

PE05-033
FORD
8/19/2005
APPENDIX D
PART 1 OF 3
BOOK 1 OF 2

LITIGATION PREVENTION



2003

0128-000-0014



All Action Details for Issue

Print

VIN: 1FMRU18W81L [REDACTED] Year: 2001 Model: EXPEDITION Case: 418960343
 Name: [REDACTED] Owner Status: Original WSD: 2001-02-28
 Symptom Desc: SEALING WATER LEAKS Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 10464 NORTHEAST LINCOLN-MERCURY Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 10913 MI Comm Type: FAX
 Analyst Name: CHERIE LEICH Analyst: CLEICH
 Action Date: 02/03/2003 Action Time: 11.38.15.373 Action Data: Yes

Comments *****ATTORNEY DEMAND***** FAX RECEIVED 2-2-03 ATTORNEY ALLEGES
 CLIENT'S VEHICLE HAS BEEN SERVICED FOR CHRONIC LEAKING AND ELECTRICAL CONCERNS. ATTORNEY
 DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	KIMMEL & SILVERMAN
ATTORNEY NAME	ROBERT M. SILVERMAN
ATTORNEY PHONE NUMBER	2155408888

Action: MAKE OUTBOUND CALL TO ATTORNEY
 Dealer: 10464 NORTHEAST LINCOLN-MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 10913 MI Comm Type: OTHER
 Analyst Name: CATHERINA Analyst: CPAPALIA
 PAPANIA
 Action Date: 02/03/2003 Action Time: 15.31.26.284 Action Data: Yes

Comments KIMMEL & SILVERMAN

Data Element Name	Data Value
CONTACT PERSON	NONE

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND
 Dealer: 10464 NORTHEAST LINCOLN-MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 10913 MI Comm Type: FAX
 Analyst Name: CATHERINA Analyst: CPAPALIA
 PAPANIA
 Action Date: 03/31/2003 Action Time: 10.51.31.881 Action Data: No

Comments LPA REVIEWED AND DUE TO THE PREVIOUS REPAIR HISTORY FORD HAS DENIED CUSTOMER'S
 REQUEST TO HAVE THE VEHICLE BOUGHT BACK. LPA SENT DENIAL LETTER TO CUSTOMER'S ATTORNEY.
 NFA

Ford Motor Company

Customer Affairs

Sent via Facsimile

February 24, 2003

Mr. Robert M. Silverman
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, PA 19002

Re: [REDACTED]
VIN: 1FMRU16W61 [REDACTED]

Dear Mr. Silverman:

This letter is in response to your letter dated January 22, 2003 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

Catherina Papalis-Reid
Catherina Papalis-Reid
Consumer Affairs

PO Box 6248, MD3NE-B, Dearborn, Michigan 48126 USA

FE05-833-8272

Ford Motor Company

CASE:
418960343
Responsible
CATHERINE

Consumer Affairs

Sent Via Fax

January 22, 2003

Kimmel & Silverman
30 East Butler Pike
Ambler PA 19002

RE: [REDACTED]
2001 Ford Expedition
VIN: 1FMRU16W6 [REDACTED]

Dear Robert Silverman:

Our records indicate the Vehicle Identification Number (VIN) you have provided is incorrect. Please provide us with a valid VIN to enable us to follow up on your contact with Ford Motor Company. In order to conduct a complete review, please contact me at (313) 845-5676 as soon as possible between the hours of 8:00 a.m. and 4:30 p.m. Eastern Time or fax the information to my attention at 313-845-5669.

If we do not hear from you within 19 business days of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed.

Respectfully yours,

Cherie Leich

Cherie Leich
Consumer Affairs

PO Box 6648, MD 3NE-8, Dearborn, Michigan 48128 USA

Detach Here

01 FEB 02

Detach Here

COMMONWEALTH OF PENNSYLVANIA REGISTRATION ORIGINAL

EXPIRY: JAN 31 2004 VALID: 11/21/02

PLATE:

TITLE:

VIN:

YEAR/MAKE:

MODEL:

WGT:

1744114461

2001 PONTIAC

2001 PONTIAC

2001 PONTIAC



I hereby acknowledge that the Unit I have received
is in compliance with Section 3705 of the Vehicle
Code.

SALES TAX INSPECTION REQUIRED/DIESEL EXEMPT



PHILADELPHIA PA



Victoria,

I apologize for not staying up to-date on your requests. Following is a list of customer's that we require additional information on (letters for each are enclosed). If there are customer's you are no longer working with, please let us know so that we can purge them from our files.

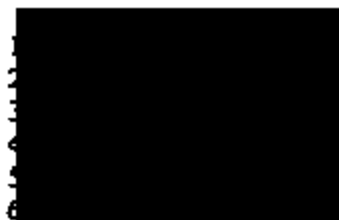
Also, if you have any questions, please feel free to contact me directly at 313-845-5676.

Thank you,

Cherie Leich
Litigation Prevention Specialist

FIRST REQUESTS

Our records indicate (based on the VIN provided) that this vehicle belongs to another individual. In order for us to transfer our records to your customer, we need the customer entire home address. If the vehicle is company owned by your customer, please provide the name of the business the vehicle would be listed under.



1 MEFM50U72 [REDACTED]
2 1FTZR15E81T [REDACTED]
3 3FALP1137WR [REDACTED]
4 1FMZU70E02U [REDACTED]
5 1FAFP33p&1V [REDACTED]
6 1FTZR15X0X [REDACTED]

The VINs provided for these customers are incorrect. Also, all VINs will have 17 digits.



1 1FTNF21F0Y [REDACTED]
2 1FMRU16W71I [REDACTED]
3 JN1HU11P8J [REDACTED] (non Ford vehicle)
4 1FMRU16W6 [REDACTED]

SECOND REQUESTS

Our records indicate (based on the VIN provided) that this vehicle belongs to another individual. In order for us to transfer our records to your customer, we need the customer entire home address. If the vehicle is company owned by your customer, please provide the name of the business the vehicle would be listed under.



1 1MBFM50U6YG [REDACTED]
2 1MEFM55S4Y [REDACTED]

The VINs provided for these customers are incorrect. Also, all VINs will have 17 digits.

1. [REDACTED] 1ZWFT61L8Y [REDACTED]

We are waiting on VINs for the customers noted below.

1. [REDACTED] 2000 Lincoln LS
2. [REDACTED] 2002 Ford Escape

We have not received the original request for the customer noted below. We have, however, received two copies of the second request.

1. [REDACTED] 1FTYR10CZY [REDACTED]

THIRD REQUESTS

Our records indicate (based on the VIN provided) that this vehicle belongs to another individual. In order for us to transfer our records to your customer, we need the customer entire home address. If the vehicle is company owned by your customer, please provide the name of the business the vehicle would be listed under.

1. [REDACTED] 1FTZR15EX1F [REDACTED]
2. [REDACTED] 1FMZU72E4YZ [REDACTED]
3. [REDACTED] 1FTWW33F3XE [REDACTED]

FOURTH REQUESTS

1. [REDACTED] 1ZWFT61L4YS [REDACTED]

PREVIOUSLY SEND FOURTH REQUESTS – Please let me know if I should purge these from my files.

1. [REDACTED] 1999 Ford Windstar
2. [REDACTED] 2000 Lincoln LS
3. [REDACTED] 2000 Mercury Cougar
4. [REDACTED] 2000 Ford Expedition
5. [REDACTED] 2000 Ford Explorer
6. [REDACTED] 1999 Ford Windstar
7. [REDACTED] 2001 Ford Expedition

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGES	CHG#	STATUS
01/22	11:32	215 548 8817	EC-S	04'23"	022	180	OK

(Click here and type address)



To: [Redacted] at [Redacted] & Associates Fax: 2155408817

From: Charles Leich - Ford Consumer Affairs Dept 1/22/03

Re: See attached pages. Pages: 21 including cover sheet

CC:

Urgent For Review Please Comment Please Reply Please Recycle



Please see enclosed pages for explanation.

Consumer Affairs

Ford Motor Company

Consumer Affairs

Sent Via Fax

January 22, 2003

Kimnel & Silverman
30 East Butler Pike
Ambler PA 19002

RE: [REDACTED]
2001 Ford Expedition
VIN: 1FMRU16W6 [REDACTED]

Dear Robert Silverman:

Our records indicate the Vehicle Identification Number (VIN) you have provided is incorrect. Please provide us with a valid VIN to enable us to follow up on your contact with Ford Motor Company. In order to conduct a complete review, please contact me at (313) 845-5676 as soon as possible between the hours of 8:00 a.m. and 4:30 p.m. Eastern Time or fax the information to my attention at 313-845-5669.

If we do not hear from you within 10 business days of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed.

Respectfully yours,

Cherie Leich
Cherie Leich
Consumer Affairs

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

PE05-633-6278



KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

30 EAST BUTLER PIKE
AMBLER, PA 19003

JACQUELINE C. HERRITT*
ROBERT A. RAPKIN*
UTIVIAN BENZ PERKIN*
AMY D. COX*
LOUIS DOBI, JR.*
SHANNON M. RYAN*
DANA TARQUINI*
MAYLEE WHEKINS*

* ALSO MEMBER OF NEW YORK AND NEW JERSEY BARS
** ALSO MEMBER OF NEW YORK BAR
* ALSO MEMBER OF NEW JERSEY BAR

1-800-LEMON LAW
P (215) 540-8888
F (215) 540-8817

www.kimmelsilverman.com

December 17, 2002

VIA TELEFAX ONLY
(313) 845-5555

GLENN J. GEMER
of Counsel

Matt Wycaver
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: [REDACTED] v. Ford
2001 Ford Expedition
VIN: 1FMRU16W6 [REDACTED]
Zip Code: 19124 [REDACTED]
Selling Dealer: Chapman Ford

*1/11
BAD VIN*

Dear Mr. Wycaver:

Please take notice that I represent the captioned individual in her claim against Ford. Please take the steps necessary to advise all Ford Personnel and dealership personnel that I am [REDACTED]'s counsel and there should be no contact with my client, except for contact necessary to implement current repair attempts. I am writing this letter as an effort to work out a pre-litigation settlement and any attempts to contact my client directly will result in the immediate filing of suit and a request for an injunction and sanctions.

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Chapman Ford for chronic leaking and electrical problems.

NEW JERSEY OFFICE • 49 HADDON AVENUE NORTH • HADDONFIELD, NJ 08033
P (856) 429-4234

DEC 17 2002 10:56

PAGE 01

FE05-833-0278

Matt Myscaver
December 17, 2002
Page -2-

Plaintiff hereby demands the statutory repurchase of the vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,500.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal Ford Customer.

Please be advised that suit will be filed if we have not reached a settlement on or before 1/6/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,


Robert M. Silverman

RMS:vas

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUPP VRY	VFL	CCC	CD	
1G8W41	B3	T/B3	T/F	T/WD	T/E	T/E	AP	T/DU	T/VN	10-02-01	28-02-01	116019	USA	1	*	7M01	*	18B06	*	S09	V81	A06	42
AWS Claim Key:	1G8W41	Dec#:	46770301	Trx Code:	1	Labor Hrs:	6	Labor Cost:	40.72	Material Cost:	0	Total Cost:	40.72										
Dir Cd-Sub Cd:	01431-*	Name:	CHAPMAN FORD SALES, INC.	Ph:	215-6907000	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	15-MAR-2001	DIST(Mile):	227								
Cost Comments:	LEFT SPEAKES CRACKLE AND INOP AT TIMES																						
Tech Comments:	1 DIAGNOSE R&R AND REPLACE RADIO ASSEMBLY 18B06 42 A06																						
1G8W40	B3	T/B3	T/F	T/WD	T/E	T/E	AP	T/DU	T/VN	10-02-01	28-02-01	116019	USA	1	*	3A01	*	NFF	*	S11	V48	P59	82
AWS Claim Key:	1G8W40	Dec#:	46770302	Trx Code:	1	Labor Hrs:	3	Labor Cost:	33.93	Material Cost:	0	Total Cost:	33.93										
Dir Cd-Sub Cd:	01431-*	Name:	CHAPMAN FORD SALES, INC.	Ph:	215-6907000	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	13-MAR-2001	DIST(Mile):	227								
Cost Comments:	CUSTOMER STATES AT A STOP LIGHT IDLES ROUGH AT TIMES																						
Tech Comments:	1 ROAD TEST NOS COMPUTER TEST NO CODES CHECK FORD OASIS MESSAGES AND TSBS COULD NOT DUPLICATE CUSTOMERS																						
48M594	B3	T/B3	T/F	T/WD	T/E	T/E	AP	T/DU	T/VN	10-02-01	28-02-01	116019	USA	8	*	7L01	YL32	13832	AA	S09	V83	A34	42
AWS Claim Key:	48M594	Dec#:	13533405	Trx Code:	2	Labor Hrs:	2	Labor Cost:	143.66	Material Cost:	24.65	Total Cost:	168.31										
Dir Cd-Sub Cd:	10464-*	Name:	NORTHEAST LINCOLN-MERCURY	Ph:	215-3316600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	22-OCT-2001	DIST(Mile):	3733								
Cost Comments:	HORN WILL NOT CHIRP WHEN LOCK BUTTON IS PUSED 2 TIMES																						
Tech Comments:	SHORTED HORNS A34 42 HANG A TEST SET OF HORNS STILL INOP TEST CIRCUIT TRACE CSM TO TEST GROUND AND POWER ALL OK TEST ANOTHER SET OF HORNS 2 SETS BAD REPLACE HORN SET																						
48M593	B3	T/B3	T/F	T/WD	T/E	T/E	AP	T/DU	T/VN	10-02-01	28-02-01	116019	USA	8	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	48M593	Dec#:	13533406	Trx Code:	01S21	Labor Hrs:	9	Labor Cost:	64.65	Material Cost:	46.32	Total Cost:	110.97										
Dir Cd-Sub Cd:	10464-*	Name:	NORTHEAST LINCOLN-MERCURY	Ph:	215-3316600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	22-OCT-2001	DIST(Mile):	3733								
Cost Comments:	RECALL 01S21 SEAT BELT INSPECTION																						
Tech Comments:	SEAT BELT LATCHES REPLACE BOTH SEAT BELT LATCHES INSPECT LEFT AND RIGHT FRONT SEAT BELT LATCHES REPLACE AS NEEDED																						
48M594	B3	T/B3	T/F	T/WD	T/E	T/E	AP	T/DU	T/VN	10-02-01	28-02-01	116019	USA	8	*	7L01	YL32	13832	AA	S09	V83	A34	42
AWS Claim Key:	48M594	Dec#:	13533401	Trx Code:	E93	Labor Hrs:	4	Labor Cost:	28.73	Material Cost:	24.65	Total Cost:	53.38										
Dir Cd-Sub Cd:	10464-*	Name:	NORTHEAST LINCOLN-MERCURY	Ph:	215-3316600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	25-OCT-2001	DIST(Mile):	3734								
Cost Comments:	SPW HORNS INSTALLED 10 24 01 1 MILE ACCRUED KNOWN CONCERN AS PER HOTLINE																						
Tech Comments:	REPLACE DEFECTIVE HORN																						

FORD-03-0281



	B3	TVB3	T/F	TAWD	T/EF	T/E	AP	T/BU	T/VN	10-02-01	28-02-01	116019	USA	20 *	6H0	XLIZ	7823209	AA	S06	V09	G09	42	
AWS Claim Key:	11229711	Doc#:	15203003	Tys Code:	ES4	Labor Hrs:	.9	Labor Cost:	66.07	Material Cost:	106.26	Total Cost:	172.33										
Dir Cd-Sub Cd:	10464 *	Name:	NORTHEAST LINCOLN-MERCURY	Ph:	215-3316600	St PA		City Cd:	USA	Reg Cd:	NA	Repr Date:	08-OCT-2002									DIST (Mile):10213	
Cost Comments:	CUST STATES THERE IS A LOUD SNAP SOUND L F WINDOW WHEN GOING ALL THE WAY UP																						
Tech Comments:	WINDOW REGULATOR HAS PLAY NOISY G09 42 VERIFY AND REPLACE WINDOW REGULATOR																						

