage(Trucks):	036	Emission Detail Suffix:	GJM
ESP Plan Year:	2007	Engine Family:	YPMXV03MVA
ESP Signature Date:	03-SEP-2008		

R083-005 10045

Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT DERIV	BODY CAB	VEH SERIES	DRIVE TYPE	PLT CD	TRN CD	ENG CD	PCOD DATE	WARR DATE	SELLING DEALER	SELL CNT	TRN WCC (TSC)	PRF BASE	SUFF	CVC	CD	LIST (Miles)				
1FAFP52U2YG290785	C700	CP	C7C	C7A	C7A	AD	C7D	C7A	16-AUG-2000	03-SEP-2000	134015	USA	17	7M01060004	YF1Z	13400	AA	POH	42 30781			
AWS Claim Key:		1407290	Trs Code:		F83	Labor Hrs:		3														
Dlr Cd-Sub Cd:		04906*	Name:		SAWGRASS FORD	Ph:		954-8519000	St:		FL	City Cd:		USA Reg Cd:		NA	Rcpt Date:		17-JAN-2002	Doc #:		35869501
Cust Comments:		CUSTOMER STATES THAT CAR WILL NOT COME OUT OF PARK, YOU MUST TURN KEY AND PUT IN NEUTRAL TO START CAR.																				
Tech Comments:		BRAKE LIGHT SWITCH OPEN RUN CIRCUIT TEST, REPLACE BRAKE LIGHT SWITCH #0970																				
1FAFP52U2YG290785	C700	CP	C7C	C7A	C7A	AD	C7D	C7A	16-AUG-2000	03-SEP-2000	134015	USA	20	100103XXXX	F23Z	6710	A	L65	42 35840			
AWS Claim Key:		1585045	Trs Code:		F84	Labor Hrs:		7														
Dlr Cd-Sub Cd:		04906*	Name:		SAWGRASS FORD	Ph:		954-8519000	St:		FL	City Cd:		USA Reg Cd:		NA	Rcpt Date:		23-APR-2002	Doc #:		37121601
Cust Comments:		CUSTOMER STATES THAT OIL IS LEAKING IN GARAGE																				
Tech Comments:		OIL LEAK FROM OIL PAN GASKET AND REAR MAIN OIL SEAL. DIAGNOSE OIL LEAK, REMOVE TRANS AND REPLACE REAR MAIN SEAL. REMOVE OIL PAN AND REPLACE OIL PAN GASKET CHANGE OIL AND																				
1FAFP52U2YG290785	C700	CP	C7C	C7A	C7A	AD	C7D	C7A	16-AUG-2000	03-SEP-2000	134015	USA	20	2004000615		DIAG		D36	42 35840			
AWS Claim Key:		1587923	Trs Code:		F81	Labor Hrs:		2														
Dlr Cd-Sub Cd:		04906*	Name:		SAWGRASS FORD	Ph:		954-8519000	St:		FL	City Cd:		USA Reg Cd:		NA	Rcpt Date:		23-APR-2002	Doc #:		37121602
Cust Comments:		CUSTOMER STATES THAT ENGINE IS MAKING KNOCKING NOISE AROUND 60MPH																				
Tech Comments:		ENGINE PINGING ON ACCEL. RUN EEC TEST (KHD) AND KOHR TEST NO CODES RESET OCTANE TO M7 ROAD TEST RE TEST TECH 6632																				

00001 000-0000

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	B	A1	04908	F24009

Dealer Name: SAWGRASS FORD
Dealer Address: 14501 WEST SUNRISE BLVD
 SUNRISE FL 33323
Dealer Main Phone: 954-851-9000

Dealer Service Phone: 954-851-8110

Position	Employee Name
DEALER/PARTNER	PETER J MENTEN
DEALER/PARTNER	DAVID M MENTEN
GENERAL MANAGER	DALE MARINELLI
GENERAL MANAGER	JAMES MANGANO
PARTS MANAGER	TIM STEELE
PARTS & SERVICE DIRECTOR	RICK L REICHANADTER
SALES MANAGER	PAUL GARAFOLO
SALES MANAGER	HERBERT A MCKENZIE
SALES MANAGER	BUTCH BRYAN
SALES MANAGER	WALT K STERN
SALES MANAGER	BRADLEY L BARTO
SALES MANAGER	JAMES EVERLY
SALES MANAGER	ERICK NUNEZ
SALES MANAGER	EDWARD A ESQUIVEL
SERVICE MANAGER	MICHAEL J KLUBIG

Service Hours

MON-FRI. 7:00 AM -7:00 PM SAT.8:00-5:00

Directions

Trained

Y

Additional Information

LSG ENROLLED

Jones-McBryde, Cassandr (C.L.)

From: Jones-McBryde, Cassandr (C.L.)
Sent: Thursday, January 30, 2003 3:53 PM
To: Packer, Ernest (E.G.)
Subject: Legal contact for Steven Schaffer

Hi Ernie,

I am requesting a goodwill inspection for the below customer. The customer is representing himself. The vehicle is out of warranty. Customer would like an Field Service Engineer to diagnosis his concern. Customer is aware that the repairs will be at his expense. Attached you will find the customer letter detailing concern. Please advise when inspection can take place.

VIN: 1MEFM50U5XA88526

Year: 1999

Model: SABLE

Case: 1336200293

Owner Status: Subsequent

WSO: 1999-09-23

Symptom Desc: COOLING SYSTEM CONTAMINATION

Reason Desc: LEGAL - ATTORNEY REPRESENTING THEMSELVES

Dealer: 10023 KOONS LINCOLN-MERCURY INC

Secondary Phone:

Thanks,

Cassandra Jones-McBryde
Ford Motor Company
Legal Analyst-Washington D.C. and Orlando
Phone: (313)246-1109
Fax: (313) 845-5555
cjones@ford.com

Ford Motor Company

Consumer Affairs

*Sent via U.S. Mail

February 6, 2003

[REDACTED]

Sunrise, FL [REDACTED]

RE: 2000 Ford Taurus
VIN: 1FAFP52U2YG290785

[REDACTED]

Thank you for contacting us regarding your vehicle. We are sorry that the incident occurred. Your insurance carrier normally handles a situation such as the one you described. We suggest that you follow the directions of your insurance carrier. If they determine that Ford Motor Company is liable, they have the right to file a subrogation claim.

We appreciate the opportunity to review your concerns.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FAFP52U2YG290785 Year: 2000 Model: TAURUS Case: 1466330343
 Owner Status: Original WSD: 2000-09-03
 Symptom Desc: LIGHTING SYSTEM EXT. LIGHTING STOPLAMPS
 Reason Desc: LEGAL - ACCIDENT / FIRE
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 04908 SAWGRASS FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 48000 MI Comm Type: PHONE
 Analyst Name: THOMAS CHINNAPPAN Analyst: TCHINNA1
 Action Date: 02/03/2003 Action Time: 12.58.02.026 Action Data: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
RALPH		ROSARIO		SPOUSE

Comments CUSTOMER SAYS: = CUST STATES THAT 6 MONTHS AFTER PURCHASE THE BRAKES LIGHT WENT OUT AND THE VEH WOULD NOT SHIFT INTO DRIVE OR REVERSE. = CUST HAD TO HAVE THE VEH REPAIRED BY AN IND. = CUST STATES THAT 6 MONTHS AFTER THE CONCERN OCCURED AGAIN. HE HAD THE REPAIR COMPLETED BY A FORD DLRSHP.. = CUST STATES THAT THE CONCERN OCCURED AGAIN LAST NIGHT AND HIS WIFE GOT INTO ACCIDENT = CUST STATES THAT BRAKES LIGHT WENT OUT LAST NIGHT. = CUST STATES THAT THE ACCIDENT WAS DUE TO THE ACCIDENT. STATES THAT THE VEH WOULD NOT THEN GO INTO REVERSE OR DRIVE. = CUST STATES THAT AFTER THE TECH PUSHED THE BUTTON EVERYTHING STARTED WORKING AGAIN. = CUST STATES THAT VEH WAS AT A TRAFFIC LIGHT WHEN THE ACCIDENT HAPPENED. = CUST HAS NOT YET CONTACTED HIS INSURANCE COMP. NO POLICE REPORT WAS FILED. = CUST TOOK THE VEH INTO THE DLRSHP AND THEY RESOLVED THE ISSUE WITH THE BRAKE LIGHT. = THE VEH IS REPAIRABLE PER CUSTOMER, DEALER SAYS: SAWGRASS FORD = THE VEH IS NOT UNDER WARRANTY. = THE MASTER TECH CAME OUT AND TURNED THE VEH ON AND PUSHED A BUTTON UNDER THE DASHBOARD. CAG ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: FINAL CASE DISPOSITION
 Dealer: 04908 SAWGRASS FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 48000 MI Comm Type: MAIL
 Analyst Name: CASSANDR Analyst: CJONES
 JONES
 Action Date: 02/06/2003 Action Time: 13.29.43.991 Action Data: No

Comments CUST IS BEYOND WARRANTY. VEHICLE IS NOW REPAIRED. LPA PROPOSES NO FURTHER ACTION. LETTER OF CLOSING SENT TO CUST.

BODENHEIMER KELLI 2003

0442740970 KANSAS CITY

NOV-03 15:02

Action Detail

VIN: 1FAPP55J5YA189075

Year: 2000

Model: TAURUS

Case: 442740870

Owner Status: Original

WSD: 2000-03-20

Symptom Desc: START/CHARGE WIRING - BASIC

Reason Desc: LEGAL - ATTORNEY REPRESENTING THEM

Issue Type: 07 LEGAL

Issue Status: CLOSED

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Dealer: LAIRD ROLLER FORD, INC.

Action Desc: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND

P & A Code: 05334

Odometer: 27800 MI

Comm Type: MAIL

Action Date: 08/12/2003

Action Time: 11:53:11:430

Action Date: No

Analyst Name: DROEGE,AMY

Analyst: ADROEGE

COMMENT: THE ISSUE IS A DEALERSHIP ISSUE WHICH NEEDS TO BE ADDRESSED BY THE CUSTOMER AND DEALERSHIP. EACH DEALERSHIP IS INDEPENDANTLY OWNED AND OPERATED.

1083-888 15853



COPY

Consumer Affairs

PO Box 6248, MD 3NE-B
Dearborn, MI 48128 USA

August 12, 2003

**Sent Via U.S. Mail

[REDACTED]
Topeka, KS [REDACTED]

RE: 2000 Taurus
VIN: 1FAFP55U5YA189075

[REDACTED]
This letter is in response to your correspondence dated July 30, 2003.

Ford Motor Company has carefully reviewed your case. It is important that you know each Ford and Lincoln/Mercury dealership is an independent business. Ford Motor Company cannot interfere in the policies and/or practices that an individual dealer has established for operation of this separate business entity. Based on the review of this case, your concern involves an issue that must be resolved between you and the dealership.

We regret that we are not able to be of direct assistance in this matter.

Respectfully yours,

Amy Droege
Consumer Affairs

Update This Information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
53-KANSAS CITY	53-KANSAS CITY	A	A1	05334	F53517

Dealer Name: LAIRD NOLLER FORD, INC.

Dealer Address: 2245 SW TOPEKA BLVD
TOPEKA KS 666111255

Dealer Main Phone: 913-235-8211

Dealer Service Phone: 913-234-FORD

Position	Employee Name
DEALER/PARTNER	LAIRD NOLLER
DEALER/PARTNER	STEVEN NOLLER
PARTS MANAGER	KEN BRUNS
SALES MANAGER	BRAD R DETERS
SALES MANAGER	TERRY STUEVE
SALES MANAGER	SCOTT A MEENS
SALES MANAGER	JOEY E KEAN
SALES MANAGER	STEPHEN MARKLEY
SALES MANAGER	GLENDON L WILHELM
SALES MANAGER	JEREMY R LAMB
SERVICE MANAGER	WAYNE E STALLBAUMER
SERVICE MANAGER	DUSTIN GASPERICH

R063-008 15055

ESP / Recall Information

VIN: 1FAPP55U5YA189075

No ESP information for this VIN

Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
00L03	L	LABEL	COMPLETE	2000-11-08	05334
01S08	S	BRAKE LAMP	COMPLETE	2001-03-09	05334
01B24	S	WINDSHD WIP	COMPLETE	2002-03-09	05334
02S40	S	ADJ PEDAL	COMPLETE	2003-02-03	05334

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
8/5/2003 ACKNOWLED	[REDACTED] LEGAL - ATTORNEY REPRESENTING THEMSELVES	1FAPP56U6YA189075 442740970	2000 TAURUS	07
7/30/2003 CLOSED	[REDACTED] WARRANTY - COVERAGE INQUIRY	1FAPP56U6YA189075 442740970	2000 TAURUS	02
7/30/2003 CLOSED	[REDACTED] DEALERSHIP-CUST ALLEGES POOR TMT BY DLR EMPL	1FAPP55U5YA189075 442740970	2000 TAURUS	02
4/9/2000 CLOSED	[REDACTED] ICCG - CUSTOMER INFORMATION ONLY	1FAPP56U6YA189075 442740970	2000 TAURUS	02

1003-888 15857

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FAFP35U3YA189075	Vehicle Line:	CDD - TAURUS/SABLE (D186) (00-04)	Body Shell:	*
Model Year:	2000	Market Derivat:	CF - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	*
Vehicle Type:	C	Drive Code:	CA - 2 WHL L/H FRONT DRIVE	Engine:	CLA - VULC 3.0L OHV EFI NA V6 G*12V
Inv. Dealer:	15334	Body Cab Style:	- 4 DOOR SEDAN-6 LITE	Transmission:	CDX - 4 SPD AUTO TR NAAD AX4NMF50N
Vehicle Status Code:	800	Version/Series:	CFB - TAURUS B VERSION		

Trace Eng Serial No:

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region:	NA - #00000000	Plant:	AB - ATLANTA PLANT BUILD
Country:	USA - #00000000	Prod Date:	01-MAR-2000

SALE INFORMATION:

Region:	NA - #00000000	Selling Dealer:	15334 - *
Country:	USA - #00000000	Selling Dlr StProv:	KS
		Buyer StProv:	KS
Arrival Date:	09-MAR-2000	Red Carpet Lease:	*
Sale Date:	20-MAR-2000	Fleet/Refill/Ch. Lease:	R
Warranty Start Date:	20-MAR-2000	Modified Vehicle:	* Vehicle Court Flag:
Orig Warranty Date:	20-MAR-2000	Resequined Vehicle:	* Vehicle Export Flag: N

KD03-006 159706

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

PS6YA189075Y 3 1 A2 26RA099 QA G LL3R 22 5 P5 MRC 10 A 53A517 0 B2 HZ U1

FAFS 5 9XKRS 1G

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	FA	GVW Class Code:	F
Audio Dblc:	* - [N/A]	Instrumentation:	* - [N/A]
Audio Radio:	* - [N/A]	Mirror(Driver Side):	BA - DRIVER POWER/HEATED MIRROR
Audio Type:	* - [N/A]	Mirror(Passg Side):	BA - PASS POWER/HEATED CONVEX MIRR
Battery Amp Rating:	MU	Paint:	PNABQ - HARVEST GOLD C/C
Brake Code:	FEAAB - 4 W/IL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STEREOCASSETTE
Calibration Code:	0DD13NDA	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	* - [N/A]	Tire Manufacturer:	AC -
Delivery Type:	0	Tire Brand:	* -
Drivetrain Code:	*	Tire Size:	D3MSZ - F215/60R-16 BSW ALL SEASON
Front Seat:	* - [N/A]	Traction Control:	AB - ANTI-SPIN TRACT BRAKES W/O IVD
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LI: * RI: *

SPARE: * DOT Plant Manufacturer: * * *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	C/B - C/B
ESP Coverage(Miles):	* Emission Cert Type:	F
ESP Coverage(Time):	* Emission Decal Suffix:	GJM
ESP Plan Year:	* Engine Family:	YF6CXV03VBA
ESP Signature Date:		

