# INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

PE10-019

**FORD** 

9-9-2011

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## 2006 thru 2011 Model Year Ford Fusion, Mercury Milan, Lincoln Zephyr/MKZ Accelerator Pedal Assembly Application Chart

		2006 MY	2007 MY	2008 MY	2009 MY		2010	) MY <sup>a</sup>			2011	l MY <sup>a</sup>	
Engineering Part Number	Supplier Name	All	All	All	All	2.5L	3.0L	2.5L HEV	3.5L	2.5L	3.0L	2.5L HEV	3.5L
6E53-9F836-AF	Birkby's	Х	Χ	Χ	Χ								
9E5A-9F836-BC	KSR								Χ				Χ
9E5A-9F836-AB	Hella					Х	Х	Х					
9E5A-9F836-AC	Hella			·		$X_p$	$X_p$	X <sub>p</sub>	·	Χ	Х	Х	
BE5C-9F836-AA	Hella								·	Xc	Xc	Xc	

#### Notes:

- a all engines may not be available on all models
- b running change, supplier first shipped 9E5A-9F836-AC on 7/30/2009
- c running change, supplier first shipped BE5C-9F836-AA on 2/2/2011

PE10-019 Supplement Appendix C

### **Supplier Contacts**

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## 2006 through 2011 Model Year Ford Fusion, Mercury Milan, Lincoln Zephyr/MKZ Accelerator Pedal Assembly Part Change Log

Α	В	С	D	E			F		G		Н	I
				Original			Modified			Disposition of Original Parts		
Model and Model Year	Date Incorporated Into Vehicle Production	Description of Change	Reasons for Change	Ford Engineering Part Number	Ford Service Part Number	Ford Engineering Part Number	Ford Service Part Number		Withdrawn from Ford Production Inventory (Scrap/ Consume/ Rework)	Effective Date	New Component Service Part Availability Date	New Component Interchangeable With Old (Y/N - Intended versus Possible)
2006-2009 MY Fusion, Milan, Zephyr/MKZ	8/1/2005	New vehicle for 2006 MY.	New pedal assy for new vehicle platform.	N/A	N/A	6E53-9F836-AF	6E5Z-9F836-AA	Birkby's	N/A	N/A	8/1/2005	N/A
2010 MY - Present 3.5L Fusion, MKZ		New design for 2010 MY from new supplier.	New design to mount to new dash panel common with Mazda 6. Common mounting with new 2.5L, 3.0L, 2.5L HEV	6E53-9F836-AF	6E5Z-9F836-AA	9E5A-9F836-BC	9E5Z-9F836-B	KSR International	Scrap	12/1/2008	2/4/2009	N (Not Possible)
2010 MY - 2.5L, 3.0L, 2.5L HEV Fusion, Milan		New design for 2010 MY from new supplier.	New design to mount to new dash panel common with Mazda 6. New sensor for requirements of new control system.	6E53-9F836-AF	6E5Z-9F836-AA	9E5A-9F836-AB	9E5Z-9F836-A	Hella	Scrap	12/1/2008	2/4/2009	N (Not Possible)
2010-2011 MY - 2.5L, 3.0L, 2.5L HEV Fusion, Milan 2011 MY - 2.5L HEV MKZ	7/30/2009 /a	Increase lower mounting hole size by 0.2mm	Commonize pedal housing with Mazda 6 pedal.	9E5A-9F836-AB	9E5Z-9F836-A	9E5A-9F836-AC	9E5Z-9F836-A	Hella	Consume	Running Change	N/A	Y (Intended)
2011 MY - 2.5L, 3.0L, 2.5L HEV Fusion, Milan, MKZ	2/2/2011 /a	Revised sensor.	Robustness action to prevent ETC system from going into reduced power or limp home modes.	9E5A-9F836-AC	9E5Z-9F836-A	BE5C-9F836-AA	BE5Z-9F836-A	Hella	Consume	Running Change	3/16/2011	Y (Intended)

Note a/ Date that supplier first shipped modified part

Subject Vehicles: 2006-2011 Ford Fusion/Mercury Milan/Lincoln Zephyr-MKZ

Alleged Defect: Engine Speed and/or Engine Power Output Failing to Decrease When Accelerator Pedal Is No Longer Depressed and/or Floor Mat Interference With Accelerator Pedal Operation

#### **OWNER REPORTS**

As the agency is aware, within FCSD's North American Customer Service Operations, there is a Customer Relationship Center (CRC) that is responsible for facilitating communication between customers, dealerships and Ford Motor Company. Among other things, the CRC handles telephonic, electronic, and written inquiries, suggestions, informational requests, and concerns ("contacts") from Ford and Lincoln-Mercury vehicle owners about their vehicles or sales and service experience. The contacts are handled by CRC customer service representatives who enter a summary of the customer contact into a database known as CuDL (Customer Data Link). Certain contacts, such as letters from customers, are entered into the CuDL database. Those that were entered into the earlier MORS II system were also microfilmed. More recently, the records in MORS III/CuDL are imaged and stored electronically.

The CRC assigns to each vehicle-related contact report a "symptom code" or category that generally characterizes the nature of the customer contact or vehicle concern, as described by the owner. The CRC does not undertake to confirm the accuracy of the description provided by the owner; they simply record what is reported. Therefore, given the complexity of the modern motor vehicle, it is Ford's experience that a significant percentage of owner contacts do not contain sufficient information to make a technical assessment of the condition of the vehicle or the cause of the event reported. Accordingly, although MORS contact reports may be useful in identifying potential problems and trends, the records are not the empirical equivalent of confirmed incidents and/or dealership's diagnosis. In the interest of responding promptly to this inquiry, Ford has not undertaken to gather the electronic images related to these contacts because of the largely duplicative nature of the information contained in the images, as well as the time and the burden associated with locating and producing those documents. The pertinent information related to those contacts generally would be included in the contact reports obtained from the CuDL system. To the extent that those documents exist, they are characterized in the comments of MORS III contact reports. Upon request, Ford will attempt to locate any specific items that are of interest to the agency.

In responding to this information request, Ford electronically searched CuDL using the following criteria:

<u>Subject Vehicle</u>: 2006-2010 model year Ford Fusion, 2006-2010 model year Mercury Milan, 2006 model year Lincoln Zephyr, and 2007-2010 model year Lincoln MKZ vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2011 through July 22, 2011 (the date of this inquiry)

Types of Contacts: All, including suspended data, canceled contacts and inquiries

<u>Subject Vehicle</u>: 2011 model year Ford Fusion, Mercury Milan, and Lincoln MKZ vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

<u>Date Parameters</u>: January 1, 2010 through July 22, 2011 (the date of this inquiry)

Types of Contacts: All, including suspended data, canceled contacts and inquiries

MORS III Symptom Codes:

	Symptom	
Symptom Category	Code	Symptom Description
Body	1074xx	Interior Trim – Carpet/Mats
Driveability	612xxx	Surge
Driveability	617xxx	Slow Return to Idle
Driveability	619xxx	Fast Idle
Driveability	620xxx	Engine Speed-Up
Driveability	624xxx	Accelerator Pedal
Driveability	6305xx	EV/Hybrid - Surge
Driveability	6995xx	Not Listed Driveability - Acceleration

#### MORS III Reason Codes:

Reason	
Code	Description
07xx	All legal reason codes

#### **LEGAL CONTACTS**

Beginning in early 2008, most consumer complaints and all legal claim processing has been centralized in OGC within the Consumer Litigation team. A transition has occurred such that all legal contacts (including those formerly handled by "Litigation Prevention") are coordinated through this team.

Prior to the transition, there was a Consumer Affairs Department within FCSD that managed customer concerns, which could not be resolved by the Customer Relationship Center (CRC). Among other things, the Consumer Affairs Department had a section, known as "Litigation Prevention," that handled a variety of informal (i.e., non-litigation) claims, such as property damage claims or attorney demand claims.

The Litigation Prevention section had been centralized in the Consumer Affairs Department since 1995, in Dearborn, Michigan. Prior to that time, Litigation Prevention personnel operated on a regional basis. For matters that the Litigation Prevention section handled, there were typically paper files that reflected the handling, investigation and resolution of property damage claims.

The claims, known as "Legal Contacts" are entered into the CuDL database that the CRC uses to enter other customer communications. When a customer contact is designated as a Legal Contact, it is so indicated near the top of the contact report.

#### FIELD REPORTS

Within FCSD, there is a Vehicle Service & Programs Office that has overall responsibility for vehicle service and technical support activities, including the administration of field actions. That Office is the primary source within Ford of vehicle concern information originating from Ford and Lincoln-Mercury dealerships, field personnel, and other sources. The information is maintained in a database known as the Common Quality Indicator System (CQIS). The CQIS database includes reports compiled from more than 40 Company sources (e.g., Company-owned vehicle surveys, service technicians, field service and quality engineers, and technical hot line reports, etc.) providing what is intended to be a comprehensive concern identification resource. As with MORS contact reports, CQIS reports are assigned a "symptom code" or category that generally reflects the nature of the concern.

In responding to this information request, Ford electronically searched CQIS using the following criteria:

<u>Subject Vehicle</u>: 2006-2010 model year Ford Fusion, 2006-2010 model year Mercury Milan, 2006 model year Lincoln Zephyr, and 2007-2010 model year Lincoln MKZ vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2011 through July 22, 2011 (the date of this inquiry)

<u>Subject Vehicle</u>: 2011 model year Ford Fusion, Mercury Milan, and Lincoln MKZ vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

<u>Date Parameters</u>: January 1, 2010 through July 22, 2011 (the date of this inquiry)

#### CQIS Symptom Codes:

<u> </u>		
Symptom Category	Symptom Code	Symptom Description
Fit/Finish/Body	3329xx	Interior Trim – Floor Cover
Fit/Finish/Body	332Axx	Interior Trim – Floor Mat
Start/Run/Move	4450xx	Pedals – Unknown
Start/Run/Move	4451xx	Pedals – Accelerator
Start/Run/Move	445Zxx	Pedals – Not Listed
Driving Performance	5515xx	Idle Quality – Fast
Driving Performance	5518xx	Idle Quality – Slow Return
Driving Performance	558xxx	Engine Surge
Driving Performance	559xxx	Unintended Acceleration

#### **Base Part Numbers:**

9F836 Pedal & Sensor Assembly 5413300 Mat Kit, Front & Rear

#### **OASIS MESSAGES**

FCSD is responsible for communicating a variety of vehicle and service information, such as warranty information for up to the past 360 days, Extended Service Plan part coverage information, and technical repair information, to North American Ford and Lincoln-Mercury dealers. This information is communicated primarily through OASIS, which serves as an

electronic link between Ford Motor Company and the dealers. OASIS covers all North American Ford and Lincoln-Mercury cars and light trucks, and medium and heavy-duty Ford trucks, for the ten most current model years. Technical diagnostic and repair information on OASIS is contained in Special Service Messages (SSMs) and Technical Service Bulletin (TSBs) titles and brief summaries. It should be noted that dealers cannot access brief summaries.

SSMs and TSB titles are coded in OASIS by model year and vehicle line, and may be coded to other specific vehicle attributes (body style, engine code, or vehicle identification number) and one or more OASIS Service Code(s). The dealers with access to OASIS usually search for information on the database by entering a VIN and the applicable Service Codes. SSMs and TSB titles that become inactive or superseded continue to be accessible by Ford employees, but no longer are accessible by the dealers. Dealers also are able to determine the recalls applicable to a particular vehicle by searching a particular VIN in OASIS. Recall information available on OASIS cannot be searched by Service Codes.

In 1998, the OASIS system was upgraded from the "OASIS 2" system to the new "Global OASIS." At that time, OASIS 2 was removed from service and is no longer used to communicate with dealers. During the upgrade, inactive information (such as inactive SSMs or superseded TSB titles) was not transferred to Global OASIS.

In responding to this information request, Ford searched Global OASIS for active, inactive, and superceded TSB titles and SSMs using the following search criteria:

<u>Subject Vehicle</u>: 2006-2010 model year Ford Fusion, 2006-2010 model year Mercury Milan, 2006 model year Lincoln Zephyr, and 2007-2010 model year Lincoln MKZ vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2011 through July 22, 2011 (the date of this inquiry)

<u>Subject Vehicle</u>: 2011 model year Ford Fusion, Mercury Milan, and Lincoln MKZ vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

<u>Date Parameters</u>: January 1, 2010 through July 22, 2011 (the date of this inquiry)

#### OASIS Service Codes:

Symptom Category	Symptom Code	Symptom Description
Fit/Finish/Body	3329xx	Interior Trim – Floor Cover
Fit/Finish/Body	332Axx	Interior Trim – Floor Mat
Start/Run/Move	4450xx	Pedals – Unknown
Start/Run/Move	4451xx	Pedals – Accelerator
Start/Run/Move	445Zxx	Pedals – Not Listed
Driving Performance	5515xx	Idle Quality – Fast
Driving Performance	5518xx	Idle Quality – Slow Return
Driving Performance	558xxx	Engine Surge
Driving Performance	559xxx	Unintended Acceleration

OASIS 2 and Global OASIS are not capable of performing electronic word searches, so the search results are reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

The OASIS database also contains Broadcast Messages. Typically, these messages are directed to all dealerships and either are notifications of new SSMs/TSBs, or announcements with non-technical information (for example, "the Dealer Hotline will be closed today"). Broadcast Messages cannot be searched by OASIS service codes, and can be retrieved only while active (approximately 2 to 4 days). Ford has not undertaken to search for Broadcast Messages because Ford expects that any responsive information obtained with such a search generally would be non-substantive in nature or duplicative of the information obtained with the TSB title and SSM search described above.

#### **INTERNAL SERVICE MESSAGES**

FCSD, as part of its technical support activities, maintains fleet and technical telephone "hotlines." During the early stages of Ford's efforts to identify and resolve potential vehicle concerns, hotline personnel may draft Internal Service Messages (ISMs) on CQIS for their internal use. The ISMs are assigned a CQIS "symptom code" or category that generally reflects the nature of the concern. An ISM can form the basis for an oral response over the technical hotline to an inquiry from an individual dealer or fleet technician. The ISMs, however, are not made available electronically to fleets and dealers. Therefore, although ISMs are not "issued" to dealers like OASIS messages, Ford is construing this request broadly to include ISMs that may be related to the alleged defect in the subject vehicles.

In responding to this information request, Ford searched CQIS for active ISMs using the following search criteria:

<u>Subject Vehicle</u>: 2006-2010 model year Ford Fusion, 2006-2010 model year Mercury Milan, 2006 model year Lincoln Zephyr, and 2007-2010 model year Lincoln MKZ vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2011 through July 22, 2011 (the date of this inquiry)

<u>Subject Vehicle</u>: 2011 model year Ford Fusion, Mercury Milan, and Lincoln MKZ vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

<u>Date Parameters</u>: January 1, 2010 through July 22, 2011 (the date of this inquiry)

#### **CQIS Symptom Codes:**

Symptom Category	Symptom Code	Symptom Description
Fit/Finish/Body	3329xx	Interior Trim – Floor Cover
Fit/Finish/Body	332Axx	Interior Trim – Floor Mat
Start/Run/Move	4450xx	Pedals – Unknown
Start/Run/Move	4451xx	Pedals – Accelerator
Start/Run/Move	445Zxx	Pedals – Not Listed
Driving Performance	5515xx	Idle Quality – Fast
Driving Performance	5518xx	Idle Quality – Slow Return
Driving Performance	558xxx	Engine Surge
Driving Performance	559xxx	Unintended Acceleration

The CQIS database in which the ISMs reside is not capable of performing word searches, so the search results were reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

#### **FIELD REVIEW COMMITTEE**

Ford's Field Review Committee reviews all potential field service actions, including safety recalls and customer satisfaction programs, and recommends appropriate actions to corporate management. A Vehicle Service & Programs representative serves as Secretary to the Field Review Committee. Following approval of a field service action, the Vehicle Service & Programs Office prepares and launches the action. A representative copy of the communication to Ford's dealers, fleets, and Regional offices announcing the field service action is maintained in the Field Review Committee files.

#### WARRANTY

Ford's Analytical Warranty System (AWS) contains warranty claims and vehicle information for model years 1991 and forward for North America, and model years 1992 and forward for Europe.

Ford performed six searches of AWS for potentially responsive reports using the following search criteria:

<u>Subject Vehicle</u>: 2006-2010 model year Ford Fusion, 2006-2010 model year Mercury Milan, 2006 model year Lincoln Zephyr, and 2007-2010 model year Lincoln MKZ vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2011 through July 22, 2011 (the date of this inquiry)

#### Search A:

#### Base Part Numbers:

9F836 PEDAL & SENSOR ASSEMBLY 5413300 MAT KIT, FRONT & REAR

#### Search B:

#### Base Part Numbers:

NPF NO PROBLEM FOUND

DIAG DIAGNOSIS

#### Word Searches:

The search was further filtered using the Keyword Search within the AWS system. Those reports that were identified by the keyword search described here were manually reviewed for relevance. The following keyword searches were conducted:

\*mat \*stuck\* \*pedal\* \*stick\*

#### Search C:

#### Base Part Numbers:

9E926 BODY ASY-AIR CHARGE 9C735 SERVO SPEED CNTL 12A650 PROCESSOR ASSY

DIAG DIAGNOSIS

NPF NO PROBLEM FOUND RECAL ECC PROCESSOR RECAL

RECALEM ECC PROCESSOR RECAL – EMISSIONS

#### Word Searches:

The reports located using the search criteria described above were then searched using the Electronic Data Download System using a keyword process. Those reports that were identified by the keyword search described here were manually reviewed for relevance. The following keyword searches were conducted:

accel races stuck wont slow fast idle racing sudden won't slow high idle slow down takes off

high idle slow down takes of high rpm stick took off

<u>Subject Vehicle</u>: 2011 model year Ford Fusion, Mercury Milan, and Lincoln MKZ vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

<u>Date Parameters</u>: January 1, 2010 through July 22, 2011 (the date of this inquiry)

#### Search D:

#### **Base Part Numbers:**

9F836 PEDAL & SENSOR ASSEMBLY 5413300 MAT KIT, FRONT & REAR

#### Search E:

#### Base Part Numbers:

NPF NO PROBLEM FOUND

DIAG DIAGNOSIS

#### Word Searches:

The search was further filtered using the Keyword Search within the AWS system. Those reports that were identified by the keyword search described here were manually reviewed for relevance. The following keyword searches were conducted:

\*mat \*stuck\* \*pedal\* \*stick\*

#### Search F:

#### Base Part Numbers:

9E926 BODY ASY-AIR CHARGE 9C735 SERVO SPEED CNTL 12A650 PROCESSOR ASSY

DIAG DIAGNOSIS

NPF NO PROBLEM FOUND

RECAL ECC PROCESSOR RECAL

RECALEM ECC PROCESSOR RECAL – EMISSIONS

#### Word Searches:

The reports located using the search criteria described above were then searched using the Electronic Data Download System using a keyword process. Those reports that were identified by the keyword search described here were manually reviewed for relevance. The following keyword searches were conducted:

accel races stuck wont slow fast idle racing sudden won't slow

high idle slow down takes off high rpm stick took off

#### Warranty Code Lists:

#### **Customer Concern Codes:**

Customer Concern Code	Customer Concern Code Description
A02	STEREO/RADIO RECEPTION
A04	STEREO/RADIO SOUND QUALITY
A06	SPEAKERS
A07	OTHER AUDIO TROUBLES
A16	CD PLAYER
A17	CASSETTE PLAYER
A18	FAMILY ENTERTAINMENT SYSTEM TROUBLES
A25	SPEED CONTROL ENGAGEMENT TROUBLES
A26	SPEED CONTROL DISENGAGEMENT TROUBLES
A27	SPEED CONTROL DOESN'T MAINTAIN A CONSISTENT SPEED
A34	HORN TROUBLES
A35	COMPASS/THERMOMETER TROUBLES
A37	SPEEDOMETER TROUBLES
A40	TIRE PRESSURE MONITORING TROUBLES
A59	TRIP COMP./NAVIGATION SYSTEMS TROUBLES
A60	SATELLITE DIGITAL AUDIO REC SYSTEM TROUBLES
A86	CELLULAR PHONE TROUBLES
A87	CIGARETTE LIGHTER/POWERPOINT TROUBLES
A88	WIRING TROUBLES
A96	CCC RE-MAP - MAINTENANCE
A97	CCC RE-MAP - DAMAGE
A98	CCC RE-MAP - OTHER
A99	ADMINISTRATIVE (PARTS RETURN/ETC.)
B01	BODY PANEL DENTS, DINGS
B02	BODY PANEL FITS POORLY
B05	BODY PANEL HARD TO OPEN
B06	BUMPER DENTS/DINGS
B07	BUMPER FITS POORLY
B09	BODY PANEL/HINGE SQUEAK/RATTLE
B15	BODY PANEL HARD TO CLOSE
B19	OTHER BODY PANEL TROUBLES (NOT INCLUDING TRIM)
B43	LOOSE, POOR FIT, WARPED, WRINKLED

B44	TEARS, SNAGS, CRACKS - DOOR PANEL
B45	FADED, DISCOLORED - DOOR PANEL
B47	BLISTERED/BUBBLED/PEELED - DOOR PANEL
B50	SPLIT SEAMS - DOOR PANEL
B53	LOOSE, POOR FIT, WARPED, WRINKLED IP/DASHBOARD
B54	LOOSE,POOR FIT,WARPED,WRINKLED-CENTER FLR CONSOLE
B62	MOLDINGS,EXTERIOR TRIM CORRODED
B63	MLDGS/EXT.TRIM LOOSE/MISSING
B64	MLDGS/EXT.TRIM POORLY ALIGNED OR FIT
B65	WHEEL/HUBCAP TROUBLES
B66	OTHER EXTERIOR TRIM TROUBLES
B69	OTHER BUMPER TROUBLES
B73	LOOSE, POOR FIT, WARPED, WRINKLED
B74	LOOSE, POOR FIT, WARPED, WRINKLED-CARPET/FLOOR MAT
B75	LOOSE,POOR FIT,WARPED,WRINKLED-TRNK&CARGO INTERIOR
B78	INTERIOR ODOR
B81	TEARS, SNAGS, CRACKS - IP/DASHBOARD
B82	FADED, DISCOLORED - IP/DASHBOARD
B84	BLISTERED/BUBBLED/PEELED - IP/DASHBOARD
B85	GLOVEBOX DOOR GAPS,FIT POOR,DIFFICULT TO OPN/CLOSE
B91	TEARS, SNAGS, CRACKS - CENTER FLOOR CONSOLE
B92	FADED, DISCOLORED - CENTER FLOOR CONSOLE
B94	BLISTERED/BUBBLED/PEEDED - CENTER FLOOR CONSOLE
B95	OTHER INSTRUMENT PANEL/CONSOLE TROUBLES
C01	A/C SLOW TO COOL
C02	A/C NOT COLD ENOUGH
C03	HEATER-SLOW TO HEAT
C04	HEATER-NOT HOT ENOUGH
C05	A/C DOES NOT WORK
C07	HEATER-DOES NOT WORK
C09	HEATER, DEFROSTER OR A/C NOISE
C12	W`SHIELD DEFROST/DEFOGGING DOES NOT WORK
C15	SIDE WINDOW DEFROST/DEFOGGING DOES NOT WORK
C19	REGISTER/VENT ADJUSTMENT TROUBLES
C20	OTHER TEMPERATURE CONTROL TROUBLES
C21	WINDSHIELD DEF SLOW TO CLEAR/UNEVEN CLEARING
C22	SIDE WINDOW DEF SLOW TO CLEAR/UNEVEN CLEARING
C23	BACK WINDOW DEF SLOW TO CLEAR/UNEVEN CLEARING
C24	A/C WATER LEAK/CONDENSATION TROUBLES
C25	DEAD BATTERY
C26	WEAK OR LOW ELECTRICAL POWER
C27	POWER SUPPLY TROUBLES
C30	A/C HEATER/DEFROSTER ODOR
C50	OTHER STEERING/HANDLING AND RIDE TROUBLES
D02	ENGINE WOULD NOT START
D03	ENGINE DIFFICULT OR SLOW TO START
D10	ENGINE IDLES TOO SLOW
D11	ENGINE IDLES TOO FAST
D13	ENGINE IDLES ROUGH
D21	ENGINE STALLS

D35	EXCESSIVE FUEL CONSUMPTION
D36	ENGINE HESITATES/SURGES WHEN ACCELERATING
D41	ENGINE HESITATES/SURGES AT STEADY SPEED
D42	POOR PERFORMANCE/LACKS POWER
D50	OTHER ENGINE TROUBLES
E19	ENGINE BELT SLIPPING/SQUEALING
E20	ENGINE BELT OFF/FRAYED/COMING APART/BROKEN
E23	ENGINE OVERHEATS/RADIATOR TROUBLES
E26	EXCESSIVE OIL CONSUMPTION
E29	'CHECK ENGINE' LIGHT TROUBLE
E40	ELECTRONIC MODULE TROUBLES
E41	UNUSUAL EXHAUST SYSTEM ODOR
E42	UNUSUAL EXHAUST SYSTEM NOISE
E43	EXHAUST SYSTEM RUST/CORROSION/APPEARANCE
E65	SLOW FUEL TANK FILL/SPITBACK
E68	FUEL TANK LEAK/ODOR
E69	LOW OIL PRESSURE
F04	THIN/NO PAINT (EXCLUDES TRIM/BUMPER)
F05	SAGS/RUNS IN PAINT (EXCLUDES TRIM/BUMPER)
F06	PEELED PAINT (EXCLUDES TRIM/BUMPER)
F07	BUBBLES/BLISTERS IN PAINT
F10	PAINT SPRAY OVER BODY FINISH
F11	BODY RUST/CORROSION (NOT PERFORATION, EXCL BUMPER)
F12	STAINED/SPOTTED PAINT (EXCLUDES TRIM/BUMPER)
F13	FADED/DULL PAINT (EXCLUDES TRIM/BUMPER)
F15	DETAIL PAINT OR TAPE STRIPE COMING OFF (EXCL BMPR)
F19	CHIPPED/SCRATCHED PAINT
F20	DIRT IN PAINT (EXCLUDES TRIM/BUMPER)
F25	RUST PERFORATION
F30	UNEVEN COLOR/COLOR DIFFERENT BETWEEN BODY PANELS
F33	BUMPER FADED/DULL PAINT
F34	BMPR-SAGS/RUNS
F35	BMPR-THIN/NO PAINT
F36	BMPR-STAINED/SPOTTED
F37	BMPR-DIRT IN PAINT
F38	BMPR-UNEVEN COLOR/COLOR DIFF.
F39	BUMPER RUST/CORROSION
F41	BUMPER PEELED PAINT
F99	INSUFFICIENT FLUID
G02	GLASS BROKEN/CHIPPED/CRACKED/DISTORTED
G05	WINDOW OPENING, CLOSING TROUBLES-MANUAL
G07	WINDOW OPENING, CLOSING TROUBLES-POWER
G09	WINDOW SQUEAK/RATTLE/SCRAPE
G30	ODOMETER TROUBLES
G31	ENGINE TEMP GAGE TROUBLES
G32	INST CLUST/MESSAGE CENTER TROUBLES
H02	BRAKES GRAB OR LOCK-UP
H04	PARKING BRAKE TROUBLES
H05	EXCESSIVE BRAKE PEDAL EFFORT REQUIRED
H06	VEHICLE PULLS LEFT WHILE BRAKING
H07	VEHICLE PULLS RIGHT WHILE BRAKING
H15	BRAKE PEDAL SPONGY
H16	BRAKES TOO SENSITIVE

H19	BRAKE-ABS WARNING LIGHT TROUBLES
H20	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)
H21	STEERING HAS EXCESSIVE FREE PLAY/WANDER
H22	STEERING REQUIRES EXTRA OR UNEVEN EFFORT
H24	STRG WHL SPOKES NOT CORRECTLY POSITIONED WHEN FRNT
H25	CONSTANT PULL TO LEFT
H26	CONSTANT PULL TO RIGHT
H39	TRACTION CONTROL/ADVANCE TRAC WARNING LIGHT TROUBLES
H44	HARSH RIDE
H45	MUSHY RIDE
H50	STEERING GEAR/PUMP TROUBLES
H62	IMPROPER TIRE WEAR
J03	SUN/MOON/T-TOP/CONVERTIBLE ROOF FITS POORLY
J04	SUN/MOON/T-TOP/CONVERTIBLE DIFFICULT TO OPN/CLS
K01	TRANSFER CASE TROUBLES
K02	
	AXLE WHINE/HOWL/GROAN
K03	AXLE VIBRATION/SHAKE
L06	EXT. DOOR LOCK CONTROLS POWER
L07	EXT. DOOR LOCK CONTROLS-POWER
L08	EXTERIOR DOOR HANDLE TROUBLES
L10	FUEL-FILLER DOOR TROUBLES
L13	IGNITION SWITCH TROUBLES
L14	ANTI-THEFT/ALARM SYSTEM TROUBLES
L15	OTHER LOCK/MECHANISM TROUBLES
L16	INT. DOOR LOCK CONTROLS - MANUAL
L17	INT. DOOR LOCK CONTROLS - POWER
L18	INTERIOR DOOR HANDLE TROUBLES
L19	DOOR AJAR WARNING LIGHT TROUBLES
L20	REMOTE/KEYLESS ENTRY TROUBLES
L22	HEADLAMP AIM/ALIGNMENT
L23	KEY TROUBLES
L25	LIGHTS NOT WORKING-INTERIOR
L26	LIGHTS NOT WORKING-EXTERIOR
L29	OTHER LIGHTING TROUBLES (INCL. LEAKS/CONDENSATION)
L30	TURN SIGNAL TROUBLES
L63	BRAKE FLUID LEAK
L65	ENGINE LEAKS OIL
L68	POWER STEERING FLUID LEAK
L69	FUEL GAUGE TROUBLES
L72	TRANSMISSION/CLUTCH FLUID LEAKS
L85	UNDETERMINED ENGINE LEAK
L87	COOLANT LEAK
L88	FRONT/REAR AXLE OR DRIVESHAFT LEAKS
M05	EXTERIOR MIRROR TROUBLES
M06	INTERIOR MIRROR TROUBLES
M10	OTHER MIRROR TROUBLES
N11	UNUSUAL ENGINE NOISE AT IDLE
N12	UNUSUAL ENGINE NOISE WHILE DRIVING
N17	BRAKES NOISY
N18	UNUSUAL TRANSMISSION NOISE
N22	VEHICLE VIBRATES WHEN DRIVING BELOW 45 MPH
N23	STEERING WHEEL VIBRATION/SHIMMY BELOW 45 MPH
N24	STEERING WHEEL VIBRATION/SHIMMY ABOVE 45 MPH

N25	VEHICLE VIBRATES WHEN DRIVING ABOVE 45 MPH
N27	VIBRATION OR SHUDDER WHILE BRAKING
N30	OVERHEAD CONSOLE SQUEAK/RATTLE
N31	CENTER FLOOR CONSOLE SQUEAK/RATTLE
N32	GLOVE BOX DOOR SQUEAK/RATTLE
N33	INSTRUMENT PANEL/DASHBOARD SQUEAK/RATTLE
N40	FRONT SIDE DOOR SQUEAK/RATTLE
N41	REAR SIDE DOOR SQUEAK/RATTLE
N42	TRUNK,H`BACK,T`GATE,REAR CARGO DOOR SQUEAK/RATTLE
N43	SUN/MOON,T-TOP,CONVERTIBLE ROOF SQUEAK/RATTLE
N50	SQUEAK/RATTLE VEHICLE EXTERIOR-FRONT
N51	SQUEAK/RATTLE VEHICLE EXTERIOR-REAR
N57	STEERING COLUMN/WHEEL SQUEAK/RATTLE
N58	STEERING COLOMIN/WHEEL SQUEARRATTLE  STEERING NOISY
N59	OTHER SQUEAK/RATTLE (EXCLUDING WIND NOISE)
P01	· · · · · · · · · · · · · · · · · · ·
	DIFFICULT TO OPERATE SHIFT LEVER, CHANGE GEARS
P09	OTHER MANUAL TRANSMISSION TROUBLES
P22	CLUTCH CHATTERS/GRABS/SLIPS/JERKS
P23	CLUTCH REQUIRES TOO MUCH OR UNEVEN EFFORT
P24	OTHER CLUTCH TROUBLES
P31	MANUAL-4-WHEEL/ALL WHEEL DRIVE TROUBLES
P51	DIFFICULT TO OPERATE SHIFT LEVER
P59	OTHER AUTOMATIC TRANSMISSION TROUBLES
P66	SHIFTS ROUGH OR JERKY WHILE DRIVING
P67	SHIFTS OCCUR TOO EARLY, TOO LATE, TOO OFTEN
P68	TRANSMISSION SHIFTS ROUGH OR JERKY FROM PARK
P69	GEAR CHANGES TAKE TOO LONG TO COMPLETE
P82	AUTOMATIC - 4-WHEEL/ALL -WHEEL DRIVE TROUBLES
P83	NO FORWARD/REVERSE MOVEMENT IN GEAR
R01	WATER LEAK AROUND WINDSHIELD
R02	WATER LEAK AROUND FRONT SIDE DOOR/WINDOW
R03	WATER LEAK AROUND REAR SIDE DOOR/WINDOW
R04	WATER LEAK AROUND BACK WINDOW
R05	WATER LEAK AROUND SLIDING REAR WINDOW
R06	WATER LEAK AROUND TRUNK/HATCHBK/LIFTGT/RR CARGO DR
R08	WATER LEAK AROUND NON-SLIDING REAR WINDOW
R09	WATER LEAK AROUND SUN/MOON/CONVERTIBLE/T-TOP ROOF
R10	OTHER WATER LEAKS (SEALING ISSUES ONLY)
R21	WIND NOISE AROUND WINDSHIELD
R22	WIND NOISE AROUND FRONT SIDE DOOR/WINDOW
R23	WIND NOISE AROUND REAR SIDE DOOR/WINDOW
R24	WIND NOISE AROUND BACK WINDOW
R25	WIND NOISE AROUND SLIDING REAR WINDOW
R26	WIND NOISE AROUND TRUNK/HATCHBK/LIFTGT/RR CARGO DR
R29	WIND NOISE AROUND SUN/MOON/CONVERTIBLE/T-TOP ROOF
R30	OTHER WIND NOISE TROUBLES (TURBULENCE)
R31	OTHER GASKET/SEALING TROUBLES
S03	FRONT SEAT LOOSE
S04	REAR SEAT LOOSE
S06	SEAT ADJUSTMENT OPERATION - FRONT MANUAL CNTRL
S07	SEAT ADJUSTMENT OPERATION - REAR SEAT
S08	SEAT LOOSE THIRD ROW
S09	FRONT SEAT SQUEAK/RATTLE

S15	SEAT ADJUSTMENT OPERATION TROUBLE-FRONT POWER CNTL
S17	REAR SEAT SQUEAK/RATTLE
S21	SEAT BELT SOILED/DIRTY
S25	SEAT BELT COIL/UNCOIL TROUBLES
S26	SEAT BLT BUC LATCHING TROUBLES
S27	STEERING WHEEL TRIM APPEARANCE
S38	AIR BAG (SRS) TROUBLES
S39	AIR BAG WARNING LIGHT TROUBLES
S40	OTHER RESTRAINT TROUBLES
S50	LOOSE, POOR FIT, WARPED, WRINKLED-SEAT UPHOLSTERY
S52	TEARS, SNAGS, CRACKS - SEAT UPHOLSTERY
S53	FADED, DISCOLORED - SEAT UPHOLSTERY
S55	SPLIT SEAMS - SEAT UPHOLSTERY
S56	HEATED/COOLED SEAT TROUBLES
T02	TEARS, SNAGS, CRACKS - ROOF LINING MATERIAL
T03	FADED, DISCOLORED - ROOF LINING MATERIAL
T12	TEARS, SNAGS, CRACKS - CARPET/FLOOR COVERING
T13	FADED DISCOLORED - CARPET/FLOOR COVERING
T15	SPLITTING SEAMS - CARPET/FLOOR COVERING
T22	TEARS, SNAGS, CRACKS - TRUNK/CARGO INTERIOR
T50	CUPHOLDER TROUBLES
T51	SUN VISOR TROUBLES
T52	ASHTRAY TROUBLES
T53	INTERIOR MOLDINGS FIT POORLY
T54	MISSING - INTERIOR MOLDINGS
T55	INT FASTENERS - LOOSE, MISSING, POOR FIT, WARPED
TA1	ENTIRE OR PARTIAL TREAD SEPARATION FROM TIRE
TA3	BUBBLE/BULGE(S) IN SIDEWALL
TA4	SPLITS/CRACKS IN SIDEWALL/TREAD
TA5	TIRE TREAD CHUNKS MISSING
TB2	FLAT TIRE (SELF-SEALING TIRES ONLY)
TB3	VEHICLE VIBRATION (OUT OF ROUND WILL NOT BALANCE)
TB6	SLOW LEAKS / VALUE STEM TROUBLES
TB7	PREMATURE TREAD WEAR
TB8	PULLS/DRIFTS
TC8	OTHER TIRE COSMETIC
W03	FRONT WINDSHIELD WASHER TROUBLES
W04	REAR WINDOW WASHER TROUBLES
W05	FRONT WIPER TROUBLE
W06	REAR WINDOW WIPERS TROUBLES
W10	OTHER WIPER/WASHER TROUBLES (INCLUDING LEAKS)

#### Condition Codes:

Conc	dition Codes:		
53	Air in System	33 25	Loose Part
B5	Battery Acid / Fluid Damage		Missing Fastener
02	Bent / Buckled / Kinked		Missing Part
01	Broken / Cracked		Open Circuit
46	Burned Out	D9	Out of Balance
91	Burrs, Sharp Edges	13	Out of Round
30	Chafed, Excessive Wear, Frayed	B4	Pinched / Damaged Wire
70	Chipped / Scratched	55	Plugged / Restricted
X2	Connection Poor / Not Made	P1	Polish Repair (Paint)
49	Contaminated / Foreign	X1	Poor Ground
D7	Corrosion (Perforation)	05	Poor Metal Finishing
X7	Crossed Wire (Wire Harness)	D1	Porosity
X4	Damaged Terminal	68	Sealer Missing / Skipped
06	Dents / Dings	31	Sewing failure / Split Seams
34	Distorted / Wrinkled / Wavy	79	Special Code: Use Only as Instructed
42	Does Not Operate Properly	P2	Spot Repair (Paint)
D8	Failed Gasket / Seal	Р3	Spray Panel Repair (Paint)
D4	Flaw in Material	04	Software Revision / Flash Module
82	Freight / Postage / Maintenance	41	Sticks / Binds / Grabs
69	Frozen / Seized / Binding	A8	Stone Pecking
17	Hole Incomplete, Out of Position or Omitted	C2	Stripped / Cross-threaded Fastener
12	Improper Assembly	14	Surface Rough / Uneven
07	Improperly Adjusted / Fits Poorly	81	Tarnished / Faded
43	Improperly Routed	87	Teeth Damage
16	Incorrect Size	P4	Thick / Cracked (Paint)
C8	Industrial / Environmental Fallout	63	Weak / Soft / Sagged (Insufficient Pressure)
51	Insufficient Fluid (Pre-delivery only)	61	Weld Defective / Broken
95	Insulation Damage	W6	Wheel Alignment Out of Specification
٧3			Wrong Part
24	Loose Fastener		-
FCS-	8572-04		*Program code MVC requires these codes
			Revised and effective July 30, 2004

PE10-019
FORD
9-9-2011
Appendix H



**BEGINNING OF CONTACT** 01/29/2011

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.01

OGC ISSUE CASE NBR: 419260281. OPENED: REGION: N1 NEW YORK ZONE: A05 2011/01/28 3FAHP0HA5AR **ENGINE:** VEH TYPE: CLOSED: 2011/01/28 VIN: \_\_\_\_\_\_ \_\_\_\_\_\_ CLOSED

STATUS: LAST NAME:

TITLE MR FIRST NAME: MI:

ADDRESS: CITY: MARLBORO STATE: NJ ZIP:

HOME PHONE: MODEL YEAR: 2010 MODEL: **FUSION** 

4000 MILEAGE: OASIS FORD 03604 DEALER NAME: SALES CODE: F13058 P & A:

0796 LEGAL - ALLEGED INJURY REASON CODE:

624100 ACCELERATOR PEDAL STICK/BIND SYMPTOMS:

US CONCERN CASE BASE COMMUNICATION: PHONE ORIGIN: CACI38

ACTION: 705 CONTACT ADVANCED TO OGC

DOCUMENT: ANALYST: KBROW315 BROWN (KBROW315), KAREN

DATE: 2011/01/28 TIME: 11.41.50: ACTION DATA/COMMENTS:

> CUSTOMER SAID: | DATE OF THE ACCIDENT01.23.11] WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENTACCELERATOR WENT TO A VERY HIGH SPEED AND CUST HIT A SMOW BANK AND WENT INTO A FENCE] IF THERE WERE ANY INJURIES SUSTAINEDLOWER SPINE IS INJURED] LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURREDOLD BRIDGE NEW JERSEY! WHETHER OR NOT THERE WAS A POLICE REPORT FILEDYES] IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WEREOFFICER ADV THIS WAS THE CUST'S FAULT FOR CARELESS DRIVING THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED153791 OLD BRIDGE PD] WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANYYES] IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIMCLAIM IS OPEN AT THIS TIME AND THEY ARE GOING TO REPAIR THE VEH ] WHETHER OR NOT THE VEHICLE IS REPAIRABLEVEH IS REPAIRABLE] WHAT THE CUSTOMER IS SEEKINGCUST INQ IF THIS IS A KNOWN ISSUE AND IS NOW SCARED TO DRIVE THE VEHDEALER SAID: ALL AMERICAN FORD OF OLD BRIDGE3698 ROUTE 9 SOUTHOLD BRIDGE. NJ 08857TEL:(732) 242-0405CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.

CONSUMER AFFAIRS

01/29/2011 FAXOGC1 CONFIDENTIAL



From: dcpform@ford.com [mailto:dcpform@ford.com]

**Sent:** Thursday, May 05, 2011 11:04 AM **To:** Ordcalp, F (F.); Taylor, Alma (A.)

Cc: dino@billbrandtford.com

Subject: Dealer/Fleet Request for OGC Review

#### **Dealer/Fleet Request for OGC Review**

Email Subject: Dealer/Fleet Request for OGC Review

**DEALER INFORMATION:** 

Dealership Fleet Name: Bill Brandt Ford Inc Requesting Dealer Fleet: bill brandt ford

PA Code: 07873

Contact Person: dino castaldi

Title: asst serv mgr

Phone Number: 9256343551 Fax Number: 9256345932 Email: dino@billbrandtford.com

Region: san francisco

Address: 8100 brentwood blvd

City: brentwood State: California Zip Code: 94513

**CUSTOMER VEHICLE INFORMATION:** 

WSD: 04/22/2010 Vehicle Year: 2010 Vehicle Model: fusion

Vehicle VIN: 3fahp0ha9ar

Mileage: 20156

5/5/2011

customer Fleet Name:

Street Address:

City: oakley
State: California
Zip Code:

Home Phone: Work Phone:

Customer Region: san francisco DETAILS OF INCIDENT:

Accident

Date of Incident: 2011-05-04

County incident occurred: alameda

Is customer alleging a component defect CAUSED the incident? YES **Details:** front grille, both front headlamp lens were damaged-front bumper

Was a police report filed? YES

Details: oakland,ca-alameda county

Has the insurance company been contacted? YES

**Insurance company advised:** customer first towed into bill brandt ford-her insurance comapny would not supply her a rental vehicle unless vehicle was at a bodyshop so customer had towed to vornhagens bodyshop in brentwood

Insurance company contact information:

Coach builder:

City: State: Zip Code:

Vehicle Location: vornhagens auto bodyshop

Attorney information:

**CVO Contact:** 

**Resolution Customer is seeking:** to repair concern on vehicle-she stated that her son was driving-he went to accel from a stop and said throttle stuck causing him to hit the back of a truck

Comments:

Copyright 2011 Ford Motor Company



FCSDDFROGC

Page 1 of 3

#### **IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!**

#### Dealer/Fleet Request For OGC Review

\*\*\*Note: this form is for Retail and Fleet vehicles\*\*\*

Pursuant to the W&P Manual, the service manager is required to complete a Dealer/Fleet Request for OGC 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 allegations.

\*\*\*Note: All fields are required and must be filled in accordingly before submitting this form\*\*\*

المراجع المرا	Control of the Medical Control of the Control of th
DEALER INFORMATION	
Dealership/Fleet Name:	World Ford-Pensacola
Requesting Dealer/Fleet:	World Ford- Pensacola
P&A Code:	04962
Contact Person:	Ken Brokaw
Title:	Service Manager
Phone Number:	850-266-2103
Fax Number:	850-476-1590
Email Address:	kbrokaw@worldford.com
Region:	SouthEast
Address:	6397 Pensacola Blvd.
City:	Pensacola FORULEO COL
State:	Florida
Zip Code:	32505
CUSTOMER/VEHICLE INFORMATION	CPCR
wsd:	104584129 GENERAL DE
Vehicle Year:	2010
Vehicle Model:	Fusion
Vehicle VIN:	3fahp0ha5ar
Mileage:	17697
Customer/Fleet Name:	
Street Address:	
City:	Pensacola

5/23/2011

FCSDDFROGC Page 2 of 3

State:	Florida
Zip Code:	
Home Phone:	
Work Phone:	
Region:	SouthEast
The second will be a second of the second of	a managemental and record of the last last the last term of the last term
THE APPROVAL OF THE OFFICE	TORAGE OR PROVIDE LOANERS WITHOUT OF THE GENERAL COUNSEL*** EQUEST TO FORDCALP@FORD.COM***
Incident Involves:	
F Accident Fire Injury Medic	al Attention Sought
Date of Incident:	5/19/2011
County in which incident occurred:	Santa Rosa
Is customer alleging a component defect CAUSED the incident?	€ Yes ← No
If yes, what type & details: If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	Customer states throttle stuck and vehicle went over curb.
Was a police report filed?	← Yes ← No
If yes, where:	
Has the insurance company been contacted?	Yes No Did not contact insurance company.
What did the insurance company advise?	
Name and phone number of owner's insurance company & agent's name:	Csutomer doesnt know. Is all handled through work.
If the vehicle is a conversion unit, who is the coach builder?	
City:	
State:	
Zip Code:	

World Ford of Pensa	cola
Vehicle Location:	
Attorney Information (if applicable):	
CVO Contact (if applicable - Fleet Only):	
RESOLUTION THAT CUSTOMER IS SEEKING:	Management of the Control of the Con
COMMENTS:	A CONTRACTOR OF THE CONTRACTOR
Submit Request	

Powered by: InfoPath Forms Services



BEGINNING OF CONTACT 12/31/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.44

CASE NBR: **OGC ISSUE** 465423640 G4 PITTSBURGH ZONE: A02 OPENED: 2010/12/30 2010/12/30 **ENGINE:** VIN: 3MEHM0HA2AR VEH TYPE: С CLOSED: \_\_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_\_ STATUS: LAST NAME: CLOSED TITLE: FIRST NAME: MI: F ADDRESS:

CITY: ERIE STATE: PA ZIP: HOME PHONE:

MODEL YEAR: 2010 MODEL: MILAN

MILEAGE: 4400
DEALER NAME: BOB FERRANDO FLM SAL SALES CODE: F44218 P & A: 02191

REASON CODE: 0796 LEGAL - ALLEGED INJURY

SYMPTOMS: 612600 SURGE CRUISE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 705 - CONTACT ADVANCED TO OGC

DOCUMENT: ANALYST: DMACKI13 MACKINNON, DAVID

DATE: 2010/12/30 TIME: 12.55.42: ACTION DATA/COMMENTS:

CUSTOMER SAID: 
- ON 22DEC10 THROTTLE STUCK OPEN-VEH
SMASHED A GUARD RAIL IN A PARKING GARAGE- MINIOR INJRUIES
INCLUDING BRUISING AND A BROKEN NOSE OF PASSENGER- POLICE
REPORT FILED WITH ERIE MUNICIPALITY- REPORT # 10 53 239- CLAIM
FILED WITH ERIE INSURANCE CO.- CLAIM # - VEH AT
BODY SHOP- \$OVER 13,600 IN ESTIMATED DAMAGE AND CLIMING- CUST
SEEKING FINANCIAL COMPENSATIONDEALER SAID: BOB FERRANDO
FORD LINCOLN MERCURY RD #2 ROUTE 20 EGIRARD, PA 16417 TEL:(814)
774-5678CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO
FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A
WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR
CONCERN.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER
CONTACT INFORMATION BEFORE SENDING ISSUE.

**CONSUMER AFFAIRS** 

12/31/2010 FAXOGC1 CONFIDENTIAL





#### Service of Process **Transmittal**

06/17/2011

TO: Chris Dzbanski

Ford Motor Company

One American Road, WHQ 433-E3

Dearborn, MI 48126

**Process Served in Michigan** RE:

FOR: Ford Motor Company (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: , Pltf. vs. Ford Motor Company, etc. and Jack Demmer Ford, Inc.,

DOCUMENT(S) SERVED: Summons and Return of Service Form, Complaint and Jury Demand, Exhibit(s),

COURT/AGENCY: 3rd Circuit Court, Wayne County, MI

Case # 11007198NZ

Product Liability Litigation - Manufacturing Defect - Failure to repair and/or correct defects - Pertaining to a 2010 Ford Fusion, VIN 3FAHPOHA5AR NATURE OF ACTION:

Declaratory Judgment, Rescission of Contract and Revocation of Acceptance

ON WHOM PROCESS WAS SERVED: The Corporation Company, Bingham Farms, MI

By Process Server on 06/17/2011 at 14:03 DATE AND HOUR OF SERVICE:

JURISDICTION SERVED: Michigan

APPEARANCE OR ANSWER DUE: Within 21 days

ATTORNEY(S) / SENDER(S):

Steven S. Toth Consumer Legal Services, P.C.

30928 Ford Rd. Garden City, MI 48135-1803 734-261-4700

REMARKS: Please note: The court labels have been received, however, the labels will not be

imaged. Consequently, the documents are being forwarded via hard copy.

SOP Papers with Transmittal, via Fed Ex Priority Overnight, 794877306046 **ACTION ITEMS:** 

Image SOP

Email Notification, Chris Dzbanski CDZBANSK@FORD,COM

SIGNED: The Corporation Company PER: Stephanie Hendrickson ADDRESS: 30600 Telegraph Road

Suite 2345

Bingham Farms, MI 48025-5720 248-646-9033

TELEPHONE:

Page 1 of 1 / KS

information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

#### STATE OF MICHIGAN THIRD CIRCUIT COURT



### **SUMMONS AND RETURN OF SERVICE**

CASE NO.

71.007198.NZ

	II IRM				
COURT ADDRESS: 2 WOODWARD A	AVENUE, DETROIT, MICHIGA	N 48226	COURT TELEPHONE NO. (313) 224-		
THIS CASE ASSIGNED TO	JUDGE: Robert T.	21oikowski	Bar Normaner	188 1 22 7 <b>4</b> 9	
PLAIN	TIFF		DEFENDANT		
<b>维</b> 从型型键型。	ROSEMBRY	VS	VS PORD MOTOR COMPANY		
PLAINTIFF'S ATTORN	IEY				
Topt, Stroke S (P-144-37) 30978 Ford Ba Garder 1 Ly, M (334) - 2.3-473	1 46135-1803				
CASE FILING FEE		JURY FEE			
Fig. 8 pt. 1		Paid		,	
Pair(	THIS SUMMONS EXPIRES	DEPUTY COUN	TY CLERK		
\$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	09/16/2011	Tunk and	ya Smith		
	rved on or before its expiration date.		tt – Wayne County Clerk		
<ol> <li>You are being sued.</li> <li>YOU HAVE 21 DAYS after other lawful action (28 days).</li> <li>If you do not answer or take in the complaint.</li> <li>There is no other pending.</li> <li>A civil action between these previously filed in</li> <li>There is no other pending family members of the particular members of the particular members.</li> </ol>	s if you were served by mail of the other action within the time or resolved civil action arising e parties or other parties arising or resolved action within the ties.	e an answer with the or you were served of allowed, judgment not only out of the same training out of the transact jurisdiction of the father circuit court involved.	court and serve a copy on the of utside this state).  nay be entered against you for the entered against you family division of circuit court inviving the family or family member	he relief demanded by the complaint complaint has been court. The court court is coloring the family of the coloring t	
Docket no.	Judg	ge		Bar no.	
	emains is no longer formation above and attached is	pending.	y information, knowledge, and	COUNT OF WARE	

COMPLAINT IS STATED ON ATTACHED PAGES. EXHIBITS ARE ATTACHED IF REQUIRED BY COURT RULE.

Signature of attorney/plaintiff

If you require special accommodations to use the court because of disabilities, please contact the court immediately to make arrangement.

FORM NO. WC101 REV. (3-98) MC 01 (10/97)

SUMMONS AND RETURN OF SERVICE

MCR 2.102(B)(11), MCR 2.104, MCR 2.107, MCR 2.113(C)(2)(a), (b), MCR 3.206 (A)

DEFENDANT

mer.

#### STATE OF MICHIGAN

#### IN THE CIRCUIT COURT FOR THE COUNTY OF WAYNE

ROSEMARY	WALTON,
----------	---------

Plaintiff,

٧

NZ

FORD MOTOR COMPANY, a Delaware Corporation and JACK DEMMER FORD, INC., a Michigan Corporation, Jointly and Severally,

Defendants.

CONSUMER LEGAL SERVICES, P.C. STEVEN S. TOTH P-44487 KATHERINE M. PITTEL P-68878 Attorneys for Plaintiff 30928 Ford Road Garden City, MI 48135 (734) 261-4700

There is no other civil action between these parties arising out of the same transaction or occurrence as alleged in this Complaint in this Court, nor has any such action been previously filed and dismissed or transferred after having been assigned to a judge, nor do I know of any other civil action not between these parties, arising out of the same transaction or occurrence as alleged in this Complaint that is either pending or was previously filed and dismissed, transferred or otherwise disposed of after having been assigned to a judge in this Court.

#### **COMPLAINT AND JURY DEMAND**

NOW COMES the Plaintiff, by and through Plaintiff's attorneys, CONSUMER LEGAL SERVICES, P.C., who complains against the above named Defendants as follows:

1. Plaintiff is a resident of the City of Plymouth, Wayne County, Michigan.

- 2. Defendant, Ford Motor Company (hereinafter referred to as "Manufacturer"), is a Delaware Corporation authorized to do business in the State of Michigan and, at all times relevant hereto, was engaged in the manufacture, sale distribution and/or importing of Ford vehicles and related equipment, with its corporate headquarters in the City of Dearborn, Wayne County, Michigan.
- 3. Defendant, Jack Demmer Ford, Inc. (hereinafter referred to as "Seller"), is a Michigan Corporation authorized to do business in the State of Michigan and, at all times relevant hereto, was an authorized agent for the Manufacturer, and was engaged in the business of selling and servicing Manufacturer's cars in the City of Wayne, Wayne County, Michigan.
- 4. On or about December 21, 2009, Plaintiff purchased a new 2010 Ford Fusion, VIN 3FAHP0HA5AR256220 (hereinafter referred to as "2010 Ford Fusion"), from the Seller which was manufactured by the Manufacturer (see copy of Michigan Simple Interest Vehicle Retail Installment Contract attached as Exhibit A).
- 5. Along with the purchase of the 2010 Ford Fusion Plaintiff received written warranties and other express and implied warranties including, by way of example and not by way of limitation, warranties from Manufacturer and Seller (a copy of the written warranty is in the possession of the Defendants).
- 6. Plaintiff has taken the 2010 Ford Fusion to the Manufacturer's authorized agent/dealer, Seller, on at least ten (10) separate occasions and the vehicle has been out of service due to repair for at least fifty-nine (59) days (see copy of repair orders attached as Exhibit B). By way of example, and not by way of limitation, the defects with Plaintiff's 2010 Ford Fusion include the following:

<u>Date</u>	<u>Days</u>	<u>Mileage</u>	Invoice #	Complaint
03/18/10	2	5,119	336321	STRUCTURAL DEFECT: Passenger front seat and seatbelt rattles over bumps; a lot of cold air coming from under steering wheel
04/02/10	1	5,758	337633	STRUCTURAL DEFECT: Drivers door opening lower molding loose at front by kick panel; passenger seat belt rattles at seat when driving
04/02/10	18	5,772	435780	STRUCTURAL DEFECT: Drivers side floor sill is loose; rattle coming from the passenger side seatbelt where it comes out at the seatbelt;  STEERING/ALIGNMENT DEFECT: Drifts or pulls left; TRANSMISSION DEFECT: There is a clunk when the vehicle is not put in gear
05/06/10	2	8,013	437643	Recall # 10B15 completed, reprogrammed PCM; STRUCTURAL DEFECT: Rattle passenger side seatbelt area
06/22/10	1	10,652	440298	ELECTRICAL DEFECT: Having issues with voice recognition
09/08/10	9	15,852	444742	TRANSMISSION DEFECT: Intermittently the vehicle will jerk into gear when it is cold, 1st to 2nd and 2nd to 3nd, worse when it's cold; customer was driving vehicle on freeway, tried to accelerate and go around another vehicle, then slowed down with foot off of gas and vehicle continued to accelerate; vehicle will hesitate when going from park to drive; DRIVEABILITY DEFECT: Intermittent loud blower noise under the hood; STRUCTURAL DEFECT: Rattle from passenger side front seat when going over bumps

<u>Date</u>	<u>Days</u>	<u>Mileage</u>	Invoice #	Complaint
09/27/10	9	16,436	445703	TRANSMISSION DEFECT: Vehicle is shifting erratically, tachometer shoots up to 4-5 RPMs before it will shift
02/07/11	2	22,698	716239	ELECTRICAL DEFECT: Service advance trace light came on intermittently for a few days and now light is off; at times sync will drop call and go into text mode, has to keep resetting blue tooth connection; STEERING/ALIGNMENT DEFECT: When driving vehicle at times jerks to other lane, steering wheel is also off center; DRIVEABILITY DEFECT: There is a clunking type noise at times when turning left, also heard it before traction control light came on, sounds like it is coming from front area of vehicle
03/25/11	1	25,156	41702	ENGINE DEFECT: Loud ticking noise in engine, along with high-pitched whistling noise like when a fan comes on;  DRIVEABILITY DEFECT: Standing still and removing foot from brake owner heard a clunk noise
04/28/11	14	27,213	227435	TRANSMISSION DEFECT: Slips second into third gear about 15 miles per hour, happens intermittently, driving on expressway about 70 miles per hour steady speed will feel a jerk for few seconds and feels as it downshifts on it's own; DRIVEABILITY DEFECT: Rattle from right front door or glass area over bumps; excessive tire wear; ENGINE DEFECT: Whining/whistling noise, sounds as if engine speed changes

The vehicle has been out of service for at least fifty-nine (59) days due to repair.