	B3	TVB3	T/F	TAWD	T/EF	T/E	AP	T/BU	T/VN	10-02-01	28-02-01	116019	USA	21 *	6H18 *		1503100 *		S09	V17	A85	X4	
AWS Claim Key:	12018408	Doc#:	15387501	Tys Code:	ES4	Labor Hrs:	4.9	Labor Cost:	359.7	Material Cost:	211.51	Total Cost:	571.21										
Dir Cd-Sub Cd:	10464 *	Name:	NORTHEAST LINCOLN-MERCURY	Ph:	215-3316600	St PA		City Cd:	USA	Reg Cd:	NA	Repr Date:	14-NOV-2002									DIST (Mile):10913	
Cost Comments:	CUST STATES INTERMITT IN ANY GEAR, ALL ACCESSORIES GO OFF, 4X4 LIGHT COMES ON, DASH GOES BLANK OK IN NEUTRAL & PARK																						
Tech Comments:	WATER ENTRY INTO OEM MODULE AND CORROSION IN FUSE PANNEL DUE TO LEAKING WINDSHIELD A85 X4 VERIFY CONCERN CHECK SSM 15773 REPLACE OEM MODULE TEST RADIO OK REMOVE CLUSTER RUN NEW HARNESS FOR FUSE PANEL RESSAL WINDSHIELD RECLECK OK																						

Any comments? You can contact



webmaster

HEW-033-4242



2/13/03

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:

Address: [REDACTED] PA [REDACTED]

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

1-800-833-0213



2/13/03

VIN
1FMRU16W81L [REDACTED]

Year Model
2001 EXPEDITION
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RCL

Owner Status
Original Owner

Vehicle Info
Oasis
Warranty History

FORD-000-8284



VIN: 1FMRU18W610 [REDACTED]

No ESP information for this VIN

-----Recall Information-----

Number	Type	Description	Campaign		Status Date	Dealer Code
				Status		
01921	S	SEAT BELT		COMPLETE	2001-10-22	
01V05	X	SEAT BELT		CAMP-PROG SUPERCEDED	2001-11-12	10464
02M01	O	EGR PRES SEN		RELEASED FOR MAILING	2003-01-11	F16019

1-800-633-6269



VEHICLE DETAIL

VIN: 1FMRU19W61 [REDACTED] Engine: R-M 4.6L SOHC EFI NA CIV8 G-NP
 Make: FORD Transmission: 4 SPD AUTO TR NAAO AODEW4R70A
 Model: EXPEDITION Paint Code/Color: EBONY SOLID C/C
 Year: 2001 Calibration: 1B316D0A
 Pay Load: Max Towing Weight:
 GVWR: 6600 Axle Ratio:
 WheelBase: 119 Warranty Start Date: 2/28/2001
 GCWR: Vehicle Build Date: 2/10/2001
 PEP Code:

Selling Dealers Name: CHAPMAN FORD SALES, INC.
 Selling Dealers P & A Code: 01431 Selling Dealers Sales Code: F18019
 Selling Dealers Main Phone: 215-698-7000 Selling Dealers Service Phone: 215-676-3636

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 1 6 1 L B 0 6 3 6 4 1 1 9 3 6 4 2 0 5 A X 0 2 5 C J E U 1 9 6 5
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 T H 4 B 6 A 1 6 B 0 1 9 5 0 U A 5 F 2 P 4 W 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M R B 1 1 B W U P A
 1 2 3 4 5 6 7 8 9 160

9420-330-0904



Dealer Information

FCSD Region **Sales Region** **Sales Zone** **Market** **P&A Code** **Sales Code**
 16-PHILADELPHIA 15-PHILADELPHIA A B1 10464 L15306

Dealer Name: NORTHEAST LINCOLN-MERCURY
Dealer Address: 7001 ROOSEVELT BLVD
 PHILADELPHIA PA 19149
Dealer Main Phone: 215-637-2879 **Dealer Service Phone:** 215-331-6600

Position	Employee Name
DEALER/PARTNER	THOMAS F MURPHY
GENERAL MANAGER	KENNETH R TOSCANO
PARTS MANAGER	RAYMOND W JERMYN
SALES MANAGER	DANIEL SMITH
SERVICE MANAGER	ROBERT J BARAG

Service Hours MON THRU FRI, 7:30 A.M. TO 7:00 P.M. MERKUR DL
Directions
Trained N
Additional Information LSG ENROLLED VNX-# 479618 TOWING: 215-288-0334

PHS-033-0287



Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FPMK16W8	Vehicle Line:	T/B1 - EXPEDITION (UN93) [97-02]	Body Shell:	*
Model Year:	2001	Market Derived:	TF - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	6643321FY
Vehicle Type:	T	Drive Code:	T/E - 4 WHEEL LH PART TIME DRIVE	Engine:	T/VN - R-M 4.6L SOHC EFI N
Inv. Dealer:	01431	Body Cab Style:	- 4 DOOR WAGON	Transmission:	T/OU - 4 SPD AUTO TR NAA
Vehicle Status Code:	800	Version/Series:	T/EF - FORD SERIES		
Trace Eng Serial No:	-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0-----				

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region:	NA - MICHIGAN	Plant:	AP - MICHIGAN PLANT BULD
Country:	USA - MICHIGAN	Prod Date:	16-FEB-2001

SALE INFORMATION:

Region:	NA - MICHIGAN	Selling Dealer:	116819 - *
Country:	USA - MICHIGAN	Selling Div/Se/Prov:	FA
		Buyer Se/Prov:	FA
Arrival Date:	20-FEB-2001	Red Carpet Lease:	1
Sale Date:	28-FEB-2001	Fleets/Rent/PCA Lease:	R
Warranty Start Date:	28-FEB-2001	Modified Vehicle:	* Vehicle Coast Flag:
Orig Warranty Date:	28-FEB-2001	Reacquired Vehicle:	* Vehicle Export Flag: N

VOC/EOC:

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

0161E8063941193 6 4 2 03A023 03 B 818 85 TR 40 6 A 16819 28 UA 572 84 MI

EXPL 1 1 2001

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C8	GVW Class Code:	R
Audio Unit:	AC - AUDIO DISC CHANGE OVER PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	EG4HD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	BA - DRIVER POWER/HEATED MIRROR
Axle Type:	EG1AB - NON-LIMITED SLIP REAR AXLE	Mirror(Passr Side):	BA - PASS POWER/HEATED CONVEX MIRR
Battery Amp Rating:	ME	Paint:	PNJAA - EBONY SOLID CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STROAC/ST/CLK

2/13/03

Calibration Code:	1B316D0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Setup Tandem Axle:	
Color(Trim):	000ZV -	Tire Manufacturer:	AG - GOODYEAR
Delivery Type:	R	Tire Brand:	4BCUDW0 - WRANGLER RT/S 109S
Driveshaft Code:	D	Tire Size:	D1JWA - P15570R-14 OWL A-T
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: 4BCUDW0040 | BF: 4BCUDW0040
 LR: 4BCUDW0040 | RR: 4BCUDW0040
 LI: * RE: *

SPARE: 4BCUDW0040 | DOT Plant Manufacturer: 48 - GOODYEAR CANADA ; INC ; NAPANEE ; ONTARIO

ESP INFORMATION; EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	3
ESP Coverage(Time):	* Emission Decal Serial:	HCC
ESP Plan Year:	* Engine Family:	1FMXTB460F7
ESP Signature Data:		

Any comments? You can contact



webmaster



2003

FE85-633-6290

Oxford NO. 152 1/8 OBA

ESSELTE

10%



Action Detail

VIN: 1E8RU16L7M1	Year: 2000	Model: EXPEDITION	Case: 1390330583
Name: [REDACTED]	Owner Status: Original	WSD: 1999-11-09	
Symptom Desc: SEALING WATER LEAKS WINDOWGLASS		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: RUSSELL & SMITH FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 04572	
Action Desc: FINAL CASE DISPOSITION			
Odometer: 44081 MI	Comms Type: PHONE		
Action Date: 03/14/2003	Action Time: 16:32:43:663	Action Data: No	
Analyst Name: PAWELEK, MAUREEN (M.L.)	Analyst: MPAWELEK		

COMMENTS: SPOKE WITH ATTORNEY, WHO IS CUSTOMER'S BROTHER. ATTORNEY SAID HIS BROTHER DOES NOT INTEND TO FURTHER PURSUE THIS CLAIM OUT OF RESPECT FOR THE DEALERSHIP'S OWNER. VEHICLE IS BEYOND WARRANTY FOR THIS REPAIR AND INFORMATION PROVIDED TO CUSTOMER IN THAT REGARD IS CORRECT. NO FURTHER ACTION.

1820-688-881

All Action Details for Issue

Print

VIN: 5EMBU1SLY [REDACTED] Year: Model: EXPEDITION Case: 1390330593
 Name: [REDACTED] Owner Status: Original WSD: 2003-02-28
 Symptom Desc: SEALING WATER LEAKS WINDOW/GLASS Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:
 Issue Type: 67 LEGAL Issue Status: OPEN

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 04572 RUSSELL & SMITH FORD, INC. Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 44091 MI Comm Type: MAIL
 Analyst Name: CHERIE LEIGH Analyst: GLEICH
 Action Date: 02/28/2003 Action Time: 10.50.32.553 Action Data: Yes

Comments *****ATTORNEY DEMAND***** DATE STAMPED 2-21-03 ATTORNEY ALLEGES
 CLIENT'S VEHICLE WAS LEAKING AT WINDSHIELD. ATTORNEY ALLEGES DEALER WOULD NOT COVER REPAIRS
 UNDER EXTENDED WARRANTY. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	BRAD WRIGHT ATTORNEY AT LAW
ATTORNEY NAME	BRAD WRIGHT
ATTORNEY PHONE NUMBER	7136221000

PERG-030-0292



CASE:
1390330593

Region: 5Z

BRAD WRIGHT
ATTORNEY AT LAW
881 CONGRESS AVENUE
SUITE 400
HOUSTON, TEXAS 77002
TELEPHONE: (713)812-1000
FACSIMILE: (713)212-8005

Email: bradwright@houston.tx.com

February 18, 2003

[REDACTED]
FEB 21 10:54
REGISTRATION
AFFAIRS

Ford Motor Company
Customer Assistance Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

IFMRU15LXY [REDACTED]

**RE: Notice Pursuant to Texas Deceptive Trade Practices - Consumer Protection Act
Claim by Loyd H. Wright based on denial of Warranty Coverage**

Dear Sir:

I represent [REDACTED] in his claim against Ford Motor Company, regarding its denial of warranty coverage relating to certain leaks on the right side of the vehicle's windshield and around the moonroof (see invoice enclosed). Although representatives of the dealership asserted that such repairs were not covered under warranty they could not point to any documentation excluding coverage for same. [REDACTED] purchased the automobile with both an original and extended warranty. The leaking of water through either the windshield or the moonroof is a failure or defect in workmanship that should be covered under warranty.

This notice letter is sent to you pursuant to Section 17.505 of the Texas Business & Commerce Code which provides your company sixty days to settle all claims of [REDACTED] before he commences the filing of suit asserting his rights under the Texas Deceptive Trade Practices - Consumer Protection Act, TEX. BUS. & COMM. CODE ANN. Section 17.41, et seq (the "DTPA"). [REDACTED] is entitled to recover actual damages and attorneys' fees and expenses incurred as a result of the false, misleading or deceptive acts or practices of Ford Motor Company and its agents. In addition, he is entitled to recover treble damages because some or all of the acts by Ford Motor Company, and its agents were intentional. Further, he also has common law claims and other statutory claims against Ford Motor Company.

BACKGROUND

On or about January 22, 2003 [REDACTED] left his vehicle for repairs at Russell & Smith Ford. The repairs included finding and fixing a leak or leaks where water was leaking into the interior of the vehicle. The service representative advised [REDACTED] that he would incur costs in finding the leak(s) that might not be reimbursed if the cause was not a warranty item. [REDACTED] stated that this did not seem proper and that clearly water leaks into the interior of the vehicle through either the windshield or the moonroof constituted a failure or defect in

Handwritten signature

PESS-633-8253

workmanship of the vehicle. At this time, the service representative could not even guarantee that the leak(s) could be found. Subsequently [REDACTED] received a follow-up phone call indicating that the leak(s) had been found, but that coverage for any repairs would not be covered under warranty. Continuing to express disagreement with this, [REDACTED] had no choice but to authorize the repairs and requested that the service representative review the issue with the service manager and dealer ownership. On or about January 28, 2003 the repairs to the vehicle were purportedly completed and [REDACTED] went to pick up same. [REDACTED] again addressed the issue of warranty coverage with the service manager and coverage was again denied, however, no adequate explanation was ever given, nor was any specific documentation pointed to which showed non-coverage. The only statement made was that they had run a part number through the computer which indicated non-coverage for replacement of same. Whether the service manager took up the issue with dealer ownership as suggested is unknown. Getting nowhere with dealership representatives [REDACTED] paid for the repairs and indicated he would take up the issue through other means.

TEXAS DECEPTIVE TRADE PRACTICES - CONSUMER PROTECTION ACT

False, misleading, or deceptive acts or practices in the conduct of any trade or commerce are unlawful under the Texas Deceptive Trade Practices - Consumer Protection Act. The provisions of Section 17.46 of the DTPA that Ford Motor Company, and its agents violated include but are not limited to the following:

- * representing that goods or services are of a particular standard, quality or grade...if they are of another;
- * representing that goods or services have characteristics, uses, benefits or qualities which they do not have;
- * knowingly making false or misleading statements of fact concerning the need for parts, replacement or repair service;
- * representing that a warranty confers or involves rights or remedies which it does not have or involve;
- * failing to disclose information concerning goods or services which was known at the time of the transaction if such failure was intended to induce the consumer into a transaction into which the consumer would not have entered had the information been disclosed.

DAMAGES

As a result of the acts of Ford Motor Company described above, Mr. Wright has incurred substantial damages and been forced to engage an attorney to handle the matter. The DTPA provides for the recovery of economic damages as well as damages for mental anguish, both of which the jury may treble, and reasonable attorneys' fees and costs. To date, the damages are at least \$1,000 plus \$1,000 in attorneys' fees. Pursuant to Section

17.505 of the DTPA you have a period of sixty days in which to pay this claim. If you fail to resolve [REDACTED] claim within sixty days suit will be filed against you and your agents seeking actual damages, plus three times the amount of actual damages where appropriate, and reasonable attorneys' fees, interest and costs of court.

Thank you for your attention.

