

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



WWW.HAMMONASSETFORD.COM



FORD LINCOLN MERCURY

191 BOSTON POST RD • P.O. BOX 1040 • MADISON, CT 06443 • (860) 442-3673 TOLL FREE 877-220-3673

IMPORTANT

You may receive a customer satisfaction survey from Ford Motor Co. in the next few weeks. This survey goes to Ford and gets returned to us. If for any reason you cannot grade us "10" (COMPLETELY SATISFIED) please contact our Service Dept. at 203-245-8028. Your satisfaction is our #1 concern. Thank You!

Vehicle information table with columns for VIN, Year, Make, Model, and other details.

Service installed form with fields for DATE INSTALLED, APPROVAL CODE OR NO., and COMMENTS.

Customer information table with fields for NAME, ADDRESS, CITY, STATE, ZIP, and PHONE.

WE GUARANTEE OUR SERVICE WORK FOR 12 MONTHS OR 12,000 MILES... LIMITED WARRANTY

IF, BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE VEHICLE COLLECTOR REFERS IN IS ACCOUNT... 3 YEAR FROM THE DATE OF PAYMENT NOT RECAL AT THE SERVICE CENTER FOR REPAIRS IN REPAIR CENTER OF FORD

Main invoice form containing customer details, vehicle information, concerns (e.g., roof rail, rear light), corrections, and charges.

CUSTOMER COPY

FORD 833-0365



WWW.HAMMONASSETFORD.COM

191 BOSTON POST RD. • P.O. BOX 1040 • MADISON, CT 06443 • (203) 261-1111
TOLL FREE 877-220-3873

PREWORK %	TOTAL PARTS	PREWORK %	ROAD LABOR	TOTAL CHARGE
SUB TOTAL	ALLOWANCE	AUG. PRICE CHG.	LIFE TIME	
CLERK SERVICE	CHECK LIST APPROVAL BOX	APPROVAL TO SUBMIT CLAIM	PARTS BEING OUT	
PRICE	LABOR	TOTAL		

See back copy for

SERVICE INSTALL

DATE INSTALLED: _____

APPROVED BY: _____

MO. DAY YR. QM1 TR1

APPROVAL CODE OR NO. _____

IMPORTANT

You may receive a customer satisfaction survey from Ford Motor Co. in the next few weeks. This survey goes to Ford and gets returned to us. If for any reason you cannot grade us "10" COMPLETELY SATISFIED please contact our Service Dept. at 303-245-8028. Your satisfaction is our #1 concern. Thank You!

WARRANTY

VEHICLE: _____

DEALER CODE: FORD 130430 L.M 144064

P & A CODE: 03617-1

LIMITED WARRANTY

WE GUARANTEE OUR SERVICE WORK FOR 18 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENT FAILS WITHIN THIS SERVICE WORK PERIOD, WE'LL FIX IT FREE UP CHARGE, PARTS AND LABOR.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

ON BEHALF OF SOMEONE DEALER, I HEREBY TO ORDER THE SPECIAL SERVICES DESCRIBED HERE. THE APPEARANCE OF THE VEHICLE OR OTHERWISE CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR OTHER CAUSE OF DAMAGE IS NOT THE RESPONSIBILITY OF FORD.

INVOICE TO: [REDACTED] DRIVEN/OWNER INFORMATION: [REDACTED] INVOICE: W91691

NORTHFORD CT [REDACTED] NORTHFORD CT [REDACTED]

HOME: [REDACTED] WORK: [REDACTED]

ADW: 611 SITA, Q10 INVOICE: FINAL WAR W MB VIN 1FMPU1321 [REDACTED]

TAX RULES: YYINN INVOICED: 01/26/2001 09:12:00 NO FORD EXPECTED: 01/26/2001 09:12:00

ODMETER IN: 1931 DIST: BSH

DATES BEGIN: 01/15/01 DONE: 01/26/01 DATES IN SERVICE: 1021-0 PRODUCTION: 02109 SALES: 1128

HAMMONASSET FORD-LINCOLN-MERCURY P/A 03617-1

DESCRIPTION	QTY	SELL	APPOINT
CONCERN 51 CS ROOF GLASS SCRATCHED	061	193	[REDACTED]
CAUSE SCRATCHED			
CORRECTION DEL TO REPLACE LEFT REAR DOOR GLASS			
PART NUMBER FOR NOTE DESCRIPTION QTY SELL			
PAC DELINSTALLGLASS 078438	1	[REDACTED]	[REDACTED]
PAC DEL9134YFELASS	1	[REDACTED]	[REDACTED]
PARTS: DELNT			
FACTORY PART AUTH: DS 012301 1-102			
GRAND TOTALS		PARTS	
		SUBLET REPAIRS	
		TOTAL CHARGE FOR CONCERN:	
SUMMARY OF CHARGES FOR INVOICE W91691		PAYMENT DISTRIBUTION FOR INVOICE W91691	
PARTS		TOTAL CHARGE	
SUBLET REPAIRS		FAC WARRANTY	
TOTAL CHARGE			

HAMMONASSET FORD-LINCOLN-MERCURY P/A 03617-1

PAGE 1
LAST PAGE

CUSTOMER COPY

FEB5-033-0366



WWW.HAMMONASSETFORD.COM



LINCOLN Mercury

191 BOSTON POST RD. • P.O. BOX 1040 • MADISON, CT 06443 • TOLL FREE 877-220-3673

IMPORTANT

You may receive a customer satisfaction survey from Ford Motor Co. in the next few weeks. This survey goes to Ford and is returned to you. If for any reason you cannot grade us "10" (COMpletely SATISFIED) please contact our Service Dept. at 800-245-8028. Your satisfaction is our #1 concern. Thank You!

APPROVAL	STATE SALES	INFORMATION	SALES LEAD	DEALER CODE
SUBTOTAL	ALLOWANCE	PURCH PRICE DIFF.	LABOR FEE	
DATE RECEIVED	APPROVED BY SALES CLERK	APPROVED BY SERVICE CLERK	DATE RECEIVED	
PAGE	LABOR	TOTAL		

See back copy for p...			
SERVICE INSTALLED			
DATE INSTALLED	ACCUSED MAKE	NO.	DAY
APPROVAL CODE OR NO.	NO.	DAY	HR.

DEALER CODE	FORD 10049
F & A CODE	03817-1

WE WARRANT OUR SERVICE WORK FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST, IF OUR REPAIR OR REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, WE'LL FIX IT FREE OF CHARGE, PARTS AND LABOR. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT... OTHERWISE SHOWING SERVICES DESCRIBED WERE PERFORMED AT THE APPEARANCE OF THE VEHICLE OR OTHERWISE, BUT ANY PART... CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

X

INVOICE TO: [REDACTED] INVOICE NO: 492360

ADDRESS: [REDACTED] CITY: [REDACTED] STATE: [REDACTED]

PHONE: [REDACTED] FAX: [REDACTED]

FOR OFFICE USE

ADV: 611 DATA 310 INVOICE: FINAL WARR: HB

TAX RULES: YTRN INVOICES: 02/28/2001 06:55:06

VIN: [REDACTED] LICENSE: [REDACTED]

ODM FORD EXPEDITION RANGE 4.0 4WD 4T 47.77 1014

COU: [REDACTED] ST: [REDACTED]

ODOMETER IN: 2104 DIST: BSH

DATES BEGIN: 01/31/01 DOW: 02/28/01 DATES IN SERVICE: 10500 PRODUCTION: 02/02/01

HAMMONASSET FORD-LINCOLN-MERCURY PIA 03-17-1

CONCERN: 31 DO WATER LEAK AT INSIDE OF ROOF FRONT

CAUSE: LEAKING

CORRECTION: 3 TIME TO TRACE LEAK, ACCESS AND REPLACE DRAIN TUBE

PART NUMBER	QTY	NOTE	DESCRIPTION	ETX	SE
SPD 5752 76502052 AB	1		WAS ASY RE SPD GL DR		
PARTS: 1 CUNT			ALLOWANCE:		

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE 492360

PARTS [REDACTED]

LABOR-MECHANICAL [REDACTED]

TOTAL CHARGE [REDACTED]

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:

DATE OPENED	BY	DATE INVOICED	BY
01/31/01	52368	W/R - 02/05/01 (4)	
02/02/01	52498	C/S - 02/02/01 (4)	

HAMMONASSET FORD-LINCOLN-MERCURY PIA 03-17-1

* [REDACTED]

CUSTOMER COPY

PE85-833-8367



191 BOSTON POST RD. • P.O. BOX 1040 • MADISON, CT 06443 • (203) 245-8828
TOLL FREE 877-220-3673 • www.hammonassetford.com

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE OFF.	LESS REC.	
VEHICLE (APPROPRIATE BOX)				
<input type="checkbox"/> CLAIM RETURN	<input type="checkbox"/> AUTHORIZATION TO CREDIT CLAIM	<input type="checkbox"/> PARTS SHIP-OUT		
\$	\$	\$	\$	\$
PARTS	LABOR	TOTAL		

LIMITED WARRANTY

WE GUARANTEE OUR SERVICE WORK FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, WE'LL FIX IT FREE OF CHARGE, PARTS AND LABOR.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X

(PHONE)

DEALER GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: W16076	
FOR OFFICE USE		VEHICLE INFORMATION	
ADV: 594 SALAFIA, INVOICED: 12/18/2002 23:43:21 TA 00 EXPEDITION BLUE		LICENSE NUMBER: CT	
HAMMONASSET FORD-LINCOLN-MERCURY P&A 03617-1			
TYPE: N		SUBTOTAL	
		PARTS	
		LABOR-MECHANICAL	
		TOTAL CHARGE FOR CONCERN	
GRAND TOTALS		PAYMENT DISTRIBUTION FOR INVOICE W16076	
SUMMARY OF CHARGES FOR INVOICE W16076		TOTAL CHARGE	
PARTS		FAC WARRANTY	
LABOR-MECHANICAL			
TOTAL CHARGE			
ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:			
DATE OPENED	RO#	DATES INVOICED	
12/02/02	16074	DJS - 12/06/02 (*)	
12/04/02	16201	MAR - 12/05/02 (*)	
HAMMONASSET FORD-LINCOLN-MERCURY P&A 03617-1			
		PAGE 2	
		LAST PAGE	

**WARRANTY REPAIRS DONE
ON YOUR VEHICLE
THIS IS NOT A BILL**

ON LINE SERVICE INVOICE BY UCB

ACCOUNTING

FEB5-033-0389



191 BOSTON POST RD. • P.O. BOX 1040 • MADISON, CT 06443 • (203) 245-8828
TOLL FREE 877-220-3873 • www.hammonassetford.com

PRO RATA%	TOTAL PARTS	PRO RATA%	TOTAL LABOR	TOTAL CLAIM
SUB POOL	ALLOWANCE	PLUS/PROFIT	LESS/REG	
CHECKS APPROPRIATE BOX				
<input type="checkbox"/> CLAIM REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS CLEAROUT		
5	1	1	1	
PART	LABOR	NET		

LIMITED WARRANTY
WE GUARANTEE OUR SERVICE WORK FOR 12 MONTHS OR 12000 MILES, WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, WE'LL CHARGE PARTS AND LABOR.

IMPORTANT

You may receive a customer satisfaction survey from Ford Motor Co. in the next few weeks. This survey goes to Ford and gets returned to us. If for any reason you do not wish to participate, please call your dealer.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

INVOICE TO: [REDACTED] NORTHFORD CT [REDACTED] CELL: [REDACTED]

INVOICE: W16076

FOR OFFICE USE

ADV: 594 SALAFIA. INVOICE: FINAL MAR N TA VIN 1FMPU1BLXYL [REDACTED] LICENSE NUMBER: CT [REDACTED]
TAX RULES: YY1MM INVOICED: 12/18/2002 23:43:21 NO FORD EXPEDITION EBauer 4WD 4DR SPTUTY BLUE
ODOMETER IN: 19531 DIST: FMC STOCK# 00A08852
DATES BEGIN: 12/02/02 DONE: 12/18/02 DATES IN SERVICE: 10310M PRODUCTION: 000000 S.O.D. 102800

CONCERN 51 CUST STATES THAT WASHER FLUID/4X4 LIGHTS FLASHING/WINDOWS/ELECTRIC SEATS/ALL INOPERABLE & THEN W/TRUCK OFF DEFROST WOULD STAY ON

OPERATION	TECH	HOURS	AMOUNT
126510	574	.2	[REDACTED]
126510x1	574	.1	[REDACTED]
1265102	574	.3	[REDACTED]
1265103	574	.7	[REDACTED]
MT14A068	574	.4	[REDACTED]

CORRECTION BODY / CHASSIS / ELECTRICAL (BCE) - TEST

51-1 EXTRA TIME TO REPEAT FINAL QUICK TEST 126510x1 574 .1 [REDACTED]

51-2 BODY/CHASSIS/ELECTRICAL PIN POINT TEST - DIAGNOSIS 1265102 574 .3 [REDACTED]

51-3 G.E.H. MODULE - REPLACE 1265103 574 .7 [REDACTED]

51-4 BODY / CHASSIS / ELECTRICAL (BCE) - TEST MT14A068 574 .4 [REDACTED]

PART NUMBER PO# NOTE QTY SELL

SPO YL12 14A068 AA PML ASY-FS JCT 1 [REDACTED]

SPO YU7Z 14B205 AA MDO ASY-MLTPL FUNC C 1 [REDACTED]

PARTS: COUNT 2 ALLOWANCE: [REDACTED]

FACTORY FP-YU7Z14B205AA

REPAIR TYPE 01 VISIT 1 CODES -

MISC DIAGNOSTIC: BODY - B1495

SUBTOTAL [REDACTED]

PARTS [REDACTED]

LABOR-MECHANICAL [REDACTED]

TOTAL CHARGE FOR CONCERN [REDACTED]

TYPE: N

CONCERN 52 CUST STATES THAT ON ACCELERATION ABOUT 20-30MPH ABNORMAL ENGINE NOISE

OPERATION	TECH	HOURS	AMOUNT
12650022	590	.4	[REDACTED]
	533		.00

CORRECTION VALVE ASSEMBLY-FUEL VAPOR STORAGE CANISTER PURGE REGULATOR -

PART NUMBER PO# NOTE QTY SELL

SPO# F75Z 9C915 AA [REDACTED] 1 [REDACTED]

PARTS: COUNT 1

FACTORY FP-F75Z9C915AA

REPAIR TYPE 01 VISIT 1 CODES -

WARRANTY REPAIRS DONE ON YOUR VEHICLE THIS IS NOT A BILL.

PAGE :

ACCOUNTING

FE65-833-8378



191 BOSTON POST RD. • P.O. BOX 1040 • MADISON, CT 06443 • (203) 248-8828
TOLL FREE 877-220-3873 • www.hammonassetford.com

PROFIT %	TOTAL PARTS	PROFIT %	TOTAL LABOR	TOTAL GAIN
SUBTOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK) APPROPRIATE BOX				
<input type="checkbox"/> CASH ONLY	<input type="checkbox"/> ALTERNATE PAYMENT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT		
\$ PARTS	\$ LABOR	\$ TOTAL		

IMPORTANT WARRANTY

You may receive a customer satisfaction survey from Ford Motor Co. in the next few weeks. This survey goes to Ford and gets returned to us. If for any reason you did not grade us "10" (COMPLETELY SATISFIED) please contact our Service Dept. at 203-248-8828. Your satisfaction is our #1 concern.

WORK FOR 12 MONTHS OR 12,000 MILES. FIRST IF OUR REPAIR OR SERVICE WITHIN THAT PERIOD PARTS AND LABOR

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X _____ (SIGNATURE) _____ (NAME) _____ (ADDRESS) _____ (CITY) _____ (STATE) _____ (ZIP)

INVOICE TO: _____ NORTHFORD CT _____ NORTHFORD CT _____

FOR OFFICE USE
ADV: 611 SITA. GIU INVOICE: FINAL WAR W TA
TAX RULES: YTHN INVOICED: 12/05/2002 22:25:11
ODOMETER IN: 19537 DIST: BSH
DATES BEGIN: 12/04/02 DOME: 12/05/02
VIN 1FMPUL8LYL _____ LICENSE NUMBER: CT _____
DO FORD EXPEDITION EDWARD 4WD 4DR SHUTTY BLUE STOCK# 00408652
DATES INSERVICE: 103100 PRODUCTION: 080600 SOLD: 102800

CONCERN 51 CS WATER AT L REAR FLOOR
CAUSE X
CORRECTION DOOR AND WINDOW - WIND NOISE/WATER LEAKS - DIAGNOSIS
51-1 DOOR AND WINDOW - WIND NOISE/WATER LEAKS - DIAGNOSIS
FACTORY REPAIR TYPE Q1 VISIT 1 CODES -

OPERATION	TECH	HOURS	AMOUNT
69000A	640	.2	15.20
MT40110	640	.6	48.91

TYPE: M
SUMMARY OF CHARGES FOR INVOICE W16201
LABOR-MECHANICAL 65.21
TOTAL CHARGE 65.21
GRAND TOTALS
LABOR-MECHANICAL 65.21
TOTAL CHARGE FOR CONCERN 65.21
SUBTOTAL
LABOR-MECHANICAL 65.21
TOTAL CHARGE FOR CONCERN 65.21
PAYMENT DISTRIBUTION FOR INVOICE W16201
TOTAL CHARGE 65.21
FAC WARRANTY 65.21

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:
DATE OPENED RO# DATES INVOICED
12/02/02 16076
12/02/02 16074

WARRANTY REPAIRS DONE ON YOUR VEHICLE
THIS IS NOT A BILL

* BARROWED CAR FROM FAMILY MEMBER FOR MONDAY TO MONDAY

Problem started on Saturday 11-30 (?) Could not use vehicle, etc. Brought to shop on Monday leaving Battery leads disconnected. All work done & left disconnected in shop parking lot.

ONLINE SERVICE REQUEST BY

FORD-800-6371

PAGE 1
LAST PAGE



181 BOSTON POST RD. • P.O. BOX 1040 • MADISON, CT 06443 • (203) 245-8828
TOLL FREE 877-220-3673 • www.hammonassetford.com

PROG DATA	TOTAL PARTS	PROG DATA	TOTAL LABOR	TOTAL CHRG
SUB TOTAL	ALLOWANCE	PLUS PRICELIST	TAXES/REG	
(CHECK OR APPROPRIATE BOX)				
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO RETURN CLAIM	<input type="checkbox"/> PARTS SERIALIZED		
1	2	3		

LIMITED WARRANTY

WE GUARANTEE OUR SERVICE WORK FOR 12 MONTHS OR 100,000 MILES, WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENT FAILS BY NORMAL SERVICE DURING THAT PERIOD, WE'LL FIX IT FREE OF CHARGE. PARTS AND LABOR.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

IMPORTANT

You may receive a customer satisfaction survey from Ford Motor Co. in the next few weeks. This survey goes to Ford and goes returned to us. If for any reason you are not grade "10" (COMPLETELY SATISFIED), please contact our Service Dept. at 203-245-8828. Your satisfaction is our #1 concern. Thank You!

FOR AUTHORIZED PERSON

DATE

INVOICE TO: [REDACTED]

WORK: [REDACTED]

FOR OFFICE USE

ADV: GIL SITA. GIU INVOICE: FINAL WAR W TA
TAX RULES: YTIAN INVOICED: 01/27/2003 23:46:42
METER IN: 20284 DIST: BSH

DATES BEGIN: 01/27/03 DONE: 01/27/03

INFORMATION: INVOICE: W17044

CT [REDACTED]

OPERATION: LICENSE NUMBER: CT [REDACTED]
L. FION EBauer AND 40R SPTUY BLUE
STOCK# 09AGG852

DATES IN SERVICE: 103100 PRODUCTION: 08660 SOLD: 10000

HAMMONASSET FORD LINCOLN MERCURY PBA 03617-1

CONCERN	DESCRIPTION	OPERATOR	TECH	HOURS	AMOUNT
51-05	OS WATER AT LYFRONT LEAK	03106A	195		[REDACTED]
51-01	HEADLIGHTING-ROOF - ACCESS	519160	659		[REDACTED]
51-02	DOOR AND WINDOW - WIND NOISE/WATER LEAKS - DIAGNOSIS	69000A	659		[REDACTED]
	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY
		017044		OSL	1
	SFC 4622	1503110 AA		M/S ASY W/SHLD	1
	FMC 7652	1503100 AA		MGL ASY W/SHLD	1
	PARTS COUNT	2		ALLOWANCE:	[REDACTED]

SUBTOTAL		[REDACTED]
PARTS	[REDACTED]	
SUBLET REPAIRS	[REDACTED]	
LABOR-MECHANICAL	[REDACTED]	
TOTAL CHARGE FOR CONCERN	[REDACTED]	

GRAND TOTALS		[REDACTED]
SUMMARY OF CHARGES FOR INVOICE W17044	PAYMENT DISTRIBUTION FOR INVOICE W17044	[REDACTED]
PARTS	TOTAL CHARGE	[REDACTED]
SUBLET REPAIRS	[REDACTED]	
LABOR-MECHANICAL	[REDACTED]	
TOTAL CHARGE	[REDACTED]	

WARRANTY REPAIRS DONE ON YOUR VEHICLE THIS IS NOT A BILL.

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:
DATE OPENED FOR: 11/24/02
DAYS INVOICED: 17997
WAR - 01/14/03 (*)

ACCOUNTING

PE88-033-0372

DATE RECEIVED BY: [REDACTED]

Ford New and Used vehicle plans
Non-Ford Used vehicle plans



0 3 6 1 7 - 1

P&A Code (including check digit)

1 F M P U 1 B L X Y L

Vehicle Identification Number (17 Digits)

CONTRACT TYPE: New Used

10 28 00

Signature Date
(Purchase Date)

10 28 00

In-Service Date
(Warranty Start Date)

Is vehicle being registered (Quality Certified (Ford/Mercury/Lincoln)/Assured/Non-Ford)? Yes No

PLAN INFORMATION

NEW ESP PLANS

- PowertrainCARE
 - ExtraCARE
 - RentalCARE
 - Quality Care Maintenance Protection Plan (Normal Schedule)
 - Quality Care Maintenance Protection Plan (Optional Schedule)
 - BaseCARE
 - PremiumCARE
- Deductible for the above plans is \$50, unless deductible option is purchased.*
- Deductible for the above plans is \$0.*

NEW PLAN OPTIONS

- \$0 Deductible
- \$100 Deductible
- First Day Rental (2-Day Rental for Quality Care Maintenance Protection Plan)
- Disappearing Deductible
- \$200 Deductible

USED ESP/ESC PLANS

Used plans must be purchased at time of vehicle sale.

- Used PowertrainCARE
 - Used PowertrainCARE 12/12
 - Used RCL PremiumGUARD
 - Used BaseCARE
 - Used ExtraCARE
 - Used RCL ExtraGUARD
- Deductible for the above plans is \$100, unless deductible option is purchased.*
- Deductible for the above plans is \$50.*

USED PLAN OPTIONS

- Disappearing Deductible
- \$200 Deductible
- \$50 Deductible

MONTHS/DISTANCE SELECTION

Plan Months/Distance

7 2 7 5 0 0 0

Plan Months Plan Distance (no tenths)

Quality Care Maintenance Protection Plan Months/Distance

Plan Months Plan Distance (no tenths)

EXPIRATION INFORMATION

NOTE: USED ESC COVERAGE DOES NOT ADD ON TO MANUFACTURER'S WARRANTY

NEW PLANS: THE EXPIRATION OF ALL NEW VEHICLE PLANS IS CALCULATED FROM THE ORIGINAL FACTORY LIMITED WARRANTY START DATE (MSR) AND ZERO MILES.