- 7. This cause of action arises out of Defendants' misrepresentations, various breaches of warranties, violations of statutes and breaches of covenants of good faith and fair dealing as hereinafter alleged.
- 8. The amount in controversy exceeds TWENTY FIVE THOUSAND DOLLARS (\$25,000.00), exclusive of interest and costs, for which Plaintiff seeks judgment against Defendants, together with equitable relief. In addition, Plaintiff seeks damages from Defendants for incidental, consequential, exemplary and actual damages including interest, costs, and actual attorneys' fees.

#### COUNT I BREACH OF EXPRESS WARRANTY

- 9. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 8 as though herein fully restated and realleged.
- Plaintiff is a "buyer" under the Michigan Uniform Commercial Code, MCLA
   440.2103; MSA 19.2103.
- Manufacturer and Seller are "sellers" under the Michigan Uniform
   Commercial Code, MCLA 440.2103; MSA 19.2103.
- 12. The 2010 Ford Fusion constitutes "goods" under the Michigan Uniform Commercial Code, MCLA 440.2105; MSA 2105.
- 13. This is a "transaction in goods", to which MCLA 440.2102; MSA 19.2105 is applicable.
- 14. Plaintiff's purchase of the 2010 Ford Fusion was accompanied by an express warranty, written and otherwise offered by the Manufacturer and Seller.

  Whereby said warranty was part of the basis of the bargain of the contract, upon which Plaintiff relied, between Plaintiff and Manufacturer/Seller for its sale of the vehicle.

- 15. In this express warranty, the Manufacturer warranted if any defects were discovered within certain periods of time, the Manufacturer and/or Seller would provide repair of the 2010 Ford Fusion free of charge to Plaintiff under specific terms as stated in the express warranty.
- 16. In fact, Plaintiff discovered the 2010 Ford Fusion had defects and problems after Plaintiff purchased the vehicle as discussed above.
  - 17. Plaintiff notified Manufacturer and Seller of the aforementioned defects.
- 18. Plaintiff has provided the Seller and the Manufacturer with sufficient opportunities to repair or replace the 2010 Ford Fusion.
- 19. Plaintiff has reasonably met all obligations and pre-conditions as provided in the express warranty.
- 20. The Manufacturer and Seller have failed to adequately repair the 2010 Ford Fusion and/or have not repaired the 2010 Ford Fusion in a timely fashion, and the 2010 Ford Fusion remains in a defective condition.
- 21. Even though the express warranty provided to Plaintiff limited Plaintiff's remedy to repair and/or adjust defective parts, the 2010 Ford Fusion's defects have rendered the limited warranty ineffective to the extent the limited remedy of repair and/or adjustment of defective parts failed of its essential purpose pursuant to MCLA 440.2719(2); MSA 19.2719(2); and/or the above remedy is not the exclusive remedy under MCLA 440.2719(1)(b); MSA 19.2719(1)(b).
- 22. The 2010 Ford Fusion continues to contain defects which substantially impair the value of the automobile to the Plaintiff.

- 23. These defects could not reasonably have been discovered by the Plaintiff prior to Plaintiff's acceptance of the 2010 Ford Fusion.
- 24. The Manufacturer and Seller induced Plaintiff's acceptance of the 2010 Ford Fusion by agreeing, by means of the express warranty, to remedy, within a reasonable time, those defects which had not been or could not have been discovered prior to acceptance.
- 25. As a result of its many defects, the Plaintiff has lost faith and confidence in the 2010 Ford Fusion and the Plaintiff cannot reasonably rely upon the vehicle for the ordinary purpose of safe, efficient transportation.
- 26. If the finder of fact finds revocation and/or rejection was improper, then, in the alternative, Plaintiff alleges that as of the date of revocation, the 2010 Ford Fusion was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear. Therefore, Plaintiff is entitled to damages for breach of warranty calculated by the difference at the time and place of acceptance between the value of the goods accepted and the value they would have had if they had been as warranted.
- 27. The Manufacturer and Seller have refused Plaintiff's demands and have refused to provide Plaintiff with the remedies to which Plaintiff is entitled pursuant to MCLA 440.2313; MSA 19.2313 and MCLA 440.2711, 440.2714 and 440.2715; MSA 19.2711, 19.2714 and 19.2715.

WHEREFORE, Plaintiff prays for judgment against Manufacturer and Seller:

A. Declaring acceptance has been properly revoked by Plaintiff and for damages incurred in revoking acceptance;

- B. For a refund of the purchase price paid by Plaintiff for the 2010 Ford Fusion:
- C. To cancel Plaintiff's retail installment contract and pay off the balance of the contract;
  - D. For incidental, consequential and actual damages;
  - E. For costs, interest and attorneys' fees;
  - F. To rescind the contract; and
  - G. For such other relief this Court deems appropriate.

### COUNT II BREACH OF IMPLIED WARRANTY OF MERCHANTABILITY

- 28. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 27 as though herein fully restated and realleged.
- 29. The Manufacturer and Seller are "merchants" with respect to automobiles under the Michigan Uniform Commercial Code, MCLA 440.2104; MSA 19.2104.
- 30. The 2010 Ford Fusion was subject to implied warranties of merchantability under MCLA 440.2314; MSA 19.2314, running from the Manufacturer and the Seller to the benefit of Plaintiff.
- 31. The 2010 Ford Fusion was not fit for the ordinary purpose for which such goods are used.
- 32. The defects and problems hereinbefore described rendered the 2010 Ford Fusion unmerchantable.
- 33. The Manufacturer and Seller failed to adequately remedy the defects in the 2010 Ford Fusion; and the 2010 Ford Fusion continues to be in an unmerchantable condition at the time of revocation.

WHEREFORE, Plaintiff prays for judgment against Manufacturer and Seller:

- A. Declaring acceptance has been properly revoked and for damages incurred in revoking acceptance;
  - B. For damages occasioned by the breach of the implied warranty;
- C. For a refund of the purchase price paid by Plaintiff for the 2010 Ford Fusion;
- D. To cancel Plaintiff's retail installment contract and pay off the balance of the contract;
  - E. For consequential, incidental and actual damages;
  - F. Costs, interest and attorneys' fees;
  - G. To rescind the contract; and
  - H. Such other relief this Court deems appropriate.

# COUNT III VIOLATION OF NEW MOTOR VEHICLE WARRANTIES ACT; MCL 257.1401 ET SEQ; MSA 9.2705

- 34. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 33 as though herein fully restated and realleged.
- 35. Plaintiff is a "consumer" under the Michigan New Motor Vehicle Warranties Act (hereinafter referred to as "Lemon Law"), MCL 257.1401(a).
- 36. Manufacturer, is a "manufacturer" under the Lemon Law, MCL 257.1401(d).
- 37. The 2010 Ford Fusion is a "motor vehicle" under the Lemon Law, MCL 257.1401(f).
- 38. The 2010 Ford Fusion is a "new motor vehicle" under the Lemon Law, MCL 257.1401(g).

- 39. The express warranty given by Manufacturer, covering the 2010 Ford Fusion is a "manufacturer's express warranty" under the Lemon Law, MCLA 257.1401(e).
- 40. The Seller is a "new motor vehicle dealer" under the Lemon Law, MCLA 257.1401(h).
- 41. Plaintiff's 2010 Ford Fusion has been subject to a reasonable number of repair attempts for the aforementioned defects:
- (a) Said motor vehicle has been subject to at least four repair attempts by Defendant Manufacturer, through its new motor vehicle dealers, within 2 years of the date of the first attempt to repair the defect or condition; and/or
- (b) Said vehicle was out of service for 30 or more days within the time limit of the Manufacturer's express warranty and within one year from the date of delivery to Plaintiff.
- 42. After notifying Manufacturer of the aforementioned defects following the third repair attempt and/or 25 days in a repair facility, the Manufacturer was allowed a final repair attempt.
- 43. Manufacturer's attempted repair was unsuccessful as the 2010 Ford Fusion continues to manifest the aforementioned defects.
- 44. The aforementioned defects substantially impair the use or value of the 2010 Ford Fusion to the Plaintiff and/or prevent the 2010 Ford Fusion from conforming to the Manufacturer's express warranty.

WHEREFORE, Plaintiff prays for the following relief:

- A. Replacement of the 2010 Ford Fusion with a comparable replacement motor vehicle currently in production and acceptable to Plaintiff; or
- B. Manufacturer must accept return of the vehicle and refund to Plaintiff the purchase price including options or other modifications installed or made by or for manufacturer, the amount of all charges made by or for Manufacturer, towing charges and rental costs less a reasonable allowance for Plaintiff's use of the vehicle MCL 257.1403. In addition, pursuant to MCL 257.1403(4), the Manufacturer must pay off the balance on the retail installment contract unless consumer accepts a vehicle of comparable value.
- C. Pursuant to MCL 257.1407, Plaintiff is entitled to a sum equal to the aggregate amount of costs and expenses, including attorneys' fees based on actual time expended by Plaintiff's attorney in commencement and prosecution of this action.
  - D. Incidental and consequential damages;
  - E. For prejudgment interest;
  - F. To rescind the contract; and
  - G. For such other and further relief as may be justified in this action.

### COUNT IV BREACH OF CONTRACT

- 45. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 44 as though herein fully restated and realleged.
- 46. An express limited warranty accompanied the delivery of the 2010 Ford Fusion to Plaintiff. The limited warranty provided the Defendants would repair or adjust all parts (except tires) found to be defective in factory-supplied materials or workmanship.

- 47. The limited warranty, given by the Manufacturer and adopted by the Seller when the Seller serviced and repaired the 2010 Ford Fusion created a contractual relationship between the Manufacturer/Seller and Plaintiff.
- 48. The Manufacturer and Seller have breached the express limited warranty contract in that they have failed to repair or adjust defective parts covered under the limited warranty, have failed to do the same within the limited warranty coverage period, and within a reasonable time.

WHEREFORE, Plaintiff prays for judgment against all Defendants:

- A. Damages incurred by Plaintiff created by Defendants' breach of contract, including all monies paid for the purchase of the 2010 Ford Fusion;
- B. For return of an amount equal to Plaintiff's down payment and all payments made by Plaintiff to the Defendants;
  - C. For incidental, consequential, exemplary and actual damages;
- D. To cancel Plaintiff's retail installment contract and pay off the balance of the contract:
  - E. For costs and expenses, interest, and attorneys' fees;
  - F. To rescind the contract: and
  - G. Such other relief this Court deems appropriate.

## COUNT V VIOLATION OF THE MOTOR VEHICLE SERVICE AND REPAIR ACT MCLA 257.1301, ET SEQ.

49. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 48 as though fully restated and realleged.

- 50. The Seller is a "motor vehicle repair facility" as defined by MCLA 257.1302(g)
- 51. The Seller is subject to the Motor Vehicle Service And Repair Act, MCLA 257.1301, et seq.
- 52. The Seller has engaged or attempted to engage in methods, acts, or practices which were unfair or deceptive under said Act and/or the rules in effect during the relevant time period herein pursuant to MCLA 257.1307, 257.1334, 157,1335, 257.1336, and 257.1337; and Michigan Administrative Rules 257.131 through 257.137 including, but not limited to:
- a) Failing to reveal material facts, the omission of which tends to mislead or deceive the Plaintiff and which facts could not reasonably be known by Plaintiff:
- b) Allowing Plaintiff to sign an acknowledgment, certificate or other writing which affirms acceptance, delivery, compliance with a requirement of law, or other performance, when the Seller, knows or had reason to know that the statement is not true;
- c) Failing upon return of the vehicle to the Plaintiff to give a written statement of repairs to the Plaintiff which accurately discloses:
  - (I) Repairs or services performed, including a detailed identification of all parts that were replaced and a specification as to which are new, used, rebuilt, or reconditioned; and
  - (II) A certification that authorized repairs were completely proper or a detailed explanation of an inability to complete repairs properly, to

be signed by the owner of the facility or by a person designated by the owner to represent the facility and showing the name of the mechanic who performed the diagnosis and the repair;

- d) Providing a contract that has gross discrepancies between the oral representations of the facility and the written agreement covering the same transaction;
  - e) Making an untrue or misleading statement of a material fact;
- f) Entering into a contract which attempts to abrogate, disclaim or disallow the legal rights, obligations, or remedies of a customer;
- g) Failing to promptly restore to the person entitled whereto any payment when a contract was rescinded or otherwise terminated in accordance with the contract or by law;
  - h) Failing to perform promised repairs within a reasonable time;
  - Failing to honor an express warranty;
- j) Replace a part with one that lacks merchantability or fitness, or represent that parts or components provided or repairs performed are of a particular standard or grade when in fact they are not.
- k) Failing to disclose in written language which is clear as to the nature or scope of a warranty all material aspects and intent, including, but not limited to, what is warranted, who will honor the warranty, the duration of the warranty, obligations, if any, of the person to whom the warranty is extended, and exceptions and exclusions from the terms of the written warranty agreement.
- 53. As a result of the Seller's actions Plaintiff has suffered damages as set forth in the preceding Counts and is also entitled to statutory damages and attorneys'

fees as provided in the Motor Vehicle Service and Repair Act, specifically MCLA 257.1336.

WHEREFORE, Plaintiff prays for judgment against all Defendants:

- A. For incidental, consequential, exemplary, statutory and actual damages;
- B. Double damages pursuant to MCL 257.1336;
- C. For costs and expenses, interest, and attorneys' fees pursuant to MCL 257.1336;
- D. To rescind the contract; and
- E. Such other relief this Court deems appropriate.

#### COUNT VI RESCISSION OF CONTRACT

- 54. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 53 as though herein fully restated and realleged.
- 55. An express limited warranty accompanied the delivery of the 2010 Ford Fusion to Plaintiff. The limited warranty provided the Seller would repair or adjust all parts (except tires) found to be defective in factory-supplied materials or workmanship.
- 56. The limited warranty, given by the Manufacturer and adopted by the Seller when the Seller serviced and repaired the 2010 Ford Fusion created a contractual relationship between the Manufacturer/Seller and Plaintiff.
- 57. The Manufacturer and Seller have breached the express limited warranty contract in that they have failed to repair or adjust defective parts covered under the limited warranty, have failed to do the same within the limited warranty coverage period, and within a reasonable time.

- 58. The actions of the Manufacturer and Seller have resulted in a failure of consideration justifying the rescission of the contract.
- 59. Without a judicial declaration that the contract has been rescinded,
  Plaintiff will suffer irreparable and substantial harm if the consideration paid by Plaintiff
  and damages sustained by Plaintiff, together with interest, are not restored.

WHEREFORE, Plaintiff prays for judgment and the following relief against all Defendants:

- A. That this Court order a rescission of the purchase and retail installment contract by refunding all monies paid by Plaintiff, terminating the retail installment contract, requiring Defendants to pay off the balance of the contract and ordering Plaintiff to return the 2010 Ford Fusion to the Defendants;
- B. Damages incurred by Plaintiff created by Defendants' breach of contract, including all monies paid for the purchase of the 2010 Ford Fusion;
- C. For return of an amount equal to Plaintiff's down payment and all payments made by Plaintiff to the Defendants;
  - D. For incidental, consequential, exemplary and actual damages;
  - E. For costs and expenses, interest, and attorneys' fees;
  - F. To rescind the contract; and
  - G. Such other relief this Court deems appropriate.

# COUNT VII VIOLATION OF THE MICHIGAN CONSUMER PROTECTION ACT MCLA 445.901 ET SEQ; MSA 19.418(1) ET SEQ.

60. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 59 as though herein fully restated and realleged.

- 61. Plaintiff is a "person" within the meaning of MCLA 445.902(c); MSA 19.418(2)(c).
- 62. Manufacturer and Seller are engaged in "trade or commerce" as defined in MCLA 445.902(d).
- 63. The Manufacturer and Seller have engaged in unlawful, unfair, unconscionable, or deceptive methods, acts or practices, including but not limited to:
- (a) The Manufacturer and Seller represented to Plaintiff the 2010 Ford Fusion and the warranty thereof had characteristics, uses, benefits, qualities, and standards which they did not actually have.
- (b) The Manufacturer and Seller represented to Plaintiff the 2010 Ford Fusion and the warranty thereof were of a particular quality and standard and they were not.
- (c) If Plaintiff allegedly waived a right, benefit, or immunity provided by law in purchasing the 2010 Ford Fusion, the Manufacturer and Seller have failed to clearly state the terms of such waiver and Plaintiff has not specifically consented to such waiver.
- (d) The Manufacturer and Seller have failed to restore an amount equal to Plaintiff's down payment and other payments made by Plaintiff on the 2010 Ford Fusion.
- (e) The Manufacturer and Seller have made gross discrepancies between the oral representations to Plaintiff and written agreements covering the same transaction relative to the 2010 Ford Fusion and the Manufacturer failed to provide the promised benefits to Plaintiff with regard thereto.

- (f) The Manufacturer and Seller have made representations of fact and/or statements of fact material to said transaction such that the Plaintiff reasonably believed that the represented or suggested standard, quality, characteristics, and uses of the 2010 Ford Fusion to be other than they actually were.
- (g) The Manufacturer and Seller have made representations of fact and/or statements of fact material to such transaction such that the Plaintiff reasonably believed that the represented or suggested service to the 2010 Ford Fusion to be other than it actually was.
- (h) The Manufacturer and Seller have failed to provide the promised benefits to Plaintiff with regard to the sale of the 2010 Ford Fusion to Plaintiff.
- (i) The Manufacturer and Seller have failed to disclaim or limit the implied warranty of merchantability and fitness for use in a clear and conspicuous manner.
- (j) The Manufacturer and Seller have failed to reveal a material fact, the omission of which tends to mislead or deceive the consumer, and which fact could not reasonably be known by the consumer.
- 64. The Plaintiff has suffered loss and damages as a result of the aforesaid violations of the Consumer Protection Act.

WHEREFORE, Plaintiff prays this Court enter a declaratory judgment as to the violations of the Michigan Consumer Protection Act and for judgment against Manufacturer and Seller for all damages Plaintiff has incurred, including reasonable attorneys' fees as provided by statute, together with interest, costs and expenses of this suit, and such other relief as this Court deems appropriate and equitable.

# COUNT VIII BREACH OF WRITTEN WARRANTY UNDER MAGNUSON-MOSS WARRANTY ACT

- 65. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 64 as though herein fully restated and realleged.
- 66. Plaintiff is a "consumer" as defined in the Magnuson-Moss Warranty Act (hereinafter referred to as the "Warranty Act") 15 USC 2301(3).
- 67. The Seller is a "supplier" and "warrantor" as defined by the Warranty Act, 15 USC 2301(4) and (5).
- 68. The Manufacturer is a "supplier" and "warrantor" as defined by the Warranty Act, 15 USC 2301(4) and (5).
- 69. The 2010 Ford Fusion is a "consumer product" as defined in the Warranty Act, 15 USC 2301(1).
- 70. The 2010 Ford Fusion was manufactured, sold and purchased after July 4, 1975.
- 71. The express warranty given by the Manufacturer pertaining to the 2010 Ford Fusion is a "written warranty" as defined in the Warranty Act, 15 USC 2301(6).
- 72. The Seller is an authorized dealership/agent of the manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.
- 73. The above-described actions (failure to timely repair and/or properly repair the above-mentioned defects, etc.), including failure to honor the written warranty, constitute a breach of the written warranty by the Manufacturer and Seller actionable under the Warranty Act, 15 USC 2310(d)(1) and (2).

WHEREFORE, Plaintiff prays for judgment against Manufacturer and Seller:

- A. Declaring acceptance has been properly revoked by Plaintiff and for damages incurred in revoking acceptance;
- B. For a refund of the purchase price paid by Plaintiff for the 2010 Ford Fusion:
- C. To cancel Plaintiff's retail installment contract and pay off the balance of the contract:
  - D. For consequential, incidental and damages;
  - E. For costs, interest and actual attorneys' fees;
  - F. To rescind the contract; and
  - G. Such other relief this Court deems appropriate.

## COUNT IX REVOCATION OF ACCEPTANCE

- 74. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 73 as though herein fully restated and realleged.
- 75. Plaintiff accepted the 2010 Ford Fusion without discovering the above defects due to the fact Plaintiff was reasonably induced to accept the vehicle by the difficulty of discovery of the above defects.
- 76. In the alternative, Plaintiff reasonably assumed, and Manufacturer and Seller represented, that all of the aforesaid defects and/or nonconformities would be cured within a reasonable time.
- 77. After numerous attempts by Defendants to cure, it has become apparent the nonconformities could not be seasonably cured.
- 78. The nonconformities substantially impaired the value of the 2010 Ford Fusion to the Plaintiff.

- 79. Plaintiff had previously notified Manufacturer and Seller of the nonconformities and Plaintiff's intent to revoke acceptance pursuant to MCLA 440.2608; MSA 19.2608 and demanded the refund of his purchase price for the 2009 Escape and out-of-pocket expenses. (See copy of Plaintiff's revocation of acceptance letter attached as Exhibit C).
- 80. Manufacturer and Seller have nevertheless refused to accept return of the 2010 Ford Fusion and have refused to refund any part of the sum equal to the purchase price and out-of-pocket expenses incurred by Plaintiff.

WHEREFORE, Plaintiff prays for judgment against Manufacturer and Seller:

- A. Declaring acceptance has been properly revoked by Plaintiff and for damages incurred in revoking acceptance;
- B. For a refund of the purchase price paid by Plaintiff for the 2010 Ford Fusion;
- C. To cancel Plaintiff's retail installment contract and pay off the balance of the contract:
  - D. For consequential, incidental and actual damages;
  - E. Costs, interest and attorneys' fees;
  - F. To rescind the contract; and
  - G. Such other relief this Court deems appropriate.

# COUNT X BREACH OF IMPLIED WARRANTY UNDER MAGNUSON-MOSS WARRANTY ACT

81. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 80 as though herein fully stated and realleged.

82. The above-described actions on the part of the Seller and Manufacturer constitute a breach of the implied warranties of merchantability actionable under the Warranty Act, 15 USC 2301(7), 2308, 2310(d)(1) and (2).

WHEREFORE, Plaintiff prays for judgment against Manufacturer and Seller:

- A. Declaring acceptance has been properly revoked by Plaintiff and for damages incurred in revoking acceptance;
- B. For a refund of the purchase price paid by Plaintiff for the 2010 Ford Fusion:
- C. To cancel Plaintiff's retail installment contract and pay off the balance of the contract;
  - D. For consequential, incidental and actual damages;
  - E. For costs, interest and attorneys' fees;
  - F. To rescind the contract; and
  - G. Such other relief this Court deems appropriate.

#### **JURY DEMAND**

Plaintiff demands trial by jury on all issues triable as such.

Respectfully submitted,

CONSUMER LEGAL SERVICES, P.C.

By:

STEVEN S. TOTH P-44487

KATHERINE M. PITTEL P-68878

Attorneys for Plaintiff 30928 Ford Road

Garden City, MI 48135

(734) 261-4700

Dated: June 8, 2011



**EXPIRES ON** MO DAY YR MO's 12/11/10

21 DEC 2009

CO-PURCHASER (Name will appear exactions on title

STREET ADDRESS

ROSEMARY H WALTON PURCHASER (Name will appear exactly as on title)

CONTRACT

37300 Michigan Avenue
P.O. Box 809
Wayne, MI 48184-0809
(734) 721-2600
(734) 721-1831 - FAX

A-PLAN

Z-PLAN

148199 COMPUTER DEAL#

B-PLAN

RETAIL

INVOICE #

☐ X-PLAN

SPECIAL #

PLYMOUTH MI 48170

42546 SCHOOLCRAFT RD

STATE

2487305500 HOME PHONE 3136281486

WORK PHONE

2487305500

SOCIAL SECURITY # OR TAX LO #

F	Please Enter	My Order	for One®	NEW C	or USED or U	DEMO - CAR or TRUCK as Follows:
YEAR	MODEL	COLOR	BODY TYPE	STOCK #	SALESPERSON	VIN# [] ACT [] NOT ACT [] OVER LIMITS MILEAGE:
10	FUSION	J۷	4DR	1754	PACK, GARY	3FAHPOHA5AR256220

Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, any warranties on this product are those made by the manufacturers. The seller Jack Demmer Ford, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Jack Demmer Ford, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

	CASH PRICE OF VEHICLE	21226.27
LEASE INFORMATION		
RE-LEASE YES or NO	REMUTE START	399.00
TERM: MILEAGE:		
RATE: RESIDUAL %:		
MSRP: SECURITY DEPOSIT:		
CAP COST REDUCTION AMOUNT:	DOCUMENTATION FEE	75.00
TAX ON CAP COST REDUCTION:	ALARM	
SECURITY DEPOSIT TRANSFER: YES or NO	WINDOW ETCH	
	CD CHANGER SYSTEM	
DRIVER AND INSURANCE INFORMATION	SOUND AND CORROSION BARRIER	
DRIVERS LIC #: W 435 744 302 942 DOB 2/41/52	ENVIRONMENTAL BARRIER	
LIC PLATE #: OKDQ05 EXPIRES 2/11/10	INTERIOR BARRIER	
INS CO: AGENT:		
POLICY #: ADDRESS:	CASH PRICE	21700.27
FROM: TO: C/S/ZIP:	TAX	1302.02
COVERAGE: PHONE #:	EXCHANGE TRANSFER	8.00
LIABILITY INSURANCE COVERAGE FOR BOOKLY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED	FEE CATE COUNTY: 82 LICENSE	15.00
	TITLE	
DESCRIPTION OF TRADE IN	SVC. CONTRACT	R/A
YEAR: MAKE: MODEL: TYPE:	1. TOTAL CASH PRICE - DELIVERED	23025.29
VIN:	2. PROGRAM# 11/30/\$500 REBATE	
COLOR: TRIM: TITLE#:	3. PROGRAM # 11736/\$1000 REBATE	
	4. PROGRAM # 11754/\$500 REBATE	
	5. PROGRAM # TOTAL REBATES REBATE	2000.00
	RECEIPT# 6. DEPOSIT ON ORDER	R/A
FINANCE INFORMATION	RECEIPT# 7. C.O.D MONEY DUE	21025.29
FINANCE SOURCE: COMMUNITY FINANCIAL TERM:	8. TRADE IN	N/A
ANNUAL PERCENTAGE RATE:	Less Bal. Owed - Good til:	N/A
	9. TOTAL DOWN PMT (2+3+4+5+6+7+8)	23025.29
CITY/ST/ZIP PLYMOUTH NI 48170	10. UNPAID BAL OF PRICE (1 - 9)	
☐ BOTH TO SIGN ☐ PAYROLL DEDUCT	11. FINANCE CHARGES	
NOTES:	TYPE: NO 12. OTHER CHARGES	
NOTES:	<u> </u>	

#### "NOT A BINDING CONTRACT"

#### CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY

The information you see on the window form for this vehicle is part of this order. Information on the window form overrides any contrary provision in any contract of sale. The front and back of this Order comprises the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made, or entered into, or will be recognized.

I have read the material printed on the back and agree to it as part of this order as if it were printed above my signature. I certify that I am at least 18 years old, and acknowledge receipt of a copy of this order.

$\circ$	CASH OR CAS	HIERS CHECK	REQUIRED UPO	N DELIVE
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CO PURCHASER SIGNATURE

SALESPERSONS SIGNATU

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### WORKSHEET / **BUYER'S ORDER**

12/21/20	09
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PURCHASER (Name will appear a	xectly as on title!
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STREET ADDRESS	5
PLYMOUTH MI	7E 2IP
HOME PHONE WORK	PHONE
SOCIAL SECURITY# OR T	AX I.D.#
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for to the purchaser, any warranties on this implied, including any warranty of murcha	product are those mad intebility or fitness for
lity in connection with the sale of the vehi	ole.
CASH PRICE OF VEHICLE	21226.27 399.00
	333.00
ALARM   WINDOW ETCH	
CD CHANGER SYSTEM	
SOUND AND CORROSION BARRIER	
ENVIRONMENTAL BARRIER	
DOC FEE	75.00
CASH PRICE	21700.27
TAX	1302.02 8.00
TY: LICENSE	<b>9</b> ,100
TITLE	15.00
SVC. CONTRACT  1. TOTAL CASH PRICE - DELIVERED	23025.29
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37300 Michigan Avenue P.Q. Box 809 Wayne, MI 48184-0809



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#### 39300 W. Ten Mile Rd • Farmington Hills, Michigan 48335 (248) 474-1234

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#### FACILITY REPAIR NO.: F-100410

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**EXCEEDING YOUR EXPECTATIONS** 



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"INVOICE"

DUPLICATE 1

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TOM The No Problem Dealer.
HOLZER



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#### FACILITY REPAIR NO.: F-100410

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**EXCEEDING YOUR EXPECTATIONS** 

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

Thank You!

336321 TAG NO.: T1605 VIN# SFAHPOHASAF RO NUMBER: WAR DETAIL BY A F CUST, MUNISER DELIVERY DATE STUCK NUMBER YEAR MAKE AND MODEL 27305500 FORD FUSION 01JAN10 3FAHPOHA5AR 10 DLR:02709 MILEAGE INCUIT PROMISED DATE AND THE P.O. # WHITEN BY 18MAR10 16:41 19MAR10 CASH 5119 5119 129 TAMARA SHEPHERD HOME PHONE ADDITIONAL INFORMATION DLR:02709 ENG:2.5\_Liter CITY / STATE / ZIP PLYMOUTH, MI LIST TOTAL 5119 0.20 LOF advise on alot of cold air coming from under steering weekl and NC NO CHARGE . 0.00 0.00 PARTS: LABOR: 0.00 0.00 0.00 OTHER: 0.00 TOTAL LINE C: 5119 UNABLE TO VERIFY CONCERN AT THIS TIME PERFORMED INSPECTION AND FOUND ALL PLUGS IN TACK AND IN GOOD CONDITION \*\*\*\*\* D QUALITY CARE 99P QUALITY CARE 981 C 0.00 0.00 0.00 LABOR: PARTS: OTHER: 0.00 TOTAL LINE D: 0.00 5119 PERFORMED INSPECTION DESCRIPTION TOTALS CERTIFIED TECHNICIANS · SHUTTLE SERVICE AVAILABLE LABOR AMOUNT 0.00 · QUICK LUBE · CUSTOMER LOUNGE PARTS AMOUNT 0.00 · OPEN SATURDAY SUBLET AMOUNT 0.00 SALES MISC. CHARGES 8:30 AM - 9 PM Mon and Thurs 0.00 8:30 AM - 6 PM Tues, Wed, Fri. 7:30 AM - 6:00 PM Mon thru Fri TOTAL CHARGES 0.00 8:00 AM - 3:00 PM Saturday 8:00 AM - 3:00 PM Saturday LESS COUPONS/DISC. 0.00

7:00 AM - 6:00 PM Mon thru Fri

By appointment only - Saturday

SALES TAX

PLEASE PAY

THIS AMOUNT



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#### FACILITY REPAIR NO.: F-100410

I HERBY AUTHORIZE THE REPAR WORK HEREN SET FORTH TO BE DONE ALONG WITH THE NEC- 83 ARM TERMISS AND ADHEE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR ADAMGE TO VEHI- 83 ARM ARTICLES LEFT M VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAWALDBUTY OF MAYS OR DELAY IN PARTS SHY- MENTS BY THE SUPTLER OR TRANSFORTER I HEREDY GRANT YOU AND I OR YOUR SAMLOVES PRIMISSION TO OPERATE THE VEHICLE HEREN INSCRIBED ON PROPERS. GRANTERS THE VEHICLE HEREN INSCRIBED ON THE PURPOSE OF TEST WAS AND ADD. IS HEREDY AND THE PURPOSE OF TESTING AND ADD. TO SECURE THE AMOUNT OF REPARS THERETO IS SHEREDY AND THE PURPOSE OF TESTING AND ADD. TO THE ABOVE VEHICLE UNTIL THE REPARS HEREN DAVE BEEN MAD IN FULL OR UNTIL YOU AND TO THE ABOVE VEHICLE UNTIL THE REPARS HERE OWNER BEEN MAD IN FULL OR UNTIL YOU AND ON YOUR EMPLOYEES HAVE VOLUNTARILY RELEASED THE VEHICLE TO ME.

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435780



\*INVOICE\*

37300 MICHIGAN AVE. WAYNE, MICHIGAN 48184

PLYMOUTH,		CONT:N/A				PAGE 1	F	ME, MICH PHONE: (734 www.demm GISTRATI	) 721-26 erford.co	00 m	0821	
BUS:			CELL:		, .		CE ADVISOR:	8037 TZ	AMMY SC			
CESLOR	YEAH		MAKE/MODEL				VIN	LICENSE	MIL	EAGE IN	/ 001	TAG
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AND RECON	NECT * IFTS	AD ***	JUST SEATI ************************************	BELT E	RACKET	AND	O ADJUST S	K NOW. N	OISE GO	ONE		
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not to exceed \$25.00 Order for shop supplies. Items ere: ruts, bolts,				• • •	7 /			PARTS AMO		<del> </del> -		···
spivent, rage, carb cle	en, brake	clean.					Y GUARANTEE	GAS OF I		+		
towele, solder, better window sealer, hezerdoù lees, diagnostic software	us wwate d		Service H	ours	THE FORD MOT	TY, LINCOLN OR COMPAI	CARS, AND LIGHT TRUCKS MY PARTS AND ACCESSORIES			<del>                                     </del>	····	
		٦	Monday - F		12,000 MILE REMANUFACTU	: UNIALEN ES, WHIC PRED, USED	NY PARTS AND ACCESSOME: NSTALLED - 12 MONTHS CHEVER COMES FIRST O OR OUTSIDE PLINCHASE! BRANTY PROVIDED BY THE	MISC. CHAP	IGES	1	**************************************	
All Parts New Un			7:00 AM - 6:	00 PM	PARTS CARRY SUPPLIER.	THE WAR	MANTY PROVIDED BY TH	SUB TOTAL				
Otherwise I		∐ ,						LESS INSUR	ANCE			
CERTIFICATION ALL AND PARTE LIET	META:NS		Repairs prop	erly gor	mpleted ar	nd che	cked by:	SALES TAX				

435780



\*INVOICE\*

37300 MICHIGAN AVE PHONE: (734) 721-2600

PLYMOUTH,	MI	CONTRANT / N	_		PAGE 2	www.demmerford.com STATE REGISTRATION NO, F-1008				
HOME:		CONT: N/A		SER	VICE ADVISOR	8037 TAM	MMY SCHIA	PPACAS	SE	
COLOR	YEAR	MAKE/MODEL			VIN	LICENSE	MILEAGE		TAG	
JV	10 FOI	RD FUSION		3FAH	POHASAR		5772/	6311	T8907	
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FC: H25 42

PART#: AB5Z\*3084\*D

COUNT:

CLAIM TYPE:

AUTH CODE:

8963

PARTS:

0.00 LABOR:

situation in the same 0.00 OTHER:

0.00

TOTAL LINE C:

THIS AMOUNT

0.00

5775 INSP. ROAD TESTED CHK ALIGN RPL. RIGHT UPPER CONTROL ARM AND RESET C/C/TOE TO SPEC

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D\*\* THERE IS A CLUNK WHEN THE VEHICLE IS PUT IN GEAR

MISC MISC

2650 VIERS, CLAYTON LIC#: The state of the s

CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:

0.00

0.00 0.00

6311 DROVE 7 MILES CHECKED CASSIS NO UPDATES NO PROBLEM FOUND \*\*\*\*\*\*\*\*\*\*\*\*\*

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies. Applicable supply items are: nuts, botts, weshers, tape, solvent, raps, carb cleen, better cleen, towels, solder, bettery cleener, wire, window seller, hazardous wester disposal tees, diagnostic software, etc.

All Parts Are Otherwise Indicated

CHTTPICATION ALL REPAIRS AND FRAME LISTED WITH A SHIPPING IN CONTRACT

We	Sincorely	Appreciate	Your	Busine	33
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**OUR QUALITY GUARANTEE** 

Service Hours
Monday - Friday
7:00 AM - 6:00 PM

Repairs properly completed and checked by:

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

CUSTOMER COPY

435780



\*INVOICE\*

37300 MICHIGAN AVE.

PLYMOTHOME:	UTH, MI	<u> </u>	CONT:N/A			PAGE 3	Ph	WAYNE, MICHIGAN 48184 PHONE: (734) 721-2600 www.demmerford.com STATE REGISTRATION NO. F-100821					
BUS:			CELL:		SER	VICE ADVISOR:	8037 TA	MMY SCHIA					
COL	OH YE	HA	MAKE/MODEL			VIN	LICENSE	MILEAGI	E IN/ OUT	TAG			
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G	CA SBATT B STIRE "	AKES 7081 AKES 7081 ATTER 7081	PORT CARD MINER, BREN CP Y TEST"GOO MINER, BREN CP CP MINER, BREN CP CP CHECKED A MINER, BREN	T LIC#: T LIC#: T LIC#: T LIC#:		ATW QUALITY  Representation of the control of the c		0.00	0.	00			
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and & State .			209-MB	. Nama in living a sia		and the second second	0.01	• • • •		00			
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3** ja Ji	DF JAC	K DEMIN	ENTAL IS R MER RENTAL CP	EQUESTE IS REQ	UESTED I	ILABLE F AVAILABLE			•	d o '			
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OWeda, solder	r, bettery de , hazardous wa	ener, wire.	Service F	loure K		LITY GUARANTEE OLN CARS, AND LIGHT TRUCKS:	GAS, OIL, LUI						
lees, diagnostic	c softwars, etc.			riday "	HE FORD MOTOR CON	DUN CARE, AND LIGHT TRUCKS: RPAMY PARTE AND ACCESSORIES IR INSTALLED - 12 MONTHS / WHICHEVER COMES FIRST, SED OR OUTSIDE PURCHASED NARRANTY PROVIDED BY THE	SUBLET AMO	UNT					
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Cure	rwise Indic	160					LESS INSURA	NCE					

CUSTOMER COPY

SALES TAX PLEASE PAY THIS AMOUNT

Repaire preparly completed and checked by:

437643



\*INVOICE\*

37300 MICHIGAN AVE. WAYNE, MICHIGAN 48184

PLYMOUTH, MI HOME:	CONT:N/A	WAYNE, MICHIGAN 48184 PHONE: (734) 721-2600 Www.demmerford.com STATE REGISTRATION NO. F-100821							
BUS:	CELL: -	SERVICE ADVISOR:	8037 TAM	MY SCHIAI	PACASS IN/OUT	SE TAG			
			LICEITOL	WALKUL	1147 001	1 100			
	RD FUSION	3FAHPOHA5AF		8013/8		T9861			
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4907									
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RECK RECHECK	MINER, BRENT LIC#:	OTHER: 0.00	TOTAL LI	0.00 NE B:		00 00			
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7081	PORT CARD MINER, BRENT LICH: CP LABOR: 0.00	OTHER:	TOTAL LI	0.00		00 00			
\$HOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor.	"We Sincerely Apper	eciate Your Business'	DESCRIPT		TOTAL	.s			
Order for shop supplies. Applicable supply	•		PARTS AMOUN						
items are: nuts, holts, washers, tape, solvent, rags, carb clean, broke clean, towels, solder, bettery cleaner, wire,		OUR QUALITY GUARANTEE	GAS, OIL, LUBE						
window seeler, hezardous waste disposal tess, diagnostic software, etc.	Service Moure	, mercury, lincoln care, and light trucks: Ord motor company parts and accessories Manyy is: Dealer Installed - 12 months /	SUBLET AMOU						
All Parts Are	Monday - Friday 12.00 7:00 AM - 6:00 PM ARTI	OND MOTOR COMPANY PARTS AND ACCESSORIES ANTY IS: DEALER INSTALLED 12 MONTHS / O MLES, WHICHEVER COMES FIRST, NUFACTURED, USED OR OUTSIDE PURCHASED ACCESSORIES AND ANTY PROVIDED BY THE	MISC. CHARGE	s					
New Unless Otherwise Indicated	7:00 AM -(0:00 PM SOM	2 34	LESS INSURAN	CE -					
	Repairs properly complete		SALES TAX	-	<b>*</b>				
CEPTIFICA NON AUX REPAINS AND PAINTS LISTES UNITE PURPOSE DE CONFILANCE WITTO REPAIR ACT. AUTTO REPAIR ACT. AUTTO REPAIR ACT.  P. A. 300.	x	Wy.	PLEASE PAY THIS AMOUN	7		***************************************			

9999 CP

LABOR:

0.00

E WARRANTY PART RETURN PR WARRANTY PART RETURN

PARTS:

437643



\*INVOICE\*

37300 MICHIGAN AVE. WAYNE, MICHIGAN 48184 PHONE: (734) 721-2600

PLYMOUTH, HOME:	MI	CONT:N/A			PAGE 2	www.demmarford.com STATE REGISTRATION NO. F-100821							
BUS:_		CELL:		SER	VICE ADVISOR:	8037 T	AMMY SCHIA	PPACAS	SE				
COLOR	YEAR	MAKE/MODEL			VIN	LICENSE		E IN/ OUT	TAG				
JV	10 FO	RD FUSION		3 <b>FA</b> H	POHA5AF		8013/	8013	T9861				
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8013 TIRE	S BRAKES	AND BATT	ERY ALL C	K			.,						
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OTHER:

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0.00

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TOTAL LINE D:

If you were happy with our service please tell a friend. If not please tell us. Our goal is to have our customers "COMPLETELY SATISFIED"

0.00

ARE YOU AWARE OF JACK DEMMER FORD'S OWNER ADVANTAGE POINTS? ASK YOUR SERVICE ADVISOR HOW TO BECOME A MEMBER AND SAVE TODAY

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of lebor, not to acceed \$25.00, to the Repair Order for shop supples. Applicable supply items are: nots, boths, washers, tape, solvent, regs, carb cleen, brake clean, towels, solder, bettery cleener, wire, window sealer, hazerdous waste disposal lees, diagnostic software, etc.

All Parts Are **New Unless** Otherwise Indicated

CERTIFICATION ALL REPAIRS AND PARTS LISTED WERE

SHOP SUPPLY COSTS: We have added a 18 We Sincerely Appreciate Your Business charge equal to 10% of the cost of labor.

Service Hours Monday - Friday 7:00 AM - 6:00 PM

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**OUR QUALITY GUARANTEE** FORD, MERCURY, LINCOLIN CARS, AND LIGHT TRUCKS: THE FORD MOTOR COMPANY PARTS AND ACCESSORIES WARRANTY IS: DEALER INSTALLED - 12 MONTHS / 12,000 MILES, WHICHEVER COMES FIRST, REMANUA-CTURED, USED OR OUTSIDE PURCHASED PARTS CARRY THE WARRANTY PROVIDED BY THE SUPPLIER.

Repairs properly completed and checked by:

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

CUSTOMER COPY

440298



\*INVOICE\*

37300 MICHIGAN AVE WAYNE, MICHIGAN 48184

PHONE: (734) 721-2600

PLYMOUTH, HOME: BUS:	MI	CONT:N/A		PAGE 1 STATE REGISTRATION NO. F-100821 SERVICE ADVISOR: 4200 DONALD HAAS								
COLOR	YEAR		MAKE/MODEL			VIN		LICENS		MILEAGE	IN/ OUT	TAG
JV	10	FOR	D FUSION		3FAHP	OHA5AR				10652/	10652	T2096
DEL DATE	PROD.	DATE	WARR. EXP.	ESTIMATED COMP	LETION TIME	PO NO.		RATE	P/	YMENT	INV. DA	ATE
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12:38 22JU		13:	57 22JUN1	OPTIONS	s: STK	:1754 DLR		//16 EN	NG: 9:	9A TRN:	44W	
LINE OPCOL								LIS	T	NET	TOT	CAL
A FORD MAI ESP E	SP D	ED.\$		N								
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1 FC: A9 PART#: COUNT: CLAIM AUTH C	9 82 55W TYPE	20	FILTER ASY	A - OIL							(N/	'C)
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	5	35	CP	VD OK	. · · ·	The second second	,			0.00	0.	00

535 CP 0.00 LABOR: SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies. Applicable supply items are: nuts, bolts, washers, tape, solvent, rags, carb clean, brake clean, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal fees, diagnostic software, etc.

Service Hours

Monday - Friday

Monday - Friday

Monday - Wilchever (Comes First)

All Parts Are New Unless Otherwise Indicated

OTHER:

GBK "BRAKES CHECKED AND OK" 535 CP

GBATT BATTERY TEST"GOOD"

Monday - Friday 7:00 AM - 6:00 PM

0.00

FORD, MERCURY, UNCOLN CARS, AND LIGHT TRUCKS:
THE FORD MOTOR COMPANY PARTS AND ACCESSORIES
WARRANTY IS: DEALER INSTALLED 12 MONTHS /
12,000 MIES, WHICHEVER COMES FIRST,
REMANUFACTURED, USED OR OUTSIDE PURCHASED
PARTS CARRY THE WARRANTY PROVIDED BY THE
SUPPLIER.

Repairs properly completed and checked by:

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

0.00

0.00

0.00

0.00

440298



\*INVOICE\*

OA 224027974

PLYMOUTH, MI

R.O. OPENED

37300 MICHIGAN AVE. **WAYNE, MICHIGAN 48184** 

PHONE: (734) 721-2600

www.demmerford.com PAGE 2

STK:1754 DLR:027716 ENG:99A TRN:44W

LIST

HOME:			CONT:N/A		STATE REGISTRATION NO. F-100821								
BUS:	CELL:					SERVICE ADVISOR: 4200 DONALD HAAS							
COLOR	YEAR	YEAR MAKE/MODEL				VIN	LICENSE	LICENSE MILEAC		TAG			
JV	10	10 FORD FUSION			3FAH	POHA5AF		10652	/10652	T2096			
DEL DATE	PROD.	ROD. DATE WARR, EXP. ESTIMATED COMPU			LETION TIME	PO NO.	RATE	PAYMENT	INV. D	DATE			
21DEC09 DI	гоиеог	000		WAIT 2	2JUN10			CASH	22JUN	110			

READY

NET

12:38 22JUN10 | 13:57 22JUN10 LINE OPCODE TECH TYPE HOURS

10652 INS COMPLETE. TIRES BATTERY BRAKES AIR FILTER ALL GREEN. \*\*\*\*\*\*\*\*\*

OPTIONS:

D RESET SYNC SYSTEM AND RE-BOOT. CUSTOMER STATES HAVING ISSUES WITH

VOICE RECOGNITION. CAUSE: REBOOT SYNC SYSTEM

999A ADDITIONAL - MISC. REPAIRS - L

535 W40

(N/C)

TOTAL

FC: A57 42 PART#: COUNT:

CLAIM TYPE: AUTH CODE:

0535

PARTS:

PARTS:

0.00 LABOR:

0.00 OTHER:

0.00

TOTAL LINE D:

0.00

10652 REBOOT SYNC SYSTEM

\*\*\*\*\*\*

E WARRANTY PART RETURN

PR WARRANTY PART RETURN

9999 CP

0.00 LABOR: 0.00 OTHER:

0.00

0.00 TOTAL LINE E:

0.00 0.00

EST: 0.00

22JUN10 12:38 SA: 4200

> If you were happy with our service please tell a friend. If not please tell us. Our goal is to have our customers "COMPLETELY SATISFIED"

ARE YOU AWARE OF JACK DEMMER FORD'S OWNER ADVANTAGE POINTS? ASK YOUR SERVICE ADVISOR HOW TO BECOME A MEMBER AND SAVE TODAY

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies. Applicable supply items are: nuts, botts, washers, tape, solvent, rags, carb clean, brake clean, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal fees, diagnostic software, etc.

Service Hours

Monday - Friday

We Sincerely Appreciate Your Business

OUR QUALITY GUARANTEE

THE FORD, MERCURY, LINCOLN CARS, AND LIGHT TRUCKS: THE FORD MOTOR COMPANY PARTS AND ACCESSORIES WARRANTY IS: DEALER INSTALLED - 12 MONTHS / 12.000 MILES, WHICHEVER COMES FIRST,

All Parts Are New Unless Otherwise Indicated

CERTIFICATION ALL REPAIRS AND PARTS LISTED WERE

Monday - Friday 7:00 AM - 6:00 PM

FORD, MERCURY, LINCOIN CARS, AND LIGHT TRUCKS: THE FORD MOTOR COMPANY PARTS AND ACCESSORIES WARRANTY IS: DEALER INSTALLED - 12 MONTHS / 12,000 MILES, WHICHEVER COMES FIRST, REMANUFACTURED, USED OR OUTSIDE PURCHASED PARTS CARRY THE WARRANTY PROVIDED BY THE SUPPLIER.

Repairs properly completed and checked by:

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

OA

444742



\*INVOICE\*

37300 MICHIGAN AVE. WAYNE, MICHIGAN 48184

PHONE: (734) 721-2600

PLYMOUTH, MI HOME: CONT:,N/A						PAGE 1	PHONE: (734) 721-2600 www.demmerford.com STATE REGISTRATION NO. F-100821					
BUS:			CELL:		SER	VICE ADVISOR:	8037 T	AMMY SCHIA	PPACAS	SE		
COLOR	YEAR		MAKE/MODEL			VIN			EIN/OUT TAG			
JV	10	FOR	D FUSION		3FAHI	POHA5AF		15852/	15866	T5790		
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solvent, rags, cerb cli	ean, brake	clean,			OUR QUA	LITY GUARANTEE	GAS, OIL, L					
towels, solder, batter window sealer, hazardo	NIS Waste		Service I	Hours	THE FORD MOTOR CO	COLN CARS, AND LIGHT TRUCKS:						
fees, diagnostic software, etc. Warranty is: Dealer installed - 12 Months /												
All Parts Are 7:00 AM - 6:00 PM PARTS CARRY THE WARRANTY PROVIDED BY THE												
New U		d	· · · · ·		SUPPLIER.		LESS INSUF					
CEARLY TO A			Repairs pro	nerly com	pleted and c	checked by:	SALES TAX					

PLEASE PAY THIS AMOUNT

CERTIFICATION ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300):

444742



\*INVOICE\*

## 37300 MICHIGAN AVE. WAYNE, MICHIGAN 48184 PHONE: (734) 721-2600

PLYMOUTH, MI						PAGE 2		r.demmerford.com TRATION NO. F-100821			
HOME:					CED	VICE ADVICOR.					
BUS:	VEAD		CELL:		SEN	VICE ADVISOR:					
COLOR	YEAR		MAREMODEL		ļ	VIIV	LICENSE	WILLEAG	E 1147 001	TAG	
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Solvent, rags, cerb clean, brake clean, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal  Service Hours  OUR QUALITY GUARANTEE  FORD, MERCURY, LINCOLD, CARS, AND LIGHT TRUCKS: THE FORD MOTOR COMPANY PARTS AND ACCESSORIES  SUBJECT AMOUNT											
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AND PARTS LISTE FURNISHED IN COR WITH MICHE	MPLIANCE GAN		X Jon	- 0		-	PLEASE PA	AY İ			

SALES TAX PLEASE PAY THIS AMOUNT

444742



\*INVOICE\*

### 37300 MICHIGAN AVE. WAYNE, MICHIGAN 48184

PLYMOUTH, HOME: BUS:	MI		CONT:N/A			SER	PAGE		STATE RE 8037 T.	PHONE: ( www.de GISTR AMMY	SCHIA	-2600 f.com <b>NO. F-10</b> PPACAS	
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charge equel to 10% of not to exceed \$25.0 Order for shop supplies, items are: nuts, bolts solvent, rags, carb cli towels, solder, batter window sealer, hazardo fees, diagnostic softwar New Ut Otherwise	O, to the Applicable, washersean, brekery cleener was waste e, etc.	e supply s, tape, e clean, r, wire, disposal	Service   Monday - 7:00 AM - 6	Hour Friday 5:00 F	TS FORM THE WAR 12.00 PM PART SUPE	OUR QUA D. MERCURY, LIN FORD MOTOR CO IRANTY IS: DEAL OO MILES. ANUFACTURED, IS S CARRY THE RLIER.	LITY GUAR. COUN CARS, AND DEPANY PARTS AN LER INSTALLED WHICHEVER C USED OR OUTSI WARRANTY PRO	ANTEE  O LIGHT TRUCKS: ND ACCESSORIES 12 MONTHS / LOMES FIRST, IDE PURCHASED VIDED BY THE	LABOR AM PARTS AM GAS, OIL, I SUBLET AN MISC. CHA SUB TOTAL LESS INSUI	OUNT LUBE MOUNT RGES			
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FURNISHED IN CO	MPLIANCE		x \ en	<b>✓</b>	Z	ستترن		-	PLEASE P	AY			

PLEASE PAY THIS AMOUNT

444742



\*INVOICE\*

#### 37300 MICHIGAN AVE. WAYNE, MICHIGAN 48184

PHONE: (734) 721-2600

PLYMOUTH,	MI		CONT:N/A			PAGE 4		www.demmer GISTRATIO	ford.com N NO. F-10	0821	
BUS:			CELL:		SERV	ICE ADVISOR:	8037 TA	AMMY SCH	IAPPACAS	SE	
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If you were happy with our service please tell a friend. If not please tell us. Our goal is to have our customers "COMPLETELY SATISFIED"

ARE YOU AWARE OF JACK DEMMER FORD'S OWNER ADVANTAGE POINTS? ASK YOUR SERVICE ADVISOR HOW TO BECOME A MEMBER AND SAVE TODAY

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies. Applicable supply items are: nuts, boths, washers, tape, solvent, rags, carb clean, brake cleen, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal feas, disposal clean software, etc.

Service Hours

We Sincerely Appreciate Your Business

OUR QUALITY GUARANTEE

FORD, MERCURY, LINCOLD CARS, AND LIGHT TRUCKS: THE FORD MOTOR COMPANY PARTS AND ACCESSORIES WARRANTY IS: DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 12 MONTHS / DEALER INSTALLED. 13 MONTHS / DEALER INSTALLED. 14 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTALLED. 15 MONTHS / DEALER INSTAL fees, diagnostic software, etc.

All Parts Are New Unless Otherwise Indicated

CERTIFICATION ALL REPAIRS AND PARTS USTED WERE FURNISHED IN COMPLIANCE WITH MECHIGAN AUTO REPAIR ACT. (P.A. 300)

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COTI LUCALLI I GUARANTIEL
FORD, MERCURY, LINCOLN CARS, AND LIGHT TRUCKS:
THE FORD MOTOR COMPANY PARTS AND ACCESSORIES
WARRANTY IS: DEALER INSTALLED 12 MONTHS /
12,000 MILES, WINCHEVER COMES FIRST,
REMANUFACTURED, USED OR OUTSIDE PURCHASED
PARTS CARRY THE WARRANTY PROVIDED BY THE
SUPPLIER.

Repairs properly completed and checked by:

Monday - Friday

7:00 AM - 6:00 PM

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

445703



\*INVOICE\*

37300 MICHIGAN AVE. WAYNE, MICHIGAN 48184

PHONE: (734) 721-2600

PLYMOUTH, HOME:	MI		CONT:N/A				PAGE	1	STATE F		r.demmerfore TRATION		0821
BUS:			CELL:			SER	VICE A	VISOR:	8037	MMA	Y SCHIA	PPACAS	SE
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C WARRANTY PART RETURN

PR WARRANTY PART RETURN

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

0.00 0.00

If you were happy with our service please tell a friend. If not please tell us. Our goal is to have our customers "COMPLETELY SATISFIED"

ARE YOU AWARE OF JACK DEMMER FORD'S OWNER ADVANTAGE POINTS? ASK YOUR SERVICE ADVISOR HOW TO BECOME A MEMBER AND SAVE TODAY

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies. Applicable supply items are: nuts, bolts, washers, tape, solvent, rags, carb clean, brake clean, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal fees, diagnostic software, etc.

