

PE07-057

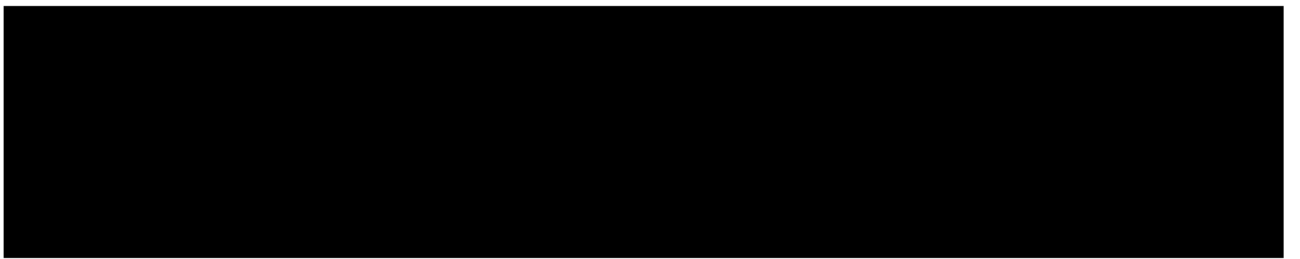
FORD

2-4-2008

APPENDIX D

REDACT B1

1\_Facesheet



PE07-057  
FORD  
2-4-2008  
APPENDIX D  
REDACT B1

ACK\_ [REDACTED] \_lp-Mar\_23\_2007-  
10\_00\_49



\*Sent Via E-Fax

January 15, 2008

Weisberg & Meyers, LLC  
Attn: Marshall Meyers  
2833 North Central Avenue, 613  
Phoenix, AZ 85004

RE: [REDACTED]  
VIN: 1FTSW21P36E [REDACTED]

Dear Mr. Meyers:

I am in receipt of your letter dated March 14, 2007. If you have not already done so, please forward the following documents into our office:

- Vehicle Registration
- Sales/Lease Agreement
- Repair Orders
- Any receipts to be consider for reimbursement

A review of your client's claim will begin when these documents have been received by our office. I will update you with the findings from our investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 845-5539 or by fax at (866) 629-3804.

Respectfully yours,

T. Roquemore  
Consumer Affairs

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT B1

AttyDemand--LP-Mar\_23\_2007

**From:** Roquemore, Tanya (T.)  
**Sent:** Friday, March 23, 2007 11:12 AM  
**To:** Fulton, Jim (J.R.)  
**Cc:** Roquemore, Tanya (T.)  
**Subject:** Attorney Demand - Case [REDACTED]

Jim

Do you have any knowledge of this case/customer. Please advise.

Note: If you are not the contact for this dealership, no need to respond.

We are all confused about the ZM/FSE contact list that we have.

VIN: 1FTSW21P36E [REDACTED]	Year: 2006	Model: F-SERIES SUPER DUTY	Case: [REDACTED]
Name: [REDACTED]	Owner Status: Original	WSD: 2005-08-29	
Symptom Desc: STRG/HANDLING VIB./SHIMMY OVER BUMPS		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: INVESTIGATION		

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 20328 SUNSET FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD

Odometer: 11019 MI

Comm Type: INBOUND MAIL- OTHER

Analyst Name: JACKSON (CJACKS84), CELESTE

Analyst: CJACKS84

Action Date: 03/23/2007

Action Time: 09.35.11.065

Action Data: Yes

Comments \*\*\*\*\*ATTORNEY DEMAND\*\*\*\*\* DATE STAMP 3-20-07 ATTORNEY ALLEGES CLIENT CONCERN AS STEERING/SUSPENSION, ENGINE, AND IGNITION. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

*Tanya Roquemore  
Litigation Prevention  
West Region  
Telephone: 313/845-5539  
E-Fax: 866/629-3804*

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT B1

AttyDemand--LP-Mar\_23\_2007-  
08\_35\_10

# WEISBERG & MEYERS, LLC

ATTORNEYS FOR CONSUMERS  
2833 NORTH CENTRAL AVENUE, #613  
PHOENIX, ARIZONA 85004  
602 445 9819  
866 565 1327 FACSIMILE  
ARIZONA OFFICE  
WWW.ATTORNEYSFORCONSUMERS.COM

18

LP 2

EXTENSION: 111  
E-MAIL: MMEYERS@ATTORNEYSFORCONSUMERS.COM

WRITER LICENSED IN:  
ARIZONA;  
U. S. DISTRICT COURT,  
FLORIDA NORTHERN DISTRICT

March 14, 2007

Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48126

Re: [REDACTED] v. Ford Motor  
Company  
Our Client: [REDACTED]  
Your Client: Ford Motor Company  
Vehicle: 2006 Ford F250 Pickup  
VIN: 1FTSW21P36[REDACTED]  
Our File Number: [REDACTED]

7 MAR 22 09 11

CONSUMER AFFAIRS

Dear Sir/Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act, the State Lemon Law and/or the Uniform Commercial Code with regard to the above-listed vehicle.

Having been formally notified of our representation, we respectfully demand you not contact our client for any reason. Instead, please direct all future contact and correspondence to this office. We reserve the right to seek injunctive relief against you should you fail to honor these directives.

Enclosed please find the sales and repair records in our client's possession. As these records show, our client paid an extraordinary sum of money for a vehicle riddled with numerous non-conformities that cause a substantial impairment of the use, value and/or safety of the vehicle. The primary non-conformities include but are not limited to:

1. Defective steering/suspension system;
2. Defective engine;
3. Defective ignition; and

4. Any additional complaints actually made, whether contained on your company's invoices or otherwise.

These non-conformities constitute violations of both Federal and State law, as do the inordinate amount of unsuccessful repair attempts to cure the same. Specifically, when you chose to bind our client to a written warranty limiting all remedies to repair or replacement of defective parts, you undertook the legal obligation to perform effective repairs within a reasonable opportunity. The inordinate amount of incompetent repairs within the applicable warranty period shows you failed to satisfy this obligation. Under basic principles of good faith, this means your limited remedy failed of its essential purpose. This failure caused harm for which our client intends to seek redress.

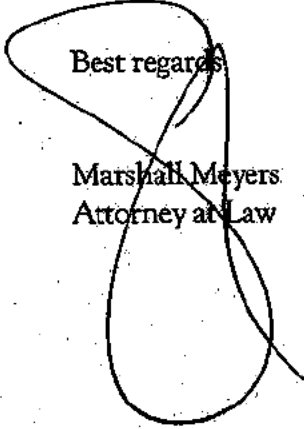
To avoid any litigation, we respectfully demand you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including our client's attorneys' fees pursuant to the fee-shifting provisions of the Magnuson-Moss Warranty Act and/or Lemon Law. In exchange for meeting this demand, our client will waive all loss of use and aggravation and inconvenience damages sustained to date.

This letter also constitutes notice under U.C.C. § 2-711(3) of our client's security interest in the vehicle for return of the total amount above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our client has the right to hold the vehicle and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. In addition, although our client needs return of the monies listed above before substitute goods can be acquired, our client reserves the right to mitigate all parties damages by cover and reserves the right to claim such damages here. 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 Consumer Fraud remedies. If the seller (or, if applicable the assignee, or any creditor 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 our client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) for any loss caused our client by your failure. Please also consider this letter prior direct written notification of the defects within our client's vehicle and of our client's intent to pursue a claim pursuant to A.R.S. §44-1261 *et. seq.* If you have "final opportunity rights" under A.R.S. §44-1264 (C), and wish to exercise said rights, you are hereby directed to contact this office within fourteen (14) days.

In conclusion, I urge you to realize a quick resolution of this matter will save all parties a great deal of time, money and effort. To this end, although I believe the above demands are reasonable, our client remains open-minded to a diminution in value settlement, or any other suggestions for an equitable resolution you may have. I thus encourage you to contact this office at your earliest convenience with an offer for resolution. Should you fail to do so in a timely manner, I will

assume you do not seek amicable resolution and will file a claim in a court of law seeking all actual and exemplary damages available.

Best regards  
Marshall Meyers  
Attorney at Law



MM/js

cc:



SUNSET FORD, INC.

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233

\*INVOICE\*



PAGE 1

SERVICE ADVISOR: 2608 RANDY D BENTON

GLENDALE, AZ  
HOME  
CELL:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	FACTOR
T7 DARK ST	06	FORD F250 PICKUP	1FTSW21P36E		10741/10741	
INVOICE DATE	PROD DATE	WARRANTY	PROVIDED	RATE	PAYMENT	INV DATE
29AUG05	IS20JUL05		17:00	16FEB07	90.00 CASH	21FEB07

RO OPENED DATE CUST NOTIFIED OPTIONS:

16:54 14FEB07 12:04 21FEB07

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

A CUST STS VEH HAS OIL LEAK

CAUSE: OIL BLAK DIAG. INSTALLED DYE. FOUND OIL LEAKING FR OM RESAR MAIN SEAL, HIGH PRESSURE OIL PUMP, COV ER GASKET, AND CAM SENSOR ORINGS. R AND I

6007D ENGINE OIL LEAKS - DIAGNOSIS - L

10827 HANNA, KENNETH BRIAN LIC#: [REDACTED]  
WS 0.50

1 3C3Z\*6701\*AA SEAL ASY - CRANKSHAFT OIL

1 TA\*16\* ADHESIVE

1 3C3Z\*9229\*B KIT - "O" RING

1 3C3Z\*6619\*EA GASKET

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

6701A SEAL CRANKSHAFT REAR MAIN REPLACES

10827 HANNA, KENNETH BRIAN LIC#: [REDACTED]  
WS 4.40

3674A PUMP - POWER STEERING - REMOVE AND INSTALL OR REPLACE (3A674)

10827 HANNA, KENNETH BRIAN LIC#: [REDACTED]  
WS 1.90

9543A PUMP - INJECTION - REPLACE (9A543/9E543)

10827 HANNA, KENNETH BRIAN LIC#: [REDACTED]  
WS 4.30

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

VERIFY60 6.0L TIME ALLOWANCE

10827 HANNA, KENNETH BRIAN LIC#: [REDACTED]  
WS 0.60

(N/C)

FC: L65 D8

PART#: 3C3Z\*6701\*AA

COUNT:

CLAIM TYPE:

AUTH CODE:

3762

\*\*\*\*\*

B PASS SIDE DROP DOWN STEP MOTOR RUNS TOO LONG

POO \*\*NOTE\*\* THE PARTS NECESSARY TO COMPLETE THIS



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Original \_\_\_\_\_ Authorized Revised \_\_\_\_\_

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

SUNSET FORD, INC.

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233

\*INVOICE\*



PAGE 2

SERVICE ADVISOR: 2608 RANDY D BENTON

GLENDAL, AZ  
HOME:  
CELL:

BUS:

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
06	FORD F250 PICKUP	1FTSW21P36E		10741/10741	
IN SVCS DATE	BOOK DATE	WARRANTY EXPIRE	PROMISE DATE	PO NUMBER	HALES
29AUG05	IS20JUL05		17:00 16FEB07		
PRO OPENED	DATE CUST NOTIFIED	OPTIONS			
	16:54 14FEB07	12:04 21FEB07			
			90.00	CASH	21FEB07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
REPAIR HAVE BEEN ORDERED, YOU WILL BE NOTIFIED WHEN PARTS ARRIVE 10644 DAVIDSON, KEITH LIC#: 5226 CPS 0.00							
*****						0.00	0.00
C L F			TIRE HAS NAIL...REPAIR TIRE				
			106 FLAT REPAIR				
			9677 PORTER, BRANDON LIC#: [REDACTED]				
			CPS 0.50			15.00	15.00
*****							
D			HARD TO GET KEY OUT WHEN IN PARK. HAVE TO DRIVE VEH THEN PUT BACK IN PARK TO GET KEY OUT. 2ND TIME IN FOR SAME CONCERN				
			NWP NO WORK PERFORMED				
			10644 DAVIDSON, KEITH LIC#: [REDACTED]				
			CPS 0.00			0.00	0.00
*****							
E			PASS SIDE STEERING SHOCK LEAKING AT DUAL SHOCK TAKE OFF FACTORY OR DUAL SHOCK				
			NC NO CHARGE				
			9677 PORTER, BRANDON LIC#: [REDACTED]				
			CPS 0.00			0.00	0.00
*****							
F			WHEN GOING OVER BUMP STEERING HAS HARD OSCILLATION SOMETIMES HAVE TO HIT BRAKES TO STOP				
			CAUSE: CHECKED TIRE PRESSURE. CHECKED STEERING DAMPNER. VERIFIED PROPER TORQUE ON STEERING COMPONENTS. ROAD TESTED VEHICLE TO PASS. ALL AS PER TSB				
			062214B Check Tire Pressure Check Steering Damper				
			Replace if Necess				
			9677 PORTER, BRANDON LIC#: [REDACTED]				
			WS 1.40				
						(N/C)	
FC: C50 42							
PART#: .3E651.							
COUNT:							



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Original \_\_\_\_\_ Authorized Revised \_\_\_\_\_  
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SUNSET FORD, INC.

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233



\*INVOICE\*

PAGE 3

SERVICE ADVISOR: 2608 RANDY D BENTON

GLENDALE, AZ  
HOME: [REDACTED]  
CELL: [REDACTED]

BUS:

PLANT	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
T7 DARK ST 06	FORD F250 PICKUP	1FTSW21P36E	[REDACTED]	10741/10741	[REDACTED]
IN SVCS DATE	PROD DATE	WARR EXPI	PROMISED	PAYMENT	INV DATE
29AUG05	IS20JUL05	17:00	16FEB07	90.00 CASH	21FEB07

16:54 14FEB07 12:04 21FEB07  
LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

CLAIM TYPE:  
AUTH CODE:

G\*\* EXTRA LABOR TIME FOR LIFT ON VEH...LIFT INSTALLED AT SUNSET FORD  
888 LABOR ONLY

10827 HANNA, KENNETH BRIAN LIC#: [REDACTED]  
IS 2.00

(N/C)

SERVICE OPEN M-F 7 TO 6 SATURDAY 7 TO 5  
"COMPLETELY SATISFIED" IT MEANS A LOT TO US  
"EXCELLENT" IS OUR ONLY PASSING GRADE. IF OUR  
SERVICE WAS NOT EXCELLENT PLEASE CONTACT YOUR  
SERVICE ADVISOR LISTED  
AT THE TOP OF THIS INVOICE



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Original \_\_\_\_\_ Authorized Revised \_\_\_\_\_

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	15.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	15.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	15.00

CUSTOMER COPY

SUNSET FORD, INC.

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233

INVOICE

DUPLICATE 1  
PAGE 1



SERVICE ADVISOR: 8448 MICHAEL R CAMPBELL

GLENDALE, AZ  
HOME  
CELL

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN CURR	STAGE
T7 DARK ST	06	FORD F250 PICKUP	1FTSW21P36E		3206/3206	
IN SVCS DATE	PROD DATE	WARREXPI	PERMISED	REGT PONO	DATE	PAYMENT
29AUG05	IS20JUL05		18:00	06FEB06		90.00 CASH
INVO DATE	DATE CUST NOTIFIED	OPTIONS:				
06FEB06	15:26 06FEB06					

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

A 05E16 ENGINE CONTROL MODULES RECALIBRATION  
 CAUSE: REPROGRAMMED ENGINE CONTROL MODULES AS PER RECALL 05E16  
 05E16B RECALIBRATE CONTROL MODULES  
 10464 McCOY, RYAN LIC#: [REDACTED]  
 NS 0.70

(N/C)

FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:

\*\*\*\*\*  
 B SHIMMY IN FRONT END OVER BUMPS  
 NC NO CHARGE  
 999 SERVICE SHOP LIC# [REDACTED] 0.00 0.00  
 CPS 0:00  
 AUTO STYLE INSTALLED STEERING STABILIZER  
 \*\*\*\*\*  
 C GREASE BOOT ON STEERING LINKAGE TORN AT PITMAN ARM  
 NC NO CHARGE  
 999 SERVICE SHOP LIC# [REDACTED] 0.00 0.00  
 CPS 0:00  
 AUTO STYLE INSTALLED NEW BOOT  
 \*\*\*\*\*

SERVICE OPEN M-F 7 TO 6 SATURDAY 7 TO 5  
 "COMPLETELY SATISFIED" IT MEANS A LOT TO US  
 "EXCELLENT" IS OUR ONLY PASSING GRADE. IF OUR  
 SERVICE WAS NOT EXCELLENT PLEASE CONTACT YOUR  
 SERVICE ADVISOR LISTED  
 AT THE TOP OF THIS INVOICE



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Original \_\_\_\_\_ Authorized Revised \_\_\_\_\_  
 CUSTOMER SIGNATURE

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

SUNSET FORD, INC.

INVOICE

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233



PAGE 1

SERVICE ADVISOR: 445 BOB PRITCHARD

GLENDALE, AZ

HOME: [REDACTED] BUS:  
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE#	MILEAGE	IN/OUT	PAY
T7 DARK ST	06	FORD F250 PICKUP	1FTSW21P36E	[REDACTED]	4980/4980	[REDACTED]	[REDACTED]
IN SVCD DATE	PROD DATE	WARRANTY EXP	PROMISED	BOOKING	RATE	PAYMENTS	INVA DATE
29AUG05	1920JUL05		12:00 28MAR06		90.00	CASH	27MAR06

DATE OPENED	DATE CUST NOTIFIED	OPTIONS
10:42 27MAR06	15:31 27MAR06	

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

A CUST STS THERE IS ALOT OF PLAY IN STEERTNG. HAS TO STEER ALL THE TIME  
NORM VEHICLE IS OPERATING TO DESIGN INTENT

9677 PORTER, BRANDON LIC#: [REDACTED]

CPS 0.00

0.00 0.00

NORMAL PLAY DUE TO LIFT AND OVERSIZE TIRES.

\*\*\*\*\*

B HARD TO GET KEY OUT WHEN IN PARK. YOU HAVE TO HOLD SHIFTER UP  
NPF UNABLE TO DUPLICATE CONCERN AT THIS TIME

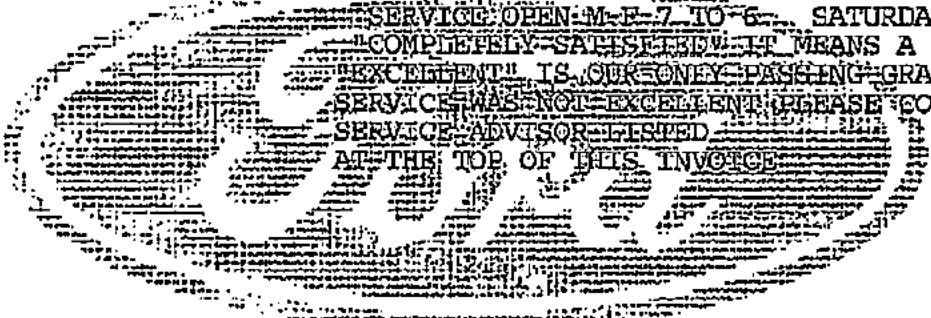
10644 DAVIDSON, KEITH LIC#: [REDACTED]


CPS 0.00

0.00 0.00

\*\*\*\*\*

SERVICE OPEN M-F 7 TO 6, SATURDAY 7 TO 5  
 COMPLETELY SATISFIED IT MEANS A LOT TO US  
 EXCELLENT IS OUR MONEY PASSING GRADE. IF OUR  
 SERVICE WAS NOT EXCELLENT PLEASE CONTACT YOUR  
 SERVICE ADVISOR  
 AT THE TOP OF THIS INVOICE



	I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle. I also acknowledge receipt of additional Consumer and Warranty Information contained on the reverse side.		DESCRIPTION	TOTALS
	Original	Authorized Revised	LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
	CUSTOMER SIGNATURE		GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			ADJUSTMENTS	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

SUNSET FORD, INC.

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233

INVOICE



PAGE 1

GLENDALE, AZ 8  
HOME  
CELL

BUS:

SERVICE ADVISOR: 2608 RANDY D BENTON

GROUP	YEAR	MAKE	MODEL	VIN	LICENSE	MI/AGE	IN/FOUR	PAGE
T7	DARK	ST 06	FORD F250 PICKUP	1FTSW21P36E		8973/8973		
INVS/G DATE	FRQD DATE	WARRE EXP	PROMISED	PCIND	DATE	PAYMENT	INVT DATE	
29AUG05	IS20JUL05		17:00	19SEP06	90.00	CASH	20SEP06	
RC/OPENED	DATE	CUS/END/TIME	OPTIONS					
11:32	16SEP06	15:30	20SEP06					

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

A CUST STS VEH HAS NO POWER STEERING  
CAUSE: ROADTEST VEH TO VERIFY AND DIAG PS INOP. NECESSARY TO REPLACE PS  
GEAR BOX AND TRANSFER OVER PITMAN A RM. CHECK VEH FRONT END  
ALIGN AND ADJUS

3504A STEERING GEAR ASSEMBLY - REMOVE AND INSTALL  
OR REPLACE (3504) - L  
9677 PORTER, BRANDON LIC#: [REDACTED]  
WS 1.70

1 6C3Z\*3504\*A GEAR ASY - STEERING (N/C)  
1 XT\*2\*ODX FLUID - TRANSMISSION (N/C)  
1 \*388898\*S SEAL (N/C)

3001A CASTER, CAMBER, TOE IN - CHECK (N/C)  
9677 PORTER, BRANDON LIC#: [REDACTED]  
WS 0.40

3001ALT CASTER, CAMBER AND TOE IN - CORRECT (N/C)  
(FRONT/3B420) L  
9677 PORTER, BRANDON LIC#: [REDACTED]  
WS 1.90

2P SCHEDULED MAINTENANCE (N/C)  
9677 PORTER, BRANDON LIC#: [REDACTED]  
CPS 0.00

FC: C50 42 0.00 0.00  
PART#: 6C3Z\*3504\*A  
COUNT:  
CLAIM TYPE:  
AUTH CODE:  
7523

B WRECKER SERVICE  
TOW WRECKER SERVICE

999 SERVICE SHOP LIC#: [REDACTED]  
CPS 0.00  
0.00 0.00

C\*\* LOANER



I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle. I also acknowledge receipt of additional Consumer and Warranty Information contained on the reverse side.

Original Authorized  
CUSTOMER SIGNATURE Revised

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

SUNSET FORD, INC.

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233

INVOICE



PAGE 2

SERVICE ADVISOR: 2608 RANDY D BENTON

GLENDALE, AZ  
HOME:  
CELL:

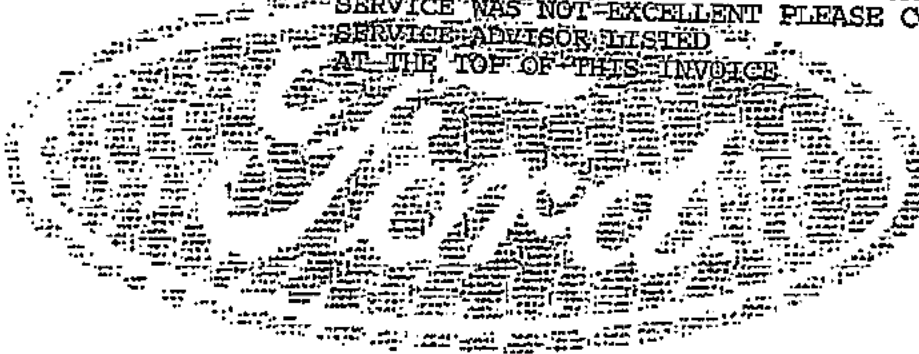
BUS:

GROUP	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
T7 DARK ST	06	FORD F250 PICKUP	1FTSW21P36E		8973/8973	
IN SVCS DATE	PROCD DATE	AWARD EXP	PROMISE	PR NO	RATE	PAYMENT
29AUG05 IS	20JUL05		17:00 19SEP06		90.00	CASH
DATE OPENED	DATE CUSTOMERIFIED	OPTIONS:				20SEP06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			LOANER	LOANER			
				999 SERVICE SHOP LIC#: 0999			
				CPS 0.00		0.00	0.00
			SUBL LOANER				
			PO#				
			IS				

\*\*\*\*\* (N/C)

SERVICE OPEN M-F 7 TO 6 SATURDAY 7 TO 5  
"COMPLETELY SATISFIED" IT MEANS A LOT TO US  
"EXCELLENT" IS OUR ONLY PASSING GRADE. IF OUR  
SERVICE WAS NOT EXCELLENT PLEASE CONTACT YOUR  
SERVICE ADVISOR LISTED  
AT THE TOP OF THIS INVOICE



I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle. I also acknowledge receipt of additional Consumer and Warranty Information contained on the reverse side.

Original Authorized  
Revised

CUSTOMER SIGNATURE

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

CUSTOMER COPY



9130 W. HELL ROAD  
PHOENIX, ARIZONA 85382-3700  
(623) 977-8888  
www.sunsetford.com

STOCK #

DATE

SMOG CERTIFICATE #

MANAGER

J. P. SALAMAN

IF IN MATTER REFERRED TO ANS GELI FIG  
RETAIL ORDER FOR A MOTOR VEHICLE  
PLEASE PRINT BUYER ORDER FOR THE FOLLOWING  
 NEW  USED  DEMO  CAR  TRUCK  
VEHICLE BEING PURCHASED

Purchaser's Name (Include Full Middle Name(s))

**WARRANTY STATEMENT**  
If dealer has not stated otherwise, you hereby warrant that the vehicle is free from defects in workmanship and materials for the period of time stated herein. This warranty is limited to the extent of the following statement. It does not cover damage caused by accident, abuse, neglect, or misuse of the vehicle. It also does not cover damage caused by fire, theft, or flood. This warranty is void if the vehicle is used for commercial purposes. (If no other warranty is provided, this warranty is the only one.)

Street Address  
City, State, Zip  
Home Phone  
Business Phone

YEAR MAKE MODEL BODY STYLE  
LAST PLATE NO. LICENSE TAG NO. EXPIRES COLOR

CUSTOMER SOURCE REPLAT  REFERRAL  ADV.

Personal Use and State Use require that you state the mileage upon transfer of ownership. Failure to comply with this statement or providing a false statement may result in fines and/or imprisonment. I certify to the best of my knowledge that the mileage for the vehicle is correct. In the event mileage is incorrect, it shall be as follows:

SPIN FINANCE  
Mileage Included At Delivery

1. The mileage stated is in excess of its mechanical limits.  
 2. The mileage reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY

CUSTOMER GUARANTEES CLEAR TITLE TO TRADE IN

CUSTOMER GUARANTEES A CLEAR NO SALVAGE TITLE TO TRADE IN

CUSTOMER GUARANTEES TO PAY DIFFERENCE IF PAYOFF IS GREATER THAN ESTIMATED

LICENSE FEES ARE ESTIMATED. IF FEES ARE MORE THAN ESTIMATE CUSTOMER WILL PAY THE DIFFERENCE.

**VEHICLE BEING TRADED - IN**  
**WARRANTY STATEMENT**  
If dealer has not stated otherwise, you hereby warrant that the vehicle is free from defects in workmanship and materials for the period of time stated herein. This warranty is limited to the extent of the following statement. It does not cover damage caused by accident, abuse, neglect, or misuse of the vehicle. It also does not cover damage caused by fire, theft, or flood. This warranty is void if the vehicle is used for commercial purposes. (If no other warranty is provided, this warranty is the only one.)

If you are purchasing a used motor vehicle, the disclosures within this box apply.

ATTENTION PURCHASER: SIGN HERE ONLY IF THE DEALER TOLD YOU THAT THIS VEHICLE HAS THE FOX LOANER PROGRAM AND THAT YOU AGREE TO BUY THE VEHICLE OR TRADE IN TRADE-IN COMPROMISE: FIRM AQUI SOI AMBITE EL VEHICULO YA HA DICHO QUE EL VEHICULO TIENE EL SIGUIENTE PROBLEMA(S) Y QUE USTED ESTA DE ACUERDO DE COMPRA EL VEHICULO BAJO ESTOS TERMINOS:

YEAR MAKE MODEL BODY STYLE  
LAST PLATE NO. LICENSE TAG NO. EXPIRES COLOR

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

I warrant this vehicle to be free from liens and encumbrances except as follows: (If no other liens shown)

BUYER AGREES TO COMPROMISO DE UDON

Name of Lender Complete Street Address Amount Date of Lien  
Failure to state law requires that you state the mileage upon transfer of ownership. Failure to comply with this statement or providing a false statement may result in fines and/or imprisonment. I certify to the best of my knowledge that the mileage for the vehicle is correct. In the event mileage is incorrect, it shall be as follows:

THE SELLER HEREBY WARRANTS THAT THIS VEHICLE WILL BE FIT FOR THE ORDINARY PURPOSES FOR WHICH THE VEHICLE IS USED FOR 90 DAYS OR 5000 MILES, WHICHEVER IS LESS, EXCEPT WITH REGARD TO PARTICULAR DEFECTS DISCLOSED ON THE FIRST PAGE OF THIS AGREEMENT. YOU THE PURCHASER WILL HAVE TO PAY UP TO 125.00 FOR EACH OF THE FIRST TWO REPAIRS IF THE WARRANTY IS VIOLATED.

1. The mileage stated is in excess of its mechanical limits.  
 2. The mileage reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY

TYPE OF CAR/MAKE/LEASING/LEASE  
1-55 TRAIN. ALL DAY  
TAXES/LL COST  
DAILY TAX  
MONTHLY TAX  
LICENSE/FEE ESTIMATE

**VEHICLE BEING TRADED - IN**  
**WARRANTY STATEMENT**  
If dealer has not stated otherwise, you hereby warrant that the vehicle is free from defects in workmanship and materials for the period of time stated herein. This warranty is limited to the extent of the following statement. It does not cover damage caused by accident, abuse, neglect, or misuse of the vehicle. It also does not cover damage caused by fire, theft, or flood. This warranty is void if the vehicle is used for commercial purposes. (If no other warranty is provided, this warranty is the only one.)

YEAR MAKE MODEL BODY STYLE  
LAST PLATE NO. LICENSE TAG NO. EXPIRES COLOR

I warrant this vehicle to be free from liens and encumbrances except as follows: (If no other liens shown)

Name of Lender Complete Street Address Amount Date of Lien  
Failure to state law requires that you state the mileage upon transfer of ownership. Failure to comply with this statement or providing a false statement may result in fines and/or imprisonment. I certify to the best of my knowledge that the mileage for the vehicle is correct. In the event mileage is incorrect, it shall be as follows:

1. The mileage stated is in excess of its mechanical limits.  
 2. The mileage reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY

**VEHICLE BEING TRADED - IN**

**ODOMETER READING (MILEAGE)**

*(If odometer reading is not shown, the vehicle has been driven by the seller for less than 100 miles since the odometer was last reset. The odometer is not required to be reset if the vehicle has been driven for less than 100 miles since the odometer was last reset. The odometer is not required to be reset if the vehicle has been driven for less than 100 miles since the odometer was last reset.)*

YEAR	MAKE	MODEL	VEHICLE TYPE
LAST PAID FOR	REGISTRATION	EXPIRES	VEHICLE
COLOR			

I warrant that the vehicle to be traded hereon is not subject to any liens or other claims as follows: (If the last owner "wants")

Name of Lienholder	Company/Street Address	Amount	Date of Lien

I warrant that the vehicle to be traded hereon is not subject to any liens or other claims as follows: (If the last owner "wants")

1. The odometer stated is an accurate mechanical mile.

2. The odometer stated is not the actual mileage.

Signature(s) of Seller(s) \_\_\_\_\_

Printed Name(s) of Seller(s) \_\_\_\_\_

**NOTICE** - This form is valid only for the vehicle being traded. All other vehicles are subject to the same conditions. This form is not valid for any other vehicle. The seller warrants that the vehicle is not subject to any liens or other claims as follows: (If the last owner "wants")

**FACTORY WARRANTY:** Any factory warranty on any vehicle to be traded hereon is subject to a normal dealer's warranty. The dealer is not responsible for any factory warranty. The dealer is not responsible for any factory warranty. The dealer is not responsible for any factory warranty.

**USED VEHICLE: WHETHER OR NOT SUBJECT TO MANUFACTURER'S WARRANTY:** Unless specifically stated, this vehicle is sold "AS IS" without any warranty. The dealer is not responsible for any factory warranty. The dealer is not responsible for any factory warranty. The dealer is not responsible for any factory warranty.

**Liability Insurance:** The liability insurance coverage is not to be increased.

**USED CARS ARE SOLD AS IS - NOT EXPRESSLY WARRANTED OR GUARANTEED**

THE INFORMATION YOU SEE ON THE WINDOW STICKER (BUYER'S GUIDE) FOR THIS VEHICLE IS PART OF THIS CONTRACT. NO INFORMATION ON THE WINDOW STICKER OVERRIDES ANY CONTRADICTORY PROVISIONS IN THE CONTRACT SALES.

**NOTICE:** Under the Seller's Arranged Financing, the Seller may receive a portion of the "finance charge" from the Lender. The Seller is not holding any assets for the Lender. The Seller is not holding any assets for the Lender. The Seller is not holding any assets for the Lender.

Purchased by Seller's associate of the Dealer certifies that he/she is 18 years of age or older and acknowledges that he/she has read the terms and conditions and has received a true copy of this form.

**PURCHASER ACKNOWLEDGES THAT THIS ORDER INCLUDES ALL OF THE TERMS AND CONDITIONS ON BOTH THE FACE AND REVERSE SIDE HEREOF.**

SELLER'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

ACQUIRED BY \_\_\_\_\_ FINANCE \_\_\_\_\_

**BUYER'S CREDIT/COMMISSION/SENDER:**

**FINANCIAL BREAKDOWN AND LENDER**

**THE SELLER HEREBY WARRANTS THAT THIS VEHICLE WILL BE FIT FOR THE ORDINARY PURPOSES FOR WHICH THE VEHICLE IS USED FOR 18 MONTHS OR 20,000 MILES AS THE FIRST OF TWO, WHICHEVER IS EARLIER, EXCEPT WITH REGARD TO PARTICULAR DEFECTS DESCRIBED ON THE FIRST PAGE OF THIS AGREEMENT. THE BUYER (PURCHASER) MUST HAVE TO PAY UP TO \$2500 FOR EACH OF THE FIRST TWO REPAIRS IF THE WARRANTY IS VIOLATED.**

PRICE OF CASH AFTER CASH ON HAND	
LESS TRADE ALLOW	
NET PAY	
TAXES - TOTAL	
SALES TAX	
LUXURY TAX	
TITLE INSURANCE TAX	
LICENSE FEE: SERIAL	
DEALER SERVICE FEE	1000 35
TOTAL TAX	
PAYOFF ON TRADE IN: 10	
TOTAL DUE	
TOTAL CASH DOWN	
DEPOSIT CASH ON HAND	
FINANCIAL BREAKDOWN AND LENDER	
UNPAID DUE	
INSURANCE AGENT	
ADDRESS	
Tele. No. _____ Agency No. _____	

SUNSET FORD, INC

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233

INVOICE



PAGE 1

SERVICE ADVISOR: 8448 MICHAEL R CAMPBELL

GLENDAL, AZ  
HOME

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAX	
T7 DARK ST	06	FORD F250 PICKUP	1FTSW21P36E		720/720		
IN SVCS DATE	FROM DATE	WARRANTY EXP	PROMISED	PO NO	RATE	PAYMENTS	INV DATE
29AUG05	19JUL05		17:00	12SEP05	90.00	CASH	12SEP05

DATE R.O. OPENED: DATE CUST NOTIFIED: OPTIONS:

10:05 12SEP05 13:32 12SEP05

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

A ON SHARP TURN LEFT FRONT SUSPENSION MAKES POPPING NOISE SUBLET AUTO STYLES

NC NO CHARGE

999 SERVICE SHOP LIC#: 0999

CPS 0.00

0.00 0.00

\*\*\*\*\*

B WHEN SITTING STILL FRONT WHEELS WONT TURN HARD LEFT OR RIGHT STEERING LOCKS UP

NORM VEHICLE IS OPERATING TO DESIGN INTENT

999 SERVICE SHOP LIC#: 0999

CPS 0.00

0.00 0.00

NORMAL WITH OVERSIZED TIRES AND FRONT END ROLL SLIGHTLY FORWARD... STEERS OKAY

\*\*\*\*\*

SERVICE OPEN MON. 7 TO 6 SATURDAY 7 TO 5  
 "COMPLETELY SATISFIED" IT MEANS A LOT TO US  
 "EXCELLENT" IS OUR ONLY PASSING GRADE. IF OUR  
 SERVICE WAS NOT EXCELLENT PLEASE CONTACT YOUR  
 SERVICE ADVISOR LISTED  
 AT THE TOP OF THIS INVOICE



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Original

Authorized Revised

CUSTOMER SIGNATURE

DESCRIPTION	AMOUNT
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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SUNSET FORD, INC

SALES & SERVICE

9130 W. BELL ROAD

PEORIA, AZ 85382

(623) 977-5233

INVOICE



PAGE 1

SERVICE ADVISOR: 8448 MICHAEL R CAMPBELL

GLENDALE, AZ

HOME: RUS:

CELL:

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	IN/OUT	TAG
T7 DARK S4 06	FORD F250 PICKUP	1FTSW21P36E		3206/3206		
INSVCDATE	PRODDATE	WARRYEXP	PROMISL	PO: NO	DATE	PARMEN
29AUG05	1S20JUL05		18:00	06FEB06	90.00	CASH
PRO OPENED	DATE	JUSTIFIED	NOTIFIED	OPTIONS:		
10:16	06FEB06	15:26	06FEB06			

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

A 05E16 ENGINE CONTROL MODULES RECALIBRATION  
 CAUSE: REPROGRAMMED ENGINE CONTROL MODULES AS PWR RECALL 05E16  
 05E16B RECALIBRATE CONTROL MODULES  
 10464 Mccoy, RYAN LIC#: 7766  
 WS 0.70 (N/C)  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 7766

\*\*\*\*\*  
 B SHIMMY IN FRONT END OVER BUMPS  
 NC NO CHARGE  
 999 SERVICE SHOP LIC# 0999  
 CFS 0.00  
 AUTO STYLE INSTALLED STEERING STABILIZER 0.00 0.00  
 \*\*\*\*\*  
 C GREASE BOOT ON STEERING LINKAGE TORN AT PITMAN ARM  
 NC NO CHARGE  
 999 SERVICE SHOP LIC# 0999  
 CFS 0.00  
 AUTO STYLE INSTALLED NEW BOOT 0.00 0.00  
 \*\*\*\*\*

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Original \_\_\_\_\_ Authorized Revised \_\_\_\_\_

CUSTOMER SIGNATURE

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

SUNSET FORD, INC

SALES & SERVICE
9130 W. BELL ROAD
PEORIA, AZ 85382
(623) 977-5233

\*INVOICE\*



PAGE 1

GLENDALE, AZ

HOME
C/LL

BUS:

SERVICE ADVISOR: B448 MICHAEL R CAMPBELL

Table with columns: MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, IN SVCS DATE, PROB DATE, WARR EXPY, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes vehicle details for a 2006 Ford F250 pickup.

Main service list table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists services like engine oil change, tire rotation, and multi-point inspection.

\*\*\*WAITER\*\*\*

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Summary table with columns: DESCRIPTION, TOTAL. Lists amounts for Labor, Parts, Gas/Oil/Lube, Sublet, Misc. Charges, Total Charges, Adjustments, Sales Tax, and Total Amount Due.

INVOICE

SUNSET FORD, INC

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233



PAGE 1

SERVICE ADVISOR: 445 BOB PRITCHARD

GLENDALE, AZ  
HOME:  
CELL:

BUS:

PLANT	COLOR	YEAR	MAKE/MODEL	VIN	GENUSE	MILEAGE	IN/OUT	STAGE
T7	DARK ST	06	FORD F250 PICKUP	1FTSW21P36E		4980	4980	
IN SVC DATE	PROB DATE	WARR EXPR	PROMISED	RD NO	DATE	PAYMENT	INV DATE	
29AUG05	IS20JUL05		12:00 28MAR06			90.00 CASH	27MAR06	
NO. OF OPENED	DATE	COSE	NOTIFIED	OPTIONS				
10:42	27MAR06	15:31	27MAR06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STS	THERE IS ALOT OF PLAY IN STEERING. HAS TO STEER ALL THE TIME					
		NORM VEHICLE IS OPERATING TO DESIGN INTENT					
		9677 PORTER, BRANDON LIC#: 7523					
		CPS 0.00				0.00	0.00
B	HARD TO GET KEY OUT WHEN IN PARK. YOU HAVE TO HOLD SHIFTER UP						
		NFF UNABLE TO DUPLICATE CONCERN AT THIS TIME					
		10644 DAVIDSON, KEITH LIC#: 5226					
		CPS 0.00				0.00	0.00

SERVICE OPEN: M-F 7 TO 6, SATURDAY 7 TO 5  
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Original \_\_\_\_\_ Authorized Revised \_\_\_\_\_  
 CUSTOMER SIGNATURE

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

SUNSET FORD, INC

SALES & SERVICE

9130 W. BELL ROAD

PEORIA, AZ 85382

(623) 977-5233

\*INVOICE\*



PAGE 1

SERVICE ADVISOR: 7757 SCOTT KASTELIC

GLENDALE, AZ

HOME

CELL

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
T7 DARK ST	06	FORD F250 PICKUP	1FTSW21P36E		B471/B471	
DATE	PROD. DATE	WARR. EXC.	PROMISED	RATE	PAYMENT	DATE
29AUG05	IS20JUL05		17:00	09AUG06	90.00	CASH
DATE OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:				
09:03	09AUG06	09:55	09AUG06			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM			3,000 MILE SCHEDULED MAINTENANCE			
				5KDT6 CHANGRD OIL AND FILTER, ROTATED TIRES,			
				TOPPED OFF FLUIDS, ADJUSTED TIRE PRESSURES,			
				PERFORMED MULTI-POINT INSPECTION, LUBED			
				NECESSARY CHASSIS POINTS.			
				10807 KNIPP, MATHEW D LIC#: 5930			
				CPS 0.80		45.20	45.20
				1 3C3Z*6731*AA KIT - ELEMENT & GASKET - OIL F	28.75	28.75	28.75
				15 X0*15W40*DSD OIL - ENGINE	2.25	2.25	33.75
				99P PERFORM MULTI POINT INSPECTION			
				10807 KNIPP, MATHEW D LIC#: 5930			
				CPS 0:20		0.00	0.00
				GTIRE TIRE MEASUREMENT GOOD AT THIS TIME			
				10807 KNIPP, MATHEW D LIC#: 5930			
				CPS 0:00		0.00	0.00
				GBK BRAKE MEASUREMENT GOOD AT THIS TIME			
				10807 KNIPP, MATHEW D LIC#: 5930			
				CPS 0:00		0.00	0.00
				LOF ENGINE OIL AND FILTER CHANGE			
				10807 KNIPP, MATHEW D LIC#: 5930			
				CPS 0:00		0.00	0.00
				*****			
				SHOP SUPPLIES			3.32
				***WAITER***			

SHOP SUPPLIES  
\*\*\*WAITER\*\*\*

SERVICE OPEN M-F 7 TO 6 SATURDAY 7 TO 5  
"COMPLETELY SATISFIED" IT MEANS A LOT TO US  
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SERVICE ADVISOR LISTED  
AT THE TOP OF THIS INVOICE



I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle. I also acknowledge receipt of additional Consumer and Warranty Information contained on the reverse side.

Original \_\_\_\_\_ Authorized Revised \_\_\_\_\_

CUSTOMER SIGNATURE \_\_\_\_\_

DESCRIPTION	TOTAL
LABOR AMOUNT	45.20
PARTS AMOUNT	62.50
GAS, OIL, LUB	0.00
RUMLET AMOUNT	0.00
MISC. CHARGES	3.32
TOTAL CHARGES	111.02
ADJUSTMENTS	0.00
SALES TAX	5.33
PLEASE PAY THIS AMOUNT	116.35

SUNSET FORD, INC

SALES & SERVICE

9130 W. BELL ROAD

PEORIA, AZ 85382

(623) 977-5233

INVOICE



PAGE 1

SERVICE ADVISOR: 2608 RANDY D HENTON

GLENDAL, AZ  
HOME  
CELL

BUS:


PLANT	COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
T7	DARK ST	06	FORD F250 PICKUP	1P7SW21P36		8973/8973	
IN SVG. DATE	PROD. DATE	WARE. EXR.	PROMISED	PO. NO.	RATE	PAYMENT	INVT. DATE
29AUG05	1920JUL05		17:00	19SRP06	90.00	CASH	20SEP06
DATE OPENED	DATE CUST. NOTIFIED	OPTIONS:					
11:32	16SEP06	15:30		20SEP06			

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

A CUST STS VEH HAS NO POWER STEERING  
 CAUSE: ROADTEST VEH TO VERIFY AND DIAG PS INOP. NECESSARY TO REPLACE PS  
 GEAR BOX AND TRANSFER OVER PITMAN A RM. CHECK VEH FRONT END  
 ALIGN AND ADJUS  
 3504A STEERING GEAR ASSEMBLY - REMOVE AND INSTALL  
 OR REPLACE (3504) - L  
 9677 PORTER, BRANDON LIC#: 7523  
 WS 1.70  
 1 6C3Z\*3504\*A GEAR ASY - STEERING (N/C)  
 1 XT\*2\*QDX FLUID - TRANSMISSION (N/C)  
 1 \*388898\*S SEAL (N/C)  
 3001A CASTER, CAMBER, TOE-IN - CHECK - L (N/C)  
 9677 PORTER, BRANDON LIC#: 7523  
 WS 0.40  
 3001AIT CASTER, CAMBER AND TOE-IN - CORRECT (N/C)  
 (FRONT/3B440) - L  
 9677 PORTER, BRANDON LIC#: 7523  
 WS 1.90  
 2P SCHEDULED MAINTENANCE (N/C)  
 9677 PORTER, BRANDON LIC#: 7523  
 CPS 0.00  
 FC: C50 42 0.00 0.00  
 PART#: 6C3Z\*3504\*A  
 COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 7523

\*\*\*\*\*  
 3 WRECKER SERVICE  
 TOW WRECKER SERVICE  
 999 SERVICE SHOP LIC#: 0999  
 CPS 0.00  
 \*\*\*\*\*  
 0.00 0.00

\*\*\* LOANER

	I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle. I also acknowledge receipt of additional Consumer and Warranty Information contained on the reverse side.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
Original	Authorized	PARTS AMOUNT	
	Revised	GAS, OIL, LUBE	
CUSTOMER SIGNATURE		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		ADJUSTMENTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

SUNSET FORD, INC

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233

INVOICE



PAGE 2

SERVICE ADVISOR: 2608 RANDY D BENTON

GLENDALE, AZ  
HOME:  
CELL:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	IN/OUT	TAG
T7 DARK ST	06	FORD F250 PICKUP	1FTSW21P36E		8973/8973		
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INW. DATE
29AUG05	15JUL05		17:00	19SEP06	90.00	CASH	20SEP06

R.D. OPENED	DATE	CUST. NO.	NEED	OPTIONS:
11:32	16SEP06	15:30	20SEP06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	LOANER	LOANER					
				999 SERVICE SHOP LIC#: 0999			
				CPS 0.00		0.00	0.00

SUBL LOANER  
PO# [REDACTED] IS (N/C)

\*\*\*\*\*  
 SERVICE OPEN M-F 7 TO 5 SATURDAY 7 TO 5  
 "COMPLETELY SATISFIED" IT MEANS A LOT TO US  
 "EXCELLENT" IS OUR ONLY PASSING GRADE. IF OUR  
 SERVICE WAS NOT EXCELLENT PLEASE CONTACT YOUR  
 SERVICE ADVISOR LISTED  
 AT THE TOP OF THIS INVOICE

	I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle. I also acknowledge receipt of additional Consumer and Warranty information contained on the reverse side.	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		ADJUSTMENTS	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

Original \_\_\_\_\_ Authorized Revised \_\_\_\_\_  
 CUSTOMER SIGNATURE

\*INVOICE\*

PAGE 1

GLENDALE, AZ  
HOME  
CELL:

BUS:

SERVICE ADVISOR: 2608 RANDY D BENTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
T7 DARK ST	06	FORD F250 PICKUP	1FTSW21P36E		10741/10741	
MODEL DATE	FRGD: DATE	WARR. EXP.	PROMISED	DATE	PAYMENT	INV. DATE
29AUG05	IS20JUL05	17:00	16FEB07	90.00	CASH	21FEB07
RO: OPENED	READY	OPTIONS:	STK:	DLR: 713179		
		ENG: 99P 5.0L V-8 DIESEL				
		TRN: 44B TOROSHIFT(TM) 5-SPD AUTO TRANS AXL: 3L				

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

ACUST: STS: VEH. HAS OIL LEAK  
 CAUSE: OIL ELAK DIAG. INSTALLED DYE. FOUND OIL LEAKING FR OM RESAR MAIN  
 SEAL HIGH PRESSURE OIL PUMP COVER GASKET AND CAM SENSOR  
 ORINGS. R AND I

6007D ENGINE OIL LEAKS DIAGNOSES  
 10827 HANNA, KENNETH BRIAN LIC#: 3762  
 WS 4.50  
 1 3C3Z\*6701\*AA SEAL ASY - CRANKSHAFT OIL (N/C)  
 TA\*16\*ADHESIVE (N/C)  
 1 3C3Z\*9229\*B KIT - "O" RING (N/C)  
 1 3C3Z\*6619\*BA GASKET (N/C)  
 6701A SEAL CRANKSHAFT REAR MAIN REPLACE (N/C)  
 10827 HANNA, KENNETH BRIAN LIC#: 3762  
 WS 4.40

3674A PUMP POWER STEERING REMOVE AND INSTALL  
 OR REPLACE (3A674) - L (N/C)  
 10827 HANNA, KENNETH BRIAN LIC#: 3762  
 WS 1.90

9543A PUMP INJECTION REPLACE (9A543/9E543) (N/C)  
 L  
 10827 HANNA, KENNETH BRIAN LIC#: 3762  
 WS 4.30

VERIFY 60.6 OL TIME ALLOWANCE (N/C)  
 10827 HANNA, KENNETH BRIAN LIC#: 3762  
 WS 0.60

FC: L65 D8 (N/C)  
 PARTS: 3C3Z\*6701\*AA  
 COUNT:

CLAIM TYPE  
 AUTH CODE:  
 3762

PASS ISIDE DROP DOWN STEER MOTOR RUNS TOO LONG  
 POO \*\*NOTE\*\* THE PARTS NECESSARY TO COMPLETE THIS

ON BEHALF OF SERVICING 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 SERVICING 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 item. 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 warrants for it any liability in connection with the sale of this item.

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

(SIGNATURE) DEALER, GENERAL MANAGOR OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

\*INVOICE\*

PAGE 2

SCENDALE, AZ

HOMER CELL BUS:

SERVICE ADVISOR: 2608 RANDY D BENTON

YEAR	MAKE/MODEL	VIN	LICENSE	WARRANTY	WARRANTY	WARRANTY
06	FORD F250 PICKUP	1FTSW21P36			10741/10741	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	DATE	PAYMENTS	INV. DATE
29AUG05	1920JUL05			17:00 16FEB07	90.00 CASH	21FEB07
RO OPENED	READY	OPTIONS:	STK:	DLR:		
		ENG:99P_6.0L_V-8_DIESEL		71J179		
		TRN:44B TOROSHIFT(TM) 5-SPD AUTO TRANS AXL:3L				

REPAIR HAVE BEEN ORDERED. YOU WILL BE NOTIFIED WHEN PARTS ARRIVE  
 10644 DAVIDSON, KEITH LIC#: 5226  
 CPS 0.00

C L F TIRE HAS NAIL... REPAIR TIRE  
 106 PLAT/REPAIR  
 9677 PORTER, BRANDON LIC#: 7523  
 CPS 0.50

D HARD TO GET KEY OUT WHEN IN PARK. HAVE TO DREVE VEH THEN PUT BACK IN PARK TO GET KEY OUT. 2ND TIME IN FOR SAME CONCERN  
 NWP NO WORK PERFORMED  
 10644 DAVIDSON, KEITH LIC#: 5226  
 CPS 0.00

E PASS SIDE STEERING SHOCK LEAKING AT DUAL SHOCK TAKE OFF FACTORY OR DUAL SHOCK  
 DUAL SHOCK  
 9677 PORTER, BRANDON LIC#: 7523  
 CPS 1.00

WHEN GOING OVER BUMP STEERING HAS HARD OSCILLATION SOMETIMES HAVE TO HIT BRAKES TO STOP  
 CAUSE: CHECKED TIRE PRESSURE. CHECKED STEERING DAMPER. VERIFIED PROPER TORQUE ON STEERING COMPONENTS. ROAD TESTED VEHICLE TO PASS ALL AS PER TSB  
 062214B Check Tire Pressure Check Steering Damper  
 Replace if neces  
 9677 PORTER, BRANDON LIC#: 7523  
 WS 1.40  
 FC: CS0 42  
 PART#: 3B651  
 COUNT:

ON BEHALF OF SERVICING 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 SERVICING 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 item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.

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

SIGNATURE DEALER, GENERAL MANUFR OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

\*INVOICE\*

PAGE 3

GLIENDALE AZ  
HOME:  
CELL:

BUS:

SERVICE ADVISOR: 2608 RANDY D BENTON

PLATE	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	PLATE
T7 DARK ST	06	FORD F250 PICKUP	1FTSW21P36		10741/10741	
DEL. DATE	PROD. DATE	WARRANTY EXPR.	PROMISED	POD	RATE	PAYMENT
29AUG05	IS20JUL05		17:00	16FEB07	90.00	CASH
R.O. OPENED	READY	OPTIONS	STK	DLR		INV. DATE
		ENG:99P 6.0L V-8 DIESEL		71J179		21FEB07
16:54	14FEB07	12:04	21FEB07	TRN:44B TORQSHIFT(TM) 5-SPD AUTO TRANS AXL:3L		
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
						TOTAL

\*\*\*\*\*  
 G\*\* EXTRA LABOR TIME FOR DLT ON VEH. LEFT INSTALLED AT SUNSET FORD  
 888 LABOR ONLY  
 10827 HANNA, KENNETH BRIAN LIC# 43762  
 IS 2.00  
 \*\*\*\*\*

(N/C)  
 SERVICE OPEN M-F 7 TO 6 SATURDAY 7 TO 5  
 "COMPLETELY SATISFIED" IT MEANS A LOT TO US  
 "EXCELLENT" IS OUR ONLY PASSING GRADE. IF OUR  
 SERVICE WAS NOT "EXCELLENT" PLEASE CONTACT YOUR  
 SERVICE ADVISOR LISTED  
 AT THE TOP OF THIS INVOICE

ON BEHALF OF SERVICING 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 SERVICING 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. Seller neither assumes, nor authorizes any other person to assume, for it any liability in connection with the sale of this instrument.

DESCRIPTION	TOTALS
LABOR AMOUNT	15.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	15.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	15.00

SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Weisberg & Meyers, LLC  
2833 North Central Ave #613  
Phoenix, AZ 85004



Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48126

PE07-057

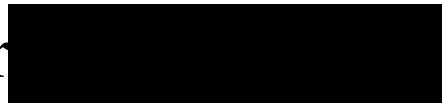
FORD

2-4-2008

APPENDIX D

REDACT B1

Denial\_Letter



Apr\_30\_2007-08\_53\_29



SENT VIA FAX

January 15, 2008

Weisberg & Meyers, LLC  
Attn: Marshall Meyers  
2833 North Central Avenue, #613  
Phoenix, AZ 85004

**RE:** [REDACTED]  
**VIN:** 1FTSW21P36EA [REDACTED]

Dear Mr. [REDACTED]

We are in receipt of your correspondence regarding concerns pertaining to the above-mentioned vehicle. We have thoroughly reviewed the claim and after conducting an investigation have concluded that we are unable to offer assistance at this time. In Ford's good faith judgment, the subject vehicle does not qualify for a repurchase nor any other form of monetary compensation.

Thank you for the opportunity to review this concern. If you have questions regarding this issue, please contact me at (313) 845-5539.

Respectfully yours,

Tanya Roquemore  
Consumer Affairs

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT C1

1\_Facesheet



PE07-057

FORD

2-4-2008

APPENDIX D

REDACT C1

Click\_letter\_to\_attorney-Nov\_28\_2007-  
15\_26\_31



Sent Via Fax

November 28, 2007

Brad Riffe  
Kahn & Associates  
55 Public Square, Suite 650  
Cleveland, OH 44113  
Fax: 216-621-6006

**RE: [REDACTED]**  
**2006 F-250**

Dear Mr. Riffe:

We are in receipt of your November 12, 2007 correspondence regarding concerns pertaining to the above-mentioned vehicle. We have thoroughly reviewed the claim and after conducting an investigation have concluded that we are unable to offer assistance at this time. From our investigation it appears that all of the concerns were repaired within a reasonable number of repair attempts. Furthermore, from an objective standpoint, the concerns never substantially impaired the use, value or safety of the vehicle. In Ford's good faith judgment, the subject vehicle does not qualify for a repurchase or any other form of monetary compensation.

Thank you for the opportunity to review this concern.

Sincerely,

Eileen M. Pawelek  
Consumer Affairs

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT 1

G

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT G1

1\_Facesheet



PE07-057

FORD

2-4-2008

APPENDIX D

REDACT G1

ackltr--lp-Apr\_25\_2007-11\_00\_13



\*Sent Via Fax

January 16, 2008

Ms. Angela Troccoli, Esq  
Kimmel & Silverman, P.C.  
30 E. Butler Pike  
Ambler, PA 19002

RE: [REDACTED]

Dear Ms. Troccoli:

I am in receipt of your letter dated April 18, 2007. If you have not already done so, please forward the following documents into our office:

- retainer/agreement signed by your client
- vehicle registration
- sales/lease agreement
- all applicable repair orders
- any receipts to be considered for reimbursement

A review of your client's claim will begin when these documents have been received by our office. I will update you with the findings from our investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 845-5645 or by fax at (866) 670-0340.

Respectfully yours,

Catherina Papalia-Reid  
Consumer Affairs

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT G1

attyltr-lp-Apr\_25\_2007-09\_20\_52

TIME RECEIVED Wed, 18 Apr 2007 14:21:29:38 -0400	REMOTE CSTD [REDACTED]	DURATION 404	PAGES 12	STATUS Received
04/18/2007 14:21	[REDACTED]	KIMMEL & SILVERMAN		PAGE 01/12

(6)

ROBERT M. SILVERMAN\*\*  
CRAIG THOR KIMMEL\*\*

- \* Member, PA Bar
- \* Member, NJ Bar
- \* Member, DE Bar
- \* Member, NY Bar
- \* Member, MA Bar
- \* Member, MD Bar
- \* Member, OH Bar
- \* Member, DC Bar
- \* Member, AZ Bar
- \* Member, CO Bar
- \* Member, VT Bar
- \* Member, MI Bar
- \* Member, RI Bar



1-800-LEMON LAW  
www.lemmlaw.com

CORPORATE HEADQUARTERS  
20 E. Butler Pike  
Ambler, PA 19002  
P (215) 540-8888  
F (215) 540-8317

- JACQUELINE C. HENKITT\*\*
- ROBERT A. HARKIN\*\*
- DAVID R. HENKITT\*\*
- AMY D. GIDD\*\*
- LOUIS DOBBS, JR.\*\*
- ELIZABETH WHEATLEY TAYLOR\*\*
- BARRY R. WISGEMAN\*\*
- MELISSA K. FIALA\*\*
- TRAP S. SMADIST\*\*
- DAVID L. LIEBERMAN\*\*
- ANGELA K. TROCCOLI\*\*
- FRED DAVID\*\*
- ALISE WARD\*\*
- RONALD ROWLAND\*\*
- CHRISTOPHER K. HOLLIDAY\*\*

ESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005  
 NEW JERS: OFFICE, Executive Quarters, 1920 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344  
 MA ISLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8335, F (410) 356-8396  
 D AWARE OFFICE, 501 Silverdale Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476  
 MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114  
 PLEASE REMIT ALL CORRESPONDENCE TO THE MASSACHUSETTS OFFICE

April 18, 2007

Via Facsimil : 313.845.5555

Ford Motor Company  
P.O. Box 62 - MD 3NE-B  
Dearborn, MI 48126  
Attention: Karina Papala-Reid

Re: [REDACTED]  
2005 Ford F250  
VIN 1FTNF21505E [REDACTED]

Dear Ms. Papala-Reid:

As you know, this office represents the above-captioned individual for problems he encountered with his 2005 Ford F250 Pickup. I am enclosing his contract and repair slips. As you can see, my client has returned to the dealership for problems with his driver's seat has a lump in it; front end shakes over bumps; window molding passenger side is warped; brake pedal goes down too far; rattling in back of truck; broken bolt in the bed; and trim piece at back of cab is rattling.

Please let me know if Ford Motor Company is interested in attempting an early resolution in this matter. I will refrain from filing suit in this matter for 30 days while you evaluate my client's claim. If I do not hear from you within the next 30 days, suit will be prepared and filed.

I look forward to hearing from you.

Very truly yours,  
*Angela K. Troccoli*  
Angela K. Troccoli, Esquire

AKT:dvr  
Attachments

TIME RECEIVED  
Wed, 18 Apr 2007 14:21

:29:38 -0400

REMOTE CSTD

DURATION  
404

PAGES  
12

STATUS  
Received

04/18/2007 14:21

RECEIVED 03/20/2007 15:41

KIMMEL & SILVERMAN

PAGE 02/12

03/20/2007 05:1

KIMMEL & SILVERMAN

PAGE 02

12/6/2006

I [REDACTED] SELL ONE 2005 FORD F-250  
SUPER DUTY PICKUP TRUCK, VIN.# 1FTNF21505E [REDACTED]  
TO [REDACTED] FOR THE SUM OF \$18,000.00  
(eighteen thousand dollars)

[REDACTED]

Putnam, Ct. [REDACTED]

State of Connecticut  
County of Wilham  
City of Putnam

On this 7th day of December, 2006, before me, Nancy T. Cole, the undersigned,  
personally appeared Steven French known to me to be the person whose name is  
subscribed to the within instrument and acknowledged that he executed the same  
for purposes herein contained.

In witness whereof I hereunto set my hand.

Nancy T. Cole  
Nancy T. Cole Notary  
My commission expires 11/30/2008

*S.F. in Full*  
*S.F.*



TIME RECEIVED  
Wed, 18 Apr 2007 14:21  
04/18/2007 14:21

29:38 -0400

REMOTE CSTD

DURATION 404 PAGES 12

STATUS Received

KIMMEL & SILVERMAN

PAGE 03/12



THE COMMONWEALTH OF MASSACHUSETTS  
REGISTRY OF MOTOR VEHICLES  
P.O. BOX 55889 BOSTON, MA 02205-5889  
www.mass.gov/rmv

PLEASE KEEP THIS DOCUMENT IN YOUR VEHICLE AT ALL TIMES.

CERTIFICATE OF REGISTRATION  
PASSENGER

PLATE TYPE	REGISTRATION
[REDACTED]	[REDACTED]
FEES:	
REGISTRATION	34.5
TITLE	50.0
SPECIAL PLATES	0.0
SALES TAX	783.75
TOTAL	868.25

EXPIRES LAST DAY OF MONTH YEAR  
10 08

NAME(S) OF OWNER(S) AND MAILING ADDRESS  
[REDACTED]  
UPTON, MA [REDACTED]

EFFECTIVE DATE 12/08/06

TRANSACTION TYPE  
[REDACTED]  
*Anne L. Collins*

RESIDENTIAL ADDRESS (IF DIFFERENT)

2005 FORD  
MFRS MODEL YEAR MAKE  
1PTNF2150 [REDACTED]

F250 PU BLUE  
MODEL NAME BODY STYLE TYPE COLOR

IF VEHICLE CARRIES PASSENGERS FOR HIRE MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED.

IF VEHICLE USED FOR TRANSPORTING GOODS, WARES, OR MERCHANDISE TOTAL REGISTERED WEIGHT.

QUINCY MUTUAL FIRE  
INSURANCE COMPANY

TITLE NUMBER

NOT VALID UNTIL STAMPED WITH OFFICIAL SIGNATURE STAMP OR SIGNATURE OF THE REGISTRAR

TIME RECEIVED Wed, 18 Apr 2007 14:21	2:29:38 -0400	REMOTE CSTD	DURATION 404	PAGES 12	STATUS Received
04/18/2007 14:21			KIMMEL & SILVERMAN		PAGE 04/12

Copy

508-626-5046

UNIT# N

UPTON, MA  
HOME

US:

INVOICE

PAGE 1

# Franklin Ford Sales

175 E. Central St. • Route 140  
Franklin, MA 02038  
Phone: (508) 520-3800  
Fax: (508) 520-7628

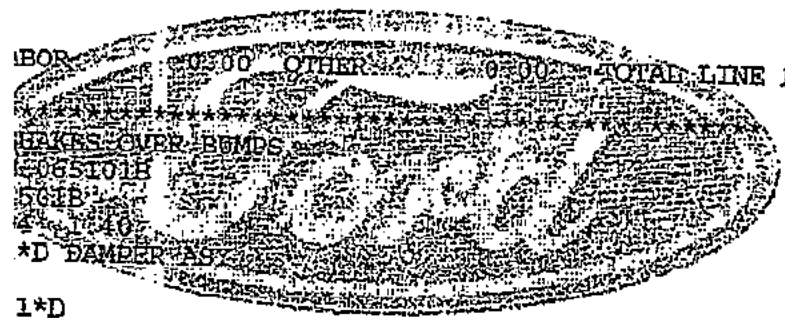
SERVICE ADVISOR: 4152 ROBERT L PEPIN

COLOR: BLUE	YEAR: 05	FOR: F250 PICKUP	MAKE/MODEL: F250 PICKUP	VIN: 1FTNF21505E	LICENSE: [REDACTED]	MILEAGE: 15241/15241	ROUTE: [REDACTED]	TAG: [REDACTED]
DATE: 11DEC06	PROD: 11DEC06	VAR: 17:00	PROM: 12DEC06	RD: 12DEC06	RT: 83.00	PAY: CASH	IN: 14DEC06	DATE: 14DEC06
OPENED: 11DEC06	READY: 14DEC06	OPTIONS: DLR:VO ENG:5.4 Liter						

LINE OPCODE TECH T PE HOURS LIST NET TOTAL  
 A CS THE DRIVER'S SEAT HAS A LUMP IN IT  
 CAUSE: REMOVE SEAT COVER REMOVE CUSHION REINSTALL  
 52900AL TRIM: DRIVER-FRONT SEAT CUSHION - REMOVE  
 AND INSTAL OR REPLACE (62900) - L  
 5647 W 94 1.00 (N/C)

FC: S50 07  
 PART#: 62900  
 COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 5647

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00



\*\*\*\*\*  
 B CS THE FRONT END BRAKES OVER BUMPS  
 CAUSE: COMPLETED TO 061501B TSB 061501B  
 5647 WE 1 5C3Z\*3E65 \*D DAMPER ASST  
 FC: C50 42  
 PART#: 5C3Z\*3E6 1\*D  
 COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 5647 (N/C)  
 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*  
 C CS SOMETHING IS LOSE UNDER THE RIGHT FRONT ---RATTLES WHEN HITTING A BUMP  
 44 STEERING/SUSPENSION  
 5647 P 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

**...Compa Service**  
 We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement calls in normal service within that period, we'll fix it free of charge. Parts and Labor.

DISPOSAL OF HAZARDOUS WASTE The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.	DESCRIPTION	TOTAL
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	SHOP MAT/HWR	
	TOTAL CHARGES	
DISCOUNTS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

ALL PARTS ARE NEW EXCEPT AS NOTED

**OUR GOAL IS YOUR COMPLETE SATISFACTION.**

TIME RECEIVED Wed, 18 Apr 2007 14:21	29:38 -0400	REMOTE CSID [REDACTED]	DURATION 404	PAGES 12	STATUS Received
04/18/2007 14:21	[REDACTED]	KIMMEL & SILVERMAN			PAGE 05/12

UNIT# N  
[REDACTED]  
UPTON, MA  
HOME: [REDACTED]

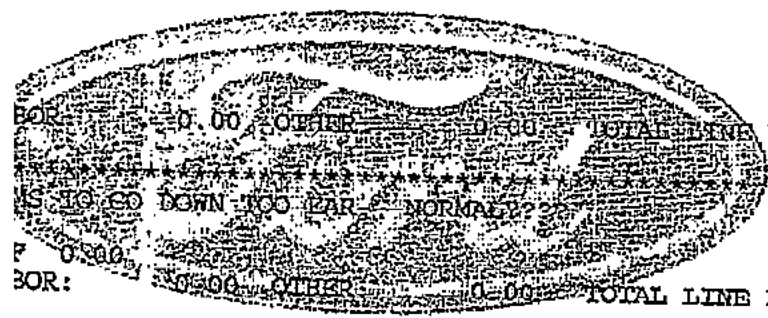
**Franklin Ford Sales**   
175 E. Central St. - Route 140  
Franklin, MA 02038  
Phone: (508) 620-3800  
Fax: (508) 620-7628

INVOICE  
PAGE 2

SERVICE ADVISOR: 4152 ROBERT L. PEPIN

COLOR: BLDE	YEAR: 05	MAKE/MODEL: F250 PICKUP	VIN: 1FTNF21505R	LICENSE: [REDACTED]	MILEAGE/NEO/CUR: 15241/15241
DEL DATE: 01JAN05	PROB DATE: IS	ARR EXC: [REDACTED]	CHRGD: [REDACTED]	PRNO: [REDACTED]	DATE: [REDACTED]
OPENED: 11DEC06	READY: 14DEC06	17:00	12DEC06	83.00	CASH
OPTIONS: DLR:VO ENG:5.4 Liter					

LINE	OPCODE	TECH	TY	DESCRIPTION	LIST	NET	TOTAL
D CS	WINDOW MOLDING			ON PASSENGER SIDE IS STARTING TO WARP			
CAUSE: REPLACED PAS SIDE WINDOW MOULDING							
	21452A	WEATHERSTRIP - FRONT DOOR AT BELT OUTSIDE		(20934/21452/21453) - L			
	5647	WE 4 0.20					
	1	F81Z*2521 52*AA WEATHERSTRIP ASY - DOOR					(N/C)
		WINDOW					
	FC: B63	07					(N/C)
	PART#: F81Z*252	452*AA					
	COUNT:						
	CLAIM TYPE:						
	AUTH CODE:						
	5647						



PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
*****							
E CS	42	BRAKE PEDAL SE		IS TO GO DOWN TOO EAR			
CAUSE: REPLACED TOOL STORAGE TRAY AND REPLAIED MOUNTING P LATE							
	5647	WT MT=NLOP 0620		AND REPAIR BROKEN MOUNTING PLATE			
	1	3C3Z*26062		2*AAA BOX ASY - STOWAGE			(N/C)
	FC: T53	01					(N/C)

F CS	44	STEEERING/SUSPENSION		ING IN THE BACK OF THE TRUCK			
*****							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00
*****							
G CS		HE PUTS A RAG I		BETWEEN TRAY AND TRIM BEHIND SEAT TO STOP RATTLE			
CAUSE: REPLACED TOOL STORAGE TRAY AND REPLAIED MOUNTING P LATE							
	5647	WT MT=NLOP 0620		AND REPAIR BROKEN MOUNTING PLATE			
	1	3C3Z*26062		2*AAA BOX ASY - STOWAGE			(N/C)
	FC: T53	01					(N/C)

<p><b>...Compar Service</b></p> <p>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.</p> <p>Parts and Labor.</p>	<p><b>DISPOSAL OF HAZARDOUS WASTE</b></p> <p>The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.</p>	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		SHOP MAT/HWR	
		TOTAL CHARGES	
		DISCOUNTS	
SALES TAX			
<p>ALL PARTS ARE NEW EXCEPT AS NOTED</p>		PLEASE PAY THIS AMOUNT	

**OUR GOAL IS YOUR COMPLETE SATISFACTION.**

TIME RECEIVED  
Wed, 18 Apr 2007 14:21  
04/18/2007 14:21

REMOBILE CSID  
:29:38 -0400

KIMMEL & SILVERMAN

DURATION  
404

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Received  
PAGE 05/12

UNIT# N

UPTON MA  
HOME

INVOICE

**Franklin Ford Sales**

175 E. Central St. - Route 140  
Franklin, MA 02038  
Phone: (508) 520-3600  
Fax: (508) 520-7628

PAGE 3

JS:

SERVICE ADVISOR: 4152 ROBERT L PEPIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	INVT	DATE
BLUE	05	FORD F250 PICKUP	1FTNF21505E		15241/15241		
DATE	PROD	WARR	EXPIR	PROMISED	EST	RATE	PAYMENT
01JAN05	IS			17:00	12DEC06	83.00	CASH
REOPENED	READY	DATE	DATE	DATE	DATE	DATE	DATE
		11DEC06	14DEC06	17:00	12DEC06	83.00	14DEC06

LINE	OPCODE	TECH	TITLE	TIME	HOURS	LIST	NET	TOTAL
			PART#: 3C3Z*2601		202*AAA			
			COUNT:					
			CLAIM TYPE:					
			AUTH CODE:					
			5647					
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:		0.00

\*\*\*\*\*  
H CS THE PLASTIC INSULATION FENDER SHIELDS ARE MISSING  
CAUSE: REPLACED BOTH FRONT INNER FENDER SHIELDS MT.

MT MT=NLOP 1607  
5647 WE  
1 4C3Z\*1607  
1 4C3Z\*1607  
PC: B63 33  
PART#: 4C3Z\*1607  
COUNT:  
CLAIM TYPE:  
AUTH CODE:  
5647



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

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE H:		0.00
--------	------	--------	------	--------	------	---------------	--	------

\*\*\*\*\*  
I MULTIPOINT VEHICLE INSPECTION

99P MULTIPOINT VEHICLE INSPECTION  
5647 F 0.00  
GBATT BATTERY GOOD  
5647 F 0.00  
GBK OVER 5MM OIL 7/32"DIRC OR OVR 2MM OR 3/32"  
DRUM  
5647 F 0.00  
GTIRE 7/32 OR GREATER  
5647 F 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE I:		0.00
--------	------	--------	------	--------	------	---------------	--	------

...Compare Service

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement calls in normal service within that period, we'll fix it free of charge. Parts and Labor.

DISPOSAL OF HAZARDOUS WASTE  
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	NOTES
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP MAT/RWR	
TOTAL CHARGES	
DISCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW EXCEPT AS NOTED

**OUR GOAL IS YOUR COMPLETE SATISFACTION.**

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 REMOTE CSTD: [REDACTED]  
 DURATION: 404 PAGES: 12 STATUS: Received  
 04/18/2007 14:21 [REDACTED] KIMMEL & SILVERMAN PAGE 07/12

UNIT# N [REDACTED]

**Franklin Ford Sales** 

INVOICE

175 E. Central St. - Route 140  
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PAGE 4

UPTON, MA  
 HOME [REDACTED] US:

SERVICE ADVISOR: 4152 ROBERT L PEPTIN

MAKE/MODEL	VIN	LICENSE	MI/AGE	ROUTE	TAG
F250 PICKUP	1FTNE21505E [REDACTED]			15241/15241	[REDACTED]
DATE	PROMISED	PO NO	PRICE	PAYMENT	INVOICE DATE
01 JAN 05 IS	17:00 12 DEC 06		83.00	CASH	14 DEC 06
READY	OPTIONS: DLR:VO ENG:5.4 Liter				
11 DEC 06	14 DEC 06				

LIST NET TOTAL

THANK YOU FOR THIS CHANCE TO BE OF SERVICE  
 WE HOPE THAT YOU WERE "COMPLETELY SATISFIED"  
 AND THAT YOU COULD "DEFINITELY RECOMMEND" US  
 REMEMBER !!  
 IF YOU RECEIVE A SURVEY FROM FORD MOTOR CO.  
 QUESTION 2D \*\*\* "COMPLETELY SATISFIED" \*\*\*  
 QUESTION 16A \*\* "DEFINITELY RECOMMEND" \*\*\*



**...Complete Service**  
 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.

DESCRIPTION	TOTAL
DISPOSAL OF HAZARDOUS WASTE	
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP MAT/HWR	0.00
TOTAL CHARGES	0.00
DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW EXCEPT AS NOTED

**OUR GOAL IS YOUR COMPLETE SATISFACTION**

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Brought back 3rd time  
Jan 4-6 they had it

UNIT# N

Franklin Ford Sales

\*INVOICE\*

176 E. Central St. - Route 140  
Franklin, MA 02038  
Phone: (508) 520-3600  
Fax: (508) 520-7628

UPTON, MA  
HOME: JS:

PAGE 1

SERVICE ADVISOR: 4152 ROBERT L. PEPIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	PAGE IN/OUT
BLUE	05	FORD F250 PICKUP	1FTNF21505E		15333/15333
DATE	PROB DATE	YR EX	PROMISED	DO NO	RATE
01JAN05 IS			17:00 15DEC06		83.00
REG OPENED	READY	OPTIONS: DLR:VO ENG:5.4 Liter			15DEC06
14DEC06	15DEC06				

LINE	OPCODE	TECH	TIME	HOURS	LIST	NET	TOTAL
A	CS	FRONT END IS					
		AND REPLAC					
		FRA4 4 WHEEL					
		ALIGNMENT					
		9160					
		OF 2.00					
PARTS:		0.00					
		LABOR:			89.99		
		OTHER:			0.00		
		TOTAL LINE A:				89.99	89.99

LINE	OPCODE	TECH	TIME	HOURS	LIST	NET	TOTAL
B	MULTIPOINT	VEHICLE					
		INSPECTION					
		99P MULTIPOINT					
		VEHICLE INSPECTION					
		9160					
		OF 0.00					
		GBATT BATTERY					
		GOOD					
		9160					
		OF 0.00					
		GBK OVER SMM C					
		DRUM					
		9160					
		OF 0.00					
		GTIRE 7/32 OR					
		BEATER					
		9160					
		OF 0.00					
PARTS:		0.00					
		LABOR:			0.00		
		OTHER:			0.00		
		TOTAL LINE B:				0.00	0.00

THANK YOU FOR THIS CHANCE TO BE OF SERVICE  
 WE HOPE THAT YOU WERE "COMPLETELY SATISFIED"  
 AND THAT YOU COULD "DEFINITELY RECOMMEND" US  
 REMEMBER !!  
 IF YOU RECEIVE A SURVEY FROM FORD MOTOR CO.  
 QUESTION 2D \*\*\* "COMPLETELY SATISFIED" \*\*\*  
 QUESTION 16A \*\* "DEFINITELY RECOMMEND" \*\*\*

**...Compare Service:**  
 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.

ALL PARTS ARE NEW EXCEPT AS NOTED

DESCRIPTION	TOTAL
DISPOSAL OF HAZARDOUS WASTE	
LABOR AMOUNT	89.99
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP MAT/HWR	0.00
TOTAL CHARGES	89.99
DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	89.99

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KIMMEL & SILVERMAN

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**SALES DRAFT**

FRANKLIN FORD SALES  
175 EAST CENTRAL ST  
FRANKLIN, MA 02038  
TECHNICAL 0206957

19277011 7018807  
12/16/01 09:30AM

INVOICE 17004 002  
AUTH. COL 656354

TAX \$0.00

SALE AMOUNT **\$89.99**

TOP COPY MERCHANT BOTTOM COPY-CUSTOMER

*Even though this is on the  
Technical Service Bulletin they  
made me pay \$89.99 and the  
Front end wasn't even out of  
Alignment. See Attached Alignment specs*

TIME RECEIVED Wed, 18 Apr 2007 14:29:38 -0400	REMOTE CSID [REDACTED]	DURATION 404	PAGES 12	STATUS Received
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Franklin Ford  
175 East Central Street  
Franklin, MA 02038  
508.528-3700

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Telephone \_\_\_\_\_  
Vehicle (VIN#) \_\_\_\_\_  
License \_\_\_\_\_  
Technician \_\_\_\_\_  
Mileage \_\_\_\_\_  
Time Printed 2/15/06 4:20 PM

Ford Truck & Rear Wheel Drive Van : F250/F250 Super Duty : 4X4 : 2005-06 : Standard Suspension

Left Front

Actual	Before	Specified Range
0.2°	0.2°	0.6° 0.9°
2.0°	2.0°	2.1° 4.5°
-0.00°	-0.05°	0.08° 0.18°
.....	.....	.....
.....	.....	.....

Right Front

Actual	Before	Specified Range
0.2°	0.1°	-0.6° 0.9°
1.9°	1.9°	2.1° 4.5°
0.00°	-0.05°	-0.08° 0.18°
.....	.....	.....
.....	.....	.....

Camber  
Caster  
Toe  
SAI  
Included Angle  
Turning Angle Diff.

Front

	Actual	Before	Specified Range
Cross-Camber	0.1°	0.1°	-0.8° 0.8°
Cross Caste	0.1°	0.1°	-0.6° 0.6°
Cross SAI	0.00°	-0.13°	-0.15° 0.35°
Total Toe			
Cross Turn Di			

Left Rear

Actual	Before	Specified Range
0.0°	0.1°	.....
-0.06°	-0.06°	.....

Right Rear

Actual	Before	Specified Range
-0.2°	-0.3°	.....
-0.13°	-0.13°	.....

Camber  
Toe

Rear

	Actual	Before	Specified Range
Cross Camber	0.2°	0.3°	.....
Total Toe	-0.19°	-0.18°	.....
Thrust Angl	0.03°	0.04°	.....

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PAGE 1

UPTON, MA  
HOME:

US:

SERVICE ADVISOR: 4152 ROBERT L. PEPIN

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	INVOICE	TAG
BLUE	05	F250 PICKUP	1FTNF21505E		16159/16159		
DATE	TIME	FROM	TO	DATE	AMOUNT	CASH	DATE
01JAN05	IS	17:00	19DEC06	83.00	CASH		11JAN07
DATE	TIME	FROM	TO	DATE	AMOUNT	CASH	DATE
19DEC06				11JAN07			

OPTIONS: DLR:VO ENG:5.4 Liter

LINE	OPCODE	TECH	PE HOURS	LIST	NET	TOTAL
A	CS	FRONT END IS	WILL SHAKING			
		44 STEERING/S	SPENSION			
		5647	CF 0.00		0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00
				TOTAL LINE A:		0.00

NO PROBLEM FOUND AT THIS TIME

B CS REAR WHEEL W/AL PLASTIC SHIELDS ARE MISSING  
CAUSE: REPLACED B/WH REAR SPLASH SHIELDS  
16102AT SHIELD - FRONT FENDER SPLASH - REPLACE

(16102) L  
5647 P94 0.90  
2 F81Z\*99  
4 \*W70682

FC: B63 33  
PART#: F81Z\*99  
COUNT:  
CLAIM TYPE:  
AUTH CODE:  
5647



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

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

C CS THERE IS STILL A RATTLE IN THE REAR OF THE VEHICLE  
CAUSE: REPLACED FRONT PASSENGERS SEAT TRACKS ACCESS CARPET REPAIRED

RATTLE FR M REAR MT-  
13000B MAT O FLOOR CARPETS - ACCESS  
(13000/ 3046) - L  
5647 P94 1.10

1 F65Z\*15 1705\*CA TRACK ASY - SEAT  
1 F65Z\*15 1704\*CA TRACK ASY - SEAT  
MT MT-REPAIR RATTLE UNDER REAR CARP  
5647 P94 0.80

61704ACT TRAK ASSEMBLY - FRONT SEAT - REMOVE AND

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

**...Com are Service**

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.

ALL PARTS ARE NEW EXCEPT AS NOTED

DISPOSAL OF HAZARDOUS WASTE	DESCRIPTION	AMOUNT
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	SHOP MAT/HWR	
	TOTAL CHARGES	
	DISCOUNTS	
SALES TAX		
PLEASE PAY THIS AMOUNT		

**OUR GOAL IS YOUR COMPLETE SATISFACTION.**

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 5:29:38 -0400 REMOTE CSID [REDACTED] DURATION 404 PAGES 12 STATUS Received  
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UNIT# N

**Franklin Ford Sales**

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INVOICE

PAGE 3

UPTON, MA  
 HOME [REDACTED]

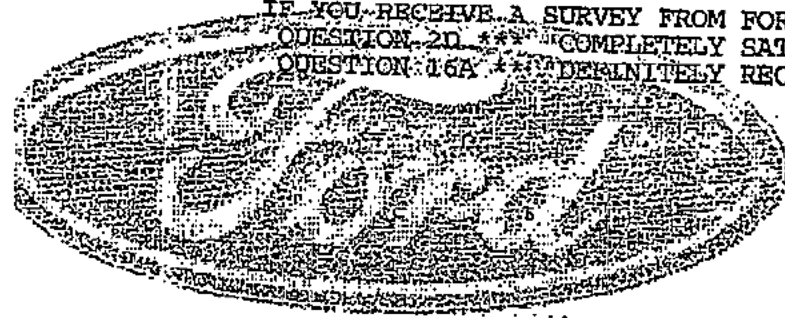
BUS:

SERVICE ADVISOR: 4152 ROBERT L. PEPIN

REGOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	INVOICE TAG
BLUE	05	FORD F250 PICKUP	1FTNF215051	[REDACTED]	16159/16159	[REDACTED]
DEL DATE	PROG DATE	WARR EXPIR	PROMISED	COVRY	CHARGE	PAYMENTS
01JAN05	IS	17:00	19DEC06		83.00	CASH
READY		OPTIONS:	DLR:VO ENG:5.4 Liter			
19DEC06		11JAN07				11JAN07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	5647	CF	0.00				
	0.00	ABOR:	0.00	OTHER:	0.00	0.00	0.00
					TOTAL LINE F:		0.00

\*\*\*\*\*  
 THANK YOU FOR THIS CHANCE TO BE OF SERVICE  
 WE HOPE THAT YOU WERE "COMPLETELY SATISFIED"  
 AND THAT YOU COULD "DEFINITELY RECOMMEND" US  
 REMEMBER !!  
 IF YOU RECEIVE A SURVEY FROM FORD MOTOR CO.  
 QUESTION 2D \*\*\* "COMPLETELY SATISFIED" \*\*\*  
 QUESTION 16A \*\*\* "DEFINITELY RECOMMEND" \*\*\*



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**DISPOSAL OF HAZARDOUS WASTE**  
 The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Acid-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP MATNWR	0.00
TOTAL CHARGES	0.00
DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW EXCEPT AS NOTED

**OUR GOAL IS YOUR COMPLETE SATISFACTION.**

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT G1

denial--Apr\_30\_2007-11\_40\_45



SENT VIA Fax

January 16, 2008

Ms. Angela Troccoli, Esq  
Kimmel & Silverman, P.C.  
30 E. Butler Pike  
Ambler, PA 19002

RE: [REDACTED]

Dear Ms. Troccoli:

We are in receipt of your April 15, 2007 correspondence regarding concerns pertaining to the above-mentioned vehicle. We have thoroughly reviewed the claim and after conducting an investigation have concluded that we are unable to offer assistance at this time. From our investigation it appears that all of the concerns were repaired within a reasonable number of repair attempts. Furthermore, from an objective standpoint, the concerns never substantially impaired the use, value or safety of the vehicle. In Ford's good faith judgment, the subject vehicle does not qualify for a repurchase nor any other form of monetary compensation.