USED PLANS: THE EXPIRATION OF ALL USED VEHICLE PLANS IS CALCULATED FROM THE SIGNATURE DATE AND START DISTANCE. PLAN CONTRACT COVERAGE EXPIRES AT THE EXPIRATION DATE OR DISTANCE, WHICHEVER OCCURS FIRST. IF THE ESP/USED PLAN IS PURCHASED WHILE THE ORIGINAL FACTORY LIMITED WARRANTY IS IN EFFECT, THE EXPIRATION DATE AND DISTANCE ARE CALCULATED FROM THE EXPIRATION OF THE FACTORY WARRANTY.

1 0 2 8 0 0

Expiration Date

6 5 7 5 0 0 0

Starting Distance
(no tenths)

Expiration Distance
(no tenths)

Plan Coverage Cost

Purchase Price **\$1670.00**
(Includes options & surcharges)

Sales Tax **\$100.20**

Total Price **\$1770.20**

- FMCC financed? Yes No
Lienholder: **FORD MOTOR CREDIT CO**

- Time Payment Plan 5-Month 10-Month

- Is this a police vehicle: Yes No (If yes, refer to Police Price Sheet.)

Additional Cost Features

- Diesel Commercial Business Use
- SHO, Turbo, Rotary, Supercharger, Used Full-Size 4x4
- New plan purchased after 12 months / 12,000 miles from WSD, whichever occurs first. (Not applicable for RentalCARE)

The following vehicles are not eligible for coverage:
Taxi, Sheriff/Police/ambulance, emergency vehicle, tow truck, Mustang Cobra R,
Sales certified, leased, repossessed, vehicles equipped with snow plows and
excavator vehicles.

The following vehicles are ONLY eligible for ESP New Vehicle
PowertrainCARE and BaseCARE plans with \$50 deductible only: incomplete
vehicles with the first three VIN positions of: 1FC, 1FD, 2FC, 2FD, 3FD and 3FE.

Non-Ford Vehicle Information

Must be completed to register

- Vehicle Make: _____
- Model: _____ Year: _____
- Transmission Auto Manual
- Air Conditioner Auto Manual None
- Power Steering Yes No
- Drive Axle Front Rear 4x4

CUSTOMER INFORMATION

CONTRACT PURCHASER: The contract purchaser is the owner of the contract. Contract Provisions will be issued in contract purchaser's name.

First Name (PRINT)

M.I.

Last Name/Company Name (PRINT)

NORTHFORD

CT

FE85-833-8373

(203) 245-8828

Toll Free (877) 220-3871



www.hammonassetford.com

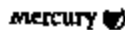
191 BOSTON POST ROAD • P.O. BOX 1040 • MADISON, CONNECTICUT 06443

DATE: OCTOBER 28, 2000		SOLD TO: ADDRESS: [REDACTED]		INVOICE NO: 29385													
CUST. NO. [REDACTED]		STOCK NO. A08852		YEAR-MAKE: 00 FORD													
MODEL: EXPEDITION		NEW/USED: NEW		SERIAL NO.: 1FMPU18LYV													
KEY NO.: 56 LK 19771		SALESMAN: 713		CONFIDENTIAL													
<p>THE DEALER CONVEYANCE FEE IS NOT PAYABLE TO THE STATE OF CT</p>				<p>PRICE OF CAR INCLUDES FREIGHT AND HANDLING</p>													
<p>OPTIONAL EQUIPMENT AND ACCESSORIES</p> <table border="1"> <thead> <tr> <th>GROUP</th> <th>DESCRIPTION</th> <th>PRICE</th> </tr> </thead> <tbody> <tr> <td colspan="3">VEHICLE EQUIPPED AS IS</td> </tr> <tr> <td colspan="3">ESP #: YLC50889</td> </tr> <tr> <td colspan="3">ESP PREMIUM 72 MO./ 75000 MILES</td> </tr> </tbody> </table>				GROUP	DESCRIPTION	PRICE	VEHICLE EQUIPPED AS IS			ESP #: YLC50889			ESP PREMIUM 72 MO./ 75000 MILES			<p>DEALER CONVEYANCE FEE</p> <p>SALES TAX</p> <p>LICENSE AND TITLE</p>	
GROUP	DESCRIPTION	PRICE															
VEHICLE EQUIPPED AS IS																	
ESP #: YLC50889																	
ESP PREMIUM 72 MO./ 75000 MILES																	
<p>ODOMETER READING: 55</p> <p>NOT GUARANTEED EXCEPT:</p> <p>THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF THE FORD MOTOR COMPANY FOR 36 MONTHS OR 36,000 MILES WHICHEVER OCCURS FIRST.</p>				<p>TOTAL CASH PRICE</p> <p>CREDIT LIFE</p> <p>ACCIDENT & HEALTH</p> <p>(ANNUAL PERCENTAGE RATE .90%)</p> <p>FINANCE CHARGE</p> <p>EXTENDED SERVICE PLAN</p> <p>TOTAL TIME PRICE</p>													
<p>NO PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE IS INCLUDED (UNLESS STATED HEREON)</p>				<p>SETTLEMENT:</p> <p>DEPOSIT (NO REFUND OF DEPOSIT)</p> <p>CASH ON DELIVERY</p> <p>USED CAR:</p> <p>LESS PAYOFF</p> <p>DESCRIPTION:</p>													
<p>ALWAYS SHOW SERIAL, ENGINE AND KEY NUMBERS</p>				<p>WE: 60 AT 447.10</p> <p>TOTAL</p>													

FORM PC9M-021-FRD 04/99/00

Reprints and Repairs

FEES-833-8374



www.mercuryvehicles.com

Y004R

Date 10/28/2000 Stock No. A05857

Buyer's Name FREDERICK J. COMFORT

Purchaser's Name [Redacted] Address BOSTON POST ROAD BOX 7949 MADISON, CONNECTICUT 06443

Home Phone [Redacted] Business Phone [Redacted]

City NORTHFORD State CT Zip 06472

Model 2000 FORD EXPEDITION Body 8 Bed 5.0L 2000 Mileage 11

Delivered On Or About 10/29/2000

THE MILEAGE AS SHOWN ON THE ODOMETER OF THE MOTOR VEHICLE TO BE PURCHASED IS: 65

CASH PRICE AT SELLER'S PLACE OF BUSINESS: 36,130.00

ACCESSORIES AND EXTRA EQUIPMENT:

NO INSURANCE IS INCLUDED IN THIS ORDER

THIS MOTOR VEHICLE NOT GUARANTEED BY Manufacturer Ford Lincoln Mercury

THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF FORD MOTOR COMPANY FOR 36000 MILES OR 36 MONTHS, WHICHEVER OCCURS FIRST, COPY GIVEN TO CUSTOMER

THIS MOTOR VEHICLE IS GUARANTEED For days or miles, whichever comes first. The dealer will pay 100% of the labor and 100% of the parts for the covered systems that fail during the warranty period.

"AS IS" THIS VEHICLE IS SOLD "AS IS". THIS MEANS THAT YOU WILL LOSE YOUR IMPLIED WARRANTIES. YOU WILL HAVE TO PAY FOR ANY REPAIRS NEEDED AFTER SALE.

TERMS OF PAYMENT OF DELIVERY: TITLE ON CAR TRACED \$100.00 ON VEHICLE \$100.00 IN THE AMOUNT OF REGISTRATION \$13,400.00 INSURANCE CARD \$13,400.00

Table with 3 columns: NUMBER OF MONTHS, AMOUNT OF EACH PAYMENT, NEXT PAYMENT DUE DATE. Row 1: 59, 447.10, 11/27/2000. Row 2: 3 final, 447.10, 10/27/2005

Table with 2 columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE. Row 1: 9.0%, 604.22

I have read the terms and conditions on the back hereof and agree to them as a part of this order...

Purchaser's Signature: [Redacted] and I have received a copy of this order

Accepted By: [Redacted] HANNOKASSET FORD LINCOLN MERCURY

Printed Name: [Redacted]

THE MILEAGE AS SHOWN ON THE ODOMETER OF THE MOTOR VEHICLE TO BE PURCHASED IS: 65

CASH PRICE AT SELLER'S PLACE OF BUSINESS: 36,130.00

ACCESSORIES AND EXTRA EQUIPMENT:

NO INSURANCE IS INCLUDED IN THIS ORDER

THIS MOTOR VEHICLE NOT GUARANTEED BY Manufacturer Ford Lincoln Mercury

THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF FORD MOTOR COMPANY FOR 36000 MILES OR 36 MONTHS, WHICHEVER OCCURS FIRST, COPY GIVEN TO CUSTOMER

THIS MOTOR VEHICLE IS GUARANTEED For days or miles, whichever comes first. The dealer will pay 100% of the labor and 100% of the parts for the covered systems that fail during the warranty period.

"AS IS" THIS VEHICLE IS SOLD "AS IS". THIS MEANS THAT YOU WILL LOSE YOUR IMPLIED WARRANTIES. YOU WILL HAVE TO PAY FOR ANY REPAIRS NEEDED AFTER SALE.

TERMS OF PAYMENT OF DELIVERY: TITLE ON CAR TRACED \$100.00 ON VEHICLE \$100.00 IN THE AMOUNT OF REGISTRATION \$13,400.00 INSURANCE CARD \$13,400.00

Table with 3 columns: NUMBER OF MONTHS, AMOUNT OF EACH PAYMENT, NEXT PAYMENT DUE DATE. Row 1: 59, 447.10, 11/27/2000. Row 2: 3 final, 447.10, 10/27/2005

Table with 2 columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE. Row 1: 9.0%, 604.22

I have read the terms and conditions on the back hereof and agree to them as a part of this order...

Purchaser's Signature: [Redacted] and I have received a copy of this order

Accepted By: [Redacted] HANNOKASSET FORD LINCOLN MERCURY

Printed Name: [Redacted]

THE MILEAGE AS SHOWN ON THE ODOMETER OF THE MOTOR VEHICLE TO BE PURCHASED IS: 65

CASH PRICE AT SELLER'S PLACE OF BUSINESS: 36,130.00

ACCESSORIES AND EXTRA EQUIPMENT:

NO INSURANCE IS INCLUDED IN THIS ORDER

THIS MOTOR VEHICLE NOT GUARANTEED BY Manufacturer Ford Lincoln Mercury

THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF FORD MOTOR COMPANY FOR 36000 MILES OR 36 MONTHS, WHICHEVER OCCURS FIRST, COPY GIVEN TO CUSTOMER

THIS MOTOR VEHICLE IS GUARANTEED For days or miles, whichever comes first. The dealer will pay 100% of the labor and 100% of the parts for the covered systems that fail during the warranty period.

"AS IS" THIS VEHICLE IS SOLD "AS IS". THIS MEANS THAT YOU WILL LOSE YOUR IMPLIED WARRANTIES. YOU WILL HAVE TO PAY FOR ANY REPAIRS NEEDED AFTER SALE.

TERMS OF PAYMENT OF DELIVERY: TITLE ON CAR TRACED \$100.00 ON VEHICLE \$100.00 IN THE AMOUNT OF REGISTRATION \$13,400.00 INSURANCE CARD \$13,400.00

Table with 3 columns: NUMBER OF MONTHS, AMOUNT OF EACH PAYMENT, NEXT PAYMENT DUE DATE. Row 1: 59, 447.10, 11/27/2000. Row 2: 3 final, 447.10, 10/27/2005

Table with 2 columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE. Row 1: 9.0%, 604.22

I have read the terms and conditions on the back hereof and agree to them as a part of this order...

Purchaser's Signature: [Redacted] and I have received a copy of this order

Accepted By: [Redacted] HANNOKASSET FORD LINCOLN MERCURY

Printed Name: [Redacted]

THE MILEAGE AS SHOWN ON THE ODOMETER OF THE MOTOR VEHICLE TO BE PURCHASED IS: 65

CASH PRICE AT SELLER'S PLACE OF BUSINESS: 36,130.00

ACCESSORIES AND EXTRA EQUIPMENT:

NO INSURANCE IS INCLUDED IN THIS ORDER

THIS MOTOR VEHICLE NOT GUARANTEED BY Manufacturer Ford Lincoln Mercury

THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF FORD MOTOR COMPANY FOR 36000 MILES OR 36 MONTHS, WHICHEVER OCCURS FIRST, COPY GIVEN TO CUSTOMER

THIS MOTOR VEHICLE IS GUARANTEED For days or miles, whichever comes first. The dealer will pay 100% of the labor and 100% of the parts for the covered systems that fail during the warranty period.

"AS IS" THIS VEHICLE IS SOLD "AS IS". THIS MEANS THAT YOU WILL LOSE YOUR IMPLIED WARRANTIES. YOU WILL HAVE TO PAY FOR ANY REPAIRS NEEDED AFTER SALE.

TERMS OF PAYMENT OF DELIVERY: TITLE ON CAR TRACED \$100.00 ON VEHICLE \$100.00 IN THE AMOUNT OF REGISTRATION \$13,400.00 INSURANCE CARD \$13,400.00

Table with 3 columns: NUMBER OF MONTHS, AMOUNT OF EACH PAYMENT, NEXT PAYMENT DUE DATE. Row 1: 59, 447.10, 11/27/2000. Row 2: 3 final, 447.10, 10/27/2005

Table with 2 columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE. Row 1: 9.0%, 604.22

I have read the terms and conditions on the back hereof and agree to them as a part of this order...

Purchaser's Signature: [Redacted] and I have received a copy of this order

Accepted By: [Redacted] HANNOKASSET FORD LINCOLN MERCURY

Printed Name: [Redacted]

THE MILEAGE AS SHOWN ON THE ODOMETER OF THE MOTOR VEHICLE TO BE PURCHASED IS: 65

CASH PRICE AT SELLER'S PLACE OF BUSINESS: 36,130.00

ACCESSORIES AND EXTRA EQUIPMENT:

NO INSURANCE IS INCLUDED IN THIS ORDER

THIS MOTOR VEHICLE NOT GUARANTEED BY Manufacturer Ford Lincoln Mercury

THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF FORD MOTOR COMPANY FOR 36000 MILES OR 36 MONTHS, WHICHEVER OCCURS FIRST, COPY GIVEN TO CUSTOMER

THIS MOTOR VEHICLE IS GUARANTEED For days or miles, whichever comes first. The dealer will pay 100% of the labor and 100% of the parts for the covered systems that fail during the warranty period.

"AS IS" THIS VEHICLE IS SOLD "AS IS". THIS MEANS THAT YOU WILL LOSE YOUR IMPLIED WARRANTIES. YOU WILL HAVE TO PAY FOR ANY REPAIRS NEEDED AFTER SALE.

TERMS OF PAYMENT OF DELIVERY: TITLE ON CAR TRACED \$100.00 ON VEHICLE \$100.00 IN THE AMOUNT OF REGISTRATION \$13,400.00 INSURANCE CARD \$13,400.00

Table with 3 columns: NUMBER OF MONTHS, AMOUNT OF EACH PAYMENT, NEXT PAYMENT DUE DATE. Row 1: 59, 447.10, 11/27/2000. Row 2: 3 final, 447.10, 10/27/2005

Table with 2 columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE. Row 1: 9.0%, 604.22

I have read the terms and conditions on the back hereof and agree to them as a part of this order...

Purchaser's Signature: [Redacted] and I have received a copy of this order

Accepted By: [Redacted] HANNOKASSET FORD LINCOLN MERCURY

Printed Name: [Redacted]

THE MILEAGE AS SHOWN ON THE ODOMETER OF THE MOTOR VEHICLE TO BE PURCHASED IS: 65

CASH PRICE AT SELLER'S PLACE OF BUSINESS: 36,130.00

ACCESSORIES AND EXTRA EQUIPMENT:

NO INSURANCE IS INCLUDED IN THIS ORDER

THIS MOTOR VEHICLE NOT GUARANTEED BY Manufacturer Ford Lincoln Mercury

THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF FORD MOTOR COMPANY FOR 36000 MILES OR 36 MONTHS, WHICHEVER OCCURS FIRST, COPY GIVEN TO CUSTOMER

THIS MOTOR VEHICLE IS GUARANTEED For days or miles, whichever comes first. The dealer will pay 100% of the labor and 100% of the parts for the covered systems that fail during the warranty period.

"AS IS" THIS VEHICLE IS SOLD "AS IS". THIS MEANS THAT YOU WILL LOSE YOUR IMPLIED WARRANTIES. YOU WILL HAVE TO PAY FOR ANY REPAIRS NEEDED AFTER SALE.

TERMS OF PAYMENT OF DELIVERY: TITLE ON CAR TRACED \$100.00 ON VEHICLE \$100.00 IN THE AMOUNT OF REGISTRATION \$13,400.00 INSURANCE CARD \$13,400.00

Table with 3 columns: NUMBER OF MONTHS, AMOUNT OF EACH PAYMENT, NEXT PAYMENT DUE DATE. Row 1: 59, 447.10, 11/27/2000. Row 2: 3 final, 447.10, 10/27/2005

Table with 2 columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE. Row 1: 9.0%, 604.22

I have read the terms and conditions on the back hereof and agree to them as a part of this order...

Purchaser's Signature: [Redacted] and I have received a copy of this order

Accepted By: [Redacted] HANNOKASSET FORD LINCOLN MERCURY

Printed Name: [Redacted]

**FORD & MERCURY CARS
& LIGHT TRUCKS**

**2000 - Model
Warranty Guide**



1-800-4-A-FORD



Your satisfaction is our #1 goal. If you have questions or concerns with your vehicle, we suggest you follow these steps:

1. Contact your Sales Representative or Service Advisor at your selling/servicing dealership.
2. If the inquiry or concern remains unresolved, contact the Sales Manager or Service Manager at the dealership.
3. If the inquiry or concern cannot be resolved at the dealership level, please contact the Ford Customer Assistance Center.

In the United States:

Ford Motor Company
Customer Assistance Center
16600 Executive Plaza Drive
P.O. Box 2248
Dearborn, MI 48121
1-800-832-3678 (FORD)
TDD for hearing impaired:
1-800-232-5858

In Canada:

Ford Motor Company
Customer Assistance Centre
of Canada, Limited
P.O. Box 2000
Oakville, Ontario L6J 5B4
1-800-365-3678 (FORD)

Outside the U.S. or Canada:

Ford Motor Company
Worldwide Direct Market Operations
Attention: Owner Relations
1555 Fairlane Drive
Fairlane Business Park #3
Allen Park, MI 48101
Telephone: (313) 594-4857
Fax: (313) 590-4604

In Puerto Rico and Virgin Islands:

Ford Motor Company
Caribbean Inc.
P.O. Box 11267
Caparra Heights Station
San Juan, PR 00922-1957
Telephone: (787) 781-3358
Fax: (787) 781-8873

In Middle East & North Africa:

Ford Middle East & North Africa
Customer Assistance Center
Bia Khadia Bldg. Opp Dubai Cbk.
3rd Floor, Office 301
Dubai, United Arab Emirates
Telephone: 971-4-328094
Fax: 971-4-327200
E-Mail: meawcac@ford.com

Table of Contents

1. INTRODUCTION	1
2. IMPORTANT INFORMATION YOU SHOULD KNOW	2
If You Need Customer Assistance	2
Know When Your Warranty Begins	2
Check Your Vehicle	2
Maintain Your Vehicle Properly	2
Who Pays For Warranty Repairs?	3
Do Warranties Apply In Other Countries?	3
3. THE NEW VEHICLE LIMITED WARRANTY FOR YOUR 2000-MODEL VEHICLE	4
Quick Reference: Warranty Coverage	5
What Is Covered?	5
Bumper To Bumper Coverage	6
Safety Restraint Coverage	6
Corrosion Coverage	6
7.3L Power Stroke® Diesel Engine Coverage	7
What Is Not Covered?	7
4. IN ADDITION ...	10
Tires	10
Roadside Service (United States, Puerto Rico, And U.S. Virgin Islands)	10
5. FEDERAL REQUIREMENTS FOR EMISSIONS WARRANTIES	11

UNIQUE FORD EMISSIONS WARRANTY Coverage	11
Emissions Defect Warranty Coverage	12
Emissions Performance Warranty Coverage	12
What is Covered?	13
What is Not Covered?	14
6. CALIFORNIA REQUIREMENTS FOR EMISSIONS WARRANTIES	15
Quick Reference: Emissions Warranty Coverage	15
Explanation Of California Emissions Warranties	16
What is Covered?	16
What is Not Covered?	20
7. ADDITIONAL INFORMATION ABOUT YOUR EMISSIONS WARRANTY COVERAGE, UNDER FEDERAL AND CALIFORNIA REQUIREMENTS	21
8. NOISE EMISSIONS WARRANTY	24
9. FORD EXTENDED SERVICE PLAN	26
10. DISPUTE SETTLEMENT BOARD	26
11. STATE WARRANTY ENFORCEMENT LAWS	27
12. IMPORTANT INFORMATION ABOUT AMBULANCE CONVERSIONS	28

1. Introduction

Ford Motor Company and your selling dealer thank you for selecting one of our quality products. Our commitment to you and your vehicle begins with quality protection and service.

When you need warranty repairs, your selling dealer would like you to return to it for that service, but you may also take your vehicle to another Ford Motor Company dealership authorized for warranty repairs. Certain warranty repairs require special training though, so not all dealers are authorized to perform all warranty repairs. That means that, depending on the warranty repair needed, the vehicle may need to be taken to another dealer. If a particular dealership cannot assist you, then contact the Customer Assistance Center at 1-800-392-3673.

If you own or lease a 2000-model Electric Ranger, you must return to a Ford Certified Electric Vehicle Dealer for warranty repairs. Refer to the Addendum Card that was given to you when you took delivery of your Electric Ranger for further explanation of the New Vehicle Limited Warranty and the Roadside Assistance Program applicable to your vehicle.

This booklet explains in detail the warranty coverages that apply to your 2000-model car or light truck. If you bought a previously owned 2000-model vehicle, you are eligible for any remaining warranty coverages.

Ford Motor Company provides the Emissions Defect Warranties and Emissions Performance Warranties which cover your emissions control systems, and Noise Emissions Warranty which applies only to medium/heavy duty trucks over 10,000 pounds Gross Vehicle Weight Rating (pages 11-24).

Ford Motor Company or Ford Motor Vehicle Assurance Company (a subsidiary of Ford Motor Company, The American Road, Dearborn, MI 48121) provides the New Vehicle Limited Warranty (pages 4-7).

If you are interested in knowing whether the warranty coverage is provided by Ford Motor Company or Ford Motor Vehicle Assurance Company, call the Customer Assistance Center at 1-800-392-3673. The warranty coverage you receive and your dealer's handling of any warranty covered repair will be the same regardless of the warranty provider.

2. Important Information you should know

IF YOU NEED CUSTOMER ASSISTANCE

Your Ford Motor Company dealer is available to assist you with all your automotive needs. Please follow the procedures outlined on the front page of this booklet.

In addition, if you are an eligible U.S. owner, you may use - at no cost - the services of the Dispute Settlement Board. The Board is a panel of impartial individuals who resolve disputes. For details, see Dispute Settlement Board, page 26 or call 1-800-428-3718.

KNOW WHEN YOUR WARRANTY BEGINS

Your Warranty Start Date is the day you take delivery of your new vehicle or the day it is first put into service (for example, as a dealer demonstrator), whichever occurs first.

CHECK YOUR VEHICLE

We try to check vehicles carefully at the assembly plant and the dealership, and we usually correct any damage to paint, sheet metal, upholstery, or other appearance items. But occasionally something may slip past us, and a customer may find that a vehicle was damaged before he or she took delivery. If you see any damage when you receive your vehicle, notify your dealership within one week.

MAINTAIN YOUR VEHICLE PROPERLY

Your glove compartment contains an Owner Guide and a Scheduled Maintenance Guide which indicate the scheduled maintenance required for your vehicle. Proper maintenance guards against major repair expenses resulting from neglect or inadequate maintenance, and may help increase the value you receive when you sell or trade your vehicle.