All Parts Are **New Unless** Otherwise Indicated

CERTIFICATION ALL REPAIRS
AND PARTS LISTED WERE
FURNISHED IN COMPLIANCE
WITH MICHIGAN
AUTO REPAIR ACT.
(P.A. 300)

"We Sincerely Appreciate Your Business"

#### Service Hours

Monday - Friday 7:00 AM - 6:00 PM **OUR QUALITY GUARANTEE** 

FORD, MERCURY, LINCOLN CARS, AND LIGHT TRUCKS: THE FORD MOTOR CDMPANY PARTS AND ACCESSORIES WARRANTY IS, DEALER INSTALLED 12 MONTHS 7 12,000 MILES, WHICHEVER COMES FIRST, REMANUFACTURED, USED OR OUTSIDE PURCHASED PARTS CARRY THE WARRANTY PROVIDED BY THE SUPPLIER.

Repairs properly completed en checked by:

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

0.00

TOTAL

(N/C)

0.00

## BRIARWOOD CO. INC.

7070 E. MICHIGAN AVENUE . P.O. BOX 67 SALINE, MICHIGAN 48176 PHONE: (734) 429-5478

Tag #: T2042

Customer #:

Invoice #:

Service

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محامر زيز ومركز STATE REG. NO. F-132448

COLOR	YEAH .	MAKE	/MOUEL		VIN		LILENSE	MILEAGE IN	MILEAGE OUT
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OPTIONS: DLR:48	E435 ENG;2.5_LI	ter							

### Owner Advantage

PLYMOUTH, MI

Become a Member!

Instant \$10 Credit towards future purchases CHREST CONTROL OF MYSS W Day & of charges pet job PRES!

FREE ENROLLMENT NOW!!

BRIARWOOD FORD

**GUARANTEED LOWEST** PRICES ON THE NAME BRAND TIRES WE SELL!

We will meet or best personnetitor's etiments ad prior on printed quote on the identical tire.

**BRIARWOOD FORD** 

See Advisor for details. Expires: 12/30/10

CUST STATES SERVICE ADVANCE TRACE LIGHT CAME ON INTERMITTANTLY FOR A FEW DAYS AND NOW LIGHT IS OFF. CAUSE: ROAD TESTED VEHICLE, UNABLE TO VERIFY TRACTION CONTROL LIGHT, PERFORMED SELF TEST AND RETREIVED CODE C1278, STEERING WHEEL MORE THAN 15 DE PERFORMED SELF TEST AND RETREIVED CODE C1278, STEERING WHEEL

NPF NO DESCRIPTION PROVIDED - REPLACE

GRAHAM.MATT 8412

LABOR: 0.00 PARTS: 0.00 OTHER: 0.00 **TOTAL LINE A:** 22698 ROAD TESTED VEHICLE. UNABLE TO VERIFY TRACTION CONTROL LIGHT. PERFORMED SELF TEST AND RETREIVED CODE C1278, STEERING WHEEL MORE THAN 15 DEGREES OFF CENTER DUE TO PASS SIDE LOWER CONTROL ARM BEING LOOSE \*\* \*\* CAUSING STEERING ANGLE SENSOR TO REED INCORRECT, SUGGEST 4 WHEEL ALIGNMENT AND RECALIBRATE STEERING WHEEL ANGLE SENSOR

CUST STATES WHEN DRIVING VEHICLE AT TIMES JERKS TO OTHER LANE. STEERING WHEEL IS В TECH SEE TECHNICIAN COMMENTS

> 8412 GRAHAM, MATT

LABOR: 0.00 PARTS: 22698 CONCERN RELATED TO LINE C

0.00 OTHER: 0.00

**TOTAL LIN** 

(N/C) 0.00

CUST STATES THERE IS A CLUNKING TYPE NOISE AT TIMES WHEN TURNING LEFT. ALSO HEARD IT BEFORE TRACTION CONTROL LIGHT CAME ON. SOUNDS LIKE IT COMING FROM FRONT AREA OF VEHICLE.

CAUSE: ROAD TESTED VEHICLE, VERIFIED CLUNK NOISE ON TURNS, PERFORMED CHASSIS EARS DIAG. ISOLATED NOISE TO PASSISIEE FRONT LOWER CONTROL ARE THE WILL SAYS CARS DIAG. ISOLATED NOISE TO PASS SIDE FRONT LOWER

MT M TIME.

8412 GRAHAM, MATOSTERS TO THE VOU DESCIVE.

PARTS ESTIMATE	LABOR ESTIMATE	TOTAL ESTIMATE		HOURS CUSTOMER ACC	EPTANCE	REPLACED PARTS	TERMS	<b>1</b>	ABOR AMOUNT		······································
disclaims all warranties, either express	I the warrantee with respect to the sale of or implied, including any implied warranty into sutherizes any other paraon to secure	af marchantability or	r fitness for a particular		X OK'D BY:	CUSTOMER     YES     NO	I I CASH   I MASTER CARD	<u>,</u>	PARTS AMOUNT		
I hereby authorize the reper work her- responsible for lost or damage to vehic	ein wat forth to be done slong with the nec ils or articles left in vehicle in dees of fire, it ity of parts or delay in parts shipments by th	connery materials and theft or any other cou	segree that you are no		DATE	ALL PARTS ARE HEW UNLESS OTHERWISE	[ ] CHECK   I DISCOVER	Į (	GAS, OIL, LUBE		**************************************
and/or your amployees permission to o	parete the vehicle harom described on atrast garagekouper's ten in herety actinowiedge suant te said augrees garagekosper's lien, een Deid in full or until you and/or your am	ta, highways or olocy d on above vehicle t	chere for the purpose of	WHICHEVER COMES FIRST, FREE OF		INDICATED	\$20.00 FOR WORK DONE IS INCLUDED	Ĉ :	SUBLET AMOUNT	IJΓ	
to me. If an inepeution is necessary to	een peid in full or until you and/or your am o determine the extent of devego and reco o restors the vehicle to its original working o	mmanded repart are	and the course	FOR SUPPLIES USED ON YOUR V	FINCLE. APPLICABLE SUPPLY IT!	EMS ARE HUTS, BOLT:	S, WASHERS, TAPE, PINS, AEROSPRAY,		MISC. CHARGES	Ħ	
CUSTOMER'S SIGNATURE X METHOD PAY.	RECEIVED	PROMISED	<del>Y</del>	DATE INS	TALLED SERVICE INSTALLER	PARTS	ACCRUED MILEAGE	2 1	TOTAL CHARGES		
DEDAMO DOODER V. COLUM		1		MO. DAY	YR.	MOS MATEL THE MICHE	OMIT TENTHS		STMEMTSULDA	S	
REPAIRS PROPERLY COMPL			Salaha sa	is vieni i kan ili ta	D WERE FURNISHED IN COMPLIAN	4	AN AUTU REPAIR ACT P.A. 300		SALES TAX		
and his way and the	Thank	You!	Appoih	tments: (73	4) 429-884	<b>!7</b>			PLEASE PAY		DE10.010.6

Customer Copy

THANK YOU!

000054LC

TOTAL (N/C)

0.00

0.00

0.00

0.00

0.00

7070 E. MICHIGAN AVENUE P.O. BOX 67

SALINE, MICHIGAN 48176 PHONE: (734) 429-5478

Invoice #:

716239

Tag #: T2042

Customer #:

LIST

Service

**TOTAL LINE D:** 

Advisor:	4016 ANDREA	KANERVA

NET

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RED	10	FOR	D FUSION	3FA	HPOHA5AR			22698	22698
DEL DATE	PROD. DATE	WARR, EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN10	30DEC09		12:00 08FEB11			CASH	08FEB11	07:37 07FEB11	12:11 08FEB11
OPTIONS: DLR:46	8E435 ENG:2.5 Lit								

Owner Advantage

PLYMOUTH, MI

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**BRIARWOOD FORD** 

**GUARANTEED LOWEST** PRICES ON THE NAME BRAND TIRES WE SELL!



**BRIARWOOD FORD** 

See Advisor for details. Expires: 12/30/10

E

LABOR: 0.00 PARTS: OTHER: 0.000.00 TOTAL LINE C: 22698 ROAD TESTED VEHICLE. VERIFIED CLUNK NOISE ON TURNS. PERFORMED CHASSIS EARS DIAG. ISOLATED NOISE TO PASS SIDE FRONT LOWER CONTROL ARM. REMOVED LOWER ENGINE SPLASH SHEILD, INSP. AND FOUND PASS SIDE FRONT LOWER CONTROL BOLT LOOSE, RETORQUED BOLT AND RETESTED, VEHICLE OK CC33

STATE REG. NO. F-132448

D **MULTIPOINT INSPECTION** 

**Q99P MULTIPOINT INSPECTION** 

8412 GRAHAM.MATT

YTIRE TIRE TREAD WEAR IS MARGINAL OR OTHER CONDITION IS DEVELOPING: WILL REQUIRE **FUTURE ATTENTION.** 

> 8412 GRAHAM, MATI

**GBATT BATTERY TESTS "GOOD"** 

8412 GRAHAM, MATT

LABOR: 0.00 PARTS: 0.00 OTHER: 0.00 22698 PERFORMED MULTIPOINT INSP. SUGGEST TO CHARGE AND RETEST BATTERY, POSS MAY REQUIRE BEING REPLACED

CUST STATES AT TIMES SYNC WILL DROP CALL AND GO INTO TEXT MODE. HAS TO KEEP RESETTING BLUE TOOTH CONNECTION. TECH SEE TECHNICIAN COMMENTS

8412 GRAHAM, MATT

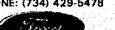
(N/C)

PE10-019-5 000055LC

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PARTS ESTIMATE	LABOR ESTIMATE	TOTAL ESTIMATE	HOURS	CUSTOMER ACC		REPLACED PARTS REQUESTED BY	TERMS		LABOR AMOUNT		
"The factory warranty constitutes all o- decisions off warranties, either express purpose and the Saller neither sessions	I the warranties with respect to the sale of or implied, including any implied warrant nor authorizes any other person to session	I this samiltons. The Saller hereby expressly y of merchantability or timess for a particular a for it any liability in connection with the sale	ADD'L A		X OK'D BY:	CUSTOMER   1 YES   1 NO	L I CASH L I MASTER CARD		PARTS AMOUNT		
heraby authorite the raper work her	per topt corps to the quest desiring teams told in	their or now private course beautiful you are not				ALL PARTS ARE NEW UNLESS OTHERWISE	I 1 CHECK I 1 DISCOVER		GAS, OIL, LUBE		***************************************
and/or your employees permission to u teams and/or inspection. An express reports thereto. I understand that pur	perate the vehicle harain described on atre garagekooper's lien is heraby schnewled; scent to said express garagehooper's lien	the supplies or transporter. I hereby grant you sets, highways or alsowhers for the planpose of join shows no little to ecours the athoust of it have no right of possession to the above replayers have submittedly released the which	WHICHEVER CON	MES PAST, PAGE O	F CHARGE, EXCEPT FOR ARISE.	INDICATED	\$20,00 FOR WORK DONE IS INCLINED.	č	SUBLET AMOUNT	I	
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Segá paga da			13. Sept 7	1, 4/34.1				ĦL	SALES TAX		
	Thank	You! Appoint	tment	s: (73	4) 429-884	7			PLEASE PAY		· · · ,

7070 E. MICHIGAN AVENUE P.O. BOX 67 SALINE, MICHIGAN 48176

PHONE: (734) 429-5478



STATE REG. NO. F-132448

Invoice #:

716239

Tag #: T2042

Customer #:

Service

Advisor: 4016 ANDREA KANERVA

COLOR	YEAR	M	AKE/MODEL		VIN		LICENSE	MILEAGE IN	MILEAGE OUT
RED	10	FOR	D FUSION	3FA	AHPOHA5AF			22698	22698
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN10	30DEC09		12:00 08FEB11			CASH	08FEB11	07:37 07FEB11	12:11 08FEB11
OPTIONS: DLR:48	E435 ENG:2.5 Lh	•			A constitute in				ga de gangar

Owner Advantage

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**BRIARWOOD FORD** 

**GUARANTEED LOWEST** PRICES ON THE NAME BRAND TIRES WE SELL!

... We will meet of best price or seinedigues on the identical tire.

**BRIARWOOD FORD** 

See Advisor for details. Expires: 12/30/10

LIST NET TOTAL 0.00 PARTS: 0.00 LABOR: OTHER: 0.00 TOTAL LINE E: 0.00 22698 UNABLE TO DUPLICATE, CUSTOMER TO RESCHEDULE

FOUR WHEEL ALIGNMENT...\$79.95

**S4 FOUR WHEEL ALIGNMENT** 

8412 **GRAHAM, MATT** 

LABOR: 79.95 PARTS: 22698 PERFORMED 4 WHEEL ALIGNMENT

0.00 OTHER: 0.00 **TOTAL LINE F:** 

79.95 79.95

PROGRAMMABLE MODULE RESET/RECALIBRATION

**T030 SEE TECH COMMENTS** 

8412 **GRAHAM, MATT** 

LABOR: PARTS: OTHER: 27.00 0.00 22698 REPROGRAMED STEERING WHEEL ANGLE SENSOR 30

0.00

**TOTAL LINE G:** 

27.00 27.00

VEHICLE TEST BATTERY NEEDS TO BE CHARGED AND RETESTED

CAUSE: PERFORMED CHARGE AND TEST ON BATTERY, BATTERY PASSES 15UCK 3KHSQ) 61H

<del>TECH SEE TECHNICIAN COMMENTS</del>

8412 **GRAHAM, MATT** 

I had to return again next day to have this done.

CA TOTAL LINE H: LABOR: 22698 PERFORMED CHARGE AND TEST ON BATTERY, BATTERY PASSES 15UCK

(N/C) \$ 0.00

zeatment.you.deserve.

PARTS ESTIMATE	LABOR ESTIMATE	TOTAL ESTIMATE	HOURS	CUSTOMER AC	CEPTANCE	REPLACED PARTS REQUESTED BY	TERM	45		LABOR AMOUNT		<del></del>
The factory werenty consults disclaims all warranties, either purpose and the Seller neither	tes all of the warranties with respect to the express or implied, including any implied w secures nor authorizes any other person to	sale of this iterafizme. The Seller hereby expre- erranty of marchentobility or fitness for a partic seasons for it any liability in connection with the	ADD'I	REPAIRS TIME	X OK'G BY:	CUSTOMER I I YES I I NO	[ ] CASH [	I MASTER CARD		PARTS AMOUNT	1	
responsible for loss or damage	rerk herein ant forth to be done slong with to yehicle or articles left in vehicle in each o availability of parts or doley in parts phipmen	if fire, theft or any other name beyond your per		· · · · · · · · · · · · · · · · · · ·		ALL PARTS ARE NEW UNLESS OTHERWISE	I I CHECK	1 DISCOVER		GAS, OIL, LUBE		
and/or your employees permise testing and/or inspection. An receive thereto. Understand	ion to operate the vehicle herein downthed o express garagekooper's ten is hereby sekne that pursuant to seek express careette	in streets, highways or elevature for the purpos included on above volvies to secure the proun- ty flow. I have no visit of management to the six			ORK FOR 30 DAYS OR 4,000 MILES OF CHARGE, EXCEPT FOR ABUSE. VASTE REMOVAL 15% OF THE L	INDICATED	120 00 508 WORK D	ONE IS INCLUDED		SUBLET AMOUNT	I	
to me. If an inapportion is nec	taine been paid in till or until you and/or t secury to determine the extent of damage as se able to restore the vehicle to its original w	your ampleyees have voluntarily islement the vol nd recommended repairs are refused, at only pa orking condition.	FOR SUPPLIE	S USED ON YOUR '	VEHICLE. APPLICABLE SUPPLY IT	MS ARE NUTS, BOLT	S. WASHERS, TAPE, P	INS, AEROSPRAY,		MISC. CHARGES	ř	
CUSTOMER'S SIGNATURE X.	RECEIVED	PROMISED		DATE INS	TALLED SERVICE INSTALLE	PARTS	ACCRUED MILEAGE			TOTAL CHARGES		
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REPAIRS PROPERLY C	DMPLETED AND CHECKED BY: X		10.00				AN AUTO HEPAIN ACT		Ş. L	SALES TAX		
	Than	k You! Appoi	ntmen	ts: (73	4) 429-884	7				PLEASE PAY		1, 11

TOTAL

7070 E. MICHIGAN AVENUE P.O. BOX 67

7070 E. MICHIGAN AVENUE P.O. BOX 6 SALINE, MICHIGAN 48176

PHONE: (734) 429-5478

Tord STA

STATE REG. NO. F-132448

Invoice #:

716239

Tag #: T2042

Customer #:

LIST

Service

Advisor: 4016 ANDREA KANERVA

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RED	10	FORD FUSION	3FAHPOH/	A5AP		22698	22698
DEL DATE	PROD. DATE	WARR. EXP. PROMISED	PO NO. RAT	E PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN10	30DEC09	12:00 08FEB11		CASH	08FEB11	07:37 07FEB11	12:11 08FEB11
OPTIONS: DLR:48	1E435 ENG:2.5 Lhe						

Owner Advantage

PLYMOUTH, MI

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**BRIARWOOD FORD** 

GUARANTEED LOWEST PRICES ON THE NAME BRAND TIRES WE SELL!

We will meet of beat wrs: popposito? a steerched price or peland supta on the identical tire.

**BRIARWOOD FORD** 

See Advisor for details. Expires: 12/30/10 \* MAKE YOUR NEXT APPOINTMENT ON-LINE \*

WITH OUR VIRTUAL SERVICE ADVISOR! \*

VISIT OUR WEBSITE AT \*

\* www.briarwoodford.com \*

AND "CLICK FOR AUTO SERVICE" \*

The price you want.
The treatment you deserve.

	Thank	You! Appoin	tment	ts: (73	4) 429-88	347	그의 10 일부 등 사용 등 등 등 기계 기계 기계 기계 등 기계 기계 기계 기계 기계 기계 기계 기계 기계 기계 기계 기계 기계	PLEASE PAY THIS AMOUNT	106.05
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			MO.	DAY	YA.		OMIT TENTHS	ADJUSTMENTS	0.00
STOMER'S SIGNATURE X	RECEIVED	PROMISED		DATE INS	ALLEO SERVICE INSTA	LLED PARTS	ACCRUED MILEAGE	TOTAL CHARGES	106.95
pairs are made, we may not be a	ve been peed in full or until you and/or you ry to determine the extent of demage and ble to restore the velciole to its original work	if employees heve valuntary released the vehicle recommended repairs are refused, as only pertial ang condition.	FOR SUPPLIES SHELLAC, SOL	USED ON YOUR V VENT, RAGS, BAT	TERY CLEANER, TOWELS, SC	ALDER, CARBURETOR CLEA	20.00 FOR WORK DONE IS INCLUDED, WASHERS, TAPE, PINS, AEROSPRAY, IER, EPA FEES, ETC.	MISC. CHARGES	0.00
for your employees permission	te operate the vehicle herein described on a rose garagekasper's lien is horeby acknowle pursuant to seid express garagekasper's	proess, highways or elecuters for the purpose of adged on above vehicle to secure the emount of	WHICHEVER CO		RK FOR 90 DAYS OR 4,000 M CHARGE, EXCEPT FOR ABUSE ASTE REMOVAL 15% OF TH		20 OO FOR WORK DOWE IS INCLUDED	SUBLET AMOUNT	0.00
sponsible for lase or demons to	herein set furth to be done along with the vehicle or grifoles left in vehicle in uses of fi fability of parts or delay in parts shipments i	re, their or any other payer beyond your entrol	WE CHARANTE	: OUR CERUICS UP	ev 500 80 Dave 08 4700 be	ALL PARTS ARE NEW UNLESS OTHERWISE	[ ] DISCOVER	GAS, OIL, LUBE	0.00
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ATS ESTIMATE	LABOR ESTIMATE	TOTAL ESTIMATE	HOURS	CUSTOMER ACC	OK'D BY:	REPLACED PARTS REQUESTED BY CUSTOMER	TERMS	LABOR AMOUNT	106.95

# while traveling to Chicago



CUSTOMER SIGNATURE

2525 EAST MAIN ST ST. CHARLES, IL 60174 630-584-1800 Fax 630-584-4542 www.zimmermanford.com





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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)



#### 2525 EAST MAIN ST ST. CHARLES, IL 60174 630-584-1800 Fax 630-584-4542 www.zimmermanford.com



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#### CUSTOMER COPY - PAGE 02

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. 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/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



# Blackwell Ford, Inc.

41001 Plymouth Road, Plymouth, MI 48170 Phone: (734) 453-1100 • Fax: (734) 453-6257 www.blackwellford.com

					State F	
CUSTOMER NO	20074	ANDY WYGRECKI	7824	2318	05/11/11	FOCS227435
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PAGE 1 OF 2	CUSTOMER COPY	[CONTINUED ON	NEXT PAGE	10:31am	DAMAGES See reverse side for a	ill terms & conditions.



# Blackwell Ford, Inc.

41001 Plymouth Road, Plymouth, Mi 48170 Phone: (734) 453-1100 • Fax: (734) 453-6257 www.blackwellford.com

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PAGE 2 OF 2	CUSTOMER COPY		[ END OF	INVOICE }	10.31am	DEALER ANY CONSEQUENT PROPERTY, DAMAGES FOR : LOSS OF PROFITS, OH INCOM DAMAGES	ECOVER FROM THE SELLING THAT DAMAGES TO LOSE OF USE, LOSS OF TIME. WE OR ANY OTHER INCIDENTAL BILL TERMS & CONDITIONS.

RONALD J. BOLZ CHRISTOPHER M. LOVASZ STEVEN S. TOTH CHRISTOPHER A. WINKLER KATHERINE M. PITTEL TRAVIS L. SHACKELFORD<sup>1</sup> CARL SCHWARTZ

1 - Also licensed in CT

CONSUMER SEGAL SERVICES, P.C.

30928 FORD ROAD GARDEN CITY, MI 48135 (734) 261-4700 FAX (734) 261-4737

ATTORNEYS AND COUNSELORS

www.LemonAuto.com

OF COUNSEL JOSEPH P. GARIN

June 8, 2011

Jack Demmer Ford, Inc. c/o William J. Demmer 37300 Michigan Ave. Wayne, MI 48184

RE: 2010 Ford Fusion

VIN: 3FAHP0HA5AR

Dear Mr. Demmer:

Please be advised that I represent regarding the sale of the above-referenced vehicle purchased at Jack Demmer Ford, Inc. on or about December 21, 2009. pursuant to the Michigan Uniform Commercial Code, which covers breach of express and implied warranties, revocation of acceptance and other rights and remedies, the Michigan Consumer Protection Act, the Federal Magnuson-Moss Warranty Act and other rights and remedies, does hereby reject and/or revoke acceptance of the 2010 Ford Fusion and is prepared to file suit to effect rejection, revocation of acceptance, cancellation of the sale, return of the vehicle, and payment to her of all monies expended, putting her back in the position she was prior to the contract.

Intends to hold Jack Demmer Ford, Inc. and Ford Motor Company, liable for all other foreseeable damages due to the nonconforming vehicle, including actual attorneys' fees incurred with enforcing her rights pursuant to the following: M.C.L.A. 445.911 Sec. 11(b)(2), 15 USC 2310(d)(2), M.C.L.A. 257.1407(2), M.C.L.A. 440.2715(1) Cady v. Dick Loehr's, 100 Mich App 543; 299 NW2d 69 (1980), MCLA 600.2919a.



William J. Demmer June 8, 2011 Page Two

Since the date took delivery, the vehicle has been in for repairs on at least ten (10) different occasions and the vehicle has been out of service due to repair for at least fifty-nine (59) days and has not been cured. Therefore, please contact my office to make arrangements for return of the subject vehicle in exchange for a refund of the purchase price plus all incidental and consequential damages. If I do not hear from you within 14 days, I will assume that you refuse to accept return of the vehicle. Please be advised that if you do not allow return of the vehicle, my client will be forced to continue to use the vehicle to mitigate his damages. However, if you wish for discontinue use of the vehicle and thereby increase her damages, please advise me in writing immediately. If I do not hear otherwise, I will assume that you authorize her continued use of the vehicle to minimize her damages.

Please be advised that we are asserting an attorney's lien on any and all proceeds in this matter. All further communications with must be directed through my office.

Thank you for your anticipated cooperation.

Very truly yours,

CONSUMER LEGAL SERVICES, P.C.

Steven S. Toth, Esq.

SST/klw

CC:

### **ISSUE LIST**

Last Handling Date/	Name/	Vin/	Model Year and	Issue
Issue Status	Reason Desc	Case No.	Vehicle Line	Type
6/20/2011		3FAHP0HA5AR	2010 FUSION	06
CLOSED	DRP-VEHICLE REPURCHASE REQUEST	1483651180		
5/17/2011		3FAHP0HA5AR	2010 FUSION	04
CLOSED	CLP - IN - FINANCIAL ASSISTANCE - AT RISK			
4/27/2011	N	3FAHP0HA5AR	2010 FUSION	01
CLOSED	ESCALATION MISSED FOLLOW-UP	1483651180		
4/25/2011	ODO DELATED ENLOCKING	3FAHP0HA5AR	2010 FUSION	01
CLOSED	CRC RELATED - F/M CSR FOLLOWING CONTACT	1483651180		
4/13/2011		3FAHP0HA5AR	2010 FUSION	01
CLOSED	MARKETING-PUBLIC PRIVATE-ESP- ACCESSORY	1483651180		
4/13/2011		3FAHP0HA5AR	2010 FUSION	01
CLOSED	CRC RELATED - F/M CSR FOLLOWING CONTACT	1483651180		
3/8/2011		3FAHP0HA5AR	2010 FUSION	04
CLOSED	CLP - IN - BUYBACK - MULTIPLE REPAIRS	1483651180		
2/16/2011		3FAHP0HA5AR	2010 FUSION	01
CLOSED	CRC RELATED - F/M CSR FOLLOWING CONTACT	1483651180		
1/13/2011		3FAHP0HA5AR	2010 FUSION	01
CLOSED	CORRESPONDENCE - CORRESPONDENCE	1483651180		
9/20/2010		3FAHP0HA5AR	2010 FUSION	01
CLOSED	WARRANTY - REPAIR MUST BE PERFORMED AT F/LM	1483651180		
9/20/2010		3FAHP0HA5AR	2010 FUSION	04
CLOSED	CLP - IN - BUYBACK - MULTIPLE REPAIRS	1483651180		
5/18/2010		3FAHP0HA5AR	2010 FUSION	08
CLOSED	RAV - OTHER	1483651180		
5/14/2010	OLD IN OFFICE PERAIR AT SIZE	3FAHP0HA5AR	2010 FUSION	04
CLOSED	CLP - IN - SERVICE REPAIR - AT RISK	1483651180		

**Print** 

VIN: 3FAHP0HA5AR

Year: 2010

Model: FUSION

Case: 1483651180

Name: Symptom Desc: AUTO TRANS DOWNSHIFT ROUGH/HARSH

WSD: 2009-12-21 Owner Status: Original

Primary Phone:

Reason Desc: DRP-VEHICLE REPURCHASE REQUEST

Issue Status: CLOSED

Secondary Phone:

Issue Type: 06 BBB AUTO LINE/DACO

Action: OPEN - PENDING ELIGIBILITY Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 26150 MI

Comm Type: MAIL

Analyst Name: GRESS, JEFF

Analyst: J-GRESS1

Action Date: 04/29/2011

Action Time: 16.00.20.523

Action Data: No

Comments NEW CASE: FRD1118068. REPRESENTED BY STEVEN S. TOTH OF CONSUMER LEGAL SERVICES (MI).

PROBLEMS: TRANSMISSION SHIFT HARD, RATTLE PASSENGER SEAT BELT.

Action: OPEN - CABBB CASE ELIGIBLE

Dealer: 02771 JACK DEMMER FORD, INC.

Comm Type: MAIL

Odometer: 26150 MI Analyst Name: COSTELLO, MATT

Action Date: 05/02/2011

Analyst: M-COSTE3

Action Time: 21.00.21.931

Origin Desc: BETTER BUSINESS BUREAU

Comments OPEN - CABBB CASE ELIGIBLE

Action: BBB-NEW CASE ELIGIBLE

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CONSUMER AFFAIRS-DISPUTE

RESOLUTION PROGRAM

Action Data: No

Odometer: 26150 MI

Comm Type: OUTBOUND

**EMAIL-OTHER** 

Analyst Name: PONTILLO

(TPONTILL), TERESA

Analyst: TPONTILL

Action Date: 05/03/2011

Action Time: 08.18.55.123

Action Data: No

Comments OPEN BBB CASE ON 04/29/11.

Action: FIELD E-MAIL SENT - DRP

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CONSUMER AFFAIRS-DISPUTE

RESOLUTION PROGRAM

Odometer: 26150 MI

Comm Type: OUTBOUND

**EMAIL-OTHER** 

Analyst Name: PONTILLO (TPONTILL), TERESA

Analyst: TPONTILL

Action Date: 05/03/2011

Action Time: 09.57.48.888

Action Data: No

Comments SUBMITTED DEALER REPORT TO SM JAMES KEMPER AT JACK DEMMER FORD AND SUBMITTED

TFOAM REQUEST.

**Action: DOCUMENT ADDITIONAL INFORMATION** 

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CONSUMER AFFAIRS-DISPUTE

RESOLUTION PROGRAM

Odometer: 26150 MI

Comm Type: OUTBOUND

**EMAIL-OTHER** 

Analyst Name: PONTILLO

(TPONTILL),TERESA

Analyst: TPONTILL

Action Date: 05/03/2011

Action Time: 09.58.18.570

Action Data: No

Comments SUBMITTED INITIAL POSITION TO BBB ADVISING THAT NO SETTLEMENT OFFERS WILL BE PROVIDED

AT THIS TIME.

Action: DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CONSUMER AFFAIRS-DISPUTE

RESOLUTION PROGRAM

Odometer: 26150 MI

Comm Type: OUTBOUND EMAIL-OTHER

Analyst Name: PONTILLO

\_\_\_\_\_\_

(TPONTILL), TERESA

Analyst: TPONTILL

Action Date: 05/03/2011

Action Time: 11.26.04.656

Action Data: Yes

Comments RECEIVED DEALER REPORT FROM SM JAMES KEMPER AT JACK DEMMER FORD.

Data Element Name

**Data Value** 

DATE PAPERWORK REC'D

05-03-2011

Action: COMPANY REPORT SUBMITTED

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CONSUMER AFFAIRS-DISPUTE

RESOLUTION PROGRAM

Odometer: 26150 MI

Comm Type: OUTBOUND

EMAIL-OTHER

Analyst Name: PONTILLO

(TPONTILL), TERESA

Analyst: TPONTILL

Action Date: 05/12/2011

Action Time: 10.58.45.574

Action Data: Yes

Comments SUBMITTED 27 PAGE MRF POSITION TO BBB VIA FAX AND EMAIL.

**Data Element Name** 

**Data Value** 

CUSTOMER CONTACTED BY FORD

REGION RESPONDED TO DSB E-MAIL (Y/N)

NO YES

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Odometer: 26150 MI Analyst Name: COSTELLO, MATT Comm Type: MAIL

Analyst: M-COSTE3

Action Date: 05/17/2011

Action Time: 16.00.25.529

Action Data: No

Comments HEARING SCHEDULED ON 05/23/11 AT 10AM

Action: ARBITRATION-AWA DRS SPENDING

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CONSUMER AFFAIRS-DISPUTE

Origin Desc: BETTER BUSINESS BUREAU

**RESOLUTION PROGRAM** 

Odometer: 26150 MI

Comm Type: OUTBOUND

EMAIL-OTHER

Analyst Name: PONTILLO (TPONTILL), TERESA

Analyst: TPONTILL

Action Date: 05/31/2011

Action Time: 14.21.29.473

Action Data: Yes

#### Comments DENIAL DECISION RENDERED BY ARBITRATOR, CASE CLOSED AND FINISHED.

**Data Element Name** 

**Data Value** 

STEINER, KATHRYN

ARBITRATOR NAME (LAST NAME, FIRST NAME)

DENIAL DECISION (Y=YES, N=NO)

VEHICLE PAYMENT

VEHICLE REIMBURSEMENT

ESP (Y=YES, N=NO)

PLAN NAME

PLAN TIME

PLAN MILEAGE

RAV (Y=YES, N=NO)

**RAV TYPE** 

FURTHER REPAIR (Y=YES, N=NO)

Origin Desc: BETTER BUSINESS BUREAU

Action: ARBITRATION DECISION-DENIAL Dealer: 02771 JACK DEMMER FORD, INC.

Odometer: 26150 MI

Analyst Name: COSTELLO, MATT

Action Date: 05/31/2011

Comm Type: MAIL Analyst: M-COSTE3

Action Time: 21.00.21.743 Action Data: No

Comments ARBITRATION DECISION-DENIAL ARBITRATED RESULTING IN A DENIAL

Action: ASSUMED REJECTION OF DECISION

Dealer: 02771 JACK DEMMER FORD, INC.

Odometer: 26150 MI

Analyst Name: COSTELLO, MATT

Action Date: 06/20/2011

Comm Type: MAIL

Analyst: M-COSTE3 Action Time: 16.00.19.417 Origin Desc: BETTER BUSINESS BUREAU

Action Data: Yes

Comments DATE OF REJECTION 06/17/11 ARBITRATED RESULTING IN A DENIAL

Data Element Name

Data Value

DATE OF REJECTION

06/17/11

Υ

Owner Status: Original

Print

VIN: 3FAHP0HA5AR

Year: 2010

Model: FUSION WSD: 2009-12-21 Case: 1483651180

Name:

Symptom Desc: STRG/HANDLING NOISE

Reason Desc: CLP - IN - FINANCIAL ASSISTANCE - AT RISK Issue Type: 04 REGION

Issue Status: CLOSED

Primary Phone: Secondary Phone:

Initial Customer Contact: 03/28/2011

Action: TIER II ESCALATION - MR - CONSEQUENTIAL

Dealer: 01824 ZIMMERMAN FORD, INC.

Origin Desc: US CONCERN CASE BASE

Odometer: 24000 MI Analyst Name: PAULEY DEBORAH Comm Type: PHONE Analyst: DPAULEY4

Action Date: 03/25/2011

Action Time: 17.08.33.022

Action Data: No

Comments CUSTOMER SAID: NOISES IN FRONT END NOW ON HWY THIS IS A NEW ISSUE-BELT TENSIONER MAKING NOISES-TRAVELING IN CHICAGO AND TOOK IT TO DLR AND THEY SAID YOU CAN NOT DRIVE THIS OR YOU WILL NOT BE ABLE TO STEER YOUR CAR THIS IS A SAFETY DANGEROUS SITUATION SHE IS AFRAID TO BE ON THE ROAD WITH THIS VEHSHE WOULD LIKE TO WORK WITHBRIARWOOD FORD7070 MICHIGAN AVENUESALINE MI 48176(734) 429-5478 WHEN SHE GETS HOMEDEALER SAID: ZIMMERMAN FORD2525 EAST MAIN STST CHARLES IL 60174(630) 584-1800CRC ADVISED: I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM. A SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DAYS.\*\*\*NOTE TO CCR: IF THE VEHICLE IS CURRENTLY NOT AT THE DEALERSHIP, PLEASE ADVISE THE CUSTOMER TO SCHEDULE A SERVICE APPOINTMENT FOR THEIR VEHICLEBEST CONTACT CELL #2487305500

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 01824 ZIMMERMAN FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Analyst Name: SMITH,KIM

Comm Type: PHONE

Analyst: KSMIT467

Action Date: 03/28/2011 Action Time: 13.02.11.142 **Action Data: Yes** 

Comments = CSM MADE OBC TO BRIARWOOD FORD AND CONFIRMED THAT THERE ARE NO OPEN TICKETS FOR THIS CUSTOMER=OBC TO CUST ON CELL AND ROYD VM LFT MSG ADVISING TRYING TO DETERMINE WHICH DLR CUST IS WORKING WITH AT THIS TIME TO ASSIST IN CASE=LEFT CONTACT #=SETTING F/U 03/29 BY 5PM EST

**Data Element Name** 

Data Value

DATE OF FOLLOW UP:

03-29-2011

TIME OF FOLLOW UP (HH:MM):

17:30

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 01824 ZIMMERMAN FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Analyst Name: SMITH, KIM Analyst: KSMIT467

Comm Type: PHONE

Action Date: 03/29/2011

Action Time: 17.15.17.976

Action Data: Yes

Comments CSM RCVD CB FROM CUST TO DISCUSS CASE=CUST SAYS 1ST ISSUE WAS RELATED TO SEATBELT AND RATTLING IN THE SEAT=OTHER ISSUES HAVE INCLUDED TRANS CONCERNS, BLOWER MOTOR REPLACEMENT, UPPER ARM CONTROL REPLACEMENT=CUST SAYS FSE CAME OUT SEPT/OCT ON CONCERNS=CUST SAYS THERE WERE ALIGNMENT ISSUES DURING WINTER=ADVANCE TRACK LIGHT CAME ON AND TOOK TO BRIARWOOD BCS WAS CLOSE TO HER OFFICE AND WAS ADVISED NEED AN ALIGNMENT AND SENSOR RESET BUT ALSO TOLD THAT LOWER BOLT FROM CONTROL ARM WAS READY TO FALL OUT AND CUST HAD TO PAY FOR REPAIR BCS WAS A WORKMANSHIP ERROR FROM CONTROL ARM REPAIR=CUST WAS UPSET TO FIND OUT THAT THE UPPER ARM CONTROL WAS REPLACED NOT THE LOWER ARM CONTROL AND SHE DID NOT HAVE TO PAY THE 106.00 PLUS DIAG FEE THAT SHE DID=CUST SAYS SHE WAS TRAVELING IN IL WHEN SHE

HAD TO STOP AT ZIMMERMAN FORD FOR THE REPAIRS PERFORMED THERE AND WAS TOLD THAT HER STEERING HAD TO BE FIXED OR SHE MAY HAVE NO STEERING AT ANY GIVEN TIME=CUST VERY UPSET ABOUT THIS SAFETY ISSUE AND CONTROL ARM SAFETY ISSUE AND SAYS SHE HAS HAD NOTHING BUT PROBLEMS FROM BEGINNING WITH THIS VEHICLE AND JUST WANTS IT REPLACED=DOESN'T WANT TO GO THROUGH LL PROCESS WANTS FORD TO DO THE RIGHT THING AND REPLACE VEH=CURRENT CONCERNS ARE TRANSMISSION ISSUE-OCTOBER WORK ORDER STATES FORD IS WORKING ON A FIX - NEED TO CONFIRM WHETHER THERE IS A FIX FOR THE CONCERN=SHIFT CONCERNS BTWN 2ND AND 3RD GEAR AND TRANS NOT ALWAYS KNOWING WHAT GEAR TO GO INTO INTERMITTENT-JERKING ISSUES 70 MPH JERKING INTO GEAR WHISTLING NOISE POSSIBLY IN AC COMPRESSOR OR FAN COMES ON=CUST SAYS LAST TWO TIMES CUST WAS IN A DANGEROUS SITUATION DUE TO THE CONCERNS=CUST IS IN FEAR AND DOESN'T WANT TO DRIVE VEH ANYMORE=DESPERATELY SEEKING A REPLACEMENT VEH=SAYS ESP DOES NOT HELP THE FACT THAT THE VEH HAS HAD ALL THESE CONCERNS AND FEELS SHE WILL BE SHELLING OUT \$100 DEDUCTIBLES ALL THE TIME WHICH SHE CANNOT AFFORD=CUST SEEKING SERIOUS CONSIDERATION FOR REPLACEMENT=

CELL WORK

Data Element Name Data Value

DATE OF FOLLOW UP: TIME OF FOLLOW UP (HH:MM): 03-31-2011 17:30

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 01824 ZIMMERMAN FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Comm Type: PHONE Analyst Name: SMITH,KIM Analyst: KSMIT467

Action Date: 03/31/2011 Action Time: 17.08.46.214 Action Data: Yes

Comments = CSM REQUESTED CUST TO SEND ALL INVOICES AND INFO SHE HAS ON HER REPAIRS=CSM ADVISED GOING TO REVIEW THE CASE FOR REPLACEMENT CANT GUARANTEE AN APPROVAL BUT THINKS DESERVES CONSIDERATION=CSM ADVISED WILL REQUEST INVOICES FROM DLRS AS WELL=CSM SETTING F/U 04/05 BY 5PM EST

Data Element Name
Data Value

DATE OF FOLLOW UP: 04-05-2011
TIME OF FOLLOW UP (HH:MM): 17:30

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 01824 ZIMMERMAN FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Comm Type: PHONE Analyst Name: SMITH,KIM Analyst: KSMIT467

Action Date: 04/05/2011 Action Time: 15.56.00.640 Action Data: Yes

Comments = CSM ADVISED CUST VIA EMAIL THAT I AM AWAITING A RESPONSE ON REVIEW OF REQUEST FOR A REPLACEMENT=CSM ADVISED CUST THAT PHONE LINES WERE DOWN SO SENDING EMAIL=CUST RESPONDED

AND THANKED FOR THE F/U=SETTING F/U 04/08 BY 5PM EST

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 01824 ZIMMERMAN FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Comm Type: PHONE Analyst Name: SMITH,KIM Analyst: KSMIT467

Action Date: 04/06/2011 Action Time: 11.52.25.071 Action Data: No

Comments =CSM HAS REQUESTED ALL RO'S FROM ALL DLRS CUST HAS HAD REPAIRS DONE AT=CSM IS AWAITING RECEIPT OF ALL RO'S TO COMPLETE REVIEW FOR CONSIDERATION OF REPLACEMENT=

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 01824 ZIMMERMAN FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Comm Type: PHONE Analyst Name: SMITH,KIM Analyst: KSMIT467

Action Date: 04/08/2011 Action Time: 17.10.28.458 Action Data: Yes

Comments = CSM SETTING F/U 04/11 BY 5PM EST

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 01824 ZIMMERMAN FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Comm Type: PHONE Analyst Name: SMITH,KIM Analyst: KSMIT467

Action Date: 04/11/2011 Action Time: 16.39.40.209 Action Data: Yes

Comments = CSM HAS NOT RECEIVED INFO ON WHETHER A REPLACEMENT CAN BE OFFERED TO THIS CUSTOMER=CSM RESPONDING TO CUST EMAIL REQUESTING STATUS TO ADVISE=SETTING F/U 04/13 BY 5PM EST

Data Element Name Data Value

DATE OF FOLLOW UP: 04-13-2011 TIME OF FOLLOW UP (HH:MM): 17:30

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 01824 ZIMMERMAN FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Comm Type: PHONE Analyst Name: SMITH,KIM Analyst: KSMIT467

Action Date: 04/13/2011 Action Time: 17.32.34.122 Action Data: Yes

Comments CSM REQUESTED FROM CUST CONFIRMATION OF OUTSTANDING CONCERNS=CUST RESPONDED ADVISING CONTINUED ISSUES ARE: TRANSMISSION STILL SLIPPING AND DOING STRANGE THINGS ON THE FREEWAY, ESPECIALLY IN PASSING GEAR. (THE SLIPPING IS HAPPENING QUITE OFTEN AGAIN) THE WHISTLING/HIGH PITCHED NOISE IS GETTING WORSE, AND I'M NOT SURE IF IT'S THE AC COMPRESSOR OR IN THE ENGINE THE TIRES ARE AN ISSUE (SEE BRIARWOOD'S WORK ORDER). THE TREAD SHOULD NOT BE AS LOW AS IT IS, BUT THIS WAS DUE TO BOTH TIMES WITH THE CONTROL ARM ISSUES, AND THE CAR HAVING BEEN OUT OF ALIGNMENT=CSM REQUESTING CUST TO BRING VEH TO DLR TO CONFIRM THESE CONCERNS

Data Element Name

Data Value

O4-14-2011

TIME OF FOLLOW UP (HH:MM):

Data Value

17:30

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 01824 ZIMMERMAN FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Comm Type: PHONE Analyst Name: SMITH,KIM Analyst: KSMIT467

Action Date: 04/13/2011 Action Time: 17.32.34.441 Action Data: Yes

Comments CSM REQUESTED FROM CUST CONFIRMATION OF OUTSTANDING CONCERNS-CUST RESPONDED ADVISING CONTINUED ISSUES ARE: • TRANSMISSION STILL SLIPPING AND DOING STRANGE THINGS ON THE FREEWAY, ESPECIALLY IN PASSING GEAR. (THE SLIPPING IS HAPPENING QUITE OFTEN AGAIN)• THE WHISTLING/HIGH PITCHED NOISE IS GETTING WORSE, AND I'M NOT SURE IF IT'S THE AC COMPRESSOR OR IN THE ENGINE• THE TIRES ARE AN ISSUE (SEE BRIARWOOD'S WORK ORDER). THE TREAD SHOULD NOT BE AS LOW AS IT IS, BUT THIS WAS DUE TO BOTH TIMES WITH THE CONTROL ARM ISSUES, AND THE CAR HAVING BEEN OUT OF ALIGNMENT=CSM REQUESTING CUST TO BRING VEH TO DLR TO CONFIRM THESE CONCERNS

Data Element Name	Data Value
DATE OF FOLLOW UP:	04-14-2011
TIME OF FOLLOW UP (HH:MM):	17:30

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 01824 ZIMMERMAN FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Comm Type: PHONE Analyst Name: SMITH,KIM Analyst: KSMIT467

Action Date: 04/18/2011 Action Time: 17.22.01.927 Action Data: Yes

Comments CSM MADE OBC TO CUST AND LFT MSG ADVISING WE NEED THE CURRENT CONCERNS W HER VEH TO BE VERIFIED AT THE DLRSHP AND IF CUST COULD PLS BRING TO DLR AT EARLIEST CONVENIENCE=CSM SETTING F/U FOR APPT INFO 04/20

Data Element Name	Data Value
*************	
DATE OF FOLLOW UP:	04-20-2011
TIME OF FOLLOW UP (HH:MM):	17:30

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 01824 ZIMMERMAN FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Comm Type: PHONE Analyst Name: SMITH,KIM Analyst: KSMIT467

Action Date: 04/26/2011 Action Time: 17.09.43.378 Action Data: Yes

Comments CSM NOTES CUST CONTACTED CRC FOR ASSISTANCE TODAY=CSM FAILED TO DOCUMENT CASE PROPERLY AND F/U HAS BEEN CONDUCTED TODAY=CSM CONTACTED CUST AND ADVISED THAT HER CURRENT CONCERNS WITH HER VEHICLE NEED TO BE ADDRESSED AT THE DLRSHP AND DOCUMENTED=CSM ADVISED SHE WOULD BE PROVIDED A RENTLA VEH AT NO CHARGE AND WOULD LIKE HER TO LET ME KNOW WHEN THE APPT IS SET SO I CAN ARRANGE TO CONTACT DLR=CSM SETTING F/U 04/28 BY 5PM EST

Data Element Name	Data Value
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DATE OF FOLLOW UP:	04-28-2011
TIME OF FOLLOW UP (HH:MM):	17:30

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 01824 ZIMMERMAN FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Comm Type: PHONE Analyst Name: SMITH,KIM Analyst: KSMIT467

Action Date: 04/28/2011 Action Time: 16.56.36.795 Action Data: Yes

Comments CSM RCVD EMAIL FROM CUST STATING SHE WANTED TO BRING VEH TO BLACKWELL FORD AND WORK W SM TIM=CSM MADE OBC TO SM TIM AND WAS ADVISED VEH THERE AND CUST IN RENTAL=CSM WILL COVER RENTAL AS COURTESY=SM ADVISED WILL HAVE MORE INFO TOMORROW=ENGINEERS FACILITY RIGHT DOWN STREET AND HAVE THEM COMING FOR ANOTHER VEH SO WILL LOOK INTO ISSUES W THIS VEH AS WELL=CSM RESPONDED TO CUST EMAIL AND ADVISED OF THIS AND THAT RENTAL IS COVERED=CSM SETTING F/U 04/29 BY 5PM EST

#### **Data Element Name**

Data Value

DATE OF FOLLOW UP:

04-29-2011 17:30

TIME OF FOLLOW UP (HH:MM):

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 01824 ZIMMERMAN FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Analyst Name: SMITH, KIM Analyst: KSMIT467

Comm Type: PHONE

Action Date: 04/29/2011

Action Time: 16.41.04.799 Action Data: Yes

Comments = CUST HAS RETAINED AN ATTORNEY WHO HAS OPENED A DRP CASE=CSM SENT CUST AN EMAIL ADVISING: GOOD AFTERNOON I HAVE BEEN INFORMED THAT YOUR ATTORNEY HAS OPENED A LEGAL CASE WITH REGARD TO THE CONCERNS WITH YOUR VEHICLE. I MUST ADVISE THAT I WILL HAVE TO CLOSE YOUR CASE WITH THE CUSTOMER CARE TEAM AT THIS TIME AND YOUR ATTORNEY WILL CONTINUE TO HANDLE YOUR CASE WITH OUR DISPUTE RESOLUTION TEAM. SHOULD YOUR CASE BE CLOSED WITH THAT DEPARTMENT AT ANY TIME AND YOU NEED ADDITIONAL ASSISTANCE PLEASE FEEL FREE TO CONTACT ME AND LET ME KNOW. I WOULD BE HAPPY TO CONTINUE TO ASSIST YOU=END===CSM MADE OBC TO DLR AND LFT MSG FOR SM TIM ADVISING THAT LEGAL CASE IS OPEN W DRP AND MY CASE MUST BE CLOSED=ADVISED TO CONTACT ME W RENTAL INFO SO I CAN COVER AS PROMISED=CASE IS BEING LEFT OPEN TO DOCUMENT RENTAL COVERAGE AND WILL THEN BE CLOSED=SETTING F/U 05/04 BY 5PM EST

**Data Element Name** 

Data Value

DATE OF FOLLOW UP:

05-04-2011

TIME OF FOLLOW UP (HH:MM):

17:30

Action: TRANSFER ISSUE

Dealer: 02745 BLACKWELL FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Analyst Name: SMITH, KIM

Comm Type: PHONE Analyst: KSMIT467

Action Date: 05/02/2011

Action Time: 11.21.00.700

Action Data: No

Comments TRANSFERRING CASE TO BLACKWELL FORD

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 02745 BLACKWELL FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Analyst Name: SMITH,KIM Comm Type: PHONE

Analyst: KSMIT467

Action Date: 05/02/2011

Action Time: 11.37.17.401 Action Data: Yes

Comments = CSM IS KEEPING CASE OPEN FOR RENTAL COVERAGE DOCUMENTATION=CSM SPK W SM TIM AND HE WILL CALL CSM BACK WITH THIS INFO WHEN READY=TRANS CONCERN CURRENTLY BEING ADDRESSED=SM TIM STATED HE WAS NOT AWARE THIS VISIT WAS A FINAL REPAIR ATTEMPT AND CSM INFORMED HIM I DID NOT KNOW AS WELL=CSM WAS NOT AWARE CUST WAS PURSUING CASE LEGALLY AND WITH CSM ALSO=CSM WAS UNDER IMPRESSION CUST WAS BRINGING VEH TO DLR AS CSM'S RECOMMENDATION TO VERIFY THE CONCERNS SHE WAS COMPLAINING OF AND NEXT STEPS WOULD BE DETERMINED FROM THERE=CSM ADVISED SM THAT IF HE HAS ANY QUESTIONS HE MAY CONTACT ME BUT SINCE CASE OPENED WITH DRP CSM CAN NO LONGER CONTACT CUST=SILENT F/U 05/9 BY 5PM EST

Data Element Name	
****	
DATE OF FOLLOW UP:	

TIME OF FOLLOW UP (HH:MM):

Data Value

05-09-2011

17:30

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 02745 BLACKWELL FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Comm Type: PHONE Analyst Name: SMITH,KIM Analyst: KSMIT467

Action Date: 05/10/2011 Action Time: 15.29.19.271 Action Data: Yes

Comments = CSM MADE OBC TO SM TIM AND LFT MSG ADVISING F/U ON STATUS OF RENTAL=PROVIDED CONTACT INFO FOR UPDATE=

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-12-2011
TIME OF FOLLOW UP (HH:MM):	17:30

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 02745 BLACKWELL FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Comm Type: PHONE Analyst Name: SMITH,KIM Analyst: KSMIT467

Action Date: 05/12/2011 Action Time: 14.18.58.121 **Action Data: Yes** 

Comments = CSM AWAITING RESPONSE FROM SM TIM FOR RENTAL ASSISTANCE=SETTING F/U 05/17=

Data Element Name	Data Value
	*********
DATE OF FOLLOW UP:	05-17-2011
TIME OF FOLLOW UP (HH:MM):	17:30

Action: CONCERN ADDRESSED

Dealer: 02745 BLACKWELL FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 24000 MI Comm Type: PHONE Analyst Name: SMITH,KIM Analyst: KSMIT467

Action Date: 05/17/2011 Action Time: 17.15.35.689 Action Data: Yes

Comments = CSM MADE OBC TO DLR TO SPK W SM TIM ABOUT RENTAL=RO 228229 LINE 01 \$450.00 P11

M05A2=CASE CLOSED

Data Element Name	Data Value
********************************	7117244777476747448666666666666666666666666
CUSTOMER'S LTV SCORE	A/Z
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	N
ESP USED? (Y/N)	N
SCP USED? (Y/N)	N
X-PLAN USED? (Y/N)	N
CLP FINANCIAL ASSIST PROVIDED? (Y/N)	Y
ESTIMATED REPAIR COST(@WARR RATES) (\$)	0
CUSTOMER'S SHARE OF REPAIR COST (\$)	0
DEALER'S SHARE OF REPAIR COST-P18 (\$)	0
DEALER'S SHARE OF REPAIR COST-OTHER(\$)	0
FORDS'S SHARE OF REPAIR COST-P11 (\$)	450.00
CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	N

**Print** 

VIN: 3FAHP0HA5AR

Odometer: 27000 MI

Action Date: 04/26/2011

Name:

Year: 2010

Owner Status: Original

Model: FUSION WSD: 2009-12-21 Case: 1483651180

Symptom Desc:

Reason Desc: ESCALATION MISSED FOLLOW-UP

Issue Type: 01 INQUIRY

Issue Status: CLOSED

**Primary Phone:** 

Secondary Phone:

Action: MISSED FOLLOW UP - FIRST

Analyst Name: ABRHAM, THERESA

Dealer:

Comm Type: PHONE

Analyst: TABRAH16

Origin Desc: MANUAL - PHONE CSR

Action Data: Yes

Action Time: 09.14.22.363

Comments CUSTOMER SAID: - SEE HISTORICALS, CUST WAS PROMISED A CALL BACK BY 5 PM YESTERDAY BY

KIM SMITH - MAY NOT BE IN SYSTEM BECAUSE OF SEIBEL ISSUES ACCORDING TO HISTORICALS - CUSTOMER IS VERY FRUSTRATED STATING "THIS IS CONSUMING MY LIFE" AND SHE DOES NOT HAVE TIME TO KEEP CALLING

**Data Element Name** 

**Data Value** 

WHO FAILED TO FOLLOW UP?

**CRC** 

Action: MISSED FOLLOW UP - FIRST

Dealer:

Odometer: 27000 MI

Analyst Name: ABRHAM, THERESA Action Date: 04/26/2011

Comm Type: PHONE

Analyst: TABRAH16

Action Time: 09.21.04.976

Origin Desc: MANUAL - PHONE CSR

Origin Desc: MANUAL - TEAM

Origin Desc: MANUAL - TEAM

Action Data: Yes

Comments CUSTOMER SAID: - SEE HISTORICALS, CUST WAS PROMISED A CALL BACK BY 5 PM YESTERDAY BY KIM SMITH - MAY NOT BE IN SYSTEM BECAUSE OF SEIBEL ISSUES ACCORDING TO HISTORICALS - CUSTOMER IS VERY FRUSTRATED STATING "THIS IS CONSUMING MY LIFE" AND SHE DOES NOT HAVE TIME TO KEEP CALLING

**Data Element Name** 

Data Value

WHO FAILED TO FOLLOW UP?

REGION/CCST

Action: MISSED FOLLOW UP - CLOSED

Dealer:

Odometer: 1 MI

Analyst Name: MENDEZ-CEREZO

(JMENDEZC), JOEL

Action Date: 04/27/2011

Comm Type: PHONE

Analyst: JMENDEZC

**Action Time:** 16.22.58.965

Action Data: No

**LEĂDERS** 

Comments CUSTOMER SAID: NONEDEALER SAID: NONECRC ADVISED: -TL JOEL CLOSING AS THIS WAS NOT A MISSED FOLLOW UP-CSM HAS BEEN IN CONTACT WITH THE CUSTOMER AND DLRSHP.