Thank you for the opportunity to review this concern. If you have questions regarding this issue, please contact me at (313) 845-5645.

Respectfully yours,

Catherina Papalia-Reid  
Consumer Affairs

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT G1

PE07-057



## Standard Claims List For Model Year 2005

Note: All Costs are in US Dollars

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG CC	
IFTNF21505E	T/F7	F	T/BB	T/BD	T/E	A1	T/TQ	T/WX	26- OCT- 2004	30- JUL- 2005	111410	USA	0	3A11	*	*	*	*	SXX	SXX	V00	*
<b>AWS Claim Key:</b>		<a href="#">702863</a>	<b>Trx Code:</b>		05B27	<b>Labor Hrs:</b>		7	<b>Labor Cost:</b>		470.19	<b>Material Cost:</b>		92.71	<b>Total Cost:</b>		562.9					
<b>Dir Cd-Sub Cd:</b>		09015-*	<b>Name:</b>		PUTNAM FORD-MERCURY, INC.		<b>Ph:</b>		860-9282731	<b>St:</b>	CT	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>		03-MAR-2005	<b>Doc #:</b>		03661751	
<b>Cust Comments:</b>		CUST STATES: PERFORM RECALL 05B27																				
<b>Tech Comments:</b>		RECALL 05B27 DUE REVERSE CLUTCH TO CASE SNAP RING REPLACEMENT																				
IFTNF21505E	T/F7	F	T/BB	T/BD	T/E	A1	T/TQ	T/WX	26- OCT- 2004	30- JUL- 2005	111410	USA	0	*	*	*	*	*	SXX	SXX	V00	*
<b>AWS Claim Key:</b>		<a href="#">1285957</a>	<b>Trx Code:</b>		05S33	<b>Labor Hrs:</b>		.2	<b>Labor Cost:</b>		13.92	<b>Material Cost:</b>		3.54	<b>Total Cost:</b>		17.46					
<b>Dir Cd-Sub Cd:</b>		09015-*	<b>Name:</b>		PUTNAM FORD-MERCURY, INC.		<b>Ph:</b>		860-9282731	<b>St:</b>	CT	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>		01-JUL-2005	<b>Doc #:</b>		03892651	
<b>Cust Comments:</b>		CUSTOMER STATES: PERFORM CAMPAIGN 05S33																				
<b>Tech Comments:</b>		RECALL 05S33 DUE PERFORM RECALL 05S33																				
IFTNF21505E	T/F7	F	T/BB	T/BD	T/E	A1	T/TQ	T/WX	26- OCT- 2004	30- JUL- 2005	111410	USA	17	6D01	011001	*	2562900	*	S08	S08	V03	S5
<b>AWS Claim Key:</b>		<a href="#">6652880</a>	<b>Trx Code:</b>		E84	<b>Labor Hrs:</b>		1	<b>Labor Cost:</b>		76.01	<b>Material Cost:</b>		0	<b>Total Cost:</b>		76.01					
<b>Dir Cd-Sub Cd:</b>		08751-*	<b>Name:</b>		FRANKLIN FORD		<b>Ph:</b>		508-5280040	<b>St:</b>	MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>		11-DEC-2006	<b>Doc #:</b>		083179A	
<b>Cust Comments:</b>		CS THE DRIVERS SEAT HAS A LUMP IN IT																				
<b>Tech Comments:</b>		REMOVE SEAT COVER REMOVE CUSHON REINSTALL																				
IFTNF21505E	T/F7	F	T/BB	T/BD	T/E	A1	T/TQ	T/WX	26- OCT- 2004	30- JUL- 2005	111410	USA	17	5N01	110301	5C3Z	3E651	D	S13	S10	V89	C5
<b>AWS Claim Key:</b>		<a href="#">6652881</a>	<b>Trx Code:</b>		E84	<b>Labor Hrs:</b>		1.4	<b>Labor Cost:</b>		106.41	<b>Material Cost:</b>		24.47	<b>Total Cost:</b>		130.88					
<b>Dir Cd-Sub Cd:</b>		08751-*	<b>Name:</b>		FRANKLIN FORD		<b>Ph:</b>		508-5280040	<b>St:</b>	MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>		11-DEC-2006	<b>Doc #:</b>		083179B	
<b>Cust Comments:</b>		CS THE FRONT END SHAKES OVER BUMPS																				
<b>Tech Comments:</b>		COMPLETED TSB 065101B																				
IFTNF21505E	T/F7	F	T/BB	T/BD	T/E	A1	T/TQ	T/WX	26- OCT- 2004	30- JUL- 2005	111410	USA	17	6H19	011103	F81Z	2521452	AA	S07	S07	V75	BT
<b>AWS Claim Key:</b>		<a href="#">6652882</a>	<b>Trx Code:</b>		E84	<b>Labor Hrs:</b>		.2	<b>Labor Cost:</b>		15.2	<b>Material Cost:</b>		37.56	<b>Total Cost:</b>		52.76					
<b>Dir Cd-Sub Cd:</b>		08751-*	<b>Name:</b>		FRANKLIN FORD		<b>Ph:</b>		508-5280040	<b>St:</b>	MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>		11-DEC-2006	<b>Doc #:</b>		083179D	
<b>Cust Comments:</b>		CS WINDOW MOLDING ON PASSENGER SIDE IS STARTING TO WARP																				
<b>Tech Comments:</b>		REPLACED PASS SIDE WINDOW MOULDING																				
IFTNF21505E	T/F7	F	T/BB	T/BD	T/E	A1	T/TQ	T/WX	26- OCT- 2004	30- JUL- 2005	111410	USA	17	6L14	010508	3C3Z	2606202	AAA	S08	S08	V74	TS
<b>AWS Claim Key:</b>		<a href="#">6652883</a>	<b>Trx Code:</b>		E84	<b>Labor Hrs:</b>		1.5	<b>Labor Cost:</b>		114.02	<b>Material Cost:</b>		35.43	<b>Total Cost:</b>		149.45					
<b>Dir Cd-Sub Cd:</b>		08751-*	<b>Name:</b>		FRANKLIN FORD		<b>Ph:</b>		508-5280040	<b>St:</b>	MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>		11-DEC-2006	<b>Doc #:</b>		083179G	
<b>Cust Comments:</b>		CS HE PUTS A RAG BETWEEN TRAY AND TRIM BEHIND SEAT TO STOP RATTLE																				

Tech Comments: REPLACED TOOL STORAGE TRAY AND REPIARED MOUNTING PLATE

IFTNF21505H T/F7 F T/BB T/BD T/E A1 T/TQ T/WX 26-30- OCT-JUL- 111410 USA 17 6007 010601 4C3Z 16071 AA S01 S01 V31 B1 2004 2005

AWS Claim Key: 6652884 Trx Code: E84 Labor Hrs: .9 Labor Cost: 68.41 Material Cost: 83.34 Total Cost: 151.75

Dlr Cd-Sub Cd: 08751-\* Name: FRANKLIN FORD Ph: 508-5280040 St: MA Ctry Cd: USA Reg Cd: NA Repr Date: 11-DEC-2006 Doc #:083179H

Cust Comments: CS THE PLASTIC INNER FENDER SHIELDS ARE MISSING

Tech Comments: REPLACED BOTH FRONT INNER FENDER SHIELDS MT

IFTNF21505H T/F7 F T/BB T/BD T/E A1 T/TQ T/WX 26-30- OCT-JUL- 111410 USA 17 6B07 01XXXX F81Z 9928370 CA S01 S01 V31 B1 2004 2005

AWS Claim Key: 6877800 Trx Code: E84 Labor Hrs: .9 Labor Cost: 68.41 Material Cost: 69.86 Total Cost: 138.27

Dlr Cd-Sub Cd: 08751-\* Name: FRANKLIN FORD Ph: 508-5280040 St: MA Ctry Cd: USA Reg Cd: NA Repr Date: 19-DEC-2006 Doc #:083458B

Cust Comments: CS REAR WHEEL WELL PLASTIC SHIELDS ARE MISSING

Tech Comments: REPLACED BOTH REAR SPLASH SHIELDS

IFTNF21505H T/F7 F T/BB T/BD T/E A1 T/TQ T/WX 26-30- OCT-JUL- 111410 USA 17 6E06 011002 F65Z 1561705 CA S13 S05 V39 S0 2004 2005

AWS Claim Key: 6890016 Trx Code: E84 Labor Hrs: 2.6 Labor Cost: 197.63 Material Cost: 107.71 Total Cost: 305.34

Dlr Cd-Sub Cd: 08751-\* Name: FRANKLIN FORD Ph: 508-5280040 St: MA Ctry Cd: USA Reg Cd: NA Repr Date: 19-DEC-2006 Doc #:083458C

Cust Comments: CS THERE IS STILL A RATTLE IN THE REAR OF THE VEHICLE

Tech Comments: REPLACED FRONT PASSENGERS SEAT TRACKS ACCESS CARPET REPAIRED RATTLE FROM REAR MT

Any comments?





Consumer Affairs

**Regent Court Building**  
PO Box 6248, MD 3NE-B  
Dearborn, MI 48126 USA

Sent Via Fax

May 15, 2006

Michael A. Jacob, II  
Chapman, Lewis & Swan  
501 First Street  
Clarksdale, Mississippi 38614

RE: [REDACTED]

Dear Mr. Jacob :

Thank you for contacting Ford Motor Company regarding your client's vehicle concern.

The vehicle concern has been thoroughly reviewed by Ford Motor Company. We have been informed that after carefully inspecting your vehicle, Cannon Ford Lincoln Mercury was unable to verify any manufacturers defects with your vehicle. Unfortunately, there is no further action that can be taken at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

A handwritten signature in cursive script, appearing to read "Marcie Klemmer".

Marcie Klemmer  
Consumer Affairs  
Fax (313) 845-5668




# HP LaserJet 4100 MFP



Ford  
3138455668  
05/15/2006 11:15 AM

## Fax Call Report

Job	Date/Time	Type	Identification	Duration	Pages	Result
2063	05/15 11:15 AM	Send	[REDACTED]	00'21	1	OK



Consumer Affairs

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

Sent Via Fax

May 15, 2006

Michael A. Jacob, II  
Chapman, Lewis & Swan  
501 First Street  
Clarksdale, Mississippi 38614

RE: [REDACTED]

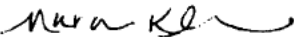
Dear Mr. Jacob :

Thank you for contacting Ford Motor Company regarding your client's vehicle concern.

The vehicle concern has been thoroughly reviewed by Ford Motor Company. We have been informed that after carefully inspecting your vehicle, Cannon Ford Lincoln Mercury was unable to verify any manufacturers defects with your vehicle. Unfortunately, there is no further action that can be taken at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,



Marcie Klemmer  
Consumer Affairs  
Fax (313) 845-5668



REG:23  
Norie

# CHAPMAN, LEWIS & SWAN

ATTORNEYS AT LAW

501 First Street

Post Office Box 428

CLARKSDALE, MISSISSIPPI 38614

662-627-4105

Fax 662-627-4171

Annex Fax 662-621-2538

[clslaw@chapman-lewis-swan.com](mailto:clslaw@chapman-lewis-swan.com)

[www.chapman-lewis-swan.com](http://www.chapman-lewis-swan.com)

RALPH E. CHAPMAN  
RICHARD B. LEWIS  
DANA J. SWAN  
DANIEL M. CZAMANSKE, JR.  
MICHAEL A. JACOB, II  
SARA B. RUSSO

JENNY VIRDEN  
129 Executive Drive, Suite A  
Madison, Mississippi 39110  
601-605-9081  
FAX 601-605-9765

May 2, 2006

Ford Motor Company  
Customer Relationship Center  
Post Office Box 6248  
Dearborn, MI 48126

Re: [REDACTED]  
Owner of 2006 Ford F-250 Crew Cab 4X4  
VIN 1FTSW21526E [REDACTED]

Gentlemen:

Please be advised that our firm represents [REDACTED] the owner of a 2006 Ford F-250 Crew Cab 4X4 with VIN 1FTSW21526E [REDACTED]. I am writing this notice letter pursuant to Miss. Code Ann. § 63-17-159, a copy of which is enclosed. Please consider this letter our notice of rejection of this vehicle and demand for a refund of the full purchase price.

On Thursday, March 30, 2006 [REDACTED] was on his way home from work when he hit a bump in the road, causing the truck to steer out of control and into the opposite lane. His attempt to regain control of the truck failed. Luckily there was no oncoming traffic. After finally bringing the truck to a stop [REDACTED] eased off the roadway and called Buck Burroughs at Cannon Ford, Lincoln, Mercury, LLC in Cleveland, Mississippi where he had purchased the truck. Mr. Burroughs acknowledged that he could hear the truck malfunctioning again as he was on the phone. [REDACTED] managed to make it back to Cleveland, Mississippi where he left the truck at Cannon Ford for repairs. On April 3, 2006 at 4:21 pm [REDACTED] picked up the truck from Cannon Ford after new stabilizer bars and new tie rod ends had been installed on the truck.

The same evening that he picked the truck up from Cannon Ford, it once again began to steer out of control while [REDACTED] was driving down the road. On Tuesday afternoon, April 4, 2006 it happened again. [REDACTED] contacted Mr. Burroughs at Cannon Ford who suggested that they may have to put heavier springs on the truck. [REDACTED] advised that if something happens and he has a wreck, they would be liable.

At 12:44 pm, April 5, 2006 [REDACTED] called and talked with Ken Jones, the manager at Cannon Ford. Mr. [REDACTED] said whatever it took to make the truck right, they would do. He said that they would put new heavier springs on the truck. This makes the 2<sup>nd</sup> time that the truck was put in the shop for this problem.

6 MAY -5 P 2:06

CUSTOMER AFFAIRS  
SECTION

On Friday, April 7, 2006 [REDACTED] was called to come pick up the truck from Cannon Ford. New springs were not put on the truck, in fact nothing was done to the truck this time. They told him it was the bumper, so he picked up the truck and removed the bumper. The truck continued to shake.

On Monday, April 10, 2006, [REDACTED] called Cannon Ford and told them he was still having problems with the truck's steering. He was told that they would call Ford Motor Company and see if they could put heavier springs and shocks on it.

On April 12, 2006 [REDACTED] received a call from the Cannon Ford and was told to bring the truck back in and they would attempt to realigned the front end. On April 20, 2006, [REDACTED] took the truck back to Cannon Ford, it was put on the alignment machine and was found to be in line. At this point, Mr. [REDACTED] told him that if it happened again, they would make Ford Motor Company purchase the truck from [REDACTED] told him they did not need to wait until another incident happened.

On April 24, 2006, the truck again began to shake as [REDACTED] was driving down the highway, in fact it happened twice on this date. He called Mr. [REDACTED] on April 25, 2006 and was told by Mr. [REDACTED] that he would contact Ford Motor Company and see what they suggested.

On Friday, April 28, 2006 [REDACTED] called Michael Joe Cannon, owner of Cannon Ford. [REDACTED] told him all the problems he was having and Mr. Cannon said he would talk to the service manager in Cleveland. The service manager called [REDACTED] later on Friday and told him they wanted him to take the vehicle to another dealership to have it checked out.

[REDACTED] by and through our office, is rejecting title and ownership of this vehicle, and has tendered the vehicle to Ford Motor Company for a full refund of the purchase price. Cannon Ford, Lincoln, Mercury, LLC has attempted to repair the truck on at least three occasions and has been unable to cure the defect. As a result, Jeffery has a defective truck that he continues to make payments on, although he can not drive for fear of his safety, as well as the safety of others.

I look forward to hearing from you regarding this matter.

Sincerely yours,

CHAPMAN, LEWIS & SWAN



Michael A. Jacob, II

enclosure

Westlaw.

MS ST § 63-17-159

Page 1

Miss. Code Ann. § 63-17-159

▷

West's Annotated Mississippi Code Currentness

Title 63. Motor Vehicles and Traffic Regulations

§ Chapter 17. Manufacture, Sales and Distribution

§ Motor Vehicle Warranty Enforcement Act

**→§ 63-17-159. Manufacturer's rights and duties; remedies**

(1) If the manufacturer or its agent cannot conform the motor vehicle to any applicable express warranty by repairing or correcting any default or condition which impairs the use, market value, or safety of the motor vehicle to the consumer after a reasonable number of attempts, the manufacturer shall give the consumer the option of having the manufacturer either replace the motor vehicle with a comparable motor vehicle acceptable to the consumer, or take title of the vehicle from the consumer and refund to the consumer the full purchase price, including all reasonably incurred collateral charges, less a reasonable allowance for the consumer's use of the vehicle. The subtraction of a reasonable allowance for use shall apply when either a replacement or refund of the motor vehicle occurs. A reasonable allowance for use shall be that sum of money arrived at by multiplying the number of miles the motor vehicle has been driven by the consumer by Twenty Cents (20¢) per mile. Refunds shall be made to the consumer and lienholder of record, if any, as their interests may appear.

(2) It shall be an affirmative defense to any claim under Sections 63-17-151 et seq. that:

- (a) An alleged nonconformity does not impair the use, market value or safety of the motor vehicle;
- (b) A nonconformity is the result of abuse, neglect or unauthorized modifications or alterations of a motor vehicle by a consumer;
- (c) A claim by a consumer was not filed in good faith; or
- (d) Any other affirmative defense allowed by law.

(3) It shall be presumed that a reasonable number of attempts have been undertaken to conform a motor vehicle to the applicable express warranties if within the terms, conditions or limitations of the express warranty, or during the period of one (1) year following the date of original delivery of the motor vehicle to a consumer, whichever expires earlier, either:

- (a) Substantially the same nonconformity has been subject to repair three (3) or more times by the manufacturer or its agent and such nonconformity continues to exist; or
- (b) The vehicle is out of service by reason of repair of the nonconformity by the manufacturer or its agent for a cumulative total of fifteen (15) or more working days, exclusive of downtime for routine maintenance as prescribed by the owner's manual, since the delivery of the vehicle to the consumer. The fifteen-day period may be extended by any period of time during which repair services are not available to the consumer because of conditions beyond the control of the manufacturer or its agent.

(4) The terms, conditions or limitations of the express warranty, or the period of one (1) year following the date of original delivery of the motor vehicle to a consumer, whichever expires earlier, may be extended if the motor

MS ST § 63-17-159

Page 2

Miss. Code Ann. § 63-17-159

vehicle warranty problem has been reported but has not been repaired by the manufacturer or its agent by the expiration of the applicable time period.

(5) The manufacturer shall provide a list of the manufacturer's zone or regional service office addresses in the owner's manual provided with the motor vehicle. It shall be the responsibility of the consumer or his representative, prior to availing himself of the provisions of this section, to give written notification to the manufacturer of the need for the repair of the nonconformity, in order to allow the manufacturer an opportunity to cure the alleged defect. The manufacturer shall immediately notify the consumer of a reasonably accessible repair facility to conform the vehicle to the express warranty. After delivery of the vehicle to the designated repair facility by the consumer, the manufacturer shall have ten (10) working days to conform the motor vehicle to the express warranty. Upon notification from the consumer that the vehicle has not been conformed to the express warranty, the manufacturer shall inform the consumer if an informal dispute settlement procedure has been established by the manufacturer in accordance with Section 63-17-163, and provide the consumer with a copy of the provisions of Sections 63-17-151 et seq. However, if prior notice by the manufacturer of an informal dispute settlement procedure has been given, no further notice is required. If the manufacturer fails to notify the consumer of the availability of this informal dispute settlement procedure, the requirements of Section 63-17-163 shall not apply.


(6) Any action brought under Sections 63-17-151 et seq. shall be commenced within one (1) year following expiration of the terms, conditions or limitations of the express warranty, or within eighteen (18) months following the date of original delivery of the motor vehicle to a consumer, whichever is earlier, or, if a consumer resorts to an informal dispute settlement procedure as provided in Sections 63-17-151 et seq., within ninety (90) days following the final action of the panel.

(7) If a consumer finally prevails in any action brought under Sections 63-17-151 et seq., the court may allow him to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorney's fees based on actual time expended, determined by the court to have been reasonably incurred by the plaintiff for or in connection with the commencement and prosecution of such action.

CREDIT(S)

Laws 1985, Ch. 336, § 5, eff. July 1, 1985.

## LIBRARY REFERENCES

Consumer Protection 9.  
 WESTLAW Topic No. 92H.  
 C.J.S. Consumer Protection §§ 52 to 55, 64.  
 C.J.S. Trade-Marks, Trade-Names, and Unfair Competition §§ 237 to 238.

## RESEARCH REFERENCES

Encyclopedias

Encyclopedia of Mississippi Law § 13:27, Time for Service of Process.

Encyclopedia of Mississippi Law § 44:22, Tolling the Period of Limitation.

## JUDICIAL DECISIONS

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MS ST § 63-17-159

Page 3

Miss. Code Ann. § 63-17-159

**Limitation of action 1**

1. Limitation of action

Failure of buyer of motor home to serve complaint in breach of warranty action upon seller and manufacturers within 120 days after it was filed did not require that action based upon amended complaint be dismissed pursuant to Rule of Civil Procedure, where buyer filed the amended complaint before statute of limitations expired and served amended complaint upon defendants within 120-day period following such filing, and amended complaint made no reference to the original complaint; buyer could have voluntarily dismissed action based upon the original complaint and filed an identical pleading titled as a "complaint" instead of as an "amended complaint" without raising issue under Rule of Civil Procedure, and dismissing action because buyer used incorrect nomenclature would amount to exhorting form over substance. *King v. American RV Centers, Inc.*, 2003, 862 So.2d 558. Limitation Of Actions ↩ 119(3)

Miss. Code Ann. § 63-17-159, MS ST § 63-17-159

Current through End of 2005 Fifth Extraordinary Session

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END OF DOCUMENT

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**CERTIFIED MAIL™**



**CHAPMAN, LEWIS & SWAN**  
ATTORNEYS AT LAW  
501 First Street  
Post Office Box 428  
CLARKSDALE, MISSISSIPPI 38614



CUSTOMER  
RELATIONSHIP  
CENTER

2006 MAY -5 P 2:09

Ford Motor Company  
Customer Relationship Center  
Post Office Box 6248  
Dearborn, MI 48126

48126+06248-48126062



ShakIt 11

# STANDARD CLAIMS LIST

## AWS Online Report

Run Date: 10-MAY-2006

Note: All Costs are in US Dollars Server Name: AWS New Prod AWSPPRDDG

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
IFTSW21526E	7	T/F7	F	T/BC	T/BD	T/E	A1	T/TQ	T/WX	06-09-05	28-12-05	123500	USA	1	*	6N04	5C3Z	16720	EB	S07	V75	B66	14
<b>AWS Claim Key:</b>	<u>272242</u>	<b>Doc #:</b>	00208003	<b>Trx Code:</b>																			
<b>Dir Cd-Sub Cd:</b>	05947-*	<b>Name:</b>	CANNON FORD, LINCOLN, MERCURY, LLC		<b>Ph:</b>	662-8432786	<b>St:</b>	MS	<b>Ctry Cd:</b>	USA		<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	29-DEC-2005		<b>DIST(Mile):</b>	220					
<b>Cust Comments:</b>	REPLACE FENDER EMBLEMS																						
<b>Tech Comments:</b>	CK & REPLACE FENDER EMBLEMS, PAINT PEELING																						

IFTSW21526E	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/TQ	T/WX	06-09-05	28-12-05	123500	USA	4	*	5N01	5C3Z	3A131	HA	S10	V87	H21	42
<b>AWS Claim Key:</b>	<u>743869</u>	<b>Doc #:</b>	00376201	<b>Trx Code:</b>																			
<b>Dir Cd-Sub Cd:</b>	05947-*	<b>Name:</b>	CANNON FORD, LINCOLN, MERCURY, LLC		<b>Ph:</b>	662-8432786	<b>St:</b>	MS	<b>Ctry Cd:</b>	USA		<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	30-MAR-2006		<b>DIST(Mile):</b>	16885					
<b>Cust Comments:</b>	SHAKING IN FRONT END																						
<b>Tech Comments:</b>	INSPECTED FRONT END AND FOUND SLACK IN R/H TIE ROD. ALSO FOUND LEAKING DAMPNER. REPLACED BOT H PIECES AND ADJUSTED CAMBER AND CASTER ON BO TH SIDES. ROAD TEST OK.																						

IFTSW21526E	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/TQ	T/WX	06-09-05	28-12-05	123500	USA	4	*	5R02	*	3600	*	S10	V87	H21	42
<b>AWS Claim Key:</b>	<u>795280</u>	<b>Doc #:</b>	00388101	<b>Trx Code:</b>																			
<b>Dir Cd-Sub Cd:</b>	05947-*	<b>Name:</b>	CANNON FORD, LINCOLN, MERCURY, LLC		<b>Ph:</b>	662-8432786	<b>St:</b>	MS	<b>Ctry Cd:</b>	USA		<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	06-APR-2006		<b>DIST(Mile):</b>	17081					
<b>Cust Comments:</b>	STEERING WHEEL SHAKES																						
<b>Tech Comments:</b>	FOUND AND PERFORMED TSB 05 22 1																						

Any comments? You can contact



webmaster

WSD 12.28.05



\*Sent Via Fax

May 8, 2006

Michael A. Jacob, II  
Chapman, Lewis & Swan  
501 First Street  
Clarksdale, Mississippi 38614

RE: [REDACTED]

Dear Mr. Jacob:

I am in receipt of your letter dated May 2, 2006. A review of your client's claim has been initiated and I will update you with the findings from our investigation as soon as possible.

Respectfully yours,

A handwritten signature in cursive script, appearing to read "MKlemmer".

Marcie Klemmer  
Consumer Affairs  
Fax (313) 845-5668

**Dealer Information**

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
MS-MID SOUTH	23-MEMPHIS	W	S2	05947	F23500

---

**Dealer Name:** CANNON FORD, LINCOLN, MERCURY, LLC  
**Dealer Address:** 607 NORTH DAVIS  
 CLEVELAND MS 38732  
**Dealer Main Phone:** 662-843-2786

---

Position	Employee Name
DEALER/PARTNER	Michael J Cannon
GENERAL MANAGER	KERSH MAY
GENERAL MANAGER	Joshua T Shaw
GENERAL MANAGER	JAMES M CARSON
PARTS MANAGER	LARRY D KING
SALES MANAGER	<del>KEN JONES</del>
SERVICE MANAGER	PAUL COX

**Service Hours** 7:30-12:00 / 1:00-5:00 FAX (601) 846-6696

**Directions**

**Trained** Y

**Additional Information** OFC MGR: JACKIE MORRIS \*\*ATLANTA SDR\*\*

Ford Confidential

Customer Info

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

Ford Confidential

<b>VIN</b>	<b>Year Model</b>	<b>Vehicle List Sales Type</b>	<b>Owner Status</b>	<b>Vehicle Info</b>
1FTNX21P64E	[REDACTED] 2004 F-SERIES SUPER DUTY No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
1FTSW21526E	[REDACTED] 2006 F-SERIES SUPER DUTY Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History

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## Action Detail

VIN: 1FTSW21526E [REDACTED]	Year: 2006	Model: F-SERIES SUPER DUTY	Case: [REDACTED]
Name: [REDACTED]	Owner Status: Original	WSD: 2005-12-28	
Symptom Desc:		Primary Phone: [REDACTED]	
Reason Desc: CORRESPONDENCE - CORRESPONDENCE		Secondary Phone:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED	Dealer:	
Origin Desc: MANUAL - CORRESPONDENCE CSR		P & A Code:	
Action Desc: CALL THE CRC TO DISCUSS THIS MATTER			
Odometer: 1 MI	Comm Type: SURVEY		
Action Date: 05/05/2006	Action Time: 10:41:13:933	Action Data: No	
Analyst Name: SNORDON ADRIANE	Analyst: ASNORDON		

**COMMENTS:** CUSTOMER SAID: SERVICE SURVEY DATED 3/30/06-I HAVE BEN HAVING TROUBLE WITH THE FRONT END SHAKING AND DLR CAN'T SEEM TO FIX PROBLEM. THEY ALSO KEEP GIVING ME THE RUN AROUND ON TRYING TO FIX.-MY VEH HAS BEEN IN THE SHOP 4 DIFFERENT TIMES FOR THE SAME PROBLEM AND I THINK FORD SHOULD BUY THE VEH BACK-SAYS HAS A LAWYER INVOLVED TRYING TO PROCESS THE LEMON LAW. I WILL NEVER BUY A FORD VEH AGAIN ANE LET EVERYONE KNOW ABOUT THE SERVICE I HAVE RECEIVED OBC TO CUST-SPOKE WITH PAUL, S/M, SAYS THEY CANNOT DUPLICATE THE PROBLEM -SAYS OFFERED TO HAVE TECH TEST DRIVE VEH WITH CUST TO DUPLICATE BUT CUST SAYS PROBLEM ONLY OCCURS AT 80 MPH, SAYS NO WILLING TO LET TECH TEST DRIVE VEH AT THAT SPEED-SAYS AS FAR AS DLR IS CONCERNED, IF THEY CANNOT DUPLICATE PROBLEM, THERE IS NO PROBLEM.OBC TO CUST-PHONE NUMBER IS DISCONNECTED, NO CURRENT LISTING IN WHITE PAGES-SENT CRC LETTER DEALER SAID: CANNON FLM607 NORTH DAVIS CLEVELAND, MS 38732 TEL: (662) 843-2786 FAX: (662) 846-6696 CRC ADVISED: CALL THE CRC TO DISCUSS THIS MATTER

Ford Confidential

C

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT K1

1\_Facesheet



PE07-057

FORD

2-4-2008

APPENDIX D

REDACT K1

Attorney\_Demand--LP-Apr\_25\_2007-  
11\_02\_07

(26)

CP2

# MCELWEE FIRM, PLLC

ATTORNEYS AT LAW

906 MAIN STREET

NORTH WILKESBORO, NC 28659

WILLIAM H. MCELWEE (1907-1998)  
WILLIAM H. MCELWEE, III

TELEPHONE (336) 838-1111  
FACSIMILE (336) 838-5069  
E-mail: [wmcelwee@mcelweefirm.com](mailto:wmcelwee@mcelweefirm.com)  
Website: [www.mcelweefirm.com](http://www.mcelweefirm.com)

ROBERT P. LANEY  
R. TYSON FERRELL  
KAREN INSCORE MCELWEE  
JOHN M. LOGSDON  
WILLIAM H. MCELWEE, IV\*  
MARY LYALL-MORGAN

\* CERTIFIED FAMILY FINANCIAL MEDIATOR

April 11, 2007

*Via Certified Mail*

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

7 APR 17 P2:39  
CONSUMER AFFAIRS  
SECTION

RE: 2006 Ford F350 truck purchased by [REDACTED]

Dear Sir or Madam:

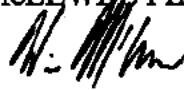
This letter is being sent to you in accordance with North Carolina General Statute § 20-351, *et. seq.* Please be aware that my client, [REDACTED], purchased a new 2006 Ford F350 truck (VIN number 1FDWF37P86[REDACTED]) from Parkway Ford in Winston-Salem, North Carolina on July 8, 2006. Enclosed please find a copy of [REDACTED] invoice. Shortly after purchasing this vehicle, [REDACTED] noticed that the front end of the vehicle and the steering column would shake severely. This problem has been so dramatic that it has at times rendered the vehicle completely un-drivable. Further, this condition causes the front tires to stay unaligned. Currently the vehicle shows 25,000 miles on the odometer, and [REDACTED] has already gone through two sets of new tires. [REDACTED] has taken the vehicle to two different Ford Dealerships – Parkway Ford (where he purchased the vehicle) and Yadkin Valley Ford in North Wilkesboro, North Carolina to attempt to repair this problem. He has taken the vehicle to these dealerships five times without any successful solution to his problem. As of the date of this letter, the vehicle is clearly still under warranty.

Please be aware that [REDACTED] vehicle has been out of service due to repairs in excess of five days. Your company has now been given direct notice of this nonconformity, and if the vehicle has not been properly repaired within 15 days of this letter, then [REDACTED] will demand the relief available to him under North Carolina's "New Motor Vehicles Warranty Act" which may include, but is not limited to, a full refund of the sales price, a trebling of their damages, and an award of attorney's fees.

Thank you for your immediate attention to this matter, and with best regards, I remain,

Sincerely yours,

McELWEE FIRM, PLLC



William H. McElwee, IV

IV:kjm  
enclosure

cc: 

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. The cash price is shown below as "Cash Sale Price." The credit price is shown below as "Total Sale Price." By signing this contract, you choose to buy the vehicle on credit under the agreement on the front and back of this contract. If this is a personal use contract as indicated below, then this sale is a **CONSUMER CREDIT SALE**.

Model	Make	Year and Make	Model	Vehicle Identification Number	Use For Which Financed
GLU	Ford	1990	4R	1E6NF3799	<input type="checkbox"/> Personal <input checked="" type="checkbox"/> Commercial

**ITEMIZATION OF AMOUNT FINANCED**

1. Cash Sale Price	\$ 4307.32 (1)
2. Down Payment	\$ 2000.00
3. Third Party Rebate Assigned to Creditor	\$ 2000.00
Cash Down Payment	\$ 2000.00
Trade-In (Description above)	\$ 0.00
Total Down Payment	\$ 2000.00 (2)
4. Unpaid Balance of Cash Sale Price (1 minus 2)	\$ 2307.32 (3)
5. Amounts paid on your behalf (Seller may be retaining a portion of these amounts) To Public Officials:	
(a) for license, title & registration fees \$ 125.35	\$ 125.35
(b) for taxes (not in Cash Sale Price) \$ 179.70	\$ 179.70
To Insurance Companies for:	
Credit Life Insurance	\$ 1817.13
Credit Disability Insurance	\$ 1292.44
To _____ for _____	\$ _____
To _____ for _____	\$ _____
To _____ for _____	\$ _____
To _____ for _____	\$ _____
To _____ for _____	\$ _____
To _____ for _____	\$ _____
Total	\$ 4224.84 (4)
6. Amount Financed (5 plus 4)	\$ 2112.48 (5)

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
0.00%	\$ 0.00	\$ 2112.48	\$ 2112.48	\$ 4307.32

Your Payment Schedule will be:

Number of Payments	Amount of Payments	Monthly Payment per \$100 Financed (Annual Percentage Rate)
48	\$ 44.01	2.07%
60	\$ 35.37	1.63%

**PREPAYMENT:** If you pay off your debt early, you will not have to pay a penalty. **SECURITY INTEREST:** You are giving a security interest in the vehicle being financed. **LATE PAYMENT:** You must pay a late charge on the portion of each payment amount that is more than 10 days late. The charge is 3 percent of the late amount or \$10.00, whichever is less. **DEFAULT:** There are five causes for vehicle repossession: non-payment, non-payment, non-payment, non-payment, non-payment. The price for the non-payment is \$20.00, whichever is less.

**COMMERCIAL USE CONTRACT LATE PAYMENT:** If you purchased the vehicle for commercial use, you must pay a late charge on the portion of each payment that is more than 10 days late of 7.5 percent of the late amount or \$20.00, whichever is less.

Buyer Signs \_\_\_\_\_  
 Co-Buyer Signs \_\_\_\_\_

**YOU ACKNOWLEDGE THAT YOU HAVE READ AND AGREE TO BE BOUND BY THE ARBITRATION PROVISION ON THE REVERSE SIDE OF THIS CONTRACT.**  
 The Annual Percentage Rate may be negotiated with the Seller. The Seller may assign this contract and may retain its right to receive a portion of the Finance Charge.

**NOTICE TO THE BUYER**  
 Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to an exact copy of the contract that you sign.  
 Buyer (and Co-Buyer) acknowledge that (1) before signing this contract, Buyer (and Co-Buyer) received and reviewed a true and completely filled in copy of this contract and (2) at the time of signing this contract, Buyer (and Co-Buyer) received a true and completely filled in copy of this contract.

Buyer Signs \_\_\_\_\_  
 Co-Buyer Signs \_\_\_\_\_

Seller \_\_\_\_\_ Title \_\_\_\_\_  
 THIS CONTRACT IS NOT VALID UNTIL YOU AND SELLER SIGN IT.

**INSURANCE**  
 YOU ARE REQUIRED TO INSURE THE VEHICLE. YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE. **LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED. CREDIT LIFE, CREDIT DISABILITY AND OTHER OPTIONAL INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUMS.**

**Credit Life Insurance**  
 You want Credit Life Insurance  
 Coverage and Insurance Company \_\_\_\_\_  
 Premium and Term/Period \_\_\_\_\_  
 Buyer Signs \_\_\_\_\_

**Credit Disability Insurance**  
 You want Credit Disability Insurance  
 Coverage and Insurance Company \_\_\_\_\_  
 Premium and Term/Period \_\_\_\_\_  
 Buyer Signs \_\_\_\_\_

**OTHER OPTIONAL INSURANCE**  
 Coverage and Insurance Company \_\_\_\_\_  
 Premium and Term/Period \_\_\_\_\_  
 Buyer Signs \_\_\_\_\_

**Credit Life and Credit Disability Insurance are for the term of the contract. The amount and coverage are shown by a notice of agreement given to you today.**  
 Buyer Signs \_\_\_\_\_  
 Co-Buyer Signs \_\_\_\_\_

**Other Optional Insurance**  
 Coverage and Insurance Company \_\_\_\_\_  
 Premium and Term/Period \_\_\_\_\_  
 Buyer Signs \_\_\_\_\_

**A. Title:** The actual title to the vehicle will be transferred to you upon payment of the actual finance charge you agree to pay on the agreed-upon terms. The actual finance charge may exceed the amount shown on this contract if you make any payments later than the scheduled date. The actual finance charge may exceed the amount shown on this contract if you make any payments later than the scheduled date. The actual finance charge may exceed the amount shown on this contract if you make any payments later than the scheduled date.

**B. Security Interest:** You give the Dealer a security interest in the vehicle and all other goods and on the vehicle.  
 1. All money or goods received for the vehicle, and  
 2. All insurance payments and benefits received for you by the Dealer's insurer if you ever stop the contract. If you stop the contract, you must pay the Dealer the amount of the insurance.

**C. Use of Vehicle - Warranties:** You must take care of the vehicle and keep it in good working order. You must not use the vehicle for any purpose other than that for which it was designed. You must not use the vehicle for any purpose other than that for which it was designed. You must not use the vehicle for any purpose other than that for which it was designed.

**E. Returned Insurance Premiums and Service Contract Charges:** The Seller may, at its option, charge to the Buyer, the amount of any insurance premium or service contract charge that is not used for the vehicle. The Seller may, at its option, charge to the Buyer, the amount of any insurance premium or service contract charge that is not used for the vehicle.

**F. Released Check Charge:** The Seller may charge to the Buyer, the amount of any check that is not cashed or is returned to the Seller. The Seller may, at its option, charge to the Buyer, the amount of any check that is not cashed or is returned to the Seller.

**G. Default:** You will be in default if:  
 1. You do not make a payment when it is due.  
 2. You do not pay the finance charge when it is due.  
 3. You do not pay the insurance when it is due.  
 4. You do not pay the taxes when it is due.  
 5. You do not pay the license when it is due.

**ARBITRATION**  
 YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION. YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION. YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION.

**ARBITRATION**  
 YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION. YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION. YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION.

**ARBITRATION**  
 YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION. YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION. YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION.

**J. Collection Costs:** Except as otherwise provided by law, you must pay any and all expenses related to enforcing this contract, including collection expenses, lawyer fees and any tax penalties.

**L. Consumer Reports:** You authorize the Assignee named on the back of this contract to obtain consumer credit reports from consumer reporting agencies (such as Equifax) for any reason and at any time in connection with this contract.

**M. Applicable Law:** You agree that this contract will be governed by the laws of the state of North Carolina.

**N. General:** This document contains the entire agreement between the Dealer and you relating to the sale and financing of this motor vehicle. If any part of this contract is not lawful, the other parts will remain in full force and effect. This contract is not subject to any other contract or agreement.

**NOTICE - ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITHIN THE SCOPE OF RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.**

**Used Motor Vehicle Finance Guide:** If you are buying a used vehicle with this contract, federal regulations may require a separate Finance Guide to be displayed on the window of the vehicle. THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

**Does not apply if purchased for commercial or agricultural use.** In that case, you (dealer) will not discuss against any obligation or liability of the Seller or any other party. However, you may have a claim against the Seller or manufacturer of the vehicle.

**ARBITRATION**  
 YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION. YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION. YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION.

**ARBITRATION**  
 YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION. YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION. YOU AGREE TO RESOLVE ANY DISPUTE BY ARBITRATION.

**CERTIFIED MAIL™**

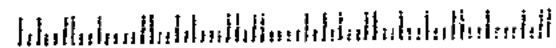


WILLIAM H. McELWEE, IV  
McELWEE FIRM, PLLC  
ATTORNEYS AT LAW  
906 MAIN STREET  
NORTH WILKESBORO, NC 28659  
RETURN SERVICE REQUESTED

**RETURN  
RECEIPT  
REQUESTED**

FORD MOTOR COMPANY  
CUSTOMER RELATIONSHIP CENTER  
16800 EXECUTIVE PLAZA DRIVE  
P.O. BOX 6248  
DEARBORN, MI 48121

48121+8248



PE07-057

FORD

2-4-2008

APPENDIX D

REDACT K1

denial--LP-Apr\_26\_2007-10\_32\_28

Sent via Fax

January 16, 2008

Mr. William H. McElwee, IV  
Attorney at Law  
906 Main Street  
North Wilkesboro, NC 28659

RE: [REDACTED]  
2006 Ford F-350  
VIN: 1FDWF37P86 [REDACTED]

Dear Mr. McElwee:

This letter is in response to your letter dated 4/11/2007 regarding the above-mentioned client.

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

Thank you for the opportunity to review this concern.

Respectfully yours,

*Jeff Schwagle*  
Consumer Affairs

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT K1

Email\_ZM--LP-Apr\_25\_2007-11\_02\_13

**From:** Schwagle, Jeff (J.)  
**Sent:** Wednesday, April 25, 2007 11:01 AM  
**To:** Hanif, Zahid (Z.P.)  
**Subject:** Attorney Demand - Market A1 [REDACTED]  
Good morning,

We've just received an attorney demand letter involving a dealership in your market. Following are the details:

Customer: [REDACTED]  
Vehicle: 2006 F-350  
VIN: 1FDWF37P86E [REDACTED]  
CuDL: 580120617  
Dealership: Yadkin Valley Motor (P/A 01033)

If you've been involved, please let me know.

Thanks,

**Jeff Schwagle**

Legal Analyst

Phone: (313) 248-1109

Fax: (866) 639-8899

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT K1

Fax\_Acknowledgement--LP-  
Apr\_25\_2007-11\_02\_16

Ford Customer Service Division  
Suite 349, MD 3N339  
Dearborn, MI 48126-4207  
Phone: 313-248-1109  
Fax: 866-639-8899

**Ford Motor Company –  
Litigation Prevention**

# Fax

**To:** William H. McElwee, IV

**From:** Jeff Schwagle

**Fax:** (336) 838-5069

**Date:** January 16, 2008

**Phone:** (336) 838-1111

**Pages:** 1

**Re:** [REDACTED]

**CC:**

**Urgent**     **For Review**     **Please Comment**     **Please Reply**     **Please Recycle**

**•Comments:** I am in receipt of your letter dated April 11, 2007. *If you have not already done so,* please forward the following documents into our office:

- Vehicle Registration
- Sales/Lease Agreement
- Repair Orders
- Any receipts to be consider for reimbursement

A review of your client's claim will begin when these documents have been received by our office.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 248-1109 or by fax at (866) 639-8899.

**CONFIDENTIAL**

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT K1

k

Ford Customer Service Division  
Suite 349, MD 3N339  
Dearborn, MI 48126-4207  
Phone: 313-248-1109  
Fax: 866-639-8899



# Fax

<b>To:</b> William H. McElwee, IV	<b>From:</b> Jeff Schwagle
<b>Fax:</b> (336) 838-5069	<b>Date:</b> April 25, 2007
<b>Phone:</b> (336) 838-1111	<b>Pages:</b> 1
<b>Re:</b> [REDACTED]	<b>CC:</b>

Urgent     For Review     Please Comment     Please Reply     Please Recycle

**•Comments:** I am in receipt of your letter dated April 11, 2007. *If you have not already done so,* please forward the following documents into our office:

- Vehicle Registration
- Sales/Lease Agreement
- Repair Orders
- Any receipts to be consider for reimbursement

A review of your client's claim will begin when these documents have been received by our office.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 248-1109 or by fax at (866) 639-8899.



\*\* SENDING NOTIFICATION : FAX SENT SUCCESSFULLY \*\*

TIME SENT

Thu, 26 Apr 2007 10:31:12 -0400

REMOTE CSTD

[REDACTED]

DURATION

103

PAGES

3

STATUS

Sent

<<Fax cover-[REDACTED].doc>>

<<denial-[REDACTED].doc>>

TIME SENT  
Thu, 26 Apr 2007 10:31:12 -0400

REMOTE CSTD

DURATION  
103

PAGES  
3

STATUS  
Sent

Ford Customer Service Division  
Suite 349, MD 3N339  
Dearborn, MI 48126-4207  
Phone: 313-248-1109  
Fax: 866-639-8899

**Ford Motor Company –  
Litigation Prevention**

# Fax

**To:** William McElwee, IV

**From:** Jeff Schwagle

**Fax:** (336) 838-5069

**Date:** April 26, 2007

**Phone:** (336) 838-1111

**Pages:** 2

**Re:** [REDACTED]

**CC:**

Urgent     For Review     Please Comment     Please Reply     Please Recycle

**•Comments:**

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT K1

PE07-057(a)

**OASIS RESULT:****1FDWF37P86E**04/25/2007  
10:57:36  
FCXWS447

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 **VEHICLE INFORMATION****VEHICLE DESCRIPTION**

2006 F-SERIES

**TRANSMISSION**

TORQSHIFT

**BODY STYLE**

F-350 CHASSIS CAB REGCAB 4X4

**AXLE CODE**

4N

**ENGINE**

6.0L DIESEL DI V8

**ENGINE CALIBRATION** **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

 **ARN MESSAGES****ATTENTION TECHNICIANS AND SERVICE MANAGERS:**BEFORE REPLACING FUEL INJECTORS FOR COLD ENGINE OPERATION SEE TSB [07-05-04](#)BEFORE REPLACING 6.0L TURBOCHARGER OR VGT SOLENOID REFER TO [06-23-02](#)BEFORE REPLACING HIGH PRESS. PUMP FOR HARD START OR OIL LEAK, SEE TSB [06-17-06](#) **GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

07/08/2006

**BUILD DATE**

04/29/2006

**SALE MILEAGE**

00350

 **OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

 **WARRANTY REPAIR HISTORY****02/23/2007****DEALER:** Yadkin Valley Motor Company, I**WARRANTY CLAIM NUMBER:** 143490**ODOMETER:** 020947M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3E651	ABSORBER-STEERING SH	000	062214B	42	DOES NOT OPERATE PROPERLY

FOLLOW TSB 06 22 14..CHECK TIRE PRESSURE, CHECK STEERING DAMPER, VERIFY TORQ UE ON STEERING COMPONENTS

**02/17/2007****DEALER:** Yadkin Valley Motor Company, I**WARRANTY CLAIM NUMBER:** [REDACTED]**ODOMETER:** 020379M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5C3Z 3E651D	ABSORBER-STEERING SH	001	MT3E651	42	DOES NOT OPERATE PROPERLY

REPLACE STEERING STABILIZER

**02/01/2007****DEALER:** Yadkin Valley Motor Company, I**WARRANTY CLAIM NUMBER:** [REDACTED]**ODOMETER:** 018707M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC

6C3Z 9B249B	HEADER-FUEL FILTER	001	9249A	42	DOES NOT OPERATE PROPERLY
-------------	--------------------	-----	-------	----	---------------------------

REPLACE WATER IN FUEL SENSOR

02/01/2007

DEALER: Yadkin Valley Motor Company, I

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 018707M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
9E527	NOZZLE ASY-FUEL INJE	000	062203A	42	DOES NOT OPERATE PROPERLY

REPROGRAM FICM PER TSB 06 22 3

11/09/2006

DEALER: Parkway Ford, Inc.

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 009522M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3E651	ABSORBER-STEERING SH	000	062214B	42	DOES NOT OPERATE PROPERLY
9O04 86693		002			

9532 W6 3.3 PERFORMED TSB 06-22-14 RETORQUE ALL STEERING COMPONENTS AND SET TIRE PRESSURE (OPERATION 062214B) CHECK AND ADJUST ALIGNMENT (OPERATION 0 62214D) TESTDROVE OK AT THIS TIME

10/26/2006

DEALER: Parkway Ford, Inc.

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 007937M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
6C3Z 2523201AA	REGULATOR,FR DR WD	001	23943A	69	FROZEN/SEIZED/BINDING
		000	23943A10		

7937 69 VERIFIED CONCERN ACCESS DOOR PANEL AND REPLACE WINDOW REGULATOR ASS EMBLY AND RETEST REINSTALL PANEL

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FDWF37P86E [REDACTED]

Report Applies to Country Code: [USA](#)

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT K1

PE07-057(b)

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION:

### (Related Claims)

VIN: 1FDWF37P86E [REDACTED] Veh Line: T/F7 - F250HD/350/450/550 [99-08] Body Shell: \*  
 Model Year: 2006 Market Derived: F - FORD Navis Eng Serial No: 604060334659  
 Veh Type: T Drive Code: T/E - 4 WHL L/H PART TIME DRIVE Engine: T/YB - 6.0L 325H/550# OHV DI TC V8 DS  
 Inv. Dealer: \* Body Cab Style: - SINGLE CAB (REGULAR CAB) Transmission: T/BE - 5 SPD AUTO 5R110W - HI/TORQUE  
 Vehicle Status Code: 800 Version/Series: T/CD - 350 SERIES

Trace Eng Serial No:  
 -----1-----2-----3-----4-----5-----6-----7-----8

EN100 2604060334659

Trace Trans Serial No:

A4522 260406A1U61092236C3P-7000-KB

## BUILD INFORMATION:

Region: NA - ##### Plant: A1 - KENTUCKY TRUCK PLANT BUILD  
 Country: USA - ##### Prod Date: 29-APR-2006

## SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121231 - \*  
 Country: USA - ##### Selling Dlr St/Prov: NC  
 Buyer St/Prov: \*

Arrival Date: 10-MAY-2006 Red Carpet Lease: \*  
 Sale Date: 08-JUL-2006 Fleet/Retail/Co. Lease: R  
 Warranty Start Date: 08-JUL-2006 Modified Vehicle: \* Vehicle Count Flag: Y  
 Orig Warranty Date: 08-JUL-2006 Reacquired Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:

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

## INSTALLED OPTION INFORMATION:

<b>Air Conditioning:</b> T/B - MANUAL AIR CONDITIONER	<b>GVW Code:</b>
<b>Alternator Amp Rating:</b> 62	<b>GVW Class Code:</b> W
<b>Audio Disk:</b> * - [N/A]	<b>Instrumentation:</b> * - [N/A]
<b>Axle Ratio:</b> EGAMD - 4.10 FINAL DRIVE RATIO	<b>Mirror(Driver Side):</b> BD - DRIVER LARGE HEAD/LONG ARM MIR
<b>Axle Type:</b> EGJAC - LIMITED SLIP REAR AXLE	<b>Mirror(Psng Side):</b> * - [N/A]
<b>Battery Amp Rating:</b> 5B	<b>Paint:</b> PNEGD - VERMILION WB C/C-W/B
<b>Brake Code:</b> FBAAJ - POWR 4-WHEEL DISC HYDRO BOOST	<b>Power Antenna:</b> * - [N/A]
<b>Brake Code(Service):</b> * - [N/A]	<b>Radio:</b> AU - ELETR PREM AM/FM STRO/DISC
<b>Calibration Code:</b> *	<b>Sound System:</b> * - [N/A]
<b>Color(Accent):</b> * - [N/A]	<b>Suspn Tandem Axle:</b>
<b>Color(Trim):</b> 000NF - MEDIUM FLINT INTERIOR	<b>Tire Manufacturer:</b> AE - B.F. Goodrich
<b>Delivery Type:</b> 0	<b>Tire Brand:</b> 43DP11 - Rugged Trail T/A 121/118R
<b>Driveshaft Code:</b> D	<b>Tire Size:</b> D3KBM - LT245/75/R17E A/T BSW
<b>Front Seat:</b> T/S - SEATS - INDIVIDUAL 40/20/40	<b>Traction Control:</b> * - [N/A]
<b>Fuel Type:</b> AJ - DIESEL FUEL CAPABILITY	<b>Wheel Base:</b>

## TIRE DOT INFORMATION:

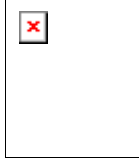
LF: M343DP111206 RF: M343DP111306  
 LR: M343DP111306 RR: M343DP111306  
 LI: M343DP111306 RI: M343DP111306  
 SPARE: M343DP111306 DOT Plant Manufacturer: M3 - MICHELIN NORTH AMERICA ; INC. ; GREENVILLE ; SOUTH CAROLINA

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code: \* Emission Code: DGAAE - DGAAE  
ESP Coverage(Miles): \* Emission Cert Type: 5  
ESP Coverage(Time): \* Emission Decal Suffix: NJL  
ESP Plan Year: \* Engine Family: 6FMXA060AED  
ESP Signature Date:

---

Any comments? You can contact



[webmaster](#)

6461

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT K1

PE07-057

## STANDARD CLAIMS LIST

### AWS Online Report

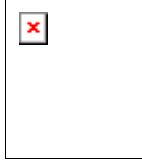
Run Date: 25-APR-2007

Note: All Costs are in US Dollars Server Name: AWS Production- Claims loaded through 23-APR-2007

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	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CC
1FDWF37P86E	F7	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	29-04-06	08-07-06	121231	USA	4	6H06	6C3Z	2523201	AA	S06	S06	V09	G0
<b>AWS Claim Key:</b>	<a href="#">2073532</a>	<b>Doc #:</b>	295278A	<b>Trx Code:</b>	1	<b>Labor Hrs:</b>	.5	<b>Labor Cost:</b>	38.15	<b>Material Cost:</b>	24.82	<b>Total Cost:</b>	62.97									
<b>Dir Cd-Sub Cd:</b>	00905-*	<b>Name:</b>	PARKWAY FORD INC	<b>Ph:</b>	336-7245921	<b>St:</b>	NC	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	26-OCT-2006	<b>DIST(Mile):</b>	793							
<b>Cust Comments:</b>	CHECK DRIVERS WINDOW REGULATOR NOISY GOING UP.G05																					
<b>Tech Comments:</b>	7937 69 VERIFIED CONCERN ACCESS DOOR PANEL AND REPLACE WINDOW REGULATOR ASSEMBLY AND RETEST REINSTALL PANEL																					
1FDWF37P86E	F7	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	29-04-06	08-07-06	121231	USA	5	5N01 *		3E651	*	S13	S10	V89	N2
<b>AWS Claim Key:</b>	<a href="#">2250176</a>	<b>Doc #:</b>	296138A	<b>Trx Code:</b>	1	<b>Labor Hrs:</b>	1.4	<b>Labor Cost:</b>	106.81	<b>Material Cost:</b>	306.63	<b>Total Cost:</b>	413.44									
<b>Dir Cd-Sub Cd:</b>	00905-*	<b>Name:</b>	PARKWAY FORD INC	<b>Ph:</b>	336-7245921	<b>St:</b>	NC	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	09-NOV-2006	<b>DIST(Mile):</b>	952							
<b>Cust Comments:</b>	CHECK SHUDDER IN FRONT END OVER ROUGH ROADS 45 74 MPH.SEE RANDY.N25																					
<b>Tech Comments:</b>	9532 W6 3.3 PERFORMED TSB 06 22 14 RETORQUE ALL STEERING COMPONENTS AND SET TIRE PRESSURE (OPERATION 062214B) CHECK AND ADJUST ALIGNMENT (OPERATION 062214D) TESTDROVE OK AT THIS TIME																					
1FDWF37P86E	F7	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	29-04-06	08-07-06	121231	USA	7	2E05	6C3Z	9B249	B	S09	S09	V83	G2
<b>AWS Claim Key:</b>	<a href="#">2942404</a>	<b>Doc #:</b>	142959A	<b>Trx Code:</b>	E84	<b>Labor Hrs:</b>	.7	<b>Labor Cost:</b>	40.73	<b>Material Cost:</b>	70.24	<b>Total Cost:</b>	110.97									
<b>Dir Cd-Sub Cd:</b>	01033-*	<b>Name:</b>	YADKIN VALLEY MOTOR COMPANY, INC.	<b>Ph:</b>	336-8384155	<b>St:</b>	NC	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	01-FEB-2007	<b>DIST(Mile):</b>	18707							
<b>Cust Comments:</b>	CHECK WATER IN FUEL LIGHT ON																					
<b>Tech Comments:</b>	REPLACE WATER IN FUEL SENSOR																					
1FDWF37P86E	F7	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	29-04-06	08-07-06	121231	USA	7	2E03 *		9E527	*	S11	S11	V52	D3
<b>AWS Claim Key:</b>	<a href="#">2942405</a>	<b>Doc #:</b>	142959C	<b>Trx Code:</b>	S07	<b>Labor Hrs:</b>	1	<b>Labor Cost:</b>	58.18	<b>Material Cost:</b>	0	<b>Total Cost:</b>	58.18									
<b>Dir Cd-Sub Cd:</b>	01033-*	<b>Name:</b>	YADKIN VALLEY MOTOR COMPANY, INC.	<b>Ph:</b>	336-8384155	<b>St:</b>	NC	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	01-FEB-2007	<b>DIST(Mile):</b>	18707							
<b>Cust Comments:</b>	CHECK ENGINE MISS																					
<b>Tech Comments:</b>	REPROGRAM FICM PER TSB 06 22 3																					
1FDWF37P86ED	F7	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	29-04-06	08-07-06	121231	USA	8	5N01	5C3Z	3E651	D	S13	S10	V89	N2
<b>AWS Claim Key:</b>	<a href="#">3161450</a>	<b>Doc #:</b>	143332A	<b>Trx Code:</b>	E84	<b>Labor Hrs:</b>	.8	<b>Labor Cost:</b>	46.54	<b>Material Cost:</b>	29.25	<b>Total Cost:</b>	75.79									
<b>Dir Cd-Sub Cd:</b>	01033-*	<b>Name:</b>	YADKIN VALLEY MOTOR COMPANY, INC.	<b>Ph:</b>	336-8384155	<b>St:</b>	NC	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	17-FEB-2007	<b>DIST(Mile):</b>	20379							
<b>Cust Comments:</b>	CHECK VIBRATION IN FRONT END AT TIMES WHILE DRIVING, WHEN HIT BUMP IN ROAD																					
<b>Tech Comments:</b>	REPLACE STEERING STABILIZER																					
1FDWF37P86E	F7	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	29-04-06	08-07-06	121231	USA	8	5N01 *		3E651	*	S13	S10	V89	N2
<b>AWS Claim Key:</b>	<a href="#">3418440</a>	<b>Doc #:</b>	143490A	<b>Trx Code:</b>	E84	<b>Labor Hrs:</b>	1.4	<b>Labor Cost:</b>	81.45	<b>Material Cost:</b>	0	<b>Total Cost:</b>	81.45									
<b>Dir Cd-Sub Cd:</b>	01033-*	<b>Name:</b>	YADKIN VALLEY MOTOR COMPANY, INC.	<b>Ph:</b>	336-8384155	<b>St:</b>	NC	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	23-FEB-2007	<b>DIST(Mile):</b>	20947							
<b>Cust Comments:</b>	CHECK SHIMMY IN STEERING WHEN HITS BUMP																					
<b>Tech Comments:</b>	FOLLOW TSB 06 22 14..CHECK TIRE PRESSURE, CHECK STEERING DAMPER, VERIFY TORQUE ON STEERING COMPONENTS																					

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Any comments? You can contact



[webmaster](#)



PE07-057

FORD

2-4-2008

APPENDIX D

REDACT K1

ZM\_Response-FSE--LP-Apr\_25\_2007-  
13\_37\_03

**From:** Grech, Matt (M.)  
**Sent:** Wednesday, April 25, 2007 1:07 PM  
**To:** Schwagle, Jeff (J.)  
**Cc:** Carr, Sam (S.T.); Hanif, Zahid (Z.P.)  
**Subject:** RE: Attorney Demand - Market A1 - [REDACTED]

I have not been involved, but it appears the dealer contacted Tech Hotline and determined the concern was due to the equipment the customer has placed in the vehicle:

**03/16/2007 02:03PM LARRY LUCZKOWSKI MSS - FCSD - TECH SVC  
HOTLINE**

1) COMPARE THE VEHICLE WEIGHTS FROM THE SCALES TO THE VEHICLE CERTIFICATION LABEL IN THE DOOR JAMB, VEHICLE MAY BE OVERLOADED. 2) BECAUSE THE CONCENTRATION OF REAR AXLE WEIGHT IS AFT OF THE REAR AXLE, AS WELL AS A 2300 LB. DIFFERENCE FRONT TO REAR, PLUS ANY ADDITIONAL ITEMS THE CUSTOMER MAY BE PLACING IN THE REAR OF THE VEHICLE. CUSTOMER MAY BE CONTRIBUTING TO THE VEHICLE CONCERN BY MAKING THE FRONT END FLOAT OVER BUMPS AND INDUCING A SHIMMY.

Let me know if there is anything I can do to assist.

**Matt Grech**  
**Regional Escalation Specialist**  
**Ford Customer Service Division**  
**Phone : 770-698-2777**  
**Fax : 770-698-2799**  
**Dial Net : 3942777**  
**E-Mail : [mgrech4@ford.com](mailto:mgrech4@ford.com)**

---

**From:** Hanif, Zahid (Z.P.)  
**Sent:** Wednesday, April 25, 2007 11:34 AM  
**To:** Grech, Matt (M.)  
**Cc:** Carr, Sam (S.T.); Schwagle, Jeff (J.)  
**Subject:** FW: Attorney Demand - Market A1 - [REDACTED]

Matt,

Another demand letter for your review and comments. Thanks.

Regards

*Zahid Hanif*

Select Dealer Region Zone A03 & A04

Ford Motor Company | FCSD | Atlanta

☐ Net 394-2638 | 770-698-2638 | Fax: 770-804-4030

mailto:zhanif@ford.com

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**From:** Schwagle, Jeff (J.)  
**Sent:** Wednesday, April 25, 2007 11:01 AM  
**To:** Hanif, Zahid (Z.P.)  
**Subject:** Attorney Demand - Market A1 [REDACTED]

Good morning,

We've just received an attorney demand letter involving a dealership in your market. Following are the details:

Customer [REDACTED]  
Vehicle: 2006 F-350  
VIN: 1FDWF37P86E [REDACTED]  
CuDL: 580120617  
Dealership: Yadkin Valley Motor (P/A 01033)

If you've been involved, please let me know.

Thanks,

**Jeff Schwagle**

Legal Analyst

Phone: (313) 248-1109

Fax: (866) 639-8899

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT M 1

M

PE07-057

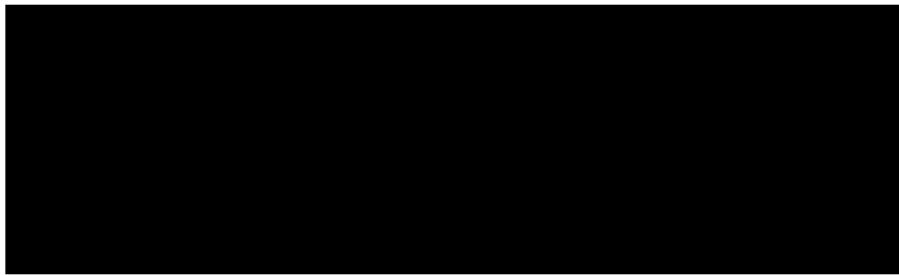
FORD

2-4-2008

APPENDIX D

REDACT M 1

M2



Action Detail



Ford Confidential

# HP LaserJet 4100 MFP




Ford  
3138455555  
05/25/2006 10:56 AM

## Fax Call Report

Job	Date/Time	Type	Identification	Duration	Pages	Result
10985	05/25 10:55 AM	Send	[REDACTED]	00'50	2	OK

.....



**Facsimile transmittal**

To: Pryor & Amar Attorneys at Law      Fax: 866/663-3497  
Attn: Shalev Amar

---

From: Tanya Roquemore      Date: May 25, 2006


---

Re: [REDACTED]      Pages: 2 (includes cover sheet)

---

For Review     Please Comment     Please Reply     Please Recycle

---

 **Letter**

**Thank You**

Tanya Roquemore  
Phone: 313/845-5539  
Fax: 313/845-5555

.....



# Facsimile transmittal

To: Pryor & Amar Attorneys at Law  
Attn: Shalev Amar

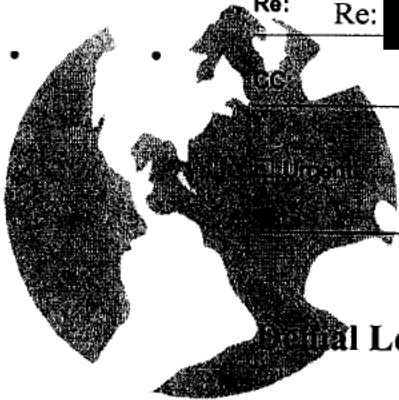
Fax: 866/663-3497

From: Tanya Roquemore

Date: May 25, 2006

Re: Re: [REDACTED]

Pages: 2 (includes cover sheet)



For Review     Please Comment    Please Reply     Please Recycle

Original Letter

Thank You

Tanya Roquemore  
Phone: 313/845-5539  
Fax: 313/845-5555



SENT VIA FAX

May 25, 2006

Pryor & Amar Attorneys at Law  
Attn: Shalev Amar  
7411 E. 6<sup>th</sup> Ave, Suite 206  
Scottsdale, AZ 85251

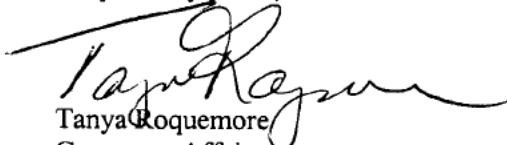
**RE:** [REDACTED]  
**VIN:** 1FTSW21P76E [REDACTED]

Dear Mr. Amar:

We are in receipt of your **May 1, 2006** correspondence regarding concerns pertaining to the above-mentioned vehicle. We have thoroughly reviewed the claim and after conducting an investigation have concluded that we are unable to offer assistance at this time. From our investigation it appears that all of the concerns were repaired within a reasonable number of repair attempts. In Ford's good faith judgment, the subject vehicle does not qualify for a repurchase nor any other form of monetary compensation.

Thank you for the opportunity to review this concern. If you have questions regarding this issue, please contact me at (313) 845-5539.

Respectfully yours,

  
Tanya Roquemore  
Consumer Affairs

**STANDARD CLAIMS LIST**

**AWS Online Report**

Run Date: 09-MAY-2006

Note: All Costs are in US Dollars Server Name: AWS New Prod AWSPRRDDG

110e

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
IFTSW21P76E[REDACTED]	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/YB	15-08-05	20-11-05	171179	USA	1	*	5K06	*	TWC01	*	S10	V88	TB3	42
<b>AWS Claim Key:</b>	<u>161479</u>	<b>Doc #:</b>	258528A	<b>Trx Code:</b>	1	<b>Labor Hrs:</b>	6.5	<b>Labor Cost:</b>	509.54	<b>Material Cost:</b>	1166.22	<b>Total Cost:</b>	1683.76										
<b>Dir Cd-Sub Cd:</b>	20328-*	<b>Name:</b>	[REDACTED]	<b>Ph:</b>	623-9778888	<b>St:</b>	AZ	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	23-NOV-2005	<b>DIST(Mile):</b>	241								
<b>Cust Comments:</b>	WOBBLE IN STEERING WHEEL 62 TO 68 MPH AND ALSO WHEN GOING OVER BUMPS																						
<b>Tech Comments:</b>	ROADTEST TO VERIFY AND DIAG VIBRATION AT HWY SPEEDS. MEASURE RUNOUT AND CHECK [REDACTED] [REDACTED] EXCESSIVE ROADFORCE, MEASURES RUNOUT AND CHECKED BALANCE OF 2 OTHER STOCK UNITS AND FOUND EXCESSIVE ROADFORCE OF ALL 4 TIRES ON BOTH STOCK UNITS, NECESSARY TO MOUNT AND BALANCE 4 NEW TIRES AND ROADTEST VEH TO PASS																						

IFTSW21P76E[REDACTED]	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/YB	15-08-05	20-11-05	171179	USA	4	*	6Y05	*	MAINT	*	SXX	V00	A9*	82
<b>AWS Claim Key:</b>	<u>515724</u>	<b>Doc #:</b>	266714A	<b>Trx Code:</b>	0712S	<b>Labor Hrs:</b>	1.5	<b>Labor Cost:</b>	70.55	<b>Material Cost:</b>	57.42	<b>Total Cost:</b>	133.2										
<b>Dir Cd-Sub Cd:</b>	20328-*	<b>Name:</b>	SUNSET FORD, INC.	<b>Ph:</b>	623-9778888	<b>St:</b>	AZ	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	27-FEB-2006	<b>DIST(Mile):</b>	5501								
<b>Cust Comments:</b>	5K ESP AS PER OWNERS MANUAL																						
<b>Tech Comments:</b>	CHANGED OIL AND FILTER, ROTATED TIRES, AND PERFORMED MULTI POINT INSPECTION AS PER QUALITY CARE 7.5KMILE SERVICE.																						

Steering

IFTSW21P76E[REDACTED]	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/YB	15-08-05	20-11-05	171179	USA	5	*	5R02	*	3600	*	S10	V89	N25	42
<b>AWS Claim Key:</b>	<u>708319</u>	<b>Doc #:</b>	269228A	<b>Trx Code:</b>	1	<b>Labor Hrs:</b>	3.2	<b>Labor Cost:</b>	250.85	<b>Material Cost:</b>	0	<b>Total Cost:</b>	250.85										
<b>Dir Cd-Sub Cd:</b>	20328-*	<b>Name:</b>	SUNSET FORD, INC.	<b>Ph:</b>	623-9778888	<b>St:</b>	AZ	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	27-MAR-2006	<b>DIST(Mile):</b>	6967								
<b>Cust Comments:</b>	VEH WOBBLES WHILE DRIVING AT ALL SPEEDS AFTER HITTING BUMPS																						
<b>Tech Comments:</b>	ROADTEST VEH TO VERIFY STEERING SHAKE WHEN HITTING BUMPS. NECESSARY TO PERFORM INSPECTION EVALUATION AND ADJUST [REDACTED] [REDACTED] ROADTEST VEH TO PASS AS PER TSB 05 22 01.																						

Steering

IFTSW21P76E[REDACTED]	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/YB	15-08-05	20-11-05	171179	USA	6	*	5R02	*	3600	*	S10	V89	C50	42
<b>AWS Claim Key:</b>	<u>855968</u>	<b>Doc #:</b>	22282001	<b>Trx Code:</b>	2	<b>Labor Hrs:</b>	2.3	<b>Labor Cost:</b>	186.51	<b>Material Cost:</b>	19.96	<b>Total Cost:</b>	206.47										
<b>Dir Cd-Sub Cd:</b>	20360-*	<b>Name:</b>	[REDACTED]	<b>Ph:</b>	602-8661776	<b>St:</b>	AZ	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	25-APR-2006	<b>DIST(Mile):</b>	8096								
<b>Cust Comments:</b>	STEERING WHEEL OSCILLATION WHEN DRIVING OVER BUMPS. CUSTOMER HAD PART OF TSB 05 22 01 PERFORMED AT SUNSET. SEE OASIS																						
	CHECK ALIGNMENT AND LOWER CASTER 1 DEG BOTH SIDES PER TSB 05 22 1. CORRECT CAMBER AND TOE. CUSTOMER TOOK TRUCK TO ANOTHER DEALER																						

Tech Comments: WHO INSTALLED THE DAMPNER AND ADJUSTED GEAR MESH LOAD PER THE TSB. ~~THE ALIGNMENT TRACK WAS DOWN AT THE TIME SO CUSTOMER BROUGHT~~  
~~CLICK HERE TO COMPLETE THE CLAIMS PER TSB 032201~~

---

Any comments? You can contact



webmaster

SUNSET FORD, INC.

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233

ACCOUNTING



PAGE 1

GLENDALE, AZ

HOME: [REDACTED] BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 9941 SCOTT ARNOLD

YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG		
06	FORD F250 PICKUP	1FTSW21P76E	[REDACTED]	7809/7809	[REDACTED]		
IN SVCS DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
20NOV05	IS15AUG05		17:00 17APR06		90.00	CASH	18APR06

R/O OPENED	DATE	CUST. NOTIFIED	OPTIONS:
13:37	17APR06	17:56 18APR06	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A											
A STEERING WHEEL SHAKES AFTER HITTING BUMP IN ROAD..SEE HISTORY											
NPF UNABLE TO DUPLICATE CONCERN AT THIS TIME											
999 SERVICE SHOP LIC#: 0999											
						0.00	0	0		0.00	0.00
2P SCHEDULED MAINTENANCE											
999 SERVICE SHOP LIC#: 0999											
						0.00	0	0		0.00	0.00
B LOANER..PER SHOP											
LOANER LOANER											
999 SERVICE SHOP LIC#: 0999											
						0.00	0	0		0.00	0.00
SUBR LOANER											
						0.00	0	0		0.00	0.00
C 20 INCH RIMS											
FIO FOR INFO ONLY											
999 SERVICE SHOP LIC#: 0999											
						0.00	0	0		0.00	0.00

SERVICE OPEN M-F 7 TO 6 SATURDAY 7 TO 5  
 COMPLETELY SATISFIED IT MEANS A LOT TO US  
 YOUR BUSINESS IS OUR ONLY PASSING GRADE. IF OUR  
 SERVICE WAS NOT EXCELLENT PLEASE CONTACT YOUR  
 SERVICE ADVISOR LISTED  
 AT THE TOP OF THIS INVOICE

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57000	0	0		57500	2800	2800	271076
10100	0	*****		77600	2800	*****	175888

COST, SALE, & COMP TOTALS 2800 2800 0



I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle. I also acknowledge receipt of additional Consumer and Warranty Information contained on the reverse side.

Original \_\_\_\_\_ Authorized Revised \_\_\_\_\_  
 CUSTOMER SIGNATURE

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

WARRANTY COPY





# REPAIR WORK SHEET

7114 STRONGHOLD DR

WRITTEN BY: 9941 DL KEY TAG # \_\_\_\_\_

YEAR \_\_\_\_\_ MAKE \_\_\_\_\_ MODEL F-250 TIME PROMISED Call

LICENSE # \_\_\_\_\_ MILEAGE \_\_\_\_\_ COLOR \_\_\_\_\_

SERIAL # 1FT5W21P76E [REDACTED]

## LABOR INSTRUCTIONS AND DESCRIPTION OF REPAIR

1. \_\_\_\_\_
2. Steering wheel shakes after hitting
3. Bump in road... See History
4. ~~Alignment~~
5. \_\_\_\_\_
6. \_\_\_\_\_
7. Loans per shop
8. \_\_\_\_\_
9. 20" Rims

### DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

REASSEMBLY CHARGES (if applicable)	EXPECTED COMPLETION DATE	STORAGE CHARGES (After Completion Date)
		\$3 Per Day

OWNER'S NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

WORK PHONE \_\_\_\_\_

HOME PHONE \_\_\_\_\_

ESTIMATE

"I DO NOT WISH TO RECEIVE AN ESTIMATE TO WHICH I AM ENTITLED BY LAW BEFORE REPAIRS ARE AUTHORIZED."

CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Warranty 90 days or 4000 miles, whichever occurs first.

Customer Labor Rates based on Rate of \$ \_\_\_\_\_ per flat rate hr. I ACKNOWLEDGE RECEIPT OF AND AGREE TO THE TERMS OF THIS ESTIMATE.

### VISIBLE EXTERIOR DAMAGE NOTICED



CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

YOU ARE ENTITLED to the return of the replaced parts if you so request at the time you authorize the repair, except exchanged or warranty parts, or body shop parts which may be inspected. SAVE  DISCARD

I consent to the installation of rebuilt, reconditioned, or used parts in my vehicle or disclosed on the repair order indicated above. YES  NO

Disassembly of any part listed herein of an repair order will prevent restoration of said parts to original condition.

SUNSET FORD, INC.

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233

ACCOUNTING



PAGE 1

SERVICE ADVISOR: 9941 SCOTT ARNOLD

GLENDAL, AZ  
HOME:  
CELL:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
JM DARK TC	06	FORD F250 PICKUP	1FTSW21P76E		6967/6967		
INVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
20NOV05	IS15AUG05		18:00 28MAR06		90.00	CASH	28MAR06

NO. OPENED: 17:54 27MAR06  
DATE CUST. NOTIFIED: 14:27 28MAR06

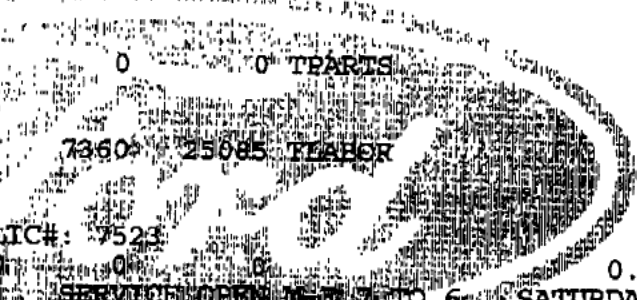
OPTIONS:

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A VEH WOBBLER WHILE DRIVING AT ALL SPEEDS AFTER HITTING BUMPS  
 CAUSE: ROADTEST VEH TO VERIFY STEERING SHAKE WHEN HITTING BUMPS.  
 NECESSARY TO PERFORM INSPECTION EVALUATION AND ADJUST STEERING  
 GEAR MESH AND LOAD.  
 052201A PERFORMED INSPECTION AND ADJUST MESH LOAD  
 9677 PORTER, BRANDON LIC#: 7523  
 WS 3.20 7360 25085 250.85 250.85  
 2P SCHEDULED MAINTENANCE  
 9677 PORTER, BRANDON LIC#: 7523  
 CPS 0.00 0 0 0.00 0.00

FC: N25 42  
PART#: .3600.  
COUNT:  
CLAIM TYPE:  
AUTH CODE:  
7523

B VEH PULLS RT  
NWP NO WORK PERFORMED  
9677 PORTER, BRANDON LIC#: 7523  
CPS 0.00



SERVICE OPEN FROM 7 TO 6 SATURDAY 7 TO 5  
"COMPLETELY SATISFIED" IT MEANS A LOT TO US  
"EXCELLENT" IS OUR ONLY PASSING GRADE. IF OUR  
SERVICE WAS NOT EXCELLENT PLEASE CONTACT YOUR  
SERVICE ADVISOR LISTED  
AT THE TOP OF THIS INVOICE

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	25085	7360	269228		0	0	
	25085	*****			0	*****	

COST, SALE, & COMP TOTALS 7360 25085 0

A 250.85 3/31



I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle. I also acknowledge receipt of additional Consumer and Warranty Information contained on the reverse side.

Original \_\_\_\_\_ Authorized Revised \_\_\_\_\_  
CUSTOMER SIGNATURE 0246

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

7FEB06	55014177SMMB7	7500 MILE SERVMULTI	ESP MAINTENANCLOP	OIL AND FILTER
7JAN06	31594141FSNC	NO CHARGE	SCHEDULED MAINT	
8NOV05	2414177WS1007AT	TIRE(S) - REPLM1	M TIME NO BOOK2P	SCHEDULED MAINNWP
1NOV05	102288EWNIGHT	UNABLE TO DUPLRESC	CUSTOMER TO RE	NO WORK PERFOR

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 6967

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICANT	SPARK PLUGS	FLUIDS	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE	SALES AND SERVICE
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SUNSET FORD, INC. SALES & SERVICE 9130 W. BELL ROAD PEORIA, AZ 85382 (623) 977-5233

THIS IS NOT AN INVOICE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

CUSTOMER: [REDACTED] STOCK NO: [REDACTED] TAG NO: [REDACTED] COLOR: JIM DARK TOREADO

DATE: 27MAR2006 VEHICLE IDENTIFICATION NUMBER: 1FTSW21P76 MILEAGE: 6967 DELIVERY DATE: 2006V05

MAKE AND MODEL: FORD F250 PICKUP

WRITTEN BY: 9941 NO. NUMBER: [REDACTED]

TIME PROMISED: 18:00 28MAR06

HOME PHONE: [REDACTED]

BUSINESS PHONE: [REDACTED]

ENGINE NO.: 99P 6.0L V-8 DIESEL TRANS. NO.: 44B TOROSHIFT(TM) 5-S3L AXLE NO.: [REDACTED]

PROD. DATE: 15AUG05 LABOR RATE: 90.00

METHOD OF PAYMENT: CASH

SELLING DEALER: 71J179

WARRANTY EXPIRES: [REDACTED]

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

CUSTOMER SIGNATURE: [REDACTED]

LABOR INSTRUCTIONS AND APPROVAL

VEH WOBBLER WHILE DRIVING AT ALL SPEEDS AFTER HITTING BUMPS

*9/23/06 (Done /over)*

VEH PULLS RT

*MIC*

ACTUAL HOURS	SOLED HOURS
A	
B	
C	
E	
GAS/OIL/GREASE AMOUNT	
QUARTS OIL	
LBS. GREASE	
QTS. AUTO TRANS. FLUID	
SUBLET AMOUNT	
P.O.	
P.O.	
SMOG CERTIF.	
RENTAL	
TOWING	

FOREMAN'S SIGNATURE X

REPAIR ORDER

LABOR RECORD

ROADTEST VEH. TO VERIFY STEERING SWAY WHEN  
HITTING BUMPS, NECESSARY TO PERFORM INSPECTION/  
EVALUATION, & ADJUST STEERING GEAR MESH LOAD  
ROADTEST VEH. TO PASS. PER TSB # 05-22-1

052201A 3

NBS  
42

good

STRAIGHT TIME (HOURS)	RAT RATE	R/O NO	OPER N	TIME	Q
6.1	32		9177	MAR 28 06 14.0	5
				MAR 29 06 12.0	

MAY-22-2006 13:49

SUNSET FORD

6239772542

P. 10

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE  
PRIOR TO MAKING REPAIRS



FROM



# REPAIR WORK SHEET

KEY TAG # \_\_\_\_\_

WRITTEN BY: \_\_\_\_\_ TIME PROMISED before Tues

YEAR 06 MAKE \_\_\_\_\_ MODEL F-250

LICENSE # \_\_\_\_\_ MILEAGE 6967 COLOR Red

SERIAL # ~~IF T~~ IF T BW 21 P 7 6E \_\_\_\_\_

## LABOR INSTRUCTIONS AND DESCRIPTION OF REPAIR

1. \_\_\_\_\_
2. \_\_\_\_\_
3. veh wobbles while driving
4. at all speeds after hitting
5. bump
6. \_\_\_\_\_
7. veh pulls Rt
8. \_\_\_\_\_
9. \_\_\_\_\_

### DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

REASSEMBLY CHARGES (if applicable)	EXPECTED COMPLETION DATE	STORAGE CHARGES (After Completion Date)
		\$3 Per Day

OWNER'S NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

WORK PHONE \_\_\_\_\_

HOME PHONE \_\_\_\_\_

ESTIMATE \_\_\_\_\_

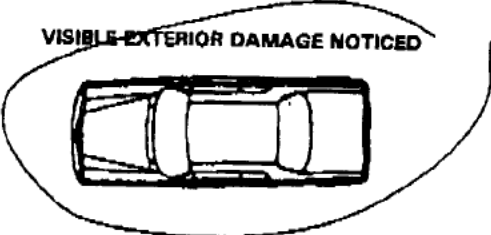
"I DO NOT WISH TO RECEIVE AN ESTIMATE TO WHICH I AM  
BOUND BY LAW BEFORE REPAIRS ARE AUTHORIZED."

DATE 3-27-06

Customer Labor Rates based on Rate of \$ \_\_\_\_\_ per flat rate hr.

I ACKNOWLEDGE RECEIPT OF AND AGREE TO THE TERMS OF THIS ESTIMATE.

VISIBLE EXTERIOR DAMAGE NOTICED



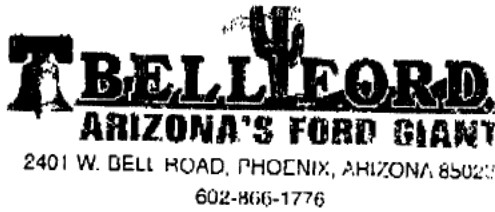
CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

YOU ARE ENTITLED TO the return of the replaced parts if you so request at the time you authorize the repair, except exchanged or warranty parts, or body shop parts which may be inspected.

SAVE  DISCARD

I consent to the installation of rebuilt, reconditioned, or used parts in my vehicle as indicated on the repair order indicated above. YES  NO

Disassembly of any part listed herein or on repair order will prevent restoration of said part to original condition.