Any comments? You can contact

RO3-001 18950



webmaster

RO03-008 15988

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 11/11/2005

Notes: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLNO DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CTD
1FAP55U5YA189075	DA	CDD	CF	CFC	C/FB	C/A	AB	C/DX	C/LA	01-03-00	20-03-00	153517	USA	1	*	5G05	*	FRONT	*	S10	V89	H26	W6
AWS Claim Key:		817911	Doc #: 03312551		Trx Code:		1	Labor Hrs:		1.5	Labor Cost:		83.54	Material Cost:		0	Total Cost:		83.54				
Dir Cl-Sub Cl:		05334*	Name: LAIRD NOLLER FORD, INC.				Ph:	785-2359211	St:	KS	Chry	USA	Reg Cl:	NA	Repr Date:23-MAR-2000		DIST(Mile):93						
Cust Comments:		CHECK FRONT ALIGN PULLING RIGHT																					
Tech Comments:		MIS ALIGN CASTER, CAMBER, TOE IN CHECK, CORRECT CASTER, CAMBER & TOE IN, DRILLED OUT SPOT WELDS																					
1FAP55U5YA189075	DA	CDD	CF	CFC	C/FB	C/A	AB	C/DX	C/LA	01-03-00	20-03-00	153517	USA	8	*	*	*	*	*	S0X	V00	*	*
AWS Claim Key:		4108622	Doc #: 04854452		Trx Code:		00L03	Labor Hrs:		.2	Labor Cost:		11.61	Material Cost:		0	Total Cost:		11.61				
Dir Cl-Sub Cl:		05334*	Name: LAIRD NOLLER FORD, INC.				Ph:	785-2359211	St:	KS	Chry	USA	Reg Cl:	NA	Repr Date:06-NOV-2000		DIST(Mile):5432						
Cust Comments:		CERTIFICATION LABEL GOES ON DOOR																					
Tech Comments:		COMPLETED 00L03 INSTALLED STICKER																					
1FAP55U5YA189075	DA	CDD	CF	CFC	C/FB	C/A	AB	C/DX	C/LA	01-03-00	20-03-00	153517	USA	10	*	7V01	*	13480	*	S11	V47	P01	01
AWS Claim Key:		5858956	Doc #: 10733801		Trx Code:		2	Labor Hrs:		.5	Labor Cost:		27.85	Material Cost:		0	Total Cost:		27.85				
Dir Cl-Sub Cl:		01978*	Name: LAIRD NOLLER FORD, INC.				Ph:	**	St:	KS	Chry	USA	Reg Cl:	NA	Repr Date:09-JAN-2001		DIST(Mile):7080						
Cust Comments:		WILL NOT COME OUT OF PARK																					
Tech Comments:		1 RAN POINT TEST AND FOUND ONE BROKEN WIRE AT THE STOP LAMP SWITCH. REPAIRED THE WIRE AND CHECKED AGAIN																					
1FAP55U5YA189075	DA	CDD	CF	CFC	C/FB	C/A	AB	C/DX	C/LA	01-03-00	20-03-00	153517	USA	10	*	6R01	YF1Z	54611B09	AAA	S08	V05	540	42
AWS Claim Key:		5858955	Doc #: 10733802		Trx Code:		2	Labor Hrs:		.4	Labor Cost:		22.28	Material Cost:		60.86	Total Cost:		83.14				
Dir Cl-Sub Cl:		01978*	Name: LAIRD NOLLER FORD, INC.				Ph:	**	St:	KS	Chry	USA	Reg Cl:	NA	Repr Date:09-JAN-2001		DIST(Mile):7080						
Cust Comments:		DR SIDE SEAT BELT WONT RETRACT SOP IS HERE																					
Tech Comments:		SEAT BELT NOT WORKING PROPERLY REPLACED DRIVERS FRONT SEAT BELT ASSY DUE TO IT NOT RETRACTING																					
1FAP55U5YA189075	DA	CDD	CF	CFC	C/FB	C/A	AB	C/DX	C/LA	01-03-00	20-03-00	153517	USA	10	*	7G01	F7DZ	19805	BA	S11	V49	N12	42
AWS Claim Key:		5858954	Doc #: 10733803		Trx Code:		2	Labor Hrs:		.3	Labor Cost:		16.71	Material Cost:		36.61	Total Cost:		53.32				
Dir Cl-Sub Cl:		01978*	Name: LAIRD NOLLER FORD, INC.				Ph:	**	St:	KS	Chry	USA	Reg Cl:	NA	Repr Date:09-JAN-2001		DIST(Mile):7080						
Cust Comments:		CK FOR BLOWER MOTOR SEEMS NOISEY																					
Tech Comments:		1 REPLACED BLOWER MOTOR DUE TO IT BEING EXCESSIVLY NOISEY																					

18887 989-0008

CLAIM ID	DA	C/DD	C/F	C/FC	C/FB	C/A	AB	C/DX	C/LA	01-03-00	20-03-00	153517	USA	12	*	*	*	SXX	V00	*	*	
AWS Claim Key:	6761304	Doc #:	05681351	Trx Code:	DIS08	Labor Hrs:	4	Labor Cost:	23.21	Material Cost:	11	Total Cost:	40.01									
Dir Cl-Sub Cl:	05334*	Name:	LAIRD NOLLER FORD, INC.	Ph:	785-2359211	St:	KS	City Cl:	USA	Reg Cl:	NA	Repr Date:	09-MAR-2001								DNST (Mile):8416	
Cost Comments:	BRAKE LITE SWITCH RECALL 01508																					
Tech Comments:	01508 COMPLETED REPLACED SWITCH																					
AWS Claim Key:	12284323	Doc #:	07487331	Trx Code:	S07	Labor Hrs:	13	Labor Cost:	78	Material Cost:	86.52	Total Cost:	164.32									
Dir Cl-Sub Cl:	05334*	Name:	LAIRD NOLLER FORD, INC.	Ph:	785-2359211	St:	KS	City Cl:	USA	Reg Cl:	NA	Repr Date:	29-OCT-2001									DNST (Mile):14268
Cost Comments:	HAS PINGING IN ENGINE ON ACCEL WORSE UP HILLS																					
Tech Comments:	MASS AIR FLOW INOP EEC (QUICK TEST) DIAGNOSIS PNPT TST MONITOR ROAD TST REPLACEDMASS AIRFLOW SENSOR RETST																					
AWS Claim Key:	14942962	Doc #:	08390351	Trx Code:	01S24	Labor Hrs:	6	Labor Cost:	36	Material Cost:	7.88	Total Cost:	49.88									
Dir Cl-Sub Cl:	05334*	Name:	LAIRD NOLLER FORD, INC.	Ph:	785-2359211	St:	KS	City Cl:	USA	Reg Cl:	NA	Repr Date:	06-MAR-2002									DNST (Mile):17283
Cost Comments:	FSA 01S24 WIPER MOTOR GEAR COVER																					
Tech Comments:	01S24 COMPLETED REPLACED COVER																					
AWS Claim Key:	15370147	Doc #:	08582851	Trx Code:	01S24	Labor Hrs:	7	Labor Cost:	42	Material Cost:	7.88	Total Cost:	49.88									
Dir Cl-Sub Cl:	05334*	Name:	LAIRD NOLLER FORD, INC.	Ph:	785-2359211	St:	KS	City Cl:	USA	Reg Cl:	NA	Repr Date:	01-APR-2002									DNST (Mile):17862
Cost Comments:	CK WIPERS WORK INTERMITTENTLY																					
Tech Comments:	COVER HAD REPLACED COVER																					
AWS Claim Key:	18310328	Doc #:	00166151	Trx Code:	S07	Labor Hrs:	1	Labor Cost:	66	Material Cost:	0	Total Cost:	66									
Dir Cl-Sub Cl:	05334*	Name:	LAIRD NOLLER FORD, INC.	Ph:	785-2359211	St:	KS	City Cl:	USA	Reg Cl:	NA	Repr Date:	14-OCT-2002									DNST (Mile):21945
Cost Comments:	PINGING IN ENGINE WHEN ACCEL GOING UP HILLS DOES NOT HAPPEN ALL THE TIME																					
Tech Comments:	PCM NEEDED REPROGRAMMED EEC (QUICK TEST) DIAGNOSIS MONITOR ROAD TST REPROGRAM PCM RETST																					
AWS Claim Key:	19446491	Doc #:	00660851	Trx Code:	E83	Labor Hrs:	3	Labor Cost:	19.8	Material Cost:	1.39	Total Cost:	21.19									
Dir Cl-Sub Cl:	05334*	Name:	LAIRD NOLLER FORD, INC.	Ph:	785-2359211	St:	KS	City Cl:	USA	Reg Cl:	NA	Repr Date:	21-DEC-2002									DNST (Mile):23672
Cost Comments:	CK FOR REAR TAILLIGHT OUT																					
Tech Comments:	TAIL LIGHT IS OUT BULBS EXTERIOR REPLACE																					
AWS Claim Key:	19545574	Doc #:	00929440	Trx Code:	02S40	Labor Hrs:	3	Labor Cost:	19.8	Material Cost:	0	Total Cost:	26.4									
Dir Cl-Sub Cl:	05334*	Name:	LAIRD NOLLER FORD, INC.	Ph:	785-2359211	St:	KS	City Cl:	USA	Reg Cl:	NA	Repr Date:	03-FEB-2003									DNST (Mile):24329
Cost Comments:	02S40 PEDAL LATERAL SPACING																					

800-800-1500

Tech Comments: 02S40 COMPLETED INSPECTED AND ADJUSTED

DA	CDD	C/F	C/FC	C/FB	C/A	AB	C/DX	C/LA	01-03-00	20-03-00	153517	USA	36 *	1H03 F77Z 9M60	AA	S11	V44	E29	Z8		
AWS Claim Key:		19545575		Doc #: 00929452		Trx Code:		507	Labor Hrs:		1.3	Labor Cost:		85.8	Material Cost:		45.61	Total Cost:		131.41	
Dir Cd-Sub Cd:		05334-*		Name:		LAIRD HOLLER FORD, INC.		Ph:	785-2399211		St:	KS		City:	USA		Reg Cd:		NA	Repr Date:	03-FEB-2003
Cust Comments:		CK FOR CK ENGINE LIGHT ON																			
Tech Comments:		PFE INOP EEC (QUICK TEST) DIAGNOSIS RETEST EGR PRESSURE PINPOINT ROAD MONITOR TEST REPLACE EGR PRESSURE FEEDBACK																			

DA	CDD	C/F	C/FC	C/FB	C/A	AB	C/DX	C/LA	01-03-00	20-03-00	153517	USA	40 *	5N01 3F1Z 3A130	AA	S11	V49	N12	42		
AWS Claim Key:		20949973		Doc #: 01897352		Trx Code:		P05	Labor Hrs:		.9	Labor Cost:		61.47	Material Cost:		24.01	Total Cost:		85.48	
Dir Cd-Sub Cd:		05334-*		Name:		LAIRD HOLLER FORD, INC.		Ph:	785-2399211		St:	KS		City:	USA		Reg Cd:		NA	Repr Date:	25-JUN-2003
Cust Comments:		CHECK FOR A GROAN NOISE WHEN BRAKING & GOING OVER A SPEED BUMPER																			
Tech Comments:		TIE ROD END NOISY END ASSEMBLY (SPINDLE CONNECTING ROD) AND OR LINK ASSEMBLY (

Any comments? You can contact



webmaster

800-008-1593

OASIS RESULT:
1FAFP55U5YA189075
09/11/2003
09:20:09

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2000 TAURUS	BODY STYLE 4 DR SEDAN SE-SVG	ENGINE 3.0L EFI	ENGINE CALIBRATION 0DD13N0A
TRANSMISSION AX4N (4F50N) 4 SPD T/AXLE 3R	AXLE CODE		

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 03/20/2000	BUILD DATE 03/01/2000	SALE MILEAGE
------------------------------------------	---------------------------------	---------------------

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

08/25/2003 DEALER: Laird Noller Ford, Inc.

WARRANTY CLAIM NUMBER: 018973

ODOMETER: 027800M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3P12 3A130AA	RIT-SPINDLE CON ROD	001	3130A	42	DOES NOT OPERATE PRO
		000	300TA		
		000	300TABF		

TIE ROD END NOISY END ASSEMBLY (SPINDLE CONNECTING ROD) AND O R LINK ASSEMBLY (

02/03/2003 DEALER: Laird Noller Ford, Inc.

WARRANTY CLAIM NUMBER: 009294

ODOMETER: 024529M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
		000	02S40C		

02S40 COMPLETED INSPECTED AND ADJUSTED

02/03/2003 DEALER: Laird Noller Ford, Inc.

WARRANTY CLAIM NUMBER: 009294

ODOMETER: 024529M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
F77Z B480AB	SENSOR ASSY EGR PR VL	001	128500	28	OPEN CIRCUIT
		000	128500X1		
		000	128500X2		
		000	128500X45		
		000	128500X1		

PFE INOP EEC (QUICK TEST) - DIAGNOSIS RETEST EGR PRESSURE PINPOINT ROAD MONITOR TEST REPLACE EGR PRESSURE FEEDBACK

12/23/2002 DEALER: Laird Noller Ford, Inc.

WARRANTY CLAIM NUMBER: 006808

ODOMETER: 023672M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
F4CZ 15488A	SMALL BULBS	001	15488A	48	BURNED OUT

TAIL LIGHT IS OUT BULBS-EXTERIOR - REPLACE

10/14/2002 DEALER: Laird Noller Ford, Inc.

WARRANTY CLAIM NUMBER: 001661

ODOMETER: 021945M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
12A880	PROCESSOR ASSY	000	128100	42	DOES NOT OPERATE PRO
		000	128500X1		
		000	128500X1		
		000	128500X4		

PCM NEEDED REPROGRAMMED EEC (QUICK TEST) - DIAGNOSIS MONITOR ROAD T ST REPROGRAM PCM RETST

END OF OASIS REPORT FOR 1FAFP55U5YA189075

Action Detail

VIN: 1FAPP55U5YA189075	Year: 2000	Model: TAURUS	Case: 442740970
Name: [REDACTED]	Owner Status: Original	WBD: 2000-03-20	
Symptom Desc: AUTO TRANS DOWNSHIFT NO/LATE		[REDACTED]	
Reason Desc: WARRANTY - COVERAGE INQUIRY			
Issue Type: 02 INFORMATION	Issue Status: CLOSED	Dealer: LAIRD ROLLER FORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 05334	
Action Desc: PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY			
Odometer: 24000 MI	Comm Type: PHONE		
Action Date: 07/30/2003	Action Time: 13:52:03:217	Action Date: No	
Analyst Name: ANTHONY REMY	Analyst: AREMY		

COMMENTS: CUSTOMER SAYS: THE VEH IS CURRENTLY WITH THE CUST THE VEH WILL NOT GO FROM PARK TO REVERSE AND HAD TAKEN THE VEH TO THE DLRSHIP WHO HAD REPAIRED THE VEH BUT IT IS DOING THE SAME THING SINCE I HAVE ALREADY PAID FOR THE REPAIR I DONT THINK THAT I SHOULD PAY FOR THE REPAIRS WILL LIKE TO GET THE VEH REPAIRED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: PLEASE TAKE YOUR VEHICLE TO THE F/LM DEALERSHIP OF YOUR CHOICE TO HAVE THE VEHICLE INSPECTED. THE FORD/LINCOLN/MERCURY SERVICE DEPARTMENT WILL DETERMINE WHETHER OR NOT THERE IS ANY POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR PRESENT CONCERN. CAN I LOCATE A DEALERSHIP IN YOUR AREA OR IS THERE A DEALERSHIP THAT YOU ARE ALREADY WORKING WITH? ADVISE AS ABOVE
INFERENCE CASE ID: 6409

Action Detail

VIN: 1FAPP55U5YA189075	Year: 2000	Model: TAURUS	Case: 442740870
	Owner Status: Original	WBD: 2000-03-20	
Symptom Desc: AUTO TRANS DOWNSHIFT NO/LATE			
Reason Desc: DEALERSHIP-CUST ALLEGES POOR TMT BY			
Issue Type: 02 INFORMATION	Issue Status: CLOSED		
Origin Desc: US INQUIRY CASE BASE		Dealer: LAIRD ROLLER FORD, INC.	
Action Desc: THANK CUST FOR THEIR FEEDBACK, INFO WILL BE FORWARDED TO DLR FO		P & A Code: 05334	
Odometer: 24000 MI	Comm Type: PHONE		
Action Date: 07/30/2003	Action Time: 13:51:59:483	Action Date: No	
Analyst Name: ANTHONY REMY	Analyst: AREMY		

Caller Information N Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
------------	----------------	-----------	-----------	--------------

COMMENTS: CUSTOMER SAYS: THE VEH IS CURRENTLY WITH THE CUST THE VEH WILL NOT GO FROM PARK TO REVERSE AND HAD TAKEN THE VEH TO THE DLRSHIP WHO HAD REPAIRED THE VEH BUT IT IS DOING THE SAME THING SINCE I HAVE ALREADY PAID FOR THE REPAIR I DONT THINK THAT I SHOULD PAY FOR THE REPAIRS WILL LIKE TO GET THE VEH REPAIRED WHEN I HAD CALLED THE DLRSHIP THEY SAID THAT THEY KNEW WHAT WAS WRONG WITH THE VEH WHEN I TOOK THE VEH TO THE DLRSHIP WAS TOLD THAT THE WIRING TO THE BRAKE LIGHT WAS THE PROBLEM AND WILL COST \$85.00 FOR PARTS AND LABOUR THEN I GOT A CALL SAYING THAT THEY WILL HAVE TO PUT A HARNESS IN THE VEH WAS TOLD THAT I COULD NOT GET THE REPAIRS DONE CHEAPER AND HAD ALREADY DONE THE REPAIRS I THINK THAT THE DLRSHIP SHOULD GET THE AUTHORISATION FROM ME CALLING TO MAKE A COMPLAINT ABOUT THE SERVICE MANAGER WHO WAS RUDE PER CUSTOMER, DEALER SAYS: WHEN I HAD CALLED THE DLRSHIP THEY SAID THAT THEY KNEW WHAT WAS WRONG WITH THE VEH WHEN I TOOK THE VEH TO THE DLRSHIP WAS TOLD THAT THE WIRING TO THE BRAKE LIGHT WAS THE PROBLEM AND WILL COST \$85.00 FOR PARTS AND LABOUR WAS TOLD THAT I COULD NOT GET THE REPAIRS DONE CHEAPER AND HAD ALREADY DONE THE REPAIRS CAC ADVISED: THANK YOU FOR PROVIDING FORD MOTOR COMPANY WITH FEEDBACK; YOUR OPINIONS ARE VALUABLE TO US. I HAVE DOCUMENTED YOUR COMMENTS AND THE INFORMATION YOU PROVIDED REGARDING YOUR EXPERIENCE AT THE DEALERSHIP. THIS INFORMATION WILL BE FORWARDED TO THE CUSTOMER RELATIONS MANAGER AT THE DEALERSHIP FOR THEIR REVIEW AND CONSIDERATION. ONCE AGAIN, THANK YOU FOR TAKING THE TIME TO LET US KNOW HOW YOU FEEL ABOUT THE SERVICES PROVIDED BY THE DEALERSHIP. ADVISE AS ABOVE INFERENCE CASE ID: 1038

Action Detail

VIN: 1FAFP55U5YA189075

Year: 2000

Model: TAURUS

Case: 442740970

Owner Status: Original

WSD: 2000-03-20

Symptom Desc: START/CHARGE WIRING - BASIC

Reason Desc: LEGAL - ATTORNEY REPRESENTING THEM

Issue Type: 07 LEGAL

Issue Status: ACKNOWLEDGE

Dealer: LAIRD NOLLER FORD, INC.

Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK

P & A Code: 06334

Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Odometer: 27900 MI

Comm Type: MAIL

Action Date: 08/04/2003

Action Time: 14:35:30:633

Action Data: Yes

Analyst Name: LEICH,CHERIE

Analyst: CLEICH

COMMENTS: ***** ATTORNEY DEMAND ***** DATE STAMPED 8-4-03. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR 'NOT GOING INTO REVERSE' AND NO BRAKE LIGHTS. CUSTOMER NOT HAPPY WITH SERVICE PROVIDED BY DEALERSHIP. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

RO63-601 15968

Customer Info

[REDACTED]

[REDACTED]

TOPEKA

KS [REDACTED]

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

ROB3-008 15063

VIN
1FAPF5J6YA189075

Year Model
2000 TAURUS
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Original Owner

Vehicle Info
Cost
Warranty History

R083-808 15570

CASE:
442746977

Region: 53

Amy

CUSTOMER AFFAIRS

July 30, 2003

3 AUG -4 AM 109

Ford Customer Relationship Center
Post Office Box 6248
Dearborn, Michigan 48126

RE: *Negative service experience*
2000 Ford Taurus - VIN 1FAPP55U5YA189075

Ladies and Gentlemen:

I called your office today to discuss a problem with my car as well as to voice my extreme anger and dissatisfaction relative to an experience I had with the Ford dealership last Thursday and Friday (July 24 and July 25, 2003).

I don't recall that the gentleman I spoke with today gave me his name. He was - by all accounts - genial and considerate. He was able to answer my question about a problem I am having with my car (I have scheduled to take it in tomorrow) and listened to my problem with the service I received last week.

However, he asked that I tell my "story" slowly enough that he could keep up in typing. Between speaking calmly enough to be understood and slowly enough to have my words taken down, my anger at the situation and the gist of my reason for calling was completely lost.

I feel I have been wronged and I am seeking some sort of satisfaction for this negative experience.

Here is what happened:

On Thursday, July 24, 2003, I was getting ready to leave work on my lunch hour to run errands. When I went to put my car in reverse to leave my parking space, it wouldn't go in reverse. I used my cell phone to call Laird Noller Ford service department and talked to Steve May. He told me to turn the key partway - prior to when the dash lights come on - put the car in neutral and then put it in reverse. This worked.

Mr. May told me that I probably didn't have brake lights and that he could work on my car that afternoon if I wanted to bring it in.

I took my car in and met with Mr. May. He told me that the problem was probably a broken wire between the pedal and the brake light and that - to fix it - would cost \$65.00 in parts and labor. I said something very close to "\$65.00 is perfectly fine with me. If that's it, go ahead and fix it".

Mr. May said that it wouldn't take but a little while to fix and that my car would be done shortly. A Ford courier took me back to work.

At about 2:30 or so, Mr. May called and said that the problem had been different than what he thought and that they had to put a harness on the wiring so the break would not reoccur. He told me that the new cost was around \$120.00.

I told Mr. May to give me a few minutes to call around to see if I could get my car fixed cheaper somewhere else. It was then that he told me that the work had already been done.

HEREIN LIES THE FIRST PROBLEM. I NEVER GAVE AUTHORIZATION FOR WORK TO BE DONE COSTING OVER THE QUOTED \$65.00.

Needing my car, I went ahead and paid the money and picked up my car that afternoon.

The next morning - Friday, July 25, 2003 - I called and left a message for the service manager at the Laird Noller dealership as I wanted to voice my dissatisfaction with what had happened.

When Wayne Stallbaumer returned my call, I told him exactly what had happened. During the entire course of our conversation, he was extremely rude.

HEREIN LIES THE SECOND PROBLEM. CUSTOMERS ARE THE DEALERSHIP'S BREAD AND BUTTER.

CUSTOMERS SHOULD NOT BE DEALT WITH IN A RUDE, DISMISSIVE MANNER; ESPECIALLY WHEN THEY HAVE BEEN WRONGED TO BEGIN WITH.

Mr. Stallbaumer said he was going to talk with Steve May to get "his side of the story" about how things transpired and that he would then call me back.

When Mr. Stallbaumer called me again, he said that Mr. May had done the necessary work out of concern for my safety (no brake lights) and that he had done absolutely the right thing.

I told Mr. Stallbaumer that I didn't believe Mr. May had done absolutely the right thing as he should have called me to get permission to do the work which nearly doubled his original estimate.

I told Mr. Stallbaumer that I, undoubtedly, would have had the work done - and probably at their dealership - but that I had been deprived of my right to obtain outside estimates.

Again, he was extremely rude and commented that he wasn't going to argue over such a small amount of money but that, if I wanted to "piddle" with it, he would cut me a check.

I gave him my mailing address and he assured me that I would have a check in three (3) to four (4) working days.

AGAIN, I FEEL I HAVE BEEN WRONGED BY YOUR COMPANY REPRESENTATIVES:

1. **By having work done that I did not authorize; and**
2. **By being dealt with so rudely when I was only calling this wrongdoing to someone's attention.**

I am bringing this to your attention because, as I said, I feel I have been significantly wronged and feel that I am entitled to some sort of "satisfaction" relative to this situation.

OF IMPORTANT NOTE: TODAY - JULY 30, 2003 (LESS THAN ONE (1) WEEK AFTER HAVING MY CAR "REPAIRED" - I AM HAVING THE SAME PROBLEM. MY CAR WILL NOT GO INTO REVERSE FROM PARK.

I CALLED THE SERVICE DEPARTMENT AND INFORMED THEM OF THIS AND I AM SCHEDULED TO TAKE MY CAR IN TOMORROW MORNING BECAUSE THEY CAN'T DO IT TODAY.

1. **I AM GOING TO MISS MORE TIME OFF WORK THAT I CAN'T AFFORD BECAUSE THE CAR WAS NOT REPAIRED PROPERLY LAST WEEK; AND**
2. **I WILL BE UNSAFELY DRIVING AROUND WITHOUT BRAKE LIGHTS FOR ALMOST 24 HOURS BECAUSE THEY CAN'T "FIX" MY CAR TODAY FROM WHEN IT WAS IMPROPERLY REPAIRED LAST WEEK.**

As you can tell, I am extremely dissatisfied and - if any kind of attempt is made tomorrow to charge me for services - you will hear from me before this letter has a chance to reach you.

In the meantime, I will anticipate your response by mail in the near future.

[REDACTED]
Topeka, Kansas [REDACTED]



Copy

Consumer Affairs
*Sent Via Mail

PO Box 8248, MD 3NE-B
Dearborn, MI 48126 USA

August 5, 2003

[REDACTED]
Topoka, Kansas [REDACTED]

RE: 2000 Ford Taurus
VIN: 1FAPP55U5YA189075

Dear Kelli Bodenheimer:

I am in receipt of your letter dated July 30, 2003. A review of your claim has been initiated and I will update you with the findings from our investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 390-3594 or by fax at (313) 845-5669.

Respectfully yours,

Rochelle Graham
Consumer Affairs

CRESCI VITA 2003

1778950361 LOS ANGELES

15975 088-0003

All Action Details for Issue

Print

VIN: 1FAPP58S2YG157585 Year: 2000 Model: TAURUS Case: 1778950381
 Owner Status: Original WSD: 2000-04-02
 Symptom Desc: SERVICE BRAKE INDICATOR
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 05547 POWER FORD HUNTINGTON BEACH Origin Desc: CALITIGATION PREVENTION-FRONT DESK
 Odometer: 43590 MI Comm Type: MAIL
 Analyst Name: LEICH, CHERIE Analyst: CLEICH
 Action Date: 06/23/2003 Action Time: 15.05.43.840 Action Data: Yes

Comments *****ATTORNEY DEMAND***** DATE STAMPED 6-23-03. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR BRAKE LIGHTS STAYING ON. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	THE LAW OFFICES OF WILLIAM R. MCGEE
ATTORNEY NAME	WILLIAM R. MCGEE
ATTORNEY PHONE NUMBER	8584859332

Action: MAKE OUTBOUND CALL TO ATTORNEY
 Dealer: 05547 POWER FORD HUNTINGTON BEACH Origin Desc: CONSUMER AFFAIRS - LITIGATION * PREVENTION
 Odometer: 43590 MI Comm Type: OTHER
 Analyst Name: PAWELEK, EILEEN Analyst: EPAWELEK
 (E.M.)
 Action Date: 08/25/2003 Action Time: 18.32.47.584 Action Data: Yes

Comments 1

Data Element Name	Data Value
CONTACT PERSON	WILLIAM MCGEE

Action: MANAGEMENT APPROVAL OF OFFER
 Dealer: 05547 POWER FORD HUNTINGTON BEACH Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 43590 MI Comm Type: OTHER
 Analyst Name: KRISTIAN KELLER, Analyst: KKELLER2
 Action Date: 07/09/2003 Action Time: 09.49.06.078 Action Data: No

Comments TEAM LEADER APPROVES VEHICLE REPLACEMENT/REFUND OFFER DUE TO THE NUMBER OF REPAIR ATTEMPTS.

RO23-000 15876

Action: OFFER

Dealer: 05547 POWER FORD HUNTINGTON BEACH

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 43590 MI

Comm Type: MAL

Analyst Name: PAWELEK, EILEEN (E.M.)

Analyst: EPAWELEK

Action Date: 07/09/2003

Action Time: 10.18.36.700

Action Data: Yes

Comments SENDING REFUND OR REPLACEMENT OFFER LETTER TO ATTORNEY.

Data Element Name

Data Value

PROJECTED \$ AMOUNT

Action: FINAL CASE DISPOSITION

Dealer: 05547 POWER FORD HUNTINGTON BEACH

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 43590 MI

Comm Type: OTHER

Analyst Name: PAWELEK, EILEEN (E.M.)

Analyst: EPAWELEK

Action Date: 07/28/2003

Action Time: 12.03.19.779

Action Data: No

Comments ATTORNEY OK'D REFUND FIGURES; SENT NOTE TO RAV TO PROCESS CHECKS.

Pawelek, Eileen (E.M.)

From: Pawelek, Eileen (E.M.)
Sent: Monday, July 28, 2003 12:03 PM
To: 'Nadine Thomas'
Cc: Pawelek, Eileen (E.M.); Mitra, Kelly (K.L.)
Subject: Refund—customer Creacl, YG157565

Hi Nadine,

The customer has ok'd the refund figures. Please go ahead and process the checks.

Thank you!

Eileen Pawelek

Senior Legal Analyst
Consumer Affairs
Phone: 313 845 5483
Fax: 313 845 6002

The Law Offices of
William R. McGee

Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9961

E-mail: LemonAtty@aol.com

July 25, 2003

VIA FAX ONLY: (313) 845-8002
Ford Motor Company
Ford Customer Affairs
P.O. Box 6248
MD# 3NE-B
Dearborn, MI 48126-4207

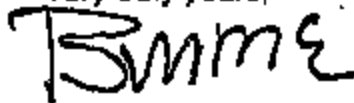
Attn: Eileen M. Pawelek

[REDACTED]

[REDACTED]

This is to confirm that my client has accepted the repurchase terms as set forth in the Refund Worksheet which you faxed to our office on July 18, 2003. It is my understanding that you will request the settlement checks forthwith and that my client(s) will be contacted by the dealership directly to exchange the subject vehicle for their refund check; that the check for the attorney's fees will be sent directly to our office. Thank you for your prompt and courteous attention to my client's claim.

Very truly yours,



WILLIAM R. MCGEE

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	POS	CHID#	STATUS
07	07/18	10:43	MOGEE	EC-S	00'45"	003	205	OK

*Sent Via Fax

July 18, 2003

William McGee
16855 West Bernardo Drive, Suite 380
San Diego CA 92127
Fax: 858-485-9961

RE: Vita Cresci
Refund Figures

Dear Mr. McGee:

Following are the refund figures pertaining to the buyback of your client's vehicle. Please review them and let me know if they are acceptable; upon your response I will process the checks.

Please note: although the "amount due at lease signing" on the lease agreement does not show it, our records indicate that the customer received a \$1,000 rebate from Ford Motor Company that was used towards the down payment. Therefore, \$1,000 has been deducted from the refund.

You may reach me by phone at (313) 845-5483 or by fax at (313) 845-6002.

Respectfully yours,

Eileen M. Pawelek
Consumer Affairs



*Sent Via Fax

July 18, 2003

William McGee
16855 West Bernardo Drive, Suite 380
San Diego CA 92127
Fax: 858-485-9961

Refund Figures

Dear Mr. McGee:

Following are the refund figures pertaining to the buyback of your client's vehicle. Please review them and let me know if they are acceptable; upon your response I will process the checks.

Please note: although the "amount due at lease signing" on the lease agreement does not show it, our records indicate that the customer received a \$1,000 rebate from Ford Motor Company that was used towards the down payment. Therefore, \$1,000 has been deducted from the refund.

You may reach me by phone at (313) 845-5483 or by fax at (313) 845-6002.

Respectfully yours,

Eileen M. Pawelek
Consumer Affairs

Customer name: VITA CRESCI

VIN: 1FAPP5682 YG157565

SECTION 1: Lien/Lease Information

Lienholder: Union Bank of California
Address: 3151 East Imperial Highway - 2nd Fl
Brea CA 92821

Phone:
Account Number: 08049789730
Payment Amount: \$414.65
of Payments: 40 ✓
Extra paid by customer: \$0.00
Total(\$) of payments made: \$16,586.00 (a)
Lienholder payoff: \$13,386.85 (d)
Good Until: 08/05/03 ✓

SECTION 2: Aftermarket Items/Misc. Purchase Charges
(See Page 2 for details)

Total: \$153.00 (c) ✓

SECTION 3: Misc. Deduction (Late charges, disability etc.) (b)
(See Page 2 for details)

Total: \$0.00 (e)

SECTION 4: Other Expenses (Sales Tax, License etc.)
(See Page 2 for details)

Total: \$735.36 (f) ✓

SECTION 5: Refund Calculation

Total(\$) of payments made:		<u>\$16,586.00 (a)</u> ✓	
Down Payment(Includes trade-in):	+	<u>\$448.98</u>	Customer's refund reduced by \$1,000.00 Rebate. ✓
Less Rebate:	-	<u>\$1,000.00</u>	
Aftermarket Items/Misc. Purchase Charges:	+	<u>\$153.00 (c)</u>	
Less Misc. Deduction:	-	<u>\$0.00 (e)</u>	
Less Mileage Charge: ($\$23,788.93 \times (11,522 \text{ Mi} / 120,000 \text{ Mi})$)	-	<u>\$2,283.94</u> ✓	
Mileage Waived: (formula used)	+	<u>\$0.00</u>	
DMV Fees owed to State : DMV Fee Amount :	-	<u>\$0.00</u>	
Other Expenses :	+	<u>\$735.36 (f)</u>	
Refund to Customer:	=	<u>\$14,640.41</u> ✓	
Lienholder payoff:	+	<u>\$13,386.85 (d)</u>	
Attorney Fees	+	<u>\$2,500.00</u>	
Total Payout:	=	<u>\$30,526.06</u> ✓	

NOTE: Items appearing on the buyer's order, such as taxes, fees and Ford ESP's (if any) are included in the amount financed and are therefore reflected in the payoff and payments made. These items are inherently refunded proportionately to the customer and the lienholder as their interests appear.