Action: MISSED FOLLOW UP - CLOSED

Dealer:

Odometer: 1 MI

Analyst Name: MENDEZ-CEREZO

(JMENDEZC), JOEL

Action Date: 04/27/2011

Comm Type: PHONE

Analyst: JMENDEZC

**Action Time:** 

16.24.39.595

Action Data: No

**LEADERS** 

Comments	NO	COMM	MENT:	SA	VAII	∟ABL	E
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Print

Case: 1483651180

VIN: 3FAHP0HA5AR

Year: 2010

Model: FUSION

Owner Status: Original Name:

WSD: 2009-12-21

Reason Desc: CRC RELATED - F/M CSR FOLLOWING CONTACT

Symptom Desc: ENG SPEED-UP SUDDEN ACCELERATION

Primary Phone:

Origin Desc: US CONCERN CASE BASE

Issue Type: 01 INQUIRY

Issue Status: CLOSED

Secondary Phone:

Action: CALLBACK ADD ADDITIONAL COMMENTS

Dealer:

Comm Type: PHONE

Odometer: 27000 MI

Analyst: HLUNDIN5

Action Date: 04/25/2011

Analyst Name: LUNDIN HAROLD

Action Time: 15.42.07.066 Action Data: No

Comments CUSTOMER SAID: - CUST WAS CONCERNED BEUSE SHE WASN'T AWARE OF ANY COMMUNICATION ON BEHALF OF FORD FOR HER CASE, WANTED TO BE SURE HER CSM HADNT CHANGED AGAINDEALER SAID: -SEE HISTORICSBLACKWELL FORD INC.41001 PLYMOUTH ROADPLYMOUTH MI 48170(734) 453-1100CRC ADVISED: PLEASE ALLOW THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR SO THAT YOUR ISSUE MAY BE PROPERLY ADDRESSED. - SPOKE TO CSM KIM - CUSTOMER WILL BE CONTACTED BY EOB 4/25/11; NOT A MISSED FOLLOWUP, VERIFIED THAT FOLLOWUP WAS SET FOR 4/25, BUT DOCUMENTATION DID NOT REGISTER IN SIEBEL - ADVISED CUST OF PHRASEOLOGY AND ABOVE - CUST WANTS TO USE BLACKWELL FORD AS IT IS THE CLOSEST DLR TO HER, WANTED TO DISCUSS IT WITH KIM - CUST VERIFIED HER PH #, POINT OF CONTACT

Print

VIN: 3FAHP0HA5AR

Year: 2010

Model: FUSION

Case: 1483651180

Name:

Symptom Desc:

Owner Status: Original

WSD: 2009-12-21

Primary Phone:

Reason Desc: MARKETING-PUBLIC PRIVATE-ESP-ACCESSORY

Issue Type: 01 INQUIRY

Issue Status: CLOSED

Secondary Phone:

Action: PUBLIC-PRIVATE OFFER

Dealer:

Comm Type: PHONE

Odometer: 24000 MI Analyst Name: PAULEY DEBORAH

Analyst: DPAULEY4

Origin Desc: MANUAL - PHONE CSR

Origin Desc: MANUAL - PHONE CSR

Action Date: 03/25/2011

Action Time: 17.10.22.168

**Action Data: Yes** 

Comments NO COMMENTS AVAILABLE

**Data Element Name** 

Data Value

GENERAL REASON FOR CRC

FINANCIAL ASSISTANCE

CONTACT:

**EXCLUDED CALL TYPE** 

PUBLIC-PRIVATE OFFER ACTIONS:

(LEGAL/BUYBACK/ANGRY)

Action: PUBLIC-PRIVATE OFFER

Dealer:

Comm Type: PHONE

Odometer: 25000 MI

Analyst: LDOWELL4

Analyst Name: DOWELL, LEAH Action Date: 04/13/2011

Action Data: Yes

Action Time: 10.25.38.204

Comments CRC ADVISED: -DID NOT ADV-CUST DEALING WITH ONGOING ISSUE, NOT A GOOD TIME

**Data Element Name** 

**Data Value** 

GENERAL REASON FOR CRC CONTACT: MISCELLANEOUS/OTHER

PUBLIC-PRIVATE OFFER ACTIONS:

CUSTOMER NOT INTERESTED AT THIS TIME

Print

VIN: 3FAHP0HA5AR

Year: 2010

Name

Owner Status: Original

WSD: 2009-12-21

Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED

Reason Desc: CRC RELATED - F/M CSR FOLLOWING CONTACT

Primary Phone:

Issue Type: 01 INQUIRY

Issue Status: CLOSED

Secondary Phone:

Origin Desc: US CONCERN CASE BASE

Action: CALLBACK ADD ADDITIONAL COMMENTS

Dealer:

Comm Type: PHONE

Odometer: 25000 MI

Analyst Name: DOWELL, LEAH

Analyst: LDOWELL4

Action Date: 04/13/2011

Action Time: 10.24.07.445

Action Data: No

Comments CUSTOMER SAID: -CUST WOULD LIKE TO KNOW IF KIM SMITH IS WORKING ON CASE AND WHEN SHE WILL HEAR FROM HER-CUST HAS TRIED TO CONTACT KIM BY EMAIL AND PHONECRC ADVISED: PLEASE ALLOW

THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR SO THAT YOUR ISSUE MAY BE PROPERLY

ADDRESSED.-ADV THAT THERE IS A FOLLOW UP TIME SET FOR TODAY, CUST WILL RECEIVE CALL BY 5PM

4/13/2011

Model: FUSION

WSD: 2009-12-21

Primary Phone:

Origin Desc: US CONCERN CASE BASE

Case: 1483651180

VIN: 3FAHP0HA5AR Year: 2010

Name: Owner Status: Original Symptom Desc: MANUAL TRANS. SHIFT EFFORTS MULTIPLE GEARS

Issue Type: 04 REGION Issue Status: CLOSED

Initial Customer Contact: 02/14/2011

Action: TIER II ESCALATION - BUYBACK Dealer: 02771 JACK DEMMER FORD, INC.

Odometer: 22700 MI Comm Type: PHONE

Analyst Name: MILLER, BRITNEY Analyst: BMILL185

Action Date: 02/11/2011 Action Time: 08.58.44.403 Action Data: No

Comments CUSTOMER SAID: -VEH SLIPS AND JERKS INTERMITTLY IN 1,2,3RD GEAR-DEC 2009 CUST TOOK VEH TO DLRSHIP-DLRSHIP REPLACED LOWER RIGHT CONTROL ARM ON VEH-INSTALLED REMOTE STARTER ON VEH-COUPLE MONTHS LATER-CUST FELL BECAUSE FOOT GOT CAUGHT ON RUNNER ON VEH-CUST STATES DLRSHIP BROKE THE CORNER OF RUNNER AND NEVER REPAIRED IT-VEH STARTED TO PULL TO THE RIGHT-CUST HAD TO TURN STEERING WHEEL TO THE LEFT TO TURN RIGHT-WAS ADVISED BY DLRSHIP MAINTENCE COVERS WHEEL ALIGNMENT AT 2500-SERVICE TRACK LIGHT WAS COMING ON INTERMITTLY-REPAIR WAS NOT COVERED UNDER WARRANTY-DLRSHIP ADVISED THE BOLT ON LOWER CONTROL ARM WAS NOT TIGHTLY PUT ON PASSENGERSIDE-CUST SPOKE TO S/W TAMI SHIPACASSEE, CUST STATES THAT THE SM WAS YELLING AND SCREAMING AT HER-CUST SPOKE TO GENERAL MANAGER BOB SPOIT-BLOWER MOTOR, PASSENGER SEAT WAS, RUNNER TAKEN APART AN REPLACED-TRANSMISSION WAS REPAIRED 3 TIMES WAS DETERMINED THAT THERE WAS NO FIX TO TRANSMISSION-CUST STATES THAT THE VEH HAS HAD MANY PROBLEMS SINCE PURCHASE-CUST STATES THAT FORD OFFERED TO BUYBACK VEH AND ALSO OFFERED EXTENTION ON BTB-ANOTHER DLRSHIP PROVIDED CUST WITH REPAIR HISTORY SUMMARY -CUST HAS BEEN SPEAKING WITH LAWYER-CUST STATES SHE IS TIRED OF DEALING WITH VEH AN THE REPAIRS-CUST STATES VEH IS A TRUE LEMON - VEH IS LOCATED WITH THE CUST -CUST WANTS FINANCIAL ASSISTANCE OR A BUYBACKDEALER SAID: -JACK DEMMER FORD, INC.37300 MICHIGAN AVENUEWAYNE MI 48184(800) 816-9396 -SELLING DLRSHIPCRC ADVISED: NOTE: CUSTOMER IS REQUESTING A BUYBACKI HAVE DOCUMENTED YOUR CONCERNS AND AM SENDING YOUR INFORMATION TO OUR CUSTOMER CARE SOLUTIONS TEAM. YOU WILL BE CONTACTED BY A SPECIALIST TO DISCUSS YOUR ISSUE WITHIN 2 BUSINESS DAYS. THIS DOES NOT GUARANTEE THAT FORD WILL BUYBACK YOUR VEHICLE. FORD'S COMMITMENT IS TO HONOR THE NEW VEHICLE LIMITED WARRANTY.-BEST DAY TIME PHONE NUMBER 1 AND CELL -CAN BE REACHED ANYTIME-VEH IS LOCATED WITH THE CUST-CUST STATES SHE WANTS FORD TO DO SOMETHING ABOUT VEH INSTEAD OF TELLING HER TO KEEP TAKING VEH BACK TO DLRSHIP-CUST IS NOT GOING TO GO FURTHER WITH HER ATTORNEY UNTIL SHE HANDLES THIS WITH FMC-CUST STATES THIS IS HER LAST TIME CONTACTING CRC

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 22700 MI Comm Type: PHONE Analyst Name: PEREZ,RALPH Analyst: RPERE102

Action Date: 02/14/2011 Action Time: 17.17.42.775 Action Data: Yes

Comments -- CCS RALPH PEREZ X-7740-- LTV SCORE= A/Z-- REP REVIEWED AWS; 12 REPAIR CLAIMS LISTED; 2 RELATED TO TRANSMISSION SHIFTING CONCERN; 3 RELATED TO REGULAR MAINTENANCE (OIL CHANGE), -- REP REVIEWED NHL.- VEH DOES NOT HAVE AN ESP, BUT HAS A 36/45 PREMIUM MAINTENANCE PLAN; NO OPEN RECALLS-- REP MADE OBC TO DLRSHP, SPOKE WITH S/M JIM-- S/M STATED VEH HAS NOT BEEN TO DLRSHP SINCE 09/2010, AND CUSTOMER HAS NOT CONTACTED DLRSHP TO SCHEDULE AN APPOINTMENT TO HAVE VEH CONCERNS ADDRESSED.-- CUSTOMER STATED HE VERIFIED THROUGH AWS THAT CUSTOMER HAS TAKEN VEH TO OTHER DLRSHPS TO HAVE DIFFERENT CONCERNS ADDRESSED, BUT S/M NOT AWARE OF CURRENT CONCERNS VEH IS EXHIBITING,-- S/M RECOMMENDED REP REQUEST CUSTOMER SCHEDULE APPOINTMENT TO HAVE VEH INSPECTED/DIAGNOSED FOR TRANSMISSION SHIFTING CONCERNS.-- REP SETTING F/U TO CONTACT CUSTOMER ON 02/15/2011 BY 5;30PM E.S.T.

**Data Element Name** 

DATE OF FOLLOW UP: TIME OF FOLLOW UP (HH:MM): Data Value

02-15-2011 19:30

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 22700 MI

Comm Type: PHONE Analyst Name: PEREZ,RALPH Analyst: RPERE102

Action Date: 02/16/2011

Action Time: 16.12.40.905 Action Data: No

Comments -- CCS RALPH PEREZ X-7740-- REP MADE OBC TO CUSTOMER, ADVISED CALL MAY BE RECORDED FOR TRAINING AND QUALITY PURPOSES ONLY .-- PROVIDED CUSTOMER WITH CASE# .- ADVISED CUSTOMER OF REP'S ROLE AS A CCST AGENT-- CUSTOMER VERIFIED VEH MILEAGE: 22700 MILES-- CUSTOMER CONFIRMED VEH IS NOT CURRENTLY EXHIBITING ANY CONCERNS; HOWEVER, HER VEH HAS HAD TO GO TO DLRSHP MULTIPLE TIMES SINCE SHE PURCHASED THE VEH A LITTLE OVER 1 YEAR AGO, AND SHE FEELS THAT THE VEH IS A LEMON .-- CUSTOMER STATED SHE HAS SPOKEN WITH AN ATTORNEY, AND THE ATTORNEY HAS INFORMED HER THAT HER VEH MEETS LEMON LAW CRITERIA AT THIS TIME DUE TO THE AMOUNT OF TOTAL ACCUMULATED DAYS VEH HAS BEEN DOWN AS A RESULT OF ALL THE TIMES VEH HAS BEEN AT DLRSHP FOR CONCERNS, AND CUSTOMER FEELS FORD SHOULD COMPENSATE HER BY REPLACING/BUYING BACK HER VEH.- ADVISED REP HAS REVIEWED CUSTOMER'S WARRANTY HISTORY, AND HAS VERIFIED VEH HAS BEEN REPAIRED FOR DIFFERENT CONCERNS; HOWEVER, ALL THE CONCERNS VEH HAS EXHIBITED IN THE PAST HAVE BEEN ADDRESSED BY FORD DLRSHPS .-- ADVISED THAT AT THIS TIME, CUSTOMER'S VEH DOES NOT MEET FORD'S CRITERIA FOR VEH REPLACEMENT/BUYBACK, AND FORD WILL NOT MEET CUSTOMER'S REQUEST FOR VEH BUYBACK/REPLACEMENT.-- CUSTOMER STATED SHE FEELS FORD SHOULD COMPENSATE HER, BECAUSE SHE HAS A FRIEND WHO WAS COMPENSATED BY FORD.-- ADVISED THAT FORD DOES NOT COMPENSATE CUSTOMERS FOR LOSS OF WAGES, LOSS OF BUSINESS REVENUES OR OTHER ISSUES RELATED TO VEH BEING DOWN AT DLRSHP FOR REPAIRS, AND REP CANNOT PROVIDE CUSTOMER ANY KIND OF COMPENSATION AT THIS TIME, EXCEPT POSSIBLY PROVIDING CUSTOMER WITH A 5/100 POWERTRAINCARE ESP .-- CUSTOMER STATED SHE WOULD NEED AN ESP THAT WOULD PROVIDE COVERAGE FOR ALOT MORE THAN JUST THE ENGINE AND TRANSMISSION .-- CUSTOMER REQUESTED BEING CALLED BACK WITHIN 10 MINUTES, BECAUSE HER BOSS NEEDED TO SPEAK WITH HER .-- ADVISED REP WILL F/U WITH CUSTOMER WITHIN 10 MINUTES.

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 22700 MI Comm Type: PHONE Analyst Name: PEREZ, RALPH Analyst: RPERE102

Action Date: 02/16/2011 Action Time: 16.28.39.809 Action Data: Yes

Comments -- CCS RALPH PEREZ X-7740-- REP MADE OBC TO CUSTOMER EXPLAINED TO CUSTOMER THE COVERAGE PROVIDED BY BOTH THE POWERTRAINCARE ESP AND THE PREMIUMCARE ESP. AND ALSO ADVISED THAT EACH IS ISSUED WITH A FIXED TIME AND MILEAGE, WHICH CANNOT BE CHANGED, DUE TO THE PLANS BEING OFFERED BY FORD ON A GOODWILL GESTURE BASIS, -- CUSTOMER STATED SHE WOULD LIKE THE OPPORTUNITY TO REVIEW THE INFORMATION PROVIDED BY REP ON THE ESP'S, AND INQUIRED IF REP COULD PROVIDE HER WITH ESP DOCUMENT LISTING THE DIFFERENT COVERAGES .-- REP RECOMMENDED CUSTOMER REVIEW THE DIFFERENT ESP'S AVAILABLE FROM FORD IN WWW.FLMOWNER.COM.-- ADVISED REP WILL F/U WITH CUSTOMER ON 02/21/2011 BY 5:30PM E.S.T. TO VERIFY IF CUSTOMER HAS MADE A DECISION ON WHAT ESP SHE WILL ACCEPT FROM FORD.

> **Data Element Name** Data Value DATE OF FOLLOW UP: 02-21-2011 TIME OF FOLLOW UP (HH:MM): 19:30

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 22700 MI Analyst Name: PEREZ,RALPH

Comm Type: PHONE Analyst: RPERE102

Action Date: 02/23/2011

Action Time: 13.23.46.689 Action Data: Yes

Comments -- CCS RALPH PEREZ X-7740-- REP MADE OBC TO CUSTOMER, NO ANSWER, LEFT MSG.--NO ANSWER-- LEFT MSG, SEEKING TO VERIFY IF CUSTOMER HAS REP MADE OBC TO CUSTOMER MADE A DECISION IN REFERENCE TO OFFER MADE TO PROVIDE CUSTOMER WITH EITHER A 5/100 POWERTRAINCARE ESP OR A 5/75 PREMIUMCARE ESP.-- ADVISED REP WILL ATTEMPT TO CONTACT CUSTOMER AGAIN ON 02/24/2011 BY 5:30PM E.S.T.

> **Data Element Name** Data Value DATE OF FOLLOW UP: 02-24-2011 TIME OF FOLLOW UP (HH:MM): 19:30

Action: UNABLE TO CONTACT - LOST CONTACT

Dealer: 02771 JACK DEMMER FORD, INC.

Comm Type: PHONE

Odometer: 22700 MI Analyst Name: PEREZ,RALPH Analyst: RPERE102 Action Date: 02/24/2011

Action Time: 14.41.17.872 Action Data: No

Comments -- CCS RALPH PEREZ X-7740-- REP MADE OBC TO CUSTOMER, AND CELL ANSWER FROM EITHER NUMBER.-- LEFT MSG WITH CONTACT INFO, OFFICE HOURS, SEEKING TO VERIFY IF CUSTOMER HAS DECIDED TO ACCEPT ESP OFFER OF EITHER THE 5/100 POWERTRAINCARE ESP OR THE 5/75 PREMIUMCARE ESP.-- ADVISED THAT DUE TO LOSING CONTACT WITH CUSTOMER, REP WILL CLOSE CASE AT THIS TIME, AND RECOMMENDED CUSTOMER CONTACT REP IF SHE WANTS TO REVISIT THE OFFER MADE BY REP.-- NO FURTHER ACTION REQUIRED BY CCS DUE TO LOSING CONTACT WITH CUSTOMER.-- CASE CLOSED.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

**Action: DOCUMENT ADDITIONAL INFORMATION** 

Dealer: 02771 JACK DEMMER FORD, INC.

Comm Type: PHONE Odometer: 22700 Mi

Analyst Name: PEREZ,RALPH Analyst: RPERE102

Action Date: 02/28/2011 Action Time: 12.06.15.820 Action Data: No

Comments -- CCS RALPH PEREZ X-7740-- REP RECEIVED IBC FROM CUSTOMER ON 02/24/2011 AT 5:54PM E.S.T..--CUSTOMER LEFT MSG, RETURNING REP'S CALL, AND SEEKING CALLBACK FROM REP TO FURTHER DISCUSS ESP OPTIONS -- REP MADE OBC TO CUSTOMER, -- CUSTOMER STATED DUE TO WORK CONSTRAINTS, SHE WAS NOT ABLE TO DISCUSS CONCERNS AT THIS TIME, AND REQUESTED TO BE CONTACTED AT A MORE CONVENIENT TIME DURING CURRENT WEEK, -- ADVISED THAT REP WILL BE OUT OF OFFICE FROM 03/02/2011, RETURNING ON 03/07/2011.-- CUSTOMER REQUESTED BEING CALLED ON 03/07/2011 TO DISCUSS ESP OFFER.-- CUSTOMER STATED SHE REVIEWED THE ESP COVERAGE DETAILS ONLINE (FLMOWNERS.COM), AND STATED SHE FEELS THAT SHE SHOULD BE GIVEN A PLAN THAT HAS MORE COVERAGE (MILEAGE AND TIME).-- ADVISED THAT THE PLANS PROVIDED BY FORD AS A GOODWILL GESTURES ARE FIXED PLANS, AND REP CANNOT ALTER THE EXISTING PRESET TIME OR MILEAGE OFFERED ON THE ESP'S.-- CUSTOMER STATED SHE UNDERSTANDS THE INFORMATION PROVIDED BY REP, BUT ALSO WANTED TO DISCUSS HER CONCERNS WITH THE VEH'S TIRES HAVING TO BE REPLACED SOON, PER DLRSHP RECOMMENDATIONS, BECAUSE OF LOW TREAD .-- CUSTOMER STATED SHE FEELS THE TIRES SHOULD NOT NEED TO BE REPLACED AT SUCH LOW MILEAGE, AND THAT THE CONCERN IS MOST LIKELY RELATED TO THE FRONT END CONCERNS VEH HAS EXHIBITED IN THE PAST. - ADVISED THAT VEH'S TIRES ARE OUTSIDE OF WARRANTY COVERAGE AT THIS TIME, AND THAT IN ORDER FOR TIRES TO BE REPLACED UNDER WARRANTY AT THIS TIME, DLRSHP WOULD NEED TO VERIFY THAT THE TIRE CONCERNS ARE DIRECTLY RESULTING FROM FRONT-END RELATED CONCERNS.-- CUSTOMER STATED SHE WILL REVIEW HER CONCERNS WITH THE DLRSHP, BECAUSE SHE FEELS STRONGLY THAT SHE SHOULD NOT HAVE TO PAY TO HAVE ALL 4 TIRES REPLACED AT THIS TIME .-- CUSTOMER STATED THAT IF DLRSHP DIES NOT ADDRESS HER REQUEST, SHE WILL BE LEFT WITH NO OTHER ALTERNATIVE, BUT TO CONTACT THE STATE ATTORNEY'S OFFICE ABOUT THIS CONCERN, -- ADVISED REP UNDERSTANDS CUSTOMER'S CONCERN, AND THAT CUSTOMER CERTAINLY HAS THE RIGHT TO CONTACT THE STATE'S ATTORNEY'S OFFICE. - ADVISED REP WILL F/U WITH CUSTOMER ON 03/07/2011 BY 5:30PM E.S.T.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Comm Type: PHONE

Odometer: 22700 MI

Analyst Name: PEREZ,RALPH Analyst: RPERE102

Action Date: 03/08/2011

Action Time: 16.41.46.822 Action Data: No

Comments -- CCS RALPH PEREZ X-7740-- REP MADE OBC TO CUSTOMER AND CELL ANSWER FROM EITHER NUMBER.-- LEFT MSG WITH CONTACT INFO, OFFICE HOURS, SEEKING TO DISCUSS CASE WITH CUSTOMER FURTHER (PER PREVIOUS ACTION).-- REP RECOMMENDED CUSTOMER CONTACT REP WHEN SHE IS AVAILABLE TO DISCUSS CONCERN .-- AT THIS TIME, REP HAS MADE SEVERAL OBC'S TO CUSTOMER TO VERIFY IF CUSTOMER WILL ACCEPT OFFER TO BE PROVIDED EITHER A 5/75 PREMIUMCARE ESP OR A 5/100 POWERTRAINCARE ESP; HOWEVER, TO DATE CUSTOMER HAS NOT MADE A DECISION.-- REP WILL MAKE NO FURTHER ATTEMPTS AT CONTACTING CUSTOMER.-- CASE CLOSED

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Print

VIN: 3FAHP0HA5AR

Year: 2010

Name:

Owner Status: Original

Symptom Desc: MANUAL TRANS. SHIFT EFFORTS MULTIPLE GEARS Reason Desc: CRC RELATED - F/M CSR FOLLOWING CONTACT Issue Type: 01 INQUIRY

Issue Status: CLOSED

Model: FUSION Case: 1483651180

Origin Desc: US CONCERN CASE BASE

WSD: 2009-12-21 Primary Phone:

Secondary Phone:

Action: CALLBACK ADD ADDITIONAL COMMENTS

Dealer:

Odometer: 22700 MI

Comm Type: PHONE

Analyst Name: LEEBERG (JLEEBER1), JEANNE Analyst: JLEEBER1 Action Date: 02/16/2011

Action Time: 13.59.00.021 Action Data: No

Comments CUSTOMER SAID: -WAITING FOR FORD TO GET BACK WITH ME-THOUGHT THEY WERE SUPPOSED TO CALL BY 2/15/11CRC ADVISED: PLEASE ALLOW THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR SO THAT YOUR ISSUE MAY BE PROPERLY ADDRESSED.- ADVISED CUSTOMER THAT CCS RALPH WILL CALL CUSTOMER

BY COB 2/16/11-CUSTOMER WOULD LIKE TO BE CALLED AT WORK PHONE:

**Print** 

VIN: 3FAHP0HA5AR

Year: 2010

Model: FUSION

Case: 1483651180

Name:

Owner Status: Original

WSD: 2009-12-21

**Primary Phone:** 

Symptom Desc:

Reason Desc: CORRESPONDENCE - CORRESPONDENCE

Issue Type: 01 INQUIRY

Issue Status: CLOSED

Secondary Phone:

Action: CALL THE CRC TO DISCUSS THIS MATTER

Dealer:

Origin Desc: MANUAL -CORRESPONDENCE CSR

Odometer: 6000 MI

Comm Type: INBOUND CUSTOMER MAIL

Analyst Name: MARSHA WOJEWSKI-BOYD

Analyst: MWOJEWSK

(MWOJEWSK) Action Date: 09/01/2010

Action Time: 16.41.01.695

Action Data: No

Comments CUSTOMER SAID: LTR DATED AUG 20-CUST HAS SEVERAL CONCERNS WITH HER VEH-PASSENGER SEAT VIBRATES AND I WAS TOLD THAT THE SEAT WAS MADE THAT WAY BECAUSE IT CONTAINS AN AIRBAG-I HAVE A RATTLE IN THE DASHBOARD WHEN I HIT THE SLIGHEST BUMPS IN THE RD-THE DLRSHP SAID THEY CANT HELP ME IF THAT CANT FIND THE PROBLEM-I ND A CAR WHILE MINE IS IN FOR SERVICE, SO I HAVE TO WAIT UNTIL THEY CALL ME-A FEW WKS AGO WHILE TRAVELING ON THE HIGHWAY I HEARD A LOUD NOISE UNDER THE HOOD THAT SOUNDED LIKE A LEAF BLOWER AND BY THE TIME I PULLED OVER THE NOISE WAS GONE-I FEEL MY CAR SHOULD BE REPLACED AT NO COST TO MESENT CALL CRC LTRCRC ADVISED: CALL THE CRC TO DISCUSS THIS MATTER

Action: SUPPORT PREVIOUS CRC DECISION DENIAL 1

Dealer:

Origin Desc: MANUAL - CORRESPONDENCE

CSŘ

Odometer: 15700 MI

Analyst Name: DOROTHY WILLIAMS

(DWILL297)

Comm Type: PHONE

Analyst: DWILL297

Action Date: 12/28/2010

**Action Time:** 09.25.11.244

Action Data: No

Comments CUSTOMER SAID: LETTER DATED 11-29-10= MULITPLE VEHICLE CONCERNS SINCE 3/18/10= BELIEVE VEHICLE IS A LEMON UNDER THE MICHIGAN LEMON LAW MCLA 257.1401 = VIN: 3FAHP0HA5AF A BUYBACK OR VEHICLE REPLACEMENT \*\*\*DEALER SAID: JACK DEMMER FORD, INC. \*\*\*\*CRC ADVISED: SUPPORT PREVIOUS CRC DECISION DENIAL 1 LETTER SENT, AS PER HISTORICS DATED 9-20-10

Action: CALL THE CRC TO DISCUSS THIS MATTER

Dealer:

Origin Desc: MANUAL - CORRESPONDENCE

CSŘ

Odometer: 15700 MI

Comm Type: INBOUND CUSTOMER

MAIL

Analyst Name: WILLIS,

CHRISTOPHER

Analyst: CWILL647

Action Date: 01/13/2011

Action Time: 08.40.49.389

Action Data: No

Comments CUSTOMER SAID: LTR DATED 1-6-11; CUST FEELS VEH IS A LEMON, AND IS MAKING DEMAND FOR RELIEF UNDER MICH LEMON LAW, AND IS ALLOWING A FINAL REPAIR ATTEMPT FOR CONTINUING TRANSMISSION PROB'S DEALER SAID: JACK DEMMER FORD, INC. SELLING DEALERS P & A CODE: 02771 SELLING DEALERS SALES CODE: F48016 SELLING DEALERS MAIN PHONE: 734-721-2600CRC ADVISED: CALL THE CRC TO DISCUSS THIS MATTER (DUE TO EARLY MORNING HOUR)\*NEXT REP: VERIFY IF TRANS ISSUES ARE CURRENTLY OCCURRING; IF SO, HANDLE ACCORDINGLY (NOTE: HISTORICS INDICATE 2 PREVIOUS TRANS REPAIR VISITS,

AND CUST IS DUPLICATING ACTIVITY TOWARD A	1 VEH	BUYE	3ACK)
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Print

VIN: 3FAHP0HA5AR

Year: 2010

Model: FUSION

Name:

Owner Status: Original

Case: 1483651180 WSD: 2009-12-21

Symptom Desc: AUTO TRANS UPSHIFT ROUGH/HARSH

Primary Phone

Reason Desc: WARRANTY - REPAIR MUST BE PERFORMED AT F/LM

Issue Type: 01 INQUIRY

Issue Status: CLOSED

Action: PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY

Secondary Phone:

Odometer: 16000 MI

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: US CONCERN CASE BASE

Analyst Name: RAGONE, JAYMIE

Comm Type: PHONE Analyst: JRAGONE

Action Date: 09/20/2010

Action Time: 16.36.54.401

Action Data: No

Comments CUSTOMER SAID: TRANS SLIPPING, SHIFTING HARD-JUST GOT VEH BACK ON 9/17/2010-NOW THE VEH IS STILL NOT SHIFTING SMOOTHLY IN GEAR.DEALER SAID: JACK DEMMER FORD, INC. FORD CODE: 48C016 DEALER PROFILE 37300 MICHIGAN AVENUEWAYNE, MI 48184 TEL:(800) 816-9396FAX:(734) 721-1831DISTANCE: MILESCRC ADVISED: WE RECOMMEND THAT YOUR VEHICLE BE INSPECTED BY A FORD/LINCOLN/MERCURY DEALERSHIP TO DETERMINE THE CAUSE OF ANY SYMPTOMS YOUR VEHICLE MAY BE EXPERIENCING. IF THERE IS NO COVERAGE UNDER APPLICABLE WARRANTIES, RECALLS OR ESP'S, REPAIRS AND SERVICES WOULD BE YOUR RESPONSIBILITY. YOUR NEXT STEP IS TO MAKE AN APPOINTMENT WITH YOUR SERVICING DEALERSHIP TO HAVE YOUR VEHICLE DIAGNOSED.

Model: FUSION

WSD: 2009-12-21

Primary Phone:

Secondary Phone

<u>Print</u>

Case: 1483651180

Origin Desc: DEALER

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

VIN: 3FAHP0HA5AR Year: 2010

Name: Owner Status: Original Symptom Desc: ENGINE SPEED-UP DECELERATION

Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS

Issue Type: 04 REGION Issue Status: CLOSED

Initial Customer Contact: 09/08/2010

Action: TIER II ESCALATION - BUYBACK Dealer: 02771 JACK DEMMER FORD, INC.

Odometer: 15700 MI Comm Type: PHONE Analyst Name: HAMMEL, CALEB Analyst: CHAMMEL

Action Date: 09/07/2010 Action Time: 12.43.54.270 Action Data: No

Origin Desc: US CONCERN CASE BASE

Comments CUSTOMER SAID: -LET OFF GAS TO SLOW DOWN AND VEHICLE ACCELLERATED-LOTS OF RATTLES IN THE VEHICLE-HAS BEEN TO THE DEALER MANY MANY TIMES-CUSTOMER DOES NOT WANT THE VEHICLE ANY MORE-DEALER IS STATING THEY DO NOT HAVE A FIX FOR HER TRANSMISSION ISSUESDEALER SAID: JACK DEMMER FORD, INC.37300 MICHIGAN AVENUEWAYNE. MI 48184TEL:(800) 816-9396CRC ADVISED: NOTE: CUSTOMER IS REQUESTING A BUYBACKI HAVE DOCUMENTED YOUR CONCERNS AND AM SENDING YOUR INFORMATION TO OUR CUSTOMER CARE SOLUTIONS TEAM. YOU WILL BE CONTACTED BY A SPECIALIST TO DISCUSS YOUR ISSUE WITHIN 2 BUSINESS DAYS. THIS DOES NOT GUARANTEE THAT FORD WILL BUYBACK YOUR VEHICLE. FORD'S COMMITMENT IS TO HONOR THE NEW VEHICLE LIMITED WARRANTY.-ADVISED ABOVE-BEST TIME OF DAY IS TO REACH THE CUSTOMER AFTER 5PM IF BEFORE 5PM AND CAN'T CALL AFTER 5PM THEN CALL CUSTOMER CURRENTLY HAS THE VEHICLE

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Comm Type: OUTBOUND CALL TO CUSTOMER Odometer: 15700 MI

Analyst Name: JOHN BLEVIN Analyst: J-BLEVI5

Action Date: 09/07/2010 Action Time: 14.45.37.164 Action Data: No

Comments SERVICE MANAGER CONTACTED CUSTOMER AND WHEN LOANER IS AVAILABLE WILL CONTACT OWNER FOR APPOINTMENT MUST USE LOANER NOT RENTAL DUE TO CUSWTOMERS SCHEDULE MUST BE ABLE

TO GET HER WRITTEN AND OUT IN SHORT TIME

Action: DOCUMENT ADDITIONAL INFORMATION Dealer: 02771 JACK DEMMER FORD, INC.

Odometer: 15700 MI Comm Type: PHONE

Analyst Name: PEREZ,RALPH Analyst: RPERE102

Action Time: 17.27.46.501 Action Data: No Action Date: 09/08/2010

Comments -- CCS RALPH PEREZ X-7740-- LTV SCORE= A/Z-- REP REVIEWED AWS; 6 CLAIMS LISTED; 1 CLAIM FOR RATTLE NOISE CONCERN, AND 1 CLAIM FOR TRANSMISSION SHIFTING CONCERN (CSP 10B15 PERFORMED).--REP REVIEWED QCQIS; NO MATCHING REPORT FOUND .-- VEH DOES NOT HAVE AN ESP, BUT HAS A 3/45 PREMIUM MAINTENANCE PLAN; NO OPEN RECALLS-- PER DLR COMMENTS, DLRSHP IS WAITING FOR LOANER VEH TO BE AVAILABLE IN ORDER TO SCHEDULE APPOINTMENT FOR CUSTOMER TO TAKE VEH BACK TO

DLRSHP TO HAVE CONCERNS VERIFIED AND ADDRESSED.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM Odometer: 15700 MI Comm Type: PHONE

Analyst Name: PEREZ,RALPH Analyst: RPERE102

Action Date: 09/09/2010 Action Time: 15.43.27.201 Action Data: No

PE10-019.5 000087LC

Comments -- CCS RALPH PEREZ X-7740-- REP MADE OBC TO DLRSHP, SPOKE WITH S/A DON; S/M NOT AVAILABLE .-- S/A CONFIRMED CUSTOMER'S VEH IS CURRENTLY AT DLRSHP, AND FSE IS SCHEDULED TO VISIT DLRSHP TOMORROW, 09/10/2010, TO INSPECT AND TEST CUSTOMER'S VEH FOR CONCERNS.

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 15700 MI Comm Type: PHONE Analyst Name: PEREZ, RALPH Analyst: RPERE102

Action Date: 09/09/2010 Action Time: 16.16.41.455 Action Data: Yes

Comments -- CCS RALPH PEREZ X-7740-- REP MADE OBC TO CUSTOMER, ADVISED CALL MAY BE RECORDED FOR QUALITY PURPOSES - ADVISED CUSTOMER OF REP'S ROLE AS A CCST AGENT -- CUSTOMER VERIFIED VEH MILEAGE: 15700 MILES-- CUSTOMER CONFIRMED VEH IS CURRENTLY AT DLRSHP, -- ADVISED REP HAS REVIEWED CUSTOMER'S CONCERNS WITH DLRSHP, AND IS AWARE THAT CUSTOMER'S VEH IS AT DLRSHP, AND THAT ARRANGEMENTS HAVE BEEN MADE TO HAVE AN FSE VISIT DLRSHP TOMORROW, 09/10/2010, TO INSPECT AND TEST CUSTOMER'S VEH FOR TRANSMISSION SHIFTING CONCERN.-- CUSTOMER STATED SHE HAS BEEN HAVING DIFFERENT TYPES OF CONCERNS WITH HER VEH SINCE SHE PURCHASED IT, AND WAS EVEN PROVIDED A MAINTENANCE PLAN BY FORD (REFER TO HISTORICALS), IN LIGHT OF THE INCONVENIENCE CUSTOMER HAS ENDURED BECAUSE OF HAVING TO TAKE VEH TO DLRSHP MULTIPLE TIMES. - CUSTOMER STATED SHE HAS FRIENDS WITHIN FMC, AND THEY HAVE INFORMED HER THAT THIS MODEL VEH HAS A KNOWN CONCERN, WHICH FORD IS STILL WORKING ON TO TRY TO RESOLVE .-- CUSTOMER STATED SHE DOESN'T WANT TO HAVE TO CONTINUE DEALING WITH THE CURRENT VEH CONCERNS AND WOULD PREFER FORD JUST BUYBACK HER VEH .-- ADVISED REP UNDERSTANDS CUSTOMER'S FRUSTRATION IN REFERENCE TO ONGOING CONCERNS WITH TRANSMISSION ERRATIC SHIFTING .-- ADVISED THAT REP CAN RESEARCH CUSTOMER'S REQUEST FOR V EH BUYBACK, BUT CANNOT GUARANTEE FORD WILL BUYBACK CUSTOMER'S VEH AT THIS TIME.-- ADVISED THAT REP WILL MONITOR CASE TO VERIFY RESSULTS OF FSE INSPECTION, IN ORDER TO DETERMINE NEXT STEPS, IF ANY, TO BE TAKEN BY FORD TO ADDRESS CONCERNS,-- CUSTOMER INQUIRED IF DLRSHP IS NOT ABLE TO VERIFY ANY CONCERNS. WILL FORD REPLACE HER VEH.-- ADVISED THAT IF NO CONCERN IS VERIFIED, AND NO REPAIR IS PERFORMED, FORD WILL NOT BE MEETING CUSTOMER'S REQUEST FOR VEH BUYBACK .-- ADVISED THAT A DLRSHP CANNOT PERFORM ANY REPAIRS IF A CONCERN IS NOT VERIFIED.-- CUSTOMER STATED THAT IF FORD WILL NOT BUYBACK HER VEH, SHE MAY HAVE TO PURSUE LEGAL ACTION.-- ADVISED THAT CUSTOMER CERTAINLY HAS THE RIGHT TO PURSUE LEGAL ACTION TO SEEK VEH BUYBACK.-- ADVISED REP WILL F/U WITH CUSTOMER ON 09/13/2010 BY 5:30PM E.S.T.

Data Element Name	Data Value	
DATE OF FOLLOW UP:	09-13-2010	
TIME OF FOLLOW UP (HH:MM):	19:30	

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Odometer: 15700 MI Comm Type: VISIT Analyst Name: JOHN BLEVIN Analyst: J-BLEVI5

Action Date: 09/10/2010 Action Time: 08.09.09.020 Action Data: No

Comments FSE VISITING DEALER TODAY TO EVALUATE 9-10-2010

Action: DOCUMENT ADDITIONAL INFORMATION Dealer: 02771 JACK DEMMER FORD, INC.

Odometer: 15700 MI Comm Type: VISIT

Analyst Name: JOHN BLEVIN Analyst: J-BLEVI5

Action Date: 09/13/2010 Action Time: 11.05.50.281 Action Data: No

Comments VEHICLE IN FOR REPAIR PARTS ARE EXPECT COMPLETION AND RETURNED ON 9-14-10

Origin Desc: DEALER

Origin Desc: DEALER

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Odometer: 15700 MI Comm Type: PHONE Analyst Name: PEREZ,RALPH Analyst: RPERE102

Action Date: 09/13/2010 Action Time: 13.43.21.234 Action Data: No

Comments -- CCS RALPH PEREZ X-7740-- REP MADE OBC TO DLRSHP, SPOKE WITH S/A TAMMY-- S/A CONFIRMED TRANSMISSION REPAIRS HAVE BEEN COMPLETED ON VEH, AND TECHNICIAN NOW WAITING FOR ENGINE COOLING FAN TO BE DELIVERED IN ORDER TO REPLACE COOLING FAN.-- S/A CONFIRMED THAT THE COOLING FAN BEING REPLACED TO ADDRESS WHIRRING NOISE CONCERN CUSTOMER COMPLAINED ABOUT.-- S/A CONFIRMED THAT TECHNICIAN VERIFIED THAT COOLING FAN WAS EXHIBITING AN ABNORMAL NOISE.-- S/A CONFIRMED THAT VEH SHOULD BE READY TO BE RETURNED TO CUSTOMER TOMORROW, 09/14/2010.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 15700 MI Comm Type: PHONE Analyst Name: PEREZ.RALPH Analyst: RPERE102

Action Date: 09/13/2010 Action Time: 13.57.33.610 Action Data: Yes

Comments -- CCS RALPH PEREZ X-7740-- REP MADE OBC TO CUSTOMER, LEFT MSG WITH CONTACT INFO, OFFICE HOURS, SEEKING TO ADVISE REP HAS BEEN INFORMED BY DLRSHP THAT TRANSMISSION REPAIRS HAVE BEEN COMPLETED ON CUSTOMER'S VEH, AND THAT TECHNICIAN IS NOW WORKING TO ADDRESS THE "WHIRRING" NOISE CONCERN CUSTOMER CLAIMED.-- ADVISED TECHNICIAN VERIFIED THAT COOLING FAN MAKING ABNORMAL NOISE, AND COOLING FAN BEING REPLACED.-- ADVISED DLRSHP EXPECTING COOLING TO BE DELIVERED TODAY, AND VEH EXPECTED TO BE COMPLETED AND READY TO BE RETURNED TO CUSTOMER TOMORROW, 09/14/2010.-- ADVISED REP WILL F/U WITH CUSTOMER ON 09/16/2010 BY 5:30PM E.S.T. TO VE RIFY IF VEH IS OPERATING PROPERLY.

Data Element Name	Data Value	
工作水体设备的现在分词有关的企业工作工作工作工作工作工作工作工作工作工作工作工作工作工作工作工作工作工作工作	医甲基甲基氏虫虫 医多甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲甲	
DATE OF FOLLOW UP:	09-16-2010	
TIME OF FOLLOW UP (HH:MM):	19:30	

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 15700 MI Comm Type: PHONE Analyst Name: PEREZ,RALPH Analyst: RPERE102

Action Date: 09/16/2010 Action Time: 10.31.00.121 Action Data: No

Comments -- CCS RALPH PEREZ X-7740- REP MADE OBC TO DLRSHP, SPOKE WITH S/A DON-- S/A CONFIRMED THAT TECHNICIAN VERIFIED LEAKING HALFSHAFT SEAL, AND REPLACED BOTH THE HALFSHAFT AND THE SEAL.-- S/A CONFIRMED TECHNICIAN ALSO REPLACED THE COOLING FAN, AND VEH SHOULD BE RETURNED TO CUSTOMER TODAY.

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 15700 MI Comm Type: PHONE Analyst Name: PEREZ,RALPH Analyst: RPERE102

Action Date: 09/16/2010 Action Time: 11.05.20.862 Action Data: Yes

Comments -- CCS RALPH PEREZ X-7740-- REP MADE OBC TO CUSTOMER, 734-585-9551-- LEFT MSG WITH CONTACT INFO, OFFICE HOURS, SEEKING TO ADVISE REP HAS BEEN INFORMED BY DLRSHP THAT VEH WILL BE READY TO BE RETURNED TO CUSTOMER TODAY.-- ADVISED REP WILL F/U WITH CUSTOMER ON 09/20/2010 BY 5:30PM E.S.T. TO VE RIFY IF VEH IS OPERATING PROPERLY.

**Data Element Name** 

**Data Value** 

DATE OF FOLLOW UP:

09-20-2010

TIME OF FOLLOW UP (HH:MM):

19:30

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: DEALER

Odometer: 15700 MI

Analyst Name: JOHN BLEVIN

Comm Type: VISIT Analyst: J-BLEVI5

Action Date: 09/20/2010

Action Time: 07.30.04.335

Action Data: No

Comments VEHICLE REPAIRED AND RETURNED TO CUSTOMER ON 9-16-10

Action: ESCALATED HANDLING REQUIRED - COMPLETE (EXPLAIN IN COMMENTS)

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: DEALER

Odometer: 15700 MI

Comm Type: VISIT Analyst: R-FAUST2

Analyst Name: ROBERT FAUS Action Date: 09/20/2010

Action Time: 11.38.37.398

Action Data: No

Comments CUSTOMER PICKED UP VEHICLE FRI 9/17 AND INSISTS THAT FORD SHOULD BUY BACK THIS VEHICLE. TOO MANY PROBS FOR ONLY HAVING 15,000 + MILES ADVISED HER CAR IS FIXED NOW; DOESN'T MATTER TO HER, SHE THINKS SHE'LL CONTACT CHANNEL 4 TV. SEZ FORD KEEPS ADVERTISING THEIR QUALITY; THEY

SHOULD BUY THIS CAR BACK.TOLD HER WE'D TRY TO TRADE HER OUT OF IT; SHE'D LIKE A 6 CYL SEL FUSION AND SHE'D BE HAPPY. HER CONCERN IS THAT SHE PUT \$9000 DOWN ON THE PRESENT FUSION AND DOESN'T

FEEL THAT SHE SHOULD LOSE ANY OF IT.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Odometer: 15700 MI Analyst Name: PEREZ,RALPH Analyst: RPERE102

Comm Type: PHONE

Action Date: 09/20/2010

Action Time: 12.12.38.691 Action Data: No

Comments -- CCS RALPH PEREZ X-7740- REP MADE OBC TO DLRSHP, SPOKE WITH S/M JOHN-- S/M CONFIRMED CUSTOMER IS VERY DISATISFIED WITH VEH AT THIS TIME, AND IS SEEKING FOR FORD TO REPLACE THE VEH.--S/M STATED DLRSHP TRYING TO HELP CUSTOMER TRADE-OUT OF VEH, HOWEVER, CUSTOMER WILL LOSE \$9,000.00 INVESTMENT, AND SHE MAY NOT ACCEPT OFFER.-- ADVISED THAT BASED ON THE FACT THAT ONLY 2 REPAIRS HAVE BEEN PERFORMED ON VEH FOR TRANSMISSION SHIFTING RELATED CONCERNS, THE VEH DOES NOT MEET CRITERIA FOR VEH REPLACEMENT .-- S/M STATED THAT THE CURRENT CONCERNS HAVE BEEN RESOLVED, AND THAT THE NOISE FROM THE SEAT HAS NOT BEEN DUPLICATED TO DATE. -- S/M STATED THAT IF DLRSHP CANNOT GET CUSTOMER OUT OF VEH, HE WOULD LIKE TO MAKE ARRANGEMENTS FOR REP TO PROVIDE CUSTOMER WITH AN ESP AS A GOODWILL GESTURE.-- ADVISED REP IS WILLING TO PROVIDE CUSTOMER WITH AN ESP, IF CUSTOMER ACCEPTS THE OFFER FROM DLRSHP.

Action: CONCERN RESOLVED

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 15700 MI

Comm Type: PHONE

Analyst Name: PEREZ,RALPH

Analyst: RPERE102

Action Date: 09/20/2010

Action Time: 15.40.44.169 Action Data: Yes

Comments -- CCS RALPH PEREZ X-7740-- REP MADE OBC TO CUSTOMER, 734-585-9551-- LEFT MSG WITH CONTACT INFO, OFFICE HOURS, SEEKING TO ADVISE REP HAS BEEN INFORMED BY DLRSHP THAT VEH HAS BEEN RETURNED TO CUSTOMER, AND REP CALLING TO VERIFY IF VEH IS OPERATING PROPERLY AT THIS TIME .-- REP RECOMMENDED CUSTOMER CONTACT THE CRC FOR FUTURE VEH SERVICE CONCERNS .-- NO

FURTHER ACTION REQUIRED BY CCS-- CASE CLOSED

Data Element Name	Data Value
	**********
CUSTOMER'S LTV SCORE	A/Z
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	N
ESP USED? (Y/N)	N
SCP USED? (Y/N)	N
X-PLAN USED? (Y/N)	N
CLP FINANCIAL ASSIST PROVIDED? (Y/N)	N
ESTIMATED REPAIR COST(@WARR RATES) (\$)	
CUSTOMER'S SHARE OF REPAIR COST (\$)	
DEALER'S SHARE OF REPAIR COST-P18 (\$)	
DEALER'S SHARE OF REPAIR COST-OTHER(\$)	
FORD'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	Y

Ford Confidential

#### All Action Details for Issue

Print

VIN: 3FAHP0HA5AR

Year: 2010

Model: FUSION Case: 1483651180

Name:

WSD: 2009-12-21

Symptom Desc: A/T ENGAGEMENT SHIFT LVR/LINK. STICKS/BINDS

**Primary Phone** 

Reason Desc: RAV - OTHER

Issue Type: 08 RAV

Issue Status: CLOSED

Owner Status: Original

Secondary Phone:

Action: ESP PREMIUM MAINTENANCE

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CONSUMER AFFAIRS - REACQUIRED **VEHICLES** 

Odometer: 6000 MI

Comm Type: MAIL

Analyst Name: DAUNT, CHRIS

Analyst: C-DAUNT

**Action Time:** 

Action Data: No

Action Date: 05/18/2010

20.00.46.151

Comments mp 36 45000 0ded

Ford Confidential

#### All Action Details for Issue

Print

VIN: 3FAHP0HA5AR

Year: 2010

Model: FUSION

Case: 1483651180

Name:

Symptom Desc: AT ENGAGEMENT HARSH ENGAGEMENT

Owner Status: Original WSD: 2009-12-21

Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK

Primary Phone: Secondary Phone:

Issue Type: 04 REGION

Initial Customer Contact: 04/29/2010

Issue Status: CLOSED

Action: TIER II ESCALATION - CUSTOMER PERCEIVES MULTIPLE REPAIR

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: US CONCERN CASE BASE

Odometer: 6000 MI Analyst Name: PRICE, TYNIA Comm Type: PHONE Analyst: TPRICE53

Action Date: 04/28/2010

Action Time: 13.26.05.974

Action Data: No

Comments CUSTOMER SAID: -CUST STATES THAT JUST BOUGHT THE VEH IN DECEMBER-SINCE BUYING THE VEH HAS HAD PROBLEMS WITH THE SEAT BELT RATTLING CONTINUOUSLY-HAS TAKEN THE VEH BACK TO THE DLR MANY TIMES-CUST HAS ALSO HAD PROBLEMS WITH THE TRANSMISSION AND IT BEING HARD TO SHIFT AND IT WILL BUCK INTO GEAR-CUST DISSATISFIED WITH HOW MANY REPAIRS THIS VEH HAS HAD AND HAVING TO TAKE IT BACK TO THE DLR AGAIN AND AGAIN-CUST STATES THAT SHE IS STILL HAVING THE SAME PROBLEM WITH THE SEAT BELT CONCERNDEALER SAID: JACK DEMMER FORD, INC.37300 MICHIGAN AVENUEWAYNE, MI 48184TEL:(800) 816-9396CRC ADVISED: I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM. A SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DAYS,\*\*\*NOTE TO CCR: IF THE VEHICLE IS CURRENTLY NOT AT THE DEALERSHIP, PLEASE ADVISE THE CUSTOMER TO SCHEDULE A SERVICE APPOINTMENT FOR THEIR VEHICLE

Action: SERVICE APPOINTMENT SCHEDULED

Dealer: 02771 JACK DEMMER FORD, INC.