MAILING ADDRESS  
P.O. BOX 42510  
PHOENIX, ARIZONA 85080 2510  
www.berggroup.com  
www.bellford.com

CUSTOMER NO. [REDACTED] SCOTT WILSON 238 TAG NO. [REDACTED]  
LABOR RATE [REDACTED] HIGHNESS [REDACTED] MILEAGE [REDACTED] STOCK NO. [REDACTED]  
GLendale, AZ 06/FORD TRUCK/F750/4 DOOR CREW DELIVERY DATE [REDACTED] DELIVERY MILE [REDACTED]  
VIN# 1FTFW21P76E [REDACTED] SELLING DEALER NO. [REDACTED] PRODUCTION DATE [REDACTED]  
F.T.C. NO. [REDACTED] F.O. NO. [REDACTED] HO. DATE [REDACTED]  
COMMENTS [REDACTED] MO: 8099

LABOR---  
JOB# 1 05F0706A BASIC TRUCK ALIGNMENT TECH(S):411 WARRANTY  
STEERING WHEEL OSCILLATION WHEN DRIVING OVER BUMPS.CUSTOMER  
HAD PART OF TSR 05-22-01 PERFORMED AT SUNSET.SEE OASIS  
TIME 2.3 HRS. FOR 0522011  
CHECK ALIGNMENT AND LOWER CASTER 1 DEG BOTH STDS AS PER  
ISB05 22-1. CORRECT CAMBER AND TOE.  
PARTS-----QTY----P. NUMBER-----DESCRIPTION----- UNIT PRICE-----  
2 5C32-3B440 EFF ADJUSTER ASY  
TOTAL PARTS 0.00  
JOB# 1 TOTALS-----  
JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00

2 days  
WARRANTY  
WARRANTY 0.00

COMMENTS  
FINISH 05-22-01  
TECHNICIAN CERTIFICATION  
411 WILLIAM GOLDEN 8994  
TOTALS  
\*\*\*\*\*  
\* CASH \$\$ CHECK # \$\$.  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE  
\* CASHIER DATE  
\*\*\*\*\*

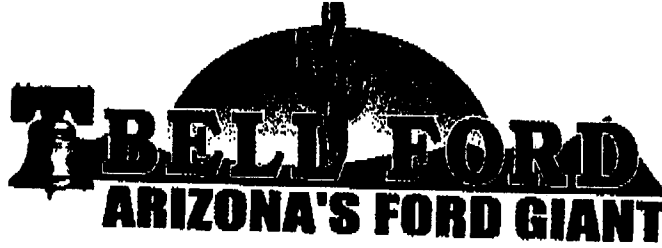
VEHICLE MODEL [REDACTED] AUTHORIZED REPRESENTATIVE [REDACTED] CUSTOMER SIGNATURE [REDACTED]  
VEHICLE INSTALLED PARTS  
400 [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]  
CLAIMS [REDACTED] AUTHORIZATION TO [REDACTED] [REDACTED] [REDACTED] [REDACTED]

TOTAL LABOR 0.00  
TOTAL PARTS 0.00  
TOTAL SUBLT 0.00  
TOTAL G.O.G. 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DTSC 0.00  
TOTAL TAX 0.00  
TOTAL INVOICE \$ 0.00

AUTHORIZED SIGNATURE AND DATE:  
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE  
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS  
OTHERWISE SHOWN. SERVICES SHOULD BE PERFORMED  
AT NO CHARGE TO OWNER IF THERE WAS NO INDICATION FROM THE  
APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART  
REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN  
DOWNLOADED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR  
MISUAL. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR  
ONE (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE  
SERVICING DEALER FOR INDICATION BY REPRESENTATIVES OF  
FORD.

Thank you for your business !!  
This vehicle was released to:  
CUSTOMER SIGNATURE [REDACTED]  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*  
PAGE 1 OF 1 CUSTOMER COPY  
END OF INVOICE 109:28am

The factory warranty constitutes all of the warranties with  
respect to the sale of the components. The Seller hereby  
expressly disclaims all warranties, either express or implied,  
including any implied warranty of merchantability or fitness for  
a particular purpose. Seller neither assumes nor authorizes  
any other person to assume for it any liability in connection  
with the sale of this item(s). I HAVE READ,  
UNDERSTAND AND AGREE TO ALL PRINTED DETAILS  
AND EXPLANATION ON SUPPLY CHARGES ON THE  
REVERSE SIDE HEREOF, NOT RESPONSIBLE FOR LOSS  
OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN  
VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER  
CAUSE BEYOND OUR CONTROL.  
CUSTOMER SIGNATURE



FAX COVER LETTER

TO: Ford

ATTN: Tanya

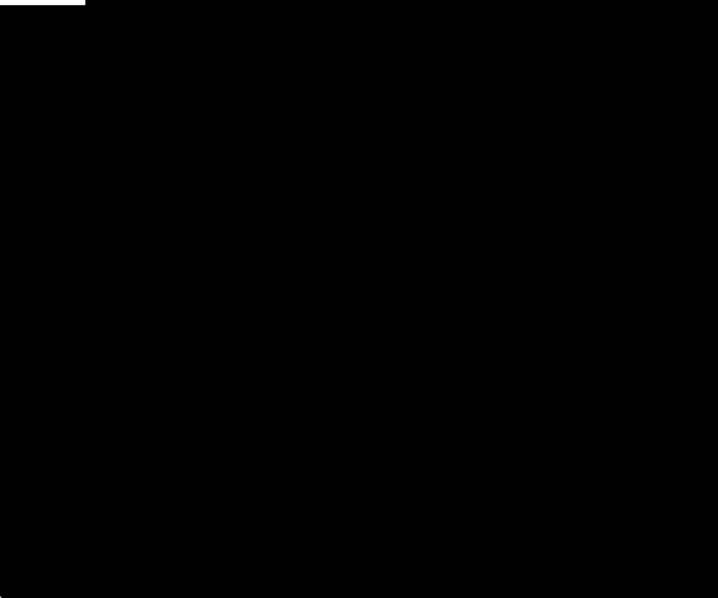
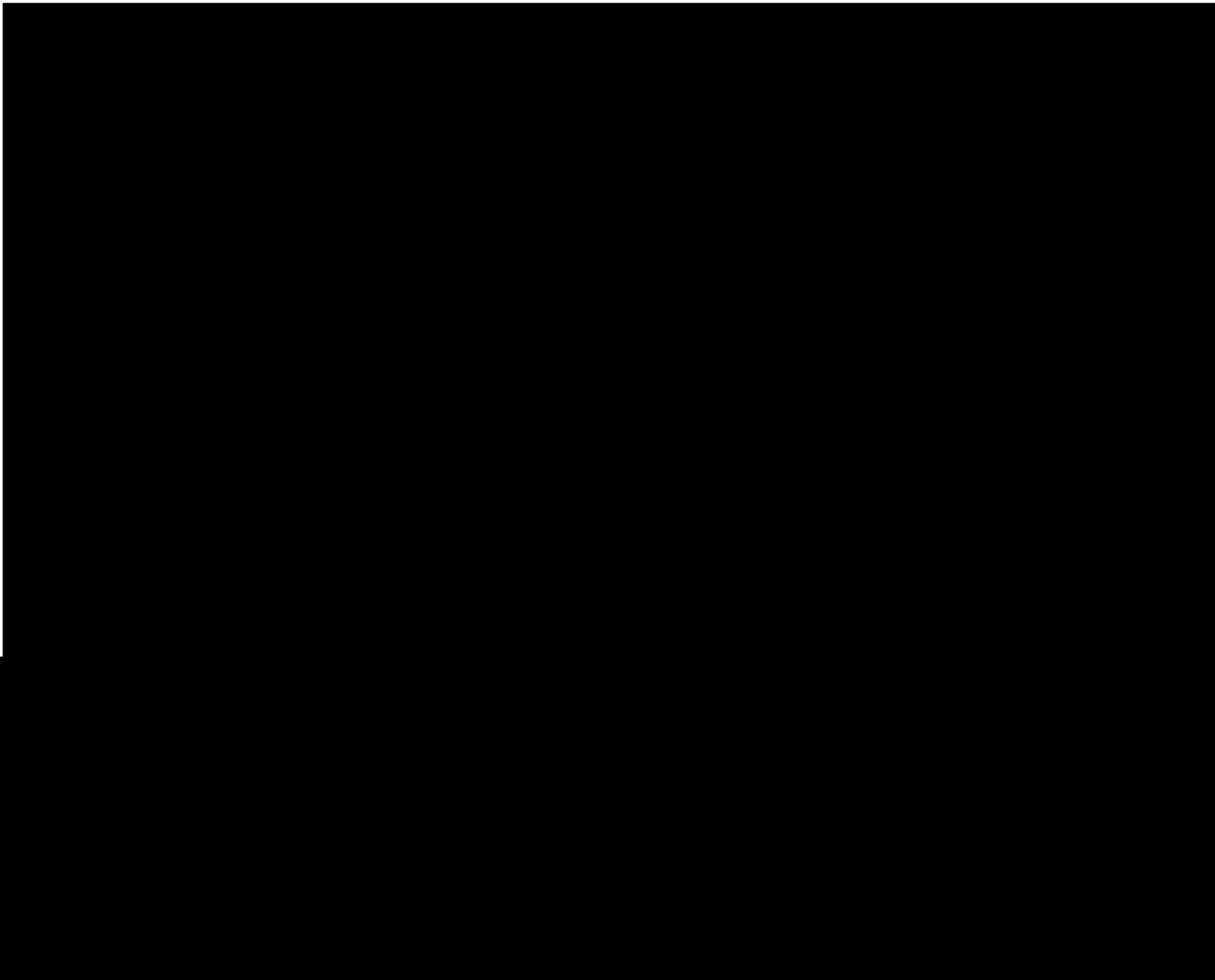
INSTRUCTIONS \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

FROM: Edie Sweeney DEPT: Service

# OF PAGES INCLUDING COVER SHEET 2

FAX NUMBER 602-942-9804.

IF ALL COPIES NOT RECEIVED, PLEASE CALL  
602-866-1776 EXT: \_\_\_\_\_





**Roquemore, Tanya (T.)**

---

**From:** Jung, Bibiana (B.E.)  
**Sent:** Wednesday, May 10, 2006 4:11 PM  
**To:** Roquemore, Tanya (T.)  
**Subject:** RE: Attorney Demand - Case [REDACTED]

Sorry. I don't believe I do.

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

**From:** Roquemore, Tanya (T.)  
**Sent:** Tue 5/9/2006 12:32 PM  
**To:** Jung, Bibiana (B.E.)  
**Cc:** Roquemore, Tanya (T.)  
**Subject:** Attorney Demand - Case [REDACTED]

Bibiana

Do you have any knowledge of this case/customer. Please advise.

<b>VIN:</b> 1FTSW21P76E [REDACTED]	<b>Year:</b> 2006	<b>Model:</b> F-SERIES SUPER DUTY	<b>Case:</b> [REDACTED]
<b>Name:</b> [REDACTED]	<b>Owner Status:</b> Original	<b>WSD:</b> 2005-11-20	
<b>Symptom Desc:</b> STRG/HANDLING VIB./SHIMMY OVER BUMPS		<b>Primary Phone:</b> [REDACTED]	
<b>Reason Desc:</b> LEGAL - OTHER ATTORNEY DEMAND		<b>Secondary Phone:</b> [REDACTED]	
<b>Issue Type:</b> 07 LEGAL	<b>Issue Status:</b> INVESTIGATION		

---

**Action:** OPEN LEGAL CONTACT - ATTORNEY DEMAND  
**Dealer:** 20328 SUNSET FORD, INC.      **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION-FD  
**Odometer:** 8096 MI      **Comm Type:** MAIL  
**Analyst Name:** LEICH,CHERIE      **Analyst:** CLEICH  
**Action Date:** 05/09/2006      **Action Time:** 10.37.01.814      **Action Data:** Yes

**Comments** \*\*\*\*\*ATTORNEY DEMAND\*\*\*\*\*DATE STAMPED 5-8-06. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR SHIMMY IN THE STEERING WHEEL WHEN GOING OVER BUMPS.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

*Tanya Roquemore  
Litigation Prevention  
West Region  
Telephone: 313/845-5539  
Fax: 313/845-5555 or 313/845-5668*

**Roquemore, Tanya (T.)**

---

**From:** Roquemore, Tanya (T.)  
**Sent:** Tuesday, May 09, 2006 12:32 PM  
**To:** Jung, Bibiana (B.E.)  
**Cc:** Roquemore, Tanya (T.)  
**Subject:** Attorney Demand - Case [REDACTED]

Bibiana

Do you have any knowledge of this case/customer. Please advise.

<b>VIN:</b> 1FTSW21P76E [REDACTED]	<b>Year:</b> 2006	<b>Model:</b> F-SERIES SUPER DUTY	<b>Case:</b> [REDACTED]
<b>Name:</b> [REDACTED]	<b>Owner Status:</b> Original	<b>WSD:</b> 2005-11-20	
<b>Symptom Desc:</b> STRG/HANDLING VIB./SHIMMY OVER BUMPS		<b>Primary Phone:</b> [REDACTED]	
<b>Reason Desc:</b> LEGAL - OTHER ATTORNEY DEMAND		<b>Secondary Phone:</b> [REDACTED]	
<b>Issue Type:</b> 07 LEGAL	<b>Issue Status:</b> INVESTIGATION		

---

**Action:** OPEN LEGAL CONTACT - ATTORNEY DEMAND

**Dealer:** 20328 SUNSET FORD, INC.

**Origin Desc:** CONSUMER AFFAIRS - LITIGATION  
PREVENTION-FD

**Odometer:** 8096 MI

**Comm Type:** MAIL

**Analyst Name:**

**Analyst:** CLEICH

LEICH,CHERIE

**Action Date:** 05/09/2006

**Action Time:**  
10.37.01.814

**Action Data:** Yes

**Comments** \*\*\*\*\*ATTORNEY DEMAND\*\*\*\*\*DATE STAMPED 5-8-06. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR SHIMMY IN THE STEERING WHEEL WHEN GOING OVER BUMPS.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

*Tanya Roquemore*

*Litigation Prevention*

*West Region*

*Telephone: 313/845-5539*

*Fax: 313/845-5555 or 313/845-5668*

# HP LaserJet 4100 MFP




Ford  
3138455555  
05/09/2006 12:35 PM

## Fax Call Report

Job	Date/Time	Type	Identification	Duration	Pages	Result
10539	05/09 12:34 PM	Send	[REDACTED]	00' 46	2	OK

.....



---

**Facsimile transmittal-**

To: Pryor & Amar Attorneys at Law      Fax: 866/663-3497  
Attn: Shalev Amar

---

From: Tanya Roquemore      Date: May 9, 2006


---

Re: [REDACTED]      Pages: 2 (includes cover sheet)

---

For Review     Please Comment    Please Reply     Please Recycle

---

 Acknowledgement Letter

**Thank You**

Tanya Roquemore  
Phone: 313/845-5539  
Fax: 313/845-5555

.....



# Facsimile transmittal-

To: Pryor & Amar Attorneys at Law  
Attn: Shalev Amar

Fax: 866/663-3497

From: Tanya Roquemore

Date: May 9, 2006

Re: Re: [REDACTED]

Pages: 2 (includes cover sheet)



For Review

Please Comment

Please Reply

Please Recycle

**Acknowledgement Letter**

**Thank You**

**Tanya Roquemore**  
**Phone: 313/845-5539**  
**Fax: 313/845-5555**



\*Sent Via Fax

May 9, 2006

Pryor & Amar Attorneys at Law  
Attn: Shalev Amar  
7411 E. 6<sup>th</sup> Ave, Suite 206  
Scottsdale, AZ 85251

RE: [REDACTED]  
VIN: 1FTSW21P76E [REDACTED]

Dear Mr. Amar:

I am in receipt of your letter dated May 1, 2006. A review of your client's claim will be initiated, and you will be updated with the findings from the investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 845-5539 or by fax at (313) 845-5555.

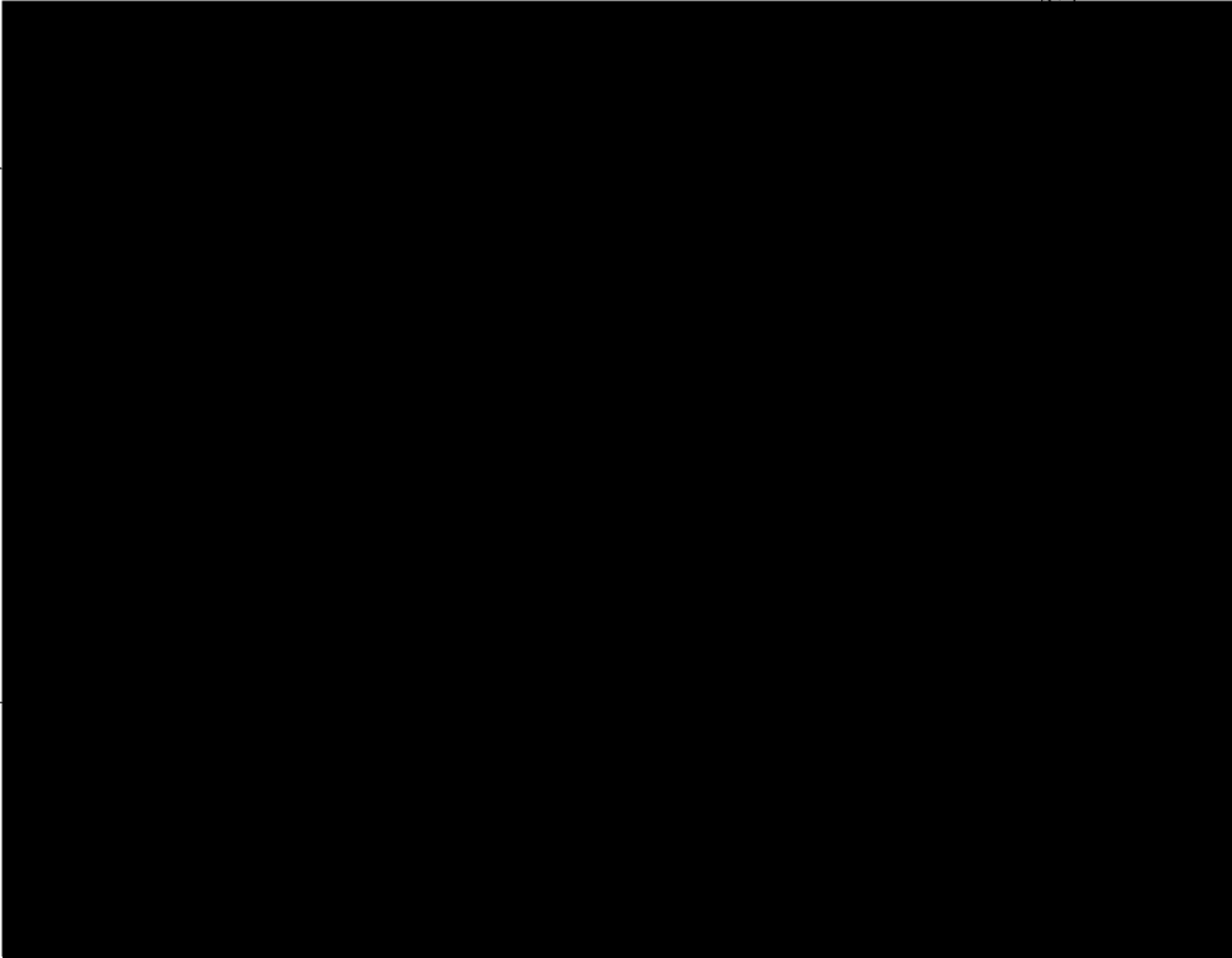
Respectfully yours,

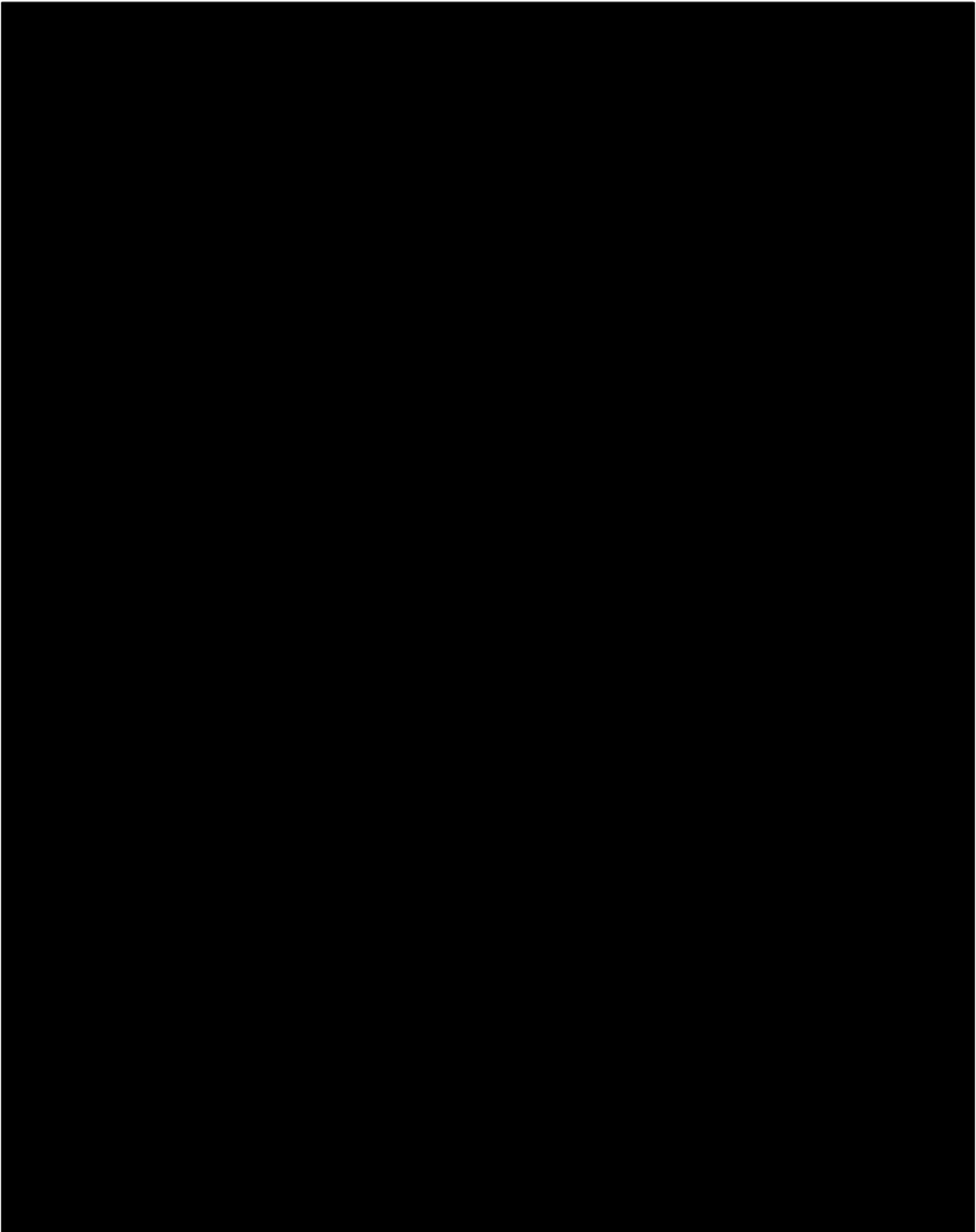
A handwritten signature in cursive script that reads "Tanya Roquemore".

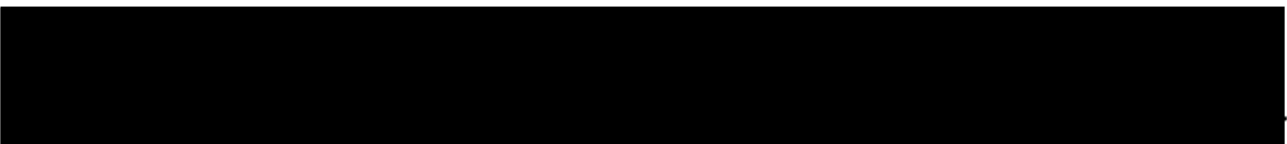
Tanya Roquemore  
Consumer Affairs

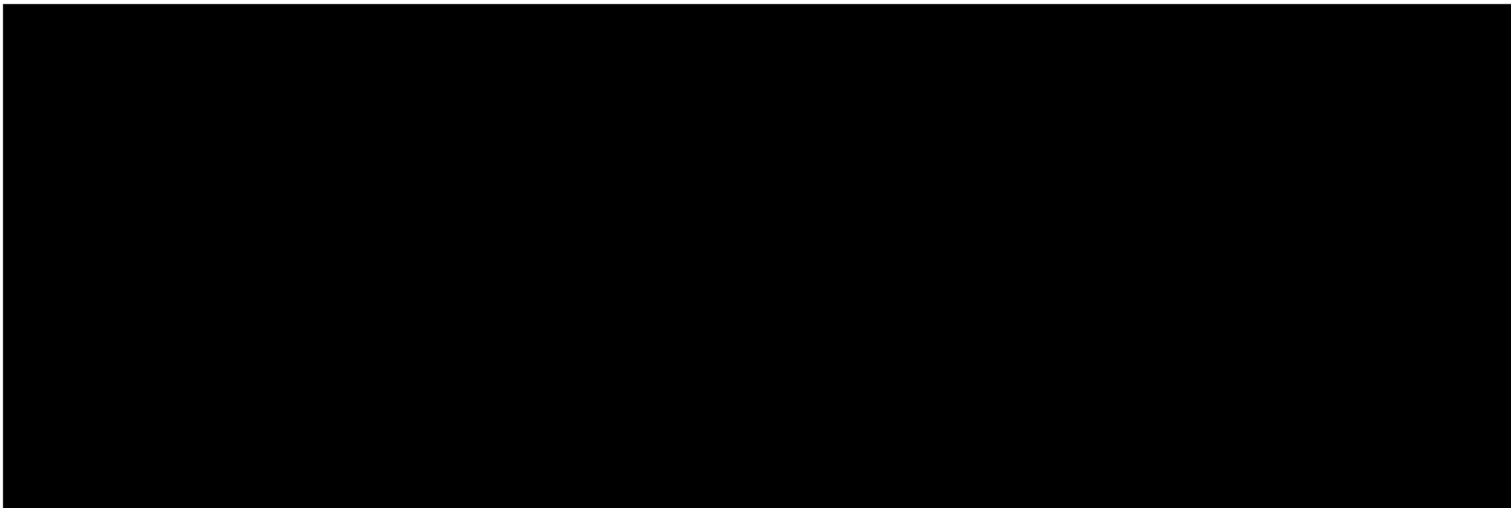
All Action Details for Issue

---











ESP / Recall Information

---

VIN: 1FTSW21P76E [REDACTED]

---

Contract: 1 of 1

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

Purchaser [REDACTED]

Plan Type: USA 2005 NEW 24/30,000 PREMIUM MAINT(M&W)6.0L DSL 7.5K

Selling Dealer: SUNSET FORD, INC.

Deductible:

Rental:

Towing Allowance:

Status: Active

Expiration Date: 2007-11-20

Expiration Miles: 31,000

Plan Year: 2005

Purchase Type: N

Options:

---

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

Cancel Date:

Refund Percent:

Dealer Credited:

Process Date:

Dealer Received Date:

---

No Recall Information for this VIN

---

Server Name : AWS New Prod AWSPPRDDG

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION:

## (Related Claims)

VIN:	1FTSW21P76EA [REDACTED]	Veh Line:	T/F7 - F250HD/350/450/550 [99-07]	Body Shell:	*
Model Year:	2006	Market Derived:	F - FORD	Navis Eng Serial No:	108056617205
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/YB - 6.0L 325H/550# OHV DI TC V8 DS
Inv. Dealer:	*	Body Cab Style:	- DOUBLE CAB (CREW CAB)	Transmission:	T/BE - 5 SPD AUTO 5R110W - HI/TORQUE
Vehicle Status Code:	800	Version/Series:	T/BD - 250 SERIES		

Trace Eng Serial No:

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

EN200 1108056 [REDACTED]

Trace Trans Serial No:

A4522 150805A1Q60865026C3P-7000-KA

## BUILD INFORMATION:

Region:	NA - #####	Plant:	A1 - KENTUCKY TRUCK PLANT BUILD
Country:	USA - #####	Prod Date:	15-AUG-2005

## SALE INFORMATION:

Region:	NA - #####	Selling Dealer:	171179 - *
Country:	USA - #####	Selling Dlr St/Prov:	AZ
		Buyer St/Prov:	*
Arrival Date:	30-AUG-2005	Red Carpet Lease:	*
Sale Date:	20-NOV-2005	Fleet/Retail/Co. Lease:	R
Warranty Start Date:	20-NOV-2005	Modified Vehicle:	* Vehicle Count Flag: Y
Orig Warranty Date:	20-NOV-2005	Reacquired Vehicle:	* Vehicle Export Flag: N

## VOC/EOC:



**INSTALLED OPTION INFORMATION:**

<b>Air Conditioning:</b>	T/C - ATC AIR CONDITIONER	<b>GVW Code:</b>	
<b>Alternator Amp Rating:</b>	52	<b>GVW Class Code:</b>	S
<b>Audio Disk:</b>	* - [N/A]	<b>Instrumentation:</b>	* - [N/A]
<b>Axle Ratio:</b>	EGAJB - 3.73 FINAL DRIVE RATIO	<b>Mirror(Driver Side):</b>	BK - DRV. SHORT ARM POWER MIRROR
<b>Axle Type:</b>	EGJAC - LIMITED SLIP REAR AXLE	<b>Mirror(PsngR Side):</b>	* - [N/A]
<b>Battery Amp Rating:</b>	5B	<b>Paint:</b>	PNEVB - DARK TOREADOR C/C WATER BASED
<b>Brake Code:</b>	FBAAJ - POWR 4-WHEEL DISC HYDRO BOOST	<b>Power Antenna:</b>	* - [N/A]
<b>Brake Code(Service):</b>	* - [N/A]	<b>Radio:</b>	MJ - AM/FM STRO/CD CHANGER/CLK
<b>Calibration Code:</b>	6F710D0A	<b>Sound System:</b>	* - [N/A]
<b>Color(Accent):</b>	* - [N/A]	<b>Suspn Tandem Axle:</b>	
<b>Color(Trim):</b>	000BY - MEDIUM PEBBLE	<b>Tire Manufacturer:</b>	* -
<b>Delivery Type:</b>	0	<b>Tire Brand:</b>	0TBXEV -
<b>Driveshaft Code:</b>	D	<b>Tire Size:</b>	D3IAV - LT275/65R 20E A/T OWL
<b>Front Seat:</b>	T/S - SEATS - INDIVIDUAL 40/20/40	<b>Traction Control:</b>	* - [N/A]
<b>Fuel Type:</b>	AJ - DIESEL FUEL CAPABILITY	<b>Wheel Base:</b>	

**TIRE DOT INFORMATION:**

LF: MK0TBXEV3205 RF: MK0TBXEV3205  
 LR: MK0TBXEV3205 RR: MK0TBXEV3205  
 LI: \* RI: \*

SPARE: P5151V3W3005 DOT Plant Manufacturer: MK - THE GOODYEAR TIRE & RUBBER COMPANY ; UNION CITY ; TENNESSEE ; UNITED STATES

**ESP INFORMATION: EMISSIONS INFORMATION:**

<b>ESP Code:</b>	M	<b>Emission Code:</b>	DGAEE - DGAEE
<b>ESP Coverage(Miles):</b>	031	<b>Emission Cert Type:</b>	5
<b>ESP Coverage(Time):</b>	024	<b>Emission Decal Suffix:</b>	NJL
<b>ESP Plan Year:</b>	2005	<b>Engine Family:</b>	6FMXA060AED
<b>ESP Signature Date:</b>	20-NOV-2005		

Any comments? You can contact



webmaster



REG:71

TANYA

Shalev Amar, Esq.  
samar@pryorandamar.com  
(480) 947-7755  
(866) 663-3497 fax



7411 E. 6th Ave., Suite 206  
Scottsdale, AZ 85251

ATTORNEYS AT LAW

May 1, 2006

**Sent Via US Mail to:**  
Ford Motor Company  
Customer Relationship Center  
16800 Executive Plaza Drive  
Dearborn, MI 48121

**RE:** [REDACTED] v. Ford Motor Company

**Vehicle:** 2006 F-250 4x4 Crew Cab VIN #  
1FTSW21P76E [REDACTED]

**Our File Number:** [REDACTED]

5 MAY -8 AM 1:13

CONSUMER AFFAIRS  
SECTION

Dear Sir/Madam:

Please be advised that Pryor & Amar, LLC has been hired to represent [REDACTED] for claims he has against Ford Motor Company pursuant to the Arizona Lemon Law. [REDACTED] Lemon Law claims pertain to his 2006 F250 4x4 Crew Cab VIN # 1FTSW21P76E [REDACTED] ("F-250"). Please direct all future contacts and correspondence to Pryor & Amar, LLC as listed above.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO PRYOR & AMAR, LLC. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF AND ANY OTHER ACTION ALLOWED UNDER THE LAW WILL BE SOUGHT AGAINST YOU.

There were numerous non-conformities with our client's vehicle for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. A review of the repair records (records that Ford Motor Company has at its disposal via its authorized repair agents) indicates that the vehicle has had multiple issues that manifested shortly after acquisition. The repair history of this vehicle is so long that we will not go through it all at this time. However, the F-250 has been to Bell Ford, Sanderson Ford and Sunset Ford for repeated unsuccessful repairs for *inter alia* a dangerous steering wheel

shimmying condition (the steering wheel shimmies when the truck drives over even small bumps).

The steering wheel shimmy is apparently a manufacturing defect that is common among F-250's (as evidenced by a Technical Service Bulletin for the exact defect for the same make, model and year F-250). The total number of repairs (at least five) for the same nonconformity exceeds what the Arizona Lemon Law states is a reasonable number of attempts for Ford Motor Company to cure the F-250. Discovery will verify this information as accurate.

The steering wheel shimmying defect clearly constitutes a substantial impairment in the use, value and safety of the subject vehicle. Further, the repeated repairs are not consistent with the Ford name and expectation of quality. Accordingly, after giving your authorized dealerships more than a reasonable opportunity to resolve these issues our client has turned to Pryor & Amar, LLC for help. Because of the inordinate amount of unsuccessful repairs within the statutory warranty period, our client has lost confidence in the F-250 and would like Ford to refund his money or replace the vehicle pursuant to the Arizona Lemon Law.

This letter constitutes a direct written notification of the defects within our client's vehicle and of our client's intent to pursue a claim pursuant to A.R.S. §44-1261 *et. seq.* To avoid any litigation, our client requests a refund for the defective Truck, plus payment of his attorneys' fees pursuant to the fee-shifting provisions of the Arizona Lemon Law. These attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. Much time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably (and our client does wish to resolve it amicably), please feel free to contact our office within ten (10) days. If this matter has not been resolved within that time, we will be forced file a formal claim. It is our desire to work out these issues with Ford Motor Company without litigation and in a manner that is best for all parties involved. Thank you for your attention to this matter.

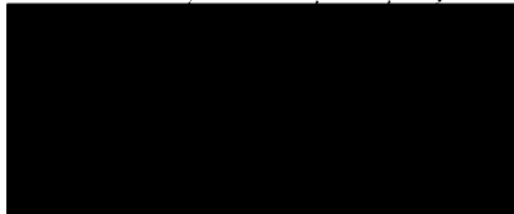
Sincerely,



Shalev Amar, Esq.

P.S. We are having our client sign below to confirm that he has read the foregoing letter and that to the best of his knowledge he affirms everything within this letter is accurate and true.

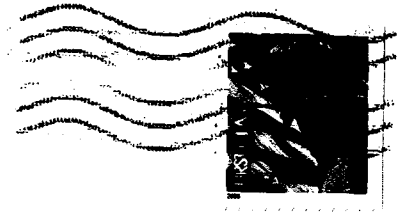
Cc:



Pryor & Amar, LLC  
7411 E. 6th Ave, #206  
Scottsdale, AZ 85251

PHOENIX AZ 850

03 MAY 06 PM 8 L



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

2006 MAY -8 A 10:52

CUSTOMER  
RELATIONSHIP  
CENTER

48126+4261



Attn. Tanya Roquemore Consumer Affairs

From: Shalev Amar, Esq.  
Pryor & Amar, LLC  
Managing Partner  
7411 E. 6th Ave., Suite 206  
Scottsdale, AZ 85251  
480-947-7755  
866-663-3497 fax  
[samar@pryorandamar.com](mailto:samar@pryorandamar.com)  
[www.lemonlawaz.com](http://www.lemonlawaz.com)

Dear Ms. Roquemore,

It was a pleasure speaking to you today about [REDACTED] Lemon Law claim. You informed me it would take you another 5-10 days to review the repairs on [REDACTED] vehicle. As such, in the interest of avoiding litigation, we will hold off on filing a complaint until May 29, 2006. Please note that if we do not hear from you before then, we will be forced to file a formal claim. Best Regards.

Shalev Amar, Esq.

[Print Page Click Here](#)

**OASIS RESULT:**  
1FTSW21P76E [REDACTED]

04/14/2006  
19:53:29

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**VEHICLE INFORMATION**

**VEHICLE DESCRIPTION**  
2006 F-SERIES  
**TRANSMISSION**  
TORQSHIFT

**BODY STYLE**  
F-250 CREW CAB 4X4  
**AXLE CODE**  
3L

**ENGINE**  
6.0L DIESEL DI V8  
**ENGINE CALIBRATION**  
6F710D0A

**GENERAL WARRANTY INFORMATION**

**WARRANTY START DATE**  
11/20/2005

**BUILD DATE**  
08/15/2005

**SALE MILEAGE**  
00071

**ARN MESSAGES**

**ATTENTION TECHNICIANS AND SERVICE MANAGERS:**

**BEFORE ADDRESSING VEHICLE VIBRATION CONCERNS, SEE TSB 06-26-24**

**BEFORE REPLACING FS-10 A/C COMPRESSOR (19703), PLEASE SEE TSB 06-04-09**

**BEFORE REPLACING FS-10 A/C COMPRESSOR (19703), PLEASE SEE TSB 06-04-09**

**CUDL MESSAGES**

THIS VEHICLE HAS A CLOSED CUDL CONTACT

**WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

**OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

**EXTENDED COVERAGES**

0712 - USA 2005 NEW 24/30,000 PREMIUM MAINT(M&W)6.0L DSL 7.5K  
STANDARD DEDUCTIBLE: 0 USD

OWNER NAME: [REDACTED]

OPTIONS:

EXPIRATION DATE: 11/20/2007

DISTANCE: 31,000

RENTAL: 0 UP TO 0 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 20328

ESP CONTRACT START DATE: 11/20/2005

**REPAIR HISTORY**

03/27/2006

[REDACTED]  
4/14/2006

DEALER: Sunset Ford, Inc.

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 006967M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3600	WHEEL STEERING ASSY	000	052201A	42	DOES NOT OPERATE PROPERLY

ROADTEST VEH TO VERIFY STEERING SHAKE WHEN HITTING BUMPS. NECESSARY TO PERFORM INSPECTION EVALUATION AND ADJUST STEERING GEAR MESH AND LOAD. ROADTEST VEH TO PASS AS PER TSB 05 22 01.

02/27/2006

DEALER: Sunset Ford, Inc.

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 005501M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3C3Z 6731AA	ELEMENT ASY OIL FILT	001	MB7	82	FREIGHT/POSTAGE/MAINTENANCE
XO 15W40SD		015	MULTI		
MAINT	VEHICLE MAINTENANCE	000			

CHANGED OIL AND FILTER, ROTATED TIRES, AND PERFORMED MULTI POINT INSPECTION AS PER QUALITY CARE 7.5KMILE SERVICE.

11/23/2005

DEALER: Sunset Ford, Inc.

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 000241M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
9001 411303176	MAT ASY-CTR FLR FRT	004	1007AT	42	DOES NOT OPERATE PROPERLY
OSP		004	MYROADFORCE		
3W1Z 1700XA	VALVE & CAP ASY	004			
TWC01	TIRE DEFECT WARRANTY	000			

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTSW21P76E [REDACTED]

# Enterprise

1 800 rent-a-car

RENTAL TYPE: **ENTERPRISE LEASING COMPANY OF PHOENIX**  
 ADDRESS: **17261 N 91ST AVE**  
**PEORIA, AZ 85382-3297**  
 PHONE: **623-875-2901**

*Breathin*  
**07/14/06**  
**77110**

RENTAL TYPE: **D**  
 RENTER: **085017**  
 TYPE: **001**

DATE: **07/14/06**  
 TIME: **11:55 PM**  
 CHARGES IF DIFFERENT:

### ORIGINAL VEHICLE

COLOR: **GRY**  
 MODEL: **2005 MERCEDES**  
 INVENTORY: **2005**  
 OUT: **2005**  
 DAMAGE: **NO DAMAGE**

RENTAL TYPE: **D**  
 RENTER: **085017**  
 TYPE: **001**  
 DATE: **07/14/06**  
 TIME: **11:55 PM**  
 CHARGES IF DIFFERENT:  
 ORIGINAL VEHICLE:  
 COLOR: **GRY**  
 MODEL: **2005 MERCEDES**  
 INVENTORY: **2005**  
 OUT: **2005**  
 DAMAGE: **NO DAMAGE**

AGREEMENT NO: **77110**  
 DAY: **24 HOUR PERIOD**  
 NO CHARGE FOR MILES  
 HOURS: **24 HOUR**  
 DAYS: **25**  
 STATE: **AZ**  
 DW: **11.99 DAY**

**OPTIONAL PRODUCTS NOTICE:**  
 CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, AS OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU SHOULD DETERMINE WHETHER YOU

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 6.  
 RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. RENTER ACKNOWLEDGES RECEIPT OF OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16 DW IS NOT INSURANCE.  
 RENTER X

DW: **11.99 DAY**

**OPTIONAL PRODUCTS NOTICE:**  
 CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, AS OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU SHOULD DETERMINE WHETHER YOU

RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI).  
 RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. RENTER ACKNOWLEDGES RECEIPT OF OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16 PAI IS NOT INSURANCE.  
 RENTER X

FUEL: **11.99 DAY**

**OPTIONAL PRODUCTS NOTICE:**  
 CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, AS OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU SHOULD DETERMINE WHETHER YOU

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP).  
 RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. RENTER ACKNOWLEDGES RECEIPT OF OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16 SLP IS NOT INSURANCE.  
 RENTER X

DEPOSITS

**19410/271076**  
**2800**

[Print Page Click Here](#)

**OASIS RESULT:**

1FTSW21P76E [REDACTED]

03/27/2006  
10:50:32

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**VEHICLE INFORMATION**

**VEHICLE DESCRIPTION**  
2006 F-SERIES  
**TRANSMISSION**  
TORQSHIFT

**BODY STYLE**  
F-250 CREW CAB 4X4  
**AXLE CODE**  
3L

**ENGINE**  
6.0L DIESEL DI V8  
**ENGINE CALIBRATION**  
6F710D0A

**GENERAL WARRANTY INFORMATION**

**WARRANTY START DATE**  
11/20/2005

**BUILD DATE**  
08/15/2005

**SALE MILEAGE**  
00071

**ARN MESSAGES**

**ATTENTION TECHNICIANS AND SERVICE MANAGERS:**  
**BEFORE ADDRESSING VEHICLE VIBRATION CONCERNS, SEE TSB 05-26-24**

**CUDL MESSAGES**

THIS VEHICLE HAS A CLOSED CUDL CONTACT

**WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

**OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

**EXTENDED COVERAGES**

0712 - USA 2005 NEW 24/30,000 PREMIUM MAINT(M&W)6.0L DSL 7.5K  
STANDARD DEDUCTIBLE: 0 USD  
OWNER NAME: [REDACTED]  
OPTIONS:  
EXPIRATION DATE: 11/20/2007  
DISTANCE: 31,000  
RENTAL: 0 UP TO 0 DAYS  
TOWING: 0 USD  
CONTRACT SOLD BY: USA 20328  
ESP CONTRACT START DATE: 11/20/2005

**REPAIR HISTORY**

02/27/2006

DEALER: Sunset Ford, Inc.

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 005501M

1FTSW21P76E [REDACTED]

Page 2 of 2

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3C3Z 6731AA	ELEMENT ASY OIL FILT	001	MB7	82	FREIGHT/POSTAGE/MAINTENANCE
XO 15W40DSD		015	MULTI		
MAINT	VEHICLE MAINTENANCE	000			

CHANGED OIL AND FILTER, ROTATED TIRES, AND PERFORMED MULTI POINT INSPECTION AS PER QUALITY CARE 7.5KMILE SERVICE.

11/23/2005

DEALER: Sunset Ford, Inc.

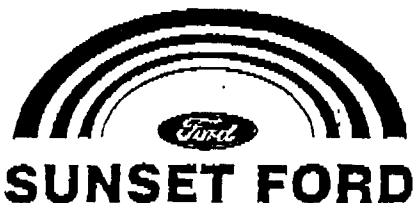
WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 000241M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
9001 411303176	MAT ASY-CTR FLR FRT	004	1007AT	42	DOES NOT OPERATE PROPERLY
OSP		004	MTROADFORCE		
3W1Z 1700XA	VALVE & CAP ASY	004			
TWC01	TIRE DEFECT WARRANTY	000			

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTSW21P76 [REDACTED]



**FAX**

9130 West Bell Road  
Peoria, AZ 85382-3700

To: Tonya From: Debby Lorenzaro

Fax: \_\_\_\_\_ Date: 5/22/06

Phone: \_\_\_\_\_ Phone: 623-977-5233 Fax: 623-977-2542

Pages: 47

Urgent  Please Reply

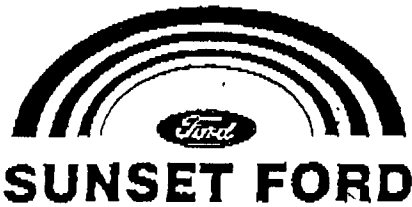
• Comments:

Tonya

I will have to send this over in 3 batches.

Please be patient and you will receive them all

Thx Debby



**FAX**

9130 West Bell Road  
Peoria, AZ 85382-3700

To: Tony9 From: Debby Lorenzaro

Fax:

Date: 5/22/06

Phone:

Phone: 623-977-5233

Fax: 623-977-2542

Pages: 47

Urgent  Please Reply

• Comments:

Tony9

I will have to send this  
over in 3 batches.

Please be patient and you  
will receive them all

Thx Debby

SUNSET FORD, INC.

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233

ACCOUNTING



PAGE 1

SERVICE ADVISOR: 9941 SCOTT ARNOLD

GLENDAL, AZ

HOME:

BUS:

CELL:

COLO	PAK	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
JM	DARK TO	06 FORD F250 PICKUP	1FTSW21P76E		5501/5501		
INVC DATE	PRGD DATE	WARR EXP	PROMISED	FORM	RATE	PAYMENT	INV DATE
20NOV05	IS15AUG05		WAIT 27FEB06		90.00	CASH	27FEB06

NO OPENED	DATE CUST NOTIFIED	OPTIONS
12:11	27FEB06	13:13 27FEB06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A 5K ESP AS PER OWNERS MANUAL											
CAUSE: CHANGED OIL AND FILTER, ROTATED TIRES, AND PERFORM ED MULTI POINT INSPECTION AS PER QUALITY CARE 7.5K MILE SERVICE.											
MB7 7500 MILE SERVICE NORMAL MAINTENANCE.											
9677 PORTER, BRANDON LIC#: 7523											
				WESM	1.30	2990	6114			61.14	61.14
				1 3C3Z*6731*AA KIT -							20.70
				ELEMENT & GASKET - OIL F		1725	2875	0	28.75	28.75	28.75
				15 XO*15W40*DSD OIL -							26.75
				ENGINE		2565	3585	0	2.39	2.39	35.85
MULTI ESP MAINTENANCE MULTI-POINT INSPECTION											
9677 PORTER, BRANDON LIC#: 7523											
				WESM	0.20	460	941			9.41	9.41
LOF OIL AND FILTER CHANGE, CHECK TIRE PRESSURES, CHECK ALL FLUID LEVELS											
9677 PORTER, BRANDON LIC#: 7523											
				CRS	0.00	0	0			0.00	0.00

FC: A99 82  
PART#: .MAINT  
COUNT:  
CLAIM TYPE: QCM  
AUTH CODE:  
7523

4290 6460 PARTS

3450 7055 TLABOR

SERVICE OPEN M-F 7 TO 6 SATURDAY 7 TO 5  
"COMPLETELY SATISFIED" IT MEANS A LOT TO US  
"EXCELLENT" IS OUR ONLY PASSING GRADE. IF OUR  
SERVICE WAS NOT EXCELLENT PLEASE CONTACT YOUR  
SERVICE ADVISOR LISTED  
AT THE TOP OF THIS INVOICE

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57100	6114	2990	266714	54400	2875	1725	
54900	3585	2565		57100	941	460	
57000	0	0		21500	523	0	

A: 133.20 2/28



I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle. I also acknowledge receipt of additional Consumer and Warranty Information contained on the reverse side.

Original Authorized Revised

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SUNSET FORD, INC.

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233

ACCOUNTING



PAGE 2

SERVICE ADVISOR: 9941 SCOTT ARNOLD

GLENDALE, AZ  
HOME  
CELL

BUS:

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
06	FORD F250 PICKUP	1FTSW21P76E		5501/5501		
INVC DATE	PRGD DATE	WARR EXP	PROMISED	DATE	PAYMENT	INVC DATE
20NOV05	15AUG05		WAIT 27FEB06	90.00	CASH	27FEB06

REG OPENED: 12:11 27FEB06  
DATE CUST NOTIFIED: 13:13 27FEB06

OPTIONS:

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
11400		14038	*****				10100		0	*****	

COST, SALE, & COMP TOTALS 7740 13515 0



I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle. I also acknowledge receipt of additional Consumer and Warranty information contained on the reverse side.

Original

Authorized Revised

CUSTOMER SIGNATURE

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

WARRANTY COPY



PARTS RETURNED BY DATE

DATE

CHANGE OIL & FILTER, ROYAL 1415, &  
PERFORM MAINT POINT INSPECTION FOR  
ESP S.K.

LABOR RECORD

DIRECTION

QCM

100  
80

~~MS 7 1.3~~

~~Multi 1.2~~

~~100~~  
1.5

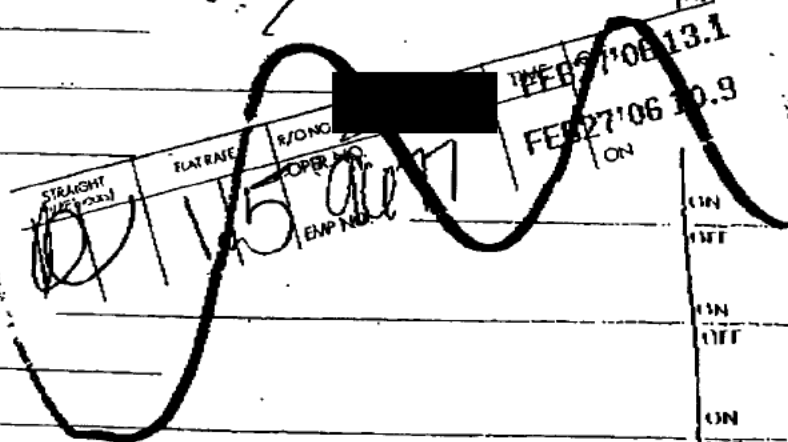
PARTS RETURNED BY DATE

DATE

MOULD

LABOR

DIRECTION



PARTS RETURNED BY DATE

DATE

LABOR

DIRECTION

PARTS RETURNED BY DATE

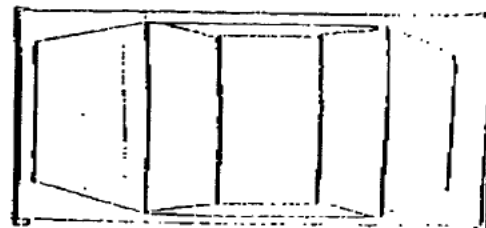
DATE

LABOR

DIRECTION

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS  
FRONT

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



MAY-22-2006 14:06

SUNSET FORD

6239772542

P.05

[Print Page Click Here](#)

**OASIS RESULT:**

**1FTSW21P76E**

See bottom of the OASIS result for contact ID

02/27/2006 14:12:27

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**▶ VEHICLE INFORMATION**

**VEHICLE DESCRIPTION**  
2006 F-SERIES  
**TRANSMISSION**  
TORQSHIFT

**BODY STYLE**  
F-250 CREW CAB 4X4  
**AXLE CODE**  
3L

**ENGINE**  
6.0L DIESEL DI V8  
**ENGINE CALIBRATION**  
6F710D0A

**▶ GENERAL WARRANTY INFORMATION**

**WARRANTY START DATE**  
11/20/2005

**BUILD DATE**  
08/15/2005

**SALE MILEAGE**  
00071

**▶ ARN MESSAGES**

**ATTENTION TECHNICIANS AND SERVICE MANAGERS:**  
BEFORE ADDRESSING VEHICLE VIBRATION CONCERNS, SEE TSB 05-26-24

**▶ CUDL MESSAGES**

THIS VEHICLE HAS A CLOSED CUDL CONTACT

**▶ WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

**▶ OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

**▶ EXTENDED COVERAGES**

0712 - USA 2005 NEW 24/30,000 PREMIUM MAINT(M&W)6.0L DSL 7.5K  
STANDARD DEDUCTIBLE: 0 USD  
OWNER NAME [REDACTED]  
OPTIONS:  
EXPIRATION DATE: 11/20/2007  
DISTANCE: 31,000  
RENTAL: 0 UP TO 0 DAYS  
TOWING: 0 USD  
CONTRACT SOLD BY: USA 20328  
ESP CONTRACT START DATE: 11/20/2005

**▶ REPAIR HISTORY**

11/23/2005

DEALER: Sunset Ford, Inc.

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 000241M

1FTSW21P76E [REDACTED]

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
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OSP		004	MTRADFORCE		
3W1Z 1700XA	VALVE & CAP ASY	004			
TWC01	TIRE DEFECT WARRANTY	000			

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTSW21P76E [REDACTED]



# REPAIR WORK SHEET

KEY TAG # [REDACTED]

WRITTEN BY: 9941

TIME PROMISED 6:00

YEAR 06 MAKE Ford

MODEL F1250

LICENSE # \_\_\_\_\_

MILEAGE 5501 COLOR \_\_\_\_\_

SERIAL # \_\_\_\_\_

1FTSW21P76E

## LABOR INSTRUCTIONS AND DESCRIPTION OF REPAIR

- SKD ESP in per owner manual
- \_\_\_\_\_
- \_\_\_\_\_
- SKD
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

175888

### DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

REASSEMBLY CHARGES (if applicable)	EXPECTED COMPLETION DATE	STORAGE CHARGES (After Completion Date)
		\$3 Per Day

OWNER'S NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

WORK PHONE \_\_\_\_\_

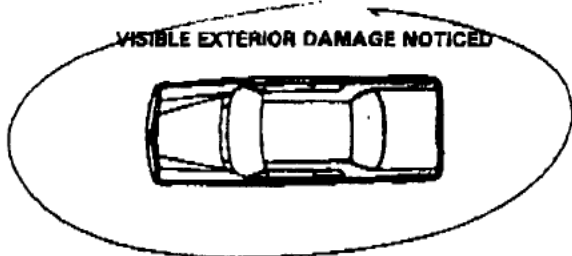
HOME PHONE 2-819-1426

TO RECEIVE AN ESTIMATE TO WHICH I AM BEFORE REPAIRS ARE AUTHORIZED.

DATE 2/27/06

Customer Labor Rates based on Rate of \$ \_\_\_\_\_ per flat rate hr. I ACKNOWLEDGE RECEIPT OF AND AGREE TO THE TERMS OF THIS ESTIMATE.

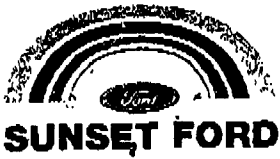
VISIBLE EXTERIOR DAMAGE NOTICED



CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

YOU ARE ENTITLED to the return of the replaced parts if you so request at the time you authorize the repair, except exchanged or warranty parts, or body shop parts which may be inspected. SAVE  DISCARD  I consent to the installation of rebuilt, reconditioned, or used parts in my vehicle or disclosed on the repair order indicated above. YES  NO  Disposability of any part listed herein or on repair order will prevent restoration of said parts to original condition.

AS RECOMMENDED BY FORD MOTOR COMPANY



# QualityCare

at your service

9130 W. Bell Road  
Peoria, AZ 85282-3700  
(623) 977-5233  
WWW.SUNSETFORD.COM

Customer Name: \_\_\_\_\_ Year/Model \_\_\_\_\_ Date: \_\_\_\_\_

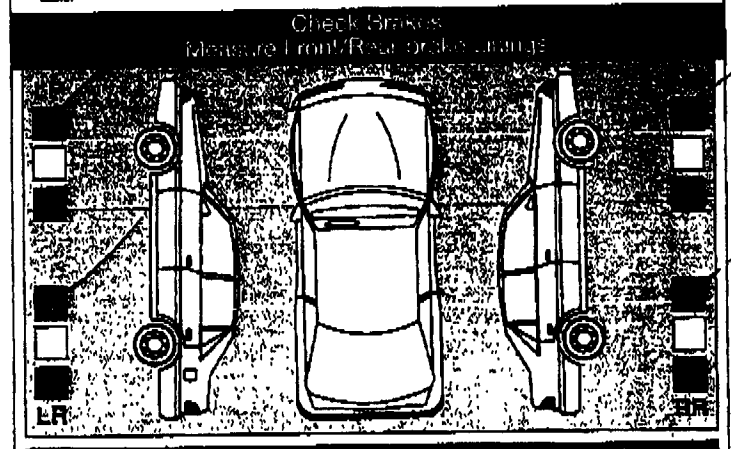
RO/Tag: \_\_\_\_\_ Mileage: \_\_\_\_\_

**CHECKED AND OKAY AT THIS TIME**    **MAY REQUIRE FUTURE ATTENTION**    **REQUIRES IMMEDIATE ATTENTION**

REPORT CARD	
<input checked="" type="checkbox"/>	CHECKED OKAY
<input type="checkbox"/>	MAY REQUIRE FUTURE ATTENTION
<input type="checkbox"/>	REQUIRES IMMEDIATE ATTENTION
<input checked="" type="checkbox"/>	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps
<input checked="" type="checkbox"/>	Windshield washer spray, wiper operation and wiper blades
<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting
<input checked="" type="checkbox"/>	Radiator, heater, and air-conditioning hoses for leaks and damage
<input checked="" type="checkbox"/>	Engine air filter
<input checked="" type="checkbox"/>	Oil and/or fluid leaks
<input checked="" type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped)
<input checked="" type="checkbox"/>	Exhaust system (leaks, damage, loose parts)
<input checked="" type="checkbox"/>	Drive-shaft, transmission, u-joints and shift linkage (if equipped) and lubricate (as needed)
<input checked="" type="checkbox"/>	Steering and steering linkages
<input checked="" type="checkbox"/>	Shocks/struts and other suspension components for leaks and/or damage
<input checked="" type="checkbox"/>	Brake system (including lines, hoses and parking brake) and wheel end for end-play and bearing noise
<input checked="" type="checkbox"/>	Engine cooling system, hoses and clamps
<input checked="" type="checkbox"/>	Accessory drive belt(s)
<input checked="" type="checkbox"/>	Clutch operation (if equipped)

**Check Battery**

<input checked="" type="checkbox"/> Good	Factory Spec Cold Cranking Amps <input type="text"/>	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Bad
<input type="checkbox"/> Recharge	Actual Cold Cranking Amps <input type="text"/>	Battery Terminals (Clean if necessary)	
<input type="checkbox"/> Bad			



Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)  
 3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"  
 Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or Less (Drum)

Comments: \_\_\_\_\_

**Check Tires**

<b>LF</b>	<b>TREAD DEPTH</b>	<b>RF</b>
<input checked="" type="checkbox"/> 7/32 or Greater		<input checked="" type="checkbox"/> 7/32 or Greater
<input type="checkbox"/> 4/32 to 6/32		<input type="checkbox"/> 4/32 to 6/32
<input type="checkbox"/> 3.32 or Less		<input type="checkbox"/> 3.32 or Less
<input checked="" type="checkbox"/> 7/32 or Greater		<input checked="" type="checkbox"/> 7/32 or Greater
<input type="checkbox"/> 4/32 to 6/32		<input type="checkbox"/> 4/32 to 6/32
<input type="checkbox"/> 3.32 or Less		<input type="checkbox"/> 3.32 or Less
<b>LR</b>		<b>RR</b>

Comments: \_\_\_\_\_

**Check Fluid Levels and Fill**

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

This Courtesy Inspection Completed by Your QualityCare Service Team!

Service Advisor: \_\_\_\_\_

Technician: \_\_\_\_\_

Normal Schedule Trucks, Fullsize Vans & SUVs

### NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

20,000 miles

<input type="checkbox"/> Change engine oil and replace oil filter. <input type="checkbox"/> Inspect tires for wear. Rotation recommended for optimal tire life. <input type="checkbox"/> Multi-point inspection (recommended)	DEALER VALIDATION:   RO#: _____ P&A CODE: _____ DATE: _____ MILEAGE: _____
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25,000 miles

<input type="checkbox"/> Change engine oil and replace oil filter. <input type="checkbox"/> Inspect tires for wear. Rotation recommended for optimal tire life. <input type="checkbox"/> Multi-point inspection (recommended)	DEALER VALIDATION:   RO#: _____ P&A CODE: _____ DATE: _____ MILEAGE: _____
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#### Tires



When your tires need to be replaced, consider visiting your Ford or Lincoln Mercury dealership for name-brand tires and people who know your vehicle. And if your Ford or Lincoln Mercury dealership sells the name-brand tire, they can also honor the tire manufacturer's warranty.

### NORMAL SCHEDULE TRUCKS, FULLSIZE VANS & SUVs

5,000 miles

<input checked="" type="checkbox"/> Change engine oil and replace oil filter. <input checked="" type="checkbox"/> Inspect tires for wear and rotate. <input checked="" type="checkbox"/> Multi-point inspection (recommended)	DEALER VALIDATION:   RO#: _____ P&A CODE: _____ DATE: _____ MILEAGE: _____
---	--

10,000 miles

<input type="checkbox"/> Change engine oil and replace oil filter. <input type="checkbox"/> Inspect tires for wear. Rotation recommended for optimal tire life. <input type="checkbox"/> Multi-point inspection (recommended)	DEALER VALIDATION:   RO#: _____ P&A CODE: _____ DATE: _____ MILEAGE: _____
---	--

15,000 miles

<input type="checkbox"/> Change engine oil and replace oil filter. <input type="checkbox"/> Inspect tires for wear and rotate. <input type="checkbox"/> Inspect automatic transmission fluid level, if equipped with dipstick. <input type="checkbox"/> Inspect brake pads/shoes/rotors/drums, brake lines & hoses, and parking brake system. <input type="checkbox"/> Inspect wheel ends for play and noise. <input type="checkbox"/> Inspect engine cooling system and hoses. <input type="checkbox"/> Inspect steering linkage, ball joints, suspension and, if equipped, half shafts, driveshaft and U-joints. <input type="checkbox"/> Replace cabin air filter, if equipped. <input type="checkbox"/> Lubricate 4X2 ball joints and steering linkage if equipped with zerk fittings. <input type="checkbox"/> Inspect and lubricate 4X4 front axle shaft U-joints (F250/350/450/550 and Excursion). <input type="checkbox"/> Multi-point inspection (recommended)	DEALER VALIDATION:   RO#: _____ P&A CODE: _____ DATE: _____ MILEAGE: _____
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SUNSET FORD, INC.

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233

ACCOUNTING



PAGE 1

SERVICE ADVISOR: 9941 SCOTT ARNOLD

GLENDALE, AZ  
HOME  
CELL

BUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
JM DARK TO	06	FORD F250 PICKUP	1FTSW21P76E		3159/3159		
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PC NO	RATE	PAYMENT	INV DATE
20NOV05	IS15AUG05		17:00 16JAN06		90.00	CASH	17JAN06

R.O. OPENED	DATE CUST NOTIFIED	OPTIONS:
15:49 16JAN06	15:05 17JAN06	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
B											
EXHAUST BACKFIRES WHEN LETTING OFF GAS AT AROUND 45MPH											
NC NO CHARGE											
						10741					
										0.00	0.00
										0.00	0.00
										0.00	0.00
NO PROBLEM FOUND. KOEO PASS. ROADTEST, MONITOR PIDS. NORMAL CONDITITION. SEE SSM 18845.											

SERVICE OPEN M-F 7 TO 6 SATURDAY 7 TO 5  
 "COMPLETELY SATISFIED" IT MEANS A LOT TO US  
 "EXCELLENT" IS OUR ONLY PASSING GRADE. IF OUR  
 SERVICE WAS NOT EXCELLENT PLEASE CONTACT YOUR  
 SERVICE ADVISOR LISTED  
 AT THE TOP OF THIS INVOICE

ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL  
 57000 0 0 10100 0 0

COST, SALE, & COMP TOTALS 0 0 0



I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle. I also acknowledge receipt of additional Consumer and Warranty Information contained on the reverse side.

Original Authorized Revised

CUSTOMER SIGNATURE

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





# REPAIR WORK SHEET

*4:00 10:00*

KEY TAG # \_\_\_\_\_

WRITTEN BY: \_\_\_\_\_ TIME PROMISED *Signature*

YEAR *06* MAKE \_\_\_\_\_ MODEL *F-250*

LICENSE # \_\_\_\_\_ MILEAGE *3154* COLOR \_\_\_\_\_

SERIAL # *1FT5W21P76E* \_\_\_\_\_

## LABOR INSTRUCTIONS AND DESCRIPTION OF REPAIR

1. \_\_\_\_\_
2. \_\_\_\_\_
3. *3KD*
4. \_\_\_\_\_
5. *Exhaust Bush fires out of Tail Pipe*
6. *when leaving job zone at about 45*
7. *MPH*
8. \_\_\_\_\_
9. \_\_\_\_\_

### DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

REASSEMBLY CHARGES (if applicable)	EXPECTED COMPLETION DATE	STORAGE CHARGES (After Completion Date)
		\$3 Per Day

OWNER'S NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

WORK PHONE \_\_\_\_\_

HOME PHONE \_\_\_\_\_

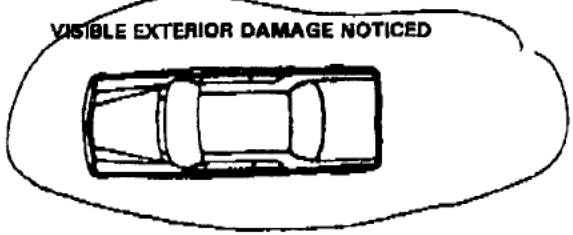
DATE \_\_\_\_\_

RECEIVE AN ESTIMATE TO WHICH I AM BEFORE REPAIRS ARE AUTHORIZED.

along with necessary materials. You and testing, inspection or delivery at my risk, vehicle to secure the amount of repair damage to vehicle or articles left in vehicle and your control.

per flat rate hr.

I ACKNOWLEDGE RECEIPT OF AND AGREE TO THE TERMS OF THIS ESTIMATE.



CUSTOMER SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

YOU ARE ENTITLED to the return of the replaced parts if you so request at the time you authorize the repair, except exchanged or warranty parts, or body shop parts which may be inspected.

SAVE  DISCARD

I consent to the installation of rebuilt, reconditioned, or used parts in my vehicle or disclosed on the repair order indicated above. YES  NO

Disassembly of any part listed herein or on repair order will prevent restoration of said parts to original condition.

[Print Page Click Here](#)

**OASIS RESULT:**

**1FTSW21P76E** [REDACTED]

See bottom of the OASIS result for  
contact ID

01/16/2006  
17:50:50

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**VEHICLE INFORMATION**

**VEHICLE DESCRIPTION**

2006 F-SERIES

**TRANSMISSION**

**BODY STYLE**

F-250 CREW CAB 4X4

**AXLE CODE**

3L

**ENGINE**

6.0L DIESEL DI V8

**ENGINE CALIBRATION**

6F710D0A

**GENERAL WARRANTY INFORMATION**

**WARRANTY START DATE**

11/20/2005

**BUILD DATE**

08/15/2005

**SALE MILEAGE**

00071

**CUDL MESSAGES**

THIS VEHICLE HAS A CLOSED CUDL CONTACT

**WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

**OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

**EXTENDED COVERAGES**

0712 - USA 2005 NEW 24/30,000 PREMIUM MAINT(M&W)6.0L DSL 7.5K

STANDARD DEDUCTIBLE: 0 USD

OWNER NAME: [REDACTED]

OPTIONS:

EXPIRATION DATE: 11/20/2007

DISTANCE: 31,000

RENTAL: 0 UP TO 0 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 20328

ESP CONTRACT START DATE: 11/20/2005

**ESP PART NUMBER INFORMATION**

ESP PART NUMBER 18472 - HOSE-HEATER WATER  
IS COVERED ON CONTRACT 0712

**REPAIR HISTORY**

11/23/2005

DEALER: Sunset Ford, Inc.

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 000241M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
-------------	------------------	----------	----------	-----------	----------------

1fsw21p76ea84165

				CODE	
9001 411303176	MAT ASY-CTR FLR FRT	004	1007AT	42	DOES NOT OPERATE PROPERLY
OSP		004	MTR0ADFORCE		
3W1Z 1700XA	VALVE & CAP ASY	004			
TWC01	TIRE DEFECT WARRANTY	000			

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTSW21P76E [REDACTED]



**BRACKET AND NEUTRALIZE THE EXHAUST SYSTEM.**  
**See TSB for complete details**  
**EFFECTIVE DATE: 09/20/2005**

\*216 515 851\* TECH HOTLINE CONTACT ID EXPIRES IN 5 DAYS FOR 1FTSW21P76E [REDACTED]  
END OF OASIS REPORT FOR 1FTSW21P76E [REDACTED]



[Print Page Click Here](#)

**OASIS RESULT:**  
**1FTSW21P76E**

See bottom of the OASIS result for contact ID 01/17/2006 16:51:58

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**VEHICLE INFORMATION**

<b>VEHICLE DESCRIPTION</b> 2006 F-SERIES	<b>BODY STYLE</b> F-250 CREW CAB 4X4	<b>ENGINE</b> 6.0L DIESEL DI V8
<b>TRANSMISSION</b>	<b>AXLE CODE</b> 3L	<b>ENGINE CALIBRATION</b> 6F710DOA

**GENERAL WARRANTY INFORMATION**

<b>WARRANTY START DATE</b> 11/20/2005	<b>BUILD DATE</b> 08/15/2005	<b>SALE MILEAGE</b> 00071
--	---------------------------------	------------------------------

**CUDL MESSAGES**

THIS VEHICLE HAS A CLOSED CUDL CONTACT.

**WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

**OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

**EXTENDED COVERAGES**

0712 - USA 2005 NEW 24/30,000 PREMIUM MAINT(M&W)6.0L DSL 7.5K  
 STANDARD DEDUCTIBLE: 0 USD  
 OWNER NAME: XXXXXXXXXX  
 OPTIONS:  
 EXPIRATION DATE: 11/20/2007  
 DISTANCE: 31,000  
 RENTAL: 0 UP TO 0 DAYS  
 TOWING: 0 USD  
 CONTRACT SOLD BY: USA 20328  
 ESP CONTRACT START DATE: 11/20/2005

**REPAIR HISTORY**

11/23/2005

DEALER: Sunset Ford, Inc.

WARRANTY CLAIM NUMBER XXXXXXXXXX

ODOMETER: 000241M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR GP	CONDITION CODE	CONDITION DESC
0001 411303176	MAT ASY-CTR FLR FRT	004	1007AT	42	DOES NOT OPERATE PROPERLY
OSP		004	MTROADFORCE		
3W1Z 1700XA	VALVE & CAP ASY	004			
TWC01	TIRE DEFECT WARRANTY	000			

[Click Here for Full Warranty History](#)

**SYMPTOM CODE INFORMATION**

**497000 - ENGINE NOISE CONCERNS**

**SPECIAL SERVICE MESSAGES**

**18996 1999-2006 MULTIPLE VEHICLES - NOISE FROM EXHAUST SYSTEM DUE TO LOOSE HEAT SHIELDS - SERVICE TIP**  
SOME 1999-2006 MODEL YEAR VEHICLES MAY EXHIBIT A "BUZZING" OR "RATTLING" NOISE FROM THE EXHAUST SYSTEM CAUSED BY A LOOSE HEAT SHIELD ATTACHMENT TO THE CATALYTIC CONVERTER, CATALYTIC CONVERTER PIPES, MUFFLER PIPES AND/OR MUFFLER. THE NOISE MAY BE NOTICEABLE DURING NORMAL DRIVING CONDITIONS OR AT ENGINE IDLE. IT IS NOT NECESSARY TO REPLACE THESE COMPONENTS FOR A LOOSE SHIELD. TO SERVICE, INSTALL ONE OR TWO WORM CLAMPS, AS NECESSARY, TO SECURE LOOSE HEAT SHIELD ATTACHMENTS. ADDITIONAL INFORMATION MAY BE OBTAINED IN THE WORKSHOP MANUAL SECTION 309-00.  
EFFECTIVE DATE: 12/21/2005



**18845 2003-2006 F-SUPER DUTY/2003-2005 EXCURSION/2004-2006 E-SERIES 6.0L - FLUTTER NOISE ON DECELERATION**  
SOME VEHICLES EQUIPPED WITH A 6.0L DIESEL ENGINE MAY EXHIBIT A FLUTTER TYPE NOISE FROM THE AIR BOX/INTAKE AREA ON DECELERATION. THIS NOISE TYPICALLY OCCURS WHEN DECELERATING AFTER HEAVY ACCELERATION. THE NOISE IS A NORMAL CHARACTERISTIC OF THIS ENGINE AND HAS NO IMPACT ON ENGINE OR TURBOCHARGER DURABILITY. NO REPAIR ATTEMPT SHOULD BE MADE FOR THIS CONDITION  
EFFECTIVE DATE: 09/21/2005

**TECHNICAL SERVICE BULLETINS**

05-21-09

**2003-2006 F-SUPER DUTY, 2003-2005 EXCURSION AND 2004-2006 ECONOLINE - WHINE/WHISTLE NOISE - 6.0L**  
SOME 2003-2006 F-SUPER DUTY, 2003-2005 EXCURSION AND 2004-2006 E-SERIES BUILT WITH THE 6.0L DIESEL ENGINE MAY EXHIBIT A WHINE/WHISTLE NOISE COMING FROM THE TURBOCHARGER AREA. REFER TO THE FOLLOWING SERVICE PROCEDURE TO ISOLATE AND REPAIR THE SOURCE OF THE NOISE.  
**See TSB for complete details**  
EFFECTIVE DATE: 10/13/2005

05-19-12

**2004-2006 F-SUPER DUTY AND 2004-2005 EXCURSION - TURBO-INDUCED EXHAUST MOAN/DRONE AT 1500-2000 RPM - 6.0L BUILT AFTER 9/29/2003**  
SOME 2004-2006 F-SUPER DUTY AND 2004-2005 EXCURSION VEHICLES BUILT AFTER 9/29/2003 WITH A 6.0L ENGINE MAY EXHIBIT A TURBO-INDUCED EXHAUST MOAN/DRONE BETWEEN 1500-2000 RPM. INSTALL A TURBOCHARGER BRACKET A-BRACE. FOR VEHICLES BUILT BEFORE 1/17/2005, IF THE NOISE IS STILL AT AN UNACCEPTABLE LEVEL AFTER INSTALLING THE A-BRACE, INSTALL A REVISED TURBOCHARGER PEDESTAL MOUNTING BRACKET AND NEUTRALIZE THE EXHAUST SYSTEM.  
**See TSB for complete details**  
EFFECTIVE DATE: 09/20/2005

**403000 - ENGINE EXHAUST SYSTEM CONCERNS**

### SPECIAL SERVICE MESSAGES

**18996 1999-2006 MULTIPLE VEHICLES - NOISE FROM EXHAUST SYSTEM DUE TO LOOSE HEAT SHIELDS - SERVICE TIP**  
MESSAGE TEXT DISPLAYED UNDER A PRIOR CODE  
EFFECTIVE DATE: 12/21/2005

**18846 2003-2006 F-SUPER DUTY/2003-2005 EXCURSION/2004-2006 E-SERIES 6.0L - EGR VALVE ELECTRICAL CONNECTOR - SERVICE TIP**  
IF NORMAL DIAGNOSTICS LEAD TO A CONCERN WITH THE EGR VALVE ELECTRICAL CONNECTOR ON 6.0L ENGINE, REPLACE THE CONNECTOR WITH SERVICE PART NUMBER 5C3Z-14A411-A. IT IS NO LONGER NECESSARY TO REPLACE THE ENGINE HARNESS TO FIX THIS CONNECTOR.  
EFFECTIVE DATE: 09/21/2005

### TECHNICAL SERVICE BULLETINS

06-02-04

**2005-2006 F-SUPER DUTY/E-SERIES, 2005 EXCURSION - EXHAUST SMOKE AND/OR SMELL, HARSH TRANSMISSION SHIFTS - 6.0L**  
SOME 2005-2006 F-SERIES AND E-SERIES BUILT BEFORE TO 12/5/2005, AND 2005 EXCURSION VEHICLES BUILT BEFORE TO 1/10/2005 EQUIPPED WITH THE 6.0L ENGINE, MAY EXHIBIT ANY OF THE FOLLOWING: \* EXHAUST SMOKE WHILE OPERATING IN ELEVATED IDLE OPERATION/PTO, CHARGE PROTECT, OR COLD IDLE KICKER MODE \* HARSH 3-2 GRADE LOAD BRAKING DOWNSHIFTS IN TOW/HAUL MODE DUE TO SHIFT INITIATING ON BOOST PRESSURE \* SHIFT BUSYNESS IN TOW/HAUL MODE \* SHIFT BUSYNESS \* LATE 5-6 SHIFT IN TOW/HAUL MODE \* HARSH 5-2 DOWNSHIFT \* HARSH 3-5 UPSHIFT DURING LIGHT THROTTLE ACCELERATION. REPROGRAM THE POWERTRAIN CONTROL MODULE (PCM) TO THE LATEST CALIBRATION USING WDS RELEASE 839.15 AND HIGHER OR B40.2 AND HIGHER. THIS NEW CALIBRATION IS NOT INCLUDED IN THE B40 CD. CALIBRATION FILES MAY ALSO BE OBTAINED AT WWW.MOTORCRAFT.COM.

See TSB for complete details  
EFFECTIVE DATE: 01/16/2006

05-19-12

**2004-2006 F-SUPER DUTY AND 2004-2005 EXCURSION - TURBO-INDUCED EXHAUST MOAN/DRONE AT 1500-2000 RPM - 6.0L BUILT AFTER 9/29/2003**  
SOME 2004-2006 F-SUPER DUTY AND 2004-2005 EXCURSION VEHICLES BUILT AFTER 9/29/2003 WITH A 6.0L ENGINE MAY EXHIBIT A TURBO-INDUCED EXHAUST MOAN/DRONE BETWEEN 1500-2000 RPM. INSTALL A TURBOCHARGER BRACKET A-BRACE. FOR VEHICLES BUILT BEFORE 1/17/2005, IF THE NOISE IS STILL AT AN UNACCEPTABLE LEVEL AFTER INSTALLING THE A-BRACE, INSTALL A REVISED TURBOCHARGER PEDESTAL MOUNTING BRACKET AND NEUTRALIZE THE EXHAUST SYSTEM.

See TSB for complete details  
EFFECTIVE DATE: 09/20/2005

05-13-09

**2003-2006 VARIOUS VEHICLES: DIESEL EXHAUST SMELL IN CAB - 6.0L ENGINE**  
SOME VEHICLES EQUIPPED WITH A 6.0L ENGINE MAY EXHIBIT A DIESEL ODOR IN THE CAB. IT MAY BE NECESSARY TO REPLACE THE EXHAUST MANIFOLD GASKET.

See TSB for complete details  
EFFECTIVE DATE: 06/22/2005

**702100 - NVH NOISE CONCERN -- FRONT****SPECIAL SERVICE MESSAGES**

**18996 1999-2006 MULTIPLE VEHICLES - NOISE FROM EXHAUST SYSTEM DUE TO LOOSE HEAT SHIELDS - SERVICE TIP**  
MESSAGE TEXT DISPLAYED UNDER A PRIOR CODE  
EFFECTIVE DATE: 12/21/2005

**18988 2003-2006 MULTIPLE VEHICLES WITH A TORQSHIFT TRANSMISSION - INTERMITTENT CLUNK WHEN SHIFTING BETWEEN DRIVE, REVERSE AND PARK AND/OR DURING 2-3 UPSHIFT**

SOME 2003-2006 F-SUPER DUTY, 2003-2005 EXCURSION, 2004-2006 E-SERIES, 2006 F63 MOTORHOME CHASSIS, AND 2006 LOW CAB FORWARD VEHICLES EQUIPPED WITH A TORQSHIFT TRANSMISSION MAY EXHIBIT SOME OR ALL OF THE FOLLOWING CLUNK CONDITIONS: CLUNK WHEN SHIFTING FROM DRIVE OR REVERSE GEAR INTO PARK; CLUNK OR POP UPON INITIAL ENGAGEMENT FROM REVERSE TO DRIVE AT APPROXIMATELY 2-3 MPH (3-5 KM/H); CLUNK DURING 2-3 UPSHIFTS. VERIFY THAT THE CUSTOMER CONCERN FITS ONE OR MORE OF THESE CONDITIONS. THESE SPECIFIC CLUNK CONDITIONS MAY BE INTERMITTENT AND ARE A CHARACTERISTIC OF POWERTRAIN MECHANICAL LASH. DO NOT ATTEMPT REPAIR.  
EFFECTIVE DATE: 12/16/2005

**18871 MULTIPLE VEHICLES - AXLE GEAR MARKING COMPOUND 'XG-14'**

MOTORCRAFT HAS RELEASED XG-14 MOTORCRAFT HIGH CONTRAST HYPOID GEAR MARKING COMPOUND FOR USE IN AXLE REPAIRS. CHECKING GEAR SET CONTACT TOOTH PATTERN CAN BE VERIFIED EASIER WITH THE USE OF MOTORCRAFT GEAR MARKING COMPOUND. XG-14 WILL BE REFERENCED IN THE AXLE REPAIR SECTION OF FUTURE SHOP MANUALS. THE FEATURES OF THIS NEW PRODUCT INCLUDE: SPECIALLY FORMULATED TO BE NON-DAMAGING TO AXLE BEARINGS; COMPATIBLE WITH ALL FORD/MOTORCRAFT HYPOID GEAR LUBRICANTS; BRUSH-ON APPLICATION.  
EFFECTIVE DATE: 10/11/2005

**18845 2003-2006 F-SUPER DUTY/2003-2005 EXCURSION/2004-2006 E-SERIES 6.0L - FLUTTER NOISE ON DECELERATION**

MESSAGE TEXT DISPLAYED UNDER A PRIOR CODE  
EFFECTIVE DATE: 09/21/2005

**18763 1998-2006 MULTIPLE VEHICLES - POWER STEERING NOISE**

SOME 1998-2006 FORD, LINCOLN, AND MERCURY VEHICLES MAY EXPERIENCE UNACCEPTABLE POWER STEERING NOISE. THIS MAY BE DUE TO THE USE OF IMPROPER POWER STEERING FLUID. ONLY USE MERCON ATF POWER STEERING FLUID FOR 1998-2006 VEHICLES. DO NOT USE TYPE F FLUID WHICH MAY CAUSE EXCESSIVE POWER STEERING NOISE.

EFFECTIVE DATE: 08/02/2005

**TECHNICAL SERVICE BULLETINS**

05-19-12

**2004-2006 F-SUPER DUTY AND 2004-2005 EXCURSION - TURBO-INDUCED EXHAUST MOAN/DRONE AT 1500-2000 RPM - 6.0L BUILT AFTER 9/29/2003**

SOME 2004-2006 F-SUPER DUTY AND 2004-2005 EXCURSION VEHICLES BUILT AFTER 9/29/2003 WITH A 6.0L ENGINE MAY EXHIBIT A TURBO-INDUCED EXHAUST MOAN/DRONE BETWEEN 1500-2000 RPM. INSTALL A TURBOCHARGER BRACKET A-BRACE. FOR VEHICLES BUILT BEFORE 1/17/2005, IF THE NOISE IS STILL AT AN UNACCEPTABLE LEVEL AFTER INSTALLING THE A-BRACE, INSTALL A REVISED TURBOCHARGER PEDESTAL MOUNTING



**FAX**

9130 West Bell Road  
Peoria, AZ 85382-3700

To: Tony

From: Debby Lorenzano

Fax:

Date: 5/22/06

Phone:

Phone: 623-977-5233

Fax: 623-977-2542

Pages: 47

Urgent     Please Reply

• Comments:

Tony

I will have to send this  
over in 3 batches.

Please be patient and you  
will receive them all

Thx Debby

# SUNSET FORD, INC.

SALES & SERVICE

9130 W. BELL ROAD

PEORIA, AZ 85382

(623) 977-5233



GLENDALE, AZ

HOME [REDACTED] BUS [REDACTED]

CELL [REDACTED]

SERVICE ADVISOR: 9941 SCOTT ARNOLD

COLOR	YEAR	MAKE/MC	VIN	LICENSE	MILEAGE IN/OUT	DATE
JM DARK TO 06	FORD F250 PICKUP	PTS: 06/11/94165			241/241	
IN SVCS DATE	PROD DATE	WARR EXP	USED	RATE	PAYMENT	INQ DATE
20NOV05	IS15AUG05	17:00	23NOV05	90.00	CASH	28NOV05
REG OPENED	DATE CUSTOMER NOTIFIED	REASON				
07:05	23NOV05	08:32	28NOV05			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A WOBBLE IN STEERING WHEEL 62 TO 68 MPH AND ALSO WHEN GOING OVER BUMPS CAUSE: ROADTEST TO VERIFY AND DIAG VIBRATION AT LOW SPEED S, MEASURE RUNOUT AND CHECK BALANCE OF ALL 4 TIRES USING ROADFORCE BALANCE MACHINE, FOUND											
	1007AT		TIRE(S) - REPLACE (TIRE/1007) - L								
			9677 PORTER, BRANDON LIC#: 7523							78.39	78.39
			WS 1.00 2100 7839								
	4	9001*4113031*76									
		LT275/65R20 A6				92500	115628	0	289.07	289.07	1156.28
	4	TIRE DISPOSAL FEE				0	800	0	2.00	2.00	8.00
	4	WT4 WEIGHT				300		0	1.50	1.50	6.00
	4	3W1Z*1700*XA VALVE STEM				180		0	1.99	1.99	7.96
	MI	MTROADFORCE									
		9677 PORTER, BRANDON LIC#: 7523								431.15	431.15
		WS 5.50 11550 43115									
	2P	SCHEDULED MAINTENANCE									
		9677 PORTER, BRANDON LIC#: 7523								0.00	0.00
		CPS 0.00 0									
	FC:	42									
	PART#:	TWC01.									
	COUNT:					92980					
	CLAIM TYPE:	TWC									
	AUTH CODE:	7523				13650	50954	TLABOR			
	B	VEH PULLS TO THE RIGHT									
		NWP NO WORK PERFORMED									
		9677 PORTER, BRANDON LIC#: 7523								0.00	0.00
		CPS 0.00 0									
	C	HAS 20 INCH WHEELS AND TIRES									
		C CK NOISE FROM ENGINE WHEN ACCEL. BELT SQUEAK									
		NPF UNABLE TO DUPLICATE CONCERN AT THIS TIME									
		9677 PORTER, BRANDON LIC#: 7523								0.00	0.00
		CPS 0.00 0									
	D	INK MARK ON CENTER CONSOLE COVER									

A) 1675.76 11/30

A) 8.00 11/30

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle. I also acknowledge receipt of additional Consumer and Warranty Information contained on the reverse side.

Original \_\_\_\_\_ Authorized Revised \_\_\_\_\_

CUSTOMER SIGNATURE 2512

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SUNSET FORD, INC.

