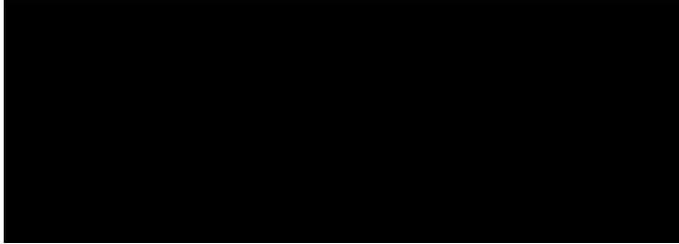
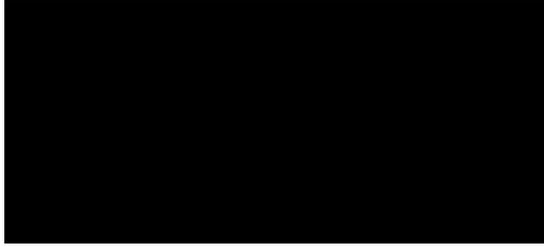


PE13-003

FORD

APPENDIS F

Subject Vehicles Lawsuits and
Claims Files





3 SC
HT

September 25, 2012

FOR SETTLEMENT PURPOSES ONLY

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

RECEIVED
09 03 2012

Re: 2010 Ford Fusion SE
VIN 3FAHP0HAXAR [REDACTED]
Case # 1645911222

Dear Sir or Madame:

I am the owner of this 2010 Ford Fusion, which I bought new from a Ford dealer. My prior vehicle was a Toyota Camry.

I had heard good things about the Fusion, especially this model being the "Motor Trend Car of the Year," and was excited to drive an American car again. Unfortunately, I have had many complaints with the quality of the Fusion.

Not long after purchase, weather seals around the windows were coming apart. Then, paint was coming off the center button of the heater control, and weather-stripping on the driver door needed replacement. Next, the windshield wipers were not functioning properly. Fortunately, these issues were covered under the warranty.

However, with under 44,000 miles, the Fusion stalled out and the instrument panel indicated that something was wrong with the transmission. I had it towed to a dealer on March 21, 2012, and the dealer could not diagnose the problem and replaced a canister in hopes the issue would be resolved. The issue was not resolved.

On May 1, 2012, the Fusion stalled out on me again on a highway. Fortunately, no accident resulted and I was not injured. I had the vehicle towed to another dealer, where the throttle body had to be replaced. The total charge was \$280.01. I was informed by the dealer, and by you, that this part was not covered under the warranty and that no variance would be issued in that regard. It is my understanding that a throttle body is essential to a properly functioning transmission.

CERTIFIED CIRCUIT COURT MEDIATOR
ADMITTED IN SOUTH CAROLINA AND THE DISTRICT OF COLUMBIA

Finally, two problems other have recently arisen, with little more than 55,000 miles on the vehicle. The battery died, and the dash console compartment broke. The battery cost \$149.40 to replace by a Ford dealer. I was informed by this dealer the entire console compartment will have to be replaced to properly fix. This will cost \$323.92.

These are entirely too many problems for a customer to encounter on a vehicle purchased new less than three years ago, and with little more than 55,000 miles on the vehicle. During my ownership of the Camry of up to 155,000 miles, I only had to replace the battery once. Everything else was routine maintenance. And I am not one who does not take care of a vehicle.

At this time, I cannot recommend to anyone to purchase a Fusion. And as a customer, I do not believe that I either should have incurred the costs represented herein, nor incur the future cost of console compartment replacement.

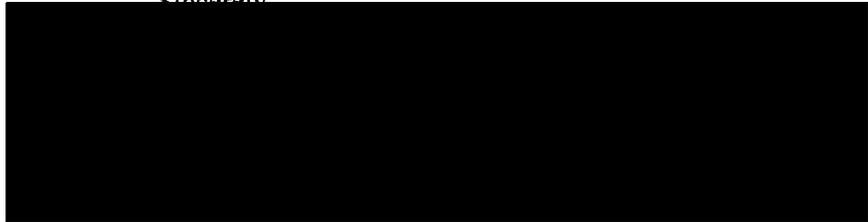
By my calculations, I have incurred \$429.41 in charges that should have been covered under the express warranty. As a company that stands by a quality commitment, the \$323.92 charge for console compartment replacement should be covered as well. And if these are not covered under the express warranty, then they are under an implied warranty that arises under South Carolina law.

Consequently, I demand that Ford Motor Company issue payment to me in the amount of \$753.33. If this controversy cannot be resolved within 30 days of the date of this letter, I will seek resolution before a jury of my peers, and for a greater sum.

Copies of the relevant invoices are enclosed for your review.

Thank you for your time with this matter, and I look forward to hearing from you.

Sincerely,



Encl.

MCLAUGHLIN MOTORS INC
954 N MAIN ST
SUMTER, SC 29158
863-773-1481
10129100 / C3792793

Merchant ID: 010129100000
Term ID: 73792793 Ref #: 0069

MCLAUGHLIN

"Sumter's Authorized Ford Dealer"

McLAUGHLIN MOTORS, Inc.
950 N. MAIN ST. AT HWY. 76 - 378 BY-PASS
SUMTER, SC 29150

PHONE (803) 773-1481 FAX (803) 778-1056 TOLL FREE (800) 948-7764

Sale

XXXXXXXXXXXX9844

VISA

Entry Method: Swiped

Total: \$ 25.70

11/23/10

11:25:26

Inv #: 025122

Appr Code: 05823C

Apprvd: OnLine

Batch#: 000549

Customer Cop:
THANK YOU!

DISCLAIMER OF WARRANTIES
are those made by the manufacturer. The seller, McLaughlin Motors, Inc., hereby expressly disclaims all warranties, implied warranty of merchantability or fitness for a particular purpose, and the seller McLaughlin Motors, Inc. neither assume for it any liability in connection with the sale of said products. I ACKNOWLEDGE RECEIPT OF THE PARTS

INVOICE TO

DRIVER/OWNER INFORMATION INVOICE: C25122

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0061 ADR: 343 GANTT, W INVOICED: 11/23/2010 11:54:18 ON 10 FUSION GREEN LICENSE NUMBER: SC X

BRAND TOTALS

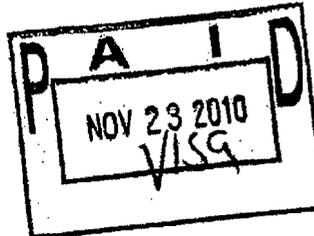
SUMMARY OF CHARGES PER INVOICE C25122

PARTS	8.33
OIL-OIL-CREASE	15.25
LAB-MECHANICAL	9.50
SERVICE SPECIAL ADJUSTMENT	9.21
BATT/TIRE/OIL/ TAX	.10
EPA	.50
SUB-TOTAL	24.55
TAX	1.15
TOTAL CHARGE	25.70

PAYMENT DISTRIBUTION FOR INVOICE C25122

TOTAL CHARGE	25.70
CASH	25.70

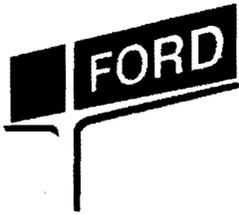
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WAR - WARRANTY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE MILLER R. GANTT



PAGE 2
LAST PAGE

BlueOvalCertified

CUSTOMER COPY



MCLAUGHLIN



"Sumter's Authorized Ford Dealer"

McLAUGHLIN MOTORS, Inc.

950 N. MAIN ST. AT HWY. 76 - 378 BY-PASS

SUMTER, SC 29150

PHONE (803) 773-1481 FAX (803) 778-1056 TOLL FREE (800) 348-7764

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller, McLaughlin Motors, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller McLaughlin Motors, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

CUSTOMER'S SIGNATURE

INVOICE TO

DEALER ORDER INFORMATION -- INVOICE# W25867

COLUMBIA

COLUMBIA

SC

SPRINT

SPRINT

FOR OFFICE USE

VEHICLE INFORMATION

TAG# 0788	AD# 343 BANTT, MI	INVOICE: PRELIM MAR W C	CM	VIN 3FA8P3HA	LICENSE NUMBER: SC X
TAX SALES: 17000	INVOICED: 12/23/2010 10:28:50	10 FORD	FUSION SE	4DR SEM	GREEN
OBD/ETER JMI 19900	DIST: 1FA	STOCK# 00603126			
DATES BEGIN: 12/23/10	DATE: 12/23/10	DATES INSERVICE: 112709 PRODUCTION: 111209 SOLD: 112709			

CONCERN 51	USE SFG 10327009	OPERATION	TECH HOURS	AMOUNT
CORRECTION	NO CHARGE	NC	199	.0
FACTORY	TECH: 199 - SHIP, NAME S	SS#: 3333		
	: C20			

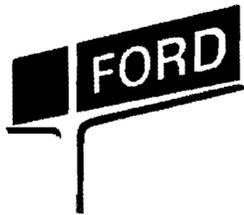
CONCERN 52	CUSTOMER STATES COLOR CONTROLS OFF CENTER BUTTON ON HEATER CONTROL	OPERATION	TECH HOURS	AMOUNT
CORRECTION	CONTROL ASSEMBLY - AIR CONDITIONER - REPLACE	19960A	112	.2
	PART NUMBER	PO#	NOTE	DESCRIPTION
	SFG 9E52 19960 C			CONTROL
FACTORY	TECH: 112 - FITZGERALD, PAT	SS#: 7911		
	: C20			
	FP-9E52199600			

CONCERN 53	CUSTOMER STATES WEATHERSTRIP ON DRIVER DOOR	OPERATION	TECH HOURS	AMOUNT
CORRECTION	PART ORDERED	A	104	.0
COMMENT	100 ORDERED WEATHERSTRIP			
	PART NUMBER	PO#	NOTE	DESCRIPTION
	SFG A852 3421597 A			RUN - DDD
FACTORY	TECH: 104 - BELL, MURRY	SS#: 3344		
	: T53			
	FP-A8523421597A			

PAYMENT DISTRIBUTION FOR INVOICE W25867

PAGE 1

FILE COPY



MCLAUGHLIN



"Sumter's Authorized Ford Dealer"

McLAUGHLIN MOTORS, Inc.

950 N. MAIN ST. AT HWY. 76 - 378 BY-PASS

SUMTER, SC 29150

PHONE (803) 773-1481 FAX (803) 778-1056 TOLL FREE (800) 948-7764

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CUSTOMER'S SIGNATURE X

INVOICE TO

DRIVER/OWNER INFORMATION

INVOICE# W25367

FOR OFFICE USE

VEHICLE INFORMATION

TAG# 0783 AD# 343 GANTT, W INVOICED# 12/23/2010 10:20:50 AM 10 FUSION GREEN LICENSE NUMBER# SC X

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

CUS - CUSTOMERPAY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE WILBUR R. GANTT

* PLEASE BE AWARE THAT YOU MAY RECEIVE A SURVEY OR FOLLOW-UP CALL *
* FROM FORD MOTOR CO. ABOUT THIS REPAIR. PLEASE TAKE THE TIME TO *
* COMPLETE THIS SURVEY. IF YOU ARE NOT "COMPLETELY SATISFIED", PLEASE *
* CONTACT MR. BILL MCLAUGHLIN OR MR. KIRBY INGRAM AT 773-1431. *

PAGE 2
LAST PAGE

FILE COPY

CUSTOMER #: AR255399

62494



INVOICE

DICK SMITH FORD

2800 Two Notch Rd.
Columbia, SC 29204
www.dicksmith.com

Phone (803) 343-5802 Fax (803) 343-3191

COLUMBIA, SC

PAGE 1

SERVICE ADVISOR: 1348 JOHN CAMPBELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	10	FORD FUSION	3FAHP0HAXAR		35634/35634	T379	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 DD			17:00 20OCT11			CASH	20OCT11
R.O. OPENED	READY	OPTIONS: ENG:2.5 Liter					
07:59 20OCT11	08:34 20OCT11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUSTOMER STATES RIGHT WINDSHIELD WIPER SKIPS GOING ACROSS GLASS AND HAS REPLACED BLADES							
				8888	ADJUST RIGHT WIPER ARM		
				1320	ISL		(N/C)

B							
PERFORM MULTI-POINT INSPECTION							
				99P	PERFORM MULTI-POINT INSPECTION		
				1320	ISL		(N/C)



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/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.	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE

CUSTOMER COPY



1201 W. Main St.
LEXINGTON, S.C. 29072

(803) 359-4114
Service Direct Line (803) 951-8199

CUSTOMER NO 60107	ADVISOR JONATHAN KEY	TAG NO. 583	INVOICE DATE 03/21/12	INVOICE NO. FOCS60238
	LABOR RATE	LICENSE NO.	MILEAGE 43,997	COLOR
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SE FWD			DELIVERY DATE
COLUMBIA, SC	VEHICLE ID NO. 3FAHP0HAXA			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/16/12	PRODUCTION DATE
COMMENTS				MO: 44027

JOB# 1 CHARGES

LABOR
1 30FOZ *AUTO TRANSMISSION UNITS: 2.50 TECH(S):564 WARRANTY
CUSTOMER STATES TRANSMISSION WAS NOT SMOOTH, STALLED OUT,
WRENCH LIGHT ON
REPLACED CANNISTER, TEST DROVE, VEHICLE OPERATING AS
DESIGNED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	9E5Z-9D653-C	CANNIST		0.00
				TOTAL - PARTS	0.00
SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	WARRANTY
	60238	41139	03/16/12	TOW BILL	0.00
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
2 30FOZ01 *AUTO TRANS CONCERN UNITS: TECH(S):564 INTERNAL
CUSTOMER STATES SITTING IN TRAFFIC, TRAC CONTROL LIGHT CAME
ON
COULD NOT DUPLICATE CUSTOMER CONCERN

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
3 99FOZ099P MULTI-POINT INSP UNITS: TECH(S):564 0.00
PERFORM MULTI-POINT INSPECTION
COMPLETE

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

COMMENTS
TOW IN, SEE MIKE TAYLOR ON WARRANTY

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE.

PARTS & SERVICE HOURS

MONDAY - FRIDAY
7:30 A.M. TO 6:00 P.M.

SATURDAY
7:30 A.M. TO 3:00 P.M.

Thank you!

The Reynolds and Reynolds Company, EXAMINATIVE 00700670 (05/11)



1201 W. Main St.
 LEXINGTON, S.C. 29072
 (803) 359-4114
 Service Direct Line (803) 951-8199

CUSTOMER NO. 60107	ADVISOR JONATHAN KEY	TAG NO. 583	INVOICE DATE 03/21/12	INVOICE NO. FOCS60238
	LABOR RATE	LICENSE NO.	MILEAGE 43,997	COLOR
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SE FWD			DELIVERY DATE
COLUMBIA, SC	VEHICLE I.D. NO. 3 F A H P 0 H A X A R 2			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/16/12	PRODUCTION DATE
COMMENTS				MO: 44027

COMMENTS

TOTALS-----

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

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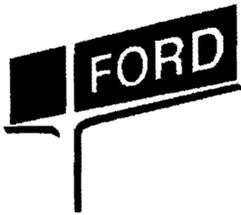
TERMS: CASH UNLESS ARRANGEMENTS MADE.

PARTS & SERVICE HOURS

MONDAY - FRIDAY
 7:30 A.M. TO 6:00 P.M.
 SATURDAY
 7:30 A.M. TO 3:00 P.M.

Thank you!

The Reynolds and Reynolds Company, EPA/NTIME CC/2008/1.0 (05/11)



MCLAUGHLIN

"Sumter's Authorized Ford Dealer"

McLAUGHLIN MOTORS, Inc.
950 N. MAIN ST. AT HWY. 76 - 378 BY-PASS
SUMTER, SC 29150

PHONE (803) 773-1481 FAX (803) 778-1056 TOLL FREE (800) 948-7764

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CUSTOMER'S SIGNATURE

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION: [REDACTED] INVOICE: C39244

COLUMBIA SC

COLUMBIA SC

MAKE MODEL: FORD YEAR MAKE: 2012 REGISTRATION: 05/02/12 DATE: 05/02/12	VIN: 1F173C... 10 FORD DIST: 1FA	LICENSE NUMBER: SC A STOCK# 0000312- PRODUCTION: 111009
---	--	---

ORDER NO: 05/02/12 ORDER DATE: 05/02/12 ORDER TIME: 10:00 AM ORDER TYPE: 1	ORDER DESCRIPTION: 2012 FORD... PART NUMBER: 111009 NOTE: [REDACTED] DESCRIPTION: [REDACTED] QTY: 1 UNIT PRICE: 119.36 TOTAL: 119.36	OPERATION: A AMOUNT: 92.00 TOTAL CHARGE FOR ORDER: 266.36
---	--	---

SUMMARY OF CHARGES FOR INVOICE C39244	
PARTS	119.36
LABOR	65.00
SALES TAX	8.10
LABOR REPAIRS	32.00
GRAND TOTAL	224.46
TAX	9.55
TOTAL DUES	260.01

PAYMENT DISTRIBUTION FOR INVOICE C39244	
TOTAL CHARGE	260.01
CASH	260.01

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KERRY INGRAM

PAID
MAY 02 2012
VISA

PAGE 1
LAST PAGE

CUSTOMER COPY

CUSTOMER #: AR255399

72666



INVOICE

DICK SMITH FORD

2800 Two Notch Rd.
Columbia, SC 29204

Phone (803) 343-5802 Fax (803) 343-3191
www.dicksmith.com

COLUMBIA, SC

PAGE 1

SERVICE ADVISOR: 342 KYLE WILSON

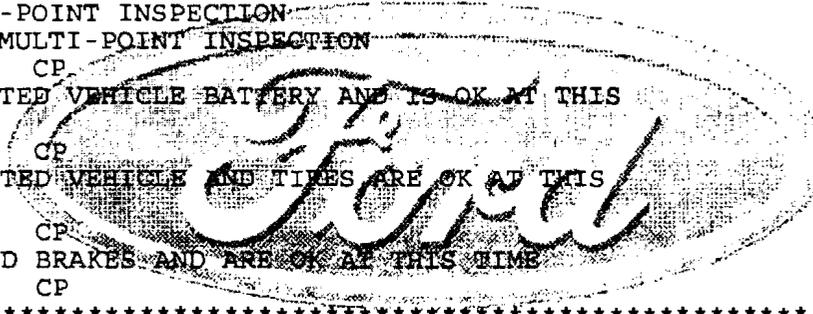
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	10	FORD FUSION	3FAHP0HAXAR		55125/55125		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 DD			17:00 25SEP12			CASH	25SEP12
R.O. OPENED	READY	OPTIONS: ENG:2.5_Liter					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK DASH CONSOLE BROKEN, ADVISE							
	8888			ESTIMATE TO REPLACE DASH CONSOLE	\$320.00		
	999	CP				0.00	0.00

B** CHECK FOR NO START, BATTERY DEAD, ADVISE							
				BATTERY REPLACE BATTERY			
	600	CP				37.50	37.50
	1	BXT*96R*500	BATTERY		109.95	99.95	99.95
	1	BATTAX	NO MATCH		8.00	2.00	2.00

C** PERFORM MULTI-POINT INSPECTION							
	99P			PERFORM MULTI-POINT INSPECTION			
	600	CP				0.00	0.00
				GBATT INSPECTED VEHICLE BATTERY AND IS OK AT THIS TIME			
	600	CP				0.00	0.00
				GTIRE INSPECTED VEHICLE AND TIRES ARE OK AT THIS TIME			
	600	CP				0.00	0.00
				GBK INSPECTED BRAKES AND ARE OK AT THIS TIME			
	600	CP				0.00	0.00

				ENVIRONMENTAL SURCHARGE			2.63
				ESTIMATE TO REPLACE DASH CONSOLE COMPARTMENT.ES TIMATE ONLY!!			



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/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.	DESCRIPTION	TOTALS
		LABOR AMOUNT	37.50
		PARTS AMOUNT	101.95
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	2.63
		TOTAL CHARGES	142.08
		LESS INSURANCE	0.00
		SALES TAX	7.32
		PLEASE PAY THIS AMOUNT	149.40

CUSTOMER COPY

CUSTOMER #: AR255399

72666



INVOICE

DICK SMITH FORD

2800 Two Notch Rd.
Columbia, SC 29204

Phone (803) 343-5802 Fax (803) 343-3191
www.dicksmith.com

COLUMBIA, SC

PAGE 1

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 342 KYLE WILSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	10	FORD FUSION	3FAHP0HAXAR [REDACTED]		55125/55125		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 DD			17:00 25SEP12			CASH	25SEP12
R.O. OPENED	READY	OPTIONS: ENG:2.5_Liter					
08:26 25SEP12	08:30 25SEP12						

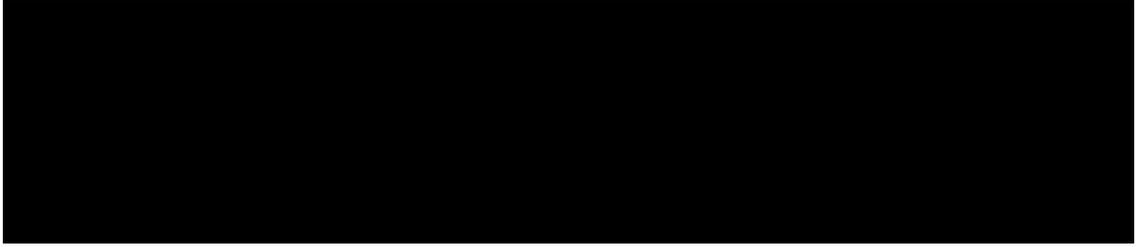
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK DASH CONSOLE BROKEN, ADVISE							
8888 ESTIMATE TO REPLACE DASH CONSOLE COMPARTMENT							
			999	CP		160.67	160.67
1	AE5Z*	5413594*EB	COMPARTMENT ASY - STOWAGE		1414.32	141.32	141.32

ENVIRONMENTAL SURCHARGE							11.25
ESTIMATE TO REPLACE DASH CONSOLE COMPARTMENT. ESTIMATE ONLY!!							



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/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.	DESCRIPTION	TOTALS
		LABOR AMOUNT	160.67
		PARTS AMOUNT	141.32
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	11.25
		TOTAL CHARGES	313.24
		LESS INSURANCE	0.00
		SALES TAX	10.68
		PLEASE PAY THIS AMOUNT	323.92
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

CUSTOMER COPY



GA

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

ALEX SIMANOVSKY, ESQ.
EXTENSION: 1012
DIRECT DIAL: 678-781-1012
E-MAIL: ALEX@LEMONLAW.INFO.COM

2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

February 6, 2013

RECEIVED
FEB 11 2013

Ford Motor Company
World Headquarters
Office of General Counsel
One American Road
Dearborn, MI 48126

RE: [REDACTED] v. Ford Motor Company
NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client: [REDACTED]
Vehicle: 2011 Ford Fusion
VIN: 3FAHP0KC9BR [REDACTED]
Date of purchase: 05/19/11
Our File No.: GA13-10115

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Engine;**
2. **Electrical;**
3. **Stalling;**
4. **Check engine light.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

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

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

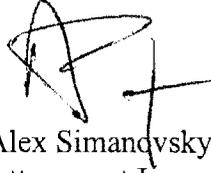
HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

You are hereby notified that if Ford Motor Company wishes to exercise its opportunity to cure pursuant to the Magnusson-Moss Warranty Act and/or the Uniform Commercial Code, such arrangements must be made through the undersigned and this law firm within a reasonable time from your receipt of this letter. If such arrangements are not made, it will be assumed that Ford Motor Company has waived their right to cure.

Sincerely,

ALEX SIMANOVSKY & ASSOCIATES, LLC

A handwritten signature in black ink, appearing to be 'AS' with a stylized flourish.

Alex Simanovsky, Esq.
Attorney at Law

AS/ld

CC: [REDACTED]

Customer Number: 59459

Invoice No: 334299

INVOICE



3860 SOUTH COBB DRIVE
SMYRNA, GA 30080
(770) 436-1200

www.wade.com

PAGE 1

SERVICE ADVISOR: 4869 ERIC GANTEK

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Includes details for BLUE 11 FORD FUSION 3FAHP0KC9BR...

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A AT TIMES ENGINE STALLS DURING ACCEL SHORTLY AFTER STARTING
CAUSE: TEST DROVE, VERIFY CONCERN, STALLED, CK ENG LIGHT AND WRENCH LIGHT
CAME, HOOK UP IDS, EEC TEST CODE P2100, MONITOR PIDS, PERFORM
PINPOINT TEST "D"
9926A THROTTLE BODY - AIR INTAKE - REPLACE
(9E926) - L
7777 W94 (N/C)
1 7T4Z*9E926*FA THROTTLE BODY AND MOTOR ASY (N/C)
12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
7777 W94 (N/C)
12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST -
I
7777 W94 (N/C)
12650DX1 EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
EXTRA TIME TO REPEAT FINAL QUICK TEST
7777 W94 (N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
7777
,,,,,11045 TEST DROVE, VERIFY CONCERN, STALLED, CK ENG LIGHT AND WRENCH
,,,,,LIGHT CAME, HOOK UP IDS, EEC TEST CODE P2100, MONITOR PIDS, PERFORM
,,,,,PINPOINT TEST "DV", ETB ASSY OUT OF SPECS, BAD, REPLACE THROTTLE BODY
,,,,,ASSY, CLEAR CODE, RETEST, REDRIVE, OKAY

B WRENCH COME ON AFTER ENGINE STALLED
NC NO CHARGE
7777 INF (N/C)
,,,,,11038 SEE LINE A

C RIGHT REAR EXTERIOR DOOR HANDLE STICK OUT AT TIMES, AND DOOR WILL NOT
CLOSE
CAUSE: C-K R&R HANDLE REALIGN & TIGHTEN
27406B1 CORRECTION OF SQUEAKS & RATTLES OR

Table with columns: TERMS CASH: UNLESS ARRANGEMENTS MADE, DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc.

X

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Page 1 of 3

3-99-237

Customer Number: 59459

Invoice No: 334299
INVOICE



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PAGE 3

DALLAS, GA 30

Home:

SERVICE ADVISOR: 4869 ERIC GANTEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	11	FORD FUSION	3FAHP0KC9BR		11038 / 11045	1814	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY11	13DEC10		16:00 12JAN12		VAR	CASH	16JAN12
R.O. OPENED		READY	OPTIONS: STK:C291511 DLR:21B004 ENG:99C TRN:44B AXL:ARR_AT_RAMP02				
13:25 11JAN12		07:31 16JAN12					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

ROUTINE MAINTENANCE IS A VALUABLE ASSET TO KEEPING YOUR VEHICLE IN TOP WORKING ORDER. PLEASE LET THE SERVICE MANAGER/DIRECTOR KNOW IF YOUR SCHEDULED MAINTENANCE WAS NOT OFFERED TO YOU, AND YOU WILL RECEIVE A \$10 DISCOUNT TOWARD YOUR NEXT SERVICE. THANK YOU.

TERMS CASH: UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon. \$10.00 PER DAY STORAGE AFTER 10 DAYS.

DISCLAIMER OF WARRANTIES

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

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

X

Customer Copy

Page 3 of 3

MSR2442 1

Customer Number: 59459

Invoice No: 337891
INVOICE



3860 SOUTH COBB DRIVE
SMYRNA, GA 30080
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PAGE 1

DALLAS, GA

Home:

SERVICE ADVISOR: 4869 ERIC GANTEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	11	FORD FUSION	3FAHP0KC9BR		15870 / 15870	1698	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY11	13DEC10		17:54 03APR12		VAR	CASH	09APR12
R.O. OPENED	READY	OPTIONS: STK:C291511 DLR:21B004 ENG:99C TRN:44B AXL:ARR_AT_RAMP02					
18:42 02APR12	13:38 09APR12						

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

A ENGINE STALLS AT TIMES WHILE DRIVING

CND WE HAVE USED EVERY MEANS POSSIBLE TO
DUPLICATE YOUR CONCERN BUT WERE UNABLE TO
FIND A PROBLEM. WE WILL BE HAPPY TO TEST
DRIVE WITH YOU IN ORDER TO IDENTIFY YOUR
CONCERN. SERVICE ADVISOR.

7777 INF

(N/C)

.....15870 TEST DROVE,EEC TEST UNABLE TO VERIFY CONERN

ROUTINE MAINTENANCE IS A VALUABLE ASSET TO
KEEPING YOUR VEHICLE IN TOP WORKING ORDER.
PLEASE LET THE SERVICE MANAGER/DIRECTOR KNOW
IF YOUR SCHEDULED MAINTENANCE WAS NOT OFFERED
TO YOU, AND YOU WILL RECEIVE A \$10 DISCOUNT
TOWARD YOUR NEXT SERVICE. THANK YOU.

TERMS CASH: UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. \$10.00 PER DAY STORAGE AFTER 10 DAYS.

DISCLAIMER OF WARRANTIES

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

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

X

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Page 1 of 1

A 430 269.1

Customer Number: 59459

Invoice No: 338834

INVOICE



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SMYRNA, GA 30080
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PAGE 1

DALLAS, GA

SERVICE ADVISOR: 4869 ERIC GANTEK

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes details for a Ford Fusion with VIN 3FAHP0KC9BR and a 1950 tag.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A ENGINE STALLS WITH FOOT ON GAS PEDAL ABOUT 40 MPH
CAUSE: TEST DROVE, UNABLE TO VERIFY CONCERN, HOOK UP IDS, EEC TEST NO
CODES, CONTACT HOTLINE, TOLD TO CHECK MAF SEN FOR CONTAMINATION
AND DERIS, MAF SE
12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
7777 W94 (N/C)
1 7T4Z*9E926*FA THROTTLE BODY AND MOTOR ASY (N/C)
MTDIAG ABNORMAL DIAG PER HOTLINE
7777 W94 (N/C)
9926A THROTTLE BODY - AIR INTAKE - REPLACE
(9E926) - L
7777 W94 (N/C)

FC: D21 42
PART#: 7T4Z*9E926*FA
COUNT:
CLAIM TYPE: SPW
AUTH CODE:
7777

16661 PARTS WARR TEST DROVE, UNABLE TO VERIFY CONCERN, HOOK UP
IDS, EEC TEST NO CODES, CONTACT HOTLINE, TOLD TO CHECK MAF SEN FOR
CONTAMINATION AND DERIS, MAF SEN WAS OKAY, TOLD TO CHECK WIRING TO
CRANKSHAFT SEN AND SENSOR FOR WATER INTRUSION, OKAY, TOLD TO CHECK C145
ON TOP OFF ENGINE, C145 WAS CLEAN AND ALL PINS WHERE TIGHT, LOAD TEST
CIRCUITS CE412 (YE/VT) AND CE426 (BU/BN) TO T/BODY, TESTED OKAY PINS WHERE
TIGHT, PER HOTLINE REPLACE T/BODY THAT WAS INSTALL 1/11/12 AT 11045, ON
RO 334299, REPLACED T/BODY, RESET KAM, RETEST, REDRIVE, OKAY

LC: A REF. RO: 334299 SVC PART ROUTINE MAINTENANCE IS A VALUABLE ASSET TO
DATE: 01/11/12 SVC PART KEEPING YOUR VEHICLE IN TOP WORKING ORDER.
DISTANCE: 5616 PLEASE LET THE SERVICE MANAGER/DIRECTOR KNOW
IF YOUR SCHEDULED MAINTENANCE WAS NOT OFFERED
TOWARD YOUR NEXT SERVICE. THANK YOU.

Table with columns: DESCRIPTION, TOTALS. Includes terms and conditions, disclaimer of warranties, and a summary of charges (LABOR, PARTS, GAS OIL, LUBE, etc.) totaling \$0.00.

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Page 1 of 1

Customer Number: 59459

Invoice No: 339754

INVOICE



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PAGE 1

DALLAS, GA

Home:

SERVICE ADVISOR: 4869 ERIC GANTEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	11	FORD FUSION	3FAHP0KC9BR		17591 / 17750	1223	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY11	13DEC10		15:42 15MAY12		VAR	CASH	23MAY12
R.O. OPENED		READY		OPTIONS: STK:C291511 DLR:21B004 ENG:99C TRN:44B AXL:ARR_AT_RAMP02			
09:40 14MAY12		09:18 23MAY12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A ENGINE STALLS GOING DOWN THE ROAD, CLUSTER GOES DOES OUT, JUST WRENCH LIGHT COMES ON, WILL NOT RESTART IN N, ONLY IN PART CAUSE: HOOK UP IDS EEC TEST NO CODES, WORKED WITH FSE D. DRIPPS, CK ETC FREEZE FRAME, CK MODE 6 AND 9 DATA, TEST DROVE 88 MILES MONITORING FUEL PRESS							
12650D					EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L		
				7777	W94		(N/C)
				1	AA5Z*6C315*A SENSOR - CRANKSHAFT POSITION -		(N/C)
				1	7U5Z*9C915*D VALVE ASY		(N/C)
12650D81					PID RECORDER/MONITOR TEST WITH ROAD TEST		
				- L			
				7777	W94		(N/C)
02344AT					PANEL-COWL SIDE TRIM - ACCESS OR REPLACE		
				(2344/2345) - L			
				7777	W94		(N/C)
12650D57					CRANKSHAFT TIMING SENSOR (CKP) - REPLACE		
				(6C315) - L			
				7777	W94		(N/C)
12650D22					VAPOR MANAGEMENT VALVE / CANISTER PURGE		
				VALVE - REPLACE			
				(9C047/9C915/9D289/9G271/9J451) - L			
				7777	W94		(N/C)
MTDIAG					MTIME FOR ABNORMAL DIAG		
				7777	W94		(N/C)
MTENGINEER					MTIME WORKING WITH FSE DAVE DRIPPS		
				7777	W94		(N/C)

FC: D21 42
 PART#: AA5Z*6C315*A
 COUNT:
 CLAIM TYPE:
 AUTH CCDE: E57DN
 7777

SUBL ESP RENTAL PO#166212
 W94

TERMS CASH: UNLESS ARRANGEMENTS MADE
 I hereby authorize the repair work hereinafter set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. \$10.00 PER DAY STORAGE AFTER 10 DAYS.

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

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

X

Customer Copy

Page 1 of 2

Customer Number: 59459

Invoice No: 339754

INVOICE



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(770) 436-1200

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PAGE 2

DALLAS, GA

Home:

SERVICE ADVISOR: 4869 ERIC GANTEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	11	FORD FUSION	3FAHP0KC9BR		17591 / 17750	1223	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY11	13DEC10		15:42 15MAY12		VAR	CASH	23MAY12
R.O. OPENED	READY	OPTIONS: STK:C291511 DLR:21B004 ENG:99C TRN:44B AXL:ARR_AT_RAMP02					
09:40 14MAY12	09:18 23MAY12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
17750					HOOK UP IDS EEC TEST NO CODES,WORKED WITH FSE D. DRIPPS,CK		
					ETC FREEZE FRAME,CK MODE 6 AND 9 DATA,TEST DROVE 88 MILES MONITORING		
					FUEL PRESSURE WITH MANUAL GAUGE AND MONITORING ENG PIDS,CHECK C145 FOR		
					LOOSE TERMINALS,OKAY,CHECK CIRCUITS VE711(YE/VT), RE135(GN/BN) FROM		
					C175E TO C101,OKAY,CHECK CIRCUITS		
					CE412(YE/VT),CE426(BU/GN),LE134(YE),VE818(BN),RE134(BU/OG),VE819(GN/VT)		
					FROM C1568 TO C175E,OKAY,REMOVE LEFT FRT CONVERTOR ASSY FOR ACCESS TO		
					CRANK SENSOR, REPLACED CRANK SENSOR,REMOVE UPPER AND LOWER COWL		
					PANELS,WIPER MOTOR ASSY TO GAIN ACCESS TO REPLACE VAPOR MANG VALVE ASSY		
					PER FSE DRIPPS,TEST DROVE ANOTHER 71 MILES VEHICLE DID NOT STALL OR		
					SHUT OFF,RELEASED VEHICLE BACK TO CUSTOMER		

ROUTINE MAINTENANCE IS A VALUABLE ASSET TO
KEEPING YOUR VEHICLE IN TOP WORKING ORDER.
PLEASE LET THE SERVICE MANAGER/DIRECTOR KNOW
IF YOUR SCHEDULED MAINTENANCE WAS NOT OFFERED
TO YOU, AND YOU WILL RECEIVE A \$10 DISCOUNT
TOWARD YOUR NEXT SERVICE. THANK YOU.

TERMS CASH: UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. \$10.00 PER DAY STORAGE AFTER 10 DAYS.

DISCLAIMER OF WARRANTIES

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

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

X

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Page 2 of 2

3452 2-01

Customer Number: 59459

Invoice No: 351549



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INVOICE

PAGE 1

SERVICE ADVISOR: 4869 ERIC GANTEK

DALLAS, GA

Home:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a blue 2011 Ford Fusion with VIN 3FAHP0KC9B and tag 1237.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

A ENGINE STALLS WHILE DRIVING, ONCE HIGHWAY DRIVING, OTHER 40-45 MPH
CAUSE: THROTTLE BODY
12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - L
7777 W94 (N/C)
1 7T4Z*9E926*FA THROTTLE BODY AND MOTOR ASY (N/C)
9926A THROTTLE BODY - AIR INTAKE - REPLACE (9E926) - L
7777 W94 (N/C)

FC: D21 42
PART#: 7T4Z*9E926*FA
COUNT:
CLAIM TYPE:
AUTH CODE:
00777
30316 TEST DROVE, HOOK UP EDS EEC TEST NO CODES, CONTACTED FSE D.
DRIPPS, CHECKED ETC VALUES THRU SPECIAL FUNCTIONS, PERFORM PINPOINT
TEST "DV", FOUND INTERMIT CONCERN WITH ETB ASSY, REPLACED ETB ASSY PER
DRIPPS, RESET KAM, RETEST, REDRIVE, OKAY

Table with columns: Description, Amount, Total. Includes items like 'GTIRE TIRES WERE CK'D AND ARE OK 7/32 OR BETTER' for 0.00.

~|5163

TERMS CASH: UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter.

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

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE/DISCOUNTS, SALES TAX, PLEASE PAY THIS AMOUNT.

Customer Copy

Page 1 of 2

Customer Number: 59459

Invoice No: 351549

INVOICE



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(770) 436-1200

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PAGE 2

DALLAS, GA

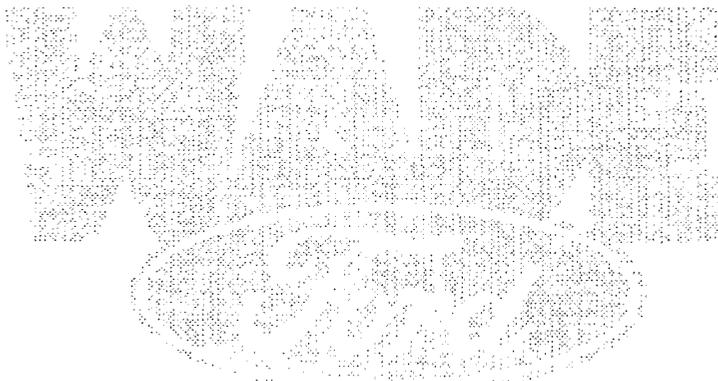
Home:

SERVICE ADVISOR: 4869 ERIC GANTEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	11	FORD FUSION	3FAHP0KC9BF		30312 / 30316	1237
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
19MAY11	13DEC10		13:42 30JAN13		VAR	CASH
R.O. OPENED		READY		OPTIONS: STK:C291511 DLR:21B004 ENG:99C TRN:44B AXL:ARR_AT_RAMPO2		
11:24 29JAN13		14:38 04FEB13				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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ROUTINE MAINTENANCE IS A VALUABLE ASSET TO KEEPING YOUR VEHICLE IN TOP WORKING ORDER. PLEASE LET THE SERVICE MANAGER/DIRECTOR KNOW IF YOUR SCHEDULED MAINTENANCE WAS NOT OFFERED TO YOU, AND YOU WILL RECEIVE A \$10 DISCOUNT TOWARD YOUR NEXT SERVICE. THANK YOU.



TERMS CASH: UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. \$10.00 PER DAY STORAGE AFTER 10 DAYS.

DISCLAIMER OF WARRANTIES

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

x

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

Customer Copy

Page 2 of 2

K45-2 286_1

Rudolph, La Shawn (.)

From: Dripps, David (D.S.)
Sent: Wednesday, February 27, 2013 7:26 PM
To: Rudolph, La Shawn (.)
Subject: FW: Report Summary for the CQIS Report#CDTDL012

Attachments : 0

Report# : CDTDL012 NHL
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2011,FUSION ,SPT FWD,4 DOOR ,SEDAN
,3FAHP0KC9BR [REDACTED] **Build Date:** 12/14/2010
Odometer : 35,149 M **Engine:** 3.5L 4V **Calibration:** ADE1FL0A
Transmission: 6SPD AISIN **Axle:** 3.33 **A/C:** YES
Dealer: USA 00478 Wade Ford, Inc. **Phone#:** (770) 436-1200
City: Smyrna **State:** Georgia **Country :** USA
Originator: TIM BLACK
Symptom: 5 52 2 00 DRV PERF,STALLS/QUITS,ACCEL,UNKNOWN
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: WRENCH LIGHT/NO DTC'S
Fix:Y **Causal Component :** PROCESSOR ASSY -- RPR
Condition Code:

Hotliner: PJACOB45 **Phone:** 000 000-0000 **Regn Cd:** S1 Atlanta
Engineering: **Phone:** **TAR:** CLD
Dlr Contact: TIM BLACK **Phone:** 770 436-1200 **Title Cde:** SD

DTCs:
KOEO:
KOEC:
KOER:

Comments

REPAIR 04/20/2012 12:17PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
 WEB FORM DATA - CONCERN: CUSTOMER STATES CAR WILL SHUT OFF DRIVING,
 SLOW SPEEDS AND AT HWY SPEEDS, WRENCH LIGHT WILL COME ON, AFTER
 RESTART LIGHT GOES OFF AND DOES ON FOR A WHILE, 4 TIMES IN 16,000
 MILES DIAGNOSTICS: DIAG IN JANUARY, INSTALLED THROTTLE
 BODY PARTS REPLACED: THROTTLE BODY TECH QUESTION: HELP, LAST TIME
 IN WE HAD NO CODES, TEST DROVE CAR OVER 250 MILES AND KEPT IT A WEEK,
 COULD NOT VERIFY CONCERN, CUSTOMER HAS HAD CAR BACK FOR 2 WEEKS
 AND
 NOW HAS DONE IT AGAIN, CUSTOMER SCARED TO DRIVE CAR WITH SMALL KIDS.

RECOMM 04/20/2012 12:17PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
 TIM, IF NOT ALREADY DONE, VERIFY THAT THE AIR INLET SYSTEM AND THE
 AIR FILTER ARE SECURE AND FIT PROPERLY. INSPECT THE MAF SENSOR FOR
 CONTAMINATION AND DEBRIS. ALSO INSPECT THE CKP SENSOR, CONNECTOR
 AND HARNESS FOR WATER INTRUSION, DAMAGE AND HARNESS CHAFING. ALSO
 IF NOT ALREADY DONE, INSPECT THE THROTTLE BODY CONNECTOR, AS WELL AS
 CONNECTOR C145, FOR PIN FIT AND THE CIRCUITS FOR SIGNS OF CHAFING.
 LOAD TEST THE THROTTLE BODY MOTOR CIRCUITS (CE412, YE/VT WIRE AND
 CE426, BU/GN WIRE) WITH A HEAD LIGHT BULB WHILE PERFORMING A VOLTAGE
 DROP TEST. WIGGLE TEST THE CIRCUITS WHILE PERFORMING THE LOAD TEST TO
 CHECK FOR AN INTERMITTENT CONCERN. OVERLAY THE CIRCUITS AS
 NECESSARY
 AND RETEST. IF THE CIRCUIT TESTS PROVE OUT, RECOMMEND TO REPLACE
 THE THROTTLE BODY AGAIN AND RETEST.

ADD-ON 05/14/2012 08:02PM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA
 I TEST DROVE THE CAR JUST UNDER 90 MILES AND THE STATED CONCERN DID
 NOT MANIFEST ITSELF. THERE WERE NO DTCS IN THE MODULES AND ETC FREEZE
 FRAME WAS ALL ZEROS AND THERE WAS NOTHING ABNORMAL IN MODE 6.
 ADVISED
 DEALER TO HOOK UP A GAUGE AND SEE IF FUEL PRESSURE IS LEAKING DOWN
 OR
 OUT OF SPEC.

AUDIT 05/14/2012 08:02PM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA
 TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 05/21/2012 11:00AM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA
 DEALER COULD NOT GET CAR TO ACT UP EITHER. REPLACED VAPOR MGMNT
 VALVE
 AND CRANK SENSOR AND RETURNED CAR TO CUSTOMER FOR EVALUATION

ADD-ON 06/07/2012 10:50AM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA
 AT THIS TIME THE CAR HAS NOT ACTED UP SINCE REPLACING THE PARTS.
 CLOSING TAR.

AUDIT 06/07/2012 10:50AM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA
TECH ASSIST REFERRAL HAS BEEN CLOSED

REPAIR 01/30/2013 06:24PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: STALLS OUT DRIVING DIAGNOSTICS: EEC
TEST,NO CODES,NO INFO IN MODE 6, PARTS REPLACED: NONE TECH
QUESTION: STALLING OUT,SEE PREVIOUS HISTORY,HAS CUDL CONTACT AND IS
INQUIRING ON DEALERSHIP BUY BACK AGAIN,OUR MASTER TECH IS IN CONTACT
WITH OUR FSE HE HAD DEALT WITH ON PRIOR VISIT. HELP.

RECOMM 01/30/2013 06:24PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE
TIM, RECOMMEND CHECKING THE EVAP SYSTEM FOR SIGNS OF RAW FUEL. IF IT
IS DRY, RECOMMEND INSPECTING THE AIR INLET TO MAKE SURE THERE ARE NO
ISSUES. LEAKS CAN CAUSE TURBULENCE ACROSS THE MAF RESULTING IN THIS
CONCERN. IF NO ISSUES ARE IDENTIFIED, RECOMMEND CHECKING THE WIRING
AND PIN FIT TO THE CKP SENSOR AND THROTTLE BODY. IF NO ISSUE ARE
IDENTIDIED, YOU WILL NEED TO DUPLICATE THE CONCERN OR INSTALL A VDR
FOR FURRTHUR DIAGONSTICS. WE HAVE ALSO ESCALATED THIS CONCERN TO
THE TECHNICAL SERVICE HOTLINEÂ?TS ESCALATED HANDLING TEAM FOR
ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM WILL CONTACT
YOU
BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1)
BUSINESS DAY TO PROVIDE ADDITIONAL INFORMATION AND/OR
RECOMMENDATIONS
TO ASSIST IN THE RESOLUTION OF THE CUSTOMERÂ?TS CONCERN. OUR TEAM AT
THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO
HELP
GET THE CONCERN RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A
TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE
STILL
UNABLE TO RESOLVE THE CUSTOMERÂ?TS CONCERN THROUGH THESE
ADDITIONAL
STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING
A
TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL
DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE
HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

ESCLHD 01/30/2013 06:24PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE
ESCALATED DUE TO PREVIOUS FSE INVOLVEMENT AND NUMEROUS CUDL
CONTACTS
ON THIS VEHICLE. THE VEHICLE HAS AN INTERMITTENT STALLING CONCERN.
VEHICLE HAS HAD THE CKP, VMV, AND THROTTLE BODY REPLACED TO NO
AVAIL.
106069902

AUDIT 01/30/2013 06:24PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE

ODOMETER 16000 M CHANGED TO 35149 M BY MSCHMI56

- ADD-ON 01/30/2013 09:19PM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA**
WALKED TECH THROUGH ETC FREEZE FRAME BUT IT KEPT SAYING ERROR CODE AND
WOULDN'T PULL IT UP. VEHICLE WAS FINE FOR ALMOST 20,000 MILES. ADVISED
DEALER IF ABOVE EFFORTS DO NOT INDICATE THE CAUSE, REPLACE THE
THROTTLE BODY.
- REPAIR 01/31/2013 03:41PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
AN OUT BOUND CALL WAS PLACED TO THE SERVICE DEPARTMENT; SPOKE TO
SERVICE DIRECTOR TIM BLACK. THE VEHICLE HAS RETURNED WITH A STALLING
CONCERN 17,000 MILES AFTER THE ORIGINAL REPAIR.
- RECOMM 01/31/2013 03:41PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
TIM, TECHNICAL ASSISTANCE HAS BEEN REQUESTED FOR THIS VEHICLE BY THE
TECHNICAL HOTLINE. THE FSE IN IN YOUR AREA WILL CONTACT THE SERVICE
MANAGER OR SERVICE DIRECTOR WITHIN 1 BUSINESS DAY TO ASSIST IN
REPAIRING THE VEHICLE CONCERN.
- TAR 01/31/2013 03:41PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
NOTE TO FSE: TECHNICAL ASSISTANCE IS BEING REQUESTED BY THE HOTLINE
DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS IN REPAIRING AN
INTERMITTENT STALLING ISSUE. THE VEHICLE WAS TECH ASSISTED IN JUNE
2012 FOR THE STALLING CONCERN. OPEN CUDL 1503221282 REQUESTING VEHICLE
BUY BACK. PLEASE ASSIST THE TECHNICIAN IN RESOLVING THE VEHICLE
CONCERN. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 15 ESTIMATED
NUMBER OF REPAIR ATTEMPTS: 3
- ADD-ON 01/31/2013 03:44PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
RE-OPENING TAR
- AUDIT 01/31/2013 03:44PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
TECH ASSIST REFERRAL HAS BEEN REOPENED
- REPAIR 02/04/2013 02:47PM NICHOLAS LAMILZA MSS - FCSD - TECH SVC HOTLINE**
DAVE CALLING IN STATING THAT HE IS UNABLE TO RETRIEVE FREEZE FRAME
DATA FOR THE ETC. THE VEHICLE ALSO WOULD NOT PERFORM AN ALL CMDTC
TEST. THE IDS WOULD INDICATE TO TURN THE KEY ON OR INDICATE FAIL.
WHILE ON THE PHONE, THE TESTS WOULD WORK AND THEN NOT WORK
INTERMITTENTLY. I ADVISED DAVE TO HAVE THE TECHNICIAN REFER TO CELL
25-3 IN THE WIRING DIAGRAMS AND LOAD TEST THE POWER AND GROUND
CIRCUITS TO THE PCM AND CLOSELY INSPECT FOR PROPER PIN/FUSE FIT AT THE
SJB AND THE BJB.
- ADD-ON 02/05/2013 08:03AM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA**
VEHICLE IS FAILING THE NETWORK TEST, YET IT SHOW THE MODULES AS
PASSING. THE PCM IS SHOWING ERROR MESSAGES WHEN ENTERING ANY OF THE
PCM DATA SUCH AS OBD, ETC FREEZE FRAME, CLEAR KAM, AND OTHERS.
INSPECTING HARNESS AND POWERS AND GROUNDS, BUT THERE IS NO U DTCS IN

ANY MODULE. TEST DROVE THE VEHICLE FOR OVER 40 MILES WITH THE NEW THROTTLE BODY AND IT HAS NOT STALLED.

ADD-ON 02/08/2013 03:33PM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA
PER EVERYTHING ELSE WITH POWER AND GROUNDS CHECKING GOOD, ADVISED DEALRE TO REPLACE THE PCM

ADD-ON 02/18/2013 04:46PM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA
DEALER REPLACED THE PCM AND THE THROTTLE BODY.

AUDIT 02/18/2013 04:46PM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA
TECH ASSIST REFERRAL HAS BEEN CLOSED

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
1/25/2013	[REDACTED]	3FAHP0KC9BR [REDACTED]	2011 FUSION	04
OPEN	CLP - IN - BUYBACK - MULTIPLE REPAIRS	1503221282		

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 3FAHP0KC9BR [REDACTED] Year: 2011 Model: FUSION Case: 1503221282
 Name: [REDACTED] Owner Status: Original WSD: 2011-05-19
 Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: OPEN
 Initial Customer Contact:

Action: TIER ONE OPEN ISSUE
 Dealer: 00478 WADE FORD,INC. Origin Desc: TIER ONE - MELBOURNE
 Odometer: 17097 MI Comm Type: PHONE
 Analyst Name: RASZIPOVITS, ROBERTA Analyst: RRASZIPO
 Action Date: 05/07/2012 Action Time: 13.58.41.071 Action Data: No

Comments --CUSTOMER SAYS:-VEH DIES WHEN CRUISING. HAPPENS WITH NO PATTERN.-CUST CAN GET VEH TO RESTART.-CUST STATES THAT HE HAS BROUGHT THE VEH IN MUTLIPLE TIMES WITH UPDATED THROTTLE BODY.-DLR CONTACTED TECHLINE ON THE ISSUE.-VEH IS WITH CUST. AND CUST HAS EXPERIENCED CONCERN AFTER DLR REPAIRED VEH.-CUST DOESN'T FEEL SAFE WITH THE VEH.-CUST LOST CONFIDENCE IN THE VEH.-SEEKING BUYBACK.--DEALER SAYS:WADE FORD INC3860 S COBB DRIVESMYRNA, GA 30080TEL:(770) 436-1200 DEALER CODE 00478 --CRC SAYS:I 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.-ADV OF ABOVE.-CUST ADV HE WILL BE CONTACTING DLR TO SCHEDULE SERVICE APPOINTMENT.-CONTACT CUST ANYTIME. NUMBER IS A CELL.

Action: TAR--SME TECHNICAL ASSISTANCE REQUEST
 Dealer: 00478 WADE FORD,INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 17097 MI Comm Type: PHONE
 Analyst Name: TATE, TRACY Analyst: TTATE14
 Action Date: 05/08/2012 Action Time: 07.56.53.402 Action Data: Yes

Comments CSM TRACY 77780 = PLEASE ASSESS = 2 PRIOR FOR ENGINE STALL =

Data Element Name	Data Value
APPROVER'S CDSID:	SBASHIR5
APPROVER'S NAME:	BASHIR, SAYYED

Action: ESCALATED HANDLING REQUIRED - REQUESTING CCT-CSM SUPPORT
 Dealer: 00478 WADE FORD,INC. Origin Desc: DEALER
 Odometer: 17097 MI Comm Type: PHONE
 Analyst Name: T-BLACK1 Analyst: T-BLACK1
 Action Date: 05/08/2012 Action Time: 08.22.34.895 Action Data: No

Comments CUSTOMER STILL HAVING ISSUE WITH STALLING, DEALERSHIP CONTACTED FORD AND FSE LAST WEEK AND WERE INSTRUCTED TO REPLACE THE THROTTLE BODY AND PERFORM A FEW OTHER STEPS, WE DID AND 2 DAYS LATER THE CAR STALLED AGAIN, CUSTOMER SEEKING TO RPL CAR,NOT SAFE PER THE CUSTOMER FOR HIS WIFE TO DRIVE

Action: TAR--CLOSE SME TECHNICAL ASSISTANCE REQUEST

Dealer: 00478 WADE FORD,INC.

Origin Desc: REGIONAL ESCALATION SPECIALIST

Odometer: 17097 MI

Comm Type: INBOUND EMAIL-OTHER

Analyst Name: BASHIR, SAYYED

Analyst: SBASHIR5

Action Date: 05/08/2012

Action Time: 14.30.24.133

Action Data: Yes

Comments TECH SME ASAD - PLEASE SUBMIT FOR FSE TAR REQUEST

Data Element Name	Data Value
CSM - OPEN FSE REQUEST?	YES

Action: TAR--FSE TECHNICAL ASSISTANCE REQUEST

Dealer: 00478 WADE FORD,INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 17097 MI

Comm Type: PHONE

Analyst Name: TATE, TRACY

Analyst: TTATE14

Action Date: 05/08/2012

Action Time: 16.08.30.859

Action Data: Yes

Comments CSM TRACY 77780 = REQUESTING FSE FOR WADE FORD = OBC TO CUST AT 678-525-6044 = STATED CSM ROLL = STATED TO CUSTOMER THE STATUS AT THIS TIME REGARDING DIAGNOSIS = STATED WILL FOLLOW UP WITH CUSTOMER ON 05/11

Data Element Name	Data Value
APPROVER'S CDSID:	SBASHIR5
APPROVER'S NAME:	BASHIR, SAYYED
DAYS OUT OF SERVICE:	15
NUMBER OF PRIOR REPAIR ATTEMPTS:	3
INFORMATION OBTAINED FROM:	DEALER
PRIOR NHL REPORT #:	YES
BODY CONVERSION:	PERSONAL
VEHICLE LOCATION (P&A CODE):	00478
DEALER NAME:	WADE FORD
PHONE AT VEHICLE LOCATION:	678-794-0085
DEALER CONTACT:	TIM BLACK
CONTACT TITLE:	SERVICE MANAGER
STATUS OF VEHICLE LOCATION:	DEALER
DESCRIPTION OF VEHICLE CONCERN:	2011 FORD FUSION
STATE:	GEORGIA

Action: CREATE FOLLOW UP

Origin Desc: CUSTOMER CARE SOLUTIONS

Dealer: 00478 WADE FORD,INC. TEAM
 Odometer: 17097 MI Comm Type: OTHER
 Analyst Name: TATE, TRACY Analyst: TTATE14
 Action Date: 05/08/2012 Action Time: 16.12.46.856 Action Data: Yes

Comments CSM TRACY 77780 = SETTING F/U WITH S/M CUST ON 05/11

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-11-2012
TIME OF FOLLOW UP (HH:MM):	16:30

Action: TAR--SME APPROVAL/DENIAL

Dealer: 00478 WADE FORD,INC.

Origin Desc: REGIONAL ESCALATION SPECIALIST

Odometer: 17097 MI

Comm Type: OUTBOUND CALL TO DEALER

Analyst Name: BASHIR, SAYYED

Analyst: SBASHIR5

Action Date: 05/08/2012

Action Time: 16.14.30.887

Action Data: Yes

Comments TECH SME ASAD- MADE OBC TO SPEAK WITH SM TIM, TIM ADVISED THAT HE HAS SPOKEN TO FSE DAVE DRIPPS ABOUT THIS CONCERN, FSE DID SUGGEST INSTALLING A VDR ON VEHICLE AND DRIVING IN AN ATTEMPT TO DUPLICATE, ADVISED THAT I WOULD FORWARD REQUEST TO REGION FOR APPROVAL OF FSE INSPECTION OF THE VEHICLE AND WILL UPDATE CASE WITH ADDITIONAL DETAILS AS THEY BECOME AVAILABLE

Data Element Name	Data Value
DOES TL/CRS AGREE TO TAR? (Y/N):	YES

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00478 WADE FORD,INC.

Origin Desc: REGIONAL ESCALATION SPECIALIST

Odometer: 17097 MI

Comm Type: INBOUND EMAIL- OTHER

Analyst Name: BASHIR, SAYYED

Analyst: SBASHIR5

Action Date: 05/09/2012

Action Time: 08.07.25.882

Action Data: No

Comments TECH SME ASAD - REQUEST HAS BEEN ASSIGNED TO DDRIPPS

Action: CREATE FOLLOW UP

Dealer: 00478 WADE FORD,INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 17097 MI

Comm Type: OTHER

Analyst Name: TATE, TRACY

Analyst: TTATE14

Action Date: 05/11/2012

Action Time: 11.43.05.229

Action Data: Yes

Comments CSM TRACY 77780 = CSM OBC TO S/M = STATES S/M SPOKE WITH CUSTOMER, DID NOT DROP VEHICLE YET = APPOINTMENT HAS BEEN MADE FOR 05/14 WITH FSE = CSM OBC TO CUST AT 678-525-6044 = LVM WITH CONTACT INFORMATION = CSM TO F/U WITH CUST ON 05/14

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-14-2012
TIME OF FOLLOW UP (HH:MM):	16:30

Action: CREATE FOLLOW UP

Dealer: 00478 WADE FORD,INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 17097 MI
Analyst Name: TATE,
TRACY

Comm Type: PHONE
Analyst: TTATE14

Action Date: 05/14/2012

Action Time:
13.18.45.111

Action Data: Yes

Comments CSM TRACY 77780 = IB E-MAIL FROM S/M TIM, STATES FSE DRIVING THE VEHICLE AT THIS TIME = ADVISED CSM TO F/U ON 05/15

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-15-2012
TIME OF FOLLOW UP (HH:MM):	16:30

Action: CREATE FOLLOW UP

Dealer: 00478 WADE FORD,INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 17097 MI
Analyst Name: TATE,
TRACY

Comm Type: PHONE
Analyst: TTATE14

Action Date: 05/15/2012

Action Time:
09.34.49.737

Action Data: Yes

Comments CSM TRACY 77780 = CSM OBC TO S/M TIM = STATES VEHICLE CONCERN STILL BEING DIAGNOSES = STATES ENGINEER DROVE FOR 90 MILES, DID NOT DUPLICATE = TECHNICIAN ALSO DROVE = VDR INSTALLED = S/M STATES WILL KNOW MORE POSSIBLY ON 05/16 = CSM TO F/U WITH S/M ON 05/16

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-16-2012
TIME OF FOLLOW UP (HH:MM):	16:30

Action: CREATE FOLLOW UP

Dealer: 00478 WADE FORD,INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 17097 MI
Analyst Name: TATE,
TRACY

Comm Type: PHONE
Analyst: TTATE14

Action Date: 05/16/2012

Action Time:
08.15.41.760

Action Data: Yes

Comments CSM TRACY 77780 = OBC TO S/M ROBERT = STATES STILL DRIVING VEHICLE = HAS NOT DUPLICATED CONCERN AT THIS TIME = CSM TO F/U WITH S/M ON 05/18

Data Element Name	Data Value
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DATE OF FOLLOW UP:	05-18-2012
TIME OF FOLLOW UP (HH:MM):	16:30

Action: CREATE FOLLOW UP
Dealer: 00478 WADE FORD,INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 17097 MI **Comm Type:** PHONE
Analyst Name: TATE, TRACY **Analyst:** TTATE14
Action Date: 05/18/2012 **Action Time:** 08.04.45.468 **Action Data:** Yes

Comments CSM TRACY 77780 = OBC TO S/M TIM = STATES SPOKE WITH FSE = DROVE VEHICLE APPROX 300 MILES = DID NOT DUPLICATE = FSE TO CALL S/M TODAY FOR DIRECTION = CUSTOMER IN RENTAL VEHICLE = CSM TO FU WITH S/M ON 05/21

Data Element Name	Data Value
-----	-----
DATE OF FOLLOW UP:	05-21-2012
TIME OF FOLLOW UP (HH:MM):	16:30

Action: CREATE FOLLOW UP
Dealer: 00478 WADE FORD,INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 17097 MI **Comm Type:** PHONE
Analyst Name: SAPORITA,JEAN **Analyst:** JSAPORIT
Action Date: 05/21/2012 **Action Time:** 16.12.33.356 **Action Data:** Yes

Comments ==CSM JSAPORITA EXT 77727== = OBC TO CUSTOMER= [REDACTED] = LEFT MESSAGE FOR CUSTOMER TO RETURN CALL = F UP ON 5-23-2012

Data Element Name	Data Value
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DATE OF FOLLOW UP:	05-23-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CREATE FOLLOW UP
Dealer: 00478 WADE FORD,INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 17097 MI **Comm Type:** PHONE
Analyst Name: TATE, TRACY **Analyst:** TTATE14
Action Date: 05/23/2012 **Action Time:** 08.11.48.708 **Action Data:** Yes

Comments CSM TRACY 77780 = CSM OBC TO S/M TIM - STATES VEHICLE REPAIRED PER FSE EVALUATION==REPLACED VAPOR MGMT VALVE AND CRANK SENSOR AND CUSTOMER = = FSE COULD NOT DUPLICATE PER HISTORY = CUSTOMER TO PICK UP VEHICLE TODAY = CSM TO F/U WITH CUST ON 05/24

Data Element Name	Data Value
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DATE OF FOLLOW UP:	05-24-2012
TIME OF FOLLOW UP (HH:MM):	16:30

Action: FORD COVERED REPAIR MADE - WARRANTY
 Dealer: 00478 WADE FORD,INC. Origin Desc: DEALER
 Odometer: 17097 MI Comm Type: VISIT
 Analyst Name: T-BLACK1 Analyst: T-BLACK1
 Action Date: 05/24/2012 Action Time: 11.05.16.185 Action Data: No

Comments CUSTOMER PICKED UP CAR ON THE 23RD, CAR WAS RD TESTED OVER 150 MILES AND NEVER VERIFIED THE CONCERN, FORD ENGINEER WAS INVOLVED AND ADVISED US TO REPLACE THE CRANK SENSOR AND THE VAPOR MANAGEMENT VALVE JUST TO ATTEMPT A REPAIR.

Action: CREATE FOLLOW UP
 Dealer: 00478 WADE FORD,INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 17097 MI Comm Type: PHONE
 Analyst Name: TATE, TRACY Analyst: TTATE14
 Action Date: 05/24/2012 Action Time: 15.19.42.974 Action Data: Yes

Comments CSM TRACY 77780 = CSM OBC TO CUST AT 678-525-6044 = CSM LVM WITH CONTACT INFORMATION - CSM TO F/UON 05/25

Data Element Name	Data Value
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DATE OF FOLLOW UP:	05-25-2012
TIME OF FOLLOW UP (HH:MM):	16:30

Action: CONCERN ADDRESSED
 Dealer: 00478 WADE FORD,INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 17097 MI Comm Type: PHONE
 Analyst Name: TATE, TRACY Analyst: TTATE14
 Action Date: 05/25/2012 Action Time: 13.15.36.127 Action Data: Yes

Comments CSM TRACY 77780 = CSM OBC TO CUST AT 678-525-6044 = CSM LVM WITH CONTACT INFORMATION = CSM CLOSING CASE, CONCERN ADDRESSED.

Data Element Name	Data Value
-----	-----
CUSTOMER'S LTV SCORE	86
PARTS ESCALATION USED? (Y/N)	N

TECH ASSIST (FSE INVOLVED) USED? (Y/N) Y
 TECH HOTLINE CONSULTED? (Y/N) Y
 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(\$)
 --FORDS'S SHARE OF REPAIR COST-P11 (\$)
 CLP FINANCIAL ASSIST DENIED? (Y/N) N
 NONE OF THE ABOVE (Y/N) N

Action: TAR - NO LONGER NEEDED

Dealer: 00478 WADE FORD,INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 17097 MI Comm Type: PHONE

Analyst Name: TATE, TRACY Analyst: TTATE14

Action Date: 06/08/2012 Action Time: 10.49.24.946 Action Data: Yes

Comments CSM TRACY 77780 = CLOSING TAR

Data Element Name	Data Value
APPROVER'S CDSID:	SBASHIR5
APPROVER'S NAME:	BASHIR, SAYYED

Action: TAR - FSE CLOSES TECHNICAL ASSISTANCE

Dealer: 00478 WADE FORD,INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 17097 MI Comm Type: PHONE

Analyst Name: TATE, TRACY Analyst: TTATE14

Action Date: 06/08/2012 Action Time: 10.51.26.791 Action Data: Yes

Comments CSM TRACY 77780 = CLOSING TAR,

Data Element Name	Data Value
DATE TAR WAS CLOSED:	06-08-2012
FSE ENGAGED CONCERN VIA PHONE OR VISIT?	YES
WAS VEHICLE REPAIRED? (Y/N):	NO
RAV? (Y/N):	NO

Action: TIER ONE OPEN ISSUE

Dealer: 00478 WADE FORD,INC.

Origin Desc: TIER ONE - MELBOURNE

Odometer: 30097 MI Comm Type: PHONE

Analyst Name: MOORE-WILSON (TMOOREW1),TAMMY Analyst: TMOOREW1

Action Date: 01/25/2013

Action Time:
10.28.59.457

Action Data: No

Comments =ONGOING ISSUES WITH VEH AND HAS CONTACTED SM=AT 40-45 MPH VEH LOST ALL POWER AND DIED=VEH STARTED BACK AND WAS ABLE TO DRIVE VEH TO WORK=AT THE DLR 4 DIFFERENT TIMES FOR THE SAME ISSUE=FSE HAVE ALSO COME TO THE DLR AND INSPECTED THE VEH=ADV ISSUE IS VERY UNPREDICTABLE =CUST ADV IS AFRAID TO DRIVE THE VEH AND IS A SAFETY ISSUE=CUST VERIFIED HE DID REQUEST A VEH REPLACEMENT PRIOR AND THOUGHT VEH WAS REPAIRED AND IS NOW LOOKING TO HAVE REQUEST FOR REPLACEMENT RE-EVALUATEDWADE FORD INC3860 S COBB DRIVESMYRNA, GA 30080(770) 436-1200 I 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 BY CLOSE OF BUSINESS TOMORROW. THIS DOES NOT GUARANTEE THAT FORD WILL BUYBACK YOUR VEHICLE. FORD'S COMMITMENT IS TO HONOR THE NEW VEHICLE LIMITED WARRANTY.=BEST # TO CONTACT [REDACTED]=CALL CUSTOMER ANYTIME=VEH IS CURRENTLY WITH THE CUSTOMER BUT HAS MADE CONTACT WITH THE SM

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GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number:

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Report Detail Section : View Details

Attachments: 0

Report# : CDTDL012 NHL
 CCRG/EPRC: Reviewed Status:
 Vehicle: 2011,FUSION ,SPT FWD,4 DOOR ,SEDAN ,3FAHP0KC9BR
 Odometer : 35,149 M Engine: 3.5L 4V
 Transmission: 6SPD AISIN Axle: 3.33 RATIO
 Dealer: USA 00478 Wade Ford, Inc.
 City: Smyrna State: Georgia
 Originator: TIM BLACK
 Symptom: 5 52 2 00 DRV PERF,STALLS/QUITS,ACCEL,UNKNOWN
 Status:
 VFG: V52 DRIVEABILITY
 Additional Symptom: WRENCH LIGHT/NO DTC'S
 Fix: Y Causal Component : PROCESSOR ASSY -- RPR
 Condition Code:

Hotliner: PJACOB45

Phone: 000 000-0000

Regn Cd: S1 Atlanta

Engineering:

Phone:

TAR: 0-30

Dlr Contact: TIM BLACK

Phone: 770 436-1200

Title Cde: SD

KOEO:

KOEC:

KOER:

Comments:

- REPAIR** 04/20/2012 12:17PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES CAR WILL SHUT OFF DRIVING,
SLOW SPEEDS AND AT HWY SPEEDS, WRENCH LIGHT WILL COME ON, AFTER
RESTART LIGHT GOES OFF AND DOES ON FOR A WHILE, 4 TIMES IN 16,000
MILES DIAGNOSTICS: DIAG IN JANUARY, INSTALLED THROTTLE
BODY PARTS REPLACED: THROTTLE BODY TECH QUESTION: HELP, LAST TIME
IN WE HAD NO CODES, TEST DROVE CAR OVER 250 MILES AND KEPT IT A WEEK,
COULD NOT VERIFY CONCERN, CUSTOMER HAS HAD CAR BACK FOR 2 WEEKS AND
NOW HAS DONE IT AGAIN, CUSTOMER SCARED TO DRIVE CAR WITH SMALL KIDS.
- RECOMM** 04/20/2012 12:17PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
TIM, IF NOT ALREADY DONE, VERIFY THAT THE AIR INLET SYSTEM AND THE
AIR FILTER ARE SECURE AND FIT PROPERLY. INSPECT THE MAF SENSOR FOR
CONTAMINATION AND DEBRIS. ALSO INSPECT THE CKP SENSOR, CONNECTOR
AND HARNESS FOR WATER INTRUSION, DAMAGE AND HARNESS CHAFING. ALSO
IF NOT ALREADY DONE, INSPECT THE THROTTLE BODY CONNECTOR, AS WELL AS
CONNECTOR C145, FOR PIN FIT AND THE CIRCUITS FOR SIGNS OF CHAFING.
LOAD TEST THE THROTTLE BODY MOTOR CIRCUITS (CE412, YE/VT WIRE AND
CE426, BU/GN WIRE) WITH A HEAD LIGHT BULB WHILE PERFORMING A VOLTAGE
DROP TEST. WIGGLE TEST THE CIRCUITS WHILE PERFORMING THE LOAD TEST TO
CHECK FOR AN INTERMITTENT CONCERN. OVERLAY THE CIRCUITS AS NECESSARY
AND RETEST. IF THE CIRCUIT TESTS PROVE OUT, RECOMMEND TO REPLACE
THE THROTTLE BODY AGAIN AND RETEST.
- ADD-ON** 05/14/2012 08:02PM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA
I TEST DROVE THE CAR JUST UNDER 90 MILES AND THE STATED CONCERN DID
NOT MANIFEST ITSELF. THERE WERE NO DTCS IN THE MODULES AND ETC FREEZE
FRAME WAS ALL ZEROS AND THERE WAS NOTHING ABNORMAL IN MODE 6. ADVISED
DEALER TO HOOK UP A GAUGE AND SEE IF FUEL PRESSURE IS LEAKING DOWN OR
OUT OF SPEC.
- AUDIT** 05/14/2012 08:02PM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA
TECH ASSIST REFERRAL HAS BEEN OPENED
- ADD-ON** 05/21/2012 11:00AM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA
DEALER COULD NOT GET CAR TO ACT UP EITHER. REPLACED VAPOR MGMNT VALVE
AND CRANK SENSOR AND RETURNED CAR TO CUSTOMER FOR EVALUATION
- ADD-ON** 06/07/2012 10:50AM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA
AT THIS TIME THE CAR HAS NOT ACTED UP SINCE REPLACING THE PARTS.
CLOSING TAR.

- AUDIT 06/07/2012 10:50AM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA**
TECH ASSIST REFERRAL HAS BEEN CLOSED
- REPAIR 01/30/2013 06:24PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE**
WEB FORM DATA - CONCERN: STALLS OUT DRIVING DIAGNOSTICS: EEC TEST,NO CODES,NO INFO IN MODE 6, PARTS REPLACED: NONE TECH QUESTION: STALLING OUT,SEE PREVIOUS HISTORY,HAS CUDL CONTACT AND IS INQUIRING ON DEALERSHIP BUY BACK AGAIN,OUR MASTER TECH IS IN CONTACT WITH OUR FSE HE HAD DEALT WITH ON PRIOR VISIT. HELP.
- RECOMM 01/30/2013 06:24PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE**
TIM, RECOMMEND CHECKING THE EVAP SYSTEM FOR SIGNS OF RAW FUEL. IF IT IS DRY, RECOMMEND INSPECTING THE AIR INLET TO MAKE SURE THERE ARE NO ISSUES. LEAKS CAN CAUSE TURBULENCE ACROSS THE MAF RESULTING IN THIS CONCERN. IF NO ISSUES ARE IDENTIFIED, RECOMMEND CHECKING THE WIRING AND PIN FIT TO THE CKP SENSOR AND THROTTLE BODY. IF NO ISSUE ARE IDENTIFIED, YOU WILL NEED TO DUPLICATE THE CONCERN OR INSTALL A VDR FOR FURRTHER DIAGONSTICS. WE HAVE ALSO ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINEÂ€™S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM WILL CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY TO PROVIDE ADDITIONAL INFORMATION AND/OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THE CUSTOMERÂ€™S CONCERN. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE THE CUSTOMERÂ€™S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.
- ESCLHD 01/30/2013 06:24PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE**
ESCALATED DUE TO PREVIOUS FSE INVOLVEMENT AND NUMEROUS CUDL CONTACTS ON THIS VEHICLE. THE VEHICLE HAS AN INTERMITTENT STALLING CONCERN. VEHICLE HAS HAD THE CKP, VMV, AND THROTTLE BODY REPLACED TO NO AVAIL. 106069902
- AUDIT 01/30/2013 06:24PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE**
ODOMETER 16000 M CHANGED TO 35149 M BY MSCHMI56
- ADD-ON 01/30/2013 09:19PM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA**

WALKED TECH THROUGH ETC FREEZE FRAME BUT IT KEPT SAYING ERROR CODE AND WOULDN'T PULL IT UP. VEHICLE WAS FINE FOR ALMOST 20,000 MILES. ADVISED DEALER IF ABOVE EFFORTS DO NOT INDICATE THE CAUSE, REPLACE THE THROTTLE BODY.

- REPAIR 01/31/2013 03:41PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
AN OUT BOUND CALL WAS PLACED TO THE SERVICE DEPARTMENT; SPOKE TO SERVICE DIRECTOR TIM BLACK. THE VEHICLE HAS RETURNED WITH A STALLING CONCERN 17,000 MILES AFTER THE ORIGINAL REPAIR.
- RECOMM 01/31/2013 03:41PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
TIM, TECHNICAL ASSISTANCE HAS BEEN REQUESTED FOR THIS VEHICLE BY THE TECHNICAL HOTLINE. THE FSE IN IN YOUR AREA WILL CONTACT THE SERVICE MANAGER OR SERVICE DIRECTOR WITHIN 1 BUSINESS DAY TO ASSIST IN REPAIRING THE VEHICLE CONCERN.
- TAR 01/31/2013 03:41PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
NOTE TO FSE: TECHNICAL ASSISTANCE IS BEING REQUESTED BY THE HOTLINE DUE TO THE DAYS OUT OF SERVICE AND LACK OF PROGRESS IN REPAIRING AN INTERMITTENT STALLING ISSUE. THE VEHICLE WAS TECH ASSISTED IN JUNE 2012 FOR THE STALLING CONCERN. OPEN CUDL 1503221282 REQUESTING VEHICLE BUY BACK. PLEASE ASSIST THE TECHNICIAN IN RESOLVING THE VEHICLE CONCERN. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 15 ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3
- ADD-ON 01/31/2013 03:44PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
RE-OPENING TAR
- AUDIT 01/31/2013 03:44PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**
TECH ASSIST REFERRAL HAS BEEN REOPENED
- REPAIR 02/04/2013 02:47PM NICHOLAS LAMILZA MSS - FCSD - TECH SVC HOTLINE**
DAVE CALLING IN STATING THAT HE IS UNABLE TO RETRIEVE FREEZE FRAME DATA FOR THE ETC. THE VEHICLE ALSO WOULD NOT PERFORM AN ALL CMDTC TEST. THE IDS WOULD INDICATE TO TURN THE KEY ON OR INDICATE FAIL. WHILE ON THE PHONE, THE TESTS WOULD WORK AND THEN NOT WORK INTERMITTENTLY. I ADVISED DAVE TO HAVE THE TECHNICIAN REFER TO CELL 25-3 IN THE WIRING DIAGRAMS AND LOAD TEST THE POWER AND GROUND CIRCUITS TO THE PCM AND CLOSELY INSPECT FOR PROPER PIN/FUSE FIT AT THE SJB AND THE BJB.
- ADD-ON 02/05/2013 08:03AM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA**
VEHICLE IS FAILING THE NETWORK TEST, YET IT SHOW THE MODULES AS PASSING. THE PCM IS SHOWING ERROR MESSAGES WHEN ENTERING ANY OF THE

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PCM DATA SUCH AS OBD, ETC FREEZE FRAME, CLEAR KAM, AND OTHERS.
INSPECTING HARNESS AND POWERS AND GROUNDS, BUT THERE IS NO U DTCS IN
ANY MODULE. TEST DROVE THE VEHICLE FOR OVER 40 MILES WITH THE NEW
THROTTLE BODY AND IT HAS NOT STALLED.

ADD-ON 02/08/2013 03:33PM DAVID DRIPPS(FSE) MSS - FCSD - TSOM - ATLANTA
PER EVERYTHING ELSE WITH POWER AND GROUNDS CHECKING GOOD, ADVISED
DEALRE TO REPLACE THE PCM

Folder Number:

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Requester: LBINGHAM

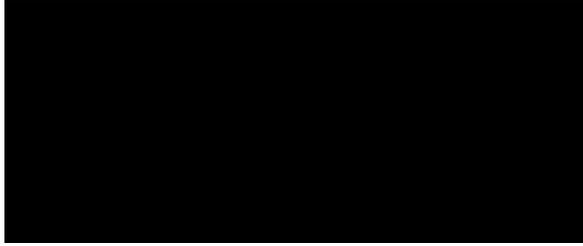
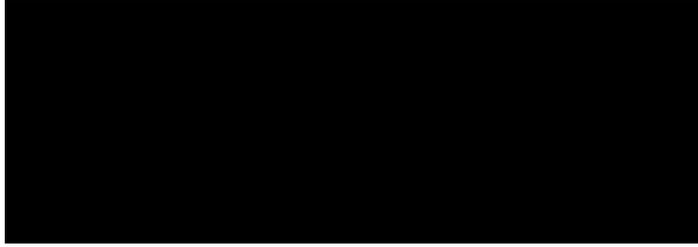
Report Summary

Server: ECCWS686

Ford Proprietary, Private

14-Feb-2013

Retention: None



**Service of Process
Transmittal**

03/14/2012
CT Log Number 520139901



TO: Chris Dzbanski
Ford Motor Company
One American Road, WHQ 433-E3
Dearborn, MI 48126

RE: Process Served in Tennessee

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: [REDACTED], Pltf. vs. Ford Motor Company, Dft.
DOCUMENT(S) SERVED: Summons, Complaint, Exhibit(s)
COURT/AGENCY: Williamson County Circuit Court, TN
Case # 20121037
NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Defendants failure or refusal to repair defects from vehicle, 2010 Ford Fusion, VIN #3FAHP0JG6AR [REDACTED]
ON WHOM PROCESS WAS SERVED: C T Corporation System, Knoxville, TN
DATE AND HOUR OF SERVICE: By Certified Mail on 03/14/2012 postmarked on 03/12/2012
JURISDICTION SERVED : Tennessee
APPEARANCE OR ANSWER DUE: Within 30 days from the date this summons is served upon you
ATTORNEY(S) / SENDER(S): Eric P. Egbert
100 North Central Avenue
Humboldt, TN 38343-2808
ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex Priority Overnight , 793341101563
Image SOP
Email Notification, Chris Dzbanski CDZBANSK@FORD.COM
SIGNED: C T Corporation System
PER: Amy McLaren
ADDRESS: 800 S. Gay Street
Suite 2021
Knoxville, TN 37929-9710
TELEPHONE: 800-592-9023

IN THE CIRCUIT COURT
WILLIAMSON COUNTY, TENNESSEE

FILED
FEB 24 2012

SABRINA CIPRIANO,)

Plaintiff,)

v.)

FORD MOTOR COMPANY,)

Defendant.)

No. **2012-103**

COMPLAINT

NOW COMES Plaintiff, SABRINA CIPRIANO, by and through Plaintiff's attorneys, KROHN & MOSS, LTD., and for Plaintiff's Complaint against Defendant, FORD MOTOR COMPANY, alleges and affirmatively states as follows:

PARTIES

1. Plaintiff, SABRINA CIPRIANO ("Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Tennessee.

2. Defendant, FORD MOTOR COMPANY ("Manufacturer"), is a foreign corporation authorized to do business in the State of Tennessee and is engaged in the manufacture, sale, and distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including Ford Lincoln of Franklin (Franklin, Tenn.). Manufacturer does business in all counties of the State of Tennessee.

BACKGROUND

3. On or about September 19, 2009, Plaintiff purchased a 2010 Ford Fusion ("Fusion"), manufactured by Manufacturer, Vehicle Identification No. 3FAHP0JG6AR184880, for valuable

consideration (A copy of Plaintiff's Purchase Contract is attached hereto as Exhibit "A.")

4. The price of the Fusion, excluding registration charges, document fees and sales tax, and other collateral charges, such as bank and finance charges, totaled more than \$26,827.76.

5. In consideration for the purchase of the Fusion, Manufacturer issued and supplied to Plaintiff several written warranties, including a three (3) year or thirty-six thousand (36,000) mile factory warranty, as well as other standard warranties fully outlined in the Manufacturer's Warranty booklet.

6. Manufacturer engages in nationwide advertising campaigns to sell vehicles, including the subject vehicle, to the public through a system of authorized selling agents of Manufacturer, including Seller herein.

7. Manufacturer's authorized selling agents, including the Seller herein, are required by Manufacturer to post Manufacturer's name and logo on a sign outside of Seller's place of business.

8. Manufacturer's authorized selling agents, including Seller herein, are required by Manufacturer to produce to Seller's customers brochures for the sale of Manufacturer's vehicles that are printed and authored by Manufacturer.

9. Manufacturer's authorized selling agents, including Seller herein, are required by Manufacturer to enter into a sales and service agreement with Manufacturer that is reduced to a writing.

10. Manufacturer requires all authorized selling agents, including Seller herein, to provide customers, including Plaintiff herein, with Manufacturer's written warranty described above at the time of sale.

11. In requiring Seller to provide Manufacturer's written warranty, Manufacturer

undertakes, at the time of sale, the responsibility of repairing its vehicles, including the subject vehicle herein, and makes the accompanying promise to repair in consideration for the sale of the vehicle.

12. Manufacturer issues and supplies to consumers, including Plaintiff herein, its written warranty described above as an inducement for the sale of the subject vehicle.

13. Manufacturer provides Seller with a hidden rebate/commission after Plaintiff's purchase of the subject vehicle that is not reflected on Plaintiff's purchase documents as an incentive to Seller selling Manufacturer's automobiles as an agent to Manufacturer.

14. The retail price of the subject vehicle is determined by Manufacturer and not Seller.

15. On or about September 19, 2009, Plaintiff took possession of the Fusion and shortly thereafter experienced the various defects listed below that substantially impair the use, value and/or safety of the Fusion.

16. The defects described below violate the express written warranties issued to Plaintiff by Manufacturer.

17. Plaintiff brought the Fusion to Seller and/or other authorized service dealers of Manufacturer for various defects, including but not limited to the following:

- a. Defective engine and/or transmission as evidenced by illumination of check engine light, no throttle response, and engine hesitation and loss of power;
- b. Defective HVAC as evidenced by inoperative air conditioning;
- c. Defective electrical system as evidenced by slow or no cranking on engine start, false illumination of seat belt light; false illumination of tire pressure light, and display of rear parking assist message while in Drive;
- d. Defective interior and/or fit and finish as evidenced by sagging headliner; and

- e. Any additional defects as contained on repair orders of Manufacturer's authorized dealerships.

18. Plaintiff provided Manufacturer through Seller and/or other authorized dealers of Manufacturer sufficient opportunities to repair the Fusion.

19. Manufacturer through its authorized dealers was unable and/or failed to repair the Fusion within a reasonable number of attempts.

20. Plaintiff justifiably lost confidence in the Fusion's reliability and said defects have substantially impaired the value of the Fusion to Plaintiff.

21. Said defects could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the Fusion.

22. As a result of these defects, Plaintiff revoked acceptance of the Fusion in writing on November 21, 2011 (A copy of said letter is attached hereto and marked as Exhibit "B").

23. At the time of revocation, the Fusion was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear.

24. Manufacturer refused Plaintiff's demand for revocation and has refused to provide Plaintiff with the remedies to which Plaintiff is entitled upon revocation.

25. The Fusion remains in a defective condition, and continues to exhibit the above mentioned defects that substantially impair its use, value and/or safety.

26. Plaintiff has been and will continue to be financially damaged due to Manufacturer's failure to comply with the provisions of its express warranties.

27. Prior to filing this Complaint, Plaintiff submitted to Manufacturer's informal dispute resolution program and was unsatisfied with the results therein.

COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

28. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-27 of this Complaint.

29. Plaintiff is a purchaser of a consumer product who received the Fusion during the duration of a written warranty period applicable to the Fusion and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

30. Manufacturer is a person engaged in the business of making a consumer product directly available to Plaintiff.

31. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

32. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the Fusion was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

33. Plaintiff's purchase of the Fusion was accompanied by written factory warranties for any non-conformities or defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the Fusion to repair the Fusion or take other remedial action free of charge to Plaintiff with respect to the Fusion in the event that the Fusion failed to meet the specifications set forth in said undertaking.

34. Said warranties were the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the Fusion to Plaintiff.

35. Said purchase of Plaintiff's Fusion was induced by, and Plaintiff relied upon, these written warranties.

36. Plaintiff has met all of Plaintiff's obligations and preconditions as provided in the written warranties.

37. As a direct and proximate result of Manufacturer's failure to comply with its express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. § 2310(d), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. Return of all monies paid or in the alternative applicable damages pursuant to section 2-714 of the Commercial Code, and all incidental and consequential damages incurred;
- b. Incurred and/or needed costs of repair;
- c. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred by the Plaintiffs; and,
- d. Such other and further relief that the Court deems just and appropriate.

COUNT II
BREACH OF IMPLIED WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

38. Plaintiff realleges and incorporates by reference as though fully set forth herein, paragraphs 1-27 of this Complaint.

39. The Fusion purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. § 2301(7) running from the Manufacturer to the intended consumer, Plaintiffs herein.

40. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly available to Plaintiff.

41. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Manufacturer has entered into a contract in writing within ninety (90) days of a purchase to perform services relating to the maintenance or repair of a motor vehicle.

42. Pursuant to 15 U.S.C. § 2308, Plaintiff's Fusion was impliedly warranted to be substantially free of defects and non-conformities in both material and workmanship, and thereby fit for the ordinary purpose for which the Fusion was intended.

43. The Fusion was warranted to pass without objection in the trade under the contract description, and was required to conform to the descriptions of the vehicle contained in the contracts and labels.

44. The above described defects in the Fusion render the Fusion unfit for the ordinary and essential purpose for which the Fusion was intended.

45. As a result of the breaches of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. Return of all monies paid or in the alternative applicable damages pursuant to section 2-714 of the Commercial Code, and all incidental and consequential damages incurred;
- b. Incurred and/or needed costs of repair
- c. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- d. Such other and further relief that the Court deems just and appropriate.

COUNT III
REVOCATION OF ACCEPTANCE PURSUANT TO SECTION 2310(d)
OF THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

46. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-27 of this Complaint.

47. Manufacturer's tender of the Fusion was substantially impaired to Plaintiff.

48. Manufacturer's tender of the Fusion, which was substantially impaired to Plaintiff, constitutes a violation of 15 U.S.C. § 2310(d).

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. Return of all monies paid or in the alternative applicable damages pursuant to section 2-714 of the Commercial Code, and all incidental and consequential damages incurred;
- b. Incurred and/or needed costs of repair;
- c. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred by the Plaintiffs; and,
- d. Such other and further relief that the Court deems just and appropriate.

COUNT IV
TENNESSEE MOTOR VEHICLE WARRANTIES ACT § 55-24-101 et seq.

49. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-27 of this Complaint.

50. Plaintiff has presented the Fusion to Seller and/or other authorized service dealers of Manufacturer within the term of protection and have tendered the subject vehicle three (3) or more times for the same defects and/or non-conformities, and those defects and/or non-conformities continue to exist and/or the Fusion has been out of service for thirty (30) business days and the non-conformities continued to exist after the thirtieth (30th) business day.

51. Pursuant to the Act, the Fusion does not conform to the express warranties issued to Plaintiff by Manufacturer.

52. Pursuant to the Act, Plaintiff is entitled to a refund of the full price of the vehicle, including all collateral charges and finance charges, and/or a replacement vehicle, plus all attorneys' fees and costs.

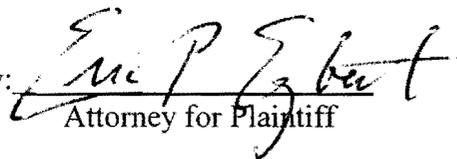
WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. Return of the Fusion's lease price and all incidental and consequential damages incurred by Plaintiff;
- b. Incurred and/or needed costs of repair
- c. Return of all finance charges, sales tax, registration fees incurred by Plaintiff for the Fusion;
- d. All reasonable attorneys' fees, witness fees, court costs and other fees incurred by the Plaintiff, and;
- e. Such other and further relief that this Court deems just and appropriate.

JURY DEMAND

* Plaintiff demands trial by jury on all issues in this action.

Respectfully Submitted,
SABRINA CIPRIANO

By: 
Attorney for Plaintiff

Eric P. Egbert, BPR No. 027206
P.O. Box 401
Medina, TN 38355
100 North Central Avenue
Humboldt, TN 38343-2808

Of Counsel
Krohn & Moss, Ltd.
10 North Dearborn St, 3rd Floor
Chicago, Illinois 60602
(312) 578-9428

EXHIBIT A

1-800-727-7000 Ford Credit logo. Buyer (and Co-Buyer) Name and Address (including County and Zip Code): SHARON H CLIFKIN, 1995 HICKORY BORN CT, NASHVILLE TN 37211, DON/DORIS. CREDITOR (Seller Name and Address): ALEXANDER FORD MERCURY INC, 1125 HURFRESSBORO RD, FRANKLIN TN 37064.

Harry Bradley

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. The cash price is shown below as "Cash Price." The credit price is shown below as "Total Sale Price." By signing this contract, you agree to buy the vehicle on credit under the agreement on the front and back of this contract.

Table with columns: Description, Make, Year and Model, Model, Vehicle Identification Number, Use For Which Purposed. Row 1: NEW, FORD, 2010 FORD, FUSION, 3FADP3D6819A888, III Personal, Agricultural, Commercial.

Trade-In CASH AMOUNT: \$ 1,150.00. Credit Allowance: \$ 1,717.81. Amount Owed: \$ 2,867.76.

ITEMIZATION OF AMOUNT FINANCED. 1. Cash Price: \$ 26,827.76. 2. Down Payment: \$ 1,899.99. 3. Unpaid Balance of Cash Price: \$ 24,927.76. 4. Amount paid on your behalf: \$ 1,150.00. Total: \$ 26,077.76.

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

ANNUAL PERCENTAGE RATE: 8.99%. FINANCE CHARGE: \$ 3,176.38. Amount Financed: \$ 22,901.38. Total of Payments: \$ 26,077.76. Total Sale Price: \$ 26,077.86.

Your Payment Schedule will be: Number of Payments: 72. Amount of Payments: \$66.29. When Payments are Due: MONTHLY, BEGINNING 03, 2009.

Prepayment: If you pay off your debt early, you will not have to pay a penalty. Late Payment: You must pay a late charge on the portion of each payment received more than 10 days late. The charge is 7.5 percent of the late amount or \$30.00, whichever is less.

BALLOON CONTRACT PROVISIONS. EXCESS WEAR, USE AND MILEAGE CHARGES. If the box above shows it checked, this section, Paragraph B, and Paragraph C of this contract apply. You may be charged for excessive wear based upon our standards for normal use. If you exercise this option to sell the vehicle back to Creditor under Paragraph B, you must pay the Creditor \$0.00/M/A per mile for each mile in excess of M/A miles shown on the odometer.

Buyer Signs: [Signature] Co-Buyer Signs: [Signature]

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

Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to an exact copy of the contract you sign.

Buyer (and Co-Buyer) acknowledge that (i) before signing this contract, Buyer (and Co-Buyer) received and reviewed a true and complete copy of this contract and (ii) at the time of signing this contract, Buyer (and Co-Buyer) received a true and complete copy of this contract.

Buyer Signs: [Signature] Co-Buyer Signs: [Signature]. Seller: ALEXANDER FORD MERCURY INC. THIS CONTRACT IS NOT VALID UNTIL YOU AND SELLER SIGN IT.

ASSIGNMENT. Seller may transfer this contract to another person. This person will then have all Seller's rights, privileges, and remedies. By signing below, the Seller assigns this contract to FORD MOTOR CREDIT. To contact Assignee about this contract, call 1-800-727-7000 or visit their website at www.fordcredit.com.

Original. PLY 1 - ORIGINAL, PLY 2 - BUYER'S COPY, PLY 3 - CO-BUYER/GUARANTOR COPY, PLY 4 - SELLER'S COPY (PLUS TRANSFERABLES).

EXHIBIT B

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Ohio, Tennessee, Wisconsin, Washington, DC)

Main Office

*10 North Dearborn, 3rd Floor
Chicago, Illinois 60602
www.krohnandmoss.com*

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*Writer licensed to practice
only in:
Tennessee*

November 21, 2011

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

RE: Cipriano, Sabrina v. Ford Motor Company

Our Client: Sabrina Cipriano
Vehicle: 2010 Ford Fusion
Date of Delivery: September 19, 2009
VIN: 3FAHP0JG6AR184880
Our File No.: T110006N

Dear Sir or Madam:

Please be advised that this office represents the above-named individuals regarding claims against Ford Motor Company pursuant to the Federal Magnuson-Moss Warranty Act and/or Tennessee Lemon Law with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENTS UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU.

IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

There were numerous non-conformities with my clients' automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both Federal and State law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. Defective engine and/or transmission as evidenced by illumination of check engine light, no

throttle response, and engine hesitation and loss of power;

2. Defective HVAC as evidenced by inoperative air conditioning;
3. Defective electrical system as evidenced by slow or no cranking on engine start, false illumination of seat belt light; false illumination of tire pressure light, and display of rear parking assist message while in Drive;
4. Defective interior and/or fit and finish as evidenced by sagging headliner;
5. Any additional complaints actually made, whether contained on your company's invoices or otherwise.

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Accordingly, my clients have had enough! Because of the inordinate amount of repairs within the applicable warranty period, my clients have justifiably lost confidence in the vehicle.

As I am sure you are aware, the "Shaken Faith" doctrine under the U.C.C. states:

"For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension."

Zabriskie Chevrolet, Inc. v. Smith

Other courts have gone on to state that the vehicle owner that was plagued by a series of annoying minor defects which were never repaired after a number of attempts, could revoke. See Durfee v. Rod Baxter Imports.

Concerning the amount of grief a person need take with a vehicle, one court expressed the consumers lament in the following manner:

There comes a time when enough is enough - when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the seller's repeated good faith efforts to fix the car. Rester v. Morrow.

My clients' repair history clearly shows there was a breach of the written warranty "based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty." Kure v. Chevrolet Motor Division, 581 P.2d 603, 608.

Therefore, you are hereby notified that my clients are revoking acceptance of the vehicle and have directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for damages.

Please be advised that under U.C.C. § 2-711(3) my clients have a security interest in the car for return of the total amount above, plus expenses in handling and inspecting the car. Until you pay this amount, my clients will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my clients need return of the monies listed above before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the

November 21, 2011

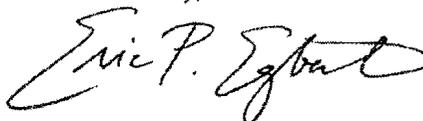
car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Indiana Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, I demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my clients have revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

To avoid any further litigation, my client merely requests a full refund for the defective product, which includes the contract price, plus all sales tax, document fees, finance interest, satisfaction of all liens, the costs of any added optional equipment, any out pocket repair expenses, the unexpended portion of any registration and plates, plus payment of attorneys' fees. In return, my client will waive any incidental and consequential damages for aggravation and inconvenience at this point. Please note that our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. Think of the time, money and effort both sides would save with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, we will file a formal claim.

Sincerely,



Eric P. Egbert
Attorney at Law
Of Counsel to Krohn & Moss, Ltd.

EE/hb

CUSTOMER NAME/PHONE NUMBER

[REDACTED]

CUSTOMER LIST

ADDRESS

[REDACTED]

FRANKLIN TN [REDACTED]

STATUS

Open Issues Exists

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Customer Info

Customer: [REDACTED]

Address: [REDACTED] FRANKLIN TN [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email: [REDACTED]

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Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
3FAHP0JG6AR[REDACTED]	2010	FUSION	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History

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ESP / Recall Information

VIN: 3FAHP0JG6AR [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
Plan Type: USA 2012 NEW 60/75,000 PREMIUMCARE W/ROADSIDE
Selling Dealer:
Deductible: 100
Rental: 30
Towing Allowance:

Status: Active
Expiration Date: 2014-09-19
Expiration Miles: 75,000
Plan Year: 2012
Purchase Type: N
Options:

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

Cancel Date:
Refund Percent:
Dealer Credited:

Process Date:
Dealer Received Date:

No Recall Information for this VIN

VEHICLE DETAIL

VIN: 3FAHP0JG6AR [REDACTED] Engine: 3.0L 4V OHC V6 DURATEC 230HP
Make: FORD Transmission: 6 SPD AUTO TRANS 6F MID-RANGEA
Model: FUSION Paint Code/Color: STERLING GRAY METALLIC
Year: 2010 Calibration: ADE1F60A
Pay Load: Max Towing Weight:
GVWR: 04474 Axle Ratio:
WheelBase: YB Warranty Start Date: 9/19/2009
GCWR: Vehicle Build Date: 8/1/2009
PEP Code: 301A

Selling Dealers Name: FORD LINCOLN OF FRANKLIN
Selling Dealers P & A Code: 06004 Selling Dealers Sales Code: F23098
Selling Dealers Main Phone: 615-794-4585 Selling Dealers Service Phone: 615-794-4585

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
P 0 J A R [REDACTED] [REDACTED] Y B A F 2 2 5 F Z 5 0 4 M F G P W A 7 T C
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
L A U 3 B F S M Q 3 2 1 B 0 1 5 2 U J F W 8 D G 3
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F A H 6 5 S 3 0 1 A 9 G W A L
1 2 3 4 5 6 7 8 9 160

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ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
1/10/2012 OPEN	[REDACTED] DRP-VEHICLE REPURCHASE REQUEST	3FAHP0JG6AR 52878250	2010 FUSION	06
11/3/2011 CLOSED	[REDACTED] CLP - IN - SERVICE REPAIR - AT RISK	3FAHP0JG6AR 52878250	2010 FUSION	04
11/2/2011 CLOSED	[REDACTED] CRC RELATED - F/M CSR FOLLOWING CONTACT	3FAHP0JG6AR 52878250	2010 FUSION	01
11/1/2011 CLOSED	[REDACTED] CLP - IN - SERVICE REPAIR - AT RISK	3FAHP0JG6AR 52878250	2010 FUSION	04
11/1/2011 CLOSED	[REDACTED] CLP - IN - SERVICE REPAIR - AT RISK	3FAHP0JG6AR 52878250	2010 FUSION	04
9/24/2011 CLOSED	[REDACTED] ROADSIDE ASSISTANCE REQUEST- WARRANTY COVERED	3FAHP0JG6AR 52878250	2010 FUSION	01
9/9/2011 CLOSED	[REDACTED] CLP - IN - SERVICE REPAIR - AT RISK	3FAHP0JG6AR 52878250	2010 FUSION	04
9/7/2011 CLOSED	[REDACTED] MISC INQUIRY - CHANGE OF ADDRESS	3FAHP0JG6AR 52878250	2010 FUSION	02

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0JG6AR [REDACTED]	Year: 2010	Model: FUSION	Case: 528782501
Name: MRS [REDACTED]	Owner Status: Original	WSD: 2009-09-19	
Symptom Desc: LIGHTING SYS EXT. LIGHTING CLEARANCE LAMPS		Primary Phone: [REDACTED]	
Reason Desc: DRP-VEHICLE REPURCHASE REQUEST		Secondary Phone: [REDACTED]	
Issue Type: 06 BBB AUTO LINE/DACO	Issue Status: OPEN		

Action: OPEN - CABBB CASE ELIGIBLE		
Dealer: 06004 FORD LINCOLN OF FRANKLIN		Origin Desc: BETTER BUSINESS BUREAU
Odometer: 29750 MI	Comm Type: MAIL TRANSFER	
Analyst Name: COSTELLO, MATT	Analyst: M-COSTE3	
Action Date: 12/08/2011	Action Time: 15.12.33.980	Action Data: No

Comments OPEN BBB CLAIM.

Action: FIELD E-MAIL SENT - DRP		
Dealer: 06004 FORD LINCOLN OF FRANKLIN		Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
Odometer: 29750 MI	Comm Type: OTHER	
Analyst Name: PETERSON (LPETER58),LINDA	Analyst: LPETER58	
Action Date: 12/13/2011	Action Time: 08.37.06.895	Action Data: No

Comments ----- 06 OPEN AND I SENT OUT THE REQUEST FOR REPORTS ON 12-05-11

Action: MANUFACTURER SETTLEMENT OFFER SENT TO BBB		
Dealer: 06004 FORD LINCOLN OF FRANKLIN		Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
Odometer: 29750 MI	Comm Type: OTHER	
Analyst Name: PETERSON (LPETER58),LINDA	Analyst: LPETER58	
Action Date: 12/13/2011	Action Time: 08.37.58.549	Action Data: No

Comments ----- NO SETTLEMENT OFFER PRESENTED TO THE CUST OR THEIR ATTY ON 12-08-11

Action: DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS		
Dealer: 06004 FORD LINCOLN OF FRANKLIN		Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
Odometer: 29750 MI	Comm Type: OTHER	
Analyst Name: PETERSON (LPETER58),LINDA	Analyst: LPETER58	
Action Date: 12/15/2011	Action Time: 15.13.59.554	Action Data: Yes

Comments ----- RECVD DLR REPORT FROM FORD/LINCOLN OF FRANKLIN

<u>Data Element Name</u>	<u>Data Value</u>
DATE PAPERWORK REC'D	12-15-2011

Action: COMPANY REPORT SUBMITTED

Dealer: 06004 FORD LINCOLN OF FRANKLIN

Origin Desc: CONSUMER AFFAIRS-DISPUTE
RESOLUTION PROGRAM

Odometer: 29750 MI

Comm Type: OTHER

Analyst Name: PETERSON
(LPETER58),LINDA

Analyst: LPETER58

Action Date: 12/16/2011

Action Time:
13.56.37.171

Action Data: Yes

Comments ---- SUBMITTED MRF TO THE BBB REP HEARING NOT YET SCHEDULED ...

Data Element Name	Data Value
CUSTOMER CONTACTED BY FORD	YES
REGION RESPONDED TO DSB E-MAIL (Y/N)	YES

Action: ARBITRATION-AWA DRS SPENDING

Dealer: 06004 FORD LINCOLN OF FRANKLIN

Origin Desc: CONSUMER AFFAIRS-DISPUTE
RESOLUTION PROGRAM

Odometer: 29750 MI

Comm Type: OTHER

Analyst Name: PETERSON
(LPETER58),LINDA

Analyst: LPETER58

Action Date: 01/10/2012

Action Time:
10.56.15.125

Action Data: Yes

Comments ---- ARB RENDERED A DENIAL DECISION --- CASE CLOSED

Data Element Name	Data Value
ARBITRATOR NAME (LAST NAME, FIRST NAME)	JACKSON KENNETH
DENIAL DECISION (Y=YES, N=NO)	Y
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)	

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0JG6AR [REDACTED]	Year: 2010	Model: FUSION	Case: 528782501
Name: MRS [REDACTED]	Owner Status: Original	WSD: 2009-09-19	
Symptom Desc: LIGHTING SYSTEM EXT. LIGHTING		Primary Phone: [REDACTED]	
Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK		Secondary Phone: [REDACTED]	
Issue Type: 04 REGION	Issue Status: CLOSED		
Initial Customer Contact: 11/02/2011			

Action: TIER II ESCALATION - MULTIPLE REPAIR		Origin Desc: US CONCERN CASE BASE
Dealer: 06004 FORD LINCOLN OF FRANKLIN		
Odometer: 29871 MI	Comm Type: PHONE	
Analyst Name: DVORACHEK, BRUCE	Analyst: BDVORACH	
Action Date: 11/01/2011	Action Time: 11.28.49.495	Action Data: Yes

Comments CUSTOMER SAID: -CUST HAS CONTACTED CRC IS SEPT. REGARDING THE SAME ON GOING ISSUES WITH VEH-ONGOING ELECTRICAL ISSUES: BLINKERS (MAYBE BURNT OUT); BATTERY (HAD TO BE REPLACED); BOTH REAR TAIL LIGHTS (NOT WORKING AT ALL); PARKING ASSIST FEATURE (WORKING INTERMITENTLY, VEH DISPLAYED CHECK PARK ASSIST)-SEAT BELT INDICATOR COMES ON EVEN WHEN THE SEAT BELT IS ENGAGED/USED; DLR SAID THEY COULDN'T FIND ANYTHING WRONG WITH THIS-VEH BUCKS AND STOPS GOING WHILE DRIVING-WHILE ON HIGHWAY, THE VEH SLOWS DOWN AND STOPS RESULTING IN CUST NEEDING TO PULL OVER AND RESTART VEH; THIS SYMPTOM STARTED BACK IN SEPT. 2011-THIS HAPPENED 3 TIMES YESTERDAY, OCT.31, 2011 AND CUST BROUGHT VEH RIGHT BACK TO DLR-CUST HAS BEEN WORKING WITH S/M CHRIS ROBINSON-DLR MENTIONED A POSSIBLE WITH THE ELECTRICAL FUEL PUMP-DLR HAS NOT YET CALLED CUST IN REGARDS TO A DIAGNOSIS-CUST SAYS VEH MAY FALL INTO LEMON CATAGORY-CUST WANTING VEH FIXED ONCE AND FOR ALL-CUST BEST DAY PHONE [REDACTED] 7:30 TO 4:30 DEALER SAID: FORD LINCOLN OF FRANKLIN 1129 MURFREESBORO RD. FRANKLIN TN 37064 (615) 794-4585 CRC 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-ADVISED ABOVE-PROVIDED CASE #-CUST BEST DAY PHONE [REDACTED] :30 TO 4:30

Data Element Name	Data Value
ESTIMATED COST OF REPAIR:	0

Action: TIER ONE OPEN ISSUE		Origin Desc: TIER ONE - MELBOURNE
Dealer: 06004 FORD LINCOLN OF FRANKLIN		
Odometer: 29871 MI	Comm Type: PHONE	
Analyst Name: WINDERWEEDLE, TOM	Analyst: TWINDERW	
Action Date: 11/01/2011	Action Time: 15.31.11.803	Action Data: No

Comments -CUSTOMER'S CELL PHONE IS [REDACTED]-CUSTOMER HAS SPOKEN TO THE DLRSHIP AND ADVISED THEM THAT A CASE HAS BEEN OPENED-DLRSHIP HAS AGREED TO EXTEND HER RENTAL BY ONE DAY-CUSTOMER IS INTERESTED IN HAVING HER VEHICLE REPLACED BY FMC-CUSTOMER NO LONGER FEELS SAFE IN VEHICLE AND DOESN'T WANT HER CHILDREN IN THE VEHICLE ANYMORE-CUST WANTS TO KNOW WHAT THE TIME FRAME IS FOR HER TO BE CONTACTED=====ADVISED CUST PER HISTORICS OF 2 DAY CALL BACK EXPECTATION

Action: CREATE FOLLOW UP		Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Dealer: 06004 FORD LINCOLN OF FRANKLIN		
Odometer: 29871 MI	Comm Type: PHONE	
Analyst Name: BAUTEL (ABAUTEL), ANDREW	Analyst: ABAUTEL	
	Action Time:	

Action Date: 11/02/2011

16.14.13.086

Action Data: Yes

Comments CSM ANDREW XT 77789 - OBC TO DEALER. ADVISED VEHICLE IS REPAIRED. HAS BEEN DRIVEN TO VERIFY CONCERNS HAVE BEEN RESOLVED. OBC TO CUSTOMER. ADVISED THAT REPAIRS HAVE BEEN MADE AND VEHICLE IS READY TO BE PICKED UP. ADVISED FORD WILL NOT HONOR THE REQUEST TO BUY THE VEHICLE BACK. EXPLAINED THAT AT THE CURRENT TIME, THE VEHICLE DOES NOT QUALIFY FOR THE STATES LL. OFFERED PREMIUM CARE ESP TO RESTORE CONFIDENCE. CUSTOMER ACCEPTED. AWAITING APPROVAL FROM RAV. .

Data Element Name	Data Value
DATE OF FOLLOW UP:	11-07-2011
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CONCERN ADDRESSED

Dealer: 06004 FORD LINCOLN OF FRANKLIN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 29871 MI

Comm Type: PHONE

Analyst Name: BAUTEL (ABAUTEL),ANDREW

Analyst: ABAUTEL

Action Date: 11/03/2011

Action Time: 09.06.18.309

Action Data: Yes

Comments CSM ANDREW XT 77789 - OBC TO CUSTOMER. LVM ADVISING ESP HAS BEEN ADDED TO VEHICLE. CURRENT STATUS: APPROVED BY RAVHQCASE DETAILS:VIN: 3FAHP0JG6AR [REDACTED] REQUEST TYPE: ESPAFFILIATION: CUSTOMER RELATIONSHIP CENTER - CCSTPROCESSING DEALER: FORD LINCOLN OF FRANKLINREVIEWER: MATT ANTONICHCASE 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)	Y
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

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0JG6AR [REDACTED] Year: 2010 Model: FUSION Case: 528782501
Name: MRS [REDACTED] Owner Status: Original WSD: 2009-09-19
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
Reason Desc: CRC RELATED - F/M CSR FOLLOWING CONTACT Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: CALLBACK ADD ADDITIONAL COMMENTS

Dealer:

Origin Desc: US CONCERN CASE BASE

Odometer: 1 MI

Comm Type: PHONE

Analyst Name: CLAYTON, COURTENAY

Analyst: CCLAYT15

Action Date: 11/02/2011

Action Time: 12.29.02.741 Action Data: No

Comments CUSTOMER SAID: -CUSTOMER VERY IMPATIENT-CASE WAS ESCALATED YESTERDAY-CUSTOMER WANTS TO KNOW STATUS OF CASE—CRC ADVISED: PLEASE ALLOW THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR SO THAT YOUR ISSUE MAY BE PROPERLY ADDRESSED.-ADVISED CUSTOMER THAT THE CASE WAS JUST ESCALATED YESTERDAY AND WE HAVE NOT HAD A CHANCE TO LOOK INTO THE ISSUE, THE CASE IS STILL OPEN AND BEING LOOKED AT. -PROVIDED CUSTOMER WITH CASE INFO

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0JG6AR [REDACTED] Year: 2010 Model: FUSION Case: 528782501
Name: MRS [REDACTED] Owner Status: Original WSD: 2009-09-19
Symptom Desc: RESTRAINTS FRONT BELT- MANUAL INDICATOR Primary Phone: [REDACTED]
Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Secondary Phone: [REDACTED]
Issue Type: 04 REGION Issue Status: CLOSED
Initial Customer Contact:

Action: CLOSE - DOCUMENT MULTIPLE SYMPTOMS
Dealer: 06004 FORD LINCOLN OF FRANKLIN Origin Desc: US CONCERN CASE BASE
Odometer: 29871 MI Comm Type: PHONE
Analyst Name: DVORACHEK, BRUCE Analyst: BDVORACH
Action Date: 11/01/2011 Action Time: 11.32.41.337 Action Data: No

Comments CUSTOMER SAID: -CUST HAS CONTACTED CRC IS SEPT. REGARDING THE SAME ON GOING ISSUES WITH VEH-ONGOING ELECTRICAL ISSUES: BLINKERS (MAYBE BURNT OUT); BATTERY (HAD TO BE REPLACED); BOTH REAR TAIL LIGHTS (NOT WORKING AT ALL); PARKING ASSIST FEATURE (WORKING INTERMITENLY, VEH DISPLAYED CHECK PARK ASSIST)-SEAT BELT INDICATOR COMES ON EVEN WHEN THE SEAT BELT IS ENGAGED/USED; DLR SAID THEY COULDNT FIND ANYTHING WRONG WITH THIS-VEH BUCKS AND STOPS GOING WHILE DRIVING-WHILE ON HIGHWAY, THE VEH SLOWS DOWN AND STOPS RESULTING IN CUST NEEDING TO PULL OVER AND RESTART VEH; THIS SYMPTOM STARTED BACK IN SEPT. 2011-THIS HAPPENED 3 TIMES YESTERDAY, OCT.31, 2011 AND CUST BROUGHT VEH RIGHT BACK TO DLR-CUST HAS BEEN WORKING WITH S/M CHRIS ROBINSON-DLR MENTIONED A POSSIBLE WITH THE ELECTRICAL FUEL PUMP-DLR HAS NOT YET CALLED CUST IN REGARDS TO A DIAGNOSIS-CUST SAYS VEH MAY FALL INTO LEMON CATAGORY-CUST WANTING VEH FIXED ONCE AND FOR ALL-CUST BEST DAY PHONE [REDACTED]:30 TO 4:30DEALER SAID: FORD LINCOLN OF FRANKLIN1129 MURFREESBORO RD.FRANKLIN TN 37064(615) 794-4585CRC 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-ADVISED ABOVE-PROVIDED CASE #CUST BEST DAY PHONE [REDACTED] 7:30 TO 4:30

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0JG6AR [REDACTED] Year: 2010 Model: FUSION Case: 528782501
Name: MRS [REDACTED] Owner Status: Original WSD: 2009-09-19
Symptom Desc: STALLS/QUITS CRUISE Primary Phone [REDACTED]
Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Secondary [REDACTED]
Issue Type: 04 REGION Issue Status: CLOSED
Initial Customer Contact:

Action: CLOSE - DOCUMENT MULTIPLE SYMPTOMS
Dealer: 06004 FORD LINCOLN OF FRANKLIN Origin Desc: US CONCERN CASE BASE
Odometer: 29871 MI Comm Type: PHONE
Analyst Name: DVORACHEK, BRUCE Analyst: BDVORACH
Action Date: 11/01/2011 Action Time: 11.31.24.812 Action Data: No

Comments CUSTOMER SAID: -CUST HAS CONTACTED CRC IS SEPT. REGARDING THE SAME ON GOING ISSUES WITH VEH-ONGOING ELECTRICAL ISSUES: BLINKERS (MAYBE BURNT OUT); BATTERY (HAD TO BE REPLACED); BOTH REAR TAIL LIGHTS (NOT WORKING AT ALL); PARKING ASSIST FEATURE (WORKING INTERMITENLY, VEH DISPLAYED CHECK PARK ASSIST)-SEAT BELT INDICATOR COMES ON EVEN WHEN THE SEAT BELT IS ENGAGED/USED; DLR SAID THEY COULDNT FIND ANYTHING WRONG WITH THIS-VEH BUCKS AND STOPS GOING WHILE DRIVING-WHILE ON HIGHWAY, THE VEH SLOWS DOWN AND STOPS RESULTING IN CUST NEEDING TO PULL OVER AND RESTART VEH; THIS SYMPTOM STARTED BACK IN SEPT. 2011-THIS HAPPENED 3 TIMES YESTERDAY, OCT.31, 2011 AND CUST BROUGHT VEH RIGHT BACK TO DLR-CUST HAS BEEN WORKING WITH S/M CHRIS ROBINSON-DLR MENTIONED A POSSIBLE WITH THE ELECTRICAL FUEL PUMP-DLR HAS NOT YET CALLED CUST IN REGARDS TO A DIAGNOSIS-CUST SAYS VEH MAY FALL INTO LEMON CATAGORY-CUST WANTING VEH FIXED ONCE AND FOR ALL-CUST BEST DAY PHONE: [REDACTED] 7:30 TO 4:30DEALER SAID: FORD LINCOLN OF FRANKLIN1129 MURFREESBORO RD.FRANKLIN TN 37064(615) 794-4585CRC 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-ADVISED ABOVE-PROVIDED CASE #-CUST BEST DAY PHONE [REDACTED] 7:30 TO 4:30

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0JG6AR [REDACTED] Year: 2010 Model: FUSION Case: 528782501
Name: MRS [REDACTED] Owner Status: Original WSD: 2009-09-19
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone [REDACTED]
Reason Desc: ROADSIDE ASSISTANCE REQUEST-WARRANTY COVERED Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: ROADSIDE ASSISTANCE-TOW-WHEEL LIFT
Dealer: Origin Desc: CROSS COUNTRY MOTOR CLUB
Odometer: 1 MI Comm Type: MAIL
Analyst Name: Analyst: SYSTEM
Action Date: 09/24/2011 Action Time: 05.00.18.993 Action Data: No

Comments REIMBURSEMENT PAID

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0JG6AR [REDACTED] Year: 2010 Model: FUSION Case: 528782501
 Name: MRS [REDACTED] Owner Status: Original WSD: 2009-09-19
 Symptom Desc: START/CHARGE STARTING SYSTEM Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Secondary: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 09/08/2011

Action: TIER II ESCALATION - UNABLE TO DUPLICATE

Dealer: 06004 FORD LINCOLN OF FRANKLIN

Origin Desc: US CONCERN CASE
BASE

Odometer: 27800 MI

Comm Type: INBOUND CUSTOMER
EMAIL

Analyst Name: TOLENTINO, MARY
JANE

Analyst: MTOLENT5

Action Date: 09/07/2011

Action Time: 16.35.49.023

Action Data: Yes

Comments CUSTOMER SAID: THREAD ID: 1-5Y7QPO-HAVE BEEN HAVING ELECTRICAL ISSUES WITH VEH SINCE PURCHASE-FIRST, IT WAS THE A/C NOT WORKING WHEN THE GPS WAS PLUGGED IN, THEN THE TAIL LIGHTS, THEN SEAT BELT INDICATOR GOING OFF WHEN SEAT BELTS WERE LATCHED-BATTERY WENT DEAD THEN DLRSHIP RECHARGED-THEY CHECKED REAR PARKING ASSIST INDICATOR, THEN BATTERY GOING DEAD AGAIN-DLR SAYS THAT THE BATTERY JUST NEEDED TO BE REPLACED-SPENT MORE TIME AT THE DLRSHIP THAN SHE HAS WITH ANY OTHER CAR-HAVE TWO SMALL CHILDREN AND LOSING CONFIDENCE IN THIS VEH-BOUGHT A FORD B/C SHE IS CURRENTLY EMPLOYED WITH FORD CREDIT AND FELT SHE COULD GET A BRAND NEW RELIABLE VEH FROM FORD-ASKING TO TELL HER WHAT SHE CAN DO TO AVOID ISSUES IN THE FUTURE IF INDEED IT IS AN ELECTRICAL ISSUE*****FORD LINCOLN OF FRANKLIN 1129 MURFREESBORO RD.FRANKLIN TN 37064(615) 794-4585CRC 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*** (MODIFIED) SENT ABOVE PHRASEOLOGY AND DOCUMENTED BELOW OBC DETAILS*****UPDATED CUST PROFILE***-OBC TO DLR-SPOKE WITH SM CHRIS ROBINSON-CUST COMPLAINT THAT VEH WON'T START-UNABLE TO DUPLICATE CASE-LOW BATTERY/VOLTAGE CONDITION-SEATBELT ISSUE-CUST WENT TO DLR FOR THE SAID ISSUES LAST 9/6/2011 AND AUGUST 2011

Data Element Name

Data Value

ESTIMATED COST OF REPAIR:

0

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 06004 FORD LINCOLN OF FRANKLIN

Origin Desc: CUSTOMER CARE SOLUTIONS
TEAM

Odometer: 27800 MI

Comm Type: OTHER

Analyst Name: VATTER
(RVATTER),RICHARD

Analyst: RVATTER

Action Date: 09/08/2011

Action Time:
09.08.59.287

Action Data: No

Comments CSM RICHIE X7724 =INITIAL =LTV A/Z =ESP NONE FROM FORD =OASIS NO RELATED RECALLS AT THIS TIME / NO RELATED TSB'S AT THIS TIME =AWS ON 09-13-2010 @ 15706 MILES CUST STATES INSIDE TRUNCK SEAL LOOSE / ON 09-13-2010 @ 15706 MILES CUST STATES HEADLINER COMING APART / ON 09-13-2010 @ 15706 MILES DLR PERFORMED 10B15 / ON 10-28-2010 @ 17256 MILES CUST STATES LEFT OUTSIDE MIRROR COVER FALLING OFF / ON 05-26-2011 @ 25671 MILES CUST STATES RIGHT TAILLAMP BULB BURNT OUT =HOTLINE NO REPORTS ON FILE AT THIS TIME.

Action: CREATE FOLLOW UP

Dealer: 06004 FORD LINCOLN OF FRANKLIN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 27800 MI
Analyst Name: VATTER (RVATTER),RICHARD

Comm Type: PHONE
Analyst: RVATTER

Action Date: 09/08/2011

Action Time: 12.45.41.791

Action Data: Yes

Comments CSM RICHIE X7724 =OBC TO CUST [REDACTED] =CUST ADVISED THAT 2 1/2 WEEKS AGO CAME IN FOR BATTERY DEAD AND THE DLR CHARGED BATTERY THEN ON 09/06 VEHICLE WOULD NOT START AND DLR REPLACED THE BATTERY CUST ADVISED THAT WHILE THE BATTERY WAS LOW THE REAR PARK ASSIST "ACTED UP AND THE SEATBELT WARNING LIGHT CAME ON" AND THE DLR ADVISED IT WAS BECASUE OF THE LOW BATTERY CONDITION =CSM ASKED CUST DID THE DLR PERFORM A DRAW TEST ON THE VEHICLE OR STATE THEY PERFORMED THAT TEST AND CUST ADVISED NO THEY DID NOT. =CSM ADVISED I WILL CONTACT DLR AND SPEAK TO THE S/M CHRIS ROBINSON AND SEE IF DLR DID DO THE TEST, IF NOT WE WILL SET SERV APPT FOR TH VEHICLE TO HAVE THAT TEST DONE. =CSM ADVISED WILL SPEAK TO CUST TOMORROW 09/09.

Data Element Name	Data Value
DATE OF FOLLOW UP:	09-09-2011
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CONCERN RESOLVED

Dealer: 06004 FORD LINCOLN OF FRANKLIN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 27800 MI
Analyst Name: VATTER (RVATTER),RICHARD

Comm Type: PHONE
Analyst: RVATTER

Action Date: 09/09/2011

Action Time: 17.20.15.863

Action Data: Yes

Comments CSM RICHIE X7724 =OBC TO CUST [REDACTED] =CSM ADVISED THAT AT THIS TIME BASED ON THE INFO, YES THE SEAT BELT INDEicator COULD LIGHT EVEN WITH THE SEAT BELT CONNECTED AND THE REAR PARK ASSIST SYSTEM COULD GIVE FALSE READINGS DURING A LOW BATTERY CONCERN, AND THAT AT THIS TIME WE FEEL THE REPAIRS TO THE VEHICLE ARE SUCCESFUL AND IF THERE ARE ANY ADD'L CONCERNS PLEASE FEEL FREE TO CONTACT CRC AT THAT TIME.

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

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0JG6AR [REDACTED] Year: 2010 Model: FUSION Case: 528782501
Name: MRS [REDACTED] Owner Status: Original WSD: 2009-09-19
Symptom Desc: Primary Phone [REDACTED]
Reason Desc: MISC INQUIRY - CHANGE OF ADDRESS Secondary Phone [REDACTED]
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
Dealer: Origin Desc: MANUAL - PHONE CSR
Odometer: 27800 MI Comm Type: PHONE
Analyst Name: TOLENTINO, MARY JANE Analyst: MTOLENT5
Action Date: 09/07/2011 Action Time: 14.41.15.987 Action Data: No

Comments CUSTOMER PROFILE UPDATE

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Server: AWS Prod
 Claims loaded through: 19-MAR-2012

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims) (QLS Concerns)

VIN:	3FAHP0JG6AF	Vehicle Line WERS:	C/DE - FUSION/MILAN/MKZ (ZEPHYR) [06-12]	Engine:	C/SG - 3.0L 4V OHC V6 DURATEC 230HP
Model Year:	2010	Vehicle Line AWS:	DE - FUSION	Global Engine:	E0916 - DURATEC GAS V6 FWD - CP2
Vehicle Type:	C	Vehicle Line Global:	DE - FUSION (LESS HYBRID) (NA-HSAP)	Engine Plant:	EN09 - CLEVELAND #2 RFF
Inv. Dealer:	*	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Transmission:	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
Vehicle Status Code:	800	Body Cab Style:	C/FA - 4 DOOR SEDAN-4 LITE	Global Trans:	A1105 - AT - 6F35 - VDP
Market Derived:	F - FORD	Version/Series:	* - [N/A]	Trans Plant:	AT11 - A/T VAN DYKE

BUILD INFORMATION:

Region Built:	NA - NORTH AMERICA	Assembly Plant:	A3 - HERMOSILLO PLANT BUILD	Vehicle Load Date:	14-AUG-2009
Country Built:	MEX - MEXICO	Production Date:	01-AUG-2009		

SALE INFORMATION:

Region Sold:	NA - NORTH AMERICA	Arrival Date:	19-AUG-2009	Red Carpet Lease:	*
Country Sold:	USA - UNITED STATES	Sale Date:	19-SEP-2009	Fleet/Retail/Co. Lease:	R
Vehicle Count Flag:	Y	Warranty Start Date:	19-SEP-2009	Modified Vehicle:	*
Selling Dealer St/Prov:	TN	Original WSD:	19-SEP-2009	Warranty Status Ind:	*
Selling Dealer [code]:	FORD LINCOLN OF FRANKLIN [123098 - *]			Vehicle Export Flag:	N

VOC:

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

P03AR10480DYB A F 2 25F2504 MF G PW A 7TC LAU 3DV 8NQ 321B015 2 UJ FW 8 D03FAH6 5 8 301A 9GNAL

EOC:

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

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/G - DUAL ZONE AUTO TEMP CONTROL AC	Color(Trim):	000DW - CHARCOAL BLACK	Navis Engine Serial #:	709900795054
Alternator Amp Rating:	*	Delivery Type:	A	Paint:	PN3KD - STERLING GRAY METALLIC
Audio Disk:		Driveshaft Code:	*	Power Antenna:	* - [N/A]
Axle Ratio:	EGAA9 - 3 208 FINAL DRIVE RATIO	Front Seat:	C/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Radio:	PB - AM/FM STR/MP3/6 DISC CD PLAYER
Axle Type:	* - [N/A]	Fuel Type:	AK - FLEX FUEL ETHANOL	Sound System:	AT - BRANDED AUDIO SOUND SYSTEM
Battery Amp Rating:	*	Fuel Type Engine:	G - Gas	Tire Manufacturer:	AG - GOODYEAR
Brake Code:	* - [N/A]	GVW Class Code:	H	Tire Brand:	RRAWER - *
Brake Code(Service):	* - [N/A]	Instrumentation:	* - [N/A]	Tire Size:	D3HDF - P225/45R18
Calibration Code:	ADE1F60A	Mirror(Driver Side):	DA - DRV PWR/HT/CK MIR W/PUDDLE LMP	Traction Control:	* - [N/A]
Color(Accent):	* - [N/A]	Mirror(Pngr Side):	DA - PASS PWR HEATED-CK/PUD LMP		

TRACEABILITY INFORMATION



ACCEPTANCE OR REJECTION OF DECISION

Date: 01/09/12

Case Number: FRD1133064

Customer: [REDACTED]

State: TN

Business: Ford Motor Company

Mfr-Info: 6700 TN 3FAHP0JG6A [REDACTED]

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

Note: If this form is not received at the CBBB office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

_____ I ACCEPT THE ARBITRATION DECISION. I understand this means:

- * the business will be legally bound to abide by this decision; and,
- * I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

_____ I REJECT THE ARBITRATION DECISION. I understand this means:

- * I may pursue other legal remedies under state or federal law;
- * depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
- * the business will not be obligated to perform any part of the decision; and,
- * this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s): _____

Date: _____

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

January 9, 2012

LINDA PETERSON
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1133064 [REDACTED] vs Ford Motor Corporation 3FAHP0JG6A [REDACTED]

Dear Madam/Sir:

Enclosed is the arbitrator's *Decision* and *Reasons for Decision* for your case.

The customer has been sent an *Acceptance/Rejection Form* and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if I may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

Donna Patterson at Extension 506

Council of Better Business Bureaus, Inc.

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Denial Decision

Submitted Date: 01/06/12

FRD1133064

VIN: 3FAHP0JG6AR [REDACTED]

Customer: Mrs. [REDACTED] - Hearing Date: 01/06/12

Arbitrator: Kenneth M. Jackson

Question 1

The customer's request (Repair, Replacement, etc - listed below) is denied.

Denied

CASE: FRD1133064

Arbitrator: Kenneth M. Jackson

Customer: Mrs. [REDACTED]

Date: 01/06/12



Lemon Law Reasons for Decision

Submitted Date: 01/06/12

FRD1133064

VIN: 3FAHP0JG6A [REDACTED]

Customer: Mrs. [REDACTED] - Hearing Date: 01/06/12

Arbitrator: Kenneth M. Jackson

- Fact Sheet Section -

Fact Sheet Question 1

For each problem (current and past) listed on the *Agreement to Arbitrate*, indicate the following information. List briefly the relevant evidence in support of each of your conclusions (i.e., repair order numbers, dates, testimony, inspection and/or test drives, technical expert reports, etc.).

a Problem (as listed on *Agreement to Arbitrate*):

3 Climate Control System

1 Brakes

2 Body/Trim

4 Recall

5 Towing

6 Electrical

b Exists Now? (Please Explain)

1 No

2 No

3 No

4 No

5 No

6 No

c Number of Repair Attempts

1 None. Brakes were checked regularly as part of normal service visits.

2 1

3 1

4 0

5 0

6 3

d Number of Days Out of Service:

- 1 0
- 2 3
- 3 3 (inclusive of body/trim issue)
- 4 1
- 5 0
- 6 4

- Reasoning Section -

Question 1

For each problem listed on the Fact Sheet, please explain whether or not you believe the problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty. Please explain how you reached your conclusion.

The electrical problem on 2 repair attempts was battery failure, and on the third was a throttle problem. Only the second problem was caused by a defect covered by the warranty. The body/trim issues were resolved by repairs. The A/C problem was not found. No evidence was presented regarding the towing. The recall was voluntary by manufacturer to improve software, and is

Question 2

For each problem you decided was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty, please explain whether or not you believe this problem is a substantial impairment of the use, value or safety of the vehicle.

The battery and throttle problems were repaired, do not currently exist, and do not constitute substantial impairments. The headliner and trunk seal and broken taillight problems relating to body/trim on the Agreement to Arbitrate were repaired, do not presently exist, and are not a substantial impairment. There is no evidence of A/C problems. Normal checking of brakes on service visits does not constitute a defect.

Question 3

Please address the following aspects of your state's lemon law below:

- a During the applicable time period specified by this state's lemon law, the vehicle has been out of service by reason of repair to vehicle problems for a cumulative total of how many days?
20
- b Has the standard for a reasonable number of repair attempts under this state's lemon law been met? (Yes or No)
No
- c Please explain how you reached this conclusion.
No nonconformity was subject to repairs three or more times and no nonconformity continues to exist.
- d Is this consumer entitled to a repurchase or replacement under all other provisions of this state's lemon law [i.e., eligible consumer, eligible vehicle, applicable time frames (if any), notice provisions (if any), reasonable number of repair attempts, etc.]? Please explain how you reached this conclusion.
No. There is no basis either in number of repair attempts or in days out of service that would suggest the need for repurchase or replacement. In fact, some of the days out of service related to normal maintenance and 9 days

were required for a problem with the outside mirror and repainting that were not included on the agreement to arbitrate.

Question 4

State your decision (i.e. Repurchase, Replacement, Interim Repair, Denial) and explain why it is appropriate.

NA

Question 5

If awarding a repurchase or replacement:

- a Show the formula you used for making a reasonable use deduction and the amount deducted, or explain why no reasonable use deduction was made.
N/A
- b List any damage to the vehicle beyond normal wear and tear, and explain how you arrived at any amount deducted for the damage.
N/A. Exterior damage was noted on the inspection report.
- c If you've decided not to award all collateral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason for doing so.
N/A

CASE: FRD1133064
Arbitrator: Kenneth M. Jackson

Customer: Mrs. [REDACTED]
Date: 01/06/12



BBB AUTO LINE

NOTICE OF INSPECTION/TEST DRIVE ONLY
ALL TESTIMONY SUBMITTED IN WRITING ONLY
NO ORAL ARGUMENTS WILL BE PRESENTED

Date: 12/21/11

Case Number: FRD1133064

Customer: [REDACTED]

Manufacturer: Ford Motor Company

Mfr Info: 6700 TN 3FAHP0JG6A [REDACTED]

Arbitrators: Mr. Kenneth M. Jackson

Inspection Date, Time, Place: 01/06/12 9am CST
BBB of Middle Tennessee
201 Fourth Ave. North, Ste. 100
Nashville, TN372190000

Hearing Site Phone: (615) 250-4240

AUTOLINE Director Phone: (615) 250-1095 Fax : (615) 250-4245

INSTRUCTIONS

1. Notify your Dispute Resolution Specialist at once if you cannot make the vehicle available for the inspection. We reserve the right to make the final determination as to the date and time of the inspection.
2. Current vehicle registration and insurance is required for all test-drives.
3. If the vehicle is inoperable, please contact your Dispute Resolution Case Specialist immediately.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the inspection process.

Council of Better Business Bureaus, Inc.

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NOT



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Mrs. [REDACTED]

Case Number: FRD1133064

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Kenneth Jackson

Arbitrator's Occupation:
mediator, arbitrator, law

Arbitrator's Biography:

Most of Ken Jackson's legal career was spent as in-house counsel for technology companies, and some of his private practice also involved technical questions. He is an experienced arbitrator (AAA, FINRA, and BBB) and mediator who has over 350 hours of training in these fields and has lectured and written on these subjects. He has completed BBB training and refresher training.

Council of Better Business Bureaus, Inc.

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Inspection Report

Customer: [REDACTED] Case #: FRD1133064

Manufacturer: Ford Motor Company

Arbitrator's Name: _____ Date of Inspection: ___/___/___

Location of Inspection: _____

Vehicle Information: Make: _____ Model: _____

Year: _____ Mileage: _____ VIN: _____

Parties Present at Inspection: Technical Adviser Arbitrator Customer Manufacturer

Conditions or Components Inspected:

Was a test drive conducted? Yes No How long was the test drive? _____ Minutes

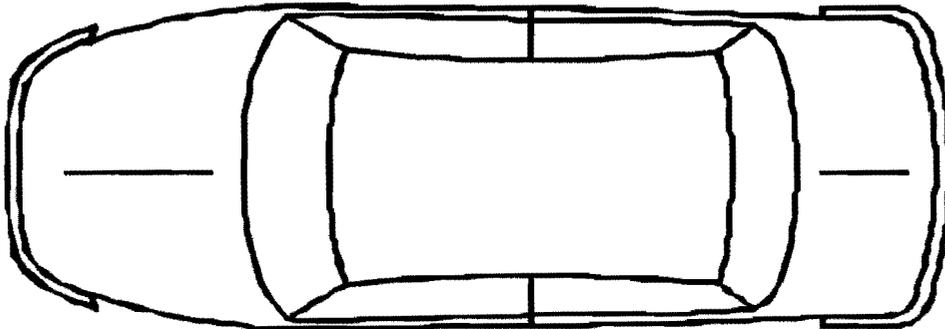
Aftermarket Items to be Removed, If Applicable. (For Example: Cellular Telephone, Modified Wheels):

Exterior

Overall condition of the vehicle's exterior (Rate as "Excellent," "Good," "Fair," or "Poor.") : _____

What damage is beyond normal wear and tear?

Please indicate damage below:



Interior

Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor.") : _____

What damage is beyond normal wear and tear?



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Mrs. [REDACTED]

Case Number: FRD1133064

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Kenneth Jackson

Arbitrator's Occupation:
mediator, arbitrator, law

Arbitrator's Biography:

Most of Ken Jackson's legal career was spent as in-house counsel for technology companies, and some of his private practice also involved technical questions. He is an experienced arbitrator (AAA, FINRA, and BBB) and mediator who has over 350 hours of training in these fields and has lectured and written on these subjects. He has completed BBB training and refresher training.

Council of Better Business Bureaus, Inc.

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BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Mrs [REDACTED],

Case Number: FRD1133064

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

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Arbitrator Information

Arbitrator's Name: Kenneth Jackson

Arbitrator's Occupation:

mediator, arbitrator, law

Arbitrator's Biography:

Most of Ken Jackson's legal career was spent as in-house counsel for technology companies, and some of his private practice also involved technical questions. He is an experienced arbitrator (AAA, FINRA, and BBB) and mediator who has over 350 hours of training in these fields and has lectured and written on these subjects. He has completed BBB training and refresher training.

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BBB AUTO LINE

December 20, 2011

LINDA PETERSON
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1133064 [REDACTED] vs Ford Motor Corporation 3FAHP0JG6AR [REDACTED]

Dear Madam/Sir:

Enclosed are:

- * *Notice of Inspection*
- * Arbitrator Listing Sheet(s)
- * Map to the hearing site

The *Notice of Inspection* lists the date, time and location of the vehicle inspection. **Per Rule 9, if the customer fails to appear for the scheduled inspection, the case will be closed and a decision will not be rendered.**

We reserve the right to determine the final date and time of the inspection.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Donna Patterson at Extension 506



BBB AUTO LINE

NOTICE OF INSPECTION/TEST DRIVE ONLY
ALL TESTIMONY SUBMITTED IN WRITING ONLY
NO ORAL ARGUMENTS WILL BE PRESENTED

Date: 12/20/11

Case Number: FRD1133064

Customer: [REDACTED]

Manufacturer: Ford Motor Company

Mfr Info: 6700 TN 3FAHP0JG6A [REDACTED]

Arbitrators: Mr. Kenneth M. Jackson

Inspection Date, Time, Place: 01/16/12 9am CST
BBB of Middle Tennessee
201 Fourth Ave. North, Ste. 100
Nashville, TN372190000

Hearing Site Phone: (615) 250-4240

AUTOLINE Director Phone: (615) 250-1095 Fax : (615) 250-4245

INSTRUCTIONS

1. Notify your Dispute Resolution Specialist at once if you cannot make the vehicle available for the inspection. We reserve the right to make the final determination as to the date and time of the inspection.
2. Current vehicle registration and insurance is required for all test-drives.
3. If the vehicle is inoperable, please contact your Dispute Resolution Case Specialist immediately.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the inspection process.

Council of Better Business Bureaus, Inc.

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BBB AUTO LINE

December 19, 2011

LINDA PETERSON
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1133064 [REDACTED] vs Ford Motor Corporation 3FAHP0JG6A [REDACTED]

Dear Madam/Sir:

Enclosed is the consumer's written position. You have the opportunity to comment on the written position before it is forwarded to the arbitrator. Please read the enclosed and forward your comments to us so that we receive them **within four days** from the date of this letter.

After this time period both parties' initial positions and any comments received will be forwarded to the arbitrator for a decision to be rendered in this case. Only those responses submitted on time will be forwarded to the arbitrator.

Please fax your comments to 703.247.9700. If you have any questions, please contact me 800.334.2406.

Sincerely,

Donna Patterson at Extension 506

Council of Better Business Bureaus, Inc.

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MANUFACTURER RESPONSE FORM

Will participate - In Writing **By Phone**

Case Number: FRD1133064 / 528782501

Customer Name: [REDACTED] c/o Krohn & Moss

State: Tennessee

VIN: 3FAHP0JG6AR [REDACTED]

Warranty Start Date: 09-19-09

Vehicle year/model: 2010 Ford Fusion

Current mileage: 29,750

Purchased: New Used Leased

This claim is: IN BTB Warranty IN Diesel Warranty IN Powertrain Warranty Out of All Warranties

Extended Service Plan: NO YES – PremiumCare for five years or 75,000 miles, whichever comes first, with a \$100.00 deductible.

SETTLEMENT INFORMATION

Ford did not present a settlement offer to the customer or their attorney.

Please indicate the customer's response below:

- The customer rejected the offer on
- The customer has not indicated a response to the offer.

The Customer Claim Form (CCF) lists the following concerns:

- Electrical
- Brakes
- Body/Trim
- Climate Control System
- Recall
- Towing

MANUFACTURER'S POSITION:

The customer and his Attorney are requesting a documents only hearing, and the attorney appears to be seeking remedies through Tennessee Lemon Law, Magnuson Moss Federal Trade Commission Warranty Improvement Act, and the Uniform Commercial Code. For the purposes of this process, the Tennessee Lemon Law will be utilized. Also, for the purposes of this process, an Arbitrator cannot award attorney fees, or treble damages. Most customers choose this process to represent themselves, but if they do chose to be represented by an attorney, it is at their own expense, and they cannot be reimbursed for those fees.

On page two of the Attorney's position they quote four court cases. These cases are not related to this case, nor do they describe the complete cases history or proceedings, therefore they are irrelevant. The Attorney also states that Ford is in breach of both written and implied warranties. This is also baseless, Ford has applied due diligence in both diagnosing and repairing any *verified or duplicated warranty* concern, and has covered any and all cost relating to any *warranty* repair.

Tennessee Lemon Law is very specific regarding the provisions of the Lemon Law. Under the section of *Problems Covered*, it defines what a substantial impairment is; it means that a vehicle must be unreliable or unsafe for normal operation, or that the vehicle resale value has been diminished. This is not the case; the vehicle is operating as designed, and free of any current non-conformity, and has been since the last visit dated 11-12-11, where the dealer replaced a tail lamp bulb. In fact, as soon as any vehicle is driven off the dealer's lot there is depreciation, this is due to environmental conditions, wear and tear, or use of the vehicle. The accruing miles on [REDACTED] vehicle show that she has use of the vehicle, and has since she purchased it.

In order to meet the *Term of Protection* prong of the Lemon Law, it states that within a period of one year, or the terms of the applicable express warranty, whichever comes first, in order for a manufacturer to repurchase or replace a vehicle, all the other prongs must be met within that time frame in order for a manufacturer to repurchase or replace a vehicle. *The one year period was reached first on 09-19-10.*

Ford has complied with the next prong regarding the *Manufacturer's Duty to Repair*, per the invoices, for any verifiable warranty concern. Ford has honored their commitment to the New Vehicle Limited Warranty. Also, Ford has met the next prong, which is regarding the *Manufacturer's Duty to Repurchase or Replace a Vehicle*; basically if Ford could not repair the vehicle within a *reasonable number of repair attempts*, then the manufacturer must repurchase or replace the vehicle. Per the above mentioned Invoices, this vehicle does *not* meet that requirement.

Under a *Reasonable Number of Repair Attempts*, the same non-conformity must be subject to repair three or more times, and *continues to exist*, or the vehicle is out of service for 30 or more cumulative calendar days during the *Term of Protection*. [REDACTED] vehicle does *not* meet that prong for either repair attempts, or days out of service, (please see below for proof of this statement).

Regarding providing the manufacturer with the *Opportunity to Repair* [REDACTED] has *not* provided written notification, by certified mail, directly to the manufacturer for the need to correct or repair an alleged non-conformity.

**** Ford notes, scheduled maintenance is the customer's responsibility, and not related to the New Vehicle Limited Warranty. Maintenance is suggested to assure the longevity and life of the major components of the vehicle. It appears that [REDACTED] [REDACTED] has been diligent in adhering to the maintenance of the vehicle. The attorney has listed scheduled maintenance on their "Description of*

Problem/Repair, which is why Ford addressed who is responsible for scheduled maintenance, and to stress that scheduled maintenance is not a factory product defect.

The history on the vehicle is as follows per the Agreement to Arbitrate (ATA):

Within the one year Term of Protection period for warrantable repairs

- 08-19-10 – Ford Lincoln of Franklin – 14,753 miles – Headliner in the rear is falling down; *the dealer ordered the part, (SOP). A/C will quit working when plugging GPS into power outlet, the dealer states that they will diagnose when the vehicle returns for headliner installation. One day out of service.*
- 09-13-11 - Ford Lincoln of Franklin – 15,706 miles – The dealer replaced the headliner, and could not verify or duplicate a concern with the A/C not working, as mentioned above. Also, on this day, the customer mentioned that the left tail lamp is cracked from the previous visit, (allegedly it occurred at the dealership), regardless, the dealer ordered the part. Lastly the customer states that the inside trunk seal is loose at rear back glass; the dealer secured the trunk seal. *Three days out of service.*

**** There were not three or more repairs within the specified times, for the same non-conformity, actually there is only one. The part was ordered, and the customer returned at a later date, not that there were two separate visits for the same concern that was addressed by the dealer the 1st time. Also, there were not 30 or more days out of service, the days out of service calculate to four days.*

Out of the one year Term of Protection period for warrantable repairs

- 10-23-10 - Ford Lincoln of Franklin – 17,124 miles – The dealer replaced the left tail lamp assembly. Outside mirror cover keeps falling off, the dealer ordered the part, and it was replaced on 10-29-10. *The total days out of service calculate to nine days, including time to refinish, (paint) the cover.*
- 04-04-11 - Ford Lincoln of Franklin – 24,162 miles – The dealer replaced the right front blinker bulb. *One day out of service.*
- 05-26-11 - Ford Lincoln of Franklin – 25,671 miles – Right tail lamp bulb was replaced. A/C will quit working when plugging GPS into power outlet; the dealer could not verify or duplicate that concern. *One day out of service.*
- 08-04-11 - Ford Lincoln of Franklin – 27,181 miles – Vehicle will not crank or start, the dealer charged the battery. *One day out of service.*
- 09-06-11 - Ford Lincoln of Franklin – 27,923 miles – Vehicle will not crank or start; the dealer replaced the battery. *The other listed concerns that day, seat belt light, and the rear parking assist were related to the battery. One day out of service.*
- 10-31-11 - Ford Lincoln of Franklin – 29,233 miles – Wrench light is on and the vehicle has loss of power. The dealer replaced the throttle body. *Two days out of service.*
- 11-12-11 - Ford Lincoln of Franklin – 29,413 miles – Left tail lamp signal bulb is out, the dealer

replaced the bulb. *One day out of service.*

Ford would like to explain the following for when the Arbitrator reviews the invoices. Ms. [REDACTED] has a non-Ford "Road Assist" extended service plan. The dealerships are independently owned and operated, although they do sell Ford extended plans, they also sell other company plans. You will see on the invoices dated 08-06-10, 8-31-10, 05-26-11, and 06-24-11 regarding the tires, those are not covered under Ford's warranty, as Ford only covers tires for a factory product defect for 12 months, or 12,000 miles, whichever comes first, or it is a workmanship issue by the dealer, not a factory defect. The name of the ESP Company is JM&A. Ms. [REDACTED] paid for the front wiper blades and the air filter, per her request on 08-04-11, as those are maintenance items.

Regarding the brakes there has never been a brake concern, the attorney is referencing when the dealership performed a multipoint inspection, which is done on each visit to the dealer.

The dealer performed a *Customer Satisfaction Program*, 10B15 dated 09-13-10, which has since expired. The program involved updating the software in the transmission control module, it was not a mandated program, and it was voluntary by Ford. Ford notes, recalls are administered by either the manufacturer or The (NHTSA) National Highway Traffic Safety Administration. This means that the program services are performed as a preventative measure, due to either an improvement or an update to a particular component, which will benefit the consumer. Most programs in some instances are mandated more as a strict emission regulations demand. Ford does not consider those programs as *repairs*, unless the concern was present prior to the consumer receiving the program letter. Ms. [REDACTED] has never stated she ever had a transmission concern, nor did she state a concern on the day she went to the dealer.

In conclusion, there has never been a substantial non-conformity that ever impaired the use, value or safety of the vehicle. According to the Tennessee Lemon law, under *Problems Covered*, in order for there to be a substantial impairment the vehicle must be rendered unreliable or unsafe for normal operation. Ms. [REDACTED] vehicle does not meet the Tennessee Lemon Law for a repurchase or replacement vehicle, as there have not been three or more *repairs* for the same non-conformity where a concern continues to exist. Nor, does the vehicle meet the Tennessee Program Summary; there have not been four or more repairs, for the same non-conformity, that continues to exist. According to both the Tennessee Lemon Law, and the Tennessee Program Summary, there have not been 30 or more days out of service, the days out of service calculate to 20 days. Due to the above information, Ford is respectfully asking the Arbitrator to deny the customer's request for a repurchase or replacement vehicle, as it is not warranted.

WARRANTY HISTORY

Includes the above mentioned dates of 09-13-11 - 10-29-10 - 05-26-11 - 09-06-11 - 10-31-11 - and 11-12-11.

Documentation Provided:

- Technical Service Bulletins / Special Service Memos
- Customer Satisfaction Programs
- Dealer Report
- Ford Field Service Engineer (FSE) Inspection Report
- Other:

List amount of any over allowance /negative equity:

To: Donna Patterson

BBB AUTO LINE

Fax: 703.247.9700

Completed by: Linda Peterson Date: 12-15-11

Fax: 866-567-6519

Location of Better Business Bureau

SunTrust Bank Building

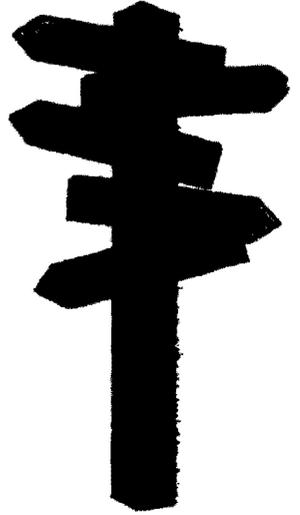
Name of Building (if any)

201 Fourth Avenue, North Suite 100, Nashville

Bureau Address and City

615-250-4249 615-250-4244 615-250-4239

Bureau Phone Number (Emergencies Only)



DIRECTIONS

FROM I-40

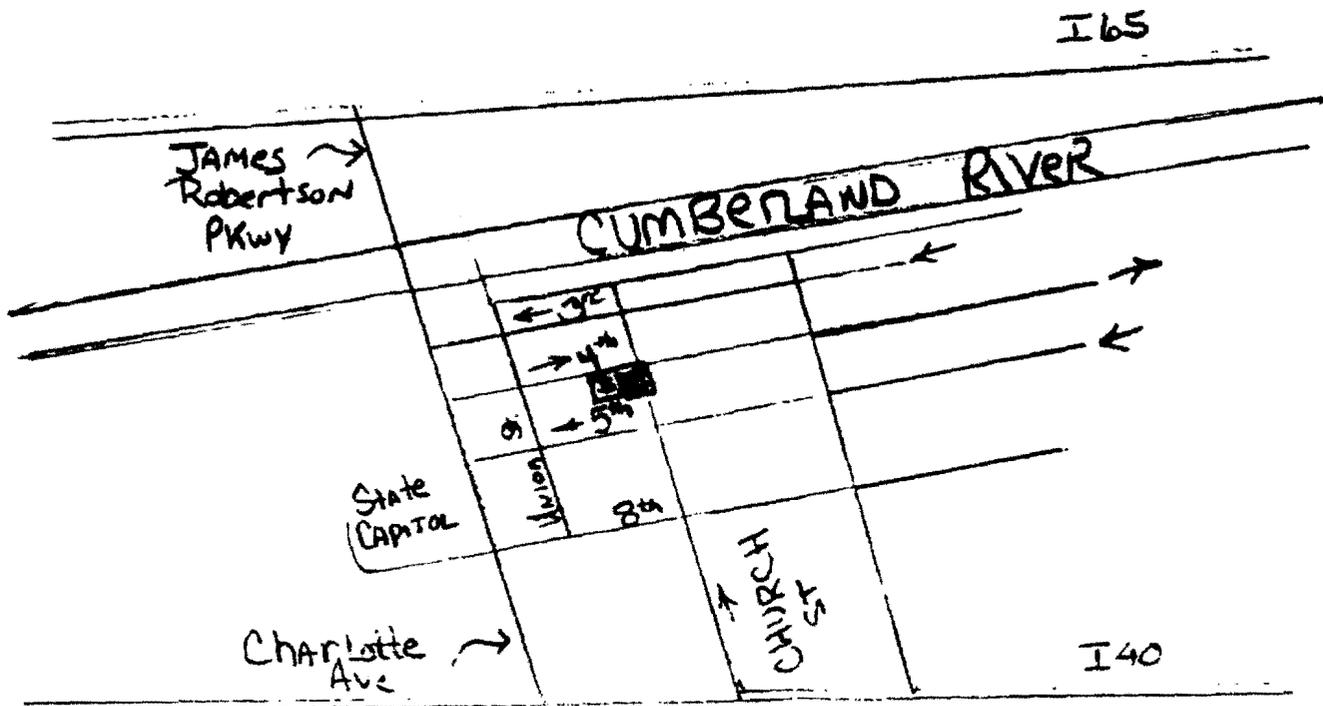
Exit CHURCH STREET-North bound to 4th and Church St.

FROM I-65

Exit JAMES ROBERTSON PKWY - Left on 4th St. to Church St

The BBB is located at 201 4th Ave in the SUNTRUST BANK BUILDING lobby.
201 is on the corner of 4th Street and Church St.

There are several parking lots surrounding the BBB office, including lower garage parking at 201 4th



**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1133064
Contact Date: 11/30/11
Start Date: 12/02/11

Please make any necessary corrections to the information below, **print** or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

[REDACTED]	
[REDACTED]	
City: Chicago	State: IL Zip code: 60602
[REDACTED]	
[REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2010	Current mileage: 29750
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: same, , TN			
Primary Servicing dealer/city/state: ALEXANDER FORD-MERCURY, INC.,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 09/19/09		Mileage at purchase/lease:	
First repair attempt date: 03/13/10		First repair attempt mileage: 7192	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no			Date of accident: 03/29/11
Description of damage: Front bumper needs paint. Rear ended another vehicle 5mph			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Vehicle repurchase plus attorney's fees.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER 3FAHP0JG6A [REDACTED]
Lienholder/Leasing Company _____ Phone Number _____
Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Electrical		17		yes
Brakes		8		yes
Body/Trim		6		yes
Climate Control System		3		yes
Recall		1		yes
Towing		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700**
Page 2



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 12/02/2011

Case Number: FRD1133064

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 TN 3FAHP0JG6AR [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : FusionYear : 2010

All parties named above submit to arbitration the following:

- * Electrical
- * Brakes
- * Body/Trim
- * Climate Control System
- * Recall
- * Towing

The parties have come to agreement on the following:

Each party requests the arbitrator(s) render the following decision:

Consumer : RepurchaseManufacturer :

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:Purchase price: (reflects the deduction of a rebate, if applicable)*****

(* Indicates additional remedies that can only be included if a lemon law repurchase is awarded)

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:

Council of Better Business Bureaus, Inc.

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ATA



BBB AUTO LINE

December 2, 2011
Re: W-C2 FRD1133064 [REDACTED] vs Ford Motor Corporation
3FAHP0JG6A [REDACTED]

KROHN & MOSS AL GA IL KY KS MN MO WI TX
10 N DEARBORN STREET 3RD FLOOR
CHICAGO IL 60602

Dear Eric P. Egbert:

We have received your request for a written arbitration hearing on behalf of the individual named above.

Enclosed please find the following information:

- * *Program Summary* – This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * *Agreement to Arbitrate* – The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.
- * *Customer Claim Form (CCF)* – Information we have on file regarding your complaint is recorded on the *CCF*. Please verify the accuracy of the information and return the *CCF* to us with any necessary corrections or additions.
- * *How BBB AUTO LINE Works* – This booklet explains the BBB AUTO LINE program, and contains the rules that will be followed in arbitration.
- * *Oath of Participant* – Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

The information you submitted meets the minimum requirements to enable us to begin processing the claim. However, because the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem you are alleging, and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?

Council of Better Business Bureaus, Inc.

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- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What is the type and amount of relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction that should be taken if a repurchase/replacement is awarded, and a specific description of any other remedies that you seek.

Your written position must include all supporting documents that you wish the arbitrator to consider. Please send us a *clear* copy of the following documents that were not included with your initial submission or were not legible when our office received them:

- _____ No further documentation is required at this time
- _____ Repair orders relating to the complaints(s)
- _____ The vehicle's current registration
- _____ The purchase contract or lease agreement
- _____ Other: _____

If the arbitrator decides a repurchase or replacement is the appropriate remedy, the arbitrator will need accurate information about the vehicle's purchase price as well as any collateral costs, incidental charges and other expenses that your client seeks. Please submit an itemization of those fees, along with supporting information/documentation, so we may include these amounts in the *Agreement to Arbitrate* to permit the arbitrator to appropriately evaluate your client's request for relief.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business fourteen days from the date of this letter. On the following day, we will send each written position to the other party for comments. If we have not received the requested information from you, the correspondence and documents you have provided us thus far will serve as your written position. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, we will provide you with three days advance notice of the inspection date.

You may either mail your position to our office at 4200 Wilson Blvd., Suite 800, Arlington, Virginia 22203 or fax it to 703.247.9700. If you have any questions, please contact me at 800.955.5100.

Sincerely,

Donna Patterson at Extension 506



BBB AUTO LINE

December 2, 2011

LINDA PETERSON
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1133064 [REDACTED] vs Ford Motor Corporation 3FAHP0JG6A [REDACTED]

Dear Madam/Sir:

The above named customer has requested a written arbitration hearing and a claim has been opened.

Enclosed please find the following information:

- * *Customer Claim Form (CCF)*
- * Any documentation submitted by the attorney
- * *Agreement to Arbitrate* (except in California);
- * *Oath of Participant* – Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

As the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem alleged and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?
- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction and any overallowance/negative equity/rebate amounts that should be taken if a repurchase/replacement is awarded.

Council of Better Business Bureaus, Inc.

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Your written position must include all supporting documents (i.e., repair orders, technical service bulletins, purchase contract or lease agreement) that you wish the arbitrator to consider.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business fourteen days from the date of this letter. On the following day, we will send each written position to the other party for comments. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, the BBB will provide you with three days advance notice of the inspection date.

If you have any questions, please contact me at 800.334.2406. Please fax your position to 703.247.9700.

Please call me if you have any questions. Thank you for your cooperation in this matter.

Sincerely,

Donna Patterson at Extension 506

Council of Better Business Bureaus, Inc.

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Umanzor, Maury

From: Hyatt, Chris [chyatt@consumerlawcenter.com]
Sent: Tuesday, November 29, 2011 5:53 PM
To: ILDept Fax
Cc: Umanzor, Maury; Hartless, Keenan; Herrera, Juan; Loader, Nancy; Patterson, Donna
Subject: 17032479700

Attachments: arb packet - [REDACTED].pdf

VIA FACSIMILE: 703-247-9700
(With Delivery Confirmation)

November 29, 2011

Council of Better Business Bureau, Inc.
Attn.: Maury Umanzor
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-1838

WRTAC
FRD1133064

RE: [REDACTED] v. Ford Motor Company

Dear Mr. Umanzor,

Please find enclosed the corresponding documents for the referenced case. **We are requesting a documents-only hearing** (fax: 866-264-3755). My clients' written position has been stated in this initial application. They request a refund or replacement under the Magnuson-Moss Law based on defects in the vehicle.

Please send notices fax only; please do not send any paper form of notices as our office is paperless. Thank you for your cooperation in this matter to our request.

Thank you,

PLEASE NOTE OUR ADDRESS CHANGE AS OF AUGUST 15, 2011

Chris Hyatt
Krohn & Moss, Ltd
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
(312) 578-9428 Ext 206

11/30/2011

**BBB AUTO LINE
Customer Claim Form**

Case number:
Contact Date:
Start Date:

Please make any necessary corrections to the information below, **print** or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: c/o Eric Egbert, Esq.; Krohn & Moss, Ltd.; 10 North Dearborn Street, 3rd Floor		
City: Chicago	State: IL	Zip code: 60602
[REDACTED]		
[REDACTED]		

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2010	Current mileage: approx 29,750
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Alexander Ford-Mercury (Ford Lincoln of Franklin), Franklin TN			
Primary Servicing dealer/city/state: same			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: September 19, 2009	Mileage at purchase/lease: 296		
First repair attempt date: March 13, 2010	First repair attempt mileage: 7,192		
How often is the vehicle used for business purposes (percentage): 0%	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		Date of accident: 3-29-11	
Description of damage: Front bumper needs paint. Rear ended another vehicle going 5 miles an hour.			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

VIN: 3FAHP0JG6A [REDACTED] / Vehicle Repurchase plus attorneys fees.
--

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER
Lienholder/Leasing Company <u>Ford Motor Credit Company</u> Phone Number <u>1-800-727-7000</u>
Account Number <u>45104020</u>

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
PLEASE	SEE		ENCLOSED	

Total days out of service for all problems: _____

Signature of Titled Owner(s)  Date 11-24-11
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
 4200 Wilson Blvd., Suite 800
 Arlington VA, 22203-1838
 Fax: 703-247-9700

Date of Repair	Mileage	Description of Problem/Repair	Defects
03/13/10	7,192	Basic maintenance plan- motorcraft oil & filter service – top off all fluids, inspect battery & cable ends, check tire wear & condition, inspect brake lining (Disc brakes only), inspect belts & hoses, inspect air intake & cabin filters, rotate & inspect 4 tires	Service
		Perform mult – point inspection	Inspection
06/02/10	9,296	Lube oil & filter service	Service
		Green Battery charge	Electrical
		Green Brake lining	Brakes
		Green Tire tread	Tires
08/06/10-08/31/10	12326-14,753	Basic maintenance plan- motorcraft oil & filter service – top off all fluids, inspect battery & cable ends, check tire wear & condition, inspect brake lining (Disc brakes only), inspect belts & hoses, inspect air intake & cabin filters, rotate & inspect 4 tires	Service
		Mount and balance one tire	Tires
		Check exterior lights and replace as needed	Electrical
		Interior headliner is coming down in rear sop per sm	Body/Trim
		A/C will quit working when plugging GPS in power outlet	Climate control system
09/13/10-09/15/10	15,706	Headliner is coming apart in rear spec order part	Electrical
		A/C Blower will quit working when plugging in gps in power point outlet	Climate control system
		Left rear tail light was cracked after. Repl on previous visit	Electrical
		Inside trunk seal is loose at rear back glass	Body/Trim
		Recall 10B15 power train control reprogram mi	Recall
		Lube oil & filter service	Service
		Green Battery charge	Electrical
		Green Brake lining	Brakes
		Green Tire tread	Tires
		Wash exterior and windows	Service
10/23/10	17,124	Left rear tail lt lens cracked in quick lane install sop from ro	Body/Trim
		Mirror cover on left outside mirror keeps falling off	Body/Trim
		Green Battery charge	Electrical
		Green Brake lining	Brakes
		Green Tire tread	Tires
10/29/10-11/05/10	17,256	Refinish mirror cover	Body/Trim

01/22/11	20,411	Basic maintenance plan- motorcraft oil & filter service – top off all fluids, inspect battery & cable ends, check tire wear & condition, inspect brake lining (Disc brakes only), inspect belts & hoses, inspect air intake & cabin filters, rotate & inspect 4 tires	Service
		Green Battery charge	Electrical
		Green Brake lining	Brakes
		Green Tire tread	Tires
04/04/11	24,162	Replace right blinker bulb	Electrical
05/26/11	25,671	Lube oil & filter service	Service
		Rotate tires	Tires
		Left front tire has a bubble in it.	Tires
		Right Tail Lite is out	Electrical
		A/C Quit working when she plugged gps in	Climte control system
		Green Battery charge	Electrical
		Green Tire tread	Tires
		Green Brake lining	Brakes
06/14/11	?	Lube oil & filter service	Service
06/24/11	26,358	Perform multi – point inspection CK tire pressure light is on	Inspection
		Green Battery charge	Electrical
		Green Brake lining	Brakes
		Green Tire tread	Tires
08/04/11	27,181	Hearing clicking then slow crank before stare	Electrical
		Lube oil & filter service	Service
		Replace front wiper blades and replace air filter	Body/Trim
		Green Brake lining	Brakes
		Green Tire tread	Tires
		Air filter inspection	Inspection
09/06/11	27,923	Vehicle would no start just clicked	Engine
		Seat belt light came on for roughly 20 minutes about 10 days ago while seat belt was latched	Electrical
		Rear parking assist message comes up at times while driving	Electrical
		Towing Service	Towing
		Green Brake lining	Brakes
		Green Tire tread	Tires
10/31/11-11/01/11	29,233	Wrench LT comes on and has not throttle response has very little power	Electrical
		Lube oil & filter service	Service
		Green Battery charge	Electrical
		Green Brake lining	Brakes
		Green Tire tread	Tires
11/12/11	29,413	Customer states left rear signal bulb inoperative	Electrical

Form header with Ford Credit logo, VIN, and Dealer Name/Address.

Handwritten signature: Harry Bradley

You, as Buyer (or Co-Buyer, if any) may buy the vehicle described herein for cash or on credit. The cash price is shown on the "Cash Price"...

Table with columns: Year and Make, Model, Vehicle Identification Number, and Use of Vehicle Expected.

Trade-in: 2004 HONDA Civic, 2004, 4-cyl, 1.8L, 2217.00

RECAPITULATION OF AMOUNT FINANCED

Table detailing financing: 1. Cash Price, 2. Dealer Payment, 3. Trade-in, 4. Amount paid on your behalf, 5. Amount Financed (\$1,336.38).

Table with columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE, Amount Financed, Total of Payments, Total Sale Price.

Table for optional features: Sunroof, Alloy Wheels, etc.

WARRANTY: 3 year/50,000 mile bumper-to-bumper warranty...

BALLOON CONTRACT PROVISIONS

EXCESS WEAR, TIRE AND MILEAGE CHARGES: If the lease vehicle is FINANCED, this section, Paragraph D, and Paragraph G of this contract apply...

Additional Product (Optional): If this box is checked you purchase the anti-rust product...

Buyer and Co-Buyer signature lines.

YOU ACKNOWLEDGE THAT YOU HAVE READ AND AGREE TO BE BOUND BY THE ARBITRATION PROVISION ON THE REVERSE SIDE OF THIS CONTRACT.

The Annual Percentage Rate may be negotiated with the Seller. The Seller may assign this contract and may retain its right to receive a portion of the Finance Charge.

Do not sign this contract below you read it or if it contains any blank spaces. You are entitled to an exact copy of the contract you sign.

Buyer (and Co-Buyer) acknowledge that (i) before signing this contract, Buyer (and Co-Buyer) read and understood a true and complete copy of this contract and (ii) at the time of signing this contract, Buyer (and Co-Buyer) received a true and complete copy of this contract.

Buyer and Co-Buyer signature lines.

Dealer Name: ALEXANDRA FORD MERCURY, INC. Dealer Signature: [Signature]

SEE INSERT FOR COUNTY FEE

CERTIFICATE OF VEHICLE REGISTRATION RENEWAL

772463270 Invoice: 11237

LICENSE NO		VEHICLE #		DATE OF ISSUE		EXPIRES	
[REDACTED]		4983339		08/25/2011		09/30/2012	
CLASS	EXPIRES	CLASS	EXPIRES	REGISTRATION FEE	SALES TAX	TITLE FEE	TOTAL
1000	2006	9		0			24.00
							29.81
VIN		PLATE NO		MAKE	YEAR	MODEL	EXPIRES
3FAHP0JG6AF [REDACTED]		77246327		FORD	2010	4D FUS	
							.00
							53.81
ADDRESS TYPE:		TO ORDER BY MAIL SEND ADDITIONAL \$2.00					
103098							
PRIMARY OBJECTS UC. NO.		[REDACTED]					

Port: WK02
 Cash: .00
 Check: .00
 Credit#: 0655
 Credit: 53.81
 Change: .00



TENNESSEE DEPARTMENT OF REVENUE

FRANKLIN TN [REDACTED]

INDICATE CHANGE OF ADDRESS BELOW

101 GILLESPIE DR		WILLIAMSON		ELAINE ANDERSON		AS 94	
FRANKLIN	TN	37067					

Emission No: 0806388802311179

94 WILLIAMSON 772463270

OFFICIAL DOCUMENT

NOTICE OF VEHICLE REGISTRATION

T.C.A. 55-4-108 Every Certificate of Registration shall at all times be carried in the vehicle to which it refers or shall be carried by the person driving or in control of such vehicle.

Renewals of registration for all vehicles (except permanent registrations) are for twelve (12) months from the current expiration date. If the current expiration date falls on Saturday, Sunday, or a holiday, the current registration remains valid until the next business day.

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
 FRANKLIN, TN 37084
 Phone: (615) 794-4585



LINCOLN

CELL: 615-516-3670

CUSTOMER NO: 99767	DEALER DON	VEHICLE NO 109348	SALE NO 4817	INVOICE DATE 11/12/11	ISSUE NO FOC5341839
[REDACTED]	LABOR RATE [REDACTED]	PRICE 29,413	COLOR STERLING GRAY	STOCK NO 105030	
FRANKLIN, TN [REDACTED]	YEAR/MONTH/MODEL 10/FORD/FUSION/4DR SDN I4 SEL FWD	DELIVERY DATE 09/19/09	DELIVERY MILES 296		
[REDACTED]	VIN 3FAHP0JG6AR [REDACTED]	DEALER NO [REDACTED]	PRODUCTION DATE		
			DATE OF SALE 11/12/11		
					MO: 29414

JOB# 5-TOTALS

JOB# 5 JOURNAL PREFIX FOC5 JOB# 5 TOTAL 0.00

COMMENTS
 WAITER

TECHNICIAN CERTIFICATION

106232 STEVEN J RUBINO 106232

TOTALS

Thank you for choosing Ford-Lincoln of Franklin
 for your automotive service needs.
 Our goal is your COMPLETE SATISFACTION!!

 Service & Parts hours:
 -Monday - Friday 7:00 am - 6:00 pm
 -Saturday 7:00 am - 2:00 pm
 Quick Lane Tire & Service Center hours:
 -Monday - Friday 7:00 am - 6:00 pm
 -Saturday 7:00 am - 2:00 pm

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



LINCOLN

CUSTOMER SIGNATURE

Belt burst out again

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4685



CELL: 615-516-3670

CUSTOMER #	99767	ALSO ON	109348	SALES NO	4817	INVOICE DATE	11/12/11	INVOICE NO	FOCS341839
LABOR NAME	[REDACTED]	SALE PRICE	29,413	PO #	STERLING GRV	STOCK NO	103030		
FRANKLIN, TN	[REDACTED]	10/FORD/FUSION/4DR SDN I4 SEL FWD		DELIVERY DATE	09/19/09	DELIVERY MILES	296		
VIN	3FAHP0JG6AR	DELIVERED TO	10	PRODUCTION DATE					
DATE		DATE		DATE	11/12/11				
INTERNAL REGION		COMMENTS							MO: 29414

JOB# 1 CHARGES

LABOR
J# 1 18FOZ Body Elect Diag 1 TECH(S):106232 WARRANTY
CUSTOMER STATES LEFT REAR SIGNAL BULB INOPERATIVE
L/R TURN SIGNAL BULB NG
REPLACE L/R TURN SIGNAL BULB

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	3H7Z-13466-B	BULB 416270		0.00
TOTAL - PARTS					0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 00FOZ99P MULTI-POINT INSP TECH(S):106232 INTERNAL
PERFORM MULTI-POINT INSPECTION
TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION:
PERFORMED MULTI-POINT INSPECTION AS PER ATTACHED FORM.

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR
J# 3+04FOZGBATT GREEN BATT TECH(S):106232 INTERNAL
ATW
BATTERY CHECKS GOOD AT THIS TIME.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4+04FOZGBK GREEN Brake Linng TECH(S):106232 INTERNAL
ATW
BRAKES ARE GOOD AT THIS TIME

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
J# 5+04FOZGTIRE GREEN Tire Tread TECH(S):106232 INTERNAL
ATW
TIRES ARE GOOD AT THIS TIME

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



CELL: 615-516-3670

CUSTOMER NO 99767	NAME WAYNE	DATE 109378	PLATE NO 252	DATE OF PURCHASE 11/01/11	FOCUS NO FOCS341238
ADDRESS FRANKLIN, TN	DATE OF REGISTRATION 10/31/11	VEHICLE ID NO 3FAHP0JG6AR	STOCK NO 10J030	DELIVERY MILES 296	PRODUCTION DATE
	MODEL 10/FORD/FUSION/4DR SDN I4 SEL FWD	FINANCE NO 10	FINANCE DATE 09/19/09		
	FINANCE NO 10				
					MO: 29234

LABOR
JOB# 1 06FOZ Gas Eng Driveblty I TECH(S):108977 WARRANTY:
WRENCH LT COMES ON AND HAS NOT THROTTLE RESPONSE
HAS VERY LITTLE POWER
EEC TEST P2111, PID MONITOR ROAD TEST, PINPOINT TEST DV
REPLACE THROTTLE BODY, RETEST P1000

PARTS
QTY 1 FP-NUMBER 9L8Z-9E925-A DESCRIPTION THROTTLE BODY AND M UNIT PRICE TOTAL - PARTS 0.00 WARRANTY 0.00

JOB# 1 TOTALS
JOB# 2 CHARGES
JOB# 1 JOURNAL PREFIX FOCUS JOB# 1 TOTAL 0.00

LABOR
JOB# 2 00FOZ Gas Lof Service TECH(S):108977 6:00
CUSTOMER REQUESTS LUBE OIL & FILTER SERVICE
HAS CAR CARE COUPON
TECHNICIAN DRAINED ENGINE OIL, REFILL WITH MOTORCRAFT 5W20
INSTALLED MOTORCRAFT OIL FILTER, LUBE CHASSIS AS NECESSARY
CHECK COOLANT, AUTO TRANS & WASHER FLUID LEVELS
CHECK & CORRECT TIRE PRESSURES TO FACTORY SPECIFICATIONS
REPLACE OIL CHANGE

PARTS
QTY 1 FP-NUMBER PK500-6 UNIT PRICE 24.95
1 FL-500-SBZ 4.47
6 X0-5W20-BSP 80LK OIL 24.95
TOTAL - PARTS 54.39

MISC
CODE DESCRIPTION CONTROL NO. PRICE
JMP (98329) JMB&A WILL PAY 98329 -22.00
78 CARCARE-PARTS -4.47
79 CARCARE-SERVICE -4.47
TOTAL - MISC -30.94

JOB# 2 TOTALS
LABOR 5.00
PARTS 24.95
MISC -30.94
JOB# 3 CHARGES
JOB# 2 JOURNAL PREFIX FOCUS JOB# 2 TOTAL -0.99

LABOR
JOB# 3 37FOZ02 Rental Car TECH(S):75398 WARRANTY

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
 FRANKLIN, TN 37064
 Phone: (615) 794-4585



CELL: 615-516-3670

CUSTOMER NO 99767	ADDRESS WAYNE	109378	TAX NO 252	INVOICE DATE 11/01/11	INVOICE NO FOCS341238
[REDACTED]	LABOR RATE [REDACTED]	[REDACTED]	MILEAGE 29,233	COLOR STERLING GRAY	STOCK NO 10J030
FRANKLIN, TN	YEAR / MAKE / MODEL 10 / FORD / FUSION / 4DR SDN I4 SEL FWD	[REDACTED]	DELIVERY DATE 09/19/09	DELIVERY MILES 296	PRODUCTION DATE
[REDACTED]	VEHICLE ID NO 3FAHP0JG6AR	[REDACTED]	SELLING DEALER NO 10		
[REDACTED]	FILE NO		DATE 10/31/11		
	EMAIL ADDRESS		COMMENTS		MO: 29234

TOTALS

Thank you for choosing Ford-Lincoln of Franklin
 for your automotive service needs.
 Our goal is your COMPLETE SATISFACTION!!

 Service & Parts hours:
 -Monday - Friday 7:00 am - 6:00 pm
 -Saturday 7:00 am - 2:00 pm
 Quick Lane Tire & Service Center hours:
 -Monday - Friday 7:00 am - 6:00 pm
 -Saturday 7:00 am - 2:00 pm

TOTAL LABOR.... 5.00
 TOTAL PARTS.... 24.95
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.99
 TOTAL MISC DISC -30.94
 TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE



LINCOLN

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4685



CELL: 615-516-3670

CUSTOMER TAG 99767	CUSTOMER NAME JAMES MORAN	VEHICLE ID 108633	VEHICLE NO 254	DATE 09/06/11	INVOICE NO FOCS338221
	LABOR RATE 27,923	VEHICLE COLOR STERLING GRY			VEHICLE YEAR 10
	VEHICLE MAKE 10/FORD/FUSION/4DR	VEHICLE MODEL I4 SEL FWD		DATE 09/19/09	VEHICLE YEAR 296
	VEHICLE VIN 3FAHP0JG6AR			DATE 10	VEHICLE YEAR 296
				DATE 09/06/11	
					MO: 27924

TECHNICIAN CERTIFICATION

108749
75398

SOLOMON DEMISSIE
SERVICE TECHNICIAN

108749
75398

TOTALS

Thank you for choosing Ford-Lincoln of Franklin
for your automotive service needs.
Our goal is your COMPLETE SATISFACTION!!

Service & Parts hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm
Quick Lane Tire & Service Center hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm

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

CUSTOMER SIGNATURE



INVOICE



LINCOLN

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37084
Phone: (615) 794-4585



CELL: 615-516-3670

CUSTOMER NO. 99767	NAME JAMES MORAN	DOB 108633	AGE 254	DATE 09/06/11	FOCUS 38221
FRANKLIN, TN	PHONE 27,923	STREET STERLING GRV	ZIP 107030	DELIVERY DATE 09/19/09	DELIVERY MILES 296
	VEHICLE 10/FORD/FUSION/4DR SDN I4 SEL FWD	YEAR 10	MAKE FORD	MODEL 3FAHPOJG6	INSTRUMENT DATE
				DATE 09/06/11	
					MO: 27924

JOB# 1 CHARGES

LABOR
J# 1 09FOZ Gas Eng Start Sys I TECH(S):108749 WARRANTY
C/S THE VEHICLE WOULD NOT START, JUST CLICKED. TOW DRIVER JUMPED OFF. VERIFY CONCERN. RUN OASIS. PERFORMED QUICK SYSTEM TEST. RETRIEVED LOW BATTERY V-DTCs FROM SJB, PSCM, FDM AND IPC. TEST BATTERY AND REPLACED. DTC 128CK-3ETS3-011, ACES-X93FM. TEST CHARGING SYSTEM AND PASSED. TEST ALL MODULES AND PASSED ALL WORK PERFORMED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	BXT-96R-500	BATTERY 473386		WARRANTY
	-1	BXT-96R-500	CORE RETURN		WARRANTY
				TOTAL - PARTS	0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	INTERNAL
	720033	74786	09/06/11	TOW BILL	0.00
TOTAL - SUBLET					0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCUS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 18FOZ Body Electric I TECH(S):108749 WARRANTY
C/S THE SEAT BELT LIGHTS WERE NOT WORKING 20 MINUTES ABOUT 10 DAYS AGO WHILE DRIVING. VEHICLE WAS HERE FOR A LONGER PERIOD OF TIME. FOUND DTCs MOST MODULES FOR LOW BATTERY V. WE TRY TO VERIFY CUSTOMER CONCER. COULDN'T DUPLICATE MAY CAUSED BY LOW BATTERY V. IN THE MODULE. CLEARED ALL DTCs AND TEST TEST SYSTEM PASSED AT THIS TIME.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCUS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 18FOZ01 Body Electric II TECH(S):108749 WARRANTY
C/S THE REAR PARKING ASSIST MESSAGE COMES UP AT TIMES WHILE DRIVING. SEE LINE 1&2 TEST AND SYSTEM PASSED. COULD CAUSED BY LOW BATTERY V IN THE SYSTEM, REPLACED BATTERY AND TEST SYSTEM OK.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCUS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 00FOZ99P MULTI-POINT INSP. TECH(S):108749 INTERNAL
PERFORM MULTI-POINT INSPECTION

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



CELL: 615-516-3670

CUSTOMER ID: 99767	NAME: JAMES MORAN	DOB: 108633	AGE: 254	DATE: 09/06/11	FOCS: 338221
ADDRESS: FRANKLIN, TN	CARVIN: [REDACTED]	LINE: 27,923	STYLING: STERLING GRV	DELIVERY: 10/030	DELIVERY MILES: 296
	MODEL: 10/FORD/FUSION/4DR SDN I4 SEL FWD	DATE: 09/19/09	DELIVERY: 09/06/11	DELIVERY MILES: 296	DELIVERY MILES: 296
	DESCRIPTION: 3-FA-H P O J G 6 A R	DATE: 09/06/11			
					MO: 27924

TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION:
PERFORMED MULTI-POINT INSPECTION AS PER ATTACHED FORM.

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----
LABOR-----
J# 5+37FOZ03 Towing Service TECH(S):75398 WARRANTY

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----
LABOR-----
J# 6+37FOZ02 Rental Car TECH(S):75398 WARRANTY
FORD MOTOR COMPANY - TRANSPORTATION ASSISTANCE PROGRAM
GOODWILL ASSIST WARRANTY CUSTOMER RENTAL VEHICLE
MAXIMUM OF \$28.00 PER DAY
ALL TAP RENTALS MUST HAVE PRIOR AUTHORIZATION
SERVICE ADVISOR AUTHORIZATION MAXIMUM 2 DAYS
SERVICE MANAGER MUST AUTHORIZE ADDITIONAL RENTAL DAYS

SUBLET-----PO#-----VEND INVT-----
338221
TOTAL - SUBLET
WARRANTY 0.00



JOB# 6 TOTALS-----
JOB# 6 JOURNAL PREFIX FOCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES-----
LABOR-----
J# 7+04FOZGBK GREEN Brake Lining TECH(S):108749 INTERNAL
ATW
BRAKES ARE GOOD AT THIS TIME

JOB# 7 TOTALS-----
JOB# 7 JOURNAL PREFIX FOCS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES-----
LABOR-----
J# 8+04FOZGYIRE GREEN Tire Tread TECH(S):108749 INTERNAL
ATW
TIRES ARE GOOD AT THIS TIME

JOB# 8 TOTALS-----
JOB# 8 JOURNAL PREFIX FOCS JOB# 8 TOTAL 0.00

COMMENTS-----
POST TO FORD AUTO CLUB A/R

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4565



CELL: 615-516-3670

CUSTOMER PREFIX: 99767	SALES REP: RONALD LINATORSKI	SALES ID: 108678	SALES FAX: 5269	DATE: 08/04/11	FOCS: 336667
ADDRESS: FRANKLIN, TN 37067-2536	APPOINT DATE: [REDACTED]	QUANTITY: 27,181	STYLING: STERLING GRV	FOCUS: 107030	
	MODEL: 10/FORD/FUSION/4DR SDN T4 SEL FWD	DELIV: 09/19/09	DELIVERY MILES: 296		
	PLANT: 3-P/PAH P 0 J G 6 A R	DATE: 10	DATE: 08/04/11		
					MO: 27182

JOB# 1 CHARGES
LABOR
 J# 1 00FOZQ7005 REPLACE BATTERY TECH(S):75398 WARRANTY
 C/S HEARING CLICKING THEN SLOW CRANK BEFORE START
 TESTED AND CHARGED BATTERY-TESTS GOOD AFTER CHARGE.

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX FOCUS JOB# 1 TOTAL 0.00
 JOB# 2 CHARGES

LABOR
 J# 2 00FOZ Gas Lof Service TECH(S):75398 5.00
 CUSTOMER REQUESTS LUBE OIL & FILTER SERVICE
 TECHNICIAN DRAINED ENGINE OIL, REFILL WITH MOTORCRAFT 5W20
 INSTALLED MOTORCRAFT OIL FILTER, LUBE CHASSIS AS NECESSARY
 CHECK COOLANT, AUTO TRANS. & WASHER FLUID LEVELS
 CHECK & CORRECT TIRE PRESSURES TO FACTORY SPECIFICATIONS
 REPLACE OIL CHANGE REMINDER STICKER

JOB# 2 TOTALS
 LABOR 5.00
 JOB# 2 JOURNAL PREFIX FOCUS JOB# 2 TOTAL 5.00

LABOR
 J# 3 00FOZ99P MULTI POINT INSPECTION TECH(S):75398 INTERNAL
 MULTI POINT INSPECTION
 TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION;
 PERFORMED MULTI-POINT INSPECTION AS PER ATTACHED FORM.

JOB# 3 TOTALS
 JOB# 3 JOURNAL PREFIX FOCUS JOB# 3 TOTAL 0.00
 JOB# 4 CHARGES

LABOR
 J# 4 00FOZQ6000 Service Frt Wipers TECH(S):77385 0.00
 C/S REPLACE FRONT WIPERBLADES AND REPLACE AIR FILTER
 REPLACE WIPER BLADES

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	2U2Z-17528-LA	BLADE ASY 867279	25.94	25.94
	1	2U2Z-17528-EA	BLADE ASY 867273	25.94	25.94
TOTAL - PARTS					51.88

JOB# 4 TOTALS
 PARTS 51.88
 JOB# 4 JOURNAL PREFIX FOCUS JOB# 4 TOTAL 51.88
 JOB# 5 CHARGES

LABOR

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



CELL: 615-516-3670

CUSTOMER NO 99767	NAME RONALD LINATORSKI	TRC NO 108678	5269	DATE 08/04/11	INVOICE NO FOCS936667
ADDRESS FRANKLIN, TN 3	CITY [REDACTED]	STATE TN	ZIP 27,181	VEHICLE STERLING GRV	10J030
	MODEL 10/FORD/FUSION/4DR SDN I4 SEL FWD	DELIV 09/19/09		QUANTITY 296	
	301FAHP0JG6AR				
				DATE 08/04/11	
TOTALS					MO: 27182

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Service & Parts hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm
Quick Lane Tire & Service Center hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm

TOTAL LABOR...	5.00
TOTAL PARTS...	80.42
TOTAL SUBLET...	0.00
TOTAL G.O.G...	0.00
TOTAL MISC CHG.	0.99
TOTAL MISC DISC	0.00
TOTAL TAX.....	8.00
TOTAL INVOICE \$	94.41

CUSTOMER SIGNATURE

DUPLICATE INVOICE



L I N C O L N

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



CELL: 615-516-3670

99767	MELINDA KAY	106060	5936	06/24/11	FOCP334758
			26,358	SPERLING GRY	107030
FRANKLIN, TN	10/FORD/FUSION/4DR SDN I4 SEL FWD			09/19/09	DELIVERY MILES 296
	3FAHPOJG6AR			10	PRODUCTION DATE
				06/24/11	
					MO: 26359

JOB# 1 CHARGES

LABOR
J# 1 00FOZ99P MULTI-POINT INSP. TECH(S):102082 INTERNAL
PERFORM MULTI-POINT INSPECTION
CK TIRE PRESSURE LIGHT IS ON. HAD DRIVERS SIDE TIRE REPLACED
HERE ABOUT A WEEK AGO
TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION:
PERFORMED MULTI-POINT INSPECTION AS PER ATTACHED FORM.

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX FOCP JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2+04FOZ6BATT GREEN Battery Charge TECH(S):102082 INTERNAL
ATW
BATTERY CHECKS GOOD AT THIS TIME.

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX FOCP JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3+04FOZ6GBK GREEN BRAKES ARE GOOD TECH(S):102082 INTERNAL
ATW

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX FOCP JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4+04FOZ6I1RE GREEN Tire Tread TECH(S):102082 INTERNAL
ATW
TIRES ARE GOOD AT THIS TIME

JOB# 4 TOTALS
JOB# 4 JOURNAL PREFIX FOCP JOB# 4 TOTAL 0.00

TECHNICIAN CERTIFICATION
102082 THOMAS ALEXANDER 102082

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



CELL: 615-516-3670

CUSTOMER ID: 99767	NAME: MELINDA KAY TUBBS	DOB: 106060	VEHICLE ID: 5936	DATE: 06/24/11	INVOICE NO: F0CP334758
FRANKLIN, TN	ADDRESS: [REDACTED]	ZIP: [REDACTED]	MSRP: 26,358	COLOR: STERLING GRAY	VEHICLE NO: 10J030
	MODEL: 10/FORD/FUSION/4DR SDN I4 SEL FWD	DELIVERY DATE: 09/19/09		DELIVERY MILES: 296	
	3-CPAHP0JG6AR	10		PRODUCTION DATE:	
				DATE: 06/24/11	
					MO: 26359

TOTALS

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Service & Parts hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm
Quick Lane Tire & Service Center hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm

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

CUSTOMER SIGNATURE

DUPLICATE INVOICE



LINCOLN

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



CELL: 615-516-3670

CUSTOMER ID: 99767	MEYINDA KAY TUBBS 106060	REG. TAG: 6	INVOICE DATE: 06/14/11	FOCP334182
FRANKLIN, TN	25,671	STERLING GRV	10J030	
	10/FORD/FUSION/4DR SDN I4 SEL FWD	DELIVERY DATE: 09/19/09	DELIVERY MILE: 296	
	3 F A H P 0 J G 6 A	10	PRODUCTION DATE	
		06/14/11		
				MO: 25671

JOB# 1 CHARGES

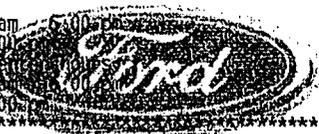
LABOR			
J# 1 00FOZ	Gas Lof Service	TECH(S):77385	0.00
	CUSTOMER REQUESTS LUBE OIL & FILTER SERVICE		
	REFER TO RO 333247. WRITTEN OFF IN ERROR. SHOULD BE BILLED TO JM&A		
MISC	CODE	DESCRIPTION	CONTROL NO
	PROMOTIONS	SERVICE PROMOTION	17.00
	PTSPROM	PARTS PROMOTION	17.00
	JMP	(98329) JM&A WILL PAY	98329 -34.00
		TOTAL MISC	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCP JOB# 1 TOTAL 0.00

TOTALS

Thank you for choosing Ford-Lincoln of Franklin for your automotive service needs. Our goal is your COMPLETE SATISFACTION!!	TOTAL LABOR....	0.00
*****	TOTAL PARTS....	0.00
Service & Parts hours:	TOTAL SUBLET...	0.00
-Monday - Friday 7:00 am - 6:00 pm	TOTAL G.O.G....	0.00
-Saturday 7:00 am - 2:00 pm	TOTAL MISC CHG.	34.00
Quick Lane Tire & Service Center	TOTAL MISC DISC	34.00
-Monday - Friday 7:00 am - 6:00 pm	TOTAL TAX.....	0.00
-Saturday 7:00 am - 2:00 pm	TOTAL INVOICE \$	0.00



L I N C O L N

CUSTOMER SIGNATURE _____
***** DUPLICATE INVOICE *****

FORD LINCOLN OF FRANKLIN

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FRANKLIN, TN 37064
Phone: (615) 794-4585



CELL: 615-516-3670

CUSTOMER NO 99767	NAME MELINDA KAY	TAKE NO 106060	246K	DATE 05/26/11	FOCUS 333247
FRANKLIN, TN	LABOR DATE	MESSAGE 25,671	STERLING GRY	10J030	COUNTRY MILES 296
	10/FORD/FUSION/4DR SDN I4 SEL FWD	09/19/09			
	3 F A H P 0 J G 6 A R	10			
			05/26/11		
					MO: 25671

JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX FOCUS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES

LABOR
J# 8+04FOZGTIRE GREEN Tire tread TECH(S):77385 INTERNAL
ATN
TIRES ARE GOOD AT THIS TIME

JOB# 8 TOTALS

JOB# 8 JOURNAL PREFIX FOCUS JOB# 8 TOTAL 0.00

JOB# 9 CHARGES

LABOR
J# 9+04FOZGBK GREEN Brake Lining TECH(S):77385 INTERNAL
ATN
BRAKES ARE GOOD AT THIS TIME

JOB# 9 TOTALS

JOB# 9 JOURNAL PREFIX FOCUS JOB# 9 TOTAL 0.00

COMMENTS

LF TIRE ROAD HAZZ, RT TAIL LT. GRS7AC SERVICE

TOTALS

Thank you for choosing Ford
for your automotive service needs.
Our goal is your COMPLETE SATISFACTION!!

TOTAL LABOR.... 30.95
TOTAL PARTS.... 151.30
TOTAL SUBRET... 0.00
TOTAL G.DIG... 0.00
TOTAL HISC CHG. 0.00
TOTAL HISC DISC -182.25
TOTAL TAX..... 0.00

Service & Parts hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm
Quick Lane Tire & Service Center hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



LINCOLN

CELL: 615-516-3670

SALE ORDER NO. 99767	SALES REP. MELINDA KAY TUBBS	SALES ID. 106060	SALES TRK. 246K	DATE 05/26/11	FINANCE NO. FOCS333247
ADDRESS FRANKLIN, TN	PHONE 25,671	MAKE STERLING	MODEL GRY	YEAR 10	DELIVERY MILES 296
	MODEL 10/FORD/FUSION/4DR SDN I4 SEL FWD	DELIVERY DATE 09/19/09	PRODUCTION DATE 10		
	DESCRIPTION 3 FAH P O J G 6 A R	DATE 05/26/11			
	TOTAL	MISC			MO: 25671

JOB# 3 TOTALS.....
LABOR 10.00
PARTS 126.35
MISC 136.35

JOB# 4 CHARGES.....
JOURNAL PREFIX FDCS JOB# 3 TOTAL 0.00

LABOR J# 4 10FOZ Body Elect Diag I TECH(S):77385 WARRANTY
CUSTOMER STATES THE RIGHT TAIL LITE IS OUT. HAS BEEN IN NUMEROUS TIMES FOR TAIL LIGHT BULBS. CUSTOMER THINKS THERE IS POSSIBLE ELECTRICAL CONCERN
REPLACED RIGHT TAIL LIGHT BULB

PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE
1 3H7Z-13466-B BULB 416270
TOTAL PARTS WARRANTY 0.00

JOB# 4 TOTALS.....

JOB# 5 CHARGES.....
JOURNAL PREFIX FDCS JOB# 4 TOTAL 0.00

LABOR J# 5 18F0Z01 Body Elect Diag I TECH(S):77385 WARRANTY
CUSTOMER STATES THE RIGHT TAIL LITE IS OUT. HAS BEEN IN NUMEROUS TIMES FOR TAIL LIGHT BULBS. CUSTOMER THINKS THERE IS POSSIBLE ELECTRICAL CONCERN
UNABLE TO DUPLICATE CONCERN AT THIS TIME

JOB# 5 TOTALS.....

JOB# 6 CHARGES.....
JOURNAL PREFIX FDCS JOB# 5 TOTAL 0.00

LABOR J# 6 00F0299P MULTI-POINT INSP. TECH(S):77385 INTERNAL
PERFORM MULTI-POINT INSPECTION
TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION:
PERFORMED MULTI-POINT INSPECTION AS PER ATTACHED FORM.

JOB# 6 TOTALS.....

JOB# 7 CHARGES.....
JOURNAL PREFIX FDCS JOB# 6 TOTAL 0.00

LABOR J# 7+04F02GBATT GREEN Battery Charge TECH(S):77385 INTERNAL
ATW
BATTERY CHECKS GOOD AT THIS TIME.

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



CELL: 615-516-3670

CUSTOMER ID: 99767	MELINDA KAY TUBBS	106060 TAG NO 246K	INVOIC 05/26/11	FOCS333247
FRANKLIN, TN	LABOR DATE	25,671	STERLING GRV	10J030
	10/FORD/FUSION/4DR SDN	I4 SEL FWD	DELIV 09/19/09	DELIVERY MILES 296
	3 FAHP0JG6AR		10	
			05/26/11	
				MO: 25671

JOB# 1 CHARGES

LABOR
J# 1 00FOZ Gas Lof Service TECH(S):77385 4.00
CUSTOMER REQUESTS LUBE OIL & FILTER SERVICE
TECHNICIAN DRAINED ENGINE OIL, REFILL WITH MOTORCRAFT 5W20
INSTALLED MOTORCRAFT OIL FILTER. LUBE CHASSIS AS NECESSARY
CHECK COOLANT, AUTO TRANS. & WASHER FLUID LEVELS
CHECK & CORRECT TIRE PRESSURES TO FACTORY SPECIFICATIONS
REPLACE OIL CHANGE REMINDER STICKER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	FL-500-SB12	FILTER ASY 516305	5.33	5.33
	6	XO-5W20-BSP	BULK OIL	3.27	19.62
TOTAL - PARTS					24.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	78	CARCARE-PARTS		-17.00
	79	CARCARE-SERVICE		-17.00
	1111	FLEET LABOR DISCOUNT		-5.95
	FPTS	FLEET PARTS DISCOUNT		-5.95
TOTAL - MISC				-45.90

JOB# 1 TOTALS
LABOR 4.00
PARTS 24.95
MISC 45.90
TOTAL 74.85



JOB# 2 CHARGES
LABOR
J# 2 02FOZ Rotate Tires TECH(S):77385 16.95
ROTATE TIRES

JOB# 2 TOTALS
LABOR 16.95

JOB# 3 CHARGES
JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 16.95

LABOR
J# 3 02FOZQ2070 Tire Repair TECH(S):77385 10.00
CUSTOMER STATES LEFT FRONT TIRE HAS A BUBBLE IN IT. CUSTOMER
HAS ROAD HAZZARD
MOUNT AND BALANCE L/F TIRE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	9001-7326465-00	P225/45R18 365699	126.35	126.35
		DOT M6RR AWER 1811			
TOTAL - PARTS					126.35

MISC	CODE	DESCRIPTION	CONTROL NO	
	JMP	(98329) JK&A WILL PAY	98329	-136.35

FORD LINCOLN OF FRANKLIN

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Phone: (615) 794-4585



CUSTOMER # 10	TRACY WEINBERGER 102994	6045	05/16/11	FOCS332155
FORD LINCOLN MERCURY OF FRANKL 1875 WEST MCEWEN DRIVE FRANKLIN, TN 37067	12/FORD/FOCUS/4DR HB SE	YEL BLAZ ME	05/30/11	15
615-794-4585	615-794-4585	MO: 5		

LABOR
JOB# 1 75FOZ11 FOCUS PDI TECH(S):76631 INTERNAL
PERFORM NEW VEHICLE PRE-DELIVERY INSPECTION
COMPLETED PDI INSPECTION

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX FOCUS JOB# 1 TOTAL 0.00

COMMENTS
STK# 12A006
TECHNICIAN CERTIFICATION
76631 HARVIN BLOOMER 76631

TOTALS
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Service & Parts hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm
Quick Lane Tire & Service Center
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm

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



LINCOLN

CUSTOMER SIGNATURE ***** DUPLICATE INVOICE *****

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



LINCOLN

CELL: 615-516-3670

CUSTOMER #	99767	NAME	SHERRY BETH BENTLE	DOB	104059	AGE	15	DATE	04/04/11	INVOICE #	FOCS330177
ADDRESS	[REDACTED]	DATE	[REDACTED]	PRICE	24,162	MAKE	STERLING	GRY	10J030	DELIVERY MILES	296
CITY	FRANKLIN, TN	MODEL	10/FORD/FUSION/4DR SDN I4 SEL FWD	DELIVERY DATE	09/19/09	DELIVERY MILES	296	WARRANTY DATE			
PHONE	[REDACTED]	PLATE	3FAHP0JG6AR	NO. OF MONTHS	10	WARRANTY DATE					
MOBILE	[REDACTED]	FINANCE		DATE	04/04/11						
ADDRESS		ADDRESS									MO: 24162

JOB# 1 CHARGES

LABOR
J# 1 35FOZ Accessories I TECH(S):102082 INTERNAL
REPLACE RIGHT BLINKER BULB

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0:00

JOB# 2 CHARGES

LABOR
J# 2 00FOZ099P MULTI-POINT INSP. TECH(S):102082 INTERNAL
PERFORM MULTI-POINT INSPECTION
TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION;
PERFORMED MULTI-POINT INSPECTION AS PER ATTACHED FORM.

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0:00

COMMENTS
NO SERVICES PERFORMED... BULB WAS LOOSE

TECHNICIAN CERTIFICATION
102082  102082

TOTALS

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for your automotive service needs.
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Service & Parts hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm
Quick Lane Tire & Service Center hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.D.G....	0.00
TOTAL MISC CHG...	0.00
TOTAL MISC DISC...	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



LINCOLN

CELL: 615-516-3670

CUSTOMER ID: 99767	NAME: SHERRY BETH BENTLE 104059	TAX NO: 502	DATE: 01/22/11	FOCP: 326529
ADDRESS: FRANKLIN, TN	PHONE: 20,411	DEALER: STERLING GRV	STOCK NO: 10J030	
	MODEL: 10/FORD/FUSION/4DR SDN I4 SEL FWD	DATE: 09/19/09	DELIVERY DATE: 296	
	VIN: 3FAHP0JG6AR	REGISTRATION NO: 10	PRODUCTION DATE:	
	EMAIL ADDRESS:	DATE: 01/22/11		MO: 2041

JOB# 1 CHARGES

LABOR
J# 1 00FOZ03 Works Package TECH(S):105268 15.00

- BASIC MAINTENANCE PLAN
- MOTORCRAFT OIL & FILTER SERVICE
- TOP OFF ALL FLUIDS
- INSPECT BATTERY & CABLE ENDS
- CHECK TIRE WEAR & CONDITION
- INSPECT BRAKE LINING (DISC BRAKES ONLY)
- INSPECT BELTS & HOSES
- INSPECT AIR INTAKE & CABIN FILTERS
- ROTATE & INSPECT 4 TIRES
- TECHNICIAN REPORTS:
- PERFORMED SERVICE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	FL-500-SB12	FILTER ASY 516305	5.87	5.87
	6	X0-5W20-BSP	BULK OIL	3.18	19.08
TOTAL - PARTS					24.95

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
	JMP	(98329) JH&A WILL PAY	98329	34.00
	PP-9	PARTS PROMOTION		2.97
	SP-9	SERVICE PROMOTION		39.95
TOTAL - MISC				76.92

JOB# 1 TOTALS
LABOR 15.00
PARTS 24.95
MISC 76.92



JOB# 2 CHARGES

LABOR
J# 2 00FOZ099P MULTI-POINT INSP. TECH(S):105268 INTERNAL
PERFORM MULTI-POINT INSPECTION
TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION:
PERFORMED MULTI-POINT INSPECTION AS PER ATTACHED FORM.

JOB# 2 TOTALS
JOURNAL PREFIX FOCP JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3+04FOZGBATT GREEN Battery Charge TECH(S):105268 INTERNAL
ATW
BATTERY CHECKS GOOD AT THIS TIME.

JOB# 3 TOTALS
JOURNAL PREFIX FOCP JOB# 3 TOTAL 0.00

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



CELL: 615-516-3670

CUSTOMER NO 99767	SHERRY BETH BENTLE 104059 TAG TAX 502	DATE 01/22/11	FOCP# 326529
FRANKLIN, TN	20,411	STERLING GRV	10J030
	10/FORD/FUSION/4DR SDN I4 SEL FWD	09/19/09	DELIVERY MILES 296
	3 P A H P 0 J G 6 A	01/22/11	MO: 20411

JOB# 4 CHARGES

LABOR
J# 4+04FOZGBK GREEN Brake Lining TECH(S):105268 INTERNAL
ATW
BRAKES ARE GOOD AT THIS TIME

JOB# 4 TOTALS
JOB# 4 JOURNAL PREFIX FOCP JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
J# 5+04FOZGTIRE GREEN Tire Tread TECH(S):105268 INTERNAL
ATW
TIRES ARE GOOD AT THIS TIME

JOB# 5 TOTALS
JOB# 5 JOURNAL PREFIX FOCP JOB# 5 TOTAL 0.00

COMMENTS
TECH TIME LEFT OFF LOF AND ROT. PUT ON M/P LINE

TECHNICIAN CERTIFICATION
105268 ROBERT 105268

TOTALS

Thank you for choosing Ford for your automotive service needs. Our goal is your COMPLETE SATISFACTION!!	TOTAL LABOR....	15.00
*****	TOTAL PARTS....	24.95
Service & Parts hours:	TOTAL SUBJET. TAX	0.00
-Monday - Friday 7:00 am - 6:00 pm	TOTAL G.O.G.	0.00
-Saturday 7:00 am - 2:00 pm	TOTAL MISC CHG.	0.00
Quick Lane Tire & Service Center hours:	TOTAL TAX.....	0.00
-Monday - Friday 7:00 am - 6:00 pm		
-Saturday 7:00 am - 2:00 pm	TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE ***** DUPLICATE INVOICE *****

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37084
Phone: (615) 794-4585



CELL: 615-516-3670

CUSTOMER NO. 99767	RYAN CHARLES FULTO 100156	DOB NO. F941	INVOICE 11/05/10	FOCB322212
FRANKLIN, TN	10/FORD/FUSION/4DR SDN I4 SEL FWD	17,256	STERLING GRV	10J030
	31 FAH P O J G 6 A R		09/19/09	DELIVERY MILES 296
			10	PRODUCTION DATE
			10/29/10	
				MO: 17256

JOB# 1 CHARGES

LABOR
 J# 1 80FOZ121 REFINISH REPAIRS TECH(S):771 INTERNAL
 REFINISH MIRROR COVER
 .6

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 B100 PAINT & MATERIALS
 TOTAL - MISC INTERNAL 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCB JOB# 1 TOTAL 0.00

COMMENTS
 SUBLET TO SERV RO # 322155

TECHNICIAN CERTIFICATION
 771 TERRY WOODARD 771

TOTALS

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

FORD LINCOLN

CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4686



CELL: 615-516-3670

CUSTOMER NO. 99767	TODD BYRON W [REDACTED]	104058 TAG NO 7410	DATE 10/23/10	FOCS321853
[REDACTED]	[REDACTED]	VEH PAGE 17,124	STERLING GRV	105030
FRANKLIN, TN [REDACTED]	10/FORD/FUSION/4DR SDN I4 SEL FWD	DELIV 09/19/09	DELIVERY MILES	296
[REDACTED]	3 F A H P O J G 6 A R [REDACTED]	[REDACTED]	10/23/10	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MO: 17125

JOB# 1 CHARGES

LABOR
J# 1 34F07 Trim-Body Ext I TECH(S):92047 INTERNAL
LEFT REAR TAIL LT LENS CRACKED IN QUICK LANE INSTALL SOP FRO
M RO 319483
TECHNICIAN REPORTS:
REORDER PART WRONG PART FROM THE PARTS DEPT

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
0 9E5Z-13405-A LAMP ASY - REAR 389 INTERNAL
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
TOTAL - PARTS 0.00

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

JOB# 2 CHARGES

LABOR
J# 2 34FOZ01 Trim-Body Ext II TECH(S):92047 WARRANTY
MIRROR COVER ON LEFT OUTSIDE MIRROR KEEPS FALLING OFF
TECHNICIAN REPORTS:
ORDERED NEW PART FOR THE MIRROR.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
0 6E5Z-17000-000 MIRROR COVER, LHS, EXTERIOR, CHROME, 1.00 WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
TOTAL - PARTS 0.00

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

JOB# 3 CHARGES

LABOR
J# 3 00FOZ99P MULTI-POINT INSP. TECH(S):92047 INTERNAL
PERFORM MULTI-POINT INSPECTION
TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION:
PERFORMED MULTI-POINT INSPECTION AS PER ATTACHED FORM.

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

JOB# 4 CHARGES

LABOR
J# 4+04FOZGBAIT GREEN Battery Charge TECH(S):92047 INTERNAL
ATW
BATTERY CHECKS GOOD AT THIS TIME.

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CUSTOMER NO	997	SALES	TODD BYRON WILSON	104058	STAGE NO	7410	DATE	10/23/10	INVOICE NO	FOCS321853
FRANKLIN, TN		DATE			PRICE	17,124	MODEL	STERLING GRV	INVOICE NO	10J030
		DESCRIPTION	10/FORD/FUSION/4DR SDN I4 SEL FWD				DATE	09/19/09	DELIVERY DATE	296
		DESCRIPTION	3 F A H P O J G 6 A R				DATE	10	PRODUCTION DATE	
		DESCRIPTION					DATE	10/23/10		
										MO: 17129

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00

LABOR

J# 5+04FOZGBK GREEN Brake Lining TECH(S):92047 INTERNAL
ATW
BRAKES ARE GOOD AT THIS TIME

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL 0.00

LABOR

J# 6+04FOZGTIRE GREEN Tire Tread TECH(S):92047 INTERNAL
ATW
TIRES ARE GOOD AT THIS TIME

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX FOCS JOB# 6 TOTAL 0.00

COMMENTS

CUSTOMER WAITING

TECHNICIAN CERTIFICATION
92047



92047

TOTALS

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-Saturday 7:00 am - 2:00 pm

Quick Lane Tire & Service Center hours:

-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

FORD LINCOLN OF FRANKLIN

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FRANKLIN, TN 37084
Phone: (615) 794-4585



CELL: 615-516-3670

CUSTOMER NO	99767	NAME	KERRY J. POT	102429	252	INVOICE	09/15/10	FOCS	19483
		PRICE	15,706			COLOR	STERLING GR		10J030
			3 P A H P O J G 6 A R				09/13/10		
									MO: 1570

JOB# 1 CHARGES

LABOR
J# 1 33FOZ Trim-Body Inter I TECH(S):43439 73426 WARRANTY
CUSTOMER STATES HEADLINER IS COMING APART IN REAR
SPEC ORDER PART
HEADLINER COMING APART AT REAR
REMOVED TRIM PANELS AND DRIVER FRONT SEAT PER WORKSHOP
MANUAL. AFTERMARKET DVD PLAYERS IN SEAT HEADREST. HAD TO
REMOVE CENTER CONSOLE TO ACCESS WIRING FOR DVD PLAYERS.
REMOVED HEADLINER AND INSTALLED HARNESS TO NEW HEADLINER.
REPLACED HEADLINER AND REINSTALLED AFTERMARKET WIRING.
RETEST DVD PLAYERS-OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	9N7Z-5451916-8C	HEADLINING - ROOF 5		WARRANTY
	2	04747	ADHESIVE		WARRANTY
	4	W711044-5403	CLIP 281971		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 19FOZ A/C Diagnostics TECH(S):43439 WARRANTY
CUSTOMER STATES A/C DIAGNOSTICS WHEN PLUGGING
IN GPS IN POWER
UNABLE TO DUPLICATE

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 34FOZ Trim-Body Ext I TECH(S):43439 INTERNAL
CUSTOMER STATES LEFT REAR TAILLIGHT WAS CRACKED AFTER REPL
ON PREVIOUS VISIT
TECHNICIAN REPORTS:
RECEIVED INCORRECT PART-REORDERED PART

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	0	9E5Z-13404-A	LAMP ASY - REAR 389		INTERNAL
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				TOTAL - PARTS	0.00

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

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LINCOLN

CELL: 615-516-3670

99767	KERRY J. P	102429	252	09/15/10	FOCS319483
			15,706	STERLING GRV	10J030
FRANKLIN, TN 37067-7336		10/FORD/FUSION/4DR SDN T4 SEL EWD		09/19/09	DELIVERY MILES 296
		3FAHP0JG6A		10	INSTRUMENT MILE
				09/13/10	
					MO: 15707

LABOR
J# 4 34FOZ01 Trim-Body Ext II TECH(S):43439 WARRANTY
CUSTOMER STATES INSIDE TRUNK SEAL IS LOOSE AT REAR
BACKGLASS
REATTACHED TRUNK SEAL

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00

LABOR
J# 5 32FOZ Auto Trans Diag I TECH(S):43439 WARRANTY
CUSTOMER REQUEST RECALL 10B15 POWERTRAIN CONTROL REPROGRAMMI
PERFORMED RECALL 10B15

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL 0.00

LABOR
J# 6 00FOZ99P MULTI-POINT INSP. TECH(S):102082 43439 INTERNAL
PERFORM MULTI-POINT INSPECTION
TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION:
PERFORMED MULTI-POINT INSPECTION AS PER ATTACHED FORM.

JOB# 6 TOTALS-----
JOB# 6 JOURNAL PREFIX FOCS JOB# 6 TOTAL 0.00

LABOR
J# 7-00FOZ Gas Lof Service TECH(S):102002 4.00
CUSTOMER REQUESTS LUBE OIL & FILTER SERVICE
TECHNICIAN DRAINED ENGINE OIL, REFILL WITH MOTORCRAFT 5W20
INSTALLED MOTORCRAFT OIL FILTER, LUBE CHASSIS AS NECESSARY
CHECK COOLANT, AUTO TRANS. & WASHER FLUID LEVELS
CHECK & CORRECT TIRE PRESSURES TO FACTORY SPECIFICATIONS
REPLACE OIL CHANGE REMINDER STICKER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	FL-500-5812	FILTER ASY 516305	5.87
	6	XO-5W20-BSP	BULK OIL	3.18
TOTAL - PARTS				24.95

MISC	CODE	DESCRIPTION	CONTROL NO
	JMP	(98329) JH&A WILL PAY	98329
TOTAL - MISC			-28.95

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LINCOLN

CELL: 615-516-3670

CUSTOMER NO	99767	NAME	KERRY J. POTTER	TAG NO	102429	252	DATE	09/15/10	FOCS	319483
		PRICE			15,706		COLOR	STERLING GRV		10J030
		MODEL	10/FORD/FUSION/4DR SDN I4 SEL FWD				DELIVERY DATE	09/19/09		296
		PLATE	3FAHP0JG6AR				DELIVERY DATE	10		
							DATE	09/13/10		
										MO: 15707

JOB# 7 TOTALS
LABOR 4.00
PARTS 24.95
MISC 28.95
JOB# 7 JOURNAL PREFIX FOCS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES
LABOR
J# 8+04FOZGBATT GREEN Battery Charge TECH(S):102082 INTERNAL
ATW
BATTERY CHECKS GOOD AT THIS TIME.

JOB# 8 TOTALS
JOB# 8 JOURNAL PREFIX FOCS JOB# 8 TOTAL 0.00

JOB# 9 CHARGES
LABOR
J# 9+04FOZGRK GREEN Brake Lining TECH(S):102082 INTERNAL
ATW
BRAKES ARE GOOD AT THIS TIME

JOB# 9 TOTALS
JOB# 9 JOURNAL PREFIX FOCS JOB# 9 TOTAL 0.00

JOB# 10 CHARGES
LABOR
J# 10+04FOZGTIRE GREEN Tires TECH(S):102082 INTERNAL
ATW
TIRES ARE GOOD AT THIS TIME

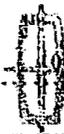
JOB# 10 TOTALS
JOB# 10 JOURNAL PREFIX FOCS JOB# 10 TOTAL 0.00

JOB# 11 CHARGES
LABOR
J# 11+36FQZ02 WASH EXT & WINDOWS TECH(S):75398 INTERNAL
WASH EXTERIOR AND WINDOWS COMPLETED

MISC - CODE - DESCRIPTION - CONTROL NO -
76 COURTESY WASH
TOTAL - MISC 0.00

JOB# 11 TOTALS
JOB# 11 JOURNAL PREFIX FOCS JOB# 11 TOTAL 0.00

COMMENTS
516-3670



LINCOLN

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CELL: 615-516-3670

CUSTOMER NO	99767	NAME	KERRY J. PO	DOB	102429	PAR ID	252	DATE	09/15/10	INVOICE NO	FOCS319483
ADDRESS	[REDACTED]	VEHICLE	10/FORD/FUSION/4DR SDN I4 SEL FWD	PRICE	15,706	COLOR	STERLING GRN	STOCK NO	101030	DELIVERY MILES	296
SALES	3 FAHP0JGAR	SALES	[REDACTED]	SALES	10	SALES		PRODUCTION DATE			
SALES		SALES		SALES		SALES		SALES	09/13/10		
SALES		SALES		SALES		SALES		SALES			MO: 15707

TECHNICIAN CERTIFICATION

43439	MARK EVERETT	43439
73426	JOSH DILLON	73426
102082	THOMAS ALEXANDER	102082
75398	SERVICE TECHNICIAN	75398

TOTALS

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Quick Lane Tire & Service Center hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm

TOTAL LABOR	4.00
TOTAL PARTS	24.95
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-28.95
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE



OFFICE



LINCOLN

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LINCOLN

CELL: 615-516-3670

CUSTOMER NO 99767	RYAN REEVES	102366	8242	08/31/10	POCP318821
			12,326	STERLING GRV	107030
	10/FORD/FUSION/4DR SDN I4 SEL FWD			09/19/09	296
	3 F A H P O J G 6 A R			10	
				08/31/10	REPRINT# 1
					MO: 12326

JOB# 1 CHARGES

LABOR	J# 1 02FOZ02030	MT & Balance (1)Tire	TECH(S):102082	12.95
		MOUNT AND BALANCE ONE TIRE		
		MOUNT AND BALANCE (1) TIRE		
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	9001-7326465-00	P225/45R18 366699	106.46
		DOT#H6RR-AMER-0710		
			TOTAL - PARTS	106.46
MISC	CODE	DESCRIPTION	CONTROL NO	
	JMP	(98329) JM&A WILL PAY	98329	-119.41
			TOTAL - MISC	-119.41
JOB# 1 TOTALS			LABOR	12.95
			PARTS	106.46
			MISC	-119.41
			JOB# 1 JOURNAL PREFIX FQCP	0.00
			JOB# 1 TOTAL	0.00

COMMENTS: CORRECTION FOR RO # 317396
PO# 176804688

TECHNICIAN CERTIFICATION: 102082  102082

TOTALS:

TOTAL LABOR	12.95
TOTAL PARTS	106.46
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-119.41
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

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-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm

Quick Lane Tire & Service Center hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm

CUSTOMER SIGNATURE _____

***** DUPLICATE INVOICE *****

FORD LINCOLN OF FRANKLIN

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LINCOLN

CELL: 615-516-3670

CUSTOMER NO	99767	RIAN REEVES	102366	TAG NO	266	DATE	08/19/10	POCP	317396
VEHICLE MAKE	[REDACTED]	SALES	12,326	STERLING	GRY	10J030			
10/FORD/FUSION/4DR SDN I4 SEL FWD		DATE	09/19/09	DELIVERY MILE	296				
3-FAHP0JG6AR		10		PRODUCTION DATE					
		DATE	08/06/10	REPRINT#	1				
									MO: 12326

JOB# 1 CHARGES

LABOR J# 1 00FOZ03 Works Package TECH(S):102082 15.00

- BASIC MAINTENANCE PLAN
- MOTORCRAFT OIL & FILTER SERVICE
- TOP OFF ALL FLUIDS
- INSPECT BATTERY & CABLE ENDS
- CHECK TIRE WEAR & CONDITION
- INSPECT BRAKE LINING (DISC BRAKES ONLY)
- INSPECT BELTS & HOSES
- INSPECT AIR INTAKE & CABIN FILTERS
- ROTATE & INSPECT 4 TIRES
- TECHNICIAN REPORTS:
- PERFORMED SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	FL-500-SB12	FILTER ASY 516305	5.87	5.87
	6	XO-5W20-BSP	BULK OIL	3.10	19.08
TOTAL - PARTS					24.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	JMP	(98329) JM&A WILL PAY	98329	34.00
	PP-9	PARTS PROMOTION		2.98
	SP-9	SERVICE PROMOTION		2.97
	PP-9	PARTS PROMOTION		2.56
TOTAL - MISC				47.51

JOB# 1 TOTALS

LABOR 15.00
PARTS 24.95
MISC 47.51

JOB# 1 JOURNAL PREFIX FOCJ JOB# 1 TOTAL 7.56

JOB# 2 CHARGES

LABOR J# 2 00FOZQ99P MULTI-POINT INSP. TECH(S):102082 INTERNAL

- PERFORM MULTI-POINT INSPECTION
- TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION:
- PERFORMED MULTI-POINT INSPECTION AS PER ATTACHED FORM.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCJ JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR J# 3+02FOZG2030 Mt & Balance (1)Tire TECH(S):102082 WARRANTY

- MOUNT AND BALANCE ONE TIRE
- REFER TO RO 318B21

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCJ JOB# 3 TOTAL 0.00

FORD LINCOLN OF FRANKLIN

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CELL: 615-516-3670

99767	RIAN REEVES	102368	266	08/19/10	F0CP317396
			12,326	STERLING GRV	10J030
	10/FORD/FUSION/4DR SDN I4 SEL FWD			09/19/09	296
	30FAHP0JG6A			10	
				08/06/10	REPRINT# 1
					MO: 12326

JOB# 4 CHARGES

LABOR
J# 4+35FOZ Accessories I TECH(S):102082 0.00
CHECK EXTERIOR LIGHTS AND REPLACE AS NEEDED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	7443	IMPORT BULB	7.56	7.56
				TOTAL - PARTS	7.56

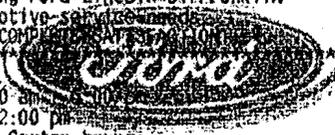
JOB# 4 TOTALS
PARTS 7.56
JOB# 4 JOURNAL PREFIX F0CP JOB# 4 TOTAL 7.56

COMMENTS
L/R TIRE ROAD HAZSRD WARRANTY

TECHNICIAN CERTIFICATION
102082 THOMAS ALEXANDER 102082

TOTALS

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-Saturday 7:00 am - 2:00 pm
Quick Lane Tire & Service Center hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm

TOTAL LABOR	15.00
TOTAL PARTS	7.56
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	47.51
TOTAL TAX	0.00
TOTAL INVOICE \$	60.07

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

FORD LINCOLN OF FRANKLIN

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LINCOLN

CELL: 615-516-3670

CUSTOMER NO 99767	NAME KERRY J. POTTER	DOB 102429	AGE 266	DATE 08/19/10	INVOICE NO FOCS318123
	PLANT [REDACTED]	PRICE 14,753	COLOR STERLING GRN	INVOICE NO 10J030	
	MODEL 10/FORD/FUSION/4DR SDN I4 SEL FWD	DATE 09/19/09	DELIVERY MILES 296		
	3-PART H P O J G 6 A R	10			
			08/19/10		
					MO: 14754

JOB# 1 CHARGES

LABOR
J# 1 33F0Z Trim-Body Inter I TECH(S): 75398 WARRANTY
CUSTOMER STATES INTERIOR HEADLINER IS COMING DOWN IN REAR
SOP PER SM
TECHNICIAN REPORTS:
PARTS ORDERED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT-PRICE	WARRANTY
	0	9N7Z-6451916-8C	HEADLINING - ROOF 5		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
TOTAL - PARTS				0.00	

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 19F0Z A/C Diagnosis 1 TECH(S): 75398 WARRANTY
CUSTOMER STATES A/C WILL QUIT WORKING WHEN PLUGGING GPS IN
POWER OUTLET
CUSTOMER TO HAVE DIAGNOSISED WHEN VEHICLE RETURNS FOR
HEADLINER INSTALLATION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 00F0Z09P MULTI-POINT INSP. TECH(S): 75398 INTERNAL
PERFORM MULTI-POINT INSPECTION
TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION:
REFER TO RO 317396

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

COMMENTS

TECHNICIAN CERTIFICATION
75398

SERVICE TECHNICIAN

75398

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CUSTOMER NO	99767	NAME	KERRY J. POTTER	AGE	102429	SEX	M	DOB	08/19/10	POC	9918123
LABOR TIME		PRICE	14,753	COLOR	STERLING GRAY	VEHICLE NO	10J030				
MAKE	FORD	MODEL	FUSION/4DR SDN I4 SEL FWD	VEHICLE YEAR	09/19/09	VEHICLE MILES	296				
PLATE	3FAHP0JG6A	VEHICLE ID		VEHICLE TYPE	10	PRODUCTION DATE					
FINANCE		FINANCE		FINANCE	08/19/10						
FINANCE		FINANCE		FINANCE						MO: 14754	

TOTALS

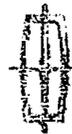
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 -Monday - Friday 7:00 am - 6:00 pm
 -Saturday 7:00 am - 2:00 pm
 Quick Lane Tire & Service Center hours:
 -Monday - Friday 7:00 am - 6:00 pm
 -Saturday 7:00 am - 2:00 pm

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

CUSTOMER SIGNATURE

DUPLICATE INVOICE



LINCOLN

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



LINCOLN

CELL: 615-516-3670

CUSTOMER NO	99767	RTAN REEVES	102366	9945	DATE	06/02/10	FOCP#	13689
				9,296	STERLING GRV	105030		
		10/FORD/FUSION/4DR SDN I4 SEL FWD			09/19/09		DELIVERY MILES	296
		3-FAHP0JG6AR			10		REGISTRATION DATE	
					06/02/10		REPRINT#	1
								MO

LABOR-----
J# 1 00FOZQ1010 Gas LDF Service TECH(S):102051 5.00
 CUSTOMER REQUESTS LUBE OIL & FILTER SERVICE
 REGULAR MAINTENANCE
 COMPLETED LUBE, OIL & FILTER SERVICE, RESET OIL LIFE MONITOR
 AND INSTALLED NEXT SERVICE REMINDER STICKER.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 6 XO-5W20-BSP BULK OIL 2.75 16.50
 1 FL-500-SB12 FILTER ASY 516305 8.45 8.45
 TOTAL - PARTS 24.95

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JMP (98329) JM&A WILL PAY 98329 22.00
 PP-9 PARTS PROMOTION 3.98
 SP-9 SERVICE PROMOTION 3.97
 TOTAL - MISC 29.95

JOB# 1 TOTALS-----
 LABOR 5.00
 PARTS 24.95
 MISC 29.95

JOB# 2 CHARGES-----
 JOB# 2 JOURNAL PREFIX FOCP JOB# 1 TOTAL 0.00

LABOR-----
J# 2 00FOZQ99P MULTI-POINT INSPECTION TECH(S):102051 INTERNAL
 PERFORM MULTI-POINT INSPECTION
 TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION;
 PERFORMED MULTI-POINT INSPECTION AS PER ATTACHED FORM.

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

JOB# 3 CHARGES-----
 JOB# 3 JOURNAL PREFIX FOCP JOB# 3 TOTAL 0.00

LABOR-----
J# 3+04FOZGBATT GREEN Battery Charge TECH(S):102051 INTERNAL
 ATW
 BATTERY CHECKS GOOD AT THIS TIME.

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

JOB# 4 CHARGES-----
 JOB# 4 JOURNAL PREFIX FOCP JOB# 4 TOTAL 0.00

LABOR-----
J# 4+04FOZGBK GREEN Brake Lining TECH(S):102051 INTERNAL
 ATW
 BRAKES ARE GOOD AT THIS TIME

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



CELL: 615-516-3670

CUSTOMER ID: 99767	RIAN REEVES	102366	9945	06/02/10	FOCP313689
			9,296	STERLING GRY	10J030
	10/FORD/FUSION/4DR SDN I4 SEL FWD			09/19/09	296
	3FA7HP0JG6AR			10	
				06/02/10	REPRINT# 1
					MO

JOB# 4 JOURNAL PREFIX FOCP JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----

J# 5+04FOZGTIRE GREEN Tire Tread TECH(S):102051 INTERNAL
ATN
TIRES ARE GOOD AT THIS TIME

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX FOCP JOB# 5 TOTAL 0.00

TECHNICIAN CERTIFICATION-----

102051 "RUSSELL" DIAL 102051

TOTALS-----

Thank you for choosing Ford-Lincoln of Franklin
for your automotive service needs.
Our goal is your COMPLETE SATISFACTION!!