It is your responsibility to make sure that all of the scheduled maintenance is performed and that the materials used meet Ford engineering specifications. Failure to perform scheduled maintenance as specified in the Service Guide will invalidate warranty coverage on parts affected by

the lack of maintenance. Make sure that receipts for completed maintenance work are retained with the vehicle and confirmation of maintenance work is always entered in your Scheduled Maintenance Guide.

Your Ford or Lincoln-Mercury dealership, or Ford or Lincoln-Mercury Auto Care Service Center, has factory-trained technicians who can perform the required maintenance using genuine Ford parts. The dealership looks forward to meeting your every service need to maximize your satisfaction with your vehicle.

WHO PAYS FOR WARRANTY REPAIRS?

You will not be charged for covered warranty repairs made during the warranty periods for Bumper to Bumper, Safety Restraint, Corrosion, or Emissions Coverage.

Some states may require a tax on all or a portion of warranty repairs. Where state law allows, the tax must be paid by you, the owner of the vehicle.

Sometimes Ford may offer a special adjustment program to pay all or part of the cost of certain repairs beyond the terms of the applicable warranty. Check with your dealer or call 1-800-892-3878 (FORD) to learn whether any adjustment program is applicable to your vehicle. Please have your vehicle identification number available.

DO WARRANTIES APPLY IN OTHER COUNTRIES?

The New Vehicle Limited Warranty and the Emissions Warranties described in this booklet apply to your vehicle if:

- it was originally sold or leased by Ford Motor Company or one of its dealers in the United States or U.S. Federalized Territories; and
- it was originally registered/licensed and operated in the United States, U.S. Federalized Territories, or Canada.

If you meet these two requirements, you do have warranty coverage when you travel with this vehicle outside the United States, U.S. Federalized Territories, or Canada. In some cases, however, you may have to pay the servicing Ford dealer in a foreign country or U.S. Federalized Territories for a repair that is covered under the U.S. warranty. If this happens, be sure to save the paid repair order or invoice. You should present this document to a U.S. Ford Motor Company dealer for warranty refund consideration.

Your NEW VEHICLE LIMITED WARRANTY gives you specific legal rights. You may have other rights that vary from state to state. The New Vehicle Limited Warranty is the only express warranty applicable to your vehicle. Neither Ford or Ford Motor Vehicle Assurance Company assumes nor authorizes anyone to assume for it any other obligation or liability in connection with your vehicle or this warranty.

Ford, Ford Motor Vehicle Assurance Company and your dealer are not responsible for any time that you lose, for any inconvenience you might be caused, for the loss of your transportation, or for any other incidental or consequential damages you may have.

You may have some implied warranties. For example, you may have:

- an implied warranty of merchantability (that the car or light truck is reasonably fit for the general purpose for which it was sold); or
- an implied warranty of fitness for a particular purpose (that the car or light truck is suitable for your special purposes).

These implied warranties are limited, to the extent allowed by law, to the time period covered by the written warranties, or to the applicable time period provided by state law, whichever period is shorter.

Some states do not allow Ford or Ford Motor Vehicle Assurance Company to limit how long an implied warranty lasts or to exclude or limit incidental or consequential damages. In the limitation and exclusions described above may not apply to you.

NOTE: This information about the limitation of implied warranties and the exclusion of incidental and consequential damages under the **NEW VEHICLE LIMITED WARRANTY** also applies to the **EMISSIONS WARRANTIES** described on pages 11-24.

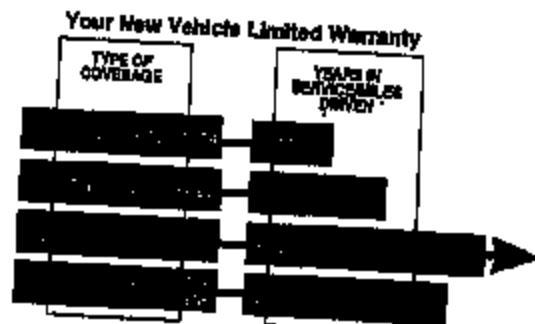
NOTE: If you are an eligible U.S. owner and have a warranty concern unresolved by your dealer, you may use the services of the Dispute Settlement Board (see page 26).

QUICK REFERENCE: WARRANTY COVERAGE

This chart gives a general summary of your warranty coverage provided by Ford Motor Company or Ford Motor Vehicle Assurance Company under the New Vehicle Limited Warranty. Please refer to the description of warranty coverage for more specific information.

For each type of coverage, the chart shows two measures:

- years in service
- miles driven



The measure that occurs first determines how long your coverage lasts. For example: Your Bumper to Bumper Coverage lasts for three years - unless you drive more than 36,000 miles before three years elapse. In that case, your coverage ends at 36,000 miles.

For more details on coverage, see:

- **What is Covered?** (pages 6-7)
- **What is Not Covered?** (pages 7-9)

WHAT IS COVERED?

The New Vehicle Limited Warranty coverage is provided by Ford Motor Company or Ford Motor Vehicle Assurance Company, a subsidiary of Ford Motor Company. These coverages include Bumper to Bumper coverage, Safety Restraint coverage, Corrosion coverage, and 7.3L Power Stroke® Diesel Engine coverage.

Bumper to Bumper Coverage

Under your New Vehicle Limited Warranty, Bumper to Bumper Coverage begins at the warranty start date and lasts for three years or 36,000 miles, whichever occurs first.

During this coverage period, authorized Ford Motor Company dealers will repair, replace, or adjust all parts on your vehicle (except tires) that are defective in factory-supplied materials or workmanship. Items or conditions that are not covered by the New Vehicle Limited Warranty are described on pages 7-9.

When making warranty repairs on your vehicle, the dealer will use Ford or Motorcraft parts or remanufactured or other parts that are authorized by Ford. In certain instances, Ford may authorize repairs at other than Ford dealer facilities.

Safety Restraint Coverage

Under your New Vehicle Limited Warranty, Safety Restraint Coverage begins at the warranty start date and lasts for five years or 60,000 miles, whichever occurs first.

During this coverage period, Ford Motor Company or Ford Motor Vehicle Assurance Company warrants your vehicle's safety belts and air bag Supplemental Restraint System (SRS) against defects in factory-supplied materials or workmanship.

Corrosion Coverage

Under your New Vehicle Limited Warranty, Corrosion Coverage begins at the warranty start date and covers body sheet metal panels against corrosion due to a defect in factory-supplied materials or workmanship. Corrosion coverage (which lasts for 5 years, regardless of miles driven) only applies if the corrosion causes perforation (holes) in body sheet metal panels.

If corrosion does not cause perforation (holes), and is not the result of usage and/or environmental conditions, paint damage is covered under the terms of the Bumper to Bumper Warranty (3 years or 36,000 miles, whichever occurs first).

For damage caused by airborne material (environmental fallout) - where there is no factory-related defect involved and therefore no warranty -

our policy is to cover paint damage due to airborne material for 12 months or 12,000 miles, whichever occurs first.

7.3L Power Stroke® Diesel Engine Coverage

The New Vehicle Limited Warranty covers certain direct injection diesel engine components against defects in factory-supplied materials or workmanship for five years after the warranty start date or 100,000 miles, whichever occurs first.

After the end of the Bumper to Bumper Coverage period (three years or 36,000 miles, whichever occurs first), you must pay a \$100 deductible for each repair visit.

Ford Motor Company or Ford Motor Vehicle Assurance Company covers these components: cylinder block, heads and all internal parts, intake and exhaust manifolds, flywheel, timing gear, harmonic balancer, valve covers, oil pan and pump, water pump, fuel pump and fuel system (excluding fuel lines and fuel tank), high pressure lines, gaskets and seals, glow plugs, turbocharger, powertrain control module, electronic driver unit, injectors, injection pressure sensor, high pressure oil regulator, exhaust back pressure regulator and sensor, camshaft position sensor, accelerator switch.

NOTE: Some components may also be covered by the Emissions Warranties, with no deductible. For more information, see pages 11-24.

WHAT IS NOT COVERED?

Damage Caused By:

- accidents, collision or objects striking the vehicle
- theft, vandalism, or riot
- fire or explosion
- freezing
- misusing the vehicle, such as driving over curbs, overloading, racing, or using the vehicle as a stationary power source
- altering or modifying the vehicle - including the body, chassis, or components - after the vehicle leaves Ford's control

- non-Ford parts installed after the vehicle leaves Ford's control. For example, but not limited to, cellular phones, alarm systems, and automatic starting systems
- tampering with the vehicle, tampering with the emissions systems, or with other parts that affect these systems
- disconnecting or altering the odometer or allowing the odometer to be inoperative for an extended period of time with the result that the actual mileage cannot be determined
- using contaminated or improper fuel/fluids
- customer-applied chemicals or accidental spills
- driving through water deep enough to cause water to be ingested into the engine

Damage Caused by Use and/or the Environment

Your New Vehicle Limited Warranty does not cover surface rust and deterioration of paint, trim, upholstery, and other appearance items that result from use and/or exposure to the elements. Here are examples:

- stone chips, scratches (some examples are on paint and glass)
- dings, dents
- cuts, burns, punctures or tears
- road salt, tree sap
- bird and bee droppings
- lightning, hail
- windstorm
- earthquake
- water or flood

Damage Caused by Improper Maintenance

Your New Vehicle Limited Warranty does not cover damage caused by failure to maintain the vehicle, improperly maintaining the vehicle, or using the wrong part, fuel, oil, lubricants, or fluids. See the Owner Guide for correct fluid types and levels, and consult the Scheduled Maintenance Guide for proper ways to maintain your vehicle.

Maintenance/Wear

Your New Vehicle Limited Warranty does not cover: (1) parts and labor needed to maintain the vehicle; and (2) the replacement of parts due to normal wear and tear. You, as the owner, are responsible for these items. Examples from the Scheduled Maintenance Guide are:

- oil changes
- oils, lubricants, other fluids
- oil/air filters
- brake linings/pads
- tire rotation
- cleaning/polishing
- wiper blades
- clutch linings
- engine tune-up

Other Items and Conditions Not Covered

Your New Vehicle Limited Warranty also does not cover:

- non-Ford parts of your vehicle, for example, parts (including glass) installed by body builders or manufacturers other than Ford, or damage to Ford components caused by installation of non-Ford parts other than "certified" emissions parts
- vehicles that have ever been labeled or branded as "dismantled", "fire", "flood", "junk", "rebuilt", "reconstructed", or "salvaged"; this will void the New Vehicle Limited Warranty
- vehicles that have been determined to be a "total loss" by an insurance company; this will void the New Vehicle Limited Warranty
- converted ambulances that are not equipped with the Ford Ambulance Prep Package, see important information about ambulance conversions (page 28).

Time Limits on Coverage

- After the first 12 months in service or 12,000 miles, whichever occurs first, wheel alignment and tire balancing are not covered unless required by a warranty repair.

In addition...

TIRES

The tire manufacturer provides you with a separate tire warranty. Your Ford Motor Company dealership, however, may be able to address your tire service needs. You will find your tire warranty with the owner literature supplied with your new vehicle.

If a tire is damaged during the Bumper to Bumper Warranty coverage period because of a vehicle defect in factory-supplied materials or workmanship, Ford Motor Company or Ford Motor Vehicle Assurance Company will replace the tire.

ROADSIDE SERVICE ASSISTANCE (UNITED STATES, PUERTO RICO, AND U.S. VIRGIN ISLANDS)

Your vehicle is covered by the complimentary Ford Roadside Assistance Program (unless you are driving a daily rental unit). Under this program Ford will cover:

- towing to the nearest Ford Motor Company dealership, or towing to your selling dealership if within 35 miles
- flat tire change
- fuel delivery
- jump starts
- lock-out assistance

The Roadside Assistance Program is separate from the New Vehicle Limited Warranty, but the Program's time period runs concurrently with Bumper to Bumper Warranty Coverage (three years or 36,000 miles, whichever occurs first). If you need towing after Bumper to Bumper Coverage has ended, Ford can arrange roadside assistance and charge your credit card unless the problem is covered by another Ford warranty. Ford will pay the tow charge under the other warranty.

For emergency roadside assistance, call 1-800-241-3872 (FORD), 24 hours a day, 365 days a year.

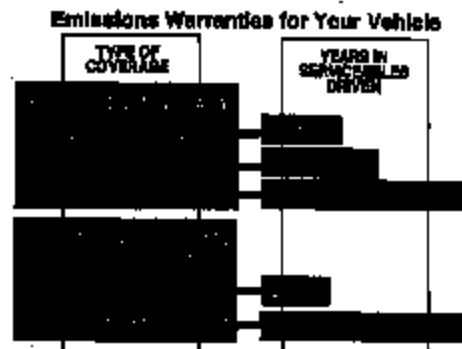
For daily rental units that must be towed because a covered part has failed during the Bumper to Bumper Warranty period, Ford will cover towing to the nearest Ford Motor Company dealership.

5. Federal requirements for emissions warranties

QUICK REFERENCE: EMISSIONS WARRANTY COVERAGE

This chart shows your warranty coverage under two emissions warranties that Ford Motor Company provides for vehicles that do not qualify for California emissions warranty as defined in Section 6 of this guide. These warranties comply with Federal requirements and are:

- Emissions Defect Warranty
- Emissions Performance Warranty



* Carburetor converters, computerized, electronic emissions control unit, onboard emissions diagnostic device, and vehicle communication link (VCL) models for passenger cars and light duty trucks only (required 5 years/100,000 miles coverage per the Clean Air Act)

For full details on emissions control coverage, see:

- Emissions Defect Warranty (page 12)
- Emissions Performance Warranty (pages 12-13)
- What is Covered? (pages 13-14)
- What is Not Covered? (page 14)

EMISSIONS DEFECT WARRANTY COVERAGE

Under the Emissions Defect Warranty, Ford Motor Company provides coverage for 3 years or 35,000 miles (whichever occurs first). This is an extension of the federal requirement that calls for coverage of 2 years/24,000 miles (whichever occurs first) for passenger car and light duty trucks. Certified heavy duty engines (vehicles with a GVWR over 8,500 pounds) are provided coverage for 5 years or 50,000 miles (whichever occurs first).

During this coverage period, Ford Motor Company warrants that:

- your vehicle or engine is designed, built, and equipped to meet - at the time it is sold - the emissions regulations of the U.S. EPA.
- your vehicle or engine is free from defects in factory-supplied materials or workmanship that could prevent it from conforming with applicable EPA regulations.
- you will not be charged for repair, replacement, or adjustment of defective emissions-related parts listed under **What is Covered?** on pages 13-14.

Under the Emissions Defect Warranty for passenger cars and light duty trucks, Ford Motor Company also provides coverage, including labor and diagnosis, for 3 years or 30,000 miles (whichever occurs first) for these emissions parts:

- catalytic converter
- computrvalve
- electronic emissions control unit (PCM)
- onboard emissions diagnostic device
- vehicle communication link (VCL) module

EMISSIONS PERFORMANCE WARRANTY COVERAGE

If your vehicle is registered in a state where the state or local government has an EPA-approved inspection and maintenance program, you may also be eligible for Emissions Performance Warranty Coverage for 2 years or 24,000 miles (whichever occurs first), if you meet certain conditions.

Under the Emissions Performance Warranty for passenger cars and light duty trucks, Ford Motor Company also provides coverage, including labor and diagnosis, for 3 years or 30,000 miles (whichever occurs first) for these emissions parts:

- catalytic converter
- computrvalve
- electronic emissions control unit (PCM)
- onboard emissions diagnostic device
- vehicle communication link (VCL) module

Under Emissions Performance Warranty Coverage, Ford Motor Company will repair, replace, or adjust - with no charge for labor, diagnosis, or parts - any emissions control device or system, if you meet all these conditions:

- You have maintained and operated your vehicle according to the instructions on proper care in the Owner Guide, the Schedule Maintenance Guide, and this booklet.
- Your vehicle fails to conform, during the warranty coverage period of 2 years or 24,000 miles (whichever occurs first), to the applicable national EPA standards.
- You are subject to a penalty or sanction under local, state, or federal law because your vehicle has failed to conform to the emissions standards. (A penalty or sanction can include being denied the right to use your vehicle.)
- Your vehicle has not been tampered with, misused, or abused.

The Emissions Performance Warranty will not apply to your vehicle if:

- the vehicle is tested at high altitude, but is certified to meet standards only at sea level.
- the diagnosis shows your vehicle will pass the applicable state or local government test using test procedures and standards set by the EPA.

WHAT IS COVERED?

These parts are covered by both the Emissions Defect Warranty and the Emissions Performance Warranty.

List of Parts Covered by Emissions Warranties

- Air/Fuel Feedback Control System and Sensors
- Altitude Compensation System
- Catalytic Converter
- Cold Start Enrichment System
- Cold Start Fuel Injector (1)
- Computrvalve
- Controls for Deceleration
- Distributor Assembly
- Electronic Ignition System
- Exhaust Pipe (Manifold to Catalyst)
- Electronic Engine Control Sensors and Switches
- Exhaust Gas Recirculation (EGR) Valve, Spacer, Plate and Associated Parts
- Exhaust Heat Control Valve
- Exhaust Manifold
- Fuel Filler Cap and Neck Restrictor
- Fuel Injection System
- Fuel Injector Supply Manifold
- Fuel Sensor (1)
- Fuel Tank (non diesel only)

- Fuel Tank Pressure Control Valve (1)
- Fuel Vapor Storage Canister, Liquid Separator and Associated Controls
- Ignition Coil and/or Control Module
- Intake Manifold
- Intercooler Assembly - Engine Charger
- Malfunction Indicator Lamp (MIL) System
- PCV System and Oil Filler Cap
- Powertrain Control Module
- Pulsed Secondary Air Injection Valve/Secondary Air Injection Pump and Associated Parts
- Spark Control Components
- Spark Plugs and Ignition Wires
- Synchronizer Assembly
- Throttle Air Control Bypass Valve
- Throttle Body Assembly (MFI)
- Turbocharger Assembly
- TWC Air Control Valve
- Vehicle Communication Link (VCL) Module
- Volume Air Flow Sensor

(1) Flex Fuel Vehicle only.

Important Information About List of Parts

Also covered by the two emissions warranties are all emissions-related bulbs, hoses, clamps, brackets, tubes, gaskets, seals, belts, connectors, non diesel fuel lines, and wiring harnesses that are used with components on the list of parts, above.

Concerning parts that should be replaced on a certain maintenance schedule: these parts remain under warranty until: (a) the first replacement time that is specified in your **Owner Guide** and the **Scheduled Maintenance Guide**; or (b) the time or mileage limits of the **Federal Defect and Performance Warranties** (whichever occurs first).

Your Ford Motor Company dealer maintains a complete list of parts covered by emissions warranties. For more details about the specific parts covered by the Emissions Defect Warranty, contact your dealer.

WHAT IS NOT COVERED?

Ford Motor Company may deny you warranty coverage if your vehicle or a part has failed because of abuse, neglect, improper maintenance, unapproved modifications, or any items included in **What Is Not Covered?**, pages 7-9.

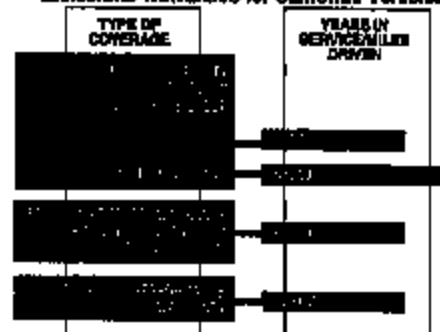
6. California Requirements for Emissions Warranties

QUICK REFERENCE: EMISSIONS WARRANTY COVERAGE

This chart shows the coverage Ford Motor Company provides under the emissions control warranty to owners of vehicles certified for sale in California, (your Vehicle Emissions Control Information label will indicate certified for sale in California or conforms to California regulations) and registered in California, Massachusetts, New York or Vermont. There are four warranties:

- Short-Term Defects Warranty (vehicles of 14,000 lbs.* and under)
- Long-Term Defects Warranty (vehicles of 14,000 lbs.* and under)
- Defects Warranty (vehicles over 14,000 lbs.*)
- Performance Warranty

Emissions Warranties for California Vehicles



- * Gross Vehicle Weight Rating
- ** These specific parts were selected on the basis of their estimated replacement cost at the time the California Air Resources Board certified your vehicle for sale in California.
- *** Diesel engine vehicles are covered for 3 years or 100,000 miles.

For full details about coverage under California requirements for emissions control, see:

- ⇒ Defects Warranties (pages 18-20)
- ⇒ Performance Warranty (page 16)
- ⇒ What Is Covered? (pages 18-20)
- ⇒ What Is Not Covered? (page 20)

REGULATION OF CALIFORNIA EMISSIONS WARRANTIES

Your Warranty Rights and Obligations

(Applicable if your vehicle is certified for sale in California and registered in California, Massachusetts, New York or Vermont.)

The California Air Resources Board and Ford Motor Company are pleased to explain the emission control system warranty on your 2000-model vehicle. In California, new motor vehicles must be designed, built, and equipped to meet the State's stringent anti-smog standards. Ford must warrant the emission control system on your vehicle for the periods of time listed on pages 16-17, provided there has been no abuse, neglect, or improper maintenance of your vehicle.

Your emission control system may include parts such as the carburetor or fuel injection system, the ignition system, catalytic converter, and the engine computer. Also included may be hoses, belts, connectors, and other emissions-related assemblies.

Where a warrantable condition exists, Ford Motor Company will repair your vehicle at no cost to you including diagnosis, parts, and labor.

Manufacturer's Warranty Coverage

For 3 years or 50,000 miles (whichever first occurs):

1. If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Ford to ensure that your car or light truck passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.

2. If any emissions-related part on your vehicle is defective, the part will be repaired or replaced by Ford. This is your short-term emission control system **DEFECTS WARRANTY**.

For 7 years or 70,000 miles (whichever first occurs):

If an emissions-related part listed on page 19 with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Ford. This is your long-term emission control system **DEFECTS WARRANTY**.

If Gross Vehicle Weight rating is over 14,000 lbs.:

For 5 years or 50,000 miles (gasoline powered engines and vehicles) or 5 years or 100,000 miles (diesel powered engines and vehicles) (whichever first occurs):

If an emissions-related part on your vehicle is defective, the part will be repaired or replaced by Ford. This is your emission control system **DEFECTS WARRANTY**.

Owner's Warranty Responsibilities

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your owner's manual. Ford recommends that you retain all receipts covering maintenance on your vehicle, but Ford cannot deny warranty coverage solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Ford Motor Company dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should be aware that Ford Motor Company may deny you warranty coverage if the vehicle or a part has failed due to abuse, neglect, improper maintenance, or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, or if you want to report what you believe to be violations of the terms of this warranty, you may contact the Ford Customer Assistance Center at 1-800-392-3673 (FORD) or the California Air Resources Board at:

State of California Air Resources Board
Mobile Source Operations Division
P.O. Box 8601
El Monte, California 91731-2990

Important Information about List of Parts

Also covered by this warranty are all emissions-related bulbs, hoses, clamps, brackets, tubes, gaskets, seals, belts, connectors, non diesel fuel lines, and wiring harnesses that are used with components on the list of parts above.

Concerning parts that should be replaced on a certain maintenance schedule: these parts remain under warranty until the first required replacement time that is specified in your Owner Guide and the Scheduled Maintenance Guide.

NOTE: If the diagnosis does not reveal a defect, the Defects Warranty does not apply.

Your Ford Motor Company dealer maintains a complete list of covered parts. For more details about the specific parts that are covered by the Defects Warranty, contact your dealer.

WHAT IS NOT COVERED?

Ford Motor Company may deny you warranty coverage if your vehicle or a part has failed because of abuse, neglect, improper maintenance, unapproved modifications, or any items included in What Is Not Covered?, pages 7-9.

7. ADDITIONAL INFORMATION ABOUT YOUR EMISSIONS WARRANTY COVERAGE, UNDER FEDERAL AND CALIFORNIA REQUIREMENTS

HOW DO I GET WARRANTY SERVICE?