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233

ACCOUNTING



PAGE 2

SERVICE ADVISOR: 9941 SCOTT ARNOLD

GLENDALE, AZ

HOME [REDACTED] BUS [REDACTED]

CELL [REDACTED]

IN SVCS DATE	PRD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
20NOV05	15AUG05		17:00 23NOV05		90.00	CASH	28NOV05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
07:05	23NOV05	08:32	28NOV05								
RESC CUSTOMER TO RESCHEDULE											
999 SERVICE SHOP LIC#: 0999											
						0.00	0	0		0.00	0.00

SERVICE OPEN M-F 7 TO 6 SATURDAY 7 TO 5  
 "COMPLETELY SATISFIED" IT MEANS A LOT TO US  
 "EXCELLENT" IS OUR ONLY PASSING GRADE. IF OUR  
 SERVICE WAS NOT EXCELLENT PLEASE CONTACT YOUR  
 SERVICE ADVISOR LISTED  
 AT THE TOP OF THIS INVOICE

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57200	7839	2100	258528	54600	117824	92980	
57200	43115	11550		57000	0	0	
11400	168778	*****		10100	0	*****	

COST, SALE, & COMP TOTALS 106630 168778 0



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Original

Authorized Revised

CUSTOMER SIGNATURE

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

WARRANTY COPY



ROADTEST VEH. TO VERIFY & DIAG. VIBRATION AT HWY SPEEDS.  
 MEASURE RUNOUT & CHECK BALANCE OF ALL 4 TIRES USING ROADFORCE  
 BALANCE MACHINE. FOUND ALL 4 TIRES HAVING EXCESSIVE  
 LOADFORCE. MEASURED RUNOUT & CHECKED BALANCE OF  
 2 OTHER STOCK UNITS & FOUND EXCESSIVE ROADFORCE OF ALL  
 4 TIRES ON BOTH STOCK UNITS. NECESSARY  
 TO MOUNT & BALANCE 4 NEW TIRES & ROADTEST VEH.  
 TO PASS.

NEW DOT#  
 (3) MKOT BXEV 3905  
 (1) MKOT BXEV 3805

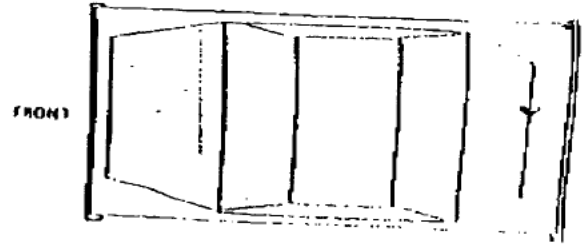
11/30  
 47

~~1007AT 10~~  
~~MT 4.5 LR~~  
 Roadforce  
~~5.5~~

STRAIGHT TIRE BRAND	RATE	OPER NO	EMP NO	TIME	OFF
W	W	9677	[REDACTED]		
W	W	9677	[REDACTED]		
W	W	9677	[REDACTED]		

WHEELS IN EXCELLENT COND. DATE \_\_\_\_\_  
 ALIGN \_\_\_\_\_  
 FRONT C-TRIM \_\_\_\_\_  
 WHEELS IN EXCELLENT COND. DATE \_\_\_\_\_  
 ALIGN \_\_\_\_\_  
 FRONT C-TRIM \_\_\_\_\_  
 WHEELS IN EXCELLENT COND. DATE \_\_\_\_\_  
 ALIGN \_\_\_\_\_  
 FRONT C-TRIM \_\_\_\_\_

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE  
 PREVIOUS TO MAKING REPAIRS





# REPAIR WORK SHEET

*Nell*

KEY TAG #

WRITTEN BY:

9941

TIME PROMISED

5:00

YEAR

06

MAKE

MODEL

F250

LICENSE #

MILEAGE

241

COLOR

BURGANDY

SERIAL #

1FTSW21P76EA

## LABOR INSTRUCTIONS AND DESCRIPTION OF REPAIR

1. ~~Wobble~~ Wobble in steering
2. Wheel 62-68 MPH AND ALSO
3. WHEN GOING OVER BUMPS
- 4.
5. ~~VEH~~ VEH PULLS TO THE RIGHT
6. ~~CK~~ CK NOISE FROM ENGINE WHEN
7. ACCEL - BELT SQUEAK
- 8.
9. ~~INK~~ INK MARK ON CENTER CONSOLE COVER

### DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

REASSEMBLY CHARGES (if applicable)	EXPECTED COMPLETION DATE	STORAGE CHARGES (After Completion Date)
		\$3 Per Day

ESTIMATE

RECEIVE AN ESTIMATE TO WHICH I AM BEFORE REPAIRS ARE AUTHORIZED.

OWNER'S NAME

ADDRESS

CITY/STATE/ZIP

WORK PHONE

HOME PHONE

DATE

along with necessary materials. You and testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Warranty 90 days or 4000 miles, whichever occurs first.

Customer Labor Rates based on Rate of \$ per flat rate hr. I ACKNOWLEDGE RECEIPT OF AND AGREE TO THE TERMS OF THIS ESTIMATE.

VISIBLE EXTERIOR DAMAGE NOTICED



CUSTOMER SIGNATURE

DATE

YOU ARE ENTITLED to the return of the replaced parts if you so request at the time you authorize the repair, except exchanged or warranty parts, or body shoe parts which may be inspected.

SAVE  DISCARD  I consent to the installation of rebuilt, reconditioned, or used parts in my vehicle or depicted on the repair order indicated above. YES  NO  Disassembly of any part listed herein or on repair order will prevent restoration of said parts to original condition.

[Print Page Click Here](#)

**OASIS RESULT:**

**1FTSW21P76E** [REDACTED]

See bottom of the OASIS result for contact ID

11/23/2005 08:49:59

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**▶ VEHICLE INFORMATION**

**VEHICLE DESCRIPTION**  
2006 F-SERIES  
**TRANSMISSION**

**BODY STYLE**  
F-250 CREW CAB 4X4  
**AXLE CODE**  
3L

**ENGINE**  
6.0L DIESEL DI V8  
**ENGINE CALIBRATION**

**▶ GENERAL WARRANTY INFORMATION**

**WARRANTY START DATE**  
11/20/2005

**BUILD DATE**  
08/15/2005

**SALE MILEAGE**  
00071

**▶ WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

**▶ OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

**▶ EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

**▶ REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTSW21P76E [REDACTED]





# SUNSET FORD

9130 W. Bell Road • Peoria, AZ 85382-3700  
www.sunsetford.com  
Telephone (623) 977-8888

Salesman ANDREW LATNEY

Stock No. 388221

Date 05 NOV 2005

Bus. Phone [REDACTED]

Res. Phone [REDACTED]

## Get Ready Authorization

PURCHASER [REDACTED]

Address [REDACTED] City GLENDALE AZ

Zip [REDACTED]

PLEASE PRESS FIRMLY - You are making 4 copies.

NEW  USED  COLOR [REDACTED] YEAR [REDACTED] CYLINDER [REDACTED]

Make FORD Model FORD I.D. No. [REDACTED]

Mileage [REDACTED] Body [REDACTED] Lic. No. [REDACTED]

### ADDITIONAL AGREEMENTS

VEHICLE SOLD AS IS - NO ADDITIONAL EQUIPMENT  
OR SERVICE IMPLIED OR IMPLIED

SALES SUNSET FORD

DATE 11-25-05

FIX VIBRATION PROBLEM

WHEEL AT VARIOUS SPEEDS

TO BE DONE AS NECESSARY

AT MOST QUANTUM CAR

F&I

CONDITIONS

REPAIRS

12/1/05

DATE AND TIME PROMISED

LOCATION OF CAR

### I UNDERSTAND:

- INSURANCE: I understand that dealer has no insurance coverage on this vehicle. Insurance coverage regarding this vehicle provided by me with policies I have in effect at this time. X
- LICENSE FEES AND REGISTRATION: I understand that all license fees are estimated and could change when processed through DMV. I will be refunded [REDACTED] is less and I agree to pay the difference if it is more. X
- TRADE IN DMV REGISTRATION: I certify the vehicle I am trading in is registered in my name and that all fees due are current and paid, including any outstanding traffic citations. X
- PAYOFF: If the payoff on my trade in is more than \$ [REDACTED] I agree to pay the difference to the dealer upon demand. If the payoff is less I will be refunded the difference by the dealer. X
- USED CAR GUARANTEE: I understand there is no warranty on this used vehicle. I am purchasing it as-is. A service contract may be available for me to purchase. X
- WORK TO BE DONE: I understand that any and all authorized work to be done on this vehicle will begin only after all financial agreements have been completed. [REDACTED] must be performed within 30 days of purchase. X
- NO LOAN CARS: I understand that [REDACTED] does not provide loan cars. Rental cars are available. X
- NO VERBAL PROMISES: I understand and agree that I have not been promised any work that does not appear in writing on this [REDACTED]. X
- No plate credit due other than on trade. X

Date

Date



SUNSET FORD, INC.

ACCOUNTING

SALES & SERVICE

9130 W. BELL ROAD

PEORIA, AZ 85382

(623) 977-5233



PAGE 1

HOME: BUS: SERVICE ADVISOR: 4522 VONDA AHUERO

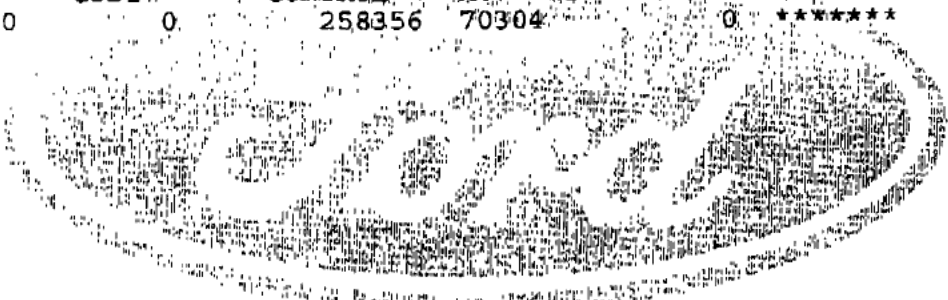
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
JM DARK TC	06	FORD F250 PICKUP	1FTSW21P76E		10/10		
IN SVG DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
IS15AUG05			17:00 21NOV05		90.00	CASH	21NOV05

R.O. OPENED	DATE	CUST. NOTIFIED	OPTIONS:
08:48	21NOV05	11:01 21NOV05	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A PREP WORK PERFORMED BY NIGHT/ WEEKEND CREW											
NIGHT PREP WORK PERFORMED BY NIGHT/ WEEKEND CREW											
888 DETAIL LIC#: 888											
			INEW			0.00					

SERVICE OPEN M-F 7 TO 6 SATURDAY 7 TO 5  
 "COMPLETELY SATISFIED" IT MEANS A LOT TO US  
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 SERVICE WAS NOT EXCELLENT PLEASE CONTACT YOUR  
 SERVICE ADVISOR LISTED  
 AT THE TOP OF THIS INVOICE

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57300	0	0	258356	70304	0	*****	260308



COST, SALE, & COMP TOTALS 0 0 0

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



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Original \_\_\_\_\_ Authorized Revised \_\_\_\_\_  
 CUSTOMER SIGNATURE

WARRANTY COPY





SUNSET FORD, INC.

ACCOUNTING



SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 4522 VONDA AHUERO

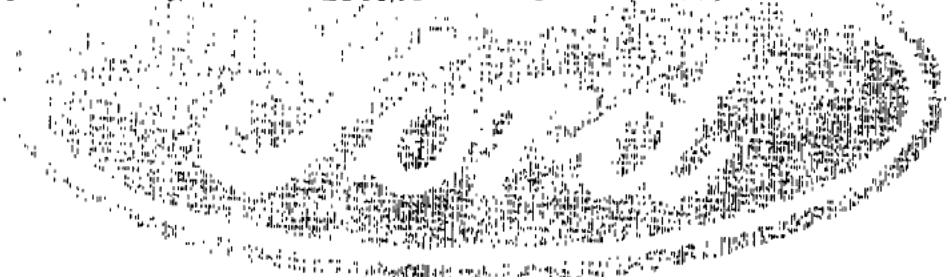
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
JM DARK TO	06	FORD F250 PICKUP	1FTSW21P76E		10/10		
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	FO NO	RATE	PAYMENT	INV DATE
IS15AUG05			17:00 21NOV05		90.00	CASH	21NOV05

H.O. OPENED	DATE CUST NOTIFIED	OPTIONS:
08:48 21NOV05	11:01 21NOV05	


LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A											
A PREP WORK PERFORMED BY NIGHT/ WEEKEND CREW											
NIGHT PREP WORK PERFORMED BY NIGHT/ WEEKEND CREW											
						888	DETAIL LIC#: 888				
						INEW	0.00	0	0	0.00	0.00

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ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57300	0	0	258356	70304	0	*****	260308



COST, SALE, & COMP TOTALS 0 0 0

 Original _____ Authorized Revised _____ CUSTOMER SIGNATURE _____	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	ADJUSTMENTS	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00



ACCOUNTING

PAGE 1

SUNSET FORD, INC.

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233



HOME:

BUS:

SERVICE ADVISOR: 4522 VONDA AHUERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG	
JM DARK TO	06	FORD F250 PICKUP	1FTSW21P76E		2/2		
IN SVCS DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT	INV. DATE
IS15AUG05			17:00 31AUG05		90.00	CASH	31AUG05

R/O OPENED	DATE COST NOTIFIED	OPTIONS
10:59 31AUG05	13:56 31AUG05	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	F150-350	PDI		1.1							
F150-350 PDI, 1.1 HOURS											
F150-350 PDI, 1.1 HOURS											
10642 PROCH, SETH S LIC#: 4750											
		INT		1.10		1100	9900			99.00	99.00
B	CLEAN NEW	VEHICLE									
CLEAN CLEAN NEW VEHICLE											
888 DETAIL LIC#: 888											
		INTPR		0.30		0	2399			23.99	23.99
C	WINDOW	ETCHING									
ETCH WINDOW ETCHING											
888 DETAIL LIC#: 888											
		INTPR		1.00		0	5900			59.00	59.00
D	IDENTITY	THEFT	DETERRENT	SYSTEM							
IDEN IDENTITY THEFT DETERRENT SYSTEM											
10642 PROCH, SETH S LIC#: 4750											
		INT		0.10		100	800			8.00	8.00
		1 RELAY	RELAY			4900	5900	0	59.00	59.00	59.00
		SHOP	SUPPLIES			0	461				4.61

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ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57300	10700	1200	251311	57550	8299	0	251311
54700	5900	4900		77801	461	0	SCN
13100	25360	*****	260308				

COST, SALE, & COMP TOTALS 6100 25360 0



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	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
	ADJUSTMENTS	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

WARRANTY COPY

ACCOUNTING

**SUNSET FORD, INC.**

SALES & SERVICE  
9130 W. BELL ROAD  
PEORIA, AZ 85382  
(623) 977-5233



HOME:

BUS:

SERVICE ADVISOR: 4522 VONDA AHUERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
JM DARK TO	06	FORD F250 PICKUP	1FTSW21P76E		2/2		
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PC NO	RATE	PAYMENT	INV DATE
	IS15AUG05		17:00 31AUG05		90.00	CASH	31AUG05

R.O. OPENED	DATE CUST NOTIFIED	OPTIONS
10:59 31AUG05	13:56 31AUG05	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	F150-350	PDI		1.1							
			F150-350 PDI	1.1							
			10642 PROCH,SETH S LIC#: 4750								
			INT	1.10		1100	9900			99.00	99.00
B	CLEAN	NEW	VEHICLE								
			CLEAN CLEAN NEW VEHICLE								
			888 DETAIL LIC#: 888								
			INTPR	0.30		0	2399			23.99	23.99
C	WINDOW	ETCHING									
			ETCH WINDOW ETCHING								
			888 DETAIL LIC#: 888								
			INTPR	1.00		0	5900			59.00	59.00
D	IDENTITY	THEFT	DETERRENT SYSTEM								
			IDEN IDENTITY THEFT DETERRENT SYSTEM								
			10642 PROCH,SETH S LIC#: 4750								
			INT	0.10		100	800			8.00	8.00
			1 RELAY RELAY			4900	5900	0	59.00	59.00	59.00
			SHOP SUPPLIES			0	461				4.61

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 AT THE TOP OF THIS INVOICE

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	10700	1200	251311		8299	0	251311
	5900	4900			461	0	SCN
	25360	*****	260308				

COST, SALE, & COMP TOTALS 6100 25360 0



I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle. I also acknowledge receipt of additional Consumer and Warranty Information contained on the reverse side.

Original  
 CUSTOMER SIGNATURE

Authorized  
 Revised

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





DELIVERY RECEIPT / ELML2588597

<b>Carrier Information</b> HADLEY AUTO TRANSPORT / A PTS COMPANY 35005 MICHIGAN AVE WAYNE, MI 48184 Damages/Claims Issues- Phone : (734) 858-1804 (8 - 5 EST) Fax : (734) 858-1904 (24 Hours) Delivery Issues - Phone : (623) 583-1908	<b>Load Information</b> Shipper : FORD MOTOR COMPANY Load # : ELML2588597 Drop # : 1 of 1 Disp Date : Origin : EL MIRAGE, AZ
--	--

<b>Dealer/Consignee Ship To Information</b> SUNSET FORD - PEORIA -- ID# : F71179 9130 W BELL RD PEORIA, AZ 85382 Phone : 623-977-8888 Delivery Hrs : H. M-F 5:30-MIDNIGHT	<b>Driver Information</b> ID / Name : <i>[Signature]</i> Tractor/Trailer : 5700 6700 T Home Terminal : Assigned Terminal :
---	--

**Special Instructions**  
 Call For Saturday. Dealer Prefers Night Deliveries.

#	Bay/Lot	Vehicle Number	Description	Color	Orientation
1	110 00110/ELM	1FMCU02Z2 6KA [REDACTED]	ESCAPE XLS 4X2 4DR	GOLD	/
		Exceptions: 260303 / 271622525			
2	15 00015/ELM	1FMCU02Z2 6K [REDACTED]	ESCAPE XLS 4X2 4DR	SILVER	/
		Exceptions: 260306 / 271622528			
3	29 00029/ELM	1FTRF1225 6N [REDACTED]	F150R-CAB4X2 126WB	WHITE	/
		Exceptions: 260303 / 271622582			
4	19 00019/ELM	1FTRF1226 6N [REDACTED]	F150R-CAB4X2 126WB	WHITE	/
		Exceptions: 260303 / 271622583			
5	65 00065/ELM	1FTSW21P4 6E [REDACTED]	F250 CREW4X4 156WB	WHITE	/
		Exceptions: 260312 / 271622585			
6	68 00068/ELM	1FTSW21P6 6E [REDACTED]	F250 CREW4X4 156WB	DK BLUE	/
		Exceptions: 260303 / 271622524			
7	26 00026/ELM	1FTSW21P7 6E [REDACTED]	F250 CREW4X4 156WB		/
		Exceptions: 260308 / 271622581			
8	92 00092/ELM	1FTZR44E3 6F [REDACTED]	RANGER S-CAB 4X2 126WB	DK GRAY	/
		Exceptions: 260305 / 271622522			

5 DIGIT NUMERIC CODING MUST BE USED TO DESCRIBE DAMAGE

**Dealer Remarks:**  
 8.3103  
*[Signature]*  
 Signature: \_\_\_\_\_  
 Date: 1-1- Time: 1- M.

**Signature:** \_\_\_\_\_  
 Date: 1-1- Time: 1- M.  
 DUPLICATE

TRACK VEHICLES @ WWW.PIDING.BIZ



PRE DELIVERY SERVICE RECORD

CHECK AND SPECIFY THE VEHICLE AS SHOWN-PERFORM SPECIFIED ADJUSTMENTS AS REQUIRED. REFER TO THE PRE-DELIVERY INSPECTION MANUAL.

VEHICLE IDENTIFICATION NUMBER (VIN) 11A7S4211A716E DELIVERY DATE

Manual Reference CHECK

- A1 12v Battery state of charge. Recharge if indicator is red. Batteries without the indicator recharge if at 12.4 volts or below
- A3 Visually inspect all underhood components. Check for fluid leaks
- A4 Visually inspect tires and all under-vehicle components. Check for fluid leaks

CHECK AND FILL TO SPECIFICATION

- B1 TIRE PRESSURE (including spare), (Set at outside ambient temperature)
- B2 Engine oil (Do not overfill)
- B3 Engine coolant (Do not overfill)
- B4 Engine oil (Do not overfill)
- B5 Engine coolant (Do not overfill)
- B6 Power steering (fluid) (not applicable to Escape Hybrid)
- B7 Brake master cylinder
- B8 Clutch master cylinder
- B9 Automatic transmission/transaxle/eCVT or CVT. Do not add/remove when cold. (Do not overfill) (Not required for Explorer, Thunderbird, Freestyle, Five Hundred, Mustang or Escape Hybrid)

REMOVE

- F6 Remove wiper protections

INSTALL LOOSE-SHIPED ITEMS

- F1 Loose accessories (including fuses removed for vehicle transport)

TORQUE TO SPECIFICATIONS

- F1 Rock wheel nuts (right truck — dual rear wheels only)

CHECK OPERATION

- F7 Lights, Headlamps, Taillamps, Turn signals, Hazard warning flashers, Marker lamps, Courtesy lamps, Fog lamps (if equipped); Instrument warning indicators
- F8 Air bag readiness light
- F9 Instruments for proper operation
- F10 Parking brake (including warning lamp)
- F11 Steering column lock (if equipped)

Manual Reference CHECK OPERATION (Con 1)

- F14 Starter lockout — Attempt to start engine with:
  - Selector in forward and reverse gears (auto trans.)
  - Clutch not depressed/shifter in Neutral (manual trans.)
  - Selector in Forward, Reverse and Neutral (Escape Hybrid Only)
- F15 Horn
- F16 Wipers and washers
- F20 Heater, air conditioner, defroster, ventilation and electric cooling fan systems
- F21 Safety belt warning system
- F24 Check security and entry devices, (Securelock Passive Anti-Theft System keys, ALL remote entry transmitters)

SETUP AND CHECK

- J1 Radiolock operation and set stations/time
- J2 Set compass variation zone
- J3 Calibrate satellite navigation system
- J4 Reset low tire warning/tire pressure monitoring system
- J5 Check Air Suspension warning light. Turn switch to "ON" position (Expedition)
- J6 Rear seat entertainment system — setup
- J7 Electronic Message Center

ROAD TEST

- H1 Check driveability during road test. If a problem exists or if the "check engine/service engine soon" light illuminates, perform appropriate diagnosis and warranty repair per PC/ED manual
- H2 Throttle operation and idle return
- H3 Check for squeaks, rattles, vibrations and wind noise
- H5 Brakes (including parking brake)
- H6 Steering control and check clear vision
- H8 Transmission, clutch or Escape Hybrid/eCVT performance
- H10 Speed control
- H11 Transfer case
- H14 Reverse park aid

APPEARANCE OPERATIONS

- AP1 Wash vehicle, perform detailed cleanup of interior and exterior
- AP2 Inspect for interior and exterior metal and paint damage and touch up as required
- AP3 Place necessary warranty facts booklet, owner card and owner publications in vehicle
- AP4 Remove protective covers (body, seats and carpet)

OWNER'S NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_  
 DEALER'S NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

STOCK NO. 260308

DASIS was checked to identify required service actions. Condition that all open recalls and field service actions have been completed

I certify that all items on this sheet have been inspected on this vehicle in accordance with all applicable procedures and requirements. I have noted any additional requirements and have noted on this record in the dealer's vehicle record file.

10642 8/3/05  
 TECHNICIAN'S SIGNATURE DATE

DEALER'S SIGNATURE DATE

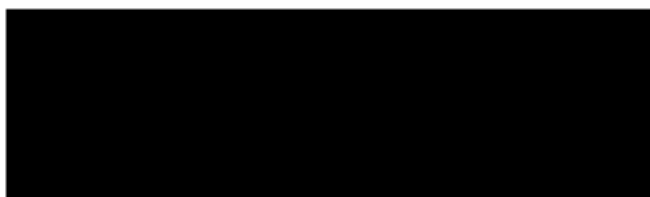
**QUALITY CONCERNS DEPARTMENT**

If product quality concerns are noted during the pre-delivery of this unit, submit a Global Concern Report (previously known as FDSB) available at <http://www.ford.com> or call 1-800-4-A-FORD.

Note: Concerns that are not resolved by the dealer should be reported to the Quality Concerns Department.

\*Check items are not shown in the order they should be performed

TOTAL P.16





Consumer Affairs

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

Sent via Facsimile

January 25, 2006

[REDACTED]  
Mercedes, TX

RE: 2005 F-Series Super Duty  
VIN: 1FTWW31P45E [REDACTED]

Dear [REDACTED]

This is in response to your 2005 F-Series Super Duty concern.

Ford Motor Company has reviewed your case. As a goodwill gesture, we have decided to assist with the cost of repairs to your vehicle. The repairs must be completed at Weslaco Ford. Upon acceptance of this offer, you will be required to sign the attached release.

To formally accept this offer, please sign both documents and return this verification to me along with the signed release via fax at (313) 845-5668 within **ten (10) days** of the receipt of this letter, or our file will be closed. If you have any questions regarding this issue, please contact me at (313) 845-4637.

(X) \_\_\_\_\_

Respectfully yours,

  
Ke Nisha Dunlap  
Consumer Affairs



**GENERAL RELEASE OF ALL PROPERTY CLAIMS**

I [REDACTED] for the sole and only consideration of repair to my **2005 F-Series Super Duty** (1FTWW31P45[REDACTED]), receipt of which is hereby acknowledged, hereby release and discharge Ford Motor Company, Ford Motor Credit Company, their affiliates, subsidiaries, employees, agents, representatives, successors, assigns, insurers, suppliers, and dealers of any of the above, (hereafter collectively "Releasees"), from any and all Property claims, demands, accounts, actions, proceedings and sums of which I at any time, had or may have or that my assigns, heirs, executors or administrators hereafter can or may have against said Releasees by reason of any action, omission, event, cause, matter or thing whatsoever, presently known or unknown, suspected or unsuspected, whether or not in litigation and whether or not well-founded in fact or in law, up to and including the date of this Release, and all of the property damages, losses, personal, or consequences which may result, or be alleged to result in the future, even though the same are not presently known and even though there is no reason to believe they may occur.

This Release expressly includes, but shall not be limited to, all such property claims, demands or other rights for damages, losses, or consequences, or to property that may be based upon or arise out of a **vehicle concern** which occurred on or about **November 18, 2005**, within the State of **Texas**, and I hereby acknowledge full settlement and satisfaction of all Property claims of whatever kind or character which I have or may have against Releasees by reason of such accident.

It is understood and agreed that in making the Release, I rely wholly upon my own judgment belief and knowledge, and that no representations or statements made by Releasees, their representatives, or any physician or surgeon employed by them have influenced me to any extent whatsoever in making this Release.

It is understood and agreed that I and my assigns, heirs, executors and administrators, shall hold Releasees harmless from any and all Property claims, demands, accounts, actions, sums of money, losses, damages, liens, costs and / or expenses for which Releasees may become liable as a result of the matters released above, and shall indemnify Releasees from any and all associated Property losses, damages, attorney fees, costs, and interest.

It is further understood and agreed that this settlement is a compromise of doubtful and disputed claims and that payment is not to be construed as an admission of liability upon the part of Releasees, by whom liability is expressly denied.

It is further understood and agreed that all agreements and understandings between the parties hereto are embodied and expressed herein and that the terms of this Release are contractual and not a mere recital.

It is further understood that the terms of this settlement agreement are confidential and may not be disclosed.

This Release shall be construed and interpreted under the laws of the State of Michigan.

**I / WE HAVE READ THE FOREGOING RELEASE COMPLETELY AND FULLY UNDERSTAND AND VOLUNTARILY ACCEPT IT.**

Signed, sealed and delivered this \_\_\_\_\_ day of \_\_\_\_\_, 2006.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Address**

\_\_\_\_\_

**Witness**

\_\_\_\_\_

\_\_\_\_\_

**Address**

# HP LaserJet 4100 MFP



Ford  
3138455555  
01/24/2006 10:56 PM

## Fax Call Report

Job	Date/Time	Type	Identification	Duration	Pages	Result
7245	01/24 10:55 PM	Send	[REDACTED]	01'08	4	OK

Ford Customer Service Division  
Suite 349, MD 3N331  
Dearborn, MI 48128-4207  
Phone: 313-845-4637  
Fax: 313-845-5555

**Ford Motor Company -  
Litigation Prevention**

# Fax

To: [REDACTED] From: KeNisha Dunlap  
Fax: 958-565-4444 Date: January 25, 2006  
Phone: \_\_\_\_\_ Pages: 4  
Re: 2005 F-Series Super Duty CC:  
 Urgent  For Review  Please Comment  Please Reply  Please Recycle

• Comments:

[REDACTED]  
Please review the attached documentation, sign, and return to our office.  
If you have any questions, please feel free to give me a call at 313-845-4637.

Ford Customer Service Division  
Suite 349, MD 3N331  
Dearborn, MI 48126-4207  
Phone: 313-845-4637  
Fax: 313-845-5555

**Ford Motor Company –  
Litigation Prevention**

# Fax

**To:** [REDACTED] **From:** Ke'Nisha Dunlap  
**Fax:** 956-565-4444 **Date:** January 25, 2006  
**Phone:** **Pages:** 4  
**Re:** 2005 F-Series Super Duty **CC:**  
 **Urgent**    **For Review**    **Please Comment**    **Please Reply**    **Please Recycle**

**•Comments:**

[REDACTED]

Please review the attached documentation, sign, and return to our office.

If you have any questions, please feel free to give me a call at 313-845-4637.



REG: 52  
Ke'Nisha

[New User Guide](#) [Dealer Email](#) [ID & Password](#) [Help/Contact Us](#) [Log Out](#)



Welcome, TOMMY TAYLOR  
 Tuesday, January 17, 2006

Entire Site  Search   
[More Search Options](#)

Brand: Ford Markets FCSD Markets Ford Credit Region Branch  
 Ford Southwest Southwest South Central-FCNA San Antonio

Message Center Sales Finance Parts & Service Ford Stock: 8.53 -0.02

- Parts & Service
- Awards & Recognitions
- Body Shop
- Communications
- Customer Satisfaction
- Extended Service Plan
- Marketing & Advertising
- Parts Department Tools
- Parts Ordering & Receiving
- Parts Product Line Information
- Parts Wholesaling
- Service Tools
- Technical Tools
- Training & Certification
- Warranty Administration & Parts Returns

Forms

Dealer Request For Consumer Affairs Review - All Markets

**IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!**

**Dealer Request For Consumer Affairs Review**

**\*\*\*Note: this form is for RETAIL vehicles ONLY\*\*\***  
**\*\*\*\*Fleet vehicles need to be referred to the North American Fleet Service Office @ 800-343-5338\*\*\*\***

Pursuant to the W&P Manual, the Service manager is required to complete a Dealer Request for Consumer Affairs Review form if he/she suspects legal action such as, alleged accidents or fires, may be taken. This form includes customer and vehicle information as well as a description of the customer's allegations.

**\*\*\*Note: All fields are required and must be filled in accordingly before submitting this form\*\*\***

**\*\*\*NOTE: You also have the option of printing this form and then faxing the fully completed form to 313-845-5668 or 313-845-5555\*\*\***

**DETAILS OF INCIDENT:**

Dealership Name:	WESLACO FORD
Requesting Dealer:	WESLACO FORD
Contact Person:	TOMMY TAYLOR
Phone Number:	9569683151
Email Address:	TOMMYT@PAYNEGROUP.COM
P & A Code:	04605
Region:	SOUTHWEST 52
City:	WESLACO
State:	TX - Texas
Fax Number:	956-447-5926

**CUSTOMER/VEHICLE INFORMATION:**

WSD:	10-6-2009
Vehicle Year:	2005
Vehicle Model:	F 350
Vehicle VIN:	1FTWW31P45E [REDACTED]
Mileage:	19543
Customer Name:	[REDACTED]

UPS Tracking

Reference Num  
 Destination Zip  
 Track Ship

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Street Address: RR6 BOX 62  
 City: MERCEDES  
 State: TX - Texas  
 Zip Code: [REDACTED]  
 Home Phone: [REDACTED]  
 Work Phone: [REDACTED]  
 Region: 52 - Southwest

**DEALER INFORMATION:**

**\*\*\*Note: DO NOT PUT THE VEHICLE IN STORAGE WITHOUT THE APPROVAL OF\*\*\***  
**\*\*\*THE LITIGATION PREVENTION DEPARTMENT\*\*\***  
**\*\*\*NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM\*\*\***

**Incident Involves:**

Accident  Fire  Injury  Medical Attention Sought

Date of Incident: 11/18/2005

County in which incident occurred: HIDALGO

Is customer alleging a component defect CAUSED the incident:  Yes  No

If yes, what type & details: Front end of vehicle began to shimmy severely

If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap

Was a police report filed:  Yes  No

If yes, where

Has the insurance company been contacted:  Yes  No

What did the insurance company advise?

Name and phone number of owner's insurance company & agent's name:

If the vehicle is a conversion unit, who is the coach builder?

City: [REDACTED]  
 State: AK - Alaska  
 Zip Code: [REDACTED]

**RESOLUTION THAT CUSTOMER IS SEEKING:**

seeking to have front fender and running repaired and necessary components replaced.

**COMMENTS:**

see attached body repair estimate.



\_\_\_\_\_  
\_\_\_\_\_

WESLACO FORD-MERCURY, INC.  
 800 E. EXPRESSWAY @ BRIDGE AVE.  
 WESLACO TX. 78596  
 (956)-968-3151

[REDACTED] TOMMY TAYLOR 41000 7299 11/23/05 [REDACTED]  
 18543 /  
 05/FORD TRUCK/F SERIES/F350 4X4 CREW 10/06/04 3  
 1FTWW31P45E [REDACTED]  
 MERCEDES, TX [REDACTED]  
 [REDACTED] 11/21/05

LABOR & PARTS  
 J# 1 45FOZ \*STEERING/SUSPENSION TECH(S):41115 WARRANTY  
 CUST STATES WHEN HIT BUMP FRONT END VIOLENTLY SHAKES AND VE  
 LOST CONTROL AND DAMAGED VEH RT SIDE  
 VERIFIED CONCERN FOUND ARTICLE 05-22-1  
 PERFORMED INSPECTION ADJUSTED MESH LOAD AS DIRECTED  
 JOB # 1 TOTAL LABOR & PARTS 0.00  
 J# 2 02FOZ MULTIPPOINT INSPECTIO TECH(S):41115 INTERNAL  
 PERFORM MULTI POINT INSPECTION  
 PERFORMED MULTI POINT INSPECTION  
 JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

FACTORY MAINTENANCE SCHEDULES

Regularly scheduled maintenance services have a positive influence on vehicle performance, safety and dependability. It is the joint responsibility of the manufacturer, the dealer, and the owner of the vehicle to see that such services are offered and performed. As a dealership dedicated to this concept, we have developed the menu styled list of maintenance schedules. It provides you with a price for the work you select so you will know how little it costs to properly maintain your vehicle. We believe that you will find prices competitive and our services comendable. Timely adherence to these recommended services will ensure that vehicle performance and longevity are maximised.  
 Thank you for allowing us to service your vehicle!!

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

CUSTOMER SIGNATURE  
 \*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

PAYNE COLLISION CENTER  
 727 E. BUSINESS 83  
 WESLACO, TX 78596  
 PHONE - 956-973-0782  
 FAX - 956-973-2513

CD LOG NC 9317-1 DATE 12/20/05

SHOP: PAYNE COLLISION CENTER  
 ADDRESS: 727 E BUSINESS 83  
 CITY STATE: WESLACO, TX  
 ZIP: 78596-

INSP DATE: 11/28/05  
 CONTACT: MANUEL RODELO  
 PHONE 1: (956) 973-0753  
 FAX: (956) 973-2513

OWNER: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY STATE: MERCEDES, TX  
 ZIP: [REDACTED]

WORK PHONE: [REDACTED]

LIC#: [REDACTED]  
 BODY COLOR: RED  
 CONDITION: [REDACTED]

STATE: [REDACTED]

VIN: 1FTWW31P45E [REDACTED]  
 MILEAGE: [REDACTED]  
 ACCTNG CTL#: [REDACTED]

\*=USER-ENTERED VALUE  
 EC=REPLACE ECONOMY  
 UM=REMAN/REBUILT PRT  
 OE=REPLACE PXN OE SRPLS  
 TE=PARTL REPL PRICE  
 I=REPAIR  
 TT=TWO-TONE  
 N=ADDITIONAL LABOR  
 AA=APPEAR ALLOWANCE

E=REPLACE OEM  
 UE=REPLACE OE SURPLUS  
 EU=REPLACE SALVAGE  
 PC=PXN RECONDITIONED  
 ET=PARTL REPL LABOR  
 L=REFINISH  
 CG=CHIPGUARD  
 RI=R&I ASSEMBLY  
 RP=RELATED PRIOR

NG=REPLACE NAGS  
 UC=RECONDITIONED PRT  
 EP=REPLACE PXN  
 PM=PXN REMAN/REBUILT  
 IT=PARTIAL REPAIR  
 BR=BLEND REFINISH  
 SB=SUBLET  
 P=CHECK  
 UP=UNRELATED PRIOR

2005 FORD F-350 LARIAT 4DOOR CREW CAB 8CYL DIESEL TURBO 6.0  
 CODE: P8194B/G OPTNS P/24AFJIGHNPQKUV

OPTIONS:

TWO-STAGE - EXTERIOR SURFACES  
 4-WHEEL DRIVE  
 PRIVACY SIDE & BACK GLASS  
 POWER DOOR LOCKS  
 FOUR WHEEL ANTI-LOCK  
 AIR CONDITIONING  
 CRUISE CONTROL

TWO-STAGE - INTERIOR SURFACES  
 ELEC REMOTE CONTROL MIRRORS  
 REMOTE KEYLESS ENTRY SYSTEM  
 POWER WINDOWS  
 TILT STEERING WHEEL  
 OVERHEAD CONSOLE  
 PASSENGER SIDE AIRBAG

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
BR	0083	13	PANEL, HOOD						
				BLEND REFINISH					
				1.2 BLEND				2.4	4
				0.6 TWO STAGE SETUP					
				0.6 TWO STAGE					
E	0104		FENDER, FRONT	RT F81Z16005AA	222.58			2.4	1
L	0104		FENDER, FRONT	RT REFINISH	186.97			3.7	4
				2.1 SURFACE					

2005 FORD F-350 LARIAT 4DOOR CREW CAB  
 CD LOG NO 9317-1

			1.0 EDGE			
			2.2 SURFACE			
			0.4 TWO STAGE			
E	0362	01	PANEL, RUNNING BOARD RT	<del>303216450BAA</del>	315.94	INC 1
I	0210		PNL, FRONT DOOR OUTE RT	REPAIR	<del>365.17</del>	2.0*1
L	0210		PNL, FRONT DOOR OUTE RT	REFINISH	<del>633.71</del>	2.6 4
RI	0206		W/STRIP, BELT OUTER RT	R&I ASSEMBLY		
RI	0270		MIRROR, OUTER STAND	RT R&I ASSEMBLY		0.5 1
RI	0250		HANDLE, FRONT DOOR O	RT R&I ASSEMBLY		0.3 1
L	M17		COVER CAR EXTERIOR	REFINISH		0.3 1
SB	M60		HAZARD. WSTE. REM.	SUBLET REPAIR	7.00*	4
					5.00*	1

3C3Z 1645D BAA B  
 315.94  
~~365.17~~  
~~633.71~~

11 ITEMS

MC MESSAGE(S)  
 01 CALL DEALER FOR EXACT PART NUMBER / PRICE  
 13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS	
OTHER PARTS	587.75
PAINT MATERIAL	7.00
PARTS & MATERIAL TOTAL	217.50
TAX ON PARTS & MATERIAL @	8.250%
	67.01

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	35.00	3.5	2.0	192.50
2-MECH/ELEC	65.00			
3-FRAME	45.00			
4-REFINISH	35.00	8.7		304.50
5-PAINT MATERIAL	25.00			
LABOR TOTAL				
SUBLET REPAIRS				497.00
TOWING				5.00
STORAGE				

GROSS TOTAL 1,381.26  
 NET TOTAL 1,381.26

ADP SHOPLINK UI507 ES CD LOG 9317-1 DATE 12/20/05 03:01:31PM R6.37 CD 09/05  
 HOST LOG  
 (C) 1998 - 2005 ADP CLAIMS SOLUTIONS GROUP, INC.

2.2 HRS WERE ADDED TO THIS EST. BASED ON ADP TWO-STAGE REFINISH FORMULA.

[Click here and type address]

facsimile transmittal

To: KENISHA Fax: 313-845-5668

---

From: TOMMY TAYLOR Date: 01-24-2006

---

Re: [REDACTED] Pages: 4

---

CC:

---

Urgent     For Review     Please Comment     Please Reply     Please Recycle

---

All Action Details for Issue

Print

VIN: 1FTWW31P45E/ [REDACTED] Year: 2005 Model: F-SERIES SUPER DUTY Case: [REDACTED]  
 Name: [REDACTED] Owner Status: Original WSD: 2004-10-06  
 Symptom Desc: STRG/HANDLING VIB./SHIMMY Primary Phone:  
 Reason Desc: LEGAL - ACCIDENT Secondary Phone:  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT  
 Dealer: 04605 WESLACO FORD-MERCURY L.L.P. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD  
 Odometer: 19543 MI Comm Type: FAX  
 Analyst Name: LEICH,CHERIE Analyst: CLEICH  
 Action Date: 01/19/2006 Action Time: 11.15.28.305 Action Data: Yes

Comments \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\*FAX RECEIVED 1-17-06. DEALER CONTACT: TOMMY TAYLOR. CUSTOMER ALLEGES FRONT END OF VEHICLE BEGAN TO SHIMMY SEVERLY, CAUSING AN ACCIDENT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	KDUNLAP

Action: MAKE OUTBOUND CALL TO DEALER  
 Dealer: 04605 WESLACO FORD-MERCURY L.L.P. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 19543 MI Comm Type: PHONE  
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP  
 Action Date: 01/20/2006 Action Time: 15.15.01.112 Action Data: No

Comments LPA CONTACTED DLR CONTACT TOMMY TAYLOR AND LEFT A MSG.

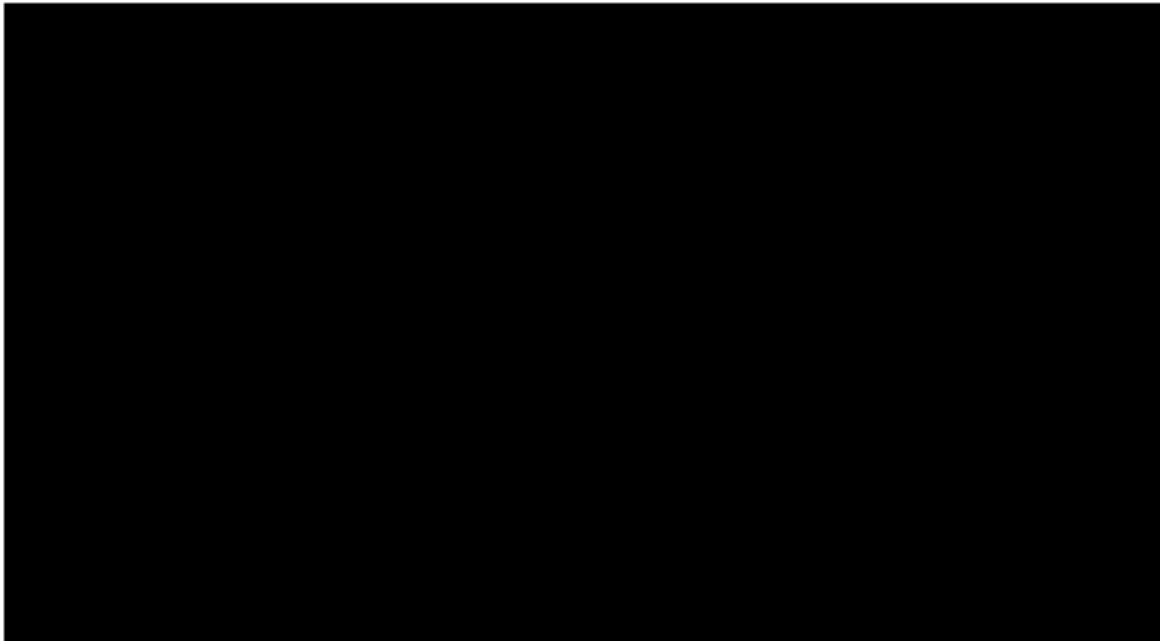
Action: INFORMATIONAL CALL/FAX  
 Dealer: 04605 WESLACO FORD-MERCURY L.L.P. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 19543 MI Comm Type: PHONE  
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP  
 Action Date: 01/24/2006 Action Time: 14.52.33.087 Action Data: No

Comments LPA RECONTACTED TOMMY. TOMMY STATED THEY PERFORMED A TSB AND CORRECTED CUSTOMER'S SHIMMY CONCERN. THE VEH IS CURRENTLY WITH CUSTOMER. THERE IS OUTSTANDING BODY DAMAGE. LPA REQUESTED A REPAIR ESTIMATE AND COPY OF THE RO THAT SHOWS THAT THE TSB WAS PERFORMED.

Action: MANAGEMENT APPROVAL OF OFFER  
 Dealer: 04605 WESLACO FORD-MERCURY L.L.P. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 19543 MI Comm Type: OTHER







ESP / Recall Information

VIN: 1FTWW31P45E [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
[REDACTED]	EMISSIONS RECALL	EXHAUST PRESSURE SENSOR REPLACEMENT, ON-BOARD DIAGNOSTIC SYSTEM AND ENGINE CONTROL MODULES RECALIBRATION	OPEN - LAUNCHED		
[REDACTED]	CUSTOMER SAT/OWNER NOTIF PGM	ELIGIBLE FOR ONE-TIME CUSTOMER ASSURANCE TEST DRIVE. SEE EMISSIONS RECALL 05E15 FOR DETAILS.	OPEN - LAUNCHED		
[REDACTED]	CUSTOMER SAT/OWNER NOTIF PGM	DE-GAS BOTTLE FILL LEVEL LABEL AND FLUID LEVEL ADJUSTMENT	OPEN - LAUNCHED		
[REDACTED]	LABEL/LIT PGM - EMISSIONS	2005 F-SUPER DUTY VEHICLES OVER 10,000 GVWR W/SRW - VEHICLE NOISE EMISSION CONTROL INFORMATION LABEL INSTALLATION (IN-STOCK VEHICLES ONLY)	OPEN - LAUNCHED		

Server Name : AWS Production

**ANALYTICAL WARRANTY SYSTEM**

**Vehicle Information Report**

**GENERAL VEHICLE INFORMATION:**

**(Related Claims)**

VIN:	IFTWW31P45E	Veh Line:	T/F7 - F250HD/350/450/550 [99-06]	Body Shell:	*
Model Year:	2005	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	509046393118
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/YB - 6.0L 325H/550# OHV
Inv. Dealer:	*	Body Cab Style:	- DOUBLE CAB (CREW CAB)	Transmission:	T/BE - 5 SPD AUTO 5R110W
Vehicle Status Code:	800	Version/Series:	T/CD - 350 SERIES		
Trace Eng Serial No:	-----1-----2-----3-----4-----5-----6-----7-----8				

Trace Trans Serial No:

**BUILD INFORMATION:**

Region:	NA - #####	Plant:	A1 - KENTUCKY TRUCK PLANT BUILD
Country:	USA - #####	Prod Date:	20-SEP-2004

**SALE INFORMATION:**

Region:	NA - #####	Selling Dealer:	152759 - *
Country:	USA - #####	Selling Dlr St/Prov:	TX
		Buyer St/Prov:	*
Arrival Date:	30-SEP-2004	Red Carpet Lease:	*
Sale Date:	06-OCT-2004	Fleet/Retail/Co. Lease:	R
Warranty Start Date:	06-OCT-2004	Modified Vehicle:	* Vehicle Count Flag: Y
Orig Warranty Date:	06-OCT-2004	Reacquired Vehicle:	* Vehicle Export Flag: N

**VOC/EOC:**

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

**INSTALLED OPTION INFORMATION:**

Air Conditioning:	T/C - ATC AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	4A	GVW Class Code:	W
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	BK - DRV. SHORT ARM POWER MIRROR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Psngr Side):	* - [N/A]
Battery Amp Rating:	BA	Paint:	* - [N/A]
Brake Code:	FBAAJ - POWR 4-WHEEL DISC HYDRO BOOST	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AU - ELETR PREM AM/FM STRO/DISC
Calibration Code:	*	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspnd Tandem Axle:	
Color(Trim):	000BY - MEDIUM PEBBLE	Tire Manufacturer:	AP - Continental
Delivery Type:	0	Tire Brand:	151V3W - ContiTrac TR 125/122S
Driveshaft Code:	D	Tire Size:	D3HBM - LT 275/70R18E A/T OWL

Front Seat: T/S - SEATS - INDIVIDUAL 40/20/40      Traction Control: \* - [N/A]  
Fuel Type: AJ - DIESEL FUEL CAPABILITY      Wheel Base:

---

**TIRE DOT INFORMATION:**

LF: P5151V3W3704 RF: P5151V3W3704  
LR: P5151V3W???? RR: P5151V3W3704  
LI: \* RI: \*  
SPARE: P5151V3W???? DOT Plant Manufacturer: P5 -

---

**ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Code: \* Emission Code: DGAAB - DGAAB  
ESP Coverage(Miles): \* Emission Cert Type: \*  
ESP Coverage(Time): \* Emission Decal Suffix: \*  
ESP Plan Year: \* Engine Family: \*  
ESP Signature Date:

---

Any comments?

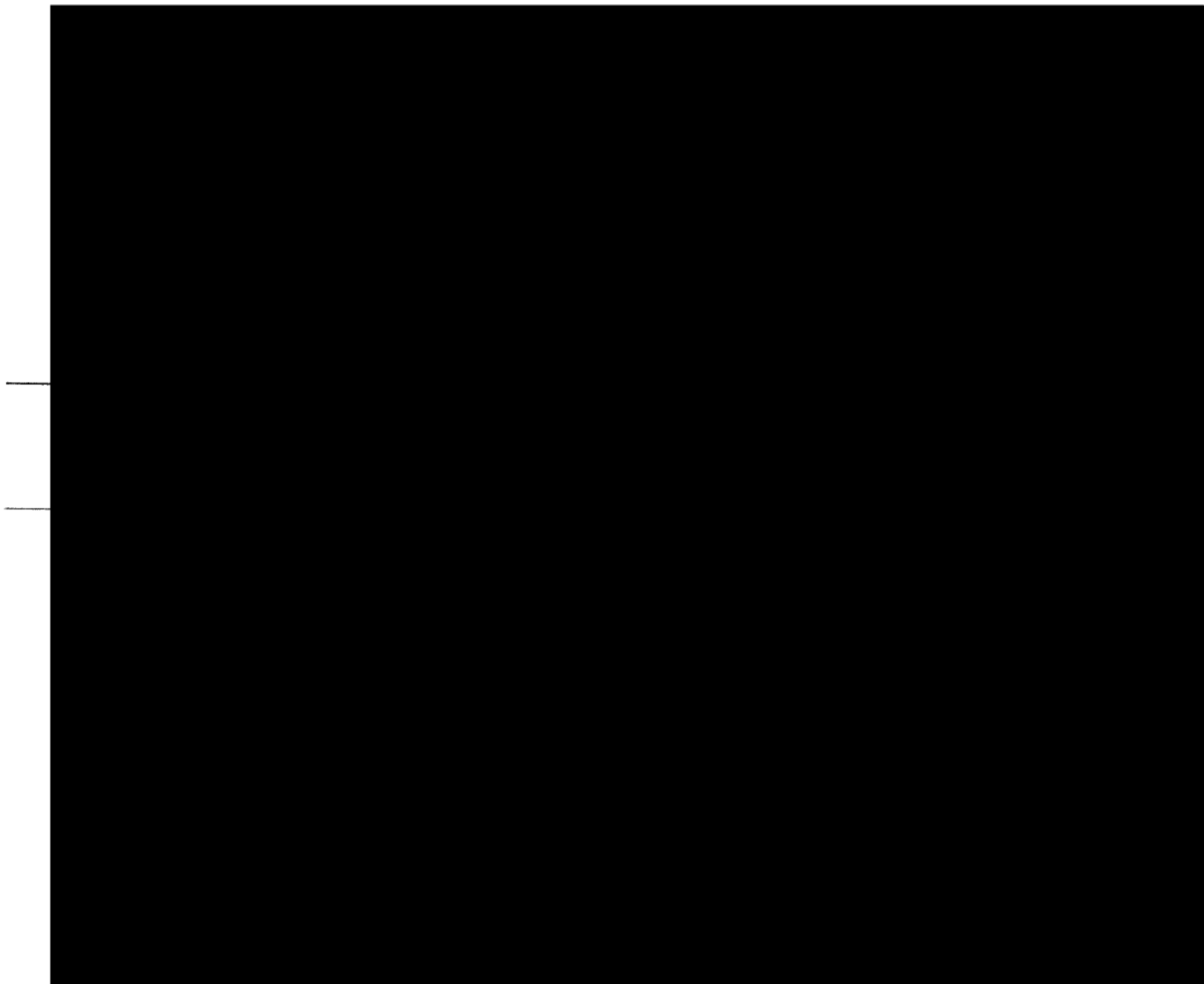
**ANALYTICAL WARRANTY SYSTEM**

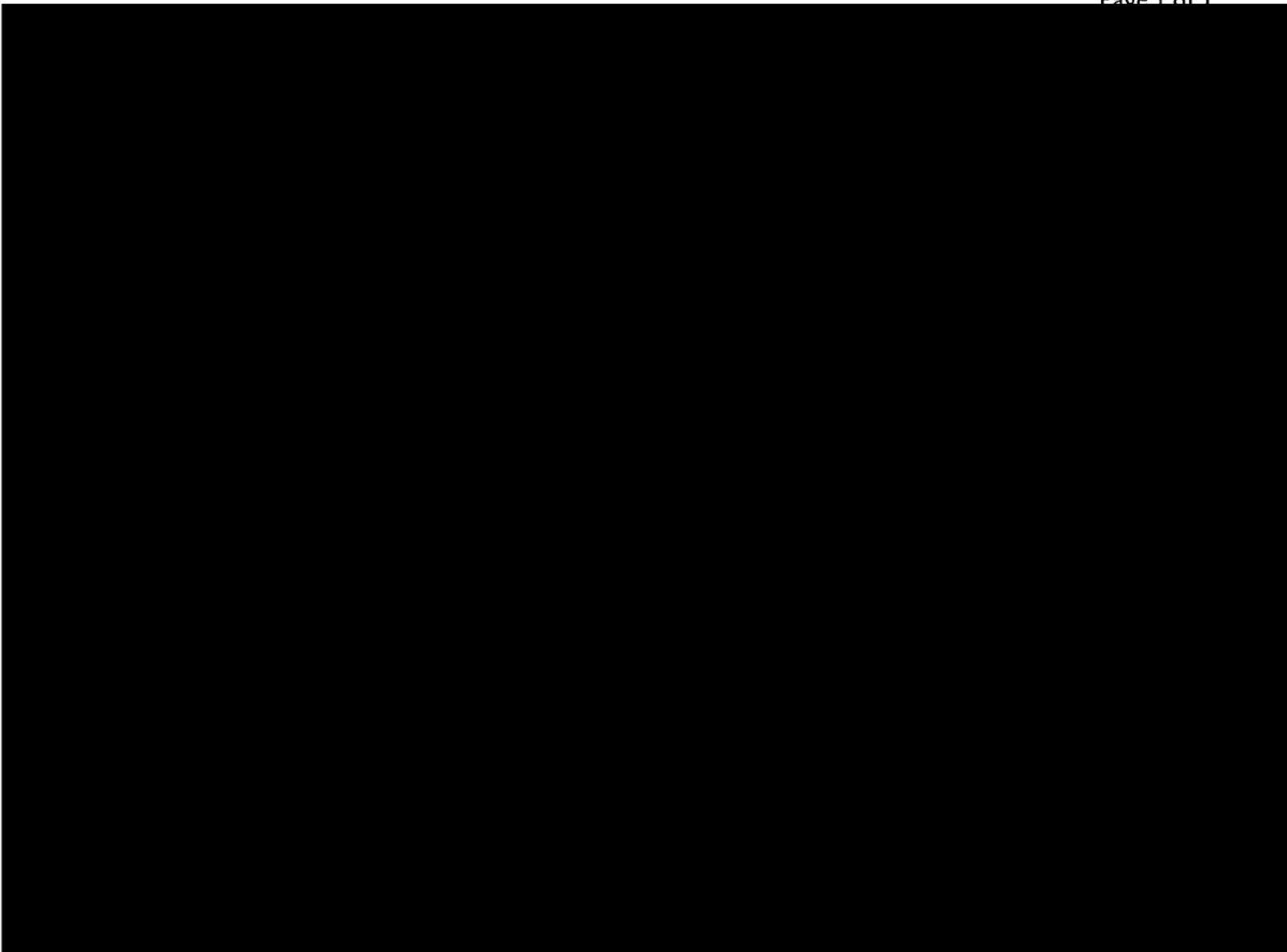
**Standard Claims List For Model Year 2005**

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

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)	
1FTWW31P45E		T/F7	T/F	T/BC	T/CD	T/E	A1	T/BE	T/YB	20-SEP-2004	06-OCT-2004	152759	USA	2	7V01	180101	*	12A581	*	L26	X2	2568
<b>AWS Claim Key:</b>		151821	<b>Trx Code:</b>		S07	<b>Labor Hrs:</b>		4	<b>Labor Cost:</b>		27.21	<b>Material Cost:</b>		0	<b>Total Cost:</b>		27.21					
<b>Dir Cd-Sub Cd:</b>		04605-*	<b>Name:</b>		WESLACO FORD-MERCURY L.L.P.			<b>Ph:</b>	956-9683151	<b>St:</b>	TX	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>		12-NOV-2004	<b>Doc #:</b>		08494001	
<b>Cust Comments:</b>		PASSENGER HEADLIGHT INOP																				
<b>Tech Comments:</b>		VERIFIED CONCERN TRACED LOOM 12A581 FOUND LOOSE CONNECTION AT CKT 161 REPAIRED CIRCUIT FOUND SYSTEM WORKING PROPERLY																				
1FTWW31P45E		T/F7	T/F	T/BC	T/CD	T/E	A1	T/BE	T/YB	20-SEP-2004	06-OCT-2004	152759	USA	9	7H06	120303	1W1Z	19E889	JB	C05	D8	11146
<b>AWS Claim Key:</b>		1111299	<b>Trx Code:</b>		1	<b>Labor Hrs:</b>		.8	<b>Labor Cost:</b>		56.37	<b>Material Cost:</b>		25.01	<b>Total Cost:</b>		81.38					
<b>Dir Cd-Sub Cd:</b>		04605-*	<b>Name:</b>		WESLACO FORD-MERCURY L.L.P.			<b>Ph:</b>	956-9683151	<b>St:</b>	TX	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>		17-JUN-2005	<b>Doc #:</b>		09094101	
<b>Cust Comments:</b>		CUSTOMER STATES AC SYSTEME IS NOT WORKING																				
<b>Tech Comments:</b>		VERIFIED CONCERN PRESSURE TESTED SYSTEM FOUND FREON LOW ADDED FREON FOUND LEAKING FROM EVAPORATOR O RINGS EVACUATED FREON REPLACED O RINGS AND RECHARGED SYSTEM																				
1FTWW31P45E		T/F7	T/F	T/BC	T/CD	T/E	A1	T/BE	T/YB	20-SEP-2004	06-OCT-2004	152759	USA	11	7D07	17XXXX	F4CZ	13466	A	L26	46	14118
<b>AWS Claim Key:</b>		2191053	<b>Trx Code:</b>		E83	<b>Labor Hrs:</b>		.3	<b>Labor Cost:</b>		21.14	<b>Material Cost:</b>		1.5	<b>Total Cost:</b>		22.64					
<b>Dir Cd-Sub Cd:</b>		04605-*	<b>Name:</b>		WESLACO FORD-MERCURY L.L.P.			<b>Ph:</b>	956-9683151	<b>St:</b>	TX	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>		11-AUG-2005	<b>Doc #:</b>		09206501	
<b>Cust Comments:</b>		TURN SIGNAL PASS SIDE NOT WORKING																				
<b>Tech Comments:</b>		FOUND BULB BURNED REPLACED BULB																				
1FTWW31P45E		T/F7	T/F	T/BC	T/CD	T/E	A1	T/BE	T/YB	20-SEP-2004	06-OCT-2004	152759	USA	11	5R14	110602	5C3Z	14A664	AA	G29	42	14118
<b>AWS Claim Key:</b>		2191052	<b>Trx Code:</b>		E84	<b>Labor Hrs:</b>		.6	<b>Labor Cost:</b>		42.28	<b>Material Cost:</b>		46.21	<b>Total Cost:</b>		88.49					
<b>Dir Cd-Sub Cd:</b>		04605-*	<b>Name:</b>		WESLACO FORD-MERCURY L.L.P.			<b>Ph:</b>	956-9683151	<b>St:</b>	TX	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>		11-AUG-2005	<b>Doc #:</b>		09206502	

<b>Cust Comments:</b> WARNING CHIME STAYS ON CONSTANTLY	
<b>Tech Comments:</b> VERIFIED CONCERN TRACED TO AIR BAG CLOCK SPRING NOT WORKING PROPERLY REPLACED CLOCK SPRING AND RETESTED	
IFTWW31P45B [REDACTED] /F7 T/F T/BC T/CD T/E A1 T/BE T/YB 20-SEP-2004 06-OCT-2004 152759 USA 14 SR02 110601 * 3600 * N22 42 19543	
<b>AWS Claim Key:</b> 2820474	<b>Trx Code:</b> E84 <b>Labor Hrs:</b> 3.2 <b>Labor Cost:</b> 225.5 <b>Material Cost:</b> 0 <b>Total Cost:</b> 225.5
<b>Dir Cd-Sub Cd:</b> 04605-*	<b>Name:</b> WESLACO FORD-MERCURY L.L.P. <b>Ph:</b> 956-9683151 <b>St:</b> TX <b>Ctry Cd:</b> USA <b>Reg Cd:</b> NA <b>Repr Date:</b> 21-NOV-2005 <b>Doc #:</b> 09402101
<b>Cust Comments:</b> CUST STATES WHEN HIT BUMP FRONT END VIOLENTLY SHAKES AND VE LOST CONTROL AND DAMAGED VEH RT SIDE	
<b>Tech Comments:</b> VERIFIED CONCERN FOUND ARTICLE 05 22 1 PERFORMED INSPECTION ADJUSTED MESH LOAD AS DIRECTED	
Any comments?	





# MORS III Reports for Inquiry PE 07-057

Inquiry: PE 07-057

Source: MORS III

Region: MIAMI

Issue: LEGAL

Zone: A04

Case: [REDACTED]

VIN: 1FTSW21526E [REDACTED]

Engine: 5

Veh Type: T

Opened: 8/21/2006

Closed: 8/31/2006

Last Name [REDACTED]

Title: MS

First Name: [REDACTED]

Status: CLOSED

Address [REDACTED]

City: PALM BAY

State FL

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 2006

Model: F250 4X4 CREWCAB - SR

Mileage: 2508

Build Date:

Dealer Name: PALM BAY FORD, INC.

Sales Code: F24497

P and A:

02938

Reason Code: 0785

LEGAL - OTHER ATTORNEY DEMAND

Symptoms: 303351

STRG/HANDLING VIB./SHIMMY ACCELERATION/DECEL

Origin: CALGF

CONSUMER AFFAIRS - LITIGATION PREVENTION-  
FD

INBOUND

8/21/2006 12:26:42 PM

Action: LP203

OPEN LEGAL CONTACT - ATTORNEY DEMAND

05367423060785 30335107

\*\*\*\*\*ATTORNEY DEMAND\*\*\*\*\*DA

TE STAMPED 08-18-06 ATTORNEY ALLEGES CLIENT CONCERN AS FRONT  
, REAR, AND STEERING SHAKE UNCONTROLABLY AND RUNS OFF ROAD.

ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Origin: CALGL

CONSUMER AFFAIRS - LITIGATION PREVENTION

OUTBOUN

8/21/2006 1:48:01 PM

Action: LP318

SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY

05367423060785 30335107

Origin: CALGL

CONSUMER AFFAIRS - LITIGATION PREVENTION

OTHER

8/28/2006 11:20:34 AM

Action: LP1904

UPDATE CONTACT STATUS

05367423060785 30335107

PER ATTORNEY, CUSTOMER WILL MAKE FINAL REPAIR APPOINTMENT ON  
08-29-2006.....ADVISED DEALER AND FIELD.

**Inquiry:** PE 07-057

**Source:** MORS III

**Region:** MIAMI

**Issue:** LEGAL

**Zone:** A04

**Case:** [REDACTED]

**VIN:** 1FTSW21526E [REDACTED]

**Engine:** 5

**Veh Type:** T

**Opened:** 8/21/2006

**Closed:** 8/31/2006

**Origin:** CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION OUTBOUN 8/31/2006 3:11:21 PM

**Action:** LP630 CLOSING COMMENTS - DENIAL - BASED ON LITIGATION PREVENTION REVIEW 05367423060785 30335107

PER SERVICE MANAGER AND FSE, FINAL REPAIR/INSPECTION DONE ON  
08-29-2006.....VEHICLE OPERATING PER DESIGNED. NO PROBLEM  
FOUND. NO FURTHER ACTION.

# MORS III Reports for Inquiry PE 07-057

**Inquiry:** PE 07-057 **Source:** MORS III  
**Region:** MIAMI **Issue:** REGION **Zone:** A04 **Case:** [REDACTED]  
**VIN:** 1FTSW21526E [REDACTED] **Engine:** 5 **Veh Type:** T **Opened:** 8/18/2006  
**Closed:** 8/22/2006

---

**Last Name:** [REDACTED] **Title:** MS **First Name:** [REDACTED] **Status:** CLOSED  
**Address:** [REDACTED] **City:** PALM BAY **State:** FL **ZIP:** [REDACTED]  
**Phone:** [REDACTED]

**Model Year:** 2006 **Model:** F250 4X4 CREWCAB - SR **Mileage:** 2508 **Build Date:**  
**Dealer Name:** PALM BAY FORD, INC. **Sales Code:** F24497 **P and A:** 02938  
**Reason Code:** 2511 CI - FLORIDA MVDN  
**Symptoms:** 303595 STRG/HANDLING STEERING COLUMN VIBRATION

---

**Origin:** CAINTV CONSUMER AFFAIRS - CONSUMER INTERVENTION **MAIL** 8/18/2006 2:54:33 PM  
**Action:** CI101 OPEN REGION CONTACT 05367423062511 30359504  
CUST STATES: FRONT AND REAR AND STEERING SHAKE. CUST SEEKS:  
FINAL RESOLUTION UNDER FL LEMON LAW. CI SCANNING INFORMATION  
TO REGION FOR HANDLING. \*\*\*NOTE TO DEALER; CUST MUST BE SCH  
EDULED FOR FINAL REPAIR ATTEMPT WITHIN 10 DAYS OF THIS NOTIF  
ICATION. IF FURTHER ASSIST NEEDED, CONTACT ZM. MVDN LETTER  
TO CUSTOMER.

---

**Origin:** CRCPR CUSTOMER CARE SOLUTIONS TEAM **OTHER** 8/22/2006 9:57:13 AM  
**Action:** DAC080 DOCUMENT INFORMATION AND CLOSE CONTACT 05367423062511 30359504  
THIS MVDN CONTACT IS NOW CLOSED. SHORTLY AFTER RECEIPT OF T  
HIS NOTIFICATION, AN 07 ATTORNEY DEMAND HAD BEEN OPENED FOR  
THE SAME CONCERN. BECAUSE AN ATTORNEY IS NOW INVOLVED, PLEA  
SE REFER TO THE 07 CASE CONTACT FOR UPDATED INFORMATION. NO  
ACTION WILL BE TAKEN ON THIS 04 MVDN CONTACT.

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT MSL 1

\_Info-Jun\_26\_2007-10\_10\_45

AP

Law Office of  
ROBERT E. RICHARDSON

210 West Randolph Street  
P. O. Box 1865  
Lewisburg, West Virginia 24901

304-645-2850 (Voice)  
304-645-2851 (Fax)  
CONSUMER AFFAIRS  
robert@richardson@charternet

June 15, 2007

7 JUN 18 P2:35

VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED

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

BBB Auto Line  
4200 Wilson Boulevard, Suite 800  
Arlington, VA 22203.1833

Colonial Ford, Inc.  
Attn: Mr. Stephen S. Talbott  
428 North Jefferson  
Lewisburg, WV 24901

RE: 2007 F250 Crew Cab, VIN 1FTSW21537E, [REDACTED]

Greetings:

Please be advised that I represent [REDACTED] with regard to the problems it has been having with a Ford F250 pickup, as described in this letter. In December, 2006, [REDACTED] president of [REDACTED] purchased a new 2007 F250 Crew Cab with a gasoline engine, VIN 1FTSW21537E [REDACTED] from Colonial Ford in Lewisburg, West Virginia. On May 3, 2007, while [REDACTED] was driving the truck on I-64, the truck hit a pothole and began to shake and shudder to a point that it was out of control. [REDACTED] had to bring the truck to a halt in heavy high speed traffic in order to stop the shaking and shuddering. At that time, the truck had been driven a total of only 9,000 miles.

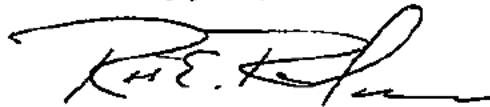
[REDACTED] brought the vehicle in and left it at Colonial Ford, and the dealer gave [REDACTED] a truck to drive until repairs were made. These repairs did not fix the problem, which Ford Bulletin TSB 07-5-7 refers to as Steering Wheel Oscillation and which is more commonly called "Death Wobble".

On May 24, 2007, [REDACTED] again left the truck at Colonial Ford to have the wheels aligned and to have shims installed, in an effort to resolve the problem, but the work was not done because the shims were not available. As of June 14, 2007, the shims are still not available, and the service manager at Colonial Ford has been unable to inform [REDACTED] as to when they might be available.

Understandably, [REDACTED] is unwilling to expose himself, his family and his clients to the safety hazards presented by this defective truck, and he expects a full refund of the money paid for it. As soon as this matter is resolved [REDACTED] will purchase a new 2008 F250 diesel pickup from Colonial Ford.

Please contact me as soon as possible to make arrangements for the refund of the funds previously paid by [REDACTED] in exchange for the title to the defective truck.

Sincerely yours,

A handwritten signature in black ink, appearing to read "R.E. Richardson", with a stylized flourish at the end.

Robert E. Richardson

RER/trb

c [REDACTED]

TIME SENT  
Thu, 21 Jun 2007 14:29:42 -0400

REMOTE CSTD

DURATION  
61

PAGES  
1

STATUS  
Sent



Sent Via Fax

June 21, 2007

Robert E. Richardson  
Law Offices  
210 West Randolph Street  
P.O. Box 1865  
Lewisburg, West Virginia 24901

RE: [REDACTED] /2007 F-250  
VIN: 1FTSW21537E [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your client's concern.

Regretfully, we are unable to assist you with your request. We have been advised by Colonial Ford that the vehicle parts needed to complete the repair on your client's vehicle are at the dealership. We suggest that your client contact Colonial Ford to deal directly with his vehicle concern. The dealership will undoubtedly welcome the opportunity to assist one of their valued Ford vehicle owners.

Ford Motor Company strives to produce high quality vehicles to satisfy owners with many miles of dependable and enjoyable driving. We commit very substantial resources and sincere efforts in an attempt to resolve any concerns.

Thank you for contacting Ford Motor Company.

Respectfully yours,

Marcie Klemmer  
Consumer Affairs  
Fax (866) 532-2098

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT MSL 1

1\_Facesheet



PE07-057

FORD

2-4-2008

APPENDIX D

REDACT O

\_denial-May\_10\_2007-17\_02\_01

Sent via US Mail

May 10, 2007

The Bickel Law Firm  
7825 Fay Avenue, Suite 200  
La Jolla, CA 92037-4270  
Attn: Craig Quon

RE: [REDACTED]  
2006 Ford F250  
VIN: 1FTSW21P86E [REDACTED]

Dear Mr. Quon

This is in response to your letter dated April 13, 2007 on behalf of your client.

The circumstances involving your client's vehicle have been reviewed. Unfortunately, based on the vehicle information provided and our investigation into the repair history of the vehicle, we are unable to be of assistance in this matter.

Thank you for giving us the opportunity to review your client's concern.

Respectfully yours,

Beth Case  
Consumer Affairs

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT O

\_denial-May\_10\_2007-17\_02\_01

**From:** Case, Beth (B.A.)  
**Sent:** Tuesday, April 24, 2007 10:10 AM  
**To:** Gray, Daniel (D.T.)  
**Cc:** Case, Beth (B.A.)  
**Subject:** New attorney demand case for [REDACTED]

Hi Dan,

Customer and his attorney have filed for repurchase. I see a single drivability issue and many front end issues. Any contact? Please advise. Thanks

Customer's Name: [REDACTED]  
Contact Numbers: none-attorney represented  
Model: 2007 F250  
VIN: 1FTSW21P86E [REDACTED]  
Case Number: [REDACTED]  
Selling Dealer: North County Ford  
Servicing Dealer: same and Perry Ford  
Current Mileage: 33,134

Regards

Beth Case

Legal Analyst

Ford Motor Company

Phone: 313.845.5173

Standard Fax: 313.845.5668

Mail Fax: 888.659.4015

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT O

1\_Facesheet



PE07-057

FORD

2-4-2008

APPENDIX D

REDACT O

Attorney\_demand\_for\_LP-  
Apr\_23\_2007-15\_49\_11

1502

**THE BICKEL LAW FIRM, INC.**  
AN AUTOMOBILE LEMON LAW FIRM OF CALIFORNIA  
7825 FAY AVENUE, SUITE 200  
LA JOLLA, CALIFORNIA 92037-4270  
TELEPHONE 858.456.3556 FACSIMILE 858.456.3558  
CRAIGQUON@BICKELLAWFIRM.COM  
WWW.BICKELLAWFIRM.COM

April 13, 2007

7 APR 17 P2:40

CONSUMER AFFAIRS  
SECTION

Via Express Mail

Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, Michigan 48126

Re: [REDACTED], Ford Motor Company  
2006 Ford F-250, VIN: 1FTSW21P86E [REDACTED]

Ford Motor Company,

The Bickel Law Firm, Inc. has been retained by [REDACTED] to enforce his warranty rights relative to his 2006 Ford F-250. [REDACTED] leased then purchased his F-250 on or about September 9, 2005 and December 29, 2006, respectively, in anticipation that it would provide safe and reliable transportation. Instead, the vehicle suffers from a serious defect which has manifested in recurrent and severe steering wheel and front-end shake.

To date, the vehicle has been returned to Ford authorized repair facilities for repair of the defect on no fewer than five (5) occasions, and according to repair orders has spent an approximate cumulative total of twenty-eight (28) days. The repair orders also reflect that Ford authorized technicians have repeatedly confirmed the defect. Notwithstanding Ford's repeated and ongoing attempts to repair the vehicle, including the performance of two technical service bulletins, the vehicle remains in need of permanent repair. Given Ford's demonstrated inability to remedy the defect, our client has lost all confidence in the vehicle's safety and reliability.

Should Ford Motor Company refuse to provide restitution to our client per the terms of this letter, it will risk the imposition of a civil penalty for its willful failure to repurchase our client's vehicle as required by California law. (*see Civil Code §§ 1793.2, 1794*). If this matter is litigated through a jury trial, Ford Motor Company's total exposure will approach or exceed \$200,000.00, including payment of restitution to our client, civil penalty damages, and our client's attorneys' fees and costs.

In an effort to preempt litigation, our client is herein giving Ford Motor Company an opportunity to repurchase the subject vehicle in accordance with the terms of California's Song-Beverly Consumer Warranty Act, Civil Code §1790 et seq. Pursuant thereto, our client is willing to return the subject vehicle to Ford Motor Company in exchange for Ford's payment of restitution as follows:

\$	6,651.02	Lease Inception
\$	10,917.30	Lease Payments of \$727.82 Thru 12/06
\$	ATP	Additional Lease Payments
\$	2,784.52	Loan Payments of \$696.13 Thru 05/07
\$	535.00	Vehicle Registration
\$	226.22	Bed Liner
\$	150.55	Bed Matte
\$	2,650.00	Attorneys Fees
\$	<u>-6,806.14</u>	Less Mileage Offset at 17,230 Miles
\$	17,108.47 plus loan payoff	Total Restitution

We have enclosed copies of our client's vehicle lease and purchase contract, vehicle registration, repair records and expense receipts for your review. Please respond to this office on or before May 14, 2007. Your prompt attention to this matter is appreciated.

Very truly yours,



CRAIG M. QUON

Enclosures

cc:



# Motor Vehicle Lease Agreement

## California

1-800-727-7000

Case #                     

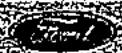


Lessee (and Co-Lessee) Name and Address (including County)

[REDACTED]  
[REDACTED]  
[REDACTED]

CAN OREGON VIL

9046 0120



Lessor Name and Address

WORLDWIDE CREDIT FUND

20000 WILSON BLVD, SUITE 1000

IRVINE, CA 92614-1000



www.fordcredit.com

Finance Company: WORLDWIDE CREDIT FUND COMPANY File # CA 01847 Case # 10000

By signing this Lease, you (Lessor and Co-Lessee) agree to lease the Vehicle according to the terms on the front and back of this lease and the terms of the Wear Care Addendum if it is attached to this lease.

Vehicle Make/Model/Year: 2006 FORD F250 SUPER DUTY Vehicle ID: [REDACTED] Vehicle Color: [REDACTED]

MSRP: 2006 FORD F250 SUPER DUTY MSRP: [REDACTED]

<b>Amount Due At Lease Signing or Delivery (Itemized Below)</b>	<b>2-Monthly Payments</b>	<b>Other Charges (not paid over monthly payment)</b>	<b>Total Payments (The amount you will have paid by the end of the lease)</b>
	Your first monthly payment of \$ <u>721.32</u> is due on <u>09/09/2006</u> followed by <u>5</u> payments of \$ <u>721.32</u> due on the <u>10th</u> day of each month. The total of your monthly payments is \$ <u>4651.02</u> .	Disposition Fee (If you do not purchase the vehicle) <u>                    </u>	
		Registration Fee <u>                    </u>	
		Taxes <u>                    </u>	
		Total <u>                    </u>	

### Explanation of Amount Due at Lease Signing or Delivery

Amount Due At Lease Signing or Delivery	How the Amount Due At Lease Signing or Delivery is Calculated
a. Amortized cost reduction	<u>                    </u>
b. Finance charge payment	<u>                    </u>
c. Finance charge security deposit	<u>                    </u>
d. Title fees	<u>                    </u>
e. Registration fees	<u>                    </u>
f. California title fee	<u>                    </u>
g. Acquisition Fee	<u>                    </u>
h. Upfront taxes	<u>                    </u>
i. Optional DMV/Electronic Filing Fee	<u>                    </u>
j. Doc Fee & Tax	<u>                    </u>
k. <u>                    </u>	<u>                    </u>
<b>Total</b>	<b>\$ <u>4651.02</u></b>

<b>Gross capitalized cost:</b> The agreed-upon value of the Vehicle (\$ <u>27402.00</u> ) and any items you pay over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) (itemized below) <u>                    </u>	<b>\$ <u>27402.00</u></b>
<b>Capitalized cost reduction:</b> The amount of any net trade-in allowance, rebate, non-cash credit, or cash that you pay that reduces the gross capitalized cost <u>                    </u>	<b>\$ <u>                    </u></b>
<b>Adjusted capitalized cost:</b> The amount used in calculating your base monthly payment <u>                    </u>	<b>\$ <u>27402.00</u></b>
<b>Residual value:</b> The value of the Vehicle at the end of the lease used in calculating your base monthly payment <u>                    </u>	<b>\$ <u>2814.00</u></b>
<b>Depreciation and any amortized amounts:</b> The amount charged for the vehicle's decline in value through normal use and for options paid over the lease term <u>                    </u>	<b>\$ <u>24588.00</u></b>
<b>Rent charge:</b> The amount charged in addition to the depreciation and any amortized amounts <u>                    </u>	<b>\$ <u>293.02</u></b>
<b>Total of base monthly payments:</b> The depreciation and any amortized amounts plus the rent charge <u>                    </u>	<b>\$ <u>24881.02</u></b>
<b>Lease payments:</b> The number of payments in our lease <u>                    </u>	<b><u>                    </u></b>
<b>Base monthly payment</b>	<b>\$ <u>721.32</u></b>
<b>Monthly sales/use tax</b>	<b>\$ <u>                    </u></b>
<b>Total monthly payment</b>	<b>\$ <u>721.32</u></b>
<b>Lease term (months)</b>	<b><u>                    </u></b>

**Early Termination:** You may have to pay a substantial charge if you end the lease early. This charge may be up to several thousand dollars. See the table on page 2 of this lease for a complete description of early termination charges.

**Excess Wear and Use:** You may be charged for excessive wear based on our standards for normal use. At the scheduled end of this lease (unless you purchase the vehicle), you must pay to Lessor \$0.20 per mile for each mile in excess of 31,575 miles shown on the odometer. See items 21 and 25 on back and the Wear Care Addendum if it is attached to this lease for additional excess wear and use terms.

**Extra Mileage Option Credit:** At the scheduled end of this lease, you will receive a credit of \$0.15 per unused mile for the number of unused miles between                      and                      miles, less any amounts you owe under this lease. You will not receive any credit if the vehicle is damaged, if you terminate your lease early, exercise any purchase option, are in default of the credit, or less than \$1.00 per mile for any unused miles.

A. License Fees \$ 15.00 (A) Estimated  
 B. Registration/Transfer/Titling Fees \$ N/A (B)  
 C. California Title Fees\* \$ N/A (C)  
 D. Other N/A \$ N/A (D)  
 E. Other N/A \$ N/A (E)

Total Official Fees (A through E) \$ 15.00 (2)

3. Amount Paid to Insurance Companies  
 (Total premiums from Statement of Insurance column a + b)\* \$ N/A (3)

4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 40940.58 (5)

A. Agreed Trade-In Value N/A Make N/A \$ N/A (A)  
 Model N/A Odom N/A  
 VIN N/A

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

C. Net Trade-In (A less B) (Indicate if a negative number) \$ N/A (C)

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ N/A (E)

F. Other N/A \$ N/A (F)

G. Cash \$ N/A (G)

Total Downpayment (C through G) \$ 0.00 (6)  
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1L above)

7. Amount Financed (5 less 6) \$ 40940.58 (7)

\*Seller may keep part of these amounts.

**SELLER ASSISTED LOAN**

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

Proceeds of Loan From: N/A  
 Amount \$ N/A Finance Charge \$ N/A  
 Total \$ N/A Payable in  
 Installments of \$ N/A \$ N/A  
 from this loan is shown in item 5D.

**AUTO BROKER FEE DISCLOSURE**

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

Name of autobroker receiving fee, if applicable:  
N/A

Buyer sign here, the provisions of the Seller's Right to Cancel section on this contract will apply.

X  
 Co-Buyer

or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).** You want to buy the credit insurance.

Date X Buyer Signature N/A Age  
 Date X Co-Buyer Signature N/A Age

**OPTIONAL GAP CONTRACT:** A gap contract (debit cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1M. See your gap contract for details on the protection it provides. It is a part of this contract.  
 Term 72 Mos. **EXPR GAP 0-72**

You want to buy the credit insurance.  
 Buyer X

**OPTIONAL SERVICE CONTRACT(S)** You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charges shown in item 1J and/or 1K above.

1J Company N/A  
 Term N/A Mos. or N/A Miles  
 1K Company N/A  
 Term N/A Mos. or N/A Miles  
 Buyer X N/A

**HOW THIS CONTRACT CAN BE CHANGED**

This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing.

Buyer Sign X  
 Co-Buyer Sign X

OPTION:  You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year. SELLER'S INITIALS

**THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.**

**WARNING:** YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNREPOSSESSED AND SOLD. IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. YOU UNDERSTAND THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.  
 Buyer X N/A Co-Buyer X N/A

**Notice to buyer:** (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or the Attorney General. After this contract is signed, the seller may change the terms unless you agree in writing to the change. You do not have to agree to any change.

Buyer Signature X N/A Co-Buyer Signature X N/A

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION! YOU AGREE TO THE TERMS OF THIS

REGISTRATION VALID FROM  
COML 09/30/2006 TO 09/30/2007 31 [REDACTED]

VEHICLE IDENTIFICATION NUMBER  
1FTSW21P86E [REDACTED]  
BODY TYPE MODEL  
PK  
DATE ISSUED  
10/11/2006

DATE FIRST SOLD	00/00/2005	CLASS	ND	MAKE	FORD	Yr Model	2006
TYPE VEH	MP	AX	WC	UNLADEN WT	CCW	TOTAL FEES PAID	\$535
32P	D	2	F	06939			

REGISTRATION  
OWNER  
LICENSOR

CAR WEST LLC LSR  
[REDACTED]  
SAN DIEGO CA [REDACTED]

HTD LSG LLC  
260 INTERSTATE N PKWY NW  
ATLANTA  
GA

W0204  
R0040  
L0285

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

[REDACTED]



460 West Vista Way  
 Vista, CA 92083  
 (888) 945-3800 or (760) 945-9555  
 www.northcountyford.com

UNIT # 10601511

CANADIAN CO. NCA  
 HOME [REDACTED] US [REDACTED]

INVOICE #

PAGE 1

SERVICE ADVISOR: 2665 HUBERTO TOPEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	DATE
OXFORD	06	FORD F250 PICKUP	1F1SW21E86	[REDACTED]	17230/17231	12309
WARRANTY	WARRANTY	WARRANTY	WARRANTY	WARRANTY	WARRANTY	WARRANTY
09SEP05	12:00	18MAY06				
NO ON ROAD	READY	OPTIONS				
17MAY06	18MAY06					

LINE OF CODES TECH TYPE HOURS  
 A/CUSTOMER STATES / VERIF WONDERS TIRE OVER FREEWAY STEERING WHEEL HAS  
 POT OF PLAY (CHECK TSB FOR EXPLANATION CONCERN) AND ADVISE  
 CAUSE: TSB 05-22-1 VERIFY CUSTOMER CONCERN TSB 05-22-1  
 APPLIES INSPECT STEERING SYSTEM FOUND STEERING MESH LOW AND  
 INSPECT DAMPERS IN  
 S2 CUSTOMER STATES  
 2575 SCHUMAN GERALD LLC  
 W94  
 EC PARTS COUNT (N/C)  
 CLAIM TYPE:  
 AUTH CODE:  
 0764

17231 TSB 05-22-1 VERIFY CUSTOMER CONCERN TSB 05-22-1 APPLIES  
 INSPECT STEERING SYSTEM FOUND STEERING MESH LOW AND INSPECT DAMPERS  
 AND FASTENERS PER TSB ADJUST LOAD 05220

B/CUSTOMER STATES / VERIF PULLS RIGHT AT CITY SPEEDS AND FREEWAY SPEEDS  
 ADVISE  
 CAUSE: SEE LINE A  
 S2 CUSTOMER STATES:  
 2575 SCHUMAN GERALD LLC  
 W94  
 EC PARTS COUNT (N/C)  
 CLAIM TYPE:  
 AUTH CODE:  
 0764  
 SEE LINE A

\*\*\*\*\*  
 @ This rental car is given to this customer by the service advisor. If  
 the customer keeps the car after their vehicle is completed,  
 the customer will be billed by that rental company of all these  
 charges.