Comm Type: PHONE

Odometer: 6000 MI

Analyst: J-BLEVI5

Analyst Name: JOHN BLEVIN Action Date: 04/29/2010

Action Time: 10.20.25.093

Action Data: No

Origin Desc: DEALER

Comments OWNER IS NOT UNHAPPY WITH SERVICE PROVIDED AT DEALER BUT NOT HAPPY WITH QUALITY OF VEHICLE AND THE FACT THAT IT HAS BEEN TO TOM HOLZER 3 TIMES FOR REPAIR AND JACK DEMMER 1 TIME AND NOW NEEDS ANOTHER APPOINTMENT WICH HAS BEEN SCHEDULED FOR 5-5-2010 FOR TRANS PROGRAM AND RATTLE. NOTE OWNER REQ1UESTS A FORD REP TO CONTACT HER TO DISCUSS QUILITY OF VEHICLE JACK DEMMER FORD WILL NOTIFY BRIAN BREWER FCM ON NEXT VISIT

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Analyst Name: ROACH, KRYSTAL Analyst: KROACH7

Comm Type: PHONE

Action Date: 04/29/2010

Action Time: 12.22.14.903 Action Data: Yes

Comments CCS KRYSTAL X 7316 - OBC TO DLR SPOKE WITH JOHN S/M - CUST WILL BE IN WEDNESDAY - OBC TO ADVISED CUST WHO I AM AND MY ROLE - CUST IS ALSO HAVING PROBLEMS WITH THE SEAT BELT REATTLEING -THE SEAT HAS TO BE PUT IN A CERTAIN WAY - WAS ADVISED IT IS LIKE THAT DUE TO THE AIR BAG - LOT OF AIR NOISE WHILE DRIVING ON HIGHWAY - RIGHT UPPER CONTROL ARM - CUST ADVISED THAT THEY BROKE A CLIP WHEN THEY PUT THE REMOTE - ADVISED CUST THAT I UNDERSTAND THAT SHE HAS HAD MULT CONCERNS WITH THE VEH - ADVISED CUST THAT I WOULD LIKE TO OFFER HER A PREMIUM MAINTENANCE FOR 3/45 ONCE THE VEH IS REPAIRED - ADVISED CUST THAT I WILL MAKE SURE THE DLR IS USING ALL OF THE RESOURCES AVAILABLE TO THEM FROM FORD - ADVISED CUST THAT I WILL LIKE TO F/U ON 5-7 BY 5:00 PM(EST)

**Data Element Name** 

**Data Value** 

DATE OF FOLLOW UP: TIME OF FOLLOW UP (HH:MM):

05-07-2010 17:30

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Comm Type: PHONE Analyst Name: ROACH, KRYSTAL Analyst: KROACH7

Action Time: 15.23.17.320 Action Data: Yes Action Date: 05/07/2010

Comments OBC TO DLR SPOKE WITH JOHN S/M - HAS NOT BEEN ABLE TO DUP THE CONCERN AS THE WEATHER HAS NOT PREMITED - OBC TO CUST AT OM ON VM ADVISING WHO I AM AND MY CONTACT INFO -

ADVISED OF CONVERSATION WITH DLR - ADVISED THAT I WILL F/U ON 5-11 BY 5:00 PM(EST)

**Data Element Name** 

**Data Value** 

------DATE OF FOLLOW UP:

05-11-2010

------

TIME OF FOLLOW UP (HH:MM):

17:30

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Analyst Name: ROACH, KRYSTAL Analyst: KROACH7

Comm Type: PHONE

Action Date: 05/11/2010

Action Time: 11.48.31.108 Action Data: No

Comments OBC TO DLR LM ON SM JOHN VM REQUESTING A CALL BACK FOR UPDATE

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: DEALER

Odometer: 6000 MI Analyst Name: JOHN BLEVIN Comm Type: SURVEY

Analyst: J-BLEVI5

Action Date: 05/11/2010

Action Time: 11.54.14.090

Action Data: No

Comments CUSTOMER HAS PICKED UP VEHICLE UNABLE TO DUPLICATE RATTLE AT THIS TIME CUSTOMER WILL

MONITOR AND ADVISE DEALER IF CONTINUES

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Analyst Name: ROACH, KRYSTAL Analyst: KROACH7

Comm Type: PHONE

Action Date: 05/11/2010

Action Time: 13.05.20.036 Action Data: Yes

Comments RECEIVED VM FROM DLR - ADVISED THEY WERE NOT ABLE TO VERIFY THE CONCERN - ADVISED THAT THE CUST HAS THE VEH BACK - OBC TO CUST AT LIMITED LM ON VM ADVISING WHO I AM AND MY CONTACT INFO - ADVISED THAT I WOULD LIKE TO SPEAK WITH HER REGARDING THE MAINTENANCE PLAN THAT

I OFFERED HER - ADVISED I WILL TRY AGAIN TOMORROW 5-12 BY 5:00 PM(EST

**Data Element Name** 

Data Value

DATE OF FOLLOW UP:

05-12-2010

TIME OF FOLLOW UP (HH:MM):

17:30

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI

Comm Type: PHONE

Analyst Name: ROACH, KRYSTAL Analyst: KROACH7 Action Date: 05/12/2010

Action Time: 09.30.44.547 Action Data: Yes

Comments OBC TO CUST AT

- LM ON VM ADVISING I WAS TRY TO REACH HER REGARDING THE OFFER - ADVISED OF CONTACT INFO - ADVISED I WILL TRY AGAIN TOMORROW 5-13 BY 5:00 PM(EST)

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-13-2010
TIME OF FOLLOW UP (HH:MM):	17:30

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Analyst Name: ROACH, KRYSTAL Analyst: KROACH7

Comm Type: PHONE

Action Date: 05/13/2010

Action Time: 14.35.44.401 Action Data: Yes

Comments OBC TO CUST AT - ADVISED CUST THAT I AM AWARE SHE HAS THE VEH BACK - CUST ADVISED THAT SHE HASN'T HAD A PROBLEM YET - ADVISED THAT SHE IS JUST WORRIED THAT IT WILL COME BACK - ADVISED CUST THAT IF IT DOES COME BACK TO GIVE ME A CALL - CUST ADVISED THAT SHE WILL ACCEPT OFFER - ADVISED I WILL UPLOAD AND SHE WILL RECEIVE INFO IN ABOUT 4 WEEK - NO FURTHER ACTION WITH CUST - AWAITING APPROVAL - SETTING F/U FOR 5-17 BY 5:00 PM(EST)

Data Value
05-17-2010
17:30

Action: CONCERN ADDRESSED

Dealer: 02771 JACK DEMMER FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Analyst Name: ROACH, KRYSTAL Analyst: KROACH7

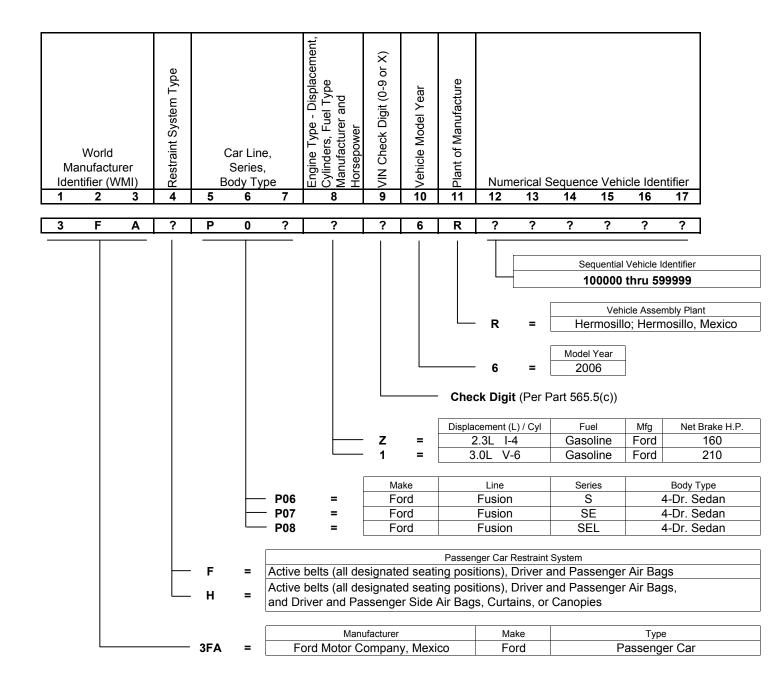
Comm Type: PHONE

Action Date: 05/14/2010 Action Time: 08.40.35.046 Action Data: Yes

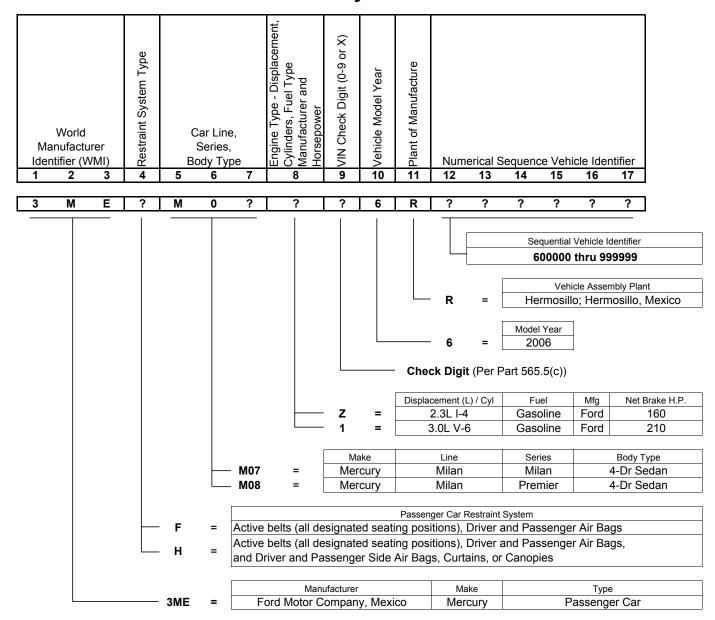
Comments RECEIVED APPROVAL FOR ESP UPLOAD - NO FURTHER ACTION REQUIRED - CASE CLOSED

Data Element Name	Data Value
***************************************	
CUSTOMER'S LTV SCORE	A/Z
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	N
ESP USED? (Y/N)	Υ
SCP USED? (Y/N)	N
X-PLAN USED? (Y/N)	N
CLP FINANCIAL ASSIST PROVIDED? (Y/N)	N
ESTIMATED REPAIR COST(@WARR RATES) (\$)	
CUSTOMER'S SHARE OF REPAIR COST (\$)	
DEALER'S SHARE OF REPAIR COST-P18 (\$)	
DEALER'S SHARE OF REPAIR COST-OTHER(\$)	
FORDS'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	N

## 2006 Ford Fusion



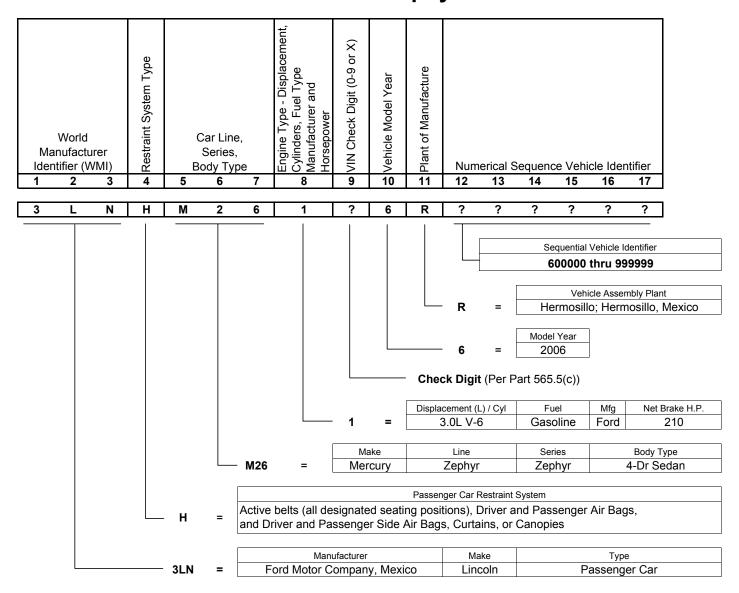
## 2006 Mercury Milan



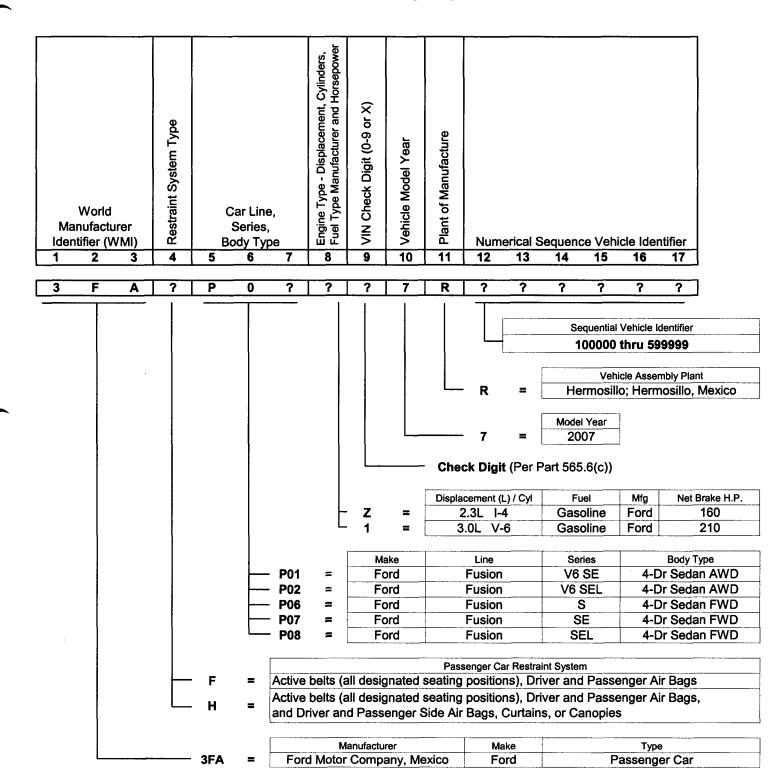
Vehicle Identification Number Format

Attachment August 2, 2005

## 2006 Lincoln Zephyr

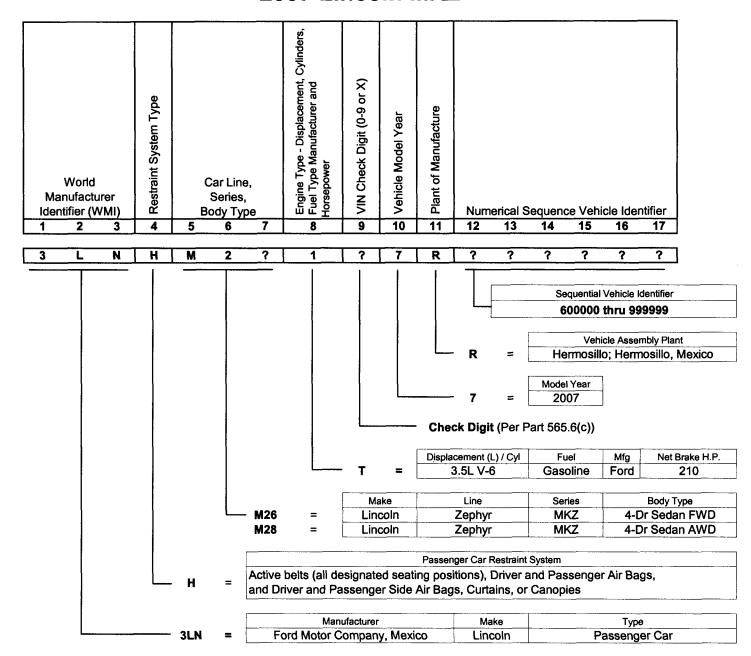


## 2007 Ford Fusion

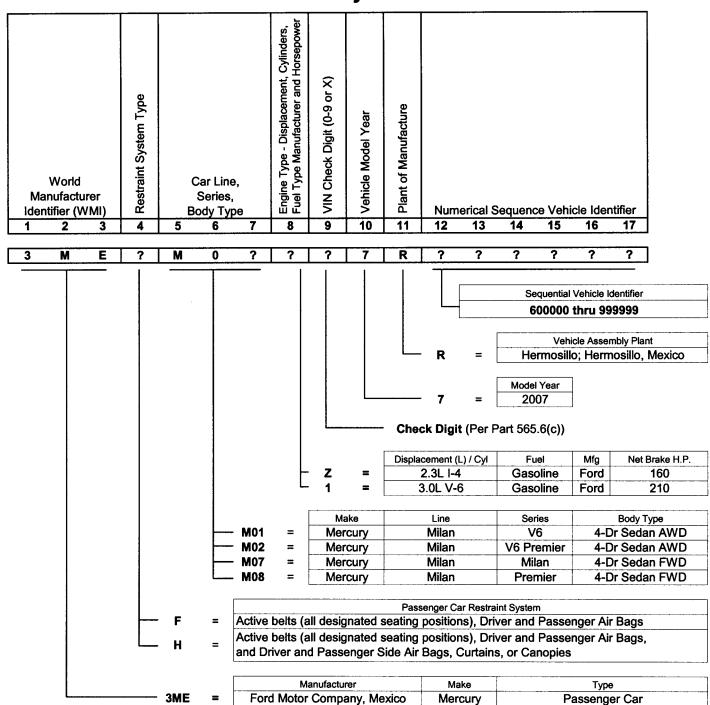


Attachment April 30, 2007

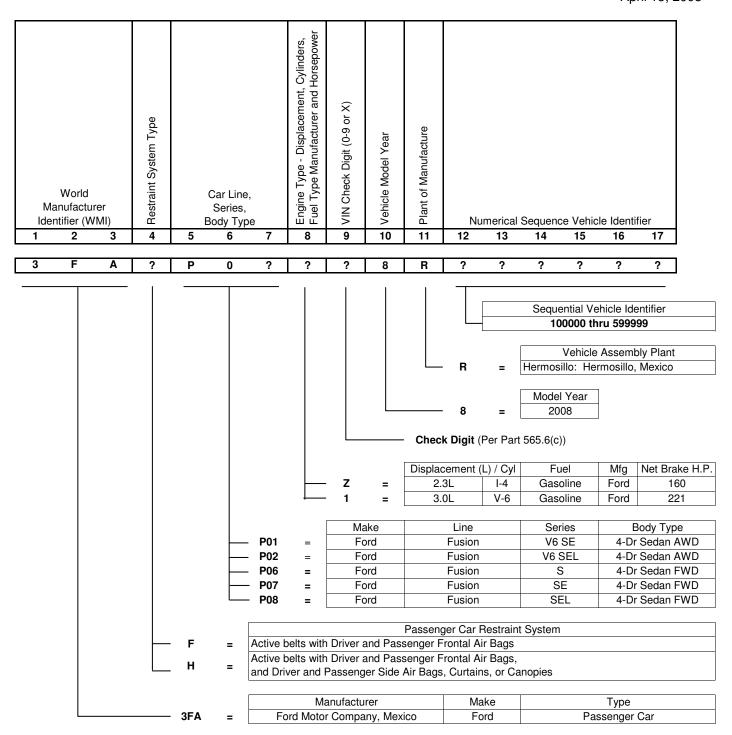
## 2007 Lincoln MKZ



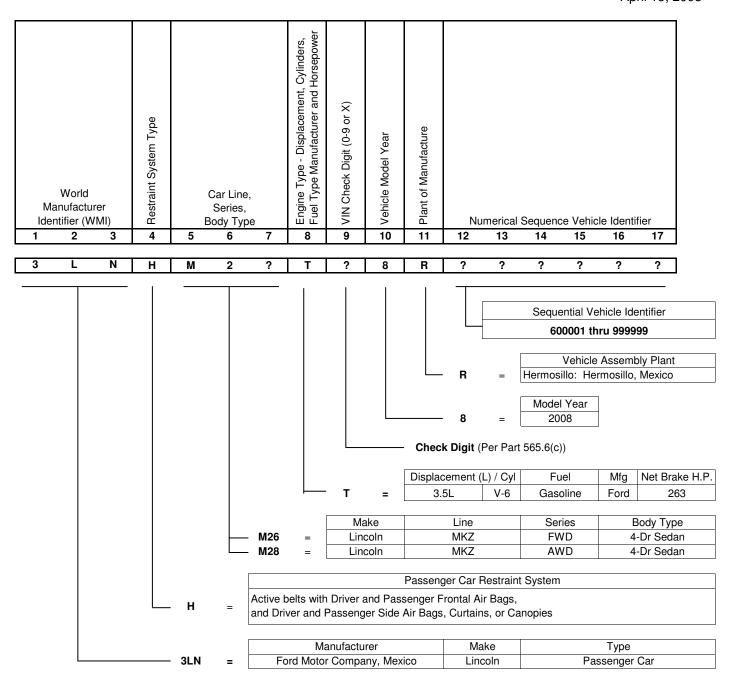
## 2007 Mercury Milan



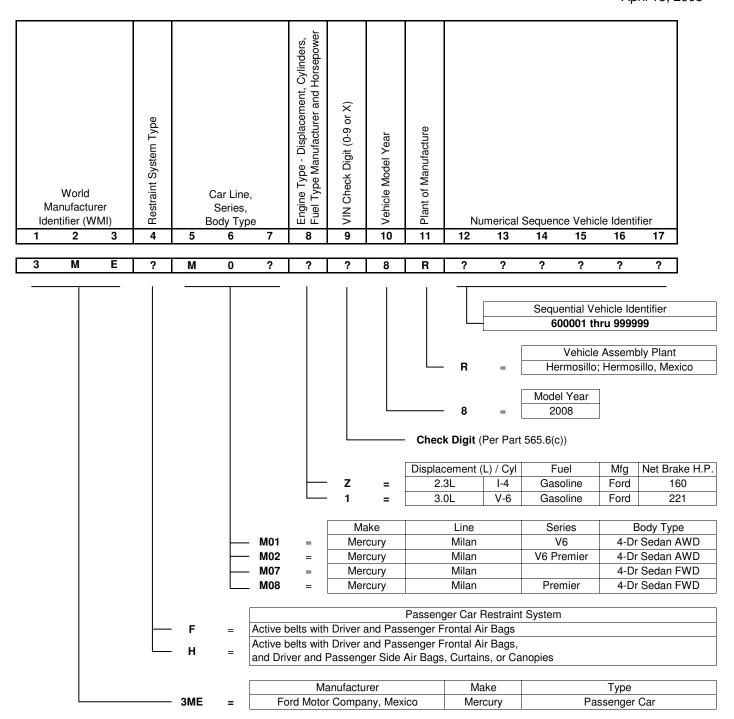
### 2008 Ford Fusion

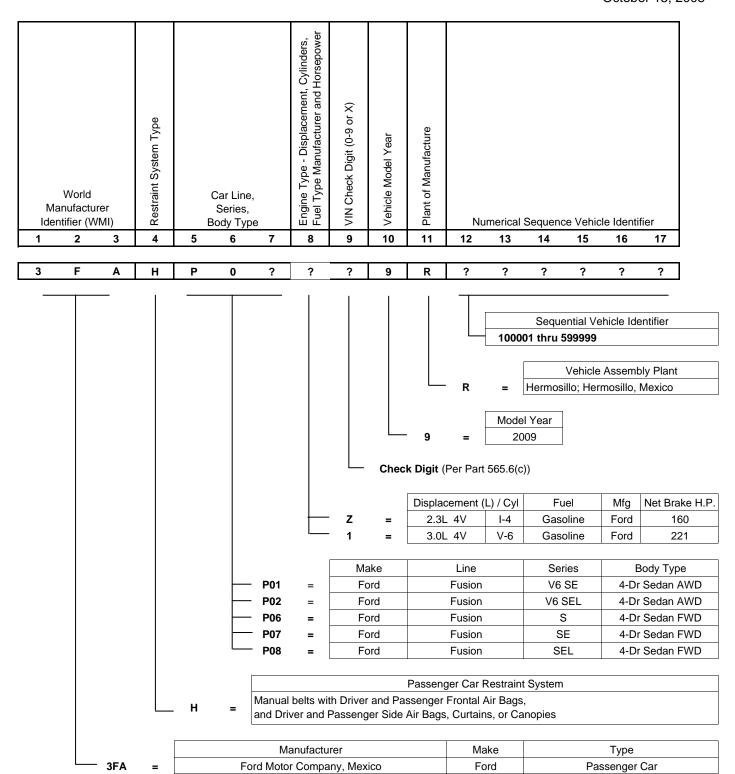


### 2008 Lincoln MKZ

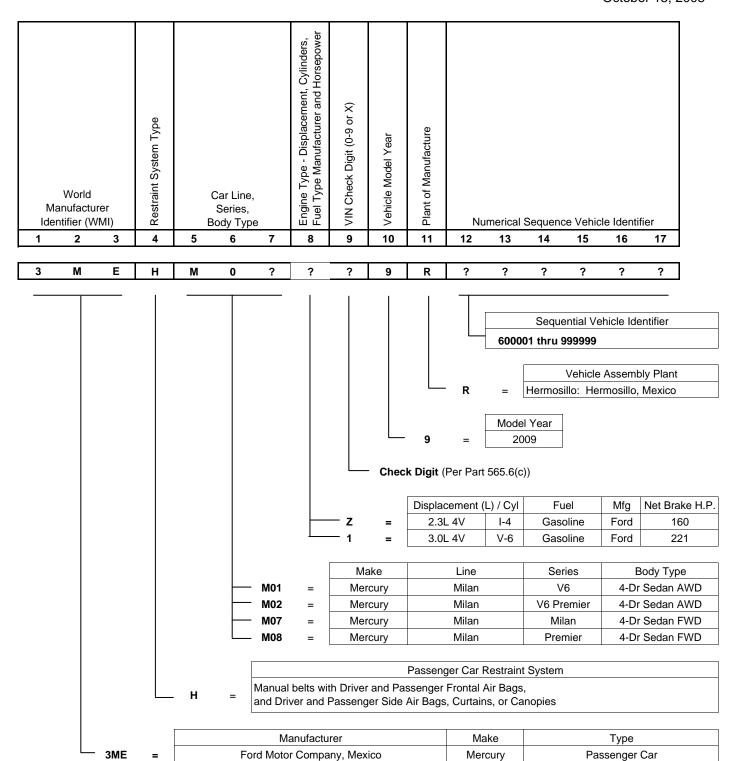


## 2008 Mercury Milan



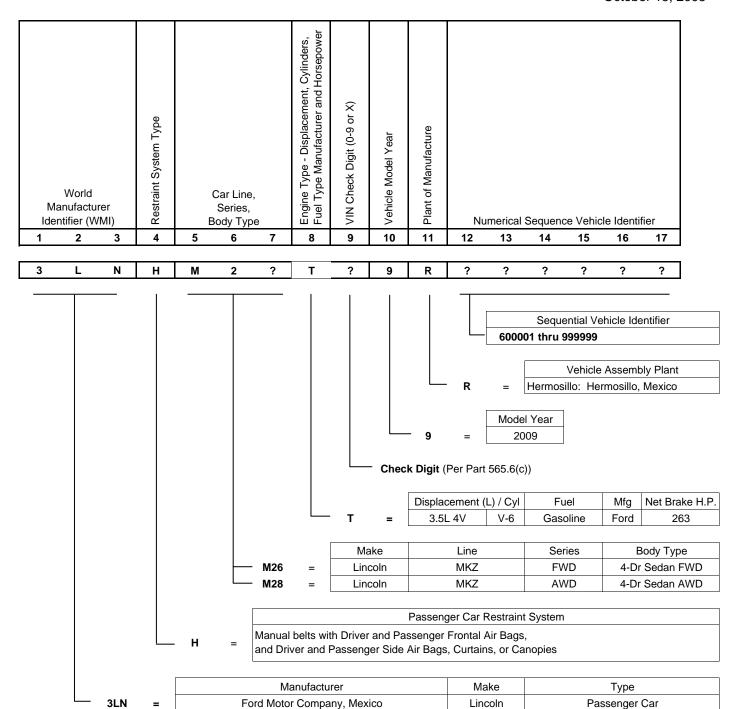


## 2009 Mercury Milan

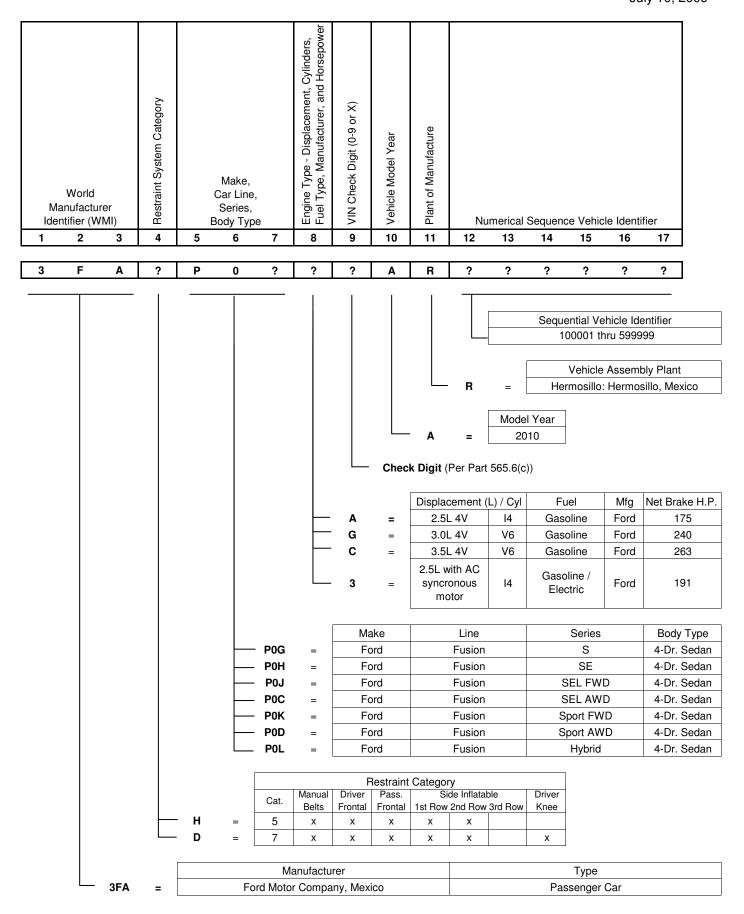


## 2009 Lincoln MKZ

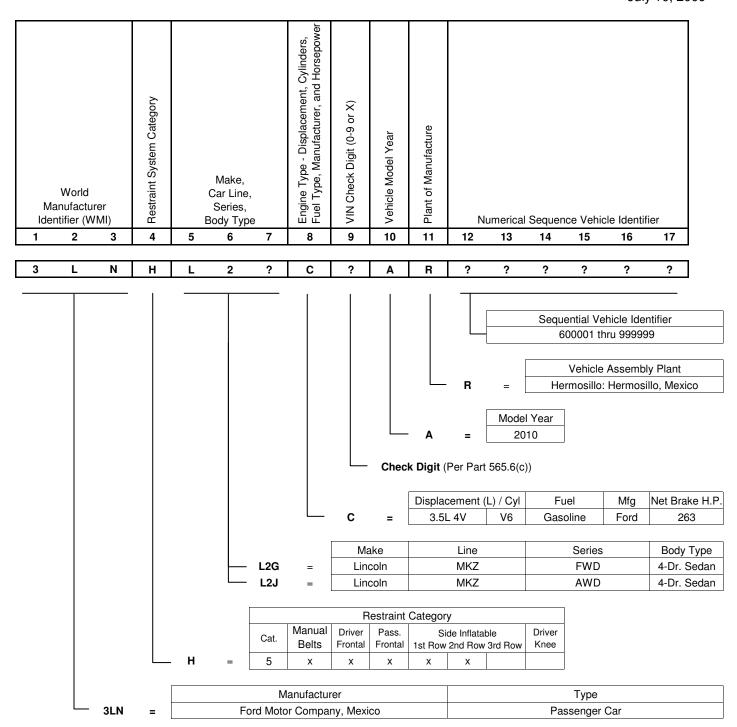
Appendix I Attachment October 15, 2008



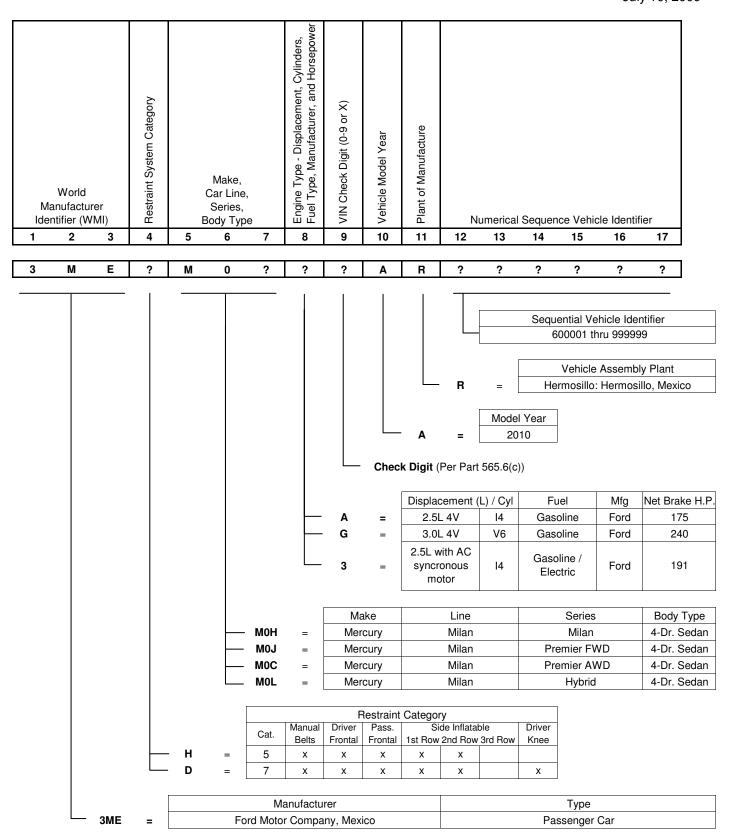
## 2010 Ford Fusion

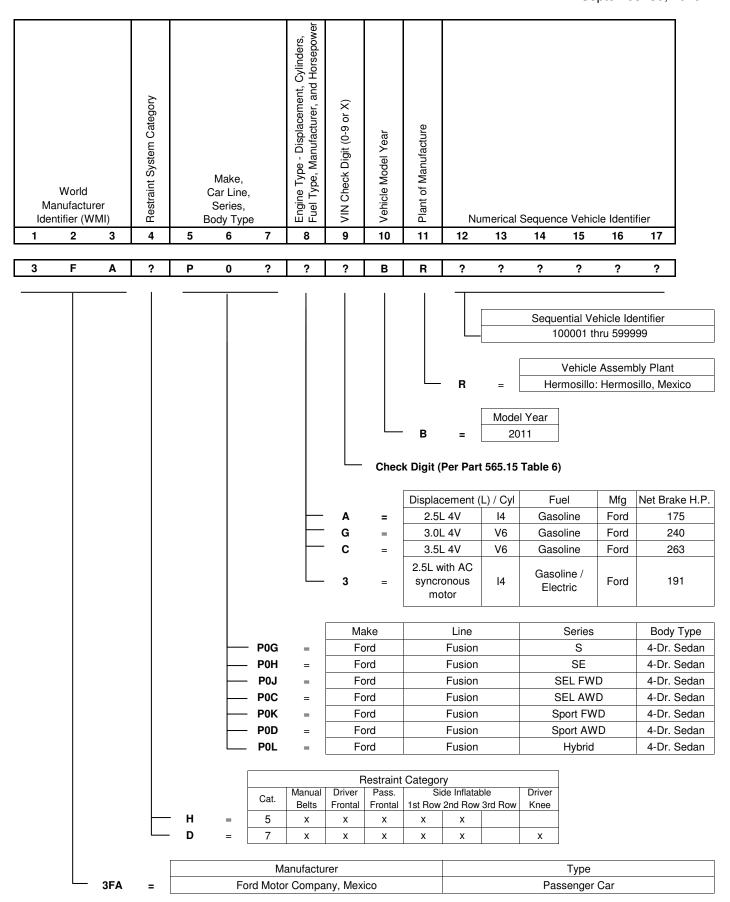


## 2010 Lincoln MKZ



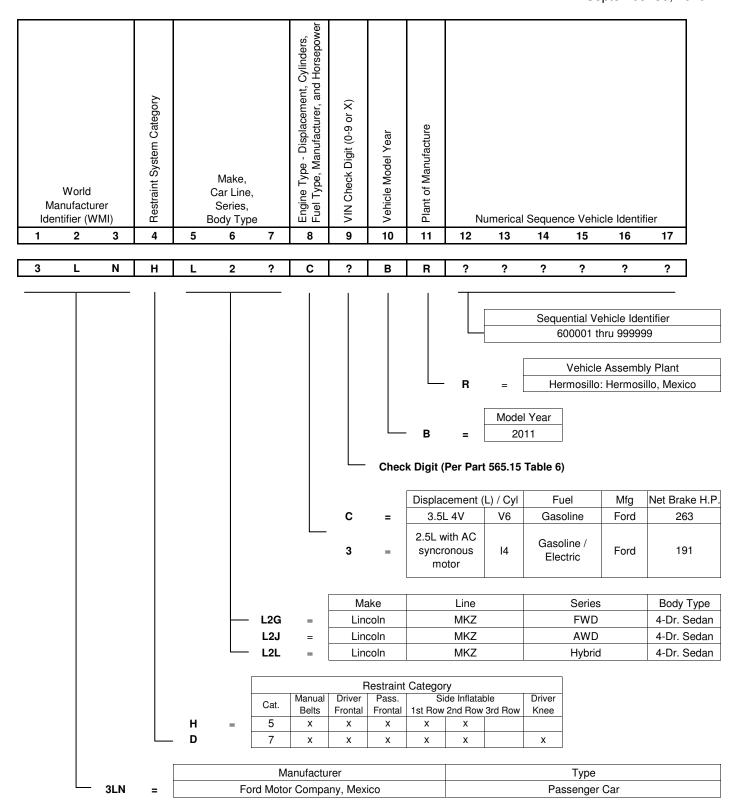
## 2010 Mercury Milan



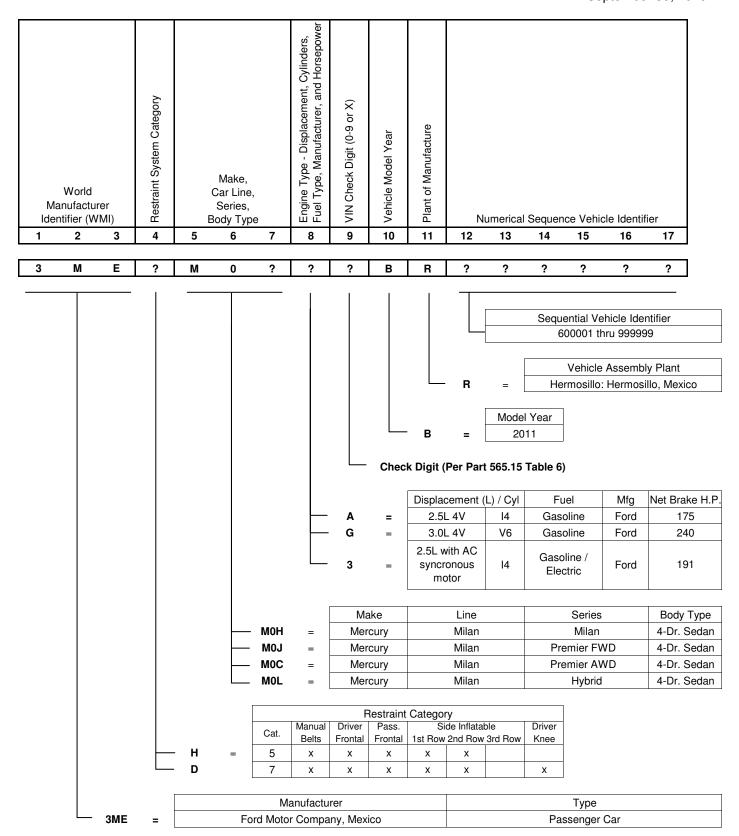


### 2011 Lincoln MKZ

Appendix I Attachment September 30, 2010



## 2011 Mercury Milan



PE10-019 Supplement Appendix K

Article Number: 21769

Article Type:

S

Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
NA	***	03/04/2011	03/04/2015
WD	***	03/04/2011	03/04/2015

#### Title:

INTERMITTENT LACK OF POWER/SURGE/HESITATION WHILE DRIVING - BRAKE OVER ACCELERATOR FEATURE

#### Text:

IN THE EVENT THE ACCELERATOR PEDAL BECOMES ENTRAPPED, SUCH AS BY AN OBJECT LODGING THE PEDAL, THE BRAKE OVER ACCELERATOR (BOA) FEATURE WILL REDUCE ENGINE POWER WHEN THE BRAKE PEDAL IS APPLIED. OPERATORS THAT REST A FOOT ON THE BRAKE PEDAL WHEN ALSO APPLYING THE ACCELERATOR PEDAL MAY ACTIVATE THE BOA FEATURE. SOME CUSTOMERS MAY EXPERIENCE A PERCEIVED LOSS OF POWER/HESITATION/LACK OF THROTTLE RESPONSE WHILE DRIVING. BOA IS DESIGNED TO REDUCE ENGINE POWER DURING OFF-IDLE DRIVING WHEN BOTH THE ACCELERATOR AND BRAKE PEDALS ARE APPLIED SIMULTANEOUSLY. ALL VEHICLES EQUIPPED WITH ELECTRONIC THROTTLE CONTROL BUILT AFTER 1/1/2011 ARE EQUIPPED WITH THIS FEATURE. REFER TO PC/ED SECTION 1, POWERTRAIN CONTROL SOFTWARE, FOR ADDITIONAL INFORMATION ON THE BOA FEATURE. REVIEW WITH THE CUSTOMER BEFORE PERFORMING DIAGNOSTICS.

#### Vehicles:

2011	CROWN VICTORIA (00015)
2011	E-SERIES (00016)
2011	EDGE (00176)
2011	ESCAPE (00130)
2011	EXPEDITION (00026)
2011	EXPLORER 4DR (00134)
2011	F-SERIES LD (00029)
2011	F-SERIES SUPER DUTY (00028)
2011	FIESTA (00038)
2011	FLEX (00189)
2012	FOCUS (00122)
2011	FUSION (00170)
2011	GRAND MARQUIS (00044)
2011	MARINER (00163)
2011	MILAN (00171)
2011	MKS (00190)
2011	MKT (00194)
2011	MKX (00177)
2011	MKZ (00179)
2011-2012	MUSTANG (00071)
2011	NAVIGATOR (00106)
2011	TAURUS (00117)
2011	TOWN CAR (00094)
2011	TRANSIT CONNECT (00153)
Cumptom Code	

## Symptom Code:

300000	CHASSIS
301000	CHASSIS SERVICE BRAKE SYSTEM
600000	DRIVEABILITY
606000	DRIVE-PERFORMANCE
611000	DRIVEABILITY HESITATION/STUMBLE
611500	DRIVEABILITY HESITATION/STUMBLE - ACCELERATION
612000	DRIVEABILITY SURGE
612500	DRIVEABILITY SURGE - ACCELERATION
612600	DRIVEABILITY SURGE - CRUISE
614000	DRIVEABILITY LACK/LOSS OF POWER
614500	DRIVEABILITY LACK/LOSS OF POWER - ACCELERATION
614600	DRIVEABILITY LACK/LOSS OF POWER - CRUISE
617000	DRIVE-IDLE
619400	DRIVEABILITY IDLE - FAST IDLE
690000	DRIVEABILITY PUBLICATION REVISIONS/UPDATES
800000	GENERAL-PREDELIVERY RUNNING CHANGES
890000	PUBLICATION CHANGES

#### **Global Customer Symptom Codes:**

Category	Q1	Q2	Q3	Full Code
Driving Performance				5****
Driving Performance	Lack/Loss of Power			554***

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Driving Performance	Lack/Loss of Power	Acceleration		5542**
Driving Performance	Lack/Loss of Power	Acceleration	Always	554202
Driving Performance	Lack/Loss of Power	Acceleration	Intermittent	554239
Driving Performance	Lack/Loss of Power	Cruise/ Steady Speed		5543**
Driving Performance	Lack/Loss of Power	Cruise/ Steady Speed	Intermittent	554339
Driving Performance	Hesitates/Stumble			557***
Driving Performance	Hesitates/Stumble	Acceleration		5572**
Driving Performance	Hesitates/Stumble	Acceleration	Intermittent	557239
Driving Performance	Hesitates/Stumble	Cruise/ Steady Speed		5573**
Driving Performance	Hesitates/Stumble	Cruise/ Steady Speed	Intermittent	557339

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Information

PE10-019 Supplement Appendix L

## **Ford Motor Company**

### **Electronic Field Communications**

EFC Number: EFC0202243 Date: 07/28/2010

Subject: NEW Vehicle Pre-Delivery Inspection (PDI) and Vehicle Delivery Checklists

Now Include Proper Floor Mat Installation

Summary: New 2010 and 2011 MY Pre-Delivery Inspection (PDI) and Vehicle Delivery

Checklists now include floor mat installation information. Field personnel should remind dealers to discontinue use of current check sheets and print new sheets as

soon as possible.

Target Division(s) and Addressees:

FCSD: Field Ops

SalesOps: Field Ops - Support

Originator Name: Michelle Guzzo Phone: 313-248-6441 E-Mail:

mguzzo@ford.com

Division: FCSD Department: Vehicle

Personalization

**Dealer Communication:** Yes

Dealer eStore Materials: Related Communication(s):

**Additional Contacts:** 

Concurring Manager: Mike Breen; Field Operations, FCSD

Mike Breen; Field Operations, SalesOps

#### Communication:

The following dealer communication will be posted to FMCDealer.com on Monday, August 2, 2010.

# This Field Communication also contains the following Dealer Communication:

Dealer Summary: New 2010 and 2011 MY Pre-Delivery Inspection (PDI) and Vehicle Delivery

Checklists now include floor mat installation information. Please discontinue use of

current check sheets and print new sheets as soon as possible.

To: All Ford and Lincoln Mercury Dealers

Addressees: Dealer Principal

Sales Manager Sales Consultant Service Manager Service Department

Technician

#### Communication:

August 2, 2010

To: All Ford and Lincoln Mercury Dealers

Subject: NEW Vehicle Pre-Delivery Inspection (PDI) Service Record and Vehicle Delivery Checklist Now Include Proper Floor Mat Installation

Proper floor mat installation is an important part of the vehicle preparation and delivery process. The Vehicle Pre-Delivery Inspection (PDI) Service Records and the Vehicle Delivery Checklists have been

PE10-019 Supplement Appendix L updated to include instructions on proper floor mat installation in a Ford, Lincoln or Mercury vehicle.

**Action Requested:** Please discontinue use of current PDI Service Record and Vehicle Delivery Checklist and print new ones as soon as possible.

#### **UPDATED PDI SERVICE RECORD**

The PDI Service Record has been updated to include the following statement:

Install floor mats in vehicle. Note: The driver's floor mat must be securely fastened to the floor by attaching the mat to the provided hook or snap grommets. Do not place a floor mat on top of an existing floor mat, or any other covering.

The PDI Service Records are available on FMCDealer/Sales or Parts & Service/<u>Customer Satisfaction</u> and on the Professional Technician Society (PTS) website by clicking on SLTS and then choosing PDI Labor Time from the SLTS menu page.

#### **UPDATED VEHICLE DELIVERY CHECKLISTS**

The Vehicle Delivery Checklist has also been updated to include the following statement:

Verify the driver's floor mat is secured to the floor by the provided hook or snap grommets. Verify the floor mat is not placed on top of an existing floor mat or any other covering. Inform the customer that mats are not to be stacked.

The Delivery Checklist is available on FMCDealer/Sales or Parts & Service/ Customer Satisfaction/<u>Customer Viewpoint</u>. Go to your Customer Viewpoint home page in the CVP Support Box and under the Reference tab.

#### ALL WEATHER FLOOR MATS

When considering all weather floor mats, Ford Motor Company strongly recommends installing the Genuine Ford Accessory (GFA) floor mats in our products. The GFA all weather floor mats are specifically designed with a customized perimeter fit for the vehicle. The positive retention hooks or snap grommets and nibbed backing keep the mats in their intended design position.

#### **QUESTIONS**

Please contact us via the Dealers Ask Ford tool on FMCDealer.com.

PE10-019 Supple	Appendix L 2011 Fusion/Fusion Hybrid Pre-Delivery Service Record
(Tired)	Vehicle Identification Number (VIN)  Dealer Stock Number:
	Pre-Delivery Inspection Date:
	Delivery Symptom Code 804000 to identify any required additional PDI instructions. calls and Field Service Actions have been completed.
<ul> <li>□ Check the windshield wa</li> <li>□ Check engine cooling sy</li> <li>□ Visually inspect all under</li> <li>□ Check tire pressure and</li> <li>□ Visually inspect all under</li> </ul>	s harge. Recharge if indicator is red or voltage measures ≤12.4 V. hasher fluid reservoir(s) and fill to specification, if required. stem(s) degas bottle level <b>COLD</b> and fill to specification, if required. Thood components. Check for fluid leaks. inflate to specification (including spare tire). Set at outside ambient temperature. The vehicle components. Check for fluid leaks. d seat back latches. Remove any temporary bands from belts or buckle ends (if applicable).
3. Install Loose Ship Item  ☐ Install other loose ship item	ns ems listed on the loose ship label. Refer to instruction sheets packaged with loose ship items (where applicable).
☐ Set clock and radio pre-s	d Set-Up (must be performed with the engine running) sets for all bands (use auto pre-set feature if equipped). gauges for proper operation. ic Message Center.
□ Check for squeaks and r	hrottle and idle return, check driveability.  attles, vibration and windnoise.  or proper alignment and steering wheel  Check reverse park aid (if equipped).  Check brakes (including parking brake).  Check heater, air conditioner, defroster, ventilation and electric cooling fan systems.
<ul> <li>Wash vehicle, clean the</li> <li>Inspect paint. For factory the Dealership.</li> <li>Clean all inside windows</li> <li>Install floor mats in vehic snap grommets. Do not process.</li> </ul>	defects, refer to Warranty and Policy Manual for repair policy. Repairs due to lot damage are the responsibility of
7. Customer Delivery (Ite	ms in this section should be completed just prior to customer delivery.) thylene wheel covers.
All repairs found necessary during department should perform appro	e Owner's Guide for specifications and details on performing any procedures or for description and operation of vehicle features. g this pre-delivery inspection must be completed prior to delivery of the vehicle. Dealership authorized personnel in the service priate diagnostics and warranty repair (if applicable) per Ford Motor Company service publication procedures and warranty Policy Manual for directions on submitting Transportation or Warranty claims, repairs not meeting this criteria are the
Dealer Name:	Dealer Sales Code:

By signature below, I certify that all items on this sheet have been inspected on this vehicle in accordance with all applicable procedures and all necessary operations have been performed by a service technician. I confirm that all open recalls and field service actions have been completed. I understand that it is a Sales and Service Agreement requirement to maintain this record in the Dealer's vehicle service file. \_ Technician Signature: \_ Dealer Authorized Signature: \_\_ Date Date



**INTERIOR** 

☐ Securicode<sup>™</sup> (keypad) / keyless entry / key fobs (if applicable)

#### **DELIVERY CHECKLIST**

# 2011 Ford Fusion and Fusion Hybrid Ford Customer Service Division, ,

Last Change: 04/15/2011

**UNDER THE HOOD** PREPARED FOR: **INTERIOR** continued ☐ Seat adjustment, memory seat / & power third row (if applicable) ☐ Fluid filler openings ☐ Safety belts (adjustable D-rings) ■ Battery charge indicators CUSTOMER'S NAME ☐ Operation of mirrors / Automatic-dimming day / night rearview mirror / **OPERATION** heated mirrors (if applicable) Adjustable steering-wheel & pedal operation with memory (if applicable) **CUSTOMER'S E-MAIL ADDRESS** Visors & front seat SRS warning (if applicable) ☐ Vehicle starting procedures (starter interlock) (if applicable) ☐ Driver window - one-touch up / down (if applicable) ☐ Anti-lock Brake System (ABS) / Traction Control System / Trailer Tow **DELIVERY PERSON** □ Door locks / windows (power rear window / window lock switch / flip-out prep / Trailer Sway Control (if applicable) windows / power locks / autolock / childproof rear-door locks) (if Operation of headlights, high beam, flasher, parking, interior, fog lights, VEHICLE IDENTIFICATION NUMBER (VIN) applicable) auxiliary parking lamps, Adaptive HID headlamps, & Auto High Beam (if Interior hood & trunk release levers (if applicable) Congratulations on your new Ford purchase! Our dealership's Quality applicable) ☐ Personal Safety System® (seat belt pre-tensioners, load limiting Commitment is a promise to do our best to satisfy your total transportation ☐ Wiper & washer operation / rear / rain sensing (if applicable) needs. As part of our commitment, we certify that all the pre-delivery items retractors, dual-stage front air bags, driver seat position sensing & crash ☐ Climate controls / rear auxiliary / rear defroster operation (if applicable) severity sensing) on this form have been checked to help ensure your satisfaction with your Review 4WD/AWD operation (if applicable) ☐ Verify the driver's floor mat is secured to the floor by the provided hook new vehicle. ☐ AdvanceTrac® w/Roll Stability Control® (RSC) or snap grommets. Verify the floor mat is not placed on top of an Sincerely, ☐ SmartGauge / selector buttons, battery automatic shut-off release, silentexisting floor mat or any other covering. Inform the customer that mats start (Hybrid only) are not to be stacked. DEALER/GENERAL MANAGER'S SIGNATURE **SPECIAL FEATURES** SYNC ORIENTATION (if applicable) OWNER GUIDE Audio system / set stations, time, speed sensitive volume / steering-Driving while distracted can result in loss of vehicle control. Use mobile ☐ Owner Guide / Owner Guide supplements wheel controls / auxillary audio input jack / antenna location, operation / phones, even with voice commands, & other devices not essential to driving ☐ Review any applicable Quick Reference Guide / DVD audiocassette (if applicable) only when it is safe to do so. CD player / CD changer / DVD operation (if applicable) ☐ Familiarize customers with location of SYNC controls & commands ☐ I have personally explained the Owner Guide section on Safe Loading & **Driving Practices** Sirius® Satellite Radio demonstrated / channel line-up reviewed / (common voice commands/steering wheel buttons/audio headunit buttons) & information resources (e.g. location of quick reference guide, favorite channels preset (if applicable) DELIVERY DOCUMENT REVIEW syncmyride.com & owner guide supplement) ☐ Voice-activated Navigation System with Sirius Travel Link™ / Reference Demonstrate Bluetooth cell phone pairing procedure (pair customer's ☐ Explained delivery process Navigation Owner Guide Supplement & Quick Start Guide in glove box (if phone when available & set 911 Assist on) ☐ Title document / Financing documents applicable) Demonstrate digital music player connection process & location of USB ☐ Registration work progress / procedures Temperature, compass, statistics displays, message center (if port (use customer's media player when available) ☐ Extended Service Plan (if applicable) applicable) ☐ Explain SYNC Driver Services (e.g. Vehicle Health Report (VHR) and ☐ Universal garage door control system (if applicable) Roadside Assistance Benefits / Roadside Assistance Card Traffic, Directions & Information (TDI)) & ensure activation on ☐ I have personally explained the new vehicle limited warranty coverages Security system operation, including Securilock™ & perimeter antitheft syncmyride.com systems (if applicable) ☐ Service Guide (Scheduled Maintenance Guide) ☐ Blind spot mirror OWNER ADVANTAGE REWARDS™ (if applicable ) ☐ I have personally explained the new vehicle limited warranty coverages BLIS™ Blind Spot Information System with Cross Traffic Alert (if and directed the customer to the Ford & Lincoln Owner website ☐ Explained the Owner Advantage Rewards program benefits, including: applicable) Fordowner.com for related information rewards for purchases of parts / services & complimentary oil change ☐ S.O.S. Post Crash Alert System ☐ I have personally reviewed & signed the Customer / Dealer Agreement & Pricing Sheet (Eligible Employee A/X/Z/D Plan Sales Only). **EXTERIOR** ☐ Provided an Owner Advantage Reward Sales Welcome Handout Easy Fuel™ capless fuel filler system operation & location of fuel filler CHECKLIST REVIEW / CUSTOMER SIGN-OFF SALES/DELIVERY PERSON'S SIGNATURE DATE ☐ I have personally inspected my new vehicle. It is in good operating ☐ Tire pressure review, Tire Pressure Monitoring System (if applicable) SERVICE DEPARTMENT condition, damage-free, and is clean inside and out ☐ Explained service procedures / how to obtain service TRUNK / BOX AND CARGO ☐ I acknowledge that all items checked on this delivery form have been ☐ Spare tire / jack location & operation Set the first routine scheduled maintenance appointment reviewed with me by my delivery person to my satisfaction. ☐ Emergency interior trunk release Appointment date: \_ **REAR SEATING AREA** ☐ Introduce customer to MPI Report Card CUSTOMER'S SIGNATURE DATE ☐ Flexible seating / storage positions VEHICLE PRESENTATION / OPERATING FEATURES ☐ LATCH (Lower anchors and Tethers for Children) System 2 in second Some features are optional or may not be available with your new vehicle. row, 1 in third row (if applicable)

# 2006 through 2011 Model Year Ford Fusion, Mercury Milan, Lincoln Zephyr/MKZ Floor Mat Application Chart

Mode	Model Year Engineering		eering Part N	Number		Ford								
ln	Out	Make	Model	Carpet ( C ) or All Weather (AW)	Prefix	Base	Suffix	S	SE	SEL	s	Mid	Premier	Lincoln
2006	2007	Ford	Fusion	AW	6E5J	54130D00	AAW	Opt	Opt	Opt	N/A	N/A	N/A	N/A
2006	2007	Ford	Fusion	AW	6E5J	54130D00	ABW	Opt	Opt	Opt	N/A	N/A	N/A	N/A
2006	2007	Ford	Fusion	С	6E5J	54130D00	BAW	Opt	Opt	Opt	N/A	N/A	N/A	N/A
2007	2007	Ford	Fusion	AW	7E5J	54130D00	AAW	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2007	2007	Ford	Fusion	С	7E5J	54130D00	BAW	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2007	2010 J3	Ford	Fusion	С	7E5J	54130D00	BBW	Opt	Opt	Opt	N/A	N/A	N/A	N/A
2010 J3	2010 J3	Ford	Fusion	С	AE53	54130D00	AAW	Std	Std	Std	N/A	N/A	N/A	N/A
2010 J3	2011	Ford	Fusion	С	AE53	54130D00	ABW	Std	Std	Std	N/A	N/A	N/A	N/A
2010 J3	2010 J3	Ford	Fusion	С	AE53	54130D00	BAW	Std	Std	Std	N/A	N/A	N/A	N/A
2010 J3	2011	Ford	Fusion	С	AE53	54130D00	BBW	Std	Std	Std	N/A	N/A	N/A	N/A
2010 J3	current	Ford	Fusion	AW	7E5J	54130D00	AAW							
2010 RC	2010 RC	Ford	Fusion	С	AH6J	54130D00	AAW	Opt	Opt	Opt	N/A	N/A	N/A	N/A
2010 RC	2010 RC	Ford	Fusion	С	AH6J	54130D00	ABW	Opt	Opt	Opt	N/A	N/A	N/A	N/A
2010 RC	2010 J3	Ford	Fusion	С	AH6J	54130D00	BAW	Opt	Opt	Opt	N/A	N/A	N/A	N/A
2011	2012	Ford	Fusion	С	BE5J	54130D00	AAW	Opt	Opt	Opt	N/A	N/A	N/A	N/A
2011	2012	Ford	Fusion	С	BE5J	54130D00	BAW	Opt	Opt	Opt	N/A	N/A	N/A	N/A
2006	2006 J2	Ford and Mercury	Fusion and Milan	С	6E53	54130D00	AEW	Std	Std	Std	Std	Std	Std	N/A
2006 J2	2007	Ford and Mercury	Fusion and Milan	С	6E53	54130D00	AFW	Std	Std	Std	Std	Std	Std	N/A
2007	2007	Ford and Mercury	Fusion and Milan	С	7E53	54130D00	BAW	Std	Std	Std	Std	Std	Std	N/A
2007	2009	Ford and Mercury	Fusion and Milan	С	7E53	54130D00	BBW	Std	Std	Std	Std	Std	Std	N/A
2009	2009	Ford and Mercury	Fusion and Milan	С	9E53	54130D00	AAW	Std	Std	Std	Std	Std	Std	N/A
2009	2010 J3	Ford and Mercury	Fusion and Milan	С	9E53	54130D00	ABW	Std	Std	Std	Std	Std	Std	N/A
2009	2009	Ford and Mercury	Fusion and Milan	С	9E53	54130D00	BAW	Opt	Opt	Opt	Opt	Opt	Opt	N/A
2009	2010 J3	Ford and Mercury	Fusion and Milan	С	9E53	54130D00	BBW	Opt	Opt	Opt	Opt	Opt	Opt	N/A
2006	2007	Mercury	Milan	AW	6N7J	54130D00	AAW	N/A	N/A	N/A	Opt	Opt	Opt	N/A
2006	2007	Mercury	Milan	AW	6N7J	54130D00	ABW	N/A	N/A	N/A	Opt	Opt	Opt	N/A
2006	2007 J1	Mercury	Milan	С	6N7J	54130D00	BAW	N/A	N/A	N/A	Opt	Opt	Opt	N/A
2007	2007	Mercury	Milan	С	7N7J	54130D00	BAW	N/A	N/A	N/A	Opt	Opt	Opt	N/A
2007	2010 J3	Mercury	Milan	С	7N7J	54130D00	BBW	N/A	N/A	N/A	Opt	Opt	Opt	N/A
2009	2010 J3	Mercury	Milan	С	9N7J	54130D00	AAW	N/A	N/A	N/A	Opt	Opt	Opt	N/A
2009	2010 J3	Mercury	Milan	С	9N73	54130D00	AAW	N/A	N/A	N/A	Std	Std	Std	N/A