Yours very truly,



Brad Wright

BW/km

cc: Russell & Smith Ford


BRAD/Ford Motor Co.DTPA ltr01

FE05-033-0205

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:
Address: [REDACTED] TX [REDACTED]
Country: USA Language: EN
Call Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

FEB-03-0200

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMRU15LX[REDACTED]	2000	EXPEDITION	INDIVIDUAL RTL	Original Owner	Open Warranty History
 1FMRU17LX[REDACTED]	1999	EXPEDITION	INDIVIDUAL RTL	Original Owner	Open Warranty History

PER8-833-8297

[REDACTED]

7/11/03

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMRU15LX	Year: 2000	Model: T	Inv. Dealer: 04572	Veh Line: 1783 - EXPEDITION (UN93) [97-02]	Market Derived: *- [N/A]	Drive Code: T7B - 1 WHL L/R REAR DRIVE	Body Cab Style: T4WD - 4 DOOR WAGON	Version/Series: T/EF - FORD SERIES	Eng Serial No: *	Body Style: *	Engine: T1VZ - W-MOD 3.4L SOHC E	Transmission: T1DB - 4 SPD AUTO TR-NAA
----------------	------------	----------	--------------------	--	--------------------------	--	-------------------------------------	------------------------------------	------------------	---------------	----------------------------------	--

BUILD INFORMATION:

Region: NA - #00000000 Plant: AP - MICHIGAN PLANT BUILD
 Country: USA - #00000000 Prod Date: 08-OCT-1999

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 152026 - *
 Country: USA - #00000000 Selling Dlr St/Prov: TX
 Buyer St/Prov: TX

Arrival Date: 01-NOV-1999 Red Carpet Lease: *
 Sale Date: 05-NOV-1999 Fleet/Dele/Co. Lease: R
 Warranty Start Date: 09-NOV-1999 Modified Vehicle: *
 Orig Warranty Date: 09-NOV-1999 Inequival Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

015EAG391471193 7 2 04K008 2H 8 1089 7L 532 445 F A L 52026 53 28 512 P L

1783 7 04572 2

INSTALLED OPTION INFORMATION:

Air Conditioning: T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:
Alternator Amp Rating: CB	GVW Class Code: R
Audio Equip: AC - AUDIO CASSETTE CHANGER PLAYER	Instrumentation: *- [N/A]
Auto Radio: BOARD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side): AD - DRIVER POWER MIRROR
Auto Type: BGRAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side): AD - PASS POWER CONVEX MIRROR
Battery Amp Rating: MK	Paint: PNEJC - SILVER MET C/C #2
Brake Code: *- [N/A]	Power Antenna: *- [N/A]
Brake Code(Serv): *- [N/A]	Rails: AT - ELETR PREM AM/PM STRG/CST/BLK
Calibration Code: 0E314E8A	Seat System: *- [N/A]
Color(Accnt): *- [N/A]	Sump Tandem Axle:
Color(Trim): 000ZV -	Tire Brand: AD - GENERAL
Delivery Type: 0	Tire Size: D1EVI - P275/68R 17 A/S OWL
Driveline Code: F	Traction Control: *- [N/A]
Front Seat: *- [N/A]	Wheel Base:
Fuel Type: *- [N/A]	

TIRE DOT INFORMATION:

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

FORD-031-0288

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	1/B - 1/B
ESP Coverage(Miles):	060	Emission Cert Type:	5
ESP Coverage(Time):	060	Emission Decal Suffix:	GSY
ESP Plan Year:	2000	Engine Family:	YFMCXTU54RP7
ESP Signature Date:	09-NOV-1999		

PERM-033-0258

3/11/03

Standard Claims List For Model Year 2000

VIN	VEHICLE	AWI	BODY	VEH	DRIVE	PLT	TES	ENI	PROD	WARR	SELLING	SHL	TIS	WCC	CPSC_6	PREF	BASE	SUFF	OCC	CI	DIST
	LINE	DERIV	CAS	SERIES	TYPE	CD	CD	CD	DATE	DATE	DEALER	CNT									(Miles)
1FMRU1SLXY	733	*	TWD	TDF	T/B	AP	T/D	T/VZ	DL OCT-1999	09-NOV-1999	152026	USA	40								44091
AWS Claim Key: 1999206 Tax Code: 0711D Labor Hrs: 5 Dir CA-Sub C#: 04572- Name: RUSSELL & SMITH FORD, INC. Ph: 713-6634111 St: TX City C#: USA Reg C#: NA Rpt Date: 27-JAN-2003 Doc #: 02920051 Cust Comments: REAR WIPER NOT WORKING Tech Comments: VERIFIED CONCERN NOS TEST B128 PERFORM DASH SWITCH ASSY DIAG TESTS OK PERFORM PIN-POINT TEST VERIFIED CORRECT VOLTAGE TO THE REAR WIPER MOTOR AND PROPER GROUND WHEN SW BINDING MTR CAUSING WIPER ARM SPRING TO BE WEAK REPL BOTH TEST CLEAR CODES PASS CODES RECEIVED VERIFY CLEANING GLASS PROPERLY MOTOR OPEN INTERNALLY																					
1FMRU1SLXY	733	*	TWD	TDF	T/B	AP	T/D	T/VZ	DL OCT-1999	09-NOV-1999	152026	USA	40	7004	122000X	P65Z	18519	AB	002	41	44091
AWS Claim Key: 1999207 Tax Code: 0711D Labor Hrs: 4 Dir CA-Sub C#: 04572- Name: RUSSELL & SMITH FORD, INC. Ph: 713-6634111 St: TX City C#: USA Reg C#: NA Rpt Date: 27-JAN-2003 Doc #: 02920054 Cust Comments: HEATER CONTROL KNOB ON CENTER CONSOLE STICK AT TIMES Tech Comments: VERIFIED CONCERN ACCESS CENTER CONSOLE TO CHECK THE A/C KNOBS FOUND THE CENTER KNOB TO BE BINDING AT TIMES REMOVE THE SWITCH AND REPLACE THE KNOB AND VERIFY SMOOTH OPERATION																					

FORM 033-0200



Faint, illegible text, possibly a header or title, located in the upper middle section of the page.

PEOS-033-0301

Oxford

152 1/3 PAGES



Consumer Affairs

P.O. Box 6248, MICHIGNE-B
Dearborn, MI 48126

**Sent Via Fax*

September 30, 2004

[REDACTED]
Catonsville, MD [REDACTED]

RE: 1999 Ford Expedition
VIN: 1FMPU18L6X [REDACTED]

Dear Mr. Ademiluyi:

Thank you for contacting the Customer Relationship Center regarding your vehicle

Ford Motor Company has reviewed your concerns. Based on the available information, we cannot honor your request for assistance.

Thank you for the opportunity to review this concern.

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs

PE85-833-8382



Consumer Affairs

P.O. Box 6248, MICHIGAN
Dearborn, MI 48126

*Sent Via U.S. Mail

September 30, 2004

[REDACTED]
Catsonsville, MD [REDACTED]

RE: 1999 Ford Expedition
VIN: 1FMPU18L6X [REDACTED]

De [REDACTED]

Thank you for contacting the Customer Relationship Center regarding your vehicle.

Ford Motor Company has reviewed your concerns. Based on the available information, we cannot honor your request for assistance.

Thank you for the opportunity to review this concern.

Respectfully yours,

Cassandra James-McBryde
Consumer Affairs

PE85-833-8383

Dealer Information

FCBD Region Sales Region Sales Zone Market P&A Code Sales Code
27-WASHINGTON 27-WASHINGTON B C2 00144 F27037

Dealer Name: KOONS FORD OF
BALTIMORE INC
Dealer Address: 6970 SECURITY BLVD
BALTIMORE MD 21244
Dealer Main Phone: 410-238-3800 Dealer Service Phone: 410-281-2875

Position	Employee Name
GENERAL MANAGER	WILLIAM S LYNES
PARTS MANAGER	ALAN WILKES
SALES MANAGER	STEPHEN J HUNT
SALES MANAGER	FREDERICK J BASSNETT
SALES MANAGER	TIFFANY A SANDERS
SALES MANAGER	STEVEN B RAINEY
SALES MANAGER	JULIE L WOODEN
SALES MANAGER	SEBRINA CLEGG
SALES MANAGER	JAMES DE GUZMAN
SERVICE MANAGER	CHARLES S HARRELL

Service Hours 7:30 - 5:30 MON-FRI
Directions
Trained Y
Additional information L&G ENROLLED TOWING: 301-747-8797 VARSITY TOWING SERVICE

FE05-033-0304

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN:	1FAPU18L6X	Web Line:	T/B3 - EXPEDITION (LN93) [97-02]	Eng Serial No:	*
Model Year:	1999	Market Derived:	* - [N/A]	Body Shell:	*
Vehicle Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/YZ - W-MOD 3.4L SOHC EFI NA V8 G-NP
Inv. Dealer:	01228	Body Cab Style:	T/YA - REGULAR CARGO VAN	Transmission:	T/DE - 4 SPD AUTO TR-MAAG E40D(4R10Z)
		Version/Series:	T/YF - FORD SERIES		

(Related Claims)

BUILD INFORMATION:

Region: NA - #***** Plant: AP - MICHIGAN PLANT BUILD
Country: USA - #***** Prod Date: 11-MAR-1999

SALE INFORMATION:

Region: NA - #***** Selling Dealer: 110219 - *
Country: USA - #***** Selling Dir St/Prov: DE
Buyer St/Prov: DE

Arrival Date: 29-MAR-1999 Red Carpet Lease: *
Sale Date: 06-MAY-1999 Fleet/Retail/Co. Lease: R
Warranty Start Date: 06-MAY-1999 Modified Vehicle: *
Orig Warranty Date: 06-MAY-1999 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

018024124181180V 0 1 2 DEC7030 DC B 229 28 506 505 B A 100219 X0 X8 31X C X
LFR074 0 017A 32008

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/E - ATC/HIGH OUTPUT AC	GVW Code:	
Alternator Amp Rating:	C8	GVW Class Code:	F
Audio Disc:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	EG4HD - 3.25 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]

PRINT-033-0308

Battery Amp Rating: AK
Brake Codes: * - [N/A]
Brake Code(Service): * - [N/A]
Calibration Code: 9WZABFA
Color(Access): * - [N/A]
Color(Trim): * - [N/A]
Delivery Type: 0
Driveshaft Code: D
Front Seat: * - [N/A]
Fuel Type: * - [N/A]

Paint: PNEJD - LASER RED TINT C/C #2
Power Antenna: * - [N/A]
Radio: AT - ELETR PREM AM/FM STRO/CSTE/CLK
Sound System: AE - AUDIOPHILE SOUND SYSTEM
Suspension Axle:
Tire Brand: CC - FIRESTONE/GOODYEAR
Tire Size: D3KFD - P265/70R 17 A/T OWL
Traction Control: * - [N/A]
Wheel Size:

TIRE DOT INFORMATION:

LF: * RP: *
LR: * RL: *
LH: * RH: *
SPARE: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: T/B - T/B
ESP Coverage(Miles): * Emission Cert Type: F
ESP Coverage(Time): * Emission Decal Suffix: FJK
ESP Plan Year: * Engine Family: XFXUT0546FF
ESP Signature Data:

Server Name : AWS Adhoc

Standard Claims List For Model Year 1999

VIN	YEN LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRF CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREP	BASE	SLIFF	COG	CD	DIST (MILES)	
1FMPU10L6L	703		T/VA	T/EF	T/E	AP	T/DE	T/VZ	11-MAR-1999	08-MAY-1999	116219	USA	0									3
AWS Claim Key											City Cdr		USA Reg Cdr		NA	Repr Date:04-MAY-1999		Doc #:18578401				
DP Cd-Sub Cd											City Cdr		USA Reg Cdr		NA	Repr Date:14-JUN-2000		Doc #:20480101				
Cust Comments											City Cdr		USA Reg Cdr		NA	Repr Date:14-JUN-2000		Doc #:20480101				
Tech Comments											City Cdr		USA Reg Cdr		NA	Repr Date:14-JUN-2000		Doc #:20480101				
116219 USA 14 7901											City Cdr		USA Reg Cdr		NA	Repr Date:14-JUN-2000		Doc #:20480101				
AWS Claim Key											City Cdr		USA Reg Cdr		NA	Repr Date:14-JUN-2000		Doc #:20480101				
DP Cd-Sub Cd											City Cdr		USA Reg Cdr		NA	Repr Date:14-JUN-2000		Doc #:20480101				
Cust Comments											City Cdr		USA Reg Cdr		NA	Repr Date:14-JUN-2000		Doc #:20480101				
Tech Comments											City Cdr		USA Reg Cdr		NA	Repr Date:14-JUN-2000		Doc #:20480101				
116219 USA 14											City Cdr		USA Reg Cdr		NA	Repr Date:14-JUN-2000		Doc #:20480101				
AWS Claim Key											City Cdr		USA Reg Cdr		NA	Repr Date:14-JUN-2000		Doc #:20480101				
DP Cd-Sub Cd											City Cdr		USA Reg Cdr		NA	Repr Date:14-JUN-2000		Doc #:20480101				
Cust Comments											City Cdr		USA Reg Cdr		NA	Repr Date:14-JUN-2000		Doc #:20480101				
Tech Comments											City Cdr		USA Reg Cdr		NA	Repr Date:14-JUN-2000		Doc #:20480101				
116219 USA 19											City Cdr		USA Reg Cdr		NA	Repr Date:30-OCT-2000		Doc #:21064402				
AWS Claim Key											City Cdr		USA Reg Cdr		NA	Repr Date:30-OCT-2000		Doc #:21064402				
DP Cd-Sub Cd											City Cdr		USA Reg Cdr		NA	Repr Date:30-OCT-2000		Doc #:21064402				
Cust Comments											City Cdr		USA Reg Cdr		NA	Repr Date:30-OCT-2000		Doc #:21064402				
Tech Comments											City Cdr		USA Reg Cdr		NA	Repr Date:30-OCT-2000		Doc #:21064402				

PERS-633-8387

Task Description	THE 47th AIRBORNE DIVISION HAS BEEN ASSIGNED TO THE 101st AIRBORNE DIVISION	
Unit Name	47th Airborne Division	NOV 13 23077
Unit Address	121657 The Center	
Unit Phone	0770	Date:30-OCT- Doc #21064404
Unit Email	0770@TheCenter	
Unit Fax	0770	
Unit Website	0770	
Unit Notes		34109
Unit Manager	0770 The Center	
Unit Director	0770	Date:02-OCT- Doc #22345001
Unit Commander	0770	
Unit Supervisor	0770	
Unit Coordinator	0770	
Unit Contact	0770	
Unit Status	0770	

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] CATONSVILLE MD [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager:
Preferred Contact method: Fax
Preferred Contact Time: Email

2004

PEPS-033-0311

Action Detail

VIN: 1EMRU15L3[REDACTED]	Year: 2001	Model: EXPEDITION	Case: 1696512272
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2000-12-24	
Symptom Desc: SEALING WATER LEAKS		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: PENINSULA FORD OF SAN BRUNO	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 07798	
Action Desc: FINAL CASE DISPOSITION			
Odometer: 37238 MI	Comm Type: OTHER		
Action Date: 04/28/2004	Action Time: 13:28:43.843	Action Date: No	
Analyst Name: PACE,GENNIFER (G.)	Analyst: GPACE6		

COMMENTS: CASE CLOSED ON 4/28/04. UNABLE TO PROVIDE ASSISTANCE AT THIS TIME. REQUEST FOR REPURCHASE DENIED.

[REDACTED] 4/26/2004

Ford Motor Company
Executive Offices
19000 Executive Plaza Drive
Mail Drop 3NE-B
Dearborn, MI 48128



Fax Cover Sheet

To: Nicholas Nita	From: Jennifer Pace (313) 846-8287
Fax: 310-477-1424	Pages: 2
Phone: 310-477-1474	Date: 4/28/2004
Re: 2001 Ford Expedition VIN: 1FMRU15L31	

Urgent For Review Please Comment Please Reply Please Recycle

** TX CONFIRMATION REPORT **

AS OF APR 28 2004 11:20 PAGE 01

STEVE BALAT

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
15	04/28	11:20	3104771424	EC-S	00'26"	002		OK

FD05-033-0314

Copy

Sent Via Fax & U.S. Mail

April 28, 2004

Nicholas Nita
Attorney at Law
1950 Sawtelle Blvd. Ste. 245
Los Angeles, CA 90025

Re: [REDACTED]
2001 Ford Expedition
VIN: 1FMRU15L31 [REDACTED]

Dear Mr. Nita:

This letter is in response to your letter dated March 28, 2004 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

Gennifer Pace
Consumer Affairs

CONSUMERSM
LEGAL
SERVICES, P.C.
ATTORNEYS AND COUNSELORS



CONSUMER AFFAIRS
SECTION

www.lcmotorauto.com

March 28, 2004 APR -8 A9:39

Case: 4/14
1696512372
Region: 72
Eileen

1930 SAN PABLO BLVD.
LOS ANGELES, CA 90025
(310) 477-1474
FAX: (310) 477-1424
E-MAIL: cfs@lcmotorauto.com

M. NICOLAS NIDA
STEVE B. MEKHOV
RONALD J. BOLZ*
CHRISTOPHER M. LOVATZ**
STEVEN S. TOTU**

*Admitted to CA, IL, MO, OR, and WA only
**Admitted to WA and OR only

Ford Motor Company
FCSD - Consumer Affairs
16800 Executive Plaza Drive
Suite 3N-333
Dearborn, MI 48128-4207
Mail Drop 3NE-8
Via Registered Mail, Return Receipt requested

RE: [REDACTED]
2001 FORD EXPEDITION
VIN: 1FMRU15L31L [REDACTED]

Dear Sir/Madam:

Please be advised that this law office, Consumer Legal Services, P.C., represents [REDACTED] regarding the purchase of a 2001 Ford Expedition. This firm will refrain from filing suit in an effort to resolve this matter prior to litigation. In order to assist you in evaluating this matter, the following is a detailed repair summary relative to [REDACTED] vehicle (see enclosed copies of repair orders):

<u>Date</u>	<u>Mileage</u>	<u>Invoice #</u>	<u>Complaint</u>
12/28/02	25105	132682	STRUCTURAL There is water leaking near driver's seatbelt. [Suspect weatherstrip/found s/belt soaking wet. Checked for water leaks from drivers side, checked TSB's SSM found none for this concern. Removed driver side panel where seat belt is, no further action taken.
			TIRES/WHEELS Inspected and found tires part of recall, ordered tires for recall.
1/14/03	25568	133147	STRUCTURAL Driver's side seatbelt is still getting wet. Client states water enter thru seatbelt retractor and when pulled out it is wet. Removed interior trim to access seat belt retractor.