CAUSE: RENTAL This rental car is given to this customer

We accept all major credit cards.	MISSION STATEMENT	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTAL
		NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		LABOR AMOUNT	
Service and Parts Dept Hours Monday thru Friday 7:00 am - 12:00 am Saturday 8:00 am - 5:00 pm	"YOU CAN COUNT ON US"	X		PARTS AMOUNT	
		CUSTOMER SIGNATURE		GAS, OIL, LUBE	
NORTH COUNTY FORD YOU CAN COUNT ON US	EPA	CUSTOMER SIGNATURE		SUBLET AMOUNT	
		PLEASE PAY THIS AMOUNT		HAZ MAT/MISC. CHG.	
				TOTAL CHARGES	
				LESS INS./ADJ.	
				SALES TAX	



UNIT # 18060411

INVOICE #

SALES OFFICE: [REDACTED]  
HOME: [REDACTED] BUS: [REDACTED]

PAGE #2

150 West Vista Way  
Visalia, CA 93208  
(888) 345-9900 Fax (760) 945-0545  
www.northcountyford.com

SERVICE ADVISOR: 2665 HUMBERTO TORRES

CL	YEAR	MAKE	MODEL	VIN	TRUCK SE	MPG	CAV	OPT	TRAC
OXFORD	2006	FORD	F250 PICKUP	1FTSW21P361					
DATE	FARE	BOOK	DATE	WARRANTY	TRUCK	PROMISED	TRUCK	SP	NO
09SEP05	185					12:00	18MAY06		
NO	CHRENT	READY	OPTIONS	SPK			CASH		DATE
									18MAY06

By the service advisor at the time you rent a vehicle, you agree to keep the car after their vehicle is returned to the rental company. The rental company will be billed by that rental company for all those charges.

2279 S. WILMAN (GRAND TRUCK)  
WTAAP #55

LINE	DESCRIPTION	AMOUNT	TAX	TOTAL
1	99R MULTIP. POINT INSPECTION			
2575	CF			
	SR 6MY AND OVER	0.00		0.00
2575	CF			
	SR 7/50 AND OVER	0.00		0.00
2575	CF			
	SR 7/230 INSPECT 0.2 SR ATTACHED SHEET	0.00		0.00
*****				
1	10F6 REPLACE ENGINE OIL & FILTER, VISUAL INSPECTION TOP OFF FLUID LEVELS			
2575	CFI			
	AC32-6731 OIL KIT - ELEMENT & GASKETS OIL F	26.23		26.23
	15 XO*15W40*OSD OIL - ENGINE	3.24	2.99	44.85
	15W40 ENGINE OIL CHG - WASTE FEE			
2575	CHW			
	17230 MAINT 0.5 CHANGED OIL AND FILTER, TOPPED OFF ANY NECESSARY FLUID LEVELS.	2.58		2.58
*****				
1	** REPLACE FUEL FILTER 6.0			
S2	CUSTOMER STATES			
2575	CFT			
	1637-9N184 CA ELEMENT	59.50		59.50
17230	MAINT 0.7 REPLACED BOTH FUEL FILTERS.	94.62		94.62

We accept all major credit cards:

Service and Parts Dept Hours  
Monday thru Friday 7:00 am - 12:00 am  
Saturday 8:00 am - 5:00 pm

**MISSION STATEMENT**

**"YOU CAN COUNT ON US"**

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		HAZ MAT/MISC. CHG.	
		TOTAL CHARGES	
		LESS INS./ADJ.	
		SALES TAX	
		<b>PLEASE PAY THIS AMOUNT</b>	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE BY THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE: \_\_\_\_\_

EP



INVOICE

PAGE 3

SERVICE ADVISOR: 2665 HUMBERT RD. HOPE, MO 64401

CAN'T FIND YOUR VIN? HOME BUS

YEAR	MAKE	MODEL	VIN	COLOR	PLATE	REGISTRATION
2005	FORD	F250 PICKUP	1FTSW21P88E		17230/17231	12009
DATE	DATE	WARRANTY	PROMISED	TIME	RATE	PAYMENT
09SEP05	15		12:00	18MAY06	CASH	18MAY06
NO. OPENED	READY	OPTIONS	STPK			
17MAY06	18MAY06					
LINE	OPCODE	TECH	TYPE	HOURS	LABOR	PARTS
1	REPLAC	VALVE	PLUMBER	16	40	
2	CUSTOMER	STATES				
3	1032	960	AA	ELEMENT	ASY	VALVE
4	238	VALVE	0	5	CHANGED	VALVE
5	102	49	7	102	49	7
6	102	49	7	102	49	7
7	102	49	7	102	49	7
8	102	49	7	102	49	7
9	102	49	7	102	49	7
10	102	49	7	102	49	7
11	102	49	7	102	49	7
12	102	49	7	102	49	7
13	102	49	7	102	49	7
14	102	49	7	102	49	7
15	102	49	7	102	49	7
16	102	49	7	102	49	7
17	102	49	7	102	49	7
18	102	49	7	102	49	7
19	102	49	7	102	49	7
20	102	49	7	102	49	7
21	102	49	7	102	49	7
22	102	49	7	102	49	7
23	102	49	7	102	49	7
24	102	49	7	102	49	7
25	102	49	7	102	49	7
26	102	49	7	102	49	7
27	102	49	7	102	49	7
28	102	49	7	102	49	7
29	102	49	7	102	49	7
30	102	49	7	102	49	7
31	102	49	7	102	49	7
32	102	49	7	102	49	7
33	102	49	7	102	49	7
34	102	49	7	102	49	7
35	102	49	7	102	49	7
36	102	49	7	102	49	7
37	102	49	7	102	49	7
38	102	49	7	102	49	7
39	102	49	7	102	49	7
40	102	49	7	102	49	7
41	102	49	7	102	49	7
42	102	49	7	102	49	7
43	102	49	7	102	49	7
44	102	49	7	102	49	7
45	102	49	7	102	49	7
46	102	49	7	102	49	7
47	102	49	7	102	49	7
48	102	49	7	102	49	7
49	102	49	7	102	49	7
50	102	49	7	102	49	7
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56	102	49	7	102	49	7
57	102	49	7	102	49	7
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63	102	49	7	102	49	7
64	102	49	7	102	49	7
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66	102	49	7	102	49	7
67	102	49	7	102	49	7
68	102	49	7	102	49	7
69	102	49	7	102	49	7
70	102	49	7	102	49	7
71	102	49	7	102	49	7
72	102	49	7	102	49	7
73	102	49	7	102	49	7
74	102	49	7	102	49	7
75	102	49	7	102	49	7
76	102	49	7	102	49	7
77	102	49	7	102	49	7
78	102	49	7	102	49	7
79	102	49	7	102	49	7
80	102	49	7	102	49	7
81	102	49	7	102	49	7
82	102	49	7	102	49	7
83	102	49	7	102	49	7
84	102	49	7	102	49	7
85	102	49	7	102	49	7
86	102	49	7	102	49	7
87	102	49	7	102	49	7
88	102	49	7	102	49	7
89	102	49	7	102	49	7
90	102	49	7	102	49	7
91	102	49	7	102	49	7
92	102	49	7	102	49	7
93	102	49	7	102	49	7
94	102	49	7	102	49	7
95	102	49	7	102	49	7
96	102	49	7	102	49	7
97	102	49	7	102	49	7
98	102	49	7	102	49	7
99	102	49	7	102	49	7
100	102	49	7	102	49	7

BAR # AH185269  
EPA # CAL00010555

DIRECT LINE INFO SERVICE @ 888-945-9900  
THANK YOU FOR CHOOSING NORTH COUNTY FORD  
IF YOU HAVE QUESTIONS OR CONCERNS PLEASE CALL  
CUSTOMER RELATIONS @ 1-888-258-3613

PAID  
MAY 18 2006  
Ans'd. [Signature]

We accept all major credit cards

Service and Parts Dept Hours  
Monday thru Friday 7:00 am - 12:00 am  
Saturday 8:00 am - 5:00 pm

MISSION STATEMENT

"YOU CAN COUNT ON US"

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		LABOR AMOUNT	130.81
		PARTS AMOUNT	263.91
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		HAZ MAT/MISC. CHG.	0.00
		TOTAL CHARGES	394.72
		LESS INS ADJ.	0.00
		SALES TAX	20.45
		PLEASE PAY THIS AMOUNT	415.17

NOTICE TO CONSUMER  
PLEASE READ IMPORTANT INFORMATION ON BACK.  
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X CUSTOMER SIGNATURE

BAR [Redacted] EPA [Redacted] -20-39 10% OFF Parts 388.7K



INVOICE

SAN DIEGO, CA  
HOME: [REDACTED] EBS [REDACTED]

PAGE 1

460 West Vista Way  
Vista, CA 92083  
(888) 945-9900 Fax (760) 945-9945  
www.northcountyford.com

SERVICE ADVISOR: 2665 HUMBERTO LOPEZ

COLDR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
OKFORD	WHI 06	FORD F250 PICKUP	1FTSW21P861		20830/20898		
DEK DATE	PROP DATE	W/ARR/EXP	PROMISED	PO NO	RATE	PAYMENT	FINY DATE
09SEP05	IS		16:00 27JUL06			CASH	11AUG06
THRO OPENED	READY	OPTIONS	STK				
26JUL06	11AUG06						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES / ONGOING SINCE APRIL 2006 ENTERTAIN AND UNCONTROLLABLE STEERING WHEEL AND FRONT WHEEL SHAKE OCCURS WHEN DRIVING CUSTOMER MUST BRACE TO STOP VEH TO STOP VEH DOWN TO LESSEN SHAKE AND PULL OVER TO LESSEN SHAKE WHEATHER DRIVING ON HIGH WAY OR SURFS STREETS // CHECK AND ADVISE

CAUSE: 20830 FAULTY BALL JOINTS AND TSB 06-15-01 6.2 VERIFY CUSTOMER CONCERN ROAD TEST VEHICLE DOWN FREEWAY INSPECT ALL FASTENERS RETORQUE AS NE

S2 CUSTOMER STATES / 2579 SCHUMAN, GERALD LIC# W94

2 SC3Z\*3050\*AB JOINT ASY - BALL (N/C)

2 SC3Z\*3050\*AB ROD ASY - DRAG LINK (N/C)

FC: PART#: COUNT: (N/C)

CLAIM TYPE: AUTH CODE:

20830 FAULTY BALL JOINTS AND TSB 06-15-01 6.2 VERIFY CUSTOMER CONCERN ROAD TEST VEH GOE DOWN FREEWAY INSPECT ALL FASTENERS RETORQUE AS NECESSARY FOUND LOWER BALL JOINTS LATERAL MOVEMENT BEYOND .030 TIE ROD AT PYLON ARM LOOSE IN SOCKET REPLACE BOTH LOWER BALL JOINTS TIGHTEN ROD AND PERFORM TSB 06-15-01 3049AE 3130AA 061501B

B CUSTOMER STATES / SINCE NEW AND CURRENTLY VEH PULLS RIGHT MOST NOTABLE ON FREEWAY TIRES AND RIMS HAVE BEEN ROTATED AND BALANCE FREQUENTLY DOES NOT MATTER WHERE TIRES ARE AT / ADVISE

CAUSE: 20830

S1 0

2579 SCHUMAN, GERALD LIC# W94 (N/C)

2 SC3Z\*3050\*AB REAR ADJUSTER EASY (N/C)

FC: PART#: COUNT: (N/C)

CLAIM TYPE: AUTH CODE:

We accept all major credit cards	MISSION STATEMENT	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		LABOR AMOUNT	
Service and Parts Dept Hours Monday thru Friday 7:00 am - 12:00 pm Saturday 8:00 am - 5:00 pm	"YOU CAN COUNT ON US"	X CUSTOMER SIGNATURE		PARTS AMOUNT	
		CUSTOMER SIGNATURE		GAS, OIL, LUBE	
NORTH COUNTY FORD YOU CAN COUNT ON US	BA [REDACTED] EP [REDACTED]			SUBLET AMOUNT	
				HAZ MAT/MISC. CHG.	
				TOTAL CHARGES	
				LESS INS./ADJ.	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	



SAN DIEGO COUNTY HOME

MODEL	YEAR	MAKE/MODEL	VIN	LICENSE	MI/REGISTRATION
OXFORD, WHI	08	FORD F250 PICKUP	1FTSW21P36E		
DEL DATE	PROM DATE	WARR EXPI	PROMISED	FINANCING	RATE
09SEP05 LS			16:00 27JUL06		
WORK ORDER	READY	OPTIONS	STK		
26JUL06	1AUG06				

LINE: OPCODE, TECH, TYPE, HOURS, DIST, NEW, TOTAL

20830 SEE LINE A AND B

C CUSTOMER STATES / SINCE NEW AND CURRENTLY STEERING WHEEL IS OFF CENTER TO THE LEFT AND HAS PLAY / ADVISE CAUSE: 20830 SEE LINE I.

S2 CUSTOMER STATES: 2579 SCHUMAN, GERALD LIC#:

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE: 0764

20830 SEE LINE I.

D CUSTOMER STATES / SINCE NEW INTERMIT BUT NOW MORE FREQUENT ENGINE IDLES ROUGH AS IF ITS GOING TO DIE EITHER TRUCK SHAKES OCCURS WEATHER ENG IS HOT OR COLD / ADVISE

CAUSE: 20830 COULD NOT DUPLICATE

S2 CUSTOMER STATES: 2579 SCHUMAN, GERALD LIC#:

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE: 0764

20830 COULD NOT DUPLICATE

\*\*\*\*\*

E CUSTOMER STATES / SINCE NEW REAR CENTER CONSOLE MAIN PARTAL PHENOM AWAY FROM CONSOLE AT BACK SEAT CONSOLE

CAUSE: 20830 REMOVED REAR CENTER CONSOLE FOR REPAIR INSALLED REAR CENTER CONSOLE AFTER REPAIR 1.0

S2 CUSTOMER STATES: 2579 SCHUMAN, GERALD LIC#:

We accept all major credit cards

Service and Parts Dept Hours  
Monday thru Friday 7:00 am - 12:00 pm  
Saturday 8:00 am - 5:00 pm

MISSION STATEMENT

"YOU CAN COUNT ON US"

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	AMOUNT
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		HAZ MAT/MISC. CHG.	
		TOTAL CHARGES	
		LESS INS./ADJ.	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON PAGE 1. ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE



INVOICE

450 West Vista Way  
 Vista, CA 92083  
 (888) 845-9500 Fax (760) 945-9546  
 www.northcountyford.com

SERVICE ADVISOR: 2655 HUMBERTO LOPEZ

SAN DIEGO, CA  
 HOME: [REDACTED] BUS: [REDACTED]

PAGE 3

REG	YEAR	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TRG			
2006	06	FORD F250 PICKUP	1FTSW21P86E	[REDACTED]	20830/20898	[REDACTED]			
DATE	PROD	BATE	WARR	EXT	PROMISED	PDNG	DATE	PAYMENT	INV DATE
09SEP05	TS				16:00	27JUL06		CASH	11AUG06
30X OPENED	READY	OPTIONS							
		STR							
	26JUL06		11AUG06						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			W91				(N/C)
			W91				(N/C)
CLAIM TYPE:							
AUTH CODE:							
0764							
HUBBARD TONYA [REDACTED] PHOENIX ST 18796							
PO [REDACTED]							
W91 (N/C)							
FC:							

20830 REMOVED REAR CENTER CONSOLE FOR REPAIR INSTALLED REAR CENTER CONSOLE AFTER REPAIR 1.0

CUSTOMER STATES / WHILE TOWING AND MIRRORS ARE EXTENDED GLASS SHAKES AND OBJECTS ARE BOUNDED AND HARD TO SEE / ADVISE CAUSE: 20830 VIBRATION DUE TO OVER SIZE TIRES

S2 CUSTOMER STATES: 2579 SCHUMAN, GERALD LIC#:

FC: PART#: COUNT: CLAIM TYPE: AUTH CODE: 0764

20830 VIBRATION DUE TO OVER SIZE TIRES

3 CUSTOMER REQUEST / FORD BUY VEH BACK FOR UNSAFE STEERING CONDITIONS

FILE REFERENCE 1525211916 CAUSE: 20830

NOTE: NOTE: 2579 SCHUMAN, GERALD LIC#:

FC: PART#: COUNT: CLAIM TYPE: AUTH CODE:

We accept all major credit cards  Service and Parts Dept Hours Monday thru Friday 7:00 am - 12:00 am Saturday 8:00 am - 5:00 pm	<b>MISSION STATEMENT</b>  <b>"YOU CAN COUNT ON US"</b>	ORIGINAL ESTIMATE <input checked="" type="checkbox"/>	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON EACH I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT HAZ MAT/MISC. CHG. TOTAL CHARGES LESS INS./ADJ. SALES TAX	PLEASE PAY THIS AMOUNT
X CUSTOMER SIGNATURE CUSTOMER SIGNATURE					

BAR

EPA#



AN APPROVAL OF  
OUR

PAGE 2

SERVICE ADVISOR: 2665 HUNTER RD, HOPE

VEHICLE	YEAR	MAKE	MODEL	VIN	LICENSE	MI	PAGE IN QUOTE	TASK
KFORD	06	FORD	F250 PICKUP	1FTSW21P96E				
LINE DATE	FROM DATE	WARRANTY	PROMISED	PERIOD	TYPE	PAYMENT	DATE	
05SEP05	05/15/06			16:00-27	DL06	CASH	11AUG06	
VEHICLE OPENED	READY	OPTIONS	STK					
26JUN06	11AUG06							
LINE CODE	NECE	TYPE	HOURS					
0764								
0830								

MULTI-POINT INSPECTION  
355 MULTI-POINT INSPECTION  
2579 SCHUMAN, GERALD, LIC#:

PERFORM 4 WHEEL ALIGNMENT  
2.5 HR M-TIME TECH 2878 TEST DROVE AND CHECKED ALIGNMENT  
ANGLES RESET FRONT STEERING WHEEL AND PRINTED OUT ALIGNMENT  
READINGS SEE  
AWA PERFORM 4 WHEEL ALIGNMENT.

FC: PART#: COUNT:  
AUTH CODE:  
WHEEL ALIGNMENT PLUS 64813

0830 2.5 HR M-TIME 061501C 1.9 HR FLAG TEST DROVE AND CHECKED  
ALIGNMENT ANGLES RESET FRONT STEERING WHEEL AND PRINTED OUT ALIGNMENT  
READINGS SEE READINGS ALL OKAY AS PER TSB 06-15-01 ALSO INSTALLED NEW  
AMS ON BOTH SIDES AS PER TSB FOR LOWER CASTER TO MAX LOW SPRING TO  
CORRECT CONCERN

BAR # AH185269

DIRECT LINE TUNE SERVICE 1-888-925-9900  
THANK YOU FOR CHOOSING NORTH COUNTY FORD  
IF YOU HAVE QUESTIONS OR CONCERNS PLEASE CALL  
CUSTOMER RELATIONS @ 1-888-258-3613

We accept all major credit cards

Service and Parts Dept hours  
Monday thru Friday 7:00 am - 12:00 am  
Saturday 8:00 am - 5:00 pm

MISSION STATEMENT

"YOU CAN COUNT ON US"

ORIGINAL ESTIMATE	\$	AUTHORIZED ADDITIONS	\$
<p>NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.</p>			
X		CUSTOMER SIGNATURE	
CUSTOMER SIGNATURE			

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ MAT/MISC. CHG.	0.00
TOTAL CHARGES	0.00
LESS INS./ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

BAR

# PERRY



12740 Poway Road • Poway, CA 92064  
858 748-1400 • FAX 858 748-4779  
www.perryford.com

BAR # AA-231396 EPA # CAD 981997323

CUSTOMER NO	ADVISOR TONY	TAG NO 874	INVOICE DATE 03/08/07
RESIDENCE PHONE	LABOR RATE	LICENSE NO	STOCK NO
	YEAR/MAKE/MODEL 06/FORD TRUCK/F250/4 DOOR CREW	MILEAGE 31,915	COLOR WHITE/
	VEHICLE I.D. NO. 1 F T S W 2 1 P 8 6 E	DELIVERY DATE	DRIVER'S N.ES
	P.T.E. NO.	SE. (BKG DEALER) NO.	PRODUCTION DATE
	PO NO.	D.O. DATE 03/06/07	REPRINT# 1
COMMENTS			MO: [REDACTED]

**JOB# 1 CHARGES**

**LABOR**  
 CUSTOMER REPORTS ENGINE OIL LEAK, COMING FROM POSS BACK OF ENGINE/TRANS AREA?  
 CHECK FOR OIL LEAK WITH ENG. OIL DYE AND BLACK LIGHT REMOVED TRANS. AND TRANSFER CASE FOUND REAR ENG. COVER GASKET LEAKING REPLACED REAR ENG. COVER GASKET AND REAR MAIN SEAL REINSTALLED ALL ALSO REPLACED HOT SIDE CAC AIR CHARGE HOSE AND CLAMPS CLEANED ENG. AND LOWER PARTS VERIFIED REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	3C3Z-6D083-AA	GASKET		WARRANTY
	1	3C3Z-6701-AA	SEAL AS		WARRANTY
	1	6C3Z-6C640-A	CONNECT		WARRANTY
	2	6C2Z-6K785-AA	CLAMP		WARRANTY
	3	3100	DIESEL		WARRANTY
				TOTAL - PARTS	0.00

**SUBLET**  
 PC# [REDACTED] VEND INV# 881729 INV. DATE 03/06/07 DESCRIPTION RENTAL  
 TOTAL - SUBLET 0.00

**JOB# 1 TOTALS**  
 JOB# 1 JOURNAL PREFIX FOCs JOB# 1 TOTAL 0.00

*"Our Goal is Your Complete Satisfaction"*

**SERVICE DEPT. HOURS**  
 MONDAY THRU FRIDAY  
 7:00 A.M. - 6:00 P.M.  
 SATURDAY  
 8:00 A.M. - 5:00 P.M.

**PARTS DEPT. HOURS**  
 MONDAY THRU FRIDAY  
 7:30 A.M. - 6:00 P.M.  
 SATURDAY  
 8:00 A.M. - 5:00 P.M.

ESTIMATE ADDITIONAL REVISED  
 I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

**JOB# 2 CHARGES**

**LABOR**  
 TEST DRIVE FOR STEERING WHEEL SHAKE, FRNT TIRE NOBBLE AND KNOCKING NOISE?  
 NO WORK PERFORMED DUE TO AFTERMARKET LIFT, CUSTOMER ADVISED THE BALL JOINT APPEAR LOOSE, WERE REPLACED AT N.C FORD ALREADY. ADVISED CUSTOMER TO RETURN TO SELLING DEALER FOR REPAIRS.

**JOB# 2 TOTALS**  
 JOB# 2 JOURNAL PREFIX FOCs JOB# 2 TOTAL 0.00

"BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENT THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY."

X \_\_\_\_\_  
 CUSTOMER SIGNATURE

**COMMENTS**  
 RENTAL PO [REDACTED]

**WARRANTY**  
 ALL PARTS AND SERVICE WORK GUARANTEED MONTHS OR 10000 MILES WHICHEVER OCCURS FIRST UNLESS CAUSED BY MISUSE, ABUSE OR PERSONAL DAMAGE. WE WILL REPAIR OR REPLACE AT OUR OPTION ANY DEFECTIVE PARTS OR LABOR.  
 ALL WORK MUST BE PERFORMED AT PERRY FORD OF POWAY



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 858 748-1400 • FAX 858 748-4779  
 www.perryford.com

BAR # AA-231596 EPA # CAD 981997323

CUSTOMER NO.	ADVISOR TONY	TAG NO. 874	INVOICE DATE 03/08/07
SAN DIEGO, CA	LABOR RATE	LICENSE NO.	COLOR WHITE/
	YEAR / MAKE / MODEL 06/FORD TRUCK/F250/4 DOOR CREW	MILEAGE 31,915	DELIVERY DATE
	VEHICLE ID. NO. 1 F T S W 2 1 P 8 6 E	SET. TAG DEALER NO.	DELIVERY MILES
RESIDENT PHONE	F.T.E. NO.	P.O. NO.	PRODUCT / UPLATE
	COMMENTS	R.O. DATE 03/06/07	REPRINT# 1
			MO: [REDACTED]

TOTALS	
* CASH \$	TOTAL LABOR.... 0.00
* CHECK \$ NO.	TOTAL PARTS.... 0.00
* VISA \$	TOTAL SUBLET... 0.00
* MASTERCARD \$	TOTAL G.O.G.... 0.00
* CHARGES ACCOUNT NO.	TOTAL MISC CHG. 0.00
* CASHIER INITIALS [ ]	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00
	<b>TOTAL INVOICE \$ 0.00</b>

THANK YOU FOR YOUR BUSINESS !!!!

CUSTOMER SIGNATURE

*"Our Goal is Your Complete Satisfaction"*

**SERVICE DEPT. HOURS**  
 MONDAY THRU FRIDAY  
 7:00 A.M. - 6:00 P.M.  
 SATURDAY  
 8:00 A.M. - 5:00 P.M.

**PARTS DEPT. HOURS**  
 MONDAY THRU FRIDAY  
 7:30 A.M. - 6:00 P.M.  
 SATURDAY  
 8:00 A.M. - 5:00 P.M.

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

"BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENT THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY."

X \_\_\_\_\_  
 CUSTOMER SIGNATURE

**WARRANTY**  
 ALL PARTS AND SERVICE WORK GUARANTEED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS CAUSED BY ABUSE, ABUSE OR PERSONAL DAMAGE. WE WILL REPAIR OR REPLACE AT OUR OPTION ANY DEFECTIVE PARTS OR LABOR.  
 ALL WORK MUST BE PERFORMED AT PERRY FORD OF POWAY.



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 858 748-1400 • FAX 858 748-4779  
 www.perryford.com

BAR # AA-231396 EPA # CAD 981997323

CUSTOMER NO	ADVISOR TONY	TAG NO 874	INVOICE DATE 03/30/07	IN
	LABOR RATE	LICENSE NO	RELEASE 32,875	COLOR WHITE/
SAN DIEGO, CA	YEAR / MAKE / MODEL 06 / FORD TRUCK / F250 / 4 DOOR CREW	DELIVERY DATE	DELIVERY MILES	STOCK NO
	VEHICLE ID NO. 1 F T S W 2 1 P 8 6 E	SELLING DEALER NO	PRODUCTION DATE	
RESIDENCE PHONE	COMMENTS	P.O. NO	R.C. DATE 03/29/07	

JOB# 1 CHARGES

LABOR

LAST TIME IN FRNT END CONCERN, SHAKING, WOBBLE AND KNOCKING NOISE. WAS DIAG WITH BALL JOINT CONCERN---SEE HISTORY AND ADVISE.  
 ROAD TEST VEHICLE VERIFIED CONCERN SHIMMY FRM FRONT INTERM. RACKED VEHICLE TO CHECK FRT STEERING. SUSPENSION FOUND GEAR BOX SECTOR SHAFT HAS EXCESSIVE PLAY REPLACED GEARBOX AND BLEED SYSTEM. RE-ASSEMBLED ALL TO PERFORMED RE-CHECK TO VERIFY REPAIR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	7C3Z-3504-A	GEAR AS FOSTG-26		
	1	-W709295-S441	NUT		
TOTAL - PARTS					0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCs JOB# 1 TOTAL 0.00

*"Our Goal is Your Complete Satisfaction"*

SERVICE DEPT. HOURS  
 MONDAY THRU FRIDAY  
 7:00 A.M. - 6:00 P.M.  
 SATURDAY  
 8:00 A.M. - 5:00 P.M.

PARTS DEPT. HOURS  
 MONDAY THRU FRIDAY  
 7:30 A.M. - 6:00 P.M.  
 SATURDAY  
 8:00 A.M. - 5:00 P.M.

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$100.00 (+TAX)

TOTALS

* CASH \$	TOTAL LABOR....	0.00
* CHECK \$	TOTAL PARTS....	0.00
* VISA \$	TOTAL SUBLET....	0.00
* MASTERCARD \$	TOTAL G.O.G....	0.00
* CHARGES	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CASHIER INITIALS [ ]

THANK YOU FOR YOUR BUSINESS !!!!

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

"BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENT THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY."

CUSTOMER SIGNATURE

**WARRANTY**  
 ALL PARTS AND SERVICE WORK GUARANTEED 12 MONTHS OR 12,000 MILES OR WHICHEVER OCCURS FIRST UNLESS CAUSED BY MISUSE, ABUSE OR PERSONAL DAMAGE. WE WILL REPAIR OR REPLACE AT OUR OPTION ANY DEFECTIVE PARTS OR LABOR.  
 ALL WORK MUST BE PERFORMED AT PERRY FORD OF POWAY.

CUSTOMER SIGNATURE



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 858 748-1400 • FAX 858 748-4779  
 www.perryford.com

BAR # AA-231396 EPA # CAD 981997323

CUSTOMER NO.	ADVISOR TONY	TAG NO. 874	INVOICE DATE 04/05/07
RESIDENCE PHONE	LABOR RATE	LICENSE NO.	WEALEASE 33,134
	YEAR / MAKE / MODEL 06/FORD TRUCK/F250/4 DOOR CREW	COLOR WHITE/	STOCK NO.
SAN DIEGO, CA	VEHICLE ID NO. 1 F T S W 2 1 P 8 6 E	DELIVERY DATE	PREVIOUS MILES
	PTE NO.	PG NO.	SELLING DEALERSHIP
	COMMENTS	R.D. DATE 04/02/07	PRODUCT CATEGORY

JOB# 1 CHARGES

LABOR	J# 1 3DF0Z	SUSPENSION	TECH(S):503	WARRANTY
TEST DRIVE, CUSTOMER REPORTS ON ANY UNEVEN SURFACE, OR OVER BUMPS FRNT END SHAKES BAD VERIFIED CONCERN FOUND CLUNK TYPE NOISE WHEN TURNING FRONT END SHUDDERS OVER BUMPS.FOUND DRAG LINK HAS EXCESSIVE PLAY REPLACED DRAG LINK REASSEMBLED TEST DROVE VERIFIED REPAIR				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	6C3Z-3304-B	ROD ASY	
TOTAL - PARTS				0.00
SUBLET	PO#	VEND INV#	INV.DATE-DESCRIPTION	WARRANTY
		86259	04/02/07 RENTAL	0.00
TOTAL - SUBLET				0.00
JOB# 1 TOTALS				
JOB# 1 JOURNAL PREFIX FOCs				0.00
TOTALS				
* CASH \$			TOTAL LABOR....	0.00
* CHECK \$	NO.		TOTAL PARTS....	0.00
* VISA \$	MASTERCARD \$		TOTAL SUBLET....	0.00
* CHARGES \$	ACCOUNT NO.		TOTAL G.O.G....	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
	CASHIER INITIALS [ ]		<b>TOTAL INVOICE \$</b>	<b>0.00</b>

*"Our Goal is Your Complete Satisfaction"*

**SERVICE DEPT. HOURS**  
 MONDAY THRU FRIDAY  
 7:00 A.M. - 6:00 P.M.  
 SATURDAY  
 8:00 A.M. - 5:00 P.M.

**PARTS DEPT. HOURS**  
 MONDAY THRU FRIDAY  
 7:30 A.M. - 6:00 P.M.  
 SATURDAY  
 8:00 A.M. - 5:00 P.M.

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

\*BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENT THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY.

THANK YOU FOR YOUR BUSINESS !!!!

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

**WARRANTY**  
 ALL PARTS AND SERVICE WORK GUARANTEED 12 MONTHS OR 12000 MILES OR WHATEVER OCCURS FIRST UNLESS CAUSED BY ABUSE, ABUSE OR PERSONAL DAMAGE. WE WILL REPAIR OR REPLACE AT OUR OPTION ANY PARTS OR LABOR.  
 ALL WORK MUST BE PERFORMED AT PERRY FORD OF POWAY

# NORTH COUNTY FORD VISTA YOU CAN COUNT ON US!

450 WEST VISTA WAY · VISTA, CALIFORNIA 92083 · (760) 945-9900 · Fax (760) 945-9565  
 http://www.northcountyford.com · (800) 537-FORD



PARTS HOURS MONDAY THRU FRIDAY 7:00 AM TO 8:00 PM  
 SATURDAY 8:00 AM - 4:00 PM

### NOTICE TO CUSTOMER

**POSITIVELY NO EXCHANGES WITHOUT THIS TICKET.**  
 NO REFUNDS ON SPECIAL ORDERS. NO REFUNDS AFTER 10 DAYS. 20% HANDLING CHARGE  
 ON ALL RETURNS, NO RETURNS ON ELECTRICAL PARTS. REFUND ON PURCHASES  
 PAID BY CHECK ARE REFUNDED AFTER CHECK CLEARS.

DATE ENTERED 10 OCT 05	YOUR ORDER NO.	DATE SHIPPED 10 OCT 05	INVOICE DATE	INVOICE NUMBER	17:28
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ACCOUNT NO. 710

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PAGE 1 OF 1

RETAIL LESS 10

RETAIL LESS 10

SHIP VIA	ELSM.	S/L NO.	TERMS	F.O.B. POINT											
	9		CASH	VISTA, CA											
QTY	UNIT	QTY	QTY	QTY	QTY	QTY	QTY								
1	1	SPO	F81Z*99112A15*AA	MAT - LOAD	155.24	139.72	139.72								
<p style="font-size: 2em; font-weight: bold;">PAID</p> <p style="font-size: 1.5em;">Ans'd. <i>[Signature]</i></p>				<p><i>MISSION STATEMENT</i></p> <p>To achieve superior results and an excellent reputation by earning TOTAL CUSTOMER SATISFACTION through honesty, fairness, and the creation of an environment for staff to achieve personal and career aspirations.</p>											
<p>YOU KNOW HOW TO PAINT A ROOM REAL FAST? JUST PUT PAINT ROLLERS ON YOUR FEET AND SOMEHOW FIGURE OUT HOW TO SKATE UP THE WALLS AND ACROSS THE CEILING.</p>				<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>PARTS</td> <td style="text-align: right;">139.72</td> </tr> <tr> <td>SUBLET</td> <td></td> </tr> <tr> <td>FREIGHT</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>SALES TAX</td> <td style="text-align: right;">10.83</td> </tr> <tr> <td><b>TOTAL</b></td> <td style="text-align: right;"><b>\$150.55</b></td> </tr> </table>		PARTS	139.72	SUBLET		FREIGHT	0.00	SALES TAX	10.83	<b>TOTAL</b>	<b>\$150.55</b>
PARTS	139.72														
SUBLET															
FREIGHT	0.00														
SALES TAX	10.83														
<b>TOTAL</b>	<b>\$150.55</b>														
CUSTOMER'S SIGNATURE															
X															

# PERRY



12740 Poway Road • Poway, CA 92064  
 858 748-1400 • FAX 858 748-4779  
 PARTS DIRECT 858 748-2037  
 www.perryford.com

**PARTS DEPARTMENT HOURS**  
 MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.  
 SATURDAY 8:00 A.M. TO 5:00 P.M.

**NOTICE RETURN POLICY**  
 NO REFUND WITHOUT THIS INVOICE.  
 NO REFUND AFTER 10 DAYS.  
 NO RETURN ON SPECIAL ORDER PARTS.  
 NO RETURN ON ELECTRICAL PARTS.  
 10% HANDLING CHARGE ON ALL RETURNS.  
 REFUND ON PURCHASES PAID BY CHECK ARE  
 REFUNDED AFTER 10 BUSINESS DAYS.

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
-----------	-------------------	-----------------	----------	-----	---------	--------------	---------

CRED CD DON

09/30/06

RETAIL CUSTOMERS

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QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	F81Z-9900038-AA LINER - FOF81Z-9	SP-ORD	392.64	185.00	185.00
1	0	FRAME FRAME	FC	26.59	24.95	24.95

**NO RETURN ON ELECTRICAL  
 OR SPECIAL ORDERED ITEMS.**

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON  
 BACK.

X

AUTHORIZED SIGNATURE

	SUBTOTAL	209.95
TAX		16.27
FREIGHT		0.00
	PAY THIS AMOUNT	226.22

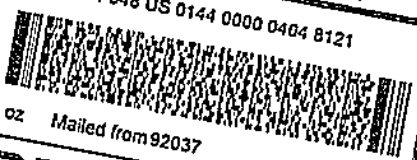
19 February 2002

UNITED STATES POSTAL SERVICE

Click-N-Ship®

E

www.usps.com  
\$14.40  
US POSTAGE  
Flat Rate Env  
EO 932 914 548 US 0144 0000 0404 8121



04/13/07 0 lb 4 oz Mailed from 92037

USPS EXPRESS MAIL®

THE BICKEL LAW FIRM, INC.  
7825 FAY AVE STE 200  
LA JOLLA CA 92037-4270

NO DELIVERY WEEKEND OR HOLIDAY

SHIP TO:  
FORD MOTOR COMPANY  
CUSTOMER RELATIONSHIP CENTER  
PO BOX 6248  
DEARBORN MI 48121-6248

USPS EXPRESS MAIL

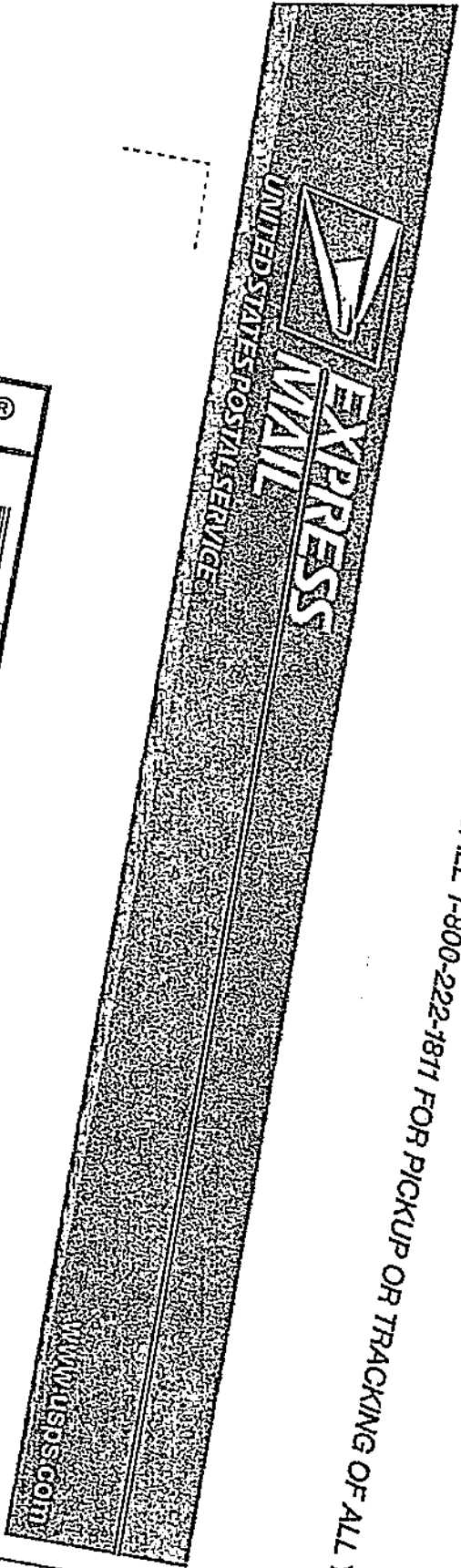


EO 932 914 548 US

POSTAL USE ONLY

Date In: Mo.	Day	Year	Time In:	<input type="checkbox"/> AM	<input type="checkbox"/> PM
Day of Delivery: <input type="checkbox"/> Next			<input type="checkbox"/> 12 Noon	<input type="checkbox"/> 3 PM	
Return Receipt	<input type="checkbox"/> COD		Additional Insurance Fee	\$0.00	

4/13/07 06.074



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PE07-057

FORD

2-4-2008

APPENDIX D

O

PE07-057

## STANDARD CLAIMS LIST

### AWS Online Report

Run Date: 23-APR-2007

Note: All Costs are in US Dollars Server Name: AWS Production- Claims loaded through 19-APR-2007

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	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG C	
IFTSW21P86E	F7		T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/YB	25-05-05	09-09-05	171079	USA	7	*	*	*	*	SXX	SXX	V00 *
<b>AWS Claim Key:</b>	<a href="#">667186</a>	<b>Doc #:</b>	18104201	<b>Trx Code:</b>	05E16	<b>Labor Hrs:</b>	.7	<b>Labor Cost:</b>	56.85	<b>Material Cost:</b>	0	<b>Total Cost:</b>	56.85									
<b>Dlr Cd-Sub Cd:</b>	01469-*	<b>Name:</b>	PERRY FORD	<b>Ph:</b>	858-7481400	<b>St:</b>	CA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	23-MAR-2006	<b>DIST (Mile):</b>	11976							
<b>Cust Comments:</b>	RECALL 05E16																					
<b>Tech Comments:</b>	RECALL 05E16B FOR .7 RECALIBRATE CNTRL MODULES AS PER RECALL																					
IFTSW21P86E	F7		T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/YB	25-05-05	09-09-05	171079	USA	9	5R02	*	3600	*	S10	S10	V87 H
<b>AWS Claim Key:</b>	<a href="#">979401</a>	<b>Doc #:</b>	402041A	<b>Trx Code:</b>	E84	<b>Labor Hrs:</b>	3.2	<b>Labor Cost:</b>	265.92	<b>Material Cost:</b>	0	<b>Total Cost:</b>	265.92									
<b>Dlr Cd-Sub Cd:</b>	00869-*	<b>Name:</b>	NORTH COUNTY FORD	<b>Ph:</b>	760-9459900	<b>St:</b>	CA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	17-MAY-2006	<b>DIST (Mile):</b>	17230							
<b>Cust Comments:</b>	CUSTOMER STATES VEH WONDERS ALL OVER FREEWAY STEERING WHEEL HAS A LOT OF PLAY ( CHECK TSB FOR ISOLATION CONSER ) AND ADVISE																					
<b>Tech Comments:</b>	17231 TSB 05 22 1 3.2 VERIFY CUSTOMER CONCERN, TSB 05 22 1 APPLIES INSPECT STEERING SYSTEM FOUND STEERING MESH LOW AND INSPECT DAMPNERS AND FASTNERS PER TSB ADJUST LOAD 052201A																					
IFTSW21P86E	F7		T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/YB	25-05-05	09-09-05	171079	USA	11	5G03	5C3Z	3050	AB	S13	S10	V89 C
<b>AWS Claim Key:</b>	<a href="#">1539133</a>	<b>Doc #:</b>	407445A	<b>Trx Code:</b>	E84	<b>Labor Hrs:</b>	6.2	<b>Labor Cost:</b>	535.31	<b>Material Cost:</b>	245.36	<b>Total Cost:</b>	780.67									
<b>Dlr Cd-Sub Cd:</b>	08481-*	<b>Name:</b>	NORTH COUNTY FORD	<b>Ph:</b>	*-*	<b>St:</b>	CA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	26-JUL-2006	<b>DIST (Mile):</b>	20830							
<b>Cust Comments:</b>	CUSTOMER STATES ONGOING SINCE APRIL 2006 INTERMINT AND UNCONTROLLABLE STEERING WHEEL AND FRONT WHEEL SHAKE OCCURS WHILE DRVING CUSTOMER MEUST BRAKE TO SLOW VEH TO SLOW VEH DOWN TO																					
<b>Tech Comments:</b>	20830 FAULTY BALL JOINTS AND TSB 06 15 01 6.2 VERIFY CUSTOMER CONCERN ROAD TEST VEHICLE DOWN FREEWAY, INSPECT ALL FASTENERS RETORQUE AS NECE SSARY, FOUND LOWER BALL JOINTS LATERAL MOVEMENT BEYOND .030 TIE ROD AT PITMAN ARM LOOSE IN SOCKET REPLACE BOTH LOWER BALL JOINTS, LEFT TIE ROD AND PERFORM TSB 06 15 01 3049AE 3130AA 061501B																					
IFTSW21P86E	F7		T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/YB	25-05-05	09-09-05	171079	USA	11	6L11	*	28045A36	*	S08	S08	V71 B
<b>AWS Claim Key:</b>	<a href="#">1539134</a>	<b>Doc #:</b>	407445E	<b>Trx Code:</b>	E84	<b>Labor Hrs:</b>	.3	<b>Labor Cost:</b>	100.9	<b>Material Cost:</b>	0	<b>Total Cost:</b>	100.9									
<b>Dlr Cd-Sub Cd:</b>	08481-*	<b>Name:</b>	NORTH COUNTY FORD	<b>Ph:</b>	*-*	<b>St:</b>	CA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	26-JUL-2006	<b>DIST (Mile):</b>	20830							
<b>Cust Comments:</b>	CUSTOMER STATES SINCE NEW REAR CENTER CONSOLE MATERIAL PULLING AWAY FROM CONSOLE AT BACK SEAT CONSOLE																					
<b>Tech Comments:</b>	20830 REMOVED REAR CENTER CONSOLE FOR REPAIR INSTALLED REAR CENTER CONSOLE AFTER REPAIR 1.0																					
IFTSW21P86E	F7		T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/YB	25-05-05	09-09-05	171079	USA	19	1D05	3C3Z	6D083	AA	S11	S11	V44 L
<b>AWS Claim Key:</b>	<a href="#">3108077</a>	<b>Doc #:</b>	19796501	<b>Trx Code:</b>	E84	<b>Labor Hrs:</b>	6.1	<b>Labor Cost:</b>	514.79	<b>Material Cost:</b>	150.1	<b>Total Cost:</b>	664.89									
<b>Dlr Cd-Sub Cd:</b>	01469-*	<b>Name:</b>	PERRY FORD	<b>Ph:</b>	858-7481400	<b>St:</b>	CA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	06-MAR-2007	<b>DIST (Mile):</b>	31915							
<b>Cust Comments:</b>	CUSTOMER REPORTS ENGINE OIL LEAK, COMING FROM POSS BACK OF ENGINE TRANS AREA?																					
<b>Tech Comments:</b>	CHECK FOR OIL LEAK WITH ENG. OIL DYE AND BLACK LIGHT REMOVED TRANS. AND TRANSFER CASE FOUND REAR ENG. COVER GASKET LEAKI NG REPLACED REAR ENG. COVER GASKET AND REAR MAIN SEAL REINS TALLED ALL ALSO REPLACED HOT SIDE CAC AIR CHARGE HOSE AND CLAMPS CLEANED ENG. AND LOWER PARTS VERIFIED REPAIR																					
IFTSW21P86E	F7		T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/YB	25-05-05	09-09-05	171079	USA	19	5O01	7C3Z	3504	A	S13	S05	V39 N
<b>AWS Claim Key:</b>	<a href="#">3251847</a>	<b>Doc #:</b>	19899001	<b>Trx Code:</b>	E84	<b>Labor Hrs:</b>	1.7	<b>Labor Cost:</b>	143.46	<b>Material Cost:</b>	540.68	<b>Total Cost:</b>	684.14									
<b>Dlr Cd-Sub Cd:</b>	01469-*	<b>Name:</b>	PERRY FORD	<b>Ph:</b>	858-7481400	<b>St:</b>	CA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	29-MAR-2007	<b>DIST (Mile):</b>	32875							

**Cust Comments:** LAST TIME IN FRNT END CONCERN, SHAKING, WOBBLE AND KNOCKING NOISE, WAS DIAG WITH BALL JOINT CONCERN SEE HISTORY AND ADVISE.

**Tech Comments:** ROAD TEST VEHICLE VERIFIED CONCERN SHIMMY FRM FRONT INTERM. RACKED VEHICLE TO CHECK FRT STEERING, SUSPENSION FOUND GEAR BOX SECTOR SHAFT HAS EXCESSIVE PLAY REPLACED GEARBOX AND BLEED SYSTEM, RE ASSEMBLED ALL TO PERFORMED RE CHECK TO VERIFY REPAIR.

---

IFTSW21P86E F7 T/F7 F T/BC T/BD T/E A1 T/BE T/YB 25-05-05 09-09-05 171079 USA 20 5N01 6C3Z 3304 B S13 S05 V39 N

**AWS Claim Key:** [3355992](#) **Doc #:** 19918301 **Trx Code:** E84 **Labor Hrs:** .6 **Labor Cost:** 50.63 **Material Cost:** 114.23 **Total Cost:** 164.86

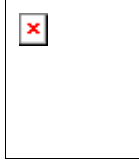
**Dir Cd-Sub Cd:** 01469-\* **Name:** PERRY FORD **Ph:** 858-7481400 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 02-APR-2007 **DIST (Mile):** 33134

**Cust Comments:** TEST DRIVE, CUSTOMER REPORTS ON ANY UNEVEN SURFACE, OR OVER BUMPS FRNT END SHAKES BAD

**Tech Comments:** VERIFIED CONCERN FOUND NOISE WHEN TURNING, FRONT END SHUDDERS OVER BUMPS, FOUND DRAG LINK HAS EXCESSIVE PLAY REMVED DRAG LINK REPLACED DRAG LINK AND RE ASSEMBLED TO PERFORMED RE TEST AND ROAD TEST TO VERIFY REPAIR

---

Any comments? You can contact



[webmaster](#)

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT P

PONCE



**SUBARU**   
**SUBARU OF PALM BAY, INC.**  
 190 INTERSTATE COURT  
 PALM BAY, FL 32909  
 (321) 723-1995

STATE OF FLORIDA REGISTRATION # MV 351054



**PALM BAY FORD, INC.**  
 MAIL ADDRESS  
 P.O. BOX 100389 1202 MALABAR RD.  
 PALM BAY, FL 32910-0389 PALM BAY, FL 32907  
 (321) 722-9000  
 www.palmbayford.com  
 STATE OF FLORIDA REGISTRATION # MV 35105

**FOCS145540**



**Quick Lane**  
 190 INTERSTATE COURT  
 PALM BAY, FL 32909  
 (321) 723-1995  
 STATE OF FLORIDA REGISTRATION # MV 351054

CUSTOMER NO.	ADVISOR <b>DARRYL</b>	TAG NO. <b>779</b>	INVOICE DATE <b>08/29/06</b>
	LABOR RATE	LICENSE NO.	DELIVERY MILES <b>127</b>
	YEAR / MAKE / MODEL <b>06/FORD TRUCK/S-DTY F-250/CREW CAB S</b>	MPLEAGE <b>3,320</b>	DELIVERY DATE <b>07/08/06</b>
PALM BAY, FL	VEHICLE I.D. NO. <b>1 F T S W 2 1 5 2 6 E</b>		SELLING DEALER NO.
	R.T.E. NO.	P.O. NO.	R. O. DATE <b>08/29/06</b>
	COMMENTS		PRODUCTION DATE

LABOR & PARTS  
 JOB # 1 03F02  
 STEERING/SUSP DIAG  
 SHAKING IN FRONT END AT 60MPH  
 RUN AND ROAD TEST VEHICLE COULD NOT DUPLICATE CONCERN.  
 INSPECTED FROM END AND TIRES NO PROBLEM FOUND.  
 FORD FSE (field service engineer, WAS CALLED IN TO INSPECT  
 VEHICLE NO CONCERNS DUPLICATED AT THIS TIME.  
 NORMAL OPERATING CHARACTERISTIC

**DISCLAIMER OF WARRANTY**  
 The only warranties on the products sold under this repair order are those warranties made by the manufacturer. The seller, PALM BAY FORD, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and PALM BAY FORD, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products. This disclaimer by the seller, PALM BAY FORD, INC., in no way affects the terms of the manufacturer's warranty. Terms of the manufacturer's warranty on replacement parts may be found on the reverse of the customer's copy of this Repair Order.

**LIMITED WARRANTY**  
 However, PALM BAY FORD, INC. does guarantee the labor performed under this Repair Order has been competently performed and that any defect in the repair work which occurs will be corrected without charge by PALM BAY FORD, INC. for a period of 90 days from the date of the repair work or 4,000 miles, whichever first occurs. In the event of defective repair, the buyer shall not be entitled to recover from PALM BAY FORD, INC. any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages or any damages for personal injury. It is expressly understood and agreed that the liability of PALM BAY FORD, INC. is limited to the guarantee set forth herein. Some states do not allow limitations on how long an implied warranty lasts or the damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. All parts installed are new or remanufactured unless specified otherwise.

TOTALS  
 JOB # 1 TOTAL LABOR & PARTS 0.00

* CASH ( ) CHECK ( ) CHARGE ( ) CREDIT CARD ( ) *	TOTAL LABOR....	0.00
* CHECK# ( ) *	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE  
 \*\*\*\*\*  
 DUPLICATE INVOICE \*\*\*\*\*

**SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES**  
 This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. (\$559.904(4))

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

**ALL PARTS NEW UNLESS OTHERWISE INDICATED.**



Consumer Affairs

**Regent Court Building**  
PO Box 6248, MD 3NE-B  
Dearborn, MI 48126 USA

SENT VIA FAX

August 31, 2006

Oscar Gonzales, Jr.  
Law Office  
1400 N. Semoran Blvd.  
Suite J  
Orlando, FL 32807

RE: [REDACTED]  
VIN: 1FTSW21526E [REDACTED]

Dear Mr. Gonzales:

We are in receipt of your **August 15, 2006** correspondence regarding concerns pertaining to the above-mentioned client/vehicle. We have thoroughly reviewed the claim and after conducting an investigation have concluded that we are unable to offer assistance at this time. From our investigation it appears that all of the concerns were repaired within a reasonable number of repair attempts. In Ford's good faith judgment, the subject vehicle does not qualify for a repurchase or any other form of monetary compensation.

Thank you for the opportunity to review this concern.

Respectfully yours,

Marcie Klemmer  
Consumer Affairs



# HP LaserJet 4100 MFP



Ford  
3138455668  
08/31/2006 03:48 PM

## Fax Call Report

Job	Date/Time	Type	Identification	Duration	Pages	Result
3825	08/31 03:47 PM	Send	[REDACTED]	00'23	1	OK



Consumer Affairs

Regent Court Building  
PO Box 6246, MD 3NE-B  
Dearborn, MI 48126 USA

SENT VIA FAX

August 31, 2006

Oscar Gonzales, Jr.  
Law Office  
1400 N. Semoran Blvd.  
Suite J  
Orlando, FL 32807

RE: [REDACTED]  
VIN: 1FTSW21526E [REDACTED]

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Respectfully yours,

Marcie Klemmer  
Consumer Affairs

ASAP -  
Florida  
MVDN

LAW OFFICES OF OSCAR GONZÁLEZ, JR.  
1400 N. SEMORAN BLVD.  
SUITE J  
ORLANDO, FL 32807

536742306  
m.s.

August 15, 2006

VIA CERTIFIED MAIL, RRR



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

**RE: Motor Vehicle Defect Notification**

**Client:** [REDACTED]

**Vehicle: Ford; Model: F-250**

**VIN Number: 1FTSW21526E** [REDACTED]

Dear Sir or Madam:

Enclosed please find an original Motor Vehicle Defect Notification from my client [REDACTED] for her aforementioned vehicle. Please address all correspondence regarding my client's vehicle and this notice to this office. If you have questions, comments or concerns please contact me.

Sincerely,

Oscar González, Jr., Esq.

OG/we

cc: Office of the Attorney General  
Lemon Law Research Unit  
The Capitol, PL-01  
Tallahassee, Fl. 32399-1050

6 AUG 18 P2:46

CONSUMER AFFAIRS  
SECTION

**Motor Vehicle Defect Notification**

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) Front + Rear + Steering Shake  
uncontrollably. Runs off road. Un safe.

(NOTE: this is not a complete description; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make FORD Model F250 Year 2006

VIN 1F1T1SW211526E Date of Delivery 7/8/2006

Name and City/State of selling dealer or leasing company (if applicable) Palm Bay, Florida  
Palm Bay Ford

Name and City/State of authorized service agent(s) attempting previous repairs Palm Bay, Florida  
Palm Bay ~~Ford~~ Ford.

Consumer [Redacted] Home ph [Redacted]  
Address Palm Bay, Fl. Work ph [Redacted]  
Signature [Redacted]  
Date Mailed 8/15/06

LAW OFFICES OF OSCAR GONZÁLEZ, JR.  
1400 N SEMORAN BLVD., STE J  
ORLANDO, FL 32807

2006 AUG 13 11:00 AM  
CUSTOMER RELATIONSHIP  
CENTER  
AUG 18 P 2:06

**RETURN RECEIPT  
REQUESTED**



0000

48121

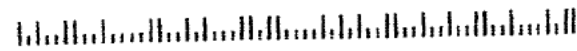
U.S. POSTAGE  
PAID  
ORLANDO, FL  
32862  
AUG 15, '06  
AMOUNT

**\$4.64**

00083781-14

FORD MOTOR COMPANY  
CUSTOMER RELATIONSHIP CENTER  
16800 EXECUTIVE PLAZA DRIVE  
P.O. BOX 6248  
DEARBORN, MI 48121

48121+6248-48 8062





Consumer Affairs

**Regent Court Building**  
PO Box 6248, MD 3NE-B  
Dearborn, MI 48126 USA

August 21, 2006

Oscar Gonzales, Jr.  
Law Office  
1400 N. Semoran Blvd.  
Suite J  
Orlando, FL 32807

RE: [REDACTED]  
VIN: 1FTSW21526E [REDACTED]

Dear Mr. Gonzales:

Ford Motor Company has received your letter threatening possible litigation over this vehicle. We take this opportunity to respond, in hopes to avoid your threatened lawsuit.

Your letter makes mention of current, existing concerns, of your client's vehicle which need to be addressed under Ford Motor Company's Limited Warranty. Ford is entitled to notice and a reasonable opportunity to cure any outstanding vehicle problems. Further, if your client believes a warranty repair may be needed, the current state of the vehicle is relevant and extremely important to us, and we wish the opportunity to repair the vehicle pursuant to Ford's Limited Warranty.

We have scheduled the Parts & Service Director, Thomas Tempesta, to be available Tuesday August 29, 2006 at 10:00 a.m. at Palm Bay Ford. Please contact Marcie Klemmer at 313-390-9957 to confirm your client will make the vehicle available at the specified time and location.

We thank you in advance for your anticipated cooperation in assisting us to help this customer as may be necessary. If this vehicle has any current warranty issue, Ford is committed to take any steps reasonably necessary to resolve it.

Very truly yours,

Marcie Klemmer  
Ford Motor Company



# HP LaserJet 4100 MFP



Ford  
3138455668  
08/21/2006 02:46 PM

## Fax Call Report

Job	Date/Time	Type	Identification	Duration	Pages	Result
3659	08/21 02:45 PM	Send	[REDACTED]	00'29	1	OK



Consumer Affairs

Regent Court Building  
PO Box 6248, MD 3NE-8  
Dearborn, MI 48128 USA

August 21, 2006

Oscar Gonzales, Jr.  
Law Office  
1400 N. Semoran Blvd.  
Suite J  
Orlando, FL 32807

RE: [REDACTED]  
VIN: 1FTSW215268 [REDACTED]

Dear Mr. Gonzales:

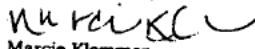
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Your letter makes mention of current, existing concerns, of your client's vehicle which need to be addressed under Ford Motor Company's Limited Warranty. Ford is entitled to notice and a reasonable opportunity to cure any outstanding vehicle problems. Further, if your client believes a warranty repair may be needed, the current state of the vehicle is relevant and extremely important to us, and we wish the opportunity to repair the vehicle pursuant to Ford's Limited Warranty.

We have scheduled the Parts & Service Director, Thomas Tempesta, to be available Tuesday August 29, 2006 at 10:00 a.m. at Palm Bay Ford. Please contact Marcie Klemmer at 313-390-9957 to confirm your client will make the vehicle available at the specified time and location.

We thank you in advance for your anticipated cooperation in assisting us to help this customer as may be necessary. If this vehicle has any current warranty issue, Ford is committed to take any steps reasonably necessary to resolve it.

Very truly yours,

  
Marcie Klemmer  
Ford Motor Company

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
FL-FLORIDA	24-ORLANDO	E	A4	02938	F24497

**Dealer Name:** PALM BAY FORD, INC.  
**Dealer Address:** 1202 MALABAR ROAD  
 PALM BAY FL 32907  
**Dealer Main Phone:** 321-722-9000

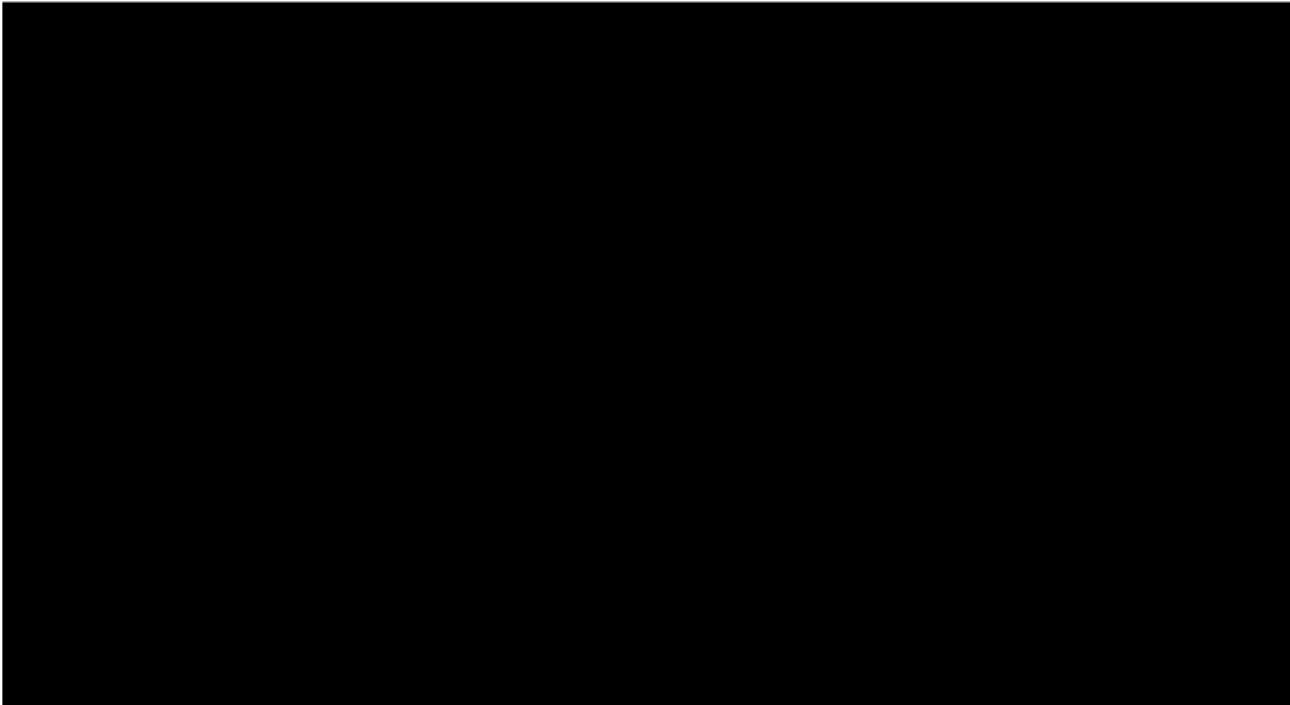
Position	Employee Name
GENERAL MANAGER	JAMES M ALLEN
PARTS MANAGER	MICHAEL J COLMAN
PARTS MANAGER	BRUCE D ANDREWS
PARTS & SERVICE DIRECTOR	THOMAS K TEMPESTA
SALES MANAGER	ALFRED W CALA II
SALES MANAGER	JEFFREY F KNOTT
SALES MANAGER	TIM SMITH
SALES MANAGER	DENNIS L WEAVER
SALES MANAGER	DOUGLAS R FINWALL
SERVICE MANAGER	EDWIN P DOHERTY

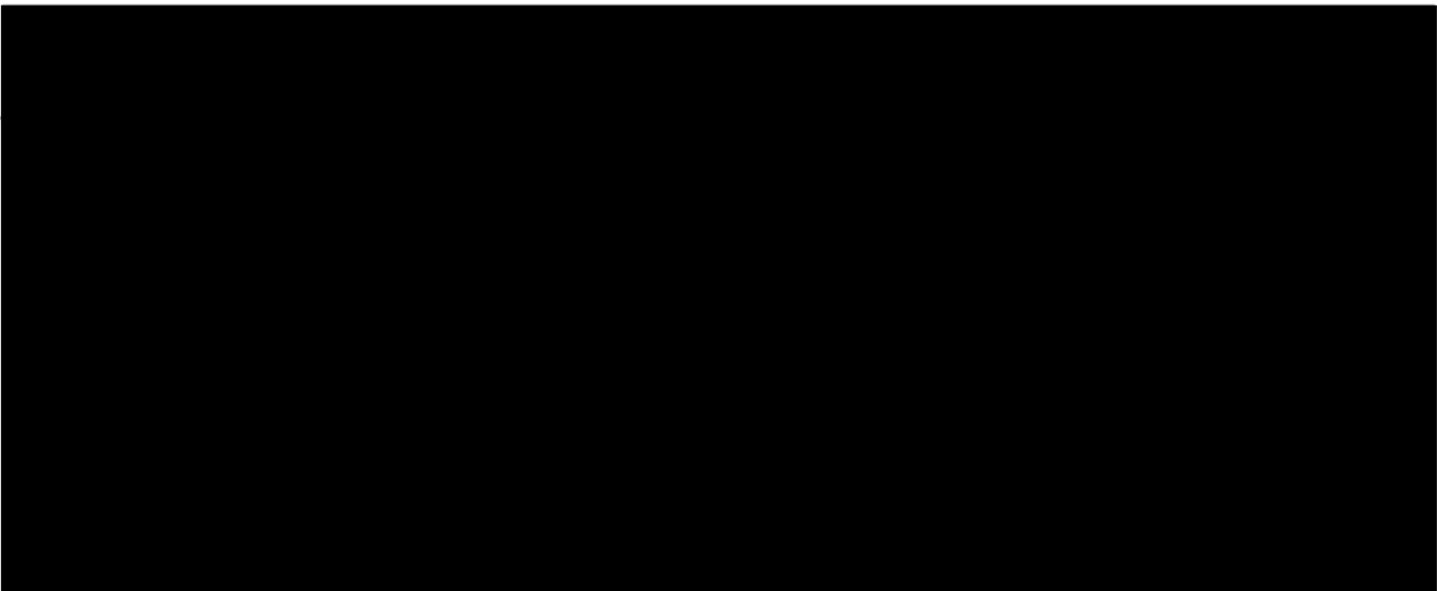
**Service Hours** 8:00 - 6:00 MON - FRI  
**Directions**  
**Trained** Y  
**Additional Information** LSG ENROLLED UPDATE 9-8-88 TOWING: 912-367-4340

Ford Confidential

Lee

NCS  
 29th  
 ↓  
 moment





STANDARD CLAIMS LIST

AWS Online Report

Run Date: 21-AUG-2006

Note: All Costs are in US Dollars Server Name: AWS New Prod AWSPRRDDG

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
IFTSW21526E	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/TQ	T/WX	27-06-05	08-07-06	124497	USA	0	*	*	*	*	SXX	V00	*	*	
<b>AWS Claim Key:</b>	401571	<b>Doc #:</b>	03294401	<b>Trx Code:</b>			05B34	<b>Labor Hrs:</b>	.5	<b>Labor Cost:</b>		33.61	<b>Material Cost:</b>	0	<b>Total Cost:</b>					33.61			
<b>Dir Cd-Sub Cd:</b>	04978-*	<b>Name:</b>	STEDEM FORD INC				<b>Ph:</b>	863-2858187	<b>St:</b>	FL	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	03-FEB-2006				<b>DIST(Mile):</b>	8		
<b>Cust Comments:</b>	PERFORM CAMPAIGN 05B34																						
<b>Tech Comments:</b>	PERFORMED CAMPAIGN PER INSTRUCTIONS																						
IFTSW21526E	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/TQ	T/WX	27-06-05	08-07-06	124497	USA	0	*	6Q05	*	17D957	*	S07	V75	B62	P3
<b>AWS Claim Key:</b>	434060	<b>Doc #:</b>	03298801	<b>Trx Code:</b>			1	<b>Labor Hrs:</b>	2.3	<b>Labor Cost:</b>		154.59	<b>Material Cost:</b>	66.36	<b>Total Cost:</b>					220.95			
<b>Dir Cd-Sub Cd:</b>	04978-*	<b>Name:</b>	STEDEM FORD INC				<b>Ph:</b>	863-2858187	<b>St:</b>	FL	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	07-FEB-2006				<b>DIST(Mile):</b>	9		
<b>Cust Comments:</b>	FRONT BUMPER FILL																						
<b>Tech Comments:</b>	F BUMPER MOULDING METALIC IN PAINT MOTTLED PAINT MOULDING																						
IFTSW21526E	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/TQ	T/WX	27-06-05	08-07-06	124497	USA	1	*	5K04	*	ALBAL	*	S10	V89	N23	D9
<b>AWS Claim Key:</b>	1450570	<b>Doc #:</b>	14392401	<b>Trx Code:</b>			2	<b>Labor Hrs:</b>	1.2	<b>Labor Cost:</b>		86.27	<b>Material Cost:</b>	0	<b>Total Cost:</b>					86.27			
<b>Dir Cd-Sub Cd:</b>	02938-*	<b>Name:</b>	PALM BAY FORD, INC.				<b>Ph:</b>	321-7229000	<b>St:</b>	FL	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	02-AUG-2006				<b>DIST(Mile):</b>	2099		
<b>Cust Comments:</b>	O R HAS A VIBRATION WHEN DRIVING AT HIGHWAY SPEEDS																						
<b>Tech Comments:</b>	OUT OF BALANCE ROAD TEST VERFIY AND ROAD FOREC BALANCE ALL TIRES																						
IFTSW21526E	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/TQ	T/WX	27-06-05	08-07-06	124497	USA	1	*	5N01	5C3Z	3E651	D	S05	V39	N50	42
<b>AWS Claim Key:</b>	1468152	<b>Doc #:</b>	14410801	<b>Trx Code:</b>			2	<b>Labor Hrs:</b>	3.7	<b>Labor Cost:</b>		266	<b>Material Cost:</b>	24.47	<b>Total Cost:</b>					290.47			
<b>Dir Cd-Sub Cd:</b>	02938-*	<b>Name:</b>	PALM BAY FORD, INC.				<b>Ph:</b>	321-7229000	<b>St:</b>	FL	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	05-AUG-2006				<b>DIST(Mile):</b>	2212		
<b>Cust Comments:</b>	DRIVING INTERSTATE SPEED AND HIT A POT HOLE OR BUMP AND VEHI CLE STARTS A REPEATITIVE BOUNCE THAT WILL MOVE VEHICLE IN LANE SEE LEE																						
<b>Tech Comments:</b>	TESTED WITH CUSTOMER,CAN EXPLAIN HOW TO DUPLICATE PER TSB 06 15 01 CK TIRE PRESSURE ROAD TEST REPLACE DAMPNER AND CHECK AND ADJUST FOUR WHEEL ALIGNMENT																						
IFTSW21526EA56904	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/TQ	T/WX	27-06-05	08-07-06	124497	USA	2	*	6F17	*	2803100	*	S03	V11	R21	68
<b>AWS Claim Key:</b>	1496481	<b>Doc #:</b>	14441401	<b>Trx Code:</b>			2	<b>Labor Hrs:</b>	0	<b>Labor Cost:</b>		82	<b>Material Cost:</b>	0	<b>Total Cost:</b>					82			
<b>Dir Cd-Sub Cd:</b>	02938-*	<b>Name:</b>	PALM BAY FORD, INC.				<b>Ph:</b>	321-7229000	<b>St:</b>	FL	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	10-AUG-2006				<b>DIST(Mile):</b>	2508		

**Cust Comments:** O R HAS A WIND NOISE IN CABIN AT HIGHWAY SPEEDS AND LEAKING WATER WHILE DRIVING, WATER ON DASH AT BOTTOM OF WINDSHIELD  
**Tech Comments:** WIND NOISE ROAD TEST HWY R AND R COWL COVER SCREENS RESEAL BOTTOM SIDE OF WINDSHIELD

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Any comments? You can contact



[webmaster](#)

**Klemmer, Marcie (M.)**

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**From:** Klemmer, Marcie (M.)  
**Sent:** Monday, August 21, 2006 2:14 PM  
**To:** Gusfa, Aaron (A.); Wood, Frankie (F.A.); Vinglione, Michael (M.A.)  
**Cc:** Klemmer, Marcie (M.)  
**Subject:** Attorney Demand

Good Afternoon....

New attorney demand. Repair has been scheduled for August 29, 2006. I will let you know if the attorney accepts.

[REDACTED]  
2006 F-250

1FTSW21526E [REDACTED]

Palm Bay Ford

Concern listed: front, rear and steering shakes until vehicle runs off road.

Thanks!

Marcie Klemmer  
Legal Analyst  
Litigation Prevention  
Phone: 313-390-9957  
Fax: 313-845-5668

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT R

RICE



**Papalia-Reid, Catherina (C.)**

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**From:** "CRC Fax Notify" [auto.notify@mailconnect.com]  
**Sent:** Friday, December 14, 2007 10:38 AM  
**To:** Papalia-Reid, Catherina (C.)  
**Subject:** Fax CONFIRM Notification: Denial letter for [REDACTED]

**Attachments:** [REDACTED]



Delivery Notification

Document: [REDACTED]  
Subject: Denial letter for [REDACTED]

Your fax to 8775759666 at 8775759666 transmitted successfully.

The fax was delivered on Fri, 14 Dec 2007 10:38:00 -0500

2 page(s) delivered in 58 second(s)



SENT VIA Fax

December 14, 2007

Mr. Martin I. Flax  
4 Kings Court  
Dedham, MA 02026

**RE:** [REDACTED]

Dear [REDACTED]

We are in receipt of your correspondence regarding concerns pertaining to the above-mentioned vehicle. We have thoroughly reviewed the claim and after conducting an investigation have concluded that we are unable to offer assistance at this time. From our investigation it appears that all of the concerns were repaired within a reasonable number of repair attempts. Furthermore, from an objective standpoint, the concerns never substantially impaired the use, value or safety of the vehicle. In Ford's good faith judgment, the subject vehicle does not qualify for a repurchase nor any other form of monetary compensation.

Thank you for the opportunity to review this concern. If you have questions regarding this issue, please contact me at (313) 845-5645

Respectfully yours,

Catherina Papalia-Reid  
Consumer Affairs

## Standard Claims List For Model Year 2006

### Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPCSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
IFTWX31P26		F	T/BD	T/CD	T/E	A1	T/BE	T/YB	05-JUN-2005	30-AUG-2006	111215	USA	0	*	*	*	*	*	*	*	6
<b>AWS Claim Key:</b>		352237	<b>Trx Code:</b>		05E16	<b>Labor Hrs:</b>		0.7													
<b>Dlr Cd-Sub Cd:</b>		09878 - *	<b>Name:</b>		HERB CHAMBERS FORD OF WESTBOROUGH		<b>Ph:</b>	781-8481350	<b>St:</b> MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b> 26-JAN-2006		<b>Doc #:</b> 52723801					
<b>Cust Comments:</b>		ENGINE CONTROL MODULE RECALIBRATION																			
<b>Tech Comments:</b>		PERFORMED RECALL05E16																			
IFTWX31P26		F	T/BD	T/CD	T/E	A1	T/BE	T/YB	05-JUN-2005	30-AUG-2006	111215	USA	2	5G05	040001	*	FRONT	*	N22	W6	1760
<b>AWS Claim Key:</b>		2212973	<b>Trx Code:</b>		1	<b>Labor Hrs:</b>		6.4													
<b>Dlr Cd-Sub Cd:</b>		09878 - *	<b>Name:</b>		HERB CHAMBERS FORD OF WESTBOROUGH		<b>Ph:</b>	781-8481350	<b>St:</b> MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b> 21-OCT-2006		<b>Doc #:</b> 53952201					
<b>Cust Comments:</b>		CUSTOMER STATES THERE IS A SHIMMY AT HIGHWAY SPEEDS AND WHEN HIT A BUMP ALMOST LOSES CONTROL OF TRUCK																			
<b>Tech Comments:</b>		VERIFIED CUSTOMER COMPLAINT SET TIRE PRESSURES ROAD TESTED TO EVALUATE THEN ROAD FORCE BALANCE 4 TIRES REROAD TEST REPLACED 2 RIMS AND REBALANCE TIRES ROAD TEST AGAIN PERFORM TSB 6 22 14 CK WHEELS FOUND 2 OUT OF ROUND NESS TO REPLACE 1FRONT 1REAR WHEEL REINDEX TIRES AND BALANCE ALL 4 LEFT FRONT 31LBS 21 RIGHT FRONT 41LBS REPLACED RIM LEFT REAR 28LBS 23 RIGHR REAR 46 REPLACED RIM FIRST RIM RUN 0																			
IFTWX31P26E		F	T/BD	T/CD	T/E	A1	T/BE	T/YB	05-JUN-2005	30-AUG-2006	111215	USA	3	2H01	030008	5C3Z	6N639	BA	N18	42	2609
<b>AWS Claim Key:</b>		2290370	<b>Trx Code:</b>		1	<b>Labor Hrs:</b>		3.6													
<b>Dlr Cd-Sub Cd:</b>		09878 - *	<b>Name:</b>		HERB CHAMBERS FORD OF WESTBOROUGH		<b>Ph:</b>	781-8481350	<b>St:</b> MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b> 21-NOV-2006		<b>Doc #:</b> 54079103					
<b>Cust Comments:</b>		CUSTOMER STATES WHEN GOING OVER A BUMP THE WHOLE FRONT END FEELS LOOSE																			
<b>Tech Comments:</b>		R R TURBO NESS TO REPLACE PEDISTAL MOUNT																			
IFTWX31P26		F	T/BD	T/CD	T/E	A1	T/BE	T/YB	05-JUN-2005	30-AUG-2006	111215	USA	4	1D01	03XXXX	3C3Z	6701	AA	L65	D8	3402
<b>AWS Claim Key:</b>		2469821	<b>Trx Code:</b>		1	<b>Labor Hrs:</b>		0													
<b>Dlr Cd-Sub Cd:</b>		09878 - *	<b>Name:</b>		HERB CHAMBERS FORD OF WESTBOROUGH		<b>Ph:</b>	781-8481350	<b>St:</b> MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b> 11-DEC-2006		<b>Doc #:</b> 54165202					
<b>Cust Comments:</b>		CUST STATES THERE IS AN OIL LEAK FROM THE ENGINE AREA																			
<b>Tech Comments:</b>		R SEAL LEAKING RENTAL WHILE IN FOR REPAIRS R R TRANS NESS TO REPALCE R MAIN SEAL 399.50																			

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1FTWX31P26	T/F7	F	T/BD	T/CD	T/E	A1	T/BE	T/YB	05-JUN-2005	30-AUG-2006	111215	USA	4	6P07	010301	*	3820124	*	B02	07	3452
<b>AWS Claim Key:</b>	2569892	<b>Trx Code:</b>	1	<b>Labor Hrs:</b>	2.1																
<b>Dlr Cd-Sub Cd:</b>	09878 - *	<b>Name:</b>	HERB CHAMBERS FORD OF WESTBOROUGH		<b>Ph:</b>	781-8481350	<b>St:</b> MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b> 13-DEC-2006	<b>Doc #:</b> 54172401								
<b>Cust Comments:</b>	RIGHT DOORS FRONT AND REAR NEED ADJUSTING (STICKING) LEFT DOORS FRONT AND REAR NEED ADJUSTING																				
<b>Tech Comments:</b>	ALL DOORS OUT OF ALIGNMENT REALIGN ALL FOUR DOORS																				
1FTWX31P26	T/F7	F	T/BD	T/CD	T/E	A1	T/BE	T/YB	05-JUN-2005	30-AUG-2006	111215	USA	11	5N01	110301	8C3Z	3E651	C	N22	42	11201
<b>AWS Claim Key:</b>	4490446	<b>Trx Code:</b>	1	<b>Labor Hrs:</b>	3.5																
<b>Dlr Cd-Sub Cd:</b>	09878 - *	<b>Name:</b>	HERB CHAMBERS FORD OF WESTBOROUGH		<b>Ph:</b>	781-8481350	<b>St:</b> MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b> 23-JUL-2007	<b>Doc #:</b> 55079701								
<b>Cust Comments:</b>	FRONT END SHAKES AFTER HITTING BUMPS																				
<b>Tech Comments:</b>	INTSLL UPDATED PARTS PER TSB																				
1FTWX31P26	T/F7	F	T/BD	T/CD	T/E	A1	T/BE	T/YB	05-JUN-2005	30-AUG-2006	111215	USA	11	2H02	030008	*	6F089	*	D13	42	11201
<b>AWS Claim Key:</b>	4490445	<b>Trx Code:</b>	S07	<b>Labor Hrs:</b>	5.6																
<b>Dlr Cd-Sub Cd:</b>	09878 - *	<b>Name:</b>	HERB CHAMBERS FORD OF WESTBOROUGH		<b>Ph:</b>	781-8481350	<b>St:</b> MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b> 23-JUL-2007	<b>Doc #:</b> 55079703								
<b>Cust Comments:</b>	TRUCK STRUGGLES TO MOVE, FEELS LIKE YOU ARE IN A HEADWIND MILEAGE HAS DROPPED 4 6 MPG																				
<b>Tech Comments:</b>	PERFORM TSB 06 23 02																				

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**Papalia-Reid, Catherina (C.)**

---

**From:** "CRC Fax Notify" [auto.notify@mailconnect.com]  
**Sent:** Monday, October 08, 2007 12:52 PM  
**To:** Papalia-Reid, Catherina (C.)  
**Subject:** Fax CONFIRM Notification: Acknowledgement letter for M [REDACTED]

**Attachments:** [REDACTED]



[REDACTED]  
(41 KB)

Delivery Notification

Document: [REDACTED]  
Subject: Acknowledgement letter for [REDACTED]

Your fax to 8775759666 at 8775759666 transmitted successfully.

The fax was delivered on Mon, 8 Oct 2007 12:52:05 -0400

2 page(s) delivered in 61 second(s)



\*Sent Via Fax

October 8, 2007

Mr. Martin I. Flax  
4 Kings Court  
Dedham, MA 02026

RE: [REDACTED]  
2006 F-350

Dear Mr. Flax:

I am in receipt of your letter dated September 27, 2007. If you have not already done so, please forward the following documents into our office:

- retainer/agreement signed by your client
- vehicle registration
- sales/lease agreement
- all applicable repair orders
- any receipts to be considered for reimbursement

In addition, if a vehicle refund is being requested, please have your client fill out and sign the authorization listed below.

"I authorize \_\_\_\_\_ to release the payment history and loan balance for my 2006 F-350 to Ford Motor Company in order to process said refund transaction".

(X) \_\_\_\_\_ Acct# \_\_\_\_\_

Lending Institution's Phone# \_\_\_\_\_

A review of your client's claim will begin when these documents have been received by our office. I will update you with the findings from our investigation, as soon as possible. If you need to contact me or have additional information to submit, you may reach me by phone at (313) 845-5645 or by fax at (866)670-0340.

Respectfully yours,

Catherina Papalia-Reid  
Legal Analyst



Lp  
X

Office of the President & CEO

CONSUMER AFFAIRS  
SECTION

Routing Sheet

7 OCT -4 10:45

Date:

Prepared By:

To:

CC:

Subject:

Please Reply By:

Disposition:

Comments:

Re: 2006 Ford F-350

Peggy -

Forwarding for your review/ handling. Lawsuit has not been filed yet.

Thanks!

Andrea Nevins  
WHQ 1139

**LAW OFFICES OF MARTIN I. FLAX**  
Consumer Protection Attorneys

MARTIN I. FLAX #

Of Counsel \_\_\_\_\_  
MARK P. ROMANO\*  
STEVEN G. STANCROFF±  
STEVEN MIKHOV‡

#Admitted in MA, RI, and MN only  
\*Admitted in CA, MI, and WI only  
±Admitted in MI only  
‡Admitted in CA only

4 Kings Court  
Dedham, MA 02026  
Telephone (877) 575-3666  
Facsimile (877) 575-9666  
[www.Lemon-Law.to](http://www.Lemon-Law.to)  
flaxlaw@comcast.net

September 27, 2007

President  
Ford Motor Company  
The American Road  
Dearborn, MI 48121

RE: [REDACTED]  
2006 Ford F-350  
1FTWX31P26E [REDACTED]  
Demand for Relief pursuant to M.G.L. c. 93A

Dear Sir/Madam:

Please be advised that our office represents the above client regarding the above referenced matter. We will refrain from filing suit in an effort to resolve this matter prior to litigation. In order for you to evaluate this matter, the following is a detailed repair summary relative to [REDACTED] 2006 F-350:

<u>Date</u>	<u>Mileage</u>	<u>Invoice #</u>	<u>Complaint</u>
10/21/06	1,760	[REDACTED]	There is a shimmy at highway speeds and when you hit a bump, almost lose control of truck – replaced front and rear wheels, replaced rear rims; TBC fault light comes on and off; at highway speeds, there is a moaning sound which seems like it is coming from transmission

11/21/06 2,609

TBC light still on; front end still has a thumping noise at any speed; when going over a bump, the whole front end feels loose – replaced pedestal mount; when hitting brakes, vehicle pulls right; fuel mileage has gone from 13.9 to 13.2

12/11/06 3,402

Fuel mileage has gone from 17.3 to 13.1 and vehicle feels like it is struggling for power; there is an oil leak from the engine area – necessary to replace rear main seal; front end feels loose and vehicle is hard to control over bumps; steering feels tight at a stop; at slower speeds in final few feet of stopping vehicle pulls right; hear a thumping noise from the tires at highway speeds on left front; when going over bumps, the whole truck feels loose, like an older truck; right door lower edge is sticking out – adjusted door for better fit; TCB light was on, now off

02/19/07 6,195

Moaning sound from under truck, intermittent in nature, makes a banging sound when foot is taken off gas, poor mileage; power rear slider does not open all the way; air noise from front doors at highway speeds; after hitting a bump, front end shakes, almost lose control; truck drifts all over the road; steering wheel out of round; speedometer reads too high

04/26/07 8,211

Truck started shaking violently when he hit a pot hole, TCB light comes on; low fuel light has come on twice while truck had ½ tank of gas; problems with vehicle coming into and back out of 4W low banging type noise and has lost mpg on truck, down to 12 mpg presently; door was chipped while in service department previously

07/23/07 11,201

Front end shakes after hitting bumps – TSB performed; TBC light comes on and off; truck struggles to move, feels like you are in a headwind, mileage has dropped to 4-6 mpg; makes a whining sound, then bangs when letting off gas

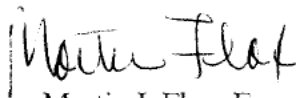
Ford Motor Company  
September 27, 2007  
Page Three

On August 30, 2006, [REDACTED] purchased the 2006 Ford F-350. [REDACTED] has submitted the 2006 F-350 for repair on at least six (6) different occasions. The limited written warranty provides that Ford Motor Company or its authorized dealerships will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is our client's position that Ford Motor Company's inability to repair this vehicle after 6 attempts constitutes a breach of its written and implied warranties, an unfair and deceptive trade practice in violation of M.G.L. c. 93A, and a violation of the Massachusetts Lemon Law. As such, [REDACTED] respectfully requests that Ford Motor Company repurchase the 2006 F-350 and pay his attorney fees and costs. If you fail to respond within thirty (30) days of receipt of this letter with a reasonable offer of settlement, you may be liable for treble damages and reasonable attorney's fees and costs.