Service & Parts hours:
Monday - Friday 7:00 am - 6:00 pm
Saturday 7:00 am - 2:00 pm

Quick Lane Tire & Service Center
Monday - Friday 7:00 am - 6:00 pm
Saturday 7:00 am - 2:00 pm

TOTAL LABOR....	5.00
TOTAL PARTS....	24.95
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	23.95
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00



L I N C O L N

CUSTOMER SIGNATURE _____

***** DUPLICATE INVOICE *****

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4685



LINCOLN

Auto Title
Franklin

CELL: 615-516-3670

CUSTOMER NO	99767	NAME	RICHARD GR	DATE	03/13/10	FOCP	309534
PLATE		PRICE	7,192	DEALER	STERLING GRV	STOCK	103030
MODEL	10/FORD/FUSION/4DR SDN I4 SEL FWD	DELIVERY DATE	09/19/09	DELIVERY MILES	296		
VIN	3FAHPOJG6A						
				DATE	03/13/10		

JOB# 1 CHARGES

LABOR
J# 1 00F0Z03 Works Package TECH(S):100930 15.00
BASIC MAINTENANCE PLAN
- MOTORCRAFT OIL & FILTER SERVICE
- TOP OFF ALL FLUIDS
- INSPECT BATTERY & CABLE ENDS
- CHECK TIRE WEAR & CONDITION
- INSPECT BRAKE LINING (DISC BRAKES ONLY)
- INSPECT BELTS & HOSES
- INSPECT AIR INTAKE & CABIN FILTERS
- ROTATE & INSPECT 4 TIRES
TECHNICIAN REPORTS:
PERFORMED SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	6	XO-5W20-BSP	BULK OIL	3.03	18.18
	1	FL-500-S	FILTER ASY 356106	6.77	6.77
TOTAL - PARTS					24.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	JMP	(98329) JM&A WILL PAY	99767	34.00
	78	CARCARE-PARTS		3.57
	79	CARCARE-SERVICE		3.58
TOTAL - MISC				41.15

JOB# 1 TOTALS

LABOR	15.00
PARTS	24.95
MISC	41.15
TOTAL	81.10



JOB# 2 CHARGES

LABOR
J# 2 00F0Z099P MULTI-POINT INSP. TECH(S):100930 INTERNAL
PERFORM MULTI-POINT INSPECTION
TECHNICIAN REPORTS ANY CONDITIONS REQUIRING ATTENTION:
PERFORMED MULTI-POINT INSPECTION AS PER ATTACHED FORM.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCP	JOB# 2 TOTAL	0.00
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MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	ESF	ENVIRONMENTAL DISPOSAL MATERIALS		1.20
TOTAL - MISC				1.20

TECHNICIAN CERTIFICATION

100930	ANTHONY GRUNOW	100930
--------	----------------	--------

FORD LINCOLN OF FRANKLIN

1129 Murfreesboro Rd.
FRANKLIN, TN 37064
Phone: (615) 794-4585



CELL: 615-516-3670

CUSTOMER NO	99767	NAME	RICHARD GRAVES	PHONE	98625 1363	DATE	03/13/10	INVOICE NO	FOCP309534
ADDRESS	[REDACTED]	CITY	[REDACTED]	PRICE	7,192	MAKE	STERLING GRV	MODEL	10J030
MODEL	10/FORD/FUSION/4DR SDN I4 SEL FWD	DATE	09/19/09	VEHICLE NO	10	VEHICLE TYPE		VEHICLE WEIGHT	296
SALES REP	J P A H P O J G 6 A R	DATE	03/13/10	SALES REP		SALES REP		SALES REP	
TOTALS									MO

Thank you for choosing Ford-Lincoln of Franklin
for your automotive service needs.
Our goal is your COMPLETE SATISFACTION!!

Service & Parts hours:
-Monday - Friday 7:00 am - 6:00 pm.
-Saturday 7:00 am - 2:00 pm
Quick Lane Tire & Service Center hours:
-Monday - Friday 7:00 am - 6:00 pm
-Saturday 7:00 am - 2:00 pm

TOTAL LABOR....	15.00
TOTAL PARTS....	24.95
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.20
TOTAL MISC DISC	-41.15
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****



LINCOLN

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Ohio, Tennessee, Wisconsin, Washington, DC)

Main Office

10 North Dearborn, 3rd Floor

Chicago, Illinois 60602

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Writer licensed to practice

only in:

Tennessee

November 21, 2011

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

RE: [REDACTED], Ford Motor Company

Our Client: [REDACTED]
Vehicle: 2010 Ford Fusion
Date of Delivery: September 19, 2009
VIN: 3FAHPOJG6AR[REDACTED]
Our File No.: T110006N

Dear Sir or Madam:

Please be advised that this office represents the above-named individuals regarding claims against Ford Motor Company pursuant to the Federal Magnuson-Moss Warranty Act and/or Tennessee Lemon Law with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENTS UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU.

IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

There were numerous non-conformities with my clients' automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both Federal and State law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. Defective engine and/or transmission as evidenced by illumination of check engine light, no

- throttle response, and engine hesitation and loss of power;
2. Defective HVAC as evidenced by inoperative air conditioning;
 3. Defective electrical system as evidenced by slow or no cranking on engine start, false illumination of seat belt light; false illumination of tire pressure light, and display of rear parking assist message while in Drive;
 4. Defective interior and/or fit and finish as evidenced by sagging headliner;
 5. Any additional complaints actually made, whether contained on your company's invoices or otherwise.

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Accordingly, my clients have had enough! Because of the inordinate amount of repairs within the applicable warranty period, my clients have justifiably lost confidence in the vehicle.

As I am sure you are aware, the "Shaken Faith" doctrine under the U.C.C. states:

"For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension."
Zabriskie Chevrolet, Inc. v. Smith

Other courts have gone on to state that the vehicle owner that was plagued by a series of annoying minor defects which were never repaired after a number of attempts, could revoke. See Durfee v. Rod Baxter Imports.

Concerning the amount of grief a person need take with a vehicle, one court expressed the consumers lament in the following manner:

There comes a time when enough is enough - when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the seller's repeated good faith efforts to fix the car. Rester v. Morrow.

My clients' repair history clearly shows there was a breach of the written warranty "based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty."
Kure v. Chevrolet Motor Division, 581 P.2d 603, 608.

Therefore, you are hereby notified that my clients are revoking acceptance of the vehicle and have directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for damages.

Please be advised that under U.C.C. § 2-711(3) my clients have a security interest in the car for return of the total amount above, plus expenses in handling and inspecting the car. Until you pay this amount, my clients will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my clients need return of the monies listed above before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the

November 21, 2011

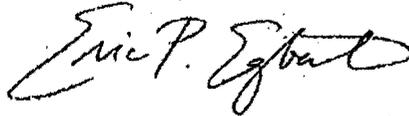
car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Indiana Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, I demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my clients have revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

To avoid any further litigation, my client merely requests a full refund for the defective product, which includes the contract price, plus all sales tax, document fees, finance interest, satisfaction of all liens, the costs of any added optional equipment, any out pocket repair expenses, the unexpended portion of any registration and plates, plus payment of attorneys' fees. In return, my client will waive any incidental and consequential damages for aggravation and inconvenience at this point. Please note that our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. Think of the time, money and effort both sides would save with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, we will file a formal claim.

Sincerely,



Eric P. Egbert
Attorney at Law
Of Counsel to Krohn & Moss, Ltd.

EE/hb



BBB AUTO LINE PROGRAM SUMMARY

Ford Motor Company – Tennessee

Ford Motor Company has agreed to arbitrate certain warranty claims through BBB AUTO LINE. Ford's participation in BBB AUTO LINE covers Ford, Lincoln, and Mercury vehicles.

This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE. Please also see *Claims That Are Not Eligible* below for a description of the types of claims that will not be handled by BBB AUTO LINE.

Please note that although most customers choose to represent themselves in the BBB AUTO LINE process, customers may also be represented by an attorney at their own expense.

AGE/MILEAGE REQUIREMENTS

Claims covered by the Tennessee lemon law must be filed with BBB AUTO LINE within six months following the later of (1) the term of the applicable express warranty, or (2) one year following the date of the vehicle's original delivery to a consumer.

Claims not covered by the Tennessee lemon law and seeking repurchase or replacement of a **Ford** or **Mercury** vehicle must be filed with BBB AUTO LINE within three years or 36,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims not covered by the Tennessee lemon law and seeking repurchase or replacement of a **Lincoln** vehicle must be filed with BBB AUTO LINE within four years or 50,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking any other remedy listed below must be filed with BBB AUTO LINE before the expiration of the applicable Ford U.S. New Vehicle Limited Warranty coverage period.

ELIGIBLE CLAIMS

Claims must be based on a defect in the vehicle's factory-supplied material or workmanship covered by the applicable Ford U.S. New Vehicle Limited Warranty.

ELIGIBLE VEHICLES

Claims may be filed within the lemon law filing period for Ford, Lincoln, and Mercury cars and light trucks that are covered by the Tennessee lemon law.

Claims may also be filed for Ford, Lincoln, and Mercury cars and light trucks that are **not** covered by the Tennessee lemon law if they are:

- ◆ Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- ◆ Currently registered in Tennessee; and
- ◆ Purchased or leased in the United States and normally operated in the United States.

Unless covered by the Tennessee lemon law, the following vehicles are **not eligible** for BBB AUTO LINE:

- ◆ F-450, F-550, and F-650 pick-up trucks.
- ◆ Ford E-series Cut Away vehicles, F-series cab and chassis, and motor homes.

BBB AUTO LINE REMEDIES

The arbitrator may award the following remedies:

- ◆ Repairs.
- ◆ A Ford Extended Service Plan for the customer's current vehicle.
- ◆ Reimbursement for money the customer paid to repair the vehicle if those repairs should have been covered by the Ford New Vehicle Limited Warranty.
- ◆ Repurchase of the vehicle.
- ◆ Replacement of the vehicle.

REPAIRS/REIMBURSEMENT FOR REPAIRS

The arbitrator may award repairs to defects covered by the Ford New Vehicle Limited Warranty. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

The arbitrator may award reimbursement for money paid for the repair of defects covered by the Ford New Vehicle Limited Warranty only if Ford or its dealer declined to repair the defects under warranty or to reimburse under the warranty's emergency repair provisions.

REPURCHASE/REPLACEMENT

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets all elements of the Tennessee lemon law **or** meets the following conditions:

- ◆ The defect(s) in material or workmanship covered by the Ford New Vehicle Limited Warranty was first reported to Ford or an authorized dealer within 18 months or 18,000 miles – whichever occurs first – after the vehicle’s warranty start date; and
- ◆ Either (1) the same defect was subject to repair four or more times and continues to exist, or (2) the vehicle was out of service for 30 or more cumulative calendar days for repairs to any defect(s); and
- ◆ The defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.

If the arbitrator finds that the claim meets these conditions **or** meets all elements of the Tennessee lemon law, the arbitrator must award a repurchase or replacement that will consist of the following remedies:

Repurchase of an Owned Vehicle

Ford will refund the following amounts when repurchasing an owned vehicle:

1. *Full purchase price*, meaning the actual cost paid by the customer; and
2. *All collateral charges*, meaning manufacturer-installed or agent-installed items or service charges, credit life and disability insurance charges, sales taxes, title charges, license fees, registration fees, any similar governmental charges and other reasonable expenses incurred for the purchase of the motor vehicle.

Repurchase of a Leased Vehicle

Ford will refund the following amounts when repurchasing a leased vehicle:

To the lessee

1. Aggregate deposit and rental payments previously paid to the lessor for the leased vehicle;
2. Less “service fees”.

“Service fees” are the portion of any lease payment attributable to (a) an amount for earned interest calculated on the rental payments previously paid to the lessor for the leased vehicle at an annual rate equal to two points above the prime rate in effect on the date the lease was executed; and (b) any insurance or other costs expended by the lessor for the benefit of the lessee.

To the lessor

1. Actual purchase cost of the vehicle;
2. Freight (if applicable);
3. Accessories (if applicable);
4. Any fee paid to another to obtain the lease; and

5. 5% of the lease price;
6. Less the aggregate deposit and rental payments previously paid to the lessor for the leased vehicle.

Replacement

Ford will provide a “comparable motor vehicle” from dealer inventory, meaning a new motor vehicle of comparable worth to the same make and model with all options and accessories, with appropriate adjustments being allowed for any model year differences.

Deductions/Exclusions from a Repurchase or Replacement Award

- ◆ If the arbitrator finds that the claim meets all elements of the Tennessee lemon law, then the **repurchase** award of an owned vehicle will be reduced, or the **replacement** award of an owned or leased vehicle will require payment, for the customer’s use of the vehicle in accordance with the following formula:

$$\frac{(\text{all accrued mileage} - 100 \text{ miles})}{100,000} \times \frac{1}{2} \text{ of the IRS amount allowed for business use of a personal vehicle}$$

- ◆ If the arbitrator awards a **replacement** in a claim that does **not** meet all elements of the Tennessee lemon law, the award will require payment for the customer’s use of the vehicle in accordance with the following formula:

$$\frac{\text{mileage at first repair of the defect for which a replacement is awarded}}{100,000} \times \text{purchase price}$$

- ◆ If the arbitrator awards a **repurchase** in a claim that does **not** meet all elements of the Tennessee lemon law, the award will be reduced for the customer’s use of the vehicle in accordance with the following formula:

$$\frac{\text{all accrued mileage} - 100 \text{ miles}}{100,000} \times \text{purchase price}$$

- ◆ The award may be reduced or may require payment for any missing equipment or damage to the vehicle exceeding normal wear and tear.
- ◆ The award will not include any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a down payment or capitalized cost reduction.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered to the customer who applied to BBB AUTO LINE. The customer will be responsible for turning over the vehicle with all of the original equipment, and without abnormal wear or damage evident on the vehicle (e.g., cracked windshield). The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT ARE NOT ELIGIBLE

The following claims are **not** eligible for arbitration in BBB AUTO LINE:

- ◆ Claims involving a vehicle no longer owned or leased by the customer.
- ◆ Claims not covered by the Ford New Vehicle Limited Warranty, including but not limited to:
 - (1) maintenance and wear items not covered by the Warranty;
 - (2) damage caused by alterations or modifications of the vehicle after it leaves the control of Ford Motor Co.;
 - (3) damage caused by tampering with the vehicle, its emissions systems, or other parts that affect these systems; and
 - (4) damage caused by the installation or use of a non-Ford Motor Co. part or of any part designed for “off-road” use installed after the vehicle leaves the control of Ford Motor Co.
- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has (1) caused bodily injury, or (2) caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Allegations of fraud.
- ◆ Claims seeking punitive damages or compensation for loss of wages, personal injury or mental anguish.
- ◆ Claims that are the subject of a law suit or state administrative action against Ford.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and Ford.

STANDARDS OF THE TENNESSEE LEMON LAW

The following is a brief explanation of most relevant provisions of the Tennessee lemon law. The complete text of the lemon law can be found at Tenn. Code Ann. 55-24-201 through 55-24-212.

VEHICLES COVERED

The Tennessee lemon law covers a passenger motor vehicle and a motorcycle that is sold in Tennessee and is subject to registration and title in Tennessee or any other state.

The Tennessee lemon law does not cover motor homes used as a dwelling place, living abode or sleeping place; garden tractors; recreational vehicles or off-road vehicles; and vehicles over 10,000 pounds gross vehicle weight.

CONSUMERS COVERED

The lemon law covers the following "consumers":

1. The purchaser (other than for purposes of resale) or the lessee of a motor vehicle;
2. Any person to whom the motor vehicle is transferred during the duration of an express warranty for that vehicle; or
3. Any other person entitled by the terms of the warranty to enforce its obligations.

The lemon law covers a subsequent transferee, but does not cover any governmental entity or any business or commercial entity that registers three or more vehicles.

VEHICLE CONVERTERS

The lemon law does not apply to vehicle converters.

PROBLEMS COVERED

The lemon law covers any nonconformity to the warranty, defect or condition that substantially impairs the motor vehicle. This is referred to as a *nonconformity*.

"Substantially impair" is defined to mean to render a vehicle unreliable or unsafe for normal operation or to reduce its resale market value below the average resale value for comparable vehicles.

It is an affirmative defense if the manufacturer can show that the alleged nonconformity does not substantially impair the motor vehicle, or the nonconformity is the result of abuse, neglect or unauthorized modifications or alterations of the vehicle by a consumer.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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Tennessee

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TERM OF PROTECTION

The lemon law defines “term of protection” to mean the term of applicable express warranties or the period of one year following the date of the motor vehicle’s original delivery to a consumer, whichever comes first.

MANUFACTURER’S DUTY TO REPAIR

If a new motor vehicle does not conform to all applicable express warranties, and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer during the term of protection, then the manufacturer, its agent or authorized dealer must correct the nonconformity. Repairs must be made even if the term of protection has expired.

MANUFACTURER’S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, its agent or authorized dealer is unable to conform the motor vehicle to any applicable express warranty by correcting a nonconformity after a *reasonable number of attempts*, then the manufacturer must replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Tennessee lemon law establishes a *presumption* that a reasonable number of repair attempts has been undertaken to conform the motor vehicle to the applicable express warranties if either of the following occurs:

1. The same nonconformity has been subject to repair three or more times by the manufacturer, its agents or authorized dealers during the term of protection, but the nonconformity continues to exist; or
2. The motor vehicle is out of service by reason of repair for a cumulative total of 30 or more calendar days during the term of protection.

The term of protection and the 30 day period are extended by any period during which repair services are not available because of war, invasion, strike or fire, flood or other natural disaster.

OPPORTUNITY TO REPAIR

The consumer or a representative must give written notification by certified mail directly to the manufacturer of the need for correction or repair of the nonconformity. If the manufacturer’s address is not readily available in the owner’s manual or manufacturer’s warranty received by the consumer at the time of purchase, the consumer can mail the notification to an authorized dealer who will forward it to the manufacturer.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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Tennessee
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If the presumption of a reasonable number of repair attempts has been met at the time of the notice, the manufacturer must be given an additional opportunity, not to exceed 10 days, to correct or repair the nonconformity.

DISPUTE RESOLUTION

If the manufacturer has established or participates in an informal dispute settlement procedure that complies with 16 C.F.R. Part 703 and with the provisions of the lemon law, and the manufacturer causes the consumer to be notified of the procedure, then the provisions requiring refund or replacement do not apply unless the consumer has first resorted to the informal dispute settlement procedure. The Tennessee Attorney General must, upon application, issue a determination whether the informal dispute settlement procedure qualifies under the lemon law.

TIME PERIOD FOR FILING CLAIMS

An action must be commenced within six months following the *later* of (1) expiration of the express warranty term, or (2) one year following the date of the vehicle's original delivery to a consumer. The statute of limitations does not run for the period beginning on the date when the consumer submits a dispute to an informal dispute settlement procedure and ending on the date of the procedure's decision or the date before which the manufacturer is required by the decision to fulfill its terms, whichever is later.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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Tennessee

REMEDIES UNDER THE TENNESSEE LEMON LAW

REPURCHASE OF OWNED VEHICLES

The Tennessee lemon law provides that a manufacturer must pay the following amounts when it repurchases an owned vehicle under the lemon law:

1. *Full purchase price*, meaning the actual cost paid by the consumer; and
2. All *collateral charges*, meaning manufacturer-installed or agent-installed items or service charges, credit life and disability insurance charges, sales taxes, title charges, license fees, registration fees, any similar governmental charges and other reasonable expenses incurred for the purchase of the motor vehicle;
3. Less a reasonable allowance for use.

Refunds must be made to the consumer and lienholder, if any, as their interests appear.

The *reasonable allowance for use* means that amount directly attributable to use by a consumer prior to the first report of the nonconformity to the manufacturer, agent or dealer, and during any subsequent period when the vehicle is not out of service by reason of repair; plus a reasonable amount for any damage not attributable to normal wear.

A reasonable allowance for use cannot exceed one-half the amount allowed per mile by the Internal Revenue Service (Section 162 of the Internal Revenue Code), for use of a personal vehicle for business purposes, plus an amount to account for any loss to the fair market value of the vehicle resulting from damage beyond normal wear and tear unless the damage resulted from nonconformity to an express warranty.

REPURCHASE OF LEASED VEHICLES

The Tennessee lemon law states that a manufacturer must pay the following amounts when it repurchases a leased vehicle under the lemon law:

To the lessee

1. Aggregate deposit and rental payments previously paid to the lessor for the leased vehicle;
2. Less "service fees".

"Service fees" are the portion of any lease payment attributable to a) an amount for earned interest calculated on the rental payments previously paid to the lessor for the leased vehicle at an annual rate equal to two points above the prime rate in effect on the date the lease was executed; and b) any insurance or other costs expended by the lessor for the benefit of the lessee.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
Updated 7/1/2010 © 2010, Council of Better Business Bureaus, Inc.

Tennessee

To the lessor

1. Actual purchase cost of the vehicle;
2. Freight (if applicable);
3. Accessories (if applicable);
4. Any fee paid to another to obtain the lease; and
5. 5% of the lease price;
6. Less the aggregate deposit and rental payments previously paid to the lessor for the leased vehicle.

REPLACEMENT

When replacing a vehicle under the Tennessee lemon law, the manufacturer must provide a "comparable motor vehicle", meaning a new motor vehicle of comparable worth to the same make and model with all options and accessories, with appropriate adjustments being allowed for any model year differences. The reasonable allowance for use appears not to apply to a replacement.

The provisions relating to replacement do not affect the interests of a lienholder. Unless the lienholder consents to the replacement of the lien with a corresponding lien on the replacement vehicle, the lienholder must be paid in full the amount due on the lien, including interest and other charges, before an exchange of motor vehicles or a refund to the consumer is made.

If the nonconforming motor vehicle was financed by the manufacturer or its subsidiary or agent, the manufacturer, subsidiary or agent must not require the consumer to enter into any refinancing agreement that would create any financial obligations beyond those imposed by the original financing agreement.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
Updated 7/1/2010 © 2010, Council of Better Business Bureaus, Inc.

Tennessee

DEALER 21B 015

VIN 3FAHP0JG6A [REDACTED]

	Suggested Retail Price	Invoice Amount
FUSION SEL	24330.00	22347.00
2010 MODEL YEAR		
UJ STERLING GRAY METALLIC		
FW CHARCOAL BLK LTHR BUCKETS		
INCLUDED ON THIS VEHICLE		
.RAPID SPEC 301A	1525.00	1327.00
.MOON & TUNE VALUE PACKAGE		
.POWER MOONROOF		
.SONY SOUND SYSTEM 12-SPEAKERS		
OPTIONAL EQUIPMENT		
99G 3.0L 24V V6 DURATEC ENGINE	1610.00	1449.00
44W .6-SPD AUTO TRANSMISSION	NC	NC
P225/45R18 V-RATED TIRES		
43P REVERSE SENSING SYSTEM	295.00	257.00
64Q 18" ALUMINUM WHEELS 10-SPOKE	295.00	257.00
TOTAL OPTIONS	3725.00	3290.00
TOTAL VEHICLE & OPTIONS	28055.00	25637.00
DESTINATION & DELIVERY	725.00	725.00
TOTAL BEFORE DISCOUNTS	28780.00	26362.00
##SPECIAL ADDED DISCOUNTS#	630.00-	548.00-
TOTAL FOR VEHICLE	28150.00	
03 U.S. GAL FUEL CHARGE		8.01
FDAF/LMDA ASSESSMENT		470.00
SCHEDULE-B LEVEL 00000		
KEY CODES FE/FA 0297X FB		
SHIPPING WEIGHT 3314 LBS.		
TOTAL	28150.00	26292.01

This invoice may not reflect the final cost of the vehicle in view of the possibility of future rebates, allowances, discounts and incentive awards from Ford Motor Company to the dealer.

Sold to					
Long-Lewis Ford Lincoln Mercur21B015 P.O. BOX 361770 Hoover AL 35236		Order Type 2	Ramp Code RS33	Batch ID M900	Price Level 025
Ship to (if other than above)		Date Inv. Prepared		Item Number	Transit Days
21015		07 24 09		21-Z504	16
Ship Through					
Invoice & Unit Identification NO.	Final Assembly Point	Finance Company and/or Bank			
3FAHP0JG6A [REDACTED]	HERMOSILLO	Ford Motor Credit 000001			

Total Holdback	Invoice Total	A & Z Plan	D Plan	X Plan
823	26292.01	25332.76	25432.76	26461.84

This invoice to be used for the billing of vehicles only

Dealer's copy

Trace Commodity	Trace Full Number
DA - DRIVER AIRBAG	NDR0907140342
DSC - DRIVER SIDE AIR CURTAIN	LRL0907240295
EN - ENGINE	E1311 220709900795054 0G 758 AA
FT - FUEL TANK	002065358
LF - LEFT FRONT TIRE	M6RRAWER2309HRIV0
LR - LEFT REAR TIRE	M6RRAWER1909HPYUE
MCC - SYNC CCPU DPS CHECKSUM	00004153
MCP - SYNC CCPU PART NUMBER	9L2T-14D544-BD
MHP - SYNC HARDWARE PART NUMBER	9L3T-14F130-AB
MSN - SYNC ESN	5L7900NS
MVC - SYNC VMCU CHECKSUM	00003F26
MVP - SYNC VMCU PART NUMBER	9L2T-14D205-AE
PA - PASSENGER AIRBAG	NPA0907250147
PSC - PASSENGER SIDE AIR CURTAIN	LRR0907240718
RCM - RESTRAINT CONTROL MODULE	2TA310367621
RF - RIGHT FRONT TIRE	M6RRAWER2309HRIT7
RR - RIGHT REAR TIRE	M6RRAWER2309HRIT3
SR - SATELLITE RADIO	SAT 031811528776
ST - SPARE TIRE	UYHD ABC2409HYY45
TR - TRANSMISSION	A4912 20070992011769169E5P 7000 JA 16

TIRE DOT INFORMATION:

LF:	M6RRAWER2309	RF:	M6RRAWER2309
LR:	M6RRAWER1909	RR:	M6RRAWER2309
LI:	*	RI:	*
SPARE:	UYHD_ABC2409	DOT Plant Manufacturer:	M6 - THE GOODYEAR TIRE & RUBBER COMPANY , LAWTON , OKLAHOMA , UNITED STATES

ESP INFORMATION:

ESP Code:
ESP Coverage(Miles):
ESP Coverage(Time):
ESP Plan Year:
ESP Signature Date:

EMISSIONS INFORMATION:

- * Emission Code: DGAAB - 49 STATE/NON GREEN STATE REQ.
- * Emission Cert Type: TFX
- * Emission Decal Suffix: AFMXV030VDF - 2010 3.0L FUSION MILAN
- * Engine Family:

Any comments? You can contact



18086

Server: AWS Prod
 Claims loaded through: 19-MAR-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-MAR-12

Note: All Costs are in US Dollars Server Name: AWS Prod Claims loaded through

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
3FAHP0JG6AR	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	01-AUG-2009	19-SEP-2009	123098	USA	12	6C03	9N7Z	5451916	BC	F07	S08	V74	T02	D4
AWS Claim Key:	<u>1113343</u>	Doc #:	31948301	Trx Code:	E84	Labor Hrs:	5	Labor Cost:	428.8	Material Cost:	565.87	Total Cost:	994.67										
Dir Cd-Sub Cd:	05634.*	Name:	ALEXANDER FORD-MERCURY, INC.	Ph:	615-7944585	St:	TN	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	13-SEP-2010	DIST(Mile):	15706								
Cust Comments:	CUSTOMER STATES HEADLINER IS COMINGG APRT IN REAR SPEC ORDER PART																						
Tech Comments:	HEADLINER COMING APART AT REAR REMOVED TRIM PANELS AND DRIVER FRONT SEAT PER WORKSHOP MANUAL. AFTERMARKET DVD PLAYERS IN SEAT HEADREST. HAD TO REMOVE CENTER CONSOLE TO ACCESS WIRING FOR DVD PLAYERS. REMOVED HEADLINER AND INSTALLED HARNESS TO NEW HEADLINER. REPLACED HEADLINER AND REINSTALLED AFTERMARKET WIRING. RETEST DVD PLAYERS OK.																						
3FAHP0JG6AR	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	01-AUG-2009	19-SEP-2009	123098	USA	12	6F05	*	5443720	*	F08	S07	V75	B66	02
AWS Claim Key:	<u>1105464</u>	Doc #:	31948304	Trx Code:	E84	Labor Hrs:	2	Labor Cost:	17.15	Material Cost:	0	Total Cost:	17.15										
Dir Cd-Sub Cd:	05634.*	Name:	ALEXANDER FORD-MERCURY, INC.	Ph:	615-7944585	St:	TN	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	13-SEP-2010	DIST(Mile):	15706								
Cust Comments:	CUSTOMER STATES INSIDE TRUNK SEAL IS LOOSE AT REAR BACKGLASS																						
Tech Comments:	REATTACHED TRUNK SEAL																						
3FAHP0JG6AR	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	01-AUG-2009	19-SEP-2009	123098	USA	12	*	*	*	*	F09	SXX	V00	*	*
AWS Claim Key:	<u>1105465</u>	Doc #:	31948305	Trx Code:	10B15	Labor Hrs:	.6	Labor Cost:	51.46	Material Cost:	0	Total Cost:	51.46										
Dir Cd-Sub Cd:	05634.*	Name:	ALEXANDER FORD-MERCURY, INC.	Ph:	615-7944585	St:	TN	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	13-SEP-2010	DIST(Mile):	15706								
Cust Comments:	CUSTOMER REQUEST RECALL 10B15 POWERTRAIN CONTROL REPROGRAMMI																						
Tech Comments:	PERFORMED RECALL 10B15																						
3FAHP0JG6AR	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	01-AUG-	19-SEP-2009	123098	USA	14	6X04	6E5Z	17D743	BPTM	F08	S07	V13	M05	33

2009
AWS Claim Key: 1363827 **Doc #:** 32215501 **Trx Code:** E84 **Labor Hrs:** 1 **Labor Cost:** 143.09 **Material Cost:** 30.31 **Total Cost:** 173.4
Dir Cd-Sub Cd: 05634-* **Name:** ALEXANDER FORD-MERCURY, INC **Ph:** 615-7944585 **St:** TN **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**28-OCT-2010 **DIST(Mile):**17256
Cust Comments: LEFT OUTSIDE MIRROR COVER KEEPS FALLING OFF INSTALL SOP FROM RO 321853 PART IS PAINT TO MATCH
Tech Comments: MIRROR COVER WILL NOT STAY ATTACHED SUBLET TO BODY SHOP TO PAINT MIRROR. INSTALLED MIRROR AFTER PAINTING.

3FAHP0JG6AR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 01-AUG-2009 19-SEP-2009 123098 USA 21 7D07 3M7Z 13466 B F08 S07 V77 L26 46
AWS Claim Key: 2432643 **Doc #:** 33324704 **Trx Code:** E83 **Labor Hrs:** 2 **Labor Cost:** 17.15 **Material Cost:** 4.49 **Total Cost:** 21.64
Dir Cd-Sub Cd: 06004-* **Name:** FORD LINCOLN OF FRANKLIN **Ph:** 615-7944585 **St:** TN **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**26-MAY-2011 **DIST(Mile):**25671
Cust Comments: CUSTOMER STATES RIGHT TAILLIGHT IS OUT.
Tech Comments: BULB BURNT OUT. REPLACED TAILLAMP BULB. NORMAL OPERATION.

3FAHP0JG6AR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 01-AUG-2009 19-SEP-2009 123098 USA 24 6Y20 * TAP1 * F09 SXX V99 A99 82
AWS Claim Key: 3074700 **Doc #:** 33822106 **Trx Code:** TAP1 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 30
Dir Cd-Sub Cd: 06004-* **Name:** FORD LINCOLN OF FRANKLIN **Ph:** 615-7944585 **St:** TN **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**06-SEP-2011 **DIST(Mile):**27923
Cust Comments: FORD MOTOR COMPANY TRANSPORTATION ASSISTANCE PROGRAM GOODWILL ASSIST WARRANTY CUSTOMER RENTAL VEHICLE MAXIMUM OF \$28.00 PER DAY ALL TAP RENTALS MUST HAVE PRIOR AUTHORIZATION
Tech Comments: TAP RENTAL DURING WARRANTY REPAIRS REF RO 338221 01

3FAHP0JG6AR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 01-AUG-2009 19-SEP-2009 123098 USA 24 7A01 BXT 96R 500 F04 S11 V52 D02 42
AWS Claim Key: 3074701 **Doc #:** 33822101 **Trx Code:** E83 **Labor Hrs:** 4 **Labor Cost:** 34.3 **Material Cost:** 109.35 **Total Cost:** 143.65
Dir Cd-Sub Cd: 06004-* **Name:** FORD LINCOLN OF FRANKLIN **Ph:** 615-7944585 **St:** TN **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**06-SEP-2011 **DIST(Mile):**27923
Cust Comments: C S THE VEHICLE WOULD NOT START, JUST CLICKED. TOW DRIVER JUMPED OFF.
Tech Comments: VERIFY CONCERNB.RUN OASIS,PERFORMED QUICK SYSTEM TEST, RETRIEVED LOW BATTERY V DTCS FROM SJB,PSCM,FDIM AND IPC, TEST BATTERY AND REPLACED,DTC 128CK 3ETS3 011.ACES X93FM. TEST CHARGING SYSTEM ALL WORK PERFORMED

3FAHP0JG6AR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 01-AUG-2009 19-SEP-2009 123098 USA 26 2E03 9L8Z 9E926 A F04 S11 V29 E29 42
AWS Claim Key: 3588914 **Doc #:** 34123801 **Trx Code:** S07 **Labor Hrs:** 1.8 **Labor Cost:** 154.37 **Material Cost:** 195.52 **Total Cost:** 349.89
Dir Cd-Sub Cd: 06004-* **Name:** FORD LINCOLN OF FRANKLIN **Ph:** 615-7944585 **St:** TN **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**31-OCT-2011 **DIST(Mile):**29233
Cust Comments: WRENCH LT COMES ON AND HAS NOT THROTTLE RESPONSE HAS VERY LITTLE POWER
Tech Comments: EEC TEST P2111,PID MONITOR ROAD TEST,PINPOINT TEST DV REPLACE THROTTLE BODY,RETEST P1000

01- 19-SEP-

3FAHP0IG6AR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG AUG-2009 2009 123098 USA 26 6Y20 * TAPI * F09 SXX V99 A99 82
AWS Claim Key: 3599233 **Doc #:** 34123803 **Trx Code:** TAPI **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 60
Dlr Cd-Sub Cd: 06004-* **Name:** FORD LINCOLN OF FRANKLIN **Ph:** 615-7944585 **St:** TN **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 31-OCT-2011 **DIST(Mile):** 29233
Cust Comments: FORD MOTOR COMPANY TRANSPORTATION ASSISTANCE PROGRAM GOODWILL ASSIST WARRANTY CUSTOMER RENTAL VEHICLE MAXIMUM OF \$28.00 PER DAY ALL TAP RENTALS MUST HAVE PRIOR AUTHORIZATION
Tech Comments: TAP RENTAL DURING WARRANTY REPAIRS REF RO 341238 01

3FAHP0IG6AR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 01-AUG-2009 19-SEP-2009 123098 USA 27 7D07 3M7Z 13466 B F08 S07 V77 L26 46
AWS Claim Key: 3669005 **Doc #:** 34183901 **Trx Code:** E83 **Labor Hrs:** 2 **Labor Cost:** 17.15 **Material Cost:** 4.49 **Total Cost:** 21.64
Dlr Cd-Sub Cd: 06004-* **Name:** FORD LINCOLN OF FRANKLIN **Ph:** 615-7944585 **St:** TN **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 12-NOV-2011 **DIST(Mile):** 29413
Cust Comments: CUSTOMER STATES LEFT REAR SIGNAL BULB INOPERATIVE
Tech Comments: L R TURN SIGNAL BULB NG REPLACE L R TURN SIGNAL BULB

3FAHP0IG6AR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 01-AUG-2009 19-SEP-2009 123098 USA 30 6F04 * 54253A10 * F08 S07 V75 B66 33
AWS Claim Key: 4586883 **Doc #:** 34623903 **Trx Code:** E84 **Labor Hrs:** 4 **Labor Cost:** 34.3 **Material Cost:** 0 **Total Cost:** 34.3
Dlr Cd-Sub Cd: 06004-* **Name:** FORD LINCOLN OF FRANKLIN **Ph:** 615-7944585 **St:** TN **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 18-FEB-2012 **DIST(Mile):** 31968
Cust Comments: REAR BOTTOM EDGE WINDOW STRIP COMING LOOSE
Tech Comments: TECHNICIAN REPORTS. REATTACHED WEATHERSTRIP

Any comments? You can contact



webmaster

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[Report Mgmt](#)

[Indicator Summary](#)

[Help](#) [Exit](#)

GCQIS Report Analysis

Report Summary

 No matching Reports.



BBB AUTO LINE

January 23, 2012

LINDA PETERSON
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1133064 [REDACTED] vs Ford Motor Corporation 3FAHP0JG6A [REDACTED]

Dear Madam/Sir:

The above referenced customer has failed to return the *Acceptance/Rejection of Decision Form* within the specified time and rejection is assumed.

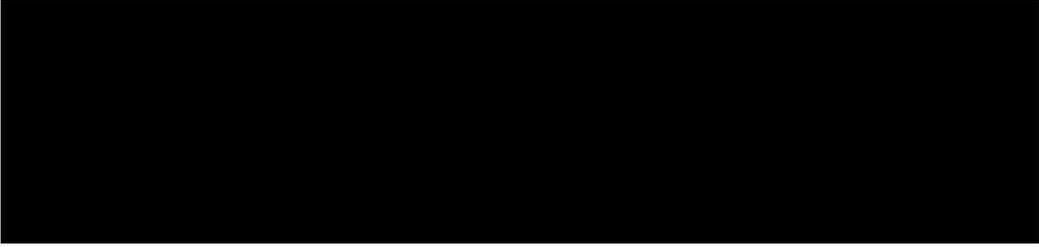
If you have any questions, please call me at 800.334.2406, or consult your weekly manufacturer's report.

Sincerely,

Donna Patterson at Extension 506

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



**Service of Process
Transmittal**

06/11/2012
CT Log Number 520658668



TO: Chris Dzbanski
Ford Motor Company
One American Road, WHQ 433-E3
Dearborn, MI 48126

RE: Process Served in Pennsylvania

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: [REDACTED], Pltf. vs. Ford Motor Company, Dft.

DOCUMENT(S) SERVED: Letter, Attachment(s), Cover Sheet, Notice, Complaint, Verification

COURT/AGENCY: Allegheny County - Court of Common Pleas, PA
Case # AR12003563

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Failure to repair and/or correct defects on a 2010 Ford Fusion - VIN 3FAHP0JG7A [REDACTED]

ON WHOM PROCESS WAS SERVED: CT Corporation System, Harrisburg, PA

DATE AND HOUR OF SERVICE: By Certified Mail on 06/11/2012 postmarked on 06/08/2012

JURISDICTION SERVED : Pennsylvania

APPEARANCE OR ANSWER DUE: Within 20 days - Written Appearance // 09/24/2012 at 09:00 a.m. - Hearing

ATTORNEY(S) / SENDER(S): David J. Gorberg
David J. Gorberg & Associates, P.C.
32 Parking Plaza
Suite 700
Ardmore, PA 19003
215-665-7660

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex Priority Overnight , 798494333551
Image SOP
Email Notification, Chris Dzbanski CDZBANSKI@FORD.COM

SIGNED: CT Corporation System
PER: Sabra Dudding
ADDRESS: 116 Pine Street
3rd Floor, Suite 320
Harrisburg, PA 17101
TELEPHONE: 717-234-6004

DAVID J. GORBERG & ASSOCIATES, P.C.

DAVID J. GORBERG†
LAURA L. APPEGATE
COURTNEY L. SOFIA*
EDWARD B. FEINER*

*MEMBER OF PA AND NJ BARS
†MEMBER OF PA AND NY BARS

32 PARKING PLAZA
SUITE 700
ARDMORE, PA 19003

1-800-MY-LEMON
1-800-695-3666

215-665-7660
FAX 215-663-8738

www.MyLemon.com

NEW JERSEY OFFICE
208 KINGS HIGHWAY SOUTH
CHERRY HILL, NJ 08034
(609) 354-2119

PITTSBURGH OFFICE
1900 ALLEGHENY BLDG.
429 FORBES AVENUE
PITTSBURGH, PA 15219
412-694-9970
FAX 412-694-9983

June 8, 2012

Ford Motor Company
c/o CT Corporation
116 Pine Street
Suite 320
Harrisburgh, PA 17101

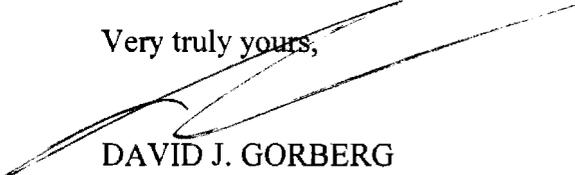
RE: [REDACTED] vs Ford Motor Company
DOCKET # AR-12-003563

Dear Sir/Madam:

Pursuant to the current Rules of Civil Procedure, we enclose herein the copy of the Civil Action Complaint, the original of which has been filed by our office in connection with the above referenced matter.

You are hereby notified that you have been sued in Court and that you must take action within twenty (20) days from your receipt of this letter or a default judgment may be entered against you.

Very truly yours,


DAVID J. GORBERG

DJG/mk
Enclosure

CERTIFIED MAIL - RETURN RECEIPT REQUESTED

RECEIPT NO.: 7010 2780 0003 5215 8755

Marie Kahlan

From: webmaster.pro@county.allegheny.pa.us
Sent: Friday, June 08, 2012 2:48 PM
To: mkahlan@mylemon.com; kristy@mylemon.com; david@mylemon.com; lapplegate@mylemon.com
Cc: promail@county.allegheny.pa.us
Subject: Filing Confirmation CaseID :TMP214982

The following electronic filings have been received by the Allegheny County Civil/Family Division. Please have this information available to check the status of these filings, or if you wish to submit exhibits by mail or fax.

Case nbr:TMP214982
Description:Cordes vs Ford Motor Company
Docket Type:Complaint
Docket Number:1
Docket Date:06/08/2012
Docket Time:14:51:32
Status:Pending
Client ID:
Company ID:
Sheriff's Amount:\$0.00
Civil/Family Division's Amount:\$142.50
Total Amount:\$142.50
Files received:
scanned complaint.PDF

Your filings are being processed. Be advised this case is not officially filed until it is approved by Allegheny County Civil/Family Division. If approved, you will be notified via an electronic receipt and the official date and time of filing will be the date and time listed above. At that time, your credit card will be debited. In the event that this filing is not approved, your account will not be debited. Thank you for using the Civil/Family Division Electronic Filing and Retrieval System.

Marie Kahlan

From: webmaster.pro@county.allegheny.pa.us
Sent: Friday, June 08, 2012 2:56 PM
To: mkahlan@mylemon.com; kristy@mylemon.com; david@mylemon.com;
lapplegate@mylemon.com
Cc: promail@county.allegheny.pa.us
Subject: Dockets approved confirmation CaseID :AR-12-003563

6/8/2012 Please be advised that the following case has been accepted by the Allegheny County Civil/Family Division. Temporary case number:TMP214982

Permanent case number:AR-12-003563
Description:Cordes vs Ford Motor Company
Status:Approved. Docket details are as follows:
Case ID:AR-12-003563 Docket Type:COMPL
Sequence nbr:1
Amount:\$142.50
Client ID:
Company ID:0.
Filing Date:6/8/2012 Filing Time:14:51:14.

Marie Kahlan

From: webmaster.pro@county.allegheny.pa.us
Sent: Friday, June 08, 2012 2:57 PM
To: mkahlan@mylemon.com; kristy@mylemon.com; david@mylemon.com;
lapplegate@mylemon.com
Cc: promail@county.allegheny.pa.us
Subject: Scheduled Event Notification :AR-12-003563

A hearing has been scheduled for Case Number 'AR-12-003563'
at Allegheny County Court House on 09/24/2012 at 09:00:00 in room no. CC702



IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY
PENNSYLVANIA

COVER SHEET

Prothonotary

Plaintiff(s) MARY CORDES 295 Market St Apt. 135 Beaver, PA 15009	Case Number : <input type="text"/> - <input type="text"/> - <input type="text"/>
	Type of pleading : Complaint
Defendant(s) Vs FORD MOTOR COMPANY c/o CT Corporation 116 Pine Street Suite 320 Harrisburg, PA 17101	Code and Classification : 010
	Filed on behalf of MARY CORDES (Name of the filing party)
	<input checked="" type="checkbox"/> Counsel of Record <input type="checkbox"/> Individual, If Pro Se
	Name, Address and Telephone Number : David J. Gorberg, Esquire David J. Gorberg & Associates 2325 Grant Building 330 Grant Street Pittsburgh, PA 15219 412-894-9970
	Attorney's State ID : 53084
	Attorney's Firm ID : _____

IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA
CIVIL DIVISION-ARBITRATION DOCKET 10/03

MARY CORDES

PLAINTIFF

ARBITRATION DOCKET

NO. _____

VS.

HEARING DATE: _____
Room 523 5th Floor Courthouse
9:00 A.M.

FORD MOTOR COMPANY

DEFENDANT

NOTICE TO DEFEND

YOU HAVE BEEN SUED IN COURT. If you wish to defend against the claims set forth in the following pages, you must take action within TWENTY (20) days after this complaint and notice are served by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so, the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money, property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. If you do not have a lawyer, go to or telephone the office set forth below. This office can provide you with information about hiring a lawyer. IF YOU CANNOT AFFORD TO HIRE A LAWYER, this office may be able to provide you with information about agencies that may offer legal service to eligible persons at a reduced fee or no fee.

LAWYER REFERRAL SERVICE, The Allegheny County Bar Association, 920 City-County Building
414 Grant Street, Pittsburgh, PA 15219 TELEPHONE 412-261-5555

HEARING NOTICE

YOU HAVE BEEN SUED IN COURT. The above Notice to Defend explains what you must do to dispute the claims made against you. If you file the written response referred to in the "Notice to Defend" a hearing before a Board of Arbitrators will take place in Room 523 of the Allegheny County Courthouse, 436 Grant Street, Pittsburgh, Pennsylvania, on _____ at 9:00A.M. IF YOU FAIL TO FILE the response described in the "Notice to Defend" a judgment for the amount claimed in the complaint may be entered against you before the hearing.

DUTY TO APPEAR AT ARBITRATION HEARING

If one or more of the parties is not present at the hearing, THE MATTER MAY BE HEARD AT THE SAME TIME AND DATE BEFORE A JUDGE OF THE COURT WITHOUT THE ABSENT PARTY OR PARTIES. THERE IS NO RIGHT TO A TRIAL DE NOVO ON APPEAL FROM A DECISION ENTERED BY A JUDGE.

NOTICE: YOU MUST RESPOND TO THIS COMPLAINT WITHIN TWENTY (20) DAYS OR A JUDGEMENT FOR THE AMOUNT CLAIMED MAY BE ENTERED AGAINST YOU BEFORE THE HEARING.

IF ONE OR MORE OF THE PARTIES IS NOT PRESENT AT THE HEARING, THE MATTER MAY BE HEARD IMMEDIATELY BEFORE A JUDGE WITHOUT THE ABSENT PARTY OR PARTIES. THERE IS NO RIGHT TO A TRIAL DE NOVO ON APPEAL FROM A DECISION ENTERED BY A JUDGE.

DAVID J. GORBERG & ASSOCIATES, P.C.

By: DAVID J. GORBERG

Identification No.: 53084

1900 Allegheny Building

429 Forbes Street

Pittsburgh, PA 15219

412-894-9970

Attorney for Plaintiff

Mary Cordes

295 Market St Apt. 135

Beaver, PA 15009

COURT OF COMMON PLEAS

vs.

ALLEGHENY COUNTY

Ford Motor Company

C/O CT CORPORATION

116 PINE STREET

SUITE 302

HARRISBURGH PA 17101

COMPLAINT

1. Plaintiff, Mary Cordes, is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, residing 295 Market St Apt. 135, Beaver, PA 15009

2. Defendant, Ford Motor Company is a business corporation qualified to do business and regularly conducts business in the Commonwealth of Pennsylvania and can be served c/o CT Corporation, 116 Pine Street, Suite 320, Harrisburg, PA 17101.

BACKGROUND

3. Plaintiff incorporates by reference paragraphs 1 and 2 as fully as if set forth here length.

4. Plaintiff purchased a 2010 Ford Fusion (hereinafter referred to as the "vehicle"), manufactured and warranted by Defendant bearing the Vehicle Identification Number 3FAHP0JG7AR331479. The vehicle was purchased and registered in the Commonwealth of Pennsylvania.

5. The price of the vehicle, including registration charges, document fees, sales tax, but, excluding other collateral charges not specified, totaled more than \$20,000.00.

6. Plaintiff avers that as a result of the ineffective repair attempts made by Defendant through its authorized dealer, the vehicle cannot be utilized for the purposes intended by Plaintiff at the time of acquisition and as such, the vehicle is worthless.

7. In consideration of the purchase of the above vehicle, Defendant, issued to Plaintiff several warranties, fully outlined in the warranty booklet.

8. On or about 2011, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities, which substantially impaired the use, value and/or safety of the vehicle.

9. Said nonconformities consisted of but was not limited to, ck engine light 2x. Copies of repair receipts are attached hereto and marked as Exhibit "A".

10. The nonconformities violate the express written warranties issued to Plaintiff by Defendant.

11. Plaintiff avers the vehicle has been subject to repair more than two (2) times for

the same nonconformity, and the nonconformity remains uncorrected.

12. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the defendant on numerous occasions. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

13. In addition, the above vehicle has or will in the future be out of service by reason of the non-conformities complained of for a cumulative total of thirty (30) days or more.

14. The vehicle continues to exhibit defects and nonconformities which substantially impair its use, value and/or safety.

15. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and/or nonconformities and/or conditions for which the Defendant and or its authorized service center, may not have maintained records.

16. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its' warranty.

17. Plaintiff seeks relief for losses due to the nonconformities and defects in the above mentioned vehicle in addition to attorney fees and all court costs.

COUNT I
MAGNUSON-MOSS FEDERAL TRADE COMMISSION IMPROVEMENT ACT

18. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

19. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

20. Defendant is a "Warrantor" as defined by 15 U.S.C. §2301(5).

21. Plaintiff uses the subject product for personal, family and household purposes.

22. By the terms of the express written warranties referred to in this Complaint,

Defendant agreed to perform effective warranty repairs at no charge for parts and/or labor.

23. Defendant failed to make effective repairs.

24. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d) (1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

25. Section 15 U.S.C. §2310 (d) (1) provides:
If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the Court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the Court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the Court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

26. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against the Defendant.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral charges and attorney fees. Amount not in excess of \$25,000.00.

COUNT II
UNIFORM COMMERCIAL CODE

27. Plaintiff hereby incorporates all the paragraphs of this Complaint by reference as if fully set forth at length herein.

28. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of the Defendant, including but not limited to the following;

- a. Breach of Express Warranty
- b. Breach of Implied Warranty of Merchantability;

- c. Breach of Implied Warranty of Fitness For a Particular Purpose;
- d. Breach of Duty of Good Faith.

29. The purpose for which Plaintiff purchased the vehicle include but are not limited to his personal, family and household use.

30. At the time of this purchase and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranty of merchantability.

31. At the time of the purchase and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

32. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

33. Such damages include, but are not limited to, the purchase price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of \$25,000.00.

COUNT III
PENNSYLVANIA UNFAIR TRADE PRACTICES AND
CONSUMER PROTECTION CLAIM

34. Plaintiff hereby incorporates all the paragraphs of this Complaint by reference as if set forth at length herein.

35. The Unfair Trade Practices and Consumer Protection Law defines unfair methods of competition to include the following:

(xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made.

36. Plaintiff, as a Pennsylvania resident, believes, and therefore, avers Defendant's failure to comply with the terms of the written warranty constitutes an unfair method of competition.

37. Section 201-9.2(a) of the Unfair Trade Practices and Consumer Protection Law, authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations of the Act.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral charges and attorney fees. Amount not in excess of \$25,000.00.

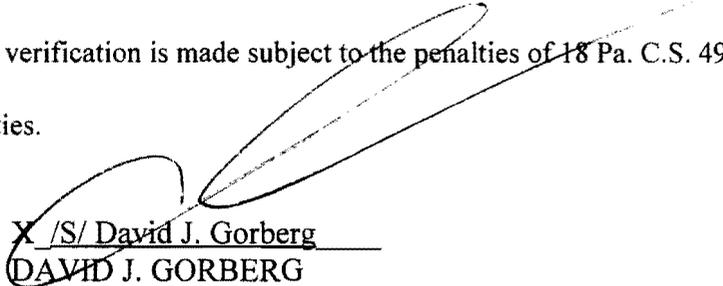
DAVID J. GORBERG & ASSOCIATES, P.C.

BY: _____

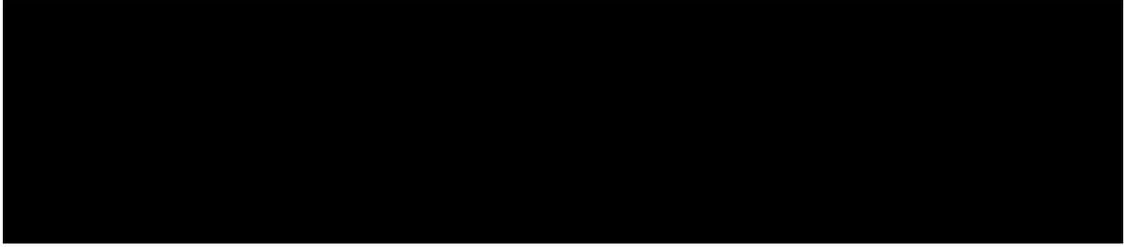
DAVID J. GORBERG, ESQUIRE
Attorney for Plaintiff

VERIFICATION

The undersigned, after having read the attached pleading verifies that the within Civil Action Complaint is based on information furnished to counsel, which information has been gathered by counsel in the course of this lawsuit. The language of the Civil Action Complaint is that of counsel and not of signer. Signer verifies that he has read the within Civil Action Complaint and that they are true and correct to the best of the signer's knowledge, information and belief. To the extent that the contents of the Civil Action Complaint are that of counsel, verifier has relied upon counsel in taking this verification. This verification is made subject to the penalties of 18 Pa. C.S. 4904 relating to unsworn falsification to authorities.


X /S/ David J. Gorberg
DAVID J. GORBERG

Date: _____



ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

Member, PA Bar
Member, NJ Bar
Member, DE Bar
Member, NY Bar
Member, MA Bar
Member, MD Bar
Member, OH Bar
Member, MI Bar
Member, NH Bar
Member, CT Bar
Member, TN Bar
Member, WY Bar
Member, DC Bar
Member, CA Bar



KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 136 Main Street, Suite 301, Danielson, CT 06239, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

WH LP
JACQUELINE C. HERRITT
ROBERT A. RAPKIN
ANGELA K. TROCCOLI
FRED DAVIS
AMY L. BENNECOFF
CHRISTINA GILL ROSEMAN
RICHARD A. SCHOLER
TARA L. PATTERSON
W. CHRISTOPHER COMPONOV
TIMOTHY J. ABEEL, JR.
JACOB U. GINSBURG
JOSEPH A. GENTILCORE

February 27, 2012

Ms. Cherie Leich
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, MI 48126

Re: [REDACTED]
2011 Ford Fusion
VIN: 3FAHP0CG7BR [REDACTED]

RECEIVED
FEB 26 2012

Dear Madam:

As you know, this office represents the above-referenced individual for problems encountered with the 2011 Ford Fusion. I am enclosing the contract and repair slips. As you can see, my client has returned to the dealership for problems with the stalling and dying and the blower motor.

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

I look forward to hearing from you.

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

Very truly yours,

Angela K. Troccoli

AKT/as
Attachments

MAR 06 2012

OFFICE OF THE
GENERAL COUNSEL



AUTOFAIR FORD
1475 So. Willow Street
Manchester, NH 03103

RETAIL BUYERS ORDER

Book No. 17110640
 Date 31 MAR 2011
 Salesman GORDON, JOSHUA W
 Deal No. 126256



LONDONDERRY NH



Business Phone _____ E-Mail _____

I hereby agree to purchase from you under the terms and conditions specified, the following:

Year 11 Make FORD Model FUSN New USED Mileage 119

VIN 3FAHP0CG78R Safe _____ Color GREY

What brought you into Auto Fair? _____ Newspaper _____ T.V. _____ Radio _____ Referral _____ Other, Please explain - _____

USED TRADE-IN ALLOWANCE	REC TITLE YES <input type="checkbox"/> NO <input type="checkbox"/>	\$		SELLING PRICE	33275.00
LESS BALANCE OWED ON TRADE-IN			25674.00	VENDOR'S SINGLE INTEREST	55.00
NET ALLOWANCE ON USED TRADE-IN		\$	29176.00		N/A
BALANCE OWED TO <u>BAXTER CU</u>			3502.00		N/A
DESCRIPTION OF TRADE-IN:					N/A
VIN					N/A
YEAR <u>10</u>				GAP INSURANCE	795.00
MODEL <u>CHEV</u>					N/A
BODY TYPE <u>SILVE</u>					N/A
COLOR <u>BLU</u>					N/A
UNLESS THE MANUFACTURER OR THE DEALER HAS ISSUED SPECIFIC WARRANTY ON THIS VEHICLE SEE THE DISCLAIMER OF WARRANTY ON THE BACK OF THIS CONTRACT. (SEE SECTIONS 3, 6, 7 ON PAGE 2.)					
PURCHASER'S CERTIFICATION					
1. I hereby certify that this order includes all of the terms and conditions on both the face and reverse side hereof, that this order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE; AND					
2. I have reviewed this order and fully understand that my new unit will be equipped only with the optional equipment specifically listed on the face of this order plus all standard equipment as designated by the manufacturer at the time of delivery; AND					
TRANSIT DAMAGE					
3. Purchaser acknowledges that there may have been certain transit and/or storage damage to the vehicle sold by the Seller herein, and Purchaser hereby releases the Seller for any and all claims arising out of such transit and/or storage damage.					
KNOWN DEFECTS					
4. All equipment (including tires) as appraised on my trade in will remain, and the only existing material defects known to me on the motor vehicle that is being traded in to the dealer are: _____; AND					
IF NONE, SO STATE					
5. THIS IS A CASH SALE.					
6. NOTICE: IF YOU ARE BUYING A USED VEHICLE, SEE 2 UNDER "PROVISIONS APPLICABLE ON SALE OF A USED VEHICLE" BECAUSE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED AND CERTAIN STATEMENTS ARE MADE CONCERNING THE ODOMETER READING. MUST READ AND SIGN ON PAGE 2					
7. TENDER OF BAD CHECKS: In the event Purchaser tenders Dealer one or more checks under this Purchase Order which does (do) not clear the bank(s) on which the check(s) is (are) drawn, Purchaser shall be liable therefore even if Purchaser is not the maker or endorser of such check(s), and if Dealer institutes litigation against Purchaser on account thereof, Dealer shall be entitled to recover against Purchaser the face amount of such check(s) together with attorneys' fees and costs incurred by Dealer in prosecuting such litigation.					
				TITLE FEE	\$27.00
				ADMINISTRATION FEE	\$372.00
				TOTAL PRICE	34524.00
				NET TRADE	-3502.00
				DEPOSIT DATE	31 MAR 2011
				COD DATE	31 MAR 2011
				EXTD SERV (N/A MTS N/A MILES)
				TOTAL REBATE AMOUNT	2000.00

B. I AUTHORIZE AN INVESTIGATION OF MY CREDIT AND EMPLOYMENT HISTORY.

UNPAID BALANCE

34350.00

ARBITRATION REQUIRED BY THIS AGREEMENT. The parties agree that instead of litigation in a court, any dispute, controversy, or claim arising out of or relating to the sale of the motor vehicle or to this Purchase order, including the validity or lack thereof of this contract, or to any other document or agreement between the parties relating to the sale of the motor vehicle, or to any other document or agreement between the parties relating to the motor vehicle, including the parties' retail installment contract, if any, shall be settled by binding arbitration administered by the American Arbitration Association, under its Commercial Arbitration Rules. Such arbitration shall be conducted in New Hampshire. Each party will pay its own costs, and any filing fee charged by the American Arbitration Association shall be split evenly between the parties. Any judgment on the award rendered by the arbitrator may be entered in any court of competent jurisdiction.

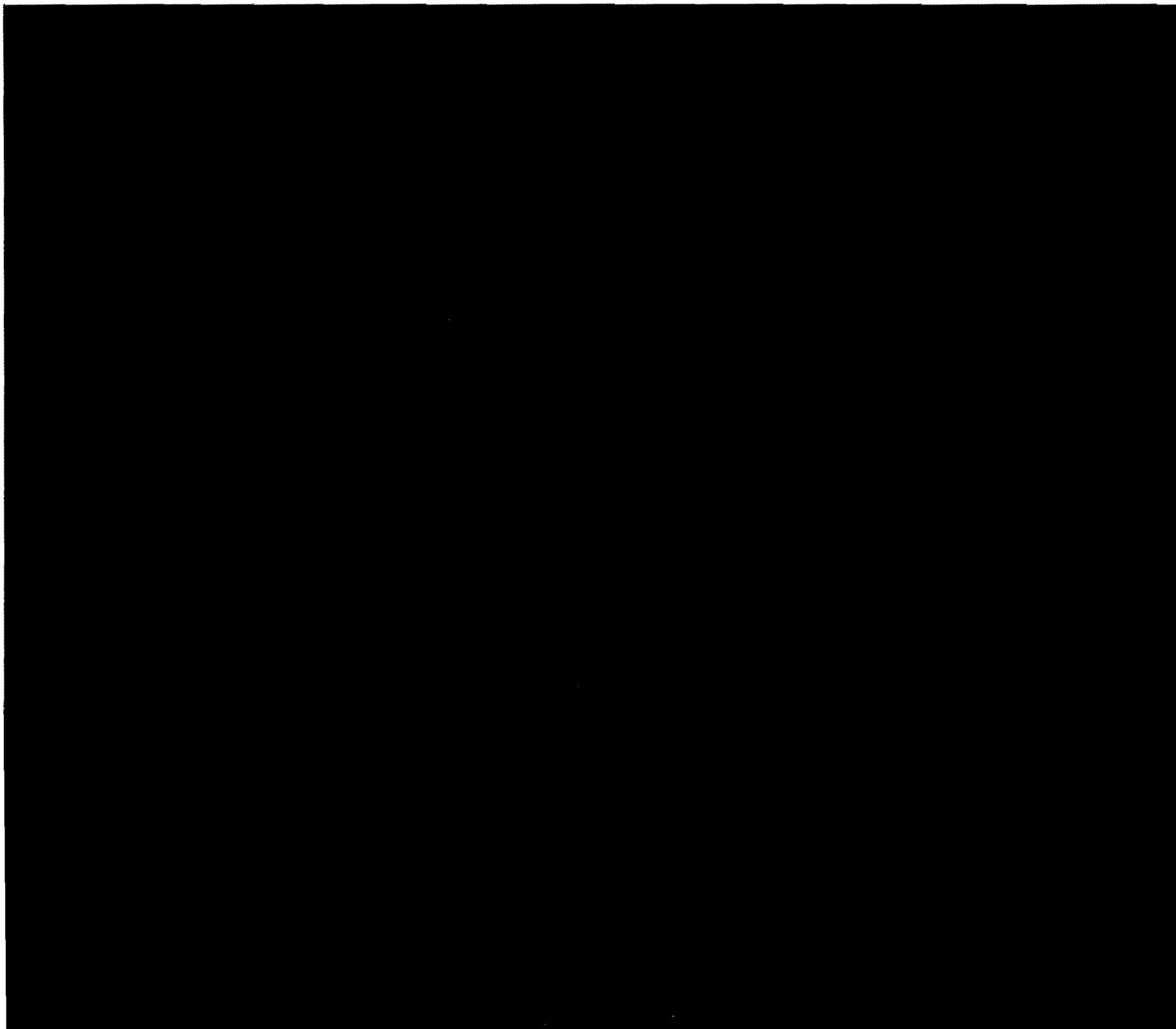
I certify that I am 18 years of age, or older; and that I have read the printed matter on pages 1 and 2 hereof, and agree to it as a part of this order the same as if it were printed above my signature.

SIGNATURE OF TRANSFEROR/ & PURCHASER



IMPORTANT NOTICE TO USED CAR BUYER(S) MUST SIGN 6 OR 7 ON PAGE 2

Reorder NHAD Services, Inc. • 1-800-852-3372 • BB170831



You must sign it. No oral changes.

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Dealer Number 3885 Contract Number 126256

Buyer Name and Address (Including County and Zip Code) LONDONDERRY NH	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address) AUTOFAIR FORD 1475 SOUTH WILLOW ST. MANCHESTER, NH 03103
--	--	---

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

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	11	FORD FUSN	3FAHPOCG7B	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE <small>The cost of your credit as a yearly rate.</small>	FINANCE CHARGE <small>The dollar amount the credit will cost you.</small>	Amount Financed <small>The amount of credit provided to you or on your behalf.</small>	Total of Payments <small>The amount you will have paid after you have made all payments as scheduled.</small>	Total Sale Price <small>The total cost of your purchase on credit, including your down payment of</small>
8.39%	\$ 10059.00	\$ 34350.00	\$ 44409.00	\$ 3676.00 is
				\$ 48085.00

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	592.12	Monthly beginning 15 MAY 2011

Or As Follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge not in excess of 5 % of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

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

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell such insurance in New Hampshire. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

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

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name _____

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance pays the unpaid part of the Amount Financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time.

Cash Price (including \$ N/A sales tax) \$ 33547.00(1)
 Total Downpayment =
 Trade-In 10 (Year) CHEV (Make) SILVE (Model)
 Gross Trade-In Allowance \$ 25674.00
 Less Pay Off Made By Seller \$ 29176.00
 Equals Net Trade In \$ N/A
 + Cash \$ 1676.00
 + Other \$ 2000.00
 (If total downpayment is negative, enter "0" and see 4I below) \$ 3676.00(2)
 Unpaid Balance of Cash Price (1 minus 2) \$ 29971.00(3)
 Other Charges Including Amounts Paid to Others on Your Behalf
 Seller may keep part of these amounts):
 A Cost of Optional Credit Insurance
 Paid to Insurance Company or Companies
 Life \$ N/A
 Disability \$ N/A \$ N/A
 B Vendor's Single Interest Insurance
 Paid to Insurance Company \$ 55.00
 C Other Optional Insurance Paid to Insurance Company or Companies \$ N/A
 D Optional Gap Contract \$ 795.00
 E Official Fees Paid to Government Agencies
 to for \$ N/A
 to for \$ N/A
 to for N/A \$ N/A
 F Government Taxes Not Included in Cash Price \$ N/A
 G Government License and/or Registration Fees \$ N/A
 H Government Certificate of Title Fees \$ 27.00
 Other Charges (Seller must identify who is paid and describe purpose)
 to BAXTER CU for Prior Credit or Lease Balance \$ 3502.00
 to for GAP INS. \$ N/A
 to for \$ N/A
 to JMIC for \$ N/A
 to for \$ N/A
 to for \$ N/A
 Total Other Charges and Amounts Paid to Others on Your Behalf \$ 4379.00(4)
 Amount Financed (3 + 4) \$ 34350.00(5)

Under this contract while you are insured, this insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life insurance or credit disability insurance provides. See the policies or certificates for coverage limits or other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance
 N/A Type of Insurance N/A Term
 Premium \$ N/A
 Insurance Company Name N/A
 Home Office Address N/A
 Type of Insurance Term
 Premium \$
 Insurance Company Name
 Home Office Address
 Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.
 I want the insurance checked above.
 Buyer Signature N/A Date
 Co-Buyer Signature N/A Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

Returned Check Charge: You agree to pay a charge of \$ 25.00 if any check you give us is dishonored.

FN: You pay no finance charge if the Amount Financed, item 5, is paid in full on or before N/A, Year _____, SELLER'S INITIALS _____

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

75 Mos. JM&A GAP Name of Gap Contract

to buy a gap contract
 Signs X 

VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the amount financed is \$ _____, the VSI insurance is required by the contract.

VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is \$ 55.00** and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs _____ Co-Buyer Signs **X**
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

Notice to the Buyer: 1. Read this contract before signing. 2. You are entitled to an exact copy of the contract you sign.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs **X** _____ Date **MAR 2010** Co-Buyer Signs **X** _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here **X** _____ Address _____
Seller signs **AUTOFAIR FORD** Date _____ By **X** _____ Title _____

Seller assigns its interest in this contract to **Bellwether Community Credit Union** (Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned with recourse Assigned without recourse Assigned with limited recourse

Seller **TRIANGLE CREDIT UNION (7)** By _____ Title _____

LAW FORM NO. 553-NH (REV 10/08) U.S. PATENT NO. 0460,762
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CUSTOMER / TRUTH IN LENDING COPY

CUSTOMER #: 4259822

544589



INVOICE

1475 SO. WILLOW STREET
MANCHESTER, NH 03103

www.autofair.com

LONDONDERRY, NH

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 1116 MUHL NOREEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREY	11	FORD FUSION	3FAHP0CG7BR		24338/24398	T5919	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR11 DD			WAIT 09FEB12			CASH	18FEB12
R.O. OPENED	READY	OPTIONS: STK:B810848S DLR:08932 ENG:3.0 Liter					
07FEB12	18FEB12	1)JMA GAP J00009503998 2)119 3)DANNA 4)\$795 5)3.31.2011					

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

A C/S VEH WILL INTERMITTANTLY STALL WHEN COMING TO A STOP
 CAUSE: .
 1100 REPLACED COLLAPSED AIR INTAKE HOSE
 260 WF4 (N/C)
 1 6E5Z*9601*GA ELEMENT ASY - AIR CLEANER (N/C)
 1 AE5Z*9B659*G HOSE - AIR (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 00836
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

24338 9.99 COULD NOT VERIFY CONCERN .PERFORM EEC TEST AND MONITER
 FUEL PIDS.ON VISUAL INSPECTION ,FOUND AIR INTAKE HOSE PARTIALLY
 COLLAPSED POSSIBLY CAUSING RESTRICTED AIR FLOW TO THROTTLE BODY.NO
 CODESRETRIEVED OR STORED IN PCM.ALSO CHECKED FOR LATER PCM AND TCM
 CALIBRATIONS,NONE AT THIS TIME.

B RENTAL
 CAUSE: .
 RENTAL RENTAL
 999 WF4 (N/C)
 SUBL 13 DAY RENTAL
 PO#239448
 WF4 (N/C)
 FC:
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00



 C C/S AFTER HEATER RUNS FOR A WHILE FAN WILL START SQUEALING
 CAUSE: .
 1100 REPLACED BLOWER MOTOR
 260 WF4 (N/C)
 1 AE5Z*19805*D MOTOR - COOLING BLOWER (N/C)

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	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.	LABOR AMOUNT		
		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC./ENVIRONMENTAL		
		TOTAL CHARGES		
		DED./DISC./COUPON		
		SALES TAX		
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT		

CUSTOMER COPY

CUSTOMER #: 4259822

544589



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www.autofair.com

LONDONDERRY, NH

PAGE 2

SERVICE ADVISOR: 1116 MUHL NOREEN

GREY	11	FORD FUSION	3FAHP0CG7BR1	24338/24398	T5919		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR11 DD			WAIT 09FEB12			CASH	18FEB12
R.O. OPENED	READY	OPTIONS: STK:B810848S DLR:08932 ENG:3.0 Liter					
07FEB12	18FEB12	1)JMA GAP J00009503998 2)119 3)DANNA 4)\$795					
5)3.31.2011							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
FC: PART#: COUNT:							
CLAIM TYPE:							
AUTH CODE:							
00836							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

24338 9.99 VERIFY CONCERN, BLOWER MOTOR NOISY AT LOW SPEED. CHECK OASIS AND REPLACE MOTOR WITH UPDATED PART PER SSM 21911. RETEST (OK NOW)

*****:*****

* SERVICE HOURS *

* MONDAY - FRIDAY *

* 7:30AM TO 9:00PM *

* SATURDAY SUNDAY *

* 7:30AM TO 6:00PM 10:00AM TO 4:00PM *



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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
DED./DISC./COUPON	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: 4259822

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LONDONDERRY, NH

PAGE 1

SERVICE ADVISOR: 1116 MUHL NOREEN

GREY	11	FORD FUSION	3FAHP0CG7B	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR11 DD			15:00 14JAN12			CASH	19JAN12
R.O. OPENED	READY	OPTIONS: STK:B810848S DLR:08932 ENG:3.0 Liter					
14JAN12	19JAN12	1)JMA GAP J00009503998 2)119 3)DANNA 4)\$795					
						5)3.31.2011	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	JUMPING ON HIGHWAY YESTERDAY AND VEHICLE DIED/			PLEASE SEE NOREEN		
		FOR FURTHER INFO FROM CUSTOMER					

CAUSE:

1100 REPLACED THROTTLE BODY

777 WF4

1 9L8Z*9E926*A THROTTLE BODY AND MOTOR ASY

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

00670

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

22842 Description of vehicle concern: Customer states; sputtering 5-20 mph stopped at red light. Light turned green attempted to accelerate car died (new information to me). Updated PCM, worked fine for 3 months. Returned for same concern. Unable to duplicate. Customer states today car almost died again. As soon as he hits the gas the car makes a beeping noise and within 3 seconds the car died on highway (new information to me). Information presented to me originally was car would die while slowing to 5-20 mph and making a turn and attempting to accelerate. Diagnostics performed: Car road tested extensively on this and previous visits. By myself and management. IDS test performed. No pertinent codes. Checked for SSMS and TSBs. None found. Updated PCM because there was an update available for this car on previous visit. Previous hotline contact recommended to install a vehicle flight recorder. That information was forwarded. It is my understanding the customer declined a security deposit on the diagnostic equipment. Tech's question to Hotline: There is a CUDL contact open case number is 1624850132. For the purpose of repairing the car and satisfying the request of the service manager, I am asking again if there are any known concerns for this or any similar problems. Has there been any throttle body concerns similar to this without leaving a trouble code? I dont believe that any of these communication codes could lead to a stalling concern based on the modules indicated. Is this your opinion

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./ENVIRONMENTAL	
TOTAL CHARGES	
DED./DISC./COUPON	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 4259822

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LONDONDERRY, NH

PAGE 2

SERVICE ADVISOR: 1116 MUHL NOREEN

COLOR	YEAR	MAKE/MODEL					TAG
	11	FORD FUSION	3FAHP0CG7BR			22734/22842	T5636
PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
31MAR11 DD		15:00 14JAN12			CASH	19JAN12	
R.O. OPENED	READY	OPTIONS: STK:B810848S DLR:08932 ENG:3.0 Liter					
14JAN12	19JAN12	1)JMA GAP J00009503998 2)119 3)DANNA 4)\$795 5)3.31.2011					

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

also? Comment from: Ford Comment Date: 1/17/2012 10:43:53 AM Wayne,
There have been isolated reports of throttle body concerns that do not set a DTC. While monitoring ETC ACT and ETC DSD, the values should not differ by more than 3 degrees (6 degree difference will set a DTC). If these values differ by more than 3 degrees, replace the throttle body and re-evaluate the concern. With the DTCs present, this could indicate the PCM is going offline, which could cause the concern present. While the concern is present, perform a network test to see if any module are offline at that time. Perform a wiggle test on the wiring harness (if not already performed) (DONE), paying particular attention to the PCM powers and grounds. Check for harness chafing, connector seating, and loose pin fit concerns. Parts replaced;1/17/2012 Checked with Tim Jordan. Based on customer concerns and information provided by the Technical Hotline and experiance. It was decided to replace the throttle body. Remove and replace throttle body. Road tested by me and Tim Jordan and others, I believe. Return car to customer.

B RENTAL

RENTAL RENTAL

777 IRF

(N/C)

SUBL WASH

PO#237565

IP

(N/C)

FC:

MISC RENTAL

PO#237031

WF4

(N/C)

FC:

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

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./ENVIRONMENTAL	
TOTAL CHARGES	
DED./DISC./COUPON	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 4259822

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PAGE 3

SERVICE ADVISOR: 1116 MUHL, NOREEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREY	11	FORD FUSION	3FAHP0CG7BR		22734/22842	T5636	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR11 DD			15:00 14JAN12			CASH	19JAN12
R.O. OPENED	READY	OPTIONS: STK:B810848S DLR:08932 ENG:3.0 Liter					
14JAN12	19JAN12	1)JMA GAP J00009503998 2)119 3)DANNA 4)\$795					
		5)3.31.2011					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

					SERVICE HOURS		*
					MONDAY - FRIDAY		*
					7:30AM TO 9:00PM		*
					SATURDAY	SUNDAY	
					7:30AM TO 6:00PM	10:00AM TO 4:00PM	



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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
DED./DISC./COUPON	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: 4259822

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PAGE 1

SERVICE ADVISOR: 785 KENNETH C LEGERE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREY	11	FORD FUSION	3FAHP0CG7BR		20913/20913	T6842	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR11 DD			WAIT 08DEC11			CASH	12DEC11
R.O. OPENED	READY	OPTIONS: STK:B810848S DLR:08932 ENG:3.0 Liter					
08DEC11	12DEC11	1)JMA GAP J00009503998 2)119 3)DANNA 4)\$795 5)3.31.2011					

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

A c/s WHEN COMING TO A STOP VEH WILL STALL ,ALSO WHILE DRIVE VEH REV UP AND DOWN .

CAUSE: RUN CAR. COULD NOT VERIFY. EEC TEST WITH IDS. NO CODES. MONITOR PIDS NOTHING ABNORMAL NOTED. CHECK FOR TSBs AND SSMs. NONE FOUND. CHECK FO

1100 NO SSM OR TSB, REPROGRAM PCM IP AT COST

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	(N/C)
							0.00

20913 E RUN CAR. COULD NOT VERIFY. EEC TEST WITH IDS. NO CODES. MONITOR PIDS NOTHING ABNORMAL NOTED. CHECK FOR TSBs AND SSMs. NONE FOUND. CHECK FOR PCM UPDATES. NO EXPLANATION WITH UPDATE. REPROGRAM PCM WITH LATEST CALIBRATION.

B** TAP RENTAL

CAUSE: LOANER PROVIDED

RENTAL tap loaner
999 WF4

(N/C)

FC: A99 82
PART#: TAP1
COUNT:
CLAIM TYPE: TAP1
AUTH CODE:

MISC RENTAL

PO#222673

WF4

(N/C)

MISC RENTAL DIFFERENCE

PO#233673

IRF

(N/C)

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

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./ENVIRONMENTAL	
TOTAL CHARGES	
DED./DISC./COUPON	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 4259822

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SERVICE ADVISOR: 785 KENNETH C LEGERE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREY	11	FORD FUSION	3FAHP0CG7BR		20913/20913	T6842	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR11 DD			WAIT 08DEC11			CASH	12DEC11
R.O. OPENED	READY	OPTIONS: STK:B810848S DLR:08932 ENG:3.0 Liter					
08DEC11	12DEC11	1)JMA GAP J00009503998 2)119 3)DANNA 4)\$795 5)3.31.2011					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

					SERVICE HOURS		*
					MONDAY - FRIDAY		*
					7:30AM TO 9:00PM		*
					SATURDAY		*
					7:30AM TO 6:00PM		*

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
DED./DISC./COUPON	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: 4259822

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PAGE 1

SERVICE ADVISOR: 1116 MUHL NOREEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREY	11	FORD FUSION	3FAHP0CG7B		21573/21605	T5384A	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR11 DD			17:00 17DEC11			CASH	30DEC11
R.O. OPENED	READY	OPTIONS: STK:B810848S DLR:08932 ENG:3.0 Liter					
16DEC11	30DEC11	1)JMA GAP J00009503998 2)119 3)DANNA 4)\$795 5)3.31.2011					

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

A C/S WHEN COMING TO A STOP AND THEN GOES TO GIVE GAS VEHICLE HAS
 ABSCENCE OF FUEL AND VEHICLE WILL DIE
 1100 TECH NOTES ROAD TESTED VEHICLE AND CHECKED
 FOR CODES
 777 IP (N/C)
 1 OSP GAS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

21605 ROAD TEST CAR COULD NOT VERIFY. CHECK FOR CODES, NONE FOUND.
 CHECK FOR TSBs, AND SSMS. NONE FOUND. CONTINUE TO ROAD TEST CAR.
 RECOMMENDED INSTALLING VEHICLE FLIGHT RECORDER TO MONITOR SYSTEMS FOR
 ANOMALIES.

B RENTAL
 RENTAL RENTAL
 777 IRF (N/C)
 MISC RENTAL
 IRF (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

 SERVICE HOURS
 MONDAY - FRIDAY
 7:30AM TO 9:00PM
 SATURDAY
 7:30AM TO 6:00PM

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 CUSTOMER SIGNATURE

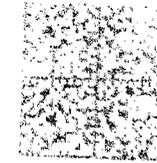
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
DED./DISC./COUPON	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



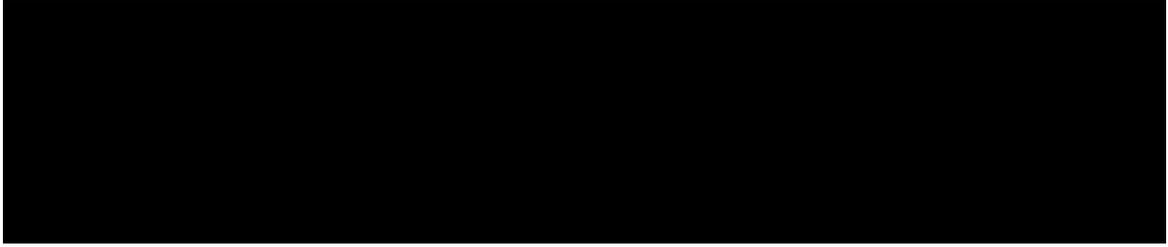
KIMMEL & SILVERMAN
P.C.

30 EAST BUTLER PIKE
AMBLER, PA 19002



\$ 00.85

Ms. Cherie Leich
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, MI 48126



**Service of Process
Transmittal**

08/23/2011

CT Log Number 519036854



TO: Chris Dzbanski
Ford Motor Company
One American Road, WHQ 433-E3
Dearborn, MI 48126

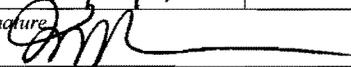
RE: Process Served in North Carolina

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: [REDACTED], Pltfs. vs. Ford Motor Company, Dft.
DOCUMENT(S) SERVED: Summons, Return Form, Complaint, Attachment
COURT/AGENCY: Wake County Superior Court, NC
Case # 11CVS12735
NATURE OF ACTION: Product Liability Litigation - Magnuson-Moss Federal Trade Commission Act-2011
Ford Fusion-VIN:3FAHP0JA1BR [REDACTED]
ON WHOM PROCESS WAS SERVED: C T Corporation System, Raleigh, NC
DATE AND HOUR OF SERVICE: By Certified Mail on 08/23/2011 postmarked: "Not Post Marked"
JURISDICTION SERVED : North Carolina
APPEARANCE OR ANSWER DUE: Within 30 days after you have been served
ATTORNEY(S) / SENDER(S): Richard Anthony McNeil, Esq.
The Law Office of Richard A. McNeil
4030 Wake Forest Road, Suite 300
Raleigh, NC 27609
919-719-7214
ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex Priority Overnight , 797440248533
Image SOP
Email Notification, Chris Dzbanski CDZBANSK@FORD.COM
SIGNED: C T Corporation System
PER: Ronnie Strickland
ADDRESS: 150 Fayetteville St.
Box 1011
Raleigh, NC 27601
TELEPHONE: 919-821-7139

080 LIT 2011AUG24 PM 3:00

STATE OF NORTH CAROLINA		File No.	
WAKE County		In The General Court Of Justice <input type="checkbox"/> District <input checked="" type="checkbox"/> Superior Court Division	
Name of Plaintiff 1 CHARLES & EVELYN FERRELL Address 2413 HWY 274 City, State, Zip CHERRYVILLE, NC 28021		CIVIL SUMMONS <input type="checkbox"/> ALIAS AND PLURIES SUMMONS G.S. 1A-1, Rules 3,4	
VERSUS		Date Original Summons Issued	
Name of Defendant(s) FORD MOTOR COMPANY		Date(s) Subsequent Summons(es) Issued	
To Each of The Defendant(s) Named Below:			
Name And Address of Defendant 1 FORD MOTOR COMPANY c/o CT Corporation System 150 Fayetteville St., Box 1011 Raleigh, NC 27601		Name And Address of Defendant 2	
A Civil Action Has Been Commenced Against You!			
You are notified to appear and answer the complaint of the plaintiff as follows: 1. Serve a copy of your written answer to the complaint upon the plaintiff or plaintiff's attorney within thirty (30) days after you have been served. You may serve your answer by delivering a copy to the plaintiff or by mailing it to the plaintiff's last known address, and 2. File the original of the written answer with the Clerk of Superior Court of the county named above. If you fail to answer the complaint, the plaintiff will apply to the Court for the relief demanded in the complaint.			
Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff) Richard Anthony McNeil, Esq. (NC# 35441) 4030 Wake Forest Road, Suite 300 Raleigh, NC 27609		Date Issued 8/15/11	Time 4 <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM
		Signature 	
		<input checked="" type="checkbox"/> Deputy CS <input type="checkbox"/> Assistant CSC <input type="checkbox"/> Clerk Of Superior Court	
<input type="checkbox"/> ENDORSEMENT This Summons was originally issued on the date indicated above and returned not served. At the request of the plaintiff, the time within which this Summons must be served is extended sixty (60) days.		Date Of Endorsement	Time <input type="checkbox"/> AM <input type="checkbox"/> PM
		Signature	
		<input type="checkbox"/> Deputy CS <input type="checkbox"/> Assistant CSC <input type="checkbox"/> Clerk Of Superior Court	
NOTE TO PARTIES: Many counties have MANDATORY ARBITRATION programs in which most cases where the amount in controversy is \$15,000 or less are heard by an arbitrator before a trial. The parties will be notified if this case is assigned for mandatory arbitration, and, if so, what procedure is to be followed.			
AOC-CV-100, Rev. 10/01		(Over)	
© 2001 Administrative Office of the Courts			

RETURN OF SERVICE

I Certify that this Summons and a copy of the complaint were received and served as follows:

DEFENDANT 1

<i>Date Served</i>	<i>Time Served</i> <input type="checkbox"/> AM <input type="checkbox"/> PM	<i>Name Of Defendant</i>
--------------------	---	--------------------------

- By delivering to the defendant named above a copy of the summons and complaint.
- By leaving a copy of the summons and complaint at the dwelling house or usual place of abode of the defendant named above with a person of suitable age and discretion then residing therein.
- As the defendant is a corporation, service was effected by delivering a copy of the summons and complaint to the person named below.

Name And Address Of Person With Whom Copies Left (if corporation, give title of person copies left with)

Other manner of service (specify)

Defendant WAS NOT served for the following reason:

DEFENDANT 2

<i>Date Served</i>	<i>Time Served</i> <input type="checkbox"/> AM <input type="checkbox"/> PM	<i>Name Of Defendant</i>
--------------------	---	--------------------------

- By delivering to the defendant named above a copy of the summons and complaint.
- By leaving a copy of the summons and complaint at the dwelling house or usual place of abode of the defendant named above with a person of suitable age and discretion then residing therein.
- As the defendant is a corporation, service was effected by delivering a copy of the summons and complaint to the person named below.

Name And Address Of Person With Whom Copies Left (if corporation, give title of person copies left with)

Other manner of service (specify)

Defendant WAS NOT served for the following reason:

<i>Service Fee Paid</i> \$	<i>Signature Of Deputy Sheriff Making Return</i>
-------------------------------	--

<i>Date Received</i>	<i>Name Of Sheriff (Type Or Print)</i>
----------------------	--

<i>Date Of Return</i>	<i>County Of Sheriff</i>
-----------------------	--------------------------

NORTH CAROLINA)	IN THE GENERAL COURT OF JUSTICE
WAKE COUNTY)	SUPERIOR COURT DIVISION
)	
)	FILE NO.
CHARLES & EVELYN FERRELL)	
)	
Plaintiffs,)	
)	
vs.)	
)	
FORD MOTOR COMPANY)	COMPLAINT
c/o CT Corporation System)	
150 Fayetteville St., Box 1011)	(Jury Demand Endorsed Hereon)
Raleigh, NC 27601)	
)	
Defendant.)	
)	

NOW COME Plaintiffs, by and through undersigned counsel, and state as follows:

BACKGROUND

1. Plaintiffs, Charles & Evelyn Ferrell (hereinafter "Plaintiff") are adult individual citizens and legal residents of the state of North Carolina, residing at 2413 Hwy 274, Cherryville, NC 28021.
2. Defendant, Ford Motor Company, is a business corporation qualified to do and regularly conducting business in the State of North Carolina, with its principal place of business located in Michigan and can be served at its local residence c/o CT Corporation System, 150 Fayetteville St., Box 1011, Raleigh, NC 27601.
3. On or about December 17th, 2010, Plaintiff purchased a 2011 Ford Fusion, manufactured and warranted by Defendant, from Earl Tindol Ford in Gastonia, NC, bearing the Vehicle Identification Number 3FAHP0JA1BR159026 (hereinafter the "vehicle").

4. Plaintiff states that as a result of the ineffective repair attempts made by Defendant, through its authorized dealer(s) as agent/servant, the vehicle could not be utilized for the purposes intended by Plaintiff at the time of acquisition and hence, the vehicle's value was substantially impaired.
5. The vehicle nonconformities include, but are not limited to the following:
Transmission; Surging; Rough Shifting; Loss of Power
6. In consideration for the purchase of the above vehicle, Defendant issued to Plaintiff one or more written warranties on particular items.
7. Plaintiff notified the Defendant and/or its Authorized Dealer(s) on one or more occasions, and/or formally notified the Defendant by letter of Plaintiff's present intention to revoke acceptance of the vehicle and requested the return of all funds paid toward the vehicle.
8. Having received no assistance from Defendant, Plaintiff subsequently traded the vehicle on May 1st, 2010 and suffered financial loss as a result.

COUNT I
MAGNUSON-MOSS FEDERAL TRADE COMMISSION ACT

9. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.
10. Plaintiff is a "Consumer" as defined by 15 U.S.C. § 2301(3).
11. Defendant is a "Supplier" and a "Warrantor" as defined by 15 U.S.C. § 2301(4) & (5).
12. The vehicle is a "Consumer Product" as defined by 15 U.S.C. § 2301(1).

13. One or more of the warranties given to Plaintiff by Defendant was a “Written Warranty” as defined by 15 U.S.C. § 2301(6).
14. Defendant, through its authorized dealer(s), has been unable, unwilling and/or has refused to conform the motor vehicle to the written warranty by repairing one or more nonconformities within a reasonable number of attempts or a reasonable amount of time.
15. Plaintiff states that Defendant has been afforded a reasonable opportunity to cure the vehicle’s nonconformities pursuant to 15 U.S.C. § 2310 (e).
16. Section 15 U.S.C. § 2310 (d) (1) provides:

Subject to subsections (a)(3) and (e) of this section, a consumer who is damaged by the failure of a supplier, warrantor, or service contractor to comply with any obligation under this chapter, or under a written warranty, implied warranty, or service contract, may bring suit for damages and other legal and equitable relief....
17. As a direct and proximate result of Defendant’s failure to comply with Defendant’s express written and implied warranties, Plaintiff has and continues to suffer damages.
18. Pursuant to 15 U.S.C. § 2310 (d)(2), plaintiff seeks all Costs, including attorney’s fees and expert witness fees.

WHEREFORE, Plaintiff respectfully demands:

1. Economic damages for loss in value; collateral charges, finance charges, incidental and consequential damages;
2. Costs, including expert witness fees and reasonable attorney’s fees; and
3. For such other relief as this court deems just and proper.

COUNT II
NORTH CAROLINA UNIFORM COMMERCIAL CODE

19. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.
20. The defects and nonconformities exhibited by the vehicle constitute a breach of contractual and statutory obligations of Defendant, including, but not limited to, the following:
 - a. Express Warranty
 - b. Implied Warranty
21. At the time delivery of the vehicle to Plaintiff and at all times subsequent thereto, Plaintiff has justifiably relied on Defendant's express and implied warranties, obligations and representations with regard to the vehicle.
22. At the time of delivery of the vehicle and at all times subsequent thereto, Defendant was aware that Plaintiff was relying on Defendant's express and implied warranties, obligations and representations with regard to the vehicle.
23. Plaintiff has incurred damage as a direct and proximate result of the Defendant's breach and failure to honor its express and implied warranties, obligations and representations with regard to the vehicle.
24. Plaintiff has incurred damage as a direct and proximate result of the failure of essential purpose of Defendant's express and implied warranties, obligations and representations with regard to the vehicle.

WHEREFORE, Plaintiff respectfully demands:

1. Economic damages for loss in value; collateral charges, finance charges, incidental and consequential damages;
2. Costs, including expert witness fees; and
3. For such other relief as this court deems just and proper.

Respectfully submitted,

THE LAW OFFICE OF RICHARD A. MCNEIL



Richard Anthony McNeil / (NC Bar # 35441)
Attorney for Plaintiff

JURY TRIAL

A trial by jury in the within action is hereby demanded on all issues except the determination of reasonable attorney's fees and costs, which are reserved for determination by the Court in the event that Plaintiff prevails at a trial on the merits.

THE LAW OFFICE OF RICHARD A. MCNEIL



Richard Anthony McNeil / (NC Bar # 35441)
Attorney for Plaintiff

Dated: 8/2/11

The Law Office of Richard A. McNeil
Richard Anthony McNeil / (NC Bar # 35441)
4030 Wake Forest Road, Suite 300
Raleigh, NC 27609
Ph: (919) 719-7214
Fax: (888) 542-6123
rickmcneil@filenclemonlaw.com

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Raleigh, NC 27609
rickmcneil@filenclemonlaw.com
Phone (919) 719-7214
Fax (888) 542-6123
www.filenclemonlaw.com

LP
NC

June 29, 2011

VIA FIRST CLASS U.S. MAIL

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

Re: Settlement Demand
Our Client: [REDACTED]
Vehicle: 2011 Ford Fusion
Date of Purch/Lease: December 17th, 2010
VIN: 3FAHP0JA1BR [REDACTED]

RECEIVED
JUL 06 2011

LITIGATION
PRACTICE GROUP

11 JUL -5 AM 7:05

11 JUL -6 AM 11:13

OFFICE OF THE
GENERAL COUNSEL

Dear Sir or Madam,

Please be advised that this office has been retained by [REDACTED] regarding the above-referenced vehicle. Since purchase on 12/17/10, and during their ownership, the vehicle underwent repeated repair attempts for a number of defects and nonconformities. Despite making numerous attempts to address and resolve the matter (1/6/11, 1/18/11, 4/25/11, 6/6/11), no assistance was able to be obtained and the defects were not cured.

The vehicle's primary defects and nonconformities included, but were not limited to, the following:

Transmission; Surging; Rough Shifting; Loss of Power

This is a well known defect with the subject vehicle and the nonconformity substantially impaired the use, value and safety of the subject vehicle as defined under the Magnuson-Moss Warranty Act and the North Carolina Uniform Commercial Code.

Based on this inability to obtain assistance, and with great concerns over the vehicle's reliability and safety, my clients traded the vehicle on June 20th, 2011, suffering a financial loss. While they showed loyalty to the brand by trading in for another Ford Vehicle (Escape), I have been instructed to proceed with legal action in seeking monetary damages for diminution in value, incidental & consequential damages, and attorney fees.

Perkins-Hill, Wannetta (W.)

From: Rick McNeil [rickmcneil@filenclemonlaw.com]
Sent: Monday, July 11, 2011 10:22 AM
To: Perkins-Hill, Wannetta (W.)
Subject: [REDACTED]
Attachments: purchase doc for Escape and ros.pdf; purchase doc for Fusion.pdf

Wannetta,

I've attached the following:

- 1) Repair orders that are in my client's possession. They do not have a repair order from their visit from 4/25/11- 4/29/11 @ Tindol Ford.
- 2) Purchase document for the Ford Fusion (subject vehicle)
- 3) Trade-in/ purchase document for the Ford Escape

As they no longer have the vehicle, there is not payoff information nor a need for a final repair attempt. As stated in the letter, they felt they could not rely on the vehicle based on the ongoing concerns and repair history and are seeking damages for diminution in value.

Please let me know if you need any additional information.

Sincerely,

Rick McNeil, Esq.
The Law Office of Richard A. McNeil
4030 Wake Forest Road, Suite 300
Raleigh, NC 27609
Phone: (919) 719-7214
Fax: (888) 542-6123
www.filenclemonlaw.com

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7/11/2011

EARL TINDOL FORD, INC FORD LINCOLN SUBARU

Telephone 704-867-8341 1901 E. Franklin Blvd.
GASTONIA, N.C. 28054
www.tindolford.com
www.tindolsubaru.com

DONALD JAMES HONS 4495

Salesperson Number

Equipment

We Owe Our Customer

Customer's Initials:

Manager's Initials:

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provision in the contract of sale
PLEASE NOTE THAT THIS VEHICLE IS SOLD

AS IS

Buyer acknowledges that there have been no representations made which in any way induced the Buyer to purchase this vehicle. Buyer is purchasing and accepting this vehicle in its current condition and will make no claim against seller for any representations, either made or alleged, in connection with this purchase

Buyer's Signature:

STANDARD FIRE INS CO (877)872-8737

Insurance Agent Phone Number

TRAVELERS INS CO

Insurance Company

9831432341011

06/20/2011

Policy Number
12/20/2011

Policy Dates

Policy Dates

Person Spoken With

Payoff To

N/A

Payoff Amount (20 day payoff)

Payoff Good Until

Account Number

Person Spoken With

I warrant the payoff amount on my trade-in is correct as stated above and that if the amount is greater, I will reimburse Earl Tindol Ford. If the amount is less, Earl Tindol Ford will refund the difference.

X Buyer's Signature

Pu 06/20/2011 Salesperson

Pu 06/20/2011 Authorized Dealership Representative

Customer Number 110241 Dealer Number 14453

Purchaser's Name

Address CHERRYVILLE NC

City State Zip Code

Home Phone Cell Phone Business Phone

Information Required to Verify Your Identity in Compliance with the USA PATRIOT ACT

Account Number Date of Birth

State Driver's License Number/I.D. Number Expiration Date

Purchase Vehicle Information

YEAR	MAKE	MODEL	CYLINDERS
2011	FORD TRUCK	ESCAPE	4
MILEAGE	COLOR	STOCK NUMBER	<input checked="" type="checkbox"/> NEW <input type="checkbox"/> NON-TITLED DEMO
7	INGOT SILV MET	10473	<input type="checkbox"/> USED

SERIAL NUMBER / VEHICLE IDENTIFICATION NUMBER

1 F M C U 0 C 7 X B K

1. TOTAL CASH PRICE	23231.53
2. LESS TRADE-IN	18000.00
3. CASH DIFFERENCE	5231.53
4. SALES TAX	156.95
5. SERVICE FEE	489.00
6. ELECTRONIC TAG & TRANSFER FEE	99.50
7. TOTAL	5976.98
8. PLUS PAYOFF ON TRADE-IN	N/A
9. TOTAL BEFORE CASH DEPOSIT	5976.98
10. DEPOSIT	N/A
11. REBATE	2500.00
12.	N/A
13. CASH DUE ON DELIVERY	1576.98
14. UNPAID CASH BALANCE	1900.00

Trade-In # 1 Vehicle Information

YEAR	MAKE	MODEL	CYLINDERS
2011	FORD	FUSION	4
MILEAGE	COLOR	CYLINDERS	
12125	STEEL BLUE	4	

SERIAL NUMBER / VEHICLE IDENTIFICATION NUMBER

3 F A H P 0 J A 1 E R

Trade-In # 2 Vehicle Information

YEAR	MAKE	MODEL	CYLINDERS
MILEAGE	COLOR	CYLINDERS	

I have been given ample opportunity to examine this entire retail purchase agreement, front and back, and I hereby accept the terms and conditions including those listed on the reverse side of this agreement. I hereby acknowledge this agreement is complete and accurately reflects any and all related agreements signed by my hand and referenced as incorporated into this agreement between Earl Tindol Ford, Inc. and myself. I acknowledge receipt of a copy of this agreement with the understanding this agreement is not binding upon the dealership or purchaser(s) until signed by an authorized dealership representative.

SECTION A - INDIVIDUAL VEHICLE REGISTRATION SCHEDULE

1	F	M	C	U	0	C	7	X	B	K		0	6	2	0	1	1	0	6	2	0	1	1
Vehicle Identification Number											Signature Date					Warranty Start Date							
Internet Sale <input type="checkbox"/> Yes <input type="checkbox"/> No											IPP - Terms <input type="checkbox"/> 5 <input type="checkbox"/> 11 <input type="checkbox"/> 17					<input type="checkbox"/> CPO <input type="checkbox"/> Incomplete Vehicle <input type="checkbox"/> Police Vehicle							

SECTION B - TYPES OF NEW PLANS

CORE COVERAGES PowertrainCARE BaseCARE ExtraCARE PremiumCARE (Standard Deductible is \$100)
 COMPONENT WRAP COVERAGES (Kia/Hyundai/Mitsubishi): ExtraCARE PremiumCARE (Standard Deductible is \$100)
 RENTALCARE COVERAGE RentalCARE (Standard Deductible is \$0)
 SUPER DUTY COVERAGES Diesel EngineCARE Diesel EngineCARE Plus (Standard Deductible is \$0)
 DEDUCTIBLES \$0 \$200 (Not Available on all Core Coverages)
 (Optional Only) \$50 Disappearing (Not Available on all Core Coverages)
 OPTIONS First Day Rental Delete (Core/CPO Coverages) Enhanced Rental (Not available on All Coverages)
 SURCHARGES 12 Months/12,000 Miles Ambulance/Shuttle/Tow Truck (Specialty) Snowplow
 Commercial Business Use Turbocharger/Supercharger

SECTION C - TYPES OF USED PLANS

CORE COVERAGES PowertrainCARE BaseCARE ExtraCARE PremiumCARE (Standard Deductible is \$100)
 DEDUCTIBLES (Optional ONLY) \$50 \$200 Disappearing
 OPTIONS/SURCHARGES First Day Rental Delete Enhanced Rental Turbocharger/Supercharger Snowplow

SECTION D - COVERAGE TERM AND COST

NEW PLAN AGREEMENTS: Coverage BEGINS at the New Vehicle Limited Warranty Start Date and Zero Miles/Hours. Coverage ENDS at THE EARLIER of the Number of Months Purchased or the Number of Miles/Hours purchased from the New Vehicle Limited Warranty Start Date or Zero Miles/Hours.

USED PLAN AGREEMENTS: ELIGIBLE FORD, MERCURY OR LINCOLN VEHICLES THAT HAVE NEW VEHICLE LIMITED WARRANTY REMAINING AT THE TIME OF PURCHASE - Coverage BEGINS at the Signature Date and Current Mileage/Hours. Coverage ENDS at THE EARLIER OF the Number of Months Purchased or the Number of Miles/Hours Purchased from the expiration of the New Vehicle Limited Warranty. **ELIGIBLE FORD, MERCURY OR LINCOLN VEHICLES THAT HAVE NO NEW VEHICLE LIMITED WARRANTY REMAINING AND ELIGIBLE USED COMPETITIVE MAKE VEHICLES REGARDLESS OF WARRANTY STATUS) -** Coverage BEGINS at the Signature Date and Current Mileage/Hours. Coverage ENDS at THE EARLIER OF the Number of Months Purchased or the Number of Miles/Hours Purchased from the Signature Date and Current Mileage/Hours.

Plan Name	Plan Term		Plan Expiration		Purchase Price	Sales Tax	Total Purchase Price with Sales Tax
	Months	Mileage	Date	Mileage			
Core Plans:	60	100000	06/20/16	100000	\$ 1470.00	\$ N/A	\$ 1470.00
Other Plans:			N/A		\$ N/A	\$ N/A	\$ N/A
Current Mileage:	*Current Hours:		*Expiration Hours:		Total	Total	Total
7	N/A		N/A		\$ 1470.00	\$ N/A	\$ 1470.00

*Required for Incomplete or Diesel Equipped Vehicles.

SECTION E - DISCLOSURE INFORMATION

THE PURCHASE OF THIS AGREEMENT IS NOT REQUIRED IN ORDER TO PURCHASE, OR OBTAIN FINANCING FOR A MOTOR VEHICLE. YOU MAY PURCHASE THE SERVICE CONTRACT BY CASH OR UNSECURED CREDIT CARD. IF YOU ELECT TO PURCHASE THIS AGREEMENT, IT GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM STATE TO STATE. MISSISSIPPI AND WASHINGTON RESIDENTS, PLEASE SEE REVERSE SIDE.

I acknowledge receipt of a complete copy of this Application and the Terms and Conditions (the "Entire Agreement") at the time of signing and agree to all the terms and conditions. I agree to maintain the covered vehicle in accordance with the manufacturer's stated periodic maintenance recommendations as a condition of receiving coverage under this Agreement, except as otherwise provided by law.

06/20/2011

Signature Date

Service Contract Holder/Purchaser Name and Address

Service Contract Lienholder Name

EARLE TINDOL FORD, INC.
1901 EAST FRANKLIN BLVD GASTONIA NC 28054

SECTION F - DEALERSHIP INFORMATION

(704) 867-8341

Dealership Name and Address

Phone Number

Dealership Signature

EMPLOYEE STARS ID

P&A Code

SP 8240-Na (App/Provs - (Oct 10) (Previous Editions May Not be Used)

CUSTOMER COPY

BODY SHOP
(704) 884-2250



PARTS
(704) 884-2218

1901 E. Franklin Blvd. • P.O. Box 3807
GASTONIA, N.C. 28054-0020
SERVICE (704) 884-2210
FAX (704) 865-0783

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

CUSTOMER NO. 110241	MIKE PAYNE	7761	TAG NO. 2977	INVOICE DATE 01/07/11	POCS# 23614
	LICENSE NO.	MILEAGE 1,166	STEEL BLUE	10163	
CHERRYVILLE, NC	FORD/FUSION/4DR SDN SEL FWD			DELIVERY DATE 12/17/10	DELIVERY MILES 43
	VIN 3FAHP0JA1BR			SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.			R.O. 01/06/11	
BUSINESS PHONE	E# 99A	COMMENTS			

PERFORM MULTI POINT QCM INSPECTION REPORT CARD

JOB # 1 TOTAL LABOR & PARTS 0.00

IN MORNINGS WHEN COLD TRANS SHIFTS GOOD UNTIL GOING INTO LAST GEAR IT LURCHES HARD FOWARD COULD NOT DUPLICATE

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

WE APPRECIATE YOUR BUSINESS!!!

ASSISTANT SERVICE MANAGERS: MIKE PAYNE 704-884-2213
SAM SHOUKRY 704-884-2212
CALEB MARTIN 704-884-2216
CASEY MACFARLANE 704-884-2215

BODY SHOP MANAGER: JIM WINTERS
BODY SHOP TEAM: JERRY DENTON
GERRY ROBINSON
MICHELLE HOVIS

SERVICE DIRECTOR: CHRIS TOLBERT
SUBARU SERVICE MANAGER: JOSEPH HIATT 704-884-2217

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

TOTAL INVOICE \$ 0.00

DATE OUT

P & A CODE: 00931-3

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THE 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 REPRESENTATIVES OF FORD.

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

DISCLAIMER OF WARRANTIES
The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.

CUSTOMER'S SIGNATURE X

CUSTOMER SIGNATURE

BODY SHOP
(704) 884-2250



PARTS
(704) 884-2218

1901 E. Franklin Blvd. • P.O. Box 3807
GASTONIA, N.C. 28054-0020
SERVICE (704) 884-2210
FAX (704) 865-0783

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

CUSTOMER NO. 110241	NAME MIKE PAYNE	7761 TAG NO. 3377	INVOICE DATE 01/19/11	INVOICE NO. FOCS324055
	LICENSE NO.	MILEAGE 1,720	COLOR STEEL BLUE	STOCK NO. 10163
CHERRYVILLE, NC	YEAR MAKE / MODEL 11/FORD/FUSION/4DR SDN SEL FWD	DELIVERY DATE 12/17/10	DELIVERY MILES 43	
	VEHICLE I.D. NO. 3FAHP0JA1BR	SELLING DEALER NO.	PRODUCTION DATE	
		P.O. NO.	R.O. DATE 01/18/11	
BUSINESS PHONE	CELL PHONE E# 99A	COMMENTS		

LABOR & PARTS	DATE OUT
12/19/10 QM INSPECTION HOURS: 0.00 TECH(S): 7963 INTERNAL PERFORM MULTI POINT QCM INSPECTION REPORT CARD JOB # 1 TOTAL LABOR & PARTS 0.00	
2/13/10 AUTO TRANS GENERAL HOURS: 0.00 TECH(S): 7963 WARRANTY ON ACELL WHEN GETS TO LAST GEAR JUST BEFORE IT CHANGES GEAR RPMs FLASH UP & CAR WILL SURGE REPROGRAM PCM CK FLUID AND TOP OFF AS NEEDED PER TSB 102109 JOB # 2 TOTAL LABOR & PARTS 0.00	
12/19/10 GREEN BRAKE HOURS: 0.00 TECH(S): 7963 INTERNAL CHECKED AND OK DISC OVER 5MM, DRUM OVER 2MM BRAKES CHECKED AND OK JOB # 3 TOTAL LABOR & PARTS 0.00	
12/19/10 GREEN TIRE HOURS: 0.00 TECH(S): 7963 INTERNAL CHECKED AND OK TIRE MEASUREMENTS ARE 7/32 OR GREATER CHECKED AND OK JOB # 4 TOTAL LABOR & PARTS 0.00	
12/19/10 GREEN BATTERY HOURS: 0.00 TECH(S): 7963 INTERNAL BATTERY INSPECTION CHECKED OKAY BATTERY IS OKAY JOB # 5 TOTAL LABOR & PARTS 0.00	

P & A CODE: 00931-3

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THE 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 REPRESENTATIVES OF FORD.

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

DISCLAIMER OF WARRANTIES
The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of "repairs thereto."

CUSTOMER'S SIGNATURE X

BODY SHOP
(704) 884-2250



PARTS
(704) 884-2218

1901 E. Franklin Blvd. • P.O. Box 3807
GASTONIA, N.C. 28054-0020
SERVICE (704) 884-2210
FAX (704) 865-0783

4125-29-111

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

CUSTOMER NO. 110241	NAME MIKE PAYNE	7761	TAG NO. 9595	INVOICE DATE 06/07/11	INVENTORY # 1005331772
	LICENSE NO.	MILEAGE 11,595	STEEL BLUE	10163	
CHERRYVILLE, NC	11/PORD/FUSION/4DR SDN SEL FWD		DELIVERY DATE 12/17/10	DELIVERY MILES 43	
	VEHICLE # 3FAHP0JA1BR		SELLING DEALER NO.	PRODUCTION DATE	
		P.O. NO.	R.O. 06/06/11		
BUSINESS PHONE	919 999	COMMENTS			

ABCR - A PARTS
1 02F0Z7585 QCM INSPECTION HOURS: 0.00 TECH(S): 8637 INTERNAL
PERFORM MULTI POINT QCM INSPECTION REPORT CARD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

2 02F0Z10F LUB LUBE OIL FILTER HOURS: TECH(S): 8637
CHANGE OIL AND FILTER, LUBE, TOP OFF ALL FLUIDS
CHANGED OIL AND FILTER, LUBED AND TOPPED OFF FLUIDS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	FL-910S	FILTER ASY - 0	5.25
JOB # 2	5	5W20	OIL	2.75
			JOB # 2 TOTAL PARTS	19.00
			JOB # 2 TOTAL LABOR & PARTS	27.18

3 13FDZ AUTO TRANS GENERAL HOURS: TECH(S): 7963 WARRANTY
WHEN START OFF IN FIRST GEAR @ TIMES HAS HARSH SHIFT &
2ND GEAR HOLD OUT TOO LONG
REPROGRAMMED AND RESET SHIFT STRATEGIES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00

4 02F0Z10F GREEN BRAKE HOURS: 0.00 TECH(S): 8637 INTERNAL
CHECKED AND OK
DISC OVER 5MM, DRUM OVER 2MM
BRAKES CHECKED AND OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00

5 02F0Z26TIRE GREEN TIRE HOURS: 0.00 TECH(S): 8637 INTERNAL
CHECKED AND OK
TIRE MEASUREMENTS ARE 7/32 OR GREATER
CHECKED AND OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00

6 02F0Z26BATT GREEN BATTERY HOURS: 0.00 TECH(S): 8637 INTERNAL
BATTERY INSPECTION
CHECKED OKAY
BATTERY IS OKAY

DATE OUT

P & A CODE: 00931-3

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THE 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 REPRESENTATIVES OF FORD.

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

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.

CUSTOMER'S SIGNATURE X

EARL TINDOL FORD

Telephone 704-867-8341 1901 E. Franklin Blvd.
 GASTONIA, N.C. 28054
 WWW.TINDOLFORD.COM



DONALD JAMES HONG 4496
 Salesperson Number

Equipment

We Owe Our Customer

Customer's Initials: Manager's Initials:

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provision in the contract of sale
PLEASE NOTE THAT THIS VEHICLE IS SOLD

AS IS

Buyer acknowledges that there have been no representations made which in any way induced the Buyer to purchase this vehicle. Buyer is purchasing and accepting this vehicle in its current condition and will make no claim against seller for any representations, either made or alleged, in connection with this purchase

Buyer's Signature: _____

STANDARD FIRE INS CO (877)872-8737
 Insurance Agent Phone Number
TRAVELERS INS CO
 Insurance Company
9831432341011 12/17/2010
 Policy Number Policy Dates
06/17/2011
 Policy Dates Person Spoken With

Payoff To **N/A**
 Payoff Amount (20 day payoff) Payoff Good Until

Account Number Person Spoken With

I warrant the payoff amount on my trade-in is correct as stated above and that if the amount is greater, I will reimburse Earl Tindol Ford. If the amount is less, Earl Tindol Ford will refund the difference.

X _____
 Buyer's Signature

Customer Number N/A Dealer Number 111738

Purchaser's Name _____

E-Mail Address _____

NC State Zip Code _____

Home Phone Cell Phone Business Phone

Information Required to Verify Your Identity in Compliance with the USA PATRIOT ACT

Date of Birth _____

State Driver's License Number/I.D. Number Expiration Date

Purchase Vehicle Information

YEAR	MAKE	MODEL	CYLINDERS
2011	FORD	FUSION	4
MILEAGE 43	COLOR STEEL BLUE MET	STOCK NUMBER 10163	<input checked="" type="checkbox"/> NEW <input type="checkbox"/> NON-TITLED <input type="checkbox"/> USED <input type="checkbox"/> DEMO

SERIAL NUMBER or VEHICLE IDENTIFICATION NUMBER

3 F A H P 0 J A 1 R

23795.58
10850.00
12945.58

4. SALES TAX 388.37

5. SERVICE FEE In accordance with North Carolina G.S. # 80-101.1 and 80-101-2, Fee includes cosmetic detailing, analysis, administrative services, safety services, cover and fuel. This charge represents cost and/or profit for such items as inspection, cleaning and adjusting vehicle and preparing all documents relating to the purchase. 489.00
 XXXXX 489.00

6. ELECTRONIC TAG & TRANSFER FEE 325.49 and 12 for tracks \$198.00, 34 for tracks \$145.00, 1 for up to 10 for tracks \$175.00 99.50

7. TOTAL 13922.45

8. PLUS PAYOFF ON TRADE-IN N/A

9. TOTAL BEFORE CASH DEPOSIT 13922.45

10. DEPOSIT N/A

11. REBATE 2000.00

12. N/A

13. CASH DUE ON DELIVERY N/A

14. UNPAID CASH BALANCE. 11922.45

Trade-In Vehicle Information

YEAR	MAKE	MODEL	CYLINDERS
2009	FORD	FUSION	4
MILEAGE 37709	COLOR WHITE		

3 F A H P 0 7 Z 1 R

Trade-In Vehicle Information

YEAR	MAKE	MODEL	CYLINDERS
MILEAGE	COLOR		

I have been given ample opportunity to examine this entire retail purchase agreement, front and back, and I hereby accept the terms and conditions including those listed on the reverse side of this agreement. I hereby acknowledge this agreement is complete and accurately reflects any and all related agreements signed by my hand and referenced as incorporated into this agreement between Earl Tindol Ford, Inc. and myself. I acknowledge receipt of a copy of this agreement with the understanding this agreement is not binding upon the dealership or purchaser(s) until signed by an authorized dealership representative.

Date 12/17/2010 Salesperson _____

Date 12/17/2010 Authorized Dealership Representative _____

BODY SHOP
(704) 884-2250



PARTS
(704) 884-2218

1901 E. Franklin Blvd. • P.O. Box 3807
GASTONIA, N.C. 28054-0020
SERVICE (704) 884-2210
FAX (704) 865-0783

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

CUSTOMER NO	110241	ADVISOR	MIKE PAYNE	7761	TAG NO	2977	INVOICE DATE	01/14/11	INVOICE NO	FOWS323614
		LICENSE NO.		MILEAGE	1,166	COLOR	STEEL BLUE/		10473A	
		YEAR MAKE MODEL	11/FORD/FUSION SEL/4DR				DELIVERY DATE	12/17/10	DELIVERY MILES	12,316
		VEHICLE I.D. NO.	3FAHP0JA1B				SELLING DEALER NO.		PRODUCTION DATE	
		NEAR PHONE	E# 99A				P.O. NO.		R.C. DATE	01/06/11
							COMMENTS			

LABOR & PARTS								DATE OUT
Job # 2: 13FOZ	AUTO TRANS GENERAL	HOURS	TECH(S)	7963				
IN MORNINGS WHEN COLD TRANS SHIFTS GOOD UNTIL GOING INTO LAST GEAR IT LURCHES HARD FORWARD COULD NOT DUPLICATE								
JOB # 2 TOTAL LABOR & PARTS								0.00
R/O TAX								0.00
R/O TOTALS								0.00
CLAIM TOTALS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

P & A CODE: 00931-3

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THE 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 REPRESENTATIVES OF FORD.

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

APPROVED BY SIGNATURE
***** DUPLICATE INVOICE *****

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.

CUSTOMER'S SIGNATURE X

TECU PD 1-7-11

BODY SHOP
(704) 884-2250



PARTS
(704) 884-2218

1901 E. Franklin Blvd. • P.O. Box 3807
GASTONIA, N.C. 28054-0020
SERVICE (704) 884-2210
FAX (704) 865-0783

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

CUSTOMER NO. 110241	ADVISOR MIKE PAYNE	7761	TAB NO. 3377	INVOICE DATE 01/26/11	INVOICE NO. FOWS324055
	LICENCE NO.		MILEAGE 1,720	COLOR STEEL BLUE/	STOCK NO. 10473A
	YEAR/MAKE/MODEL 11/FORD/FUSION SEL/4DR			DELIVERY DATE 12/17/10	DELIVERY MILES 12,316
	VEHICLE ID. NO. 3FAHP0JA1B			SELLING DEALER NO.	PRODUCTION DATE
		P.O. NO.		R.O. DATE 01/18/11	
	E# 99A	COMMENTS			

LABOR & PARTS
2 13F0Z **AUTO TRANS GENERAL** **HOURS: 0.70** **TECH(S): 7963** **57.65**
 ON ACELL WHEN GETS TO LAST GEAR JUST BEFORE IT CHANGES GEAR
 RPMS FLASH UP & CAR WILL SURGE
 REPROGRAM PCM CK FLUID AND TOP OFF AS NEEDED PER TSB 102109
JOB # 2 TOTAL LABOR & PARTS **57.65**
 R/O TAX **0.00**
 R/O TOTALS **57.65**

WARRANTY CLAIM DETAIL TOTALS:

CLAIM#	TOTAL
324055-02	57.65
CLAIM TOTALS	57.65

DATE OUT

P & A CODE: 00931-3

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

APPROVED BY SIGNATURE

DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES

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CUSTOMER'S SIGNATURE X

TECH pp. 1-19-11



BODY SHOP
(704) 884-2250

PARTS
(704) 884-2218

1901 E. Franklin Blvd. • P.O. Box 3807
GASTONIA, N.C. 28054-0020
SERVICE (704) 884-2210
FAX (704) 865-0783

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

CUSTOMER NO. 110241	ADVISOR MIKE PAYNE	7761	TAG NO 7715	INVOICE DATE 04/28/11	INVOICE NO FOWS329375
	LICENSE NO		MILEAGE 6,640	COLOR STEEL BLUE/	STOCKING 10473A
	YEAR MAKE AND MODEL 11/FORD/FUSION			DELIVERY DATE 12/17/10	DELIVERY MILES 12,316
	VEHICLE ID NO 3FAHP0JA1BR1			SELLING DEALER NO	PRODUCTION DATE
			P.O. NO	R.O. DATE 04/26/11	
	E# 99A		COMMENTS		

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	CHARGE
# 2 02FOZLOF	LOF LUBE, OIL FILTER		22440	0.00
	CHANGE OIL AND FILTER, LUBE, TOP OFF ALL FLUIDS			
	NWD			
			JOB # 2 TOTAL LABOR & PARTS	0.00
# 3 02FOZROT	ROTATE TIRES		22440	0.00
	CUSTOMER REQUESTS TIRE ROTATION PER SCHEDULED MAINTENANCE			
	NWD			
			JOB # 3 TOTAL LABOR & PARTS	0.00
# 4 11FOZ	BRAKES GENERAL		22440	0.00
	BRAKE SQUEAL			
	COULD NOT DUPLICATE			
			JOB # 4 TOTAL LABOR & PARTS	0.00
# 5 13FOZ	AUTO TRANS GENERAL		22440	0.00
	@ TIMES WHEN TAKE OFF TRANS IS VERY SLOW TO CHANGE GEARS			
	THEN WILL LUNGE INTO GEAR (ERRATIC SHIFTING)			
	TEST DROVE 14 MILES UNABLE TO DUPLICATE			
			JOB # 5 TOTAL LABOR & PARTS	0.00
COMMENTS - TRAVELERS - PDR HOOD, ROOF, LT UNISIDE, LT FT DOOR, RT				
			R/O TAX	0.00
			R/O TOTALS	0.00
CLAIM TOTALS	0.00	0.00	0.00	0.00

DATE OUT

P & A CODE: 00931-3

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

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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter set forth to be done using with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repair thereto.

CUSTOMER'S SIGNATURE X

APPROVED BY SIGNATURE *****
DUPLICATE INVOICE *****

Tech pd. 4-28-11

BODY SHOP
(704) 884-2250



PARTS
(704) 884-2218

1901 E. Franklin Blvd. • P.O. Box 3807
GASTONIA, N.C. 28054-0020
SERVICE (704) 884-2210
FAX (704) 865-0783

PLEASE SEE BACK FOR INFORMATION REGARDING WARRANTY AND SUPPLIES

CUSTOMER NO. 110241	ADVISOR WIRE PAYNE	7761	TAG NO. 9595	INVOICE DATE 06/08/11	INVOICE NO. F0WS331772
	LICENSE NO.		MILEAGE 11,595	COLOR STEEL BLUE/	STOCK NO. 10473A
	VEHICLE MAKE/MODEL IT/FORD/FUSION SEL/4DR			DELIVERY DATE 12/17/10	DELIVERY MILES 12,316
	VEHICLE ID NO. 3FAHP0JA1BR			SELLING DEALER NO.	PRODUCTION DATE
			PO NO.	RO DATE 06/06/11	
	ES# 99A		COMMENTS		

LABOR & PARTS
 J# 3:13FOZ AUTO TRANS GENERAL HOURS: 1:50 TECH(S) 7963 123.54
 WHEN START OFF IN FIRST GEAR @ TIMES HAS HARSH SHIFT &
 2ND GEAR HOLD OUT TOO LONG
 REPROGRAMMED AND RESET SHIFT STRATEGIES
 JOB # 3 TOTAL LABOR & PARTS 123.54
 R/O TAX 0.00
 R/O TOTALS 123.54

WARRANTY CLAIM DETAIL TOTALS
 CLAIM# TOTAL
 331772-03 123.54
 CLAIM TOTALS 123.54

DATE OUT
P & A CODE: 00931-3
 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THE 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 REPRESENTATIVES OF FORD.

APPROVED BY SIGNATURE

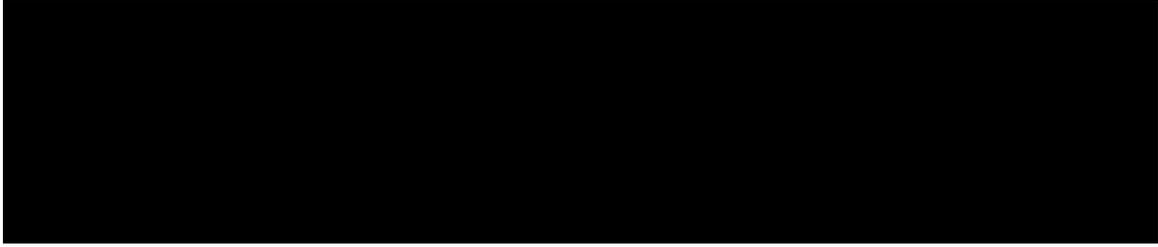
DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES
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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
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CUSTOMER'S SIGNATURE X

TECH pd. 6-7-11



**Service of Process
Transmittal**

11/24/2010

CT Log Number 517658668



TO: Chris Dzbanski
Ford Motor Company
WHQ 433-E3, One American Road
Dearborn, MI 48126

RE: Process Served in Delaware

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: [REDACTED] and [REDACTED], Pltfs. vs. Ford Motor Company, Dft.

DOCUMENT(S) SERVED: Summons, Information Statement, Complaint, Exhibit(s)

COURT/AGENCY: Kent County Superior Court, DE
Case # K10C-11-034 0065 RBY

NATURE OF ACTION: Product Liability Litigation - Lemon Law - Defendant failed to repair the 2010 Ford Fusion, Vin #3FAHP0HGAR [REDACTED]

ON WHOM PROCESS WAS SERVED: The Corporation Trust Company, Wilmington, DE

DATE AND HOUR OF SERVICE: By Process Server on 11/24/2010 at 09:30

APPEARANCE OR ANSWER DUE: Within 20 days after service, exclusive of the day of service

ATTORNEY(S) / SENDER(S): W. Christopher Componovo
Kimmel & Silverman, P.C.
501 Silverside Rd.
Suite 118
Wilmington, DE 19809
302-791-9373

REMARKS: Document were changed to indicate the intended entity

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex Priority Overnight , 794159341131
Image SOP
Email Notification, Chris Dzbanski CDZBANSK@FORD.COM

SIGNED: The Corporation Trust Company
PER: Scott LaScala
ADDRESS: 1209 Orange Street
Wilmington, DE 19801
TELEPHONE: 302-658-7581

IN THE SUPERIOR COURT OF THE STATE OF DELAWARE
IN AND FOR KENT COUNTY

EFiled: Nov 3 2010 8:35AM
Transaction ID 34152462
Case No. K10C-11-006 RBY



MELVIN FREIDEL AND
CAROLYN FREIDEL

Plaintiffs,

v.

FORD MOTOR COMPANY

Defendant

C.A. NO.:

12 PERSON JURY DEMANDED

SUMMONS

THE STATE OF DELAWARE,
TO THE SHERIFF OF NEW CASTLE COUNTY,
YOU ARE COMMANDED:

To summon the above named defendant so that, within 20 days after service hereof upon defendant, exclusive of the day of service, defendant shall serve upon W. Christopher Componovo, plaintiff's attorney whose address is 501 Silverside Rd., Suite 118, Wilmington, DE 19809, an Answer to the Complaint.

To serve upon defendant a copy hereof and of the Complaint.

11/12/10

LISA ROBINSON

Prothonotary

Per Deputy

TO THE ABOVE NAMED DEFENDANT:

In case of your failure, within 20 days after service hereof upon you, exclusive of the day of service, to serve on plaintiff's attorney named above an Answer to the Complaint, judgment by default will be rendered against you for the relief demanded in the Complaint.

LISA ROBINSON

Prothonotary

Per Deputy

CIVIL CASE INFORMATION STATEMENT (CIS)



COUNTY: N K (X) S

CIVIL ACTION NUMBER: _____

Caption:	Civil Case Code: CLEM
MELVIN FREIDEL AND CAROLYN FREIDEL	Civil Case Type: Lemon Law / Breach of Warranty
v.	(SEE REVERSE SIDE FOR CODE AND TYPE)
FORD MOTOR COMPANY	
	Document Type: COMPLAINT (e.g., COMPLAINT; ANSWER WITH COUNTERCLAIM)
	JURY DEMAND: (X) YES NO

ATTORNEY NAME(S): W. Christopher Componovo	IDENTIFY ANY RELATED CASES NOW PENDING IN THE SUPERIOR COURT BY CAPTION AND CIVIL ACTION NUMBER INCLUDING JUDGE'S INITIALS:
ATTORNEY ID (s): 3234	
FIRM NAME: KIMMEL & SILVERMAN, P.C.	EXPLAIN THE RELATIONSHIP(S):
ADDRESS: 501 SILVERSIDE RD., SUITE 118 WILMINGTON, DE 19809	
TELEPHONE NUMBER: (302) 791-9373	OTHER UNUSUAL ISSUES THAT AFFECT CASE MANAGEMENT:
FAX NUMBER: (302) 791-9476	
E-MAIL ADDRESS: wcomponovo@lemonlaw.com	
	(IF ADDITIONAL SPACE IS NEEDED, PLEASE ATTACH PAGE)
THE PROTHONOTARY WILL NOT PROCESS THE COMPLAINT, ANSWER, OR FIRST RESPONSIVE PLEADING IN THIS MATTER FOR SERVICE UNTIL THE CASE INFORMATION STATEMENT (CIS) IS FILED. THE FAILURE TO FILE THE CIS AND HAVE THE PLEADING PROCESSED FOR SERVICE MAY RESULT IN THE DISMISSAL OF THE COMPLAINT OR MAY RESULT IN THE ANSWER OR FIRST RESPONSIVE PLEADING BEING STRICKEN.	



MELVIN FREIDEL AND
CAROLYN FREIDEL

Plaintiffs,

v.

FORD MOTOR COMPANY

Defendant

C. A. NO. :

12 PERSON JURY DEMANDED

COMPLAINT

1. Plaintiffs, Melvin Freidel and Carolyn Freidel, are residents of the State of Delaware, residing at 5790 Millington Road, Clayton, DE 19938.

2. Defendant, Ford Motor Company, is a Delaware corporation and can be served via its registered agent, The Corporation Trust Company, located at the Corporation Trust Center, 1209 Orange Street, Wilmington, DE 19801.

BACKGROUND

3. On or about November 21, 2009, Plaintiffs purchased a new 2010 Ford Fusion, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 3FAHP0HG6AR192063.

4. The vehicle was purchased in the State of Delaware and is registered in the State of Delaware.

5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$28,204.00. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiffs several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiffs.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiffs.

10. The first documented warranty repair attempt is believed to have occurred on or before October 20, 2009, when the vehicle odometer showed 959 miles. On that date, repair attempts were made to fix the "Check Engine Light On." A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "B".

11. The second documented warranty repair attempt is believed to have occurred on or before February 08, 2010, when the vehicle odometer showed 5,776 miles. On that date, repair attempts were made to fix the "vehicle was at 55 MPH and RPMS were at 4500 and vehicle would Not Shift Into Gear Manually or Automatically." A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "C".

12. The third documented warranty repair attempt is believed to have occurred on or before May 03, 2010, when the vehicle odometer showed 9,917 miles. On that date, repair attempts were made to fix the "Wrench Light On." A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "D".

13. The fourth documented warranty repair attempt is believed to have occurred on or before May 18, 2010, when the vehicle odometer showed 10,801 miles. On that date, repair attempts were made to fix the "Vehicle Banged Into Low Gear While Driving." A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "E".

14. The fifth documented warranty repair attempt is believed to have occurred on or before June 22, 2010, when the vehicle odometer showed 12,305 miles. On that date, repair attempts were made to fix the "Interm Engine Idle will Race to 3700 RPMs." A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "F".

15. The sixth documented warranty repair attempt is believed to have occurred on or before July 20, 2010, when the vehicle odometer showed 12,309 miles. On that date, repair attempts were made to fix the "Interm Engine Idle will Race to 3700 RPMs." A true and correct copy of the repair invoice is attached hereto, made a part hereof and marked Exhibit "G".

16. The vehicle continues to exhibit defects and nonconformities which substantially impair its use, value and/or safety.

COUNT I
DELAWARE AUTOMOBILE WARRANTY ACT

17. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth herein.

18. Plaintiffs are "Consumers" as defined by the Delaware Automobile Warranty Act (hereinafter "Lemon Law"), 6 Del. C. §5001(3).

19. Defendant is a "Manufacturer" as defined by the Delaware Lemon Law, 6 Del. C. §5001(3).

20. Winner Ford, is and/or was at the time of sale a "Dealer" engaged in the business of buying, selling, and/or exchanging automobiles as defined by the Delaware Lemon Law, 6 Del. C. §5001(2).

21. On or about November 21, 2009, Plaintiffs took possession of the above mentioned vehicle and experienced nonconformities which substantially impair the use, value and/or safety of the vehicle.

22. The nonconformities described violate the express written warranties issued to Plaintiffs by Defendant.

23. The Delaware Lemon Law, 6 Del. C. §5002 provides:

If a new automobile does not conform to the manufacturer's express warranty, and the consumer reports the nonconformity to the manufacturer or its agent or dealer during the term of the warranty or during the period of 1 year following the date of original delivery of an automobile to the consumer, whichever is earlier, the manufacturer shall make, or arrange with its dealer or agent to make, within a reasonable period of time, all repairs necessary to conform the new automobile to the warranty, notwithstanding that the repairs or corrections are made after the expiration of the term of the warranty or the 1-year period.

24. Section 5003 of the Delaware Lemon Law provides:

- a. If the manufacturer, its agent, or its authorized dealer does not conform the automobile to any applicable express warranty by repairing or correcting any nonconformity after a reasonable number of attempts, the manufacturer shall either replace the automobile with a comparable new automobile acceptable to the consumer or repurchase the automobile from the consumer and refund the consumer the full price, including all credits and allowances for any trade-in vehicle; provided, however, that the consumer shall have the unqualified right to decline a replacement automobile and to demand instead a repurchase.:
- b. In instances in which an automobile is replaced by a manufacturer under this section, said manufacturer shall accept return of the automobile and reimburse the consumer for any incidental costs, including dealer preparation fees, fees for transfer of registration, sales taxes or other charges or fees incurred by the consumer as a result of such replacement. In instances in which an automobile which was financed by the manufacturer or its subsidiary or agent is replaced under this section, said manufacturer, subsidiary or agent shall not require the consumer to enter into any refinancing agreement for a replacement automobile which would create any financial obligations beyond those created by the originally financing agreement.
- c. In instances in which a refund is tendered under this section, the manufacturer shall accept return of the automobile from the consumer and shall reimburse the consumer for related purchase costs, including sales taxes, registration fees and dealer preparation fees, less:
 - (1) A reasonable allowance for the consumer's use of the automobile, not to exceed the full purchase price of the automobile multiplied by a fraction which consists of the number of miles driven before the consumer first reported the nonconformity to the manufacturer, its agent or dealer divided by 100,000 miles; and
 - (2) A reasonable allowance for damage not attributable to normal wear and tear, but not to include damage resulting from a nonconformity.
- d. Refunds shall be made to the consumer, and lienholder, if any, as their interest may appear.
- e. No authorized dealer shall be held liable by the manufacturer for any refunds or automobile replacements in the absence of evidence indicating that dealership repairs have been carried out in a manner inconsistent with the manufacturer's instructions. (64 Del. Laws, c. 173 § 1; 66 Del. Laws, c. 36, §3).

25. The Delaware Lemon Law, 6 Del. C. §5004 provides:

§5004. PRESUMPTIONS

- a. It shall be presumed that a reasonable number of attempts have been undertaken to conform a new automobile to the manufacturer's express warranty if, within the warranty term or during the period of 1 year following the date of original delivery of the motor vehicle to a consumer, whichever is the earlier date:
- (1) Substantially the same nonconformity has been subject to repair or correction 4 or more times by the manufacturer, its agents or its dealers and the nonconformity continues to exist; or
 - (2) The automobile is out of service by reason of repair or correction of a nonconformity by the manufacturer, its agents or its dealers for a cumulative total of more than 30 calendar days since the original delivery of the motor vehicle to the consumer. This 30-day limit shall commence with the first day on which the consumer presents the automobile to the manufacturer, its agent or dealer for service of the nonconformity and a written document describing the nonconformity is prepared by the manufacturer, its agent or dealer. The 30-day limit shall be extended only if repairs cannot be performed due to conditions beyond the control of the manufacturer, its agents or its dealers, including war, invasion, strike, fire, flood or other natural disaster.
- b. The presumption provided in this section shall not apply against a manufacturer unless the manufacturer has received prior direct written notification from or on behalf of the consumer and has had an opportunity to repair or correct the nonconformity; provided, however, that if the manufacturer does not directly attempt or arrange with its dealer or agent to repair or correct the nonconformity, the manufacturer may not defend a claim by a consumer under this chapter on the ground that the agent or dealer failed to properly repair or correct the nonconformity or that repairs or corrections made by the agent or dealer caused or contributed to the nonconformity. (64 Del. Laws, c. 173, §1; 66 Del. Laws, c. 36, §4.)

26. Plaintiffs have satisfied the above definition as the vehicle has been subject to repair more than four (4) times for the same nonconformity, and the nonconformity remained uncorrected.

27. In addition, the above vehicle has or will be out of service by reason of the nonconformities complained of for a cumulative total of thirty (30) or more calendar days.

28. Plaintiffs have delivered the nonconforming vehicle to an authorized service and repair facility of the manufacturer on numerous occasions.

29. After a reasonable number of attempts, the manufacturer was unable to repair the nonconformities.

30. Plaintiffs have been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton, and negligent failure to comply with the provisions of the Delaware Automobile Lemon Law.

31. Plaintiffs have (1) given notice to the manufacturer and (2) provided an opportunity for final repair.

32. Plaintiffs seek relief for losses due to the nonconformities and defects in the above-mentioned vehicle in addition to reasonable attorney's fees and all court costs.

WHEREFORE, Plaintiffs respectfully demand judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorney's fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

33. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth herein.

34. Plaintiffs have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

35. Plaintiffs aver that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

36. Plaintiffs are "Consumers" as defined by 15 U.S.C. §2301(3).

37. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

38. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

39. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

40. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

41. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

42. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2)

provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

43. Plaintiffs have afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

44. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiffs have suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief.

45. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

46. Plaintiffs aver that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

47. Plaintiffs aver Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

48. Plaintiffs aver that Defendant's warranty did not require Plaintiffs to first resort to a Dispute Resolution Program before filing suit.

49. Plaintiffs aver that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney's fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiffs respectfully demand judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorney's fees, and all court costs.

COUNT III
DELAWARE CONSUMER FRAUD ACT

50. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth herein.

51. Plaintiffs are "Persons" as defined by 6 Del. C. §2511(5).

52. Defendant is a "Person" as defined by 6 Del. C. §2511(5).

53. Section 5009 of the Delaware Lemon Law, provides that a violation of its provisions shall automatically constitute a violation of the Delaware Consumer Fraud Act, 6 Del. C. §2511 *et seq.*

54. In addition, the Consumer Fraud Act defines an "unlawful practice" as:

[t]he act, use or employment by any person of any deception, fraud, false pretense, false promise, misrepresentation, or the concealment, suppression, or omission of any material fact with intent that others rely upon such concealment, suppression or omission, in connection with the sale, lease or advertisement of any merchandise, whether or not any person has in fact been misled, deceived or damaged thereby...

55. Plaintiffs aver Defendant has violated this provision, as well as others of 6 Del. C. §2511 *et seq.*

56. Defendant's failure to comply with the warranties provided to the Plaintiffs falls within the aforementioned definition of an "unlawful practice".

WHEREFORE, Plaintiffs respectfully demand judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorney's fees, and all court costs.

KIMMEL & SILVERMAN, P.C.

/s/ W. Christopher Componovo (ID No: 3234)

W. CHRISTOPHER COMPONOVO, ESQ.

Attorney for Plaintiffs

Silverside Executive Center

501 Silverside Rd., Suite 118

Wilmington, DE 19809

Phone (302) 791-9373

Fax (302) 791-9476

Date: November 3, 2010

WINNER DOVER AUTOCENTER

FORD • HYUNDAI • MITSUBISHI • KIA
591 S. DUPONT HIGHWAY
DOVER, DELAWARE 19901
302/734-0444

EFiled: Nov 3 2010 8:35AM
Transaction ID 34152462
Case No. K10C-11-006 RBY



HAD 2009 57
DEAL NUMBER
27304

DATE 10/07/2009 SALESPERSON LEROY H DENNISON # 1317

HOME () BUSINESS ()	
SS# [REDACTED]	
TOWN CLAYTON DE ZIP [REDACTED]	
PLEASE ENTER MY ORDER FOR YEAR 2010 FORD FUSION MODEL TYPE CAR <input checked="" type="checkbox"/> TRUCK <input type="checkbox"/> NEW <input type="checkbox"/> DEMO <input type="checkbox"/> USED <input type="checkbox"/>	
STOCK NO. AR192063	MS. LEASE 233
COLOR: TOP SANGRIA RE	BODY FUSION INTERIOR MED LT STO
TITLE INFORMATION	
TYPE OF TAG PC <input type="checkbox"/> COMM <input type="checkbox"/>	WEIGHT
TRANSFER TAG <input type="checkbox"/>	NEW PLATE <input type="checkbox"/>
CURRENT TAG # NUMBER	EXPIRATION DATE
PRICE (Including Transportation) \$ 26022.00	FACTORY INSTALLED OPTIONS
DEALER INSTALLED OPTIONS	ETCH 399.00
	GAP 650.00
EXTENDED SERVICE PLAN	N/A
CHEMICAL PROTECTORANTS	N/A
TOTAL RETAIL PRICE \$ 27071.00	LESS TRADE-IN ALLOWANCE (OR DISC) 9772.00
SUB TOTAL \$ 17299.00	STATE & LOCAL TAXES AND/OR DOC FEE 611.00
	— Clerical 131.75
	— Messenger 160.25
REGISTRATION FEE 205.00	TITLE FEE 25.00
PAYOFF TITLE FEE N/A	NET PAYOFF ON TRADE-IN 9772.00
TOTAL DUE \$ 28204.00	CASH DOWN PAYMENT 3000.00
FACTORY REBATE 1500.00	BALANCE FINANCED 23204.00
TOTAL SETTLEMENT \$ 28204.00	FINANCING DETAILS
No. Months 48	No. Payment 552.42
Bank JPMOR11/21/09	1st Pay. Due
Physical Damage Ins. Co.	Policy No.
Agent	Effective Date
	Exp. Date
AN ODOMETER MILEAGE STATEMENT IS REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT AND IS MADE A PART OF THIS ORDER FORM. *YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIED DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED.*	
TRADE-IN #1 DESCRIPTION AND ALLOWANCE (MUST BE VERIFIED TO TITLE OR REGISTRATION) YEAR 2007 MAKE FORD MODEL FIVE COLOR TYPE 4DR S SERIAL NO. 1FAFP24177G TRADE-IN ALLOWANCE \$ 9772.00 LESS BALANCE OWED C/A NET EQUITY \$ N/A	
TRADE-IN #2 DESCRIPTION AND ALLOWANCE (MUST BE VERIFIED TO TITLE OR REGISTRATION) YEAR MAKE MODEL COLOR TYPE SERIAL NO. MILEAGE TRADE-IN ALLOWANCE \$ N/A LESS BALANCE OWED N/A C/A NET EQUITY \$ N/A	
CREDIT SALE IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER FORM. THE ONLY WARRANTIES APPLYING TO THIS VEHICLE ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLING DEALER SELLS THIS VEHICLE "AS IS" AND HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ANY LIABILITY OF THE SELLER DEALER WITH RESPECT TO THE DEFECTS OR MALFUNCTIONS OF THE VEHICLE INCLUDING, WITHOUT LIMITATION, THOSE WHICH PERTAIN TO PERFORMANCE OR SAFETY, WHETHER BY WAY OF "EXTRACT LIABILITY" BASED UPON THE SELLING DEALER'S NEGLIGENCE, OR OTHERWISE, IS EXPRESSLY EXCLUDED AND PURCHASER HEREBY ASSUMES ANY SUCH RISKS. THE MANUFACTURER'S WARRANTY IS NOT AFFECTED BY THIS DISCLAIMER OF WARRANTIES BY THE SELLING DEALER.	
(INITIAL APPROPRIATE BOX) USED CARS Initials Sold "AS IS" with NO WARRANTY Initials Other:	
CUSTOMER AGREES TO DELIVER A FREE AND CLEAR TITLE TO THE TRADE ABOVE AT TIME OF DELIVERY. LIQUIDATED DAMAGES: IN THE EVENT OF CANCELLATION OR BREACH OF THIS AGREEMENT BY THE BUYER, THE DEALER SHALL BE ENTITLED TO RETAIN AS LIQUIDATED DAMAGES THE SUM OF \$. BUYER HEREBY ACKNOWLEDGES THE ABOVE PROVISION. Buyer's Signature	
RECEIPT NO. CASH CHECK DATE RECEIPT NO. CASH CHECK DATE 1. Clerical & Messenger Fees. This charge is for the seller/dealer for items such as inspection and used vehicles and preparing documents. 2. Title and Documentary Fees. The seller/dealer for such items as preparing documents required in registration, titling. 3. If the above described purchased vehicle is the price and E.P.A. label was affixed to the vehicle. CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY *The information you see on the (Federal Trade Commission) window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract sale.*	



Purchaser agrees that this Order on the face and reverse side hereof and any attachments hereto includes all of the terms and conditions, that this Order cancels and supercedes any prior agreements and as the date hereof comprises the complete and exclusive statement of terms of the agreement relating to the subject matters covered hereby, and that THE ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY THE DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order. I also certify that I am eighteen years of age or over.

ALL BALANCES MUST BE PAID IN CASH OR CERTIFIED CHECK

ACCEPTED BY WINNER [Signature] DEALER OR HIS AUTHORIZED REPRESENTATIVE PURCHASER'S SIGNATURE PURCHASER'S SIGNATURE

CARMAN FORD-LINCOLN-MERCURY-CHRYSLER-JEEP-DODGE



193 S. Dupont Hwy.
New Castle, DE 19720
Service - (302) 323-2315
Parts - (302) 323-2311
Body Shop - (302) 323-2310

196 S. Dupont Hwy.
New Castle, DE 19720
Service - (302) 323-1660
Parts - (302) 323-1670

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CARMAN...Driven By The Best!

CELL: 632-8102

CUSTOMER NO. 95382	ADVISOR STEVE HUDSON	224	TAG NO. 807	INVOICE DATE 10/21/09	INVOICE NO. FOCS365230
MELVIN FREIDEL 5790 MILLINGTON RD CLAYTON, DE 19938	LABOR RATE	CICENSE NO.	MILEAGE 959	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 10 / FORD / FUSION / 4DR SDN I4 SE FWD			DELIVERY DATE	DELIVERY PRICE
	VEHICLE ID. NO. 3 F A H P 0 H G 6 A R 1 9 2 0 6 3			SELLING DEALER NO.	PRODUCTION DATE
	R.T.C. NO.		P.C. NO.	R.O. DATE 10/20/09	
RESIDENCE PHONE	BUSINESS PHONE 302-322-7371		COMMENTS		
					MO: 959

LABOR & PARTS
JOB # 1 21FOZ TECH(S) 1793 WARRANTY

CUSTOMER STATES CHECK ENGINE LIGHT IS ON
HESITATES ON TIP IN ACCEL
E29/42 CAUSAL #9E926
INSTALLED WDS & TESTED EEC SYSTEM/P2135. PERFORMED PINPOINT
TESTS. FUEL PSI & IGNITION SYSTEM DIAG. REPLACED THROTTLE
BODY & RECHECKED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	9L8Z-9E926-A	THROTTLE BODY		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 00FOZ-01 TAP ALLOWANCE UNITS: 8773 TECH(S): 8773 WARRANTY
T.A.P. ALLOWANCE
TRANSPORTATION ASSISTANCE PROGRAM
1 DAY TAP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 2	142615		10/21/09	1 DAY FORD TAP	
				TOTAL - SUBLET	0.00

COMMENTS
SHUTTLE
CLOSED 10/28 AH



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LINCOLN
Mercury

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Body Shop - (302) 323-2310



Jeep.

196 S. Dupont Hwy.
New Castle, DE 19720
Service - (302) 323-1660
Parts - (302) 323-1670



FIVE STAR
★★★★★

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CELL: 632-8102

CUSTOMER NO. 95382	ADVISOR STEVE HUDSON	224	TAG NO. 6838	INVOICE DATE 02/08/10	INVOICE NO. FOCS369723
MELVIN FREIDEL 5790 MILLINGTON RD CLAYTON, DE 19938	LABOR RATE	LICENSE NO.	MILEAGE 5,776	COLOR	STOCK NO.
	YEAR/MAKE/MODEL 10/FORD/FUSION/4DR SDN I4 SE FWD			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 3FAHP0HG6AR192063			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 02/08/10	
RESIDENCE PHONE	BUSINESS PHONE 302-322-7371	COMMENTS			MO: 5776

LABOR & PARTS
~~3# 1 21 02 01 BASIC DRIVEABILITY UNITS 0.30 TECH(S) 1793 WARRANTY~~
 CUSTOMER STATES CAR WAS AT 55 MPH AND RPM'S WERE AT 4500
 WOULD NOT SHIFT INTO NEXT GEAR MANUALLY OR AUTOMATICALLY
 P09/04 CAUSAL #RECAL
 PERFORMED WDS DIAG & PINPOINTS
 REPROGRAMMED PCM PER TSB #09-18-03 & RECHECKED
 JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
CLOSED 2/12 AH

TOTALS

***** IMPORTANT *****	TOTAL LABOR....	0.00
* YOU MAY RECEIVE A SURVEY FROM FORD MOTOR COMPANY- IF YOU *	TOTAL PARTS....	0.00
* ARE NOT COMPLETELY SATISFIED PLEASE CONTACT YOUR ADVISOR *	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

CARMAN COLLISION GUARANTEES ALL BODY AND PAINT REPAIRS
AGAINST WORKMANSHIP AND PRODUCT DEFECTS FOR LIFE TO ORIGINAL
OWNER. ANY QUESTIONS CALL GUY AT 323-2310. THANK YOU.

***** IMPORTANT *****
 OUR SERVICE DEPARTMENT IS NOW OPEN WEDNESDAY NIGHTS UNTIL
 8:00 PM AND SATURDAYS FROM 8:00 AM UNTILL 5:00 PM FOR YOUR
 CONVENIENCE

CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****



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CARMAN...Driven By The Best!

CELL: 632-8102

CUSTOMER NO. 95382	ADVISOR STEVE HUDSON	TAG NO. 224 5496	INVOICE DATE 05/06/10	INVOICE NO. FOCS373179
MELVIN FREIDEL 5790 MILLINGTON RD CLAYTON, DE 19938	LABOR RATE	LICENSE NO.	RELEASE 9,917	COLOR
	YEAR / MAKE / MODEL 10 / FORD / FUSION / 4DR SDN I4 SE FWD	DELIVERY DATE		DELIVERY MILES
	VEHICLE NO. 3 F A H P O H G 6 A R 1 9 2 0 6 3	SELLING DEALER NO.		PRODUCTION DATE
	K.Y.E. NO.	P.O. NO.	R.O. DATE 05/03/10	
RESIDENCE PHONE	BUSINESS PHONE 302-322-7371	COMMENTS		
				MO: 9917

LABOR & PARTS
~~OH 1 21 02 01 BASIC DRIVEABILITY UNITS TECH(S) 0385 WARRANTY~~
 CUSTOMER STATES WRENCH LIGHT COMES ON AND RPM'S STAY AT 5000
 LIKE IN GRANNY GEAR-TRANS DOES NOT SHIFT CORRECTLY, FEELS
 SURGING WHEN AT CRUISE
 ROADTESTED WITH THE CUSTOMER AND WAS NOT ABLE TO DUPLICATE
 HIS CONCERN. CUSTOMER TOOK HIS VEHICLE

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* YOU MAY RECEIVE A SURVEY FROM FORD MOTOR COMPANY- IF YOU *	TOTAL SUBLET...	0.00
* ARE NOT COMPLETELY SATISFIED PLEASE CONTACT YOUR ADVISOR *	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

CARMAN COLLISION GUARANTEES ALL BODY AND PAINT REPAIRS
 AGAINST WORKMANSHIP AND PRODUCT DEFECTS FOR LIFE TO ORIGINAL
 OWNER. ANY QUESTIONS CALL GUY AT 323-2310. THANK YOU

*****IMPORTANT*****
 OUR SERVICE DEPARTMENT IS NOW OPEN WEDNESDAY NIGHTS UNTIL
 8:00 PM AND SATURDAYS FROM 8:00 AM UNTILL 5:00 PM FOR YOUR
 CONVENIENCE

CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****



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WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

INVOICE NUMBER		F1CS260762	
CUSTOMER NUMBER		2000157	
MELVIN L FREIDEL 5790 MILLINGTON RD CLAYTON, DE 19938-2556			
RESIDENCE PHONE	BUSINESS PHONE		
302-653-7222	302-322-7371		
OWNER	AGE	TAG NO	
HOLLY JOHNSON	1336	605	
LABOR RATE	LICENSE NO.	MILEAGE	
		10,801	
YEAR / MAKE / MODEL			
10 / FORD / FUSION / 4DR SDN I4 SE FWD			
VEHICLE ID NO			
3FAHP0HG6AR192063			
F.T.E. NO.		P.O. NO.	
COLOR	STOCK NO.		
SANGRIA RED	AR192063		
COMMENTS			
DELIVERY MILES	SELLING DEALER NO.		
233	10374		
R.O. DATE	INVOICE DATE		
05/18/10	05/21/10		
REPRINT NUMBER	DELIVERY DATE		
	10/07/09		
MO: 10801	PRODUCTION DATE		

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, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. (SEE BACK)

JOB# 1 CHARGES-----

LABOR-----
 JOB# 1 51FOZ01 BODY/ELECT CONCERN HOURS: 1.00 TECH(S): 1365 WARRANTY

CUSTOMER STATES VEHICLE BANGED INTO LOW GEAR WHILE DRIVING AT 45 MPH, THEN WRENCH LIGHT ON-RPM'S PEG OUT AT 5K SCANNED ELECTRONICALLY, NO CODES PRESENT. SPOKE TO HOTLING PER HOTLING MONITOR STEERING SENSOR & YAW SENSOR REPLACED YAW SENSOR

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 AE5Z-14B321-A SENSOR TOTAL - PARTS WARRANTY 0.00

SUBLET-----PC#-----VEND INV#-INV.DATE-DESCRIPTION-----
 59625 TWO DAYS TOTAL - SUBLET INTERNAL 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
 JOB# 2 30FOZ01 AUTO TRANS CONCERN HOURS: 1.00 TECH(S): 1365 WARRANTY

WHEN ABOVE OCCURRED TRANS WOULD NOT SHIFT MANUALLY

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX FICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
 JOB# 3 51FOZ17 BODY/ELECT RECALL HOURS: 1.00 TECH(S): 1365 WARRANTY

PERFORM OPEN CAMPAIGN 10B15
 VERIFIED OPEN CAMPAIGN
 PERFORMED OPEN CAMPAIGN 10B15
 RECALIBRATE PCH

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX FICS JOB# 3 TOTAL 0.00



WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

INVOICE NUMBER		F1CS263276	
CUSTOMER NUMBER		2000157	
MELVIN L FREIDEL 5790 MILLINGTON RD CLAYTON, DE 19938-2556			
RESIDENCE PHONE		BUSINESS PHONE	
302-653-7222		302-322-7371	
ADVISOR	1336	TAG NO.	632
HOLLY JOHNSON			
LABOR RATE	LICENSE NO.	MILEAGE	
		12,305	
YEAR / MAKE / MODEL			
10/FORD/FUSION/4DR SDN I4 SE FWD			
VEHICLE ID NO.			
3 F A H P 0 H G 6 A R 1 9 2 0 6 3			
F.T.E. NO.		P.O. NO.	
COLOR		STOCK NO.	
SANGRIA RED		AR192063	
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
233		10374	
INVOICE DATE		INVOICE DATE	
06/22/10		06/25/10	
REPRINT NUMBER		DELIVERY DATE	
		10/07/09	
MO: 12305		PRODUCTION DATE	

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JOB# 1 CHARGES-----

LABOR-----
J# 1:10FOZ01 DRIVEABILITY CONCERN HOURS: TECH(S):1365 WARRANTY
ATTN CHIP, INTERM ENGINE IDLE WILL RACE TO 3700 RPM'S ON
INCLINE MAINLY WHEN CRUISE CONTROL IS ON
UNABLE TO VERIFY CONCERN
FOUND APPLICABLE TSB ON RELATED CONCERN
PERFORMED TSB 10-12-12
ROADTESTED, UNABLE TO REPRODUCE

SUBLET-----PO#-----VEND INV#-INV DATE-DESCRIPTION-----
61563 06/25/10 TWO DAY LOANER TOTAL - SUBLET WARRANTY
0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FICS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2:00FOZ:999 INSPECTION HOURS: 0:00 TECH(S):1365 INTERNAL
COMPLETE MULTI-POINT INSPECTION
COMPLETED MULTI-POINT INSPECTION

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX FICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3:70FOZ01 SUBLET REPAIR HOURS: TECH(S):9999 WARRANTY
LOANER PROVIDED DURING REPAIRS

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX FICS JOB# 3 TOTAL 0.00



PAX 791 9476

F1CS265273

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

F1CS:165273

INVOICE NUMBER		F1CS265273	
CUSTOMER NUMBER		2000157	
MELVIN L FREIDEL 5790 MILLINGTON RD CLAYTON, DE 19938-2556			
RESIDENTIAL PHONE		BUSINESS PHONE	
302-653-7222		302-322-7371	
ADVISOR	SALES TAX		
BETH PRATT	1737	499	
CAROR MAKE	LICENSE NO.	MILEAGE	
		12,305	
YEAR/MODEL/MAKE			
10/FORD/FUSION/4DR SDN 14 SE FWD			
VIN/PLATE			
3FAHP0HG6AR192063			
R.C. NO.		R.O. NO.	
COLOR		STOCK NO.	
SANGRIA RED		AR192063	
COMMENTS			
DELIVERY MILE		SELLER DEALER NO.	
233		10374	
R.O. DATE		INVOICE DATE	
07/20/10		08/17/10	
REPORT NUMBER		DELIVERY DATE	
		10/07/09	
NO: 12309		PRODUCTION DATE	
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JOB# 1 CHARGES

LABOR
J# 1 10F02 DRIVABILITY DIAG HOURS: TECH(S):1365 WARRANTY
INTERMITTANTLY ENGINE IDLE WILL RACE TO 3700 RPMs
REPLACED VALVE BODY/SELINOIDBODY/OUTPUT SHAFT/SPEED SENSORS
REPER TECH LINE ROAD TEST VEH COULD NOT VERIFY ANY FURTHER ISSUE AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	9LBZ-7A100-C	CONTROL		WARRANTY
	1	ALBZ-7G391-A	SOLENOI		WARRANTY
	1	9LBZ-7H103-B	SENSOR		WARRANTY
	1	TA-31	SEALANT		WARRANTY
	12	XT-10-0LVC	OTL - A		WARRANTY
	1	9LBZ-7Z490-B	PLATE A		WARRANTY
				TOTAL - PARTS	0.00

SUBLET	PO#	VEID	INV#	INV DATE	DESCRIPTION	INTERNAL WARRANTY
	63136			08/03/10	RENTAL	INTERNAL WARRANTY
	63136			06/17/10	THREE DAY RENTAL	INTERNAL WARRANTY
				TOTAL - SUBLET	0.00	

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX F1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES
LABOR
J# 2 91F0Z99P REPORT CARD HOURS: TECH(S):1365 INTERNAL
PERFORM REPORT CARD INSPECTION

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX F1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES
LABOR
J# 3+02F0Z68BATT GREEN BATTERY HOURS: TECH(S):1365 INTERNAL
BATTERY STATE OF HEALTH-GOOD
BATTERY STATE OF HEALTH-GOOD
NO RECOMMENDATIONS AT THIS TIME GREEN BATTERY

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX F1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES
LABOR
J# 4+02F0Z68K GREEN BRAKE HOURS: TECH(S):1365 INTERNAL
BRAKE LININGS OVER 5 MM OR 7/32" (DISC) OR OVER 2MM OR 3/32" (DRUM)
NO RECOMMENDATIONS AT THIS TIME
NO RECOMMENDATIONS AT THIS TIME



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AUG/20/2010/FRI 02:49 PM

F1CS265273

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

INVOICE NUMBER **F1CS265273**
CUSTOMER NUMBER **2000157**

CLAYTON, DE

OWNER	BETH PRATT	1737	TRD NO.	499
JOB#			RELEASE	12,305
YEAR / MAKE / MODEL	10/FORD/FUSION/4DR SDN I4 SE FWD			
VEHICLE ID#	3FAHP0HG6AR			
COLOR	SANGRIA RED	STOCK NO.	AR192063	
DELIVERY MILES	233	SELLING DEALER NO.	10374	
I.O. DATE	07/20/10	INVOICE DATE	08/17/10	
TERMINAL NUMBER		DELIVERY DATE	10/07/09	
	MO: 12309	PRODUCTION DATE		

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JOB# 4 TOTALS.....

JOB# 5 CHARGES..... JOB# 4 JOURNAL PREFIX FICS JOB# 4 TOTAL 0.00

LABOR.....

TIRE TREAD 7/32 AND GREATER
NO ACTION REQUIRED
NO ACTION REQUIRED-GREEN TREAD DEPTH

JOB# 5 TOTALS.....

JOB# 6 CHARGES..... JOB# 5 JOURNAL PREFIX FICS JOB# 5 TOTAL 0.00

LABOR.....

PROVIDED CUSTOMER COURTESY TRANSPORTATION ASSISTANCE PROGRAM
ENTERPRISE RENTAL INV#489744

JOB# 6 TOTALS.....

JOB# 6 JOURNAL PREFIX FICS JOB# 6 TOTAL 0.00

COMMENTS.....

CUSTOMER ORIGINALLY BROUGHT VEHICLE INTO SHOP ON 07/12/10 TO HAVE IDS INSTALLED. IDS FAILED AND CUSTOMER RETURNED ON 7/20/10 TO HAVE IDS REPAIRED. AT THAT TIME DECIDED TO KEEP CAR FOR TESTING FROM 7/20/10 TO 7/27/10. CUSTOMER WAS ABLE TO RETRIEVE A RECORDING ON 7/28/10. VEHICLE WAS SCHEDULED BACK IN FOR SERVICE ON 8/5/10 TO 8/17 ON 8/5/10 DOWNLOADED INFORMATION FROM IDS. SENT INFORMATION TO TECH LINE FOR SUPPORT. PER TECH LINE SUPPORT ORDERED AND REPLACED VALVE BODY, SOLENOID BODY AND OUTPUT SHAFT SPEED SENSORS. ROAD TEST VEHICLE AFTER COMPONENTS REPLACED, UNABLE TO VERIFY ANY ISSUES WITH THE VEHICLE

AUG/20/2010/FRI 03:46 PM

P. 002

F1CS265273

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

INVOICE NUMBER **F1CS265273**
CUSTOMER NUMBER **2000157**

CLAYTON, DE

ADDRESS PHONE | SUPPORTER PHONE

CUSTOMER		DPO NO.	
BETH PRATT		1737	
LICOR RATE		LICOR NO.	
		12,305	
YEAR / MAKE / MODEL			
10 / FORD / FUSION / 4DR SDN I4 SE FWD			
VEHICLE ID NO.			
3FAHP0HG6A			
VEHICLE		P.O. NO.	
COLOR		STOCK NO.	
SANGRIA RED		AR192063	
COMMENTS			
DELIVERY Miles		SELLING DEALER NO.	
233		10374	
I.O. DATE		INVOICE DATE	
07/20/10		08/17/10	
WARRANT NUMBER		DELIVERY DATE	
		10/07/09	
MO: 12309		PRODUCT CODE	

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TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] MASTERCARD/VISA [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

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

*** OUR INVOICE TERMS ARE COD***
ANY COLLECTION COSTS AND ATTORNEY FEES SHALL BE THE RECIPIENTS RESPONSIBILITY

THANK YOU FOR YOUR BUSINESS !

CUSTOMER SIGNATURE _____
***** DUPLICATE INVOICE *****

AUG/20/2010/FRI 03:46 PM

P. 003

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CUSTOMER LIST

CUSTOMER NAME/PHONE NUMBER

[REDACTED]

ADDRESS

[REDACTED]

CLAYTON DE [REDACTED]

STATUS

No Open Issues

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Customer Info

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

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		Vehicle List			
VIN	Year Model	Sales Type	Owner Status	Vehicle Info	
 2FMDA5143YB	[REDACTED] 2000 WINDSTAR	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History	
 2FMZA5141WB	[REDACTED] 1998 WINDSTAR	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	No Oasis No Warranty History	
 2FMDA5146SE	[REDACTED] 1995 WINDSTAR	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	No Oasis No Warranty History	
3FAHP0HG6AF	[REDACTED] 2010 FUSION	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History	

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ESP / Recall Information

VIN: 3FAHP0HG6AR [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

VEHICLE DETAIL

VIN: 3FAHP0HG6AR [REDACTED]	Engine: 3.0L 4V OHC V6 DURATEC 230HP
Make: FORD	Transmission: 6 SPD AUTO TRANS 6F MID-RANGEA
Model: FUSION	Paint Code/Color: SANGRIA RED
Year: 2010	Calibration: ADE1F60A
Pay Load:	Max Towing Weight:
GVWR: 04474	Axle Ratio:
WheelBase: YK	Warranty Start Date: 10/7/2009
GCWR:	Vehicle Build Date: 8/15/2009
PEP Code: 201A	

Selling Dealers Name: WINNER FORD OF DOVER, LTD

Selling Dealers P & A Code: 01215

Selling Dealers Sales Code: F16536

Selling Dealers Main Phone: 302-734-0444 **Selling Dealers Service Phone:** 302-734-0446

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 20	1 2 3 4 5 6 7 8 9 30	1 2 3 4 5 6 7 8 9 40	1 2 3 4 5 6 7 8 9 50
P 0 H A R [REDACTED]	[REDACTED] 3 B F 2	1 6 G C 3 0 0	F G E P W	7 D
1 2 3 4 5 6 7 8 9 60	1 2 3 4 5 6 7 8 9 70	1 2 3 4 5 6 7 8 9 80	1 2 3 4 5 6 7 8 9 90	1 2 3 4 5 6 7 8 9 100
U J 2 F F	S M B 3 2	7 E 4 9 2 2	J V D L	D G 3
1 2 3 4 5 6 7 8 9 110	1 2 3 4 5 6 7 8 9 120	1 2 3 4 5 6 7 8 9 130	1 2 3 4 5 6 7 8 9 140	1 2 3 4 5 6 7 8 9 150
F A H 6 8 N	2 0 1 A	G W V A		
1 2 3 4 5 6 7 8 9 160				

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ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
10/25/2010 CLOSED	MELVIN L FREIDEL DRP-REPAIR REQUEST	3FAHP0HG6AR1 458701230	2010 FUSION	06
8/23/2010 CLOSED	MELVIN L FREIDEL CLP - IN - SERVICE REPAIR - AT RISK	3FAHP0HG6AR1 458701230	2010 FUSION	04
7/6/2010 CLOSED	MELVIN L FREIDEL CLP - IN - SERVICE REPAIR - AT RISK	3FAHP0HG6AR1 458701230	2010 FUSION	04
5/12/2010 CLOSED	MELVIN L FREIDEL CRC RELATED - F/M CSR FOLLOWING CONTACT	3FAHP0HG6AR1 458701230	2010 FUSION	01
5/7/2010 CLOSED	MELVIN L FREIDEL CLP - IN - SERVICE REPAIR - AT RISK	3FAHP0HG6AR1 458701230	2010 FUSION	04
5/4/2010 CLOSED	MELVIN L FREIDEL CLP - IN - SERVICE REPAIR - AT RISK	3FAHP0HG6AR1 458701230	2010 FUSION	04
5/3/2010 CLOSED	MELVIN L FREIDEL RECALL/ONP - GENERAL/OTHER	3FAHP0HG6AR1 458701230	2010 FUSION	01

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0HG6AR [REDACTED] Year: 2010 Model: FUSION Case: 458701230
 Name: MR [REDACTED] Owner Status: Original WSD: 2009-10-07
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: DRP-REPAIR REQUEST Secondary Phone: [REDACTED]
 Issue Type: 06 BBB AUTO LINE/DACO Issue Status: CLOSED

Action: OPEN - CABBB CASE ELIGIBLE
 Dealer: 01215 WINNER FORD OF DOVER, LTD Origin Desc: BETTER BUSINESS BUREAU
 Odometer: 14600 MI Comm Type: MAIL
 Analyst Name: PATTERSON, DONNA Analyst: D-PATT25
 Action Date: 09/21/2010 Action Time: 21.00.43.301 Action Data: No

Comments OPEN - CABBB CASE ELIGIBLE

Action: DSB-OUTBOUND CALL TO DEALER
 Dealer: 01215 WINNER FORD OF DOVER, LTD Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
 Odometer: 14600 MI Comm Type: OUTBOUND FAX-OTHER
 Analyst Name: GUSTKE,PAUL Analyst: PGUSTKE
 Action Date: 09/22/2010 Action Time: 12.31.36.297 Action Data: No

Comments LEGAL ANALYST PAUL--OBC TO DLR --LEFT MSG FOR S/M HOLLY ADV THAT FMC WOULD BE FAXING A DLR REPORT REQUESTING REPAIR ORDERS -

Action: DSB-FIELD E-MAIL SENT - DRP
 Dealer: 01215 WINNER FORD OF DOVER, LTD Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
 Odometer: 14600 MI Comm Type: OTHER
 Analyst Name: GUSTKE,PAUL Analyst: PGUSTKE
 Action Date: 09/22/2010 Action Time: 12.41.01.103 Action Data: No

Comments LEGAL ANALYST PAUL--OPENED TFOAM TRACKING NUMBER 20052339 --FIELD REPORT EMAILED TO FACING Z/M SCOTT D.

Action: DOCUMENT ADDITIONAL INFORMATION
 Dealer: 01215 WINNER FORD OF DOVER, LTD Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
 Odometer: 14600 MI Comm Type: OTHER
 Analyst Name: GUSTKE,PAUL Analyst: PGUSTKE
 Action Date: 09/22/2010 Action Time: 13.25.45.447 Action Data: No

Comments LEGAL ANALYST PAUL--FSE ADV NO INVOLVEMENT

Action: DOCUMENT ADDITIONAL INFORMATION
 Origin Desc: CONSUMER AFFAIRS - CONSUMER

Dealer: 01215 WINNER FORD OF DOVER, LTD INTERVENTION
 Odometer: 14600 MI Comm Type: OUTBOUND EMAIL-OTHER
 Analyst Name: GUSTKE,PAUL Analyst: PGUSTKE
 Action Date: 10/01/2010 Action Time: 09.56.12.551 Action Data: No

Comments LEGAL ANALYST PAUL--FMC TO DEFEND--EMAILED BBB CASE REP--DONNA PATTERSON WITH POSITION.--ADV AFTER REVIEWING THE FILE, AND TAKING INTO CONSIDERATION ALL SUPPORTING DOCUMENTATION. FORD MOTOR COMPANY DOES NOT HAVE ANY SETTLEMENT OFFERS AT THIS TIME.

Action: DSB-COMPANY REPORT SUBMITTED
 Dealer: 01215 WINNER FORD OF DOVER, LTD Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
 Odometer: 14600 MI Comm Type: OTHER
 Analyst Name: GUSTKE,PAUL Analyst: PGUSTKE
 Action Date: 10/11/2010 Action Time: 15.01.06.167 Action Data: Yes

Comments LEGAL ANALYST PAUL--MRF AND SUPPORTING DOCS EMAIL AND FAXED TO BBB REP DONNA--

Data Element Name	Data Value
CUSTOMER CONTACTED BY FORD	NO
REGION RESPONDED TO DSB E-MAIL (Y/N)	YES

Action: DOCUMENT ADDITIONAL INFORMATION
 Dealer: 01215 WINNER FORD OF DOVER, LTD Origin Desc: BETTER BUSINESS BUREAU
 Odometer: 14600 MI Comm Type: MAIL
 Analyst Name: PATTERSON, DONNA Analyst: D-PATT25
 Action Date: 10/13/2010 Action Time: 21.00.24.827 Action Data: No

Comments HEARING SCHEDULED ON 10/19/10 AT 10AM

Action: DOCUMENT ADDITIONAL INFORMATION
 Dealer: 01215 WINNER FORD OF DOVER, LTD Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
 Odometer: 14600 MI Comm Type: OTHER
 Analyst Name: GUSTKE,PAUL Analyst: PGUSTKE
 Action Date: 10/19/2010 Action Time: 11.43.52.714 Action Data: No

Comments LEGAL ANALYST PAUL--DEFENDED CASE AT SCHEDULED HEARING VIA TELEPHONE, AGAINST REPURCHASE--CUST WAS REPRESENTED BY ATTORNEY AND TECHNICAL WITNESS ALL PARTIES IN PERSON**AWAITING DECISION.

Action: DOCUMENT ADDITIONAL INFORMATION
 Dealer: 01215 WINNER FORD OF DOVER, LTD Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
 Odometer: 17425 MI Comm Type: OTHER
 Analyst Name: GUSTKE,PAUL Analyst: PGUSTKE
 Action Date: 10/19/2010 Action Time: Action Data: No

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01215 WINNER FORD/WINNER GROUP INC **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 12000 MI **Comm Type:** PHONE
Analyst Name: HOOLEY, ALAN **Analyst:** AHOOLEY
Action Date: 08/06/2010 **Action Time:** 16.45.40.045 **Action Data:** Yes

Comments OBC TO DLR, HOLLY S/M, VDR IS BEING ANALIZED BY TECH SHOULD HAVE AN ANSWER BY TUESDAY, OBC TO CUST, ADVISE DLR IS ATTEMPTING TO DIAG CONCERN, F/U ON WED 8/11 BEFORE 4:30 PM EDT.

Data Element Name	Data Value
DATE OF FOLLOW UP:	08-11-2010
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01215 WINNER FORD/WINNER GROUP INC **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 12000 MI **Comm Type:** PHONE
Analyst Name: HOOLEY, ALAN **Analyst:** AHOOLEY
Action Date: 08/11/2010 **Action Time:** 15.02.43.235 **Action Data:** Yes

Comments OBC TO DLR, WAITING ON PARTS TO INSTALL IN THE VEH, TECH BELIEVED REPAIRS WOULD BE COMPLETED BY FRIDAY, OBC TO CUST., ADVISED CW THAT ADDITIONAL PARTS WERE NEEDED FOR THE REPAIR, VEH SHOULD BE REPAIRED BY FRIDAY AND CSM WILL CONTACT CUST ON MON. 8/16 BEFORE 4:30 PM TO EVALUATE THE REPAIR.

Data Element Name	Data Value
DATE OF FOLLOW UP:	08-16-2010
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01215 WINNER FORD/WINNER GROUP INC **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 12000 MI **Comm Type:** PHONE
Analyst Name: HOOLEY, ALAN **Analyst:** AHOOLEY
Action Date: 08/17/2010 **Action Time:** 09.58.46.300 **Action Data:** Yes

Comments OBC TO DLR, HEATHER SERVICE CASHIER, VEH STILL AT DLR, ANTICIPATE VEH TO BE REPAIRED TODAY, OBC TO CUST [REDACTED] CUSTOMER IS VERY UNHAPPY BECAUSE HE CAN NOT "TRUST" THE CAR, WAS ON THE FREEWAY AND THE VEH WAS "RED LINING" IN A LOWER GEAR AND COULD NOT GO FASTER THAN 45 MPH AT A "RED LINE" RPM. HAD A SEMI-TRUCK BEARING DOWN ON HIM AT 75 MPH AND HE COULD ONLY GO 45 MPH. HE WAS SCARED, LIMPED TO SHOLDER AND THEN TO DLR. CSM OFFERED ESP AND HE WAS NOT RECEPTIVE, SAID HE DID NOT WANT THE VEH, OFFERED THE X-PLAN AND THEN HE ADVISED THE CSM THAT HE HAD RETAINED AN ATTORNEY AND WOULD ELEVATE THE CASE ONCE THE VEH WAS REPAIRED AND RETURN TO CUST. F/U WITH CUST ON FRI 8/20 BY 4:30 PM EDT

Data Element Name	Data Value
DATE OF FOLLOW UP:	08-20-2010
TIME OF FOLLOW UP (HH:MM):	17:00

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 01215 WINNER FORD/WINNER GROUP INC **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 12000 MI **Comm Type:** PHONE
Analyst Name: HOOLEY, ALAN **Analyst:** AHOOLEY
Action Date: 08/20/2010 **Action Time:** 17.19.26.728 **Action Data:** No

Comments OBC TO DLR HEATHER,CASHIER, 302-734-0445, CHIP THE TECH INDICATED TECH HOTLINE HAD BEEN

CONTACTED, VEH WAS RETURNED TO CUST, OBC TO [REDACTED] SPOKE WITH C/W WHO DOES NOT DRIVE VEH, CUST WOULD BE HOME AFTER 6 PM TO CONFIRM CONCERN WAS ADDRESSED.

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01215 WINNER FORD/WINNER GROUP INC **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 12000 MI **Comm Type:** PHONE
Analyst Name: JOHNSON, MARK **Analyst:** MJOHSON
Action Date: 08/20/2010 **Action Time:** 18.28.58.003 **Action Data:** Yes

Comments CSM MARK X: 7716. OBC TO DLR @ S/M HOLLY 302-734-0444 VEH IS COMPLETED AND WAS RTN'D TO CUST ON 8/17; IDS RECORDING WAS HOOKED UP TO VEH; SENT OFF INFO TO TECH SUPPORT FOR CORRECTIVE ACTION; DLR WAS UNABLE TO DUP CONCERN PREVIOUSLY; OBC TO CUST @ [REDACTED] NO ANSWER. OBC TO CUST @ [REDACTED] AND REC'D V/M. I LEFT MY CONTACT INFO AND SCHEDULED A FOLLOW-UP FOR 8/23.

Data Element Name	Data Value
DATE OF FOLLOW UP:	08-23-2010
TIME OF FOLLOW UP (HH:MM):	20:00

Action: ESCALATED HANDLING REQUIRED - OTHER (EXPLAIN IN COMMENTS)
Dealer: 01215 WINNER FORD/WINNER GROUP INC **Origin Desc:** DEALER
Odometer: 12000 MI **Comm Type:** PHONE
Analyst Name: HOLLY JOHNSON **Analyst:** H-JOHN6
Action Date: 08/23/2010 **Action Time:** 10.52.00.510 **Action Data:** No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
HOLLY	C	JOHNSON	3027340445	DEALER

Comments CUSTOMER HAS NOT BEEN BACK IN CONTACT WITH DEALER SINCE REPAIRS MADE TO FUSION. (OTHER THAN REQUESTING DOCUMENTATION OF DATES VEHICLE WAS IN TO HAVE IDS INSTALLED AND REPAIR MADE).

Action: CONCERN RESOLVED
Dealer: 01215 WINNER FORD/WINNER GROUP INC **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 12000 MI **Comm Type:** PHONE
Analyst Name: JOHNSON, MARK **Analyst:** MJOHSON
Action Date: 08/23/2010 **Action Time:** 20.33.16.668 **Action Data:** Yes

Comments CSM MARK X: 7716. OBC TO CUST [REDACTED] SAID THERE ARE NO ISSUES WITH THE VEH AT THIS MOMENT BUT SAID HE WILL WAIT AND SEE AS THE VEH HAS BEEN REPAIRED PREVIOUSLY BUT ISSUE RESURFACED. CUST SAID HE IS AN AIRPLANE MECHANIC AND UNDERSTANDS THE DIFFICULTY OF ADDRESSING INTERMITTENT ISSUES.

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	85
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	Y
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)	N

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0HG6AR [REDACTED] Year: 2010 Model: FUSION Case: 458701230
 Name: MR [REDACTED] Owner Status: Original WSD: 2009-10-07
 Symptom Desc: ENG SPEED-UP SUDDEN ACCELERATION Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact:

Action: CLOSE - DOCUMENT MULTIPLE SYMPTOMS Origin Desc: US CONCERN CASE BASE
 Dealer: 01215 WINNER FORD/WINNER GROUP INC
 Odometer: 12000 MI Comm Type: PHONE
 Analyst Name: JENNINGS, DIANE Analyst: DJENNI42
 Action Date: 07/06/2010 Action Time: 09.27.45.972 Action Data: No

Comments CUSTOMER SAID: CUST HAS HAD THE VEH IN THE SHOP 4 TIMES FOR THE SAME ISSUE -THE RPM WENT 2400 TO 3700 -THE VEH RED LINED AND WOULD ONLY GO 45MPG-CUST BROUGHT TO THE DLRSHP AND THE VEH WENT TO 3700 RPG -CUST WAS IN TRAFFIC GOING 65 MPH AND WENT FROM 2000 RPM TO 3700 RPM -DLR PUT A NEW LETTER IN THE COMPUTOR -THE MANUAL TRANS IS GOING 75 MPH THE RPM JUMPED UP TO 3200 RPM AND DOWN SHIFTS ONE GEAR -THE CUST LETS OFF THE ACCELERATE AND THE VEH GOES TO 2000 RPM -AS SOON AS THE CUST PUSHES BACK ON THE ACCELERATE IT GOES UP TO 3700 RPM -THE VEH IS LOCKING OUT THE MANUAL TRANS -WHEN THE VEH IS SHUT DOWN AND IT REBOOTS AND EVERY THING IS FINE-CUST IS SEEKING TO GET RID OF THE VEH AND GET ANOTHER -CUST IS GOING ON A LONG TRIP AND DOES NOT KNOW WHAT TO DODEALER SAID: WINNER FORD OF DOVER, LTD591 SOUTH DUPONT HIGHWAYDOVER, DE 19901 TEL:(877) 289-2419CRC 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-CUST CAN BE REACHED AT CELL [REDACTED] -CALL AT ANYTIME ON CELL [REDACTED]

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0HG6AR	Year: 2010	Model: FUSION	Case: 458701230
Name: MR	Owner Status: Original	WSD: 2009-10-07	
Symptom Desc:		Primary Phone:	
Reason Desc: CRC RELATED - F/M CSR FOLLOWING CONTACT		Secondary Phone:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: OUTBOUND CALL TO FORD/MERCURY CUSTOMER		
Dealer:		Origin Desc: MANUAL - PHONE CSR
Odometer: 10000 MI	Comm Type: PHONE	
Analyst Name: REED, JEFFREY	Analyst: JREED129	
Action Date: 05/12/2010	Action Time: 11.10.13.431	Action Data: No

Comments CUSTOMER SAID: -CUST WANTING TO KNOW IF HE CAN SPEAK WITHA TECH, OR AN ENGINEER, OR SOMEONE WITH SOME SORT OF TECHNICAL KNOWLEDGE HE COULD TROUBLE SHOOT THE PROBLEM.-CUST VERY ADAMANT THAT THIS IS THE COURSE OF ACTION HE WOULD LIKE TO TAKE AS THE VEH DOES NOT FEEL SAFE AT THIS POINT.CRC ADVISED: -ADV CUST I DO NOT HAVE ACCESS TO ENGINEERS OR TO TECH HOTLINE. - ADV CUST THE ONLY PEOPLE THAT WOULD HAVE THAT ACCESS WOULD BE THE DLRSHIP OR CCS AGENT-ADV CUST THERE IS NO WAY TO GIVE HIM THE NUMBER TO TECH HOTLINE AS I AM NOT A TECHNICAL SERVICE REP, AND THAT IT IS PROVIDED ONLY TO THOSE WITH SOME SORT OF TECHNICAL TRAINING.

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All Action Details for Issue

Print

VIN: 3FAHP0HG6AR [REDACTED] Year: 2010 Model: FUSION Case: 458701230
 Name: MR [REDACTED] Owner Status: Original WSD: 2009-10-07
 Symptom Desc: AUTO TRANS GENERAL INDICATOR FLASHING Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 05/07/2010

Action: TIER II ESCALATION - UNABLE TO DUPLICATE Origin Desc: US CONCERN CASE
 Dealer: 01228 CARMAN FORD LINCOLN BASE
 Odometer: 10000 MI Comm Type: PHONE
 Analyst Name: MOORE-WILSON (TMOOREW1), TAMMY Analyst: TMOOREW1
 Action Date: 05/06/2010 Action Time: 10.06.02.137 Action Data: No

Comments CUSTOMER SAID: = THIS IS THE CUSTOMERS BEST DAY [REDACTED] ===CUST [REDACTED]
 PLEASE USE THE CUSTOMERS CELL ON 5/7/10 AS CUSTOMER WILL BE OFF TOMORROWCUST ADV DO NOT
 SPK WITH WIFE AS WIFE HAS SHORT TERM MEMORY ==CUST WAS NOT AWARE THAT AGENT HAD MADE
 CONTACT=CUST ADV WRENCH LIGHT IS COMING ON IN THE VEH =CUST ADV HAS TEST DRIVEN THE VEH WITH
 THE DLR AND ISSUE UNABLE TO BE DUPLICATED=DLR RE-PROGRAMMED THE VEH =LATER FORD ISSUED A
 RECALL TO REPROGRAM THE VEH BUT THE DLR HAD ALREADY PERFORMED THIS REPAIR IN FEB=CUST ADV
 WHEN WRENCH LIGHT ON IN THE VEH THE RPMS ARE RACING AT 5000=RPMS RACING IN VEH AND AFRAID TO
 ACCELERATE IN THE VEH IN FEAR THAT WILL BLOW THE ENGINE=VEH HAS BEEN INTO DLR SEVERAL TIMES
 FOR THIS ISSUE=CUST ADV DOES NOT WANT TO GO LEMON LAW ROUTE =ADV LOVES HIS VEH AND JUST
 WANTS VEH REPAIREDDEALER SAID: CARMAN FORD INC193 S DUPONT HIGHWAYNEW CASTLE DE 19720(302)
 323-2300CRC 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: CONCERN ADDRESSED
 Dealer: 01228 CARMAN FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 10000 MI Comm Type: PHONE
 Analyst Name: MCDUGAL , NANCY Analyst: NMCDUG1
 Action Date: 05/07/2010 Action Time: 11.42.36.880 Action Data: Yes

Comments -CCS NANCY EX 7313 - OBC TO S/M STEVE - CAR IS REVVING BUT NOT SHIFTING - RPMS AT 5000 BUT
 NOT SHIFTING - PULL OVER AND SHUT OFF TO GET TO CORRECT - VEH WITH CUST - TECH ROAD TESTED ON
 MONDAY WITH CUST - DLR HAS NOT DUPLICATED CONCERN - NO CODES FOUND - NO DUP IN ROAD TEST - DLR
 PUT AROUND 50 MILES ON TO TEST - NO TECH CAPABILITY FOR VDR AT TIME - OBC TO CUST - [REDACTED]
 CUST NOT HAPPY THAT CONCERN WAS NOT DUPLICATED BY DLR - CUST ADVISED THIS HAS HAPPENED 2
 TIMES THE FIRST HE TOOK IN VEH TO DLR AND REPROGRAMMED COMP AND VEH WORKED FINE FOR 3
 MONTHS - SECOND TIME OCCURRED RECENTLY AND CUST TOOK VEH TO DLR AND DLR ROAD TESTED AND
 COULD NOT DUP AND NO CODES FOUND - CCS ADVISED DLR COULD NOT MAKE REPAIRS AS THERE IS NO
 DUPLICATION OR CODE TO SHOW WHAT NEEDS TO BE REPAIRED - CCS ADVISED CUST TO SCHED APT IF HE
 WANTS DLR TO LOOK AT VEH AGAIN OR IF CONCERNS HAPPENS AGAIN TO CALL TOW TO BRING VEH IN TO DLR
 - CUST NOT HAPPY WITH THIS OPTION AS HE IS GOING ON AN EXTENDED CROSS COUNTRY TRIP AND HE IS
 WORRIED THIS COULD OCCUR WHILE TRAVELING WITH NO DLR TO ADDRESS CONCERN - CUST FEELS THIS IS A
 SAFETY ISSUE AND FORD SHOULD ADDRESS IT - CCS ASKED WHAT CUST WHAT IS ASKING HER TO DO TO
 HELP HIM - HE ISN'T SURE JUST THAT HE WANTS IT FIXED - CCS ADVISED MULTIPLE TIMES TO SCHED ANOTHER
 APT WITH DLR FOR DIAG OR TO TOW IN ON NEXT OCCURANCE - CCS ADVISED CUST CASE WILL BE CLOSED AS
 THERE IS NO REPAIR TO BE MADE PER FORD DLR NO DUP OF CONCERN OR CODES

Data Element Name	Data Value
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CUSTOMER'S LTV SCORE	88
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(\$)	
--FORDS'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	Y

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0HG6AR [REDACTED] Year: 2010 Model: FUSION Case: 458701230
 Name: MR [REDACTED] Owner Status: Original WSD: 2009-10-07
 Symptom Desc: WARNING SYSTEM INDICATORS LOW TIRE PRESSURE Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 05/04/2010

Action: TIER II ESCALATION - UNABLE TO DUPLICATE Origin Desc: US CONCERN CASE BASE
 Dealer: 01228 CARMAN FORD LINCOLN
 Odometer: 10000 MI Comm Type: PHONE
 Analyst Name: WOODIN, MARY Analyst: MWOODIN1
 Action Date: 05/03/2010 Action Time: 13.12.00.361 Action Data: No

Comments CUSTOMER SAID: --WHEN LESS THAN 1000 MILES THE RPM JUMPED WAY UP AND CHECK ENGINE LIGHT CAME ON. HAD THROTTLE POSITIONER CHANGED--3 MONTHS AGO DID THE SAME THING AND HAD 10B15 RECALL PERFORMED--VEHICLE IS NOW DOING THE SAME THING, WAS ONLY GOING 40MPH AND THE RPM JUMPED TO 5000 AND DOESNT THINK IT IS DOWNSHIFTING--VEH IS CURRENTLY AT DEALERSHIP AND THEY ARE UNABLE TO DIAGNOSE THE PROBLEM AND UNCOMFORTABLE DRIVING--THE DEALERSHIP WANTS HIM TO COME DOWN AND TAKE A DRIVE WITH AN ADVISOR TO TRY TO GET THE PROBLEM TO DUPLICATE DEALER SAID: CARMAN FORD INC 193 S DUPONT HIGHWAY NEW CASTLE DE 19720 (302) 323-2300 S/M JOHN CRC 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--OBC TO DEALER--SPOKE WITH S/M JOHN--CONFIRMED THAT THEY REQUESTED THE CUSTOMER COME DOWN TO TAKE A RIDE WITH S/A BECAUSE THEY ARE UNABLE TO DUPLICATE CONCERN WITH CHECK ENGINE LIGHT AND RPM GOING REALLY HIGH

Action: CONCERN ADDRESSED Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Dealer: 01228 CARMAN FORD LINCOLN
 Odometer: 10000 MI Comm Type: PHONE
 Analyst Name: MCDUGAL, NANCY Analyst: NMCDUG1
 Action Date: 05/04/2010 Action Time: 13.17.13.230 Action Data: Yes

Comments S/M WILL CALL ME BACK - CUST HAS DONE TEST DRIVE NO DUPLICATION - CCS. SPOKE WITH CUST WIFE AS [REDACTED] WAS OUT - SHE CONFIRMED HE TEST DROVE WITH S/M AND THEY DO HAVE VEH BACK - CCS ADVISED IF THEY HAVE ANY FUTURE CONCERS THE DEALER IS THEIR BEST POINT OF CONTACT - CCS WILL CLOSE CASE

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	88
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(\$)	
--FORDS'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	Y

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0HG6AR [REDACTED]	Year: 2010	Model: FUSION	Case: 458701230
Name: MR [REDACTED]	Owner Status: Original	WSD: 2009-10-07	
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone: [REDACTED]	
Reason Desc: RECALL/ONP - GENERAL/OTHER		Secondary Phone: [REDACTED]	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: TIER ONE CLOSE ISSUE		Origin Desc: TIER ONE - MELBOURNE
Dealer: 01228 CARMAN FORD LINCOLN		
Odometer: 10000 MI	Comm Type: PHONE	
Analyst Name: BORGEMAN, DAVID	Analyst: DBORGEMA	
Action Date: 05/03/2010	Action Time: 12.44.30.258	Action Data: No

Comments CALLER HAS A VEHICLE INVOLVED IN A RECALL THAT REQUIRED DOCUMENTATION. CALLER WILL BE PROVIDED A CASE NUMBER AND TRANSFERRED TO TIER 1 FOR FURTHER HANDLING.

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BBB AUTO LINE

December 1, 2010

PAUL GUSTKE
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1025073 Freidel vs Ford Motor Corporation 3FAHP0HG6AR [REDACTED]

Dear Madam/Sir:

The above referenced customer has failed to return the *Acceptance/Rejection of Decision Form* within the specified time and rejection is assumed.

If you have any questions, please call me at 800.334.2406, or consult your weekly manufacturer's report.

Sincerely,

Donna Patterson at Extension 506

10/25/2010 14:50 2155408817
From: FAXmaker To: [REDACTED]

KIMMEL AND SILVERMAN
Page: 3/6 Date: 10/25/2010 2:45:41 PM



ACCEPTANCE OR REJECTION OF DECISION

Date: 10/25/10

Case Number: FRD1025073

Customer: [REDACTED]

State: DE

Business: Ford Motor Company

Mfr-Info: 6700 DE 3FAHP0HG6AR [REDACTED]

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

Note: If this form is not received at the CBBB office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

I ACCEPT THE ARBITRATION DECISION. I understand this means:

- * the business will be legally bound to abide by this decision; and,
- * I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

I REJECT THE ARBITRATION DECISION. I understand this means:

- * I may pursue other legal remedies under state or federal law;
- * depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
- * the business will not be obligated to perform any part of the decision; and,
- * this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s): [REDACTED]

Date: 10/26/10



BBB AUTO LINE

October 25, 2010

PAUL GUSTKE
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1025073 Freidel vs Ford Motor Corporation 3FAHP0HG6AR [REDACTED]

Dear Madam/Sir:

Enclosed is the arbitrator's *Decision and Reasons for Decision* for your case.

The customer has been sent an *Acceptance/Rejection Form* and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if I may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

Donna Patterson at Extension 506

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



ACCEPTANCE OR REJECTION OF DECISION

Date: 10/25/10

Case Number: FRD1025073

Customer: [REDACTED]

State: DE

Business: Ford Motor Company

Mfr-Info: 6700 DE 3FAHP0HG6AR [REDACTED]

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

Note: If this form is not received at the CBBB office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

_____ I ACCEPT THE ARBITRATION DECISION. I understand this means:

- * the business will be legally bound to abide by this decision; and,
- * I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

_____ I REJECT THE ARBITRATION DECISION. I understand this means:

- * I may pursue other legal remedies under state or federal law;
- * depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
- * the business will not be obligated to perform any part of the decision; and,
- * this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s): _____

Date: _____

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

ARD



Denial Decision

Submitted Date: 10/22/10

FRD1025073

VIN: 3FAHP0HG6AR [REDACTED]

Customer: Mr. [REDACTED] - Hearing Date: 10/19/10

Arbitrator: Frances M. Fletcher

Question 1

The customer's request (Repair, Replacement, etc - listed below) is denied.

Denied

CASE: FRD1025073

Arbitrator: Frances M. Fletcher

Customer: Mr. [REDACTED]

Date: 10/22/10



Reasons for Decision

Submitted Date: 10/22/10

FRD1025073

VIN: 3FAHP0HG6AR [REDACTED]

Customer: Mr. [REDACTED] - Hearing Date: 10/19/10

Arbitrator: Frances M. Fletcher

Question 1

Please state your decision and then explain why it is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)

Denial

The following is testimony by the consumer: the problem with the vehicle as reported on the ATA - car irregularly downshifted - the vehicle was first taken to Carmen Ford Dealership for repair for this problem on 2/08/10 (Invoice number FOCS 369723) stating "car was at 55 MPH and RPMs were at 4500, would not shift into next gear manually or automatically." As noted on this invoice, the vehicle was "reprogrammed" and was out of service for one day.

The vehicle was returned to Carmen Ford a second time for the same problem on 5/6/10 (Invoice number FOCS373179). The invoice indicates the vehicle was road tested and the dealership "was not able to duplicate" the problem within the four days they had the vehicle.

The third repair attempt was performed at Winner Ford of Dover on 5/18/10 (Invoice number F1CS260762) at which time the "yaw sensor was preplaced and programmed [the] RCM." This repair took four days.

The fourth repair attempt was performed at Winner Ford of Dover on 6/22/10 (Invoice number F1WS263276). The vehicle was out of service for four days and according to the invoice, "unable to verify concern" but also noted "found applicable TSB on related concern-performed TSB 10-12-12, road tested, unable to reproduce."

A fifth repair attempt was performed at Winner Ford of Dover. There was a discrepancy in the dates noted on the invoice (F1W265273), but through testimony, it was clarified that on 7/12/10, Winner Ford installed a IDS to allow the consumer to record the problem as it was happening. The device failed to work and the consumer returned to the dealership on 7/20/10 - invoice number noted above - and decided to leave the vehicle at the dealership further testing. The problem was not reproduced during the seven days with the dealership. The consumer retrieved the vehicle with a working IDS and was able to get a recording of the problem. He then returned to the dealership on 8/5/10 (same invoice number). The vehicle was at the dealership for 13 days at which time the information recorded produced the following repair: "replaced valve body, solenoid body, and output shaft speed sensors."

The consumer testified the problem has not returned since 8/17/10. The consumer testified he currently has a new problem; however the ATA was not amended to include this problem and therefore could not be included in this case.

It is the consumer's testimony that the vehicle was out of service for a total of 33 days, has had 6 repair attempts (though stated the first one done on 10/20/09 (Invoice number FOCS365230- "replaced throttle") was not related to this problem. The consumer further testified he does not feel safe in the vehicle and would not take the vehicle on vacation as he travels in "desolate" areas and does not "trust" the vehicle and did not want to be stranded." He stated and that this impacts the use and value of the vehicle.

The following is testimony of the manufacturer:

As noted by the invoices above, an "Intermittent problem is difficult to identify" and may be caused by "specific driving conditions in order to duplicate." The manufacturer stated the number of days the vehicle was out of service and the problem NOT duplicated, do not count toward the number of repair attempts because "no repairs were performed." Therefore, he stated there were

only two repairs completed for a total of 23 days. The consumer further testified the "problem has not reoccurred."

The problem reported on the ATA is "minor" and Ford considers transmission "recalibration, sensor replacements and valve body and solenoid body replacement" nothing that "substantially impacts the use, value or safety of the vehicle."

The manufacturer also stated the number of miles on the vehicle in approximately 1 year of ownership (17,425) exceeds the "typical average" mileage for a year which is "12,000" and therefore support his opinion the consumer did have use of the vehicle and safety and value were not a great concern

In accordance with the BBB Auto Line Program Summary for Ford Motor Company - Delaware, the vehicle meets the age/mileage requirements and eligibility criteria.

It is by my calculation the vehicle had five repair attempts and was "out of service" for 33 days. While the consumer testified he was provided a rental vehicle, he did not have use of his own vehicle while the dealerships attempted to duplicate this intermittent problem.

I rule for a denial in this case because the consumer stated the problem has not reoccurred since the repair on 8/17/10. Also, he continued to drive the vehicle to and from work - 32 miles one way - which indicates that "use" and "safety" were not a higher enough concern to prevent him from using the vehicle. Furthermore, I believe five repair attempts made, however, three of these attempts were to substantiate an intermittent problem which could not be duplicated during those times, and I do not believe this rises to or meets the standard of a "substantial nonconformity."

Question 2

If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem.

n/a

Question 3

Statistical Information:

We are required to track specific statistical information. If a repurchase/replacement is awarded under the lemon law please indicate:

- a **Cumulative number of days the vehicle was out of service for all problems:**

- b **Was final notice given to the manufacturer (YES, NO or N/A)?**

CASE: FRD1025073
Arbitrator: Frances M. Fletcher

Customer: Mr. [REDACTED]
Date: 10/22/10



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Mr. [REDACTED]

Case Number: FRD1025073

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Frances Fletcher

Arbitrator's Occupation:

Arbitrator's Biography:

Frances Fletcher is a trained and certified arbitrator. She has been a criminal, civic community and family court mediator since 1996. Ms. Fletcher feels she has sufficient training and experience to continue to be an excellent arbitrator for the BBB.

Council of Better Business Bureaus, Inc.

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Inspection Report

Customer: _____ **Case #:** FRD1025073

Manufacturer: Ford Motor Company

Arbitrator's Name: _____ Date of Inspection: ___/___/___

Location of Inspection: _____

Vehicle Information: Make: _____ Model: _____

Year: _____ Mileage: _____ VIN: _____

Parties Present at Inspection: [] Technical Adviser [] Arbitrator [] Customer [] Manufacturer

Conditions or Components Inspected:

Was a test drive conducted? [] Yes [] No How long was the test drive? _____ Minutes

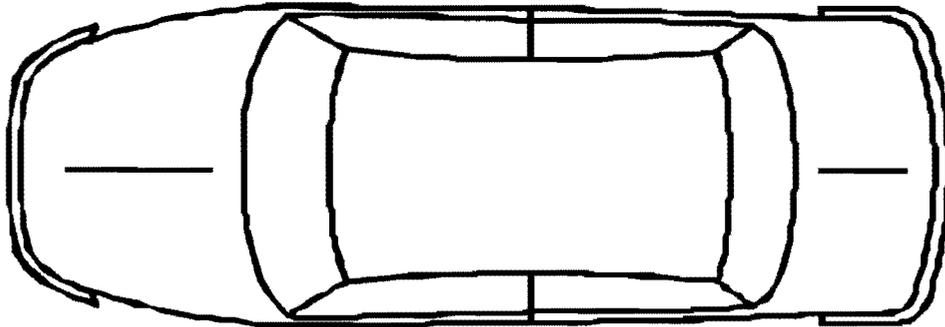
Aftermarket Items to be Removed, If Applicable. (For Example: Cellular Telephone, Modified Wheels):

Exterior

Overall condition of the vehicle's exterior (Rate as "Excellent," "Good," "Fair," or "Poor."): _____

What damage is beyond normal wear and tear?

Please indicate damage below:



Interior

Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor."): _____

What damage is beyond normal wear and tear?



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Mr. [REDACTED]

Case Number: FRD1025073

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BBB AUTO LINE

October 13, 2010

PAUL GUSTKE
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1025073 [REDACTED] vs Ford Motor Corporation 3FAHP0HG6AR [REDACTED]

Dear Madam/Sir:

Enclosed are:

- * the *Agreement to Arbitrate*;
- * Arbitrator Listing Sheet(s);
- * a map to the hearing site;
- * Hearing Format Outline;
- * *Notice of Hearing/Inspection*; and,
- * a Technical Expert's Report, if it is applicable to your case.

The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position -- you will have that opportunity at the hearing. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.

In preparation for your case, you may want to consider the following: 1) for each problem listed on the *Agreement to Arbitrate*, how many times has the vehicle been subject to repair, 2) the total number of days the vehicle has been out of service due to repair, 3) the cause of the problem(s) and whether or not the problem(s) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is eligible for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and tear.

You must bring TWO copies of all information you plan to present at your hearing; one for the arbitrator and one for the opposing party. Also, if this case involves a repurchase request, please bring a copy of the sales agreement to confirm the purchase price.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Donna Patterson at Extension 506

Council of Better Business Bureaus, Inc.

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BBB AUTO LINE

NOTICE OF HEARING/INSPECTION

Date: 10/13/10

Case Number: FRD1025073

Customer: [REDACTED]

Business: Ford Motor Company

Mfr Info: 6700 DE 3FAHP0HG6AR [REDACTED]

Arbitrators: Ms. Frances M. Fletcher

Hearing Date, Time, Place: 10/19/10 10am EDT
BBB of Delaware
60 Reads Way
New Castle, DE 197200000

Hearing Site Phone: (302) 230-0112 Ext: 11
AUTOLINE Director Phone: (302) 230-0112 Ext: 11 Fax: (302) 230-0116

Customer Will Participate: in person by phone in writing
Manufacturer Will Participate: in person by phone in writing

Customer Represented By: Self Attorney

Attorney Name: W. Christopher Componovo
Attorney Phone Number: (215) 540-8888
Attorney Fax Number: (215) 540-8817

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

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NOH



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Mr. [REDACTED]

Case Number: FRD1025073

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BBB AUTO LINE

Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

- A. Presentation of consumer's testimony, evidence and witness(es)
[20 minutes]
- B. Presentation of business' testimony, evidence and witness(es)
[20 minutes]

Questioning

- A. Questions, comments and rebuttals by consumer [5 minutes]
- B. Questions, comments and rebuttals by business [5 minutes]
- C. Questions by arbitrator

Inspection

- A. Arbitrator instructs parties about inspection/test drive procedures
- B. Inspection (and test drive, if necessary)
- C. Questions or comments about inspection (and test drive) by consumer
[5 minutes]
- D. Questions or comments about inspection (and test drive) by business
[5 minutes]
- E. Questions about inspection (and test drive) by arbitrator

Recess – Arbitrator will take a recess to assess whether more information or evidence may be needed. If a party is participating by telephone, BBB AUTO LINE staff will check to make sure that any faxes from that party have been shared with the other party.

Closing the Hearing

- A. Final questions, testimony or evidence by either party [10 minutes]
- B. Final questions by arbitrator
- C. Closing statement by consumer [5 minutes]
- D. Closing statement by business [5 minutes]

Council of Better Business Bureaus, Inc.

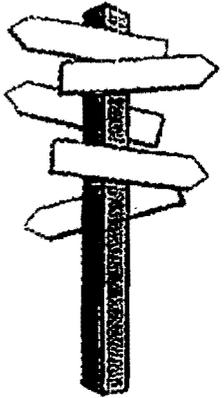
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Opening Statement

Ensure that you include each of the following points in your opening statement to the parties, and adhere to them throughout the arbitration hearing.

- Confirm the tape recorder is on and explain to the parties the hearing is being recorded.
- Welcome the parties and thank them for using arbitration.
- Administer the *Oaths of Participant*.
- State you will not disclose details of the case to anyone except, possibly the BBB AUTO LINE staff for administrative purposes.
- Review the hearing format, which is included in the hearing packet.
- Explain that you will maintain control of the hearing and that you may curb irrelevant or repetitious testimony.
- Request the parties agree to demonstrate common courtesy and refrain from interrupting each other during the hearing.
- Explain you will keep the hearing focused on issues in the *Agreement to Arbitrate*.
- Explain the decision is conditionally binding, and confirm the parties understand what that means.
- Read aloud and confirm the *Agreement to Arbitrate*.
- Explain that no decision will be divulged today, but a written decision will be sent to the parties.

Location of Better Business Bureau	
_____	Name of building (if any)
60 Reads Way, New Castle, DE 19720	Bureau Address and City
302-230-0112 x 11	Bureau Phone Number (Emergencies Only)



DIRECTIONS

- Take I-95 towards DE-141 S (US-13 / NEW CASTLE)
- Take 141 S (Basin Road). At the (2nd Light)
- Turn RIGHT onto COMMONS BLVD / DE-37 (Fed Ex Building on right.)
- Turn RIGHT onto READS WAY (1st Light)
- End at 60 Reads Way



MANUFACTURER RESPONSE FORM
Will participate - In Writing By Phone

Case Number: FRD1025073 / 458701230

Customer Name: Melvin Freidel C/O Christopher Componovo

State: DE

VIN: 3FAHP0HG6AR192063

Warranty Start Date: 10-07-2009

Vehicle year/model: 2010 Ford Fusion

Current mileage: 12,305

Purchased: New Used (mileage and date of purchase) Leased (terms of lease)

This claim is: IN Bumper-to-Bumper Warranty IN Diesel Warranty OUT of all Warranties

Extended Service Plan: NO YES

SETTLEMENT INFORMATION

No Settlements offered.

Please indicate the customer's response below:

The customer rejected the offer on ___/___/___

The customer has not indicated a response to the offer.

The Customer Claim Form (CCF) lists the following concerns:

- Car down shifts several gears
- Rpm's flare
- Transmission wrench light

MANUFACTURER'S POSITION:

Ford Motor Company respectfully recommends that the customer's request for a refund and/or replacement be denied. It is our opinion that the vehicle has not received a substantial number of repairs for a single non-conformity, nor has the unit been out of service for an extended amount of time relative to a manufacturing defect. The issues listed on the Agreement to Arbitrate have not significantly impaired the safety, value, or use of the vehicle and therefore, we feel it does not meet presumption of the BBB Auto Line Program Summary.

It is our opinion that the repairs related to the alleged nonconformities listed on the Agreement to Arbitrate have been minor; they have consisted of transmission recalibration, sensor replacements, and valve body and solenoid body replacements. These items have not substantially impaired the use, value, or safety of the vehicle. We would note that, at times, it is difficult to identify a transmission shifting concern, particularly those that are intermittent and rely on the results of specific driving conditions in order to be replicated.

The majority of the days out of service, for the transmission concerns, were a result of multiple test drives in an effort to duplicate the alleged concerns. We do not consider service visits in which the diagnosis results in "No problem found" or "Unable to duplicate" to count as a repair attempt, or to be recognized as days out of service. Furthermore, the repair orders do not provide an accurate account of days out of service, when compared to the dealer report filled out by Winner Ford of Dover, which was the servicing dealership for all repairs. These discrepancies on the repair orders will be gone over in detail, during the hearing.

In conclusion, it is our opinion that this vehicle does not meet the presumption of the BBB Auto Line Program Summary as the alleged concerns does not significantly impair the safety, value, or use of the vehicle. The vehicle has not been subject to four or more repair attempts for a single nonconformity. Furthermore, It is our opinion that the vehicle has not been out of service for 30 or more cumulative calendar days relative to a manufacturing defect. We do not feel that the vehicle is eligible for relief under the BBB Auto Line Program Summary for a repurchase or replacement remedy as the presumption obligations have not been accomplished. For these reasons, we respectfully request that the arbitrator render a denial decision for the customers request to either replacement or repurchase the vehicle.

DOCUMENTATION PROVIDED

- Technical Service Bulletins
- Recall Notices
- Ford Field Service Engineer Report
- Dealer Report
- Other: Warranty Repair History Summary.

List amount of any over allowance /negative equity: \$_____

To: Donna Patterson

BBB AUTO LINE

Fax: 703.247.9700

Completed by: Paul Gustke Date: October 11, 2010

Server: AWS Prod
 Claims loaded through: 20-SEP-2010

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 21-SEP-10

Note: All Costs are in US Dollars Server Name: AWS Prod Claims loaded through

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD	
3FAHP0HG6AR	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	15-08-09	07-10-09	116536	USA	1	5K04	*	ALBAL	*	F05	S10	V89	N25	D9	
AWS Claim Key:	<u>51859</u>	Doc #:	24607201	Trx Code:			2	Labor Hrs:	.4	Labor Cost:		32.12	Material Cost:	0	Total Cost:	32.12								
Dir Cd-Sub Cd:	01215-*	Name:	WINNER FORD OF DOVER, LTD	Ph:			302-7340444	St:	DE	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	16-OCT-09	DIST(Mile):	800							
Cust Comments:	CUSTOMER STATES AT 35 MPH AND MORE HAS A TIRE VIBRATION																							
Tech Comments:	TECH VERIFIED CONCERN FOUND ALL 4 TIRES NEEDS BALANCED TECH BALANCED ALL 4 TIRES ADDED 1 4 TO 1 2 OUNCE ON L F, R F L R AND ADDED 1 OUNCE AND 1 2 OUNCE TO R R TIRES																							
3FAHP0HG6AR	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	15-08-09	07-10-09	116536	USA	1	2E03	9L8Z	9E926	A	F04	S11	V29	E29	42	
AWS Claim Key:	<u>56998</u>	Doc #:	36523001	Trx Code:			507	Labor Hrs:	1.5	Labor Cost:		130.35	Material Cost:	136.72	Total Cost:	267.07								
Dir Cd-Sub Cd:	01228-*	Name:	CARMAN FORD, INC.	Ph:			302-3232300	St:	DE	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	20-OCT-09	DIST(Mile):	959							
Cust Comments:	CUSTOMER STATES CHECK ENGINE LIGHT IS ON HESITATES ON TIP IN ACCEL																							
Tech Comments:	E29 42 CAUSAL #9E926 INSTALLED WDS & TESTED EBC SYSTEM P2135. PERFORMED PINPOINT TESTS. FUEL PSI & IGNITION SYSTEM DIAG. REPLACED THROTTLE BODY & RECHECKED																							
3FAHP0HG6AR	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	15-08-09	07-10-09	116536	USA	1	6Y20	*	TAP1	*	F09	SXX	V99	A99	82	
AWS Claim Key:	<u>58333</u>	Doc #:	36523002	Trx Code:			TAP1	Labor Hrs:	0	Labor Cost:		0	Material Cost:	0	Total Cost:	28								
Dir Cd-Sub Cd:	01228-*	Name:	CARMAN FORD, INC.	Ph:			302-3232300	St:	DE	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	20-OCT-09	DIST(Mile):	959							
Cust Comments:	T.A.P. ALLOWANCE																							
Tech Comments:	TRANSPORTATION ASSISTANCE PROGRAM 1 DAY TAP																							
3FAHP0HG6AR	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	15-08-09	07-10-09	116536	USA	5	2G05	*	RECAL	*	F04	S11	V48	P59	04	
AWS Claim Key:	<u>175970</u>	Doc #:	36972501	Trx Code:			2	Labor Hrs:	.5	Labor Cost:		26.07	Material Cost:	0	Total Cost:	26.07								
Dir Cd-Sub Cd:	01228-*	Name:	CARMAN FORD, INC.	Ph:			302-3232300	St:	DE	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	08-FEB-10	DIST(Mile):	5776							

Cu:

Cust Comments: CUSTOMER STATES CAR WAS AT 55 MPH AND RPMS WERE AT 4500 WOULD NOT SHIFT INTO NEXT GEAR MANUALLY OR AUTOMATICALLY
Tech Comments: P09 04 CAUSAL #RECAL PERFORMED WDS DIAG & PINPOINTS REPROGRAMMED PCM PER TSB #09 18 03 & RECHECKED

3FAHP0HG6AR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 15-08-09 07-10-09 116536 USA 8 * * * * F09 SXX V00 * *
AWS Claim Key: 471487 **Doc #:** 25076203 **Trx Code:** 10B15 **Labor Hrs:** .6 **Labor Cost:** 48.18 **Material Cost:** 0 **Total Cost:** 48.18
Dir Cd-Sub Cd: 01215-* **Name:** WINNER FORD OF DOVER, LTD **Ph:** 302-7340444 **St:** DE **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 18-MAY-10 **DIST(Mile):** 10801
Cust Comments: PERFORM OPEN CAMPAIGN 10B15
Tech Comments: VERIFIED OPEN CAMPAIGN PERFORMED OPEN CAMPAIGN 10B15 RECALIBRATE PCM AND PERFORM TRANSMISSION LOAD TEST

3FAHP0HG6AR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 15-08-09 07-10-09 116536 USA 8 6R09 AE5Z 14B321 A F04 S11 V48 P59 42
AWS Claim Key: 471488 **Doc #:** 25076201 **Trx Code:** 2 **Labor Hrs:** .8 **Labor Cost:** 64.24 **Material Cost:** 260.74 **Total Cost:** 324.98
Dir Cd-Sub Cd: 01215-* **Name:** WINNER FORD OF DOVER, LTD **Ph:** 302-7340444 **St:** DE **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 18-MAY-10 **DIST(Mile):** 10801
Cust Comments: CUSTOMER STATES VEHICLE BANGED INTO LOW GEAR WHILE DRIVING AT 45MPH THEN WRENCH LIGHT CAME ON, RPMS PEG OUT AT 5K
Tech Comments: TEST ON IDS, CODE C1963, CONTACT HOTLINE ID#103769775. MONITOR WHEEL ANGLE SENSOR AND YAW SENSOR RATE PIDS, PID NOT STEADY REPLACED YAW SENSOR AND PROGRAM RCM, TEST DRIVE, OK

3FAHP0HG6AR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 15-08-09 07-10-09 116536 USA 9 2G05 * RECALEM * F04 S11 V40 D11 04
AWS Claim Key: 701778 **Doc #:** 26327601 **Trx Code:** S07 **Labor Hrs:** .3 **Labor Cost:** 24.77 **Material Cost:** 0 **Total Cost:** 24.77
Dir Cd-Sub Cd: 01215-* **Name:** WINNER FORD OF DOVER, LTD **Ph:** 302-7340444 **St:** DE **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 22-JUN-10 **DIST(Mile):** 12305
Cust Comments: INTERMITTANTLY ENGINE IDLE WILL RACE TO 3700 RPMS ON INCLINE MAINLY WHEN CRUISE CONTROL IS ON
Tech Comments: UNABLE TO VERIFY CONCERN FOUND APPLICABLE TSB ON RELATED CONCERN PERFORMED TSB 10 12 12 ROADTESTED, UNABLE TO REPRODUCE

3FAHP0HG6AR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 15-08-09 07-10-09 116536 USA 9 6Y20 * TAPI * F09 SXX V99 A99 82
AWS Claim Key: 710348 **Doc #:** 26327603 **Trx Code:** TAPI **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 55.04
Dir Cd-Sub Cd: 01215-* **Name:** WINNER FORD OF DOVER, LTD **Ph:** 302-7340444 **St:** DE **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 22-JUN-10 **DIST(Mile):** 12305
Cust Comments: PROVIDED COURTESY TRANSPORTATION
Tech Comments: TRANSPORTATION ASSISTANCE PROGRAM LOANER PROVIDED DURING REPAIRS ENTERPRISE INV#795679

3FAHP0HG6AR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 15-08-09 07-10-09 116536 USA 10 3A04 9L8Z 7A100 C F04 S11 V48 P59 42
AWS Claim Key: 1036896 **Doc #:** 26527301 **Trx Code:** S07 **Labor Hrs:** 5.7 **Labor Cost:** 470.54 **Material Cost:** 952.22 **Total Cost:** 1422.76
Dir Cd-Sub Cd: 01215-* **Name:** WINNER FORD OF DOVER, LTD **Ph:** 302-7340444 **St:** DE **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 20-JUL-10 **DIST(Mile):** 12305
Cust Comments: INTERMITTANTLY ENGINE IDLE WILL RACE TO 3700 RPMS
Tech Comments: VERIFY, TEST ON IDS, NO CODES, PID MONITOR, HOOK UP RECORDER, CUST DROVE TO RECORD READINGS, INNACURATE, TECH DROVE TO RECORD READINGS, PERFORM PDR PLAYBACK OF ROAD TEST, CONTACT HOTLINE ID#103954822, REVIEW RECORDING WITH HOTLINE, REPL VALVE BODY, SOLINOID BODY AND OUTPUT SHAFT SPEED SENSOR. RECALIBRATE AND REPROGRAM, PERFORM DRIVE CYCLES, TEST DRIVE OK

From: TA:10 100.02.58771, 2129061050

Page: 5/27

Date: 10/11/2010 3:27:15 PM

Any comments? You can contact



[webmaster](#)

Fax:

Oct 5 2010 11:59am P003

BBB AUTO LINE Dealer Report and Repair Order Summary
 Please Return To: Paul Gustke Ford Dispute Resolution Specialist
 FAX 1-866-637-1355 or e-mail to: pgustke@ford.com

Attn: Service Manager - Immediate Action Required

Name: Paul Gustke

Your Phone number: 1-866-567-6518 ext 7240

Dealership Name: Winner Ford of Dover

BBB Case Open Date: 09/17/2010

CuDL Case Number: 458701230

FCSD Zone Manager's Name:

Customer's Name: Melvin Freidal

VIN: 3FAHP0HG6A [REDACTED]

Make/Model/Year: 2010 Fusion

Mileage:

- 1.) Have you or someone from your department spoken with the customer, inspected, and/or test driven the vehicle for/about the concern(s) listed on customer's application? (Please summarize conversations, dates, offers made, actions taken and the name of dealership personnel):
- Yes No

Holly Johnson (svc mgr) and Charles Yedinak (shop foreman) cust originally called in @ beginning of May w/ concern. Explained concern offered to schedule appointment. He stated he did not want to come in til we spoke to an engineer. We checked for TSB's on concern. Nothing really found @ time. Cust agreed to drop off and car provided for loaner.

- 2.) Does this vehicle have commercial lettering or decals on it? Is it used for commercial purposes? If yes, please explain and if you know this vehicle is part of a fleet of 3 or more vehicles owned by this customer?
- Yes No

- 3.) Does this vehicle have a performance chip, lift kit, or other aftermarket accessories that are or have contributed toward the warranty defect? If yes, please explain in detail how you came to this conclusion, all diagnostic tests performed, and specifications before/after, how did this aftermarket part affect factory installed parts/equipment? Take and send pictures if available:

NO

- 4.) Does this vehicle show signs of abuse, miss use or lack of maintenance? If yes, please explain in detail how you came to this conclusion, all diagnostic tests performed specifications before/after, and what proof do you have of abuse or lack of maintenance? Take and send pictures if available.
- Yes No

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BBB AUTO LINE: Dealer Report Form - Page 2 of 3

5.) Has the Technical Hotline been contacted? yes If yes, provide Dates and COIS Tech Hotline #?

What direction or advice did the Hotline representative(s) provide?

Install VDR to record concern. Concern eventually duplicated and recorded by customer. Cust returned left vehicle loaner provided, per techline after reviewing info on VDR replace valve body, solenoid body, and output shaft speed sensor.

6) Has a Ford Market Area Team member (Zone Manager, FSE or CRC Customer Care Specialist) been involved?

Yes No

If yes, indicate name of personnel and their involvement with you and this customer?

7.) Does the dealership believe that they have addressed and corrected all verifiable warranty concern(s)?

Yes No

If No, what concerns remains un-resolve?

a) Is (are) the customer's concern(s) normal operating characteristic(s)? If yes, explain why below.

Yes No

b) Did you test drive the vehicle with the customer (s)?

Yes No

Results of test drive(s) and date(s)? Please explain rationale for Normal Operating characteristic?

8.) Was the customer offered a free service loaner or other courtesy transportation during service?

Yes No

How many different repair visits? 3

Total number of days the customer was provided a free/complimentary loaner or rental? 22

Fax:

Oct 5 2010 11:59am P005/030

BBB AUTO LINE: Dealer Report Form - Page 3 of 3

9.) Total number of days the vehicle been out of service for Ford warranty repairs at your dealership?

22

This number should not include days out of service for maintenance or customer paid repairs, days an RO was left open while the vehicle was in the customer's possession, or days the vehicle was left by the customer prior to a scheduled appointment or after repairs were completed. Please explain in greater detail on the following Repair History summary.

10.) What additional actions, if any, have been taken to assist with the customer's concern(s)?

11) Did the customer ask for AWA Financial Assistance/Reimbursement/Refund request? If yes, please explain AWA request, and offer made by the dealership or by Ford representative?

Did the customer accept the goodwill offer or respond with counter offer?

Any additional recommendation?

Signature: Dale Johnson

Title: 10/05/10

Date: SVC Manager

Please attach any additional comments on a separate page

RETAIN A COPY FOR YOUR RECORDS

F1WS265273

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

Oct. 5. 2010 12:00PM PAGE 030

INVOICE NUMBER F1WS265273	
CUSTOMER NUMBER 2000157	
ADDRESS CLAYTON, DE 19938-2556	
RESIDENCE PHONE	BUSINESS PHONE 302-7371
DEALER BETH PRATT 1737	TAG NO. 499
LABOR RATE	MILEAGE 12,305
YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN I4 SE FWD	
VIN 3FAHP0HG6AR	
T.E. NO.	P.O. NO.
COLOR SANGRIA RED	STOCK NO. AR192063
COMMENTS	
DELIVERY MILE 233	SELLING DEALER NO. 10374
O. DATE 07/20/10	INVOICE DATE 09/02/10
PRINT NUMBER MO: 12309	DELIVERY DATE 10/07/09
PRODUCTION DATE	
<p>THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. (SEE BACK)</p>	

JOB# 1 CHARGES-----

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1365	08/17/10	17.00	17.00	0.00	0.00	FINISHED
1365	08/31/10	0.00	0.00	0.00	5.70	ENTERED IN INVOICING
TOTAL TECH TIME				0.00	5.70	

INTERMITTANTLY ENGINE IDLE WILL RACE TO 3700 RPMS
VERIFY, TEST ON IDS, NO CODES, PID MONITOR, HOOK UP RECORDER
CUST DROVE TO RECORD READINGS, INACURATE, TECH DROVE TO RECOR
D READINGS, PERFORM PCR PLAYBACK OF ROAD TEST, CONTACT HOTLINE
ID#103954822, REVIEW RECORDING WITH HOTLINE, PER HOTLINE, REPL
VALVE BODY, SOLINOID BODY AND OUTPUT SHAFT SPEED SENSOR.
RECALIBRATE AND REPROGRAM, PERFORM DRIVE CYCLES, TEST DRIVE OK

PARTS-----

QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	9L8Z-7A100-C	CONTROL	177.20	177.20	248.08	248.08
1	AL8Z-7G391-A	SOLENOI	429.46	429.46	601.24	601.24
1	9L8Z-7H103-B	SENSOR	13.89	13.89	19.45	19.45
1	TA-31	SEALANT	11.99	11.99	16.79	16.79
12	XT-10-QLVC	OIL - A	3.47	41.64	4.86	58.32
1	9L8Z-7Z490-B	PLATE A	5.97	5.97	8.36	8.36
COST TOTAL			680.15			
TOTAL - PARTS					952.24	

JOB# 1 TOTALS-----

LABOR	470.54
PARTS	952.24

JOB# 1 JOURNAL PREFIX F1WS JOB# 1 TOTAL 1422.78

JOB# 6 CHARGES-----

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
9999	08/19/10	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
TOTAL TECH TIME				0.00	0.00	

PROVIDED CUSTOMER COURTESY TRANSPORTATION
TRANSPORTATION ASSISTANCE PROGRAM
ENTERPRISE RENTAL, INV796629, 7 DAYS, EXTENSIVE ROAD TESTING
BY TECH WITH RECORDER TO DUPLICATE/VERIFY PROBLEM, 7/20 TO
7/27. RENTAL INV797082, 13DAYS, 8/4 TO 8/17, PERFORM DIAGNOSIS
OF READINGS WITH HOTLINE, ORDER PARTS AND REPAIR VEHICLE.

SUBLET-----

PO#	VEND	INV#	INV. DATE	DESCRIPTION	
63136		08/17/10	INV/796620, INV/797082		551.20
TOTAL - SUBLET					551.20

JOB# 6 TOTALS-----

SUBLET	551.20
--------	--------

JOB# 6 JOURNAL PREFIX F1WS JOB# 6 TOTAL 551.20

From: TA:10.100.0.2:58771,2129061050 Page: 10/27 Date: 10/11/2010 3:27:17 PM

F1WS265273

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

Oct 5 2010 12:00pm P0077030

Fax:

INVOICE NUMBER F1WS265273

CUSTOMER NUMBER 2000157

CLAYTON, DE

RESIDENCE PHONE BUSINESS PHONE

DIVISION BETH PRATT 1737 TAG NO. 499

ACR RATE LICENSE NO. MILEAGE 12,305

PART MAKE / MODEL 10/FORD/FUSION/4DR SDN I4 SE FWD

VEHICLE ID NO. 3FAHP0HG6AR192063

Y.E. NO. P.O. NO.

COLOR SANGRIA RED STOCK NO. AR192063

COMMENTS

DELIVERY MILE 233 SELLING DEALER NO. 10374

Q. DATE 07/20/10 INVOICE DATE 09/02/10

EPRIY NUMBER DELIVERY DATE 10/07/09

MO: 12309 PRODUCTION DATE

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, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. (SEE BACK)

COMMENTS-----
CUSTOMER ORIGINALLY BROUGHT VEHICLE INTO SHOP ON 07/12/10 TO HAVE IDS INSTALLED. IDS FAILED AND CUSTOMER RETURNED ON 7/20/10 TO HAVE IDS REPAIRED. AT THAT TIME DECIDED TO KEEP CAR FOR FOR TESTING FROM 7/20/10 TO 7/27/10. CUSTOMER WAS ABLE TO RETRIEVE A RECORDING ON 7/28/10. VEHICLE WAS SCHEDULED BACK IN FOR SERVICE ON 8/5/10 TO 8/17 ON 8/5/10 DOWNLOADED INFORMATION FROM IDS. SENT INFORMATION TO TECH LINE FOR SUPPORT. PER TECH LINE SUPPORT ORDERED AND REPLACED VALVE BODY, SOLENOID BODY, AND OUTPUT SHAFT SPEED SENSORS. ROAD TEST VEHICLE AFTER COMPONENTS REPLACED, UNABLE TO VERIFY ANY ISSUES WITH THE VEHICLE.