To get service under your emissions warranties, take your vehicle to any Ford Motor Company dealer as soon as possible after illumination of the Malfunction Indicator Light or it has failed an EPA-approved test or a California Smog Check inspection. Be sure to show the dealer the document that says your vehicle has failed the test.

Your dealer will decide whether the repair is covered by the warranty. If there is a question about Performance Warranty coverage, the final decision must be made by Ford Motor Company within 30 days after you bring in your vehicle for repair. (The decision will be made within a shorter time if the law requires you to have the vehicle repaired more quickly in order to avoid additional penalties.) However, your dealer does not have to meet the deadline if you request a delay or agree to a delay, or if the delay is caused by an event for which neither Ford nor your dealer is responsible.

You will be notified by Ford Motor Company in writing if your claim for warranty coverage is denied. The notice will explain the basis for denying your claim. If you fail to receive this notice, Ford will perform the warranty repair for you free of charge.

HOW DO I HANDLE EMERGENCY REPAIRS?

If your vehicle needs an emergency repair on emission-related parts, and a Ford Motor Company dealer is not available - so that you must have covered repairs made by someone other than a Ford Motor Company dealer - your Ford Motor Company dealer will reimburse you for the cost of repairs, including diagnosis. Be sure to obtain: (a) the parts that are replaced; and (b) a receipt for the work. Take the parts and receipt to your dealer, who will determine if the repair is covered under warranty.

You should follow the same procedure if a warranted part is not available at your Ford Motor Company dealer within 30 days from the time you first bring your vehicle to your dealer for repairs, and you must go elsewhere for repairs.

Any repair not completed within 30 days also constitutes an emergency, and any equivalent replacement part may be used in an emergency situation. Ford Motor Company will reimburse you for the repair expenses, not to exceed: (a) the manufacturer's suggested retail price for all warranted parts that are replaced; and (b) the labor charges (based on the manufacturer's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate).

WHAT REPLACEMENT PARTS SHOULD I USE?

Ford Motor Company recommends that you use genuine Ford replacement parts. However, when you are having non-warranty work done on your vehicle, you may choose to use non-Ford parts.

If you decide to use non-Ford parts, be sure they are equivalent to Ford parts in performance, quality, and durability. If you use replacement parts that are not equivalent to Ford parts, your vehicle's emissions control systems may not work as effectively, and you may jeopardize your emissions warranty coverage.

NOTE: FEDERAL WARRANTY ONLY The maintenance, replacement, or repair of emissions control devices or systems, the cost of which is not covered by the warranties, can be performed by any automotive repair establishment or individual using non-Ford parts.

For vehicles within the warranty period, Ford will repair at no cost to the owner, under the Federal Emissions Warranty, covered emission failures caused by properly installed Ford parts or non-Ford parts that have been "certified" by the U.S. Environmental Protection Agency (EPA). Ford is not responsible for the cost of repairing any emission failures caused by non-Ford parts that have not been "certified" by the EPA.

PROPER MAINTENANCE PRESERVES YOUR WARRANTY

If you do not maintain your vehicle properly, Ford may have the right to deny you warranty coverage.

To have repairs made under this warranty, you may have to show that you have followed Ford's instructions on properly maintaining and using

your vehicle. You will find these instructions in your **Owner Guide** and **Scheduled Maintenance Guide**. Be sure to save your service receipts and to keep accurate records of all maintenance work.

If you are not satisfied with the handling of a warranty matter, see **Customer Assistance**, on the inside front cover, and **Dispute Settlement Board**, page 25.

If you need more information about getting service under the **Federal Emissions Performance Warranty**, or if you want to report what you believe to be violations of the terms of this warranty, you may contact:

Director, Vehicle Program and Compliance Division
(6405J)
Environmental Protection Agency
401 M Street, S.W.
Washington, D.C. 20460

8. Noise emissions warranty

NOISE EMISSIONS WARRANTY FOR CERTAIN LIGHT TRUCKS

Ford Motor Company warrants to the first person who purchases this vehicle for purposes other than resale and to each subsequent purchaser that this vehicle as manufactured by Ford, was designed, built and equipped to conform at the time it left Ford's control with all applicable U.S. EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built and equipped by Ford Motor Company, and is not limited to any particular part, component or system of the vehicle as manufactured by Ford. Defects in design, assembly or in any part, component or system of the vehicle as manufactured by Ford, which, at the time it left Ford's control, caused noise emissions to exceed Federal standards, are covered by this warranty for the life of the vehicle.

THE NOISE EMISSIONS WARRANTY OBLIGATIONS DO NOT APPLY TO:

- loss of time, inconvenience, loss of use of the vehicle, commercial loss or other consequential damages.
- any vehicle which is not covered by the U.S. EPA Medium and Heavy Trucks Noise Emission Standards (40 C.F.R. Part 205, Subpart B). Among the non-covered vehicles are those lacking a partially or fully enclosed operator's compartment, such as a basic stripped chassis, those having a Gross Vehicle Weight Rating of 10,000 pounds or less, and those sold outside the United States and its territories.

To the extent permitted by law, THIS WARRANTY IS EXPRESSLY INSTEAD of any express or implied warranty, condition, or guarantee, agreement, or representation, by any person with respect to conformity of this vehicle with the U.S. EPA Noise Control Regulations, including ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS.

9. Ford Extended Service Plan

MORE PROTECTION FOR YOUR VEHICLE

You can get more protection for your new car or light truck by purchasing a Ford Extended Service Plan (Ford ESP). Ford ESP is the only service contract backed by Ford Motor Company or Ford Motor Service Company. It provides:

- benefits during the warranty period depending on the plan you purchase (such as: reimbursement for rentals; coverage for certain maintenance and wear items); and
- protection against repair costs after your Bumper to Bumper Warranty expires.

You may purchase Ford ESP from any Ford Motor Company dealer. There are several Ford ESP plans available in various time, distance and deductible combinations. Each plan is tailored to fit your own driving needs, including reimbursement for towing and rental.*

When you purchase Ford ESP, you receive peace-of-mind protection throughout the United States and Canada, provided by a network of more than 5,000 Ford Motor Company dealers.

NOTE: Repairs performed outside the United States and Canada are not eligible for Ford ESP coverage. (Exceptions are Federalized Territories and military customers where ESP repairs are authorized.)

This information is subject to change. Ask your dealer for complete details about Ford ESP coverage.

* In Hawaii, rules vary. See your dealer for details.

10. Dispute Settlement Board

DO YOU NEED THE DISPUTE SETTLEMENT BOARD?

Your satisfaction is important to Ford Motor Company and to your dealer. Experience has shown that our customers have been very successful in achieving satisfaction by following the three-step procedure outlined on the front page of this booklet.

However, if your warranty concern has not been resolved using the three-step procedure, you may be eligible to participate in the Dispute Settlement Board, an informal, cost-free alternative process for resolving disputes.

A warranty dispute must be submitted to the Dispute Settlement Board before taking action under the Magnuson-Moss Warranty Act, or to the extent allowed by state law, before pursuing replacement or repurchase remedies provided by certain state laws. This dispute handling procedure is not required prior to enforcing state-created rights or other rights which are independent of the Magnuson-Moss Warranty Act or state replacement or repurchase laws.

HOW DOES THE BOARD WORK?

The Dispute Settlement Board offers a free independent process for resolving warranty disputes. You may apply to the Board if you are an eligible owner of a Ford Motor Company vehicle in the United States.

For details, please refer to your Owner Guide. For a brochure/application, speak to your dealer or write to:

Dispute Settlement Board
P.O. Box 5120
Southfield, MI 48086-5120
1-800-426-3718

NOTE: The Dispute Settlement Board may not be available in all states. Ford Motor Company reserves the right to change eligibility limitations, modify procedures, and/or to discontinue this process at any time without notice and without obligation.

11. State warranty enforcement laws

These state laws - sometimes called "lemon laws" - allow owners to receive a replacement vehicle or a refund of the purchase price, under certain circumstances. The laws vary from state to state.

To the extent your state law allows, Ford Motor Company requires that you first send us a written notification of any defects or non-conformities that you have experienced with your vehicle. (This will give us the opportunity to make any needed repairs before you pursue the remedies provided by your state's law.)

In all other states where not specifically required by state law, Ford Motor Company requests that you give us the written notice.

Send your written notification to:

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

12. Important information about ambulance conversions

Ford vehicles are suitable for producing ambulances only if equipped with the Ford Ambulance Prep Package. In addition, Ford urges ambulance manufacturers to follow the recommendations of the Ford Incomplete Vehicle Manual and the Ford Truck Body Builders Layout Book (and pertinent supplements).

Using a Ford vehicle without the Ford Ambulance Prep Package to produce an ambulance could result in elevated underbody temperatures, fuel overpressurization, and the risk of fuel expulsion and fires. Such use also voids the Ford Bumper to Bumper Warranty and may void the Emissions Warranties.

You may determine whether the vehicle is equipped with the Ford Ambulance Prep Package by inspecting the information plate on the driver's rear door pillar.

You may determine whether the ambulance manufacturer has followed Ford's recommendations by contacting the ambulance manufacturer of your vehicle.

Customer Info

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

FORM-003-0300



Date
04/15/03

Origin
CALGFD

Description
OPEN LEGAL CONTACT - ATTORNEY DEMAND

Action List

PE05-033-0387



VIN
1FMPU1BLXYL [REDACTED]

Year Model
2000 EXPEDITION
Open Issues Exist

Vehicle List
Sales Type
X PLAN RTL

Owner Status
Original Owner

Vehicle Info
Oasis
Warranty History

PC95-003-0398



VEHICLE DETAIL

VIN: 1FMPU18LXL [REDACTED] Engine: W-MOD 5.4L SOHC EFI NA V8 G-NP
 Make: FORD Transmission: 4 SPD AUTO TR-NAAO E4OD(4R100A)
 Model: EXPEDITION Paint Code/Color: MEDIUM WEDGEWOOD G/C
 Year: 2000 Calibration: 0B314BDA
 Pay Load: Max Towing Weight:
 GVWR: 07200 Axle Ratio:
 WheelBase: 119 Warranty Start Date: 10/28/2000
 GCWR: Vehicle Build Date: 6/8/2000
 PEP Code:

Selling Dealers Name: HAMMONASSET FORD, LINCOLN MERC
 Selling Dealers P & A Code: 03617 Selling Dealers Sales Code: F13430
 Selling Dealers Main Phone: 203-245-8628 Selling Dealers Service Phone: 000-000-0000

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10
 U 1 8 Y L G 5 0 8 8 8 1 1 9 3 6 1 2 2 4 3 8 1 3 A DF T MEH 9 5 N
 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10
 D 6 5 8 5 B A 1 1 C 4 0 5 E 2 L D 5 1 H H C L 1
 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10
 F M P X 3 9 L E C T
 1 2 3 4 5 6 7 8 9 10

FORD-833-8388

Update This Information In Stars

		Dealer Detail			
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	D	M1	03617	F13430
Dealer Name:	HAMMONASSET FORD, LINCOLN				
Dealer Address:	MERC 181 BOSTON POST ROAD MADISON CT 06443				
Dealer Main Phone:	203-245-8828	Dealer Service Phone:	000-000-0000		

Position	Employee Name
DEALER/PARTNER	ALBERT L MANTILIA
GENERAL MANAGER	DANA Fordyce
PARTS MANAGER	ROBERT E SMITH
PARTS MANAGER	LLOYD A TOPPING II
SALES MANAGER	John A Youmans
SALES MANAGER	MICHAEL POLVAY
SALES MANAGER	HARRY A GROSSMAN
SERVICE MANAGER	CLIFFORD R GASPARINI
SERVICE MANAGER	SALVATORE J SALAFIA

FD-203-033-0400



ESP / Recall Information

VIN: 1FMPU1BLXY

Contract: 1 Of

Status: Active

ESP Purchase Details

Purchaser:

Expiration Date: 2006-10-28

Plan Type: USA NEW 72/75,000 PREMIUMCARE W/ROADSIDE ASSISTANCE

Rental: 28

Purchase Type: N

Options:

Expiration Mile: 75,000

Plan Year: 2001

Selling Dealer: HAMMONASSET FORD, LINCOLN MERC

Deductible: 50

Towing Allowance:

ESP Cancellation Details

Cancel Date:

Refund Percent:

Dealer Credited:

Process Date:

Dealer Received Date:

Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
00L11	L	CHILD TETHER	FORCED COMPLETION	2001-10-11	AUTOC
01B77	O	TIRES	COMPLETE	2002-03-02	03817

1016-833-8401

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1T6P018L3XL [REDACTED]	Vehicle Line: T80 - EXPEDITION (UN93) (97-02)	Eng Serial No: *
Model Year: 2000	Market Derived: *- (N/A)	Body Style: *
Vehicle Type: T	Drive Code: T7E - 4 WHEEL PART TIME DRIVE	Engine: T7VZ - W-MOD 3.4L SOHC EFI NA V8 G-NP
Inv. Dealer: 09026	Body Cab Style: T7VA - REGULAR CARGO VAN	Transmission: T7DE - 4 SPD AUTO TR-NAAO EAOD(4R100)
	Version/Series: T7E - FORD SERIES	

BUILD INFORMATION:

Region: NA - #00000000 Plant: AP - MICHIGAN PLANT BUILD
 Country: USA - #00000000 Prod Date: 05-AUG-2000

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 113438 - *
 Country: USA - #00000000 Selling Div St/Prov: CT
 Buyer St/Prov: CT

Arrival Date: 16-AUG-2000 Red Carpet Lease: *
 Sale Date: 29-OCT-2000 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 28-OCT-2000 New/Used Vehicle: *
 Orig Warranty Date: 28-OCT-2000 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----10-----
 018Y1G050891180 8 1 2 24062BA DF T M8N9 50L 06 505 2 A 11C405 E2 L0 5180 1
 INVT 3 11227

INSTALLED OPTION INFORMATION:

Air Conditioning: T7E - A/C/HVAC OUTPUT AC	GVW Code:
Alternator Amp Rating: CB	GVW Class Code: F
Audio Disk: AC - AUDIO DISC CHANGER PLAYER	Instrumentation: *- (N/A)
Axle Ratio: EQAND - 3.35 FINAL DRIVE RATIO	Driver(Driver Side): *- (N/A)
Axle Type: EQFAC - LIMITED SLIP REAR AXLE	Driver(Passr Side): *- (N/A)
Battery Amp Rating: MK	Paint: PNLDB - MEDIUM WEDGEWOOD C/C

FORM 933-9402



Brake Code: * - [N/A]
Brake Code(Service): * - [N/A]
Calibration Code: 0631480A
Color(Accent): * - [N/A]
Color(Trim): * - [N/A]
Delivery Type: X
Drivetrain Code: D
Front Seat: * - [N/A]
Fuel Type: * - [N/A]

Power Antenna: * - [N/A]
Radio: AT - ELETR PREM AM/FM STROVSTECCLK
Sound System: AE - AUDIOPHILE SOUND SYSTEM
Steering Wheel Audio: * - [N/A]
Tire Brand: AC - FIRESTONE
Tire Size: DOKFD - P265/70R 17 A/T OWL
Traction Control: * - [N/A]
Wheel Base:

TIRE DOT INFORMATION:

LF: * RF: *
LR: * RR: *
LT: * RT: *
SPARE: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: TB - TB
ESP Coverage(Miles): * Emission Cert Type: 5
ESP Coverage(Time): * Emission Regd Suffix: GCI
ESP Price Year: * Engine Family: YFMDK1054BF7
ESP Signature Date:

1588-033-0400

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 16-APR-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD	
1F8P18LXYL	03	B3	T/B3	*	TVA	T/EP	T/E	AP	T/DE	T/VZ	06-08-00	28-10-00	113430	USA	0	*	7502	*	14401	*	509	V16	WD6 X2	
AWS Claim Key:	2936006	Doc #:	08890751	Trx Code:			2	Labor Hrs:	7	Labor Cost:			54.01	Material Cost:	0	Total Cost:	54.01							
Dir Ctl-Sub Ctl:	03617	Name:	HAMMONASSET FORD, LINCOLN MERCURY, INC.	Ph:	203-2458828	St:	CT	City:	USA	Reg Ctl:	NA	Repr Date:	27-OCT-2000	DIST(Mile):	65									
Cost Comments:	REAR WIPER INOP																							
Tech Comments:	POOR CONNECTION REPAIR WIRING																							
1F8P18LXYL	03	B3	T/B3	*	TVA	T/EP	T/E	AP	T/DE	T/VZ	06-08-00	28-10-00	113430	USA	2	*	6N09	P85Z	7833114	AAB	S07	V73	B66 X1	
AWS Claim Key:	5161222	Doc #:	09068451	Trx Code:			2	Labor Hrs:	1.9	Labor Cost:			146.59	Material Cost:	185.07	Total Cost:	331.66							
Dir Ctl-Sub Ctl:	03617	Name:	HAMMONASSET FORD, LINCOLN MERCURY, INC.	Ph:	203-2458828	St:	CT	City:	USA	Reg Ctl:	NA	Repr Date:	15-DEC-2000	DIST(Mile):	1374									
Cost Comments:	CS LOOP RAIL MALFORMED																							
Tech Comments:	MALFORMED B TIME TO REPLACE ROOF RACK RAILS																							
1F8P18LXYL	03	B3	T/B3	*	TVA	T/EP	T/E	AP	T/DE	T/VZ	06-08-00	28-10-00	113430	USA	2	*	7011	P85Z	12A702	AAA	S09	V77	L29 01	
AWS Claim Key:	5161222	Doc #:	09068453	Trx Code:			2	Labor Hrs:	5	Labor Cost:			38.58	Material Cost:	19.73	Total Cost:	58.31							
Dir Ctl-Sub Ctl:	03617	Name:	HAMMONASSET FORD, LINCOLN MERCURY, INC.	Ph:	203-2458828	St:	CT	City:	USA	Reg Ctl:	NA	Repr Date:	19-DEC-2000	DIST(Mile):	1374									
Cost Comments:	CS LSIDE REAR INSIDE LIGHT CRACKED																							
Tech Comments:	CRACKED B TIME TO REPLACE REAR INSIDE LIGHT SELF APPROV FOR DUPLI LABOR																							
1F8P18LXYL	03	B3	T/B3	*	TVA	T/EP	T/E	AP	T/DE	T/VZ	06-08-00	28-10-00	113430	USA	3	*	6003	*	78502A82	*	806	V09	G02 70	
AWS Claim Key:	5282345	Doc #:	09169131	Trx Code:			2	Labor Hrs:	0	Labor Cost:			55	Material Cost:	409	Total Cost:	464							
Dir Ctl-Sub Ctl:	03617	Name:	HAMMONASSET FORD, LINCOLN MERCURY, INC.	Ph:	203-2458828	St:	CT	City:	USA	Reg Ctl:	NA	Repr Date:	15-JAN-2001	DIST(Mile):	1931									
Cost Comments:	CS MOON ROOF GLASS SCRATCHED																							
Tech Comments:	SCRATCHED OSH TO REPLACE LFT REAR DOOR GLASS																							
1F8P18LXYL	03	B3	T/B3	*	TVA	T/EP	T/E	AP	T/DE	T/VZ	06-08-00	28-10-00	113430	USA	4	*	6003	F75Z	78502C52	AB	S02	V37	R09 D8	
AWS Claim Key:	6702905	Doc #:	09226052	Trx Code:			2	Labor Hrs:	3.5	Labor Cost:			424.33	Material Cost:	13.8	Total Cost:	438.13							
Dir Ctl-Sub Ctl:	03617	Name:	HAMMONASSET FORD, LINCOLN MERCURY, INC.	Ph:	203-2458828	St:	CT	City:	USA	Reg Ctl:	NA	Repr Date:	31-JAN-2001	DIST(Mile):	2104									
Cost Comments:	CS WATER LEAK AT RSIDE OF ROOF FRONT																							
Tech Comments:	LEAKING B TIME TO TRACE LEAK, ACCESS AND REPLACE DRAIN TUBE SELF APPROV FOR REPEAT REPAIR																							

1095-833-8400



1FMPU18LXY1A * B3 T/B3 * T/VA T/EF T/E AP T/D2 T/VZ 06-08-00 28-10-00 113430 USA 4 * 6M03 F75Z 7850054 BA S06 V09 G02 78
 AWS Claim Key: 6105812 Doc #: 09236851 Trx Code: 2 Labor Hrs: .5 Labor Cost: 46.29 Material Cost: 1322.59 Total Cost: 1368.88
 Dir Cd-Sub Cd: 03617-* Name: HAMMONASSET FORD, LINCOLN MERCURY, INC. Ph: 203-2458828 Sr: CT City Cd: USA Reg Cd: NA Repr Date: 31-JAN-2001 DIST(Mile): 2104
 Cust Comments: CS MOON ROOF GLASS SCRATCHED
 Tech Comments: SCRATCHED B TIME TO REPLACE MOON ROOF GLASS SELF APPROV FOR REPEAT REPAIR

1FMPU18LXY1A * B3 T/B3 * T/VA T/EF T/E AP T/D2 T/VZ 06-08-00 28-10-00 113430 USA 17 * 5K06 * * * S20X V00 * *
 AWS Claim Key: 14839664 Doc #: 00644740 Trx Code: 01B77 Labor Hrs: 1.2 Labor Cost: 95.72 Material Cost: 718.69 Total Cost: 814.41
 Dir Cd-Sub Cd: 03617-* Name: HAMMONASSET FORD, LINCOLN MERCURY, INC. Ph: 203-2458828 Sr: CT City Cd: USA Reg Cd: NA Repr Date: 02-MAR-2002 DIST(Mile): 11946
 Cust Comments: 01B77 FORD FIRESTONE WILDERNESS AT PROGRAM EXPIRES MARCH 31, 2002
 Tech Comments: RECALL COMPLETE

1FMPU18LXY1C * B3 T/B3 * T/VA T/EF T/E AP T/D2 T/VZ 06-08-00 28-10-00 113430 USA 26 * 7T09 YU7Z 14B205 AA S09 V03 G29 42
 AWS Claim Key: 19082272 Doc #: 01607651 Trx Code: S07 Labor Hrs: 1.7 Labor Cost: 138.58 Material Cost: 239.22 Total Cost: 377.8
 Dir Cd-Sub Cd: 03617-* Name: HAMMONASSET FORD, LINCOLN MERCURY, INC. Ph: 203-2458828 Sr: CT City Cd: USA Reg Cd: NA Repr Date: 02-DEC-2002 DIST(Mile): 1931
 Cust Comments: CUST STATES THAT WASHER FLUID-4X4 LIGHTS FLASHING WINDOWS ELECTRIC SEATS ALL INOPERABLE & THEN W TRUCK OFF DEFROST WOULD STAY ON
 Tech Comments: BODY CHASSIS ELECTRICAL (BCE) TEST

1FMPU18LXY1C * B3 T/B3 * T/VA T/EF T/E AP T/D2 T/VZ 06-08-00 28-10-00 113430 USA 26 * 2S04 F73Z 9C915 AA S11 V49 N12 42
 AWS Claim Key: 19082273 Doc #: 01607652 Trx Code: S07 Labor Hrs: .4 Labor Cost: 32.61 Material Cost: 29.34 Total Cost: 61.95
 Dir Cd-Sub Cd: 03617-* Name: HAMMONASSET FORD, LINCOLN MERCURY, INC. Ph: 203-2458828 Sr: CT City Cd: USA Reg Cd: NA Repr Date: 02-DEC-2002 DIST(Mile): 1931
 Cust Comments: CUST STATES THAT ON ACCELERATION ABOUT 20-30MPH ABNORMAL ENGINE NOISE
 Tech Comments: VALVE ASSEMBLY FUEL VAPOR STORAGE CANISTER PURGE REGULATOR