# 2006 through 2011 Model Year Ford Fusion, Mercury Milan, Lincoln Zephyr/MKZ Floor Mat Application Chart

Model Year				0.000.01.(0.)	Engineering Part Number			Ford			Mercury			
ln	Out	Make	Make Model	Carpet ( C ) or All Weather (AW)	Prefix	Base	Suffix	S	SE	SEL	s	Mid	Premier	Lincoln
2010 J3	2012	Mercury	Milan	AW	AN7J	54130D00	CAW	N/A	N/A	N/A	Opt	Opt	Opt	N/A
2010 J3	2012	Mercury	Milan	С	AN7J	54130D00	AAW	N/A	N/A	N/A	Opt	Opt	Opt	N/A
2010 J3	2012	Mercury	Milan	С	AN7J	54130D00	BAW	N/A	N/A	N/A	Opt	Opt	Opt	N/A
2010 J3	2012	Mercury	Milan	С	AN7J	54130D00	BBW	N/A	N/A	N/A	Opt	Opt	Opt	N/A
2010 J3	2010 J3	Mercury	Milan	С	AN73	54130D00	AAW	N/A	N/A	N/A	Std	Std	Std	N/A
2010 J3	current	Mercury	Milan	С	AN73	54130D00	ABW	N/A	N/A	N/A	Std	Std	Std	N/A
2011	2012	Mercury	Milan	С	BN7J	54130D00	AAW	N/A	N/A	N/A	Opt	Opt	Opt	N/A
2006	2006 J2	Lincoln	Zephyr	С	6H63	54130D00	ADW	N/A	N/A	N/A	N/A	N/A	N/A	Std
2006	2007	Lincoln	Zephyr	С	6H6J	54130D00	BAW	N/A	N/A	N/A	N/A	N/A	N/A	Opt
2006 J2	2007	Lincoln	Zephyr	С	6H63	54130D00	AEW	N/A	N/A	N/A	N/A	N/A	N/A	Std
2007	2007	Lincoln	Zephyr	AW	7H6J	54130D00	AAW	N/A	N/A	N/A	N/A	N/A	N/A	Opt
2007	2010 J3	Lincoln	Zephyr	AW	7H6J	54130D00	ABW	N/A	N/A	N/A	N/A	N/A	N/A	Opt
2007	2007	Lincoln	MKZ	AW	6H6J	54130D00	AAW	N/A	N/A	N/A	N/A	N/A	N/A	Opt
2007	2007	Lincoln	MKZ	С	6H6J	54130D00	BAW	N/A	N/A	N/A	N/A	N/A	N/A	Opt
2007	2010 J3	Lincoln	MKZ	С	7H6J	54130D00	BAW	N/A	N/A	N/A	N/A	N/A	N/A	Opt
2007	2010 J3	Lincoln	MKZ	С	7H6J	54130D00	BBW	N/A	N/A	N/A	N/A	N/A	N/A	Opt
2007	2007	Lincoln	MKZ	С	7H63	54130D00	BAW	N/A	N/A	N/A	N/A	N/A	N/A	Std
2007	2009	Lincoln	MKZ	С	7H63	54130D00	BBW	N/A	N/A	N/A	N/A	N/A	N/A	Std
2009	2010 J3	Lincoln	MKZ	С	9H63	54130D00	AAW	N/A	N/A	N/A	N/A	N/A	N/A	Std
2009	2010 J3	Lincoln	MKZ	С	9H63	54130D00	CAW	N/A	N/A	N/A	N/A	N/A	N/A	Std
2010 J3	2010 J3	Lincoln	MKZ	С	AH6J	54130D00	BBW	N/A	N/A	N/A	N/A	N/A	N/A	Opt
2010 J3	2010 J3	Lincoln	MKZ	С	AH6J	54130D00	BCW	N/A	N/A	N/A	N/A	N/A	N/A	Opt
2010 J3	2010 RC	Lincoln	MKZ	С	AH63	54130D00	BAW	N/A	N/A	N/A	N/A	N/A	N/A	Std
2010 J3	2010 RC	Lincoln	MKZ	С	AH63	54130D00	CAW	N/A	N/A	N/A	N/A	N/A	N/A	Std
2010 J3	current	Lincon	MKZ	AW	AH6J	54130D00	CAW	N/A	N/A	N/A	N/A	N/A	N/A	Opt
2010 RC	2010 RC	Lincoln	MKZ	С	AH63	54130D00	BBW	N/A	N/A	N/A	N/A	N/A	N/A	Std
2010 RC	2012 RC	Lincoln	MKZ	С	AH63	54130D00	BCW	N/A	N/A	N/A	N/A	N/A	N/A	Std
2010 RC	2010 RC	Lincoln	MKZ	С	AH63	54130D00	CBW	N/A	N/A	N/A	N/A	N/A	N/A	Std
2010 RC	2012 RC	Lincoln	MKZ	С	AH63	54130D00	CCW	N/A	N/A	N/A	N/A	N/A	N/A	Std

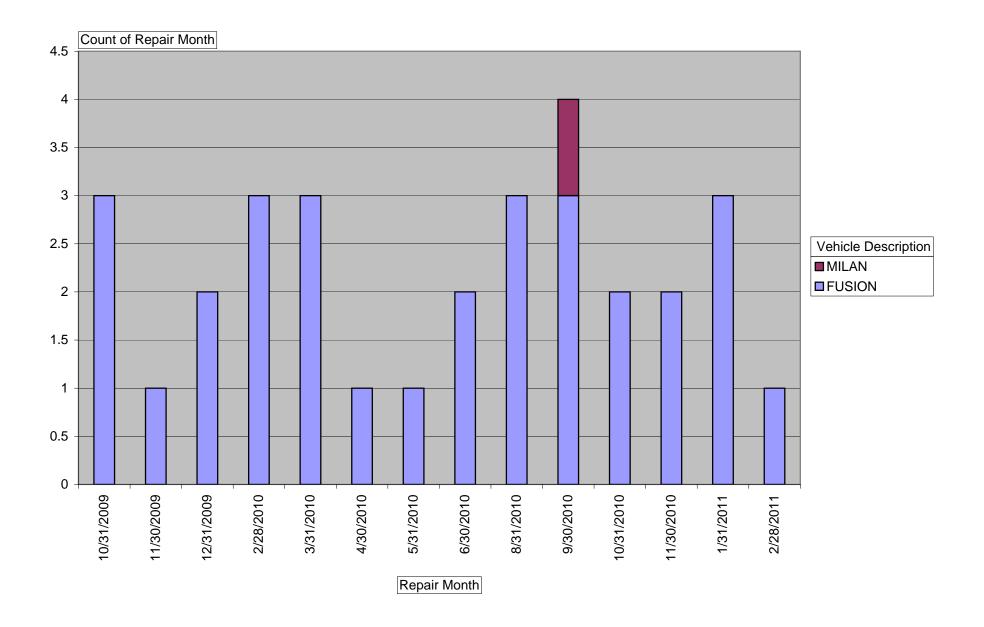
					2011										2010							
SERVICE PART NUMBER	SUPPLIER NAME	JULY	JUN MA	Υ		AR	FEB JAN	J ,	YTD	DEC	NOV O	CT	SEPT	AUG	JULY JU	N MA	ΔΥ Δ	PR I	ИAR	FEB JA	N	TOTAL
6E5Z5413300A	Thermoflex	0		74		122		115	562	286		132	_			169	182	261	339	322	481	2801
6N7Z5413300A	Thermoflex	0	_	40		24		27	137	24		43				42	36	48	67	70	70	518
7H6Z5413300A	Thermoflex	0		32		47	30	71	236	107		46				56	40	54	76		76	648
7H6Z5413300BE	International Automotive Components	23		26		25		15	154	23		31			-	34	28	32	39	21	21	352
7H6Z5413300BE	International Automotive Components	33		37		26		31	215	27		40				44	43	51	66	24	40	500
7H6Z5413300C	international Automotive components	00	30	31	21	20	25	31	4	21	2-7	70	2.	, 3	7 30	7-7	70	01	00	2-7	70	2
9E5Z5413300AB	International Automotive Components	16	19	12	18	21	9	63	158	48	24	30	27	39	9 31	44	44	45	63	61	31	487
9E5Z5413300AC	International Automotive Components	15		12		19		19	124	10		30				43	51	64	59		35	477
9E5Z5413300AD	International Automotive Components	43		54		54	40	53	336	78		55				75	60	73	102	87	73	916
9E5Z5413300AE	International Automotive Components	42		54		42	-	34	294	52		42				91	94	107	110	67	92	954
9E5Z5413300AF	International Automotive Components	41		36		55		29	282	74		61	-			92	101	123	126	85	86	1077
9H6Z5413300BA	International Automotive Components	3		5	2	4	2	3	24	5		5				8	10	9	8	13	7	90
9H6Z5413300BB	International Automotive Components	1		5	3	3	1	1	15	3	Ū	5	•		6 4	3	2	3	0	5	5	45
9H6Z5413300CA	International Automotive Components	0		0	0	0	0	0	0	1		1			0 0	0	1	0	0		0	6
9H6Z5413300CB	International Automotive Components	0		0	0	1	0	0	1	0		1	(		0 0	0	1	0	0	-	0	2
9H6Z5413300CC	International Automotive Components	0		0	0	0	0	0	0	0		0			1 0	0	1	0	0	0	1	4
AE5Z5413300AA	International Automotive Components	19		32	38	41	10	15	194	20	12	16	18	3 10	6 9	18	17	11	5	6	2	150
AE5Z5413300AB	International Automotive Components	50		98		69		52	500	32		53				57	42	42	16		5	464
AE5Z5413300AC	International Automotive Components	83		98		104	56	64	609	50		56				39	60	47	40		22	534
AE5Z5413300AD	Thermoflex	357		435	419	543	448	665	3252	672	531	473	334	23	1 193	212	176	176	208	88	59	3353
AE5Z5413300BA	International Automotive Components	2		0	0	2	0	12	16	5		5			2 2	5	1	2	2	0	1	28
AE5Z5413300BB	International Automotive Components	2	2	1	2	0	3	1	11	1	4	3	2		1 3	1	7	2	6	6	3	39
AE5Z5413300BC	International Automotive Components	2	2	1	1	4	1	4	15	1	1	1		;	5 15	7	12	15	14	6	4	86
AE5Z5413300BD	International Automotive Components	2		3	3	2	3	4	21	1	3	1	:	3 (	) 4	1	5	2	5	1	1	27
AE5Z5413300BE	·	14	16	12	15	16	7	25	105	15	20	37		. ;	3 6	8	3	5	2	1	2	106
AE5Z5413300BF	International Automotive Components	24	22	18	22	28	20	19	153	22	24	26	23	50	17	14	19	14	9	6	5	229
AH6Z5413300AD	AGM Automotive	0	0	0	0	0	3	0	3	1	1	2	(	) ;	3 0	0	1	2	3	0	1	14
AH6Z5413300AE	AGM Automotive	1	0	1	0	1	0	0	3	0	2	1		(	0 0	2	1	0	1	1	1	10
AH6Z5413300BA	International Automotive Components	1	3	3	0	2	1	3	13	3	2	2	(	3	2 5	5	5	1	4	7	3	45
AH6Z5413300BC	International Automotive Components	3	1	3	4	2	1	0	14	0	3	2	(	) :	2 2	1	1	1	1	0	1	14
AH6Z5413300BD	International Automotive Components	3	4	2	3	5	7	1	25	1	3	3	•		2 3	1	3	1	1	1	0	20
AH6Z5413300CA	International Automotive Components	4		6	3	14		5	40	2		3			1 1	3	2	1	4		0	27
AH6Z5413300CB	International Automotive Components	0		0	0	1	0	0	1	0		0	(	) (	0	0	1	0	0	2	0	3
AH6Z5413300CC	International Automotive Components	2		3	1	3	4	0	15	5		0			, ,	0	1	0	1	0	0	8
	Thermoflex	45		79	52	86	60	106	464	106		42				31	14	13	11		4	395
AH6Z5413300DA	AGM Automotive	2		1	1	7	1	2	21	2		0		(	, ,	1	2	0	3	0	0	13
AH6Z5413300DB	AGM Automotive	0		1	0	0	0	1	2	0		0			•	0	1	0	0	0	0	1
AN7Z5413300AA	International Automotive Components	1		1	0	0	0	0	2			1	`		2 1	1	1	0	1		1	9
AN7Z5413300AB	International Automotive Components	1		0	1	0	0	0	5	0		0			1 0	1	1	1	0	-	0	4
AN7Z5413300AC	International Automotive Components	0		0	0	0	1	1	2	0		0		1	1 3	5	1	2	3	2	2	20
AN7Z5413300AD	International Automotive Components	0		2	0	0	1	1	6	1	0	0			1 1	1	2	0	1	3	2	12
AN7Z5413300AE	International Automotive Components	0		0	2	1	1	1	7	0		1		)	1 0	1	2	1	2		0	10
AN7Z5413300AF	International Automotive Components	0		1	0	1	0	0	4	3		1	(		3 0	0	3	0	3		0	16
AN7Z5413300AG	AGM Automotive	1	0	0	0	1	2	0	4	0		0				1	2	1	0	1	0	6
AN7Z5413300BA	AGM Automotive	0		1	0	0	0	0	1	0		0			•	70	10	•	v	0	0	
AN7Z5413300CA	Thermoflex			6	U	17		21	77	64		84				73	18	23	8	17 0	4	410
BE5Z5413300AA	International Automotive Components	14		19	10	18	1	16	100			12			1	U	0	0	•		U	30
BE5Z5413300BA	International Automotive Components	0		10	40	0	9	6	83	7		0 	(		0	5	0	1	0	0	0	47
BH6Z5413300BA BH6Z5413300BB	International Automotive Components	14		13	13	15 0	0	0	83	0	Ū	0	•	_	0 0	0	0	0	0	-	0	0
	International Automotive Components	0		1	4	0	0	3	/ 	1		0			0 0	0	0	0	0		0	2
BN7Z5413300AA	International Automotive Components	0	U	U	1	U	U	3	4	1	1	1	(	, (	ט וע	U	U	U	U	U	U	3

						200	9									2008			2008	2007
SERVICE PART NUMBER	DEC	NOV O	CT	SEPT	AUG J	ULY J	IUN	MAY	\PR	MAR FI	EB ,	JAN	TOTAL	DEC	NOV O	CT S	SEPT AUC	G		
6E5Z5413300A	768	392	453	357	345	305	371	303	226	234	243	298	4295	343	131	227	204	143	2688	2525
6N7Z5413300A	97	80	59	76	75	36	88	77	74	57	96	118	933	91	65	68	55	45	386	344
7H6Z5413300A	131	76	86	43	51	51	92	58	28	37	71	95	819	100	47	56	57	49	745	538
7H6Z5413300BE	32	29	39	43	41	35	44		30	35	24	13	386	11	15	11	16	16	203	213
7H6Z5413300BF	44	38	53	66	76	57	53	42	48	30	28	31	566	30	33	20	37	27	374	322
7H6Z5413300C													109						383	300
9E5Z5413300AB	27		33	54	77	31	33		17	2	20	0	350	0		0	0	0	3	0
9E5Z5413300AC	43		59	65	64	56	25		58		0	0	456	0		0	0	0	0	0
9E5Z5413300AD	67		67	82	81	95	98		89		37	41	887	45		32	60	49	195	415
9E5Z5413300AE	79		120	140	138	145	113		71	87	57	64	1216	46		51	75	71	779	659
9E5Z5413300AF	83		87	127	127	120	121	102	92		51	47	1093	52		41	72	65	731	723
9H6Z5413300BA	7	3	9	10	2	0	4	2	3	0	0	0	40	0		0	0	0	0	0
9H6Z5413300BB	2		1	•	1	0	0		2	0	0	0	12	0		0	0	0	0	0
9H6Z5413300CA	1	0	1	0	0	0	0		0		0	0	2	0	ŭ	0	0	0	0	0
9H6Z5413300CB	2		0		0	0	0		0	0	0	0	4	0		0	0	0	0	0
9H6Z5413300CC	0	-	0		0	0	0	0	0	0	0	0	0	0		0	0	0	0	0
AE5Z5413300AA	1	0	0		0	0	0		0	0	0	0	1	0		0	0	0	0	0
AE5Z5413300AB	43		0		0	0	0	0	0	0	0	0	43	0		0	0	0	0	0
AE5Z5413300AC	8		0		0	0	0	,	0	0	0	0	8	0		0	0	0	0	0
AE5Z5413300AD	15		0	0	0	0	0	0	0	0	0	0	15	0		0	0	0	0	0
AE5Z5413300BA	3		0	4	3	0	0	0	0	0	0	0	12	0		0	0	0	0	0
AE5Z5413300BB	7		8		4	8	0		0	0	0	0	35	0		0	0	0	0	0
AE5Z5413300BC	10		8		9	9	4	0	0	0	0	0	57	0		0	0	0	0	0
AE5Z5413300BD	0		0		0	0	0	0	0	0	0	0	0	0		0	0	0	0	0
AE5Z5413300BE	0	-	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0
AE5Z5413300BF	3		0		0	0	0		0	0	0	0	3	0		0	0	0	0	0
AH6Z5413300AD	3		1	1	4	4	4	2	0	0	0	0	20	0		0	0	0	0	0
AH6Z5413300AE	0		1		1	1	1	0	0	0	0	0	6	0		0	0	0	0	0
AH6Z5413300BA	7	2	1	2	3	1	0	0	0	0	0	0	16	0		0	0	0	0	0
AH6Z5413300BC	1	0	0		•	0	0		0	0	0	0	0	0		0	0	0	0	0
AH6Z5413300BD AH6Z5413300CA		0	0	v	0	0	0	0	0	0	0	0	1			0	0		•	0
AH6Z5413300CA AH6Z5413300CB	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0
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AH6Z5413300CD	0		0		0	0	0		0	0	0	0	0	0		0	0	0	0	- 0
AH6Z5413300DA	0		0		0	0	0	0	0	0	0	0	0	0		0	0	0	0	0
AH6Z5413300DA AH6Z5413300DB	0	-	0		0	0	0	0	0	0	0	0	0	0		0	0	0	0	0
AN7Z5413300AA	4	2	1	3	2	1	1	0	0	0	0	0	14	0		0	0	0	0	0
AN7Z5413300AB	2		0	v		2	0	ŭ	0	0	0	0	10	0		0	0	0	0	0
AN7Z5413300AC	2		3		1	2	1		0	0	0	0	14	0		0	0	0	0	0
AN7Z5413300AD	1	0	0		0	0	0		0	0	0	0	1	0	ŭ	0	0	0	0	0
AN7Z5413300AE	0		0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0
AN7Z5413300AF	0		0		0	0	0		0	0	0	0	0	0	ŭ	0	0	0	0	0
AN7Z5413300AG	0		1		4	3	2	2	1	0	1	1	16	0		0	0	0	0	0
AN7Z5413300BA	0		0		0	0	0		0	0	0	0	0	0		0	0	0	0	0
AN7Z5413300CA	0		0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0
BE5Z5413300AA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BE5Z5413300BA	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BH6Z5413300BA	1	0	0		0	0	0	0	0	0	0	0	1	0		0	0	0	0	0
BH6Z5413300BB	0	_	0		0	0	0		0	0	0	0	0	0	0	0	0	0	0	0
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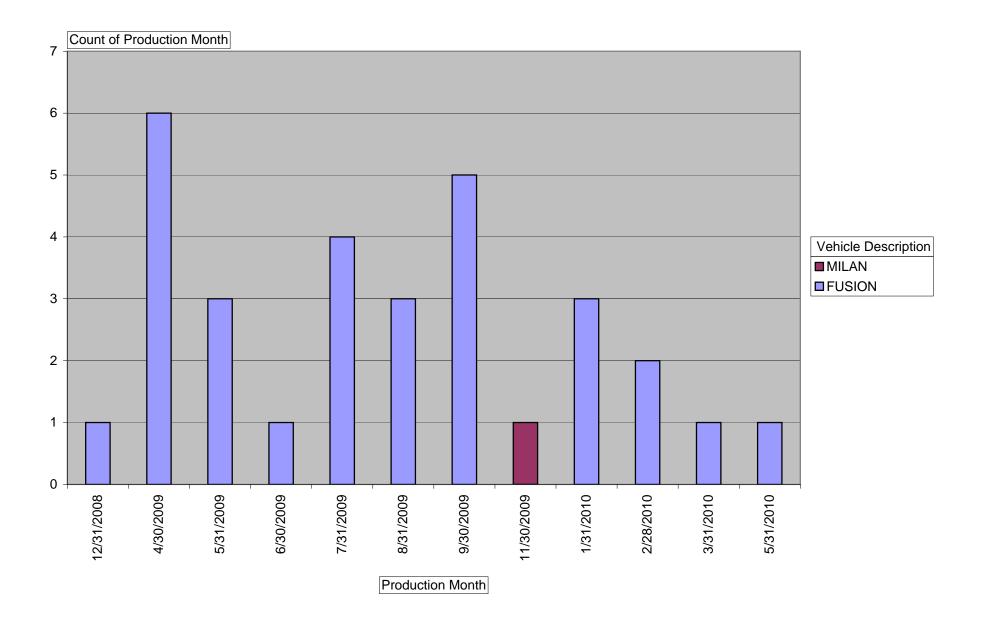
PE10-019
FORD
9-9-2011
Appendix O

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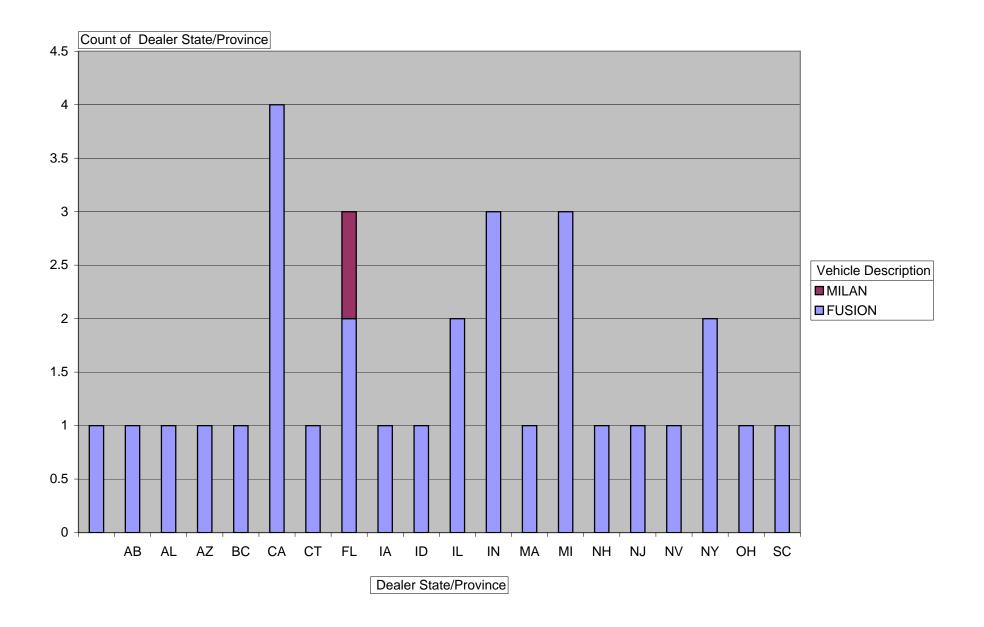
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510653874	510653874
511837247	511837247
512287359	512287359
521607150	521607150
521991191	521991191



Count of Repair Month	Vehicle Description	on		
Repair Month	FUSION	MILAN		Grand Total
10/31/2009		3		3
11/30/2009		1		1
12/31/2009		2		2
2/28/2010		3		3
3/31/2010		3		3
4/30/2010		1		1
5/31/2010		1		1
6/30/2010		2		2
8/31/2010		3		3
9/30/2010		3	1	4
10/31/2010		2		2
11/30/2010		2		2
1/31/2011		3		3
2/28/2011		1		1
Grand Total		30	1	31



Count of Production Month	Vehicle Description		
Production Month	FUSION	MILAN	Grand Total
12/31/2008	1		1
4/30/2009	6		6
5/31/2009	3		3
6/30/2009	1		1
7/31/2009	4		4
8/31/2009	3		3
9/30/2009	5		5
11/30/2009		1	1
1/31/2010	3		3
2/28/2010	2		2
3/31/2010	1		1
5/31/2010	1		1
Grand Total	30	1	31



Count of Dealer State/Province	Vehicle Description		
Dealer State/Province	FUSION MILAN		Grand Total
	1		1
AB	1		1
AL	1		1
AZ	1		1
BC	1		1
CA	4		4
СТ	1		1
FL	2	1	3
IA	1		1
ID	1		1
IL	2		2
IN	3		3
MA	1		1
MI	3		3
NH	1		1
NJ	1		1
NV	1		1
NY	2		2
ОН	1		1
sc	1		1
Grand Total	30	1	31

Count of Type of Allegation		
Type of Allegation	Total	
REDACTED FOR RELEVANCE		_
Floor Mat Interference	1	
REDACTED FOR RELEVANCE		٦
Sticky Accelerator Pedal	2	Г
Grand Total	31	

2010 Volume	34116
Simple R/1000 Total Allegations	0.91
Simple R/1000 Responsive Reports	0.44

Dealer ECI Record Repair/Report/ Source Code Paid Date State/Prov Production Model Warranty Vehicle VIN Dealer City ID ince Date Year Description Start Date Mileage REDACTED FOR RELEVANCE 11854675 GCQIS Ford 3/25/2010 CARSON CITY NV 3FADP0L32AR165560 6/17/2009 2010 FUSION 7/7/2009 3173 503036466 AWS 3/3/2010 CLEVELAND ОН 3FADP0L33AR149383 5/21/2009 2010 FUSION 6/25/2009 9643 REDACTED FOR RELEVANCE 28635552 MORS\CUDL 11/10/2010 NORTH HILLS 3FADP0L35AR194129 2010 FUSION 8/7/2009 8/18/2009 17000 REDACTED FOR RELEVANCE

Dealer

ECI Record Repair/Report/ Repair State/Provi Production Production Model Vehicle
ID Source Code Paid Date Month nce VIN Dupe? Date Month Year Description Mileage

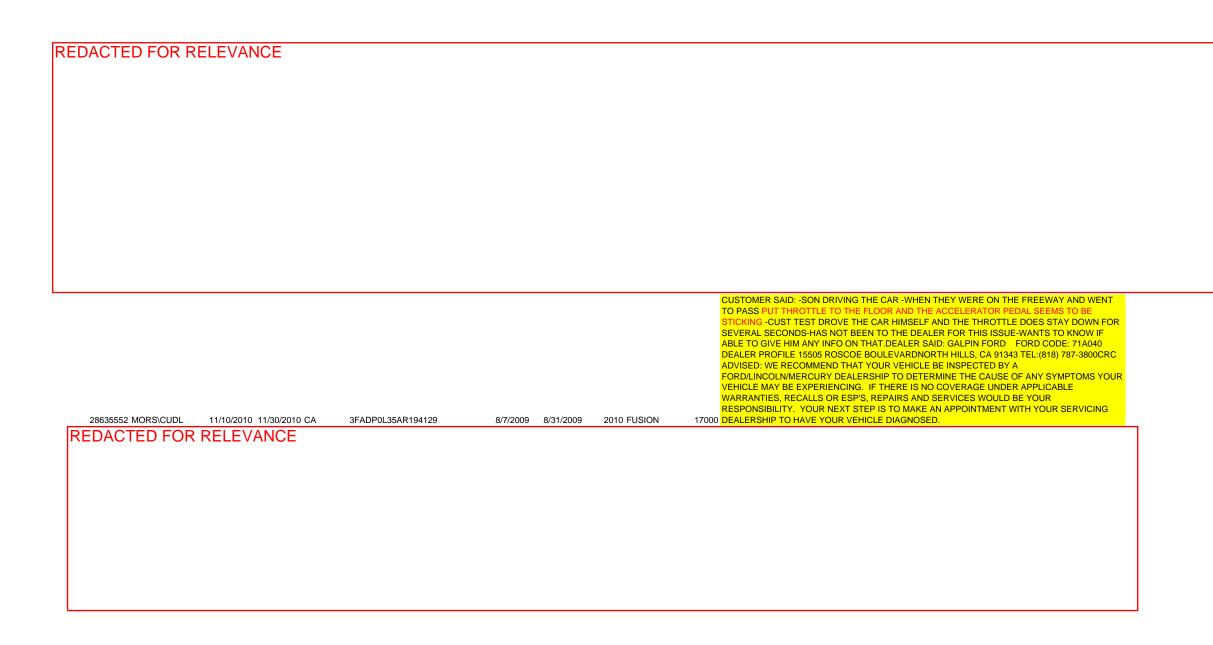
REDACTED FOR RELEVANCE

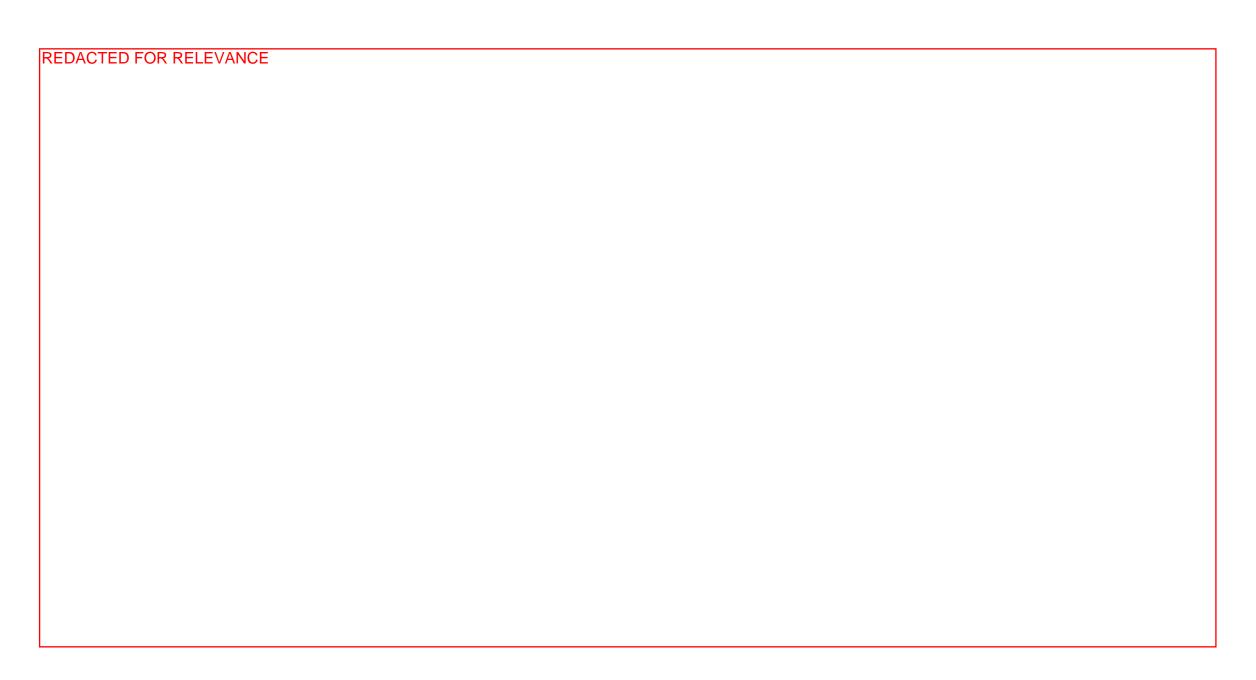
**Customer Comments** 

11854675 GCQIS Ford 3/25/2010 3/31/2010 NV 3FADP0L32AR165560 6/17/2009 6/30/2009 2010 FUSION 3173

REDACTED FOR RELEVANCE

REDACTED FOR						
REDACTED FOR I	3/3/2010 3/31/2010 OH RELEVANCE	3FADP0L33AR149383	5/21/2009 5/31/2009	2010 FUSION	9643 CUST STATE INTERMTITNELY THREE TIMES THIS WEEK GAS PEDAL STICKS	







Technician Comments	CQIS Recommendations	Type of Allegation	Accident?
REDACTED FOR RELEVANCE			
WEB FORM DATA - CONCERN: STICKING FUEL PEDAL HAS TO PUL UP BY FOOT			
DIAGNOSTICS: FOUND CUSTOMER HAS TWO FLOOR MATS ONE CARPET AND ANOTHER IS RUBBER AND RUBBER ONE IS HITTING FUEL PEDAL REMOVED AND INSTALLED RUBBER ONLY			
ON CARPET HOOK TO STOP FROM GOING FORWARD PARTS REPLACED:: NONE TECH QUESTION: JUST INFO ON CUSTOMER CONCERNS DUE TO TOYATA MAKING PEOPLE SCARED			
ANY INFO AGAIN ON THIS COMPLAINT OR JUST FLOOR MATS AGAIN HAD OTHER CAR WITH SAME CONCERN AND THEY HAD 2 FLOOR MATS ALSO WHAT IS BARO PID READING?	THE CONCERN IS BEING CAUSED BY THE CUSTOMERS AFTERMARKET FLOOR MAT ON TOP OF THE FACTORY ONE. SUGGEST THE CUSTOMER REMOVES THE AFTERMARKET FLOOR MAT		
NONE WHAT IS THE MEASURED MECHANICAL FUEL PRESSURE? NONE  REDACTED FOR RELEVANCE	AND VERIFY THE FACTORY FLOOR MAT IS SECURED PROPERLY.	Floor Mat Interference	No

REDACTED FOR RELEVANCE		
NO PROBLEM DOUNT AT THIS TIME	Sticky Accelerator Pedal	No
REDACTED FOR RELEVANCE	Chony Nobolerator Fedal	
INDICATED FOR INCLE VARIOUS		

REDACTED FOR RELEVANCE		
REDACTED FOR RELEVANCE	Sticky Accelerator Pedal	No



EDACTED FOR RELEVANCE	

#### 9F167003\_notes.txt

VIN: 3FAHP08179R S/N: 271120061PA1A268 RO #: 006057-02 2009 Fusi on

Part # 6E53-9F836-AF

Claim: Pedal Sticks/Binds

Pedal Received: 8/6/2010

Slight detent feeling observed, but no stick/bind tendencies observed. have significant return force. Appears to

Pedal Shipped out to Supplier: 8/9/2010

Supplier reviewed and found no sticking/binding or anything unusual that would cause

any such issues.

# Carpet / Floor Mat Package Study

- FNA
  - OEM released floor mats
    - Clearances acceptable
  - FCSD / Aftermarket released floor mats
    - Validation in progress
- FOE
  - All floor mats released by FCSD
    - FOE verified all mats meet requirements; CAD clearances being added to summary spreadsheet
    - All systems are 2-clip systems
- APA
  - All floor mats released by FCSD
    - Clearances being verified
    - 3 single clip systems exist; validation of coefficient of friction underway
    - All remaining are 2-clip systems
- SA
  - All floor mats are released by FCSD
    - Clearances and clip systems are being verified

From: Guzzo, Michelle (M.)

**Sent:** Thursday, April 14, 2011 12:37 PM

**To:** Pinter, Wendy (W.L.) **Subject:** Floor mat updates

Attachments: EFC0202243.pdf; NEW Vehicle Pre-Delivery Inspection (PDI) and Vehicle Delivery

Checklists Now Include Proper Floor Mat Installation; 2011 Ford Taurus.pdf; 2011 Focus PDI

floormats draft 7.15.10.pdf

#### Following attached:

- 1. Electronic Field Communication
- 2. Verification the EFC was published
- 3. Example of deliver checklist with floor mat verbiage added
- 4. Example of Pre-deliver checklist with floor mat verbiage added

Now the kicker is I went into fmcdealer.com to verify all the documents are "live" to the dealers and the old versions are on the web site. So, I am contacting the respective persons who made the updates to understand why the new versions are not loaded. I will keep you posted. It's never easy!







NEW Vehicle Pre-Delivery Inspe...



2011 Ford Taurus.pdf



2011 Focus PDI floormats draft...

#### Michelle Guzzo

Ford Vehicle Personalization | Interior Trim and Accessories | Cell 313.516.2193 | Desk 313.248.6441

Information

# **Ford Motor Company**

**Electronic Field Communications** 

EFC Number: EFC0202243 Date: 07/28/2010

Subject: NEW Vehicle Pre-Delivery Inspection (PDI) and Vehicle Delivery Checklists

Now Include Proper Floor Mat Installation

New 2010 and 2011 MY Pre-Delivery Inspection (PDI) and Vehicle Delivery Summary:

> Checklists now include floor mat installation information. Field personnel should remind dealers to discontinue use of current check sheets and print new sheets as

soon as possible.

Target Division(s) and Addressees:

FCSD: Field Ops

Field Ops - Support SalesOps:

Originator Name: Michelle Guzzo Phone: 313-248-6441 E-Mail:

mguzzo@ford.com

**Division: FCSD Department: Vehicle** 

Personalization

**Dealer Communication:** Yes

**Dealer eStore Materials:** Related Communication(s):

**Additional Contacts:** 

Concurring Manager: Mike Breen; Field Operations, FCSD

Mike Breen; Field Operations, SalesOps

#### Communication:

The following dealer communication will be posted to FMCDealer.com on Monday, August 2, 2010.

#### This Field Communication also contains the following Dealer Communication:

**Dealer Summary:** New 2010 and 2011 MY Pre-Delivery Inspection (PDI) and Vehicle Delivery

Checklists now include floor mat installation information. Please discontinue use of

current check sheets and print new sheets as soon as possible.

To: All Ford and Lincoln Mercury Dealers

Addressees: Dealer Principal

> Sales Manager Sales Consultant Service Manager Service Department

Technician

#### Communication:

August 2, 2010

To: All Ford and Lincoln Mercury Dealers

NEW Vehicle Pre-Delivery Inspection (PDI) Service Record and Vehicle Delivery Checklist Now Include Proper Floor Mat Installation

Proper floor mat installation is an important part of the vehicle preparation and delivery process. The Proper floor mat installation is an important part of the vehicle properation and seconds properation. Service Records and the Vehicle Delivery Checklists have been PE10-019.5 000023

updated to include instructions on proper floor mat installation in a Ford, Lincoln or Mercury vehicle.

**Action Requested:** Please discontinue use of current PDI Service Record and Vehicle Delivery Checklist and print new ones as soon as possible.

#### **UPDATED PDI SERVICE RECORD**

The PDI Service Record has been updated to include the following statement:

Install floor mats in vehicle. Note: The driver's floor mat must be securely fastened to the floor by attaching the mat to the provided hook or snap grommets. Do not place a floor mat on top of an existing floor mat, or any other covering.

The PDI Service Records are available on FMCDealer/Sales or Parts & Service/<u>Customer Satisfaction</u> and on the Professional Technician Society (PTS) website by clicking on SLTS and then choosing PDI Labor Time from the SLTS menu page.

#### **UPDATED VEHICLE DELIVERY CHECKLISTS**

The Vehicle Delivery Checklist has also been updated to include the following statement:

Verify the driver's floor mat is secured to the floor by the provided hook or snap grommets. Verify the floor mat is not placed on top of an existing floor mat or any other covering. Inform the customer that mats are not to be stacked.

The Delivery Checklist is available on FMCDealer/Sales or Parts & Service/ Customer Satisfaction/<u>Customer Viewpoint</u>. Go to your Customer Viewpoint home page in the CVP Support Box and under the Reference tab.

#### **ALL WEATHER FLOOR MATS**

When considering all weather floor mats, Ford Motor Company strongly recommends installing the Genuine Ford Accessory (GFA) floor mats in our products. The GFA all weather floor mats are specifically designed with a customized perimeter fit for the vehicle. The positive retention hooks or snap grommets and nibbed backing keep the mats in their intended design position.

#### **QUESTIONS**

Please contact us via the Dealers Ask Ford tool on FMCDealer.com.

From: Libmail, E (E.)

**Sent:** Wednesday, July 28, 2010 7:50 PM

**To:** FIELD\_OPERATIONS@bulkmail.ford.com; FLDOPS\_EFCS@bulkmail.ford.com; Guzzo, Michelle (M.)

Subject: NEW Vehicle Pre-Delivery Inspection (PDI) and Vehicle Delivery Checklists Now Include Proper Floor Mat

Installation

Attachments: NEW Vehicle Pre-Delivery Inspection (PDI) and Vehicle Delivery Checklists Now Include Proper Floor Mat

Installation.html

#### \*\*\* PLEASE DO NOT REPLY TO THIS MESSAGE. \*\*\*

Subject: NEW Vehicle Pre-Delivery Inspection (PDI) and Vehicle Delivery Checklists Now

Include Proper Floor Mat Installation

**Summary:** New 2010 and 2011 MY Pre-Delivery Inspection (PDI) and Vehicle Delivery Checklists now include floor mat installation information. Field personnel should remind dealers to discontinue use of current check sheets and print new sheets as soon as possible.

Click on the link or attached file below to open and review the eFC document(s).

NEW Vehicle Pre-Delivery Inspection (PDI) and Vehicle Delivery Checklists Now Include

Proper Floor Mat Installation

eDC - NEW Vehicle Pre-Delivery Inspection (PDI) and Vehicle Delivery Checklists Now

Include Proper Floor Mat Installation

\*\*\* PLEASE NOTE SUBJECT IS INTENTIONALLY REPEATED IN THE BODY OF THIS MESSAGE\*\*\*

Information

# **Ford Motor Company**

**Electronic Field Communications** 

EFC Number: EFC0202243 Date: 07/28/2010

Subject: NEW Vehicle Pre-Delivery Inspection (PDI) and Vehicle Delivery Checklists

Now Include Proper Floor Mat Installation

Summary: New 2010 and 2011 MY Pre-Delivery Inspection (PDI) and Vehicle Delivery

Checklists now include floor mat installation information. Field personnel should remind dealers to discontinue use of current check sheets and print new sheets as

soon as possible.

Target Division(s) and Addressees:

**FCSD:** Field Ops

SalesOps: Field Ops - Support

Originator Name: Michelle Guzzo Phone: 313-248-6441 E-Mail:

mguzzo@ford.com

Division: FCSD Department: Vehicle

Personalization

**Dealer Communication:** Yes

Dealer eStore Materials: Related Communication(s):

**Additional Contacts:** 

Concurring Manager: Mike Breen; Field Operations, FCSD

Mike Breen; Field Operations, SalesOps

#### Communication:

The following dealer communication will be posted to FMCDealer.com on Monday, August 2, 2010.

# This Field Communication also contains the following Dealer Communication:

Dealer Summary: New 2010 and 2011 MY Pre-Delivery Inspection (PDI) and Vehicle Delivery

Checklists now include floor mat installation information. Please discontinue use of

current check sheets and print new sheets as soon as possible.

To: All Ford and Lincoln Mercury Dealers

Addressees: Dealer Principal

Sales Manager Sales Consultant Service Manager Service Department

**Technician** 

#### Communication:

August 2, 2010

To: All Ford and Lincoln Mercury Dealers

Subject: NEW Vehicle Pre-Delivery Inspection (PDI) Service Record and Vehicle Delivery Checklist Now Include Proper Floor Mat Installation

Proper floor mat installation is an important part of the vehicle preparation and delivery process. The Vehicle Pre-Delivery Inspection (PDI) Service Records and the Vehicle Delivery Checklists have been

PE10-019.5 000026

file://C:\Documents and Settings\jmill159\Local Settings\Temporary Internet Files\OLK4\NEW Vehicle ... 8/12/2011

updated to include instructions on proper floor mat installation in a Ford, Lincoln or Mercury vehicle.

**Action Requested:** Please discontinue use of current PDI Service Record and Vehicle Delivery Checklist and print new ones as soon as possible.

#### **UPDATED PDI SERVICE RECORD**

The PDI Service Record has been updated to include the following statement:

Install floor mats in vehicle. Note: The driver's floor mat must be securely fastened to the floor by attaching the mat to the provided hook or snap grommets. Do not place a floor mat on top of an existing floor mat, or any other covering.

The PDI Service Records are available on FMCDealer/Sales or Parts & Service/<u>Customer Satisfaction</u> and on the Professional Technician Society (PTS) website by clicking on SLTS and then choosing PDI Labor Time from the SLTS menu page.

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The Vehicle Delivery Checklist has also been updated to include the following statement:

Verify the driver's floor mat is secured to the floor by the provided hook or snap grommets. Verify the floor mat is not placed on top of an existing floor mat or any other covering. Inform the customer that mats are not to be stacked.

The Delivery Checklist is available on FMCDealer/Sales or Parts & Service/ Customer Satisfaction/<u>Customer Viewpoint</u>. Go to your Customer Viewpoint home page in the CVP Support Box and under the Reference tab.

#### ALL WEATHER FLOOR MATS

When considering all weather floor mats, Ford Motor Company strongly recommends installing the Genuine Ford Accessory (GFA) floor mats in our products. The GFA all weather floor mats are specifically designed with a customized perimeter fit for the vehicle. The positive retention hooks or snap grommets and nibbed backing keep the mats in their intended design position.

#### QUESTIONS

Please contact us via the Dealers Ask Ford tool on FMCDealer.com.



#### **DELIVERY CHECKLIST**

# 2011 Ford Taurus Jarrett-Gordon Ford Lincoln Mercury, Inc., 3015 Lake Alfred Road, Winter Haven, FL 33881 - (863) 294-3571

PREPARED FOR:	VEHICLE PRESENTATION / OPERATING FEATURES	OPERATION
	Some features are optional or may not be available with your new vehicle.	Engine coolant system anti-freeze & anti-corrosion strength should be
	INTERIOR	checked & serviced at the mileage or equivalent hour intervals specified
CUSTOMER'S E-MAIL ADDRESS	☐ Securicode™ (keypad) / keyless entry / key fobs (if applicable)	by the message center & maintenance schedule.
	☐ Seat adjustment, memory seat / & power third row (if applicable)	Adjustable steering-wheel & pedal operation with memory (if applicable)
DELIVERY PERSON	Second-generation driver-side or driver & passenger-side air bag	☐ Vehicle starting procedures (starter interlock) (if applicable)
	☐ Safety belts (adjustable D-rings)	Anti-lock Brake System (ABS) / Traction Control System / Trailer Tow
VEHICLE IDENTIFICATION NUMBER (VIN)	Operation of mirrors / Automatic-dimming day / night rearview mirror /	prep / Trailer Sway Control (if applicable)
	heated mirrors (if applicable)	Operation of headlights, high beam, flasher, parking, interior, fog lights,
Congratulations on your new Ford purchase! Our dealership's Quality	☐ Visors & front seat SRS warning (if applicable)	auxiliary parking lamps, Adaptive HID headlamps, & Auto High Beam (if applicable)
Commitment is a promise to do our best to satisfy your total transportation	☐ Ambient Lighting (if applicable)	☐ Wiper & washer operation / rear / rain sensing (if applicable)
needs. As part of our commitment, we certify that all the pre-delivery items on this form have been checked to help ensure your satisfaction with your	☐ Driver window - one-touch up / down (if applicable)	Climate controls / rear auxiliary / rear defroster operation (if applicable)
new vehicle.	☐ Door locks / windows (power rear window / window lock switch / flip-out	Review 4WD/AWD operation (if applicable)
Sincerely,	windows / power locks / autolock / childproof rear-door locks) (if	AdvanceTrac® w/Roll Stability Control® (RSC)
Ciriotoly,	applicable)	☐ EcoBoost™ (if applicable)
DEALER/GENERAL MANAGER'S SIGNATURE	Interior hood & trunk release levers (if applicable)	
DEFICE VOENE WAY GETTO GIGITATIONE	☐ Safety Canopy™ with roll-over sensor (2 rows of protection)	Rear View Camera (if applicable)  BLIS™ Blind Spot Information System with Cross Traffic Alert (if
OWNER GUIDE	Multi-Contour Seats	applicable)
Owner Guide / Owner Guide supplements	Verify the driver's floor mat is secured to the floor by the provided hook	Cruise control operation / Adaptive Cruise Control & Collision Mitigation
Review any applicable Quick Reference Guide / DVD	or snap grommets. Verify the floor mat is not placed on top of an	with Brake Support (if applicable)
☐ I have personally explained the Owner Guide section on Safe Loading &	existing floor mat or any other covering. Inform the customer that mats are not to be stacked.	
Driving Practices	SPECIAL FEATURES	SYNC ORIENTATION (if applicable)
DELIVERY DOCUMENT REVIEW	Audio system / set stations, time, speed sensitive volume / steering-	Driving while distracted can result in loss of vehicle control. Use mobile
Explained delivery process	wheel controls / auxillary audio input jack / antenna location, operation /	phones, even with voice commands, & other devices not essential to driving only when it is safe to do so.
Title document / Financing documents	audiocassette (if applicable)	Familiarize customers with location of SYNC controls & commands
Registration work progress / procedures	CD player / CD changer / DVD operation (if applicable)	(common voice commands/steering wheel buttons/audio headunit buttons)
Extended Service Plan (if applicable)	Sirius® Satellite Radio demonstrated / channel line-up reviewed /	& information resources (e.g. location of quick reference guide,
Roadside Assistance Benefits / Roadside Assistance Card	favorite channels preset (if applicable)	syncmyride.com & owner guide supplement)
☐ I have personally explained the new vehicle limited warranty coverages	☐ Voice-activated Navigation System with Sirius Travel Link™ & HD radio /	☐ Demonstrate Bluetooth cell phone pairing procedure (pair customer's
Service Guide (Scheduled Maintenance Guide)	set home address or nearest intersection as Home Destination /	phone when available & set 911 Assist on)
☐ I have personally explained the Ford, Lincoln, Mercury Owner website &	Reference Navigation Owner Guide Supplement & Quick Start Guide in	Demonstrate digital music player connection process & location of USB
have directed the customer to Fordowner.com website for vehicle	glove box (if applicable)	port (use customer's media player when available)
documents and related information.	Temperature, compass, statistics displays, message center (if	Explain SYNC Driver Services (e.g. Vehicle Health Report (VHR) and
☐ I have personally explained the new vehicle limited warranty coverages.	applicable)	Traffic, Directions & Information (TDI)) & ensure activation on syncmyride.com
I have explained that many of these vehicle documents & related	Universal garage door control system (if applicable)	Synonynue.com
information are also available online at the Ford, Lincoln, Mercury Owner	Security system operation, including Securilock™ & perimeter antitheft	OWNER ADVANTAGE REWARDS™ (if applicable )
website Fordowner.com.	systems (if applicable)	Explained the Owner Advantage Rewards program benefits, including:
☐ I have personally reviewed & signed the Customer / Dealer Agreement &	MyKey™ functionality  S O S Post Crosh Alert System	rewards for purchases of parts / services & complimentary oil change
Pricing Sheet (Eligible Employee A/X/Z/D Plan Sales Only).	S.O.S. Post Crash Alert System	offers
SALE/DELIVERY PERSON'S SIGNATURE DATE	EXTERIOR	Provided an Owner Advantage Reward Sales Welcome Handout
SERVICE DEPARTMENT	☐ Easy Fuel <sup>™</sup> capless fuel filler system operation & location of fuel filler funnel	CHECKLIST REVIEW / CUSTOMER SIGN-OFF
Explained service procedures / how to obtain service	Tire pressure review, Tire Pressure Monitoring System (if applicable)	☐ I have personally inspected my new vehicle. It is in good operating
		condition, damage-free, and is clean inside and out
Set the first routine scheduled maintenance appointment Appointment date:	Operation of push-push pop-up fuel door - push near the pop-up mechanism to open / close	Received copy of "The Consumer guide to the Florida Lemon Law"
Introduce customer to MPI Report Card	·	booklet.
introduce customer to MPT Report Card	Trunk / Box and Cargo	Received "Dispute Settlement Board" brochure / application.
Introduce customer to MPI Report Card in 000000000000000000000000000000000000	Spare tire / jack location & operation  Emergency interior trunk release	☐ I acknowledge that all items checked on this delivery form have been
000	_ • .	reviewed with me by my delivery person to my satisfaction.
)28	UNDER THE HOOD	
<del></del>	Fluid filler openings	CUSTOMER'S SIGNATURE DATE
	☐ Battery charge indicators	



#### 2011 Focus Pre-Delivery Service Record

Vehicle Identification N	
	Pre-Delivery Inspection Date:
1. Run OASIS     □ Check OASIS using Pre-Delivery Symptom Code 804000 to ide     □ Confirm that all open Recalls and Field Service Actions have be	
2. Mechanical Inspections  ☐ Check battery state of charge. Recharge if indicator is red or voor the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control o	cation, if required. specification, if required. ss. tire). Set at outside ambient temperature. eaks.
3. Install Loose Ship Items  ☐ Install radio antenna mast. Tighten to 3.5 Nm (30 lb-in). Do not ☐ Install other loose ship items listed on the loose ship label. Refe	overtighten. er to instruction sheets packaged with loose ship items (where applicable).
4. Functional Checks and Set-Up (must be performed with t  ☐ Check all security and entry devices (all keys and remote entry  ☐ Set clock and radio pre-sets for all bands (use auto pre-set feat  ☐ Check instrument cluster gauges for proper operation.  ☐ Set language in Electronic Message Center.	transmitters).
<ul> <li>5. Road Test</li> <li>Check safety belt chime/dash indicator.</li> <li>Start vehicle and check throttle and idle return, check driveabilit</li> <li>Check for squeaks and rattles, vibration and windnoise.</li> <li>Check steering control for proper alignment and steering wheel centering.</li> <li>Check transmission performance.</li> </ul>	☐ Check brakes (including parking brake).
the Dealership.  □ Perform detail clean-up of interior including all inside windows a	Manual for repair policy. Repairs due to lot damage are the responsibility of and mirrors.  e securely fastened to the floor by attaching the mat to the provided hook or floor mat.
7. Customer Delivery (Items in this section should be compl  ☐ Remove protective polyethylene wheel covers.	eted just prior to customer delivery.)
	ills on performing any procedures or for description and operation of vehicle features.
department should perform appropriate diagnostics and warranty repair (if appolicies. See Ford Warranty and Policy Manual for directions on submitting Tresponsibility of the Dealership.	oplicable) per Ford Motor Company service publication procedures and warranty ransportation or Warranty claims, repairs not meeting this criteria are the
Dealer Name:	
	on this vehicle in accordance with all applicable procedures and all necessary pen recalls and field service actions have been completed. I understand that it is a aller's vehicle service file.
Dealer Authorized Signature:	Technician Signature:

Date

Date

From: Barren, Robert (R.P.)

**Sent:** Friday, June 17, 2011 2:18 PM

**To:** Aselage, Jane (J.M.)

Subject: FW: 06/17 CD3 FUSION/MKZ AWM ASO Rejection AGENDA

Importance: High

Here you go.

#### **Robert Barren**

Ford Motor Company

Body Engineering All Weather Mats PDC 1F-B39 313-248-8454 rbarren1@ford.com

From: D'Agostino, Sarahlynn (S.P.)
Sent: Thursday, June 16, 2011 1:17 PM

To: Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Meredith, Ron (R.L.); White, Doug (D.M.); Wenninger, Ben (B.J.); Davis, Danielle (D.D.); Tarquinto, Elizabeth (E.B.); Barren, Robert (R.P.); Robinson, Kevin (K.J.); Ott, David (D.J.); Hazergian, Gary (G.J.); Hayes,

(D.D.); Tarquinto, Elizabeth (E.B.); Barren, Robert (R.P.); Robinson, Kevin (K.J.); Ott, David (D.J.); Hazergian, Gary (G.J.); Hayes April (A.A.); Steslicki, Jeff (J.J.); Pilette, Joseph (J.C.); Bazil, Tom (Thomas E.); Setili, Frank (F.E.); Lane, Julie (J.); Santana, Luis (L.); Escobar Reynaldos, Carlos (C.); Goyos, Jose (JAGB.); Delannoy, Enrique (E.); Sanchez, Francisco (F.); Medley, Kelly (K.);

Hogue, William (W.M.); Galindo, Sergio (S.N.)

Cc: D'Agostino, Sarahlynn (S.P.)

Subject: 06/17 CD3 FUSION/MKZ AWM ASO Rejection AGENDA

Importance: High

#### CD3 Fusion/MKZ AWM ASO Rejection Agenda Friday, 6/17/11, Time: 2:00 - 3:00 pm DSCII CONF Rm H w/call in PC#35714468

- 1) Communications Decision (Recall verses QSF Quick Service Fix)
- 2) Implementation Decision (Running Change verses Added Stopper)
  - a. Running Change impact:
    - i. Coordinated change verses Single change
    - ii. Trial at Mod.Center
    - iii. CR with Effective point approval (changes out part)
  - b. Added Stopper Impact to Mod.Center:
    - i. PDL / Added Stopper:
      - 1. PDL update to feed approval to order Guide
    - ii. Order Guide update:
      - 1. CONCEPS update to inform dealers that AWMs are no longer available
    - iii. Order Bank / Material Hold:
      - Scheduled /Unscheduled Orders
      - 2. Added stopper to affect MFAL FIDAB
    - iv. Spec Changes:
      - 1. Spec changes to be completed for all vehicles not blended
      - 2. Spec Changes for all vehicles blended / built to allow for reprint of labels
      - v. Monroney / Loose content Label reprint:
        - 1. Spec change required
        - 2. New invoices printed and shipped
    - vi. Inventory impact Swap out driver's side all-weather floor mat only

#### 3) Sales / Tooling Prioritization (7 Tools - only passenger and rear mats are common)

a. Fusion Single Retention b. Fusion Dual Retention c. Milan Single Retention d. Milan Dual Retention e. MKZ Single Retention f. MKZ Dual Retention d. MKZ Dual Retention d. MKZ Dual Retention f. MKZ Dual Retention d. MKZ Dual Retention d. MKZ Dual Retention f. MKZ Dual Retention d. MK

#### 4) Tooling Cost

#### 5) Engineering Risk – Testing

#### 6) Supplier Timing

#### 7) Service Impact / Dealer Channel

- a. Mixed inventory at both Dealers & Ford Authorized Distributors
- b. Potential Return/Scrap Logistics and Cost
- c. Customer/Dealer Speculation over Actions

#### 8) Service Communications

- a. Floor mat timing needed to communication availability (date available for free demand)
- b. Communications Channel:
  - i. EFC Electronic Field communications
  - ii. Hot-mail
  - iii. Message Center

#### 9) Next Steps

#### Sarahlynn D'Agostino

Truck & SUV Vehicle Personalization Program Manager Service Product Development / FCSD DSCII, Cube 597 (313) 24-85547 Email: sdagosti@ford.com

<sup>&</sup>quot;A positive attitude may not solve all your problems, but it will annoy enough people to make it worth the effort." Herm Albright 1876-1944, Author

From: Wilyard, Dan (D.J.)