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

Very truly yours,

**Law offices of Martin Flax**

  
Martin I. Flax, Esq.

MIF/ml  
Enclosures

# MOTOR VEHICLE PURCHASE CONTRACT



310 Turnpike Road, Route 9

(877) 480-6039

www.herbchambers.com

FOR CONSUMER USE ONLY

DATE <b>8/28/2006</b>		ORDER NO.	STOCK NO.	SALESPERSON <b>Justin Egle</b>	
PURCHASER'S NAME(S)		STREET ADDRESS			
CITY/STATE/ZIP <b>Marlborough, MA</b>		HOME PHONE	BUSINESS PHONE		
ENTER MY ORDER FOR	<input type="checkbox"/> NEW <input type="checkbox"/> USED	<input type="checkbox"/> FORMER USE (If applicable)	<input type="checkbox"/> DEMONSTRATOR FORMER LEASED CAR	<input type="checkbox"/> POLICE CAR FORMER DAILY RENTAL	<input type="checkbox"/> RESULT INSURANCE TOTAL TAXICAB
Year <b>2006</b>	Make <b>Ford</b>	Model Name <b>F350</b>	Body Style/Type <b>TRUCK</b>	Model No. <b>X31</b>	Transmission <input checked="" type="checkbox"/> Standard Automatic
Vehicle Identification No. <b>1FTWX31P16E</b>		Color 1st <b>GREY</b>	Interior 1st <b>GREY</b>	Top	Odometer mi. <b>17</b>
Year <b>2004</b>	Make <b>Ford</b>	Model <b>F350</b>	Type <b>Truck</b>	Color <b>Black</b>	
V.I.N.			WARRANTY INFORMATION This vehicle carries an express warranty. You may obtain a copy of such warranty from the dealer upon request at time of order and will receive the warranty at time of delivery.		
Odometer <b>34999</b>	(mi. <input type="checkbox"/> /kil. <input type="checkbox"/> )				
Transmission <input type="checkbox"/> Standard (Speeds)	<input type="checkbox"/> Auto				
No. of Cyl. <b>6.0 discs</b>	Pass <b>6</b>	Doors <b>2</b>			
Salvage Title Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	REGISTRATION FEE/TITLE FEE SALES TAX				
PREVIOUS OWNER <b>WALTHAM FORD</b>	Application for Title <input type="checkbox"/>		SSN:		
City/State/Zip	Application for Reg. <input type="checkbox"/> Now <input type="checkbox"/> Transfer		Co-SSN:		
Address	Registration No.		DOB:		
City/State/Zip	Registration Fee \$		Employer ID No.		
Axle No.	Check No.	Title Fee \$	Email Address		
		Mass. Sales Tax \$	Price of Unit <b>\$44,995</b>		
LIENHOLDER <b>ST MARYS CREDIT UNION</b>		Sales Tax amount is included in right hand column only when dealership check is issued in payment of Mass. Sales Tax.		Additional Equipment/Items	
Address					
City/State/Zip					
INSURANCE CO.					
Agent/Branch					
Address/City					
In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of \$_____ may, at your option, be retained by you to compensate you in whole or in part for any loss sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car of truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me. Purchaser's Initials [ ]					
ALL REBATES AND SALES INCENTIVES OFFERED BY THE MANUFACTURER OR DISTRIBUTOR ARE HEREBY ASSIGNED TO THE DEALER. Purchaser's Initials [ ]					
This contract is not binding upon either dealer or purchaser until the following conditions are met: (1) The contract is signed by dealer or his/her authorized representative; (2) Other: _____ (3) Other: _____					
PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL S/HE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.					
The front and back of this order comprise the entire agreement between the dealer and purchaser and no other agreement of understanding has been made or entered into.		Co-Purchaser's Signature		Dealer Installed Accessories <b>IRON FRAME 1500</b>	
		Purchaser's Signature		1. Total Price <b>\$46,495</b>	
		Approved Authorized Dealer Representative		2. Discount \$	
				3. Trade-In Allowance <b>\$33,070</b>	
				4. Rebate(s) <b>\$6,000</b>	
				5. Trade Difference (line 1 minus lines 2,3 & 4) <b>\$7,495</b>	
				6. Mass. Sales Tax ( % of line 5) <b>\$740.75</b>	
				7. Title Preparation <b>5.00</b>	
				8. Documentary Preparation Registration Service MA State Inspection <b>\$198</b>	
				9. Other \$	
				10. TOTAL CONTRACT PRICE (Total of lines 5, 6, 7, 8 & 9) <b>\$81,667.75</b>	
				11. Balance Due on Trade-In \$	
				12. Subtotal (Total of lines 10 & 11) \$	
				13. Deposit \$	
				14. Amount to be Financed \$	
				15. Cash Due on Delivery <b>\$16,000</b>	
				16. TOTAL PAYMENT (Total of lines 13, 14 & 15) (line 16 must equal line 12) \$	

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# MOTOR VEHICLE PURCHASE CONTRACT



310 TURNPIKE ROAD  
WESTBOROUGH, MA 01581  
508-366-8311 FAX 508-366-8015  
www.herbchambers.com

CONST# 75117 DEAL# 44433

DATE <b>AUG 30</b> 06		ORDER NO.	STOCK NO.	SALESPERSON <b>E-TEAM</b>
PURCHASER'S NAME(S) (Last, First, Middle)		STREET ADDRESS		
CITY/STATE/ZIP <b>MARLBORO MA</b>		HOME PHONE	BUSINESS PHONE	
ENTER MY ORDER FOR	<input checked="" type="checkbox"/> 1 (QUANTITY)	NEW <input checked="" type="checkbox"/> USED <input type="checkbox"/>	FORMER USE (IF APPLICABLE)	DEMONSTRATOR <input type="checkbox"/>
		FORMER LEASED CAR <input type="checkbox"/>		POLICE CAR <input type="checkbox"/>
		REBUILT INSURANCE TOTAL <input type="checkbox"/>		FORMER DAILY RENTAL <input type="checkbox"/>
		TAXICAB <input type="checkbox"/>		
Year	Make	Model Name	Body Style/Type	Model No.
2006	FORD TRUCK	SUPER DUTY	SUTY SCAB SRW 4X4	
Transmission	(Speeds)	Cyl.	Pass.	Doors
Standard Automatic XX		8	5	
Vehicle Identification No.	Color 1st 2nd 3rd	Interior 1st 2nd	Top	Odometer (mi/km)
1FTWX31P26E	DARK SHADOW GR			17
TRADE IN	Year 2004	Make FORD TRU	WARRANTY INFORMATION	
Model X31	Type X31	Color BLACK	This vehicle carries an express warranty. Purchaser may obtain a copy of such warranty from the dealer upon request at time of order and will receive the warranty at time of delivery.	
V.I.N.	1FTSX31P54E			
Odometer	35621 (mi/km) <input checked="" type="checkbox"/>			
Transmission	<input type="checkbox"/> Standard (Speeds) <input type="checkbox"/> Auto			
No. of Cyl.	Pass.	Doors.		
8				
Salvage Title	Yes <input type="checkbox"/> No <input type="checkbox"/>			
PREVIOUS OWNER	REGISTRATION FEE/TITLE FEE SALES TAX		Social Security No.	
City/State/Zip	Application for Title <input type="checkbox"/>		Date of Birth	
LICNHOLDR	Application for Reg. <input type="checkbox"/> New <input type="checkbox"/> Transfer			
Address	Registration No.		Employer ID No.	
City/State/Zip	Registration Fee \$ 8.00		E-mail Address	
Accl. No.	Check No.	Title Fee \$ 50.00	Price of Unit \$ 44995.00	
Balance Due \$	N/A	Mass. Sales Tax 299.75	Additional Equipment/Items	
Additional Information - Vehicle Purchased				
LIENHOLDER ST MARY'S CREDIT UNIO		*Sales Tax amount is included in right hand column only when dealership check is issued in payment of Mass. Sales Tax.		
Address 133 W MAIN ST				
City/State/Zip MARLBOROUGH MA 01752				
INSURANCE CO. ENCOMPASS INSURANCE				
Agent/Branch				
Address/City				
In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of \$ N/A may, at your option, be retained by you to compensate you in whole or in part for any loss sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.				
Purchaser's Initials [ ]				
ALL REBATES AND SALES INCENTIVES OFFERED BY THE MANUFACTURER OR DISTRIBUTOR ARE HEREBY ASSIGNED TO THE DEALER.				
Purchaser's Initials [ ]				
This contract is not binding upon either dealer or purchaser until the following conditions are met:				
(1) The contract is signed by dealer or his/her authorized representative;				
(2) Other: _____				
(3) Other: _____				
PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL SHE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.				
The front and back of this order comprise the entire agreement between the dealer and purchaser, and no other agreement or understanding has been made or entered into.				
Co-Purchaser's Signature			INSPECTION \$ 29.00	
Authorized Dealer Representative			10. TOTAL CONTRACT PRICE \$ 5591.75	
			11. Balance Due on Trade-In \$ N/A	
			12. Subtotal (Total of lines 10 & 11) \$ 5591.75	
			13. Deposit \$ N/A	
			14. Amount to be Financed \$ 1575.00	
			15. Cash Due on Delivery \$ 1575.00	
			16. TOTAL PAYMENT (Total of lines 14 & 15) \$ 3150.00	
			17. (line 16 must equal line 12) \$ 5591.75	

310 TURNPIKE ROAD  
WESTBOROUGH, MA 01581

# HERB CHAMBERS



OF WESTBOROUGH

Tel: (508) 366-8311  
Fax: (508) 366-5015  
www.herbchambers.com

## RECOMMENDED SERVICES

--	--	--	--	--	--	--	--

## SERVICE HISTORY

01/26/06		6	72323	65800	W	15FOZ	RECALLS
06/16/05		5	69787	65871	I	76FOZ	PDI

SALES PERSON NO.

## SERVICE

STATE REG# 0.00

1FTWX31P26

06/FORD TRUCK/SUPER DUTY/SDTY SCAB

MARLBORO, MA

DARK SHADOW GR/

08/30/06

17

10/21/06

240

1.760 74006 FRANK

09:04am 10/21/06 07:00pm

To 11:26

You are not responsible for loss of or damage to vehicle or unavailability of parts or delays in parts shipment. We are responsible on streets, highways or elsewhere to secure the amount of repairs therein.

THE REPAIRS TO MY CAR WILL BE AND WHAT PRIOR TO PERFORMING REPAIRS. WHAT THE

1 **W** 04FOZ **WHEELS & TIRES**  
CUSTOMER STATES THERE IS A SHIMMY AT HIGHWAY SPEEDS AND WHEN HIT A BUMP ALMOST LOSES CONTROL OF TRUCK

2 **I** 24FOZ **MASS. STATE INSPEC.**  
CUSTOMER REQUESTS STATE INSPECTION

3 **W** 27FOZ **ELECTRICAL INSTR.**  
CUSTOMER STATES TBC FAULT LIGHT COMES ON AND OFF

4 **W** 16FOZ **AUTO TRANS**  
CUSTOMER STATES HIGHWAY SPEED THERE IS A MOANING SOUND SEEMS LIKE COMING FROM TRANS

5 **C** 91FOZ **COURTESY WASH**

PRELIMINARY ESTIMATE \$

AUTHORIZED BY **X**

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

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

**X**

CUSTOMER SIGNATURE

*Frank of Sales*

*at 11:15 I was told they could not Due TBC or trans*

310 TURNPIKE ROAD  
WESTBOROUGH, MA 01581

# HERB CHAMBERS



## OF WESTBOROUGH

Tel: (508) 366-8311  
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CUSTOMER NO.	NAME FRANK	TAG NO.	74006	INDUCT DATE	11/06/06
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	DARK SHADOW
MARLBORO, MA			1,760	DELIVERY DATE	08/30/06
	YEAR/MAKE/MODEL			DELIVERY MILES	17
	VEHICLE ID. NO.			SELLING DEALER NO.	
	1FTWX31P26EA			PRODUCTION DATE	
	F.I.E. NO.	P.O. NO.			
				10/21/06	
	COMMENTS				MO: 1760

### LABOR & PARTS

**JOB # 1** 04FOZ... WHEELS & TIRES... HOURS: 5.90... TECH(S): 239... WARRANTY  
 CUSTOMER STATES THERE IS A SHIMMY AT HIGHWAY SPEEDS AND WHEN  
 HIT A BUMP ALMOST LOSES CONTROL OF TRUCK  
 VERIFIED CUSTOMER COMPLAINT SET TIRE PRESSURES ROAD TESTED  
 TO EVALUATE THEN ROAD FORCE BALANCE 4 TIRES REROAD TEST  
 REPLACED 2 RIMS AND REBALANCE TIRES ROAD TEST AGAIN  
 PERFORM TSB 6-22-14 ALIGN AND TIGHTEN ALL STEERING  
 COMPONENTS REROAD TEST OPERATION 062214B AND  
 062211C  
 CK WHEELS / FOUND 2 OUT OF ROUND NEEDED TO REPLACE 1 FRONT  
 1 REAR WHEEL REINDEX TIRES AND BALANCE ALL 4  
 LEFT FRONT 31LBS 21 RIGHT FRONT 41LBS REPLACED RIM  
 LEFT REAR 28LBS 23 RIGHT REAR 46 REPLACED RIM  
 FIRST RIM RUN 0.004 2ND 0.009 3RD 0.015 TIRE 0.22  
 SECOND RIM 1ST 0.006 2ND 0.010 3RD 0.018 TIRE 0.33

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	2	5C3Z-3B440-EEE	ADJUSTE 120684		WARRANTY
JOB # 1	2	5C3Z-1007-MA	WHEEL A-027041		WARRANTY
JOB # 1	2	5C3Z-1007-MA	CORE RETURN		WARRANTY
JOB # 1	1	XL-2	LUBRICA 539408		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

**JOB # 2** 24FOZ... MASS STATE INSPECTION... HOURS: 0.30... TECH(S): 7466... INTERNAL  
 CUSTOMER REQUESTS STATE INSPECTION  
 STATE INSPECTION COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

**JOB # 3** 27FOZ... ELECTRICAL INSTRUMENT... HOURS: 0.30... TECH(S): 7466... WARRANTY  
 CUSTOMER STATES TBC FAULT LIGHT COMES ON AND OFF  
 NO PROBLEM FOUND

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

**JOB # 4** 16FOZ... AUTO TRANS... HOURS: 0.30... TECH(S): 239... WARRANTY  
 CUSTOMER STATES HIGHWAY SPEED THERE IS A MOANING SOUND SEEMS  
 LIKE COMING FROM TRANS  
 SPO

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	0	5C3Z-6N639-BA	PEDESTA 128077		WARRANTY
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 4	0	5C3Z-6N639-AA	PEDESTA 128046		WARRANTY
PART ON SPECIAL ORDER					

Records and Reports - Legal Department - 1-800-511-1608

310 TURNPIKE ROAD  
WESTBOROUGH, MA 01581

# HERB CHAMBERS



## OF WESTBOROUGH

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www.herbchambers.com

CUSTOMER NO.	ADVISOR <b>FRANK</b>	TAG NO. <b>74006</b>	INVOICE DATE <b>11/06/06</b>
MARLBORO, MA	LABOR RATE	LICENSE NO.	MILLAGE <b>1,760</b>
	YEAR/MAKE/MODEL <b>06/FORD TRUCK/SUPER DUTY/SDTY SCAB S</b>	DELIVERY DATE <b>08/30/06</b>	DELIVERY MILES <b>17</b>
	VEHICLE I.D. NO. <b>1 F T W X 3 1 P 2 6 E A</b>	SALES DEALER NO.	PRODUCTION DATE
	P.O. NO.	P.O. NO.	RECEIVED DATE <b>10/21/06</b>
	COMMENTS		<b>MO: 1760</b>

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
** QUANTITY 1 IS SPECIAL ORDERED				
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00
COURTESY WASH (1 HOUR) (1 TECH) (107) (INTERNAL COMPLIMENTS OF HERB CHAMBERS FORD)				
JOB # 5 TOTAL PARTS				0.00
JOB # 5 TOTAL LABOR & PARTS				0.00
USED CAR (1 HOUR) (1 TECH) (107) (INTERNAL CUSTOMER HAS A LOANER)				
JOB # 6 TOTAL PARTS				0.00
JOB # 6 TOTAL LABOR & PARTS				0.00
FRONT SUSPENSION (1 HOUR) (1 TECH) (239) (WARRANTY HITTING BUMPS TRUCK FEELS LIKE OUT OF CONTROL FROM LINE 1 TSB ON VIBRATION)				
JOB # 7 TOTAL PARTS				0.00
JOB # 7 TOTAL LABOR & PARTS				0.00
TOTALS				

* METHOD OF PAYMENT:	*	TOTAL LABOR....	0.00
* CASH	*	TOTAL PARTS....	0.00
* CHECK #	*	TOTAL SUBLET...	0.00
* DATE	*	TOTAL G.O.G....	0.00
	*	TOTAL MISC CHG.	0.00
	*	TOTAL MISC DISC	0.00
	*	TOTAL TAX.....	0.00
		<b>TOTAL INVOICE \$</b>	<b>0.00</b>

WE AT HERB CHAMBERS FORD OF WESTBOROUGH WOULD LIKE TO  
THANK YOU FOR YOUR BUSINESS.  
YOUR SATISFACTION IS OUR #1 GOAL. IF YOUR SERVICE EXPERIENCE  
WAS NOT COMPLETELY SATISFACTORY, PLEASE CONTACT OUR SERVICE  
DEPARTMENT

CUSTOMER SIGNATURE  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

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310 TURNPIKE ROAD  
WESTBOROUGH, MA 01581

# HERB CHAMBERS



## OF WESTBOROUGH

Tel: (508) 366-8311  
Fax: (508) 366-5015  
www.herbchambers.com

CUSTOMER NO.	FRANK	74006	INVOICE DATE	11/24/06
LABOR RATE	LICENSE NO.	RELEASE	2,609	COLOR
MARLBORO, MA	06/FORD TRUCK/SUPER DUTY/SDTY SCAB S	DELIVERY DATE	08/30/06	
VEHICLE I.D. NO.	1 F Y W X 3 1 P 2 6 E	SELLING DEALER NO.		PRODUCTION DATE
P.T.E. NO.	P.O. NO.	R.O. DATE	11/21/06	
COMMENTS	MO: 2609			

LABOR & PARTS  
 #1 212750Z ELECTRICAL INSTR. HOURS: 0.40 TECH(S): 1678 WARRANTY  
 CUSTOMER STATES TBC LIGHT IS STILL ON  
 SEE LINE 3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

#2 20260Z FRONT SUSPENSION HOURS: 2.00 TECH(S): 1678 WARRANTY  
 CUSTOMER STATES FRONT END STILL HAS A THUMPING NOISE AT ANY  
 SPEED  
 SEE LINE 3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

#3 130370Z STEERING HOURS: 3.50 TECH(S): 1678 WARRANTY  
 CUSTOMER STATES WHEN GOING OVER A BUMP THE WHOLE FRONT END  
 FEELS LOOSE  
 R/R TURBO NESS. TO REPLACE PEDISTAL MOUNT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	5C3Z-6N639-BA	PEDESTA 128077	WARRANTY	
JOB # 3	1	5C3Z-6N639-AA	PEDESTA 128046	WARRANTY	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

#4 2408P0Z BRAKES HOURS: 0.20 TECH(S): 239  
 CUSTOMER STATES WHEN HITTING THE BRAKES VEHICLE PULLS TO  
 THE RIGHT  
 NPF

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

#5 14FCZ FUEL SYSTEM HOURS: 0.01 TECH(S): 1678  
 CUSTOMER STATES MILEAGE HAS GONE FROM 13.9 TO 13.2  
 NPF

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

#5 564E0Z BODY HOURS: 0.01 TECH(S): 1678  
 CUSTOMER STATES THERE IS A PART IN INSTALL  
 NC

To Order, call 1-800-541-0666 to 1-978-279-9651

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310 TURNPIKE ROAD  
WESTBOROUGH, MA 01581

# HERB CHAMBERS



## OF WESTBOROUGH

Tel: (508) 366-8311  
Fax: (508) 366-5015  
www.herbchambers.com

CUSTOMER NO. 7	FRANK	74006	TAC. NO.	INVOICE DATE 11/24/06
MARLBORO, MA	LABOR RATE	LICENSE NO.	MILEAGE 2,609	CLASS DARK SHADOW
	VEHICLE MAKE & MODEL 06/FORD TRUCK/SUPER DUTY/SDTY SCAB S	DELIVERY DATE 08/30/06		
	VEHICLE COLOR 1 F F W X 3 1 P 2 6 E	SELLING DEALER NO.	PRODUCTION DATE	
	P.O. NO.	P.O. NO.		11/21/06
COMMENTS				MO: 2609

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
			JOB # 6 TOTAL PARTS	0.00	0.00
			JOB # 6 TOTAL LABOR & PARTS	0.00	0.00
			COURTESY WASH 2 HOURS AND OIL TECH(S) 107		
			COMPLIMENTS OF HERB CHAMBERS FORD		
			JOB # 7 TOTAL PARTS	0.00	0.00
			JOB # 7 TOTAL LABOR & PARTS	0.00	0.00

COMMENTS: 508-481-1167

TOTALS:

* METHOD OF PAYMENT:	TOTAL LABOR	0.00
* CASH	TOTAL PARTS	0.00
* CHECK #	TOTAL SUBLET	0.00
* DATE	TOTAL G.O.G.	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

WE AT HERB CHAMBERS FORD OF WESTBOROUGH WOULD LIKE TO  
THANK YOU FOR YOUR BUSINESS.  
YOUR SATISFACTION IS OUR #1 GOAL. IF YOUR SERVICE EXPERIENCE  
WAS NOT COMPLETELY SATISFACTORY, PLEASE CONTACT OUR SERVICE  
DEPARTMENT

CUSTOMER SIGNATURE

Reprints and Business: (508) 366-8311 FAX: (508) 366-5015

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310 TURNPIKE ROAD  
WESTBOROUGH, MA 01581

# HERB CHAMBERS



## OF WESTBOROUGH

Tel: (508) 366-8311  
Fax: (508) 366-5015  
www.herbchambers.com

5

CUSTOMER NO. [REDACTED]	ADVISOR <b>LISA HABERSKI</b>	72323	TAC NO. [REDACTED]	INVOICE DATE <b>12/15/06</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>3,402</b>	COLOR <b>DARK SHADOW</b>
<b>MARLBORO, MA</b>	YEAR / MAKE / MODEL <b>06 / FORD TRUCK/SUPER DUTY/SDTY SCAB S</b>		DELIVERY DATE <b>08/30/06</b>	DELIVERY MILES <b>17</b>
	VEHICLE ID NO. <b>1FTWX31P26E</b>		SELLING DEALER NO.	PRODUCTION DATE <b>12/11/06</b>
	F.T.F. NO.	P.O. NO.		
	COMMENTS			<b>MO: 3402</b>

J# 1910POZ ENGINE MINOR WORK HOURS: 0.01 TECH(S): 1678  
CUST STATES THE FUEL MILEAGE HAS GONE FROM 17.3 TO 13.1  
AND FEELS LIKE IT IS STRUGGLING FOR POWER.  
NO CODES STORED, NO FAULT FOUND. ROAD TEST FOR  
BOOST TEST AND TEST OK  
THE CHANGE OF FUEL TO THE ULSD AND #2 WILL LOWER MILEAGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

J# 2100DOZ ENGINE MINOR WORK HOURS: 0.01 TECH(S): 1678  
CUST STATES THERE IS AN OIL LEAK FROM THE ENGINE AREA  
R/SEAL LEAKING  
RENTAL WHILE IN FOR REPAIRS  
R/R TRANS NISS TO REPALCE R/MAIN SEAL  
399.50

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	3C3Z-6701-AA	SEAL AS 844061		
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

J# 302EOZ FRONT SUSPENSION HOURS: 0.01 TECH(S): 1678  
CUST STATES THE FRONT END FEELS LOOSE. OVER BUMPS IT IS  
HARD TO CONTROL  
CHECK FRONT END ALL COMPONENTS TIGHT NO FAULT FOUND

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

J# 403EOZ STEERING HOURS: 0.01 TECH(S): 1678  
CUST STATES THE STEERING FEELS TIGHT AT A STOP  
ROAD TEST NO FAULT FOUND

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					0.00

J# 5.08FOZ BRAKES HOURS: 0.01 TECH(S): 1678  
CUST STATES AT SLOWER SPEEDS IN FINAL FEW FEET OF STOPPING  
PULLS RIGHT  
COMPLETED A FOUR WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					0.00

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6

310 TURNPIKE ROAD  
WESTBOROUGH, MA 01581

# HERB CHAMBERS



## OF WESTBOROUGH

Tel: (508) 366-8311

Fax: (508) 366-5015

www.herbchambers.com

CUSTOMER NO.	LISA HABERSKI 72323		TAG NO.	12/15/06
LABOR RATE	LICENSE NO.	MILEAGE	3,402	COLOR DARK SHADOW
YEAR / MAKE / MODEL	06/FORD TRUCK/SUPER DUTY/SDTY SCAB S		DELIVERY DATE	08/30/06
VEHICLE ID NO.	1FTWX31P26E		SELLING DEALER NO.	
F.T.E. NO.	F.O. NO.	R.D. DATE	12/11/06	
COMMENTS				MO: 3402

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
#6: 602Z... INTERIOR... HOURS: 1.678... TECH(S): 1678... CUST STATES THEY HEAR A THUMPING NOISE FROM THE TIRES AT HIGHWAY SPEEDS ON THE LEFT FRONT ROAD TEST AND NO ABNORMAL NOISE HEARD. TIRES OK.				
PARTS				0.00
JOB # 6 TOTAL PARTS				0.00
JOB # 6 TOTAL LABOR & PARTS				0.00
#7: 730F0Z... INTERIOR... HOURS: 1.678... TECH(S): 1678... CUST STATES GOING OVER BUMPS THE WHOLE TRUCK FEELS LOOSE LIKE AN OLDER TRUCK. NO FAULT FOUND.				
PARTS				0.00
JOB # 7 TOTAL PARTS				0.00
JOB # 7 TOTAL LABOR & PARTS				0.00
#8: 82TE0Z... COURTESY WASH... HOURS: 1.678... TECH(S): 1678... COMPLIMENTS OF HERB CHAMBERS FORD.				
PARTS				0.00
JOB # 8 TOTAL PARTS				0.00
JOB # 8 TOTAL LABOR & PARTS				0.00
#9: 930F0Z... INTERIOR... HOURS: 1.678... TECH(S): 1678... CUST STATES THE RIGHT DOOR LOWER EDGE IS STICKING OUT, LIKE DOOR OUT OF ADJUSTMENT. BODY SHOP ADJUSTED DOOR FOR BETTER FIT.				
PARTS				0.00
JOB # 9 TOTAL PARTS				0.00
JOB # 9 TOTAL LABOR & PARTS				0.00
#10: 10F0Z2... ENGINE MINOR... HOURS: 1.678... TECH(S): 1678... CUST STATES THE TCB LIGHT WAS ON, NOW OFF. NO CODES STORED. ROAD TEST AND NO FAULT FOUND.				
PARTS				0.00
JOB # 10 TOTAL PARTS				0.00
JOB # 10 TOTAL LABOR & PARTS				0.00
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION
JOB # 2	26052	RICE	12/15/06	COTTW/ OIL LEAK
TOTAL - SUBLET				WARRANTY 0.00

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# HERB CHAMBERS



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CUSTOMER NO.	LISA HABERSKI		72323	TAG NO.	12/15/06
LABOR RATE	LICENSE NO.	MILEAGE	3,402	COLOR	DARK SHADOW
MARLBORO, MA	YEAR / MAKE / MODEL		06/FORD TRUCK/SUPER DUTY/SDTY SCAB S		DELIVERY DATE
	VEHICLE I.D. NO.		1FTWX31P26E		DELIVERY MILE
	F.T.E. NO.	P.O. NO.			12/11/06
	COMMENTS				MO: 3402

*****		TOTAL LABOR	0.00
* METHOD OF PAYMENT:		TOTAL PARTS	0.00
* CASH	CREDIT CARD TYPE	TOTAL SUBLET	0.00
* CHECK #	IN-HOUSE CHARGE	TOTAL G.O.G.	0.00
* DATE	CASHIER'S INITIALS	TOTAL MISC. CHG	0.00
*****		TOTAL MISC. DISC	0.00
		TOTAL TAX	0.00
		<b>TOTAL INVOICE \$</b>	<b>0.00</b>

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DEPARTMENT

CUSTOMER SIGNATURE

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CUSTOMER NO.	WILLIAM ZOBA	39975	TAG NO.	02/21/07
LABOR RATE	LICENSE NO.	MILEAGE	6,195	COLOR
YEAR / MAKE / MODEL	06 / FORD / TRUCK/SUPER DUTY/SDTY SCAB		DELIVERY DATE	08/30/06
VEHICLE ID NO.	1 F T W X 3 1 P 2 6 E		SELLING DEALER NO.	
R.T.E. NO.	P.O. NO.	R.D. DATE		02/19/07
COMMENTS				MO: 6195

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	INTERNAL
JOB # 1	WHEELS & TIRES MOANING SOUND FROM UNDER TRUCK. INTERMITTANT IN NATURE. MAKES A BANGING SOUND WHEN FOOT IS TAKEN OFF GAS. POOR MILEAGE. TECH PERFORMED DIAGS. CONTACTED FORD. SEE SSM FROM FORD. NORMAL CONDITION.	0.00	107	INTERNAL
JOB # 2	ELECTRICAL SYSTEM POWER REAR SLIDER DOES NOT OPEN ALL THE WAY. CLEAN REAR WINDOW SLIDER. LUBRICATED SLIDES AND CHANNELS.	0.00	157	INTERNAL
JOB # 3	INTERIOR AIR NOISE FROM FRONT DOORS AT HIGHWAY SPEEDS. TECH TEST DROVE TRUCK. DROVE 2 OTHER TRUCKS. SAME KIND, SAME CONDITION. CONTACTED FORD, NORMAL CONDITION.	0.00	167	INTERNAL
JOB # 4	FRONT SUSPENSION AFTER HITTING A BUMP FRONT END SHAKES. ALMOST LOSE CONTROL. TECH TEST DROVE TRUCK. TECH BROUGHT INTO SHOP. INSPECTED STEERING, SUSPENSION, TIRES/WHEELS. ALL OPERATING AS DESIGNED AT THIS TIME.	0.00	167	INTERNAL
JOB # 5	4 WHEEL ALIGNMENT TRUCK DRIFTS ALL OVER THE ROAD. TECH DROVE TRUCK. PERFORM 4 WHEEL ALIGNMENT. SET FRONT AND REAR TO FACTORY SPECS.	0.00	239	INTERNAL
JOB # 6	STEERING STEERING WHEEL OUT OF ROUND. TECH INSPECTED WHEEL. NORMAL WHEEL.	0.00	239	INTERNAL
JOB # 7	ELECTRICAL SYSTEM SPEEDOMETER READS TOO HIGH. IDS TEST RUN PERFORMANCE OK. OKS OUT. TESTED AND RATED UNIT, OK AT THIS TIME.	0.00	107	INTERNAL

Revised and Expanded 01/14/05 144 5741 by 1000351 PJA

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CUSTOMER NO. [REDACTED]	NAME WILLIAM ZOBA	39973 TAG NO [REDACTED]	INVOICE DATE 02/21/07	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 6,195	CO. DARK SHADOW
MARLBORO, MA [REDACTED]	YEARLY MILEAGE 08	FORD TRUCK/SUPER DUTY/SDTY SCAB	DATE 08/30/06	DELIVERY MILES 17
[REDACTED]	VEHICLE NO. 1 F T W X 3 1 P 2 6 E	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.T. NO.	P.O. NO.	DATE 02/19/07	
[REDACTED]	COMMENTS			MO: 6195

LABOR & PARTS

\*\*\*\*\* COURTESY WASH \*\*\*\*\* HOURS \*\*\*\*\* TECH \*\*\*\*\*

COMPLIMENTS OF HERB CHAMBERS FORD

JOB # 8 TOTAL LABOR & PARTS 0:00

TOTALS

* METHOD OF PAYMENT:	* TOTAL LABOR	0.00
* CASH	* TOTAL PARTS	0.00
* CHECK #	* TOTAL SUBLET	0.00
* DATE	* TOTAL G.O.G.	0.00
	* TOTAL MISC CHG.	0.00
	* TOTAL MISC DISC	0.00
	* TOTAL TAX	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

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CUSTOMER SIGNATURE \_\_\_\_\_

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

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# HERB CHAMBERS



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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/19/07		6195	39975	107 1678 1678 1678 239 239		04FOZ 26FOZ 30FOZ 02FOZ 25FOZ 03FOZ	WHEELS & TIRES ELECTRICAL SYSTEM INTERIOR FRONT SUSPENSION 4 WHEEL ALIGNMENT STEERING

SALESPERSON NO. \_\_\_\_\_ SERVICE STATE REG# 000

VIN: 1FTWX31P26E	YEAR/MAKE/MODEL: 06/FORD TRUCK/SUPER DUTY/SDTY SCAB	PRODUCTION DATE: 08/30/06	STOCK NO:	FINANCIAL NO:	H.O. NO:
MARLBORO, MA	CUSTOMER NAME: [REDACTED]	DELIVERY DATE: 08/30/06	DELIVERY MILES: 17	SELLING DEALER NO:	H.O. DATE: 04/26/07
	COLOR: DARK SHADOW GR/	EXPIRATION DATE:	EXPIRATION MILES:		
	TURBO: [ ] MMC: [ ] AIR COND: [ ] P.S.: [ ] TRANE: [ ] MILEAGE: 8,211	ADVISOR: 75079	ADVISOR: CHUCK CLARK		
APPOINTMENT: 05:01pm - 07:00pm	DATE: 04/26/07	PRIORITY:			

I hereby authorize the repair work herein set forth to be done using with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

WAVER: I UNDERSTAND THAT I HAVE THE RIGHT TO KNOW BEFORE AUTHORIZING ANY REPAIRS WHAT THE REPAIRS TO MY CAR WILL BE AND WHAT THEIR COST WILL BE. YOU NEED NOT OBTAIN AN INITIAL FROM ME FOR REPAIRS OR INFORM ME PRIOR TO PERFORMING REPAIRS. WHAT THE INITIALS ARE OR THEIR COST IF THE TOTAL AMOUNT FOR REPAIRS DOES NOT EXCEED \$ \_\_\_\_\_

Yes  
 No

1. W*02FOZ FRONT SUSPENSION CUSTOMER SAYS THE TRUCK SATRTED SHAKING VIOLENTLY WHEN HE HIT A POT HOLE, STOPPED SHAKING ON ITS OWN AFTER SLOWING	PRELIMINARY ESTIMATE \$ _____
2. W*10FOZ ENGINE MINOR TBC LIGHT COMES ON	AUTHORIZED BY: <input checked="" type="checkbox"/> X
3. W*14FOZ FUEL SYSTEM LOW FUEL LIGHT HAS COME ON TWICE WHILE TRUCK HAD 1/2 TANK	REVISED ESTIMATE (1) _____ DATE _____ TIME _____ BY _____
4. W*17FOZ MANUAL TRANS CUSTOMER HAS EXPERIENCED PROBLEMS WITH VEHICLE COMING INTO AND BACK OUT OF 4W LOW	REVISED ESTIMATE (2) _____
	REVISED ESTIMATE (3) _____
	I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.
	<input checked="" type="checkbox"/> X

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# HERB CHAMBERS



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### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/19/07		6195	39975	107 1678 1678 1678 239 239		04FOZ 26FOZ 30FOZ 02FOZ 25FOZ 03FOZ	WHEELS & TIRES ELECTRICAL SYSTEM INTERIOR FRONT SUSPENSION 4 WHEEL ALIGNMENT STEERING

SALESPERSON NO.

## S E R V I C E

STATE REG# 0.00

VEHICLE ID NO. <b>1FTWX31P26E</b>	YEAR/MAKE/MODEL <b>06/FORD TRUCK/SUPER DUTY/SDTY SCAB</b>	PRODUCTION DATE <b>08/30/06</b>	BOOK NO. <b>17</b>	LICENSE NO. <b>04/26/07</b>	REG. NO.
CUSTOMER NO.	SERVICE CONTRACT	DELIVERY MILE	SELLING DEALER NO.	DATE	
COLOR <b>DARK SHADOW GR/</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
TURBO	MM	AIR COND.	P	S	THANG
MILEAGE <b>8,211</b>	ADVISOR NO. <b>75079</b>	ADVISOR <b>CHUCK CLARK</b>	<small>I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or contents left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair herein.</small>		
TIME RECEIVED <b>05:01pm</b>	DATE/TIME PROMISED <b>04/26/07 07:00pm</b>	PRIORITY <b>X</b>	<small>WAIVER: I UNDERSTAND THAT I HAVE THE RIGHT TO KNOW BEFORE AUTHORIZING ANY REPAIRS WHAT THE REPAIRS TO MY CAR WILL BE AND WHAT THEIR COST WILL BE. YOU NEED NOT OBTAIN APPROVAL FROM ME FOR REPAIRS OR INFORM ME PRIOR TO PERFORMING REPAIRS, WHAT THE REPAIRS ARE OR THEIR COST IF THE TOTAL AMOUNT FOR REPAIRS DOES NOT EXCEED \$ _____</small>		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE	<small>WAIVER: I UNDERSTAND THAT I HAVE THE RIGHT TO KNOW BEFORE AUTHORIZING ANY REPAIRS WHAT THE REPAIRS TO MY CAR WILL BE AND WHAT THEIR COST WILL BE. YOU NEED NOT OBTAIN APPROVAL FROM ME FOR REPAIRS OR INFORM ME PRIOR TO PERFORMING REPAIRS, WHAT THE REPAIRS ARE OR THEIR COST IF THE TOTAL AMOUNT FOR REPAIRS DOES NOT EXCEED \$ _____</small>			

- 56 **W** \* 14FOZ2 **FUEL SYSTEM**  
CUSTOMER HEARS BANGING TYPE NOISE AND HAS LOST MPG ON TRUCK  
....DOWN TO 12 MPG PRESENTLY
- 6 **W** \* 64FOZ **BODY**  
DOOR WAS CHIPPED WHILE IN SERVICE DEPARTMENT PREVIOUSLY, CUSTOMER WAS TOLD HE WOULD RECEIVE PAINT JOB TO DOOR
- 7 **W** \* 91FOZ **COURTESY WASH**

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY  \_\_\_\_\_

REVISED ESTIMATE (1)	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE(S):

\_\_\_\_\_  
CUSTOMER SIGNATURE

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# HERB CHAMBERS



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CUSTOMER NO.	[REDACTED]		NAME	CHECK CLARK	75079	TAG NO.	[REDACTED]	DATE	08/18/07
ADDRESS	MARLBORO, MA [REDACTED]		LABOR RATE		LICENSE NO.		MILEAGE	8,211	MODEL
									06/FORD TRUCK/SUPER DUTY/SDTY SCAB S
									08/30/06
									DELIVERY MILES 17
									PRODUCTION DATE
									04/26/07
									NO: 8214

LABOR & PARTS

J# 1 1602E02Z FRONT SUSPENSION 2 HOURS 1.00 TECH(S): 107 INTERNAL  
 CUSTOMER SAYS THE TRUCK STARTED SHAKING VIOLENTLY WHEN HE HIT  
 A POT HOLE STOPPED SHAKING ON ITS OWN AFTER SLOWING  
 NPF

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 2610E07Z ENGINE MINOR 2 HOURS 1.00 TECH(S): 107 INTERNAL  
 TBC LIGHT COMES ON  
 NPF AT THIS TIME NO TRAILER

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 14E02Z FUEL SYSTEM 1 HOURS 1.00 TECH(S): 107 INTERNAL  
 LOW FUEL LIGHT HAS COME ON TWICE WHILE TRUCK HAD 1/2 TANK

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 17E02Z MANUAL TRANS 1 HOURS 1.00 TECH(S): 107 INTERNAL  
 CUSTOMER HAS EXPERIENCED PROBLEMS WITH VEHICLE COMING INTO  
 AND BACK OUT OF 4W LOW

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 14E02Z FUEL SYSTEM 1 HOURS 1.00 TECH(S): 107 INTERNAL  
 CUSTOMER HEARS BANGING TYPE NOISE AND HAS LOST MPG ON TRUCK  
 ... DOWN TO 12 MPG PRESENTLY  
 NO PROBLEM FOUND

JOB # 5 TOTAL LABOR & PARTS 0.00

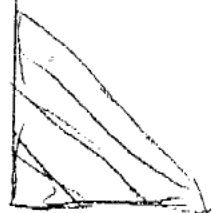
J# 6 64E02Z BODY 1 HOURS 1.00 TECH(S): 107 INTERNAL  
 DOOR WAS CHIPPED WHILE IN SERVICE DEPARTMENT PREVIOUSLY. CUS  
 TOMER WAS TOLD HE WOULD RECIEVE PAINT JOB TO DOOR  
 NPF

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 91E02Z COURTESY WASH 0 HOURS 0.00 TECH(S): 107 INTERNAL  
 COMPLIMENTS OF HERB CHAMBERS FORD

JOB # 7 TOTAL LABOR & PARTS 0.00

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# HERB CHAMBERS



## OF WESTBOROUGH

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CUSTOMER NO. [REDACTED]	NAME <b>CHUCK CLARK</b>	75079	TAX: [REDACTED]	DATE <b>08/10/07</b>	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>8,211</b>	<b>DARK SHADOW</b>	[REDACTED]
MARLBORO, MA	YEAR / MAKE / MODEL <b>08 / FORD TRUCK / SUPER DUTY / SDTY SCAB S</b>	VEHICLE ID NO. <b>1FTW X 31P 26 E [REDACTED]</b>		<b>08/30/06</b>	DELIVERY MILES <b>17</b>
[REDACTED]	J. I. E. NO.	P. O. NO.	SELLING DEALER NO. <b>04/26/07</b>		PRODUCTION DATE
COMMENTS					MO: 8214

*****		TOTAL LABOR	0:00
METHOD OF PAYMENT:		TOTAL PARTS	0:00
* CASH	CREDIT CARD TYPE	TOTAL SUBLET	0:00
* CHECK #	IN-HOUSE CHARGE	TOTAL G.O.G.	0:00
* DATE	CASHIER'S INITIALS	TOTAL MISC. CHG.	0:00
*****		TOTAL MISC. DISC.	0:00
		TOTAL TAX	0:00
		<b>TOTAL INVOICE \$</b>	<b>0.00</b>

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DEPARTMENT

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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[REDACTED]  
[REDACTED]  
MARLBORO, MA [REDACTED]

DENNIS BROWN 414 [REDACTED] 07/27/07  
11,201 DARK SHADOW [REDACTED]  
06/FORD TRUCK/SUPER DUTY/SDTY SCAB 5 08/30/06  
1 F T W X 3 1 P 2 6 E [REDACTED]  
07/23/07

MO: 11201

LABOR & PARTS  
J# 1 02FOZ FRONT SUSPENSION HOURS: 3:40 TECH(S):107 WARRANTY  
FRONT END SHAKES AFTER HITTING BUMPS  
PERFORM TSB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	7C3Z-3E652-C	BRACKET 223472		
JOB # 1	1	8C3Z-3E651-C	DAMPER 251562		WARRANTY
JOB # 1	1	-W706196-S439	BOLT 242835		WARRANTY
JOB # 1	1	-W520117-S441	NUT - H 066181		WARRANTY
JOB # 1	1	-W711570-S300	CAP - S 179774		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 26FOZ ELECTRICAL SYSTEM HOURS: 0:01 TECH(S):107 WARRANTY  
TRC LITE COMES ON AND OFF  
CLEAN CONNECTIONS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 10FOZ ENGINE MINOR HOURS: 6:00 TECH(S):107 WARRANTY  
TRUCK STRUGGLES TO MOVE, FEELS LIKE YOU ARE IN A HEADWIND  
MILEAGE HAS DROPPED 4.6 MPG  
PERFORM TSB 06-23-02

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	6C3Z-9T515-A	TUBE AS 292381		WARRANTY
JOB # 3	1	F81Z-8287-EA	CLAMP - 346081		WARRANTY
JOB # 3	2	6C3Z-5A231-AA	CLAMP 105445		WARRANTY
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

J# 4 19FOZ DRIVE SHAFT HOURS: 0:01 TECH(S):107 WARRANTY  
MAKES A WHINING SOUND, THAN BANGS WHEN GETTING OFF GAS  
SEE LINE 3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

J# 5 91FOZ COURTESY WASH HOURS: 0:01 TECH(S):107 WARRANTY  
COMPLIMENTS OF HERB CHAMBERS FORD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5 TOTAL PARTS				0.00	
JOB # 5 TOTAL LABOR & PARTS				0.00	

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310 TURNPIKE ROAD  
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# HERB CHAMBERS



## OF WESTBOROUGH

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DENNIS BROWN

414

07/27/07

11,201 DARK SHADOW

06/FORD TRUCK/SUPER DUTY/SDTY SCAB S 08/30/06

1 F T W X 3 1 P 2 6 E

07/23/07

MO: 11201

TOTALS.....

*****		TOTAL LABOR....	0.00
* METHOD OF PAYMENT:	*	TOTAL PARTS....	0.00
* CASH .....	* CREDIT CARD TYPE .....	TOTAL SUBLET....	0.00
* CHECK # .....	* IN-HOUSE CHARGE .....	TOTAL G.O.G....	0.00
* DATE .....	* CASHIER'S INITIALS .....	TOTAL MISC CHG.	0.00
*****		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		<b>TOTAL INVOICE \$</b>	<b>0.00</b>

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DEPARTMENT

CUSTOMER SIGNATURE

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# HERB CHAMBERS



## OF WESTBOROUGH

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### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/26/07		8214	75079	107		02FOZ	FRONT SUSPENSION
				107		10FOZ	ENGINE MINOR
				107		14FOZ	FUEL SYSTEM
				107		17FOZ	MANUAL TRANS
				107		14FOZ2	FUEL SYSTEM
				107		64FOZ	BODY

SALESPERSON NO. [REDACTED]

## SERVICE

STATE REG# 0.00

VIN: 1FTWX31P26E	YEAR/MAKE/MODEL: 06/FORD TRUCK/SUPER DUTY/SDTY SCAB	PRODUCTION DATE: 08/30/06	STOCK NO. [REDACTED]	ENGINE NO. [REDACTED]
MARLBORO, MA	SERVICE CONTRACT: [REDACTED]	DELIVERY DATE: 08/30/06	DELIVERY MILES: 17	SELLING DEALER NO. [REDACTED]
	COLOR: DARK SHADOW GR/	CONTRACT NO. [REDACTED]	EXPIRATION DATE: [REDACTED]	EXPIRATION MILES: [REDACTED]
	TURBO: [REDACTED] MIMC: [REDACTED] AIR COND: [REDACTED] P.S.: [REDACTED] TRANS: [REDACTED]	MILEAGE: 11,201	ALVESH# NO.: 414	ADVISOR: DENNIS BROWN
APPOINTMENT: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	DATE TIME ARRIVED: 07/23/07 07:00pm	DATE TIME DEPARTED: [REDACTED]		

- 1. W\* 02FOZ FRONT SUSPENSION  
FRONT END SHAKES AFTER HITTING BUMPS  
*7C32-3E652-C ✓ W 706196-5439*  
*8C32-3E651-C W 520117-5447*  
*W 711570-5300*
- 2. W\* 26FOZ ELECTRICAL SYSTEM  
TBC LITE COMES ON AND OFF
- 3. W\* 10FOZ ENGINE MINOR  
TRUCK STRUGGLES TO MOVE, FEELS LIKE YOU ARE IN A HEADWIND.  
MILEAGE HAS DROPPED 4-6 MPG
- 4. W\* 13FOZ DRIVE SHAFT  
MAKES A WHINING SOUND, THAN BANGS WHEN GETTING OFF GAS
- 5. C\* 91FOZ COURTESY WASH

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY  X

REVISED ESTIMATE (1)	DATE	TIME	BY

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

X

CUSTOMER SIGNATURE

C2803

Reminds and Reminds... 07/23/07 09:54

MILEAGE IN

MILEAGE OUT

CONDITION #1

CAUSE *Drive vehicle and ~~and~~ verified cust concern. Performed TSB H010, checked & reset tire pressures, performed alignment and balanced tires.*

CORRECTION *Vehicle no longer shudders on bumps*

CONDITION #2

CAUSE *Drive vehicle and verified cust. concern. Performed KOEO, on demand self test, injector check test, ICP test, fuel pump pressure test, EGR test, biased EP sensor tests. Removed turbo assy and inspected, performed TSB 06-23-2, cleaned and reinstalled Turbo*

CORRECTION *Drive vehicle and concern is no longer present*

CONDITION #3

CAUSE

CORRECTION

CONDITION #4

CAUSE

*Found SS M 18845 that states this is a normal sound and characteristic for this engine*

CORRECTION

15

ADDITIONAL ESTIMATE					
LINE	QUAN.	DESCRIPTION	PARTS PRICE	LABOR	TOTAL
1		5C3E 6K682-A			
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100					

TUNE IN AND TAG WARRANTY PART

P.N.  TECHNICIAN'S INITIALS

P.N.

P.N.  PARTS DEPT INITIALS

27 JUL 15.0  
27 JUL 15.0

27 JUL 15.0  
27 JUL 10.2

25 JUL 12.7  
25 JUL 9.7

TIME FLAGS

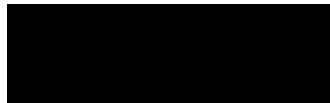
PE07-057

FORD

2-4-2008

APPENDIX D

REDACT S







Consumer Affairs

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

Sent via Fax

February 28, 2006

Ms. Jacqueline Bradford Porro  
30 E. Butler Pike  
Ambler, PA 19002

RE: [REDACTED]  
2005 Ford F-250  
VIN: 1FTNF215251 [REDACTED]

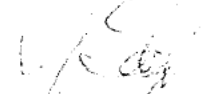
Dear Ms. Porro:

This letter is in response to your letter dated 12/7/2005 regarding the above-mentioned client.

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

Thank you for the opportunity to review this concern.

Respectfully yours,

  
Jeff Schwagle  
Consumer Affairs



All Action Details for Issue

Print

VIN: 1FTNF21525EC [REDACTED] Year: 2005 Model: F-SERIES SUPER DUTY Case: [REDACTED]  
 Name: [REDACTED] Owner Status: Original WSD: 2005-03-31  
 Symptom Desc: SUSPENSION RIDE QUALITY Primary Phone: 508-295-4682  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: 508-295-4682  
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 01627 FORD OF HYANNIS INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD  
 Odometer: 5716 MI Comm Type: FAX  
 Analyst Name: LEICH,CHERIE Analyst: CLEICH  
 Action Date: 12/08/2005 Action Time: 17.10.36.555 Action Data: Yes

Comments \*\*\*\*\*ATTORNEY DEMAND\*\*\*\*\*FAX RECEIVED 12-7-05. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR BOUNCING/HOPPING OVER BUMPS AT HIGHWAY SPEEDS, STEERING WHEEL NOT STRAIGHT, FLUID LEAK, SMOKE FROM PASSENGER SIDE, AND VIBRATION AT IDLE CONCERNS.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	KIMMEL & SILVERMAN
ATTORNEY NAME	JACQUELINE BRADFORD PORRO
ATTORNEY PHONE NUMBER	7819829112
ANALYST ID	JSCHWAGL

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER

Dealer: 01627 FORD OF HYANNIS INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 5716 MI Comm Type: FAX  
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL  
 Action Date: 12/09/2005 Action Time: 15.41.33.949 Action Data: No

Comments \*\*\* LPA COMMENTS \*\*\*- LPA SENT LETTER ACKNOWLEDGING RECEIPT OF COMPLAINT

Action: CLOSING COMMENTS - DENIAL - BASED ON LITIGATION PREVENTION REVIEW

Dealer: 01627 FORD OF HYANNIS INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 5716 MI Comm Type: FAX  
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL  
 Action Date: 02/28/2006 Action Time: 09.56.13.286 Action Data: No

Comments \*\*\* LPA COMMENTS \*\*\*- LPA SENT FAX DENYING ATTORNEY REQUEST TO REPURCHASE VEHICLE

im  
at

ROBERT M. SILVERMAN  
CRAIG THOR KIMMEL

Member, PA Bar  
Member, NJ Bar  
Member, DE Bar  
Member, NY Bar  
Member, MA Bar  
Member, MD Bar  
Member, OH Bar  
Member, DC Bar



# KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

[www.lemonlaw.com](http://www.lemonlaw.com)

CORPORATE HEADQUARTERS

30 E. Butler Pike  
Ambler, PA 19002  
P (215) 540-8888  
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite T11, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE MASSACHUSETTS OFFICE

December 7, 2005

**Via Facsimile No. 313-845-5668**

**And First Class Mail**

Ford Motor Company  
Attn: Legal Dept.  
P.O. Box 6248  
MD 3NE-B  
Dearborn, Michigan 48126

**CHAPTER 93A DEMAND LETTER**  
**YOU HAVE THIRTY DAYS TO RESPOND**

Re [REDACTED] v. Ford Motor Company  
Vehicle: 2005 Ford-F-250  
Date of Purchase: 03/31/2005  
VIN#: 1FTNF21525E [REDACTED]

Dear Sir or Madam:

[REDACTED] is represented by this law firm for the claims he has against your company, Ford Motor Company, for the sale of a seriously defective and damaged new vehicle on 03/31/2005. [REDACTED] intends to invoke his rights under the Massachusetts New Car Lemon Law (M.G.L. Ch. 90 § 7N1/2), the Massachusetts Consumer Protection Act (M.G.L. Chapter 93A and its subsections), and the Magnuson Moss Federal Warranty Act (U.S.C. Title 15, c. 50 § 2301-2312). [REDACTED] hereby demands to rescind the purchase agreement dated 03/31/2005 and demands reimbursement for any and all expenses applicable under the Lemon Law, the Consumer Protection Act, and the federal Magnuson Moss Warranty Act, including attorneys' fees and interest.

It is the contention of my client that Ford Motor Company, its agents, servants, and employees used unfair or deceptive acts or practices and made deceptive representations when selling and subsequently repairing his vehicle, which were clearly in violation of the Consumer Protection Act and the warranty obligations mandated by the Massachusetts Lemon Law and the federal Magnuson Moss Warranty Act.

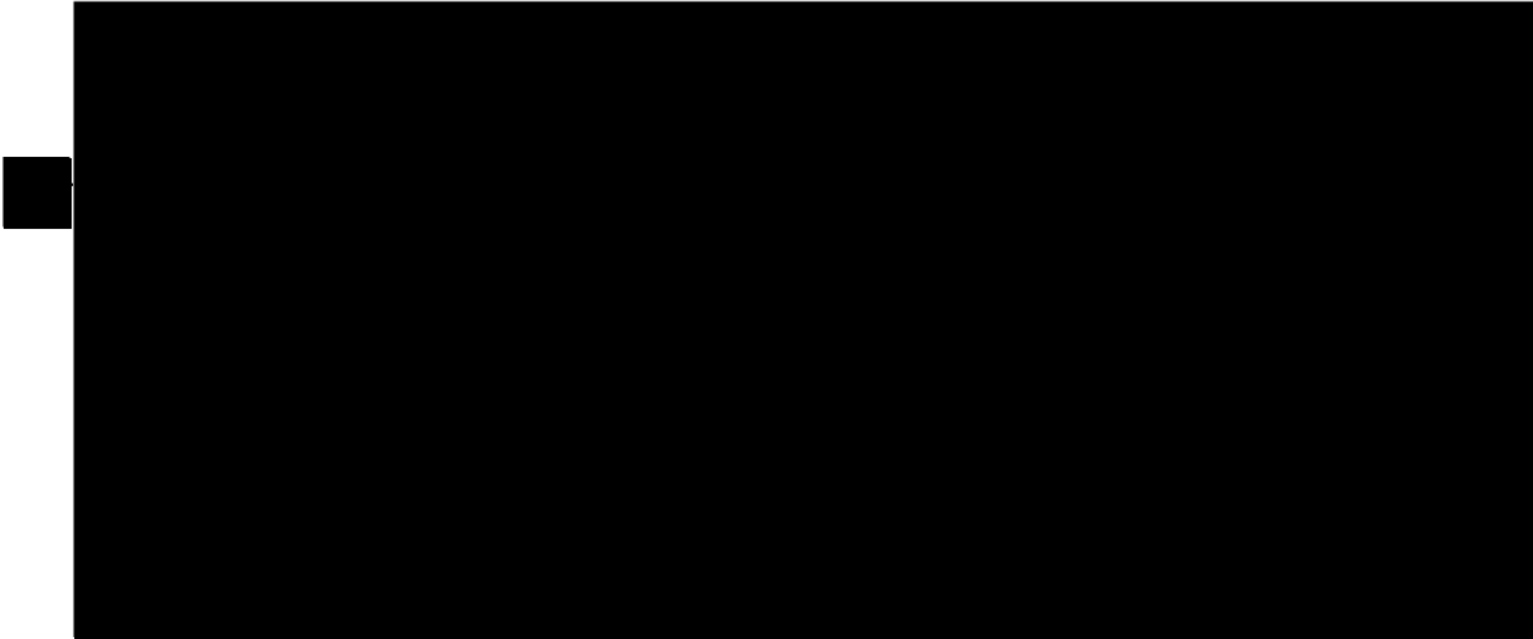
12/12/05  
308621715

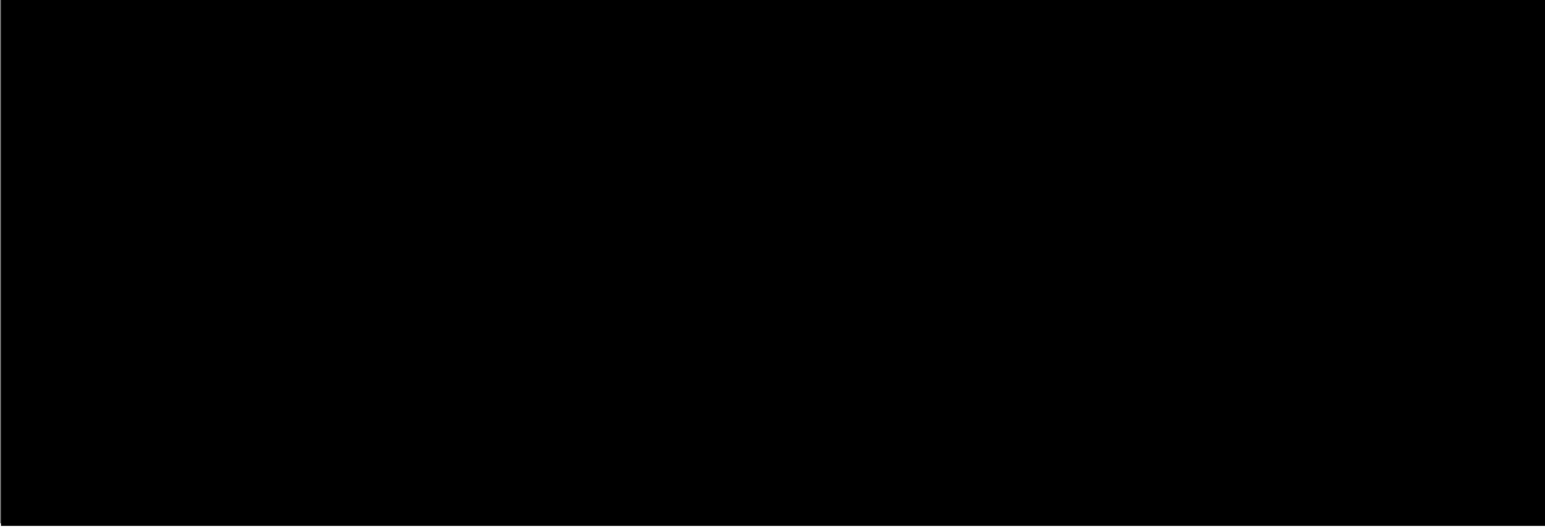
JACQUELINE C. HERRITT  
ROBERT A. RAPKIN  
HY DAVID RUBENSTEIN  
VIVIAN BENZ PEIKIN  
AMY D. COX  
LOUIS DOBI, JR.  
SHANNON M. RYAN  
SUSANNE KIMBERLAND  
HILARY K. WHEATLEY  
THOMAS F. BURNS  
BARRY R. WINDERMAN  
CHRISTINE N. DANTONIO  
JENNIFER R. HURVITZ  
JACQUELINE BRADFORD PORRO  
SUSAN CAROL BELL  
MELISSA K. FIALA  
IRA P. SMADES  
THOMAS L. MARQUOIT

5 DEC 12 AM '05  
CONSUMER AFFAIRS  
SECTION



Customer Info





**OASIS RESULT:  
1FTNF21525E**See bottom of the OASIS result for  
contact ID02/01/2006  
14:20:34

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**VEHICLE INFORMATION**

<b>VEHICLE DESCRIPTION</b> 2005 F-SERIES	<b>BODY STYLE</b> F-250 REG CAB 4X4	<b>ENGINE</b> 5.4L 3V SOHC
<b>TRANSMISSION</b> .	<b>AXLE CODE</b> 3L	<b>ENGINE CALIBRATION</b> 5F714D0A

**GENERAL WARRANTY INFORMATION**

<b>WARRANTY START DATE</b> 03/31/2005	<b>BUILD DATE</b> 03/04/2005	<b>SALE MILEAGE</b> 00015
--	---------------------------------	------------------------------

**ARN MESSAGES**

**ATTENTION TECHNICIANS AND SERVICE MANAGERS:**  
BEFORE REPLACING THROTTLE BODY (-9E926-) SEE TSB 05-14-04

**CUDL MESSAGES**

THIS VEHICLE HAS AN OPEN CUDL CONTACT  
THIS VEHICLE HAS A CLOSED CUDL CONTACT

**WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE  
VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

**OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

**EXTENDED COVERAGES**

0701 - USA 2005 NEW 84/100,000 PREMIUMCARE W/ROADSIDE ASSIST  
STANDARD DEDUCTIBLE: 100 USD DISAPPEARING DEDUCTIBLE  
OWNER NAME: [REDACTED]  
OPTIONS: DIS.,DED  
EXPIRATION DATE: 03/31/2012  
DISTANCE: 100,000  
RENTAL: 28 UP TO 10 DAYS  
TOWING: 0 USD  
CONTRACT SOLD BY: USA 01627  
ESP CONTRACT START DATE: 03/31/2005

**REPAIR HISTORY**

09/15/2005

DEALER: Ford of Hyannis, Inc.

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 005716M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

				CODE	
3B239	BAR ASY F/AXLE TRACK	001	3239A	07	IMPROPERLY ADJUSTED/FITS POORLY
		000	3001A		
		000	3001A1T		

08/23/2005

DEALER: Ford of Hyannis, Inc.

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 005446M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5C3Z 3504AA	GEAR ASY-STEERING	001	3504C	42	DOES NOT OPERATE PROPERLY
F7AZ 3F823AA		004	MT3A713		
YC3Z 3A713AE	HOSE ASY P/S RETURN	001	3001A		
5C3Z 3A713A	HOSE ASY P/S RETURN	001	3001A1		

5446 VERIFIED CONCERN. DIAG STEERING BOX DEFECTIVE. REMOVED STEERING BOX AND INSTALLED NEW BOX. ALSO REMOVED AND INSTALLED NEW POWER STEERING LINES FROM THE GEAR TO THE BOX. PERFORMED ALIGNMENT CORRECTED AND SET TOE

08/23/2005

DEALER: Ford of Hyannis, Inc.

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 005446M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5230	MUFFLER ASY	000	5200A	07	IMPROPERLY ADJUSTED/FITS POORLY
		000	1007D		

5446 TEST DROVE FOR NVH DIAG VIB. RATTLE COULD HEAR THE NOISE NEXT TO A WALL INSPECTION FOUND THE EXHAUST CLAMP AT THE MUFFLER DID NOT GET TIGHTENED UP AT THE FACTORY TIGHTENED THE EXHAUST CLAMP TO SPEC. TEST DROVE NOISE GONE

08/03/2005

DEALER: Ford of Hyannis, Inc.

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 004510M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5C3Z 9J278A	RETAINER (FUEL TUBE)	001	05S33B		

4510 PERFORMED RECALL 05S33 INSTALLED THE FUEL LINE CLIP PER RECALL

08/03/2005

DEALER: Ford of Hyannis, Inc.

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 004510M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5C3Z 3B440CCC	ADJ-FRT SUSP UPR BAL	002	042601A	42	DOES NOT OPERATE PROPERLY
3600	WHEEL STEERING ASSY	000			

4520 TEST DROVE DOWN A ROUGH ROAD FOUND STEERING WHEEL WOULD MOVE BACK AND FORTH RAN OASIS FOUND A TSB 04-26-01 PERFORMED TSB 04-26-01A 2.2 INSPECTION, DAMPER GOOD STEERING WHEEL GOOD ADJUSTED THE STEERING GEAR MESH LOAD ON THE GAS ENGINE TRUCK TEST DROVE STILL HAS MORE MOVEMENT THAN IT SHOULD.0. .... CALLED THE HOT

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FTNF21525E [REDACTED]

Report Applies to Country Code: USA

ESP / Recall Information

VIN: 1FTNF21525E [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]  
 Plan Type: USA 2005 NEW 84/100,000 PREMIUMCARE W/ROADSIDE ASSIST  
 Selling Dealer: FORD OF HYANNIS INC  
 Deductible: 100  
 Rental: 28  
 Towing Allowance:

Status: Active  
 Expiration Date: 2012-03-31  
 Expiration Miles: 100,000  
 Plan Year: 2005  
 Purchase Type: N  
 Options: DIS.,DED

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

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

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

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

Number	Type	Description	Status	Status Date	Dealer Code
05S33	SAFETY RECALL	FUEL LINE RETAINER CLIP INSTALLATION	CLOSE - REPAIRED	2005-08-03	01627USAF11636

# Vehicle Information Report

**GENERAL VEHICLE INFORMATION: (Related Claims)**

VIN: 1FTNF21525E [REDACTED]	Veh Line: T/F7 - F250HD/350/450/550 [99-06]	Eng Serial No: 302050541879
Model Year: 2005	Market Derived: F - FORD	Body Shell: *
Veh Type: T	Drive Code: T/E - 4 WHL L/H PART TIME DRIVE	Engine: T/WX - MOD 5.4L-3V SOHC G
Inv. Dealer: *	Body Cab Style: T/BB -SINGLE CAB (REGULAR CAB)	Transmission: T/TQ - 5 SPD AUTO TRANS N
	Version/Series: T/BD - 250 SERIES	

**Trace Eng Serial No:**

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

E172A 2302050541879

**Trace Trans Serial No:**

A4522 030305A1M20577075C3P-7000-BB

**BUILD INFORMATION:**

Region: NA - ##### Plant: A1 - KENTUCKY TRUCK PLANT BUILD  
 Country: USA - ##### Prod Date: 04-MAR-2005

**SALE INFORMATION:**

Region: NA - ##### Selling Dealer: 111636 - \*  
 Country: USA - ##### Selling Dlr St/Prov: MA  
   Buyer St/Prov: \*  
 Arrival Date: 16-MAR-2005 Red Carpet Lease: \*  
 Sale Date: 31-MAR-2005 Fleet/Retail/Co. Lease: R  
 Warranty Start Date: 31-MAR-2005 Modified Vehicle: \*  
 Orig Warranty Date: 31-MAR-2005 Reacquired Vehicle: \* Vehicle Export Flag: N

**VOC/EOC:**



**INSTALLED OPTION INFORMATION:**

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: 5A	GVW Class Code: N
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side): AP -
Axle Type: EGJAC - LIMITED SLIP REAR AXLE	Mirror(PsngR Side): * - [N/A]
Battery Amp Rating: AA	Paint: PNKLW - TRUE BLUE CC WB
Brake Code: FBAAH -POWR 4-WHEEL DISC VACUUM BOOST	Power Antenna: * - [N/A]
Brake Code(Service): * - [N/A]	Radio: AF - ELECTRONIC AM/FM/STRO/CLOCK
Calibration Code: 5F714D0A	Sound System: * - [N/A]
Color(Accent): * - [N/A]	SuspN Tandem Axle:
Color(Trim): 000NF - MEDIUM FLINT INTERIOR	Tire Brand: AE - B.F. GOODRICH
Delivery Type: 0	Tire Size: D3KBM - LT245/75/R17E A/T BSW
Driveshaft Code: D	Traction Control: * - [N/A]
Front Seat: T/S - SEATS - INDIVIDUAL 40/20/40	Wheel Base:
Fuel Type: AF - UNLEADED FUEL CAPABILITY	

**TIRE DOT INFORMATION:**

LF: M343DP110805 RF: M343DP110805

LR: M343DP110805 RR: M343DP110805

LI: \* RI: \*

SPARE: M343DP115004

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**ESP INFORMATION: EMISSIONS INFORMATION:**

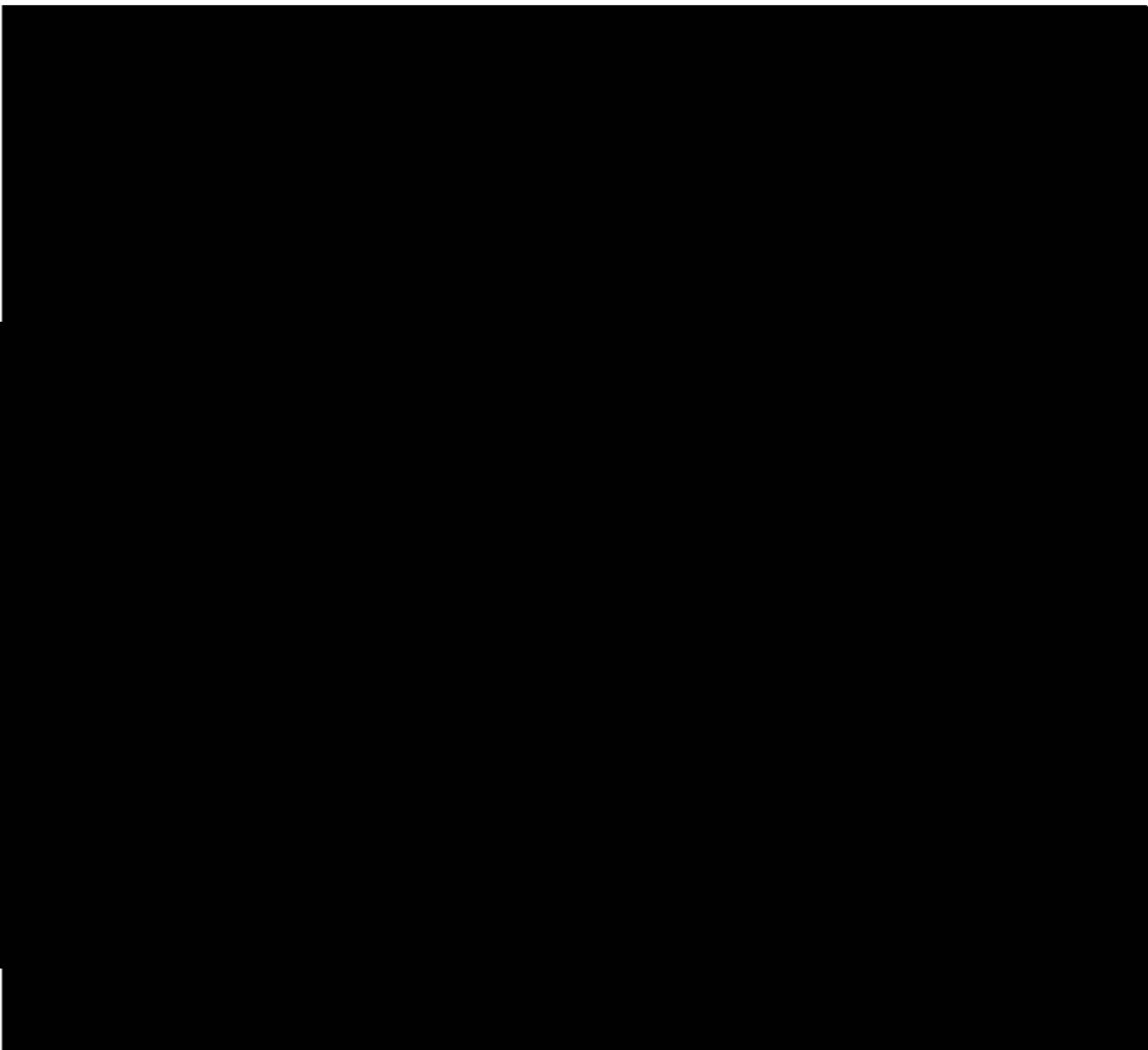
ESP Code: \* Emission Code: DGAAC - DGAAC

ESP Coverage(Miles): \* Emission Cert Type: 2

ESP Coverage(Time): \* Emission Decal Suffix: MFG

ESP Plan Year: \* Engine Family: 5FMXX054SF5

ESP Signature Date:



### STANDARD CLAIMS LIST

#### AWS Online Report

Run Date: 01-FEB-2006

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

FSA

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
IFTNF215251	[REDACTED]	T/F7	T/F	T/BB	T/BD	T/E	A1	T/TQ	T/WX	04-03-05	31-03-05	111636	USA	5	*	*	*	*	SXX	V00	*	*	
<b>AWS Claim Key:</b>	1575345	<b>Doc #:</b>	180852A	<b>Trx Code:</b>	05S33	<b>Labor Hrs:</b>	.2	<b>Labor Cost:</b>	14.87	<b>Material Cost:</b>	3.54	<b>Total Cost:</b>	18.41										
<b>Dir Cd-Sub Cd:</b>	01627-*	<b>Name:</b>	FORD OF HYANNIS, INC.	<b>Ph:</b>	508-7755912	<b>St:</b>	MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	03-AUG-2005	<b>DIST(Mile):</b>	4510								
<b>Cust Comments:</b>	RECALL 05S33																						
<b>Tech Comments:</b>	4510 PERFORMED RECALL 05S33 INSTALLED THE FUEL LINE CLIP PER RECALL																						

1

IFTNF215251	[REDACTED]	T/F7	T/F	T/BB	T/BD	T/E	A1	T/TQ	T/WX	04-03-05	31-03-05	111636	USA	5	*	5R02	*	3600	*	S10	V89	H44	42
<b>AWS Claim Key:</b>	1575346	<b>Doc #:</b>	180852C	<b>Trx Code:</b>	1	<b>Labor Hrs:</b>	2.2	<b>Labor Cost:</b>	163.55	<b>Material Cost:</b>	47.12	<b>Total Cost:</b>	210.67										
<b>Dir Cd-Sub Cd:</b>	01627-*	<b>Name:</b>	FORD OF HYANNIS, INC.	<b>Ph:</b>	508-7755912	<b>St:</b>	MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	03-AUG-2005	<b>DIST(Mile):</b>	4510								
<b>Cust Comments:</b>	CUST STATES GOING OVER BUMPS, VEHICLE BOUNCES ALL OVER ROAD, CHECK AND ADVISE																						
<b>Tech Comments:</b>	4520 TEST DROVE DOWN A ROUGH ROAD FOUND STEERING WHEEL WOULD MOVE BACK AND FORTH RAN OASIS FOUND A TSB 04 26 01 PERFORMED TSB 04 26 01A 2.2 INSPECTION, DAMPER GOOD STEERING WHEEL GOOD ADJUSTED THE STEERING GEAR MESH LOAD ON THE GAS ENGINE TRUCK TEST DROVE STILL HAS MORE MOVEMENT THAN IT SHOULD .0..... CALLED THE HOT																						

815

2 days

2

IFTNF215251	[REDACTED]	T/F7	T/F	T/BB	T/BD	T/E	A1	T/TQ	T/WX	04-03-05	31-03-05	111636	USA	5	*	5001	5C3Z	3504	AA	S10	V89	H45	42
<b>AWS Claim Key:</b>	1859408	<b>Doc #:</b>	181784A	<b>Trx Code:</b>	1	<b>Labor Hrs:</b>	3.8	<b>Labor Cost:</b>	282.49	<b>Material Cost:</b>	752.94	<b>Total Cost:</b>	1315.43										
<b>Dir Cd-Sub Cd:</b>	01627-*	<b>Name:</b>	FORD OF HYANNIS, INC.	<b>Ph:</b>	508-7755912	<b>St:</b>	MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	23-AUG-2005	<b>DIST(Mile):</b>	5446								
<b>Cust Comments:</b>	CUST STATES VEHICLE BOUNCES ALL OVER THE ROAD WHEN GOING OVER BUMPS, CHECK AND ADVISE																						
<b>Tech Comments:</b>	5446 VERIFIED CONCERN. DIAG STEERING BOX DEFECTIVE. REMOVED STEERING BOX AND INSTALLED NEW BOX. ALSO REMOVED AND INSTALLED NEW POWER STEERING LINES FROM THE GEAR TO THE BOX. PERFORMED ALIGNMENT CORRECTED AND SET TOE																						

1

IFTNF215251	[REDACTED]	T/F7	T/F	T/BB	T/BD	T/E	A1	T/TQ	T/WX	04-03-05	31-03-05	111636	USA	5	*	4C01	*	5230	*	S10	V89	N22	07
<b>AWS Claim Key:</b>	1822432	<b>Doc #:</b>	181784D	<b>Trx Code:</b>	1	<b>Labor Hrs:</b>	1.1	<b>Labor Cost:</b>	81.78	<b>Material Cost:</b>	0	<b>Total Cost:</b>	81.78										
<b>Dir Cd-Sub Cd:</b>	01627-*	<b>Name:</b>	FORD OF HYANNIS, INC.	<b>Ph:</b>	508-7755912	<b>St:</b>	MA	<b>Ctry Cd:</b>	USA	<b>Reg Cd:</b>	NA	<b>Repr Date:</b>	23-AUG-2005	<b>DIST(Mile):</b>	5446								
<b>Cust Comments:</b>	CUST STATES THERE IS A TINNY VIBRATION AT IDLE INTERMITTENTLY, CAN HEAR BETTER UP AGAINST A WALL, LIKE A HEAT SHIELD, CHECK AND ADVISE																						
<b>Tech Comments:</b>	5446 TEST DROVE FOR NVH DIAG VIB. RATTLE COULD HEAR THE NOISE NEXT TO A WALL INSPECTION FOUND THE EXHAUST CLAMP AT THE MUFFLER DID NOT																						

9/11

GET TIGHTENED UP AT THE FACTORY TIGHTENED THE EXHAUST CLAMP TO SPEC. TEST DROVE NOISE GONE

*15 days*

1FTNF21525 [REDACTED] T/F7 T/F T/BB T/BD T/E A1 T/TQ T/WX 04-03-05 31-03-05 111636 USA 6 \* 5B03 \* 3B239 \* S10 V89 H44 07

**AWS Claim Key:** 2036854 **Doc #:** 182831A **Trx Code:** 1 **Labor Hrs:** 2.9 **Labor Cost:** 215.59 **Material Cost:** 0 **Total Cost:** 383.59

**Dlr Cd-Sub Cd:** 01627-\* **Name:** FORD OF HYANNIS, INC. **Ph:** 508-7755912 **St:** MA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 15-SEP-2005 **DIST(Mile):** 5716

**Cust Comments:** CUST STATES VEHICLE HOPS OVER BUMPS AT HIGHWAY SPEEDS, CHECK AND ADVISE

**Tech Comments:** 5716 CALLED THE HOT LINE SPOKE TO JASON CLAIM [REDACTED] HE HAD ME RETORQUE ALL BOTLS IN THE FRONT END THE TRACK BAR ETC. SET ALL TIRE PSI TO FACTORY SPEC. TEST DROVE ALL SET

*9120*

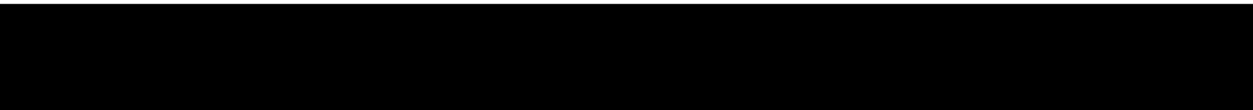
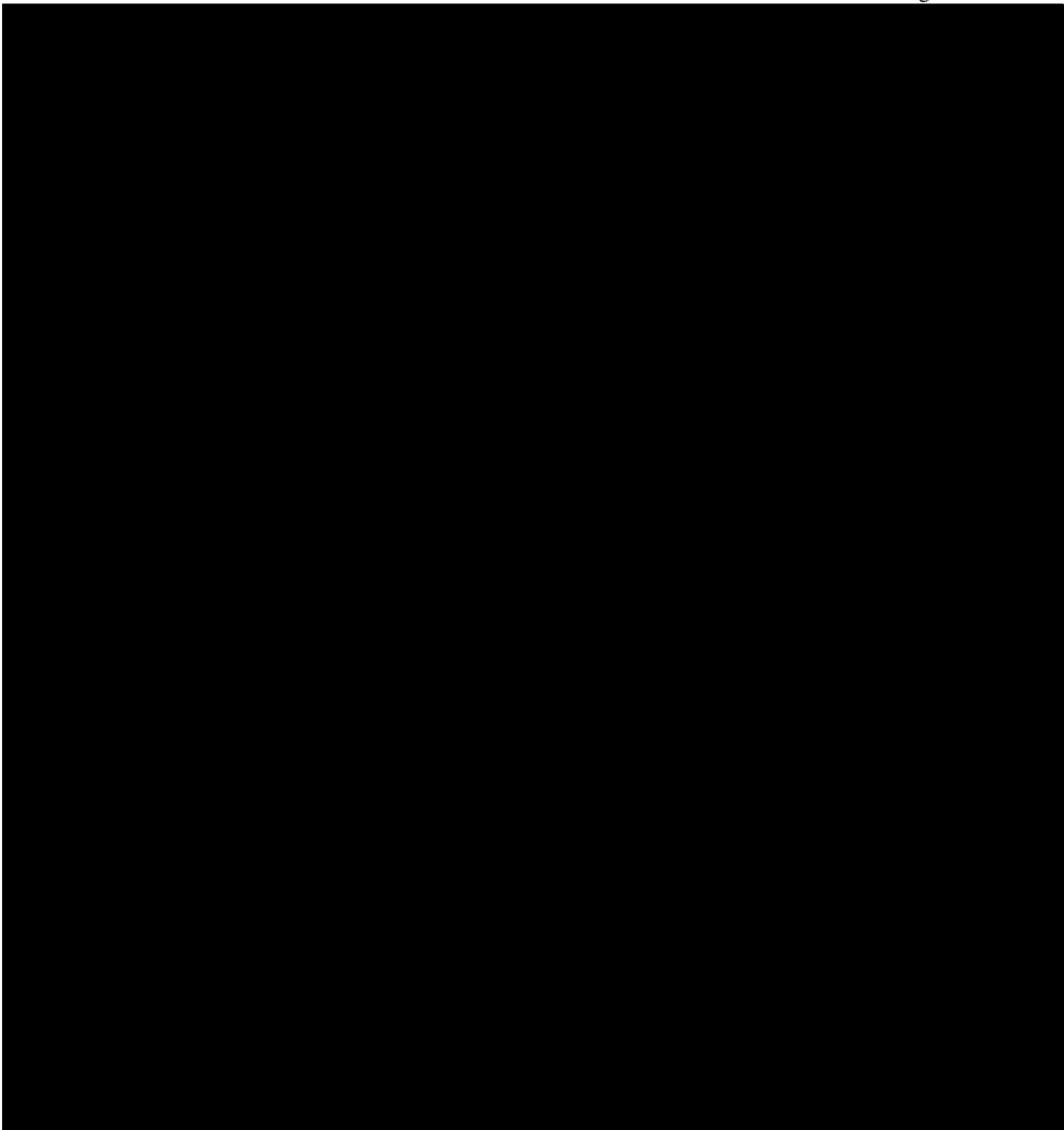
*5 days*

①

Any comments? You can contact



webmaster



**deceiving buyers or prospective buyers in any material respect.** This prohibition includes, but is not limited to, representations or claims relating to reliability, manner or time of performance, safety, strength, condition, or life expectancy of such a product, or financing relating to such a product, or the ease with which such product may be operated, repaired, or maintained or the benefit to be derived thereof (emphasis added).

An act by a business is “deceptive” under **Chapter 93A** if it could reasonably be found to have caused a person to act differently from the way he would otherwise have acted. Brennan v. Carvel Corp., 929 F.2d 801(1991 Mass.).

The **Massachusetts Attorney General’s Regulation 940 CMR 3.16** provides:

Without limiting the scope of any other rule, regulation, or statute, an act or practice is a Violation of **Chapter 93A, Section 2** if:

- (1) It is oppressive or other unconscionable in any respect; or
- (2) Any person or other legal entity subject to this act fails to disclose to a buyer or prospective buyer any fact, the disclosure of which may have influenced the buyer or prospective buyer not to enter into the transaction; or
- (3) It fails to comply with existing statutes, rules, regulations or laws, meant for the protection of the public’s health, safety or welfare promulgated by the Commonwealth or any political subdivision thereof intended to provide the consumers of this Commonwealth protection; or
- (4) Violates the Federal Trade Commission Act, the Federal Consumer Credit Protection Act or other Federal consumer protection statues within purview of Section 2 of Chapter 93A (emphasis added).

Finally, Section VII (B) of the Rules and Regulations promulgated by the Attorney General pursuant to Massachusetts General Laws Chapter 93A, Section 2 (c) provides in part: it shall be an unfair or deceptive act or practice to fail to perform or fulfill any promises or obligations arising under a warranty. The definitions of warranty in the rules or regulations include the following: an express warranty or guarantee includes any affirmation or fact or promise made by the seller to the buyer which relates to the goods and becomes part of the basis of the bargain.

The facts of my client’s case demonstrate that the above-mentioned Regulations have been violated and in accordance with the Massachusetts Consumer Protection Act, my client is entitled to damages for these violations.

## II. MASSACHUSETTS LEMON LAW

It is clear from the above facts that [REDACTED] vehicle has been repaired at Hyannis Ford on more than three occasions for the same defect since 03/31/2005. Also, the vehicle has been “out of service”, in excess of fifteen (15) business days during the initial one year/ 15,000 mile Lemon Law warranty period.