R/O TAX 0.00
R/O TOTALS 1973.98

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#..... TOTAL.....
265273-01 1422.76
265273-06 551.20
CLAIM TOTALS 1973.96

APPROVED BY SIGNATURE

DCS AUDIT SLIP-----

DCS DATA FILE: FDLNMF.821

RO NUMBER: 265273 REPAIR NUMBER: 01 REPAIR TYPE: 1
CAUSAL PART FOUND FLAG: N

VIN: 3FAHP0HG6A
REPAIR DATE: 07/20/2010
DISTANCE: 12305 LICENSE STATE: DE
DISTANCE INDICATOR: M DRIVER COMPANY NAME:
DRIVER NAME/CARD ID#:
SERVICE WRITER ID: 9692 VEH LICENSE:
DISCOUNT PCT:

PROGRAM CODE: CUSTOMER PARTICIPATION: .00
CUSTOMER CONCERN CODE: P09 DEALER PARTICIPATION: .00
CONDITION/DEFECT CODE: 42

APPROVAL CODE 1:
APPROVAL CODE 2:

LINE NO.	PART NUMBER	QTY	PRICE	CAUSAL EXCLUDE	CORE AMOUNT	INV NO.
001	9LBZ 7A100 C	1.00	177.20	X	.00	
	EXT. PART AMT WITH MARKUP:		248.08			
002	ALBZ 7G391 A	1.00	429.46		.00	
	EXT. PART AMT WITH MARKUP:		601.24			
003	9LBZ 7H103 B	1.00	13.89		.00	

F1WS265273

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

Oct 5 2010 12:00pm P008/030

INVOICE NUMBER	F1WS265273
CUSTOMER NUMBER	2000157

██████████
██████████
LAYTON, DE ██████████

RESIDENCE PHONE		BUSINESS PHONE	
██████████		██████████	
DIVISOR	1737	PAGE NO.	499
3ETH PRATT			
APROR RATE	LICENSE NO.	MILEAGE	
		12,305	
YEAR / MAKE / MODEL			
10/FORD/FUSION/4DR SDN I4 SE FWD			
VEHICLE ID NO.			
3FAHP0HG6AR ██████████			
V.E. NO.		R.O. NO.	
COLOR	9700K NO.		
SANGRIA RED	AR192063		
COMMENTS			
DELIVERY MILES	SELLING DEALER NO.		
233	10374		
I.O. DATE	INVOICE DATE		
07/20/10	09/02/10		
TEPRINY NUMBER	DELIVERY DATE		
	10/07/09		
MO: 12309	PRODUCTION DATE		

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, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. (SEE BACK)

004	EXT. PART AMT WITH MARKUP:	19.45						
	TA 31	1.00						.00
005	EXT. PART AMT WITH MARKUP:	16.79						
	XT 10 QLVC	12.00						.00
	EXT. PART AMT WITH MARKUP:	58.30						
LINE	PART NUMBER		CAUSAL EXCLUDE	CORE				
NO. PREFIX BASE/FINIS SUFFIX	QTY	PRICE PART MARKUP	AMOUNT	INV NO.				
006	9L8Z 7Z490 B	1.00	5.97	.00				
	EXT. PART AMT WITH MARKUP:	8.36						
LINE	LABOR	TECH	OSL	LABOR	LABOR			
NO.	OPERATION	ID	IND	INV. #	HOURS	LABOR RATE	LABOR AMOUNT	
001	7000F10	4548			2.0	82.55	165.10	
002	7000F	4548			1.5	82.55	123.83	
003	7396A	4548			1.4	82.55	115.57	
004	7396A1	4548			.8	82.55	66.04	

CUSTOMER COMMENTS
INTERMITTANTLY ENGINE IDLE WILL RACE TO 3700 RPMs

TECH/DLR WRITER COMMENTS
VERIFY TEST ON IDS. NO CODES. PID MONITOR. HOOK UP RECORDER. CUST DROVE TO RECORD READINGS. INACCURATE. TECH DROVE TO RECORD READINGS. PERFORM PDR PLAYBACK OF ROAD TEST. CONTACT HOTLINE ID#103954822. REVIEW RECORDING WITH HOTLINE. PER HOTLINE, REPL VALVE BODY. SOLINOID BODY AND OUTPUT SHAFT SPEED SENSOR. RECALIBRATE AND REPROGR AM. PERFORM DRIVE CYCLES. TEST DRIVE OK

DIAGNOSTIC CODES(Y/N)? N

TOTAL PARTS:	952.22
PARTIAL PARTS INDICATOR:	
TOTAL LABOR:	470.54
PARTIAL LABOR INDICATOR:	
TOTAL MISC EXPENSES:	.00
CUSTOMER PARTICIPATION:	.00
DEALER PARTICIPATION:	.00
TOTAL REPAIR:	1,422.76
PARTIAL REPAIR INDICATOR:	
PARTIAL REPAIR MESSAGE:	

F1WS265273

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

Oct 5 2010 12:00pm P009/030

Page: 13/27

From: TA:10.100.0.2:58771,2129061050

INVOICE NUMBER	F1WS265273		
CUSTOMER NUMBER	2000157		
CLAYTON, DE			
ADDRESS	BUSINESS PHONE		
ADVISOR	1737	TAX NO.	499
3ETH PRATT			
ANNUAL RATE	LICENSE NO.	MILEAGE	12,305
YEAR / MAKE / MODEL			
10/FORD/FUSION/4DR SDN I4 SE FWD			
VEHICLE ID NO.			
3FAHP0HG6AR			
T.E. NO.		F.D. NO.	
COLOR		STOCK NO.	
SANGRIA RED		AR192063	
COMMENTS			
DELIVERY MILES	SELLING DEALER NO.		
233	10374		
DATE	INVOICE DATE		
07/20/10	09/02/10		
PRINT NUMBER	DELIVERY DATE		
	10/07/09		
MO: 12309			
THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE USE OF THIS ITEM. (SEE BACK)			

DCS AUDIT SLIP

DCS DATA FILE: FDLMPF.521

RO NUMBER: 265273 REPAIR NUMBER: 06 REPAIR TYPE: 1
 CAUSAL PART FOUND FLAG: N
 VIN: 3FAHP0HG6AR
 REPAIR DATE: 07/20/2010
 DISTANCE: 12305 LICENSE STATE: DE
 DISTANCE INDICATOR: M DRIVER COMPANY NAME:
 DRIVER NAME/CARD ID#:
 SERVICE WRITER ID: 9692 VEH LICENSE:
 DISCOUNT PCT:

PROGRAM CODE: TAP1 CUSTOMER PARTICIPATION: .00
 CUSTOMER CONCERN CODE: A99 DEALER PARTICIPATION: .00
 CONDITION/DEFECT CODE: 82

APPROVAL CODE 1:
APPROVAL CODE 2:

LINE NO.	PART NUMBER	PRICE	CAUSAL EXCLUDE	MARKUP	CCRE AMOUNT	INV NO.
001	TAP1	.00	X		.00	
EXT. PART AMT WITH MARKUP:		.00				

LINE NO.	CODE	DAYS	HOURS	INVOICE #	AMOUNT
01	TAP	020	.0	796629	551.20

CUSTOMER COMMENTS
PROVIDED CUSTOMER COURTESY TRANSPORTATION

TECH/DLR WRITER COMMENTS
 TRANSPORTATION ASSISTANCE PROGRAM ENTERPRISE RENTAL INV796629,7 DAYS,EXTENSIV
 E ROAD TESTING BY TECH WITH RECORDER TO DUPLICATE-VERIFY PROBLEM.7-20 TO 7-27. R
 ENTAL INV797082,13DAYS,8-4 TO 8-17.PERFORM DIAGNOSIS OF READINGS WITH HOTLINE,OR
 DER PARTS AND REPAIR VEHICLE.

DIAGNOSTIC CODES(Y/N)? N

TOTAL PARTS:	.00
PARTIAL PARTS INDICATOR:	
TOTAL LABOR:	.00
PARTIAL LABOR INDICATOR:	
TOTAL MISC EXPENSES:	551.20
CUSTOMER PARTICIPATION:	.00
DEALER PARTICIPATION:	.00
TOTAL REPAIR:	551.20
PARTIAL REPAIR INDICATOR:	
PARTIAL REPAIR MESSAGE:	

***** DUPLICATE INVOICE *****

Fax:

Oct 5 2010 12:01pm P010/030

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	UNIT	TOTAL	OPERATION	OPERATION DESCRIPTION	UNIT	TOTAL
99FOZ001P	CHG OIL + FILTER	MI		99FOZ230P	ROTATE TIRES	MI	
02FOZ1DECLINE	DECLINED REPAIRS	MI		02FOZGBATT	GREEN BATTERY	MI	
02FOZGTIRE	GREEN TIRE	MI		02FOZRBATT	RED BATTERY	MI	
02FOZRTIRE	RED TIRE	MI		02FOZTBATT	YELLOW BATTERY	MI	
02FOZYTIRE	YELLOW TIRE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/22/10	263276	12305	1336	1365	W	10FOZ01	DRIVEABILITY CONCERN
				1365	I	00FOZ-99P	INSPECTION
				9999	W	70FOZ01	SUBLET REPAIR
05/18/10	260762	10801	1336	1365	W	51FOZ01	BODY ELECT CONCERN
				1365	I	30FOZ01	AUTO TRANS CONCERN
				1365	W	51FOZ17	BODY ELECT RECALL

SALESPERSON NO. 1317 LEROY H DENNISON **S E R V I C E**

VEHICLE NO. 3FAHP0HG6AR	YEAR/MAKE/MODEL 10/FORD/FUSION/4DR SDN I4 SE FWD	PRODUCTION DATE AR192063	STOCK NO. AR192063	LICENSE NO. 765273
CUSTOMER NO. 2000157	SERVICE CONTRACT	DELIVERY DATE 10/07/09	DELIVERY MILES 233	SELLING DEALER NO. 10374
CLAYTON, DE	COLOR SANGRIA RED MET/M	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES 999
TURBO	M/MC FOZZ	AIR COND.	P/S	TRANS
MILEAGE 12,305	ADVISOR NO. 1737	ADVISOR BETH PRATT	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.	
TIME RECEIVED 05:10pm	DATE/TIME PROMISED 07/20/10 07:00pm	PRIORITY 4	APPOINTMENT <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes	



Oct 5 2010 12:02pm P011/030

Fax:

STATE INSPECTION INFORMATION		EMP NO	STATE INS. REPAIRS		
LF	WHEELS PULLED	LF			
RF		RF			
LR		LR			
RR		RR			
EMPLOYEE	STICKER #	OLD MILEAGE	SIGNATURE	TIME CLOCK	
MECHANICS FINDINGS AND REMARKS					
A	COMPLAINT -	Checked for codes - No codes			OFF
	CAUSE -				ON
	CORRECTION -	Test drive 70 miles Problem Not duplicated			OFF
B	COMPLAINT -				ON
	CAUSE -	Check owner for SSN + TSB - None			OFF
	CORRECTION -				ON
	CORRECTION -	Contact Field Service engineer (Gene Strawn)			OFF
C	COMPLAINT -				ON
	CAUSE -	He recommended to install VDR in vehicle & until problem is caught			OFF
	CORRECTION -				ON
	CORRECTION -	Install VDR 7/27/10 @ 8:35 AM			OFF
D	COMPLAINT -				ON
	CAUSE -	(G)			OFF
	CORRECTION -				ON
	FLAG	FLAG	ON	OFF	
	FLAG	FLAG	ON	OFF	
	FLAG	FLAG	ON	OFF	

000710003

F1WS263276

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

Oct 5 2010 12:02pm PG12/030
Fax: 1-800-333-2270

INVOICE NUMBER **F1ws263276**
CUSTOMER NUMBER **2000157**

CLAYTON, DE

RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED]
ADVISOR **HOLLY JOHNSON** TAG NO. **1336 632**
LABOR RATE [REDACTED] LICENSE NO. [REDACTED] MILEAGE **12,305**

YEAR / MAKE / MODEL **10/FORD/FUSION/4DR SDN I4 SE FWD**

VEHICLE ID NO. **3FAHP0HG6AR [REDACTED]**

R/O NO. [REDACTED] R/O RD. [REDACTED]

COLOR **SANGRIA RED** STOCK NO. **AR192063**

COMMENTS

DELIVERY MILE **233** SELLING DEALER NO. **10374**

R/O DATE **06/22/10** INVOICE DATE **06/30/10**

REPAIR NUMBER [REDACTED] DELIVERY DATE **10/07/09**

MO: **12305** PRODUCTION DATE [REDACTED]

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JOB# 1 CHARGES

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1365	06/30/10	17.10	17.10	0.00	0.30	OVERRIDE IN INVOICING
1365	06/25/10	0.00	0.00	0.00		FINISHED
TOTAL TECH TIME				0.00	0.30	

INTERMITTANTLY ENGINE IDLE WILL RACE TO 3700 RPMS ON INCLINE MAINLY WHEN CRUISE CONTROL IS ON
UNABLE TO VERIFY CONCERN
FOUND APPLICABLE TSB ON RELATED CONCERN
PERFORMED TSB 10-12-12
ROADTESTED, UNABLE TO REPRODUCE

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	TOTAL - SUBLET
61563			06/25/10	TWO DAY LOANER	0.00
					0.00

JOB# 1 TOTALS **PAID JUN 30 2010** LABOR 24.77
JOB# 1 JOURNAL PREFIX FILMS JOB# 1 TOTAL 24.77

JOB# 3 CHARGES

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
9999	06/25/10	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
TOTAL TECH TIME				0.00	0.00	

PROVIDED COURTESY TRANSPORTATION TRANSPORTATION ASSISTANCE PROGRAM
LOANER PROVIDED DURING REPAIRS
ENTERPRISE INV#795679

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	TOTAL - SUBLET
61563			06/25/10	2 DAY RENTAL	55.04
					55.04

JOB# 3 TOTALS **R/VW 6/30** SUBLET 55.04
JOB# 3 JOURNAL PREFIX FILMS JOB# 3 TOTAL 55.04

R/O TAX	R/O TOTALS
0.00	79.81

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
263276-01	24.77
263276-03	55.04
CLAIM TOTALS	79.81

F1WS263276

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

Oct 5 2010 12:02pm P013/030

From: TA:10.100.0.2:58771,2129061050 Page: 17/27 Date: 10/11/2010 3:27:20 PM

INVOICE NUMBER		F1WS263276	
CUSTOMER NUMBER		2000157	
CLAYTON, DE			
RESIDENCE PHONE	BUSINESS		
ADVISOR	SALE NO.	632	
HOLLY JOHNSON	1336		
LABOR RATE	LICENSE NO.	MILEAGE	
		12,305	
YEAR/MAKE/MODEL			
10/FORD/FUSION/4DR SDN I4 SE FWD			
VEHICLE ID NO.			
3FAHP0HG6AR			
A.T.E. NO.		R.O. NO.	
COLOR		STOCK NO.	
SANGRIA RED		AR192063	
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
233		10374	
R.O. DATE		INVOICE DATE	
06/22/10		06/30/10	
REPRINT NUMBER		DELIVERY DATE	
		10/07/09	
MO: 12305			

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DCS AUDIT SLIP

DCS DATA FILE: FOLMF.168

RO NUMBER: 263276 REPAIR NUMBER: 01 REPAIR TYPE: 1
CAUSAL PART FOUND FLAG: N
VIN: 3FAHP0HG6AR
REPAIR DATE: 06/22/2010
DISTANCE: 12305 LICENSE STATE: DE
DISTANCE INDICATOR: M DRIVER COMPANY NAME:
DRIVER NAME/CARD ID#:
SERVICE WRITER ID: 5526 VEH LICENSE:
DISCOUNT PCT:

PROGRAM CODE: CUSTOMER PARTICIPATION: .00
CUSTOMER CONCERN CODE: D11 DEALER PARTICIPATION: .00
CONDITION/DEFECT CODE: 04

APPROVAL CODE 1:
APPROVAL CODE 2:

LINE	PART NUMBER	QTY	PRICE	CAUSAL EXCLUDE	CORE
001	RECALEM	.00	.00	X	.00
EXT. PART AMT WITH MARKUP:			.00		

LINE	LABOR	TECH	OSL	LABOR	LABOR	LABOR	LABOR
NO.	OPERATION	ID	IND	INV. #	HOURS	LABOR RATE	LABOR AMOUNT
001	101212A	4548			.3	82.55	24.77

CUSTOMER COMMENTS
INTERMITTANTLY ENGINE IDLE WILL RACE TO 3700 RPMs ON INCLINE MAINLY WHEN CRUISE CONTROL IS ON

CONTROL IS ON
TECH/DLR WRITER COMMENTS
UNABLE TO VERIFY CONCERN FOUND APPLICABLE TSB ON RELATED CONCERN PERFORMED TSB 10-12-12 ROADTESTED; UNABLE TO REPRODUCE

DIAGNOSTIC CODES(Y/N)? N

TOTAL PARTS: .00
PARTIAL PARTS INDICATOR=
TOTAL LABOR: 24.77
PARTIAL LABOR INDICATOR=
TOTAL MISC EXPENSES: .00
CUSTOMER PARTICIPATION: .00
DEALER PARTICIPATION: .00
TOTAL REPAIR: 24.77
PARTIAL REPAIR INDICATOR=
PARTIAL REPAIR MESSAGE#

F1WS263276

WINNER FORD OF DOVER

501 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

Oct 5 2010 12:03pm PO14/030

Fax:

INVOICE NUMBER	F1WS263276		
CUSTOMER NUMBER	2000157		
RESIDENCE PHONE	[REDACTED]		
BUSINESS PHONE	[REDACTED]		
ADDRESS	1336	TAG NO.	632
LABOR RATE	LICENSE NO.	MILEAGE	12,305
YEAR / MAKE / MODEL	10/FORD/FUSION/4DR SDN I4 SE FWD		
VEHICLE ID NO.	3 F A H P O H G 6 A R [REDACTED]		
F.T.E. NO.	P.O. NO.		
COLOR	SANGRIA RED		
STOCK NO.	AR192063		
DELIVERY MILES	233		
BILLING DEALER NO.	10374		
R.O. DATE	06/22/10		
INVOICE DATE	06/30/10		
REPRINT NUMBER	MO: 12305		
DELIVERY DATE	10/07/09		
PRODUCTION DATE			

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DCS AUDIT SLIP

DCS DATA FILE: FDLMMF.168

RO NUMBER: 263276 REPAIR NUMBER: 03 REPAIR TYPE: 1
CAUSAL PART FOUND FLAG: N
VIN: 3FAHP0HG6A [REDACTED]
REPAIR DATE: 06/22/2010
DISTANCE: 12305 LICENSE STATE: DE
DISTANCE INDICATOR: M DRIVER COMPANY NAME:
DRIVER NAME/CARD ID#:
SERVICE WRITER ID: 5526 VEH LICENSE:
DISCOUNT PCT:

PROGRAM CODE: TAP1 CUSTOMER PARTICIPATION: .00
CUSTOMER CONCERN CODE: A99 DEALER PARTICIPATION: .00
CONDITION/DEFECT CODE: 82

APPROVAL CODE 1:
APPROVAL CODE 2:

LINE NO.	PART NUMBER	QTY	PRICE	CAUSAL EXCLUDE	CORE AMOUNT	INV NO.
001	TAP1	.00	.00	X	.00	
	EXT. PART AMT WITH MARKUP:		.00			

LINE NO.	CODE	DAYS	HOURS	MISCELLANEOUS EXPENSE INVOICE #	AMOUNT
01	TAP	002	.0	795679	55.04

CUSTOMER COMMENTS
PROVIDED COURTESY TRANSPORTATION

TECH/DLR WRITER COMMENTS
TRANSPORTATION ASSISTANCE PROGRAM LOANER PROVIDED DURING REPAIRS ENTERPRISE I NV#795679

DIAGNOSTIC CODES(Y/N)? N

TOTAL PARTS:	.00
PARTIAL PARTS INDICATOR:	
TOTAL LABOR:	.00
PARTIAL LABOR INDICATOR:	
TOTAL MISC. EXPENSES:	55.04
CUSTOMER PARTICIPATION:	.00
DEALER PARTICIPATION:	.00
TOTAL REPAIR:	55.04
PARTIAL REPAIR INDICATOR:	
PARTIAL REPAIR MESSAGE:	

Fax:

Oct 5 2010 12:03pm PD15/030

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99FOZ001P 02FOZ1DECLINE 02FOZGTIRE 02FOZKTIRE 02FOZYTIRE	CHG OIL + FILTER DECLINED REPAIRS GREEN TIRE RED TIRE YELLOW TIRE	MI MI MI MI MI		99FOZ230P 02FOZGBATT 02FOZRBATT 02FOZTBATT	ROTATE TIRES GREEN BATTERY RED BATTERY YELLOW BATTERY	MI MI MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/22/10	263276	12305	1336	1365 1365 9999	W I W	10FOZ01 00FOZ-99P 70FOZ01	DRIVEABILITY CONCERN INSPECTION SUBLET REPAIR
05/18/10	260762	10801	1336	1365 1365 1365	W I W	51FOZ01 30FOZ01 51FOZ17	BODY ELECT CONCERN AUTO TRANS CONCERN BODY ELECT RECALL

SALESPERSON NO. 1317 LEROY H DENNISON

SERVICE

VEHICLE ID NO. 3FAHP0HG6AR	YEAR/MAKE/MODEL 10/FORD/FUSION/4DR SDN I4 SE FWD	PRODUCTION DATE AR192063	STOCK NO. 265273	LICENSE NO.	R.O. NO. 10374
CUSTOMER NO. 2000157	SERVICE CONTRACT	DELIVERY DATE 10/07/09	DELIVERY MILES 233	SELLING DEALER NO.	R.O. DATE 07/20/10
CLAYTON, DE	COLOR SANGRIA RED MET/M	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	MI NO. 499
TURBO	MMIC FOZZ	AIR COND.	P.B.	TRANS.	MILEAGE 12,305
RESIDENCE PHONE	BUSINESS PHONE	ADVISOR NO. 1737	ADVISOR BETH PRATT	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other materials for such repair, and agree that you are not responsible for any damage caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or subtitle held therein, in case of fire, theft or other cause beyond your control, that an express mechanic's fee is hereby authorized on the above vehicle to secure the amount of repairs insured; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.	
TIME RECEIVED 05:10pm	DATE/TIME PROMISED 07/20/10 07:00pm	PRIORITY 4	LABOR RATE	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

GO WITH THE WINNER

Winner

Ford 450

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR PARTS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

STATE INSPECTION INFORMATION

EMP NO

STATE INS. REPAIRS

Oct 5 2010 12:04pm PG16/030

Fax:

LF	WHEELS PULLED	LF
RF		RF
LR		LR
RR		RR

13292
7A110
C121-8

STICKER #	OLD MILEAGE	SIGNATURE	TIME CLOCK
	MECHANICS FINDINGS AND REMARKS		

<input checked="" type="checkbox"/> A	COMPLAINT -	Cl out			OFF
	CAUSE -	Too on TDS / No codes			ON
	CORRECTION -	Get monitor (Trans Tech)			OFF
		Hook up recorder + scrub air with caters			ON
<input checked="" type="checkbox"/> B	COMPLAINT -	Perform VDR playback of Road test			OFF
	CAUSE -	Contact Holman			ON
	CORRECTION -	Go over recording with Holman			OFF
<input checked="" type="checkbox"/> C	COMPLAINT -	Replace Valve body, solenoid body + output			ON
	CAUSE -	Shift speed sensor per Holman			OFF
	CORRECTION -	Recalibrate + reprogram Shift solenoid			ON
<input checked="" type="checkbox"/> D	COMPLAINT -	For drive 1st			OFF
	CAUSE -		7000F10 (2.0) OSS		ON
			7000F (1.5) D129		OFF
			7396A (1.4) R+I PAX		ON
			7396A (1.2)		OFF
			7396A1 (1.8) 7A100 7G39		ON
	FLAG				OFF
			FLAG 5.7		ON
					OFF
	FLAG		FLAG		ON
					OFF
	FLAG		FLAG		ON
					OFF

CC871883 C

Fax:

Oct 5 2010 12:04pm PQ17/030

1365

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

RECOMMENDED SERVICES

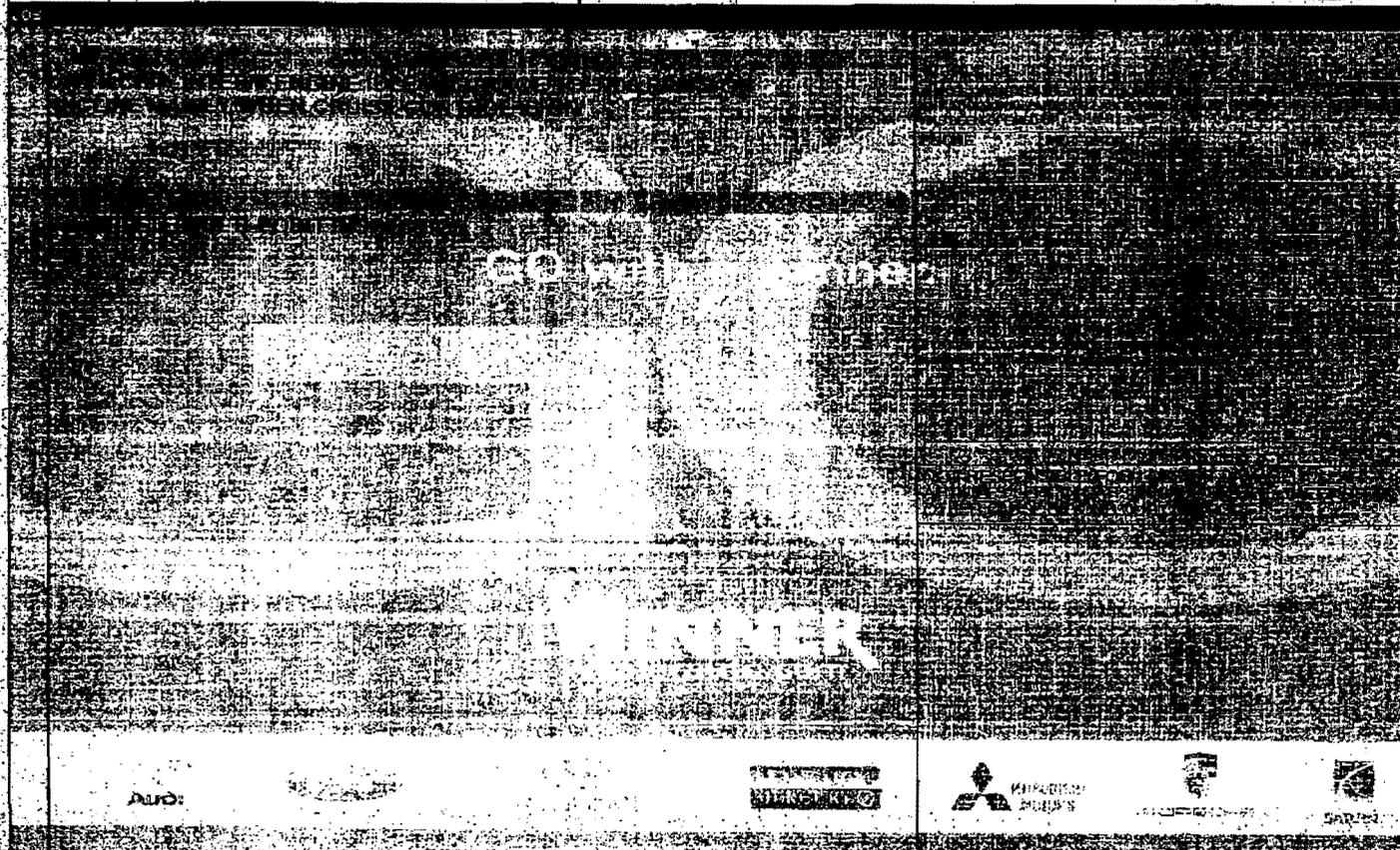
OPERATION	OPERATION DESCRIPTION	MOBIL	TOTAL	OPERATION	OPERATION DESCRIPTION	MOBIL	TOTAL
99F0Z001P	CHG OIL + FILTER	MI		99F0Z230P	ROTATE TIRES	MI	
02F0Z1DECLINE	DECLINED REPAIRS	MI		02F0Z1RPTCARD	REPORT CARD	MI	
02F0ZGBATT	GREEN BATTERY	MI		02F0ZGBRK	GREEN BRAKE	MI	
02F0ZGTIRE	GREEN TIRE	MI		02F0ZRBATT	RED BATTERY	MI	
02F0ZRBRAKE	RED BRAKE	MI		02F0ZRTIRE	RED TIRE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/18/10	260762	10801	1336	1365	W	51F0Z01	BODY ELECT CONCERN
				1365	I	30F0Z01	AUTO TRANS CONCERN
				1365	W	51F0Z17	BODY ELECT RECALL
02/13/10	253661	5975	1710	1694	I	00F0Z-2995	*LOF 29.95
				1694	I	00F0Z-99P	INSPECTION
10/16/09	246072	800	1661	5610	W	46F0BALANCE	BALANCE 4 WHEELS

SALESPERSON NO: 1317 LEROY H DENNISON SERVICE

VEHICLE ID NO. 3FAHP0HG6AR	YEAR/MAKE/MODEL 10/FORD/FUSION/4DR SDN I4 SE FWD	PRODUCTION DATE AR192063	STOCK NO. 263276	LICENSE NO. 10374	R.O. NO. 06/22/10
CUSTOMER NO. 2000157	SERVICE CONTRACT	DELIVERY DATE 10/07/09	DELIVERY MILES 233	SELLING DEALER NO. 10374	R.O. DATE 06/22/10
CLAYTON, DE	COLOR SANGRIA RED MET/M	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TRC NO. 632
TURBO	MVIC FOZZ	AIR COND.	P.S.	TRANS	MILEAGE 12,305
RESIDENCE PHONE	WORK PHONE	ADVISOR NO. 1336	ADVISOR HOLLY JOHNSON	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.	
TIME RECEIVED 05:14pm	DATE/TIME PROMISED 06/22/10 07:00pm	PRIORITY 4	LABOR RATE	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	



ALSO:

F1WS260762

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

Oct 5 2010 12:05pm PO19/030

DEALER NUMBER F1WS260762
OWNER NUMBER 2000157

[REDACTED]
WYTON, DE [REDACTED]

HOME PHONE [REDACTED]		BUSINESS PHONE [REDACTED]	
SALES PERSON LY JOHNSON	PHONE 1336	EXTENSION 605	
TITLE	LICENSE NO.	MILEAGE	
		10,801	
MAKE / MODEL 10/FORD/FUSION/4DR SDN I4 SE FWD			
E.O. NO. 3 F A H P O H G 6 A R [REDACTED]			
VIN		P.O. NO.	
SANGRIA RED		STOCK NO. AR192063	
TRV MILES 233		SELLING DEALER NO. 10374	
DATE 05/18/10		INVOICE DATE 05/25/10	
VT NUMBER		DELIVERY DATE 10/07/09	
MO: 10801			

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JOB# 1 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT TIME	DESCRIPTION	HOURS	TECH(S)	1365
1365	05/21/10	0.00	0.00	0.00	0.00	2.00	1365	64.24
1365	05/25/10	0.00	0.00	0.00	-1.20			
TOTAL TECH TIME				0.00	0.80			

CUSTOMER STATES VEHICLE BANGED INTO LOW GEAR WHILE DRIVING AT 45 MPH, THEN WRENCH LIGHT ON-RPM'S PEG OUT AT 5K TEST ON IDS, CODE C1963, CONTACT HOTLINE ID#103769775, MONITOR WHEEL ANGLE SENSOR AND YAW SENSOR RATE PIDS, PID NOT STEADY REPLACED YAW SENSOR AND PROGRAM PCM, TEST DRIVE OK.

PARTS

QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	ALSZ-149321-A	SENSOR	186.24	186.24	260.74	260.74
COST TOTAL			186.24			
TOTAL PARTS						260.74

JOB# 1 TOTALS
LABOR 64.24
PARTS 260.74

PAID MAY 26 2010

JOB# 3 CHARGES
JOB# 1 JOURNAL PREFIX F1WS JOB# 1 TOTAL 324.98

LABOR

TECH#	DATE	START	FINISH	ACT TIME	DESCRIPTION	HOURS	TECH(S)	1365
1365	05/21/10	15.10	15.10	0.00	0.00			48.18
1365	05/25/10	0.00	0.00	0.00	0.60			
TOTAL TECH TIME				0.00	0.60			

PERFORM OPEN CAMPAIGN 10B15
VERIFIED OPEN CAMPAIGN
PERFORMED OPEN CAMPAIGN 10B15
REGALIBRATE PCM AND PERFORM TRANSMISSION LOAD TEST

JOB# 3 TOTALS
LABOR 48.18

JOB# 3 JOURNAL PREFIX F1WS JOB# 3 TOTAL 48.18
R/O TAX 0.00
R/O TOTALS 373.16

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
260762-01	324.98
260762-03	48.18

CLAIM TOTALS 373.16

PAID MAY 26 2010

From: TA:10.100.0.2:58771,2129061050 Page: 23/27 Date: 10/11/2010 3:27:22 PM

F1WS260762

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

Dec 5 2010 12:05pm P020/030

JOE NUMBER: F1WS260762
CUSTOMER NUMBER: 2000157

AYTON, DE

HOME PHONE: BUSINESS PHONE

NAME: JILLY JOHNSON TAG NO: 605

EX RATE: LICENSE NO: MILEAGE: 10,801

PL/MAKE/MODEL: 10/FORD/FUSION/4DR SDN I4 SE FWD

VEHICLE NO: 3FAHP0HG6A

E. NO. R.O. NO.

OR: SANGRIA RED STOCK NO: AR192063

WEIGHTS

VEHICLE MILES: 233 BILLING DEALER NO: 10374

DATE: 05/18/10 INVOICE DATE: 05/25/10

PRINT NUMBER: DELIVERY DATE: 10/07/09

MO: 10801 PRODUCTION DATE

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APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: FDLMMF.935

RO NUMBER: 260762 REPAIR NUMBER: 01 REPAIR TYPE: 1
CAUSAL PART FOUND FLAG: N

VIN: 3FAHP0HG6A
REPAIR DATE: 05/18/2010
DISTANCE: 10801 LICENSE STATE: DE
DISTANCE INDICATOR: M DRIVER COMPANY NAME:
SERVICE WRITER ID: 5526 DRIVER NAME/CARD ID#:
VEH LICENSE:
DISCOUNT PCT:

PROGRAM CODE: CUSTOMER PARTICIPATION: .00
CUSTOMER CONCERN CODE: P09 DEALER PARTICIPATION: .00
CONDITION/DEFECT CODE: 42

APPROVAL CODE 1: P03MM
APPROVAL CODE 2:

LINE	PART NUMBER	CAUSAL EXCLUDE	CODE
NO.	PREFIX BASE/FINIS SUFFIX	PRICE PART MARKUP	AMOUNT INV NO.
005	AE52 146321 A	1.00 186.24 X	.00
	EXT. PART AMT WITH MARKUP:	260.74	

LINE	LABOR	TECH	OSL	LABOR	LABOR	LABOR RATE	LABOR AMOUNT
NO.	OPERATION	ID	IND	INV. #	HOURS		
001	1405601	4548			.5	80.30	40.15
002	126500	4548			.2	80.30	16.06
003	12650080	4548			.1	80.30	8.03

CUSTOMER COMMENTS
CUSTOMER STATES VEHICLE BANGED INTO LOW GEAR WHILE DRIVING AT 45MPH. THEN WRENCH LIGHT CAME ON. RPMS PEG OUT AT 5K

TECH/CLR WRITER COMMENTS
LIGHT CAME ON. RPMS PEG OUT AT 5K
TEST ON IDS. CODE C1963. CONTACT HOTLINE ID#103769775. MONITOR WHEEL ANGLE SENSOR A NO YAW SENSOR RATE PIDS, PID NOT STEADY REPLACED YAW SENSOR AND PROGRAM RCM, TEST DRIVE OK.

DIAGNOSTIC CODES(Y/N)? Y

MIL ON CODE: N

POWERTRAIN CODES:

KOED:
KOEK:

F1WS260762

Oct 5 2010 12:06pm P021/030

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

KOER:
BODY:
CHASSIS: C1963
UNDEFINED:
OTHER:

TOTAL PARTS:	260.74
PARTIAL PARTS INDICATOR=	
TOTAL LABOR:	64.24
PARTIAL LABOR INDICATOR=	
TOTAL MISC EXPENSES:	.00
CUSTOMER PARTICIPATION:	.00
DEALER PARTICIPATION:	.00
TOTAL REPAIR:	324.98
PARTIAL REPAIR INDICATOR=	
PARTIAL REPAIR MESSAGE=	

INVOICE NUMBER		F1WS260762	
CUSTOMER NUMBER		2000157	
[REDACTED]			
CLAYTON, DE [REDACTED]			
CUSTOMER PHONE		BUSINESS [REDACTED]	
WORKER		TAG NO.	
JOLLY JOHNSON		1336 605	
LABOR RATE		LICENSE NO.	
		MILEAGE	
		10,801	
YEAR / MAKE / MODEL			
10 / FORD / FUSION / 4DR SDN I4 SE FWD			
ENCLIE ID NO.			
3 F A H P O H G 6 A R [REDACTED]			
T.E. NO.		P.O. NO.	
COLOR		STOCK NO.	
SANGRIA RED		AR192063	
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
233		10374	
CL. DATE		INVOICE DATE	
05/18/10		05/25/10	
PRINT NUMBER		DELIVERY DATE	
		10/07/09	
MO: 10801		PRODUCTION DATE	

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F1WS260762

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

Oct 5 2010 12:06PM P022/030

VEHICLE NUMBER: F1WS260762
TITLE NUMBER: 2000157

[REDACTED]
AYTON, DE [REDACTED]

Fax:

LICENSEE PHONE		BUSINESS PHONE	
[REDACTED]		[REDACTED]	
NAME	PHONE NO.	TAX NO.	
WILLY JOHNSON	1336	605	
DR RATE	LICENSE NO.	MILEAGE	
		10,801	
R/MAKE/MODEL			
10/FORD/FUSION/4DR SDN I4 SE FWD			
VIN NO.			
3FAHP0HG6AR [REDACTED]			
E NO.		R.G. NO.	
[REDACTED]		[REDACTED]	
CO.	STOCK NO.		
SANGRIA RED	AR192063		
COMMENTS			
VEH MILES	SELLING DEALER NO.		
233	10374		
DATE	INVOICE DATE		
05/18/10	05/25/10		
UNIT NUMBER	DELIVERY DATE		
	10/07/09		
MO: 10801			

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DCS AUDIT SLIP

DCS DATA FILE: FDLMMF.935

RO NUMBER: 260762 REPAIR NUMBER: 03 REPAIR TYPE: 2
CAUSAL PART FOUND FLAG: Y
VIN: 3FAHP0HG6AR [REDACTED]
REPAIR DATE: 05/18/2010
DISTANCE: 10801 LICENSE STATE: DE
DISTANCE INDICATOR: M DRIVER COMPANY NAME:
DRIVER NAME/CARD ID#:
SERVICE WRITER ID: 5526 VEH LICENSE:
DISCOUNT PCT:

PROGRAM CODE: 10B15
APPROVAL CODE 1:
APPROVAL CODE 2:
REL DAMAGE INDICATOR:
RECALL/ONP LABOR OP CODE:

LINE NO.	LABOR OPERATION	TECH ID	OSL IND	LABOR INV. %	LABOR HOURS	LABOR RATE	LABOR AMOUNT
001	10B15C	454B			.6	80.30	48.18

CUSTOMER COMMENTS
PERFORM OPEN CAMPAIGN 10B15

TECH/OLR WRITER COMMENTS
VERIFIED OPEN CAMPAIGN PERFORMED OPEN CAMPAIGN 10B15 RECALIBRATE PCM AND PERFORM TRANSMISSION LOAD TEST

DIAGNOSTIC CODES(Y/N)? N

TOTAL PARTS:	.00
PARTIAL PARTS INDICATOR:	
TOTAL LABOR:	48.18
PARTIAL LABOR INDICATOR:	
TOTAL MISC EXPENSES:	.00
CUSTOMER PARTICIPATION:	
DEALER PARTICIPATION:	.00
TOTAL REPAIR:	48.18
PARTIAL REPAIR INDICATOR:	
PARTIAL REPAIR MESSAGE:	

Fax:

Oct 5 2010 12:06pm P023/030

1365

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

C133

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99FOZ001P	CHG OIL + FILTER	MI		99FOZ230P	ROTATE TIRES	MI	
02FOZIDECLINE	DECLINED REPAIRS	MI		02FOZ1RPTCARD	REPORT CARD	MI	
02FOZGBATT	GREEN BATTERY	MI		02FOZGBRK	GREEN BRAKE	MI	
02FOZGTIRE	GREEN TIRE	MI		02FOZRBATT	RED BATTERY	MI	
02FOZRBRAKE	RED BRAKE	MI		02FOZRTIRE	RED TIRE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/13/10	253661	5975	1710	1694	I	00FOZ-2995	*LOF 29.95
10/16/09	246072	800	1661	1694	I	00FOZ-99P	INSPECTION
10/08/09	245545	10	1006	5610	W	46FOBALANCE	BALANCE 4 WHEELS
				1276	I	91FOZ07	INSTALL PAINT SEAL
10/06/09	245315	10	1336	1276	I	91FOZ18	FULL DETAIL NEW UNIT
				1728	I	75FOZ02	DLR TRADE INSPECTION

SALESPERSON NO: T317 LEROY H DENNISON **S E R V I C E**

VEHICLE ID NO. 3FAHP0HG6AR		YEAR/MAKE/MODEL 0/FORD/FUSION/4DR SDN I4 SE FWD		PRODUCTION DATE	STOCK NO. AR192063	LICENSE NO.	R.O. NO. 260762
CUSTOMER NO. 2000157		SERVICE CONTRACT		DELIVERY DATE 10/07/09	DELIVERY MILES 233	SELLING DEALER NO. 10374	R.O. DATE 05/18/10
CLAYTON, DE		COLOR SANGRIA RED MET/M		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 605
TURBO	M/MC FOZZ	AIR COND.	P.S.	TRANS	MILEAGE 10,801	ADVISOR NO. 1336	ADVISOR HOLLY JOHNSON
PHONE	BUSINESS PHONE	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.					
TIME RECEIVED 05:03pm	DATE/TIME PROMISED 05/18/10 07:00pm	PRIORITY 4	LABOR RATE				
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	X						

CUSTOMER STATES VEHICLE BANGED INTO LOW GEAR WHILE DRIVING AT 45 MPH, THEN WRENCH LIGHT ON-RPM'S PEG OUT AT 5K

ESTIMATE #	ADDITIONAL INFO		
THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.			
PHONE	IN PERSON	DATE	TIME



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 10/07/2010

Case Number: FRD1025073

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 DE 3FAHP0HG6AR [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Fusion
Year : 2010

All parties named above submit to arbitration the following:

* Car irregularly downshifted

The parties have come to agreement on the following:

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase/Replacement
Manufacturer : Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:

CARMAN FORD-LINCOLN-MERCURY-CHRYSLER-JEEP-DODGE

Blue Oval Certified

QUALITY CARE
Where the Quality Continues

Motorcraft
QUALITY PARTS FOR QUALITY CARS™



LINCOLN
Mercury



Jeep.



FIVE STAR
★★★★★

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New Castle, DE 19720
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Parts - (302) 323-2311
Body Shop - (302) 323-2310

196 S. Dupont Hwy.
New Castle, DE 19720
Service - (302) 323-1880
Parts - (302) 323-1870

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CARMAN...Driven By The Best!

CELL: 632-8102

CUSTOMER NO. 95382	ADVISOR STEVE HUDSON	224	TAG NO. 807	INVOICE DATE 10/21/09	INVOICE NO. FOCS365230
CLAYTON, DE [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 959	COLOR	STOCK NO.
	YEAR/MAKE/MODEL 10/FORD/FUSION/4DR SDN I4 SE FWD			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 3FAHP0HG6AR [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		P.O. NO.	R.O. DATE 10/20/09	
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS		
					MO: 959

LABOR & PARTS

CUSTOMER STATES CHECK ENGINE LIGHT IS ON
HESITATES ON TIP IN ACCEL
E29/42 CAUSAL #9E926
INSTALLED WDS & TESTED EEC SYSTEM/P2135. PERFORMED PINPOINT
TESTS. FUEL PSI & IGNITION SYSTEM DIAG. REPLACED THROTTLE
BODY & RECHECKED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	9L8Z-9E926-A	THROTTLE BODY		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

T.A.P. ALLOWANCE TRANSPORTATION ASSISTANCE PROGRAM 1 DAY TAP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 2	142615			10/21/09	1 DAY FORD TAP	0.00
					TOTAL - SUBLET	0.00

COMMENTS
SHUTTLE
CLOSED 10/28 AH

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CARMAN FORD-LINCOLN-MERCURY-CHRYSLER-JEEP-DODGE



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Body Shop - (302) 323-2310

196 S. Dupont Hwy.
New Castle, DE 19720
Service - (302) 323-1860
Parts - (302) 323-1670

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CELL: 632-8102

CUSTOMER NO. 95382	ADVISOR STEVE HUDSON	224	TAG NO. 6838	INVOICE DATE 02/08/10	INVOICE NO. FOCS369723	
CLAYTON, DE	LABOR RATE	LICENSE NO.	MILEAGE 5,776	COLOR	STOCK NO.	
	YEAR/MAKE/MODEL 10/FORD/FUSION/4DR SDN I4 SE FWD			DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 3FAHP0HG6AR			SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.		P.O. NO.	R.O. DATE 02/08/10		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO: 5776

LABOR & PARTS

CUSTOMER STATES CAR WAS AT 55 MPH AND RPM'S WERE AT 4500
WOULD NOT SHIFT INTO NEXT GEAR MANUALLY OR AUTOMATICALLY
P09/04 CAUSAL #RECAL
PERFORMED WDS DIAG & PINPOINTS
REPROGRAMMED PCM PER TSB #09-18-03 & RECHECKED

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
CLOSED 2/12 AH

TOTALS

***** IMPORTANT *****	TOTAL LABOR....	0.00
* YOU MAY RECEIVE A SURVEY FROM FORD MOTOR COMPANY. IF YOU *	TOTAL PARTS....	0.00
* ARE NOT COMPLETELY SATISFIED PLEASE CONTACT YOUR ADVISOR *	TOTAL SUBLET....	0.00
	TOTAL G.D.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

CARMAN COLLISION GUARANTEES ALL BODY AND PAINT REPAIRS
AGAINST WORKMANSHIP AND PRODUCT DEFECTS FOR LIFE TO ORIGINAL
OWNER. ANY QUESTIONS CALL GUY AT 323-2310. THANK YOU

***** IMPORTANT *****

OUR SERVICE DEPARTMENT IS NOW OPEN WEDNESDAY NIGHTS UNTIL
8:00 PM AND SATURDAYS FROM 8:00 AM UNTILL 5:00 PM FOR YOUR
CONVENIENCE

CUSTOMER SIGNATURE _____
***** DUPLICATE INVOICE *****

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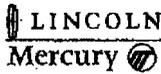
CARMAN FORD-LINCOLN-MERCURY-CHRYSLER-JEEP-DODGE



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New Castle, DE 19720
Service - (302) 323-1880
Parts - (302) 323-1670



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CELL: 632-8102

CUSTOMER NO. 95382	ADVISOR STEVE HUDSON	TAB NO. 224	5496	INVOICE DATE 05/06/10	INVOICE NO. FOCS373179
 CLAYTON, DE	LABOR RATE	LICENSE NO.	MILEAGE 9,917	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN I4 SE FWD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3FAHP0HG6AR			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		P.O. NO.	R.O. DATE 05/03/10	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 9917

LABOR & PARTS

CUSTOMER STATES WRENCH LIGHT COMES ON AND RPM'S STAY AT 5000
LIKE IN GRANNY GEAR. TRANS DOES NOT SHIFT CORRECTLY, FEELS
SURGING WHEN AT CRUISE
ROADTESTED WITH THE CUSTOMER AND WAS NOT ABLE TO DUPLICATE
HIS CONCERN. CUSTOMER TOOK HIS VEHICLE

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

***** IMPORTANT *****	TOTAL LABOR....	0.00
* YOU MAY RECEIVE A SURVEY FROM FORD MOTOR COMPANY- IF YOU *	TOTAL PARTS....	0.00
* ARE NOT COMPLETELY SATISFIED PLEASE CONTACT YOUR ADVISOR *	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

CARMAN COLLISION GUARANTEES ALL BODY AND PAINT REPAIRS
AGAINST WORKMANSHIP AND PRODUCT DEFECTS FOR LIFE TO ORIGINAL
OWNER. ANY QUESTIONS CALL GUY AT 323-2310. THANK YOU

***** IMPORTANT *****
OUR SERVICE DEPARTMENT IS NOW OPEN WEDNESDAY NIGHTS UNTIL
8:00 PM AND SATURDAYS FROM 8:00 AM UNTILL 5:00 PM FOR YOUR
CONVENIENCE

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

INVOICE NUMBER		F1CS260762	
CUSTOMER NUMBER		2000157	
CLAYTON, DE [REDACTED]			
RESID	BUSINESS PHONE		
ADDRESS	1336	[REDACTED]	
LABOR RATE	LICENSE NO.	MILEAGE 10,801	
YEAR / MAKE / MODEL 10 / FORD / FUSION / 4DR SDN I4 SE FWD			
VEHICLE NO. 3FAHP0HG6AR [REDACTED]			
F.T.E. NO.		P.O. NO.	
COLOR	STOCK NO.		
SANGRIA RED	AR192063		
COMMENTS			
DELIVERY MILES	SELLING DEALER NO.		
233	10374		
R.C. DATE	INVOICE DATE		
05/18/10	05/21/10		
REPRINT NUMBER	DELIVERY DATE		
	10/07/09		
MO: 10801	PRODUCTION DATE		

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, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. (SEE BACK)

JOB# 1 CHARGES-----

LABOR-----
 # 1-51F0Z01 [REDACTED] HOURS: [REDACTED] TECH(S): 1365 WARRANTY
 CUSTOMER STATES VEHICLE BANGED INTO LOW GEAR WHILE DRIVING AT 45 MPH, THEN WRENCH LIGHT ON-RPM'S PEG OUT AT 5K SCANNED ELECTRONICALLY, NO CODES PRESENT, SPOKE TO HOTLING PER HOTLING MONITOR STEERING SENSOR & YAW SENSOR REPLACED YAW SENSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	AE5Z-14B321-A	SENSOR		0.00
TOTAL - PARTS					0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	INTERNAL
	59625			TWO DAYS	0.00
TOTAL - SUBLET					0.00

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

JOB# 2 CHARGES-----

LABOR-----
 # 2-51F0Z01 [REDACTED] HOURS: [REDACTED] TECH(S): 1365 WARRANTY
 WHEN ABOVE OCCURRED TRANS WOULD NOT SHIFT MANUALLY

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

JOB# 3 CHARGES-----

LABOR-----
 # 3-51F0Z17 [REDACTED] HOURS: [REDACTED] TECH(S): 1365 WARRANTY
 PERFORM OPEN CAMPAIGN 10B15
 VERIFIED OPEN CAMPAIGN
 PERFORMED OPEN CAMPAIGN 10B15
 RECALIBRATE PCM

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

DF44314-G (06/07)

F1CS265273

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

08/17/10 10:31 AM

INVOICE NUMBER	F1CS265273	
CUSTOMER NUMBER	2000157	
RESIDENTIAL PHONE	[REDACTED]	
BUSINESS PHONE	[REDACTED]	
ADVISOR	TAX NO.	499
BETH PRATT	1737	
LABOR RATE	LICENSE NO.	12,305
YEAR / MAKE / MODEL	10/FORD/FUSION/4DR SDN I4 SE FWD	
VEHICLE ID NO.	3FAHP0HG6AR [REDACTED]	
P.E. NO.	P.O. NO.	
COLOR	STOCK NO.	
SANGRIA RED	AR192063	
DELIVER MILES	BILLING DEALER NO.	
233	10374	
I.O. DATE	INVOICE DATE	
07/20/10	08/17/10	
REPORT NUMBER	DELIVERY DATE	
MO: 12309	10/07/09	
PRODUCTION DATE		

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS VEHICLE. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSONS TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS VEHICLE OR SERVICE.

JOB# 4 TOTALS	-----		
JOB# 5 CHARGES	JOB# 4 JOURNAL PREFIX FICS	JOB# 4 TOTAL	0.00
LABOR	-----		
NO ACTION REQUIRED - GREEN TREAD DEPTH	INTERNAL		
JOB# 5 TOTALS	-----		
JOB# 6 CHARGES	JOB# 5 JOURNAL PREFIX FICS	JOB# 5 TOTAL	0.00
LABOR	-----		
PROVIDED CUSTOMER COURTESY TRANSPORTATION ASSISTANCE PROGRAM	WARRANTY		
ENTERPRISE RENTAL INV#489744			
JOB# 6 TOTALS	-----		
JOB# 6 JOURNAL PREFIX FICS	JOB# 6 TOTAL	6.00	

COMMENTS-----
CUSTOMER ORIGINALLY BROUGHT VEHICLE INTO SHOP ON 07/12/10 TO HAVE IDS INSTALLED. IDS FAILED AND CUSTOMER RETURNED ON 7/20/10 TO HAVE IDS REPAIRED. AT THAT TIME DECIDED TO KEEP CAR FOR FOR TESTING FROM 7/20/10 TO 7/27/10. CUSTOMER WAS ABLE TO RETRIEVE A RECORDING ON 7/28/10. VEHICLE WAS SCHEDULED BACK IN FOR SERVICE ON 8/5/10 TO 8/17 ON 8/5/10 DOWNLOADED INFORMATION FROM IDS. SENT INFORMATION TO TECH LINE FOR SUPPORT, PER TECH LINE SUPPORT ORDERED AND REPLACED VALVE BODY, SOLENOID BODY, AND OUTPUT SHAFT SPEED SENSORS. ROAD TEST VEHICLE AFTER COMPONENTS REPLACED, UNABLE TO VERIFY ANY ISSUES WITH THE VEHICLE

08/17/2010/ARI 03:46 PM

P. 002

Fax: **WINNER FORD OF DOVER**

Oct 5 2010 12:06pm P023/030

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

1365

C133

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO MI	TOTAL
99FOZ001P	CHG OIL + FILTER	MI		99FOZ230P	ROTATE TIRES	MI	
02FOZ1DECLINE	DECLINED REPAIRS	MI		02FOZ1RPTCARD	REPORT CARD	MI	
02FOZGBATT	GREEN BATTERY	MI		02FOZGBRK	GREEN BRAKE	MI	
02FOZGFIRE	GREEN TIRE	MI		02FOZRBATT	RED BATTERY	MI	
02FOZRBRAKE	RED BRAKE	MI		02FOZRTIRE	RED TIRE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/13/10	253661	5975	1710	1694	I	00FOZ-2995	*LOF 29.95 INSPECTION
10/16/09	246072	800	1661	1694	I	00FOZ-99P	BALANCE 4 WHEELS
10/08/09	245545	10	1006	5610	W	46FOBALANCE	INSTALL PAINT SEAL
				1276	I	91FOZ07	FULL DETAIL NEW UNIT
				1276	I	91FOZ18	DLR TRADE INSPECTION
10/06/09	245315	10	1336	1728	I	75FOZ02	

SALESPERSON NO: 1317 LEROY H DENNISON **S E R V I C E**

VIN: 3FAHP0HG6AR	YEAR/MAKE/MODEL: 10/FORD/FUSION/4DR SDN I4 SE FWD	PRODUCTION DATE: 10/07/09	STOCK NO: AR192063	LICENSE NO:	R.O. NO: 260762
CUSTOMER NO: 2000157	SERVICE CONTRACT:	DELIVERY DATE: 10/07/09	DELIVERY MILES: 238	SELLING DEALER NO: 10374	R.O. DATE: 05/18/10
COLOR: SANGRIA RED MET/M	CONTRACT NO:	EXPIRATION DATE:	EXPIRATION MILES:	TAG NO: 605	
TURBO: <input type="checkbox"/>	M/MC: FOZZ	AIR COND: <input type="checkbox"/>	P.S.: <input type="checkbox"/>	TRANS: <input type="checkbox"/>	MILEAGE: 10,801
RESIDENCE PHONE:	BUSINESS PHONE:	ADVISOR NO: 1336	ADVISOR: HOLLY JOHNSON		
TIME RECEIVED: 05:03pm	DATE/TIME BOOKED: 05/18/10 07:00pm	PRIORITY: 4	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or materials for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.		
APPOINTMENT: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE:	X			

CUSTOMER STATES VEHICLE BANGED INTO LEAF CLEAR WHILE DRIVING AT 45 MPH, THEN WRENCH LIGHT ON RPM'S BEG TO FLICK

THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP

PHONE	IN PERSON	DATE	TIME

ADDITIONAL COMMENTS:

SEE REPAIR ORDER FOR MORE DETAILS

CALL OURS IN SPAIN...

NOT RESPONSIBLE FOR LOSS OF...

APPLICABLE DEFECT CLAIMS...

OTHER CAUSES...

APPROVED BY: **PO3WW**

DATE: **10/11/10**

TIME: **12:06pm**

SALESPERSON: **1317**

SALESPERSON NAME: **LEROY DENNISON**

SALESPERSON PHONE: **302-734-0445**

SALESPERSON FAX: **302-734-0445**

SALESPERSON EMAIL: **LDENNISON@WINNERFORD.COM**

SALESPERSON ADDRESS: **591 S. DUPONT HWY, DOVER, DE 19901**

SALESPERSON WEBSITE: **WWW.WINNERFORD.COM**

SALESPERSON LICENSE: **1317**

SALESPERSON STATE: **DE**

SALESPERSON COUNTRY: **USA**

SALESPERSON TAX ID: **1317**

SALESPERSON BUSINESS TYPE: **SALE**

SALESPERSON EMPLOYER: **WINNER FORD OF DOVER**

Oct 5 2010 12:07pm PO24/030

Fax:

STATE INSPECTION INFORMATION		EMF NO	STATE INS. REPAIRS	
LF	LF		14B321	
RF	RF		5-21-10	
LA	LA		<i>[Signature]</i>	
RR	RR			
LOVEE	STICKER #	OLD MILEAGE	SIGNATURE	TIME CLOCK
MECHANICS FINDINGS AND REMARKS				
<input type="checkbox"/> COMPLAINT				OFF
CAUSE -	Test on IDS			ON
<input type="checkbox"/> COMPLAINT				OFF
CAUSE -	12650 (.2) No 8 codes			ON
<input type="checkbox"/> COMPLAINT				OFF
CAUSE -	12650D80 (.1) Test drive			ON
<input type="checkbox"/> COMPLAINT				OFF
CAUSE -	Contact Hollins			ON
<input type="checkbox"/> COMPLAINT				OFF
CAUSE -	Monitor Steering Rate Sensor + Yaw Yaw Sensor			ON
<input type="checkbox"/> COMPLAINT				OFF
CAUSE -	Waiting for Reply from Hollins			ON
<input type="checkbox"/> COMPLAINT				OFF
CAUSE -	Monitor YAW Rate Sensor / Piel No steady			ON
<input type="checkbox"/> COMPLAINT				OFF
CAUSE -	14050D1 (65) order Sensor			ON
<input type="checkbox"/> COMPLAINT				OFF
CAUSE -	Reply + Proper ROM			ON
<input type="checkbox"/> COMPLAINT				OFF
CAUSE -	Test drive ok			ON
<input type="checkbox"/> COMPLAINT				OFF
CAUSE -				ON
<input type="checkbox"/> COMPLAINT				OFF
CAUSE -	FLAG Reply Received 10B15			ON
<input type="checkbox"/> COMPLAINT				OFF
CAUSE -	FLAG			ON
<input type="checkbox"/> COMPLAINT				OFF
CAUSE -	FLAG			ON

1365

F1IP256635

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19901
PH 302-734-0445

Oct 5 2010 12:09pm P0257030

SYSTEM NUMBER	F1IP256635
ROMBER NUMBER	10

INNER AUTOMOTIVE GROUP
PO BOX 954
MILMINGTON, DE 19899

HOME PHONE	BUSINESS PHONE
	302-656-1237

ISSUE	ISSUE NO.
JILLY JOHNSON	1336
ISSUE NO.	2063

ON RATE	LEASE NO.	RELEASE
		8

RV MAKE / MODEL
10/FORD TRUCK/F-150 SERIES/SUPERCREW

VEHICLE NO.
1FTFW1EV8AF

ENGINE	FR. NO.

DR	STOCK NO.
TUXEDO BLK/	AFB82063

UNIT NO.

VERY MILES	SELLING DEALER NO.

DATE	INVOICE DATE
03/25/10	03/26/10

FRANT NUMBER	DELIVERY DATE

MO: 8	PRODUCTION DATE

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, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO BE RESPONSIBLE FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. (SEE BACK)

JOB# 1 CHARGES	-----		
LABOR	-----		
PREP FORD F150			
JOB# 1 TOTALS	-----		
	LABOR		96.36
JOB# 1 JOURNAL PREFIX F1IP	JOB# 1 TOTAL		96.36
TOTALS	-----		
CONTROL#	ACCOUNT NUMBER	AMOUNT	
	D737	96.36	
	TOTAL LABOR....		96.36
	TOTAL PARTS....		0.00
	TOTAL SUBLET....		0.00
	TOTAL G.O.G....		0.00
	TOTAL WISC.CHG.		0.00
	TOTAL WISC.DISC		0.00
	TOTAL TAX.....		0.00
	TOTAL INVOICE \$		96.36
APPROVED BY SIGNATURE			

Oct 5 2010 12:08pm P026/030

Fax:
WINNER FORD OF DOVER
 591 S. DUPONT HWY
 DOVER, DE 19901
 PH 302-734-0445

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/YI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/YI	TOTAL
02FOZIDECLTNE	DECLINED REPAIRS	MI		02FOZLRPTCARD	REPORT CARD	MI	
02FOZGBATT	GREEN BATTERY	MI		02FOZGBRK	GREEN BRAKE	MI	
02FOZGTIRE	GREEN TIRE	MI		02FOZRBATT	RED BATTERY	MI	
02FOZRBRAKE	RED BRAKE	MI		02FOZRTIRE	RED TIRE	MI	
02FOZYBATT	YELLOW BATTERY	MI		02FOZYBRKE	YELLOW BRAKE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

P D I

VEHICLE ID NO. 1FTFW1EV8AF		YEAR/MAKE/MODEL 10/FORD TRUCK/F-150 SERIES/SUPERCRE		PRODUCTION DATE	STOCK NO. AFB82063	LICENSE NO.	R.O. NO. 256635
WINNER AUTOMOTIVE GROUP PO BOX 954 WILMINGTON, DE 19899			CUSTOMER NO. 10	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 03/25/10
COLOR TUXEDO BLK/TAN LT				CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R.O. NO. 2063
TURBO	MMAC FOZZ	AIR COND.	P.S.	TRANS	MILEAGE 8	ADVISOR NO. 1336	ADVISOR HOLLY JOHNSON
RESIDENCE PHONE		BUSINESS PHONE 302-656-1237		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for each repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control; that an expense mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs therein; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.			
TIME RECEIVED 08:15am	DATE/TIME PROMISED 03/25/10 07:00pm	PRIORITY	LABOR RATE				
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		X					

GO WITH THE FORD

WINNER

F1IS253661

WINNER FORD OF DOVER

591 S DUPONT HWY
DOVER, DE 19901
PH 302-734-0446

Oct 5 2010 12:08pm P027/030

INVOICE NUMBER **F1IS253661**

CUSTOMER NUMBER **2000157**

5790 MILLINGTON RD
CLAYTON, DE 19938-2556

Fax:

REGISTRATION TAG NO. [REDACTED]

REGISTRATION TAG NO. **1710** W063

OR RATE LICENSE NO. MILEAGE **5,925**

R / MAKE / MODEL **10/FORD/FUSION/4DR SDN I4 SE FWD**

VEHICLE ID NO. **3FAHP0HG6AR**

E.T.C. NO. P.O. NO.

OR **SANGRIA RED** STOCK NO. **AR192063**

MENTS MO: **5976**

INVENTORY MILES **233** SELLING DEALER NO. **10374**

DATE **02/13/10** INVOICE DATE **02/13/10**

PRINT NUMBER DELIVERY DATE **10/07/09**

PRODUCTION DATE

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, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. (SEE BACK)

JOB# 1 CHARGES-----

LABOR-----

WINNER FAST LUBE
REGULAR MAINTENANCE
Oil & Filter Special 3.0L 2010

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	AA5Z-6714-A	FILTER	7.69	7.69
	6	5W20BULK	MOTOROI	2.52	15.12
TOTAL - PARTS					22.81

JOB# 1 TOTALS-----

LABOR 15.00
PARTS 22.81

JOB# 2 CHARGES-----

LABOR-----

COMPLETE MULTI-POINT INSPECTION
COMPLETED MULTI-POINT INSPECTION

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	FCDS	FORD SHOP SUPPLIES-INTERNAL		1.50
TOTAL - MISC				1.50

TOTALS-----

CONTROL#	ACCOUNT NUMBER	AMOUNT..	
	D318	39.31	

TOTAL LABOR....	15.00
TOTAL PARTS....	22.81
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	1.50
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	39.31

Melvin Tredd

APPROVED BY SIGNATURE

Fax: Oct 5 2010 12:09pm P028/030
WINNER FORD OF DOVER

591 S. DUPONT HWY
 DOVER, DE 19901
 PH.302-734-0445

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99FOZ08TP 02FOZ1DECLINE 02FOZGBATT 02FOZGTIRE 02FOZRBRAKE	CHG OIL + FILTER DECLINED REPAIRS GREEN BATTERY GREEN TIRE RED BRAKE	MI MI MI MI MI		99FOZ230P 02FOZ1RPTCARD 02FOZGBRK 02FOZRBATT 02FOZKTIRE	ROTATE TIRES REPORT CARD GREEN BRAKE RED BATTERY RED TIRE	MI MI MI MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/16/09	246872	800	1661	5618	W	45FOBALANCE	BALANCE 4 WHEELS
10/08/09	245545	10	1006	1276	I	91FOZ07 91FOZ18	INSTALL PAINT SEAL FULL DETAIL NEW UNIT
10/06/09	245315	10	1336	1728	I	75FOZ02	DLR TRADE INSPECTION

SALESPERSON NO. 1317 LEROY H DENNISON

S E R V I C E

VIN: 3FAHP0HG6AR		YEAR/MAKE/MODEL: 10/FORD/FUSION/4DR SDN I4 SE FWD		PRODUCTION DATE: AR192063	STOCK NO. AR192063	LICENSE NO. 10374	R.O. NO. 253661
CUSTOMER NO. 2000157		SERVICE CONTRACT		DELIVERY DATE: 10/07/09	DELIVERY MILES: 233	SELLING DEALER NO. 10374	R.O. DATE: 02/13/10
ADDRESS: CLAYTON, DE		COLOR: SANGRIA RED MET/M		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	PLATE NO. W063
TURBO	MAIC	AIR COND.	P.B.	TRANS.	MILEAGE: 5,975	ADVISOR NO. 1710	ADVISOR: RONALD WUEST
RESIDENCE PHONE		BUSINESS PHONE		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repair thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.			
TIME RECEIVED: 08:13am	DATE/TIME PROMISED: 02/13/10 05:00pm	PRIORITY: 4	LABOR RATE				
APPOINTMENT: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No							



F1IS245315

WINNER FORD OF DOVER

591 S. DUPONT HWY
DOVER, DE 19801
PH 302-734-0445

Oct 5 2010 12:10pm P029/030

DISC NUMBER	F1IS245315
FORMER NUMBER	10
WINNER AUTOMOTIVE GROUP PO BOX 954 WILMINGTON, DE 19899	

Fax:

BUSINESS PHONE		302-656-1237	
ISOR	TAG NO.	1336	2063
SR RATE	LICENSE NO.	MILEAGE	
10			
10/FORD/FUSION/4DR SDN I4 SE FWD			
3FAHP0HG6AR			
STOCK NO.		AR192063	
MO: 10			
INVOICE DATE		10/06/09	
DELIVERY DATE		10/06/09	
PRODUCTION DATE			

FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM. THE SELLER HEREBY EXPRESSLY DISCLAIMS WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. (SEE BACK)

JOB# 1 CHARGES-----			
LABOR-----			
JOB# 1	75F0Z02	DEALER TRADE INSPECTION HOURS: 50 TECH(S): 1728	45.06
PERFORM DEALER TRADE INSPECTION INSPECTION COMPLETED			
JOB# 1 TOTALS-----			
LABOR			45.06
JOB# 1 JOURNAL PREFIX F1IS			JOB# 1 TOTAL 45.06
TOTALS-----			
CONTROL#	ACCOUNT NUMBER	AMOUNT	
	D560	45.06	
TOTAL LABOR....			45.06
TOTAL PARTS....			0.00
TOTAL SUBLET....			0.00
TOTAL G.O.G....			0.00
TOTAL MISC.CHG.			0.00
TOTAL MISC.DISC			0.00
TOTAL TAX.....			0.00
TOTAL INVOICE \$			45.06
APPROVED BY SIGNATURE			

From: TA:10.100.0.2:17057,2129061050 Page: 7/8 Date: 10/11/2010 3:39:29 PM

Fax:
WINNER FORD OF DOVER
 591 S. DUPONT HWY
 DOVER, DE 19901
 PH 302-734-0445

Oct 5 2010 12:10pm P030/030

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/M	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/M	TOTAL
02FOZ1DECLINE	DECLINED REPAIRS	MI		02FOZ1RPTCARD	REPORT CARD	MI	
02FOZGBATT	GREEN BATTERY	MI		02FOZGBRK	GREEN BRAKE	MI	
02FOZGTIRE	GREEN TIRE	MI		02FOZRBATT	RED BATTERY	MI	
02FOZBRAKE	RED BRAKE	MI		02FOZRTIRE	RED TIRE	MI	
02FOZYBATT	YELLOW BATTERY	MI		02FOZYBRKE	YELLOW BRAKE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 4

VEHICLE ID NO. 3FAHP0HG6AR	YEAR/MG/COOL. 10/FORD/FUSION/4DR.SDN H4 SE FWD	PRODUCTION DATE AR192063	STOCK NO. AR192063	LICENSE NO. 245315	R.O. NO. 245315
WINNER AUTOMOTIVE GROUP PO BOX 954 WILMINGTON, DE 19899		CUSTOMER NO. 10	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
RESIDENCE PHONE: 302-656-1237		BUSINESS PHONE: 302-656-1237		SELLING DEALER NO.	R.O. DATE 10/06/09
TIME RECEIVED 10:16am	DATE/TIME PROMISED 10/06/09 07:00pm	PRIORITY 9		CONTRACT NO.	EXPIRATION DATE
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		LABOR RATE		EXPIRATION MILES	DATE NO. 2063
TURBO		W/MC.	AIR COND.	P.S.	TRANS
MILEAGE 10		ADVISOR NO. 1336		ADVISOR HOLLY JOHNSON	

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delay caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs therein; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

PERFORM DEALER TRADE INSPECTION

ESTIMATE \$	ADDITIONAL AMOUNT \$		
THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.			
PHONE	IN PERSON	DATE	TIME
ADDITIONAL REPAIRS OK'D BY		SIGN	
ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> SAVE			
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.			
I certify that the information on this claim is accurate and, unless shown, the services were performed at no charge to the owner. To my knowledge this claim contains no parts repaired or replaced that are connected in any way with any accident, negligence, or misuse.			
DEALER/EMP AUTHORIZED SIGNATURE		DATE	
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.			

1728

WINNER DOVER AUTOCENTER

FORD • HYUNDAI • MITSUBISHI • KIA
 591 S. DUPONT HIGHWAY
 DOVER, DELAWARE 19901
 302/734-0444

WAD 2000457

DEAL NUMBER
 27304

DATE 10/07/2009 SALESPERSON LEROY H DENNISON # 1317

PURCHASER MR. MRS. MS. [REDACTED]		Home () (302)653-7224 Business ()	
TOWN CLAYTON DE [REDACTED] ZIP [REDACTED]		SS# [REDACTED] DE [REDACTED] DOB [REDACTED]	SS# [REDACTED] DE [REDACTED] DOB [REDACTED]
PLEASE ENTER MY ORDER FOR YEAR 2010 FORD FUSION MODEL TYPE TRUCK <input type="checkbox"/> CARET <input checked="" type="checkbox"/> NEW <input type="checkbox"/> STOCK NO. AR192063 SERIAL 3FAHPOHG6AR MILEAGE 233		AN ODOMETER MILEAGE STATEMENT IS REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT AND IS MADE A PART OF THIS ORDER FORM.	
COLOR: TOP SANGRIA RE BODY FUSION INTERIOR MED LT STO		"YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIED DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED."	
TITLE INFORMATION		TRADE-IN #1 DESCRIPTION AND ALLOWANCE (MUST BE VERIFIED TO TITLE OR REGISTRATION)	
TYPE OF TAG PG <input type="checkbox"/> COMM <input type="checkbox"/> WEIGHT RV YES <input type="checkbox"/> NO <input type="checkbox"/> TRANSFER TAG <input type="checkbox"/> NEW PLATE <input type="checkbox"/> YRB		YEAR 2007 MAKE FORD MODEL FIVE COLOR TYPE 4DR S SERIAL NO. 1FAFP241770	
CURRENT TAG NUMBER		TRADE-IN ALLOWANCE \$ 9772.00	
EXPIRATION DATE		LESS BALANCE OWED	
PRICE (Including Transportation) \$ 26022.00		O/A NET EQUITY \$ N/A	
FACTORY INSTALLED OPTIONS		TRADE-IN #2 DESCRIPTION AND ALLOWANCE (MUST BE VERIFIED TO TITLE OR REGISTRATION)	
DEALER INSTALLED OPTIONS		YEAR MAKE MODEL COLOR	
ETCH 399.00		TYPE SERIAL NO. MILEAGE	
GAP 650.00		TRADE-IN ALLOWANCE \$ N/A	
EXTENDED SERVICE PLAN N/A		LESS BALANCE OWED N/A	
CHEMICAL PROTECTORANTS N/A		O/A NET EQUITY \$	
TOTAL RETAIL PRICE \$ 27071.00		CREDIT SALE	
LESS TRADE-IN ALLOWANCE (OR DISC) 9772.00		IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER FORM.	
SUB TOTAL \$ 17299.00		THE ONLY WARRANTIES APPLYING TO THIS VEHICLE ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLING DEALER SELLS THIS VEHICLE "AS IS" AND HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ANY LIABILITY OF THE SELLER DEALER WITH RESPECT TO THE DEFECTS OR MALFUNCTIONS OF THIS VEHICLE INCLUDING, WITHOUT LIMITATION, THOSE WHICH PERTAIN TO PERFORMANCE OR SAFETY, WHETHER BY WAY OF "STRICT LIABILITY" BASED UPON THE SELLING DEALER'S NEGLIGENCE, OR OTHERWISE, IS EXPRESSLY EXCLUDED AND PURCHASER HEREBY ASSUMES ANY SUCH RISK. THE MANUFACTURER'S WARRANTY IS NOT AFFECTED BY THIS DISCLAIMER OF WARRANTIES BY THE SELLING DEALER.	
STATE & LOCAL TAXES AND/OR DOC FEE 611.00		(INITIAL APPROPRIATE BOX)	
--- Clerical 131.75		USED CARS Initials	
--- Messenger 160.25		Sold "AS IS" with NO WARRANTY Initials	
REGISTRATION FEE 205.00		Other:	
TITLE FEE 25.00		CUSTOMER AGREES TO DELIVER A FREE AND CLEAR TITLE TO THE TRADE ABOVE AT TIME OF DELIVERY.	
PAYOFF TITLE FEE N/A		LIQUIDATED DAMAGES: IN THE EVENT OF CANCELLATION OR BREACH OF THIS AGREEMENT BY THE BUYER, THE DEALER SHALL BE ENTITLED TO RETAIN AS LIQUIDATED DAMAGES THE SUM OF \$. BUYER HEREBY ACKNOWLEDGES THE ABOVE PROVISION.	
NET PAYOFF ON TRADE-IN 9772.00		Buyer's Signature	
TOTAL DUE \$ 28204.00		RECEIPT NO. CASH CHECK DATE	
CASH DOWN PAYMENT 3000.00		RECEIPT NO. CASH CHECK DATE	
FACTORY REBATE 1500.00		1. Clerical & Messenger Fees. This charge represents costs and profits to the seller/dealer for items such as inspecting, cleaning and adjusting new and used vehicles and preparing documents to the sale.	
BALANCE FINANCED 23704.00		2. Title and Documentary Fees. These fees represent a charge by the seller/dealer for such items as preparation, processing and handling of the documents required in registration, titling and licensing of vehicles.	
TOTAL SETTLEMENT \$ 28204.00		3. If the above described purchased vehicle is new, purchaser certifies that the price and E.P.A. label was affixed to said vehicle on delivery.	
FINANCING DETAILS		CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY	
No. Months 48 Mo. Payment 552.42 Bank JPMOR11/21/09 Tot Pay Due		*The information you see on the (Federal Trade Commission) window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract sale.*	
Physical Damage Ins. Co. Policy No. NAIC Code			
Agent Effective Date Exp. Date			

Purchaser agrees that this Order on the face and reverse side hereof and any attachments hereto includes all of the terms and conditions, that this Order cancels and supercedes any prior agreements and as the date hereof comprises the complete and exclusive statement of terms of the agreement relating to the subject matters covered hereby, and that THE ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY THE DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order. I also certify that I am eighteen years of age or over.

ALL BALANCES MUST BE PAID IN CASH OR CERTIFIED CHECK

ACCEPTED BY WINNER [Signature] DEALER OR HIS AUTHORIZED REPRESENTATIVE

TO: Mr. [REDACTED] COMPANY:

Customer Claim Form

Contact Date: Start Date: Case Number:

Have you contacted the mfr regarding your claim? [X] YES [] NO
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? [] YES [X] NO
If yes, name of provider: Date: Case Number:

Titled Owner(s) Name & Address

[REDACTED] Clayton, Del [REDACTED]

Day Phone: [REDACTED] Evening Phone: [REDACTED] All Phone: [REDACTED]
Fax Number: [REDACTED] E-mail Address: [REDACTED]
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title:
Vehicle Use: [X] Personal [] Business [] Both Percentage of time vehicle used for business purposes:
Transmission Type: Number of vehicles owned or leased by the business:
Make: Ford Model: Fusion Model Year: 2010 Current Mileage: 14,600
Vehicle Identification Number: 3FAHP0H66AR[REDACTED]
Servicing Dealer/City/State: Winner Ford Dover, Del
Selling Dealer/City/State: Winner Ford Dover, Del
Insurance Carrier State Farm Policy Number:
Has vehicle been in an accident/had body damage? Yes [] No [X] Date of accident:
Description of Damage:

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 10/21/08 Mileage at purchase: 233 Lease Date: Mileage at lease:
Purchased As: [X] New [] Used [] Demo Leased As: [] New [] Used [] Demo
Is the vehicle in your possession? YES Is the vehicle in your possession?
Lienholder's Name: CHASE AUTO FINANCE Leasing Company's Name:
Address: PO Box 28067 Address:
City/St/Zip: PHOENIX, AZ 85062-8067 City/St/Zip:
Phone: Phone:
Lienholder Acct #: 10928014130200 Leasing Company's Acct #:

Customer's Desired Outcome (Describe what you want done to resolve your concern)

Buy back or new car

Signature of Titled Owner(s): [REDACTED] to 8/26/10
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

TO: Mr. [REDACTED] COMPANY:

Customer Claim Form

Customer Name:

Case Number:

Vehicle Concerns

First Repair Attempt Date: 2-8-10 Mileage: 5776
 Last Repair Attempt Date: 8-12-10 Mileage: 13,200
 Total Days out of Service: 33

Problems - Please list your primary concern first	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
1. CAR down shifted several gears and RPM went to Red Line at 70 mph. Speed reduced to 45 mph and 5,000 RPM. No direct to dealer.	Carman Ford New Castle, Del	Yes No	1	2-8-10	5776	4 DAYS
2. CAR down shifted several gears RPM went 6,000 and when slowing to stop at light, transmission gave it hard noise when it went to low gear. Then when at light concern went to dealer	Carman Ford	Yes	1	5-3-10 5-6-10	7717	4 DAYS
3. Carman found nothing wrong so went to dealer that sold the car winner ford	winner Ford Dover, Del	Yes	1	5-18-10 5-21-10	10821	4 DAYS
4. CAR down shifted again several gears and RPM went to 3,700 RPM	winner Ford	Yes	1	6-22-10 6-25-10	12305	4 DAYS
5. CAR down shifted again 7/6 and 7/12 several gears and RPM went to 4,200 RPM went to dealer	winner Ford	Yes	1	7-20-10 7-27-10		7 DAYS
6. CAR down shifted again on 7/28/10 with E.O.S installed to record event.	winner Ford	Yes	1	8-5-10 8-17-10		13 DAYS



BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number: FRD1025073
Customer Name: [REDACTED]
VIN: 3FAHP04G6AR [REDACTED]

Start Date: 09/17/10
State: PA
Probable Hearing Location: New Castle

This claim is IN Warranty OUT of Warranty
Has the customer contacted you regarding the claim? YES NO
Is the VIN listed above correct? YES NO
If you checked NO, please indicate the correct VIN: _____
Customer Contact Info: _____

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? YES NO
If you checked YES, please indicate the customer's response below:
 The customer accepted the offer on ___/___/___
 The customer rejected the offer on ___/___/___
 The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$ _____

I will participate By phone In person In writing
Return this form as soon as possible

To: _____ Completed by: _____ Date: ___/___/___
BBB AUTO LINE Future contact: _____
Fax: 703.247.9700 Phone: _____ Fax: _____

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

September 17, 2010

LOU COSTA
FORD MOTOR COMPANY
1320 S BABCOCK ST
MELBOURNE FL 32901

Re: FRD1025073 [REDACTED] vs Ford Motor Corporation 3FAHP04G6AR [REDACTED]

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form (CCF)*, and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

Sincerely,

Donna Patterson at Extension 506

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

Customer Claim Form

Contact Date:

Start Date:

Case Number :

Have you contacted the mfr regarding your claim? YES NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? YES NO

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name & Address

[Redacted] Clayton, Del [Redacted]

Day Phone: [Redacted] Evening [Redacted] Phone: [Redacted]
Fax Number: [Redacted] E-mail Address: [Redacted]
Customer Contact Info: [Redacted]

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title:

Vehicle Use: Personal Business Both Percentage of time vehicle used for business purposes:
Transmission Type: _____ Number of vehicles owned or leased by the business:
Make: *Ford* Model: *Fusion* Model Year: *2010* Current Mileage: *14,600*
Vehicle Identification Number: *3FAHP0HG6AR* [Redacted]
Servicing Dealer/City/State: *Winner Ford, Dover, Del*
Selling Dealer/City/State: *Winner Ford, Dover, Del*
Insurance Carrier: *State Farm* Policy Number: _____
Has vehicle been in an accident/had body damage? Yes ___ No Date of accident: _____
Description of Damage: _____

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: *10/1/08* Mileage at purchase: *233* Lease Date: _____ Mileage at lease: _____
Purchased As: New Used Demo Leased As: New Used Demo
Is the vehicle in your possession? *YES* Is the vehicle in your possession? _____
Lienholder's Name: *CHASE AUTO FINANCE* Leasing Company's Name: _____
Address: *PO Box 78067* Address: _____
City/St/Zip: *PHOENIX, AZ 85062-8067* City/St/Zip: _____
Phone: _____ Phone: _____
Lienholder Acct #: *10928014130900* Leasing Company's Acct #: _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

Buy back or new car

Signature of Titled Owner(s): [Redacted] Date: *8/26/10*
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

Customer Name: _____

Case Number: _____

Vehicle Concerns

First Repair Attempt Date: 2-8-10 Mileage: 5776

Last Repair Attempt Date: 8-17-10 Mileage: 13,200

Total Days out of Service: 33

Problems –Please list your <u>primary</u> concern first	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
1. CAR down shifted several gears and RPM went to Red Line at 70 mph. Speed reduced to 45 mph and 5,000 RPM. to drive to dealer.	CARMAN Ford New Castle, Del	yes no	1	2-8-10	5776	1 DAY
2. CAR down shifted several gears RPM went 5,000 and when slowing to stop at light, Transmission gave a loud noise when it went to low gear, then wrench light came on went to dealer	CARMAN Ford	yes	1	5-3-10 5-6-10	9917	4 DAYS
3. CARMAN found nothing wrong so went to dealer that sold me car winner Ford	winner Ford Dover, Del	yes	1	5-18-10 5-21-10	10801	4 DAYS
4. CAR down shifted again several gears and RPM went to 3,700 RPM	winner Ford	yes	1	6/22/10 6/25/10	12305	4 DAYS
5. CAR down shifted again at 7/6 and 7/12 several gears and RPM went to 4200 RPM went to dealer	winner Ford	yes	1	7/20/10 7/27/10		7 DAYS
6. CAR down shifted again on 7/28/10 with IDS installed to record event.	winner Ford	yes	1	8/5/10 8/17/10		13 DAYS



KIMMEL & SILVERMAN
P.C.

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www.lemonlaw.com

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F (215) 540-8817

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NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 60 Hartford Pike, P.O. Box 325, Dayville, CT 06241, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2315

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FRED DAVIS
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W. CHRISTOPHER COMPONOV

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Member, DC Bar

September 1, 2010

BBB AUTO LINE
Alternative Dispute Resolution Division
Council of Better Business Bureaus, Inc.
4200 Wilson Blvd., Suite 800
Arlington, VA 22203

FRD1025073

RE: [REDACTED] v. Ford Motor Co.

Dear Gentlemen:

I am representing [REDACTED] regarding his 2010 Ford Fusion. I am writing to inform you that my client has experienced various problems with his vehicle, constituting nonconformities under Delaware law.

Further, the failure of Ford, through its authorized warranty service facilities, to correct the above-mentioned nonconformities constitutes a violation of the Delaware Lemon Law, the Magnuson-Moss Federal Trade Commission Warranty Improvement Act and the Delaware Unfair Trade Practices and Consumer Protection Law, for which my client seeks legal remedy.

In accordance with the terms of Ford's warranty pertaining to the subject vehicle, we are hereby requesting arbitration through your Auto Line program before taking my client's claim to court. Be advised that while Auto Line is an informal dispute resolution procedure, my law firm will handle all aspects of the claim(s) on behalf of Mr. [REDACTED] and will seek any and all remedies available under the applicable law, including reasonable attorney's fees and treble (triple) damages.

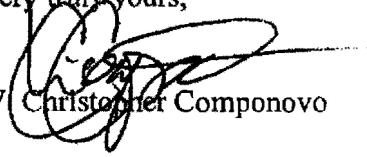
My client's claim is clear and we are hereby requesting, "In Person arbitration hearing" pursuant to Dispute Resolution Rule 10. Enclosed with this letter is the two page Customer Claim Form.

As you know, you must reach a final disposition of the claim within forty (40) days of the date of this letter. If there is anything you need to expedite the process, please contact me immediately.

If I do not hear from you pertaining to this claim, I will assume that your program does not have the authority to award all available legal remedies and that you have declined to process this claim accordingly.

If that becomes the case, this letter shall serve as the submission of my client's claims to your Auto Line program, and I will proceed with the filing of a complaint in the Court having appropriate jurisdiction on [REDACTED] behalf.

Very truly yours,


W. Christopher Componovo

/wcc
Enclosure



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemoilaw.com

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CRAIG THOR KIMMEL**

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* Member, MA Bar
* Member, MD Bar
* Member, OH Bar
* Member, MI Bar
* Member, NH Bar
* Member, CT Bar
* Member, TN Bar
* Member, WV Bar
* Member, DC Bar

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ANGELA K. TROCCOLI**
FRID DAVIS**
AMY L. DENNECOPP**
CHRISTINA GILL ROSEMAN**
RICHARD A. SCHOLER**
TARA L. PATTERSON**
W. CHRISTOPHER COMPONOVO*

September 21, 2010

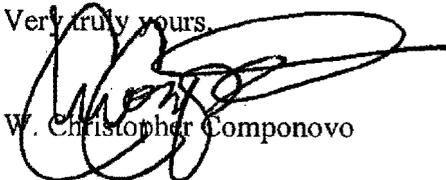
Donna Patterson
BBB AUTO LINE
Alternative Dispute Resolution Division
Council of Better Business Bureaus, Inc.
4200 Wilson Blvd., Suite 800
Arlington, VA 22203

RE: [REDACTED] v. Ford Motor Company, Docket No.
W-C01 FRD1025073

Dear Donna:

I enclose the customer claim form, contract of sale, and relevant invoices as requested regarding the above. Please contact my office for scheduling as soon as possible. Thank you.

Very truly yours,



W. Christopher Componovo

/wcc
enclosures

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1025073
Contact Date: 09/13/10
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Clayton	State: DE	Zip code: [REDACTED]
Day phone [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2010	Current mileage: 0
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , DE			
Primary Servicing dealer/city/state: WINNER FORD/WINNER GROUP INC, DOVER DE			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date:		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____



BBB AUTO LINE PROGRAM SUMMARY

Ford Motor Company – Delaware

Ford Motor Company has agreed to arbitrate certain warranty claims through BBB AUTO LINE. Ford's participation in BBB AUTO LINE covers Ford, Lincoln, and Mercury vehicles.

This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE. Please also see *Claims That Are Not Eligible* below for a description of the types of claims that will not be handled by BBB AUTO LINE.

Please note that although most customers choose to represent themselves in the BBB AUTO LINE process, customers may also be represented by an attorney at their own expense.

AGE/MILEAGE REQUIREMENTS

Claims seeking repurchase or replacement of a **Ford** or **Mercury** vehicle must be filed with BBB AUTO LINE within three years or 36,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking repurchase or replacement of a **Lincoln** vehicle must be filed with BBB AUTO LINE within four years or 50,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking any other remedy listed below must be filed with BBB AUTO LINE before the expiration of the applicable Ford U.S. New Vehicle Limited Warranty coverage period.

ELIGIBLE CLAIMS

Claims must be based on a defect in the vehicle's factory-supplied material or workmanship covered by the applicable Ford U.S. New Vehicle Limited Warranty.

ELIGIBLE VEHICLES

Claims may be filed for Ford, Lincoln, and Mercury cars and light trucks that are:

- ♦ Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;

- ◆ Currently registered in Delaware; and
- ◆ Purchased or leased in the United States and normally operated in the United States.

The following vehicles are **not eligible** for BBB AUTO LINE:

- ◆ F-450, F-550, and F-650 pick-up trucks.
- ◆ Ford E-series Cut Away vehicles, F-series cab and chassis, and motor homes.

BBB AUTO LINE REMEDIES

The arbitrator may award the following remedies:

- ◆ Repairs.
- ◆ A Ford Extended Service Plan for the customer's current vehicle.
- ◆ Reimbursement for money the customer paid to repair the vehicle if those repairs should have been covered by the Ford New Vehicle Limited Warranty.
- ◆ Repurchase of the vehicle.
- ◆ Replacement of the vehicle **only** if it was purchased or leased *new*.

REPAIRS/REIMBURSEMENT FOR REPAIRS

The arbitrator may award repairs to defects covered by the Ford New Vehicle Limited Warranty. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

The arbitrator may award reimbursement for money paid for the repair of defects covered by the Ford New Vehicle Limited Warranty only if Ford or its dealer declined to repair the defects under warranty or to reimburse under the warranty's emergency repair provisions.

REPURCHASE/REPLACEMENT

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- ◆ The defect (s) in material or workmanship covered by the Ford New Vehicle Limited Warranty was first reported to Ford or an authorized dealer within 18 months or 18,000 miles – whichever occurs first – after the vehicle's warranty start date; and
- ◆ Either (1) the same defect was subject to repair four or more times and continues to exist, or (2) the vehicle was out of service for 30 or more cumulative calendar days for repairs to any defect(s); and
- ◆ The defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.

If the arbitrator finds that the claim meets these conditions, the arbitrator must award a repurchase or replacement that will consist of the following remedies:

- ◆ **Repurchase** – If the vehicle was **purchased**, Ford will refund the actual amount that the customer paid for the vehicle (not including any modifications or additions after the vehicle's purchase or lease), not including finance charges, less a reasonable allowance for use. If the vehicle was **leased**, Ford will refund to the customer payments made to the lending institution or lessor plus net trade-in and cash down payment (not including rebates, if any), less a reasonable allowance for use. For both **purchased** and **leased** vehicles, Ford will also provide the pay-off amount to the lienholder or lessor in accordance with the financing or lease agreement.

If the vehicle being repurchased is covered by a Ford Extended Service Plan that the customer purchased, that plan will be cancelled and its pro-rated cost refunded. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Ford will also refund sales tax, original registration fees, and dealer preparation charges.

- ◆ **Replacement of a vehicle purchased or leased new** – The customer will select a new vehicle from dealer inventory that is from the same model year as, and substantially identical to, the vehicle being replaced (not including any modifications or additions after the vehicle's purchase or lease). Ford will reimburse the customer for fees for transfer of registration, sales tax, and other charges or fees incurred as a result of the replacement.

If the customer selects a vehicle that has different equipment options, the customer will incur the cost of upgraded equipment.

If a replacement vehicle of the same vehicle model or from the same model year as the current vehicle is not available, the customer may select a different model or model year vehicle but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the vehicle being replaced and the M.S.R.P. of the new replacement vehicle.

If the vehicle being replaced is covered by a Ford Extended Service Plan that the customer purchased, Ford will provide the customer with the most nearly equivalent Ford Extended Service Plan available for the replacement vehicle at no cost to the customer. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Important: Replacement is not an available remedy if the current vehicle was purchased used.

Deductions/Exclusions from a Repurchase or Replacement Award

- ◆ If the arbitrator awards a **replacement**, the award will require payment for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{mileage at first repair of the defect for which a replacement is awarded}}{100,000} \times \text{purchase price}$$

- ◆ If the arbitrator awards a **repurchase**, the award will be reduced for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{all accrued mileage} - 100 \text{ miles}}{100,000} \times \text{purchase price}$$

- ◆ The award may be reduced or may require payment for any missing equipment or damage to the vehicle exceeding normal wear and tear.
- ◆ The award will not include any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a down payment or capitalized cost reduction.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered to the customer who applied to BBB AUTO LINE. The customer will be responsible for turning over the vehicle with all of the original equipment, and without abnormal wear or damage evident on the vehicle (e.g., cracked windshield). The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT ARE NOT ELIGIBLE

The following claims are **not** eligible for arbitration in BBB AUTO LINE:

- ◆ Claims involving a vehicle no longer owned or leased by the customer.
- ◆ Claims not covered by the Ford New Vehicle Limited Warranty, including but not limited to:
 - (1) maintenance and wear items not covered by the Warranty;
 - (2) damage caused by alterations or modifications of the vehicle after it leaves the control of Ford Motor Co.;
 - (3) damage caused by tampering with the vehicle, its emissions systems, or other parts that affect these systems; and
 - (4) damage caused by the installation or use of a non-Ford Motor Co. part or of any part designed for “off-road” use installed after the vehicle leaves the control of Ford Motor Co.
- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has (1) caused bodily injury, or (2) caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Allegations of fraud.
- ◆ Claims seeking punitive damages or compensation for loss of wages, personal injury or mental anguish.
- ◆ Claims that are the subject of a law suit or state administrative action against Ford.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and Ford.

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

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Member, NJ Bar
Member, DE Bar
Member, NY Bar
Member, MA Bar
Member, MD Bar
Member, OH Bar
Member, MI Bar
Member, NH Bar
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Member, DC Bar



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PLEASE REMIT ALL CORRESPONDENCE TO THE DELAWARE OFFICE

August 2, 2010

Ford Motor Company
Ford Consumer Affairs
16800 Executive Plaza Drive
Dearborn, MI 48126

RECEIVED

10 AUG -5 AM 10:22

CONSUMER AFFAIRS SECTION

Re: [REDACTED] v. Ford Motor Company
Vehicle: 2010 Ford Fusion
Date of Purchase: 11/07/2009
Place of Purchase: Winner Ford, Dover
VIN: NONE

Dear Sir/Madam:

nothing in FMMS

I previously advised of the above firm's representation of Mr. [REDACTED] for problems he is experiencing with his Ford Fusion. I now enclose invoices for repairs/work done on the vehicle. Moreover, I expect additional information shortly from the monitoring system which has apparently recorded the complained of defect.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact me.

Very truly yours,

W. Christopher Componovo
KIMMEL & SILVERMAN, PC

/wcc

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New Castle, DE 19720
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Parts - (302) 323-1670

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CELL: 632-810

CUSTOMER NO. 95382	ADVISOR STEVE HUDSON	TAG NO. 224	807	INVOICE DATE 10/21/09	INVOICE NO. FOCS365230
[REDACTED] RD CLAYTON, DE [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 959	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN I4 SE FWD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3FAHP0HG6AR [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 10/20/09	
RESIDENCE PHONE	COMMENTS			MO: 959	

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1-21F0Z C.E.I. ON/DIAG UNITS: 1.50 TECH(S): 1/93 WARRANTY CUSTOMER STATES CHECK ENGINE LIGHT IS ON HESITATES ON TIP IN ACCEL E29/42 CAUSAL #9E926 INSTALLED WDS & TESTED EEC SYSTEM/P2135. PERFORMED PINPOINT TESTS. FUEL PSI & IGNITION SYSTEM DIAG. REPLACED THROTTLE BODY & RECHECKED					
JOB # 1	1	9LBZ-9E926-A	THROTTLE BODY		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2-00F0Z-01 TAP ALLOWANCE UNITS: TECH(S): 8/73 WARRANTY T.A.P. ALLOWANCE TRANSPORTATION ASSISTANCE PROGRAM 1 DAY TAP					
JOB # 2					
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
SUBLET PO# VEND INV#-INV.DATE-DESCRIPTION JOB # 2 142615 10/21/09 1 DAY FORD TAP					
				TOTAL - SUBLET	0.00
COMMENTS SHUTTLE CLOSED 10/28 AH					

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Service - (302) 325-1080
Parts - (302) 325-1574



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AUTO TRANS CONCERN HOURS: TECH(S):1365 WARRANT
 VEHICLE RANGED INTO LOW GEAR WHILE DRIVING
 WITH ENGINE WRENCH LIGHT ON RPM'S PEG OUT AT 5K
 MONITORING ELECTRONICALLY, NO CODES PRESENT, SPOKE TO FOTLING
 TO MONITOR STEERING SENSOR & YAW SENSOR
 STEERING SENSOR

QTY	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	W32-43321-A	SENSOR	TOTAL - PARTS	3.00

QTY	WARRANTY	INVT#	INV. DATE	DESCRIPTION	TOTAL - SUBLET	INTEREST
				TWO DAYS		(.00)

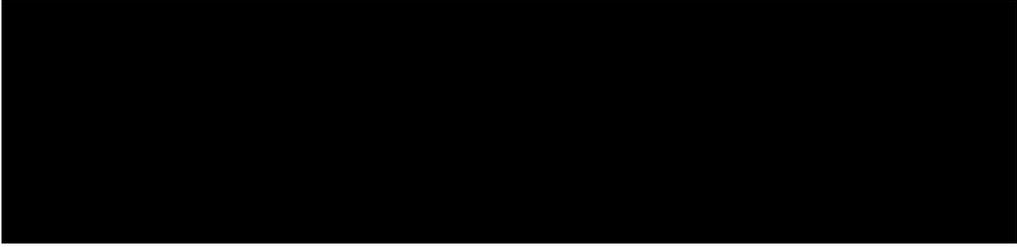
JOB# 1 JOURNAL PREFIX FICS JOB# 1 TOTAL (.00)

AUTO TRANS CONCERN HOURS: TECH(S):1365 WARRANT
 ABOVE ACQUIRED TRANS WOULD NOT SHIFT MANUALLY

JOB# 2 JOURNAL PREFIX FICS JOB# 2 TOTAL (.00)

DEFLECT RECALL HOURS: TECH(S):1365 WARRANT
 DEFLECT RECALL CAMPAIGN 10B15
 DEFLECT RECALL CAMPAIGN
 DEFLECT RECALL CAMPAIGN 10B15
 DEFLECT RECALL

JOB# 3 JOURNAL PREFIX FICS JOB# 3 TOTAL (.00)



The Law Office Of
ROBERT L STARR

23277 Ventura Blvd
Woodland Hills, CA 91364
Telephone (818) 225-9040
Facsimile (818) 225-9042

March 6, 2013

Ford Motor
P.O. Box 6248
Dearborn, MI 48121

ATTENTION: CUSTOMER RELATIONS DEPARTMENT

RE: My Client : [REDACTED]
Vehicle : 2010 Ford Fusion
Vehicle Vin Number : 3FAHP0JA3AR [REDACTED]
Complaint : Multiple mechanical problems qualifying vehicle for
repurchase pursuant to the California Civil Code
Section 1793.2 and the California Civil Code Section
1793.22

Dear Customer Relations:

060 LIT 2013MAR12 PM5:23

Please be advised that I have been retained as the attorney of record to represent Mr. [REDACTED] in regards to his claims against Ford Motor Company, pursuant to the California Civil Code Section 1793.2 and the California Civil Code Section 1793.22. The subject vehicle has been subject to 2 repair attempts on an acceleration issue, a safety issue, ultimately resulting in the replacement of the throttle body assembly. Documents relating to this matter have been enclosed.

At this time this office requests that Ford Motor Company repurchase this vehicle, in compliance with California Law. Please contact **Gordon Wong (email: gordon@starlawmail.com)** upon your receipt of this letter so that we may discuss this matter further. Thank you.

Very truly yours,



Robert L. Starr, Esq.

Enclosure(s)

CONSUMER AFFAIRS
SECTION

73 MAR 11 A9:19

CH

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 SERVICE-OXNARD, CAMARILLO, SANTA PAULA • 656-4259



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 CELL # 805-407-2358

CUSTOMER NO. 150261	ADVISOR HUGO	TAG NO. 4239	INVOICE DATE 08/10/12	INVOICE NO. FOCS550058
	LABOR RATE	LICENSE NO. 111	COLOR TUXEDO BLAC	STOCK NO. 88035
	YEAR / MAKE / MODEL 10/FORD/EUSTON/4D SEI	MILEAGE 24,719	DELIVERY DATE 04/11/12	DELIVERY MILES 21,848
	VEHICLE I.D. NO. 3EAHP0JA3AR		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	PO. NO.	R.O. DATE 08/10/12	
RESIDENCE PHONE 805-407-2358	BUSINESS PHONE 805-740-2400	COMMENTS E# 2.5		

LABOR & PARTS-----
 JOB # 1 06FOZ REAR SUSPENSION TECH(S):829 WARRANTY
 CUSTOMER STATES THERE IS A CLICKING NOISE WHEN BACKING UP OR GOING FORWARD.WILL HAPPEN ONE TIME EVERYTIME AFTER GOING THROUGH PROCESS OF BACKING UP(CLICK) GOING FORWARD (CLICK) WILL NOT DO IT AGAIN TILL THIS PROCESS IS DONE ROAD TEST VEHICLE AND HEARD NOISE FROM FRONT BRAKES RACKED VEHICLE AND REPLACED FRONT PADS OK AFTER REPAIRS

NOTICE TO CONSUMER:
 PLEASE READ IMPORTANT INFORMATION ON BACK.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 1 1 9E5Z-2001-A KIT - B 395510 WARRANTY
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

2 01FOZTIREPSI TIRE PRESSURE CHECK TECH(S):829 WARRANTY
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 SET TIRE PRESSURE (PSI)
 LEFT FRONT: 30
 RIGHT FRONT: 30
 LEFT REAR:30
 RIGHT REAR:30

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 TECHNICIAN CERTIFICATION-----
 829 DENNIS D. STROUP 1800

TOTALS-----
 I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE."
 TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE _____

THANK YOU

DIRECT TELEPHONE LINES
 MAIN SWITCHBOARD • 642-6701
 SERVICE-VENTURA, OJAI • 658-5111
 SERVICE-OXNARD, CAMARILLO, SANTA PAULA • 656-4259

SERVICE ADVISOR #1 _____ • 658-5113
 SERVICE ADVISOR #2 _____ • 658-5114
 SERVICE ADVISOR #3 _____ • 658-5115



A CALIFORNIA CORPORATION
 3440 EAST MAIN STREET
 VENTURA, CALIFORNIA 93003
 www.barberonline.com

FOR YOUR CONVENIENCE
 SERVICE DEPARTMENT & CASHIER HOURS
 MONDAY THRU FRIDAY 7:30 AM TO 5:30 PM
 NO VEHICLES RELEASED AFTER SERVICE HOURS
 XXXXXXXXXXXX

B.A.R. # 482003020 / R.P. # CA 199127358

CUSTOMER NO. 150261	ADVISOR HUGO	TAG NO. 111 5538	INVOICE DATE 10/30/12	INVOICE NO. FOCS554635
	LABOR RATE	LICENSE NO.	MILEAGE 26,790	COLOR TUXEDO BLAC
	YEAR / MAKE / MODEL 10/FORD/EUSION/4D SEL		DELIVERY DATE 04/11/12	STOCK NO. 88035
	VEHICLE I.D. NO. 3FAHP0JA3AR		DELIVERY MILES 21,848	DELIVERY MILES 21,848
	F.T.E. NO.	PO. NO.	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 10/30/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 2.5		

LABOR & PARTS
 # 1 28F0Z SIGNAL FLASHER LAMPS TECH(S): 680 WARRANTY
 FOUND DURING INSPECTION RIGHT BRAKE LIGHT OU
 DONE

NOTICE TO CONSUMER:
 PLEASE READ IMPORTANT
 INFORMATION ON BACK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	3M7Z-13466-B	BULB 416270		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

TOTALS

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE."	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE _____

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005514
 TO REORDER W/ 805-226-2266
 SS PRINTING MANAGEMENT

DIRECT TELEPHONE LINES
 MAIN SWITCHBOARD • 642-6701
 SERVICE-VENTURA, OJAI • 658-5111
 SERVICE-OXNARD, CAMARILLO, SANTA PAULA • 656-4259

SERVICE ADVISOR #1 _____ • 658-5113
 SERVICE ADVISOR #2 _____ • 658-5114
 SERVICE ADVISOR #3 _____ • 658-5115



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 3440 EAST MAIN STREET
 VENTURA, CALIFORNIA 93003
 www.barberonline.com

FOR YOUR CONVENIENCE
 SERVICE DEPARTMENT & CASHIER HOURS
 MONDAY THRU FRIDAY 7:30 AM TO 5:30 PM
 NO VEHICLES RELEASED AFTER SERVICE HOURS

CELL: 805-407-2358
 B.A.R. # 4R00030207 EPA # CAD 981977341

CUSTOMER NO. 150261	ADVISOR HUGO	111	TAG NO. 4820	INVOICE DATE 01/07/13	INVOICE NO. FOC5598418
LABOR RATE		MILEAGE 29,637		COLOR TUXEDO BLAC	88099
YEAR / MAKE / MODEL 10/FORD/FUSION/4D SEL				DELIVERY DATE 04/11/12	DELIVERY MILES 21,848
VEHICLE I.D. NO. 3FAHP0JA3AR		SELLING DEALER NO.		PRODUCTION DATE	
F.T.E. NO.		P.O. NO.		R.O. DATE 01/04/13	
RESIDENCE PHONE 805- [REDACTED]		BUSINESS PHONE [REDACTED]		COMMENTS # 2.5	

LABOR & PARTS

1 12FOZ DRIVEABILITY TECH(S): 863 WARRANTY:
 WRENCH LIGHT COMES AND VEHICLE WILL NOT ACCELERATE FROM A
 STOP--INTER
 CK OUT, VERIFIED CONCERN, PERFORMED TSB 10-12-12
 REFLASHED PCM
 JOB # 1 TOTAL LABOR & PARTS 0.00

2 01FOZ TIRE PSI TIRE PRESSURE CHECK TECH(S): 863 WARRANTY:
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 LEFT FRONT 33 PSI
 RIGHT FRONT 33 PSI
 LEFT REAR 33 PSI
 RIGHT REAR 33 PSI
 JOB # 2 TOTAL LABOR & PARTS 0.00

NOTICE TO CONSUMER:
 PLEASE READ IMPORTANT
 INFORMATION ON BACK.

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TECHNICIAN CERTIFICATION
 863 WILLIAM J. MEADE JR 5263

TOTALS

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

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

005514
 TO REORDER 805-220-2250
 PRINTING MANAGEMENT
 CUSTOMER SIGNATURE

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DIRECT TELEPHONE LINES
 MAIN SWITCHBOARD • 642-6701
 SERVICE-VENTURA, OJAI • 658-5111
 SERVICE-OXNARD, CAMARILLO, SANTA PAULA • 656-4259



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 3440 EAST MAIN STREET
 VENTURA, CALIFORNIA 93003
 www.barberonline.com

SERVICE ADVISOR #1 _____ • 658-5113
 SERVICE ADVISOR #2 _____ • 658-5114
 SERVICE ADVISOR #3 _____ • 658-5115

FOR YOUR CONVENIENCE
 SERVICE DEPARTMENT & CASHIER HOURS
 MONDAY THRU FRIDAY 7:30 AM TO 5:30 PM
 NO VEHICLES RELEASED AFTER SERVICE HOURS
 XXXXXXXXXXXX

B.A.R. # ARD003020 / EPA # CAD 981977341

CUSTOMER NO. 150261	ADVISOR HUGO	TAG NO. 111 252	INVOICE DATE 02/26/13	CELL: 805-407-2358
RESIDENCE PHONE cesargt09@hotmail.com	LICENSE NO.	MILEAGE 30,772	COLOR TUXEDO BLAC	INVOICE NO. FOCS561595
BUSINESS PHONE	YEAR / MAKE / MODEL 10/FORD/FUSION/4D SEL	DELIVERY DATE 04/11/12	DELIVERY MILES 21,848	STOCK NO. 88035
COMMENTS E# 2.5	VEHICLE I.D. NO. 3FAHP0JA3AR	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	R.O. DATE 02/26/13		

LABOR & PARTS

NOTICE TO CONSUMER:
 PLEASE READ IMPORTANT
 INFORMATION ON BACK.

J# 1: 12FOZ DRIVEABILITY TECH(S): 863 WARRANTY
 WRENCH LIGHT COMES AND VEHICLE WILL NOT ACCELERATE FROM A
 STOP INTERM, VEHICLE TOWED IN
 TEST EEC SYSTEM CODE P2100 PERFORM DCL DISPLAY, PERFORM
 PIN POINT TEST, REPLACED THROTTLE BODY, RETEST EEC SYTEM, P1000

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	DS7Z-9E926-A	THROTTL 586677		
JOB # 1	1	8ESZ-9E936-A	GASKET 359534		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2: 01FOZ TIRE PSI TIRE PRESSURE CHECK TECH(S): 863 WARRANTY
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 SET TIRE PRESSURE (PSI)
 LEFT FRONT: 30
 RIGHT FRONT: 30
 LEFT REAR: 30
 RIGHT REAR: 30

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TECHNICIAN CERTIFICATION
 863 WILLIAM J. MEADE JR 5263

TOTALS

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE."	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

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CUSTOMER SIGNATURE _____

3 PRINTING MARCH 11 11 TO REORDER CALL 805-220-2208

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
2/27/2013 CLOSED	[REDACTED] ROADSIDE ASSISTANCE REQUEST- WARRANTY COVERED	3FAHP0JA3AR [REDACTED] 1483071182	2010 FUSION	01
4/27/2012 CLOSED	[REDACTED] WARRANTY - REPAIR MUST BE PERFORMED AT F/LM	3FAHP0JA3AR [REDACTED] 1483071182	2010 FUSION	01

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 3FAHP0JA3AR[REDACTED] Year: 2010 Model: FUSION Case: 1483071182
 Name: [REDACTED] Owner Status: Subsequent WSD: 2010-05-10
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: ROADSIDE ASSISTANCE REQUEST-WARRANTY COVERED Secondary Phone: [REDACTED]
 Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: ROADSIDE ASSISTANCE-TIRE CHANGE
 Dealer: Origin Desc: CROSS COUNTRY MOTOR CLUB
 Odometer: 022000 MI Comm Type: MAIL
 Analyst Name: Analyst: SYSTEM
 Action Date: 05/08/2012 Action Time: 22.34.47.199 Action Data: No

Comments DISPATCH COMPLETE

Action: ROADSIDE ASSISTANCE-JUMP START
 Dealer: Origin Desc: CROSS COUNTRY MOTOR CLUB
 Odometer: 022570 MI Comm Type: MAIL
 Analyst Name: Analyst: SYSTEM
 Action Date: 05/13/2012 Action Time: 22.38.01.413 Action Data: No

Comments DISPATCH COMPLETE

Action: ROADSIDE ASSISTANCE-TOW-WHEEL LIFT
 Dealer: Origin Desc: CROSS COUNTRY MOTOR CLUB
 Odometer: 030000 MI Comm Type: MAIL
 Analyst Name: Analyst: SYSTEM
 Action Date: 02/27/2013 Action Time: 22.32.41.335 Action Data: No

Comments DISPATCH COMPLETE

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 3FAHP0JA3AR [REDACTED] Year: 2010 Model: FUSION Case: 1483071182
Name: [REDACTED] Owner Status: Subsequent WSD: 2010-05-10
Symptom Desc: NO START ALL ENGINE TEMP Primary Phone: [REDACTED]
Reason Desc: WARRANTY - REPAIR MUST BE PERFORMED AT F/LM Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
Dealer: 03893 VISTA FORD LINCOLN OF OXNARD Origin Desc: US CONCERN CASE BASE
Odometer: 22000 MI Comm Type: PHONE
Analyst Name: TORRES, MARIA Analyst: MTORR101
Action Date: 04/27/2012 Action Time: 13.25.06.608 Action Data: No

Comments CUSTOMER SAID: *SPANISH SPEAKING CUSTOMER-VEH DOES NOT START-NEEDS TOWING
DEALER SAID: VISTA FORD LINCOLN OF OXNARD SCHEDULE SERVICE 1501 AUTO CENTER DRIVE
OXNARD CA 93036(805) 983-6511
CRC 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.-INFORMED OF ROAD SIDE NUMBER FOR FUTURE REFERENCE-NO OFSA ON VEH-ESP POWERTRAIN CARE WTY W/ROADSIDE STANDARD DEDUCTIBLE: 100 OWNER NAME: CERTIFIED CUSTOMER OPTIONS: EXPIRATION DATE: 10-MAY-2017 DISTANCE: 100000 RENTAL: 30 UP TO 5 DAYS -WARRANTY START DATE: 10-MAY-2010

Ford Confidential

Rpt. Analysis Home

Report Mgmt Primary

Report Mgmt Query

Report Mgmt

Indicator Summary

Help Exit

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number:

[File Report To This Folder](#)

[File Report To A Folder](#)

[Add Comments](#)

[Previous](#)

[Next](#)

[Save](#)

[Mail Report](#)

[Download Options](#)

Report Detail Section : [View Details](#)

[Attachments](#): 0

Report# :	CHJFB002 NHL	Received:	08/10/2012
CCRG/EPRC:		Date:	
Vehicle:	2010,FUSION ,SEL ,4 DOOR ,SEDAN ,3FAHP0JA3AR [REDACTED]	Build Date:	04/27/2010
Odometer :	24,719 M	Engine:	2.5L DOHC
Transmission:	6SP 6F MID	Axle:	3.066RATIO
Dealer:	USA 05599 R E Barber Ford	Calibration:	ADE1F40A
City:	Ventura	A/C:	YES
Originator:	ROB OLIVERA	Phone#:	(805) 642-6701
Symptom:	4 48 2 02 ST/RN/MV,NOISE,MOVE/DRIVE,ALWAYS		
Status:			
VFG:	V89 RIDE & HANDLING		
Additional Symptom:	BRAKE PAD GREASE		
Fix:	Causal Component :		
Condition Code:			

Hotliner: NLAMILZA

Phone: 313 317-9374

Regn Cd: W1 Los Angeles

Engineering:

Phone:

TAR:

Dir Contact: ROB OLIVERA

Phone: 000 000-0000

Title Cde: SM

KOEO:

KOEC:

KOER:

Comments:

REPAIR 08/10/2012 02:17PM NICHOLAS LAMILZA MSS - FCSD - TECH SVC HOTLINE
 WEB FORM DATA - CONCERN:SNAPPING NOISE FROM FRT BRAKES ON APPLICATION
 ONE TIME IN EACH DIRECTION DIAGNOSTICS: NEEDS SSM 22299 TO BE
 PERFORMED PARTS REPLACED:NONE YET TECH QUESTION:IN ORDER TO GET
 GREASE NEEDED TO STOP NOISE SHOP MANUAL INDICATES THAT THE GREASE
 COMES WITH NEW PADS, FIRST ARE WE SUPPOSED TO SEND BACK ALL PADS THAT
 DONOT HAVE GREASE IN THE BOX WHEN REPLACING PADS ? SECOND SINCE BRAKE
 PADS ARE LIKE NEW AND NOT COVERED BEYOND 12/18 HOW DO YOU JUSTIFY
 SELLING PADS IF THE CAR WAS 13MONTHS OLD? IS THERE SOME OTHER GREASE
 YOU CAN RECOMMEND AS A REPLACEMENT ? THIRD IS THERE ANYONE CHECKING
 INTO THE ABILITY TO BUY GREASE (PART NUMBER LISTED IN SHOP MANUAL).
 PARTS SAYS NO LISTING FOR GREASE IN SHOP MANUAL. YOU JUST CANT TELL
 SOMEONE THEY NEED NEW PADS WHEN THEY ARE ALMOST AS THICK AS NEW ONES
 JUST TO GETS SOME GREASE NEEDED TO STOP THE NOISE . DOESNT LOOK LIKE
 ANYONE THOUGHT THIS OUT VERY WELL. PLEASE ADVISE

RECOMM 08/10/2012 02:17PM NICHOLAS LAMILZA MSS - FCSD - TECH SVC HOTLINE

ROB, SENDING THE BRAKES PADS BACK WOULD BE A CHOICE YOUR DEALERSHIP
 WOULD HAVE TO MAKE. IF THEY ARE ABLE TO SEND THE PADS BACK AND GET NEW
 BOXES OF PADS, THIS WOULD YOUR DECISION. AT THIS TIME, THERE IS NOT
 ANOTHER GREASE THAT WE COULD RECOMMEND. THE GREASE THAT IS BOX IS
 SPECIALLY FORMULATED FOR THIS APPLICATION. YES, WE ARE LOOKING INTO
 THE CHEMICAL MAKEUP OF THIS GREASE TO DETERMINE IF THERE IS AN
 ALTERNATIVE GREASE THAT WORKS AS WELL.

Download Options

Folder Number: _____

File Report To This Folder

File Report To A Folder

Add Comments

Previous

Next

Save

Mail Report

Requester: LBINGHAM

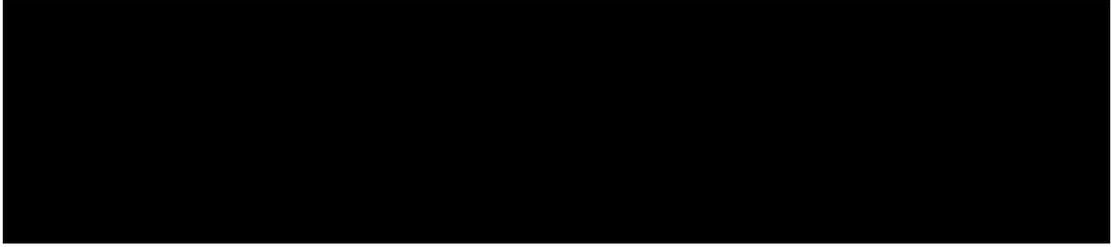
Report Summary

Server: ECCWS686

Ford Proprietary, Private

14-Mar-2013

Retention: None



OK 3 LP



KIMMEL & SILVERMAN

P.C.

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

Member PA Bar
Member NJ Bar
Member DE Bar
Member NY Bar
Member MA Bar
Member MD Bar
Member OH Bar
Member MI Bar
Member NH Bar
Member CT Bar
Member TN Bar
Member IN Bar
Member KY Bar
Member DC Bar
Member CA Bar
Member WI Bar
Member TX Bar
Certified by the New Jersey
Supreme Court as a Civil Trial
Attorney

ACQUELINE C. HERRITT
ROBERT A. RAPKIN
ANGELA K. TROCCOLI
FRED DAVIS
AMY L. BENNECOFF
CHRISTINA GILL ROSEMAN
RICHARD A. SCHOLER
TARA L. PATTERSON
W. CHRISTOPHER COMPONONO
TIMOTHY J. ABEL JR.
JOSEPH I. GENTILCORE
ALFRED J. TUMOLO III
CHRISTOPHER J. KELLEHER

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 136 Main Street, Suite 301, Danielson, CT 06239, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

August 31, 2012

RECEIVED
SEP 16 2012

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

Re: [REDACTED] v. Ford Motor Company
Vehicle: 2010 Ford Fusion
Date of Purchase: 08/01/2010
VIN: 3FAHP0HA5AR [REDACTED]

Dear Sir/Madam:

Our firm represents the above referenced individual against Ford Motor Company for claims pursuant to the Ohio Lemon Law, the Uniform Commercial Code, the Ohio Consumer Sales Practices Act and the Magnuson Moss Warranty Act. My client is entitled to rescind this transaction.

The vehicle has been serviced under warranty at Ford Motor Company authorized dealerships numerous times for defects and nonconformities including cutting off while driving. These defects and nonconformities substantially impair the use, safety and value of the vehicle. I have attached my client's contracts and repair invoices for your review.

In the interest in resolving this matter without resort to litigation, please accept this correspondence as a demand for settlement for repurchase or replacement under the Ohio Lemon Law plus \$1,750.00 in attorneys fees and costs.

We will refrain from filing suit for twenty (20) days while you evaluate this matter. Please feel free to contact the undersigned at 412-566-1001 or croseman@lemonlaw.com if you have any questions or wish to discuss settlement.

Very truly yours,


Christina Gill Roseman 12

CGR/tl

Inspection Report Card as Recommended by Ford Motor Company

Customer: [REDACTED] Year/Model: 2010 Fusion Date: 1/19/10
 Mileage: _____

RO/Tag: _____ **CHECK AT THIS TIME** **MAY REQUIRE FUTURE ATTENTION** **REQUIRES IMMEDIATE ATTENTION**

SCHEDULED MAINTENANCE ITEMS TO BE SERVICED ON THIS VISIT*

<input checked="" type="checkbox"/> Cabin	<input type="checkbox"/> Oil Filter
<input type="checkbox"/> Engine	<input type="checkbox"/> Spark Plugs
<input type="checkbox"/> Engine Coolant	<input type="checkbox"/> Tire Rotation
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/> Transmission Filter
<input type="checkbox"/> Oil Change	<input type="checkbox"/> Transmission Fluid

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owner's Manual for maintenance requirements. www.genuineparts.com

Comments: _____

CHECK FLUID LEVELS AND FILL

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

CHECK FOLLOWING SYSTEMS/COMPONENTS

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

STATE INSPECTION DUE (IF APPLICABLE) _____ MONTH / _____ DAY / _____ YEAR

Comments: _____

This Courtesy Inspection Completed by Your Dealership Team!

Service Advisor: _____

Technician: _____

CHECK BATTERY

State of Health: 0% to 100%

Condition of Terminal: Good Bad (Clean if necessary)

Declined Battery:

CHECK BRAKES - MEASURE FRONT/REAR BRAKE LINING

LF <input checked="" type="checkbox"/>		LR <input checked="" type="checkbox"/>
--	--	--

Declined Brake:

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

BRAKE MEASUREMENTS NOT TAKEN THIS SERVICE VISIT

Comments: _____

CHECK TIRES

TREAD DEPTH

<input checked="" type="checkbox"/> 7/32" or Greater		<input checked="" type="checkbox"/> 7/32" or Greater
<input type="checkbox"/> 4/32" to 6/32"		<input type="checkbox"/> 4/32" to 6/32"
<input type="checkbox"/> 3/32" or less		<input type="checkbox"/> 3/32" or less

Declined Tire:

WEAR PATTERN / DAMAGE

LF <input checked="" type="checkbox"/>	RF <input type="checkbox"/>
LR <input checked="" type="checkbox"/>	RR <input type="checkbox"/>

TIRE WEAR INDICATES:

Alignment Check Needed Wheel Balance Needed

Comments: _____

TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI

34 Front 34 Rear

Customer Signature: _____



Invoice Number: **239741**

Tag Number: **T6842**

UNIVERSITY HEIGHTS, OH

Customer No.: **57449**

Service Advisor: **59 SEAN BRADFORD**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	
UH	10	FORD FUSION	3FAHP0HA5AR		11234	11234	
DEL DATE	WARR EXP	R.O. OPENED	PROMISED	READY	PO NO.	PAYMENT	INV. DATE
17SEP09 D		08:04 10JUN10	WAIT 10JUN10	10:58 10JUN10		CASH	10JUN10

OPTIONS: STK:112540 DLR:02204 1)OA 222 119 122

**OUR GOAL IS
TO KEEP YOU
"COMPLETELY
SATISFIED"**

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A PROGRAM 10B15							
CAUSE: 11234 RECAL PCM AND LOAD TEST TRANS PROGRAM PCM AND LOAD TEST AT							
	180	DEG	TSC	RPM ((0))	RPM OK PER RECALL 10	5 ((ALL	READINGS
	10B15C	FSA	10B15				(NC)
	12	W94		hrs.			
		FC: PART#:	COUNT:				
		CLAIM TYPE:	10B15				
		AUTH CODE:					
		5310					
LABOR:	0.00	PARTS:	0.00	OTHER:	0.00	TOTAL LINE A:	\$ 0.00
11234 RECAL PCM AND LOAD TEST TRANS PROGRAM PCM AND LOAD TEST AT							
180 DEG TSC RPM ((0)) RPM OK PER RECALL 10B15 ((ALL READINGS ATTACHED TO RO)))							

B 5000 MILE SERVICE							
1P 5000 MILE SERVICE							
	80	CPO		hrs.			
	1	FL*910*S	OIL FILTER		8.33	4.05	4.05
	5	XO*5W20*QSPX	OIL		2.39	2.13	10.65
LABOR:	10.00	PARTS:	14.70	OTHER:	0.00	TOTAL LINE B:	\$ 24.70
11234 0.40 LOF							

C QUALITY CARE REPORT CARD							
99P QUALITY CARE REPORT CARD							
	80	ISP		hrs.			(NC)

**WE SELL TIRES,
CHECK OUR PRICING**

All Major Brands: Goodyear, Michelin, General, BF Goodrich, Uniroyal, Continental and more...



MARSHALL FORD

6200 Mayfield Road

Mayfield Hts., OH 44124

(440) 449-1000

FAX: (440) 461-0957

www.marshallfordeast.com

SERVICE HOURS
MONDAY - FRIDAY 7:30AM - 6:00 PM
SATURDAY 7:30 AM - 12:00 PM

LABOR HOUR DISCLOSURE

THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON MANUAL, MOTORS CRASH BOOK, AND/OR SIMILAR PUBLICATIONS WHICH REFLECT THE AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES/DEDUCT	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Signature: _____

Customer Copy

DUPLICATE 2



Invoice Number: **253247**

Tag Number: **T675**

UNIVERSITY HEIGHTS, OH

Customer No.: **57449**

Service Advisor: **117 GEOFF CLARK**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	
UH	10	FORD FUSION	3FAHPOHA5A		21870	21870	
DEL DATE	WARR. EXP.	R.O. OPENED	PROMISED	READY	PO NO.	PAYMENT	INV. DATE
17SEP09 D		08:30 20AUG11	18:00 20AUG11	09:28 20AUG11		CASH	20AUG11

OPTIONS: STK:112540 DLR:02204 1JOA 222 119 122

**OUR GOAL IS
TO KEEP YOU
"COMPLETELY
SATISFIED"**

FALL SPECIALS...

- Brake linings starting at per axle **\$89.95**
- Battery Replacement Starting at **\$89.95**
- Wiper Blades **\$19.95**
- FREE BATTERY TEST**
- FREE 1 day Rental**
With purchase of \$200.00

**WE SELL TIRES,
CHECK OUR PRICING**

All Major Brands: Goodyear, Michelin, General, BF Goodrich, Uniroyal, Continental and more...

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	5000 MILE SERVICE						
	1P 5000 MILE SERVICE						
		16		hrs.		10.00	10.00
	1 FL*910*S OIL FILTER				8.33	4.05	4.05
	5 XO*5W20*QSPX OIL				2.39	2.13	10.85
LABOR:	10.00	PARTS:	14.70	OTHER:	0.00	TOTAL LINE A:	\$ 24.70
21870 CHANGED OIL & FILTER							
B	QUALITY CARE REPORT CARD						
	99P QUALITY CARE REPORT CARD						(N/C)
		16		hrs.			(N/C)
	GSTEER STEERING AND SUSPENSION ARE OK AT THIS TIME.						
LABOR:	0.00	PARTS:	0.00	OTHER:	0.00	TOTAL LINE B:	\$ 0.00
21870 MPI							

AUG 20 2011
CMLC



MARSHALL FORD

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Mayfield Hts., OH 44124

(440) 449-1000

FAX: (440) 461-0957

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SERVICE HOURS
MONDAY - FRIDAY 7:30AM - 6:00 PM
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DESCRIPTION	TOTALS
LABOR AMOUNT	10.00
PARTS AMOUNT	14.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES/DEDUCT	0.00
TOTAL CHARGES	24.70
LESS INSURANCE	0.00
SALES TAX	1.92
PLEASE PAY THIS AMOUNT	26.62

Customer Signature: _____

Geoff Clark

Customer Copy



Invoice Number: **243914**

Tag Number: **T049**

UNIVERSITY HEIGHTS, OH
HOME

BUS

Customer No.: **57449**

Service Advisor: **793 BRIAN STOFKO**

COLOR UH	YEAR 10	MAKE/MODEL FORD FUSION	VIN 3FAHP0HASAR	LICENSE	MILEAGE IN 15292	MILEAGE OUT 15292	
DEL DATE 17SEP09 D	WARR. EXP.	R.O. OPENED 16:09 25OCT10	PROMISED WAIT 25OCT10	READY 16:28 25OCT10	PO NO.	PAYMENT CASH	INV. DATE 25OCT10

OPTIONS: STK:112540 DLR:02204 1JOA 222 119 122

OUR GOAL IS TO KEEP YOU "COMPLETELY SATISFIED"	LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
<p>FALL SPECIALS... Brake linings starting at per axle \$89.95 Battery Replacement Starting at \$59.95 Wiper Blades \$19.95 FREE BATTERY TEST FREE 1 day Rental With purchase of \$200.00</p> <p>WE SELL TIRES, CHECK OUR PRICING All Major Brands: Goodyear, Michelin, General, BF Goodrich, Uniroyal, Continental and more...</p>	A			RIGHT TURN SIGNAL INOP.					
	CAUSE: 15292 REPLACED BURNED OUT BULB 13465A BULBS-EXTERIOR - REPLACE (13465/13466) - L								
		80			W94	hrs.			(NC)
		1			3M7Z*13466*B BULB				(NC)
					FC: L26 46				
					PART#: 3M7Z*13466*B				
					COUNT:				
					CLAIM TYPE:				
					AUTH CODE:				
					5365				
	LABOR:	0.00	PARTS:	0.00	OTHER:	0.00	TOTAL LINE A:	\$ 0.00	
	15292 REPLACED BURNED OUT BULB								

 MARSHALL FORD 8200 Mayfield Road Mayfield Hts., OH 44124 (440) 449-1000 FAX: (440) 461-0957 www.marshallfordeast.com	<p>SERVICE HOURS MONDAY - FRIDAY 7:30AM - 6:00 PM SATURDAY 7:30 AM - 12:00 PM</p> <p>LABOR HOUR DISCLOSURE *THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON MANUAL, MOTORS CRASH BOOK, AND/OR SIMILAR PUBLICATIONS WHICH REFLECT THE AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.*</p> <p>LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. FORD RETAIL PARTS PURCHASE ONLY. PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.</p>	<p>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.</p> <p>NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.</p>	<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr> <td>LABOR AMOUNT</td> <td>0.00</td> </tr> <tr> <td>PARTS AMOUNT</td> <td>0.00</td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td>0.00</td> </tr> <tr> <td>SUBLET AMOUNT</td> <td>0.00</td> </tr> <tr> <td>SHOP SUPPLIES/DEDUCT</td> <td>0.00</td> </tr> <tr> <td>TOTAL CHARGES</td> <td>0.00</td> </tr> <tr> <td>LESS INSURANCE</td> <td>0.00</td> </tr> <tr> <td>SALES TAX</td> <td>0.00</td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT</td> <td>0:00</td> </tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT	0.00	PARTS AMOUNT	0.00	GAS, OIL, LUBE	0.00	SUBLET AMOUNT	0.00	SHOP SUPPLIES/DEDUCT	0.00	TOTAL CHARGES	0.00	LESS INSURANCE	0.00	SALES TAX	0.00	PLEASE PAY THIS AMOUNT	0:00
	DESCRIPTION	TOTALS																					
LABOR AMOUNT	0.00																						
PARTS AMOUNT	0.00																						
GAS, OIL, LUBE	0.00																						
SUBLET AMOUNT	0.00																						
SHOP SUPPLIES/DEDUCT	0.00																						
TOTAL CHARGES	0.00																						
LESS INSURANCE	0.00																						
SALES TAX	0.00																						
PLEASE PAY THIS AMOUNT	0:00																						

Customer Signature: _____

Customer Copy



Invoice Number: **246637**

Tag Number: **T641**

UNIVERSITY HEIGHTS, OH

Customer No.: **57449**

Service Advisor: **59 SEAN BRADFORD**

COLOR UH	YEAR 10	MAKE/MODEL FORD FUSION	VIN 3FAHP0HA5AR	LICENSE	MILEAGE IN 17297	MILEAGE OUT 17297	
DEL DATE 17SEP09 D	WARR. EXP.	R.O. OPENED 08:08 25JAN11	PROMISED WAIT 19FEB11	READY 12:43 19FEB11	PO NO.	PAYMENT NEWPRO	INV. DATE 21FEB11

OPTIONS: STK:112540 DLR:02204 1)OA 222 119 122

**OUR GOAL IS
TO KEEP YOU
"COMPLETELY
SATISFIED"**



LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	VEHICLE HIT IN LEFT FRONT -NATIONWIDE INSUR CO CLAIM#9234K501768 M REPAIR AS PER ESTIMATE						
		60	CPBS	hrs.		0.00	0.00
SUBL	REPAIR PO#97018						
			CPBS			4845.68	4845.68
LABOR:				0.00	PARTS:		0.00
OTHER:				4845.68	TOTAL LINE A:		\$ 4845.68

B**	PERFORM FRONT END ALIGNMENT M SEE STORY FOR DESCRIPTION						
		62	CPS	hrs.		59.95	59.95
LABOR:		59.95	PARTS:	0.00	OTHER:	0.00	TOTAL LINE B: \$ 59.95
17297 SET UP ON ALIGNMENT RACK.PERFORM 4 WHEEL ALIGNMENT IN STEAD OF 2 WHEEL ALIGNMENT DUE TO REAR TOE BEING OUT OF SPECS.ALSO WAS NECESSARY TO RELOCATE FRONT SUBFRAME TO BRING CAMBER INTO SPECS.							

C**	BALANCE LEFT FRONT TIRE ISP ISP						
		76	ISP	hrs.			(N/C)
LABOR:		0.00	PARTS:	0.00	OTHER:	0.00	TOTAL LINE C: \$ 0.00

D**	THE WORKS OIL CHANGE, TIRE ROTATION AND MULTIPOINT INSPECT WRKS THE WORKS OIL CHANGE, TIRE ROTATION AND MULTIPOINT INSPECT						
		62	CPO	hrs.		25.25	25.25

**WE SELL TIRES,
CHECK OUR PRICING**

All Major Brands: Goodyear, Michelin,
General, BF Goodrich, Uniroyal,
Continental and more...



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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES/DEDUCT	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Signature: _____

Customer Copy

DUPLICATE 5



Invoice Number: **246637**

Tag Number: **T641**

UNIVERSITY HEIGHTS, OH

Customer No.: **57449**

Service Advisor: **59 SEAN BRADFORD**

COLOR UH	YEAR 10	MAKE/MODEL FORD FUSION	VIN 3FAHP0HA5AF	LICENSE	MILEAGE IN 17297	MILEAGE OUT 17297	
DEL DATE 17SEP09 D	WARR. EXP.	R.O. OPENED 08:08 25JAN11	PROMISED WAIT 19FEB11	READY 12:43 19FEB11	PO NO.	PAYMENT NEWPRO	INV. DATE 21FEB11

OPTIONS: STK:112540 DLR:02204 1JOA 222 119 122

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**WE SELL TIRES,
CHECK OUR PRICING**

All Major Brands: Goodyear, Michelin,
General, BF Goodrich, Uniroyal,
Continental and more...

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	1	FL*910*S	OIL FILTER		8.33	4.05	4.05
	5	XO*5W20*QSPX	OIL		2.39	2.13	10.65
LABOR:				25.25	PARTS:		14.70
					OTHER:		0.00
					TOTAL LINE D:		\$ 39.95
.....							
E** QUALITY CARE REPORT CARD							
99P QUALITY CARE REPORT CARD							
	62	ISP	hrs.				(N/C)
GTIRE TIRES CHECKED AND OKAY							
	62	ISP	hrs.				(N/C)
LABOR:				0.00	PARTS:		0.00
					OTHER:		0.00
					TOTAL LINE E:		\$ 0.00

CUSTOMERS TO SIGN INSUR CHECK
CUSTOMER HAS \$500 .00 DEDUCT
SUPPLIMENT CHECK COMING FROM
NATIONW IDE INSUR CO 1 PARTY
TO US FOR \$527.54 CUSTOMER TO
ALSO PAY \$43.05

MARSHALL FORD
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(440) 449-1000
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DESCRIPTION	TOTALS
LABOR AMOUNT	85.20
PARTS AMOUNT	14.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	4845.58
SHOP SUPPLIES/DEDUCT	0.00
TOTAL CHARGES	4945.58
LESS INSURANCE	20.00
SALES TAX	309.70
PLEASE PAY THIS AMOUNT	5235.28

Customer Signature: _____

Customer Copy

DUPLICATE 5



Invoice Number: **253247**

Tag Number: **T675**

UNIVERSITY HEIGHTS, OH

Customer No.: **57449**

Service Advisor: **117 GEOFF CLARK**

COLOR UH	YEAR 10	MAKE/MODEL FORD FUSION	VIN 3FAHP0HASAF	LICENSE	MILEAGE IN 21870	MILEAGE OUT 21870	
DEL DATE 17SEP09 D	WARR. EXP.	R.O. OPENED 08:30 20AUG11	PROMISED 18:00 20AUG11	READY 09:28 20AUG11	PO NO.	PAYMENT NEWPRO	INV. DATE 20AUG11

OPTIONS: STK:112540 DLR:02204 1JOA 222 119 122

**OUR GOAL IS
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FALL SPECIALS...

- Brake linings starting at per axle! **\$89.95**
- Battery Replacement Starting at **\$59.95**
- Wiper Blades **\$19.95**
- FREE BATTERY TEST**
- FREE 1 day Rental With purchase of \$200.00

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All Major Brands: Goodyear, Michelin, General, BF Goodrich, Uniroyal, Continental and more...

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
A	5000 MILE SERVICE							
	1P 5000 MILE SERVICE							
		16	CPO	hrs.		10.00	10.00	
	1	FL*910*S OIL FILTER			8.33	4.05	4.05	
	5	XO*5W20*QSPX OIL			2.39	2.13	10.65	
LABOR:		10.00	PARTS:	14.70	OTHER:	0.00	TOTAL LINE A:	
							\$ 24.70	
B	QUALITY CARE REPORT CARD							
	99P QUALITY CARE REPORT CARD							
		16	ISP	hrs.			(N/C)	
	GSTEER STEERING AND SUSPENSION ARE OK AT THIS TIME.							
		16	ISP	hrs.			(N/C)	
LABOR:		0.00	PARTS:	0.00	OTHER:	0.00	TOTAL LINE B:	
							\$ 0.00	



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SERVICE HOURS
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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

DESCRIPTION	TOTALS
LABOR AMOUNT	10.00
PARTS AMOUNT	14.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES/DEDUCT	0.00
TOTAL CHARGES	24.70
LESS INSURANCE	20.00
SALES TAX	1.92
PLEASE PAY THIS AMOUNT	6.62

Customer Copy

Customer Signature: _____

DUPLICATE 1



Invoice Number: **255348**

Tag Number: **920**

UNIVERSITY HEIGHTS, OH
HOME CONT: N/A

Customer No.: **9**

Service Advisor: **793 BRIAN STOFKO**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	
UH	10	FORD FUSION	3FAHP0HA5AR		23442	23442	
DEL DATE	WARR. EXP.	R.O. OPENED	PROMISED	READY	PO NO.	PAYMENT	INV. DATE
17SEP09 D		09:21 27OCT11	WAIT 27OCT11	11:21 27OCT11		CASH	27OCT11

OPTIONS: STK:112540 DLR:02204 1)OA 222 119 122

<p>OUR GOAL IS TO KEEP YOU "COMPLETELY SATISFIED"</p> <p>FALL SPECIALS... Brake linings starting at per axle \$89.95 Battery Replacement Starting at \$59.95 Wiper Blades \$19.95 FREE BATTERY TEST FREE 1 day Rental With purchase of \$200.00</p> <p>WE SELL TIRES, CHECK OUR PRICING All Major Brands: Goodyear, Michelin, General, BF Goodrich, Uniroyal, Continental and more...</p>	<p>LINE OPCODE TECH TYPE HOURS LIST NET TOTAL</p> <p>A CUST STATES ENGINE IS STALLING WHEN COMING TO A STOP. ENGINE RESTARTS NORMAL. NO CHECK ENGINE LIGHTS ON. CAUSE: 23442 BATTERY AND LOOS GROUNDS ROAD TET NO MIL ON IDS TEST P0685 PINPOINT TEST RECAL PCM TO THE MOST UP DATE PER PPTTEST ROAD TEST PP TEST PINPOINT TEST RECAL PCM TO THE MOST UP DATE PER PPTTEST ROAD 10654C BATTERY - TEST, CHARGE, AND RE-TEST 12 W94 hrs. (N/C) 1 BXT*96R*590 BATTERY (N/C) 10654C1 BATTERY - REPLACE (10653/10654/10655) - L 12 W94 hrs. (N/C) FC: E29 42 PART#: BXT*96R*590 COUNT: CLAIM TYPE: AUTH CODE: X988V 5310</p> <p>LABOR: 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE A: \$ 0.00</p> <p>23442 BATTERY AND LOOS GROUNDS ROAD TET NO MIL ON IDS TEST P0685 PINPOINT TEST RECAL PCM TO THE MOST UP DATE PER PPTTEST ROAD TEST PP TEST Z1 RECORDER MOPTNMR AND RAN GOOD NO MIL ON INPECT ALL GROUNDS UNDER DASH PILLER A AND G102 G103 AND B- TYTEN AND CLEEN CHARGING SYS OK FOUND BAD BATTERY PER TESTER REPLACE BATTTRY RE TEST RECORDER MOTER AND RAN GOOD</p>
--	---

 MARSHALL FORD 6200 Mayfield Road Mayfield Hts., OH 44124 (440) 449-1000 FAX: (440) 461-0957 www.marshallfordeast.com	<p>SERVICE HOURS MONDAY - FRIDAY 7:30AM - 6:00 PM SATURDAY 7:30 AM - 12:00 PM</p> <p>LABOR HOUR DISCLOSURE *THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON MANUAL, MOTORS CRASH BOOK, AND/OR SIMILAR PUBLICATIONS WHICH REFLECT THE AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.*</p> <p>LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. FORD RETAIL PARTS PURCHASE ONLY. PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.</p>	<p>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.</p> <p>NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.</p>	<table border="1"> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> <tr> <td>LABOR AMOUNT</td> <td>0.00</td> </tr> <tr> <td>PARTS AMOUNT</td> <td>0.00</td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td>0.00</td> </tr> <tr> <td>SUBLET AMOUNT</td> <td>0.00</td> </tr> <tr> <td>SHOP SUPPLIES/DEDUCT</td> <td>0.00</td> </tr> <tr> <td>TOTAL CHARGES</td> <td>0.00</td> </tr> <tr> <td>LESS INSURANCE</td> <td>0.00</td> </tr> <tr> <td>SALES TAX</td> <td>0.00</td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT</td> <td>0.00</td> </tr> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT	0.00	PARTS AMOUNT	0.00	GAS, OIL, LUBE	0.00	SUBLET AMOUNT	0.00	SHOP SUPPLIES/DEDUCT	0.00	TOTAL CHARGES	0.00	LESS INSURANCE	0.00	SALES TAX	0.00	PLEASE PAY THIS AMOUNT	0.00
	DESCRIPTION	TOTALS																					
LABOR AMOUNT	0.00																						
PARTS AMOUNT	0.00																						
GAS, OIL, LUBE	0.00																						
SUBLET AMOUNT	0.00																						
SHOP SUPPLIES/DEDUCT	0.00																						
TOTAL CHARGES	0.00																						
LESS INSURANCE	0.00																						
SALES TAX	0.00																						
PLEASE PAY THIS AMOUNT	0.00																						

Customer Signature: _____

Customer Copy



Invoice Number: **255561**

Tag Number: **397**

UNIVERSITY HEIGHTS, OH

HOME CONT:N/A

Customer No.: **9**

Service Advisor: **793 BRIAN STOFKO**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	
UH	10	FORD FUSION	3FAHP0HA5AR		23556	23698	
DEL DATE	WARR. EXP.	R.O. DPNED	PROMISED	READY	PO NO	PAYMENT	INV. DATE
17SEP09 D		09:19 02NOV11	WAIT 10NOV11	13:28 09NOV11		CASH	09NOV11

OPTIONS: STK:112540 DLR:02204 1JOA 222 119 122

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
<p>OUR GOAL IS TO KEEP YOU "COMPLETELY SATISFIED"</p>							
A	RR-CUSTOMER STATES THAT VEHICLE CUTS OFF SUDDEN WHILE DRIVING AT VARIOUS TIMES.--RESTARTS OK. HOWEVER SOMETIMES VEHICLE CRANKS FOR A FEW SECONDS BEFORE STARTING PLEASE CHECK CAUSE: 23698 POWER RELAY AND CONECTORS 700 ROAD TEST MIL ON IDS TEST P0685 PINPOINT TEST INSPECT HARNES REMOVE AIR FILTER AND BATTERY AND ALSO RE P0685 PINPOINT TEST INSPECT HARNES REMOVE AIR FILTER AND						
	12650D	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L					
	12	W94	hrs.				(N/C)
	2	5C3Z*14N089*A RELAY					(N/C)
	1	9L8Z*9E926*A THROTTLE BODY AND MOTOR ASY					(N/C)
	12650D45	EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - L					
	12	W94	hrs.				(N/C)
	14200A	WIRING ASSEMBLY - REPAIR - L					
	12	W94	hrs.				(N/C)
	12650D81	PID RECORDER/MONITOR TEST WITH ROAD TEST					
	12	W94	hrs.				(N/C)
	12650D7	POWERTRAIN CONTROL MODULE RELAY - REPLACE					
	12	W94	hrs.				(N/C)
	9926A	THROTTLE BODY - AIR INTAKE - REPLACE					
	12	W94	hrs.				(N/C)
	12650DX1	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L EXTRA TIME TO REPEAT FINAL QUICK TEST					
	12	W94	hrs.				(N/C)
	FC: D21 X1	PART#: 12A581	COUNT:				

WE SELL TIRES, CHECK OUR PRICING

All Major Brands: Goodyear, Michelin, General, BF Goodrich, Unifroyal, Continental and more...



MARSHALL FORD
6200 Mayfield Road

Mayfield Hts., OH 44124

(440) 449-1000

FAX: (440) 461-0957

www.marshallfordeast.com

SERVICE HOURS

MONDAY - FRIDAY 7:30AM - 6:00 PM

SATURDAY 7:30 AM - 12:00 PM

LABOR HOUR DISCLOSURE

"THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON MANUAL, MOTORS CRASH BOOK, AND/OR SIMILAR PUBLICATIONS WHICH REFLECT THE AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE."

LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. FORD RETAIL PARTS PURCHASE ONLY. PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES/DEDUCT	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Signature: _____

Customer Copy



Invoice Number: **255561**

UNIVERSITY HEIGHTS, OH

Tag Number: **397**

HOME CONT:N/A

Customer No.: **9**

Service Advisor: **793 BRIAN STOFKO**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	
UH	10	FORD FUSION	3FAHPOHA5AR		23556	23698	
DEL DATE	WARR EXP	R/O OPENED	PROMISED	READY	PO NO	PAYMENT	INV DATE
17SEP09 D		09:19 02NOV11	WAIT 10NOV11	13:28 09NOV11		CASH	09NOV11

OPTIONS: STK:112540 DLR:02204 1J0A 222 119 122

**OUR GOAL IS
TO KEEP YOU
"COMPLETELY
SATISFIED"**

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CLAIM TYPE: AUTH CODE: 5310							
LABOR:	0.00	PARTS:	0.00	OTHER:	0.00	TOTAL LINE A:	\$ 0.00
23698 POWER RELAY AND CONECTORS 7.00 ROAD TEST MIL ON IDS TEST P0685 PINPOINT TEST INSPECT HARNES REMOVE AIR FILTER AND BATTERY AND ALSO REMOVE THE 12A581 HARNES LOOK FOR SHAFTS RE INSTALL RECORDER MONTER AND CUT OUT REMOVE FUSE BOX AND DISASEMBLE FUSE BOX PIN 87 86 85 RE CRIMP CUT WIRS AND RE CRIMP REPLACE POWER RELAYS RE ROAD TEST HOME AND WRENCH LIGHT CAM BACK ON BUT THIS TIME ONLY P2111 CODE CALLED HOT LINE REMOVED ALL GROUNDS G101 G103 G102 G104 CLEANED PERFROME RECORDER MONTER AND CALED HOT INE AND ANGE FOR T-BODY WAS DIFERENT FROM DESERED REPLACE T-BODY RE ROPAD TESTED RAN GREAD STARTED RIGHT UP RE TEST (((PASS CODE))) DROVE 85MILS HOT LINE CALL							

B** TRANSPORTATION ASSISTANCE
CAUSE: 23698 LOANER, TAP, ERAC, INVOICE 395317, PO 98850, 6 DAYS
TAP TRANSPORTATION ASSISTANCE

60 W94 hrs.

(N/C)

FC: A99 82
PART#: TAP1
COUNT:
CLAIM TYPE: TAP1
AUTH CODE:
2668

SUBL LOANER, TAP, ERAC, INVOICE 395317, PO 98850, 6 DAYS

**WE SELL TIRES,
CHECK OUR PRICING**

All Major Brands: Goodyear, Michelin,
General, BF Goodrich, Uniroyal,
Continental and more...



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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES/DEDUCT	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Signature: _____

Customer Copy



Invoice Number: **255561**

Tag Number: **397**

UNIVERSITY HEIGHTS, OH

HOME CONT:N/A

Customer No.: **9**

Service Advisor: **793 BRIAN STOFKO**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	
UH	10	FORD FUSION	3FAHP0HA5AR		23556	23698	
DEL DATE	WARR. EXP.	R.O. DREYN	PROMISED	READY	PO NO.	PAYMENT	INV. DATE
17SEP09 D		09:19 02NOV11	WAIT 10NOV11	13:28 09NOV11		CASH	09NOV11

OPTIONS: STK:112540 DLR:02204 110A:222 119 122

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL (N/C)
			W94				
FC: 82 SUBL LOANER, TAP, ERAC, INVOICE 395317, PO 98850, 6 DAYS W94							
LABOR: 0.00 PARTS: 0.00 OTHER: 0.00					TOTAL LINE B:		\$ 0.00
23698 LOANER, TAP, ERAC, INVOICE 395317, PO 98850, 6 DAYS							

**OUR GOAL IS
TO KEEP YOU
"COMPLETELY
SATISFIED"**

0.00

FALL SPECIALS...
 Brake linings starting at per axle **\$89.95**
 Battery Replacement Starting at **\$69.95**
 Wiper Blades **\$19.95**
FREE BATTERY TEST
 FREE 1 day Rental With purchase of \$200.00

WE SELL TIRES, CHECK OUR PRICING
 All Major Brands: Goodyear, Michelin, General, BF Goodrich, Uniroyal, Continental and more...



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 6200 Mayfield Road
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 FAX: (440) 461-0957
 www.marshallfordeast.com

SERVICE HOURS
 MONDAY - FRIDAY 7:30AM - 6:00 PM
 SATURDAY 7:30 AM - 12:00 PM

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 NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES/DEDUCT	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Customer Signature: _____

Customer Copy



UNIVERSITY HEIGHTS, OH 44
 HOME
 CONT:N/A

TAG: T397

SERVICE ADVISOR: 793 STOFKO, BRIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	
UH	10	FORD FUSION	3FAHPOHASAR		23556		
DEL. DATE	WARR. EXP.	R.O. OPENED	PROMISED	READY	PO NO.	PAYMENT	INV. DATE
17SEP09 D		02NOV2011 09:19	** WAITER **			CASH	

OPTIONS:
 STK:112540 DLR:02204 1)OA 222 119 122

ALL PARTS INSTALLED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

A D21 12 W94

RR--CUSTOMER STATES THAT VEHICLE CUTS OFF SUDDEN WHILE DRIVING AT VARIOUS TIMES.--RESTARTS OK. HOWEVER SOMETIMES VEHICLE CRANKS FOR A FEW SECONDS BEFORE STARTING PLEASE CHECK

Master Copy



MARSHALL FORD
 6200 Mayfield Road
 Mayfield Hts., OH 44124
 (440) 449-1000
 FAX: (440) 461-0957

www.marshallfordeast.com

ESTIMATE UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.		DISCLAIMER OF WARRANTIES- Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or service provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or service. This disclaimer by the dealership in no way affects the terms or performances of the manufactures warranty.	
WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ I DO NOT REQUEST AN ESTIMATE _____	IN the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.		
REPLACED PARTS WILL BE RETURNED EXCEPT FOR WARRANTY PARTS AND PARTS NEEDED FOR EXCHANGE.			
<input type="checkbox"/> DISCARD			
ORIGINAL ESTIMATE _____	CUSTOMER ACCEPTANCE _____ SIGNATURE _____	AUTHORIZED ADDITIONS _____	DATE _____ TIME _____ BY _____
RETURN OLD PARTS YES NO _____	<input type="checkbox"/> DISCOVER	VISA MC _____	CASH AMX _____ AUTH. BY _____



Invoice Number: **259147**

Tag Number: **445**

UNIVERSITY HEIGHTS, OH
HOME CONT:N/A

Customer No.: **9**

Service Advisor: **793 BRIAN STOFKO**

COLOR UH	YEAR 10	MAKE/MODEL FORD FUSION	VIN 3FAHP0HA5AR	LICENSE	MILEAGE IN 25781	MILEAGE OUT 25781	
DEL DATE 17SEP09 D	WARR. EXP.	R.O. OPENED 08:48 27FEB12	PROMISED WAIT 27FEB12	READY 11:19 27FEB12	PO NO.	PAYMENT NEWPRO	INV. DATE 27FEB12

OPTIONS: STK:112540 DLR:02204 1)OA 222 119 122

OUR GOAL IS
TO KEEP YOU
"COMPLETELY
SATISFIED"

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES GRINDING IN THE REAR LEFT OF THE VEHICLE WHEN DRIVING OR BACKING UP. CHECK AND ADVISE RLR RELINE REAR BRAKES AND MACHINE ROTORS						
	43	CPQ	hrs.			133.98	133.98
	1	BR*1161*B KIT - BRAKE LINING			66.63	55.97	55.97
LABOR:				133.98	PARTS:		55.97
					OTHER:		0.00
					TOTAL LINE A:		\$ 189.95
25781 MACH REAR ROTORS REPLACE REAR PADS							
SHOP SUPPLIES AND MATERIALS							13.40

392
33623
CORP.

WE SELL TIRES,
CHECK OUR PRICING

All Major Brands: Goodyear, Michelin,
General, BF Goodrich, Uniroyal,
Continental and more...



MARSHALL FORD
6200 Mayfield Road

Mayfield Hts., OH 44124

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SERVICE HOURS

MONDAY - FRIDAY 7:30AM - 6:00 PM

SATURDAY 7:30 AM - 12:00 PM

LABOR HOUR DISCLOSURE

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

DESCRIPTION	TOTALS
LABOR AMOUNT	133.98
PARTS AMOUNT	55.97
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES/DEDUCT	13.40
TOTAL CHARGES	203.35
LESS INSURANCE	52.10
SALES TAX	15.76
PLEASE PAY THIS AMOUNT	167.01

Customer Copy

Customer Signature: _____

DUPLICATE 1



Invoice Number: **262014**

Tag Number: **334**

UNIVERSITY HEIGHTS, OH
HOME CONT:N/A

Customer No.: **9**

Service Advisor: **793 BRIAN STOFKO**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	
UH	10	FORD FUSION	3FAHPOHA5AR		27470	27470	
DEL DATE	WARR. EXP.	R.O. OPENED	PROMISED	READY	PO NO.	PAYMENT	INV DATE
17SEP09 D		08:43 05MAY12	WAIT 05MAY12	10:02 05MAY12		CASH	05MAY12

OPTIONS: STK:112540 DLR:02204 110A 222 119 122

OUR GOAL IS TO KEEP YOU "COMPLETELY SATISFIED"

SPRING SPECIALS...

- Brake linings starting at per axle \$89.95
- Battery Replacement Starting at \$59.95
- A/C Performance Checkup \$54.95
- Cooling System Service Includes (1gal. Coolant) \$54.95
- FREE 1 day Rental With purchase of \$200.00

WE SELL TIRES, CHECK OUR PRICING

All Major Brands: Goodyear, Michelin, General, BF Goodrich, Uniroyal, Continental and more...

LINE	OPCODE	TECH	TYPE	HOURS	LI	NET	TOTAL
A							
QUALITY CARE REPORT CARD							
99P QUALITY CARE REPORT CARD							
	64	ISP		hrs.			(N/C)
GTIRE TIRES CHECKED AND OKAY							
	64	ISP		hrs.			(N/C)
GBATT BATTERY CONDITION IS GOOD.							
	64	ISP		hrs.			(N/C)
LABOR:	0.00	PARTS:	0.00	OTHER:	0.00	TOTAL LINE A:	\$ 0.00

B							
5000 MILE SERVICE AND RESET MAINTENANCE REMINDER IF EQUIPPED. (YES)							
1P 5000 MILE SERVICE AND RESET MAINTENANCE REMINDER IF EQUIPPED. (YES) (NO) (NOT EQUIPPED) CIRCLE THE ONE THAT APPLIES.							
	64	CPO		hrs.		11.80	11.80
	1	FL*910*S OIL FILTER			8.33	4.05	4.05
	5	XO*5W20*QSPX OIL			2.95	2.82	14.10
LABOR:	11.80	PARTS:	18.15	OTHER:	0.00	TOTAL LINE B:	\$ 29.95

C							
ROTATE TIRES							
230P ROTATE TIRES							
	64	CPO		hrs.		19.95	19.95
LABOR:	19.95	PARTS:	0.00	OTHER:	0.00	TOTAL LINE C:	\$ 19.95

PAID
MAY 05 2012
BY: *MC*

MARSHALL FORD
6200 Mayfield Road
Mayfield Hts., OH 44124
(440) 449-1000
FAX: (440) 461-0957
www.marshallfordeast.com

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SATURDAY 7:30 AM - 12:00 PM

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DESCRIPTION	TOTALS
LABOR AMOUNT	31.75
PARTS AMOUNT	18.15
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES/DEDUCT	0.00
TOTAL CHARGES	49.90
LESS INSURANCE	0.00
SALES TAX	3.87
PLEASE PAY THIS AMOUNT	53.77

Coupon 30.00

53.77

Customer Copy

Customer Signature: _____



SERVICE

EXTENDED SERVICE PLAN
Genuine Ford ESP

Yes No

Owner Advantage Member #: _____
Service Balance: _____

Multi-Point Inspection Report Card as Recommended by Ford Motor Company

MARSHALL SUPER STORE
6200 MAYFIELD ROAD
MAYFIELD HEIGHTS, OH 44124

Today's Date: 05/05/2012 RO/Tag: 262014 T334 State Inspec. Month: _____

Make/Model/Year: 2010 FORD FUSION Mileage: 27470

VIN #: 3FAHP0H45AR _____ Plate #: _____

E-Mail Address: _____

SCHEDULED MAINTENANCE ITEMS DUE*			
DATE	SERVICED	DUE	SERVICED
<input type="checkbox"/> FUEL SAVER PACKAGE	<input type="checkbox"/>	<input type="checkbox"/> Engine Air Filter	<input checked="" type="checkbox"/>
<input type="checkbox"/> Oil Change & Filter	<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine Coolant	<input type="checkbox"/>
<input type="checkbox"/> Tire Rotation	<input checked="" type="checkbox"/>	<input type="checkbox"/> Transmission Fluid &/or Filter	<input type="checkbox"/>
<input type="checkbox"/> Multi-Point Inspection	<input type="checkbox"/>	<input type="checkbox"/> Cabin Air Filter	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input type="checkbox"/> Spark Plugs	<input checked="" type="checkbox"/>

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineeservice.com for vehicle specific maintenance requirements.

CHECK FLUID LEVELS AND FILL SERVICED

Oil and/or fluid leaks

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

BATTERY SERVICED

State of Health Battery Condition

0% 100%

Factory spec cold cranking amps Actual cold cranking amps

EXTERIOR BODY

Note any existing exterior body damage or defects on diagram

SYNC VEHICLE HEALTH REPORT (VHR) ACTIVATED

VHR Activation Yes No N/A

LEGEND May contribute to vehicle efficiency and promote a greener environment

Checked and OK at this time May require future attention Requires immediate attention

CHECK FOLLOWING SYSTEMS/COMPONENTS

BRAKE SYSTEM SERVICED

Brake system (including lines, hoses, and parking brake)

STEERING AND SUSPENSION SERVICED

Shocks/struts and other suspension components for leaks and/or damage

Steering, steering linkages and ball joints

EXHAUST SYSTEM SERVICED

Exhaust system (leaks, damage, loose parts)

TRANSMISSION AND DRIVE AXLE SERVICED

Clutch operation (if equipped)

Constant velocity (CV) drive axle boots (if equipped)

Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)

LIGHTS/BLADES/WINDSHIELD SERVICED

Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps

Windshield washer spray, wiper operation and wiper blades

Windshield for cracks, chips and pitting

BELTS/HOSES/MOUNTS SERVICED

HVAC system and hoses/lines for leaks and/or damage

Engine Cooling System, radiator, hoses and clamps

Accessory drive belt(s)

TIRE/BRAKE WEAR

TIRE TREAD 7.32 - 1.18 (mm) 432" to 622"

BRAKE LINING Over 5mm or 1/32" (0.762mm) over 2mm or 3/32" (0.914mm) 3 to 8mm or 432" to 732" (3mm) or 1.01 to 2mm (0.039") or 202" to 322" Less than 2mm or 4.32" (0.109mm) or 1/32" (0.762mm)

LEFT FRONT	RIGHT FRONT	LEFT REAR	RIGHT REAR
<input checked="" type="checkbox"/> Tire Tread Depth ____/32" Tire Age ____	<input checked="" type="checkbox"/> Tire Tread Depth ____/32" Tire Age ____	<input checked="" type="checkbox"/> Tire Tread Depth ____/32" Tire Age ____	<input checked="" type="checkbox"/> Tire Tread Depth ____/32" Tire Age ____
<input checked="" type="checkbox"/> Tire Wear Pattern/Damage			
<input checked="" type="checkbox"/> Tire Pressure - set to factory recommended PSI	<input checked="" type="checkbox"/> Tire Pressure - set to factory recommended PSI	<input checked="" type="checkbox"/> Tire Pressure - set to factory recommended PSI	<input checked="" type="checkbox"/> Tire Pressure - set to factory recommended PSI
<input checked="" type="checkbox"/> Brake Lining ____ mm ____/32"	<input checked="" type="checkbox"/> Brake Lining ____ mm ____/32"	<input checked="" type="checkbox"/> Brake Lining ____ mm ____/32"	<input checked="" type="checkbox"/> Brake Lining ____ mm ____/32"
<input checked="" type="checkbox"/> Spare Tire <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Spare Tire <input checked="" type="checkbox"/>		

TIRE WEAR INDICATES: SERVICED

Alignment check needed

Wheel balance needed

Tire repair needed

Brake measurements not taken this service visit

TIRE RECALLS

Check for open tire recalls

Service Advisor: STOFKO, BRIAN

Technician: SHOWMAN, DAVE

Customer Signature: _____

Cleveland, Marshall Ford and You



Invoice Number: **262667**

Tag Number: **315**

UNIVERSITY HEIGHTS, OH
HOME CONT: N/A

Customer No.: **9**

Service Advisor: **793 BRIAN STOFKO**

COLOR UH	YEAR 10	MAKE/MODEL FORD FUSION	VIN 3FAHP0HA5AR	LICENSE	MILEAGE IN 27876	MILEAGE OUT 27892	
DEL DATE 17SEP09 D	WARR. EXP.	R.O. OPENED 08:54 22MAY12	PROMISED WAIT 23MAY12	READY 10:16 24MAY12	PO NO.	PAYMENT CASH	INV. DATE 24MAY12

OPTIONS: STK:112640 DLR:02204 1)OA 222 119 122

**OUR GOAL IS
TO KEEP YOU
"COMPLETELY
SATISFIED"**



**WE SELL TIRES,
CHECK OUR PRICING**

All Major Brands: Goodyear, Michelin, General, BF Goodrich, Uniroyal, Continental and more...

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES LAST WEEK ENGINE WAS STALLING AT A IDLE ALSO WHILE DRIVING. TODAY ENGINE STALLED THREE TIMES WHILE DRIVING AT A IDLE. THEN CHECK ENGINE LIGHT CAME ON THIS AM.						
	CAUSE: 42						
	12650D	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L					
	12	W94	hrs.				(N/C)
	1	5LBZ*9F472*BA SENSOR - HEGO					(N/C)
	12650D45	EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - L					
	12	W94	hrs.				(N/C)
	12650D55	IGNITION SYSTEM - DIAGNOSIS - L					
	12	W94	hrs.				(N/C)
	12650D81	PID RECORDER/MONITOR TEST WITH ROAD TEST					
	12	W94	hrs.				(N/C)
	12650D80	PID RECORDER/MONITOR TEST - L					
	12	W94	hrs.				(N/C)
	12650D4	HEATED OXYGEN SENSOR (HO2S) - REPLACE					
	12	W94	hrs.				(N/C)
	12650DX1	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L EXTRA TIME TO REPEAT FINAL QUICK TEST					
	12	W94	hrs.				(N/C)
		FC: E29 42					
		PART#: 5LBZ*9F472*BA					
		COUNT:					
		CLAIM TYPE:					
		AUTH CODE:					
		00531					



MARSHALL FORD
6200 Mayfield Road

Mayfield Hts., OH 44124

(440) 449-1000

FAX: (440) 461-0957

www.marshallfordeast.com

SERVICE HOURS
MONDAY - FRIDAY 7:30AM - 6:00 PM
SATURDAY 7:30 AM - 12:00 PM

LABOR HOUR DISCLOSURE

"THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON MANUAL, MOTORS CRASH BOOK, AND/OR SIMILAR PUBLICATIONS WHICH REFLECT THE AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE."

LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. FORD RETAIL PARTS PURCHASE ONLY. PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

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.
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES/DEDUCT	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

Customer Signature: _____



Invoice Number: **262667**

Tag Number: **315**

UNIVERSITY HEIGHTS, OH
HOME CONT:N/A

Customer No.: **9**

Service Advisor: **793 BRIAN STOFKO**

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OPTIONS: STK:112540 DLR:02204 1)OA 222 119 122

**OUR GOAL IS
TO KEEP YOU
"COMPLETELY
SATISFIED"**

SPRING SPECIALS...

- Brake linings starting at per axle \$89.95
- Battery Replacement Starting at \$59.95
- A/C Performance Checkup \$54.95
- Cooling System Service Includes (1gal. Coolant) \$54.95
- FREE 1 day Rental With purchase of \$200.00

**WE SELL TIRES,
CHECK OUR PRICING**

All Major Brands: Goodyear, Michelin, General, BF Goodrich, Uniroyal, Continental and more...

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
LABOR:				0.00			
LABOR:		0.00	PARTS:	0.00	OTHER:	0.00	
27892 LOANER, TAP, ERAC, INVOICE 399046, PO 99685 FOR THREE DAYS							TOTAL LINE B: \$ 0.00

ROAD TESTED VEHICLE 120 MILES
AFTER REPAIRS WERE PERFORMED.
THE VEHICLE OPERATED PROPERLY
WITH NO CHECK ENGINE LIGHT.



MARSHALL FORD

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LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. FORD RETAIL PARTS PURCHASE ONLY. PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

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.
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES/DEDUCT	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Customer Copy

Customer Signature: _____



SERVICE



Yes No

Owner Advantage Member #: Service Balance:

Multi-Point Inspection Report Card as Recommended by Ford Motor Company

Name: _____

E-Mail Address: _____

Today's Date: RO/Tag: State Inspec. Month:

Make/Model/Year: Mileage:

VIN #: Plate #:

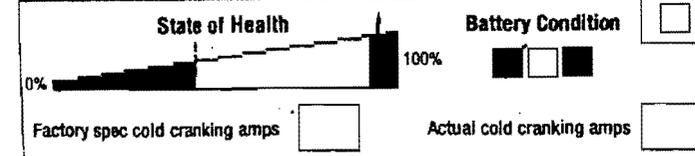
SCHEDULED MAINTENANCE ITEMS DUE table with columns for DUE, SERVICED, and items like Engine Air Filter, Oil Change & Filter, etc.

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

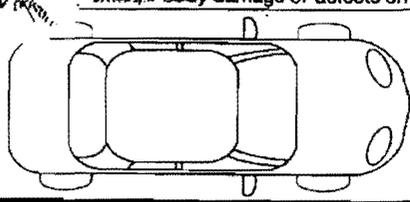
CHECK FLUID LEVELS AND FILL

Table for checking fluid levels: Oil and/or fluid leaks, Engine Oil, Power Steering, Transmission, Brake Reservoir, Window Washer, Coolant Recovery Reservoir.

BATTERY



EXTERIOR BODY Note any exterior body damage or defects on diagram



SYNC VEHICLE HEALTH REPORT (VHR)

VHR Activation Yes No N/A. Legend: May contribute to vehicle efficiency and promote a greener environment. Checked and OK at this time, May require future attention, Requires immediate attention.

CHECK FOLLOWING SYSTEMS/COMPONENTS

BRAKE SYSTEM

STEERING AND SUSPENSION

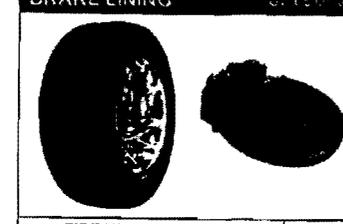
EXHAUST SYSTEM

TRANSMISSION AND DRIVE AXLE

LIGHTS/BLADES/WINDSHIELD

BELTS/HOSES/MOUNTS

TIRE TREAD BRAKE LINING



Tire wear indicators table with checkboxes for Alignment check needed, Wheel balance needed, Tire repair needed, Brake measurements not taken this service visit.

TIRE RECALLS Check for open tire recalls

TIRE/BRAKE WEAR

Large table for tire and brake wear measurements: LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR, SPARE TIRE. Includes fields for Tire Tread Depth, Tire Age, Tire Pressure, Brake Lining.

Comments: _____

Advisor: Tech:

Customer Signature: 12-7112046 Customer Copy

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
1/25/2011 CLOSED	[REDACTED] ROADSIDE ASSISTANCE REQUEST- WARRANTY COVERED	3FAHP0HA5AR [REDACTED] 809440251	2010	01

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 3FAHP0HA5AR [REDACTED] Year: 2010 Model: Case:
809440251
Name [REDACTED] Owner Status: Original WSD: 2009-09-17
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone [REDACTED]
Reason Desc: ROADSIDE ASSISTANCE REQUEST-WARRANTY COVERED Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: ROADSIDE ASSISTANCE-TOW-WHEEL LIFT
Dealer: Origin Desc: CROSS COUNTRY MOTOR CLUB
Odometer: 020000 MI Comm Type: MAIL
Analyst Name: Analyst: SYSTEM
Action Date: 01/25/2011 Action Time: 22.29.02.889 Action Data: No

Comments DISPATCH COMPLETE

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Rpt. Analysis Home

Report Mgmt Primary

Report Mgmt Query

Report Mgmt

Indicator Summary

Help Exit

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number:

File Report To This Folder

File Report To A Folder

Add Comments

Previous

Next

Save

Mail Report

Download Options

Report Detail Section : View Details

Attachments: 0

Report# :	BKBBA007 NHL	Received:	11/02/2011
CCRG/EPRC:		Date:	
Vehicle:	2010,FUSION ,SE ,4 DOOR ,SEDAN ,3FAHP0HA5AR [REDACTED]	Build Date:	03/26/2009
Odometer :	23,556 M	Engine:	2.5L DOHC
Transmission:	6SP 6F MID	Axle:	3.066RATIO
Dealer:	USA 02204 Marshall Ford Lincoln	A/C:	YES
City:	Mayfield Heights	State:	Ohio
Originator:	TONY CARRUBBA	Phone#:	(440) 449-1000
Symptom:	5 52 0 00 DRV PERF,STALLS/QUITS,UNKNOWN,UNKNOWN		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	P0685		
Fix:	Causal Component :		
Condition Code:			

Hotliner: DBARRE63

Phone: 313 317-9373

Regn Cd: G4 Pittsburgh

Engineering:

Phone:

TAR:

Dlr Contact: TONY CARRUBBA

Phone: 440 995-4393

Title Cde: T

KOEO:**KOEC:** P0685 P2111**KOER:****Comments:**

REPAIR 11/02/2011 12:21PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUTS OUT LONG CRANK DIAGNOSTICS: BATTERY
WAS BAD REPLACE PARTS REPLACED: BATTERY PCM UP DATE I PERFORMED A
VERY VIGERIES TECH QUESTION: HAVE YOU SEEN A CONSERN ON P0685 ? AND
P0685 IS FOR A LONG CRANK THAT IS WHATY I GET OUT OF THE DISCRIPTOIN
IN PP TEST ,

RECOMM 11/02/2011 12:21PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
TONY, INTERMITTENT LOSS OF THE PCM OR FUEL PUMP RELAY WILL SET THIS
FAULT AND CAUSE THE ENGINE TO STALL. INSPECT THE PCM AND FUEL PUMP
RELAY TERMINALS. CHECK FOR LOOSE TERMINALS, POOR PIN FIT OR TERMINAL
PUSH OUT. IF NO TERMINAL CONCERNS ARE FOUND REPLACE THE RELAYS AND
RETEST.

REPAIR 11/07/2011 09:08AM CHARLES GAMMON MSS - FCSD - TECH SVC HOTLINE
I REPLACE BOTH RELAYS FR AND PCM DROVE 10 MIL AND WHEN GOT BACK TO
SHOP ((WOW RAN TERABLE LIKE ON 2 CYL) PERFROMD A WIGGLE TEST INSPECT
C139 AND C145 OK TUGED AND WIGGLED TURN KEY OF AND ON RAN GREAT P2111
CODE

RECOMM 11/07/2011 09:08AM CHARLES GAMMON MSS - FCSD - TECH SVC HOTLINE
TONY, IF NO CIRCUIT CONCERNS WITH THE ETB HAVE BEEN IDENTIFIED THE ETB
IS THE LIKELY CAUSE OF THE P2111. IF ABLE TO DUPLICATE AGAIN MONITOR
THE PIDS ETC DESIRED AND ACTUAL, A THREE DEGREE OR GREATER DIFFERENCE
INDICATES AND ETB FAULT.

REPAIR 11/07/2011 02:18PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
TTHE WRENCH LIGHT WILL COME ON WHILE DRIVING. ENGINE FEELS LIKE IT IS
RUNNING ON 2 CYLINDERS. DATA RECORDING SHOW THE UEGO'S FLAT LINE,
CYLINDER ACCEL; PID4 INDICATES 1.406, ALL OTHER .4 OR LESS. FAULT
P2111 SETS IN THE PCM. IDS RECORDINGS INDICATE 2 FAULTS PUT NO HARD
FAULTS RESET. ALL TESTS INDICATE PASS.

RECOMM 11/07/2011 02:18PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

VERIFY THE PCM POWER AND GROUND CIRCUITS USING A HEADLAMP BULB AS THE LOAD. NO MORE THAN .2V DROP. INSPECT THE CKP CIRCUITS FOR ANY CONCERNS (TERMINAL PUSH OUT, MISROUTING, CORROSION, ETC). IF ALL TESTS PASS RECOMMEND REPLACING THE THROTTLE BODY AND RETESTING.

Download Options

Folder Number:

File Report To This Folder

File Report To A Folder

Add Comments

Previous

Next

Save

Mail Report

Requester: LBINGHAM

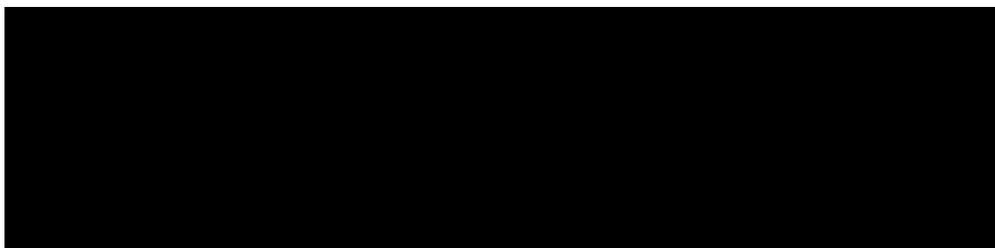
Report Summary

Server: FCWS686

Ford Proprietary, Private

10-Sep-2012

Retention: None



BEGINNING OF CONTACT
04/07/2012

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.45

=====

REGION: A1 SELECT DEALER	OGC ISSUE	CASE NBR: 1578230972.
VIN: 3FAHP0JGXB	ZONE: B14	OPENED: 2012/04/06
	ENGINE: G VEH TYPE: C	CLOSED: 2012/04/06

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	C
ADDRESS:					
CITY:	POUNDRING MILL	STATE:	VA	ZIP:	
HOME PHONE:					
MODEL YEAR:	2011	MODEL:	FUSION		
MILEAGE:	31000				
DEALER NAME:	PRESTIGE FORD LINC-M	SALES CODE:	F47547	P & A:	01921
REASON CODE:	0772 LEGAL - ACCIDENT				
SYMPTOMS:	106120 PAINT/FINISH APPEARANCE CHIPS/SCRATCHES				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 791 - ADVISE CUSTOMER INFO WILL BE SENT TO OGC
DOCUMENT: ANALYST: WKING72 KING, WILLIAM

DATE: 2012/04/06 TIME: 16.03.42 :
ACTION DATA/COMMENTS:

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

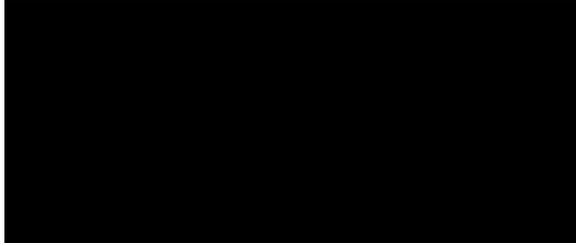
APR 09 2012

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: =OVER LAST FEW WEEKS INTERMITTENTLY WRENCH LIGHT WILL COME ON VEH WILL GO INTO LIMP MODE SHUTTING VEH DOWN =CUST HAS TO COAST TO SIDE OF ROAD = THIS IS VERY DANGEROUS= LAST WEEK CUST DAUGHTER WAS DRIVING VEH = ENG WENT INTO LIMP MODE CAUSING VEH TO RUN UP ON CURB DAMAGING THE SKIRT IN FRONT OF VEH= 4/06 TOOK VEH TO DLR AFTER IT WENT INTO LIMP MODE AGAIN= UP TO NOW DLR HAS BEEN UNABLE TO DIAG CAUSE OF CONCERN = TODAY TECH FOUND THERE WAS A DEFECTIVE THROTTLE CHIP THAT CAUSED LIMP MODE CONCERN =CUST WANT FORD TO REPAIR DAMAGE =1. DATE OF THE ACCIDENT3/272. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENTENG STALLED3. IF THERE WERE ANY INJURIES SUSTAINEDNO4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURREDCITY STREET5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED.NO6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE.7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED.8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY.NO9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM.10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE.YES11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE).12. WHAT THE CUSTOMER IS SEEKING VEH REPAIRDEALER SAID: =FREEDOM FORD LINCOLN OF CLAYPOOL HILL, 12764 GEORGE C. PERRY HIGHWAYPOUNDRING MILL VA 24637(276) 963-3673 =CRC 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 AND DOCUMENT INCIDENT/ACCIDENT DATE PRIOR TO SENDING ISSUE.

CONSUMER AFFAIRS

04/07/2012 FAXOGC2 CONFIDENTIAL



**Service of Process
Transmittal**

02/22/2011

CT Log Number 518069604



TO: Chris Dzbanski
Ford Motor Company
One American Road, WHQ 433-E3
Dearborn, MI 48126

RE: Process Served in Pennsylvania

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: [REDACTED], Pltf. vs. Ford Motor Company, Dft.
DOCUMENT(S) SERVED: Letter, Cover Sheets, Notice to Defend, Complaint, Verification, Exhibits
COURT/AGENCY: Philadelphia County, Court of Common Pleas, PA
Case # 110104558
NATURE OF ACTION: Product Liability Litigation - Lemon Law - Failure to repair and/or correct defects
on a 2010 Ford Fusion, VIN 3FAHP0KC9AR [REDACTED]
ON WHOM PROCESS WAS SERVED: CT Corporation System, Harrisburg, PA
DATE AND HOUR OF SERVICE: By Certified Mail on 02/22/2011 postmarked on 02/17/2011
JURISDICTION SERVED : Pennsylvania
APPEARANCE OR ANSWER DUE: Within 20 days - Written Appearance // 09/28/2011 at 9:30 a.m. - Arbitration
Hearing
ATTORNEY(S) / SENDER(S): Robert A. Rapkin
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, PA 19002
215-540-8888
REMARKS: Postmark may not be legible on scanned image.
ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex Priority Overnight , 796790026415
Image SOP
Email Notification, Chris Dzbanski CDZBANSK@FORD.COM
SIGNED: CT Corporation System
PER: Sabra Dudding
ADDRESS: 116 Pine Street
3rd Floor, Suite 320
Harrisburg, PA 17101
TELEPHONE: 717-234-6004

OFFICE OF THE
GENERAL COUNSEL
11 FEB 23 P 3:39
LITIGATION
PRACTICE GROUP

Page 1 of 1 / SD

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.

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

Member, PA Bar
Member, NJ Bar
Member, DE Bar
Member, NY Bar
Member, MA Bar
Member, MD Bar
Member, OH Bar
Member, MI Bar
Member, NH Bar
Member, CT Bar
Member, TN Bar
Member, WY Bar
Member, IL Bar



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 60 Hartford Pike, P.O. Box 325, Dayville, CT 06241, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT
ROBERT A. RAPKIN
ANGELA K. TROCCOLI
FRED DAVIS
AMY L. BENNECOFF
CHRISTINA GILL ROSEMAN
RICHARD A. SCHOLER
TARA L. PATTERSON
W. CHRISTOPHER COMPONOVIO
TIMOTHY J. ABEEL, JR.
SARAH YOUNG

February 17, 2011

CERTIFIED MAIL/RETURN RECEIPT REQUESTED

Ford Motor Company
c/o CT Corporation System
116 Pine Street
Suite 320
Harrisburg, PA 17101

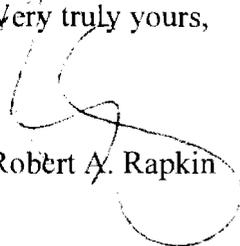
RE: [REDACTED] v. Ford Motor Company
February Term 2011, No. 004558

Dear Sir/Madam:

Enclosed please find a copy of the Complaint which has been filed against Ford Motor Company in the Court of Common Pleas, Philadelphia County, Pennsylvania. You are being served pursuant to the Pennsylvania Rules of Civil Procedure, Rule 403.

Please refer the attached to the legal department. **Note:** A responsive pleading is due 20 days after the receipt of the Complaint.

Very truly yours,


Robert A. Rapkin

RAR\jh

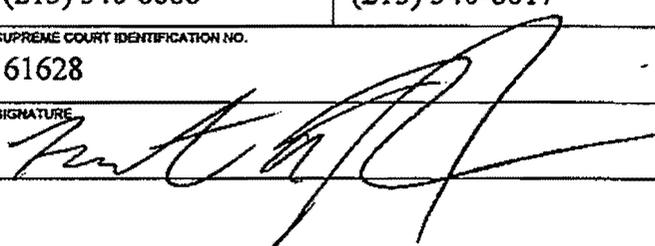
Court of Common Pleas of Philadelphia County
 Trial Division
Civil Cover Sheet

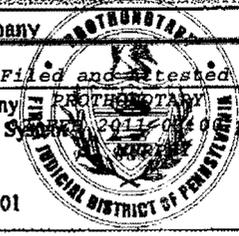
FILED
 JANUARY 2011
 03:45:38

PLAINTIFF'S NAME MAGGIE HUBBARD		DEFENDANT'S NAME FORD MOTOR COMPANY	
PLAINTIFF'S ADDRESS 508 WEST OAK LANE GLENOLDEN PA 19036		DEFENDANT'S ADDRESS C/O CT CORPORATION 116 PINE STREET SUITE 320 HARRISBURG PA 17101	
PLAINTIFF'S NAME		DEFENDANT'S NAME	
PLAINTIFF'S ADDRESS		DEFENDANT'S ADDRESS	
PLAINTIFF'S NAME		DEFENDANT'S NAME	
PLAINTIFF'S ADDRESS		DEFENDANT'S ADDRESS	
TOTAL NUMBER OF PLAINTIFFS 1	TOTAL NUMBER OF DEFENDANTS 1	COMMENCEMENT OF ACTION <input checked="" type="checkbox"/> Complaint <input type="checkbox"/> Petition Action <input type="checkbox"/> Notice of Appeal <input type="checkbox"/> Writ of Summons <input type="checkbox"/> Transfer From Other Jurisdictions	
AMOUNT IN CONTROVERSY <input checked="" type="checkbox"/> \$50,000.00 or less <input type="checkbox"/> More than \$50,000.00	COURT PROGRAMS <input checked="" type="checkbox"/> Arbitration <input type="checkbox"/> Jury <input type="checkbox"/> Non-Jury <input type="checkbox"/> Other:		
CASE TYPE AND CODE 10 - CONTRACTS OTHER			
STATUTORY BASIS FOR CAUSE OF ACTION			
RELATED PENDING CASES (LIST BY CASE CAPTION AND DOCKET NUMBER)		IS CASE SUBJECT TO COORDINATION ORDER? YES NO	
		FILED PRO PROTHY FEB 02 2011 J. MURPHY	
TO THE PROTHONOTARY: Kindly enter my appearance on behalf of Plaintiff/Petitioner/Appellant: <u>MAGGIE HUBBARD</u> Papers may be served at the address set forth below.			
NAME OF PLAINTIFF'S/PETITIONER'S/APPELLANT'S ATTORNEY ROBERT A. RAPKIN		ADDRESS 30 EAST BUTLER PIKE AMBLER PA 19002	
PHONE NUMBER (215) 540-8888	FAX NUMBER (215) 540-8817		
SUPREME COURT IDENTIFICATION NO. 61628		E-MAIL ADDRESS rarphillyefile@lemonlaw.com	
SIGNATURE OF FILING ATTORNEY OR PARTY ROBERT RAPKIN		DATE SUBMITTED Wednesday, February 02, 2011, 03:00 pm	

FINAL COPY (Approved by the Prothonotary Clerk)

USTED ESTA ORDENADO COMPARECER EN Arbitration Hearing 1880 JFK Blvd. 5th fl. at 09:30 AM - 09/28/2011
 You must still comply with the notice below. USTED TODAVIA DEBE CUMPLIR CON EL AVISO PARA DEFENDERSE
 Court of Common Pleas of Philadelphia County
 Trial Division
 Civil Cover Sheet
 This matter will be heard by a Board of Arbitrators at the time, date and place specified but if one or more parties is not present at the hearing, the matter may be heard at the same time and date before a judge of the court without the absent party or parties. There is no right to a trial or review of a decision entered by a Judge.

PLAINTIFFS NAME Maggie Hubbard		DEFENDANT'S NAME Ford Motor Company	
PLAINTIFFS ADDRESS 508 West Oak Lane Glenolden, PA 19036		DEFENDANT'S ADDRESS Ford Motor Company c/o CT Corporation System 116 Pine Street Suite 320 Harrisburg, PA 17101	
PLAINTIFFS NAME		DEFENDANT'S NAME	
PLAINTIFFS ADDRESS		DEFENDANT'S ADDRESS	
PLAINTIFFS NAME		DEFENDANT'S NAME	
PLAINTIFFS ADDRESS		DEFENDANT'S ADDRESS	
TOTAL NUMBER OF PLAINTIFFS 1	TOTAL NO. OF DEFENDANTS 1	COMMENCEMENT OF ACTION <input checked="" type="checkbox"/> Complaint <input type="checkbox"/> Petition Action <input type="checkbox"/> Notice of Appeal <input type="checkbox"/> Writ of Summons <input type="checkbox"/> Transfer From Other Jurisdictions	
AMOUNT IN CONTROVERSY <input type="checkbox"/> \$50,000.00 or less <input type="checkbox"/> More than \$50,000.00	COURT PROGRAMS <input checked="" type="checkbox"/> Arbitration <input type="checkbox"/> Mass Tort <input type="checkbox"/> Commerce <input type="checkbox"/> Settlement <input type="checkbox"/> Jury <input type="checkbox"/> Savings Action <input type="checkbox"/> Minor Court Appeal <input type="checkbox"/> Minors <input type="checkbox"/> Non-Jury <input type="checkbox"/> Petition <input type="checkbox"/> Statutory Appeals <input type="checkbox"/> W/D/Survival <input type="checkbox"/> Other: _____		
CASE TYPE AND CODE (SEE INSTRUCTIONS) 10 - Contract - Other			
STATUTORY BASIS FOR CAUSE OF ACTION (SEE INSTRUCTIONS)			
RELATED PENDING CASES (LIST BY CASE CAPTION AND DOCKET NUMBER)			IS CASE SUBJECT TO COORDINATION ORDER? Yes No <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
TO THE PROTHONOTARY: Kindly enter my appearance on behalf of Plaintiff/Petitioner/Appellant: Papers may be served at the address set forth below.			
NAME OF PLAINTIFFS/PETITIONER/APPELLANT'S ATTORNEY Robert A. Rapkin		ADDRESS (SEE INSTRUCTIONS) Kimmel & Silverman, P.C. 30 East Butler Pike Ambler, PA 19002	
PHONE NUMBER (215) 540-8888	FAX NUMBER (215) 540-8817		
SUPREME COURT IDENTIFICATION NO. 61628		E-MAIL ADDRESS rrapkin@lemonlaw.com	
SIGNATURE 		DATE	



Case ID: 110104558

Robert A. Rapkin, Esquire
Identification No. 61628
KIMMEL & SILVERMAN, P.C.
30 East Butler Pike
Ambler, PA 19002
(215) 540-8888

ATTORNEYS FOR PLAINTIFF

THIS IS AN ARBITRATION
MATTER. ASSESSMENT OF
DAMAGES HEARING IS
REQUESTED.

MAGGIE HUBBARD
508 West Oak Lane
Glenolden, PA 19036

COURT OF COMMON PLEAS
PHILADELPHIA COUNTY

v.

FORD MOTOR COMPANY
c/o CT Corporation System
116 Pine Street
Suite 320
Harrisburg, PA 17101

CIVIL ACTION

NOTICE TO DEFEND
CODE: 1900

You have been sued in court. If you wish to defend against the claims set forth in the following pages, you must take action within twenty (20) days after this complaint and notice are served, by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money or property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER OR CANNOT AFFORD ONE, GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW TO FIND OUT WHERE YOU CAN GET LEGAL HELP.

**PHILADELPHIA BAR ASSOCIATION
LAWYER REFERRAL & INFORMATION SERVICE
ONE READING CENTER
PHILADELPHIA, PA 19107
TELEPHONE: 215-238-1701**

AVISO

Le han demandado a usted en la corte. Si usted quiere defenderse de estas de estas demandas expuestas an las paginas signientes, usted tiene veinte (20) dias de plazo al partir de ia fecha de la demanda y ia notificacion. Hace falta asentar una comparencia escrita o en persona o con un abogado y entregar a la corte en forma escrita sus defensas o sus objeciones a las demandas en contra de su persona. Sea avisado que si usted no se defiende, le corte tomara medidas y puede continuar la demanda en contra suya sin previo aviso o notificacion. Ademas, la corte puede decidir a favor del demandante y requiere que usted cumpla con todas las provisiones de esta demanda. Usted puede perder dinero o sus propiedades u ostrom derechos importantes para usted.

LLEVE ESTA DEMANDA A UN ABOGADO INMEDIATAMENTE, SI NO TIENE ABOGADO O SI NO TIENE EL DINERO SUFICIENTE DE PAGAR TAL SERVICIO. VAYA EN PERSONA O LLAME POR TELEFONO A LA OFICINA CUYA DIRECCION SE ENCUENTRA ESCRITA ABAJO PARA AVERIGUAR DONDE SE PUEDE CONSEGUIR ASISTENCIA LEGAL.

**SERVICIO DE REFERENCIA LEGAL
ONE READING CENTER
FILADELFIA, PA 19107
TELEFONO: 215-238-1701**

Case ID: 110104558

Robert A. Rapkin, Esquire
Identification No. 61628
KIMMEL & SILVERMAN, P.C.
30 East Butler Pike
Ambler, PA 19002
(215) 540-8888

ATTORNEYS FOR PLAINTIFF

THIS IS AN ARBITRATION
MATTER. ASSESSMENT OF
DAMAGES HEARING IS
REQUESTED.

MAGGIE HUBBARD
508 West Oak Lane
Glenolden, PA 19036

v.

FORD MOTOR COMPANY
c/o CT Corporation System
116 Pine Street
Suite 320
Harrisburg, PA 17101

COURT OF COMMON PLEAS
PHILADELPHIA COUNTY

CIVIL ACTION

COMPLAINT
CODE: 1900

1. Plaintiff, Maggie Hubbard, is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, 508 West Oak Lane, Glenolden, PA 19036.
2. Defendant, Ford Motor Company, is a corporation qualified to do and regularly conduct business in the Commonwealth of Pennsylvania, with its address and principal place of business located at 300 Renaissance Center, P.O. Box 43301, Detroit, MI 48243, and can be served at c/o CT Corporation System, 116 Pine Street, Suite 320, Harrisburg, PA 17101.

BACKGROUND

3. On or about April 23, 2010, Plaintiff purchased a new 2010 Ford Fusion, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 3FAHP0KC9AR334136.
4. The vehicle was purchased in the Commonwealth of Pennsylvania and is registered in the Commonwealth of Pennsylvania.

Case ID: 110104558

5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$27,940.69. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. During the first 12 months and/or 12,000 miles, Plaintiff complained on at least three (3) occasions about defects and or non-conformities to the following vehicle components: Vehicle Stalls While Driving, Check Engine Light On, Tire Pressure Light On and Sync Operation Inoperable. True and correct copies of all invoices in Plaintiff possession are attached hereto, made a part hereof, and marked Exhibit "B".

COUNT I
PENNSYLVANIA AUTOMOBILE LEMON LAW

11. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

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12. Plaintiff is a "Purchaser" as defined by 73 P.S. §1952.

13. Defendant is a "Manufacturer" as defined by 73 P.S. §1952.

14. Robin Ford is and/or was at the time of sale a Motor Vehicle Dealer in the business of buying, selling, and/or exchanging vehicles as defined by 73 P.S. §1952.

15. On or about April 23, 2010, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by 73 P.S §1951 et seq., which substantially impair the use, value and/or safety of the vehicle.

16. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

17. Section 1955 of the Pennsylvania Automobile Lemon Law provides:

If a manufacturer fails to repair or correct a nonconformity after a reasonable number of attempts, the manufacturer shall, at the option of the purchaser, replace the motor vehicle... or accept return of the vehicle from the purchaser, and refund to the purchaser the full purchase price, including all collateral charges, less a reasonable allowance for the purchasers use of the vehicle, not exceeding \$.10 per mile driven or 10% of the purchase price of the vehicle, whichever is less.

18. Section 1956 of the Pennsylvania Automobile Lemon Law provides a presumption of a reasonable number of repair attempts if:

(1) The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists; or

(2) The vehicle is out-of-service by reason of any nonconformity for a cumulative total of thirty or more calendar days.

19. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

20. In addition, the above vehicle has or will be out-of-service by reason of the nonconformities complained of for a cumulative total of thirty (30) or more calendar days.

21. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

22. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

Case ID: 110104558

23. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide or maintain itemized statements as required by 73 P.S. § 1957.

24. Plaintiff avers that such itemized statements, which were not provided as required by 73 P.S. § 1957 also include technicians' notes of diagnostic procedures and repairs, and Defendant's Technical Service Bulletins relating to this vehicle.

25. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide the notification required by 73 P.S. § 1957.

26. Plaintiff has and will continue to suffer damages due to Defendant's failure to comply with the provisions of 73 P.S. §§ 1954 (repair obligations), 1955 (manufacturer's duty for refund or replacement), and 1957 (itemized statements required).

27. Pursuant to 73 P.S. § 1958, Plaintiff seeks relief for losses due to the vehicle's nonconformities, including the award of reasonable attorneys' fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

28. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

29. Plaintiff has or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

30. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

31. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

32. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

33. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

34. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

35. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

36. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

37. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

38. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

39. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

40. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach

Case ID: 110104558

of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

41. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

42. Plaintiff avers Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

43. Plaintiff avers that Defendant's warranty did not require Plaintiff to first resort to a Dispute Resolution Program before filing suit.

44. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III
PENNSYLVANIA UNFAIR TRADE PRACTICES AND
CONSUMER PROTECTION LAW

45. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

46. Plaintiff is a "Person" as defined by 73 P.S. §201-2(2).

47. Defendant is a "Person" as defined by 73 P.S. §201-2(2).

48. Section 201-9.2(a) of the Act authorizes a private cause of action for any person "who purchases or leases goods or services primarily for personal, family or household purposes."

49. Section 1961 of the Pennsylvania Automobile Lemon Law, provides that a violation of its provisions shall automatically constitute a violation of the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. 201-1 et seq.

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50. In addition, the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73

P.S. §201-2(4), defines "unfair or deceptive acts or practices" to include the following conduct:

(vii). Representing that goods or services are of a particular standard, quality or grade, or that goods are of a particular style or model, if they are of another;

(xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made;

(xv). Knowingly misrepresenting that services, replacements or repairs are needed if they are not needed;

(xvi). Making repairs, improvements or replacements on tangible, real or personal property of a nature or quality inferior to or below the standard of that agreed to in writing;

(xvii). Engaging in any other fraudulent or deceptive conduct which creates a likelihood of confusion or of misunderstanding.

51. Plaintiff avers Defendant has violated these, as well as other provisions, of 73 P.S. §201-2 et seq.

52. Section 201-3.1 of the Act provides that the Automotive Industry Trade Practice rules and regulations adopted by the Attorney General for the enforcement of this Act shall constitute additional violations of the Act.

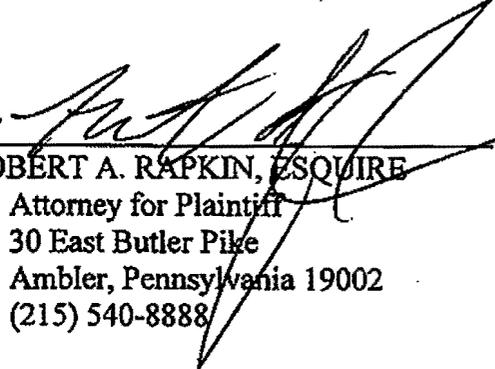
53. Defendant's conduct surrounding the sale and servicing of the subject vehicle falls within the aforementioned definitions of "unfair or deceptive acts or practices."

54. The Act also authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount not in excess of Fifty Thousand Dollars (\$50,000.00), together with all collateral charges, attorneys' fees, all court costs and treble damages.

KIMMEL & SILVERMAN, P.C.

By: /s/


ROBERT A. RAPKIN, ESQUIRE

Attorney for Plaintiff
30 East Butler Pike
Ambler, Pennsylvania 19002
(215) 540-8888

Case ID: 110104558

VERIFICATION

Robert A. Rapkin, states that they are the attorney for the Plaintiff herein; that they are acquainted with the facts set forth in the foregoing Complaint; that same are true and correct to the best of his knowledge, information and belief; and that this statement is made subject to the Penalties of 18 Pa. C.S.A. §4904, relating to unsworn falsifications to authorities.

/s/ Robert A. Rapkin

ROBERT A. RAPKIN, ESQUIRE
Attorney for Plaintiff

Case ID: 110104558



FORD

100 NORTH MacDADE BLVD.
GLENOLDEN, PENNSYLVANIA 19038-0168
(610) 588-3300

NOV 10 10:11

PLEASE ENTER MY ORDER FOR THE FOLLOWING
 NEW or USED DEMO CAR TRUCK
PRIOR USE:

YR.	MAKE	MODEL	TYPE
2010	Ford	FUSION	Sedan
COLOR	TRIM	MILEAGE	
RED CANDY	RED CANDY		
VIN			
STOCK NO.	SACESHAY	TO BE DELIVERED ON OR ABOUT	
10369	10/19/2010	04/23/2010	

NAME	DATE	
STREET		
CITY	STATE ZIP	
PHONE RES.	PHONE BUS.	
SOC. SEC. NO.	AGE	DATE OF BIRTH
CUSTOMER	57	

DESCRIPTION OF TRADE IN			
YR.	MAKE	MODEL	TYPE
COLOR	TRIM	MILEAGE	
VIN			

PRICE OF VEHICLE	27484.14
FACTORY REPAIR	2000.00

TITLE NO.	PLATE NO.	EXP. DATE
OWNER	LOAN #	
LIENHOLDER	PHONE	
ADDRESS	SPOKE WITH	
AMOUNT	GOOD TILL	VERIFIED BY
N/A		

DEALER OPTIONS AND ACCESSORIES

COLLISION COVERAGE		
NAME OF AGENT	PHONE	
ADDRESS		
POLICY NUMBER	COLLISION DEDUCTIBLE	
1880444444	N/A	
INSURANCE CO.	SPOKE WITH	
CAPITOL INSURANCE COMPANY		
EFFECTIVE DATE	EXP. DATE	VERIFIED BY
04/23/2010	10/23/2010	

EXTENDED WARRANTY TYPE	MONTHS	MILES	Cash Price of Vehicle & Accessories
72	72	48000	26182.25
			Sales Tax 1570.94
REGISTRATION	TITLE	TRANSFER	ENCUMBRANCE
35.00	20.50	N/A	58.50
			Documentary Fee 100.00
			Messenger Fee
			Notary Fee 14.00
			5.00
			10.00
			Total Price 27,940.69

WARRANTY INFORMATION
 1. FACTORY WARRANTY - The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item. The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.
 2. USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.
 3. AS IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECT THAT PRESENTLY EXISTS OR THAT MAY OCCUR IN THE VEHICLE.

SED CAR BUYERS GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.
COPIA PARA COMPRADORES DE VEHICULOS USADOS. LA INFORMACION QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACION DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICION EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

You cancel this purchase agreement or refuse to take delivery of the vehicle offered, except as permitted by law, you shall, at our option, forfeit as damages the amount of \$ _____.
 PURCHASER'S SIGNATURE X _____

Trade-In	
Less Payoff *	
Net Trade In	
Deposit	N/A
Custom Delivery	
Total Down Payment	
Unpaid Balance of Total Price	27940.69



Purchaser hereby acknowledges to the above clause.
 Buyer agrees that this Agreement includes all of the terms and conditions hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as a condition of sale, with any retail installment sale contract.

MAGGIE HUBBARD
508 W OAK LANE

GLENOLDEN

PA 19036



100 N. MacDade Blvd
Glenolden, PA 19036
(610) 586-3600

"There's no stoppin' the Robin"
www.robinford.com

*** REPRINT ***

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
07/20/10	10	FORD	FUSION	3FAHP0KC9AR334136	41116	7715	7715	608
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
04/23/10	07/20/10	30	00:00		95.00	00	07/20/10	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE			RED CANDY		
348221		215-789-8831	000-000-0000				1	

UDB Customer Type: R

===== REPAIR LINE 001 =====

CK VEH STALLS WHILE DRIVING CHECK ENGINE COMES ON AND OFF
IDS SYSTEM DIAG. PINPOINT TEST
SECURE LOOSE BATTERY CABLE TERMINAL

Bill Code - NP

UDB Repair Type: C

UDB Serv Dept: S

99 LABOR 26 M A 1.00
Total Labor
Total Line

===== REPAIR LINE 002 =====

FIRST FREE OIL AND FILTER CHANGE

Bill Code - FO

UDB Repair Type: C

UDB Serv Dept: S

OF OIL AND FILTER CHA 26 M A .20
Total Labor
FD / 5W20/ BULK MOTO 5
FD FL / 500/S FILTER AS 1
Total Parts
Total Line

===== REPAIR LINE 003 =====

MULTIPOINT SERVICE INSPECTION

Bill Code - C

UDB Repair Type: C

UDB Serv Dept: S

99P 99P GENUINE PARTS 26 M A

N/C

EXCLUSION OF WARRANTIES	AUTHORIZATION FOR REPAIRS	LABOR AMOUNT	PARTS AMOUNT	MISC SALES	MATERIALS	TOTAL CHARGE	DEDUCTIBLE	SALES TAX	OTHER PAY	CUSTOMER PAY
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality, or that will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.									
REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME *All parts installed are new/salvaged or reconditioned TERMS: STRICTLY CASH unless arrangements made										
Signature: _____		PLAINTIFF'S EXHIBIT 								

ALL-STATE LEGAL
PLAINTIFF'S EXHIBIT
B

Case ID: 110104558

MAGGIE HUBBARD
508 W OAK LANE

GLENOLDEN

PA 19036



100 N. MacDade Blvd
Glenolden, PA 19036
(610) 586-3600
"There's no stoppin' the Robin"
www.robinford.com

*** REPRINT ***

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	SEK/GUS	MILES IN	MILES OBT	TAG
07/30/10	10	FORD	FUSION	3FAHP0KC9AR334136	41116	8226	8227	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE	TIME	LICENSE	RATE	PAYMENT	INV. DATE
04/23/10	07/30/10	08		00:00		95.00	00	07/30/10
R-G NUMBER	FASC ID	HOME PHONE	BUSINESS PHONE					
348506		215-789-8831	000-000-0000	RED CANDY				1

UDB Customer Type: R
Repair Type: R1
License State: PA

===== REPAIR LINE 001 =====

TOW TO SHOP WILL NOT ACCERLATE

PERFORMED IDS DIAGNOSIS TEST. FOUND OPEN CIRCUIT IN THROTTLEBODY. REPLACED THROTTLEBO
DY. RETEST OK.

Bill Code - W
UDB Repair Type: C
UDB Serv Dept: 8
Claim Type: 02
Concern Code: E29
Mil On Code: Y
KORO: P1111
KOSC: P2100 P2104 P2107 P2112 P2111 P2110
KOER: P1111

12650D	Both, One, All, Upper, Lower, High,	26 M A	.20
12650DX1	Both, One, All, Upper, Lower, High,	26 M A	.10
12650D45	Both, One, All, Upper, Lower, High,	26 M A	.30
12650D55	Ignition System - Diagnosis	26 M A	.30
12650D80	DCL Display/Pid Monitor - Test	26 M A	.10
9926A	Both, One, All, Upper, Lower, High,	26 M A	.50

Total Labor

FD 7T4Z / 9E926/PA

THROTTLE

1

Failed Code: 42

Total Parts

Total Line

*Spaw...
C...
C...
C...*

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

LABOR AMOUNT	
PARTS AMOUNT	
MISC SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

"All parts installed are new/salvaged or reconditioned parts."
TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

Case ID: T10104558

MAGGIE HUBBARD
508 W OAK LANE



100 N. MacDade Blvd
Glenolden, PA 19036
(610) 586-3600
"There's no stoppin' the Robin"
www.robinford.com

GLENOLDEN PA 19036

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CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STRIGGS	MILES IN	MILES OUT	TAG
08/11/10	10	FORD	FUSION	3FAHP0KC9AR334136	41116	8830	8834	205
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	DIAGNOSIS	RATE	PAYMENT	INV. DATE	
04/23/10	08/11/10	30	00:00		95.00	01	08/11/10	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
348833		215-789-8831	000-000-0000			RED CANDY		1

UDB Customer Type: R

===== REPAIR LINE 001 =====

TOUCH UP SCRATCHES ON BUMPER

Bill Code - C

UDB Repair Type: C

UDB Serv Dept: S

FD PMP / 19500/7219A	TOUCH-UP	1	10.00
	Total Parts		10.00
	Total Line		10.00

===== REPAIR LINE 002 =====

CK AVERAGE FUEL MILAGE PER GALLON

PERFORMED ROAD TEST. NO PROBLEMS FOUND

Bill Code - C

UDB Repair Type: C

UDB Serv Dept: S

Payment Type - 01 CASH 10.60

Handwritten signature and date
FAB 8/11/10
BY: _____

EXCLUSION OF WARRANTIES	AUTHORIZATION FOR REPAIRS	LABOR AMOUNT	
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality, or that will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express merchant's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.	PARTS AMOUNT	10.00
		MISC SALES	
REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME. *All parts installed are new/salvaged or reconditioned parts.* TERMS: STRICTLY CASH unless arrangements made.		TOTAL CHARGE	10.00
		DEDUCTIBLE	
Signature: _____		SALES TAX	.60
		OTHER PAY	
		CUSTOMER PAY	10.60

Case ID: T10104558

MAGGIE HUBBARD
508 W OAK LANE

GLENOLDEN

PA 19036



100 N. MacDade Blvd
Glenolden, PA 19036
(610) 586-3600
"There's no stoppin' the Robin"
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CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	PAG
12/13/10	10	FORD	FUSION	3FAHP0KC9AR334136	41116	16076	16076	228
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
04/23/10	12/13/10	30	00:00		95.00	00	12/13/10	
R-O NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
352173		215-789-8831	610-537-8825			RED CANDY		1

UDB Customer Type: R

REPAIR LINE 001

CK TIRE PRESSURE LIGHT IS ON VALVE STEM CAP IS MISSING

SET TIRE PRESSURE AND REPLACED VALVE STEM CAPS

Bill Code - C

UDB Repair Type: C

UDB Serv Dept: S

n/c

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

LABOR AMOUNT	
PARTS AMOUNT	
MISC SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.
All parts installed are new/salvaged or reconditioned parts.
TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

Case ID: 110104558

MAGGIE HUBBARD
508 W OAK LANE

GLENOLDEN

PA 19036



100 N. MacDade Blvd
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CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CBS	MILES IN	MILES OUT	TAG
01/05/11	10	FORD	FUSION	3FAHP0KC9AR334136	41116	17815	17818	780
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
04/23/10	01/05/11	30	00:00		95.00	01	01/06/11	
R.O. NUMBER	TAXID	HOME PHONE	BUSINESS PHONE			RED CANDY		
352758		215-789-8831	610-537-8825				2	

UDB Customer Type: R

----- REPAIR LINE 001 -----
CK SYNC OPERATION CUST CAN NOT HEAR CONVERSATION
PERFORMED SYNC SYSTEM DIAGNOSIS UNABLE TO VERIFY CUSTOMERS CONCERN

Bill Code - C
UDB Repair Type: C
UDB Serv Dept: S
99 LABOR 08 M A

----- REPAIR LINE 002 -----
CK AVERAGE MILES PER GALLON IS LOW
RESET AVERAGE MILES PER GALLON RETEST OK.

Bill Code - C
UDB Repair Type: C
UDB Serv Dept: S

----- REPAIR LINE 003 -----
OIL AND FILTER CHANGE TOP OFF ALL FLUID LEVELS

Bill Code - C
UDB Repair Type: C
UDB Serv Dept: S

OF	OIL AND FILTER CHA	60 M A	.20	12.75
		Total Labor		12.75
FD FL /	500/SB12	FILTER AS	1	4.45
FD /	5W20/	BULK MOTO	5	12.75
		Total Parts		17.20
		Total Line		29.95

Parts Discount 2.00 Labor Discount 2.95
Payment Type - 01 CASH 27.44

PAID
JAN 16 2011
BY: *[Signature]*

EXCLUSION OF WARRANTIES	AUTHORIZATION FOR REPAIRS	LABOR AMOUNT	12.75
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality, or that will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.	PARTS AMOUNT	17.20
		MISC SALES	
		MATERIALS	.64
		TOTAL CHARGE	30.59
		DEDUCTIBLE	
		SALES TAX	1.80
		OTHER PAY	
		CUSTOMER PAY	27.44

REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.
"All parts installed are new/salvaged or reconditioned parts."
TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

Case ID: 110104558

0

CUSTOMER NAME/PHONE NUMBER

[REDACTED]

CUSTOMER LIST

ADDRESS

[REDACTED]
GLENOLDEN PA [REDACTED]

STATUS

No Open Issues

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Customer Info

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

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Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
3FAHP0KC9AR [REDACTED]	2010	FUSION	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History

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ESP / Recall Information

VIN: 3FAHP0KC9AR334136

Contract: 1 of 1

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

Purchaser: MAGGIE HUBBARD
Plan Type: USA 2010 NEW 72/48,000 PREMIUMCARE W/ROADSIDE
Selling Dealer: ROBIN FORD
Deductible: 100
Rental: 30
Towing Allowance:

Status: Active
Expiration Date: 2016-04-23
Expiration Miles: 48,000
Plan Year: 2010
Purchase Type: N
Options:

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

Cancel Date:
Refund Percent:
Dealer Credited:

Process Date:
Dealer Received Date:

No Recall Information for this VIN

VEHICLE DETAIL

VIN: 3FAHP0KC9AR [REDACTED] Engine: 3.5L 4V DOHC VCT SMPI V6 GAS
Make: FORD Transmission: 6 SPD AUTO TRANS AISIN F21 A
Model: FUSION Paint Code/Color: RED CANDY TINT CC
Year: 2010 Calibration: ADE1FL0A
Pay Load: Max Towing Weight:
GVWR: 04625 Axle Ratio:
WheelBase: YM Warranty Start Date: 4/23/2010
GCWR: Vehicle Build Date: 3/13/2010
PEP Code: 401A

Selling Dealers Name: ROBIN FORD
Selling Dealers P & A Code: 01396 Selling Dealers Sales Code: F16023
Selling Dealers Main Phone: 610-586-3600 Selling Dealers Service Phone: 610-586-3322

Vehicle Order Image

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

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ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
9/3/2010 CLOSED	MAGGIE HUBBARD ROADSIDE ASSISTANCE REQUEST- WARRANTY COVERED	3FAHP0KC9AR [REDACTED] 800212110	2010 FUSION	01

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0KC9AR	Year: 2010	Model: FUSION	Case: 800212110
Name: [REDACTED]	Owner Status: Original	WSD: 2010-04-23	
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone: [REDACTED]	
Reason Desc: ROADSIDE ASSISTANCE REQUEST-WARRANTY COVERED		Secondary Phone:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

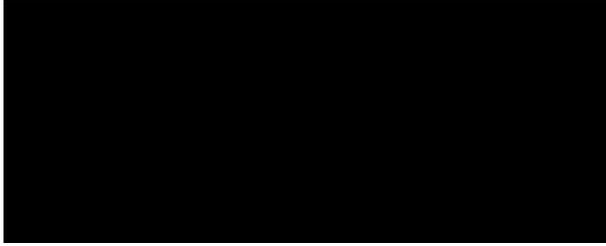
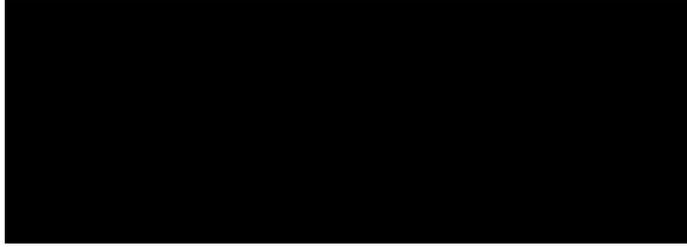
Action: ROADSIDE ASSISTANCE-TOW-WHEEL LIFT		
Dealer:		Origin Desc: CROSS COUNTRY MOTOR CLUB
Odometer: 008000 MI	Comm Type: MAIL	
Analyst Name:	Analyst: SYSTEM	
Action Date: 07/30/2010	Action Time: 22.13.38.234	Action Data: No

Comments ON HOLD BY CUSTOMER

Action: ROADSIDE ASSISTANCE-TIRE CHANGE		
Dealer:		Origin Desc: CROSS COUNTRY MOTOR CLUB
Odometer: 002000 MI	Comm Type: MAIL	
Analyst Name:	Analyst: SYSTEM	
Action Date: 09/03/2010	Action Time: 22.17.11.600	Action Data: No

Comments DISPATCH COMPLETE

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From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Monday, August 30, 2010 10:27 AM
To: Ordcalp, F (F.); Taylor, Alma (A.)
Subject: Dealer/Fleet Request For OGC Review

Dealer/Fleet Request For OGC Review

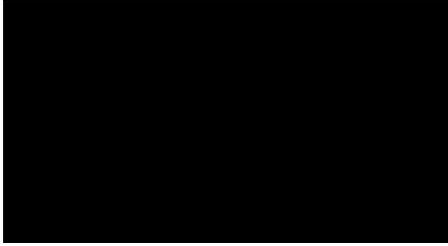
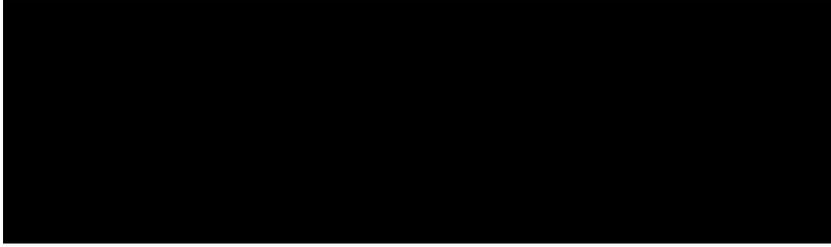
Dealership/Fleet Name: Pat Milliken Ford Inc
Requesting Dealer/Fleet: Pat Milliken Ford Inc
Contact Person: Peter Battle
Title: General Manager Customer Service Division
Address: 9600 Telegraph
Telephone: 313-255-3100
Email Address: p-battl1@dealeremail.com
PA Code: 02741
Region: Detroit
City: Redford
Dealer State: MI
Fax Number: 313-255-4745
WSD: 12.18.09
Vehicle Year: 2010
Vehicle Model: Fusion
Vehicle VIN: 3FAHP0HA2AF [REDACTED]
Mileage: 0
Customer/Fleet Name: [REDACTED]
Street Address: [REDACTED]
City: Detroit
State: Michigan
Zip Code: [REDACTED]

8/30/2010

Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: G2 - Detroit
Incident Involves: Fire
Date of Incident: 08/28/2010
County in which incident occurred: Wayne
Is Alleging Defect: Yes
Alleging defect detail: Customer alleges vehicle lost power and after leaving the freeway it caught fire. Vehicle is a total loss
Police Report Filed: No
Insurance Company Contacted: Y
Insurance Company Advice: No response from insurance company yet
Insurance Company Contact Information: AAA of Michigan
Coach Builder State: AK - Alaska
Vehicle Location: Pat Milliken Ford 9600 Telegraph Redford Mi.
Attorney Information: n/a at this time
Resolution Sought Detail: unknown
Comments: Customer believes this is a vehicle defect issue and should be handled by Ford Motor Co and not by the insurance company

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

8/30/2010



MI LP
①

ROMANO STANCROFF PC
CONSUMER PROTECTION ATTORNEYS

Steven G. Stancroff
Mark P. Romano
Karl P. Heil
Gary L. Hermanson
Adam E. Handy

801 West Ann Arbor Trail Suite 232
Plymouth, MI 48170
Telephone (877) 575-3666
Facsimile (877) 575-9666
www.Michigan-Lemon-Laws.com

August 27, 2012

Ford Motor Company FCSD - Consumers Affairs
16800 Executive Plaza Drive
Suite 3N-333
Mail Drop 3NE-B
Dearborn, MI 48126-4207



Re: [REDACTED]
2010 Ford Fusion
VIN: 3FAHP0CG7AR [REDACTED]

Dear Sir or Madam:

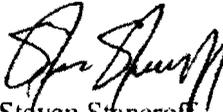
Please be advised that this office represents the above named individual regarding claims against Ford Motor Company concerning defects with the above listed vehicle. This letter shall serve as notice of Mr. [REDACTED] claim. At this time, we have been authorized to attempt to resolve this matter without filing a lawsuit by submitting this claim to you.

Mr. [REDACTED] has experienced numerous problems with this vehicle. The limited written warranty provides that Ford Motor Company or its authorized dealerships will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that Ford Motor Company's inability to repair this vehicle is a violation of the Michigan Lemon Law and Magnuson-Moss Warranty Act. As such, Mr. [REDACTED] respectfully requests that Ford Motor Company **comply with the above statutes and pay all attorney fees and costs.**

Please be further advised that all communication regarding this matter must be directed to my office. This offer and all of its contents are for settlement purposes only. Thank you for your time and attention. I look forward to hearing from you.

Very truly yours,

ROMANO STANCROFF PC


Steven Stancroff



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

Customer Copy

INVOICE

PAGE 2

VIN# 3FAHP0CG7AR334539 TAG NO.: T1192

RO NUMBER:

424578

CUSTOMER DETAIL INFORMATION

CUST. NUMBER 15034	DELIVERY DATE 29MAR10	STOCK NUMBER SOLD-STK:CA2975	VIN 3FAHP0CG7AR	YEAR 10	MAKE AND MODEL FORD FUSION
DATE 17SEP12	MILEAGE IN/OUT 28114 28114	WRITTEN BY 209 DAVID LICATA	PROMISED DATE AND TIME 12:19 17SEP12	PAYMENT TYPE CASH	P.O. #
NAME			HOME PHONE	BUSINESS PHONE	
ADDRESS			ADDITIONAL INFORMATION		
CITY / STATE / ZIP			SOLD-STK:CA2975 DLR:02709 ENG:99G		
NORTHVILLE, MI			TRN:44W 1)OA#		

FACILITY REPAIR NO.: F-100410

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND / OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS GARAGEKEEPER'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO. I UNDERSTAND THAT PURSUANT TO SAID GARAGEKEEPER'S LIEN I HAVE NO RIGHT OF POSSESSION TO THE ABOVE VEHICLE UNTIL THE REPAIRS THERE TO HAVE BEEN MADE IN FULL OR UNTIL YOU AND / OR YOUR EMPLOYEES HAVE VOLUNTARILY RELEASED THE VEHICLE TO ME.

X _____
 CUSTOMER SIGNATURE

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED DISCARD

ORIGINAL ESTIMATE SUMMARY				AUTHORIZED ADDITIONS	
PARTS	LABOR	TOTAL	HOURS	TOTAL	HOURS

REPAIRS PROPERLY COMPLETED AND CHECKED BY DATE TIME
 AUTHORIZED SIGNATURE BY

CUSTOMER AND LABOR CHARGES WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS COVERED BY ANOTHER APPLICABLE EXTENDED WARRANTY

MAINTENANCE 3,000 5,000 7,500 INTERVAL

LEASE PURCHASE

SHOP SUPPLIES / HAZARDOUS WASTE: A CHARGE OF 10% OF LABOR, MAXIMUM \$90.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW CLEANER, ETC. HAZARDOUS WASTE DISPOSAL OF OILS, FILTERS, TIRES, SOLVENTS, GAS, ETC.

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL CLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMER OR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY OR CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVERY FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

FOR PURPOSE OF RECEIVING CREDIT, I HEREBY CERTIFY THAT THE PURCHASE PRICE REPRESENTED BY THIS INVOICE IS THE NET PRICE. ALL TAXES, FEES, AND CHARGES ARE SEPARATELY LISTED AND MUST BE PAID AT THE TIME OF PURCHASE. THIS INVOICE IS NOT VALID UNLESS SIGNED BY THE SELLING DEALER. THE SELLING DEALER'S LIABILITY IS LIMITED TO THE CASH PRICE PAID FOR THE PART(S) AND/OR SERVICES. THE SELLING DEALER'S LIABILITY IS LIMITED TO THE CASH PRICE PAID FOR THE PART(S) AND/OR SERVICES.

AUTHORIZED REPRESENTATIVE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

JOB	OPERATION CODE	LABOR INSTRUCTIONS	LIST	NET	TOTAL
	W	12650DX1 EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L EXTRA TIME TO REPEAT FINAL QUICK TEST			(N/C)
		633 BROWN, EDWARD LIC#: M105807			
	W	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 28114 CK EEC P2135 PINPOINT CK IGN SYS PER JB1 CK FUEL SYS PER HCL 66PSI REPLACE THROTTLE BODY RETEST PASS			(N/C)

EXCEEDING YOUR EXPECTATIONS

Thank You!

- CERTIFIED TECHNICIANS • SHUTTLE SERVICE AVAILABLE
- QUICK LUBE • CUSTOMER LOUNGE
- OPEN SATURDAY

SERVICE
 7:30 AM - 6:00 PM Mon thru Fri
 8:00 AM - 3:00 PM Saturday

SALES
 8:30 AM - 9 PM Mon and Thurs
 8:30 AM - 6 PM Tues, Wed, Fri.
 8:00 AM - 3:00 PM Saturday

Parts
 8:00 AM - 6:00 PM Mon thru Fri
 8:00 AM - 3:00 PM Saturday

Body Shop
 7:00 AM - 6:00 PM Mon thru Fri
 By appointment only - Saturday

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS/DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



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FACILITY REPAIR NO.: F-100410

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND / OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS GARAGEKEEPER'S LIE IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO. I UNDERSTAND THAT PURSUANT TO SAID GARAGEKEEPER'S LIE, I HAVE NO RIGHT OF POSSESSION TO THE ABOVE VEHICLE UNTIL THE REPAIRS THERE TO HAVE BEEN PAID IN FULL OR UNTIL YOU AND / OR YOUR EMPLOYEES HAVE VOLUNTARILY RELEASED THE VEHICLE TO ME.

X _____
 CUSTOMER SIGNATURE

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED DISCARD

ORIGINAL ESTIMATE SUMMARY				AUTHORIZED ADDITIONS	
PARTS	LABOR	TOTAL	HOURS	TOTAL	HOURS

REPAIRS PROPERLY COMPLETED AND CHECKED BY: _____ DATE: _____ TIME: _____

AUTHORIZED SIGNATURE: _____ BY: _____

CUSTOMER PAID LABOR CHARGES WARRANTED FOR 12 MONTHS OR 10,000 MILES WHICHEVER OCCURS FIRST UNLESS COVERED BY ANOTHER APPLICABLE EXTENDED WARRANTY.

MAINTENANCE 3,000 5,000 7,500 INTERVAL

LEASE PURCHASE

SHOP SUPPLIES / HAZARDOUS WASTE: A CHARGE OF 10% OF LABOR, MAXIMUM \$60.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, SHELAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW CLEANER, ETC. HAZARDOUS WASTE DISPOSAL OF OILS, FILTERS, TIRES, SOLVENTS, GAS, ETC.

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL CLAIMS, ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALL OTHER WARRANTIES OR OTHER PERSONS TO ASSUME FOR IT ANY LIABILITY OR CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

ON BEHALF OF SELLING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO CUSTOMER. THERE IS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CORRECTED IN ANY WAY WITH ANY ACCIDENT NEGLIGENCE OR MISUSE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 1 YEAR FROM THE DATE OF FINANCIAL REGISTRATION AT THE SERVICE. HEALTH AND SAFETY INSPECTION BY REPRESENTATIVES OF FORD.

AUTHORIZED REPRESENTATIVE: _____

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

EXCEEDING YOUR EXPECTATIONS

Thank You!