FE85-833-8316

Performed water testing. Verified leak. Inspected roof area and found hole in roof (rusted) also dented in same area. Located at left front corner where it appears something hit it.

TIRES/WHEELS Perform tire replacement under tire recall.

2/3/04 38908 145490 **STRUCTURAL** There is a water leak behind the drivers window. Performed water test and verified leak. Removed trim on the inside of vehicle to look under head liner, found the roof of the vehicle dented and it appears the steel has rusted through causing the leak, will have to remove the entire head liner to seal the hole from the inside. At some point the hole will need to be repaired at a body shop. Estimate to seal the hole is an additional \$230.00.

2/13/04 37238 43300 **STRUCTURAL** There is a water leak coming from the roof by the seat belt. Confirmed customers concern.

[REDACTED] has submitted the 2001 Ford Expedition for vehicle defects on at least four (4) different occasions. The limited written warranty provides that Ford Motor Company, or its authorized dealerships, will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that Ford's inability to repair this vehicle after 4 attempts is a violation of both the Song-Beverly Warranty Act and the Consumer Legal Remedies Act. As such [REDACTED] respectfully requests that Ford Motor Company repurchase the 2001 Ford Expedition and pay her attorney fees and costs.

More specifically, please take notice that pursuant to California Civil Code §1782(a)(1) the above acts and omissions on your behalf violate California Civil Code §§1770(a)(2) Misrepresenting the source, sponsorship, approval, or certification of goods or services; (7) Representing that goods or services are of a particular standard, quality, or grade, or that goods are of a particular style or model, if they are of another, and (16) Representing that the subject of a transaction has been supplied in accordance with a previous representation when it has not.

Therefore, pursuant to California Civil Code §1782(a)(2) my client demands that you correct, repair, replace, or otherwise rectify said violations of California Civil Code §1770 by repurchasing the vehicle.

Please be further advised that all communication regarding this matter must

FD-302 (Rev. 11-17-83)

be directed to my office.

This offer and all of its contents are for settlement purposes only.

Thank you for your time and attention. I look forward to hearing from you.

Very Truly Yours,

CONSUMER LEGAL SERVICES, P.C.

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

Nicholas Nita, Esq.

MNNkb
Encl.

PESS-030-0310

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 19-APR-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SHELL CNT	TIS	QRT	WCC	PREF	BASE	SUPP VRT	VNG	OCC	CD
1FMRU15L31L	B3	T/B3	T/F	T/WD	T/BP	T/B	AP	T/D5	T/VZ	04-11-00	24-12-00	171019	USA	6	*	5Y05	*	MAINT	*	SXK	V00	A9* 82
AWS Claim Key:	1226692	Doc #:	301731A	Trx Code:	0713S	Labor Hrs:	.7	Labor Cost:	30.41	Material Cost:	18.25	Total Cost:	50.17									
Dir Cd-Sub Cd:	05598*	Name:	VALLEY PARK FORD	Ph:	818-7750075	St:	CA	City:	USA	Reg Cd:	NA	Repr Date:	19-JUN-2001	DIST (Mile):8544								
Cost Comment:	PERFORM 10,000 MILE MAINT SERVICE																					
1FMRU15L31L	B3	T/B3	T/F	T/WD	T/BP	T/B	AP	T/D5	T/VZ	04-11-00	24-12-00	171019	USA	9	*	6Y05	*	MAINT	*	SXC	V00	A9* 82
AWS Claim Key:	3785375	Doc #:	306582A	Trx Code:	0713S	Labor Hrs:	.8	Labor Cost:	34.75	Material Cost:	18.25	Total Cost:	54.51									
Dir Cd-Sub Cd:	05598*	Name:	VALLEY PARK FORD	Ph:	818-7750075	St:	CA	City:	USA	Reg Cd:	NA	Repr Date:	19-SEP-2001	DIST (Mile):11994								
Cost Comment:	PERFORM 15,000 MILE MAINT SERVICE																					
1FMRU15L31L	B3	T/B3	T/F	T/WD	T/BP	T/B	AP	T/D5	T/VZ	04-11-00	24-12-00	171019	USA	9	*	*	*	*	*	SXC	V00	* *
AWS Claim Key:	3785375	Doc #:	306582B	Trx Code:	01821	Labor Hrs:	.3	Labor Cost:	21.70	Material Cost:	0	Total Cost:	28.96									
Dir Cd-Sub Cd:	05598*	Name:	VALLEY PARK FORD	Ph:	818-7750075	St:	CA	City:	USA	Reg Cd:	NA	Repr Date:	19-SEP-2001	DIST (Mile):11994								
Cost Comment:	PERFORM RECALL 01821																					
1FMRU15L31L	B3	T/B3	T/F	T/WD	T/BP	T/B	AP	T/D5	T/VZ	04-11-00	24-12-00	171019	USA	10	*	5Y05	*	MAINT	*	SXK	V00	A9* 82
AWS Claim Key:	4386644	Doc #:	307772A	Trx Code:	0713S	Labor Hrs:	.7	Labor Cost:	30.41	Material Cost:	18.25	Total Cost:	50.15									
Dir Cd-Sub Cd:	05598*	Name:	VALLEY PARK FORD	Ph:	818-7750075	St:	CA	City:	USA	Reg Cd:	NA	Repr Date:	12-OCT-2001	DIST (Mile):16418								
Cost Comment:	PERFORM 10K MAINT SERVICE																					
1FMRU15L31L	B3	T/B3	T/F	T/WD	T/BP	T/B	AP	T/D5	T/VZ	04-11-00	24-12-00	171019	USA	10	*	2Y01	*	DRIVE	*	S11	V40	D13 82
AWS Claim Key:	4186645	Doc #:	307772B	Trx Code:	894	Labor Hrs:	.5	Labor Cost:	43.44	Material Cost:	0	Total Cost:	43.44									
Dir Cd-Sub Cd:	05598*	Name:	VALLEY PARK FORD	Ph:	818-7750075	St:	CA	City:	USA	Reg Cd:	NA	Repr Date:	12-OCT-2001	DIST (Mile):16418								
Cost Comment:	IF VEH IS PARKED IT IDLES ROUGH																					

PENN-033-0319



IFMRU15L311 ES TB3 T/F T/WD T/EF T/B AP T/DE TVZ 04-11-00 24-12-00 171019 USA 19 * 5J7 773Z 5318 CA 510 V89 H43 42
 AWS Claim # 2272134 Doc #: 38610101 Trx Code: E84 Labor Hrs: 2.5 Labor Cost: 258.03 Material Cost: 366.14 Total Cost: 624.17
 Dir Cd-Sub Cd 07798-* Name: HAYWARD FORD Ph: 510-8811200 St CA City CA: USA Reg Cd: NA Repr Date: 21-JUN-2002 DMST (Mile): 20969
 Cust Comment: AIR COMPRESSOR FOR SUSPENSION REAR BUSHINGS ARE BAD ADVISE
 Tech Comment: INSPECTED FOUND DEFECTIVE SUSPENSION MOTOR PUMP REPLACED AND RECHECKED IS OK

IFMRU15L311 ES TB3 T/F T/WD T/EF T/B AP T/DE TVZ 04-11-00 24-12-00 171019 USA 23 * 6P9 * NFF * 802 V37 R02 82
 AWS Claim # 12272368 Doc #: 12252201 Trx Code: E84 Labor Hrs: 5 Labor Cost: 48.54 Material Cost: 0 Total Cost: 48.54
 Dir Cd-Sub Cd 07798-* Name: PENINSULA FORD OF SAN BRUNO Ph: 650-9520500 St CA City CA: USA Reg Cd: NA Repr Date: 27-DEC-2002 DMST (Mile): 25105
 Cust Comment: CUSTOMER STATES THERE IS WATER LEAKING NEAR DRIVERS SEATBELT
 Tech Comment: CHECKED FOR WATER LEAK FROM DRIVER SIDE, CHECKED TBB, SSM FOUND NONE FOR THIS CONCERN. UNABLE TO CONFIRM AFTER NO FURTHER ACTION TAKEN.

IFMRU15L311 ES TB3 T/F T/WD T/EF T/B AP T/DE TVZ 04-11-00 24-12-00 171019 USA 26 * * * * 50X V00 * *
 AWS Claim # 12216184 Doc #: 13314702 Trx Code: 02B01 Labor Hrs: 1.2 Labor Cost: 116.48 Material Cost: 681.19 Total Cost: 797.67
 Dir Cd-Sub Cd 07798-* Name: PENINSULA FORD OF SAN BRUNO Ph: 650-9520500 St CA City CA: USA Reg Cd: NA Repr Date: 14-JAN-2003 DMST (Mile): 25568
 Cust Comment: PERFORM TIRE REPLACEMENT UNDER CONT L TIRE RECALL RECALL #02B01
 Tech Comment: REPLACED ALL TIRES UNDER RECALL 02B01 INSTALLED NEW COMPTL TIRES

IFMRU15L311 ES TB3 T/F T/WD T/EF T/B AP T/DE TVZ 04-11-00 24-12-00 171019 USA 26 * 6Y20 * MISC * 50X V00 A5* 82
 AWS Claim # 13126681 Doc #: 13427101 Trx Code: P98 Labor Hrs: 0 Labor Cost: 0 Material Cost: 0 Total Cost: 36
 Dir Cd-Sub Cd 07798-* Name: PENINSULA FORD OF SAN BRUNO Ph: 650-9520500 St CA City CA: USA Reg Cd: NA Repr Date: 11-FEB-2003 DMST (Mile): 23964
 Cust Comment: CUSTOMER REQUESTED RENTAL REIMBURSEMENT FROM FORD CRC FOR ROP 133147, \$56.00 FOR 2 DAYS RENTAL. FORD AUTHORIZED UP TO
 Tech Comment: P98 CODE IS \$401YS CUSTOMER HAS BEEN REIMBURSED WITH A CHECK MAILED TO HER HOME

IFMRU15L311 ES TB3 T/F T/WD T/EF T/B AP T/DE TVZ 04-11-00 24-12-00 171019 USA 28 * 6R01 1L7Z 78511806 AAB 804 V05 825 41
 AWS Claim # 11884872 Doc #: 13615401 Trx Code: E84 Labor Hrs: 9 Labor Cost: 87.37 Material Cost: 310.94 Total Cost: 398.31
 Dir Cd-Sub Cd 07798-* Name: PENINSULA FORD OF SAN BRUNO Ph: 650-9520500 St CA City CA: USA Reg Cd: NA Repr Date: 08-APR-2003 DMST (Mile): 28312
 Cust Comment: CUSTOMER STATES PASSENGER FRONT DOOR PANEL DAMAGED BY SEATBELT CHECK AND ADVISE
 Tech Comment: FOUND SEATBELT HANGING UP (NOT RETRACTING) CAUSED DAMAGE TO DOOR PANEL WHEN DOOR WAS CLOSED ON INSTALL NEW R H FRONT SEATBELT RETRACTOR AND DOOR PANEL

IFMRU15L311 ES TB3 T/F T/WD T/EF T/B AP T/DE TVZ 04-11-00 24-12-00 171019 USA 28 * 6F33 1L3Z 1620530 BA 807 V75 866 31

FORM 933-0328

Claims List Report

AWS Claim Key: 13854271 **Doc #:** 13615402 **Trx Code:** EM **Laber Hrs:** 2 **Laber Cost:** 19.41 **Material Cost:** 41.62 **Total Cost:** 61.03
Dir Ctl-Sub Ctl: 07798-^a **Name:** PENINSULA FORD OF SAN BRUNO **Ph:** 650-9520500 **St:** CA **City Ctl:** USA **Reg Ctl:** NA **Repr Date:** 08-APR-2003 **DIST (Mile):** 28312
Cust Comments: CHECK FRONT PASSENGER DOOR WEATHERSTRIP LOOSE FROM DOOR
Tech Comments: VERIFIED CUSTOMER COMPLAINT INSTALL NEW FRONT DOOR WEATHERSTRIP

IFMRU15L31 BS T/B3 T/F T/WD T/EF T/B AP T/DE T/VZ 04-11-00 24-12-00 171019 USA 31 * 6Y05 * MAINT * SXX V00 A9* R2
AWS Claim Key: 14833154 **Doc #:** 13483201 **Trx Code:** 07135 **Laber Hrs:** 1.9 **Laber Cost:** 114.54 **Material Cost:** 76.25 **Total Cost:** 197.19
Dir Ctl-Sub Ctl: 07798-^a **Name:** PENINSULA FORD OF SAN BRUNO **Ph:** 650-9520500 **St:** CA **City Ctl:** USA **Reg Ctl:** NA **Repr Date:** 21-JUN-2003 **DIST (Mile):** 30592
Cust Comments: CUSTOMER REQUEST 30,000 MILE MAINTENANCE SERVICE
Tech Comments: RECOMMENDED SERVICE MAINTENANCE PERFORMED 30,000 MILE SERVICE AS PER CUSTOMER REQUEST

IFMRU15L31 BS T/B3 T/F T/WD T/EF T/B AP T/DE T/VZ 04-11-00 24-12-00 171019 USA 33 * 5V02 F75Z 2001 AA B10 V21 N17 14
AWS Claim Key: 15242475 **Doc #:** 14076605 **Trx Code:** EM **Laber Hrs:** 1.4 **Laber Cost:** 140.66 **Material Cost:** 105.49 **Total Cost:** 246.15
Dir Ctl-Sub Ctl: 07798-^a **Name:** PENINSULA FORD OF SAN BRUNO **Ph:** 650-9520500 **St:** CA **City Ctl:** USA **Reg Ctl:** NA **Repr Date:** 30-AUG-2003 **DIST (Mile):** 32390
Cust Comments: CUSTOMER STATES BRAKES ARE NOISY
Tech Comments: BRAKES NEED REPLACE TURN FRONT ROTORS AND R R FRONT PADS

IFMRU15L31 BS T/B3 T/F T/WD T/EF T/B AP T/DE T/VZ 04-11-00 24-12-00 171019 USA 36 * 6Y05 * MAINT * SXX V00 A9* R2
AWS Claim Key: 16156221 **Doc #:** 14374701 **Trx Code:** 07135 **Laber Hrs:** 9 **Laber Cost:** 54.26 **Material Cost:** 16.2 **Total Cost:** 72
Dir Ctl-Sub Ctl: 07798-^a **Name:** PENINSULA FORD OF SAN BRUNO **Ph:** 650-9520500 **St:** CA **City Ctl:** USA **Reg Ctl:** NA **Repr Date:** 06-DEC-2003 **DIST (Mile):** 33216
Cust Comments: CHANGE OIL, FILTER, INSPECT AND ROTATE TIRES, PERFORM MULTI POINT INSPECTION, CHECK UNDER HOOD LEVELS
Tech Comments: FOLLOW FMC GUIDE PERFORM 5K QCM SERVICE NEXT SERVICE REQUIRED IN 5000 MILES OR 6 MONTHS THANK YOU,

Any comments? You can contact



webmaster

FORM 833-0321

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMRU1SL31U
 Model Year: 2001
 Veh Type: T
 Inv. Dealer: 05453
 Vehicle Status Code: 400
 Trans Eng Serial No:

Chassis Line:
 Market Derivat:
 Drive Code:
 Body Cab Style:
 Vehicle Series:

(Related Claims)

T/B3 - EXPEDITION (JN99) [97-02]
 T/F - FORD DIVISION DERIVATIVE
 T/B - 2 WHL L/R REAR DRIVE
 - 4 DOOR WAGON
 T/BF - FORD SERIES

Body Shell:
 Navis Eng Serial No:
 Engine: T/VZ - W-MOD 5.4L BOBC EFI NA V8 GANP
 Transmission: T/D8 - 4 SPD AUTO TR-NAAD B40D(4R100)

Trace Trans Serial No:

BUILD INFORMATION:

Region: NA - #00000000
 Country: USA - #00000000

Plant: AP - MICHIGAN PLANT BUILD
 Prod Date: 04-NOV-2000

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 171019 - *
 Country: USA - #00000000 Selling Dir SVProv: CA
 Super SVProv: CA