1FMPU18LXY1C * B3 T/B3 * T/VA T/EF T/E AP T/D2 T/VZ 06-08-00 28-10-00 113430 USA 26 * 6P44 * 7840110 * S02 V37 R03 D8
 AWS Claim Key: 18237330 Doc #: 01620431 Trx Code: E84 Labor Hrs: .8 Labor Cost: 65.21 Material Cost: 0 Total Cost: 65.21
 Dir Cd-Sub Cd: 03617-* Name: HAMMONASSET FORD, LINCOLN MERCURY, INC. Ph: 203-2458828 Sr: CT City Cd: USA Reg Cd: NA Repr Date: 04-DEC-2002 DIST(Mile): 19337
 Cust Comments: CS WATER AT L REAR FLOOR
 Tech Comments: X DOOR AND WINDOW WIND NOISE WATER LEAKS DIAGNOSIS

1FMPU18LXY1A * B3 T/B3 * T/VA T/EF T/E AP T/D2 T/VZ 06-08-00 28-10-00 113430 USA 27 * 6P41 F65Z 1503100 AA S02 V37 R01 D8
 AWS Claim Key: 19470065 Doc #: 01704451 Trx Code: E84 Labor Hrs: 3.6 Labor Cost: 293.47 Material Cost: 176.05 Total Cost: 469.52
 Dir Cd-Sub Cd: 03617-* Name: HAMMONASSET FORD, LINCOLN MERCURY, INC. Ph: 203-2458828 Sr: CT City Cd: USA Reg Cd: NA Repr Date: 02-JAN-2003 DIST(Mile): 20204
 Cust Comments: CS WATER AT L FRONT
 Tech Comments: LEAK GLASS WINDSHIELD REPLACE

1FMPU18LXY1A * B3 T/B3 * T/VA T/EF T/E AP T/D2 T/VZ 06-08-00 28-10-00 113430 USA 27 * 7T09 YU7Z 14B205 AA S09 V19 C18 X1
 AWS Claim Key: 18328111 Doc #: 01709751 Trx Code: E91 Labor Hrs: 1.7 Labor Cost: 138.58 Material Cost: 239.22 Total Cost: 377.8
 Dir Cd-Sub Cd: 03617-* Name: HAMMONASSET FORD, LINCOLN MERCURY, INC. Ph: 203-2458828 Sr: CT City Cd: USA Reg Cd: NA Repr Date: 04-JAN-2003 DIST(Mile): 20204

1FMPU18LXY1A

Curt Comments:

CUST STATES THAT BLOWER MOTOR STAYS ON EVEN W/ TRUCK OFF IN SERVICE PART FAILURE R0#16076 12 02 02 673 MILES

Tech Comments:

BODY CHASSIS ELECTRICAL (BCE) TEST

Any comments? You can contact



webmaster

1-800-833-8408

4/15/03

All Action Details for Issue

Print

VIN: 1FMPU18LXY7 [REDACTED] Year: 2000 Model: EXPEDITION Case: 1390830033
 Name: [REDACTED] Owner Status: Original WSD: 2000-10-28
 Symptom Desc: SEALING WATER LEAKS ROOFTOP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 03617 HAMMONASSET FORD, LINCOLN MERC Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 20204 MI Comm Type: MAIL
 Analyst Name: CHERIE LEICH Analyst: CLEICH
 Action Date: 04/15/2003 Action Time: 11.21.49.266 Action Data: Yes

Comments *****ATTORNEY DEMAND***** DATE STAMPED 4-14-03 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR MOON ROOF CONCERNS, WIND NOISE, WATER LEAKS, SCRATCHES IN THE MOON ROOF. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	LAW OFFICE OF LAWRENCE A. LEVINSON
ATTORNEY NAME	JOHN CARANGELO
ATTORNEY PHONE NUMBER	2035628887

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY
 Dealer: 03617 HAMMONASSET FORD, LINCOLN MERC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 20204 MI Comm Type: FAX
 Analyst Name: VINCE Analyst: WKIRKSE1
 KIRKSEY
 Action Date: 04/16/2003 Action Time: 14.16.57.637 Action Data: Yes

Comments ***LPA COMMENTS*** LPA HAS SENT AN ACKNOWLEDGEMENT LETTER TO THE ATTORNEY ON BEHALF OF HIS CLIENT.

Data Element Name	Data Value
CERTIFIED LETTER #	LPA HAS SENT ACKNOWLEDGEMENT LETTER

Action: INFORMATIONAL CALL/FAX WITH OTHER PARTY
 Dealer: 03617 HAMMONASSET FORD, LINCOLN MERC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 20204 MI Comm Type: EMAIL
 Analyst Name: VINCE Analyst: WKIRKSE1
 KIRKSEY
 Action Date: 04/22/2003 Action Time: 13.53.49.601 Action Data: No

Comments ***LPA COMMENTS*** LPA HAS SENT THE GSM AN E-MAIL REQUESTING ADDITIONAL INFORMATION REGARDING THE CUSTOMER'S VEHICLE.

PE00-033-0407

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND

Dealer: 03617 HAMMONASSET FORD, LINCOLN MERC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 20204 MI Comm Type: FAX

Analyst Name: VINCE KIRKSEY Analyst: VKIRKSE1

Action Date: 04/22/2003 Action Time: 13.55.12.000 Action Data: No

Comments ***LPA COMMENTS** LPA HAS REVIEWED THE ABOVE CASE. UNFORTUNATELY, WE WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND PROPOSE NO FURTHER ACTION.



2002

FE85-033-0409

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	QDN	STATUS
05	11/25	10:37	215 548 0817	EC-S	08' 18"	081	040	OK

Ford Motor Company

Consumer Affairs

Send via Fax

November 25, 2002

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

RE: [REDACTED]
1999 Ford Expedition
VIN: 1FMRUJ1860X1 [REDACTED]

Dear Mr. Silverman:

This letter is in response to your letter dated November 5, 2002 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,

Catherine A. Papalia
Catherine A. Papalia
Consumer Affairs

Ford Motor Company

Consumer Affairs

Sent via Fax

November 25, 2002

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

RE: [REDACTED]
1999 Ford Expedition
VIN: 1FMRU1860X1 [REDACTED]

Dear Mr. Silverman:

This letter is in response to your letter dated November 5, 2002 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,


Catherine A. Papalia
Consumer Affairs

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

PE05-033-0411

==>

VIN: 1FMOU16G0Y [REDACTED] Year: 1999 Model: EXPEDITION
 Name: [REDACTED]
 Trmt: [REDACTED] Case: 1319283102
 Issue Type: 07 LEGAL Issue Status: C ACKNOWLEDG
 Comm Type: FX FAX Odometer Reading: 42796
 Dealer: 01373 GARNET FORD INC Odometer Type: MI
 Symptom Desc: SEALING WATER LEAKS Document Number: _____
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Legal Issue Type: _____
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code: _____
 Action Desc: DENY ASSISTANCE - NO FORD PROD CAN Award Code: _____
 Comments: LPA REVIEWED CASE AND FOUND THAT DUE TO THE REPAIR HISTORY F
 ORD HAS DENIED CUSTOMER'S REQUEST TO HAVE THE VEHICLE BOUGHT
 BACK. LPA SENT DENIAL LETTER TO CUSTOMER'S ATTORNEY**NFA**

F1=Help F2=ActionList F5=Add F6=DealerInfo
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
 UPDATE SUCCESSFUL LPREL73

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 07-NOV-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WEEKS 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	SUFF	VRT	VPG	CCC	CD	
1FMRU1860XL	[REDACTED]	T/E3	*	TVA	T/E	T/E	AP	T/DU	T/V3	25-07-99	16-08-99	116027	USA	1	*	3A11	XL3P	7000	FA	S11	V48	P67	42	
AWS Claim Ke	013525	Dec #:	04234951	Trx Code:			1	Labor Hrs:	7.4	Labor Cost:		304.35	Material Cost:	1125.07	Total Cost:	1429.42								
Dir Cl-Sub Cl	01373	Name:	GARNET FORD INC	Ph:	610-3585600	St PA		City Cl:	USA	Reg Cl:	NA	Repr Date:	19-AUG-1999	DIST (Mile):	493									
Cost Comments:	CHECK TRANS CONCERN TRANS SLIPS & WILL NOT MOVE AND BANGS W AC ON																							
Tech Comments:	INOP TRANSMISSION ASSEMBLY REMOVE AND INSTALL OR REPLACE																							
																								1
1FMRU1860XL	[REDACTED]	T/E3	*	TVA	T/E	T/E	AP	T/DU	T/V3	25-07-99	16-08-99	116027	USA	2	*	2G04	*		DIAG	S11	V42	D21	42	
AWS Claim Ke	015583	Dec #:	027994A	Trx Code:			2	Labor Hrs:	.5	Labor Cost:		37.15	Material Cost:	0	Total Cost:	37.15								
Dir Cl-Sub Cl	01209	Name:	SLOAN MOTORS INC	Ph:	610-3632870	St PA		City Cl:	USA	Reg Cl:	NA	Repr Date:	04-OCT-1999	DIST (Mile):	1843									
Cost Comments:	AT A STOP STALLS OUT HARD TO RESTART																							
Tech Comments:	PERFORMED DIAGNOSTICS. RETRIEVED CODE FOR MASS AIRFLOW SENSOR HOWEVER AFTER PINPOINT TEST (COULD NOT VERIFY A CONCERN) MAP IS OPERATING NORMALLY.																							
																								1
1FMRU1860XL	[REDACTED]	T/E3	*	TVA	T/E	T/E	AP	T/DU	T/V3	25-07-99	16-08-99	116027	USA	2	*	7D05	*	15200	*	S09	V17	AB5	33	
AWS Claim Ke	025418	Dec #:	027994B	Trx Code:			2	Labor Hrs:	.2	Labor Cost:		12.38	Material Cost:	0	Total Cost:	12.38								
Dir Cl-Sub Cl	01209	Name:	SLOAN MOTORS INC	Ph:	610-3632870	St PA		City Cl:	USA	Reg Cl:	NA	Repr Date:	04-OCT-1999	DIST (Mile):	1843									
Cost Comments:	WIRE HANGING NEAR FRONT PASS SIDE TIRE AREA																							
Tech Comments:	REATTACHED LOOSE WIRE FROM FOG LIGHT NOT EQUIPPED																							
																								1
1FMRU1860XL	[REDACTED]	T/E3	*	TVA	T/E	T/E	AP	T/DU	T/V3	25-07-99	16-08-99	116027	USA	39	*	7T09	VL12	148205	AA	S11	V43	D02	42	
AWS Claim Ke	01728314	Dec #:	00693951	Trx Code:			507	Labor Hrs:	3.8	Labor Cost:		125.31	Material Cost:	105	Total Cost:	230.31								
Dir Cl-Sub Cl	01373	Name:	GARNET FORD INC	Ph:	610-3585600	St PA		City Cl:	USA	Reg Cl:	NA	Repr Date:	14-OCT-2002	DIST (Mile):	41796									
Cost Comments:	CUSTOMER STATES VEHICLE WOULD NOT START SEE NOTE ALL KINDS OF ELECTRICAL CONCERNS 4X4 BLINKS WINDOWS INT																							
Tech Comments:	INOP EBC (QUICK TEST) DIAGNOSIS																							
																								2
1FMRU1860XL	[REDACTED]	T/E3	*	TVA	T/E	T/E	AP	T/DU	T/V3	25-07-99	16-08-99	116027	USA	39	*	7P01	*			SXX	V00	*	*	
AWS Claim Ke	01715681	Dec #:	00694040	Trx Code:			00840	Labor Hrs:	.5	Labor Cost:		37.54	Material Cost:	49.13	Total Cost:	86.67								
Dir Cl-Sub Cl	01373	Name:	GARNET FORD INC	Ph:	610-3585600	St PA		City Cl:	USA	Reg Cl:	NA	Repr Date:	14-OCT-2002	DIST (Mile):	41796									
Cost Comments:	00840 MULTIFUNCTION SWITCH																							
Tech Comments:	00840 00840 REPLACE MULTIFUNCTION SWITCH																							

Required

PER-833-0413




KIMMEL & SILVERMAN
 PC

ROBERT M. SILVERMAN*
 CRAIG THOR KIMMEL**

30 EAST BUTLER PECK
 AMBLER, PA 19002

*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.kimmelsilver.com

November 5, 2002

CASE#
 1319283102

Region: 16

CATHERINA

VIVIAN BENZ FELDMAN
 AMY D. COX*
 LOUIS DOBL, JR.*
 SHANNON M. RYAN*
 DANA TARQUINI*
 MAYLEE MURKIN*

GLENN L. GERBER
 of Counsel

VIA TELEFAX ONLY
 (313) 845-5555

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

RE: [REDACTED] v. Ford
 1999 Ford Expedition
 VIN: 1FMRUJ1860X [REDACTED]
 Zip Code: 19014
 Selling Dealer: Garnett Ford

Dear Mr. Wysover:

Please take notice that I represent the captioned individual in his claim against Ford. Please take the steps necessary to advise all Ford Personnel and dealership personnel that I am [REDACTED] 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 Garnett Ford for a chronic water leak, no restart, transmission replacement, falling gauges, engine failure on highway and a defective windshield.

FEB-033-0419

NEW JERSEY OFFICE • 88 HADDON AVENUE NORTH • HADDONFIELD, NJ 08033
 P (856) 439-8334

Matt Myscaver
November 5, 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 11/22/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,



Robert M. Silverman

RMS:vas

REC-033-0410

==>

VIN: _____ CASE: 1319283102 HOME PHONE: _____
LAST NAME: _____ ZIP/POSTAL: _____ CTRY: _____

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	████████████████████ ASTON	██████████ PA	██████████	USA	██████████

F1=Help F2=VehicleList
F7=Prev F8=Next
NO MORE RECORDS AVAILABLE

F4=UpdCustInfo
F11=Menu

F5=AddCustIssue
F12=Return

LPREL73

==>

Name: [REDACTED]
Address: [REDACTED]
Address: [REDACTED]
City: ASTON
Zip/Postal: [REDACTED]

Home Phone: [REDACTED]
Day Phone: [REDACTED]
State/Prov: PA
Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	1FMRU1860X [REDACTED]	1999	EXPEDITION	Individual Rtl
	ORIGINAL			Y

F1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
 F10=WarrHistory F11=Menu F12=Return F13=Recall/ONP F14=SpecialCoverage
 NO MORE RECORDS AVAILABLE LPREL73

SFCMADMA

Action Detail

11/07/02 15:34:57

=>

VIN: 1FMRU1860X [REDACTED] Year: 1999 Model: EXPEDITION
 Owner Status: ORIGINAL WSD: 08/16/99
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: Case: 1319283102 Day Ph:
 Symptom Desc: SEALING WATER LEAKS
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: GARNET FORD INC
 Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
 Comm Type: FX FAX Odometer Reading: 42796 MI
 Analyst: CLEICH CHERIE LEICH Document Number:
 Action Date: 11/06/02 Action Data: Y Action Time: 08:52:07 EST
 Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Comments: *****ATTORNEY DEMAND*****

FAX RECEIVED 11-05-02

ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR A
 CHRONIC WATER LEAK, NO RESTART, TRANSMISSION REPLACEMENT, FA
 ILING GAUGES, ENGINE FAILURE ON HIGHWAY AND A DEFECTIVE WIND
 SHIELD. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 NO MORE COMMENTS AVAILABLE

LPREL73

=>

DEALER: F16027 GARNET FORD INC
 Address: 1610 WILMINGTON WEST CHESTER P
 City: CHADDS FORD
 State/Prov: PA ZIP/Postal: 19317
 Country: USA Trained: Y
 Dlr Phone: 610 358 5600
 Svc Phone: 610 358 5600
 Svc Hours: 7 AM - 9 PM MON-THUR FRI-7A.M.-6P.M. SAT 8A.M.-12
 Directions:

F&A Code: 01373
 Sales Region: 16 PHILADELPH
 Sales Zone: A
 FCSD Region: 16 PHILADELPH
 Market: B1
 Market Area:

A

C POSITION	Employee Name
DEALER/PARTNER	HENDRIKSON, BRADLEY
PARTS MANAGER	MIGNONE, ROBERT
SALES MANAGER	HENDRIKSON, PHILIP R
SERVICE MANAGER	BURGIS, IRA J

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return
 NO MORE RECORDS AVAILABLE

LPREL73

VIN: 1FMRU1860XL [redacted] Year: Model:
Contract: of Status:

NO DATA

-----Purchase Details-----

Purchaser:
Expiration Date:
Expiration Miles:
Plan Type:
Plan Year:
Selling Dealer:
Rental:
Deductible:
Towing Allowance:
Purchase Type:
Options:

-----Cancellation Details-----

Cancel Date: Process Date:
Refund Percent: Dealer Received Date:

Dealer Credited:
F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return
NO ESP DATA FOUND LPREL73

=>

VIN: 1FMRU1860XL [REDACTED] Year: 1999 Model: EXPEDITION
 WSD: 08/16/99 [REDACTED] Build Date: 07/25/99

A	-----Campaign-----			Status	Dealer	
C	Number	Type	Description	Status	Date	Code
	00B40	O	WIPER OPS	COMPLETE	10/14/02	01373
	00S05	S	HITCH ATTACH	COMPLETE	10/14/02	01373
	01B77	O	TIRES	CAMP/PROG EXPIRED	10/31/02	

F1=Help F7=Prev F8=Next F11=Menu F12=Return
 MORE RECORDS AVAILABLE

LPREL73

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN	1FMRU1860X	Year Line	T/B3 - EXPEDITION (UN93) (97-02)	Eng Serial No:	*
Model Year	1999	Market Derived:	* - [N/A]	Body Style:	*
Veh Type	T	Drive Conf:	T/E - 4 WHL L&R PART TIME DRIVE	Engine	T/V3 - W-M 4.6L SOHC EFI
Lrv. Dealer	01373	Body Csb Style	DVA - REGULAR CARGO VAN	Transmission:	T/DU - 4 SPD AUTO TR NAA
Vehicle Status Code	Y	Version/Series	T/E7 - FORD SERIES		

BUILD INFORMATION:

Region: NA - #00000000 Plant AP - MICHIGAN PLANT BUILD
 Country: USA - #00000000 Prod Date: 25-JUL-1999

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 116027 - *
 Country: USA - #00000000 Selling Dir S/P/Prov: PA
 Buyer S/P/Prov: PA

Arrival Date: 05-AUG-1999 Red Carpet Lease: *
 Sale Date: 15-AUG-1999 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 15-AUG-1999 Modified Vehicle: * Vehicle Count Flag: Y
 Orig Warranty Date: 15-AUG-1999 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

D1E6C402301193 6 4 2 2602009 1P R 019 5R 553 48 7 A 10027 52 00 1 SEX P 61

R0004 0056 0000A Y 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	CB	GVW Class Code:	R
Audio Disc:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Axle Ratio:	BGARD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	BG1AB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	MK	Paint:	PNPCH - SPRUCE GREEN
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PRIM AM/FM STROCKST/CLK
Calibration Code:	9YNABK2IA	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Scrap Tandon Axle:	
Color(Tint):	* - [N/A]	Tire Manufacturer:	OC -
Delivery Type:	0	Tire Brand:	* -
Drivetrain Code:	D	Tire Size:	DEKFD - P265/70R 17 A/T OWL
Eng Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	



TIRE DOT INFORMATION:

LF: * RP: *
LR: * RR: *
LL: * RL: *
SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Codes * Emission Code: T/B - T/B
ESP Coverage(Miles): * Emission Cert Type: F
ESP Coverage(Hours): * Emission Decal Suffix: FDT
ESP Min. Year: * Engine Family: XFMXT0466FF
ESP Signature: Date:

Any comments? You can contact



webmaster

Papalia, Catherina (C.)

From: Papalia, Catherina (C.)
Sent: Tuesday, November 19, 2002 4:34 PM
To: Casares, Pacifica (P.)
Subject: Legal Contact

Well here is another bunch of legal contacts I just got....let me know if you are aware of any of these. Thanks!

[REDACTED]
1999 Ford Expedition

1FMRU1860X [REDACTED]

Garnett Ford

No starting concern, transmission replacement, failing gauges, defective windshield

[REDACTED]
2002 Mercury Mountaineer

4M2ZU86E42 [REDACTED]

Murphy Ford

transmission replacement, odors, bearings, lift gate brackets

[REDACTED]
2000 Lincoln LS

Chapman Lincoln

transmission concern

[REDACTED]
2001 Ford F-350

Fred Beans

Clutch concern, seat belt and A/C

Catherina A. Papalia

Legal Analyst - Philadelphia Region

Phone: (313)845-5645

Fax: (313)845-5555

cpapalia@ford.com

2002

PEBS-033-0428

IN: 1EMPH16W311 Year: 2001 Model: EXPEDITION
 Name: [REDACTED]
 Ymt:
 Issue Type: 07 LEGAL Case: 1449052702
 Issue Status: C ACKNOWLEDG
 Loan Type: FX FAX Odometer Reading: 27125
 Dealer: 01431 CHAPMAN FORD SALES, Odometer Type: MI
 Symptom Desc: SEALING WATER LEAKS Document Number:
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Legal Issue Type:
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code:
 Action Desc: DENY ASSISTANCE - NO FORD PROD CAN Award Code:
 Comments: LPA REVIEWED CASE AND FOUND THAT DUE TO THE PREVIOUS REPAIR
 HISTORY FORD HAS DENIED CUSTOMER'S REQUEST TO HAVE VEHICLE B
 OUGHT BACK. LPA SENT DENIAL LETTER TO CUSTOMER'S ATTORNEY.

F1=Help F2=ActionList F5=Add F6=DealerInfo
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
 UPDATE SUCCESSFUL LPREL73

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGES	CDR#	STATUS
28	11/19	16:49	215 540 8817	EC-S	00'17"	001	187	OK

Ford Motor Company

Consumer Affairs

November 5, 2002

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

RE: [REDACTED]
2001 Ford Expedition
VIN: 1FMRU16W3 [REDACTED]

Dear Mr. Silverman:

This letter is in response to your letter dated October 22, 2002 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,

Catherine A. Papalis
Catherine A. Papalis
Consumer Affairs



KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

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

30 EAST BUTLER PIKE
AMBLER, PA 19002

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

www.kimmel.com November 19, 2002

JACQUELINE C. HERRITT*
ROBERT A. RAPKIN
VIVIAN BENZ PEKIN*
AMY D. COX*
LOUIS DOBI, JR*
SHANNON M. RYAN*
DANA TARQUINI*
MAYLEE HIBBINS*

GLENN L. GEARER
of Counsel

VIA TELEFAX ONLY
(313) 845-5555

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

RE: [REDACTED] Ford
2001 Ford Expedition
VIN: 1FMRU1167W31 [REDACTED]
Zip Code [REDACTED]
Selling Dealer: Chapman Ford

Dear Mr. Wycaver:

Please note that since our initial correspondence of October 22, 2002, we have received no response in the above matter.

Please be advised that suit will be filed if we have not reached a settlement on or before 11/26/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,


Robert M. Silverman

RMS:vas

NEW JERSEY OFFICE • 89 HADDON AVENUE NORTH • HADDONFIELD, NJ 08033
P (856) 426-8334

PERF-033-0429

Ford Motor Company

Consumer Affairs

November 5, 2002

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

RE: [REDACTED]
2001 Ford Expedition
VIN: 1FMRU16W31 [REDACTED]

Dear Mr. Silverman:

This letter is in response to your letter dated October 22, 2002 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 A. Papalis
Catherina A. Papalis
Consumer Affairs

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

PE05-033-0430

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	COND	STATUS
24	11/05	15:18 KINNEL-SILVERMAN	S	00'00"	008	876	BUSY

Ford Motor Company

Consumer Affairs

November 5, 2002

Mr. Robert M. Silverman
Kinnel & Silverman, P.C.
30 East Butler Pike
Ardler, PA 19002

RE: [REDACTED]
2001 Ford Expedition
VIN: 1FMRU16W31[REDACTED]

Dear Mr. Silverman:

This letter is in response to your letter dated October 22, 2002 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,

Catherine A. Papalis
Catherine A. Papalis
Consumer Affairs



ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

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

30 EAST BUTLER PIKE
AMSTER, PA 19002
1-800-LEMON LAW
P (215) 340-8888
F (215) 340-8817
www.kimmelsilver.com

October 22, 2002

VIA TELEFAX ONLY
(313) 845-5555

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

VIVIAN BORG REINHARDT
AMY D. COLE*
LOUIS DOBI, JR.*
SHANNON M. RYAN*
DANA TARQUINI*
MAYLEE MEEKINS*

GLENN L. GIBBER
of Counsel

RE: [REDACTED] v. Ford
2001 Ford Expedition
VIN: 1FMRL16N21[REDACTED]
Zip Code [REDACTED]
Selling Dealer: Chapman Ford

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] 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 a chronic water leak and a mildew smell.