Customer Copy

INVOICE

PAGE 1

VIN# 3FAHP0CG7AR504500 TAG NO.: T3246

RO NUMBER:

368061

CUSTOMER DETAIL INFORMATION																									
CUST. NUMBER	DELIVERY DATE	STOCK NUMBER	VIN	YEAR	MAKE AND MODEL																				
15034	29MAR10	STK:CA2975	3FAHP0CG7AR	10	FORD FUSION																				
DATE	MILEAGE IN/OUT	WRITTEN BY	PROMISED DATE AND TIME	PAYMENT TYPE	P.O. #																				
03MAR11	11577 11577	146 JOHN SHERWIN	15:03 11MAR11	CASH																					
NAME	HOME PHONE	BUSINESS PHONE																							
ADDRESS	ADDITIONAL INFORMATION																								
	STK:CA2975 DLR:02709 ENG:99G TRN:44W																								
CITY / STATE / ZIP	1)OA#																								
NORTHVILLE, MI																									
JOB	OPERATION CODE	LABOR INSTRUCTIONS																							
A		SQUEAKING HEARD FROM RIGHT FRONT WHEEL AREA AFTER DRIVING A FEW CAUSE: ROAD TESTED VERIFIED CONCERN. HOIST CHECKED AND FOUND THAT THE 4602A DRIVE SHAFT ASSEMBLY - REAR - REMOVE AND INSTALL OR REPLACE (4602/4R602) - L 723 FIRTH, ERIC A LIC#: M243742 W 1 AE5Z*4R602*A SHAFT ASY (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 11577 4602 ROAD TESTED VERIFIED CONCERN. HOIST CHECKED AND FOUND THAT THE NOISE IS COMING FROM CENTER BEARING ON DRIVESHAFT. REPLACED DRIVESHAFT AND RETESTED OK *****																							
B		QUALITY CARE 99P QUALITY CARE 723 FIRTH, ERIC A LIC#: M243742 C GTIRE CHECKED AND OK 723 FIRTH, ERIC A LIC#: M243742 C PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00																							
CERTIFIED TECHNICIANS · SHUTTLE SERVICE AVAILABLE · QUICK LUBE · CUSTOMER LOUNGE · OPEN SATURDAY		<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr> <td>LABOR AMOUNT</td> <td>0.00</td> </tr> <tr> <td>PARTS AMOUNT</td> <td>0.00</td> </tr> <tr> <td>SUBLET AMOUNT</td> <td>0.00</td> </tr> <tr> <td>MISC. CHARGES</td> <td>0.00</td> </tr> <tr> <td>TOTAL CHARGES</td> <td>0.00</td> </tr> <tr> <td>LESS COUPONS/DISC.</td> <td>0.00</td> </tr> <tr> <td>SALES TAX</td> <td>0.00</td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT</td> <td>0.00</td> </tr> </tbody> </table>						DESCRIPTION	TOTALS	LABOR AMOUNT	0.00	PARTS AMOUNT	0.00	SUBLET AMOUNT	0.00	MISC. CHARGES	0.00	TOTAL CHARGES	0.00	LESS COUPONS/DISC.	0.00	SALES TAX	0.00	PLEASE PAY THIS AMOUNT	0.00
DESCRIPTION	TOTALS																								
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PLEASE PAY THIS AMOUNT	0.00																								
SERVICE 7:30 AM - 6:00 PM Mon thru Fri 8:00 AM - 3:00 PM Saturday		SALES 8:30 AM - 9 PM Mon and Thurs 8:30 AM - 6 PM Tues, Wed, Fri. 8:00 AM - 3:00 PM Saturday Body Shop 7:00 AM - 6:00 PM Mon thru Fri By appointment only - Saturday																							



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PAGE 1

VIN# 3FAHP0CG7AR [REDACTED] AG NO.: T3716

RO NUMBER:

339881

CUSTOMER DETAIL INFORMATION						
CUST. NUMBER 15034	DELIVERY DATE 29MAR10	STOCK NUMBER STK:CA2975	VIN 3FAHP0CG7AR [REDACTED]	YEAR 10	MAKE AND MODEL FORD FUSION	
DATE 28APR10	MIKAGE IN/OUT 553 553	WRITTEN BY 129 TAMARA SHEPHERD	PROMISED DATE AND TIME 15:00 28APR10	PAYMENT TYPE CASH	P.O.#	
NAME [REDACTED]			HOME PHONE	BUSINESS PHONE		
ADDRESS [REDACTED]			ADDITIONAL INFORMATION STK:CA2975 DLR:02709 ENG:99G TRN:44W			
CITY / STATE / ZIP NORTHVILLE, MI [REDACTED]						

FACILITY REPAIR NO. : F-100410

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND / OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS GARAGEKEEPER'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO. I UNDERSTAND THAT PURSUANT TO SAID GARAGEKEEPER'S LIEN I HAVE NO RIGHT OF POSSESSION TO THE ABOVE VEHICLE UNTIL THE REPAIRS THERE TO HAVE BEEN PAID IN FULL OR UNTIL YOU AND / OR YOUR EMPLOYEES HAVE VOLUNTARILY RELEASED THE VEHICLE TO ME.

X CUSTOMER SIGNATURE

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED DISCARD

ORIGINAL ESTIMATE SUMMARY				AUTHORIZED ADDITIONS	
PARTS	LABOR	TOTAL	HOURS	TOTAL	HOURS

REPAIRS PROPERLY COMPLETED AND CHECKED BY DATE TIME

AUTHORIZED SIGNATURE BY

CUSTOMER PAID LABOR CHARGES WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS COVERED BY ANOTHER APPLICABLE EXISTING WARRANTY

MAINTENANCE 3,000 5,000 7,500 INTERVAL

LEASE PURCHASE

SHOP SUPPLIES / HAZARDOUS WASTE: A CHARGE OF 10% OF LABOR, MAXIMUM \$90.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, SELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW CLEANER, ETC. HAZARDOUS WASTE DISPOSAL OF OILS, FILTERS, TIRES, SOLVENTS, GAS, ETC.

THE ONLY WARRANTIES APPLYING TO THIS ESTIMATE ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER FOR THE SEVERAL COMPONENTS. THIS WORK IS SUBJECT TO THE TERMS AND CONDITIONS OF THE WARRANTY. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE OR OTHER PURPOSES. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR OFF-ROAD PURPOSES. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR COMMERCIAL PURPOSES. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR TAXI OR RENTAL PURPOSES. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR DELIVERY OR SERVICE PURPOSES. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR OTHER PURPOSES. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR OTHER PURPOSES. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR OTHER PURPOSES.

ON BEHALF OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE INDICATED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO CUSTOMER UNLESS OTHERWISE INDICATED. THE APPEARANCE OF THE VEHICLE OR EQUIPMENT SHALL NOT BE RESPONSIBLE FOR THE CONDITION OF THE VEHICLE. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE OR OTHER PURPOSES. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR OFF-ROAD PURPOSES. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR COMMERCIAL PURPOSES. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR TAXI OR RENTAL PURPOSES. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR DELIVERY OR SERVICE PURPOSES. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR OTHER PURPOSES. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR OTHER PURPOSES.

AUTHORIZED REPRESENTATIVE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

EXCEEDING YOUR EXPECTATIONS

Thank You!

JOB	OPERATION CODE	LABOR INSTRUCTIONS	LIST	NET	TOTAL
A		ADVISE ON WATERLEAK FROM MOONROOF ***PART HERE**** CAUSE: WATER LEAK TESTED FOUND THE SEAM AT THE ROOF OPENING PANEL GLASS 69000A DOOR AND WINDOW - WIND NOISE/WATER LEAKS - DIAGNOSIS - L 125 FRAYER, THOMAS LIC#: M170461 W (N/C)			
	1	9E5Z*54500A18*A GLASS 50282B GLASS-MOON ROOF/SUN ROOF - REMOVE AND INSTALL OR REPLACE (500A18/50054) - L 125 FRAYER, THOMAS LIC#: M170461 W (N/C)			
		MT MECH TIME 125 FRAYER, THOMAS LIC#: M170461 W (N/C)			
		PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 553 WATER LEAK TESTED FOUND THE SEAM AT THE ROOF OPENING PANEL GLASS SEAL LEAKING REPLACED THE ROOF OPENING PANEL GLASS RETESTED OK AT THIS TIME *****			

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS/DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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8:00 AM - 3:00 PM Saturday

SALES
8:30 AM - 9 PM Mon and Thurs
8:30 AM - 6 PM Tuss, Wed, Fri.
8:00 AM - 3:00 PM Saturday

Parts
8:00 AM - 8:00 PM Mon thru Fri
8:00 AM - 3:00 PM Saturday

Body Shop
7:00 AM - 6:00 PM Mon thru Fri
By appointment only - Saturday



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FACILITY REPAIR NO.: F-100410

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X
 CUSTOMER SIGNATURE

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED DISCARD

ORIGINAL ESTIMATE SUMMARY				AUTHORIZED ADDITIONS	
PARTS	LABOR	TOTAL	HOURS	TOTAL	HOURS

REPAIRS PROPERLY COMPLETED AND CHECKED BY: *[Signature]* DATE: *[Date]* TIME: *[Time]*

AUTHORIZED SIGNATURE BY: *[Signature]*

CUSTOMER PAID LABOR CHARGES WARRANTED FOR _____ MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS COVERED BY ANOTHER APPLICABLE EXTENDED WARRANTY

MAINTENANCE 3,000 5,000 7,500 INTERVAL

LEASE PURCHASE

SHOP SUPPLIES / HAZARDOUS WASTE: A CHARGE OF 10% OF LABOR, MAXIMUM \$80.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW CLEANER, ETC. HAZARDOUS WASTE DISPOSAL OF OILS, FILTERS, TIRES, SOLVENTS, GAS, ETC.

THE ONLY WARRANTY AVAILABLE ON THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLER DEALER HEREBY EXPRESSLY DISCLAIMS ALL CLAIMS ALL WITH PART(S) EITHER EXPRESS OR IMPLIED ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND HEREBY ASSUMES ANY OTHER LIABILITY TO ASSURE FOR MERCHANTABILITY OR CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE (S) SHALL NOT BE ENTITLED TO THE USED AND/OR THE SELLER DEALER ANY LOSS OR DAMAGE, DAMAGES TO PROPERTY, DAMAGES OR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, CONVICTION, OR ANY OTHER INCIDENTAL DAMAGES.

ONE HALF OF SHOP SUPPLY CHARGE THEREBY LENDING THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. DEFECTS DESCRIBED WERE FOUND AT NO CHARGE TO CUSTOMER THERE ARE NO IMPLICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PARTS REMOVED WERE ACCIDENTALLY DAMAGED UNLESS OTHERWISE CORRECTED IN ANY WAY WITH ANY ACCIDENT INSURANCE OR INSURE. RECORDS IMPORTANT TO THIS CLAIM ARE AVAILABLE FOR 1 YEAR FROM THE DATE OF CHARGE INDICATED AT THE SA UNLESS OTHERWISE INDICATED BY REPRESENTATIVE OF SA.

AUTHORIZED REPRESENTATIVE
 ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

EXCEEDING YOUR EXPECTATIONS

Thank You!

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INVOICE DUPLICATE 1 PAGE 1

VIN# 3FAHP0CG7AR334539 TAG NO.: T4934

RO NUMBER:

346703

CUSTOMER DETAIL INFORMATION						
CUST. NUMBER 15034	DELIVERY DATE 29MAR10	STOCK NUMBER STK:CA2975	VIN 3FAHP0CG7AR	YEAR 10	MAKE AND MODEL FORD FUSION	
DATE 13JUL10	MILEAGE IN/OUT 5503 5503	WRITTEN BY 129 TAMARA SHEPHERD	PROMISED DATE AND TIME 14:52 13JUL10	PAYMENT TYPE CASH	P.O.#	
NAME			HOME PHONE	BUSINESS PHONE		
ADDRESS			ADDITIONAL INFORMATION			
CITY / STATE / ZIP			STK:CA2975 DLR:02709 ENG:99G TRN:44W 1)OAN# 228-072-243			
NORTHVILLE, M						
JOB		OPERATION CODE		LABOR INSTRUCTIONS		

	LIST	NET	TOTAL
A ADVISE ON WATERLEAK FROM SUNROOF ****PARTS HERE*****			
CAUSE: WATER TESTED FOUND ROOF GLASS SEAL SEAM LEAKING ADJUSTED GLASS			
50282B GLASS-MOON ROOF/SUN ROOF - REMOVE AND			
INSTALL OR REPLACE (500A18/50054) - L			
125 FRAYER, THOMAS LIC#: M170461			
W			(N/C)
1 9ESZ*54500A18*A GLASS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
5503 WATER TESTED FOUND ROOF GLASS SEAL SEAM LEAKING ADJUSTED GLASS			
REWATER TESTED STILL LEAKIN AT THE SEAM REPLACD ROOF OPENING PANEL			
GLASS RETESTED NO VISABLE LEAKS FOUND			

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- QUICK LUBE • CUSTOMER LOUNGE
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 7:30 AM - 6:00 PM Mon thru Fri
 8:00 AM - 3:00 PM Saturday

SALES
 8:30 AM - 9 PM Mon and Thurs
 8:30 AM - 6 PM Tues, Wed, Fri.
 8:00 AM - 3:00 PM Saturday

Parts
 8:00 AM - 6:00 PM Mon thru Fri
 8:00 AM - 3:00 PM Saturday

Body Shop
 7:00 AM - 6:00 PM Mon thru Fri
 By appointment only - Saturday

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS/DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



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PAGE 1

VIN# 3FAHP0CG7AR334539 TAG NO.: T1732

RO NUMBER:

360434

CUSTOMER DETAIL INFORMATION

CUST. NUMBER 15034	DELIVERY DATE 29MAR10	STOCK NUMBER STK:CA2975	VIN 3FAHP0CG7AR	YEAR 10	MAKE AND MODEL FORD FUSION
DATE 06DEC10	MILEAGE IN/OUT 9845 9845	WRITTEN BY 129 TAMARA SHEPHERD	PROMISED DATE AND TIME 14:41 06DEC10	PAYMENT TYPE CASH	P.O.#
NAME [REDACTED]			HOME PHONE	BUSINESS PHONE	
ADDRESS [REDACTED]			ADDITIONAL INFORMATION STK:CA2975 DLR:02708 ENG:99G TRN:44W 1)OAN# 228-072-243		
CITY / STATE / ZIP NORTHVILLE, MI					

FACILITY REPAIR NO.: F-100410

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABLE PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND / OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS GARAGEKEEPER'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. I UNDERSTAND THAT PURSUANT TO SAID GARAGEKEEPER'S LIEN I HAVE NO RIGHT OF POSSESSION TO THE ABOVE VEHICLE UNTIL THE REPAIRS THEREON HAVE BEEN PAID IN FULL OR UNTIL YOU AND / OR YOUR EMPLOYEES HAVE VOLUNTARILY RELEASED THE VEHICLE TO ME.

X CUSTOMER SIGNATURE

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED DISCARD

ORIGINAL ESTIMATE SUMMARY				AUTHORIZED ADDITIONS	
PARTS	LABOR	TOTAL	HOURS	TOTAL	HOURS

REPAIRS PROPERLY COMPLETED AND CHECKED BY DATE TIME

AUTHORIZED SIGNATURE BY

WARRANTY: CUSTOMER PAID LABOR CHARGES WARRANTED FOR 12 MONTHS OR 12,000 MILES AND NEVER OCCURS FIRST UNLESS COVERED BY ANOTHER APPLICABLE EXTENDED WARRANTY

MAINTENANCE [] 3,000 [] 5,000 [] 7,500 INTERVAL

[] LEASE [] PURCHASE

SHOP SUPPLIES / HAZARDOUS WASTE: A CHARGE OF 10% OF LABOR, MAXIMUM \$80.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW CLEANER, ETC. HAZARDOUS WASTE DISPOSAL OF OILS, FILTERS, TIRES, SOLVENTS, GAS, ETC.

THE WARRANTIES AT ISSUE IN THIS PARTISAN ARE THOSE WHICH MAY BE SET FORTH IN THE MANUFACTURER'S ORIGINAL WARRANTY. THIS WARRANTY EXPRESSLY DISCLAIMS ALL CLAIMS, DAMAGES, REPAIRS, EXPENSES OR BENEFITS WHICH MAY BE ASSERTED BY THE MANUFACTURER OR ANY OTHER PERSON TO ASSURE THAT ANY LIABILITY OR CLAIMATION WITH THE SALE OF THIS PARTISAN, OR SERVICE, SHALL BE LIMITED TO THE EXTENT OF THE ORIGINAL WARRANTY. THIS WARRANTY DOES NOT COVER LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

IN THE EVENT OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AS NO CHARGE TO OWNER IF THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART BEING REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CORRECTED IN ANY WAY WITH ANY ACCIDENT RECORD OR SERVICE RECORDS SUPPORTING THIS CLAIM AND AVAILABLE TO ME. I HEREBY ADVISE THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

AUTHORIZED REPRESENTATIVE
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

JOB OPERATIONAL CODE LABOR INSTRUCTIONS

	LIST	NET	TOTAL
A ADVISE ON WATER LEAK FROM MOONROOF			
NC NO CHARGE			
125 FRAYER, THOMAS LIC#: M170461			
C		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
9845 WATER TESTED MOON ROOF FOUND THE REAR SEAL LEAKING WORKED WITH ENGINEERING AND FSE ADJUSTED THE MOON ROOF PANEL TO SPECS IN THE WSM REWATER TESTED AND ROAD TESTED FOR AIR LEAKS OK AT THIS TIME			

• CERTIFIED TECHNICIANS • SHUTTLE SERVICE AVAILABLE
• QUICK LUBE • CUSTOMER LOUNGE
• OPEN SATURDAY

SERVICE
7:30 AM - 6:00 PM Mon thru Fri
8:00 AM - 3:00 PM Saturday

SALES
8:30 AM - 9 PM Mon and Thurs
8:30 AM - 6 PM Tues, Wed, Fri.
8:00 AM - 3:00 PM Saturday

Parts
8:00 AM - 6:00 PM Mon thru Fri
8:00 AM - 3:00 PM Saturday

Body Shop
7:00 AM - 6:00 PM Mon thru Fri
By appointment only - Saturday

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS/DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

EXCEEDING YOUR EXPECTATIONS

Thank You!



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PAGE 1

VIN# 3FAHP0CG7AR334539 TAG NO.: T4790

RO NUMBER:

346204

CUSTOMER DETAIL INFORMATION						
CUST. NUMBER 15034	DELIVERY DATE 29MAR10	STOCK NUMBER STK:CA2975	VIN 3FAHP0CG7AF	YEAR 10	MAKE AND MODEL FORD FUSION	
DATE 07JUL10	MPLEAGE IN/OUT 5396 5396	WRITTEN BY 129 TAMARA SHEPHERD	PROMISED DATE AND TIME 15:09 07JUL10	PAYMENT TYPE CASH	P.O. #	
NAME			HOME PHONE	BUSINESS PHONE		
ADDRESS			ADDITIONAL INFORMATION STK:CA2975 DLR:02709 ENG:99G TRN:44W			
CITY / STATE / ZIP NORTHVILLE, MI						

FACILITY REPAIR NO.: F-100410

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND / OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STATE'S HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS GARAGEKEEPER'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. I UNDERSTAND THAT PURSUANT TO SAID GARAGEKEEPER'S LIEN I HAVE NO RIGHT OF POSSESSION TO THE ABOVE VEHICLE UNTIL THE REPAIRS THERETO HAVE BEEN PAID IN FULL OR UNTIL YOU AND / OR YOUR EMPLOYEES HAVE VOLUNTARILY RELEASED THE VEHICLE TO ME.

X _____
 CUSTOMER SIGNATURE

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED DISCARD

ORIGINAL ESTIMATE SUMMARY				AUTHORIZED ADDITIONS	
PARTS	LABOR	TOTAL	HOURS	TOTAL	HOURS

REPAIRS PROPERLY COMPLETED AND CHECKED BY: _____ DATE: _____ TIME: _____

AUTHORIZED SIGNATURE: _____ BY: _____

CUSTOMER PAID LABOR CHARGES WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS CONTRADICTED BY ANOTHER APPLICABLE EXTENDED WARRANTY

MAINTENANCE 3,000 5,000 7,500 INTERVAL

LEASE PURCHASE

SHOP SUPPLIES / HAZARDOUS WASTE: A CHARGE OF 10% OF LABOR, MAXIMUM \$80.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, SHELLAG, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW CLEANER, ETC. HAZARDOUS WASTE DISPOSAL OF OIL, FILTERS, TIRES, SOLVENTS, GAS, ETC.

THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SEVICING DEALER HEREBY EXPRESSLY DISCLAIMS ALL CLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED AND IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSURES OR AUTHORIZES ANY OTHER PERSON TO ASSUME THAT ANY LIABILITY OR CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICE OVERY SHALL NOT BE ENTITLED TO RECOVERY FROM THE SEVICING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES TO LOSS OF USE, LOSS OF TIME OR OTHER SPECIAL DAMAGES.

ON BEHALF OF SEVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PARTS WERE HURDLED OR PLACED UNDER THIS CLAIM HAD BEEN CORRECTED BY ANY VENDOR AT ANY ACCIDENT REPAIR OR WAREHOUSE REPAIRS. SUPPLYING THIS TO ANY AND ALL PARTS FOR 1 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SEVICING DEALER FOR INSPECTION BY NEWSPRINTS OF FORD

AUTHORIZED REPRESENTATIVE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

JOB	OPERATION CODE	LABOR INSTRUCTIONS	LIST	NET	TOTAL
A		ADVISE ON WATERLEAK FROM SUNROOF AGAIN PO PARTS ORDERED ;LATER DATE 125 FRAYER, THOMAS LIC#: MI170461			
	C			0.00	0.00
		PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
		5396 PARTS ORDERED			

- CERTIFIED TECHNICIANS • SHUTTLE SERVICE AVAILABLE
- QUICK LUBE • CUSTOMER LOUNGE
- OPEN SATURDAY

SERVICE
 7:30 AM - 6:00 PM Mon thru Fri
 8:00 AM - 3:00 PM Saturday

SALES
 8:30 AM - 9 PM Mon and Thurs
 8:30 AM - 6 PM Tues, Wed, Fri.
 8:00 AM - 3:00 PM Saturday

Parts
 8:00 AM - 8:00 PM Mon thru Fri
 8:00 AM - 3:00 PM Saturday

Body Shop
 7:00 AM - 8:00 PM Mon thru Fri
 By appointment only - Saturday

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS/DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

EXCEEDING YOUR EXPECTATIONS

Thank You!



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PAGE 1

VIN# 3FAHP0CG7AR334539 TAG NO.: T2934

RO NUMBER:

349411

CUSTOMER DETAIL INFORMATION							
CUST. NUMBER 15034	DELIVERY DATE 29MAR10	STOCK NUMBER STK:CA2975	VIN 3FAHP0CG7AR	YEAR 10	MAKE AND MODEL FORD FUSION		
DATE 09AUG10	MILEAGE IN/OUT 6098 6098	WRITTEN BY 128 TAMARA SHEPHERD	PROMISED DATE AND TIME 15:36 09AUG10	PAYMENT TYPE CASH	P.O. #		
NAME			HOME PHONE	BUSINESS PHONE			
ADDRESS			ADDITIONAL INFORMATION STK:CA2975 DLR:02709 ENG:99G TRN:44W 1)OA# 228-072-243				
CITY / STATE / ZIP NORTHVILLE, MI							

FACILITY REPAIR NO. : F-100410

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND / OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS GARAGEKEEPER'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. I UNDERSTAND THAT PURSUANT TO SAID GARAGEKEEPER'S LIEN I HAVE NO RIGHT OF POSSESSION TO THE ABOVE VEHICLE UNTIL THE REPAIRS THEREON HAVE BEEN PAID IN FULL OR UNTIL YOU AND / OR YOUR EMPLOYEES HAVE VOLUNTARILY RELEASED THE VEHICLE TO ME.

X _____ CUSTOMER SIGNATURE

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED DISCARD

ORIGINAL ESTIMATE SUMMARY				AUTHORIZED ADDITIONS	
PARTS	LABOR	TOTAL	HOURS	TOTAL	HOURS

REPAIRS PROPERLY COMPLETED AND CHECKED BY DATE TIME
 AUTHORIZED SIGNATURE BY

CUSTOMER PAID LABOR CHARGES WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS COVERED BY ANOTHER APPLICABLE EXTENDED WARRANTY.

MAINTENANCE 3,000 5,000 7,500 INTERVAL

LEASE PURCHASE

SHOP SUPPLIES / HAZARDOUS WASTE: A CHARGE OF 10% OF LABOR, MAXIMUM \$80.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, SHELAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW CLEANER, ETC. HAZARDOUS WASTE DISPOSAL OF OILS, FILTERS, TIRES, SOLVENTS, GAS, ETC.

THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE SELLING DEALER. I HEREBY EXPRESSLY DISCLAIM ALL CLAIMS, ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES OR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY OR CONNECTION WITH THE SALE OF THIS PARTS OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

ON BEHALF OF THE SELLING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS TRUE AND CORRECT AND THAT I AM A duly licensed and bonded mechanic, and that I am not a salaried employee of the manufacturer of the vehicle described herein. I am not a salaried employee of the manufacturer of the vehicle described herein. I am not a salaried employee of the manufacturer of the vehicle described herein.

AUTHORIZED REPRESENTATIVE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

JOB	OPERATION CODE	LABOR INSTRUCTIONS	LIST	NET	TOTAL
A		RECK WATER LEAK MOON ROOF RIGHT REAR EDGE 3RD TIME IN CAUSE: UPON REINSPECT OF THE WATER LEAK ADJUSTED MOON ROOF AND FOUND OSL OUTSIDE LABOR 125 PRAYER, THOMAS LIC#: M170461 W SUBL LAIRDS#23374 FC: SUBL			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:					0.00
6098 UPON REINSPECT OF THE WATER LEAK ADJUSTED MOON ROOF AND FOUND THAT WHEN HOSE IS PLACED OVER WINDSHIELD AREA AT CENTER WATER WOULD LEAK IN SEND OSL RESEALED WINDSHIELD					

EXCEEDING YOUR EXPECTATIONS

Thank You!

<ul style="list-style-type: none"> • CERTIFIED TECHNICIANS • SHUTTLE SERVICE AVAILABLE • QUICK LUBE • CUSTOMER LOUNGE • OPEN SATURDAY 	<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr> <td>LABOR AMOUNT</td> <td>0.00</td> </tr> <tr> <td>PARTS AMOUNT</td> <td>0.00</td> </tr> <tr> <td>SUBLET AMOUNT</td> <td>0.00</td> </tr> <tr> <td>MISC. CHARGES</td> <td>0.00</td> </tr> <tr> <td>TOTAL CHARGES</td> <td>0.00</td> </tr> <tr> <td>LESS COUPONS/DISC.</td> <td>0.00</td> </tr> <tr> <td>SALES TAX</td> <td>0.00</td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT</td> <td>0.00</td> </tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT	0.00	PARTS AMOUNT	0.00	SUBLET AMOUNT	0.00	MISC. CHARGES	0.00	TOTAL CHARGES	0.00	LESS COUPONS/DISC.	0.00	SALES TAX	0.00	PLEASE PAY THIS AMOUNT	0.00
DESCRIPTION	TOTALS																		
LABOR AMOUNT	0.00																		
PARTS AMOUNT	0.00																		
SUBLET AMOUNT	0.00																		
MISC. CHARGES	0.00																		
TOTAL CHARGES	0.00																		
LESS COUPONS/DISC.	0.00																		
SALES TAX	0.00																		
PLEASE PAY THIS AMOUNT	0.00																		
<p>SERVICE 7:30 AM - 6:00 PM Mon thru Fri 8:00 AM - 3:00 PM Saturday</p> <p>Parts 8:00 AM - 6:00 PM Mon thru Fri 8:00 AM - 3:00 PM Saturday</p>	<p>SALES 8:30 AM - 9 PM Mon and Thurs 8:30 AM - 6 PM Tues, Wed, Fri. 8:00 AM - 3:00 PM Saturday</p> <p>Body Shop 7:00 AM - 6:00 PM Mon thru Fri By appointment only - Saturday</p>																		



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PAGE 1

VIN# 3FAHP0CG7AR24520 TAG NO.: T2113

RO NUMBER:

353968

CUSTOMER DETAIL INFORMATION						
CUST. NUMBER 15034	DELIVERY DATE 29MAR10	STOCK NUMBER STK:CA2875	VIN 3FAHP0CG7AR	YEAR 10	MAKE AND MODEL FORD FUSION	
DATE 28SEP10	MILEAGE IN/OUT 8018 8018	WRITTEN BY 129 TAMARA SHEPHERD		PROMISED DATE AND TIME 14:07 28SEP10	PAYMENT TYPE CASH	P.O.#
NAME			HOME PHONE	BUSINESS PHONE		
ADDRESS			ADDITIONAL INFORMATION			
CITY / STATE / ZIP			STK:CA2875 DLR:02709 ENG:99G TRN:44W 1)OA# 226-072-243			

FACILITY REPAIR NO. : F-100410

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SUPPLIERS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND / OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION AND EXPRESS DAMAGEKEEPER'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. I UNDERSTAND THAT PURSUANT TO SAID DAMAGEKEEPER'S LIEN I HAVE NO RIGHT OF POSSESSION TO THE ABOVE VEHICLE UNTIL THE REPAIRS THEREON HAVE BEEN PAID IN FULL OR UNTIL YOU AND / OR YOUR EMPLOYEES HAVE VOLUNTARILY RELEASED THE VEHICLE TO ME.

X _____ CUSTOMER SIGNATURE

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED DISCARD

ORIGINAL ESTIMATE SUMMARY				AUTHORIZED ADDITIONS	
PARTS	LABOR	TOTAL	HOURS	TOTAL	HOURS

REPAIRS PROPERLY COMPLETED AND CHECKED BY DATE _____ TIME _____

AUTHORIZED SIGNATURE _____ BY _____

CUSTOMER PAID LABOR CHARGES WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS COVERED BY ANOTHER APPLICABLE EXTENDED WARRANTY

MAINTENANCE 3,000 5,000 7,500 INTERVAL

LEASE PURCHASE

SHOP SUPPLIES / HAZARDOUS WASTE: A CHARGE OF 10% OF LABOR, MAXIMUM \$80.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, SELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW CLEANER, ETC. HAZARDOUS WASTE DISPOSAL OF OILS, FILTERS, TIRES, SOLVENTS, GAS, ETC.

THE ONLY WARRANTIES APPLICABLE TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OF THE SELLING DEALER. HEREBY EXPRESSLY DISCLAIMS ALL CLAIMS ALL PARTS, EITHER EXPRESS OR IMPLIED ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES, OR AUTHORIZES ANY OTHER PERSON TO ASSUME ANY LIABILITY OR CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECALL FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER UNUSUAL DAMAGES.

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

AUTHORIZED REPRESENTATIVE _____

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

JOB	OPERATION CODE	LABOR INSTRUCTIONS	LIST	NET	TOTAL
A		WATER COMING IN AT SUNROOF AT RIGHT REAR CORNER SEE HISTORY ATT CARLO NC NO CHARGE 125 FRAYER, THOMAS LIC#: M170461 C PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 8018 WATER TESTED FOUND A SMALL DRIP AT THE RIGHT REAR CORNER ADJUSTED GLASS AS PER WSM REINITIALIZED MOTOR RETESTED FOUND THAT IT STILL HAD A SMALL DRIP CONTACTED THE HOT LINE ID#104071157 CHECKED SEAL TENSION AS REQUESTED BY THE HOT LINE SEAL RETENSION IS NORMAL RECONTACTED THE HOT LINE WAS ADVISED TO CHECK THE TRACK DRAINS WHICH ARE FUNCTIONING NORMAL AND THAT SOME WATER DRIPPING WAS NORMAL *****		0.00	0.00
B		*****SEE DEAN SHORT!!!!!!***** CAUSE: R B NC NO CHARGE 190 C PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 *****		0.00	0.00

EXCEEDING YOUR EXPECTATIONS

Thank You!

- CERTIFIED TECHNICIANS • SHUTTLE SERVICE AVAILABLE
- QUICK LUBE • CUSTOMER LOUNGE
- OPEN SATURDAY

SERVICE
7:30 AM - 8:00 PM Mon thru Fri
8:00 AM - 3:00 PM Saturday

SALES
8:30 AM - 9 PM Mon and Thurs
8:30 AM - 6 PM Tues, Wed, Fri.
8:00 AM - 3:00 PM Saturday

Parts
8:00 AM - 6:00 PM Mon thru Fri
8:00 AM - 3:00 PM Saturday

Body Shop
7:00 AM - 6:00 PM Mon thru Fri
By appointment only - Saturday

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS/DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



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PAGE 1

VIN# 3FAHPCG7AR334539 TAG NO.: T2990

RO NUMBER:

420960

CUSTOMER DETAIL INFORMATION

CUST. NUMBER 15034	DELIVERY DATE 29MAR10	STOCK NUMBER SOLD-STK:CA2975	VIN 3FAHPCG7AR	YEAR 10	MAKE AND MODEL FORD FUSION
DATE 11AUG12	MILEAGE IN/OUT 27309 27309	WRITTEN BY 129 TAMARA SHEPHERD	PROMISED DATE AND TIME 11:26 16AUG12	PAYMENT TYPE CASH	P.O. #
NAME			HOME PHONE	BUSINESS PHONE	
ADDRESS			ADDITIONAL INFORMATION		
CITY / STATE / ZIP			SOLD-STK:CA2975 DLR:02709 ENG:99G		
NORTHVILLE, MI			TRN:44W 1)OA# 228-072-243		

FACILITY REPAIR NO. F-160410

I HEREBY AUTHORIZE THE REPAIR WORK SHOWN HEREON TO BE DONE BEGAINING THE REPAIR WORK AT THE TIME YOU SIGN THIS ORDER. I AGREE TO PAY FOR THE REPAIR WORK AND TO ACCEPT THE WORK AS SHOWN ON THIS ORDER. I AGREE TO PAY FOR THE REPAIR WORK AND TO ACCEPT THE WORK AS SHOWN ON THIS ORDER. I AGREE TO PAY FOR THE REPAIR WORK AND TO ACCEPT THE WORK AS SHOWN ON THIS ORDER.

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED OTHERWISE DISCARD

ORIGINAL ESTIMATE SUMMARY				ESTIMATED REPAIR COST	
PARTS	LABOR	TOTAL	HOURS	EST.	HOURS

MAINTENANCE INTERVAL: 15,000 30,000 45,000 7,500

LEASE PURCHASE

SHOP SUPPLIES / HAZARDOUS WASTE: A CHARGE OF 10% OF LABOR, MAXIMUM \$90.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, SELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW CLEANER, ETC. HAZARDOUS WASTE DISPOSAL OF OILS, FILTERS, TIRES, SOLVENTS, GAS, ETC.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

JOB	OPERATION CODE	LABOR INSTRUCTIONS	LIST	NET	TOTAL
A		ADVISE ON WATERLEAK COMING FROM REAR OF MOONROOF NC NO CHARGE			
	190 C			0.00	0.00
		PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
		27309 SOME TIMES DURING VERY HARD RAIN THE MOON ROOF DRAINS OR OVERWHELMED AND CANNOT KEEP UP WITH DRAINAGE			
B		THE WORKS-OIL CHANGE, TIRE ROTATION AND MULTI-POINT INSPECTION WRKS THE WORKS-OIL CHANGE, TIRE ROTATION AND MULTI-POINT INSPECTION			
	270 CM			17.70	17.70
	1	FL*500*S FILTER ASY - O	9.76	6.69	6.69
	5	XO*5W20*BSP 5W20/5W30SE	2.86	2.86	14.30
		PARTS: 20.99 LABOR: 17.70 OTHER: 0.00 TOTAL LINE B:			38.69
		27309 PERFORMED OIL AND FILTER CHANGE, TIRE ROTATION, MULTI-POINT INSPECTION			
C		MULTI-POINT INSPECTION REPORT 99P MULTI-POINT INSPECTION REPORT			
	270 CM			0.00	0.00

- CERTIFIED TECHNICIANS - SHUTTLE SERVICE AVAILABLE
- QUICK LUBE - CUSTOMER LOUNGE
- OPEN SATURDAY

SERVICE
 7:30 AM - 6:00 PM Mon thru Fri
 8:00 AM - 3:00 PM Saturday

Parts
 8:00 AM - 6:00 PM Mon thru Fri
 8:00 AM - 3:00 PM Saturday

SALES
 8:30 AM - 9 PM Mon and Thurs
 8:30 AM - 6 PM Tues, Wed, Fri.
 8:00 AM - 3:00 PM Saturday

Body Shop
 7:00 AM - 6:00 PM Mon thru Fri
 By appointment only - Saturday

DESCRIPTION	TOTALS
LABOR AMOUNT	17.70
PARTS AMOUNT	20.99
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	38.69
LESS COUPONS/DISC.	0.00
SALES TAX	1.26
PLEASE PAY THIS AMOUNT	39.95

EXCEEDING YOUR EXPECTATIONS

Thank You!

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
1/5/2012 CLOSED	[REDACTED] EXECUTIVE LIAISON - EXECUTIVE REFERRAL	3FAHP0CG7AR [REDACTED] 510053270	2010	12

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 3FAHP0CG7AR [REDACTED] Year: 2010 Model: Case: 510053270
 Name: [REDACTED] Owner Status: Original WSD: 2010-03-29
 Symptom Desc: SEALING WATER LEAKS ROOF/TOP Primary Phone: [REDACTED]
 Reason Desc: EXECUTIVE LIAISON - EXECUTIVE REFERRAL Secondary Phone:
 Issue Type: 12 EXECUTIVE LIAISON Issue Status: CLOSED

Action: CASE ASSIGNED

Dealer: 02709 TOM HOLZERFORD, INC.

Origin Desc: EXECUTIVE LIAISON

Odometer: 1000 MI

Comm Type: INBOUND CUSTOMER EMAIL

Analyst Name: TANSIL-MARSHALL (RTANSIL),ROBIN

Analyst: RTANSIL

Action Date: 11/23/2010

Action Time: 14.10.04.368

Action Data: Yes

Comments CASE ASSIGNED.

Data Element Name	Data Value
DATE RECEIVED	11-22-2010
DATE ASSIGNED	11-22-2010
ASSIGNED BY	RTANSIL
CLOSING DUE? (YES/NO)	NO
SOURCE	PVT REFERRAL
ASSIGNED TO	LARLEDGE

Action: OUTBOUND CALL TO CUSTOMER

Dealer: 02709 TOM HOLZERFORD, INC.

Origin Desc: EXECUTIVE LIAISON

Odometer: 1000 MI

Comm Type: PHONE

Analyst Name: ARLEDGE LYNN

Analyst: LARLEDGE

Action Date: 11/29/2010

Action Time: 16.46.16.119 Action Data: No

Comments **EXECUTIVE OFFICES 11/29/10****EXECUTIVE REFERRAL - PVT****CUSTOMER SAYS HIS VEHICLE HAS WATER LEAK. THE CUSTOMER SAYS HE HAS TAKEN THE VEHICLE TO THE DEALERSHIP FOUR TIMES FOR THIS ISSUE AND THE CONCERN STILL EXISTS. THE CUSTOMER SAYS HE WAS ADVISED BY THE DEALERSHIP THAT THIS COULD BE NORMAL. THE CUSTOMER SAYS THE AMOUNT OF WATER SEEPING IN TO THE VEHICLE HAS GREATLY DECREASED, BUT HE DOES NOTICE A SMALL AMOUNT OF WATER WHEN TAKING THE VEHICLE TO A CAR WASH OR AFTER A HEAVY RAIN.**EL CONTACTED THE DEALERSHIP. THE DEALERSHIP SAYS THE LAST TIME THE VEHICLE WAS THE DEALERSHIP, THEY COULD NOT VERIFY A CONCERN, ALTHOUGH THEY HAVE PERFORMED REPAIRS IN THE PAST FOR THIS ISSUE. **EL ADVISED THE DEALERSHIP WE WILL REQUEST THE ASSISTANCE OF THE FSE. THE DEALERSHIP AGREED. **EL TO OPEN TAR AND FOLLOW-UP WITH DEALERSHIP AND CUSTOMER.

Action: OUTBOUND CALL TO CUSTOMER
Dealer: 02709 TOM HOLZERFORD, INC. **Origin Desc:** EXECUTIVE LIAISON
Odometer: 1000 MI **Comm Type:** PHONE
Analyst Name: ARLEDGE LYNN **Analyst:** LARLEDGE
Action Date: 12/03/2010 **Action Time:** 15.14.03.408 **Action Data:** No

Comments **EXECUTIVE OFFICES 12/3/10****EL CONTACTED THE CUSTOMER AND VERIFY AN APPOINTMENT. THE CUSTOMER SAYS HE IS SCHEDULED TO TAKE THE VEHICLE TO THE DEALERSHIP ON 12/6. **EL TO FOLLOW-UP AFTER REVEIW OF THE VEHICLE.

Action: DECISION - TECHNICAL INTERVENTION
Dealer: 02709 TOM HOLZERFORD, INC. **Origin Desc:** EXECUTIVE LIAISON
Odometer: 1000 MI **Comm Type:** PHONE
Analyst Name: ARLEDGE LYNN **Analyst:** LARLEDGE
Action Date: 12/07/2010 **Action Time:** 12.26.07.812 **Action Data:** No

Comments **EXECUTIVE OFFICES 12/7/2010****EL CONTACTED THE FSE AFTER REVIEW OF THE VEHICLE. THE FSE REVIEWED THE VEHICLE AND MADE AN ADJUSTMENT TO THE SUNROOF. THE FSE STATED THERE MAY BE THE POSSIBILITY TO SEE A MINIMAL AMOUNT OF WATER WHEN GOING THROUGH A WASH OR HEAVY RAINS, BUT THIS SHOULD BE VERY MINIMAL. **EL CONTACTED THE CUSTOMER AND SUPPORTED THE REPAIRS PERFORMED BY THE FSE. **CUSTOMER TO CONTACT EL IF ADDITIONAL ASSISTANCE IS NEEDED. **NO FURTHER ACTION REQUIRED AT THIS TIME.

Action: ACKNOWLEDGE ISSUE - NO ACTION REQUIRED
Dealer: 02709 TOM HOLZERFORD, INC. **Origin Desc:** EXECUTIVE LIAISON
Odometer: 1000 MI **Comm Type:** PHONE
Analyst Name: ARLEDGE LYNN **Analyst:** LARLEDGE
Action Date: 01/05/2012 **Action Time:** 16.08.25.908 **Action Data:** No

Comments **EXECUTIVE OFFICES 1/5/2012****CUSTOMER CONTACTED EL DIRECTLY AND STATED THE LAST TIME IT RAINED, HE NOTICED WATER LEAKING INTO HIS VEHICLE. THE CUSTOMER SAYS HE NOTICED SEVERAL DROPS, BUT HAS NOT RETURNED THE VEHICLE TO THE DEALERSHIP FOR FURTHER DIAGNOSIS REGARDING THIS ISSUE. **EL ADVISED THE CUSTOMER HE WOULD NEED TO RETURN TO THE DEALERSHIP FOR FURTHER DIAGNOSIS. THE CUSTOMER STATES HE MAY NOW PURSUE THIS ISSUE THROUGH OTHER AVENUES. **NO FURTHER ACTION REQUIRED AT THIS TIME.

Ford Confidential

Rpt. Analysis Home

Report Mgmt Primary

Report Mgmt Query

Report Mgmt

Indicator Summary

Help Exit

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

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Report Detail Section : [View Details](#)

Attachments: 0

Report# :	AI2BW004 NHL	Received:	09/28/2010
CCRG/EPRC:		Date:	
Vehicle:	2010,FUSION ,SEL AWD,4 DOOR ,SEDAN ,3FAHP0CG7AR	Build Date:	03/09/2010
Odometer :	8,018 M	Engine:	3.0L 4V
Transmission:	6SP 6F MID	Axle:	3.208 FDR
Dealer:	USA 02709 Tom Holzer Ford, Inc.	Calibration:	ADE1A60A
City:	Farmington Hills	A/C:	YES
Originator:	TOM FRAYER	Phone#:	(248) 474-1234
Symptom:	7 71 6 79 LT/GL/VI,WINDOWS/GLASS ,SUN ROOF,WATER LEAK		
Status:			
VFG:	V37 WATER LEAKS		
Additional Symptom:	WATER LEAK SUN ROOF RIGHT REAR		
Fix: Y	Causal Component :	UNKNOWN -- ADJ	
Condition Code:			

Hotliner: JTAYL466

Phone:

Regn Cd: G2 Detroit

Engineering:

Phone:

TAR: CLD

Dlr Contact: TOM FRAYER

Phone: 000 000-0000

Title Cde: T

KOEO:

KOEC:

KOER:

Comments:

REPAIR 09/28/2010 10:04AM JTAYL466

WEB FORM DATA - CONCERN: SUNROOF LEAKING AT RIGHT REAR CORNER DIAGNOSTICS: WATER TESTED FOUND A SMALL AMOUNT OF WATER ENTERING AT THE RIGHT REAR CORNER ADJUSTED THE ROOF OPENING PANEL TO SPECS IN WSM REINITIALIZED THE MOTOR AND RECHECKED WITH WATER NOW ONLY A DROP COMES IN PARTS REPLACED:: NONE TECH QUESTION: I HAVE MOVED THIS PANEL IN SEVERAL DIRECTIONS AND STILL GET A SMALL DROP OF WATER COMING IN AT THE RIGHT REAR CORNER HOW CAN I SEAL THIS LEAK? WERE YOU ABLE TO VERIFY THE CONCERN? YES IS THERE AN APPROPRIATE PINPOINT TEST IN THE WSM FOR THIS CONCERN? YES WAS THE PINPOINT TEST FOLLOWED? YES

RECOMM 09/28/2010 10:04AM JTAYL466

TOM, CHECK THE GLASS SEAL TENSION WITH A BUSINESS CARD, AND SEE IF THE SEAL TENSION IN THE RIGHT REAR IS COMPARABLE TO THE REST OF THE SUN ROOF. IF THERE IS EXCESSIVE GAP OR LOOSE SEAL TENSION IN THE RIGHT REAR AND IT CAN NOT BE ADJUSTED OUT PER THE WSM PROCEDURE, THEN SUSPECT THE SUN ROOF GLASS SEAL TO BE AT FAULT FOR THIS ISSUE. REPLACE THE SUN GLASS SEAL FOR THIS ISSUE.

REPAIR 09/28/2010 12:19PM KIRK HENDRICKSEN MSS - FCSD - TECH SVC HOTLINE

TECHNICIAN REPLY: THIS GLASS HAS BEEN REPLACED TWICE ALLREADY ONCE FOR A DEFORMED SEAL AND THE SECOND ONE FOR A LEAK AT THE SEAL SEAM

RECOMM 09/28/2010 12:19PM KIRK HENDRICKSEN MSS - FCSD - TECH SVC HOTLINE

TOM, RECOMMEND TO REVIEW THE ROOF OPENING PANEL EXPLODED VIEW IN SECTION 501-17 OF THE ONLINE WSM. MAKE SURE THAT THE REAR ROOF OPENING PANEL TROUGH IS PROPERLY INSTALLED. THIS IS #6 IN THE EXPLODED VIEW. THIS SHOULD BE CATCHING ANY DRIPS FROM THE RIGHT REAR CORNER AND DIVERTING IT TO THE DRAIN TROUGH. SOME WATER PAST THE SEAL IS NORMAL

THE DRAINS ARE DESIGNED TO HANDLE SOME LEAKAGE PAST THE SEAL. VERIFY THAT THE DRAIN TUBES ARE FLOWING PROPERLY. IF THE WATER IS DRIPPING INTO THE TRACK ASSEMBLY AND DRAINING PROPERLY OUT OF THE DRAINS THEN SUSPECT THE SUNROOF LEAK IS NORMAL.

- TAR 11/30/2010 05:15PM MICHAEL SCHOBER MSS - FCSD - TECH SVC HOTLINE**
TAR OPENED AT THE REQUEST OF THE CRC/EXECUTIVE REFERRAL. REQUESTED BY: LARLEDGE. CUDL CASE #: 510053270. PREVIOUS REPAIRS: **EXECUTIVE OFFICES 11/30/2010** **EXECUTIVE REFERRAL** **THERE IS NO EXECUTIVE DIRECTION WITH THIS CASE** **THERE ARE TWO PREVIOUS REPAIR ATTEMPTS FOR THIS CONCERN. COMMENTS: **EXECUTIVE OFFICES 11/30/2010** **CUSTOMER SAYS HIS VEHICLE IS STILL LEAKING WHEN GOING THROUGH A CAR WASH OR IN HEAVY RAIN. THE DEALERSHIP HAS CONTACTED THE TECH HOTLINE AND ADVISED SOME LEAKAGE IS CONSIDERED NORMAL. **EL IS REQUESTING THE ASSISTANCE OF THE FSE TO REVIEW THE VEHICLE AND REPAIR IF NECESSARY. **VEHICLE IS CURRENTLY WITH THE CUSTOMER.
- ADD-ON 12/01/2010 04:03PM SCOTT MURRAY(FSE) MSS - FCSD - REG - DETROIT**
CONTACTED THE DEALER AND SCHEDULED TO INSPECT THE VEHICLE ON 12/6/10.
- ADD-ON 12/08/2010 07:16PM SCOTT MURRAY(FSE) MSS - FCSD - REG - DETROIT**
VISITED THE DEALER 12/6/10 AND INSPECTED THE VEHICLE. CHECKED THE MOONROOF SEAL TENSION AROUND THE PERIMETER OF THE MOONROOF. THE TENSION OF THE SEAL AROUND THE ROOF WAS GOOD BUT SLIGHTLY LOOSER IN THE REAR THAN IN THE FRONT. THE GLASS ADJUSTMENT WAS SLIGHTLY HIGHER THAN THE WORKSHOP MANUAL SPEC. WATER TESTED THE MOONROOF AND MORE WATER ENTERED THE REAR SIDE OF THE MOONROOF THAN THE FRONT. THE REAR DRIP TRAY IS MORE SHALLOW THAN THE FRONT DRIP TRAY. ADJUSTED THE HEIGHT OF THE GLASS PER THE WORKSHOP MANUAL AND ALSO ADJUSTED IT BACK TO PUT MORE TENSION ON THE REAR SEAL. WATER TESTED THE GLASS AGAIN AND THE WATER LEAKAGE PAST THE REAR SEAL WAS REDUCED. TEST DROVE THE VEHICLE TO MAKE SURE THERE WAS NO WINDNOISE CAUSED BY THE ADJUSTMENT. CONTACTED EXECUTIVE OFFICES AND ADVISED. ALSO ADVISED SOME WATER DROPLETS MAY ENTER THE PASSENGER COMPARTMENT WHEN GOING THROUGH A CARWASH DUE TO THE HIGH PRESSURE SPRAYERS AND BLOWERS. THE SEAL IS NOT

DESIGNED TO HOLD BACK HIGH PRESSURE WATER.

AUDIT 12/08/2010 07:16PM SCOTT MURRAY(FSE) MSS - FCSD - REG - DETROIT

TECH ASSIST REFERRAL HAS BEEN CLOSED

AUDIT 07/02/2011 10:59AM

SYMPTOM 1 05 3 13 CHANGED TO 7 71 6 79 BY CS012093

Download Options

Folder Number: _____

File Report To This Folder

File Report To A Folder

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Previous

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Requester: LBINGHAM

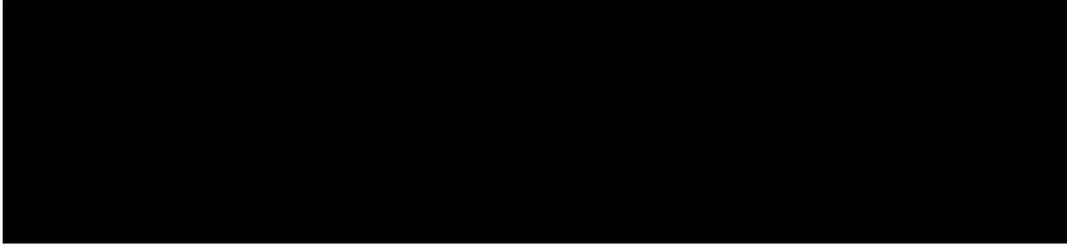
Report Summary

Server: FCWS686

4-Sep-2012

Ford Proprietary, Private

Retention: None



**Service of Process
Transmittal**

06/05/2012

CT Log Number 520627013



TO: Chris Dzbanski
Ford Motor Company
One American Road, WHQ 433-E3
Dearborn, MI 48126

RE: Process Served in Texas

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: [REDACTED], Pltf. vs. Ford Motor Company, Dft.
DOCUMENT(S) SERVED: Citation, Original Petition and Request For Disclosure, Exhibits
COURT/AGENCY: 55th Judicial District Court Harris County, TX
Case # 201231086
NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair
defects on a 2011 Ford Fusion, VIN: 3FAHP0HG1BR [REDACTED]
ON WHOM PROCESS WAS SERVED: C T Corporation System, Dallas, TX
DATE AND HOUR OF SERVICE: By Certified Mail on 06/05/2012 postmarked on 06/01/2012
JURISDICTION SERVED : Texas
APPEARANCE OR ANSWER DUE: By 10:00 a.m. on the Monday next following the expiration of 20 days - File Answer
// Within 50 days - Disclosure
ATTORNEY(S) / SENDER(S): Robert Kiddie
Krohn & Moss, Ltd.
2421 McCook Dr.
Georgetown, TX 78626
312-578-9428
ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex Priority Overnight , 798472710498
Image SOP
Email Notification, Chris Dzbanski CDZBANSK@FORD.COM
SIGNED: C T Corporation System
PER: Beatrice Casarez
ADDRESS: 350 North St Paul Street
Suite 2900
Dallas, TX 75201
TELEPHONE: 214-932-3601

Page 1 of 1 / JD

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.

MAILED MAIL BY CONSTABLE

CAUSE NO. 201231086

RECEIPT NO. 8267 70.00 CO1
05-29-2012 TR # 72787087

PLAINTIFF [REDACTED]
vs.
DEFENDANT: FORD MOTOR COMPANY

In The 55th
Judicial District Court
of Harris County, Texas
55TH DISTRICT COURT
Houston, TX

CITATION (CERTIFIED)

THE STATE OF TEXAS
County of Harris

JUN 0 7
Delivery to
KENNEDY
By D. Distant
County

TO: FORD MOTOR COMPANY BY SERVING ITS REGISTERED AGENT CT CORPORATION
SYSTEM
350 N ST PAUL ST DALLAS TX 75201

Attached is a copy of PLAINTIFF'S ORIGINAL PETITION AND REQUEST FOR DISCLOSURE

This instrument was filed on the 29th day of May, 2012, in the above cited cause number and court. The instrument attached describes the claim against you.

YOU HAVE BEEN SUED, You may employ an attorney. If you or your attorney do not file a written answer with the District Clerk who issued this citation by 10:00 a.m. on the Monday next following the expiration of 20 days after you were served this citation and petition, a default judgment may be taken against you.

TO OFFICER SERVING:

This citation was issued on 30th day of May, 2012, under my hand and seal of said Court.

Issued at request of:
KIDLIE, ROBERT DEAN JR.
10 N. DEARBORN, 3RD FLOOR
CHICAGO, IL 60602
Tel: (312) 578-9428
Bar No.: 24060092



Chris Daniel
CHRIS DANIEL, District Clerk
Harris County, Texas
201 Caroline Houston, Texas 77002
(P.O. Box 4651, Houston, Texas 77210)

GENERATED BY: MEDINA, IRMA S 2FN/QGT/9299354

CLERK'S RETURN BY MAILING

Came to hand the _____ day of _____, _____, and executed by mailing to Defendant certified mail, return receipt requested, restricted delivery, a true copy of this citation together with an attached copy of PLAINTIFF'S ORIGINAL PETITION AND REQUEST FOR DISCLOSURE to the following addressee at address:

ADDRESSEE

ADDRESS
Service was executed in accordance with Rule 106(a)
(2) TRCP, upon the Defendant as evidenced by the
return receipt incorporated herein and attached
hereto at _____

CAUSE NO. 2012-31086

LINDA LEYDEN

Plaintiff,

vs.

FORD MOTOR COMPANY

Defendant.

§
§
§
§
§
§
§
§
§
§

IN DISTRICT COURT

55 JUDICIAL DISTRICT

HARRIS COUNTY, TEXAS

RECEIVED
2012 MAY 29 AM 8:28
HARRIS COUNTY, TEXAS
CHRIS DANIEL
DISTRICT CLERK

PLAINTIFF'S ORIGINAL PETITION AND REQUEST FOR RULE 194 DISCLOSURES

TO THE HONORABLE JUDGE OF SAID COURT:

COMES NOW LINDA LEYDEN, Plaintiff in the above entitled and numbered cause, by and through Plaintiff's attorneys, KROHN & MOSS, LTD., and files this, Plaintiff's Original Petition, complaining of FORD MOTOR COMPANY ("Defendant"), and for cause would show as follows:

DISCOVERY CONTROL PLAN

1. Plaintiff intends to conduct discovery under Level 2 of Texas Rule of Civil Procedure 190.

PARTIES

2. Plaintiff, LINDA LEYDEN ("Plaintiff"), is an adult individual and legal resident of the State of Texas, residing at 14914 Rain Shadow Ct., Houston TX 77070.

3. Defendant, FORD MOTOR COMPANY ("Defendant"), is a business corporation qualified to do and regularly conducting business in the State of Texas and is engaged in the manufacture, sale, and distribution of motor vehicles and related equipment and services. Defendant is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including Joe Myers Ford ("Seller").

Defendant can be served at its local residence c/o CT Corporation System, 350 N. St. Paul St., Dallas, Texas 75201.

JURISDICTION AND VENUE

4. This court has jurisdiction over the Defendant as it either conducts business in or personally resides in the State of Texas.

5. The amount in controversy is within the jurisdictional levels of this Court.

6. Venue is permissible in Harris County as Defendant can be served here or because Plaintiff is a resident of this County or because the vehicle was purchased and/or repaired in said County.

BACKGROUND

7. On or about November 17, 2010, Plaintiff purchased from Seller a 2011 Ford Fusion ("Fusion"), manufactured by Defendant, Vehicle Identification No. 3FAHP0HG1BR172711, for valuable consideration (See copy of Plaintiff's purchase contract, attached hereto as Exhibit "A").

8. The price of the Fusion, excluding registration charges, document fees and sales tax, and other collateral charges, such as bank and finance charges, totaled more than \$24,555.00.

9. In consideration for the purchase of the Fusion, Defendant issued and supplied to Plaintiff its written warranty which included three (3) year or thirty-six thousand (36,000) mile bumper to bumper coverage, as well as other warranties fully outlined in Defendant's warranty booklet.

10. Defendant engages in nationwide advertising campaigns to sell vehicles, including the Fusion, to the public through a system of authorized selling agents of Defendant,

including Seller herein.

11. Defendant's authorized selling agents, including the Seller herein, are required by Defendant to post Defendant's name and logo on a sign outside of the Seller's place of business.

12. Defendant's authorized selling agents, including the Seller herein, are required by Defendant to produce to Seller's customers brochures for the sale of Defendant's vehicles that are printed and authored by Defendant.

13. Defendant's authorized selling agents, including the Seller herein, are required by Defendant to enter into a sales and service agreement with Defendant that is reduced to a writing.

14. Defendant requires all authorized selling agents, including Seller herein, to provide customers, including Plaintiff herein, with Defendant's written warranty described above at the time of sale.

15. In requiring Seller to provide Defendant's written warranty, Defendant undertakes, at the time of sale, the responsibility of repairing its vehicles, including the Fusion, and makes the accompanying promise to repair in consideration for the sale of the Fusion.

16. Defendant issues and supplies to consumers, including Plaintiff herein, its written warranty described above as an inducement for the sale of the Fusion.

17. Defendant provides Seller with a hidden rebate/commission after Plaintiff's purchase of the Fusion that is not reflected on Plaintiff's purchase documents as an incentive to Seller selling Defendant's automobiles as an agent to Defendant.

18. The retail price of the Fusion is determined by Defendant and not Seller.

19. On or about November 17, 2010, Plaintiff took possession of the Fusion and shortly thereafter experienced the various defects listed below.

20. The defects described below violate the written warranty issued to Plaintiff by

Defendant, as well as the implied warranty of merchantability.

21. Plaintiff brought the Fusion to Seller and/or other authorized service dealers of Defendant for various defects, including but not limited to the following:

- a. Defective brakes as evidenced by squeaking noise from front brakes;
- b. Defective engine as evidenced by difficulty starting, Fusion repeatedly shutting off while driving and the intermittent illumination of the check engine light;
- c. Defective electrical system as evidenced by inoperative SYNC system and inoperative blue tooth; and
- d. Any additional defects as contained on repair orders of Defendant's authorized dealerships.

22. Plaintiff provided Defendant, through Seller and/or other authorized dealers of Defendant, sufficient opportunities to repair the Fusion.

23. Defendant through its authorized dealers was unable and/or failed to repair the Fusion within a reasonable number of attempts.

24. Plaintiff justifiably lost confidence in the Fusion's reliability.

25. Said defects could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the Fusion.

26. As a result of these defects, Plaintiff revoked acceptance of the Fusion in writing on March 23, 2012 (See copy of notice letter, attached hereto as Exhibit "B").

27. At the time of revocation, the Fusion was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear.

28. Defendant refused Plaintiff's demand for revocation and has refused to provide Plaintiff with the remedies to which Plaintiff is entitled upon revocation.

29. The Fusion remains in a defective and unmerchantable condition and continues to

exhibit the above mentioned defects.

30. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its written warranty and the implied warranty of merchantability.

COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT

31. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-30 of this Complaint.

32. Plaintiff is a purchaser of a consumer product who received the Fusion during the duration of a written warranty period applicable to the Fusion and who is entitled by the terms of the written warranty to enforce against Defendant the obligations of said warranty.

33. Defendant is a person engaged in the business of making a consumer product directly available to Plaintiff.

34. Seller is an authorized dealership/agent of Defendant designated to perform repairs on vehicles under Defendant's automobile warranties.

35. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the Fusion was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

36. Plaintiff's purchase of the Fusion was accompanied by written factory warranties for any non-conformities or defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the Fusion to repair the Fusion or take other remedial action free of charge to Plaintiff with respect to the Fusion in the event that the Fusion failed to meet the specifications set forth in said undertaking.

37. Said warranty was the basis of the bargain of the contract between Plaintiff and Defendant for the sale of the Fusion to Plaintiff.

38. Said purchase of Plaintiff's Fusion was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

39. Plaintiff has met all of Plaintiff's obligations and preconditions as provided in Manufacturer's written warranty.

40. As a direct and proximate result of Defendant's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. § 2310(d), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

WHEREFORE, Plaintiff prays for judgment against Defendant as follows:

- a. Return of all monies paid or in the alternative applicable damages pursuant to section 2.714 of the Commercial Code, and all incidental and consequential damages incurred;
- b. Incurred and/or needed costs of repair
- c. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- d. Such other and further relief that the Court deems just and appropriate.

COUNT II
BREACH OF IMPLIED WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT

41. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-30 of this Complaint.

42. The Fusion purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. § 2301(7) running from Defendant to Plaintiff.

43. Defendant is a supplier of consumer goods as a person engaged in the business of making a consumer product directly available to Plaintiff.

44. Defendant is prohibited from disclaiming or modifying any implied warranty

when making a written warranty to the consumer or when Defendant has entered into a contract in writing within ninety (90) days of a purchase to perform services relating to the maintenance or repair of a motor vehicle.

45. Pursuant to 15 U.S.C. § 2308, Plaintiff's Fusion was impliedly warranted to be substantially free of defects in both material and workmanship, and thereby fit for the ordinary purpose for which the Fusion was intended.

46. The Fusion was warranted to pass without objection in the trade under the contract description, and was required to conform to the descriptions of the Fusion contained in the contracts and labels.

47. The above described defects in the Fusion render the Fusion unfit for the ordinary purpose for which the Fusion was intended.

48. As a result of the breach of implied warranty by Defendant, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Defendant as follows:

- a. Return of all monies paid or in the alternative applicable damages pursuant to section 2.714 of the Commercial Code, and all incidental and consequential damages incurred;
- b. Incurred and/or needed costs of repair
- c. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- d. Such other and further relief that the Court deems just and appropriate.

REQUEST FOR RULE 194 DISCLOSURES

Pursuant to Rule 194 of the Texas Rules of Civil Procedure, you are requested to disclose within fifty (50) days of service of this request, the information or material as set forth in Rule 194.2. A response to a request under Rule 194.2(f) is due according to Rule 195.2 of the Texas Rules of Civil Procedure.

The disclosures must be signed in accordance with Texas Rules of Civil Procedure, Rule 191.3, and delivered to the undersigned attorney. If you fail to comply with the requirements above, the Court may order sanctions against you in accordance with the Texas Rules of Civil Procedure.

Respectfully Submitted,

By: 
Robert Kiddie
Attorney for Plaintiff

Robert Kiddie
Texas Bar No. 24060092

Krohn & Moss, Ltd.
2421 McCook Dr.
Georgetown, TX 78626
phone: (312) 578-9428
fax: (866) 289-0898
e-mail: rkiddie@consumerlawcenter.com

EXHIBIT "A"

**MOTOR VEHICLE LEASING AND FINANCING
SIMPLE FINANCE CHARGE**

FORM 20000

Dealer Number _____ Contract Number _____

BUYER ADDRESS CITY PHONE	SELLER/CREDITOR ADDRESS CITY PHONE
HOUSTON TX [REDACTED]	JOE MYERS FORD LINC/MERC 16634 N W FREEMAY HOUSTON TX 77040 713-896-8200

CO-BUYER _____
ADDRESS _____
CITY _____ STATE _____ ZIP _____
PHONE _____

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.
PROMISE TO PAY: The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments in U.S. funds according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not.

You have thoroughly inspected, accepted, and approved the vehicle in all respects.

VEHICLE IDENTIFICATION

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	<input checked="" type="checkbox"/> NEW <input type="checkbox"/> DEMONSTRATOR <input type="checkbox"/> FACTORY <input type="checkbox"/> USED	USE FOR WHICH PURCHASED PERSONAL, FAMILY, OR HOUSEHOLD, UNLESS OTHERWISE INDICATED BELOW <input type="checkbox"/> BUSINESS OR COMMERCIAL <input type="checkbox"/> AGRICULTURAL
2011	FORD	Fusion	3FAHPOHG1B [REDACTED]		

Trade-in: Make HONDA Model CIVIC
Year 00 VIN 1HGEJ6672YL [REDACTED] License No. _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
2.75%	\$ 1158.66	\$ 13299.66	\$ 14458.32	\$ 13522.07 27980.39

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 200.81	Monthly beginning 01/01/2011
		Or as follows

Late Charge: If we do not receive your entire payment within 15 days after it is due (10 days if you are buying a heavy commercial vehicle), you will pay a late charge of 5% of the scheduled payment.
Prepayment: If you pay all that you owe early, you will not have to pay a penalty.
Security Interest: We will have a security interest in the vehicle being purchased.
Additional Information: See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED	
1 Cash Price (including any accessories, services, taxes)	N/A
2 Total Downpayment = (if negative, enter "0" and see Line 4A below)	N/A
Gross Trade-In	\$ 2000.00
- Pay Off Made By Seller	\$ - N/A
= Net Trade In	\$ 2000.00
+ Cash	\$ 9522.07
+ Mfrs. Rebate	\$ 2000.00
+ Other (describe)	\$ N/A
Total Downpayment	\$ 13522.07 ⁽²⁾
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 12355.67 ⁽³⁾
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	N/A
A Net trade-in payoff to	\$ N/A

PROPERTY INSURANCE: You must keep the collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.

If any insurance is checked below, policies or certificates from the insurance companies will describe the terms, conditions, and deductibles.

**Optional Credit
Life and Credit Disability Insurance**

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

- Credit Life, one buyer \$ N/A N/A
- Credit Life, both buyers \$ N/A N/A
- Credit Disability, one buyer \$ N/A N/A
- Credit Disability, both buyers \$ N/A N/A

(Insurance Company) _____
(Home Office Address) _____

Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.

Buyer's signature _____ Date _____

EXHIBIT “B”

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Kentucky, Minnesota, Missouri, Nevada, Ohio, Texas, Wisconsin, Washington, DC)

Main Office

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*Licensed to practice only in:
Texas*

March 23, 2012

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

RE: [REDACTED] v. Ford Motor Company
Vehicle: 2011 Ford Fusion
VIN: 3FAHP0HG1BR[REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective brakes as evidenced by squeaking noise from front brakes;
2. Defective engine as evidenced by difficulty starting vehicle, vehicle repeatedly shutting off while driving and illumination of the check engine light;
3. Defective electrical system as evidenced by inoperative SYNC system and inoperative blue tooth; and

4. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

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

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be

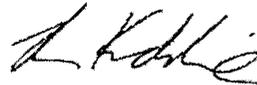
March 23, 2012

liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



Robert Kiddie
Attorney At Law

RK/tn

cc: [REDACTED]

CUSTOMER NAME/PHONE NUMBER

[REDACTED]

CUSTOMER LIST

ADDRESS

[REDACTED]

HOUSTON TX [REDACTED]

STATUS

[REDACTED]

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Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] HOUSTON TX [REDACTED]
Country: USA Language: EN
Cell Phone: PAGER:
Preferred Contact method: FAX:
Preferred Contact Time: Email: [REDACTED]

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Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FTRW12WX7K [REDACTED]	2007 F-SERIES No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
3FAHP0HG1BR [REDACTED]	2011 FUSION No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History

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ESP / Recall Information

VIN: 3FAHP0HG1BR [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
11S23	SAFETY RECALL	WHEEL STUD AND REAR BRAKE DISC INSPECTION AND LUG NUT REPLACEMENT	CLOSE - INSPECT	2012-02-24	04402

VEHICLE DETAIL

VIN: 3FAHP0HG1BR [REDACTED] Engine: 3.0L 4V OHC V6 DURATEC 230HP
Make: FORD Transmission: 6 SPD AUTO TRANS 6F MID-RANGEA
Model: FUSION Paint Code/Color: STEEL BLUE
Year: 2011 Calibration: ADE1F60A
Pay Load: Max Towing Weight:
GVWR: 04474 Axle Ratio:
WheelBase: YB Warranty Start Date: 11/17/2010
GCWR: Vehicle Build Date: 10/20/2010
PEP Code: 202A

Selling Dealers Name: JOE MYERS FORD LINCOLN
Selling Dealers P & A Code: 04402 Selling Dealers Sales Code: F52023
Selling Dealers Main Phone: 713-896-8200 Selling Dealers Service Phone: 713-896-8200

Vehicle Order Image

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

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ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
5/29/2012 CLOSED	[REDACTED] DRP-REPAIR REQUEST	3FAHP0HG1BF [REDACTED] 815823571	2011 FUSION	06
4/4/2012 CANCEL	[REDACTED] DRP-VEHICLE REPURCHASE REQUEST	3FAHP0HG1BF [REDACTED] 815823571	2011 FUSION	06
3/14/2012 CLOSED	[REDACTED] ROADSIDE ASSISTANCE REQUEST- WARRANTY COVERED	3FAHP0HG1BF [REDACTED] 815823571	2011 FUSION	01

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0HG1BF [REDACTED] Year: 2011 Model: FUSION Case: 815823571
Name: MS [REDACTED] Owner Status: Original WSD: 2010-11-17
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
Reason Desc: DRP-REPAIR REQUEST Secondary Phone: [REDACTED]
Issue Type: 06 BBB AUTO LINE/DACO Issue Status: CLOSED

Action: OPEN - CABBB CASE ELIGIBLE
Dealer: 04402 JOE MYERS FORD LINCOLN Origin Desc: BETTER BUSINESS BUREAU
Odometer: 21172 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 04/04/2012 Action Time: 11.05.15.436 Action Data: No

Comments OPEN - CABBB CASE ELIGIBLE

Action: CUST DECLINED SETTLEMENT OFFER
Dealer: 04402 JOE MYERS FORD LINCOLN Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
Odometer: 21172 MI Comm Type: OTHER
Analyst Name: GRAY, ROBERT Analyst: RGRAY72
Action Date: 04/09/2012 Action Time: 09.03.39.486 Action Data: No

Comments CUSTOMER DECLINES SETTLEMENT

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 04402 JOE MYERS FORD LINCOLN Origin Desc: BETTER BUSINESS BUREAU
Odometer: 21172 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 04/18/2012 Action Time: 16.05.10.783 Action Data: No

Comments HEARING SCHEDULED ON 05/11/12 AT 10:00 A.M.

Action: COMPANY REPORT SUBMITTED
Dealer: 04402 JOE MYERS FORD LINCOLN Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
Odometer: 21172 MI Comm Type: OTHER
Analyst Name: GRAY, ROBERT Analyst: RGRAY72
Action Date: 04/20/2012 Action Time: 15.43.43.933 Action Data: Yes

Comments MANUFACTURER'S RESPONSE FORM (MRF) SENT TO BBB MAIN FAX

Data Element Name	Data Value
CUSTOMER CONTACTED BY FORD	NO
REGION RESPONDED TO DSB E-MAIL (Y/N)	NO

Action: ARBITRATION DECISION-ESP
Dealer: 04402 JOE MYERS FORD LINCOLN Origin Desc: BETTER BUSINESS BUREAU

Odometer: 21172 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 05/14/2012 Action Time: 16.05.10.418 Action Data: Yes

Comments DATE OF ARBITRATION HEARING 05/11/12 ARBITRATED RESULTING IN A SERVICE CONTRACT

Data Element Name	Data Value
DATE OF ARBITRATION HEARING	05/11/12
DATE OF DECISION LETTER	NO
ARBITRATOR'S NAME (FIRST AND LAST)	

Action: ARBITRATION DECISION-ESP
Dealer: 04402 JOE MYERS FORD LINCOLN Origin Desc: BETTER BUSINESS BUREAU
Odometer: 21172 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 05/14/2012 Action Time: 16.05.10.695 Action Data: Yes

Comments DATE OF DECISION LETTER ARBITRATED RESULTING IN A SERVICE CONTRACT

Data Element Name	Data Value
DATE OF DECISION LETTER	
DATE OF DECISION LETTER	NO
ARBITRATOR'S NAME (FIRST AND LAST)	

Action: ARBITRATION-AWA DRS SPENDING
Dealer: 04402 JOE MYERS FORD LINCOLN Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
Odometer: 21172 MI Comm Type: OTHER
Analyst Name: GRAY, ROBERT Analyst: RGRAY72
Action Date: 05/16/2012 Action Time: 10.10.52.670 Action Data: Yes

Comments BBB CASE RESULTING IN AN ESP DECISION

Data Element Name	Data Value
ARBITRATOR NAME (LAST NAME, FIRST NAME)	BOURGEIOS, FRANCIS
DENIAL DECISION (Y=YES, N=NO)	N
VEHICLE PAYMENT	
VEHICLE REIMBURSEMENT	
ESP (Y=YES, N=NO)	Y
PLAN NAME	PREMIUM CARE
PLAN TIME	5 YEARS
PLAN MILEAGE	75000
RAV (Y=YES, N=NO)	N
RAV TYPE	
FURTHER REPAIR (Y=YES, N=NO)	N

Action: ASSUMED REJECTION OF DECISION
Dealer: 04402 JOE MYERS FORD LINCOLN Origin Desc: BETTER BUSINESS BUREAU
Odometer: 21172 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 05/29/2012 Action Time: 11.05.10.543 Action Data: Yes

Comments DATE OF REJECTION 05/29/12 ARBITRATED RESULTING IN A SERVICE CONTRACT

Data Element Name	Data Value
DATE OF REJECTION	05/29/12
	N
	Y
	PREMIUM CARE
	5 YEARS
	75000
	N
	N

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0HG1BR [REDACTED] Year: 2011 Model: FUSION Case: 815823571
Name: MS [REDACTED] Owner Status: Original WSD: 2010-11-17
Symptom Desc: SERVICE BRAKE NOISY FRONT Primary Phone: [REDACTED]
Reason Desc: DRP-VEHICLE REPURCHASE REQUEST Secondary Phone: [REDACTED]
Issue Type: 06 BBB AUTO LINE/DACO Issue Status: CANCEL

Action: OPEN - PENDING ELIGIBILITY
Dealer: 04402 JOE MYERS FORD LINCOLN Origin Desc: BETTER BUSINESS BUREAU
Odometer: 21172 MI Comm Type: MAIL
Analyst Name: HERRERA, JUAN Analyst: J-HERRE3
Action Date: 04/02/2012 Action Time: 11.05.12.442 Action Data: No

Comments NEW CASE: FRD1216167. REPRESENTED BY ROBERT KIDDLE OF KROHN & MOSS AL GA IL KY KS MN MO WI TX. PROBLEMS: BRAKES, ENGINE/ELECTRICAL, ELECTRICAL, DRIVEABILITY.

Action: FIELD E-MAIL SENT - DRP
Dealer: 04402 JOE MYERS FORD LINCOLN Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
Odometer: 21172 MI Comm Type: OTHER
Analyst Name: GRAY, ROBERT Analyst: RGRAY72
Action Date: 04/03/2012 Action Time: 13.56.17.304 Action Data: No

Comments NEW BBB CASE---INITIAL REPORT REQUESTS SENT TO SM AT JOE MYERS FORD--PAUL SCANLIN--TFOAM OPENED FOR REPORT OF ANY FSE ACTIVITY

Action: MANUFACTURER SETTLEMENT OFFER SENT TO BBB
Dealer: 04402 JOE MYERS FORD LINCOLN Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
Odometer: 21172 MI Comm Type: OTHER
Analyst Name: GRAY, ROBERT Analyst: RGRAY72
Action Date: 04/03/2012 Action Time: 14.20.07.412 Action Data: No

Comments OFFER AS SENT TO BBB: FORD WOULD LIKE TO OFFER MS. [REDACTED] AN INSPECTION OF THE VEHICLE FOR THE CURRENT CONCERNS LISTED ON THE CUSTOMER CLAIM FORM (CCF) BY A FORD FIELD SERVICE ENGINEER (FSE). THIS WOULD BE A FMC EMPLOYEE RATHER THAN A TECHNICIAN FROM THE LOCAL DEALERSHIP. THE FSE IS SPECIALLY TRAINED TO DIAGNOSE DIFFICULT ISSUES AND IS KEPT APPRISED OF THE LATEST REPAIRS, ESPECIALLY ON THOSE ISSUES DIFFICULT TO RESOLVE. THE FSE WILL DETERMINE IF ANY REPAIRS ARE NECESSARY AND THE WARRANTY STATUS OF THE REPAIR. IF WARRANTABLE, THE FSE WILL DIRECT THE APPROPRIATE REPAIR UNDER FORD WARRANTY AND POLICY GUIDELINES. IT IS NOT CURRENTLY FELT THAT THE VEHICLE QUALIFIES FOR REPURCHASE OR REPLACEMENT, BUT FORD STANDS READY TO RESOLVE ANY NONCONFORMITY UNDER THE NEW VEHICLE LIMITED WARRANTY. THE FSE IS THE MOST EFFICIENT AND EFFECTIVE WAY TO MAKE SURE THAT ANY CURRENT ISSUES WITH THE VEHICLE ARE ADDRESSED AND RESOLVED.

Action: OPENED IN ERROR-DUPLICATE
Dealer: 04402 JOE MYERS FORD LINCOLN Origin Desc: BETTER BUSINESS BUREAU
Odometer: 21172 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3

Action Date: 04/04/2012

Action Time: 11.05.14.881

Action Data: No

Comments OPENED IN ERROR-DUPLICATE

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0HG1BR [REDACTED] Year: 2011 Model: FUSION Case: 815823571
Name: MS [REDACTED] Owner Status: Original WSD: 2010-11-17
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
Reason Desc: ROADSIDE ASSISTANCE REQUEST-WARRANTY COVERED Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: ROADSIDE ASSISTANCE-TOW-WHEEL LIFT
Dealer: Origin Desc: CROSS COUNTRY MOTOR CLUB
Odometer: 014815 MI Comm Type: MAIL
Analyst Name: Analyst: SYSTEM
Action Date: 12/23/2011 Action Time: 22.39.42.600 Action Data: No

Comments REIMBURSEMENT PAID

Action: ROADSIDE ASSISTANCE-TOW-WHEEL LIFT
Dealer: Origin Desc: CROSS COUNTRY MOTOR CLUB
Odometer: 019931 MI Comm Type: MAIL
Analyst Name: Analyst: SYSTEM
Action Date: 03/14/2012 Action Time: 12.11.55.441 Action Data: No

Comments REIMBURSEMENT PAID

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Server: AWS Prod
 Claims loaded through: 06-JUN-2012

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims) (QLS Concerns)

VIN:	3FAHP0HG1BR	Vehicle Line WERS:	C/DE - FUSION/MILAN/MKZ (ZEPHYR) [06-12]	Engine:	C/SG - 3.0L 4V OHC V6 DURATEC 230HP
Model Year:	2011	Vehicle Line AWS:	DE - FUSION	Global Engine:	E0916 - DURATEC GAS V6 FWD - CP2
Vehicle Type:	C	Vehicle Line Global:	DE - FUSION (LESS HYBRID) (NA-HSAP)	Engine Plant:	EN09 - CLEVELAND #2 RFF
Inv. Dealer:	*	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Transmission:	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
Vehicle Status Code:	800	Body Cab Style:	C/FA - 4 DOOR SEDAN-4 LITE	Global Trans:	A1105 - AT - 6F35 - VDP
Market Derived:	F - FORD	Version/Series:	* - [N/A]	Trans Plant:	AT11 - A/T VAN DYKE

BUILD INFORMATION:

Region Built:	NA - NORTH AMERICA	Assembly Plant:	A3 - HERMOSILLO PLANT BUILD	Vehicle Load Date:	22-OCT-2010
Country Built:	MEX - MEXICO	Production Date:	20-OCT-2010		

SALE INFORMATION:

Region Sold:	NA - NORTH AMERICA	Arrival Date:	05-NOV-2010	Red Carpet Lease:	*
Country Sold:	USA - UNITED STATES	Sale Date:	17-NOV-2010	Fleet/Retail/Co. Lease:	R
Vehicle Count Flag:	Y	Warranty Start Date:	17-NOV-2010	Modified Vehicle:	*
Selling Dealer St/Prov:	TX	Original WSD:	17-NOV-2010	Warranty Status Ind:	*
Selling Dealer [code]:	JOE MYERS FORD LINCOLN [152023 - *]			Vehicle Export Flag:	N

VOC:

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

POHBR172711YB 3 A F 2 30JN027 RJ X RW B7ES U 2FB SMB 352F023 3 UN DC 03FAH1 9 0 202A 9GVTK

EOC:

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

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	Color(Trim):	000C4 - CAMEL	Navis Engine Serial #:	010263304056
Alternator Amp Rating:	*	Delivery Type:	0	Paint:	PN4AB - STEEL BLUE
Audio Disk:		Driveshaft Code:	*	Power Antenna:	* - [N/A]
Axle Ratio:	EGAA9 - 3.208 FINAL DRIVE RATIO	Front Seat:	C/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Radio:	PA - SINGLE CD/MP3 RADIO
Axle Type:	* - [N/A]	Fuel Type:	AK - FLEX FUEL ETHANOL	Sound System:	BA - STANDARD AUDIO (BASE)
Battery Amp Rating:	*	Fuel Type Engine:	G - Gas	Tire Manufacturer:	* - [N/A]
Brake Code:	* - [N/A]	GVW Class Code:	H	Tire Brand:	0A00NX -
Brake Code(Service):	* - [N/A]	Instrumentation:	* - [N/A]	Tire Size:	D3KGP - P225/50VR 17
Calibration Code:	ADE1F60A	Mirror(Driver Side):	AD - DRIVER POWER MIRROR	Traction Control:	* - [N/A]
Color(Accent):	* - [N/A]	Mirror(Psngr Side):	AD - PASS POWER CONVEX MIRROR		

TRACEABILITY INFORMATION

Trace Commodity	Trace Full Number
CLL - CATALYST LIGHTOFF LEFT	WHL039644
CLR - CATALYST LIGHTOFF RIGHT	NEW044934
CUC - CATALYST UNDERBODY COMMON	TWO033803
DA - DRIVER AIRBAG	9EAA9M7NDR1010110127
DS - DRIVER SIDE AIRBAG	NSL1010081398
DSC - DRIVER SIDE AIR CURTAIN	LRL1010121287
EN - ENGINE	E1311 111010263304056 1G 758 AA
FT - FUEL TANK	002969569
LF - LEFT FRONT TIRE	B90A00NX3810HHUQZ
LR - LEFT REAR TIRE	B90A00NX3810HHUZR
MCC - SYNC CCPU DPS CHECKSUM	0000444A
MCP - SYNC CCPU PART NUMBER	BG1T-14D544-AB
MHP - SYNC HARDWARE PART NUMBER	9L3T-14F130-AB
MSN - SYNC ESN	5MA900F0
MVC - SYNC VMCU CHECKSUM	00003FCB
MVP - SYNC VMCU PART NUMBER	BC3T-14D205-AB
PA - PASSENGER AIRBAG	NPA1010110521
PS - PASSENGER SIDE AIRBAG	NSR1010090102
PSC - PASSENGER SIDE AIR CURTAIN	LRR1010121389
RCM - RESTRAINT CONTROL MODULE	2UY311851531
RF - RIGHT FRONT TIRE	B90A00NX3810HHUIN
RR - RIGHT REAR TIRE	B90A00NX3810HHV8M
SR - SATELLITE RADIO	SAT 037984451820
ST - SPARE TIRE	UYMP_ABC3510H7FZN
TR - TRANSMISSION	A4922 0710100280039836BE5P 7000 JB 36

TIRE DOT INFORMATION:

LF:	B90A00NX3810	RF:	B90A00NX3810
LR:	B90A00NX3810	RR:	B90A00NX3810
LI:	*	RI:	*
SPARE:	UYMP_ABC3510	DOT Plant Manufacturer:	B9 - MICHELIN NORTH AMERICA , INC. ; LEXINGTON , SOUTH CAROLINA

ESP INFORMATION:

ESP Code:
 ESP Coverage(Miles):
 ESP Coverage(Time):
 ESP Plan Year:
 ESP Signature Date:

EMISSIONS INFORMATION:

- * Emission Code: DGAAB - 49 STATE/NON GREEN STATE REQ.
- * Emission Cert Type: UKF
- * Emission Decal Suffix: BFMXV030VEG - 2011 3.0L FUSION MILAN
- * Engine Family:

Any comments? You can contact



webmaster

182053

Server: AWS Prod
 Claims loaded through: 06-JUN-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 07-JUN-12

Note: All Costs are in US Dollars Server Name: AWS Prod Claims loaded through

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
3FAHP0HG1BR[REDACTED]	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	20-OCT-2010	17-NOV-2010	152023	USA	11	7A01	BXT	96R	500	F04	S11	V52	D02	42
AWS Claim Key:	<u>1412087</u>	Doc #:	697472A	Trx Code:	E83	Labor Hrs:	.4	Labor Cost:	35.48	Material Cost:	109.35	Total Cost:	144.83										
Dir Cd-Sub Cd:	04402-*	Name:	JOE MYERS FORD LINCOLN	Ph:	713-8968200	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	07-OCT-2011	DIST(Mile):	14815								
Cust Comments:	D02 CAR WONT START HAS JUMPED CAR A COUPLE OF TIMES ,BELEIVES BATTERY IS FAULTY																						
Tech Comments:	CUSTOMER CONSERM CAR WONT START HAS JUMPED CAR A COUPLE OF TIMES. PERFORM BATTERY TEST GR1 190. FAILED TEST. 12.88V 155CCA (ACES) X93FF DTC 11WCK 6KKS0 996. REMOVE AND INSTALL NEW BATTERY. TESTED OK.																						
3FAHP0HG1BR[REDACTED]	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	20-OCT-2010	17-NOV-2010	152023	USA	12	7M02	BA5T	14D212	AC	F03	S09	V81	A07	42
AWS Claim Key:	<u>1627586</u>	Doc #:	30350100	Trx Code:	E83	Labor Hrs:	0	Labor Cost:	0	Material Cost:	252.71	Total Cost:	252.71										
Dir Cd-Sub Cd:	67803-*	Name:	FORD COMPONENT SALES, LLC	Ph:	*-*	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	11-NOV-2011	DIST(Mile):	16017								
Tech Comments:	Dealer RO# 700577 1878# A0684483																						
3FAHP0HG1BR[REDACTED]	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	20-OCT-2010	17-NOV-2010	152023	USA	16	*	*	*	*	F09	SXX	V00	*	*
AWS Claim Key:	<u>2722417</u>	Doc #:	709640D	Trx Code:	11S23	Labor Hrs:	.4	Labor Cost:	35.49	Material Cost:	56	Total Cost:	91.49										
Dir Cd-Sub Cd:	04402-*	Name:	JOE MYERS FORD LINCOLN	Ph:	713-8968200	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	24-FEB-2012	DIST(Mile):	19931								
Cust Comments:	RECALL 11S23 WHEEL STUD AND REAR BRAKE DISC INSPECTION AND LUG NUT REPLACEMENT																						
Tech Comments:	PERFORM RECALL 11S23 REPLACE WHEEL STU DS																						
3FAHP0HG1BR[REDACTED]	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	20-OCT-2010	17-NOV-2010	152023	USA	16	6Y20	*	TAP1	*	F09	SXX	V99	A99	82
AWS Claim Key:	<u>2738733</u>	Doc #:	709640E	Trx Code:	TAP1	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	30										

Dir Cd-Sub Cd: 04402-* **Name:** JOE MYERS FORD LINCOLN **Ph:** 713-8968200 **St:** TX **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**24-FEB-2012 **DIST(Mile):**19931
Cust Comments: TAP RENTAL
Tech Comments: WARRANTY RENTAL TAPI

3FAHP0HG1BR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 20- OCT-2010 17- NOV-2010 152023 USA 17 6Y20 * TAPI * F09 SXX V99 A99 82
AWS Claim Key: 2938142 **Doc #:** 711550C **Trx Code:** TAPI **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 30
Dir Cd-Sub Cd: 04402-* **Name:** JOE MYERS FORD LINCOLN **Ph:** 713-8968200 **St:** TX **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**16-MAR-2012 **DIST(Mile):**20587
Cust Comments: TAP RENTAL
Tech Comments: WARRANTY RENTAL TAPI

3FAHP0HG1BR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 20- OCT-2010 17- NOV-2010 152023 USA 17 2E03 9L8Z 9E926 A F04 S11 V29 E29 42
AWS Claim Key: 2923311 **Doc #:** 711550A **Trx Code:** S07 **Labor Hrs:** 1.3 **Labor Cost:** 115.33 **Material Cost:** 215.08 **Total Cost:** 330.41
Dir Cd-Sub Cd: 04402-* **Name:** JOE MYERS FORD LINCOLN **Ph:** 713-8968200 **St:** TX **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**16-MAR-2012 **DIST(Mile):**20587
Cust Comments: E29 CUSTOMER STATES CAR REPEATEDLY DIES ON HER WHILE DRIVING, THE WRENCH COMES ON , HAS TO STOP RESTART THEN GOES A LITTLE FARTHER IT HAPPENS AGAIN
Tech Comments: EEC TEST,P2111,P2112,DCL DISPLAY TP VOLTS IN RANGE,PINPOINT TEST DV DV4,THROTTLE PLATE STICKING AT TIMES,REPLACE THROTTLE BODY ,RETEST

3FAHP0HG1BR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 20- OCT-2010 17- NOV-2010 152023 USA 17 7M02 BA5T 14D212 AB F03 S09 V81 A07 42
AWS Claim Key: 2927809 **Doc #:** 35794100 **Trx Code:** E83 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 252.71 **Total Cost:** 252.71
Dir Cd-Sub Cd: 67803-* **Name:** FORD COMPONENT SALES, LLC **Ph:** *.* **St:** MI **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**19-MAR-2012 **DIST(Mile):**20587
Tech Comments: Dealer RO# 711550 1878# A0735623

3FAHP0HG1BR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 20- OCT-2010 17- NOV-2010 152023 USA 17 7M02 BA5T 14D212 AB F03 S09 V81 A07 42
AWS Claim Key: 3073752 **Doc #:** 36383300 **Trx Code:** E83 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 252.71 **Total Cost:** 252.71
Dir Cd-Sub Cd: 67803-* **Name:** FORD COMPONENT SALES, LLC **Ph:** *.* **St:** MI **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**29-MAR-2012 **DIST(Mile):**21172
Tech Comments: Dealer RO# t354r 1878# A0741321

3FAHP0HG1BR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 20- OCT-2010 17- NOV-2010 152023 USA 17 7D07 3M7Z 13466 B F08 S07 V77 L29 42
AWS Claim Key: 3171139 **Doc #:** 712709A **Trx Code:** E83 **Labor Hrs:** .2 **Labor Cost:** 17.74 **Material Cost:** 4.49 **Total Cost:** 22.23
Dir Cd-Sub Cd: 04402-* **Name:** JOE MYERS FORD LINCOLN **Ph:** 713-8968200 **St:** TX **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**29-MAR-2012 **DIST(Mile):**21172
Cust Comments: L29 BLINKER ON DRIVERSIDE IS BLINKING FAST, ALSO SAYS TAIL LIGHTS WENT OUT HIT ON OUTSIDE THE NTHEY CAME BACK ON

Tech Comments: VERIFIED DRIVERS SIDE BRAKE LAMP DOES NOT OPERATE. REPLACED BRAKE LAMP BULB. NEW BRAKE LAMP SOCKET HAS BEEN SPECIAL ORDERED.

3FAHP0HG1BR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 20-17- OCT-NOV- 2010-2010 152023 USA 19 5G02 BE5Z 3078 A F02 S10 V21 N17 42
AWS Claim Key: 3820636 **Doc #:** 716736B **Trx Code:** E84 **Labor Hrs:** 1.5 **Labor Cost:** 133.08 **Material Cost:** 285.6 **Total Cost:** 418.68
Dir Cd-Sub Cd: 04402-* **Name:** JOE MYERS FORD LINCOLN **Ph:** 713-8968200 **St:** TX **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 11-MAY-2012 **DIST(Mile):** 22671
Cust Comments: N50 IN REVERSE HEARS A POPPING SQUEALING NOISE RIGHT FRONT PASSENGER SIDE WHEN APPLYING BRAKE AGGRESSIVELY
Tech Comments: ROAD TESTED VEHICLE FOR A POPPING NOISE IN FRT END WHEN BACKING UP AND BRAKING. VERIFIED NOISE COMING FROM LT FRT FORWARD LOWER CONTROL ARM. REPLACED CONTROL ARM AND ROAD TEST

3FAHP0HG1BR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 20-17- OCT-NOV- 2010-2010 152023 USA 19 6Y20 * TAP1 * F09 SXX V99 A99 82
AWS Claim Key: 3820638 **Doc #:** 716736F **Trx Code:** TAP1 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 210
Dir Cd-Sub Cd: 04402-* **Name:** JOE MYERS FORD LINCOLN **Ph:** 713-8968200 **St:** TX **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 11-MAY-2012 **DIST(Mile):** 22671
Cust Comments: CUSTOMER IN RENTAL CAR
Tech Comments: WARRANTY RENTAL

3FAHP0HG1BR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 20-17- OCT-NOV- 2010-2010 152023 USA 19 7M02 * 14D212 * F03 S09 V81 A07 04
AWS Claim Key: 3820637 **Doc #:** 716736D **Trx Code:** E83 **Labor Hrs:** .4 **Labor Cost:** 35.49 **Material Cost:** 0 **Total Cost:** 35.49
Dir Cd-Sub Cd: 04402-* **Name:** JOE MYERS FORD LINCOLN **Ph:** 713-8968200 **St:** TX **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 11-MAY-2012 **DIST(Mile):** 22671
Cust Comments: A18 CUSTOMER STATES SYNC SYSTEM IS NOT RESPONDING, WENT BLANK
Tech Comments: VERIFIED INTERMITTENT VOICE RECOGNITION TO SYNC SYSTEM. PERFORMED TSB 12 01 16. REPROGRAMMED APIM MODULE.

3FAHP0HG1BR [REDACTED] DE C/DE F C/FA * C/A A3 C/W6 C/SG 20-17- OCT-NOV- 2010-2010 152023 USA 19 7H08 6E5Z 19C734 BA F07 S08 V79 C05 42
AWS Claim Key: 3803692 **Doc #:** 716736A **Trx Code:** E83 **Labor Hrs:** 3.2 **Labor Cost:** 283.91 **Material Cost:** 299.21 **Total Cost:** 583.12
Dir Cd-Sub Cd: 04402-* **Name:** JOE MYERS FORD LINCOLN **Ph:** 713-8968200 **St:** TX **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 11-MAY-2012 **DIST(Mile):** 22671
Cust Comments: C05 CUSTOMER STATES AC IS NOT WORKING
Tech Comments: VERIFIED A/C INOPERATIVE, COMPRESSOR DISENGAGED. PERFORMED ATC DIAGNOSIS AND PINPOINT TESTS. EVAPORATOR TEMP SENSOR PID READING AT 34F. ACCESSED INSTRUMENT PANEL TO REPLACE EVAPORATOR TEMPERATURE SENSOR.

Any comments? You can contact



webmaster

GCQIS Report Analysis

Report Summary

 No matching Reports.



BBB AUTO LINE

May 29, 2012

BOB GRAY
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1216166 [REDACTED] vs Ford Motor Corporation 3FAHP0HG1BR [REDACTED]

Dear Madam/Sir:

The above referenced customer has failed to return the *Acceptance/Rejection of Decision Form* within the specified time and rejection is assumed.

If you have any questions, please call me at 800.334.2406, or consult your weekly manufacturer's report.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

May 14, 2012

BOB GRAY
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1216166 [REDACTED] vs Ford Motor Corporation 3FAHP0HG1BR [REDACTED]

Dear Madam/Sir:

Enclosed is the arbitrator's *Decision* and *Reasons for Decision* for your case.

The customer has been sent an *Acceptance/Rejection Form* and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if I may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



ACCEPTANCE OR REJECTION OF DECISION

Date: 05/14/12

Case Number: FRD1216166

Customer: [REDACTED]

State: TX

Business: Ford Motor Company

Mfr-Info: 6700 TX 3FAHP0HG1BR [REDACTED]

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

Note: If this form is not received at the CBBB office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

_____ I ACCEPT THE ARBITRATION DECISION. I understand this means:

- * the business will be legally bound to abide by this decision; and,
- * I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

_____ I REJECT THE ARBITRATION DECISION. I understand this means:

- * I may pursue other legal remedies under state or federal law;
- * depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
- * the business will not be obligated to perform any part of the decision; and,
- * this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s): _____

Date: _____

Council of Better Business Bureaus, Inc.
3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

ARD



Reasons for Decision

Submitted Date: 05/13/12

FRD1216166

VIN: 3FAHP0HG1B [REDACTED]

Customer: Ms. [REDACTED] **- Hearing Date: 05/11/12**

Arbitrator: Francis Bourgeois

Question 1

It is determined that a { Please list below } decision is a fair resolution of this dispute.

Denial of repurchase/replacement and awarding of a Ford Extended Service Plan

- b For the following reasons, the decision listed above is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)**

The parties have agreed to arbitrate the following:

- Brakes
- Engine/electrical
- Towing
- Electrical
- Drivability
- Recall

The consumer is seeking a refund or replacement and the manufacturer is asking for a denial of the claim.

Program Summary

For a replacement/repurchase decision, Ford Motor Company-Texas Program Summary, rather than the State Lemon Law, requires that the first claim must be filed within 3 years or 36,000 miles, whichever comes first, of the date the warranty started (11/17/2011).

Eligibility: Claims must be based on a vehicle's factory-supplied material or workmanship covered by the applicable Ford U.S. New Vehicle Limited Warranty.

Repurchase/Replacement: The defect(s) in material or workmanship covered by the Ford New Vehicle Limited Warranty was first reported within 18 months or 18,000 mile after the warranty start date; and either (1) the same defect was subject to repair four or more times and continues to exist, or (2) the vehicle was out of service for 30 or more cumulative calendar days for repairs to any defects(s); and the defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.

Customer purchased the vehicle, Ford Fusion, new on 11/17/2011 with 3,221 miles on the odometer.

Repairs/Repair Attempts: A total of 6 attempts for service on one or more of the items listed above with 10 days out of service; rental provided for one of those days

Invoice 674086, 1/17/2011; 3,221 miles

Complaint: squealing in front end

Dealer: problem not found

Out of service: 1 day

Invoice 697472, 3/16/2012; 14,815 miles

Complaint: won't start; battery faulty; brake noise squeal

Dealer: replaced battery; can't duplicate squeal

Out of service: 1 day

Invoice 700677, 11/11/2012; 16,017 miles

Complaint: hears static through phone (BlueTooth); tire losing air

Dealer: special order part; screw in tire

Out of service: 3 days

Invoice 709640, 2/24/2012; 19,931 miles

5/14/2012

Complaint: car shut down on freeway and would not restart; static on phone continues

Dealer: unable to duplicate either complaint

Out of service: 3 day

Invoice 711550, 3/16/2012; 20,587 miles

Complaint: vehicle repeatedly dies; wrench symbol on screen

Dealer: replaced throttle air intake; provided rental

Out of service: 1 day

Invoice 712709, 3/29/2012; 21,172 miles

Complaint: blinker blinking fast; tail lights out

Dealer: replaced bulb and assembly; BlueTooth part ordered

Out of service: 1 day

Inspection

This arbitration was inspection only. The appearance of the vehicle on the inside and outside was excellent.

The BlueTooth problem (electrical) was demonstrated and arbitrator noted that there were no responses to voice commands. As indicated on Invoice 712709, the part is on order.

The vehicle did not exhibit any starting problems (engine/electrical).

Additional electrical problems manifested themselves as intermittent appearances on display screen of driver side and passenger side temperatures, even though this accessory was not an option on this vehicle. The last electrical problem, blinking turn indicator, was resolved with new bulbs and assembly.

The squeal complaint was verified by standing outside and listening to the right front side. There was also a "click" as the vehicle was backing out of a parking spot prior to the test drive.

A short drive (10 minutes) followed the visual inspection with no drivability problems.

One final observation: although this complaint was not in the Agreement to Arbitrate, the A/C failed during the ride.

Texas Lemon Law

Ford Motor Company Texas Program Summary, rather than Texas' Lemon Law controls the decision on replacement/repurchase. Nevertheless, Texas Lemon Law defines a nonconformity as any defect or condition that creates a serious safety hazard or substantially impairs the use or market value of the vehicle. In addition, the Texas Lemon Law has indicated that the nonconformity must continue to exist.

The Texas Lemon Law presumes that a reasonable number of attempts have been undertaken to conform a motor vehicle to the applicable express warranties if

(i) The same nonconformity continues to exist after being subject to repair four or more times by the manufacturer or dealer with two attempts made within 12 months or 12,000 miles for delivery date; two other attempts must be made within 12 months or 12,000 miles following the date of the second repair attempt.

Customer made 1 repair attempt within the 1st year, with less than 12,000 miles and five more repair attempts for one or more of the complaints listed above thereafter, with more than 12,000 miles, also in the first year. Complaints were either addressed and repaired, or in the process of being repaired, except for the observed squealing noise. The vehicle, during the inspection, appeared to be operating normally, with the exceptions noted above.

Safety

(ii) The same nonconformity creates a serious safety hazard and continues to exist after being subject to repair two or more times

The safety issue stemmed from the shut-down and failure to restart but with the replacement of the throttle air intake, the issue appeared to be resolved. The inspection and test drive did not indicate any safety concerns.

Value

(iii) A nonconformity that substantially impairs the vehicle's use or market

5/14/2012

value still exists and the vehicle is out of service 30 or more days within the 24 month, 24,000 miles (excluding time during which consumer has a loaner)

Since the condition of the vehicle was excellent and the vehicle operated normally, there does not appear to be a concern about loss of value.

Use

Discounting the repair attempts, the Customer has had the use of the vehicle or a rental throughout the period of the complaint up to the hearing.

Question 2

If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem.

Question 3

Please indicate the cumulative number of days the vehicle was out of service for all problems

10

Question 4

Was final notice given? (Yes / No / Not Applicable)

N/A

Question 5

Please identify the mileage on the vehicle at the time of the hearing/inspection:

22656

**CASE: FRD1216166
Arbitrator: Francis Bourgeois**

**Customer: Ms. [REDACTED]
Date: 05/13/12**



Extended Service Plan

Submitted Date: 05/13/12

FRD1216166

VIN: 3FAHP0HG1BR [REDACTED]

Customer: Ms. [REDACTED] - Hearing Date: 05/11/12

Arbitrator: Francis Bourgelos

Ford Motor Company shall provide the customer, within 30 days from the manufacturer's receipt of the customer's acceptance of this Decision, with the following Extended Service Plan ("ESP"):

All other Cars/Light Trucks

- a PowertrainCARE 5 yrs/100,000 miles - \$100 deductible (1)
- b PremiumCARE 5 yrs/75,000 miles - \$100 deductible (3)
PremiumCARE
- c ExtraCARE-Used 3 yrs/36,000 miles - \$100 deductible (4)

F-650/750 Trucks

- d PowertrainCARE 5 yrs/200,000 mi - \$50 deductible (1)
- e BaseCARE 5 yrs/200,000 mi - \$50 deductible (2)

Vehicles with VINs that begin 1FC or 1FD

- f PowertrainCARE 5 yrs/75,000 mi - \$50 deductible (1)

NOTE: PowertrainCARE, BaseCARE and PremiumCARE coverage begins with the Warranty Start Date and expires at the time/mileage listed on the contract (coverage runs concurrently with the New Vehicle Limited Warranty). ExtraCARE - Used coverage begins either at expiration of the bumper to bumper warranty or the contract signature date, whichever occurs later.

(1) PowertrainCARE provides coverage primarily on powertrain components. It may only be issued if vehicle is currently within the bumper to bumper warranty (3 years/36,000 miles for Ford, Mercury; 4 years/50,000 for Lincoln; 2 years/unlimited miles for F-650/750).

(2) BaseCARE covers powertrain components plus some selected brake, steering, front suspension, electrical and A/C components. It may only be issued if vehicle is currently within the bumper to bumper warranty (3 years/36,000 miles for Ford, Mercury; 4 years/50,000 for Lincoln; 2 years/unlimited miles for F-650/750).

(3) PremiumCARE covers over 500 components including PowertrainCARE, BaseCARE and ExtraCARE parts plus an extensive list of "High-Tech" components such as factory installed cellular phone assemblies and factory installed rear entertainment systems. It may only be issued if vehicle is currently within the bumper to bumper warranty (3 years/36,000 miles for Ford, Mercury; 4 years/50,000 for Lincoln).

(4) ExtraCARE-USED provides PowertrainCARE and BaseCARE component coverage with selected "High-Tech" components such as speed control, power door locks

5/14/2012

and keyless entry systems. It may only be issued if vehicle is currently within 9 model years and 60,000 miles.

CASE: FRD1216166
Arbitrator: Francis Bourgeois

Customer: Ms. [REDACTED]
Date: 05/13/12

5/14/2012



MANUFACTURER RESPONSE FORM

Will participate - In Writing By Phone

Case Number: FRD1216166 / 0815823571

Customer Name: [REDACTED] c/o Krohn & Moss

State: Texas

VIN: 3FAHP0HG1BR [REDACTED]

Warranty Start Date: 11-17-2010

Vehicle year/model: 2011 Fusion

Current mileage: 21,172 miles

Purchased: New Used (mileage and date of purchase) Leased (Terms)
 This claim is: IN BTB Warranty IN Diesel Warranty IN Powertrain Warranty
 Out of All Warranties
 Extended Service Plan: NO YES _____

SETTLEMENT INFORMATION

What, if anything, was offered to the customer to settle this dispute?

O 4-02-2012, Ford offered an inspection of the vehicle for the current concerns listed on the Customer Claim Form (CCF) by a FORD Field Service Engineer (FSE). This would be a FMC employee rather than a technician from the local dealership. The FSE is specially trained to diagnose difficult issues and is kept apprised of the latest repairs, especially on those issues difficult to resolve. The FSE will determine if any repairs are necessary and the warranty status of the repair. If warrantable, the FSE will direct the appropriate repair under Ford Warranty and Policy guidelines.

Please indicate the customer's response below:

- The customer rejected the offer on: 4-06-2012
 The customer has not indicated a response to the offer.

The Agreement To Arbitrate (ATA) lists the following concern(s):

- Brakes
- Engine/Electrical
- Towing
- Electrical
- Drivability
- Recall

MANUFACTURER'S POSITION:

Ford seeks a denial to our customer's request for repurchase.

The BBB Auto Line Program Summary guidelines, under which this program operates, rather than State Lemon Law states that the arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- The defect (s) in material or workmanship covered by the Ford New Vehicle Limited Warranty was first reported to Ford or an authorized dealer within 18 months or 18,000 miles — whichever occurs first — after the vehicle's warranty start date; and
- Either (1) the same defect was subject to repair four or more times and continues to exist, or (2) the vehicle was out of service for 30 or more cumulative calendar days for repairs to any defect(s); and
- The defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.

With a warranty start date of 11-17-2010, the 18 month period ended on 5-17-2012, just as this is being written. However, the 18,000 mile limit was reached somewhere between 11-11-2011 and 2-24-2012. Ford would not that there was only one warranty repair during the 18,000 mile mark: a battery replacement at 14,815 miles. This would be the only issue available for consideration under the BBB Auto Line Program Summary guidelines.

Other issues listed on the repair orders, but not addressed under warranty, prior to 18,000 miles, are static when talking using the SYNC system, a screw in the tire (a road hazard, not a warrantable concern) and brake noise concerns that were not verified. Ford feels that these items do not qualify the vehicle because they are either non-defect related (screw in the tire, brake noise), and not a substantial impairment (SYNC noise, screw in tire, perceived brake noise). Some brake noise is considered normal, given certain climatic conditions.

In regards to the second of the required bullet points above, there have been no other issues with the battery since that time. There were, arguably, five days out of service, with two days of rental paid out under warranty.

The battery issue, being resolved does not present a substantial impairment to the safety, value or use of the vehicle, the third required bullet point above.

Ford does not feel that the BBB Auto Line Program Summary requirements have been met, even when examining our customer's timeline, and would ask for a denial of the request for repurchase.

DOCUMENTATION PROVIDED

- Technical Service Bulletins
 Recall Notices
 Ford Field Service Engineer Report
 Dealer Report
 Other: Standard Claims List

List amount of any over allowance /negative equity: Not supplied to Ford Motor Company

To: Donna Patterson
BBB AUTO LINE
Fax: 703.247.9700

Completed by: Bob Gray Date: 04-16-2012
Fax: 866-433-7972

Server: AWS Prod
 Claims loaded through: 30-MAR-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 02-APR-12

Note: All Costs are in US Dollars Server Name: AWS Prod Claims loaded through

Date: 4/20/2012 3:38:11 PM Page: 5/6

From: TA:10.100.0.2:34696,3214351123

BATTERY

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD	
3FAHP0HG1BR	DE	CDE	F	CFA	*	C/A	A3	CW6	C/S	20-OCT-2010	17-NOV-2010	152023	USA	11	7A01	BXT	96R	509	F04	S11	V52	D02	42	
AWS Claim Key:		<u>1412087</u>		Doc #: 697472A		Trx Code: E83		Labor Hrs: 4		Labor Cost: 35.43		Material Cost: 109.35		Total Cost: 144.83										
Dir Cd-Sub Cd:		04402-*		Name: JOE MYERS FORD LINCOLN		Ph: 713-8968200		St: TX		City Cd: USA		Reg Cd: NA		Repr Date: 07-OCT-2011		DIST(Mile): 14815								
Cust Comments:		D02 CAR WONT START HAS JUMPED CAR A COUPLE OF TIMES, BELIEVES BATTERY IS FAULTY																						
Tech Comments:		CUSTOMER CONSERM CAR WONT START HAS JUMPED CAR A COUPLE OF TIMES. PERFORM BATTERY TEST GRI 190. FAILED TEST. 12.86V 155CCA (ACES) X93FF DTC 11WCK 6KKS0 996 REMOVE AND INSTALL NEW BATTERY TESTED OK																						

(Handwritten circled '1')

3FAHP0HG1BR	DE	CDE	F	CFA	*	C/A	A3	CW6	C/S	20-OCT-2010	17-NOV-2010	152023	USA	12	7M02	BAST	14D212	AC	F05	S09	V81	A07	42	
AWS Claim Key:		<u>1627585</u>		Doc #: 30550100		Trx Code: E83		Labor Hrs: 0		Labor Cost: 0		Material Cost: 252.71		Total Cost: 252.71										
Dir Cd-Sub Cd:		67803-*		Name: FORD COMPONENT SALES, LLC		Ph: **		St: MI		City Cd: USA		Reg Cd: NA		Repr Date: 11-NOV-2011		DIST(Mile): 16017								
Tech Comments:		Dealer RO# 700577 1878# A0684483																						

(Handwritten circled '18,000 Miles')

Reddit

3FAHP0HG1BR	DE	CDE	F	CFA	*	C/A	A3	CW6	C/S	20-OCT-2010	17-NOV-2010	152023	USA	16	6Y20	*	TAP1	*	F09	SXX	V95	A99	82	
AWS Claim Key:		<u>2738733</u>		Doc #: 709640E		Trx Code: TAP1		Labor Hrs: 0		Labor Cost: 0		Material Cost: 0		Total Cost: 30										
Dir Cd-Sub Cd:		04402-*		Name: JOE MYERS FORD LINCOLN		Ph: 713-8968200		St: TX		City Cd: USA		Reg Cd: NA		Repr Date: 24-FEB-2012		DIST(Mile): 19931								
Cust Comments:		TAP RENTAL																						
Tech Comments:		WARRANTY RENTAL TAP1																						

Das

3FAHP0HG1BR	DE	CDE	F	CFA	*	C/A	A3	CW6	C/S	20-OCT-2010	17-NOV-2010	152023	USA	16	*	*	*	*	F09	SXX	V00	*	*
AWS Claim Key:		<u>2222417</u>		Doc #: 709640D		Trx Code: 11S23		Labor Hrs: 4		Labor Cost: 35.49		Material Cost: 56		Total Cost: 91.49									

Vol.
Recall

Dir Cd-Sub Cd: 04402-* Name: JOE MYERS FORD LINCOLN Ph: 713-8968200 St: TX Ctry Cd: USA Reg Cd: NA Repr Date:24-FEB-2012 DIST(Mile):19957
 Cust Comments: RECALL H1S23 WHEEL STUD AND REAR BRAKE DISC INSPECTION AND LUG NUT REPLACEMENT
 Tech Comments: PERFORM RECALL H1S23 REPLACE WHEEL STUDS

3

Rental
1 day

3FAHP0HG1BR [redacted] DE C/DE F C/FA * C/A A3 C/W6 C/SG 20-OCT-2010 17-NOV-2010 152023 USA 17 6Y20 * TAPI * F09 SXX V99 A99 82
 AWS Claim Key: 2938142 Doc #: 711550C Trx Code: TAPI Labor Hrs: 0 Labor Cost: 0 Material Cost: 0 Total Cost: 30
 Dir Cd-Sub Cd: 04402-* Name: JOE MYERS FORD LINCOLN Ph: 713-8968200 St: TX Ctry Cd: USA Reg Cd: NA Repr Date:16-MAR-2012 DIST(Mile):20587
 Cust Comments: TAP RENTAL
 Tech Comments: WARRANTY RENTAL TAPI

Stall
when
I get
to work

3FAHP0HG1BR [redacted] DE C/DE F C/FA * C/A A3 C/W6 C/SG 20-OCT-2010 17-NOV-2010 152023 USA 17 2E03 9L8Z 9E926 A F04 S11 V29 E29 42
 AWS Claim Key: 2923311 Doc #: 711550A Trx Code: S07 Labor Hrs: 1.3 Labor Cost: 115.33 Material Cost: 215.08 Total Cost: 330.41
 Dir Cd-Sub Cd: 04402-* Name: JOE MYERS FORD LINCOLN Ph: 713-8968200 St: TX Ctry Cd: USA Reg Cd: NA Repr Date:16-MAR-2012 DIST(Mile):20587
 Cust Comments: E29 CUSTOMER STATES CAR REPEATEDLY DIES ON HER WHILE DRIVING, THE WRENCH COMES ON , HAS TO STOP RESTART THEN GOES A LITTLE FARTHER IT HAPPENS AGAIN
 Tech Comments: EEC TEST,P2111,P2112,DCL DISPLAY TP VOLTS IN RANGE,PINPOINT TEST DV DV4,THROTTLE PLATE STICKING AT TIMES,REPLACE THROTTLE BODY ,RETEST

3FAHP0HG1BR [redacted] DE C/DE F C/FA * C/A A3 C/W6 C/SG 20-OCT-2010 17-NOV-2010 152023 USA 17 7M02 BA5T 14D212 AB F03 S09 V81 A07 42
 AWS Claim Key: 2927809 Doc #: 35794100 Trx Code: E83 Labor Hrs: 0 Labor Cost: 0 Material Cost: 252.71 Total Cost: 252.71
 Dir Cd-Sub Cd: 67803-* Name: FORD COMPONENT SALES, LLC Ph: *.* St: MI Ctry Cd: USA Reg Cd: NA Repr Date:19-MAR-2012 DIST(Mile):20587
 Tech Comments: Dealer RO# 711550 1878# A0735623

4

Any comments? You can contact



From: TA:10.100.0.2:34696,3214351123 Page: 6/6 Date: 4/20/2012 3:38:11 PM



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Ms. [REDACTED],

Case Number: FRD1216166

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Francis Bourgeios

Arbitrator's Occupation:

math professor; commercial real estate sales

Arbitrator's Biography:

Francis Bourgeios has a background in mathematics and currently serves as an adjunct professor of mathematics at Lone Star Montgomery College. He worked for many years in the petroleum industry before retiring in 1998. He has since been active in community service. Mr. Bourgeios received training in mediation and arbitration from the A.A. White Dispute Resolution Center at the University of Houston, and received additional training in arbitration from FINRA.

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BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Ms. [REDACTED],

Case Number: FRD1216166

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BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 04/02/2012

Case Number: FRD1216166

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 TX JN1AY1AR8BM [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Fusion

Year : 2011

All parties named above submit to arbitration the following:

- * Brakes
- * Engine/Electrical
- * Towing
- * Electrical
- * Driveability
- * Recall

The parties have come to agreement on the following:

Each party requests the arbitrator(s) render the following decision:

Consumer : Repair

Manufacturer : Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:



BBB AUTO LINE

NOTICE OF INSPECTION/TEST DRIVE ONLY
ALL TESTIMONY SUBMITTED IN WRITING ONLY
NO ORAL ARGUMENTS WILL BE PRESENTED

Date: 04/18/12

Case Number: FRD1216166

Customer: [REDACTED],

Manufacturer: Ford Motor Company

Mfr Info: 6700 TX 3FAHP0HG1BR [REDACTED]

Arbitrators: Mr. Francis Bourgeois

Inspection Date, Time, Place: 05/11/12 10:00 a.m. CST
BBB of Greater Houston and South Texas
1333 West Loop South, Suite1200
Houston, TX770270000

Hearing Site Phone: (713) 341-6110

AUTOLINE Director Phone: (713) 341-6103 Fax : (713) 867-4947

INSTRUCTIONS

1. Notify your Dispute Resolution Specialist at once if you cannot make the vehicle available for the inspection. We reserve the right to make the final determination as to the date and time of the inspection.
2. Current vehicle registration and insurance is required for all test-drives.
3. If the vehicle is inoperable, please contact your Dispute Resolution Case Specialist immediately.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the inspection process.

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NOI



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Mrs. [REDACTED],

Case Number: FRD1216166

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

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Arbitrator Information

Arbitrator's Name: Francis Bourgeios

Arbitrator's Occupation:

math professor; commercial real estate sales

Arbitrator's Biography:

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BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Mrs [REDACTED]

Case Number: FRD1216166

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BBB AUTO LINE

April 18, 2012

BOB GRAY
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1216166 [REDACTED] vs Ford Motor Corporation 3FAHP0HG1BR [REDACTED]

Dear Madam/Sir:

Enclosed are:

- * *Notice of Inspection*
- * Arbitrator Listing Sheet(s)
- * Map to the hearing site

The *Notice of Inspection* lists the date, time and location of the vehicle inspection. **Per Rule 9, if the customer fails to appear for the scheduled inspection, the case will be closed and a decision will not be rendered.**

We reserve the right to determine the final date and time of the inspection.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

April 18, 2012

BOB GRAY
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1216166 [REDACTED] vs Ford Motor Corporation 3FAHP0HG1BR [REDACTED]

Dear Madam/Sir:

Enclosed is the consumer's written position. You have the opportunity to comment on the written position before it is forwarded to the arbitrator. Please read the enclosed and forward your comments to us so that we receive them **within four days** from the date of this letter.

After this time period both parties' initial positions and any comments received will be forwarded to the arbitrator for a decision to be rendered in this case. Only those responses submitted on time will be forwarded to the arbitrator.

Please fax your comments to 703.247.9700. If you have any questions, please contact me 800.334.2406.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

April 17, 2012

MRS [REDACTED] C/O ROBERT KIDDIE
10 N DEARBORN STREET 3RD FLOOR
CHICAGO IL 60602

Re: FRD1216166 Leyden vs Ford Motor Corporation 3FAHP0HG1BR [REDACTED]

Dear Mrs. [REDACTED] C/O Robert Kiddie:

We have made two attempts to contact you by telephone to discuss your case. We need to hear from you before we can proceed. Please call the BBB as soon as possible at 800.955.5100.

The BBB AUTO LINE program operates in accordance with federal regulations that require us to complete each case within 40 days. Your help is necessary in order to move ahead. If we do not hear from you **within seven days** from the date on this letter, we will have to close your case.

If your case is closed, and you later decide to pursue your case through the BBB AUTO LINE program, a new case will be opened. If a new case is filed, we will make a new eligibility determination based on the manufacturer Program Summary guidelines in effect at that time.

We look forward to helping you in the resolution of your claim and await your call.

Sincerely,

Edith Newton at Extension 512



Manufacturer Settlement Offer
BBB Fax# 1 703 247 9700

04-02-2012

FRD1216166 / 815823571
[REDACTED] c/o Krohn & Moss
2011 Fusion
3FAHP0HG1BR [REDACTED]
BBB Specialist Donna Patterson
Ford DRS Bob Gray

Ford would like to offer Ms. [REDACTED] an inspection of the vehicle for the current concerns listed on the Customer Claim Form (CCF) by a FORD Field Service Engineer (FSE). This would be a FMC employee rather than a technician from the local dealership. The FSE is specially trained to diagnose difficult issues and is kept apprised of the latest repairs, especially on those issues difficult to resolve. The FSE will determine if any repairs are necessary and the warranty status of the repair. If warrantable, the FSE will direct the appropriate repair under Ford Warranty and Policy guidelines.

It is not currently felt that the vehicle qualifies for repurchase or replacement, but Ford stands ready to resolve any nonconformity under the New Vehicle Limited Warranty. The FSE is the most efficient and effective way to make sure that any current issues with the vehicle are addressed and resolved.

Thank you for your consideration.

Bob Gray

Dispute Resolution Specialist
Ford Motor Company

Satisfied Customers are Ford's BEST Asset"



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 04/02/2012

Case Number: FRD1216166

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 TX JN1AY1AR8BM [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Fusion

Year : 2011

All parties named above submit to arbitration the following:

- * Brakes
- * Engine/Electrical
- * Towing
- * Electrical
- * Driveability
- * Recall

The parties have come to agreement on the following:

Each party requests the arbitrator(s) render the following decision:

Consumer : Repair

Manufacturer : Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:



BBB AUTO LINE

April 2, 2012

BOB GRAY
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1216166 [REDACTED] vs Ford Motor Corporation JN1AY1AR8BM [REDACTED]

Dear Madam/Sir:

The above named customer has requested a written arbitration hearing and a claim has been opened.

Enclosed please find the following information:

- * *Customer Claim Form (CCF)*
- * Any documentation submitted by the attorney
- * *Agreement to Arbitrate* (except in California);
- * *Oath of Participant* - Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

As the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem alleged and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?
- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction and any overallowance/negative equity/rebate amounts that should be taken if a repurchase/replacement is awarded.

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Your written position must include all supporting documents (i.e., repair orders, technical service bulletins, purchase contract or lease agreement) that you wish the arbitrator to consider.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business fourteen days from the date of this letter. On the following day, we will send each written position to the other party for comments. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, the BBB will provide you with three days advance notice of the inspection date.

If you have any questions, please contact me at 800.334.2406. Please fax your position to 703.247.9700.

Please call me if you have any questions. Thank you for your cooperation in this matter.

Sincerely,

Donna Patterson at Extension 506



BBB AUTO LINE

April 2, 2012

Re: W-C2 FRD1216166: [REDACTED] vs Ford Motor Corporation
JN1AY1AR8BM [REDACTED]

KROHN & MOSS AL GA IL KY KS MN MO WI TX
10 N DEARBORN STREET 3RD FLOOR
CHICAGO IL 60602

Dear Robert Kiddie:

We have received your request for a written arbitration hearing on behalf of the individual named above.

Enclosed please find the following information:

- * *Program Summary* – This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * *Agreement to Arbitrate* – The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.
- * *Customer Claim Form (CCF)* – Information we have on file regarding your complaint is recorded on the *CCF*. Please verify the accuracy of the information and return the *CCF* to us with any necessary corrections or additions.
- * *How BBB AUTO LINE Works* – This booklet explains the BBB AUTO LINE program, and contains the rules that will be followed in arbitration.
- * *Oath of Participant* – Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

The information you submitted meets the minimum requirements to enable us to begin processing the claim. However, because the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem you are alleging, and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What is the type and amount of relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction that should be taken if a repurchase/replacement is awarded, and a specific description of any other remedies that you seek.

Your written position must include all supporting documents that you wish the arbitrator to consider. Please send us a *clear* copy of the following documents that were not included with your initial submission or were not legible when our office received them:

- _____ No further documentation is required at this time
- _____ Repair orders relating to the complaint(s)
- _____ The vehicle's current registration
- _____ The purchase contract or lease agreement
- _____ Other: _____

If the arbitrator decides a repurchase or replacement is the appropriate remedy, the arbitrator will need accurate information about the vehicle's purchase price as well as any collateral costs, incidental charges and other expenses that your client seeks. Please submit an itemization of those fees, along with supporting information/documentation, so we may include these amounts in the *Agreement to Arbitrate* to permit the arbitrator to appropriately evaluate your client's request for relief.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business fourteen days from the date of this letter. On the following day, we will send each written position to the other party for comments. If we have not received the requested information from you, the correspondence and documents you have provided us thus far will serve as your written position. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, we will provide you with three days advance notice of the inspection date.

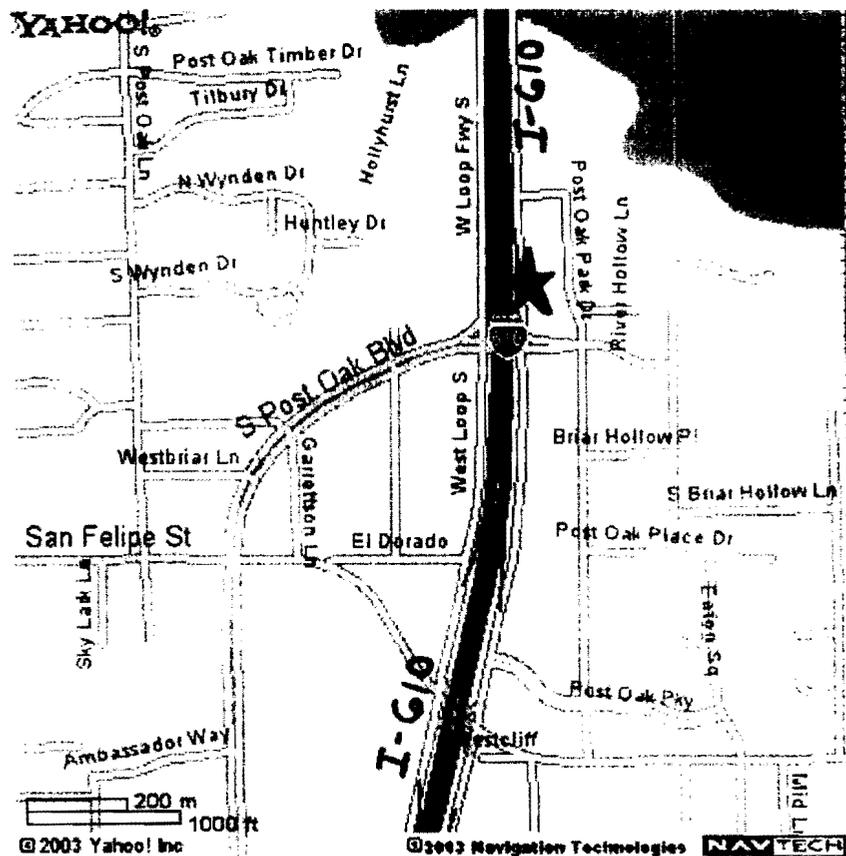
You may either mail your position to our office at 3033 Wilson Blvd., Suite 600, Arlington, Virginia 22201 or fax it to 703.247.9700. If you have any questions, please contact me at 800.955.5100.

Sincerely,

Donna Patterson at Extension 506

BBB of Metropolitan Houston
1333 West Loop South, Suite 1200
Houston, TX 77027
(713)341-6121

DIRECTIONS



FROM I-10, 290, 610 North Loop: Take 610 West South, exit Post Oak Blvd. Turn left on Post Oak Blvd. Turn left onto service road and make immediate right into parking garage. Follow signs for visitor parking for 1333 West Loop South. The BBB is in Suite 1200.

FROM I-59, 610 South Loop: Take 610 West North, exit San Felipe. Go through the light on San Felipe, stay on service road. Go through light at Post Oak. Make immediate right after light into parking garage entrance. Follow signs to visitor parking for 1333 West Loop South. The BBB is in Suite 1200.

FROM I-45, 288: Take 45 to the North Loop or South Loop and follow directions above.

HSB 0915 - 02/09/04

Umanzor, Maury

From: Hyatt, Chris <chyatt@consumerlawcenter.com>
Sent: Friday, March 30, 2012 11:04 AM
To: ILDept Fax
Cc: Umanzor, Maury; Hartless, Keenan; Herrera, Juan; Loader, Nancy; Patterson, Donna
Subject: 17032479700
Attachments: arb packet - [REDACTED].pdf

VIA FACSIMILE: 703-247-9700
(With Delivery Confirmation)

March 30, 2012

Council of Better Business Bureau, Inc.
Attn.: Maury Umanzor
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-1838

WRTAC
FRD1216166

RE [REDACTED] v. Ford Motor Company

Dear Mr. Umanzor,

Please find enclosed the corresponding documents for the referenced case. We are requesting a documents-only hearing (fax: 866-264-3755). My client's written position has been stated in this initial application. She requests a refund or replacement under the TX Lemon Law and the Magnuson-Moss Act based on defects in the vehicle.

Please send notices fax only; please do not send any paper form of notices as our office is paperless. Thank you for your cooperation in this matter to our request.

Thank you,

PLEASE NOTE OUR ADDRESS CHANGE AS OF AUGUST 15, 2011

Chris Hyatt
Krohn & Moss, Ltd
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
(312) 578-9428 Ext 206

BBB AUTO LINE Customer Claim Form

Case number:
Contact Date:
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: c/o Robert Kiddie, Esq.; Krohn & Moss, Ltd.; 10 North Dearborn Street, 3rd Floor		
City: Chicago	State: IL	Zip code: 60602
Day [REDACTED]	Evening phone: [REDACTED] 8	Cell phone:
Fax: 866-264-3755	E-mail address: rkiddie@consumerlawcenter.com	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2011	Current mileage: 21,172
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state:			
Primary Servicing dealer/city/state: Joe Myers Ford, Houston TX			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: November 17, 2010	Mileage at purchase/lease: 6		
First repair attempt date: January 17, 2011	First repair attempt mileage: 3,221		
How often is the vehicle used for business purposes (percentage): %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Date of accident:		
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

VIN: 3FAHP0HG1BR [REDACTED] / Vehicle Repurchase plus attorneys fees.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	
Lienholder/Leasing Company: Capital One	Phone Number:
Account Number: [REDACTED]	

Date of Repair	Mileage	Description of Problem/Repair	Defects
11/08/10	4	Replace air in tires with nitrogen	Tires
01/17/11	3,221	First service	Service
		Perform multi point inspection	Inspection
		Squealing in front end	Brakes
10/07/11-10/11/11	14,815	Car won't start, has jumped car a couple of times, believe battery is faulty.	Engine/Electrical
		Passenger front hears a brake noise squealing she has brought in to us before with no problem found. Would like to check again.	Brakes
		Tow to shop	Towing
		Perform multi point inspection	Inspection
11/11/11-11/14/11	16,017	Car won't start, believe battery is faulty.	Electrical
		Has to add AIR once a week	Tires
		Perform multi point inspection	Inspection
02/24/12-02/27/12	19,931	While driving on freeway, car shut down and would not restart.	Driveability
		Tow to shop	Towing
		Recall 11S23 wheel stud and rear brake disc inspection and lug nut replacement	Electrical
		Recall 11S23 wheel stud and rear brake disc inspection and lug nut replacement	Recall
03/16/12	20,587	Car repeatedly dies while driving. The wheel comes loose to go to air then goes all the way in. It happens again.	Driveability
		Perform multi point inspection	Inspection

CUSTOMER #: 290888

712709

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCRUED MILEAGE	

*INVOICE TECH #

PAGE 1

SERVICE ADVISOR: 59961-1001

HOUSTON, TX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	WAG	
UN/B1	11	FORD Fusion	3FAHPOHG1BR		21172/21172	T354R	
DEL DATE	REC'D DATE	WARB EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
17NOV10	DD18OCT10		17:00 29MAR12			CASH	29MAR12

B.O. OPENED	READY	OPTIONS: STK:N10612 DLR:04402
11:09 29MAR12	18:18 29MAR12	ENG:3.0L 24V V6 DURATEC ENGINE
		TRN:6-SPD AUTO TRAN

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A L29 BLINKER ON DRIVERSIDE IS BLINKING FAST, ALSO SAYS TAIL LIGHTS WENT OUT HIT ON OUTSIDE THE NTHEY CAME BACK ON

CAUSE:
 13465A BULBS-EXTERIOR - REPLACE (13465/13466) - L
 5087 WF00 (N/C)
 1 3M7Z*13466*B BULB (N/C)
 1 9E5Z*13411*B SOCKET ASY (N/C)

FC: L29 42
 PART#: 3M7Z*13466*B
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 00508

21172 BULB - EXTERIOR DOES NOT OPERATE PROPERLY VERIFIED DRIVERS SIDE BRAKE LAMP DOES NOT OPERATE. REPLACED BRAKE LAMP BULB. NEW BRAKE LAMP SOCKET HAS BEEN SPECIAL ORDERED.

3 A07 SOP FOR MICROPHONE CUTTING OUT FOR BLUE TOOTHE
 SOP SPECIAL ORDER PART
 5087 INT

LINCOLN

MERCURY

21172 NEW APIM HAS BEEN RE-ORDERED DUE TO 30 DAY STOCKING LIMITATION. REORDERED SOP

2 PERFORM MULTI POINT INSPECTION
 99P PERFORM MULTI POINT INSPECTION
 5087 INT (N/C)

GBATT BATTERY CHECKED AND OK
 5087 INT (N/C)

GBK BRAKES ARE GOOD AT THIS TIME
 5087 INT (N/C)

GTIRE TIRES ARE GOOD AT THIS TIME
 5087 INT (N/C)

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTAL
							LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. MATERIALS	
							TOTAL CHARGES	
							LESS INSURANCE	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

JOB MYERS
FORD LINCOLN MERCURY
 18834 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 896-8200

AUTHORIZATION TO REPAIR
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier of component. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

CUSTOMER #: 290888

712709

* INVOICE #

CLAIMS REVIEW	AUTHORIZATION SUBMIT CLAIM	PARTS SCRAP OUT
1 PARTS	1 LABOR	3 TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCUMULATED MILEAGE	

HOUSTON, TX

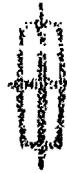
PAGE 2

SERVICE ADVISOR: 50% PAY NO INTEREST

COLOR	YEAR	MAKE/MODEL	VIN	MPG	MILEAGE	PID	
UN/B1	11	FORD Fusion	3FAHP0HG1BR		21172/21172	T354R	
DEE DATE	PROD DATE	WARR EXP	PROMISE	PC NO	DATE	PAYMENT	
17NOV10	DEE18OCT10		17:00	29MAR12		CASH	
B.O. OPENED	READY	OPTIONS: STK:N10612 DLR:04402					
		ENG:3.0L 24V V6 DURATEC ENGINE					
		TRN:6-SPD AUTO TRAN					
11:09	29MAR12	18:18	29MAR12				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

IS YOUR CAR UNDER 60,000 MILES ?
 YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
 COVERAGE 0% FINANCING AVAILABLE.
 UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE

THANK YOU FOR YOUR BUSINESS.



LINCOLN

MERCURY

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	0.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. MATERIALS	0.00
							TOTAL CHARGES	0.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

JOE MYERS
FORD LINCOLN MERCURY
 18694 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 896-8200

AUTHORIZATION TO REPAIR
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

CUSTOMER COPY

CUSTOMER #: 290888

709640

(CHECK APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
PARTS	LABOR	TOTAL

Authorized Signature And Date

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER

SERVICE INSTALLED PARTS

DATE INSTALLED	ACCRUED MILEAGE	CROSS REFERENCED TO

HOUSTON, TX

[REDACTED]

INVOICE TECH. #

PAGE 1

SERVICE ADVISOR: 5996-1-N061

UN/B1	11	FORD Fusion	3FAHP0HG1BR	19931/19931	T927R		
DLR DATE	PROB DATE	WARR EXP	PROMISED	HO NO	DATE	PAYMENT	INV DATE
17NOV10	DD18OCT10		17:00	25FEB12		CASH	16MAR12

R/O OPENED: 15:57 24FEB12 READY: 17:46 27FEB12

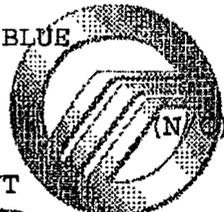
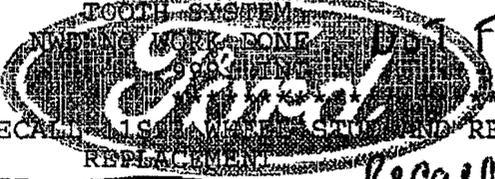
OPTIONS: STK:N10612 DLR:04402
 ENG:3.0L 24V V6 DURATEC_ENGINE
 TRN:6-SPD AUTO TRAN

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A D21 CUSTOMER STATES WHILE DRIVING ON FREEWAY , CAR SHUTY DOWN AND WOULD NOT RESTART
 999 SEE TECH STORY
 7335 INT (N/C)
 19200 UNABLE TO DUPLICATE AT THIS TIME

B TOW TO SHOP
 999 SEE TECH STORY
 999 INT (N/C)
 19200 ROADSIDE

C A07 CUSTOMER STATES STATICKY RECEPTION THOUGH PHONE CALLS THOUGH BLUE
 TOOTH SYSTEM WORK DONE
 Fixed yet



D RECALL 11S23 WONT STU AND REAR BRAKE DISC INSPECTION AND LUG NUT REPLACEMENT
 CAUSE: MT MT11S23A WONT PULL OVER PER RECALL
 8321 WF00
 1 BE5Z*1012*B NUT - WHEEL
 FC: PART#: COUNT:
 CLAIM TYPE: 11S23
 AUTH CODE: 00832
 19200 PERFORM RECALL 11S23 -REPLACE WHEEL STUDS

E** TAP RENTAL
 CAUSE: RENTAL
 RENTAL CUSTOMER IN RENTAL CAR
 999 WF00
 FC: A99 82
 PART#: RENTAL

This was February not March

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. MATERIALS	
							TOTAL CHARGES	
							LESS INSURANCE	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

NOTICE PURSUANT TO 198001, TEXAS PROPERTY CODE
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 16.009 TEXAS BUSINESS AND COMMERCE CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR OF THE VEHICLE IS STOPPED, UNDEPOSITED OR CASHED UNNECESSARILY, NO FUNDS OR CASH ON ACCOUNT OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CASHED.

JOE MYERS
FORD LINCOLN MERCURY
 16634 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 896-8200

AUTHORIZATION TO REPAIR
 I hereby authorize the repairs work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

CUSTOMER #: 290888

709640

(CHECK <input checked="" type="checkbox"/> APPROPRIATE BOX)		
<input type="checkbox"/> CLAIM REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
\$ PARTS	\$ LABOR	\$ TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCUMULATED MILEAGE	

HOUSTON, TX

INVOICE TECH. #

PAGE 2

SERVICE ADVISOR: 59961 Noel Butler

UN/E1	11	FORD Fusion	3FAHP0HG1ER	19931/19931	T927R
DEL DATE	PROG DATE	WARRANTY	PROMISED	RATE	PAYMENT
17NOV10	DD18OCT10		17:00	25FEB12	CASH
H.O. OPENS		READY	OPTIONS: STK:N10612 DLR:04402		
15:57		24FEB12	ENG:3.0L 24V V6 DURATEC_ENGINE		
17:46		27FEB12	TRN:6-SPD AUTO TRAN		
LINE	OPCODE	TECH	TYPE	HOURS	
					LIST NET TOTAL

COUNT:
CLAIM TYPE: TAP
AUTH CODE:

IS YOUR CAR UNDER 60,000 MILES ?
YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
COVERAGE 0% FINANCING AVAILABLE.
UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE

THANK YOU FOR YOUR BUSINESS.



L I N C O L N

MERCURY

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTAL
							LABOR AMOUNT	0.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. MATERIALS	0.00
							TOTAL CHARGES	0.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEE PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR OTHERWISE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S SIGN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO RECEIVE THE AMOUNT OF REPAIRS SHOWN. I HAVE HEREBY READ THE AUTHORIZATION TO REPAIR, THE DESCRIPTION OF VEHICLE AND THE TERMS OF PAYMENT.

JOE MYERS
FORD LINCOLN MERCURY
 18634 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 898-8200

AUTHORIZATION TO REPAIR

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's sign is hereby acknowledged on above vehicle to receive the amount of repairs shown. I have hereby read the authorization to repair, the description of vehicle and the terms of payment.

X _____

CUSTOMER COPY

CUSTOMER #: 290888

697472

CHECK (✓) APPROPRIATE BOX:		
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION (ON SUBMIT CLAIM)	<input type="checkbox"/> PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCRUED MILEAGE	

HOUSTON, TX
 HOME
 BOCA C

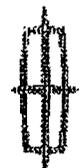
INVOICE TECH. #
 DUPLICATE
 PAGE 1

SERVICE ADVISOR: 5046-241-103

UN/BI	11	FORD Fusion	3FAHP0HG1BR	14815/14815	T139R
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT
17NOV10	DE18OCT10		17:00 07OCT11		CASH
NO OPENED	READY	OPTIONS: STK:N10612 DLR:04402			16MAR12

09:40 07OCT11	12:21 11OCT11	ENG:3.0L 24V V6 DURATEC ENGINE	TRN:6-SPD AUTO TRAN
LINE OPCODE	TECH TYPE	HOURS	LIST NET TOTAL

A D02 CAR WONT START HAS JUMPED CAR A COUPLE OF TIMES ,BELEIVES BATTERY IS FAULTY
 CAUSE: CUSTOMER CONSERM CAR WONT START HAS JUMPED CAR A COUPLE OF TIMES. PERFORM BATTERY TEST GR1 190. FAILED TEST. 12.88V 155CCA (ACES) X93FF DT
 10654C BATTERY - TEST, CHARGE, AND RE-TEST (10653/10654/10655) - L 8321 WF00 (N/C)
 10654C1 BATTERY - REPLACE (10653/10654/10655) - L 8321 WF00 (N/C)
 1 BXT*96R*500 BATTERY (N/C)
 FC: D02 42



14815 CUSTOMER CONSERM CAR WONT START HAS JUMPED CAR A COUPLE OF TIMES. PERFORM BATTERY TEST GR1 190. FAILED TEST. 12.88V 155CCA (ACES) X93FF DTC 11WCK 6KKS0 996. REMOVE AND INSTALL NEW BATTERY TESTED OK.

B N17 CUSTOMER STATES PASSENGER FRONT HEARS A BRAKE NOISE SQUEALING , SHE HAS BRUOGHT IN TO US BEFORE WITH NO PROBLEM FOUND. WOULD LIKE US TO CHECK AGAIN
 999 SEE TECH STORY
 999 INT
 14815 NPF AT THIS TIME

 This was not March (N/C)

C TOW TO SHOP UNDER MANUFATURE WARRANTY
 CAUSE: TOW
 TOW TOW TO SHOP
 999 WF00 (N/C)
 FC: A99 82 PART#: TOW COUNT:

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. MATERIALS	
							TOTAL CHARGES	
							LESS INSURANCE	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

NOTICE PURSUANT TO TEXAS, TEXAS PROPERTY CODE
 ALL THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT, I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 16.009 TEXAS BUSINESS AND CONSUMER CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR OF THE VEHICLE IS STOPPED, DISHONORED OR RETURNED TO THE FINANCIAL INSTITUTION OR BANK BECAUSE THE DRAWER OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

JOE MYERS
FORD LINCOLN MERCURY
 18634 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 886-8200

AUTHORIZATION TO REPAIR
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.
 X _____

CUSTOMER #: 290888

700577

(CHECK <input type="checkbox"/> APPROPRIATE BOX)		
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		
DATE INSTALLED	ACCRUED MILEAGE	CROSS REFERENCED TO

HOUSTON, TX

INVOICE #

PAGE 1

SERVICE ADVISOR: 59961 N061 00102

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	PAG
UN/B1	11	FORD Fusion	3FAHP0HG1B		16017/16017	T338R
DEL DATE	PROD DATE	WAIVER EXP	PROMISED	PC NO	DATE	PAYMENT
17NOV10	DD18OCT10		17:00 11NOV11	122107010		CAW
H.O. OPENED	READY	OPTIONS: STK:N10612 DLR:04402				
		ENG:3.0L 24V V6 DURATEC ENGINE				
		TRN:6-SPD AUTO TRAN				

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

A A06 SYNC WHEN TALKING ON PHONE HEARS STATISC THOUGH THE PHONEON THE OTHER END
 SOP SPECIAL ORDER PART 5087 INT *This is not fixed yet* (N/C)
 16017 NEW APIM HAS BEEN SPECIAL ORDERED

B CUSTOMER STATES HAS TO ADD AIRTR ONCE A WEEK CHECK AND ADVISE 999 SEE TECH STORY 6770 CMPP 10.00 10.00

16017 TIRE REPAIR (10.00) TECH 6770 VERIFIED CUSTOMERS CONCERN AND FOUND THE R/R TIRE LOSING AIR TECH 6770 FOUND A SCREW IN THE TIRE TECH 6770 REPAIRED TIRE AND SET ALL TIRES TO THE RECC 31 PSI

C PERFORMANCE POINT INSPECTION
 PERFORMED INSPECTION
 ALL BRAKES GOOD THIS TIME

GBATT BATTERY CHECKED AND OK 6770 INT
 GTIRE TIRES ARE GOOD AT THIS TIME 6770 INT

LINCOLN

MERCURY

16017 MPI 0.00 G-TIRES G-BRAKES G-BATTERY

IS YOUR CAR UNDER 60,000 MILES ?
 YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
 COVERAGE 0% FINANCING AVILABLE.
 UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE

THANK YOU FOR YOUR BUSINESS.

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	10.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. MATERIALS	0.00
							TOTAL CHARGES	10.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	10.00

NOTICE PURSUANT TO §76.001, TEXAS PROPERTY CODE
 AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 19.006 TEXAS BUSINESS AND CONSUMER CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, AND FLOOD OR BECAUSE THE DRAWER OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

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FORD LINCOLN MERCURY
 18634 NORTHWEST FREEWAY
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 (713) 896-8200

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CUSTOMER COPY

CUSTOMER #: 290888

711550

(CHECK APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCRUED MILEAGE	

HOUSTON, TX
 HOME:
 889-C

*INVOICE#

PAGE 1

SERVICE ADVISOR: 59961-NOB1 BUCHE

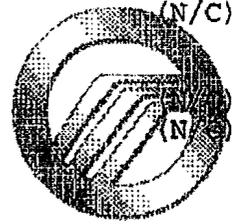
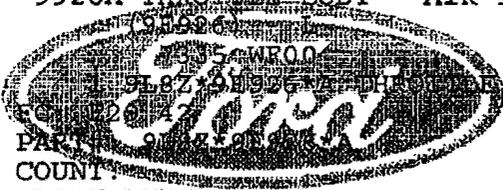
COLOR	YEAR	MAKE/MODEL	VIN	ENGINE	MILEAGE	TAG	
JN/B1	11	FORD Fusion	3FAHPOHG1BR		20587/20590	T998R	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PC NO	DATE	PAYMENT	INV DATE
L7NOV10	DD18OCT10		17:00	16MAR12		CASH	16MAR12
END OPENED	READY	OPTIONS:					
09:57	16MAR12	14:42	16MAR12	STK:N10612 DLR:04402 ENG:3.0L 24V V6 DURATEC ENGINE TRN:6-SPD AUTO TRAN			

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

A E29 CUSTOMER STATES CAR REPEATEDLY DIES ON HER WHILE DRIVING, THE WRENCH COMES ON, HAS TO STOP RESTART THEN GOES A LITTLE FARTHER IT HAPPENS AGAIN

CAUSE:

- 12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L (N/C)
- 7335 WF00
- 12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - L (N/C)
- 7335 WF00
- 12650D80 PID RECORDER/MONITOR TEST - L (N/C)
- 7335 WF00
- 9926A THROTTLE BODY - AIR INTAKE - REPLACE ~~STAR~~
- 7335 WF00
- 9926A THROTTLE BODY AND MOTOR ~~STAR~~



LINCOLN

MERCURY

20590 W EEC TEST, P2111, P2112, DCL DISPLAY TP VOLTS IN RANGE, PINPOINT TEST DV-DV4, THROTTLE PLATE STICKING AT TIMES, REPLACE THROTTLE BODY, RETEST

- 3 PERFORM MULTI POINT INSPECTION
- 99P PERFORM MULTI POINT INSPECTION (N/C)
- 7335 INT
- GBATT BATTERY CHECKED AND OK (N/C)
- 7335 INT
- GBK BRAKES ARE GOOD AT THIS TIME (N/C)
- 7335 INT
- GTIRE TIRES ARE GOOD AT THIS TIME (N/C)
- 7335 INT

This was MARCH 16

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. MATERIALS	
							TOTAL CHARGES	
							LESS INSURANCE	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

NOTICE PURSUANT TO 38A.001, TEXAS PROPERTY CODE
 IN THE EVENT OF AGENCY ACTION ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT, I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 19.006 TEXAS BUSINESS AND COMMERCE CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE DRAWER OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN AND HAS BEEN CLOSED.

JOE MYERS
FORD LINCOLN MERCURY
 18834 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 888-8200

AUTHORIZATION TO REPAIR
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

CUSTOMER #: 290888

711550

CHECK 1/1 APPROPRIATE BOX		
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		GROSS REFERENCED TO
DATE INSTALLED	ACCRUED MILEAGE	

* INVOICE #

PAGE 2

SERVICE ADVISOR: 59867 Noel BUCLE

HOUSTON, TX

HOME

509A

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAC	
JN/B1	11	FORD Fusion	3FAHP0HG1BR		20587/20590	T998R	
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PS NO	DATE	PAYMENT	INV DATE
17NOV10	DD18OCT10		17:00 16MAR12			CASH	16MAR12

R.O. OPENED READY OPTIONS: STK:N10612 DLR:04402
 09:57 16MAR12 14:42 16MAR12 ENG:3.0L 24V V6 DURATEC_ENGINE
 TRN:6-SPD AUTO TRAN

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
20590	GBATT,GBK,GTIRE						

*** TAP RENTAL

CAUSE: RENTAL CUSTOMER IN RENTAL CAR
7335 WF00

(N/C)

FC: A99 82
 PART#: RENTAL
 COUNT:
 CLAIM TYPE: TAP
 AUTH CODE:
 00733



 IS YOUR CAR UNDER 60,000 MILES ?
 YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
 COVERAGE 0% FINANCING AVAILABLE.
 UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE

THANK YOU FOR YOUR BUSINESS.

LINCOLN

MERCURY

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	0.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. MATERIALS	0.00
							TOTAL CHARGES	0.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

NOTICE PERTAINING TO TEXAS PROPERTY CODE
 I, THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBMITTED TO THE REPAIR CONTRACT, I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 18.005 TEXAS BUSINESS AND CONSUMER CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, BOUNCEBACK BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE DRIVER OR MAJORITY OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT OR WHICH IT IS DRAWN HAS BEEN CLOSED.

JOE MYERS
FORD LINCOLN MERCURY
 18634 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 888-8200

AUTHORIZATION TO REPAIR
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.
 X _____

CUSTOMER #: 290888

674083

(CHECK / / APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER

HOUSTON, TX
 HOME:
 BUS: C

* INVOICE #

PAGE 1

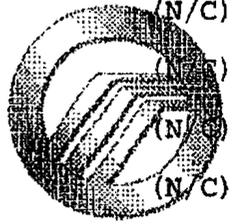
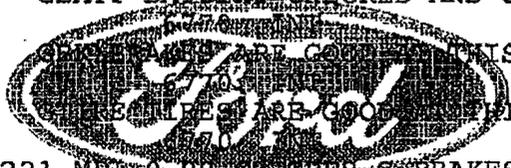
SERVICE ADVISOR: 92848 Sandra Deo

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
UN/Bl	11	FORD Fusion	3FAHP0HG1BR		3221/3221	T762Y	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	DATE	PAYMENT	INV DATE
17NOV10	DD18OCT10		WAIT 17JAN11			CASH	17JAN11
B.O. OPENED		READY		OPTIONS:			
10:41	17JAN11	11:36	17JAN11	STK:N10612 DLR:04402 ENG:3.0L 24V V6 DURATEC ENGINE TRN:6-SPD AUTO TRAN			

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

A CUSTOMERS FIRST SERVICE
 FS CUSTOMERS FIRST SERVICE
 6770 INT (N/C)
 5 XO*BALKOIL*QSPB BULK OIL (N/C)
 1 FL*500*SB12 FILTER ASY - OIL (N/C)
 3221 OIL CHANGE 0.30 CUSTOMERS FIRST SERVICE COMPLETE, ALL FLUIDS
 TOPPED OFF, TIRE PRESS SET AT THE RECC 31 PSI

B PERFORM MULTI POINT INSPECTION
 99P PERFORM MULTI POINT INSPECTION
 6770 INT (N/C)
 GBATT BATTERY CHECKED AND OK (N/C)
 3221 MPT 0.00 G-TIRES G-BRAKES G-BATTERY (N/C)



IS YOUR CAR UNDER 100,000 MILES ? MERCURY
 YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
 COVERAGE 0% FINANCING AVAILABLE.
 UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE
 THANK YOU FOR YOUR BUSINESS.

Squeling in front end checked at this time not documented by Ford - Problem NOT FOUND

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTAL
							LABOR AMOUNT	0.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. MATERIALS	0.00
							TOTAL CHARGES	0.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

NOTICE PERTAINING TO TEXAS, TEXAS PROPERTY CODE
 ALL THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THIS REPAIR CONTRACT, I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPLESSION IN ACCORDANCE WITH 16.000 TEXAS BUSINESS AND CONSUMER CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, CANCELLED BECAUSE OF INSUFFICIENT FUNDS, AND FUNDS OR BECAUSE THE DRAWER OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.
 *Agent or Person Responsible X

JOE MYERS
FORD LINCOLN MERCURY
 16634 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 886-8200

AUTHORIZATION TO REPAIR
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

CUSTOMER #:

668097

<input type="checkbox"/> CLAIMS REVIEW <input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM <input checked="" type="checkbox"/> APPROPRIATE BOX <input type="checkbox"/> PARTS SCRAP OUT		
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCRUED MILEAGE	

*INVOICE#

PAGE 1

HOME: CONT:N/A
REG CODE 04402 CELL:

SERVICE ADVISOR: 81826 LAURA KILBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	FAC	
UN/Bl	11	FORD Fusion	3FAHP0HG1BF		4/7	T711	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
DE18OCT10			17:00 08NOV10			CASH	08NOV10

H/O OPENED	READY	OPTIONS:
11:51 08NOV10	14:39 08NOV10	STK:N10612 DLR:04402 ENG:3.0L 24V V6 DURATEC_ENGINE TRN:6-SPD AUTO TRAN

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PRE DELIVERY INSPECTION/TEXAS STATE INSPECTION						
	PDI PRE DELIVERY INSPECTION/TEXAS STATE INSPECTION						(N/C)
	779IPDII						
	PDI PRE DELIVERY INSPECTION/TEXAS STATE INSPECTION						(N/C)
	999 IPDI						
MISC	STICKER						(N/C)
	IINS						(N/C)

B INTERNET PICTURE OF VEHICLE
PIC INTERNET PICTURE OF VEHICLE

C REPLACE AIR IN TIRE WITH NITROGEN
NITROGEN WITH NITROGEN



MISC NITROGEN I
 *******LINCOLN*********MERCURY*******

IS YOUR CAR UNDER 60,000 MILES ?
 YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
 COVERAGE 0% FINANCING AVAILABLE.
 UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE
 THANK YOU FOR YOUR BUSINESS.

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	0.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. MATERIALS	0.00
							TOTAL CHARGES	0.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

NOTICE PURSUANT TO 170.061, TEXAS PROPERTY CODE
 ALL THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT, I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 19.009 TEXAS BUSINESS AND COMMERCE CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE DRIVER OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

Signature of Person Responsible X

JOE MYERS
FORD LINCOLN MERCURY
 16634 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 898-8200

AUTHORIZATION TO REPAIR

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

X

4. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

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

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be

March 23, 2012

liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



Robert Kiddie
Attorney At Law

RK/tm

cc: [REDACTED]

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1216166
Contact Date: 03/30/12
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Houston	State: TX	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2011	Current mileage: 0
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , TX			
Primary Servicing dealer/city/state: AARON SUMMEY FORD, BALLINGER TX			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date:		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____



BBB AUTO LINE PROGRAM SUMMARY

Ford Motor Company – Texas

Ford Motor Company has agreed to arbitrate certain warranty claims through BBB AUTO LINE. Ford's participation in BBB AUTO LINE covers Ford, Lincoln, and Mercury vehicles.

This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE. Please also see *Claims That Are Not Eligible* below for a description of the types of claims that will not be handled by BBB AUTO LINE.

Please note that although most customers choose to represent themselves in the BBB AUTO LINE process, customers may also be represented by an attorney at their own expense.

AGE/MILEAGE REQUIREMENTS

Claims seeking repurchase or replacement of a **Ford** or **Mercury** vehicle must be filed with BBB AUTO LINE within three years or 36,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking repurchase or replacement of a **Lincoln** vehicle must be filed with BBB AUTO LINE within four years or 50,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking any other remedy listed below must be filed with BBB AUTO LINE before the expiration of the applicable Ford U.S. New Vehicle Limited Warranty coverage period.

ELIGIBLE CLAIMS

Claims must be based on a defect in the vehicle's factory-supplied material or workmanship covered by the applicable Ford U.S. New Vehicle Limited Warranty.

ELIGIBLE VEHICLES

Claims may be filed for Ford, Lincoln, and Mercury cars and light trucks that are:

- ◆ Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;

- ◆ Currently registered in Texas; and
- ◆ Purchased or leased in the United States and normally operated in the United States.

The following vehicles are **not eligible** for BBB AUTO LINE:

- ◆ F-450, F-550, and F-650 pick-up trucks.
- ◆ Ford E-series Cut Away vehicles, F-series cab and chassis, and motor homes.

BBB AUTO LINE REMEDIES

The arbitrator may award the following remedies:

- ◆ Repairs.
- ◆ A Ford Extended Service Plan for the customer's current vehicle.
- ◆ Reimbursement for money the customer paid to repair the vehicle if those repairs should have been covered by the Ford New Vehicle Limited Warranty.
- ◆ Repurchase of the vehicle.
- ◆ Replacement of the vehicle **only** if it was purchased or leased *new*.

REPAIRS/REIMBURSEMENT FOR REPAIRS

The arbitrator may award repairs to defects covered by the Ford New Vehicle Limited Warranty. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

The arbitrator may award reimbursement for money paid for the repair of defects covered by the Ford New Vehicle Limited Warranty only if Ford or its dealer declined to repair the defects under warranty or to reimburse under the warranty's emergency repair provisions.

REPURCHASE/REPLACEMENT

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- ◆ The defect (s) in material or workmanship covered by the Ford New Vehicle Limited Warranty was first reported to Ford or an authorized dealer within 18 months or 18,000 miles – whichever occurs first – after the vehicle's warranty start date; and
- ◆ Either (1) the same defect was subject to repair four or more times and continues to exist, or (2) the vehicle was out of service for 30 or more cumulative calendar days for repairs to any defect(s); and
- ◆ The defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.

If the arbitrator finds that the claim meets these conditions, the arbitrator must award a repurchase or replacement that will consist of the following remedies:

- ♦ **Repurchase** – If the vehicle was **purchased**, Ford will refund the actual amount that the customer paid for the vehicle (not including any modifications or additions after the vehicle's purchase or lease), not including finance charges, less a reasonable allowance for use. If the vehicle was **leased**, Ford will refund to the customer payments made to the lending institution or lessor plus net trade-in and cash down payment (not including rebates, if any), less a reasonable allowance for use. For both **purchased** and **leased** vehicles, Ford will also provide the pay-off amount to the lienholder or lessor in accordance with the financing or lease agreement.

If the vehicle being repurchased is covered by a Ford Extended Service Plan that the customer purchased, that plan will be cancelled and its pro-rated cost refunded. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Ford will also refund sales tax, original title fees, original registration fees, and reasonable towing, rental, and other incidental costs directly incurred because of the claimed defect.

- ♦ **Replacement of a vehicle purchased or leased new** – The customer will select a new vehicle from dealer inventory that is from the same model year as, and substantially identical to, the vehicle being replaced (not including any modifications or additions after the vehicle's purchase or lease). Ford will reimburse the customer for reasonable towing, rental, and other incidental costs directly incurred because of the claimed defect.

If the customer selects a vehicle that has different equipment options, the customer will incur the cost of upgraded equipment.

If a replacement vehicle of the same vehicle model or from the same model year as the current vehicle is not available, the customer may select a different model or model year vehicle but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the vehicle being replaced and the M.S.R.P. of the new replacement vehicle.

If the vehicle being replaced is covered by a Ford Extended Service Plan that the customer purchased, Ford will provide the customer with the most nearly equivalent Ford Extended Service Plan available for the replacement vehicle at no cost to the customer. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Important: Replacement is not an available remedy if the current vehicle was purchased used.

Deductions/Exclusions from a Repurchase or Replacement Award

- ◆ If the arbitrator awards a **replacement**, the award will require payment for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{mileage at first repair of the defect for which a replacement is awarded}}{100,000} \times \text{purchase price}$$

- ◆ If the arbitrator awards a **repurchase**, the award will be reduced for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{all accrued mileage} - 100 \text{ miles}}{100,000} \times \text{purchase price}$$

- ◆ The award may be reduced or may require payment for any missing equipment or damage to the vehicle exceeding normal wear and tear.
- ◆ The award will not include any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a down payment or capitalized cost reduction.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered to the customer who applied to BBB AUTO LINE. The customer will be responsible for turning over the vehicle with all of the original equipment, and without abnormal wear or damage evident on the vehicle (e.g., cracked windshield). The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT ARE NOT ELIGIBLE

The following claims are **not** eligible for arbitration in BBB AUTO LINE:

- ◆ Claims involving a vehicle no longer owned or leased by the customer.
- ◆ Claims not covered by the Ford New Vehicle Limited Warranty, including but not limited to:
 - (1) maintenance and wear items not covered by the Warranty;
 - (2) damage caused by alterations or modifications of the vehicle after it leaves the control of Ford Motor Co.;
 - (3) damage caused by tampering with the vehicle, its emissions systems, or other parts that affect these systems; and
 - (4) damage caused by the installation or use of a non-Ford Motor Co. part or of any part designed for “off-road” use installed after the vehicle leaves the control of Ford Motor Co.
- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has (1) caused bodily injury, or (2) caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Allegations of fraud.
- ◆ Claims seeking punitive damages or compensation for loss of wages, personal injury or mental anguish.
- ◆ Claims that are the subject of a law suit or state administrative action against Ford.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and Ford.

VIA FACSIMILE: 703-247-9700
(With Delivery Confirmation)

March 30, 2012

Council of Better Business Bureau, Inc.
Attn.: Maury Umanzor
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-1838

WRT6C
FRD1216167

APR 02 2012

RE [REDACTED] v. Ford Motor Company

Dear Mr. Umanzor,

Please find enclosed the corresponding documents for the referenced case. We are requesting a documents-only hearing (fax: 866-264-3755). My client's written position has been stated in this initial application. She requests a refund or replacement under the TX Lemon Law and the Magnuson-Moss Act based on defects in the vehicle.

Please send notices fax only; please do not send any paper form of notices as our office is paperless. Thank you for your cooperation in this matter to our request.

Thank you,

PLEASE NOTE OUR ADDRESS CHANGE AS OF AUGUST 15, 2011

Chris Hyatt
Krohn & Moss, Ltd
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
(312) 578-9428 Ext 206

BBB AUTO LINE Customer Claim Form

Case number:
Contact Date:
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: c/o Robert Kiddie, Esq.; Krohn & Moss, Ltd.; 10 North Dearborn Street, 3rd Floor		
City: Chicago	State: IL	Zip code: 60602
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax: 866-264-3755	E-mail address: rkiddie@consumerlawcenter.com	

SECTION 2: VEHICLE INFORMATION

Make: Ford	[REDACTED]	Year: 2011	Current mileage: 21,172
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state:			
Primary Servicing dealer/city/state: Joe Myers Ford, Houston TX			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: November 17, 2010		Mileage at purchase/lease: 6	
First repair attempt date: January 17, 2011		First repair attempt mileage: 3,221	
How often is the vehicle used for business purposes (percentage): %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

VIN: 3FAHP0HG1BR172711 / Vehicle Repurchase plus attorneys fees.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	
Lienholder/Leasing Company <u>Capital one</u>	Phone Number _____
Account Number [REDACTED]	_____

Date of Repair	Mileage	Description of Problem/Repair	Defects
11/08/10	4	Replace air in tires with nitrogen	Tires
01/17/11	3,221	First service	Service
		Perform multi point inspection	Inspection
		Squealing inft end	Brakes
10/07/11-10/11/11	14,815		Engine/Electrical
		Passenger front hears a brake noise squealing she has brought in to us before with no problem found. Would like to check again.	Brakes
		Tow to shop	Towing
		Perform multi point inspection	Inspection
11/11/11-11/14/11	16,017		Electrical
		Has to add AIR once a week	Tires
		Perform multi point inspection	Inspection
02/24/12-02/27/12	19,931		Driveability
		Tow to shop	Towing
			Electrical
		Recall 11S23 wheel stud and rear brake disc inspection and lug nut replacement	Recall
03/16/12	20,587		Driveability
		Perform multi point inspection	Inspection

CUSTOMER #: 290888

712709

CLAIMS REVIEW	AUTHORIZATION/ SUBMIT CLAIM	PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Begining And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCRUED MILEAGE	

HOUSTON, TX
 HOME:
 BGA:

PAGE 1

SERVICE ADVISOR: 5995-PAY-31-BW-ET-28

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
UN/BI	11	FORD Fusion	3FAHP0HG1BR		21172/21172	T354R
DEL DATE	FRGE DATE	WARR EXP	PROMISED	PO NO	DATE	PAYMENT
17NOV10	DD18OCT10		17:00	29MAR12		CASH

B.O. OPENED	READY	OPTIONS:
11:09 29MAR12	18:18 29MAR12	STK:N10612 DLR:04402 ENG:3.0L_24V_V6_DURATEC_ENGINE TRN:6-SPD_AUTO_TRAN

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A L29 BLINKER ON DRIVERSIDE IS BLINKING FAST, ALSO SAYS TAIL LIGHTS
 WENT OUT HIT ON OUTSIDE THE NTHEY CAME BACK ON

CAUSE:
 13465A BULBS-EXTERIOR - REPLACE (13465/13466) - L
 5087 WF00 (N/C)
 1 3M7Z*13466*B BULB (N/C)
 1 9E5Z*13411*B SOCKET ASY (N/C)
 FC: L29 42
 PART#: 3M7Z*13466*B
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 00508



21172 BULB EXTERIOR DOES NOT OPERATE PROPERLY VERIFIED DRIVERS
 SIDE BRAKE LAMP DOES NOT OPERATE. REPLACED BRAKE LAMP BULB. NEW BULB
 LAMP SOCKET HAS BEEN SPECIAL ORDERED.

B A07 SOP FOR MICROPHONE CUTTING OUT FOR BLUE TOOTHE
 SOP SPECIAL ORDER PART
 5087 INT
LINCOLN
 21172 NEW APIM HAS BEEN RE-ORDERED DUE TO 30 DAY STOCKING
 LIMITATION. REORDERED SOP

MERCURY

C PERFORM MULTI POINT INSPECTION
 99P PERFORM MULTI POINT INSPECTION
 5087 INT (N/C)
 GBATT BATTERY CHECKED AND OK
 5087 INT (N/C)
 GBK BRAKES ARE GOOD AT THIS TIME
 5087 INT (N/C)
 GTIRE TIRES ARE GOOD AT THIS TIME
 5087 INT (N/C)

ALLOWANCE	PLUS PRICE OFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTAL
							LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. MATERIALS	
							TOTAL CHARGES	
							LESS INSURANCE	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

JOB MYERS
FORD LINCOLN MERCURY
 18834 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 898-8200

AUTHORIZATION TO REPAIR
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or manufacturer. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of funds therein. I have hereby read the authorization to repair, the disclaimer of warranty and the terms of payment.

CUSTOMER COPY

CUSTOMER #: 290888

712709

* INVOICE #

PAGE 2

SERVICE ADVISOR: 59961-NO. BUTLER

CLAIMS REVIEW	AUTHORIZATION SUBMIT CLAIM	PARTS SCRAP OUT
PARTS		LABOR
TOTAL		
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCUMULATED MILEAGE	

HOUSTON, TX									
HOME:									
BOB C									
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE				
UN/B1	11	FORD Fusion	3FAHP0HG1BR		21172/21172				T354R
DEE DATE	PROD DATE	WARR EKT	PROMISED	TD NU	DATE	PAYMENTS			INV DATE
17NOV10	DD18OCT10		17:00 29MAR12			CASH			29MAR12
B/O OPENED	READY	OPTIONS: STR:N10612 DLR:04402							
		ENG:3.0L 24V V6 DURATEC ENGINE							
		TRN:6-SPD AUTO TRAN							
11:09 29MAR12	18:18 29MAR12								
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL		

IS YOUR CAR UNDER 60,000 MILES ?
 YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
 COVERAGE 0% FINANCING AVAILABLE.
 UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE
 THANK YOU FOR YOUR BUSINESS.



L I N C O L N

MERCURY

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR		
I HEREBY AUTHORIZE THE REPAIR WORK BEING SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DEFECTS IN PARTS SUPPLIED BY THE SUPPLIER OR MANUFACTURER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE BEING DESCRIBED ON STRIP, HIGHWAYS OR OTHERWISE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE PAYMENT OF ABOVE CHARGES. I HAVE HEREBY READ THE AUTHORIZATION TO REPAIR, THE DISCLAIMER OF WARRANTIES AND THE TERMS OF PAYMENT.								
JOE MYERS FORD LINCOLN MERCURY 18634 NORTHWEST FREEWAY HOUSTON, TEXAS 77040 SERVICE DIRECT (713) 744-3247 (713) 898-8200								
AUTHORIZATION TO REPAIR I HEREBY AUTHORIZE THE REPAIR WORK BEING SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DEFECTS IN PARTS SUPPLIED BY THE SUPPLIER OR MANUFACTURER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE BEING DESCRIBED ON STRIP, HIGHWAYS OR OTHERWISE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE PAYMENT OF ABOVE CHARGES. I HAVE HEREBY READ THE AUTHORIZATION TO REPAIR, THE DISCLAIMER OF WARRANTIES AND THE TERMS OF PAYMENT.								
LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. MATERIALS TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT								TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00

CUSTOMER COPY

CUSTOMER #: 290888

709640

CHECK (✓) APPROPRIATE BOX		
CLAIMS REVIEW	AUTHORIZATION SUBMIT CLAIM	PARTS SCRAP OUT
PARTS	LABOR	TOTAL

HOUSTON, TX
 HOME:
 BUS: CO

TECH. #

PAGE 1

SERVICE ADVISOR: 5092-DAY-NO-1

UN/B1	11	FORD Fusion	3FAHPOHG1BR	19931/19931	T927R
DEC DATE	PROD DATE	WARR EXP	PROMISED	PAYMENT	INV DATE
17NOV10	DD18OCT10		17:00 25FEB12	CASH	16MAR12

15:57 24FEB12 17:46 27FEB12
 OPTIONS: STK:N10612 DLR:04402
 ENG:3.0L 24V V6 DURATEC ENGINE
 TRN:6-SPD AUTO TRAN

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

A D21 CUSTOMER STATES WHILE DRIVING ON FREEWAY, CAR SHUTY DOWN AND WOULD NOT RESTART

999 SEE TECH STORY
 7335 INT

19200 UNABLE TO DUPLICATE AT THIS TIME

(N/C)

B TOW TO SHOP

999 SEE TECH STORY
 999 INT

19200 ROADSIDE

(N/C)

C A07 CUSTOMER STATES STATICKY RECEPTION THOUGH PHONE CALLS THOUGH BLUE



Fixed yet

D RECALL 11S23 WHEEL STUDS AND REAR BRAKE DISC INSPECTION AND LUG NUT REPLACEMENT

CAUSE:

MT MT11S23A WONT PULL OVER PER RECALL
 8321 WF00
 1 BE5Z*1012*B NUT - WHEEL

RECALL LINCOLN

MERCURY

FC: PART#: COUNT:
 CLAIM TYPE: 11S23
 AUTH CODE:
 00832

(N/C)
 (N/C)

19200 PERFORM RECALL 11S23 -REPLACE WHEEL STUDS

E** TAP RENTAL

CAUSE: RENTAL

RENTAL CUSTOMER IN RENTAL CAR
 999 WF00

FC: A99 82

PART#: RENTAL

This was February not March

(N/C)

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO HATA PERCENT	TOTAL PARTS	PRO HATA PERCENT	TOTAL LABOR		DESCRIPTION	TOTAL
								LABOR AMOUNT	
								PARTS AMOUNT	
								GAS, OIL, LUBE	
								SUBLET AMOUNT	
								MISC. MATERIALS	
								TOTAL CHARGES	
								LESS INSURANCE	
								SALES TAX	
								PLEASE PAY THIS AMOUNT	

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE ABOVE VEHICLE SUBJECT TO THE REPAIR CONTRACT, I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPAIRS IN ACCORDANCE WITH 49.008 TEXAS REGS AND COMPLIANCE CODE, P & CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, OR FUNDS OR BECAUSE THE DRAWER OR MAJOR OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT IN WHICH IT IS DEPOSITED HAS BEEN CLOSED.

JOE MYERS
FORD LINCOLN MERCURY
 16634 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 898-8200

AUTHORIZATION TO REPAIR
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

CUSTOMER COPY

CUSTOMER #: 290888

697472

(CHECK <input checked="" type="checkbox"/> APPROPRIATE BOX)		
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCRUED MILEAGE	

TECH. #

DUPLICATE PAGE 1

SERVICE ADVISOR: 59961 N061

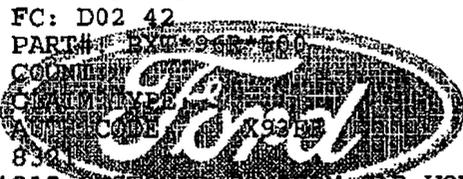
HOUSTON, TX
HOME:
BOGA

UN/BI	11	FORD Fusion	3FAHP0HG1BR	14815/14815	T139R
DEL DATE	PROG DATE	WARR EXPI	PROMISED	PLANNED	DATE
17NOV10	DE18OCT10		17:00	07OCT11	
PRO OPENED	READY	OPTIONS:	STK:N10612	DLR:04402	
		ENG:3.0L 24V V6 DURATEC ENGINE			
		TRN:6-SPD AUTO TRAN			

09:40	07OCT11	12:21	11OCT11						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL		

A D02 CAR WONT START HAS JUMPED CAR A COUPLE OF TIMES ,BELEIVES BATTERY IS FAULTY

CAUSE: CUSTOMER CONSERM CAR WONT START HAS JUMPED CAR A COUPLE OF TIMES. PERFORM BATTERY TEST GR1 190. FAILED TEST. 12.88V 155CCA (ACES) X93FF DT
10654C BATTERY - TEST, CHARGE, AND RE-TEST (10653/10654/10655) - L 8321 WF00 (N/C)
10654C1 BATTERY - REPLACE (10653/10654/10655) - L 8321 WF00 (N/C)
1 BXT*96R*500 BATTERY (N/C)



14815 CUSTOMER CONSERM CAR WONT START HAS JUMPED CAR A COUPLE OF TIMES. PERFORM BATTERY TEST GR1 190. FAILED TEST. 12.88V 155CCA (ACES) X93FF DTC_11WCK 6KKS0 996. REMOVE OLD BATTERY INSTALL NEW BATTERY TESTED OK.

B N17 CUSTOMER STATES PASSENGER FRONT HEARS A BRAKE NOISE SQUEALING SHE HAS BRUOGHT IN TO US BEFORE WITH NO PROBLEM FOUND. WOULD LIKE US TO CHECK AGAIN

problem still there

This was not march

999 SEE TECH STORY
999 INT
14815 NPF AT THIS TIME

C TOW TO SHOP UNDER MANUFACTURE WARRANTY

CAUSE: TOW
TOW TOW TO SHOP
999 WF00

(N/C)

(N/C)

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR			
NOTICE PURSUANT TO TEXAS TITLE PROPERTY CODE								DESCRIPTION	TOTALS
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPAIRS BY ACCORDANCE WITH THE 2008 TEXAS SAFETY AND COMPLIANCE CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DELINQUENT BECAUSE OF INSUFFICIENT FUNDS, OR FOR ANY OTHER REASON THE QUALITY OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT OR WHICH IT IS OTHERWISE CANCELED.								LABOR AMOUNT	
Signature of Person Responsible or Agent for Parts or Assembly X								PARTS AMOUNT	
JOE MYERS FORD LINCOLN MERCURY 18834 NORTHWEST FREEWAY HOUSTON, TEXAS 77040 SERVICE DIRECT (713) 744-3247 (713) 898-8200								GAS, OIL, LUBE	
AUTHORIZATION TO REPAIR I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.								SUBLET AMOUNT	
								MISC. MATERIALS	
								TOTAL CHARGES	
								LESS INSURANCE	
								SALES TAX	
								PLEASE PAY THIS AMOUNT	▶

CUSTOMER COPY

CUSTOMER #: 290888

700577

CHECK (✓) APPROPRIATE BOX		
CLAIMS REVIEW	AUTHORIZATION SUBMIT CLAIM	PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCUMULATED MILEAGE	

HOUSTON, TX
HOME:
BUS:

INVOICE #

PAGE 1

SERVICE ADVISOR: 52461 NOL

UN/BI	11	FORD Fusion	3FAHPOHG1BR	16017/16017	T338R
DEL DATE	PROB DATE	WARRANTY EXP	PROMISED	PO NO	INVT DATE
17NOV10	DE18OCT10		17:00 11NOV11	122107010	16MAR12

NO OPENED	HEAD	OPTIONS: STK:N10612 DLR:04402
10:35 11NOV11	08:29 14NOV11	ENG:3.0L 24V V6 DURATEC ENGINE
LINE OPCODE TECH TYPE HOURS		TRN:6-SPD AUTO TRAN
		LIST NET TOTAL

A A06 SYNC WHEN TALKING ON PHONE HEARS STATISIC THOUGH THE PHONEON THE OTHER END
SOP SPECIAL ORDER PART 5087 INT (N/C)
16017 NEW APIM HAS BEEN SPECIAL ORDERED

This is not fixed yet

B CUSTOMER STATES HAS TO ADD AIRTR ONCE A WEEK CHECK AND ADVISE 999 SEE TECH STORY 6770 CMPF 10.00 10.00
16017 TIRE REPAIR (10.00) TECH 6770 VERIFIED CUSTOMERS CONCERN AND FOUND THE R/R TIRE LOSING AIR TECH 6770 FOUND A SCREW IN THE TIRE. TECH 6770 REPAIRED TIRE AND SET ALL TIRES TO, THE RECC 31 PSI

C PERFORM INSPECTION
G-BATT BATTERY CHECKED AND OK 6770 INT (N/C)
GTIRE TIRES ARE GOOD AT THIS TIME 6770 INT (N/C)
16017 MPI 0.00 G-TIRES G-BRAKES G-BATTERY (N/C)

IS YOUR CAR UNDER 60,000 MILES ?
YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
COVERAGE 0% FINANCING AVAILABLE.
UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE

THANK YOU FOR YOUR BUSINESS.

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTAL
							LABOR AMOUNT	10.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. MATERIALS	0.00
							TOTAL CHARGES	10.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	10.00

JOE MYERS
FORD LINCOLN MERCURY
16834 NORTHWEST FREEWAY
HOUSTON, TEXAS 77040
SERVICE DIRECT
(713) 744-3247
(713) 886-8200

AUTHORIZATION TO REPAIR
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on state, highway or elsewhere for the purpose of hauling and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

CUSTOMER COPY

CUSTOMER #: 290888

711550

CHECK (✓) APPROPRIATE BOX		
CLAIMS REVIEW	AUTHORIZATION SUBMIT CLAIM	PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		
DATE INSTALLED	ACCUMULATED MILEAGE	CROSS REFERENCED TO

*INVOICE#

PAGE 1

SERVICE ADVISOR: 52961 NOV 1 SWITZER

HOUSTON, TX

HOME:

899.C

FORM	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	PAGE	
UN/B1	11	FORD Fusion	3FAHP0HG1BR		20587/20590	T998R	
DEL DATE	PROD DATE	WARRANTY	PROMISES	PHONE	DATE	PAYMENT	INV DATE
17NOV10	DD18OCT10		17:00	16MAR12		CASH	16MAR12

REG OPENED	READY	OPTIONS:	STK:N10612	DLR:04402
09:57	16MAR12	14:42	16MAR12	ENG:3.0L 24V V6 DURATEC ENGINE
LINE OPCODE		TECH TYPE	HOURS	LIST NET TOTAL

A E29 CUSTOMER STATES CAR REPEATEDLY DIES ON HER WHILE DRIVING, THE WRENCH COMES ON , HAS TO STOP RESTART THEN GOES A LITTLE FARTHER IT HAPPENS AGAIN

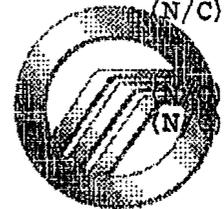
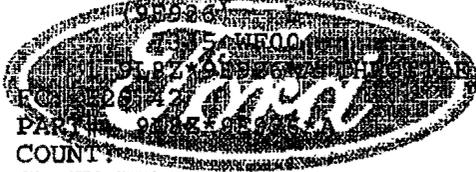
CAUSE:

12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L 7335 WF00 (N/C)

12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - L 7335 WF00 (N/C)

12650D80 PID RECORDER/MONITOR TEST - L 7335 WF00 (N/C)

9926A THROTTLE BODY - AIR INTAKE - REPLACE BODY AND MOTOR (N/C)



LINCOLN

MERCURY

20590 W EEC TEST, P2111, P2112, DCL DISPLAY TP VOLTS IN RANGE, PINPOINT TEST DV-DV4, THROTTLE PLATE STICKING AT TIMES, REPLACE THROTTLE BODY, RETEST

B PERFORM MULTI POINT INSPECTION

99P PERFORM MULTI POINT INSPECTION 7335 INT (N/C)

GBATT BATTERY CHECKED AND OK 7335 INT (N/C)

GBK BRAKES ARE GOOD AT THIS TIME 7335 INT (N/C)

GTIRE TIRES ARE GOOD AT THIS TIME 7335 INT (N/C)

THIS WAS MARCH 16

ALLOWANCE	PLUS PRICE DIFF.	LEBS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTAL
							LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. MATERIALS	
							TOTAL CHARGES	
							LESS INSURANCE	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

JOE MYERS
FORD LINCOLN MERCURY
 16834 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 896-8200

AUTHORIZATION TO REPAIR
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

CUSTOMER COPY

CUSTOMER #: 290888

711550

CHECK <input checked="" type="checkbox"/> APPROPRIATE BOX		
<input type="checkbox"/> CLAIM REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
PARTS	LABOR	TOTAL

*INVOICE#

PAGE 2

SERVICE ADVISOR: 59961-1001

HOUSTON, TX

HOME:

899-C

UN/BL	11	FORD Fusion	3FAHP0HG1BR	20587/20590	T998R
DLR DATE	PROG DATE	WARR EXP	PROMISED	DATE	PAYMENT
17NOV10	DE18OCT10		17:00	16MAR12	CASH
NO OPEN	HEAD	OPTIONS: STK:N10612 DLR:04402			
09:57	16MAR12	14:42	16MAR12	ENG:3.0L 24V V6 DURATEC_ENGINE	
LINE OPCODE TECH TYPE HOURS				LIST	NET
20590 GEATT,GBK,GTIRE					TOTAL

C** TAP RENTAL

CAUSE:

RENTAL CUSTOMER IN RENTAL CAR

7335 WF00

(N/C)

FC: A99 82

PART#: RENTAL

COUNT:

CLAIM TYPE: TAP

AUTH CODE:

00733



IS YOUR CAR UNDER 60,000 MILES ?
 YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
 COVERAGE 0% FINANCING AVAILBLE.
 UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE

THANK YOU FOR YOUR BUSINESS.

L I N C O L N

MERCURY

ALLOWANCE	PLUS PRICE DIFF.	LEASE REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR		DESCRIPTION	TOTAL
								LABOR AMOUNT	0.00
								PARTS AMOUNT	0.00
								GAS, OIL, LUBE	0.00
								SUBLET AMOUNT	0.00
								MISC. MATERIALS	0.00
								TOTAL CHARGES	0.00
								LESS INSURANCE	0.00
								SALES TAX	0.00
								PLEASE PAY THIS AMOUNT	0.00

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPAIRS IN ACCORDANCE WITH THE 2008 TEXAS BUSINESS AND CONSUMER CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, HONORED OR BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE DRAWER OR ENDORSEMENT OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT OR WHICH IT IS DRAWN HAS BEEN CLOSED.

JOE MYERS
FORD LINCOLN MERCURY
 16834 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 898-8200

AUTHORIZATION TO REPAIR
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

CUSTOMER COPY

CUSTOMER #:

668097

(CHECK <input type="checkbox"/> APPROPRIATE BOX)		
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
1 PARTS	2 LABOR	3 TOTAL
Authorized Signatures And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCRUED MILEAGE	

* INVOICE #

PAGE 1

HOME: CONT:N/A
 BUS CODE 04402 CELL:

SERVICE ADVISOR: 81426 LARA KILBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	AO	
UN/B1	11	FORD Fusion	3FAHP0HG1BR		4/7	T711	
DLR DATE	PROJ DATE	WARR EXP	PROMISED	PS NO	RATE	PAYMENT	INV DATE
DD18OCT10			17:00 08NOV10			CASH	08NOV10
H.O. OPENED	READY	OPTIONS:					
11:51 08NOV10	14:39 08NOV10	STK:N10612 DLR:04402 ENG:3.0L 24V V6 DURATEC ENGINE TRN:6-SPD AUTO TRAN					

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

A	PRE DELIVERY INSPECTION/TEXAS STATE INSPECTION						
	PDI PRE DELIVERY INSPECTION/TEXAS STATE INSPECTION						(N/C)
	779IPDII						
	PDI PRE DELIVERY INSPECTION/TEXAS STATE INSPECTION						(N/C)
	999 IPDI						
	MISC STICKER						(N/C)
	IINS						

B INTERNET PICTURE OF VEHICLE
 PIC INTERNET PICTURE OF VEHICLE

C REPAIRABLE INFLATOR WITH NITROGEN
 WITH NITROGEN



I
 ***** LINCOLN ***** MERCURY (N/C)
 IS YOUR CAR UNDER 60,000 MILES ?
 YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
 COVERAGE 0% FINANCING AVAILABLE.
 UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE
 THANK YOU FOR YOUR BUSINESS.

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	0.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. MATERIALS	0.00
							TOTAL CHARGES	0.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

NOTICE PURSUANT TO 430.001, TEXAS PROPERTY CODE
 I, THE CUSTOMER OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT, I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 49.086 TEXAS BUSINESS AND COMMERCE CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DORNBORNE BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE PAYMENT OR BALANCE OF THE CHECK OR MONEY ORDER HAS NOT ACCOUNT OF WHICH IT IS DEDUCTIBLE BEEN CASHED.
 Signature of Person Responsible for Repair of Property Repaired: X

AUTHORIZATION TO REPAIR
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranty and the terms of payment.

JOE MYERS
FORD LINCOLN MERCURY
 18634 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 895-8200

CUSTOMER COPY

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Kentucky, Minnesota, Missouri, Nevada, Ohio, Texas, Wisconsin, Washington, DC)

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Chicago, IL 60602

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Writer's Direct E-Mail
rkidde@krohnandmoss.com
www.krohnandmoss.com*

*Licensed to practice only in:
Texas*

March 23, 2012

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

RE: [REDACTED] v. Ford Motor Company
Vehicle: 2011 Ford Fusion
VIN: 3FAHP0HG1BR [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective brakes as evidenced by squeaking noise from front brakes;
2. Defective engine as evidenced by difficulty starting vehicle, vehicle repeatedly shutting off while driving and illumination of the check engine light;
3. Defective electrical system as evidenced by inoperative SYNC system and inoperative blue tooth; and

4. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kuro v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

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

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be

Page 3

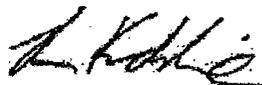
March 23, 2012

liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



Robert Kiddie
Attorney At Law

RK/tm

cc: [REDACTED]



BBB AUTO LINE

April 2, 2012

BOB GRAY
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1216167 [REDACTED] vs Ford Motor Corporation 3FAHP0HG1BR [REDACTED]

Dear Madam/Sir:

A duplicate case was opened, or a case was erroneously opened. The case has been closed for the claim listed above. We apologize for any inconvenience this may have caused.

Please contact your case specialist if you have any questions.

Sincerely,

Donna Patterson at Extension 506



BBB AUTO LINE PROGRAM SUMMARY

Ford Motor Company – Texas

Ford Motor Company has agreed to arbitrate certain warranty claims through BBB AUTO LINE. Ford's participation in BBB AUTO LINE covers Ford, Lincoln, and Mercury vehicles.

This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE. Please also see *Claims That Are Not Eligible* below for a description of the types of claims that will not be handled by BBB AUTO LINE.

Please note that although most customers choose to represent themselves in the BBB AUTO LINE process, customers may also be represented by an attorney at their own expense.

AGE/MILEAGE REQUIREMENTS

Claims seeking repurchase or replacement of a **Ford** or **Mercury** vehicle must be filed with BBB AUTO LINE within three years or 36,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking repurchase or replacement of a **Lincoln** vehicle must be filed with BBB AUTO LINE within four years or 50,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking any other remedy listed below must be filed with BBB AUTO LINE before the expiration of the applicable Ford U.S. New Vehicle Limited Warranty coverage period.

ELIGIBLE CLAIMS

Claims must be based on a defect in the vehicle's factory-supplied material or workmanship covered by the applicable Ford U.S. New Vehicle Limited Warranty.

ELIGIBLE VEHICLES

Claims may be filed for Ford, Lincoln, and Mercury cars and light trucks that are:

- Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;

- ◆ Currently registered in Texas; and
- ◆ Purchased or leased in the United States and normally operated in the United States.

The following vehicles are **not eligible** for BBB AUTO LINE:

- ◆ F-450, F-550, and F-650 pick-up trucks.
- ◆ Ford E-series Cut Away vehicles, F-series cab and chassis, and motor homes.

BBB AUTO LINE REMEDIES

The arbitrator may award the following remedies:

- ◆ Repairs.
- ◆ A Ford Extended Service Plan for the customer's current vehicle.
- ◆ Reimbursement for money the customer paid to repair the vehicle if those repairs should have been covered by the Ford New Vehicle Limited Warranty.
- ◆ Repurchase of the vehicle.
- ◆ Replacement of the vehicle **only** if it was purchased or leased *new*.

REPAIRS/REIMBURSEMENT FOR REPAIRS

The arbitrator may award repairs to defects covered by the Ford New Vehicle Limited Warranty. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

The arbitrator may award reimbursement for money paid for the repair of defects covered by the Ford New Vehicle Limited Warranty only if Ford or its dealer declined to repair the defects under warranty or to reimburse under the warranty's emergency repair provisions.

REPURCHASE/REPLACEMENT

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- ◆ The defect(s) in material or workmanship covered by the Ford New Vehicle Limited Warranty was first reported to Ford or an authorized dealer within 18 months or 18,000 miles – whichever occurs first – after the vehicle's warranty start date; and
- ◆ Either (1) the same defect was subject to repair four or more times and continues to exist, or (2) the vehicle was out of service for 30 or more cumulative calendar days for repairs to any defect(s); and
- ◆ The defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.

If the arbitrator finds that the claim meets these conditions, the arbitrator must award a repurchase or replacement that will consist of the following remedies:

- ◆ **Repurchase** – If the vehicle was **purchased**, Ford will refund the actual amount that the customer paid for the vehicle (not including any modifications or additions after the vehicle's purchase or lease), not including finance charges, less a reasonable allowance for use. If the vehicle was **leased**, Ford will refund to the customer payments made to the lending institution or lessor plus net trade-in and cash down payment (not including rebates, if any), less a reasonable allowance for use. For both **purchased** and **leased** vehicles, Ford will also provide the pay-off amount to the lienholder or lessor in accordance with the financing or lease agreement.

If the vehicle being repurchased is covered by a Ford Extended Service Plan that the customer purchased, that plan will be cancelled and its pro-rated cost refunded. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Ford will also refund sales tax, original title fees, original registration fees, and reasonable towing, rental, and other incidental costs directly incurred because of the claimed defect.

- ◆ **Replacement of a vehicle purchased or leased new** – The customer will select a new vehicle from dealer inventory that is from the same model year as, and substantially identical to, the vehicle being replaced (not including any modifications or additions after the vehicle's purchase or lease). Ford will reimburse the customer for reasonable towing, rental, and other incidental costs directly incurred because of the claimed defect.

If the customer selects a vehicle that has different equipment options, the customer will incur the cost of upgraded equipment.

If a replacement vehicle of the same vehicle model or from the same model year as the current vehicle is not available, the customer may select a different model or model year vehicle but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the vehicle being replaced and the M.S.R.P. of the new replacement vehicle.

If the vehicle being replaced is covered by a Ford Extended Service Plan that the customer purchased, Ford will provide the customer with the most nearly equivalent Ford Extended Service Plan available for the replacement vehicle at no cost to the customer. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Important: Replacement is not an available remedy if the current vehicle was purchased used.

Deductions/Exclusions from a Repurchase or Replacement Award

- ◆ If the arbitrator awards a **replacement**, the award will require payment for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{mileage at first repair of the defect for which a replacement is awarded}}{100,000} \times \text{purchase price}$$

- ◆ If the arbitrator awards a **repurchase**, the award will be reduced for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{all accrued mileage} - 100 \text{ miles}}{100,000} \times \text{purchase price}$$

- ◆ The award may be reduced or may require payment for any missing equipment or damage to the vehicle exceeding normal wear and tear.
- ◆ The award will not include any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a down payment or capitalized cost reduction.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered to the customer who applied to BBB AUTO LINE. The customer will be responsible for turning over the vehicle with all of the original equipment, and without abnormal wear or damage evident on the vehicle (e.g., cracked windshield). The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT ARE NOT ELIGIBLE

The following claims are **not** eligible for arbitration in BBB AUTO LINE:

- ◆ Claims involving a vehicle no longer owned or leased by the customer.
- ◆ Claims not covered by the Ford New Vehicle Limited Warranty, including but not limited to:
 - (1) maintenance and wear items not covered by the Warranty;
 - (2) damage caused by alterations or modifications of the vehicle after it leaves the control of Ford Motor Co.;
 - (3) damage caused by tampering with the vehicle, its emissions systems, or other parts that affect these systems; and
 - (4) damage caused by the installation or use of a non-Ford Motor Co. part or of any part designed for “off-road” use installed after the vehicle leaves the control of Ford Motor Co.
- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has (1) caused bodily injury, or (2) caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Allegations of fraud.
- ◆ Claims seeking punitive damages or compensation for loss of wages, personal injury or mental anguish.
- ◆ Claims that are the subject of a law suit or state administrative action against Ford.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and Ford.

DEALER

52F 023

VIN

3FAHP0HG1B

	Suggested Retail Price	Invoice Amount
FUSION SE	21375.00	19767.00
2011 MODEL YEAR		
UN STEEL BLUE METALLIC		
DC CAMEL CLOTH SEATS		
INCLUDED ON THIS VEHICLE		
RAPID SPEC 202A	1340.00	1166.00
SUN & SYNC VALUE PACKAGE		
POWER MOONROOF		
SYNC VOICE ACTIVATED SYSTEMS		
EC RR MIR		
OPTIONAL EQUIPMENT		
99G 3.0L 24V V6 DURATEC ENGINE	2490.00	2241.00
44W 6-SPD AUTO TRANSMISSION	NC	NC
153 FRONT LICENSE PLATE BRACKET	NC	NC
43P REVERSE SENSING SYSTEM	295.00	257.00
47S SELECTSHIFT W/ THUMB SWITCH	NC	NC
TOTAL OPTIONS	4125.00	3664.00
TOTAL VEHICLE & OPTIONS	25500.00	23431.00
DESTINATION & DELIVERY	725.00	725.00
TOTAL BEFORE DISCOUNTS	26225.00	24156.00
##SPECIAL ADDED DISCOUNTS#	445.00-	387.00-
<hr/>		
TOTAL FOR VEHICLE	25780.00	
FUEL CHARGE		
FDAF/LMDA ASSESSMENT		50.58
SHIPPING WEIGHT 3426 LBS.		366.00
TOTAL	25780.00	24185.58

This invoice may not reflect the final cost of the vehicle in view of the possibility of future rebates, allowances, discounts and incentive awards from Ford Motor Company to the dealer.

Sold to					
Joe Myers Ford Lincoln Mercury 52F023 16634 Northwest Freeway Houston TX 77040		Order Type 2	Ramp Code RA5B	Batch ID AK132	Price Level 115
Ship to (if other than above)		Date Inv. Prepared 10 13 10		Item Number 52-N027	Transit Days 15
		Ship Through			
Invoice & Unit Identification NO. 3FAHP0HG1B	Final Assembly Point HERMOSILLO	Finance Company and/or Bank Ford Motor Credit 000001			

Total Holdback	Invoice Total	A & Z Plan	D Plan	X Plan
752	24185.58	23342.58	23442.58	24363.84

This invoice to be used for the billing of vehicles only

Dealer's copy

PE13-003 000555LCSV

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Kentucky, Minnesota, Missouri, Nevada, Ohio, Texas, Wisconsin, Washington, DC)

Main Office

10 N. Dearborn St., 3rd Floor

Chicago, IL 60602

www.krohnandmoss.com

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Writer's Direct E-Mail
skiddie@consumerlawcenter.com
www.krohnandmoss.com

Licensed to practice only in:
Texas

March 23, 2012

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

RE: [REDACTED] v. Ford Motor Company
Vehicle: 2011 Ford Fusion
VIN: 3FAHP0HG1BR[REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective brakes as evidenced by squeaking noise from front brakes;
2. Defective engine as evidenced by difficulty starting vehicle, vehicle repeatedly shutting off while driving and illumination of the check engine light;
3. Defective electrical system as evidenced by inoperative SYNC system and inoperative blue tooth; and

CUSTOMER #:

668097

<input type="checkbox"/> CLAIMS REVIEW <input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM <input type="checkbox"/> PARTS SCRAP OUT		
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCUMULATED MILEAGE	

*INVOICE#

PAGE 1

HOME: CONT:N/A
806 CODE 04402 CELL:

SERVICE ADVISOR: 81826-LAURA OWEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
UN/BL	11	FORD Fusion	3FAHP0HG1BR		4/7	T711	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
	DD18OCT10		17:00 08NOV10			CASH	08NOV10

R.O. OPENED	READY	OPTIONS: STK:N10612 DLR:04402
11:51 08NOV10	14:39 08NOV10	ENG:3.0L 24V V6 DURATEC_ENGINE
		TRN:6-SPD AUTO TRAN

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			PRE DELIVERY INSPECTION/TEXAS STATE INSPECTION				
			PDI PRE DELIVERY INSPECTION/TEXAS STATE INSPECTION				(N/C)
			779 IPDII				
			PDI PRE DELIVERY INSPECTION/TEXAS STATE INSPECTION				(N/C)
			999 IPDI				
			MISC STICKER				(N/C)
			IINS				

B INTERNET PICTURE OF VEHICLE
PIC INTERNET PICTURE OF VEHICLE

779 INT

C REPLACE AIR IN TIRES WITH NITROGEN
NIT2 REPLACE AIR IN TIRES WITH NITROGEN

779 INT

MISC NITROGEN

I

LINCOLN MERCURY

IS YOUR CAR UNDER 60,000 MILES ?
YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
COVERAGE 0% FINANCING AVAILABLE.
UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE
THANK YOU FOR YOUR BUSINESS.

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	0.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. MATERIALS	0.00
							TOTAL CHARGES	0.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

NOTICE PURSUANT TO 130.061, TEXAS PROPERTY CODE
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 19.008 TEXAS BUSINESS AND COMMERCE CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE DRAWER OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

JOE MYERS
FORD LINCOLN MERCURY
16634 NORTHWEST FREEWAY
HOUSTON, TEXAS 77040
SERVICE DIRECT
(713) 744-3247
(713) 898-8200

AUTHORIZATION TO REPAIR
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

CUSTOMER COPY

CUSTOMER #: 290888

674083

CHECK (✓) APPROPRIATE BOX		
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCRUED MILEAGE	

HOUSTON, TX

PAGE 1

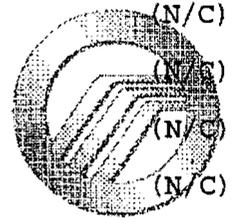
SERVICE ADVISOR: 92546 Sandra Doe

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
UN/B1	11	FORD Fusion	3FAHP0HG1BR		3221/3221	T762Y	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
17NOV10	DD18OCT10		WAIT 17JAN11			CASH	17JAN11
R.O. OPENED		READY	OPTIONS: STK:N10612 DLR:04402				
10:41 17JAN11		11:36 17JAN11	ENG:3.0L 24V V6 DURATEC ENGINE				
			TRN:6-SPD AUTO TRAN				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMERS FIRST SERVICE
 FS CUSTOMERS FIRST SERVICE
 6770 INT (N/C)
 5 XO*BALKOIL*QSPB BULK OIL (N/C)
 1 FL*500*SB12 FILTER ASY - OIL (N/C)
 3221 OIL CHANGE 0.30 CUSTOMERS FIRST SERVICE COMPLETE, ALL FLUIDS
 TOPPED OFF, TIRE PRESS SET AT THE RECC 31 PSI

B PERFORM MULTI POINT INSPECTION
 99P PERFORM MULTI POINT INSPECTION
 6770 INT (N/C)
 GBATT BATTERY CHECKED AND OK (N/C)
 G- BRAKES ARE GOOD AT THIS TIME (N/C)
 G-TIRES ARE GOOD AT THIS TIME (N/C)
 3221 MPI 0.00 G-TIRES G-BRAKES G-BATTERY (N/C)



IS YOUR CAR UNDER 60,000 MILES ? MERCURY
 YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
 COVERAGE 0% FINANCING AVAILABLE.
 UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE
 THANK YOU FOR YOUR BUSINESS.

Squeling in front end checked at this time not documented by Ford - Problem NOT Found

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	0.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. MATERIALS	0.00
							TOTAL CHARGES	0.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

JOE MYERS
FORD LINCOLN MERCURY
 10634 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 888-8200

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 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.
 X

CUSTOMER COPY

CUSTOMER #: 290888

697472

(CHECK <input checked="" type="checkbox"/> APPROPRIATE BOX)		
CLAIMS REVIEW	AUTHORIZATION SUBMIT CLAIM	PARTS SCRAP OUT
1	1	1
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCRUED MILEAGE	

HOUSTON, TX
 HOME: [REDACTED]
 BUS: C [REDACTED]

TECH. #
 INVOICE
 DUPLICATE 1
 PAGE 1

SERVICE ADVISOR: 5 [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
UN/B1	11	FORD Fusion	3FAHP0HG1BR [REDACTED]		14815/14815	T139R
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
17NOV10	DD18OCT10		17:00 07OCT11			CASH
R/O OPENED	READY	OPTIONS: STK:N10612 DLR:04402				
		ENG:3.0L 24V V6 DURATEC_ENGINE				
		TRN:6-SPD AUTO TRAN				
09:40 07OCT11	12:21 11OCT11					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A D02 CAR WONT START HAS JUMPED CAR A COUPLE OF TIMES ,BELEIVES BATTERY IS FAULTY

CAUSE: CUSTOMER CONSERM CAR WONT START HAS JUMPED CAR A COUPLE OF TIMES. PERFORM BATTERY TEST GR1 190. FAILED TEST. 12.88V 155CCA (ACES) X93FF DT

10654C BATTERY - TEST, CHARGE, AND RE-TEST
 (10653/10654/10655) - L
 8321 WF00

(N/C)

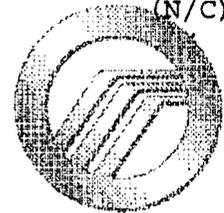
10654C1 BATTERY - REPLACE (10653/10654/10655) - L
 8321 WF00

(N/C)

1 BXT*96R*500 BATTERY

(N/C)

FC: D02 42
 PART#: BXT*96R*500
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE: X93FF
 8321



14815 CUSTOMER CONSERM CAR WONT START HAS JUMPED CAR A COUPLE OF TIMES. PERFORM BATTERY TEST GR1 190 FAILED TEST. 12.88V 155CCA (ACES) X93FF DTC_11WCK 6KKS0 996. REMOVE AND INSTALL NEW BATTERY TESTED OK.

MERCURY

problem still there

B N17 CUSTOMER STATES PASSENGER FRONT HEARS A BRAKE NOISE SQUEALING SHE HAS BRUOGHT IN TO US BEFORE WITH NO PROBLEM FOUND. WOULD LIKE US TO CHECK AGAIN

999 SEE TECH STORY
 999 INT

This was not march

(N/C)

14815 NPF AT THIS TIME

C TOW TO SHOP UNDER MANUFATURE WARRANTY

CAUSE: TOW

TOW TOW TO SHOP
 999 WF00

(N/C)

FC: A99 82 PART#: TOW COUNT:

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. MATERIALS	
							TOTAL CHARGES	
							LESS INSURANCE	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

NOTICE PURSUANT TO §39.001, TEXAS PROPERTY CODE I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPAIRMENT IN ACCORDANCE WITH §39.004 TEXAS BUSINESS AND COMMERCE CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE DRAWER OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

JOE MYERS
FORD LINCOLN MERCURY
 16634 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 898-8200

AUTHORIZATION TO REPAIR
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

CUSTOMER COPY

CUSTOMER #: 290888

697472

(CHECK APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCRUED MILEAGE	
NO. PAYMENTS		NO. EVENTS

HOUSTON, TX
 A
 C

TECH. #
 INVOICE #
 DUPLICATE 1
 PAGE 2

SERVICE ADVISOR: 59961-NOB1-DUTLER

UN/B1	11	FORD Fusion	3FAHP0HG1BR	14815/14815	T139R
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DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
17NOV10	DD18OCT10		17:00 07OCT11			CASH	16MAR12

R.G. OPENED	READY	OPTIONS: STK:N10612 DLR:04402
09:40 07OCT11	12:21 11OCT11	ENG:3.0L 24V V6 DURATEC ENGINE
		TRN:6-SPD AUTO TRAN

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CLAIM TYPE:
 AUTH CODE:

- D PERFORM MULTI POINT INSPECTION
- 99P PERFORM MULTI POINT INSPECTION
- 8321 INT (N/C)
- GBATT BATTERY CHECKED AND OK
- 8321 INT (N/C)
- GBK BRAKES ARE GOOD AT THIS TIME
- 8321 INT (N/C)
- GTIRE TIRES ARE GOOD AT THIS TIME
- 8321 INT (N/C)



IS YOUR CAR UNDER 60,000 MILES ?
 YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
 COVERAGE 0% FINANCING AVAILABLE.
 UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE
LINCOLN MERCURY
 THANK YOU FOR YOUR BUSINESS.

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRD RATA PERCENT	TOTAL PARTS	PRD RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	0.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. MATERIALS	0.00
							TOTAL CHARGES	0.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

NOTICE PURSUANT TO 470.001, TEXAS PROPERTY CODE
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION BY ACCORDANCE WITH 19.056 TEXAS BUSINESS AND COMMERCE CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE DRAWER OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

JOE MYERS
FORD LINCOLN MERCURY
 16834 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 898-8200

AUTHORIZATION TO REPAIR
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranty and the terms of payment.

CUSTOMER COPY

CUSTOMER #: 290888

700577

(CHECK APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCRUED MILEAGE	

TECH. #
INVOICE

PAGE 1

SERVICE ADVISOR: 59961 NOB1 BUCKLER

HOUSTON, TX
HOME:
803.C

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
UN/B1	11	FORD Fusion	3FAHP0HG1BR		16017/16017	T338R	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
17NOV10	DD18OCT10		17:00 11NOV11	122107010		CAW	16MAR12
R/O OPENED	READY	OPTIONS: STK:N10612 DLR:04402					
10:35 11NOV11	08:29 14NOV11	ENG:3.0L 24V V6 DURATEC ENGINE					
		TRN:6-SPD AUTO TRAN					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A A06 SYNC WHEN TALKING ON PHONE HEARS STATISIC THOUGH THE PHONEON THE OTHER END
 SOP SPECIAL ORDER PART 5087 INT (N/C)
 16017 NEW APIM HAS BEEN SPECIAL ORDERED

This is not fixed yet

B CUSTOMER STATES HAS TO ADD AIRTR ONCE A WEEK CHECK AND ADVISE
 999 SEE TECH STORY 6770 CMPP 10.00 10.00
 16017 TIRE REPAIR (10.00) TECH 6770 VERIFIED CUSTOMERS CONCERN AND FOUND THE R/R TIRE LOSING AIR TECH 6770 FOUND A SCREW IN THE TIRE TECH 6770 REPAIRED TIRE AND SET ALL TIRES TO THE RECC 31 PSI

C PERFORM MULTI POINT INSPECTION
 PERFORM MULTI POINT INSPECTION 6770 INT (N/C)
 GBK BRAKES ARE GOOD AT THIS TIME 6770 INT (N/C)
 GBATT BATTERY CHECKED AND OK 6770 INT (N/C)
 GTIRE TIRES ARE GOOD AT THIS TIME 6770 INT (N/C)
 16017 MPI 0.00 G-TIRES G-BRAKES G-BATTERY

IS YOUR CAR UNDER 60,000 MILES ?
 YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
 COVERAGE 0% FINANCING AVILABLE.
 UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE

THANK YOU FOR YOUR BUSINESS.

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	10.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. MATERIALS	0.00
							TOTAL CHARGES	10.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	10.00

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 16.001 TEXAS BUSINESS AND COMMERCE CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE DRAWER OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.
 Signature of Person Responsible or Agent for Person Responsible X

AUTHORIZATION TO REPAIR

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

JOE MYERS
FORD LINCOLN MERCURY
 16834 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 898-8200

CUSTOMER COPY

CUSTOMER #: 290888

709640

(CHECK [X] APPROPRIATE BOX)		
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SNAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		
DATE INSTALLED	ACCRUED MILEAGE	CROSS REFERENCED TO

HOUSTON, TX
 HOME:
 BGS.CO

INVOICE TECH. #

PAGE 1

SERVICE ADVISOR: 59961 NO. 1

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
UN/B1	11	FORD Fusion	3FAHP0HG1BR		19931/19931	T927R	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17NOV10	DD18OCT10		17:00 25FEB12			CASH	16MAR12
R.O. OPENED	READY	OPTIONS: STK:N10612 DLR:04402					
15:57 24FEB12	17:46 27FEB12	ENG:3.0L 24V V6 DURATEC ENGINE					
		TRN:6-SPD AUTO TRAN					

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

A D21 CUSTOMER STATES WHILE DRIVING ON FREEWAY , CAR SHUTY DOWN AND WOULD NOT RESTART
 999 SEE TECH STORY
 7335 INT (N/C)
 19200 UNABLE TO DUPLICATE AT THIS TIME

B TOW TO SHOP
 999 SEE TECH STORY
 999 INT (N/C)
 19200 ROADSIDE

C A07 CUSTOMER STATES STATICKY RECEPTION THOUGH PHONE CALLS THOUGH BLUE
 FOOT SYSTEM
 NWD NO WORK DONE
 999 INT
 Fixed yet (N/C)

D RECALL 11S23 WHEEL STUDS AND REAR BRAKE DISC INSPECTION AND LUG NUT REPLACEMENT
 Recall
 CAUSE: MT MT11S23A WONT PULL OVER PER RECALL
 8321 WF00
 1 BE5Z*1012*B NUT - WHEEL
 FC: PART#: COUNT:
 CLAIM TYPE: 11S23
 AUTH CODE: 00832
 19200 PERFORM RECALL 11S23 -REPLACE WHEEL STUDS

E** TAP RENTAL
 CAUSE: RENTAL
 RENTAL CUSTOMER IN RENTAL CAR
 999 WF00
 FC: A99 82
 PART#: RENTAL
 This was February not March (N/C)

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. MATERIALS	
							TOTAL CHARGES	
							LESS INSURANCE	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH TEXAS BUSINESS AND COMMERCE CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, UNDEPOSITED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE DRAWER OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

JOE MYERS
FORD LINCOLN MERCURY
 16634 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 898-8200

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CUSTOMER COPY

CUSTOMER #: 290888

709640

(CHECK APPROPRIATE BOX)

CLAIMS REVIEW	AUTHORIZATION SUBMIT CLAIM	PARTS SCRAP OUT
PARTS	LABOR	TOTAL

Authorized Signature And Date

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
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SERVICE INSTALLED PARTS

DATE INSTALLED	ACCRUED MILEAGE	CROSS REFERENCED TO
----------------	-----------------	---------------------

HOUSTON, TX
HOME:
888.8

INVOICE TECH. #

PAGE 2

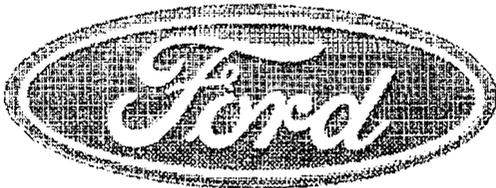
SERVICE ADVISOR: 52961 NO. 12

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
UN/BL	11	FORD Fusion	3FAHP0HG1BR		19931/19931	T927R	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
17NOV10	DD18OCT10		17:00 25FEB12			CASH	16MAR12
R.O. OPENED	READY	OPTIONS: STK:N10612 DLR:04402					
15:57 24FEB12	17:46 27FEB12	ENG:3.0L 24V V6 DURATEC ENGINE					
LINE OPCODE TECH TYPE HOURS		TRN:6-SPD AUTO TRAN		LIST	NET	TOTAL	

COUNT:
CLAIM TYPE: TAP
AUTH CODE:

IS YOUR CAR UNDER 60,000 MILES ?
YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
COVERAGE 0% FINANCING AVAILABLE.
UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE

THANK YOU FOR YOUR BUSINESS.



L I N C O L N

MERCURY

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	0.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. MATERIALS	0.00
							TOTAL CHARGES	0.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

NOTICE PURSUANT TO 470.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH TEXAS LAWS REGARDING AUTO COLLUSION CASES, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, ONSHORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE DRAWER OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

Signature of Person Responsible for Agent for Person Responsible X

JOE MYERS
FORD LINCOLN MERCURY
18834 NORTHWEST FREEWAY
HOUSTON, TEXAS 77040
SERVICE DIRECT
(713) 744-3247
(713) 888-8200

AUTHORIZATION TO REPAIR

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

X _____

CUSTOMER COPY

CUSTOMER #: 290888

711550

CHECK (✓) APPROPRIATE BOX		
CLAIMS REVIEW	AUTHORIZATION SUBMIT CLAIM	PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
SERVICE INSTALLED PARTS		CROSS REFERENCED TO
DATE INSTALLED	ACCURIED MILEAGE	

INVOICE #

PAGE 1

SERVICE ADVISOR: 59967 NOB1 BURETUS

HOUSTON, TX
HOME
BIOG

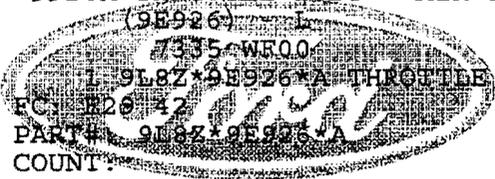
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
UN/BL	11	FORD Fusion	3FAHP0HG1BR		20587/20590	T998R	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17NOV10	DD18OCT10		17:00 16MAR12			CASH	16MAR12
R.O. OPENED	READY	OPTIONS:					
09:57 16MAR12	14:42 16MAR12	STK:N10612 DLR:04402 ENG:3.0L_24V_V6_DURATEC_ENGINE TRN:6-SPD AUTO TRAN					

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

A E29 CUSTOMER STATES CAR REPEATEDLY DIES ON HER WHILE DRIVING, THE WRENCH COMES ON , HAS TO STOP RESTART THEN GOES A LITTLE FARTHER IT HAPPENS AGAIN

CAUSE:

- 12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
7335 WF00 (N/C)
- 12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - L
7335 WF00 (N/C)
- 12650D80 PID RECORDER/MONITOR TEST - L
7335 WF00 (N/C)
- 9926A THROTTLE BODY - AIR INTAKE - REPLACE
(9E926) L
7335 WF00 (N/C)



L I N C O L N

M E R C U R Y

20590 W EEC TEST, P2111, P2112, DCL DISPLAY TP VOLTS IN RANGE, PINPOINT TEST DV-DV4, THROTTLE PLATE STICKING AT TIMES, REPLACE THROTTLE BODY, RETEST

- B PERFORM MULTI POINT INSPECTION
- 99P PERFORM MULTI POINT INSPECTION
7335 INT (N/C)
- GBATT BATTERY CHECKED AND OK
7335 INT (N/C)
- GBK BRAKES ARE GOOD AT THIS TIME
7335 INT (N/C)
- GTIRE TIRES ARE GOOD AT THIS TIME
7335 INT (N/C)

This was March 16

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. MATERIALS	
							TOTAL CHARGES	
							LESS INSURANCE	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

NOTICE PURSUANT TO 376.001, TEXAS PROPERTY CODE I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 38.002 TEXAS BUSINESS AND COMMERCE CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE DRAWER OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

JOE MYERS
FORD LINCOLN MERCURY
 16634 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
 (713) 896-8200

AUTHORIZATION TO REPAIR
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I have hereby read the authorization to repair, the disclaimer of warranties and the terms of payment.

x _____

CUSTOMER COPY

CUSTOMER #: 290888

711550

CHECK (✓) APPROPRIATE BOX		
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
PARTS	LABOR	TOTAL
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER

* INVOICE #

PAGE 2

SERVICE ADVISOR: 59961 NOB1 DUC128

HOUSTON, TX

HOME

STG:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
UN/B1	11	FORD Fusion	3FAHP0HG1BR		20587/20590	T998R	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO.	RATE	PAYMENT	INV DATE
17NOV10	DD18OCT10		17:00 16MAR12			CASH	16MAR12
R.O. OPENED	READY	OPTIONS: STK:N10612 DLR:04402					
		ENG:3.0L 24V V6 DURATEC ENGINE					
		TRN:6-SPD AUTO TRAN					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
20590	GBATT,GBK,GTIRE						

C** TAP RENTAL

CAUSE:

RENTAL CUSTOMER IN RENTAL CAR

7335 WF00

(N/C)

FC: A99 82

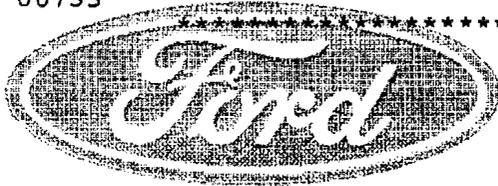
PART#: RENTAL

COUNT:

CLAIM TYPE: TAP

AUTH CODE:

00733



IS YOUR CAR UNDER 60,000 MILES ?
 YOU MAY QUALIFY FOR EXTENDED SERVICE CONTRACT
 COVERAGE 0% FINANCING AVAILABLE.
 UP TO 48 MONTH OR 48,000 MILES EXTRA COVERAGE

THANK YOU FOR YOUR BUSINESS.

LINCOLN

MERCURY

ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR	DESCRIPTION	TOTALS
							LABOR AMOUNT	0.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MISC. MATERIALS	0.00
							TOTAL CHARGES	0.00
							LESS INSURANCE	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

NOTICE PURSUANT TO 170.001, TEXAS PROPERTY CODE
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 19 AND 20B TEXAS BUSINESS AND COMMERCE CODE, IF A CHECK OR MONEY ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE DRAWER OR MAKER OF THE CHECK OR MONEY ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

JOE MYERS
FORD LINCOLN MERCURY
 16834 NORTHWEST FREEWAY
 HOUSTON, TEXAS 77040
 SERVICE DIRECT
 (713) 744-3247
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CUSTOMER COPY



CA

LAW OFFICES OF
DELSACK & ASSOCIATES, P.C.
A PROFESSIONAL LAW CORPORATION
1801 CENTURY PARK EAST, SUITE 2400
LOS ANGELES, CA 90067

TELEPHONE (310) 475-1700
FACSIMILE (310) 475-1799

ALSO ADMITTED IN THE
DISTRICT OF COLUMBIA
AND PENNSYLVANIA

December 5, 2011

Jody Banciu
Ford Motor Company - World Headquarters
One American Road
Room 402-A4
Dearborn, MI 48126-2701

General Manager
Galpin Motors, Inc.
15505 Roscoe Boulevard
North Hills, CA 91343

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

DEC 15 2011

Re: [REDACTED]; purchase of 2010 Ford Fusion
VIN 3FADPOL36AR [REDACTED]

OFFICE OF THE
GENERAL COUNSEL

Dear Ms. Banciu:

This office represents [REDACTED] concerning her purchase of a defective 2010 Ford Fusion. I enclose a copy of the vehicle contract, along with copies of other relevant documents including the repair orders describing the complaints and work done while the vehicle was in authorized repair facilities. Please note that this vehicle complies with the requirements of the Consumer Warranty Act (Song Beverly Act) because all work was done while it was covered by Ford Motor Company's express warranty.

We are hereby notifying you that this vehicle qualifies under the California "Lemon Law" (Civil Code Sections 1793.2 et seq.) for replacement or reimbursement. Civil Code Section 1793.22(b) establishes the standard for the presumption that a car is a "lemon" within the definitions of the "Lemon Law," and that it includes a new vehicle "bought or used for business and personal, family or household purposes by a person, including" businesses "to which not more than five vehicles are registered." That section states as follows:

It shall be presumed that a reasonable number of attempts have been made to conform a new motor vehicle to the applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the odometer of the vehicle, whichever occurs first, one or more of the following occurs:

(1) The same nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven and the nonconformity has been subject to repair two or more times by the manufacturer or its agents, and the buyer or lessee has at least once directly notified the manufacturer of the need for the repair of the nonconformity.

(2) The same nonconformity has been subject to repair four or more times by the manufacturer or its agents and the buyer has at least once directly notified the manufacturer of the need for the repair of the nonconformity.

(3) The vehicle is out of service by reason of repair of nonconformities by the manufacturer or its agents for a cumulative total of more than 30 calendar days since delivery of the vehicle to the buyer.

We are also hereby notifying you that this vehicle qualifies under the Magnuson-Moss Warranty Act (hereinafter referred to as "Warranty Act"), 15 U.S.C. §2301(3). Ms. [REDACTED] is a "consumer" as defined in the Warranty Act, 15 U.S.C. §2301(3), and Ford Motor Company is a "supplier" and "warrantor" as defined in the Warranty Act, 15 U.S.C. §2310(4) and (5). The 2010 Ford Fusion is a "consumer product" as defined in the Warranty Act, 15 U.S.C. §2301(1) because it is normally used for personal or household purposes. The express warranty provided by Ford is a "written warranty" as defined in the Warranty Act, 15 U.S.C. §2301(6), and under California law there was created in connection with the sale of this vehicle an implied warranty of merchantability.

Accordingly, the actions of Ford Motor Company in failing to tender the vehicle to Ms. [REDACTED] free of defects and refusing to repair or replace the defective vehicle tendered to Ms. [REDACTED] constitutes breach of the written and implied warranties covering the vehicle and hence violation of the Magnuson-Moss Warranty Act.

The Magnuson-Moss Warranty Act, 15 U.S.C. §2301(d)(2), entitles our client to recover costs and expenses of bringing suit including attorneys' fees. As a result of the misconduct of Ford Motor Company and in an effort to protect her rights, Ms. [REDACTED] has incurred and continues to incur legal fees, costs, and expenses.

Please note, pursuant to California Civil Code Section 1793.22(b), Ms. [REDACTED] vehicle has been in for repairs and out of service in possession of an authorized repair facility on at least five (5) separate occasions and out of service for more than 42 days within 18,000 miles and 18 months from the date of the purchase of the vehicle on December 13, 2009, thereby triggering the lemon law presumption.

Specifically, Ms. [REDACTED] has had numerous and consistent problems with this vehicle, including a combination of one or more manufacturing non-conformities causing the vehicle to lose power under normal operating conditions; defective battery; defective gasoline engine; "no start" condition; wrench light remains on; "pull over drive safely" light remains on; defective water pump; defective throttle; display no longer displays battery regeneration; vehicle has had to be towed on at least four (4) separate occasions; as well as other problems all contributing to the safety, use, and value of this vehicle. These complaints and problems have all been brought to the attention of the dealer, Galpin Motors, Inc., in North Hills, CA, as well as to your factory representatives. Nevertheless, despite these numerous attempts to repair the vehicle on at least six (6) separate occasions and *being out of service for a total of more than 66 days* between June 2, 2010 and November 16, 2011, these problems remain, and it appears that Ford is now no closer to making the necessary repairs to these defective conditions.

Because the vehicle still exhibits all of the same problems caused by the defects as stated above, and as was originally claimed by Ms. [REDACTED] she qualifies for the Lemon Law presumption. In these circumstances, the remedies of Civil Code Section 1793.2(d)(2) apply. That section provides:

If a manufacturer or its representative in this state is unable to service or repair a new motor vehicle, . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle in accordance with subparagraph (A) or promptly make restitution to the buyer in accordance with subparagraph (B). However, the buyer shall be free to elect restitution in lieu of replacement, and in no event shall the buyer be required by the manufacturer to accept a replacement vehicle.

Ms. [REDACTED] has elected restitution in accordance with subparagraph (B). This letter formally demands that you make restitution within thirty (30) days of your receipt of this letter in accordance with the provision of subparagraph (B) of Civil Code Section 1793.2(d)(2), which provides:

In the case of restitution, the manufacturer shall make restitution in an amount equal to the actual price paid or payable by the buyer, including any charges for any charges for transportation and manufacturer-installed options, but excluding non-manufacturer items installed by a dealer or the buyer, and including any collateral charges such as sales tax, license fees, registration fees, and other official fees, plus any incidental damages to which the buyer is entitled under Section 1794, including, but not limited to, reasonable repair, towing, and rental car costs actually incurred by the buyer.

We hereby demand that you comply with the provisions of the California "Lemon Law" provisions set forth above, and reimburse Ms. [REDACTED] as required by paragraph (2) of subdivision (d) of Section 1793.2 of the Civil Code. This letter is intended as written notice to you requesting that you comply with this provision and provide the reimbursement Ms. [REDACTED] is entitled to as a matter of law.

We calculate the amount of reimbursement owed to our client as follows:

1. Cash payment	\$33,716.60
2. Registration	380.00
3 Attorneys' fees to date	<u>4,000.00</u>
TOTAL	\$38,096.60

Unless our client is reimbursed for this amount within thirty days of your receipt of this letter, we will commence legal proceedings to recover this amount, together with additional damages as provided by California law. These damages include a mandatory award of attorneys' fees pursuant to Civil Code Section 1794 (d), and an award for personal injuries, including emotional distress, suffered as a result of your wrongful conduct, as provided by California Commercial Code Section 2715. In addition, we will take your refusal to comply with your legal obligation to constitute willful failure as defined in Civil Code Section 1794(c) which provides:

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

DELSACK & ASSOCIATES, P.C.

A PROFESSIONAL LAW CORPORATION

December 5, 2011

Page 4

In addition, please be aware of the provisions of California Civil Code Section 1794 (e) which provides in part:

(1) Except as otherwise provided in this subdivision, if the buyer establishes a violation of paragraph (2) of subdivision (d) of section 1793.2, the buyer shall recover damages and reasonable attorney's fees and costs, and may recover a civil penalty of up to two times the amount of damages . . .