Arrival Date: 27-NOV-2000 End Capmt Lease:
 Sale Date: 24-DEC-2000 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 24-DEC-2000 Modified Vehicle:
 Orig Warranty Date: 24-DEC-2000 Resequiral Vehicle:

* Vehicle Const Flag:
 * Vehicle Export Flag: N

VOC/EOC:

01312A500061193 7 2 38K3794 57 0 2 817 75 8H2 483 5 A L 71C018 54W 20 07W 94 21
 T/B3 0 BLRCA 2

7283-000-0322



INSTALLED OPTION INFORMATION:

Air Conditioning:	YU - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	CB	GVW Class Code:	R
Audio Deck:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	EGAEB - 3.31 FINAL DRIVE RATIO - SS	Mirror(Driver Side):	BA - DRIVER POWER/HEATED MIRROR
Axle Type:	EDMAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	BA - PASS POWER/HEATED CONVEX MIRR
Battery Amp Rating:	MK	Paint:	PNEID - LASER RED TINT C/C #2
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STEREO/STACK
Calibration Code:	1B314B0A	Sound System:	* - [N/A]
Color(Accept):	* - [N/A]	Scrap Traction Axle:	
Color(Tint):	* - [N/A]	Tire Manufacturer:	AD -
Delivery Type:	6	Tire Brand:	* -
Drivetrain Code:	P	Tire Size:	D3EVI - P225/62R 17 A/S OWL
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

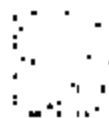
LJ: * RJ: *

SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	M	Emission Code:	TC - TC
ESP Coverage(Miles):	037	Emission Cert Type:	5
ESP Coverage(Time):	036	Emission Decal Suffix:	HEE
ESP Plan Year:	2001	Engine Family:	1FMDCT05ARF8
ESP Signature Date:	24-DEC-2000		

Any comments? You can contact



webmaster

PE00-033-0023

ATTN. ALEXSANDRIA

BAR # AG17803
EPR # CAL 000110770



OPENING HOUSE 11:00 AM
2004 FEBRUARY 1901-2004
SCHEDULE 300-600

601 EL CAMINO REAL • SAN BRUNO, CA 94066-3425 • TEL: (650) 952-6380 • FAX: (650) 899-6819

ATTENTION: CUSTOMERS PLEASE REVIEW EMPLOYER'S LIABILITY POLICY INFORMATION ON BACK

DATE	TIME	LOCATION	DESCRIPTION	UNIT PRICE	TOTAL
2/28/04			ALUMINUM SAUCER 175	0.00	1.00
			APPROX 2500		
<p>CUSTOMER STATES THERE IS WATER LEAKING FROM DRAIN DRAINAGE FROM SINKLET. DRAINAGE NOT CLEAR. DRAINAGE FROM SINKLET. DRAINAGE NOT CLEAR. DRAINAGE FROM SINKLET. DRAINAGE NOT CLEAR. DRAINAGE FROM SINKLET. DRAINAGE NOT CLEAR. DRAINAGE FROM SINKLET. DRAINAGE NOT CLEAR. DRAINAGE FROM SINKLET. DRAINAGE NOT CLEAR. NO FURTHER ACTION TAKEN.</p>					
			JOB # 1 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00
			JOB # 5 TOTAL LABOR & PARTS		0.00
			JOB # 6 TOTAL LABOR & PARTS		0.00
			JOB # 7 TOTAL LABOR & PARTS		0.00
			JOB # 8 TOTAL LABOR & PARTS		0.00
			JOB # 9 TOTAL LABOR & PARTS		0.00
			JOB # 10 TOTAL LABOR & PARTS		0.00
			JOB # 11 TOTAL LABOR & PARTS		0.00
			JOB # 12 TOTAL LABOR & PARTS		0.00
			JOB # 13 TOTAL LABOR & PARTS		0.00
			JOB # 14 TOTAL LABOR & PARTS		0.00
			JOB # 15 TOTAL LABOR & PARTS		0.00
			JOB # 16 TOTAL LABOR & PARTS		0.00
			JOB # 17 TOTAL LABOR & PARTS		0.00
			JOB # 18 TOTAL LABOR & PARTS		0.00
			JOB # 19 TOTAL LABOR & PARTS		0.00
			JOB # 20 TOTAL LABOR & PARTS		0.00
			JOB # 21 TOTAL LABOR & PARTS		0.00
			JOB # 22 TOTAL LABOR & PARTS		0.00
			JOB # 23 TOTAL LABOR & PARTS		0.00
			JOB # 24 TOTAL LABOR & PARTS		0.00
			JOB # 25 TOTAL LABOR & PARTS		0.00
			JOB # 26 TOTAL LABOR & PARTS		0.00
			JOB # 27 TOTAL LABOR & PARTS		0.00
			JOB # 28 TOTAL LABOR & PARTS		0.00
			JOB # 29 TOTAL LABOR & PARTS		0.00
			JOB # 30 TOTAL LABOR & PARTS		0.00
			JOB # 31 TOTAL LABOR & PARTS		0.00
			JOB # 32 TOTAL LABOR & PARTS		0.00
			JOB # 33 TOTAL LABOR & PARTS		0.00
			JOB # 34 TOTAL LABOR & PARTS		0.00
			JOB # 35 TOTAL LABOR & PARTS		0.00
			JOB # 36 TOTAL LABOR & PARTS		0.00
			JOB # 37 TOTAL LABOR & PARTS		0.00
			JOB # 38 TOTAL LABOR & PARTS		0.00
			JOB # 39 TOTAL LABOR & PARTS		0.00
			JOB # 40 TOTAL LABOR & PARTS		0.00
			JOB # 41 TOTAL LABOR & PARTS		0.00
			JOB # 42 TOTAL LABOR & PARTS		0.00
			JOB # 43 TOTAL LABOR & PARTS		0.00
			JOB # 44 TOTAL LABOR & PARTS		0.00
			JOB # 45 TOTAL LABOR & PARTS		0.00
			JOB # 46 TOTAL LABOR & PARTS		0.00
			JOB # 47 TOTAL LABOR & PARTS		0.00
			JOB # 48 TOTAL LABOR & PARTS		0.00
			JOB # 49 TOTAL LABOR & PARTS		0.00
			JOB # 50 TOTAL LABOR & PARTS		0.00
			JOB # 51 TOTAL LABOR & PARTS		0.00
			JOB # 52 TOTAL LABOR & PARTS		0.00
			JOB # 53 TOTAL LABOR & PARTS		0.00
			JOB # 54 TOTAL LABOR & PARTS		0.00
			JOB # 55 TOTAL LABOR & PARTS		0.00
			JOB # 56 TOTAL LABOR & PARTS		0.00
			JOB # 57 TOTAL LABOR & PARTS		0.00
			JOB # 58 TOTAL LABOR & PARTS		0.00
			JOB # 59 TOTAL LABOR & PARTS		0.00
			JOB # 60 TOTAL LABOR & PARTS		0.00
			JOB # 61 TOTAL LABOR & PARTS		0.00
			JOB # 62 TOTAL LABOR & PARTS		0.00
			JOB # 63 TOTAL LABOR & PARTS		0.00
			JOB # 64 TOTAL LABOR & PARTS		0.00
			JOB # 65 TOTAL LABOR & PARTS		0.00
			JOB # 66 TOTAL LABOR & PARTS		0.00
			JOB # 67 TOTAL LABOR & PARTS		0.00
			JOB # 68 TOTAL LABOR & PARTS		0.00
			JOB # 69 TOTAL LABOR & PARTS		0.00
			JOB # 70 TOTAL LABOR & PARTS		0.00
			JOB # 71 TOTAL LABOR & PARTS		0.00
			JOB # 72 TOTAL LABOR & PARTS		0.00
			JOB # 73 TOTAL LABOR & PARTS		0.00
			JOB # 74 TOTAL LABOR & PARTS		0.00
			JOB # 75 TOTAL LABOR & PARTS		0.00
			JOB # 76 TOTAL LABOR & PARTS		0.00
			JOB # 77 TOTAL LABOR & PARTS		0.00
			JOB # 78 TOTAL LABOR & PARTS		0.00
			JOB # 79 TOTAL LABOR & PARTS		0.00
			JOB # 80 TOTAL LABOR & PARTS		0.00
			JOB # 81 TOTAL LABOR & PARTS		0.00
			JOB # 82 TOTAL LABOR & PARTS		0.00
			JOB # 83 TOTAL LABOR & PARTS		0.00
			JOB # 84 TOTAL LABOR & PARTS		0.00
			JOB # 85 TOTAL LABOR & PARTS		0.00
			JOB # 86 TOTAL LABOR & PARTS		0.00
			JOB # 87 TOTAL LABOR & PARTS		0.00
			JOB # 88 TOTAL LABOR & PARTS		0.00
			JOB # 89 TOTAL LABOR & PARTS		0.00
			JOB # 90 TOTAL LABOR & PARTS		0.00
			JOB # 91 TOTAL LABOR & PARTS		0.00
			JOB # 92 TOTAL LABOR & PARTS		0.00
			JOB # 93 TOTAL LABOR & PARTS		0.00
			JOB # 94 TOTAL LABOR & PARTS		0.00
			JOB # 95 TOTAL LABOR & PARTS		0.00
			JOB # 96 TOTAL LABOR & PARTS		0.00
			JOB # 97 TOTAL LABOR & PARTS		0.00
			JOB # 98 TOTAL LABOR & PARTS		0.00
			JOB # 99 TOTAL LABOR & PARTS		0.00
			JOB # 100 TOTAL LABOR & PARTS		0.00

Copyright © 1999 The B... and M... Co., Inc.

PENINSULA FORD SAN BRUNO 150888019

FROM : BALBOA TRAVEL

FRX NO. : 6588734915

Mar. 04 2004 11:29AM P2

SAN # AG17802
 EPA # CAL 00010770



DEPT # 2000000
 ADD'L CREDIT BAL. 000-000
 ACCOUNT 200-000

401 EL CAMINO REAL - SAN BRUNO, CA 94061-2425 • TEL: (415) 832-0200 • FAX: (415) 832-4000

2003 PENINSULA FORD BUICK SERVICE CENTER SALES AND SERVICE INCORPORATION DE SALES

OPERATOR	SALES	SALES	SALES	SALES
4830	ALBERT BALBOA 178	0001	0000	0000-0000
	VOLVO	0000	0000	0000-0000
	FORD	0000	0000	0000-0000
	BUMPER TO BUMPER SERVICE			
	SALES			
	SALES			

TOTALS
 ON LINE APPOINTMENTS NOW AVAILABLE FOR YOUR CONVENIENCE.
 WWW.FORDBUICKDIRECT.COM
 TOTAL DOWNSIDE \$ 77.78

CUSTOMER SIGNATURE _____
 DUPLICATE INVOICE

Page 1 of 2
 PENINSULA FORD BUICK SAN BRUNO 1850888018
 04-04-04 08157*

BAN # A2178805
EPA # CAL 0001 19770



ADDRESS YOUR ORDER
12041 TOWN RD. #203-205
SAN JUAN CA 92037

681 EL CAMINO REAL • SAN BRUNO, CA 94064-3425 • TEL: (408) 932-0580 • FAX: (408) 889-6819

STANDARD INFORMATION ON SPECIAL

DATE	FROM	TO	DESCRIPTION	AMOUNT
03/01/84	SEAN BRUNO	SEAN BRUNO	REPAIR WORK	0.00
<p>WORK & PARTS</p> <p>JOB # 1</p> <p>REPAIR WORK TO STILL BEING DONE ON THE LEFT FRONT CORNER WHERE THE TIRE WAS HIT BY THE CURB. THE TIRE IS CRACKED AND THE WHEEL IS BENT. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED.</p> <p>QTY: 1 PP NUMBER: 1002-26262-0006 DESCRIPTION: TIRE/WS REPAIR UNIT PRICE: 0.00 TOTAL: 0.00</p>				
<p>WORK & PARTS</p> <p>JOB # 2</p> <p>REPAIR WORK TO STILL BEING DONE ON THE LEFT FRONT CORNER WHERE THE TIRE WAS HIT BY THE CURB. THE TIRE IS CRACKED AND THE WHEEL IS BENT. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED.</p> <p>QTY: 1 PP NUMBER: 1002-26262-0006 DESCRIPTION: TIRE/WS REPAIR UNIT PRICE: 0.00 TOTAL: 0.00</p>				
<p>WORK & PARTS</p> <p>JOB # 3</p> <p>REPAIR WORK TO STILL BEING DONE ON THE LEFT FRONT CORNER WHERE THE TIRE WAS HIT BY THE CURB. THE TIRE IS CRACKED AND THE WHEEL IS BENT. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED.</p> <p>QTY: 1 PP NUMBER: 1002-26262-0006 DESCRIPTION: TIRE/WS REPAIR UNIT PRICE: 0.00 TOTAL: 0.00</p>				
<p>WORK & PARTS</p> <p>JOB # 4</p> <p>REPAIR WORK TO STILL BEING DONE ON THE LEFT FRONT CORNER WHERE THE TIRE WAS HIT BY THE CURB. THE TIRE IS CRACKED AND THE WHEEL IS BENT. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED.</p> <p>QTY: 1 PP NUMBER: 1002-26262-0006 DESCRIPTION: TIRE/WS REPAIR UNIT PRICE: 0.00 TOTAL: 0.00</p>				
<p>WORK & PARTS</p> <p>JOB # 5</p> <p>REPAIR WORK TO STILL BEING DONE ON THE LEFT FRONT CORNER WHERE THE TIRE WAS HIT BY THE CURB. THE TIRE IS CRACKED AND THE WHEEL IS BENT. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED.</p> <p>QTY: 1 PP NUMBER: 1002-26262-0006 DESCRIPTION: TIRE/WS REPAIR UNIT PRICE: 0.00 TOTAL: 0.00</p>				
<p>WORK & PARTS</p> <p>JOB # 6</p> <p>REPAIR WORK TO STILL BEING DONE ON THE LEFT FRONT CORNER WHERE THE TIRE WAS HIT BY THE CURB. THE TIRE IS CRACKED AND THE WHEEL IS BENT. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED.</p> <p>QTY: 1 PP NUMBER: 1002-26262-0006 DESCRIPTION: TIRE/WS REPAIR UNIT PRICE: 0.00 TOTAL: 0.00</p>				
<p>WORK & PARTS</p> <p>JOB # 7</p> <p>REPAIR WORK TO STILL BEING DONE ON THE LEFT FRONT CORNER WHERE THE TIRE WAS HIT BY THE CURB. THE TIRE IS CRACKED AND THE WHEEL IS BENT. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED.</p> <p>QTY: 1 PP NUMBER: 1002-26262-0006 DESCRIPTION: TIRE/WS REPAIR UNIT PRICE: 0.00 TOTAL: 0.00</p>				
<p>WORK & PARTS</p> <p>JOB # 8</p> <p>REPAIR WORK TO STILL BEING DONE ON THE LEFT FRONT CORNER WHERE THE TIRE WAS HIT BY THE CURB. THE TIRE IS CRACKED AND THE WHEEL IS BENT. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED.</p> <p>QTY: 1 PP NUMBER: 1002-26262-0006 DESCRIPTION: TIRE/WS REPAIR UNIT PRICE: 0.00 TOTAL: 0.00</p>				
<p>WORK & PARTS</p> <p>JOB # 9</p> <p>REPAIR WORK TO STILL BEING DONE ON THE LEFT FRONT CORNER WHERE THE TIRE WAS HIT BY THE CURB. THE TIRE IS CRACKED AND THE WHEEL IS BENT. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED.</p> <p>QTY: 1 PP NUMBER: 1002-26262-0006 DESCRIPTION: TIRE/WS REPAIR UNIT PRICE: 0.00 TOTAL: 0.00</p>				
<p>WORK & PARTS</p> <p>JOB # 10</p> <p>REPAIR WORK TO STILL BEING DONE ON THE LEFT FRONT CORNER WHERE THE TIRE WAS HIT BY THE CURB. THE TIRE IS CRACKED AND THE WHEEL IS BENT. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED. THE TIRE WAS REPLACED AND THE WHEEL IS BEING REPAIRED.</p> <p>QTY: 1 PP NUMBER: 1002-26262-0006 DESCRIPTION: TIRE/WS REPAIR UNIT PRICE: 0.00 TOTAL: 0.00</p>				

SAN # AG173803
EPR # CAL 0001 20770



REPRODUCTION RIGHTS
RESERVED FOR THE
RETURN BY THE

601 EL CANINO REAL - SAN BRUNO, CA 94060-9425 • TEL: (650) 952-8500 • FAX: (650) 949-0110

ALTERNATIVE DISCOUNTS AND SPECIALS ARE LISTED ON THE BACK OF THIS CARD.