NEW JERSEY OFFICE - 80 HADDON AVENUE NORTH - HADDONFIELD, NJ 08033
P (856) 429-8984

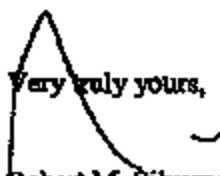
FORM 633-0102

CASE #
1447052702
Region: NJ
Catherine

Matt Myscaver
October 22, 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 11/5/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS:lh

PEBS-033-0433

=>

IN: _____ CASE: 1449052702 HOME PHONE: _____
AST NAME: _____ ZIP/POSTAL: _____ CTRY: _____

CUSTOMER NAME/ City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
DUBLIN	PA		SA	

1=Help F2=VehicleList
7=Prev F8=Next
0 MORE RECORDS AVAILABLE

F4=UpdCustInfo
F11=Menu

F5=AddCustIssue
F12=Return

LPREL73

=>

Name: [REDACTED]
 Address: [REDACTED] Home Phone: [REDACTED]
 Address: [REDACTED] Day Phone: [REDACTED]
 City: DUBLIN State/Prov: PA
 Zip/Postal: [REDACTED] Country: USA

VIN/ Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
1FMRU16W31 [REDACTED] ORIGINAL	2001	EXPEDITION	Individual Rtl Y
1FMDU35P9V [REDACTED] ORIGINAL	1997	EXPLORER	Individual Rtl

1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
 10=WarrHistory F11=Menu F12=Return F13=Recall/ONP F14=SpecialCoverage
 0 MORE RECORDS AVAILABLE LPREL73

FCHADMA

Action Detail

10/31/02 09:16:27

=>
VIN: 1FMRU16W31L Year: 2001 Model: EXPEDITION

Owner Status: ORIGINAL

WSD: 10/06/01

Name: [REDACTED]

Hm Ph: [REDACTED]

Home: [REDACTED] Case: 1449052702

Day Ph: [REDACTED]

Symptom Desc: SEALING WATER LEAKS

Reason Desc: LEGAL - OTHER ATTORNEY DEMAND

Dealer: CHAPMAN FORD SALES, INC.

Issue Type: 07 LEGAL

Issue Status: K ACKNOWLEDG

Comm Type: FX FAX

Odometer Reading: 27125 MI

Analyst: CLEICH CHERIE LEICH

Document Number:

Action Date: 10/28/02 Action Data: Y

Action Time: 11:46:46 EST

Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK

Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Comments: *****ATTORNEY DEMAND*****

FAX RECEIVED 10-22-02

ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR A
CHRONIC WATER LEAK AND MILDEW SMELL. ATTORNEY DEMANDS CONTACT
FROM FORD REPRESENTATIVE.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

0 MORE COMMENTS AVAILABLE

LPREL73

ALER: F16019 CHAPMAN FORD SALES, INC.
 Address: 9371 ROOSEVELT BLV P&A Code: 01431
 City: PHILADELPHIA Sales Region: 16 PHILADELPH
 State/Prov: PA ZIP/Postal: 19114 Sales Zone: B
 Country: USA Trained: Y FCSD Region: 16 PHILADELPH
 Mr Phone: 215 698 7000 Market: A1
 Vc Phone: 215 676 3636 Market Area:
 Vc Hours: 8:00 A.M. - 6:00 P.M. MONDAY - FRIDAY
 Directions:

POSITION	Employee Name
DEALER/PARTNER	CHAPMAN, RANDY
GENERAL MANAGER	IERVOLINO, NICHOLAS
PARTS & SERVICE DIRECTOR	MULBERGER, JIM
PARTS MANAGER	JONES, THOMAS
SALES MANAGER	SHAPLEY, FRED

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return
 MORE RECORDS AVAILABLE LPREL73

IN: 1FMRU16W311 Year: 2001 Model: EXPEDITION
 Contract: 1 of 1 Status: ACTIVE

-----Purchase Details-----

Purchaser: [REDACTED]
 Expiration Date: 10/06/07
 Expiration Miles: 75000
 Plan Type: USA NEW 72/75,000 PREMIUMCARE W/ROADSIDE ASSISTANCE
 Plan Year: 2001
 Selling Dealer: CHAPMAN FORD SALES, INC.
 Rental: 28
 Deductible: 50
 Down Allowance:
 Purchase Type:
 Options:

-----Cancellation Details-----

Cancel Date: Process Date:
 Refund Percent: Dealer Received Date:
 Dealer Credited:
 F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return
 RECORD FOUND LPREL73

FCHREMA

Recall/ONP Information

10/31/02 09:17:25

=>

IN: 1FMRU16W31 [REDACTED] Year: 2001 Model: EXPEDITION
ID: 10/06/01 Build Date: 06/25/01

-----Campaign-----				Status	Dealer
Number	Type	Description	Status	Date	Code

1=Help F7=Prev F8=Next F11=Menu F12=Return
0 DETAIL RECORDS FOUND

LPREL73

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1F8RGL16W31	Year Line:	2001	Model Year:	2001	Market Derivat:	* - [N/A]	Eng Serial No:	91634429	Body Shell:	*
Year Type:	T	Drive Code:	T/E - 4 WHL LK PART TIME DRIVE	Engines:	7VFN - R-M 4.4L SOHC EFI N	Transmission:	T/DU - 4 SPD AUTO TR NAA	Body Style:	T/WD - 4 DOOR WAGON	Version/Series:	T/EF - FORD SERIES
Dev. Dealer:	01451	Vehicle Status Code:	Y								

BUILD INFORMATION:

Region: NA - #00000000 Plant: AP - MICHIGAN PLANT BUILD
 Country: USA - #00000000 Prod Date: 25 JUN 2001

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 116019 - *
 Country: USA - #00000000 Selling Div S/Prov: FA
 Super S/Prov: FA

Arrival Date: 12-JUL-2001 Red Carpet Lease: *
 Sale Date: 06-OCT-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 06-OCT-2001 Modified Vehicle: * Vehicle Const Flag: Y
 Orig Warranty Date: 06-OCT-2001 Recquired Vehicle: * Vehicle Export Flag: N

VOCEOC:

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

0181L878621193 6 4 2 2480030 0A 2 019 68 TB 40 5 A 168019 02 CL 382 24 41

0002 1 0000A 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	TD - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	CB	GVW Class Code:	R
Amplifier:	AC - AUDIO DISC CHANGER PLAYER	Instrumentation:	* - [N/A]
Anti Brake:	EGAHD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	BA - DRIVER POWER/HEATED MIRROR
Anti Type:	EGHAB - NON-LIMITED SLIP REAR AXLE	Mirror(Pass Side):	BA - PASS POWER/HEATED CONVEX MIRR
Battery Amp Rating:	MK	Paint:	PMLDZ - DEEP WEDGEWOOD BLUE GC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STEREO/CLK
Calibration Code:	1B31620A	Sound System:	* - [N/A]
Color(Access):	* - [N/A]	Sump Tandem Axle:	
Color(Tire):	000ZY -	Tire Manufacturer:	AG - GOODYEAR
Delivery Type:	0	Tire Brand:	4BCUDWS - WRANGLER RT/S 169S
Drivetrain Code:	D	Tire Size:	D31WA - P255/70R-16 OWL A-T
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: 4BCUDW00101 BF: 4BCUDW00101
 LR: 4BCUDW00101 BR: 4BCUDW00101
 LI: * RI: *

SPARE: 4BCUDW00101 DOT Plant Manufacturer: 4B - GOODYEAR CANADA ; INC. ; NAPANEE ; ONTARIO

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Ctrl Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	NR0C
ESP File Year:	* Engine Family:	1PMXD466F7
ESP Signature Date:		

Any comments? You can contact



webmaster



Run Date: 31-OCT-2002
 Note: All Costs are in US Dollars

VIN	AWB VL	WHS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	FLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUPP VRT	VFG	CCC	CD
1FMRU16W31LB77862			T/B3 *	T/WD	TRF	T/E	AP	T/DU	T/VN	25-05-01	06-10-01	116019	USA	9	*	1H03	2F1Z	9M46	AA	B11	V44	E29 42
AWB Claim Key:	114630	Doc #:	49879004	Trx Code:	807	Labor Hrs:	.7	Labor Cost:	30.19	Material Cost:	42.59	Total Cost:	92.78									
Dir Cl-Sub Cd:	1431 *	Name:	CHAPMAN FORD SALES, INC.	Ph:	215-6987000	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	07-JUN-2002	DIST (MIS):	19091							
Cost Comments:	POSS CHECK ENGINE LITE																					
Task Comments:	SEDS TEST REPLACE DPFE SENSOR E29 43,51460,P0401,																					
1FMRU16W31LB77862			T/B3 *	T/WD	TRF	T/E	AP	T/DU	T/VN	25-05-01	06-10-01	116019	USA	12	*	6P49	*	9900010 *	B02	V37	R01	D8
AWB Claim Key:	1892896	Doc #:	19458261	Trx Code:	284	Labor Hrs:	0	Labor Cost:	256	Material Cost:	0	Total Cost:	256									
Dir Cl-Sub Cd:	01304 *	Name:	C & C FORD SALES, INC.	Ph:	215-6743600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	19-SEP-2002	DIST (MIS):	27125							
Cost Comments:	CUST STATES: HAS WATER LEAK RIGHT SIDE, SEE WATER DRIPPING DOWN FROM UNDER GLOVE BOX, AFTER RAIN, WHILE DRIVING.																					
Task Comments:	DIAG WATER LEAK, DEODORIZE VEHICLE, COWL SIDE BENSAL (02010) R01 02010 D8																					

Any comments? You can contact



webmaster

FORD-033-6442

http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?srvr=eccdb2x&modelyr=2001&vin_cd=1FMRU16W31LB77862

10/31/02

Papalia, Catherina (C.)

From: Papalia, Catherina (C.)
Sent: Friday, November 01, 2002 9:24 AM
To: Barrera, Robin (R.M.)
Subject: Legal Contact

Hi Robin,

Are you aware of the following customers? If so can you please inform me of your involvement. Thanks.

[REDACTED]
2002 Ford Explorer
1FMZU72E [REDACTED]
Joh Kennedy Ford
Rough Idle and vibration concern

[REDACTED]
1999 Ford Windstar
2FMDA5146X [REDACTED]
Hopkins Ford
Engine concern

[REDACTED]
2001 Ford Expedition
1FMARU16W31 [REDACTED]
Chapman Ford
Water leak and mildew smell

Catherina A. Papalia
Legal Analyst - Philadelphia Region
Phone: (313)845-5645
Fax: (313)845-5555
cpapalia@ford.com

1999

PERM-633-844

KROHN & MOSS, LTD.

120 WEST MADISON STREET, 10th FLOOR
CHICAGO, ILLINOIS 60602
www.midwestconsumers.com

CONSUMER AFFAIRS
SECTION (312) 674-9428
Fax (312) 678-9433

Adam J. Krohn
Gregory H. Moss

Stephen R. Josten
Scott M. Johnson
Robert S. Parker
David B. Lewis
Lisa Newman

1700 S. Dearborn, Chicago, IL 60605
www.krohnandmoss.com
Licensed by the State of Illinois
Consumer Affairs Division

1381030719

March 8, 1999

Ford Motor Company
Attn: Mr. U.C. Christen
16800 Executive Plaza Drive
PO Box 31111, Suite 300
Dearborn, Michigan 48126-4207

RE: [REDACTED] Ford Motor Company

Dear Sir:

I am writing to you regarding [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Dear Sir:

It was advised that the office represents the above named individual regarding claims against Ford Motor Company pursuant to the Ohio Lemon Law, Motor Vehicle with Warranty, Nonconformities Bill and the Federal Magnuson-Moss Warranty Act with regard to the above listed vehicle. Please direct all future contacts and correspondence to the office listed above.

YOUR OFFICE IS REQUESTED TO CONTACT THE ABOVE LISTED INDIVIDUAL TO ADVISE HIM OF THE RESULTS OF THIS INVESTIGATION.

YOUR OFFICE IS REQUESTED TO CONTACT THE ABOVE LISTED INDIVIDUAL TO ADVISE HIM OF THE RESULTS OF THIS INVESTIGATION.

IN ADVANCE, YOU ARE THANKED FOR ASSISTING OUR OFFICE.

Very truly yours,
Adam J. Krohn
Gregory H. Moss

3. Defective climate control system (3 unsuccessful repair attempts);
4. Defective horn (1 unsuccessful repair attempt);
5. Defective brakes (1 unsuccessful repair attempt);
6. Defective transmission (1 unsuccessful repair attempt);
7. Defective engine as evidenced by poor gas mileage;
8. Defective windshield as evidenced by a wiper noise;
9. Defective windshield wipers;
10. Defective trim; and
11. Any additional complaints actually made, whether captioned on your company's invoices or otherwise.

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Therefore, my original complaint is hereby deemed a final complaint. If no repairs within the applicable warranty period, my claim for a full retail value of the vehicle is hereby asserted.

I am suing you in regard to the Subject Vehicle described above in the following manner:

1. I or a family member purchased the vehicle in question, and I am entitled to be made whole for the price of said vehicle less the depreciation and other charges. Once the vehicle is returned to me, the vehicle loses not only its real value in that it becomes an instrument whose utility is substantially impaired and whose operation is fraught with apprehension.

[REDACTED] Inc. v. Smith

Other courts have gone on to state that the vehicle owner that was plagued by a series of annoying minor defects which were never repaired after a number of attempts could revoke **[REDACTED]** and bring litigation.

Therefore, the amount of price a reasonable person would pay for the vehicle is a reasonable price for a similar vehicle of the same make and model.

There is a time when enough is enough. A car is an expensive purchase and it is not fair to have the car into the shop for repairs on a regular basis. The number of times the car is in the shop is a measure of the inconvenience, as well as the cost of the car and the time spent waiting for the car to be repaired. The car is a **[REDACTED]** vehicle.

My claim is for the full retail value of the vehicle less the depreciation and other charges. The amount of price a reasonable person would pay for the vehicle is a reasonable price for a similar vehicle of the same make and model.

[REDACTED] is a **[REDACTED]** vehicle. The amount of price a reasonable person would pay for the vehicle is a reasonable price for a similar vehicle of the same make and model.

The amount of price a reasonable person would pay for the vehicle is a reasonable price for a similar vehicle of the same make and model.

vehicle, including all collateral charges, finance charges, and incidental damages, pursuant to Section 1345.72(1) of the Ohio Revised Code.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total amount above, plus expenses to handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507, as well as other applicable Ohio Consumer Sales Practices Act remedies.

If the seller (or, if applicable, the lessor) or assignor (if subject to the FTC Holder Rule) has filed a financing statement covering the goods, I demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has received acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and comply with the above, you will be liable under U.C.C. § 9-404(1) to the amount of \$400.00 plus any amount claimed by your lender.

I demand that you pay the amount of \$400.00 plus any amount claimed by your lender to the undersigned within ten days of the date of this letter. If you do not pay the amount of \$400.00 plus any amount claimed by your lender to the undersigned within ten days of the date of this letter, I will file a lawsuit against you to collect the amount of \$400.00 plus any amount claimed by your lender, and I will also file a lawsuit against you to collect the amount of \$400.00 plus any amount claimed by your lender, and I will also file a lawsuit against you to collect the amount of \$400.00 plus any amount claimed by your lender.

I demand that you pay the amount of \$400.00 plus any amount claimed by your lender to the undersigned within ten days of the date of this letter. If you do not pay the amount of \$400.00 plus any amount claimed by your lender to the undersigned within ten days of the date of this letter, I will file a lawsuit against you to collect the amount of \$400.00 plus any amount claimed by your lender, and I will also file a lawsuit against you to collect the amount of \$400.00 plus any amount claimed by your lender.

Signature
[Handwritten Signature]
Secretary of Law

(440-
 239-1900)
 Retail -

NATIONAL CITY (National City Bank

LEASE DEALER NOTIFICATION		
Credit Decision: APPROVED	App#: 014427198	
Date: 12/22/98	Time: 13:56:17	
Dealer Name: MARSHALL FORD EAST	Dealer Phone: 1-440-449-1000	
Customer Name: [REDACTED]	Co-Applicant Name:	
General: 99 FORDSXFPHDI		
Amount: \$81,000.00	Term: 648	
Credit Authorizer: NATIONAL CITY	Phone: 0- 0- 0- 0	
Comments: APPROVED... MIXE		
Sales Message: NEW RETAIL RATE SHEETS 11/18/98; NEW LEASE RATE SHEETS 11/19/98; CALL TO RECEIVE. LENDER APPROVED TIER MUST BE ON PAYBACK. INCLUDE PAYBACK WITH LOAN AND LEASE DOCUMENTS FOR TIER VERIFICATION. ON RETAIL LOANS INDICATE RESERVE AND RATE ON PAYBACK. LEASELINK DID NOT LOAD BONUS TIER. REFER TO RATE SHEET FOR SCORES > 720 FOR BONUS.		
Rate: 0.00	% Reserve Expected:	Date of Rate Sheet:

0507 0582 2853

FEB-833-0458



Special Service Message #12334

1999 MUSTANG, EXPEDITION/NAVIGATOR, F-SERIES LD

WHEN DIAGNOSING PATS ISSUES WITH THE 1999 EXPEDITION/NAVIGATOR, 1999 MUSTANG, OR 1999 F-150/250 LD, MAKE CERTAIN TO ACCESS THE HEC (HYBRID ELECTRONIC CLUSTER) MODULE. THE PATS FUNCTIONS ARE CONTAINED IN THE HEC FOR THESE VEHICLE LINES. PLEASE REFER TO THE TYPE "C" IN TSB 99-01-08 FOR DIAGNOSTIC AND PROGRAMMING INFORMATION.

Special Service Message #12473

1999 F-SERIES SD/EXPEDITION/NAVIGATOR, INTERMITTENT OR INOP REAR SPEAKER

SOME 1999 F-SERIES SUPER DUTY, EXPEDITION/NAVIGATOR EQUIPPED WITH A DUAL MEDIA (AM/FM/CASSETTE/CD) OR AM/FM CASSETTE RADIOS MAY EXHIBIT AN INTERMITTENT OR INOP REAR SPEAKER (GENERALLY THE RT SIDE) CAUSED BY A DUAL FAULT CONDITION. PRIOR TO THE TROUBLESHOOTING PROCEDURE IN 1999 SERVICE MANUAL SECTION 415-00 PERFORM THE FOLLOWING:

1. DISCONNECT VEHICLE BATTERY.
 2. RELEASE RADIO FROM DASH PANEL WITH ANTENNA CABLE/POWER CONNECTOR STILL ATTACHED.
 3. UNPLUG 16 PIN POWER/SPEAKER CONNECTOR "FIRST".
 4. UNPLUG THE ANTENNA CONNECTOR "SECOND".
- (CONTINUED ON 12474)

Vehicle Related TSBS

98-24-06 ELECTRICAL - NEW TERMINAL GREASE RELEASED FOR SERVICE

99-01-08 PASSIVE ANTI THEFT SYSTEM (PATS) - DIAGNOSTIC SERVICE TIPS

99-04-03 REPROGRAMMING POWERTRAIN CONTROL MODULES (PCMS) - OUT-OF-VEHICLE - BEC V VEHICLES ONLY

402000-ENGINE COOLING SYSTEM CONCERNS

Special Service Message #11628

USAGE FOR NEW EXTENDED LIFE ENGINE COOLANT

LONG TERM USE OF IMPROPER ENGINE COOLANT MAY CAUSE COOLING SYSTEM DETERIORATION THAT COULD RESULT IN LEAKS OR COMPONENT FAILURE. IF IMPROPER COOLANT IS USED, THE SYSTEM SHOULD BE DRAINED, FLUSHED AND REFILLED WITH THE PROPER COOLANT TYPE BY THE NEXT SERVICE INTERVAL NOT EXCEEDING 45,000 MILES. DO NOT USE CONVENTIONAL GREEN OR RECYCLED COOLANT IN THE 1999 MERCURY COUGAR WHICH IS EQUIPPED WITH NEW ORANGE COLORED EXTENDED LIFE COOLANT (P/N F6AZ-19544-AA). ALSO, DO NOT USE NEW ORANGE EXTENDED LIFE COOLANT IN VEHICLES ORIGINALLY EQUIPPED WITH CONVENTIONAL GREEN COOLANT. FOR MORE INFORMATION REFER TO TSB 98-23-16.

FEB-93-0451

Special Service Message #11994

VEHICLES W/GASOLINE ENGINES - WINTER BLEND FUEL

SOME GASOLINE ENGINE VEHICLES MAY EXHIBIT STALL AND NO RESTART OR HARD/NO START CONDITIONS WHILE OPERATING ON AN UNSEASONABLE HOT DAY WITH AN INAPPROPRIATE WINTER BLEND FUEL. THESE CONCERNS MAY BE DUE TO VAPOR LOCK CAUSED BY THAT FUEL. THIS FUEL HAS HIGHER VOLATILITY COMPARED TO "SUMMER BLEND" FUELS. RE-SEAT FUEL

0507 0582 2654



CAP TO ENSURE PROPER SYSTEM FUNCTION AND RESTART. INFORM CUSTOMER TO FILL TANKS WITH "SUMMER BLEND" FUEL AND TO USE 87 OCTANE FUEL UNLESS THE OWNER GUIDE SPECIFICALLY RECOMMENDS A HIGHER OCTANE FUEL. FOR NO RESTART OR MIL-ON CONDITION PERFORM PC/ED DIAGNOSTICS AND REPAIR AS REQUIRED. NOTE: ADDITION OF ADDITIVES WILL NOT RESOLVE THIS SITUATION. SERVICE TIPS ABOUT "WINTER BLEND" FUELS ARE IN TSB 98-26-02.

Special Service Message #12367

1997-1999 E-SERIES/F-SERIES/EXPEDITION/NAVIGATOR

COOLANT LEAKS ON 4.6L/5.4L/6.8L ENGINES RESULTING FROM CYLINDER HEAD DAMAGE (COOLANT PASSAGE WALL THICKNESS EROSION) CAN BE AVOIDED WITH PROPER ENGINE COOLANT MAINTENANCE. LACK OF MAINTENANCE OR USE OF IMPROPER COOLANT MAY VOID THE COOLING SYSTEM WARRANTY OR DAMAGE THE CYLINDER HEAD. FOLLOW SERVICE RECOMMENDATIONS DETAILED IN THE OWNERS GUIDE BY CHANGING COOLANT INITIALLY AT 50,000 MILES (80,000 KM) OR 48 MONTHS, WHICHEVER COMES FIRST. THEREAFTER, CHANGE ENGINE COOLANT EVERY 30,000 MILES (48,000 KM) OR 36 MONTHS, WHICHEVER COMES FIRST. IT IS IMPORTANT TO MAINTAIN COOLANT CONCENTRATION BETWEEN 40% AND 60%, DEPENDING ON LOCAL CLIMATE CONDITIONS. DO NOT USE ENGINE COOLANT THAT DOES NOT MEET ALL REQUIREMENTS OF FORD SPECIFICATION ESE-M97B44-A.