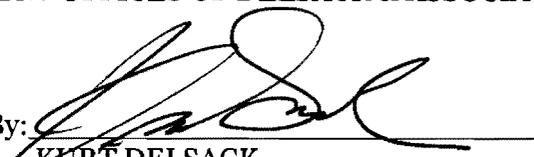
(3) After the occurrence of the events giving rise to the presumption established in subdivision (b) of Section 1793.22, the buyer may serve upon the manufacturer a written notice requesting that the manufacturer comply with paragraph (2) of subdivision (d) of Section 1793.2. . . .

(4) If the buyer serves the notice described in paragraph (3) and the manufacturer complies with paragraph (2) of subdivision (d) of Section 1793.2 within 30 days of the service of that notice, the manufacturer shall not be liable for a civil penalty pursuant to this subdivision.

PLEASE TAKE NOTICE that this letter constitutes a written notice to you requesting your compliance with paragraph (2) of subdivision (d) of Section 1793.2. This notice is served upon you in compliance with the requirements of Civil Code Section 1794(e)(3). Unless you comply with paragraph (2) of subdivision (d) of Section 1793.2 within thirty days of the service of this notice, the plaintiff may recover a civil penalty of up to two times the amount of damages for such failure.

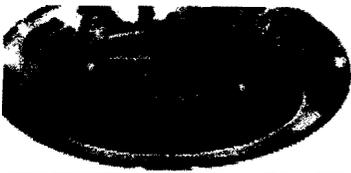
We trust you will recognize your obligations to Ms [REDACTED] pursuant to the California statutes referenced above. Please contact me at your earliest convenience if you have any questions or need any further information

Sincerely,
LAW OFFICES OF DELSACK & ASSOCIATES, P.C.

By: 
KURT DELSACK

KD/bcw
Enclosures

cc: [REDACTED]



(818) 778-2172 - Fax (818) 778-2164
 OPEN MON.-FRI. 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 029453131

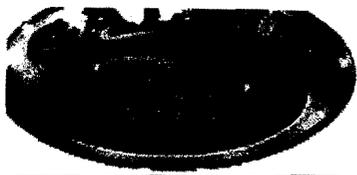
BAR # AC011208 - BAR # RC011208 - BAR # AC246635

GALPIN
 LINCOLN

GALPIN
 MERCURY Page 3

<p>Los Angeles, CA</p> <p>Phone (H) [REDACTED] Phone (W): [REDACTED] Phone (C) [REDACTED] Phone Oth: (310) [REDACTED]</p> <p>Year/Make/Model: 2010 Ford Fusion Hybrid</p> <p>VIN: 3FADP0L36AR [REDACTED]</p> <p>License Number: [REDACTED]</p> <p>Stock Number: 102383 Mileage In: 3007 Tag Number: 163 Mileage Out: 3007</p>	<p>A/R Number: [REDACTED]</p> <p>Customer Number: [REDACTED]</p> <p>PO Number: [REDACTED]</p> <p>Auth Number: [REDACTED]</p> <p>Service Writer: 91497</p> <p>Estimate Amount: \$</p> <p>Terms & Conditions: [REDACTED]</p> <p>Type of Sale: Retail</p> <p>Customer Signature</p>	<p>Invoice Number 528380</p> <p>Printed: 06/02/2010 1:09 PM</p> <p>Copy # 1</p> <p>Date Opened: 06/02/10</p> <p>Date Notified: 06/02/10</p> <p>Date Delivered:</p>
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Description	Hrs or Qty	List	Ext Total	Grand Total
1 - Cause/Action to Take RST - MAINTENANCE 1 - Correction/Action Taken RESET OIL CHANGE LIGHT				0.00
SubTotal Job # 5				0.00
6. Customer Concern PERFORM MULTI POINT INSPECTION 1 - Cause/Action to Take Q99P - MAINTENANCE 1 - Correction/Action Taken PERFORMED MULTI POINT INSPECTION				0.00
SubTotal Job # 6				0.00
7. Customer Concern Customer States PERFORM EXTERIOR DETAIL AND PAINT PROTECTION 1 - Cause/Action to Take CC 1 - Correction/Action Taken Performed.				0.00



(818) 778-2172 - Fax (818) 778-2164
 OPEN MON-FRI 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 029453131
 BAR # AC011208 - BAR # RCM11208 - BAR # AC246635

Ψ
 GALPIN
 LINCOLN

GALPIN
 MERCURY ^{Page}₂

Los Angeles, CA		A/R Number:	Invoice Number
Phone (C): (310) (310)		Customer Number:	528380
Year/Make/Model: 2010 Ford Fusion Hybrid		PO Number:	Printed: 06/02/2010 1:09 PM
VIN: 3FADP0L36AR		Auth Number:	Copy # 1
License Number:		Service Writer: 91497	Date Opened: 06/02/10
Stock Number: 102383 Mileage In: 3007		Estimate Amount: \$	Date Notified: 06/02/10
Tag Number: 163 Mileage Out: 3007		Terms & Conditions:	Date Delivered:
		Type of Sale: Retail	
		Customer Signature	

Description	Hrs or Qty	List	Ext Total	Grand Total
SubTotal Job # 2				0.00
<u>3. Customer Concern</u>				
INSPECT BRAKES				
1 - Cause/Action to Take				
GBKS - MAINTENANCE				
1 - Correction/Action Taken				
INSPECTED BRAKES				
2 - Cause/Action to Take				
GBKS - MAINTENANCE				
2 - Correction/Action Taken				
INSPECTED BRAKES				
3 - Cause/Action to Take				
GBKS - MAINTENANCE				
3 - Correction/Action Taken				
INSPECTED BRAKES AND BRAKES HAVE 6mm OR ABOVE				
REMAINING... front at 8mm... rear at 7mm...				
SubTotal Job # 3				0.00
<u>4. Customer Concern</u>				
PERFORM BATTERY TEST				
1 - Cause/Action to Take				
GBATT - MAINTENANCE				
1 - Correction/Action Taken				
PERFORMED BATTERY TEST				
2 - Cause/Action to Take				
GBATT - MAINTENANCE				
2 - Correction/Action Taken				
BATTERY PASSES LOAD TEST				
SubTotal Job # 4				0.00
<u>5. Customer Concern</u>				
RESET OIL CHANGE LIGHT				



(818) 778-2172 - Fax (818) 778-2164
 OPEN MON.-FRI. 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 029453131
 BAR # AC011208 - BAR # RC011208 - BAR # AC246636

ψ
 GALPIN
 LINCOLN

GALPIN
 MERCURY Page 1

[Redacted] Los Angeles, CA		A/R Number:	Invoice Number 528380
[Redacted] Phone (W): [Redacted] Phone Oth: (310)		Customer Number: [Redacted]	Printed: 06/02/2010 1:09 PM
Year/Make/Model: 2010 Ford Fusion Hybrid		PO Number:	Copy # 1
VIN: 3FADP0L36AR [Redacted]		Auth Number:	Date Opened: 06/02/10
License Number:		Service Writer: 91497	Date Notified: 06/02/10
Stock Number: 102383 Mileage In: 3007		Estimate Amount: \$	Date Delivered:
Tag Number: 163 Mileage Out: 3007		Terms & Conditions:	
		Type of Sale: Retail	
		Customer Signature	

Description	Hrs or Qty	List	Ext Total	Grand Total
1. Customer Concern				
PERFORM COMPLIMENTARY 1ST SERVICE. LUBE, OIL, AND FILTER, TIRE ROTATION AND MULTI POINT INSPECTION				
1 - Cause/Action to Take				
1STWORKS - MAINTNENACE				
1 - Correction/Action Taken				
PERFORMED COMPLIMENTARY 1ST SERVICE	91312			<u>0.00</u>
CHANGED ENGINE OIL AND FILTER				
ROTATED TIRES				
INSPECTED FRONT AND REAR BRAKES				
PERFORMED MULTI POINT INSPECTION				
Part Number Failed Description				
1S7Z6731DA		FLTR ASY-OIL(SPIN-ON TYPE)		
XO5W20QSP		ENGINE OIL		
	1			
	5			
		<u>Sub Total Parts</u>		<u>Internal Work</u>
2. Customer Concern				
INSPECT TIRES AND TIRE TREAD DEPTHS				
1 - Cause/Action to Take				
GTIRE - MAINTENANCE				
1 - Correction/Action Taken				
INSPECTED TIRES AND TIRE TREAD DEPTH				<u>0.00</u>
2 - Cause/Action to Take				
GTIRE - MAINTENANCE				
2 - Correction/Action Taken				
INSPECTED TIRES AND ALL TIRES HAVE 6/32 AND ABOVE REMAINING... front & rear at 8/32...				<u>0.00</u>
3 - Cause/Action to Take				
GTIRE - MAINTENANCE				
3 - Correction/Action Taken				
INSPECTED TIRES AND ALL TIRES HAVE 6/32 AND ABOVE REMAINING				<u>0.00</u>



(818) 778-2172 - Fax (818) 778-2164
 OPEN MON.-FRI 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 029453131
 BAR # AC011208 - BAR # RC011208 - BAR # AC246635

GALPIN
 LINCOLN

GALPIN
 MERCURY ^{Page 1}

Los Angeles, CA	A/R Number:	Invoice Number
	Customer Number:	528381
	PO Number:	Printed: 06/02/2010 1:12 PM
	Auth Number:	Copy # 1
Phone (W): Phone Oth: (310)	Service Writer: 91497	Date Opened: 06/02/10
Year/Make/Model: 2010 Ford Fusion Hybrid	Estimate Amount: \$	Date Notified: 06/02/10
VIN: 3FADP0L36 AR	Terms & Conditions:	Date Delivered:
License Number:	Type of Sale: Retail	
Stock Number: 102383	Mileage In: 3007	<i>Customer Signature</i>
Tag Number: 163	Mileage Out: 3007	

Description	Hrs or Qty	List	Ext Total	Grand Total
1. Customer Concern				
Customer States TEMPERATURE DISPLAY USED TO BE GREEN IN THE MORNING AND NOW IT'S BLUE				
1 - Cause/Action to Take				
CC				
1 - Correction/Action Taken				
Verified normal operation against new vehicle from inventory. Normal operation.				
SubTotal Job # 1				0.00
				Warranty
2. Customer Concern				
Customer States VEHICLE NO LONGER DISPLAYS BETTERY REGENERATION WHILE BRAKING.				
1 - Cause/Action to Take				
CC				
1 - Correction/Action Taken				
No problems found. Normal operation.				
SubTotal Job # 2				0.00
				Warranty



(818) 778-2172 - Fax (818) 778-2164
 OPEN MON.-FRI. 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 029453131
 BAR # AC011208 - BAR # RC011208 - BAR # AC246635

GALPIN
LINCOLN

GALPIN
MERCURY Page 1

Los Angeles, CA Phone (H): Phone (W): Phone Oth: (310) Year/Make/Model: 2010 Ford Fusion Hybrid VIN: 3FADP0L36 AR License Number: Stock Number: 102383 Tag Number: 735 Mileage In: 6411 Mileage Out: 6415	A/R Number: Customer Number: PO Number: Auth Number: Service Writer: 90471 Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	Invoice Number 538802 Printed: 08/20/2010 5:00 PM Copy # 1 Date Opened: 08/13/10 Date Notified: 08/20/10 Date Delivered:
	Customer Signature	

Description	Hrs or Qty	List	Ext Total	Grand Total
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1. Customer Concern

Customer States WHILE DRIVING WRENCH LIGHT WILL COME ON

1 -- Cause/Action to Take

CC

1 -- Correction/Action Taken

P0A7C MOTOR ELECTRICAL OUTER TEMP - BODY CHASIS ELECTRICAL DIAGNOSIS RETRIEVED DTC P0A7C , B, G, E, PINPOINT TEST COOLING FAN DIAGNOSIS, OKAY, PRESSURE TEST COOLING SYSTEM NO LEAKS DETECTED REMOVED AND REPLACED WATER PUMP ASSEMBLY RETESTED SYSTEM PASSED	90037		0.00
--	-------	--	------

2 -- Correction/Action Taken

0.00

3 -- Correction/Action Taken

0.00

4 -- Correction/Action Taken

0.00

5 -- Correction/Action Taken

0.00

Part Number	Failed	Description
9E5Z8C419A		PUMP ASY

1

Sub Total Parts
 SubTotal Job # 1

Warranty
 Warranty



(818) 778-2172 - Fax (818) 778-2164
 OPEN MON.-FRI. 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 029453131
 BAR # AC011208 - BAR # RC011208 - BAR # AC246635

GALPIN
LINCOLN

GALPIN
MERCURY Page 2

Los Angeles, CA

Phone
Phone

: 2010 Ford Fusion Hybrid

VIN: 3FADP0L36AR

License Number:

Stock Number: 102383

Mileage In: 6411

Tag Number: 735

Mileage Out: 6415

A/R Number:
 Customer Number:
 PO Number:
 Auth Number:
 Service Writer: 90471
 Estimate Amount: \$
 Terms & Conditions:
 Type of Sale: Retail

Customer
Signature

Invoice Number

538802

Printed: 08/20/2010 5:00 PM

Copy # 1

Date Opened: 08/13/10

Date Notified: 08/20/10

Date Delivered:

Description	Hrs or Qty	List	Ext Total	Grand Total
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*Supplied to Alina - receipt on - Tom's
 - [unclear] - [unclear]
 - [unclear] - [unclear]*

GALPIN CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Rather, you are given a menu price which will be quoted to you and authorized by you in advance of the prescribed repair. If we discover that different or additional repairs are appropriate, you will be contacted for your advance approval of a revised quotation. Our menu prices are computed internally by multiplying our retail hourly labor rate by a time factor allotted to the repair. This time factor and our menu prices are based on our evaluation of the complexity of the work required, our costs for doing business, and, of course, our desire to remain competitive. We believe our menu pricing is advantageous to our customers because your price for a prescribed repair remains the same regardless of how long the repair actually takes to be completed.

SERVICE DEPARTMENT HOURS:
 MONDAY - FRIDAY: 7:00 A.M. TO 7:00 P.M.
 SATURDAY: 8:00 A.M. - 5:00 P.M.
 RESERVATIONS: (818)778-2172

IF FOR ANY REASON, WE HAVE NOT MADE YOU COMPLETELY SATISFIED, PLEASE ALLOW US THE OPPORTUNITY TO CORRECT THE SITUATION.
 OUR MANAGEMENT TEAM CAN BE REACHED AT (818)778-2172.

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00



AFTER HOURS - SERVICE VEHICLE - DROP OFF

☆ IF YOU LEAVE YOUR CAR FOR SERVICE AFTER NORMAL HOURS ☆

ASK ABOUT OUR SPECIAL RENTAL RATES WHEN YOUR CAR IS BEING SERVICED!

#266

8000 0000

LIC. #: [REDACTED] MODEL: Ford/Fusion COLOR: Silver YEAR: 10

REGISTERED OWNER(S): [REDACTED]

MILEAGE: [REDACTED] ADDRESS: [REDACTED] CITY: [REDACTED] ZIP: [REDACTED]

PERSON TO CONTACT NAME: [REDACTED] E: [REDACTED]

TELEPHONE NUMBERS: ~~WORK:~~ [REDACTED]

(These Must Be Current)

HOME: () [REDACTED]

CELL: () [REDACTED]

PAGER: () [REDACTED]

- Do you have a reservation for this visit? YES NO
- Was the vehicle purchased at Galpin? YES NO USED NEW
- Did you purchase an Extended Service Policy? YES NO NOT SURE

REQUESTED SERVICES

☆ Scheduled Maintenance Service ☆

- Oil and Filter Change Only
- | | | | | |
|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|--|
| <input type="checkbox"/> 5,000 Miles | <input type="checkbox"/> 10,000 Miles | <input type="checkbox"/> 15,000 Miles | <input type="checkbox"/> 20,000 Miles | <input type="checkbox"/> 25,000 Miles |
| <input type="checkbox"/> 30,000 Miles | <input type="checkbox"/> 35,000 Miles | <input type="checkbox"/> 40,000 Miles | <input type="checkbox"/> 45,000 Miles | <input type="checkbox"/> 50,000 Miles |
| <input type="checkbox"/> 55,000 Miles | <input type="checkbox"/> 60,000 Miles | <input type="checkbox"/> 65,000 Miles | <input type="checkbox"/> 70,000 Miles | <input type="checkbox"/> 75,000 Miles |
| <input type="checkbox"/> 80,000 Miles | <input type="checkbox"/> 85,000 Miles | <input type="checkbox"/> 90,000 Miles | <input type="checkbox"/> 95,000 Miles | <input type="checkbox"/> 100,000 Miles |
- Wheel Alignment Tire Rotation and Balancing Break Inspection
- Smog Check Tune-up IOU Paintless Dent Repair

Please describe any other repair concerns: △ comes on - pull over
Wrench light bar in Abhin - since last repair
see last page work (RO) re ✓

Please Return Old Parts Yes No

Who is your service advisor? _____

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Dealer is not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. Customer is hereby notified that the property is not insured or protected to the amount of the actual cash value thereof, or otherwise against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

Signature of person leaving car [REDACTED] Print Name [REDACTED]

All City Service Hours
 7:00 a.m. to 7:00 p.m. Monday - Friday
 8:00 a.m. to 5 p.m. Saturdays

G - 397 REV 5/04

CARS CANNOT BE RELEASED AFTER 7:00 P.M. WEEKDAYS OR AFTER 5:00 P.M. SATURDAYS

RENTAL AGREEMENT



Sept 13

NORTH HILLS CA 91363

818-787-8888

RENTAL RECORD



VEHICLE NO.	LICENSE	YEAR	VEHICLE NO.	LICENSE	YEAR
			090395	6HSJ078	9
MODEL	COLOR	MODEL	COLOR	MODEL	COLOR
	M3		COPPER		
MILES IN			MILES OUT		
			00787		

09/13/2010
 Merchant ID:
 Terminal ID:
 29056904991

GALPIN RAC FORD SERVIC
 15505 ROSCOE BOULEVARD
 NORTH HILLS, CA 91343

09:05:42
 000000001007024
 01459391

CREDIT CARD
 VISA AUTH ONLY

XXXXXXXXXXXX0777
 90395
 000679
 090257
 Swiped
 Online
 \$100.00

CARD #
 INVOICE
 Batch #:
 Approval Code:
 Entry Method:
 Approved:
 PRE-AUTH AMOUNT

CUSTOMER COPY

PER WEEK
 DAMAGE WAIVER
 UNLIMITED MILES
 24 HOUR ROADSIDE ASSISTANCE
 1-800-333-3673

PLEASE REFER TO VEHICLE DAMAGE REPORT
 PLEASE REFER TO VEHICLE DAMAGE REPORT
 24 HOUR ROADSIDE ASSISTANCE
 1-800-333-3673

VEHICLES CANNOT LEAVE STATE OF CALIFORNIA WITHOUT WRITTEN CONSENT

REMARKS:

JOB#	FUEL	FUEL	
		OUT	IN
	FULL		

*** ROADSIDE ASSISTANCE 818-886-7411 ***

CREDIT CARD IMPRINT

OUT BY: JESSB IN BY:



65695

4040 Mystic Valley Parkway, Boston, Massachusetts 02155
(617) 393-9300 • (800) 541-CCMC (2262) • Fax (617) 395-6705

Request for Payment from Tow/Service Company

Date of Service 9/12/10
 Time of Arrival at Site _____ a.m.
 _____ p.m.
 Time of Job Completion _____ a.m.
 _____ p.m.

Address _____

CCMC Dispatch# _____

CCMC Membership # _____ Vehicle Identification Num 3FADP0L36AR

Type of Service Flatbed Tow Wheel Lift Tow Fuel Repair Tire Roadside Jump Start Lockout Winch No Show (G.O.A.) Other

Miles Towed _____
 Gross Miles _____ OD Meter 7466

Net Miles x Mileage Rate _____
 Hook-up Rate / Flat Rate _____
 Dolly _____
 Labor _____
 Re - Tow _____
 From _____ To _____ Storage _____

Total Charge to CCMC \$ _____

Vendor # 20723 All City Tow Service
 5832 W. Adams Blvd. • Culver City, CA 90232

Comments #12,2010
 CCMC VENDOR HOTLINE: 1-800-541-2262
 Service Truck Driver Signature Truck # 9 / Legal # 33

CCMC IS NOT RESPONSIBLE FOR THE ACTIONS OF THE ABOVE INDEPENDENT SERVICE PROVIDER



(818) 778-2172 - Fax (818) 778-2164
 OPEN MON.-FRI. 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 029453131

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 LINCOLN

GALPIN
 MERCURY Page 1

BAR # AC011208 - BAR # RC011208 - BAR # AC246635

Titia Eriksson

Los Angeles, CA

Phone (H):

Phone Oth: (310)

Year/Make/Model: 2010 Ford Fusion Hybrid

VIN: 3FADP0L36AR

License Number:

Stock Number: 102383

Mileage In: 7466

Tag Number: 266

Mileage Out: 7668

Customer Number:

PO Number:

Auth Number:

Service Writer: 90471

Estimate Amount: \$

Terms & Conditions:

Type of Sale: Retail

*Customer
Signature*

542638

Printed: 09/23/2010 9:07 AM

Copy # 2

Date Opened: 09/13/10

Date Notified: 09/23/10

Date Delivered:

Description	Hrs or Qty	List	Ext Total	Grand Total
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Customer Concern

VEHICLE WAS TOWED IN*****C/S WAS DRIVING WRENCH LIGHT CAME BACK ONE SINCE PICKED UP (9/3/11) AND STATES OVER WEEKEND WAS DRIVING AND RED TRIANGLE LIGHT CAME ON - LOCKED IN OWNERS GUIDE AND THAT ICON INDICATED TO PULL OVER - SEE ATTACHED RO 538802

1 - Cause/Action to Take

CC

1 - Correction/Action Taken

PERFORMED SYSTEM DIAGNOSIS RETRIEVED CODE P0A7C OVERHEAT CODE MECP PUMP CIRCUIT TESTED - CONTACTED HOTLINE CHECKED ALL CONNECTIONS AND BLED COOLING SYSTEM - ROADTESTED VEHICLE ON 2 EXTENDED ROADTESTS AND WAS NOT ABLE TO REPLICATE CONCERN

90525

0.00

Part Number	Failed	Description
VC10A2		ANTI FREEZE

1

Sub Total Parts
 SubTotal Job # 1

Warranty
 Warranty



(818) 778-2172 - Fax (818) 778-2164

OPEN MON.-FRI. 7:00 AM TO 7:00 PM

SATURDAY 8:00 AM TO 5:00 PM

EPA # CAD 029453131

BAR # AC011208 - BAR # RC011208 - BAR # AC246635

GALPIN LINCOLN

GALPIN MERCURY Page 2

Los Angeles, CA [REDACTED]
 Phone (H): [REDACTED] Phone (W): [REDACTED]
 Phone (C): [REDACTED] Phone Oth: (310) [REDACTED]
 Year/Make/Model: 2010 Ford Fusion Hybrid
 VIN: 3FADP0L36AR [REDACTED]
 License Number: [REDACTED]
 Stock Number: 102383 Mileage In: 7466
 Tag Number: 266 Mileage Out: 7668

A/R Number:
 Customer Number: [REDACTED]
 PO Number:
 Auth Number:
 Service Writer: 90471
 Estimate Amount: \$
 Terms & Conditions:
 Type of Sale: Retail
 Customer Signature

Invoice Number
542638
 Printed: 09/23/2010 9:07 AM
 Copy # 2
 Date Opened: 09/13/10
 Date Notified: 09/23/10
 Date Delivered:

Description	Hrs or Qty	List	Ext Total	Grand Total
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GALPIN CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Rather, you are given a menu price which will be quoted to you and authorized by you in advance of the prescribed repair. If we discover that different or additional repairs are appropriate, you will be contacted for your advance approval of a revised quotation. Our menu prices are computed internally by multiplying our retail hourly labor rate by a time factor allotted to the repair. This time factor and our menu prices are based on our evaluation of the complexity of the work required, our costs for doing business, and, of course, our desire to remain competitive. We believe our menu pricing is advantageous to our customers because your price for a prescribed repair remains the same regardless of how long the repair actually takes to be completed.

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00

SERVICE DEPARTMENT HOURS:
 MONDAY - FRIDAY: 7:00 A.M. TO 7:00 P.M.
 SATURDAY: 8:00 A.M. - 5:00 P.M.
 RESERVATIONS: (818)778-2172

IF FOR ANY REASON, WE HAVE NOT MADE YOU COMPLETELY SATISFIED, PLEASE ALLOW US THE OPPORTUNITY TO CORRECT THE SITUATION.
 OUR MANAGEMENT TEAM CAN BE REACHED AT (818)778-2172.



(818) 778-2172 - Fax (818) 778-2164
 OPEN MON.-FRI. 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 029453131
 BAR # AC011208 - BAR # RC011208 - BAR # AC246635

GALPIN
 LINCOLN

GALPIN
 MERCURY ^{Page 1}

[Redacted] Los Angeles, CA [Redacted] [Redacted] Phone Oth: (310) [Redacted] [Redacted] Fusion Hybrid VIN: 3FADP0L36 AR [Redacted] License Number: [Redacted] Stock Number: 102383 Mileage In: 8398 Tag Number: 124 Mileage Out: 8588	A/R Number: Customer Number: [Redacted] PO Number: Auth Number:	Invoice Number 547458 Printed: 10/28/2010 10:32 AM Copy # 2 Date Opened: 10/18/10 Date Notified: Date Delivered:
	Service Writer: [Redacted] Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	Customer Signature

description	Hrs or Qty	List	Ext Total	Grand Total
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Customer Concern

Customer States WAS DRIVING AND RED TRIANGLE LIGHT ILLUMINATED ON DASHBOARD AND VEHICLE DIED - WOULDNT START UP HAD TO TOW VEHICLE HERE

1 -- Cause/Action to Take
 CC

1 -- Correction/Action Taken

PERFORM EEC DIAGNOSIS FOUND CODES U0140 AND P1A0C	90525			<u>0.00</u>
PERFORM PINPOINT TEST BM1-5 NO FAULT FOUND - INSPECT				
CONNECT C139 AND C145 OKAY - CONTACTED HOTLINE REPORT # 104118877 RECOMMEND SMOKE TEST VMV CHECKED				
ROADTESTED VEHICLE 100 MILES NO CODES - FORD FIELD ENGINEER RECOMMENDED TO REPLACE VMV AND PERFORM TSB 10-21-10 (PCM REPROGRAM) REPLACED CANNISTER PURGE VALVE AND REPROGRAMMED PCM PER TSB 10-21-10 AND ROADTESTED ANOTHER 90 MILES AND SYSTEM PASSED				

2 -- Correction/Action Taken

0.00

3 -- Correction/Action Taken

0.00

4 -- Correction/Action Taken

0.00

5 -- Correction/Action Taken

0.00

Part Number	Failed	Description
9U5Z9C915BE		VALVE ASY

1

Sub Total Parts
 SubTotal Job # 1

Warranty
 Warranty



(818) 778-2172 - Fax (818) 778-2164
 OPEN MON.-FRI. 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 029453131
 BAR # AC011208 - BAR # RC011208 - BAR # AC246635

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 GALPIN
 LINCOLN

GALPIN
 MERCURY ^{page}₂

[Redacted] Los Angeles, CA [Redacted] Phone (W): [Redacted] Phone Oth: (310) [Redacted]	A/R Number: Customer Number: [Redacted] PO Number: Auth Number:	Invoice Number 547458 Printed: 10/28/2010 10:32 AM Copy # 2 Date Opened: 10/18/10 Date Notified: Date Delivered:
	Service Writer: 90471 Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	
Year/Make/Model: 2010 Ford Fusion Hybrid VIN: 3FADP0L36AR [Redacted] License Number: Stock Number: 102383 Mileage In: 8398 Tag Number: 124 Mileage Out: 8588	Customer Signature	

description	Hrs or Qty	List	Ext Total	Grand Total
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GALPIN CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Rather, you are given a menu price which will be quoted to you and authorized by you in advance of the prescribed repair. If we discover that different or additional repairs are appropriate, you will be contacted for your advance approval of a revised quotation. Our menu prices are computed internally by multiplying our retail hourly labor rate by a time factor allotted to the repair. This time factor and our menu prices are based on our evaluation of the complexity of the work required, our costs for doing business, and, of course, our desire to remain competitive. We believe our menu pricing is advantageous to our customers because your price for a prescribed repair remains the same regardless of how long the repair actually takes to be completed.

SERVICE DEPARTMENT HOURS:
 MONDAY - FRIDAY: 7:00 A.M. TO 7:00 P.M.
 SATURDAY: 8:00 A.M. - 5:00 P.M.
 RESERVATIONS: (818)778-2172
 SEE SERVICE SPECIALS @ WWW.GALPINSPECIALS.COM

IF FOR ANY REASON, WE HAVE NOT MADE YOU COMPLETELY SATISFIED, PLEASE ALLOW US THE OPPORTUNITY TO CORRECT THE SITUATION.
 OUR MANAGEMENT TEAM CAN BE REACHED AT (818)778-2172.

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00

GALPIN JOB CHANGE ORDER

(Circle one)

FORD AM JAG LINC/MERC MAZDA VOLVO SATURN GAS HONDA RECON

JOB# 24	DATE 10/25/10	TIME 1153	ADVISOR [Signature]	CUSTOMER [Redacted]
YEAR	MODEL	PROD. DATE	ENG.	TRANS.
		TRIM	BODY	

ITEM #	TECH #	RO #	LN #	SERVICE NEEDED	PART #(S)	PARTS	LABOR \$\$\$	LABOR HRS.	TOTAL
1				<p>OK for extended</p> <p>ROAD TEST</p>					
2									
3									
4									
5									
6		90537		500 MILES 2392 MI IN MILES 2495 MI	90537 400 MILES 8495 MI IN MILES 9320 MI AFTER EXTENDED ROUTES, NO VEHICLE OPERATION NORMAL, NO PROBLEMS FOUND AT THIS TIME				
7				AFTER EXTENDED ROAD TEST OF					
8				VEHICLE OPERATION NORMAL, NO PROBLEMS					
9				FOUND AT THIS TIME.					
10									
11									

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS - I hereby designate the the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone #: _____ Email: _____ Fax #: _____
 Customer Name: _____ Work Order #: _____ Customer: [Redacted] & Date: 4/11/11

ADDITIONAL REPAIRS AUTHORIZED Per Kevin B.	CUSTOMER [Signature]	ADVISOR [Signature]	<input type="checkbox"/> PERSONAL CONTACT
	ADDITIONAL AMOUNT	NEW TOTAL	<input checked="" type="checkbox"/> PHONE DATE/TIME 10/25/10 @ 1153
ADDITIONAL REPAIRS AUTHORIZED	CUSTOMER	ADVISOR	<input type="checkbox"/> PERSONAL CONTACT
	ADDITIONAL AMOUNT	NEW TOTAL	<input type="checkbox"/> PHONE DATE/TIME
ADDITIONAL REPAIRS AUTHORIZED	CUSTOMER	ADVISOR	<input type="checkbox"/> PERSONAL CONTACT
	ADDITIONAL AMOUNT	NEW TOTAL	<input type="checkbox"/> PHONE DATE/TIME



(818) 778-2172 - Fax (818) 778-2164
 OPEN MON.-FRI. 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 029453131

BAR # 011208 - BAR # RC011208 - BAR # 246635

[Redacted] Los Angeles, CA		A/R Number:	Invoice Number 580316
Phone (H): [Redacted] Phone (W): [Redacted]		Customer Number: [Redacted]	Printed: 06/16/2011 4:19 PM
Phone (C): [Redacted] Phone Oth: (310)		PO Number:	Copy # 1
Year/Make/Model: 2010 Ford Fusion Hybrid		Auth Number:	Date Opened: 06/06/11
VIN: 3FADP0L36AR [Redacted]		Service Writer: Steve Walker	Date Notified: 06/16/11
License Number: 463		Estimate Amount: \$	Date Delivered:
Stock Number: 102383 Mileage In: 13374		Terms & Conditions:	
Tag Number: 463 Mileage Out: 13844		Type of Sale: Retail	
		Customer Signature	

Description	Hrs or Qty	List	Ext Total	Grand Total
1. Customer Concern				
PERFORM WORKS FUEL SAVER PACKAGE. LUBE, OIL AND FILTER, TIRE ROTATION, AND MULTI POINT INSPECTION*****FREE SERVICE PER OWNERS ADVANTAGE*****				
1 - Cause/Action to Take				
WORKS - MAINTENANCE				
1 - Correction/Action Taken				
PERFORMED WORKS FUEL SAVER PACKAGE	91299			20.70
CHANGED ENGINE OIL AND FILTER ROTATED TIRES INSPECTED FRONT AND REAR BRAKES PERFORMED MULTI POINT INSPECTION				
Part Number	Failed	Description		
1S7Z6731DA		FLTR ASY-OIL(SPIN-ON TYPE)	1 3.74	3.74
XO5W20QSP		ENGINE OIL	5 3.15	15.75
Sub Total Parts				19.49
Miscellaneous Charges and Deductions				
HWaste Disposal - 77720				2.00
SubTotal Job # 1				42.19
2. Customer Concern				
Tires Inflated to (PSI)				
LEFT FRONT	35	LEFT REAR	35	
RIGHT FRONT	35	RIGHT REAR	35	
1 - Cause/Action to Take				
TPCHECK - ..				
1 - Correction/Action Taken				
Tire Pressure check completed	91299			0.00
SubTotal Job # 2				0.00
3. Customer Concern				
INSPECT TIRES AND TIRE TREAD DEPTHS				



(818) 778-2172 - Fax (818) 778-2164
 OPEN MON.-FRI. 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 029453131

GALPIN LINCOLN Page 2

BAR # 011208 - BAR # RC011208 - BAR # 246635

[Redacted] Los Angeles, CA		A/R Number:	Invoice Number
[Redacted] Phone (W):		Customer Number: [Redacted]	580316
[Redacted] Phone Oth: (310)		PO Number:	Printed: 06/16/2011 4:19 PM
Year/Make/Model: 2010 Ford Fusion Hybrid		Auth Number:	Copy # 1
VIN: 3FADP0L36AR[Redacted]		Service Writer: Steve Walker	Date Opened: 06/06/11
License Number:		Estimate Amount: \$	Date Notified: 06/16/11
Stock Number: 102383 Mileage In: 13374		Terms & Conditions:	Date Delivered:
Tag Number: 463 Mileage Out: 13844		Type of Sale: Retail	
		Customer Signature	

Description	Hrs or Qty	List	Ext Total	Grand Total
1 - Cause/Action to Take GTIRE - MAINTENANCE 1 - Correction/Action Taken INSPECTED TIRES AND TIRE TREAD DEPTH	91299			<u>0.00</u>
2 - Cause/Action to Take GTIRE - MAINTENANCE 2 - Correction/Action Taken INSPECTED TIRES AND ALL TIRES HAVE 6/32 AND ABOVE REMAINING				<u>0.00</u>
SubTotal Job # 3				0.00
4. Customer Concern				
PERFORM BATTERY TEST 1 - Cause/Action to Take GBATT - MAINTENANCE 1 - Correction/Action Taken PERFORMED BATTERY TEST	91299			<u>0.00</u>
2 - Cause/Action to Take GBATT - MAINTENANCE 2 - Correction/Action Taken BATTERY PASSES LOAD TEST				<u>0.00</u>
SubTotal Job # 4				0.00
5. Customer Concern				
INSPECT BRAKES 1 - Cause/Action to Take GBK - MAINTENANCE 1 - Correction/Action Taken INSPECTED BRAKES	91299			<u>0.00</u>
2 - Cause/Action to Take GBK - MAINTENANCE 2 - Correction/Action Taken INSPECTED BRAKES AND BRAKES HAVE 6mm OR ABOVE REMAINING				<u>0.00</u>



(818) 778-2172 - Fax (818) 778-2164
 OPEN MON.-FRI 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 029453131

BAR # 011208 - BAR # RC011208 - BAR # 246635

Los Angeles, CA		A/R Number:	Invoice Number 580316
Phone (W): Phone Oth: (310)		Customer Number:	Printed: 06/16/2011 4:19 PM
Year/Make/Model: 2010 Ford Fusion Hybrid		PO Number:	Copy # 1
VIN: 3FADP0L36AR		Auth Number:	Date Opened: 06/06/11
License Number:		Service Writer: Steve Walker	Date Notified: 06/16/11
Stock Number: 102383 Mileage In: 13374		Estimate Amount: \$	Date Delivered:
Tag Number: 463 Mileage Out: 13844		Terms & Conditions:	
		Type of Sale: Retail	
		Customer Signature	

Description	Hrs or Qty	List	Ext Total	Grand Total
SubTotal Job # 5				0.00
6. Customer Concern				
RESET OIL CHANGE LIGHT				
1 - Cause/Action to Take				
RST - MAINTENANCE				
1 - Correction/Action Taken				
RESET OIL CHANGE LIGHT	91299			0.00
SubTotal Job # 6				0.00
7. Customer Concern				
PERFORM MULTI POINT INSPECTION				
1 - Cause/Action to Take				
Q99P - LEFT FRONT PAD 8MM RIGHT FRONT PAD 8MM				
LEFT REAR PAD/SHOE 7MM RIGHT REAR PAD/SHOE 7MM				
1 - Correction/Action Taken				
PERFORMED MULTI POINT INSPECTION	91299			0.00
SubTotal Job # 7				0.00
8. Customer Concern				
Customer States CHECK BRAKES AFTER DRIVING ABOUT 30-60 MINUTES				
BRAKES WILL START SQUEELING - PLEASE CHECK AND ADVISE				
1 - Cause/Action to Take				
C/C				
1 - Correction/Action Taken				
NO PROBLEM FOUND AT THIS TIME	90834			0.00
SubTotal Job # 8				0.00



(818) 778-2172 - Fax (818) 778-2164

OPEN MON-FRI. 7:00 AM TO 7:00 PM

SATURDAY 8:00 AM TO 5:00 PM

EPA # CAD 029453131

BAR # 011208 - BAR # RC011208 - BAR # 246635

Los Angeles, CA		Customer Number: [REDACTED]	580316
Phone (W): [REDACTED] Phone Oth: (310) [REDACTED]		PO Number: [REDACTED]	Printed: 06/16/2011 4:19 PM
Year/Make/Model: 2010 Ford Fusion Hybrid		Auth Number: [REDACTED]	Copy # 1
VIN: 3FADP0L36 AF [REDACTED]		Service Writer: Steve Walker	Date Opened: 06/06/11
License Number: [REDACTED]		Estimate Amount: \$ [REDACTED]	Date Notified: 06/16/11
Stock Number: 102383 Mileage In: 13374		Terms & Conditions: [REDACTED]	Date Delivered: [REDACTED]
Tag Number: 463 Mileage Out: 13844		Type of Sale: Retail	
		Customer Signature	

Description	Hrs or Qty	List	Ext Total	Grand Total

GALPIN CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Rather, you are given a menu price which will be quoted to you and authorized by you in advance of the prescribed repair. If we discover that different or additional repairs are appropriate, you will be contacted for your advance approval of a revised quotation. Our menu prices are computed internally by multiplying our retail hourly labor rate by a time factor allotted to the repair. This time factor and our menu prices are based on our evaluation of the complexity of the work required, our costs for doing business, and, of course, our desire to remain competitive. We believe our menu pricing is advantageous to our customers because your price for a prescribed repair remains the same regardless of how long the repair actually takes to be completed.

Total Labor	20.70
Total Parts	19.49
Total Sublet	0.00
Misc. Chrgs	2.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	1.90

SERVICE DEPARTMENT HOURS:
 MONDAY - FRIDAY: 7:00 A.M. TO 7:00 P.M.
 SATURDAY: 8:00 A.M. - 5:00 P.M.
 RESERVATIONS: 818-778-2172
 SEE SERVICE SPECIALS @ WWW.GALPINSPECIALS.COM

"I acknowledge notice and oral approval of an increase in the original estimated price."
 Signature or initials _____
 Notice to Consumer: Please read important information on back.

AMOUNT DUE 44.09

OA free oil change

CA PAID
 JUN 17 2011
 Galpin Motors, Inc.

IMPORTANT
 You may receive a questionnaire from Ford Motor Company in the next few weeks regarding this service experience. If for any reason you can not grade us "Completely Satisfied" on question 1 please contact your Service Advisor or our Service Customer Representative.
 Thank you
 (818) 778-2148

GALPIN RAC FORD SERVIC
15505 ROSCOE BOULEVARD
NORTH HILLS, CA 91343

10/24/2011 18:42:56
Merchant ID: 000000001007024
Terminal ID: 01459391
329056904991

CREDIT CARD
VISA AUTH ONLY

CARD # XXXXXXXXXXXX0777
INVOICE 10371
Batch #: 001023
Approval Code: 084054
Entry Method: Swiped
Mode: Online
PRE-AUTH AMOUNT \$100.00

CUSTOMER COPY

DATE 6/6	TIME	CUST PAY	WARRANTY	INTERNAL
YEAR 10	MODEL Fusion	COLOR Silver	MILEAGE 13374	
LICENSE NO	SELLING DEALER	MILEAGE		

I hereby authorize the work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection and pickup/delivery. Subject to terms and conditions on reverse side of this contract.

A minimum fee of \$2.00 is charged to cover costs associated with the handling, management, and disposal of hazardous waste (when applicable). All parts are new unless specified otherwise.

SIGN X *[Signature]* SAVE SCRAP

\$ *[Handwritten amount]*

ORIGINAL ESTIMATE

ESTIMATE DOES NOT INCLUDE SALES TAX

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

RESERVATION #

DATE RESV. MADE

SELLING DEALER

NOTICE:
VEHICLES NOT PICKED UP WITHIN THREE DAYS AFTER WORK IS COMPLETED WILL BE CHARGED STORAGE AT A RATE OF \$25.00 PER DAY.

NO VEHICLES RELEASED AFTER 6:00 P.M. WEEKDAYS.

REPAIR ORDER

SEE REVERSE SIDE FOR TERMS & CONDITIONS. AND LIMITED WARRANTY.

INSTRUCTIONS ON WORK TO BE DONE

*WORKS A/C
reset oil life*

*Drove to first press gas went to 30mph - GAS engine not responsive would switch gear 14th to 6th
went up hill no power up hill - pull over safely core in press center*

*After doing 30-60 mins later braking speed not hold
✓ mph check 30mph
MYS - Stealer*

- 1 INSPECTION-9 POINT
- 2 LUBE, OIL & FILTER
- 3 STATE SMOG CERT.
- 4 AIR FILTER
- 5 HOSES & BELTS
- 6 FUEL FILTER
- 7 ROTATE TIRES
- 8 BODY LUBE
- 9 WHEEL BEARINGS
- 10 U-JOINTS
- 11 SVC TRANS-AUTO
- 12 SVC TRANS-OTHER
- 13 ELECTRICAL TUNE-4
- 14 ELECTRICAL TUNE-6
- 15 ELECTRICAL TUNE-8
- 16 BATTERY SERVICE
- 17 SCOPE & ADJUST
- 18 SVC & INSPECT BRAKES
- 19 BALANCE
- 20 ALIGN
- 21 A/C SERVICE
- 22 SVC COOLING SYSTM.
- 23 VALVE ADJUST

GALPIN LINCOLN MERCURY 463 **GALPIN Ford**

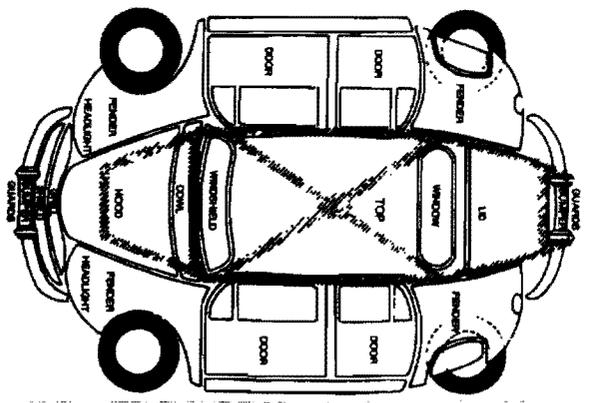
15500 Roscoe Blvd., Van Nuys, CA 91406 15505 Roscoe Blvd., North Hills, CA 91343
818-922-3674 818-893-9494
BAR #AC123481 - EPA #CAD 982357691 BAR #RC011208 - EPA #CAD 029453131

SERVICE DEPT. Hours:
M-F: 7 a.m. to 7 p.m. Sat: 8 a.m. to 5 p.m.

TO OUR CUSTOMERS
GALPIN CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Rather, you are given a flat rate menu price which will be quoted to you and authorized by you in advance of the prescribed repair. If we discover that different or additional repairs are appropriate, you will be contacted for your advance approval of a revised quotation. Our menu prices are computed internally by multiplying our retail hourly labor rate by a time factor allotted to the repair. This time factor and our menu prices are based on our evaluation of the complexity of the work required, our costs for doing business, and, of course, our desire to remain competitive.

We believe our menu pricing is advantageous to our customers because your price for a prescribed repair remains the same regardless of how long the repair actually takes to be completed.

PRIOR BODY DAMAGE



SEE REVERSE SIDE FOR LIMITED WARRANTY.

G-300D 7/10



OPEN MON.-FRI. 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 029453131

BAR # 011208 - BAR # RC011208 - BAR # 246635

[Redacted] Los Angeles, CA [Redacted]		A/R Number: Customer Number: [Redacted] PO Number: Auth Number:		Invoice Number 580313 Printed: 06/17/2011 10:36 AM Copy # 2 Date Opened: 06/06/11 Date Notified: 06/16/11 Date Delivered:	
Phone (W): Phone Oth: (310)		Service Writer: Steve Walker			
Year/Make/Model: 2010 Ford Fusion Hybrid		Estimate Amount: \$			
VIN: 3FADP0L36AR[Redacted]		Terms & Conditions:			
License Number:		Type of Sale: Retail			
Stock Number: 102383 Mileage In: 13374		Customer Signature			
Tag Number: 463 Mileage Out: 13849					

Description	Hrs or Qty	List	Ext Total	Grand Total
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1. Customer Concern

Customer states VEHICLE WAS TOWED IN*****C/S WAS DRIVING AND VEHICLE SEEMED TO ONLY STAY IN ELECTRICAL ENGINE MODE WOULDNT GO OVER 30MPH AND HAD NO POWER UPHILL - RECEIVED MESSAGE ON MESSAGE CENTER "TO PULL OVER SAFELY"

1 - Cause/Action to Take

ROAD TESTED 475 MILES BY SHOP FOREMAN, AND TECHNICIAN DURING ONE ROADTEST WITH SHOP FOREMAN VEHICLE LOST THROTTLE REPOSE. HOOKED UP TO IDS MONITOR, THROTTLE BODY SHOWED CLOSED WHEN IT WAS ACTUALLY HALF WAY OPEN.

1 - Correction/Action Taken

REPLACED THROTTLE BODY PER SHOP FOREMAN.

Part Number	Failed	Description
9L8Z9E926A		THROTTLE BODY AND MOTOR ASY

91234

1

0.00

Sub Total Parts
 SubTotal Job # 1

Warranty
 Warranty

2. Customer Concern

Customer States VEHICLE HAS BEEN GETTING POOR MPG AROUND 30MPG

1 - Cause/Action to Take

CHECKED ANY CODES IN SYSTEM, NONE FOUND.

1 - Correction/Action Taken

NO PROBLEM FOUND.

SubTotal Job # 2

0.00

Warranty

3. Customer Concern

Tires Inflated to (PSI)

LEFT FRONT 35 LEFT REAR 35
 RIGHT FRONT 35 RIGHT REAR 35

1 - Cause/Action to Take

TPCHECK - ..

1 - Correction/Action Taken

Tire Pressure check completed

0.00



(818) 778-2172 - FAX (818) 778-2172
 OPEN MON.-FRI. 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 029453131

ψ
 GALPIN
 LINCOLN Page
 2

BAR # 011208 - BAR # RC011208 - BAR # 246635

Los Angeles, CA Phone (W): Phone Oth: (310)	A/R Number: Customer Number: PO Number: Auth Number:	Invoice Number 580313 Printed: 06/17/2011 10:36 AM Copy # 2 Date Opened: 06/06/11 Date Notified: 06/16/11 Date Delivered:
	Service Writer: Steve Walker Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	
Vehicle Model: 2010 Ford Fusion Hybrid VIN: 3FADP0L36AR License Number: Stock Number: 102383 Tag Number: 463	Mileage In: 13374 Mileage Out: 13849	Customer Signature

description	Hrs or Qty	List	Ext Total	Grand Total
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SubTotal Job # 3 Warranty

Customer Concern

Customer States DRIVERS SUN VISOR VIBRATES WHILE DRIVING

1 - Cause/Action to Take

LOOSE SUNVISOR ASSEMBLY

1 - Correction/Action Taken

REPLACED LEFT SUNVISOR ASSEMBLY.

91234 0.00

Part Number	Failed	Description
9E5Z5404105DA		VISOR ASY SUN

1

Sub Total Parts Warranty
 SubTotal Job # 4 Warranty

GALPIN CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Rather, you are given a menu price which will be quoted to you and authorized by you in advance of the prescribed repair. If we discover that different or additional repairs are appropriate, you will be contacted for your advance approval of a revised quotation. Our menu prices are computed internally by multiplying our retail hourly labor rate by a time factor allotted to the repair. This time factor and our menu prices are based on our evaluation of the complexity of the work required, our costs for doing business, and, of course, our desire to remain competitive. We believe our menu pricing is advantageous to our customers because your price for a prescribed repair remains the same regardless of how long the repair actually takes to be completed.

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00

SERVICE DEPARTMENT HOURS:
 MONDAY - FRIDAY: 7:00 A.M. TO 7:00 P.M.
 SATURDAY: 8:00 A.M. - 5:00 P.M.
 RESERVATIONS: 818-778-2172
 SEE SERVICE SPECIALS @ WWW.GALPINSPECIALS.COM

"I acknowledge notice and oral approval of an increase in the original estimated price."
 Signature or initials

Notice to Consumer: Please read important information on back.

AMOUNT DUE 0.00

Clear

Cross Country Automotive Services
Dispatch Information
SERVICE PROVIDER HOTLINE: 1-800-541-2262

---[Dispatch Information]-----

Service Provider Name: ALL CITY TOW SERVICE
Service Provider ID: 20723
Dispatch Date: 09/12/10 - 06:57 PM PDT
ETA: 60 minute(s)
Scheduled Date Time: 09/12/10 - 07:57 PM PDT
Customer Name: [REDACTED]
CCAS PO#: 586524985
Service Type: Tow
Equipment: Light Duty Wheel Lift
Call-back number: [REDACTED]

---[Coverage Information]-----

Service: Tow

Customer covered on this service to the Designated Tow Destination. Your service is only eligible to be paid by CCAS if the customer vehicle arrives at the Designated Tow Destination specified on this dispatch summary or we provide approval for a change to the tow destination before service is rendered.

---[Location Information]-----

--Disablement Location--

LOS ANGELES, CA [REDACTED]
Location Type:
Residence/work-Driveway
POI:
Cross Street: [REDACTED]
DRIVE

--Tow Destination--
GALPIN FORD
15505 ROSCOE BLVD
NORTH HILLS, CA 91343
POI:
Cross Street:
Phone: NaN, (818) 787-3800
Night Drop-off: N
Comments:

Driver with Vehicle: Y
Comments: GREY

---[Product Information]-----

Product: Tow
Reason for Disablement?: Mechanical Problem
Call Reason: Inoper
What is the problem?

---[Vehicle Information]-----

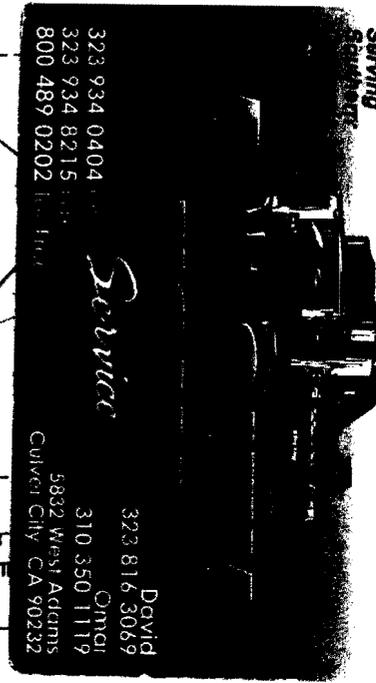
Year: 2010
Make: Ford
Model: Fusion
Type/Class: Mid-size Car
Color:
Comments:
VIN: 3FADP0L36AR [REDACTED]
Fuel Type: Gasoline
License Plate #:
State of Issuance:

---[Service Provider Comments]-----

3108588689

---[Legal Disclaimer]-----

The customer information contained in this dispatch is confidential and subject to contractual and statutory restrictions regarding use. You agree to keep all customer information confidential and use solely to provide the services set forth in this dispatch. By your acceptance of this dispatch, you accept the terms and conditions of service located at www.Argosi.net.





15505 Roscoe Blvd., North Hills, CA 91343
(818) 778-2172 - Fax (818) 778-2164
OPEN MON.-FRI. 7:00 AM TO 7:00 PM
SATURDAY 8:00 AM TO 5:00 PM
EPA # CAD 029453131
BAR # 011208 - BAR # RC011208 - BAR # 246635



Los Angeles, CA Phone (W): Phone Oth: (310)	A/R Number:	Invoice Number 601127
	Customer Number: 4	Printed: 11/17/2011 1:13 PM
Year/Make/Model: 2010 Ford Fusion Hybrid	PO Number:	Copy # 1
VIN: 3FADP0L36 AR	Auth Number:	Date Opened: OCT 24 11
License Number: 6KVK684	Service Writer: Steve Walker	Date Notified: NOV 16 11
Stock Number: 102383 Mileage In: 16606	Estimate Amount: \$	Date Delivered:
Tag Number: 415 Mileage Out: 16791	Terms & Conditions:	
	Type of Sale: Retail	
	Customer Signature	

Description	Hrs or Qty	List	Ext Total	Grand Total
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1. Customer Concern

Customer States VEHICLE TOWED IN - STARTED UP VEHICLE THIS MORNING AND BEGAN TO DRIVE AFTER A FEW MINUTES SAW MESSAGE ON MESSAGE CENTER "TO PULL OVER SAFELY" - CUST ATTEMPTED TO RETURN HOME AND AS WAS DRIVING UPHILL THE VEHICLE HAD NO ACCELERATION CUST HAD GAS PEDAL ALL THE WAY TO THE FLOOR (LIKE VEHICLE RAN OUT OF POWER), HOWEVER, THE AC STILL WORKED AND THE DASHBOARD LIGHTS STAYED ON - CUST FINALLY PULLED OVER AFTER VEHICLE WOULD NOT MOVE AND TURNED OFF AND CALLED FOR TOW SERVICE*****SEE ATTACHED RO'S 580313, 547548, 538802

1 - Cause/Action to Take

TEST DRIVEN BY PAUL M. 185 MILES - UNABLE TO DUPLICATE CONCERN. SEE HOTLINE CONTACT # 104932339 - FILLED GAS TANK FOR CUSTOMER SATISFACTION. VERIFIED TSB # 11-7-31 HAS BEEN PERFORMED.

1 - Correction/Action Taken

PERFORM SELF TEST - CODES -POAFA: 16-28 - POA7C:00-28 - P1AOC:00-28 - CONTACT FORD HOTLINE - CONTACT # 104932339 - PERFORMED VISUAL INSPECTION FOUND M/E COOLANT SYSTEM LOW ADDED COOLANT AND PURGED AIR FROM SYSTEM - PERFORMED ROAD TEST TO VERIFY M/E COOLING SYSTEM PUMP OPERATION - NORMAL - HOTLINE REQUEST TO PERFORM ROAD TEST AND MONITOR MECT AND AMBIENT TEMP PIDS - SPECS 20-30 DEGREES - ACTUAL READING 18-24 DEGREES OF AMBIENT TEMP - NO PROBLEM FOUND - HOTLINE RESPONSE - NO FURTHER DIAG UNTIL CONCERN DUPLICATED - TOTAL MILES DRIVEN 185 MILES - FILLED CUSTOMER GAS TANK FOR CUSTOMER SATISFACTION. REPROGRAMED BECM MODULE - OLD CALIBRATION AE58-10B687-AC - NEW CALIBRATION # AE58-10B687-AD

91234

0.00

SubTotal Job # 1

Warranty:



15505 Roscoe Blvd., North Hills, CA 91343
 (818) 778-2172 - Fax (818) 778-2164
 OPEN MON.-FRI. 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 5:00 PM
 EPA # CAD 028453131



BAR # 011288 - BAR # RC011208 - BAR # 246635

[Redacted] Los Angeles, CA [Redacted]		A/R Number: Customer Number: [Redacted] PO Number: Auth Number:	Invoice Number 601127 Printed: 11/17/2011 1:13 PM Copy # 1 Date Opened: OCT 24 11 Date Notified: NOV 16 11 Date Delivered:
Phone (W): Phone Oth: (310)		Service Writer: Steve Walker Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	
Year/Make/Model: 2010 Ford Fusion Hybrid VIN: 3FADP0L36AR[Redacted] License Number: [Redacted]		Customer Signature	
Stock Number: 102383 Mileage In: 16606 Tag Number: 415 Mileage Out: 16791			

Description	Hrs or Qty	List	Ext Total	Grand Total
2. Customer Concern				
Tires Inflated to (PSI)				
LEFT FRONT 33		LEFT REAR 33		
RIGHT FRONT 33		RIGHT REAR 33		
1 - Cause/Action to Take				
TPCHECK - ..				
1 - Correction/Action Taken				
Tire Pressure check completed				
				0.00
				0.00
				SubTotal Job # 2

GALPIN CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Rather, you are given a menu price which will be quoted to you and authorized by you in advance of the prescribed repair. If we discover that different or additional repairs are appropriate, you will be contacted for your advance approval of a revised quotation. Our menu prices are computed internally by multiplying our retail hourly labor rate by a time factor allotted to the repair. This time factor and our menu prices are based on our evaluation of the complexity of the work required, our costs for doing business, and, of course, our desire to remain competitive. We believe our menu pricing is advantageous to our customers because your price for a prescribed repair remains the same regardless of how long the repair actually takes to be completed.

SERVICE DEPARTMENT HOURS:
 MONDAY - FRIDAY: 7:00 A.M. TO 7:00 P.M.
 SATURDAY: 8:00 A.M. - 5:00 P.M.
 RESERVATIONS: 818-778-2172
 SEE SERVICE SPECIALS @ WWW.GALPINSPECIALS.COM

"I acknowledge notice and oral approval of an increase in the original estimated price."
 Signature or Initials
 Notice to Consumer: Please read important information on back.

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00

Kevin Barthel

From: Perkins-Hill, Wannetta (W.) [wperki28@ford.com]
Sent: Tuesday, January 03, 2012 11:37 AM
To: Kevin Barthel
Subject: [REDACTED], 2010 Fusion, 3FADPOL36AR [REDACTED]

Good Afternoon Kevin,

This customer has hired an attorney and seeks Ford to repurchase their vehicle. Please provide a copy of all repair orders (internal and warranty) and a days out of service count for each repair order. Thank you.

Wannetta Perkins-Hill
Research Analyst
Office of the General Counsel
Phone: (313) 322-4722
Fax: (866) 934-4841
wperki28@ford.com

PRIVILEGED & CONFIDENTIAL

This note contains privileged communications. If you received it in error, please delete it and notify the sender.

	<u>In</u>	<u>miles</u>	<u>Out</u>	<u>Total Days</u>
28381	6/2/10	3007	6/2/10	0
38002	8/13/10	6411	8/20/10	7
12638	9/15/10	7466	9/23/10	10
7458	10/18/10	8398	10/28/10	10
23313	6/6/10	13374	6/16/10	10
11127	10/24/11	16606	11/16/11	23
				60

Galpin Motors Inc
 15505 Roscoe Blvd
 North Hills CA 91343
 (818) 787-3800

Accounting Invoice

Year/Make/Model: 2010 Ford Fusion Hybrid VIN: 3FADP0L36A License Number:		A/R Number: Customer Number: PO Number: Auth Number:		Invoice Number 528381 Printed: 06/02/2010 1:12 PM Copy # 1 Date Opened: 06/02/10 Date Notified: 06/02/10 Date Delivered:	
Stock Number: 102383 Tag Number: 163		Mileage In: 3007 Mileage Out: 3007		Service Writer: 91497 Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	
Customer Signature					

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
1. Customer statement of problem					
Date Job Added: 06/02/10 9:29 AM					
W/ - Customer States TEMPERATURE DISPLAY USED TO BE GREEN IN THE MORNING AND NOW ITS BLUE					
1 - Cause / Action to Take					
cc					
1 - Correction / Action Taken					
Verified normal operation against new vehicle from inventory. Normal operation.					
SubTotal Job # 1					0.00
2. Customer statement of problem					
Date Job Added: 06/02/10 9:29 AM					
W/ - Customer States VEHICLE NO LONGER DISPLAYS BATTERY REGENERATION WHILE BRAKING.					
1 - Cause / Action to Take					
cc					
1 - Correction / Action Taken					
No problems found. Normal operation.					
SubTotal Job # 2					0.00

Payment Notes

Internal			Service Contract			Warranty			Customer Pay		
Cost	Description	Retail	Cost	Description	Retail	Cost	Description	Retail	Cost	Description	Retail
0.00	Labor	0.00	0.00	Labor	0.00	0.00	Labor	0.00	0.00	Labor	0.00
0.00	Parts	0.00	0.00	Parts	0.00	0.00	Parts	0.00	0.00	Parts	0.00
0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00
	Freight	0.00		Freight	0.00		Freight	0.00		Freight	0.00
	Car Rental	0.00		Car Rental	0.00		Car Rental	0.00		Car Rental	0.00
	Spec Tax	0.00		Deductible	0.00		Deductible	0.00		Car Rental	0.00
	HazMat	0.00		Spec Tax	0.00		Spec Tax	0.00		Deductible	0.00
	Tax	0.00		Haz Mat	0.00		Haz Mat	0.00		Spec Tax	0.00
	Co-pay	0.00		Tax	0.00		SlsTax	0.00		Haz Mat	0.00
	Charge \$	0.00		Charge \$	0.00		Charge \$	0.00		Sls Tax	0.00
	Misc	0.00		Misc	0.00		Misc	0.00		Misc	0.00
	Balance	0.00		Balance	0.00		Balance	0.00		Amt Due	0.00

Galpin Motors Inc
15505 Roscoe Blvd
North Hills, CA 91343
(818) 787-3800

WORK ORDER

RO NUMBER: 528381

Tag Number: 163
BAR #AC011209 RC011208 AC011208 AC246635

Page Number: 1
Franchise Code:
Todays Date: JUN 2
Time Printed: 9 29 AM
Copy # 1

I hereby authorize the work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection and pickup/delivery. Subject to terms and conditions on reverse side of this contract.
A minimum fee of \$2.00 is charged to cover costs associated with the handling, management, and disposal of hazardous waste (when applicable).
All parts are new unless specified otherwise. All oil sold in quarts. All antifreeze sold in gallons. All freon sold in ounces.
I have read and understand the information contained on the front and reverse side of this document and have received a copy

NOTICE: VEHICLES NOT PICKED UP WITHIN THREE DAYS AFTER WORK IS COMPLETED WILL BE CHARGED STORAGE AT A RATE OF \$15.00 PER DAY.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

CUSTOMER SIGNATURE X	Time Received 9 28 AM	Cust = 4476101 Veh = 851972	Service Writer Date In	Nicholas Wheeler JUN 2 10	Completion Date
Service Contract	Name	Expires: Deduct: 0.00	Miles In Miles Out	3,007	TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD PARTS: <input type="checkbox"/> SAVE <input checked="" type="checkbox"/> DISCARD

CUSTOMER INFORMATION		VEHICLE INFORMATION		Original Estimate: \$ 1.00
Britta Lindgren 12021 Wilshire Blvd # 701 Los Angeles, CA 90025 Spouse Phone (H) (310) 858-8689 Phone (W) Phone (O) (310) Comments KEVIN WORK - 818.597.6579 CELL - 310.650.8570	Year 2010 Make Ford Model Fusion Hybrid Color Silver VIN 3FADP0L36 AR261160	License Number Stock # 102383 In Service Date Source Engine Stepen Brandon, Kenneth SL Dat DEC 11 09	Authorized By: Revised Estimate 1: Person Contacted: Date: Via: Phone: Contacted By: Time: In Person Revised Estimate 2: Person Contacted: Date: Via: Phone: Contacted By: Time: In Person P1: P2:	

Time Promised	LABOR INSTRUCTIONS	WAITING
1 OPERATION CODE TECH #	W / Customer States TEMPERATURE DISPLAY USED TO BE GREEN IN THE MORNING AND NOW IT'S BLUE <i>NPF</i>	
FAILURE CODE		

CAUSE :

CORRECTION :

TIME

Galpin Motors Inc
15505 Roscoe Blvd
North Hills, CA 91343
(818) 787-3800

WORK ORDER

RO NUMBER: 528381

Tag Number: 163

BAR #AC011209 RC011208 AC011208 AC248635

Page Number: 2
Franchise Code:
Today's Date: JUN 21
Time Printed: 9 29 AM
Copy # 1

CUSTOMER INFORMATION

VEHICLE INFORMATION

Original Estimate: \$ 1.00

Authorized By:

Revised Estimate 1: Person Contacted:

Date: Via: Phone: Contacted By:
Time: In Person

Revised Estimate 2: Person Contacted:

Date: Via: Phone: Contacted By:
Time: In Person

P1: P2:

Los Angeles, CA
Spouse
Phone (H) Phone (C)
Phone (W)
Phone (O) (310)
Comments
KEVIN

Make Ford Stock # 102383
Model Fusion Hybrid In Service Date
Color Silver Source
VIN 3FADP0L36A SL Dat DEC 11 09
Sales Brandon, Kenneth

Time Promised

LABOR INSTRUCTIONS

WAITING

2 OPERATION CODE TECH #

W / Customer States VEHICLE NO LONGER DISPLAYS BETTERY REGENERATION WHILE BRAKING.

FAILURE CODE

CAUSE :

NPF
WAITER

CORRECTION :

TIME

Galpin Motors Inc
 15505 Roscoe Blvd
 North Hills CA 91343
 (818) 787-3800

Accounting Invoice

Los Angeles, CA Phone (H): Phone (W): Cell Phone: Email Address:		A/R Number: Customer Number: PO Number: Auth Number: Service Writer: 90471 Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	Invoice Number 538802 Printed: 08/20/2010 5:00 PM Copy # 1 Date Opened: 08/13/10 Date Notified: 08/20/10 Date Delivered:
Year/Make/Model: 2010 Ford Fusion Hybrid VIN: 3FADP0L36 AR License Number: Stock Number: 102383 Mileage In: 6411 Tag Number: 735 Mileage Out: 6415		Customer Signature	

DESCRIPTION						COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL	
Acct	Acct Description	Proposed Amount	Cost Amount	Accounting Processed	Proposed Adjustment	Control		Control Description			
57200	Sls-Srv Lbr W&P Clms	-224.66	70.40	0.00	-224.66	538802					
67200	Cst-Srv Lbr W&P Clms...	70.40	0.00	0.00	70.40	538802					
14400	Inv-Labor In Process	-70.40	0.00	0.00	-70.40	538802					
54600	Sls-Prt Repair W&P Clms	-102.68	73.34	0.00	-102.68	538802					
64600	Cst-Prt W&P Clms-Svc...	73.34	0.00	0.00	73.34	538802					
14000	Inv-Parts Retail	-73.34	0.00	0.00	-73.34	538802					
	Internal		Service Contract		Warranty			Customer Pay			
Cost	Description	Retail	Cost	Description	Retail	Cost	Description	Retail	Cost	Description	Retail
0.00	Labor	0.00	0.00	Labor	0.00	70.40	Labor	224.66	0.00	Labor	0.00
0.00	Parts	0.00	0.00	Parts	0.00	73.34	Parts	102.68	0.00	Parts	0.00
0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00
	Freight	0.00		Freight	0.00		Freight	0.00		Freight	0.00
	Car Rental	0.00		Car Rental	0.00		Car Rental	0.00		Car Rental	0.00
	Spec Tax	0.00		Deductible	0.00		Deductible	0.00		Car Rental	0.00
	HazMat	0.00		Spec Tax	0.00		Spec Tax	0.00		Deductible	0.00
	Tax	0.00		Haz Mat	0.00		Haz Mat	0.00		Spec Tax	0.00
	Co-pay	0.00		Tax	0.00		SlsTax	0.00		Haz Mat	0.00
	Charge \$	0.00		Charge \$	0.00		Charge \$	0.00		Sls Tax	0.00
	Misc	0.00		Misc	0.00		Misc	0.00		Misc	0.00
	Balance	0.00		Balance	0.00		Balance	327.34		Amt Due	0.00

Galpin Motors Inc
 15505 Roscoe Blvd
 North Hills CA 91343
 (818) 787-3800

Accounting Invoice

Los Angeles, CA Phone Phone (W): Cell Ph Email Ad	A/R Number: Customer Number: PO Number: Auth Number:	Invoice Number 538802
	Service Writer: 90471 Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	Printed: 08/20/2010 5:00 PM Copy # 1 Date Opened: 08/13/10 Date Notified: 08/20/10 Date Delivered:
Year/Make/Model: 2010 Ford Fusion Hybrid VIN: 3FADP0L36 AR License Number: Stock Number: 102383 Mileage In: 6411 Tag Number: 735 Mileage Out: 6415	Customer Signature	

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
-------------	------	------------	---------------	-----------	-------------

1. Customer statement of problem Date Job Added: 08/13/10 1:02 PM

W/ Customer States WHILE DRIVING WRENCH LIGHT WILL COME ON
 1 - Cause / Action to Take
 CC
 1 - Correction / Action Taken
 P0A7C MOTOR ELECTRICAL OUTER TEMP - BODY CHASIS 224.66
 ELECTRICAL DIAGNOSIS RETRIEVED DTC P0A7C , B. G, E, PINPOINT
 TEST COOLING FAN DIAGNOSIS, OKAY, PRESSURE TEST COOLING
 SYSTEM NO LEAKS DETECTED REMOVED AND REPLACED WATER PUMP
 ASSEMBLY RETESTED SYSTEM PASSED

Warranty ID	Tech	lop	Act Hr	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
1459	9003 Mel Summers	1	2.20	70.40	2.20	102.12	224.66	

2 - Correction / Action Taken 0.00

3 - Correction / Action Taken 0.00

4 - Correction / Action Taken 0.00

5 - Correction / Action Taken 0.00

lop	Part Number	Failed	Description	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
0	9E5Z8C419A		PUMP ASY	73.34	1	102.68	102.68	
Sub Total Parts				73.34				102.68
SubTotal Job # 1								327.34

lop	Ford Op Code	CDC	Con/Defect	AC 1	AC 2	RDI	ONP	FLH	OLI
1	12651D							0.20	0.00
2	12651D45							0.30	0.00
3	8621B							0.30	0.00
4	8005D							0.40	0.00
5	8501A							1.00	0.00

Payment Notes

Dealer Number _____ Contract Number 879905 R.O.S. Number 23315965 Stock Number _____

Buyer Name and Address (Including County and Zip Code) [Redacted] Los Angeles, CA [Redacted] County: Los Angeles	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address) Galpin Motors Inc [Redacted] North Hills, CA [Redacted]
---	---	--

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
New	2010	Ford Fusion Hybrid	36	3FADP0L36AR [Redacted]	<input checked="" type="checkbox"/> Personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
0.00 %	\$ 0.00 (e)	\$ 0.00	\$ 0.00 (e)	\$ 33,716.60s \$ 33,716.60(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
N/A Payments	N/A	Monthly, Beginning N/A
1 Payments	0.00	Monthly, Beginning 12/31/2009
One Final Payment	0.00	12/31/2009

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

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

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

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

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	\$ 30,235.52 (A)
1. Cash Price Vehicle	\$ 30,235.52
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	\$ N/A
Describe	N/A
Describe	N/A
B. Document Preparation Fee (not a governmental fee)	\$ 55.00 (B)
C. Smog Fee Paid to Seller	\$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid)	\$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid)	\$ N/A (H)
I. Sales Tax (on taxable items in A through H)	\$ 1,953.37 (I)
J. Optional DMV Electronic Filing Fee	\$ 29.00 (J)
K. (Optional) Service Contract (to whom paid)	\$ N/A (K)
L. (Optional) Service Contract (to whom paid)	\$ N/A (L)
M. (Optional) Service Contract (to whom paid)	\$ N/A (M)
N. (Optional) Service Contract (to whom paid)	\$ N/A (N)
O. (Optional) Service Contract (to whom paid)	\$ N/A (O)
P. Prior Credit or Lease Balance paid by Seller to	\$ (P)

(see downpayment and trade-in calculation)

Q. (Optional) Gap Contract (to whom paid) \$ (Q)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	Mos.	\$
\$ N/A Ded. Collision	Mos.	\$
Bodily Injury \$ Limits	Mos.	\$
Property Damage \$ Limits	Mos.	\$
Medical \$	Mos.	\$
Total Vehicle Insurance Premiums		\$ (a)

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance.

[Redacted Signature]

Application for Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both

Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	Mos.		\$
Credit Disability	Mos.		\$
Total Credit Insurance Premiums			\$ (b)

Insurance Company Name _____

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages.

H. (Optional) Surface Protection Product (to whom paid) \$ 2,953.33 (I)
 I. Sales Tax (on taxable items in A through H) \$ 29.00 (J)
 J. Optional DMV Electronic Filing Fee \$ N/A (K)
 K. (Optional) Service Contract (to whom paid) \$ N/A (L)
 L. (Optional) Service Contract (to whom paid) \$ N/A (M)
 M. (Optional) Service Contract (to whom paid) \$ N/A (N)
 N. (Optional) Service Contract (to whom paid) \$ N/A (O)
 O. (Optional) Service Contract (to whom paid) \$ N/A (P)
 P. Prior Credit or Lease Balance paid by Seller to \$ N/A (P)
 (see downpayment and trade-in calculation)
 Q. (Optional) Gap Contract (to whom paid) \$ N/A (Q)
 R. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (R)
 S. Other (to whom paid) \$ N/A (S)
 For _____
Total Cash Price (A through S) \$ 33,272.95 (1)
2. Amounts Paid to Public Officials
 A. License Fees \$ 348.00 (A) Estimated
 B. Registration/Transfer/Titling Fees \$ 87.00 (B)
 C. California Tire Fees \$ 5.75 (C)
 D. Other \$ N/A (D)
Total Official Fees (A through D) \$ 443.75 (2)
3. Amount Paid to Insurance Companies
 (Total premiums from Statement of Insurance column a + b) \$ N/A (3)
4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)
5. Subtotal (1 through 4) \$ 33,716.60 (5)
6. Total Downpayment
 A. Agreed Trade-In Value Yr. N/A Make N/A \$ N/A (A)
 Model N/A Odom N/A VIN _____
 B. Less Prior Credit or Lease Balance \$ N/A (B)
 C. Net Trade-In (A less B) (indicate if a negative number) \$ N/A (C)
 D. Deferred Downpayment \$ N/A (D)
 E. Manufacturer's Rebate \$ N/A (E)
 F. Other \$ N/A (F)
 G. Cash \$ 33,716.60 (G)
Total Downpayment (C through G) \$ 33,716.60 (6)
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1P above)
7. Amount Financed (5 less 6) \$ 0.00 (7)

required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).**
 You want to buy the credit insurance.

12/13/09
 X
 Date Buyer Signature Age
 X
 Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.
 Term N/A Mos. N/A
 Name of Gap Contract _____
 I want to buy a gap contract.
 Buyer Signs X _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.
 1K Company N/A
 Term N/A Mos. or N/A Miles
 1L Company N/A
 Term N/A Mos. or N/A Miles
 1M Company N/A
 Term N/A Mos. or N/A Miles
 1N Company N/A
 Term N/A Mos. or N/A Miles
 1O Company N/A
 Term N/A Mos. or N/A Miles
 Buyer X _____

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.
 Buyer Sign _____
 Co-Buyer Signs X _____

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
 Proceeds of Loan From: N/A
 Amount \$ N/A Finance Charge \$ N/A
 Total \$ N/A Payable in N/A
 installments of \$ N/A \$ N/A
 from this Loan is shown in item 6D.

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

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.
 X Buyer
 X Co-Buyer

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____, Year ____ SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. YOU MAY NOT HAVE FULL COVERAGE. SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
 THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

SELLER ASSISTED LOAN

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

Proceeds of Loan From: N/A
Amount \$ N/A Finance Charge \$ N/A
Total \$ N/A Payable in N/A
installments of \$ N/A \$ N/A
from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

Name of autobroker receiving fee, if applicable: N/A

1M Company N/A Miles
Term N/A Mos. or N/A Miles
1N Company N/A Miles
Term N/A Mos. or N/A Miles
1O Company N/A Miles
Term N/A Mos. or N/A Miles
Buyer X _____

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

Buyer Signs _____
Co-Buyer Signs X _____

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on _____ able to assign this contract to a financial institution will apply.

Buyer _____
Co-Buyer _____

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____, Year _____, SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING: YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

X

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Co-Buyer X _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

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

Co-Buyer Signature X _____

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Date 12/13/2009 Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____
Address _____ Address _____

Seller Signs Gelpin Motors Inc Date 12/13/2009 By X _____ Title _____

AUTO 12/12/2010 TO 12/12/2011 11 [REDACTED]

VEHICLE IDENTIFICATION NUMBER
3FADP0L36A [REDACTED] MAKE
FOR

DATE FIRST SOLD
00/00/2009 CLASS
HY Yr Model
2010

DATE ISSUED
10/19/2010

TYPE VEH	MP	AX	WC	UNLADEN GCGW	TOTAL FEES PAID
120	Q				\$380 1900

LOS ANGELES CA [REDACTED]

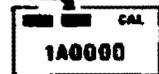
STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD

ROOF
LOS

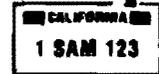
TO REMOVE THE STICKER FROM THE BACKING, BEND STICKER AT SLIT AND PEEL SLOWLY.

- INSTRUCTIONS FOR APPLYING STICKER TO LICENSE PLATE
- CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
 - PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

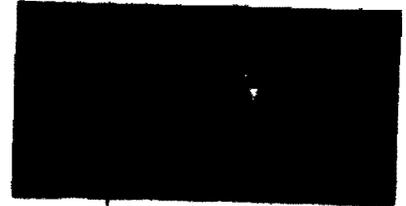
MOTORCYCLES:
Right Half of This Well



ALL OTHERS:
In Top Right Corner



EXCEPT:
Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,001 lbs. or More—Must Apply Sticker To Front Plate



AUTO 12/12/2010 TO 12/12/2011 11 [REDACTED]

VEHICLE IDENTIFICATION NUMBER
3FADP0L36A [REDACTED] MAKE
FOR

DATE FIRST SOLD
00/00/2009 CLASS
HY Yr Model
2010

DATE ISSUED
10/19/2010

TYPE VEH	MP	AX	WC	UNLADEN GCGW	TOTAL FEES PAID
120	Q				\$380 1900

LOS ANGELES CA [REDACTED]

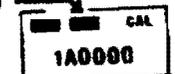
STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD

ROOF
LOS

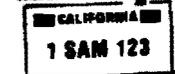
TO REMOVE THE STICKER FROM THE BACKING, BEND STICKER AT SLIT AND PEEL SLOWLY.

- INSTRUCTIONS FOR APPLYING STICKER TO LICENSE PLATE
- CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
 - PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

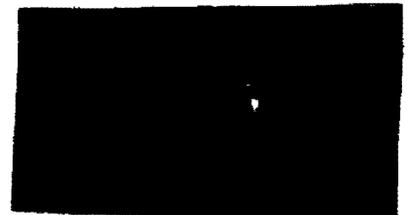
MOTORCYCLES:
Right Half of This Well



ALL OTHERS:
In Top Right Corner



EXCEPT:
Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,001 lbs. or More—Must Apply Sticker To Front Plate



DATE 8/13	TIME	CUST PAY	WARRANTY	INTERNAL
NAME				
ADDRESS				
CITY		ST	ZIP	
HOME PHONE		BUSINESS PHONE		
YEAR	MODEL	COLOR		
V I N	AR261160			
LICENSE NO	SELLING DEALER	MILEAGE 64110		

I hereby authorize the work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection and pickup/delivery. Subject to terms and conditions on reverse side of this contract.

A minimum fee of \$2.00 is charged to cover costs associated with the handling, management, and disposal of hazardous waste (when applicable). All parts are new unless specified otherwise.

I have read and understand the information contained on the front and reverse side of this document and have received a copy.

SIGN X _____

PARTS:

SAVE SCRAP

\$

ORIGINAL ESTIMATE

ESTIMATE DOES NOT INCLUDE SALES TAX

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

RESERVATION #

DATE RESV. MADE

SELLING DEALER

NOTICE:
VEHICLES NOT PICKED UP WITHIN THREE DAYS AFTER WORK IS COMPLETED WILL BE CHARGED STORAGE AT A RATE OF \$15.00 PER DAY.
NO VEHICLES RELEASED AFTER 6:00 P.M. WEEKDAYS.

REPAIR ORDER

SEE REVERSE SIDE FOR TERMS & CONDITIONS, AND LIMITED WARRANTY.

INSTRUCTIONS ON WORK TO BE DONE

Cost exceeds light cones on check driving

- 1 INSPECTION-9 POINT
- 2 LUBE, OIL & FILTER
- 3 STATE SMOG CERT.
- 4 AIR FILTER
- 5 HOSES & BELTS
- 6 FUEL FILTER
- 7 ROTATE TIRES
- 8 BODY LUBE
- 9 WHEEL BEARINGS
- 10 U-JOINTS
- 11 SVC TRANS-AUTO
- 12 SVC TRANS-OTHER
- 13 ELECTRICAL TUNE-4
- 14 ELECTRICAL TUNE-6
- 15 ELECTRICAL TUNE-8
- 16 BATTERY SERVICE
- 17 SCOPE & ADJUST
- 18 SVC & INSPECT BRAKES
- 19 BALANCE
- 20 ALIGN
- 21 A/C SERVICE
- 22 SVC COOLING SYSTM.
- 23 VALVE ADJUST

GALPIN LINCOLN MERCURY
15500 Roscoe Blvd., Van Nuys, CA 91406 818-922-3674
BAR #AC123481 • EPA #CAD 98287001

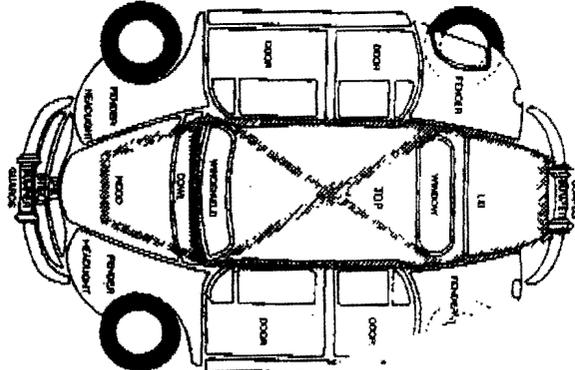
GALPIN Ford
15805 Roscoe Blvd., North Hills, CA 91343 818-893-9494
BAR #RC011208 • EPA #CAD 029453131

SERVICE DEPT. Hours:
M-F: 7 a.m. to 7 p.m. Sat: 8 a.m. to 5 p.m.

TO OUR CUSTOMERS
GALPIN CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Rather, you are given a flat rate menu price which will be quoted to you and authorized by you in advance of the prescribed repair. If we discover that different or additional repairs are appropriate, you will be contacted for your advance approval of a revised quotation. Our menu prices are computed internally by multiplying our retail hourly labor rate by a time factor allotted to the repair. This time factor and our menu prices are based on our evaluation of the complexity of the work required, our costs for doing business, and, of course, our desire to remain competitive.

We believe our menu pricing is advantageous to our customers because your price for a prescribed repair remains the same regardless of how long the repair actually takes to be completed.

PRIOR BODY DAMAGE



SEE REVERSE SIDE FOR LIMITED WARRANTY

Galpin Motors Inc
15505 Roscoe Blvd
North Hills, CA 91343
(818) 787-3800

WORK ORDER

RO NUMBER: 538802

Page Number: 1
Franchise Code:
Today's Date: AUG 13 11
Time Printed: 1 02 PM
Copy # 1

FAB
Bought over 67

Tag Number: 735
BAR #AC011209 RC011208 AC011208 AC246635

I hereby authorize the work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection and pickup/delivery. Subject to terms and conditions on reverse side of this contract. A minimum fee of \$2.00 is charged to cover costs associated with the handling, management, and disposal of hazardous waste (when applicable). All parts are new unless specified otherwise. All oil sold in quarts. All antifreeze sold in gallons. All freon sold in ounces. I have read and understand the information contained on the front and reverse side of this document and have received a copy

NOTICE: VEHICLES NOT PICKED UP WITHIN THREE DAYS AFTER WORK IS COMPLETED WILL BE CHARGED STORAGE AT A RATE OF \$15.00 PER DAY.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

CUSTOMER SIGNATURE X	Time Received 1 01 PM	Cust = 4476101 Veh = 851972	Service Writer Date In	Steve Walker AUG 13 10	Completion Date
----------------------	--------------------------	--------------------------------	---------------------------	---------------------------	-----------------

Service Contract	Name Number	Expires: Deduct: 0.00	Miles In 5,411 Miles Out 6415 MI.	TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD PARTS: <input type="checkbox"/> SAVE <input checked="" type="checkbox"/> DISCARD
------------------	-------------	-----------------------	--------------------------------------	--

CUSTOMER INFORMATION	VEHICLE INFORMATION	Original Estimate: \$ 0.00
Los Angeles, CA	Year 2010 Make Ford Model Fusion Hybrid Color Silver VIN 3FADP0L36AR	Authorized By: Revised Estimate 1: Person Contacted: \$ Date: Via: <input type="checkbox"/> Phone: Contacted By: Time: <input type="checkbox"/> In Person Revised Estimate 2: Person Contacted: \$ Date: Via: <input type="checkbox"/> Phone: Contacted By: Time: <input type="checkbox"/> In Person P1: P2:
Spouse Phone (H) Phone (W) Phone (O) (310) Comments (310) 858-8689	License Number 102383 Stock # In Service Date Source Engine Salesperson Brandon, Kenneth SL Dat DEC 11 09	

LABOR INSTRUCTIONS

Time Promised <i>Small</i>	OPERATION CODE 1	TECH # 99037	W / Customer States WHILE DRIVING WRENCH LIGHT WILL COME ON
FAILURE CODE	(POA7C) MOTOR ELECTRONIC OVERTEMP		

CAUSE: BODY, CHASSIS, BLOTTING DIAGNOSIS, REMOVED STE POA7C, B, C, E
PUMP TEST, COOLANT LOW DIAGNOSIS - O.K. PRESSURE TEST COOLING
SYSTEM, NO LEAKS, REMOVED AND REPLACED WATER PUMP ASSY,
REPS SYSTEM, SYSTEM ASSES.

CORRECTION: (CHANGE PARTS) 8005A (0.2)
8501A (0.3)
8621B (0.3)
8005A (0.4)
8501A (1.0)

TIM	STRAIGHT TIME (HOURS)	C.P.	WARR.	R/O NO. 538802	HAT #	OFF	ON
				S.S.# 1959	735	AUG 20 16.2	AUG 20 13.1
				EMP. NO. 140			

Warranty Parts Return 140
Date: _____
Base: _____
Base: 8/20/11
Base: _____
Signed Saul Lopez

Galpin Motors Inc
 15505 Roscoe Blvd
 North Hills CA 91343
 (818) 787-3800

Accounting Invoice

Los Angeles, CA Phone (H): Phone (W): Cell Phone: Email Address:		A/R Number: Customer Number: PO Number: Auth Number: Service Writer: 90471 Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	542638 Printed: 09/27/2010 8:16 AM Copy # 3 Date Opened: 09/13/10 Date Notified: 09/23/10 Date Delivered:
Year/Make/Model: 2010 Ford Fusion Hybrid VIN: 3FADP0L36AR License Number: Stock Number: 102383 Mileage In: 7466 Tag Number: 266 Mileage Out: 7668		Customer Signature	

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT. TOTAL	GRAND TOTAL
-------------	------	------------	---------------	------------	-------------

1. Customer statement of problem Date Job Added: 09/13/10 7:14 AM
 1/ VEHICLE WAS TOWED IN*****C/S WAS DRIVING WRENCH LIGHT CAME BACK ONE SINCE PICKED UP (9/3/11) AND STATES OVER WEEKEND WAS DRIVING AND RED TRIANGLE LIGHT CAME ON - LOCKED IN OWNERS GUIDE AND THAT ICON INDICATED TO PULL OVER - SEE ATTACHED RO 538802

1 -- Cause / Action to Take
 CC

1 -- Correction / Action Taken
 PERFORMED SYSTEM DIAGNOSIS RETRIEVED CODE P0A7C OVERHEAT CODE MECP PUMP CIRCUIT TESTED - CONTACTED HOTLINE CHECKED ALL CONNECTIONS AND BLED COOLING SYSTEM - ROADTESTED VEHICLE ON 2 EXTENDED ROADTESTS AND WAS NOT ABLE TO REPLICATE CONCERN

Warranty ID	Tech	lop	Act Hr	COST	HRS or QTY	LIST or LABOR	EXT. TOTAL	GRAND TOTAL
1196	9052 Scott Marks	1	0.00	0.00	0.00	?	0.00	0.00
				Sub Total Parts				22.68
				SubTotal Job # 1				22.68

lop Part Number	Failed Description	COST	HRS or QTY	LIST or LABOR	EXT. TOTAL	GRAND TOTAL
1 VC10A2	ANTI FREEZE	16.20	1	22.68	22.68	22.68

Payment Notes

Acct	Acct Description	Proposed Amount	Cost Amount	Accounting Processed	Proposed Adjustment	Control	Control Description
77500	Srv-Policy Adjustment	22.68	0.00	22.68	0.00	90471	
54700	Sis-Prt Intrnl Repair Shop	-22.68	16.20	-22.68	0.00	542638	
64700	Cst-Prt Intrnl Svc Fomoco	16.20	0.00	16.20	0.00	542638	
14000	Inv-Parts Retail	-16.20	0.00	-16.20	0.00	542638	

Internal			Service Contract			Warranty			Customer Pay		
Cost	Description	Retail	Cost	Description	Retail	Cost	Description	Retail	Cost	Description	Retail
0.00	Labor	0.00	0.00	Labor	0.00	0.00	Labor	0.00	0.00	Labor	0.00
16.20	Parts	22.68	0.00	Parts	0.00	0.00	Parts	0.00	0.00	Parts	0.00
0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00
	Freight	0.00		Freight	0.00		Freight	0.00		Freight	0.00
	Car Rental	0.00		Car Rental	0.00		Car Rental	0.00		Car Rental	0.00
	Spec Tax	0.00		Deductible	0.00		Deductible	0.00		Car Rental	0.00
	HazMat	0.00		Spec Tax	0.00		Spec Tax	0.00		Deductible	0.00
	Tax	0.00		Haz Mat	0.00		Haz Mat	0.00		Spec Tax	0.00
	Co-pay	0.00		Tax	0.00		SisTax	0.00		Haz Mat	0.00
	Charge \$	22.68		Charge \$	0.00		Charge \$	0.00		Sis Tax	0.00
	Misc	0.00		Misc	0.00		Misc	0.00		Misc	0.00
	Balance	22.68		Balance	0.00		Balance	0.00		Amt Due	0.00

Galpin Motors Inc
 15505 Roscoe Blvd
 North Hills CA 91343
 (818) 787-3800

Accounting Invoice

Los Angeles, CA
 Year/Make/Model: 2010 Ford Fusion Hybrid
 VIN: **3FADP0L36 AR**
 License Number:
 Stock Number: 102383 Mileage In: 7456
 Tag Number: 266 Mileage Out: 7668

A/R Number:
 Customer Number:
 PO Number:
 Auth Number:
 Service Writer: 90471
 Estimate Amount: \$
 Terms & Conditions:
 Type of Sale: Retail

Invoice Number
542638
 Printed: 09/23/2010 9:07 AM
 Copy # 2
 Date Opened: 09/13/10
 Date Notified: 09/23/10
 Date Delivered:

Customer Signature

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
-------------	------	------------	---------------	-----------	-------------

1. Customer statement of problem Date Job Added: 09/13/10 7:14 AM
 W/ - VEHICLE WAS TOWED IN*****C/S WAS DRIVING WRENCH LIGHT CAME BACK ONE SINCE PICKED UP (9/3/11) AND STATES OVER WEEKEND WAS DRIVING AND RED TRIANGLE LIGHT CAME ON - LOCKED IN OWNERS GUIDE AND THAT ICON INDICATED TO PULL OVER - SEE ATTACHED RO 538802

1 -- Cause / Action to Take
 CC

1 -- Correction / Action Taken

PERFORMED SYSTEM DIAGNOSIS RETRIEVED CODE P0A7C OVERHEAT CODE MECP PUMP CIRCUIT TESTED - CONTACTED HOTLINE CHECKED ALL CONNECTIONS AND BLED COOLING SYSTEM - ROADTESTED VEHICLE ON 2 EXTENDED ROADTESTS AND WAS NOT ABLE TO REPLICATE CONCERN

47500

0.00

Warranty ID	Tech	Iop	Act Hr	Cost	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
1196	9052 Scott Marks	1	0.00	0.00	0.00	?	0.00	

Iop Part Number	Failed Description	Cost	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
1 VC10A2	ANTI FREEZE	16.20	1	22.68	22.68	
Sub Total Parts		16.20				22.68
SubTotal Job # 1						22.68

Payment Notes

Acct	Acct Description	Proposed Amount	Cost Amount	Accounting Processed	Proposed Adjustment	Control	Control Description
54600	Sls-Prt Repair W&P Clms	-22.68	16.20	0.00	-22.68	542638	
64600	Cst-Prt W&P Clms-Svc...	16.20	0.00	0.00	16.20	542638	
14000	Inv-Parts Retail	-16.20	0.00	0.00	-16.20	542638	

Internal			Service Contract			Warranty			Customer Pay		
Cost	Description	Retail	Cost	Description	Retail	Cost	Description	Retail	Cost	Description	Retail
0.00	Labor	0.00	0.00	Labor	0.00	0.00	Labor	0.00	0.00	Labor	0.00
0.00	Parts	0.00	0.00	Parts	0.00	16.20	Parts	22.68	0.00	Parts	0.00
0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00
	Freight	0.00		Freight	0.00		Freight	0.00			
	Car Rental	0.00		Car Rental	0.00		Car Rental	0.00		Freight	0.00
	Spec Tax	0.00		Deductible	0.00		Deductible	0.00		Car Rental	0.00
	HazMat	0.00		Spec Tax	0.00		Spec Tax	0.00		Deductible	0.00
	Tax	0.00		Haz Mat	0.00		Haz Mat	0.00		Spec Tax	0.00
	Co-pay	0.00		Tax	0.00		SlsTax	0.00		Haz Mat	0.00
	Charge \$	0.00		Charge \$	0.00		Charge \$	0.00		Sls Tax	0.00
	Misc	0.00		Misc	0.00		Misc	0.00		Misc	0.00
	Balance	0.00		Balance	0.00		Balance	22.68		Amt Due	0.00

Galpin Motors Inc
15505 Roscoe Blvd
North Hills, CA 91343
(818) 787-3800

WORK ORDER

RO NUMBER: 542638

Tag Number: 266
BAR #AC011209 RC011208 AC011208 AC246635

Page Number: 1
Franchise Code:
Todays Date: SEP 13 10
Time Printed: 9 02 AM
Copy # 2

I hereby authorize the work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection and pickup/delivery. Subject to terms and conditions on reverse side of this contract.
A minimum fee of \$2.00 is charged to cover costs associated with the handling, management, and disposal of hazardous waste (when applicable).
All parts are new unless specified otherwise. All oil sold in quarts. All antifreeze sold in gallons. All freon sold in ounces.
I have read and understand the information contained on the front and reverse side of this document and have received a copy

NOTICE: VEHICLES NOT PICKED UP WITHIN THREE DAYS AFTER WORK IS COMPLETED WILL BE CHARGED STORAGE AT A RATE OF \$15.00 PER DAY.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

CUSTOMER SIGNATURE X	Time Received 7 13 AM	Cust = 4478101 Veh = 851972	Service Writer Date In	Steve Walker SEP 13 10	Completion Date
Service Contract	Name Number	Expires: Deduct: 0.00	Miles In Miles Out	7,466	TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD PARTS: <input type="checkbox"/> SAVE <input checked="" type="checkbox"/> DISCARD

CUSTOMER INFORMATION		VEHICLE INFORMATION		Original Estimate: \$ 0.00
Los Angeles, CA Spouse	Year 2010 Make Ford Model Fusion Hybrid Color Silver VIN 3FADP0L36A	License Number Stock # 102383 In Service Date Source Engine	SLspan Brandon, Kenneth SL Dat DEC 11 09	Authorized By: Revised Estimate 1: Person Contacted: \$ Date: Via: <input type="checkbox"/> Phone: Contacted By: Time: <input type="checkbox"/> In Person Revised Estimate 2: Person Contacted: \$ Date: Via: <input type="checkbox"/> Phone: Contacted By: Time: <input type="checkbox"/> In Person P1: 88 P2: 269

ate/ please (DN) Pin Point

LABOR INSTRUCTIONS

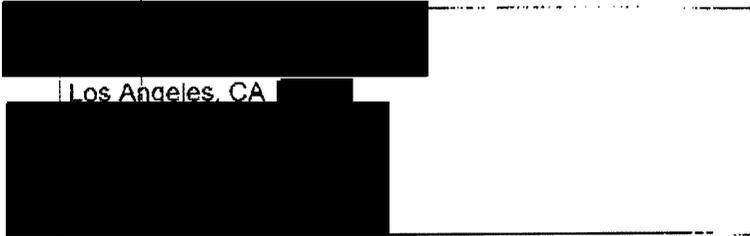
1 OPERATION CODE **ALC** TECHN
FAILURE CODE **90525**
CAUSE **Pentom Drag Code P0A7C. Over Heat Code MISC Pump Circuit Tested. Che Bleed Cooling System Roadtest 200 miles was not able to overide**

CORRECTION **Customer con cern**

TIME

Galpin Motors, Inc
 15505 Roscoe Blvd
 North Hills CA 91343
 (818) 787-3800

Accounting Invoice



A/R Number:
 Customer Number:
 PO Number:
 Auth Number:
 Service Writer: 90471
 Estimate Amount: \$
 Terms & Conditions:
 Type of Sale: Retail

Invoice Number
547458
 Printed: 10/28/2010 10:32 AM
 Copy # 2
 Date Opened: 10/18/10
 Date Notified:
 Date Delivered:

Year/Make/Model: 2010 Ford Fusion Hybrid
 VIN: **3FADP0L36 AR**
 License Number:
 Stock Number: 102383 Mileage In: 8398
 Tag Number: 124 Mileage Out: 8588

[Handwritten Signature]
Customer Signature

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
3 12650D22				0.50 0.00	
4 102110A				0.30 0.00	
5 9000D				0.40 0.00	

Payment Notes

Acct	Acct Description	Proposed Amount	Cost Amount	Accounting Processed	Proposed Adjustment	Control	Control Description
57200	Sls-Srv Lbr W&P Clms	-153.18	36.00	0.00	-153.18	547458	
67200	Cst-Srv Lbr W&P Clms...	36.00	0.00	0.00	36.00	547458	
14400	Inv-Labor In Process	-36.00	0.00	0.00	-36.00	547458	
54600	Sls-Prt Repair W&P Clms	-36.18	25.84	0.00	-36.18	547458	
64600	Cst-Prt W&P Clms-Svc...	25.84	0.00	0.00	25.84	547458	
14000	Inv-Parts Retail	-25.84	0.00	0.00	-25.84	547458	

Internal			Service Contract			Warranty			Customer Pay		
Cost	Description	Retail	Cost	Description	Retail	Cost	Description	Retail	Cost	Description	Retail
0.00	Labor	0.00	0.00	Labor	0.00	36.00	Labor	153.18	0.00	Labor	0.00
0.00	Parts	0.00	0.00	Parts	0.00	25.84	Parts	36.18	0.00	Parts	0.00
0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00
	Freight	0.00		Freight	0.00		Freight	0.00		Freight	0.00
	Car Rental	0.00		Car Rental	0.00		Car Rental	0.00		Car Rental	0.00
	Spec Tax	0.00		Deductible	0.00		Deductible	0.00		Deductible	0.00
	HazMat	0.00		Spec Tax	0.00		Spec Tax	0.00		Spec Tax	0.00
	Tax	0.00		Haz Mat	0.00		Haz Mat	0.00		Haz Mat	0.00
	Co-pay	0.00		Tax	0.00		SlsTax	0.00		Sls Tax	0.00
	Charge \$	0.00		Charge \$	0.00		Charge \$	0.00		Sls Tax	0.00
	Misc	0.00		Misc	0.00		Misc	0.00		Misc	0.00
	Balance	0.00		Balance	0.00		Balance	189.36		Amt Due	0.00

[Handwritten: Rental]

[Handwritten: 198692]

Galpin Motors Inc
 15505 Roscoe Blvd
 North Hills CA 91343
 (818) 787-3800

Accounting Invoice

Los Angeles, CA [Redacted]	A/R Number:	[Redacted]	Invoice Number:	547458
	PO Number:	[Redacted]	Printed: 10/28/2010 10:32 AM	
Year/Make/Model: 2010 Ford Fusion Hybrid VIN: 3FADP0L36 AR [Redacted] License Number: Stock Number: 102383 Mileage In: 8398 Tag Number: 124 Mileage Out: 8588	Auth Number:		Copy #	2
	Service Writer: 90471		Date Opened: 10/18/10	
	Estimate Amount: \$		Date Notified:	
	Terms & Conditions:		Date Delivered:	
	Type of Sale: Retail			
	Customer Signature			

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
-------------	------	------------	---------------	-----------	-------------

1. Customer statement of problem Date Job Added: 10/18/10 4:43 PM

W/ - Customer States WAS DRIVING AND RED TRIANGLE LIGHT ILLUMINATED ON DASHBOARD AND VEHICLE DIED - WOULDNT START UP HAD TO TOW VEHICLE HERE

1 - Cause / Action to Take

CC
 1 - Correction / Action Taken
 PERFORM EEC DIAGNOSIS FOUND CODES U0140 AND P1A0C PERFORM PINPOINT TEST BM1-5 NO FAULT FOUND - INSPECT CONNECT C139 AND C145 OKAY - CONTACTED HOTLINE REPORT # 104118877 RECOMMEND SMOKE TEST VMV CHECKED ROADTESTED VEHICLE 100 MILES NO CODES - FORD FIELD ENGINEER RECOMMENDED TO REPLACE VMV AND PERFORM TSB 10-21-10 (PCM REPROGRAM) REPLACED CANNISTER PURGE VALVE AND REPROGRAMMED PCM PER TSB 10-21-10 AND ROADTESTED ANOTHER 90 MILES AND SYSTEM PASSED

Warranty ID	Tech	lop	Act Hr	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
1196	9052 Scott Marks	1	1.50	36.00	1.50	102.12	153.18	153.18

2 - Correction / Action Taken 0.00

3 - Correction / Action Taken 0.00

4 - Correction / Action Taken 0.00

5 - Correction / Action Taken 0.00

McAdams-09

lop	Part Number	Failed Description	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
1	9U5Z9C915BE	VALVE ASY	25.84	1	36.18	36.18	36.18

Sub Total Parts 25.84 36.18
SubTotal Job # 1 189.36

lop	Ford Op Code	CDC	Con/Defect	AC 1	AC 2	RDI	ONP	FLH	OLI
1	12650D							0.20	0.00
2	12650DX1							0.10	0.00

12650D22.5

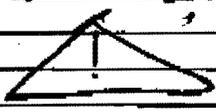
DATE 10/18	TIME	CUST PAY	WARRANTY	INTERNAL	I hereby authorize the work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection and pickup/delivery. Subject to terms and conditions on reverse side of this contract.	RESERVATION #
ADDRESS						DATE RESV. MADE
CITY ST ZIP					A minimum fee of \$2.00 is charged to cover costs associated with the handling, management, and disposal of hazardous waste (when applicable). All parts are new unless specified otherwise. I have read and understand the information contained on the front and reverse side of this document and have received a copy.	SELLING DEALER
HOME PHONE BUSINESS PHONE						NOTICE: VEHICLES NOT PICKED UP WITHIN THREE DAYS AFTER WORK IS COMPLETED WILL BE CHARGED STORAGE AT A RATE OF \$25.00 PER DAY. NO VEHICLES RELEASED AFTER 6:00 P.M. WEEKDAYS.
YEAR 10	MODEL Fusion	COLOR Silver		\$	ORIGINAL ESTIMATE	ESTIMATE DOES NOT INCLUDE SALES TAX
LICENSE NO SELLING DEALER MILEAGE					TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. I choose not to authorize the services recommended.	

REPAIR ORDER

SEE REVERSE SIDE FOR TERMS & CONDITIONS, AND LIMITED WARRANTY.

INSTRUCTIONS ON WORK TO BE DONE

TOWED IN

Check  CAR STOPPED

wouldn't START Red light

lock came on →

- 1 INSPECTION-9 POINT
- 2 LUBE, OIL & FILTER
- 3 STATE SMOG CERT.
- 4 AIR FILTER
- 5 HOSES & BELTS
- 6 FUEL FILTER
- 7 ROTATE TIRES
- 8 BODY LUBE
- 9 WHEEL BEARINGS
- 10 U-JOINTS
- 11 SVC TRANS-AUTO
- 12 SVC TRANS-OTHER
- 13 ELECTRICAL TUNE-4
- 14 ELECTRICAL TUNE-6
- 15 ELECTRICAL TUNE-8
- 16 BATTERY SERVICE
- 17 SCOPE & ADJUST
- 18 SVC & INSPECT BRAKES
- 19 BALANCE
- 20 ALIGN
- 21 AC SERVICE
- 22 SVC COOLING SYSTM.
- 23 VALVE ADJUST

GALPIN LINCOLN MERCURY 15500 Roscoe Blvd., Van Nuys, CA 91405 818-922-3674 BAR #AC123481 • EPA #CAD 962357891

GALPIN Ford 15505 Roscoe Blvd., North Hills, CA 91343 818-893-9494 BAR #RC011208 • EPA #CAD 029453131

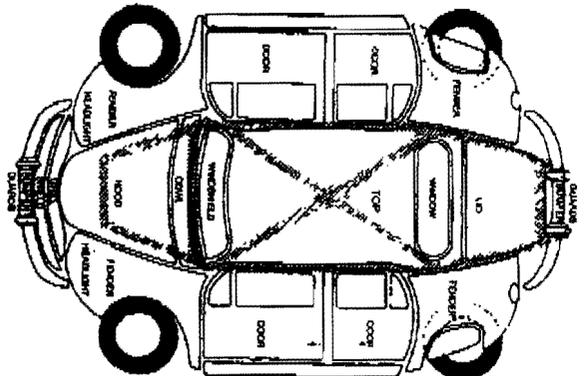
SERVICE DEPT. Hours: M-F: 7 a.m. to 7 p.m. Sat: 8 a.m. to 5 p.m.

TO OUR CUSTOMERS

GALPIN CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Rather, you are given a flat rate menu price which will be quoted to you and authorized by you in advance of the prescribed repair. If we discover that different or additional repairs are appropriate, you will be contacted for your advance approval of a revised quotation. Our menu prices are computed internally by multiplying our retail hourly labor rate by a time factor allotted to the repair. This time factor and our menu prices are based on our evaluation of the complexity of the work required, our costs for doing business, and, of course, our desire to remain competitive.

We believe our menu pricing is advantageous to our customers because your price for a prescribed repair remains the same regardless of how long the repair actually takes to be completed.

PRIOR BODY DAMAGE



Galpin Motors Inc
15505 Roscoe Blvd
North Hills, CA 91343
(818) 787-3800

WORK ORDER

RO NUMBER: 547458

Page Number: 1
Franchise Code:
Today's Date: OCT 18 1
Time Printed: 4 43 PM
Copy # 1

Tag Number: 124
BAR #AC011209 RC011208 AC011208 AC246635

I hereby authorize the work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection and pickup/delivery. Subject to terms and conditions on reverse side of this contract. A minimum fee of \$2.00 is charged to cover costs associated with the handling, management, and disposal of hazardous waste (when applicable). All parts are new unless specified otherwise. All oil sold in quarts. All antifreeze sold in gallons. All freon sold in ounces. I have read and understand the information contained on the front and reverse side of this document and have received a copy

NOTICE: VEHICLES NOT PICKED UP WITHIN THREE DAYS AFTER WORK IS COMPLETED WILL BE CHARGED STORAGE AT A RATE OF \$15.00 PER DAY.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

CUSTOMER SIGNATURE X	Time Received 4 41 PM	Cust = 4476101 Veh = 851972	Service Writer Steve Walker Date In OCT 18 10	Completion Date
Service Contract	Name	Expires: Deduct: 0.00	Miles In 8,398 Miles Out 8588 <i>ML</i>	TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD PARTS: <input type="checkbox"/> SAVE <input checked="" type="checkbox"/> DISCARD

CUSTOMER INFORMATION		VEHICLE INFORMATION		Original Estimate: \$ 0.00
[Redacted]		Year 2010	License Number	Authorized By:
Los Angeles, CA [Redacted]		Make Ford	Stock # 102383	Revised Estimate 1: Person Contacted:
Spouse		Model Fusion Hybrid	In Service Date	\$
Phone (H)	Phone (C)	Color Silver	Source	Date: Via: <input type="checkbox"/> Phone: Contacted By:
Phone (W)		Engine	Stpsn Brandon, Kenneth	Time: <input type="checkbox"/> In Person
Phone (O) (310)		VIN 3FADP0L36 [Redacted] 6 [Redacted]	SL Dat DEC 11 09	Revised Estimate 2: Person Contacted:
Comments (310) 858-8689				\$
				Date: Via: <input type="checkbox"/> Phone: Contacted By:
				Time: <input type="checkbox"/> In Person
				P1: P2:

LABOR INSTRUCTIONS

1 OPERATION CODE	TECH #	W / Customer States WAS DRIVING AND RED TRIANGLE LIGHT ILLUMINATED ON DASHBOARD AND VEHICLE DIED - WOULDNT START UP HAD TO TOW VEHICLE HERE
FAILURE CODE		

CAUSE: Penton ETC. DIA, FOUND CODES U0140 & P1A0C. Penton Pin Point Test BM1-5 NO Fault FOUND INSPECT CONNECT C139 @ P1A5 sho sho. call HOT Line Recommend Smoke TEST VMV, ck Road test 100 miles NO CODES. FORD SERVICE ENGINEER Brian Jensen Recon Rep for VMV and Penton Test 10-21-10 Pen Reprogram

CORRECTION: Rep loc connector Purge Valve and Reprogram Pen Penton 10-21-10. and Road test 100 miles system PASS

Warranty Parts Return
Date: _____
Base: _____
Base: 92915
Base: _____

TIME	STRAIGHT TIME (HOURS)	C.P.	WARR.	RO # 547458	HAT #	OFF	Signed S2011.0002
12650D - 2	6.1		1.5	SS.# 11196	24		
12650DX1 .1				EMP. NO. 90525			
12650D22.5							
102110A - 3							
9000D - .4							

Galpin Motors Inc

15505 Roscoe Blvd
North Hills CA 91343
(818) 787-3800

Accounting Invoice

Los Angeles, CA Year/Make/Model: 2010 Ford Fusion Hybrid VIN: 3FADP0L36AR License Number: Color: Silver Stock Number: 102383 Mileage In: 13374 Tag Number: 463 Mileage Out: 13849		A/R Number: Customer Number: PO Number: Auth Number: Service Writer: Steve Walker Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	Invoice Number 580313 Printed: 06/17/2011 10:36 AM Copy # 2 Date Opened: 06/06/11 Date Notified: 06/16/11 Date Delivered:
		<i>Customer Signature</i> 	

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
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1 - Correction / Action Taken
Tire Pressure check completed

0.00
0.00

SubTotal Job # 3

Customer statement of problem

Date Job Added: 06/09/11 5:17 PM

W/ - Customer States DRIVERS SUN VISOR VIBRATES WHILE DRIVING

1 - Cause / Action to Take
LOOSE SUNVISOR ASSEMBLY

1 - Correction / Action Taken
REPLACED LEFT SUNVISOR ASSEMBLY.

31.62

Warranty ID	Tech	Job	Act Hr				
7507	9123 Daniel Alavez	1	0.00	8.27	0.30	105.40	31.62
	4						
Job Part Number	Failed Description						
1 9E5Z5404105DA	VISOR ASY SUN			64.54	1	90.36	90.36

Sub Total Parts
SubTotal Job # 4

90.36
121.98

Job Ford Op Code	CDC	Con/Defect	AC 1	AC 2	RDI	ONP	FLH	OLI
1 04104A							0.30	0.00

Payment Notes

Cost	Acct Description	Proposed Amount	Cost Amount	Accounting Processed	Proposed Adjustment	Control	Control Description
200	Sls-Srv Lbr W&P Clms	-84.32	22.05	0.00	-84.32	90471	
200	Cst-Srv Lbr W&P Clms...	22.05	0.00	0.00	22.05		
1400	Inv-Labor In Process	-22.05	0.00	0.00	-22.05	580313	
1600	Sls-Prt Repair W&P Clms	-285.88	204.20	0.00	-285.88	90471	
1600	Cst-Prt W&P Clms-Svc...	204.20	0.00	0.00	204.20	580313	
1000	Inv-Parts Retail	-204.20	0.00	0.00	-204.20	90471	

IN RENTAL
 ALT #
 PHONE:
 TIME
 DATE:
 SPOKE OR MSG (circle)
 CUSTOMER NOTIFIED

Internal		Service Contract		Warranty		Customer Pay		
Cost	Description	Retail	Cost	Description	Retail	Cost	Description	Retail
0.00	Labor	0.00	0.00	Labor	22.05	0.00	Labor	0.00
0.00	Parts	0.00	0.00	Parts	204.20	0.00	Parts	0.00
0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00
	Freight	0.00		Freight	0.00		Freight	0.00
	Car Rental	0.00		Car Rental	0.00		Car Rental	0.00
	Spec Tax	0.00		Deductible	0.00		Deductible	0.00
	HazMat	0.00		Spec Tax	0.00		Spec Tax	0.00
	Tax	0.00		Haz Mat	0.00		Haz Mat	0.00
	Co-pay	0.00		Tax	0.00		Spec Tax	0.00
	Charge \$	0.00		Charge \$	0.00		Haz Mat	0.00
	Misc	0.00		Misc	0.00		Sls Tax	0.00
	Balance	0.00		Balance	370.20		Misc	0.00
							Amt Due	0.00

Galpin Motors Inc
15505 Roscoe Blvd
North Hills, CA 91343
(818) 787-3800

Accounting Invoice

Los Angeles, CA
Year/Make/Model: 2010 Ford Fusion Hybrid
VIN: 3FADP0L36AR
License Number: 102383
Tag Number: 463
Color: Silver
Mileage In: 13374
Mileage Out: 13849

A/R Number:
Customer Number:
PO Number:
Auth Number:
Service Writer: Steve Walker
Estimate Amount: \$
Terms & Conditions:
Type of Sale: Retail

Invoice Number
580313
Printed: 06/17/2011 10:35 AM
Copy # 2
Date Opened: 06/06/11
Date Notified: 06/16/11
Date Delivered:

Customer Signature

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
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Customer statement of problem **Date Job Added: 06/06/11 2:20 PM**

W/ - Customer states VEHICLE WAS TOWED IN*****C/S WAS DRIVING AND VEHICLE SEEMED TO ONLY STAY IN ELECTRICAL ENGINE MODE WOULDNT GO OVER 30MPH AND HAD NO POWER UPHILL - RECEIVED MESSAGE ON MESSAGE CENTER "TO PULL OVER SAFELY"

1 -- Cause / Action to Take
ROAD TESTED 475 MILES BY SHOP FOREMAN, AND TECHNICIAN DURING ONE ROADTEST WITH SHOP FOREMAN VEHICLE LOST THROTTLE REPOSE. HOOKED UP TO IDS MONITOR, THROTTLE BODY SHOWED CLOSED WHEN IT WAS ACTUALLY HALF WAY OPEN.

1 -- Correction / Action Taken
REPLACED THROTTLE BODY PER SHOP FOREMAN. 52.70

Warranty ID	Tech	Job	Act Hr	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
7507	9123	Daniel Alavez	1	13.78	0.50	105.40	52.70	

Job Part Number	Failed Description	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
1 9L8Z9E926A	THROTTLE BODY AND MOTOR ASY	139.66	1	195.52	195.52	

Sub Total Parts 195.52
Sub Total Job # 1 248.22

Job Ford Op Code	CDC	Con/Defect	AC 1	AC 2	RDI	ONP	FLH	OLI
1 9926A							0.50	0.00

Customer statement of problem **Date Job Added: 06/06/11 2:20 PM**

W/ - Customer States VEHICLE HAS BEEN GETTING POOR MPG AROUND 30MPG

1 -- Cause / Action to Take
CHECKED ANY CODES IN SYSTEM, NONE FOUND.
1 -- Correction / Action Taken
NO PROBLEM FOUND. 0.00

Sub Total Job # 2 0.00

Customer statement of problem **Date Job Added: 06/06/11 2:20 PM**

W/ - Tires Inflated to (PSI)
LEFT FRONT 35 LEFT REAR 35
RIGHT FRONT 35 RIGHT REAR 35
1 -- Cause / Action to Take

in Motors Inc
5 Roscoe Blvd
th Hills, CA 91343
(818) 787-3800

WORK ORDER

RO NUMBER: 580313

Tag Number: 463
BAR #011209 RC011208 011208 246635

Page Number: 1
Franchise Code: 05373
Todays Date: JUN 6 11
Time Printed: 2 20 PM
Copy # 2

I hereby authorize the work to be done along with the necessary material, and hereby grant you/employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection and pickup/delivery, subject to terms and conditions on reverse side of this contract. A minimum fee of \$2.00 is charged to cover costs associated with the handling, management, and disposal of hazardous waste (when applicable). All parts are new unless specified otherwise. All oil sold in quarts. All antifreeze sold in gallons. All freon sold in ounces. I have read and understand the information contained on the front and reverse side of this document and have received a copy.

NOTICE: VEHICLES NOT PICKED UP WITHIN THREE DAYS AFTER WORK IS COMPLETED WILL BE CHARGED STORAGE AT A RATE OF \$25.00 PER DAY.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

CUSTOMER SIGNATURE X	Time Received	Cust = 4476101	Service Writer	Steve Walker	Completion Date
	2 14 PM	Veh = 861972	Date In	JUN 6 11	
Service Contract	Name	Expires:	Miles In	13,374	TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD
Number		Deduct: 0.00	Miles Out	13366 13849	PARTS: <input type="checkbox"/> SAVE <input checked="" type="checkbox"/> DISCARD

CUSTOMER INFORMATION		VEHICLE INFORMATION		Original Estimate: \$ 0.00
Address	Los Angeles, CA	Year	2010	License Number
Phone (H)		Make	Ford	Stock # 102383
Phone (W)		Model	Fusion Hybrid	In Service Date
Phone (O) (310)		Color	Silver	Source
Comments		VIN	3FADP0L36AR	Engine
		Steps:	Brandon, Kenneth	SL Dat DEC 11 09

LABOR INSTRUCTIONS

OPERATION CODE	TECH #	DESCRIPTION
	91234	W/ Customer states VEHICLE WAS TOWED IN*****C/S WAS DRIVING AND VEHICLE SEEMED TO ONLY STAY IN ELECTRICAL ENGINE MODE WOULDNT GO OVER 30MPH AND HAD NO POWER UPHILL - RECEIVED MESSAGE ON MESSAGE CENTER "TO PULL OVER SAFELY"

CAUSE :

(THROTTLE BODY NOT FUNCTIONING properly)
by Shop Foreman

and Tested 17 mi on Road Test. *lost All Throttle Response.*
 CORRECTION: Hook up IDS monitor TB shows closed throttle when opened to half.
 Replaced Throttle Body.
 per Shop Foreman. (BOB MARNEY)

(DIAL & PART ORDERED BY SHOP FOREMAN)

ME 9926A 5

Base: *9926A*
 Base: *9926A*
 Base: *9926A*
 Date: _____
 Warranty Parts Return

STRAIGHT TIME (HOURS)	C.P.	WARR.	R/O NO. 580313	HAT #	OFF
			S.S.# 7507	463	
			EMP. NO. 91234		ON

Galpin Motors Inc
15505 Roscoe Blvd
North Hills, CA 91343
(818) 787-3800

WORK ORDER

RO NUMBER: 580313

Tag Number: 463
BAR #011209 RC011208 011208 246635

Page Number: 2
Franchise Code: 05373
Today's Date: JUN 6 11
Time Printed: 2 20 PM
Copy # 2

CUSTOMER INFORMATION

VEHICLE INFORMATION

Original Estimate: \$ 0.00

Los Angeles, CA
Phone (H)
Phone (W)
Phone (O) (310)
Comments

Year 2010
Make Ford
Model Fusion Hybrid
Color Silver
VIN 3FADP0L36AR
License Number 102363
Stock #
In Service Date
Source
Engine
Sispon Brandon, Kenneth
SL Dat DEC 11 09

Authorized By:
Revised Estimate 1: Person Contacted:
\$
Date: Via: Phone: Contacted By:
Time: In Person
Revised Estimate 2: Person Contacted:
\$
Date: Via: Phone: Contacted By:
Time: In Person
P1: P2:

Time Promised

LABOR INSTRUCTIONS

OPERATION CODE	TECH #	W / Customer States VEHICLE HAS BEEN GETTING POOR MPG AROUND 30MPG
FAILURE CODE		<i>NPF checked Codes</i>

CAUSE :

CORRECTION :

TIME

OPERATION CODE	TECH #	C / Tires Inflated to (PSI)
TPCHECK		LEFT FRONT _____ LEFT REAR _____
FAILURE CODE		RIGHT FRONT _____ RIGHT REAR _____

CAUSE :

CORRECTION :

TIME

Galpin Motors Inc
 15505 Roscoe Blvd
 North Hills, CA 91343
 (818) 787-3800

WORK ORDER
RO NUMBER: 580313
 Tag Number: 463
 BAR #011209 RC011208 011208 246635

Page Number: 3
 Franchise Code: 05373
 Today's Date: 06/16/11
 Time Printed: 9:00 AM
 Copy # 4

CUSTOMER INFORMATION		VEHICLE INFORMATION		Original Estimate: \$ 0.00
Year 2010	License Number	Authorized By:		Revised Estimate 1: Person Contacted:
Make Ford	Stock # 102383	Date: Via: <input type="checkbox"/> Phone: Contacted By:		\$
Model Fusion Hybrid	In Service Date	Time: <input type="checkbox"/> In Person		Revised Estimate 2: Person Contacted:
Color Silver	Source	Date: Via: <input type="checkbox"/> Phone: Contacted By:		\$
VIN 3FADPOL36 AP	Engine	Time: <input type="checkbox"/> In Person		P1: P2:
Salesperson Brandon Kenneth				
SL Dat 12/11/09				

LABOR INSTRUCTIONS

OPERATION CODE: **91234**
 TECH #:
 FAILURE CODE: **(93)**
W / Customer States DRIVERS SUN VISOR VIBRATES WHILE DRIVING
 (LOOSE SUNVISOR ASST)

CORRECTION:

Repaired loose sunvisor

Parts Return
 Date: **09/10/11**

TIME: **04104A - 3**

90

STRAIGHT TIME (HOURS)	C.P.	WARR.	R/O NO	HAT #	OFF
			580313	463	6
			S.S.# 75817		
			EMP. NO 91234		

Galpin Motors Inc
 15505 Roscoe Blvd
 North Hills CA 91343
 (818) 787-3800

Accounting Invoice

A/R Number: Customer Number: [REDACTED] PO Number: Auth Number:		Invoice Number 601127
Service Writer: Steve Walker Estimate Amount: \$		Printed: 11/17/2011 1:13 PM Copy # 2
Terms & Conditions: Type of Sale: Retail		Date Opened: OCT 24 11 Date Notified: NOV 16 11
Year/Make/Model: 2010 Ford Fusion VIN: 3FADP0L36A License Number: [REDACTED] Color: Silver Stock Number: 102383 Mileage In: 16606 Tag Number: 415 Mileage Out: 16791		Date Delivered:
Customer Signature		

POSTED

[Handwritten Signature]

DESCRIPTION	POST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
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Customer statement of problem					Date Job Added: 10/24/11 3:19 PM
W/ - Customer States VEHICLE TOWED IN - STARTED UP VEHICLE THIS MORNING AND BEGAN TO DRIVE AFTER A FEW MINUTES SAW MESSAGE ON MESSAGE CENTER "TO PULL OVER SAFELY" - CUST ATTEMPTED TO RETURN HOME AND AS WAS DRIVING UPHILL THE VEHICLE HAD NO ACCELERATION CUST HAD GAS PEDAL ALL THE WAY TO THE FLOOR (LIKE VEHICLE RAN OUT OF POWER), HOWEVER, THE AC STILL WORKED AND THE DASHBOARD LIGHTS STAYED ON - CUST FINALLY PULLED OVER AFTER VEHICLE WOULD NOT MOVE AND TURNED OFF AND CALLED FOR TOW SERVICE*****SEE ATTACHED RO'S 580313, 547548, 538802					
1 - Cause / Action to Take TEST DRIVEN BY PAUL M. 185 MILES - UNABLE TO DUPLICATE CONCERN. SEE HOTLINE CONTACT # 104932339 - FILLED GAS TANK FOR CUSTOMER SATISFACTION. VERIFIED TSB # 11-7-31 HAS BEEN PERFORMED.					
1 - Correction / Action Taken PERFORM SELF TEST - CODES -POAFA: 16-28 - POA7C:00-28 - P1AOC:00-28 - CONTACT FORD HOTLINE - CONTACT # 104932339 - PERFORMED VISUAL INSPECTION FOUND M/E COOLANT SYSTEM LOW ADDED COOLANT AND PURGED AIR FROM SYSTEM - PERFORMED ROAD TEST TO VERIFY M/E COOLING SYSTEM PUMP OPERATION - NORMAL - HOTLINE REQUEST TO PERFORM ROAD TEST AND MONITOR MECT AND AMBIENT TEMP PIDS - SPECS 20-30 DEGREES - ACTUAL READING 18-24 DEGREES OF AMBIENT TEMP - NO PROBLEM FOUND - HOTLINE RESPONSE - NO FURTHER DIAG UNTIL CONCERN DUPLICATED - TOTAL MILES DRIVEN 185 MILES - FILLED CUSTOMER GAS TANK FOR CUSTOMER SATISFACTION. REPROGRAMED BECM MODULE - OLD CALIBRATION AE58-10B687-AC - NEW CALIBRATION # AE58-10B687-AD					
Warranty ID	Tech	lop	Act Hr		
7507	9123 Daniel Alavez	1	0.00	0.00	0.00
	4				
SubTotal Job # 1					0.00

Customer statement of problem					Date Job Added: 10/24/11 3:19 PM
C/ Tires Inflated to (PSI) LEFT FRONT <u>33</u> LEFT REAR <u>33</u> RIGHT FRONT <u>33</u> RIGHT REAR <u>33</u>					
1 - Cause / Action to Take					

Galpin Motors Inc
 15505 Roscoe Blvd
 North Hills CA 91343
 (818) 787-3800

Accounting Invoice

[Redacted]		A/R Number:		Invoice Number:	601127
Los Angeles, CA [Redacted]		Customer Number:	[Redacted]	Printed:	11/17/2011 1:13 PM
[Redacted]		PO Number:		Copy #:	2
[Redacted]		Auth Number:		Date Opened:	OCT 24 11
Year/Make/Model: 2010 Ford Fusion Hybrid		Service Writer:	Steve Walker	Date Notified:	NOV 16 11
VIN: 3FADP0L36AR [Redacted]		Estimate Amount:	\$	Date Delivered:	
License Number: [Redacted] Color: Silver		Terms & Conditions:			
Stock Number: 102383 Mileage In: 16606		Type of Sale:	Retail		
Tag Number: 415 Mileage Out: 16791		<i>Customer Signature</i> [Handwritten Signature]			

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
-------------	------	------------	---------------	-----------	-------------

1 - Correction / Action Taken
 Tire Pressure check completed

SubTotal Job # 2

0.00
0.00

Payment Notes

Internal		Service Contract		Warranty		Customer Pay		
Cost	Description	Retail	Cost	Description	Retail	Cost	Description	Retail
0.00	Labor	0.00	0.00	Labor	0.00	0.00	Labor	0.00
0.00	Parts	0.00	0.00	Parts	0.00	0.00	Parts	0.00
0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00
	Freight	0.00		Freight	0.00		Freight	0.00
	Car Rental	0.00		Car Rental	0.00		Car Rental	0.00
	Spec Tax	0.00		Deductible	0.00		Deductible	0.00
	HazMat	0.00		Spec Tax	0.00		Spec Tax	0.00
	Tax	0.00		Haz Mat	0.00		Haz Mat	0.00
	Co-pay	0.00		Tax	0.00		Spec Tax	0.00
	Charge \$	0.00		Charge \$	0.00		Haz Mat	0.00
	Misc	0.00		Misc	0.00		Spec Tax	0.00
	Balance	0.00		Balance	0.00		Haz Mat	0.00
							Charge \$	0.00
							Misc	0.00
							Balance	0.00
							Amt Due	0.00

CUSTOMER NOTIFIED
 SPOKE on MSG (circle)
 DATE: 11/17/11
 TIME: 116
 PHONE: [Redacted]
 ALT # [Redacted]
 IN RENTAL (Y) N

DATE 10/24	TIME	CUST PAY	WARRANTY	INTERNAL
NAME				
ADDRESS				
CITY	ST	ZIP		
HOME PHONE		BUSINESS PHONE		
YEAR 10	MODEL F150	COLOR SILV		
LICENSE NO				
SELLING DEALER		MILEAGE 16604		

I hereby authorize the work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection and pickup/delivery. Subject to terms and conditions on reverse side of this contract.

A minimum fee of \$2.00 is charged to cover costs associated with the handling, management, and disposal of hazardous waste (when applicable). All parts are new unless specified otherwise.

I have read and understand the information contained on the front and reverse side of this document and have received a copy.

SIGN J. Towel PARTS: SAVE SCRAP

\$ 0 ORIGINAL ESTIMATE ESTIMATE DOES NOT INCLUDE SALES TAX

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

RESERVATION #

DATE RESV. MADE

SELLING DEALER

NOTICE:
VEHICLES NOT PICKED UP WITHIN THREE DAYS AFTER WORK IS COMPLETED WILL BE CHARGED STORAGE AT A RATE OF \$25.00 PER DAY.

NO VEHICLES RELEASED AFTER 6:00 P.M. WEEKDAYS.

REPAIR ORDER		1	INSPECTION-9 POINT
SEE REVERSE SIDE FOR TERMS & CONDITIONS, AND LIMITED WARRANTY.		2	LUBE, OIL & FILTER
INSTRUCTIONS ON WORK TO BE DONE		3	STATE SMOG CERT.
Towed in		4	AIR FILTER
C/S 12:40 DROVE "THE Pull over safety message" → went thru intersection to go back home PARKED IT TURNED OFF TRIED TO START		5	HOSES & BELTS
Going uphill to return home - Floundered gas pedal wouldn't move forward - floundered ran out of tower @ the front, C/S pedal floundered AC/lights/stayed on!		6	FUEL FILTER
		7	ROTATE TIRES
		8	BODY LUBE
		9	WHEEL BEARINGS
		10	U-JOINTS
		11	SVC TRANS-AUTO
		12	SVC TRANS-OTHER
		13	ELECTRICAL TUNE-4
		14	ELECTRICAL TUNE-6
		15	ELECTRICAL TUNE-8
		16	BATTERY SERVICE
		17	SCOPE & ADJUST
		18	SVC & INSPECT BRAKES
		19	BALANCE
		20	ALIGN
		21	A/C SERVICE
		22	SVC COOLING SYSTEM
		23	VALVE ADJUST

GALPIN LINCOLN MERCURY

15500 Roscoe Blvd., Van Nuys, CA 91406 818-922-3674 BAR #AC123481 - EPA #CAD 982357691

GALPIN Ford

15505 Roscoe Blvd., North Hills, CA 91343 818-893-9494 BAR #RC011208 - EPA #CAD 029453121

SERVICE DEPT. Hours:
M-F: 7 a.m. to 7 p.m. Sat: 8 a.m. to 5 p.m.

TO OUR CUSTOMERS
GALPIN CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Rather, you are given a flat rate menu price which will be quoted to you and authorized by you in advance of the prescribed repair. If we discover that different or additional repairs are appropriate, you will be contacted for your advance approval of a revised quotation. Our menu prices are computed internally by multiplying our retail hourly labor rate by a time factor allotted to the repair. This time factor and our menu prices are based on our evaluation of the complexity of the work required, our costs for doing business, and, of course, our desire to remain competitive.

We believe our menu pricing is advantageous to our customers because your price for a prescribed repair remains the same regardless of how long the repair actually takes to be completed.

PRIOR BODY DAMAGE

SEE REVERSE SIDE FOR LIMITED WARRANTY

G-3000 7/10

Galpin Motors Inc
15505 Roscoe Blvd
North Hills, CA 91343
(818) 787-3800

WORK ORDER

RO NUMBER: 601127

Page Number: 1
Franchise Code: 01293
Today's Date: OCT 24 11
Time Printed: 3 19 PM
Copy # 1

Tag Number: 415
BAR #011209 RC011208 Q11208 246635

I hereby authorize the work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection and pickup/delivery, subject to terms and conditions on reverse side of this contract.
A minimum fee of \$2.00 is charged to cover costs associated with the handling, management, and disposal of hazardous waste (when applicable).
All parts are new unless specified otherwise. All oil sold in quarts. All antifreeze sold in gallons. All freon sold in ounces.
I have read and understand the information contained on the front and reverse side of this document and have received a copy.

NOTICE: VEHICLES NOT PICKED UP WITHIN THREE DAYS AFTER WORK IS COMPLETED WILL BE CHARGED STORAGE AT A RATE OF \$25.00 PER DAY.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

CUSTOMER SIGNATURE X	Time Received 3 16 PM	Cust = 4476101 Veh = 851972	Service Writer Steve Walker Date In OCT 24 11	Completion Date
Service Contract Number	Expires: Deduct: 0.00	Miles In 16,606 Miles Out 16,791	TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD PARTS: <input type="checkbox"/> SAVE <input checked="" type="checkbox"/> DISCARD	

CUSTOMER INFORMATION		VEHICLE INFORMATION		Original Estimate: \$ 0.00
Address: Los Angeles, CA	Year: 2010	License: [REDACTED]	Authorized By:	Revised Estimate 1: Person Contacted: \$
Phone (H): [REDACTED]	Make: Ford	Stock #: 102385	In Service Date	Date: _____ Via: <input type="checkbox"/> Phone: _____ Contacted By: _____
Phone (W): [REDACTED]	Model: Fusion Hybrid	Source	Engine	Time: _____ <input type="checkbox"/> In Person
Phone (C): (310) 858-8689	Color: Silver	Slpsn: Brandon, Kenneth	SL Dat: DEC 11 09	Revised Estimate 2: Person Contacted: \$
Comments: (310) 858-8689	VIN: 3FADP0L36AR [REDACTED]			Date: _____ Via: <input type="checkbox"/> Phone: _____ Contacted By: _____
				Time: _____ <input type="checkbox"/> In Person
				P1: _____ P2: _____

LABOR INSTRUCTIONS

OPERATION CODE TECH # W / Customer States VEHICLE TOWED IN - STARTED UP VEHICLE THIS MORNING AND BEGAN TO DRIVE AFTER A FEW MINUTES SAW MESSAGE ON MESSAGE CENTER "TO PULL OVER SAFELY" - CUST ATTEMPTED TO RETURN HOME AND AS WAS DRIVING UPHILL THE VEHICLE HAD NO ACCELERATION CUST HAD GAS PEDAL ALL THE WAY TO THE FLOOR (LIKE VEHICLE RAN OUT OF POWER); HOWEVER, THE AC STILL WORKED AND THE DASHBOARD LIGHTS STAYED ON - CUST FINALLY PULLED OVER AFTER VEHICLE WOULD NOT MOVE AND TURNED OFF AND CALLED FOR TOW SERVICE*****SEE ATTACHED RO'S 580313, 547548, 538802

DIAGNOSIS: ABS - PASS BECM - PASS
BATTERY TEMP 89.60F° PCM - PASS
BATT VOLTS 29.8 .12 VOLTS DC-DC PASS
BATT CHARGE (SOC) 50.0% TCM - PASS

REPAIRS: POAFA: 16-28 ACCM OLD BECM (CURRENT)
POA7C: 00-28 PCM NEW AESB-10B67-A
PIAOC: 00-28 PCM
MINER (TEMP AT R-OF MAX TEMP BECM
AIR-IF FROZEN
TAC

WORK ORDER

RO NUMBER: 601127

Tag Number: 415

BAR #011209 RC011208 011208 246635

Page Number: 2

Franchise Code: 01293

Today's Date: OCT 24 11

Time Printed: 3 19 PM

Copy # 1

01/05/2012 10:11 FAX 0101102104
Gripitt MOTORS INC
15505 Roscoe Blvd
North Hills, CA 91343
(818) 787-3800

CUSTOMER INFORMATION

VEHICLE INFORMATION

Original Estimate: \$ 0.00

[Redacted Customer Info]
Los Angeles, CA [Redacted]
Spouse
Phone (H) [Redacted]
Phone (W) [Redacted]
Phone (D) [Redacted]

Phone (C) [Redacted]

Year 2010

License Number

Authorized By:

Make Ford

Stock # 102383

Revised Estimate 1: Person Contacted:

Model Fusion Hybrid

In Service Date

Date: Via: Phone: Contacted By:
Time: In Person

Color Silver

Engine

Revised Estimate 2: Person Contacted:

VIN 3FADP0L36 A [Redacted]

Sispsn Brandon, Kenneth

Date: Via: Phone: Contacted By:
Time: In Person

Sl. Dat DEC 11 09

P1:

P2:

Time Promised

LABOR INSTRUCTIONS

2 OPERATION CODE TECH #
TPCHECK
FAILURE CODE

C / Tires Inflated to (PSI)

LEFT FRONT 33 LEFT REAR 33
RIGHT FRONT 33 RIGHT REAR 33

CAUSE :

CORRECTION :

TIME

Perkins-Hill, Wannetta (W.)

From: KD [kd@delsacklaw.com]
Sent: Tuesday, January 10, 2012 1:15 PM
To: Perkins-Hill, Wannetta (W.)
Subject: [REDACTED] v Ford

Hi Wannetta: Pursuant to our conversation of a few minutes ago, this will confirm that I am requesting a status update as to the referenced case. This case was submitted on December 5, 2011 more than 30 days ago. Thank you.

Kurt

Kurt Delsack, Esq.

Law Offices of Delsack & Assoc., P.C.
1801 Century Park E.
Suite 2400
Los Angeles, CA 90067
Tel. 310-475-1700 Fax 310-475-1799

kd@delsacklaw.com

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1/11/2012

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
12/6/2010 CLOSED	[REDACTED] CORRESPONDENCE - CORRESPONDENCE	3FADP0L36AR [REDACTED] 1795702560	2010 FUSION	02
11/3/2010 CLOSED	[REDACTED] DEALER GENERATED INFORMATION ISSUE	3FADP0L36AR [REDACTED] 1795702560	2010 FUSION	03
10/19/2010 CLOSED	[REDACTED] ROADSIDE ASSISTANCE REQUEST-WARRANTY COVERED	3FADP0L36AR [REDACTED] 1795702560	2010 FUSION	01

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All Action Details for Issue

[Print](#)

VIN: 3FADPOL36AR2 [REDACTED] Year: 2010 Model: FUSION Case: 1795702560
Name: MRS [REDACTED] Owner Status: Original WSD: 2009-12-11
Symptom Desc: Primary Phone: [REDACTED]
Reason Desc: CORRESPONDENCE - CORRESPONDENCE Secondary Phone:
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: CUSTOMER FOCUS - LEFT MESSAGE/PROVIDED RESOLUTION

Dealer: Origin Desc: MANUAL - CORRESPONDENCE
CSR
Odometer: 8398 MI Comm Type: INBOUND CUSTOMER
MAIL
Analyst Name: Analyst: DLYONS7
LYONS, DAVONYA
Action Date: 12/03/2010 Action Time: 15.05.27.818 Action Data: No

Comments CUSTOMER SAID: - LTR DATED NOV 20- AUG 20 SEPT 3, SEPT 12 AND OCT 18 MY FUSION WOULD RECVE THE SAFETY ALERT WARNING AND THE VEH WOULD NOT START- EACH TIME IT WAS TOWED TO THE DLRSHIP- I'M NOT CONVINCED THAT GALPIN FORD FOUND THE ROOT CAUSE- WE ARE ABLE TO MAKE A 2 LONG TRIPS AND AS A LAST ATTEMPT TO SAVE THE SITUATION WOULD GALPIN FORD LIKE TO ATTACH ADDITIONAL INSTRUMENTATION TO MY CAR DURING THESE TRIPS- PLS WRITE AND ASSURE ME THAT THIS CAR CAN STILL MAKE THESE TRIPS WITHOUT FURTHER FAILURES***DEALER SAID: - GALPIN FORD DEALER ADDRESS: 15505 ROSCOE BLVD NORTH HILLS CA 91343 DEALER MAIN PHONE: 818-787-3800***CRC ADVISED: - OBC TO SERV MNG GREG TOMA AT DLRSHIP AND HE CONFIRMS THAT VEH IS UP AND RUNNING AND THE CUST HAS NOT REPORTED ANY INCIDENTS SINCE THEY PICKED UP THE VEH A MONTH AGO- HE ALSO ADVISES THAT FORD DOES NOT USE THE TRACKING DEVICES ANY LONGER BUT HAS CONFIDENCE THAT THE VEH IS REPAIRED- OBC TO CUST AND LFT MSG ADVISING THAT FORD DOES NOT OFFER A DIAGN TOOL AND IF SHE HAS FURTHER QUESTS TO CONTACT SERV MNG GREG***

Action: CUSTOMER FOCUS - SUPPORT PREVIOUS DECISION RENDERED

Dealer: Origin Desc: MANUAL -
CORRESPONDENCE CSR
Odometer: 8398 MI Comm Type: INBOUND
CUSTOMER MAIL
Analyst Name: RICHARDSON Analyst: KRICHA41
(KRICHA41), KATHY
Action Date: 12/06/2010 Action Time: 08.36.08.729 Action Data: No

Comments CUSTOMER SAID: LETTER DATED 11/20/10 TO DLRSHIP GALPIN FORD. CUST STATES SAFETY ALERT WARNING LIGHT COMES ON AND VEH WOULD NOT START. VEH TOWED TO DLRSHIP EACH TIME. CUST STATES NOT CONFIDENT GALPIN FORD FOUND THE ROOT CAUSE OF THE CONCERN. DEALER SAID: **LETTER PREDATES HANDING PER HISTORICS OF 12/3/10. CRC ADVISED: CUSTOMER FOCUS - SUPPORT PREVIOUS DECISION RENDERED

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All Action Details for Issue

[Print](#)

VIN: 3FADPQL36AR[REDACTED]	Year: 2010	Model: FUSION	Case: 1795702560
Name: MRS [REDACTED]	Owner Status: Original	WSD: 2009-12-11	
Symptom Desc:		Primary Phone: [REDACTED]	
Reason Desc: DEALER GENERATED INFORMATION ISSUE		Secondary Phone:	
Issue Type: 03 CONCERN	Issue Status: CLOSED		
Initial Customer Contact: 11/03/2010			

Action: ESCALATED HANDLING REQUIRED - REQUESTING CCT-CSM SUPPORT		
Dealer: 05536 GALPIN FORD		Origin Desc: DEALER
Odometer: 8398 MI	Comm Type: VISIT	
Analyst Name: KEVIN BARTHE	Analyst: K-BARTH9	
Action Date: 10/19/2010	Action Time: 15.42.09.910	Action Data: No

Comments 3RD TIME IN FOR WRENCH LIGHT, STALLED AND WOULD NOT START. CUSTOMER VERY UNHAPPY AND DOES NOT TRUST VEHICLE ANY LONGER. HOTLINE CONTACT GENERATED. NO SMOKING GUN, HOTLINE ADVISED EXTENDED ROAD TEST...

Action: CONCERN ADDRESSED		
Dealer: 05536 GALPIN FORD		Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 8398 MI	Comm Type: PHONE	
Analyst Name: COLL,MARK	Analyst: MCOLL	
Action Date: 11/03/2010	Action Time: 12.36.31.959	Action Data: Yes

Comments * CSM MARK EXT 7749 , OBC TO DLR , SPOKE TO S/M KEVIN WHO VERIFIES REPAIRS COMPLETED AS OF 10-28* CUST HAS NOT PICKED UP VEH

Data Element Name	Data Value
-----	-----
CUSTOMER'S LTV SCORE	68
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(\$)	
--FORDS'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	Y

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All Action Details for Issue

[Print](#)

VIN: 3FADP0L36AR [REDACTED] Year: 2010 Model: FUSION Case: 1795702560
Name: MRS [REDACTED] Owner Status: Original WSD: 2009-12-11
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
Reason Desc: ROADSIDE ASSISTANCE REQUEST-WARRANTY COVERED Secondary Phone:
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: ROADSIDE ASSISTANCE-TOW-WHEEL LIFT
Dealer: Origin Desc: CROSS COUNTRY MOTOR CLUB
Odometer: 000056 MI Comm Type: MAIL
Analyst Name: Analyst: SYSTEM
Action Date: 09/13/2010 Action Time: 22.06.09.536 Action Data: No

Comments DISPATCH COMPLETE

Action: ROADSIDE ASSISTANCE-TOW-WHEEL LIFT
Dealer: Origin Desc: CROSS COUNTRY MOTOR CLUB
Odometer: 007668 MI Comm Type: MAIL
Analyst Name: Analyst: SYSTEM
Action Date: 10/19/2010 Action Time: 22.09.44.996 Action Data: No

Comments DISPATCH COMPLETE

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GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number:

[File Report To This Folder](#)

[File Report To A Folder](#)

[Exists in Folder\(s\)](#)

[Download Options](#)

[Add Comments](#)

[Previous](#)

[Next](#)

[Save](#)

[Mail Report](#)

Report Detail Section : [View Details](#)

Attachments: 0

Report# :	AJSAX013 NHL	Received:	10/19/2010
CCRG/EPRC:	S	Date:	11/17/2010
Vehicle:	2010,FUSION ,HYBRID ,4 DOOR ,SEDAN ,3FADP0L36AR	Build Date:	11/14/2009
Odometer :	8,398 M	Engine:	2.5 ATKINS
Transmission:	CVT AUTO	Axle:	2.57 RATIO
Dealer:	USA 05536 Galpin Ford	Calibration:	ADE1HV0A
City:	North Hills	A/C:	YES
Originator:	SCOTT MARKS	Phone#:	(818) 893- 9494
Symptom:	5 52 3 00 DRV PERF,STALLS/QUITS,CRUISE/STEADY,UNKNOWN		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	STALLS WHILE DRIVING		
Fix:	Causal Component :		
Condition Code:			

Hotliner: STEKKO

Phone: 000 317-9351

Regn Cd: W1 Los Angeles

Engineering:

Phone:

TAR:

Dlr Contact: SCOTT MARKS

Phone: 818 778-2164

Title Cde: T

KOEO:

KOEC: P1A0C

KOER:

Comments:

REPAIR 10/19/2010 11:06AM SALAH TEKKO MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUST WAS DRIVING RED TRINGLE LIGHT
ILLUMINATED CAR SHUT DOWN AND WOULD NOT START DIAGNOSTICS: CK FOR
CODES AND PERFORMED PIN POINT TEST BM1 2 3 4 5 CLEAR CODES ROAD TEST
CODE HAS NOT RETURNED INSPECT WIRING HARNESS 14290@CONNECTORS
C139@C145 NO PROBLEM FOUND PARTS REPLACED:: NONE TECH QUESTION:
HAS THERE BEEN OTHER CONCERN LIKE THIS AND THERE MORE DIAG I NEED TO
PERFORM PLEASE LIST ANY PERTINENT FREEZE FRAME DATA PLEASE
LIST ANY VEHICLE MODIFICATIONS, OR TYPE NONE. NONE

RECOMM **10/19/2010 11:06AM SALAH TEKKO MSS - FCSD - TECH SVC HOTLINE**
SCOTT, RECOMMEND ATTEMPT TO DUPLICATE THE CONCERN, ONCE THE CONCERN
IS DUPLICATED PERFORM AN ON DEMAND SELF TEST ON THE PCM, TCM, BECM AND
DC/DC CONVERTER TO CHECK FOR ANY ADDITIONAL DTCS PRESENT. IF NO
ADDITIONAL DTCS ARE PRESENT RECOMMEND SMOKE TEST THE CANISTER PURGE
VALVE (VMV) AT THE INTAKE MANIFOLD, IF SMOKE PASSES THROUGH THE VALVE
REPLACE IT AND RETEST. THE HOTLINE DATABASE INDICATES THE MOST COMMON
CAUSE FOR THIS CONCERN IS AN INTERMITTENTLY STICKING OPEN CANISTER
PURGE VALVE ASSEMBLY.

ADD-ON **10/26/2010 05:51PM ALEX BOUGHAN MSS - FCSD - TECH SVC HOTLINE**
FSE BRYAN JENKINS CALLING. EEC TEST P1A0C IN THE PCM, U0140 IN THE IC.
CUSTOMER STATES THAT THE CONCERN OCCURED UNDER HIGHER ELEVATION. CODES
HAVE BEEN CLEARED. ADVISED FSE THE CONCERN WOULD NEED TO BE DUPLICATED
AND ALL MODULES WOULD NEED TO BE CHECKED FOR CODES BEFORE PROCEEDING
WITH ANY FURTHER DIAGNOSTICS OR REPAIRS. P0A7C WAS PRESENT IN THE
PAST. PERFORM TSB 10-21-10.

REPAIR **06/07/2011 06:30PM SALAH TEKKO MSS - FCSD - TECH SVC HOTLINE**
WEB FORM DATA - CONCERN: VEHICLE WAS TOWED IN....C/S WAS DRIVING AND

THE VEHICLE SEEMED TO ONLY STAY IN ELECTRICAL ENGINE MODE, WOULDNT GO OVER 30MPH AND HAD NO POWER UPHILL. RECEIVED MESSAGE ON MESSAGE CENTER " TO PULL OVER SAFELY" DIAGNOSTICS: SELF TEST ALL MODULES AND RETRIEVED DTC P1A0C PCM (CONTINUOUS MEMORY ONLY). CLEARED CODE AND CODE DIDNT RETURN. ROAD TESTED VEHICLE AND VEHICLE SEEMS TO RUN GOOD. PARTS REPLACED:: NONE TECH QUESTION: ANY RELATED ISSUES WITH THIS CODE? NEED DIRECTION ON WHERE TO BEGIN? LOOKED AT HISTORY AND VEHICLE WAS PREVIOUSLY HERE ON OCT,2010. HAD CODES U0140 AND P1A0C AND FORD FIELD ENGINEER RECOMMEND REPLACE CANISTER PURGE VALVE AND PERFORM TSB 10-21-10 (REPROGRAM PCM).

RECOMM 06/07/2011 06:30PM SALAH TEKKO MSS - FCSD - TECH SVC HOTLINE

DANIEL, RECOMMEND PERFORM AN INDIVIDUAL ON DEMAND SELF TEST OF THE PCM, TCM, BECM AND DC/DC CONVERTER NOTING ALL DTCS PRESENT ALONG WITH THE MODULES SETTING THE DTCS. IF NO ADDITIONAL DTCS ARE PRESENT RECOMMEND ATTEMPTING TO DUPLICATE THE CONCERN WHILE MONITORING PIDS MAF V, TP 2 (ENSURE MAF V AND TP 2 ARE WITHIN .5 VOLTS OF EACH OTHER, IF NOT SUSPECT A MAF RELATED ISSUE), LOAD, FUEL TRIMS, RPM, ETC ACTUAL AND ETC DESIRED (ENSURE ETC ACTUAL AND DESIRED ARE WITHIN 3 DEGREES OF EACH OTHER, IF NOT SUSPECT AN ETB ISSUE) FOR ANY ISSUES. MONITOR FUEL PRESSURE USING A MECHANICAL PRESSURE GAUGE TO CHECK FOR A LOSS OF FUEL PRESSURE. IF ALL OK SWAP THE MAF SENSOR WITH A KNOWN GOOD COMPONENT AND RETEST. IF THE CONCERN IS STILL PRESENT SWAP THE ETB WITH A KNOWN GOOD COMPONENT AND RETEST. IF ANY FUHRER ASSISTANCE IS NEEDED UPDATE THIS ONLINE FORM AS NECESSARY.

AUDIT 07/02/2011 10:59AM

SYMPTOM 6 07 6 00 CHANGED TO 5 52 3 00 BY CS012093

REPAIR 10/24/2011 07:40PM GREG BARTOS MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN:CUSTOMER STATES WHILE DRIVING SAW MESSAGE TO PULL OVER SAFTELY CUSTOMER TRIED TO GET HOME BUT VEHICAL WOULD NOT EXCERLATE NO RESPONCE FROM GAS PEDAL HAD VEHICAL TOWED IN DIAGNOSTICS: PULL CODES PARTS REPLACED:THROTTLE BODY ON EARLER VISIT TECH QUESTION:THIS IS THE 2ND OR THIRD TIME IN FOR THIS LAST

TIME REPLACED THROTTLE THIS IS THE FIRST TIME FOR THESE CODES HOW SHOULD I DIRECT MY TECH THANKS

RECOMM 10/24/2011 07:40PM GREG BARTOS MSS - FCSD - TECH SVC HOTLINE

BOB, BEGIN BY PERFORMING ON-DEMAND SELF TESTS ON INDIVIDUAL MODULES. PERFORMING ON-DEMAND SELF TESTS ON INDIVIDUAL MODULES WILL REVEAL MORE DTCS AS OPPOSED TO SCANNING FOR ALL CMDTCS. DOCUMENT ALL DTCS ALONG WITH THE MODULE THE CODE HAS SET IN. FOCUS ON DTCS SET IN THE PCM, TCM AND BECM. FURTHER ACCURATE DIRECTION CANNOT BE PROVIDED UNTIL THE DTC INFORMATION IS RETRIEVED.

REPAIR 10/25/2011 07:39PM DANIEL UFIMZEFF MSS - FCSD - TECH SVC HOTLINE

PERFORMED INDIVIDUAL SELF TEST ON ALL MODULES.RETRIEVED DTCS P0A7C AND P1A0C IN CONTINUOUS MEMEORY IN THE PCM. TCM & BECM SYSTEMS PASS WITH NO CODES.SHOULD I JUST REPROGRAM THE PCM PER TSB 11-7-31?

RECOMM 10/25/2011 07:39PM DANIEL UFIMZEFF MSS - FCSD - TECH SVC HOTLINE

BOB, REPROGRAM THE PCM. HOWEVER, IF THE FREEZE FRAME SHOWED A HIGHER THAN NORMAL TEMPERATURE, REPLACE THE COOLANT PUMP AND BLEED THE SYSTEM PER WSM (AND/OR LOOSEN THE COOLANT HOSE ALSO AT DC/DC UNTIL COOLANT FLOWS OUT OF HOSE), TO VERIFY THERE IS NO AIR IN THE SYSTEM AND RETEST. VERIFY THE CANISTER PURGE VALVE IS UPDATED.

REPAIR 11/02/2011 01:26PM MICHAEL HINDERER MSS - FCSD - TECH SVC HOTLINE

DESCRIPTION OF VEHICLE CONCERN: THIS VEHICLE WAS TOWED TO OUR SERVICE DEPT, CUST STATES MESSAGE CENTER STATED (PULL OVER SAFELY) CUST ATTEMPTED TO RETURN HOME AND WAS DRIVING UPHILL THE VEHICLE HAD NO ACCELERATION CUST HAD GAS PEDAL ALL THE WAY TO THE FLOOR - NO FORWARD MOVEMENT, HOWEVER THE A/C STILL WORKED AND THE DASHBOARD LIGHTS STAYED ON. CUSTOMER FINALLY PULLED OVER AFTER VEHICLE WOULD NOT MOVE AND CALLED A TOW TRUCK. DIAGNOSTICS ALREADY COMPLETED: PERFORM PCM QUICK TEST - UNABLE TO DUPLICATE THIS CONCERN WE HAVE DRIVEN THIS VEHICLE OVER 100 MILES OF IN-TOWN DRIVING. PARTS REPLACED: NONE TECH'S QUESTION: WE ARE UNABLE TO DUPLICATE THIS CONCERN AND THIS CUSTOMER HAS HAD THIS COMPLAINT IN THE PAST AND HAS VARIOUS PARTS REPLACED AND OUR FIELD SERVICE ENGINEER ALSO HAS WORKED ON THIS

VEHICLE FOR THIS CONCERN. DTC: P1AOC:00-2 MODULE: PCM DTC:
POA7C:00-2 MODULE: PCM DTC: POAFA:16-2 MODULE: ACCM

RECOMM 11/02/2011 01:26PM MICHAEL HINDERER MSS - FCSD - TECH SVC HOTLINE

PAUL, WITH YOUR IDS AT SOFTWARE LEVEL 75.04, VERIFY THE PCM IS AT THE LATEST CALIBRATION REFERENCING TSB 11-07-31. ROAD TEST AND MONITOR THE MECT AND THE AMBIENT AIR TEMPERATURE. THE M/E COOLING SYSTEM IS DESIGNED TO MAINTAIN M/E COOLANT TEMPERATURE WITHIN 20-30 DEGREES OF AMBIENT. IF THE DIFFERENCE IS EXCESSIVE, VERIFY THERE ARE NO AIR LOCKETS IN THE M/E COOLANT LOOP. IF NO AIR IS PRESENT, OPEN THE SYSTEM AND INSPECT FOR ANY COOLANT FLOW RESTRICTIONS AND VERIFY M/E PUMP OPERATION.

REPAIR 11/04/2011 02:59PM MICHAEL HINDERER MSS - FCSD - TECH SVC HOTLINE

I HAVE DRIVEN THIS VEHICLE WHILE MONITORING THE MECT AND THE AMBIENT TEMP THEY ARE WITHIN 18 TO 24 DEGREES I HAVE DRIVEN A ADDITIONAL 67 MILES. I INSPECTED THE M/E COOLING SYSTEM FOR LEAKS AND HAVE FOUND NONE.THE COOLANT WAS LOW, WE ADDED ABOUT A PINT OF COOLANT. I HAVE VERIFIED M/E PUMP OPERATION. ANY IDEAS ?

RECOMM 11/04/2011 02:59PM MICHAEL HINDERER MSS - FCSD - TECH SVC HOTLINE

PAUL, RECOMMEND TO ROAD TEST TO DUPLICATE THE CONCERN. AT THIS POINT THERE NO FURTHER RECOMMENDED DIAGNOSTICS UNTIL IT IS DUPLICATED.

Folder Number:

[File Report To This Folder](#)

[File Report To A Folder](#)

[Exists in Folder\(s\)](#)

[Add Comments](#)

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[Next](#)

[Save](#)

[Mail Report](#)

Requester: LBINGHAM

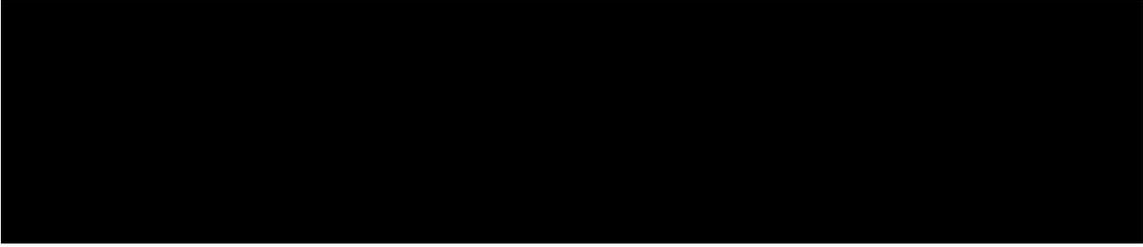
Report Summary

Server: ECCWS686

Ford Proprietary, Private

16-Dec-2011

Retention: None



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

NOTE: You also have the option of printing this form and then faxing the fully completed form to 313-845-5668 or 313-845-5555

DEALER INFORMATION

Dealership/Fleet Name: C Basil Ford Inc
 Requesting Dealer/Fleet: C.BASIL FORD INC
 P&A Code: 00503
 Contact Person: JOHN HAYEK
 Title: FIXED OPS DIRECTOR
 Phone Number: 716-362-2924
 Fax Number:
 Email Address: BASILSERVICE@YAHOO.COM
 Region: PITTSBURGH
 Address: 1540 WALDEN AVE
 City: CHEEKTOWAGA
 State:
 Zip Code: 14225

CUSTOMER/VEHICLE INFORMATION

WSD: 11/26/2010
 Vehicle Year:
 Vehicle Model: FUSION
 Vehicle VIN: 3FAHP0HG8BR [REDACTED]
 Mileage: [REDACTED]
 Customer/Fleet Name: [REDACTED]
 Street Address: [REDACTED]
 City: BUFFALO

FCSDDFROGC

State:

Zip Code:

Home Phone:

Work Phone:

Region: PITTSBURGH

DETAILS OF INCIDENT

*****Note: DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL*****

*****NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM*****

Incident Involves:

- Accident
- Fire
- Injury
- Medical Attention Sought

Date of Incident: 12/21/2010

County in which incident occurred: US

Is customer alleging a component defect CAUSED the incident? Yes No

LOST POWER AND HIT CURB

If yes, what type & details:
If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap

Was a police report filed? Yes No

If yes, where:

Has the insurance company been contacted? Yes No

What did the insurance company advise?

Name and phone number of owner's insurance company & agent's name:

If the vehicle is a conversion unit, who is the coach builder?

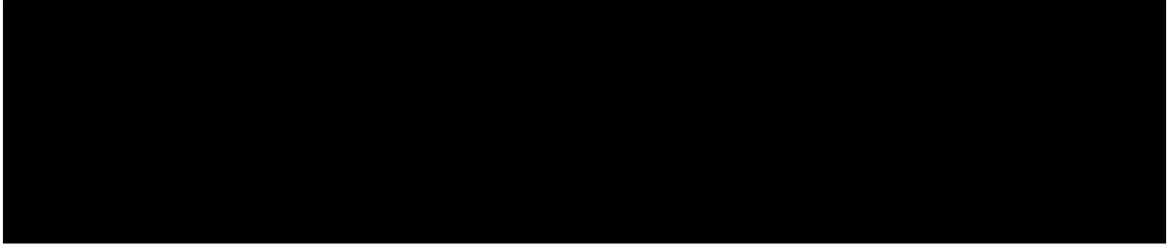
City:

State:

Zip Code:

Vehicle Location:	BASIL FORD 1540 WALDEN AVE CHEEKTOWAGA, NY 14225
Attorney Information (if applicable):	
CVO Contact (if applicable - Fleet Only):	
RESOLUTION THAT CUSTOMER IS SEEKING:	REPAIR THE VEHICLE
COMMENTS:	CUSTOMER STATES VEHICLE SLID INTO CURB WHEN VEHICLE LOST POWER
<input type="button" value="Submit Request"/>	

Powered by: InfoPath Forms Services



BEGINNING OF CONTACT
07/12/2011

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.13

REGION: C1 DALLAS	OGC ISSUE	CASE NBR: 1455171921.
VIN: 3FAHP0HA0AR[REDACTED]	ZONE: A01	OPENED: 2011/07/11
	ENGINE: A VEH TYPE: C	CLOSED: 2011/07/11

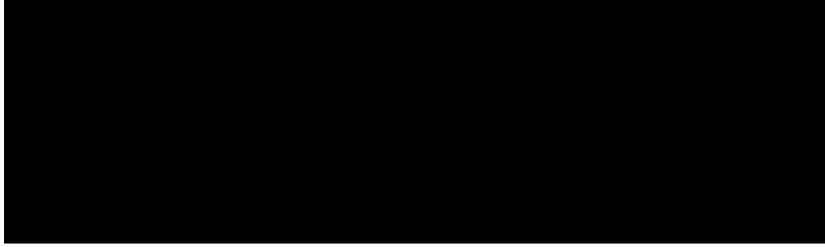
LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: ADDISON	STATE: TX	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2010	MODEL: FUSION	
MILEAGE: 42000		
DEALER NAME: RANDALL REED'S PREST	SALES CODE: F52012	P & A: 09469
REASON CODE: 0772 LEGAL - ACCIDENT		
SYMPTOMS: 607500 STALLS/QUITS ACCELERATION		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 791 - ADVISE CUSTOMER INFO WILL BE SENT TO OGC
 DOCUMENT: ANALYST: MTORR101 TORRES, MARIA

DATE: 2011/07/11 TIME: 12.38.35 :
 ACTION DATA/COMMENTS:

CUSTOMER SAID: -SPANISH SPEAKING CUSTOMER--MOTOR TURNS OFF WHILE DRIVING-A LIGHT GOES ON IN THE SHAPE OF A KEY-HAD AN ACCIDENT THIS SATURDAY BECAUSE OF AUTO PROBLEM-WHILE MAKING A TURN THE MOTOR WENT OFF AND GOT REAR ENDED-VEH HAS MINOR DAMAGE IN THE BUMPER AREA-HAS NOT BEEN AT DLR YET-VEH AT HOME-CUST WANTS SERVICE ON VEHACCIDENTS 1. DATE OF THE ACCIDENT: 07/09/20112. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT: YES3. IF THERE WERE ANY INJURIES SUSTAINED: NO PHYSICAL INJURIES, JUST AUTO4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED: STREET IN THE CITY5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED.: NO REPORT6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE.: NO REPORT7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED.: NO REPORT, ADDISON8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY.:NO9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM.:NO CLAIM10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE.: YES11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE):NO ATTORNEY12. WHAT THE CUSTOMER IS SEEKING: VEH REPAIRDEALER SAID: RANDALL REED'S PRESTIGE FORD3601 S. SHILOH ROADGARLAND TX 75041(866) 858-1936CRC 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 AND DOCUMENT INCIDENT/ACCIDENT DATE PRIOR TO SENDING ISSUE.-SPANISH SPEAKING CUSTOMER-INFORMED OF NO OFSA-INFORMED OF FORDOWNER.COM-OBC TO DLR AND CUST WAS TRANSFERRED TO SERVICE DPT-CUST SAID HE DOES NOT NEED ROAD SIDE

FOR FORDOWNER.COM ONLY
 RECEIVED
 07/12/2011
 OFFICE OF THE
 GENERAL COUNSEL



KENNETH D. IULO

Attorney-at-Law

KENNETH D. IULO
MARIESA IULO+

+ Also Admitted in New York

SPECIAL LIAISON
OWNER RELATIONS

12 MAY 25

165 Prospect Street, Passaic, NJ 07055

Tel: (973) 773-4900

Fax: (973) 773-6964

e-mail: kennethiulo@hotmail.com

4 N
LP

May 22, 2012

Via Certified Mail-RRR

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

RECEIVED
MAY 22 2012

RE: [REDACTED]
Ford Fusion 2010
Account No. 45793510
VIN No: 3FAHP0JG8AR [REDACTED]

To Whom it May Concern:

With reference to the above, please be advised that our office has been retained by [REDACTED], owner of a 2010 Ford Fusion, which is believed to be a "Lemon" pursuant to the New Jersey Lemon Law as codified in N.J.S.A. 56: 12-29 to 12-49. We are hereby making a written demand for relief pursuant to the New Jersey Lemon Law and ask that you forward our letter of representation to the appropriate party.

On or about July 27, 2010 Ms. [REDACTED] purchased her 2010 Ford Fusion, VIN number 3FAHP0JG8AR [REDACTED] from Quality Auto Mall located at 55 Route 17 North in Rutherford, New Jersey. Since my client purchased the vehicle, it has been at Quality Auto Mall a total of four visits for repairs. I have enclosed a copy of Ms. [REDACTED] service records for your review. To date the problem has neither been properly identified nor fixed. By way of information, pursuant to my client, on multiple occasions during the operation of her vehicle the Ford Fusion would simply shut off mid-operation. Specifically, the vehicle's engine would cut off, leaving her unable to operate the vehicle. As you will note from her May 14, 2012 letter addressed to the Ford Motor Company, the problems she experienced have neither been properly identified nor repaired, thus leaving my client in a dangerous situation every time she attempts to operate her vehicle.

Since a motor vehicle shutting itself off mid-operation constitutes a dangerous situation for both Ms. [REDACTED] and those that share the road with her, it is our position that such a problem substantially impairs the use, value and safety of Ms. [REDACTED] vehicle. The defect is one that is likely to cause serious bodily injury and/or death to both Ms. [REDACTED] and third parties if the vehicle continues to be driven and as such, we are placing you on notice of our intent to, again file a Lemon Law Claim under the New Jersey Lemon Law Statute, as well as place you on notice for possibility liability to both Ms. [REDACTED] and any and all third parties that may be involved should Ms. [REDACTED] vehicle "shut off" mid operation and cause an accident.

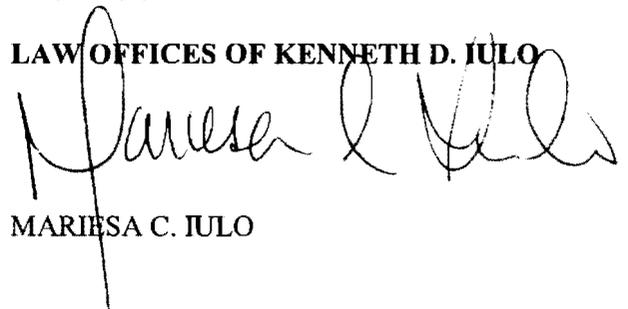
Pursuant to the service department at Quality Auto Mall, a small "black box" device is supposed to be installed, which, to my understanding will record the problems the vehicle is having. However, it is also my understanding that such black box will not be available until the end of next month, leaving my client in a very dangerous situation. I am hereby allowing you one final opportunity to either repair my client's vehicle or provide her with a rental vehicle until the arrival of said "black box".

If these repairs are not properly identified and completed or if my client is not provided with a rental vehicle at no cost to her within 10 calendar days of receipt of this letter, I will seek a refund on behalf of my client, calculated in accordance with the New Jersey Lemon Law. Moreover, please be advised that should the problem continue and should Ms. [REDACTED] be involved in a motor vehicle accident of any kind due to the occurrence of the aforementioned problem, both Ford and Quality Auto Mall will be held liable for any and all damages.

Please be advised accordingly. I look forward to hearing from you.

Very truly yours,

LAW OFFICES OF KENNETH D. IULO

A handwritten signature in black ink, appearing to read "Mariessa C. Iulo", written over the typed name below.

MARIESSA C. IULO

cc: Jeff Peck, Parts & Service Director, Quality Auto Mall
William Shouldis, Sales Manager, Quality Auto Mall

[REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED]
Paterson, New Jersey [REDACTED]

May 14, 2012

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

RE: Ford Fusion 2010
Account No. 45793510
VIN # 3FAHP0JG8AR [REDACTED]

Dear Sir/Madam:

With reference to the above, please be advised that I am an owner of a 2010 Ford Fusion that I purchased new on or about July 27, 2010 from Quality Auto Mall, a Ford Dealership located in 55 Route 17 North, Rutherford, New Jersey 07070. Regretfully, I feel it necessary to notify Ford Motor Company of my disappointment in my vehicle. I have been a loyal Ford customer for approximately 24 years; however, my most recent purchase of my 2010 Ford Fusion has made me question Ford's reliability that I have come to know and expect in the past.

In and around February 25, 2012 I began to experience mechanical problems with my Ford Fusion, specifically, my "check engine" light illuminated. I promptly presented my vehicle to Quality Auto Mall for service where I was told that because the Ford Fusion was not made with a gasket cover for the gas intake, often times the check engine light can come on due to the sensitivity of the area.

On or about April 1, 2012, while driving my vehicle on Squirrelwood Road in Woodland Park, New Jersey, my vehicle, without notice, shut-off mid operation, with the engine switching completely off. After many attempts to restart my vehicle, I was able to continue operating my Fusion; however, I choose to take "local" roads home, so as to avoid the highway in case my vehicle shut itself off again.

I immediately contacted the dealership for service and on my way to Quality Auto Mall, the car "shut off" again, with the engine cutting off, leaving me the side of Route 21 in Paterson, New Jersey, a very busy, heavily trafficked area. The vehicle was serviced at Quality Auto Mall and returned to me two days later. I was not provided with a rental vehicle. At the time the vehicle was picked up I was told that the vehicle was "fine" and that there was "nothing wrong".

However, as soon as I left the dealer's lot, the vehicle shut off yet again. In conformity with the past "shut offs" after many attempts to restart the vehicle, the same was restarted, allowing me to make it home. Immediately upon returning home, I contacted the dealership whereby I was instructed by a representative to get the vehicle towed back to Quality. I was provided with a rental car at no expense to me. I picked the vehicle up two days later where I was told that the "throttle body" was replaced and was reassured by a representative from Quality Auto that the problem would not occur again. However, on May 13, 2012, while operating my vehicle on Route 46 in Parsippany, New Jersey, my vehicle yet again, shut off, for the third

time. After many attempts to restart my vehicle, the same restarted, allowing me to made it home safely. Again, I contacted the dealership and was told to have the vehicle towed to Quality. On May 14, 2012 the vehicle was towed to Quality Auto for further service. At the present time, I neither know what is wrong with my vehicle, nor do I know when I can expect my vehicle to be returned to me. I would like to note that I was provided with a rental vehicle at no cost to me.

Again, as a loyal Ford customer, I am thoroughly frustrated by my Ford Fusion 2010. As a result of the mechanical problems I have lost confidence in my vehicle as well as in Ford. Specifically, I am now wary of operating my vehicle on major highways, as my Fusion is unpredictable. Living in New Jersey travel requires driving on major highways; however, since experiencing the many problems with my Fusion, I have tried to avoid highways at all costs, for fear of being stuck on the highways, mid-operation. Since the problem began, I find myself traveling in the right most lane, nearest the shoulder, so as to avoid causing an accident.

To date, there have not been any alterations or modification to the vehicle. Moreover, the vehicle has neither been abused nor neglected. To the contrary, I have taken my vehicle to Quality Auto Mall for all scheduled maintenance and have approximately 17,222 miles on it. In my 24 years as a Ford owner I have never had as many problems with my vehicles as I have had with this Fusion. Sadly, I cannot say, with confidence that I will return to the Ford brand for my next vehicle.

Very truly yours,



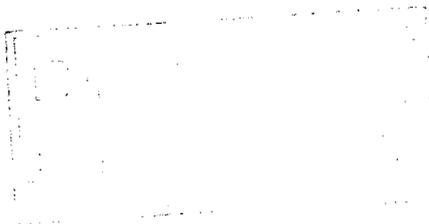
cc: Quality Auto Mall, general manager

KENNETH D. IULO

Attorney-at-Law

KENNETH D. IULO
MARIESA C. IULO+

+Admitted in New York and New Jersey



165 Prospect Street, 2nd Fl.

Passaic, NJ 07055

Tel: (973) 773-4900

Fax: (973) 773-6964

e-mail: kennethiulo@hotmail.com

June 1, 2012

Kellie Long, Research Analyst
FORD MOTOR COMPANY
World Headquarters
One American Road
Dearborn, MI 48126-2798

RE: [REDACTED]
2010 Fusion
VIN 3FAHP0JG8AR [REDACTED]

Dear Ms. Long:

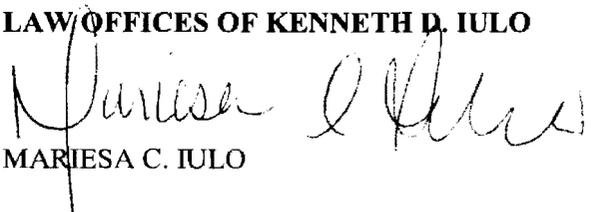
With reference to your May 31, 2012 letter enclosed please find the following documents:

1. Current vehicle registration;
2. Sales agreement;
3. Copies of all vehicle repair orders;
4. As well as a copy of my client's "Diary of my Car Problems"

Please note that the vehicle is not used for commercial purposes and has approximately 17,222 miles on it. Presently the vehicle is located at my client's home [REDACTED] [REDACTED], Paterson, New Jersey; however, the vehicle has been used sparingly so that Ms. [REDACTED] can get to work, which is approximately eight (8) miles from her home. I am also enclosing an executed Authorization for the Release of Payment History, which was incorporated into your May 31, 2012 correspondence. Please do not hesitate to contact me should you have any questions or concerns. I do ask that you contact my client directly to schedule any and all service appointments. If we are unable to resolve the matter fully, please be advised that our office will be pursuing a "Lemon Law Claim" pursuant to N.J.S.A. 56: 12-29 to 12-49.

Very truly yours,

LAW OFFICES OF KENNETH D. IULO


MARIESA C. IULO



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on all makes and models.

55 Route 17 North, Rutherford, New Jersey 07070
TEL (201) 935-2400 • FAX (201) 460-2353
www.qualityautomall.com

CELL: 201-400-12

CUSTOMER NO 314233	ADVISOR NICHOLAS FREY	TAG NO 131	INVOICE DATE 02/25/12	INVOICE NO FOCS89637
[REDACTED]	LABOR RATE	LICENSE NO [REDACTED]	MILEAGE 15,548	COLOR BRILL SILV
PATERSON, NJ	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	DELIVERY DATE 07/27/10	STOCK NO 20350	DELIVERY MILES 15
[REDACTED]	VEHICLE ID NO 3FAHP0JG8AR	SELLING DEALER NO 801675	PRODUCTION DATE	
[REDACTED]	P.T.E. NO	P.O. NO WILSON	R.O. DATE 02/25/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 15548

LABOR & PARTS	TECH(S)	WARRANTY
J# 1 10FOZ06 CHECK ENGINE LIGHT CUSTOMER STATES CHECK ENGINE LIGHT ON ELECDIAG CODE P0456. PERFORMED EVAP TEST FAIL CLEANED CAPLESS VALVE RETESTED - PASSED	5778	WARRANTY
JOB # 1 TOTAL LABOR & PARTS		0.00
J# 2 19FOZREPCARD REPORT CARD INSP. PERFORM MULTI-POINT INSPECTION REPORT CARD PERFORM ADVISOR WALK AROUND INSPECTION COURTESY INSPECTION OF VEHICLE SEE ADVISOR FOR REPORT CARD RESULTS ADVISOR PERFORMED WALKAROUND INSPECTION	5778	INTERNAL
JOB # 2 TOTAL LABOR & PARTS		0.00
J# 3+19FOZGBATT BATTERY CHECK BATTERY INSPECTION INSPECT BATTERY TERMINALS INSPECT BATTERY CONDITION AND COLD CRANKING AMPS INSPECT BATTERY TERMINALS BATTERY CONDITION GOOD	5778	INTERNAL
JOB # 3 TOTAL LABOR & PARTS		0.00
J# 4+19FOZGBK BRAKE INSPECTION VISUAL INSPECTION OF BRAKES VISUAL INSPECTION OF BRAKE LINING BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM BRAKES	5778	INTERNAL
JOB # 4 TOTAL LABOR & PARTS		0.00
J# 5+19FOZGTIRE TIRE INSPECTION TIRES VISUALLY INSPECTED AND O.K. INSPECT TIRES FOR WEAR TIRES CHECKED AND 7/32 OR HIGHER	5778	INTERNAL
JOB # 5 TOTAL LABOR & PARTS		0.00



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 TEL (201) 935-2400 • FAX (201) 460-2353
 www.qualityautomall.com

CELL: 201-400-

CUSTOMER NO. 314233	ADVISOR NICHOLAS FREY	TAG NO. 131	INVOICE DATE 02/25/12	INVOICE NO. FOCS89637
[REDACTED]	LABOR RATE	MILEAGE 15,548	COLOR BRILL SILV	STOCK NO. 20350
PATERSON, NJ	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	DELIVERY DATE 07/27/10	DELIVERY MILES 1	
GINABSOLUTELY67@YAHOO.COM	VEHICLE I.D. NO. 3 F A H P 0 J G 8 A R	SELLING DEALER NO. 801675	PRODUCTION DATE	
	S.T.E. NO.	P.O. NO. WILSON	R.O. DATE 02/25/12	
	COMMENTS			

MO: 1554

TOTALS	
*****	TOTAL LABOR.... 0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS.... 0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET... 0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL G.O.G.... 0.00
*****	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00
	TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Printer From: C-CIT Services, Inc. (609) 883-5056 #70165 (8/09)



Ford Service

Extended Service Plan

Owner

Advantage Rewards

Member #:

Service Balance:

Vehicle REPORT CARD - Multi-Point Inspection as recommended by Ford Motor Company

Name: [Redacted]

Make/Model/Year: 10 Fusion

State Inspec. Month:

E-Mail Address:

Mileage: 15548

Today's Date: 2/25 RO/Tag:

VIN #: [Redacted] Plate #:

SCHEDULED MAINTENANCE ITEMS table with columns for DUE, SERVICED, and items like Engine Air Filter, Oil Change & Filter, etc.

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineford.com for vehicle specific maintenance requirements.

FLUID LEVELS table with columns for OK, FILL, and items like Engine Oil, Power Steering, Transmission, etc.

BATTERY table with State of Health and Battery Condition indicators.

WIPER BLADES table with Wipe Test Performed and Wiper Blades status.

EXTERIOR BODY section with a car diagram and a note: 'Note any existing exterior body damage or defects on diagram'.

SYNC VEHICLE HEALTH REPORT (VHR) table with VHR Activation options (Yes, No, N/A).

May contribute to vehicle efficiency and promote a greener environment. Checked and OK at this time, May require future attention, Requires immediate attention.

SYSTEMS / COMPONENTS BRAKE SYSTEM

Brake system (including lines, hoses, and parking brake)

STEERING / SUSPENSION

Shocks/struts and other suspension components for leaks and/or damage. Steering, steering linkages and ball joints.

EXHAUST SYSTEM

Exhaust system (leaks, damage, loose parts)

TRANSMISSION / DRIVE AXLE

Clutch operation (if equipped). Constant velocity (CV) drive axle boots (if equipped) and lubricate (as needed).

LIGHTS / WINDSHIELD

Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps. Windshield for cracks, chips and pitting.

BELTS / HOSES / MOUNTS

HVAC system and hoses/lines for leaks and/or damage. Engine Cooling System, radiator, hoses and clamps. Accessory drive belt(s).

TIRE TREAD BRAKE LINING

TIRE WEAR INDICATES table with Alignment check needed and Wheel balance needed.

Brake measurements not taken this service visit

Comments:

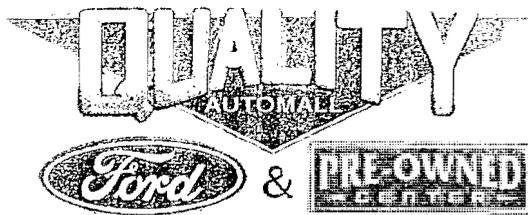
TIRE / BRAKE WEAR table with columns for TIRE WEAR INDICATES, SERVICED, and rows for LEFT FRONT, LEFT REAR, SPARE TIRE, RIGHT FRONT, RIGHT REAR.

Be sure to visit FordOwner.com today!

Advisor: Nick Ferguson

Customer Signature: [Redacted]

Tech: _____



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on all makes and models.

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CELL : 201-400-1

CUSTOMER NO 314233	ADVISOR JAMES CURRY	TAG NO 997668	INVOICE DATE 04/04/12	INVOICE NO. FOCS91095
	LABOR RATE	LICENSE NO	COLOR BRILL SILV	STOCK NO 20350
		MILEAGE 16,344	DELIVERY DATE 07/27/10	DELIVERY MILES 19
YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	VEHICLE ID NO 3FAHP0JG8AR	SELLING DEALER NO 801675	PRODUCTION DATE	
PATERSON, NJ	PT E NO	PT G NO 5778	PT D DATE 04/02/12	
	COMMENTS			

MO: 1634

LABOR & PARTS

J# 1 10FOZ01 DRIVEABILITY CONCERN TECH(S):5778 WARRANTY
CUST STS ENGINE CUT OFF WHILE DRIVING AND WRENCH LIGHT CAME ON
ROADTEST AND TEST SYSTEM NO CODES STORED PERFORM PINPOINT TESTS AND EVAP EMISSIONS TESTS TO VAPOR VALVE FAILURE BINDING OPEN AT TIMES
REPLACE VAPOR VALVE AND RETEST AND ROADTEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	905Z-9C915-H	VALVE A		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 19FOZREPCARD REPORT CARD INSP. TECH(S):5778 INTERNAL
PERFORM MULTI-POINT INSPECTION REPORT CARD
PERFORM ADVISOR WALK AROUND INSPECTION
COURTESY INSPECTION OF VEHICLE
SEE ADVISOR FOR REPORT CARD RESULTS
ADVISOR PERFORMED WALKAROUND INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3+19FOZGBATT BATTERY CHECK TECH(S):5778 INTERNAL
BATTERY INSPECTION
INSPECT BATTERY TERMINALS
INSPECT BATTERY CONDITION AND COLD CRANKING AMPS
INSPECT BATTERY TERMINALS
BATTERY CONDITION GOOD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4+19FOZGBK BRAKE INSPECTION TECH(S):5778 INTERNAL
VISUAL INSPECTION OF BRAKES
VISUAL INSPECTION OF BRAKE LINING
BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM
BRAKES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

J# 5+19FOZGTIRE TIRE INSPECTION TECH(S):5778 INTERNAL
TIRES VISUALLY INSPECTED AND O.K.
INSPECT TIRES FOR WEAR
TIRES CHECKED AND 7/32 OR HIGHER

Printer From: C:\C:\C:\C\ Servers, Inc. 10091 803-5016 #70165 (8/03)



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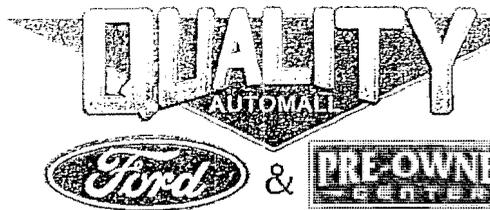
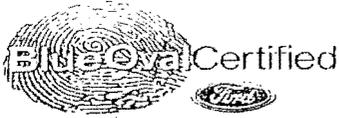
CUSTOMER NO 314233	ADVISOR JAMES CURRY	TAG NO 997668	INVOICE DATE 04/04/12	INVOICE NO. FOCS91095
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO [REDACTED]	MILEAGE 16,344	COLOR BRILL SILV
PATERSON, NJ	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	VEHICLE ID NO 3FAHP0JG8AR	DELIVERY DATE 07/27/10	STOCK NO 20350
[REDACTED]	FILE NO [REDACTED]	P.O. NO. 5778	SELLING DEALER NO 801675	DELIVERY MILES 1
[REDACTED]	COMMENTS	R.O. DATE 04/02/12	PRODUCTION DATE	

MO: 1634

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5 TOTAL PARTS				0.00
JOB # 5 TOTAL LABOR & PARTS				0.00
TOTALS				
*****				TOTAL LABOR....
* [] CASH [] CHECK CK NO. []				0.00
* [] VISA [] MASTERCARD [] DISCOVER				0.00
* [] AMER XPRESS [] OTHER [] CHARGE				0.00
*****				TOTAL MISC CHG. 0.00
				TOTAL MISC DISC 0.00
				TOTAL TAX..... 0.00
				TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



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CELL: 201-400-

CUSTOMER NO 314233	ADVISOR JAMES CURRY	TAG NO 997668	INVOICE DATE 04/06/12	INVOICE NO FOCS91095
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 16,344	COLOR BRILL SILV	STOCK NO 20350
PATERSON, NJ [REDACTED]	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	DELIVERY DATE 07/27/10	DELIVERY MILES 1	PRODUCTION DATE 1
[REDACTED]	VEHICLE ID NO 3FAHP0JG8AR [REDACTED]	SELLING DEALER NO 801675	REPRINT# 1	
[REDACTED]	P.O. NO 5778	R.O. DATE 04/02/12		
COMMENTS				

MO: 163

LABOR & PARTS	DESCRIPTION	TECH(S)	WARRANTY
J# 1 10FOZ01	DRIVEABILITY CONCERN CUST STS ENGINE CUT OFF WHILE DRIVING AND WRENCH LIGHT CAME ON ROADTEST AND TEST SYSTEM NO CODES STORED PERFORM PINPOINT TESTS AND EVAP EMISSIONS TESTS TO VAPOR VALVE FAILURE BINDING OPEN AT TIMES REPLACE VAPOR VALVE AND RETEST AND ROADTEST AFTER ROAD TEST VEHICLE STARTED TO STALL PERFORM IDS TEST HAD NO CODES PREVIOUSLY NOW HAVE CODE P2111 PERFORM PINPOINT TEST REPLACE THROTTLE BODY ROAD TESTED BY TECHNICIAN AND SERVICE DIRECTOR TOTAL OF 30 MILES VEHICLE RUNS FINE	5778	WARRANTY
PARTS			
JOB # 1	1 9U5Z 9C915-H VALVE A		WARRANTY
JOB # 1	1 DS7Z 9E926-A THROTTL		WARRANTY
	JOB # 1 TOTAL PARTS		0.00
	JOB # 1 TOTAL LABOR & PARTS		0.00
J# 2 19FOZREPCARD	REPORT CARD INSP. PERFORM MULTI-POINT INSPECTION REPORT CARD PERFORM ADVISOR WALK AROUND INSPECTION COURTESY INSPECTION OF VEHICLE SEE ADVISOR FOR REPORT CARD RESULTS ADVISOR PERFORMED WALKAROUND INSPECTION	5778	INTERNAL
PARTS			
	JOB # 2 TOTAL PARTS		0.00
	JOB # 2 TOTAL LABOR & PARTS		0.00
J# 3+19FOZGBATT	BATTERY CHECK BATTERY INSPECTION INSPECT BATTERY TERMINALS INSPECT BATTERY CONDITION AND COLD CRANKING AMPS INSPECT BATTERY TERMINALS BATTERY CONDITION GOOD	5778	INTERNAL
PARTS			
	JOB # 3 TOTAL PARTS		0.00
	JOB # 3 TOTAL LABOR & PARTS		0.00
J# 4+19FOZGBK	BRAKE INSPECTION VISUAL INSPECTION OF BRAKES VISUAL INSPECTION OF BRAKE LINING BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM BRAKES	5778	INTERNAL
PARTS			
	JOB # 4 TOTAL PARTS		0.00



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CELL: 201-400-12

CUSTOMER NO 314233	ADVISOR JAMES CURRY	TAG NO 997668	INVOICE DATE 04/06/12	INVOICE NO FOCS91095
	LABOR RATE	LICENSE NO	SALE PRICE 16,344	COLOR BRILL SILV
	YEAR/MAKE/MODEL 10/FORD/FUSION/4DR SDN SEL FWD	DELIVERY DATE 07/27/10	STOCK NO 20350	DELIVERY MILES 15
PATERSON, NJ	VEHICLE ID NO 3FAHP0JG8AR	SELLING DEALER NO 801675	PRODUCTION DATE	
	PICTURE NO 5778	DATE 04/02/12	REPRINT# 1	
COMMENTS				

MO: 16344

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+19FOZGTIRE TIRE INSPECTION TECH(S):5778 INTERNAL
 TIRES VISUALLY INSPECTED AND O.K.
 INSPECT TIRES FOR WEAR
 TIRES CHECKED AND 7/32 OR HIGHER

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 5 TOTAL PARTS 0.00
 JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 JOB # 2 43511 04/06/12 FUEL
 TOTAL - SUBLET INTERNAL 0.00

TOTALS-----

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

 TOTAL INVOICE \$ 0.00

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CUSTOMER SIGNATURE

A DIARY OF MY CAR PROBLEMS WITH THE FORD FUSION 2010

- 2/25/2012 TOOK THE CAR TO BE SERVICED BECAUSE THE CHECK ENGINE LIGHT WHEN ON
- 4/4/2012 TOOK THE CAR TO BE SERVICED BECAUSE THE WRENCH LIGHT CAME ON AND THE CAR WOULD JUST CUT OFF WHILE DRIVING
- 4/4/2012 PICKED UP CAR ON 4/4/2012 FROM JIM WHO INFORMED ME THAT THE VEHICLE WAS FIXED AND SO I LEFT WITH THE VEHICLE AND SOON AS I LEFT THE DEALER WHILE ON ROUTE 17 THE VEHICLE CUT OFF AGAIN. I WAS ABLE TO START THE VEHICLE AND DRIVE IT HOME. WHERE THEN I HAD THE VEHICLE TOWED TO QUALITY AUTO MALL AND SPOKE TO JEFF THE SERVICE DIRECTOR WHERE HE INFORMED TO GO IN ON 4/5/2012 TO PICK UP A RENTAL FROM ENTERPRISE RENTAL.
- 4/5/2012 I WAS AT THE DEALER @ 8:00 AM TO PICK-UP THE RENTAL AND JEFF WAS THERE TO MEET ME. HE'S BEEN KEEPING ME INFORMED AND ADVISED THAT THE THROTTLE BODY NEEDS TO BE REPLACED AND VEHICLE SHOULD BE READY TOMORROW 4/6/2012
- 5/13/2012 WHILE DRIVING ON THE HWY THE CAR STALLED OUT AGAIN AFTER HAVING THE THROTTLE BODY REPLACED
- 5/14/2012 SPOKE TO JOSH @ FORD MOTOR CASE NUMBER 815240960 AND HE INFORMED THAT FORD WILL LOOK INTO IT AND THAT THEY WILL CONTACT THE DEALERSHIP TO FIND OUT WHAT KIND WORK THAT HAVE DONE WITH VEHICLE
- 5/17/2012 SPOKE TO ANGELA THE FORD REGIONAL CUSTOMER SERVICE MANAGER @ X 77790 AND SHE BASICALLY TOLD ME EVEN AFTER I EXPRESSED MY GREAT CONCERN DOES SOMETHING BAD HAVE TO HAPPEN. AND ALL SHE SAID WAS THAT SOME TYPE OF DEVICE SORT OF LIKE A BLACK BOX THAT THE AIRPLANES HAVE WOULD BE PROVIDED TO ME SOMETIME IN JUNE SO THE PROBLEM CAN BE DUPLICATED.

5/17/2012

ANGELA @ REGIONAL CUSTOMER SERVICE MANAGER CALLED ME AGAIN ON THURSDAY @ 3: 50 p.m. TO ADVISE THAT SHE SPOKE WITH THE DEALERSHIP AND THEY COULD NOT FIND THE SOLUTION THAT I WOULD HAVE TO WAIT FOR THE PROBLEM TO OCCUR AGAIN TO TRY TO PULL OVER SAFELY AND HAVE A TOW TRUCK COME OUT TO PICK-UP THE CAR AND DO NOT RESTART THE CAR. SO IN A NUT SHELL THESE [REDACTED] DID NOTHING AND I AM ON MY OWN EVEN THOUGH IS STRESSED MY LIFE BEING IN JEOPARDY. THANK FORD



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201-400-129

CUSTOMER NO. 314233	ADVISOR NICHOLAS FREY	TAG NO. 131	INVOICE DATE 02/25/12	INVOICE NO. FOCS89637
	LABOR RATE	LICENSE NO.	MILEAGE 15,548	COLOR BRILL SILV
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD		DELIVERY DATE 07/27/10	STOCK NO. 20350
PATERSON, NJ	VEHICLE ID NO. 3 F A H P 0 J G 8 A R		SELLING DEALER NO. 801675	DELIVERY MILES 15
	P.T.E. NO.	P.O. NO. WI	R.U. DATE 02/25/12	PRODUCTION DATE
COMMENTS				MO: 15548

LABOR & PARTS			
J# 1 10F0Z06	CHECK ENGINE LIGHT CUSTOMER STATES CHECK ENGINE LIGHT ON ELEC DIAG CODE P0456. PERFORMED EVAP TEST FAIL CLEANED CAPLESS VALVE RETESTED - PASSED	TECH(S):5778	WARRANTY
		JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 19F0ZREPCARD	REPORT CARD INSP. PERFORM MULTI-POINT INSPECTION REPORT CARD PERFORM ADVISOR WALK AROUND INSPECTION COURTESY INSPECTION OF VEHICLE SEE ADVISOR FOR REPORT CARD RESULTS ADVISOR PERFORMED WALKAROUND INSPECTION	TECH(S):5778	INTERNAL
		JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3+19F0ZGBATT	BATTERY CHECK BATTERY INSPECTION INSPECT BATTERY TERMINALS INSPECT BATTERY CONDITION AND COLD CRANKING AMPS INSPECT BATTERY TERMINALS BATTERY CONDITION GOOD	TECH(S):5778	INTERNAL
		JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4+19F0ZGBK	BRAKE INSPECTION VISUAL INSPECTION OF BRAKES VISUAL INSPECTION OF BRAKE LINING BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM BRAKES	TECH(S):5778	INTERNAL
		JOB # 4 TOTAL LABOR & PARTS	0.00
J# 5+19F0ZGTIRE	TIRE INSPECTION TIRES VISUALLY INSPECTED AND O.K. INSPECT TIRES FOR WEAR TIRES CHECKED AND 7/32 OR HIGHER	TECH(S):5778	INTERNAL
		JOB # 5 TOTAL LABOR & PARTS	0.00



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CELL: 201-400-12

CUSTOMER NO 314233	ADVISOR NICHOLAS FREY	TAG NO 131	INVOICE DATE 02/25/12	INVOICE NO. FOCS89637
[REDACTED]	LABOR RATE	LICENSE NO [REDACTED]	MILEAGE 15,548	COLOR BRILL SILV
PATERSON, NJ	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	DELIVERY DATE 07/27/10	STOCK NO. 20350	DELIVERY MILES 15
[REDACTED]	VEHICLE ID NO 3 F A H P 0 J G 8 A R	SELLING DEALER NO 801675	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO. WILSON	P.O. DATE 02/25/12	
COMMENTS				MO: 15548

TOTALS

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

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CUSTOMER SIGNATURE



Ford Service



Extended Service Plan

Yes No

Owner Advantage Rewards

Member #: Service Balance:

Vehicle REPORT CARD - Multi-Point Inspection as recommended by Ford Motor Company

Name: E-Mail Address: Today's Date: RO/Tag:

Make/Model/Year: Mileage: VIN #: State Inspec. Month: Plate #:

SCHEDULED MAINTENANCE ITEMS* table with columns for DUE, SERVICED, and DUE items like Engine Air Filter, Oil Change & Filter, etc.

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

FLUID LEVELS table with checkboxes for Oil and/or fluid leaks, Engine Oil, Power Steering, etc.

BATTERY table with State of Health gauge and Battery Condition checkboxes.

WIPER BLADES table with checkboxes for Wipe Test Performed and Wiper Blades.

EXTERIOR BODY section with a car diagram and text: Note any existing exterior body damage or defects on diagram.

SYNC VEHICLE HEALTH REPORT (VHR) table with VHR Activation checkboxes.

LEGEND: Checked and OK at this time, May require future attention, Requires immediate attention.

SYSTEMS / COMPONENTS BRAKE SYSTEM

STEERING / SUSPENSION

EXHAUST SYSTEM

TRANSMISSION / DRIVE AXLE

LIGHTS / WINDSHIELD

BELTS / HOSES / MOUNTS

TIRE / BRAKE WEAR

TIRE TREAD and BRAKE LINING table with measurement ranges and indicators.

TIRE WEAR INDICATES table with columns for LEFT FRONT, LEFT REAR, RIGHT FRONT, RIGHT REAR, and SPARE TIRE.

Comments: section for handwritten notes.

Advisor: Tech: Customer Signature: sections.

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CELL: 201-400-12

CUSTOMER NO 314233	ADVISOR JAMES CURRY	TAG NO 997668	INVOICE DATE 04/04/12	INVOICE NO FOCS91095
	LABOR RATE	LICENSE NO	MILEAGE 16,344	COLOR BRILL SILV
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD		DELIVERY DATE 07/27/10	STOCK NO 20350
PATERSON, NJ	VEHICLE I.D. NO 3 F A H P 0 J G 8 A R		SELLING DEALER NO 801675	DELIVERY MILES 15
	F.T.E. NO	F.O.N.	R.O. DATE 04/02/12	PRODUCTION DATE
		5778		
COMMENTS				

MO: 1634

LABOR & PARTS			
J# 1 10FOZ01	DRIVEABILITY CONCERN CUST STS ENGINE CUT OFF WHILE DRIVING AND WRENCH LIGHT CAME ON ROADTEST AND TEST SYSTEM NO CODES STORED PERFORM PINPOINT TESTS AND EVAP EMISSIONS TESTS TO VAPOR VALVE FAILURE BINDING OPEN AT TIMES REPLACE VAPOR VALVE AND RETEST AND ROADTEST	TECH(S):5778	WARRANTY
PARTS	QTY	FP-NUMBER	DESCRIPTION
JOB # 1	1	9U5Z-9C915-H	VALVE A
			JOB # 1 TOTAL PARTS 0.00
			JOB # 1 TOTAL LABOR & PARTS 0.00
J# 2 19FOZREPCARD	REPORT CARD INSP.	TECH(S):5778	INTERNAL
PERFORM MULTI-POINT INSPECTION REPORT CARD PERFORM ADVISOR WALK AROUND INSPECTION COURTESY INSPECTION OF VEHICLE SEE ADVISOR FOR REPORT CARD RESULTS ADVISOR PERFORMED WALKAROUND INSPECTION			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			JOB # 2 TOTAL PARTS 0.00
			JOB # 2 TOTAL LABOR & PARTS 0.00
J# 3+19FOZGBATT	BATTERY CHECK	TECH(S):5778	INTERNAL
BATTERY INSPECTION INSPECT BATTERY TERMINALS INSPECT BATTERY CONDITION AND COLD CRANKING AMPS INSPECT BATTERY TERMINALS BATTERY CONDITION GOOD			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			JOB # 3 TOTAL PARTS 0.00
			JOB # 3 TOTAL LABOR & PARTS 0.00
J# 4+19FOZGBK	BRAKE INSPECTION	TECH(S):5778	INTERNAL
VISUAL INSPECTION OF BRAKES VISUAL INSPECTION OF BRAKE LINING BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM BRAKES			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			JOB # 4 TOTAL PARTS 0.00
			JOB # 4 TOTAL LABOR & PARTS 0.00
J# 5+19FOZGTIRE	TIRE INSPECTION	TECH(S):5778	INTERNAL
TIRES VISUALLY INSPECTED AND O.K. INSPECT TIRES FOR WEAR TIRES CHECKED AND 7/32 OR HIGHER			

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CELL: 201-400-12

CUSTOMER NO 314233	ADVISOR JAMES CURRY	TAG NO 997668	INVOICE DATE 04/04/12	INVOICE NO FOCS91095
	LABOR RATE	LICENSE NO.	MILEAGE 16,344	COLOR BRILL SILV
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD		DELIVERY DATE 07/27/10	STOCK NO 20350
PATERSON, NJ	VEHICLE ID NO 3FAHP0JG8AR		SELLING DEALER NO 801675	DELIVERY MILES 15
	FT E NO	P O NO 5778	R O DATE 04/02/12	PRODUCTION DATE
COMMENTS				

MO: 16344

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 5 TOTAL PARTS 0.00
				JOB # 5 TOTAL LABOR & PARTS 0.00
TOTALS				
*****				TOTAL LABOR.... 0.00
* [] CASH [] CHECK CK NO. []				TOTAL PARTS.... 0.00
* [] VISA [] MASTERCARD [] DISCOVER				TOTAL SUBLET... 0.00
* [] AMER XPRESS [] OTHER [] CHARGE				TOTAL G.O.G.... 0.00
*****				TOTAL MISC CHG. 0.00
				TOTAL MISC DISC 0.00
				TOTAL TAX..... 0.00
				TOTAL INVOICE \$ 0.00

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CUSTOMER SIGNATURE

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CELL: 201-400-129

CUSTOMER NO 314233	ADVISOR JAMES CURRY	TAG NO 997668	INVOICE DATE 04/06/12	INVOICE NO FOCS91095
	LABOR RATE	LICENSE NO	COLOR BRILL SILV	STOCK NO 20350
		MILEAGE 16,344	DELIVERY DATE 07/27/10	DELIVERY MILES 15
PATERSON, NJ	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	VEHICLE I.D. NO. 3FAHP0JG8AR	SELLING DEALER NO 801675	PRODUCTION DATE
	P.T.E. NO	P.O. NO 5778	R.O. DATE 04/02/12	REPRINT# 1
	COMMENTS			

MO: 16344

LABOR & PARTS
 J# 1 10FOZ01 DRIVEABILITY CONCERN TECH(S):5778 WARRANTY
 CUST STS ENGINE CUT OFF WHILE DRIVING AND WRENCH LIGHT CAME ON
 ROADTEST AND TEST SYSTEM NO CODES STORED PERFORM PINPOINT TESTS AND EVAP EMISSIONS TESTS TO VAPOR VALVE FAILURE BINDING OPEN AT TIMES
 REPLACE VAPOR VALVE AND RETEST AND ROADTEST AFTER ROAD TEST VEHICLE STARTED TO STALL PERFORM IDS TEST HAD NO CODES PREVIOUSLY NOW HAVE CODE P2111 PERFORM PINPOINT TEST REPLACE THROTTLE BODY ROAD TESTED BY TECHNICIAN AND SERVICE DIRECTOR TOTAL OF 30 MILES VEHICLE RUNS FINE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	9U5Z-9C915-H	VALVE A		WARRANTY
JOB # 1	1	DS7Z-9E926-A	THROTTL		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 19FOZREPCARD REPORT CARD INSP. TECH(S):5778 INTERNAL
 PERFORM MULTI-POINT INSPECTION REPORT CARD
 PERFORM ADVISOR WALK AROUND INSPECTION
 COURTESY INSPECTION OF VEHICLE
 SEE ADVISOR FOR REPORT CARD RESULTS
 ADVISOR PERFORMED WALKAROUND INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3+19FOZGBATT BATTERY CHECK TECH(S):5778 INTERNAL
 BATTERY INSPECTION
 INSPECT BATTERY TERMINALS
 INSPECT BATTERY CONDITION AND COLD CRANKING AMPS
 INSPECT BATTERY TERMINALS
 BATTERY CONDITION GOOD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4+19FOZGBK BRAKE INSPECTION TECH(S):5778 INTERNAL
 VISUAL INSPECTION OF BRAKES
 VISUAL INSPECTION OF BRAKE LINING
 BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM
 BRAKES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00



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CELL: 201-400-129

CUSTOMER NO 314233	ADVISOR JAMES CURRY	TAG NO 997668	INVOICE DATE 04/06/12	INVOICE NO. FOCS91095
[REDACTED]	LABOR RATE	LICENSE NO [REDACTED]	MILEAGE 16,344	COLOR BRILL SILV
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	STOCK NO 20350	DELIVERY DATE 07/27/10	DELIVERY MILES 15
PATERSON, NJ	VEHICLE ID NO 3FAHP0JG8AR	SELLING DEALER NO 801675	PRODUCTION DATE	
[REDACTED]	F T E NO	P O NO 5778	R O DATE 04/02/12	REPRINT# 1
COMMENTS				

MO: 16344

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+19FOZGTIRE TIRE INSPECTION TECH(S):5778 INTERNAL
 TIRES VISUALLY INSPECTED AND O.K.
 INSPECT TIRES FOR WEAR
 TIRES CHECKED AND 7/32 OR HIGHER

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 5 TOTAL PARTS 0.00
 JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----INTERNAL
 JOB # 2 43511 04/06/12 FUEL INTERNAL
 TOTAL - SUBLET 0.00

TOTALS-----

 * TOTAL LABOR.... 0.00
 * TOTAL PARTS.... 0.00
 * [] CASH [] CHECK CK NO. [] * TOTAL SUBLET... 0.00
 * [] VISA [] MASTERCARD [] DISCOVER * TOTAL G.O.G.... 0.00
 * [] AMER XPRESS [] OTHER [] CHARGE * TOTAL MISC CHG. 0.00
 * TOTAL MISC DISC 0.00
 * TOTAL TAX..... 0.00

 TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



Visit our BODY SHOP for a FREE ESTIMATE. We work on all makes and models.

55 Route 17 North, Rutherford, New Jersey 07070
 TEL (201) 935-2400 • FAX (201) 460-2353

www.qualityautomall.com

CELL: 201-400-129

CUSTOMER NO 314233	ADVISOR CARLOS SANTANA	TAG NO 5474	INVOICE DATE 05/18/12	INVOICE NO FOCS92624
	LABOR RATE	LICENSE NO	MILEAGE 17,222	COLOR BRILL SILV
	YEAR MAKE MODEL 10/FORD/FUSION/4DR SDN SEL FWD		DELIVERY DATE 07/27/10	STOCK NO 20350
PATERSON, NJ 07504	VEHICLE ID NO 3FAHP0JG8AR		SELLING DEALER NO 801675	DELIVERY MILES 15
	FTE NO	P.O. NO 5778	H.D. DATE 05/14/12	PRODUCTION DATE
COMMENTS				

MO: 17324

LABOR & PARTS
 J# 1 10FOZ01 DRIVEABILITY CONCERN TECH(S):5778 WARRANTY
 CUSTOMER STATES VEHICLE AT TIMES (PRIOR) PERFORM IDS TEST NO CODES ROAD TESTED SEVERAL TIMES FOR SEVERAL MILES BY SERVICE DIRECTOR AND TECHNICIAN COULD NOT VERIFY ANY CONCERNS NO DTC'S EXPLAINED TO CUSTOMER PROBLEM MUST OCCUR TO DIAGNOSE CONCERN. ALSO INFORMED CUSTOMER WHEN VEHICLE DATA RECORDER ARRIVES WILL PUT IN VEHICLE TO RECORD DATA WHEN CONDITION OCCURS

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 70FOZ SUBLET LOANER TECH(S):5778 WARRANTY

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	44544			05/18/12	\$30 PER DAY CALL TOM	WARRANTY
JOB # 2	44641			05/18/12	FUEL	WARRANTY
TOTAL - SUBLET						0.00

COMMENTS
 DELETED OPERATION(S)
 23FOZZQ2060 REPLACE ALL TIRES

TOTALS

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	0.00
*		
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

KENNETH D. IULO

Attorney-at-Law

KENNETH D. IULO
MARLESA IULO+

+ Also Admitted in New York

SPECIAL LIAISON
OWNER RELATIONS

12 MAY 25

165 Prospect Street, Passaic, NJ 07055

Tel: (973) 773-4900

Fax: (973) 773-6964

e-mail: kennethiuolo@hotmail.com

4/12
LP

May 22, 2012

Via Certified Mail-RRR

Ford Motor Company

Customer Relations

P.O. Box 6248

Dearborn, MI 48126

RECEIVED

MAY 29 2012

RE: [REDACTED]
Ford Fusion 2010
Account No. 45793510
VIN No: 3FAHP0JG8AR [REDACTED]

To Whom it May Concern:

With reference to the above, please be advised that our office has been retained by [REDACTED] owner of a 2010 Ford Fusion, which is believed to be a "Lemon" pursuant to the New Jersey Lemon Law as codified in N.J.S.A. 56: 12-29 to 12-49. We are hereby making a written demand for relief pursuant to the New Jersey Lemon Law and ask that you forward our letter of representation to the appropriate party.

On or about July 27, 2010 Ms. [REDACTED] purchased her 2010 Ford Fusion, VIN number 3FAHP0JG8AR [REDACTED] from Quality Auto Mall located at 55 Route 17 North in Rutherford, New Jersey. Since my client purchased the vehicle, it has been at Quality Auto Mall a total of four visits for repairs. I have enclosed a copy of Ms. [REDACTED] service records for your review. To date the problem has neither been properly identified nor fixed. By way of information, pursuant to my client, on multiple occasions during the operation of her vehicle the Ford Fusion would simply shut off mid-operation. Specifically, the vehicle's engine would cut off, leaving her unable to operate the vehicle. As you will note from her May 14, 2012 letter addressed to the Ford Motor Company, the problems she experienced have neither been properly identified nor repaired, thus leaving my client in a dangerous situation every time she attempts to operate her vehicle.

Since a motor vehicle shutting itself off mid-operation constitutes a dangerous situation for both Ms. [REDACTED] and those that share the road with her, it is our position that such a problem substantially impairs the use, value and safety of Ms. [REDACTED] vehicle. The defect is one that is likely to cause serious bodily injury and/or death to both Ms. [REDACTED] and third parties if the vehicle continues to be driven and as such, we are placing you on notice of our intent to, again file a Lemon Law Claim under the New Jersey Lemon Law Statute, as well as place you on notice for possibility liability to both Ms. [REDACTED] and any and all third parties that may be involved should Ms. [REDACTED] vehicle "shut off" mid operation and cause an accident.

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

MAY 30 2012

OFFICE OF THE
GENERAL COUNSEL

All Action Details for Issue

[Print](#)

VIN: 3FAHP0JG8AR [REDACTED] Year: 2010 Model: FUSION Case: 815240962
 Name: MS [REDACTED] Owner Status: Original WSD: 2010-07-27
 Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: CLP-IN-FIN ASSIST-CUST PERCEIVES TWO REPAIRS Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 05/15/2012

Action: TIER ONE OPEN ISSUE Dealer: 06995 QUALITY AUTO MALL Odometer: 17360 MI
 Analyst Name: ALEXANDER, JOSHUA Action Date: 05/14/2012
 Comm Type: PHONE Analyst: JALEX133 Action Time: 10.37.27.662
 Origin Desc: TIER ONE - MELBOURNE Action Data: No

Comments ===CUSTOMER SAYS===CUST STATES THAT HAS TAKEN TO DLR SEVERAL TIMES FOR PROBLEMS WITH STALLING WHILE DRIVING-CUST STATES THAT PROBLEMS ORIGINATED EARLY APRIL TWICE AND HAPPENED AGAIN LAST NIGHT-FIRST TIME VEH WAS AT DLR IN EARLY APRIL DLR REPAIRED AND VEH SHUT OFF 10 MINUTES AFTER LEAVING DLR-CUST TOOK VEH BACK TO DLR AND DLR REPLACED THROTTLE BODY-CUST HAS CONTACTED DLR AND DLR HAS ADV TO BRING VEH BACK IN AND WILL LOOK AT-CUST DOES NOT FEEL SAFE DRIVING VEH ===DEALERSHIP SAYS===QUALITY AUTO MALL 55 STATE HIGHWAY #17 RUTHERFORD NJ 07070 201-935-2400 ===CRC SAYS=== I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM SO THEY CAN INVESTIGATE YOUR CONCERN. 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-BEST NUMBER TO REACH IS [REDACTED]-BEST TIME TO REACH IS 9AM-6PM EST-VEH IS BEING TOWED TO DLR

Action: DOCUMENT ADDITIONAL INFORMATION Dealer: 06995 QUALITY AUTO MALL Odometer: 17360 MI
 Analyst Name: JEFFREY PECK Action Date: 05/15/2012
 Comm Type: VISIT Analyst: J-PECKE Action Time: 10.21.23.534
 Origin Desc: DEALER Action Data: No

Comments VEHICLE AT DEALERSHIP AWAITING DIAGNOSIS FROM TECHNICIAN

Action: CREATE FOLLOW UP Dealer: 06995 QUALITY AUTO MALL Odometer: 17360 MI
 Analyst Name: TRETTERO, ANGELA Analyst: ATRETTEN Action Date: 05/15/2012
 Comm Type: PHONE Analyst: ATRETTEN Action Time: 14.11.07.630
 Origin Desc: CUSTOMER CARE SOLUTIONS TEAM Action Data: Yes

Comments OBC TO SM TOM @ [REDACTED] - INTERMITTENT ELECTRICAL CONCERN- CONTACTED HOTLINE WHO TOLD THE TECH THAT HE NEEDS TO DUPLICATE THE CONCERN. SM STATES THAT THEY ARE WAITING FOR THE NEW VDR (VCM 2) - SOMETIME IN JUNE. OBC TO CUSTOMER [REDACTED] - CUSTOMER STATES THAT SHE HAS HAD THE SAME PROBLEM MULTIPLE TIMES. IT STOPS IN MID OPERATION OF THE VEHICLE - ON THE HIGHWAY IT SHUTS OFF IN MID OPERATION. CUSTOMER STATES THAT SHE DRIVES NEAR THE SHOULDER BECAUSE SHE DOESN'T KNOW WHETHER OR NOT THE VEHICLE IS GOING TO MAKE IT OR NOT. CUSTOMER STATES THAT SHE DROVE FOR A MONTH BEFORE IT HAPPENED AGAIN. CSM ADVISED CUSTOMER OF THE OPTION OF THE VDR NEXT MONTH WHEN THE DEALERSHIP GETS THE NEW VCM. CUSTOMER EXPRESSED CONCERNS FOR HER SAFETY - CSM ADVISED TECHS ARE DIAGNOSING VEHICLE AND SET FU 05-17-2012.

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-17-2012
TIME OF FOLLOW UP (HH:MM):	18:30

Action: CONCERN ADDRESSED
Dealer: 06995 QUALITY AUTO MALL **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 17360 MI **Comm Type:** PHONE
Analyst Name: TRETENERO , ANGELA **Analyst:** ATRETTEN
Action Date: 05/17/2012 **Action Time:** 16.10.03.631 **Action Data:** Yes

Comments OBC TO CUSTOMER [REDACTED] - CSM ADVISED CUSTOMER THAT THE DEALERSHIP HAS BEEN WORKING WITH HOTLINE AND HOTLINE ADVISED THE DEALERSHIP THAT DUPLICATION WILL BE NECESSARY TO BE ABLE TO OBTAIN DATA FOR DIRECTION AND IF NOT ABLE TO DUPLICATE INSTALL A VDR. CSM ADVISED CUSTOMER THAT IF HER CONCERN HAPPENS BEFORE THE DEALERSHIP RECEIVES THEIR NEW VDR'S TO SAFELY PULL TO THE SIDE OF THE ROAD AND CONTACT ROADSIDE ASSISTANCE. CSM ADVISED CUSTOMER THAT DEALERSHIP WILL CONTACT HER WHEN VDR ARRIVES AND THAT CSM IS CLOSING CASE. NO FURTHER ACTION. 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)	Y
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(\$)	
--FORDS'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	N

Ford Confidential

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1219607
Contact Date: 05/17/12
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Paterson	State: NJ	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2010	Current mileage: 0
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , NJ			
Primary Servicing dealer/city/state: QUALITY AUTO MALL, RUTHERFORD NJ			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 7-27-2010	Mileage at purchase/lease: 15		
First repair attempt date: 2-25-10	First repair attempt mileage: 0 15,548		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business: 4	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

TO ADDRESS THE MECHANICAL ISSUES OF THE VEHICLE I PURCHASED IN A EFFICIENT AND TIMELY FASHION.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	3FAHP0JG8AR [REDACTED] 9
Lienholder/Leasing Company	Ford Credit [REDACTED] 1000
Account Number	[REDACTED]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Please See A DIARY FOR THE FORD FUSION 2010				
The vehicle shuts OFF during mid-operation	QUALITY AUTO mall	4 Times	2-25-2012 15548 miles 1 Day	yes
			4-4-2012 16344 miles 1 Day	yes
			4-6-2012 16344 miles 1 Day	yes
			5-14-2012 17222 miles 5 days	yes

Total days out of service for all problems: 8 Days

Signature of Titled Owner(s) _____ Date 6-1-2011

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
 3033 Wilson Blvd., Suite 600
 Arlington VA, 22201
 Fax: 703-247-9700
 Page 2

A DIARY OF MY CAR PROBLEMS WITH THE FORD FUSION 2010

- 2/25/2012 TOOK THE CAR TO BE SERVICED BECAUSE THE CHECK ENGINE LIGHT WHEN ON
- 4/4/2012 TOOK THE CAR TO BE SERVICED BECAUSE THE WRENCH LIGHT CAME ON AND THE CAR WOULD JUST CUT OFF WHILE DRIVING
- 4/4/2012 PICKED UP CAR ON 4/4/2012 FROM JIM WHO INFORMED ME THAT THE VEHICLE WAS FIXED AND SO I LEFT WITH THE VEHICLE AND SOON AS I LEFT THE DEALER WHILE ON ROUTE 17 THE VEHICLE CUT OFF AGAIN. I WAS ABLE TO START THE VEHICLE AND DRIVE IT HOME. WHERE THEN I HAD THE VEHICLE TOWED TO QUALITY AUTO MALL AND SPOKE TO JEFF THE SERVICE DIRECTOR WHERE HE INFORMED TO GO IN ON 4/5/2012 TO PICK UP A RENTAL FROM ENTERPRISE RENTAL.
- 4/5/2012 I WAS AT THE DEALER @ 8:00 AM TO PICK-UP THE RENTAL AND JEFF WAS THERE TO MEET ME. HE'S BEEN KEEPING ME INFORMED AND ADVISED THAT THE THROTTLE BODY NEEDS TO BE REPLACED AND VEHICLE SHOULD BE READY TOMORROW 4/6/2012
- 5/13/2012 WHILE DRIVING ON THE HWY THE CAR STALLED OUT AGAIN AFTER HAVING THE THROTTLE BODY REPLACED
- 5/14/2012 SPOKE TO JOSH @ FORD MOTOR CASE NUMBER 815240960 AND HE INFORMED THAT FORD WILL LOOK INTO IT AND THAT THEY WILL CONTACT THE DEALERSHIP TO FIND OUT WHAT KIND WORK THAT HAVE DONE WITH VEHICLE
- 5/17/2012 SPOKE TO ANGELA THE FORD REGIONAL CUSTOMER SERVICE MANAGER @ X 77790 AND SHE BASICALLY TOLD ME EVEN AFTER I EXPRESSED MY GREAT CONCERN DOES SOMETHING BAD HAVE TO HAPPEN. AND ALL SHE SAID WAS THAT SOME TYPE OF DEVICE SORT OF LIKE A BLACK BOX THAT THE AIRPLANES HAVE WOULD BE PROVIDED TO ME SOMETIME IN JUNE SO THE PROBLEM CAN BE DUPLICATED.

5/17/2012

ANGELA @ REGIONAL CUSTOMER SERVICE MANAGER CALLED ME AGAIN ON THURSDAY @ 3: 50 p.m. TO ADVISE THAT SHE SPOKE WITH THE DEALERSHIP AND THEY COULD NOT FIND THE SOLUTION THAT I WOULD HAVE TO WAIT FOR THE PROBLEM TO OCCUR AGAIN TO TRY TO PULL OVER SAFELY AND HAVE A TOW TRUCK COME OUT TO PICK-UP THE CAR AND DO NOT RESTART THE CAR. SO IN A NUT SHELL THESE ASSHOLES DID NOTHING AND I AM ON MY OWN EVEN THOUGH IS STRESSED MY LIFE BEING IN JEOPARDY. THANK FORD

NEW JERSEY SIMPLE INTEREST VEHICLE RETAIL INSTALLMENT CONTRACT

DATE 07/27/2010

1-800-727-7000 www.fordcredit.com	Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) PATERSON, NJ CO: PASSAIC	SELLER/DITOR (Seller Name and Address) QUALITY AUTO MALL 55 STATE HWY 17 RUTHERFORD NJ 07070
--	--	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. The cash price is shown below as "Cash Price." The credit price is shown below as "Total Sale Price." By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract.

New/Used	Mileage	Year and Make	Model	Vehicle Identification Number	Use For Which Purchased
NEW	15	2010 FORD	FUSION	3FAHPOJG8AR	<input checked="" type="checkbox"/> Personal <input type="checkbox"/> Agricultural <input type="checkbox"/> Commercial

Trade-in Year and Make _____ \$ _____ N/A
Gross Allowance _____ Amount Owning _____

1. Cash Price (including \$ <u>1952.13</u> sales tax)	\$ <u>29094.63</u> (1)
2. Down Payment	
Third Party Rebate Assigned to Creditor	\$ <u>1500.00</u>
Cash Down Payment	\$ <u>N/A</u>
Trade-in (description above)	\$ _____
Total Down Payment	\$ <u>1500.00</u> (2)
3. Unpaid Balance of Cash Price (1 minus 2)	\$ <u>27594.63</u> (3)
4. Amounts paid on your behalf (Seller may be retaining a portion of these amounts) To Public Officials	
(i) for official fees (license, title & registration fees \$ <u>299.00</u> and for filing fees \$ <u>N/A</u>);	
(ii) for taxes (not in Cash Price) \$ <u>N/A</u>	\$ <u>299.00</u>
To Insurance Companies for:	
Credit Life Insurance	\$ <u>N/A</u>
Credit Disability Insurance	\$ <u>N/A</u>
N/A	\$ <u>N/A</u>
N/A	\$ <u>N/A</u>
To <u>QUALITY AUTO MALL</u> for <u>DOCUMENT FEE</u>	\$ <u>75.00</u>
To _____ for <u>N/A</u>	\$ <u>N/A</u>
To <u>STATE OF NEW JERSEY</u> for <u>NEW JERSEY TIRE FEE</u>	\$ <u>7.50</u>
To <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
To <u>FORD CREDIT</u> for <u>GAP</u>	\$ <u>745.00</u>
To <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
To <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
To <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
To <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
To <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
Total	\$ <u>1126.50</u> (4)
5. Amount Financed (3 plus 4)	\$ <u>28721.13</u> (5)

YOU ARE REQUIRED TO INSURE THE VEHICLE. YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE.

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE, WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

CREDIT LIFE, CREDIT DISABILITY AND OTHER OPTIONAL INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

Credit Life Insurance Company _____
 Insured(s) _____
 You do want Credit Life Insurance: _____
 Buyer Signs _____
 Co-Buyer Signs _____

Credit Disability Insurance Company _____
 Insured(s) _____
 Premium \$ N/A
 You do want Credit Disability Insurance: _____
 Buyer Signs _____
 Co-Buyer Signs _____

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided to you or on your behalf	The amount you will have paid when you have made all scheduled payments	The total cost of your purchase on credit, including your downpayment
<u>3.90</u> %	\$ <u>3585.99</u>	\$ <u>28721.13</u>	\$ <u>32307.12</u>	of \$ <u>1500.00</u> \$ <u>33807.12</u>

Your Payment Schedule will be as follows:

Number of Payments	Amount of Payments	When Payments are Due
<u>72</u>	<u>449.71</u>	starting <u>SEPTEMBER 30, 2010</u>
<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
<u>N/A</u>	<u>N/A</u>	<u>N/A</u>

Prepayment: If you pay off your debt early, you will not have to pay a penalty.

Late Payment: You must pay a late charge on the portion of each payment received more than 10 days late. The charge is 5 percent of the late amount. If the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less, the maximum charge for each late payment is \$10.00.

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

Contract: Please see this contract for additional information on security interest, nonpayment, default, the right to require repayment of your debt in full before the scheduled date, and prepayment penalty.

OTHER OPTIONAL INSURANCE:

Coverage and Premium by Insurance Company _____
 Insured(s) _____
 Premium \$ N/A
 You do want the optional insurance for which premiums are included above: _____
 Buyer Signs _____

Paragraph B, you must pay the Creditor \$0. _____ per mile for each mile in excess of _____ miles shown on the odometer.

ditions of the debt cancellation waiver are set forth in the attached Addendum which is incorporated into this contract. The price for the debt cancellation waiver set forth on this contract in the Itemization of Amount Financed under section 4.

EXTRA MILEAGE OPTION CREDIT

If this contract contains a balloon payment (as indicated above), and you have exercised your Option to sell the vehicle to the Creditor under Paragraph B, this paragraph applies to your contract. At the scheduled end of this contract, You will receive a credit of \$0.

N/A per unused mile for the number of unused miles between N/A and N/A miles, less any amounts You owe under this contract. You will not receive any credit if the vehicle is destroyed, this contract ends early, or you are in default. You will not receive any credit if the credit is less than \$1.00.

Buyer Signs _____

Anti-Theft Product (Optional)

If this box is checked you purchased the anti-theft product(s) listed below. The purchase of anti-theft product(s) is optional and not required to obtain credit, even if the product(s) is already installed on the vehicle you selected. You may purchase anti-theft product(s) from the place of your choice. By signing below, you agree to purchase the anti-theft product(s) at the price disclosed.

<u>N/A</u>	\$	<u>N/A</u>	Term	<u>N/A</u>
<u>N/A</u>	\$	<u>N/A</u>	Term	<u>N/A</u>
<u>N/A</u>	\$	<u>N/A</u>	Term	<u>N/A</u>

Buyer Signs X

Any co-buyer must sign this contract in writing and signed by you and the Creditor.

Buyer Signs _____

Co-Buyer X Signs _____

YOU ACKNOWLEDGE THAT YOU HAVE READ AND AGREE TO BE BOUND BY THE ARBITRATION PROVISION ON THE REVERSE SIDE OF THIS CONTRACT.

The Annual Percentage Rate may be negotiated with the Seller. The Seller may assign this contract and may reserve its right to receive a portion of the Finance Charge.

NOTICE TO RETAIL BUYER

Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect your legal rights.

Buyer (and Co-Buyer) acknowledge that (i) before signing this contract, Buyer (and Co-Buyer) received and reviewed a true and completely filled in copy of this contract and (ii) at the time of signing this contract, Buyer (and Co-Buyer) received a true and completely filled in copy of this contract.