**Sent:** Friday, July 02, 2010 2:32 PM

**To:** Guzzo, Michelle (M.) **Subject:** FW: Work Plan Review

Attachments: DK Request.xls

Dan Wilyard Vehicle Personalization Engineering Manager Service Engineering Operations Ford Customer Service Division

Tel/Fax: (313)323-1573 E-mail: dwilyard@ford.com

From: Ott, David (D.J.)

**Sent:** Friday, July 02, 2010 1:17 PM

To: Wilyard, Dan (D.J.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.)

Subject: Work Plan Review

Please review the attached and provide comments to me ASAP.



DK Request.xls

#### Thanks,

David J. Ott Government Investigations Manager - Automotive Safety Office Ford Motor Company Fairlane Plaza South, Suite 500 330 Town Center Drive Dearborn, MI 48126

Phone: 313-33-76645 Fax: 313-59-42268

# Floor Mat Labeling and Instructions Work Plan

#### Mat Labeling

Molded in label 100% as standard practice

- Label currently reads "DO NOT PLACE ON EXISTING FLOOR MATS"
- Verification that 100% of all mats in production contain label.

Mat label conspicuity to be reviewed, recommendation to be provided to Whitens/Fisher.

Addition of tie Strap Warning Label

PIA Mat packaging instructions - inclusion and wording revisions as necessary.

#### **Status / Target Completion**

In-process, to be completed by 7/15

In-process, to be completed by 7/15

Concern C12366729 in system, cost/timing estimates from supplier inprocess.

Concern C12366729 in system, cost/timing estimates from supplier inprocess.

#### **Owner's Guide**

Instructions, warning and picture included in all 2011 Model Year owner's guides.

Complete

#### **Dealer Communications**

Electronic Field Communication (EFC) to all dealers with mat installation reminders and cautions.

Pre-Delivery Instruction (PDI) review and revision

Vehicle Delivery Checklist review and revision

Follow-up EFC to all dealers informing of new PDI and Vehicle Delivery checklists.

Complete (June 3)

In process, to be completed with OKTB for each new model launch. In process, to be completed by 7/30.

To be completed by 7/30.

From: Lawyer, Jennifer (J.)

**Sent:** Thursday, April 14, 2011 12:29 PM

To: Guzzo, Michelle (M.)
Subject: RE: EFC Draft 071610

You have to go to the Customer Viewpoint website under Customer Satisfaction then select the Delivery Checklist link off the CVP home page.

# Jennifer Lawyer

Customer Viewpoint Coordinator Ford Customer Service Division jlawyer@ford.com (313)594-6896

From: Guzzo, Michelle (M.)

**Sent:** Thursday, April 14, 2011 12:27 PM

**To:** Lawyer, Jennifer (J.) **Subject:** RE: EFC Draft 071610

The Delivery Checklist, the attached .pdf is the example but I cannot find this "live" on the fmc dealer. Hopefully I am not looking in the correct location and you can locate.

<< File: 2011 Ford Taurus.pdf >>

#### Michelle Guzzo

Ford Vehicle Personalization | Interior Trim and Accessories | Cell 313.516.2193 | Desk 313.248.6441

From: Lawyer, Jennifer (J.)

**Sent:** Thursday, April 14, 2011 12:24 PM

**To:** Guzzo, Michelle (M.) **Subject:** RE: EFC Draft 071610

Michelle - Which checklist were you looking at?

# Jennifer Lawyer

Customer Viewpoint Coordinator Ford Customer Service Division jlawyer@ford.com (313)594-6896

From: Guzzo, Michelle (M.)

**Sent:** Thursday, April 14, 2011 12:21 PM

**To:** Lawyer, Jennifer (J.) **Subject:** RE: EFC Draft 071610

Jennifer, I went into FMC Dealer today to print the delivery checklist and I do not see the floor mat information. Can you verify please.

#### Michelle Guzzo

#### Ford Vehicle Personalization | Interior Trim and Accessories | Cell 313.516.2193 | Desk 313.248.6441

From: Lawyer, Jennifer (J.)

**Sent:** Thursday, July 22, 2010 9:49 AM

To: Guzzo, Michelle (M.)

Cc: Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.); Van Tiem, Reed (R.C.);

Muller, Jim (J.A.); Ott, David (D.J.); Burns, Joanne (.); Williams, Trevor (T.G.)

Subject: RE: EFC Draft 071610

Michelle - All 2010 and 2011 delivery checklists currently active and available for download by dealers have been updated with the floor mat information.

# Jennifer Lawyer

Customer Viewpoint Coordinator Ford Customer Service Division jlawyer@ford.com (313)594-6896

From: Guzzo, Michelle (M.)

**Sent:** Wednesday, July 21, 2010 3:27 PM

To: Williams, Trevor (T.G.)

Cc: Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.); Lawyer, Jennifer (J.);

Van Tiem, Reed (R.C.); Muller, Jim (J.A.); Ott, David (D.J.); Burns, Joanne (.)

Subject: RE: EFC Draft 071610

<< File: EFC DRAFT 071610.pdf >>

PDF Attached for your review.

#### Michelle Guzzo

Ford Vehicle Personalization | Accessories, Body Interior D&R Supv | Desk: 313-248-6441 | Cell: 313-516-2193 << OLE Object: Picture (Metafile) >>

From: Williams, Trevor (T.G.)

Sent: Wednesday, July 21, 2010 3:05 PM To: Ott, David (D.J.); Burns, Joanne (.)

Cc: Guzzo, Michelle (M.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.);

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Manager, Vehicle Safety Environment, Energy & Vehicle Safety Ford of Canada CHQ, Office 625 (905) 845-2511, ext 1145 Dial net: 9-1-853-1145 twillia4@ford.com

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Lawyer, Jennifer (J.); Van Tiem, Reed (R.C.); Muller, Jim (J.A.); Williams, Trevor (T.G.)

Subject: RE: EFC Draft 071610

In my opinion, let's do what we can when we can. In other words, let's go ahead with the English version when ready, and follow up with the French translations and distribute to Canada at such point in time as they can be made available.

David J. Ott

Government Investigations Manager - Automotive Safety Office Ford Motor Company Fairlane Plaza South, Suite 500 330 Town Center Drive Dearborn, MI 48126

Phone: 313-33-76645 Fax: 313-59-42268

From: Burns, Joanne (.)

Sent: Wednesday, July 21, 2010 9:46 AM

To: Guzzo, Michelle (M.); Ott, David (D.J.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.);

Wilyard, Dan (D.J.); Van Tiem, Reed (R.C.); Lawyer, Jennifer (J.); Muller, Jim (J.A.)

Subject: RE: EFC Draft 071610

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One big question - does this initiative only apply to U.S. dealers? If I have to update for Ford of Canada that involves translation and will take more time.

Please advise.

Thanks, joanne

From: Guzzo, Michelle (M.)

**Sent:** Friday, July 16, 2010 1:49 PM

To: Ott, David (D.J.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.); Van

Tiem, Reed (R.C.); Burns, Joanne (.); Lawyer, Jennifer (J.); Muller, Jim (J.A.)

**Subject:** EFC Draft 071610

<< File: EFC DRAFT 071610.pdf >>

Joanne Burns and I entered a DRAFT EFC into the system today, please let me know if you have any comments.

#### Michelle Guzzo

Ford Vehicle Personalization | Accessories, Body Interior D&R Supv | Desk: 313-248-6441 | Cell: 313-516-2193 << OLE Object: Picture (Metafile) >>

From: Lawyer, Jennifer (J.)

**Sent:** Friday, April 15, 2011 1:29 PM

To:Guzzo, Michelle (M.)Cc:Muller, Jim (J.A.)Subject:RE: EFC Draft 071610

Michelle - The issue has now been corrected and all checklists have been updated and are now showing the floor mat information. Sorry for any confusion.

## Jennifer Lawyer

Customer Viewpoint Coordinator Ford Customer Service Division jlawyer@ford.com (313)594-6896

From: Guzzo, Michelle (M.)

**Sent:** Thursday, April 14, 2011 12:27 PM

To: Lawyer, Jennifer (J.)
Subject: RE: EFC Draft 071610

The Delivery Checklist, the attached .pdf is the example but I cannot find this "live" on the fmc dealer. Hopefully I am not looking in the correct location and you can locate.

<< File: 2011 Ford Taurus.pdf >>

#### Michelle Guzzo

Ford Vehicle Personalization | Interior Trim and Accessories | Cell 313.516.2193 | Desk 313.248.6441

From: Lawyer, Jennifer (J.)

**Sent:** Thursday, April 14, 2011 12:24 PM

**To:** Guzzo, Michelle (M.) **Subject:** RE: EFC Draft 071610

Michelle - Which checklist were you looking at?

## Jennifer Lawyer

Customer Viewpoint Coordinator Ford Customer Service Division jlawyer@ford.com (313)594-6896

From: Guzzo, Michelle (M.)

**Sent:** Thursday, April 14, 2011 12:21 PM

To: Lawyer, Jennifer (J.)
Subject: RE: EFC Draft 071610

Jennifer, I went into FMC Dealer today to print the delivery checklist and I do not see the floor mat information. Can you verify please.

#### Michelle Guzzo

Ford Vehicle Personalization | Interior Trim and Accessories | Cell 313.516.2193 | Desk 313.248.6441

Lawyer, Jennifer (J.) From:

Sent: Thursday, July 22, 2010 9:49 AM

Guzzo, Michelle (M.) To:

Cc: Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.); Van Tiem, Reed (R.C.);

Muller, Jim (J.A.); Ott, David (D.J.); Burns, Joanne (.); Williams, Trevor (T.G.)

Subject: RE: EFC Draft 071610

Michelle - All 2010 and 2011 delivery checklists currently active and available for download by dealers have been updated with the floor mat information.

# Jennifer Lawyer

**Customer Viewpoint Coordinator** Ford Customer Service Division ilawyer@ford.com (313)594-6896

From: Guzzo, Michelle (M.)

Wednesday, July 21, 2010 3:27 PM Sent:

To: Williams, Trevor (T.G.)

Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.); Lawyer, Jennifer (J.); Cc:

Van Tiem, Reed (R.C.); Muller, Jim (J.A.); Ott, David (D.J.); Burns, Joanne (.)

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Manager, Vehicle Safety Environment, Energy & Vehicle Safety Ford of Canada

CHQ, Office 625 (905) 845-2511, ext 1145 Dial net: 9-1-853-1145

twillia4@ford.com

From: Ott, David (D.J.)

Sent: Wednesday, July 21, 2010 2:42 PM

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Cc: Guzzo, Michelle (M.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.);

Lawyer, Jennifer (J.); Van Tiem, Reed (R.C.); Muller, Jim (J.A.); Williams, Trevor (T.G.)

Subject: RE: EFC Draft 071610

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David J. Ott

Government Investigations Manager - Automotive Safety Office

Ford Motor Company

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330 Town Center Drive Dearborn, MI 48126

Phone: 313-33-76645 Fax: 313-59-42268

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Subject: RE: EFC Draft 071610

All, it looks like our Supplier and the IT team can get both the 2010MY and 2011MY sheets updated and posted on-line by the July 26th target EFC release date.

One big question - does this initiative only apply to U.S. dealers? If I have to update for Ford of Canada that involves translation and will take more time.

Please advise.

Thanks, joanne

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**Sent:** Friday, July 16, 2010 1:49 PM

To: Ott, Ďavid (D.J.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.); Van

Tiem, Reed (R.C.); Burns, Joanne (.); Lawyer, Jennifer (J.); Muller, Jim (J.A.)

**Subject**: EFC Draft 071610

<< File: EFC DRAFT 071610.pdf >>

Joanne Burns and I entered a DRAFT EFC into the system today, please let me know if you have any comments.

#### Michelle Guzzo

From: Curtone, Terry (T.L.)

**Sent:** Tuesday, July 27, 2010 9:07 AM

To: Burns, Joanne (.)
Cc: Guzzo, Michelle (M.)
Subject: RE: EFC Draft 071610

Hi Joanne,

If there are no changes, we should be in line to release to dealers August 2nd as well.

Thanks, Terry

From: Burns, Joanne (.)

**Sent:** Monday, July 26, 2010 2:18 PM

To: Curtone, Terry (T.L.)
Cc: Guzzo, Michelle (M.)
Subject: RE: EFC Draft 071610

#### Hi Terry,

To my knowledge the draft that was sent (and attached) is the final draft - no changes were suggested. I don't think we'll have a final published copy until it releases to dealers (scheduled for August 2nd?). But you should be able to use the draft for your purposes.

I am copying Michelle Guzzo in case my assumptions are wrong - Michelle, is this draft the final copy to be published or were there changes?

Thanks, joanne

#### << File: EFC DRAFT 071610.pdf >>

From: Curtone, Terry (T.L.)
Sent: Friday, July 23, 2010 8:45 AM

**To:** Burns, Joanne (.) **Subject:** RE: EFC Draft 071610

Hi Joanne,

Do you have the final version of the EFC? Please forward. Thank you.

From: Burns, Joanne (.)

**Sent:** Thursday, July 22, 2010 7:44 AM

To: Curtone, Terry (T.L.); Jorgensen, John (J.D.); 'Keith.Peruzzi@VFTIS.spx.com'; 'Keith.Peruzzi@spx.com' Cc: Goodman, Erika (E.R.); Williams, Trevor (T.G.); Guberney, Michael Jay (M.J.); Horne, Michael (M.D.)

Subject: RE: EFC Draft 071610

#### Terry,

John already has our English versions and should be ready for translation. He was simply waiting for my response on whether or not this strategy was being implemented in Canada.

John/Keith please proceed with translation for all the new 2010MY and 2011MY PDI sheets.

# Thanks, joanne

From: Curtone, Terry (T.L.)

**Sent:** Thursday, July 22, 2010 6:24 AM

**To:** Burns, Joanne (.)

Cc: Goodman, Erika (E.R.); Williams, Trevor (T.G.); Guberney, Michael Jay (M.J.); Horne, Michael (M.D.); Curtone, Terry (T.L.)

Subject: RE: EFC Draft 071610

Good morning Joanne,

Please provide John Jorgensen with the final approved English version.

John will then use the process we have set up for translation.

Once translation is complete, John provides me with pdf versions of English & French which I load onto inford.com.

Thank you,

Terry

#### Teresa Curtone

NSO Training & Communications

Ford of Canada

The Canadian Road / Cube 408D / Oakville, Ontario / L6J 5E4

Office: 905.845.2511 x1194 / Fax: 1-866-638-2180

Confidentiality Notice: This message is intended for the addressees only and may contain confidential or privileged information. Any use of this information by persons other than addressees is prohibited. If you have received this message in error, please reply to the sender and delete or destroy all copies.

From: Horne, Michel (M.D.)

Sent: Wednesday, July 21, 2010 5:37 PM

To: Burns, Joanne (.)

Cc: Curtone, Terry (T.L.); Goodman, Erika (E.R.); Williams, Trevor (T.G.); Guberney, Michael Jay (M.J.)

**Subject:** FW: EFC Draft 071610

#### Hi Joanne,

Please add the revised language and translate the PDI forms as soon as you can for Canada. We will publish a similar EFC for our Canadian dealers once you provide us with timing and we can direct them to the revised forms.

### Michel Horne

Warranty Manager Ford of Canada The Canadian Road Oakville, ON

L6J 5E4

Tel: 905-845-2511 x 1016

Fax: 866-637-1304

"Today's mighty oak is just yesterday's nut that held its ground"

IMPORTANT NOTICE: This message is intended only for the use of the individual or entity to which it is addressed, and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by return e-mail. Thank you.



Do you really need to print this email? Help preserve our environment!

From: Williams, Trevor (T.G.)

Sent: Wednesday, July 21, 2010 3:52 PM

Horne, Michel (M.D.); Morton, Jeff (J.I.); Goodman, Erika (E.R.) To:

Subject: FW: EFC Draft 071610

Attached is a draft of a US Electronic Field Communication focusing on correct installation of floor mats and in particular, all-weather floor mats (accessory and RPO)

The US appears to be moving quickly on this and Canada may be delayed due to our requirement for French versions of the PDI forms.

Jeff: I assume the salesperson delivery process is yours, without any support from the US?

### Trevor G. Williams

Manager, Vehicle Safety Environment, Energy & Vehicle Safety Ford of Canada CHQ. Office 625 (905) 845-2511, ext 1145 Dial net: 9-1-853-1145 twillia4@ford.com

From: Williams, Trevor (T.G.)

Sent: Wednesday, July 21, 2010 3:05 PM To: Ott, David (D.J.); Burns, Joanne (.)

Guzzo, Michelle (M.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.);

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From:	Ott, David (D.J.)	

Wednesday, July 21, 2010 2:42 PM Sent:

Burns, Joanne (.) To:

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Government Investigations Manager - Automotive Safety Office

Ford Motor Company

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330 Town Center Drive Dearborn, MI 48126

Phone: 313-33-76645 Fax: 313-59-42268

Burns, Joanne (.) From:

Sent: Wednesday, July 21, 2010 9:46 AM

Guzzo, Michelle (M.); Ott, David (D.J.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); To:

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Thanks, joanne

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Subject: EFC Draft 071610

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Joanne Burns and I entered a DRAFT EFC into the system today, please let me know if you have any comments.

#### Michelle Guzzo

From: Van Tiem, Reed (R.C.)

**Sent:** Wednesday, July 21, 2010 11:51 AM **To:** Burns, Joanne (.); Guzzo, Michelle (M.)

Subject: RE: EFC Draft 071610

Still don't have a communication in the system yet. At this point, if you can get the sheets approved this week, the communication will go to the field on Wednesday, July 28, and to the dealers on Monday, August 2, 2010. If they are delayed into next week, we are looking at 8/4 for the field and 8/9 for the dealers.

Call me if you need help getting the letter into the system. Thanks.

#### **Reed Van Tiem**

FCSD Field Operations 313-206-2159 rvantiem@ford.com

From: Burns, Joanne (.)

Sent: Wednesday, July 21, 2010 9:46 AM

To: Guzzo, Michelle (M.); Ott, David (D.J.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.);

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Subject: EFC Draft 071610

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#### Michelle Guzzo

From: Burns, Joanne (.)

Sent: Wednesday, July 21, 2010 4:03 PM

To: Guzzo, Michelle (M.); Williams, Trevor (T.G.); Curtone, Terry (T.L.)

Cc: Wilyard, Dan (D.J.); Lawyer, Jennifer (J.); Van Tiem, Reed (R.C.); Ott, David (D.J.)

**Subject:** RE: EFC Draft 071610

#### Trevor,

As I understand the situation, this dealer letter is part of an overall strategy that includes also updating floor mat packaging labels, the Pre-Delivery Inspection (PDI) Check Sheets and the Sales Delivery Checklists.

I work on the PDI sheets and we typically perform the translations here in the U.S. and work with Terry Curtone in the FoC Training & Communications office. I am copying Terry on this note.

I do not know if FoC uses the same Sales Delivery checklists or EFC publication system but if everything has to simultaneous (per your suggestion) then other functional activities in FoC may need to be involved.

**David** - while we are on the subject - my PDI sheets do not apply to vehicles delivered by dealers in Mexico or any Export operations dealers. Does the scope of this strategy include those dealers as well? Is it Global in scope? We do not impact other regions either.

From: Guzzo, Michelle (M.)

Sent: Wednesday, July 21, 2010 3:27 PM

To: Williams, Trevor (T.G.)

Cc: Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.); Lawyer, Jennifer (J.);

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Tiem, Reed (R.C.); Burns, Joanne (.); Lawyer, Jennifer (J.); Muller, Jim (J.A.)

**Subject**: EFC Draft 071610

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Joanne Burns and I entered a DRAFT EFC into the system today, please let me know if you have any comments.

#### Michelle Guzzo

From: Van Tiem, Reed (R.C.)
Sent: Friday, July 16, 2010 2:35 PM

To: Guzzo, Michelle (M.)
Subject: RE: EFC Draft 071610

Michelle - I can't see the letter in the system. You may need to add me as the next approver down at the bottom of the input screen, and then also click the "Publish/Release" link in your efc toolbox. Let me know if this you need help.

#### **Reed Van Tiem**

FCSD Field Operations 313-206-2159 rvantiem@ford.com

From: Guzzo, Michelle (M.)
Sent: Friday, July 16, 2010 1:49 PM

To: Ott, David (D.J.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.); Van

Tiem, Reed (R.C.); Burns, Joanne (.); Lawyer, Jennifer (J.); Muller, Jim (J.A.)

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Joanne Burns and I entered a DRAFT EFC into the system today, please let me know if you have any comments.

#### Michelle Guzzo

From: Curtone, Terry (T.L.)

**Sent:** Thursday, July 29, 2010 9:11 AM

To: Burns, Joanne (.)

**Cc:** Guzzo, Michelle (M.); Horne, Michel (M.D.); Jorgensen, John (J.D.);

'Keith.Peruzzi@VFTIS.spx.com'; Curtone, Terry (T.L.)

Subject: RE: EFC Draft 071610

No apologies necessary Joanne (I received the libmail notification; followed suit with verbiage provided on PDI sheet). Our bulletin is ready to go, just waiting for 2010MY checksheets to be updated (in process) and John is working on 2011MY checksheets.

We should have loaded on inford.com next week.

Regards, Terry

From: Burns, Joanne (.)

Sent: Thursday, July 29, 2010 9:03 AM

To: Curtone, Terry (T.L.)

Cc: Guzzo, Michelle (M.); Horne, Michel (M.D.); Jorgensen, John (J.D.); 'Keith.Peruzzi@VFTIS.spx.com'

Subject: RE: EFC Draft 071610

Terry - sorry for my delayed response - I was out of the office Tue/Wed in GPDS meetings.

The text added to the PDI sheet is as shown below... the files from John reflect the U.S. checksheets final changes.

Michelle - looks like you need to align text in the EFC with what we have on the PDI sheet, not sure where the "or any other covering" language came from. Possibly something you and the team added in? We had approval from ASO for our language (and made the updates) based on our original proposal (7/14/2010) that did not include that phrase.

I'll copy you and send a note to Reed in case you can't edit the EFC at this point.

Thanks, joanne

From: Curtone, Terry (T.L.)
Sent: Tuesday, July 27, 2010 9:29 AM

To: Burns, Joanne (.)

Cc: Guzzo, Michelle (M.); Horne, Michel (M.D.); Jorgensen, John (J.D.); Curtone, Terry (T.L.)

Subject: RE: EFC Draft 071610

Hi Joanne,

I need clarification on the verbiage; the statements used on the checksheets and EFC are inconsistent.

The checksheets (sent from John Jorgensen) show:

Note: The driver's floor mat must be securely fastened to the floor by attaching the mat to the provided hook or snap grommets. Do not place a floor mat on top of an existing floor mat.

However the verbiage in the EFC (draft/final) shows:

Note: The driver's floor mat must be securely fastened to the floor by attaching the mat to the provided hook or snap grommets. Do not place a floor mat on top of an existing floor mat, or any other covering.

Please provide final verbiage that is added on the checksheets.

Thanks, Terry

From: Burns, Joanne (.)

Monday, July 26, 2010 2:18 PM Sent:

To: Curtone, Terry (T.L.) Guzzo, Michelle (M.) Cc: Subject: RE: EFC Draft 071610

#### Hi Terry,

To my knowledge the draft that was sent (and attached) is the final draft - no changes were suggested. I don't think we'll have a final published copy until it releases to dealers (scheduled for August 2nd?). But you should be able to use the draft for your purposes.

I am copying Michelle Guzzo in case my assumptions are wrong - Michelle, is this draft the final copy to be published or were there changes?

Thanks, joanne

#### << File: EFC DRAFT 071610.pdf >>

From: Curtone, Terry (T.L.) Friday, July 23, 2010 8:45 AM Sent:

Burns, Joanne (.) To:

Subject: RE: EFC Draft 071610

Hi Joanne,

Do you have the final version of the EFC? Please forward. Thank you.

From: Guzzo, Michelle (M.)

**Sent:** Thursday, April 14, 2011 12:27 PM

**To:** Lawyer, Jennifer (J.) **Subject:** RE: EFC Draft 071610

Attachments: 2011 Ford Taurus.pdf

The Delivery Checklist, the attached .pdf is the example but I cannot find this "live" on the fmc dealer. Hopefully I am not looking in the correct location and you can locate.



#### Michelle Guzzo

Ford Vehicle Personalization | Interior Trim and Accessories | Cell 313.516.2193 | Desk 313.248.6441

From: Lawyer, Jennifer (J.)

**Sent:** Thursday, April 14, 2011 12:24 PM

**To:** Guzzo, Michelle (M.) **Subject:** RE: EFC Draft 071610

Michelle - Which checklist were you looking at?

# Jennifer Lawyer

Customer Viewpoint Coordinator Ford Customer Service Division jlawyer@ford.com (313)594-6896

From: Guzzo, Michelle (M.)

**Sent:** Thursday, April 14, 2011 12:21 PM

To: Lawyer, Jennifer (J.)
Subject: RE: EFC Draft 071610

Jennifer, I went into FMC Dealer today to print the delivery checklist and I do not see the floor mat information. Can you verify please.

#### Michelle Guzzo

Ford Vehicle Personalization | Interior Trim and Accessories | Cell 313.516.2193 | Desk 313.248.6441

From: Lawyer, Jennifer (J.)

**Sent:** Thursday, July 22, 2010 9:49 AM

To: Guzzo, Michelle (M.)

Cc: Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.); Van Tiem, Reed (R.C.);

Muller, Jim (J.A.); Ott, David (D.J.); Burns, Joanne (.); Williams, Trevor (T.G.)

Subject: RE: EFC Draft 071610

Michelle - All 2010 and 2011 delivery checklists currently active and available for download by dealers have been updated with the floor mat information.

# Jennifer Lawyer

**Customer Viewpoint Coordinator** Ford Customer Service Division ilawyer@ford.com (313)594-6896

From: Guzzo, Michelle (M.)

Wednesday, July 21, 2010 3:27 PM Sent:

Williams, Trevor (T.G.) To:

Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.); Lawyer, Jennifer (J.); Cc:

Van Tiem, Reed (R.C.); Muller, Jim (J.A.); Ott, David (D.J.); Burns, Joanne (.)

Subject: RE: EFC Draft 071610

<< File: EFC DRAFT 071610.pdf >>

PDF Attached for your review.

#### Michelle Guzzo

Ford Vehicle Personalization | Accessories, Body Interior D&R Supv | Desk: 313-248-6441 | Cell: 313-516-2193 << OLE Object: Picture (Metafile) >>

From: Williams, Trevor (T.G.)

Wednesday, July 21, 2010 3:05 PM Sent: Ott, David (D.J.); Burns, Joanne (.) To:

Guzzo, Michelle (M.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.); Cc:

Lawyer, Jennifer (J.); Van Tiem, Reed (R.C.); Muller, Jim (J.A.)

Subject: RE: EFC Draft 071610

We have agreements with the government of Quebec and our Quebec dealers committing us to simultaneous release of French and English.

Can you explain what the document is? I wasn't on the original distribution that contained the PDF

### Trevor G. Williams

Manager, Vehicle Safety Environment, Energy & Vehicle Safety Ford of Canada CHQ, Office 625 (905) 845-2511, ext 1145 Dial net: 9-1-853-1145

twillia4@ford.com

From: Ott, David (D.J.)

Wednesday, July 21, 2010 2:42 PM Sent:

To: Burns, Joanne (.)

Guzzo, Michelle (M.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.); Cc:

Lawyer, Jennifer (J.); Van Tiem, Reed (R.C.); Muller, Jim (J.A.); Williams, Trevor (T.G.)

Subject: RE: EFC Draft 071610

In my opinion, let's do what we can when we can. In other words, let's go ahead with the English version when ready, and follow up with the French translations and distribute to Canada at such point in time as they can be made available.

David J. Ott Government Investigations Manager - Automotive Safety Office Ford Motor Company Fairlane Plaza South, Suite 500 330 Town Center Drive Dearborn, MI 48126

Phone: 313-33-76645 Fax: 313-59-42268

From: Burns, Joanne (.)

Sent: Wednesday, July 21, 2010 9:46 AM

To: Guzzo, Michelle (M.); Ott, David (D.J.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.);

Wilyard, Dan (D.J.); Van Tiem, Reed (R.C.); Lawyer, Jennifer (J.); Muller, Jim (J.A.)

Subject: RE: EFC Draft 071610

All, it looks like our Supplier and the IT team can get both the 2010MY and 2011MY sheets updated and posted on-line by the July 26th target EFC release date.

One big question - does this initiative only apply to U.S. dealers? If I have to update for Ford of Canada that involves translation and will take more time.

Please advise.

# Thanks, joanne

From: Guzzo, Michelle (M.)

**Sent:** Friday, July 16, 2010 1:49 PM

To: Ott, David (D.J.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.); Van

Tiem, Reed (R.C.); Burns, Joanne (.); Lawyer, Jennifer (J.); Muller, Jim (J.A.)

**Subject:** EFC Draft 071610

<< File: EFC DRAFT 071610.pdf >>

Joanne Burns and I entered a DRAFT EFC into the system today, please let me know if you have any comments.

#### Michelle Guzzo



### **DELIVERY CHECKLIST**

# 2011 Ford Taurus Jarrett-Gordon Ford Lincoln Mercury, Inc., 3015 Lake Alfred Road, Winter Haven, FL 33881 - (863) 294-3571

PREPARED FOR:	VEHICLE PRESENTATION / OPERATING FEATURES	OPERATION
	Some features are optional or may not be available with your new vehicle.	Engine coolant system anti-freeze & anti-corrosion strength should be
	INTERIOR	checked & serviced at the mileage or equivalent hour intervals specified
CUSTOMER'S E-MAIL ADDRESS	Securicode™ (keypad) / keyless entry / key fobs (if applicable)	by the message center & maintenance schedule.
COOT CIMETO E IIII IIE / IBBI (EGG	Seat adjustment, memory seat / & power third row (if applicable)	Adjustable steering-wheel & pedal operation with memory (if applicable)
DELIVERY PERSON	Second-generation driver-side or driver & passenger-side air bag	☐ Vehicle starting procedures (starter interlock) (if applicable)
BELIVERT FEROOR	Safety belts (adjustable D-rings)	Anti-lock Brake System (ABS) / Traction Control System / Trailer Tow
VEHICLE IDENTIFICATION NUMBER (VIN)	Operation of mirrors / Automatic-dimming day / night rearview mirror /	prep / Trailer Sway Control (if applicable)
VEHICLE IDENTIFICATION NOMBER (VIIV)	heated mirrors (if applicable)	Operation of headlights, high beam, flasher, parking, interior, fog lights,
Congratulations on your new Ford purchase! Our dealership's Quality	☐ Visors & front seat SRS warning (if applicable)	auxiliary parking lamps, Adaptive HID headlamps, & Auto High Beam (if
Commitment is a promise to do our best to satisfy your total transportation	Ambient Lighting (if applicable)	applicable)  Wiper & washer operation / rear / rain sensing (if applicable)
needs. As part of our commitment, we certify that all the pre-delivery items on this form have been checked to help ensure your satisfaction with your	☐ Driver window - one-touch up / down (if applicable)	Climate controls / rear auxiliary / rear defroster operation (if applicable)
new vehicle.	☐ Door locks / windows (power rear window / window lock switch / flip-out	
Sincerely,	windows / power locks / autolock / childproof rear-door locks) (if	Review 4WD/AWD operation (if applicable)
Sincerery,	applicable)	AdvanceTrac® w/Roll Stability Control® (RSC)
DEALER/GENERAL MANAGER'S SIGNATURE	☐ Interior hood & trunk release levers (if applicable)	☐ EcoBoost™ (if applicable)
DEALER/GENERAL WANAGER 3 SIGNATURE	☐ Safety Canopy™ with roll-over sensor (2 rows of protection)	Rear View Camera (if applicable)
OWNER GUIDE	☐ Multi-Contour Seats	BLIS™ Blind Spot Information System with Cross Traffic Alert (if
Owner Guide / Owner Guide supplements	☐ Verify the driver's floor mat is secured to the floor by the provided hook	applicable)
Review any applicable Quick Reference Guide / DVD	or snap grommets. Verify the floor mat is not placed on top of an	☐ Cruise control operation / Adaptive Cruise Control & Collision Mitigation with Brake Support (if applicable)
☐ I have personally explained the Owner Guide section on Safe Loading &	existing floor mat or any other covering. Inform the customer that mats	with brake Support (if applicable)
Driving Practices	are not to be stacked.	SYNC ORIENTATION (if applicable)
DELIVERY DOCUMENT REVIEW	SPECIAL FEATURES	Driving while distracted can result in loss of vehicle control. Use mobile
	Audio system / set stations, time, speed sensitive volume / steering-	phones, even with voice commands, & other devices not essential to driving
Explained delivery process	wheel controls / auxillary audio input jack / antenna location, operation / audiocassette (if applicable)	only when it is safe to do so.
Title document / Financing documents	l <u>—                                     </u>	Familiarize customers with location of SYNC controls & commands (common voice commands/steering wheel buttons/audio headunit buttons)
Registration work progress / procedures		& information resources (e.g. location of quick reference guide,
Extended Service Plan (if applicable)	Sirius® Satellite Radio demonstrated / channel line-up reviewed / favorite channels preset (if applicable)	syncmyride.com & owner guide supplement)
Roadside Assistance Benefits / Roadside Assistance Card	Voice-activated Navigation System with Sirius Travel Link™ & HD radio /	☐ Demonstrate Bluetooth cell phone pairing procedure (pair customer's
☐ I have personally explained the new vehicle limited warranty coverages	set home address or nearest intersection as Home Destination /	phone when available & set 911 Assist on)
Service Guide (Scheduled Maintenance Guide)	Reference Navigation Owner Guide Supplement & Quick Start Guide in	☐ Demonstrate digital music player connection process & location of USB
I have personally explained the Ford, Lincoln, Mercury Owner website &	glove box (if applicable)	port (use customer's media player when available)
have directed the customer to Fordowner.com website for vehicle	Temperature, compass, statistics displays, message center (if	Explain SYNC Driver Services (e.g. Vehicle Health Report (VHR) and
documents and related information.	applicable)	Traffic, Directions & Information (TDI)) & ensure activation on
☐ I have personally explained the new vehicle limited warranty coverages.  I have explained that many of these vehicle documents & related	☐ Universal garage door control system (if applicable)	syncmyride.com
information are also available online at the Ford, Lincoln, Mercury Owner	☐ Security system operation, including Securilock™ & perimeter antitheft	OWNER ADVANTAGE REWARDS™ (if applicable )
website Fordowner.com.	systems (if applicable)	Explained the Owner Advantage Rewards program benefits, including:
☐ I have personally reviewed & signed the Customer / Dealer Agreement &	MyKey™ functionality	rewards for purchases of parts / services & complimentary oil change
Pricing Sheet (Eligible Employee A/X/Z/D Plan Sales Only).	☐ S.O.S. Post Crash Alert System	offers
241 5/251 N /52 V 252 20 21 21 21 21 21 21 21 21 21 21 21 21 21	EXTERIOR	☐ Provided an Owner Advantage Reward Sales Welcome Handout
SALE/DELIVERY PERSON'S SIGNATURE DATE	Easy Fuel™ capless fuel filler system operation & location of fuel filler	CUECKLIST DEVIEW / CUSTOMED SIGN OFF
SERVICE DEPARTMENT	funnel	CHECKLIST REVIEW / CUSTOMER SIGN-OFF
Explained service procedures / how to obtain service	☐ Tire pressure review, Tire Pressure Monitoring System (if applicable)	I have personally inspected my new vehicle. It is in good operating
Set the first routine scheduled maintenance appointment Appointment date:	Operation of push-push pop-up fuel door - push near the pop-up	condition, damage-free, and is clean inside and out
Appointment date:	mechanism to open / close	Received copy of "The Consumer guide to the Florida Lemon Law" booklet.
Introduce customer to MPI Report Card  5000055	Trunk / Box and Cargo	Received "Dispute Settlement Board" brochure / application.
9.5	Spare tire / jack location & operation	Received Dispute Settlement Board brochure / application.      I acknowledge that all items checked on this delivery form have been
000	☐ Emergency interior trunk release	reviewed with me by my delivery person to my satisfaction.
205	UNDER THE HOOD	To now and with the by my delivery person to my satisfaction.
<del>5</del>	Fluid filler openings	CUSTOMER'S SIGNATURE DATE
	□ Pattery charge indicators	DATE

From: Johnson, Ernita (E.D.)

**Sent:** Tuesday, June 29, 2010 5:06 PM

To: Guzzo, Michelle (M.)

Subject: RE: EFC

#### Michelle,

I don't think Reed is working on this and am not sure what it is myself. What is the timing of this communication. The earliest it would go out is July 12th at this point if it stays on cadence. If it is an urgent communication, then I need to understand what's happening and why?

# Ernita D. Johnson

#### **Operations & Communications Manager**

Ford Motor Company, Customer Service Division (FCSD)

Field Operations Phone: 313-845-5744 Cell: 313-207-3866

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From: Guzzo, Michelle (M.)

**Sent:** Tuesday, June 29, 2010 5:03 PM

**To:** Johnson, Ernita (E.D.)

**Subject:** FW: EFC

Ernita - I see Reed is on vacation can you please see my email below and identify who you would like to meet with us this week to discuss, thanks.

#### Michelle Guzzo

Ford Vehicle Personalization | Accessories, Body Interior D&R Supv | Desk: 313-248-6441 | Cell: 313-516-2193 << OLE Object: Picture (Metafile) >>

From: Guzzo, Michelle (M.)

**Sent:** Tuesday, June 29, 2010 5:02 PM

To: Van Tiem, Reed (R.C.)

Subject: EFC

Reed - follow-up to my voicemail, are you the person working on the Fusion AWF Preliminary Investigation? If so I would like to get a EFC to use as a template if we decide to publish an EFC and Dan Wilyard would like me to call a meeting to discuss. Let me know if you the contact if not do you know who is.

#### Michelle Guzzo

From: Pinter, Wendy (W.L.)

**Sent:** Tuesday, April 19, 2011 7:34 AM

**To:** Guzzo, Michelle (M.) **Subject:** RE: Floor mat updates

#### Thanks Michelle.

#### M GO BLUE!

Wendy Zinter

Body Interior Supervisor, NVH/Carpet/Acoustics Cube 2F-H12, Product Development Center

Cell Phone: 313-805-8030 Email: wpinter@ford.com

From: Guzzo, Michelle (M.)
Sent: Friday, April 15, 2011 2:39 PM
To: Pinter, Wendy (W.L.)
Subject: RE: Floor mat updates

Wendy - Jennifer Lawyer, from FCSD Customer Viewpointe, has fixed the problem on fmcdealer.com and all checklists are now "live" with the floor mat information.

#### Michelle Guzzo

Ford Vehicle Personalization | Interior Trim and Accessories | Cell 313.516.2193 | Desk 313.248.6441

From: Guzzo, Michelle (M.)

**Sent:** Thursday, April 14, 2011 12:37 PM

To: Pinter, Wendy (W.L.)
Subject: Floor mat updates

#### Following attached:

- 1. Electronic Field Communication
- 2. Verification the EFC was published
- 3. Example of deliver checklist with floor mat verbiage added
- 4. Example of Pre-deliver checklist with floor mat verbiage added

Now the kicker is I went into fmcdealer.com to verify all the documents are "live" to the dealers and the old versions are on the web site. So, I am contacting the respective persons who made the updates to understand why the new versions are not loaded. I will keep you posted. It's never easy!

<< File: EFC0202243.pdf >> << Message: NEW Vehicle Pre-Delivery Inspection (PDI) and Vehicle Delivery Checklists Now Include Proper Floor Mat Installation >> << File: 2011 Ford Taurus.pdf >> << File: 2011 Focus PDI floormats draft 7.15.10.pdf >>

#### Michelle Guzzo

Ford Vehicle Personalization | Interior Trim and Accessories | Cell 313.516.2193 | Desk 313.248.6441

From: Hughes, Dave (D.J.)

Sent:Wednesday, July 14, 2010 4:44 PMTo:Guzzo, Michelle (M.); Foster, Karen (K.)Cc:Dimitry, Kevin (K.); Rogin, Sherri (S.L.)

Subject: RE: Owner Guide Updates

OK....I will request it.

Karen, can you provide a sample of the pages from a 2011MY vehicle OG that shows the warning not to stack all weather floor mats on top of the original floor mat and send it to Michelle Guzzo. She needs it for a meeting she has tomorrow afternoon.

Thanks.

#### Dave

From: Guzzo, Michelle (M.)

Sent: Wednesday, July 14, 2010 4:39 PM

To: Hughes, Dave (D.J.)
Subject: RE: Owner Guide Updates

Dave - can you please send me a sample of the Owner Guide page(s) for floor mats. We are meeting tomorrow afternoon to discuss the EFC on floor mats and wanted to bring the page(s) in for reference, thanks.

#### Michelle Guzzo

Ford Vehicle Personalization | Accessories, Body Interior D&R Supv | Desk: 313-248-6441 | Cell: 313-516-2193 << OLE Object: Picture (Metafile) >>

From: Hughes, Dave (D.J.)

**Sent:** Monday, June 28, 2010 2:29 PM

To: Wilyard, Dan (D.J.)

Cc: Groover, Charles (C.L.); Guzzo, Michelle (M.); Ott, David (D.J.); Bazil, Tom (Thomas E.); Rogin, Sherri (S.L.); Dimitry, Kevin (K.)

Subject: RE: Owner Guide Updates

Dan, here's an update on our plans to include language in the Owner Guides to "not stack" all weather floor mats.

- \* We starting working on this in December 2009 based on direction from engineering. Their direction was to implement it across the board on all 2011MY vehicles. For coordination of approvals etc it is easier to plan the changes during Job #1s (system fill) and the first printing.
- \* The majority of our 2011MY vehicles (13 vehicles) have already passed thru Job #1 (system fill) and have had the language added. I have listed the exceptions below:

2011 MY Vehicle	System Fill
Escape/Mariner/Tribute and Hybrid versions     Expedition/Navigator	7/25 8/2
3) F150/Raptor Supplement/Mark LT (Mex only)     4) Explorer	10/25 10/25

To summarize, by the end of October we will have completed updating all of the 2011MY Owner Guides to include language on not stacking all weather floor mats on top of the original floor mat. If they pull ahead any of these remaining Job #1s, we will support the new system fill dates.

FYI, we looked at the remaining 2010MY vehicles and it appears we have enough stock on hand to support the remaining production runs. Consequently, we will not be printing any additional 2010MY Owner Guides unless there is a significant slip in the remaining 2011MY Job #1 dates.

### **Dave Hughes**

### Mgr, Global Technical Communications

From: Wilyard, Dan (D.J.)

**Sent:** Friday, June 25, 2010 3:28 PM

To: Hughes, Dave (D.J.)

Cc: Wilyard, Dan (D.J.); Groover, Charles (C.L.); Guzzo, Michelle (M.); Ott, David (D.J.); Bazil, Tom (Thomas E.)

**Subject:** Owner Guide Updates

Importance: High

Dave,

Per our discussion, please identify alternatives with timing to update all FLM Owner Guides to include language to not stack floor mats. Response requested by mid afternoon Monday. Sorry for the short fuse. Thanks in advance.

Dan Wilyard

Vehicle Personalization Engineering Manager

Service Engineering Operations Ford Customer Service Division

Tel/Fax: (313)323-1573 E-mail: dwilyard@ford.com From: Muller, Jim (J.A.)

To: Guzzo, Michelle (M.)

Cc: Lawyer, Jennifer (J.); Muller, Jim (J.A.)

Subject: RE: EFC Draft 071610

**Date:** Friday, July 16, 2010 3:58:36 PM

Looks good Michelle. We will have all of the Delivery Checklists updated and available on the Customer Viewpoint Web Site by the end of next week.

#### Jim Muller

Customer Viewpoint BOC/LME Manager Ford Lincoln Mercury Sales Operations 16800 Executive Plaza Drive Dearborn, Michigan 48126

Office: (313) 621-8206 FAX: (313) 621-2997 eMail: jmuller1@ford.com

From: Guzzo, Michelle (M.)

Sent: Friday, July 16, 2010 1:49 PM

To: Ott, David (D.J.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.);

Van Tiem, Reed (R.C.); Burns, Joanne (.); Lawyer, Jennifer (J.); Muller, Jim (J.A.)

Subject: EFC Draft 071610

<< File: EFC DRAFT 071610.pdf >>

Joanne Burns and I entered a DRAFT EFC into the system today, please let me know if you have any comments.

#### Michelle Guzzo

Ford Vehicle Personalization | Accessories, Body Interior D&R Supv | Desk: 313-248-6441 | Cell: 313-516-2193

<< OLE Object: Picture (Metafile) >>

From: Burns, Joanne (.)

To: Wilyard, Dan (D.J.); Beauchamp, Greg (G.J.)

Cc: Ott, David (D.J.); Bazil, Tom (Thomas E.); Groover, Charles (C.L.); Guzzo, Michelle (M.)

Subject: RE: PDI and Delivery Checklist Proposed Revision

**Date:** Friday, June 25, 2010 4:45:18 PM

Attachments: 2011MY PreDelivery Publication Schedule 6.16.2010.pdf

#### Dan and all-

There are 2 options for updating the 2011MY Pre-Delivery Inspection (PDI) Service Records. The PDI Service Records are vehicle-specific and are published at OKTB for each program.

#### Option 1. Update all 2011MY PDI Service Records

This would require the following from your team:

- 1. A draft of the specific text you want added to section 6. (Appearance) from responsible Engineering activity.
- 2. An approval of the text by ASO.

Once we have approved text, these are the next steps and timing from our team:

#### To update sheets already published- 14 business days

- 1. (5 business days) for Supplier (SPX) updates the PDI Service Records for all currently published (already launched) 2011MY vehicle lines.
- 2. (2 business days) for review and approval of new sheets.
- 3. (5-7 business days) for TSO to replace sheets on the PTS website.

#### To update sheets not yet published-8 business days

- 1. See attached for list of vehicle lines already published v. not yet published. Note that there are many programs launching in late July/August so to meet their publication timing we would prefer approved text no later than **July 14th**.
- 1a. If we get approved text by July 14th, our Supplier can update the PDI Service Records and follow our normal publication process and schedule (next up publication date on the schedule is July 26th).
- 1b. If we do not have approved text by July 14th, then we would have to re-publish the July 26th sheets, etc.

#### Option 2. Update only 2011MY PDI Service Records not yet published

This would still require the following from your team:

- 1. A draft of the specific text you want added to section 6. (Appearance) from responsible Engineering activity.
- 2. An approval of the text by ASO.

Once we have approved text, these are the next steps and timing from our team:

1. Updated text will be included in all future published 2011MY vehicle lines - as described above, the timing of final approved text would dictate which vehicle programs would be updated. We need approximately 8 business days to implement.

#### **Additional Consideration:**

As discussed, I understand that adding updated text to the PDI Service Record is just one step of an overall communication strategy. If we choose Option 1. above and update previously published PDI Service Records, I would also request that there be an opportunity to add a paragraph to any Dealer Communication on this subject to remind Dealers to print new PDI Service Records and discard any previously printed PDI Service Records.

If you have any questions, please let me know. Hope this helps.

Thanks. joanne

<<...>>

Note that the attached file contains Ford Confidential OKTB information, handle accordingly.

From: Wilyard, Dan (D.J.)

**Sent:** Friday, June 25, 2010 3:16 PM

Beauchamp, Greg (G.J.); Burns, Joanne (.)

Wilyard, Dan (D.J.); Ott, David (D.J.); Bazil, Tom (Thomas E.); Groover, Charles (C.L.); Guzzo, Michelle (M.)

PDI and Delivery Checklist Proposed Revision Subject:

Importance: High

Joanne.

Per our discussion, please provide alternatives and estimated timing for updating the Pre-Delivery Service Records (2011 Taurus file attached below) for all FLM vehicles. The proposed update would be to revise the "Place floor mats in vehicle" language under 6. Appearance to include language on attaching and not stacking.

#### Greg.

Per my phone message, please provide feasibility/recommendation and timing on including a statement on the Delivery Checklist (file attached below) under Quality Vehicle Check. The statement would verify floor mat attachment and not to stack floor mats on top of each other (all weather on top of carpeted).

Your responses are requested by early afternoon Monday. Sorry for the short fuse. Thanks in advance for your help. Contact me if you have any questions.

Dan Wilyard Vehicle Personalization Engineering Manager Service Engineering Operations Ford Customer Service Division

Tel/Fax: (313)323-1573 E-mail: dwilyard@ford.com

PE10-019.5 000062

From: Case, Robert (R.C.)

**Sent:** Friday, June 25, 2010 1:59 PM

To: Wilyard, Dan (D.J.); Groover, Charles (C.L.)

Cc: Burns, Joanne (.)
Subject: FW: PDI

Slight modification to my note based on a conversation with Joanne Burns.

The PDI file in the first note is actually the "Delivery" checklist used at the time of vehicle delivery to the customer which is usually completed by the sales person.

The file below is a copy of the 2011 "Taurus PDI" form which is usually completed closer to the time the vehicle arrives at the dealer. Note under section 6 - "Place floor mats vehicle"

Joanne suggested that the "Delivery" checklist might be a good place if any language is needed because this it the touch point between the salesperson and the customer. We think Greg Beauchamp owns the "Delivery" checklist but not positive.

<< File: Taurus PDI.pdf >> P.S. Joanne - thanks for clarifications!!

# **Bob Case**Operations Manager Recall & Service Programs 32-32627

From: Case, Robert (R.C.)

Sent: Friday, June 25, 2010 12:22 PM

To: Groover, Charles (C.L.); Wilyard, Dan (D.J.)

Subject: PDI

Gents,

Attached are 2 documents:

- PDF of the Warranty & Policy manual section on PDI
- The PDI checklist

Joanne Burns in Mark Albrant's shop coordinates the PDI efforts. (If my memory serves me right Vehicle Division funds the event but FCSD coordinates etc....)

<< File: Document.pdf >>

<< File: PDI.pdf >>

#### **Bob Case**

Operations Manager Recall & Service Programs From: Logel, Jay (J.D.)

**Sent:** Friday, July 16, 2010 2:50 PM

To: Guzzo, Michelle (M.); Ott, David (D.J.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover,

Charles (C.L.); Wilyard, Dan (D.J.); Van Tiem, Reed (R.C.); Burns, Joanne (.); Lawyer,

Jennifer (J.); Muller, Jim (J.A.)

Subject: RE: EFC Draft 071610

# REDACTED FOR PRIVILEGE

From: Guzzo, Michelle (M.)
Sent: Friday, July 16, 2010 1:49 PM

To: Ott, David (D.J.); Logel, Jay (J.D.); Aselage, Jane (J.M.); Pinter, Wendy (W.L.); Groover, Charles (C.L.); Wilyard, Dan (D.J.); Van

Tiem, Reed (R.C.); Burns, Joanne (.); Lawyer, Jennifer (J.); Muller, Jim (J.A.)

Subject: EFC Draft 071610

<< File: EFC DRAFT 071610.pdf >>

Joanne Burns and I entered a DRAFT EFC into the system today, please let me know if you have any comments.