Vehicle Related TSBs

98-26-02 FUEL - INFORMATION ON GASOLINE - TIPS TO RESOLVE VOLATILITY RELATED DRIVEABILITY CONCERNS

99-04-06 LEAK - TRANSMISSION FLUID LEAKS AT RADIATOR - VEHICLES EQUIPPED WITH AUTOMATIC TRANSMISSION AND TRANSMISSION OIL COOLER IN RADIATOR END TANK

208000-ELECTRICAL CLIMATE CONTROL SYSTEMS

Special Service Message #11628

USAGE FOR NEW EXTENDED LIFE ENGINE COOLANT

LONG TERM USE OF IMPROPER ENGINE COOLANT MAY CAUSE COOLING SYSTEM DETERIORATION THAT COULD RESULT IN LEAKS OR COMPONENT FAILURE. IF IMPROPER COOLANT IS USED, THE SYSTEM SHOULD BE DRAINED, FLUSHED AND REFILLED WITH THE PROPER COOLANT TYPE BY THE NEXT SERVICE INTERVAL NOT EXCEEDING 45,000 MILES. DO NOT USE CONVENTIONAL GREEN OR RECYCLED COOLANT IN THE 1999 MERCURY COUGAR WHICH IS EQUIPPED WITH NEW ORANGE COLORED EXTENDED LIFE COOLANT (P/N F6A3-19544-AA). ALSO, DO NOT USE NEW ORANGE EXTENDED LIFE COOLANT IN VEHICLES ORIGINALLY EQUIPPED WITH CONVENTIONAL GREEN COOLANT. FOR MORE INFORMATION REFER TO TSB 98-23-16.

Special Service Message #11911

1993-1999 VILLAGER, WINDSTAR, CV, GM, EXPLORER, MOUNTAINEER, RANGER, F-150/250, EXPEDITION, NAVIGATOR, E-SERIES, AEROSTAR

SOME 1993-1999 VILLAGER, 1995-1999 WINDSTAR, TAURUS, SABLE, CV, GM, EXPLORER, MOUNTAINEER RANGER 1996-1999 F-150/250 - 1997-1999 EXPEDITION - 1998-1999 NAVIGATOR 1997-1999 E-SERIES AND 1995-1997 AEROSTARS MAY EXHIBIT A MOMENTARY GRUNTING SOUND WHEN THE A/C COMPRESSOR IS FIRST ENGAGED AFTER SITTING FOR A LONG PERIOD OF TIME. REPLACEMENT OF A/C COMPONENTS WILL NOT EFFECT THIS EVENT, NOR IS COMPONENT DURABILITY AFFECTED. THIS SOUND IS DUE TO THE COMPRESSOR PUMPING LIQUID R134A OUT OF THE COMPRESSOR. THE R134A COLLECTS IN THE

PERF-033-0482

COMPRESSOR DUE TO THE TEMP DIFFERENCE BETWEEN THE ENGINE COMPARTMENT AND THE INTERIOR OF THE VEHICLE THE R134A WILL TRAVEL TO THE COOLEST POINT, AND THIS IS GENERALLY THE COMPRESSOR (ONCE THE ENGINE HAS COOLED).
(CONTINUED ON 11912)

Special Service Message #11912

1995-1999 WINDSTAR, CV, GM, EXPLORER, MOUNTAINEER, RANGER, F-150/250, EXPEDITION, NAVIGATOR, E-SERIES, AEROSTAR

(CONTINUED FROM 11911)
THE CONDITION MAY OCCUR ONLY AFTER THE VEHICLE HAS BEEN PARKED FOR A FEW DAYS AND THE COMPRESSOR IS ENGAGED BEFORE THE ENGINE COMPARTMENT HAS WARMED UP. THE CUSTOMER CAN MINIMIZE THE NOISE BY TURNING THE A/C SYSTEM TO VENT BEFORE EXITING THE VEHICLE AND IN MILD AMBIENT TEMPERATURES (APPROX. 50-75 DEG. F) WAITING A FEW MINUTES BEFORE TURNING ON THE A/C OR DEFROST SYSTEM.

Special Service Message #12480

1999 - A/C COMPRESSOR CLUTCH OVERSIZE TR
READ

IMPORTANT SERVICE NOTICE ON PS-10 A/C COMPRESSORS/CLUTCHES:
WHEN SERVICING THE A/C CLUTCH ASSEMBLIES ON 1999 RANGER/EXPLORER/MOUNTAINEER/ECONOLINE/EXPEDITION/NAVIGATOR/F-SERIES/WINDSTAR/ MUSTANG/VILLAGER/QUEST/CONTINENTAL/CONTOUR/MYSTIQUE/MONDEO/TAURUS/SABLE/TRANSIT/GALAXY VEHICLES EQUIPPED WITH THE PS-10 A/C COMPRESSOR WITH BUILD DATES CODES OF 8M12, 8M13, 8M14, 8M15 AND 8M16, THE CLUTCH BOLT TORQUE MUST BE CHECKED. SOME COMPRESSORS WERE BUILT DURING THIS PERIOD WITH AN OVERSIZE THREAD THAT WILL NOT SUPPORT THE REQUIRED TORQUE. IF THE PROPER TORQUE AS LISTED IN THE SERVICE MANUAL CAN NOT BE ACHIEVED, THE A/C COMPRESSOR MUST BE REPLACED.

Vehicle Related TSBS

THERE ARE NO TSBS FOR SYMPTOM ENTERED

<511 365 794> TECH HOTLINE CONTACT ID EXPIRES IN 5 DAYS FOR [REDACTED]

Service Bay Products service_bay@fordtsc.ford.com

PERM-033-0453

0507 0502 2856

FROM :

PHONE NO. :

Mar. 12 1999 01:41PM PL

FAX COVER SHEET

MULLINAX OF MAYFIELD

5930 MAYFIELD RD.
MAYFIELD HTS.
OHIO 44124
Phone number: (440)442-8000
Fax number: (440) 449-9919



SEND TO MARIA	From FRANK KESSLER
Attention	OFFICE LOCATION SERVICE DEPARTMENT
Office location	PHONE NUMBER (440) 442-8000 X 319
Fax number	DATE

- Urgent
 Reply ASAP
 Please comment
 Please review
 For your information

Total pages, including cover: 7

COMMENTS

0507 0582 2849

FE05-833-0484

11

DEALER 441 010 | VIN 1FMRU1863X1 [REDACTED]

	SUGGESTED RETAIL PRICE	AMOUNT
U184 EXPEDITION XLT 4X4	31330.00	27366.00
1999 MODEL YEAR		
VN SILVER CLEARCOAT MET		
F2 MED GRAPHITE CAPT CHAIR, CLOTH		
.XLT SERIES		
.SPEED CONTROL		
.BRIGHT ELECTRIC MIRRORS		
.PREM ELEC AM/FM/STEREO/CASSET		
.4.6L EFI V8 ENGINE		
.4-SPD AUTO TRANSMISSION		
T5M P265/70R-17 OWL ALL-TERRAIN	380.00	323.00
X19 3.55 RATIO REGULAR AXLE	NC	NC
574 AUX HEATER/AIR CONDITION(REAR)	NC	NC
188 RUNNING BOARDS, ILLUMINATED	435.00	370.00
647 17" CAST ALUMINUM WHEELS	185.00	158.00
918 CD CHANGER (6 DISC)	475.00	404.00
153 FRONT LICENSE PLATE BRACKET	NC	NC
66A COMFORT/CONVENIENCE GROUP	2560.00	2178.00
.THIRD ROW SEAT		
TOTAL VEHICLE & OPTIONS	35365.00	30797.00
DESTINATION & DELIVERY	640.00	640.00
TOTAL BEFORE DISCOUNTS	36005.00	31437.00
3RD ROW SEAT DISCOUNT	640.00-	544.00-
TOTAL SAVINGS	640.00-	544.00-
SCHEDULE A (MEMO)	.00	

TOTAL FOR VEHICLE 35365.00

08 U.S. GAL GAS FACTORY 12.00
 BATCH-ID WL05108233 N RB 2X
 PRICE LEVEL 915250U18 VIN: 1FMRU1863X1 [REDACTED]
 SHIPPING WEIGHT 5013 LBS.

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

FINANCE ASSOCIATE	INVOICE TOTAL	SALES TAX	REGISTRATION	SALES	PLAN
180.00	31085.00	1042.00		30043.00	29504.00
1042.00	102.00	2887.00	.00	940.00	28991.00

SOLD TO
 Marshall Ford 441010
 6200 Mayfield Road
 Mayfield Heights OH 44124

SHIP TO (IF OTHER THAN ABOVE)	2	6	OH	CAIP
	11 05 98	44-1056	F2 04	
SHIP THROUGH				

FINANCE & CREDIT DEPARTMENT FORD MOTOR COMPANY FINANCIAL SERVICES
 1FMRU1863X1 [REDACTED] MICHIGAN TRUCKFORD MOTOR CREDIT 000001
 KLA66976 1F [REDACTED] 441010 DEALER COPY 2 3085.00 KUT

Claims List Report

http://qpls.pd9.ford.com/cgi-bin/aww/jku/ciml...=ecdh2x&modelyr=1999&vtn_cd=1FMRU1863XLA66976

1FMRU1863XL AWS Claim Ke	T/BS * T/A T/EF T/E AP T/DU T/V3 12-NOV-1998 23-DEC-1998 144010 USA 1 5R48 000615 * NPT * N88 83 7596
Dir C6-Sub C6	705153 Trx Code: 2 Labor Hrs: 3 Labor Cost: 18.72 Material Cost: 0 Total Cost: 18.72
Car Comment	10791-* Name: MULLINAX LINCOLN MERCURY OF MAYFIELD Ph: 216-4428196 St: OH Ctry Cdt: USA Reg Cdt: NA Repr Date: 14-JAN-1999 Doc #034818D
Tech Comment	CUSTOMER STATES STEERING WHEEL VIBRATES OVER 50 MPH UNABLE TO VERIFY MAY HAVE BEEN ICE
1FMRU1863XL AWS Claim Ke	T/BS * T/A T/EF T/E AP T/DU T/V3 12-NOV-1998 23-DEC-1998 144010 USA 1 1D04 MANANA FIVE 8251 A C07 69 888
Dir C6-Sub C6	705150 Trx Code: 2 Labor Hrs: 1 Labor Cost: 62.39 Material Cost: 8.76 Total Cost: 71.15
Car Comment	10791-* Name: MULLINAX LINCOLN MERCURY OF MAYFIELD Ph: 216-4428196 St: OH Ctry Cdt: USA Reg Cdt: NA Repr Date: 14-JAN-1999 Doc #034818A
Tech Comment	CUSTOMER STATES WHEEL HAS NO HEAT & TEMP GAUGE NOT WORKING REPAIR WHEEL IN THERMOSTAT
1FMRU1863XL AWS Claim Ke	T/BS * T/A T/EF T/E AP T/DU T/V3 12-NOV-1998 23-DEC-1998 144010 USA 1 7502 180102 * 14401 * AR5 X200000
Dir C6-Sub C6	705154 Trx Code: 2 Labor Hrs: 1.2 Labor Cost: 74.87 Material Cost: 0 Total Cost: 74.87
Car Comment	10791-* Name: MULLINAX LINCOLN MERCURY OF MAYFIELD Ph: 216-4428196 St: OH Ctry Cdt: USA Reg Cdt: NA Repr Date: 14-JAN-1999 Doc #034818E
Tech Comment	CUSTOMER STATES RUNNING LIGHTS ON LEFT SIDE, SNOW AT FETTER TO WHEEL AND PULLS FORWARD, REPAIR HARNESS BY RUNNING BOARD
1FMRU1863XL AWS Claim Ke	T/BS * T/A T/EF T/E AP T/DU T/V3 12-NOV-1998 23-DEC-1998 144010 USA 2 5G05 040402 * TIRE * H25 42-200000
Dir C6-Sub C6	1134569 Trx Code: 1 Labor Hrs: 2 Labor Cost: 12.29 Material Cost: 0 Total Cost: 12.29
Car Comment	02204-* Name: MARSHALL FORD Ph: 216-4491000 St: OH Ctry Cdt: USA Reg Cdt: NA Repr Date: 26-JAN-1999 Doc #062980C
Tech Comment	WHEN STEERING WHEEL IS STRAIGHT GRIP SECTION ON TOP IS SNAGGED. S O P CHECK & ADVISE
1FMRU1863XL AWS Claim Ke	T/BS * T/A T/EF T/E AP T/DU T/V3 12-NOV-1998 23-DEC-1998 144010 USA 2 5R02 110601 XL3Z 3500 AAD T90 30 1308
Dir C6-Sub C6	724067 Trx Code: 1 Labor Hrs: 5 Labor Cost: 36.87 Material Cost: 93.59 Total Cost: 130.46
Car Comment	02204-* Name: MARSHALL FORD Ph: 216-4491000 St: OH Ctry Cdt: USA Reg Cdt: NA Repr Date: 26-JAN-1999 Doc #062980A
Tech Comment	WHEN STEERING WHEEL IS STRAIGHT GRIP SECTION ON TOP IS SNAGGED. S O P REPLACE STEERING WHEEL
1FMRU1863XL AWS Claim Ke	T/BS * T/A T/EF T/E AP T/DU T/V3 12-NOV-1998 23-DEC-1998 144010 USA 2 6S02 010301 * 7813200 * T90 33 2365
Dir C6-Sub C6	225105 Trx Code: 1 Labor Hrs: 3 Labor Cost: 18.44 Material Cost: 0 Total Cost: 18.44
Car Comment	02204-* Name: MARSHALL FORD Ph: 216-4491000 St: OH Ctry Cdt: USA Reg Cdt: NA Repr Date: 15-FEB-1999 Doc #063922B
Tech Comment	BLACK TRIM PIECE INSIDE LEFT REAR DOOR STEP WONT STAY ON KEYS FALLING OFF REINSTALL TRIM ON INSIDE LEFT REAR DOOR BY STEP PLATE
1FMRU1863XL AWS Claim Ke	T/BS * T/A T/EF T/E AP T/DU T/V3 12-NOV-1998 23-DEC-1998 144010 USA 2 7520 180103 * 14621 * R21 X2 2365
Dir C6-Sub C6	225106 Trx Code: 1 Labor Hrs: 5 Labor Cost: 30.73 Material Cost: 0 Total Cost: 30.73

Repair

Repair

Repair

FE05-833-8428

Claims List Report

http://qpis.pd9.ford.com/cgi-bin/gws/jhu/clml...=accdb2x&modelyr=1999&vin_cd=1FMRU1863XLA66976

After Market
 Date: 15-FEB-1999
 Doc #063922C

Dir Cd-Sub Cd: 02204.* Name: MARSHALL FORD Ph: 216-4491000 St: OH Ctry Cd: USA Reg Cd: NA
 Cust Comment: WIND NOISE LEFT SIDE OF WINDSHIELD INSIDE AROUND 45 MPH
 Tech Comment: ~~REPLACE WIND NOISE BUSH TO HOLE BY CLIPPER. WIND NOISE FROM RADIO & WINDSHIELD HOOD~~

IFMRU1863X AWS Claim Key: 1124570 Trx Code: 1 Labor Hrs: .5 Labor Cost: 36.88 Material Cost: 22.69 Total Cost: 59.57
 Dir Cd-Sub Cd: 02204.* Name: MARSHALL FORD Ph: 216-4491000 St: OH Ctry Cd: USA Reg Cd: NA
 Cust Comment: RUNNING BOARD LIGHTS NOT WORKING BOTH SIDE 90P
 Tech Comment: REPLACE BULB ON RIGHT FRONT. REMOVE RUNNING BOARD ON LEFT FRONT. DISASSEMBLE. REMOVE & REPLACE WIRE LOOM. REASSEMBLE & REINSTALL RUNNING BOARD. THIS REPAIR WAS DONE TO THE OTHER SIDE THE OTHER SIDE.

IFMRU1863X AWS Claim Key: 1128104 Trx Code: 2 Labor Hrs: .3 Labor Cost: 18.72 Material Cost: 0 Total Cost: 18.72
 Dir Cd-Sub Cd: 10791.* Name: MULLINAX LINCOLN MERCURY OF MAYFIELD Ph: 216-4428196 St: OH Ctry Cd: USA Reg Cd: NA
 Cust Comment: CUSTOMER STATES TEMP IS SLOW TO WARM UP (SOMETIMES TEMP GAUGE DOESNT MOVE)
 Tech Comment: PRESSURE TEST COOLING SYM HEAT IS COMING OUT OF VENT AT 185 NO COOLANT LEAK NOTED BUT VEHICLE IS EQUIPPED WITH REAR HEAT AND IT WILL TAKE LONGER FOR VEHICLE TO GET WARM

IFMRU1863X AWS Claim Key: 1115697 Trx Code: 2 Labor Hrs: .3 Labor Cost: 18.72 Material Cost: .49 Total Cost: 19.21
 Dir Cd-Sub Cd: 10791.* Name: MULLINAX LINCOLN MERCURY OF MAYFIELD Ph: 216-4428196 St: OH Ctry Cd: USA Reg Cd: NA
 Cust Comment: ~~REPLACE STA. THE RUNNING BOARD LIGHTS WERE ON DRIVERS SIDE AND LOOSE.~~
 Tech Comment: ~~REPLACE BURNED OUT BULB~~

IFMRU1863X AWS Claim Key: 1128105 Trx Code: 2 Labor Hrs: .3 Labor Cost: 18.72 Material Cost: 0 Total Cost: 18.72
 Dir Cd-Sub Cd: 10791.* Name: MULLINAX LINCOLN MERCURY OF MAYFIELD Ph: 216-4428196 St: OH Ctry Cd: USA Reg Cd: NA
 Cust Comment: CUSTOMER STATES WHEN GOING UPHILL VEHICLE DOESNT DOWNSHIFT PROPERLY, EXCESSIVE EFFORT TO GO UPHILL.
 Tech Comment: KBC TEST NO CODES COULD NOT VERIFY CONCERN

IFMRU1863X AWS Claim Key: 1115696 Trx Code: 2 Labor Hrs: 1.2 Labor Cost: 74.87 Material Cost: 0 Total Cost: 74.87
 Dir Cd-Sub Cd: 10791.* Name: MULLINAX LINCOLN MERCURY OF MAYFIELD Ph: 216-4428196 St: OH Ctry Cd: USA Reg Cd: NA
 Cust Comment: CUSTOMER STATES AT HWY SPEEDS VEHICLE FLOATS, FEELS LIKE OVERSTEERING, WHEN CHANGING LANES
 Tech Comment: ~~CHANGING LANE SPEEDS~~

IFMRU1863X AWS Claim Key: 1115698 Trx Code: 2 Labor Hrs: 0 Labor Cost: 119 Material Cost: 0 Total Cost: 119

FEBS-035-0457

Repair

Claims List Report

http://qpis.pd9.ford.com/cgi-bin/aws/jlu/slmli...=ecodb2x&modelyr=1999&vin_cd=1FMRU1863XLA66976

Dlr C&Sub Cd: 18791* Name: MULLINAX LINCOLN Mercury of Mayfield Ph: 216-4428196 St: OH Ctry Cd: USA Reg Cd: NA Repr Date: 04-MAR-1999 Doc #007436
 Cust Comments: CUSTOMER STATES HAS EXCESSIVE WIND NOISE AT DRIVERS SIDE TOP OF WINDSHIELD
 Tech Comments: RESEAL WINDSHIELD COWL AND ROOF SEAMS SOME FNOI NOISE FROM CELLULAR ANT IS NORMAL

IFMRU1863XLA66976 TR * TWA TEF TE AP TDU TVE 12-NOV-1998 23-DEC-1998 144010 USA 3 TD07 1702XX CLAZ 13466 C 126 46 300
 AWS Claim Ke: 18322 Trx Code: 1 Labor Hrs: 3 Labor Cost: 18.44 Material Cost: 1.11 Total Cost: 19.55
 Dlr C&Sub Cd: 02204* Name: MARSHALL FORD Ph: 216-4491000 St: OH Ctry Cd: USA Reg Cd: NA Repr Date: 10-MAR-1999 Doc #065195B
 Cust Comments: ~~RESEAL WINDSHIELD COWL AND ROOF SEAMS SOME FNOI NOISE FROM CELLULAR ANT IS NORMAL~~
 Tech Comments: ~~RESEAL WINDSHIELD COWL AND ROOF SEAMS SOME FNOI NOISE FROM CELLULAR ANT IS NORMAL~~

5
6 repair

SNOW FINE COWLING

Any comments? You can contact



wsbmaster@aws-ford.com

FORD-011-0418

0507 0582 2848

Standard Claims List For Model Year 1999

IFMRU1863XLA	T/B3	*	TVA	T/EF	T/E	AP	T/DU	T/V3	12-NOV-1998	23-DEC-1998	144010	USA	1	7802	180102	*	14401	*	L26	01/14/99
AWS Claim Ke	661276		Trx Code:	1	Labor Hrs:	3	Labor Cost:	30.73	Material Cost:	.56	Total Cost:	31.29								
Dir Cd-Sub Cd	02204	*	Name:	MARSHALL FORD	Ph:	216-4491000	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr	Date:06-JAN-1999	Doc	#062117B				
Cust Comment	DRIVING WITH FRONT WIPERS OVER SPEEDER AND WIPERS ARE NOT WORKING PROPERLY. WIPERS ARE NOT WORKING PROPERLY. WIPERS ARE NOT WORKING PROPERLY.																			
Tech Comment	RECALL LEFT SIDE WIPING HARNES FOR 1999 FORD MUSTANG. RECALL PROGRAM NUMBER: 18125. RECALL NUMBER: N51 353 887																			
IFMRU1863XLA	T/B3	*	TVA	T/EF	T/E	AP	T/DU	T/V3	12-NOV-1998	23-DEC-1998	144010	USA	1	5J04	040302	*	18125	*	N51	353 887
AWS Claim Ke	661271		Trx Code:	1	Labor Hrs:	4	Labor Cost:	36.87	Material Cost:	0	Total Cost:	36.87								
Dir Cd-Sub Cd	02204	*	Name:	MARSHALL FORD	Ph:	216-4491000	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr	Date:06-JAN-1999	Doc	#062117C				
Cust Comment	DRIVING GOING OVER SPEEDER AND WIPERS ARE NOT WORKING PROPERLY. WIPERS ARE NOT WORKING PROPERLY. WIPERS ARE NOT WORKING PROPERLY.																			
Tech Comment	RECALL LEFT SIDE WIPING HARNES FOR 1999 FORD MUSTANG. RECALL PROGRAM NUMBER: 18125. RECALL NUMBER: N51 353 887																			
IFMRU1863XLA	T/B3	*	TVA	T/EF	T/E	AP	T/DU	T/V3 <th>12-NOV-1998</th> <th>23-DEC-1998</th> <th>144010</th> <th>USA</th> <th>1</th> <th>7W85</th> <th>000615</th> <th>*</th> <th>NFF</th> <th>*</th> <th>A85</th> <th>B2 755</th>	12-NOV-1998	23-DEC-1998	144010	USA	1	7W85	000615	*	NFF	*	A85	B2 755
AWS Claim Ke	705151		Trx Code:	2	Labor Hrs:	2	Labor Cost:	12.48	Material Cost:	0	Total Cost:	12.48								
Dir Cd-Sub Cd	10791	*	Name:	MULLINAX LINCOLN MERCURY OF MAYFIELD	Ph:	216-4428196	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr	Date:14-JAN-1999	Doc	#034818B				
Cust Comment	CUSTOMER STATES HORN INOP (WHEN DOES WORK IT IS VERY SOFT)																			
Tech Comment	UNABLE TO VERIFY COMPLAINT																			
IFMRU1863XLA	T/B3	*	TVA	T/EF	T/E	AP	T/DU	T/V3 <th>12-NOV-1998</th> <th>23-DEC-1998</th> <th>144010</th> <th>USA</th> <th>1</th> <th>7F02</th> <th>011601</th> <th>PSVZ</th> <th>17528</th> <th>AA</th> <th>W06</th> <th>30 755</th>	12-NOV-1998	23-DEC-1998	144010	USA	1	7F02	011601	PSVZ	17528	AA	W06	30 755
AWS Claim Ke	705152		Trx Code:	2	Labor Hrs:	2	Labor Cost:	12.48	Material Cost:	24.67	Total Cost:	37.15								
Dir Cd-Sub Cd	10791	*	Name:	MULLINAX LINCOLN MERCURY OF MAYFIELD	Ph:	216-4428196	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr	Date:14-JAN-1999	Doc	#034818B				
Cust Comment	CUSTOMER STATES FRONT WIPERS DONT CLEAN WINDOW (EVEN WHEN NOT ICED)																			
Tech Comment	RECALL COMPLETE																			
IFMRU1863XLA	T/B3	*	TVA	T/EF	T/E	AP	T/DU	T/V3 <th>12-NOV-1998</th> <th>23-DEC-1998</th> <th>144010</th> <th>USA</th> <th>1</th> <th>5U81</th> <th>000615</th> <th>*</th> <th>NFF</th> <th>*</th> <th>N59</th> <th>B2 755</th>	12-NOV-1998	23-DEC-1998	144010	USA	1	5U81	000615	*	NFF	*	N59	B2 755
AWS Claim Ke	705153		Trx Code:	2	Labor Hrs:	3	Labor Cost:	18.72	Material Cost:	0	Total Cost:	18.72								
Dir Cd-Sub Cd	10791	*	Name:	MULLINAX LINCOLN MERCURY OF MAYFIELD	Ph:	216-4428196	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr	Date:14-JAN-1999	Doc	#034818C				
Cust Comment	CUSTOMER STATES HAS WIND NOISE OVER 50 MPH																			
Tech Comment	UNABLE TO VERIFY BULL HORN WAS FACING WRONG																			