Buyer X Signs _____

Co-Buyer X Signs _____

Seller QUALITY AUTO MALL By X

Title _____

THIS CONTRACT IS NOT VALID UNTIL YOU AND SELLER SIGN IT.

ASSIGNMENT

Seller may transfer this contract to another person. That person will then have all Seller's rights, privileges, and remedies. By signing below

Seller assigns this contract to FORD MOTOR CREDIT COMPANY ("Assignee"). To contact Assignee about this contract, call 900-727-7000, or visit their website at WWW.FORDCREDIT.COM

Seller QUALITY AUTO MALL By X

Title _____

FC 17629-SI (SEPT 09) (Previous editions may NOT be used.)
FC 17629-B-SI

SEE OTHER SIDE FOR ADDITIONAL AGREEMENTS

[REDACTED]
[REDACTED]
Paterson, NJ.
[REDACTED]
[REDACTED]

June 5, 2012

VIA FAX 703-247-9700
BBB AUTO LINE
Attn: William Clopton

Re: FRD 1219607 Ortiz Vs Ford Motor Corp. 3fahp0jg8a [REDACTED]

Mr. Clopton:

With reference to the above please find the finance agreement with Ford Credit Company. If you require further information feel free to contact me. Thank you.

Very truly yours
[REDACTED]



BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number: FRD1219607

Start Date: 06/05/12

Customer Name: [REDACTED]

State: NJ

VIN: 3FAHP0JG8AR [REDACTED]

Probable Hearing Location: Trenton

This claim is

IN Warranty OUT of Warranty

Has the customer contacted you regarding the claim?

YES NO

Is the VIN listed above correct?

YES NO

If you checked NO, please indicate the correct VIN: _____

Customer Contact Info: _____

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? YES NO

If you checked YES, please indicate the customer's response below:

The customer accepted the offer on ____/____/____

The customer rejected the offer on ____/____/____

The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$ _____

I will participate

By phone In person In writing

Return this form as soon as possible

To: _____ Completed by: _____ Date: ____/____/____

BBB AUTO LINE Future contact: _____

Fax: 703.247.9700 Phone: _____ Fax: _____

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

June 5, 2012

BOB GRAY
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1219607 [REDACTED] vs Ford Motor Corporation 3FAHP0JG8A [REDACTED]

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form (CCF)*, and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

Sincerely,

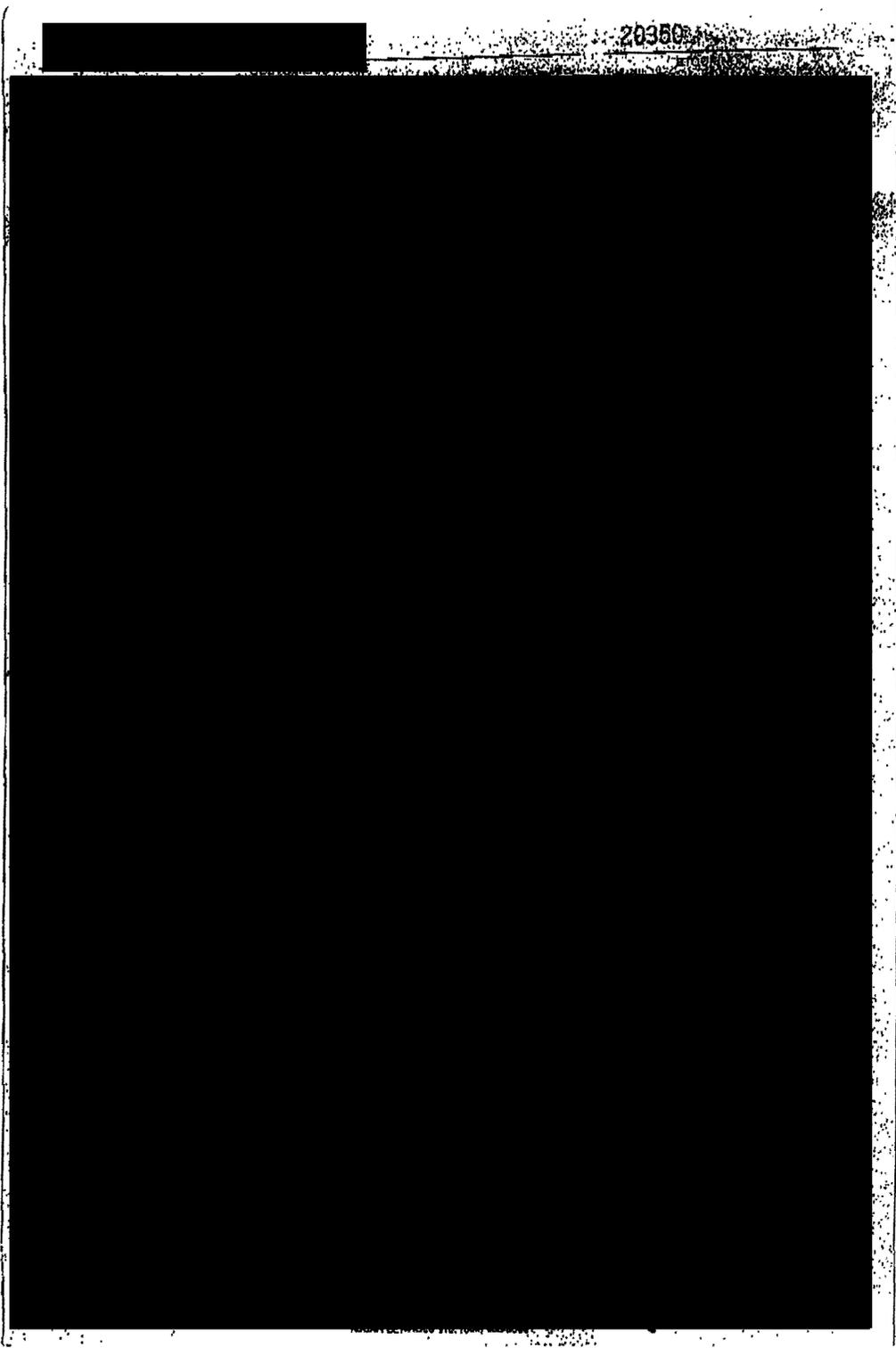
William Clopton at Extension 502

A DIARY OF MY CAR PROBLEMS WITH THE FORD FUSION 2010

- 2/25/2012 TOOK THE CAR TO BE SERVICED BECAUSE THE CHECK ENGINE LIGHT WHEN ON
- 4/4/2012 TOOK THE CAR TO BE SERVICED BECAUSE THE WRENCH LIGHT CAME ON AND THE CAR WOULD JUST CUT OFF WHILE DRIVING
- 4/4/2012 PICKED UP CAR ON 4/4/2012 FROM JIM WHO INFORMED ME THAT THE VEHICLE WAS FIXED AND SO I LEFT WITH THE VEHICLE AND SOON AS I LEFT THE DEALER WHILE ON ROUTE 17 THE VEHICLE CUT OFF AGAIN. I WAS ABLE TO START THE VEHICLE AND DRIVE IT HOME. WHERE THEN I HAD THE VEHICLE TOWED TO QUALITY AUTO MALL AND SPOKE TO JEFF THE SERVICE DIRECTOR WHERE HE INFORMED TO GO IN ON 4/5/2012 TO PICK UP A RENTAL FROM ENTERPRISE RENTAL.
- 4/5/2012 I WAS AT THE DEALER @ 8:00 AM TO PICK-UP THE RENTAL AND JEFF WAS THERE TO MEET ME. HE'S BEEN KEEPING ME INFORMED AND ADVISED THAT THE THROTTLE BODY NEEDS TO BE REPLACED AND VEHICLE SHOULD BE READY TOMORROW 4/6/2012
- 5/13/2012 WHILE DRIVING ON THE HWY THE CAR STALLED OUT AGAIN AFTER HAVING THE THROTTLE BODY REPLACED
- 5/14/2012 SPOKE TO JOSH @ FORD MOTOR CASE NUMBER 815240960 AND HE INFORMED THAT FORD WILL LOOK INTO IT AND THAT THEY WILL CONTACT THE DEALERSHIP TO FIND OUT WHAT KIND WORK THAT HAVE DONE WITH VEHICLE
- 5/17/2012 SPOKE TO ANGELA THE FORD REGIONAL CUSTOMER SERVICE MANAGER @ X 77790 AND SHE BASICALLY TOLD ME EVEN AFTER I EXPRESSED MY GREAT CONCERN DOES SOMETHING BAD HAVE TO HAPPEN. AND ALL SHE SAID WAS THAT SOME TYPE OF DEVICE SORT OF LIKE A BLACK BOX THAT THE AIRPLANES HAVE WOULD BE PROVIDED TO ME SOMETIME IN JUNE SO THE PROBLEM CAN BE DUPLICATED.

5/17/2012

ANGELA @ REGIONAL CUSTOMER SERVICE MANAGER CALLED ME AGAIN ON THURSDAY @ 3: 50 p.m. TO ADVISE THAT SHE SPOKE WITH THE DEALERSHIP AND THEY COULD NOT FIND THE SOLUTION THAT I WOULD HAVE TO WAIT FOR THE PROBLEM TO OCCUR AGAIN TO TRY TO PULL OVER SAFELY AND HAVE A TOW TRUCK COME OUT TO PICK-UP THE CAR AND DO NOT RESTART THE CAR. SO IN A NUT SHELL THESE ASSHOLES DID NOTHING AND I AM ON MY OWN EVEN THOUGH IS STRESSED MY LIFE BEING IN JEOPARDY. THANK FORD



20380



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CELL: 201-400-12

CUSTOMER NO. 314233	ADVISOR NICHOLAS FREY	TAG NO. 131	INVOICE DATE 02/25/12	INVOICE NO. FOC589637
	LABOR RATE	RELEASE 15,548	COLOR BRILL SILV	STOCK NO. 20350
	YEAR / MAKE / MODEL 10 / FORD / FUSION / 4DR SDN SEL FWD		DELIVERY DATE 07/27/10	DELIVERY MILES 15
PATERSON, NJ	VEHICLE ID NO. 3FAHP0JG8AR		DEALER NO. 801675	PRODUCTION DATE
	P.T.E. NO. WILSON		02/25/12	
COMMENTS				

MO: 15548

LABOR & PARTS			
J# 1 10F0Z06	CHECK ENGINE LIGHT CUSTOMER STATES CHECK ENGINE LIGHT ON ELECTDIAG CODE P0456, PERFORMED EVAP TEST FAIL CLEANED CAPLESS VALVE RETESTED - PASSED	TECH(S):5778	WARRANTY
JOB # 1 TOTAL LABOR & PARTS		0.00	
J# 2 19F0ZREPCARD	REPORT CARD INSP. PERFORM MULTI-POINT INSPECTION REPORT CARD PERFORM ADVISOR WALK AROUND INSPECTION COURTESY INSPECTION OF VEHICLE SEE ADVISOR FOR REPORT CARD RESULTS ADVISOR PERFORMED WALKAROUND INSPECTION	TECH(S):5778	INTERNAL
JOB # 2 TOTAL LABOR & PARTS		0.00	
J# 3+19F0ZGBATT	BATTERY CHECK BATTERY INSPECTION INSPECT BATTERY TERMINALS INSPECT BATTERY CONDITION AND COLD CRANKING AMPS INSPECT BATTERY TERMINALS BATTERY CONDITION GOOD	TECH(S):5778	INTERNAL
JOB # 3 TOTAL LABOR & PARTS		0.00	
J# 4+19F0ZGRK	BRAKE INSPECTION VISUAL INSPECTION OF BRAKES VISUAL INSPECTION OF BRAKE LINING BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM BRAKES	TECH(S):5778	INTERNAL
JOB # 4 TOTAL LABOR & PARTS		0.00	
J# 5+19F0ZGTIRE	TIRE INSPECTION TIRES VISUALLY INSPECTED AND O.K. INSPECT TIRES FOR WEAR TIRES CHECKED AND 7/32 OR HIGHER	TECH(S):5778	INTERNAL
JOB # 5 TOTAL LABOR & PARTS		0.00	



Ford Service



Extended Service Plan

Owner Advantage Rewards

Member #: _____
Service Balance: _____

Vehicle REPORT CARD - Multi-Point Inspection as recommended by Ford Motor Company

State _____
Inspection Month: _____

E-Mail Address: _____ RO/Tag: _____
Today's Date: 6/1/12

Make/Model/Year: 10 Fusion
VIN #: _____

SCHEDULED MAINTENANCE ITEMS*			
DUE	SERVICED	DUE	SERVICED
<input checked="" type="checkbox"/> THE WORKS FUEL TAYLOR PACKAGE	<input checked="" type="checkbox"/>	Engine Air Filter	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Oil Change & Filter	<input checked="" type="checkbox"/>	Engine Coolant	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tire Rotation	<input checked="" type="checkbox"/>	Transmission Fluid R/or Filter	<input type="checkbox"/>
<input checked="" type="checkbox"/> Multi-Point Inspection	<input checked="" type="checkbox"/>	Cabin Air Filter	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Fuel Filter	<input checked="" type="checkbox"/>	Spark Plugs	<input checked="" type="checkbox"/>
<input type="checkbox"/> K Mile Scheduled Maintenance	<input type="checkbox"/>		

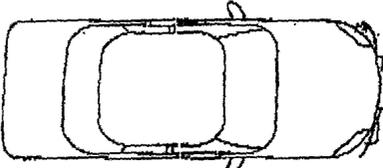
*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

FLUID LEVELS				SERVICED
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Oil and/or fluid leaks		<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Engine Oil	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Power Steering	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Window Washer	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Brake Reservoir	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Transmission (if equipped with dipstick)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Coolant Recovery Reservoir	<input type="checkbox"/>	<input type="checkbox"/>

BATTERY		SERVICED
State of Health	Battery Condition	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WIPER BLADES		SERVICED
<input checked="" type="checkbox"/> Wipe Test Performed	<input type="checkbox"/> Wiper Blades	<input type="checkbox"/>

EXTERIOR BODY



Note any existing exterior body damage or defects on diagram

SYSTEMS / COMPONENTS		SERVICED
<input checked="" type="checkbox"/>	Brake system (including lines, hoses, and parking brake)	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Shocks/struts and other suspension components for leaks and/or damage	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Steering, steering linkages and ball joints	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Exhaust system (leaks, damage, loose parts)	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Transmission / Drive Axle	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Clutch operation (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped) and lubricate (as needed)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting	<input type="checkbox"/>
<input checked="" type="checkbox"/>	HVAC system and hoses/lines for leaks and/or damage	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Engine Cooling System, radiator, hoses and clamps	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Accessory drive belt(s)	<input type="checkbox"/>

TIRE / BRAKE WEAR			
TIRE TREAD	730" and greater	431" to 630"	330" and less
BRAKE LINING	Over 4mm (or 7/32" (Disc) or Over 2mm (or 3/32" (Drum))	1 to 3mm (or 4/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"	Less than 4mm (or 4/32" (Disc) or 1mm (or 2/32" (Drum))
<input checked="" type="checkbox"/> Alignment check needed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Wheel balance needed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Brake measurements not taken this service visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:	LEFT FRONT <input checked="" type="checkbox"/>	RIGHT FRONT <input checked="" type="checkbox"/>	SERVICED
	<input type="checkbox"/> Tire Tread Depth <u>10</u> /32" Tire Age _____	<input type="checkbox"/> Tire Tread Depth <u>10</u> /32" Tire Age _____	<input type="checkbox"/>
	<input type="checkbox"/> Tire Wear Pattern/Damage	<input type="checkbox"/> Tire Wear Pattern/Damage	<input type="checkbox"/>
	<input type="checkbox"/> Tire Pressure - set to factory recommended PSI	<input type="checkbox"/> Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>
	<input type="checkbox"/> Brake Lining <u>4</u> mm /32"	<input type="checkbox"/> Brake Lining <u>9</u> mm /32"	<input type="checkbox"/>
	LEFT REAR <input checked="" type="checkbox"/>	RIGHT REAR <input checked="" type="checkbox"/>	SERVICED
	<input type="checkbox"/> Tire Tread Depth <u>10</u> /32" Tire Age _____	<input type="checkbox"/> Tire Tread Depth <u>10</u> /32" Tire Age _____	<input type="checkbox"/>
	<input type="checkbox"/> Tire Wear Pattern/Damage	<input type="checkbox"/> Tire Wear Pattern/Damage	<input type="checkbox"/>
	<input type="checkbox"/> Tire Pressure - set to factory recommended PSI	<input type="checkbox"/> Tire Pressure - set to factory recommended PSI	<input type="checkbox"/>
	<input type="checkbox"/> Brake Lining <u>4</u> mm /32"	<input type="checkbox"/> Brake Lining <u>7</u> mm /32"	<input type="checkbox"/>
	SPARE TIRE <input checked="" type="checkbox"/>	SERVICED	<input type="checkbox"/>
	<input type="checkbox"/> Tire Pressure - set to factory recommended PSI		<input type="checkbox"/>

Be sure to visit FordOwner.com today!

Advisor: Nick Froy

Tech: _____

Customer Signature: _____

10 7001 100



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CELL - 201-400-11

CUSTOMER NO 314233	ADVISOR JAMES CURRY	TAX NO 997568	INVOICE DATE 04/04/12	INVOICE NO FOCS91095
	LABOR RATE	AMT/PAGE 16,344	COLOR BRILL SILV	STOCK NO 20350
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	DELIVERY DATE 07/27/10	DELIVERY MILE	15
PATERSON, NJ	VEHICLE I.D. NO. 3FAHP0JG8AR	SELLING DEALER NO.	PRODUCTION DATE	
	A.C.F. NO.	P.C. NO. 5778	RE. DATE 04/02/12	
	COMMENTS			MO: 1634

LABOR & PARTS
 JW 1 10FOZ01 DRIVEABILITY CONCERN (TECH(S) 5778) INTERNAL WARRANTY
 CUST STS ENGINE CUT OFF WHILE DRIVING AND WRENCH LIGHT CAME ON
 ROADTEST AND TEST SYSTEM NO CODES STORED PERFORM PINPOINT TESTS AND EVAP EMISSIONS TESTS TO VAPOR VALVE FAILURE
 BINDING OPEN AT TIMES
 REPLACE VAPOR VALVE AND RETEST AND ROADTEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	9USZ-9C915-H	VALVE A		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JW 2 19FOZREPCARD REPORT CARD INSPECTION (TECH(S) 5778) INTERNAL
 PERFORM MULTI-POINT INSPECTION REPORT CARD
 PERFORM ADVISOR WALK AROUND INSPECTION
 COURTESY INSPECTION OF VEHICLE
 SEE ADVISOR FOR REPORT CARD RESULTS
 ADVISOR PERFORMED WALKAROUND INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

JW 3 19FOZGBATT BATTERY INSPECTION (TECH(S) 5778) INTERNAL
 BATTERY INSPECTION
 INSPECT BATTERY TERMINALS
 INSPECT BATTERY CONDITION AND COLD CRANKING AMPS
 INSPECT BATTERY TERMINALS
 BATTERY CONDITION GOOD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

JW 4 19FOZGBK BRAKE INSPECTION (TECH(S) 5778) INTERNAL
 VISUAL INSPECTION OF BRAKES
 VISUAL INSPECTION OF BRAKE LINING
 BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM
 BRAKES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

JW 5 19FOZGTIRE TIRE INSPECTION (TECH(S) 5778) INTERNAL
 TIRES VISUALLY INSPECTED AND O.K.
 INSPECT TIRES FOR WEAR
 TIRES CHECKED AND 7/32 OR HIGHER

Service From: 7/1 C-111 Service, Inc. (800) 281-5675 477163 8/2/09



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CUSTOMER NO 314233	ADVISOR JAMES CURRY	748 NO. 997668	INVOICE DATE 04/06/12	CELL: 201-400-1- INVOICE NO. FOCS91095
	LABOR RATE	LICENSE NO.	COLOR BRILL SILV	STOCK NO. 20350
	YEAR / MAKE / MODEL 10 / FORD / FUSION / 4DR SDN SEL FWD	MILEAGE 16,344	DELIVERY DATE 07/27/10	DELIVERY MILES 15
PATERSON, NJ	VEHICLE ID. NO. 3FAHP0JG8AR	P.O. NO. 5778	BILLING ORDER NO. 801625	PRODUCTION DATE
	COMMENTS		R.O. DATE 04/02/12	REPRINT# 1

MO: 1634

LABOR & PARTS
 J# 1 10FOZ01 DRIVEABILITY CONCERN TECH(S):5778 WARRANTY
 CUST STS ENGINE CUT OFF WHILE DRIVING AND WRENCH LIGHT CAME ON
 ROADTEST AND TEST SYSTEM NO CODES STORED PERFORM PINPOINT TESTS AND EVAP EMISSIONS TESTS TO VAPOR VALVE FAILURE BINDING OPEN AT TIMES
 REPLACE VAPOR VALVE AND RETEST AND ROADTEST AFTER ROAD TEST VEHICLE STARTED TO STALL PERFORM IDS TEST HAD NO CODES PREVIOUSLY NOW HAVE CODE P2111 PERFORM PINPOINT TEST REPLACE THROTTLE BODY ROAD TESTED BY TECHNICIAN AND SERVICE DIRECTOR TOTAL OF 30 MILES VEHICLE RUNS FINE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	9USZ-9C915-H	VALVE A		
JOB # 1	1	DS7Z-9E926-A	THROTTL		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 19FOZREPCARD REPORT CARD INSP. TECH(S):5778 INTERNAL
 PERFORM MULTI-POINT INSPECTION REPORT CARD
 PERFORM ADVISOR WALK AROUND INSPECTION
 COURTESY INSPECTION OF VEHICLE
 SEE ADVISOR FOR REPORT CARD RESULTS
 ADVISOR PERFORMED WALKAROUND INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 19FOZGBATT BATTERY CHECK TECH(S):5778 INTERNAL
 BATTERY INSPECTION
 INSPECT BATTERY TERMINALS
 INSPECT BATTERY CONDITION AND COLD CRANKING AMPS
 INSPECT BATTERY TERMINALS
 BATTERY CONDITION GOOD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

J# 4 19FOZGBK BRAKE INSPECTION TECH(S):5778 INTERNAL
 VISUAL INSPECTION OF BRAKES
 VISUAL INSPECTION OF BRAKE LINING
 BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM
 BRAKES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS				0.00	



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CELL: 201-400-1200

CUSTOMER NO. 314233	ADVISOR JAMES CURRY	WAR NO. 997668	INVOICE DATE 04/06/12	INVOICE NO. FOCS91095
	LABOR RATE [REDACTED]	MR. RATE 16.344	COLOR BRILL SILV	STOCK NO. 20350
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD		DELIVERY DATE 07/27/10	DELIVERY MILES 15
PATERSON, NJ	VEHICLE I.D. NO. 3FAHP0JG8AR		SELLING DEALER NO. 801675	PRODUCTION DATE
	F.I.E. NO. 5778		II. O. DATE 04/02/12	REPRINT# 1
COMMENTS				MO: 1634

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+19FOZG1RE TIRE INSPECTION
 TIRES VISUALLY INSPECTED AND O.K.
 INSPECT TIRES FOR WEAR
 TIRES CHECKED AND 7/32 OR HIGHER

TECH(S): 5778

INTERNAL

PARTS.....QTY.....FP-NUMBER.....DESCRIPTION.....UNIT PRICE-
 JOB # 5 TOTAL PARTS 0.00
 JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET.....PO#.....VEND INV#-INV. DATE-DESCRIPTION.....INTERNAL
 JOB # 2 43511 04/06/12 FUEL INTERNAL 0.00
 TOTAL - SUBLET 0.00

TOTALS.....

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

 TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



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CELL: 201-400-129

CUSTOMER NO. 314233	ADDRESS CARLOS SANTANA	TAG NO. 5474	INVOICE DATE 05/18/12	INVOICE NO. FOC592624
	LABOR RATE	LICENSE NO.	MILEAGE 17,222	COLOR BRILL SILV
	YEAR/MAKE/MODEL 10/FORD/FUSION/4DR SDN SEL FWD	DELIVERY DATE 07/27/10	STOCK NO. 20350	DELIVERY WKER 15
PATERSON, NJ	VEHICLE I.D. NO. 3FAHP0JG8AR	SELLING DEALER NO.	LABOR RATE	
	P.T.E. NO.	P.O. NO. 5778	P.L.U. DATE 05/14/12	
	COMMENTS			

MO: 17324

LABOR & PARTS-----
 J# 1 10FOZ01 DRIVEABILITY CONCERN TECH(S):5778 WARRANTY
 CUSTOMER STATES VEHICLE AT TIMES (PRIOR) PERFORM IDS TEST NO CODES ROAD TESTED SEVERAL TIMES FOR SEVERAL MILES BY SERVICE DIRECTOR AND TECHNICIAN COULD NOT VERIFY ANY CONCERNS NO DTC'S EXPLAINED TO CUSTOMER PROBLEM MUST OCCUR TO DIAGNOSE CONCERN. ALSO INFORMED CUSTOMER WHEN VEHICLE DATA RECORDER ARRIVES WILL PUT IN VEHICLE TO RECORD DATA WHEN CONDITION OCCURS

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 70FOZ SUBLET LOANER TECH(S):5778 WARRANTY
 JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	44544			05/18/12	\$30 PER DAY CALL TOM	
JOB # 2	44641			05/18/12	FUEL	
TOTAL - SUBLET						0.00

COMMENTS-----
 DELETED OPERATION(S)
 23FOZZQ2060 REPLACE ALL TIRES

TOTALS-----

*****	TOTAL LABOR	0.00
*	TOTAL PARTS	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET	0.00
*	TOTAL G.O.G	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX	0.00
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



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CELL: 201-400-12

CUSTOMER NO. 314233	ADVISOR NICHOLAS FREY	TAG NO. 131	INVOICE DATE 02/25/12	INVOICE NO. FOCS89637
	LABOR RATE	LICENSE NO.	MILEAGE 15,548	COLOR BRILL SILV
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD			STOCK NO. 20350
PATERSON, NJ	VEHICLE I.D. NO. 3 F A H P 0 J G 8 A R			DELIVERY DATE 07/27/10
	F.T.E. NO.	P.O. NO. WILSON	SELLING DEALER NO. 801675	DELIVERY MILES 15
	COMMENTS			PRODUCTION DATE
			02/25/12	

MO: 1554

LABOR & PARTS			
J# 1 10F0Z06	CHECK ENGINE LIGHT CUSTOMER STATES CHECK ENGINE LIGHT ON ELEC DIAG CODE P0456. PERFORMED EVAP TEST FAIL CLEANED CAPLESS VALVE RETESTED - PASSED	TECH(S):5778	WARRANTY
		JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 19F0ZREPCARD	REPORT CARD INSP. PERFORM MULTI-POINT INSPECTION REPORT CARD PERFORM ADVISOR WALK AROUND INSPECTION COURTESY INSPECTION OF VEHICLE SEE ADVISOR FOR REPORT CARD RESULTS ADVISOR PERFORMED WALKAROUND INSPECTION	TECH(S):5778	INTERNAL
		JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3+19F0ZGBATT	BATTERY CHECK BATTERY INSPECTION INSPECT BATTERY TERMINALS INSPECT BATTERY CONDITION AND COLD CRANKING AMPS INSPECT BATTERY TERMINALS BATTERY CONDITION GOOD	TECH(S):5778	INTERNAL
		JOB # 3-TOTAL LABOR & PARTS	0.00
J# 4+19F0ZGBK	BRAKE INSPECTION VISUAL INSPECTION OF BRAKES VISUAL INSPECTION OF BRAKE LINING BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM BRAKES	TECH(S):5778	INTERNAL
		JOB # 4 TOTAL LABOR & PARTS	0.00
J# 5+19F0ZGTIRE	TIRE INSPECTION TIRES VISUALLY INSPECTED AND O.K. INSPECT TIRES FOR WEAR TIRES CHECKED AND 7/32 OR HIGHER	TECH(S):5778	INTERNAL
		JOB # 5 TOTAL LABOR & PARTS	0.00



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CELL: 201-400-1

CUSTOMER NO. 314233	ADVISOR NICHOLAS FREY	TAG NO. 131	INVOICE DATE 02/25/12	INVOICE NO. FOCS89637
	LABOR RATE	LICENSE NO.	MILEAGE 15,548	COLOR BRILL SILV
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD		DELIVERY DATE 07/27/10	STOCK NO. 20350
	VEHICLE I.D. NO. 3 F A H P 0 J G 8 A R		SELLING DEALER NO. 801675	DELIVERY MILES 1
	T.E. NO.	P.O. NO. WILSON	P.O. DATE 02/25/12	PRODUCTION DATE
DOCUMENTS				MO: 1554

TOTALS-----

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



Ford Service



Extended Service Plan

Owner Advantage Rewards

Member #: Service Balance:

State Inspec. Month:

Vehicle REPORT CARD - Multi-Point Inspection as recommended by Ford Motor Company

Name: E-Mail Address: Today's Date: RO/Tag:

Make/Model/Year: Mileage: VIN #: Plate #:

SCHEDULED MAINTENANCE ITEMS table with columns for DUE, SERVICED, and items like Oil Change, Tire Rotation, etc.

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.fordgenuineservice.com for vehicle specific maintenance requirements.

FLUID LEVELS table with columns for OK, FILL, and items like Engine Oil, Power Steering, etc.

BATTERY table with State of Health and Battery Condition indicators.

WIPER BLADES table with Wipe Test Performed and Wiper Blades status.

EXTERIOR BODY section with a car diagram and a note to check for exterior damage.

SYNC VEHICLE HEALTH REPORT (VHR)

VHR Activation Yes No N/A. May contribute to vehicle efficiency and promote a greener environment.

SYSTEMS / COMPONENTS BRAKE SYSTEM

STEERING / SUSPENSION

EXHAUST SYSTEM

TRANSMISSION / DRIVE AXLE

LIGHTS / WINDSHIELD

BELTS / HOSES / MOUNTS

TIRE / BRAKE WEAR

TIRE TREAD BRAKE LINING

TIRE WEAR INDICATORS

LEFT FRONT

RIGHT FRONT

LEFT REAR

RIGHT REAR

SPARE TIRE

Comments: Alignment check needed, Wheel balance needed, Brake measurements not taken this service visit.

Advisor: Nick Ferguson Customer Signature: [Signature]

Be sure to visit FordOwner.com today!

Tech: [Signature]



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CELL: 201-400-7

CUSTOMER NO. 314233	ADVISOR JAMES CURRY	TAG NO. 997668	INVOICE DATE 04/04/12	INVOICE NO. FOCS91095
	LABOR RATE	LICENSE NO.	MILEAGE 16,344	COLOR BRILL SILV
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	DELIVERY DATE 07/27/10	STOCK NO. 20350	DELIVERY MILES 11
PATERSON, NJ	VEHICLE I.D. NO. 3FAHP0JG8AR	SELLING DEALER NO. 801675	PRODUCTION DATE	
	F.T.E. NO.	P.C. NO. 5778	R.O. DATE 04/02/12	
	COMMENTS			

MO: 1634

LABOR & PARTS
 J# 1 10FOZ01 DRIVEABILITY CONCERN TECH(S): 5778 WARRANTY

CUST STS ENGINE CUT OFF WHILE DRIVING AND WRENCH LIGHT CAME ON
 ROADTEST AND TEST SYSTEM NO CODES STORED PERFORM PINPOINT TESTS AND EVAP EMISSIONS TESTS TO VAPOR VALVE FAILURE
 BINDING OPEN AT TIMES
 REPLACE VAPOR VALVE AND RETEST AND ROADTEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	9USZ-9C915-H	VALVE A		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 19FOZREPCARD REPORT CARD INSPECTION TECH(S): 5778 INTERNAL
 PERFORM MULTI-POINT INSPECTION REPORT CARD
 PERFORM ADVISOR WALK AROUND INSPECTION
 COURTESY INSPECTION OF VEHICLE
 SEE ADVISOR FOR REPORT CARD RESULTS
 ADVISOR PERFORMED WALKAROUND INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 19FOZ8BATT BATTERY CHECK TECH(S): 5778 INTERNAL
 BATTERY INSPECTION
 INSPECT BATTERY TERMINALS
 INSPECT BATTERY CONDITION AND COLD CRANKING AMPS
 INSPECT BATTERY TERMINALS
 BATTERY CONDITION GOOD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4 19FOZ8BK BRAKE INSPECTION TECH(S): 5778 INTERNAL
 VISUAL INSPECTION OF BRAKES
 VISUAL INSPECTION OF BRAKE LINING
 BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM
 BRAKES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

J# 5 19FOZGTIRE TIRE INSPECTION TECH(S): 5778 INTERNAL
 TIRES VISUALLY INSPECTED AND O.K.
 INSPECT TIRES FOR WEAR
 TIRES CHECKED AND 7/32 OR HIGHER

Printed From: NJ CS-01 Services, Inc. (609) 882-5006 #70183 (R03)



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CELL: 201-400-12

CUSTOMER NO. 314233	ADVISOR JAMES CURRY	TAG NO. 997668	INVOICE DATE 04/04/12	INVOICE NO. F0CS91095
	LABOR RATE	LICENSE NO.	COLOR BRILL SILV	STOCK NO. 20350
		MILEAGE 16,344	DELIVERY DATE 07/27/10	DELIVERY MILES 15
PATERSON, NJ	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD		SELLING DEALER NO. 801675	PRODUCTION DATE
	VEHICLE I.D. NO. 3FAHP0JG8AR		R.O. DATE 04/02/12	
	F.T.E. NO.	P.O. NO. 5778		
COMMENTS				

MO: 1634

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 5 TOTAL PARTS 0.00
				JOB # 5 TOTAL LABOR & PARTS 0.00
TOTALS				
*****				TOTAL LABOR.... 0.00
* [] CASH [] CHECK CK NO. []				TOTAL PARTS.... 0.00
* [] VISA [] MASTERCARD [] DISCOVER				TOTAL SUBLET... 0.00
* [] AMER XPRESS [] OTHER [] CHARGE				TOTAL G.O.G.... 0.00
*****				TOTAL MISC CHG. 0.00
				TOTAL MISC DISC 0.00
				TOTAL TAX..... 0.00
				TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



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CELL: 201-400-1

CUSTOMER NO. 314233	ADVISOR JAMES CURRY	TAG NO. 997668	INVOICE DATE 04/06/12	INVOICE NO. FOCS91095
	LABOR RATE	LICENSE NO.	COLOR BRILL SILV	STOCK NO. 20350
		MILEAGE 16,344	DELIVERY DATE 07/27/10	DELIVERY MILES 15
PATERSON, NJ	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	VEHICLE I.D. NO. 3FAHP0JG8AR	SELLING DEALER NO. 801675	PRODUCTION DATE
	F.T.E. NO.	P.O. NO. 5778	R.O. DATE 04/02/12	REPRINT# 1
COMMENTS				MO: 1634

LABOR & PARTS	DESCRIPTION	TECH(S)	WARRANTY
J# 1 10F0Z01	DRIVEABILITY CONCERN CUST STS ENGINE CUT OFF WHILE DRIVING AND WRENCH LIGHT CAME ON ROADTEST AND TEST SYSTEM NO CODES STORED PERFORM PINPOINT TESTS AND EVAP EMISSIONS TESTS TO VAPOR VALVE FAILURE BINDING OPEN AT TIMES REPLACE VAPOR VALVE AND RETEST AND ROADTEST AFTER ROAD TEST VEHICLE STARTED TO STALL PERFORM IDS TEST HAD NO CODES PREVIOUSLY NOW HAVE CODE P2111 PERFORM PINPOINT TEST REPLACE THROTTLE BODY ROAD TESTED BY TECHNICIAN AND SERVICE DIRECTOR TOTAL OF 30 MILES VEHICLE RUNS FINE	5778	WARRANTY
PARTS			WARRANTY
JOB # 1	1 9U5Z-9C915-H VALVE A		WARRANTY
JOB # 1	1 D57Z-9E926-A THROTTL		WARRANTY
		JOB # 1 TOTAL PARTS	0.00
		JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 19F0ZREPCARD	REPORT CARD INSP. PERFORM MULTI-POINT INSPECTION REPORT CARD PERFORM ADVISOR WALK AROUND INSPECTION COURTESY INSPECTION OF VEHICLE SEE ADVISOR FOR REPORT CARD RESULTS ADVISOR PERFORMED WALKAROUND INSPECTION	5778	INTERNAL
PARTS			INTERNAL
		JOB # 2 TOTAL PARTS	0.00
		JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3+19F0Z6BATT	BATTERY CHECK BATTERY INSPECTION INSPECT BATTERY TERMINALS INSPECT BATTERY CONDITION AND COLD CRANKING AMPS INSPECT BATTERY TERMINALS BATTERY CONDITION GOOD	5778	INTERNAL
PARTS			INTERNAL
		JOB # 3 TOTAL PARTS	0.00
		JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4+19F0Z6BK	BRAKE INSPECTION VISUAL INSPECTION OF BRAKES VISUAL INSPECTION OF BRAKE LINING BRAKES VISUALLY CHECK O.K. ABOVE 6MM DISC ABOVE 3MM DRUM BRAKES	5778	INTERNAL
PARTS			INTERNAL
		JOB # 4 TOTAL PARTS	0.00



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CELL : 201-400-12

CUSTOMER NO. 314233	ADVISOR JAMES CURRY	TAG NO. 997668	INVOICE DATE 04/06/12	INVOICE NO. FOCS91095
	LABOR RATE	LICENSE NO.	MILEAGE 16,344	COLOR BRILL SILV
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	DELIVERY DATE 07/27/10	STOCK NO. 20350	DELIVERY MILES 15
PATERSON, NJ	VEHICLE I.D. NO. 3FAHP0JG8AR	SELLING DEALER NO. 801675	PRODUCTION DATE	
	P.C. NO. 5778	R.O. DATE 04/02/12	REPRINT# 1	
COMMENTS				MO: 16344

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+19F0ZGTIRE TIRE INSPECTION
 TIRES VISUALLY INSPECTED AND O.K.
 INSPECT TIRES FOR WEAR
 TIRES CHECKED AND 7/32 OR HIGHER

TECH(S):577B

INTERNAL

PARTS.....QTY.....FP-NUMBER.....DESCRIPTION.....UNIT PRICE-
 JOB # 5 TOTAL PARTS 0.00
 JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET.....PO#.....VEND INV#-INV.DATE-DESCRIPTION.....
 JOB # 2 43511 04/06/12 FUEL
 TOTAL - SUBLET INTERNAL 0.00

TOTALS.....

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

 TOTAL INVOICE \$ 0.00

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CUSTOMER SIGNATURE



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CELL: 201-400-12

CUSTOMER NO. 314233	ADVISOR CARLOS SANTANA	TAG NO. 5474	INVOICE DATE 05/18/12	INVOICE NO. FOCS92624
	LABOR RATE	LICENSE NO.	MILEAGE 17,222	COLOR BRILL SILV
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	DELIVERY DATE 07/27/10	STOCK NO. 20350	DELIVERY MILES 15
PATERSON, NJ	VEHICLE ID NO. 3FAHP0JG8AR	SELLING DEALER NO. 801675	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO. 5778	M. D. DATE 05/14/12	
COMMENTS				

MO: 1732

LABOR & PARTS
J# 1 10FOZ01 DRIVEABILITY CONCERN TECH(S):5778 WARRANTY
CUSTOMER STATES VEHICLE AT TIMES (PRIOR) PERFORM IDS TEST NO CODES ROAD TESTED SEVERAL TIMES FOR SEVERAL MILES BY SERVICE DIRECTOR AND TECHNICIAN COULD NOT VERIFY ANY CONCERNS NO DTC'S EXPLAINED TO CUSTOMER PROBLEM MUST OCCUR TO DIAGNOSE CONCERN. ALSO INFORMED CUSTOMER WHEN VEHICLE DATA RECORDER ARRIVES WILL PUT IN VEHICLE TO RECORD DATA WHEN CONDITION OCCURS

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 70FOZ SUBLET LOANER TECH(S):5778 WARRANTY

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	44544			05/18/12	\$30 PER DAY CALL TOM	WARRANTY
JOB # 2	44641			05/18/12	FUEL	WARRANTY
TOTAL - SUBLET						0.00

COMMENTS
DELETED OPERATION(S)
23FOZZQ2060 REPLACE ALL TIRES

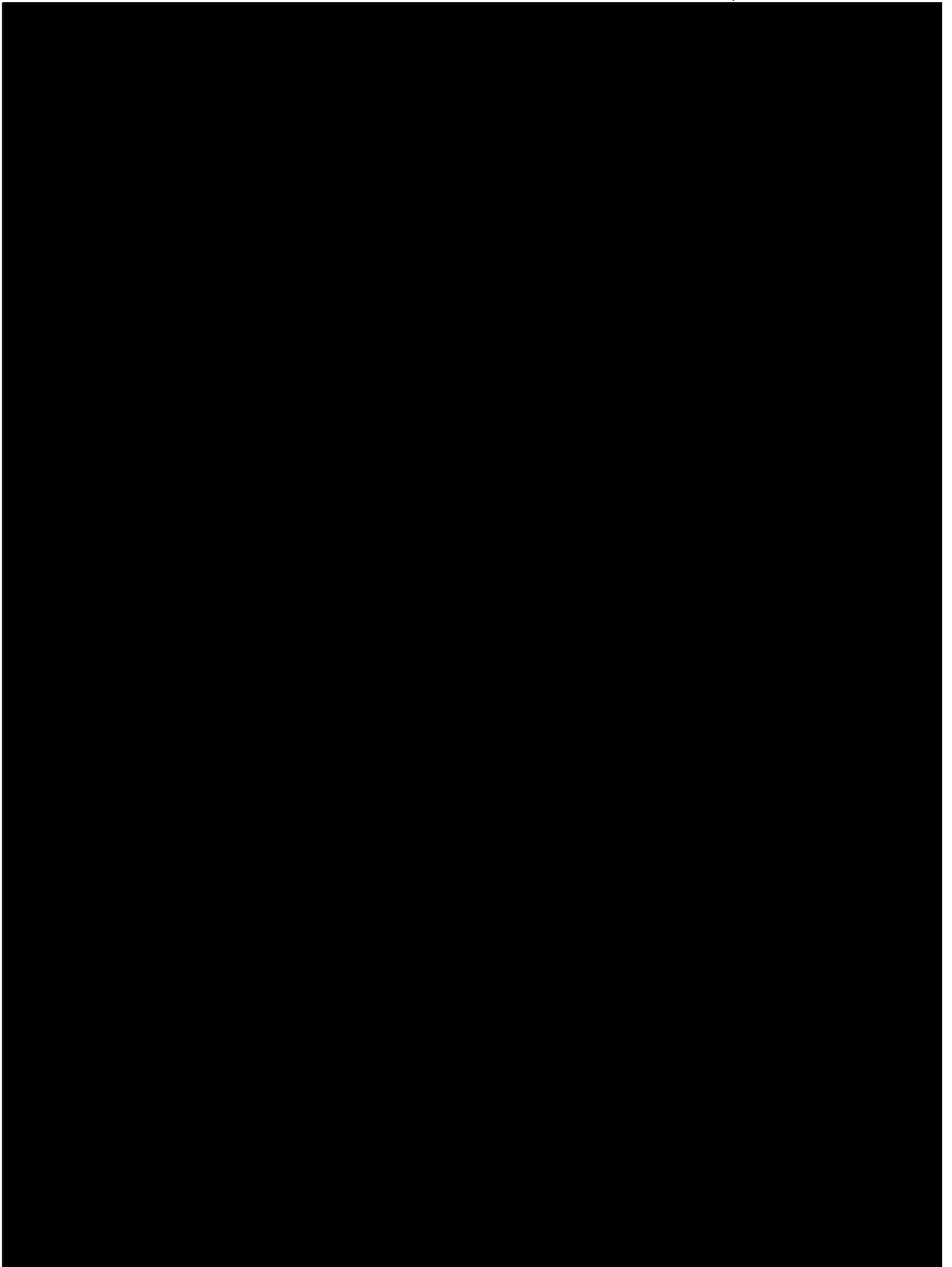
TOTALS

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET....	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	0.00
*		
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

SF550861 Q (10/10)



**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1219607
Contact Date: 05/17/12
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

JUN 04 2012

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Paterson	State: NJ	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2010	Current mileage: 17222
Name(s) that appears on the vehicle title: gina ortiz			
Selling dealer/city/state: , , NJ SAME			
Primary Servicing dealer/city/state: QUALITY AUTO MALL, RUTHERFORD NJ			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 7-27-2010		Mileage at purchase/lease: 15	
First repair attempt date: 2-25-10		First repair attempt mileage: 0 15,548	
How often is the vehicle used for business purposes (percentage): NONE %		Number of vehicles owned or leased by the business: 4	
		Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

TO ADDRESS the mechanical issues of the vehicle I purchased in a efficient and timely fashion

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	3FAHPOJG8AR	[REDACTED]
Lienholder/Leasing Company	Ford Credit	Phone Number 800-727-7000
Account Number	[REDACTED]	[REDACTED]

Case Number: FRD1219607

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	1/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Please See A DIARY FOR THE FORD FUSION 2010				
The vehicle shuts off during mid-operation	Quality Auto Mall	4 Times	2-25-2012 15,548 miles 1 Day	YES
			4-4-2012 @ 16,344 miles 1 Day	YES
			4-6-2012 16,344 miles 2 Day	YES
			5-14-2012 17,222 miles 5 Days	YES

Total days out of service for all problems:

8 DAYS

Signature of Titled Owner(s)



Date 6-1-2011

Printed Name of Titled Owner(s)

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
 3033 Wilson Blvd., Suite 600
 Arlington VA, 22201
 Fax: 703-247-9700

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1219607
Contact Date: 05/17/12
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]			
Mailing address: [REDACTED]			
City: Paterson	State: NJ	Zip code: [REDACTED]	
Day phone: ([REDACTED])	Evening phone:	Cell phone:	
Fax:	E-mail address: [REDACTED]		

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2010	Current mileage: 0
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , NJ			
Primary Servicing dealer/city/state: QUALITY AUTO MALL, RUTHERFORD NJ			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date:		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____



BBB AUTO LINE PROGRAM SUMMARY

Ford Motor Company – New Jersey

Ford Motor Company has agreed to arbitrate certain warranty claims through BBB AUTO LINE. Ford's participation in BBB AUTO LINE covers Ford, Lincoln, and Mercury vehicles.

This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE. Please also see *Claims That Are Not Eligible* below for a description of the types of claims that will not be handled by BBB AUTO LINE.

Please note that although most customers choose to represent themselves in the BBB AUTO LINE process, customers may also be represented by an attorney at their own expense.

AGE/MILEAGE REQUIREMENTS

Claims seeking repurchase or replacement of a **Ford** or **Mercury** vehicle must be filed with BBB AUTO LINE within three years or 36,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking repurchase or replacement of a **Lincoln** vehicle must be filed with BBB AUTO LINE within four years or 50,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking any other remedy listed below must be filed with BBB AUTO LINE before the expiration of the applicable Ford U.S. New Vehicle Limited Warranty coverage period.

ELIGIBLE CLAIMS

Claims must be based on a defect in the vehicle's factory-supplied material or workmanship covered by the applicable Ford U.S. New Vehicle Limited Warranty.

ELIGIBLE VEHICLES

Claims may be filed for Ford, Lincoln, and Mercury cars and light trucks that are:

- ◆ Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;

- ◆ Currently registered in New Jersey; and
- ◆ Purchased or leased in the United States and normally operated in the United States.

The following vehicles are **not eligible** for BBB AUTO LINE:

- ◆ F-450, F-550, and F-650 pick-up trucks.
- ◆ Ford E-series Cut Away vehicles, F-series cab and chassis, and motor homes.

BBB AUTO LINE REMEDIES

The arbitrator may award the following remedies:

- ◆ Repairs.
- ◆ A Ford Extended Service Plan for the customer's current vehicle.
- ◆ Reimbursement for money the customer paid to repair the vehicle if those repairs should have been covered by the Ford New Vehicle Limited Warranty.
- ◆ Repurchase of the vehicle.
- ◆ Replacement of the vehicle **only** if it was purchased or leased *new*.

REPAIRS/REIMBURSEMENT FOR REPAIRS

The arbitrator may award repairs to defects covered by the Ford New Vehicle Limited Warranty. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

The arbitrator may award reimbursement for money paid for the repair of defects covered by the Ford New Vehicle Limited Warranty only if Ford or its dealer declined to repair the defects under warranty or to reimburse under the warranty's emergency repair provisions.

REPURCHASE/REPLACEMENT

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- ◆ The defect (s) in material or workmanship covered by the Ford New Vehicle Limited Warranty was first reported to Ford or an authorized dealer within 18 months or 18,000 miles – whichever occurs first – after the vehicle's warranty start date; and
- ◆ Either (1) the same defect was subject to repair four or more times and continues to exist, or (2) the vehicle was out of service for 30 or more cumulative calendar days for repairs to any defect(s); and
- ◆ The defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.

If the arbitrator finds that the claim meets these conditions, the arbitrator must award a repurchase or replacement that will consist of the following remedies:

- ♦ **Repurchase** – If the vehicle was **purchased**, Ford will refund the actual amount that the customer paid for the vehicle (not including any modifications or additions after the vehicle's purchase or lease), including finance charges, less a reasonable allowance for use. If the vehicle was **leased**, Ford will refund to the customer payments made to the lending institution or lessor plus net trade-in and cash down payment (not including rebates, if any), less a reasonable allowance for use. For both **purchased** and **leased** vehicles, Ford will also provide the pay-off amount to the lienholder or lessor in accordance with the financing or lease agreement.

If the vehicle being repurchased is covered by a Ford Extended Service Plan that the customer purchased, that plan will be cancelled and its pro-rated cost refunded. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Ford will also refund sales tax, original license fees, original registration fees, and reasonable towing and rental costs directly incurred because of the claimed defect.

- ♦ **Replacement of a vehicle purchased or leased new** – The customer will select a new vehicle from dealer inventory that is from the same model year as, and substantially identical to, the vehicle being replaced (not including any modifications or additions after the vehicle's purchase or lease).

If the customer selects a vehicle that has different equipment options, the customer will incur the cost of upgraded equipment.

If a replacement vehicle of the same vehicle model or from the same model year as the current vehicle is not available, the customer may select a different model or model year vehicle but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the vehicle being replaced and the M.S.R.P. of the new replacement vehicle.

If the vehicle being replaced is covered by a Ford Extended Service Plan that the customer purchased, Ford will provide the customer with the most nearly equivalent Ford Extended Service Plan available for the replacement vehicle at no cost to the customer. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Important: Replacement is not an available remedy if the current vehicle was purchased used.

Deductions/Exclusions from a Repurchase or Replacement Award

- ◆ If the arbitrator awards a **replacement**, the award will require payment for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{mileage at first repair of the defect for which a replacement is awarded}}{100,000} \times \text{purchase price}$$

- ◆ If the arbitrator awards a **repurchase**, the award will be reduced for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{all accrued mileage} - 100 \text{ miles}}{100,000} \times \text{purchase price}$$

- ◆ The award may be reduced or may require payment for any missing equipment or damage to the vehicle exceeding normal wear and tear.
- ◆ The award will not include any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a down payment or capitalized cost reduction.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered to the customer who applied to BBB AUTO LINE. The customer will be responsible for turning over the vehicle with all of the original equipment, and without abnormal wear or damage evident on the vehicle (e.g., cracked windshield). The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT ARE NOT ELIGIBLE

The following claims are **not** eligible for arbitration in BBB AUTO LINE:

- ◆ Claims involving a vehicle no longer owned or leased by the customer.
- ◆ Claims not covered by the Ford New Vehicle Limited Warranty, including but not limited to:
 - (1) maintenance and wear items not covered by the Warranty;
 - (2) damage caused by alterations or modifications of the vehicle after it leaves the control of Ford Motor Co.;
 - (3) damage caused by tampering with the vehicle, its emissions systems, or other parts that affect these systems; and
 - (4) damage caused by the installation or use of a non-Ford Motor Co. part or of any part designed for “off-road” use installed after the vehicle leaves the control of Ford Motor Co.
- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has (1) caused bodily injury, or (2) caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Allegations of fraud.
- ◆ Claims seeking punitive damages or compensation for loss of wages, personal injury or mental anguish.
- ◆ Claims that are the subject of a law suit or state administrative action against Ford.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and Ford.

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number:

File Report To This Folder

File Report To A Folder

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Add Comments

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Mail Report

Report Detail Section :

Attachments: 0

Report# :	CEOCU009 NHL	Received:	05/15/2012
CCRG/EPRC:	<input type="checkbox"/>	Reviewed Status:	Date:
Vehicle:	2010,FUSION ,SEL ,4 DOOR ,SEDAN ,3FAHP0JG8A	Build Date:	07/02/2010
Odometer :	17,222 M	Engine:	3.0L 4V
Transmission:	6SP 6F MID	Axle:	3.208 FDR
Dealer:	USA 06995 Quality Auto Mall	Phone#:	(201) 935- 2400
City:	Rutherford	State:	New Jersey
Country :			USA
Originator:	WILSON BOSQUE		
Symptom:	5 52 0 00 DRV PERF,STALLS/QUITS,UNKNOWN,UNKNOWN		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	INT STALL		
Fix:	Causal Component :		
Condition Code:			

Hotliner: CGAMMON

Phone: 000 317-9281

Regn Cd: N1 New York

Engineering:

Phone:

TAR:

Dir Contact: WILSON BOSQUE

Phone: 201 460-2344

Title Cde: T

KOEO:

KOEC:

KOER:

Comments:

REPAIR 05/15/2012 10:41AM CHARLES GAMMON MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES VEHICLE AT TIME STALLS AT A
SPEED OF 20 TO 30 MPH THEN PULL TO THE SIDE AND START VEH AND ISNOK FOR
NOW. DIAGNOSTICS: 04/02/12 REPLACE VAPOR M SENSOR FOR NOISE AND
EVAP CODE, ALSO RE-PLACE THROTTLE BODY FOR CODE P2111. AND NOW STILL
COME BACK WITH THE INTERMMITED STALLING PARTS REPLACED: NONE AT THIS
TIME AS THE VEH HAS NO CODES OR STALL TECH QUESTION: ANY TSB OR SSM
WITH INTERMMITED STALLING PROBLEMS OR ANY REPORTS WITH THIS SYMTOMS

RECOMM 05/15/2012 10:41AM CHARLES GAMMON MSS - FCSD - TECH SVC HOTLINE
WILSON, RUN THE VIN AND SYMPTOM CODE THROUGH PTS FOR A LIST OF TSB'S
RELATED TO A SPECIFIC VEHICLE AND SYMPTOM. TSB 10-21-06 ADDRESSES AN
IDLE CONCERN, LOW IDLE, THE CAUSE IS THE ETB BUT IT HAS BEEN REPLACED
SO I WOULD NOT SUSPECT A REPEAT ETB CONCERN SINCE NO ETC RELATED
CODES. DUPLICATION WILL BE NECESSARY TO BE ABLE TO OBTAIN PID DATA FOR
DIRECTION. IF NOT ABLE TO DUPLICATE INSTALL A VDR IF AVAILABLE AND
ADVISE THE CUSTOMER ON HOW TO CAPTURE A RECORDING.

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Mail Report

Requester: LBINGHAM

Report Summary

Server: FCWS686

Ford Proprietary, Private

31-May-2012

Retention: None

Law Offices of
AMOS & KAPRAL, LLP
"Where People Matter"



NC
3
4

T. Dean Amos
dean@amoskapral.com

Reply to:
Hickory office

*Stephen M. Kapral, Jr.
*also admitted in Florida
steve@amoskapral.com

July 19, 2011

Via Certified Mail Return Receipt Requested

RECEIVED

JUL 25 2011

11 AM '11

Ford Motor Company
16800 Executive Plaza Dr.
Mail Drop 3NE-B
Dearborn, MI 48126

Re: Vehicle: 2010 Ford F150 Pickup
VIN #: 1FTFW1EV8AFB [REDACTED]
My clients: [REDACTED]

Dear Sir/Madam:

OGC LIT 2011 JUL 26 PM 12:58

Please be advised that our firm has been retained by [REDACTED] regarding their purchase of the above-referenced Ford F150 ("F150") from Armstrong Ford, Inc. in Hickory, North Carolina on August 21, 2010. Enclosed please find copies of the Buyer's Order and Odometer Disclosure Statement.

Since the date of purchase, my clients have had to take the F150 to Armstrong Ford, Jones Ford (in North Charleston, SC) and Palmetto Car and Truck Group (in Charleston, SC) on at least six separate occasions for nonconformities relating to transmission shifting issues, the truck stalling out, the steering wheel locking up, and other problems. The first such transmission issue was reported on September 1, 2010, when the truck had only 1161 miles on it. The various dealerships have attempted to fix the truck by, among other things, adaptive shift recalibration and replacing the canister purge valve. Needless to say, based on the serious nature of some of the nonconformities, my clients do not feel safe driving the truck.

This letter serves as notice, pursuant to North Carolina General Statutes § 20-351.5, to the manufacturer of the existence of a series of nonconformities with my clients' F150. My clients respectfully request a refund of the purchase price pursuant to North Carolina law, however, they may be interested in a replacement vehicle.

Hickory Office:
14 3rd Avenue, NE
Hickory, NC 28601
Phone: (828) 855-3152
Fax: (828) 855-3154

Law Offices of Amos & Kapral is a limited liability partnership
www.amoskapral.com

Boone Office:
164 S. Depot Street
Boone, NC 28607
Phone: (828) 264-4745
Fax: (828) 265-5650

All Action Details for Issue

[Print](#)

VIN: 1FTFW1EV8AF	Year: 2010	Model: F-SERIES	Case: 391560681
Name: MR	Owner Status: Original	WSD: 2010-08-21	
Symptom Desc: STALLS/QUITS CRUISE		Primary Phone:	
Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK		Secondary Phone:	
Issue Type: 04 REGION	Issue Status: PENDING		
Initial Customer Contact: 06/22/2011			

Action: TIER II ESCALATION - MULTIPLE REPAIR		
Dealer: 01125 PALMETTO FORD LINCOLN		Origin Desc: US CONCERN CASE BASE
Odometer: 30000 MI	Comm Type: PHONE	
Analyst Name: FRANKLIN, RAYSHAWN	Analyst: RFRANK73	
Action Date: 06/21/2011	Action Time: 16.43.48.528	Action Data: Yes

Comments CUSTOMER SAID: -THE CURRENT ISSUE HAPPENED SUNDAY NIGHT (6-19-11)-THE VEH DIED AND STEERING WHEEL LOCKED UP GOING ABOUT 75 MPH-WHILE THE CUST WAS GOING AROUND THE CURB OFF RAMP THE VEH EXPERIENCED THIS ISSUE AGAIN-CUST DOESN'T EVEN WANT TO DRIVE THE VEH NOW-WHILE THE CUST IS AT A STOP (BRAKE PEDAL PRESSED) THE VEH NUDGES LIKE SOMETHING SLIGHTLY HIT THE VEH, THEN THE VEH STEERING WHEEL WOULD LOCK UP AND THE VEH DIES-CUST IS GETTING NO WARNINGS FOR THESE ISSUES-VEH HAS NOT BEEN TO DLR-CUST IS MAKING AN APPOINTMENT FOR THIS ISSUE-DEALER SAID: - PALMETTO FORD LINCOLN1625 SAVANNAH HWYCHARLESTON SC 29407(843) 571-3673CRC 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-ADVISED THE CUST OF ABOVE

Data Element Name	Data Value
ESTIMATED COST OF REPAIR:	0 304587

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION		
Dealer: 01125 PALMETTO FORD LINCOLN		Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI	Comm Type: PHONE	
Analyst Name: BREWER,MARY	Analyst: MBREWE34	
Action Date: 06/22/2011	Action Time: 10.35.11.357	Action Data: Yes

Comments ==CSM KATHY EXT 7741==INITIAL CONTACT CHECKED AVAILABLE RESOURCES. AWS-TWO PREVIOUS REPAIRS FOR CURRENT CONCERN; GCQIS REPORT-NONE FOR CURRENT CONCERN; ONE VEH ORIGINAL CONCERN; ESP-NONE; LTV SCORE: 84==OBC TO DLR SPOKE TO GARY, S/A. CUST HAS AN APPOINTMENT TODAY AT 10:15 AM. ==PROVIDED GARY, S/A, WITH MY CONTACT INFORMATION FOR UPDATES ONCE VEH IS DIAGNOSED.==OBC TO CUST AT . LEFT VM WITH MY CONTACT INFORMATION AND CASE NUMBER. I AM AWARE YOU HAVE AN APPOINTMENT THIS MORNING WITH THE DLRSH. AS SOON AS THEY HAVE DIAGNOSED VEH, THEY WILL LET ME KNOW AND THEN I WILL CALL YOU.==F/U BY THURSDAY 6/23/11 BY 5PM EST

Data Element Name	Data Value
DATE OF FOLLOW UP:	06-23-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: DOCUMENT ADDITIONAL INFORMATION		
Dealer: 01125 PALMETTO FORD LINCOLN		Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI	Comm Type: PHONE	
Analyst Name: BREWER,MARY	Analyst: MBREWE34	

Action Date: 06/22/2011 Action Time: 12.21.40.116 Action Data: No

Comments ==SPOKE TO THERESA, S/A. CUST HAS APPOINTMENT FOR 6/23/11. I WILL PROVIDE UPDATE ONCE WE LOOK AT VEH.

Action: ESCALATED HANDLING REQUIRED - OTHER (EXPLAIN IN COMMENTS)
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: DEALER
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: PALMETTO FORD Analyst: B-COWAR1
Action Date: 06/23/2011 Action Time: 08.18.51.373 Action Data: No

Comments APPT. ON 6/23 @ 10:15 A.M.

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 06/23/2011 Action Time: 16.52.54.907 Action Data: Yes

Comments ==CUST HAS APPOINTMENT TODAY==WILL PROVIDE UPDATE MONDAY, 6/27/11 BY 5PM EST

Data Element Name	Data Value
DATE OF FOLLOW UP:	06-27-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 06/27/2011 Action Time: 15.19.06.680 Action Data: No

Comments ==OBC TO DLR LEFT VM WITH MY CONTACT INFORMATION AND CUST'S INFORMATION FOR THERESA, S/A. I AM CALLING FOR UPDATE.

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 06/27/2011 Action Time: 15.28.03.155 Action Data: Yes

Comments ==OBC TO DLR LEFT VM WITH MY CONTACT INFORMATION AND CUST'S INFORMATION FOR THERESA, S/A. I AM CALLING FOR UPDATE.==OBC TO DLR SPOKE TO BOB, S/M. WE HAVE NOT BEEN ABLE TO DUPLICATE CONCERN YET.. STILL WORKING ON VEH. CUST IN A LOANER AND WE ARE PROVIDING UPDATES TO CUST ==F/U WEDNESDAY, 6/29/11 BY 5PM EST

Data Element Name	Data Value
DATE OF FOLLOW UP:	06-29-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE

Analyst Name: BREWER,MARY **Analyst:** MBREWE34
Action Date: 06/28/2011 **Action Time:** 17.07.23.061 **Action Data:** No

Comments ==RECEIVED LIVE IBC FROM THERESA, S/A. WE HAVE BEEN DRIVING VEH FOR 5 DAYS AND HAVE NOT BEEN ABLE TO DUPLICATE CONCERN==WILL GIVE CUST VEH BACK AS WE CANNOT DUPLICATE CONCERN==WILL INFORM CUST THAT IF IT HAPPENS AGAIN BRING IT IN AND DO NOT SHUT VEH OFF. ==WE WILL CONTACT CUST TODAY

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN **Origin Desc:** DEALER
Odometer: 30000 MI **Comm Type:** VISIT
Analyst Name: PALMETTO FORD **Analyst:** B-COWAR1
Action Date: 06/29/2011 **Action Time:** 10.54.24.850 **Action Data:** No

Comments DEALER DROVE TRUCK 5 DAYS AND WAS UNABLE TO DUPLICATE CONCERN. VEH. RETURNED TO OWNER 6-27-2011.

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI **Comm Type:** PHONE
Analyst Name: BREWER,MARY **Analyst:** MBREWE34
Action Date: 06/29/2011 **Action Time:** 11.35.59.107 **Action Data:** No

Comments ==OBC TO CUST AT [REDACTED] SPOKE TO CUST==CUST SAID HE HAS THE VEH. SAID IT HAS NOT DIED ON ME YET. BUT THE THUMPING FROM 1ST TO 2ND GEAR IS STILL THERE. I DON'T UNDERSTAND HOW THEY COULD HAVE MISSED IT. AND AT ACCELERATION, IT IS STILL ROUGH.==CUST SAID HE WOULD GO TO ANOTHER DLRSHIP BUT THE ONLY ONE HE KNOWS OF IS ABOUT 60 MILES AWAY.==ADVISED I WILL SEE IF THERE IS ONE CLOSER AND CALL YOU BACK TODAY==CUST THANKED FOR THE CALL AND AGREES

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI **Comm Type:** PHONE
Analyst Name: BREWER,MARY **Analyst:** MBREWE34
Action Date: 06/29/2011 **Action Time:** 11.36.57.773 **Action Data:** No

Comments ==ADDITION TO PREVIOUS CALL: CUST SAID THE ZIP CODE WHERE HE IS STAYING IS 29492, CHARLESTON, SC.

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI **Comm Type:** PHONE
Analyst Name: BREWER,MARY **Analyst:** MBREWE34
Action Date: 06/29/2011 **Action Time:** 14.46.21.259 **Action Data:** Yes

Comments ==OBC TO CUST AT [REDACTED] LEFT VM WITH MY CONTACT INFORMATION AND CASE NUMBER. I WILL CALL YOU TOMORROW, THURSDAY 6/30/11==OBC TO DLR LEFT VM WITH MY CONTACT INFORMATION FOR THERESA, S/A., I NEED THE RO# AND LINE# SO I CAN PROVIDE YOU THE APPROVAL CODE==F/U THURSDAY 6/30/11 BY 5PM EST

Data Element Name	Data Value
-----	-----
DATE OF FOLLOW UP:	06-30-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 06/29/2011 Action Time: 16.52.14.000 Action Data: No

Comments ==RECEIVED LIVE IBC FROM THERESA, S/A. ==APPROVAL CODE: M01Z5==PROGRAM CODE: P-11==\$100 F/A TOWARDS RENTAL

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 06/30/2011 Action Time: 16.35.30.027 Action Data: Yes

Comments ==F/U SET FOR FRIDAY 7/1/11 BY 5PM EST

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-01-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 07/01/2011 Action Time: 16.37.35.929 Action Data: Yes

Comments ==SENT EMAIL TO CUST ADVISING I AM STILL TRYING TO LOCATE A DLRSH. ==F/U NO LATER THAN WEDNESDAY 7/6/11 BY 5PM EST

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-06-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: CUSTOMER AWAITING SERVICE LOANER AVAILABILITY
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 07/06/2011 Action Time: 12.50.22.405 Action Data: No

Comments ==OBC TO ARMSTRONG FORD DLRHSP AT 828 328 2223. SPOKE TO DAVID, S/M. VEH NOT HERE NOW. LAST TIME VEH WAS HERE WAS IN FEBRUARY==OBC TO PALMETTO FORD. LEFT VM WITH MY CONTACT INFORMATION AND CUST'S INFORMATION FOR BOB, S/M. ==OBC TO CUST AT [REDACTED] LEFT VM WITH MY CONTACT INFORMATION AND CASE NUMBER. I RECEIVED INFORMATION THAT YOU HAD TAKEN VEH TO ARMSTRONG FORD. I CALLED THERE AND THEY SAID LAST TIME YOUR VEH WAS THERE WAS IN FEBRUARY.

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 07/06/2011 Action Time: 13.10.37.264 Action Data: Yes

Comments ==RECEIVED LIVE IBC FROM CUST. ==VEH IS AT PALMETTO FORD. IT BROKE DOWN TODAY AND

ROADSIDE TOWED IT TO PALMETTO. ==CUST IS SEEKING A RENTAL VEH. EITHER A TRUCK OR A SUV AS HE NEEDS TO TRANSPORT EQUIPMENT FOR HIS JOB.==CUST SAID THIS VEH HAS ALMOST COST HIM HIS JOB. ==ADVISED CUST I WILL WORK WITH DLR TO TRY TO GET YOU A LOANER.==F/U WEDNESDAY 7/6/11 BY 5PM EST

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-06-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 07/06/2011 Action Time: 13.12.08.358 Action Data: No

Comments ==OBC TO DLR LEFT VM WITH MY CONTACT INFORMATION FOR BOB, S/M. I NEED TO DISCUSS GETTING A LOANER VEH FOR CUST.

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 07/06/2011 Action Time: 15.40.17.183 Action Data: Yes

Comments ==OBC TO DLR SPOKE TO BOB, S/M. ==REVIEWED CUST'S REQUEST FOR LOANER.==BOB WILL HAVE S/A MAKE ARRANGEMENTS AND CONTACT CUST==F/U THURSDAY 7/7/11 BY 5PM EST==OBC TO CUST AT [REDACTED]. ADVISED DLR IS MAKING ARRANGEMENTS FOR A LOANER VEH AND WILL BE CONTACTING YOU TODAY.==F/U THURSDAY, 7/7/11 BY 5PM EST

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-07-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 07/07/2011 Action Time: 08.22.31.136 Action Data: No

Comments ==OBC TO DLR SPOKE TO BOB, S/M. ==BOB WILL HAVE GARY, S/A, CALL ENTERPRISE AND GET A BIGGER VEH FOR CUST.==BOB, S/M, WILL THEN HAVE GARY, S/A CALL CUST AND CSM.==OBC TO CUST AT [REDACTED]. SPOKE TO CUST.==ADVISED CUST THAT GARY, S/A, IS CALLING ENTERPRISE TO GET YOU INTO A BIGGER VEH. HE WILL CALL YOU ONCE THE VEH IS AVAILABLE. I WILL ALSO CALL YOU AS SOON AS I KNOW.==CUST THANKED FOR THE CALL

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 07/07/2011 Action Time: 16.58.42.927 Action Data: Yes

Comments ==OBC TO DLR LEFT VM WITH MY CONTACT INFORMATION FOR GARY, S/A WERE YOU ABLE TO GET CUST INTO A BIGGER VEH?==OBC TO CUST AT [REDACTED] LEFT VM WITH MY CONTACT INFORMATION AND CASE NUMBER. CALLING TO CONFIRM GARY WAS ABLE TO GET YOU INTO A BIGGER VEH==F/U MONDAY 7/11/11

BY 5PM EST

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-11-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: FORD COVERED REPAIR MADE - WARRANTY
Dealer: 01125 PALMETTO FORD LINCOLN **Origin Desc:** DEALER
Odometer: 30000 MI **Comm Type:** VISIT
Analyst Name: PALMETTO FORD **Analyst:** B-COWAR1
Action Date: 07/08/2011 **Action Time:** 07.32.56.424 **Action Data:** No

Comments VEH. REPAIRED AND RETURNED TO CUST 07-07-2011.

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI **Comm Type:** PHONE
Analyst Name: BREWER,MARY **Analyst:** MBREWE34
Action Date: 07/11/2011 **Action Time:** 10.50.51.778 **Action Data:** No

Comments ==RECEIVED PHONE MESSAGE FROM GARY, S/A. ON FRIDAY, 7/8/11: VEH IS REPAIRED AND CUST PICKED IT UP THURSDAY, 7/7/11

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI **Comm Type:** PHONE
Analyst Name: BREWER,MARY **Analyst:** MBREWE34
Action Date: 07/11/2011 **Action Time:** 11.04.08.368 **Action Data:** Yes

Comments ==OBC TO CUST AT [REDACTED]. SPOKE TO CUST. ==CUS SAID VEH STILL SLAMMING FROM 2ND TO 1ST, DOES THIS WHEN COMING TO A STOP. BUT HAS NOT DIED ON ME YET.==ASKED IF CUST HAS CONTACTED DLRSH. =CUST SAID HAVE NOT TOLD DLR YET GOING TO CALL THEM EITHER TOMORROW OR TODAY==ASKED CUST IF HE WENT ON TEST DRIVE WITH DLR. ==CUST SAID WHEN VEH WAS AT ANOTHER DLRSH HE DID AND THEY FELT IT BUT TOLD HIM IT IS NOTHING TO WORRY ABOUT.==ADVISED I WILL CONTACT DLR AND LET THEM KNOW YOU WILL BE CALLING TO BRING VEH BACK AND IF NEEDS A LOANER WILL NEED EITHER A TRUCK OR SUV (LIKE LAST TIME)==F/U THURSDAY 7/14/11 BY 5PM EST==CUST AGREES

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-14-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI **Comm Type:** PHONE
Analyst Name: BREWER,MARY **Analyst:** MBREWE34
Action Date: 07/11/2011 **Action Time:** 11.04.34.985 **Action Data:** No

Comments ==OBC TO DLR LEFT VM WITH MY CONTACT INFORMATION FOR GARY, S/A. ADVISED CUST WILL BE CALLING TO BRING VEH BACK IN DUE TO STILL SLAMMING FROM 2ND TO 1ST. IF NEEDS RENTAL, JUST LIKE LAST TIME, HE WOULD NEED A TRUCK OR SUV. PLEASE CONTACT ME. THANKS!

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 07/14/2011 Action Time: 08.41.31.844 Action Data: No

Comments ==OBC TO DLR SPOKE TO THERESA, S/A. CUST HAS NOT CALLED OR COME IN YET==ADVISED CUST WAS GOING TO CALL MONDAY OR TUESDAY TO SET UP TIME TO BRING VEH BACK. IT IS STILL SLAMMING FROM 2ND TO 1ST WHEN COMING TO A STOP.==SET UP TENTATIVE APPOINTMENT FOR MONDAY 7/18 @ 9AM. WILL ALSO CALL ENTERPRISE TO RESERVE VEH.IF THIS DAY IS NOT GOOD FOR CUST, I WILL LET THERESA, S/A, KNOW==OBC TO CUST AT [REDACTED]. SPOKE TO CUST. ==YESTERDAY STARTED TO SPUTTER LIKE IT WAS GOING TO DIE ON ME. NO LIGHTS OR CODES. STILL SLAMS FROM 2ND TO 1ST WHEN COMING TO A STOP. ==ADVISED OF TENTATIVE APPOINTMENT.==CUST SAID HE WOULD HAVE TO DROP VEH OFF EITHER SUNDAY EVENING OR MONDAY AFTER 5:30-6PM. ==CUS SAID I CAN NOT MISS ANY MORE WORK BECAUSE OF THIS VEH.==ADVISED I WILL CALL THERESA AND FIND OUT WHICH DAY WOULD BE BEST IN ORDER FOR YOU TO BE ABLE TO P/U THE RENTAL VEH

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 07/14/2011 Action Time: 08.42.40.540 Action Data: No

Comments ==OBC TO DLR LEFT BM WITH MY CONTACT INFORMATION FOR THERESA, S/A.==ADVISED PER MY CONVERSATION WITH CUST - WHICH DAY WOULD BE BEST FOR HIM TO DROP VEH OFF.

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 07/14/2011 Action Time: 13.51.30.703 Action Data: Yes

Comments ==OBC TO DLR SPOKE TO THERESA, S/A. CUST WOULD HAVE TO BE HERE BY 5:30PM IN ORDER FOR ENTERPRISE TO COME GET HIM==ADVISED I WILL CALL CUST TO MAKE SURE HE CAN GET THERE BY 5:30. IF NOT, I WILL FIND OUT WHAT DAY(S) HE HAS OFF, IF ANY.==OBC TO CUST AT [REDACTED]. LEFT VM WITH MY CONTACT INFORMATION AND CASE NUMBER. WOULD YOU BE ABLE TO BE AT THE DLRSHIP ON MONDAY, BY 5:30PM? IF I DON'T HEAR FROM YOU TODAY, I WILL CALL YOU FRIDAY, 7/15/11 BY 5PM EST

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-15-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI Comm Type: PHONE
Analyst Name: BREWER,MARY Analyst: MBREWE34
Action Date: 07/15/2011 Action Time: 10.25.47.411 Action Data: Yes

Comments ==OBC TO CUST AT [REDACTED], SPOKE TO CUST.==ASKED IF CUST CAN BE AT THE DLRSHIP ON MONDAY AROUND 5:30PM EST==CUST SAID YES HE WOULD==ADVISED I WILL CALL THERESA, S/A AT THE DLRSHIP AND LET HER KNOW YOU WILL BE THERE ON MONDAY==F/U WEDNESDAY 7/20/11 BY 5PM EST==OBC TO DLR SPOKE TO THERESA, S/A. ADVISED CUST WILL BE ABLE TO COME ON MONDAY, 7/18/11 AROUND 5:30PM EST.

Data Element Name	Data Value
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DATE OF FOLLOW UP: 07-20-2011
TIME OF FOLLOW UP (HH:MM): 19:00

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI **Comm Type:** PHONE
Analyst Name: BREWER,MARY **Analyst:** MBREWE34
Action Date: 07/20/2011 **Action Time:** 15.58.38.160 **Action Data:** Yes

Comments ==OBC TO DLR LEFT VM WITH MY CONTACT INFORMATION FOR THERESA, S/A. I AM CALLING FOR STATUS==OBC TO CUST AT [REDACTED]. LEFT VM WITH MY CONTACT INFORMATION. I AM CALLING TO SEE HOW VEH IS DOING==F/U FRIDAY 7/22/11 BY 5PM EST

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-22-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: FORD COVERED REPAIR MADE - WARRANTY
Dealer: 01125 PALMETTO FORD LINCOLN **Origin Desc:** DEALER
Odometer: 30000 MI **Comm Type:** VISIT
Analyst Name: PALMETTO FORD **Analyst:** B-COWAR1
Action Date: 07/22/2011 **Action Time:** 06.34.11.392 **Action Data:** No

Comments VEH. REPAIRED AND RETURNED.

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01125 PALMETTO FORD LINCOLN **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 30000 MI **Comm Type:** PHONE
Analyst Name: BREWER,MARY **Analyst:** MBREWE34
Action Date: 07/22/2011 **Action Time:** 14.00.29.840 **Action Data:** Yes

Comments ===OBC TO CUST AT [REDACTED]. RINGS BUSY, TRIED AGAIN, STILL BUSY==F/U WEDNESDAY 7/27/11 BY 5PM EST

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-27-2011
TIME OF FOLLOW UP (HH:MM):	19:00

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1EV8AF [REDACTED]	Year: 2010	Model: F-SERIES Case: 391560681
Name: MR [REDACTED]	Owner Status: Original	WSD: 2010-08-21
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED	Primary Phone: [REDACTED]	Secondary Phone: [REDACTED]
Reason Desc: ROADSIDE ASSISTANCE REQUEST-WARRANTY COVERED	Issue Status: CLOSED	
Issue Type: 01 INQUIRY		

Action: ROADSIDE ASSISTANCE-TOW-FLAT BED		
Dealer:		Origin Desc: CROSS COUNTRY MOTOR CLUB
Odometer: 030800 MI	Comm Type: MAIL	
Analyst Name:	Analyst: SYSTEM	
Action Date: 07/07/2011	Action Time: 22.20.21.968	Action Data: No

Comments DISPATCH COMPLETE

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1EV8AF [REDACTED] Year: 2010 Model: F-SERIES Case: 391560681
Name: MR [REDACTED] Owner Status: Original WSD: 2010-08-21
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
Reason Desc: CRC RELATED - F/M CSR FOLLOWING CONTACT Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: CALLBACK ADD ADDITIONAL COMMENTS
Dealer: Origin Desc: US CONCERN CASE BASE
Odometer: 19500 MI Comm Type: PHONE
Analyst Name: SARDINA, JESSE Analyst: JSARDINA
Action Date: 03/11/2011 Action Time: 11.37.31.234 Action Data: No

Comments CUSTOMER SAID: - WAS SUPPOSE TO GET A CALL BUT HASNT HERD ANYTHING YET- CAN I POSSIBLY SPEAK WITH THAT INDIVIDUALCRC ADVISED: PLEASE ALLOW THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR SO THAT YOUR ISSUE MAY BE PROPERLY ADDRESSED.- THE AGENT WAS UNABLE TO REACH YOU YESTERDAY- THEY DO HAVE A FOLLOW UP SET FOR TODAY BY 5 PM EST

Action: CALLBACK ADD ADDITIONAL COMMENTS
Dealer: Origin Desc: US CONCERN CASE BASE
Odometer: 31000 MI Comm Type: PHONE
Analyst Name: EATON, THERESA Analyst: TEATON17
Action Date: 07/06/2011 Action Time: 12.02.12.629 Action Data: No

Comments CUSTOMER SAID: -CUST IS AWAITING A CALL FROM REP IN REGARDS TO RENTAL-CUST NEEDS RESOLUTION ASAPDEALER SAID: PALMETTO FORD LINCOLN1625 SAVANNAH HWYCHARLESTON SC 29407(843) 571-3673CRC ADVISED: PLEASE ALLOW THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR SO THAT YOUR ISSUE MAY BE PROPERLY ADDRESSED.-CONNECTED CUST TO CSM'S VM TO LEAVE MESSAGE, AS THERE IS NO FURTHER INFORMATION AVAILABLE ON FILE AT THIS TIME AND THE SITUATION IS TIME SENSITIVE

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1EV8AF [REDACTED] Year: 2010 Model: F-SERIES Case: 391560681
Name: MR [REDACTED] Owner Status: Original WSD: 2010-08-21
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
Reason Desc: WARRANTY - REPAIR MUST BE PERFORMED AT F/LM Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
Dealer: 01046 ARMSTRONG FORD INC Origin Desc: US CONCERN CASE BASE
Odometer: 31266 MI Comm Type: PHONE
Analyst Name: HORN, BRANDON Analyst: BHORN6
Action Date: 07/06/2011 Action Time: 08.36.31.360 Action Data: No

Comments CUSTOMER SAID: CUST CALLING SEEKING RENTAL ASSISTANCE -CRC ADVISED CUST IS SCHEDULED FOR A FOLLOW UP AND TO EXPECT CONTACT FROM TII AGENT TODAYCRC 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.

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1EV8AF	Year: 2010	Model: F-SERIES	Case: 391560681
Name: MR	Owner Status: Original	WSD: 2010-08-21	
Symptom Desc: AUTO TRANS DOWNSHIFT ROUGH/HARSH		Primary Phone:	
Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK		Secondary Phone:	
Issue Type: 04 REGION	Issue Status: CLOSED		
Initial Customer Contact: 03/10/2011			

Action: TIER II ESCALATION - CUSTOMER PERCEIVES MULTIPLE REPAIR
Dealer: 01025 JONES FORD, INC. **Origin Desc:** US CONCERN CASE BASE
Odometer: 19000 MI **Comm Type:** PHONE
Analyst Name: MORONTA ARIEL **Analyst:** AMORONTA
Action Date: 03/09/2011 **Action Time:** 11.04.31.615 **Action Data:** No

Comments CUSTOMER SAID: MY VEH HAS BEEN HAVING TRANSMISSION ISSUES AND THIS IS THEN 5TH TIME MY VEH HAS BEEN AT THE DEL=ITS BEEN IN AND OUT OF THE SHOP AND I WANT TO KNOW WHAT CAN FORD DO FOR ME=THE MAIN SYMPTOM IS THE HARD SHIFTING FROM FIRST TO SECOND AND FROM SECOND TO FIRST IT HARD SHIFTS =SOMETIMES WHEN IAM IN IDL WITH MY FOOT ON THE BREAK WHEN I START TO LET OFF THE BREAK IT SLAMES INTO GEAR=CRC 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=ADVISED CUST OF ABOVE=CUST CONTACT [REDACTED] ==JONES FORD, INC. 5-757 RIVERS AVENUE=NORTH CHARLESTON, SC 29406 =TEL:(843) 744-3311=FAX:(843) 740-6231

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01025 JONES FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 19000 MI **Comm Type:** PHONE
Analyst Name: BREWER,MARY **Analyst:** MBREWE34
Action Date: 03/10/2011 **Action Time:** 15.39.52.830 **Action Data:** Yes

Comments ==CSM KATHY EXT 7741==INITIAL CONTACT CHECKED AVAIALBE RESOURCES. AWS-YES; GCQIS REPORT-YES; ONE VEH ORIGINAL OWNER; LTV SCORE: 86==OBC TO DLR SPOKE TO BILL, S/M. WE ARE WAITING ON CUST. CUST HAS TO BRING VEH BACK IN AND DRIVE WITH GARY, S/M.==OBC TO CUST AT [REDACTED], TRIED SEVERAL TIMES. PHONE RINGS BUSY. SENT EMAIL TO CUST WITH MY CONTACT INFORMATION AND CASE NUMBER. ADVISED I AM AWARE THE DLR NEEDS YOU TO BRING VEH IN AND DRIVE WITH MECH TO ADDRESS CONCERNS==F/U FRIDAY 3/11/11 BY 5PM EST

Data Element Name	Data Value
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DATE OF FOLLOW UP:	03-11-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01025 JONES FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 19500 MI **Comm Type:** PHONE
Analyst Name: BREWER,MARY **Analyst:** MBREWE34
Action Date: 03/11/2011 **Action Time:** 15.45.48.670 **Action Data:** Yes

Comments ==OBC TO CUST AT [REDACTED] SPOKE TO CUST.==VERIFIED MAKE MODEL YEAR AND MILEAGE AROUND 19500 MILES==ADVISED CUST NEEDS TO MAKE ARRANGEMENTS WITH GARY, S/M, AT DLRSHP TO DRIVE WITH HIM TO VERIFY CONCERN.==PROVIDED MY CONTACT INFORMATION AND CASE NUMBER==CUST ASKED IF THESE REPAIRS WILL REFLECT NEGATIVELY IF HE GOES TO TRADE VEH IN.==ADVISED IT SHOULD NOT. AS LONG AS YOU ARE TAKING CARE OF VEH AND ADDRESSING CONCERN, LIKE YOU ARE, THERE SHOULD BE NO ISSUES.==CUST IS GOING TO TRY TO MAKE APPOINTMENT FOR NEXT WEEK==ADVISED I WILL F/U

TUESDAY, 3/15/11 BY 5PM EST

Data Element Name	Data Value
DATE OF FOLLOW UP:	03-15-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: VEHICLE OPERATING CHARACTERISTIC - REPAIR NOT ATTEMPTED
Dealer: 01025 JONES FORD, INC. **Origin Desc:** DEALER
Odometer: 19500 Mi **Comm Type:** VISIT
Analyst Name: GARY NORRIS **Analyst:** G-NORR17
Action Date: 03/15/2011 **Action Time:** 11.48.03.904 **Action Data:** No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
██████		██████	██████	DEALER

Comments ROAD TESTED WITH OWNER YESTERDAY AND TODAY WITHOUT ANY ISSUES. FELT A SLIGHT SENSATION THAT IS A NORMAL ISSUE. CUSTOMER AGREED THAT HIS VEHICLE IS NOT ACTING UP AT THIS TIME.

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01025 JONES FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 19500 Mi **Comm Type:** PHONE
Analyst Name: BREWER,MARY **Analyst:** MBREWE34
Action Date: 03/15/2011 **Action Time:** 14.53.20.806 **Action Data:** Yes

Comments ==OBC TO CUST AT ██████ SPOKE TO CUST==CUST SAID HE DID RIDE WITH GARY, S/M, YESTERDAY. HE-GARY- DID FEEL A THUMP BUT SAID NOT TO WORRY ABOUT THAT. ==CUST IS WORRIED ABOUT ONCE THE WARRANTY RUNS OUT AND HE HAS TO TAKE VEH TO DLRSH. ==CUST SAID THIS IS THE 5TH OR 6TH TIME HE HAS TAKEN VEH TO THE DLRSH.==CUST SAID IF THE DLRSH WILL PULL TRANSMISISON PAN OUT THEY WILL SEE METAL CHIPS THAT IS HOW HARD IT HAS JERKED BEFORE.==CUST SAID IF DLRSH WOULD TRADE ME FOR THE EXACT SAME VEH AND IT DOES THE SAME THING I WOULD SHUT MY MOUTH AND COULD THEN ACCEPT THAT THIS IS WHAT THE VEH IS SUPPOSED TO DO.==ADVISED CUST WOULD HAVE TO WORK DIRECTLY WITH THE DLRSH REGARDING TRADING VEH IN. FMC DOES NOT GET INVOLVED IN BUYING, SELLING OR TRADING OF VEH'S. ==CUST SAYS IT DOES AT THE MOST INTERMITTENT TIME.==CUST ASKED WHAT ARE HIS OPTIONS. I SEE PEOPLE ARE HAVING THE SAME PROBLEM ON LINE AND THEY ARE SAYING THAT FMC SAYS SORRY YOU ARE STUCK WITH THIS.==CUST SAID HE DIES NOT WANT TO HAVE TO GO THRU LEMON LAW==ADVISED I WOULD LIKE TO RESEARCH THIS FURTHER FOR HIM. ==CUST AGREES. ==F/U TUESDAY 3/22/11 BY 5PM EST

Data Element Name	Data Value
DATE OF FOLLOW UP:	03-22-2011
TIME OF FOLLOW UP (HH:MM):	19:00

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01025 JONES FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 19500 Mi **Comm Type:** PHONE
Analyst Name: BREWER,MARY **Analyst:** MBREWE34
Action Date: 03/22/2011 **Action Time:** 15.01.50.827 **Action Data:** Yes

Comments ==SENT EMAIL TO CUST ADVISING I AM STILL RESEARCHING HIS REQUEST. I WILL F/U BY FRIDAY, 3/25/11 BY 5PM EST

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

03-25-2011
19:00

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 01025 JONES FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 19500 MI **Comm Type:** PHONE
Analyst Name: BREWER, MARY **Analyst:** MBREWE34
Action Date: 03/25/2011 **Action Time:** 14.56.32.019 **Action Data:** Yes

Comments ==OBC TO CUST AT [REDACTED], CUST NOT AVAILABLE AT THIS TIME. CALL LATER OR NEXT WEEK==F/U WEDNESDAY, 3/30/11, BY 5PM EST

Data Element Name	Data Value
----- DATE OF FOLLOW UP: TIME OF FOLLOW UP (HH:MM):	----- 03-30-2011 19:00

Action: CUSTOMER DOES NOT WISH TO ADDRESS AT THIS TIME
Dealer: 01025 JONES FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 19500 MI **Comm Type:** PHONE
Analyst Name: JONES, LATOYA **Analyst:** LJONE358
Action Date: 03/30/2011 **Action Time:** 12.34.50.138 **Action Data:** No

Comments CSM LATOYA X7785OBC TO CUST [REDACTED] CUST CONFIRMED THAT ROD E WITH SM AND ADVISED NORMAL OPERATION OF VEH ACCORDING TO DLRCUST SAID HIS GAS GAGE IS NOT WORKING AND THE THUMPING IS GETTING A LOT WORSECSM INQUIRED TO CUST IF HE WAS BRINGING VEH BACK IN TO BE LOOKED AT CUST SAID HE HAS BEEN IN THE SHOP SO MANY TIMES FOR THE SAME THING CUST SAID THINKING ABOUT GOING TO ARMSTRONG FORD WHERE HE PURCHASED THE VEHICLECSM INQUIRED TO CUST WHENCUSTOMER STATED HE DOESN'T KNOW POSSIBLY SOMETIME IN THE NEXT 2 WEEKSCSM ADVISED CUST TO HOLD ON TO KATHYS INFORMATION AS WELL AS CASE NUMBER AND WHEN CUST IS READY TO BRING VEH IN FOR 2ND OPINION CSM WILL ADDRESS CASE AT THAT TIME

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1EV8AF [REDACTED] Year: 2010 Model: F-SERIES Case: 391560681
Name: MR [REDACTED] Owner Status: Original WSD: 2010-08-21
Symptom Desc: Primary Phone: [REDACTED]
Reason Desc: MARKETING-PUBLIC PRIVATE-ESP-ACCESSORY Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: PUBLIC-PRIVATE OFFER
Dealer: Origin Desc: MANUAL - PHONE CSR
Odometer: 19500 MI Comm Type: PHONE
Analyst Name: SARDINA, JESSE Analyst: JSARDINA
Action Date: 03/11/2011 Action Time: 11.38.46.774 Action Data: Yes

Comments CRC ADVISED: - NO ALERT

Data Element Name	Data Value
GENERAL REASON FOR CRC CONTACT:	MISCELLANEOUS/OTHER
PUBLIC-PRIVATE OFFER ACTIONS:	EXCLUDED CALL TYPE (LEGAL/BYBACK/ANGRY)

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1EV8AF [REDACTED]	Year: 2010	Model: F-SERIES	Case: 391560681
Name: MR [REDACTED]	Owner Status: Original	WSD: 2010-08-21	
Symptom Desc:		Primary Phone: [REDACTED]	
Reason Desc: MISC INQUIRY - CHANGE OF ADDRESS		Secondary Phone: [REDACTED]	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER	
Dealer:	Origin Desc: MANUAL - PHONE CSR
Odometer: 19000 MI	Comm Type: PHONE
Analyst Name: MORONTA ARIEL	Analyst: AMORONTA
Action Date: 03/09/2011	Action Time: 10.52.35.552
	Action Data: No

Comments CUSTOMER PROFILE UPDATE

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GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number:

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Report Detail Section :

Attachments: 0

Report# :	BBGCF012 NHL	Received:	02/07/2011
CCRG/EPRC:	<input type="checkbox"/>	Date:	
Vehicle:	2010,F150 4X4,SUP CRW,STYSD ,1FTFW1EV8AF	Build Date:	03/03/2010
Odometer :	17,073 M	Engine:	5.4L 3V FF
Transmission:	6R80E	Axle:	3.73 LOCK
Dealer:	USA 01046 Armstrong Ford, Inc.	A/C:	YES
City:	Hickory	State:	North Caroli
Originator:	WESLEY BRANCH	Phone#:	(828) 328-5333
Symptom:	3 36 1 00 FT/FN/BD,WATER LEAK,PASSNGR AREA,UNKNOWN		
Status:			
VFG:	V39 SQUEAKS & RATTLES		
Additional Symptom:	REAR SLIDING GLASS LEAKS		
Fix:	Causal Component :		
Condition Code:			

Hotliner: GBARTOS

Phone: 313 317-6301

Regn Cd: S2 Charlotte

Engineering:

Phone:

TAR:

Dir Contact: WESLEY BRANCH

Phone: 000 000-0000

Title Cde: T

KOEO:

KOEC:

KOER:

Comments:

REPAIR 02/07/2011 11:31AM GREG BARTOS MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: SEVERE WATER LEAK AT CENER OF POWER SLIDING
REAR WINDOW...SEEN THIS CONCERN BEFORE AND REPLACED REAR WINDOW AND
CONCERN WAS STILL PRESENT EVEN TESTED TRUCK OFF OUR LOT AND FOUND SAME
CONCERN DIAGNOSTICS: WATER TESTED AND VERIFIED CONCERN FOUND NO
RELATED TSB PARTS REPLACED:: NONE TECH QUESTION: ANY KNOWN
CONCERN OR CORRECTIVE PROCEDURES WERE YOU ABLE TO VERIFY THE
CONCERN? YES IS THERE AN APPROPRIATE PINPOINT TEST IN THE WSM FOR
THIS CONCERN? NO WAS THE PINPOINT TEST FOLLOWED?

RECOMM 02/07/2011 11:31AM GREG BARTOS MSS - FCSD - TECH SVC HOTLINE
WESLEY, PLEASE VERIFY THE CONDITIONS IN WHICH WATER HAS BEEN REPORTED
TO LEAK PAST THE REAR SLIDING GLASS. NOTE THAT IT IS A NORMAL
CHARACTERISTIC FOR SOME WATER TO BYPASS THE WEATHER STRIP SEALS UNDER
HIGH WATER PRESSURE. NO REPAIRS SHOULD BE MADE IF THE CONCERN IS ONLY
PRESENT IN HIGH WATER PRESSURE SITUATIONS ONLY AND CAN COMPARE TO A
LIKE VEHICLE. SEARCHING THE HOTLINE DATABASE HAS REVEALED REPORTS
FOR A WATER LEAK ON THIS VEHICLE TO BE ORIGINATED FROM THE CENTER HIGH
MOUNT STOP LAMP (CHMSL). PLEASE VERIFY THE ORIGIN OF THE WATER LEAK
THAT IS PRESENT. IF THE WATER LEAK CAN BE VERIFIED FROM THE CHMSL, A
NEW PART WITH AN UPDATED FOAM SEAL IS AVAILABLE (PART NUMBER
AL3Z-13A613-E). THERE ARE NO TRENDS IN PAST REPORTS FOR A WATER LEAK
FROM THE REAR SLIDING GLASS ON THIS
VEHICLE. -----
----- REPORT #: AETBZ017 DONNA, THE POWER SLIDING REAR WINDOW IS
A WET SYSTEM, AND IT IS ISM 10-12-018 WATER ENTRY THROUGH THIRD BRAKE
LIGHT (CHMSL)

AUDIT 07/02/2011 11:03AM

SYMPTOM 1 10 1 36 CHANGED TO 3 36 1 00 BY CS012093

Folder Number:

[File Report To This Folder](#)

[File Report To A Folder](#)

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Requester: LBINGHAM

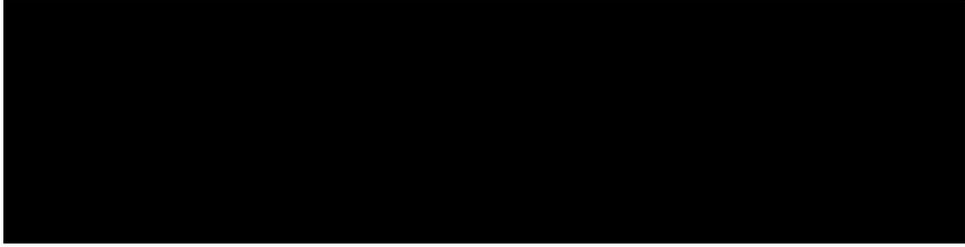
Report Summary

Server: FCWS686

Ford Proprietary, Private

27-Jul-2011

Retention: None





**Service of Process
Transmittal**

09/13/2012

CT Log Number 521217227



TO: Chris Dzbanski
Ford Motor Company
One American Road, WHQ 433-E3
Dearborn, MI 48126

RE: Process Served in Illinois

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: [REDACTED], Pltf. vs. Ford Motor Company, Dft.
DOCUMENT(S) SERVED: Summonses, Notice(s), Jury Demand, Complaint, Affidavit, Exhibit(s)
COURT/AGENCY: Cook County Circuit Court - Municipal Department - First District, IL
Case # 20121154289
NATURE OF ACTION: Product Liability Litigation - Manufacturing Defect - Failure to correct and/or repair
defects - Engine - Steering/suspension - 2010 Ford Fusion - VIN#
3FAHPOJGOAR [REDACTED]
ON WHOM PROCESS WAS SERVED: C T Corporation System, Chicago, IL
DATE AND HOUR OF SERVICE: By Process Server on 09/13/2012 at 13:00
JURISDICTION SERVED : Illinois
APPEARANCE OR ANSWER DUE: 10/12/12 between hours of 08:30 a.m. and 2:30 p.m.
ATTORNEY(S) / SENDER(S): Krohn & Moss, LTD.
120 West Madison Street
10th Floor
Chicago, IL 60602
312-578-9428
ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex Priority Overnight , 798961887123
Image SOP
Email Notification, Chris Dzbanski CDZBANSK@FORD.COM
SIGNED: C T Corporation System
PER: Thad DiBartelo
ADDRESS: 208 South LaSalle Street
Suite 814
Chicago, IL 60604
TELEPHONE: 312-345-4336

20121154249
CALENDAR ROOM 1301
TIME 09:30
Breach of Contract

IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS

FIRST MUNICIPAL DISTRICT

Name All Parties

[Redacted]

Plaintiff(s)

v.

FORD MOTOR COMPANY

Defendant(s)

c/o CT CORPORATION SYSTEM, 208 S LASALLE STREET, SUITE 814, CHICAGO IL 60604

Address of Defendant(s)

Case No. _____

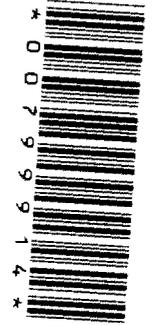
Amount Claimed: \$ 15,000.00

Appearance Filing/Return Date: 10-12-12

Status Date: _____

Trial Date: _____

Time: _____ Room: _____



Please serve as follows: Certified Mail Sheriff Service Alias (Plaintiff check one)

SUMMONS

To each Defendant:

YOU ARE SUMMONED and required:

1. To file your written appearance by yourself or your attorney and pay the required fee in:

- District 1: Richard J. Daley Center; 50 West Washington, Room 602; Chicago, IL 60602
- District 2: 5600 Old Orchard Rd., Rm 136; Skokie, IL 60077
- District 3: 2121 Euclid, Rm 121; Rolling Meadows, IL 60008
- District 4: 1500 Maybrook Dr., Rm 236; Maywood, IL 60153
- District 5: 10220 S. 76th Ave., Rm 121; Bridgeview, IL 60455
- District 6: 16501 S. Kedzie Pkwy., Rm 119; Markham, IL 60428

on October 12, 2012, between the hours of 8:30 a.m. and 2:30 p.m.;

on _____, _____, before 9:00 a.m.

2. File your answer to the complaint before 9:00 a.m. as required by the applicable subsections of Paragraph 3 or 4 in the NOTICE TO THE DEFENDANT on the reverse side.

IF YOU FAIL TO DO SO, A JUDGMENT BY DEFAULT MAY BE TAKEN AGAINST YOU FOR THE RELIEF ASKED IN THE COMPLAINT, A COPY OF WHICH IS HERETO ATTACHED.

To the officer:

This summons must be returned by the officer or other person to whom it was given for service, with endorsement of service and fees, if any, immediately after service, and not less than 3 days before the day for appearance. If service cannot be made, this summons shall be returned so endorsed.

This summons may not be served later than 3 days before the day for appearance.

Atty. No.: 33599 THERE WILL BE A FEE TO FILE YOUR APPEARANCE.

Name: KROHN & MOSS, LTD.

WITNESS, _____

Atty. for: PLAINTIFF

Address: 10 NORTH DEARBORN STREET, 3RD FLOOR

City/State/Zip: CHICAGO IL 60602

Telephone: (312) 578-9428

DOROTHY BROWN, Circuit Court Clerk

Date of Service: _____
(To be inserted by officer on copy left with Defendant or other person)

SEE REVERSE SIDE

** Service by Facsimile Transmission will be accepted at: _____
(Area Code) (Facsimile Telephone Number)

DOROTHY BROWN, CLERK OF THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS

**IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS
MUNICIPAL DEPARTMENT, FIRST DISTRICT**

JLYNN PIERCE,)
)
 Plaintiff,)
)
 vs.) No.)
)
 FORD MOTOR COMPANY,)
)
 Defendant.)

COMPLAINT

NOW COMES Plaintiff, JLYNN PIERCE, by and through her attorneys, KROHN & MOSS, LTD., and for her Complaint against Defendant, FORD MOTOR COMPANY, alleges and affirmatively states as follows:

PARTIES

1. Plaintiff, JLYNN PIERCE ("Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Illinois.

2. Defendant, FORD MOTOR COMPANY ("Manufacturer"), is a foreign corporation authorized to do business in the State of Illinois, County of Cook, and is engaged in the manufacture, sale, and/or distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including SUTTON FORD ("Seller"). Manufacturer does business in all counties of the State of Illinois including Cook County, and maintains offices in the County of Cook, State of Illinois.

BACKGROUND

3. On or about August 5, 2010, Plaintiff purchased from Seller a 2010 Ford Fusion (“Fusion”), manufactured by Manufacturer, Vehicle Identification No. 3FAHP0JG0AR334353, for valuable consideration. (See copy of Plaintiff’s Purchase Contract, attached hereto as Exhibit “A”.)

4. The purchase price of the Fusion totaled \$25,998.00.

5. Plaintiff avers that as a result of the ineffective repair attempts made by Manufacturer, through its authorized dealership network, the Fusion was not fit for its ordinary purpose of providing trouble free and reliable transportation.

6. In consideration for the purchase of the Fusion, Manufacturer issued and supplied to Plaintiff its written warranty which included three (3) year or thirty six thousand (36,000) mile bumper to bumper coverage, as well as other warranties fully outlined in Manufacturer’s New Car Warranty booklet. (See copy of Plaintiff’s Warranty Booklet, attached hereto as Exhibit “B”.)

7. On or about August 5, 2010, Plaintiff took possession of the Fusion and shortly thereafter experienced the defects listed below.

8. The defects described below violate Manufacturer’s warranty issued to Plaintiff, as well as the implied warranty of merchantability.

9. Plaintiff delivered the Fusion to Manufacturer, through its authorized dealership network, on numerous occasions.

10. Plaintiff avers that the Fusion has been subject to repair on multiple occasions for the same defects, and that the defects remain uncorrected.

11. Plaintiff brought the Fusion to Seller and/or an authorized service dealer of Manufacturer for the following defects:

- a. Defective engine as evidenced by illumination of the check engine light, loss of power and vehicle not accelerating;
- b. Defective steering/suspension system as evidenced by clunk noise from under vehicle at highway speeds and clicking noise when turning and in reverse; and
- c. Any additional complaints made by Plaintiff, whether or not contained on any authorized dealer repair orders.

12. Plaintiff provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the Fusion.

13. After a reasonable number of attempts and/or reasonable amount of time to cure the defects in Plaintiff's Fusion, Manufacturer was unable and/or failed to repair the defects as provided in Manufacturer's warranty thus causing Manufacturer's limited remedy to repair the Fusion to fail of its essential purpose.

14. Plaintiff justifiably lost confidence in the Fusion's safety and reliability.

15. Said defects could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the Fusion.

16. As a result of the defects, Plaintiff provided written notice to Manufacturer.

17. The Fusion remains in a defective and unmerchantable condition, and continues to exhibit the above mentioned defects.

18. Plaintiff has been and will continue to be financially damaged due to Manufacturer's failure to comply with the provisions of its written warranty and its failure to provide Plaintiff with a merchantable Fusion.

COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

19. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-18 of her Complaint.

20. Plaintiff is a purchaser of a consumer product who received the Fusion during the duration of a written warranty period applicable to the Fusion and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

21. Manufacturer is a supplier of a consumer product engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.

22. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

23. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the Fusion was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

24. Plaintiff's purchase of the Fusion was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the Fusion to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the Fusion in the event that the Fusion failed to meet the specifications set forth in Manufacturer's warranty.

25. Manufacturer's warranty was the basis of the bargain of the contract between Plaintiff and Manufacturer for the sale of the Fusion to Plaintiff.

26. Said purchase of Plaintiff's Fusion was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

27. Plaintiff has met all of her obligations and preconditions as provided in Manufacturer's written warranty.

28. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

29. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. The diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- c. Such other and further relief that the Court deems just and appropriate.

COUNT II
BREACH OF IMPLIED WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

30. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-18 of her Complaint.

31. The Fusion purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. §2301(7) running from Manufacturer to Plaintiff.

32. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.

33. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Manufacturer has entered into a contract in writing within ninety (90) days of a purchase to perform services relating to the maintenance or repair of a motor vehicle.

34. Pursuant to 15 U.S.C. §2308, Plaintiff's Fusion was impliedly warranted to be fit for the ordinary purpose for which the Fusion was intended.

35. The Fusion was warranted to pass without objection in the trade under the contract description, and was required to conform to the descriptions of the Fusion contained in the contracts and labels.

36. The above described defects in the Fusion render the Fusion unmerchantable, and thereby not fit for the ordinary purpose for which the Fusion was intended and as represented by Manufacturer.

37. As a result of the breach of implied warranty by Manufacturer, Plaintiff is without the reasonable value of the Fusion.

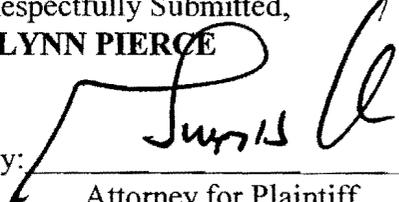
38. As a result of the breach of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. The diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;

- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- c. Such other and further relief that the Court deems just and appropriate.

Respectfully Submitted,
JLYNN PIERCE

By: 

Attorney for Plaintiff

KROHN & MOSS, LTD.
Attorneys for Plaintiff
120 West Madison Street, 10th Floor
Chicago, Illinois 60602
(312) 578-9428
I.D. No. 33599

**IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS
MUNICIPAL DEPARTMENT, FIRST DISTRICT**

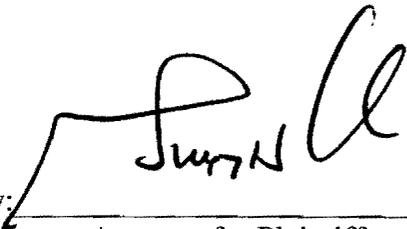
JLYNN PIERCE,)	
)	
Plaintiff,)	
)	
vs.)	No.
)	
FORD MOTOR COMPANY,)	
)	
Defendant.)	

SUPREME COURT RULE 222 AFFIDAVIT

NOW COMES Plaintiff, JLYNN PIERCE, by and through her attorneys, KROHN & MOSS, LTD., and pursuant to Supreme Court Rule 222, states as follows:

Plaintiff's attorney, first being duly sworn on oath, deposes and states as follows:

1. That I am one of the attorneys representing Plaintiff with regard to the above-captioned matter.
2. I have personal knowledge regarding the facts and circumstances of the above-captioned matter.
3. Plaintiff in the case seeks money damages less than \$50,000.00.
4. Upon information and belief, I value the claim of Plaintiff to be less than \$50,000.00.
5. Further Affiant sayeth naught.

By: 

Attorney for Plaintiff

EXHIBIT A



21315 CENTRAL AVE.
MATTESON, IL 60443
(708) 720-8000
www.suttonfordlincolnmercury.com

CUSTOMER: 300540

DEAL: 140889

08/05/10

DATE

PURCHASER'S NAME
LYNN PIERCE

STREET ADDRESS
10825 S HOXIE AVE

CITY
CHICAGO

STATE
IL

ZIP
60617

RES. PHONE

(773) 987-1173

BUS. PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING

NEW

USED

DEMO

TRUCK

CAR

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRM	STOCK NO.
2010	FORD	FUSION	SEDAN	WHT-SWEDB	MEC-LI-S10	50123
VIN NO.		MILES		SALESMAN		
1FAP0JG0ARJ34353		5421				
CASH PRICE OF VEHICLE			\$ 25998.00	USED VEHICLE TRADE-IN AND/OR OTHER CREDITS		
DEALER INSTALLED OPTIONS				MAKE OF USED VEHICLE FORD		
				YEAR 2001 BODY TYPE SD		
				MODEL TAUR		
AUTO BUTLER			400.00	VEHICLE IDENT. NO. 1FAP0JG0ARJ34353		
THEFT PROTECTION			200.00	MILEAGE 182523		
				BALANCE OWED TO		
TILET DELIVERY FEE				ADDRESS		
				USED VEHICLE ALLOWANCE \$ 1000.00		
				ESTIMATED BALANCE OWED N/A		
OPTIONAL ELECTRONIC FILING				NET ALLOWANCE ON USED VEHICLE 1000.00		
SUTTON'S CUSTOMER BENEFIT PACKAGE			N/A	DEPOSIT OR CREDIT BALANCE		
DOCUMENTATION FEE			154.38	CASH WITH ORDER N/A		
TOTAL			28752.38	REBATE 2500.00		
ILLINOIS SALES TAX			2182.95	TOTAL DOWN PAYMENT (Transfer to Left Column) 3500.00		
COOK COUNTY TAX 15.00 CHY USE TAX			208.14			
OTHER TAXES			N/A			
LICENSE, TRANSFER, TITLE			120.00			
EXTENDED SERVICE CONTRACT			N/A	SOCIAL SECURITY NO. 057547339		
TOTAL PRICE			29259.47	DRIVERS LICENSE NO.		
CASH DOWN PAYMENT			N/A	DATE OF BIRTH 09/02/1965		
TRADE-IN ALLOWANCE			1000.00	SOCIAL SECURITY NO.		
TOTAL DOWN PAYMENT			3500.00	DRIVERS LICENSE NO.		
UNPAID CASH BALANCE DUE ON DELIVERY			25769.47	DATE OF BIRTH		

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of this date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. THIS ORDER IS NOT A BINDING CONTRACT, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR OTHER SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE: (A) ON ALL GOODS AND SERVICES SOLD BY DEALER; AND (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD "AS IS- NOT EXPRESSLY WARRANTED OR GUARANTEED."

TO THE NEGOTIATED CASH SALE PRICE OF EACH VEHICLE, THERE WILL BE ADDED THE SUM OF FOR DEALER COSTS AND OVERHEAD FOR ITEMS RELATING TO PREPARING, HANDLING AND PROCESSING DOCUMENTS FOR THE MOTOR VEHICLE AND THE CLOSING OF THE TRANSACTION, THE ONLY OTHER ADDITIONAL CHARGES PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS, INSURANCE AND THE ACTUAL COST OF LICENSE AND TITLE REGISTRATION AND TAXES.

Purchaser by his execution of this Order certifies that he is of legal age or older and acknowledges that he has read its terms and conditions and has received a true copy of this Order.

PURCHASER'S SIGNATURE: *Lynn Pierce* DATE: 08/05/10 ACCEPTED BY: *[Signature]* DEALER OR HIS AUTHORIZED REPRESENTATIVE

EXHIBIT B

2010 model year Warranty Guide

Ford Cars and Trucks
(except Hybrid vehicles)
2010 model year

Warranty Guide





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

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

In the United States:

**Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48121
1-800-392-3673 (FORD)
(TDD for the hearing impaired:
1-800-232-5952)
www.customersaskford.com**

In Canada:

**Customer Relationship Centre
Ford Motor Company
of Canada, Limited
P.O. Box 2000
Oakville, Ontario L6J 5E4
1-800-565-3673 (FORD)
www.ford.ca**

In Caribbean, Central America, Israel and Sub-Saharan Africa:

**Ford Motor Company
Ford Export Operations
Attention: Owner Relations
1555 Fairlane Drive
Fairlane Business Park #3
Allen Park, MI 48101
Telephone: (313) 594-4857
Fax: (313) 390-0804
E-mail: expcac@ford.com**

In Puerto Rico and Virgin Islands:

**Ford International Business
Development, Inc.
Customer Assistance Center
P.O. Box 11957
Caparra Heights Station
San Juan, PR 00922-1957
Telephone: (787) 782-5959 Ext.233
Fax: (787) 781-8975
www.ford.com.pr**

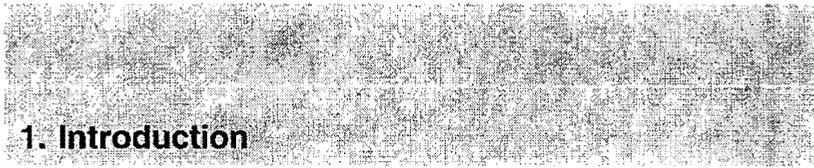
In Middle East:

**Ford Middle East
Customer Assistance Center
API World Tower
Sheikh Zayed Road
Dubai, United Arab Emirates
Telephone: 971-4-3326084
Fax: 971-4-3327299
www.me.ford.com**

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1. Introduction

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

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

If you own or lease a 2010-model E-350 Livery Van equipped with the Livery Service Package or a 2010-model Crown Victoria Police Interceptor equipped with the Fleet Crown Police Package Option, refer to the Addendum Card that was given to you when you took delivery of your vehicle for further explanation of the amendments to the New Vehicle Limited Warranty. Please ask the vehicle modifier for a copy of the Addendum Card if you wish to review it prior to taking delivery of the vehicle.

This booklet explains in detail the warranty coverages that apply to your 2010-model car or light truck. If you bought a previously owned 2010-model vehicle, you are eligible for any remaining warranty coverages.

Ford Motor Company provides the **Emissions Defect Warranties** and **Emissions Performance Warranties** which cover your emissions control systems, and **Noise Emissions Warranty** which applies only to medium/heavy duty trucks over 10,000 pounds Gross Vehicle Weight Rating (pages 17-31).

2. Important information you should know

IF YOU NEED CUSTOMER ASSISTANCE

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

In addition, if you are an eligible U.S. owner, you may use - at no cost - the services of the BBB AUTO LINE program. For details, see Better Business Bureau (BBB) AUTO LINE program, page 33 or call 1-800-955-5100.

KNOW WHEN YOUR WARRANTY BEGINS

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

CHECK YOUR VEHICLE

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

MAINTAIN YOUR VEHICLE PROPERLY

Your glove compartment contains an **Owner Guide** and a **Scheduled Maintenance Guide** which indicate the scheduled maintenance required for your vehicle. Proper maintenance guards against major repair expenses resulting from neglect or inadequate maintenance, may help increase the value you receive when you sell or trade your vehicle, and is important in allowing your vehicle to comply with applicable emissions standards.

It is your responsibility to make sure that all of the scheduled maintenance is performed and that the materials used meet Ford engineering specifications. Failure to perform scheduled maintenance as

specified in the Scheduled Maintenance Guide will invalidate warranty coverage on parts affected by the lack of maintenance. Make sure that receipts for completed maintenance work are retained with the vehicle and confirmation of maintenance work is always entered in your **Scheduled Maintenance Guide**.

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

WHO PAYS FOR WARRANTY REPAIRS?

You will not be charged for repairs covered by any applicable warranty during the stated coverage periods, unless specifically stated elsewhere in this guide.

Some states have mandated alternate time coverage periods for parts of your vehicle (e.g. seatbelts).

Some states and/or local governments may require a tax on a portion of warranty repairs. Where applicable law allows, the tax must be paid by you, the owner of the vehicle.

During the Bumper to Bumper Warranty period, dealers may receive instructions to provide no-cost, service-type improvements - not originally included in your Scheduled Maintenance Guide - intended to increase your overall satisfaction with your vehicle.

Sometimes Ford may offer a special adjustment program to pay all or part of the cost of certain repairs beyond the terms of the applicable warranty. Check with your dealer or call 1-800-392-3673 to learn whether any adjustment program is applicable to your vehicle. Please have your vehicle identification number available.

DO WARRANTIES APPLY IN OTHER COUNTRIES?

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

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

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

3. The New Vehicle Limited Warranty for your 2010-model vehicle

LIMITATIONS AND DISCLAIMERS

All of the warranties in this booklet are subject to the following limitations and disclaimers:

The warranties in this booklet are the only express warranties applicable to your vehicle. Ford does not assume or authorize anyone to assume for it any other obligation or liability in connection with your vehicle or these warranties. No person, including Ford employees or dealers, may modify or waive any part of these warranties.

Ford and its dealers reserve the right to make changes in or additions to vehicles built or sold by them at any time without incurring any obligation to make the same or similar changes or additions to vehicles previously built or sold.

Ford and its dealers also reserve the right to provide post-warranty repairs, conduct recalls, or extend the warranty coverage period for certain vehicles or vehicle populations, at the sole discretion of Ford. The fact that Ford has provided such measures to a particular vehicle or vehicle population in no way obligates Ford to provide similar accommodations to other owners of similar vehicles.

As a condition of these warranties, you are responsible for properly using, maintaining, and caring for your vehicle as outlined in your Owner Guide and Scheduled Maintenance Guide. Ford recommends that you maintain copies of all maintenance records and receipts for review by Ford.

Ford and your dealer are not responsible for any time or income that you lose, any inconvenience you might be caused, the loss of your transportation or use of your vehicle, the cost of rental vehicles, fuel, telephone, travel, meals, or lodging, the loss of personal or commercial property, the loss of revenue, or for any other incidental or consequential damages you may have.

Punitive, exemplary, or multiple damages may not be recovered unless applicable law prohibits their disclaimer.

You may not bring any warranty-related claim as a class representative, a private attorney general, a member of a class of claimants or in any other representative capacity.

Ford shall not be liable for any damages caused by delay in delivery or furnishing of any products and/or services.

You may have some implied warranties. For example, you may have an implied warranty of merchantability (that the car or light truck is reasonably fit for the general purpose for which it was sold) or an implied warranty of fitness for a particular purpose (that the car or light truck is suitable for your special purposes), if a special purpose was specifically disclosed to Ford itself not merely to the dealer before your purchase, and Ford itself not just the dealer told you the vehicle would be suitable for that purpose.

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

These implied warranties do not apply at all if you use your vehicle for business or commercial purposes. In addition, the implied warranty of fitness for a particular purpose does not apply if your vehicle is used for racing, even if the vehicle is equipped for racing.

The warranties contained in this booklet and all questions regarding their enforceability and interpretation are governed by the law of the state in which you purchased your Ford vehicle. Some states do not allow Ford to limit how long an implied warranty lasts or to exclude or limit incidental or consequential damages, so the limitation and exclusions described above may not apply to you.

NOTE: This information about the limitation of implied warranties and the exclusion of incidental and consequential damages under the NEW VEHICLE LIMITED WARRANTY also applies to the EMISSIONS WARRANTIES described on pages 17-30.

Ford participates in the BBB AUTO LINE warranty dispute resolution program. You may contact BBB AUTO LINE by calling 800-955-5100.

You are required to submit your warranty dispute to the BBB AUTO LINE before exercising rights or seeking remedies under the Federal Magnuson-Moss Warranty Act, 15 U.S.C. § 2301 et seq. To the extent permitted by the applicable state "Lemon Law", you are also required to submit your warranty dispute to the BBB AUTO LINE before exercising any rights or seeking remedies under the "Lemon Law". If you choose to seek remedies that are not created by the Magnuson-Moss Warranty Act or the applicable state "Lemon Law," you are not required to first use BBB AUTO LINE to resolve your dispute – although the program is still available to you.

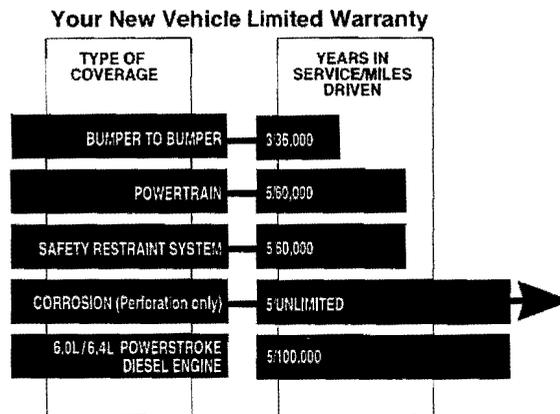
For more information regarding the BBB AUTO LINE program, see page 33 of this booklet.

QUICK REFERENCE: WARRANTY COVERAGE

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

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

- years in service
- miles driven



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

For more details on coverage, see:

- ➔ **What is Covered?** (pages 8-12)
- ➔ **What is Not Covered?** (pages 12-15)

WHAT IS COVERED?

Your NEW VEHICLE LIMITED WARRANTY gives you specific legal rights. You may have other rights that vary from state to state. Under your New Vehicle Limited Warranty if:

- your Ford vehicle is properly operated and maintained, and

- was taken to a Ford dealership for a warranted repair during the warranty period,

then authorized Ford Motor Company dealers will, without charge, repair, replace, or adjust all parts on your vehicle that malfunction or fail during normal use during the applicable coverage period due to a manufacturing defect in factory-supplied materials or factory workmanship.

This warranty does not mean that each Ford vehicle is defect free. Defects may be unintentionally introduced into vehicles during the design and manufacturing processes and such defects could result in the need for repairs. For this reason, Ford provides the New Vehicle Limited Warranty in order to remedy any such defects that result in vehicle part malfunction or failure during the warranty period.

The remedy under this written warranty, and any implied warranty, is limited to repair, replacement, or adjustment of defective parts. This exclusive remedy shall not be deemed to have failed its essential purpose so long as Ford, through its authorized dealers, is willing and able to repair, replace, or adjust defective parts in the prescribed manner. Ford's liability, if any, shall in no event exceed the cost of correcting manufacturing defects as herein provided and upon expiration of this warranty, any such liability shall terminate.

Conditions that are not covered by the New Vehicle Limited Warranty are described on pages 12-15. When making warranty repairs on your vehicle, the dealer will use Ford or Motorcraft parts or remanufactured or other parts that are authorized by Ford, at the discretion of Ford or the Ford dealership.

Nothing in this warranty should be construed as requiring defective parts to be replaced with parts of a different type or design than the original part, so long as the vehicle functions properly with the replacement part. Moreover, Ford and its authorized dealers are entitled to a reasonable time and a reasonable number of attempts within which to diagnose and repair any defect covered by this warranty.

In certain instances, Ford may authorize repairs at other than Ford dealer facilities.

Two separate warranties apply to tires on your new vehicle. The New Vehicle Limited Warranty covers tire defects in factory supplied material or workmanship for 100% of labor costs and on a pro rata adjustment basis for parts. (See the reimbursement schedule below).

For vehicles within the New Vehicle Limited Warranty time in service and mileage coverage period, defective tires will be replaced on a pro rata adjustment basis according to the following mileage-based Reimbursement Schedule:

MILES DRIVEN	PERCENT OF PARTS COVERED BY FORD
1-12,000	100%
12,001-24,000	60%
24,001-36,000	30%

The tire manufacturer also provides you with a separate tire warranty that may extend beyond the New Vehicle Limited Warranty coverage. You will find the manufacturer's tire warranty with the owner literature supplied with your vehicle. You have the option of having a tire warranty repair performed by the tire manufacturer's authorized service center. If you go to a tire service center for a repair covered by the New Vehicle Limited Warranty, you may be charged a prorated amount for wear or other charges. If so, you should present your paid invoice detailing the nature of the charges to any Ford Motor Company dealership for refund consideration. When making warranty repairs on your vehicle, the dealer will use Ford or Motorcraft parts or remanufactured or other parts that are authorized by Ford. In certain instances, Ford may authorize repairs at other than Ford dealer facilities. Tire replacements under warranty will be made with the same brand and model as originally equipped with the vehicle unless the same brand and model is no longer available, in which case a tire of the same brand, size, load, speed and tread type will be used. In some circumstances, Ford may authorize another brand and/or model to substitute for the original brand and model, even if still available.

Normal tire wear or damage is not reimbursable. See page 15 for details of what is not covered.

Extended warranty coverage periods are available for certain vehicle parts and conditions. Specifically,

(1) Your vehicle's Powertrain components are covered for five years or 60,000 miles, whichever occurs first. The extended coverage applies to the **Engine**: all internal lubricated parts, cylinder block, cylinder heads, electrical fuel pump, electronic engine control unit, engine mounts, flywheel, injection pump, manifold (exhaust and intake), manifold bolts, oil pan, oil pump, seals and gaskets, thermostat, thermostat housing, timing chain cover, timing chain (gears or belt), turbocharger/supercharger unit, valve covers, water pump;

Transmission: all internal parts, clutch cover, seals and gaskets, torque converter, transfer case (including all internal parts), transmission case, transmission mounts; **Front-Wheel Drive:** axle shafts, bearings (front and rear), center support bearing, drive shafts, final drive housing (including all internal parts), hubs-automatic front locking (four-wheel drive), locking rings (four-wheel drive), seals and gaskets, universal and constant velocity joints; **Rear-Wheel Drive:** axle shafts, bearings (front and rear), center support bearing, drive axle housing (including all internal parts), drive shaft, propeller shafts, retainers, supports, seals and gaskets, universal and constant velocity joints.

(2) Your vehicle's safety belts and air bag Supplemental Restraint System (SRS) are covered for an extended Safety Restraint Coverage Period, which lasts for five years or 60,000 miles, whichever occurs first.

(3) Your vehicle's body sheet metal panels are covered for an extended Corrosion Coverage Period, which lasts for five years, regardless of miles driven. The extended warranty coverage only applies if a body sheet metal panel becomes perforated due to corrosion during normal use due to a manufacturing defect in factory-supplied materials or factory workmanship. For damage caused by airborne material (environmental fallout) where there is no factory-related defect involved and therefore no warranty – our policy is to provide free repair of paint damage due to the airborne material for 12 months or 12,000 miles, whichever occurs first.

(4) Your vehicle's direct injection diesel engine and certain engine components are covered during the 6.0L/6.4L PowerStroke Diesel Engine Coverage Period, which lasts for five years or 100,000 miles, whichever occurs first. The following parts are covered during this extended coverage period: the engine, cylinder block, heads and all internal parts, intake and exhaust manifolds, timing gear, harmonic balancer, valve covers, oil pan and pump, water pump, fuel system (excluding fuel lines, fuel tank and frame mounted fuel conditioning module sometimes referred to as the frame mounted pump/filter/water separator), high pressure lines, gaskets and seals, glow plugs, turbocharger, two-stage turbocharger assembly (6.4L), turbocharger actuator (6.4L), powertrain control module, engine control module (6.4L), high pressure fuel injection pump assembly (6.4L), electronic driver unit, injectors,

injection pressure sensor, fuel rail pressure sensor (6.4L), high pressure oil regulator, exhaust back pressure regulator and sensor, exhaust pressure sensor (6.4L), manifold pressure sensor (6.4L), intake air temperature sensor (6.4L), crankshaft position sensor (6.4L), camshaft position sensor, accelerator switch.

NOTE: Some components may also be covered by the Emissions Warranties. For more information, see pages 17-30.

Expedition Limousine Limited Warranty

If you have purchased or leased a 2010-model Expedition EL (equipped with the 17L Builder's Package) converted into a limousine by a Ford Qualified Vehicle Modifier, your Expedition EL is eligible for the Ford Limousine Limited Warranty coverage for three years or 100,000 miles, whichever occurs first. This coverage begins on the Warranty Start Date and is in addition to the New Vehicle Limited Warranty. Refer to the warranty addendum card that was given to you when you took delivery of your 2010-model Expedition EL Limousine for details of the Ford Limousine Limited Warranty. See page 36 for additional details about the 17L Limousine Builder Package.

WHAT IS NOT COVERED UNDER THE NEW VEHICLE LIMITED WARRANTY?

Damage Caused By:

- accidents, collision or objects striking the vehicle (including driving through a car wash)
- theft, vandalism, or riot
- fire or explosion
- using contaminated or improper fuel/fluids
- customer-applied chemicals or accidental spills
- driving through water deep enough to cause water to be ingested into the engine
- misuse of the vehicle, such as driving over curbs, overloading, racing or using the vehicle as a permanent stationary power source

Damage Caused by Alteration or Modification

The New Vehicle Limited Warranty does not cover any damage caused by:

- alterations or modifications of the vehicle, including the body, chassis, or components, after the vehicle leaves the control of Ford Motor Company
- tampering with the vehicle, tampering with the emissions systems or with the other parts that affect these systems (for example, but not limited to exhaust and intake systems)
- the installation or use of a non-Ford Motor Company part (other than a certified emissions part) or any part (Ford or non-Ford) designed for off-road use only installed after the vehicle leaves the control of Ford Motor Company, if the installed part fails or causes a Ford part to fail. Examples include, but are not limited to lift kits, oversized tires, roll bars, cellular phones, alarm systems, automatic starting systems and performance-enhancing powertrain components or software and performance “chips”

Damage Caused by Use and/or the Environment

The New Vehicle Limited Warranty does not cover surface rust, deterioration and damage of paint, trim, upholstery, and other appearance items that result from use and/or exposure to the elements. You, as the owner, are responsible for these items. Some examples are:

- dings, dents
- cuts, burns, punctures or tears
- road salt
- tree sap, bird and bee droppings
- windstorm, lightening, hail
- earthquake
- freezing, water or flood
- stone chips, scratches (some examples are on paint and glass)
- windshield stress cracks. However, limited coverage on windshield stress cracks will be provided for the first 12 months in service, regardless of miles driven, even though caused by use and/or exposure to the elements.

Maintenance/Wear

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

- oil changes
- oils, lubricants, other fluids
- oil/air filters
- tire rotation/inflation
- clearing/polishing
- clutch linings
- Wiper blades
- Wheel alignments and tire balancing
- Brake pad/lining

Where a vehicle has no factory-related defect, and is therefore not entitled to a warranty related repair, replacement or adjustment, it is Ford policy nonetheless to provide certain maintenance items, when necessary, free of charge during a limited period:

- wiper blade replacements will be provided during the first 12 months in service, regardless of miles driven
- wheel alignments and tire balancing (unless required by a warranty repair) will be provided during the first 12 months or 12,000 miles in service, whichever occurs first
- Brake pad/lining replacements will be provided during the first 12 months or 18,000 miles in service, whichever occurs first

SYNC Hands-Free Communications and Entertainment System

If your vehicle is equipped with SYNC, the New Vehicle Limited Warranty does not cover repairs under certain conditions. Some examples include:

- Loss of personal recording media, software or data
- Failure to provide proper installation environment
- Damage caused by:
 - abnormal use such as insertion of foreign objects, fluid spillage
 - unauthorized modification to alter functionality or capability
 - computer or internet viruses, bugs, worms, Trojan Horses, cancelbots
 - installation of unauthorized software, peripherals and attachments
 - unauthorized, unapproved and/or incompatible repairs, upgrades and modification

- the defective function of your cellular phone or digital media device (i.e., inadequate signal reception by the external antenna, viruses or other software problems)

Tire Wear or Damage

The New Vehicle Limited Warranty does not cover normal wear or worn out tires. Tires will not be replaced (unless required by a warranty repair) for wear or damage including:

- tire damage from road hazard such as cuts, snags, bruises, bulges, puncture, and impact breaks
- tire damage due to under or over inflation, tire chain use, racing, spinning (as when stuck in snow or mud), improper mounting or dismounting, or tire repair

Other Items or Conditions Not Covered

The New Vehicle Limited Warranty does not cover:

- vehicles that have had the odometer disconnected, altered, or inoperative for an extended period of time with the result that the actual mileage cannot be determined
- vehicles that have ever been labeled or branded as dismantled, fire, flood, junk, rebuilt, reconstructed, or salvaged; this will void the New Vehicle Limited Warranty
- vehicles that have been determined to be a total loss by an insurance company; this will void the New Vehicle Limited Warranty
- converted Expedition EL Limousines that are not equipped with the Limousine Builder's Package (17L) Option, or if the wheelbase is extended beyond 140 inches, or if the Gross Vehicle Weight Rating (GVWR) exceeds 9,900 pounds. See important information about Expedition EL limousine conversion (page 36).
- any other Ford or Mercury vehicles that are converted to limousines. This will void the New Vehicle Limited Warranty. See important information about conversions (page 36)
- converted ambulances that are not equipped with the Ford Ambulance Prep Package, see important information about ambulance conversions (page 35)

4. In addition ...

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

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

- Towing to the nearest Ford Motor Company dealership, or towing to your selling dealership if within 35 miles
- Flat tire change (vehicle must have useable spare)
- Fuel delivery (limited to two occurrences in a 12-month period up to 2 gal. gas, 5 gal. diesel)
- Jump starts
- Lock-out assistance (replacement key cost is customer responsibility)
- Winching (vehicle must be within 100 feet of a paved or county-maintained road)

The Roadside Assistance Program is separate from the New Vehicle Limited Warranty. It begins at the warranty start date and lasts for five years or 60,000 miles (whichever occurs first). If you need towing beyond the five years or 60,000 miles (whichever occurs first) period, Ford can arrange roadside assistance and charge your credit card unless the problem is covered by another Ford warranty. Ford will pay the tow charge under the other warranty.

For emergency roadside assistance, call 1-800-241-3673, 24 hours a day, 365 days a year.

Ford Rental cars (FRCS) that must be towed because a covered repair has failed during the warranty coverage period, Ford will cover towing to the nearest Ford Motor Company dealership.

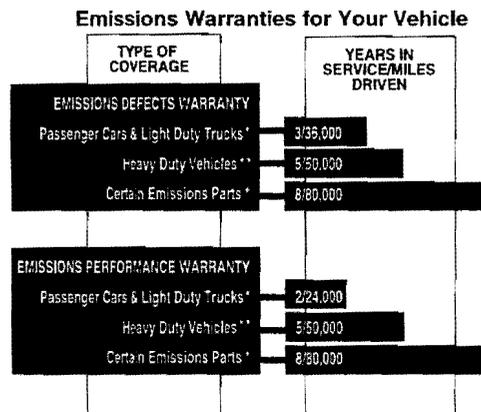
Ford Motor Company reserves the right to modify or discontinue Roadside Assistance at any time. Certain restrictions apply to Roadside Assistance benefits. Call 1-800-241-3673 for further details.

5. Federal requirements for emissions warranties

QUICK REFERENCE: EMISSIONS WARRANTY COVERAGE

This chart shows your warranty coverage under two emissions warranties that Ford Motor Company provides, in compliance with Federal requirements. The warranties are:

- Emissions Defects Warranty
- Emissions Performance Warranty



* Applies to vehicles up to 8,500 pounds gross vehicle weight rating (GVWR)
 ** Applies to trucks over 8,500 pounds gross vehicle weight rating (GVWR) up to 19,500 pounds gross vehicle weight rating (GVWR)

For full details on emissions control coverage, see:

- ➔ **Emissions Defect Warranty** (page 18)
- ➔ **Emissions Performance Warranty** (page 19)
- ➔ **What is Covered?** (pages 20-21)
- ➔ **What is Not Covered?** (page 21)

EMISSIONS DEFECT WARRANTY COVERAGE

During the warranty coverage period, Ford Motor Company warrants that:

- your vehicle or engine is designed, built, and equipped to meet - at the time it is sold - the emissions regulations of the U.S. Environmental Protection Agency (EPA).
- your vehicle or engine is free from emission-related defects in factory-supplied materials or workmanship, which are defects that could prevent the vehicle or engine from conforming with applicable EPA regulations.
- you will not be charged for diagnosis, repair, replacement, or adjustment of parts containing an emissions-related defect. Applicable parts are listed under **What is Covered?** on pages 20-21.

The warranty coverage period for:

- Passenger cars, light duty trucks (applies to vehicles up to 8,500 pounds GVWR)
 - 8 years or 80,000 miles (whichever occurs first) for catalytic converters, electronic engine control unit (ECU), transmission control module (TCM), and any other onboard emissions diagnostic module.
 - 3 years or 36,000 miles (whichever occurs first) for all other covered parts.
- Heavy duty vehicles (applies to trucks over 8,500 pounds GVWR up to 19,500 pounds GVWR)
 - 5 years or 50,000 miles (whichever occurs first) for all covered parts.

See **WHAT IS COVERED** for list of covered parts.

EMISSIONS PERFORMANCE WARRANTY COVERAGE

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

- You have maintained and operated your vehicle according to the instructions on proper care in the **Owner Guide**, the **Scheduled Maintenance Guide**, and this booklet.
- Your vehicle fails to conform, during the warranty coverage period, to the applicable national EPA standards, as determined by an EPA approved inspection and maintenance program.
- You are subject to a penalty or sanction under local, state, or federal law because your vehicle has failed to conform to the emissions standards. (A penalty or sanction can include being denied the right to use your vehicle.)
- Your vehicle has not been tampered with, misused, or abused.

The warranty coverage period for:

- Passenger cars, light duty trucks (applies to vehicles up to 8,500 pounds GVWR)
 - 8 years or 80,000 miles (whichever occurs first) for catalytic converter, electronic emission control unit (ECU), transmission control module (TCM), and any other onboard emissions diagnostic module
 - 2 years or 24,000 miles (whichever occurs first) for all other covered parts.
- Heavy duty vehicles (applies to trucks over 8,500 pounds GVWR up to 19,500 pounds GVWR)
 - 5 years or 50,000 miles (whichever occurs first) for all covered parts.

See WHAT IS COVERED for list of covered parts.

Note that the warranty period begins on the **Warranty Start Date** as specified on page 2 of this booklet.

WHAT IS COVERED?

For your vehicle if these parts contain an emissions-related defect, they are covered by both the Emissions Defect Warranty and the Emissions Performance Warranty.

- Air Flow Sensor
- Air/Fuel Feedback Control System and Sensors
- Air Induction System
- Catalytic Converter (including Diesel Particulate Filter and Diesel Oxidation Catalyst)
- Cold Start Enrichment System
- Controls for Deceleration
- Electronic Ignition System
- Exhaust Pipe (Manifold to Catalyst)
- Electronic Engine Control Sensors and Switches
- Electronic Engine Control Unit (ECU)*
- Evaporative Emission Control System
- Exhaust Gas Recirculation (EGR) System
- Exhaust Heat Control Valve
- Exhaust Manifold
- Exhaust Pipe (Manifold to Catalyst)
- Fuel Filler Cap and Neck Restrictor (non-diesel only)
- Fuel Injection System
- Fuel Injector Supply Manifold
- Fuel Tank (non diesel only)
- Fuel Tank Pressure Control Valve (Flex Fuel Vehicle Only)
- Idle Air Bypass Valve
- Ignition Coil and/or Control Module
- Intake Manifold
- Intercooler Assembly - Engine Charger
- Malfunction Indicator Lamp (MIL)/On-Board Diagnostic (OBD) System
- PCV system and Oil Filler Cap
- Secondary Air Injection System
- Spark Control Components
- Spark Plugs and Ignition Wires
- Supercharger Assembly
- Synchronizer Assembly
- Thermostat
- Throttle Body Assembly (MFI)
- Transmission Control Module (TCM)
- Turbocharger Assembly
- Vacuum Distribution System

* Includes hardware and emissions related software changes only

Important Information About List of Parts

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

Concerning parts that should be replaced on a certain maintenance schedule: these parts remain under warranty until : (a) the first replacement time that is specified in your **Owner Guide** and the **Scheduled Maintenance Guide**; or (b) the time or mileage limits of the Federal Defect and Performance Warranties (whichever occurs first). Your Ford Motor Company dealer maintains a complete list of parts covered by emissions warranties. For more details about the specific parts covered by the Emissions Defect Warranty, contact your dealer.

WHAT IS NOT COVERED?

Ford Motor Company may deny you emissions warranty coverage if your vehicle or a part does not contain an emissions-related defect or has failed because of abuse, neglect, improper maintenance, unapproved modifications, or any items included in **What Is Not Covered?**, pages 12-15.

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

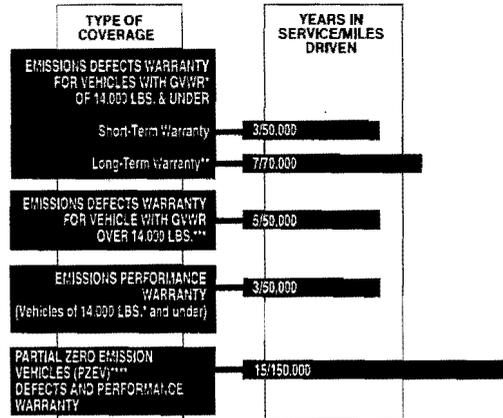
**Manager, Certification and Compliance Division
(6405J)
Warranty Claims
Environmental Protection Agency
Ariel Rios building
1200 Pennsylvania Avenue, N.W.
Washington, D.C. 20460**

6. California requirements for emissions warranties

QUICK REFERENCE: EMISSIONS WARRANTY COVERAGE

This chart shows the emission warranty that Ford Motor Company provides for your vehicle under the emissions control warranty in accordance with the regulations of the California Air Resources Board. This coverage is in addition to Federal Emission warranties (Page 17).

Emissions Warranties for California Certified Vehicles



* Gross Vehicle Weight Rating

** These specific parts were selected on the basis of their estimated replacement cost at the time the California Air Resources Board certified your vehicle for sale in California (up to 14,000 GVWR).

*** Diesel engine vehicles over 14,000 pounds GVWR are covered for 5 years or 100,000 miles.

**** Refer to your Vehicle Emission Control Information Label for emissions certification information.

Vehicles Eligible for California Emission Warranty Coverage

California emission warranty coverage applies if your vehicle meets the following two requirements:

- Your vehicle is registered in California or other states adopting California emission and warranty regulations,* and
- Your vehicle is certified for sale in California as indicated on the vehicle emission control information label.

- * Other states adopting California emissions and warranty regulation:
- Passenger Car & Light-duty Trucks (up to 8,500 pounds GVWR) - California, Connecticut, Maine, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington (NOTE: New York adopted California emission standards, but not the California Emissions Warranty; the Federal Emissions Control Warranty applies to all non-PZEV vehicles in New York)
 - Medium-Duty Vehicles (over 8,500 pounds GVWR up to 14,000 pounds GVWR) - California, Connecticut, Maine, Massachusetts, Oregon, Rhode Island, Vermont, and Washington
 - Light Heavy-Duty Diesel Engine Vehicles (over 14,000 pounds GVWR up to 19,500 pounds GVWR) - California, Maine, and Pennsylvania

Vehicles Eligible for California PZEV Emission Warranty Coverage

California Partial Zero Emission Vehicles (PZEV) have extended coverage on all emission related parts. This extended warranty coverage applies if your vehicle is PZEV certified as indicated on the VECI label and is registered in California, Connecticut, Maine, Massachusetts, New Jersey, New York, Rhode Island or Vermont.

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

- ➔ **Defects Warranties** (pages 23-29)
- ➔ **Performance Warranty** (pages 23-25)
- ➔ **What Is Covered?** (pages 26-28)
- ➔ **What Is Not Covered?** (page 28)

EXPLANATION OF CALIFORNIA EMISSIONS WARRANTIES

Your Warranty Rights and Obligations

The California Air Resources Board and Ford Motor Company are pleased to explain the emission control system warranty on your 2010-model vehicle. In California, new motor vehicles must be designed, built, and equipped to meet the State's stringent anti-smog standards. Ford must warrant the emission control system on your vehicle for the periods of time listed on pages 24-25, provided there has been no abuse, neglect, or improper maintenance of your vehicle.

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

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

Manufacturer's Warranty Coverage

For Vehicles Eligible for California Emission Warranty Coverage

If Gross Vehicle Weight Rating is 14,000 lbs. or less:

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

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

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

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

If an emissions-related part listed on page 27 with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Ford. This is your long-term emission control system DEFECTS WARRANTY.

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

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

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

For Vehicles Eligible for California PZEV Emission Warranty Coverage

For 15 years or 150,000 miles (whichever first occurs):

1. If an emissions-related part on your vehicle is defective, the part will be repaired or replaced by Ford. This is your emissions control system DEFECTS WARRANTY.
2. If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Ford to ensure that your vehicle passes the inspection. This is your emission control system PERFORMANCE WARRANTY.

Owner's Warranty Responsibilities

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

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

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

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

**State of California Air Resources Board
Mobile Source Operations Division
P.O. Box 8001
El Monte, California 91731-2990**

WHAT IS COVERED?

If the parts on the following list contains a defect that affects emissions, they are covered by the Defects Warranties.

- Air Flow Sensor
- Air/Fuel Feedback Control System and Sensors
- Air Induction System
- Catalytic Converter (including Diesel Particulate Filter and Diesel Oxidation Catalyst)
- Cold Start Enrichment System
- Controls for Deceleration
- Electronic Ignition System
- Exhaust Pipe (Manifold to Catalyst)
- Electronic Engine Control Sensors and Switches
- Electronic Engine Control Unit (ECU)*
- Evaporative Emission Control System
- Exhaust Gas Recirculation (EGR) System
- Exhaust Heat Control Valve
- Exhaust Manifold
- Exhaust Pipe (Manifold to Catalyst)
- Fuel Filler Cap and Neck Restrictor (non-diesel only)
- Fuel Injection System
- Fuel Injector Supply Manifold
- Fuel Tank (non-diesel only)
- Fuel Tank Pressure Control Valve (Flex Fuel Vehicle Only)
- Idle Air Bypass Valve
- Ignition Coil and/or Control Module
- Intake Manifold
- Intercooler Assembly - Engine Charger
- Malfunction Indicator Lamp (MIL)/On-Board Diagnostic (OBD) System
- PCV System and Oil Filler Cap
- Secondary Air Injection System
- Spark Control Components
- Spark Plugs and Ignition Wires
- Supercharger Assembly
- Synchronizer Assembly
- Thermostat
- Throttle Body Assembly (MFI)
- Transmission Control Module (TCM)
- Turbocharger Assembly
- Vacuum Distribution System

* Includes hardware and emissions related software changes only

COVERAGE FOR 2010 MODEL VEHICLES UNDER LONG TERM DEFECTS WARRANTY
(Coverage for up to 7 years/70,000 miles, whichever first occurs)
Fusion, Milan, Mustang

Part Name	Engine Size					
	2.5L	3.0L	3.5L	4.0L	4.6L	5.4L
Catalytic Converter	X	X	X	X	X	X
Catalyst Inlet Pipe		X	X			
Supercharger						X
Cam Timing Assembly		X	X			X
Variable Camshaft Timing Kit			X		X	
Variable Camshaft Timing Housing (Right-Hand)			X			
Variable Camshaft Timing Housing (Left-Hand)		X	X			
Variable Camshaft Timing Solenoid		X				
Camshaft Drive Assembly (Left-Hand)				X		
Camshaft Drive Assembly (Right-Hand)				X		
Crankshaft Pulley Assembly						X
Charge Air Cooler						X
Transmission Valve/Control Assembly			X(1)			
Transmission Solenoid	X			X	X	
Transmission Control Module			X(1)			
Fuel Tank	X	X	X			
Intake Manifold				X	X	X
Exhaust Manifold (Right-Hand)		X	X		X	X
Exhaust Manifold (Left-Hand)			X		X	X
Exhaust Manifold Gasket		X				X
Exhaust Gasket		X				
EGR Tube to Manifold Connector		X				X
Throttle Body Spacer						X
Fuel Injector Fuel Supply Manifold						X
Powertrain Control Wiring Harness	X	X	X	X	X	X
Powertrain Engine Control Unit (ECU)	X	X	X	X	X	X
Main Body Wiring Harness (2)				X	X	X
Dash Panel & Headlight Junction Wiring Assembly (2)	X	X	X	X	X	X

(1) Fusion W/AW-6spd Trans only

(2) for Service Engine Soon/Malfunction Indicator Lamp (MIL) illumination only

Important Information about List of Parts

There may be additional coverage for these parts through the Bumper to Bumper, Powertrain, or Diesel Engine limited warranties. In any case, the warranty with the broadest coverage applies.

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

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

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

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

WHAT IS NOT COVERED?

Ford Motor Company may deny you emissions warranty coverage if your vehicle or a part does not contain a defect that affects emissions or has failed because of abuse, neglect, improper maintenance, unapproved modifications, or any items included in **What Is Not Covered?**, pages 12-15.

7. Additional information about your emissions warranty coverage, under Federal and California requirements

HOW DO I GET WARRANTY SERVICE?

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

Your dealer will determine whether the repair is covered by the warranty. If the dealer has a question about Emissions Performance Warranty coverage, it will forward the question to Ford Motor Company, which must make a final decision within 30 days after you bring your vehicle in for repair. (The decision will be made within a shorter time if state, local, or federal law requires you to have the vehicle repaired more quickly in order to avoid additional penalties.) The deadline for a determination about Emissions Performance Warranty Coverage does not need to be met if you request a delay, agree to a delay in writing, or if the delay is caused by an event for which neither Ford nor your dealer is responsible. If a question about Emissions Performance Warranty coverage is referred to Ford Motor Company, you will be notified by Ford Motor Company in writing if your claim for warranty coverage is denied. The notice will explain the basis for denying your claim. If you fail to receive this notice within a timely manner, as determined above, Ford will perform the warranty repair for you free of charge.

HOW DO I HANDLE EMERGENCY REPAIRS?

If your vehicle needs an emergency warrantable repair and a Ford Motor Company dealer is not available, or if a Ford Motor Company dealer cannot perform warrantable repair(s) within 30 days of you bringing your vehicle to the dealer, repairs may be performed at any service establishment or by you using Ford equivalent replacement parts.

Ford will reimburse you for the cost of these warranty repairs including diagnosis, if you take the part(s) that are replaced and the repair receipt(s) to a Ford Motor Company dealer. The reimbursement shall not exceed Ford's suggested retail price for the warranted parts that are replaced and labor charges based on Ford's recommended time allowance for the warranty repair and the geographically appropriate hourly rate.

WHAT REPLACEMENT PARTS SHOULD I USE?

Ford Motor Company recommends that you use genuine Ford replacement parts. However, when you are having non-warranty work done on your vehicle, you may choose to use non-Ford parts. If you decide to use non-Ford parts, be sure they are equivalent to Ford parts in performance, quality, and durability. If you use replacement parts that are not equivalent to Ford parts, your vehicle's emissions control systems may not work as effectively, and you may jeopardize your emissions warranty coverage.

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

The maintenance, replacement, or repair of emissions control devices or systems can be performed by any automotive repair establishment or individual using Ford replacement parts or EPA certified parts without voiding your federal warranty coverage for future repairs during the warranty period.

PROPER MAINTENANCE PRESERVES YOUR WARRANTY

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

To have repairs made under this warranty, you may have to show that you have followed Ford's instructions on properly maintaining and using your vehicle. You will find these instructions in your **Owner Guide** and **Scheduled Maintenance Guide**. Be sure to save your service receipts and to keep accurate records of all maintenance work.

CUSTOMER ASSISTANCE

If you are not satisfied with the handling of a warranty matter, see **Customer Assistance**, on the inside front cover, and **Better Business Bureau (BBB) AUTO LINE program**, page 33.

8. Noise emissions warranty

NOISE EMISSIONS WARRANTY FOR CERTAIN LIGHT TRUCKS

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

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

THE NOISE EMISSIONS WARRANTY OBLIGATIONS DO NOT APPLY TO:

- loss of time, inconvenience, loss of use of the vehicle, commercial loss or, other consequential damages.
- any vehicle which is not covered by the U.S. EPA Medium and Heavy Trucks Noise Emission Standards (40 C.F.R. Part 205, Subpart B). Among the non-covered vehicles are those lacking a partially or fully enclosed operator's compartment, such as a basic stripped chassis, those having a Gross Vehicle Weight Rating of 10,000 pounds or less, and those sold outside the United States and its territories. To the extent permitted by law, THIS WARRANTY IS EXPRESSLY INSTEAD of any express or implied warranty, condition, or guarantee, agreement, or representation, by any person with respect to conformity of this vehicle with the U.S. EPA Noise Control Regulations, including ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS.

9. Ford Extended Service Plan

MORE PROTECTION FOR YOUR VEHICLE

You can get additional protection for your new car or light truck by purchasing a Ford Extended Service Plan (Ford ESP). Ford ESP service contracts are backed by Ford Motor Company and they provide:

- additional benefits during the warranty period depending on the plan you purchase (such as: alternative transportation and coverage for certain maintenance and wear items; coverage for certain maintenance and wear items); and
- extended protection after your Bumper to Bumper Warranty expires.

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

When you purchase Ford ESP, you receive peace-of-mind protection throughout the United States and Canada, provided by a network of more than 4,600 Ford Motor Company dealers.

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

10. The Better Business Bureau (BBB) AUTO LINE Program (U.S. Only)

Your satisfaction is important to Ford Motor Company and to your dealer. If a warranty concern has not been resolved using the three-step procedure outlined on the first page of the Customer Assistance section, you may be eligible to participate in the BBB AUTO LINE program.

The BBB AUTO LINE program consists of two parts — mediation and arbitration. During mediation, a representative of the BBB will contact both you and Ford Motor Company to explore options for settlement of the claim. If an agreement is not reached during mediation and your claim is eligible, you may participate in the arbitration process. An arbitration hearing will be scheduled so that you can present your case in an informal setting before an impartial person. The arbitrator will consider the testimony provided and make a decision after the hearing.

You are not bound by the decision, but should you choose to accept the BBB AUTO LINE decision, Ford must abide by the accepted decision as well. Disputes submitted to the BBB AUTO LINE program are usually decided within forty days after you file your claim with the BBB.

BBB AUTO LINE Application: Using the information provided below, please call or write to request a program application. You will be asked for your name and address, general information about your new vehicle, information about your warranty concerns, and any steps you have already taken to try to resolve them. A Customer Claim Form will be mailed that will need to be completed, signed, and returned to the BBB along with proof of ownership. Upon request, the BBB will review the claim for eligibility under Program Summary Guidelines.

You can get more information by calling BBB AUTO LINE at 1-800-955-5100, or writing to:

**BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, Virginia 22203-1833**

BBB AUTO LINE applications can also be requested by calling the Ford Motor Company Customer Relationship Center at 1-800-392-3673.

Note: Ford Motor Company reserves the right to change eligibility limitations, modify procedures, or to discontinue this process at any time without notice and without obligation.

11. State warranty enforcement laws

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

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

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

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

12. Important information about ambulance conversions

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

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

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

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

13. Important information about Ford limousine conversions

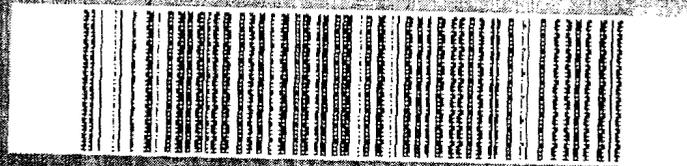
Ford Motor Company authorizes only Ford Qualified Vehicle Modifiers (QVM's) to perform Ford Expedition EL conversions. To obtain a list of QVM's, visit our website at www.fleet.ford.com/limo or call 1-800-34-FLEET. Expedition EL is suitable for limousine conversion only if equipped with the proper Ford Limousine Builder's Package. The wheelbase on the Expedition EL with the Limousine Builder's Package (17L) may NOT be extended beyond 140" (258.89 total wheelbase) or in a manner that results in a Gross Vehicle Weight Rating (GVWR) exceeding 9,900 pounds.

If an Expedition EL Limousine is NOT equipped with the Limousine Builder's Package or it is equipped with the Limousine Builder's Package but its wheelbase is extended beyond its limitations or if its GVWR exceeds the weight limitations, then the New Vehicle Limited Warranty is voided, any Ford Extended Service Plan (ESP) contract is voided, applicable Emissions warranties may be voided, and the vehicle modifier may be considered the vehicle "manufacturer" for Emissions Warranty coverage purposes (including responsibilities for emissions, warranty, recall, and in-use compliance).

Any other Ford or Mercury vehicle converted to a limousine will **void** the New Vehicle Limited Warranty.

www.ownerconnection.com

Designed with Ford owners in mind, this site features updated information on vehicle service, special offers and Ford-sponsored events in your community.



AW7J 19T201 AA



ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
8/24/2012 CLOSED	[REDACTED] DRP-VEHICLE REPURCHASE REQUEST	3FAHP0JG0AR [REDACTED] 587022491	2010	06
6/11/2012 CLOSED	[REDACTED] CLP - CRC SUPPORTS FIELD'S DECISION	3FAHP0JG0AR [REDACTED] 587022491	2010	01
5/31/2012 CLOSED	[REDACTED] CLP - IN - BUYBACK - OBC	3FAHP0JG0AR [REDACTED] 587022491	2010	04
9/22/2011 CLOSED	[REDACTED] CLP - IN - SERVICE REPAIR - AT RISK	3FAHP0JG0AR [REDACTED] 587022491	2010	04
9/6/2011 CLOSED	[REDACTED] MARKETING-PUBLIC PRIVATE-ESP- ACCESSORY	3FAHP0JG0AR [REDACTED] 587022491	2010	01

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VEHICLE DETAIL

VIN: 3FAHP0JG0AR [REDACTED] Engine: 3.0L 4V OHC V6 DURATEC 230HP
 Make: FORD Transmission: 6 SPD AUTO TRANS 6F MID-RANGEA
 Model: FUSION Paint Code/Color: WHITE SUEDE
 Year: 2010 Calibration: ADE1F60A
 Pay Load: Max Towing Weight:
 GVWR: 04474 Axle Ratio:
 WheelBase: YM Warranty Start Date: 8/5/2010
 GCWR: Vehicle Build Date: 3/11/2010
 PEP Code: 301A

Selling Dealers Name: SUTTON FORD LINCOLN, INC.
 Selling Dealers P & A Code: 01527 Selling Dealers Sales Code: F41043
 Selling Dealers Main Phone: 708-720-8000 Selling Dealers Service Phone: 708-747-5900

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 P O J A R [REDACTED] [REDACTED] Y M 3 C F 2 1 2 B 1 1 0 0 A B E W A 7 D C
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 L A U 3 B B S M K 3 4 1 D 0 4 3 0 W S F L 8 D G 3
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F A H 0 6 S 3 0 1 A 9 G W I L
 1 2 3 4 5 6 7 8 9 160

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ESP / Recall Information

VIN: 3FAHP0JG0AR [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
3FAHP0JG0AR [REDACTED]	2010 FUSION No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
 1FAFP552X1G [REDACTED]	2001 TAURUS No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	No Oasis No Warranty History
 1FAFP52U81G [REDACTED]	2001 TAURUS No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	No Oasis No Warranty History
 2FMZA524XYE [REDACTED]	2000 WINDSTAR No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	No Oasis No Warranty History
 1FMDU34X4TU [REDACTED]	1996 EXPLORER No Open Issues	RCL LEASED TO AN INDIVIDUAL	Original Owner	No Oasis No Warranty History

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Customer Info

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

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CUSTOMER NAME/PHONE NUMBER

[REDACTED]

CUSTOMER LIST

ADDRESS

[REDACTED]
CHICAGO IL [REDACTED]

STATUS

No Open Issues

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0JG0AR [REDACTED] Year: 2010 Model: Case: 587022491
 Name: MS [REDACTED] Owner Status: Original WSD: 2010-08-05
 Symptom Desc: INSTR/DISPLAY ELECTRONIC MESSAGE CENTER Primary Phone: [REDACTED]
 Reason Desc: DRP-VEHICLE REPURCHASE REQUEST Secondary Phone: [REDACTED]
 Issue Type: 06 BBB AUTO LINE/DACO Issue Status: CLOSED

Action: OPEN - PENDING ELIGIBILITY
 Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC Origin Desc: BETTER BUSINESS BUREAU
 Odometer: 32623 MI Comm Type: MAIL
 Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
 Action Date: 07/10/2012 Action Time: 11.05.18.031 Action Data: No

Comments NEW CASE: FRD1223199. REPRESENTED BY TIMOTHY C. MALONEY OF KROHN & MOSS AL GA IL KY
 KS MN MO WI TX. PROBLEMS: ELECTRICAL,SUSPENSION,ENGINE,STEERING/ SUSPENSION.

Action: FIELD E-MAIL SENT - DRP
 Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC Origin Desc: CONSUMER AFFAIRS-DISPUTE
 RESOLUTION PROGRAM
 Odometer: 32623 MI Comm Type: OUTBOUND
 EMAIL-OTHER
 Analyst Name: JAYMIE SHEIR Analyst: JSHEIR1
 (JSHEIR1)
 Action Date: 07/10/2012 Action Time: 15.19.02.427 Action Data: No

Comments SENT DLR REPORT REQ TO SM LARRY HOUSMAN @ NAPLETON'S RIVER OAKS LINCOLN-TFOAM REQ
 SENT

Action: DOCUMENT ADDITIONAL INFORMATION
 Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC Origin Desc: CONSUMER AFFAIRS-DISPUTE
 RESOLUTION PROGRAM
 Odometer: 32623 MI Comm Type: OUTBOUND
 EMAIL-OTHER
 Analyst Name: JAYMIE SHEIR Analyst: JSHEIR1
 (JSHEIR1)
 Action Date: 07/10/2012 Action Time: 15.20.41.986 Action Data: No

Comments -SENT EMAIL TO BBB: NO OFFER TO CUST

Action: COMPANY REPORT SUBMITTED
 Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC Origin Desc: CONSUMER AFFAIRS-DISPUTE
 RESOLUTION PROGRAM
 Odometer: 32623 MI Comm Type: OUTBOUND
 EMAIL-OTHER
 Analyst Name: JAYMIE SHEIR Analyst: JSHEIR1
 (JSHEIR1)
 Action Date: 07/24/2012 Action Time: 16.14.00.633 Action Data: Yes

Comments -SUBMITTED MRF TO BBB VIA FAX

Data Element Name	Data Value
CUSTOMER CONTACTED BY FORD	YES

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

YES

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 32623 MI

Comm Type: MAIL

Analyst Name: COSTELLO, MATT

Analyst: M-COSTE3

Action Date: 07/24/2012

Action Time: 21.05.27.314

Action Data: No

Comments HEARING SCHEDULED ON 08/01/12 AT 1:30 P.M.

Action: DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS

Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC

Origin Desc: CONSUMER AFFAIRS-DISPUTE
RESOLUTION PROGRAM

Odometer: 32623 MI

Comm Type: OUTBOUND
EMAIL-OTHER

Analyst Name: JAYMIE SHEIR
(JSHEIR1)

Analyst: JSHEIR1

Action Date: 07/31/2012

Action Time: 08.28.01.978

Action Data: Yes

Comments REC'D DLR REPORT NAPLETON'S RIVER OAKS FORD LINCOLN

Data Element Name

Data Value

DATE PAPERWORK REC'D

07-30-2012

Action: POST-HEARING REQUEST-ARBITRATOR REQUESTS TE

Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 32623 MI

Comm Type: MAIL

Analyst Name: COSTELLO, MATT

Analyst: M-COSTE3

Action Date: 08/07/2012

Action Time: 11.05.11.450

Action Data: Yes

Comments REQUESTS TE 08/04/12

Data Element Name

Data Value

DATE ARBITRATOR REQUESTS TE

08/04/12

Action: ARBITRATION-AWA DRS SPENDING

Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC

Origin Desc: CONSUMER AFFAIRS-DISPUTE
RESOLUTION PROGRAM

Odometer: 32623 MI

Comm Type: OUTBOUND
EMAIL-OTHER

Analyst Name: JAYMIE SHEIR
(JSHEIR1)

Analyst: JSHEIR1

Action Date: 08/10/2012

Action Time: 15.44.40.947

Action Data: Yes

Comments -REC'D DENIAL DECISION AWAITING CUST A/R FORM

Data Element Name

Data Value

ARBITRATOR NAME (LAST NAME, FIRST NAME)

OCONNOE, BRIAN

DENIAL DECISION (Y=YES, N=NO)

Y

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)

Action: ARBITRATION DECISION-DENIAL
Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC Origin Desc: BETTER BUSINESS BUREAU
Odometer: 32623 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 08/10/2012 Action Time: 16.05.24.974 Action Data: No

Comments ARBITRATION DECISION-DENIAL ARBITRATED RESULTING IN A DENIAL

Action: ASSUMED REJECTION OF DECISION
Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC Origin Desc: BETTER BUSINESS BUREAU
Odometer: 32623 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 08/24/2012 Action Time: 16.05.13.765 Action Data: Yes

Comments DATE OF REJECTION 08/24/12 ARBITRATED RESULTING IN A DENIAL

Data Element Name	Data Value
----- DATE OF REJECTION	----- 08/24/12 Y

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0JG0AR [REDACTED] Year: 2010 Model: Case: 587022491
Name: MS [REDACTED] Owner Status: Original WSD: 2010-08-05
Symptom Desc: CRANKS/NO START ALL ENGINE TEMP Primary Phone: [REDACTED]
Reason Desc: CLP - CRC SUPPORTS FIELD'S DECISION Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: TIER ONE CLOSE ISSUE
Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC Origin Desc: TIER ONE - MELBOURNE
Odometer: 1 MI Comm Type: PHONE
Analyst Name: CHAPPLE, NETALYA Analyst: NCHAPPL1
Action Date: 06/11/2012 Action Time: 17.02.00.596 Action Data: No

Comments -CUSTOMER CALLING IN TO CHECK THE STATUS OF A CLAIM THAT WAS PREVIOUS OPEN,-BUY BACK REQUEST WAS DENIED, CUSTOMER STATED THAT SHE IS UNHAPPY ABOUT THE PERFORMANCE OF HER VEHICLE AND SHE STATED THAT SHE WANTS TO EXPRESS HOW UPSET SHE IS WITH THIS VEH AND THE TREATMENT THAT IS PROVIDED TO HER BY FMC. AND THE PROBLEM NOT NOT ABLE TO BE DUPLICATED.CRC ADVISED:SEE HISTORICALS:THANK YOU FOR CONTACTING FORD MOTOR COMPANY IN REGARDS TO THIS ISSUE. OUR RECORDS INDICATE THAT A DECISION HAS BEEN MADE AND THE CRC CAN NOT OVERTURN THIS DECISION. HOWEVER, TO ENSURE OUR RECORDS ARE COMPLETE WE HAVE DOCUMENTED YOUR FEEDBACK.

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0JG0AR[REDACTED]	Year: 2010	Model:	Case: 587022491
Name: MS [REDACTED]	Owner Status: Original	WSD: 2010-08-05	
Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: CLP - IN - BUYBACK - OBC		Secondary Phone: [REDACTED]	
Issue Type: 04 REGION	Issue Status: CLOSED		
Initial Customer Contact: 05/24/2012			

Action: TIER ONE OPEN ISSUE
Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC **Origin Desc:** TIER ONE - MELBOURNE
Odometer: 31333 MI **Comm Type:** PHONE
Analyst Name: CAPORALE, PATRICIA **Analyst:** PCAPORA1
Action Date: 05/24/2012 **Action Time:** 09.31.27.339 **Action Data:** No

Comments -CUST - BEEN DRIVING THINKING PROBLEM WAS FIXED - CAR SHUTTING DOWN COMPLETELY - ON EXPRESSWAY - SHUT DOWN WHILE I WAS DOING 55 - AND IT TOTALLY CUT OFF - 2011 FUSION - WHEN I WENT TO ACCELERATE BUT IT WAS ROLLING BACKWARD -IT HAD SHUT OFF - THEY SAY THEY CANT DUPLICATE IT - I NO LONGER FEEL SAFE IN THIS VEHICLE AND I WANT FORD TO BUY IT BACK - -DEALER - NAPLETON'S RIVER OAKS LINCOLN, LLC SCHEDULE SERVICE 1777 RIVER OAKS DRIVE CALUMET CITY IL 60409(877) 869-0246 -CRC-OBC - TALKED TO SSA SPENCE WHO SAID THEY HAD VEH FOR A WEEK AND COULD NT DUPLICATE - SAID FOR HER TO BRING IT BACK AGAIN - I 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.

Action: CREATE FOLLOW UP
Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 31333 MI **Comm Type:** PHONE
Analyst Name: HERRERA, MARK **Analyst:** MHERRE47
Action Date: 05/25/2012 **Action Time:** 16.22.26.952 **Action Data:** Yes

Comments <CSM MARK -EXT #77806>OBC TO THE DLR | THE DLR ADVISED THAT THE VEHICLE HAS NOT BEEN TO THE DEALER SINCE DECEMBER| THE CUSTOMER DOES HAVE AN APPT ON THE 05-29-2012 TO DIAGNOSE THE VEHICLE| OBC TO THE CUSTOMER [REDACTED] THE CUSTOMER ADVISED THAT THE CAR LOSS THE POWER AND THE CUSTOMER BROUGHT IT INTO THE DLR | THE DLR DID NOT FIND ANYTHING WRONG WITH THE VEHICLE| THE VEHICLE CUT OFF ON WEDNESDAY AND THE CUSTOMER MADE A APPT FOR THE MONDAY | THE CUSTOMER ADVISED THAT THE DLR DRIVES THE VEHICLE TO TRY TO DUPLICATE| THE CUSTOMER IS CONCERN THAT THE WARRANTY IS GOING TO RUN OUT AND SHE WILL BE STUCK FINANCIALLY WITH A REPAIR | ADVISED THE CUSTOMER THAT I WILL BE WILLING TO REVIEW HER CASE FOR A POSSIBLE ESP | F/U 05-30-2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-30-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP
Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 31333 MI **Comm Type:** OTHER
Analyst Name: OSTEN,SANDRA **Analyst:** SOSTEN
Action Date: 05/30/2012 **Action Time:** 17.02.46.625 **Action Data:** Yes

Comments CSM SANDY EXT 77777 == DUE TO TIME CONSTRAINTS UNABLE TO F/U WITH DEALER == RESET F/U FOR 5/31/12 BEFORE 5PM EST.

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-31-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CONCERN ADDRESSED
Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 31333 MI **Comm Type:** PHONE
Analyst Name: OSTEN, SANDRA **Analyst:** SOSTEN
Action Date: 05/31/2012 **Action Time:** 16.37.28.126 **Action Data:** Yes

Comments CSM SANDY EXT 77777 == OBC TO CUSTOMER AT [REDACTED] == ADVISED CUSTOMER THAT THE VEHICLE IS NOT GOING TO BE BOUGHT BACK AFTER REVIEW WITH CSM SANDY AND MARK == ADVISED THAT DLR WILL NEED TO VERIFY THE ISSUE BEFORE ANYTHING ELSE CAN BE DONE == THROTTLE BODY WAS REPLACED AT LAST VISIT (BEEN TWO VISITS WITH A LESS THAN 5 DAYS VEHICLE DOWN) == OFFERED ESP PREMIUMCARE TO CUSTOMER TO ENSTILL TRUST BACK INTO VEHICLE BUT THE CUSTOMER DECLINED == CUSTOMER GOT LOUD, ANGRY AND HUNG == ADVISED IF SHE GETS IN ACCIDENT BECAUSE OF THE ISSUE SHE WILL BE SUING FORD == NOTHING FURTHER NEEDED == CLOSING CASE

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	49
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	N
ESP USED? (Y/N)	Y
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

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 3FAHP0JG0AR [REDACTED] Year: 2010 Model: Case: 587022491
 Name: MS [REDACTED] Owner Status: Original WSD: 2010-08-05
 Symptom Desc: LOSS OF POWER CRUISE Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 09/07/2011

Action: TIER II ESCALATION - UNABLE TO DUPLICATE Origin Desc: US CONCERN CASE
 Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC BASE
 Odometer: 23000 MI Comm Type: PHONE
 Analyst Name: WASHINGTON Analyst: CWASHI49
 (CWASHI49), CYNTHIA
 Action Date: 09/06/2011 Action Time: 15.12.47.475 Action Data: Yes

Comments CUSTOMER SAID: 1.SYMPTOM A.LOSS OF POWER-CRUISE-STATES SHE IS LITTLE FRUSTRATED NOW -STATES SHE PURCHASED A FUSION LAST YEAR -STATES JUST LAST MONTH SHE EXPERIENCED ON 2 OCASSIONS THE SPEED DROPPED FROM 55 MPH TO 2 MPH INSTANTLY -SHE TOOK THE DLR AND THEY COULD NOT FIND ANY PROBLEMS-STATES SHE TOOK THE CAR OUT AGAIN AND A WEEK LATER SHE WAS APPROACHING THE RAMP AND THE SAME OCCURRED 35 MPH TO 2-3 MPH-STATES IT WOULD GO TO 5 MILES-STATES SHE CALLED THE DLR AND ADVISED THEM WHAT WAS GOING ON-STATES SHE ASKED WHAT COULD SHE DO -STATES WAS GOING TO TRY TO MAKE IT TO THE DLR-STATES SHE MADE IT TO THE SIDE OF THE ROAD -STATES SHE SHUT IT OFF AND IT RAN FINE-STATES THE VEH HAS BEEN AT THE DLR SINCE AUG 26-STATES THE DLR HAD DRIVEN THE VEH BUT HAS BEEN ABLE TO DUPLICATE THE CONCERN 2.VEHICLE LOCATION -VEH IS AT THE DLR DLR3.CUST IS SEEKING TO GET VEH REPAIRED DEALER SAID: NAPLETON'S RIVER OAKS LINCOLN MERCURY, LLC 1777 RIVER OAKS DRIVE CALUMET CITY, IL 60409 TEL:(877) 745-4998 CRC 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 [REDACTED] -NO SPECIFIC CALLBACK TIME REQUESTED

Data Element Name	Data Value
ESTIMATED COST OF REPAIR:	0 18:00

Action: TIER II ESCALATION - UNABLE TO DUPLICATE Origin Desc: US CONCERN CASE
 Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC BASE
 Odometer: 23000 MI Comm Type: PHONE
 Analyst Name: WASHINGTON Analyst: CWASHI49
 (CWASHI49), CYNTHIA
 Action Date: 09/06/2011 Action Time: 15.12.47.971 Action Data: Yes

Comments CUSTOMER SAID: 1.SYMPTOM A.LOSS OF POWER-CRUISE-STATES SHE IS LITTLE FRUSTRATED NOW -STATES SHE PURCHASED A FUSION LAST YEAR -STATES JUST LAST MONTH SHE EXPERIENCED ON 2 OCASSIONS THE SPEED DROPPED FROM 55 MPH TO 2 MPH INSTANTLY -SHE TOOK THE DLR AND THEY COULD NOT FIND ANY PROBLEMS-STATES SHE TOOK THE CAR OUT AGAIN AND A WEEK LATER SHE WAS APPROACHING THE RAMP AND THE SAME OCCURRED 35 MPH TO 2-3 MPH-STATES IT WOULD GO TO 5 MILES-STATES SHE CALLED THE DLR AND ADVISED THEM WHAT WAS GOING ON-STATES SHE ASKED WHAT COULD SHE DO -STATES WAS GOING TO TRY TO MAKE IT TO THE DLR-STATES SHE MADE IT TO THE SIDE OF THE ROAD -STATES SHE SHUT IT OFF AND IT RAN FINE-STATES THE VEH HAS BEEN AT THE DLR SINCE AUG 26-STATES

THE DLR HAD DRIVEN THE VEH BUT HAS BEEN ABLE TO DUPLICATE THE CONCERN 2.VEHICLE LOCATION -VEH IS AT THE DLR DLR3.CUST IS SEEKING TO GET VEH REPAIREDDEALER SAID: NAPLETON'S RIVER OAKS LINCOLN MERCURY, LLC 1777 RIVER OAKS DRIVECALUMET CITY, IL 60409 TEL:(877) 745-4998CRC 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-JLYNN PIERCE 7739871173-NO SPECIFIC CALLBACK TIME REQUESTED

Data Element Name	Data Value
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ESTIMATED COST OF REPAIR:	0 18:00

Action: CREATE FOLLOW UP
Dealer: 11171 NAPLETON'SRIVER OAKS LINCOLN, LLC **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 23000 MI **Comm Type:** PHONE
Analyst Name: OSTEN,SANDRA **Analyst:** SOSTEN
Action Date: 09/07/2011 **Action Time:** 10.54.38.907 **Action Data:** Yes

Comments CSM SANDY EXT 7777==INITIAL REVIEW==LTV: 69==WSD: 08-05-2010==23K MILES ON VEHICLE==BOUGHT VEH NEW BUT NOT FROM THIS DLR==4 OTHER VEHICLES ON FILE==NO ESP==NO FSA==NO WARRANTY HISTORY==THL NOT CONTACTED==NO RELATED TSB'S OR SSM'S FOUND==2 X THE SPEED DROPPED FROM 55MPH TO 5 MPH AND CUST HAD TO TURN OFF VEHICLE AND RESTART==OBC TO DLR S/M BILL==HAVE HAD VEHICLE FOR SEVERAL DAYS==TECH DROVE IT==NO CODES==NEVER ABLE TO DUPLICATE THE ISSUE==S/M HAS DROVE THE VEHICLE IN SEVERAL DIFFERENT CONDITIONS AND HAVE NOT FOUND ANYTHING==ADVISED MAY BE BAD GAS==DLR CONTACTED THE FSE NOLAN LAST NIGHT==HAD TECH OPEN UP A THL==REQUESTING TO RETRIEVE THE FREEZE FRAME DATA FROM THE THROTTLE BODY==MAY BE THROTTLE BODY PROBLEM==TECH FOUND A TSB THAT PERTAINS TO THE WIRE HARNESS RUBBING THRU SOMETHING==MAY OR MAY NOT BE PROBLEM==CHECKING HARNESSES==WORKING WITH THL==CUSTOMER IS IN RENTAL VEHICLE FOR GOODWILL BECAUSE CUSTOMER FEELS THIS IS MAJOR SAFETY ISSUE==ANSWER BY END OF DAY OR TOMORROW AT THE LATEST==OBC TO CUSTOMER AT [REDACTED] ==LEFT MESSAGE WITH CONTACT INFORMATION==RESET F/U FOR 9/9/11 BEFORE 5PM EST.

Data Element Name	Data Value
-----	-----
DATE OF FOLLOW UP:	09-09-2011
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CREATE FOLLOW UP
Dealer: 11171 NAPLETON'SRIVER OAKS LINCOLN, LLC **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 23000 MI **Comm Type:** PHONE
Analyst Name: OSTEN,SANDRA **Analyst:** SOSTEN
Action Date: 09/09/2011 **Action Time:** 12.53.30.682 **Action Data:** Yes

Comments CSM SANDY EXT 7777==OBC TO DLR S/M BILL==ADVISED VEHICLE IS DONE==CONTACTED THL AND FOLLOWED THE TESTING PROCEDURES AND ADVISED TO REPLACE THE THROTTLE BODY==CUSTOMER PICKED UP VEHICLE YESTERDAY==OBC TO CUSTOMER AT [REDACTED] LEFT MESSAGE WITH CONTACT INFORMATION==RESET F/U FOR 9/12/11 BEFORE 5PM EST.

Data Element Name	Data Value
-----	-----
DATE OF FOLLOW UP:	09-12-2011
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CREATE FOLLOW UP
Dealer: 11171 NAPLETON'SRIVER OAKS LINCOLN, LLC **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 23000 MI **Comm Type:** PHONE

Analyst Name: OSTEN,SANDRA Analyst: SOSTEN
Action Date: 09/12/2011 Action Time: 11.26.21.446 Action Data: Yes

Comments CSM SANDY EXT 7777==OBC TO CUST AT [REDACTED]==LEFT MESSAGE WITH CONTACT INFORMATION==RESET F/U FOR 9/14/11 BEFORE 5PM EST.

Data Element Name	Data Value
DATE OF FOLLOW UP:	09-14-2011
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CONCERN RESOLVED
Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 23000 MI Comm Type: OTHER
Analyst Name: OSTEN,SANDRA Analyst: SOSTEN
Action Date: 09/14/2011 Action Time: 16.49.52.144 Action Data: Yes

Comments CSM SANDY EXT 7777==IBC FROM CUSTOMER ==CUSTOMER LEFT VM THAT VEHICLE IS RUNNING BEAUTIFULLY AND NO ISSUES==THANKED CSM FOR ASSISTANCE==NOTHING FURTHER NEEDED AT THIS TIME==CLOSING CASE

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	69
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	Y
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)	N

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 11171 NAPLETON'S RIVER OAKS LINCOLN, LLC Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 23000 MI Comm Type: PHONE
Analyst Name: OSTEN,SANDRA Analyst: SOSTEN
Action Date: 09/22/2011 Action Time: 16.30.12.023 Action Data: No

Comments CSM SANDY EXT 7777==OBC TO DLR S/M BILL==ADVISED RENTAL IS \$282.63 FOR 9 DAYS RENTAL==RO# 011599==LINE 02--P11 PROGRAM CODE==APPROVAL # M03XJ==CASE REMAINS CLOSED

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 3FAHP0JG0AR [REDACTED] Year: 2010 Model: Case: 587022491
Name: MS [REDACTED] Owner Status: Original WSD: 2010-08-05
Symptom Desc: Primary Phone: [REDACTED]
Reason Desc: MARKETING-PUBLIC PRIVATE-ESP-ACCESSORY Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: PUBLIC-PRIVATE OFFER Origin Desc: MANUAL - PHONE CSR
Dealer: Comm Type: PHONE
Odometer: 23000 MI Analyst: CWASHI49
Analyst Name: WASHINGTON (CWASHI49),CYNTHIA Action Time: 15.32.31.009 Action Data: Yes
Action Date: 09/06/2011

Comments CRC ADVISED: -DID NOT ADVISE

Data Element Name	Data Value
GENERAL REASON FOR CRC CONTACT:	MISCELLANEOUS/OTHER
PUBLIC-PRIVATE OFFER ACTIONS:	EXCLUDED CALL TYPE (LEGAL/BUYBACK/ANGRY)

Action: PUBLIC-PRIVATE OFFER Origin Desc: MANUAL - PHONE CSR
Dealer: Comm Type: PHONE
Odometer: 23000 MI Analyst: CWASHI49
Analyst Name: WASHINGTON (CWASHI49),CYNTHIA Action Time: 15.32.31.567 Action Data: Yes
Action Date: 09/06/2011

Comments CRC ADVISED: -DID NOT ADVISE

Data Element Name	Data Value
GENERAL REASON FOR CRC CONTACT:	MISCELLANEOUS/OTHER
PUBLIC-PRIVATE OFFER ACTIONS:	EXCLUDED CALL TYPE (LEGAL/BUYBACK/ANGRY)

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GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

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Report Detail Section : [View Details](#)

Attachments: 0

Report# : BIGAT004 NHL

Received: 09/07/2011

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle:

2010,FUSION ,SEL ,4
DOOR ,SEDAN ,3FAHPOJG0A

Build Date: 03/11/2010

Odometer :

22,363 M

Engine:

3.0L 4V

Calibration:

ADE1F60A

Transmission:

6SP 6F MID

Axle:

3.208
FDR

A/C:

YES

Dealer:

USA 11171 Napleton's River Oaks Lincoln,

Phone#:

(708) 891-
5400

City:

Calumet City

State:

Illinois

Country :

USA

Originator:

SCOTT KIELBASINSKI

Symptom:

5 52 3 39 DRV PERF,STALLS/QUITS,CRUISE/STEADY,INTERMITTENT

Status:

VFG:

V52 DRIVEABILITY

Additional Symptom:

STALLS WHILE DRIVING WRENCH LT

Fix:

Causal Component :

Condition Code:

Hotliner: DRIDOLF2

Phone: 000 248-8241

Regn Cd: G1 Chicago

Engineering:

Phone:

TAR:

Dir Contact: SCOTT KIELBASINSKI

Phone: 000 000-0000

Title Cde: T

KOEO:

KOEC:

KOER:

Comments:

REPAIR 09/07/2011 11:41AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE
CUSTOMER STATES VEHICLE STALLS WHILE DRIVING AND WRENCH LIGHT COMES ON. UNABLE TO DUPLICATE. CHECKED FOR MAIN ENGINE HARNESS RUBBING ISSUE

RECOMM **09/07/2011 11:41AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE**
SCOTT, RECOMMEND TO OPEN UP THE LOOM AND INSPECT INSIDE AS THE RUBBING CONCERN MAY NOT SHOW EXTERNAL DAMAGE ON THE TUBING. INSPECT THE INDIVIDUAL WIRES FOR ISSUES. CHECK FOR ANY AFTERMARKET ACCESSORIES AND ENSURE THAT AN OEM AIR CLEANER IS INSTALLED IN A FACTORY AIRBOX. INSPECT MAF FOR CONTAMINATION. MONITOR ETC ACTUAL VS DESIRED, OVER THREE DEGREES DIFFERENCE, REPLACE ETB AND RESTET KAM. CHECK FOR RAW FUEL IN EVAP CANISTER REPLACE IF FOUND, ALSO INSPECT FOR POSSIBLE STICKING OPEN PURGE VALVE. IF ABLE TO DUPLICATE MONITOR RPM FOR A DEAD DROP WHICH WOULD INDICATE AN ISSUE WITH THE CKP SENSOR OR CIRCUITS.

REPAIR **09/07/2011 03:05PM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE**
SCOTT HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN OR FIND A HARNESS ISSUE EVEN AFTER OPENING UP THE HARNESS FOR INSPECTION. EVAP CANISTER CHECKS OUT AND NO ISSUES FOUND WITH ETC PIDS.

RECOMM **09/07/2011 03:05PM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE**
RECOMMEND TO MONITOR TP2 AND MAF, LOOK FOR A DROPPING MAF VOLTAGE WHICH WOULD INDICATE A RESTRICTION, UNMETERED AIR LEAK, OR A MAF SENSOR PROBLEM. IF TP2 HAS A DIRTY SIGNAL READING OR SHOWS A STEPPED PATTERN, THERE IS AN ETB FAULT AND THE ETB SHOULD BE REPLACED. CHECK FOR POSSIBLE ALTERNATOR RFI CONTRIBUTION BY DISCONNECTING THE ALTERNATOR, AND CYCLE THE AC ON AND OFF TO VERIFY IF THE COOLING FANS ARE CONTRIBUTING RFI, WHILE MONITORING THE TP2 VOLTAGE. ALSO COMPARE APP AND TP VOLTAGES TO ASSIST IN VERIFYING PROPER TP OPERATION.

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Requester: DWASHI49

Report Summary

Server: FCWS686

Ford Proprietary, Private

18-Sep-2012

Retention: None



BBB AUTO LINE

August 24, 2012

JAYMIE SHEIR
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1223199 [REDACTED] vs Ford Motor Corporation 3FAHP0JG0AR [REDACTED]

Dear Madam/Sir:

The above referenced customer has failed to return the *Acceptance/Rejection of Decision Form* within the specified time and rejection is assumed.

If you have any questions, please call me at 800.334.2406, or consult your weekly manufacturer's report.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

August 10, 2012

MRS JLYNN PIERCE C/O TIMOTHY C MALONEY
10 N DEARBORN STREET 3RD FLOOR
CHICAGO IL 60602

Re: FRD1223199 [REDACTED] vs Ford Motor Corporation 3FAHP0JG0A [REDACTED]

Dear Mrs. [REDACTED] C/O Timothy C. Maloney:

Enclosed is the arbitrator's *Decision* and *Reasons for Decision* for your case.

We have also enclosed an *Acceptance/Rejection Form* that must be used to accept or reject the decision. Please complete the form and return it to BBB AUTO LINE so that we receive it in our office **within 14 days** from the date of this letter. We recommend that you call to confirm receipt of this form a few days after you send it to us.

Please do not make any changes or additions to the *Acceptance/Rejection Form* as we will consider that a rejection of the decision.

If you are not satisfied with your *Decision* or the manufacturer's eventual performance, you may pursue legal remedies, including a civil action to enforce your rights under subsection (a) of Section 3 of the Illinois New Vehicle Buyer Protection Act, 815 Ill. Comp. Stat. Section 380/3. The period of limitations for a civil action to enforce your rights under subsection (a) of Section 3 of the Illinois New Vehicle Buyer Protection Act is extended for a period equal to the number of days that the subject matter of the civil action was pending in BBB AUTO LINE. Note that the BBB AUTO LINE *Decision* is admissible in such a civil action.

If you have any questions about the decision, or if I may be of help to you, please feel free to call me at 800.955.5100. You may also fax the signed form to me at 703.247.9700.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

August 10, 2012

JAYMIE SHEIR
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1223199 [REDACTED] vs Ford Motor Corporation 3FAHP0JG0A [REDACTED]

Dear Madam/Sir:

Enclosed is the arbitrator's *Decision and Reasons for Decision* for your case.

The customer has been sent an *Acceptance/Rejection Form* and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if I may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



ACCEPTANCE OR REJECTION OF DECISION

Date: 08/10/12

Case Number: FRD1223199

Customer: [REDACTED]

State: IL

Business: Ford Motor Company

Mfr-Info: 6700 IL 3FAHP0JG0A [REDACTED]

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

Note: If this form is not received at the CBBB office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

_____ I ACCEPT THE ARBITRATION DECISION. I understand this means:

- * the business will be legally bound to abide by this decision; and,
- * I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

_____ I REJECT THE ARBITRATION DECISION. I understand this means:

- * I may pursue other legal remedies under state or federal law;
- * depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
- * the business will not be obligated to perform any part of the decision; and,
- * this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s): _____

Date: _____



Denial Decision

Submitted Date: 08/10/12

FRD1223199

VIN: 3FAHP0JG0AR [REDACTED]

Customer: Mrs [REDACTED] - Hearing Date: 08/01/12

Arbitrator: Brian T O Connor

Question 1

The customer's request (listed below) is denied.

Denied

CASE: FRD1223199

Arbitrator: Brian T O Connor

Customer: Mrs [REDACTED]

Date: 08/10/12

8/10/2012



Reasons for Decision

Submitted Date: 08/10/12

FRD1223199

VIN: 3FAHPOJG0AR [REDACTED]

Customer: Mrs [REDACTED] - Hearing Date: 08/01/12

Arbitrator: Brian T O Connor

Question 1

Please state your decision and then explain why it is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)

Customer's legal counsel requested that the Arbitrator inspect Customer's vehicle. The vehicle was inspected and taken on a test drive (driven by the Arbitrator) on August 1, 2012. The Customer reported having two problems: (1) periodic engine failure when driving and (2) periodically hearing a clicking noise when backing up. A two mile drive at approximately 50 mph did not replicate the first reported problem. The second reported problem could not be replicated during several extended backup procedures (both directions).

The Arbitrator proposed that a technical expert inspect the Customer's vehicle. Customer's legal counsel advised the BBB that the Customer did not want a technical inspection.

Counsel requested a documents-only hearing. Based on the records submitted, there is insufficient information to grant Customer any relief under the BBB Auto Line Program Summary.

Question 2

If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem.

Question 3

Statistical Information:

We are required to track specific statistical information. If a repurchase/replacement is awarded under the lemon law please indicate:

- a **Cumulative number of days the vehicle was out of service for all problems:**
- b **Was final notice given to the manufacturer (YES, NO or N/A)?**

CASE: FRD1223199
Arbitrator: Brian T O Connor

Customer: [REDACTED]
Date: 08/10/12

8/10/2012



Technical Expert Request Form

Submitted Date:: 08/04/12

FRD1223199

VIN: 3FAHPOJG0AR [REDACTED]

Customer: Mrs [REDACTED]

Arbitrator: Brian T O Connor

- a **Bureau:**
Chicago & Northern Illinois
- b **Staff contact: Jim Gurganious ext. 521**
Roxanne Calibraro
- c **Customer Address:**
c/o Greg Moss, Esq.; Krohn & Moss, Ltd., Chicago, IL 10 N. Dearborn Ave, 3rd floor
- d **Daytime Phone:**
312-578-9428
- e **Evening Phone:**
312-578-9428
- f **Dates Customer Not Available:**
T/B/D
- g **Vehicle Location:**
Chicago

Question 2

Vehicle Information (Completed by BBB)

- a **Year/Make/Model:**
- b **Mileage:**
- c **VIN:**
- d **Date Sent to Inspection Company:**
- e **Date Must be Returned by:**
- f **Special Instructions (if any):**
- g **Mileage on vehicle at the time of inspection (To be completed by the inspection company):**

8/7/2012

Reminders to Technical Expert:

It is critically important that you have no communication with the customer, manufacturer, or dealer other than scheduling an appointment and obtaining the keys from the customer at the time of inspection.

The customer, manufacturer, or dealer is NOT to accompany you on the test drive.

If the customer, manufacturer, or dealer tries to engage you in conversation, please advise them that you are not permitted to discuss the case with them. You may refer them to call their BBB AUTO LINE case specialist if they have any questions.

For each problem/symptom listed (in the questions below), please determine (1), if the problem/symptom exists, (2) if the problem/symptom exists, what is/are the likely cause(s) and, (3) what test/examination you conducted to arrive at your conclusion.

Question 3

Problem/Symptom (Completed by BBB Staff/Arbitrator):

Engine failure when driving.

- a Does the problem still exist (yes or no)? (to be completed by the Technical Expert)
- b Please explain how you reached this conclusion: (to be completed by the Technical Expert)
- c What examinations or tests did you perform? (to be completed by the Technical Expert)
- d If the symptom/problem still exists, what is/are the likely causes? Please explain how you reached this conclusion. (to be completed by the Technical Expert)

Question 4

Problem/Symptom (Completed by BBB Staff/Arbitrator):

Clicking noise when backing up.

- a Does the problem still exist (yes or no)? (to be completed by the Technical Expert)
- b Please explain how you reached this conclusion: (to be completed by the Technical Expert)
- c What examinations or tests did you perform? (to be completed by the Technical Expert)
- d If the symptom/problem still exists, what is/are the likely causes? Please explain how you reached this conclusion. (to be completed by the Technical Expert)

Question 5

8/7/2012

Problem/Symptom (Completed by BBB Staff/Arbitrator):

- a Does the problem still exist (yes or no)? (to be completed by the Technical Expert)

- b Please explain how you reached this conclusion: (to be completed by the Technical Expert)

- c What examinations or tests did you perform? (to be completed by the Technical Expert)

- d If the symptom/problem still exists, what is/are the likely causes? Please explain how you reached this conclusion. (to be completed by the Technical Expert)

Question 6

Other questions to be addressed by the Technical Expert (to be completed by the Arbitrator):

- a

- b

- c

- d

- e

- f

CASE: FRD1223199
Arbitrator: Brian T O Connor

Customer: [REDACTED]
Date: 08/04/12

8/7/2012



MANUFACTURER RESPONSE FORM

Case Number: FRD1223199 / 587022491

Customer Name: [REDACTED] c/o Timothy Maloney (Krohn & Moss) State: IL

VIN: 3FAHPOJG0A [REDACTED]

Warranty Start Date: Aug. 5, 2010

Vehicle year/model: 2010 Fusion

Current mileage: 32,623

Purchased: New Used (mileage and date of purchase) Leased

This claim is: IN BTB Warranty IN Diesel Warranty IN Powertrain Warranty Out of All Warranties

Extended Service Plan: NO YES ___ (TYPE OF ESP) _____

SETTLEMENT INFORMATION

No offer was made to customer or his attorney.

Please indicate the customer's response below:

The customer rejected the offer on ___/___/___

The customer has not indicated a response to the offer.

The Application for Arbitration lists the following concerns:

- Electrical
- Suspension
- Engine
- Steering/Suspension

MANUFACTURER'S POSITION:

Ford Motor Company (FMC) respectfully recommends a denial in the customer's request for a repurchase and any attorney fees requested by the attorney on behalf of the consumer. The first warrantable repair on the 2010 Fusion was not reported within 18 months/18,000 miles of the Warranty Start Date. The first repair visit occurred on August 18, 2011 at 22,123 miles. However, that visit did not result in a repair as the dealership was not able to duplicate, hence verify the concern for the loss of power and the wrench like illuminating. It wasn't until September 8th, 2011 that the dealer was able to verify the concern. It should also be noted that the vehicle has 32,623 miles on it, yet the consumer has owned the vehicle for only a little less than 24 months. This indicates that the driver, on average, has put nearly 1,360 miles on the vehicle monthly averaging 16,320 miles on the vehicle per year. With this in mind the alleged concerns described by the consumer can hardly be considered a substantial impairment to the use, value and safety of the vehicle. Furthermore, the same defect has not been subject to repair four or more times and neither has the vehicle been out of service for 30 or more cumulative calendar days for repairs to any defect.

The Illinois Program Summary requires that three conditions must be met in order to be eligible for a repurchase or replacement and this vehicle meets none of them. With that in mind, Ford recommends that this request for vehicle replacement be denied.

DOCUMENTATION PROVIDED

- Technical Service Bulletins
- Recall Notices
- Ford Field Service Engineer Report
- Dealer Report
- Other: AWS

Completed by: [REDACTED] Date:

Fax: 888-520-7973

Server: AWS QA
 Claims loaded through: 08-JUN-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 10-JUL-12

Note: All Costs are in US Dollars Server Name: AWS QA Claims loaded through

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
3FAHP0JG0A[REDACTED]	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	11-MAR-2010	05-AUG-2010	141043	USA	13	6Y20	*	RENTAL	*	F09	SXX	V99	A99	82
AWS Claim Key:		<u>3230162</u>	Doc #:	01159902	Trx Code:		P11	Labor Hrs:		0	Labor Cost:		0	Material Cost:		0	Total Cost:		282.63				
Dir Cd-Sub Cd:		11171-*	Name:		NAPLETON'S RIVER OAKS LINCOLN, LLC			Ph:	708-8915400	St:	IL	Ctry Cd: USA		Reg Cd:	NA	Repr Date:23-AUG-2011		DIST(Mile):22363					
Cust Comments:		ENTERPRISE RENTAL																					
Tech Comments:		LOANER 10 DAYS LOANER																					

3FAHP0G0A[REDACTED]	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	11-MAR-2010	05-AUG-2010	141043	USA	13	2E03	9L8Z	9E926	A	F04	S11	V52	D42	28
AWS Claim Key:		<u>3076866</u>	Doc #:	01159901	Trx Code:		S07	Labor Hrs:		3.7	Labor Cost:		384.39	Material Cost:		217.82	Total Cost:		602.21				
Dir Cd-Sub Cd:		11171-*	Name:		NAPLETON'S RIVER OAKS LINCOLN, LLC			Ph:	708-8915400	St:	IL	Ctry Cd: USA		Reg Cd:	NA	Repr Date:23-AUG-2011		DIST(Mile):22363					
Cust Comments:		CHECK VEHICLE WILL LOSE POWER. WRENCH LIGHT COMES ON AND WONT ACCELERATE. CUST HAD TO RESTART																					
Tech Comments:		IDS TEST QUICK TEST SSM 21158 HARNESS BY TRANS OPEN INSPECT C139 C145 ROUTING PCM BATTERY TRAY AIR CLEANER TECH ASSIST TEST THROTTLE BODY COUNTS MODE 6 DATA SMALL GLITCH DETECTED AT .72 TPS REPLACE THROTTLE BODY TEST DRIVE																					

3FAHP0G0AR[REDACTED]	DE	C/DE	F	C/FA	*	C/A	A3	C/W6	C/SG	11-MAR-2010	05-AUG-2010	141043	USA	14	7D07	3M7Z	13466	B	F08	S07	V77	L26	46
AWS Claim Key:		<u>3130775</u>	Doc #:	01205601	Trx Code:		E83	Labor Hrs:		.2	Labor Cost:		20.78	Material Cost:		4.82	Total Cost:		25.6				
Dir Cd-Sub Cd:		11171-*	Name:		NAPLETON'S RIVER OAKS LINCOLN, LLC			Ph:	708-8915400	St:	IL	Ctry Cd: USA		Reg Cd:	NA	Repr Date:16-SEP-2011		DIST(Mile):22673					
Cust Comments:		CUSTOMER STATES LEFT REAR TURN SIGNAL INOP																					
Tech Comments:		LEFT REAR BURNT BULB REPLACE LEFT REAR BULB																					

Any comments? You can contact



webmaster



BBB AUTO LINE

July 25, 2012

[REDACTED]
WHEATON IL [REDACTED]

Re: revlt 30819 FRD1223199 Pierce vs Ford Motor Corporation
3FAHP0JG0A [REDACTED]

Dear Mr. O'Connor:

Please review the enclosed revised document.

Please call me at (800)955-5100 if you have any questions or if I can be of help.

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

July 25, 2012

BBB OF CHICAGO & NORTHERN ILLINOIS
330 N WABASH STE 3120
CHICAGO IL 606117621

Re: FRD1223199 [REDACTED] vs Ford Motor Corporation 3FAHP0JG0A [REDACTED]

Please review the enclosed revised document.

Please call me at (800)955-5100 if you have any questions or if I can be of help.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

July 25, 2012

[REDACTED]
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1223199 [REDACTED] vs Ford Motor Corporation 3FAHP0JG0A [REDACTED]

Dear Madam/Sir:

Please review the enclosed revised document.

Please call me at (800)955-5100 if you have any questions or if I can be of help.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 07/25/2012

Case Number: FRD1223199

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 IL 3FAHP0JG0A [REDACTED]

**** REVISED ****

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Fusion

Year : 2010

All parties named above submit to arbitration the following:

- * Electrical
- * Suspension
- * Engine
- * Steering/ Suspension

The parties have come to agreement on the following:

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase

Manufacturer : Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:



BBB AUTO LINE

July 25, 2012

MRS [REDACTED]
[REDACTED]
CHICAGO IL [REDACTED]

Re: FRD1223199 [REDACTED] vs Ford Motor Corporation 3FAHP0JG0AR [REDACTED]

Dear Mrs. [REDACTED]:

Please review the enclosed revised document.

Please call me at (800)955-5100 if you have any questions or if I can be of help.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

July 25, 2012

[REDACTED]
[REDACTED]
CHICAGO IL [REDACTED]

Re: FRD1223199 [REDACTED] vs Ford Motor Corporation 3FAHP0JG0A [REDACTED]

Dear Mrs. [REDACTED]:

Enclosed is the manufacturer's written position. You have the opportunity to comment on the written position before it is forwarded to the arbitrator. Please read the enclosed and forward your comments to us so that we receive them **within four days** from the date of this letter.

After this time period both parties' initial positions and any comments received will be forwarded to the arbitrator for a decision to be rendered in this case. Only those responses submitted on time will be forwarded to the arbitrator.

If you have any questions, please contact me at 800.955.5100. You may either mail your position to our office at 4200 Wilson Blvd., Suite 800, Arlington, Virginia 22203 or fax it to 703.247.9700.

Sincerely,

Edith Newton at Extension 512



MANUFACTURER RESPONSE FORM

Case Number: FRD1223199 / 587022491

Customer Name: [REDACTED] /o Timothy Maloney (Krohn & Moss) State: IL

VIN: 3FAHPOJG0A1 [REDACTED]

Warranty Start Date: Aug. 5, 2010

Vehicle year/model: 2010 Fusion

Current mileage: 32,623

Purchased: New Used (mileage and date of purchase) Leased

This claim is: IN BTB Warranty IN Diesel Warranty IN Powertrain Warranty Out of All Warranties

Extended Service Plan: NO YES ____ (TYPE OF ESP) _____

SETTLEMENT INFORMATION

No offer was made to customer or his attorney.

Please indicate the customer's response below:

The customer rejected the offer on ____/____/____

The customer has not indicated a response to the offer.

The Application for Arbitration lists the following concerns:

- Electrical
- Suspension
- Engine
- Steering/Suspension

MANUFACTURER'S POSITION:

Ford Motor Company (FMC) respectfully recommends a denial in the customer's request for a repurchase and any attorney fees requested by the attorney on behalf of the consumer. The first warrantable repair on the 2010 Fusion was not reported within 18 months/18,000 miles of the Warranty Start Date. The first repair visit occurred on August 18, 2011 at 22,123 miles. However, that visit did not result in a repair as the dealership was not able to duplicate, hence verify the concern for the loss of power and the wrench like illuminating. It wasn't until September 8th, 2011 that the dealer was able to verify the concern. It should also be noted that the vehicle has 32,623 miles on it, yet the consumer has owned the vehicle for only a little less than 24 months. This indicates that the driver, on average, has put nearly 1,360 miles on the vehicle monthly averaging 16,320 miles on the vehicle per year. With this in mind the alleged concerns described by the consumer can hardly be considered a substantial impairment to the use, value and safety of the vehicle. Furthermore, the same defect has not been subject to repair four or more times and neither has the vehicle been out of service for 30 or more cumulative calendar days for repairs to any defect.

The Illinois Program Summary requires that three conditions must be met in order to be eligible for a repurchase or replacement and this vehicle meets none of them. With that in mind, Ford recommends that this request for vehicle replacement be denied.

7/18

0-3131

752 1

X226:

777 1

E 6

X223:

752 1

X223:

199

FIG 1

Claims List Report

3FAHP0JG0AR	DE	C/DE	F	C/FA	C/QB	C/A	A3	C/W6	C/SG	2010	2010	141043	USA	24	6Y20 *	TAP1	*	F09	SXX	V99	A99	82
AWS Claim Key:	<u>5607955</u>	Doc #:	01750998	Trx Code:	TAP1	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	390									
Dir Cd-Sub Cd:	11171-*	Name:	NAPLETON'S RIVER OAKS LINCOLN, LLC		Ph:	708-8915400	St:	IL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	29-JUN-2012	DIST(Mile):	31381						
Cust Comments:	TAP DAYS DURING REPAIRS																					
Tech Comments:	UNABLE TO VERIFY COMPLAINT OVER SEVERAL DAYS. TAP DAYS RENTAL																					

Any comments? You can contact



webmaster

From: TA:10.100.0.2:23449,3214351123 Page: 1/1 Date: 7/24/2012 4:16:28 PM



BBB AUTO LINE

July 24, 2012

██████████
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1223199 ██████████ vs Ford Motor Corporation 3FAHP0JG0AR1 ██████████

Dear Madam/Sir:

Enclosed are:

- * *Notice of Inspection*
- * Arbitrator Listing Sheet(s)
- * Map to the hearing site

The *Notice of Inspection* lists the date, time and location of the vehicle inspection. **Per Rule 9, if the customer fails to appear for the scheduled inspection, the case will be closed and a decision will not be rendered.**

We reserve the right to determine the final date and time of the inspection.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

July 24, 2012

██████████ C/O TIMOTHY C MALONEY
10 N DEARBORN STREET 3RD FLOOR
CHICAGO IL 60602

Re: FRD1223199 ██████████ vs Ford Motor Corporation 3FAHP0JG0AR3 ██████████

Dear Mrs. ██████████ C/O Timothy C. Maloney:

Enclosed are:

- * *Notice of Inspection*
- * Arbitrator Listing Sheet(s)
- * Map to the hearing site

The *Notice of Inspection* lists the date, time and location of the vehicle inspection. **Per Rule 9, if the customer fails to appear for the scheduled inspection, the case will be closed and a decision will not be rendered.**

We reserve the right to determine the final date and time of the inspection.

If you have any questions, please contact me at 800.955.5100. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Edith Newton at Extension 512

3. Witnesses for Company

Name of Witness

Summary of Relevant and Material Testimony

4. Impartial technical expert or other witnesses

Name of Witness

Summary of Relevant and Material Testimony

5. **PLEASE ATTACH ALL DOCUMENTARY EVIDENCE INTRODUCED AT THE HEARING.**

Record filled out by: _____

(Signature)

(Printed Name)

(Date)



BBB AUTO LINE

NOTICE OF INSPECTION/TEST DRIVE ONLY
ALL TESTIMONY SUBMITTED IN WRITING ONLY
NO ORAL ARGUMENTS WILL BE PRESENTED

Date: 07/24/12

Case Number: FRD1223199

Customer: [REDACTED],

Manufacturer: Ford Motor Company

Mfr Info: 6700 IL 3FAHP0JG0AR [REDACTED]

Arbitrators: Mr. Brian T O'Connor

Inspection Date, Time, Place: 08/01/12 1:30 p.m. CST
BBB of Chicago & Northern Illinois
330 N. Wabash, Ste. 3120
Chicago, IL606117621

Hearing Site Phone: (312) 245-2640

AUTOLINE Director Phone: (312) 245-2513 Fax : (312) 595-9760

INSTRUCTIONS

1. Notify your Dispute Resolution Specialist at once if you cannot make the vehicle available for the inspection. We reserve the right to make the final determination as to the date and time of the inspection.
2. Current vehicle registration and insurance is required for all test-drives.
3. If the vehicle is inoperable, please contact your Dispute Resolution Case Specialist immediately.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the inspection process.

Council of Better Business Bureaus, Inc.

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NOI

PE13-003 000834LCSV



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Mrs [REDACTED]

Case Number: FRD1223199

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Brian O'Connor

Arbitrator's Occupation:
start up consulting

Arbitrator's Biography:

Brian O'Connor attended undergraduate school and law school at Marquette University from 1963 – 1970. He was admitted to practice law in IL and WI in 1970. He was a trial attorney for over 6 years. He was senior legal counsel for Schlitz Brewing and The Coca-Cola Co. supervising outside litigation counsel including construction and design defect claims. He also worked at Ameritech, the Federal Communications Commission and T-Mobile USA. Since 2005, he has worked as a self-employed attorney providing assistance to start-up technology, wireless, Internet, construction, real estate and other types of companies.

Inspection Report

FRD1223199



Customer: Ford Motor Company **Case #:** _____

Manufacturer: _____

Arbitrator's Name: _____ Date of Inspection: ___/___/___

Location of Inspection: _____

Vehicle Information: Make: _____ Model: _____

Year: _____ Mileage: _____ VIN: _____

Parties Present at Inspection: [] Technical Adviser [] Arbitrator [] Customer [] Manufacturer

Conditions or Components Inspected:

Was a test drive conducted? [] Yes [] No How long was the test drive? _____ Minutes

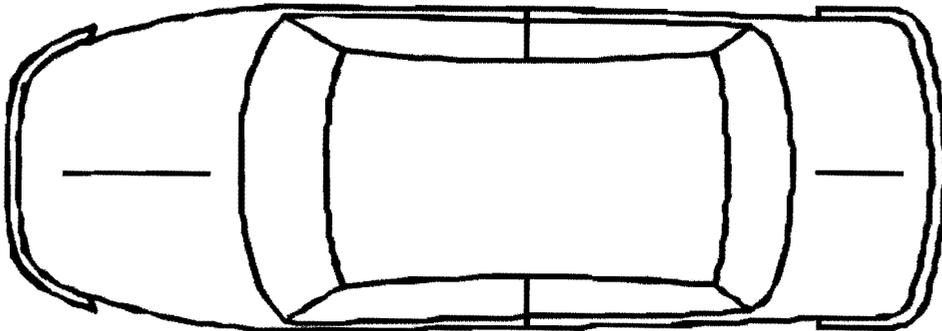
Aftermarket Items to be Removed, If Applicable. (For Example: Cellular Telephone, Modified Wheels):

Exterior

Overall condition of the vehicle's exterior (Rate as "Excellent," "Good," "Fair," or "Poor.") : _____

What damage is beyond normal wear and tear?

Please indicate damage below:



Interior

Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor.") : _____

What damage is beyond normal wear and tear?

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BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Mrs [REDACTED]

Case Number: FRD1223199

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Brian O'Connor

Arbitrator's Occupation:
start up consulting

Arbitrator's Biography:

Brian O'Connor attended undergraduate school and law school at Marquette University from 1963 – 1970. He was admitted to practice law in IL and WI in 1970. He was a trial attorney for over 6 years. He was senior legal counsel for Schlitz Brewing and The Coca-Cola Co. supervising outside litigation counsel including construction and design defect claims. He also worked at Ameritech, the Federal Communications Commission and T-Mobile USA. Since 2005, he has worked as a self-employed attorney providing assistance to start-up technology, wireless, Internet, construction, real estate and other types of companies.

Location of Better Business Bureau

I B M Building

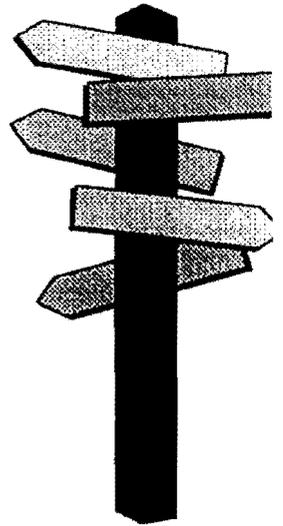
Name of Building (if any)

330 North Wabash Suite 2006

Bureau Address and City

312 - 245 - 2570

Bureau Phone Number (Emergencies Only)



DIRECTIONS

TO BBB/CHICAGO & NORTHERN ILLINOIS

Located: IBM Building ... You can enter the building from the Wabash or State Street side. Hourly rate parking lots are near by.

FROM THE NORTH & NORTHWEST:

Highway 41 (Edens Expressway), I-94 (Tri-State Toll Road), I-90 (Northwest Toll Road) all enter into I-90 94 (Kennedy Expressway). Take the Kennedy to the Ohio Street exit. Continue East on Ohio to Wabash. Turn right (South) on Wabash and go about a half mile. The IBM Building is on the west side of the street (across from the Sun-Times Building), north of the Chicago River.

FROM THE WEST:

I-88 (East-West Toll Road) enters into I-290 (Eisenhower Expressway). Eisenhower becomes Congress Parkway as you enter downtown. Continue east until State Street and turn left (North) on State. Continue on State over the Chicago River. The IBM Building is on the east side of the street (across from the Marina City Towers).

FROM THE SOUTHWEST:

I-55 (Stevenson Expressway) to I-90 94 "to Wisconsin" (Dan Ryan/Kennedy Expressway). Continue on I-90 94 to the Ohio Street exit. Follow same directions as from the North.

FROM THE SOUTH & EAST:

I-90 (Indiana Toll Road), I-80 94 (Frank Borman Expressway) follow I-94, I-94 (Bishop Ford Expressway), I-57 all enter into I-90 94 (Dan Ryan Expressway). Continue on I-90 94 to the Ohio Street exit. Follow same directions as from the North.



BBB AUTO LINE

July 19, 2012

MRS [REDACTED] C/O TIMOTHY C MALONEY
10 N DEARBORN STREET 3RD FLOOR
CHICAGO IL 60602

Re: FRD1223199 [REDACTED] vs Ford Motor Corporation 3FAHP0JG0A [REDACTED]

Dear Mrs. [REDACTED] C/O Timothy C. Maloney:

We have made two attempts to contact you by telephone to discuss your case. We need to hear from you before we can proceed. Please call the BBB as soon as possible at 800.955.5100.

The BBB AUTO LINE program operates in accordance with federal regulations that require us to complete each case within 40 days. Your help is necessary in order to move ahead. If we do not hear from you **within seven days** from the date on this letter, we will have to close your case.

If your case is closed, and you later decide to pursue your case through the BBB AUTO LINE program, a new case will be opened. If a new case is filed, we will make a new eligibility determination based on the manufacturer Program Summary guidelines in effect at that time.

We look forward to helping you in the resolution of your claim and await your call.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 07/10/2012

Case Number: FRD1223199

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 IL 3FAHP0JG0AF [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : FusionYear : 2010

All parties named above submit to arbitration the following:

- * Electrical
- * Suspension
- * Engine
- * Steering/ Suspension

The parties have come to agreement on the following:

Each party requests the arbitrator(s) render the following decision:

Consumer : RepurchaseManufacturer :

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:



BBB AUTO LINE

July 10, 2012

[REDACTED]
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1223199 [REDACTED] vs Ford Motor Corporation 3FAHP0JG0A [REDACTED]

Dear Madam/Sir:

The above named customer has requested a written arbitration hearing and a claim has been opened.

Enclosed please find the following information:

- * *Customer Claim Form (CCF)*
- * Any documentation submitted by the attorney
- * *Agreement to Arbitrate* (except in California);
- * *Oath of Participant* - Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

As the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem alleged and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?
- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction and any overallowance/negative equity/rebate amounts that should be taken if a repurchase/replacement is awarded.

Council of Better Business Bureaus, Inc.
3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

Your written position must include all supporting documents (i.e., repair orders, technical service bulletins, purchase contract or lease agreement) that you wish the arbitrator to consider.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business fourteen days from the date of this letter. On the following day, we will send each written position to the other party for comments. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, the BBB will provide you with three days advance notice of the inspection date.

If you have any questions, please contact me at 800.334.2406. Please fax your position to 703.247.9700.

Please call me if you have any questions. Thank you for your cooperation in this matter.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

July 10, 2012

Re:W-C2 FRD1223199: [REDACTED] vs Ford Motor Corporation
3FAHP0JG0A [REDACTED]

KROHN & MOSS AL GA IL KY KS MN MO WI TX
10 N DEARBORN STREET 3RD FLOOR
CHICAGO IL 60602

Dear Timothy C. Maloney:

We have received your request for a written arbitration hearing on behalf of the individual named above.

Enclosed please find the following information:

- * *Program Summary* – This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * *Agreement to Arbitrate* - The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.
- * *Customer Claim Form (CCF)* – Information we have on file regarding your complaint is recorded on the *CCF*. Please verify the accuracy of the information and return the *CCF* to us with any necessary corrections or additions.
- * *How BBB AUTO LINE Works* – This booklet explains the BBB AUTO LINE program, and contains the rules that will be followed in arbitration.
- * *Oath of Participant* – Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

The information you submitted meets the minimum requirements to enable us to begin processing the claim. However, because the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem you are alleging, and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What is the type and amount of relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction that should be taken if a repurchase/replacement is awarded, and a specific description of any other remedies that you seek.

Your written position must include all supporting documents that you wish the arbitrator to consider. Please send us a *clear* copy of the following documents that were not included with your initial submission or were not legible when our office received them:

- _____ No further documentation is required at this time
- _____ Repair orders relating to the complaints(s)
- _____ The vehicle's current registration
- _____ The purchase contract or lease agreement
- _____ Other: _____

If the arbitrator decides a repurchase or replacement is the appropriate remedy, the arbitrator will need accurate information about the vehicle's purchase price as well as any collateral costs, incidental charges and other expenses that your client seeks. Please submit an itemization of those fees, along with supporting information/documentation, so we may include these amounts in the *Agreement to Arbitrate* to permit the arbitrator to appropriately evaluate your client's request for relief.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business fourteen days from the date of this letter. On the following day, we will send each written position to the other party for comments. If we have not received the requested information from you, the correspondence and documents you have provided us thus far will serve as your written position. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, we will provide you with three days advance notice of the inspection date.

You may either mail your position to our office at 3033 Wilson Blvd., Suite 600, Arlington, Virginia 22201 or fax it to 703.247.9700. If you have any questions, please contact me at 800.955.5100.

Sincerely,

Edith Newton at Extension 512

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1223199
Contact Date: 07/09/12
Start Date: 07/10/12

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED] C/O Timothy C. Maloney			
Mailing address: 10 N. Dearborn Street 3rd Floor			
City: Chicago	State: IL	Zip code: 60602	
Day phone: (312) 578-9428, Ext 266	Evening phone:	Cell phone:	
Fax: (866) 309-9458	E-mail address: bwallace@consumerlawcenter.com		

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2010	Current mileage: 32623
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Sutton Ford, Matteson, IL			
Primary Servicing dealer/city/state: NAPLETON'S RIVER OAKS LINCOLN,,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 08/05/10		Mileage at purchase/lease:	
First repair attempt date: 08/18/11		First repair attempt mileage: 22123	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no			Date of accident: 09/03/10
Description of damage: Minor adjustment driver side door			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Vehicle Repurchase plus attorneys fees.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER 3FAHP0JG0A[REDACTED]
Lienholder/Leasing Company _____ Phone Number _____
Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Electrical		2		yes
Suspension		1		yes
Engine		1		yes
Steering/ Suspension		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

Umanzor, Maury

From: Hyatt, Chris <chyatt@consumerlawcenter.com>
Sent: Monday, July 09, 2012 4:46 PM
To: ILDept Fax
Cc: Umanzor, Maury; Bridges, Michael; Herrera, Juan; Loader, Nancy; Patterson, Donna
Subject: 17032479700
Attachments: arb packet - Pierce.pdf

VIA FACSIMILE: 703-247-9700
(With Delivery Confirmation)

July 9, 2012

Council of Better Business Bureau, Inc.
Attn.: Maury Umanzor
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-1838

WRTAL
FRD1223199

RE [REDACTED] v Ford Motor Company

JUL 10 2012

Dear Mr. Umanzor,

Please find enclosed the corresponding documents for the referenced case. We are requesting a documents-only hearing (fax: 866-264-3755). My clients' written position has been stated in this initial application. She requests a refund or replacement under the IL Lemon Law and the Magnuson-Moss Act based on defects in the vehicle.

Please send notices fax only; please do not send any paper form of notices as our office is paperless. Thank you for your cooperation in this matter to our request.

Thank you,

Chris Hyatt
Krohn & Moss, Ltd
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
(312) 578-9428 Ext 206

**BBB AUTO LINE
Customer Claim Form**

Case number:
Contact Date:
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: C/o Greg Moss, Esq.; Krohn & Moss, Ltd.; 10 North Dearborn, 3rd Floor		
City: Chicago	State: IL	Zip code: 60602
Day phone: 312-578-9428	Evening phone: 312-578-9428	Cell phone:
Fax: 866-264-3755	E-mail address: gmoss@consumerlawcenter.com	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2010	Current mileage: [REDACTED]
Name(s) that appears on the vehicle title: J Lynn Pierce			
Selling dealer/city/state: Sutton Ford, Matteson IL			
Primary Servicing dealer/city/state: Napleton River Oaks Ford, Calumet City, IL			
Acquired as: <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: August 5, 2010		Mileage at purchase/lease: 5,421	
First repair attempt date: August 18, 2011		First repair attempt mileage: 22,123	
How often is the vehicle used for business purposes (percentage): 0%		Number of vehicles owned or leased by the business: N/A	
		Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no			Date of accident: 03 SEP 2010
Description of damage: MINOR ADJUSTMENT DRIVER SIDE, DOOR.			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

VIN: 3FAHP0JG0AR334353 / Vehicle Repurchase plus attorneys fees.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	3FAHP0JG0AR [REDACTED]
Lienholder/Leasing Company	CHICAGO PATRIOT NEWS FEDERAL CREDIT UNION Phone Number 312-726-8814
Account Number	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<p>Example: A/C won't cool properly</p>	<p>Any Dealer, Inc.</p>	<p>2</p>	<p>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</p>	<p>yes</p>
<p>PLEASE</p>	<p>SEE</p>		<p>ENCLOSED</p>	

Total days out of service for all problems: _____

Signature of Titled Owner(s)  Date July 9, 2012
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
 4200 Wilson Blvd., Suite 800
 Arlington VA, 22203-1838
 Fax: 703-247-9700

08/18/11	22,123	Wrench light will come on and will lack power while driving, at times	Electrical
		Check clunk noise, from under car, while driving at higher speeds	Suspension
8/23/11-9/8/11	22,363	Check veh will lose power. Wrench light comes on and wont accelerate. Cust had to restart IDS- test quick- test-SSM 21158- harness by trans -open inspect - C139- C145- routing-PCM-battery tray-air cleaner	Electrical
5/29/12-6/9/12	31,381	Check veh died when coming to stop. Happened approx 5 days ago. Has been ok since. Hook UO IDS computer to test... no codes	Engine
		Perform multi point inspection, top off fluids levels, perform battery test and check tire condition	Inspection
		Check clicking noise when turning while backing up. At times. Check for noise several times while car was in service for 8 working days	Steering/ Suspension



21315 CENTRAL AVE.
MATTESON, IL 60443
(708) 720-8000
www.suttonfordlincolnmercury.com

CUSTOMER: 310540

DEAL: 140889

08/05/2010

DATE

PURCHASER'S NAME

STREET

CITY CHICAGO

STATE IL

ZIP

RES. PHONE

BUS. PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING

NEW USED DEMO TRUCK CAR

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM	STOCK NO.
2010	FORD	FUSION	SEDAN	INT-SWEDE	MEC-LT-S10	50123
VIN NO.		MILES		SALESMAN		
3FAPGJG0AR		5421				
CASH PRICE OF VEHICLE			\$ 25999.00	USED VEHICLE TRADE-IN AND/OR OTHER CREDITS		
DEALER INSTALLED OPTIONS				MAKE OF USED VEHICLE FORD		
				YEAR 2001 BODY TYPE SB		
				MODEL TAUR		
AUTO BUTLER			400.00	VEHICLE IDENT. NO. 1A8P55241G246100		
THEFT PROTECTION			200.00	MILEAGE 189523		
DELIVERY FEE				BALANCE OWED TO		
				ADDRESS		
				USED VEHICLE ALLOWANCE		\$ 1000.00
				ESTIMATED BALANCE OWED		N/A
OPTIONAL ELECTRONIC FILING				NET ALLOWANCE ON USED VEHICLE		1000.00
SUTTON'S CUSTOMER BENEFIT PACKAGE			N/A	DEPOSIT OR CREDIT BALANCE		
DOCUMENTATION FEE			150.38	CASH WITH ORDER		N/A
TOTAL			26752.38	REBATE		2500.00
ILLINOIS SALES TAX			2388.95	TOTAL DOWN PAYMENT (Transfer to (Net Down))		3500.00
COOK COUNTY TAX 15.00 CHY USE TAX			208.14			
OTHER TAXES			N/A			
LICENSE, TRANSFER, TITLE			120.00			
EXTENDED SERVICE CONTRACT			N/A	SOCIAL SECURITY NO. 857567339		
TOTAL PRICE			29269.47	DRIVERS LICENSE NO.		
CASH DOWN PAYMENT RECEIPT NO.			N/A	DATE OF BIRTH 09/02/1965		
TRADE-IN ALLOWANCE			1000.00	SOCIAL SECURITY NO.		
TOTAL DOWN PAYMENT			3500.00	DRIVERS LICENSE NO.		
UNPAID CASH BALANCE DUE ON DELIVERY			25769.47	DATE OF BIRTH		

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of this date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. THIS ORDER IS NOT A BINDING CONTRACT. DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS.

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR OTHER SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALER'S, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER WITH A SEPERATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE: (A) ON ALL GOODS AND SERVICES SOLD BY DEALER; AND (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD "AS IS - NOT EXPRESSLY WARRANTED OR GUARANTEED."

TO THE NEGOTIATED CASH SALE PRICE OF EACH VEHICLE, THERE WILL BE ADDED THE SUM OF _____ FOR DEALER COSTS AND OVERHEAD FOR ITEMS RELATING TO PREPARING, HANDLING AND PROCESSING DOCUMENTS FOR THE MOTOR VEHICLE AND THE CLOSING OF THE TRANSACTION, THE ONLY OTHER ADDITIONAL CHARGES PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS, INSURANCE AND THE ACTUAL COST OF LICENSE AND TITLE REGISTRATION AND TAXES.

I hereby certify that he is of legal age or older and acknowledges that he has read the terms and conditions and has

08/05/10

ACCEPTED BY:

DEALER OR HIS AUTHORIZED REPRESENTATIVE

EM27809

09.07.2008

ILLINOIS
 Jesse White • Secretary of State
DRIVER'S LICENSE

[Signature]

Female 5'01" 135 lbs BRN Eyes

2013 Illinois Registration Identification Card
 Jesse White, Illinois Secretary of State

54: 99.00 CK01
 R 0313

Vehicle Year 2010	Vehicle Make FORD	VIN 3FAHPOJG0AR
Weight or CC	Body Style 4 DOOR	Application Type PASSENGER
Axes	Leased/Rental	Unit Number
	File Number	County 103 COOK
Driver's License Number(s) or FEIN(s)		Expiration Date MARCH 31, 2013
Renewal Fee Due 99.00		Plate Number

CHICAGO IL

Registration ID:

Use blue ink.