As you know according to **M.G.L. c.90, Section 7N 1/2:**

A reasonable number of attempts shall be deemed to have been undertaken to conform a motor vehicle to any applicable express or implied warranties if (a) the same nonconformity has been subject to repair three or more times by the manufacturer or its agents or authorized dealers within the term of protection, but such nonconformity continues to exist or such nonconformity has recurred within the term of protection, or (b) the vehicle is out of service by reason of repair of any nonconformity for a cumulative total of fifteen or more business days during the term of protection; provided, however, that the manufacturer shall be afforded one additional opportunity, not to exceed seven business days, to cure any nonconformity arising during the term of protection, notwithstanding the fact that such additional opportunity to cure commences after the term of protection. Such additional opportunity to cure shall commence on the day the manufacturer first knows or should have known that the limits specified in clause (a) or (b) have been met or exceeded. The term of protection, said fifteen business day period and said additional opportunity to cure shall be extended by any period of time during which repair services are not available to the consumer as a direct result of a war, invasion, fire, flood or other natural disaster. The term of protection, said fifteen business day period and said additional opportunity to cure shall also be extended by that period of time during which repair services are not available as a direct result of a strike; provided, however, that the manufacturer, its agent, or authorized dealer provides or makes provision for the free use of a vehicle to any consumer whose vehicle is out of service by reason of repair during a strike. The burden shall be on the manufacturer to show that any event claimed as a reason for an extension under the provisions of this paragraph was the direct cause for the failure of the manufacturer, its agent or authorized dealer to cure any nonconformity during the time of said event. Extensions for concurrent events shall not be cumulative.

The above defects substantially impair the vehicle's "market value" because a motor vehicle with past defects is sure to be worth less at the time of resale or trade in than a non-defective vehicle. Additionally, as is clear from the above-mentioned facts, the use and safety of my client's vehicle has been compromised. Should my client be forced to litigate this matter, he will be seeking damages for Ford Motor Company's violations of the Massachusetts Lemon Law.

### **III. MAGNUSON MOSS WARRANTY ACT**

Finally, my client will be pursuing a claim under the **Magnuson Moss Warranty Act** if this matter proceeds to trial. Under this federal mandate, a warrantor has a duty to remedy the defects/ malfunctions complained of by a consumer within a "reasonable time and without charge." Failure of the warrantor to meet the minimum federal requirements under their warranty results in the consumer's right to sue the warrantor under the federal Magnuson Moss Warranty Act.

Given the repair history of [REDACTED] vehicle and the number of days that the vehicle was out of service, **he did not receive the benefit of the value of the vehicle or the warranties that were part of the basis of the bargain.** To that end, he will pursue his rights under the Magnuson Moss Warranty Act. Under the federal law, he is entitled to the diminution in value of the vehicle as warranted and the vehicle that he actually received.

### CONCLUSION

For the reasons stated herein [REDACTED] hereby demands the following:

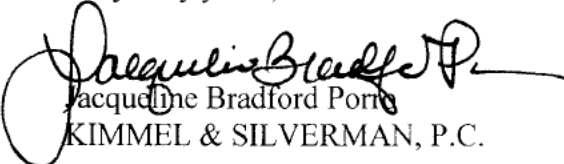
1. Full rescission of the original purchase agreement.
2. Payment of the loan pay-off and accompanying finance charges to the date of re-purchase and insurance payments to the date of re-purchase.
3. Payment of Attorneys' fees and costs.

Failure to forward the relief demanded within thirty days or a reasonable offer of settlement may result in the institution of legal proceedings against Ford Motor Company seeking damages, reasonable attorneys' fees, interest and costs, all of which are permitted by Massachusetts General Laws, Chapter 93A and its subsections.

Additionally, Ford Motor Company may be liable for two or three times the actual damages, if the court determines that its conduct was an unlawful or a knowing violation of Massachusetts General Laws, Chapter 93A and its subsections, or that Ford Motor Company's failure to grant relief was made in bad faith with reason to know that its conduct was unfair and deceptive in violation of Massachusetts General Laws, Chapter 93A and its subsections.

Considering the obvious fact that my client has not requested any additional payment to compensate him for the double or treble damages to which he will be entitled after trial for the misrepresentations regarding the vehicle's condition at the time of sale **or** to compensate him for the damages he will receive for Ford Motor Company's violation of the federal warranty mandate, the Magnuson Moss Warranty Act, my client's demand for a re-purchase, plus compensation for incidental and consequential damages (including finance charges and insurance payments), and attorneys' fees and costs is extremely reasonable. Should you require any documentation to verify my client's loan pay-off and finance charges, insurance charges, or the bill for attorneys' fees and costs, please do not hesitate to call.

Very truly yours,

  
Jacqueline Bradford Port  
KIMMEL & SILVERMAN, P.C.

JBP/cb  
Enclosures



332 Falmouth Rd.  
HYANNIS, MA 02601  
(508) 775-5912  
www.fordhyannis.com

**PURCHASE CONTRACT**  
For Consumer Use Only

DEAL NO: 77576

RO#

DATE	ORDER No.	STOCK No.	SALES ASSOCIATE
PURCHASER'S NAME	2005	ADDRESS	JONES, TIM
STATE	ZIP CODE	BUYER DATE OF BIRTH	E-MAIL / HOME
CITY	NO. BUSINESS	BUYER LIC. NO.	E-MAIL / WORK
ENTER MY ORDER FOR (QUANTITY)	FORMER USE DEMONSTRATOR	FORMER DAILY RENTAL	CO-BUYER DATE OF BIRTH
USED	(if applicable) FORMER LEASED CAR		CO-BUYER LIC. NO.
Year	Make	Model	Body Type
05	FORD	F250	PU
Color 1st	Interior 1st	Model No.	Transmission
2nd	2nd	F21	Standard (Speeds)
3rd	3rd	Top	Automatic
		Odometer	Miles
		Kilometers	Expected Delivery Date
			8 3 2
			31 MAR 2005

<b>LIENHOLDER</b>	Address
	SOVEREIGN BANK
	525 LANCASTER AVENUE
	CITY / STATE / ZIP
	READING PA 19611
<b>INSURANCE CO.</b>	Agent / Branch
	SAFETY
	Address / City
<b>TRADE-IN</b>	Year
	98
	Make
	CHEV
	Model
	CP
	Color
	GREY
	V.I.N.
	1G1YY226645
	Odometer
	55254
	Transmission
	Standard (Speeds)
	Auto
	No. of Cyl.
	8
	Pass.
	2
	Doors
	2
	Salvage Title
	Yes No
	2
<b>PREVIOUS OWNER</b>	City / State / Zip
<b>LIENHOLDER</b>	Address
	G M A C
	City / State / Zip
	Acct. No.
	Check No.
	Balance Due \$
	16917.12

<b>WARRANTY INFORMATION</b>
<input type="checkbox"/> This vehicle carries an express warranty. You may obtain a copy of such warranty from the dealer upon request.
<input type="checkbox"/> This vehicle does not carry an express warranty.
(Initial Applicable Statement)
Application For Title
<input type="checkbox"/> Buyer
<input type="checkbox"/> Dealer
<input type="checkbox"/> Application For New Reg.
<input type="checkbox"/> Buyer
<input type="checkbox"/> Dealer
<input type="checkbox"/> Application For Transfer Reg.
<input type="checkbox"/> Buyer
<input type="checkbox"/> Dealer
RECEIPT #
DATE
CUST #
AMOUNT
<input type="checkbox"/> CASH
<input type="checkbox"/> CHECK
<input type="checkbox"/> CREDIT CARD
* Sales Tax amount is included in right hand column only when dealership check is issued in payment of Mass. Sales Tax.

Employer ID No.	15
Other	
Price of Unit	\$ 29465.09
Additional Equipment/Items	
R2000 Paint Sealant/Fabric Protector	

**USED CARS LIMITED POWERTRAIN WARRANTY**  
\$100 DEDUCTIBLE

90 Days or 3,750 Miles, Whichever Comes First  
60 Days or 2,500 Miles, Whichever Comes First  
30 Days or 1,250 Miles, Whichever Comes First

X \_\_\_\_\_ CUSTOMER SIGNATURE

1. Total Price	\$	
2. Credit/Over Allowance	\$	29465.09
3. Trade-in Allowance	\$	1418.00
4. Trade Difference (line 1 - lines 2 & 3)	\$	15500.00
5. Mass Sales Tax ( % of line 4)	\$	12547.00
6. Luxury Tax	\$	502.35
7. Title Preparation	\$	5.00
8. Document Preparation	\$	131.00
9. Inspection Sticker	\$	29.00
10. Title Fee	\$	
11. Registration Fee	\$	50.00
12.	\$	36.00
13. ESP/ESC	\$	3665.00
VSI FEE	\$	660.00
14. TOTAL CONTRACT PRICE (total of lines 4 through 13)	\$	17625.44
5. Balance Due on Trade-in	\$	16917.12
6. Total lines 14 and 15	\$	34542.56
7. Deposit	\$	1649.47
8. Amount to be financed	\$	30393.09
9. Rebate(s)	\$	2500.00
10. Cash due on delivery	\$	

In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of \$ \_\_\_\_\_ may, at your option, be retained by you to compensate you in whole or in part for any losses sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.

[ ] Purchaser's Initials

ALL REBATES AND SALES INCENTIVES OFFERED BY THE MANUFACTURER OR DISTRIBUTOR ARE HEREBY ASSIGNED TO THE DEALER.  
Purchaser's Initials [ ]

THIS CONTRACT IS NOT BINDING UPON EITHER DEALER OR PURCHASER UNTIL SIGNED BY DEALER OR ITS AUTHORIZED REPRESENTATIVE. PURCHASER MAY CANCEL THIS CONTRACT AND HE/SHE RECEIVES A COPY OF THIS CONTRACT FROM THE DEALER REPRESENTATIVE. PURCHASER'S CANCELLATION TO THE DEALER.

The front and back of this order comprise the entire agreement between the dealer and purchaser. No other agreement or understanding has been entered into. IF THIS AGREEMENT IS FOR A MOTOR VEHICLE, THE INFORMATION YOU SEE IN THE WINDOW FORM (FEDERAL TRADE COMMISSION) WINDOW IS PART OF THIS AGREEMENT. INFORMATION IN THE WINDOW FORM OVERRIDES ANY OTHER INFORMATION IN THIS CONTRACT. PURCHASER REPRESENTS AND WARRANTS THAT NO CREDIT INFORMATION THAT STATED ABOVE HAS BEEN EXTENDED TO THE DEALER. PURCHASER REPRESENTS AND WARRANTS THAT HE/SHE HAS READ AND UNDERSTANDS THE MATERIALS PRINTED ON THIS MOTOR VEHICLE PURCHASE CONTRACT. PURCHASER RECEIVES RECEIPT OF A SIGNED COPY OF THIS MOTOR VEHICLE PURCHASE CONTRACT.

**CERTIFIED CHECK OR CASHIER CHECK ONLY FOR ALL COD'S**

1. TOTAL PAYMENT (total of lines 17, 18, 19 and 20) (Line 21 must equal line 16)	\$	34542.56
--	----	----------

"LOOK OUT WORLD  
HERE COMES FORD"

24502



CAPE COD'S  
LARGEST  
FORD DEALER

# Ford of Hyannis

332 Falmouth Road (Rt. 28)  
Hyannis, MA 02601  
Phone (508) 775-5912 • Fax (508) 775-0146

DATE 31 MAR 2005

YOUR ORDER NO. [REDACTED]

OUR ORDER NO. [REDACTED]

DEAL NO 77576



WAREHOUSING



Salesman JONES, TIM

### New Car

Model 05 FORD

Color F250

Ignition Key No. BLUE 3

Motor No.

Accessories

Deck Key No.

1FTNF21525 [REDACTED]

### SALE PRICE:

TAXES

ESP/ESC

Documentation Fee

Registration Fee

Title Fee

VSI Fee

Inspection sticker

DDP Ins

TOTAL PRICE:

CASH:

29465.09

502.35

3665.00

136.00

36.00

50.00

65.00

29.00

595.00

34543.44

1649.47

2500.00

30393.97

0.88

30393.09

32051.21

581.62

1076.50

32051.21

### Used Car:

Make

Model

Motor No.

Serial No.

Purchased from

### Finance Charges

Notes @ \$

502.00

Due to:

DEPT OF REVENUE

STATE OF MASSACHUSETTS

REVENUE

03/17/05

NEGOTIABLE INSTRUMENTS ARE RECEIVED AS CONDITIONAL AND NOT AS ABSOLUTE PAYMENT  
TITLE TO: THE INVOICED ARTICLES ARE RETAINED BY THE SELLER

\*INVOICE\*

332 Falmouth Road  
 Hyannis, MA 02601  
 (508) 775-5030  
 www.fordhyannis.com

PAGE 1

WAREHAM, MA

VICE ADVISOR: 33 JASON M KOKOSINSKI

VIN	LICENSE	MILEAGE IN/ OUT	TAG
21525E		4510/4520	
PO NO.	RATE	PAYMENT	INV. DATE
	0.00	CASH	05AUG05

:R62619 DLR:11G636 1)FORD ESP  
 )PREMIUMCARE 4)DISAPPEARING DEDUTIBLE

LIST	NET	TOTAL
------	-----	-------

ED THE FUEL LINE CLIP PER

LATION - L

(N/C)  
 (N/C)

: 0.00 TOTAL LINE A: 0.00

FUEL LINE CLIP PER RECALL

\*\*\*\*\*

R: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*

BOUNCES ALL OVER ROAD, CHECK

(N/C)  
 (N/C)

R: 0.00 TOTAL LINE C: 0.00

STEERING WHEEL WOULD MOVE BACK  
 PERFORMED TSB 04-26-01A 2.2

**(508) 775-5030**

The sale of this item(s). The  
 lied, including any implied  
 ther assumes nor authorizes  
 of this item(s).

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. / ENVIR. CHARGES	
TOTAL CHARGES	
LESS INS. / COUPONS	
SALES TAX	
<b>PLEASE PAY THIS AMOUNT</b>	

**CUSTOMER COPY**

\*INVOICE\*

332 Falmouth Road  
Hyannis, MA 02601  
(508) 775-5030  
www.fordhyannis.com

WAREHAM, MA  
HOME BUS:

PAGE 2

SERVICE ADVISOR: 33 JASON M KOKOSINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	05	FORD F250	1FTNF21525E		4510/4520		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR05 IS		31MAR2008	17:00 03AUG05		0.00	CASH	05AUG05
R.O. OPENED	READY	OPTIONS:					
03AUG05	05AUG05	STK DLR:11G636 1) FORD ESP 2) 03.31.05 3) PREMIUMCARE 4) DISAPPEARING DEDUTIBLE 5) 84/1000000					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

INSPECTION, DAMPER GOOD STEERING WHEEL GOOD ADJUSTED THE STEERING GEAR  
MESH LOAD ON THE GAS ENGINE TRUCK TEST DROVE STILL HAS MORE MOVEMENT  
THAN IT SHOULD .0.....  
CALLED THE HOT LINE THEY SAID TO INSTALL 2 CASTER/ CAMBER SLUGS IN THE  
FRONT END TO INCREASE THE CASTER REMOVED BOTH FRONT TIRES, INSTALLED  
THE CASTER/ CAMBER SLUGS PER HOT LINE PERFORMED ALIGNMENT PER HOT LINE  
ADJUSTED THE CASTER, CAMBER AND SET TOE TO SPEC. TEST DROVE ALL SET  
\*\*\*\*\*  
D EST REMOVING OF WHITE PAINT SPECKS ON PAINT, RECON  
GR GENERAL REPAIR  
86 CP 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

COULD NOT PERFORM DUE TO TIME CONSTRAINTS

E\*\* RENTAL CAR PO#  
RENTAL RENTAL CAR PO#  
86 CP 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

THANK YOU FOR GIVING US THE OPPORTUNITY TO  
SERVICE YOUR VEHICLE. WE MEASURE OUR SUCCESS  
BY YOUR "COMPLETE SATISFACTION". YOU MAY  
RECEIVE A SURVEY, IF YOU ARE NOT "COMPLETELY  
SATISFIED" PLEASE CONTACT OUR CUSTOMER  
RELATIONS MGR., JENNIFER ROSE. 775-5912 X 6075  
OPEN M-W, F 7:30-6, TH 7:30-8, SAT 8:00-4:00PM.

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. / ENVIR. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS. / COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



FORD OF HYANNIS

\*INVOICE\*

332 Falmouth Road  
Hyannis, MA 02601  
(508) 775-5030  
www.fordhyannis.com

PAGE 1

WAREHAM, MA

*MAR 5 11 2005  
IN STOCK  
FOR SALE  
COMPLETED*

SERVICE ADVISOR: 33 JASON M KOKOSINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	05	FORD F250	1FTNF21525E		5446/5452		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR05 IS		31MAR2008	17:00 23AUG05		0.00	CASH	06SEP05
R.O. OPENED	READY	OPTIONS:					
23AUG05	06SEP05	STK: [REDACTED] DLR:11G636 1) FORD ESP 2) 03.31.05 3) PREMIUMCARE 4) DISAPPEARING DEDUTIBLE 5) 84/100000					

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

A CUST STATES VEHICLE BOUNCES ALL OVER THE ROAD WHEN GOING OVER BUMPS,  
CHECK AND ADVISE  
CAUSE: 5446 VERIFIED CONCERN. DIAG STEERING BOX DEFECTIVE. REMOVED  
STEERING BOX AND INSTALLED NEW BOX. ALSO REMOVED AND INSTALLED  
NEW POWER STEE  
3504C STEERING GEAR ADJUST IN CHASSIS - ADJUST  
(3504) - L  
30 DAN FITZGERALD LIC#: 2317  
W94  
1 5C3Z\*3504\*AA GEAR ASY - STEERING (N/C)  
4 F7AZ\*3F823\*AA FLUID - POWER ASSISTED STEERIN (N/C)  
1 YC3Z\*3A713\*AE HOSE (N/C)  
1 5C3Z\*3A713\*A TUBE ASY (N/C)  
3713AT RETURN HOSE-POWER STEERING - REPLACE (N/C)  
(3A713/3691) - L  
30 DAN FITZGERALD LIC#: 2317  
W94  
3001A CASTER, CAMBER, TOE-IN - CHECK - L (N/C)  
30 DAN FITZGERALD LIC#: 2317  
W94  
3001A1 CASTER, CAMBER AND TOE-IN - CORRECT (N/C)  
(FRONT/3B440) - L  
30 DAN FITZGERALD LIC#: 2317  
W94  
FC: H45 42 (N/C)  
PART#: 5C3Z\*3504\*AA  
COUNT:  
CLAIM TYPE:  
AUTH CODE:  
2317  
MISC LOANER VEICHL E FOR 10 DAYS  
PO#E57BR  
W94  
FC: 42 (N/C)



FORD OF HYANNIS (508) 775-5030

332 Falmouth Road, Hyannis, MA 02601

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. / ENVIR. CHARGES	
TOTAL CHARGES	
LESS INS. / COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



FORD OF HYANNIS

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332 Falmouth Road  
Hyannis, MA 02601  
(508) 775-5030  
www.fordhyannis.com

PAGE 2

WAREHAM, MA  
HOME

BUS:

SERVICE ADVISOR: 33 JASON M KOKOSINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	05	FORD F250	1FTNF21525E		5446/5452		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR05	IS	31MAR2008	17:00 23AUG05		0.00	CASH	06SEP05
R.O. OPENED	READY	OPTIONS: STK					
23AUG05	06SEP05	DLR:11G636 1) FORD ESP 2) 03.31.05 3) PREMIUMCARE 4) DISAPPEARING DEDUTIBLE 5) 84/1000000					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:				0.00			
LABOR:				0.00			
OTHER:				0.00			
TOTAL LINE A:							0.00

5446 VERIFIED CONCERN. DIAG STEERING BOX DEFECTIVE. REMOVED STEERING BOX AND INSTALLED NEW BOX. ALSO REMOVED AND INSTALLED NEW POWER STEERING LINES FROM THE GEAR TO THE BOX. PERFORMED ALIGNMENT CORRECTED AND SET TOE

\*\*\*\*\*

B CUST STATES SOMETHING LEAKING, SMELLED BURNING, SAW SMOKE FROM PASS SIDE AREA, CHECK AND ADVISE  
DENG DIAGNOSIS-ENGINE MECHANICAL  
23 LEACH, ANDREW LIC#: 23  
CP

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

5446 NO CONDITION FOUND

\*\*\*\*\*

C ORDER REPLACEMENT MIRROR GLASS DRV SIDE PLEASE  
GR GENERAL REPAIR  
23 LEACH, ANDREW LIC#: 23  
CP

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

5446

\*\*\*\*\*

D CUST STATES THERE IS A TINNY VIBRATION AT IDLE INTERMITTENTLY, CAN HEAR BETTER UP AGAINST A WALL, LIKE A HEAT SHIELD, CHECK AND ADVISE

CAUSE: 5446 TEST DROVE FOR NVH DIAG VIB. RATTLE COULD HEAR THE NOISE NEXT TO A WALL INSPECTION FOUND THE EXHAUST CLAMP AT THE MUFFLER DID NOT GET

5200A EXHAUST SYSTEM - ALIGN (5230) - L  
23 LEACH, ANDREW LIC#: 23  
W94

1007D ROTATIONAL NOISE/VIBRATION/HARSHNESS -

(N/C)



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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. / ENVIR. CHARGES	
TOTAL CHARGES	
LESS INS. / COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



**FORD OF HYANNIS**

\*INVOICE\*

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WAREHAM, MA  
HOME

BUS:

PAGE 3

SERVICE ADVISOR: 33 JASON M KOKOSINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	05	FORD F250	1FTNF21525H		5446/5452	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31MAR05 IS		31MAR2008	17:00 23AUG05		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK [REDACTED] DLR:11G636 1) FORD ESP				INV. DATE
23AUG05	06SEP05	2) 03.31.05 3) PREMIUMCARE 4) DISAPPEARING DEDUTIBLE				06SEP05
				5) 84/100000		

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

DIAGNOSIS - L

23 LEACH, ANDREW LIC#: 23  
W94

(N/C)

FC: N22 07  
PART#: 5230  
COUNT:  
CLAIM TYPE:  
AUTH CODE:  
5836

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

5446 TEST DROVE FOR NVH DIAG VIB. RATTLE COULD HEAR THE NOISE NEXT TO A WALL INSPECTION FOUND THE EXHAUST CLAMP AT THE MUFFLER DID NOT GET TIGHTENED UP AT THE FACTORY TIGHTENED THE EXHAUST CLAMP TO SPEC. TEST DROVE NOISE GONE

\*\*\*\*\*

E\*\* RENTAL CAR PO#

RENTAL RENTAL CAR PO#  
86 CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

\*\*\*\*\*

THANK YOU FOR GIVING US THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE MEASURE OUR SUCCESS BY YOUR "COMPLETE SATISFACTION". YOU MAY RECEIVE A SURVEY, IF YOU ARE NOT "COMPLETELY SATISFIED" PLEASE CONTACT OUR CUSTOMER RELATIONS MGR., JENNIFER ROSE. 775-5912 X 6075 OPEN M-W, F 7:30-6, TH 7:30-8, SAT 8:00-4:00PM.



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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. / ENVIR. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS. / COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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DUPLICATE 1  
PAGE 1

WAREHAM, MA  
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 33 JASON M KOKOSINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	05	FORD F250	1FTNF21525E [REDACTED]		5716/5718	[REDACTED]	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR05 IS		31MAR2008	17:00 15SEP05		0.00	CASH	20SEP05
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] DLR:11G636 1)FORD ESP					
15SEP05	20SEP05	2) 03.31.05 3) PREMIUMCARE 4) DISAPPEARING DEDUTIBLE					
			5) 84/1000000				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES	VEHICLE HOPS OVER BUMPS AT HIGHWAY SPEEDS, CHECK AND ADVISE					

CAUSE: 5716 CALLED THE HOT LINE SPOKE TO JASON CLAIM #5HICM003 HE HAD ME RETORQUE ALL BOTLS IN THE FRONT END THE TRACK BAR ETC. SET ALL TIRE PSI  
3239A TRACK BAR-FRONT AXLE HOUSING - REMOVE AND INSTALL OR REPLACE (3B239) - L  
23 LEACH, ANDREW LIC#: 23  
W94  
2 \*72071\*S PIN - SPLIT (N/C)  
FC: H44 07 (N/C)  
PART#: \*72071\*S  
COUNT:  
CLAIM TYPE:  
AUTH CODE:  
5836

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

5716 CALLED THE HOT LINE SPOKE TO JASON CLAIM #5HICM003 HE HAD ME RETORQUE ALL BOTLS IN THE FRONT END THE TRACK BAR ETC. SET ALL TIRE PSI TO FACTORY SPEC. TEST DROVE ALL SET

\*\*\*\*\*

B CUST STATES STEERING WHEEL IS NOT STRIAGHT  
DSS DIAGNOSIS-SUSPENSION/STEERING  
23 LEACH, ANDREW LIC#: 23  
CP

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

5716 [PERFORMED ALIGNMENT CORRECTED TOE  
\*\*\*\*\*

C QCM MULTI-POINT INSPECTION.  
99P QCM MULTI-POINT INSPECTION.  
23 LEACH, ANDREW LIC#: 23  
CP

	0.00	0.00
--	------	------



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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. / ENVIR. CHARGES	
TOTAL CHARGES	
LESS INS. / COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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INVOICE  
 DUPLICATE 1  
 PAGE 2

WAREHAM, MA  
 HOME: [REDACTED] BUS:

SERVICE ADVISOR: 33 JASON M KOKOSINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	05	FORD F250	1FTNF21525E [REDACTED]		5716/5718	[REDACTED]	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR05 IS		31MAR2008	17:00 15SEP05		0.00	CASH	20SEP05
R.O. OPENED		READY		OPTIONS: STK: [REDACTED] DLR: 11G636 1) FORD ESP			
15SEP05		20SEP05		2) 03.31.05 3) PREMIUMCARE 4) DISAPPEARING DEDUTIBLE			
5) 84/100000							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:				0.00			0.00
		LABOR:		0.00			0.00
		OTHER:		0.00			0.00
					TOTAL LINE C:		0.00

\*\*\*\*\*

D CLEANING VEHICLE PER CRAIG  
 WASH COMPLIMENTARY CAR WASH  
 50 BINGHAM, PETER LIC#: 50  
 IPS

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	(N/C) 0.00
--------	------	--------	------	--------	------	---------------	---------------

\*\*\*\*\*

E\*\* RENTAL CAR PO#  
 RENTAL RENTAL CAR PO#  
 86 CP

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00 0.00
--------	------	--------	------	--------	------	---------------	--------------

\*\*\*\*\*

THANK YOU FOR GIVING US THE OPPORTUNITY TO  
 SERVICE YOUR VEHICLE. WE MEASURE OUR SUCCESS  
 BY YOUR "COMPLETE SATISFACTION". YOU MAY  
 RECEIVE A SURVEY, IF YOU ARE NOT "COMPLETELY  
 SATISFIED" PLEASE CONTACT OUR CUSTOMER  
 RELATIONS MGR., JENNIFER ROSE. 775-5912 X 6075  
 OPEN M-W, F 7:30-6, TH 7:30-8, SAT 8:00-4:00PM.

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. / ENVIR. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS. / COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



THE COMMONWEALTH OF MASSACHUSETTS  
 REGISTRY OF MOTOR VEHICLES  
 P.O. BOX 199100 BOSTON, MA 02119  
 www.mass.gov/rmv

PLEASE KEEP THIS DOCUMENT  
 IN YOUR VEHICLE AT ALL TIMES

CERTIFICATE OF REGISTRATION  
 PASSENGER

PLATE TYPE PAV	REGISTRATION NUMBER WJS	EXPIRES LAST DAY OF →	MONTH 11	YEAR 05
-------------------	----------------------------	--------------------------	-------------	------------

FEES:	
REGISTRATION	15.00
TITLE	50.00
SPECIAL PLATES	502.35
SALES TAX	
<b>TOTAL</b>	<b>567.35</b>

WAREHAM, MA

EFFECTIVE DATE  
04/01/05

TRANSACTION NUMBER

*[Signature]*  
 Registrar  
 0347  
 REGISTRAR

RESIDENTIAL ADDRESS (IF DIFFERENT)

2005 FORD SRWSUP PU BLUE

1FTNF21525E [Redacted] SAFETY INSURANCE

IF VEHICLE CARRYING  
 PASSENGERS FOR HIRE  
 MAXIMUM NUMBER OF  
 PASSENGERS THAT  
 CAN BE SEATED

IF VEHICLE USED FOR  
 TRANSPORTING GOODS,  
 WARES, OR MERCHANDISE,  
 TOTAL REGISTERED WEIGHT

VEHICLE IDENTIFICATION NUMBER INSURANCE COMPANY TITLE NUMBER

NOT VALID UNTIL STAMPED WITH OFFICIAL SIGNATURE STAMP OR SIGNATURE OF THE REGISTRAR

12/07/2005 10:58 7819829114

KIMMEL AND SILVERMAN

308602725

Recall

Jeff

ROBERT M. SILVERMAN  
CRAIG THOR KIMMEL

- Member, PA Bar
- Member, NJ Bar
- Member, DE Bar
- Member, NY Bar
- Member, MA Bar
- Member, MD Bar
- Member, OH Bar
- Member, DC Bar



1-800-LEMON LAW  
[www.lemonlaw.com](http://www.lemonlaw.com)

CORPORATE HEADQUARTERS  
30 E. Butler Pike  
Ambler, PA 19002  
P (215) 540-8888  
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005  
 NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite T11, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344  
 MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896  
 DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476  
 MASSACHUSETTS OFFICE, 45 Pond St., Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE MASSACHUSETTS OFFICE

- THOMAS F. WHEATLEY
- THOMAS P. BURNS
- DARRYL WINDORFMAN
- CHRISTINE R. GANTONINO
- JENNIFER R. HURVITZ
- JACQUELINE BRADFORD MORAO
- SUSAN CAROL BELL
- MELISSA K. PIALA
- IRA P. SMADES
- THOMAS L. MARQUOIT

**Via Facsimile No. 313-845-5668**  
**And First Class Mail**

December 7, 2005

Ford Motor Company  
Attn: Legal Dept.  
P.O. Box 6248  
MD 3NE-B  
Dearborn, Michigan 48126

**CHAPTER 93A DEMAND LETTER**  
**YOU HAVE THIRTY DAYS TO RESPOND**

Re: [REDACTED] v. Ford Motor Company  
Vehicle: 2005 Ford-F-250  
Date of Purchase: 03/31/2005  
VIN#: 1FTNF21525 [REDACTED]

Dear Sir or Madam:

[REDACTED] is represented by this law firm for the claims he has against your company, Ford Motor Company, for the sale of a seriously defective and damaged new vehicle on 03/31/2005. [REDACTED] intends to invoke his rights under the Massachusetts New Car Lemon Law (M.G.L. Ch. 90 § 7N1/2), the Massachusetts Consumer Protection Act (M.G.L. Chapter 93A and its subsections), and the Magnuson Moss Federal Warranty Act (U.S.C. Title 15, c. 50 § 2301-2312). [REDACTED] hereby demands to rescind the purchase agreement dated 03/31/2005 and demands reimbursement for any and all expenses applicable under the Lemon Law, the Consumer Protection Act, and the federal Magnuson Moss Warranty Act, including attorneys' fees and interest.

It is the contention of my client that Ford Motor Company, its agents, servants, and employees used unfair or deceptive acts or practices and made deceptive representations when selling and subsequently repairing his vehicle, which were clearly in violation of the Consumer Protection Act and the warranty obligations mandated by the Massachusetts Lemon Law and the federal Magnuson Moss Warranty Act.

### FACTS

On or about 03/31/2005 my client purchased the above vehicle from Hyannis Ford. My client purchased the vehicle with 15 miles. The basis of the bargain included the Massachusetts's mandated lemon law warranty period of one year or 15,000 miles. See M.G.L. Ch. 90 § 7N1/2. Additionally, the basis of the bargain included the manufacturer's express warranties.

Mr. [REDACTED] returned the vehicle for repairs of the following defects on the following dates:

Date(s) of service	Defect(s)/Complaint(s)
8/3/05-8/5/05	recall 05S33 fuel line clip, vehicle bounces all over the road over bumps
8/23/05-9/6/05	fluid leaking, burning smell, smoke from passenger side, mirror glass for drivers side, vibration at idle, vehicle bounces all over road over bumps
9/15/05-9/20/05	vehicle bouncing/hopping over bumps at highway speeds all over road, steering wheel not straight

Ford Motor Company has done nothing but deceive and misrepresent all of its transactions and communications with [REDACTED] and failed to repair the defects with the vehicle in a reasonable number of repair attempts. The actions of Ford Motor Company, its agents, employees, and/or servants, were clearly unfair and deceptive in violation of Massachusetts General Laws Chapter 93A and its subsections. Ford Motor Company undoubtedly sold [REDACTED] a vehicle with defects and through its agents, servants, and/or employees misrepresented the condition of the vehicle.

### LAWS AND ANALYSIS

#### I. CONSUMER PROTECTION ACT

The Massachusetts Consumer Protections Act, Massachusetts General Law, Chapter 93A section 2 (a) provides that "unfair methods of competition and unfair or deceptive acts or practices in the conduct of any trade or commerce are hereby declared unlawful." Additionally, the Chapter 93A provides that a violation of the Lemon Law is a violation of the Consumer Protection Statute. The acts of Ford Motor Company, its agents, servants, and employees, in the sale of my client's vehicle were deceptive and unfair and violated the Lemon Law.

The Massachusetts Attorney General's Regulation, 940 CMR 3.05, entitled, "General Misrepresentations" states:

- (1) No claim or representation shall be made by any means concerning a product which directly, or by implication, or by failure to adequately disclose additional relevant information, has the capacity or tendency or effect of

**deceiving buyers or prospective buyers in any material respect.** This prohibition includes, but is not limited to, representations or claims relating to reliability, manner or time of performance, safety, strength, condition, or life expectancy of such a product, or financing relating to such a product, or the ease with which such product may be operated, repaired, or maintained or the benefit to be derived thereof (emphasis added).

An act by a business is "deceptive" under **Chapter 93A** if it could reasonably be found to have caused a person to act differently from the way he would otherwise have acted. Brennan v. Carvel Corp., 929 F.2d 801(1991 Mass.).

The **Massachusetts Attorney General's Regulation 940 CMR 3.16** provides:

Without limiting the scope of any other rule, regulation, or statute, an act or practice is a Violation of **Chapter 93A, Section 2** if:

- (1) It is oppressive or other unconscionable in any respect; or
- (2) Any person or other legal entity subject to this act fails to disclose to a buyer or prospective buyer any fact, the disclosure of which may have influenced the buyer or prospective buyer not to enter into the transaction; or
- (3) It fails to comply with existing statutes, rules, regulations or laws, meant for the protection of the public's health, safety or welfare promulgated by the Commonwealth or any political subdivision thereof intended to provide the consumers of this Commonwealth protection; or
- (4) Violates the Federal Trade Commission Act, the Federal Consumer Credit Protection Act or other Federal consumer protection statutes within purview of Section 2 of Chapter 93A (emphasis added).

Finally, Section VII (B) of the Rules and Regulations promulgated by the Attorney General pursuant to Massachusetts General Laws Chapter 93A, Section 2 (c) provides in part: it shall be an unfair or deceptive act or practice to fail to perform or fulfill any promises or obligations arising under a warranty. The definitions of warranty in the rules or regulations include the following: an express warranty or guarantee includes any affirmation or fact or promise made by the seller to the buyer which relates to the goods and becomes part of the basis of the bargain.

The facts of my client's case demonstrate that the above-mentioned Regulations have been violated and in accordance with the Massachusetts Consumer Protection Act, my client is entitled to damages for these violations.

## II. MASSACHUSETTS LEMON LAW

It is clear from the above facts that [REDACTED] vehicle has been repaired at Hyannis Ford on more than three occasions for the same defect since 03/31/2005. Also, the vehicle has been "out of service", in excess of fifteen (15) business days during the initial one year/ 15,000 mile Lemon Law warranty period.

As you know according to **M.G.L. c.90, Section 7N 1/2:**

A reasonable number of attempts shall be deemed to have been undertaken to conform a motor vehicle to any applicable express or implied warranties if (a) the same nonconformity has been subject to repair three or more times by the manufacturer or its agents or authorized dealers within the term of protection, but such nonconformity continues to exist or such nonconformity has recurred within the term of protection, or (b) the vehicle is out of service by reason of repair of any nonconformity for a cumulative total of fifteen or more business days during the term of protection; provided, however, that the manufacturer shall be afforded one additional opportunity, not to exceed seven business days, to cure any nonconformity arising during the term of protection, notwithstanding the fact that such additional opportunity to cure commences after the term of protection. Such additional opportunity to cure shall commence on the day the manufacturer first knows or should have known that the limits specified in clause (a) or (b) have been met or exceeded. The term of protection, said fifteen business day period and said additional opportunity to cure shall be extended by any period of time during which repair services are not available to the consumer as a direct result of a war, invasion, fire, flood or other natural disaster. The term of protection, said fifteen business day period and said additional opportunity to cure shall also be extended by that period of time during which repair services are not available as a direct result of a strike; provided, however, that the manufacturer, its agent, or authorized dealer provides or makes provision for the free use of a vehicle to any consumer whose vehicle is out of service by reason of repair during a strike. The burden shall be on the manufacturer to show that any event claimed as a reason for an extension under the provisions of this paragraph was the direct cause for the failure of the manufacturer, its agent or authorized dealer to cure any nonconformity during the time of said event. Extensions for concurrent events shall not be cumulative.

The above defects substantially impair the vehicle's "market value" because a motor vehicle with past defects is sure to be worth less at the time of resale or trade in than a non-defective vehicle. Additionally, as is clear from the above-mentioned facts, the use and safety of my client's vehicle has been compromised. Should my client be forced to litigate this matter, he will be seeking damages for Ford Motor Company's violations of the Massachusetts Lemon Law.

**III. MAGNUSON MOSS WARRANTY ACT**

Finally, my client will be pursuing a claim under the **Magnuson Moss Warranty Act** if this matter proceeds to trial. Under this federal mandate, a warrantor has a duty to remedy the defects/ malfunctions complained of by a consumer within a "reasonable time and without charge." Failure of the warrantor to meet the minimum federal requirements under their warranty results in the consumer's right to sue the warrantor under the federal Magnuson Moss Warranty Act.

Given the repair history of [redacted] vehicle and the number of days that the vehicle was out of service, he did not receive the benefit of the value of the vehicle or the warranties that were part of the basis of the bargain. To that end, he will pursue his rights under the Magnuson Moss Warranty Act. Under the federal law, he is entitled to the diminution in value of the vehicle as warranted and the vehicle that he actually received.

**CONCLUSION**

For the reasons stated herein, [redacted] hereby demands the following:

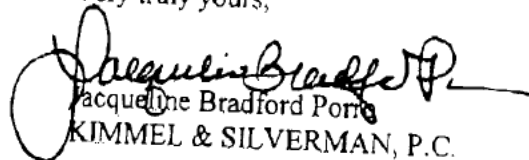
1. Full rescission of the original purchase agreement.
2. Payment of the loan pay-off and accompanying finance charges to the date of re-purchase and insurance payments to the date of re-purchase.
3. Payment of Attorneys' fees and costs.

Failure to forward the relief demanded within thirty days or a reasonable offer of settlement may result in the institution of legal proceedings against Ford Motor Company seeking damages, reasonable attorneys' fees, interest and costs, all of which are permitted by Massachusetts General Laws, Chapter 93A and its subsections.

Additionally, Ford Motor Company may be liable for two or three times the actual damages, if the court determines that its conduct was an unlawful or a knowing violation of Massachusetts General Laws, Chapter 93A and its subsections, or that Ford Motor Company's failure to grant relief was made in bad faith with reason to know that its conduct was unfair and deceptive in violation of Massachusetts General Laws, Chapter 93A and its subsections.

Considering the obvious fact that my client has not requested any additional payment to compensate him for the double or treble damages to which he will be entitled after trial for the misrepresentations regarding the vehicle's condition at the time of sale or to compensate him for the damages he will receive for Ford Motor Company's violation of the federal warranty mandate, the Magnuson Moss Warranty Act, my client's demand for a re-purchase, plus compensation for incidental and consequential damages (including finance charges and insurance payments), and attorneys' fees and costs is extremely reasonable. Should you require any documentation to verify my client's loan pay-off and finance charges, insurance charges, or the bill for attorneys' fees and costs, please do not hesitate to call.

Very truly yours,

  
 Jacqueline Bradford Pore  
 KIMMEL & SILVERMAN, P.C.

JBP/cb  
Enclosures

332 Falmouth Rd  
HYANNIS, MA 02601  
(508) 775-5912  
www.fordhyannis.com

**PURCHASE CONTRACT**  
For Consumer Use Only

DEAL NO: 77576

DATE: 12/07/2005

ORDER No. 2005

STOCK No. [REDACTED]

SALES ASSOCIATE: JONES, TIM

PURCHASER'S NAME: [REDACTED]

CITY: [REDACTED] STATE: [REDACTED] ZIP CODE: [REDACTED]

ADDRESS: 37 HOOK VIEW ST

TELEPHONE NO.: [REDACTED]

BUYER DATE OF BIRTH: 17 OCT 19 [REDACTED]

BUYER LIC NO.: [REDACTED]

CO-BUYER DATE: [REDACTED]

CO-BUYER LIC NO.: [REDACTED]

Year: [REDACTED] Make: FORD Model: F250 Body Type: PU Color 1st: BLUE Interior 1st: F21 Top: [REDACTED]

Vehicle Identification No.: [REDACTED]

Standard (Speeds)  Automatic  Cyl: 8 Pass: 3 Doors: 2

Odometer: Miles  Kilometers  Expected Delivery Date: 31 MAR 2005

**LIENHOLDER**

Address: SOVEREIGN BANK  
525 LANCASTER AVENUE  
READING PA 19611

INSURANCE CO. READING PA 19611

Agent / Branch: SAFETY

Address / City: [REDACTED]

**TRADE-IN**

Year: 98 Make: CHEV  
Model: CORV Type: CP Color: GREY

V.I.N. 1G1YY22668

Odometer: [REDACTED] / km

Transmission:  Standard (Speeds)  Auto

No. of Cyl. 8 Pass: [REDACTED] Doors: 2

Salvage Title:  Yes  No

**PREVIOUS OWNER**

City / State / Zip: [REDACTED]

**WARRANTY INFORMATION**

This vehicle carries an express warranty. You may obtain a copy of such warranty from the dealer upon request.

This vehicle does not carry an express warranty.

(Infill/Applicable Statement)

Application For Title:  Buyer  Dealer

Application For New Reg.:  Buyer  Dealer

Application For Transfer Reg.:  Buyer  Dealer

RECEIPT # \_\_\_\_\_ DATE \_\_\_\_\_ CUST # \_\_\_\_\_

AMOUNT \_\_\_\_\_

CASH  CHECK  CREDIT CARD

Employer ID No. 15

Price of Unit \$ 29465.00

Additional Equipment/Items

R2000 Paint Sealant/Fabric Protector

**USED CARS LIMITED POWERTRAIN WARRANTY**  
\$100 DEDUCTIBLE

90 Days or 3,750 Miles, Whichever Comes First  
60 Days or 2,500 Miles, Whichever Comes First  
30 Days or 1,250 Miles, Whichever Comes First

CUSTOMER SIGNATURE \_\_\_\_\_

**LIENHOLDER**

Address: [REDACTED]

City / State / Zip: [REDACTED]

Acct. No. [REDACTED] Check No. [REDACTED]

Balance Due \$ [REDACTED]

In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of \$ [REDACTED] may, at your option, be retained by you to compensate you in whole or in part for any losses sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase if the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.

Purchaser's Initials: [REDACTED]

\* Sales Tax amount is included in right hand column only when dealership check is issued in payment of Mass. Sales Tax

1. Total Price	\$	
2. Credit/Over Allowance	\$	29465.00
3. Trade-in Allowance	\$	1418.00
4. Trade Difference (line 1 - lines 2 & 3)	\$	15500.00
5. Mass. Sales Tax (% of line 4)	\$	12547.00
6. Luxury Tax	\$	302.33
7. Title Preparation	\$	5.00
8. Document Preparation	\$	131.00
9. Inspection Sticker	\$	29.00
10. Title Fee	\$	
11. Registration Fee	\$	50.00
12.	\$	35.00
13. ESP/ESC FEE	\$	3665.00
14. VSI FEE	\$	660.00
14. TOTAL CONTRACT PRICE (Total of lines 4 through 13)	\$	17625.44
15. Balance Due on Trade-In	\$	
16. Total lines 14 and 15	\$	16917.12
17. Deposit	\$	34542.56
18. Amount to be financed	\$	1649.47
19. Rebate(s)	\$	30398.09
20. Cash due on delivery	\$	2500.00

ALL REBATES AND SALES INCENTIVES OFFERED BY THE MANUFACTURER OR DISTRIBUTOR ARE HEREBY ASSIGNED TO THE DEALER.

THIS CONTRACT IS NOT BINDING UNLESS SIGNED BY DEALER OR ITS AUTHORIZED REPRESENTATIVE. PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME BEFORE HE/SHE RECEIVES A COPY OF THE MOTOR VEHICLE PURCHASE CONTRACT. PURCHASER'S ACCEPTANCE OF THIS CONTRACT IS CONSIDERED ACCEPTANCE OF THE MOTOR VEHICLE PURCHASE CONTRACT. PURCHASER'S ACCEPTANCE OF THIS CONTRACT IS CONSIDERED ACCEPTANCE OF THE MOTOR VEHICLE PURCHASE CONTRACT.

The front and back of this order comprise the entire agreement between the dealer and purchaser. And no other agreement or understanding has been made, entered into, if THIS AGREEMENT IS FOR A USED VEHICLE. THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRADICTORY PROVISIONS IN THE CONTRACT OF SALE. Purchaser represents and warrants that no credit other than that stated above has been extended to him/her by dealer. Purchaser represents and warrants that s/he has read and understands the materials printed on this motor vehicle purchase contract. Purchaser acknowledges receipt of a signed copy of this motor vehicle purchase contract.

CERTIFIED CHECK OR CASHIER CHECK ONLY FOR ALL COD'S

TOTAL PAYMENT (total of lines 17, 18, 19 and 20) (Line 21 must equal line 16) \$ 34542.56

12/07/2005 10:58 7819829114

KIMMEL AND SILVERMAN

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"LOOK OUT WORLD  
HERE COMES FORD"

24532



# Ford of Hyannis

332 Falmouth Road (Rt. 28)  
Hyannis, MA 02601  
Phone (508) 775-5812 • Fax (508) 775-0146

CAPE COD'S  
LARGEST  
FORD DEALER

DEAL NO 77576

[REDACTED]

[REDACTED]

DATE 31 MAR 2005

YOUR ORDER NO. [REDACTED]

OUR ORDER NO. [REDACTED]

Salesman JONES, TIM

New Car  
Model 05 FORD  
Color F250  
Ignition Key No. BLUE 3  
Motor No. JFTNF21525E  
Accessories R62619

Deck Key No. [REDACTED]

SALE PRICE:	29465.09
TAXES	502.35
ESP/ESC	3645.00
Documentation Fee	136.00
Registration Fee	36.00
Title Fee	50.00
VSI Fee	65.00
Inspection Blotter	29.00
GMF Fee	595.00
<b>TOTAL PRICE:</b>	<b>34543.44</b>

CASH:

1649.47

2500.00

30393.97

SALE PRICE: 29465.09

SALES TAX: 502.35

0.88

30393.09

32051.21

501.62  
1076.50

32051.21

Used Car:  
Make  
Model  
Motor No.  
Serial No.  
Purchased from

Finance Charges

Notes @ \$ 562.08 Due to:

SUPERIOR BANK  
525 LANCASTER AVENUE  
READING MA 01861

NEGOTIABLE INSTRUMENTS ARE RECEIVED  
TITLE TO: THE INVOICE

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KIMMEL AND SILVERMAN

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332 Falmouth Road  
Hyannis, MA 02601  
(508) 775-5030  
www.fordhyannis.com

\*INVOICE\*

PAGE 1

WAREHAM, MA  
HOME  
BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	05	FORD F250	1FTNF21525E		4510/4520	
IN SERVICE DATE	PRGD. DATE	WARR. EXP.	PROMISED	PD. NO.	RATE	PAYMENT
31MAR05 IS		31MAR2008	17:00	03AUG05	0.00	CASH
R.O. OPENED	READY	OPTIONS:	STK:	DLR:11G636	1) FORD ESP	05AUG05
03AUG05	05AUG05	2) 03.31.05	3) PREMIUMCARE	4) DISAPPEARING	DEDUTIBLE	
		5) 84/1000000				
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RECALL	05S33				

CAUSE: 4510 PERFORMED RECALL 05S33 INSTALLED THE FUEL LINE CLIP PER RECALL

05S33B FUEL LINE RETAINER CLIP INSTALLATION - L  
23 LEACH, ANDREW LIC#: 23  
W94

1 5C3Z\*9J278\*A RETAINER

(N/C)  
(N/C)

FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:  
5836

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

4510 PERFORMED RECALL 05S33 INSTALLED THE FUEL LINE CLIP PER RECALL  
\*\*\*\*\*

B QCM MULTI-POINT INSPECTION.  
99P QCM MULTI-POINT INSPECTION.  
23 LEACH, ANDREW LIC#: 23  
CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUST STATES GOING OVER BUMPS, VEHICLE BOUNCES ALL OVER ROAD, CHECK AND ADVISE  
GR GENERAL REPAIR

23 LEACH, ANDREW LIC#: 23  
W94

2 5C3Z\*3B440\*CCC ADJUSTER ASY

(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

4520 TEST DROVE DOWN A ROUGH ROAD FOUND STEERING WHEEL WOULD MOVE BACK AND FORTH RAN OASIS FOUND A TSB 04-26-01 PERFORMED TSB 04-26-01A 2.2

**FORD FORD OF HYANNIS** (508) 775-5030  
332 Falmouth Road, Hyannis, MA 02601

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. / ENVIR. CHARGES	
TOTAL CHARGES	
LESS INS. / COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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PAGE 2

WARRENHAM MA  
HOME

BUS:

SERVICE ADVISOR: 33 JASON M KOKOSINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG		
BLUE	05	FORD F250	1FTNF21525E		4510/4520			
IN.SERVICE DATE	PROD. DATE	WARR. EXP	PROMISED	PD	RATE	PAYMENT	INV. DATE	
31MAR05 IS		31MAR2008	17:00	03AUG05	0.00	CASH	05AUG05	
R.O. OPENED	READY	OPTIONS:	STK	DLR:	1) FORD ESP	2) 03.31.05	3) PREMIUMCARE	4) DISAPPEARING DEDUTIBLE
03AUG05								

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
INSPECTION, DAMPER GOOD STEERING WHEEL GOOD ADJUSTED THE STEERING GEAR MESH LOAD ON THE GAS ENGINE TRUCK TEST DROVE STILL HAS MORE MOVEMENT THAN IT SHOULD .0. CALLED THE HOT LINE THEY SAID TO INSTALL 2 CASTER/ CAMBER SLUGS IN THE FRONT END TO INCREASE THE CASTER REMOVED BOTH FRONT TIRES, INSTALLED THE CASTER/ CAMBER SLUGS PER HOT LINE PERFORMED ALIGNMENT PER HOT LINE ADJUSTED THE CASTER, CAMBER AND SET TOE TO SPEC. TEST DROVE ALL SET ***** D EST REMOVING OF WHITE PAINT SPECKS ON PAINT, RECON GR GENERAL REPAIR 86 CP PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 0.00 ***** COULD NOT PERFORM DUE TO TIME CONSTRAINTS ***** E** RENTAL CAR PO# RENTAL RENTAL CAR PO# 86 CP PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 0.00 *****							

THANK YOU FOR GIVING US THE OPPORTUNITY TO  
SERVICE YOUR VEHICLE. WE MEASURE OUR SUCCESS  
BY YOUR "COMPLETE SATISFACTION". YOU MAY  
RECEIVE A SURVEY, IF YOU ARE NOT "COMPLETELY  
SATISFIED" PLEASE CONTACT OUR CUSTOMER  
RELATIONS MGR., JENNIFER ROSE. 775-5912 X 6075  
OPEN M-W, F 7:30-6, TH 7:30-8, SAT 8:00-4:00PM.

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warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes  
any other person to assume for it any liability in connection with the sale of this item(s).

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. / ENVIR. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS. / COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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KIMMEL AND SILVERMAN

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*MARZINA  
INS  
TOWNS  
COURT*

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 33 JASON M KOKOSINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	05	FORD F250	1FTNF21525E		5446/5452	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
31MAR05 IS		31MAR2008	17:00 23AUG05		0.00	CASH
R.O. OPENED	READY	OPTIONS:	STK	DLR:11G636	1) FORD ESP	06SEP05
23AUG05	06SEP05	2) 03.31.05 3) PREMIUMCARE 4) DISAPPEARING DEDUTIBLE	5) 84/1000000			

LINE	OPCODE	TECH	TYPE	HOURS	DESCRIPTION	LIST	NET	TOTAL
A	CUST STATES	VEHICLE BOUNCES ALL OVER THE ROAD WHEN GOING OVER BUMPS,			CHECK AND ADVISE			
	CAUSE:	5446 VERIFIED CONCERN. DIAG STEERING BOX DEFECTIVE. REMOVED			STEERING BOX AND INSTALLED NEW BOX. ALSO REMOVED AND INSTALLED			
		NEW POWER STEE			3504C STEERING GEAR ADJUST IN CHASSIS - ADJUST			
		(3504) - L			30 DAN FITZGERALD LIC#: 2317			
		W94			1 5C3Z*3504*AA GEAR ASY - STEERING			(N/C)
		4 F7AZ*3F823*AA FLUID - POWER ASSISTED STEERIN						(N/C)
		1 YC3Z*3A713*AE HOSE						(N/C)
		1 5C3Z*3A713*A TUBE ASY						(N/C)
		3713AT RETURN HOSE-POWER STEERING - REPLACE						(N/C)
		(3A713/3691) - L			30 DAN FITZGERALD LIC#: 2317			
		W94			3001A CASTER, CAMBER, TOE-IN - CHECK - L			(N/C)
		30 DAN FITZGERALD LIC#: 2317						
		W94			3001A1 CASTER, CAMBER AND TOE-IN - CORRECT			(N/C)
		(FRONT/3B440) - L						
		30 DAN FITZGERALD LIC#: 2317						
		W94						(N/C)
		FC: H45 42						
		PART#: 5C3Z*3504*AA						
		COUNT:						
		CLAIM TYPE:						
		AUTH CODE:						
		2317						
		MISC LOANER VEHICLE FOR 10 DAYS						
		PO#E57BR						
		W94						
		FC: 42						(N/C)

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. / ENVIR. CHARGES	
TOTAL CHARGES	
LESS INS. / COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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KIMMEL AND SILVERMAN

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WARRENHAM, MA  
HOME [REDACTED] BUS:

SERVICE ADVISOR: 33 JASON M KOKOSINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	05	FORD F250	1FTNF21525B		5446/5452	
IN SERVICE DATE	PROD. DATE	WARR. EXP	PROMISED	RATE	PAYMENT	INV. DATE
31MAR05 IS	31MAR2008	17:00	23AUG05	0.00	CASH	06SEP05
R.O. OPENED	READY	OPTIONS:	STK	DLR:11G636 1)FORD ESP		
23AUG05	06SEP05	2)03.31.05 3)	5)84/100000	PREMIUMCARE 4)DISAPPEARING DEDUTIBLE		
LINE OPCODE	TECH TYPE	HOURS	PARTS:	LABOR:	OTHER:	
			0.00	0.00	0.00	
				LIST	NET	TOTAL
				0.00	0.00	0.00
				TOTAL LINE A:		0.00

5446 VERIFIED CONCERN. DIAG STEERING BOX DEFECTIVE. REMOVED STEERING BOX AND INSTALLED NEW BOX. ALSO REMOVED AND INSTALLED NEW POWER STEERING LINES FROM THE GEAR TO THE BOX. PERFORMED ALIGNMENT CORRECTED AND SET TOE

\*\*\*\*\*  
B CUST STATES SOMETHING LEAKING, SMELLED BURNING, SAW SMOKE FROM PASS SIDE AREA. CHECK AND ADVISE  
DENG DIAGNOSIS-ENGINE MECHANICAL  
23 LEACH, ANDREW LIC#: 23  
CP

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00	0.00
--------	------	--------	------	--------	------	---------------	------	------

5446 NO CONDITION FOUND

\*\*\*\*\*  
C ORDER REPLACEMENT MIRROR GLASS DRV SIDE PLEASE  
GR GENERAL REPAIR  
23 LEACH, ANDREW LIC#: 23  
CP

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00	0.00
--------	------	--------	------	--------	------	---------------	------	------

\*\*\*\*\*  
D CUST STATES THERE IS A TINNY VIBRATION AT IDLE INTERMITTENTLY, CAN HEAR BETTER UP AGAINST A WALL, LIKE A HEAT SHIELD, CHECK AND ADVISE  
CAUSE: 5446 TEST DROVE FOR NVH DIAG VIB. RATTLE COULD HEAR THE NOISE NEXT TO A WALL INSPECTION FOUND THE EXHAUST CLAMP AT THE MUFFLER DID NOT GET

5200A EXHAUST SYSTEM - ALIGN (5230) - L  
23 LEACH, ANDREW LIC#: 23  
W94

1007D ROTATIONAL NOISE/VIBRATION/HARSHNESS - (N/C)

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. / ENVIR. CHARGES	
TOTAL CHARGES	
LESS INS. / COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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PAGE 3

SERVICE ADVISOR: 33 JASON M KOKOSINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	05	FORD F250	1FTNF21525E		5446/5452	
IN SERVICE DATE	PROB DATE	WARR EXP	PROMISED	PO	RATE	PAYMENT
31MAR05 IS	31MAR2008	17:00	23AUG05		0.00	CASH
R.O. OPENED	READY	OPTIONS:	STK	DLR:11G636	1) FORD ESP	06SEP05
23AUG05	06SEP05	2) 03.31.05	3) PREMIUMCARE	4) DISAPPEARING DEDUTIBLE		
5) 84/1000000						
LINE OPCODE	TECH TYPE	HOURS	DIAGNOSIS	LIST	NET	TOTAL
			23 LEACH, ANDREW LIC#: 23			(N/C)

FC: N22 07  
PART#: 5230  
COUNT:  
CLAIM TYPE:  
AUTH CODE:  
5836

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

5446 TEST DROVE FOR NVH DIAG VIB. RATTLE COULD HEAR THE NOISE NEXT TO A WALL INSPECTION FOUND THE EXHAUST CLAMP AT THE MUFFLER DID NOT GET TIGHTENED UP AT THE FACTORY TIGHTENED THE EXHAUST CLAMP TO SPEC. TEST DROVE NOISE GONE

E\*\* RENTAL CAR PO#  
RENTAL RENTAL CAR PO#  
86 CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

\*\*\*\*\*  
THANK YOU FOR GIVING US THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE MEASURE OUR SUCCESS BY YOUR "COMPLETE SATISFACTION". YOU MAY RECEIVE A SURVEY, IF YOU ARE NOT "COMPLETELY SATISFIED" PLEASE CONTACT OUR CUSTOMER RELATIONS MGR., JENNIFER ROSE. 775-5912 X 6075 OPEN M-W, F 7:30-6, TH 7:30-8, SAT 8:00-4:00PM.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. / ENVIR. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS. / COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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WAREHAM, MA  
HOME: [REDACTED] BUS:

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DUPLICATE 1  
PAGE 1

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SERVICE ADVISOR: 33 JASON M KOKOSINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	05	FORD F250	1FTNF21525E		5716/5718	
IN SERVICE DATE	PRGD DATE	WARR EXP	PROMISED	PD	RATE	PAYMENT
31MAR05 IS		31MAR2008	17:00 15SEP05		0.00	CASH
R.O. OPENED	READY	OPTIONS:	STK:	DLR: 11G636	1) FORD ESP	20SEP05
15SEP05	20SEP05	2) 03.31.05	3) PREMIUMCARE	4) DISAPPEARING	DEDUTIBLE	
5) 84/1000000						

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

A CUST STATES VEHICLE HOPS OVER BUMPS AT HIGHWAY SPEEDS, CHECK AND ADVISE  
 CAUSE: 5716 CALLED THE HOT LINE SPOKE TO JASON CLAIM #5HICM003 HE HAD ME RETORQUE ALL BOTLS IN THE FRONT END THE TRACK BAR ETC. SET ALL TIRE PSI  
 3239A TRACK BAR-FRONT AXLE HOUSING - REMOVE AND INSTALL OR REPLACE (3B239) - L  
 23 LEACH, ANDREW LIC#: 23  
 W94

2 \*72071\*S PIN - SPLIT (N/C)  
 FC: H44 07 (N/C)  
 PART#: \*72071\*S  
 COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 5836

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

5716 CALLED THE HOT LINE SPOKE TO JASON CLAIM #5HICM003 HE HAD ME RETORQUE ALL BOTLS IN THE FRONT END THE TRACK BAR ETC. SET ALL TIRE PSI TO FACTORY SPEC. TEST DROVE ALL SET  
 \*\*\*\*\*

B CUST STATES STEERING WHEEL IS NOT STRIAIGHT  
 DSS DIAGNOSIS-SUSPENSION/STEERING  
 23 LEACH, ANDREW LIC#: 23  
 CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

5716 [PERFORMED ALIGNMENT CORRECTED TOE  
 \*\*\*\*\*

C QCM MULTI-POINT INSPECTION  
 99P QCM MULTI-POINT INSPECTION.  
 23 LEACH, ANDREW LIC#: 23  
 CP

**FORD FORD OF HYANNIS (508) 775-5030**

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DESCRIPTION	0.00	0.00
LABOR AMOUNT		TOTALS
PARTS AMOUNT		
GAS. OIL. LUBE		
SUBLET AMOUNT		
MISC. / ENVIR. CHARGES		
TOTAL CHARGES		
LESS INS. / COUPONS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

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KIMMEL AND SILVERMAN

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DUPLICATE 1  
PAGE 2

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WAREHAM, MA

HOME:

BUS:

SERVICE ADVISOR: 33 JASON M KOKOSINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	05	FORD P250	1FTNF2152SE		5716/5718		
IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
31MAR05 IS		31MAR2008	17:00 15SEP05		0.00	CASH	20SEP05
R.O. OPENED	READY	OPTIONS: STK: DLR:11G636 1) FORD ESP					
15SEP05	20SEP05	2) 03.31.05 3) PREMIUMCARE 4) DISAPPEARING DEDUTIBLE					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D CLEANING VEHICLE PER CRAIG  
WASH COMPLIMENTARY CAR WASH  
50 BINGHAM, PETER LIC#: 50  
IPS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/O) 0.00

E\*\* RENTAL CAR PO#  
RENTAL CAR PO#  
86 CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 0.00

THANK YOU FOR GIVING US THE OPPORTUNITY TO  
SERVICE YOUR VEHICLE. WE MEASURE OUR SUCCESS  
BY YOUR "COMPLETE SATISFACTION". YOU MAY  
RECEIVE A SURVEY, IF YOU ARE NOT "COMPLETELY  
SATISFIED" PLEASE CONTACT OUR CUSTOMER  
RELATIONS MGR., JENNIFER ROSE, 775-5912 X 6075  
OPEN M-W, F 7:30-6, TH 7:30-8, SAT 8:00-4:00PM.

**FORD FORD OF HYANNIS** (508) 775-5030  
332 Falmouth Road, Hyannis, MA 02601

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. / ENVIR. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS. / COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



THE COMMONWEALTH OF MASSACHUSETTS  
REGISTRY OF MOTOR VEHICLES  
P.O. BOX 199100 BOSTON, MA 02119  
www.mass.gov/rmv

PLEASE KEEP THIS DOCUMENT  
IN YOUR VEHICLE AT ALL TIMES

CERTIFICATE OF REGISTRATION  
PASSENGER

PLATE TYPE PAV	REGISTRATION NUMBER WJS	EXPIRES LAST DAY OF	MONTH 11	YEAR 05
-------------------	----------------------------	------------------------	-------------	------------

FEES:	
REGISTRATION	15.00
TITLE	50.00
SPECIAL PLATES	502.35
SALES TAX	
<b>TOTAL</b>	<b>567.35</b>

NAME(S) OF OWNER  
[REDACTED]  
WAREHAM, MA

EFFECTIVE DATE  
04/01/05  
TRANSACTION NUMBER  
[REDACTED]  
Signature: [REDACTED] 0341  
REGISTRAR

RESIDENTIAL ADDRESS (IF DIFFERENT)

2005	FORD	SRMSUP	FD	BLUE
MFRS MODEL 1F1NF24E25	NAME [REDACTED]	BODY STYLE TYPE SAFETY INSURANCE	COLOR	
VEHICLE IDENTIFICATION NUMBER	INSURANCE COMPANY	TITLE NUMBER		

IF VEHICLE CARRYING PASSENGERS FOR HIRE  
MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED

IF VEHICLE USED FOR TRANSPORTING GOODS  
WEIGHT OF MERCHANDISE TOTAL REGISTERED WEIGHT

NOT VALID UNTIL STAMPED WITH OFFICIAL SIGNATURE STAMP OR SIGNATURE OF THE REGISTRAR

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT T

1\_Facesheet



PE07-057  
FORD  
2-4-2008  
APPENDIX D  
REDACT T

ACK\_ [REDACTED] \_lp-Apr\_20\_2007-  
09\_56\_00



\*Sent Via Fax

January 16, 2008

Hoge, Fenton, Jones & Appel, Inc.  
60 South Market Street, Suite 1400  
San Jose, CA 95113-2396

RE: [REDACTED]  
VIN: 1FTSX2159E [REDACTED]

Dear Mr. Breen:

I am in receipt of your letter dated April 10, 2007. If you have not already done so, please forward the following documents into our office:

- retainer/agreement signed by your client
- vehicle registration
- sales/lease agreement
- all applicable repair orders
- any receipts to be consider for reimbursement

A review of your client's claim will begin when these documents have been received by our office. I will update you with the findings from our investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 845-5539 or by e-fax at (866) 629-3804.

Respectfully yours,

Tanya Roquemore  
Consumer Affairs

PE07-057  
FORD  
2-4-2008  
APPENDIX D  
REDACT T

AttyDemand--LP-Apr\_18\_2007-  
12\_13\_15



HOGE, FENTON  
JONES & APPEL, INC.

Attorneys at Law | San Jose | Pleasanton | East Palo Alto | Hollister

LP 2

(31)

Paul W. Breen  
408.947.2442  
pwb@hogefenton.com

April 10, 2007

Express Delivery

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

7 APR 12 AM 05:51  
CONSUMER AFFAIRS  
SECTION

Re: [REDACTED] v. Ford Motor Company  
Vehicle: 2005 Ford F-250 Pickup Truck  
Vehicle ID No.: 1FTSX2159E [REDACTED]  
Purchase Date: 08/03/05  
Dealer: Tiffany Motor Co., Hollister, California  
Our File No.: Not yet assigned

TO WHOM IT MAY CONCERN:

This law firm represents plaintiff [REDACTED] in the above-entitled matter arising from his purchase of a defective 2005 Ford F-250 truck. Kindly direct all future communications regarding this matter to my attention.

Be advised that Ford Motor Company and its service representative in this state have been unable to service or repair the vehicle to conform to the applicable express warranties after a reasonable number of attempts. The nonconformity exhibits a steering wheel oscillation at highway speeds immediately following front or rear wheel impacts. The nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven at highway speeds. The nonconformity initially was reported on 11/30/05, three months after delivery, at which time the vehicle had 10,641 miles on the odometer. Subsequent repair attempts were made on 01/05/06 at mileage of 12,127, and again on 08/17/06 at mileage of 24,016. Ford has issued at least one Technical Service Bulletin in an attempt to address this problem.

As a result, [REDACTED] has been required to retain counsel and incur attorney fees. Ford's failure to promptly comply with Federal and California consumer warranty statutes entitles Mr. Thoming to recover actual damages, treble damages and attorney fees.

Demand is hereby made pursuant to California Civil Code section 1793.2(d)(1) for replacement of the vehicle or reimbursement in an amount equal to the purchase price paid by the buyer, less that amount directly attributable to use by the buyer prior to the discovery of the nonconformity.

\\IFJ\AFFILE\NDrive\PWB\lcr\252602.doc

Attached for your review and file are the following documents:

- (1) Summary History Display, warranty and service repairs, Tiffany Ford Co.;
- (2) Tiffany Motor Co. Repair Order 16642 (Invoice No. [REDACTED]), dated 11/30/05;
- (3) Tiffany Motor Co. Repair Order 12129 (Invoice No. [REDACTED]), dated 01/05/06; and
- (4) Tiffany Motor Co. Repair Order 24017 (Invoice No. [REDACTED]), dated 08/17/06.

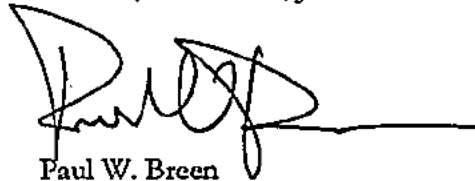
Repair attempts by Tiffany Motor Co. have been made in a courteous and expeditious manner, but have not eliminated the nonconformity. The nonconformity affects the use, value and safety of the vehicle.

Be advised that suit will be filed in San Benito County Superior Court, State of California, if written notification of restitution or replacement is not received by this law firm from Ford Motor Company by close of business on Friday, April 27, 2007.

Please contact me at (408) 947-2442 if you require additional information.

Sincerely,

HOGE, FENTON, JONES & APPEL, INC.



Paul W. Breen

PWB:pb  
Enclosures

Cc:

[REDACTED]  
Hollister, CA [REDACTED]

Bob Tiffany, President  
Tiffany Motor Co.  
300 Gateway Drive  
Hollister, CA 95023

**EXHIBIT 1**



04/06/2007  
09:37:34

SUMMARY HISTORY DISPLAY

3100  
PAGE 1

CUSTOMER NAME ZEPH THORNING SERIAL NO. 1FTSX21595E  
TOTAL R/O'S 8 TOTAL SERV. DAYS 36 MAKE FT FORD TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1		11/02/2006	29175	A	21995			
				T	440	1	W 30FOZ	TAIL, BRAKE LAMP
2		08/16/2006	24016	A	21903			
				T	21120	1	W 62POZ	WHEELS
3		01/03/2006	12127	A	20957			
				T	13317	1	C 00POZDLOF	DIESEL- LOP
				T	13317	2	W 11POZ	STEER GEAR/PUMP/
				T	784			
4		11/30/2005	10641	A	341			
				T	912	1	I 09FOZ	F/R SUSPENSION/S
				T	912	2	C 47POZ	MIRRORS / GLASS
5		10/06/2005	5144	A	18143			
				T	11524	1	C 00POZLOF	LUBE, OIL & FILT
				T	11524	2	C 89FOZ99F	MAINTENANCE
				T	11524	3	C 89FOZGBATT	GREEN BATT INSEP
				T	11524	4	C 89FOZGTIRE	Tire check Green
6		08/09/2005	430	A	18143			
				T	11524	1	I 61FOZPR	FLAT REPAIR
				T	18143	2	C 90FOZH	HITCH
7		08/04/2005	35	A	1830			
				T	784	1	W 28FOZNBC	AIR NOT BLOWING
8		02/22/2005	3	A	1830			
				T	13317	1	I 86FOZ15	PDI 1.5

**EXHIBIT 2**





**TIFFANY**  
SALES & SERVICE SINCE 1910

300 Gateway Drive • Hollister, CA 95023 • (831) 637-4461

CUSTOMER NO.	ADVISOR GENERAL ADVISOR	341	TAG NO.	INVOICE DATE 11/30/05
	LICENSE NO.		MILEAGE 10,641	COLOR OXFORD WHIT
HOLLISTER, CA	YEAR / MAKE / MODEL 05/FORD TRUCK/S-DTY F-250/PK . SUPRC		DELIVERY DATE 08/03/05	22
	VEHICLE ID. NO. 1 F T S X 2 1 5 9 5 E		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.	R.O. DATE 11/30/05	
COMMENTS				MO: 16642

JOB# 1 CHARGES-----

LABOR-----  
~~TECH(S): 912~~ INTERNAL  
 CUSTOMER STATES THAT WHEN HITTING A ROUGH SPOT ON THE ROAD  
 THE TRUCK HAS A VIBRATION, AND LOUD CLUNKING SOUND.

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

JOB# 2 CHARGES-----

LABOR-----  
~~TECH(S): 912~~ INTERNAL  
 CUSTOMER REQUESTS REPLACE DRIVERS SIDE MIRROR

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

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$200.00 (+TAX)  
 TECHNICIAN CERTIFICATION-----  
 912 ALBERT LOPEZ 9127

TOTALS-----  
 \*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*  
 TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
 TOTAL INVOICE \$ 0.00

THANK YOU FOR CHOOSING TIFFANY FORD FOR YOUR SERVICE NEEDS!  
 IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE  
 CONTACT THE SERVICE MANAGER IMMEDIATELY!

CUSTOMER SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

NOTICE TO CONSUMER:  
 PLEASE READ IMPORTANT  
 WARRANTY INFORMATION ON  
 BACK

There will be a charge for  
 Hazardous Waste if applicable.

BAR# AB008490  
 EPA# CAD951653371

PAYMENT TYPE  
 CASH CREDIT

**EXHIBIT 3**





**TIFFANY MOTOR CO.**  
 300 Gateway Drive Phone (831) 637-4461  
 HOLLISTER, CALIF. 95023



BAR # AB008490

EPA # CAD951653371

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
	RICHARD	20957	01/05/06
	LICENSE NO.	MILEAGE	COLOR
		12,127	OXFORD WHITE
YEAR/MAKE/MODEL	VEHICLE ID. NO.		DELIVERY DATE
05/FORD TRUCK/S-DTY F-250/PK . SUPRC	1 F T S X 2 1 5 9 5 E		08/03/05
F.T.E. NO.	P.O. NO.	R.O. DATE	PRODUCTION DATE
		01/03/06	22
COMMENTS			MO: 12129

JOB# 1 CHARGES-----

LABOR-----  
 J# 1 00FOZDLOF DIESEL- LOF TECH(S):13317 7.00  
 PERFORM LUBE OIL & FILTER CHANGE LUBE CHASSIS AS REQUIRED  
 VEHICLE MAINTENANCE  
 COMPLETED LUBE OIL & FILTER SERVICE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 KREX ENG.LUB 6.75  
 1 FL-820-S FILTER 966738 6.75  
 TOTAL - PARTS 13.50

G.O.G. & SUPPLIES-----  
 7.0 GAS OIL & GREASE @ 1.600 /UNIT 11.20  
 TOTAL - GOG 11.20

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
 HAZO HAZARDOUS WASTE OIL . 2.70  
 TOTAL - MISC 2.70

JOB# 1 TOTALS-----  
 LABOR 7.00  
 PARTS 13.50  
 G.O.G. 11.20  
 MISC 2.70  
 JOB# 1 JOURNAL PREFIX FTCS JOB# 1 TOTAL 34.40

JOB# 2 CHARGES-----

LABOR-----  
 J# 2:50FOZ00A PERFORM RECALL TECH(S):13317 WARRANTY  
 PERFORM RECALL PER FORD INSTRUCTION  
 05S33 FUEL LINE RETAINER CLIP INSTALLATION  
 NO PARTS IN STOCK  
 SPECIAL ORDERED PARTS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 5C3Z-9J278-A RETAINE 197481 WARRANTY  
 TOTAL - PARTS 0.00

JOB# 2 TOTALS-----

JOB# 3 CHARGES-----

LABOR-----  
 J# 3 11FOZ STEER GEAR/PUMP/HOSE TECH(S):784 WARRANTY  
 CUSTOMER STATES AT FREEWAY SPEEDS AFTER HITTING BUMPS IN ROA  
 D STEERING WHEEL SHAKES BADLY CHECK & ADVISE  
 INSPECTED AND CALLED OASIS  
 FOUND TSB 05-22-1 CHECKED TIRE PRESSURES PER  
 TSB TIRES AT 40PSI SET TO 75 ROADTESTED  
 OKAY AT THIS TIME

NOTICE TO CONSUMER:  
 PLEASE READ IMPORTANT  
 WARRANTY INFORMATION ON  
 BACK

There will be a charge for  
 Hazardous Waste if applicable.

BAR# AB008490  
 EPA# CAD951653371

PAYMENT TYPE  
 CASH CREDIT



**TIFFANY MOTOR CO.**  
 300 Gateway Drive Phone (831) 637-4461  
 HOLLISTER, CALIF. 95023



BAR # AB008490

EPA # CAD951653371

CUSTOMER NO.	ADVISOR RICHARD	TAG NO. 20957	INVOICE DATE 01/05/06
	LICENSE NO.	MILEAGE 12,127	COLOR OXFORD WHIT
HOLLISTER, CA	YEAR / MAKE / MODEL 05/FORD TRUCK/S-DTY F-250/PK . SUPRC	DELIVERY DATE 08/03/05	22
	VEHICLE I.D. NO. 1 F T S X 2 1 5 9 5 E	SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. DATE 01/03/06	
COMMENTS			MO: 12129

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

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$75.00 (+TAX)  
 TECHNICIAN CERTIFICATION-----  
 784 ERNIE ARVIZU EB038821

TOTALS-----

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [X] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

TOTAL LABOR.... 7.00  
 TOTAL PARTS.... 13.50  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 11.20  
 TOTAL MISC CHG. 2.70  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 1.79

**TOTAL INVOICE \$ 36.19**

THANK YOU FOR CHOOSING TIFFANY FORD FOR YOUR SERVICE NEEDS!  
 IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE  
 CONTACT THE SERVICE MANAGER IMMEDIATELY!

CUSTOMER SIGNATURE

NOTICE TO CONSUMER:  
 PLEASE READ IMPORTANT  
 WARRANTY INFORMATION ON  
 BACK

There will be a charge for  
 Hazardous Waste if applicable.

BAR# AB008490  
 EPA# CAD951653371

PAYMENT TYPE  
 CASH CREDIT

**EXHIBIT 4**





# TIFFANY MOTOR CO.

300 Gateway Drive Phone (831) 637-4461  
HOLLISTER, CALIF. 95023



BAR # AB008490

EPA # CAD951653371

CUSTOMER NO. [REDACTED]	ADVISOR MIKE	TAG NO. 21903	INVOICE DATE 08/17/06
[REDACTED]	LICENSE NO.	MILEAGE 24,016	COLOR OXFORD WHIT
HOLLISTER, CA	YEAR / MAKE / MODEL 05/FORD TRUCK/S-DTY F-250/PK . SUPRC	DELIVERY DATE 08/03/05	22
[REDACTED]	VEHICLE I.D. NO. 1 F T S X 2 1 5 9 5 E	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 08/16/06
[REDACTED]	COMMENTS		

MO: 24017

JOB# 1 CHARGES-----

LABOR-----  
 3# 3162FOZ 220 WHEELS W/STABILIZER TECH(S) 211206 WARRANTY  
 CUSTOMER STATES THERE IS A WHEEL VIBRATION AT FREEMAY SPEEDS  
 (MAY BE INTERMITTENT)  
 ROADTEST AND CONFIRMED. INSPECTED AND FOUND WORN STEERING  
 STABILIZER.  
 REPLACED STEER. STAB. AND ROADTESTED, FOUND OK.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	5C3Z-3E651-CA	DAMPER 020124		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FTCS JOB# 1 TOTAL 0.00

TOTALS-----

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL TAX.....	0.00
*****	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

*8-17-06  
OC*

THANK YOU FOR CHOOSING TIFFANY FORD FOR YOUR SERVICE NEEDS!  
IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE  
CONTACT THE SERVICE MANAGER IMMEDIATELY!

CUSTOMER SIGNATURE

NOTICE TO CONSUMER:  
PLEASE READ IMPORTANT  
WARRANTY INFORMATION ON  
BACK

There will be a charge for  
Hazardous Waste if applicable.

BAR# AB008490  
EPA# CAD951653371

PAYMENT TYPE  
CASH CREDIT

FedEx  
Emp# 641714 10APR07

PRIORITY OVERNIGHT

WED

Deliver By:  
11APR07

A1

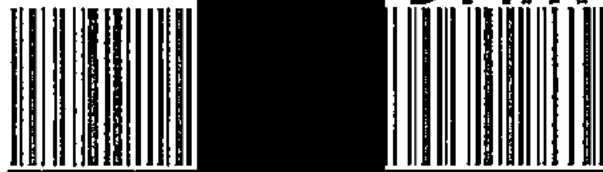
TRK#

FORM  
0215

DTW

-MI-US

NS DTWA



2N361

200

FedEx US Airbill  
Express

FedEx Tracking Number

0215 Recipient's Copy

RECIPIENT: PEEL HERE

1 From This portion can be removed for Recipient's records

Date 4/10/07 FedEx Tracking Number [redacted]

Sender's Name PWD Company Phone

Company HOUSE OF COMMONS

Address Dept./Floor/Suite/Room

City State ZIP

2 Your Internal Billing Reference PWD

3 To Recipient's Name [redacted] Phone

Company

Recipient's Address We cannot deliver to PO boxes or P.O. ZIP codes. Dept./Floor/Suite/Room

Address To request a package be held at a specific FedEx location, provide address here.

City State ZIP



8544 0061 1770

4a Express Package Service

- FedEx Priority Overnight (next business morning\*\* Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.)
- FedEx Standard Overnight (next business afternoon\*\* Saturday Delivery NOT available.)
- FedEx First Overnight (next next business morning delivery to select locations\*\* Saturday Delivery NOT available.)
- FedEx 2Day (second business day\*\* Thursday shipments will be delivered on Friday unless SATURDAY Delivery is selected. FedEx E envelope rate not available. Minimum charge: One-pound rate.)
- FedEx Express Saver (third business day\*\* Saturday Delivery NOT available.)

Packages up to 150 lbs.

4b Express Freight Service

- FedEx 1Day Freight\* (next business day\*\* Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.)
- FedEx 2Day Freight (second business day\*\* Thursday shipments will be delivered on Friday unless SATURDAY Delivery is selected.)
- FedEx 3Day Freight (third business day\*\* Saturday Delivery NOT available.)

Packages over 150 lbs.

5 Packaging

- FedEx Envelope\*
- FedEx Pak\* (includes FedEx Small Pak, FedEx Large Pak, and FedEx Sturdy Pak.)
- FedEx Box
- FedEx Tube
- Other

\*Declared value limit \$500

6 Special Handling

- SATURDAY Delivery (not available for FedEx Standard Overnight, FedEx First Overnight, FedEx Express Saver, or FedEx 2Day Freight.)
  - HOLD Weekday at FedEx Location (not available for FedEx First Overnight.)
  - HOLD Saturday at FedEx Location (Available ONLY for FedEx Priority Overnight and FedEx 2Day to select locations.)
- Does this shipment contain dangerous goods?  
 No  Yes (As per attached Shipper's Declaration)  Yes (Shipper's Declaration not required.)  Dry Ice (Dry Ice, 9 UN 1845)  Cargo Aircraft Only

7 Payment Bill to:

- Sender (Account No. in Section 1 will be billed.)
- Recipient
- Third Party
- Credit Card
- Cash/Check



Total Packages Total Weight Total Charges

Our liability is limited to \$100 unless you declare a higher value. See the current FedEx Service Guide for details.

8 NEW Residential Delivery Signature Options

- No Signature Required (Packs may be left with out obtaining a signature for delivery.)
- Direct Signature (Anyone at recipient's address may sign for delivery. Fee applies.)
- Indirect Signature (If someone is available at recipient's address, anyone at a neighboring address may sign for delivery. Fee applies.)

519

Rev. 0/06 825-Pak #15879-0104-3003 FedEx-PRI/110/1/USA-EN

fedex.com 1800.GoFedEx 1.800.463.3339



Go to fedex.com, or call 1.800.GoFedEx 1.800.463.3339 for U.S. domestic shipments; 1.800.463.3339 for international shipments. Call your local FedEx office if you are outside the U.S.

PE07-057

FORD

2-4-2008

APPENDIX D

REDACT T

Customerfile\_\_lp-Sep\_11\_2007-  
11\_35\_35



**HOGUE, FENTON  
JONES & APPEL, INC.**

Attorneys at Law | San Jose | Pleasanton | East Palo Alto | Hollister

CUSTOMER  
RELATIONSHIP  
CENTER

(13)

R2

Paul W. Breen  
408.947.2442

pwb@hoge-fenton.com

2007 APR 13 A 10: 23

April 10, 2007

Express Delivery

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



Ack Dove.  
Sextid

Re: v. Ford Motor Company  
Vehicle: 2005 Ford F-250 Pickup Truck  
Vehicle ID No.: 1FTSX2159E   
Purchase Date: 08/03/05  
Dealer: Tiffany Motor Co., Hollister, California  
Our File No.: Not yet assigned

TO WHOM IT MAY CONCERN:

This law firm represents plaintiff in the above-entitled matter arising from his purchase of a defective 2005 Ford F-250 truck. Kindly direct all future communications regarding this matter to my attention.

Be advised that Ford Motor Company and its service representative in this state have been unable to service or repair the vehicle to conform to the applicable express warranties after a reasonable number of attempts. The nonconformity exhibits a steering wheel oscillation at highway speeds immediately following front or rear wheel impacts. The nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven at highway speeds. The nonconformity initially was reported on 11/30/05, three months after delivery, at which time the vehicle had 10,641 miles on the odometer. Subsequent repair attempts were made on 01/05/06 at mileage of 12,127, and again on 08/17/06 at mileage of 24,016. Ford has issued at least one Technical Service Bulletin in an attempt to address this problem.

As a result has been required to retain counsel and incur attorney fees. Ford's failure to promptly comply with Federal and California consumer warranty statutes entitles Mr. Thorning to recover actual damages, treble damages and attorney fees.

Demand is hereby made pursuant to California Civil Code section 1793.2(d)(1) for replacement of the vehicle or reimbursement in an amount equal to the purchase price paid by the buyer, less that amount directly attributable to use by the buyer prior to the discovery of the nonconformity.

\\HFJAFILE\NDrive\PWB\Lci\252602.doc

Attached for your review and file are the following documents:

- (1) Summary History Display, warranty and service repairs, Tiffany Ford Co.;
- (2) Tiffany Motor Co. Repair Order [REDACTED] (Invoice No. [REDACTED]), dated 11/30/05;
- (3) Tiffany Motor Co. Repair Order [REDACTED] (Invoice No. [REDACTED]), dated 01/05/06; and
- (4) Tiffany Motor Co. Repair Order [REDACTED] (Invoice No. [REDACTED]) dated 08/17/06.