Repair

FORD-03-8490

Mr Ctl-Sub Ctl 02204- Name: MARSHALL FORD Ph: 216-4491000 St OH Ctry Cd: USA Reg Cd: NA Rgr Date: 15-FEB-1999 Doc #063922C
 Cust Comments: WIND NOISE LEFT SIDE OF WINDSHIELD INSIDE AROUND 65 MPH
 Tech Comments: CHECK FOR WIND NOISE DUE TO HOLE BY CUSTOMER. INSTALLED WIRING FOR RADIO & SPEAKER UNDER HOOD

IFMRU1863X0 T/BS * T/VA T/EF T/E AP T/DU T/V3 12-NOV-1998 23-DEC-1998 144010 USA 2 7802 010809 F85Z 14406 BA L26 45 2365
 AWS Claim Key 1124570 Trx Code: 1 Labor Hrs: 6 Labor Cost: 36.88 Material Cost: 21.69 Total Cost: 58.57

Mr Ctl-Sub Ctl 02204- Name: MARSHALL FORD Ph: 216-4491000 St OH Ctry Cd: USA Reg Cd: NA Rgr Date: 15-FEB-1999 Doc #063922C
 Cust Comments: RUNNING BOARD LIGHTS NOT WORKING BOTH SIDE SOP
 Tech Comments: REPLACE BULB ON RIGHT FRONT. REMOVE RUNNING BOARD ON LEFT FRONT. DISASSEMBLE. REMOVE & REPLACE WIRE LOOM. REASSEMBLE & REINSTALL RUNNING BOARD. THIS REPAIR WAS DONE TO THE OTHER SIDE THE OPPOSITE SIDE

IFMRU1863X0 T/BS * T/VA T/EF T/E AP T/DU T/V3 12-NOV-1998 23-DEC-1998 144010 USA 3 7388 000615 * NPF * C03 82 3731
 AWS Claim Key 1128804 Trx Code: 2 Labor Hrs: 3 Labor Cost: 18.72 Material Cost: 0 Total Cost: 18.72

Mr Ctl-Sub Ctl 10791- Name: MULLINAX LINCOLN Ph: 216-4428196 St OH Ctry Cd: USA Reg Cd: NA Rgr Date: 04-MAR-1999 Doc #037456D
 Cust Comments: CUSTOMER STATES TEMP IS SLOW TO WARM UP (SOMETIMES TEMP GAUGE DOESNT MOVE)
 Tech Comments: PRESSURE TEST COOLING SYM HEAT IS COMING OUT OF VENT AT 185 NO COOLANT LEAK NOTED BUT VEHICLE IS EQUIPPED WITH REAR HEAT AND IT WILL TAKE LONGER FOR VEHICLE TO GET WARM

IFMRU1863X0 T/BS * T/VA T/EF T/E AP T/DU T/V3 12-NOV-1998 23-DEC-1998 144010 USA 3 7007 1702XX CJAZ 13466 C L26 X1 3731
 AWS Claim Key 1115607 Trx Code: 1 Labor Hrs: 3 Labor Cost: 18.72 Material Cost: .49 Total Cost: 19.21

Mr Ctl-Sub Ctl 10791- Name: MULLINAX LINCOLN Ph: 216-4428196 St OH Ctry Cd: USA Reg Cd: NA Rgr Date: 04-MAR-1999 Doc #037456D
 Cust Comments: CUSTOMER STATES RUNNING BOARD LIGHT WIRES ON DRIVERS SIDE ARE LOOSE
 Tech Comments: REPLACE BURNED OUT BULB

IFMRU1863X0 T/BS * T/VA T/EF T/E AP T/DU T/V3 12-NOV-1998 23-DEC-1998 144010 USA 3 2004 000615 * DIAG * D36 82 3731
 AWS Claim Key 1128805 Trx Code: 2 Labor Hrs: 3 Labor Cost: 18.72 Material Cost: 0 Total Cost: 18.72

Mr Ctl-Sub Ctl 10791- Name: MULLINAX LINCOLN Ph: 216-4428196 St OH Ctry Cd: USA Reg Cd: NA Rgr Date: 04-MAR-1999 Doc #037456D
 Cust Comments: CUSTOMER STATES WHEN GOING UPHILL VEHICLE DOESNT DOWNSHIFT PROPERLY, EXCESSIVE EFFORT TO GO UPHILL
 Tech Comments: EBC TEST NO CODES COULD NOT VERIFY CONCERN

IFMRU1863X0 T/BS * T/VA T/EF T/E AP T/DU T/V3 12-NOV-1998 23-DEC-1998 144010 USA 3 5005 040001 * FRONT * H45 W6 3731
 AWS Claim Key 1115606 Trx Code: 2 Labor Hrs: 1.2 Labor Cost: 74.87 Material Cost: 0 Total Cost: 74.87

Mr Ctl-Sub Ctl 10791- Name: MULLINAX LINCOLN Ph: 216-4428196 St OH Ctry Cd: USA Reg Cd: NA Rgr Date: 04-MAR-1999 Doc #037456D
 Cust Comments: CUSTOMER STATES AT HWY SPEEDS VEHICLE FLOATS FEELS LIKE OVERSTEERING, WHEN CHANGING LANES
 Tech Comments: CASTER OUT OF SPECS

IFMRU1863X0 T/BS * T/VA T/EF T/E AP T/DU T/V3 12-NOV-1998 23-DEC-1998 144010 USA 3 6H18 011101 * 7803100 * G09 D6 3731
 AWS Claim Key 1115608 Trx Code: 2 Labor Hrs: 0 Labor Cost: 119 Material Cost: 0 Total Cost: 119

099
 wipers
 Check Sticker
 099-008-0000



Ford Motor Company

16000 Executive Plaza Drive
MO# 3NE-B
Dearborn, Michigan 48126-4207

March 17, 1999

David Levin
Krohn & Moss, LTD
120 West Madison Street, 10th Floor
Chicago, Ill 60602

RE: Mayer Cohen
1999 Ford Expedition
VIN: 1FMRU1863X [REDACTED]

Dear Mr. Levin:

Ford Motor Company has reviewed your client's case. We have determined the vehicle not meet the criteria of the Ohio Lemon Law. The dealership has indicated the vehicle has been repaired and is operating normally. Also we believe the concern your client has experienced does not rise to the level of a substantial non-conformity.

However, in the interest of customer satisfaction, Ford will offer your client a choice of one of the following options and your client is required to sign a release upon acceptance of either offer:

- A cash settlement in the amount of \$2,000.00.

or

- A PremiumCare Extended Service Plan (ESP) and \$1,000 in attorney fees. The ESP coverage will expire five (5) years from the warranty start date of December 23, 1998 or at 75,000 miles, whichever comes first. Please keep in mind there is a \$50 deductible per visit. The deductible will be applicable upon the expiration of the original manufacturer's warranty of three (3) years or 36,000 miles, whichever comes first. Furthermore, the ESP coverage will not be transferable, refundable nor subject to cancellation.

To formally accept this offer, please sign and return this verification by way of fax at (313) 845-5555 within ten (10) business days of the receipt of this letter or our file will be closed. If you have questions regarding this issue, please contact me at (313) 845-5539.

Respectfully yours,

Michelle K. Hull
Consumer Affairs

0507 0502 2637

FE05-032-0461



FROM :

PHONE NO. :

Mar. 12 1999 01:41PM P2

3710160

3 4 8 1 8



mullinax
4110 WOODLAND BLVD
CASA GRANDE, AZ 85122
WAVELINE 875, 0800 441 24
Direct Line (480) 442-0800

INVOICE

DUPLICATE 2

PAGE 1

QualityCare
by Mullinax

CLEVELAND OH

HOMR:

BUS:

SERVICE ADVISOR: 3396 TERKI DOBOSH

STYLER	99	FORD EXPEDITION	1FMU1863K						
DEL DATE	PROD. DATE	WARR. EXP.	INDICATED	PO NO.	DATE	PAYMENT	KEY DATE		
01JAN99						0.00	CASH	12MAR99	

08:36 14JAN99	13:05 15JAN99								
---------------	---------------	--	--	--	--	--	--	--	--

LINE	QCODE	TRCK	TYPE	HOURS	LIST	NET	TOTAL
------	-------	------	------	-------	------	-----	-------

A CUSTOMER STATES HAS NO HEAT & TEMP GAUGES AT COLD (WAS SENT HERE FROM MARSHALL)

CAUSE: ENG CASTING STUCK IN THERMOSTAT
M2 ACTUAL TIME
3871 SEDAR, WALLY LIC#: 3871
WL40

1 P1VY*8255*A SEAL-40.5X3.63 "O"RING
4 E2P2*19549*AA FLUID-COOLANT

FC: C07 69
PART#: P1VY*8255*A
COUNT:
CLAIM TYPE:
AUTH CODE:
3871

(N/C)
(N/C)
(N/C)

B CUSTOMER STATES FORD TINT (WHEN DOES WORK IT IS VERY SOFT)

CAUSE: UNABLE TO VERIFY COMPLAINT
NFF UNABLE TO IMPLEMENT CUSTOMERS COMPLAINT AT THIS TIME, PLEASE ADVISE US IF CONCERN STILL EXISTS. THANK YOU, SERVICE TEAM

3871 SEDAR, WALLY LIC#: 3871
WL40

FC: A85 82 PART#: NFF COUNT:
CLAIM TYPE:
AUTH CODE:
3871

(N/C)

C CUSTOMER STATES HAS WIND NOISE OVER 50 MPH

CAUSE: UNABLE TO VERIFY BULL HORN WAS FACING WRONG
NFF UNABLE TO DUPLICATE CUSTOMERS COMPLAINT AT THIS TIME, PLEASE ADVISE US IF CONCERN

ON BEHALF OF SERVICE TEAM, I HEREBY CERTIFY THAT THE WORK WAS PERFORMED AS ACCURATE UNLESS OTHERWISE STATED. IF THE WORK WAS NOT PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty conditions of all the vehicles with respect to the use of this certificate, the dealer hereby expressly disclaims all warranties other than those of implied, including any implied warranty of merchantability or fitness for a particular purpose. Mullinax neither assumes nor disclaims any other person is deemed to be any liability in connection with the sale of this certificate.

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

FEB-93-0462

FROM :

PHONE NO. :

Mar. 12 1999 01:42PM P3

3710160

34818



Mullinax
4150 W. 130th St. #100
Mayfield Hts., OH 44124
Direct Line (440) 442-8000

INVOICE

DUPLICATE 2
PAGE 2

QualityCare
of your service

CLEVELAND OH
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 1396 TERRI DOBOSH

VEHICLE	YEAR	MAKE	MODEL	VIN	LICENSE	REGISTRATION	TAX
SILVER	99	FORD	EXEDITION	1FMKU1863XD		755/755	T2374
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	REC. DATE
01JAN99			17:00 14JAN99		0.00	CASH	12MAR99
WORK ORDER				OPTIONS: DLR:10791			

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

STILL EXISTS. THANK YOU , MAYFIELD SERVICE TEAM

3871 SEDAR, WALLY LIC#: 3871
WL40

(N/C)

FC: N59 82 PART#: NPF COUNT:
CLAIM TYPE:
AUTH CODE:
3871

D CUSTOMER REPORTS STEERING WHEEL VIBRATES OVER 50 MPH
CAUSE: UNABLE TO VERIFY MAY HAVE BEEN ICE
NPF (UNABLE TO VERIFY) CUSTOMER COMPLAINT AT
THIS TIME , PLEASE ADVISE US IF CONDITION
STILL EXISTS. THANK YOU , MAYFIELD SERVICE
TEAM

3871 SEDAR, WALLY LIC#: 3871
WL40

(N/C)

FC: N58 82 PART#: NPF COUNT:
CLAIM TYPE:
AUTH CODE:
3871

E CUSTOMER STATES RUNNING LIGHTS ON DRIVERS SIDE, SNOW ATTACHES TO WIRES
AND PULLS WIRES OUT
CAUSE: REPAIR HARNESS BY RUNNING BOARD
M1 NON CODED LABOR

3871 SEDAR, WALLY LIC#: 3871
WL40

(N/C)

FC: A85 X2
PART#: 14401

IN WITNESS WHEREOF, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE STATED. THE WORK DESCRIBED WERE PERFORMED AT NO CHARGE TO THE OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLOSURE			
	The factory warranty covers all of the components with respect to the use of the hardware. The dealer hereby expressly warrants all components after repair or install, including any related warranty or manufacturer's repair to a vehicle owner. Other similar warranties and conditions are other parts to answer for a any liability to conform with the use of the hardware.	LABOR AMOUNT		
		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		TRUCK CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
		PLEASE PAY THIS AMOUNT		

CUSTOMER COPY

FE85-833-8483

FROM :

PHONE NO. :

Mar. 12 1999 01:43PM P4

3710160

34818



Mullinax
418
6538 MAYFIELD ST.
MAYFIELD HTS., OHIO 44124
Direct Line (440) 442-8000

INVOICE

DUPLICATE 2
PAGE 3

QualityCare
at your service

CLEVELAND OH
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 3396 TERRI DOBOSH

PLANT	YEAR	MAKE/MODEL	VIN	SALES	RELEASE IN CD	TAG	
SILVER	99	FORD EXPEDITION	1FMRU1863X		755/755	T2374	
01JAN99			17:00 14JAN99	0.00	CASH	12MAR99	
08:36 14JAN99	13:05 15JAN99		OPTIONS: DLR:10791				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

COUNT:
CLAIM TYPE:
AUTH CODE:
3871

F CUSTOMER STATES FRONT WIPERS DON'T CLEAN WINDOW (EVEN WHEN NOT ICED)
CAUSE: RECALL COMPLETE

17528A WIPER BLADE - FRONT (17528) - REPLACE
3871 SEDAR,WALLY LIC#: 3871
WL40
2 F5VZ*17528*AA BLADE ASY - WIPER

(N/C)
(N/C)

FC: W05 10
PART#: F5VZ*17528*AA
COUNT:
CLAIM TYPE:
AUTH CODE:
3871

ON REPAIR OF SERVICE... THAT THE SERVICE...
...OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty...
...of the manufacturer...
...of the vehicle...
...of the manufacturer...
...of the vehicle...
...of the manufacturer...

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

PE85-833-0484

FROM :

PHONE NO. :

Mar. 12 1999 01:44PM P6

3710160

37456



mullinax
4150 WOODLAND BLVD
5330 HUNTINGFIELD RD.
MAYFIELD HTS., OHIO 44124
Direct Line (440) 442-8000

INVOICE

CLEVELAND OH
HOME: [REDACTED] BUS:

PAGE 2

SERVICE ADVISOR: 3396 TERRI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	PLATE
SILVER	97	TOYOTA CAMRY	[REDACTED]	[REDACTED]	[REDACTED]
DEL DATE	PROG	WARRANTY	INVO	RATE	PAYMENT
01JAN99			17:00 04MAR99	0.00	CASH
REG. CODE	READY	OPTIONS	DLR:10751		

07:36 04MAR99	16:46 04MAR99	LIST	NET	TOTAL
---------------	---------------	------	-----	-------

1. CUSTOMER STATES AT FWD DRIVING VEHICLE LANCES + FEELS LIKE OVERSTEERING, WHEN CHANGING LANES
 CAUSE: CASTER OUT OF SPECS
 3001A CASTER, CAMBER, TOE-IN - CHECK
 [REDACTED] GLCK#: 8979

WL40 (N/C)
 3001A CASTER, CAMBER AND TOE-IN (FRONT/38440) -
 CORRECT. BOTH [REDACTED] GLCK#: 8979
 WL40 (N/C)

FC: 148-WE
 PART#: FRONT
 COUNT:
 CLAIM TYPE:
 ALPH CODE:
 8979

2. CUSTOMER STATES HAS EXCESSIVE WIND NOISE AT DRIVERS SIDE TOP OF WINDSHIELD
 CAUSE: RESEAL WINDSHIELD COWL AND ROOF SEAMS SOME FNOI NOISE FROM CELLULAR ANT IS NORMAL

OSL OUTSIDE LABOR [REDACTED] WL40 (N/C)
 FC: PART#: COUNT:
 AUTH CODE:
 1111

SUBL WATER DOCTORS #15676 [REDACTED] WL40 (N/C)
 RESEAL WINDSHIELD COWL AND ROOF SEAMS SOME FNOI NOISE FROM CELLULAR ANT IS NORMAL

3. CUSTOMER STATES RUNNING BOARD LIGHT WIRING ON DRIVERS SIDE ARE LOOSE
 CAUSE: REPLACE BURNED OUT BULB

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION STATED HEREON IS ACCURATE UNLESS OTHERWISE INDICATED. IF THE WORK DESCRIBED WERE PERFORMED AT NO CHARGE TO THE CUSTOMER, THERE WOULD BE NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this equipment. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this equipment.

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DEALER SIGNATURE: [REDACTED] DATE: 2842

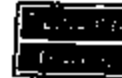
FROM :

PHONE NO. :

Mar. 12 1999 01:45PM P7

3710160

37456



mullinax
410 WYOMING ST. S.W.
GRAND RAPIDS MI 49503
MAYFIELD HTS. OHIO 44128
Direct Line (440) 443-5000

INVOICE

CLEVELAND OH
HOME: [REDACTED] BUS:

PAGE 3

SERVICE ADVISOR: 3396 TERRI DOBOSH

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAX
99	1999 FORD EXPLORER	1FMRU1863X		3731/3731	T521
DATE	TIME	DATE	TIME	DATE	TIME
01/20/99	7:00	04/MAR/99	0:00	04/MAR/99	
NO. OPENED	STATUS	OPTIONS	DLR:10791		
			07:36 04/MAR/99 16:46 04/MAR/99		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

 13466*0225*EXTERIOR (13466) - REPLACE, ANY ONE
 5057 WL40 (N/C)
 1-CERZ*13466*C BLE*ASY-LP (N/C)
 PC: L26 X2
 PART#: 5057*13466*C
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 5057

REPLACE BURNED OUT BULB

 H CUSTOMER STATES WHEN GOING UPHILL VEHICLE DOESN'T DOWNSHIFT PROPERLY,
 REQUIRES EFFORT TO GO UPHILL
 CAUSE: EEC TEST NO CODES COULD NOT VERIFY CONCERN
 13690 EEC - (QUICK TEST) - DIAGNOSIS
 5057 WL40 (N/C)
 PC: EGT 6Z
 PART#: DIAG
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 5057

EEC TEST NO CODES COULD NOT VERIFY CONCERN

EST: 32.04 04/MAR/99 07:41 SA: 339

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

STATEMENT OF DECLARATION
 The dealer hereby certifies all of the information with respect to the sale of this equipment. The dealer hereby expressly disclaims all warranties, either written or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor warrants any other person to assume for it any liability in connection with the sale of this equipment.

DESCRIPTION	AMOUNT
LABOR AMOUNT	18.05
PARTS AMOUNT	11.90
GAS, OIL, FLUID	0.00
SMILEY AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	29.95
LESS INSURANCE	0.00
SALES TAX	2.09
PLEASE PAY THIS AMOUNT	32.04

SERVICE-FILE-COPY

PE85-023-0488

3710160

37456



Mullinax
5800 MAYFIELD RD.
MAYFIELD HTE., OHIO 44124
Direct Line (440) 442-8000

INVOICE

CLEVELAND OH
HOME: [REDACTED]

BUS:

PAGE 3

SERVICE ADVISOR: 3396 TERRI DOBOSH

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAX
SILVER	FORD F71	963X [REDACTED]		3731/3731	T521
01JAN99		17:00 04MAR99	0.00	CASH	04MAR99

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
13465	BULBS	EXTERIOR	(13465)	- REPLACE, ANY ONE			

5057 WL40
 1-C2XZ-13466*C BLB-ASY-LP
 FC: L26 X2
 PART#: 6282-13466*C
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 5057

REPLACE BURNED OUT BULB

H CUSTOMER STATES WHEN GOING UPHILL VEHICLE DOESN'T DOWNSHIFT PROPERLY,
 EXCESSIVE EFFORT TO GO UPHILL
 CAUSE: EEC TEST NO CODES COULD NOT VERIFY CONCERN
 12650 EEC - (QUICK TEST) - DIAGNOSIS

5057 WL40
 FC: 161 87
 PART#: DIAG
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 5057

EEC TEST NO CODES COULD NOT VERIFY CONCERN

EST: 32.04 04MAR99 07:41 SA: 339

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

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this instrument. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Buyer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this instrument.

DESCRIPTION	AMOUNT
LABOR AMOUNT	18.05
PARTS AMOUNT	11.90
GAS, OIL, LUBE	0.00
SMILET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	29.95
LESS INSURANCE	0.00
SALES TAX	2.09
PLEASE PAY THIS AMOUNT	32.04

WORKER DEALER COMPANY EMPLOYEE OR AUTHORIZED PERSON

SECHADMA

Action Detail

05/06/99 17:43:59

VIN: 1FMRU1863X1 [REDACTED] Year: 1999 Model: EXPEDITION
 Owner Status: ORIGINAL WSD: 12/23/98
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: [REDACTED] Case: 1381030719 Day Ph: [REDACTED]
 Symptom Desc: STRG/HANDLING STEERING COLUMN
 Reason Desc: LEGAL - LEMON LAW CLAIM
 Dealer: MULLINAX OF MAYFIELD INC
 Issue Type: 07 LEGAL Issue Status: C CLOSED
 Comm Type: ML MAIL Odometer Reading: 1 MI
 Analyst: 9835MH MICHELLE HULL Document Number:
 Action Date: 04/07/99 Action Data: N Action Time: 07:54:14 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: FINAL CASE DISPOSITION
 Comments: ATTORNEY HAS NOT RESPONDED TO OFFER. NO FURTHER ACTION UNTIL
 /UNLESS ATTORNEY RECONTACTS THIS OFFICE.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 NO MORE COMMENTS AVAILABLE

LPREL30

0507 0582 2833