THIS BREAKDOWN INCLUDES A FORD ESP OF: \$0.00 ✓

IMPORTANT NOTICE TO DEALERS: Upon turn-in of the vehicle, complete the following information and forward to RAV HQ as soon as possible. Your \$400 Administrative Allowance will not be processed until the following documents have been received by RAV HQ at:
PO Box 370, Dearborn, MI 48121 OR 34115 W 12 Mile Rd, Farmington Hills, MI 48331

- | | |
|-------------------------------------------------------------------------------|----------------------------------|
| _____ Inspection/Condition Report | _____ Current Odometer Statement |
| _____ Original Title, signed by customer | _____ Lien release |
| _____ Signed Customer Letter | |
| _____ Signed/Notarized Power of Attorney | |
| _____ Signed/Notarized Release (Excluding legal settlements submitted by OGC) | |

Refund Breakdown Calculated by: NTHOMAS XNEM716 Profs ID:

Customer name: VITA CRESCI

VIN: 1FAPP5682 YG157685

SECTION 2: Aftermarket Items/Misc. Purchase Charges	
1) Registration (2003 - 2004)	<u>\$153.00</u>
Total:	<u>\$153.00</u> (c)

SECTION 3: Misc. Deduction (Late charges, disability etc.)	
Total:	<u>\$0.00</u> (e)

SECTION 4: Other Expenses (Sales Tax, License etc.)	
1) Security Deposit	<u>\$300.00</u>
2) Tax on Down Payment	<u>\$34.87</u>
3) Registration	<u>\$362.00</u>
4) Document Fee	<u>\$40.00</u>
5) Tax on Document Fee	<u>\$3.48</u>
Total:	<u>\$739.35</u> (f)

Ford Consumer Affairs RAV Refund Checklist

Case Type: DSB Award DSB Prior Resolve Lit. Prevention Special Liaison

RAV Headquarter Advisor Nedine Thomas Consumer Affairs Analyst Eileen Pawelek
 Date Prepared 7/9/03 E-mail Address epawelek@ford.com
 Date Uploaded 7/16 Region Los Angeles
 Date Sent _____ Compliance Date _____
 VIN Number 1FAFP56S2YG157565 Financial Institution Union Bank of California
 Customer Name Cresci, Vita Account Number 08049788730
 Customer SSN (Last four digits) 9376 CuDL Case Number 1778950361
 (only needed if there is a lien)

Special Instructions or Comments:

Is Case FMCC or Other	FMCC _____	Other <u>Union Bank of California</u>
Registration	Included <input checked="" type="checkbox"/>	Not Applicable _____ TL _____
Sales/Lease Agreement of vehicle (Buyer's order or Purchase agreement)	Included <input checked="" type="checkbox"/>	Not Applicable _____ TL _____
AWS Repair History	Included <input checked="" type="checkbox"/>	Not Applicable _____ TL _____
After Market Receipts	Included _____	Not Applicable <input checked="" type="checkbox"/> TL _____
Lease Worksheet	Included _____	Not Applicable <input checked="" type="checkbox"/> TL _____
Finance Contract	Included _____	Not Applicable <input checked="" type="checkbox"/> TL _____
Factory Invoice	Included <input checked="" type="checkbox"/>	Not Applicable _____ TL _____
Copy of Title (cash/paid-off cases only)	Included _____	Not Applicable <input checked="" type="checkbox"/> TL _____
DSB Award letter & A/R Form	Included _____	Not Applicable <input checked="" type="checkbox"/> TL _____
EEA Fire Inspection Report	Included _____	Not Applicable <input checked="" type="checkbox"/> TL _____
RAV Fax Upload	Included <input checked="" type="checkbox"/>	

****If a document is determined to be "Not Applicable" or if it is not included, it must have Team Leader (TL) initials**

Other Documents Included (Please specify) _____

Team Leader Signature of approval: _____ Date _____
 Point Person Signature of approval: _____ Date _____

18f-20

Attention - Karen

REGISTRATION VALID FROM
AUTO 04/08/2003 TO 04/08/2004 TYPE LICENSE NUMBER 11 4LDJ655

VEHICLE IDENTIFICATION NUMBER 1FAPP56S2YG157565				MAKE FORD	
BODY TYPE MODEL 4D		DATE FIRST SOLD 00/00/2000	CLASS FL	YR 2000	Yr Model 2000
DATE REBUND 03/21/2003	TYPE 1 20	MP G	AX 00000	MC 00000	TOTAL FEES PAID \$153 3000

REGISTRATION
UNION BK CALIF.
PD BX 2327
BREA
92822
144031220035518

[REDACTED]
PLYMOUTH LN
HUNTINGN BCH CA [REDACTED]

UNION BK CALIF.
PD BX 2327
BREA
92822
144031220035518

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS
W3581848

Wittchen - Karin

2.5.20

UNION BANK OF CALIFORNIA CLOSED-END VEHICLE LEASE AGREEMENT AND DISCLOSURE STATEMENT

Date: 04/02/2000

Lease Number:

FOR-DEALER NAME
E ELSSINORE FORD

ADDRESS
31500 CASTRO DR, LAKE ELSINORE, CA 92530

HUNTINGTON BEACH, CA

LESSOR (NAME(S))

ADDRESSES

1. DESCRIPTION OF LEASED PROPERTY

Deal #4150, Stock #3000801

YEAR	MAKE	MODEL	CYL	BODY STYLE	IDENTIFICATION NUMBER	LIQUID NO. USED VEHICLE ONLY	IGNITION KEY	TRUNK KEY
2000	FORD	TAURUS	6	DR	1FAPPS6S2YG157565		0728X	

EQUIPPED WITH

- Auto-Transmission
 - 3,4,5 Speed Transmission
 - Air Conditioner
 - Sun Roof, Electric
 - Sun Roof, Manual
 - Cruise Control
 - Power Steering
 - Power Brakes
 - Tilt Wheel
 - Power Window
 - Power Seats
 - Other: _____
- Radio: AM CFM
 Tape/Cassette

2. AGREEMENT TO LEASE

As used in this Lease the words "I, me" or "my" refer to the Lessee, "you" or "your" refer to the Lessor. I understand that the consumer lease disclosures made in this Lease are also made on behalf of Union Bank of California, N.A. to whom you intend to assign this Lease.

I will lease the Vehicle described above under this Lease. Each of our obligations begins when we sign the Lease; and the lease term continues for the number of months shown in Section 3.F following the date of vehicle delivery. I recognize that I will continue to be liable for any of my obligations which remain outstanding when this Lease is terminated. I understand that if the Vehicle is not delivered to me when we sign the Lease, you will use your best effort to deliver it to me as soon as practicable. You will not be responsible for any damages caused by any failure or delay in delivery, any damages caused by any interruption of service or time lost in repairing or recovering the Vehicle or any damages resulting from any other cause beyond your reasonable control.

I intend to use this lease (initial only applicable box):

CONSUMER LEASE—Primarily for personal, family or household purposes.

Lessee(s) initials: [initials]

COMMERCIAL LEASE—Primarily for business, commercial or agricultural purposes, or I am an organization or governmental entity.

Lessee(s) initials: [initials]

3. FEDERAL CONSUMER LEASING ACT DISCLOSURES

A. Amount Due at Lease Signing or Delivery (Itemized below) \$ 1800.00	B. Monthly Payments. My first monthly payment of \$ 414.65 is due on 04/02/2000, followed by 59 payments of \$ 414.65 due on the 2nd of each month. The total of my monthly payments is \$4879.00	C. Other Charges (not part of my monthly payment). Disposition Fee \$ 300.00 (if I do not purchase the vehicle) N/A \$ None N/A \$ None TOTAL \$ 300.00	D. Total of Payments* (The amount I will have paid by the end of the lease). \$ 25064.35
-----------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------

E. Itemization of Amount Due at Lease Signing or Delivery

Amount Due at Lease Signing or Delivery:

Capitalized cost reduction	\$ 449.99
Sales tax on Cap Cost Red.	\$ 34.87
First monthly payment	\$ 414.65
Refundable security deposit	\$ 300.00
Documentation fees	\$ 45.00
Registration and License fees	\$ 352.00
TAX on DOC	\$ 3.49
N/A	\$ None
TOTAL	\$ 1800.00

How the Amount Due at Lease Signing or Delivery will be paid:

Net trade-in allowance	\$ None
Rebates and non-cash credits	\$ None
Amount to be paid in cash	\$ 1800.00
N/A	\$ None
TOTAL	\$ 1800.00

F. My Monthly Payment is determined as shown below:

Gross Capitalized Cost. The agreed upon value of the Vehicle 20786.93 and any items I pay over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balances). For an itemization of this amount see Section 4A, below.	\$ 24311.93
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, non-cash credit, or cash I pay that reduces the gross-capitalized cost.	449.99
Adjusted capitalized cost. The amount used in calculating my base monthly payment.	23861.94
Residual Value. The value of the vehicle at the end of the lease used in calculating my base monthly payment.	8739.40
Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term.	17122.54
Rent Charge. The amount charged in addition to the depreciation and any amortized amounts.	5987.26
Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge.	23089.80
Lease Payments. The number of payments in my lease.	+ 60
Base monthly payment.	= 384.83
*Monthly sales tax	+ 29.82
N/A	+ None
*Total Monthly Payment	= \$ 414.65

*These amounts are estimates and may change during the term of this lease. **This data is an estimate. Refer to Section 7 on the reverse for applicable due dates

G. Early Termination. I may have to pay a substantial charge if I end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier I end the lease, the greater this charge is likely to be.

Excessive Wear and Use. I may be charged for excessive wear based on your standards for normal use and for mileage in excess of 15,000 miles per year at the rate of 15 cents per mile, or the rate disclosed in Section 15C. I will not be entitled to a credit or refund if I do not use all the allotted miles.
Purchase Option at End of Lease Term. I have an option to purchase the Vehicle at the end of the lease term for an amount equal to the sum of the following: (a) the greater of (i) the Residual Value, shown in Section 3F or (ii) the wholesale value of the Vehicle as indicated in the then current edition of the Kelley Blue Book Used Car Guide but no more than \$300.00 in excess of the Residual Value; (b) plus a purchase option fee of \$200.00; (c) plus any unpaid monthly payments, late charges and amounts arising from my failure to keep my promises to you under this Lease; (d) plus any official fees or taxes imposed in connection with the purchase.
Other Important Terms. See the lease agreement for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

4. OTHER DISCLOSURES AND INFORMATION

1. OTHER DISCLOSURES AND INFORMATION

6/7/20 *ELF*

A. Itemization of Gross Capitalized Cost

Agreed upon value of the vehicle	\$ 23755.00
Up Front Sales/Luxury Tax	\$ None
Mechanical Breakdown Contracts (see Section 4F)	\$ None
Acquisition Fee	\$ 525.00
Outstanding prior credit or lease balance	\$ None
Other <i>N/A</i>	\$ None
Other <i>N/A</i>	\$ None
Gross Capitalized Cost	\$ 24311.00

E. Insurance

I will provide and maintain the following insurance coverage under which I am a Named Insured during the lease term and until I return the Vehicle to you:

A. Listing Union Bank of California, N.A. or any subsequent assignee of whom I have notice as Loss Payee:

- First, third and comprehensive insurance with a maximum deductible of \$500;
- Collision insurance with a maximum deductible of \$500; and

B. Listing Union Bank of California, N.A. or any subsequent assignee of whom I have notice as an Additional Insured:

- Minimum public liability insurance for bodily injury or death to any one person in the amount of \$100,000 and for any one accident in the amount of \$300,000, or combined single limit coverage of \$300,000; and
- Minimum property damage insurance for \$25,000.

The insurance policy I obtain must be approved by you and must state you will be given at least 10 days advance notice of any cancellation, reduction or any other material change in coverage. I will furnish you with whatever written proof of the required coverage you may request. I understand that you may revise the types and amounts of required coverages to reflect changes in the risks you are assuming in connection with this Lease. If you ask me, I agree to obtain endorsements providing the revised coverages promptly.

B. Trade-In Vehicle

Year: 1998 Make: FORD
 Model: Taurus
 Trade-In Vehicle Value*** \$ 12500.00

Insurance Agent's Name: N/A
 Agency Name: STATE FRAM
 Agency Address: _____
 Phone No: _____ Policy No.: 120A180
 Verified By: GARY HERMANDEZ Date: 06/02/2000

C. Liability for Official Fees and Taxes

I agree to pay for and maintain current registration on the Vehicle for the term of the Lease and to pay when due, or reimburse you for, any other official fees and all taxes, other than your net income taxes, imposed by any governmental authority in connection with this Lease. The total estimated amount I will pay for official and license fees, registration, title, and taxes, over the term of my Lease, whether included with my monthly payments or assessed otherwise, is \$ 3507.55

I hereby appoint you as my Attorney-in-Fact with full power as to the insurance I am providing under this Lease (a) to determine what is a reasonable sum for settlement of any claim or suit; (b) to initiate suit in your name, or in my name, or both, and I will pay you any costs or expenses, including legal expenses, you incur in the suit; (c) to execute in my name, or your name, or both, any proof of claim or loss; (d) and to endorse my name on any settlement, draft or check.

D. Vehicle Warranties

I understand that if the Vehicle is subject to a manufacturer's new car warranty, you assign to me all the rights and remedies you have under that warranty to the extent they are assignable. I ACKNOWLEDGE THAT I AM LEASING THE VEHICLE "AS-IS", NOT EXPRESSLY WARRANTED OR GUARANTEED AND ACCORDINGLY THAT YOU MAKE NO EXPRESS WARRANTIES AS TO THE VEHICLE AND SPECIFICALLY DISCLAIM ANY IMPLIED WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

F. Mechanical Breakdown Protection

While I have no obligation to do so, I understand that I may purchase from you a contract under which I will have the right to have a portion of the costs of repair of certain major mechanical breakdowns of the Vehicle paid by the contract administrator. The term of this protection would be 3 years from the date of vehicle acceptance or until the Vehicle's odometer shows None miles, whichever happens first. If I have decided to purchase this protection, I have reviewed the terms of the contract which describe the details of this protection and understand that a copy of the filled-in contract will be sent to me as soon as practicable. I have chosen the following option:

A. I choose to purchase your mechanical breakdown protection for the cash price of \$ N/A Lessee(s) initials:

which I will pay for separately from this lease.

B. I choose to purchase your mechanical breakdown protection and pay its price of \$ None as part of the monthly payments under this lease. Lessee(s) initials:

Under this option, the price for this mechanical breakdown is included in the Gross Capitalized Cost set forth in Section 3F.

If I choose to pay the price of the mechanical breakdown protection together with the lease charges during the lease term as part of the monthly payments, I agree that any refund due from my cancellation of the contract of the mechanical breakdown protection shall be payable to you.

5. NOTICES FOR CALIFORNIA RESIDENTS—For purposes of the Notices in this Section 5 only, the word "you" means the lessee.

- A. You have the right to return the vehicle and receive a refund of any payments made if the credit application is not approved, unless non-approval results from an incomplete application or from incorrect information provided by you.
- B. **THERE IS NO COOLING OFF PERIOD**
 California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this lease simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. You may only cancel this lease with the agreement of the lessor or for legal cause, such as fraud.
- C. (1) Do not sign this Lease before you read it or if it contains any blank spaces to be filled in; (2) You are entitled to a completely filled in copy of this Lease; (3) Warning—Unless a charge is included in this Lease for public liability or property damage insurance, payment for such coverage is not provided by this Lease.

6. SIGNATURES

The execution of this Lease by Lessor and Lessee(s) below evidences:

1. The lessor's and lessee's acceptance of the terms and conditions of the lease; and
2. The lessor's assignment of all rights under and title and interest in and to the vehicle and this lease, including its rights to all amounts payable to the lessor under this lease, to Union Bank of California, N.A. pursuant to the applicable dealer agreement between the lessor and Union Bank of California, N.A.

3. I HAVE READ BOTH SIDES OF THIS LEASE AGREEMENT AND DISCLOSURE STATEMENT AND RECEIVED A COMPLETELY FILLED IN COPY BEFORE SIGNING BELOW.

Dated: 07/02/2000
 Lessor/Dealer: LOUIS BLOSINGORE FORD
 By: GARY HERMANDEZ Title: MANAGER

X _____
 Lessee
 X _____
 Lessee
 Name of Company (if applicable): _____
 Authorized Signor: _____ Title: _____
 Type Name(s): _____

DELIVERY RECEIPT

By signing above, I acknowledge that I have received and examined the Vehicle described in Section 1 of this Lease, that the Vehicle is equipped as described, that its odometer mileage is shown below is accurate. I agree the Vehicle is in good operating order and condition and that I accept the Vehicle for all purposes of this Lease.