#### Michelle Guzzo

# PE10-019 Supplement PRIVILEGE LOG

Bates Range		Document Author(s)	Document Recipient(s)	Document cc's	Document Date	Document Description	Privilege (Basis of Claim)
PE10-019.5 000065	Email	the General Counsel Attorney	Michelle Guzzo, Ford Employee; David Ott, Ford Employee; Jane Aselage, Ford Employee; Wendy Pinter, Ford Employee; Charles Groover, Ford Employee; Dan Wilyard, Ford Employee; Reed Van Tiem, Ford Employee; Joanne Burns, Ford Employee; Jennifer Lawler, Ford Employee; Jim Muller, Ford Employee			E-mail correspondence between Ford's Office of the General Counsel and Ford Employees providing legal advice. Produced in redacted form.	Attorney Client Privilege

	Α	B C D				E							F		G	н	I
	Model and				Original							Мо	dified	Disposition of	Original Parts		
Year	Model Year  Make	Model	Date Incorporated Into Vehicle Production	Description of Change	Reasons for Change		ngineering Part	Number	Ford Service Part Number	Ford Eng	gineering Part		Ford Service Part Number	Withdrawn from Ford Production Inventory (Scrap/ Consume/ Rework)	Effective Date	New Component Service Part Availability Date	New Component Interchangeable With Old (Y/N - Intended versus Possible)  1 - New part can be used in place of old  2 - New and old can be used in place of each other  3 - No interchangeability  5 - If needed, tooling must be maintained
2006	Ford	Fusion	2006 J1	Initial Release	Initial Release	Prefix N/A	Base N/A	Suffix N/A	N/A	6E5J	<b>Base</b> 54130D00	Suffix AAW	6E5Z-5413300-A/B/C	N/A	N/A	N/A	N/A
2006	Ford	Fusion	2006 RC	replace PVC with TPE	Material Update	6E5J	54130D00	AAW	6E5Z-5413300-A/B/C	6E5J	54130D00	ABW	6E5Z-5413300-A	Consume	N/A	2006 RC	5
2006	Ford	Fusion	2006 J1	Revise face material to 24o	z Revision in material strategy	N/A	N/A	N/A	N/A	6E5J	54130D00	BAW	6E5Z-5413300-BA/BB/BC	N/A	N/A	2010 J3	N/A
2007	Ford	Fusion	2007 J1	Initial release of TPE mat	Part number not used, reverted to carry-over 2006	N/A	N/A	N/A	N/A	7E5J	54130D00	AAW	7E5Z-5413300-A/B/C	N/A	N/A	2012 RC	N/A
2007	Ford	Fusion	2007 J1	Initial release of carpet mat	Part number not used, reverted to carry-over 2006	N/A	N/A	N/A	N/A	7E5J	54130D00	BAW	7E5Z-5413300-BD/BE/BF	N/A	N/A	2010 J3	N/A
2007	Ford	Fusion	2007 J1	Initial release of carpet mat	CAD clean-up, no design change	N/A	N/A	N/A	N/A	7E5J	54130D00	BBW	7E5Z-5413300-BD/BE/BF/BK/BL/BM	N/A	N/A	2010 J3	N/A
2010 J3	Ford	Fusion	2010 J3	Update to second attachment clip to driver's mat	Strategy change to reduce movement to improve customer satisfaction	9E53	54130D00	ABW		AE53	54130D00	AAW		Consume	N/A	2012 RC	3
2010 J3	Ford	Fusion	2010 J3	Update clips to add chamfe	Robustness improvement to	AE53	54130D00	AAW		AE53	54130D00	ABW				2012 RC	
2010 J3	Ford	Fusion	2010 J3	Update to second attachment clip to driver's mat	Strategy change to reduce movement to improve customer satisfaction	9E53	54130D00	BBW		AE53	54130D00	BAW		Scrap  Consume	2010 J3 N/A	2010 RC	3
2010 J3	Ford	Fusion	2010 J3	Update clips to add chamfe	Robustness improvement to clip	AE53	54130D00	BAW		AE53	54130D00	BBW		Consume	N/A	2012 RC	1
2010 RC	Ford	Fusion	2010 RC	Release sport package 201	0 program direction change	N/A	N/A	N/A	N/A	AH6J	54130D00	AAW		N/A	N/A	2007 J1	N/A
2010 RC	Ford	Fusion	2010 RC	Revise supplier to IAC	Supplier went out of business	AH6J	54130D00	AAW		AH6J	54130D00	ABW		Consume	N/A	2009 J1	5
2010 RC	Ford	Fusion	2010 RC	Revise backing material	Weight reduction released	AH6J	54130D00	ABW		AH6J	54130D00	BAW		Consume	N/A	2009 J1	5
2011	Ford	Fusion	2011 J1	Initial Release of package	Color / material differences released as upgrade package in service	N/A	N/A	N/A	N/A	BE5J	54130D00	AAW		N/A	N/A	2009 J1	N/A
2011	Ford	Fusion	2011 J1	Initial Release of package	Color / material differences released as upgrade package in service (ginger)	N/A	N/A	N/A	N/A	BE5J	54130D00	BAW		N/A	N/A	2006 RC	N/A
2006	Ford and Mercury	Fusion and Milan	2006 J1	Commonize AWD and FWE parts, trimline revision	Pre-launch changes to commonize parts	6E53	54130D00	ADW		6E53	54130D00	AEW		N/A	N/A	2007 J1	1
2006 J2	Ford and Mercury	Fusion and Milan	2006 J2	Create J2 part, revise trim	Addition of heel blocker to base program	6E53	54130D00	AEW		6E53	54130D00	AFW		Scrap	2010 J2	2007 J1	1
2007	Ford and Mercury	Fusion and Milan	2007 J1	Add heelpad to floor mat as temporary action		6E53	54130D00	AFW		7E53	54130D00	BAW		Consume	N/A	2010 J3	
2007	Ford and Mercury	Fusion and Milan	2007 J1	Revise coding, no CAD change	Release correction, no CAD change	7E53	54130D00	BAW		7E53	54130D00	BBW		Consume	N/A	2010 33 2010 RC	1
2009	Ford and Mercury	Fusion and Milan	2009 J1	Revise facing to Lanier and delete heelpad		7E53	54130D00	BBW		9E53	54130D00	AAW		Consume	N/A	2010 RC	3
2009	Ford and Mercury	Fusion and Milan	2009 J1	Change nap direction	Appearance approval to achieve appearance approval for PSW	9E53	54130D00	AAW		9E53	54130D00	ABW		Consume	N/A	2012 RC	1
2009	Ford and Mercury	Fusion and Milan	2009 J1	Revise facing to Shiva	Revision in material strategy	N/A	N/A	N/A	N/A	9E53	54130D00	BAW		Consume	N/A	2010 J3	N/A
2009	Ford and Mercury	Fusion and Milan	2009 J1	Change nap direction	Appearance approval to achieve appearance approval for PSW	9E53	54130D00	BAW		9E53	54130D00	BBW		Consume	N/A	2010 RC	1
2006	Mercury	Milan	2006 J1	Initial Release	Initial Release	N/A	N/A	N/A	N/A	6N7J	54130D00	AAW	6N7Z-5413300-A/B/C	N/A	N/A	2012 RC	N/A
2006	Mercury	Milan	2006 RC	replace PVC with TPE	Material Update	6N7J	54130D00	AAW	6N7Z-5413300-A/B/C	6N7J	54130D00	ABW	6N7Z-5413300-A	Consume	N/A	2010 J3	5
2006	Mercury	Milan	2006 J1	Revise face material to 240	z Revision in material strategy	N/A	N/A	N/A	N/A	6N7J	54130D00	BAW	6N7Z-5413300-BA/BB/BC	N/A	N/A	2010 J3	N/A

	Α	В С		C D E								F	(	G	Н		
	Model and Model Year							Original				Мос	dified	Disposition of Original Parts			New Component Interchangeable With Old
Year	Make	Model	Date Incorporated Into Vehicle Production	Description of Change	Reasons for Change	Ford Er	ngineering Par	t Number	Ford Service Part Number	Ford Eng	gineering Par	t Number	Ford Service Part Number	Withdrawn from Ford Production Inventory (Scrap/ Consume/ Rework)	Effective Date	New Component Service Part Availability Date	(Y/N - Intended versus Possible) 1 - New part can be used in place of old 2 - New and old can be used in place of each other 3 - No interchangeability 5 - If needed, tooling must be maintained
					0.0	Prefix	Base	Suffix		Prefix	Base	Suffix					
2007	Mercury	Milan	2007 J1	Initial release of carpet mat	CAD clean-up, no design change	N/A	N/A	N/A	N/A	7N7J	54130D00	BAW	7N7Z-5413300-BA/BB/BC	N/A	N/A	2007 J1	N/A
2009	Mercury	Milan	2009 J1	Revise facing to Lanier	Revision in material strategy	N/A	N/A	N/A	N/A	9N73	54130D00	AAW		N/A	N/A		N/A
2009	Mercury	Milan	2009 J1	Initial Release	Initial Release of VOGO Package	N/A	N/A	N/A	N/A	9N7J	54130D00	AAW		N/A	N/A		N/A
2010 J3	Mercury	Milan	2010 J3	Update to second attachment clip to driver's mat	Strategy change to reduce movement	9E53	54130D00	ABW		AN73	54130D00	AAW		Consume	N/A		3
2010 J3	Mercury	Milan	2010 J3	Update clips to add chamfer	Robustness improvement to clip	AN73	54130D00	AAW		AN73	54130D00	ABW		Scrap	2010 J3		1
2010 J3	Mercury	Milan	2010 J3	Revise supplier to IAC	Supplier went out of business	9N7J	54130D00	AAW		AN7J	54130D00	AAW		Consume	N/A		5
2010 J3	Mercury	Milan	2010 J3	Update to second attachment clip to driver's mat	Strategy change to reduce movement to improve customer satisfaction	AN7J	54130D00	ABW		AN7J	54130D00	BAW		Consume	N/A		5
2010 J3	Mercury	Milan	2010 J3	Update clips to add chamfer	Robustness improvement to clip	AN7J	54130D00	BAW		AN7J	54130D00	BBW		Consume	N/A		5
2010 J3	Mercury	Milan	2010 J3	Update to second attachment clip to driver's mat	Strategy change to reduce movement to improve customer satisfaction	N/A	N/A	N/A	N/A	AN7J	54130D00	CAW	AN7Z-5413300-CA	N/A	N/A		N/A
2011	Mercury	Milan	2011 J1	Release appearance package	program direction change	N/A	N/A	N/A	N/A	BN7J	54130D00	AAW		N/A	N/A		N/A
2006	Lincoln	MKZ	2006 J1	Commonize AWD and FWD parts, trimline revision	Pre-launch changes to commonize parts	6H63	54130D00	ACW		6H63	54130D00	ADW		Consume	N/A		1
2006 J3	Lincoln	MKZ	2006 J2	Create J2 part, revise trim	Addition of heel blocker to base program	6H63	54130D00	ADW		6H63	54130D00	AEW		Scrap	2006 J2		1
2007	Lincoln	MKZ	2007 J1	Revise logo to MKZ	program direction change	N/A	N/A	N/A	N/A	6H6J	54130D00	AAW	6H6Z-5413300-A/B/C	N/A	N/A	2007 J1	N/A
2007	Lincoln	MKZ	2007 J1	Revise logo to MKZ	program direction change	N/A	N/A	N/A	N/A	6H6J	54130D00	BAW	6H6Z-5413300-BA/BB	N/A	N/A	2007 J1	N/A
2007	Lincoln	MKZ	2007 J1	Add heelpad to floor mat as temporary action	Quality improvement to improve face material wear	6H63	54130D00	AEW		7H63	54130D00	BAW		Consume	N/A	2006 J1	1
2007	Lincoln	MKZ	2007 J1	Revise coding, no CAD change	Release correction, no CAD change	7H63	54130D00	BAW		7H63	54130D00	BBW		Consume	N/A		1
2007	Lincoln	MKZ	2007 J1	Initial Release	Initial Release	N/A	N/A	N/A	N/A	7H6J	54130D00	BAW	7H6Z-5413300-BC/BD	N/A	N/A		N/A
2007	Lincoln	MKZ	2007 J1	Initial Release	Initial Release	N/A	N/A	N/A	N/A	7H6J	54130D00	BBW	7H6Z-5413300-BC/BD/BE/BF/BG/BH/B.	N/A	N/A		N/A
2009	Lincoln	MKZ	2009 J1	Revise facing to Shiva	Revision in material strategy	N/A	N/A	N/A	N/A	9H63	54130D00	AAW		N/A	N/A		N/A
2009	Lincoln	MKZ	2009 J1	Release Hero Package	program direction change, addition of Hero Package	N/A	N/A	N/A	N/A	9H63	54130D00	CAW		N/A	N/A		N/A
2010 J3	Lincoln	MKZ	2010 J3	Update to second attachment clip to driver's mat	Strategy change to reduce movement to improve customer satisfaction	7H63	54130D00	BBW		AH63	54130D00	BAW		Consume	N/A		3
2010 RC	Lincoln	MKZ	2010 RC	Update clips to add chamfer	Robustness improvement to clip	AH63	54130D00	BAW		AH63	54130D00	BBW		Consume	N/A		1
2010 RC	Lincoln	MKZ	2010 RC	Revise to Shiva face	Material Update	AH63	54130D00	BBW		AH63	54130D00	BCW		Consume	N/A	<u> </u>	1
2010 J3	Lincoln	MKZ	2010 J3	Update to second attachment clip to driver's mat	Strategy change to reduce movement to improve customer satisfaction	9H63	54130D00	CAW		AH63	54130D00	CAW		Consume	N/A		3
2010 RC	Lincoln	MKZ	2010 RC	Update clips to add chamfer	Robustness improvement to clip	AH63	54130D00	CAW		AH63	54130D00	CBW		Scrap	2010 RC		1
2010 RC	Lincoln	MKZ	2010 RC	Revise to Shiva face	Material Update	AH63	54130D00	CBW		AH63	54130D00	CCW		Consume	N/A		1
2010 J3	Lincoln	MKZ	2010 J3	Update clips to add chamfer	Robustness improvement to clip	AH6J	54130D00	BAW		AH6J	54130D00	BBW		Consume	N/A		5

# PE10-019 Supplement 2006 through 2011 Model Year Ford Fusion, Mercury Milan, Lincoln Zephyr/MKZ Floor Mat Parts Change Log

	Α		В	С	D			E	E		F			(	3	Н	<u> </u>
	Model and Model Year					Original Modified							Disposition of	Original Parts		New Component Interchangeable With Old	
Year	Make	Model	Date Incorporated Into Vehicle Production	Description of Change	Reasons for Change		ngineering Part		Ford Service Part Number		gineering Par		Ford Service Part Number	Withdrawn from Ford Production Inventory (Scrap/ Consume/ Rework)  Effective Da		New Component Service Part Availability Date	(Y/N - Intended versus Possible) 1 - New part can be used in place of old 2 - New and old can be used in place of each other 3 - No interchangeability 5 - If needed, tooling must be maintained
						Prefix	Base	Suffix		Prefix	Base	Suffix					
2010 J3	Lincoln	MKZ	2010 J3	Revise clip to version 2	Upgrade to clip design, improve robustness for assembly at Tier 2	AH6J	54130D00	BBW		AH6J	54130D00	BCW		Consume	N/A		5
2006	Lincoln	Zephyr	2006 J1	Upgrade face material to 24oz	New material availble on upgrade package	N/A	N/A	N/A	N/A	6H6J	54130D00	BAW	6H6Z-5413300-BA/BB	N/A	N/A		N/A
2007	Lincoln	Zephyr	2007 J1	Initial Release	Initial Release	N/A	N/A	N/A	N/A	7H6J	54130D00	AAW	7H6Z-5413300-A/B/C	N/A	N/A		N/A
2007	Lincoln	Zephyr	2007 J1	CAD correction on grommet hole size	CAD correction	7H6J	54130D00	AAW	7H6Z-5413300-A/B/C	7H6J	54130D00	ABW	7H6Z-5413300-A/B/C	Consume	N/A		5
2010 J3	Ford	Fusion	2010 J3	Update to second attachment clip to driver's mat	Strategy change to reduce movement to improve customer satisfaction	7E5J	54130D00	AAW	7E5Z-5413300-A/B/C	AE5J	54130D00	AAW	AE5Z-5413300-AD	Consume	N/A	2010 J3	N/A
2007	Mercury	Milan	2007 J1	Revise kit component break up	Weight reduction released pre launch	7N7J	54130D00	BAW	7N7Z-5413300-BA/BB/BC	7N7J	54130D00	BBW	7N7Z-5413300-BA/BB/BC/BD/BE/BF	Consume	N/A	2007 J1	2
2010 J3	Lincon	MKZ	2010 J3	Update to second attachment clip to driver's mat	Strategy change to reduce movement to improve customer satisfaction	N/A	N/A	N/A	N/A	AH6J	54130D00	CAW	AH6Z-5413300-CD	N/A	N/A		N/A

Recall Number: 91S33 (91V-071)

NHTSA Investigation: N/A

Description: 1991 Model Year Ford F-600, F-700, and F-800 vehicles – The accelerator cable could have been damaged during vehicle assembly possibly causing cable wear. This condition could potentially prevent the throttle from returning to idle.

Vehicle lines affected: 1991 Model Year Ford F-600, F-700, and F-800 vehicles

Population: 1,400

Production period: 30Nov90 to 15Mar91

Consumer complaints: No search referenced Field reports: Quantity not noted

Accidents: 1 Injuries: 0

Fatalities:
Property damage:
Arbitrations:
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced

#### Issue detection and validation

In early 1991, Ford began receiving reports alleging sticky throttle concerns on 1991 model year Ford F-Series vehicles equipped with the 7.0L gasoline engine. Further investigation of these reports found kinking of the accelerator cable where it exited the governor housing. A kinked accelerator pedal could cause excessive wear and binding. Binding would prevent it from moving freely potentially causing the throttle to stick at various points during pedal operation, or potentially prevent the throttle from returning to idle at all after the driver released the accelerator pedal. If this condition occurred, the driver might experience unwanted acceleration.

Further investigation of the factors that influenced the kinking of the accelerator cable revealed that it was extremely difficult to install the cable without kinking because of the flexible design of the cable, as well as the necessary routing during assembly. These assembly and design factors resulted in the cable getting kinked or bent during assembly and made it possible for the cable core wire to wear and possibly bind or separate over time and was not influenced by the actions of the driver.

The potential binding accelerator cable condition described above was identified due to reports alleging sticky or stuck throttle on 1991 model year Ford F-Series vehicles. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 93S72 (93V-160)

NHTSA Investigation: PE93-069

Description: 1992 -1993 Model Year Ford F, B, L, and CF-Series medium and heavy duty vehicles – Engine vibration could cause the throttle return springs fracture. This condition could potentially prevent the throttle from returning to idle.

Vehicle lines affected: 1992 -1993 Model Year Ford F, B, L, and CF-Series medium and heavy duty

vehicles equipped with Cummins 5.9L and 8.3L diesel engines with in-line fuel

injection pumps

Population: 20,000

Production period: 02Mar92 to 16May93

Consumer complaints: See Field Reports

Field reports: 94 (total reports from all sources including warranty)

Accidents: 0 Injuries: 0

Fatalities: No search referenced Property damage: No search referenced Arbitrations: No search referenced Lawsuits: No search referenced

#### Issue detection and validation

In response to the agency's August 1993, information request regarding 1993 model year L series heavy trucks, Ford identified reports alleging the accelerator pedal did not return to idle. Further investigation revealed that vibration in the Cummins 5.9L and 8.3L diesel engines equipped with in-line fuel injection pumps could potentially fracture the throttle return springs. If fracture of both of the return springs occurred, the throttle would not return to the idle position and the driver might experience increased engine speed.

Ford conducted lab and material testing, vehicle evaluations, and manufacturing process reviews to investigate the factors that influenced the return spring fractures. Through this analysis, it was determined that the root cause for the return spring breakage condition was an engine-excited resonance condition of the spring that occurs within the normal operating range of the engine. This unique design characteristic allowed both springs to fatigue and break over time and was not influenced by the actions of the driver.

The potential fractured return spring condition described above was identified due to an uncharacteristically high rate field reports and warranty claims indicating a broken return spring(s) on 1992 and 1993 model year Ford F, B, L, and CF-Series medium and heavy duty vehicles. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 94S84 (94V-101)

NHTSA Investigation: N/A

Description: 1994 Model Year Ford F-Series vehicles – In a heavily loaded vehicle, while in cruise control mode, the throttle may not reduce immediately when the load on the engine is suddenly decreased (such as cresting a hill), this can result in unexpected engine speed.

Vehicle lines affected: 1994 Model Year Ford F-Series vehicles

Population: 900

Production period: 09Feb94 to 01Mar94

Consumer complaints: No search referenced

Field reports: 1

Accidents: No search referenced Injuries: No search referenced Fatalities: No search referenced Property damage: No search referenced Arbitrations: No search referenced Lawsuits: No search referenced

#### Issue detection and validation

While conducting development work on the 1995 model year F-series vehicle, Ford discovered the potential for unexpected engine speed while using the cruise control under very specific driving conditions. Further investigation revealed that a similar condition could occur while using the cruise control mode with a heavily loaded 1994 model year F-series vehicle. A delayed return to idle could exist as the vehicle engine load was suddenly decreased (such as cresting a hill after a long grade). If this condition occurred, the driver could have experienced transient continued acceleration of the vehicle during a period of several seconds.

Ford conducted vehicle testing and software evaluations to investigate the factors that influenced the delayed return to idle condition. Through this analysis, it was determined that an error in the calibration software calculations could potentially cause speed control malfunction concerns. This calibration error allowed the potential delayed return to idle condition to exist and was not influenced by the actions of the driver.

The delayed return to idle condition described above was identified during Ford's internal development testing on the 1995 model year F-series vehicle. Only 1 potential report of this condition was subsequently identified in the field. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 95S15 (95V-095)

NHTSA Investigation: N/A

Description: 1993 Model Year Ford B, and F-Series vehicles – Friction between the accelerator lever and the automatic transmission modulator lever could result in interference between the two potentially preventing the throttle from returning to idle.

Vehicle lines affected: 1993 Model Year Ford B, and F-Series vehicles

Population: 260

Production period: 27Jul92 to 03Aug93

Consumer complaints: No search referenced

Field reports: 8 Accidents: 0

Injuries:

Fatalities:

Property damage:

Arbitrations:

Lawsuits:

No search referenced
No search referenced
No search referenced
No search referenced
No search referenced

#### Issue detection and validation

In mid 1993, Ford received reports from the field alleging the accelerator pedal did not return to idle on some 1993 model year Ford B, and F-Series vehicles. Further investigation revealed that a tolerance stack-up condition on the accelerator lever and the automatic transmission modulator lever could result in interference between the two levers. If this condition occurred, it could have prevented the engine from fully returning to idle and the driver might experience an increase in stopping distance.

Ford conducted installation reviews and vehicle evaluations to investigate the factors that influenced the lever interference condition. Through this analysis, it was determined that the unique accelerator cross shaft assembly required on the subject vehicles equipped with the FD1060 diesel engine and rotary fuel pump allowed for this possible interference condition to exist and was not influenced by the actions of the driver.

The potential lever interference condition described above was identified due to analysis of field reports received on some Ford B, and F-Series vehicles. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 95S18 (95V-143)

NHTSA Investigation: N/A

Description: 1993 – 1995 Model Year Ford L, B, and F-Series vehicles – The brass swivel block on the governor lever could wear and cause the governor to jam preventing the throttle from returning to idle.

Vehicle lines affected: 1993 – 1995 Model Year Ford L, B, and F-Series vehicles

Population: 29,000

Production period: 08Mar93 to 22Aug94

Consumer complaints: No search referenced Field reports: Quantity not noted

Accidents: 0 Injuries: 0

Fatalities:

Property damage:

Arbitrations:

Lawsuits:

No search referenced
No search referenced
No search referenced
No search referenced

### Issue detection and validation

In August 1994, Ford began receiving warranty claims alleging the accelerator pedal did not return to idle on some Ford L, B, and F-Series hand throttle equipped vehicles. Further investigation revealed that the hand throttle cable could wear the brass swivel block on the governor lever through with it passes. In some cases this wear may have resulted in the cable jamming in the damaged swivel. If this condition occurred, the governor lever might not have been able to return to idle and the driver might experience an increase in stopping distance.

Ford conducted material lab testing, and vehicle evaluations to investigate the factors that influenced the swivel block wear condition. Through this analysis, it was determined that while brass swivels had been used in the past without issue, the higher vibration levels associated with the FD1060/1460 diesel engines on the subject vehicles caused brinelling or "denting" in the brass from the steel cable resulting in premature wear. This unique combination of brass material and excessive vibration made it possible for the governor jamming condition described above to exist and was not influenced by the actions of the driver.

The potential governor jamming condition described above was identified due to analysis of field reports and warranty claims received on some Ford L, B, and F-Series hand throttle equipped vehicles. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 95S29 (95V-231)

NHTSA Investigation: N/A

Description: 1993 – 1994 Model Year Ford Ranger vehicles – Moisture can freeze on the throttle body and accumulate potentially preventing the throttle from returning to idle.

Vehicle lines affected: 1993 – 1994 Model Year Ford Ranger vehicles

Population: 26,000

Production period: All 1993 and 1994 MY production

Consumer complaints: No search referenced

Field reports: 23 Accidents: 1 Injuries: 0

Fatalities:

Property damage:

Arbitrations:

Lawsuits:

No search referenced
No search referenced
No search referenced
No search referenced

### Issue detection and validation

In January 1994, Ford received reports on 1993 model year Ford Ranger vehicles alleging that the vehicle failed to return to idle in cold weather conditions. Further investigation revealed that at sustained operating at less than five inches of manifold vacuum and cold operating temperatures (at or below -20 degrees Fahrenheit), water vapor could be introduced into the throttle body if the PCV system vacuum port freezes and causes crankcase vapors to flow back into the throttle body. This water vapor could then freeze and potentially cause ice to build up on the throttle body and plate. If this throttle body freezing condition occurred, it might not be able to return to idle and the driver might experience an increase in stopping distance.

Ford conducted lab testing, and vehicle evaluations to investigate the factors that influenced the throttle body freezing condition. Ford noted that the hot air control motor for the 1993 model year Ranger was changed from a two to four inch activation vacuum motor to a five to eight inch activation vacuum motor. This new hot air control motor was designed to deactivate the hot air system of the air cleaner at engine loads less than five inches of manifold vacuum to address a non-related spark knock condition. However, the change also allowed the PCV system vacuum port to freeze under the conditions described above and redirect moisture upstream from the throttle body. This design change combined with the cold operating conditions discussed above made it possible for this throttle body freezing condition to occur and was not influenced by the actions of the driver.

The potential throttle body freezing condition described above was identified due to several reports occurring in cold weather states and provinces during the winter months of 1994. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 96S59 (96V-251)

NHTSA Investigation: RQ98-003

Description: 1997 Model Year Ford F-150 vehicles – Moisture can freeze on the throttle body and

accumulate potentially preventing the throttle from returning to idle.

Vehicle lines affected: 1997 Model Year Ford F-150 vehicles

Population: 22,000

Production period: 26Nov95 to 08Jul96

Consumer complaints: No search referenced

Field reports: 9

Accidents:
Injuries:
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced

### Issue detection and validation

In the first half of 1996, Ford received several reports on 1997 model year Ford F-150 vehicles alleging that the vehicle failed to return to idle during extreme cold weather conditions. Further investigation revealed that at extreme cold operating temperature (at or below -20 degrees Fahrenheit), water vapor may be introduced into the throttle body if the PCV system vacuum port freezes and causes crankcase vapors to flow back into the throttle body. This water vapor could then freeze and potentially cause ice to build up on the throttle body and plate. If this throttle body freezing condition occurred, it might not be able to return to idle and the driver might experience an increase in stopping distance. This condition was similar to that associated with vehicles previously recalled by Ford (96S59).

Ford conducted lab testing, vehicle evaluations, and surveys of both customers and technicians to investigate the factors that influenced the throttle body freezing condition. It was determined that the design characteristics of the PCV system combined with extreme operating conditions discussed above made it possible for this throttle body freezing condition to occur and was not influenced by the actions of the driver.

The potential throttle body freezing condition described above was identified due to several reports occurring in cold weather states and provinces during the winter months of 1996. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 97S65 (97V-025)

NHTSA Investigation: N/A

Transport Canada Investigation: LOG RG135, 1994 Taurus Cruise Control

Description: 1991 -1995 Model Year Ford Taurus and Mercury Sable, and 1991 – 1994 Lincoln Continental vehicles – Water can accumulate in the speed control cable conduit and freeze potentially preventing the accelerator from returning to idle.

Vehicle lines affected: 1991 -1995 Model Year Ford Taurus and Mercury Sable

1991 - 1994 Lincoln Continental

Population: 212,700

Production period: 01Aug90 to 30Nov94

Consumer complaints: No search referenced

Field reports: 50

Accidents:
Injuries:
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced

#### Issue detection and validation

In response to Transport Canada's March 1996, information request regarding a 1994 Ford Taurus vehicle, Ford identified reports on certain Taurus, Sable, and Continental vehicles alleging the throttle remained off idle and would not return to a closed or idle position after the speed control had been engaged. Further investigation revealed that water could accumulate within the speed control cable conduit. If enough water accumulated, it could freeze within a low area of the cable routing when exposed to temperatures at or below zero degrees Fahrenheit. If this condition occurred, and the driver engaged the speed control, the speed control vacuum servo had sufficient strength to pull the core wire through the ice blockage to open the throttle but the return spring forces might not have been strong enough to close the throttle. This could have potentially prevented the throttle from returning to idle and the driver might experience an increase in stopping distance.

Ford conducted lab testing and vehicle evaluations to investigate the factors that influenced the water intrusion condition. It was revealed that, when exposed to short term direct water spray or long term exposure to wet driving conditions, the design of the speed control cable allowed water to accumulate inside the conduit. This unique design factor allowed this potential water intrusion condition to exist and was not influenced by the actions of the driver.

The potential water intrusion condition described above was identified due to approximately 50 field reports occurring in cold weather states and provinces during winter months. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 97S67 (97V-074)

NHTSA Investigation: N/A

Description: 1996 -1997 Model Year Ford Explorer and Mercury Mountaineer vehicles – Potential for the throttle body to ice when operated at highway speeds in temperatures below 20 degrees Fahrenheit. This condition could potentially prevent the throttle from returning to idle.

Vehicle lines affected: 1996 -1997 Model Year Ford Explorer and Mercury Mountaineer

Population: 23,000

Production period: 02Feb96 to 17Feb97

Consumer complaints: No search referenced

Field reports: 157

Accidents: No search referenced

Injuries: 0

Fatalities: No search referenced

Property damage: 3

Arbitrations: No search referenced Lawsuits: No search referenced

### Issue detection and validation

In the winter months of 1996, Ford received several reports alleging high idle or sticking or binding of the accelerator pedal on 1996 and 1997 model year Explorer and Mountaineer vehicles. Further investigation revealed that at extreme cold operating temperature (at or below -20 degrees Fahrenheit), water vapor may be introduced into the throttle body if the PCV system vacuum port freezes and causes crankcase vapors to flow back into the throttle body. This water vapor could then freeze and potentially cause ice to build up on the throttle body and plate. If this throttle body freezing condition occurred, it might not be able to return to idle and the driver might experience an increase in stopping distance.

Ford conducted lab testing, vehicle evaluations, and surveys of both customers and technicians to investigate the factors that influenced the throttle body freezing condition. It was determined that the design characteristics of the PCV system combined with extreme operating conditions discussed above made it possible for this throttle body freezing condition to occur and was not influenced by the actions of the driver.

The potential throttle body freezing condition described above was identified due to approximately 157 field reports from cold weather states and provinces during the winter months of 1996. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 97S77 (97V-124)

NHTSA Investigation: N/A

Description: 1992 -1995 Model Year Ford F-600, B-600, and P-800 vehicles – Engine vibration could cause the throttle return springs fracture. This condition could potentially prevent the throttle from returning to idle.

Vehicle lines affected: 1992 -1995 Model Year Ford F-600, B-600, and P-800 vehicles

Population: 2,500

Production period: 15Jan92 to 02May94

Consumer complaints: No search referenced

Field reports: 35 (including warranty claims)

Accidents: 0

Injuries:

Fatalities:

Property damage:

Arbitrations:

No search referenced
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced

### Issue detection and validation

In mid-1995, Ford began receiving reports alleging the accelerator pedal did not return to idle on 1992 - 1995 Model Year Ford F-600, B-600, and P-800 vehicles. Further investigation revealed that vibration in the Cummins 5.9L diesel engines could potentially fracture the throttle return springs. If fracture of both of the return springs occurred, the throttle would not return to the idle position and the driver might experience increased engine speed.

Ford conducted lab and material testing, vehicle evaluations, and manufacturing process reviews to investigate the factors that influenced the return spring fractures. Through this analysis, it was determined that the root cause for the return spring breakage condition was an engine excited resonance condition of the spring that occurred within the normal operating range of the engine. This unique design characteristic allowed both springs to fatigue and break over time and was not influenced by the actions of the driver.

The potential fractured return spring condition described above was identified due to field reports and warranty claims alleging the accelerator pedal did not return to idle on 1992 through 1995 model year Ford F-600, B-600, and P-800 vehicles. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 97S95 (97V-225)

NHTSA Investigation: N/A

Description: 1995 -1996 Model Year Ford Contour and Mercury Mystique – The accelerator cable could become damaged during vehicle assembly leading to fraying or separation of the accelerator cable. This condition could potentially prevent the throttle from returning to idle.

Vehicle lines affected: 1995 -1996 Model Year Ford Contour and Mercury Mystique equipped with the

traction control option

Population: 38,000

Production period: 18Apr94 to 15Aug96

Consumer complaints: No search referenced

Field reports: 470 (including warranty claims)

Accidents: 1

Injuries:
Rosearch referenced
No search referenced
Property damage:
Arbitrations:
No search referenced
No search referenced
No search referenced

Lawsuits: 0

## Issue detection and validation

In April 1996, Ford began receiving reports on 1995 and 1996 model year Ford Contour and Mercury Mystique vehicles alleging sticky throttle concerns. Further investigation revealed that the accelerator cable was potentially fraying or breaking during normal vehicle operation. A frayed accelerator cable would bind and prevent it from moving freely potentially causing the throttle to stick at various points during pedal operation, or potentially prevent the throttle from returning to idle at all after the driver released the accelerator pedal. If this condition occurred, the driver might experience unwanted acceleration.

Further investigation of the factors that influenced the fraying or breaking of the accelerator cable revealed that previous model year installation procedures were not being followed. This assembly process error resulted in the cable getting kinked or bent during assembly and made it possible for the cable core wire to wear and possibly fray, or separate over time and was not influenced by the actions of the driver.

The potential frayed accelerator cable condition described above was identified due to an uncharacteristically high rate field reports and warranty claims alleging sticky or stuck throttle on 1995 and 1996 model year Contour and Mystique vehicles. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 97S96 (98V-007)

NHTSA Investigation: N/A

Description: 1997 -1998 Model Year Ford F-150 - Moisture can freeze on the throttle body and

accumulate potentially preventing the throttle from returning to idle.

Vehicle lines affected: 1997 -1998 Model Year Ford F-150

Population: 45,000

Production period: 29Nov95 to 02Nov97

Consumer complaints: No search referenced

Field reports: 78
Accidents: 0
Injuries: 0

Fatalities:

Property damage:

Arbitrations:

Lawsuits:

No search referenced
No search referenced
No search referenced
No search referenced

#### Issue detection and validation

In the winter months of 1997 and 1998, Ford received several reports on 1997 and 1998 model year Ford F-150 vehicles alleging that the vehicle failed to return to idle during extreme cold weather conditions. Further investigation revealed that at extreme cold operating temperature (near or below -20 degrees Fahrenheit), water vapor may be introduced into the throttle body if the PCV system vacuum port freezes and causes crankcase vapors to flow back into the throttle body. This water vapor could then freeze and potentially cause ice to build up on the throttle body and plate. If this throttle body freezing condition occurred, it might not return to idle.

Ford conducted lab testing, vehicle evaluations, and surveys of both customers and technicians to investigate the factors that influenced the throttle body freezing condition. It was determined that the design characteristics of the PCV system combined with extreme operating conditions discussed above made it possible for this throttle body freezing condition to occur and was not influenced by the actions of the driver.

The potential throttle body freezing condition described above was identified due to approximately 78 field reports occurring in cold weather states and provinces during the winter months of 1997 and 1998. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 98S11 (98V-070)

NHTSA Investigation: N/A

Description: 1999 Model Year Ford Motorhome Chassis – Water can accumulate in the end fitting of the accelerator cable and freeze potentially preventing the accelerator from returning to idle.

Vehicle lines affected: 1999 Model Year Ford Motorhome Chassis

Population: 3,500

Production period: 01Dec97 to 12Mar98

Consumer complaints: No search referenced Field reports: Quantity not noted

Accidents: 0 Injuries: 0 Fatalities: 0

Property damage: No search referenced Arbitrations: No search referenced Lawsuits: No search referenced

### Issue detection and validation

In March 1998, several final stage manufacturers reported binding accelerator cables on several 1999 model year stripped chassis and completed motorhomes to Ford. Further investigation of these reports revealed that the accelerator cable end fittings were exposed to environmental contamination such as rain or snow, and was susceptible to water entering the cable prior to installation of the motorhome body. If the accelerator cable was exposed to freezing temperatures after the water intrusion, the water could freeze inside the cable. If this condition occurred, the frozen cable could have potentially prevented the throttle from returning to idle.

Ford conducted lab testing and vehicle evaluations to investigate the factors that influenced the water intrusion condition. It was found that the accelerator cable end, which was pointed upward at the accelerator pedal, allowed water to enter in the gap between the cable strand and the end fitting at the floor pan. This unique design factor allowed this potential water intrusion condition to exist and was not influenced by the actions of the driver.

The potential water intrusion condition described above was identified and reported to Ford by several final stage manufacturers. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 98S22 (98V-192)

NHTSA Investigation: N/A

Description: 1999 Model Year Ford F-150 and F-250 – The speed control cable may not have fully seated into the accelerator bracket at the time of installation potentially resulting in a loose cable potentially not allowing the throttle to return to idle.

Vehicle lines affected: 1999 Model Year Ford F-150 and F-250

Population: 1,500

Production period: 08Jun98 to 05Aug98

Consumer complaints: 0
Field reports: 0
Accidents: 0
Injuries: 0

Fatalities:
Property damage:
Arbitrations:
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced

### Issue detection and validation

On August 5, 1998, Ford's Norfolk Assembly Plant reported a speed control cable not fully engaged into the accelerator bracket on a 1999 model year Ford F-150/F-250 equipped with a 4.6L engine on a vehicle that had not yet been released from the plant. It was determined that if the speed control cable was not fully seated into this bracket, there was the potential that the cable could separate from the bracket. A loose cable condition might result in the throttle not fully returning to the idle position.

Further investigation into the factors that influenced the potential loose cable condition described above identified that the unique cable routing on the 4.6L engine increased the chance for incorrect installation. In addition, a new style cable end fitting for the 1999 model year F-150 and F-250 was not robust to improper assembly. Therefore, the potential loose cable condition was determined to be related to this design change and unique cable routing and was not influenced by the actions of the driver.

The potential loose cable condition described above was identified at the assembly plant in a vehicle prior to its release from the plant. There were no reports of this condition in the field. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 98S25 (98V-204)

NHTSA Investigation: N/A

Description: 1999 Model Year Ford Taurus and Mercury Sable – A dash insulator retainer clip was not fully assembled to the accelerator cable dash fitting. The clip can disengage from the accelerator pedal and fall into the accelerator pedal arm pivot area potentially not allowing the throttle to return to idle.

Vehicle lines affected: 1999 Model Year Ford Taurus and Mercury Sable

Population: 6,000

Production period: 03Aug98 to 10Aug98

Consumer complaints: No search referenced Field reports: No search referenced Accidents: No search referenced Injuries: No search referenced Fatalities: No search referenced Property damage: No search referenced Arbitrations: No search referenced Lawsuits: No search referenced

### Issue detection and validation

On August 11, 1998, in Ford's Atlanta Assembly Plant rail shipping yard, two 1999 model year Taurus vehicles were identified where the throttle was caught at approximately 50% open. Further investigation revealed that the retention between the accelerator cable and the dash insulator retainer that installs over the end of the accelerator cable was insufficient. This allowed the dash insulator retainer to fall from the installed position and become lodged above the accelerator pivot preventing the throttle from returning to the idle position.

During this investigation, Ford identified a design change to the accelerator cable end assembly for 1999 model year Ford Taurus and Mercury Sable vehicles that reduced the retention of the accelerator end fitting where it attaches to the dash insulator retainer. This design change made it possible for this pedal interference condition to exist and was not influenced by the actions of the driver.

The potential pedal interference condition described above was identified at the assembly plant very early in the production of the Taurus and Sable vehicles on units that had not yet been delivered to dealerships for sale. As a result, there were no reports of this condition in the field. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 98S33 (98V-304)

NHTSA Investigation: N/A

Description: 1999 Model Year Ford Motorhome Chassis – Water can accumulate in the end fitting of the accelerator cable and freeze potentially preventing the accelerator from returning to idle.

Vehicle lines affected: 1999 Model Year Ford Motorhome Chassis

Population: 19,187

Production period: 05Jan98 to 08Nov98

Consumer complaints: None noted

Field reports: Quantity not noted

Accidents: 0 Injuries: 0 Fatalities: 0

Property damage: None noted Arbitrations: None noted Lawsuits: None noted

## Issue detection and validation

In November 1998, several final stage manufacturers reported sticking throttle cables on 1999 model year stripped chassis and completed motorhomes to Ford. Further investigation revealed that the accelerator cable end fittings were exposed to rain and susceptible to water entering the cable prior to installation of the motorhome body. If the accelerator cable was exposed to freezing temperatures after the water intrusion, the water could freeze inside the cable. If this condition occurred, the frozen cable could have potentially prevented the throttle from returning to idle.

Ford conducted lab testing and vehicle evaluations to investigate the factors that influenced the water intrusion condition. It was found that the accelerator cable end, which was pointed upward at the accelerator pedal, allowed water to enter in the gap between the cable strand and the end fitting at the floor pan. This unique design factor allowed this potential water intrusion condition to exist and was not influenced by the actions of the driver.

The potential water intrusion condition described above was identified and reported to Ford by several final stage manufacturers. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 99S09 (99V-062)

NHTSA Investigation: N/A

Description: 1998 – 1999 Model Year Ford Explorer, Ranger, F-Series, Mustang and Mercury

Mountaineer vehicles - The cruise control cable can interfere with the speed control servo pulley and not

allow the throttle to return to idle when disengaging the cruise control.

Vehicle lines affected: 1998 – 1999 Model Year Ford Explorer, Ranger, F-Series, Mustang

1998 – 1999 Model Year Mercury Mountaineer

Population: 895,000

Production period: 01Jan98 to 04Mar99

Consumer complaints: No search referenced Field reports: No search referenced

Accidents: 0 Injuries: 0

Fatalities:

Property damage:

Arbitrations:

Lawsuits:

No search referenced
No search referenced
No search referenced
No search referenced

#### Issue detection and validation

During an unrelated investigation of a vehicle in an export market during November 1998, Ford identified a potential quality concern with the cruise control cable conduit. Further investigation revealed that the lay wires of the cruise control cable could potentially protrude beyond the end of the conduit in which it is intended to be contained. If these lay wires protruded far enough into the cavity of the servo cap they could contact the servo pulley and potentially prevent it from returning to its idle position after the speed control system was deactivated. If this condition was present, the driver might experience a degree of open throttle anywhere along the range of operation of the speed control and potentially experienced a condition where it would appear speed control would not disengage.

Ford conducted lab and vehicle testing, and evaluated manufacturing processes to investigate the factors that influenced the protruding lay wire condition. It was revealed that the cable conduit to servo cap molding process did not include an error proof process to ensure the proper amount of plastic required to prevent the protrusion of conduit lay wires into the servo cavity. This manufacturing process variability made it possible for this protruding lay wire condition to exist and was not influenced by the actions of the driver.

Although the potential protruding lay wire condition described above was identified due to an unrelated investigation of a vehicle in an export market, the same condition existed in vehicles in the U.S. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 99S19 (99V-194)

NHTSA Investigation: N/A

Description: 1998 Model Year Ford Contour and Mercury Mystique vehicles and 1999 Model Year Mercury Cougar vehicles – The accelerator cable core wire may have been manufactured with a burr on or near the end of the cable sleeve interior potentially causing fraying of the core wire. This condition may result in the throttle not returning to the idle position.

Vehicle lines affected: 1998 Model Year Ford Contour and Mercury Mystique

1999 Model Year Mercury Cougar

Population: 159,000

Production period: 14Jul97 to 30Apr98

Consumer complaints: No search referenced Field reports: No search referenced

Accidents: 0 Injuries: 0

Fatalities:

Property damage:

Arbitrations:

Lawsuits:

No search referenced
No search referenced
No search referenced
No search referenced

### Issue detection and validation

In October 1998, Ford became aware of warranty claims alleging the accelerator cable was binding and in some cases resulting in high engine rpm. Analysis of returned warranty accelerator cables indicated fraying of the core cable. A frayed accelerator cable would bind and prevent it from moving freely potentially causing the throttle to return to idle more slowly than expected or, if strong enough, prevent the throttle from returning to idle at all after the driver released the accelerator pedal. If this condition occurred, the driver might experience unwanted acceleration.

Further investigation of the factors that influenced the fraying of the accelerator cable revealed that revised manufacturing processes for the cable had resulted in the formation of burrs on a small percentage of the cable conduits. These burrs made it possible for the cable core wire to wear and possibly fray, or separate strands over time and were not influenced by the actions of the driver.

The potential frayed and stuck throttle condition described above was identified due to an uncharacteristically high rate of accelerator cable warranty claims early in the production of the Contour, Mystique, and Cougar vehicles. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 99S27 (99V-265)

NHTSA Investigation: N/A

Description: 1999 - 2000 Model Year F-SuperDuty equipped with 5.4L manual transmission powertrains – The accelerator cable core wire can wear and potentially lead to separation of the strands of the core wire. This condition may result in the throttle not returning to the idle position.

Vehicle lines affected: 1999 - 2000 Model Year Ford F-SuperDuty

Population: 17,000

Production period: 02Jan98 to 05Aug99

Consumer complaints: See Field Reports

Field reports: 15 (total reports from all sources including warranty)

Accidents: 0 Injuries: 0

Fatalities:
Property damage:
Arbitrations:
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced

### Issue detection and validation

In July 1999, Ford became aware of warranty claims alleging accelerator cable fraying or separation on 1999 model year F250 and F350 vehicles equipped with 5.4L gasoline engines and manual transmissions. Further investigation revealed that the accelerator cable core wire may wear the cable conduit end fitting due to a fifteen degree angle it makes with the conduit at the throttle body end. This wear could allow contamination into the cable possibly resulting in wear on the core wire or separation of strands of the core wire. If this condition occurred, it could result in the throttle sticking or not returning to idle, potentially resulting in unwanted acceleration.

During this investigation, Ford identified a revised throttle body cam design that changed the angle of the accelerator cable core wire to the above mentioned fifteen degrees. This design change made it possible for the cable core wire to wear and possibly fray, or separate strands resulting in a potential stuck throttle condition as discussed above and was not influenced by the actions of the driver.

Due to the time necessary for the potential wear and stuck throttle condition described above to occur, it was identified relatively early in the service life of the F-Superduty vehicles. As a result, there were very few reports indicating accelerator cable wear or separation and a rate of occurrence was difficult to predict. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 99S35 (99V-346)

NHTSA Investigation: N/A

Description: 2000 Model Year Focus – Speed control cable servo end cap could allow water to enter the servo assembly potentially causing corrosion. This condition may result in the speed control preventing the throttle from returning to idle.

Vehicle lines affected: 2000 Model Year Ford Focus

Population: 23,100

Production period: 19Jul99 to 01Nov99

Consumer complaints: No search referenced

Field reports: 41 (including warranty claims and internal inspection reports)

Accidents: 0 Injuries: 0

Fatalities:
Property damage:
Arbitrations:
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced

### Issue detection and validation

In October 1999, Ford became aware of reports alleging speed control malfunction on 2000 model year Focus vehicles. Analysis of field returned parts indicated that the concern resulted from water intrusion into the servo through an improperly seated cable cap seal. The water then corroded the servo mechanism causing a speed control malfunction. If this condition occurred, the speed control could cause the throttle to stick, bind, or prevent it from returning to idle, potentially resulting in unwanted acceleration.

Further investigation into the potential factors causing the water intrusion condition revealed that the speed control cable cap material was revised to a softer non-glass filled material cap. This softer material could be more easily damaged at the retaining tabs during assembly resulting in the cap not fully seating or sealing against the servo housing. Therefore, the water intrusion and potential stuck throttle condition was determined to be related to the material design and assembly process of the cable end cap and was not influenced by the actions of the driver.

The insufficient servo cap seal and potential stuck throttle condition described above was identified early in the production of the Focus vehicle. As a result, there were a total of 41 reports, including field reports, warranty claims, and internal inspections, alleging a speed control malfunction. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 00S18 (00V-210)

NHTSA Investigation: N/A

Description: 2001 Model Year Escape – Speed control servo end cap could be cracked or have a missing locking tab causing servo interference or potential corrosion. This condition may result in the speed control preventing the throttle from returning to idle.

Vehicle lines affected: 2001 Model Year Ford Escape

Population: 800

Production period: 17Apr00 to 24Jul00

Consumer complaints: No search referenced Field reports: No search referenced

Accidents: 0 Injuries: 0

Fatalities:
Property damage:
Arbitrations:
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced

## Issue detection and validation

On July 24, 2000, Ford was notified by the speed control cable supplier for 2001 model year Escape vehicles, that some cables may have a crack in the servo end housing cap at one of the retaining tabs. While no reports of this condition had been received from consumers, investigation by Ford and the cable supplier, Hi-Lex, determined that this cracked tab could theoretically separate from the cable housing and fall into the speed control actuator assembly potentially jamming the internal mechanism. In addition, this cracked part could allow for water ingress into the actuator over time due to a poor seal potentially causing corrosion. If either condition occurred, the speed control could prevent the throttle from returning to idle, resulting in a stuck throttle.

As part of Ford's investigation, supplier manufacturing processes were evaluated to define the factors associated with the cracked retaining tab. It was determined that this cracked condition occurred as the mold for the end cap ran at production temperatures, causing thermal expansion and interference of the core pins. The core pins not fully retracting created an interference with the newly molded part causing the above mentioned crack. Therefore, the cracked retaining tab and potential stuck throttle condition was determined to be related to the manufacturing process of the cable end cap and was not influenced by the actions of the driver.

The cracked retaining tab and potential stuck throttle condition described above was identified very early in the production of the Escape vehicle. As a result, there were no reports alleging a stuck throttle condition had occurred in the field. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 00S30 (00V-302)

NHTSA Investigation: N/A

Description: On certain 2000 model year Focus vehicles the speed control cable could have a core wire that is long enough to catch on the sleeve at the throttle body end of the cable during wide-open throttle acceleration.

Vehicle lines affected: 2000 Model Year Focus

Population: 28,800

Production period: 08Mar99 to 25Feb00

Consumer complaints: No search referenced

Field reports: 12 Accidents: 0 Injuries: 0

Fatalities:
Property damage:
Arbitrations:
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced

### Issue detection and validation

In February 2000, two 2000 model year Focus vehicles exhibited stuck throttle conditions during wideopen throttle application at Ford's Wayne Stamping and Assembly Plant. It was subsequently determined that the condition was due to a speed control cable with a core wire that was long enough to protrude the cable end slug beyond the end of the slider. Once protruded, the slug could then catch on the edge of the slider at the throttle body end of the cable during wide-open throttle acceleration potentially holding the throttle close to wide-open. If this condition occurred, the throttle might have stuck and not returned to idle when the accelerator was released resulting in reduced vehicle control.

During this investigation, Ford identified a design change in the outer cable cover construction which resulted in an increase in the installed length of the cable versus the cables from prior suppliers. This design change made it possible for the cable end slug to protrude beyond the end of the slider potentially resulting in a stuck throttle condition and was not influenced by the actions of the driver.

The potential stuck throttle condition described above was identified very early in the production of the 2000 model year Focus. As a result there were only 12 field reports and no customer reports that alleged this condition had occurred. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 00S56 (00V-425)

NHTSA Investigation: N/A

Description: On certain 1997 model year Aerostar minivans equipped with 3.0L engines, the accelerator cable was kinked during installation, potentially causing the core wires to eventually fray.

Vehicle lines affected: 1997 Model Year Aerostar

Population: 36,500

Production period: 14Aug96 to 22Aug97

Consumer complaints: No search referenced

Field reports: 6
Accidents: 0
Injuries: 0

Fatalities: No search referenced Property damage: No search referenced Arbitrations: No search referenced

Lawsuits: 0

# Issue detection and validation

In September 2000, Ford received several warranty claims alleging a stuck at wide open throttle condition on 1997 model year Aerostar vehicles. Analysis of warranty returned accelerator cables indicated that the core wires could potentially fray and sometimes break over time. Further investigation revealed that improper cable assembly into the vehicle could cause the cable to be kinked. Once kinked, the core wires could fray and eventually break one strand at a time. As the strands continued to fray and break, the friction in the cable continued to increase and may have caused the throttle to be slow to return to idle. In extreme cases, the condition could have resulted in a stuck throttle that would not return to idle. If this condition occurred, the driver might experience higher than expected engine speeds.

During this investigation, Ford identified a design change in the accelerator cable for 1997 model year Aerostar vehicles intended to improve the retention of the cable into the dash panel. This design change made it more difficult to fully engage the cable into the dash panel during assembly increasing the chance that the operator would kink the cable when not following the proper installation procedure. This design change and subsequent improper assembly influenced the ability of the throttle to fully return to the idle position, and was not influenced by the actions of the driver.

The slow return to idle or stuck throttle condition described above was identified through warranty claims and warranty returned parts. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 01S20 (01V-207)

NHTSA Investigation: N/A

Description: On certain 2000 and 2001 model year Windstar vehicles, the driver floor mat could interfere with the accelerator pedal, potentially causing a stuck throttle condition.

Vehicle lines affected: 2000-2001Model Year Windstar

Population: 53,100

Production period: 8Feb00 to 4Dec00

Consumer complaints: No search referenced

Field reports: 6
Accidents: 0
Injuries: 0
Fatalities: 0

Property damage: No search referenced

Arbitrations: 0 Lawsuits: 0

### Issue detection and validation

In November 2000, Ford received a report alleging the driver floor mat on a 2000 model year Ford Windstar vehicle interfered with the accelerator pedal, resulting in a stuck throttle. As a result, vehicle evaluations were conducted and revealed that the pedal could potentially wedge against the edge of a floor mat that was properly attached to the retention hook. In most cases, the accelerator pedal's return spring force was enough to return the pedal to a closed throttle position. However, in some vehicles it was determined that if the pedals were adjusted in an approximately 2 mm wide area approximately 80% rearward in the range of travel of the pedal adjustment and were to contact a properly installed mat, the pedal might be prevented from returning to the idle position. Further investigation revealed that when the floor mat became wet and was left overnight in below freezing conditions, there was a greater chance that the mat's stiffer state would allow the pedal to become wedged against the edge of the mat. If this condition occurred, the driver might experience higher than expected engine speeds and have difficulty freeing the pedal from the mat.

As described above, unique, vehicle specific factors that influenced the ability of the accelerator pedal to become wedged against a properly secured floor mat included the overall pedal package and floor mat characteristics under varying temperature and pedal adjustment and was not influenced by the actions of the driver.

The pedal interference condition described above was identified early in production of those vehicles. As a result, there were very few reports that alleged this condition had occurred in the field. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 02S37 (02V-117)

NHTSA Investigation: N/A

Description: On certain 2002 model year Focus SVT vehicles, there is the potential for the speed control cable to hang up at the throttle body bracket during high or wide open throttle operation, preventing the throttle from returning to the closed position when the accelerator is released.

Vehicle lines affected: 2002 Model Year Focus SVT

Population: 534

Production period: 6Nov01 to 8Apr02

Consumer complaints: No search referenced Field reports: No search referenced

Accidents: 0 Injuries: 0

Fatalities:
Property damage:
Arbitrations:
No search referenced
No search referenced
No search referenced
No search referenced
No search referenced

### Issue detection and validation

On April 5, 2002, during a drive evaluation at Ford's Hermosillo Assembly plant, a 2002 model year Focus SVT vehicle exhibited a stuck accelerator pedal concern during a wide-open throttle application. It was determined that the condition was due to interference between the speed control cable end and the tabs on the throttle body bracket, which prevented the throttle from returning to the closed, or idle, position when the accelerator pedal was released. If this condition occurs, the driver might notice that engine speed does not decrease when releasing the accelerator pedal after applying a high throttle.

Further investigation of other Focus vehicles produced, as well as the overall system and component design revealed that the 2002 Focus SVT vehicles utilized a unique throttle body that was positioned differently from that used in other Focus models. These two unique design factors together allowed this potential interference condition to exist between the speed control cable and the tabs on the throttle body and was not influenced by the actions of the driver.

The cable interference condition described above was identified very early in production of the Focus SVT vehicle. As a result, there were no customer reports that alleged this condition had occurred in the field. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 03S03 (03V-280)

NHTSA Investigation: N/A

Description: Certain sport utility vehicles equipped with speed control and 4.0L SOHC engines could experience a flare at the end of the strand cover on the speed control cable potentially causing the cable to bind and create a condition where it may appear that speed control did not disengage.

Vehicle lines affected: 1999-2001 Explorer/Mountaineer - equipped with 4.0L SOHC engine and speed

control

2001 Sport Trac - equipped with 4.0L SOHC engine and speed control

Population: 499,988

Production period: 05Mar99 to 24Dec00

Consumer complaints: No search referenced

Field reports: 2
Accidents: 0
Injuries: 0

Fatalities:

Property damage:

Arbitrations:

No search referenced
No search referenced
No search referenced
No search referenced
No search referenced

### Issue detection and validation

On December 12, 2002, Ford's Critical Concern Review Group was notified of reports alleging a speed control engagement issue on a 2000 model year Ford Explorer equipped with a 4.0L SOHC engine. Further investigation identified a condition where the strand cover on the speed control cable could become flared at the end because of insufficient overlap of the strand cover and conduit. If this condition occurred, the speed control cable could bind when the speed control was activated and the throttle return spring force may not be sufficient to overcome the binding condition when the speed control was disengaged. Depending on the position at which the binding occurred, drivers might experience a high idle or a condition where it appeared speed control would not disengage.

As part of Ford's investigation, reviews were conducted with the service and production suppliers and several factors were identified as contributing to the insufficient overlap condition. These included insufficient overlap design in supplier production, inadequate method of inspection for the overlap, and thermal effects on the strand cover (the strand cover material shrinks when exposed to elevated temperatures). Therefore, the insufficient overlap condition was determined to be related to the design and construction of the cable and was not influenced by actions of the driver.

Because of Ford's early identification of the issue and the relatively short time in service for these vehicles, the rate of eventual strand cover flares was difficult to predict. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 04S25 (04V-574)

NHTSA Investigation: N/A

Description: 2002 – 2004 Model Year Escape vehicles built with 3.0L V6 engines may experience cable liner walkout that may prevent the throttle from returning to the idle position.

Vehicle lines affected: 2002-2004 Model Year Escape

Population: 470,245

Production period: 30May01 to 23Jan04

Consumer complaints: No search referenced

Field reports: 2002 MY 5

2003 MY 21 2004 MY 0

Accidents: 0 Injuries: 0

Fatalities:

Property damage:

Arbitrations:

Lawsuits:

No search referenced
No search referenced
No search referenced
No search referenced

### Issue detection and validation

As a result of warranty data analyses, Ford's Critical Concern Review Group was notified on March 30, 2004, of claims that alleged elevated engine idle speed on some Ford Escape vehicles built with 3.0L V6 engines. Analysis of returned warranty components had shown that some cables had an exposed accelerator liner at the dash panel end fitting. Testing done to further assess the scope of this condition revealed the accelerator cable inner liner may migrate out of the conduit at the dash panel end fitting in as few as five to 10 idle to full throttle applications. If this condition occurs, it could result in contact between the accelerator pedal arm and cable liner when the driver released the accelerator pedal from the open throttle position. Under such conditions, the pedal arm might not release the accelerator cable sufficiently for the throttle body to return to the idle position.

Factors that may influence cable migration were studied using various key life tests, part teardowns, and a review of supplier manufacturing process controls. The extent of the migration issue was estimated using mainly warranty data as well as data from customer clinics, field reports, and VOQ's. The amount of liner migration was found to be caused by several factors related to the cable design and construction (e.g., the amount of lubrication on the core wire, dimensional variability of the components of the cable, or the lack of a positive retention feature in the design to prevent the liner from migrating) and was not influenced by actions of the driver.

Given the relative short period of time for the issue to manifest itself, the cable migration issue was discovered very early in the service life of the vehicles and a rate of eventual cable migration was difficult to predict. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.

Recall Number: 06S43 (06V-108) NHTSA Investigation: PE05-038, EA05-014

Description: 2003 and 2004 Model Year Mustang Cobra – Pedal to Carpet Interference. This condition

may result in undesired acceleration.

Vehicle lines affected: 2003-2004 Model Year Ford Mustang Cobra

Population: 19,140

Production period: 19Mar02 to 01Apr04

Consumer complaints: 6
Field reports: 12
Accidents: 4
Injuries: 1

Fatalities: No search referenced

Property damage: 0 Arbitrations: 0 Lawsuits: 0

### Issue detection and validation

In response to the agency's July 2005, information request regarding 2003 through 2004 Ford Mustang Cobra vehicles, Ford identified reports alleging the accelerator pedal stuck at wide open throttle or stuck when pushed to the floor. Further investigation identified a change to the carpeting and dash panel insulator that went into production in October 2003, and ran through the end of the 2004 model year. This change coupled with periodic assembly process variation associated with the installation of this new carpeting and insulator resulted in variable carpet fit in the driver footwell. For those vehicles where the floor carpeting did not fit flush with the sheet metal, the unique rear surface profile of the Mustang Cobra accelerator pedal could catch in the cutout on the floor carpeting behind the accelerator pedal during heavy throttle application. This condition could have interfered with the pedal's ability to return to the idle position which may have resulted in the vehicle operator experiencing higher than expected engine speed, and increased braking effort to slow the vehicle.

Ford evaluated manufacturing processes and conducted material analysis, component stack-up measurements, and customer clinics to investigate the factors that influenced the carpet interference condition. Ford noted that a bent accelerator pedal arm due to unique pedal arm loading resulting from the Cobra pedal pad offset combined with overloading of the pedal could exacerbate the carpet interference condition. However, the primary factors that resulted in a carpet interference condition were the unique Cobra accelerator pedal pad design and installation variability of the new carpeting and insulator during assembly.

As the agency is aware, Ford considers many factors when deciding whether or not to conduct a safety recall. In this case, the carpet interference condition resulted from factors discussed above as well as a higher than average number of reports on a vehicle with relatively low production. The decision to conduct a Safety Recall was based on an understanding of this vehicle and the unique factors contributing to the component not operating as intended.