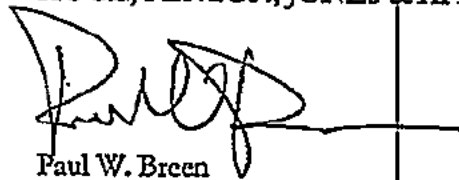
Repair attempts by Tiffany Motor Co. have been made in a courteous and expeditious manner, but have not eliminated the nonconformity. The nonconformity affects the use, value and safety of the vehicle.

Be advised that suit will be filed in San Benito County Superior Court, State of California, if written notification of restitution or replacement is not received by this law firm from Ford Motor Company by close of business on Friday, April 27, 2007.

Please contact me at (408) 947-2442 if you require additional information.

Sincerely,

HOGE, FENTON, JONES & APPEL, INC.



Paul W. Breen

PWB:pb  
Enclosures

Cc

[REDACTED]  
Hollister, CA

Bob Tiffany, President  
Tiffany Motor Co.  
300 Gateway Drive  
Hollister, CA 95023

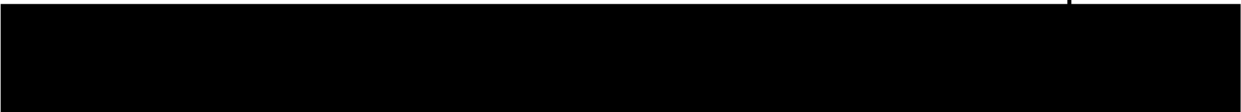
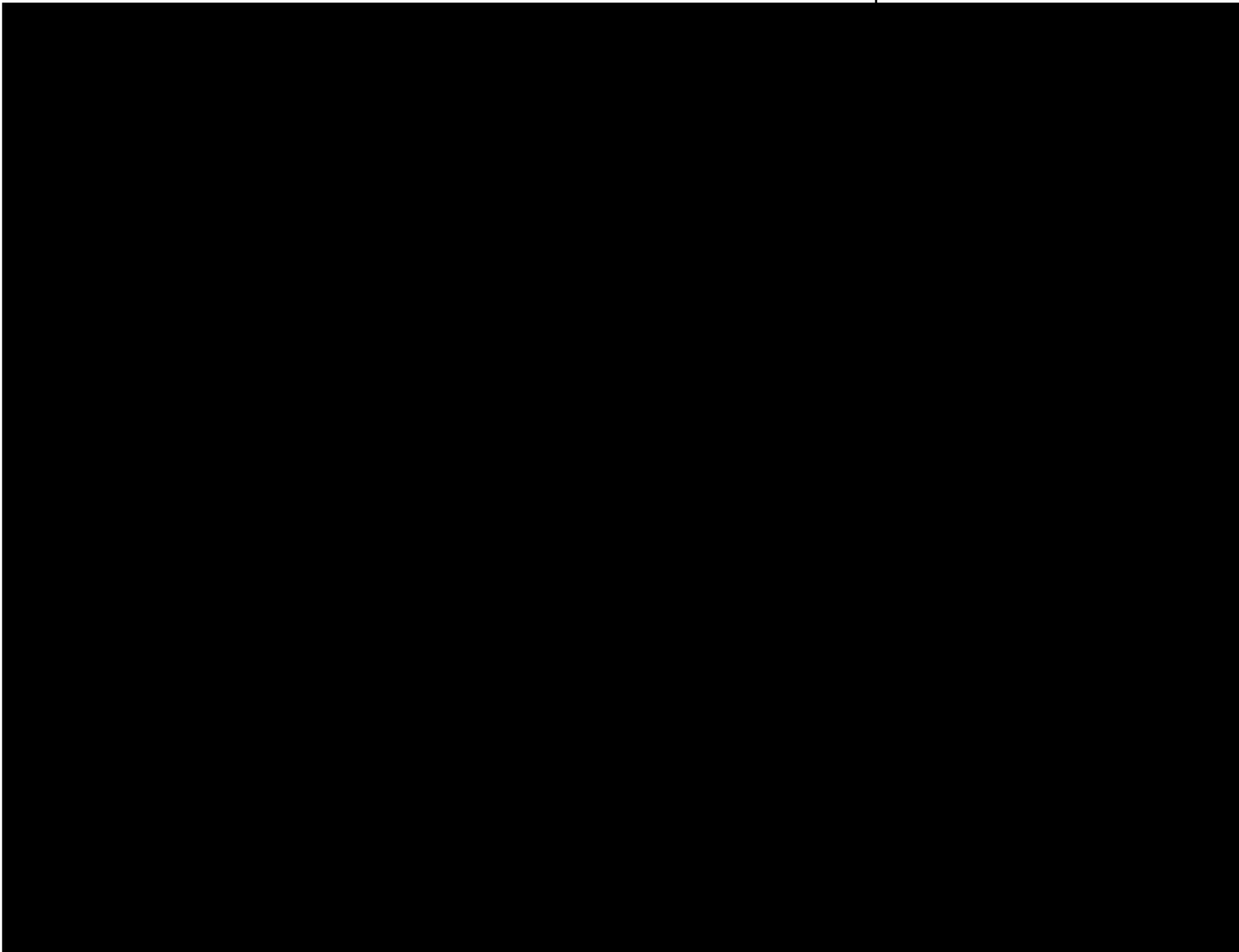


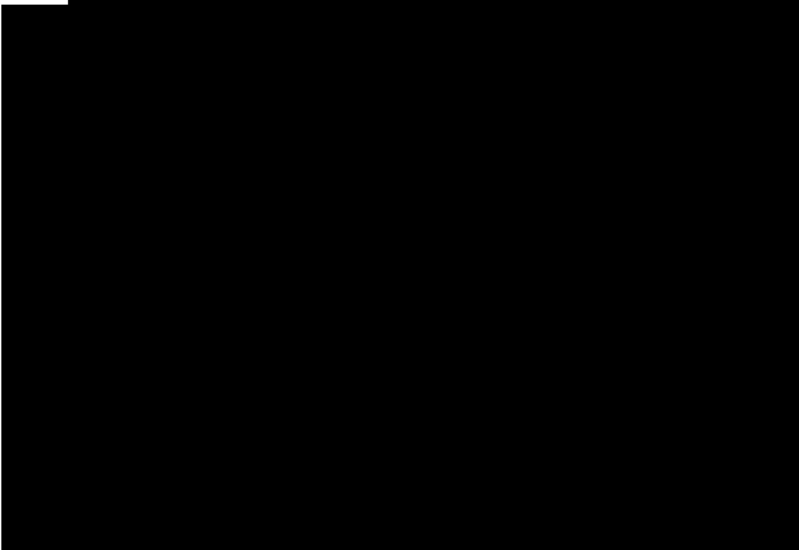
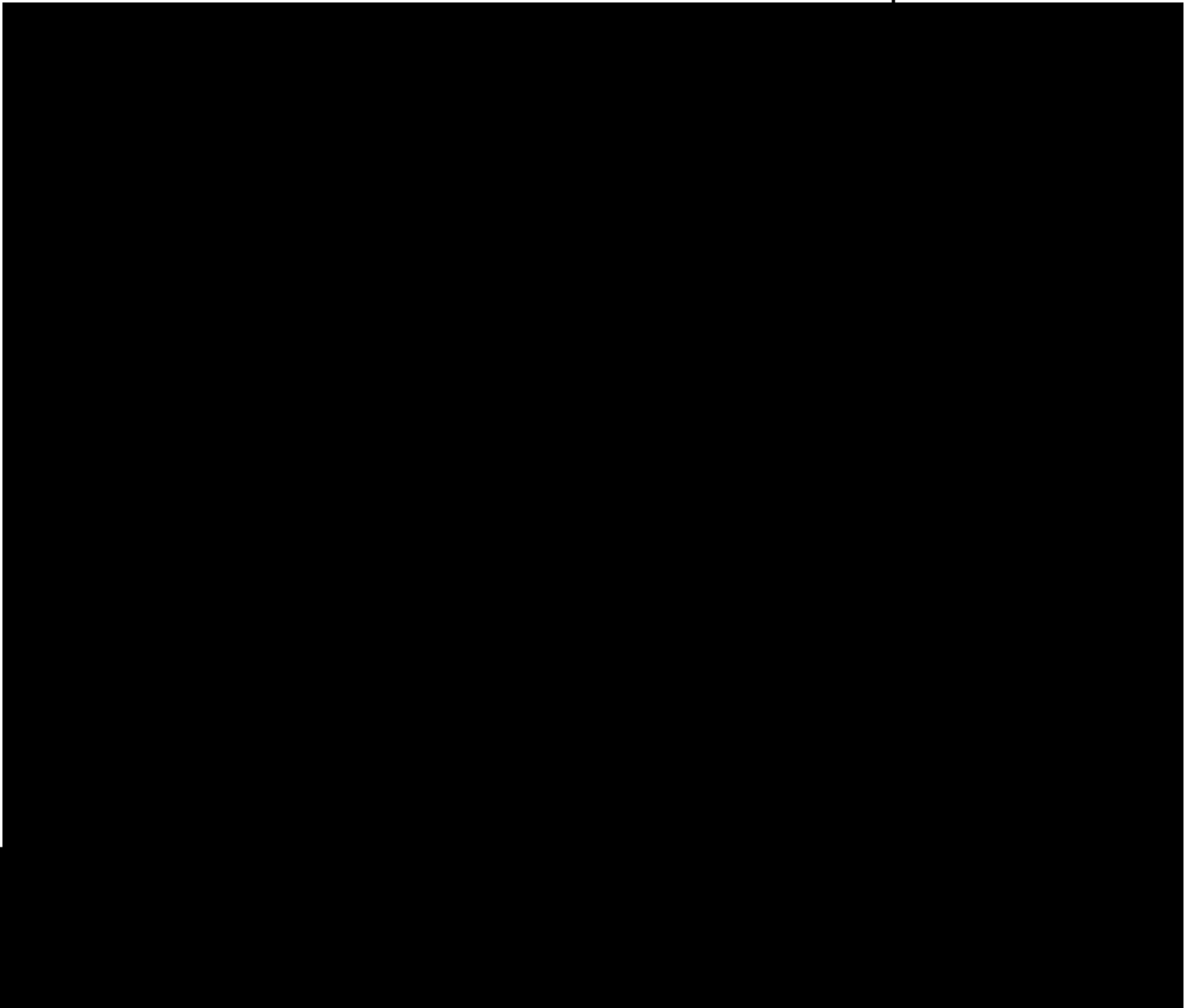
**HOGUE, FENTON  
JONES & APPEL, INC.**

Attorneys at Law | San Jose | Pleasanton | East Palo Alto | Hollister

60 South Market Street, Suite 1400  
San Jose, CA 95113-2396

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





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Buyer (and Co-Buyer) Name and Address (including County and Zip Code)	Creditor - Seller (Name and Address)
[REDACTED]	TIFFANY MOTOR COMPANY 300 GATEWAY DR. HOLLISTER, CA 95033

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2005	FORD TRUCK 6-DTY F-250	22	1FT5X21595E [REDACTED]	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
N/A %	\$ N/A (e)	\$ 25500.00	\$ 25500.00	\$ 6938.17 (e)
(e) means an estimate				

**YOUR PAYMENT SCHEDULE WILL BE:**

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of		
One Payment of	N/A	
Payments	N/A	Monthly, Beginning
N/A Payments	25500.00	Monthly, Beginning 09/02/05
One Final Payment	25500.00	DUE ON: 09/02/05

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

**ITEMIZATION OF THE AMOUNT FINANCED**

- Total Cash Price
  - Cash Price of Motor Vehicle and Accessories \$ 29766.09(A)
    - Cash Price Vehicle \$ 29766.09
    - Cash Price Accessories \$ N/A
    - Other (Nonizable)
 

Describe	\$	N/A
Describe	\$	N/A
  - Document Preparation Fee (not a governmental fee) \$ 45.00(B)
  - Smog Fee Paid to Seller \$ N/A(C)
  - Sales Tax (on taxable items in A+B+C) \$ 2161.39(D)
  - Optional DMV Electronic Filing Fee\* \$ N/A(E)
  - (Optional) Service Contract\* \$ N/A(F)
  - (Optional) Service Contract\* \$ N/A(G)
  - Prior Credit or Lease Balance paid by Seller to
 

	\$	N/A(H)
--	----	--------

 (see downpayment and trade-in calculation)
  - (Optional) Gap Contract (to whom paid)\* N/A \$ N/A(I)
  - Other (to whom paid)\* \$ N/A(J)

Total Cash Price (A through J) \$ 31972.39(I)

- Amounts Paid to Public Officials
  - License Fees ESTIMATED \$ 457.00(A)
  - Registration/Transfer/Titling Fees \$ TITL (B)
  - California Tire Fees\* \$ 8.75(C)
  - Other N/A \$ N/A(D)

**STATEMENT OF INSURANCE**

**NOTICE:** No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

**Vehicle Insurance**

	Term	Premium
\$ N/A/Red Corp. Fire & Theft	N/A	N/A
\$ N/A/Red Collision	N/A	N/A
Body Injury \$ N/A/limits	N/A	N/A
Property Damage \$ N/A/limits	N/A	N/A
Medical N/A	N/A	N/A
N/A	N/A	N/A
Total Vehicle Insurance Premiums		\$ N/A

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

You may wish to check the actual amount for each of the products mentioned above.  
 [REDACTED]

named insurance companies will describe the terms and conditions.

**Application for Optional Credit Insurance**

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

	Term	Exp.	Premium
Credit Life	N/A	N/A	N/A
Credit Disability	N/A	N/A	N/A
Total Credit Insurance Premiums			\$ N/A(B)

Insurance Company Name \_\_\_\_\_  
 Home Office Address \_\_\_\_\_  
 N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all your debt on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for the...

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Total Official Fees (A through E) \$ \_\_\_\_\_

3. Amount Paid to Insurance Companies \$ 455.25 (R)  
(Total premiums from Statement of Insurance column a + b)\*

4. Smog Certification or Exemption Fee Paid to State \$ N/A (F)

5. Subtotal (1 through 4) \$ N/A (G)

6. Total Downpayment \$ 32478.14 (H)

A. Agreed Trade-In Value Yr. 1998 Make CHEVROLET STRUICK38.14(A)  
Model C/K1500 Odor. 169296  
VIN 1GCEK14M1L1

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

C. Net Trade-In (A less B) (Indicate if a negative number) \$ 4438.14 (C)

D. Deleted Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ 2500.00 (E)

F. Other N/A \$ \_\_\_\_\_

G. Cash \$ N/A (G)

Total Downpayment (C through G) \$ 6938.14 (I)  
(Negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)

7. Amount Financed (I less 6) \$ 25500.00 (J)  
\*Seller may keep part of these amounts.

Date: (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" section of this contract.)

You \_\_\_\_\_  
Age \_\_\_\_\_  
Date \_\_\_\_\_  
Co-Buyer Signature \_\_\_\_\_  
Age \_\_\_\_\_

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 14. See your GAP contract for details on the protection it provides. It is a part of this contract.

Term N/A Mos. N/A  
You want \_\_\_\_\_ Contract

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in Item 14, F and/or 13, above.

1.F Company N/A  
Term N/A Mos. or N/A Yrs  
1.G Company N/A  
Term N/A Mos. or N/A Yrs

TERMS CAN BE CHANGED. This contract supersedes the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral

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

Proceeds of Loan From: \_\_\_\_\_  
Amount \$ N/A Finance Charge \$ N/A  
Total \$ N/A Payable in N/A installments of \$ N/A from this loan is shown in Item 6C.

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

NOTICE OF RESCISSION RIGHTS  
If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

\_\_\_\_\_ Co-Buyer X \_\_\_\_\_  
\_\_\_\_\_ Year N/A SELLER'S INITIALS N/A

YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.  
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.  
THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.  
I KNOWLEDGE THAT I HEREBY UNDERSTAND THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. If you have a true payoff amount on the vehicle traded in, if the payoff amount is more than the amount shown above in Item 7, you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in Item 7, Seller will refund the difference to you.

\_\_\_\_\_ Co-Buyer X \_\_\_\_\_

You read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled copy of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles. After the sale, you may change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change.

\_\_\_\_\_ Co-Buyer Signature X \_\_\_\_\_

The A \_\_\_\_\_ may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

YOU AGREE TO THE TERMS OF THIS CONTRACT YOU CONSENT THAT

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**THERE IS NO COOLING OFF PERIOD**

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, vehicle buyers should decide the only car they want to buy before they sign below, you may be liable for the vehicle if you are fraud.

BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X \_\_\_\_\_ Date 08/03/2005  
Co-buyers \_\_\_\_\_  
does not have to pay the entire debt. An other owner is a person whose name is on the title to the vehicle but whose name is not on the contract.

Other Owner Signature X \_\_\_\_\_ Address \_\_\_\_\_

**GUARANTY**

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept loss from the Buyer then the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X \_\_\_\_\_ Date 08/03/2005 Guarantor X \_\_\_\_\_ Date 08/03/2005

Address \_\_\_\_\_ Address \_\_\_\_\_

Seller Signature \_\_\_\_\_ Date 08/03/2005 TIFFANY MOTOR COMPANY Title HGR

**LAW** FORM NO. 525-CA-ARB (REV. 1/01) U.S. PROPERTY RIGHTS  
THIS FORM IS A PUBLIC DOCUMENT. TO ORDER: www.courts.ca.gov/525-CA-ARB-002  
THE PROMISOR MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR  
FITNESS FOR PURPOSE OF THIS FORM. CONTACT YOUR CIVIL LEGAL COUNSEL.

ORIGINAL LIENHOLDER





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**HOG FENTON  
JONES & APPEL INC.**

Attorneys at Law | San Jose | Pleasanton | East Palo Alto | Hollister

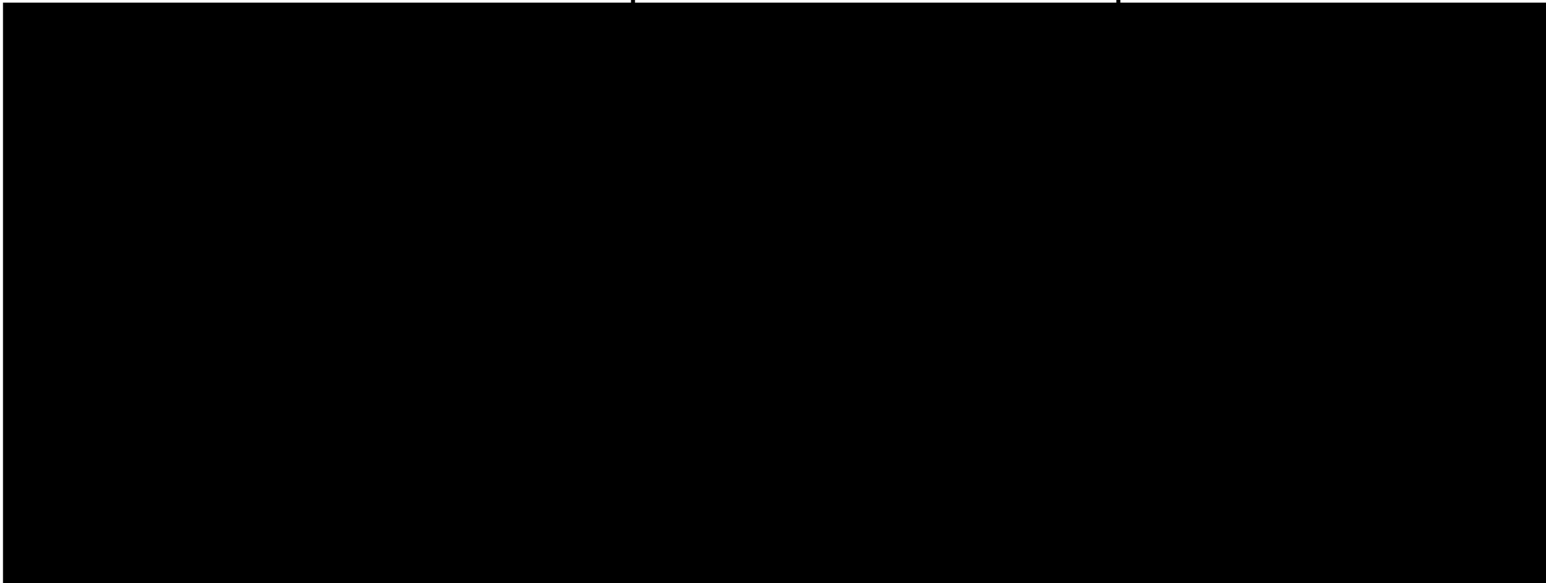
**San Jose Office**  
60 South Market Street  
Suite 1400, San Jose, CA 95113  
Ph: 408.287.9501 Fax: 408.287.2583

**Pleasanton Office**  
6155 Stoneridge Drive  
Pleasanton, CA 94588  
Ph: 925.224.7780 Fax: 925.224.7782

## FAX COVER SHEET

**TO:** Tanya Roquemore, Consumer Affairs  
**FAX NO:** (866) 629-3804  
**COMPANY:** FORD MOTOR COMPANY  
**PHONE NO:** (313) 845-5530  
**FROM:** Paul W. Breen 408.947.2442  
**MATTER DESC:** [REDACTED] y. Ford Motor Company  
**DATE:** April 24, 2007  
**NO. PAGES:** 6  
**MESSAGE:**

See attached correspondence.



Mark/SM

Server Name : AWS Production- Claims loaded through 09-MAY-2007

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 11-MAY-2007

Note: All Costs are in US Dollars Server Name: AWS Production- Claims loaded through 09-MAY-2007

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	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTSX21595E	7	T/F7	F	T/BD	T/BD	T/E	A1	T/TQ	T/WX	02-02-05	03-08-05	172470	USA	1	7G88 *	NPF *		S08	S08	V79	C01	42	
AWS Claim Key:		1633826	Doc #:	06669601	Trx Code:	1	Labor Hrs:	.5	Labor Cost:	44.08	Material Cost:	0	Total Cost:	44.08									
Dir Cd-Sub Cd:		07784-*	Name:	TIFFANY MOTOR COMPANY	Ph:	831-6374461	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	04-AUG-2005	DIST(Mile):		35						
Cust Comments:		CUSTOMER REPORTS..AIR CONDITIONING NOT BLOWING COLD. PREFORM AIR CONDITIONING OPERATIONAL PREFORMANCE INSPECTION SERVICE																					
Tech Comments:		NPF CHECKED AC SYSTEM PRESSURES, NORMAL, ROAD TEST AND MONITOR TEMPERATURES 45 DEGREES NORMAL, CALL OASIS, NO SSM OR TSB FOR THIS CONCERN, ALL OPERATIONS NORMAL AT THIS TIME, NPF. OASIS414 235 963																					

1FTSX21595E	7	T/F7	F	T/BD	T/BD	T/E	A1	T/TQ	T/WX	02-02-05	03-08-05	172470	USA	6	5K01 *	1007 *		S13	S10	V89	N25	07
AWS Claim Key:		3776116	Doc #:	06960802	Trx Code:	E84	Labor Hrs:	.7	Labor Cost:	61.71	Material Cost:	0	Total Cost:	61.71								
Dir Cd-Sub Cd:		07784-*	Name:	TIFFANY MOTOR COMPANY	Ph:	831-6374461	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	03-JAN-2006	DIST(Mile):		12127					
Cust Comments:		CUSTOMER STATES AT FREEWAY SPEEDS AFTER HITTING BUMPS IN ROAD STEERING WHEEL SHAKES BADLY CHECK & ADVISE																				
Tech Comments:		IMPROPERLY ADJUSTED VERIFIED CONCERN, CHECK AND ADJUST ALL LOW TIRE PRESSURES TO PROPER SPECS PER POSTED DOOR LABEL. ROAD TEST, VERIFY REPAIR AND OPERATION.																				

1FTSX21595E	7	T/F7	F	T/BD	T/BD	T/E	A1	T/TQ	T/WX	02-02-05	03-08-05	172470	USA	13	5N01 5C32 3E651	CA	S13	S10	V89	C50	42	
AWS Claim Key:		5611448	Doc #:	07376601	Trx Code:	E84	Labor Hrs:	.2	Labor Cost:	18.32	Material Cost:	23.76	Total Cost:	42.08								
Dir Cd-Sub Cd:		07784-*	Name:	TIFFANY MOTOR COMPANY	Ph:	831-6374461	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	16-AUG-2006	DIST(Mile):		24016					
Cust Comments:		CUSTOMER STATES THERE IS A WHEEL VIBRATION AT FREEWAY SPEEDS (MAY BE INTERMITTENT)																				
Tech Comments:		ROADTEST AND CONFIRMED,INSPECTED AND FOUND WORN STEERING STABILIZER. REPLACED STEER. STAB. AND ROADTESTED,FOUND OK.																				

1FTSX21595E	7	T/F7	F	T/BD	T/BD	T/E	A1	T/TQ	T/WX	02-02-05	03-08-05	172470	USA	16	7D07 6E5Z 13466	AB	S07	S07	V77	L26	46	
AWS Claim Key:		6261754	Doc #:	07517801	Trx Code:	E83	Labor Hrs:	.3	Labor Cost:	27.48	Material Cost:	2.06	Total Cost:	29.54								
Dir Cd-Sub Cd:		07784-*	Name:	TIFFANY MOTOR COMPANY	Ph:	831-6374461	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	02-NOV-2006	DIST(Mile):		29175					
Cust Comments:		CUSTOMER STATES RIGHT TAIL LIGHT OUT, REPLACE BULB AS NEEDED.																				
Tech Comments:		INSPECTED AND VERIFIED RIGHT BRAKE LAMP BULB FAULTY REPLACED BULB, RECHECKED OK.																				

Tires

Steering

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Any comments? You can contact



[webmaster](#)

04/06/2007  
09:37:34

SUMMARY HISTORY DISPLAY

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PAGE 1

CUSTOMER NAME [REDACTED]

SERIAL NO. 1F7SX21595EM [REDACTED]

TOTAL R/O'S 8

TOTAL SERV. DAYS 36

MAKE PT FORD TRUCK

LN#	RO.NO.	EQ. DATE..	MILES.	ADU/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	[REDACTED]	11/02/2006	29175	A	21995			
				T	440	1	W 30FOZ	TAIL, BRAKE LAMP
2	[REDACTED]	08/16/2006	24016	A	21903			
				T	21120	1	W 62FOZ	WHEELS
3	[REDACTED]	01/03/2006	12127	A	20957			
				T	13317	1	C 00FOZDLOF	DIESEL- LOF
				T	13317	2	W 11FOZ	STEER GEAR/PUMP/
				T	784			
4	[REDACTED]	11/30/2005	10641	A	341			
				T	912	1	I 09FOZ	F/R SUSPENSION/S
				T	912	2	C 47FOZ	MIRRORS / GLASS
5	[REDACTED]	10/06/2005	5144	A	18143			
				T	11524	1	C 80FOZLOF	LUBE, OIL & FILT
				T	11524	2	C 89FOZ99F	MAINTENANCE
				T	11524	3	C 89FOZGBATT	GREEN BATT INSPE
				T	11524	4	C 89FOZGTIRE	Tire check Green
6	[REDACTED]	08/09/2005	430	A	18143			
				T	11524	1	I 61FOZFR	FLAT REPAIR
				T	18143	2	C 90FOZH	HITCH
7	[REDACTED]	08/04/2005	35	A	1830			
				T	784	1	W 28FOZNBC	AIR NOT BLOWING
8	[REDACTED]	02/22/2005	3	A	1830			
				T	13317	1	I 86FOZLS	FDI 1.5



Mercury



TIFFANY SALES & SERVICE SINCE 1910



300 Gateway Drive • Hollister, CA 95023 • (831) 637-4461

CUSTOMER NO. [REDACTED]	ADVISOR GENERAL ADVISOR	TAD NO. 341	INVOICE DATE 11/30/05
[REDACTED]	LICENSE NO.	RELEASE 10,641	COLOR OXFORD WHITE
HOLLISTER, CA	YEAR/PMAKE/MODEL 05/FORD TRUCK/S-DTY F-250/PK . SUPRC		DELIVERY DATE 08/03/05
[REDACTED]	VEHICLE ID. NO. 1FTSX21595E		DELIVERY MILES 22
[REDACTED]	RTE. NO.	RQ. NO.	PRODUCTION DATE
[REDACTED]	COMMENTS		INVOICE DATE 11/30/05

MO: 16642

JOB# 1 CHARGES-----

LABOR-----

~~JOB# 1209E0Z~~ ~~W/FR SUSPENSION/SHOCK~~ ~~TECH(S) 912~~ ~~INTERNAL~~

CUSTOMER STATES THAT WHEN HITTING A ROUGH SPOT ON THE ROAD THE TRUCK HAS A VIBRATION, AND LOUD CLUNKING SOUND.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

~~JOB# 2247E0Z~~ ~~DRIVERS SIDE MIRROR/TECH(S) 912~~ ~~0:00~~

CUSTOMER REQUESTS REPLACE DRIVERS SIDE MIRROR

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX FTCS JOB# 2 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$200.00 (+TAX)

TECHNICIAN CERTIFICATION-----

912 ALBERT LOPEZ 9127

TOTALS-----

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL TAX.....	0.00
*		
*****	TOTAL INVOICE \$	0.00

NOTICE TO CONSUMER:  
PLEASE READ IMPORTANT  
WARRANTY INFORMATION ON  
BACK

There will be a charge for  
Hazardous Waste if applicable.

THANK YOU FOR CHOOSING TIFFANY FORD FOR YOUR SERVICE NEEDS!  
IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE  
CONTACT THE SERVICE MANAGER IMMEDIATELY!

CUSTOMER SIGNATURE \_\_\_\_\_

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

BAR# AB008480  
EPA# CAD951653371

PAYMENT TYPE  
CASH CREDIT



**TIFFANY MOTOR CO.**  
300 Gateway Drive Phone (831) 637-4461  
HOLLISTER, CALIF 95023



BAR # AB008490

EPA # CAD951653371

CUSTOMER NO.	ADVISOR RICHARD	TAG NO. 20957	INVOICE DATE 01/05/06
	LICENSE NO.	RELEASE 12,127	BOOK#
HOLLISTER, CA	YEAR/MAKE/MODEL 05/FORD TRUCK/S-DTY F-250/PK . SUPRC	DELIVERY DATE 08/03/05	DELIVERY MILES 22
	VEHICLE ID. NO. 1 F T S X 2 1 5 9 5 E	LONG DEALER NO.	PRODUCTION DATE
	REC. NO.	REC. NO.	R.O. DATE 01/03/06
	COMMENTS		

MO: 12129

JOB# 1 CHARGES

LABOR-----  
J# 1 00FOZD0F DIESEL- 10F TECH(S):13317 7.00  
PERFORM LUBE OIL & FILTER CHANGE LUBE CHASSIS AS REQUIRED  
VEHICLE MAINTENANCE  
COMPLETED LUBE OIL & FILTER SERVICE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 KREX ENG. LUB 6.75 6.75  
1 FL-820-S FILTER 966738 6.75 6.75  
TOTAL - PARTS 13.50

G.O.G. & SUPPLIES-----  
7.0 GAS OIL & GREASE @ 1.600 /UNIT TOTAL - GOG 11.20

HISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
HAZO HAZARDOUS WASTE OIL TOTAL - HISC 2.70

JOB# 1 TOTALS-----  
LABOR 7.00  
PARTS 13.50  
G.O.G. 11.20  
HISC 2.70

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX FTCS JOB# 1 TOTAL 34.40

LABOR-----  
J# 2:50FOZ00A PERFORM RECALL TECH(S):13317 WARRANTY  
PERFORM RECALL PER FORD INSTRUCTION  
05533 FUEL LINE RETAINER CLIP INSTALLATION  
NO PARTS IN STOCK  
SPECIAL ORDERED PARTS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 5C3Z-9J278-A RETAINR 197481 WARRANTY 0.00  
TOTAL - PARTS WARRANTY 0.00

JOB# 2 TOTALS-----

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX FTCS JOB# 2 TOTAL 0.00

LABOR-----  
J# 3 11F0Z STEER GEAR/PUMP/HOSE TECH(S):784 WARRANTY  
CUSTOMER STATES AT FREEWAY SPEEDS AFTER HITTING BUMPS IN ROAD STEERING WHEEL SHAKES BADLY CHECK & ADVISE INSPECTED AND CALLED OASIS FOUND TSB 05-22-1 CHECKED TIRE PRESSURES PER TSB TIRES AT 40PSI SET TO 75 ROADTESTED GRAY AT THIS TIME

NOTICE TO CONSUMER:  
PLEASE READ IMPORTANT  
WARRANTY INFORMATION ON  
BACK

There will be a charge for  
Hazardous Waste if applicable.

BAR# AB008490  
EPA# CAD951653371

PAYMENT TYPE  
CASH CREDIT



**TIFFANY MOTOR CO.**  
 300 Gateway Drive Phone (831) 637-4461  
 HOLLISTER, CALIF. 95023



BAR # AB008490

EPA # CAD951653371

CUSTOMER NO.	ADVISOR RICHARD	TAX NO.	INVOICE DATE 01/05/06	INVOICE NO.
		20957		
	LICENSE NO.	MILEAGE 12,127	COLOR OXFORD WHIT	
HOLLISTER, CA	YEAR/MAKE/MODEL 05/FORD TRUCK/S-DTY F-250/PK . SUPRC		DELIVERY DATE 08/03/05	22
	VEHICLE ID. NO. 1 F T S X 2 1 5 9 5		DEALER NO.	PRODUCTION DATE
	R.T. NO.	P.O. NO.	R.O. DATE 01/03/06	
	COUNTY			

MO: 12129

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX FTCS JOB# 3 TOTAL 0.00  
 ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$75.00 (+TAX)  
 TECHNICIAN CERTIFICATION-----  
 784 ERNIE ARVIZU EB038821  
 TOTALS-----  
 \*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \*  AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \* \*\*\*\*\*  
 TOTAL LABOR.... 7.00  
 TOTAL PARTS.... 13.50  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 11.20  
 TOTAL HISC CHG. 2.70  
 TOTAL HISC DISC 0.00  
 TOTAL TAX..... 1.79  
 TOTAL INVOICE \$ 36.19

*98*  
*1-5-06*

THANK YOU FOR CHOOSING TIFFANY FORD FOR YOUR SERVICE NEEDS!  
 IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE  
 CONTACT THE SERVICE MANAGER IMMEDIATELY!

CUSTOMER SIGNATURE \_\_\_\_\_

NOTICE TO CONSUMER:  
 PLEASE READ IMPORTANT  
 WARRANTY INFORMATION ON  
 BACK

There will be a charge for  
 Hazardous Waste if applicable.

BAR# AB008490  
 EPA# CAD951653371

PAYMENT TYPE  
 CASH CREDIT



**TIFFANY MOTOR CO.**  
 300 Gateway Drive Phone (831) 637-4461  
 HOLLISTER, CALIF. 95023



BAR # AB008490

EPA # CAD951653371

CUSTOMER NO.	ADVISOR MIKE	TAG NO. 21903	INVOICE DATE 08/17/06
HOLLISTER, CA	LICENSE NO.	RELEASE 24,016	COLOR OXFORD WHIT
	YEAR / MAKE / MODEL 05/FORD TRUCK/S-DTY F-250/PK . SUPRC	DELIVERY DATE 08/03/05	PRODUCTION DATE
	VEHICLE ID. NO. 1 F T S X 2 1 5 9 5 E	DEALER NO.	
	R.F.E. NO.	R.C. NO.	R.C. DATE 08/16/06
COMMENTS			

MO: 24017

JOB# 1 CHARGES-----  
 LABOR-----  
 #21903 FORD TRUCK/S-DTY F-250/PK . SUPRC WHEELS AND STEERING TECH(S) 21120655 WARRNTY  
 CUSTOMER STATES THERE IS A WHEEL VIBRATION AT FREEWAY SPEEDS  
 (MAY BE INTERMITTENT)  
 ROADTEST AND CONFIRMED, INSPECTED AND FOUND WORN STEERING  
 STABILIZER.  
 REPLACED STEER. STAB. AND ROADTESTED, FOUND OK.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	5C3Z-3E651-CA	DAMPER 020124		0.00
TOTAL - PARTS					0.00

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

*****		TOTAL LABOR....	0.00
* [ ] CASH [ ] CHECK CK NO. [ ]		TOTAL PARTS....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER		TOTAL SUBLET....	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE		TOTAL G.O.G....	0.00
*****		TOTAL HISC CHG.	0.00
		TOTAL HISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

*8-17-06*  
*GR*

THANK YOU FOR CHOOSING TIFFANY FORD FOR YOUR SERVICE NEEDS!  
 IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE  
 CONTACT THE SERVICE MANAGER IMMEDIATELY!

CUSTOMER SIGNATURE

NOTICE TO CONSUMER:  
 PLEASE READ IMPORTANT  
 WARRANTY INFORMATION ON  
 BACK

There will be a charge for  
 Hazardous Waste if applicable.

BAR# AB008490  
 EPA# CAD951653371

PAYMENT TYPE  
 CASH CREDIT

FedEx  
GMP# 641714 10APR07

PRIORITY OVERNIGHT

WED

Deliver By:  
11APR07  
A1

TRK#

FORM  
0215

48121

-MI-US

DTW  
NS DTWA



2N361

200

FedEx US Airbill  
Express

FedEx Tracking Number

RECIPIENT: PEEL HERE

1 From This portion can be removed for Recipient's records

Date 7-10-07 FedEx Tracking Number [Redacted]

Sender's Name PWSF Phone [Redacted]

Company [Redacted]

Address [Redacted]

City [Redacted] State [Redacted] ZIP [Redacted]

2 Your Internal Billing Reference

3 To Recipient's Name [Redacted] Phone [Redacted]

Company [Redacted]

Recipient's Address [Redacted]

Address [Redacted]

City [Redacted] State [Redacted] ZIP 48121



0544 9081 4770

0215 Recipient's Copy

4a Express Package Service

- FedEx Priority Overnight (Next business morning\*) (FedEx Standard Overnight delivery is selected)
- FedEx Standard Overnight (Next business morning\*) (FedEx Standard Overnight delivery is selected)
- FedEx First Overnight (Next business morning\*) (FedEx Standard Overnight delivery is selected)
- FedEx 2Day (Second business day\*) (Thursday shipments will be made on the next business day unless SATURDAY Delivery is selected)
- FedEx Express Saver (Third business day\*) (Saturday Delivery NOT available)

4b Express Freight Service

- FedEx 1Day Freight (Next business day\*) (FedEx Standard Overnight delivery is selected)
- FedEx 2Day Freight (Second business day\*) (Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected)

5 Packaging

- FedEx Envelope\*
- FedEx Pak (includes FedEx Small Pak, FedEx Large Pak, and FedEx Study Pak)
- FedEx Box
- FedEx Tube
- Other

6 Special Handling

- SATURDAY Delivery (Available for FedEx Standard Overnight, FedEx Express Saver, and FedEx 2Day Freight)
- HOLD Weekday at FedEx location (Not available for FedEx First Overnight)
- HOLD Saturday at FedEx location (Available for FedEx Priority Overnight and FedEx 2Day to select locations)

7 Payment Method

- Sender (FedEx bill to account)
- Recipient
- Third Party
- Credit Card
- Cash/Check



Total Packages Total Weight Total Charges

\*Our liability is limited to \$100 unless you declare a higher value. See the current FedEx Service Guide for details.

8 NEW Residential Delivery Signature Options (If you require a signature select a service below)

- No Signature Required (FedEx may leave packages and attaching a Signature Confirmation label)
- Direct Signature (Anyone at recipient's address may accept delivery free of charge)
- Indirect Signature (The package must be received by someone at the recipient's address who is not the recipient. A signature is required for delivery free of charge)

519

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SENT VIA FAX

May 11, 2007

Hoge, Fenton Jones & Appel, Inc  
Attn: Paul Breen  
60 South Market Street, Suite 1400  
San Jose, CA 95113

RE: [REDACTED]  
VIN: 1FTSX2159E [REDACTED]

Dear Mr. Breen:

We are in receipt of your correspondence regarding concerns pertaining to the above-mentioned vehicle. We have thoroughly reviewed the claim and after conducting an investigation have concluded that we are unable to offer assistance at this time. In Ford's good faith judgment, the subject vehicle does not qualify for a repurchase nor any other form of monetary compensation.

Thank you for the opportunity to review this concern. If you have questions regarding this issue, please contact me at (313) 845-5539.

Respectfully yours,

Tanya Roquemore  
Consumer Affairs

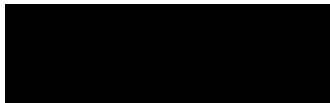
PE07-057

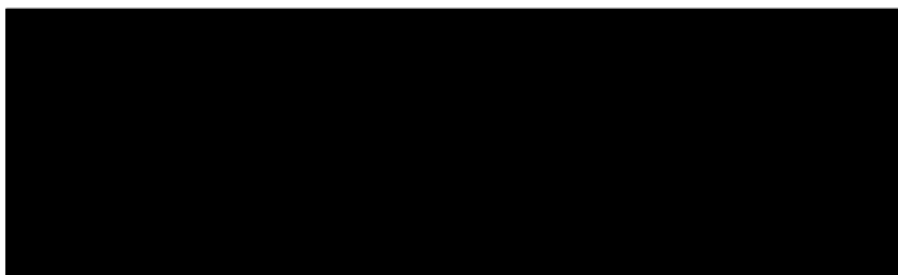
FORD

2-4-2008

APPENDIX D

REDACT W





# HP LaserJet 4100 MFP



Ford  
3138455555  
07/19/2006 12:06 PM

## Fax Call Report

Job	Date/Time	Type	Identification	Duration	Pages	Result
12624	07/19 12:05 PM	Send	[REDACTED]	00' 32	2	OK



### Fax Cover Sheet

**To:** Shalev Amar  
**Company:** Pryor & Amar  
**Phone:**  
**Fax:** (866) 663-3497

**From:** Maureen Pawelek-Murray  
**Company:** Ford Motor Company, Consumer Affairs  
**Phone:** (313) 845-4583  
**Fax:** (313) 845-5555

**Address:** Ford Consumer Affairs  
P.O. Box 6248  
MD 3NE-B  
Dearborn, MI 48126

**Date:** 7/19/06

**Number of Pages:** 2  
**(including cover)**

**Re:** [REDACTED]

**Comments:** Fax only.



## **Fax Cover Sheet**

**To:** Shalev Amar  
**Company:** Pryor & Amar  
**Phone:**  
**Fax:** (866) 663-3497

**From:** Maureen Pawelek-Murray  
**Company:** Ford Motor Company, Consumer Affairs  
**Phone:** (313) 845-4583  
**Fax:** (313) 845-5555

**Address:** Ford Consumer Affairs  
P.O. Box 6248  
MD 3NE-B  
Dearborn, MI 48126

**Date:** 7/19/06

**Number of Pages:** 2  
**(including cover)**

**Re:**



**Comments:** Fax only.



Consumer Affairs

**Regent Court Building**  
PO Box 6248, MD 3NE-B  
Dearborn, MI 48126 USA

SENT VIA Fax

July 19, 2006

Shalev Amar  
Pryor & Amar L.L.C.  
7411 E. 6<sup>th</sup> Ave., Suite 206  
Scottsdale, AZ 85251

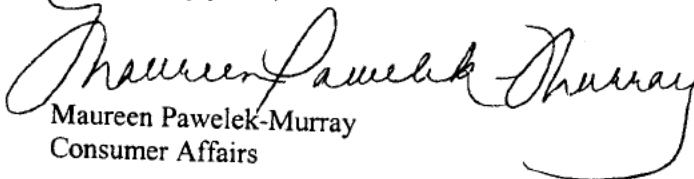
**RE:** [REDACTED]  
**2006 F-250**  
**VIN: 1FTSW21P86E** [REDACTED]

Dear Mr. Amar:

We are in receipt of your June 15 correspondence regarding concerns pertaining to the above-mentioned vehicle. We have thoroughly reviewed the claim and after conducting an investigation have concluded in good faith that we are unable to offer assistance at this time. From our investigation it appears that [REDACTED] vehicle concerns do not substantially impair the use, value or safety of the vehicle.

Thank you for the opportunity to review your client's claim. If the vehicle has any future warranty issues, authorized dealers are available to service the vehicle. If you have questions regarding this issue, please contact me at (313) 845-4583.

Respectfully yours,

  
Maureen Pawelek-Murray  
Consumer Affairs





REG: 71

Maureen

Shalev Amar, Esq.  
[samar@pryorandamar.com](mailto:samar@pryorandamar.com)  
(480) 947-7755  
(866) 663-3497 fax



7411 E. 6<sup>th</sup> Ave., Suite 206  
Scottsdale, AZ 85251

ATTORNEYS AT LAW

June 15, 2006

**Sent Via US Mail to:**

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

**RE:** [REDACTED] v. Ford Motor Company

**Vehicle:** 2006 F-250 Pickup VIN # 1FTSW21P86E [REDACTED]

**Our File Number:** [REDACTED]

Dear Sir/Madam:

Please be advised that Pryor & Amar, LLC has been hired to represent [REDACTED] for claims he has against Ford Motor Company pursuant to the Arizona Lemon Law. [REDACTED] Lemon Law claims pertain to his 2006 F250 Pickup VIN # 1FTSW21P86E [REDACTED] ("F-250"). Please direct all future contacts and correspondence to Pryor & Amar, LLC as listed above.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO PRYOR & AMAR, LLC. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF AND ANY OTHER ACTION ALLOWED UNDER THE LAW WILL BE SOUGHT AGAINST YOU.

There were numerous non-conformities with our client's vehicle for which relief is sought, and attempts to repair the vehicle have been unsuccessful. A review of the repair records (records that Ford Motor Company has at its disposal via its authorized repair agents) indicates that the vehicle has had multiple issues that manifested from the date of acquisition. The F-250 has been to Bradley Ford Lincoln Mercury ("Bradley") for repeated unsuccessful repairs for *inter alia* a dangerous steering wheel shimmying/shifting condition (the steering wheel shimmies and shifts when the truck drives over even small bumps) and a vibration issue. The repair records indicate that the Truck was out of service at least fifty-five (55) days by reason of defect repair. The total number of days is nearly *double* what the Arizona Lemon Law states is a

reasonable opportunity (30 days) for Ford Motor Company to cure the F-250. Further, Bradley put over 4,160 miles on the F-250 while attempting repairs. These miles neither count towards the Lemon Law statute of limitations nor towards a usage fee offset.<sup>1</sup>

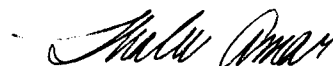
The steering wheel shimmy is apparently a manufacturing defect that is common among F-250's (as evidenced by a Technical Service Bulletin for the exact defect for the same make, model and year F-250). In fact, undersigned's law firm has other F-250 cases with precisely the same defect issue. Regardless, discovery will verify the accuracy of Plaintiff's claims.

The steering wheel shimmying/shifting defect clearly constitutes a substantial impairment in the use, value and safety of the subject vehicle. Further, the repeated untimely repairs are not consistent with the Ford name and expectation of quality. Accordingly, after giving your authorized dealerships more than a reasonable opportunity to resolve these issues our client has turned to Pryor & Amar, LLC for help. Because of the inordinate amount of unsuccessful repairs within the statutory warranty period, our client has lost confidence in the F-250 and would like Ford to refund his money or replace the vehicle pursuant to the Arizona Lemon Law with a usage fee not to exceed 10 cents a mile.

This letter constitutes a direct written notification of the defects within our client's vehicle and of our client's intent to pursue a claim pursuant to A.R.S. §44-1261 *et seq.* To avoid any litigation, our client requests a refund for the defective Truck, plus payment of his attorneys' fees pursuant to the fee-shifting provisions of the Arizona Lemon Law. These attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. Much time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably (and our client does wish to resolve it amicably), please feel free to contact our office within fourteen (14) days. If this matter has not been resolved within that time, we will be forced file a formal claim. It is our desire to work out these issues with Ford Motor Company without litigation and in a manner that is best for all parties involved. Thank you for your attention to this matter.

Sincerely,



Shalev Amar, Esq.

---

<sup>1</sup> Please respond in writing within the time prescribed herein if you disagree with any of the facts as stated.

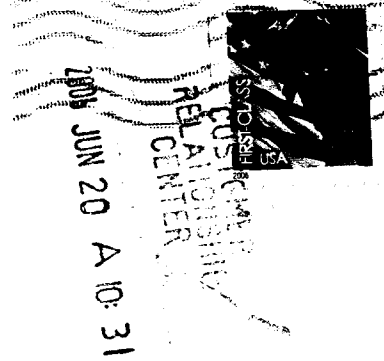
P.S. We are having our client sign below to confirm that he has read the foregoing letter and that to the best of his knowledge he affirms everything within this letter is accurate and true.



Cc: 

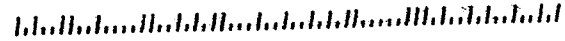
Pryor & Amar, LLC  
7411 E. 6th Ave, #206  
Scottsdale, AZ 85251

PHOENIX AZ 850  
16 JUN 06 PM 8 T



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

48126+4261



# HP LaserJet 4100 MFP



Ford  
3138455555  
06/21/2006 01:50 PM

## Fax Call Report

Job	Date/Time	Type	Identification	Duration	Pages	Result
11730	06/21 01:49 PM	Send	[REDACTED]	00'37	1	OK

.....

**Facsimile**  
**transmittal**

---

To: Shalev Amar/Pryor & Amar      Fax: (866) 663-3497

---

From: Maureen Pawelek      Date: 6/21/06

---

Phone: (313) 845-4583      Pages: 1

---

CC:

Note:

Following is listed a letter I recently received from your office. A review of your client's claim has been initiated and I will be in contact with you as soon as the case has been researched and reviewed:

- [REDACTED]

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.....

## Standard Claims List For Model Year 2006

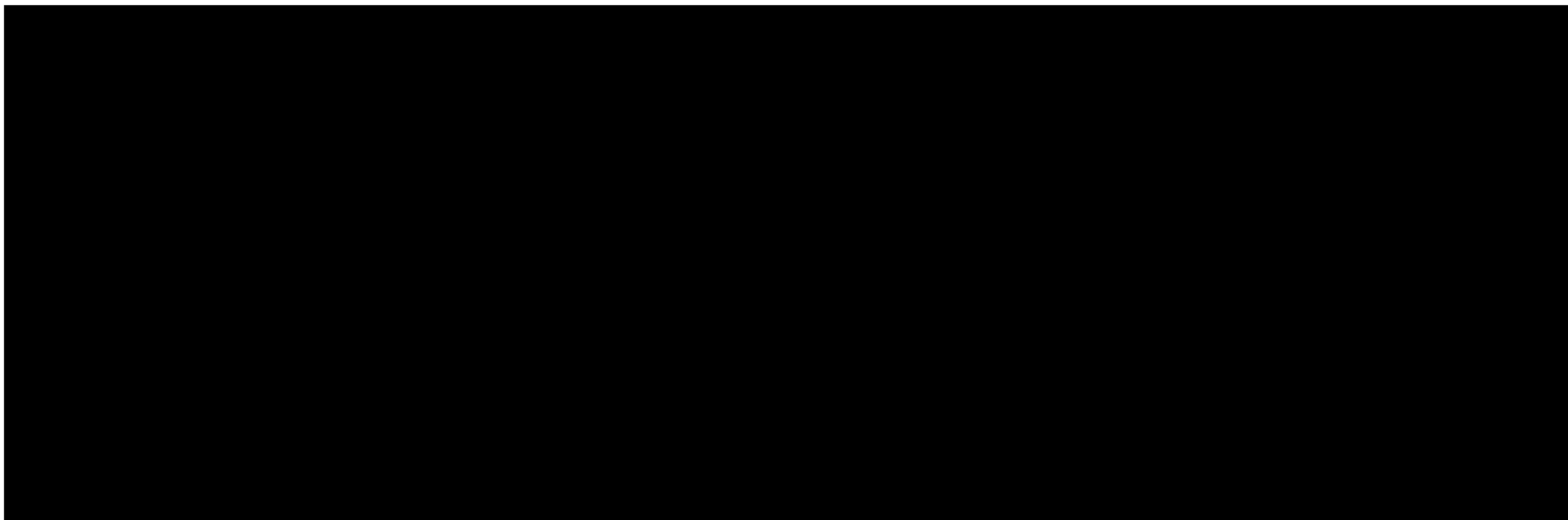
Detailed Vehicle Specification

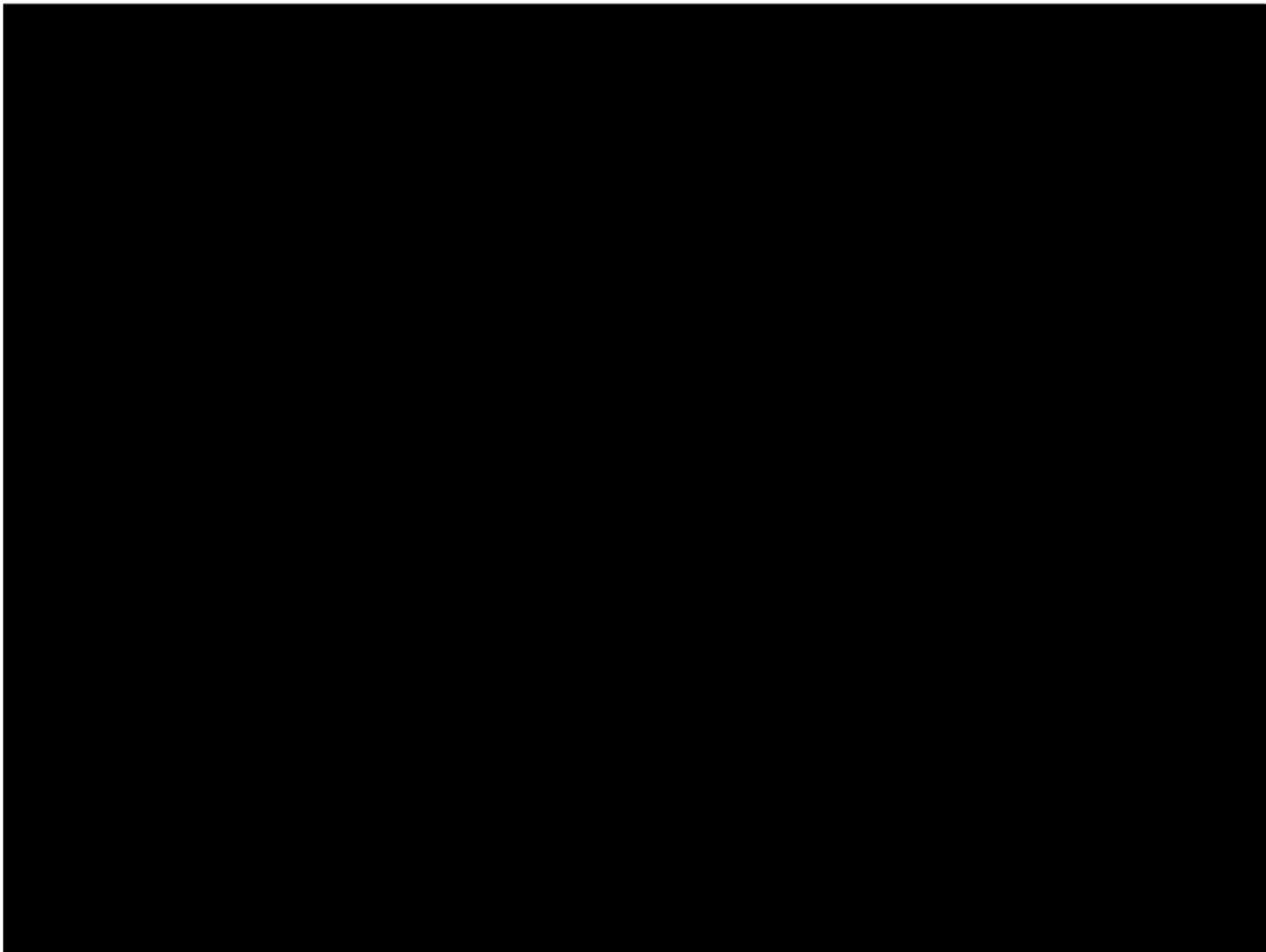
No CRIS

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)			
IFTSW21P86	██████	T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/YB	09-AUG-2005	26-AUG-2005	171465	USA	0	6X04	010902	5C3Z	17683	EAA	M05	42	7		
<b>AWS Claim Key:</b>		54986	<b>Trx Code:</b>		1	<b>Labor Hrs:</b>		0.5																
<b>Dir Cd-Sub Cd:</b>		20346 - *	<b>Name:</b>		BRADLEY FORD LINCOLN-MERCURY			<b>Ph:</b>	928-8551191		<b>St:</b>	AZ	<b>Ctry Cd:</b>	USA		<b>Reg Cd:</b>	NA		<b>Repr Date:</b>	25-AUG-2005		<b>Doc #:</b>	262123A	
<b>Cust Comments:</b>		DURING PDI NOTICED LEFT EXTERIOR POWER MIRROR INOP T90																						
<b>Tech Comments:</b>		FOUND LEFT MIRROR INOP DURING PDI. REPLACED LEF T MIRROR.																						
IFTSW21P86	██████	T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/YB	09-AUG-2005	26-AUG-2005	171465	USA	0	5001	110201	5C3Z	3504	AA	C50	33	7		
<b>AWS Claim Key:</b>		54987	<b>Trx Code:</b>		1	<b>Labor Hrs:</b>		1.5																
<b>Dir Cd-Sub Cd:</b>		20346 - *	<b>Name:</b>		BRADLEY FORD LINCOLN-MERCURY			<b>Ph:</b>	928-8551191		<b>St:</b>	AZ	<b>Ctry Cd:</b>	USA		<b>Reg Cd:</b>	NA		<b>Repr Date:</b>	25-AUG-2005		<b>Doc #:</b>	262123B	
<b>Cust Comments:</b>		CUST STATES BUMP IN STEERING VERY LOOSE																						
<b>Tech Comments:</b>		ROAD TESTED VERIFIED,STEERING HAS SHIFTED WHILE GOING OVER BUMPS. ATTEMPTED ADJUSTMENT,STILL G EAR HAS TOO MUCH PLAY. REPLACED P S GEAR. RETES DROVE ALL OK AT THIS TIME.																						
IFTSW21P86E	██████	T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/YB	09-AUG-2005	26-AUG-2005	171465	USA	4	5K06	040402	*	TWC01	*	TB3	13	9291		
<b>AWS Claim Key:</b>		286636	<b>Trx Code:</b>		1	<b>Labor Hrs:</b>		2.9																
<b>Dir Cd-Sub Cd:</b>		20346 - *	<b>Name:</b>		BRADLEY FORD LINCOLN-MERCURY			<b>Ph:</b>	928-8551191		<b>St:</b>	AZ	<b>Ctry Cd:</b>	USA		<b>Reg Cd:</b>	NA		<b>Repr Date:</b>	05-DEC-2005		<b>Doc #:</b>	267497A	
<b>Cust Comments:</b>		CHECK FOR VIBRATION AT 45 PLUS MPH. SEE ADVISOR 1ST																						
<b>Tech Comments:</b>		ROAD TESTED VEHICLE,VERIFIED VIBRATION AT 45 PL US MPH. CHECKED RIM RUNOUT ON ALL 4 TIRES. CHEC KED ROAD FORCE BALANCE ON ALL 4 TIRES. REINDEXE D LF,RF AND LR TIRE TO COME WITHIN LIMITS. FOUN D LF,RF AND LR TIRE OUT OF ROUND. NEED TO REPLA CE THEN RETEST DRIVE. REPLACED LR,LR AND RF TIR E DUE TO BEING OUT OF ROUND. REROAD TESTED.																						
IFTSW21P86E	██████	T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/YB	09-AUG-2005	26-AUG-2005	171465	USA	4	5001	110200	*	3504	*	C50	07	9291		
<b>AWS Claim Key:</b>		281947	<b>Trx Code:</b>		1	<b>Labor Hrs:</b>		1.4																
<b>Dir Cd-Sub Cd:</b>		20346 - *	<b>Name:</b>		BRADLEY FORD LINCOLN-MERCURY			<b>Ph:</b>	928-8551191		<b>St:</b>	AZ	<b>Ctry Cd:</b>	USA		<b>Reg Cd:</b>	NA		<b>Repr Date:</b>	05-DEC-2005		<b>Doc #:</b>	267497B	
<b>Cust Comments:</b>		CHECK FOR BAD BUMP STEER.																						
<b>Tech Comments:</b>		ADJUST STEERING GEAR IN CHASSIS AND TEST DRIVE NOTE NEEDED TO ADJUST ONE MORE TIME AND ROAD TE ST ALL OK AT THIS TIME.																						

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**ESP / Recall Information**

VIN: 1FTSW21P86E [REDACTED]

**No ESP Information for this VIN**

**No Recall Information for this VIN**

# Vehicle Information Report

## GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FTSW21P86E [REDACTED]	Veh Line:	T/F7 - F250HD/350/450/550 [99-07]	Eng Serial No:	308056610588
Model Year:	2006	Market Derived:	F - FORD	Body Shell:	*
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/YB - 6.0L 325H/550# OHV I
Inv. Dealer:	*	Body Cab Style:	T/BC - DOUBLE CAB (CREW CAB)	Transmission:	T/BE - 5 SPD AUTO 5R110W
		Version/Series:	T/BD - 250 SERIES		

Trace Eng Serial No:

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

EN200 0308056610588

Trace Trans Serial No:

A4522 050805A1Q60805956C3P-7000-KA

## BUILD INFORMATION:

Region: NA - ##### Plant: A1 - KENTUCKY TRUCK PLANT BUILD  
 Country: USA - ##### Prod Date: 09-AUG-2005

## SALE INFORMATION:

Region: NA - ##### Selling Dealer: 171465 -\*  
 Country: USA - ##### Selling Dlr St/Prov: AZ  
 Buyer St/Prov: \*  
 Arrival Date: 24-AUG-2005 Red Carpet Lease: \*  
 Sale Date: 26-AUG-2005 Fleet/Retail/Co. Lease: R  
 Warranty Start Date: 26-AUG-2005 Modified Vehicle: \*  
 Orig Warranty Date: 26-AUG-2005 Reacquired Vehicle: \* Vehicle Export Flag: N

## VOC/EOC:



## INSTALLED OPTION INFORMATION:

Air Conditioning:	T/C - ATC AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	52	GVW Class Code:	S
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	BK - DRV. SHORT ARM POWER MIRROR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Psng Side):	* - [N/A]
Battery Amp Rating:	5B	Paint:	PNYW5 - OXFORD WHITE WB C/C-W/B
Brake Code:	FBAAJ - POWR 4-WHEEL DISC HYDRO BOOST	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	MJ - AM/FM STRO/CD CHANGER/CLK
Calibration Code:	6F710D0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000NF - MEDIUM FLINT INTERIOR	Tire Brand:	AP - CONTINENTAL
Delivery Type:	0	Tire Size:	D3HBM - LT 275/70R18E A/T OWL
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/S - SEATS - INDIVIDUAL 40/20/40	Wheel Base:	
Fuel Type:	AJ - DIESEL FUEL CAPABILITY		

**TIRE DOT INFORMATION:**

**LF:** P5151V3W2805 **RF:** P5151V3W2605

**LR:** P5151V3W2805 **RR:** P5151V3W2805

**LI:** \* **RI:** \*

**SPARE:** P5151V3B2905

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**ESP INFORMATION: EMISSIONS INFORMATION:**

<b>ESP Code:</b>	* <b>Emission Code:</b>	DGAAE - DGAAE
<b>ESP Coverage(Miles):</b>	* <b>Emission Cert Type:</b>	5
<b>ESP Coverage(Time):</b>	* <b>Emission Decal Suffix:</b>	NJL
<b>ESP Plan Year:</b>	* <b>Engine Family:</b>	6FMXA060AED
<b>ESP Signature Date:</b>		

**BRADLEY FORD, LINC MERCURY  
928-855-1191**

**TO WHOM IT MAY CONCERN  
FROM TIM RICHEY SERVICE MANAGER**

**IN REGARDS:**



**VIN#1FTSW21P86E**



*10 pages*

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 www.bradleyford.com

SERVICE ADVISOR **DIANE ANDRADE**

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	DATE	BY	SA
25AUG05	27SEP05	1FTSW21P86E				27SEP05		
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DATE	BY	SA
		06	FORD F250 PICKUP			26AUG05	6368	9382
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
7	2435							

A DURING PDI NOTICED LEFT EXTERIOR POWER MIRROR INOP T90

CAUSE: FOUND LEFT MIRROR INOP DURING PDI. REPLACED LEP T MIRROR.

17682C MIRROR-REAR VIEW OUTSIDE-SAIL MOUNT ELECTRIC - REPLACE (17682) - L  
 564 WF4 0.50

1 5C3Z\*17683\*EAA MIRROR ASY - REAR VIEW OUTER

1 5C3Z\*17D743\*HAA COVER - MIRROR HOUSING

PC: M05 42  
 PART#: 5C3Z\*17683\*EAA

COUNT:  
 CLAIM TYPE:  
 AUTH CODE:

0564

FOUND LEFT MIRROR INOP DURING PDI. REPLACED LEP T MIRROR.

B\*\* CUST STATES BUMP IN STEERING VERY LOOSE

CAUSE: ROAD TESTED VERIFIED, STEERING HAS SHIFTED WHILE GOING OVER BUMPS.

ATTEMPTED ADJUSTMENT, STILL G EAR HAS TOO MUCH PLAY. REPLACED P-S GEAR R

DESCRIPTION	TOTALS		
LABOR AMOUNT	(N/C)	850	3464
PARTS AMOUNT	(N/C)	13433	18806
GAS,OIL, LUBE	(N/C)	5134	7188
SUBLET AMOUNT			
MISC. CHARGES			
TOTAL CHARGES		18567	25994
LESS INSURANCE/ADJUSTMENT			
SALES TAX			
PLEASE PAY THIS AMOUNT		850	3464

**DISCLAIMER OF WARRANTIES**  
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 I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle.

X \_\_\_\_\_  
 CUSTOMER SIGNATURE

ON BEHALF OF SERVICING 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 SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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 www.bradleyford.com

SERVICE ADVISOR **DIANE ANDRADE**

DATE WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CLUST. NO.	TAG NO.	P.D. NO.	DATE	REVISION
5AUG05	27SEP05		1FTSW21P86E				27SEP05	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TRAILER NO.	DOOR	LABOR RATE	DATE	TIME
		06	FORD F250 PICKUP				26AUG05	6368 9382
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
7	2435							

DESCRIPTION	QTY	UNIT PRICE	TOTAL	LABOR	PARTS
MT3504 REPLACE STEERING GEAR ASSY					
8730 WF4 1.50		(N/C)	2250	10391	
1 5C3Z*3504*AA GEAR ASY		(N/C)	49317	69044	0
- STEERING					
2 XT*2*QDX FLUID -		(N/C)	324	454	0
TRANSMISSION		(N/C)	70	98	0
1 *388898*S SEAL					
PC: C50 33					
PART#: 5C3Z*3504*AA					
COUNT:			49711	69596	TPARTS
CLAIM TYPE:					
ADTH CODE:					
8730			2250	10391	TLABOR

ROAD TESTED VERIFIED, STEERING HAS SHIFTED WHILE GOING OVER BUMPS. ATTEMPTED ADJUSTMENT, STILL G EAR HAS TOO MUCH PLAY. REPLACED P/S GEAR. RETES DROVE ALL OK AT THIS TIME.

DESCRIPTION	TOTALS	LABOR	PARTS	TOTAL
LABOR AMOUNT	0.00	71378	109445	0
PARTS AMOUNT	0.00			
GAS,OIL, LUBE	0.00			
SUBLET AMOUNT	0.00			
MISC. CHARGES	0.00			
TOTAL CHARGES	0.00			
LESS INSURANCE/ADJUSTMENT	0.00			
SALES TAX	0.00			
PLEASE PAY THIS AMOUNT	0.00			

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X \_\_\_\_\_  
 CUSTOMER SIGNATURE

\*\*\*\*\*  
 IF YOU ARE NOT COMPLETELY SATISFIED PLEASE LET US KNOW!. YOUR PATRONAGE IS OUR MOST IMPORTANT ASSET! THANK YOU FROM ALL OF US!  
**TIM RICHEY**  
 SERVICE MANAGER  
 \*\*\*\*\*

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 FAX (928) 855-3212  
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SERVICE ADVISOR **JOHN ANDRADE**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	F.O. NO.	REPAIR PRINTED	INVOICE NO.
5DEC05	31DEC05		LFTSW21P86E				31DEC05	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DESIGN DATE	FINANCE ET	SA
		06	FORD F250 PICKUP			26AUG05	6299	5096
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
9291	11023							

YEAR	TYPE	HOURS	ESTIMATE	AMOUNT	TOTAL	COST	SALE	COMP
9999	CP	0.00		0.00	0.00	0	0	
CHECK FOR ROUGH IDLE AND POOR FUEL ECONOMY. WAS GETTING 18-20. NOW ONLY 14. NP NO PROBLEM FOUND AT THIS TIME								
4863	CP	0.00		0.00	0.00	0	0	

57200	29786	7220	<b>DESCRIPTION</b>	<b>TOTALS</b>	56657	91583	0
54600	61797	49437	LABOR AMOUNT	0.00	<b>DISCLAIMER OF WARRANTIES</b>		
57000	0	0	PARTS AMOUNT	0.00	All expressed warranties, if any, by a Manufacturer or supplier other than the Dealer are theirs, not Dealer's, unless otherwise provided in writing on the face of this order or in separate writing furnished to Customer by Dealer.		
11400	91583	*****	GAS, OIL, LUBE	0.00	I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle.		
10100	0	*****	SUBLET AMOUNT	0.00	X _____ CUSTOMER SIGNATURE		
			MISC. CHARGES	0.00			
			TOTAL CHARGES	0.00			
			LESS INSURANCE/ADJUSTMENT	0.00			
			SALES TAX	0.00			
			<b>PLEASE PAY THIS AMOUNT</b>	0.00			

\*\*\*\*\*  
 IF YOU ARE NOT COMPLETELY SATISFIED PLEASE LET US KNOW!. YOUR PATRONAGE IS OUR MOST IMPORTANT ASSET! THANK YOU FROM ALL OF US!  
**TIM RICHEY**  
 SERVICE MANAGER  
 \*\*\*\*\*

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(SIGNED) **ADMINISTRATIVE COPY** \_\_\_\_\_ DATE \_\_\_\_\_

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 FAX (928) 855-3212  
 www.bradleyford.com

SERVICE ADVISOR **JOHN ANDRADE**

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CLST. NO.	TAG NO.	F.O. NO.	INVOICE NO.
05DEC05	31DEC05	1FTSW21P86E				31DEC05 2
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DATE
		06	FORD F250 PICKUP			26AUG05
MILEAGE IN	MILEAGE OUT	LICENSE NO.				6299
9291	11023					5096

CAUSE: ADJUST STEERING GEAR IN CHASSIS AND TEST DRIVE NOTE NEEDED TO ADJUST ONE MORE TIME AND ROAD TE ST ALL OK AT THIS TIME.

3000 INSPECT & LUBRICATE STEERING & SUSPENSION

298 WF4 1.40

PC: PARTS: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 0298

(N/C)	2870	9698	TPARTS
	0	0	
	2870	9698	TLABOR

ADJUST STEERING GEAR IN CHASSIS AND TEST DRIVE NOTE NEEDED TO ADJUST ONE MORE TIME AND ROAD TE ST ALL OK AT THIS TIME.

POTENTIAL REPEAT REPAIR, CHECK ADP HISTORY AND OASIS, VEHICLE MAY HAVE BEEN IN OUR SHOP FOR THE SAME REPAIR IN THE LAST 6 MONTHS, JOB HAS GOT TO BE LOOKED AT BY SHOP MGMT.

REPEAT POTENTIAL REPEAT REPAIR, CHECK ADP HISTORY AND OASIS, VEHICLE MAY HAVE BEEN IN OUR SHOP FOR THE SAME REPAIR IN THE LAST 6 MONTHS, JOB HAS GOT TO BE LOOKED AT BY SHOP MGMT.

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

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X \_\_\_\_\_  
 CUSTOMER SIGNATURE

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ADMINISTRATIVE COPY ON AUTHORIZED PERSON DATE

HAVASU CITY, AZ

BRADLEY FORD LINCOLN MERCURY

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SERVICE ADVISOR JOHN ANDRADE

Service order header table with fields: WORK ORDER, DATE READY, STOCK NO., VEHICLE IDENTIFICATION, CUST. NO., TAG NO., P.O. NO., SERVICE PRINTED, PAY/DICE NO., TIME IN, TIME READY, YEAR, MAKE & MODEL, TELEPHONE NO., CUST. PAY LABOR RATE, DELIVERY DATE, PREPARED BY, MILEAGE IN, MILEAGE OUT, LICENSE NO.

A CHECK FOR VIBRATION AT 45 PLUS MPH. SEE ADVISOR 1ST CAUSE: ROAD TESTED VEHICLE, VERIFIED VIBRATION AT 45 PLUS MPH. CHECKED RIM RUNOUT ON ALL 4 TIRES. CHECKED ROAD FORCE BALANCE ON ALL 4 TIRES. RRTI 3000 INSPECT & LUBRICATE STEERING & SUSPENSION

8730 WF4 2.90 3 9002\*456756\*0000 LT275/70R18 FC: PART#: COUNT: CLAIM TYPE: AUTH CODE: 8730 ROAD TESTED VEHICLE, VERIFIED VIBRATION AT 45 PLUS MPH. CHECKED RIM RUNOUT ON ALL 4 TIRES. CHECKED ROAD FORCE BALANCE ON ALL 4 TIRES. REINDEXE D LF, RF AND LR TIRE TO COME WITHIN LIMITS. FOUND D LF, RF AND LR TIRE OUT OF ROUND. NEED TO REPLA CE THEN RETEST DRIVE. REPLACED LR, LR AND RF TIR E DUE TO BEING OUT OF ROUND. REROAD TESTED.

B CHECK FOR BAD BUMP STERR.

Summary table with columns: TOTAL, COST, MILE, PARTS, LABOR. Rows show (N/C) 4350 20088 0 TRAPTS and 4350 20088 TLABOR.

Summary table with columns: DESCRIPTION, TOTALS. Rows include LABOR AMOUNT, PARTS AMOUNT, GAS,OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE/ADJUSTMENT, SALES TAX, PLEASE PAY THIS AMOUNT.

DISCLAIMER OF WARRANTIES All expressed warranties, if any, by a Manufacturer or supplier other than the Dealer are theirs, not Dealer's, unless otherwise provided in writing on the face of this order or in separate writing furnished to Customer by Dealer. I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle. X CUSTOMER SIGNATURE

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SIGNED: ADMINISTRATIVE COPY OR AUTHORIZED PERSON DATE

LAKE HAVASU CITY, AZ

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SERVICE ADVISOR **JOHN ANDRADE**

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUSTOMER NO.	TAG NO.	P.O. NO.	INVOICE NO.
05DEC05		1FTSW21P861				07DEC05
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	PUBLIC DAY LABOR RATE	DRIVER'S LICENSE
		06	FORD F250 PICKUP			26AUG05
MILEAGE IN	MILEAGE OUT	LICENSE NO.				2795
9291	9318					5096

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL	DISCOUNT	NET	TAX	GRAND TOTAL
<b>A LUBE OIL AND FILTER DIESEL 6.0</b>							
<b>CAUSE:</b>							
LOF60 LUBE OIL AND FILTER DIESEL 6.0	9363	CP 0.50	20.45		20.45	600	2045
1 FL*2016* KIT - ELEMENT & GASKET - OIL							
F 15 KO*15W40*QSD OIL - ENGINE			28.75		28.75	1725	2875
PERFORMED DIESEL LUBE OIL AND FILTER			3.04		2.28		0
B PERFORM MULTI-POINT INSPECTION					34.20	3420	3420
99P PERFORM MULTI-POINT INSPECTION	9363	CP 0.00	0.00		0.00	0	0
GRANT GREEN BATTERY, BATTERY TEST WITHIN FORD SPECS, OK	9363	CP 0.00	0.00		0.00	0	0
GTIRE GREEN BOX, O.K. TIRE DEPTH 7/32 OR GREATER	9363	CP 0.00	0.00		0.00	0	0
C SEE ADDITIONAL WARRANTY REPAIR ORDER					0.00	0	0
WARR SEE ADDITIONAL WARRANTY REPAIR ORDER	9999	CP 0.00	0.00		0.00	0	0
SHOP CHARGES: AZ. HAZ. WASTE, VEH. REPAIR MATERIALS			1.64		1.64	0	164

** PRE-INVOICE **			DESCRIPTION	TOTALS
57000	2045	600	LABOR AMOUNT	20.45
54300	6295	5145	PARTS AMOUNT	62.95
77700	164	0	GAS, OIL, LUBE	0.00
21500	507	0	SUBLET AMOUNT	0.00
10100	9011	*****	MISC. CHARGES	1.64
			TOTAL CHARGES	85.04
			LESS INSURANCE/ADJUSTMENT	0.00
			SALES TAX	5.07
			PLEASE PAY THIS AMOUNT	90.11

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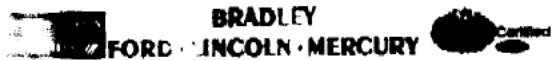
\*\*\*\*\*  
 IF YOU ARE NOT COMPLETELY SATISFIED PLEASE LET US KNOW! YOUR PATRONAGE IS OUR MOST IMPORTANT ASSET! THANK YOU FROM ALL OF US!  
**TIM RICHEY**  
 SERVICE MANAGER  
 \*\*\*\*\*

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 INVOCATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRS 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.  
 (SIGNED) **ADMINISTRATIVE COPY** FOR AUTHORIZED PERSON DATE

*John Andrade*

*John Andrade*

LAKE HAVASU CITY, AZ



**BRADLEY**  
**FORD LINCOLN MERCURY**  
 169 INDUSTRIAL BOULEVARD  
 LAKE HAVASU CITY, ARIZONA 86403-2639  
 TELEPHONE: (928) 855-1191  
 FAX (928) 855-3212  
 www.bradleyford.com

SERVICE ADVISOR **BRIAN J ALLEN**

DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	NO.	P.O. NO.	DATE	INVOICE NO.
11APR06	11APR06		1FTSW21P86E			11APR06	
TIME IN	TIME READY	YEAR	MAKE & MODEL	NO.	CURT. PAY (LAST DATE)	VEH. #	INVOICE #
		06	FORD F250 PICKUP			26UG05	2795 9288
MILEAGE IN	MILEAGE OUT	LICENSE NO.					
21018	21018						

**COMPLAINT:**  
 C VIBRATION THROUGH ENTIRE VEH DRIVING  
 40-45MPH. SEE PREV REPAIRS DID NOT HELP  
 ALL.N24

**CAUSE:**  
 MISC MISC

4967 CP 0.00  
 NORMAL BED HOP PER JOHN POWERS. PER TIM P  
 WAITING TO FIELD SERVICE ENGINEER  
 SEE ATTACHED PAPER FOR PREV RO  
 #8730

**NOTE INFORMATIONAL NOTE**  
 9999 CP 0.00

DESCRIPTION	AMOUNT	TOTALS
LABOR AMOUNT	0.00	0
PARTS AMOUNT	0.00	0
GAS,OIL,LUBE	0.00	0
SUBLET AMOUNT	0.00	0
MISC. CHARGES	0.00	0
TOTAL CHARGES	0.00	0
LESS INSURANCE/ADJUSTMENT	0.00	0
SALES TAX	0.00	0
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>	<b>0</b>

**\*\* PRE-INVOICE \*\***

57000	0	0
10100	0	*****

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL,LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE/ADJUSTMENT	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

**DISCLAIMER OF WARRANTIES**  
 All expressed warranties, if any, by a Manufacturer or supplier other than the Dealer are theirs, not Dealer's, unless otherwise provided in writing on the face of this order or in separate writing furnished to Customer by Dealer.

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle.

X \_\_\_\_\_  
 CUSTOMER SIGNATURE

\*\*\*\*\*  
**IF YOU ARE NOT COMPLETELY SATISFIED PLEASE LET US KNOW! YOUR PATRONAGE IS OUR MOST IMPORTANT ASSET! THANK YOU FROM ALL OF US!**  
**TIM RICHEY**  
**SERVICE MANAGER**  
 \*\*\*\*\*

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(SIGNED) **ADMINISTRATIVE COPY** OR AUTHORIZED PERSON \_\_\_\_\_ DATE \_\_\_\_\_



07/19/2006 09:05 520-855-3155  
 BRADLEY FLEET SLS MR  
 PAGE 02  
 61  
 Repair Number, (MIL) Matfur  
 DTC  
 OVERTRAIN:  
 KOEO  
 KOEC  
 KOER  
 BODY:  
 CHASSIS:  
 UNDEFINED:  
 OTHER: 3 tires  
 12-3805  
 29  
 TECHNICIANS COMMENT  
 INCLUDE DESCRIPTION OF CAUSE

STRAIGHT TIME (HOURS)	FLAT RATE	R/O/NO	TIME	OFF
1.9		JA		2
STRAIGHT TIME (HOURS)	FLAT RATE	R/O/NO	TIME	OFF
1.4		JA		

STRAIGHT TIME (HOURS)	FLAT RATE	R/O/NO	TIME	OFF
1.0		JA		

OPER. NO. JA	EMP. NO. 8730	ON
OPER. NO. JA	EMP. NO. 298	ON
OPER. NO. JA	EMP. NO. 8730	ON

LABOR RECORD			
TS RETURN	EMP. NO.	COST OR ELAPSED TIME	TIME-CLOCK
1007D3B .5			ON 5 15 00
1007D2C 1.0			OFF 5 15 45
1007D1 .4			ON 5 7 28
1007AAT .6			OFF 6 8 22
1007A9 .4			ON 28 12 90
			OFF 28 14 30
			ON
			OFF
			ON
			OFF
			ON
			OFF

8730 - Road tested vehicle, verified vibration  
 at 45+ mph. Checked rim run-out on all  
 4 tires. Checked road force balance on all  
 4 tires. Reindexed LF, RF and LR tire to  
 within limits. Found LF, RF and  
 LR tire out of round.  
 → retest drive  
 adjust steering gear in chassis  
 Drive note needed to adjust  
 more time and road test all  
 ok at this time.  
 Replaced LR, LF and RF tire due to being out  
 of round. Re road tested.

LOCK  
 10-7  
 11-5







DIAGNOSTIC TROUBLE CODE (DTC) Diagnostic Trouble Code (DTC) Indicator Light, and 2,3 or 5 digit (DTC) Diagnostic Trouble Code (DTC)

VEHICLE BODY:	PLATE:	W/O NO.:	TIME:	OFF
CHASSIS:	5	OPER. NO. JA		DE 5 13 56
UNDEFIN:		EMP. NO. 9363		ON
OTHER:				

TECHNICIAN'S COMMENTS  
INCLUDE DESCRIPTION OF CAUSE

REP. NO.	CODE	DATE RETURN	EMP. NO.	CDT OR ELAPSED TIME	TIME CLOCK
	5				ON
					OFF
					ON
					OFF
					ON
					OFF

A 9363 LOPD

B 99P

OFF

OFF

ON

OFF

ON

OFF

DIAGNOSTIC TROUBLE

ENTER: (RPR NBR) Repair Number, (MIL) Malfunction Indicator Light, and 2,3 or 5 digit (DTC) Diagnostic Trouble C

STRAIGHT TIME (HOUR)	RATE	E/ONE	TIME	OFF
0.5				

RPR NBR	MIL on? (Y/N)	DTC POWERTRAIN:
		KOEO
		KOEC
		KOER
		BODY:
		CHASSIS:
		UNDEFINED:
		OTHER:

OPER. NO. 77  
EMP. NO. 8710

TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE

RPR. NBR.	CONDI-TION CODE	LABOR RECORD			
		PARTS RETURN	EMP. NO.	COST OR ELAPSED TIME	TIME CLOCK
					ON
					OFF
					ON
					OFF
					ON
					OFF

EMP. NO. 3337 ON

ON
OFF
ON
OFF
ON
OFF

DIAGNOSTIC TROUBLE CODES

Pair Number, (MIL) Malfunction Indicator Light, and 5 digit (DTC) Diagnostic Trouble Code. Information here:

DTC POWERTRAIN:  
KOE0  
KOE1  
KOE2

3504  
9-22-05

17683  
9-20-05

170143  
9-21-05

BODY:  
CHASSIS:  
UNDEFINED:  
OTHER:

STRAIGHT TIME (hours)  
1.5

RAT RATE

I/O NO. [redacted]  
OPEL NO. 378  
EMP. NO. 8710

TIME OFF  
9:22  
ON

2

STRAIGHT TIME (hours)  
1.5

RAT RATE

I/O NO. [redacted]  
OPEL NO. 9A  
EMP. NO. 564

TIME OFF  
20 11 52  
ON

TECHNICIANS COMMENTS  
INCLUDE DESCRIPTION OF CAUSE

APR. NBR.

CONDI-TION CODE

LABOR RECORD

PARTS RETURN

EMP. NO.

COST OR ELAPSED TIME

TIME CLOCK

FOUND LEFT MIRROR IN-OP DRENCH PDI.  
REPLACE LEFT MIRROR

17682C

5

ON  
OFF  
ON  
20 10 71  
OFF  
ON  
20 11 5  
OFF

still rear has too much play. Replaced

ON

OFF  
ON  
OFF  
ON  
OFF

DIAGNOSTIC TROUBLE CODES

ENTER: (RPR NBR) Repair Number, (MIL) Malfunction Indicator Light, and 2,3 or 5 digit (DTC) Diagnostic Trouble Code, information here:

RPR NBR	MIL on? (Y/N)	DTC	POWERTRAIN:	STRAIGHT TIME (hours)	RAT RATE	I/O/N	TIME	OFF
			KOED					
			KOEC					
			KOER					
			BODY:					
			CHASSIS:					
			UNDEFINED:					
			OTHER:					

OPER. NO. DA	TIME	OFF
EMP. NO. 564		ON

TECHNICIANS COMMENTS  
INCLUDE DESCRIPTION OF CAUSE

PDI

RPR NBR.	CONDI-TION CODE	LABOR RECORD			TIME CLOC
		PARTS RETURN	EMP. NO.	COST OR ELAPSED TIME	
12	564				ON
					OFF
					ON
					OFF
					ON

OFF  
OFF  
OFF

# HP LaserJet 4100

Ford  
3138455555  
07/19/2006 11:18 AM



## Fax Call Report

Job	Date/Time	Type	Identificat
12620	07/19 11:16 AM	Send	[REDACTED]



### Fax C

**To:** Nadine  
**Company:**  
**Phone:**  
**Fax:** (248) 488

**From:** Maureen  
**Company:** Ford Motor  
**Phone:** (313) 845-  
**Fax:** (313) 845-

**Address:** Ford Const  
P.O. Box  
MD 3NE-B  
Dearborn,

**Date:** 7/19/06

**Number of Pages:** 2  
**(including cover)**

**Re:** Derousseau

**Comments:** Payment h