Dated: 07/02/2000 Odometer Mileage: 5

*** Value of trade-in vehicle prior to deducting any unpaid credit or lease balance.

QUARANTY

Each of us guarantees and promises to make all of the payments and perform all the Lessee's obligations as specified in the above Lease. Each of our liabilities is primary and joint and several and will not be affected by any settlement, extension, renewal or modification of the Lease, by the discharge or release of the Lessee's obligations or by the taking or release of additional guarantors or security for the performance of the Lease. Each of us waives any rights we may have to (a) presentment, demand, protest, notice of protest, notice of dishonor, notice of default under the Lease and any other notices related to this guaranty of the Lease and (b) the right to require the Lessor to proceed against the Lessee or to pursue any other remedy.

R003-086 15967

Up Front Sales/Luxury Tax \$ None
 Mechanical Breakdown Contracts (see Section 4F) \$ None
 Acquisition Fee \$ 525.00
 Outstanding prior credit or lease balance \$ None
 Other N/A \$ None
 Other N/A \$ None
 Gross Capitalized Cost \$ 24211.93

return the Vehicle to you:
 A. Listing Union Bank of California, N.A. or any subsequent assignee of whom I have notice as Loss Payee:
 • Fire, theft and comprehensive insurance with a maximum deductible of \$500;
 • Collision insurance with a maximum deductible of \$500; and
 B. Listing Union Bank of California, N.A. or any subsequent assignee of whom I have notice as an Additional Insured:
 • Minimum public liability insurance for bodily injury or death to any one person in the amount of \$100,000 and for any one accident in the amount of \$300,000, or combined single limit coverage of \$300,000; and
 • Minimum property damage insurance for \$25,000.

The insurance policy I obtain must be approved by you and must state you will be given at least 10 days advance notice of any cancellation, reduction or any other material change in coverage. I will furnish you with whatever written proof of the required coverage you may request. I understand that you may revise the types and amounts of required coverages to reflect changes in the rates you are assuming in connection with this Lease. If you ask me, I agree to obtain endorsements providing the revised coverages promptly.

Insurance Agent's Name: N/A
 Agency Name: STATE FRAM
 Agency Address: _____
 Phone N/A Policy No.: 324180
 Verified By: GARY HERNANDEZ Date: 04/02/2000

B. Trade-in Vehicle
 Year: 1998 Make: FORD
 Model: TAURUS
 Trade-in Vehicle Value \$ 12580.00

C. Liability for Official Fees and Taxes
 I agree to pay for and maintain current registration on the Vehicle for the term of the Lease and to pay when due, or reimburse you for, any other official fees and all taxes, other than your net income taxes, imposed by any governmental authority in connection with this Lease. The total estimated amount I will pay for official and license fees, registration, title, and taxes over the term of my Lease, whether included with my monthly payments or assessed otherwise, is \$ 3687.55

I hereby appoint you as my Attorney-in-Fact with full power as to the insurance I am providing under this Lease (a) to determine what is a reasonable sum for settlement of any claim or suit; (b) to institute suit in your name, or in my name, or both, and I will pay you any costs or expenses, including legal expenses, you incur in the suit; (c) to execute in my name, or your name, or both, any proof of claim or loss; (d) and to endorse my name on any settlement, draft or check.

D. Vehicle Warranties
 I understand that if the Vehicle is subject to a manufacturer's new car warranty, you assign to me all the rights and remedies you have under that warranty to the extent they are assignable. I ACKNOWLEDGE THAT I AM LEASING THE VEHICLE "AS-IS"-NOT EXPRESSLY WARRANTED OR GUARANTEED AND ACCORDINGLY THAT YOU MAKE NO EXPRESS WARRANTIES AS TO THE VEHICLE AND SPECIFICALLY DISCLAIM ANY IMPLIED WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

F. Mechanical Breakdown Protection
 While I have no obligations to do so, I understand that I may purchase from you a contract under which I will have the right to have a portion of the costs of repair of certain major mechanical breakdowns of the Vehicle paid by the contract administrator. The term of this protection would be N/A years from the date of vehicle acceptance or until the Vehicle's odometer shows _____ miles, whichever happens first. If I have decided to purchase this protection, I have reviewed the terms of the contract which describe the details of this protection and understand that a copy of the filled-in contract will be sent to me as soon as practicable. I have chosen the following option:

A. I choose to purchase your mechanical breakdown protection for the cash price of \$ N/A Lease(s) _____
 which I will pay for separately from this lease. Initials: _____
 B. I choose to purchase your mechanical breakdown protection and pay its price of \$ None as part of the monthly payments under this lease. Lease(s) _____
 Under this option, the price for this mechanical breakdown is included in the Gross Capitalized Cost set forth in Section 3F. Initials: _____

If I choose to pay the price of the mechanical breakdown protection together with the lease charges during the lease term as part of the monthly payments, I agree that any refund due from my cancellation of the contract of the mechanical breakdown protection shall be payable to you.

5. NOTICES FOR CALIFORNIA RESIDENTS—For purposes of the Notices in this Section 5 only, the word "you" means the lessee.

A. You have the right to return the vehicle and receive a refund of any payments made if the credit application is not approved, unless non-approval results from an incomplete application or from incorrect information provided by you.

B. THERE IS NO COOLING OFF PERIOD
 California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this lease simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. You may only cancel this lease with the agreement of the lessor or for legal causes, such as fraud.

C. (1) Do not sign this Lease before you read it or if it contains any blank spaces to be filled in; (2) You are entitled to a completely filled in copy of this Lease; (3) Warning—Unless a charge is included in this Lease for public liability or property damage insurance, payment for such coverage is not provided by this Lease.

6. SIGNATURES

The execution of this Lease by Lessor and Lessee(s) below evidences:
 1. The lessor's and lessee's acceptance of the terms and conditions of the lease; and
 2. The lessor's assignment of all rights under and title and interest in and to the vehicle and this lease, including its rights to all amounts payable to the lessor under this lease, to Union Bank of California, N.A. pursuant to the applicable dealer agreement between the lessor and Union Bank of California, N.A.

Date: 04/02/2000
 Lessor/Dealer: LAKE ELSTON FORD
 By: GARY HERNANDEZ Title: MANAGER

3. I HAVE READ BOTH SIDES OF THIS LEASE AGREEMENT AND DISCLOSURE STATEMENT AND RECEIVED A COMPLETELY FILLED IN COPY BEFORE SIGNING BELOW.

X _____
 Lessee
 X _____
 Lessee
 Name of Company (if applicable): _____
 Authorized Signor: _____ Title: _____
 Type Name(s): _____

DELIVERY RECEIPT

By signing above, I acknowledge that I have received and examined the Vehicle described in Section 1 of this Lease, that the Vehicle is equipped as described, that its odometer mileage is shown below is accurate, I agree the Vehicle is in good operating order and condition and that I accept the Vehicle for all purposes of this Lease.

Date: 04/02/2000 Odometer Mileage: 3

Net Value of trade-in vehicle prior to deducting any unpaid credit or lease balance.

WARRANTY

Each of us guarantees and promises to make all of the payments and perform all the Lessor's obligations as specified in the above Lease. Each of our liabilities is primary and joint and several and will not be affected by any settlement, extension, renewal or modification of the Lease, by the discharge or release of the Lessee's obligations or by the taking or release of additional guarantors or security for the performance of the Lease. Each of us waives any rights we may have to (a) presentment, demand, protest, notice of protest, notice of dishonor, notice of default under the Lease and any other notices related to this guaranty of the Lease and (b) the right to require the Lessor to proceed against the Lessee or to pursue any other remedy in the Lessor's power. Each of us agrees that we are liable for the Lessor's attorney's fees and costs in enforcing this guaranty, whether or not suit is filed and whether such costs or expenses are incurred by using the Lessor's salaried attorneys or other employees or by using independent attorneys or companies. If this guaranty is secured by one of our community properties, that guarantor agrees that recourse may be had against the guarantor's separate property. Each of us acknowledges that this guaranty inures to the benefit of the Lessor's assignees. If any provision of the above Lease or this guaranty is invalid or unenforceable, the remaining provisions shall be enforced to the full extent permitted by law.

8083-805 15988

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 09-JUL-2003
 Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VEH SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TTS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD	
1FAFP6S2YGL157565	DA	C/DD	C/F	C/F/C	C/FB	C/A	AD	C/DX	C/LD	28-01-00	02-04-00	171425	USA	0	*	4F33	*	5K20709	*	807	V75	B64	07	
AWS Claim Key:	520191	Doc #:	0197491	Trx Code:			2	Labr Hrs:	4	Labr Cost:			23.85	Material Cost:	0	Total Cost:	23.85							
Dir Cd-Sub Cd:	00635	Name:	PRE-DELIVERY SVC CORP	Ph:						St: MD	City:	USA	Reg Cd:	NA	Repr Date:	17-FEB-2000							DIST(Mile):4	
Tech Comments:	LEFT FRONT WINDOW WEATHER STRIP NOT INSTALLED PROPERLY																							
1FAFP6S2YGL157565	DA	C/DD	C/F	C/F/C	C/FB	C/A	AD	C/DX	C/LD	28-01-00	02-04-00	171425	USA	1	*	7M94	*	15KAD1	*	506	V07	L20	42	
AWS Claim Key:	927531	Doc #:	100959C	Trx Code:			1	Labr Hrs:	6	Labr Cost:			41.32	Material Cost:	0	Total Cost:	41.32							
Dir Cd-Sub Cd:	03814	Name:	LAKE ELSINORE FORD, INC.	Ph:				909-4711405		St: CA	City:	USA	Reg Cd:	NA	Repr Date:	07-APR-2000							DIST(Mile):571	
Cost Comments:	KEY PAD ON DOOR INOP...																							
Tech Comments:	571 ACCESS KEY PAD CODE (0.5 HRS) CODE # 71281																							
1FAFP6S2YGL157565	DA	C/DD	C/F	C/F/C	C/FB	C/A	AD	C/DX	C/LD	28-01-00	02-04-00	171425	USA	4	*	2G05	*		*		SXX	Y00	*	*
AWS Claim Key:	1965645	Doc #:	108341B	Trx Code:			00638	Labr Hrs:	4	Labr Cost:			28.7	Material Cost:	0	Total Cost:	28.7							
Dir Cd-Sub Cd:	03814	Name:	LAKE ELSINORE FORD, INC.	Ph:				909-4711405		St: CA	City:	USA	Reg Cd:	NA	Repr Date:	10-JUL-2000								DIST(Mile):6656
Cost Comments:	00838 PCM RECAL																							
Tech Comments:	6656 RECALL 00838 W PERFORMED RECALL 00838 REPROGRAMMED THE PCM																							
1FAFP6S2YGL157565	DA	C/DD	C/F	C/F/C	C/FB	C/A	AD	C/DX	C/LD	28-01-00	02-04-00	171425	USA	6	*	7V01	YF12	13490	AA	509	V77	L29	01	
AWS Claim Key:	3257172	Doc #:	14065701	Trx Code:			3	Labr Hrs:	8	Labr Cost:			62.21	Material Cost:	15	Total Cost:	73.21							
Dir Cd-Sub Cd:	05347	Name:	POWER FORD HUNTINGTON BEACH	Ph:				714-8426411		St: CA	City:	USA	Reg Cd:	NA	Repr Date:	26-SEP-2000								DIST (Mile):11522
Cost Comments:	DIAG AND ADVISE CLST STATES TAIL LIGHTS ARE STAYING ON 3 36 129																							
Tech Comments:	PERFORMED DIAGNOSIS TEST FOUND BRAKE LIGHT SWITCH STICKING REPLACED SWITCH																							
1FAFP6S2YGL157565	DA	C/DD	C/F	C/F/C	C/FB	C/A	AD	C/DX	C/LD	28-01-00	02-04-00	171425	USA	12	*	2G05	*		*		SXX	Y00	*	*
AWS Claim Key:	2073281	Doc #:	15104801	Trx Code:			00855	Labr Hrs:	4	Labr Cost:			31.1	Material Cost:	0	Total Cost:	31.1							
Dir Cd-Sub Cd:	05347	Name:	POWER FORD HUNTINGTON BEACH	Ph:				714-8426411		St: CA	City:	USA	Reg Cd:	NA	Repr Date:	21-MAR-2001								DIST (Mile):20504
Cost Comments:	PREFORM RECALL 00855																							
Tech Comments:	1 REPROGRAM PCM, DONE																							
1FAFP6S2YGL157565	DA	C/DD	C/F	C/F/C	C/FB	C/A	AD	C/DX	C/LD	28-01-00	02-04-00	171425	USA	12	*		*		*		SXX	Y00	*	*
AWS Claim Key:	7073283	Doc #:	15104802	Trx Code:			01508	Labr Hrs:	4	Labr Cost:			31.1	Material Cost:	11	Total Cost:	49.88							

00662 800-6000

Claims List Report

Dir Cl-Sub Cl:	05547-*	Name:	POWER FORD HUNTINGTON BEACH	Ph:	714-8426611	St:	CA	City Cl:	USA	Reg Cl:	NA	Repr Date:	21-MAR-2001	DIST (Mile):	20504
Cost Comments:	PERFORM RECALL 41508														
Tech Comments:	1 PERFORM RECALL REPAIR BRAKE LIGHT SWITCH, DONE														
IFAFP56S2YGI57565	DA	CDD	CF	CFC	CFB	C/A	AD	C/DX	C/LD	28-01-00	02-04-00	171425	USA	16 *	1S20 1LSZ 14630 AA S11 V47 P01 28
AWS Claim Key:	1923257	Doc #:	15863001	Tax Code:			ES3	Labor Hrs:	2	Labor Cost:	160.79	Material Cost:	18.4	Total Cost:	179.19
Dir Cl-Sub Cl:	05547-*	Name:	POWER FORD HUNTINGTON BEACH <td>Ph:</td> <td>714-8426611</td> <td>St:</td> <td>CA</td> <td>City Cl:</td> <td>USA</td> <td>Reg Cl:</td> <td>NA</td> <td>Repr Date:</td> <td>21-MAR-2001</td> <td>DIST (Mile):</td> <td>23973</td>	Ph:	714-8426611	St:	CA	City Cl:	USA	Reg Cl:	NA	Repr Date:	21-MAR-2001	DIST (Mile):	23973
Cost Comments:	CUSTOMER STATES THAT THE GEAR SHIFT WILL NOT COME OUT OF PARK, HAS TO PUT INTO NEUTRAL WITH KEY IN ACC POSITION TO														
Tech Comments:	1 PERFORMED DIAGNOSIS TEST FOUND OPEN CIRCUIT AN BRAKE LIGHT SWITCH CONNECTOR, NEEDS CONNECTOR TIME NECESSARY TO REPLACE														
IFAFP56S2YGI57565	DA	CDD	CF	CFC	CFB	C/A	AD	C/DX	C/LD	28-01-00	02-04-00	171425	USA	18 *	7V01 YF1Z 13480 AA S09 V17 A85 42
AWS Claim Key:	1872317	Doc #:	1622030	Tax Code:			ES3	Labor Hrs:	1	Labor Cost:	64.32	Material Cost:	11	Total Cost:	75.32
Dir Cl-Sub Cl:	05547-*	Name:	POWER FORD HUNTINGTON BEACH <td>Ph:</td> <td>714-8426611</td> <td>St:</td> <td>CA</td> <td>City Cl:</td> <td>USA</td> <td>Reg Cl:</td> <td>NA</td> <td>Repr Date:</td> <td>13-SEP-2001</td> <td>DIST (Mile):</td> <td>25290</td>	Ph:	714-8426611	St:	CA	City Cl:	USA	Reg Cl:	NA	Repr Date:	13-SEP-2001	DIST (Mile):	25290
Cost Comments:	CUSTOMER STATES BRAKE LIGHT STAY ON ALREADY PERFORMED BRAKE RECALL ABS														
Tech Comments:	1 PERFORMED DIAGNOSIS TESTS FOUND BRAKE LIGHT SWITCH STUCK ON, REPLACED SWITCH														
IFAFP56S2YGI57565	DA	CDD	CF	CFC	CFB	C/A	AD	C/DX	C/LD	28-01-00	02-04-00	171425	USA	30 *	7V01 YF1Z 13480 AA S19 V77 L26 42
AWS Claim Key:	17921721	Doc #:	18339701	Tax Code:			ES3	Labor Hrs:	1.2	Labor Cost:	98.59	Material Cost:	22.96	Total Cost:	121.55
Dir Cl-Sub Cl:	05547-*	Name:	POWER FORD HUNTINGTON BEACH <td>Ph:</td> <td>714-8426611</td> <td>St:</td> <td>CA</td> <td>City Cl:</td> <td>USA</td> <td>Reg Cl:</td> <td>NA</td> <td>Repr Date:</td> <td>28-AUG-2002</td> <td>DIST (Mile):</td> <td>35246</td>	Ph:	714-8426611	St:	CA	City Cl:	USA	Reg Cl:	NA	Repr Date:	28-AUG-2002	DIST (Mile):	35246
Cost Comments:	DIAO AND ADVISE CLST STATES BRAKE LIGHTS STAY ON MANY TIMES BACK..... (L26)														
Tech Comments:	CPI3480 THIS IS THE 4TH OR 5TH TIME IN FOR SAME REPAIR, FIRS TESTED BRAKE LAMP SWITCH STUCK ON, RAN OASIS NO APPLICAL CODES CALLED TECH HOTLINE REPORT #24H0000 THE HOTLINE ENGINEER ADVISED ME TO REPLACE BRAKE LAMP SWITCH AND WIRING,														
IFAFP56S2YGI57565	DA	CDD	CF	CFC	CFB	C/A	AD	C/DX	C/LD	28-01-00	02-04-00	171425	USA	34	SXX V00 *
AWS Claim Key:	19259114	Doc #:	19587701	Tax Code:			02540	Labor Hrs:	.1	Labor Cost:	8.22	Material Cost:	0	Total Cost:	16.44
Dir Cl-Sub Cl:	05547-*	Name:	POWER FORD HUNTINGTON BEACH <td>Ph:</td> <td>714-8426611</td> <td>St:</td> <td>CA</td> <td>City Cl:</td> <td>USA</td> <td>Reg Cl:</td> <td>NA</td> <td>Repr Date:</td> <td>08-MAR-2003</td> <td>DIST (Mile):</td> <td>40298</td>	Ph:	714-8426611	St:	CA	City Cl:	USA	Reg Cl:	NA	Repr Date:	08-MAR-2003	DIST (Mile):	40298
Cost Comments:	QUICK SERVICE DEPT. CUSTOMER REPORTS RECALL 02540 FOR ADJUSTABLE PEDALS IS DUE														
Tech Comments:	1 PERFORMED 02540 RECALL														
IFAFP56S2YGI57565	DA	CDD	CF	CFC	CFB	C/A	AD	C/DX	C/LD	28-01-00	02-04-00	171425	USA	39 *	7V01 YF1Z 13480 AA S10 V21 H19 42
AWS Claim Key:	20902825	Doc #:	20184601	Tax Code:			ES9	Labor Hrs:	1	Labor Cost:	68.03	Material Cost:	89.15	Total Cost:	157.18
Dir Cl-Sub Cl:	05547-*	Name:	POWER FORD HUNTINGTON BEACH <td>Ph:</td> <td>714-8426611</td> <td>St:</td> <td>CA</td> <td>City Cl:</td> <td>USA</td> <td>Reg Cl:</td> <td>NA</td> <td>Repr Date:</td> <td>12-JUN-2003</td> <td>DIST (Mile):</td> <td>43598</td>	Ph:	714-8426611	St:	CA	City Cl:	USA	Reg Cl:	NA	Repr Date:	12-JUN-2003	DIST (Mile):	43598
Cost Comments:	CUSTOMER STATES BRAKE LIGHTS AORE STAYING ON AGAIN. 6TH TIME THIS TIME MADE BATTERY GO DEAD														
Tech Comments:	TEST SWITCH WAS CLOSED CAUSING BRAKE LIGHTS TO STAY ON. REPLACE SWITCH CHARGE BATTERY TEST #80CA. REPLACE BATTERY CAUSED BY BRAKE LIGHTS STAYING ON THAT MAYBE BATTERY GO DEAD														