2001R	INTEGRITY	1345	10/05/03	0000000000
SAN BRUNO, CA 94060				

TOTALS

TAXES	0.00
TOTAL	0.00
TOTAL INVOICE \$	0.00

ON LINE APPOINTMENTS NOW AVAILABLE FOR YOUR CONVENIENCE.
WWW.FordSubaru.com

CUSTOMER SIGNATURE _____
DUPLICATE INVOICE

Copyright © 2003 Ford Motor Company. All rights reserved. 4000000000000000

BAR # AG173803
EPA # CAL 060110770



ADDRESS: 681 EL CAMINO REAL, SAN BRUNO, CA 94066-3415
TEL: (650) 952-0540 FAX: (650) 869-6019
www.FordAutoUSA.com

681 EL CAMINO REAL - SAN BRUNO, CA 94066-3415 - TEL: (650) 952-0540 - FAX: (650) 869-6019

www.FordAutoUSA.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

DATE 2/20/04	DEALER BRAD BEE	SALES 174	FINANCE 2149	FINANCE CODE 020304	SALES CODE E003145800
	SALES 661008	FINANCE 36808			
FORD TRUCK EXPEDITION 4 DOOR LTR					
1 FM RUI 15 L 1 L					
SAN BRUNO, CA					
COURTESY					

LABOR & PARTS
1/6/0212 WATER LEAK TECHS1-107 110.00

CUSTOMER STATES THERE IS A WATER LEAK BEHIND THE DRIVERS SEAT. ST. READ RESPONDING WATER TEST AND VERIFIED LEAK. REMOVED TRIM ON THE INSIDE OF VEHICLE TO LOOK BEHIND AND FOUND THE SIDE OF THE VEHICLE BEHIND AND IT APPEARS THE STEEL WAS BURST THROUGH CAUSING THE LEAK. WILL HAVE TO REMOVE ENTIRE HEADLAMP TO SEAL THE HOLE FROM THE INSIDE. AT SOME POINT THE HOLE WILL NEED TO BE REPAIRED AT A BODY SHOP. ESTIMATE TO SEAL THE HOLE IS AN ADDITIONAL \$230.00. CUSTOMER DECLINED.

JOB # 1 TOTAL LABOR & PARTS 110.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$110.00 (+TAX)

TOTAL LABOR	110.00
TOTAL PARTS	0.00
TOTAL SURLEY	0.00
TOTAL S.O.C.	0.00
TOTAL DISC. CHG.	0.00
TOTAL DISC. DISC.	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	110.00

ON LINE APPOINTMENTS NOW AVAILABLE FOR YOUR CONVENIENCE.
Mail: FordAuto@tract.com

PAID
PENINSULA FORD OF SAN BRU

FEB 03 2004

Cash *[Signature]*
Check *[Signature]*

50
DATE OF SERVICE

01:13pm

CORPORATE MOTORS
DBA SUZUKI OF HAYWARD
THE INTELLIGENT ALTERNATIVE TO NEW

CUSTOMER #: 13554

43300

WORKORDER

PAGE 1

25891 MISSION BLVD.
HAYWARD, CA 94544
(510) 538-4444
FAX (510) 538-3286

SAN BRUNO, CA
HOME

BUS

SA# AJ208938

EPA# CAD98284048

SERVICE ADVISOR: 1063 MORALES, ANDRES

QTY	01	DESCRIPTION	17MRU(5L)11	4PNC00H	37218/	11304
DATE	24DEC2000	TIME	17:00	13P804	105.00	CASH
OPTIONS: -STK: 13554						

13FEB2004 08:23

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS
 CUSTOMER STATES THERE IS A WATER LEAK COMING FROM THE
 ROOF BY THE SEATBELT PRIOR ROW 31067 26261 MILLIS FEB 03

EXCLUSION OF WARRANTY

Any warranties on the parts and accessories sold hereby are void by the manufacturer. The customer purchases, understands and agrees that dealer makes no warranty of any kind, express or implied, and discharge of warranty, including warranties of MERCHANTABILITY or fitness for a particular purpose, with regard to the parts under appropriate purchase and that in no event shall dealer be liable for incidental or consequential damages or consequential losses arising out of such purchase. The undersigned customer further agrees that the warranties covered by dealer, include, but are not limited to the warranties that such parts and accessories are of merchantable quality or that they will enable any vehicle of any of its classes to conform with applicable safety, emissions, or standards.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work shown on this to be done along with the necessary related and agree that you are not responsible for loss of, damage to, or delay in, or vehicle left in dealer's care, shop or any other losses beyond your control or for any delay caused by unavailability of parts or delays in parts shipment by the supplier of components. I hereby grant you and your employees permission to remove the vehicle from dealer's premises, highway or elsewhere for the purpose of testing or for repairs. As express statement, I hereby acknowledge on this order to be voided the vehicle at repair shop. The dealer is not responsible for damage, loss, theft or fire of vehicle.

SA# AJ208938

PRELIMINARY ESTIMATE 1

AUTHORIZED BY X

REVISION ESTIMATE (1)	DATE	TIME	BY
REVISION ESTIMATE (2)			
REVISION ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTICED & GAVE ORAL APPROVAL OF THE ABOVE REVISION ESTIMATES:

X

EPA # CAD98284048

FROM : BALBOA TRAVEL

FAX NO. : 6588734915

Mar. 04 2004 18:44PM PB

CORPORATE MOTOR
DBA SUZUKI OF HAYWARD
 THE INTELLIGENT ALTERNATIVE TO NE

25881 MISSION BLVD.
 HAYWARD, CA 94544
 (510) 538-4444
 FAX (510) 638-2286

CUSTOMER #: 13554

43300

WORKORDER

PAGE 1

BAR # A1208938 EPA # CA09836404

SERVICE ADVISOR: 1063 MORALES, ANDRES

SAN BRUNO CA
HOME [REDACTED] BUS [REDACTED]

REQ	OR	PCRD EXTENSION	1PMD15L11	SEKIONS	37238/	T130
ON DATE	PROJ. DATE	WORK. EXP. DATE	PROPOSED DATE	NO.	DATE	PAYMENT
24DEC2000			17:00 13FEB04		105.00	CASH
OPTIONS: BTK:13554						

13FEB2004 08:23

LINE OF CODE TECH TYPE DESCRIPTION/INSTRUCTIONS

WORKER STATES THERE IS A WATER LEAK COMING FROM THE ROOF BY THE SEATBELT PRIOR R0813067 26261 MILES FEB 03

REPAIR CHECK AND ADJUST

EXCLUSION OF WARRANTIES

Any warranties on the part of customer will hereby be void by the manufacturer. The customer purchases equipment and agrees that they make an assumption of any kind, express or implied, and disclaims all warranties, including warranty of merchantability or fitness for a particular purpose, with regard to the parts and accessories purchased, and they in no way shall be liable for incidental or consequential damage or equipment failure arising out of such purchase. The undersigned customer further agrees that the warranties contained by dealer, retailer, but are not bound in any way by such parts and accessories are of merchantable quality as that they will enable the vehicle or any of its systems to perform with reasonable safety, efficiency, or without.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with all necessary related and agree that my car is responsible for loss or damage to vehicle or contents left in vehicle in terms of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your authorized personnel to remove the vehicle from my possession at any time, wherever or wherever for the purpose of making similar repairs. All repairs made by you are hereby authorized in those vehicles to which the content of these terms. The liability is not responsible for damage that may occur due to loss of vehicle.

PRELIMINARY ESTIMATE #

AUTHORIZED BY	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE

X

BAR # A1208938

EPA # CA0983640483

FEES-833-8338

EPN # AG178803
EPA # CAL 000190770



REPAIRS & SERVICE CENTER
2001 FORD F150
SATURDAY 8AM-5PM

491 EL CAMINO REAL - SAN BRUNO, CA 94066-5025 • TEL: (650) 932-8580 • FAX: (650) 932-6019
www.peninsulaford.com

LAND INFORMATION - PENINSULA FORD'S PROPERTY WARRANTY DEPOSITION ON BILL

IDENTIFICATION	NAME	UNIT	QUANTITY	REMARKS
2001	HEAD END 124			RECIPIENT
	DATE	QUANTITY		
	12/2003	3000		
	PLEASE CONTACT PENINSULA FORD FOR			
	TYPICAL			
SAN BRUNO, CA				020304
				MSL 3000
<p>LEAK & PARTS WATER LEAK CUSTOMER STATES THERE IS A WATER LEAK BEHIND ENGINE WITH WATER TEST AND REPAIRS LEAK BEHIND ENGINE WE FOUND THE LEAK TO BE THE WATER PUMP. WE REPAIR THE WATER PUMP AND TOOK THE FUEL FROM THE ENGINE. FROM THE LEAK WE HAD TO BE WORKED AT BODY OF CAR. ESTIMATE IS \$110.00. CALL US AT 6588734915.</p> <p>JOB # 1 TOTAL LABOR & PARTS 110.00</p> <p>CUSTOMER RECEIVED APPROVED RECEIPTING TOTAL ESTIMATE OF \$110.00 (PTCO)</p> <p>TOTAL LABOR 110.00 PARTS 0.00 TOTAL \$ 110.00</p> <p>ON LINE APPROXIMATIONS NOT AVAILABLE FOR YOUR COMPLIANCE. WWW.PENINSULA.FORD.COM</p> <p>TOTAL INVOICE \$ 110.00</p> <p>***** DUPLICATE INVOICE *****</p>				

De. Number _____ Contract Number _____ R.O.S. Number _____ Stock Number _____

Buyer Name and Address (Including County and Zip Code) SWY GRAND, SAN MATEO, CA LENA M TOPANI	Creditor - Seller (Name and Address) Corporate Motors 3506 Mission Blvd HAYWARD, CA 94544	18065
--	---	-------

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2001	FORD E350	26732	1NMRU1E11	<input type="checkbox"/> Personal, family or household <input type="checkbox"/> Business <input type="checkbox"/> Agriculture

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sales Price The total cost of your purchase on credit, including your down payment of \$_____.
8.99%	\$ 10276.62(a)	\$ 20273.94	\$ 34530.00(b)	\$ _____(a)

(a) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payment	When Payments Are Due
One Payment of		
One Payment of		
83 Payments of	478.84	Monthly, Beginning 10/25/01
One Final Payment of	470.84	11/27/03

Late Charge: If payment is not applied in full within 10 days after it is due, you will pay a late charge of 6% of the part of the payment that is late.

Prepayment: If you pay off all your debt early, you may be charged a contract finance charge.

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

Additional Information: See this contract for more information, including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price		\$ 26402.00(a)
A. Cash Price of Motor, Vehicle and Accessories	\$ 26402.00	
B. Cash Price Accessories	\$ _____	
B. Document Preparation Fee (not a governmental fee)	\$ 55.90	(b)
C. Smog Fee Paid to Seller	\$ 50.00	(c)
D. Sales Tax (on A + B + C)	\$ 2122.74	(d)
E. License Tax	\$ N/A	(e)
F. Service Contract (optional)	\$ 1480.10	(f)
G. Prior Credit or Loan Balance paid by Seller to	\$ N/A	(g)
(see downpayment and trade-in calculation)		
H. Other (to whom paid)	\$ _____	(h)
Total Cash Price (A through H)		\$ 30258.69 (b)
2. Amounts Paid to Public Officials		\$ 15.00 (a)
A. Unpaid Fees	\$ _____	(b)
B. Registration/Taxation/Titling Fees	\$ _____	(c)
C. Smog Inspect Fee	\$ _____	(d)
D. Other	\$ _____	(e)
E. Other	\$ _____	(f)
Total Official Fees (A through E)		\$ 15.00 (a)
3. Amount Paid to Insurance Companies		\$ _____ (a)

(Total premium from Statement of Insurance contract # _____)

STATEMENT OF INSURANCE

NOTICE: No person is required to purchase or continue to finance the purchase of a motor vehicle by purchase or installment sale insurance through a particular insurance company, agent or broker.

Vehicle Insurance

	Term	Premium
Collision	N/A	N/A
Com. Exp. Pw & The	N/A	N/A
Del. Comp.	N/A	N/A
Del. Collision	N/A	N/A
Body Injury	N/A	N/A
Property Damage	N/A	N/A
Medical	N/A	N/A
Total Vehicle Insurance Premium		\$ N/A

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

You may buy the vehicle on credit. This contract is subject to the terms and conditions of the credit agreement. You are not required to buy any other insurance.

Buyer Name: _____
 Co-Buyer Name: _____
 Seller Name: _____

Application for Optional Credit Insurance:

Credit Life Saver Co-Buyer Both
 Credit Disability (Buyer Only)

	Term	Premium
Credit Life	N/A	N/A
Credit Disability	N/A	N/A
Total Credit Insurance Premium		\$ N/A (a)

Insurance Company Name: _____
 Home Office Address: _____

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. The insurance may not pay all your debt on the contract if you make late payments. Credit disability insurance does not cover any loan that is not paid off in the event of a payment. Coverage for credit life insurance and credit disability insurance ends at the original due date for the last payment, unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Payment Date. (3) Only the Primary Buyer is

FROM : BILBO TRAVE

FRX NO. : 6508734915

Jan. 04 2004 10:46AM P10

A. Gross Trade-in N/A Make N/A Model N/A Year N/A \$ 0

B. Less Prior Credit or Lease Balance \$ N/A

C. Net Trade-in (A less B) (Indicate if a separate contract) \$ N/A

D. Deferred Downpayment \$ N/A

E. Manufacturer's Rebate \$ N/A

F. Other N/A \$ 1000.00

G. Cash \$ 1500.00

Total Downpayment (C through G) \$ 2500.00

If negative, enter zero or the 0 and enter the amount less than zero as a positive number on line 10 above.

H. Approved Financing (5 less G) \$ 2175.94

*Seller may keep part of these amounts.

LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" section)

Buyer's Name N/A Age

Buyer's Date of Birth N/A Age

OPTIONAL GAP CONTRACT A gap contract (full explanation contract) is not required in this contract and will not be provided unless you sign below and agree to pay the extra cost. If you choose to buy a gap contract, the cost is shown in Item 11. See your gap contract for details on the protection it provides.

Buyer's Name N/A Buyer's Age N/A

Seller's Name Seller's Age

SELLER-ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SELL CONTRACT AND THE LOAN.

Process of Loan N/A

Approved by N/A Finance Division N/A

Year N/A

Passport # N/A

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, this sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable:

SERVICE CONTRACT (Optional) You want to purchase a service contract with the following company to be shown above and below in Item 11.

Company Name

Policy #

HOW THIS CONTRACT IS CHANGED
This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer's Signature Date

Seller's Signature Date

NOTICE OF RESCISSION RIGHTS
If Buyer here, the provisions of the Rescission Rights section on right to rescind if Seller is not licensed in this contract.

Buyer Co-Buyer

BE MET BY EVERY PERSON WHO PURCHASING A VEHICLE. IF YOU ARE UNLAWFUL DRIVING A VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

Notice to buyer:
(1) Do not sign this agreement 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 agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the state attorney, or the investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms or to agree to agree.

Buyer Sign Co-Buyer Sign

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

Buyer Signature Co-Buyer Signature Date

Co-buyers and Other Owners - A co-buyer is the person who is responsible for paying the entire debt. An other owner is a person who is not the vehicle but does not have to pay for it. The Co-buyer has a separate interest in the vehicle and controls the security interest.

Other Owner Signature Date By Title

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW.

YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND ALL OTHER DOCUMENTS THAT YOU HAVE NEGOTIATED.

Buyer Signature Date

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] SAN BRUNO CA [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

VIN	Year	Model	Vehicle List	Owner Status	Vehicle Info
1FMRU15L31L [REDACTED]	2001	EXPEDITION	Sales Type INDIVIDUAL RTL	Subsequent Owner	Costs Warranty History
		Open Issues Exst			

[REDACTED] 4/14/2004

OASIS RESULT:

1FMRU16L31L

04/14/2004

08:37:48

© Copyright 2002-3 Ford Motor Company. All rights reserved.