Mail This Report to
Illinois Department of Transportation
Crash Records Section
2215 Executive Park Drive
Springfield, Illinois 62764-9001

COMPLETE BOTH SIDES OF THIS FORM

ILLINOIS MOTORIST REPORT



CHICAGO POLICE DEPARTMENT

16633 6 FOREST AVE

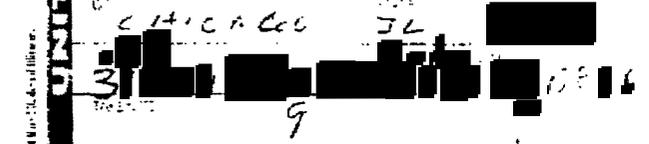
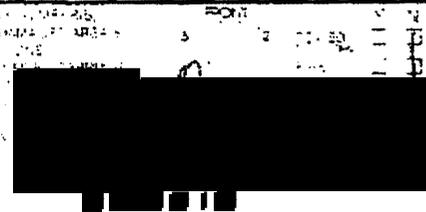
CHICAGO
COOK

HS 497504

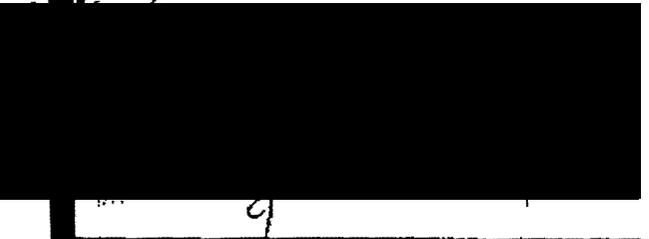
690310 4:40 512



CHICAGO ILL
013
FORD FUSION 10
F24 J1CEN IL 11



CHICAGO ILL
9
1
COTTAGE GROVE ILL 61711
773-1173 4120319/11/07



CHICAGO ILL
9
C 1 IFM2U73RX
IL D EDWARDS CRYSTAL L
11632 S FOREST AVE. CHICAGO ILL 60633 294-0711

INSURANCE	Y
FINANCIAL STATEMENT	Y
VEHICLE DAMAGE	Y
PERSONAL INJURY	Y
PROPERTY DAMAGE	Y
OTHER	Y

WAS THIS VEHICLE INVOLVED IN AN ACCIDENT? YES NO

DID POLICE OFFICER INVESTIGATE ACCIDENT? YES NO

LIST PERSONS KILLED OR INJURED

APPROXIMATE COST TO REPAIR YOUR VEHICLE \$

YOUR INSURANCE

INSURANCE	Y
FINANCIAL STATEMENT	Y
VEHICLE DAMAGE	Y
PERSONAL INJURY	Y
PROPERTY DAMAGE	Y
OTHER	Y



COMPLETE BOTH SIDES OF THIS FORM

Mail This Report to
Illinois Department of Transportation
Crash Records Section
2215 Executive Park Drive
Springfield, Illinois 62764-9001

Cars Collision Centers - Matteson Branch
21319 Central Ave
Matteson, IL 60443
Phone: (708) 720-8300

DEPOSIT RECEIPT:

DEPOSIT AMOUNT: \$44.00 SALE AMOUNT: \$44.00
DEPOSIT DATE: 9/27/2010 AMOUNT OUTSTANDING: \$0.00
DEPOSIT TYPE: Visa

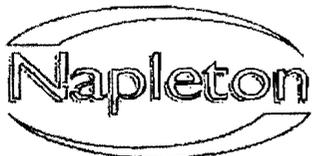
RO #: 19946 Estimate Date: 9/27/2010
Date Into Store: 9/27/2010 Date Completed: 9/27/2010

Customer Information:

[Redacted] VIN #: 3FAH1POJG0AR [Redacted]
Vehicle: 2010 Ford Fusion
Insurance Co.: Owner Pay
Claim #:
Deductible: \$0.00

CARS COLLISION CENT
21319 CENTRAL AVE
MATTESON, IL 60443
SEP 27 2010 12:42PM
TERM : 1
MERCH : 991400063010
REL #: 001
ACT #: 4444444444444444
CARD : VISA
SALE : \$ 44.00
NET REF#: 027019001000
APPROVAL CODE : 000000
I AGREE TO PAY ABOVE
TOTAL AMOUNT ACCORDING
TO CARD 15300 12 0001 0000

SIGNATURE
PIERCE/JLYNN



Napleton River Oaks
Lincoln

**NAPLETON RIVER OAKS
LINCOLN**

1777 River Oaks Drive
Calumet City, IL 60409
Phones (708) 891-5400 (800) 641-0872
Fax (708) 891-5744
www.shopnapleton.com



CELL: 773-987-1173

CUSTOMER NO. 211365	ADVISOR JAMES	TAG NO. 307 731	INVOICE DATE 06/09/12	INVOICE NO. LTC517509
LABOR RATE	LICENS# NO.	MILEAGE 31,381	COLOR CREME/	STOCK NO.
YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	VEHICLE I.D. NO. 3FAHP0JGAR	SELLING DEALER NO.	DELIVERY DATE	PRODUCTION DATE
CHICAGO, IL	R.T.E. NO.	P.O. NO.	P.O. DATE 05/29/12	
COMMENTS				

MO: 31474

LABOR & PARTS J# 1 12LIZ04	ENGINE STALLS CHECK VEHICLE DIED WHEN COMING TO STOP. HAPPENED APPROX 5 DAYS AGO. HAS BEEN OK SINCE HOOK UP IDS COMPUTER TO TEST...NO CODES TEST DRIVE VEHICLE APPROX 93 MILES OVER 8 WORKING DAYS COULD NOT VERIFY CONCERN. TESTED AGAIN AFTER DRIVING. ..NO CODES	TECH(S):0373	INTERNAL
JOB # 1 TOTAL LABOR & PARTS		0.00	
J# 2 00LIZ996	MULTI-POINT PERFORM MULTI-POINT INSPECTION, TOP OFF FLUID LEVELS, PERFORM BATTERY TEST, AND CHECK TIRE CONDITION. MAINTENANCE	TECH(S):0373	INTERNAL
JOB # 2 TOTAL LABOR & PARTS		0.00	
J# 3 04LIZ01	SUSPENSION CONCERN CHECK CLICKING NOISE WHEN TURNING WHILE BACKING UP. AT TIMES CHECK FOR NOISE SEVERAL TIMES WHILE CAR WAS IN SERVICE FOR 8 WORKING DAYS. COULD NOT VERIFY CONCERN AT THIS TIME	TECH(S):0373	INTERNAL
JOB # 3 TOTAL LABOR & PARTS		0.00	
J# 4 17LIZ	ENTERPRISE RENTAL ENTERPRISE RENTAL. LOANER 1-DAY LOANER.	TECH(S):888	WARRANTY
JOB # 4 TOTAL LABOR & PARTS		0.00	
SUBLET	PO#	VEND INV#	INV.DATE-DESCRIPTION
JOB # 4	87330	016021	06/09/12 ENTERPRISE RENTAL
TOTAL - SUBLET		WARRANTY 0.00	
COMMENTS			

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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

...Compare Service, Tool
We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.
We give you a report card... You give us a grade. Our goal: "No unhappy owners."

AUTHORIZED REPRESENTATIVE

If you are happy let your neighbor know. If you are unhappy call your authorized representative at once. Our Goal: "No unhappy owners." THANK YOU for bringing your car to us for service.



Napleton River Oaks
Lincoln



Napleton River Oaks
Lincoln

**NAPLETON RIVER OAKS
LINCOLN**

1777 River Oaks Drive
Calumet City, IL 60409
Phones (708) 891-5400 (800) 641-0872
Fax (708) 891-5744
www.shopnapleton.com



CELL: 773-987-1173

CUSTOMER NO. 211365	ADVISOR JAMES	TAG NO. 307 870	INVOICE DATE 09/08/11	INVOICE NO. LICS11599
	LABOR RATE	LICENSE NO.	MILEAGE 22,363	COLOR CREME/
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD		DELIVERY DATE	DELIVERY MILES
CHICAGO, IL	VEHICLE ID. NO. 3FAHP0JGAR		SELLING DEALER NO.	PRODUCTION DATE
	R.T.B. NO. 82860		R.O. DATE 08/23/11	
COMMENTS				MO: 22436

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	9L8Z-9E926-A	THROTTLE BODY		
JOB # 1	15	WA-11-SBA	STRAP - WIRING WA-1		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00
<hr/>					
# 2 17/12 ENTERPRISE RENTAL LOANER 10 DAYS LOANER					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00
<hr/>					
SUBLET	PO#	VEND IN#	INV. DATE	DESCRIPTION	WARRANTY
OB # 2	82658	006329	09/08/11	ENTERPRISE LOANER	
OB # 2	82860	006782	09/08/11	ENTERPRISE LOANER	
TOTAL - SUBLET					0.00

RECOMMENDATIONS:
PO'S ISSUED FIRST 3 DAYS WAS 82658 SECOND 7 DAYS PO 82860

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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

...Compare Service, Too!
We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement falls in normal service within that period, we'll fix it free of charge. Parts and Labor.
We give you a report card... You give us a grade. Our goal: "No unhappy owners."

AUTHORIZED REPRESENTATIVE

If you are happy let your neighbor know. If you are unhappy call your authorized representative at once. Our Goal: "No unhappy owners." THANK YOU for bringing your car to us for service.



Napleton River Oaks
Lincoln



Napleton River Oaks
Lincoln

**NAPLETON RIVER OAKS
LINCOLN**

1777 River Oaks Drive
Calumet City, IL 60409
Phones (708) 891-5400 (800) 641-0872
Fax (708) 891-5744
www.shopnapleton.com



CELL: 773-987-1173

CUSTOMER NO. 211365	ADVISOR JAMES	TAG NO. 307 807	INVOICE DATE 08/18/11	INVOICE NO. 1TCS11526
LABOR RATE	LICENCE NO.	MILEAGE 22,123	COLOR CREME/	STOCK NO.
YEAR/MAKE/MODEL 10/FORD/FUSION/4DR SDN SEL EWD	VEHICLE ID. NO. 3FAHP0JGAR	SELLING DEALER NO.	DELIVERY DATE	DELIVERY MILES
P.T.E. NO.	R.O. NO.	R.O. DATE 08/18/11	COMMENTS	

MO: 22125

LABOR & PARTS
 DRIVEABILITY
 WRENCH LIGHT WILL COME ON AND WILL LACK POWER WHILE DRIVING, AT TIMES
 TEST DRIVE. COULD NOT VERIFY CONCERN AT THIS TIME
 HOOK UP IDS COMPUTER TO TEST...NO CODES
 ADVISED CUST

JOB # 1 TOTAL LABOR & PARTS 0.00

SUSPENSION CONCERN
 CHECK CLUNK NOISE, FROM UNDER CAR, WHILE DRIVING AT HIGHER SPEEDS
 TEST DRIVE. COULD NOT VERIFY CONCERN AT THIS TIME
 SEE JOB #1

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	TOTAL - SUBLET
					0.00

COMMENTS
 DELETED OPERATION(S)
 17LIZ01 FREE RENTAL COUPON

TOTALS
 We would like to thank you for your patronage and remind you that if you should have any questions in regards to any service performed on your vehicle today, please contact your service advisor. He would be more than happy to assist you.

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

TOTAL INVOICE \$ 0.00

Remember, you may be surveyed by the manufacturer on our service. If you are unsatisfied for any reason, please contact us at 708-891-5400. We strive for complete customer satisfaction.

Are you aware that you can now set up appointments and get service coupons on-line? Just go to: nw.shopnapleton.com, to print and set appointments.

Jim, Vince, and Larry

CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****

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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."
 ...Compare Service, Tool
 We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.
 We give you a report card... You give us a grade. Our goal: "No unhappy owners."

AUTHORIZED REPRESENTATIVE

If you are happy let your neighbor know. If you are unhappy call your authorized representative at once. Our Goal: "No unhappy owners." THANK YOU for bringing your car to us for service.



Napleton River Oaks
Lincoln

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Kentucky, Minnesota, Missouri, Nevada, Ohio, Texas, Wisconsin, Washington, DC)

Main Office

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Writer licensed to practice
only in:
Illinois

June 21, 2012

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

RE: [REDACTED] v. Ford Motor Company
Vehicle: 2010 Ford Fusion
VIN: 3FAHPOJGOAR [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective engine as evidenced by illumination of the check engine light, loss of power and vehicle not accelerating;
2. Defective steering/suspension system as evidenced by clunk noise from under vehicle at highway speeds and clicking noise when turning and in reverse; and
3. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified in writing of your breach of warranty and of my client's intent to pursue claims for breach of warranty in a court of law should you fail to amicably resolve this matter. Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Unless you are willing to accept the return of the vehicle and pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client merely requests the return of fifty (50) percent of the purchase price of the vehicle as compensation for its diminished value due to its defects and payment of our attorneys' fees pursuant to the fee-shifting provisions of the Federal Magnuson-Moss Warranty Act. Our

June 21, 2012

attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



Timothy C. Maloney
Attorney at Law

TCM/lcm

CC: [REDACTED] [REDACTED]



BBB AUTO LINE PROGRAM SUMMARY

Ford Motor Company – Illinois

Ford Motor Company has agreed to arbitrate certain warranty claims through BBB AUTO LINE. Ford's participation in BBB AUTO LINE covers Ford, Lincoln, and Mercury vehicles.

This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE. Please also see *Claims That Are Not Eligible* below for a description of the types of claims that will not be handled by BBB AUTO LINE.

Please note that although most customers choose to represent themselves in the BBB AUTO LINE process, customers may also be represented by an attorney at their own expense.

AGE/MILEAGE REQUIREMENTS

Claims seeking repurchase or replacement of a **Ford** or **Mercury** vehicle must be filed with BBB AUTO LINE within three years or 36,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking repurchase or replacement of a **Lincoln** vehicle must be filed with BBB AUTO LINE within four years or 50,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking any other remedy listed below must be filed with BBB AUTO LINE before the expiration of the applicable Ford U.S. New Vehicle Limited Warranty coverage period.

ELIGIBLE CLAIMS

Claims must be based on a defect in the vehicle's factory-supplied material or workmanship covered by the applicable Ford U.S. New Vehicle Limited Warranty.

ELIGIBLE VEHICLES

Claims may be filed for Ford, Lincoln, and Mercury cars and light trucks that are:

- ♦ Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;

- ◆ Currently registered in Illinois; and
- ◆ Purchased or leased in the United States and normally operated in the United States.

The following vehicles are **not eligible** for BBB AUTO LINE:

- ◆ F-450, F-550, and F-650 pick-up trucks.
- ◆ Ford E-series Cut Away vehicles, F-series cab and chassis, and motor homes.

BBB AUTO LINE REMEDIES

The arbitrator may award the following remedies:

- ◆ Repairs.
- ◆ A Ford Extended Service Plan for the customer's current vehicle.
- ◆ Reimbursement for money the customer paid to repair the vehicle if those repairs should have been covered by the Ford New Vehicle Limited Warranty.
- ◆ Repurchase of the vehicle.
- ◆ Replacement of the vehicle **only** if it was purchased or leased *new*.

REPAIRS/REIMBURSEMENT FOR REPAIRS

The arbitrator may award repairs to defects covered by the Ford New Vehicle Limited Warranty. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

The arbitrator may award reimbursement for money paid for the repair of defects covered by the Ford New Vehicle Limited Warranty only if Ford or its dealer declined to repair the defects under warranty or to reimburse under the warranty's emergency repair provisions.

REPURCHASE/REPLACEMENT

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- ◆ The defect (s) in material or workmanship covered by the Ford New Vehicle Limited Warranty was first reported to Ford or an authorized dealer within 18 months or 18,000 miles – whichever occurs first – after the vehicle's warranty start date; and
- ◆ Either (1) the same defect was subject to repair four or more times and continues to exist, or (2) the vehicle was out of service for 30 or more cumulative calendar days for repairs to any defect(s); and
- ◆ The defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.

If the arbitrator finds that the claim meets these conditions, the arbitrator must award a repurchase or replacement that will consist of the following remedies:

- ♦ **Repurchase** – If the vehicle was **purchased**, Ford will refund the actual amount that the customer paid for the vehicle (not including any modifications or additions after the vehicle's purchase or lease), not including finance charges, less a reasonable allowance for use. If the vehicle was **leased**, Ford will refund to the customer payments made to the lending institution or lessor, including finance charges, plus net trade-in and cash down payment (not including rebates, if any), less a reasonable allowance for use. For both **purchased** and **leased** vehicles, Ford will also provide the pay-off amount to the lienholder or lessor in accordance with the financing or lease agreement.

If the vehicle being repurchased is covered by a Ford Extended Service Plan that the customer purchased, that plan will be cancelled and its pro-rated cost refunded. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

- ♦ **Replacement of a vehicle purchased or leased new** – The customer will select a new vehicle from dealer inventory that is from the same model year as, and substantially identical to, the vehicle being replaced (not including any modifications or additions after the vehicle's purchase or lease).

If the customer selects a vehicle that has different equipment options, the customer will incur the cost of upgraded equipment.

If a replacement vehicle of the same vehicle model or from the same model year as the current vehicle is not available, the customer may select a different model or model year vehicle but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the vehicle being replaced and the M.S.R.P. of the new replacement vehicle.

If the vehicle being replaced is covered by a Ford Extended Service Plan that the customer purchased, Ford will provide the customer with the most nearly equivalent Ford Extended Service Plan available for the replacement vehicle at no cost to the customer. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Important: Replacement is not an available remedy if the current vehicle was purchased used.

Deductions/Exclusions from a Repurchase or Replacement Award

- ♦ If the arbitrator awards a **replacement**, the award will require payment for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{mileage at first repair of the defect for which a replacement is awarded}}{100,000} \times \text{purchase price}$$

- ◆ If the arbitrator awards a **repurchase**, the award will be reduced for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{all accrued mileage} - 100 \text{ miles}}{100,000} \times \text{purchase price}$$

- ◆ The award may be reduced or may require payment for any missing equipment or damage to the vehicle exceeding normal wear and tear.
- ◆ The award will not include any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a down payment or capitalized cost reduction.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered to the customer who applied to **BBB AUTO LINE**. The customer will be responsible for turning over the vehicle with all of the original equipment, and without abnormal wear or damage evident on the vehicle (e.g., cracked windshield). The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT ARE NOT ELIGIBLE

The following claims are **not** eligible for arbitration in BBB AUTO LINE:

- ◆ Claims involving a vehicle no longer owned or leased by the customer.
- ◆ Claims not covered by the Ford New Vehicle Limited Warranty, including but not limited to:
 - (1) maintenance and wear items not covered by the Warranty;
 - (2) damage caused by alterations or modifications of the vehicle after it leaves the control of Ford Motor Co.;
 - (3) damage caused by tampering with the vehicle, its emissions systems, or other parts that affect these systems; and
 - (4) damage caused by the installation or use of a non-Ford Motor Co. part or of any part designed for “off-road” use installed after the vehicle leaves the control of Ford Motor Co.
- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has (1) caused bodily injury, or (2) caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Allegations of fraud.
- ◆ Claims seeking punitive damages or compensation for loss of wages, personal injury or mental anguish.
- ◆ Claims that are the subject of a law suit or state administrative action against Ford.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and Ford.

DEALER 41D 043

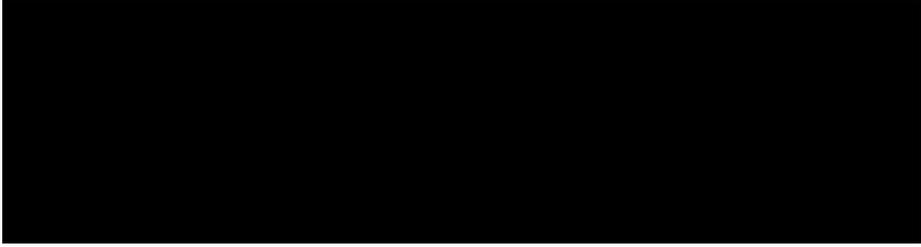
VIN 3FAHP0JG0AR

	Suggested Retail Price	Invoice Amount
FUSION SEL	24655.00	22700.00
2010 MODEL YEAR		
WS WHITE SUEDE		
FL MED LT STONE LTHR BUCKETS		
INCLUDED ON THIS VEHICLE		
RAPID SPEC 301A	1525.00	1327.00
MOON & TUNE VALUE PACKAGE		
POWER MOONROOF		
SONY SOUND SYSTEM 12-SPEAKERS		
OPTIONAL EQUIPMENT		
99G 3.0L 24V V6 DURATEC ENGINE	1610.00	1449.00
44W .6-SPD AUTO TRANSMISSION	NC	NC
T7D .P225/50R17 V-RATED TIRES	NC	NC
JOB #3 ORDER		
13K REAR SPOILER	295.00	257.00
153 FRONT LICENSE PLATE BRACKET	NC	NC
TOTAL OPTIONS	3430.00	3033.00
TOTAL VEHICLE & OPTIONS	28085.00	25733.00
DESTINATION & DELIVERY	725.00	725.00
TOTAL BEFORE DISCOUNTS	28810.00	26458.00
##SPECIAL ADDED DISCOUNTS#	630.00-	548.00-
TOTAL FOR VEHICLE	28180.00	
FUEL CHARGE		49.14
PDAF/LMDA ASSESSMENT		353.00
MDA ASSESSMENT		15.00
SHIPPING WEIGHT 3314 LBS.		
TOTAL	28180.00	26327.14

This invoice may not reflect the final cost of the vehicle in view of the possibility of future rebates, allowances, discounts and incentive awards from Ford Motor Company to the dealer.

Sold to					
Sutton Ford Lincoln Mercury 41D043 21315 Central Avenue Matteson IL 60443		Order Type 2	Ramp Code RAK6	Batch ID AC041	Price Level 055
Ship to (if other than above)		Date Inv. Prepared		Item Number	Transit Days
		03	04	10	41-1100
		Ship Through			
Invoice & Unit Identification NO. 3FAHP0JG0AR	Final Assembly Point HERMOSILLO	Finance Company and/or Bank Ford Motor Credit 000001			

Total Holdback	Invoice Total	A & Z Plan	D Plan	X Plan
824	26327.14	25410.14	25510.14	26496.83



K.L. AL

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

BARBARA B. CLARIDGE, ESQ.
LICENSED IN ALABAMA & GEORGIA
EXTENSION: 1054
E-MAIL: BCLARIDGE@LEMONLAWINFO.COM

344 TELFAIR STREET
AUGUSTA, GEORGIA 30901

CORPORATE OFFICE:
2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

PLEASE DIRECT ALL CORRESPONDENCE
TO CORPORATE OFFICE

October 24, 2012

Ford Motor Company
World Headquarters
Office of General Counsel
One American Road
Dearborn, MI 48126

RECEIVED
OCT 30 2012

RE: Mandi Rich v. Ford Motor Company
NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client: [REDACTED]
Vehicle: 2011 Ford Fusion
VIN: 3FAHP0HA2BR [REDACTED]
Date of purchase: 01/12
Our File No.: AL12-10139

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Engine;**
2. **Transmission;**
3. **Loss of power;**
4. **Brakes;**
5. **Electrical;**
6. **Steering;**
7. **Suspension;**



Eddie Preuitt Ford, Inc.
 Highway 31 N.
 Hartselle, Alabama 35640
 Phone: (256) 773-2578

SERVICE INVOICE
CUSTOMER COPY

*11 Days
 Verified*

[REDACTED] CUST# 1947 (DUPLICATE) RO# W149441
 TAG # 547 START 2/06/12 13:02
 WARR VEN FRD BILLED 2/20/12 13:58
 TRINITY AL [REDACTED] PO#
 PHONE: HOME [REDACTED] WRITER SAB
 APPROVAL SAB /SAB

OWNER 1947 UNIT# BR283991 2011 FORD FUSION SE CURR MI 1,622.0
 PROD DT: 4/01/11 CURR MI 10.0
 DELIVERED: 1/12/12 TRANSMISSION: AUTO 6F M
 VIN: 3FAHPOHA2B [REDACTED] ENGINE: 2.5 4 CYL
 2ND KEY: SERIES: SE FWD
 CYLINDERS: 4 CID: NEW
 GVWR: COLOR: WHITE
 WARRANTY EFF: 1/17/12 EXT: N UNIT: EXP:

(W) 1. COMPLAINT: CUSTOMER STATES WAS DRIVING AT SLOW SPEED (PARKING DECK) VEH
 WOULD JERK/HIT HARD; JERKS GOING DOWN LONG INCLINE AND AT
 65-75MPH
 CORRECTION: REPROGRAM THE PCM (PCM WILL BEGIN A RE-LEARNING PROCESS
 AFTER REPROGRAMMED; RE-LEARNING PROCESS MAY RESULT IN FIRMER
 THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS) TEST
 DROVE

LABOR: 111127A 04
 TECH ID: 6388
 6388 A. SHARP

(W) 2. COMPLAINT: CUSTOMER STATES RIGHT PASSENGER REAR WINDOW SLOW GOING
 UP/DOWN
 CORRECTION: CHECKED PASSENGER REAR WINDOW TO VERIFY CONCERN, NEC TO
 REMOVE DOOR PANEL FOR ACCESS TO WINDOW TRACK, CLEANED &
 LUBRICATED WINDOW TRACK, RECKD TO VERIFY REPAIR

LABOR: MT5425766 04
 TECH ID: 6388
 6388 A. SHARP
 LABOR: 27405B 04
 TECH ID: 6388

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

AUTHORIZED BY: _____
 RECEIVED BY: _____

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT, FREEZING OR ANY OTHER CAUSE BEYOND OUR CONTROL.



Eddie Preuitt Ford, Inc.
 Highway 31 N.
 Hartselle, Alabama 35640
 Phone: (256) 773-2578

SERVICE INVOICE
 CUSTOMER COPY



CUST# 1947 (DUPLICATE) RO# W149441

PARTS: 1.00 XL10 LUBRICANT 04
 1.00 PARTS ALLOWANCE 04

(W) 3. COMPLAINT: CUSTOMER STATES WINDSHIELD WIPERS JUMPS ACROSS GLASS, DOES NOT CLEAN WINDSHIELD AND MAKES TERRIBLE NOISE
 CORRECTION: CHECK WIPERS, FOUND BLADES ERRATIC AND NOT CONTACTING WINDSHIELD AND CLEANING PROPERLY, NEC TO REPLACE BOTH WIPER BLADES

LABOR: 17528A 04
 TECH ID: 6388
 6388 A. SHARP

PARTS: 1.00 2U2217528GA BLADE ASY 04
 1.00 2U2217528LA BLADE ASY 04
 1.00 PARTS ALLOWANCE 04

TOTAL LABOR .00
 TOTAL PARTS .00
 REPAIR ORDER TOTAL .00

PG 2

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

AUTHORIZED BY: _____

RECEIVED BY: _____

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT, FREEZING OR ANY OTHER CAUSE BEYOND OUR CONTROL.



Eddie Preuitt Ford, Inc.
 Highway 31 N.
 Hartselle, Alabama 35640
 Phone: (256) 773-2578

SERVICE INVOICE
 CUSTOMER COPY

14 Days

CUST# 1947 (DUPLICATE) RO# W149759
 TAG # 904--2 START 2/27/12 15:06
 WARR VEN PRD BILLED 3/12/12 11:33
 PO#
 WRITER ARP
 APPROVAL ARP /SAB
 TRINITY AL
 PHONE: HOME
 OWNER 1947 UNIT# BR283991 2011 FORD FUSION SE CURR MI 2,406.0
 PROD DT: 4/01/11 CURR MI 1,622.0
 DELIVERED: 1/12/12 TRANSMISSION: AUTO 6F M
 VIN: 3FAHP0HA2RR ENGINE: 2.5 4 CYL
 2ND KEY: SERIES: SE FWD
 CYLINDERS: 4 CID: NEW
 GVWR: COLOR: WHITE
 WARRANTY EFF: 1/17/12 EXT: N UNIT: EXP:

(W) 1. COMPLAINT: CK DRIVERS SEAT WILL NOT RAISE UP AND IS VERY NOISEY
 CORRECTION: CHECKED OPERATION OF DRIVER SEAT, MOTOR WHICH MAKE SEAT GO UP & DOWN GROWLING/GRINDING; NEC TO REMOVE DRIVER SEAT AND REPLACE TRACK ASSEMBLY DUE TO FAULTY MOTOR; REASSEMBLED AND RECKD TO VERIFY REPAIR

LABOR: 63100AL 04
 TECH ID: 1360
 1360 JARED HUDSON
 LABOR: 63100A2L 04
 TECH ID: 1360
 PARTS: 1.00 AE5Z5461711A TRACK ASY 04
 1.00 PARTS ALLOWANCE 04

TOTAL LABOR .00
 TOTAL PARTS .00
 REPAIR ORDER TOTAL .00

PG 1

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

AUTHORIZED BY: _____
 RECEIVED BY: _____

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT, FREEZING OR ANY OTHER CAUSE BEYOND OUR CONTROL.



Eddie Preuitt Ford, Inc.
 Highway 31 N.
 Hartselle, Alabama 35640
 Phone: (256) 773-2578

SERVICE INVOICE
 CUSTOMER COPY

33
 Days

TRINITY AL [REDACTED]
 PHONE: HOME [REDACTED] 0

CUST# 1947 (DUPLICATE) RO# W152177
 TAG # 881 START 7/22/12 15:40
 WARR VEN FRD BILLED 8/23/12 18:42
 PO#
 WRITER SAB
 APPROVAL SAB /SAB

OWNER 1947 UNIT# BR283991 2011 FORD FUSION SE CURR MI 10,111.0
 PROD DT: 4/01/11 CURR MI 3,565.0
 DELIVERED: 1/12/12 TRANSMISSION: AUTO 6F M
 VIN: 3FAHP0HA2BR [REDACTED] ENGINE: 2.5 4 CYL
 2ND KEY: SERIES: SE PWD
 CYLINDERS: 4 CID: NEW
 GVWR: COLOR: WHITE

WARRANTY EFF: 1/15/12 EXT: N UNIT: EXP:

(W) 1. COMPLAINT: CUSTOMER STATES WAS CROSSING HWY 157 AND VEH HESITATED WHEN ACCELERATE
 CORRECTION: Extra time to repeat Final Quick Test-Not to be used if only pass codes are present (Do not used with (12650DX1)

LABOR: 12650D 04
 6388 A. SHARP
 LABOR: 12651DX1 04
 COMPLAINT: Extra time to repeat Final Quick Test-Not to be used if only pass codes are present
 LABOR: 12650D45 04
 COMPLAINT: EEC System - Diagnostic Pin Point Test
 LABOR: 9926A 04
 COMPLAINT: Throttle Body - Air Intake (9B926) - Replace
 PARTS: 1.00 DS7Z9E926A THROTTLE 04
 1.00 PARTS ALLOWANCE 04

TOTAL LABOR .00
 TOTAL PARTS .00
 REPAIR ORDER TOTAL .00

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

AUTHORIZED BY: _____
 RECEIVED BY: _____

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT, FREEZING OR ANY OTHER CAUSE BEYOND OUR CONTROL.



Eddie Preuitt Ford, Inc.
 Highway 31 N.
 Hartselle, Alabama 35640
 Phone: (256) 773-2578

SERVICE INVOICE
CUSTOMER COPY

61
 Days

CUST# 1947 (DUPLICATE) RO# W152645
 TAG # 195 START 8/19/12 13:47
 WARR VEN FRD BILLED 10/19/12 12:39
 PO#
 WRITER SAE
 APPROVAL SAE /SAE
 TRINITY AL
 PHONE: HOME 0
 OWNER 1947 UNIT# BR283991 2011 FORD FUSION SE CURR MI 10,321.0
 PROD DT: 4/01/11 CURR MI 10,111.0
 DELIVERED: 1/12/12 TRANSMISSION: AUTO 6F M
 VIN: 3FAHP0HA2BF ENGINE: 2.5 4 CYL
 2ND KEY: SERIES: SE FWD
 CYLINDERS: 4 CID: NEW
 GVWR: COLOR: WHITE
 WARRANTY BFP: 1/17/12 EXT: N UNIT: EXP:

(W) 1. COMPLAINT: TECH STATES TRAC LIGHT COMING ON
 CORRECTION: ABS-DIAGNOSTIC PIN POINT TEST

LABOR: 2219D 04
 6388 A. SHARP
 LABOR: 2219D45 04
 LABOR: 3504A 04
 COMPLAINT: STEERING GEAR ASSEMBLY (03504/3A500) -REMOVE AND INSTALL OR
 REPLACE (2.5L DOHC)
 CORRECTION: REMOVED AND REPLACED STEERING GEAR ASSEMBLY (03504/3A500);
 3001A AND 3001A6 FOR ALIGNMENT CHECK AND ADJUSTMENT IF
 REQUIRED BY WORKSHOP MANUAL
 LABOR: 3504E47 04
 COMPLAINT: STEERING GEAR ASSEMBLY-EPAS TEST DRIVE (03504/3A500) -ROAD
 TEST AND PARKING LOT MANEUVERS
 CORRECTION: ROAD TEST AND PARKING LOT MANEUVERS AFTER REPLACEMENT OF
 STEERING GEAR ASSEMBLY
 PARTS: 1.00 AE5Z3504CE GEAR ASY 04
 1.00 PARTS ALLOWANCE 04
 SUBLET: PC# 1227 04
 (W) TANKERSLEY'S ALIGNMENT 04

PG 1

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

AUTHORIZED BY: _____

RECEIVED BY: _____

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT, FREEZING OR ANY OTHER CAUSE BEYOND OUR CONTROL.



Eddie Preuitt Ford, Inc.
 Highway 31 N.
 Hartselle, Alabama 35640
 Phone: (256) 773-2578

SERVICE INVOICE
 CUSTOMER COPY



CUST# 1947 (DUPLICATE) RO# W152645

TOTAL LABOR	.00
TOTAL PARTS	.00
REPAIR ORDER TOTAL	.00

PG 2

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

AUTHORIZED BY: _____

RECEIVED BY: _____

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT, FREEZING OR ANY OTHER CAUSE BEYOND OUR CONTROL.

All Action Details for Issue

[Print](#)

VIN: 3FAHP0HA2BR [REDACTED] Year: 2011 Model: FUSION Case: 1404252272
 Name: MS [REDACTED] Owner Status: Original WSD: 2012-01-17
 Symptom Desc: STALLS/QUITS ACCELERATION Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - BUYBACK - UNABLE TO DUPLICATE Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 08/15/2012

Action: TIER II ESCALATION - BUYBACK
 Dealer: 05960 EDDIE PREUITT FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 10000 MI Comm Type: PHONE
 Analyst Name: EBY KEVIN Analyst: KEYB
 Action Date: 08/14/2012 Action Time: 11.23.34.382 Action Data: No

Comments CUSTOMER SAID: - HAVE BEEN TO DLR FOR NUMEROUS ISSUES ALREADY- VEH WILL STALL AND NOT ACCELERATE- TOOK VEH TO DLR- VEH IS AT DLR NOW- DLR GETS NO CODES AND NOTHING ON A TEST DRIVE- DLR CANNOT DUPLICATE ISSUE- CUST NOT SURE WHO THEY SPOKE WITH IN SERVICE- DLR ADVISED TO CALL FORD- SEEKING FORD TO REPLACE OR BUYBACK VEHDEALER SAID: - EDDIE PREUITT FORD, INC.710 HIGHWAY 31 NORTH HARTSELLE, AL 35640 TEL:(256) 773-2578 CRC ADVISED: NOTE: CUSTOMER IS REQUESTING A BUYBACK I 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.----- [REDACTED] BEST CONTACT CAN BE CALLED ANYTIME

Action: CREATE FOLLOW UP
 Dealer: 05960 EDDIE PREUITT FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 10000 MI Comm Type: OUTBOUND CALL TO CUSTOMER
 Analyst Name: DADDONE, SHELLY Analyst: SDADDONE
 Action Date: 08/15/2012 Action Time: 14.35.09.970 Action Data: Yes

Comments CSM SHELLY X 77740 (INITIAL REVIEW: LTV 67/ NO ESP / 1 AWS CLAIM / WSD 1-17-12 / 10K MILES) OBC TO DLR: S/A JASON - STATED VEH HAS BEEN THERE SINCE MONDAY, HAVE NOT DUPLICATED THE ISSUE. CSM ADVISED THAT NHL NEEDS TO BE CONTACTED SO THAT THEY CAN GIVE DIRECTION AS TO WHAT THE VEH IS DOING / NOT DOING. /// OBC TO CUST: ADVISED OF ROLE/CASE#/RECORDED LINE: CSM ADVISED OF THE DLR CONVERSATION. CUST IS VERY SCARED IN VEH AS IT HAS THE INTERMITTENT NON ACCELERATION PROBLEM, CSM ADVISED WOULD START PAPERWORK FOR VEH REPLACEMENT. CSM SENT CONTACT INFO TO CUST EMAIL. CSM SETTING F/U FOR FRIDAY TO CHECK REPAIR STATUS.

Data Element Name	Data Value

DATE OF FOLLOW UP:	08-17-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CREATE FOLLOW UP
Dealer: 05960 EDDIE PREUITT FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 10000 MI **Comm Type:** OUTBOUND CALL TO DEALER
Analyst Name: DADDONE, SHELLY **Analyst:** SDADDONE
Action Date: 08/17/2012 **Action Time:** 11.08.26.987 **Action Data:** Yes

Comments CSM SHELLY X 77740 - OBC TO DLR: S/A JASON - STATED THAT STILL DON'T KNOW THE DIAG ON THE VEH. CSM SETTING F/U FOR MONDAY.

Data Element Name	Data Value

DATE OF FOLLOW UP:	08-20-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CREATE FOLLOW UP
Dealer: 05960 EDDIE PREUITT FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 10000 MI **Comm Type:** OUTBOUND CALL TO CUSTOMER
Analyst Name: DADDONE, SHELLY **Analyst:** SDADDONE
Action Date: 08/20/2012 **Action Time:** 14.41.40.392 **Action Data:** Yes

Comments OBC TO DLR: S/A JASON STATED THAT TECH WAS ABLE TO DUPLICATE THE ISSUE. WORKING WITH NHL FOR REPAIR DIRECTION. DIAG ON VEH RIGHT NOW IS THAT SSM 22246 BRAKE OVER ACCELERATOR. S/A ADVISED TO HAVE CSM F/U ON WEDNESDAY. /// OBC TO CUST: ADVISED OF STATUS OF REPAIR. CUST IS VERY ADAMENT THAT FMC NEEDS TO REPLACE HER VEH. CSM ADVISED ONCE LAST RO IS CLOSED THEN ALL PAPERWORK WILL BE SUBMITTED. CSM SETTING F/U FOR WEDNESDAY.

Data Element Name	Data Value

DATE OF FOLLOW UP:	08-22-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CREATE FOLLOW UP
Dealer: 05960 EDDIE PREUITT FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 10000 MI **Comm Type:** OUTBOUND CALL TO DEALER

Analyst Name: DADDONE, SHELLY **Analyst:** SDADDONE
Action Date: 08/22/2012 **Action Time:** 14.09.46.187 **Action Data:** Yes

Comments OBC TO DLR: SERVICE TECH ADAM STATED THAT TRACTION CONTROL LIGHT IS COMING ON, THIS IS CAUSING ACCELERATOR PEDAL CONCERN. TECH IS GOING TO PUT A FLIGHT RECORDER ON THE VEH AND DRIVE IT TO CAPTURE CODES FROM VARIOUS SENSORS. CSM RESETTING F/U FOR MONDAY TO ALLOW TECH TIME.

Data Element Name	Data Value
DATE OF FOLLOW UP:	08-27-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CREATE FOLLOW UP
Dealer: 05960 EDDIE PREUITT FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 10000 MI **Comm Type:** OUTBOUND CALL TO DEALER
Analyst Name: DADDONE, SHELLY **Analyst:** SDADDONE
Action Date: 08/27/2012 **Action Time:** 16.40.37.497 **Action Data:** Yes

Comments OBC TO DLR: SERVICE TECH ADAM ROAD TESTED VEH AND WAS ABLE TO DUPLICATE THE ISSUE. CSM ADVISED NEED TO GET BACK WITH NHL TO ADVISE OF THE CONCERN. SER TECH ASKED FOR F/U FOR TUESDAY AFTERNOON. CSM ADVISED THAT S/A NEEDS TO CALL CUST AND ADVISE OF SITUATION.

Data Element Name	Data Value
DATE OF FOLLOW UP:	08-28-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CREATE FOLLOW UP
Dealer: 05960 EDDIE PREUITT FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 10000 MI **Comm Type:** OUTBOUND CALL TO DEALER
Analyst Name: DADDONE, SHELLY **Analyst:** SDADDONE
Action Date: 08/29/2012 **Action Time:** 16.29.51.610 **Action Data:** Yes

Comments OBC TO DLR: SERVICE TECH ADAM STATED THAT NHL JUST UPDATED WITH A LIST OF ITEMS TO TEST. ADAM WILL WORK ON THAT LIST TODAY/TOMORROW. CSM SPOKE TO S/M JASON P AND HE HAS BEEN SPEAKING TO THE CUST ON A DAILY BASIS. CSM RESETTING F/U FOR FRIDAY.

Data Element Name	Data Value
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 DATE OF FOLLOW UP: 08-31-2012
 TIME OF FOLLOW UP (HH:MM): 17:00

Action: CREATE FOLLOW UP
Dealer: 05960 EDDIE PREUITT FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 10000 MI **Comm Type:** OUTBOUND CALL TO DEALER
Analyst Name: DADDONE, SHELLY **Analyst:** SDADDONE
Action Date: 08/31/2012 **Action Time:** 12.27.15.987 **Action Data:** Yes

Comments OBC TO DLR: S/A JASON STATED THAT FSE WAS OUT YESTERDAY TO REVIEW THE VEH. PUT ON A FLIGHT RECORDER AND SPOKE TO THE SERVICE TECH ADAM THIS MORNING TO GET INFO ON THE READINGS. CSM ADVISED TO UPDATE CUDL SO THAT FMC HAS KNOWLEDGE OF WHAT FSE FOUND. CSM ALSO ADVISED THAT S/M JASON MUST CALL CUST TO ADVISE WHAT THE STATUS OF THE VEH REPAIR IS, S/M STATED HE WOULD CALL HER. CSM RESETTING F/U FOR TUESDAY.

Data Element Name **Data Value**

 DATE OF FOLLOW UP: 09-04-2012
 TIME OF FOLLOW UP (HH:MM): 17:00

Action: CREATE FOLLOW UP
Dealer: 05960 EDDIE PREUITT FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 10000 MI **Comm Type:** OUTBOUND CALL TO DEALER
Analyst Name: DADDONE, SHELLY **Analyst:** SDADDONE
Action Date: 09/04/2012 **Action Time:** 15.41.44.521 **Action Data:** Yes

Comments OBC TO DLR: S/M JASON STATED THAT FLIGHT RECORDER HAS BEEN INSTALLED ON VEH AND SERVICE TECH IS DRIVING VEH TO GET READINGS FOR FSE. S/M SPOKE TO CUST THIS MORNING TO KEEP HER UP TO DATE AS TO WHAT IS GOING ON WITH THE VEH. CSM TO SET F/U FOR THURSDAY.

Data Element Name **Data Value**

 DATE OF FOLLOW UP: 09-06-2012
 TIME OF FOLLOW UP (HH:MM): 17:00

Action: ESCALATED HANDLING REQUIRED - REGIONAL PERSONNEL CONTACTED
Dealer: 05960 EDDIE PREUITT FORD, INC. **Origin Desc:** DEALER
Odometer: 10000 MI **Comm Type:** PHONE
Analyst Name: ALTON PREUITT **Analyst:** A-PREUIT

Action Date: 09/04/2012 **Action Time:** 16.09.51.537 **Action Data:** No

Comments TALKED WITH CUSTOMER ON PHONE TODAY. INFORMED HER OF FIELD SERVICE ENGINEER'S VIST AND INPSECTION OF CAR AND USE OF FLIGHT RECORDER. TECH CONTINUES TO TEST DRIVE CAR, NO RECORDING HAVE BEEN MADE YET.

Action: CREATE FOLLOW UP
Dealer: 05960 EDDIE PREUITT FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 10000 MI **Comm Type:** OUTBOUND EMAIL-OTHER
Analyst Name: DADDONE, SHELLY **Analyst:** SDADDONE
Action Date: 09/06/2012 **Action Time:** 11.29.05.607 **Action Data:** Yes

Comments OBC TO DLR: S/M JASON STATED THAT PER FSE A RACK & PINION HAS BEEN ORDERED. /// OBE TO CUST : CSM ADVISED THAT PART IS ON ORDER AND CSM WILL F/U ON MONDAY WITH DLR.

Data Element Name	Data Value
DATE OF FOLLOW UP:	09-10-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CREATE FOLLOW UP
Dealer: 05960 EDDIE PREUITT FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 10000 MI **Comm Type:** OUTBOUND CALL TO DEALER
Analyst Name: DADDONE, SHELLY **Analyst:** SDADDONE
Action Date: 09/10/2012 **Action Time:** 12.08.41.704 **Action Data:** Yes

Comments OBC TO DLR: S/M JASON STATED THAT PART HAS NOT ARRIVED YET, S/M WILL CHECK WITH P/M AND SEE WHERE THE PART IS. WILL UPDATE CUDL SYSTEM. CSM RESETTING F/U FOR WEDNESDAY.

Data Element Name	Data Value
DATE OF FOLLOW UP:	09-12-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: PART ON ORDER
Dealer: 05960 EDDIE PREUITT FORD, INC. **Origin Desc:** DEALER
Odometer: 10000 MI **Comm Type:** WEBFORM
Analyst Name: ALTON PREUITT **Analyst:** A-PREUIT
Action Date: 09/11/2012 **Action Time:** 09.10.55.444 **Action Data:** No

Comments DEALER IS STILL WAITING FOR RACK AND PINION TO ARRIVE.

Action: PARTS ESCALATION

Dealer: 05960 EDDIE PREUITT FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 10000 MI

Comm Type: OTHER

Analyst Name: DADDONE, SHELLY

Analyst: SDADDONE

Action Date: 09/12/2012

Action Time: 16.19.28.996

Action Data: Yes

Comments ISSUE ID 11437225 HAS BEEN CREATED

Data Element Name	Data Value
PARTS DISTRIBUTION ETRACKER #:	11437225
PART NUMBER:	AE5Z3504CE
PART DESCRIPTION:	RACK & PINION
CRS ESCALATION? (Y/N):	YES
WHY DELAYED?:	B/O →
IS CUSTOMER IN RENTAL VEHICLE? (Y/N):	YES

Action: CREATE FOLLOW UP

Dealer: 05960 EDDIE PREUITT FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 10000 MI

Comm Type: OUTBOUND CALL TO DEALER

Analyst Name: DADDONE, SHELLY

Analyst: SDADDONE

Action Date: 09/12/2012

Action Time: 16.20.59.682

Action Data: Yes

Comments OBC TO DLR - S/M JASON STATED THAT PART HAS NOT COME IN YET, CSM ADVISED WOULD DO AN ETRACKER TO ESCALATE THE PART. S/M STATED CUST IS STILL IN A LOANER VEH. CSM SETTING F/U FOR WEDNESDAY SEPT 19.

Data Element Name	Data Value
DATE OF FOLLOW UP:	09-19-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CREATE FOLLOW UP

Dealer: 05960 EDDIE PREUITT FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 10000 MI

Comm Type: OUTBOUND CALL TO DEALER

Analyst Name: DADDONE, SHELLY

Analyst: SDADDONE

Action Date: 09/19/2012 **Action Time:** 10.03.08.441 **Action Data:** Yes

Comments OBC TO DLR: S/M JASON STATED THAT THE PART ARRIVED YESTERDAY. TECH IS WORKING ON THE VEH NOW TO FINISH IT UP. S/M ADVISED THAT HE OR S/A SPEAK TO THE CUST ON A WEEKLY BASIS TO UPDATE HER ON THE VEH STATUS. CSM SETTING F/U FOR THURSDAY TO SPEAK TO CUST ONCE THE VEH HAS BEEN RETURNED.

Data Element Name	Data Value
DATE OF FOLLOW UP:	09-20-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CREATE FOLLOW UP

Dealer: 05960 EDDIE PREUITT FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 10000 MI

Comm Type: OUTBOUND EMAIL-OTHER

Analyst Name: DADDONE, SHELLY

Analyst: SDADDONE

Action Date: 09/20/2012

Action Time: 14.41.28.377

Action Data: Yes

Comments OBC TO DLR: S/M JASON STATED THEY ARE TEST DRIVING THE VEH TODAY AND THEN WILL CALL THE CUST TO P/U THE VEH. S/M DID NOT KNOW IF SHE WOULD P/U VEH TODAY OR TOMORROW. /// OBE TO CUST: ADVISED THAT ONCE CUST HAS P/U VEH THEN CSM WILL F/U WITH CUST.

Data Element Name	Data Value
DATE OF FOLLOW UP:	09-21-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: ESCALATED HANDLING REQUIRED - REQUESTING CCT-CSM SUPPORT

Dealer: 05960 EDDIE PREUITT FORD, INC.

Origin Desc: DEALER

Odometer: 10000 MI

Comm Type: PHONE

Analyst Name: ALTON PREUITT

Analyst: A-PREUIT

Action Date: 09/21/2012

Action Time: 11.17.13.964

Action Data: No

Comments CONTACTED CUSTOMER BY PHONE. INFORMED HER THAT AFTER REPLACING RACK AND PINION, DURING TEST DRIVE THE CAR ACTED UP AGAIN.

Action: CREATE FOLLOW UP

Dealer: 05960 EDDIE PREUITT FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 10000 MI

Comm Type: OUTBOUND CALL TO CUSTOMER

Analyst Name:

DADDONE, SHELLY

Analyst: SDADDONE

Action Date: 09/21/2012 **Action Time:** 11.52.53.811 **Action Data:** Yes

Comments OBC TO CUST (RETURNING IB VM) - CUST IS VERY UPSET THAT HER VEH IS STILL NOT FIXED. S/A CALLED HER THIS MORNING TO ADVISE THAT WHEN THE TECH TOOK THE VEH HOME LAST NIGHT IT ACTED UP AGAIN. CUST WANTS OUT OF THIS VEH AS IT IS NOT SAFE. CSM ADVISED WOULD CALL THE DP EDDIE AND INQUIRE AS TO WHAT THE NEXT MOVE WILL BE. /// OBC TO DLR: DP CSM ADVISED OF CUST CONCERN - THAT HER VEH WILL NOT BE FIXED AND THAT SHE DOES NOT WANT THE VEH. CUST WANTS FMC TO BUY HER VEH BACK SO SHE CAN PURCHASE A NEW FUSION. DP STATED THAT S/A IS WORKING WITH FSE TO TROUBLESHOOT THE PROBLEM. CSM ADVISED THAT SHE NEEDED ALL OF THE RO'S FROM THE VEH SO THAT SHE COULD PROCESS THE REQUEST FOR FMC TO BUYBACK THE VEH. THIS DOES NOT GUARNATEE THAT FMC WILL BE ABLE TO BUY VEH BACK. DP WILL HAVE S/A FAX OVER THE RO'S. CSM RESETTNG F/U FOR FRIDAY SEPT 28.

Data Element Name	Data Value
DATE OF FOLLOW UP:	09-28-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CREATE FOLLOW UP

Dealer: 05960 EDDIE PREUITT FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 10000 MI

Comm Type: OUTBOUND CALL TO CUSTOMER

Analyst Name: DADDONE, SHELLY

Analyst: SDADDONE

Action Date: 09/26/2012 **Action Time:** 11.50.32.039

Action Data: Yes

Comments CSM SHELLY X 77740 - OBC TO CUST (RETURNING IBE REQUESTING CALL BACK) - CUST JUST WANTED TO KNOW WHERE FMC STOOD WITH BUYBACK REQUEST - CSM ADVISED THAT SHE IS WORKING ON PACKET. CUST IS VERY TIRED OF WAITING FOR VEH TO BE RETURNED AND WANTS HER VEH BACK. CSM ADVISED WOULD CALL DLR AND INQUIRE ABOUT REPAIRS. CUST IS VERY HAPPY WITH CSM AND THANKED CSM FOR ASSISTANCE ON HER VEH REPAIR. CSM ADVISED WOULD F/U ON MONDAY WITH CUST REGARDING BUYBACK.

Data Element Name	Data Value
DATE OF FOLLOW UP:	10-01-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CREATE FOLLOW UP

Dealer: 05960 EDDIE PREUITT FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 10000 MI

Comm Type: OUTBOUND EMAIL-OTHER

Analyst Name: DADDONE, SHELLY

Analyst: SDADDONE

Action Date: 10/01/2012 **Action Time:** 10.55.20.896

Action Data: Yes

Comments CSM SHELLY X 77740 - OBE TO CUST: CSM ADVISED THAT STILL REVIEWING PACKET PAPERWORK AND WILL F/U ON FRIDAY WITH ANSWER.

Data Element Name	Data Value
DATE OF FOLLOW UP:	10-05-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CREATE FOLLOW UP
Dealer: 05960 EDDIE PREUITT FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 10000 MI **Comm Type:** OUTBOUND CALL TO DEALER
Analyst Name: DADDONE, SHELLY **Analyst:** SDADDONE
Action Date: 10/05/2012 **Action Time:** 15.56.45.316 **Action Data:** Yes

Comments CSM SHELLY X 77740 - OBC TO DLR: CSM LM FOR DP TO RETURN CALL - CSM REQUESTING PROPER RO COPIES SHOWING TECH WORK. CSM ADVISED THAT ONE'S RECEIVED WERE NOT PROPER AND COULD NOT REVIEW VEH REPURCHASE REQUEST WITHOUT PROPER PAPERWORK. CSM RESETTING F/U FOR THURSDAY, OCT 11

Data Element Name	Data Value
DATE OF FOLLOW UP:	10-11-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CREATE FOLLOW UP
Dealer: 05960 EDDIE PREUITT FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 10000 MI **Comm Type:** OUTBOUND EMAIL-OTHER
Analyst Name: DADDONE, SHELLY **Analyst:** SDADDONE
Action Date: 10/11/2012 **Action Time:** 08.31.46.873 **Action Data:** Yes

Comments CSM SHELLY X 77740 - OBE TO CUST - ADVISED CUST STILL WAITING ON PAPERWORK FROM THE DLR - ADVISED THAT WARR ADMIN HAD NOT SENT PROPER PAPERWORK DUE TO MOTHER PASSED AWAY, HOPEFULLY WILL GET SOON. CSM SETTING F/U FOR THURSDAY OCT 18

Data Element Name	Data Value
DATE OF FOLLOW UP:	10-18-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: PARTS ESCALATION - PART ARRIVAL

Dealer: 05960 EDDIE PREUITT FORD, INC. **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 10000 MI **Comm Type:** OTHER
Analyst Name: DADDONE, SHELLY **Analyst:** SDADDONE
Action Date: 10/12/2012 **Action Time:** 14.50.30.123 **Action Data:** Yes

Comments PART ARRIVED

Data Element Name	Data Value
DATE OF PART ARRIVAL AT DEALERSHIP:	09-18-2012
FORD PART? (Y/N):	YES
AFTERMARKET PART? (Y/N):	NO
CUSTOMER OPTED OUT? (Y/N):	NO

Action: CREATE FOLLOW UP **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Dealer: 05960 EDDIE PREUITT FORD, INC.
Odometer: 10000 MI **Comm Type:** OUTBOUND EMAIL-OTHER
Analyst Name: DADDONE, SHELLY **Analyst:** SDADDONE
Action Date: 10/18/2012 **Action Time:** 12.07.44.136 **Action Data:** Yes

Comments CSM SHELLY X 77740 OBE TO CUST ADVISING THAT PAPERWORK HAS BEEN RECEIVED AND UNDER REVIEW. CSM SETTING F/U FOR MONDAY

Data Element Name	Data Value
DATE OF FOLLOW UP:	10-22-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: CUSTOMER RETAINED LAWYER **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Dealer: 05960 EDDIE PREUITT FORD, INC.
Odometer: 10000 MI **Comm Type:** PHONE
Analyst Name: DADDONE, SHELLY **Analyst:** SDADDONE
Action Date: 10/22/2012 **Action Time:** 11.46.22.359 **Action Data:** No

Comments CSM SHELLY X 77740 - IBC FROM CUST - CSM ADVISED THAT FMC WOULD NOT BE HONORING REQUEST FOR BUYBACK - CUST STATED WOULD GO TO LAWYER TODAY AND LET THEM FIGHT FMC. CSM ADVISED WOULD UPDATE CASE WITH THE FACT THAT CUST IS RETAINING A LAWYER. CSM CLOSING CASE.

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 3FAHP0HA2BR [REDACTED] **Year:** 2011 **Model:** FUSION **Case:** 1404252272
Name: MS [REDACTED] **Owner Status:** Original **WSD:** 2012-01-17
Symptom Desc: SERVICEABILITY **Primary Phone:** [REDACTED]
Reason Desc: CRC RELATED - F/M CSR FOLLOWING CONTACT **Secondary Phone:** [REDACTED]
Issue Type: 01 INQUIRY **Issue Status:** CLOSED

Action: CALLBACK ADD ADDITIONAL COMMENTS

Dealer:

Origin Desc: US CONCERN CASE BASE

Odometer: 9000 MI

Comm Type: INBOUND CUSTOMER EMAIL

Analyst Name: DEL ROSARIO, JENNIFER

Analyst: JDELROS4

Action Date: 10/06/2012

Action Time: 19.10.05.021

Action Data: No

Comments CUSTOMER SAID: THREAD ID: 1-6DMOLV--IT'S FRIDAY OCTOBER 5TH. NO WORD OR FOLLOW UP ON CUST SITUATION--EITHER CUST GET SOME RESULTS TODAY OR A COMPLAINT WITH THE ALABAMA ATTORNEY GENERALS OFFICE WILL BE COMPLETED--HAVE BEEN PATIENT LONG ENOUGH***EDDIE PREUITT FORD, INC.710 HIGHWAY 31 NORTHHARTSELLE, AL 35640(256) 773-2578CRC ADVISED: PLEASE ALLOW THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR SO THAT YOUR ISSUE MAY BE PROPERLY ADDRESSED.--SUPPORT SDADDONE ACTION DATE: 10/05/2012 ACTION TIME: 15.56.45.316-- ADVISED CUST CSM IS STILL WORKING ON HER CUST--ATTACHED EMAIL

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 3FAHP0HA2BR [REDACTED] Year: 2011 Model: FUSION Case: 1404252272
 Name: MS [REDACTED] Owner Status: Original WSD: 2012-01-17
 Symptom Desc: Primary Phone: [REDACTED]
 Reason Desc: CORRESPONDENCE - CORRESPONDENCE Secondary Phone: [REDACTED]
 Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: EMAIL - NO CONTACT REQUIRED/DECISION ALREADY RENDERED

Dealer: Origin Desc: MANUAL - EMAIL

Odometer: 10000 MI Comm Type: INBOUND CUSTOMER EMAIL

Analyst Name: CAGAS, DIVINA Analyst: DCAGAS

Action Date: 10/03/2012 Action Time: 17.42.39.425 Action Data: No

Comments CUSTOMER SAID: THREAD ID: 1-6DKNXR- BEEN WORKING WITH THE DLRSH AND SHELLY- ISSUE HAS GOTTEN ON HER LAST NERVE- 100% DISSATISFIED WITH ALL OF THIS- CAN COMPLAIN ALL DAY & IT DOESN'T HELP- WANT SOMETHING DONE ABOUT THIS ISSUE- STRESSED BEYOND REASONING AT THIS TIME- KEEP GETTING PUT OFF IN EVERY ASPECT.- CAR IS A DEADLY PIECE OF JUNK THAT ISN'T SAFE FOR HER OR FOR ANYONE ELSE TO DRIVE- UNDERSTAND PAPERWORK MAY TAKE A FEW DAYS, BUT SHE HAS BEEN WAITING FOR MONTHS- DONE WAITING AND MOST OF ALL TIRED OF BEING PACIFIED- NOT GOING TO SHUT UP ABOUT THIS- HAVE LOST DAYS OF WORK, SLEEP, HAPPINESS, & THE NEW CAR FEELING ALL IN 6 MONTHS- HAVE NOTHING ELSE TO SAY- NEAR A NERVOUS BREAKDOWN BECAUSE SHE CAN'T GET ANY RESULTS
 SCRC ADVISED: * SEE HISTORICALS* SUPPORTED DOCUMENTATION ON 10/1/2012 04:34:13 PM BY YMERCED* UPDATED CUST'S PROFILE* CANNOT ATTACH EMAIL

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0HA2BR [REDACTED] Year: 2011 Model: FUSION Case: 1404252272
 Name: [REDACTED] Owner Status: Original WSD: 2012-01-17
 Symptom Desc: STALLS/QUITS ACCELERATION Primary Phone: [REDACTED]
 Reason Desc: CRC RELATED - F/M CSR FOLLOWING CONTACT Secondary Phone: [REDACTED]
 Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: CALLBACK ADD ADDITIONAL COMMENTS

Dealer:

Origin Desc: US CONCERN
CASE BASE

Odometer: 10000 MI

Comm Type: INBOUND
CUSTOMER EMAILAnalyst Name: MERCED,
YVETTE

Analyst: YMERCED

Action Date: 10/01/2012

Action Time: 16.34.13.880

Action Data: No

Comments CUSTOMER SAID: 1-6DIDIP-SEE HISTORICS 10/01/2012 -PURCHASED A NEW VEH IN JANUARY FROM EDDIE PREUITT FORD IN HARTSELLE, AL. IT HAS BEEN IN THE SHOP EVERY SINCE-HAVE NEVER GOT TO ENJOY THE VEH IT HAS STRESSED HIM OUT BEYOND MEASURE VEH IS UNSAFE-WAS ALMOST KILLED IN IT TWICE DUE TO IT NOT ACCELERATING VERY UPSET WITH THIS SITUATION HAVE BEEN PUT ON THE BACK BURNER LONG ENOUGH HAVE RIGHTS AS A CONSUMER-HAVE BEEN VERY DISAPPOINTED WITH FORD-HAVE DRIVEN FORD FOR 8 YEARS. THIS WAS MY FIRST NEW CAR PURCHASE & IT HAS BEEN A DISASTER-M VERY UPSET WITH THE WAY I HAVE BEEN TREATED. EVERYTHING THEY COULD DO TO HELP INCLUDING GIVING ME A SAFE VEHICLE TO DRIVE-WILL NOT REST UNTIL I AM GRANTED A BUYBACK***EDDIE PREUITT FORD, INC.710 HIGHWAY 31 NORTH HARTSELLE, AL 35640(256) 773-2578CRC ADVISED: PLEASE ALLOW THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR SO THAT YOUR ISSUE MAY BE PROPERLY ADDRESSED.-SUPPORT PREVIOUS DOCUMENTATION OF SDADDONE ON 10/01/2012 10.55.20.896-ADVISED CSM CURRENTLY WORKING WITH HER CONCERN-UPDATED CUST'S PROFILE-UNABLE TO ATTACH EMAIL

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0HA2BR [REDACTED] Year: 2011 Model: FUSION Case: 1404252272
 Name: MS [REDACTED] Owner Status: Original WSD: 2012-01-17
 Symptom Desc: ENGINE SPEED-UP DECELERATION Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - FINANCIAL ASSISTANCE - AT RISK Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 10/01/2012

Action: TIER ONE OPEN ISSUE

Dealer: 05960 EDDIE PREUITT FORD, INC.

Origin Desc: TIER ONE - MELBOURNE

Odometer: 10300 MI

Comm Type: PHONE

Analyst Name: WHITMARSH (KWHITMAR), KAREN

Analyst: KWHITMAR

Action Date: 09/28/2012

Action Time: 10.40.12.744

Action Data: No

Comments -CUST SAYS: CUST HAS ALSO BEEN TALKING WITH REGIONAL MGR. CUST VEH CURRENTLY AT DLR, HAS BEEN THERE ON AND OFF FOR 3 MONTHS, CUST WAS GIVEN OLDER VEH AS RENTAL, CUST VERY UNHAPPY. CUST STATES VEH WOULDN'T ACCELERATE, CAME CLOSE TO TWO ACCIDENTS. CUST VERY FRUSTRATED. CUST HAD VEH WITH GOOD MPG AND NOW HAS A RENTAL WITH REALLY BAD MPG.-DLR INFO: EDDIE PREUITT FORD, INC 710 HIGHWAY 31 NORTH HARTSELLE AL 35640 (256) 773-2578-OBC TO DLR, SVC ADV- JASON STATED HAS FORD ENGINEER OUT THERE LOOKING AT VEH AND STILL CANNOT PIN POINT EXACT PROBLEM. RACK AND PINION HAS BEEN REPLACED, STILL HAS PROBLEM.-CRC ADV: "I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM SO THEY CAN INVESTIGATE YOUR CONCERN. A SPECIALIST WILL CONTACT YOU BY CLOSE OF BUSINESS TOMORROW.

Action: DUPLICATE CASE

Dealer: 05960 EDDIE PREUITT FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 10300 MI

Comm Type: OTHER

Analyst Name: DADDONE, SHELLY

Analyst: SDADDONE

Action Date: 10/01/2012

Action Time: 08.22.58.481

Action Data: No

Comments CSM SHELLY X 77740 - CLOSING CASE AS OPEN 04 ALREADY BEING WORKED.

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0HA2BR [REDACTED] Year: 2011 Model: FUSION Case: 1404252272
Name: MS [REDACTED] Owner Status: Original WSD: 2012-01-17
Symptom Desc: Primary Phone: [REDACTED]
Reason Desc: MISC INQUIRY - GENERAL/OTHER Secondary Phone: [REDACTED]
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: REFERRED BY DEALER
Dealer: 05960 EDDIE PREUITT FORD, INC. Origin Desc: MANUAL - PHONE CSR
Odometer: 10000 MI Comm Type: PHONE
Analyst Name: EBY KEVIN Analyst: KEBY
Action Date: 08/14/2012 Action Time: 11.25.04.721 Action Data: No

Comments CUSTOMER SAID: - NONE DEALER SAID: - EDDIE PREUITT FORD, INC. 710 HIGHWAY
31 NORTH HARTSELLE, AL 35640 TEL: (256) 773-2578 CRC ADVISED: - NONE

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0HA2BR [REDACTED] Year: 2011 Model: FUSION Case: 1404252272
Name: MS [REDACTED] Owner Status: Original WSD: 2012-01-17
Symptom Desc: Primary Phone: [REDACTED]
Reason Desc: MISC INQUIRY - CHANGE OF ADDRESS Secondary Phone: [REDACTED]
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
Dealer: Origin Desc: MANUAL - PHONE CSR
Odometer: 10000 MI Comm Type: PHONE
Analyst Name: EBY KEVIN Analyst: KEYB
Action Date: 08/14/2012 Action Time: 11.13.43.466 Action Data: No

Comments CUSTOMER PROFILE UPDATE

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Rpt. Analysis Home

Report Mgmt Primary

Report Mgmt Query

Report Mgmt

Indicator Summary

Help Exit

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number:

File Report To This Folder

File Report To A Folder

Exists in Folder(s)

Add Comments

Previous

Next

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Mail Report

Download Options

Report Detail Section : View Details

Attachments: 0

Report# :	CHQGJ002 NHL	Received:	08/17/2012
CCRG/EPRC:		Reviewed Status:	Date:
Vehicle:	2011,FUSION ,SE ,4 DOOR ,SEDAN ,3FAHPOHA2BR	Build Date:	03/14/2011
Odometer :	10,361 M	Engine:	2.5L DOHC
Transmission:	6SP 6F MID	Axle:	3.066RATIO
Dealer:	USA 05960 Eddie Preuitt Ford, Inc.	A/C:	YES
City:	Hartselle	State:	Alabama
Originator:	ADAM SHARP	Country :	USA
Symptom:	2 27 R 30 AID/INFO,WNG IND/MESS/C,TRAC CONTRL,FLASHES		
Status:			
VFG:	V21 BRAKING		
Additional Symptom:	ALLEGED TRACTION CONTROL EVENT		
Fix:	Causal Component :	CUSTOMER EXPECTATIONS -- CUS	
Condition Code:			

Hotliner: CBROW497

Phone: 313 317-9349

Regn Cd: S1 Atlanta

Engineering:

Phone:

TAR: CLD

Dir Contact: ADAM SHARP

Phone: 256 773-2578

Title Cde: T

KOEO:**KOEC:****KOER:****Comments:**

REPAIR 08/17/2012 04:34PM CLEOPHAS BROWN MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATE VEHICLE WILL HESITATE WHILE ACCELERATING FROM A STOP DIAGNOSTICS: ROAD TEST AND CHECK FOR CODES, NO CODES IN ANY MODULES PARTS REPLACED: NONE TECH QUESTION: ORIGINALLY THIS WAS THOUGHT TO BE A POWERTRAIN RELATED CONCERN. THE VEHICLE HAS BEEN DRIVEN BY SEVERAL DIFFERENT PEOPLE AT OUR DEALER INCLUDING THE OWNER. TWO DAYS AGO WE FINALLY GOT IT TO ACT UP, I DROVE THE CAR TODAY AND IT ACTED UP WITH ME. I NOTICED THE TRACTION CONTROL LIGHT FLASHING JUST WHEN IT HAPPENED. THE CUSTOMER HASN'T BEEN SEEING ANY LIGHTS WHEN IT HAPPENS WITH HER. WHEN THE FAULT HAPPENS IS WHEN YOU ARE CROSSING TRAFFIC AND USUALLY TURNING (LEFT TWICE WITH US) AND HEAVY ACCEL, NO WHEEL SLIP OR SPIN, THE CAR WILL HESITATE AND LOSE AP RESPONSE. ARE THERE ANY KNOWNS FOR THIS CONCERN.

RECOMM 08/17/2012 04:34PM CLEOPHAS BROWN MSS - FCSD - TECH SVC HOTLINE
ADAM, THANK YOU FOR THE INFORMATION PROVIDED. REFER TO
HREF=HTTP://WWW.VREP.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SSM/SSM.ASP?SSM=22246 TARGET='_BLANK'>SSM 22246 AND ENSURE THAT THE CONCERN IS NOT A RESULT OF THE BRAKE OVER ACCELERATION FEATURE. IF THE MESSAGE DOES NOT APPLY TO THE CONCERN, SELF TEST THE ABS MODULE AND THE RCM FOR DTCS. WE ARE NOT FOLLOWING ANY CONCERNS OF THIS NATURE WITHOUT THE PRESENCE OF DTCS. SSM 22246 THE BRAKE OVER ACCELERATOR (BOA) FEATURE REDUCES ENGINE POWER DURING OFF-IDLE DRIVING WHEN BOTH THE ACCELERATOR AND BRAKE PEDALS ARE APPLIED SIMULTANEOUSLY

REPAIR 08/29/2012 03:44PM NATHAN HARRIER MSS - FCSD - TECH SVC HOTLINE
NO DTCS ARE PRESENT IN ANY MODULE, I HAVE REPEATED THE CONCERN WHILE MONITORING WHEEL SPEED PIDS, THERE IS NO VISIBLE CONCERN THERE, WHAT ELSE SHOULD BE MONITORED

RECOMM 08/29/2012 03:44PM NATHAN HARRIER MSS - FCSD - TECH SVC HOTLINE

HI ADAM, SUSPECT THAT THIS CONCERN MAY BE CAUSED BY AN INACCURATE YAW OR LAT RATE READINGS IN THE RCM. THE ABS MODULE MONITORS THESE READINGS AND DETERMINES IF THE VEHICLE IS BEING ACCELERATED TO QUICKLY AND IF THE VEHICLE IS IN DANGER OF ROLLING OVER. THUS IF THE YAW OR LAT RATE WERE READING ERRATICALLY OR INACCURATE IT CAN CAUSE THIS CONCERN. RECOMMEND PERFORMING A YAW AND LAT RATE RATIONALITY CHECK BY DRIVING THE VEHICLE ON TO AN ALIGNMENT RACK (OR OTHER LEVEL SURFACE) AND MONITOR THE YAW AND LAT RATE PIDS. WITH THE VEHICLE ON A LEVEL SURFACE AND NO ONE IN THE VEHICLE THESE PIDS SHOULD READ VERY CLOSE TO ZERO. IF EITHER OF THESE PIDS IS FOUND TO READ MORE THAN ZERO OR ERRATIC SUSPECT THIS IS THE CAUSE OF THE CONCERN. IF THE LAT/YAW RATE PIDS ARE FOUND TO READ ERRATIC OR IN ACCURATE PLEASE REFER TO WIRING CELL 42-2 TO PERFORM THE FOLLOWING TESTS. RECOMMEND INSPECTING CONNECTORS C135, C219, AND C310B FOR CORROSION AND SPREAD TERMINALS. TO TEST FOR SPREAD TERMINALS INSERT THE CORRECT SIZE FLEX PROBE INTO THE TERMINAL BEING TESTED AND SLOWLY REMOVE IT. THERE SHOULD BE A SLIGHT DRAG PRESENT WHEN REMOVING THE FLEX PROBE. IF LITTLE OR NO DRAG IS FOUND SUSPECT A SPREAD TERMINAL AND REPLACE AS NECESSARY. IF THE CONNECTORS TEST OK RECOMMEND TESTING CIRCUITS VCA23 AND VCA24 FOR A SHORT TO GROUND, SHORT TO POWER, SHORT TOGETHER, AND HIGH RESISTANCE (MORE THAN 0.5 OHMS). SINCE THE CONCERN IS INTERMITTENT RECOMMEND WIGGLING THE HARNESS TO THESE CIRCUITS TO REVEAL AN INTERMITTENT CIRCUIT FAULT. IF ANY CIRCUIT ISSUES ARE FOUND REPAIR AS NECESSARY AND RETEST. IF ALL THE ABOVE TEST OK AND THE PIDS ARE NO READING CORRECTLY SUSPECT A FAULTY RCM AND REPLACE AS NECESSARY. IF THE RCM PIDS ARE FOUND TO READ CORRECTLY RECOMMEND MONITORING THE YAW RATE, LAT RATE, STEERING ANGLE SENSOR, WHEEL SPEED SENSORS, TP, AND APP, PIDS WITH THE CONCERN OCCURRING. IF ANY OF THESE PIDS ARE FOUND TO READ ERRATIC SUSPECT THEY ARE THE CAUSE OF THE CONCERN. WE HAVE ESCALATED THIS CONCERN FOR ADDITIONAL REVIEW. A REPRESENTATIVE SHOULD CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY WITH ADDITIONAL

INFORMATION OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN. PLEASE HAVE THE RESULTS OF THE ABOVE TEST AND ALL OTHER DIAGNOSIS COMPLETED HANDY TO BETTER ASSISTS US IN HELPING YOU CORRECT THIS CONCERN. THANK YOU

ADD-ON 08/29/2012 03:44PM NATHAN HARRIER MSS - FCSD - TECH SVC HOTLINE

NOTE TO EH THIS VEHICLE HAS BEEN ESCALATED DUE TO OPEN CUDL WHERE CUSTOMER IS REQUESTING BUY BACK. CONSULTED TBIALCZYK

ADD-ON 08/29/2012 04:53PM THOMAS BIALCZYK MSS - FCSD - TECH SVC HOTLINE

ADAM, THIS CONTACT IS CURRENTLY BEING REVIEWED. YOU WILL BE CONTACTED WITHIN ONE (1) BUSINESS DAY TO FURTHER DISCUSS THE CONCERN.

REPAIR 08/30/2012 11:32AM THOMAS BIALCZYK MSS - FCSD - TECH SVC HOTLINE

I CONTACTED ADAM AT THE DEALERSHIP TO DISCUSS THIS CONCERN FURTHER. UPON CONTACTING ADAM, HE STATED THAT HE HAD MADE A RECORDING OF THE YAW RATE SENSOR AND THE LATERAL ACCELEROMETER DURING THE EVENT HOWEVER, HE WAS UNSURE WHAT THE SENSOR SHOULD BE SHOWING. HE ALSO STATED THAT THIS CONCERN WILL ONLY OCCUR ONCE A DAY. THIS CONCERN OCCURS WHEN TURNING AND ACCELERATING INTO TRAFFIC.

RECOMM 08/30/2012 11:32AM THOMAS BIALCZYK MSS - FCSD - TECH SVC HOTLINE

ADAM, IT IS RECOMMENDED TO NOT ONLY MAKE A RECORDING OF THE YAW RATE SENSOR AND LATERAL ACCELEROMETER, BUT ALSO MAKE RECORDINGS OF THE WHEEL SPEED PIDS, THE LONGITUDINAL ACCELEROMETER PID, THE ROLL RATE PID, AND THE STEERING WHEEL ANGLE PID. DEPENDING ON HOW THE VEHICLE IS EQUIPPED IT MAY OR MAY NOT HAVE ALL OF THESE PIDS AVAILABLE. THIS RECORDING SHOULD BE TAKEN DURING THE IVD EVENT. THEN TAKE A RECORDING OF ALL OF THE SAME PIDS WITH THE VEHICLE IN THE SAME DRIVING CONDITIONS BUT WITHOUT THE FAULT PRESENT. THIS SHOULD GIVE YOU THE ABILITY TO ISOLATE ANY FALSE INPUTS BY COMPARING THE TWO RECORDINGS. IN ADDITION, PLEASE ENSURE THAT THE TIRES ARE ALL WITHIN 1/2 INCH IN CIRCUMFERENCE OF EACH OTHER AS YOU HAVE ALREADY INDICATED THAT THE STOCK WHEEL AND TIRES ARE INSTALLED ON THIS VEHICLE. WE HAVE SEEN ISSUES IN RELATION TO TIRES THAT ARE NOT WITHIN 1/2 INCH IN DIAMETER OF EACH OTHER. THIS WILL TYPICALLY SHOW UP IN THE

WHEEL SPEED PIDS. THE TIRES CAN BE MEASURED USING A TAILOR'S TAPE. ALSO ENSURE THAT THE ABS MODULE, THE PCM, THE PSCM, AND THE RCM HAVE ALL HAD ON-DEMAND SELF TESTS PERFORMED ON THEM TO ENSURE THAT THERE ARE NO FAULT CODES. SIMPLY CHECKING ALL CMDTCS MAY ACTUALLY LEAVE ADDITIONAL FAULT CODES OUT. IF THERE ARE ANY CODES RELATED TO THESE MODULES, ADDRESS THEM AS NECESSARY AND RETEST. ALSO IF THERE ARE ANY CODES RELATED TO THE IVD PID DATA FROM THE RCM OR ANY INVALID DATA CODES, IT WOULD BE RECOMMENDED TO GO AHEAD AND THOROUGHLY INSPECT CIRCUITS VCA23 AND VCA24 FOR ANY SHORTS TO GROUND, SHORTS TO VOLTAGE, SHORTS TOGETHER, OR OPENS. THIS INSPECTION SHOULD ALSO INCLUDE PIN FIT INSPECTIONS WITH THE APPROPRIATE FLEX PROBES. WE'VE ALSO REFERRED THIS CONCERN TO THE FIELD SERVICE ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU OR DEALERSHIP MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN ONE (1) BUSINESS DAY. IF THE FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE CONSULT WITH DEALERSHIP MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND STEPS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR

08/30/2012 11:32AM THOMAS BIALCZYK MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE ON THIS VEHICLE DUE TO THE THREAT OF A POSSIBLE BUY BACK SITUATION. REFER TO CUDL CASE NUMBER 1404252272. THIS VEHICLE HAS BEEN IN A FEW TIMES WITH A FALSE IVD CONCERN. THE TECHNICIAN HAS STATED THAT THIS CONCERN IS VERY INTERMITTENT (ONLY HAPPENS ONCE A DAY). HE STATED THAT THERE ARE NO CODES IN THE ABS MODULE OR THE RCM. IN ADDITION, HE STATED THAT THIS CONCERN IS OCCURRING WHEN TURNING AND ACCELERATING INTO TRAFFIC. WHEN THIS OCCURS, IT LASTS FOR APPROXIMATELY FOUR SECONDS AND THEN THE VEHICLE WILL DRIVE NORMALLY. THE TECHNICIAN IS GOING TO MAKE A RECORDING OF THE VEHICLE'S IVD PID WHILE THE FALSE IVD EVENT IS OCCURRING AND THEN HE IS GOING TO MAKE A SECOND RECORDING OF THE PIDS WITH THE VEHICLE IN THE SAME DRIVING CONDITION WITHOUT THE FALSE EVENT TAKING PLACE FOR COMPARISON PURPOSES. IN ADDITION, HE IS GOING TO VERIFY THAT THE TIRES ARE ALL WITHIN 1/2 INCH IN CIRCUMFERENCE OF EACH

OTHER AND HE IS GOING TO ENSURE THAT THERE ARE NO CODES IN THE ABS MODULE, PCM, RCM, AND PSCM AS VERIFIED WITH AN ON-DEMAND SELF TEST. THIS VEHICLE IS AT THE DEALERSHIP. ESTIMATED DAYS OUT OF SERVICE: 16
ESTIMATED REPAIR ATTEMPTS: 3

- AUDIT 08/30/2012 11:32AM THOMAS BIALCZYK MSS - FCSD - TECH SVC HOTLINE**
ODOMETER 10111 M CHANGED TO 10361 M BY TBIALCZY
- ADD-ON 08/30/2012 08:47PM ROBERT JACKSON(FSE) MSS - FCSD - REG - ATLANTA**
ON SITE VISIT INSTALL VDR RECORDING WITH ALL ABS MODULE PIDS SELECTED, UNABLE TO DUPLICATE THE CONCERN TODAY, LEFT MY VDR INSTALLED TO CAPTURE THE EVENT.
- ADD-ON 08/31/2012 08:05PM ROBERT JACKSON(FSE) MSS - FCSD - REG - ATLANTA**
NO ISSUES ON VRD, BUT I SUSPECT THE EPAS IS TAKING DOWN THE NETWORK, AND NO WAY TO COMMUNICATE WITH VDR AT THAT TIME . I SUSPECT BASED ON PAST REPAIRS WE HAVE AN EPAS ISSUES, MY RECOMENDATION IS TO REPLACE EPAS UNIT WITH MODULE TO RESOLVE THE NETWORK ISSUS ON THE CAR.
- REPAIR 10/03/2012 03:52PM DEVON SMITHERS MSS - FCSD - TECH SVC HOTLINE**
AFTER CONSULTING WITH THE FSE I WAS INSTRUCTED TO INSTALL A NEW RACK AND PINION ASSEMBLY. PERFORMED AS RECOMMENDED. VEHICLE STILL HAS SAME CONCERN PRESENT.
- RECOMM 10/03/2012 03:52PM DEVON SMITHERS MSS - FCSD - TECH SVC HOTLINE**
ADAM, A TECHNICAL ASSISTANCE REFERRAL IS STILL OPEN ON THIS VEHICLE. PLEASE CONTACT YOUR FIELD SERVICE ENGINEER FOR FURTHER DIAGNOSTIC INSTRUCTION. THANK YOU.
- ADD-ON 10/03/2012 03:52PM DEVON SMITHERS MSS - FCSD - TECH SVC HOTLINE**
CONSULTED TOM BIALCZYK
- ADD-ON 10/22/2012 07:17PM ROBERT JACKSON(FSE) MSS - FCSD - REG - ATLANTA**
ADAM, THE NEXT STEP, IS RE-TEST WITH IDS AND SEE IF WE STILL ARE SEEING BOO ON WHILE ACCELERATING, SINCE WE REPLACED THE BOO SWITCH, IF WE ARE WE NEED TO FURTHER INVESTIGATE WIRES TO FIND SHORT, IF OK THEN REPLACE THE SCCM AND RE-TEST.
- ADD-ON 10/26/2012 01:58PM ROBERT JACKSON(FSE) MSS - FCSD - REG - ATLANTA**
CLOSING TAR AS FORD CREDIT REPO'D THE CAR TODAY, NO LONGER AT STORE?

Download Options

AUDIT 10/26/2012 01:58PM ROBERT JACKSON(FSE) MSS - FCSD - REG - ATLANTA
TECH ASSIST REFERRAL HAS BEEN CLOSED

ADD-ON 10/26/2012 02:02PM ROBERT JACKSON(FSE) MSS - FCSD - REG - ATLANTA
PARTS JUST CAME IN INSTALLING TODAY

Folder Number:

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Requester: LBINGHAM

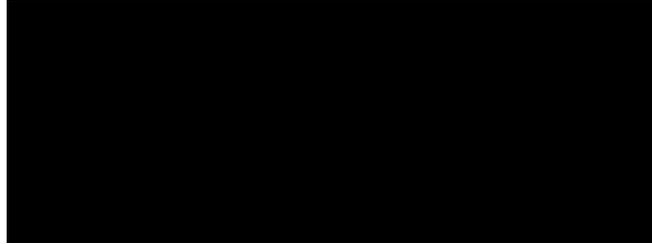
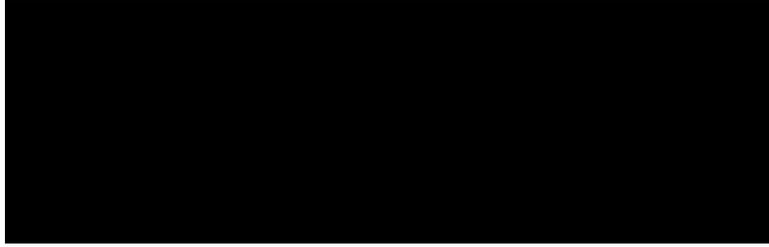
Report Summary

Server: FCWS686

Ford Proprietary, Private

1-Nov-2012

Retention: None



**Service of Process
Transmittal**

03/13/2013

CT Log Number 522304154

TO: Chris Dzbanski
Ford Motor Company
One American Road, WHQ 433-E3
Dearborn, MI 48126

RE: Process Served in Texas

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: [REDACTED] [REDACTED] Pltfs. vs. Ford Motor Company, Dft.

DOCUMENT(S) SERVED: Citation, Return, Original Petition and Request for Rule 194 Disclosures, Exhibit(s)

COURT/AGENCY: 298th Judicial District Court Dallas County, TX
Case # DC1302643M

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair defects on a 2010 Ford Fusion, VIN: 3FADPOL3XAR[REDACTED]

ON WHOM PROCESS WAS SERVED: C T Corporation System, Dallas, TX

DATE AND HOUR OF SERVICE: By Certified Mail on 03/13/2013 postmarked on 03/11/2013

JURISDICTION SERVED : Texas

APPEARANCE OR ANSWER DUE: By 10:00 a.m. on the Monday next after the expiration of 20 days after you were served - File Written Answer // Within 50 days - Request for Disclosure

ATTORNEY(S) / SENDER(S): Andrew Ross
Krohn & Moss, Ltd.
9050 Markville Dr.
#1131
Chicago, IL 60602
312-578-9428

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day , 799273630726
Image SOP
Email Notification, Chris Dzbanski cdzbansk@ford.com

SIGNED: C T Corporation System
PER: Amber Carrouth
ADDRESS: 350 North St Paul Street
Suite 2900
Dallas, TX 75201
TELEPHONE: 214-932-3601

OGC LIT 2013MAR14 AM11:05

Page 1 of 1 / TH

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.

**FORM NO. 353-3 - CITATION
THE STATE OF TEXAS**

To:

**FORD MOTOR COMPANY
BY SERVING ITS REGISTERED AGENT, CT CORPORATION SYSTEM
350 N ST PAUL STREET, SUITE 2900
DALLAS TX 75201**

GREETINGS:

You have been sued. You may employ an attorney. If you or your attorney do not file a written answer with the clerk who issued this citation by 10 o'clock a.m. of the Monday next following the expiration of twenty days after you were served this citation and petition, a default judgment may be taken against you. Your answer should be addressed to the clerk of the **298th District Court** at 600 Commerce Street, Ste. 101, Dallas, Texas 75202.

Said Plaintiff being **KENNETH ROBINSON AND JACUELINE ROBINSON**

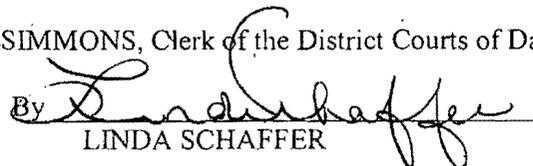
Filed in said Court **5th day of March, 2013** against

FORD MOTOR COMPANY

For Suit, said suit being numbered **DC-13-02643-M**, the nature of which demand is as follows:
Suit on **CNTR CNSMR COM DEBT** etc. as shown on said petition, a copy of which accompanies this citation. If this citation is not served, it shall be returned unexecuted.

WITNESS: GARY FITZSIMMONS, Clerk of the District Courts of Dallas, County Texas.
Given under my hand and the Seal of said Court at office this 8th day of March, 2013.

ATTEST: GARY FITZSIMMONS, Clerk of the District Courts of Dallas, County Texas.

By  , Deputy
LINDA SCHAFFER



CERT MAIL

CITATION

DC-13-02643-M

**KENNETH ROBINSON, et al
vs.
FORD MOTOR COMPANY.**

ISSUED THIS
8th day of March, 2013

GARY FITZSIMMONS
Clerk District Courts,
Dallas County, Texas

By: LINDA SCHAFFER, Deputy

**Attorney for Plaintiff
ANDREW ROSS
CAIN & ASSOCIATES PC
508 N RIDGEWAY
CLEBURNE TX 76033
817-645-1717**

OFFICER'S RETURN

Case No. : DC-13-02643

Court No.298th District Court

Style: KENNETH ROBINSON, et al

vs.

FORD MOTOR COMPANY.

Came to hand on the _____ day of _____, 20_____, at _____ o'clock _____M. Executed at _____,

within the County of _____ at _____ o'clock _____M. on the _____ day of _____,

20_____, by **U.S. CERTIFIED MAIL, RETURN RECEIPT REQUESTED** to the within named

each, **BY U.S. CERTIFIED MAIL, RETURN RECEIPT REQUESTED**, a true copy of this Citation together with the accompanying copy of this pleading, having first endorsed on same date of delivery. The distance actually traveled by me in serving such process was _____miles and my fees are as follows: To certify which witness my hand.

For serving Citation \$ _____

For mileage \$ _____ of _____ County, _____

For Notary \$ _____ By _____ Deputy

(Must be verified if served outside the State of Texas.)

Signed and sworn to by the said _____ before me this _____ day of _____, 20_____,

to certify which witness my hand and seal of office.

Notary Public _____ County _____

CAUSE NO.

DC-13-02643

FILED

IN DISTRICT COURT

13 MAR -5 AM 8:20

298th F. GARY FITZSIMMONS
DISTRICT CLERK
JUDICIAL DISTRICT
DALLAS CO., TEXAS

DEPUTY

DALLAS COUNTY, TEXAS

KENNETH ROBINSON and
JACUELINE ROBINSON

Plaintiffs,

vs.

FORD MOTOR COMPANY

Defendant.

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PLAINTIFFS' ORIGINAL PETITION AND REQUEST FOR RULE 194 DISCLOSURES

TO THE HONORABLE JUDGE OF SAID COURT:

COME NOW KENNETH ROBINSON and JACUELINE ROBINSON, Plaintiffs in the above entitled and numbered cause, by and through their attorneys, KROHN & MOSS, LTD., and files this, their Original Petition and Request for Rule 194 Disclosures, complaining of FORD MOTOR COMPANY ("Defendant"), and for cause would show as follows:

DISCOVERY CONTROL PLAN

1. Plaintiffs intend to conduct discovery under Level 2 of Texas Rule of Civil Procedure 190.

PARTIES

2. Plaintiffs, KENNETH ROBINSON and JACUELINE ROBINSON ("Plaintiffs"), are adult individuals and legal residents of the State of Texas, residing at 6307 Knoll Dr., Dallas, TX 75249.

3. Defendant, FORD MOTOR COMPANY ("Defendant"), is a business corporation qualified to do and regularly conducting business in the State of Texas and is engaged in the manufacture, sale, and distribution of motor vehicles and related equipment and services. Defendant is also in the business of marketing, supplying and selling written warranties to the

public at large through a system of authorized dealerships, including PARK CITIES FORD ("Seller"). Defendant can be served at its local residence c/o CT Corporation System, 350 N. St. Paul St., Suite 2900, Dallas, Texas 75201.

JURISDICTION AND VENUE

4. This court has jurisdiction over the Defendant as it either conducts business in or personally resides in the State of Texas.

5. The amount in controversy is within the jurisdictional levels of this Court.

6. Venue is permissible in Dallas County as Defendant can be served here and/or because the vehicle was purchased and/or repaired in said County.

BACKGROUND

7. On or about December 3, 2009, Plaintiffs purchased from Seller a 2010 Ford Fusion ("Fusion"), manufactured by Defendant, Vehicle Identification No. 3FADP0L3XAR256334, for valuable consideration (See copy of Plaintiffs' Buyer's Order, attached hereto as Exhibit "A").

8. The price of the Fusion, totaled \$28,979.52.

9. In consideration for the purchase of the Fusion, Defendant issued and supplied to Plaintiffs its written warranty, that included three (3) year or thirty-six thousand (36,000) mile bumper to bumper coverage, as well as other standard warranties fully outlined in Defendant's Warranty booklet.

10. Defendant engages in nationwide advertising campaigns to sell vehicles, including the Fusion, to the public through a system of authorized selling agents of Defendant, including Seller herein.

11. Defendant's authorized selling agents, including the Seller herein, are required by Defendant to post Defendant's name and logo on a sign outside of the Seller's place of business.

12. Defendant's authorized selling agents, including the Seller herein, are required by Defendant to produce to Seller's customers brochures for the sale of Defendant's vehicles that are printed and authored by Defendant.

13. Defendant's authorized selling agents, including the Seller herein, are required by Defendant to enter into a sales and service agreement with Defendant that is reduced to a writing.

14. Defendant requires all authorized selling agents, including Seller herein, to provide customers, including Plaintiffs herein, with Defendant's written warranty described above at the time of sale.

15. In requiring Seller to provide Defendant's written warranty, Defendant undertakes, at the time of sale, the responsibility of repairing its vehicles, including the Fusion, and makes the accompanying promise to repair in consideration for the sale of the Fusion.

16. Defendant issues and supplies to consumers, including Plaintiffs herein, its written warranty described above as an inducement for the sale of the Fusion.

17. Defendant provides Seller with a hidden rebate/commission after Plaintiffs' purchase of the Fusion that is not reflected on Plaintiffs' purchase documents as an incentive to Seller for selling Defendant's automobiles as an agent of Defendant.

18. The retail price of the Fusion is determined by Defendant and not Seller.

19. On or about December 3, 2009, Plaintiffs took possession of the Fusion and shortly thereafter experienced the various defects listed below.

20. The defects described below violate the warranty issued to Plaintiffs by Defendant, as well as the implied warranty of merchantability.

21. Plaintiffs brought the Fusion to Seller, and/or other authorized service dealers of

Defendant, for various defects, including but not limited to the following:

- a. Defective electrical system as evidenced by inoperative sunroof controls;
- b. Defective body and trim as evidenced by rattle from sunroof, sunroof not flush with roof of vehicle and carpet coming loose;
- c. Defective engine as evidenced by the intermittent illumination of the check engine light; and
- d. Any additional complaints made by Plaintiffs, whether or not they are contained on any dealer repair orders.

22. Plaintiffs provided Defendant, through Seller and/or other authorized dealers of Defendant, sufficient opportunities to repair the Fusion.

23. Defendant, through its authorized dealers, was unable and/or failed to repair the Fusion within a reasonable number of attempts.

24. Plaintiffs justifiably lost confidence in the Fusion's safety and reliability.

25. Said defects could not have reasonably been discovered by Plaintiffs prior to Plaintiffs' acceptance of the Fusion.

26. As a result of these defects, Plaintiffs revoked acceptance of the Fusion in writing on December 18, 2012 (See copy of December 18, 2012 correspondence, attached hereto as Exhibit "B").

27. At the time of revocation, the Fusion was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear.

28. Defendant refused Plaintiffs' demand for revocation and has refused to provide Plaintiffs with the remedies to which Plaintiffs are entitled upon revocation.

29. The Fusion remains in a defective and unmerchantable condition and continues to exhibit the above mentioned defects.

30. Plaintiffs have been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its written warranty and its failure to provide Plaintiffs with a merchantable Fusion.

COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT

31. Plaintiffs re-allege and incorporate by reference as though fully set forth herein, paragraphs 1-30 of this Petition.

32. Plaintiffs are purchasers of a consumer product who received the Fusion during the duration of a written warranty period applicable to the Fusion and who are entitled by the terms of the written warranty to enforce against the obligations of said warranty against Defendant.

33. Defendant is a person engaged in the business of making a consumer product directly available to Plaintiffs.

34. Seller is an authorized dealership/agent of Defendant designated to perform repairs on vehicles under Defendant's written warranty.

35. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiffs' Complaint in that the Fusion was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

36. Plaintiffs' purchase of the Fusion was accompanied by a written warranty for any defects in material or workmanship, comprising an undertaking in writing and in connection with the purchase of the Fusion to repair the Fusion or take other remedial action free of charge to Plaintiffs with respect to the Fusion, in the event that the Fusion failed to meet the specifications

set forth in said undertaking.

37. Said warranty was the basis of the bargain of the contract between Plaintiffs and Defendant for the sale of the Fusion.

38. Said purchase of Plaintiffs' Fusion was induced by, and Plaintiffs relied upon, Defendant's written warranty.

39. Plaintiffs have met all of Plaintiffs' obligations and preconditions as provided in Defendant's written warranty.

40. As a direct and proximate result of Defendant's failure to comply with its written warranty, Plaintiffs have suffered damages and in accordance with 15 U.S.C. § 2310(d), Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief.

WHEREFORE, Plaintiffs pray for judgment against Defendant as follows:

- a. Return of all monies paid or in the alternative applicable damages pursuant to section 2.714 of the Commercial Code, and all incidental and consequential damages incurred;
- b. Incurred and/or needed costs of repair;
- c. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- d. Such other and further relief that the Court deems just and appropriate.

COUNT II
BREACH OF IMPLIED WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT

41. Plaintiffs re-allege and incorporate by reference as though fully set forth herein, paragraphs 1-30 of this Complaint.

42. The Fusion purchased by Plaintiffs were subject to an implied warranty of merchantability as defined in 15 U.S.C. § 2301(7) running from Defendant to Plaintiffs.

43. Defendant is a supplier of consumer goods as a person engaged in the business of

making a consumer product directly available to Plaintiffs.

44. Defendant is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Defendant has entered into a contract in writing within ninety (90) days of a purchase to perform services relating to the maintenance or repair of a motor vehicle.

45. Pursuant to 15 U.S.C. § 2308, Plaintiffs' Fusion was impliedly warranted to be substantially free of defects in both material and workmanship and thereby fit for the ordinary purpose for which the Fusion was intended.

46. The Fusion was warranted to pass without objection in the trade under the contract description and was required to conform to the descriptions of the Fusion contained in the contracts and labels.

47. The above described defects in the Fusion render the Fusion unfit for the ordinary purpose for which the Fusion was intended.

48. As a result of the breach of implied warranty by Defendant, Plaintiffs have suffered and continue to suffer various damages.

WHEREFORE, Plaintiffs pray for judgment against Defendant as follows:

- a. Return of all monies paid or in the alternative applicable damages pursuant to section 2-714 of the Commercial Code, and all incidental and consequential damages incurred;
- b. Incurred and/or needed costs of repair;
- c. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- d. Such other and further relief that the Court deems just and appropriate.

JURY DEMAND

Plaintiff hereby requests a trial by jury of all issues of fact in this case and herewith tenders the jury fee.

REQUEST FOR RULE 194 DISCLOSURES

Pursuant to Rule 194 of the Texas Rules of Civil Procedure, you are requested to disclose within fifty (50) days of service of this request, the information or material as set forth in Rule 194.2. A response to a request under Rule 194.2(f) is due according to Rule 195.2 of the Texas Rules of Civil Procedure.

The disclosures must be signed in accordance with Texas Rules of Civil Procedure, Rule 191.3, and delivered to the undersigned attorney. If you fail to comply with the requirements above, the Court may order sanctions against you in accordance with the Texas Rules of Civil Procedure.

Respectfully Submitted,



By: _____
Andrew Ross
Attorney for Plaintiffs

Andrew Ross
Texas Bar No. 24079246

Krohn & Moss, Ltd.
9050 Markville Dr. #1131
phone: (312) 578-9428
fax: (866) 289-0898
e-mail: aross@consumerlawcenter.com

EXHIBIT A

PARK CITIES FORD LINCOLN MERCURY
 3315 W. 10th St.
 DALLAS TX 75235
 (214) 358-6800

BUYER'S ORDER

INVOICE NO.
 90631

BUYER'S NAME
 KENNETH & ROBINSON
 JACQUELINE W ROBINSON

DATE
 12/03/2009

ADDRESS
 6307 KNOLL RIDGE DR DALLAS TX 75249

RES PHONE (972) 572-5112 BUS PHONE

I (we) hereby order from you, subject to all terms, conditions and agreements contained herein, and the ADDITIONAL CONDITIONS printed on the reverse side hereof, the following NEW USED DEMO VEHICLE RENT VEHICLE

YEAR	MAKE	MODEL	CYL	BODY	COLOR	SERIAL NUMBER	STOCK NO	
2010	FORD	FUSION	4	4D	SILVER	3FA0P0L3XAR256334	K56334	
EQUIPMENT ADDED:							CASH DELIVERY PRICE	28979.52
<p>A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS RELATING TO THE SALE. A DOCUMENTARY FEE MAY NOT EXCEED A REASONABLE AMOUNT AGREED TO BY THE PARTIES. THIS NOTICE IS REQUIRED BY LAW.</p> <p>UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL PERO ESTE PODRIA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACION EN RELACION CON LA VENTA.</p> <p>UN CARGO DOCUMENTAL NO PUEDE EXCEDER UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES. ESTA NOTIFICACION SE EXIGE POR LEY.</p>								
TRADE-IN ALLOWANCE			1250.00	DEALER'S INVENTORY TAX**			68.57	
LESS BALANCE OWNED			N/A	CONSUMER BENEFIT'S PACKAGE.			N/A	
TRADE-IN EQUITY			1250.00	SECURITY / ETCH / THEFT DETERRANT			N/A	
DESCRIPTION OF TRADE-IN								
Year	Make	Type						
2001	OLDSMOBILE	INTRIGUE						
VIN Number	1G3WS52H91F226847		License Number		JPV342			
REMARKS:								
DISCLAIMER OF WARRANTIES: Any Warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.								
NOTICE TO CREDIT BUYER								
If this order involves credit, this form shall be deemed an offer by the purchaser to the seller to purchase the above described vehicle on credit, on terms described above, and an authorization for the seller to secure any and all information from any source to determine the credit worthiness of the purchaser. No contractual relationship is created hereby. Full disclosure required by the Federal Consumer Protection Act will be made prior to consummation of a credit transaction by purchaser's signature to an Installment Sale Contract								
PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS								
<p>1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.</p> <p>2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.</p> <p>3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.</p>								
<p>In this Arbitration Agreement, "you" refers to the buyer(s) signing below. "We, us and our" refer to the Dealer signing below and anyone to whom the Dealer assigns this Arbitration Agreement.</p> <p>Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Clause, and the enforceability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase or condition of this vehicle, this contract or any resulting transaction or relationship (including any such relationship with third parties who do not sign this contract) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Clause shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose one of the following arbitration organizations and its applicable rules: The National Arbitration Forum, Box 50191, Minneapolis, MN 55405-0191 (www.arb-forum.com), the American Arbitration Association, 333 Madison Ave., floor 10, New York, NY 10017-4603 (www.adr.org), or any other organization that you may choose subject to our approval. You may get a copy of the rules of these organizations by contacting the arbitration organization or visiting its website.</p> <p>Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law in making an award. The arbitration hearing shall be conducted in the federal district in which you reside unless the Creditor-Seller is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. We will advance you filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of \$1500, which may be reimbursed by decision of the arbitrator at the arbitrator's discretion. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Clause, then the provisions of this Arbitration Clause shall control. The arbitrator's award shall be final and binding on all parties, except that in the event the arbitrator's award for a party is 50 or against a party is in excess of \$100,000 or includes an award of injunctive relief against a party, that party may request a new arbitration under the rules of the arbitration organization by a three-arbitrator panel. The appealing party requesting new arbitration shall be responsible for the filing fee and other arbitration costs subject to a final determination by the arbitrators of a fair apportionment of costs. Any arbitration under this Arbitration Clause shall be governed by a Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration.</p> <p>You and we retain any rights to self-help remedies, such as repossession. You and we retain the right to seek remedies in small claims court for disputes or claims within the court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies or filing suit. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Clause shall survive any termination, payoff or transfer of this contract. If any part of this Arbitration Clause, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Clause shall be unenforceable.</p> <p>The parties agree that prior to instituting any suit in a court of law, that the parties will mediate any dispute involving the purchase of this vehicle pursuant to Chapter 154 of the Texas Civil Practices and Remedies Code and should such mediation be unsuccessful the parties then agree to binding arbitration under the AAA Consumer-Related Disputes Rules.</p>								
<p>**The Dealer's Inventory Tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.</p>								
<p>AS THE BUYER OF THE ABOVE DESCRIBED VEHICLE, I UNDERSTAND AND AGREE THAT THE SELLER MAY TAKE A PROFIT ON THE SALE OF THE VEHICLE, ANY ADD-ON EQUIPMENT, INSURANCE PRODUCT, FINANCING WARRANTY OR SERVICE CONTRACT, REPAIR OR ANY OTHER PRODUCT OR SERVICE SOLD BY THE SELLER.</p> <p>I certify that the used motor vehicle I am trading in is in my property, free from all encumbrances whatsoever except as specified above, and that I have not received from the Texas Department of Public Safety any notice of suspension or intention to suspend, either my operator's license or registration of said vehicle.</p>								
<p>NO BODILY DAMAGE OR PROPERTY INSURANCE INCLUDED IN THIS PURCHASE</p> <p>This buyer's Order and Sales Contract is not valid unless signed by the Dealer or his Sales Manager and compromises the entire agreement affecting this transaction, and no other agreement, verbal or otherwise, not contained herein shall be binding or recognized.</p>								
Buyer's Signature or Order Number			Prepared By (Salesman) DAVID A JAFFE BRADLEY E MORAN					
Order Date 12/03/2009			Accepted By The Dealer PARK CITIES FORD LINCOLN MERCURY					

NOTICE TO THE BUYER: Do not sign this order before you read it or if it contains any blank spaces. You are entitled to an exact copy of the order you sign. BUYER ACKNOWLEDGES he has read the front and back of this order and received a complete copy of this order comprising the entire agreement affecting this purchase and that this order is subject to buyer's satisfactory credit rating. BUYER CERTIFIES he is 18 years of age older and no credit has been extended except as appears above.

EXHIBIT B

Krohn & Moss, Ltd.

Arizona, California, Florida, Illinois, Indiana, Kentucky, Louisiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC

Main Office

10 N. Dearborn St., 3rd Floor

Chicago, IL 60602

www.krohnandmoss.com

Writer's Direct Number

(312) 578-9428 Ext. 284

Writer's Direct Facsimile

(866) 289-0898

Writer's Direct E-Mail

cross@crohnandmoss.com

www.krohnandmoss.com

Licensed to Practice only in:
Texas

December 18, 2012

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

RE: [REDACTED] v. Ford Motor Company

Vehicle: 2010 Ford Fusion

VIN: 3FADP0L3XAF [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective electrical system as evidenced by inoperative sunroof controls;
2. Defective body and trim as evidenced by rattle from sunroof, sunroof not flush with roof of vehicle and carpet coming loose;
3. Defective engine as evidenced by illumination of the check engine light; and

December 18, 2012

- 4 Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

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

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be

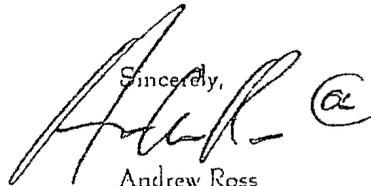
December 18, 2012

liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,

A handwritten signature in cursive script, appearing to read "Andrew Ross", followed by a circled "a" symbol.

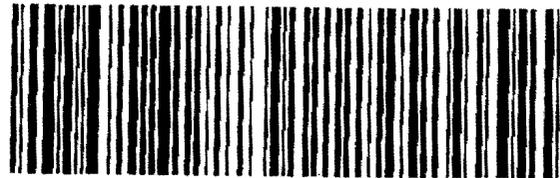
Andrew Ross
Attorney at Law

AR/tm

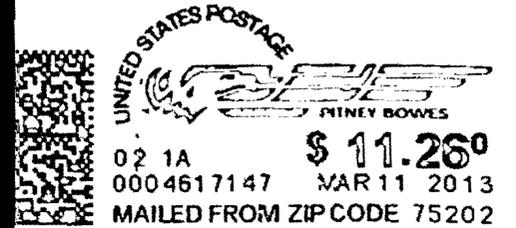
CC: [REDACTED]

CERTIFIED MAIL

GARY FITZSIMMONS DISTRICT CLERK
GEORGE L. ALLEN, SR. COURTS BLDG
600 COMMERCE ST STE 103
DALLAS, TX 75202-6604



9214 8901 0661 5400 0013 1650 37



Return Receipt (Electronic)

DC-13-02643-M LS/CIT
FORD MOTOR COMPANY
BY SERVING ITS REGISTERED AGENT, CT CORPORATION SYSTEM
350 N ST PAUL ST, STE 2900
DALLAS, TX 75201

SHOW TO WHOM
DELIVERED, Date &
Addressee's
Address

Deliver to
Addressee

7520134284-0005
Document Production

CUSTOMER NAME/PHONE NUMBER

[REDACTED]

CUSTOMER LIST

ADDRESS

[REDACTED]
DALLAS TX [REDACTED]

STATUS

No Open Issues

Ford Confidential

Vehicle List

VIN	YearModel	Sales Type	Owner Status	Vehicle Info
 1FTRX17W21N [REDACTED]	2001F-SERIES	SALE TO INDIVIDUAL UNDER THE X PLAN F & N	Original Owner	No Oasis No Warranty History
	No Open Issues			
 1FTRW07W81K [REDACTED]	2001F-SERIES	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	No Oasis No Warranty History
	No Open Issues			
 1FTDX1767VN [REDACTED]	1997F-SERIES	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	No Oasis No Warranty History
	No Open Issues			
1FALP45X1TF [REDACTED]	1996MUSTANG	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	No Oasis No Warranty History
	No Open Issues			
3FADP0L3XAR [REDACTED]	2010FUSION	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
	No Open Issues			
1FMCU4K38AKC [REDACTED]	2010ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
	No Open Issues			
 1ZVHT85H195 [REDACTED]	2009MUSTANG	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
	No Open Issues			

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ESP / Recall Information

VIN: 3FADP0L3XAR [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

VEHICLE DETAIL

VIN: 3FADP0L3XAR [REDACTED] Engine: ATK-CYC 2.5 4V PFI I4 GAS/ELEC
Make: Transmission: CVT AUTO TRANS*PWR SPLT ELECTA
Model: FUSION Paint Code/Color: BRILLIANT SILVER METALLIC
Year: 2010 Calibration: ADE1HV0A
Pay Load: Max Towing Weight:
GVWR: 04701 Axle Ratio:
WheelBase: YBD Warranty Start Date: 12/3/2009
GCWR: Vehicle Build Date: 11/6/2009
PEP Code: 501A

Selling Dealers Name: PARK CITIES FORD LINCOLN
Selling Dealers P & A Code: 02405 Selling Dealers Sales Code: F52005
Selling Dealers Main Phone: 214-358-8800 Selling Dealers Service Phone: 214-358-8800

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
P O L A R [REDACTED] [REDACTED] Y B D 3 B F 2 1 5 K 3 5 7 8 R H E 5 P H A 7 C C
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
L A U 3 B R 2 S M Y 3 5 2 B 0 0 5 4 U I F L 8 D 3 3
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F A D X 1 4 5 0 1 A 9 3 H T X
1 2 3 4 5 6 7 8 9 160

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ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
1/4/2013 INELIGIBL	[REDACTED] DRP-VEHICLE REPURCHASE REQUEST	3FADP0L3XAR [REDACTED] 813912272	2010 FUSION	06
9/28/2012 CLOSED	[REDACTED] ROADSIDE ASSISTANCE REQUEST- WARRANTY COVERED	3FADP0L3XAR [REDACTED] 813912272	2010 FUSION	01

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All Action Details for Issue

[Print](#)

VIN: 3FADP0L3XAR [REDACTED] Year: 2010 Model: FUSION Case: 813912272
Name: [REDACTED] Owner Status: Original WSD: 2009-12-03
Symptom Desc: ROOF OPTIONS SUN/MOONROOF FUNCTION Primary Phone: [REDACTED]
Reason Desc: DRP-VEHICLE REPURCHASE REQUEST Secondary Phone: [REDACTED]
Issue Type: 06 BBB AUTO LINE/DACO Issue Status: INELIGIBLE

Action: OPEN - PENDING ELIGIBILITY
Dealer: 02417 DON DAVIS FORD LINCOLN Origin Desc: BETTER BUSINESS BUREAU
Odometer: 39942 MI Comm Type: MAIL
Analyst Name: HERRERA, JUAN Analyst: J-HERRE3
Action Date: 01/04/2013 Action Time: 11.05.16.385 Action Data: No

Comments NEW CASE: FRD1310231. REPRESENTED BY ANDREW ROSS OF KROHN & MOSS AL GA IL KY KS MN MO WI TX. PROBLEMS: TRIM/ELECTRICAL, BODY/TRIM, BRAKES, ELECTRICAL.

Action: VEHICLE INELIGIBLE DUE TO AGE
Dealer: 02417 DON DAVIS FORD LINCOLN Origin Desc: BETTER BUSINESS BUREAU
Odometer: 39942 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 01/04/2013 Action Time: 16.05.10.695 Action Data: No

Comments VEHICLE INELIGIBLE DUE TO AGE

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All Action Details for Issue

[Print](#)

VIN: 3FADP0L3XAR [REDACTED] Year: 2010 Model: FUSION Case: 813912272
Name: [REDACTED] Owner Status: Original WSD: 2009-12-03
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
Reason Desc: ROADSIDE ASSISTANCE REQUEST-WARRANTY COVERED Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: ROADSIDE ASSISTANCE-TOW-WHEEL LIFT
Dealer: Origin Desc: CROSS COUNTRY MOTOR CLUB
Odometer: 034000 MI Comm Type: MAIL
Analyst Name: Analyst: SYSTEM
Action Date: 08/14/2012 Action Time: 22.36.28.552 Action Data: No

Comments DISPATCH COMPLETE

Action: ROADSIDE ASSISTANCE-TIRE CHANGE
Dealer: Origin Desc: CROSS COUNTRY MOTOR CLUB
Odometer: 024000 MI Comm Type: MAIL
Analyst Name: Analyst: SYSTEM
Action Date: 09/28/2012 Action Time: 22.39.30.118 Action Data: No

Comments CUSTOMER CANCELLED

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Server: AWS QA
 Claims loaded through: 14-MAR-2013

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims) (QLS Concerns)

VIN:	3FADP0L3XAR	Vehicle Line WERS:	C/DE - FUSION/MILAN/MKZ (ZEPHYR) [06-12]	Engine:	C/S3 - ATK-CYC 2.5 4V PFI 14 GAS/ELEC
Model Year:	2010	Vehicle Line AWS:	DH - FUSION HYBRID	Global Engine:	E0617 - DURATEC-HE GAS 14 (NON-GTDI) - CH1
Vehicle Type:	C	Vehicle Line Global:	DH - FUSION HYBRID (NA-HSAP)	Engine Plant:	EN06 - CHIHUAHUA GAS
Inv. Dealer:	*	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Transmission:	C/A1 - CVT AUTO TRANS*PWR SPLT ELECTR
Vehicle Status Code:	800	Body Cab Style:	C/FA - 4 DOOR SEDAN-4 LITE	Global Trans:	A0111 - AT - ACF35 (HYB CVT) - AISIN WARNER
Market Derived:	F - FORD	Version/Series:	C/QB - HIGH VERSION - CAR	Trans Plant:	AT01 - A/T AISIN WARNER

BUILD INFORMATION:

Region Built:	NA - NORTH AMERICA	Assembly Plant:	A3 - HERMOSILLO PLANT BUILD	Vehicle Load Date:	13-NOV-2009
Country Built:	MEX - MEXICO	Production Date:	06-NOV-2009		

SALE INFORMATION:

Region Sold:	NA - NORTH AMERICA	Arrival Date:	18-NOV-2009	Red Carpet Lease:	*
Country Sold:	USA - UNITED STATES	Sale Date:	03-DEC-2009	Fleet/Retail/Co. Lease:	R
Vehicle Count Flag:	Y	Warranty Start Date:	03-DEC-2009	Modified Vehicle:	*
Selling Dealer St/Prov:	TX	Original WSD:	03-DEC-2009	Warranty Status Ind:	*
Selling Dealer (code):	PARK CITIES FORD LINCOLN [152005 - *]			Vehicle Export Flag:	N

VOC:

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

POLAR256334YBD3 B F 2 15K3578 RR E 5PH A 7CC LAU 3BR 2SMY 352B005 4 UI FL 8 D33FADK 1 4 501A 93HTX

EOC:

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

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/G - DUAL ZONE AUTO TEMP CONTROL AC	Color(Trim):	000SV - MEDIUM LT STONE	Navis Engine Serial #:	011109142358
Alternator Amp Rating:	*	Delivery Type:	0	Paint:	PN3KC - BRILLIANT SILVER METALLIC
Audio Disk:		Driveshaft Code:	*	Power Antenna:	* - [N/A]
Axle Ratio:	EGAQN - 2.57 FINAL DRIVE RATIO	Front Seat:	C/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Radio:	PB - AM/FM STR/MP3/6 DISC CD PLAYER
Axle Type:	* - [N/A]	Fuel Type:	AF - UNLEADED FUEL CAPABILITY	Sound System:	AT - BRANDED AUDIO SOUND SYSTEM
Battery Amp Rating:	*	Fuel Type Engine:	G - Gas	Tire Manufacturer:	AJ - MICHELIN
Brake Code:	* - [N/A]	GVW Class Code:	D	Tire Brand:	0ANNHX - *
Brake Code(Service):	* - [N/A]	Instrumentation:	* - [N/A]	Tire Size:	D3KGP - P225/50VR 17
Calibration Code:	ADEIHV0A	Mirror(Driver Side):	DA - DRV PWR/HT/CK MIR W/PUDDLE LMP	Traction Control:	* - [N/A]
Color(Accent):	* - [N/A]	Mirror(Psngr Side):	DA - PASS PWR HEATED-CK/PUD LMP		

TRACEABILITY INFORMATION

Trace Commodity	Trace Full Number
ABS - ANTI-LOCK BRAKE SYSTEM CONTROL MODULE	0000G509A1400010
DA - DRIVER AIRBAG	9EAA9M7NDR0910260094
DC2 - DC TO DC MODULE	0983FCD00489
DKA - DRIVER KNEE AIRBAG	T179306X12040
DSC - DRIVER SIDE AIR CURTAIN	LRL0910291160
EN - ENGINE	E1121 011109142358 9G 314 CA
FT - FUEL TANK	002236073
HB - HYBRID ELECTRIC VEHICLE BATTERY	59AG50220093070HDW
LF - LEFT FRONT TIRE	B90ANNHX3909H5DLT
LR - LEFT REAR TIRE	B90ANNHX3909H5DN7
MCC - SYNC CCPU DPS CHECKSUM	00004246
MCP - SYNC CCPU PART NUMBER	AR3T-14D544-AE
MHP - SYNC HARDWARE PART NUMBER	9L3T-14F130-AB
MSN - SYNC ESN	5LAN00G4
MVC - SYNC VMCU CHECKSUM	00004756
MVP - SYNC VMCU PART NUMBER	9L2T-14D205-AF
PA - PASSENGER AIRBAG	NPA0910280101
PSC - PASSENGER SIDE AIR CURTAIN	LRR0910270494
RCM - RESTRAINT CONTROL MODULE	2TB311924321
RF - RIGHT FRONT TIRE	B90ANNHX3909H5DMS
RR - RIGHT REAR TIRE	B90ANNHX3909H5DX6
SR - SATELLITE RADIO	SAT 032454180567
ST - SPARE TIRE	UYMP_ABC3909H0PNM
TR - TRANSMISSION	A5502 051009 000456 9E58 7000 DA

TIRE DOT INFORMATION:

LF:	B90ANNHX3909	RF:	B90ANNHX3909
LR:	B90ANNHX3909	RR:	B90ANNHX3909
LI:	*	RI:	*
SPARE:	UYMP_ABC3909	DOT Plant Manufacturer:	B9 - MICHELIN NORTH AMERICA ; INC ; LEXINGTON ; SOUTH CAROLINA

ESP INFORMATION:

ESP Code:
ESP Coverage(Miles):
ESP Coverage(Time):
ESP Plan Year:
ESP Signature Date:

EMISSIONS INFORMATION:

* Emission Code: DGAAE - 50 STATE EMISSION REQ5
* Emission Cert Type: 5
* Emission Decal Suffix: TEM
* Engine Family: AFMXV025VZH - 2010 2.5L FUSION MILAN

Any comments? You can contact



webmaster

Server: AWS QA
 Claims loaded through: 14-MAR-2013

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 15-MAR-13

Note: All Costs are in US Dollars Server Name: AWS QA Claims loaded through

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
3EADP0L3XAR [REDACTED]	DH	C/DE	F	C/FA	C/QB	C/A	A3	C/AI	C/S3	06-NOV-2009	03-DEC-2009	152005	USA	12	6U03 *		5450054 *	F08	S06	V09	J04	42	
AWS Claim Key:	<u>1436046</u>	Doc #:	432269A	Trx Code:	2	Labor Hrs:	2	Labor Cost:	172.44	Material Cost:	0	Total Cost:	172.44										
Dir Cd-Sub Cd:	02417-*	Name:	DON DAVIS FORD LINCOLN	Ph:	817-2614261	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	19-NOV-2010	DIST(Mile):	11763								
Cust Comments:	CUSTOMER STATES THAT THE SUNROOF DOES NOT STOP WHEN CLOSING,CLOSES THEN REOPENS																						
Tech Comments:	VERIFY CONCERN GLASS NOT SHUTING EVEN AND BOUNCH BACK REMOVE MOONROOF GLASS,ACCESS HEADLINER AND RETIME DRIVE ASSEMBLY PER SERVICE MANULE.SECTION 501 17 1 REINSTALL GLASS AND REINITALIZE MOTOR PER MANULE AND RETEST.OPENING AND CLOSING PROPERLY NOW. TK372 TECH FOLLOWED GENERAL PROCEUDRES IN WSM 501 17 1 FOR TIMING ADJUSTMENT TO ROOF OPENING PANEL, MOTOR MUST BE ACCESSED TO																						
3EADP0L3XAR [REDACTED]	DH	C/DE	F	C/FA	C/QB	C/A	A3	C/AI	C/S3	06-NOV-2009	03-DEC-2009	152005	USA	18	6Y20 *		TAP1 *	F09	SXX	V99	A99	82	
AWS Claim Key:	<u>2320394</u>	Doc #:	50618205	Trx Code:	TAP1	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	60										
Dir Cd-Sub Cd:	02405-*	Name:	PARK CITIES FORD LINCOLN	Ph:	214-3588800	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	12-MAY-2011	DIST(Mile):	17003								
Cust Comments:	FACTORY WARRANTY TRANSPORTATION ASSISTANCE FORD CARS AND LIGHT TRUCKS																						
Tech Comments:	2 DAYS TAP RENTAL																						
3EADP0L3XAR [REDACTED]	DH	C/DE	F	C/FA	C/QB	C/A	A3	C/AI	C/S3	06-NOV-2009	03-DEC-2009	152005	USA	18	6U03 *		5450054 *	F05	S05	V39	N43	07	
AWS Claim Key:	<u>2311933</u>	Doc #:	50618204	Trx Code:	E84	Labor Hrs:	2.6	Labor Cost:	242.89	Material Cost:	0	Total Cost:	242.89										
Dir Cd-Sub Cd:	02405-*	Name:	PARK CITIES FORD LINCOLN	Ph:	214-3588800	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	12-MAY-2011	DIST(Mile):	17003								
Cust Comments:	CUSTOMER STATES SUNOOF RATTLES. DOES NOT FIT PROPERLY																						
Tech Comments:	ROAD TEST.TIME TO RI HEADLINER ASSY TIME TO REPOSITION. INSULATE SUNROOF MOTOR WIRE HARNESS. HEADLINER HARNESS.TIME TO ALIGN AND ADJUST SUNROOF GLASS.RETEST.OK.																						

3FADP0L3XAR [REDACTED] DH C/DE F C/FA C/QB C/A A3 C/AI C/S3 NOV-2009 2009 152005 USA 33 7C08 DS7Z 9E926 A F04 S11 V29 E29 42

AWS Claim Key: 5934539 **Doc #:** 55287602 **Trx Code:** S07 **Labor Hrs:** 1.1 **Labor Cost:** 109.45 **Material Cost:** 120.18 **Total Cost:** 229.63

Dir Cd-Sub Cd: 02405-* **Name:** PARK CITIES FORD LINCOLN **Ph:** 214-3588800 **St:** TX **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 13-AUG-2012 **DIST(Mile):**34623

Cust Comments: CUSTOMER STATES ENGINE LIGHT ON AND CAR IS LOOSING POWER WHEN DRIVING

Tech Comments: CC42 CP#9E926 VERIFIED CUSTOMER CONCERN, SERVICE ENGINE SOON LIGHT ON, PERFORMED EEC DIAG, RETRIEVED DTC P2112, PERFORMED PINPOINT TESTS DV1 P2112 PRESENT, DV2 TP1 AND TP2 PIDS WITHIN RANGE, DV3 THROTTLE PLATE MOVES FEELY, DV4 VOLTAGE OK 4.7 VOLTS, DV5 P2101 AND P2107 NOT PRESENT, DV6 RESISTANCE OK, DV7 DIODE VOLTAGE OUT OF SPECS, FOUND CONCERN INTERNAL TO THROTTLE BODY ASSY.PERFORMED RETEST.PA

Any comments? You can contact



webmaster

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

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Report Detail Section : [View Details](#)

Attachments: 0

Report# :	CKODN014 NHL	Received:	11/15/2012
CCRG/EPRC:		Date:	
Vehicle:	2012,FOCUS (NA) ,SE ,4 DOOR ,SEDAN ,1FAHP3F23CL	Build Date:	08/17/2011
Odometer :	22,115 M	Engine:	2.0L GDI
Transmission:	6 SPD DCPS	Axle:	
Dealer:	USA 10518 Highland Park Ford Lincoln	A/C:	YES
City:	Highland Park	State:	Illinois
Originator:	MARK BERNSTEIN	Phone#:	(847) 831- 5880
Symptom:	4 42 4 55 ST/RN/MV,MOVING,ENGAGE QUALITY ,FORWARD		
Status:			
VFG:	V48 GOOD AUTOMATIC TRANSMISSION		
Additional Symptom:	VIBRATION ON LIGHT ACCEL		
Fix:	Causal Component :		
Condition Code:			

Hotliner: DKNAPP7

Phone: 000 317-6316

Regn Cd: G1 Chicago

Engineering:

Phone:

TAR:

Dir Contact: MARK BERNSTEIN

Phone: 847 433-7200

Title Cde: T

KOEO:

KOEC:

KOER:

Comments:

REPAIR 11/15/2012 05:36PM DAVID KNAPP(TL) MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:CUSTOMER STATES THERE IS A VIBRATION ON VERY
LIGHT ACCEL FROM A STOP. DIAGNOSTICS: SELF TESTED TCM/PCM CHECKED
FOR UPDATES NONE AVAILABLE. PARTS REPLACED:NONE TECH
QUESTION:ARE THERE ANY CONCERNS ABOUT CHATTER/VIBRATION FROM A STOP ON
LIGHT ACCEL? OTHER THEN UPDATES ARE THERE ANY ADJUSTMENTS THAT CAN BE
MADE?

RECOMM 11/15/2012 05:36PM DAVID KNAPP(TL) MSS - FCSD - TECH SVC HOTLINE
MARK, THIS TRANSMISSION IS AN ELECTRICALLY SHIFTED MANUAL
TRANSMISSION WITH TWO EXTERNAL DRY CLUTCHES. ON LIGHT ACCELERATION THE
CLUTCHES MAY CHATTER A BIT AS THEY ARE COMING ENGAGED. WE HAVE FOUND
WHERE DRIVING THE VEHICLE AGGRESSIVELY A BIT HELPS REDUCE THIS CHATTER
AS IT HELPS THE CLUTCHES SET IN BUT THE ISSUE MAY RETURN. THERE IS AN
INVESTIGATION INTO THIS ISSUE CURRENTLY HOWEVER WE DO NOT HAVE ANY ETA
ON ITS TIMING. MEAN WHILE THERE IS NOTHING DETRIMENTAL THAT OCCURS
WITH THIS SYMPTOM AS LONG AS THE TRANSMISSION IS NOT LEAKING FROM ITS
INPUT SHAFT. INSPECT FOR ANY SIGNS OF A TRANSMISSION LEAK AND REVIEW
THE POWERSHIFT 6-SPEED TRANSMISSION OPERATING CHARACTERISTICS JOB AID
WITH YOUR CUSTOMER. THIS JOB AID CAN BE FOUND UNDER THE SERVICE TIPS
DOCUMENT OF OASIS. MONITOR OASIS FOR FUTURE DIRECTION WITH LIGHT
ACCELERATION SHUDDER AS WELL.

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Requester: MVALLA

Report Summary

Ford Proprietary, Private

15-Mar-2013

Retention: None

Server: ECCWS686



BBB AUTO LINE

January 4, 2013

MR [REDACTED] C/O ANDREW ROSS
10 N DEARBORN STREET 3RD FLOOR
CHICAGO IL 60602

Re: FRD1310231 [REDACTED] vs Ford Motor Corporation 3FADP0L3XAR [REDACTED]

Dear Mr. [REDACTED] C/O Andrew Ross:

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle exceeds the age requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to help you.

Sincerely,

Edith Newton at Extension 512

CC: Bob Gray

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Kentucky, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington DC)

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www.krohnandmoss.com

Licensed to Practice only in:
Texas

December 18, 2012

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

RE: [REDACTED] v. Ford Motor Company

Vehicle: 2010 Ford Fusion

VIN: 3FADP0L3XAR [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective electrical system as evidenced by inoperative sunroof controls;
2. Defective body and trim as evidenced by rattle from sunroof, sunroof not flush with roof of vehicle and carpet coming loose;
3. Defective engine as evidenced by illumination of the check engine light; and

4. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

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

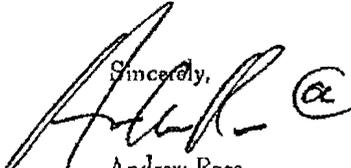
If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be

December 18, 2012

liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,

Andrew Ross
Attorney at Law

AR/tm

CC: [REDACTED]

**BBB AUTO LINE
Customer Claim Form**

Case number:
Contact Data:
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: c/o Andrew Ross, Esq.; Krohn & Moss, Ltd.; 10 North Dearborn Street, 3rd Floor		
City: Chicago	State: IL	Zip code: 60602
Day phone: 312-578-9428	Evening phone: 312-578-9428	Cell phone:
Fax: 866-264-3755	E-mail address: aross@consumerlawcenter.com	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2010	Current mileage: 39,942
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: PARK CITIES FORD			
Primary Servicing dealer/city/state: Park Cities Ford, Dallas TX & Don Davis Ford, Arlington TX			
Acquired as: <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 12/03/2009		Mileage at purchase/lease: 29	
First repair attempt date: November 9, 2010		First repair attempt mileage: 11,763	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: N/A	
Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual			
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

VIN: 3FADP0L3XA[REDACTED] / Vehicle Repurchase plus \$2,500 for inconvenience and \$2,500 for loss of use.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER
Lienholder/Leasing Company <u>N/A</u> Phone Number _____
Account Number _____

Date of Repair	Mileage	Description of Problem/Repair	Defects
11/19/10	11,763	The sunroof does not stop when closing closes then reopens	Trim/Electrical
		Free 27 point inspection	Inspection
01/07/11	13,782	Sun roof will not close	Trim/Electrical
03/09/11-03/10/11	15,440-15,444	Vip reinspect for possible come back	Inspection
		The sunroof will not close all the way, third time back for same problem in three months	Trim/Electrical
?	?	Sun roof will not close tired to reset / program home would not work - 3 rd time	Trim/Electrical
05/12/11-05/14/11	17,003	Oil and filter change & top off all fluids. Change engine oil & filter, top off all fluids, check oil level, replace oil change sticker, check tire pressure	Service
		Drivers side floor board carpet coming loose	Body/Trim
		Sun roof rattles & does not fit properly or will stay up also does not fit flush to roof of car	Trim/Electrical
		Check brakes	Brakes
		Check tires	Tires
		Check battery	Electrical
08/13/12	34,623	Engine light on and car is loosing power when driving	Electrical
		Check tires	Tires
		Check brakes	Brakes
		Check battery	Electrical

Upon sale of this vehicle, the purchaser must apply for a new title within 20 working days unless the vehicle is purchased by a dealer. Until a new title is issued, the vehicle record will continue to reflect the owner's name listed on the current title. SEE BACK OF TAB FOR ADDITIONAL INFORMATION.



USAA FEDERAL SAVINGS BANK
PO BOX 660986
SACRAMENTO, CA 95866-0986

01160215

↓ DETACH HERE ↓

TEXAS CERTIFICATE OF TITLE

VEHICLE IDENTIFICATION NUMBER: [REDACTED] MAKE: FORD MODEL: [REDACTED]

DATE OF TITLE: 01/07/2010

REGISTRATION NUMBER: 2600 [REDACTED]

DEALER: PARK OFFICES FORD TRUCKS DALLAS TX

[REDACTED]

ACTUAL MILEAGE: [REDACTED]

SIGNATURE OF OWNER OR AGENT MUST BE IN INK

BY: [REDACTED] I HEREBY CERTIFY THAT THE INFORMATION ON THIS CERTIFICATE OF TITLE IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. IF I KNOW OR BELIEVE THAT THE INFORMATION IS FALSE OR MISLEADING, I WILL NOT SIGN THIS CERTIFICATE OF TITLE.

USAA Federal Savings Bank

FIRST SIGNER

0001 USAA FEDERAL SAVINGS BANK
PO BOX 660986
SACRAMENTO, CA 95866-0986

CUSTOMER #: 367559

440272

DON DAVIS
 AUTO GROUP
 633 N. Highway 380
 Arlington, Texas 76011
 817-580-5474
 www.dondavisautogroup.com

LINCOLN
 Mercury

INVOICE

PAGE 1

SERVICE ADVISOR: 4078 KYLE STEVENSON

DALLAS, TX
 HOME: [REDACTED]
 BUS: [REDACTED] CONT: N/A
 CELL: [REDACTED]

SILVER	10	FORD FUSION	3PADPOL3KAR	15440/15444	T1730
01JAN10 DL			07:18 10MAR11	CASH	10MAR11
OPTIONS: DLR:152016 ENG:2.5 Liter					

19:00 09MAR11	15:30 10MAR11	LIST	NET	TOTAL
---------------	---------------	------	-----	-------

CB VIP REINSPECT FOR POSSIBLE COMEBACK-MGR

4025 PBRETTI, CHARLES LICH: 7860

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

BACK FOR SAME PROBLEM IN THREE MONTHS

372 KING III, JOSEPH LICH: 7531

GBATT BATTERY IS GOOD AT THIS TIME

OVER 2MM (DRUM)

372 KING III, JOSEPH LICH: 7531

GOOD TIME GOOD AT THIS TIME 1/22 OR GREATER

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

15444 UNABLE TO DUPLICATE ANY CONCERN WITH ROOF CHECKED WITH

SERVICE MANAGER AND ROAD TEST

NOTE

I DUPLICATED THE PROBLEM WHEN I LEFT CAR AT SERVICE DEPT. THE DEALERS COPIES STATED WORK THEY DID!

WARRANTY
 as made by the manufacturer. The either express or implied including for a particular purpose, and seller to assume for it any liability in

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SMILEY AMOUNT	
ENVIRONMENTAL FEE	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 367559

440272



DON DAVIS
AUTO GROUP
 633 N. Highway 380
 Arlington, Texas 76011
 817-688-6474
 www.dondavisautogroup.com

LINCOLN
 Mercury

INVOICE

PAGE 2

DALLAS, TX

SERVICE ADVISOR: 4078 KYLE STEVENSON

SILVER	10	FORD FUSION	3PADPOL3XAT	15440/15444	T1720
DEL DATE	PROG DATE	WARR EXP	PO NO	PAYMENT	INV DATE
01JAN10 DC			07:10 10MAR11	CASH	10MAR11
OPTIONS: DLR:152016 ENG:2.5 Litar					

19:00 09MAR11	15:20 10MAR11				
LINE	OPCODE	TECH	TYPE	HOURS	
					LIST NET TOTAL

Our goal is to provide an excellent service
 experience and we hope you will be completely
 satisfied. If for any reason we fell short of
 this goal, call Dave Ford (817) 588-6386 or
 Chuck Peretti (817) 588-5425
 Thank you for supporting our business.

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LOBE	0.00
SMILET AMOUNT	0.00
ENVIRONMENTAL FEE	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

STATEMENT OF DISCLAIMER

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

X _____
 Customer Signature

 Rep

CUSTOMER COPY

817-280-5042
 Work Ph
 Home P
 Date 3/17/11
 Next Appr.
 3 UNAVAILABLE P 4/4

City Dallas State Zip

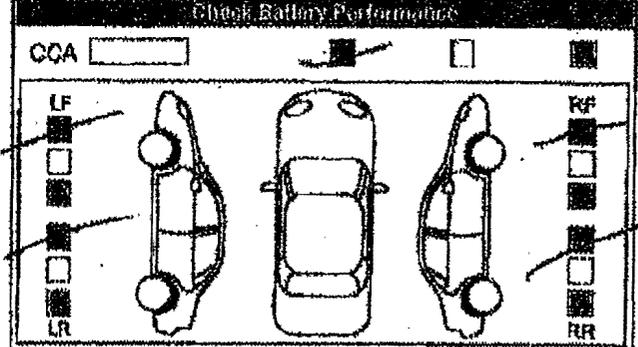
Service Advisor # 4075 3 FADPOL3XAR

Year 10 Make Fd Model F03 Color Silver Mile 7730

We at Don Davis Auto Group are always trying to improve our service and communications with our valued customers. In this fast-paced world, it's not always convenient to make a phone call to remind you to service your vehicle or that your parts have arrived or if there is an important SAFETY RECALL. That is why we are updating and improving our e-mail database to give you the valuable information for you to view at your convenience. Don Davis Auto Group does not share customer information. E-mail Address

Check Every 3,000 Miles MAY REQUIRE FURTHER ATTENTION REQUIRES IMMEDIATE ATTENTION

- Check Every 3,000 Miles
- Brake inspection
- Window washer fluid level
- Transmission fluid level
- Brake fluid level / Clutch fluid level - when applicable
- Power steering fluid level
- Constant recovery reservoir fluid level
- Operation of horn, marker lights, indicator lamps, turn signals, hazard and brake lights
- Windshield washer spray, wiper operation, and wiper blades
- Windshield of cracks, chips and pitting
- Radiator, hoses, and air-conditioning hoses for leaks and damage
- Engine air cleaner filter
- Oil and/or fluid leaks
- Constant velocity (CV) drive axle boots (if equipped)
- Front & rear driver axle
- 4 X 4 transfer case
- Exhaust system (leaks, damage, loose parts)
- Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (if needed)
- Steering and steering linkage and lubricate
- Suspension (check wheels for loose/nuts/bolts) and lubricate
- Brake system (including lines, hoses and parking brake) and wheel and tire condition
- Engine cooling system, hoses and clamps
- Accessory drive belts
- Battery terminals (clean if necessary)
- Clutch operation
- Evaporative fuel system hoses and tubes (only at 80,000 mile intervals on 1995 vehicles)



Good 1/16" to 2/16" (Disc) or 2mm or 3/16" (Drum)
 3 to 5 mm or 4/32" to 7/32" (Disc) or 1.61 to 2 mm (Drum) or 3/32" to 4/32" (Drum)



Primary Service Concerns
 CB sensor will not close
 tried to reset program home
 would not work
 3rd time

Additional Services

Total Estimate

Notice pursuant to §79.001, Texas Property Code: I am the person or an agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with sec. 79.001, Texas Property Code. If payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn is closed, the repair agreement has been closed.

X
 REPAIR I hereby agree to the terms contained on the front and back of this agreement.
 X
 Customer Date

Repair Order Detail

RO Number: 432269

RO Status: CLOSED

Customer: [REDACTED]
 Phone(s): Contact:
 Vehicle: 3FADP0L3XAR [REDACTED]

Main: [REDACTED]
 2010 FUSI SILVER

Customer Copy
 Cell:

Mileage: 11,763
 Service advisor: 646
 Tag number:

Payment type:
 Promised time: 06:30 PM
 Promised date: 11/19/2010

Waiter: No
 Estimate: 0.00
 Customer Comments: No

A CUSTOMER STATES THAT THE SUNROOF DOES NOT STOP WHEN
 CLOSING,CLOSES THEN REOPENS

50282B	WFR	GLASS-MOON ROOF/SUN ROOF - REMOVE AND INSTALL OR REPLACE (50054/500A18) - L	0.40	34.49
Tech(s): 372				
51916B	WFR	HEADLINING-ROOF - ACCESS (51916) - L	1.60	137.97
Tech(s): 372				
Parts:	0.00	Labor:	172.46	Other:
			0.00	Total Line A:
				172.46

B FREE 27 POINT COURTESY INSPECTION

99P	IPS	FREE 27 POINT COURTESY INSPECTION	0.00	0.00
Tech(s): 372				
GTIRE	IPS	TIRES GOOD AT THIS TIME 7/32 OR GREATER	0.00	0.00
Tech(s): 372				
GBK	IPS	BRAKES GOOD AT THIS TIME OVER 5MM (DISC) OR OVER 2MM (DRUM)	0.00	0.00
Tech(s): 372				
GBATT	IPS	BATTERY IS GOOD AT THIS TIME	0.00	0.00
Tech(s): 372				
Parts:	0.00	Labor:	0.00	Other:
			0.00	Total Line B:
				0.00

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	0.00

*Miscellaneous/Shop Charge will contain tax if tax was originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail

RO Number: 435806

RO Status: CLOSED

Customer: [REDACTED]
 Phone(s): Contact:
 Vehicle: 3FADP0L3XAR [REDACTED]

Main: [REDACTED]
 2010 FUSI SILVER

Customer Copy
 Cell:

Mileage: 13,782
 Service advisor: 646
 Tag number:

Payment type:
 Promised time: 05:18 PM
 Promised date: 01/07/2011

Waiter: No
 Estimate: 0.00
 Customer Comments: No

A	CUSTOMER STATES SUNROOF WILL NOT CLOSE			
300	IPS MISCELLANEOUS TRIM ELECTRICAL AND A/C REPAIR	0.00	0.00	
Tech(s): 372				
Parts:	0.00	Labor:	0.00	Other: 0.00 Total Line A: 0.00

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	0.00

*Miscellaneous/Shop Charge will contain tax if tax was originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail

RO Number: 440272

RO Status: CLOSED

Customer: [REDACTED]
 Phone(s): Contact: [REDACTED]
 Vehicle: 3FADP0L3XAR [REDACTED]

Main: [REDACTED]
 2010 FUSI SILVER

Customer Copy
 Cell:

Mileage: 15,444
 Service advisor: 4078
 Tag number:

Payment type:
 Promised time: 07:18 AM
 Promised date: 03/10/2011

Waiter: No
 Estimate: 0.00
 Customer Comments: No

A VIP REINSPECT FOR POSSIBLE COMEBACK-MGR APPROVAL REQUIRED!
 CB IPS VIP REINSPECT FOR 0.00 0.00
 POSSIBLE COMEBACK-MGR
 APPROVAL REQUIRED!
 Tech(s): 4025
 Parts: 0.00 Labor: 0.00 Other: 0.00 Total Line A: 0.00

B CUSTOMER STATES THE SUNROOF WILL NOT CLOSE ALL THE WAY, THIRD
 TIME BACK FOR SAME PROBLEM IN THREE MONTHS
 NPF IPS NO PROBLEM FOUND 0.00 0.00
 Tech(s): 372
 GBATT IPS BATTERY IS GOOD AT 0.00 0.00
 THIS TIME
 Tech(s): 372
 GBK IPS BRAKES GOOD AT THIS 0.00 0.00
 TIME OVER 5MM (DISC)
 OR OVER 2MM (DRUM)
 Tech(s): 372
 GTIRE IPS TIRES GOOD AT THIS 0.00 0.00
 TIME 7/32 OR GREATER
 Tech(s): 372
 Parts: 0.00 Labor: 0.00 Other: 0.00 Total Line B: 0.00

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	0.00

*Miscellaneous/Shop Charge will contain tax if tax was originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.



SERVICE INVOICE

3333 INWOOD ROAD
DALLAS, TEXAS 75236
PHONE (214) 958-8000
parkcoils@randallroad.com
parkcoils@randallroad.com

FOCS552876

FOCS552876



01011FOCS552876

DATE	TIME	TECH	VEHICLE	MAKE	MODEL	YEAR	PLATE
08/13/12	10:00	JOSEPH FILGO	0/FORD/FUSION/4DR SDN HYBRID FWD	FORD	FUSION	2009	34,623 BRILL SILV

CELL: [REDACTED]

906041 JOSEPH FILGO 5636 2096 08/13/12 FOCS552876

34,623 BRILL SILV K56334

0/FORD/FUSION/4DR SDN HYBRID FWD 29

A R [REDACTED]

08/13/12

993 MO: 34632

JOB# 1 CHARGES-----

LABOR
J# 1 01FOZ99P MULTI-POINT TECH(S):3214 INTERNAL
PERFORM VEHICLE INSPECTION/CHECK-UP
PERFORM VEHICLE INSPECTION/CHECK-UP

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

LABOR
J# 2 09FOZ DRIVEABILITY TECH(S):3214 WARRANTY
CUSTOMER STATES ENGINE LIGHT ON AND CAR IS LOOSING POWER
WHEN DRIVING
CC42 CP#9E926
VERIFIED CUSTOMER CONCERN, SERVICE ENGINE SOON LIGHT ON,
PERFORMED EEC DTAG, RETRIEVED DTC P2112, PERFORMED PIMPPOINT
TESTS DV1 P2112 PRESENT, DV2 TP1 AND TP2 PIDS WITHIN RANGE,
DV3 THROTTLE PLATE MOVES FEELY, DV4 VOLTAGE OK 4.7 VOLTS,
DV5 P2101 AND P2107 NOT PRESENT, DV6 RESISTANCE OK,
DV7 DIODE VOLTAGE OUT OF SPECS, FOUND CONCERN INTERNAL TO
THROTTLE BODY ASSY, REPLACED THROTTLE BODY ASSY,
PERFORMED RETEST, PASSED, CLEARED CODES, ROAD TESTED
VEHICLE AND RETESTED, PASSED KOED AND KOER SELF TESTS,
VERIFIED REPAIRS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	DS7Z-9E926-A	THROTTLE BODY			0.00
				TOTAL - PARTS		0.00

JOB# 2 TOTALS-----

JOB# 3 CHARGES-----

LABOR
J# 3+00FOZZYTIRE TIRE MEASUREMENT TECH(S):4444 INTERNAL
TIRE REQUIRE FUTURE ATTENTION
TIRE TREAD IS BETWEEN 4/32 AND 6/32 OF AN INCH
ATW

JOB# 3 TOTALS-----

JOB# 4 CHARGES-----

LABOR
J# 4+00FOZZGBK BRAKE MEASUREMENT TECH(S):4444 INTERNAL
BRAKES ARE GOOD AT THIS TIME
BRAKE PADS HAVE MORE THAN 5MM REMAINING
ATW

DISCLAIMER OF WARRANTIES

Any warranties on the product sold here are those of the manufacturer. This dealer is not responsible for any damage to the vehicle or any other property of the customer. The dealer is not responsible for any damage to the vehicle or any other property of the customer. The dealer is not responsible for any damage to the vehicle or any other property of the customer.

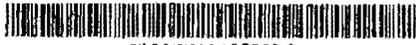


SERVICE INVOICE

3320 HUNWOOD ROAD
DALLAS, TEXAS 75228
PHONE (214) 358-8800
parkchinaservice.com
parkchinaservice.com

FOCS552876

FOCS552876



0101TFOCS552876

906041 JOSEPH FILGO 5636 2096 08/13/12 FOCSS552876
34,623 BRILL SILV K56334
/FORD/FUSION/4DR SDN HYBRID FWD 29
08/13/12
993 MO: 34632

Table with columns: JOB#, CHARGES, JOURNAL PREFIX, FOCSS, TOTAL, AMOUNT. Includes entries for JOB# 4 TOTALS, JOB# 5 CHARGES (BATTERY TEST), and JOB# 5 TOTALS.

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are limited to the manufacturer's original warranty. PARKCHINA SERVICE, INC. is not responsible for any damage or injury to the customer's property or any other loss or damage resulting from the use of the product.

NEXT RECOMMENDED SERVICE:
08/13/2012 / 34633 MI 01FOZQ99P MULTI-POINT

Payment options table: [] CASH, [] CHECK, [] VISA, [] MASTERCARD, [] DISCOVER, [] AMER XPRESS, [] OTHER, [] CHARGE. Summary: TOTAL LABOR 0.00, TOTAL PARTS 0.00, TOTAL SUBLET 0.00, TOTAL S.O.G. 0.00, TOTAL MISC CHG. 0.00, TOTAL MISC DISC 0.00, TOTAL TAX 0.00, TOTAL INVOICE \$ 0.00.

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****



SERVICE INVOICE

1500 WOODLAND ROAD
DALLAS, TEXAS 75203
PHONE (214) 398-8600
parkquinnlincoln.com
parkquinnlincoln.com

DATE	TIME	TECH	VEHICLE
05/14/11	17:00	4444	0/FORD/FUSION/4DR SDN HYBRID FWD
05/12/11			



0101EPCS506182

CELL: [REDACTED]

906041

JOSEPH FILGO

5636

5202

05/14/11

F0CS506182

17,003 BRILL SILV

K56334

0/FORD/FUSION/4DR SDN HYBRID FWD

29

05/12/11

993

MO: 17004

CUSTOMER STATES SUNROOF RATTLES & DOES NOT FIT PROPERLY OR WILL STAY UP ALSO DOES NOT FIT FLUSH TO ROOF OF CAR
FC42
BC
SUNROOF GLASS TIME TO R&T HEADLINER TO ACCESS RUNS MODIFY RUNS & LUBE TO STOP RINDING REINSTALL SUNROOF GLASS & ALIGN TIME TO INITIALIZE SUNROOF RETEST ALL OK

DISCLAIMER OF WARRANTIES

Any warranties on the products of Mercury are to be of the manufacturer. The dealer is not responsible for any damage to the vehicle or its contents caused by the use of the products of Mercury. The dealer is not responsible for any damage to the vehicle or its contents caused by the use of the products of Mercury. The dealer is not responsible for any damage to the vehicle or its contents caused by the use of the products of Mercury.

JOB# 4 TOTALS JOB# 4 JOURNAL PREFIX F0CS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES WARRANTY

LABOR # 5 70FOZTAP1 WARR RENT FORD 3/36 TECH(S):4444 WARRANTY
FACTORY WARRANTY TRANSPORTATION ASSISTANCE FORD CARS AND LIGHT TRUCKS

SUBLET PO# VENDOR INV# INV. DATE DESCRIPTION TOTAL - SUBLET WARRANTY
429747 05/16/11 702028 0.00

JOB# 5 TOTALS JOB# 5 JOURNAL PREFIX F0CS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES INTERNAL

LABOR # 6+00FOZZGSK BRAKE MEASUREMENT TECH(S):4444 INTERNAL
BRAKES ARE GOOD AT THIS TIME
BRAKE PADS HAVE MORE THAN 5MM REMAINING
ATW

JOB# 6 TOTALS JOB# 6 JOURNAL PREFIX F0CS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES INTERNAL

LABOR # 7+00FOZZGTIRE TIRE MEASUREMENT TECH(S):4444 INTERNAL
TIRES ARE GOOD AT THIS TIME
TIRES HAVE 7/32 OF TREAD OR GREATER
ATW

JOB# 7 TOTALS JOB# 7 JOURNAL PREFIX F0CS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES INTERNAL

LABOR # 8+00FOZZGBATT BATTERY TEST TECH(S):4444 INTERNAL
BATTERY TEST GOOD AT THIS TIME
ATW



SERVICE INVOICE

5015 INWYDOW ROAD
DALLAS TEXAS 75236
PHONE (214) 958-6800
parkville@reed.com
parkville.lincoln.com

Table with columns for VIN, MAKE, MODEL, YEAR, COLOR, and other vehicle details.



01011FOCSS06182

CELL: [REDACTED]

906041

JOSEPH FILGO

5636

5202

05/14/11

FOCSS06182

17,003 BRILL SILV K56334

FORD/FUSION/4DR SDN HYBRID FWD

29

A R

05/12/11

993

MO: 17004

Table with columns: MISC-CODE, DESCRIPTION, CONTROL NO, TOTAL. Includes entries for SHOP SUPPLIES and MISC.

NEXT RECOMMENDED SERVICE:
05/12/2011 / 17005 MI 01FOZQ99P MULTI-POINT

- Payment options: CASH, CHECK, VISA, MASTERCARD, DISCOVER, AMER XPRESS, OTHER, CHARGE.

THANK YOU FOR YOUR BUSINESS !!
ATTENTION VALUED CUSTOMER !!
YOU MAY BE RECEIVING A SERVICE SURVEY IN THE NEAR FUTURE FROM FORD MOTOR COMPANY IF THERE IS ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE LET US KNOW !!

Summary table: TOTAL LABOR (13.45), TOTAL PARTS (16.50), TOTAL SUBLET (0.00), TOTAL G.O.G. (0.00), TOTAL MISC CHG. (2.90), TOTAL MISC DISC (-20.00), TOTAL TAX (1.36).

TOTAL INVOICE \$ 14.21

CUSTOMER SIGNATURE

DUPLICATE INVOICE

DEALER 52B 005

VIN 3FADP0L3XA [REDACTED]

	Suggested Retail Price	Invoice Amount
FUSION HYBRID	27625.00	25313.00
2010 MODEL YEAR		
UI BRILLIANT SILVER METALLIC		
FL MED LT STONE LTHR BUCKETS		
INCLUDED ON THIS VEHICLE		
RAPID SPEC 501A	2250.00	1958.00
DRIVER'S VISION GROUP		
BLIS W/CROSS TRAFFIC ALERT		
REAR VIEW VIDEO CAMERA		
MOON & TUNE VALUE PACKAGE		
POWER MOONROOF		
SONY SOUND SYSTEM 12-SPEAKERS		
OPTIONAL EQUIPMENT		
993 .2.5L I4 HEV ENGINE	NC	NC
44H .E-CVT AUTO TRANSMISSION	NC	NC
T7C .P225/50R17 V-RATED TIRES	NC	NC
JOB #2 ORDER		
LTHR TRIMMED HEATED FRONT SEAT		
153 FRONT LICENSE PLATE BRACKET	NC	NC
425 50 STATE EMISSIONS	NC	NC
F LEATHER TRIMMED SEATING	1190.00	1036.00
TOTAL OPTIONS	3440.00	2994.00
TOTAL VEHICLE & OPTIONS	31065.00	28307.00
DESTINATION & DELIVERY	725.00	725.00
TOTAL BEFORE DISCOUNTS	31790.00	29032.00
##SPECIAL ADDED DISCOUNTS#	655.00	570.00
TOTAL FOR VEHICLE	31135.00	
FUEL CHARGE		47.52
FDAF/LMDA ASSESSMENT		470.00
SHIPPING WEIGHT 3489 LBS.		
TOTAL	31135.00	28979.52

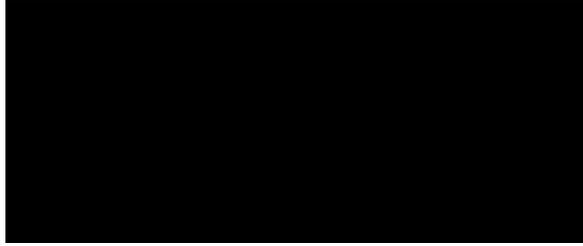
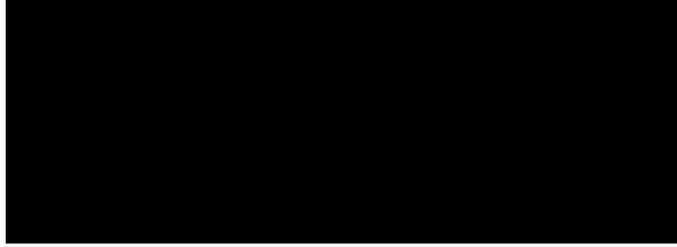
This invoice may not reflect the final cost of the vehicle in view of the possibility of future rebates, allowances, discounts and incentive awards from Ford Motor Company to the dealer.

Sold to					
Park Cities Ford Lincoln Mercu52B005 3333 Inwood Road Dallas TX 75235		Order Type 2	Ramp Code RK34	Batch ID 9K303	Price Level 025
Ship to (if other than above)		Date Inv. Prepared 10 30 09	Item Number 52-3578	Transit Days 13	
		Ship Through			
Invoice & Unit Identification NO. 3FADP0L3XA [REDACTED]	Final Assembly Point HERMOSILLO	Finance Company and/or Bank Ford Motor Credit 000001			

Total Holdback	Invoice Total	A & Z Plan	D Plan	X Plan
913	28979.52	27930.27	28030.27	29138.60

This invoice to be used for the billing of vehicles only

Dealer's copy



03/06/2013

CT Log Number 522255393

TO: Chris Dzbanski
Ford Motor Company
One American Road, WHQ 433-E3
Dearborn, MI 48126

RE: Process Served in Michigan

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: [REDACTED] Pltf. vs. Ford Motor Company, etc., Dft.
DOCUMENT(S) SERVED: Summons, Proof of Service, Complaint and Jury Demand, Exhibit(s)
COURT/AGENCY: 19th District Court, Wayne County, MI
Case # 135240GC
NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Transmission and Engine defects -
Pertaining to a 2011 Ford Fusion; VIN: 3FAHP0HA6BR [REDACTED] - Seeking Rescission of
Contract
ON WHOM PROCESS WAS SERVED: The Corporation Company, Bingham Farms, MI
DATE AND HOUR OF SERVICE: By Process Server on 03/06/2013 at 11:45
JURISDICTION SERVED : Michigan
APPEARANCE OR ANSWER DUE: Within 21 days
ATTORNEY(S) / SENDER(S): Steven S. Toth
Consumer Legal Services, P.C.
30928 Ford Road
Garden City, MI 48135
734-261-4700
ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day , 794902688141
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
TELEPHONE: 248-646-9033

0306 LIT 2013MAR8 PM6:15

STATE OF MICHIGAN 19th JUDICIAL DISTRICT JUDICIAL CIRCUIT COUNTY PROBATE	SUMMONS AND COMPLAINT \$ 25,000.00	CASE NO. 13-5240GC JUDGE MARK W SOMERS
--	---	---

Court address **16077 Michigan Avenue Dearborn, Michigan 48126** Court telephone no. **313-943-2060**

Plaintiff's name(s), address(es), and telephone no(s).
Ardrina Spencer

Plaintiff's attorney, bar no., address, and telephone no.
Consumer Legal Services, P.C.
Steven S. Toth P-44487
30928 Ford Rd.
Garden City, MI 48135

Defendant's name(s), address(es), and telephone no(s).
Ford Motor Company
c/o The Corporation Company
30600 Telegraph Rd.
Bingham Farms, MI 48025

TRUE COPY

19th DISTRICT COURT
DEARBORN, MI
2013 FEB 22

SUMMONS **NOTICE TO THE DEFENDANT:** In the name of the people of the State of Michigan you are notified:

1. You are being sued.
2. **YOU HAVE 21 DAYS** after receiving this summons to **file a written answer with the court** and serve a copy on the other party **or take other lawful action with the court** (28 days if you were served by mail or you were served outside this state). (MCR 2.111(C))
3. If you do not answer or take other action within the time allowed, judgment may be entered against you for the relief demanded in the complaint.

Issued 2/22/13	This summons expires 5/24/13	Court clerk SHARON E LANGEN
--------------------------	--	---------------------------------------

*This summons is invalid unless served on or before its expiration date.
 This document must be sealed by the seal of the court. **ATTY SERVICE**

COMPLAINT *Instruction: The following is information that is required to be in the caption of every complaint and is to be completed by the plaintiff. Actual allegations and the claim for relief must be stated on additional complaint pages and attached to this form.*

Family Division Cases

There is no other pending or resolved action within the jurisdiction of the family division of circuit court involving the family or family members of the parties.

An action within the jurisdiction of the family division of the circuit court involving the family or family members of the parties has been previously filed in _____ Court.

The action remains is no longer pending. The docket number and the judge assigned to the action are:

Docket no.	Judge	Bar no.
------------	-------	---------

General Civil Cases

There is no other pending or resolved civil action arising out of the same transaction or occurrence as alleged in the complaint.

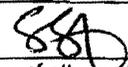
A civil action between these parties or other parties arising out of the transaction or occurrence alleged in the complaint has been previously filed in _____ Court.

The action remains is no longer pending. The docket number and the judge assigned to the action are:

Docket no.	Judge	Bar no.
------------	-------	---------

VENUE

Plaintiff(s) residence (include city, township, or village) Lake County, Indiana	Defendant(s) residence (include city, township, or village) Bingham Farms, Oakland County, Michigan
Place where action arose or business conducted Holly, Oakland County, Michigan	

Date 2-20-13 Signature of attorney/plaintiff 

If you require special accommodations to use the court because of a disability or if you require a foreign language interpreter to help you fully participate in court proceedings, please contact the court immediately to make arrangements.

MC 01 (3/08) **SUMMONS AND COMPLAINT** MCR 2.102(B)(11), MCR 2.104, MCR 2.105, MCR 2.107, MCR 2.113(C)(2)(a), (b), MCR 3.206(A)

PROOF OF SERVICE

SUMMONS AND COMPLAINT
Case No. _____

TO PROCESS SERVER: You are to serve the summons and complaint not later than 91 days from the date of filing or the date of expiration on the order for second summons. You must make and file your return with the court clerk. If you are unable to complete service you must return this original and all copies to the court clerk.

CERTIFICATE / AFFIDAVIT OF SERVICE / NONSERVICE

OFFICER CERTIFICATE

OR

AFFIDAVIT OF PROCESS SERVER

I certify that I am a sheriff, deputy sheriff, bailiff, appointed court officer, or attorney for a party (MCR 2.104[A][2]), and that: (notarization not required)

Being first duly sworn, I state that I am a legally competent adult who is not a party or an officer of a corporate party, and that: (notarization required)

- I served personally a copy of the summons and complaint,
- I served by registered or certified mail (copy of return receipt attached) a copy of the summons and complaint, together with _____

List all documents served with the Summons and Complaint

_____ on the defendant(s):

Defendant's name	Complete address(es) of service	Day, date, time

- I have personally attempted to serve the summons and complaint, together with any attachments, on the following defendant(s) and have been unable to complete service.

Defendant's name	Complete address(es) of service	Day, date, time

I declare that the statements above are true to the best of my information, knowledge, and belief.

Service fee	Miles traveled	Mileage fee	Total fee
\$		\$	\$

Signature _____
 Name (type or print) _____
 Title _____

Subscribed and sworn to before me on _____, _____ County, Michigan.
Date

My commission expires: _____ Date Signature: _____
Deputy court clerk/Notary public

Notary public, State of Michigan, County of _____
ACKNOWLEDGMENT OF SERVICE

I acknowledge that I have received service of the summons and complaint, together with _____ Attachments

_____ on _____
Day, date, time

_____ on behalf of _____
Signature

MEQ

STATE OF MICHIGAN

IN THE 19th JUDICIAL DISTRICT COURT

ARDRINA SPENCER,

Plaintiff,

v

GC

FORD MOTOR COMPANY,
a Delaware Corporation,

Defendant,

CONSUMER LEGAL SERVICES, P.C.
STEVEN S. TOTH P-44487
CHRISTOPHER A. WINKLER P-57431
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 Defendant as follows:

1. Plaintiff is a resident of the City of Merrillville, Lake County, Indiana.
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 Motor vehicles and related equipment, with its corporate headquarters in the City of Dearborn, Wayne County, Michigan.

3. On or about March 31, 2011, Plaintiff leased a 2011 Ford Fusion, VIN: 3FAHP0HA6BR273464 (hereinafter referred to as "2011 Fusion"), from the Manufacturer's Agent and authorized dealer, I-75 Ford, LLC d/b/a Szott Ford (hereinafter referred to as lessor) which was manufactured and warranted by the Manufacturer (see copy of the Application for Michigan Title & Registration Statement of Vehicle Sale attached as Exhibit A).

4. Along with the lease of the 2011 Fusion, Plaintiff received written warranties and other express and implied warranties including, by way of example and not by way of limitation, warranties from the Manufacturer (copy of the written warranties is in the possession of the Defendant).

5. Plaintiff has taken the 2011 Fusion to the Manufacturer's authorized agent/dealer, Lessor, on at least five (5) separate occasions (see copy of repair orders attached as Exhibit B). By way of example, and not by way of limitation, the defects with Plaintiff's 2011 Fusion include the following:

<u>Date</u>	<u>Mileage</u>	<u>Invoice #</u>	<u>Complaint</u>
06/23/11	7,957	77064	<u>TRANSMISSION DEFECT:</u> No transmission fluid; <u>ENGINE DEFECT:</u> Smells a burning smell inside and out after vehicle has been driven
06/28/12	19,422	2607	<u>ENGINE DEFECT:</u> When driving the engine will just stop running, cut off when driving, car will jerk when slowing down or when giving the car gas

<u>Date</u>	<u>Mileage</u>	<u>Invoice #</u>	<u>Complaint</u>
07/03/12	19,686	2987	<u>TRANSMISSION DEFECT:</u> Transmission is jerking at 30 miles per hour and when shifting it will jerk and buck; <u>DRIVEABILITY DEFECT:</u> Steering wheel when turning will make a knocking type noise inside the car
07/23/12	20,179	4674	<u>TRANSMISSION DEFECT:</u> Transmission is jerking when shifting and down shifting the transmission will hit hard; <u>ENGINE DEFECT:</u> Engine will cut out when driving and will stall out when driving
08/31/12	21,829	8490	<u>ENGINE DEFECT:</u> Whining noise from the engine on acceleration or at an idle

6. This cause of action arises out of Defendant's various breaches of warranties and violations of statutes as hereinafter alleged.

7. The amount in controversy does not exceed TWENTY FIVE THOUSAND DOLLARS (\$25,000.00), exclusive of interest, costs and statutory attorney fees, for which Plaintiff seeks judgment against Defendant. In addition, Plaintiff seeks damages from Defendant for incidental, consequential and actual damages including interest, costs, and actual attorneys' fees.

COUNT I
BREACH OF EXPRESS WARRANTIES

8. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 7 as though herein fully restated and realleged.

9. Plaintiff is a "Lessee" under the Michigan Uniform Commercial Code, MCLA 440.2103; MSA 19.2103.

10. Manufacturer is a "lessor" under the Michigan Uniform Commercial Code, MCLA 440.2103; MSA 19.2103.

11. The 2011 Fusion constitutes "goods" under the Michigan Uniform Commercial Code, MCLA 440.2105; MSA 2105.

12. This is a "transaction in goods", to which MCLA 440.2102; MSA 19.2105 is applicable.

13. Plaintiff's lease of the 2011 Fusion was accompanied by express warranties, written and otherwise offered by the Manufacturer. Whereby said warranties were part of the basis of the bargain of the contract, upon which Plaintiff relied, between Plaintiff and Manufacturer for its lease of the 2011 Fusion.

14. In the express warranties, the Manufacturer warranted if certain defects were discovered within certain periods of time, the Manufacturer and/or Manufacturer's authorized dealerships would provide repair of the 2011 Fusion free of charge to Plaintiff under specific terms as stated in the express warranties.

15. In fact, Plaintiff discovered the 2011 Fusion had defects and problems after Plaintiff leased said vehicle as discussed above.

16. Plaintiff notified Manufacturer of the aforementioned defects.

17. Plaintiff has provided the Manufacturer with sufficient opportunities to repair the 2011 Fusion.

18. Plaintiff has reasonably met all obligations and pre-conditions as provided in the express warranties.

19. The Manufacturer has failed to adequately repair the 2011 Fusion and/or have not repaired the 2011 Fusion in a timely fashion, and the 2011 Fusion remains in a defective condition.

20. Even though the express warranties provided to Plaintiff limited Plaintiff's remedy to repair and/or adjust defective parts, the 2011 Fusion defects have rendered the limited warranties ineffective to the extent that 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).

21. The 2011 Fusion continues to contain defects which substantially impair the value of the automobile to the Plaintiff.

22. These defects could not reasonably have been discovered by the Plaintiff prior to Plaintiff's acceptance of the 2011 Fusion.

23. The Manufacturer induced Plaintiff's acceptance of the 2011 Fusion by agreeing, by means of the express warranties, to remedy, within a reasonable time, those defects which had not been or could not have been discovered prior to acceptance.

24. As a result of its many defects, the Plaintiff has lost faith and confidence in the 2011 Fusion and the Plaintiff cannot reasonably rely upon the vehicle for the ordinary purpose of safe, efficient transportation.

25. Plaintiff alleges that as of the date of the notice of the breach of warranties, the 2011 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 warranties 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.

26. The Manufacturer has 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 the Defendant:

- A. For damages occasioned by the breach of the express warranties;
- B. Damages for breach of warranties 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.
- C. For incidental, consequential and actual damages;
- D. For costs, interest and actual attorneys' fees; and
- E. For such other relief this Court deems appropriate.

COUNT II
BREACH OF IMPLIED WARRANTIES OF MERCHANTABILITY

27. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 26 as though herein fully restated and realleged.

28. The Manufacturer is a "merchant" with respect to automobiles under the Michigan Uniform Commercial Code, MCLA 440.2104; MSA 19.2104.

29. The 2011 Fusion was subject to an implied warranty of merchantability under MCLA 440.2314; MSA 19.2314, running from the Manufacturer to the benefit of Plaintiff.

30. The 2011 Fusion was not fit for the ordinary purpose for which such goods are used.

31. The defects and problems hereinbefore described rendered the 2011 Fusion unmerchantable.

32. The Manufacturer failed to adequately remedy the defects in the 2011 Fusion; and the 2011 Fusion continues to be in an unmerchantable condition.

WHEREFORE, Plaintiff prays for judgment against the Defendant:

- A. For damages occasioned by the breach of the implied warranty;
- B. Damages for breach of implied 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.
- C. For incidental, consequential and actual damages;
- D. For costs, interest and actual attorneys' fees; and
- E. For such other relief this Court deems appropriate.

COUNT III
BREACH OF WRITTEN WARRANTIES UNDER
MAGNUSON-MOSS WARRANTIES ACT

33. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 32 as though herein fully restated and realleged.

34. Plaintiff is a "consumer" as defined in the Magnuson-Moss Warranties Act (hereinafter referred to as the "Warranties Act") 15 USC 2301(3).

35. The Manufacturer is a "supplier" and "warrantor" as defined by the Warranties Act, 15 USC 2301(4) and (5).

36. The 2011 Fusion is a "consumer product" as defined in the Warranties Act, 15 USC 2301(1).

37. The 2011 Fusion was manufactured, sold and leased after July 4, 1975.

38. The express warranties given by the Manufacturer pertaining to the 2011 Fusion are "written warranties" as defined in the Warranties Act, 15 USC 2301(6).

39. The above-described actions (failure to repair and/or properly repair the above-mentioned defects, etc.), including failure to honor the written warranties, constitute a breach of the written warranties by the Manufacturer actionable under the Warranties Act, 15 USC 2310(d)(1) and (2).

WHEREFORE, Plaintiff prays for judgment against the Defendant:

- A. For damages occasioned by the breach of the express warranties;
- B. Damages for breach of warranties 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.
- C. For incidental, consequential and actual damages;
- D. For costs, interest and actual attorneys' fees; and
- E. For such other relief this Court deems appropriate.

**COUNT IV
BREACH OF IMPLIED WARRANTIES UNDER
MAGNUSON-MOSS WARRANTIES ACT**

40. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 39 as though herein fully stated and realleged.

41. The above-described actions on the part of the Manufacturer constitutes a breach of the implied warranty of merchantability actionable under the Warranties Act, 15 USC 2301(7), 2308, 2310(d)(1) and (2).

WHEREFORE, Plaintiff prays for judgment against the Defendant:

- A. For damages occasioned by the breach of the implied warranty;

B. Damages for breach of the implied 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.

C. For incidental, consequential and actual damages;

D. For costs, interest and actual attorneys' fees; and

E. For such other relief this Court deems appropriate.

COUNT V
BREACH OF CONTRACT

42. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 41 as though herein fully restated and realleged.

43. Express limited warranties accompanied the delivery of the 2011 Fusion to Plaintiff. The limited warranties provided the Manufacturer's authorized dealers would repair or adjust certain parts found to be defective in factory-supplied materials or workmanship.

44. The limited warranties, given by the Manufacturer, created a contractual relationship between the Manufacturer and Plaintiff.

45. The Manufacturer breached the express limited warranties contract in that it has failed to repair or adjust defective parts covered under the limited warranties, have failed to do the same within the limited warranties coverage period, and within a reasonable time.

WHEREFORE, Plaintiff prays for judgment against the Defendant:

A. Damages incurred by Plaintiff created by Defendant's breach of contract, including all monies paid for the lease of the 2011 Fusion;

- B. For return of an amount equal to Plaintiff's downpayment and all payments made by Plaintiff on the 2011 Fusion;
- C. For incidental, consequential and actual damages;
- D. To terminate Plaintiff's retail installment contract and pay off the balance of the contract;
- E. For costs and expenses, interest, and actual attorneys' fees; and
- F. Such other relief this Court deems appropriate.

COUNT VI
RESCISSION OF CONTRACT

46. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 45 as though herein fully restated and realleged.

47. Express limited warranties accompanied the delivery of the 2011 Fusion to Plaintiff. The limited warranties provided the Manufacturer's authorized dealers would repair or adjust certain parts found to be defective in factory-supplied materials or workmanship.

48. The limited warranties, given by the Manufacturer created a contractual relationship between the Manufacturer and Plaintiff.

49. The Manufacturer has breached the express limited warranties contract in that it failed to repair or adjust defective parts covered under the limited warranties, failed to do the same within the limited warranties coverage period, and within a reasonable time.

50. The actions of the Manufacturer has resulted in a failure of consideration justifying the rescission of the contract.

51. 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 the Defendant:

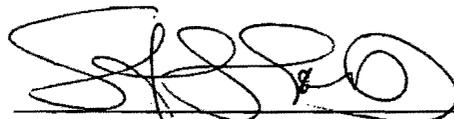
- A. That this Court order a rescission of the lease and retail installment contract by refunding all monies paid by Plaintiff, terminating the retail installment contract, requiring the Defendant to pay off the balance of the contract and ordering Plaintiff to return the 2011 Fusion to the Defendants;
- B. Damages incurred by Plaintiff created by Defendant's breach of contract, including all monies paid for the lease of the 2011 Fusion;
- C. For return of an amount equal to Plaintiff's down payment and all payments made by Plaintiff on the 2011 Fusion;
- D. For incidental, consequential and actual damages;
- E. For costs and expenses, interest, and actual attorneys' fees; and
- F. 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
CHRISTOPHER A. WINKLER P-57431
Attorneys for Plaintiff
30928 Ford Road
Garden City, MI 48135
(734) 261-4700

Dated: February 7, 2013

Purchase Date 03/31/2011

DELF 61913

Delivery Date 03/31/2011

Invoice/Stock No. BR273464

Invoice/Stock No.

Dealer SCOTT FORD

Address 8800 E. Holly Rd.

City HOLLY

County OAKLAND State MICHIGAN Zip Code 48442

Dealer License 74-300000 Phone Number

Vehicle Sold: New [X] Used [] Demo [] Trade-In: Yes [] No [X]

Trade-In Year Make Vehicle No.



VEHICLE USE AND HISTORY DISCLOSURE:

- POLICE VEHICLE, GOVERNMENT VEHICLE, TAXI, VEHICLE HAS BEEN FLOOD-DAMAGED, SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED

ODOMETER MILEAGE

The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement.



[X] actual mileage [] not actual mileage [] exceeds mechanical limits of odometer

Factory Installed Accessories [X] Factory List Affixed To Vehicle

Dealer Installed Accessories When Optional to Purchaser

SP3324

REMARKS:

LEASE LEASE

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM. I WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS ABOVE.

AGENT

Title

PURCHASER WARNING: DO NOT SIGN BLANK FORM

I am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration or, if the lessee, applying for a registration. I certify my driver license is not suspended, revoked or denied as a repeat offender and I am eligible to purchase or register this vehicle. I further certify that if a tax exemption is shown above it is valid.

03/31/11

Date [X] Date [X] Date [X]

Purchaser/Lessor's Signature(s)

03/31/11

Date [X] Date [X] Date [X]

Date

EXHIBIT A

Expires On Month 07 Day 27 Year 2012 Months 17 [X] NEW PLATE [] RENEWAL [] TRANSFER

Vehicle registration details including Year (2011), Make (FORD), Body Style (4-DR), License Fee (161.00), Driver License No., and Complete Names and Addresses of All Owners or Lessors (DMS West, LLC).

Insurance details including First Secured Interest (NDD LEASING LLC), Address (PO Box 105704, Atlanta, GA), and Filing Date (31 MAR 2011).

Table with 2 columns: Description of charges and Amount. Includes Purchase Price of Vehicle (21984.66), Other Taxable Charges (N/A), Total Taxable Price (21984.66), Sales Tax - License - Title (176.00), Total Delivered Price (21984.66), and Total Amount of Finance Contract (21984.66).

Insurance type information including WARNING: This insurance is not PL/PD No Fault Insurance required by Michigan Law. Options for Credit Life, Health & Accident, and Gap Insurance.

Temporary Registration No. (C2650302) and Salesperson (BRIGHT, STACIE).

12. **WARRANTY** The Vehicle is covered by any warranty, extended warranty or service contract indicated below:

Standard new vehicle warranty provided by the manufacturer or distributor of the Vehicle.

N/A

13. **OFFICIAL FEES AND TAXES** \$ 831.58
 The estimated total amount You will pay for official and license fees, registration, title and taxes over the term of Your lease, whether included with Your monthly payments or assessed otherwise. The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the leased property at the time a fee or tax is assessed.

14. **VEHICLE INSURANCE MINIMUMS** You must insure the Vehicle during this lease. This insurance must be acceptable to Finance Company and protect You and Holder with (a) comprehensive fire and theft insurance with a **maximum deductible** amount of **\$1,000**; and (b) collision and upset insurance with a **maximum deductible** of **\$1,000**; and (c) automobile liability insurance with **minimum limits** for bodily injury or death of \$ 25,000 for any one person and \$ 40,000 for any one accident, and \$ 10,000 for property damage. You will list the Holder as additional insured and loss payee under the insurance policy unless Lessor or Finance Company specifies otherwise. You must give Finance Company evidence of this insurance. (See Item 24 on back)

LESSOR IS NOT PROVIDING VEHICLE OR LIABILITY INSURANCE

15. **VEHICLE LOSS EARLY TERMINATION PAYOFF BALANCE AND INSURED CASH VALUE** The early termination payoff balance (as determined by Finance Company under items 29 and 35) may be different from the actual cash value of the Vehicle as determined by the insurer of the Vehicle.

YOUR LIABILITY UPON LOSS OR DESTRUCTION OF VEHICLE Unless You are eligible for the Gap Waiver (Item 35), if the early termination payoff balance is different to Finance Company (as provided in Item 35).

15. **OPTIONAL INSURANCE** These coverages are not required to enter into this lease and will not be provided unless You sign below. If insurance is to be obtained by Lessor, the coverages are shown in a notice given to You this date and are for the term of this lease.

a. **Credit Life Insurance** \$ N/A (Initial Coverage) \$ N/A (Premium) (Insured(s))
 (Insurance Company)

Lessee: N/A Co-Lessee: N/A

b. **Credit Disability Insurance** \$ N/A (Monthly Coverage) \$ N/A (Premium) (Insured(s))
 (Insurance Company)

Lessee: N/A Co-Lessee: N/A

16. **LATE PAYMENTS** You will pay a late charge on each payment that is not received within **10 days** after it is due. The charge is **7.5%** of the full amount of the scheduled payment or **\$50.00** whichever is less.

17. **LESSOR SERVICES** N/A
 (See Item 22 on back) N/A

Co-Lessee:

Itemization of Gross Capitalized Cost

Agreed Upon Value of the Vehicle	Sales/Use Tax and Other Applicable Taxes	Title Fees	License and Registration Fees	Extended Warranty and Service Contract	Acquisition Fee	Documentation Fee
\$ <u>21888.66</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>
<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>
						Total Gross Capitalized Cost
						= \$ <u>21888.66</u>

SIGNATURES AND IMPORTANT NOTICES

Modification: This lease sets forth all of the agreements of Lessor and You for the lease of the Vehicle. There is no other agreement. Any change in this lease must be in writing and signed by You and Finance Company.

Lessee: _____

Co-Lessee: _____

By:

Title: _____

YOU ACKNOWLEDGE THAT YOU HAVE READ AND AGREE TO BE BOUND BY THE ARBITRATION PROVISION ON THE REVERSE SIDE OF THIS CONTRACT.

NOTICE: (1) Do not sign this lease before You read it or if it has any blank spaces. You acknowledge that You received a filled-in copy of this lease by the Lessor to Holder.

Lessee: _____

Co-Lessee: _____

By:

Title: _____

Lessor and Lessee are hereby notified that Holder has assigned to QI Exchange, in its capacity as Holder's qualified intermediary, its rights (but not its obligations) with respect to the purchase of this Vehicle and the sale of this Vehicle at lease termination. Lessor accepts this lease and assigns it to Holder under the terms of the lease plan agreement between Lessor and Holder.

Lessor: SCOTT FORD

By:

Title: _____

CUSTOMER #: SP5324

77064



INVOICE

8800 E. Holly Road · Holly, MI 48442 · I-75 Exit 98
www.szottford.com · (248) 634-4411
FACILITY NO. F 154796

INKSTER, MI

PAGE 1

SERVICE ADVISOR: 1488 SAM BEELER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
UH TUXEDO	11	FORD FUSION	3FAHP0HA6B		7957/7976	T999
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31MAR11	DD28FEB11		18:00 23JUN11		96.95	CASH
R.O. OPENED	READY	OPTIONS: STK:BR273464 DLR:08666				

11:44 23JUN11	11:58 28JUN11	TRN:44W 6-SPD AUTO TRANSMISSION AXL:06
ENG:99A 2.5L I4 ENGINE		

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

A no trans fluid
 00 INSPECT AND FOUND NO TRANS LEAK, FLUID FULL,
 COLOR OK, FLUID CONDITION OK
 1962 GLYNN, MIKE LIC#: M127089
 C 0.00 0.00 0.00
 7957 insp, verify has no trans leaks.

B CUST. SMELLS A BURNING SMELL INSIDE AND OUT AFTER VEHICLE HAS BEEN
 DRIVEN
 CAUSE: r-t verify has 2-3 flair shift cold only warm ok fluid condition
 normal dark in color characteristi c.run oasis tsb 11-3-17
 addresses conce
 110317A REPROGRAM PCM TO LATEST VERSION PER TSB
 11 3 17
 1962 GLYNN, MIKE LIC#: M127089
 W 0.30 (N/C)
 FC: P66 04
 PART#: RECAL
 COUNT:
 CLAIM TYPE:
 AUTH CODE:

7976 pcm calibration issue. r/t verify has 2-3 flair shift cold
 only warm ok fluid condition normal dark in color characteristic.run
 oasis tsb 11-3-17 addresses concern.reprogram pcm.r/t verify concern
 corrected.c.c.04 p# recal

C MULTI POINT INSPECTION
 99P MULTI POINT INSPECTION
 1962 GLYNN, MIKE LIC#: M127089
 C 0.00 0.00 0.00
 GBATT BATTERY CHECKED AND OK
 1962 GLYNN, MIKE LIC#: M127089
 C 0.00 0.00 0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	*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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items. All parts used in said repairs are Ford Motor Co. OEM new parts unless stated on parts line and number that parts used for these repairs were used, remanufactured or rebuilt parts.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

CUSTOMER COPY

EXHIBIT B

CUSTOMER #: SP5324

77064



INVOICE

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www.szottford.com · (248) 634-4411
FACILITY NO. F 154796

INKSTER, MI

PAGE 2

SERVICE ADVISOR: 1488 SAM BEELER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
UH TUXEDO	11	FORD FUSION	3FAHP0HA6B		7957/7976	T999
DEL DATE	PROD DATE	WARR:EXP	PROMISED	PO:NO.	RATE	PAYMENT
31MAR11	DD28FEB11		18:00 23JUN11		96.95	CASH
R.O. OPENED	READY	OPTIONS: STK:BR273464 DLR:08666				
11:44 23JUN11	11:58 28JUN11	ENG:99A 2.5L I4 ENGINE				
TRN:44W 6-SPD AUTO TRANSMISSION AXL:06						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		GBK	BRKES	CHEKED AND OK			
				1962 GLYNN, MIKE LIC#: M127089			
				C 0.00		0.00	0.00
		GTIRE	TIRES	CHEKED AND ARE OK			
				1962 GLYNN, MIKE LIC#: M127089			
				C 0.00		0.00	0.00

 IMPORTANT. You may receive a customer satisfaction survey from Ford Motor Co. in Next few weeks. If for any reason you are not "COMPLETELY SATISFIED", PLEASE contact our Service Manager, John McLellan, immediately Your satisfaction is our #1 goal. Thank You again from our entire Service and Parts team.

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

"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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."
 All parts used in said repairs are Ford Motor Co. OEM new parts unless stated on parts line and number that parts used for these repairs were used, remanufactured or rebuilt parts.

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

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Dearborn, MI 48124
313-565-3900
www.villageford.com

CREDIT CARD ACCEPTED



STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED

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

STATE REGISTRATION NO. F122500

ORIGINAL ESTIMATE	DATE	TIME	BY	PHONE #
AUTHORIZED ADDL REPAIRS	DATE	TIME	BY	PHONE #
AUTHORIZED ADDL REPAIRS	DATE	TIME	BY	PHONE #
TOTAL				
IN APPROXIMATE NOTICE PERCENT OF TOTAL OF APPROXIMATE PERCENT OF ORIGINAL ESTIMATED PRICE				
PERCENT	TOTAL PARTS	PERCENT	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
REGISTRATION FEE	NUMBER OF CREDIT	FORMALITY NUMBER	DATE	
P & A CODE: 02737				
NAME	ADDRESS (IF APPROPRIATE SHOW STREET, CITY, STATE, ZIP)	PHONE		
S	S	S	TOTAL	
<small> THIS WARRANTY IS NOT TO EXCEED 10000 MILES OR 100000 MILES, WHICHEVER COMES FIRST. THIS WARRANTY DOES NOT COVER THE TRANSMISSION, DRIVE SHAFTS, AXLES, WHEELS, TIRE VALVES, BRAKES, SUSPENSION, STEERING, ELECTRICAL, BODY, AND TRAILER. CHASSIS, A/C, BELT, BATTERY, WIPERS, WASHERS, WAX, POLISH, FLUIDS, AND ACCESSORIES ARE NOT COVERED. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE, TAXI, OR OTHER COMMERCIAL PURPOSES. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AS SPECIFIED IN THE MAINTENANCE MANUAL. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AS SPECIFIED IN THE MAINTENANCE MANUAL. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AS SPECIFIED IN THE MAINTENANCE MANUAL. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AS SPECIFIED IN THE MAINTENANCE MANUAL. </small>				
<input checked="" type="checkbox"/> REQUESTS COMPLETELY COMPLETED AND ONE DELAY				<input type="checkbox"/>

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W02987

INKSTER MI

INKSTER MI

CELL: [REDACTED]

CELL: [REDACTED]

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 8965 ADV: 210 ANDERSON, INVOICE: QUOTE WAR W C CC VIN 3FAHP0HA6B [REDACTED] LICENSE NUMBER: [REDACTED]
 TAX RULES: N/1PN INVOICED: 09/31/2012 14:50:57 11 FORD FUSION SE 4DR SDN BLACK
 ODOMETER IN: 19696 OUT: 19695 DIST: FMC DATES INSERVICE: 033111 PRODUCTION: 030111
 DATES BEGIN: 07/03/12 DONE: 07/10/12

*** QUOTE AFTER FINAL BILL ***

CONCERN	DESCRIPTION	OPERATION	TECH	HOURS	AMOUNT
51-1	CUST STATES THE TRANS IS JURKING AT 30 MPH AND WHEN SHIFTING IT WILL JURK AND BUCK	7000A0Q	133	.2	
51-2	AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL	7000A1	133	5.4	
51-3	AUTOMATIC TRANSMISSION CONVERTER ASSEMBLY - CONTAMINATION INSPECT	7000A4	133	.2	
51-4	AUTOMATIC TRANSMISSION OIL COOLER AND/OR COOLER LINES - FINISH	7000A11	133	.2	
51-5	R AND R TRANS	7000A	133	2.5	
51-6	EEC SYSTEM DIAGNOSIS - (QUICK TEST)	12650D	133	.2	

ROAD TESTED FOUND ERRATIC SHIFTS AND SLIPPING PERFORMED ELECTRONIC TRANS DIAG FOUND CODES P0734 P0735 R&R TRANS DISSASSEMBLED INSPECTED FOUND BURNT OD FRICTIONS AND STEELS ALSO RETAINING RING ON CENTER SUPPORT CAME LOOSE REPLACED VALVE BODY CENTER SUPPORT AND OD FRICTIONS AND STEELS COMPLETELY RESEALED TRANS FLUSHED CONVERTOR AND LINES REPROGRAMED PCM ROAD TESTED OK

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	LIST	SELL
FMC 9L8Z 7153 A			NIT - GASKET	1		
FMC 8L8Z 7A100 A			CONTROL ASY - TRANSM	1		
FMC 9L8Z 7B144 D			PLATE ASY - DRIVE	5		
FMC 9L8Z 7B442 E			DRIVEN PLATE - STEEL	5		
FMC 8L8Z 7L329 A			SUPPORT - TRANSMISSI	1		
FMC XT 10 QLVC			OIL - AUTOMATIC TRAN	9		

FACTORY TECH: 133 - DOM, CHRISTOPH SS#: 3670 CERT#: M-165804
 PROGRAM CD: [REDACTED] CONCERN CL: 523 CONF CODE : 33
 FB-ELECTRONIC
 REPAIR TYPE 01 VISIT 1 COSES -

REPRINTED 1 TIMES

PAGE 1

ON LINE SERVICE INVOICING BY UCS © 1979

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CREDIT CARD ACCEPTED



STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED

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

STATE REGISTRATION NO. F122500

ORIGINAL ESTIMATE	DATE	TIME	BY	PHONE #
AUTHORIZED ADD'L REPAIRS	DATE	TIME	BY	PHONE #
AUTHORIZED ADD'L REPAIRS	DATE	TIME	BY	PHONE #
TOTAL				
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE				
SIGNATURE _____ DATE _____				
PROFIT PERCENT	TOTAL PARTS	MODALITY PERCENT	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
P & A CODE: 02737				
FRANC	INCHES	INCHES	INCHES	INCHES
DATE	DATE	DATE	DATE	DATE
PARTS	LABOR	TOTAL		
ON BEHALF OF SERVING DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE UNLESS INDICATED FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REQUIRED OR REPLACED WHEN THIS CLAIM HAS BEEN CORRECTED IN ANY WAY WITH ANY ACCIDENT, RECALLS OR SERVICE RECORDS SUPPORTING THIS CLAIM IS AVAILABLE FOR 15 YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD				
X _____				CHECKED BY _____

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W02987

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 8965 ADV: 210 ANDERSON INVOICED: 08/31/2011 14:50:57 TO 11 FUSION BLACK LICENSE NUMBER

*** QUOTE AFTER FINAL BILL ***

POWERTRAIN CODES: KOEC - PASS
KOEC - P0734 P0735
KGER - PASS

CONCERN 52 CUST STATES THE REAR PASS RUNNING LAMP IS INOP OPERATION TECH HOURS AMOUNT
CAUSE 13466 13465A 104 .2

CORRECTION SEE NOTE
VERIFIED PASS REAR PARKING LIGHT INOP, FOUND BULB BURNT OUT, REPLACED

PART NUMBER	QTY	LIST	SELL
13466 E BULB	1		

FACTORY TECH: 104 - TYLUTKI, EDWARD SS#: 9733 CERT#: M-228804
PROGRAM CD: W CONCERN CD: L26 COND CODE : 46
REPAIR TYPE 01 VISIT 1 CODES -

CONCERN 53 1/16 CUST STATES THE STEERING WHEEL WHEN TURNING WILL MAKE A KNOCKING TYPE OPERATION TECH HOURS AMOUNT
CAUSE 3824 999A 116 .2

CORRECTION NOTE
TEST DRIVE RISE INSP ALL TIGHTEN FT SUP PGSS RETEST INSP TIGHTEN LOWER

STEERING COLUMN AN REETST GOOD OF
FACTORY TECH: 116 - DODSON, KENNETH SS#: 7378 CERT#: M-162213
PROGRAM CD: W CONCERN CD: N57 COND CODE : 41
REPAIR TYPE 01 VISIT 1 CODES -

PAYMENT DISTRIBUTION FOR INVOICE W02987

VARIABLE
IF YOU HAVE ANY QUESTIONS - PLEASE SEE BRIAN ANDERSON
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR COMPANY
IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU WERE NOT COMPLETELY
SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE CONTACT ME IMMEDIATELY
REPRINTED 1 TIMES

PAGE 1

SERVICE INVOICE

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CARD
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STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED

CERTIFICATION
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH
MICHIGAN AUTO REPAIR ACT (PA 306)

STATE REGISTRATION NO. F122500

ORIGINAL ESTIMATE	DATE	TIME	BY	PHONE #
AUTHORIZED ADD'L REPAIRS	DATE	TIME	BY	PHONE #
AUTHORIZED ADD'L REPAIRS	DATE	TIME	BY	PHONE #
TOTAL				
DATE				
TOTAL PARTS	TOTAL LABOR	TOTAL CLAIM		
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF	LESS REC	
P & A CODE: 02737				
CLAIM #	APPROVAL #	DATE		
\$	\$	\$		
PARTS	LABOR	TOTAL		
<small> ALWAYS OBTAIN A COPY OF THE ORIGINAL ESTIMATE AND MAKE SURE IT IS ACCURATE UNLESS OTHERWISE SHOWN SEPARATELY. THERE ARE NO PARTS REPAIRS OR REPAIRS UNDER THE CLAIM AS NOT LISTED. WHEN THERE ARE REPAIRS UNDER THE CLAIM AS NOT LISTED, THE CLAIM IS NOT VALID. THIS CLAIM IS VALID FOR 90 DAYS FROM THE DATE OF THE ORIGINAL ESTIMATE. THE CLAIM IS NOT VALID IF THE ORIGINAL ESTIMATE IS NOT SIGNED BY THE CUSTOMER. </small>				
				REPAIRS COMPLETED AND ONE CHECKED <input checked="" type="checkbox"/>

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C02987

INKSTER MI

INKSTER MI

VEHICLE INFORMATION

TAG: 8965 ADV: 210 ANDERSON, INVOICE: QUOTE CUS W C CC VIN 3FAHP0HA6BR LICENSE NUMBER: 11
 TAX RULES: YMMI INVOICED: 08/31/2012 14:50:57 11 FORD FUSION SE 4DR SDN BLACK
 ODOMETER IN: 19616 OUT: 19695 DIST: EMC DATES INSERVICE: 033111 PRODUCTION: 030111
 DATES BEGIN: 07/03/12 DONE: 07/10/12

*** QUOTE AFTER FINAL BILL ***

CONCERN	DESCRIPTION	OPERATION	TECH	AMOUNT
31	VEHICLE INSPECTION USING VEHICLE CHECK UP. VISUAL BRAKE INSPECTION	99P	104	.00
CORRECTION	COMPLETE VEHICLE INSPECTION GIVE VEHICLE CHECK UP TO ADVISOR	YBK	104	.00
31-1	YELLOW 3 TO 5MM (DISC) OR 1.01 TO 2MM (DRUM)	YTIRE	104	.00
31-2	YELLOW 4/32 TO 6/32	GBATT	104	.00
31-3	BATTERY IS OK AT THIS TIME			

COMMENT: SEE NOTE SECTION FOR TECH COMMENTS OF VEHICLE CHECK UP RESULTS.
 PERFORMED INSPECTION
 BRAKES - YELLOW
 TIRES - YELLOW
 BATTERY IS OK AT THIS TIME

FACTORY TECH: 104 - TYLUTKI, EDWARD SS#: 9783 CERT#: M-228804

SUBTOTAL
 TOTAL CHARGE FOR CONCERN .00

TYPE: C LINE FLAGS: NOS

GRAND TOTALS

PAYMENT DISTRIBUTION FOR INVOICE C02987
 CASH DUE .00
 TOTAL CHARGE .00

SUMMARY OF CHARGES FOR INVOICE C02987
 TOTAL CHARGE .00

WARRANTY
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE BRIAN ANDERSON
 YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR COMPANY
 IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU WERE NOT COMPLETELY
 SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE CONTACT ME IMMEDIATELY
 YOUR SATISFACTION IS MY NUMBER ONE GOAL.

****MARK REESE, SERVICE RELATIONS MANAGER AT 313-565-3900****

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PAGE 1

SERVICE TUNING

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STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED

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

STATE REGISTRATION NO. F122500

ORIGINAL ESTIMATE	DATE	TIME	BY	PHONE #				
AUTHORIZED ADDL REPAIRS	DATE	TIME	BY	PHONE #				
AUTHORIZED ADDL REPAIRS	DATE	TIME	BY	PHONE #				
TOTAL								
I ACKNOWLEDGE NOTICE AND FORK APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE								
SIGNATURE _____ DATE _____								
PROFIT PERCENT	TOTAL PARTS	PROFIT PERCENT	TOTAL LABOR	TOTAL CLAIM				
SUB TOTAL		ALLOWANCE	PLUS PRICE DIFF.	LESS REC.				
<table border="1"> <tr> <td>EXCESSIVE CHARGES</td> <td>EXCESSIVE LABOR CHARGES</td> <td>EXCESSIVE MATERIAL CHARGES</td> <td>EXCESSIVE TIME CHARGES</td> </tr> </table>					EXCESSIVE CHARGES	EXCESSIVE LABOR CHARGES	EXCESSIVE MATERIAL CHARGES	EXCESSIVE TIME CHARGES
EXCESSIVE CHARGES	EXCESSIVE LABOR CHARGES	EXCESSIVE MATERIAL CHARGES	EXCESSIVE TIME CHARGES					
P & A CODE: 02737 (TIME / PARTS / LABOR / TOTAL) \$ _____ \$ _____ \$ _____ \$ _____ TOTAL: _____								
IN WARY OF DEPRECIATION I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT MY CHARGE OR I HAVE BEEN ADVISED BY MECHANIC OF THE NATURE OF THE WORK TO BE DONE AND THAT PARTS DESCRIBED OR REFERRED TO HEREIN HAVE BEEN CHECKED IN ANY WAY WITH ANY ACCIDENT INVESTIGATION OR INSURANCE COMPANY'S SURVEILLANCE THIS CLAIM IS VALID FOR 90 DAYS FROM THE DATE OF MY NOTICE AT THE SIGNING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.								
REPAIRS PROPERLY COMPLETED AND CHECKED BY _____				X				

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C04674

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 9650 ADV: 210 ANDERSON INVOICED: 08/31/2012 14:50:15 CC 11 FUSION BLACK LICENSE NUMBER: [REDACTED]

*** QUOTE AFTER FINAL BILL ***

YOUR SATISFACTION IS MY NUMBER ONE GOAL.

*****MARK REHSE, SERVICE RELATIONS MANAGER AT 313-565-6395*****

SEE OUR ON-LINE SURVEY AT WWW.VILLAGEFORDSERVICE.COM

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PAGE 2

SERVICE INVOICE

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CREDIT CARD ACCEPTED



STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED

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

STATE REGISTRATION NO. F122500

ORIGINAL ESTIMATE	DATE	TIME	BY	PHONE #
AUTHORIZED ADD'L REPAIRS	DATE	TIME	BY	PHONE #
AUTHORIZED ADD'L REPAIRS	DATE	TIME	BY	PHONE #
TOTAL				
I AM KNOWLEDGE NOTICE AND GIVE APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE				
SIGNATURE _____ DATE _____				
PROFIT PERCENT	TOTAL PARTS	PROFIT PERCENT	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE OFF	LESS REC.	
IS OTHER CODE	WARRANTY PERCENT	COMPLETED REPAIRS	EXPLANATION	
P & A CODE: 02737				
(CHECK ALL THAT APPLY TO THIS ESTIMATE)				
CLAIM NAME	CLAIM NUMBER	CLAIM DATE	CLAIM TYPE	
\$	\$	\$	\$	
PAYEE	LAZER	TOTAL		
*IN EVENT OF SERVICE DISPUTE, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SPECIFIED. REPAIRS DESCRIBED WERE PERFORMED AT THE CHANGE TO OWNER. THERE WILL BE NO RECALL FROM THE MANUFACTURER OF THE VEHICLE OR OTHERWISE. THIS AND PARTS WERE ORDERED AND RECEIVED. THIS CLAIM WILL BE PAID TO THE CLAIMANT. THE CLAIMANT'S LIABILITY IS LIMITED TO THE AMOUNT OF THE CLAIM. THE CLAIMANT IS RESPONSIBLE FOR THE DATE OF PAYMENT NOTIFICATION AT THE REPAIR SHOP FOR INSPECTION BY REPRESENTATIVES OF THE				
REPAIRS PROPERLY COMPLETED AND CHECKED BY _____				X

INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W04674

FOR OFFICE USE ----- VEHICLE INFORMATION -----

TAG: 9650 ADV: 210 ANDERSON INVOICED: 08/31/2012 14:56:15 CC 11 FUSION BLACK LICENSE NUMBER: IA CGC8829

*** QUOTE AFTER FINAL BILL ***

VERIFIABLE

IF YOU HAVE ANY QUESTIONS - PLEASE SEE BRIAN ANDERSON
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR COMPANY
IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU WERE NOT COMPLETELY
SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE CONTACT ME IMMEDIATELY
YOUR SATISFACTION IS MY NUMBER ONE GOAL.
*****BRIAN ANDERSON, SERVICE RELATIONS MANAGER AT 313-565-3395*****
SEE OUR ON-LINE SURVEY AT WWW.VILLAGEFORDSERVICE.COM

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SERVICE INVOICE

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CREDIT CARD ACCEPTED



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CERTIFICATION
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STATE REGISTRATION NO. F122500

ORIGINAL ESTIMATE	DATE	TIME	BY	PHONE #
AUTHORIZED ADDL REPAIRS	DATE	TIME	BY	PHONE #
AUTHORIZED ADDL REPAIRS	DATE	TIME	BY	PHONE #
TOTAL				
I HEREBY ACKNOWLEDGE NOTICE AND AGREE TO PAYMENT OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE				
SIGNATURE: _____ DATE: _____				
PROFIT PERCENT	TOTAL PARTS	PROFIT PERCENT	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL		ALLOWANCE	PLUS PRICE OFF.	LESS REC.
REPAIRS CODE	ATTENTION POINTS	COMPLIMENT IN WORDS	REPAIR PLAN	
P & A CODE: 02737				
QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL	
\$	\$	\$	\$	
APPROVED SIGNATURE AND DATE: _____				
<small>IN ORDER TO VIEW AND PRINT THIS REPORT FROM THE INFORMATION CONTAINED HEREIN IS ACCURATE, UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AND PARTS LISTED WERE USED. ITEMS MADE TO ORDER OR FROM THE GARAGE OF THE VEHICLE OR OTHERWISE THAT MAY HAVE BEEN OR REPAIRED WERE NOT CLAIMED BEING CONNECTED TO ANY OTHER ACCIDENT, NEGLIGENCE OR MISUSE. REPAIRS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 12 MONTHS FROM THE DATE OF REPAIR. NOTIFICATION AT THE SERVICE CENTER FOR REPAIRS BY REPRESENTATIVE OF FORD</small>				REPAIRS PROPERLY COMPLETED AND OK TO DRIVE <input checked="" type="checkbox"/>

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: C02987
 SPENCER, ARDRINA SPENCER, ARDRINA
 ----- FOR OFFICE USE ----- VEHICLE INFORMATION -----
 TAG: 8965 ADV: 210 ANDERSON INVOICED: 08/31/2012 14:59:57 CC 11 FUSION BLACK LICENSE NUMBER: IA CGC8829
 ----- *** QUOTE AFTER FINAL BILL *** -----
 SEE OUR ON-LINE SURVEY AT WWW.VILLAGEFORDSERVICE.COM

REPRINTED 1 TIMES

PAGE 1

ON LINE SERVICE INVOICING BY UCS © 1979

SERVICE INVOICE

Village Ford

In Dearborn. We have to be better.

23535 Michigan
Dearborn, MI 48124
313-565-3900
www.villageford.com



STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED

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

STATE REGISTRATION NO. F122500

ORIGINAL ESTIMATE	DATE	TIME	BY	PHONE #
AUTHORIZED ADD'L REPAIRS	DATE	TIME	BY	PHONE #
AUTHORIZED ADD'L REPAIRS	DATE	TIME	BY	PHONE #
TOTAL				
I HEREBY AUTHORIZE THE WORK AND APPROVE AN INCREASE IN THE ORIGINAL ESTIMATED PRICE				
SIGNATURE _____ DATE _____				
PROBABLE REPAIR	TOTAL PARTS	LABOR PERCENT	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC	
VEHICLE TYPE	ESTIMATED TIME	COMPLIMENT MESSAGE	TECH ID	
P & A CODE: 02737				
DATE REVIEW	CHECK (1) AS SHOWN IN (2)	DATE	DATE	
1 PARTS	1 LABOR	3 TOTAL		
NOT FOR SERVICE ONLY				
THE INFORMATION CONTAINED HEREIN IS THE PROPERTY OF VILLAGE FORD. IT IS TO BE USED ONLY FOR THE REPAIRS LISTED HEREON. IT IS NOT TO BE REPRODUCED OR TRANSMITTED IN ANY FORM OR BY ANY MEANS, ELECTRONIC OR MECHANICAL, INCLUDING PHOTOCOPYING, RECORDING, OR BY ANY INFORMATION STORAGE AND RETRIEVAL SYSTEM. THE INFORMATION CONTAINED HEREIN IS THE PROPERTY OF VILLAGE FORD. IT IS TO BE USED ONLY FOR THE REPAIRS LISTED HEREON. IT IS NOT TO BE REPRODUCED OR TRANSMITTED IN ANY FORM OR BY ANY MEANS, ELECTRONIC OR MECHANICAL, INCLUDING PHOTOCOPYING, RECORDING, OR BY ANY INFORMATION STORAGE AND RETRIEVAL SYSTEM.				

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C08490

INKSTER MI [REDACTED] CELL: [REDACTED] (586) [REDACTED]
 FOR OFFICE USE VEHICLE INFORMATION
 TAG: 2174 ADV: 210 ANDERSON, INVOICE: PRELIM CUS W C TS VIN 3FAHP0HA6E [REDACTED] LICENSE NUMBER: [REDACTED]
 TAX RULES: YNNNN INVOICED: 08/31/2012 13:53:50 11 FORD FUSION SE 4DR SDN BLACK
 ODOMETER IN: 21229 OJT: 21831 DIST: FMC DATES INSERVICE: 033111 PRODUCTION: 030111
 DATES BEGIN: 08/31/12 DONE: 06/31/12

CONCERN	DESCRIPTION	OPERATION	TECH	AMOUNT
31	VEHICLE INSPECTION USING VEHICLE CHECK UP. VISUAL BRAKE INSPECTION	99F	111	.00
	CORRECTION COMPLETE VEHICLE INSPECTION GIVE VEHICLE CHECK UP TO ADVISOR	YTYRE	111	.00
	31-1 YELLOW 4/32 TO 6/32	GBATT	111	.00
	31-2 BATTERY IS OK AT THIS TIME	GBR	111	.00
	31-3 GREEN OVER 5MM (DISC) OR OVER 2MM (DRUM)			

COMMENT: SEE NOTE SECTION FOR TECH COMMENTS OF VEHICLE CHECK UP RESULTS.
 TIRES YELLOW, BRAKES GREEN, BATTERY TEST OK--GREEN.
 FACTORY TECH: 111 - GOTTSCHALK, BRI SS#: 4944 CERT#: M-241486

TYPE: C LINE FLAGS: NOS

----- SUBTOTAL -----
 TOTAL CHARGE FOR CONCERN .00

----- GRAND TOTALS -----
 SUMMARY OF CHARGES FOR INVOICE C08490
 TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE C08490
 CASH DUE .00
 TOTAL CHARGE .00

VARIABLE
 ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
 WAR - WARRANTY
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE BRIAN ANDERSON
 YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR COMPANY
 IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU WERE NOT COMPLETELY
 SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE CONTACT ME IMMEDIATELY
 YOUR SATISFACTION IS MY NUMBER ONE GOAL.
 BRYAN PERRE, SERVICE RELATIONS MANAGER AT 313-565-6100****
 SEE OUR ON-LINE SURVEY AT WWW.VILLAGEFORDSERVICE.COM

ON LINE SERVICE INVOICING BY UCS © 1979

SERVICE TIP OFF

GCQIS Report Analysis

Indicator Summary

Query Names : * REPORT RETRIEVAL

Folder Number :

File Report To This Folder

File Report To A Folder

Report Source

Refresh Counts

Reset

Indicator Summary

Download Options

Report Source Code	Report Source Description	Select	Total Indicators
			Total: 0

Requester: MVALLA

Indicator Summary

Server: ECCWS686

Ford Proprietary, Private

12-Mar-2013

Retention: None



BBB AUTO LINE

November 13, 2012

MR [REDACTED] C/O STEVEN S TOTH
30928 FORD ROAD
GARDEN CITY MI 48310

Re: FRD1229962 [REDACTED] vs Ford Motor Corporation 3FAHP0HA6BR [REDACTED]

Dear Mr. [REDACTED] C/O Steven S. Toth:

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, since you failed to make the vehicle available for inspection by the arbitrator, after having been provided proper notice, the BBB AUTO LINE program will not be able to assist you further. As required by the *BBB AUTO LINE Rules of Arbitration*, decisions will not be rendered in cases where the arbitrator seeks to inspect the vehicle and it is not made available.

Please contact me at 800 955 5100 if you have any questions.

Sincerely,

Edith Newton at Extension 512

CC: Jaymie Sheir

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

**Record of Arbitration Hearing
(To Be Completed by Arbitrator)**

Below please list any/all evidence you received from the parties during the hearing and after the initial packet that accompanied the *Notice of Hearing* and summarize the testimony of the parties and their witnesses.

Case No: FRD1229962 Date of Hearing: 11/09/12
Consumer and Attorney (if any): [REDACTED] c/o Steven S. Toth
Company and Representative Name: Ford Motor Company
Arbitrator(s): RONALD F. GRAHAM
Hearing Location/Address: 26777 CANTON PARK BLVD, STE 100
SOUTHFIELD, MI 48076

1. Type of Hearing

Consumer: In Person Written Telephone
Company: In Person Written Telephone

2. Consumer and Witnesses

*Summary of Relevant and Material Testimony
of the consumer and any witnesses*

IN WRITING

3. Witnesses for Company

Name of Witness

Summary of Relevant and Material Testimony

IN WRITING

4. Impartial technical expert or other witnesses

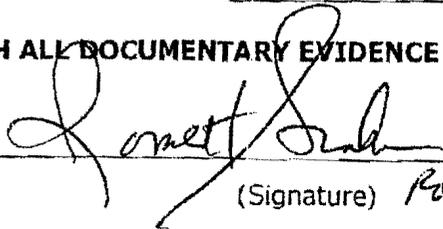
Name of Witness

Summary of Relevant and Material Testimony

N/A

5. **PLEASE ATTACH ALL DOCUMENTARY EVIDENCE INTRODUCED AT THE HEARING.**

Record filled out by:



(Signature) RONALD F. GRAHAM

(Printed Name)

11/9/12

(Date)



BBB AUTO LINE

Date: 10/29/12
Customer: [REDACTED]
Business: Ford Motor Company
Mfr-Info: 6700 MI 3FAHP0HA6BR [REDACTED]

Case Number: FRD1229962

You have been selected to serve as Arbitrator in a dispute involving the above parties. Unless you are not able to accept this responsibility or feel you cannot give an impartial decision in this matter, please sign this Arbitrator's Oath. With this form you will receive a copy of the Agreement to Arbitrate, which outlines the dispute and establishes the limits within which you must make your decision. To maintain the integrity of this entire process, please disclose any relationship you may have had with any of the parties named above or with their attorneys (if any). Financial, professional, commercial, competitive, social, or family relationships, no matter how remote, should be revealed.

Oath

I, RONALD F. GRAHAM, hereby accept appointment as Arbitrator of the dispute concerning the Parties named above. I swear/affirm that I will act faithfully and impartially, to the best of my ability, to hear and examine the issues in dispute, and conduct the proceedings and render a decision pursuant to the Rules of the Better Business Bureau AUTO LINE Arbitration Program and, to the best of my ability, within the time allotted.

Signature of Arbitrator:

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

Ardrina Spencer

Inspection Report

FRD1229962

Customer:

Ford Motor Company

Case #: _____

Manufacturer: _____

Arbitrator's Name: RONALD F. GRAHAM

Date of Inspection: 11/09/12

Location of Inspection: BBB OFFICE - 26777 Central PARK BLVD, SOUTHFIELD, MICH.

Vehicle Information: Make: FORD

Model: Fusion

Year: 2011

Mileage: _____

VIN: 3FAHPOHA6B [REDACTED] [REDACTED]

Parties Present at Inspection: [] Technical Adviser [X] Arbitrator [] Customer [] Manufacturer

Conditions or Components Inspected:

Was a test drive conducted? [] Yes [X] No

How long was the test drive? N/A Minutes

Aftermarket Items to be Removed, If Applicable. (For Example: Cellular Telephone, Modified Wheels):

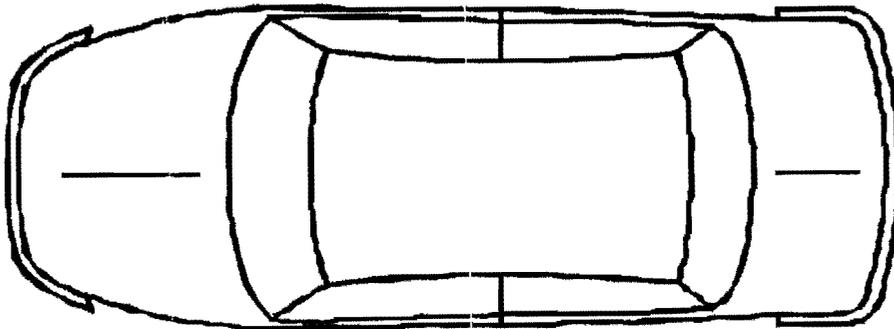
Customer did not show.

Exterior

Overall condition of the vehicle's exterior (Rate as "Excellent," "Good," "Fair," or "Poor.") : _____

What damage is beyond normal wear and tear?

Please indicate damage below:



Interior

Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor.") : _____

What damage is beyond normal wear and tear?

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MANUFACTURER RESPONSE FORM

Case Number: FRD1229962 / 0579202862

Customer Name: [REDACTED]

State: MN

VIN: 3FAHPOHA6BF [REDACTED]

Warranty Start Date: 3/31/11

Vehicle year/model: 2011 Fusion

Current mileage: 25,300

Purchased: New Used (mileage and date of purchase) Leased

This claim is: IN BTB Warranty IN Diesel Warranty IN Powertrain Warranty Out of All Warranties

Extended Service Plan: NO YES

SETTLEMENT INFORMATION

Ford Motor Company offered to have a Ford Field Service Engineer inspect and perform any necessary warrantable repairs to the engine and transmission concern.

Please indicate the customer's response below:

The customer rejected the offer on 10/29/2012

The customer has not indicated a response to the offer.

The Application for Arbitration lists the following concerns:

- Engine cuts out
- Transmission jerks

MANUFACTURER'S POSITION:

Ford Motor Company feels that the consumer's request for repurchase under the Minnesota Lemon Law and Program Summary guidelines should be denied. It is our opinion that the vehicle has not received a substantial number of repairs for a single non-conformity, nor has the unit been out of service for an extended amount of time. The issues listed on the Agreement to Arbitrate (ATA) have not substantially impaired the safety, value, or use of the vehicle and therefore, we feel it does not meet obligations of the BBB Auto Line Program Summary for a repurchase/replacement remedy.

Ford acknowledges that there have been five repair visits to the dealership, however, these visits were not for the same concern. In total, there have been three repair visits for a transmission concern and two visits for the engine cutting out. Additional concerns were mentioned during these visits, one for an engine noise and another for a burning smell in the engine compartment. There have been no visits to the dealership for any concern since August 31, 2012 indicating that the last repair attempt to this vehicle has rectified the concerns.

The first repair visit relating to a defect in material or workmanship covered by Ford's New Vehicle Limited Warranty was dated on June 23, 2011 with 7,957 miles on the vehicle. The dealer could not verify a burning

Server: AWS Prod

Claims loaded through: 12-OCT-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 15-OCT-12

Note: All Costs are in US Dollars Server Name: AWS Prod Claims loaded through

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC CI	
3FAHP0HA6BR	DE	C/DE	F	C/A	C/QC	C/A	A3	C/W6	C/SB	01-MAR-2011	31-MAR-2011	148407	USA	3	2G05	*	RECAL	*	F04	S11	V48	P66 04	
AWS Claim Key:	61499	Doc #:	077064B	Trx Code:		1	Labor Hrs:	3	Labor Cost:	27.9	Material Cost:	0	Total Cost:	27.9									
Dir Cd-Sub Cd:	08666*	Name:	SZOTT FORD	Ph:	248-6344411	St: MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	23-JUN-2011	DIST(Mile):	7957									
Cust Comments:	CUST. SMELLS A BURNING SMELL INSIDE AND OUT AFTER VEHICLE HAS BEEN DRIVEN																						
Tech Comments:	23.11317...04 #																						

3FAHP0HA6D	DE	C/DE	F	C/A	C/QC	C/A	A3	C/W6	C/SB	01-MAR-2011	31-MAR-2011	148407	USA	16	JA01	BL8Z	7L328	A	F04	S11	V48	P69 33
AWS Claim Key:	4368148	Doc #:	00298751	Trx Code:		E84	Labor Hrs:	10.7	Labor Cost:	1057.9	Material Cost:	691.74	Total Cost:	1749.64								
Dir Cd-Sub Cd:	02737*	Name:	VILLAGE FORD INC	Ph:	313-5653900	St: MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	03-JUL-2012	DIST(Mile):	19686								
Cust Comments:	CUST STATES THE TRANS IS JURKING AT 30 MPH AND WHEN SHIFTING IT WILL JURK AND BUCK																					
Tech Comments:	ROAD TESTED FOUND ERRATIC SHIFTS AND SLIPPING PERFORMED ELECTRONIC TRANS DIAG FOUND CODES P0734 P0735 R&R TRANS DISASSEMBLED INSPECTED FOUND BURNT OD FRICTIONS AND STEELS ALSO RETAINING RING ON CENTER SUPPORT CAME LOOSE REPLACED VALVE BODY CENTER SUPPORT AND OD FRICTIONS AND STEELS COMPLETELY RESEALED TRANS FLUSHED CONVERTOR AND LINES REPROGRAMED PCM ROAD TESTED OK																					

#1 TRANSMISSION

3FAHP0HA6E	DE	C/DE	F	C/A	C/QC	C/A	A3	C/W6	C/SB	01-MAR-2011	31-MAR-2011	148407	USA	16	SR01	*	3524	*	F05	S05	V39	N57 41
AWS Claim Key:	4368150	Doc #:	00298753	Trx Code:		E84	Labor Hrs:	.2	Labor Cost:	19.77	Material Cost:	0	Total Cost:	19.77								
Dir Cd-Sub Cd:	02737*	Name:	VILLAGE FORD INC	Ph:	313-5653900	St: MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	03-JUL-2012	DIST(Mile):	15686								
Cust Comments:	336 CUST STATES THE STEERING WHEEL WHEN TURNING WILL MAKE A KNOCKING TYPE NOISE INSIADE THE CAR																					
Tech Comments:	TEST DRIVE RIAE INSP ALL TIGHEN FT SUP POSS RETEST INSP TIGHTEN LOWER STEERING COLUNM AN REETST GOOD OP																					

#1 Steering

3FAHP0HA6BR	DE	C/DE	F	C/A	C/QC	C/A	A3	C/W6	C/SB	01-MAR-2011	31-MAR-2011	148407	USA	16	6Y20	*	TAP1	*	F09	SXX	V99	A99 82
AWS Claim Key:	4321730	Doc #:	00298754	Trx Code:		TAP1	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	138								
Dir Cd-Sub Cd:	02737*	Name:	VILLAGE FORD INC	Ph:	313-5653900	St: MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	03-JUL-2012	DIST(Mile):	19686								
Cust Comments:	SERVICE LOANER																					
Tech Comments:	SERVICE LOANER FOR RO 002987																					

3FAHP0HA6BR	DE	C/DE	F	C/A	C/QC	C/A	A3	C/W6	C/SB	01-MAR-2011	31-MAR-2011	148407	USA	16	7D07	3M7Z	13466	B	F08	S07	V77	L26 46
-------------	----	------	---	-----	------	-----	----	------	------	-------------	-------------	--------	-----	----	------	------	-------	---	-----	-----	-----	--------

AWS Claim Key: 4368149 Doc #: 00298752 Trx Code: E88 Labor Hrs: 2 Labor Cost: 19.77 Material Cost: 4.49 Total Cost: 24.26
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Ph: 313-5653900 St: MI Ctry Cd: USA Reg Cd: NA Repr Date:03-JUL-2012 DIST(Mile):19686
 Cust Comments: CUST STATES THE REAR PASS RUNNING LAMP IS INOP
 Tech Comments: VERIFIED PASS REAR PARKING LIGHT INOP, FOUND BULB BURNT OUT, REPLACED BULB, RETEST OK

#1 Rear Pass Lamp

3FAHP0HA6BR [REDACTED] DE C/DE F C/FA C/QC C/A A3 C/W6 C/SB 01-MAR-2011 31-MAR-2011 148407 USA 17 7S06 * 12A581 * F04 S11 V52 D21 9
 AWS Claim Key: 4322156 Doc #: 00467452 Trx Code: S07 Labor Hrs: 4 Labor Cost: 395.48 Material Cost: 8.27 Total Cost: 403.75
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Ph: 313-5653900 St: MI Ctry Cd: USA Reg Cd: NA Repr Date:23-JUL-2012 DIST(Mile):20179
 Cust Comments: CUST STATES THE ENG WILL CUT OUT WHEN DRIVING AND WILL STALL OUT WHEN DRIVING
 Tech Comments: IDS HOOK UP EEC TEST P1000 DATA LOGGER ROAD TEST VERIFIED CUT OUT ON LIGHT ACCELL COLD ENGINE ROAD TEST WITH IDS ALL OK TEST ALL MODULES HAS MULTIPLE CODES CONTINUE DIAG REMOVE BATTERY AND TRAY , AIR CLEANER ASSY TRACE AND INSP WIRING REPAIR MULTIPLE WIRES LT FRT FENDER AREA CHAFFED ON FRAME ASSEMBLE CLEAR CODES ROAD TEST AND RETEST PASS CKT 12A581 WH , WH BLUE ABNORMAL DIAG SEE JAM

#1 Engine Stall

3FAHP0HA6BR [REDACTED] DE C/DE F C/FA C/QC C/A A3 C/W6 C/SB 01-MAR-2011 31-MAR-2011 148407 USA 17 6Y20 * TAPI * F09 SXX V99 A99 8
 AWS Claim Key: 4523452 Doc #: 00467453 Trx Code: TAPI Labor Hrs: 0 Labor Cost: 0 Material Cost: 0 Total Cost: 161
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Ph: 313-5653900 St: MI Ctry Cd: USA Reg Cd: NA Repr Date:23-JUL-2012 DIST(Mile):20179
 Cust Comments: SERVICE LOANER
 Tech Comments: SERVICE LOANER FOR RO 004674

3FAHP0HA6BR [REDACTED] DE C/DE F C/FA C/QC C/A A3 C/W6 C/SB 01-MAR-2011 31-MAR-2011 148407 USA 18 1E04 ALSZ 8678 AA F05 S11 V49 N12 41
 AWS Claim Key: 4899072 Doc #: 00849051 Trx Code: E84 Labor Hrs: 5 Labor Cost: 49.44 Material Cost: 26.73 Total Cost: 76.17
 Dir Cd-Sub Cd: 02737-* Name: VILLAGE FORD INC Ph: 313-5653900 St: MI Ctry Cd: USA Reg Cd: NA Repr Date:31-AUG-2012 DIST(Mile):21829
 Cust Comments: WHINING NOISE FROM THE ENG ON ACCL OR AT AN IDLE 3.36
 Tech Comments: VERIFIED WHINING TYPE NOISE FROM BELT AREA. FOUND UPPER IDLER PULLEY VERY NOISEY BEARINGS GINDING. NEC TO INSTALL NEW IDLER PULLEY W UPDATED PART. REASSEMBLE, RETEST, OK.

#1 Engine Noise

Any comments? You can contact



webmaster



BBB AUTO LINE

NOTICE OF INSPECTION/TEST DRIVE ONLY
ALL TESTIMONY SUBMITTED IN WRITING ONLY
NO ORAL ARGUMENTS WILL BE PRESENTED

Date: 10/29/12

Case Number: FRD1229962

Customer: [REDACTED]

Manufacturer: Ford Motor Company

Mfr Info: 6700 MI 3FAHP0HA6B [REDACTED]

Arbitrators: Mr Ronald F Graham

Inspection Date, Time, Place: 11/09/12 9:30 a.m. EST
BBB of Detroit & Eastern Michigan
26777 Central Park Blvd.
Southfield, MI480764163

Hearing Site Phone: (248) 799-0345

AUTOLINE Director Phone: (248) 356-5178 Fax : (248) 356-5156

INSTRUCTIONS

1. Notify your Dispute Resolution Specialist at once if you cannot make the vehicle available for the inspection. We reserve the right to make the final determination as to the date and time of the inspection.
2. Current vehicle registration and insurance is required for all test-drives.
3. If the vehicle is inoperable, please contact your Dispute Resolution Case Specialist immediately.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the inspection process.

Council of Better Business Bureaus, Inc.

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BBB AUTO LINE

October 29, 2012

MR. [REDACTED] C/O STEVEN S. TOTH
30928 FORD ROAD
GARDEN CITY MI 48310

Re: FRD1229962 Spencer vs Ford Motor Corporation 3FAHP0HA6BR [REDACTED]

Dear Mr. [REDACTED] C/O Steven S. Toth:

Enclosed are:

- * *Notice of Inspection*
- * Arbitrator Listing Sheet(s)
- * Map to the hearing site

The *Notice of Inspection* lists the date, time and location of the vehicle inspection. **Per Rule 9, if the customer fails to appear for the scheduled inspection, the case will be closed and a decision will not be rendered.**

We reserve the right to determine the final date and time of the inspection.

If you have any questions, please contact me at 800.955.5100. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

**Record of Arbitration Hearing
(To Be Completed by Arbitrator)**

Below please list any/all evidence you received from the parties during the hearing and after the initial packet that accompanied the *Notice of Hearing* and summarize the testimony of the parties and their witnesses.

Case No: FRD1229962 Date of Hearing: 11/09/12

Consumer and Attorney (if any): [REDACTED], c/o Steven S. Toth

Company and Representative Name: Ford Motor Company

Arbitrator(s): _____

Hearing Location/Address: _____

1. Type of Hearing

Consumer:	<input type="checkbox"/> In Person	Company:	<input type="checkbox"/> In Person
	<input type="checkbox"/> Written		<input type="checkbox"/> Written
	<input type="checkbox"/> Telephone		<input type="checkbox"/> Telephone

2. Consumer and Witnesses

*Summary of Relevant and Material Testimony
of the consumer and any witnesses*

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

3. Witnesses for Company

Name of Witness

Summary of Relevant and Material Testimony

4. Impartial technical expert or other witnesses

Name of Witness

Summary of Relevant and Material Testimony

5. **PLEASE ATTACH ALL DOCUMENTARY EVIDENCE INTRODUCED AT THE HEARING.**

Record filled out by: _____

(Signature)

(Printed Name)

(Date)



BBB AUTO LINE

October 29, 2012

JAYMIE SHEIR
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1229962 [REDACTED] vs Ford Motor Corporation 3FAHP0HA6BR1 [REDACTED]

Dear Madam/Sir:

Enclosed are:

- * *Notice of Inspection*
- * Arbitrator Listing Sheet(s)
- * Map to the hearing site

The *Notice of Inspection* lists the date, time and location of the vehicle inspection. **Per Rule 9, if the customer fails to appear for the scheduled inspection, the case will be closed and a decision will not be rendered.**

We reserve the right to determine the final date and time of the inspection.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Edith Newton at Extension 512

Inspection Report

FRD1229962



Ford Motor Company

Customer:

Case #: _____

Manufacturer: _____

Arbitrator's Name: _____ Date of Inspection: ___/___/___

Location of Inspection: _____

Vehicle Information: Make: _____ Model: _____

Year: _____ Mileage: _____ VIN: _____

Parties Present at Inspection: [] Technical Adviser [] Arbitrator [] Customer [] Manufacturer

Conditions or Components Inspected:

Was a test drive conducted? [] Yes [] No How long was the test drive? _____ Minutes

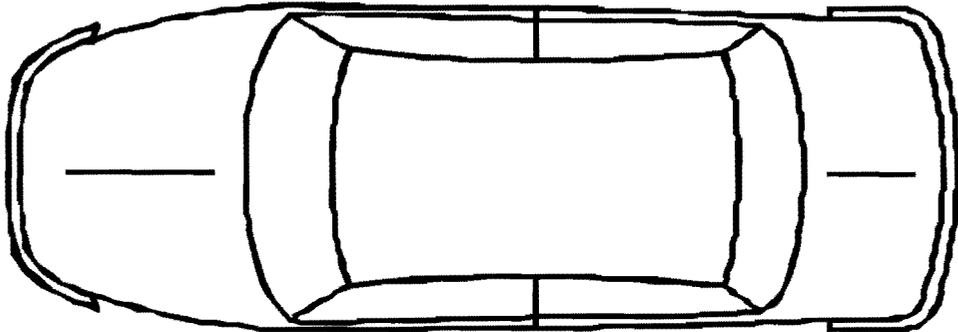
Aftermarket Items to be Removed, If Applicable. (For Example: Cellular Telephone, Modified Wheels):

Exterior

Overall condition of the vehicle's exterior (Rate as "Excellent," "Good," "Fair," or "Poor.") : _____

What damage is beyond normal wear and tear?