Any comments? You can contact

webmaster

0003-008 15888

DEALER 71E 104 VIN: 1FAFP5682YG157565

	SUGGESTED RETAIL PRICE	AMOUNT
2000 TAURUS SEL SEDAN	20990.00	19081.00
KK GRAPHITE BLUE CLEARCOAT MET		
K2 MEDIUM GRAPHITE CLOTH BUCKET		
99B .3.0L 4V 4-CYL ENGINE	NC	NC
44L .AUTO OVERDRIVE TRANSMISSION	NC	NC
T22 .P215/60R16 ALL SEASON TIRE	NC	NC
R3B REGIONAL PACKAGE		
422 CALIFORNIA EMISSION SYSTEM	NC	NC
53A AUDIO GROUP	NC	NC
.MAGN STEREO		
.CD CHANGER (5 DISC)		
53B SEL PLUS GROUP	150.00	134.00
.5-PASS SEATING W/FLR CONS/NEP		
.ADJUSTABLE PEDALS		
RESIDENCY RESTRICTIONS APPLY TO DISCOUNT/SAVINGS - SEE DEALER FOR DETAILS.		
PREDELIVERY		102.00
TOTAL VEHICLE & OPTIONS	21140.00	19195.00
DESTINATION & DELIVERY	575.00	575.00
SCHEDULE A (MEMO)	.00	
TOTAL FOR VEHICLE	21715.00	
10 U.S. GAL GAS FACTORY		17.50
CA NEW MFR VEHICLE BOARD FEE		55
PRICED DORA		
BATCH-ID YA20104466 N BA 2X		
PRICE LEVEL 019180P56	VIN: 1FAFP5682YG157565	
SHIPPING WEIGHT 3211 LBS.		

THIS INVOICE MAY NOT REFLECT THE FINAL COST OF THE VEHICLE IN VIEW OF THE POSSIBILITY OF FUTURE RELATED ALLOWANCES, DISCOUNTS AND INCENTIVE AMOUNTS FROM FORD MOTOR COMPANY TO THE DEALER.

FORD/MCA ADJUSTMENT	INVOICE TOTAL	LESS NON-DELIVERABLES	LESS PRICE ADJUSTMENT	LESS INCENTIVE	FORD FINANCIAL SERVICE PLAN
50.00	19940.15	635.00		19305.15	18984.15
635.00	5.00	134.00	.65	630.00	18876.00

SOLD TO China Hills Ford Sales Inc 71E104
 4480 China Hills Pkwy
 China CA 91710

TO 2 N 5 STATE CA CK27

SHIP TO (IF OTHER THAN ABOVE) DATE OF DELIVERY 01/20/00 ITEM NUMBER 71-A021 UNIT QUANTITY 2

SHIP THROUGH LOS ANGELES PREPARATION CENT
 4500 SYCAMORE BLVD. SUITE A
 MIRA LOMA, CA. 91752

SECURITY IDENTIFICATION NO. 1FAFP5682YG157565
 VIN: 1FAFP5682YG157565
 CHICAGO
 FORD MOTOR CREDIT 000001
 20000120 000120 YA201 N 019 71E104

1940.15 KUI

THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY

DEALER'S COPY

ROB-888 15881

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
07/09/2003

Request
Transmitted:
Transmit Date:

Refund
No

REQUESTER

Name:
CDS/PROFS ID:
Supervisor's CDS/PROFS ID:

PAWELEK, EILEEN
EPAWELEK
KKELLER2

Title:
Supervisor's Title:

LEGAL ANALYST
TEAM LEADER

VEHICLE

VIN:
Mileage:
Purchase Date:
Type:
Obtained As:
Ownership:

1FAFP56S2 YG157565
43,590
04/02/2000
Car/Light Truck
New Vehicle
Privately Owned/Leased

Description:
Odometer Replaced:

'00 Taurus 4-Door Sedan, SE Comfor
No

CUSTOMER

Name:
Address:
City, State:
Zip:
Home Phone:

CRESCI, VITA
15811 PLYMOUTH LANE
HUNTINGTON BEACH, CA
92647
(714)897-2879

Work Phone:

DEALERSHIP

Processing Dealer:
Contact Name:
Phone:
Present Vehicle Location:

LAKE ELSINORE FORD
JORGEN NORTHOPE
(909)471-1405

Sales Code:
Contact Title:

71425
FINANCE MANAGER

REPAIR HISTORY

Symptom Code
301A00

Symptom Description
SERVICE BRAKE INDICATOR

No of Repair Attempts
5

LOYALTY TOOLS

FCSD Technical Hotline:	No
FSE Tech Assist:	No
Plant Vehicle Team:	No

UPLOAD REASONS

Primary Reason:	Number of Repair Attempts
Rationale:	Pre-Litigation (Legal Analysts only)
Compliance Date:	
Overnight Delivery:	Yes
Vehicle Disposition:	Auction

RAV-FAST RAV Request Information Report

GENERAL

Affiliation:	Litigation Prevention	Request Transmitted:	Refund
Ready for Transmission:	Yes	Transmit Date:	No
Last Update:	07/09/2003		

PROFILE

Requester Name:	PAWELEK, EILEEN	Mileage:	43,590
VIN:	1FAPP58S2 YG157565		
Purchase Date:	04/02/2000		
Vehicle Type:	Car/Light Truck		
Customer Name:	CRESCI, VITA		
Processing Dealer:	LAKE ELSINORE FORD		

TRANSACTION TYPE

RAV Transaction Type:	Financed Lease	Account Number:	06049788730
Lender Name:	UNION BANK OF CALIFORNIA		
Phone:	(800)238-4486		
Lease Termination:	No		

MILEAGE CHARGE CALCULATION

Mileage Charge Type:	Charge Stated Mileage Charge
Mileage Charge State:	California
Lemon Law Formula:	(\$23,786 * (11,522 Mi / 120,000 Mi))
No Accrued Mileage Charge:	No

Mileage at 1st Repair:	11,522
Capitalized Cost:	\$ 23,786
Mileage Charge Amount:	\$ 2,284
Amount To Charge Customer:	\$ 2,284
Waived Mileage Charge Amount:	\$ 0

AFTER MARKET ITEM(S)

Item Listing

RAV-FAST RAV Request Information Report

OTHER ITEMS ELIGIBLE FOR RAV PAYMENT

Other Eligible Expenses: \$ 153.00
Attorney Fees: \$ 2,600.00
Check Mailed To Attorney: Yes
Attorney Name: WILLIAM MCGEE
Address: 16855 WEST BERNARDO DRIVE
SUITE 380
City, State: SAN DIEGO, CA
Zip: 92127

Description:

DMV FEES

NEGATIVE EQUITY

Negative Equity Type: No Negative Equity/No Negative Equity Per Mandated Decision

COMMENTS

Additional Comments: CODE 02 LIENHOLDER CHECK REGENT COURT ***** TAX ID: 93-0875803 ***** DEALER ARRANGED F
ANCING—NO ADDITIONAL CONTRACT EXISTS ***** VERIFIED NUMBERS AND SIGNATURES ON LEASE CON
ACT WITH DEALER *****

Requires Approval: No

CASE # 6/25
1778950361

The Law Offices of
William R. McGee

Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9763
E-mail: Experts4u@aol.com

Region: 71
Eileen
SECTION 14100

3 JUN 23 12:42

June 19, 2003

Ford Motor Company
Consumer Affairs - Litigation Prevention Department
PO Box 5248, MD 3NE-B
Dearborn, MI 48126-4207

9376

Re: Vita Cresci
2000 Ford Taurus
VIN: 1FAFP56S2G157565

Dear Gentlemen:

Please be advised that this law firm has been retained by Vita Cresci to enforce her legal rights regarding the lease of the above identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

Vita Cresci leased her new 2000 Ford Taurus from on or about April 2, 2000. (A copy of the lease contract is enclosed for your reference.) Ms. Cresci was understandably excited and proud about her sporty new 2000 Ford Taurus, feeling that she had made a quality choice for her driving needs enjoyment. Ms. Cresci's anticipation and excitement, however, have turned to disappointment and frustration due to numerous unsuccessful repair attempts which have substantially impaired the vehicle to her. This is not what Ms. Cresci was promised nor bargained-for when she leased her new 2000 Ford Taurus.

The subject vehicle has suffered from several serious defect(s) and nonconformity(s) to warranty, the most serious of which is that the rear brake lights stay stuck "on", with no way to shut them off or alert drivers following of brake application/de-application, hence a very serious safety non-conformity. Despite four (4) separate repair attempts (including replacement of the same part multiple times), Ford did not offer to repurchase or replace my clients vehicle. My client even went through the process of Ford Arbitration, to which she was denied. Subsequent to the arbitration, the brake system failed again for a 5th. time, this time seeing the same part replacement as well as a more extensive repair. Ford Service Engineering was well aware of this serious defect at the 2nd. repair visit, as it included recall work. Yet

the defect persisted! Enough is enough! Copies of the relevant repair documents in our client's possession are enclosed for your review and consideration.

Ford Motor Company put my client in a position of compromised safety for thousands and thousands of miles. Vita Cresci has understandably lost all faith and confidence in this problematic and obviously unsafe vehicle. Furthermore, Ms. Cresci is not required to live with this problematic vehicle which does not provide the peace of mind which she requires and deserves. Accordingly, Ms. Cresci is herein demanding her entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . . However, the buyer shall be free to elect restitution in lieu of replacement.

(B) In the case of restitution, the manufacturer shall make restitution in the amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options . . . and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages . . . including but not limited to reasonable repairs, towing and rental car costs actually incurred by the buyer.

Civ. Code § 1793.2(d)(2) (emphasis added).

The Lemon Law goes on to state:

(a) Any buyer of consumer goods who is damaged by a failure to comply with any obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief. . . .

(c) If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered, a civil penalty which shall not exceed two times the amount of actual damages. . . .

(d) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Civ. Code §1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt that Ford Motor Company is obligated to make restitution to Vita Cresci for the "lemon" which was sold to her. In light of the facts of this case where liability is clear, further denial of your obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

Vita Cresci is willing to litigate this matter, however, she would prefer to resolve it short of filing a lawsuit. Furthermore, I believe it is also in Ford Motor Company's best interests to settle this dispute rather than defending a lawsuit which it will ultimately lose and face the concomitant penalties and expenses which that defense will necessarily entail, including interest and legal fees.

At this time, Vita Cresci is willing to return the subject vehicle to Ford Motor Company and settle this matter for a repurchase of the subject vehicle, including restitution in the following amount:

Lease Inception	\$1,600.00
Monthly payments (36 @ \$414.65)	15,756.70
2003/2004 license fee (prorated)	127.50
Less use of 11,522 miles	(2,334.35)
Attorney's fees	<u>2,500.00</u>

SUBTOTAL: \$17,849.85

In addition, it will be required that Ford Motor Company satisfy the outstanding balance owing to the lien holder of the subject vehicle, Union Bank of California. Please give this demand the serious consideration it deserves. If I do not hear from you by July 18, 2003, I shall assume that Ford Motor Company is denying its obligations under the law and is leaving Vita Cresci with no choice but to initiate formal legal proceedings.

June 19, 2003
Page 4

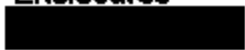
Thank you for your prompt attention to this matter.

Very truly yours,



WILLIAM R. MCGEE

Enclosures



The Law Offices of
William R. McGee

Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9961
E-mail: LemonAtty@aol.com

July 9, 2003

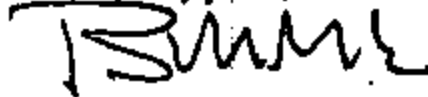
VIA FAX ONLY: (313) 845-8002
Ford Motor Company
Ford Customer Affairs
P.O. Box 8248
MD# 3NE-8
Dearborn, MI 48126-4207

Attn: Eileen M. Pawelek

Dear Ms. Pawelek:

This is to advise you that our clients have elected to proceed with a *refund* in response to your offer letter which you faxed to our office on July 9, 2003. Kindly forward the Refund Worksheet to my office at your earliest convenience. As always, thank you for your prompt and courteous attention to my client's claim.

Very truly yours,



WILLIAM R. MCGEE

Attention - Karen



LEASE STATEMENT

DIRECT INQUIRIES TO:

P.O. BOX 51774
LOS ANGELES, CA 90051-6074

714-985-3900 800-523-9725
800-238-4486 AUTOMATED PAYMENT/PAYOFF INQUIRIES
OPTION 3, OPTION 2 7AM - 7PM DAILY

====
====

[REDACTED]
HUNTINGTON BEACH, CA [REDACTED]

====

INVOICE DATE: 05-21-03
ACCOUNT NUMBER: 08049788730
PAYMENT DUE DATE: 06-05-03

INSURANCE REMINDER- PLEASE VERIFY WITH YOUR INSURANCE AGENT THAT UNION BANK OF CALIFORNIA IS LISTED AS THE ADDITIONAL INSURED AND LOSS PAYEE ON YOUR POLICY.