VEHICLE INFORMATION

VEHICLE DESCRIPTION 2001 EXPEDITION	BODY STYLE XL7 4 DR WAGON 4C2	ENGINE 5.4L SOHC EFI	ENGINE CALIBRATION 1B31490A
TRANSMISSION 4R100 (E40D) 4SP OJD	AXLE CODE 17		

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 12/24/2000	BUILD DATE 11/04/2000	SALE MILEAGE 00001
--	---------------------------------	------------------------------

WARNING MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE REPLACING ANY MOONROOF PART, REFER TO TSB _____ 03-11-10
BEFORE REPLACING AIR SUSPENSION COMPRESSOR (8318) FOR NOISE, SEE TSB 04-05-04
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

0713 - EXPIRED
STANDARD DEDUCTIBLE: 0 USD
OWNER NAME: LEGASPI RUVALCABA
OPTIONS:
EXPIRATION DATE: 12/24/2003
DISTANCE: 37,000
RENTAL: 0 UP TO 0 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 05463
ESP CONTRACT START DATE: 12/24/2000

REPAIR HISTORY

12/06/2003 DEALER: Peninsula Ford of San Bruno

WARRANTY CLAIM NUMBER: ODOMETER: 035216M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
MAINT	VEHICLE MAINTENANCE	000	MB35	82	FREIGHT/POSTAGE/MAN
F1AZ 67318D	ELEMENT ASY OIL FILT	001	MULTI		

4/14/2004

XO 6W20QSP	006			
------------	-----	--	--	--

FOLLOW FMC GUIDE PERFORM BK QCM SERVICE NEXT SERVICE REQUIRED IN 5000 MILES OR 6 MONTHS THANK YOU.

08/30/2003 DEALER: Peninsula Ford of San Bruno

WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 032390M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
PM 1		001	20018FA	14	SURFACE ROUGH/UNEVEN
8BTZ 1S190A	SEAL-FRONT BRAKE HUB	002	2001B1FA		
F75Z 2001AA	KIT-BRAKE SHOE LININ	001	2001B2PT		

BRAKES NEED REPLACE TURN FRONT ROTORS AND R-R FRONT PADS

06/21/2003 DEALER: Peninsula Ford of San Bruno

WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 030592M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
MAINT	VEHICLE MAINTENANCE	000	HE30	82	FREIGHT/POSTAGE/MAIN
F1AZ 87318D	ELEMENT ASY OIL FLT	001	MULTI		
F80Z 98018A	ELEMENT ASY-AIR CLEA	001			
F80Z 8185A	FILTER ASY FUEL	001			
YD3Z 7A088AA	SCREEN ASY - OIL PAN	001			
XT 50M	OIL	008			
XO 6W20QSP		008			

RECOMMENDED SERVICE MAINTENANCE PERFORMED 30,000 MILE SERVICE AS PER CUSTOMER REQUEST

04/06/2003 DEALER: Peninsula Ford of San Bruno

WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 028312M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YL1Z 7828424AB	PNL ASY-FT DR TRM	001	23943A	41	STICKS/BINDS/GRABS
1L7Z78611B06AAB	SEBELT FRT/SEAT RETR	001	23943A1		
		000	8117ZA		

FOUND SEATBELT HANGING UP (NOT RETRACTING) CAUSED DAMAGE TO DOOR PANEL WHEN DOOR WAS CLOSED ON INSTALL NEW R-H FRONT SEATBELT RETRACTOR AND DOOR PANEL

04/08/2003 DEALER: Peninsula Ford of San Bruno

WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 028312M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1L3Z 18206308A	WESTRIP DOOR OPNG	001	20630A	39	LOOSE

VERIFIED CUSTOMER COMPLAINT INSTALL NEW FRONT DOOR WEATHERSTRIP

END OF OASIS REPORT FOR 1FMRU15L31 [REDACTED]

4/14/2004

ESP / Recall Information

VIN: 1FMRU15L31U [REDACTED]

Contract: 1 of 1

-----ESP Purchase Details-----

Purchaser: LEGASPI RUVALCABA

Plan Type: USA 2001 NEW 36/36,000 QUALITY CARE MAINT-NORMAL 5K

Selling Dealer: SUNRISE FORD OF NORTH HOLLYWOOD

Deductible:

Rental:

Towing Allowance:

Status: Expir

Expiration Date: 2003-12-24

Expiration Miles: 37,000

Plan Year: 2001

Purchase Type: N

Options:

-----ESP Cancellation Details-----

Cancel Date:

Refund Percent:

Dealer Credited:

Process Date:

Dealer Received Date:

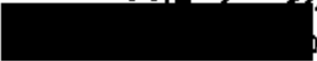
-----Recall Information-----

-----Field Service Action-----

Number	Type	Description	Status	Status Date	Dealer Code
00L12	LABEL/LITERATURE PROGRAM	2001 CARS AND LIGHT TRUCKS - TIRE WARRANTY	CLOSE - FORCE COMPLE		
01921	SAFETY RECALL	SEAT BELT BUCKLE	CLOSE - INSPECT	2001-09-19	06586USAF71088
02801	CUSTOMER SAT/OWNER NOTIF PGM	CONTINENTAL TIRE SAFETY RECALL	CLOSE - REPAIRED	2003-01-14	07798USAF72388

[REDACTED] 4/2004

5 - ART. 5/1/60



003

FORM-600-0030



CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	Q/MIN	STATUS
16	04/22	14:18	2035620686	EC-S	00:27	002	009	OK



Facsimile Cover Sheet

Fax Number: (203) 562-0686

To: John Carangelo

From: Vincent D. Kirksey
Location: Ford Motor Company, Consumer Affairs

Address: 16800 Executive Plaza Drive, MD#3NE-B,
Suite 339, Dearborn, MI 48126-4207

Fax number: (313) 845-5555

Date: 04/21/2003

Number of Pages 2 (including the cover)

Re: [REDACTED]
2000 Ford Expedition
VIN#- 1FMPU18LXYL [REDACTED]

Additional Comments:

Vincent D. Kirksey

FEB-033-0340



Facsimile Cover Sheet

Fax Number: (203) 562-0686

To: John Carangelo

From: Vincent D. Kirksey

Location: Ford Motor Company, Consumer Affairs

Address: 16800 Executive Plaza Drive, MD#3NE-B,
Suite 339; Dearborn, MI 48126-4207

Fax number: (313) 845-5555

Date: 04/21/2003

Number of Pages 2 (including the cover)

Re: [REDACTED]
2000 Ford Expedition
VIN# 1FMPU18LXYLC [REDACTED]

Additional Comments:

Vincent D. Kirksey

Ford Motor Company

Consumer Affairs

Sent Via Facsimile

Mr. John Carangelo
Lawrence A. Levinson P.C.
181 Edwards Street
New Haven, CT 06511

Re: [REDACTED]
2000 Ford Expedition
VIN#-1FMPU18LXYL [REDACTED]

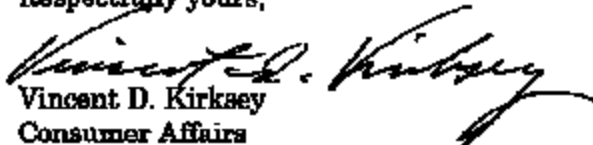
Dear Mr. Carangelo:

This letter is in response to your letter dated April 09, 2003 regarding the above-mentioned client.

Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



Kirksey, Vince (V.)

To: Amsteeed Jr., Albert (.)
Cc: Kirksey, Vince (V.)
Subject: FW: Sanzari-Case#-1399830033

Al,

I was wondering if you could provide me some additional information regarding the above vehicle. The customer has contact and attorney who is seeking to file lemon law & revocation of acceptance under the state of Connecticut. Thanks!

Customer: [REDACTED]

MORSIII Case Number: 1399830033

Dealer: HAMMONASSET FORD, LINCOLN MERC

Dealer P&A: 03617-Market M1

Vehicle: 2000 Ford Expedition

VIN# 1FMPU18LXYD [REDACTED]

Concern: Numerous repairs.

Vincent Depaul Kirksey

FCSD-Consumer Affairs
Litigation Prevention Analyst-New York Region
3NE-8308 Regent Court Building
Phone: (312) 84-66254
Fax: (312) 84-66886
Prof: VKIRKSE1

DATE	TIME	TO/FROM	MODE	MIN-SEC	PAGES	CDR	STATUS
02	04/16	14:28 2835620686	EC-S	00' 27"	002	255	OK



Facsimile Cover Sheet

Fax Number: (203) 562-0686

To: John Carangelo

From: Vincent D. Kirksey

Location: Ford Motor Company, Consumer Affairs

Address: 16800 Executive Plaza Drive, MD#3NE-B,
Suite 339; Dearborn, MI 48126-4207

Fax number: (313) 845-5555

Date: 04/16/2003

Number of Pages 2 (including the cover)

Re: [REDACTED]
2000 Ford Expedition
VIN# 1FMPUL6LXY [REDACTED]

Additional Comments:

Vincent D. Kirksey

Ford Motor Company

Consumer Affairs

April 16, 2003

*Sent Via Facsimile

Mr. John Carangelo
Lawrence A. Levinson P.C.
181 Edwards Street
New Haven, CT 06511

Re [REDACTED]
2000 Ford Expedition
VIN# 1FMPU18LXYL [REDACTED]

Dear Mr. Carangelo:

I am in receipt of your letter dated April 09, 2003. A review of your client's 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, please fax me @ (313) 845-6555.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



Facsimile Cover Sheet

Fax Number: (203) 562-0686

To: John Carangelo

From: Vincent D. Kirksey

Location: Ford Motor Company, Consumer Affairs

Address: 16800 Executive Plaza Drive, MD#3NE-B,
Suite 339; Dearborn, MI 48126-4207

Fax number: (313) 845-5555

Date: 04/16/2003

Number of Pages 2 (including the cover)

Re: [REDACTED]
2000 Ford Expedition
VIN# 1FMPU18LXY [REDACTED]

Additional Comments:

Vincent D. Kirksey

FE05-833-8348

LAWRENCE A. LEVINSON PC
181 EDWARDS STREET
NEW HAVEN, CT 06511
TELEPHONE: (203) 562-8887
FACSIMILE: (203) 562-0686

FACSIMILE TRANSMITTAL SHEET

TO: VINCENT KIRKSEY	FROM: JOHN CARANGELO
COMPANY	DATE: 4-16-03
FAX NUMBER: 313-443-5333	TOTAL NO. OF PAGES INCLUDING COVER: 1
PHONE NUMBER: 203-562-4887	SENDER'S REFERENCE NUMBER:
RE: ST. VITO SANZANI Vm #1fmpul8by [REDACTED]	YOUR REFERENCE NUMBER:

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY PLEASE RECYCLE

NOTES/COMMENTS

Dear Mr. Kirksey,

This office acknowledges receipt of your fax letter dated April 16, 2003. Please note that this office having satisfied its requirement in notifying Ford is now filing its arbitration request to preserve its interests. If Ford Motor Company would like to resolve this matter in an amicable fashion we will be willing to discuss the same.

Thank you,

John J. Carangelo

This document accompanying this facsimile transmission may contain confidential or privileged information from The Law Office of Lawrence A. Levinson. This information is intended for use solely by the individual or entity named on this transmission sheet. If you are not the intended recipient, be aware that any disclosure, copying, distribution, or use of the contents of this facsimile transmission is prohibited. If you have received this facsimile transmission in error, please notify us by telephone immediately so that we can arrange retrieval of the faxed documents.

FORM-633-0047

LAW OFFICE OF
LAWRENCE A. LEVINSON P.C.

181 EDWARDS STREET
NEW HAVEN, CONNECTICUT 06511

TELEPHONE 203-562-8887
FACSIMILE 203-562-0686

CASE:
1399830033
Region: 13
Vinee

Lawrence A. Levinson
Orl D. Spiegel
John J. Carangelo

April 9, 2003

Ford Motor Company
Customer Assistance Center
16800 Executive Plaza Drive
Dearborn, MI. 48121

Re: [REDACTED] vs Hammonasset Ford-Lincoln
Northford, CT [REDACTED] Boston Post Road PO Box 1040
Madison, CT. 06443

Dear Sir or Madam:

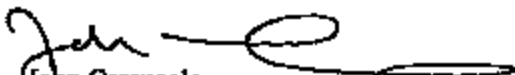
Enclosed please find a copy of a fully executed Arbitration request concerning the above captioned matter. Kindly note this office is providing you written notification of our intent to arbitrate this matter. At this time we have not filed this request but intend to do you.

As per the 2000 Model Warranty Guide we are notifying you in writing of our client's continued problems with this vehicle. (See application for reference)

We respectfully request a replacement or a refund of this automobile. We will file the original request for arbitration if we do not hear from you with in ten days of this letter.

Thank you for your anticipated cooperation.

Very truly yours,


John Carangelo
jlc: jlc

Enc.

Cc: Hammonasset Ford-Lincoln-Mercury

3 APR 14 49 59
CONSUMER AFFAIRS
SECTION



STATE OF CONNECTICUT
DEPARTMENT OF CONSUMER PROTECTION
TRADE PRACTICES DIVISION, LEMON LAW UNIT
AUTOMOBILE DISPUTE SETTLEMENT PROGRAM
REQUEST FOR ARBITRATION

INSTRUCTIONS

1. Read the entire **Back In The Driver's Seat** booklet before completing this application. We realize the application is lengthy, but we have found that all the information is essential to a timely and equitable resolution. Please call the Lemon Law office at (860) 713-8120 or 1-800.538-CARS if you have any questions regarding the application form.
2. Type or print, using black ink, the answers to all questions. Be accurate and thorough, brief where indicated. Please do not respond to a question by writing "see attached" as documents are considered evidence supporting your response. If additional space is needed, use blank sheets of paper and reference the section being continued. Use 8 1/2" x 11" paper for additional information. Please do not write on the reverse side of any page and do not staple or tape pages together.
3. A \$50.00 filing fee must accompany this application. If your case does not qualify for arbitration the fee will be returned. Make checks payable to the "Department of Consumer Protection", DO NOT SEND CASH.
4. The purchaser(s) of the vehicle specified in this application must sign the Agreement to Arbitrate on Page 11 in the presence of a notary public or Commissioner of Superior Court. If a corporation owns the vehicle, an officer of the company must sign the Agreement to Arbitrate and represent the company in the arbitration proceedings.
5. If required in the warranty or owner's manual, you must send written notification to the manufacturer at the address indicated in the warranty or owner's manual of your intent to file a complaint under lemon law. Please provide a copy of the letter sent to the manufacturer with your Request for Arbitration.
6. Submit the Request for Arbitration, required documents, and filing fee to:

Department of Consumer Protection
Automobile Dispute Settlement Program
165 Capitol Avenue, Room 110
Hartford, Connecticut 06106

FOR OFFICE USE ONLY:

CASE # _____

RECEIVED _____

COMPLETED _____

Request for Arbitration**OWNER(S) INFORMATION**

Name of Purchaser(s) _____

Street Address _____

City Northford

State CT

Zip Code _____

Telephone: (Indicate name if more than one Purchaser) _____

Home _____

Work _____

VEHICLE INFORMATION

Year 2000

Make/Manufacturer

Ford

Model E.S. Expedition

Mileage at the time of purchase 65

Current Mileage

22,018

Is the transmission automatic or standard? Automatic

Vehicle Identification Number:

1FMPU18LXY _____

Purchase Date: 10-28-00

Delivery Date:

10-31-00

Contract Price: \$41,220.00

Did you receive a manufacturer's rebate?

If yes, amount?

YES

NO X

Was it deducted at the time of purchase or sent to you after the vehicle was purchased?

Date last payment made _____

Selling Dealer

Hammonasset Ford

Street Address

191 Boston Post Road

City Madison

State CT

Zip Code 06443

If the vehicle is financed and you were to prepay your loan, what is the current payoff* balance of the loan? \$13,697.16 as of April, 2003 (date).

(* This differs from the balance of your loan. This information is available from your lending institution.)

Are you the original purchaser? YES [X] NO []

If no, name and address of the original purchaser(s), if known _____

Complete only if the vehicle is leased. The Lemon Law allows the leasing company to participate in the arbitration procedure. You must notify the company by a certified or registered letter of your intent to file for an arbitration hearing before you submit the Request for Arbitration form to the Automobile Dispute Settlement Program. Include a copy of the postal receipt confirming the use of certified or registered mail.