AUTLEG (11/00)

ACCOUNT NUMBER	DESCRIPTION	AMOUNT	TAX	TOTAL
08-0497-88730 TERM: 60 MIS	00 FORD TAURUS 38 BASE RENT	384.83	29.82	414.65
	LEASE TOTAL			414.65
PAYMENT DUE BY 06-05-03				
RETAIN THIS PORTION OF THE STATEMENT FOR YOUR RECORDS				414.65

PAID 414.65

TOTAL

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FASP56S2YGH157563	Veh Line: C/D0 - TAURUS/SABLE (D186) (D1-04)	Body Shell: *
Model Year: 2000	Market Derived: C/F - FORD DIVISION DERIVATIVE	Navis Eng Serial Num: *
Veh Type: C	Drive Code: C/A - 2 WHL 1/H FRONT DRIVE	Engine: C/LD - MOD 3.0L DOHC EFI NA V6 G*MAAO
Inv. Dealer: 03814	Body Chk Style: - 4 DOOR SEDAN-6 LITE	Transmission: C/DX - 4 SPD AUTO TR MAAD AX1N4F50N
Vehicle Status: 800	Version/Series: C/FB - TAURUS B VERSION	
Code:		
Trace Eng Serial No:		

-----1-----2-----3-----4-----5-----6-----7-----8-----

NR

Trace Trans Serial No:
NR

BUILD INFORMATION:

Region: NA - #####	Plant: AD - CHICAGO PLANT BUILD
Country: USA - #####	Prod Date: 28-JAN-2000

SALE INFORMATION:

Region: NA - #####	Selling Dealer: 171425 - *
Country: USA - #####	Selling Div St/Prov: CA
	Buyer St/Prov: CA
Arrival Date: 23-FEB-2000	Red Carpet Lease: *
Sale Date: 02-APR-2000	Flex/Retail/Ca. Lease: R
Warranty Start Date: 02-APR-2000	Modified Vehicle: * Vehicle Count Flag:
Orig Warranty Date: 02-APR-2000	Recaptured Vehicle: * Vehicle Export Flag: N

NORC-008 10002

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0-----

P56YGL57565 4 Y A2 B3AA021 DTL G 2L66R 2Z 78E2 LBC JS A 71G425 4V AX K22R 51

FAF2 B B 94WCA 24

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/C - ATC AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	F
Audio Deck:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	BA - DRIVER POWER/HEATED MIRROR
Axle Type:	* - [N/A]	Mirror(Passg Side):	BA - PASS POWER/HEATED CONVEX MIRR
Battery Amp Rating:	30	Paint:	PN6CD - GRAPHITE BLUE C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STEREOCASSETTE
Calibration Code:	01X314N0A	Sound System:	AS - AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Super Tandem Axle:	
Color(Trim):	0002V -	Tire Manufacturer:	AD -
Delivery Type:	6	Tire Brand:	* -
Driveshaft Code:	*	Tire Size:	D3RZ - P215/60R-16 BSW ALL SEASON
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * BF: *

LR: * BR: *

LI: * BL: *

SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	C/C - C/C
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Refill:	GRZ
ESP Plant Year:	* Engine Family:	YF4KV030VF3
ESP Signature Date:		

Any comments? You can contact



PO03-0218 10004

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
12	07/09	10:36	MOGEE	EC-S	00'20"	001	074	OK

* Sent Via Fax

July 9, 2003

William McGee
16855 West Bernardo Drive
Suite 380
San Diego CA 92127
Fax: 858-485-9961

Refund or Replacement Offer

Dear Mr. McGee:

I've had the opportunity to review your client's case and am willing to offer one of the following options:

- A vehicle refund, OR
- A replacement vehicle with a five-year/75,000 mile Premium Care Extended Service Plan (ESP) on the new vehicle.

Please let me know if your client is willing to accept one of these options so I may begin processing their refund or replacement vehicle accordingly (please note, the ESP only applies to the replacement offer). We will also pay you \$2,500 in attorney fees. You may reach me by phone at (313) 845-5483 or by fax at (313) 845-6002.

Respectfully yours,

Eileen M. Pawelek
Consumer Affairs



*Sent Via Fax

July 9, 2003

William McGee
16855 West Bernardo Drive
Suite 380
San Diego CA 92127
Fax: 858-485-9961

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Respectfully yours,

Eileen M. Pawelek
Consumer Affairs

Pawelek, Eileen (E.M.)

From: Pawelek, Eileen (E.M.)
Sent: Wednesday, July 09, 2003 9:42 AM
To: Keller, Kristian (P.)
Cc: Pawelek, Eileen (E.M.)
Subject: Offer: customer Cresci, #1778950381

Hi Kris,

This 2000 Taurus has had five repairs for defective brake lights; therefore it meets presumption of Song-Beverly and I would like to offer a refund or replacement vehicle at this time.

Eileen Pawelek

Senior Legal Analyst

Consumer Affairs

Phone: 313 845 5483

Fax: 313 845 6002



Huntington Beach Ford

18255 BEACH BLVD., HUNTINGTON BEACH, CA 92648

(714) 842-6615

FAX (714) 842-5212

WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR CLAIM NO.



CLAIM # _____

I DECLINE ANY OF THE RECOMMENDED SERVICES LISTED BELOW.

CUST. INITIAL

RECOMMENDED SERVICES

DESCRIPTION	QTY	UNIT PRICE	TOTAL PRICE	REMARKS	QTY	UNIT PRICE	TOTAL PRICE
CHASSIS LUBE	MI		01F0Z85PT	35 POINT PAINT SERV	MI		
BRAKE INSPECTION	MI		1BFOZR	ROTATE TIRES	MI		
BASIC SERVICE	MI		01F0ZMINDR	WAX SERVICE	MI		
REPLACE WIPER BLADES	MI		01F0Z12000	12,000 MILE SERVICE	MI		
16,000 MILE SERVICE	MI		02F0ZRI0P99	BRAKE INSPECTION	N*		

SERVICE HISTORY

DATE	DESCRIPTION	BY	LOCATION

VEHICLE IDENTIFICATION NUMBER: 1F8P5692Y0157563

MODEL: 007FORD/TAURUS/4D + SE-COMFORT SED

YEAR: 1997

MAKE: FORD

MODEL: TAURUS

TRIM: SE-COMFORT SED

EXTERIOR COLOR: BLUE

VIN: 1F8P5692Y0157563

DATE OF PURCHASE: 07/26/96

PRICE: 11522

SALES TAX: 4391

REGISTRATION: 312

SALES: 140657

SALES TAX: 09726/00

ADDRESS: 15911 PLYMOUTH LN, HUNTINGTON BEACH, CA 92647

PHONE: 714-847-2879

STATE REGN: AD154798

WARRANTY: 100,000 MILES / 10 YEARS

FINANCING: 07/100ps

1997 FORD TAURUS
ELECTRICAL SYSTEMS
DIAG AND ADVISE CUST STATES TAIL LIGHTS ARE STAYING ON
3/36 LZT

Nov. 13th

00855

Program

Thank you for this opportunity to serve you. It is our aim to perform all the repairs to your complete satisfaction. If you are not completely satisfied, please contact us immediately.

THANK YOU
Huntington Beach Ford
PHONE #: (714) 842-6615

TERMS: STRICTLY CASH
FOR YOUR CONVENIENCE WE ACCEPT THE FOLLOWING CREDIT CARDS:
VISA - MASTERCARD
AMERICAN EXPRESS
WE ALSO ACCEPT PERSONALIZED CHECKS SUBJECT TO APPROVAL.
ALL OTHER TERMS ARE CASH.

SERVICE & PARTS - DEPT. HOURS:
MONDAY THRU FRIDAY 8:00 A.M. - 8:00 P.M.
SATURDAY 8:00 A.M. - 8:00 P.M.

ABSOLUTELY NO CARS RELEASED AFTER SERVICE HOURS.

HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ASSESSED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, BRAKE OIL, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & GREASE, ETC.

LIMITED WARRANTY PARTS AND LABOR GUARANTEED FOR DEFECTS IN WORKMANSHIP OR MATERIAL ONLY, FOR 12,000 MILES OR 12 MONTHS WHICHEVER OCCURS FIRST. WARRANTY VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPARTMENT FOR ADJUSTMENTS.

ESTIMATE COPY

YOU MAY BOOK ANOTHER LICENSED SALES OR SERVICE FACILITY TO PERFORM ANY REQUIRED REPAIRS OR ADJUSTMENTS WHICH THE SHOP CHECK LIST INDICATES ARE NECESSARY.

10/20

"SELECT YOUR DEALERSHIP AS CAREFULLY AS YOU SELECT YOUR CAR"

CUSTOMER NAME		VIN		YEAR		RECALL DATE		CREDIT NUMBER	
MITCHELL EMPEY		453		1996		03/22/01		POC3151045	
4L6J255		20504		SC007					
007/007 TAURUS/4D		DE COMFORT SED		DELAWARE					
1 P A T P 5 6 2 Y G 1 5 7 5 6 8									
HUNTINGTON BEACH, CA						03/21/01			

JOB# 1 CHARGES

LABOR
 JM 10970Z
 PERFORM DIAGNOSTIC
 PERFORM RECALL 0055
 REPROGRAM PCM. DONE.
 UNITS: 0.40 TECH(S):302
 WARRANTY

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 JM 2134FDZ
 QUICK SERVICE DEPT
 PERFORM RECALL 01509
 PERFORM RECALL REPAIR BRAKE LIGHT SWITCH. DONE.
 UNITS: 0.40 TECH(S):346
 WARRANTY

PARTS	QTY	PT NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	YF1Z 13430 AA	SW ASY-STR LP		0.00
				TOTAL PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TUCS JOB# 2 TOTAL 0.00

COMMENTS
 DEANHA

TECHNICIAN CERTIFICATION

302
 346
 YI TONG
 WILLIAM C. DAVIS
 SSN0747
 SSN0779

TOTALS

***** ***** THANK YOU FOR USING ***** ***** HUNTINGTON BEACH FORD ***** ***** FOR YOUR SERVICING NEEDS ***** *****	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUGLET....	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

" I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE."

X *[Signature]*

CUSTOMER SIGNATURE

3/22/01



Huntington Beach Ford

EPA # CAD 981298
P & A CODE 06847

18255-BEACH BLVD. (714) 842-6615 • FAX (714) 842-5212
HUNTINGTON BEACH, CA 92648

11/20

"SELECT YOUR DEALERSHIP AS CAREFULLY AS YOU SELECT YOUR CAR"

CUSTOMER NO.	NAME	NO.	EXT	YEAR	ISSUE DATE	ISSUE NO.
	MITCHELL ENPEY	453		583	07/27/01	000140
	ADDRESS	CITY	STATE	ZIP	COLOR	STOCK NO.
		41 BAYES		29723	BLUE	
	MAKE/MODEL	YEAR	PRICE	DESCRIPTION	DELIVERY DATE	DELIVERY TIME
	FORD TAURUS/4D	00	30	COMFORT SED		
	VIN	1	F A F P 5 6 8 2 Y G 1 5 7 5 4 5		SELLING DEALER NO.	PRODUCTION DAY
	DATE				DATE	
					07/21/01	

JOHN 1 CHARGES

LABOR
JR 1 340Z
DIAGNOSTIC SERVICE DEPT TR:ITS: 2.00 TECHNO:346
WARRANTY

CUSTOMER STATES THAT THE GEAR SHIFT WILL NOT COME OUT OF PARK. HAS TO PUT INTO NEUTRAL WITH KEY IN ACC POSITION TO START. (P01)
PERFORMED DIAGNOSIS-TEST FOUND OPEN CIRCUIT AN BRAKE LIGHT SWITCH CONNECTOR. NEEDS CONNECTOR TIME NECESSARY TO REPLACE.
14630 WIRING LOOM

PARTS	QTY	PT NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PARTS	WARRANTY
	1	11.52-14630-AA	WIR ASY-WDG RE			0.00

JOHN 1 TOTAL

JOHN 1 JOURNAL PREFIX FCCS JOHN 1 TOTAL 0.00

COMMENTS

7/24 CALLED CUSTOMER. EXPLAINED TO HER THAT THERE WAS A MIX UP AND THAT THE PART WASN'T ABLE TO GET ORDERED UNTIL TODAY. TOLD CUSTOMER TO KEEP OUR LOANER CAR.
7/25 FOUND OUT THAT THERE WAS A COMPUTER SWITCH WITH FORD AND THEY

TECHNICIAN CERTIFICATION

343 WILLIAM L DAVIS SHN80700

TOTALS

***** HUNTINGTON BEACH FORD *****	TOTAL LABOR	0.00
***** FOR YOUR SERVICE NEEDS *****	TOTAL PARTS	0.00
	TOTAL GUDLET	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

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

Teta Cresce

CUSTOMER SIGNATURE

[Handwritten Signature]



Huntington Beach Ford

BAR # AG 184798
EPA # CAD 88130000
P & A CODE 08847

18255 BEACH BLVD. (714) 842-6615 • FAX (714) 842-5212
HUNTINGTON BEACH, CA 92648

12/20

"SELECT YOUR DEALERSHIP AS CAREFULLY AS YOU SELECT YOUR CAR"

DATE	TIME	BY	DESCRIPTION	UNIT PRICE	TOTAL	WARRANTY
JOB# 1 CHARGES						
JAN 1 34707			QUICK SERVICE DEPT UNIT# 0.00 TECH(S) 346			WARRANTY
CUSTOMER STATES BRAKE LIGHT STAY ON ALREADY PERFORMED BRAKE RECALL AC						
PERFORMED DIAGNOSIS TIGHT FOUND BRAKE LIGHT SWITCH STICK ON						
REPLACED SWITCH						
PARTS	QTY	PN NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PARTS	WARRANTY
JOB# 1 TOTALS						
JOB# 1 JOURNAL PREFIX FDCS					0.00	0.00
JOB# 2 CHARGES						
JAN 2 17702			WASH VEHICLE UNIT# 0.00 TECH(S) 1409			0.00
WASH VEHICLE AT NO CHARGE TO CUSTOMER						
WASHED VEHICLE						
JOB# 2 TOTALS						
JOB# 2 JOURNAL PREFIX FDCS					0.00	0.00
COMMENTS						
02/19/01 2:05 PM CALLED AND LEFT MESSAGE VEHICLE COMPLETED						
TECHNICIAN CERTIFICATION						
346			WILLIAM L. DAVIS	CHRB0798		
409			RANDALL B. BRADLEY	CDN 5497		
TOTALS						
***** THANK YOU FOR USING *****				TOTAL LABOR	0.00	0.00
***** HUNTINGTON BEACH FORD *****				TOTAL PARTS	0.00	0.00
***** FOR YOUR SERVICING NEEDS *****				TOTAL BUDGET	0.00	0.00
*****				TOTAL D.O.B.	0.00	0.00
*****				TOTAL MISC. CHG.	0.00	0.00
*****				TOTAL TAX	0.00	0.00
*****				TOTAL INVOICE	0.00	0.00
ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE						

9/11/01



HUNTINGTON BEACH FORD

BAR # AG 154738
 EPA # CAD 08130688
 P & A CODE 08547

18255 BEACH BLVD. TOLL FREE 888-716-9999 • FAX (714) 842-5212
 HUNTINGTON BEACH, CA 92648

13/20

"SELECT YOUR DEALERSHIP AS CAREFULLY AS YOU SELECT YOUR CAR"

STAFF	STEVEN GAITY	702	1620	08/20/02	F00510707
1971 PLYMOUTH LN	00/FORD/TAURUS/48	IN COMFORT	00/20/02		
714 897-7075	749-476-2777				

LABOR
 JW 1-3470
 DIAG AND ADVISE CUST STATES // BRAKE LIGHTS STAY ON
 MANY TIMES EACH
 (P13400 TRIP IN THE 4TH OR 5TH TIME ON FOR SOME REPAIR. FORD
 TESTED BRAKE LAMP SWITCH/STAY ON. RAN DIAGS NO AIR TICAL
 ROBOZ HANDED TO THE REPORT. WE SUSPECT THE WIRE LINE IS
 ENGINEER ADVISED ML TO REPLACE BRAKE LAMP SWITCH AND WIRING.
 REPLACED BRAKE LAMP SWITCH AND WIRING AND RESET CHECK
 CONCERN UNDER INVESTIGATION THAT THE ADJUSTABLE PEDAL
 ACTUALLY IS BEING CAUSING THE BRAKE LAMP SWITCH TO STAY ON

QTY	FR NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
1	1517-14411 CA	MIR AGY MARTIN		
			TOTAL PARTS	

JOB # 1-3470	JOHN 1 JOURNAL NETTY F005	JOHN 1 TOTAL
LABOR	JOHN 2 JOURNAL NETTY F005	JOHN 2 TOTAL
IN 2 2302RN	ENTERPRISE CORNET	ENTERPRISE CORNET

TECHNICIAN CERTIFICATION	CANCEL SERIAL	JOHN 0010
	STEVEN GAITY	JOHN 0150

TOTAL PARTS	
TOTAL LABOR	
TOTAL TAX	
TOTAL PRICE	

ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN TOTAL TAX



Blue Oval Certified

17/20

Huntington Beach Ford

BAR # AG 154786
EPA # CAD 981399085
P & A CODE 05547

18255 BEACH BLVD. TOLL FREE 888-716-9999 • FAX (714) 842-5212
HUNTINGTON BEACH, CA 92648

"SELECT YOUR DEALERSHIP AS CAREFULLY AS YOU SELECT YOUR CAR"

HUNTINGTON BEACH, CA	DATE	03/08/08	MO: 40295
----------------------	------	----------	-----------

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 34F0Z QUICK SERVICE DEPT UNITS: 0.10 TECH(S):295
 QUICK SERVICE DEPT,
 CUSTOMER REPORTS RECALL 02540 FOR ADJUSTABLE PEDALS IS DUE
 PERFORMED 02540 RECALL

WARRANTY

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX FDCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
 LABOR-----
 J# 2 07F0Z FRONT END DEPT UNITS: TECH(S):295
 CUSTOMER REPORTS LOUD CRANKING NOISE IN FRONT ON TURNS
 NO STEERING STOPS POSSIBLE POWER STEERING PUMP NOISE ONLY
 HEARD OFF, CUSTOMER NEEDS TO RETURN

0.00

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX FDCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
 LABOR-----
 J# 3+97F0299P COURTESY INSPECTION UNITS: TECH(S):295
 PERFORM FREE VISUAL COURTESY INSPECTION.
 PERFORMED COURTESY INSPECTION

0.00

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX FDCS JOB# 3 TOTAL 0.00

COMMENTS-----
CHRYSL

TECHNICIAN CERTIFICATION-----
 293 GARY R MARTIN SSN 3080

TOTALS-----

***** THANK YOU FOR USING *****	TOTAL LABOR....	0.00
***** HUNTINGTON BEACH FORD *****	TOTAL PARTS....	0.00
***** FOR YOUR SERVICING NEEDS *****	TOTAL SUBLET....	0.00
	TOTAL O.B....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

" I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE."



DATE INVOICE *****

800-800 18013



PowerO.Ford Huntington Beach

18/20

BAR # AG 154798
EPA # CAD 9813998
P & A CODE 05547

18255 BEACH BLVD. TOLL FREE 888-716-9999 • FAX (714) 842-5212
HUNTINGTON BEACH, CA 92648

"SELECT YOUR DEALERSHIP AS CAREFULLY AS YOU SELECT YOUR CAR"

CUSTOMER NO 51695	ADDRESS RANDALL BRADLEY 303	PHONE NO 6348	DATE 04/19/03	STOCK NO. FDCS19866
	VEHICLE NO. 4LJ0655	DELIVERY NO. 41338	COLOR BLUE	STOCK NO.
	YEAR/MAKE/MODEL 00/FORD/TAURUS/4D - SC-COMFORT SE			DELIVERY DATE
	VIN 1FAFP5482YG157545			PRODUCTION DATE
HUNTINGTON BEACH, CA			DATE 04/19/03	

NO: 4133

JOB# 1 CHARGES

LABOR
OF 1 24502

QUICK SERVICE DEPT UNITS: TECH(S):295
DIAGNOSE AND ADVISE RUBBING TYPE NOISE COMING FROM
STEERING COLUMN WHEN TURNING
FOUND TO LUBE LOWER STEERING COLUMN BOOT THAT WAS DO

40.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FDCS JOB# 1 TOTAL

LABOR 40.00

JOB# 2 CHARGES

COURTESY INSPECTION UNITS: 0.00 TECH(S):295
PERFORM FREE VISUAL COURTESY INSPECTION.

0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FDCS JOB# 2 TOTAL

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$80.00 (+TAX)

COMMENTS

TECHNICIAN CERTIFICATION
295 GARY R MARTIN SSN 3080

TOTALS

THANK YOU FOR USING
HUNTINGTON BEACH FORD
FOR YOUR SERVICING NEEDS

TOTAL LABOR.....
TOTAL PARTS.....
TOTAL SUBLET.....
TOTAL O.D.B.....
TOTAL MISC CHG.....
TOTAL MISC DISC.....
TOTAL TAX.....
TOTAL INVOICE \$ 40.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN

Handwritten signature: SH 7 04/19/03

Handwritten signature: MLH 3/11/17

ROB-008 16814

Huntington Beach

14/20 P & A CODE 0884

18255 BEACH BLVD. TOLL FREE 888-716-9999 • FAX (714) 842-5212

HUNTINGTON BEACH, CA 92648

"SELECT YOUR DEALERSHIP AS CAREFULLY AS YOU SELECT YOUR CAR"

51895	RANDALL BRADLEY	303	9554	06/12/03	FOCS201843
	4LDJSS	4390	SLD/		
	00/FORD/TAURUS/4D - SE-COMFORT SED				
	L P A P P 3 6 8 2 7 0 1 5 7 5 4 5				
HUNTINGTON BEACH				06/12/03	
					NO: 43590

JOB# 1 CHARGES

LABOR
 JW 1 34FOZ
 QUICK SERVICE DEPT UNITS: 0.80 TECH(S) M295
 CUSTOMER STATES BRAKE LIGHTS ADRS STAYING ON AGAIN..4TH TIME
 THIS TIME MADE BATTERY GO DEAD
 TEST SWITCH WAS CLOSED CAUSING BRAKE LIGHTS TO STAY ON
 REPLACE SWITCH CHARGE BATTERY TEST 40CCA. REPLACE BATTERY
 CAUSED BY BRAKE LIGHTS STAYING ON THAT MAYBE BATTERY GO DEAD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	BXT-36-R	BATTERY ASSY		
	1	BXT-36-R	CORE RETURN		
				TOTAL	PARTS

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOC# JOB# 1 TOTAL

JOB# 2 CHARGES

LABOR
 JW 2 99FOZ99
 COURTESY INSPECTION IN PREP FOR SALES TECH(S) 1.00
 PERFORM FREE VISUAL COURTESY INSPECTION

JOB# 2 JOURNAL PREFIX FOC# JOB# 2 TOTAL

JOB# 3 CHARGES

LABOR
 JW 3 32FOZ
 LOANER UNITS: 1.00 TECH(S) T303

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOC# JOB# 3 TOTAL

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$1,90.00 (+TAX)

COMMENTS
 VA
 SUSAN

TECHNICIAN CERTIFICATION
 BARRY R MARTIN

Huntington Beach

15/20

EPA # CAD 9813002H
P & A CODE 06547

18255 BEACH BLVD. TOLL FREE 888-716-9999 • FAX (714) 842-5212

HUNTINGTON BEACH, CA 92648

"SELECT YOUR DEALERSHIP AS CAREFULLY AS YOU SELECT YOUR CAR"

31695	RANDALL BRADLEY	303	9536	06/12/03	FICS201846
	4LDJ655	43590	BLUE		
	00/FORD/TAURUS/4D - SE-COMFORT SED				
	1FAFP56S2YB157565				
HUNTINGTON BEACH, CA				06/12/03	
					MO: 43590

TOTALS

***** PLEASE READ CAREFULLY *****
***** THIS IS A NEW YORK USE FOR TESTING *****
***** HUNTINGTON BEACH FORD *****
***** FOR YOUR SERVICE NEEDS *****

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

" I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE."

TOTAL INVOICE \$

[Handwritten Signature]
CUSTOMER SIGNATURE

[Handwritten Signature]

Dealership Repair History Summary

Model: **TAURUS** Customer: **VITA CRESCI** VIN: **1FAPP56S2YG157565**

WARRANTY 3/36 Bumper to Bumper 4/50 Bumper to Bumper 5/100 PowerStroke Diesel Engine Warranty (\$100 Deductible)

FORD ESP PremiumCare ExtraCare BaseCare PowertrainCare RentalCare MaintenanceCare

Expiration: Date _____ Miles _____ PLEASE INDICATE TYPE Goodwill ESP Retail ESP

NON-FORD ESP

RO Number	Date In	Date Completed	Total Days	Mileage	Customer's Concern	Action Taken	How Paid? Warranty / AWA / ESP / Retail / Dealer Internal
140657	7/24/00	7/27/00	2	11,522	Tail light stop on	Replaced brake light switch	
151048	3/21/01	3/22/01	2	20504	Recalls	performed recalls 00B55 01S08	warranty
158630	7/24/01	7/22		23973	car will not come out of PARK	Replaced brake light switch connector	warranty
162203	9/13/01	9/14/01	2	25290	brake light stop on	Replaced brake light switch	warranty
183397	8/20/02	8/21/02	2	35246	brake light stop on	Replaced brake light switch and wiring	warranty

Please duplicate, as necessary and attach additional sheets.

Revised: 7/01

12

9/20

Attention - Karen

Dispute Settlement Board
P.O. Box 1424
Waukesha, WI 53187-1424



Case Number: 1778950361
Meeting Date: December 10, 2002
VIN: 1FAFP56S2YG157565

December 12, 2002

Ms. Vita Cresci
15911 Plymouth Lane
Huntington Beach, CA 92647

[REDACTED]

At the Dispute Settlement Board's most recent meeting, we reviewed the history and status of your case involving your 2000 Ford Taurus, as reported in the statements and supporting documents submitted by you, the dealer, and the Ford Motor Company.

After careful consideration of this information, the Board concluded that the brake light switch concern has been repaired. Therefore, the Board found that no further action was necessary and the request for a vehicle refund was denied. The Board based its decision on the case file information and the oral presentation.

Decisions by the Board are binding on the dealer and Ford, but not on customers who are free to seek remedies that may be available under state or federal law. The decision of the Board, however, may be introduced into evidence by Ford or its dealer in legal proceedings that you may initiate.

On behalf of the other Board members, I wish to express our appreciation for the opportunity to review your request.

Sincerely,


Stephen Moxley
Board Chairperson

Enclosure

cc: Ford Motor Company
Huntington Beach Ford

Unkown - rwen 4 of 20
IMPORTANT INFORMATION REGARDING THE DECISION ON YOUR CASE

The Board's Decision

You may either accept or reject the decision of the Dispute Settlement Board. All findings and decisions are admissible in court.

PLEASE NOTE: You have 30 days in which to accept the decision. Your failure to accept it within the time period will be considered a rejection and Ford Motor Company shall not be bound to perform the terms of the decision.

If you accept the decision:

1. Ford is bound to comply with the decision within 30 days of its receipt of your acceptance.
2. If the decision provides for replacement or repurchase of your vehicle, a further repair attempt, or any other action by Ford, you will be contacted by the Dispute Settlement Board about 40 days after your acceptance is received to verify that such performance has occurred.
3. If Ford does not complete the terms of the decision within 30 days, the decision is admissible in court.

If you reject the decision:

If you are dissatisfied with the decision you are free to pursue other rights and remedies available under state or federal law.

If you have further questions regarding the arbitration process, you may call the California DSB at 1-800-688-2429.

You may: 1) regain all documents which you submitted to the DSB, except where original documents must be retained by Ford in order to make reimbursement; 2) obtain a copy of the DSB written operating procedures upon request and without charge; and 3) obtain additional copies of DSB records related to this dispute, at a reasonable cost.

If you have a complaint regarding the operation of the DSB, write or call the Arbitration Certification Program, Department of Consumer Affairs, 401 S Street, Suite 201, Sacramento, CA 95814, (916)323-3406.

PLEASE NOTE: The Arbitration Certification Program cannot reopen or rehear a case, nor can it change, modify, clarify or overturn an arbitration decision.

Pawelek, Eileen (E.M.)

From: Pawelek, Eileen (E.M.)
Sent: Wednesday, July 09, 2003 9:27 AM
To: Truka, Margo (M.Y.)
Cc: Pawelek, Eileen (E.M.)
Subject: Attorney Demand

Hi Margo,

I'm handling an attorney demand letter for a Litigation Prevention case for the following customer. Please let me know if you've had any contact with them or would like to provide your input.

Thanks!

Vita Creech--Power Ford Huntington Beach--2000 Taurus--1FAPP56821G157565--concerns with defective brake lights; states five repair attempts.

Eileen Pawelek

Senior Legal Analyst
Consumer Affairs
Phone: 313 845 5483
Fax: 313 845 6002

Pawelek, Eileen (E.M.)

From: Truka, Margo (M.Y.)
Sent: Wednesday, July 09, 2003 10:34 AM
To: Pawelek, Eileen (E.M.)
Subject: RE: Attorney Demand

Eileen,

I do not recall this customer; however, let me know if I can assist.

Margo Truka

Customer Service Manager
Los Angeles Region
949.629.1868 - - - 8/629.1868
MTruka@ford.com

-----Original Message-----

From: Pawelek, Eileen (E.M.)
Sent: Wednesday, July 09, 2003 6:27 AM
To: Truka, Margo (M.Y.)
Cc: Pawelek, Eileen (E.M.)
Subject: Attorney Demand

Hi Margo,

I'm handling an attorney demand letter for a Litigation Prevention case for the following customer. Please let me know if you've had any contact with them or would like to provide your input.

Thanks!

Vita Cresci—Power Ford Huntington Beach—2000 Taurus—1FAFP56S21G157585—concerns with defective brake lights; states five repair attempts.

Eileen Pawelek

Senior Legal Analyst
Consumer Affairs
Phone: 313 845 5483
Fax: 313 845 6002





CUSTOMER HISTORY

Ford Motor Company

JAMES A EVANS

VIN: 1FAFP6882G137471	30 DRS60 DIS**:	26NA	Vehicle Product Quality Sat.* 30 DRS60 DIS**:	SNA
Year/Model: 2002 Taurus	Build Date: 10/10/2001		Increase SAT to 9 or 10.	NANANA
Cust. Phone: [REDACTED]	Purchase Date: 11/06/2001			
Cust. Address: [REDACTED]	Dealer Name: Mike Shed Ford			
Cust. Ctr: JACKSONVILLE, FL	Dealer Phone: (904) 777-3873			
Gender: [REDACTED]	Mileage - 30 DRS60 DIS:	1200NA		

Date	Repair Order	Repair Comments
10/24/2001	067344	TRIM PANEL - FRONT DOOR - REMOVE AND INSTALL

Cust. Contact Date: 12/05/2001 Survey Source: ICCD Containment Status: Not Contained Agent ID: sanders
 Concern Comment: Customer concern is not able to get the gear shift out of park. Concern was noticed three days after purchasing the vehicle. Concern is initial noticed at start-up. Customer doesn't know the RPM reading and vehicle speed when the concern occurred. No front or rear vibration are associated with this concern. The vehicle is not used to move heavy cargo or pull a boat or trailer. Customer uses unleaded fuel. No specific weather or road conditions are associated with this concern. Temperature gauge reads normal. Customer has not noticed any leakage. Concern is intermittent. The concern happened twice. Customer plans to take vehicle to dealership.
 SF#: 3 (High) Classification: NONE

Cust. Contact Date: 12/05/2001 Survey Source: ICCD Containment Status: Not Contained Agent ID: sanders
 Concern Comment: Customer likes the overall vehicles selection.
 SF#: Classification: NONE

Vehicle Specific Questions

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 15-25 DIS and CVP occurs at 30-50 DIS. Prior to 10/28/02, 30 DIS occurs at 15/30 days in service and 50 DIS occurs at 45/90 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.
 - Due to 02/2001 Questionnaire Change, these questions are no longer a part of the ICCD survey.

User ID: CCIJUN

FORM-008 14391



CUSTOMER HISTORY

Ford Motor Company

MARY E GOODMAN

VIN:	1FAPP63UR2A128885	30 DIS/60 DIS**:	25/NA	Vehicle Product Quality Est.* 30 DIS/60 DIS**:	10/NA
Year/Model:	2002 Taurus	Build Date:	10/21/2001	System BAT to 8 or 10*	NA/NA/NA
Cust. Phone:	[REDACTED]	Purchase Date:	11/10/2001		
Cust. Address:	[REDACTED]	Dealer Name:	D-Petrick Inc.		
Cust. City:	EVANSVILLE, IN	Dealer Phone:	(812) 429-7800		
Gender:	[REDACTED]	Mileage - 30 DIS/60 DIS:	200/NA		

Date	Repair Order	Repair Comments
11/10/2001	168080	19 13480 07 FOUND 300 SWITCH OUT OF POSITION, REMOVED AND INSTALLED SWITCH PROPERLY, RECHECKED OK

Cust. Contact Date: 12/03/2001 Survey Source: ICCD Completion Status: Not Completed Agent ID: [REDACTED]

Concern Comment: Customer stated that her back exterior brake lights would not shut off. Concern was noticed immediately after purchase. Weather conditions are not a factor. No after-market modifications. The concern was constant. The bulbs were checked by the purchasing dealership and the concern was fixed.

SIF: 1 (Low) Completion: D. HEATH

Cust. Contact Date: 12/03/2001 Survey Source: ICCD Completion Status: Not Completed Agent ID: [REDACTED]

Concern Comment: Customer really likes the moving pedals.

SIF: Completion: NONE

Vehicle Specific Questions

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied. Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 15-35 DIS and DVP occurs at 30-65 DIS. Prior to 10/2002, 30 DIS occurs at 1500 days in service and 60 DIS occurs at 4500 days in service.
 --- Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.
 - Due to 09/2001 Administrative Change, these questions are no longer a part of the ICCD survey.

ROB-888 14322