Name of Leasing dealer _____

Street Address _____

City _____

Name of Leasing Company _____

Street Address _____

City _____

State _____

Zip Code _____

On the following pages provide information regarding all repair attempts. List each repair attempt on a separate page. Begin with the first occurrence. Be sure to include all pertinent information such as problems you experienced with your vehicle, any known charges, work performed, what the servicing dealer told you, etc. If known, give name and title of the person with whom you spoke. If you wrote to the dealer or manufacturer, provide a copy of the correspondence.

FIRST REPAIR:
 FROM (Date): 12-18-00 TO (Date): 12-23-00
 Number of days the vehicle was in the shop for this service 6 days
 Repair Order Number W90884 Mileage 1374
 Servicing Dealer Hammonasset Ford
 Street Address 191 Boston Post Road
 City Madison State CT Zip Code 06443
 Was the repair covered by the terms of the manufacturer's new car warranty? Yes
 Amount you paid for this repair including a deductible, if any. None

Describe the nature of the problem(s):

We had a very major damage from front windshield area top to back rear window, dents punctured holes, etc., damaged luggage rack, water coming in through moon roof, wind noise, major dents in top corners where side meet the top of the truck.

Indicate the repair(s) performed including the name and title, if known, of any person performing the repairs. Indicate the business address of the person performing the repairs if different from the servicing dealership.

This problem was reported to Joe (Body shop Manager) on November 7th, and also to my salesman (Fred Conforto). They promised me that the body shop would repair the problems and I would never notice the heavy damage to the roof of my truck. They took the truck into the shop from December 18th to December 23, they did body work to entire roof area, replaced luggage, roof rack, replaced cracked light, but we still had wind noise after repair.

SECOND REPAIR:

FROM (Date): 1-14-01 TO (Date): 1-20-01

Number of days the vehicle was in the shop for this service: 7 days

Repair Order Number: WB1691 Mileage: 1945

Servicing Dealer: Hammontasset Ford

Street Address: 181 Boston Post Road

City: Madison State: CT Zip Code: 06443

Was the repair covered by the terms of the manufacturer's new car warranty? Yes

Amount you paid for this repair including a deductible, if any: None

Describe the nature of the problem(s):

Moon roof problems, wind noise, water leaks, scratches still appeared in moon roof.

Indicate the repair(s) performed including the name and title, if known, of any person performing the repairs. Indicate the business address of the person performing the repairs if different from the servicing dealership.

Joe (Body Shop Manager) took the truck into shop for many days again to repair problems. They replaced moon roof and replaced left rear door glass, etc.

WARRANTY REPAIR:

FROM (Date): 1-31-01 TO (Date): 2-20-01

Number of days the vehicle was in the shop for this service: 2 days, 4 days, 2 days (8 days total)

Repair Order Number: W82366 & W82360 Mileage: 2104

Servicing Dealer: Hammonasset Ford

Street Address: 191 Boston Post Road

City: Madison State: CT Zip Code: 06443

Was the repair covered by the terms of the manufacturer's new car warranty? Yes

Amount you paid for this repair including a deductible, if any: None

Describe the nature of the problem(s):

Water problem, moon roof not aligned correctly, scratched the moon roof, wind noise, etc. We had to drop off truck 3 times for various days and drive up other times to show them the problems.

Indicate the repair(s) performed including the name and title, if known, of any person performing the repairs. Indicate the business address of the person performing the repairs if different from the servicing dealership.

Joe (Body Shop Manager) and the service department. Replaced moon roof again, continued to trace leak at rear side of the truck and replaced drain tube also tried to repair water leak at front roof to front dash and rugs of front seats area.

VEHICLE REPAIR

FROM (Date): 12-2-02 TO (Date): 12-12-02

Number of days the vehicle was in the shop for this service 10 days

Repair Order Number W10076 Mileage 19531

Servicing Dealer Hammonasset Ford

Street Address 191 Boston Post Road

City Madison State CT Zip Code 06443

Was the repair covered by the terms of the manufacturer's new car warranty? Yes

Amount you paid for this repair including a deductible, if any. None

Describe the nature of the problem(s):

Very major electrical problem due to heavy water damage in front of truck and rear fogs. Lights and power features blinking on and off. No power causing brakes, windows, etc not to function. Turn truck off with no key in ignition and defrost comes on full blast and lights flicker on and off. Could not leave truck without removing battery leads in engine area.

Indicate the repair(s) performed including the name and title, if known, of any person performing the repairs. Indicate the business address of the person performing the repairs if different from the servicing dealership.

Sal from Service Department had truck in service department for many days and Joe the Body Shop Manager had truck for many days. They said they repaired leaks in truck again, and they also replaced modules and wire harness in truck dash area. Also the truck was making a loud noise at 20-30 mph. They replaced valve assembly, fuel vapor storage container, etc. We still had wind noise, etc.

ADDITIONAL REPAIRS:

FROM (Date): 1-2-03 TO (Date): 1-17-03
 Number of days the vehicle was in the shop for this service 15 days
 Repair Order Number W16201 Mileage 19537
 Servicing Dealer Hammonasset Ford
 Street Address 191 Boston Post Road
 City Madison State CT Zip Code 06443
 Was the repair covered by the terms of the manufacturer's new car warranty? Yes
 Amount you paid for this repair including a deductible, if any. None

Describe the nature of the problem(s):

Same usual problems, heavy electrical problems (major), wind noise and heavy water damage to front and rear of truck.

Indicate the repair(s) performed including the name and title, if known, of any person performing the repairs. Indicate the business address of the person performing the repairs if different from the servicing dealership.

Sal at the Service Department and Joe the Body Shop Manager had the truck in the shop for 15 days again. Troubleshoot water leaks again, replaced front windshield twice while it was in shop, checked inside of truck headlining, etc for leaks. There was water moisture in doors and windows, etc.

We had glass chips inside our truck and on our front seats from window replacements. We still have problems and it seems every winter (months) our truck is in shop for over 20 days per winter since we bought the truck, all due to heavy damage on delivery.

We have had rain pouring into our truck since we bought truck, wind noise since we bought the truck, many glass replacements: moon roof twice, front windshield twice, rear window replaced, various modules in dash, etc, replaced. Replacement or repair of drain tubes, major electrical problems that causes all features, brakes, lights windows not to work on heavy windy/rainy days, or when snow is on truck. Very dangerous truck to drive with my family, bought truck for winter months and it is always in shop in winter, we do not drive truck in summer months as much.

I went to Old Saybrook to get a loaner for 15 days at U-Save Auto Rental. Problems with truck still exist on snow, windy or rainy days. I will not take the truck back to dealer because they have been very rude to us. I feel that this truck is very dangerous for my family to drive.

ADDITIONAL REPAIRS: _____

FROM (Date): _____ TO (Date): _____

Number of days the vehicle was in the shop for this service _____

Repair Order Number _____ Mileage _____

Servicing Dealer _____

Street Address _____

City _____ State _____ Zip Code _____

Was the repair covered by the terms of the manufacturer's new car warranty? _____

Amount you paid for this repair including a deductible, if any, _____

Describe the nature of the problem(s):

Indicate the repair(s) performed including the name and title, if known, of any person performing the repairs. Indicate the business address of the person performing the repairs if different from the servicing dealership.

Answer the following questions.

THIS QUESTION IS APPLICABLE

IF YOU PURCHASED OR LEASED THE VEHICLE ON OR BEFORE SEPTEMBER 30, 1998

- 1. What is the total number of days the vehicle was at the dealership by reason of repair during the first 18,000 miles or two (2) years, whichever occurred first?

THIS QUESTION IS APPLICABLE

IF YOU PURCHASED OR LEASED THE VEHICLE ON OR AFTER OCTOBER 1, 1998

- 2. What is the total number of days the vehicle was at the dealership by reason of repair during the first 24,000 miles or two (2) years, whichever occurred first? 48 days
- 3. What are the total number of days the vehicle was at the dealership by reason of repair from the purchase date to the present? 48 days
- 4. Are you currently driving the vehicle? YES NO If no, explain.

- 5. Were you ever refused service of the vehicle by the dealer? YES NO
If yes, explain. All Mantilia (owner) told my wife there is no way the truck can still have problems, they detailed the truck and everything, then hung up on my wife.

- 6. Has the vehicle ever been in an accident or sustained damage? YES NO
If yes, explain.

Indicate the date of the incident and include a copy of estimates, repair orders and the accident report.

Has the damage been repaired? YES NO If yes, where was the vehicle repaired? _____ Amount of repairs \$ _____

Were the repairs covered by the manufacturer's new car warranty? YES NO

- 7. What is the period of the warranty? (months/mileage)
Basic New Car Warranty: _____ months/ _____ miles
Power Train Warranty: _____ months/ _____ miles
Extended Warranty: 72 months/ 75,000.00 miles
From whom was the extended warranty purchased? Ford Extended Service Plan

Date of purchase: 10-28-00 Purchase Price: 1,770.20

Include a copy of the extended warranty with your Request to Arbitrate.

7. If required in the warranty or owner's manual, you must send written notification to the manufacturer (not the dealer) at the address indicated in the warranty or owner's manual of your intent to file a complaint under lemon law. Please provide a copy of the letter sent to the manufacturer with your Request for Arbitration. Please include copies of all written correspondence.

Name (Title) and Address of Contact _____

Date of Contact _____

Result of Contact _____

8. Have you participated in any other arbitration or mediation program regarding this vehicle?

YES NO Did you accept the award?

If yes, provide a copy of the award.

9. Select one of the following types of hearings. (Refer to the Back to the Driver's Seat booklet for an explanation of oral and documentary hearings).

- Oral Hearing. If possible, bring your vehicle to the scheduled hearing.
- Documentary Hearing. If the arbitrators order an inspection of your vehicle, one will be scheduled after the hearing.

Hearings are scheduled approximately 60 to 90 days from the date your application is received. If you will not be able to attend a hearing on a specific date or dates within this timeframe, please indicate:

10. If you intend to be represented by an attorney, or a third party complete the following. All correspondence will be directed to your attorney.

Attorney's Name L/O Lawrence A. Levinson, P.C.

Street Address 181 Edwards Street

City New Haven State CT Zip Code 06511

Telephone Number 203-562-8867

Third Party's Name _____

Street Address _____

City _____ State _____ Zip Code _____

Telephone Number: _____

11. The arbitration panel will ultimately determine a fair and equitable decision. Please select one of the following options to indicate what you believe would be a fair resolution.

 X

A) *REPLACEMENT with an identical or comparable vehicle. Include information relative to factory or dealer installed options, design characteristics, or color choices that would be essential in any replacement vehicle; or,

 Refund of the contract price.

*POSSIBLY NOT APPLICABLE TO LEASED VEHICLES

B) REFUND of the contract price. Note: Arbitrators may deduct an allowance for consumer's use of the vehicle. Indicate if applicable, why you feel you should not be assessed a mileage usage fee for the miles you were able to drive the vehicle.

Finance charges are normally reimbursed only for the days the vehicle was in for repair. Explain if applicable, why you feel you should be reimbursed for any finance charges; or,

C) OTHER

Request for Arbitration

13. List any additional reimbursements you are seeking. Indicate why you feel the panel should award the reimbursement. Examples include: towing charges, rental costs, options or modifications, costs or estimates regarding property or injury to a person, attorney's fees, cost of an extended warranty, out of pocket cost for warranty repairs including any deductible amounts you were required to pay, et

Item:	Item:
Date:	Date:
Cost:	Cost:
Reason:	Reason:
Item:	Item:
Date:	Date:
Cost:	Cost:
Reason:	Reason:
Item:	Item:
Date:	Date:
Cost:	Cost:
Reason:	Reason:
Item:	Item:
Date:	Date:
Cost:	Cost:
Reason:	Reason:
Item:	Item:
Date:	Date:
Cost:	Cost:
Reason:	Reason:
Item:	Item:
Date:	Date:
Cost:	Cost:
Reason:	Reason:

14. Have you modified the vehicle in any way? ____ YES [X] NO (Do not include manufacturer covered options that were on your vehicle at the time of purchase.) If YES, complete the following. Include receipts and warranty information with the application.

Modification:

Facility where installed _____
Work Order Number _____ Date of Installation: _____
Warranty issued by dealer, manufacturer, other _____
Cost: _____ Mileage: _____

Modification:

Facility where installed _____
Work Order Number _____ Date of Installation: _____
Warranty issued by dealer, manufacturer, other _____
Cost: _____ Mileage: _____

Modification:

Facility where installed _____
Work Order Number _____ Date of Installation: _____
Warranty issued by dealer, manufacturer, other _____
Cost: _____ Mileage: _____

15. List any routine maintenance performed on this vehicle (oil changes, tune-up, etc.). If you performed your own maintenance, you are still required to complete the list.

Type of Maintenance _____
Facility _____
Work Order Invoice Number _____
Date _____ Cost _____ Mileage _____

Type of Maintenance _____
Facility _____
Work Order Invoice Number _____
Date _____ Cost _____ Mileage _____

Type of Maintenance _____
Facility _____
Work Order Invoice Number _____
Date _____ Cost _____ Mileage _____

AGREEMENT TO ARBITRATE

I submit this dispute to the Department of Consumer Protection, Automobile Dispute Settlement Program for arbitration. Said arbitration shall be governed in all aspects by the provisions of Section 42-181 of the Connecticut General Statutes and the regulations promulgated thereunder, including the scope of the issues submitted, eligibility criteria, remedies and operating procedures.

I understand that the arbitration award is equally binding as to the "Lemon Law" rights of both parties. Accordingly, once the award is rendered, I understand either party to the dispute may apply to the Superior Court to have award confirmed, vacated, modified or corrected as provided in Section 42-181, 52-417, 52-418, 52-419, and 52-420 of the Connecticut General Statutes.

I understand that I may be represented by private legal counsel in any arbitration hearing and if I choose to be so represented I must notify the Department of Consumer Protection of the name, address and telephone number of such counsel at least two days prior to the date of the arbitration hearing. If the attorney information appears on this application, no additional notification is required.

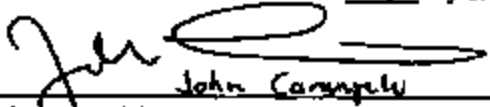
I understand that I may be represented by a third party, other than legal counsel and if I choose to be so represented I must notify the Department of Consumer Protection of the name, address, and telephone number of such third party at least one day prior to the arbitration hearing. Either party may be accompanied by any chosen third party, without prior notice. If the attorney information appears on this application no additional notification is required.

I understand that I shall have no contact, other than at the scheduled arbitration hearing, with any arbitrator assigned to this dispute and all necessary communication shall be addressed to the Department of Consumer Protection.

I verify that the information provided is true, accurate and complete to the best of my knowledge. I understand that the penalty for willfully making a false statement is a maximum fine of one thousand dollars (\$1,000.00) and/or one year imprisonment (Connecticut General Statutes, Section 53a-157).

Purchaser	[Redacted]	Date	
Purchaser	[Redacted]	Date	4-9-03
State Of Connecticut	/	County Of New Haven	

Subscribed and sworn to me on this 9 day of April, 2003



John Campese

Commissioner of the Superior Court or Notary Public
My Commission Expires: _____

CHECK LIST

Submit legible copies.

Do not write on the back of pages.

Do not staple pages together.

Submit additional information on 8-1/2" x 11" paper.

- Is the application notarized?
- Did you include the \$50.00 filing fee payable to the Department of Consumer Protection?
- Copy of all work orders
- Copy of the original sales contract
- Copy of the motor vehicle registration
- Copy of the finance agreement, if financed
- Copy of the title, if the vehicle is not financed
- Copy of the ENTIRE manufacturer's new car warranty book, (not owner's manual), including the front cover that has your name, address, and Vehicle Identification Number. Do not submit the original book.
- A copy of the written notification to the manufacturer, if required.
- Copy of any receipts for:
 - routine maintenance
 - modifications to your vehicle
 - extended warranty
 - any items for which you are seeking reimbursement
 - repairs that are not covered by the manufacturer's new car warranty
 - accident information: police report, correspondence with insurance company, etc.

Leased Vehicles:

- Copy of the lease agreement
- Copy of the certified or registered letter to the leasing company and a copy of the postal receipt

NOTICE: The public has the right to observe arbitration hearings. Documents submitted by consumers or manufacturers are public records. Hearings are held at:

Department of Consumer Protection
165 Capitol Avenue, State Office Building
Room 157
Hartford, Connecticut 06106