Please indicate damage below:



Interior

Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor.") : _____

What damage is beyond normal wear and tear?

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Mr [REDACTED]

Case Number: FRD1229962

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Ronald Graham

Arbitrator's Occupation:

civil litigator and counselor at law

Arbitrator's Biography:

Since 1976 Ronald Graham has a broad range of legal experience as an attorney in private practice involving business, real estate, family law, construction, negligence, professional malpractice, commercial and civil litigation matters. He completed a forty-hour settlement facilitation course and is separately trained in Collaborative Law. He has been appointed as a Circuit Court and Court of Appeals settlement facilitator as well as a volunteer Mediation Center mediator. Mr. Graham is a member of the ABA, Michigan State Bar Association, and Oakland County Bar Association, holding membership in committees serving ADR, Circuit Court, and substantive law areas. He has served as a BBB arbitrator since 2001.

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Manufacturer Settlement Offer

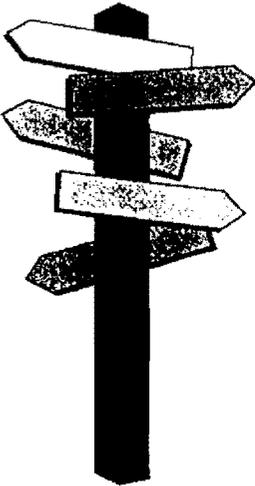
CUSTOMER NAME: [REDACTED] **c/o Steven Toth Consumer Legal Services**
CASE NUMBER: FRD1229962 / 0579202862
TODAY'S DATE: October 26, 2012

Ford Motor Company would like to offer the consumer a Ford Field Service Engineer to inspect and, if necessary, perform any warrantable repairs needed to the engine and transmission concerns listed in the Customer Claim Form.

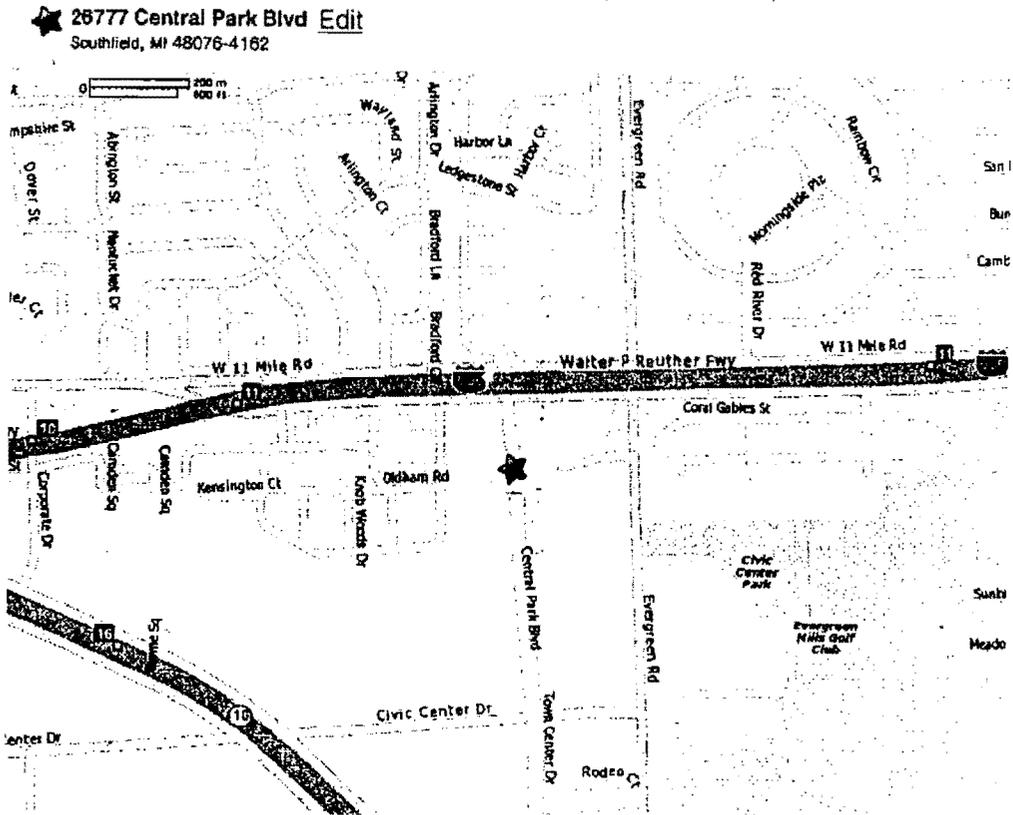
Thank you,

Jaymie Sheir
Dispute Resolution Specialist
Ford Motor Company

Location of Better Business Bureau
Better Business Bureau
Name of building (if any)
<u>26777 Central Park Dr, Ste 100, Southfield MI 48076</u>
Bureau Address and City
Bureau Phone Number (Emergencies Only)



DIRECTIONS





BBB AUTO LINE

October 15, 2012

TERESA PONTILLO
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1229962 [REDACTED] vs Ford Motor Corporation 3FAHP0HA6BR [REDACTED]

Dear Madam/Sir:

The above named customer has requested a written arbitration hearing and a claim has been opened.

Enclosed please find the following information:

- * *Customer Claim Form (CCF)*
- * Any documentation submitted by the attorney
- * *Agreement to Arbitrate* (except in California);
- * *Oath of Participant* – Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

As the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem alleged and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?
- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction and any overallowance/negative equity/rebate amounts that should be taken if a repurchase/replacement is awarded.

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Your written position must include all supporting documents (i.e., repair orders, technical service bulletins, purchase contract or lease agreement) that you wish the arbitrator to consider.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business fourteen days from the date of this letter. On the following day, we will send each written position to the other party for comments. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, the BBB will provide you with three days advance notice of the inspection date.

If you have any questions, please contact me at 800.334.2406. Please fax your position to 703.247.9700.

Please call me if you have any questions. Thank you for your cooperation in this matter.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

October 15, 2012
Re: W-C2 FRD1229962; [REDACTED] vs Ford Motor Corporation
3FAHP0HA6B [REDACTED]

CONSUMER LEGAL SERVICES (MI)
30928 FORD ROAD
GARDEN CITY MI 48310

Dear Steven S. Toth:

We have received your request for a written arbitration hearing on behalf of the individual named above.

Enclosed please find the following information:

- * *Program Summary* – This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * *Agreement to Arbitrate* – The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.
- * *Customer Claim Form (CCF)* – Information we have on file regarding your complaint is recorded on the *CCF*. Please verify the accuracy of the information and return the *CCF* to us with any necessary corrections or additions.
- * *How BBB AUTO LINE Works* – This booklet explains the BBB AUTO LINE program, and contains the rules that will be followed in arbitration.
- * *Oath of Participant* – Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

The information you submitted meets the minimum requirements to enable us to begin processing the claim. However, because the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem you are alleging, and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?

Council of Better Business Bureaus, Inc.
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- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What is the type and amount of relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction that should be taken if a repurchase/replacement is awarded, and a specific description of any other remedies that you seek.

Your written position must include all supporting documents that you wish the arbitrator to consider. Please send us a *clear* copy of the following documents that were not included with your initial submission or were not legible when our office received them:

- _____ No further documentation is required at this time
- _____ Repair orders relating to the complaints(s)
- _____ The vehicle's current registration
- _____ The purchase contract or lease agreement
- _____ Other: _____

If the arbitrator decides a repurchase or replacement is the appropriate remedy, the arbitrator will need accurate information about the vehicle's purchase price as well as any collateral costs, incidental charges and other expenses that your client seeks. Please submit an itemization of those fees, along with supporting information/documentation, so we may include these amounts in the *Agreement to Arbitrate* to permit the arbitrator to appropriately evaluate your client's request for relief.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business fourteen days from the date of this letter. On the following day, we will send each written position to the other party for comments. If we have not received the requested information from you, the correspondence and documents you have provided us thus far will serve as your written position. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, we will provide you with three days advance notice of the inspection date.

You may either mail your position to our office at 3033 Wilson Blvd., Suite 600, Arlington, Virginia 22201 or fax it to 703.247.9700. If you have any questions, please contact me at 800.955.5100.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 10/15/2012

Case Number: FRD1229962

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 MI 3FAHP0HA6BR [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : FUSION

Year : 2011

All parties named above submit to arbitration the following:

* Engine/Transmission

The parties have come to agreement on the following:

N/A

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase

Manufacturer : Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 10/15/2012

Case Number: FRD1229962

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 MI 3FAHP0HA6B [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

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RONALD J. BOLZ
CHRISTOPHER M. LOVASZ
STEVEN S. TOTH
CHRISTOPHER A. WINKLER
KATHERINE M. PITTEL
CARL SCHWARTZ

CONSUMER
LEGAL
SERVICES, P.C.

30228 FORD ROAD
GARDEN CITY, MI 48135
(734) 261-4700
FAX (734) 261-4737

ATTORNEYS AND COUNSELORS

www.LemonAuto.com

VIA FACSIMILE

October 11, 2012

Juan Herrera
BBB Auto Line
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203-1838

WRTAC
FRD1229962

Re: [REDACTED] v. Ford Motor Company
FRD1229962

Dear Mr. Herrera:

Please be advised that I represent [REDACTED] relative to the above matter.

Attached please find Customer Claim Form, lease contract, current registration and repair orders relative to the above claim.

Please be further advised that I am requesting a documents only hearing.

Should you have any questions or need any additional documentation, do not hesitate to call or e-mail me.

Sincerely,

CONSUMER LEGAL SERVICES, P.C.



Steven S. Toth

encls.

c: [REDACTED]

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1229962
Contact Date: 10/05/12
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED] C/O Steven S. Toth	
Mailing address: 30928 Ford Road	
City: Garden City	State: MI Zip code: 48310
Day phone: (734) 261-4700	Evening phone: Cell phone:
Fax: (734) 261-4737	E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2011	Current mileage: 25,300
Name(s) that appears on the vehicle title: Ardrina Spencer			
Selling dealer/city/state: SZOTT FORD, HOLLY, MI			
Primary Servicing dealer/city/state: SZOTT FORD, HOLLY MI			
Acquired as: new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased <input checked="" type="checkbox"/>	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 3/31/11	Mileage at purchase/lease:		
First repair attempt date: 6/23/11	First repair attempt mileage: 7,957		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Repurchase

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	3FAHPOHA6B [REDACTED]
Lienholder/Leasing Company	Ford Credit Phone Number 800-727-7000
Account Number	

Purchase Date 03/31/2011

DEAL # 61913

Delivery Date 03/31/2011

Invoice/Stock No. BR273464

Included/Stock No.

Dealer SCOTT FORD

Address 8800 E. Holly Rd.

City TOLSON

County OGDON

State MICHIGAN

Zip Code 48840

Vehicle Sold (New) Used Demo Trade-In Yes No

Trade-In Year Make Vehicle No.



VEHICLE USE AND HISTORY DISCLOSURE

- POICE VEHICLE, GOVERNMENT VEHICLE, TAXI, VEHICLE HAS BEEN FLOOD DAMAGED, SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED

ODOMETER/MILEAGE

Mileage disclosure text and odometer reading 000000000000

Factory Installed Accessories, Factory Lin Applied to Vehicle

Dealer Installed Accessories When Delivered to Purchaser

EX-1324

REMARKS:

LEASE LEASE

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY

I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM. I WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE.

AGENT

Title

PURCHASER WARNING: DO NOT SIGN BLANK FORM. I am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration...

03/31/11

Table with columns: Year, Make, Body Style, Code, Quantity, License Fee, Title, Title/Lens Fee, Reg. Transfer Fee, Title Transfer Fee, Pub. Right to Salvage

Insurance Company Policy No. or Bidder No. AUTOCENTRAL

First Grouped Interest: NED LEASING LLC Filing Date: 01 MAR 2011

Address: 27100 19570A City/State/Zip: TOLSON MI 48840-370A

Second Grouped Interest: Filing Date:

Address: City/State/Zip:

Table with 2 columns: Description (1. PURCHASE PRICE OF VEHICLE, 2. OTHER TAXABLE CHARGES, etc.) and Amount

TYPE OF INSURANCE WARNING: The insurance is not PUPD No Public Insurance required by Michigan Law.

CREDIT LIFE, GAP INSURANCE, HEALTH & ACCIDENT

Temporary Registration No. C2570302 Title BRIGHT, STACIE Temporary Fee Charged Yes

Signature and Date fields for purchaser and dealer.

Signature and Date fields for agent and purchaser.

1-800-727-7000



Ford Credit

www.fordcredit.com

FORD MOTOR CREDIT COMPANY

WILLY, WA

"Finance Company" is FORD MOTOR CREDIT COMPANY. The "Holder" is LMB West, LLC, and its assigns. By signing "You" (Lessee and Co-Lessor) agree to lease this Vehicle according to the terms on the front and back of this lease and the terms of the Wear-Care Addendum, if any, attached to this lease.

If Your payment schedule is shown in Item 2(a), You entered into a "Monthly Payment Lease."

If Your payment schedule is shown in Item 2(b), You entered into an "Advance Payment Lease."

New/Used	Mileage at Delivery	Year/Make/Model	Vehicle Identification Number	Vehicle Use
NEW	23	2011 FORD FIESTA	3FADP3H68B...	PERSONAL
1. Amount Due at Lease Signing or Delivery (Itemized Below) *	2. Payments (a) Monthly Payments Your first monthly payment of \$ <u>N/A</u> is due on <u>N/A</u> payments of \$ <u>N/A</u> due on <u>N/A</u> any of each month. The total of Your monthly payments is \$ <u>N/A</u> . (b) Advance Payment Your Payment of \$ <u>8108.40</u> is due on <u>03/31/2011</u> . The total of Your payment is \$ <u>8108.40</u>		3. Other Charges (not part of Your monthly payment) Disposition fee (if You do not purchase the Vehicle) \$ <u>N/A</u> <u>N/A</u> <u>N/A</u> Total \$ <u>N/A</u>	4. Total of Payments (The amount You will have paid by the end of this lease) <u>8998.10</u>

* Itemization of Amount Due at Lease Signing or Delivery

5. Amounts Due at Lease Signing or Delivery:

- a. Capitalized cost reduction
- b. First monthly payment
- c. Advance payment
- d. Refundable security deposit
- e. Title fees
- f. Registration fees
- g. Acquisition fee
- h. SALES TAXES
- i. DOCUMENTARY
- j. N/A
- k. N/A
- l. N/A
- m. N/A

\$ N/A
N/A
8108.40
N/A
13.00
161.00
595.00
N/A
35.70
N/A
75.00
N/A
N/A
N/A
8998.10

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

- a. Net trade-in allowance
- b. Rebates and noncash credits
- c. Amount to be paid in cash
- d. N/A

\$ N/A
N/A
8998.10
N/A

Total \$ 8998.10

Total \$ 8998.10

7. Your payment is determined as shown below:

- a. Gross capitalized cost. This spread upon value of the Vehicle (\$ 21888.46) and any items You pay over the lease term (such as service contracts, warranty, and any outstanding prior credit or lease balance). 21888.46
- b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash that You pay that reduces the gross capitalized cost. N/A
- c. Adjusted capitalized cost. This amount used in calculating Your base payment. 21888.46
- d. Residual value. The value of the Vehicle at the end of the lease used in calculating Your base payment. 12191.70
- e. Depreciation and any amortized amounts. The amounts charged for the Vehicle's decline in value through normal use and for other items paid over the lease term. 7613.98
- f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts. 35.00
- g. Total of these payments. The depreciation and any amortized amounts plus the rent charge. 7648.98
- h. Lease payments. The number of payments in Your lease. 1
- i. Base payment. 7648.98
- j. Sales / Use tax. 450.00
- k. N/A. N/A
- l. N/A. N/A
- m. Total payment. 8108.98
- n. Lease term in months. 24

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

Excess Wear and Tear. You may be charged for excessive wear based on our standards for normal use. At the scheduled end of this lease, unless You purchase the Vehicle, You must pay to Lessor \$0.35 per mile for each mile in excess of 20000 miles shown on the odometer. See Items 23 and 28 on back and the Wear-Care Addendum, if any, attached to this lease for additional excess wear and tear terms.

Extra Mileage Option Credit. At the scheduled end of this lease, You will receive a credit of \$N/A per unused mile for the number of unused miles between N/A and N/A miles, less any amount You owe under this lease. You will not receive any credit if the Vehicle is destroyed, if You terminate Your lease early, exercise any purchase option, are in default of the credit lease, or less than \$1.00.

Purchase Option at End of Lease Term. \$ 14594.70 plus official fees and taxes, and in-state title documentation fee if allowed by law, is Your lease end purchase option price. You have the option to purchase this Vehicle at the end of the lease term from a party designated by the Holder for the purchase price if You are not in default.

Standard new vehicle warranty provided by the manufacturer or distributor of the vehicle.
 N/A

13. OFFICIAL FEES AND TAXES \$ 631.58
 The estimated total amount You will pay for official and license fees, registration, title and taxes over the term of Your lease, whether included with Your monthly payments or assessed otherwise. The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the leased property at the time a fee or tax is assessed.

14. VEHICLE INSURANCE MINIMUMS You must insure the Vehicle during this lease. This insurance must be acceptable to Finance Company and protect You and Holder with (a) comprehensive fire and theft insurance with a maximum deductible amount of \$1,000; and (b) collision and upset insurance with a maximum deductible of \$1,000; and (c) automobile liability insurance with minimum limits for bodily injury or death of \$ 25,000 for any one person and \$ 50,000 for any one accident, and \$ 10,000 for property damage. You will let the Holder as additional insured and fees paid under the insurance policy unless Lessor or Finance Company specifies otherwise. You must give Finance Company evidence of this insurance. (See Item 24 on back)
LESSOR IS NOT PROVIDING VEHICLE OR LIABILITY INSURANCE

15. VEHICLE LOSS, EARLY TERMINATION, PAYOFF BALANCE AND INSURED CASH VALUE The early termination payoff balance (as determined by Finance Company under Items 20 and 21) may be different from the actual cash value of the vehicle as determined by the insurer of the Vehicle.
YOUR LIABILITY UPON LOSS OR DESTRUCTION OF VEHICLE Unless You are eligible for the Gap Waiver (Item 35), if the early termination payoff balance is less than the actual cash value of the vehicle, You are liable for the difference. Reference to Finance Company, (as provided in Item 36).
 Lessor: [Redacted]
 Co-Lessee:

Agreed Upon Value of the Vehicle	Sales/Use Tax and Other Applicable Taxes	Title Fees	License and Registration Fees	Extended Warranty and Service Contract	Acquisition Fee	Documentation Fee
\$ <u>21888.56</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>
<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>
						Total Gross Capitalized Cost
						=\$ 21888.56

SIGNATURES AND IMPORTANT NOTICES
 Modifications: This lease sets forth all of the agreements of Lessor and Lessee. Any change in this lease must be in writing and signed by You and Finance Company.
 Lessor: [Redacted] Title: _____
 Co-Lessee: _____ By: Title: _____

YOU ACKNOWLEDGE THAT YOU HAVE READ AND AGREE TO BE BOUND BY THE ARBITRATION PROVISION ON THE REVERSE SIDE OF THIS CONTRACT.

NOTICE: (1) Do not sign this lease before you read it or if it has any blank space to be filled in. (2) You have the right to get a filled-in copy of this lease. You acknowledge that you received a filled-in copy of this lease by the Lessor to Holder.
 Lessor: [Redacted] By: [Redacted] Title: _____
 Co-Lessee: _____ By: Title: _____

Lessor and Lessee are hereby notified that Holder has assigned to GE Exchange, in its capacity as Holder's qualified intermediary, its rights (but not its obligations) with respect to the purchase of this Vehicle and the sale of this Vehicle at lease termination. Lessor accepts this lease and assigns it to Holder under the terms of the lease plan agreement between Lessor and Holder.
 Lessor: STOTT CORP. By: Title: _____

CUSTOMER #: EP5324

77064



8800 E. Holly Road · Holly, MI 48442 · I-75 Exit 98
www.szottford.com · (248) 634-4411
FACILITY NO. F 154786

INVOICE

PAGE 1

SERVICE ADVISOR: 1488 SAM BEELER

INKSTER, MI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
UH TUXEDO	11	FORD FUSION	3FAHP0HA6B		7957/7976	T999	
DEL DATE	PROD DATE	WARR EXPI	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
31MAR11	0128FEB11		18:00 23JUN11		96.95	CASH	28JUN11
REG OPENED		READY	OPTIONS: STK:BR273464 DLR:08666				
11:44 23JUN11		11:58 28JUN11	ENG:99A 2.5L I4 ENGINE				
			TRN:44W 6-SPD AUTO TRANSMISSION AXL:06				

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

A no trans fluid.
 00 INSPECT AND FOUND NO TRANS LEAK, FLUID FULL,
 COLOR OK, FLUID CONDITION OK
 1962 GLYNN, MIKE LIC#: M127089
 7957 insp, verify has no trans leaks.

B CUST. SMELLS A BURNING SMELL INSIDE AND OUT AFTER VEHICLE HAS BEEN
 DRIVEN
 CAUSE: r-t verify has 2-3 flair shift cold only warm ok fluid condition
 normal dark in color characteristi.c.run basis tsb 11-3-17
 addresses conce
 1:10317A REPROGRAM PCM TO LATEST VERSION PER TSB
 11 3 17
 1962 GLYNN, MIKE LIC#: M127089
 W 0.30 (N/C)

FC: P66 04
 PART#: RECAL
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 7976 pcm calibration issue: r/t verify has 2-3 flair shift cold
 only warm ok fluid condition normal dark in color characteristic.c.run
 basis tsb 11-3-17 addresses concern reprogram pcm r/t verify concern
 corrected.c.c.04 p# recal

C MULTI POINT INSPECTION
 99P MULTI POINT INSPECTION
 1962 GLYNN, MIKE LIC#: M127089
 GBATT BATTERY CHECKED AND OK
 1962 GLYNN, MIKE LIC#: M127089
 C 0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	*The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Item. The Seller Hereby Expressly DISCLAIMS All Warranties, Either Express Or Implied Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Item. All parts used in and repairs are Ford Motor Co. OEM and parts unless stated no parts are used. Number of parts used for these repairs was used, manufacturer or rebuilt parts.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		TIRE AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

CUSTOMER #: SP5324

77064

INVOICE



8800 E. Holly Road • Holly, MI 48442 • I-75 Exit 98
www.szottford.com • (248) 834-4411

INKSTER, MI

SERVICE ADVISOR: 1488 SAM BEELER

UH TUXEDO	11	FORD FUSION	3FAHPOHA6BR		7957/7976	T999	
DEL DATE	PROG DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	
31MAR11	DE28FEB11		18:00	23JUN11	96.95	CASH	
R/O OPENED	READY	OPTIONS: STK:ER273464 DLR:08666					
11:44	23JUN11	11:58	28JUN11	ENG:99A 2.5L I4 ENGINE			
LINE OPCODE TECH TYPE HOURS				TRN:44W 6-SPD AUTO TRANSMISSION AXL:06	LIST	NET	TOTAL

GBK BRAKES CHECKED AND OK
1962 GLYNN, MIKE LIC#: M127089
C 0.00 0.00 0.00

GTIRE TIRES CHECKED AND ARE OK
1962 GLYNN, MIKE LIC#: M127089
C 0.00 0.00 0.00

IMPORTANT. You may receive a customer satisfaction survey from Ford Motor Co. in next few weeks. If for any reason you are not completely satisfied, please contact our Service Manager, John McLellan, immediately. Your satisfaction is our #1 goal. Thank you again from our entire Service and Parts team.

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

"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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."
All parts used in this repair are Ford Motor Co. OEM new parts unless stated on parts label and machine time only used for those repairs were specifically manufactured by OEM/USA parts.

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

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

CUSTOMER SIGNATURE

Village Ford

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Dearborn, MI 48124
313-565-3900
www.villageford.com

CREDIT
CARD
ACCEPTED



STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED

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

STATE REGISTRATION NO. F122500

ORIGINAL ESTIMATE	DATE	TIME	BY	PHONE #								
AUTHORIZED ADDL REPAIRS	DATE	TIME	BY	PHONE #								
AUTHORIZED ADDL REPAIRS	DATE	TIME	BY	PHONE #								
TOTAL												
I ACKNOWLEDGE THE TYPE AND DUAL APPROVAL OF ANY WORK DONE IN THE ORIGINAL ESTIMATE PRICE												
SIGNATURE: _____ DATE: _____												
MODEL YEAR	TOTAL PARTS	REPAIRS REPORT	TOTAL LABOR	TOTAL CHARGES								
SUB TOTAL	ALLOWANCE	MISPLACED TRF.	LABOR FEE									
FINANCIAL	SALES TAX	REGISTRATION	SALES TAX	SALES TAX								
P & A CODE: 02707												
<table border="1"> <tr> <td>SALES TAX</td> <td>REGISTRATION</td> <td>SALES TAX</td> <td>SALES TAX</td> </tr> <tr> <td>\$</td> <td>\$</td> <td>\$</td> <td>\$</td> </tr> </table>					SALES TAX	REGISTRATION	SALES TAX	SALES TAX	\$	\$	\$	\$
SALES TAX	REGISTRATION	SALES TAX	SALES TAX									
\$	\$	\$	\$									
<small>ON BEHALF OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE. I AGREE TO HOLD THE SERVICE CENTER AND ALL EMPLOYEES THEREOF RESPONSIBLE FOR ANY DAMAGE TO OR LOSS OF THE VEHICLE OR EQUIPMENT OR PERSONAL PROPERTY OF THE CUSTOMER THAT MAY BE CAUSED BY THE SERVICE CENTER OR ANY EMPLOYEE THEREOF. I AGREE TO HOLD THE SERVICE CENTER AND ALL EMPLOYEES THEREOF RESPONSIBLE FOR ANY DAMAGE TO OR LOSS OF THE VEHICLE OR EQUIPMENT OR PERSONAL PROPERTY OF THE CUSTOMER THAT MAY BE CAUSED BY THE SERVICE CENTER OR ANY EMPLOYEE THEREOF. I AGREE TO HOLD THE SERVICE CENTER AND ALL EMPLOYEES THEREOF RESPONSIBLE FOR ANY DAMAGE TO OR LOSS OF THE VEHICLE OR EQUIPMENT OR PERSONAL PROPERTY OF THE CUSTOMER THAT MAY BE CAUSED BY THE SERVICE CENTER OR ANY EMPLOYEE THEREOF.</small>												
CHECKED BY: _____				DATE: _____								

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W02987

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 8965 ADV: 210 ANDERSON INVOICED: 08/31/2012 14:59:57 CC 11 FUSION BLACK LICENSE NUMBER: [REDACTED]

POWERTRAIN CODES: KOEO - PASS
KOER - PASS

KOEC - P0734 P0735

CONCERN 52 CUST STATES THE REAR PASS RUNNING LAMP IS INOP OPERATION TECH HOURS AMOUNT
CAUSE 13466 13465A 104 .2

CORRECTION SEE NOTE

VERIFIED PASS REAR PARKING LIGHT INOP, FOUND BULB BURNT OUT, REPLACED
BULB, RETEST OK

PART NUMBER	QTY	NOTE	DESCRIPTION	QTY	LIST	SELL
8M1 2071 13466 B	1		BULB			

FACTORY TECH: 104 - TYLUTKI, EDWARD SS#: 9733 CERT#: M-228804
PROGRAM CD: W CONCERN CD: L26 COND CODE : 16
FE-347613466R
REPAIR TYPE 01 VISIT 1 CODES -

CONCERN 53 CUST STATES THE STEERING WHEEL WHEN TURNING WILL MAKE A KNOCKING TYPE OPERATION TECH HOURS AMOUNT
CAUSE 3574 9996 116 .2

CORRECTION NOTE

TEST DRIVE REAR INSP ALL TIGHTEN FT SUP POSS RETEST INSP TIGHTEN LOWER
STEERING COLUMN AN RETEST GOOD OP

FACTORY TECH: 116 - BODSON, KENNETH SS#: 7378 CERT#: M-182213
PROGRAM CD: W CONCERN CD: N57 COND CODE : 41
REPAIR TYPE 01 VISIT 1 CODES -

PAYMENT DISTRIBUTION FOR INVOICE W02987

VARIABLE

IF YOU HAVE ANY QUESTIONS - PLEASE SEE BRIAN ANDERSON
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR COMPANY
IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU WERE NOT COMPLETELY
SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE CONTACT ME IMMEDIATELY
REPRINTED 2 TIMES

PAGE 2

ONLINE SERVICE INVOICING BY 0-1979

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CREDIT CARD ACCEPTED



STORAGE WILL BE CHARGED 40 HOURS AFTER REPAIRS ARE COMPLETED

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

STATE REGISTRATION NO. F122500

ORIGINAL ESTIMATE	DATE	TIME	BY	PHONE #
AUTHORIZED ADRY. REPAIRS	DATE	TIME	BY	PHONE #
AUTHORIZED ADDL. REPAIRS	DATE	TIME	BY	PHONE #
TOTAL				
INVOICE TOTAL				
SALES TAX				
TOTAL DUE				
CASH PAID				
TOTAL PAID				
BALANCE DUE				
P.A.A. CODE: 02737				
CHECK (X) APPROPRIATE USE				
<input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> DEBIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> MONEY ORDER				
RECEIVED BY: _____ DATE: _____ TIME: _____ BY: _____ PHONE # _____				

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C02987

INKSTER MI

INKSTER MI

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 8965 ADV: 210 ANDERSON, INVOICE: QUOTE CUS W C CC VIN 3FAHP0H66G [REDACTED] LICENSE NUMBER: [REDACTED]
 TRX RULES: YNMM INVOICED: 09/31/2012 14:50:57 11 FORD FUSION SE 4DR SDN BLACK
 ODOMETER JM: 15691 OGT: 15695 DIST: FMC DATES INSERVICE: 033111 PRODUCTION: 030111
 DATE: 09/30/12 DONE: 07/10/12

*** QUOTE AFTER FINAL BILL ***

CONCERN	DESCRIPTION	OPERATION	TECH	AMOUNT
CORRECTION	VEHICLE INSPECTION USING VEHICLE CHECK UP. VISUAL BRAKE INSPECTION	99P	104	.00
	COMPLETE VEHICLE INSPECTION GIVE VEHICLE CHECK UP TO ADVISOR	YBK	104	.00
	31-1 YELLOW 3 TO 5MM (DISC) OR 1.01 TO 2MM (DRUM)	TYRE	104	.00
	31-2 YELLOW 4/32 TO 6/32	GRNT	104	.00
	31-3 BATTERY IS OK AT THIS TIME			

COMMENT: SEE NOTE SECTION FOR TECH COMMENTS OF VEHICLE CHECK UP RESULTS.
 PERFORMANCE INSPECTION
 BRAKES - YELLOW
 TYRES - YELLOW
 BATTERY IS OK AT THIS TIME

FACTORY TECH: 104 - TYLJTKI, EDWARD SS#: 9733 CERT#: M-228804

TYPE: C LINE FLAGS: NOS

SUBTOTAL
 TOTAL CHARGE FOR CONCERN .00

SUMMARY OF CHARGES FOR INVOICE C02987
 TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE C02987
 CASH DUE .00
 TOTAL CHARGE .00

VARIABLE

IF YOU HAVE ANY QUESTIONS - PLEASE SEE BRIAN ANDERSON
 YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR COMPANY
 IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU WERE NOT COMPLETELY
 SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE CONTACT ME IMMEDIATELY
 YOUR SATISFACTION IS MY NUMBER ONE GOAL.

*****WEEKS RENEE, SERVICE RELATIONS MANAGER AT 313-565-6696****
 REPRINTED 1 TIMES

PAGE 1

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STORAGE WILL BE CHARGED 40 HOURS AFTER REPAIRS ARE COMPLETED

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

STATE REGISTRATION NO. F122500

ORIGINAL ESTIMATE	DATE	TIME	BY	PHONE #
AUTHORIZED ADDL REPAIRS	DATE	TIME	BY	PHONE #
AUTHORIZED ADDL REPAIRS	DATE	TIME	BY	PHONE #
TOTAL				
I ACKNOWLEDGE DATE, AS FORM BY TOTAL OF MY ACT. CAR IS THE ORIGINAL CLAIM BY ME				
ORIGINAL #	LINE			
ESTIMATE #	TOTAL PARTS	ESTIMATE #	TOTAL LABOR	TOTAL CLAIM
SUBTOTAL	ALLOWANCE	PLUSTICE OFF.	LIBERAL.	
ESTIMATE #	PLUSTICE OFF.	LIBERAL.	ESTIMATE #	
P & A CODE: 02737				<small>THIS FORM IS NOT TO BE USED IN CONNECTION WITH ANY OTHER FORM OR DOCUMENTATION. THE INFORMATION ON THIS FORM IS FOR THE USE OF THE INSURANCE COMPANY AND IS NOT TO BE USED FOR ANY OTHER PURPOSE. THE INFORMATION ON THIS FORM IS NOT TO BE USED FOR ANY OTHER PURPOSE. THE INFORMATION ON THIS FORM IS NOT TO BE USED FOR ANY OTHER PURPOSE.</small>
<small>INSURANCE COMPANY (IF APPLICABLE) FROM</small> I AM THE DRIVER/OWNER OF THE VEHICLE DESCRIBED ABOVE AND I HEREBY CERTIFY THAT THE INFORMATION ON THIS FORM IS TRUE AND CORRECT. I AM NOT PROVIDING ANY OTHER INFORMATION TO ANY OTHER PARTY. I AM NOT PROVIDING ANY OTHER INFORMATION TO ANY OTHER PARTY. I AM NOT PROVIDING ANY OTHER INFORMATION TO ANY OTHER PARTY.				
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INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C02987

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 8965 ADV: 210 ANDERSON INVOICED: 08/31/2012 14:50:57 CC 11 FUSION BLACK LICENSE NUMBER: IN

SEE OUR ON-LINE SURVEY AT WWW.VILLAGEFORDSERVICE.COM

REPRINTED: 1 TIMES

PAGE 2

ON LINE SERVICE INVOICING BY 61979

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CREDIT CARD ACCEPTED



STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED

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

STATE REGISTRATION NO. F122500

ORIGINAL ESTIMATE	DATE	TIME	BY:	PHONE#																				
AUTHORIZED ADJUSTMENTS	DATE	TIME	BY:	PHONE#																				
AUTHORIZED ADJUSTMENTS	DATE	TIME	BY:	PHONE#																				
TOTAL																								
<table border="1"> <tr> <td>VEHICLE USE/NO</td> <td>TRAFFIC FINITS</td> <td>VEHICLE ADJUST</td> <td>TOTAL LABOR</td> <td>TOTAL CHARGE</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="2">DUTY TOTAL</td> <td>ALLOWANCE</td> <td>PLUS PRICE DIFF.</td> <td>LESS DISC.</td> </tr> <tr> <td colspan="2"></td> <td></td> <td></td> <td></td> </tr> </table>					VEHICLE USE/NO	TRAFFIC FINITS	VEHICLE ADJUST	TOTAL LABOR	TOTAL CHARGE						DUTY TOTAL		ALLOWANCE	PLUS PRICE DIFF.	LESS DISC.					
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DUTY TOTAL		ALLOWANCE	PLUS PRICE DIFF.	LESS DISC.																				
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<small> P & A CODE: 02737 ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (PA 300). A REPAIRER'S OBLIGATION IS TO COMPLETE THE REPAIRS AND PARTS LISTED IN THIS INVOICE. THE CUSTOMER'S OBLIGATION IS TO PAY THE CHARGE. THE CUSTOMER'S OBLIGATION IS TO PAY THE CHARGE. THE CUSTOMER'S OBLIGATION IS TO PAY THE CHARGE. </small>																								
<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>																				

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C04674

[REDACTED]

INKSTER MI

INKSTER MI

MI

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 9650 ADV: 210 ANDERSON, INVOICE: QUOTE CUS W C CC VIN 3FAHP0HA6BE [REDACTED] LICENSE NUMBER: [REDACTED]
 YEAR: 11 FORD FUSI-W SE 4DR SDN BLACK
 ODOMETER: 109176 DIST: FMC DATES IN SERVICE: '03/11 PRODUCTION: 030111
 DATES BEGIN: 07/28/12 DONE: 07/31/12

*** QUOTE AFTER FINAL BILL ***

CONCERN 31 VEHICLE INSPECTION USING VEHICLE CHECK UP. VISUAL BRAKE INSPECTION OPERATION TECH AMOUNT
 CORRECTION COMPLETE VEHICLE INSPECTION GIVE VEHICLE CHECK UP TO ADVISOR 99P 131 .00
 COMMENT SEE NOTE SECTION FOR TECH COMMENTS OF VEHICLE CHECK UP RESULTS.
 ROAD TEST WITH TECH AFTER REPAIR FOUND ALL OK AT THIS TIME.
 FACTORY TECH: 131 - VANDOOREN, PAUL SS#: 7495 CERT#: M-166279

----- SUBTOTAL -----
 TOTAL CHARGE FOR CONCERN .00

CONCERN 51 CUST STATES THE TRANS IS JURKING WHEN SHIFTING AND DOWN SHIFTING THE TRANS OPERATION TECH AMOUNT
 WILL HIT HARD OK 131 .00
 CORRECTION OK AT THIS TIME
 ROAD TEST AL OK AT THIS TIME.
 FACTORY TECH: 131 - VANDOOREN, PAUL SS#: 7495 CERT#: M-166279

----- SUBTOTAL -----
 TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C04674	PAYMENT DISTRIBUTION FOR INVOICE C04674
TOTAL CHARGE .00	CASH DUE .00
	TOTAL CHARGE .00

VARIABLE
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE BRIAN ANDERSON
 YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR COMPANY
 IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU WERE NOT COMPLETELY
 SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE CONTACT ME IMMEDIATELY
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CREDIT
CARD
ACCEPTED



STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED

CERTIFICATION

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (PA 300)

STATE REGISTRATION NO. F122500

PERSONAL ESTIMATE	DATE	TIME	BY	PHONE #
AUTHORIZED ADDL REPAIRS	DATE	TIME	BY	PHONE #
AUTHORIZED ADDL REPAIRS	DATE	TIME	BY	PHONE #
TOTAL				
UNEMPLOYED OR OTHER PERSONAL PERSON OF ANOTHER - SEE THE ORIGINAL ESTIMATE				
REPAIRS				
ESTIMATE NUMBER	TOTAL PARTS	ESTIMATE NUMBER	TOTAL LABOR	TOTAL GROSS
SUB TOTAL	ALLOWANCE	PLUS FUEL OFF.	LESS REC.	
REPAIRS				
F & A CODE: 02737				
CHECK (L) AND (R) SIDE				
TYPE OF WORK	ESTIMATE NUMBER	DATE	BY	PHONE #
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
<p>IF YOU ARE A CUSTOMER OF VILLAGE FORD, PLEASE PRINT YOUR NAME AND ADDRESS ON THE ORIGINAL ESTIMATE AND RETURN IT TO THE ORIGINAL ESTIMATE NUMBER. IF YOU ARE A CUSTOMER OF ANOTHER DEALER, PLEASE PRINT YOUR NAME AND ADDRESS ON THE ORIGINAL ESTIMATE AND RETURN IT TO THE ORIGINAL ESTIMATE NUMBER.</p>				
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INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W04674

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 9650 ADV: 210 ANDERSON INVOICED: 08/31/2012 14:59:15 CC 11 FUSION BLACK LICENSE NUMBER:

*** QUOTE AFTER FINAL BILL ***

VARIABLE

IF YOU HAVE ANY QUESTIONS - PLEASE SEE BRIAN ANDERSON
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IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU WERE NOT COMPLETELY
SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE CONTACT ME IMMEDIATELY
YOUR SATISFACTION IS MY NUMBER ONE GOAL.
*** MARK FENGE, SERVICE RELATIONS MANAGER AT 313-565-6395 ***
SEE OUR ON-LINE SURVEY AT WWW.VILLAGEFORDSERVICE.COM

REPRINTED 1 TIMES

PAGE 2

ONLINE SERVICE INVOICING BY

10/31/12



BBB AUTO LINE

October 8, 2012

MR [REDACTED] C/O STEVEN S TOTH
30928 FORD ROAD
GARDEN CITY MI 48310

Re: FRD1229962 [REDACTED] vs Ford Motor Corporation

Dear Mr. [REDACTED] C/O Steven S. Toth:

Thank you for contacting the BBB AUTO LINE program. Your claim will be opened once your properly completed *Customer Claim Form (CCF)* is returned to our office.

Please review the information outlined below and follow the instructions.

- * *Completing Your BBB AUTO LINE Claim* - Please read this document first. It explains what you need to do to help us handle your claim.
- * *Program Summary* - This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * *CCF* - Information we have on file regarding your complaint is recorded on the *CCF*. Please verify the accuracy of the information and make any necessary changes. Please provide the Vehicle Identification Number (VIN).

If you would like to review the programs rules and policies, please visit <http://www.dr.bbb.org/autoline/alprocess.asp> .

We have notified the manufacturer about your contact with us and they may contact you to discuss your case. Please let us know if you reach a settlement so we can record that information in your file.

Once we receive your signed CCF with the VIN, if eligible, we will officially open your case. Within a few days, we will contact you by phone to discuss your case. Our goal is to help you and the manufacturer in reaching a mutually satisfactory resolution to your dispute.

BBB AUTO LINE staff are here to help you. Please call me at (800)955-5100 if you have any questions or if I can be of help.

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1229962
Contact Date: 10/05/12
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED] C/O Steven S. Toth		
Mailing address: 30928 Ford Road		
City: Garden City	State: MI	Zip code: 48310
Day phone: (734) 261-4700	Evening phone:	Cell phone:
Fax: (734) 261-4737	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2011	Current mileage: 0
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , MI			
Primary Servicing dealer/city/state: SZOTT FORD, HOLLY MI			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date:		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____

Completing your BBB AUTO LINE Claim . . . It's as easy as 1, 2, 3

1. Review and sign the **Customer Claim Form (CCF)**. If any information is missing or incorrect, please write the corrections or additions directly on the form. Please print or verify your VIN (Vehicle Identification Number) and lienholder or leasing company information on the bottom of the first page and complete the grid on the second page. You may attach additional sheets if the grid does not provide enough space. Please list *all* of your problems on the grid (do not write "see attached repair orders" instead of listing your problems).

2. Make one *clear copy* of the following documents, preferably on 8.5" X 11" standard paper:

- Sales Agreement/Purchase Contract** or **Lease Agreement** containing the purchase or lease price, sales tax and other expenses associated with your purchase or lease;
- Current **Vehicle Registration**;
- Work Orders**, including proof of payment if you are seeking reimbursement.
- Any other relevant documents, such as notice(s) sent to the manufacturer, along with any confirmation(s) of receipt (Please do not send photographs or video/audio recordings).

Please do not send originals. We are not able to return documents to you. You may wish to make a complete set of copies for your file before mailing.

Paper clip (do not staple) your documents to the signed **CCF**. Please do not fold your documents.

3. Mail or fax all your documentation to the address below:

**BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700**

**QUESTIONS? We're here to help.
Call (800) 955-5100**



BBB AUTO LINE PROGRAM SUMMARY

Ford Motor Company – Michigan

Ford Motor Company has agreed to arbitrate certain warranty claims through BBB AUTO LINE. Ford's participation in BBB AUTO LINE covers Ford, Lincoln, and Mercury vehicles.

This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE. Please also see *Claims That Are Not Eligible* below for a description of the types of claims that will not be handled by BBB AUTO LINE.

Please note that although most customers choose to represent themselves in the BBB AUTO LINE process, customers may also be represented by an attorney at their own expense.

AGE/MILEAGE REQUIREMENTS

Claims seeking repurchase or replacement of a **Ford** or **Mercury** vehicle must be filed with BBB AUTO LINE within three years or 36,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking repurchase or replacement of a **Lincoln** vehicle must be filed with BBB AUTO LINE within four years or 50,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking any other remedy listed below must be filed with BBB AUTO LINE before the expiration of the applicable Ford U.S. New Vehicle Limited Warranty coverage period.

ELIGIBLE CLAIMS

Claims must be based on a defect in the vehicle's factory-supplied material or workmanship covered by the applicable Ford U.S. New Vehicle Limited Warranty.

ELIGIBLE VEHICLES

Claims may be filed for Ford, Lincoln, and Mercury cars and light trucks that are:

- ◆ Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;

- ◆ Currently registered in Michigan; and
- ◆ Purchased or leased in the United States and normally operated in the United States.

The following vehicles are **not eligible** for BBB AUTO LINE:

- ◆ F-450, F-550, and F-650 pick-up trucks.
- ◆ Ford E-series Cut Away vehicles, F-series cab and chassis, and motor homes.

BBB AUTO LINE REMEDIES

The arbitrator may award the following remedies:

- ◆ Repairs.
- ◆ A Ford Extended Service Plan for the customer's current vehicle.
- ◆ Reimbursement for money the customer paid to repair the vehicle if those repairs should have been covered by the Ford New Vehicle Limited Warranty.
- ◆ Repurchase of the vehicle.
- ◆ Replacement of the vehicle **only** if it was purchased or leased *new*.

REPAIRS/REIMBURSEMENT FOR REPAIRS

The arbitrator may award repairs to defects covered by the Ford New Vehicle Limited Warranty. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

The arbitrator may award reimbursement for money paid for the repair of defects covered by the Ford New Vehicle Limited Warranty only if Ford or its dealer declined to repair the defects under warranty or to reimburse under the warranty's emergency repair provisions.

REPURCHASE/REPLACEMENT

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- ◆ The defect(s) in material or workmanship covered by the Ford New Vehicle Limited Warranty was first reported to Ford or an authorized dealer within 18 months or 18,000 miles – whichever occurs first – after the vehicle's warranty start date; and
- ◆ Either (1) the same defect was subject to repair four or more times and continues to exist, or (2) the vehicle was out of service for 30 or more cumulative calendar days for repairs to any defect(s); and
- ◆ The defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.

If the arbitrator finds that the claim meets these conditions, the arbitrator must award a repurchase or replacement that will consist of the following remedies:

- ♦ **Repurchase** – If the vehicle was **purchased**, Ford will refund the actual amount that the customer paid for the vehicle (not including any modifications or additions after the vehicle's purchase or lease), including finance charges, less a reasonable allowance for use. If the vehicle was **leased**, Ford will refund to the customer payments made to the lending institution or lessor plus net trade-in and cash down payment (not including rebates, if any), less a reasonable allowance for use. For both **purchased** and **leased** vehicles, Ford will also provide the pay-off amount to the lienholder or lessor in accordance with the financing or lease agreement.

If the vehicle being repurchased is covered by a Ford Extended Service Plan that the customer purchased, that plan will be cancelled and its pro-rated cost refunded. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Ford will also refund sales tax, original license fees, original registration fees, and reasonable towing and rental costs directly incurred because of the claimed defect.

- ♦ **Replacement of a vehicle purchased or leased new** – The customer will select a new vehicle from dealer inventory that is from the same model year as, and substantially identical to, the vehicle being replaced (not including any modifications or additions after the vehicle's purchase or lease). Ford will reimburse the customer for fees for transfer of registration, sales taxes, and other charges or fees incurred as a result of the replacement, and reasonable towing and rental costs directly incurred because of the claimed defect.

If the customer selects a vehicle that has different equipment options, the customer will incur the cost of upgraded equipment.

If a replacement vehicle of the same vehicle model or from the same model year as the current vehicle is not available, the customer may select a different model or model year vehicle but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the vehicle being replaced and the M.S.R.P. of the new replacement vehicle.

If the vehicle being replaced is covered by a Ford Extended Service Plan that the customer purchased, Ford will provide the customer with the most nearly equivalent Ford Extended Service Plan available for the replacement vehicle at no cost to the customer. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Important: Replacement is not an available remedy if the current vehicle was purchased used.

Deductions/Exclusions from a Repurchase or Replacement Award

- ◆ If the arbitrator awards a **replacement**, the award will require payment for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{mileage at first repair of the defect for which a replacement is awarded}}{100,000} \times \text{purchase price}$$

- ◆ If the arbitrator awards a **repurchase**, the award will be reduced for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{all accrued mileage} - 100 \text{ miles}}{100,000} \times \text{purchase price}$$

- ◆ The award may be reduced or may require payment for any missing equipment or damage to the vehicle exceeding normal wear and tear.
- ◆ The award will not include any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a down payment or capitalized cost reduction.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered to the customer who applied to BBB AUTO LINE. The customer will be responsible for turning over the vehicle with all of the original equipment, and without abnormal wear or damage evident on the vehicle (e.g., cracked windshield). The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT ARE NOT ELIGIBLE

The following claims are **not** eligible for arbitration in BBB AUTO LINE:

- ◆ Claims involving a vehicle no longer owned or leased by the customer.
- ◆ Claims not covered by the Ford New Vehicle Limited Warranty, including but not limited to:
 - (1) maintenance and wear items not covered by the Warranty;
 - (2) damage caused by alterations or modifications of the vehicle after it leaves the control of Ford Motor Co.;
 - (3) damage caused by tampering with the vehicle, its emissions systems, or other parts that affect these systems; and
 - (4) damage caused by the installation or use of a non-Ford Motor Co. part or of any part designed for “off-road” use installed after the vehicle leaves the control of Ford Motor Co.
- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has (1) caused bodily injury, or (2) caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Allegations of fraud.
- ◆ Claims seeking punitive damages or compensation for loss of wages, personal injury or mental anguish.
- ◆ Claims that are the subject of a law suit or state administrative action against Ford.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and Ford.

DEALER 48H 407

VIN 3FAHP0HA6BF [REDACTED]

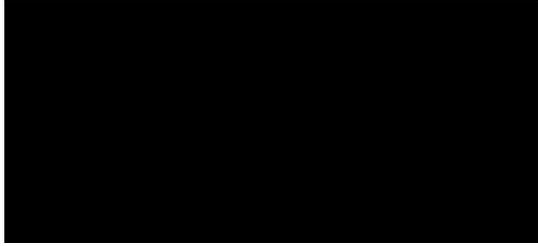
	Suggested Retail Price	Invoice Amount
FUSION SE	21615.00	19983.00
2011 MODEL YEAR		
UH TUXEDO BLACK METALLIC		
DW CHARCOAL BLK CLOTH SEATS		
INCLUDED ON THIS VEHICLE		
RAPID SPEC 200A		
OPTIONAL EQUIPMENT		
99A .2.5L I4 ENGINE	NC	NC
44W 6-SPD AUTO TRANSMISSION	895.00	779.00
JOB #2 ORDER		
TOTAL OPTIONS	895.00	779.00
TOTAL VEHICLE & OPTIONS	22510.00	20762.00
DESTINATION & DELIVERY	760.00	760.00
<hr/>		
TOTAL FOR VEHICLE	23270.00	
FUEL CHARGE		51.66
ADVERTISING ASSESSMENT		366.00
SHIPPING WEIGHT 3290 LBS.		
TOTAL	23270.00	21939.66

This invoice may not reflect the final cost of the vehicle in view of the possibility of future rebates, allowances, discounts and incentive awards from Ford Motor Company to the dealer.

Sold to					
[REDACTED]		48H407			
Holly		MI [REDACTED]		Order Type	Price Level
				2	150
		Ramp Code		Batch ID	
		RA58		BB221	
Ship to (if other than above)		Date Inv. Prepared		Item Number	Transit Days
		02 22 11		48-0605	13
		Ship Through			
Invoice & Unit Identification NO.		Final Assembly Point		Finance Company and/or Bank	
3FAHP0HA6BF [REDACTED]		HERMOSILLO		GMAC Bank 445360	

Total Holdback	Invoice Total	A & Z Plan	D Plan	X Plan
675	21939.66	21173.66	21273.66	22126.90

This invoice to be used for the billing of vehicles only Dealer's copy



**Service of Process
Transmittal**

02/07/2013

CT Log Number 522093188



TO: Chris Dzbanski
Ford Motor Company
One American Road, WHQ 433-E3
Dearborn, MI 48126

RE: Process Served in California

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: [REDACTED], Pltf. vs. Ford Motor Company, Dft.

DOCUMENT(S) SERVED: Summons, Complaint, Exhibit(s), Cover Sheet, Instructions, Addendum and Statement, Notice of Case Management Conference, Stipulations, Stipulation and Order, Informal Discovery Conference(s), ADR Information Package

COURT/AGENCY: Los Angeles County - Superior Court - Torrance, CA
Case # YC068585

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Failure to repair various defects on a 2005 Ford Fusion, VIN: 3FAHP0HA3A [REDACTED]

ON WHOM PROCESS WAS SERVED: C T Corporation System, Los Angeles, CA

DATE AND HOUR OF SERVICE: By Process Server on 02/07/2013 at 09:10

JURISDICTION SERVED : California

APPEARANCE OR ANSWER DUE: Within 30 days after service - File written response // 7/10/2013 at 8:30 a.m. - Case Management Conference // No later than 30 days before the Case Management Conference - Meet and confer // At least 15 days prior to Case Management Conference - File Case Management Statement

ATTORNEY(S) / SENDER(S): Jennifer Basola
Krohn & Moss
10474 Santa Monica Blvd.
Suite 401
Los Angeles, CA 90025
323-988-2400

REMARKS: Please note the process server underlined the entity name served at time of service at CT.

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day , 794702643655
Image SOP
Email Notification, Chris Dzbanski cdzbansk@ford.com

SIGNED: C T Corporation System
PER: Nancy Flores
ADDRESS: 818 West Seventh Street
Los Angeles, CA 90017
TELEPHONE: 213-337-4615

OGC LIT 2013FEB11 PM 9:41

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.

02/07/2013

9.10 am

SUM-100

**SUMMONS
(CITACION JUDICIAL)**

**NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):**
FORD MOTOR COMPANY

**YOU ARE BEING SUED BY PLAINTIFF:
(LO ESTÁ DEMANDANDO EL DEMANDANTE):**
BEULAH THOMPSON

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)

**CONFORMED COPY
OF ORIGINAL FILED**
Los Angeles Superior Court

JAN 31 2013

John A. Clarke, Executive Officer/Clerk

By T. Rhodes, Deputy

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (www.lawhelpcalifornia.org), the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), or by contacting your local court or county bar association. **NOTE:** The court has a statutory lien for waived fees and costs on any settlement or arbitration award of \$10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case. **¡AVISO!** Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales. **AVISO:** Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de \$10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

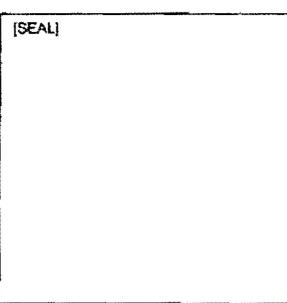
The name and address of the court is:
(El nombre y dirección de la corte es): Superior Court of Los Angeles County
825 Maple Ave.
Torrance, CA 90503

CASE NUMBER:
(Número del Caso) **YC068585**

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
Jennifer Basola, Krohn and Moss, Ltd. 10474 Santa Monica Blvd., Suite 401, Los Angeles, CA, 90025

DATE: **JAN 31 2013** **JOHN A. CLARKE** clerk, by **T RHODES**, Deputy
(Fecha) (Secretario) (Adjunto)

(For proof of service of this summons, use Proof of Service of Summons (form POS-010).)
(Para prueba de entrega de esta citación use el formulario Proof of Service of Summons, (POS-010)).



NOTICE TO THE PERSON SERVED: You are served

- as an individual defendant.
- as the person sued under the fictitious name of (specify):
- on behalf of (specify):
under: CCP 416.10 (corporation) CCP 416.60 (minor)
 CCP 416.20 (defunct corporation) CCP 416.70 (conservatee)
 CCP 416.40 (association or partnership) CCP 416.90 (authorized person)
 other (specify):
- by personal delivery on (date):

CONFORMED COPY

OF ORIGINAL FILED
Los Angeles Superior Court

JAN 31 2013

John A. Clarke, Executive Officer/Clerk

By T. Rhodes, Deputy

1 Jennifer Basola, Esq.- State Bar # 231538
2 Krohn & Moss
3 10474 Santa Monica Blvd., Suite 401
4 Los Angeles, CA 90025
5 (323) 988-2400
6
7 Attorneys for Plaintiff, BEULAH THOMPSON

CASE ASSIGNED FOR
ALL PURPOSES TO
Judge CARY NISHIMOTO
Dept. E Div. _____

8 SUPERIOR COURT OF THE STATE OF CALIFORNIA
9 COUNTY OF LOS ANGELES
10 UNLIMITED JURISDICTION

11 BEULAH THOMPSON,
12 Plaintiff,
13 vs.
14 FORD MOTOR COMPANY,
15 Defendant.

CASE NO.: YC068585
COMPLAINT
(Unlimited - Civil)

16 COMPLAINT

17 NOW COMES the Plaintiff, BEULAH THOMPSON, by and through Plaintiff's
18 attorneys, KROHN & MOSS, LTD., and for Plaintiff's Complaint against Manufacturer, FORD
19 MOTOR COMPANY, alleges and affirmatively states as follows:

20 PARTIES

21 1. Plaintiff, BEULAH THOMPSON ("Plaintiff"), is an individual who purchased
22 subject vehicle in the State of California.

23 2. Manufacturer, FORD MOTOR COMPANY ("Manufacturer"), is a corporation
24 authorized to do business in the State of California and is engaged in the manufacture, sale, and
25 distribution of motor vehicles and related equipment and services. Manufacturer is also in the

1 business of marketing, supplying and selling written warranties to the public at large through a
2 system of authorized dealerships, including POWER FORD TORRANCE (Manufacturer) does
3 business in all counties of the State of California.

4 BACKGROUND

5 3. On or about November 1, 2009, Plaintiff purchased from Seller a 2005 Ford
6 FUSION ("FUSION"), manufactured by Manufacturer, Vehicle Identification No.
7 3FAHP0HA3AR188967, for valuable consideration (A copy of Plaintiffs' purchase contract is
8 attached hereto and marked as Exhibit "A").

9 4. The price of the FUSION, including sales tax, registration charges, document fees
10 and other collateral charges, such as bank and finance charges totaled more then \$31,742.58.

11 5. In consideration for the purchase of the FUSION, Manufacturer issued and
12 supplied to Plaintiff several written warranties, as well as other standard warranties fully outlined
13 in the Manufacturer's Warranty Booklet.

14 6. On or about November 1, 2009, Plaintiff took possession of the FUSION and
15 shortly thereafter experienced the various defects listed below that substantially impair the use,
16 value and/or safety of the FUSION.

17 7. The defects listed below violate the express written warranties issued to Plaintiff
18 by Manufacturer, as well as the implied warranty of merchantability.

- 19 a. Defective body and trim as evidenced by inoperative door handle;
20 b. Defective engine as evidenced by the illumination of the check engine
21 light, the illumination of the wrench light and a rattle noise from engine;
22 c. Defective transmission as evidenced by the oil leaks; and
23 d. Any additional complaints made by Plaintiff, whether or not they are
24 contained in the manufacturer's records or on any repair orders.
25

1 8. Plaintiff brought the FUSION to seller and/or other authorized service dealers of
2 Manufacturer for various defects, including, but not limited to the following:

3 9. Plaintiff provided Manufacturer through Seller and/or other authorized dealers of
4 Manufacturer sufficient opportunities to repair the FUSION.

5 10. Manufacturer, through its authorized dealers was unable and/or failed to repair the
6 FUSION within a reasonable number of attempts.

7 11. Plaintiff justifiably lost confidence in the FUSION's reliability and said defects
8 have substantially impaired the value of the FUSION to Plaintiff.

9 12. Said defects could have not been discovered by Plaintiff prior to Plaintiff's
10 acceptance of the FUSION.

11 13. As a result of said defects, Plaintiff revoked acceptance of the FUSION in writing
12 on November 30, 2012 (A copy of said letter is attached hereto and marked as Exhibit "B").

13 14. At the time of revocation, the FUSION was in substantially the same condition as
14 at delivery except for damage caused by its own defects and ordinary wear and tear.

15 15. Manufacturer refused Plaintiff's demand for revocation and has refused to provide
16 Plaintiff with the remedies Plaintiff is entitled upon revocation.

17 16. The FUSION remains in a defective and unmerchantable condition, and continues
18 to exhibit the above mentioned defects that substantially impair its use, value and/or safety.

19 17. Plaintiff has and will continue to be financially damaged due to Manufacturer's
20 failure to comply with the provisions of its express and implied warranties.

21 18. Prior to filing this complaint, Plaintiff attempted to submit to Manufacturer's
22 informal dispute resolution program and was unsatisfied with the results therein.
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COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

19. Plaintiff realleges and incorporates by reference as fully set forth herein, paragraphs 1-18 of this Complaint.

20. Plaintiff is a purchaser of a consumer product who received the FUSION during the duration of a written warranty period applicable to the FUSION and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

21. Manufacturer is a person engaged in the business of making a consumer product directly available to Plaintiff.

22. Seller is an authorized dealership/agent of Manufacturer designed to perform repairs on vehicles under Manufacturer's automobile warranties.

23. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section, 2301 et. Seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the FUSION was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

24. Plaintiff's purchase of the FUSION was accompanied by written factory warranties for any non-conformities or defects in materials or workmanship, comprising an undertaking in writing in connection with the purchase of the FUSION to repair the FUSION or take other remedial action free of charge to Plaintiff with respect to the FUSION in the event that the FUSION failed to meet the specifications set forth in said undertaking.

25. Said warranties were the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the FUSION to Plaintiff.

26. Said purchase of Plaintiff's FUSION was induced by, and Plaintiff relied upon, these written warranties.

1 contract in writing within ninety (90) days of purchase to perform services relating to the
2 maintenance or repair of a motor vehicle.

3 33. Pursuant to 15 U.S.C. § 2308, Plaintiff's FUSION was impliedly warranted to be
4 substantially free of defects and non-conformities in both material and workmanship, and
5 thereby fit for the ordinary purpose for which the FUSION was intended.

6 34. The FUSION was warranted to pass without objection in the trade under the
7 contract description, and was required to conform to the descriptions of the vehicle contained in
8 the contracts and labels.

9 35. The above described defects in the FUSION render the FUSION unfit for the
10 ordinary and essential purpose for which the FUSION was intended.

11 36. As a result of the breaches of implied warranty by Manufacturer, Plaintiff has
12 suffered and continues to suffer various damages.

13 WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- 14
- 15 a. Return of all monies paid or in the alternative applicable damages
16 pursuant to section 2714 of the Commercial Code, and all incidental and
17 consequential damages incurred;
 - 18 b. All reasonable attorneys' fees, witness fees and all court costs and other
19 costs;
 - 20 c. Such other and further relief that the Court deems just and appropriate.
- 21

22

23 COUNT III
24 SONG -BEVERLY CONSUMER WARRANTY ACT

25 37. Plaintiff realleges and incorporates by reference as though fully set forth herein,
paragraphs 1-18 of this Complaint.

1 38. Manufacturer, through Seller and/or other authorized dealerships, have been
2 unable to repair said defects in a reasonable number of attempts.

3 39. Pursuant to Cal Civ. Code. § 1793.22(b)(2), Plaintiff has presented the FUSION
4 to Seller and/or other authorized service dealers of Manufacturer within the term of protection
5 and have tendered the subject vehicle four (4) or more times for the same defects and/or non-
6 conformities within eighteen-thousand (18,000) miles and/or eighteen (18) months for the above-
7 mentioned defects that substantially affect the use, value and safety of the FUSION.

8 40. Pursuant to Cal Civ. Code. § 1793.2, Plaintiff is entitled to a refund of the full
9 purchase price of the vehicle, including all collateral charges and finance charges, and/or a
10 replacement vehicle, plus all attorney fees and costs.

11 41. Manufacturer has willfully violated the provisions of this act by knowing of its
12 obligations to refund or replace Plaintiff's vehicle, but failing to fulfill them.

13 WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- 14
- 15 a. Return of the FUSION's purchase price and all incidental and
16 consequential damages incurred by Plaintiff;
 - 17 b. Return of all finance charges incurred by Plaintiff for the FUSION;
 - 18 c. All reasonable attorneys' fees, witness fees, court costs and other fees
19 incurred by Plaintiff; and
 - 20 d. A civil penalty pursuant to Cal. Civ. Code § 1794 (c).
 - 21 e. Such other and further relief that this Court deems just and appropriate.
- 22

23 COUNT IV
24 SONG - BEVERLY CONSUMER WARRANTY ACT

25 42. Plaintiff realleges and incorporates by reference as though fully set forth herein,
paragraphs 1-18 of this Complaint.

1 43. The FUSION purchased by Plaintiff was subject to an implied warranty of
2 merchantability as defined in Cal. Civ. Code §1790 running from the Manufacturer to the
3 intended consumer, Plaintiff herein.

4 44. Manufacturer is a supplier of consumer goods as a person engaged in the business
5 of making a consumer product directly available to Plaintiff.

6 45. Manufacturer is prohibited from disclaiming or modifying any implied warranty
7 under Cal. Civ. Code §1790.

8 46. Pursuant to Cal. Civ. Code §1790, Plaintiff's FUSION was impliedly warranted to
9 be fit for the ordinary use for which the FUSION was intended.

10 47. The FUSION was warranted to pass without objection in the trade under the
11 contract description, and was required to conform to the descriptions of the vehicle contained in
12 the contracts and labels.

13 48. The above described defects in the FUSION caused it to fail to possess even the
14 most basic degree of fitness for ordinary use.

15 49. As a result of the breaches of implied warranty by Manufacturer, Plaintiff has
16 suffered and continues to suffer various damages.

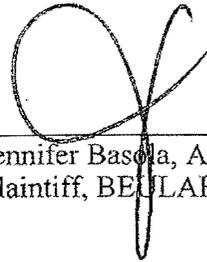
17 WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:
18

- 19 a. Return of all monies paid or in the alternative applicable damages
20 pursuant to section 2714 of the Commercial Code, and all incidental and
21 consequential damages incurred;
22 b. All reasonable attorneys' fees, witness fees and all court costs and other
23 costs;
24 c. Such other and further relief that the Court deems just and appropriate.
25

1 PLAINTIFF HEREBY REQUESTS A JURY TRIAL IN THIS MATTER.

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Dated this January 28, 2013



Jennifer Basola, Attorney for
Plaintiff, BEULAH THOMPSON

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EXHIBIT A

(Including County and Zip Code) 12000 DOWNEY AVE #133 PARAMOUNT CA LOS ANGELES 90723	(Including County and Zip Code) 311 PACIFIC COAST HWY TORNANCE, PA 15085
--	--

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
	2010	FORD FUSION	100	3FAMFONAJAR188967	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$2700.00 is \$32742.58 (e)
4.49%	\$1823.58 (e)	\$21938.00	\$2382.58 (e)	\$32742.58 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	389.48	Monthly, Beginning 12/16/09
Payments	N/A	Monthly, Beginning N/A
One Final Payment	384.48	11/16/2015

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance		Term	Premium
\$ N/A	Deel Comp, Fire & Theft	N/A Mos.	\$ N/A
\$ N/A	Deel Collision	N/A Mos.	\$ N/A
Bodily Injury	\$ N/A Limits	N/A Mos.	\$ N/A
Property Damage	\$ N/A Limits	N/A Mos.	\$ N/A
Medical	N/A	N/A Mos.	\$ N/A
	N/A	N/A Mos.	\$ N/A
Total Vehicle Insurance Premiums			\$ N/A (a)

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X
Co-Buyer X
Seller X

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	\$21938.00 (A)
1. Cash Price Vehicle	\$21938.00
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	\$ N/A
Describe	N/A
Describe	N/A
B. Document Preparation Fee (not a governmental fee)	\$ 59.00 (B)
C. Smog Fee Paid to Seller	\$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (H)
I. Sales Tax (on taxable items in A through H)	\$ 2144.92 (I)
J. Optional DMV Electronic Filing Fee	\$ 23.00 (J)
K. (Optional) Service Contract (to whom paid) ESP	\$ 1600.00 (K)
L. (Optional) Service Contract (to whom paid) N/A	\$ N/A (L)
M. (Optional) Service Contract (to whom paid) N/A	\$ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A	\$ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A	\$ N/A (O)

Print Credit or Lease Balance paid by Seller to

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	\$ N/A
Credit Disability	N/A Mos.	N/A	\$ N/A
Total Credit Insurance Premiums			\$ N/A (B)
Insurance Company Name N/A			
Home Office Address _____			

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

(see downpayment and trade-in calculation)

Q. (Optional) Gap Contract (to whom paid) GAP \$ 700.00 (O)

R. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (R)

S. Other (to whom paid) N/A \$ N/A (S)

For N/A

Total Cash Price (A through S) \$ 26486.32 (1)

2. Amounts Paid to Public Officials

A. License Fees ESTIMATED \$ 252.00 (A)

B. Registration/Transfer/Titling Fees \$ 87.00 (B)

C. California Tire Fees \$ 9.75 (C)

D. Other \$ N/A (D)

Total Official Fees (A through D) \$ 347.75 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b)

4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 26834.07 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2000 Make FORD \$ 1200.00 (A)

Model MUST Odom 126639

VIN 1FAFP4044YE314765

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

C. Net Trade-In (A less B) (indicate if a negative number) \$ 1200.00 (C)

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ 1500.00 (E)

F. Other \$ N/A (F)

G. Cash \$ 1000.00 (G)

Total Downpayment (C through G) \$ 3700.00 (6)

(if negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1P above)

7. Amount Financed (5 less 6) \$ 23134.07 (7)

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

Proceeds of Loan From: N/A

Amount \$ N/A Finance Charge \$ N/A

Total \$ N/A Payable in N/A

installments of \$ N/A

from this Loan is shown in item 6D.

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

Name of autobroker receiving fee, if applicable:

SELLER'S RIGHT TO CANCEL: If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X Buyer X Co-Buyer

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____ Year SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).** You want to buy the credit insurance.

N/A N/A N/A

Date Buyer Signature Age

N/A N/A N/A

Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 72 Mos. GAP

Name of Gap Contract _____

I want to buy a gap contract

Buyer Signs X _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.

1K Company ESP

Term 72 Mos. or 75,000 Miles

1L Company N/A

Term N/A Mos. or N/A Miles

1M Company N/A

Term N/A Mos. or N/A Miles

1N Company N/A

Term N/A Mos. or N/A Miles

1O Company N/A

Term N/A Mos. or N/A Miles

Buyer X _____

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

Buyer Signs X _____

Co-Buyer Signs X _____

WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT COVER COLLISION DAMAGE REPLACEMENT COSTS FOR COLLISION DAMAGE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE, COLLISION DAMAGE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER, HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD. FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

SIS X _____ X _____

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X _____ Co-Buyer X _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

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

Buyer Signature X _____ Co-Buyer Signature X _____

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
 California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT AND CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X _____ Date 11/9/09 Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date 11/9/09 Guarantor X _____ Date _____
 Address _____ Address _____

Seller Signs _____ Date 11/09/09 By X _____ Title DGR

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EXHIBIT B

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Kentucky, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)
10474 Santa Monica Blvd., Suite 401
Los Angeles, CA 90025
www.krohnandmoss.com

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Writer's Direct E-Mail
jharker@oan.com or lawcenter.com
www.krohnandmoss.com

Licensed to practice
only in:
California
Indiana
Illinois

November 30, 2012

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

RE: Beulah Thompson v. Ford Motor Company
Vehicle: 2010 Ford Fusion
VIN: 3FAHP0HA3AR188967
Our File No.: LI20103JBA

Dear Sir or Madam:

Pursuant to California Civil Code 1793.22(b)(3), please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Song-Beverly Warranty Consumer Warranty Act ("Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office as such.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to California Civil Code 1794 (d) and/or 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective body and trim as evidenced by inoperative door handle;
2. Defective engine as evidenced by the illumination of the check engine light, the illumination of the wrench light and a rattle noise from engine;

November 30, 2012

3. Defective transmission as evidenced by the oil leaks; and
4. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

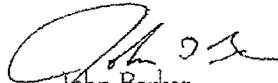
The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the Lemon Law and/or Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,


John Barker
Attorney

JB/er

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address): Jennifer Basola, SBN 231538 Krohn and Moss, Ltd. 10474 Santa Monica Blvd., Suite 401 Los Angeles, CA 90025 TELEPHONE NO: 323-988-2400 FAX NO: 866-431-5575 ATTORNEY FOR (Name): Plaintiff, Beulah Thompson	FOR COURT USE ONLY CONFORMED COPY OF ORIGINAL FILED Los Angeles Superior Court JAN 31 2013 John A. Clarke, Executive Officer/Clerk By T. Rhodes, Deputy
SUPERIOR COURT OF CALIFORNIA, COUNTY OF Los Angeles STREET ADDRESS: 825 Maple Ave. MAILING ADDRESS: Same CITY AND ZIP CODE: Torrance, CA 90503 BRANCH NAME:	CASE NAME: Beulah Thompson v. Ford Motor Company
CIVIL CASE COVER SHEET <input checked="" type="checkbox"/> Unlimited (Amount demanded exceeds \$25,000) <input type="checkbox"/> Limited (Amount demanded is \$25,000 or less)	Complex Case Designation <input type="checkbox"/> Counter <input type="checkbox"/> Joinder Filed with first appearance by defendant (Cal. Rules of Court, rule 3.402)
CASE NUMBER: YC068585 JUDGE: -- DEPT:	Items 1-5 below must be completed (see instructions on page 2).

1. Check one box below for the case type that best describes this case:

Auto Tort <input type="checkbox"/> Auto (22) <input type="checkbox"/> Uninsured motorist (46) Other PI/PD/WD (Personal Injury/Property Damage/Wrongful Death) Tort <input type="checkbox"/> Asbestos (04) <input type="checkbox"/> Product liability (24) <input type="checkbox"/> Medical malpractice (45) <input type="checkbox"/> Other PI/PD/WD (23) Non-PI/PD/WD (Other) Tort <input type="checkbox"/> Business tort/unfair business practice (07) <input type="checkbox"/> Civil rights (08) <input type="checkbox"/> Defamation (13) <input type="checkbox"/> Fraud (16) <input type="checkbox"/> Intellectual property (19) <input type="checkbox"/> Professional negligence (25) <input type="checkbox"/> Other non-PI/PD/WD tort (35) Employment <input type="checkbox"/> Wrongful termination (36) <input type="checkbox"/> Other employment (15)	Contract <input checked="" type="checkbox"/> Breach of contract/warranty (06) <input type="checkbox"/> Collections (09) <input type="checkbox"/> Insurance coverage (18) <input type="checkbox"/> Other contract (37) Real Property <input type="checkbox"/> Eminent domain/Inverse condemnation (14) <input type="checkbox"/> Wrongful eviction (33) <input type="checkbox"/> Other real property (26) Unlawful Detainer <input type="checkbox"/> Commercial (31) <input type="checkbox"/> Residential (32) <input type="checkbox"/> Drugs (38) Judicial Review <input type="checkbox"/> Asset forfeiture (05) <input type="checkbox"/> Petition re: arbitration award (11) <input type="checkbox"/> Writ of mandate (02) <input type="checkbox"/> Other judicial review (39)	Provisionally Complex Civil Litigation (Cal. Rules of Court, rules 3.400-3.403) <input type="checkbox"/> Antitrust/Trade regulation (03) <input type="checkbox"/> Construction defect (10) <input type="checkbox"/> Mass tort (40) <input type="checkbox"/> Securities litigation (28) <input type="checkbox"/> Environmental/Toxic tort (30) <input type="checkbox"/> Insurance coverage claims arising from the above listed provisionally complex case types (41) Enforcement of Judgment <input type="checkbox"/> Enforcement of judgment (20) Miscellaneous Civil Complaint <input type="checkbox"/> RICO (27) <input type="checkbox"/> Other complaint (not specified above) (42) Miscellaneous Civil Petition <input type="checkbox"/> Partnership and corporate governance (21) <input type="checkbox"/> Other petition (not specified above) (43)
--	---	--

2. This case is is not complex under rule 3.400 of the California Rules of Court. If the case is complex, mark the factors requiring exceptional judicial management:

a. <input type="checkbox"/> Large number of separately represented parties	d. <input type="checkbox"/> Large number of witnesses
b. <input type="checkbox"/> Extensive motion practice raising difficult or novel issues that will be time-consuming to resolve	e. <input type="checkbox"/> Coordination with related actions pending in one or more courts in other counties, states, or countries, or in a federal court
c. <input type="checkbox"/> Substantial amount of documentary evidence	f. <input type="checkbox"/> Substantial postjudgment judicial supervision

3. Type of remedies sought (check all that apply):
 a. monetary b. nonmonetary; declaratory or injunctive relief c. punitive

4. Number of causes of action (specify): 4

5. This case is is not a class action suit.

6. If there are any known related cases, file and serve a notice of related case. (You may use form CM-015.)

Date: January 28, 2013
 Jennifer Basola

(TYPE OR PRINT NAME)	(SIGNATURE OF PARTY OR ATTORNEY FOR PARTY)
NOTICE • Plaintiff must file this cover sheet with the first paper filed in the action or proceeding (except small claims cases or cases filed under the Probate Code, Family Code, or Welfare and Institutions Code). (Cal. Rules of Court, rule 3.220.) Failure to file may result in sanctions. • File this cover sheet in addition to any cover sheet required by local court rule. • If this case is complex under rule 3.400 et seq. of the California Rules of Court, you must serve a copy of this cover sheet on all other parties to the action or proceeding. • Unless this is a complex case, this cover sheet will be used for statistical purposes only.	

INSTRUCTIONS ON HOW TO COMPLETE THE COVER SHEET

To Plaintiffs and Others Filing First Papers

If you are filing a first paper (for example, a complaint) in a civil case, you must complete and file, along with your first paper, the *Civil Case Cover Sheet* contained on page 1. This information will be used to compile statistics about the types and numbers of cases filed. You must complete items 1 through 5 on the sheet. In item 1, you must check **one** box for the case type that best describes the case. If the case fits both a general and a more specific type of case listed in item 1, check the more specific one. If the case has multiple causes of action, check the box that best indicates the **primary** cause of action. To assist you in completing the sheet, examples of the cases that belong under each case type in item 1 are provided below. A cover sheet must be filed only with your initial paper. You do not need to submit a cover sheet with amended papers. Failure to file a cover sheet with the first paper filed in a civil case may subject a party, its counsel, or both to sanctions under rules 2.30 and 3.220 of the California Rules of Court.

To Parties in Complex Cases

In complex cases only, parties must also use the *Civil Case Cover Sheet* to designate whether the case is complex. If a plaintiff believes the case is complex under rule 3.400 of the California Rules of Court, this must be indicated by completing the appropriate boxes in items 1 and 2. If a plaintiff designates a case as complex, the cover sheet must be served with the complaint on all parties to the action. A defendant may file and serve no later than the time of its first appearance a joinder in the plaintiff's designation, a counter-designation that the case is not complex, or, if the plaintiff has made no designation, a designation that the case is complex.

CASE TYPES AND EXAMPLES**Auto Tort**

- Auto (22)—Personal Injury/Property Damage/Wrongful Death
- Uninsured Motorist (46) (*if the case involves an uninsured motorist claim subject to arbitration, check this item instead of Auto*)

Other PI/PD/WD (Personal Injury/Property Damage/Wrongful Death) Tort

- Asbestos (04)
 - Asbestos Property Damage
 - Asbestos Personal Injury/Wrongful Death
- Product Liability (*not asbestos or toxic/environmental*) (24)
- Medical Malpractice (45)
 - Medical Malpractice—Physicians & Surgeons
 - Other Professional Health Care Malpractice
- Other PI/PD/WD (23)
 - Premises Liability (e.g., slip and fall)
 - Intentional Bodily Injury/PD/WD (e.g., assault, vandalism)
 - Intentional Infliction of Emotional Distress
 - Negligent Infliction of Emotional Distress
 - Other PI/PD/WD

Non-PI/PD/WD (Other) Tort

- Business Tort/Unfair Business Practice (07)
- Civil Rights (e.g., discrimination, false arrest) (*not civil harassment*) (08)
- Defamation (e.g., slander, libel) (13)
- Fraud (16)
- Intellectual Property (19)
- Professional Negligence (25)
 - Legal Malpractice
 - Other Professional Malpractice (*not medical or legal*)
- Other Non-PI/PD/WD Tort (35)

Employment

- Wrongful Termination (35)
- Other Employment (15)

Contract

- Breach of Contract/Warranty (06)
 - Breach of Rental/Lease Contract (*not unlawful detainer or wrongful eviction*)
- Contract/Warranty Breach—Seller Plaintiff (*not fraud or negligence*)
- Negligent Breach of Contract/Warranty
- Other Breach of Contract/Warranty
- Collections (e.g., money owed, open book accounts) (09)
 - Collection Case—Seller Plaintiff
 - Other Promissory Note/Collections Case
- Insurance Coverage (*not provisionally complex*) (18)
 - Auto Subrogation
 - Other Coverage
- Other Contract (37)
 - Contractual Fraud
 - Other Contract Dispute

Real Property

- Eminent Domain/Inverse Condemnation (14)
- Wrongful Eviction (33)
 - Other Real Property (e.g., quiet title) (26)
 - Writ of Possession of Real Property
 - Mortgage Foreclosure
 - Quiet Title
 - Other Real Property (*not eminent domain, landlord/tenant, or foreclosure*)

Unlawful Detainer

- Commercial (31)
- Residential (32)
 - Drugs (38) (*if the case involves illegal drugs, check this item; otherwise, report as Commercial or Residential*)

Judicial Review

- Asset Forfeiture (05)
- Petition Re: Arbitration Award (11)
- Writ of Mandate (02)
 - Writ—Administrative Mandamus
 - Writ—Mandamus on Limited Court Case Matter
- Writ—Other Limited Court Case Review
- Other Judicial Review (39)
 - Review of Health Officer Order
 - Notice of Appeal—Labor Commissioner Appeals

Provisionally Complex Civil Litigation (Cal. Rules of Court Rules 3.400–3.403)

- Antitrust/Trade Regulation (03)
- Construction Defect (10)
- Claims Involving Mass Tort (40)
- Securities Litigation (28)
- Environmental/Toxic Tort (30)
- Insurance Coverage Claims (*arising from provisionally complex case type listed above*) (41)

Enforcement of Judgment

- Enforcement of Judgment (20)
 - Abstract of Judgment (Out of County)
 - Confession of Judgment (*non-domestic relations*)
 - Sister State Judgment
 - Administrative Agency Award (*not unpaid taxes*)
 - Petition/Certification of Entry of Judgment on Unpaid Taxes
 - Other Enforcement of Judgment Case

Miscellaneous Civil Complaint

- RICO (27)
- Other Complaint (*not specified above*) (42)
- Declaratory Relief Only
- Injunctive Relief Only (*non-harassment*)
- Mechanics Lien
- Other Commercial Complaint Case (*non-tort/non-complex*)
- Other Civil Complaint (*non-tort/non-complex*)

Miscellaneous Civil Petition

- Partnership and Corporate Governance (21)
- Other Petition (*not specified above*) (43)
 - Civil Harassment
 - Workplace Violence
 - Elder/Dependent Adult Abuse
 - Election Contest
 - Petition for Name Change
 - Petition for Relief from Late Claim
 - Other Civil Petition

SHORT TITLE: Beulah Thompson v. Ford Motor Company

CASE NUMBER

YC068585

CIVIL CASE COVER SHEET ADDENDUM AND STATEMENT OF LOCATION (CERTIFICATE OF GROUNDS FOR ASSIGNMENT TO COURTHOUSE LOCATION)

This form is required pursuant to Local Rule 2.0 in all new civil case filings in the Los Angeles Superior Court.

Item I. Check the types of hearing and fill in the estimated length of hearing expected for this case:

JURY TRIAL? [X] YES CLASS ACTION? [] YES LIMITED CASE? [] YES TIME ESTIMATED FOR TRIAL 4 [] HOURS/ [X] DAYS

Item II. Indicate the correct district and courthouse location (4 steps - If you checked "Limited Case", skip to Item III, Pg. 4):

Step 1: After first completing the Civil Case Cover Sheet form, find the main Civil Case Cover Sheet heading for your case in the left margin below, and, to the right in Column A, the Civil Case Cover Sheet case type you selected.

Step 2: Check one Superior Court type of action in Column B below which best describes the nature of this case.

Step 3: In Column C, circle the reason for the court location choice that applies to the type of action you have checked. For any exception to the court location, see Local Rule 2.0.

Applicable Reasons for Choosing Courthouse Location (see Column C below)

- 1. Class actions must be filed in the Stanley Mosk Courthouse, central district.
2. May be filed in central (other county, or no bodily injury/property damage).
3. Location where cause of action arose.
4. Location where bodily injury, death or damage occurred.
5. Location where performance required or defendant resides.
6. Location of property or permanently garaged vehicle.
7. Location where petitioner resides.
8. Location wherein defendant/respondent functions wholly.
9. Location where one or more of the parties reside.
10. Location of Labor Commissioner Office

Step 4: Fill in the information requested on page 4 in Item III; complete Item IV. Sign the declaration.

Table with 3 columns: A (Civil Case Cover Sheet Category No.), B (Type of Action), and C (Applicable Reasons). Rows include Auto Tort (Auto, Uninsured Motorist), and Other Personal Injury/Property Damage/Wrongful Death Tort (Asbestos, Product Liability, Medical Malpractice, Other Personal Injury).

SHORT TITLE: Beulah Thompson v. Ford Motor Company	CASE NUMBER
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	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons See Step 3 Above
Non-Personal Injury/Property Damage/Wrongful Death Tort	Business Tort (07)	<input type="checkbox"/> A6029 Other Commercial/Business Tort (not fraud/breach of contract)	1., 3.
	Civil Rights (08)	<input type="checkbox"/> A6005 Civil Rights/Discrimination	1., 2., 3.
	Defamation (13)	<input type="checkbox"/> A6010 Defamation (slander/libel)	1., 2., 3.
	Fraud (16)	<input type="checkbox"/> A6013 Fraud (no contract)	1., 2., 3.
	Professional Negligence (25)	<input type="checkbox"/> A6017 Legal Malpractice <input type="checkbox"/> A6050 Other Professional Malpractice (not medical or legal)	1., 2., 3. 1., 2., 3.
	Other (35)	<input type="checkbox"/> A6025 Other Non-Personal Injury/Property Damage tort	2., 3.
Employment	Wrongful Termination (36)	<input type="checkbox"/> A6037 Wrongful Termination	1., 2., 3.
	Other Employment (15)	<input type="checkbox"/> A6024 Other Employment Complaint Case <input type="checkbox"/> A6109 Labor Commissioner Appeals	1., 2., 3. 10.
Contract	Breach of Contract/Warranty (06) (not insurance)	<input type="checkbox"/> A6004 Breach of Rental/Lease Contract (not unlawful detainer or wrongful eviction) <input type="checkbox"/> A6008 Contract/Warranty Breach -Seller Plaintiff (no fraud/negligence) <input type="checkbox"/> A6019 Negligent Breach of Contract/Warranty (no fraud) <input checked="" type="checkbox"/> A6028 Other Breach of Contract/Warranty (not fraud or negligence)	2., 5. 2., 5. 1., 2., 5. 1., 2., 5.
	Collections (09)	<input type="checkbox"/> A6002 Collections Case-Seller Plaintiff <input type="checkbox"/> A6012 Other Promissory Note/Collections Case	2., 5., 6. 2., 5.
	Insurance Coverage (18)	<input type="checkbox"/> A6015 Insurance Coverage (not complex)	1., 2., 5., 8.
	Other Contract (37)	<input type="checkbox"/> A6009 Contractual Fraud <input type="checkbox"/> A6031 Tortious Interference <input type="checkbox"/> A6027 Other Contract Dispute(not breach/insurance/fraud/negligence)	1., 2., 3., 5. 1., 2., 3., 5. 1., 2., 3., 8.
	Eminent Domain/Inverse Condemnation (14)	<input type="checkbox"/> A7300 Eminent Domain/Condemnation Number of parcels _____	2.
Real Property	Wrongful Eviction (33)	<input type="checkbox"/> A6023 Wrongful Eviction Case	2., 6.
	Other Real Property (26)	<input type="checkbox"/> A6018 Mortgage Foreclosure <input type="checkbox"/> A6032 Quiet Title <input type="checkbox"/> A6060 Other Real Property (not eminent domain, landlord/tenant, foreclosure)	2., 6. 2., 6. 2., 6.
	Unlawful Detainer-Commercial (31)	<input type="checkbox"/> A6021 Unlawful Detainer-Commercial (not drugs or wrongful eviction)	2., 6.
Unlawful Detainer	Unlawful Detainer-Residential (32)	<input type="checkbox"/> A6020 Unlawful Detainer-Residential (not drugs or wrongful eviction)	2., 6.
	Unlawful Detainer- Post-Foreclosure (34)	<input type="checkbox"/> A6020F Unlawful Detainer-Post-Foreclosure	2., 6.
	Unlawful Detainer-Drugs (38)	<input type="checkbox"/> A6022 Unlawful Detainer-Drugs	2., 6.

SHORT TITLE:

Beulah Thompson v. Ford Motor Company

CASE NUMBER

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons: See Step 3 Above
Judicial Review	Asset Forfeiture (05)	<input type="checkbox"/> A6108 Asset Forfeiture Case	2., 6.
	Petition re Arbitration (11)	<input type="checkbox"/> A6115 Petition to Compel/Confirm/Vacate Arbitration	2., 5.
	Writ of Mandate (02)	<input type="checkbox"/> A6151 Writ - Administrative Mandamus <input type="checkbox"/> A6152 Writ - Mandamus on Limited Court Case Matter <input type="checkbox"/> A6153 Writ - Other Limited Court Case Review	2., 8. 2. 2.
	Other Judicial Review (39)	<input type="checkbox"/> A6150 Other Writ /Judicial Review	2., 8.
Provisionally Complex Litigation	Antitrust/Trade Regulation (03)	<input type="checkbox"/> A6003 Antitrust/Trade Regulation	1., 2., 8.
	Construction Defect (10)	<input type="checkbox"/> A6007 Construction Defect	1., 2., 3.
	Claims Involving Mass Tort (40)	<input type="checkbox"/> A6006 Claims Involving Mass Tort	1., 2., 8.
	Securities Litigation (28)	<input type="checkbox"/> A6035 Securities Litigation Case	1., 2., 8.
	Toxic Tort Environmental (30)	<input type="checkbox"/> A6036 Toxic Tort/Environmental	1., 2., 3., 8.
	Insurance Coverage Claims from Complex Case (41)	<input type="checkbox"/> A6014 Insurance Coverage/Subrogation (complex case only)	1., 2., 5., 8.
Enforcement of Judgment	Enforcement of Judgment (20)	<input type="checkbox"/> A6141 Sister State Judgment	2., 9.
		<input type="checkbox"/> A6160 Abstract of Judgment	2., 6.
		<input type="checkbox"/> A6107 Confession of Judgment (non-domestic relations)	2., 9.
		<input type="checkbox"/> A6140 Administrative Agency Award (not unpaid taxes)	2., 8.
		<input type="checkbox"/> A6114 Petition/Certificate for Entry of Judgment on Unpaid Tax	2., 8.
<input type="checkbox"/> A6112 Other Enforcement of Judgment Case	2., 8., 9.		
Miscellaneous Civil Complaints	RICO (27)	<input type="checkbox"/> A6033 Racketeering (RICO) Case	1., 2., 8.
	Other Complaints (Not Specified Above) (42)	<input type="checkbox"/> A6030 Declaratory Relief Only	1., 2., 8.
		<input type="checkbox"/> A6040 Injunctive Relief Only (not domestic/harassment)	2., 8.
		<input type="checkbox"/> A6011 Other Commercial Complaint Case (non-tort/non-complex)	1., 2., 8.
<input type="checkbox"/> A6000 Other Civil Complaint (non-tort/non-complex)	1., 2., 8.		
Miscellaneous Civil Petitions	Partnership Corporation Governance (21)	<input type="checkbox"/> A6113 Partnership and Corporate Governance Case	2., 8.
	Other Petitions (Not Specified Above) (43)	<input type="checkbox"/> A6121 Civil Harassment	2., 3., 9.
		<input type="checkbox"/> A6123 Workplace Harassment	2., 3., 9.
		<input type="checkbox"/> A6124 Elder/Dependent Adult Abuse Case	2., 3., 9.
		<input type="checkbox"/> A6190 Election Contest	2.
		<input type="checkbox"/> A6110 Petition for Change of Name	2., 7.
		<input type="checkbox"/> A6170 Petition for Relief from Late Claim Law	2., 3., 4., 8.
<input type="checkbox"/> A6100 Other Civil Petition	2., 9.		

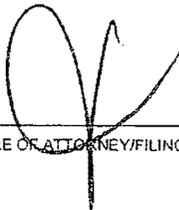
SHORT TITLE: Beulah Thompson v. Ford Motor Company	CASE NUMBER
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Item III. Statement of Location: Enter the address of the accident, party's residence or place of business, performance, or other circumstance indicated in Item II., Step 3 on Page 1, as the proper reason for filing in the court location you selected.

REASON: Check the appropriate boxes for the numbers shown under Column C for the type of action that you have selected for this case. <input type="checkbox"/> 1. <input type="checkbox"/> 2. <input type="checkbox"/> 3. <input type="checkbox"/> 4. <input type="checkbox"/> 5. <input type="checkbox"/> 6. <input type="checkbox"/> 7. <input type="checkbox"/> 8. <input type="checkbox"/> 9. <input type="checkbox"/> 10.			ADDRESS: 3111 Pacific Coast Hwy
CITY: Torrance	STATE: CA	ZIP CODE: 90505	

Item IV. Declaration of Assignment. I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that the above-entitled matter is properly filed for assignment to the Torrance courthouse in the South West District of the Superior Court of California, County of Los Angeles [Code Civ. Proc., § 392 et seq., and Local Rule 2.0, subds. (b), (c) and (d)].

Dated: 1/28/2013


 (SIGNATURE OF ATTORNEY/FILING PARTY)

PLEASE HAVE THE FOLLOWING ITEMS COMPLETED AND READY TO BE FILED IN ORDER TO PROPERLY COMMENCE YOUR NEW COURT CASE:

1. Original Complaint or Petition.
2. If filing a Complaint, a completed Summons form for issuance by the Clerk.
3. Civil Case Cover Sheet, Judicial Council form CM-010.
4. Civil Case Cover Sheet Addendum and Statement of Location form, LACIV 109, LASC Approved 03-04 (Rev. 03/11).
5. Payment in full of the filing fee, unless fees have been waived.
6. A signed order appointing the Guardian ad Litem, Judicial Council form CIV-010, if the plaintiff or petitioner is a minor under 18 years of age will be required by Court in order to issue a summons.
7. Additional copies of documents to be conformed by the Clerk. Copies of the cover sheet and this addendum must be served along with the summons and complaint, or other initiating pleading in the case.

SUPERIOR COURT OF CALIFORNIA COUNTY OF LOS ANGELES		ORIGINAL FILED Los Angeles Superior Court JAN 31 2013 John A. Clarke, Executive Officer/Clerk By T. Rhodes, Deputy
COURTHOUSE ADDRESS:	<i>Jamane</i>	CASE NUMBER: YC068585
PLAINTIFF:	<i>Thompson</i>	
DEFENDANT:	<i>Ford Motor Co</i>	
NOTICE OF CASE MANAGEMENT CONFERENCE		

TO THE PLAINTIFF(S)/ATTORNEY(S) FOR PLAINTIFF(S) OF RECORD:

You are ordered to serve this notice of hearing on all parties/attorneys of record forthwith, and meet and confer with all parties/attorneys of record about the matters to be discussed no later than 30 days before the Case Management Conference.

Your Case Management Conference has been scheduled at the courthouse address shown above on:

Date: <i>7-10-13</i>	Time: <i>8:30</i>	Dept: <i>E</i>
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NOTICE TO DEFENDANT: THE SETTING OF THE CASE MANAGEMENT CONFERENCE DOES NOT EXEMPT THE DEFENDANT FROM FILING A RESPONSIVE PLEADING AS REQUIRED BY LAW.

Pursuant to California Rules of Court, rules 3.720-3.730, a completed Case Management Statement (Judicial Council form # CM-110) must be filed at least 15 calendar days prior to the Case Management Conference. The Case Management Statement may be filed jointly by all parties/attorneys of record or individually by each party/attorney of record. You must be familiar with the case and be fully prepared to participate effectively in the Case Management Conference.

At the Case Management Conference, the Court may make pretrial orders including the following, but not limited to, an order establishing a discovery schedule; an order referring the case to Alternative Dispute Resolution (ADR); an order reclassifying the case; an order setting subsequent conference and the trial date; or other orders to achieve the goals of the Trial Court Delay Reduction Act (Gov. Code, § 68600 et seq.)

Notice is hereby given that if you do not file the Case Management Statement or appear and effectively participate at the Case Management Conference, the Court may impose sanctions, pursuant to LASC Local Rule 7.13, Code of Civil Procedure sections 177.5, 575.2, 583.150, 583.360 and 583.410, Government Code section 68608, subdivision (b), and California Rules of Court, rule 2.2 et seq.

CARY NISHIMOTO

Dated: 1-31-13

Judicial Officer

CERTIFICATE OF SERVICE

I, the below named Executive Officer/Clerk of the above-entitled court, do hereby certify that I am not a party to the cause herein, and that on this date I served the Notice of Case Management Conference upon each party or counsel named below:

by depositing in the United States mail at the courthouse in Jamane, California, one copy of the original filed herein in a separate sealed envelope to each address as shown below with the postage thereon fully prepaid.

by personally giving the party notice upon filing of the complaint.

*Krohn & Moss
10474 Santa Monica Bl. # 401
Los Angeles, CA 90025*

JOHN A. CLARKE, Executive/Officer Clerk
T RHODES

Dated: 1-31-13
By *[Signature]*
Deputy Clerk

**NOTICE OF
CASE MANAGEMENT CONFERENCE**

VOLUNTARY EFFICIENT LITIGATION STIPULATIONS



Superior Court of California
County of Los Angeles

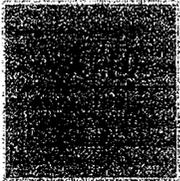


Los Angeles County
Bar Association
Litigation Section

Los Angeles County
Bar Association Labor and
Employment Law Section



Consumer Attorneys
Association of Los Angeles



Southern California
Defense Counsel



Association of
Business Trial Lawyers



California Employment
Lawyers Association

The Early Organizational Meeting Stipulation, Discovery Resolution Stipulation, and Motions in Limine Stipulation are voluntary stipulations entered into by the parties. The parties may enter into one, two, or all three of the stipulations; however, they may not alter the stipulations as written, because the Court wants to ensure uniformity of application. These stipulations are meant to encourage cooperation between the parties and to assist in resolving issues in a manner that promotes economic case resolution and judicial efficiency.

The following organizations endorse the goal of promoting efficiency in litigation and ask that counsel consider using these stipulations as a voluntary way to promote communications and procedures among counsel and with the court to fairly resolve issues in their cases.

◆ Los Angeles County Bar Association Litigation Section ◆

◆ Los Angeles County Bar Association
Labor and Employment Law Section ◆

◆ Consumer Attorneys Association of Los Angeles ◆

◆ Southern California Defense Counsel ◆

◆ Association of Business Trial Lawyers ◆

◆ California Employment Lawyers Association ◆

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:	STATE BAR NUMBER	Reserved for Clerk's File Stamp
TELEPHONE NO.: E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):	FAX NO. (Optional):	
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
STIPULATION – EARLY ORGANIZATIONAL MEETING		CASE NUMBER:

This stipulation is intended to encourage cooperation among the parties at an early stage in the litigation and to assist the parties in efficient case resolution.

The parties agree that:

1. The parties commit to conduct an initial conference (in-person or via teleconference or via videoconference) within 15 days from the date this stipulation is signed, *to discuss and consider whether there can be agreement on the following:*
 - a. Are motions to challenge the pleadings necessary? If the issue can be resolved by amendment as of right, or if the Court would allow leave to amend, could an amended complaint resolve most or all of the issues a demurrer might otherwise raise? If so, the parties agree to work through pleading issues so that a demurrer need only raise issues they cannot resolve. Is the issue that the defendant seeks to raise amenable to resolution on demurrer, or would some other type of motion be preferable? Could a voluntary targeted exchange of documents or information by any party cure an uncertainty in the pleadings?
 - b. Initial mutual exchanges of documents at the "core" of the litigation. (For example, in an employment case, the employment records, personnel file and documents relating to the conduct in question could be considered "core." In a personal injury case, an incident or police report, medical records, and repair or maintenance records could be considered "core.");
 - c. Exchange of names and contact information of witnesses;
 - d. Any insurance agreement that may be available to satisfy part or all of a judgment, or to indemnify or reimburse for payments made to satisfy a judgment;
 - e. Exchange of any other information that might be helpful to facilitate understanding, handling, or resolution of the case in a manner that preserves objections or privileges by agreement;
 - f. Controlling issues of law that, if resolved early, will promote efficiency and economy in other phases of the case. Also, when and how such issues can be presented to the Court;
 - g. Whether or when the case should be scheduled with a settlement officer, what discovery or court ruling on legal issues is reasonably required to make settlement discussions meaningful, and whether the parties wish to use a sitting judge or a private mediator or other options as

SHORT TITLE:	CASE NUMBER:
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discussed in the "Alternative Dispute Resolution (ADR) Information Package" served with the complaint;

- h. Computation of damages, including documents not privileged or protected from disclosure, on which such computation is based;
 - i. Whether the case is suitable for the Expedited Jury Trial procedures (see information at www.lasuperiorcourt.org under "Civil" and then under "General Information").
2. The time for a defending party to respond to a complaint or cross-complaint will be extended to _____ (INSERT DATE) for the complaint, and _____ (INSERT DATE) for the cross-complaint, which is comprised of the 30 days to respond under Government Code § 68616(b), and the 30 days permitted by Code of Civil Procedure section 1054(a), good cause having been found by the Civil Supervising Judge due to the case management benefits provided by this Stipulation.
 3. The parties will prepare a joint report titled "Joint Status Report Pursuant to Initial Conference and Early Organizational Meeting Stipulation, and if desired, a proposed order summarizing results of their meet and confer and advising the Court of any way it may assist the parties' efficient conduct or resolution of the case. The parties shall attach the Joint Status Report to the Case Management Conference statement, and file the documents when the CMC statement is due.
 4. References to "days" mean calendar days, unless otherwise noted. If the date for performing any act pursuant to this stipulation falls on a Saturday, Sunday or Court holiday, then the time for performing that act shall be extended to the next Court day

The following parties stipulate:

Date:		➤	
	(TYPE OR PRINT NAME)		(ATTORNEY FOR PLAINTIFF)
Date:		➤	
	(TYPE OR PRINT NAME)		(ATTORNEY FOR DEFENDANT)
Date:		➤	
	(TYPE OR PRINT NAME)		(ATTORNEY FOR DEFENDANT)
Date:		➤	
	(TYPE OR PRINT NAME)		(ATTORNEY FOR DEFENDANT)
Date:		➤	
	(TYPE OR PRINT NAME)		(ATTORNEY FOR _____)
Date:		➤	
	(TYPE OR PRINT NAME)		(ATTORNEY FOR _____)
Date:		➤	
	(TYPE OR PRINT NAME)		(ATTORNEY FOR _____)

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:		STATE BAR NUMBER	Reserved for Clerk's File Stamp
TELEPHONE NO.:		FAX NO. (Optional):	
E-MAIL ADDRESS (Optional):			
ATTORNEY FOR (Name):			
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES			
COURTHOUSE ADDRESS:			
PLAINTIFF:			
DEFENDANT:			
STIPULATION – DISCOVERY RESOLUTION			CASE NUMBER:

This stipulation is intended to provide a fast and informal resolution of discovery issues through limited paperwork and an informal conference with the Court to aid in the resolution of the issues.

The parties agree that:

1. Prior to the discovery cut-off in this action, no discovery motion shall be filed or heard unless the moving party first makes a written request for an Informal Discovery Conference pursuant to the terms of this stipulation.
2. At the Informal Discovery Conference the Court will consider the dispute presented by parties and determine whether it can be resolved informally. Nothing set forth herein will preclude a party from making a record at the conclusion of an Informal Discovery Conference, either orally or in writing.
3. Following a reasonable and good faith attempt at an informal resolution of each issue to be presented, a party may request an Informal Discovery Conference pursuant to the following procedures:
 - a. The party requesting the Informal Discovery Conference will:
 - i. File a Request for Informal Discovery Conference with the clerk's office on the approved form (copy attached) and deliver a courtesy, conformed copy to the assigned department;
 - ii. Include a brief summary of the dispute and specify the relief requested; and
 - iii. Serve the opposing party pursuant to any authorized or agreed method of service that ensures that the opposing party receives the Request for Informal Discovery Conference no later than the next court day following the filing.
 - b. Any Answer to a Request for Informal Discovery Conference must:
 - i. Also be filed on the approved form (copy attached);
 - ii. Include a brief summary of why the requested relief should be denied;

SHORT TITLE:	CASE NUMBER:
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- iii. Be filed within two (2) court days of receipt of the Request; and
 - iv. Be served on the opposing party pursuant to any authorized or agreed upon method of service that ensures that the opposing party receives the Answer no later than the next court day following the filing.
- c. No other pleadings, including but not limited to exhibits, declarations, or attachments, will be accepted.
- d. If the Court has not granted or denied the Request for Informal Discovery Conference within ten (10) days following the filing of the Request, then it shall be deemed to have been denied. If the Court acts on the Request, the parties will be notified whether the Request for Informal Discovery Conference has been granted or denied and, if granted, the date and time of the Informal Discovery Conference, which must be within twenty (20) days of the filing of the Request for Informal Discovery Conference.
- e. If the conference is not held within twenty (20) days of the filing of the Request for Informal Discovery Conference, unless extended by agreement of the parties and the Court, then the Request for the Informal Discovery Conference shall be deemed to have been denied at that time.
4. If (a) the Court has denied a conference or (b) one of the time deadlines above has expired without the Court having acted or (c) the Informal Discovery Conference is concluded without resolving the dispute, then a party may file a discovery motion to address unresolved issues.
5. The parties hereby further agree that the time for making a motion to compel or other discovery motion is tolled from the date of filing of the Request for Informal Discovery Conference until (a) the request is denied or deemed denied or (b) twenty (20) days after the filing of the Request for Informal Discovery Conference, whichever is earlier, unless extended by Order of the Court.
- It is the understanding and intent of the parties that this stipulation shall, for each discovery dispute to which it applies, constitute a writing memorializing a "specific later date to which the propounding [or demanding or requesting] party and the responding party have agreed in writing," within the meaning of Code Civil Procedure sections 2030.300(c), 2031.320(c), and 2033.290(c).
6. Nothing herein will preclude any party from applying *ex parte* for appropriate relief, including an order shortening time for a motion to be heard concerning discovery.
7. Any party may terminate this stipulation by giving twenty-one (21) days notice of intent to terminate the stipulation.
8. References to "days" mean calendar days, unless otherwise noted. If the date for performing any act pursuant to this stipulation falls on a Saturday, Sunday or Court holiday, then the time for performing that act shall be extended to the next Court day.

SHORT TITLE:	CASE NUMBER:
--------------	--------------

The following parties stipulate:

Date: _____	v	_____
(TYPE OR PRINT NAME)		(ATTORNEY FOR PLAINTIFF)
Date: _____	v	_____
(TYPE OR PRINT NAME)		(ATTORNEY FOR DEFENDANT)
Date: _____	v	_____
(TYPE OR PRINT NAME)		(ATTORNEY FOR DEFENDANT)
Date: _____	v	_____
(TYPE OR PRINT NAME)		(ATTORNEY FOR DEFENDANT)
Date: _____	v	_____
(TYPE OR PRINT NAME)		(ATTORNEY FOR _____)
Date: _____	v	_____
(TYPE OR PRINT NAME)		(ATTORNEY FOR _____)
Date: _____	v	_____
(TYPE OR PRINT NAME)		(ATTORNEY FOR _____)

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:	STATE BAR NUMBER	Reserved for Clerk's File Stamp
TELEPHONE NO.: E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):	FAX NO. (Optional):	
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
STIPULATION AND ORDER – MOTIONS IN LIMINE		CASE NUMBER:

This stipulation is intended to provide fast and informal resolution of evidentiary issues through diligent efforts to define and discuss such issues and limit paperwork.

The parties agree that:

1. At least _____ days before the final status conference, each party will provide all other parties with a list containing a one paragraph explanation of each proposed motion in limine. Each one paragraph explanation must identify the substance of a single proposed motion in limine and the grounds for the proposed motion.
2. The parties thereafter will meet and confer, either in person or via teleconference or videoconference, concerning all proposed motions in limine. In that meet and confer, the parties will determine:
 - a. Whether the parties can stipulate to any of the proposed motions. If the parties so stipulate, they may file a stipulation and proposed order with the Court.
 - b. Whether any of the proposed motions can be briefed and submitted by means of a short joint statement of issues. For each motion which can be addressed by a short joint statement of issues, a short joint statement of issues must be filed with the Court 10 days prior to the final status conference. Each side's portion of the short joint statement of issues may not exceed three pages. The parties will meet and confer to agree on a date and manner for exchanging the parties' respective portions of the short joint statement of issues and the process for filing the short joint statement of issues.
3. All proposed motions in limine that are not either the subject of a stipulation or briefed via a short joint statement of issues will be briefed and filed in accordance with the California Rules of Court and the Los Angeles Superior Court Rules.

SHORT TITLE:	CASE NUMBER:
--------------	--------------

The following parties stipulate:

Date: _____ (TYPE OR PRINT NAME)	v	_____
Date: _____ (TYPE OR PRINT NAME)	v	_____
Date: _____ (TYPE OR PRINT NAME)	v	_____
Date: _____ (TYPE OR PRINT NAME)	v	_____
Date: _____ (TYPE OR PRINT NAME)	v	_____
Date: _____ (TYPE OR PRINT NAME)	v	_____
Date: _____ (TYPE OR PRINT NAME)	v	_____
Date: _____ (TYPE OR PRINT NAME)	v	_____

THE COURT SO ORDERS.

Date: _____	_____
	JUDICIAL OFFICER

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:	STATE BAR NUMBER:	Reserved for Clerk's File Stamp
TELEPHONE NO.: E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):	FAX NO. (Optional):	
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
INFORMAL DISCOVERY CONFERENCE (pursuant to the Discovery Resolution Stipulation of the parties)		CASE NUMBER:

1. This document relates to:
 - Request for Informal Discovery Conference
 - Answer to Request for Informal Discovery Conference
2. Deadline for Court to decide on Request: _____ (insert date 10 calendar days following filing of the Request).
3. Deadline for Court to hold Informal Discovery Conference: _____ (insert date 20 calendar days following filing of the Request).
4. For a Request for Informal Discovery Conference, **briefly** describe the nature of the discovery dispute, including the facts and legal arguments at issue. For an Answer to Request for Informal Discovery Conference, **briefly** describe why the Court should deny the requested discovery, including the facts and legal arguments at issue.

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:		STATE BAR NUMBER	Reserved for Clerk's File Stamp
TELEPHONE NO.:		FAX NO. (Optional):	
E-MAIL ADDRESS (Optional):			
ATTORNEY FOR (Name):			
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES			
COURTHOUSE ADDRESS:			
PLAINTIFF:			
DEFENDANT:			
INFORMAL DISCOVERY CONFERENCE (pursuant to the Discovery Resolution Stipulation of the parties)			CASE NUMBER:

1. This document relates to:
 - Request for Informal Discovery Conference
 - Answer to Request for Informal Discovery Conference
2. Deadline for Court to decide on Request: _____ (insert date 10 calendar days following filing of the Request).
3. Deadline for Court to hold Informal Discovery Conference: _____ (insert date 20 calendar days following filing of the Request).
4. For a Request for Informal Discovery Conference, **briefly** describe the nature of the discovery dispute, including the facts and legal arguments at issue. For an Answer to Request for Informal Discovery Conference, **briefly** describe why the Court should deny the requested discovery, including the facts and legal arguments at issue.

**SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES
ALTERNATIVE DISPUTE RESOLUTION (ADR) INFORMATION PACKAGE**

[CRC 3.221 Information about Alternative Dispute Resolution]

For additional ADR information and forms visit the Court ADR web application at www.lasuperiorcourt.org (click on ADR).

The plaintiff shall serve a copy of this information Package on each defendant along with the complaint (Civil only).

What is ADR:

Alternative Dispute Resolution (ADR) is the term used to describe all the other options available for settling a dispute which once had to be settled in court. ADR processes, such as arbitration, mediation, neutral evaluation (NE), and settlement conferences, are less formal than a court process and provide opportunities for parties to reach an agreement using a problem-solving approach.

There are many different kinds of ADR. All of them utilize a "neutral", an impartial person, to decide the case or help the parties reach an agreement.

Mediation:

In mediation, a neutral person called a "mediator" helps the parties try to reach a mutually acceptable resolution of the dispute. The mediator does not decide the dispute but helps the parties communicate so they can try to settle the dispute themselves. Mediation leaves control of the outcome with the parties.

Cases for Which Mediation May Be Appropriate

Mediation may be particularly useful when parties have a dispute between or among family members, neighbors, or business partners. Mediation is also effective when emotions are getting in the way of resolution. An effective mediator can hear the parties out and help them communicate with each other in an effective and nondestructive manner.

Cases for Which Mediation May Not Be Appropriate

Mediation may not be effective if one of the parties is unwilling to cooperate or compromise. Mediation also may not be effective if one of the parties has a significant advantage in power over the other. Therefore, it may not be a good choice if the parties have a history of abuse or victimization.

Arbitration:

In arbitration, a neutral person called an "arbitrator" hears arguments and evidence from each side and then decides the outcome of the dispute. Arbitration is less formal than a trial, and the rules of evidence are often relaxed. Arbitration may be either "binding" or "nonbinding." *Binding arbitration* means that the parties waive their right to a trial and agree to accept the arbitrator's decision as final. *Nonbinding* arbitration means that the parties are free to request a trial if they do not accept the arbitrator's decision.

Cases for Which Arbitration May Be Appropriate

Arbitration is best for cases where the parties want another person to decide the outcome of their dispute for them but would like to avoid the formality, time, and expense of a trial. It may also be appropriate for complex matters where the parties want a decision-maker who has training or experience in the subject matter of the dispute.

Cases for Which Arbitration May Not Be Appropriate

If parties want to retain control over how their dispute is resolved, arbitration, particularly binding arbitration, is not appropriate. In binding arbitration, the parties generally cannot appeal the arbitrator's award, even if it is not supported by the evidence or the law. Even in nonbinding arbitration, if a party requests a trial and does not receive a more favorable result at trial than in arbitration, there may be penalties.

Neutral Evaluation:

In neutral evaluation, each party gets a chance to present the case to a neutral person called an "evaluator." The evaluator then gives an opinion on the strengths and weaknesses of each party's evidence and arguments and about how the dispute could be resolved. The evaluator is often an expert in the subject matter of the dispute. Although the evaluator's opinion is not binding, the parties typically use it as a basis for trying to negotiate a resolution of the dispute.

Cases for Which Neutral Evaluation May Be Appropriate

Neutral evaluation may be most appropriate in cases in which there are technical issues that require special expertise to resolve or the only significant issue in the case is the amount of damages.

Cases for Which Neutral Evaluation May Not Be Appropriate

Neutral evaluation may not be appropriate when there are significant personal or emotional barriers to resolving the dispute.

Settlement Conferences:

Settlement conferences may be either mandatory or voluntary. In both types of settlement conferences, the parties and their attorneys meet with a judge or a neutral person called a "settlement officer" to discuss possible settlement of their dispute. The judge or settlement officer does not make a decision in the case but assists the parties in evaluating the strengths and weaknesses of the case and in negotiating a settlement. Settlement conferences are appropriate in any case where settlement is an option. Mandatory settlement conferences are often held close to the date a case is set for trial.

LOS ANGELES SUPERIOR COURT ADR PROGRAMS

CIVIL:

- **Civil Action Mediation** (Governed by Code of Civil Procedure (CCP) sections 1775-1775.15, California Rules of Court, rules 3.850-3.868 and 3.890-3.898 Evidence Code sections 1115-1128, and Los Angeles Superior Court Rules, chapter 12.)
- **Retired Judge Settlement Conference**
- **Neutral Evaluation** (Governed by Los Angeles Superior Court Rules, chapter 12.)
- **Judicial Arbitration** (Governed by Code of Civil Procedure sections 1141.10-1141.31, California Rules of Court, rules 3.810-3.830, and Los Angeles Superior Court Rules, chapter 12.)
- **Eminent Domain Mediation** (Governed by Code of Civil Procedure section 1250.420.)
- **Civil Harassment Mediation**
- **Small Claims Mediation**

FAMILY LAW (non-custody):

- **Mediation**
- **Forensic Certified Public Accountant (CPA) Settlement Conference**
- **Settlement Conference**
- **Nonbinding Arbitration** (Governed by Family Code section 2554.)

PROBATE:

- **Mediation**
- **Settlement Conference**

NEUTRAL SELECTION

Parties may select a mediator, neutral evaluator, or arbitrator from the Court Party Select Panel or may hire someone privately, at their discretion. If the parties utilize the **Random Select** Mediation or Arbitration Panel, the parties will be assigned on a random basis the name of one neutral who meets the case criteria entered on the court's website.

COURT ADR PANELS

- Party Select Panel** The Party Select Panel consists of mediators, neutral evaluators, and arbitrators who have achieved a specified level of experience in court-connected cases. The parties (collectively) may be charged \$150.00 per hour for the first three hours of hearing time. Thereafter, the parties may be charged for additional hearing time on an hourly basis at rates established by the neutral if the parties consent in writing.
- Random Select Panel** The Random Select Panel consists of trained mediators, neutral evaluators, and arbitrators who have not yet gained the experience to qualify for the Party Select Panel, as well as experienced neutrals who make themselves available pro bono as a way of supporting the judicial system. It is the policy of the Court that all Random Select panel volunteer mediators, neutral evaluators, and arbitrators provide three hours hearing time per case. Thereafter, the parties may be charged for additional hearing time on an hourly basis at rates established by the neutral if the parties consent in writing.
- Private Neutral** The market rate for private neutrals can range from \$300-\$1,000 per hour.

ADR ASSISTANCE

For assistance regarding ADR, please contact the ADR clerk at the courthouse in which your case was filed.

COURTHOUSE	ADDRESS	FLOOR	CITY	PHONE	FAX
Antonovich	42011 4th St. West	None	Lancaster, CA 93534	(661)974-7275	(661)974-7060
Chatsworth	9425 Penfield Ave.	1200	Chatsworth, CA 91311	(818)576-8565	(818)576-8687
Compton	200 W. Compton Blvd.	1002	Compton, CA 90220	(310)603-3072	(310)223-0337
Glendale	600 E. Broadway	273	Glendale, CA 91206	(818)500-3160	(818)548-5470
Long Beach	415 W. Ocean Blvd.	316	Long Beach, CA 90802	(562)491-6272	(562)437-3802
Norwalk	12720 Norwalk Blvd.	308	Norwalk, CA 90650	(562)807-7243	(562)462-9019
Pasadena	300 E. Walnut St.	109	Pasadena, CA 91101	(626)356-5685	(626)666-1774
Pomona	400 Civic Center Plaza	106	Pomona, CA 91766	(909)620-3183	(909)629-6283
San Pedro	505 S. Centre	209	San Pedro, CA 90731	(310)519-6151	(310)514-0314
Santa Monica	1725 Main St.	203	Santa Monica, CA 90401	(310)260-1829	(310)319-6130
Stanley Mosk	111 N. Hill St.	113	Los Angeles, CA 90012	(213)974-5425	(213)633-5115
Torrance	825 Maple Ave.	100	Torrance, CA 90503	(310)222-1701	(310)782-7326
Van Nuys	6230 Sylmar Ave.	418	Van Nuys, CA 91401	(818)374-2337	(818)902-2440

Partially Funded by the Los Angeles County Dispute Resolution Program.
A complete list of the County Dispute Resolution Programs is available online and upon request in the Clerk's Office.

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Kentucky, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)
10474 Santa Monica Blvd., Suite 401
Los Angeles, CA 90025
www.krohnandmoss.com

CA LP

Writer's Direct Number
(323) 988-2400 Ext. 252
Writer's Direct Facsimile
(866) 431-5575
Writer's Direct E-Mail
jbarker@consumeralawcenter.com
www.krohnandmoss.com

Licensed to practice
only in:
California
Indiana
Illinois

November 30, 2012

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

12 DEC -4 PM 57
CONSUMER LAW CENTER

RE: [REDACTED] v. Ford Motor Company
Vehicle: 2010 Ford Fusion
VIN: 3FAHP0HA3AR [REDACTED]
Our File No.: L120103JBA

DGC LIT 2012DEC6 PM3:19

Dear Sir or Madam:

Pursuant to California Civil Code 1793.22(b)(3), please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Song-Beverly Warranty Consumer Warranty Act ("Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office as such.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to California Civil Code 1794 (d) and/or 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective body and trim as evidenced by inoperative door handle;
2. Defective engine as evidenced by the illumination of the check engine light, the illumination of the wrench light and a rattle noise from engine;

November 30, 2012

3. Defective transmission as evidenced by the oil leaks; and
4. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the Lemon Law and/or Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



John Barker
Attorney

JB/er

CUSTOMER NAME/PHONE NUMBER

[REDACTED]

CUSTOMER LIST

ADDRESS

[REDACTED]
PARAMOUNT CA [REDACTED]

STATUS

No Open Issues

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Customer Info

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

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Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
3FAHP0HA3AR[REDACTED]	2010 FUSION No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
 1FAFP4044YF[REDACTED]	2000 MUSTANG No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	No Oasis No Warranty History
3FAPP10J6MR[REDACTED]	1991 ESCORT No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	No Oasis No Warranty History

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ESP / Recall Information

VIN: 3FAHP0HA3AR [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
Plan Type: USA 2009 NEW 7275,000 PREMIUMCARE W/ROADSIDE
Selling Dealer: POWER FORDTORRANCE
Deductible: 100
Rental: 30
Towing Allowance:

Status: Active
Expiration Date: 2015-11-01
Expiration Miles: 75,000
Plan Year: 2009
Purchase Type: N
Options:

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

Cancel Date:
Refund Percent:
Dealer Credited:

Process Date:
Dealer Received Date:

No Recall Information for this VIN

VEHICLE DETAIL

VIN: 3FAHP0HA3AR [REDACTED] Engine: 2.5L DOHC PFI 170HP DURATEC HE
Make: Transmission: 6 SPD AUTO TRANS 6F MID-RANGEA
Model: FUSION Paint Code/Color: TUXEDO BLACK METALLIC
Year: 2010 Calibration: ADE1F40A
Pay Load: Max Towing Weight:
GVWR: 04389 Axle Ratio:
WheelBase: YK Warranty Start Date: 11/1/2009
GCWR: Vehicle Build Date: 8/4/2009
PEP Code: 201A

Selling Dealers Name: POWER FORDTORRANCE

Selling Dealers P & A Code: 05524

Selling Dealers Sales Code: F71025

Selling Dealers Main Phone: 310-784-4700 Selling Dealers Service Phone: 310-784-4700

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
P O H A R [REDACTED] [REDACTED] Y K 3 B F 2 0 9 G Z 6 0 1 T F G 2 W 7 D
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
U J 2 F F S M B 3 7 1 C 0 7 4 2 U H D L D A 3
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F A H 3 7 N 1 2 0 1 A 9 A W C A
1 2 3 4 5 6 7 8 9 160

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ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
1/10/2013 CLOSED	[REDACTED] DRP-VEHICLE REPURCHASE REQUEST	3FAHP0HA3AR [REDACTED] 759143542	2010 FUSION	06

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All Action Details for Issue

[Print](#)

VIN: 3FAHP0HA3AR [REDACTED] Year: 2010 Model: FUSION Case: 759143542
Name: [REDACTED] Owner Status: Original WSD: 2009-11-01
Symptom Desc: AUTO TRANS GENERAL LEAKS Primary Phone: [REDACTED]
Reason Desc: DRP-VEHICLE REPURCHASE REQUEST Secondary Phone: [REDACTED]
Issue Type: 06 BBB AUTO LINE/DACO Issue Status: CLOSED

Action: OPEN - PENDING ELIGIBILITY
Dealer: 00359 SOUTH BAY FORD LINCOLN Origin Desc: BETTER BUSINESS BUREAU
Odometer: 42200 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 12/19/2012 Action Time: 21.05.14.800 Action Data: No

Comments NEW CASE: FRD1234431. REPRESENTED BY JENNIFER BASOLA OF KROHN & MOSS, LTD (AZ, CA, CO, NV). PROBLEMS: RECALL,LEAKS,ELECTRICAL,ENGINE,BODY/TRIM.

Action: OPEN - CABBB CASE ELIGIBLE
Dealer: 00359 SOUTH BAY FORD LINCOLN Origin Desc: BETTER BUSINESS BUREAU
Odometer: 42200 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 12/20/2012 Action Time: 11.05.04.400 Action Data: No

Comments OPEN - CABBB CASE ELIGIBLE

Action: MANUFACTURER SETTLEMENT OFFER SENT TO BBB
Dealer: 00359 SOUTH BAY FORD LINCOLN Origin Desc: CONSUMER AFFAIRS-DISPUTE
Resolution Program
Odometer: 42200 MI Comm Type: OTHER
Analyst Name: COSTA Analyst: LCOSTA21
(LCOSTA21),LOUIS
Action Date: 12/20/2012 Action Time: 12.14.18.840 Action Data: No

Comments DRS LOU COSTA --- EMAILED OFFER OF FSE INSPECTION/REPAIR AND GOODWILL REIMBURSEMENT OF \$389.48 UPON CUSTOMER SATISFACTION WITH THE OUTCOME

Action: FIELD E-MAIL SENT - DRP
Dealer: 00359 SOUTH BAY FORD LINCOLN Origin Desc: CONSUMER AFFAIRS-DISPUTE
Resolution Program
Odometer: 42200 MI Comm Type: OTHER
Analyst Name: COSTA Analyst: LCOSTA21
(LCOSTA21),LOUIS
Action Date: 12/20/2012 Action Time: 12.32.17.966 Action Data: No

Comments DRS LOU COSTA --- TFOAM ID 20093619 --- DLR REPORT REQUEST SENT TO SM DINO CORREA

Action: OPEN - CABBB CASE ELIGIBLE
Dealer: 00359 SOUTH BAY FORD LINCOLN Origin Desc: BETTER BUSINESS BUREAU
Odometer: 42200 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 12/20/2012 Action Time: 16.05.11.652 Action Data: No

Comments OPEN - CABBB CASE ELIGIBLE

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 00359 SOUTH BAY FORD LINCOLN **Origin Desc:** BETTER BUSINESS BUREAU
Odometer: 42200 MI **Comm Type:** MAIL
Analyst Name: COSTELLO, MATT **Analyst:** M-COSTE3
Action Date: 12/31/2012 **Action Time:** 21.05.08.108 **Action Data:** No

Comments HEARING SCHEDULED ON 01/04/13 AT NO INSPECT

Action: DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS
Dealer: 00359 SOUTH BAY FORD LINCOLN **Origin Desc:** CONSUMER AFFAIRS-DISPUTE
RESOLUTION PROGRAM
Odometer: 42200 MI **Comm Type:** OUTBOUND
FAX-OTHER
Analyst Name: COSTA
(LCOSTA21),LOUIS **Analyst:** LCOSTA21
Action Date: 01/03/2013 **Action Time:** 08.20.18.711 **Action Data:** Yes

Comments DRS LOU COSTA — COMPLETED DLR REPORT RECEIVED

<u>Data Element Name</u>	<u>Data Value</u>
DATE PAPERWORK REC'D	01-03-2012

Action: ARBITRATION-AWA DRS SPENDING
Dealer: 00359 SOUTH BAY FORD LINCOLN **Origin Desc:** CONSUMER AFFAIRS-DISPUTE
RESOLUTION PROGRAM
Odometer: 42200 MI **Comm Type:** OTHER
Analyst Name: COSTA
(LCOSTA21),LOUIS **Analyst:** LCOSTA21
Action Date: 01/09/2013 **Action Time:** 15.24.59.236 **Action Data:** Yes

Comments DRS LOU COSTA — ATTORNEY CASE RESULTING IN DENIAL DECISION

<u>Data Element Name</u>	<u>Data Value</u>
ARBITRATOR NAME (LAST NAME, FIRST NAME)	BACON, JR. WILLIAM H.
DENIAL DECISION (Y=YES, N=NO)	Y
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)	

Action: ARBITRATION DECISION-DENIAL
Dealer: 00359 SOUTH BAY FORD LINCOLN **Origin Desc:** BETTER BUSINESS BUREAU
Odometer: 42200 MI **Comm Type:** MAIL
Analyst Name: COSTELLO, MATT **Analyst:** M-COSTE3
Action Date: 01/09/2013 **Action Time:** 16.05.16.052 **Action Data:** No

Comments ARBITRATION DECISION-DENIAL ARBITRATED RESULTING IN A DENIAL

Action: ARBITRATION DECISION-DENIAL

Dealer: 00359 SOUTH BAY FORD LINCOLN

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 42200 MI

Comm Type: MAIL

Analyst Name: COSTELLO, MATT

Analyst: M-COSTE3

Action Date: 01/10/2013

Action Time: 16.05.10.075

Action Data: No

Comments ARBITRATION DECISION-DENIAL ARBITRATED RESULTING IN A DENIAL

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Server: AWS QA
 Claims loaded through: 11-FEB-2013

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims) (QLS Concerns)

VIN:	3FAHP0HAJAR	Vehicle Line WERS:	C/DE - FUSION/MILAN/MKZ (ZEPHYR) [06-12]	Engine:	C/SB - 2.5L DOHC PFI 170HP DURATEC HE
Model Year:	2010	Vehicle Line AWS:	DE - FUSION	Global Engine:	E0617 - DURATEC-HE GAS I4 (NON-GTDI) - CHI
Vehicle Type:	C	Vehicle Line Global:	DE - FUSION (LESS HYBRID) (NA-HSAP)	Engine Plant:	EN06 - CHIHUAHUA GAS
Inv. Dealer:	*	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Transmission:	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
Vehicle Status Code:	800	Body Cah Style:	C/FA - 4 DOOR SEDAN-4 LITE	Global Trans:	A1105 - AT - 6F35 - VDP
Market Derived:	F - FORD	Version/Series:	C/QC - MID VERSION - CAR	Trans Plant:	AT11 - A/T VAN DYKE

BUILD INFORMATION:

Region Built:	NA - NORTH AMERICA	Assembly Plant:	A3 - HERMOSILLO PLANT BUILD	Vehicle Load Date:	14-AUG-2009
Country Built:	MEX - MEXICO	Production Date:	04-AUG-2009		

SALE INFORMATION:

Region Sold:	NA - NORTH AMERICA	Arrival Date:	21-AUG-2009	Red Carpet Lease:	*
Country Sold:	USA - UNITED STATES	Sale Date:	01-NOV-2009	Fleet/Retail/Co. Lease:	R
Vehicle Count Flag:	Y	Warranty Start Date:	01-NOV-2009	Modified Vehicle:	*
Selling Dealer St/Prov:	CA	Original WSD:	01-NOV-2009	Warranty Status Ind:	*
Selling Dealer (code):	POWER FORD TORRANCE [171025 - *]			Vehicle Export Flag:	N

VOC:

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

PNORR189967YK 3 B F 2 09GZ601 TF G 2 M 7D U J ZYF 9MB 371C074 2 OH DL DA3FAH3 7 N 1 201A 9AMCA

EOC:

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

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	Color(Trim):	000SV - MEDIUM LT STONE	Navis Engine Serial #:	300709041400
Alternator Amp Rating:	*	Delivery Type:	0	Paint:	PN3KQ - TUXEDO BLACK METALLIC
Audio Disk:		Driveshaft Code:	*	Power Antenna:	* - [N/A]
Axle Ratio:	EGAAS - 3.066 FINAL DRIVE RATIO	Front Seat:	C/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Radio:	PA - SINGLE CD/MP3 RADIO
Axle Type:	* - [N/A]	Fuel Type:	AF - UNLEADED FUEL CAPABILITY	Sound System:	BA - STANDARD AUDIO (BASE)
Battery Amp Rating:	*	Fuel Type Engine:	G - Gas	Tire Manufacturer:	AJ - MICHELIN
Brake Code:	* - [N/A]	GVW Class Code:	H	Tire Brand:	0ADECX - Pilot HX MXM4 93V
Brake Code(Service):	* - [N/A]	Instrumentation:	* - [N/A]	Tire Size:	D3KGP - P225/50VR 17
Calibration Code:	ADE1F40A	Mirror(Driver Side):	AD - DRIVER POWER MIRROR	Traction Control:	* - [N/A]
Color(Accent):	* - [N/A]	Mirror(Psng Side):	AD - PASS POWER CONVEX MIRROR		

TRACEABILITY INFORMATION

Trace Commodity	Trace Full Number
DA - DRIVER AIRBAG	NDR0907170855
DSC - DRIVER SIDE AIR CURTAIN	LRL0907210759
EN - ENGINE	E1111 300709041400 0G 316 AA
FT - FUEL TANK	002067482
LF - LEFT FRONT TIRE	M30ADECX2809H3VW3
LR - LEFT REAR TIRE	M30ADECX2809H32VP
MCC - SYNC CCPU DPS CHECKSUM	0000468C
MCP - SYNC CCPU PART NUMBER	AR3T-14D544-AD
MHP - SYNC HARDWARE PART NUMBER	9L3T-14F130-AB
MSN - SYNC ESN	5L7E01R0
MVC - SYNC VMCU CHECKSUM	00003894
MVP - SYNC VMCU PART NUMBER	9L2T-14D205-AF
PA - PASSENGER AIRBAG	NPA0907291332
PSC - PASSENGER SIDE AIR CURTAIN	LRR0907200861
RCM - RESTRAINT CONTROL MODULE	2TA310352621
RF - RIGHT FRONT TIRE	M30ADECX2809H33LY
RR - RIGHT REAR TIRE	M30ADECX2809H3W08
SR - SATELLITE RADIO	SAT 031213207831
ST - SPARE TIRE	UYMP_ABC2409HYZXU
TR - TRANSMISSION	A4932 23070992043579159E5P 7000 MA 15

TIRE DOT INFORMATION:

LF:	M30ADECX2809	RF:	M30ADECX2809
LR:	M30ADECX2809	RR:	M30ADECX2809
LI:	*	RI:	*
SPARE:	UYMP_ABC2409	DOT Plant Manufacturer:	M3 - MICHELIN NORTH AMERICA ; INC. ; GREENVILLE ; SOUTH CAROLINA

ESP INFORMATION:

ESP Code:
ESP Coverage(Miles):
ESP Coverage(Time):
ESP Plan Year:
ESP Signature Date:

EMISSIONS INFORMATION:

* Emission Code:	DGAAC - CALIFORNIA/GREEN STATE REQ.
* Emission Cert Type:	5
* Emission Decal Suffix:	TRD
* Engine Family:	AFMX V025VEF - 2010 2.5L FUSION MILAN

Any comments? You can contact



webmaster

Server: AWS QA
 Claims loaded through: 11-FEB-2013

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 12-FEB-13

Note: All Costs are in US Dollars Server Name: AWS QA Claims loaded through

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
3FAHP0HA3AR188967			C/DE F	C/FA	C/QC	C/A	A3	C/W6	C/SB	04-AUG-2009	01-NOV-2009	171025	USA	6	7D07	C2AZ	13466	C	F08	S07	V77	L26	46
AWS Claim Key:	<u>343976</u>	Doc #:	286650C	Trx Code:		2	Labor Hrs:	.2	Labor Cost:	20.15	Material Cost:	.67	Total Cost:	20.82									
Dir Cd-Sub Cd:	05524*	Name:	POWER FORD TORRANCE	Ph:	310-7844700	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	23-APR-2010	DIST(Mile):	6824								
Cust Comments:	ADVISE LEFT LOWER 1 4 LIGHT BULB INOP ORANGE																						
Tech Comments:	6824 VERIFY CUSTOMER CONCERN REPLACE LIGHT BULB																						
3FAHP0HA3AR188967	DE		C/DE F	C/FA	C/QC	C/A	A3	C/W6	C/SB	04-AUG-2009	01-NOV-2009	171025	USA	9	*	*	*	*	F09	SXX	V00	*	*
AWS Claim Key:	<u>827612</u>	Doc #:	291157A	Trx Code:		10B15	Labor Hrs:	.6	Labor Cost:	62.14	Material Cost:	0	Total Cost:	62.14									
Dir Cd-Sub Cd:	05524*	Name:	POWER FORD TORRANCE	Ph:	310-7844700	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	21-JUL-2010	DIST(Mile):	9976								
Cust Comments:	PERFORM RECALL 10B15																						
Tech Comments:	PERF REALL 10B15																						
3FAHP0HA3AR188967	DE		C/DE F	C/FA	C/QC	C/A	A3	C/W6	C/SB	04-AUG-2009	01-NOV-2009	171025	USA	21	3M01	AL8Z	7025	A	F04	S11	V48	P67	42
AWS Claim Key:	<u>2626117</u>	Doc #:	310275A	Trx Code:		E84	Labor Hrs:	3.5	Labor Cost:	374.05	Material Cost:	309.7	Total Cost:	713.75									
Dir Cd-Sub Cd:	05524*	Name:	POWER FORD TORRANCE	Ph:	310-7844700	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	05-JUL-2011	DIST(Mile):	22115								
Cust Comments:	CUST STATES SEEING FLUID LEAKING FROM FRONT																						
Tech Comments:	DIAG TRANS EEC TSZT NO DTC ATF LOW TRANS LEAKING REPL LEAKING FILLER TUBE REMV LH CV JOINT AXLES SEAL AND BUSHING REASSEMBLE TOP OFF FLUID																						
3FAHP0HA3AR188967	DE		C/DE F	C/FA	C/QC	C/A	A3	C/W6	C/SB	04-AUG-2009	01-NOV-2009	171025	USA	23	7A01	BXT	96R	500	F03	S09	V19	C25	12

AWS Claim Key: 3011600 **Doc #:** 313456B **Trx Code:** E83 **Labor Hrs:** .4 **Labor Cost:** 42.74 **Material Cost:** 109.35 **Total Cost:** 152.09
Dir Cd-Sub Cd: 05524-* **Name:** POWER FORD TORRANCE **Ph:** 310-7844700 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**26-AUG-2011 **DIST(Mile):**24267
Cust Comments: C S: CAR HAD TO BE JUMP STARTED C T
Tech Comments: TEST BATTERY,REPLACE FAILED BATTERY

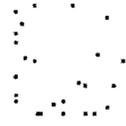
3FAHP0HA3AR [REDACTED] DE C/DE F C/FA C/QC C/A A3 C/W6 C/SB 04- AUG- 01- NOV- 171025 USA 23 1G04 6E5Z 6A228 B F05 S11 V49 N12 42
 2009 2009
AWS Claim Key: 3002331 **Doc #:** 313786C **Trx Code:** E84 **Labor Hrs:** 1.1 **Labor Cost:** 117.56 **Material Cost:** 61.01 **Total Cost:** 178.57
Dir Cd-Sub Cd: 05524-* **Name:** POWER FORD TORRANCE **Ph:** 310-7844700 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**01-SEP-2011 **DIST(Mile):**24524
Cust Comments: RATTLE NOISE FROM ENGINE LAST REPAIR THE WAS COMING FROM THE BELT TENSIONER ADVISE
Tech Comments: VERIFIED CONCERN, FOUND BELT TENSIONER MAKING NOISE. REMOVED AND REPLACED TENSIONER. ROAD TEST AFTER REPAIR OK.

3FAHP0HA3AR [REDACTED] DE C/DE F C/FA C/QC C/A A3 C/W6 C/SB 04- AUG- 01- NOV- 171025 USA 23 5S13 AE5Z 9034 L F04 S11 V29 E29 42
 2009 2009
AWS Claim Key: 3022458 **Doc #:** 313786A **Trx Code:** S07 **Labor Hrs:** 2.4 **Labor Cost:** 256.49 **Material Cost:** 154.49 **Total Cost:** 410.98
Dir Cd-Sub Cd: 05524-* **Name:** POWER FORD TORRANCE **Ph:** 310-7844700 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**01-SEP-2011 **DIST(Mile):**24524
Cust Comments: STATES CHECK ENGINE LIGHT CAME ON YESTERDAY ADVISE
Tech Comments: TEST EVAP AND LEAKS CHECK. REPLACE TANK FILLER NECK AND VENT SOLENOID. RESET PCM AND RETEST OKAY

3FAHP0HA3AR [REDACTED] DE C/DE F C/FA C/QC C/A A3 C/W6 C/SB 04- AUG- 01- NOV- 171025 USA 24 7D07 3M7Z 13466 B F08 S07 V77 L26 42
 2009 2009
AWS Claim Key: 3413977 **Doc #:** 315997A **Trx Code:** E83 **Labor Hrs:** .2 **Labor Cost:** 21.37 **Material Cost:** 4.49 **Total Cost:** 25.86
Dir Cd-Sub Cd: 05524-* **Name:** POWER FORD TORRANCE **Ph:** 310-7844700 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**13-OCT-2011 **DIST(Mile):**26218
Cust Comments: C S: TURN SIGNAL OUT
Tech Comments: INSP AREPL BRNT OUT BULB

3FAHP0HA3AR [REDACTED] DE C/DE F C/FA C/QC C/A A3 C/W6 C/SB 04- AUG- 01- NOV- 171025 USA 36 2E03 DS7Z 9E926 A F04 S11 V29 E29 D4
 2009 2009
AWS Claim Key: 6317690 **Doc #:** 32036102 **Trx Code:** S07 **Labor Hrs:** .5 **Labor Cost:** 58.5 **Material Cost:** 120.18 **Total Cost:** 178.68
Dir Cd-Sub Cd: 00359-* **Name:** SOUTH BAY FORD LINCOLN **Ph:** 310-6440211 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**05-OCT-2012 **DIST(Mile):**39869
Cust Comments: CUSTOMER STATES THAT WRENCH LIGHT STAYS ON AND CHECK ENGINE LIGHT IS ON. VEHICLE LOOSES POWER. PLEASE ADVISE.
Tech Comments: CHECK CONFIRM CUSTOMER CONCER RETRIVE CODES P2111 FOR THROTT BODY STUCK CLOSE CHECK FIND TSB 10 21 6 AND TSB 11 04 23 TECH PERFORM TSB 10 21 06 REPLACE THROTTLE BODY AFTER CHECK AND FIND THROTTLE BODY ETC ACT VS ETC DES MORE THEN 3 DEGREE

Any comments? You can contact



[webmaster](#)

Server: AWS QA
Claims loaded through: 11-FEB-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2010; Claim Key = 343976

Vehicle Information

Model Year: 2010
Market Derived: F - FORD
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/QC-MID VERSION - CAR
Drive Type: C/A-2 WHL L/H FRONT DRIVE
Vehicle Line: C/DE-FUSION/MILAN/MKZ (ZEPHYR)
[06-12]
Warranty Start Date: 01-NOV-2009
Production Date: 04-AUG-2009
VIN: 3FAHP0HA3AR [REDACTED]

Claim Information

Document Number: 286650C
Repair Date: 23-APR-2010
Distance: 6824
TIS: 6
AWS Load Date: 27-APR-2010

Dealer Information:

Dealer Name POWER FORD TORRANCE
Dealer Code: 05524 - *
Address: 3111 PACIFIC COAST HIGHWAY
City: TORRANCE
State: CA Zip Code: 90505
Country: USA Region Code: NA
Phone: (310)784-4700

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00
Dealer Paid Amount: .00
Labor Cost: 20.15
Misc. Expense Amount: .00
Part Markup Amount: .19
Material Cost: .67
Total Cost Gross: 20.82

Cust. Concern Code: L26 - LIGHTS NOT WORKING-EXTERIOR

Condition Code: 46 - BURNED OUT

Technician Comment: 6824 VERIFY CUSTOMER CONCERN REPLACE LIGHT BULB

Customer Comment: ADVISE LEFT LOWER 1 4 LIGHT BULB INOP ORANGE

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
13465A	BULBS-EXTERIOR REPLACE	20.15

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
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Y C2AZ 13466 C SMALL BULBS 1702XX 1 .67

DTC Sections: Mil. Light On = *

Flag Test Type Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

Any comments? You can contact



webmaster

70244

Server: AWS QA
Claims loaded through: 11-FEB-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2010; Claim Key = 827612

Vehicle Information

Model Year: 2010
Market Derived: F - FORD
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/QC-MID VERSION - CAR
Drive Type: C/A-2 WHL L/H FRONT DRIVE
Vehicle Line: C/DE-FUSION/MILAN/MKZ (ZEPHYR)
[06-12]
Warranty Start Date: 01-NOV-2009
Production Date: 04-AUG-2009
VIN: 3FAHPOHA3AR[REDACTED]

Claim Information

Document Number: 291157A
Repair Date: 21-JUL-2010
Distance: 9976
TIS: 9
AWS Load Date: 23-JUL-2010

Dealer Information:

Dealer Name POWER FORD TORRANCE
Dealer Code: 05524 - *
Address: 3111 PACIFIC COAST HIGHWAY
City: TORRANCE
State: CA Zip Code: 90505
Country: USA Region Code: NA
Phone: (310)784-4700

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00
Dealer Paid Amount: .00
Labor Cost: 62.14
Misc. Expense Amount: .00
Part Markup Amount: .00
Material Cost: .00
Total Cost Gross: 62.14

Cust. Concern Code: * - N/A

Condition Code: * - [N/A]

Technician Comment: PERF REALL 10B15

Customer Comment: PERFORM RECALL 10B15

Labor Op Code Labor Op Description Labor Op Cost

10B15C 62.14

Causal Flag Full Part Number Part Description Part CPSC Extended Quantity Amount

DTC Sections: Mil. Light On = *

Flag Test Type Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

Any comments? You can contact



webmaster

70245

Server: AWS QA
Claims loaded through: 11-FEB-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2010; Claim Key = 2626117

Vehicle Information

Model Year: 2010
Market Derived: F - FORD
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/QC-MID VERSION - CAR
Drive Type: C/A-2 WHL L/H FRONT DRIVE
Vehicle Line: C/DE-FUSION/MILAN/MKZ (ZEPHYR)
[06-12]
Warranty Start Date: 01-NOV-2009
Production Date: 04-AUG-2009
VIN: 3FAHP0HA3AR [REDACTED]

Claim Information

Document Number: 310275A
Repair Date: 05-JUL-2011
Distance: 22115
TIS: 21
AWS Load Date: 11-JUL-2011

Dealer Information:

Dealer Name POWER FORD TORRANCE
Dealer Code: 05524 - *
Address: 3111 PACIFIC COAST HIGHWAY
City: TORRANCE
State: CA Zip Code:90505
Country: USA Region Code: NA
Phone: (310)784-4700

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00
Dealer Paid Amount: .00
Labor Cost: 374.05
Misc. Expense Amount: 30.00
Part Markup Amount: 88.48
Material Cost: 309.70
Total Cost Gross: 713.75

Cust. Concern Code: P67 - AT SHIFTS OCCUR TOO EARLY, TOO LATE, TOO OFTEN

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: DIAG TRANS EEC TSZT NO DTC ATF LOW TRANS LEAKING REPL
LEAKING FILLER TUBE REMV LH CV JOINT AXLES SEAL AND
BUSHING REASSEMBLE TOP OFF FLUID

Customer Comment: CUST STATES SEEING FLUID LEAKING FROM FRONT

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
7000F	ELECTRONIC TRANSMISSION DIAGNOSIS DIAGNOSIS	160.31
7000E	OIL LEAKS - AUTOMATIC TRANSMISSION DIAGNOSIS	64.12

4462AL	HALF SHAFT OR AXLE SHAFT ASSEMBLY - FRONT REMOVE AND INSTALL OR REPLACE	138.93
4462A2L		10.69

Causal	Full Part Number			Part	Part	Extended	
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
Y	AL8Z	7025	A	BRG-INPUT/OUTPUT SHA	070101	1	4.26
N	AE5Z	3A427	E	SHAFT & JOINT ASY LH	0504XX	1	224.94
N	AE5Z	7A020	C	INDICATOR-TRANSOIL L	070102	1	37.10
N	*	XT10QLVC	*		070107	6	36.71
N	9L8Z	1177	A	SEAL ASY RR WHL BRG	0701XX	1	6.69

DTC Sections: **Mil. Light On = ***

Flag Test Type Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

Any comments? You can contact



webmaster

70246

Server: AWS QA
Claims loaded through: 11-FEB-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2010; Claim Key = 3011600

Vehicle Information

Model Year: 2010
Market Derived: F - FORD
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/QC-MID VERSION - CAR
Drive Type: C/A-2 WHL L/H FRONT DRIVE
Vehicle Line: C/DE-FUSION/MILAN/MKZ (ZEPHYR)
[06-12]
Warranty Start Date: 01-NOV-2009
Production Date: 04-AUG-2009
VIN: 3FAHP0HA3AR [REDACTED]

Claim Information

Document Number: 313456B
Repair Date: 26-AUG-2011
Distance: 24267
TIS: 23
AWS Load Date: 05-SEP-2011

Dealer Information:

Dealer Name POWER FORD TORRANCE
Dealer Code: 05524 - *
Address: 3111 PACIFIC COAST HIGHWAY
City: TORRANCE
State: CA Zip Code:90505
Country: USA Region Code: NA
Phone: (310)784-4700

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00
Dealer Paid Amount: .00
Labor Cost: 42.74
Misc. Expense Amount: .00
Part Markup Amount: .00
Material Cost: 109.35
Total Cost Gross: 152.09

Cust. Concern Code: C25 - DEAD BATTERY

Condition Code: 12 - IMPROPER ASSEMBLY

Technician Comment: TEST BATTERY.REPLACE FAILED BATTERY

Customer Comment: C S: CAR HAD TO BE JUMP STARTED C T

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
10654C	BATTERY TEST, CHARGE, AND RE-TEST	21.37
10654C1	BATTERY REPLACE	21.37

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Extended Quantity</u>	<u>Amount</u>
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Y BXT 96R 500 MOTORCRAFT BATTERY 140101 1 109.35

DTC Sections: Mil. Light On = N

<u>Flag</u>	<u>Test Type</u>	<u>Malfunction Cd</u>	<u>Malfunction Cd Description</u>	<u>Monitor Cd</u>	<u>Monitor Cd Description</u>
UNDF		16ACJCDVS001H			

Any comments? You can contact



webmaster

70247

Server: AWS QA
Claims loaded through: 11-FEB-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2010; Claim Key = 3002331

Vehicle Information

Model Year: 2010
Market Derived: F - FORD
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/QC-MID VERSION - CAR
Drive Type: C/A-2 WHL L/H FRONT DRIVE
Vehicle Line: C/DE-FUSION/MILAN/MKZ (ZEPHYR)
[06-12]
Warranty Start Date: 01-NOV-2009
Production Date: 04-AUG-2009
VIN: 3FAHP0HA3AR [REDACTED]

Claim Information

Document Number: 313786C
Repair Date: 01-SEP-2011
Distance: 24524
TIS: 23
AWS Load Date: 02-SEP-2011

Dealer Information:

Dealer Name POWER FORD TORRANCE
Dealer Code: 05524 - *
Address: 3111 PACIFIC COAST HIGHWAY
City: TORRANCE
State: CA Zip Code: 90505
Country: USA Region Code: NA
Phone: (310)784-4700

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00
Dealer Paid Amount: .00
Labor Cost: 117.56
Misc. Expense Amount: .00
Part Markup Amount: 17.43
Material Cost: 61.01
Total Cost Gross: 178.57

Cust. Concern Code: N12 - UNUSUAL ENGINE NOISE WHILE DRIVING

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CONCERN, FOUND BELT TENSIONER MAKING NOISE.
REMOVED AND REPLACED TENSIONER. ROAD TEST AFTER REPAIR
OK.

Customer Comment: RATTLE NOISE FROM ENGINE LAST REPAIR THE WAS COMING
FROM THE BELT TENSIONER ADVISE

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
1007D	NOISE/VIBRATION/HARSHNESS DIAGNOSIS	74.81

6209A TENSIONER ASSEMBLY - DRIVE BELT REPLACE

42.75

Causal Flag	Full Part Number	Part Description	Part CPSC	Part Quantity	Extended Amount
Y	6E5Z 6A228 B	TENSIONER ASY (DRIVE BELT)	030509	1	61.01

DTC Sections: Mil. Light On = *

Flag Test Type Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

Any comments? You can contact



webmaster

70248

Server: AWS QA
Claims loaded through: 11-FEB-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2010; Claim Key = 3022458

Vehicle Information

Model Year: 2010
Market Derived: F - FORD
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/QC-MID VERSION - CAR
Drive Type: C/A-2 WHL L/H FRONT DRIVE
Vehicle Line: C/DE-FUSION/MILAN/MKZ (ZEPHYR)
[06-12]
Warranty Start Date: 01-NOV-2009
Production Date: 04-AUG-2009
VIN: 3FAHP0HA3AR[REDACTED]

Claim Information

Document Number: 313786A
Repair Date: 01-SEP-2011
Distance: 24524
TIS: 23
AWS Load Date: 06-SEP-2011

Dealer Information:

Dealer Name POWER FORD TORRANCE
Dealer Code: 05524 - *
Address: 3111 PACIFIC COAST HIGHWAY
City: TORRANCE
State: CA Zip Code:90505
Country: USA Region Code: NA
Phone: (310)784-4700

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00
Dealer Paid Amount: .00
Labor Cost: 256.49
Misc. Expense Amount: .00
Part Markup Amount: 44.14
Material Cost: 154.49
Total Cost Gross: 410.98

Cust. Concern Code: E29 - CHECK ENGINE LIGHT TROUBLE

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: TEST EVAP AND LEAKS CHECK. REPLACE TANK FILLER NECK AND VENT SOLENOID. RESET PCM AND RETEST OKAY

Customer Comment: STATES CHECK ENGINE LIGHT CAME ON YESTERDAY ADVISE

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
9000D		42.75
9000D1		21.37
9034A	PIPE ASSEMBLY - FUEL TANK FILLER REPLACE	117.56

9653A CANISTER - FUEL VAPOR STORAGE REPLACE

74.81

Causal Flag	Full Part Number	Part Description	Part CPSC	Part Quantity	Extended Amount
Y	AE5Z 9034 L	PIPE ASY FUEL TANK	100104	1	101.25
N	9U5Z 9F945 E	CANISTER VENT VALVE	031301	1	53.24

DTC Sections: Mil. Light On = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
			EVAPORATIVE EMISSION		
Y	KOEC	P0456	SYSTEM LEAK DETECTED (VERY SMALL LEAK)	4	EVAP (SYSTEM)
N	KOEO	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KOER	PASS	SYSTEM PASS	27	NO-FAULT CODES

Any comments? You can contact



webmaster

70249

Server: AWS QA
Claims loaded through: 11-FEB-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2010; Claim Key = 3413977

Vehicle Information

Model Year: 2010
Market Derived: F - FORD
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/QC-MID VERSION - CAR
Drive Type: C/A-2 WHL L/H FRONT DRIVE
Vehicle Line: C/DE-FUSION/MILAN/MKZ (ZEPHYR)
[06-12]
Warranty Start Date: 01-NOV-2009
Production Date: 04-AUG-2009
VIN: 3FAHP0HA3AR[REDACTED]

Claim Information

Document Number: 315997A
Repair Date: 13-OCT-2011
Distance: 26218
TIS: 24
AWS Load Date: 17-OCT-2011

Dealer Information:

Dealer Name POWER FORD TORRANCE
Dealer Code: 05524 - *
Address: 3111 PACIFIC COAST HIGHWAY
City: TORRANCE
State: CA Zip Code: 90505
Country: USA Region Code: NA
Phone: (310)784-4700

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00
Dealer Paid Amount: .00
Labor Cost: 21.37
Misc. Expense Amount: .00
Part Markup Amount: 1.28
Material Cost: 4.49
Total Cost Gross: 25.86

Cust. Concern Code: L26 - LIGHTS NOT WORKING-EXTERIOR

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: INSP AREPL BRNT OUT BULB

Customer Comment: C S: TURN SIGNAL OUT

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
13404A	REAR LAMP BODY REPLACE	.00
13465A	BULBS-EXTERIOR REPLACE	21.37

<u>Causal</u>	<u>Full Part Number</u>	<u>Part</u>	<u>Part</u>	<u>Extended</u>
---------------	-------------------------	-------------	-------------	-----------------

<u>Flag</u>	<u>PREF</u>	<u>BASE</u>	<u>SUFF</u>	<u>Description</u>	<u>CPSC</u>	<u>Quantity</u>	<u>Amount</u>
Y	3M7Z	13466	B	SMALL BULBS	170301	1	4.49

DTC Sections: Mil. Light On = *

Flag Test Type Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

Any comments? You can contact



webmaster

70250

Server: AWS QA
Claims loaded through: 11-FEB-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2010; Claim Key = 6317690

Vehicle Information

Model Year: 2010
Market Derived: F - FORD
Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE
Version/Series: C/QC-MID VERSION - CAR
Drive Type: C/A-2 WHL L/H FRONT DRIVE
Vehicle Line: C/DE-FUSION/MILAN/MKZ (ZEPHYR)
[06-12]
Warranty Start Date: 01-NOV-2009
Production Date: 04-AUG-2009
VIN: 3FAHPOHA3AR [REDACTED]

Claim Information

Document Number: 32036102
Repair Date: 05-OCT-2012
Distance: 39869
TIS: 36
AWS Load Date: 12-OCT-2012

Dealer Information:

Dealer Name SOUTH BAY FORD LINCOLN
Dealer Code: 00359 - *
Address: 5100 ROSECRANS AVENUE
City: HAWTHORNE
State: CA Zip Code:90250
Country: USA Region Code: NA
Phone: (310)644-0211

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	58.50
Misc. Expense Amount:	.00
Part Markup Amount:	34.34
Material Cost:	120.18
Total Cost Gross:	178.68

Cust. Concern Code: E29 - CHECK ENGINE LIGHT TROUBLE

Condition Code: D4 - FLAW IN MATERIAL

Technician Comment: CHECK CONFIRM CUSTOMER CONCER RETRIVE CODES P2111 FOR THROTT BODY STUCK CLOSE CHECK FIND TSB 10 21 6 AND TSB 11 04 23 TECH PERFORM TSB 10 21 06 REPLACE THROTTLE BODY AFTER CHECK AND FIND THROTTLE BODY ETC ACT VS ETC DES MORE THEN 3 DEGREE

Customer Comment: CUSTOMER STATES THAT WRENCH LIGHT STAYS ON AND CHECK ENGINE LIGHT IS ON. VEHICLE LOOSES POWER. PLEASE ADVISE.

Labor Op Code

Labor Op Description

Labor Op Cost

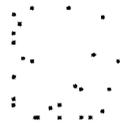
9926A THROTTLE BODY - AIR INTAKE REPLACE 58.50

Causal Flag	Full Part Number	Part Description	Part CPSC	Part Quantity	Extended Amount
Y	DS7Z 9E926 A	BODY ASY-AIR CHARGE	03XXXX	1	120.18

DTC Sections: Mil. Light On = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KOEC	P2111	THROTTLE ACTUATOR CONTROL SYSTEM - STUCK OPEN	23	ETC (COMPONENT)
N	KOEO	P1000	OBD SYSTEMS READINESS TEST NOT COMPLETE	27	NO-FAULT CODES
N	KOER	P1000	OBD SYSTEMS READINESS TEST NOT COMPLETE	27	NO-FAULT CODES

Any comments? You can contact



webmaster

70251

GCQIS Report Analysis

Indicator Summary

Query Names : * REPORT RETRIEVAL

Folder Number :

File Report To This Folder

File Report To A Folder

Report Source

Refresh Counts

Reset

Indicator Summary

Download Options

Report Source Code	Report Source Description	Select	Total Indicators
			Total: 0

Requester: MVALLA

Indicator Summary

Server: ECCWS686

Ford Proprietary, Private

12-Feb-2013

Retention: None



BBB AUTO LINE

February 11, 2013

LOU COSTA
FORD MOTOR COMPANY
1320 S BABCOCK ST
MELBOURNE FL 32901

Re: FRD1234431 [REDACTED] vs Ford Motor Corporation 3FAHP0HA3AR [REDACTED]

Dear Madam/Sir:

The above referenced customer has failed to return the *Accept/Reject Form* within the specified time and rejection is assumed.

If you have any questions, please call me at 800.334.2406, or consult your weekly manufacturer's report.

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

January 10, 2013

LOU COSTA
FORD MOTOR COMPANY
1320 S BABCOCK ST
MELBOURNE FL 32901

Re: FRD1234431 [REDACTED] vs Ford Motor Corporation 3FAHP0HA3AR [REDACTED]

Dear Madam/Sir:

Enclosed is the arbitrator's *Decision and Reasons for Decision* for the above referenced case.

The customer has been sent an *Acceptance/Rejection form* and has 30 days from the date of this letter to return the form to the BBB office. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if I may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



ACCEPTANCE OR REJECTION OF DECISION

bbb.org

01/10/2013

FRD1234431

Date: [redacted]
Customer: Ford Motor Company
Business: 6700 CA 3FAHP0HA3A [redacted]
Mfr-Info:

Case Number: CA
State:

COMPLETE THE FOLLOWING AND RETURN IT TO THE FOLLOWING ADDRESS WITHIN 30 DAYS OF THE ABOVE DATE:

BBB AUTO LINE
4200 Wilson Blvd.
Suite 800
Arlington, VA 22203

You may want to return this form via certified mail or fax to our office at 1.703.247.9700. Please call your case specialist to confirm receipt of your signed form.

I have read the information on the attached cover letter and: (please check one)

- _____ I ACCEPT THE ARBITRATION DECISION. I understand this means:
- the manufacturer will be bound to abide by the decision and comply with its terms;
 - I, too, must comply with the terms of the decision;
 - If the manufacturer fails to perform according to the arbitrator's decision, I must notify BBB AUTO LINE. I may have the right to enforce the decision in court or pursue other legal remedies under state or federal law.

You must do the following if you are accepting a repurchase or replacement award:

- 1) Contact your financial company/lessor to provide permission to release payment and payoff information to the manufacturer in order to complete the repurchase/replacement transaction. Indicate the date you have done this: _____
- 2) Please provide the full name of your financial co./lessor _____
Account Number _____
Mailing address _____
City _____ State _____ Zip _____
Telephone number _____ Fax number _____

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_____ I REJECT THE ARBITRATION DECISION. I understand this means:

- I may pursue other legal remedies under state or federal law;
- The manufacturer will not be obligated to perform any part of the decision;
- The decision may be introduced as evidence by me or the manufacturer in a court action; and,
- BBB AUTO LINE involvement in the case will end.

Signature(s) of Titled Owner(s): _____ Date: _____

[for BBB use only: Form not returned and presumed rejected: _____]



BBB AUTO LINE

January 10, 2013

M [REDACTED] C/O JENNIFER BASOLA
10474 SANTA MONICA BLVD SUITE 401
LOS ANGELES CA 90028

Re: FRD1234431 [REDACTED] vs Ford Motor Corporation 3FAHP0HA3AR [REDACTED]

Dear [REDACTED] C/O Jennifer Basola:

Enclosed is the arbitrator's *Decision and Reasons for Decision* in your case. You may either accept or reject the decision.

To accept the decision, you must sign the attached *Acceptance or Rejection of Decision* form and return it to the BBB at the following address so that it is received within 30 calendar days from the date at the top of this page:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington, VA 22201

You may want to return this form via certified mail. You may also fax the form to us at 703.247.9700.

Failure to accept the decision within this time period will be considered a rejection and the manufacturer will not be bound to its terms. Please note:

- * If you accept the decision, the manufacturer will be bound to its terms and must comply within 30 days unless the period for performance is extended for delays caused by reasons beyond the control of the manufacturer or its representative. Within 10 days after expiration of the compliance period, the BBB will contact you to verify that the manufacturer has performed all actions required by the decision.
- * If you reject the decision, or if you accept the decision and the manufacturer does not promptly perform the terms of the decision, you may pursue other legal rights and remedies available to you under state or federal law. This may include the use of small claims court.
- * The decision and findings may be admissible in evidence in any court action.

You may regain possession, without charge, of any documents that you submitted to BBB AUTO LINE. In addition, you may obtain copies of BBB AUTO LINE's records relating to your dispute, although a reasonable copying charge may be assessed. If you would like, you may request a free copy of our *Operating Procedures*.

Council of Better Business Bureaus, Inc.

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We hope your experience with BBB AUTO LINE has been positive. If you have a complaint that we have not been able to resolve, you may register your complaint with the Arbitration Certification Program of the California Department of Consumer Affairs at 1625 North Market Boulevard, Suite N112, Sacramento, CA 95834. Their phone number is 916.574.7350. Please note that the Arbitration Certification Program does not hear appeals from arbitration decisions.

If you have any questions about the decision or if I may be of service to you, please feel free to call me at 800.955.5100. Additionally, please call me if you need any assistance returning the form within the time allotted.

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

January 9, 2013

LOU COSTA
FORD MOTOR COMPANY
1320 S BABCOCK ST
MELBOURNE FL 32901

Re: FRD1234431 [REDACTED] vs Ford Motor Corporation 3FAHP0HA3AR [REDACTED]

Dear Madam/Sir:

Enclosed is the arbitrator's *Decision* and *Reasons for Decision* for your case.

The customer has been sent an *Acceptance/Rejection Form* and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if I may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



DECISION

Submitted Date: 01/09/13

FRD1234431

VIN: 3FAHP0HA3AR188967

Customer: M Beulah Thompson - Hearing Date: 01/04/13

Arbitrator: William H. Bacon Jr.

Question 1

Vehicle (Year, Make, Model)

2010 Ford Fusion

Question 2

With respect to the consumer's "vehicle", I/we have made the following decision:

The Consumer's request for repurchase is denied.

CASE: FRD1234431

Arbitrator: William H. Bacon Jr.

Customer: M

Date: 01/09/13



REASONS FOR DECISION

Submitted Date: 01/09/13

FRD1234431

VIN: 3FAHP0HA3A [REDACTED]

Customer: M [REDACTED] - Hearing Date: 01/04/13

Arbitrator: William H. Bacon Jr.

Question 1

Vehicle (Year, Make, Model)

2010 Ford Fusion

Question 2

Please list each vehicle problem alleged by the customer. Include both past and present problems.

1. Recall.
2. Leaks.
3. Electrical.
4. Engine.
5. Body/trim.

Question 3

For the following reasons, I have determined that a {please list one of the following awards below: repair, denial, repurchase, reimbursement, repurchase/replacement}

Denial

a decision is a fair resolution of this dispute:

This is a 2010 Ford Fusion that was purchased new on 11-1-2009. At time of filing on 12-19-12, the vehicle is said to have 42, 200 miles. The vehicle has a 3 year or 36,000 miles, whichever comes first, warranty. The filing is within 6 months of the expiration of the bumper-to-bumper warranty. The vehicle is eligible to enter this BBB Auto Line Program.

The following are listed as concerns:

1. Recall.
2. Leaks.
3. Electrical.
4. Engine.
5. Body/trim.

All concerns are listed as current.

The recall was accomplished on 7-21-10. The recall is listed by number. The recall was successful as it appears on no subsequent repair orders.

The leak at 22, 115 miles is from the transmission. A bushing was replaced. This repair was successful. It does not appear on any subsequent repair orders.

The electrical concern at 26, 218 miles is of a burnt out bulb. The bulb was replaced. This repair was successful. The Consumer lists 2 electrical concerns.

The other electrical concern appears to be at 24, 267 miles when the vehicle had to be jump started. No defects or malfunction was associated with the jump start. The Consumer lists the misc. repair at 39, 869 as an electrical concern. A throttle body was replaced for a vehicle loses power concern. There is no indication that this repair was not successful. This repair occurred after expiration of the applicable warranty.

The engine concern is of noise from engine. A belt tensioner was replaced.

There is no indication this repair was not successful.

The body/trim concern at 39, 116 miles is of left front interior door handle is inoperative. This repair is after the expiration of the applicable warranty.

No repair has been repeated. The information provided does not demonstrate a vehicle that has or had a substantial impairment. The vehicle has been out of service for 6 days. No California "lemon law" presumptions have been met. The

vehicle has not had excessive repairs. The warranty has not failed of its essential purpose. No basis is presented to repurchase this vehicle.

Question 4

If awarding a repurchase or replacement:

If you have determined that the manufacturer is entitled to a deduction for reasonable use, please indicate the number of vehicle miles prior to the first repair attempt of the problem that gave rise to the nonconformity.

- b Please describe all collateral and incidental damages paid, incurred or to be incurred by the customer. Please explain why if any of these collateral/incidental damages are not awarded.

CASE: FRD1234431
Arbitrator: William H. Bacon Jr.

Customer: M [REDACTED]
Date: 01/09/13



BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number: FRD1234431
Customer Name: [REDACTED]
VIN: 3FAHP0HA3A [REDACTED]

Start Date: 12/20/12
State: CA
Probable Hearing Location: Colton

This claim is IN Warranty OUT of Warranty
Has the customer contacted you regarding the claim? YES NO
Is the VIN listed above correct? YES NO
If you checked NO, please indicate the correct VIN: _____
Customer Contact Info: _____

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? YES NO

If you checked YES, please indicate the customer's response below:

- The customer accepted the offer on ___/___/___
- The customer rejected the offer on ___/___/___
- The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$ _____

I will participate By phone In person In writing

Return this form as soon as possible

To: _____ Completed by: _____ Date: ___/___/___

BBB AUTO LINE Future contact: _____

Fax: 703.247.9700 Phone: _____ Fax: _____

Council of Better Business Bureaus, Inc.

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BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: M [REDACTED],

Case Number: FRD1234431

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: William Bacon Jr.

Arbitrator's Occupation:

TV Broadcast Technician

Arbitrator's Biography:

Mr. Bacon has been a certified arbitrator for the Better Business Bureau's Auto Line program since 1989. He has a thorough understanding of California's Lemon Law and extensive "hands on" case experience in that area. He is also experienced in arbitrating business/business and business/consumer disputes under the BBB's arbitration program. Some of the primary issues of these disputes have been construction, contracts, auto repair, and apartment rental deposit matters, along with other general business matters.

Mr. Bacon holds a Bachelor of Arts degree in Business Administration. He has completed legal course work in the areas of contract and tort law, civil procedure and the Uniform Commercial Code. He has technical education in electronics, air conditioning and welding, and is licensed by the California Department of Real Estate.

Mr. Bacon's work experience includes home construction and work as an electrician, installing and repairing complex electrical and electronic systems. He has maintained all electrical and electronic functions in a 26-acre warehouse distribution center, which work required his supervising other employees. He has also worked extensively in television engineering. He has also operated his own business in the field of electronics repair.

Council of Better Business Bureaus, Inc.

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BBB AUTO LINE

December 31, 2012

LOU COSTA
FORD MOTOR COMPANY
1320 S BABCOCK ST
MELBOURNE FL 32901

Re: FRD1234431 [REDACTED] vs Ford Motor Corporation 3FAHP0HA3AR [REDACTED]

Dear Madam/Sir:

As the client's attorney has indicated that his/her client is not planning to participate in an oral hearing and does not plan to allow the arbitrator to personally inspect the alleged problems with the vehicle, the case will proceed on written submissions only.

Enclosed are the following:

- *Notice of Deadline for Submissions*, which identifies the date by which arguments and evidence must be submitted to BBB AUTO LINE. Please note if we have already received your position, that will be forwarded. However, this is an opportunity to provide additional information.
- *Arbitrator Listing Sheet*, which identifies the arbitrator assigned to render a Decision in this matter.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

Notice of Deadline for Submissions

Date: 12/31/12
Case Number: FRD1234431
Customer: [REDACTED]
Manufacturer: Ford Motor Company
Mfr-Info: 6700 CA 3FAHP0HA3AR [REDACTED]

Arbitrator(s): Mr. William H. Bacon Jr.

Deadline to Submit Additional Case Documentation: 01/04/13

Council of Better Business Bureaus, Inc.
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BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: M [REDACTED],

Case Number: FRD1234431

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

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Arbitrator Information

Arbitrator's Name: William Bacon Jr.

Arbitrator's Occupation:

TV Broadcast Technician

Arbitrator's Biography:

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Mr. Bacon holds a Bachelor of Arts degree in Business Administration. He has completed legal course work in the areas of contract and tort law, civil procedure and the Uniform Commercial Code. He has technical education in electronics, air conditioning and welding, and is licensed by the California Department of Real Estate.

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Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

December 31, 2012

M [REDACTED] C/O JENNIFER BASOLA
10474 SANTA MONICA BLVD SUITE 401
LOS ANGELES CA 90028

Re: FRD1234431 [REDACTED] vs Ford Motor Corporation 3FAHP0HA3A [REDACTED]

Dear M. [REDACTED] C/O Jennifer Basola:

This letter will confirm that you wish to present your client's case in writing rather than in an oral hearing and you have elected not to allow the arbitrator to personally inspect the alleged problems with the vehicle.

Enclosed are the following:

- *Notice of Deadline for Submissions*, which identifies the date by which arguments and evidence must be submitted to BBB AUTO LINE. Please note if we have already received your position, that will be forwarded. However, this is an opportunity to provide additional information.
- *Arbitrator Listing Sheet*, which identifies the arbitrator assigned to render a Decision in this matter.

If you have any questions, please contact me at 800.955.5100. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

Notice of Deadline for Submissions

Date: 12/31/12

Case Number: FRD1234431

Customer: [REDACTED]

Manufacturer: Ford Motor Company

Mfr-Info: 6700 CA 3FAHP0HA3A [REDACTED]

Arbitrator(s): Mr. William H. Bacon Jr.

Deadline to Submit Additional Case Documentation: 01/04/13

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

December 31, 2012

████████████████████ C/O JENNIFER BASOLA
10474 SANTA MONICA BLVD SUITE 401
LOS ANGELES CA 90028

Re: FRD1234431 ██████████ vs Ford Motor Corporation 3FAHP0HA3AR ██████████

Dear M ██████████ C/O Jennifer Basola:

This letter will confirm that you wish to present your client's case in writing rather than in an oral hearing and you have elected not to allow the arbitrator to personally inspect the alleged problems with the vehicle.

Enclosed are the following:

- *Notice of Deadline for Submissions*, which identifies the date by which arguments and evidence must be submitted to BBB AUTO LINE. Please note if we have already received your position, that will be forwarded. However, this is an opportunity to provide additional information.
- *Arbitrator Listing Sheet*, which identifies the arbitrator assigned to render a Decision in this matter.

If you have any questions, please contact me at 800.955.5100. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

December 28, 2012

Re: carem FRD1234431: [REDACTED] vs Ford Motor Corporation
3FAHP0HA3A [REDACTED]

LOU COSTA
FORD MOTOR COMPANY
1320 S BABCOCK ST
MELBOURNE FL 32901

Dear Madam/Sir:

It is important that both parties provide information to the arbitrator supporting their respective positions. The BBB follows up with the customer and you to obtain your position. Please return your California Manufacturer Response Form (CAMRF) explaining the basis for the position you are taking on the case and summarizing what action you believe is appropriate for the arbitrator to make based on the facts of the case.

In addition to your arbitration position/CAMRF, please provide any other support documentation (i.e. technical service bulletins, work orders, purchase invoices, etc.) you want the arbitrator to review at the arbitration hearing. It is essential both parties submit information in sufficient time for the BBB to share the documents with the other party so each of you is given adequate time to review the other party's documents and prepare your case.

As of the date of this letter, we have yet to receive your position and support documentation. Please make sure we have your documents no later than five business days after the date of this letter.

Please contact me if you have any questions or if I may be of help.

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

Location of Better Business Bureau

Better Business Bureau- Colton California

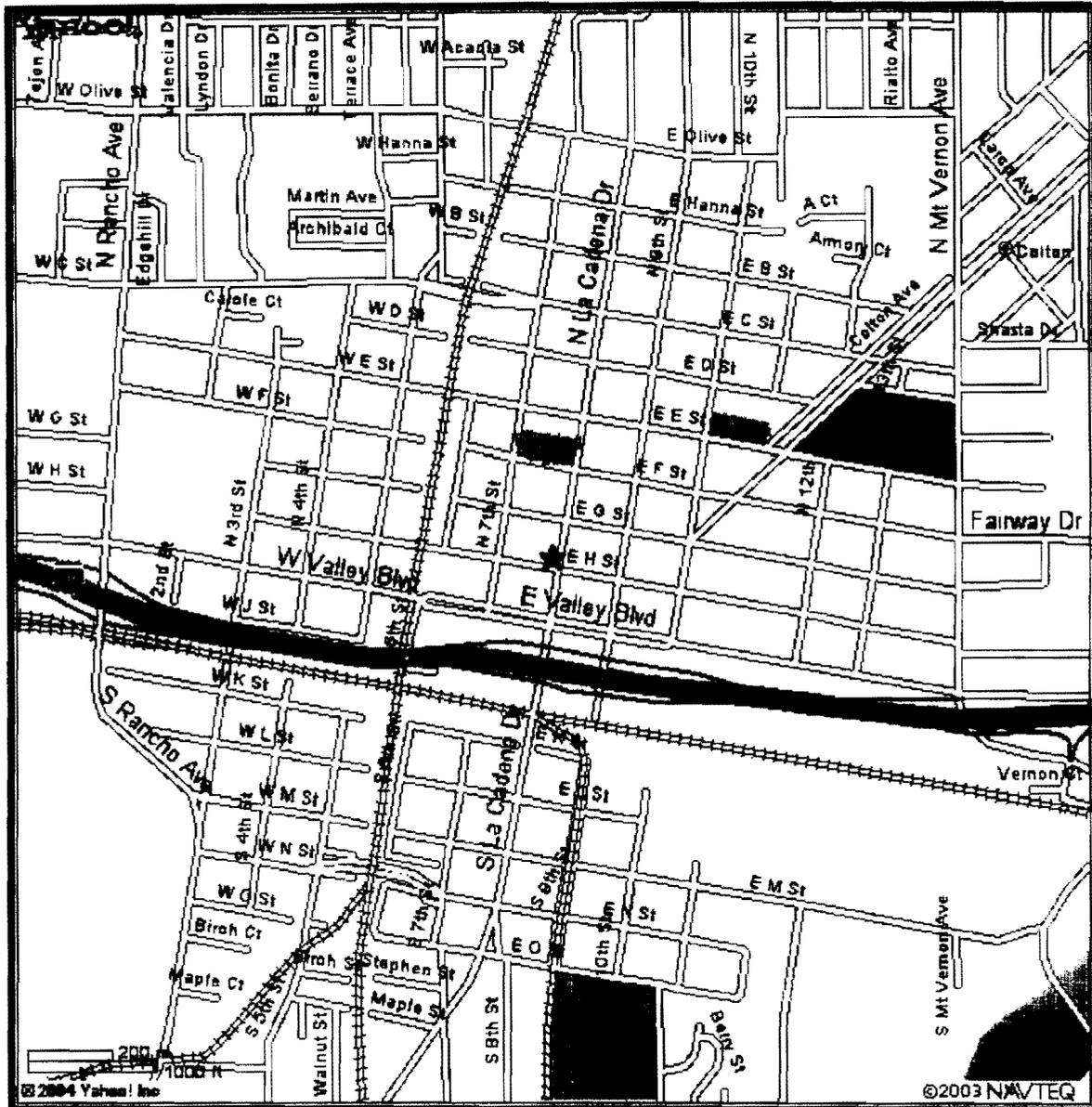
Name of building (if any)

315 North La Cadena Drive Colton California

Bureau Address and City

(909) 825-0490

Bureau Phone Number (Emergencies only)



From these freeways: 215 North, 215 South, 91 East (from the 15 South or from Corona, Chino Hills) find the 10 and from either the East or the West, exit at the 9th Street (Colton) and turn North. Drive across Valley Blvd. (a signal) and drive one more block to H Street. Turn left on H Street (West). The Bureau is on the North side of the street and has ample parking at the side of the building of H Street.



Manufacturer Settlement Offer

CUSTOMER NAME: [REDACTED] c/o Jennifer Basola
CASE NUMBER: FRD1234431
TODAY'S DATE: December 20, 2012

Ford Motor Company would first note that attorney fees are not compensable under BBB Auto Line program guidelines. We would further note that this vehicle has not had a single warrantable repair during the 18 month/18,000 mile presumption period established under California Lemon Law. The only visit during this period was for a recall which involved recalibration of the vehicle's Powertrain Control Module. No defects were reported during this visit.

Our settlement offer is a vehicle inspection performed by a Ford factory trained Field Service Engineer with repair of any verified warrantable concerns. Upon customer satisfaction with the outcome we will provide a goodwill reimbursement of \$389.48, equal to one monthly payment.

Lou Costa
Dispute Resolution Specialist
Ford Motor Company



BBB AUTO LINE

December 20, 2012

LOU COSTA
FORD MOTOR COMPANY
1320 S BABCOCK ST
MELBOURNE FL 32901

Re: FRD1234431 [REDACTED] vs Ford Motor Corporation 3FAHP0HA3AR [REDACTED]

Dear Madam/Sir:

The above named customer has requested a written arbitration hearing and a claim has been opened.

Enclosed please find the following information:

- * *Customer Claim Form (CCF)*
- * Any documentation submitted by the attorney
- * *Agreement to Arbitrate* (except in California);
- * *Oath of Participant* – Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

As the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem alleged and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?
- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction and any overallowance/negative equity/rebate amounts that should be taken if a repurchase/replacement is awarded.

Council of Better Business Bureaus, Inc.

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Your written position must include all supporting documents (i.e., repair orders, technical service bulletins, purchase contract or lease agreement) that you wish the arbitrator to consider.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business fourteen days from the date of this letter. On the following day, we will send each written position to the other party for comments. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, the BBB will provide you with three days advance notice of the inspection date.

If you have any questions, please contact me at 800.334.2406. Please fax your position to 703.247.9700.

Please call me if you have any questions. Thank you for your cooperation in this matter.

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

December 20, 2012

Re: W-C2 FRD1234431: [REDACTED] vs Ford Motor Corporation
3FAHP0HA3A [REDACTED]

KROHN & MOSS LTD (AZ CA CO NV)
10474 SANTA MONICA BLVD SUITE 401
LOS ANGELES CA 90028

Dear Jennifer Basola:

We have received your request for a written arbitration hearing on behalf of the individual named above.

Enclosed please find the following information:

- * *Program Summary* – This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * *Agreement to Arbitrate* – The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.
- * *Customer Claim Form (CCF)* – Information we have on file regarding your complaint is recorded on the *CCF*. Please verify the accuracy of the information and return the *CCF* to us with any necessary corrections or additions.
- * *How BBB AUTO LINE Works* – This booklet explains the BBB AUTO LINE program, and contains the rules that will be followed in arbitration.
- * *Oath of Participant* – Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

The information you submitted meets the minimum requirements to enable us to begin processing the claim. However, because the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem you are alleging, and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What is the type and amount of relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction that should be taken if a repurchase/replacement is awarded, and a specific description of any other remedies that you seek.

Your written position must include all supporting documents that you wish the arbitrator to consider. Please send us a *clear* copy of the following documents that were not included with your initial submission or were not legible when our office received them:

- _____ No further documentation is required at this time
- _____ Repair orders relating to the complaint(s)
- _____ The vehicle's current registration
- _____ The purchase contract or lease agreement
- _____ Other: _____

If the arbitrator decides a repurchase or replacement is the appropriate remedy, the arbitrator will need accurate information about the vehicle's purchase price as well as any collateral costs, incidental charges and other expenses that your client seeks. Please submit an itemization of those fees, along with supporting information/documentation, so we may include these amounts in the *Agreement to Arbitrate* to permit the arbitrator to appropriately evaluate your client's request for relief.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business fourteen days from the date of this letter. On the following day, we will send each written position to the other party for comments. If we have not received the requested information from you, the correspondence and documents you have provided us thus far will serve as your written position. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, we will provide you with three days advance notice of the inspection date.

You may either mail your position to our office at 3033 Wilson Blvd., Suite 600, Arlington, Virginia 22201 or fax it to 703.247.9700. If you have any questions, please contact me at 800.955.5100.

Sincerely,

Edith Newton at Extension 512

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1234431
Contact Date: 12/19/12
Start Date: 12/20/12

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED] C/O Jennifer Basola		
Mailing address: 10474 Santa Monica Blvd. Suite 401		
City: Los Angeles	State: CA	Zip code: 90028
Day phone: (323) 988-2400, Ext 228	Evening phone:	Cell phone:
Fax: (866) 431-5575	E-mail address: jbasola@consumerlawcenter.com	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2010	Current mileage: 42200
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Power Ford, Torrance, CA			
Primary Servicing dealer/city/state: SOUTH BAY FORD LINCOLN,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 11/01/09	Mileage at purchase/lease:		
First repair attempt date: 07/21/10	First repair attempt mileage: 9976		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Date of accident:		
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Vehicle Repurchase plus attorneys fees.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER 3FAHP0HA3AR [REDACTED]
Lienholder/Leasing Company _____ Phone Number _____
Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Recall		1		yes
Leaks		1		yes
Electrical		2		yes
Engine		1		yes
Body/Trim		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700**



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 12/20/2012

Case Number: FRD1234431

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 CA 3FAHP0HA3AR [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Fusion

Year : 2010

All parties named above submit to arbitration the following:

- * Recall
- * Leaks
- * Electrical
- * Engine
- * Body/Trim

The parties have come to agreement on the following:

N/A

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase

Manufacturer : Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:



BBB AUTO LINE

December 20, 2012

M [REDACTED] C/O JENNIFER BASOLA
10474 SANTA MONICA BLVD SUITE 401
LOS ANGELES CA 90028

Re: FRD1234431 [REDACTED] vs Ford Motor Corporation 3FAHP0HA3A [REDACTED]

Dear M. [REDACTED] C/O Jennifer Basola:

We have received your documents and your claim has been opened. Please review the enclosed brochure *How BBB AUTO LINE Works*. This booklet explains the BBB AUTO LINE program and contains the rules that will be followed in arbitration.

It will help us to resolve your dispute if we have all of the available information about your case. Please send us a copy of the following with your case number referenced at the top:

___ No further documentation is required at this time

___ Your signed *Customer Claim Form*

PLEASE NOTE: Your case will not be arbitrated unless we receive a *Customer Claim Form* signed by the customer or signed by the attorney and accompanied by proof of the customer's authorization of representation. If we have not received this form within 10 days from the date of this letter, this case will be closed.

___ Repair orders relating to your complaint

___ Your current registration

___ Your bill of sale (purchase contract)

___ Your lease agreement

___ Other: _____

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

C36

You can fax the documents to 703.247.9700 to expedite the process or mail them to the address listed above.

Sincerely,

Edith Newton (Ext. 512)

VIA FACSIMILE: 703-247-9700
(With Delivery Confirmation)

December 18, 2012

Council of Better Business Bureau, Inc.
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-1838

WRTAC
FRD1234431

RE: [REDACTED] v. Ford Motor Company

To Whom It May Concern:

Please find enclosed the corresponding documents for the referenced case. We are requesting a documents-only hearing (fax: 866-431-5575). My clients' written position has been stated in this initial application. They request a refund or replacement under the Magnuson-Moss Law based on defects in the vehicle.

Please send notices fax only; please do not send any paper form of notices as our office is paperless. Thank you for your cooperation in this matter to our request.

Thank you,

Eddie Reigns
Paralegal
Krohn & Moss, Ltd
10474 Santa Monica Blvd.
Suite 401
Los Angeles, CA 90025
(323) 988-2400 ext.228
(866) 431-5575 (fax)
e-mail: ereigns@consumerlawcenter.com
web: www.krohnandmoss.com

**BBB AUTO LINE
Customer Claim Form**

Case number:
Contact Date:
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]			
Mailing address: c/o Jennifer Basola, Esq.; Krohn & Moss, Ltd.; 10474 Santa Monica Blvd Ste 401			
City: Los Angeles	State: CA	Zip code: 90025	
Day phone: 323-988-2400	Evening phone: 323-988-2400	Cell phone:	
Fax: 866-264-3755	E-mail address: jbasola@consumerlawcenter.com		

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: Fusion	Year: 2010	Current mileage: 42,200		
Name(s) that appears on the vehicle [REDACTED]					
Selling dealer/city/state: Power Ford/Torrance/CA					
Primary Servicing dealer/city/state: Power Ford/Torrance/CA					
Acquired as <input checked="" type="checkbox"/> new	<input type="checkbox"/> used	<input type="checkbox"/> demo	<input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes	<input type="checkbox"/> no
Purchase/lease date: 11/01/2009		Mileage at purchase/lease: 100			
First repair attempt date: 07/21/10		First repair attempt mileage: 9,976			
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual			
Has the vehicle been in an accident/had body damage? yes <input checked="" type="checkbox"/> no			Date of accident:		
Description of damage:					

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

VIN: 3FAHP0HA3AR [REDACTED] / Vehicle Repurchase plus attorneys fees.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER

Lienholder/Leasing Company Bank of America Page 1 of 2 Phone Number 1-800-215-6195

Account Number [REDACTED]

Date of Repair	Mileage	Description of Problem/Repair	Defects
07/21/10	9,976	Perform recall 10B15	Recall
		Multipoint inspection performed	Inspection
07/05/11-07/06/11	22,115	Seeing a fluid leaking from front of car	Leaks
		Multipoint inspected not completed	Inspection
09/01/11	24,524	Check engine light came on yesterday	Electrical
		Multipoint inspection not required at this time	Inspection
		Rattle noise from engine last repair that was coming from the belt tensioner	Engine
09/17/12	39,116	Check tire pressure	Tires
		Left front interior door handle is inoperative	Body/Trim
10/05/12	39,869	Check tire pressure	Tires
		Wrench light on and check engine light is on. Vehicle loses power	Electrical

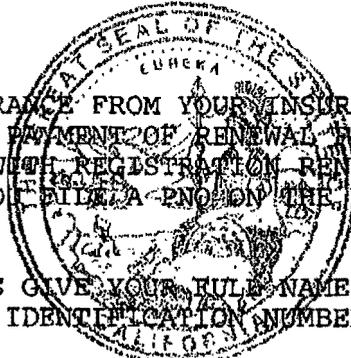


A Public Service Agency

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.



***** DO NOT DETACH - REGISTERED OWNER INFORMATION *****



A Public Service Agency

REGISTRATION CARD VALID FROM: 11/08/2012 TO: 11/08/2013

MAKE	YR MODEL	YR 1ST SOLD	VLP CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
FORD	2010	2009	FA	120	11	[REDACTED]
BODY TYPE MODEL	MP	MO				VEHICLE ID NUMBER
SD	G	TY				3FAHP0HA3AH [REDACTED]
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE		11/06/12	19	11/06/12	8	[REDACTED]

PR EXP DATE: 11/08/2012

REGISTERED OWNER
[REDACTED]

PARAMOUNT
CA

LICENSE HOLDER
BK AMER NA
PO BX 2759

JACKSONVILLE
FL 32203



AMOUNT RECVD	
CASH :	
CHEK :	199.00
CRDT :	

AMOUNT PAID
\$ 199.00

(Including County and Zip Code)	(Including County and Zip Code)	POWER OF ATTORNEY
PARAMOUNT CA LOS ANGELES		5311 PACIFIC COAST HWY TORRANCE, CA 90505

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
	2010	FORD FUSION	100	3FAHP0NA3AR	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
5.49%	\$ 21938.00 (e)	\$ 21938.00	\$ 24002.50 (e)	\$ 2700.00 is \$ 21742.50 (e)
(e) means an estimate				

YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	389.48	Monthly, Beginning 12/16/09
Payments	N/A	Monthly, Beginning N/A
One Final Payment	389.48	11/16/2015

Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment: If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest: You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)	
1. Total Cash Price	
A. Cash Price of Motor Vehicle and Accessories	\$ 21938.00 (A)
1. Cash Price Vehicle	\$ 21938.00
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	\$ N/A
Describe N/A	\$ N/A
Describe N/A	\$ N/A
B. Document Preparation Fee (not a governmental fee)	\$ 55.00 (B)
C. Smog Fee Paid to Seller	\$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (H)
I. Sales Tax (on taxable items in A through H)	\$ 2148.32 (I)
J. Optional DMV Electronic Filing Fee	\$ 29.00 (J)
K. (Optional) Service Contract (to whom paid) ESP	\$ 1600.00 (K)
L. (Optional) Service Contract (to whom paid) N/A	\$ N/A (L)
M. (Optional) Service Contract (to whom paid) N/A	\$ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A	\$ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A	\$ N/A (O)
Prior Credit or Lease Balance paid by Seller to	

STATEMENT OF INSURANCE		
NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.		
Vehicle Insurance		
Term	Premium	
Auto, Theft, Coll, Fire & Theft	N/A Mos	\$ N/A
\$ N/A Ded. Collision	N/A Mos	\$ N/A
Bodily Injury \$ N/A Limits	N/A Mos	\$ N/A
Property Damage \$ N/A Limits	N/A Mos	\$ N/A
Medical N/A	N/A Mos	\$ N/A
N/A	N/A Mos	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A (a)

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

You may buy the physical damage insurance this contract requires (see front of contract) acceptable to us. You are not required to obtain credit.

Buyer
Co-Buyer
Seller

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance		
<input type="checkbox"/> Credit Life	<input type="checkbox"/> Buyer	<input type="checkbox"/> Co-Buyer
<input checked="" type="checkbox"/> Credit Disability (Buyer Only)		
Term	Exp.	Premium
Credit Life N/A Mos	N/A	\$ N/A
Credit Disability N/A Mos	N/A	\$ N/A
Total Credit Insurance Premiums		\$ N/A (b)
Insurance Company Name N/A		

Home Office Address

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

(see downpayment and trade-in calculation)	\$	(P)
Q. (Optional) Gap Contract (to whom paid) <u>GAP</u>	\$	700.00 (C)
R. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$	N/A (B)
S. Other (to whom paid) <u>N/A</u>	\$	N/A (S)
For <u>N/A</u>		
Total Cash Price (A through S)	\$	26455.32 (1)
2. Amounts Paid to Public Officials		
A. License Fees <u>ESTIMATED</u>	\$	252.00 (A)
B. Registration/Transfer/Titling Fees	\$	87.00 (B)
C. California Tire Fees	\$	8.75 (C)
D. Other	\$	N/A (D)
Total Official Fees (A through D)	\$	347.75 (2)
3. Amount Paid to Insurance Companies		
(Total premiums from Statement of Insurance column a + b)	\$	N/A (3)
4. <input type="checkbox"/> Smog Certification or <input type="checkbox"/> Exemption Fee Paid to State	\$	N/A (4)
5. Subtotal (1 through 4)	\$	26814.07 (5)
6. Total Downpayment		
A. Agreed Trade-In Value <u>2000</u> Make <u>FORD</u>	\$	1200.00 (A)
Model <u>MUST</u> VIN <u>1FAFP4044YP</u>		
		126639
B. Less Prior Credit or Lease Balance	\$	N/A (B)
C. Net Trade-In (A less B) (Indicate if a negative number)	\$	1200.00 (C)
D. Deferred Downpayment	\$	N/A (D)
E. Manufacturer's Rebate	\$	1500.00 (E)
F. Other	\$	N/A (F)
G. Cash	\$	1000.00 (G)
Total Downpayment (C through G)	\$	3200.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1P above)		
7. Amount Financed (5 less 6)	\$	23614.07 (7)

above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).**
You want to buy the credit insurance.

<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
Date	Buyer Signature	Age
<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
Date	Co-Buyer Signature	Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 72 Mos. GAP

Name of Gap Contract

I want to buy a gap

Buyer Signs X [Signature]

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.

1K Company ESP Term 72 Mos. or 75,000 Miles

1L Company N/A Term N/A Mos. or N/A Miles

1M Company N/A Term N/A Mos. or N/A Miles

1N Company N/A Term N/A Mos. or N/A Miles

1O Company N/A Term N/A Mos. or N/A Miles

Buyer X [Signature]

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

Proceeds of Loan From: N/A

Amount \$ N/A Finance Charge \$ N/A

Total \$ N/A Payable in N/A installments of \$ N/A

from this Loan is shown in item 6D.

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

Name of autobroker receiving fee, if applicable:

If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on this contract will apply.

X [Signature] Buyer

X [Signature] Co-Buyer

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign. Changes are binding.

Buyer Signs [Signature]

Co-Buyer Signs [Signature]

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____ Year _____

SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, CONTACT YOUR INSURANCE AGENT.

WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE DEALER, HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 REPLACEMENT COSTS FOR COLLISION DAMAGE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
 THE BUYER MUST SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in Item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in Item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X N/A Co-Buyer X N/A

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
 After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change and it is an unfair trade practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
 California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.
 YOU AGREE TO THE TERMS OF THIS CONTRACT AND CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X _____ Date 11/01/09 Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners: _____ buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.
 Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date 11/01/09 Guarantor X _____ Date _____
 Address _____ Address _____

Seller Signs POWER FORD TURANCE Date 11/01/09 By X MARIA NEJON Title MGR

LAW FORM NO. 553-CA-ARB (REV. 5/95) S.B. 1039 (1995) (1/01)
 THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CORRECTNESS OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER / TRUTH IN LENDING COPY

CUSTOMER #: 5736724

291157

INVOICE

Power Ford Torrance

PARAMOUNT, CA
[REDACTED]
[REDACTED] NT:N/A
[REDACTED] LL:

PAGE 1

TORRANCE, CA 90505
PHONE (310) 784-4700 · FAX (310) 784-4756
SERVICE DEPARTMENT (310) 784-4720

SERVICE ADVISOR: 3551 JESUS CISNEROS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN QUOTE	TAG	
BLACK	10	FORD FUSION	3FAHP0HA3AR		9976/9976	T9166	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01NOV09 DL			19:00 21JUL10		0.00	CASH	21JUL10
R.O. OPENED	READY	OPTIONS: STK:AR188967 ENG:2.5 LITER					
07:12 21JUL10	12:14 21JUL10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM RECALL	10B15					
CAUSE: R B							
	10B15C	10B15C					
		1095	WF				(N/C)
CLAIM TYPE:							
AUTH CODE:							
7341							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT

GBK BRAKE LININGS ARE OK AT THIS TIME

1095 CP

GTIRE TIRE TREAD AND WEAR IS OK AT THIS TIME

1095 CP

GBATT BATTERY CONDITION IS GOOD

1095 CP

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

*Appt - service - Thur 30th
7:00 - Jessie*

NOTE: BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.	*HAZARDOUS WASTE DISPOSAL: As a result of Federal and State Mandated Management Regulating, a small amount will be charged for disposal of hazardous waste generated by repair of your vehicle. Hazardous waste items are oil, oil filter, solvents, tires, batteries, asbestos, gasoline, antifreeze, etc.	DESCRIPTION	TOTALS
	TERMS: CASH OR VISA · MASTERCARD · DISCOVER	LABOR AMOUNT	0.00
I hereby authorize the below work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer states no articles of personal property have been left in vehicle.	I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.	PARTS AMOUNT	0.00
		GAS, OIL, LUDE	0.00
X _____ CUSTOMER SIGNATURE	X _____ SMOG WAIVER	SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00



B.A.R. LICENSE # AK 073576
P & A # 055244

CUSTOMER #: 5736714

310275

INVOICE

Power Ford Torrance

3111 PACIFIC COAST HIGHWAY
TORRANCE, CA 90505
PHONE (310) 784-4700 - FAX (310) 784-4756
SERVICE DEPARTMENT (310) 784-4720

PAGE 1

SERVICE ADVISOR: 8551 CHRISTOPHER DEACON

PARAMOUNT, CA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	10	FORD FUSION	3FAHP0HA3AR		22115/22115	T6857	
DEL DATE	PRCD DATE	WARR EXP	PROMISED	PC NO	RATE	PAYMENT	INV DATE
01NOV09 DL			19:00 05JUL11			CASH	06JUL11
P/O OPENED		READY	OPTIONS: STK:AR188967 ENG:2.5 LITER				

07:24 05JUL11 14:16 06JUL11

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

A/C/S: customer states seeing a fluid leaking from front of car - advise

CAUSE:

7000F AUTOMATIC TRANSMISSION ELECTRONIC DIAGNOSIS							
- DIAGNOSIS (7000) - L							(N/C)
1095 WF							(N/C)
1 9LBZ*7025*A BUSHING							(N/C)
1 AE5Z*3A427*E 20120202 SHAFT - FRONT AXLE							(N/C)
1 AE5Z*3A207C INDICATOR ASY - OIL LEVEL							(N/C)
6 XT10QLVC 876700 FLUID - TRANSMISSION							(N/C)
1 RZ AM DISPOSAL FEE							(N/C)
1 9LBZ*1177*A SEAL							(N/C)
7000E AUTOMATIC TRANSMISSION - EXTERNAL OIL LEAKS							
- DIAGNOSIS (7000) - L							(N/C)
1095 WF							(N/C)
7228A OIL FILLER PIPE AND/OR O-RING - REMOVE AND							
INSTALL OR REPLACE (7228) - L							(N/C)
1095 WF							(N/C)
7326C AUTOMATIC TRANSMISSION MANUAL LINKAGE OR							
SHIFT CABLE - ADJUST (7326/7E395) - L							(N/C)
1095 WF							(N/C)
4462AL HALF SHAFT OR AXLE SHAFT ASSEMBLY - FRONT -							
REMOVE AND INSTALL OR REPLACE							
(4A462/3220/3A329/3B436/3B437) - L							(N/C)
1095 WF							(N/C)
4462A2L DIFFERENTIAL OIL SEAL - REPLACE							
(3254/1177/4B416) - L							(N/C)
1095 WF							(N/C)
PG: PART# COUNT							
CLAIM TYPE:							
AUTH CODE:							
7341							
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:	0.00			

NOTE: BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I hereby authorize the below work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer states no articles of personal property have been left in vehicle.

*HAZARDOUS WASTE DISPOSAL: As a result of Federal and State Mandated Management Regulating, a small amount will be charged for disposal of hazardous waste generated by repair of your vehicle. Hazardous waste items are oil, oil filter, solvents, tires, batteries, asbestos, gasoline, antifreeze, etc.

TERMS: CASH OR VISA - MASTERCARD - DISCOVER

UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.

X _____
CUSTOMER SIGNATURE

X _____
SMOG WAIVER

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



E.A.R. LICENSE # AK 073576
P.S.A.# 053244
EPA 5 CAL 00010188

CUSTOMER #: 5736714

310275

INVOICE

Power Ford Torrance

3111 PACIFIC COAST HIGHWAY
TORRANCE, CA 90505
PHONE (310) 784-4700 · FAX (310) 784-4758
SERVICE DEPARTMENT (310) 784-4720

PARAMOUNT, CA

PAGE 2

SERVICE ADVISOR: 8551 CHRISTOPHER DEACON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	10	FORD FUSION	3FAHPOHA3AR		22115/22115	T6857	
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01NOV09	DD		19:00	05JUL11		CASH	06JUL11

R.O. OPENED: READY OPTIONS: STK:AR188967 ENG:2.5 LITER

07:24 05JUL11 14:16 06JUL11

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	MULTI-POINT INSPECTION NOT COMPLETED THIS VISIT						
	MULTI-N "MULTI POINT INSPECTION NOT COMPLETED THIS VISIT"						
	1095	CF				0.00	0.00
PARTS	0.00	LABOR	0.00	OTHER	0.00	TOTAL LINE E	0.00

C RENTAL CAR **

CAUSE: RENTAL RENTAL CAR - PO #1146557
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

SUBL WARRANTY RENTAL CAR PO#1146557

PARTS	0.00	LABOR	0.00	OTHER	0.00	TOTAL LINE C	0.00
-------	------	-------	------	-------	------	--------------	------

created 2011-07-02 01:52:00pm
taken by Christopher Deacon

NOTE: BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I hereby authorize the below work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer states no articles of personal property have been left in vehicle.

*HAZARDOUS WASTE DISPOSAL: As a result of Federal and State Mandated Management Regulating, a small amount will be charged for disposal of hazardous waste generated by repair of your vehicle. Hazardous waste items are oil, oil filter, solvents, tires, batteries, asbestos, gasoline, antifreeze, etc.

TERMS: CASH OR VISA · MASTERCARD · DISCOVER

I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.

X _____ SMOG WAIVER

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

X _____ CUSTOMER SIGNATURE



S.A.R. LICENSE # AK 073678
P & A # 055244
SP # CAL00140188

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, 3111 PACIFIC COAST HWY, TORRANCE, CA 905056707 (310) 517-8338

RENTAL AGREEMENT REF#
250958 9X47N9

SUMMARY OF CHARGES

RENTER

DATE & TIME OUT
07/05/2011 08:02 AM
DATE & TIME IN
07/06/2011 03:06 PM

BILLING CYCLE
24-HOUR

VEH #1 2010 FORD FOCUS
VIN# 1FAHP3GN9AW
LIC#
MILES DRIVEN 109

BILL TO ACCOUNT
POWER FORD-322Y**
ATTN: LNKOWN
3311 PACIFIC COAST HWY
TORRANCE, CA 905056601

CLAIM INFO
310275 1146557

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	07/05 - 07/06	2	DAY	\$25.75 *	\$51.49
DW	07/05 - 07/06	2	DAY	\$8.99	\$17.98
REFUELING CHARGE	07/05 - 07/06				\$0.00
Subtotal:					\$69.47

Taxes & Surcharges					
SALES TAX	07/05 - 07/06			8.75%	\$4.51
VLF RECOVERY	07/05 - 07/06	2	DAY	\$0.27	\$0.54
Total Charges:					\$74.52

Bill-To / Deposits					
POWER FORD-322Y**					
TIME & DISTANCE	07/05 - 07/06	2	DAY		
SALES TAX	07/05 - 07/06	1	PERCENT	8.75%	
VLF RECOVERY	07/05 - 07/06	2	DAY		
Subtotal:					(\$56.54)

Total Amount Due \$0.00

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
\$17.98	Discover	xx [REDACTED]

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

CUSTOMER #: 5736714

315997

Power Ford Torrance

INVOICE

3111 PACIFIC COAST HIGHWAY
TORRANCE, CA 90505
PHONE (310) 784-4700 · FAX (310) 784-4756
SERVICE DEPARTMENT (310) 784-4720

PAGE 1

SERVICE ADVISOR: 8551 CHRISTOPHER DEACON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	10	FORD FUSION	3FAHPCHA3AR		26218/26218	T6522	
DEL DATE	RHO DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01NOV09 DD			19:00 13OCT11			CASH	13OCT11
RO DORENED	READY	OPTIONS: STK:AR188967 ENG:2.5 LITER					

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

A C/S: TURN SIGNAL OUT
CAUSE:
18404A REAR LAMP BODY REPLACE (13404) - L
3541 WF (N/C)
1 3M7Z13466 B BULB (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
8539
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B LUBE OIL FILTER USING GENUINE MOTORCRAFT OIL FILTER, TOP FLUIDS, 13 POINT VISUAL INSPECTION **
1 12650D81 LUBE OIL FILTER USING GENUINE MOTORCRAFT OIL FILTER, TOP FLUIDS, 13 POINT VISUAL INSPECTION **
3541 IFXV (N/C)
1 12650D81 LUBE OIL FILTER USING GENUINE MOTORCRAFT OIL FILTER, TOP FLUIDS, 13 POINT VISUAL INSPECTION **
5 5W20 5W20 BULK OIL (N/C)
HY LUB DISPOSAL FEE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C C/S: WHEN COMING TO A STOP CAR RIDES HIGH - ADVISE
CAUSE:
12650D82 REC SYSTEM DIAGNOSIS (QUICK TEST) - L
3538 WF (N/C)
12650D81 PID RECORDER/MONITOR TEST WITH ROAD TEST - L
3538 WF (N/C)
12650D82 SIGNAL GENERATOR MONITOR / INTERMITTENT FAULT TEST - L
3538 WF (N/C)

NOTE: BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.	*HAZARDOUS WASTE DISPOSAL: As a result of Federal and State Mandated Management Regulating, a small amount will be charged for disposal of hazardous waste generated by repair of your vehicle. Hazardous waste items are oil, oil filter, solvents, tires, batteries, asbestos, gasoline, antifreeze, etc.	DESCRIPTION	TOTALS
	LABOR AMOUNT		
I hereby authorize the below work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer states no articles of personal property have been left in vehicle.	TERMS: CASH OR VISA · MASTERCARD · DISCOVER	PARTS AMOUNT	
	I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.	GAS, OIL, LUBE	
X _____ CUSTOMER SIGNATURE	X _____ SMOG WAIVER	SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	



E.A.R. LICENSE # AK 073678
F & A # 036244

5736714

313456

Power Ford Torrance

WORKORDER

PAGE 1

3111 PACIFIC COAST HIGHWAY
TORRANCE, CA 90505
PHONE (310) 784-4700 · FAX (310) 784-4756
SERVICE DEPARTMENT (310) 784-4720

PARAMOUNT, CA

CONT:N/A
CELL:

SERVICE ADVISOR: 8551 DEACON, CHRISTOPHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	10	FORD FUSION	3FAHP0HA3AR		24267/	T6461	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01NOV09 DD			19:00 26AUG11			CASH	

G.O. OPENED: READY OPTIONS: STK:AR188967 ENG:2.5_LITER

26AUG2011 14:04

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

#	LINE OF CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
#A	MURTEL N	CP	MULTI POINT INSPECTION NOT COMPLETED THIS VISIT
#B	EL63	WF	C/S: CAR HAD TO BE JUMP STARTED - load/Charge Test
	NOTES	Factory OpCodes	106540

NOTE: BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

You and your employees may operate vehicle for purposes of testing, inspection or delivery. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer states no articles of personal property have been left in vehicle.

*HAZARDOUS WASTE DISPOSAL: As a result of Federal and State Mandated Management Regulating, a small amount will be charged for disposal of hazardous waste generated by repair of your vehicle. Hazardous waste items are oil, oil filter, solvents, tires, batteries, acbstrs, gasoline, antifreeze, etc.

TERMS: CASH OR VISA · MASTERCARD · DISCOVER

I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.

X _____ SMOG WAVEE

PRELIMINARY ESTIMATE \$ 60.00

AUTHORIZED BY X

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

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

X

CUSTOMER SIGNATURE



CUSTOMER SIGNATURE

P & A LICENSE # AK 073676

P & A # 755244

EPA # CA1001A2183

CUSTOMER #: 5736714

313786

INVOICE

Power Ford Torrance

3111 PACIFIC COAST HIGHWAY
TORRANCE, CA 90505
PHONE (310) 784-4700 · FAX (310) 784-4756
SERVICE DEPARTMENT (310) 784-4720

PARAMOUNT, CA

PAGE 2

SERVICE ADVISOR: 8551 CHRISTOPHER DEACON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	10	FORD FUSION	3FAHP0HA3AR		24524/24524	T6495	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PD. NO.	RATE	PAYMENT	INV. DATE
01NOV09 DD			19:00 01SEP11			CASH	01SEP11

R.O. OPENED: READY: OPTIONS: STK:AR188967 ENG:2.5 LITER

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

8833	CF				0.00	0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00					TOTAL LINE B:	0.00	0.00

 C BATTLE NOISE FROM ENGINE - LAST REPAIR THE WAS COMING FROM THE BELT TENSIONER - ADVISE
 CAUSE: VERIFIED CONCERN - FOUND BELT TENSIONER MAKING NOISE. REMOVED AND REPLACED TENSIONER. ROAD TEST AFTER REPAIR OK.

1007D ROTATIONAL NOISE/VIBRATION/HARSHNESS
 DIAGNOSIS - VETRONIX OR EVA - L

8833	WP						(N/C)
1	6E5Z*6A228*B	20140925	PULLEY ASY - TENSION				(N/C)
6209A	TENSIONER ASSEMBLY - DRIVE BELT		REPLACE				
	(6B209)		- L				

8833	WP						(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00					TOTAL LINE C:	0.00	0.00

24524 VERIFIED CONCERN, FOUND BELT TENSIONER MAKING NOISE. REMOVED AND REPLACED TENSIONER. ROAD TEST AFTER REPAIR OK.

EST: 619.85 01SEP11 10:16 SA: 8551

CC created 2011-08-31

03:29:00pm taken by: Insa Calise

NOTE: BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE BMDG CHECK TEST INDICATES ARE NECESSARY.

I hereby authorize the below work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer states no articles of personal property have been left in vehicle.

X _____
 CUSTOMER SIGNATURE

*HAZARDOUS WASTE DISPOSAL: As a result of Federal and State Mandated Management Regulating, a small amount will be charged for disposal of hazardous waste generated by repair of your vehicle. Hazardous waste items are oil, oil filter, solvents, tires, batteries, asbestos, gasoline, antifreeze, etc.

TERMS: CASH OR VISA · MASTERCARD · DISCOVER

I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.

X _____
 SVCG WAIVER

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

S.A.R. LICENSE # AK 073578
 P & A # 065244
 501 S. CALIFORNIA



5100 W. Rosecrans Avenue
Hawthorne, CA 90250
(310) 706-6100
www.scouthbayford.com



WE ACCEPT:
VISA
MASTERCARD
AMERICAN EXPRESS
&
DISCOVER

NO VEHICLES RELEASED AFTER 6:00 P.M. WEEKDAYS

CELL: 310-462-4971

CUSTOMER NO. 538599	ADVISOR MICHAEL PENDLETON	TAG NO. 569 6894	INVOICE DATE 10/05/12	INVOICE NO. FOCB320361
LABOR RATE [REDACTED]	SALES TAX 39,869	COLOR BLACK/	STOCK NO.	
YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SE FWD	DELIVERY DATE	DELIVERY MILES		
VEHICLE I.D. NO. 3FAHP0HA3AR	SELLING DEALER NO.	PRODUCTION DATE		
T.E. NO.	P.O. NO.	R.O. DATE 10/05/12		
COMMENTS				MO: 39871

[OWNER ADVANTAGE] 134960070
 JOB# 1 CHARGES-----
 LABOR-----
 # 1 1602 PST CHECK TIRE PRESSURE TECH(S): 745 0.00
 CHECK TIRE PRESSURE.
 CHECK
 JOB# 1 TOTALS-----
 JOB# 2 CHARGES-----
 JOB# 1 JOURNAL PREFIX FOCB JOB# 1 TOTAL 0.00

SERVICE DEPARTMENT HOURS:
7:00 AM - 6:00 PM MON - FRI
7:00 AM - 4:00 PM SATURDAY

 PARTS DEPARTMENT HOURS:
7:30 AM - 6:00 PM MON - FRI
7:00 AM - 4:00 PM SATURDAY

LABOR-----
 # 2 0402 MISC. NISC. TECH(S): 745 WARRANTY
 CUSTOMER STATES THAT WRENCH LIGHT STAYS ON AND CHECK ENGINE
 LIGHT IS ON. VEHICLE LOOSES POWER. PLEASE ADVISE.
 CHECK CONFIRM CUSTOMER CONCER RETRIEVE CODES P2111 FOR THROTT
 BODY STUCK CLOSE CHECK FIND TSB-10-21-6 AND TSB-11-04-23
 TECH PERFORM TSB-10-21-06 REPLACE THROTTLE BODY AFTER CHECK
 AND FIND THROTTLE BODY ETC ACT-VS ETC DES MORE THEN 3 DEGREE
 PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 DS7Z-9E926-A THROTTLE
 TOTAL - PARTS WARRANTY 0.00
 JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX FOCB JOB# 2 TOTAL 0.00

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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$100.00 (+TAX)
 TOTALS-----

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

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

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

THANK YOU FOR YOUR BUSINESS!!

 CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED RM = REBUILT PARTS. SEE LAST DIGIT OF PART NUMBER FOR RM

B.A.R. # ARD 225896 EPA # CAR 000141218 CTS# 1000 (12/10) EPA# 11100L CTS# 1000 (12/10) The Reynolds and Reynolds Company

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

[Print Page Click Here](#)

[Report a Problem](#)

OASIS RESULT: 3FAHP0HA3AR [REDACTED] USA: EN-US

12-FEBRUARY-2013 / 15:08:31 EST/ APP2
Local Time: 12-FEBRUARY-2013 / 3:08:32 PM

• VEHICLE INFORMATION

VEHICLE DESCRIPTION : 2010 FUSION BODY STYLE : SE FWD
TRANSMISSION : 6 Speed Auto Trans 6F Mid-Range AXLE CODE : 30
PAINT COLOR : Tuxedo Black Metallic PAINT CODE : UH
AXLE RATIO : 3.066 FINAL DRIVE RATIO WHEEL SIZE : 7 X 17 Steel Wheel
SYNC VERSION : V3 VHR ACTIVATED : N

ENGINE : 2.5L Duratec HE PFI (170PS)
ENGINE CALIBRATION : ADE1F40A
RADIO : With Dual Media MP3/CD Radio
FRONT TIRE : P225/50VR 17 Tires
GROSS VEHICLE WEIGHT : 4389 LB. GVW

[Click here for CUDL](#)

• WARNING MESSAGES

CUDL - THIS VEHICLE HAS A CLOSED CUDL BBB/AUTO LINE/DACO CONTACT
VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

• ACCURATE REPAIR NOTIFICATIONS

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
FOR DTC P0016, P052A, P052B SEE TSB 11-02-10

• GENERAL WARRANTY INFORMATION

WARRANTY START DATE : 01-NOVEMBER-2009 BUILD DATE : 04-AUGUST-2009

[New Vehicle Base Warranty](#)

SALE MILEAGE : 00100

• OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

• EXTENDED COVERAGES

0968 - USA 2009 NEW 72/75,000 PREMIUMCARE W/ROADSIDE
STANDARD DEDUCTIBLE: 100 USD OWNER NAME: BEULAH THOMPSON
EXPIRATION DATE: 01-NOVEMBER-2015 DISTANCE: 75000
TOWING: 0 USD CONTRACT SOLD BY: USA 05524
OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY.

[Competitive make ESP part verification](#)

OPTIONS:

RENTAL: 30 UP TO 10 DAYS

ESP CONTRACT START DATE: 01-NOVEMBER-2009

• WARRANTY REPAIR HISTORY

05-OCTOBER-2012

DEALER: South Bay Ford Lincoln

WARRANTY CLAIM NUMBER: 320361

ODOMETER: 039869M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
DS7Z 9E926A	BODY ASY-AIR CHARGE	001	9926A	D4	FLAW IN MATERIAL

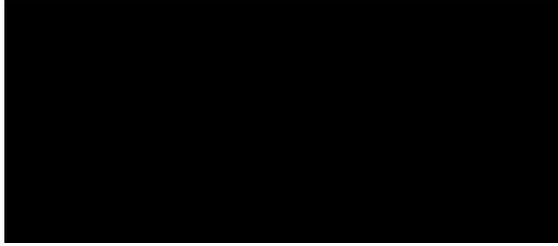
CHECK CONFIRM CUSTOMER CONCER RETRIEVE CODES P2111 FOR THROTT BODY STUCK CLOS E CHECK FIND TSB-10-21-6 AND TSB-11-04-23 TECH PERFORM TSB-10-21-06 REPLAC E THROTTLE BODY
AFTER CHECK AND FIND THROTTLE BODY ETC ACT-V5 ETC DES MORE T HEN 3 DEGREE

[Click Here for Full Warranty History](#)

| [Report a Vehicle Concern](#) | On-line 1878

END OF OASIS REPORT FOR 3FAHP0HA3AR [REDACTED]

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**Service of Process
Transmittal**

05/10/2011
CT Log Number 518490644



TO: Chris Dzbanski
Ford Motor Company
One American Road, WHQ 433-E3
Dearborn, MI 48126

RE: Process Served in Maryland

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: [REDACTED], Pltf. vs. Ford Motor Company, Dft.
DOCUMENT(S) SERVED: Letter, Writ of Summons, Return Form, Case Information, Complaint, Demand for Jury Trial, Exhibit(s)
COURT/AGENCY: Baltimore County Circuit Court, MD
Case # 03-C-11-004263
NATURE OF ACTION: Product Liability Litigation - Lemon Law - Failure to correct and/or repair defects on a new 2010 Ford Fusion, Vin 3FAHPOHA4A[REDACTED] - Seeking \$27,278.00
ON WHOM PROCESS WAS SERVED: The Corporation Trust Incorporated, Baltimore, MD
DATE AND HOUR OF SERVICE: By Certified Mail on 05/10/2011 postmarked on 05/06/2011
JURISDICTION SERVED : Maryland
APPEARANCE OR ANSWER DUE: Within 30 days after service - Written response
ATTORNEY(S) / SENDER(S): Jacqueline C. Herrritt
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, PA 19002
215-540-8888
ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex Priority Overnight , 797080342335
Image SOP
Email Notification, Chris Dzbanski CDZBANSK@FORD.COM
Fax Transmittal, Chris Dzbanski 888-868-8312
SIGNED: The Corporation Trust Incorporated
PER: Billie Swoboda
ADDRESS: 351 West Camden Street
Baltimore, MD 21201
TELEPHONE: 410-539-2837

LITIGATION
PRACTICE GROUP

11 MAY 11 P3:25

OFFICE OF THE
GENERAL COUNSEL

ROBERT M. SILVERMAN¹
CRAIG THOR KIMMEL²

¹ Member, PA Bar
² Member, NJ Bar
³ Member, DE Bar
⁴ Member, NY Bar
⁵ Member, MA Bar
⁶ Member, MD Bar
⁷ Member, OH Bar
⁸ Member, MI Bar
⁹ Member, NH Bar
¹⁰ Member, CT Bar
¹¹ Member, TN Bar
¹² Member, WY Bar
¹³ Member, DC Bar
¹⁴ Member, CA Bar



KIMMEL & SILVERMAN
— P.C. —

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 60 Hartford Pike, P.O. Box 325, Dayville, CT 06241, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT¹⁵
ROBERT A. RAPKIN¹⁶
ANGELA K. TROCCOLI¹⁷
FRED DAVIS¹⁸
AMY L. BENNECOFF¹⁹
CHRISTINA GILL ROSEMAN²⁰
RICHARD A. SCHOLER²¹
TARA L. PATTERSON²²
W. CHRISTOPHER COMPONOVO²³
TIMOTHY J. ABEEL, JR.²⁴
SARAH YOUNG²⁵

May 5, 2011

CERTIFIED MAIL/RETURN RECEIPT REQUESTED

Ford Motor Company
c/o The Corporation Trust Company
351 West Camden Street
Baltimore, MD 21201

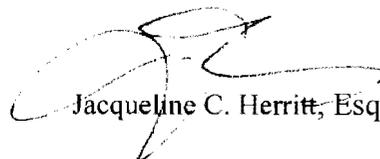
RE: [REDACTED] v. Ford Motor Company
Docket No. 03-C-11-004263 CN

Dear Sir/Madam:

Enclosed please find a copy of the Summons and Complaint which has been filed in the Circuit Court for Baltimore County Circuit. You are being served pursuant to the Maryland State Rule, 2-321.

Please refer the attached to the legal department. Note: a responsive pleading is due 30 days after the receipt of the Complaint, 2-321.

Very truly yours,


Jacqueline C. Herritt, Esquire

JCH/vh
Enclosure

CIRCUIT COURT FOR BALTIMORE COUNTY
Julie L. Ensor
Clerk of the Circuit Court
County Courts Building
401 Bosley Avenue
P.O. Box 6754
Towson, MD 21285-6754
(410)-887-2601, TTY for Deaf: (800)-735-2258
Maryland Toll Free Number (800) 938-5802

W R I T O F S U M M O N S

Case Number: 03-C-11-004263 CN
C I V I L

█ vs Ford Motor Co

STATE OF MARYLAND, BALTIMORE COUNTY COUNTY, TO WIT:

To: FORD MOTOR CO
C/O The Corporation Trust Company
351 West Camden Street
Baltimore, MD 21201

You are hereby summoned to file a written response by pleading or motion, within 30 days after service of this summons upon you, in this court, to the attached Complaint filed by: Katrina Williams
7504 Heatherfield Dirve
Windsor Mill, MD 21244

WITNESS the Honorable Chief Judge of the Third Judicial Circuit of Maryland

Date Issued: 05/02/11

Julie L. Ensor
Julie L. Ensor
Clerk of the Circuit Court, per 



To the person summoned:

FAILURE TO FILE A RESPONSE WITHIN THE TIME ALLOTTED MAY RESULT IN A JUDGMENT BY DEFAULT OR THE GRANTING OF THE RELIEF SOUGHT AGAINST YOU.

Personal attendance in court on the day named is NOT required.



To: FORD MOTOR CO

* * * * S H E R I F F ' S R E T U R N * * * *
(Please Print all information)

Case No: 03-C-11-004263

Old Case No:

Case Name: ██████████ vs Ford Motor Co

_____ ID# _____ of the _____
(Serving Sheriff's Name)

County Sheriff's Office represent to the Honorable Court the I:

(1) Served, _____
(Name of Person Served)

on _____ at _____
(Date of Service) (Location of Service)

_____ with the following:

- | | |
|------------------------|--|
| _____ Summons | _____ Counter complaint |
| _____ Complaint | _____ Interrogatories |
| _____ Motion | _____ Domestic Violence Order |
| _____ Show Cause Order | Other _____
(Specify Document Served) |

(2) Was unable to serve because:

- | | |
|--|---------------------------------|
| _____ Moved left no forwarding address | _____ No such address |
| _____ Address not in jurisdiction | Other _____
(Please Specify) |

Sheriff's Fee \$ _____

_____ (Serving Sheriff's Signature and Date)

INSTRUCTIONS TO SHERIFF'S OFFICE:

1. This summons is effective for service only if served within 60 days after the date it is issued.
2. Proof of service shall set out the name of the person served, date and the particular place and manner of service. If service is not made, Please state the reasons.
3. Return of served or unserved process shall be made promptly.

CIVIL - NON-DOMESTIC CASE INFORMATION REPORT

DIRECTIONS:

Plaintiff: This Information Report must be completed and attached to the complaint filed with the Clerk of Court unless your case is exempted from the requirement by the Chief Judge of the Court of Appeals pursuant to Rule 2-111(a). A copy must be included for each defendant to be served.

Defendant: You must file an Information Report as required by Rule 2-323(h).

THIS INFORMATION REPORT CANNOT BE ACCEPTED AS AN ANSWER OR RESPONSE.

FORM FILED BY: [X] PLAINTIFF [] DEFENDANT CASE NUMBER _____ (Clerk to insert)

CASE NAME: _____ vs. FORD MOTOR COMPANY
Plaintiff Defendant

JURY DEMAND: [X] Yes [] No Anticipated length of trial: _____ hours or _____ days

RELATED CASE PENDING? [] Yes [X] No If yes, Case #(s), if known: _____

Special Requirements? [] Interpreter (Please attach Form CC-DC 41)
[] ADA accommodation (Please attach Form CC-DC 49)

NATURE OF ACTION (CHECK ONE BOX) DAMAGES/RELIEF
TORTS LABOR A. TORTS
[] Motor Tort [] Workers' Comp. Actual Damages
[] Premises Liability [] Wrongful Discharge [] Under \$7,500 [] Medical Bills
[] Assault & Battery [] EEO [] \$7,500 - \$50,000 \$
[] Product Liability [] Other [] \$50,000 - \$100,000 [] Property Damages
[] Professional Malpractice [] Insurance [] Over \$100,000 \$
[] Wrongful Death [] Confessed Judgment [] Wage Loss
[] Business & Commercial [X] Other \$
[] Libel & Slander
[] False Arrest/Imprisonment REAL PROPERTY B. CONTRACTS C. NONMONETARY
[] Nuisance [] Judicial Sale [] Under \$10,000 [] Declaratory Judgment
[] Toxic Torts [] Condemnation [] \$10,000 - \$20,000 [] Injunction
[] Fraud [] Landlord Tenant [] Over \$20,000 [] Other
[] Malicious Prosecution OTHER
[] Lead Paint [] Civil Rights
[] Asbestos [] Environmental
[] Other [] ADA
[] Other

ALTERNATIVE DISPUTE RESOLUTION INFORMATION
Is this case appropriate for referral to an ADR process under Md. Rule 17-101? (Check all that apply)
A. Mediation [] Yes [X] No C. Settlement Conference [] Yes [] No
B. Arbitration [X] Yes [] No D. Neutral Evaluation [] Yes [] No

TRACK REQUEST
With the exception of Baltimore County and Baltimore City, please fill in the estimated LENGTH OF TRIAL.
THIS CASE WILL THEN BE TRACKED ACCORDINGLY.
[] 1/2 day of trial or less [] 3 days of trial time
[] 1 day of trial time [] More than 3 days of trial time
[X] 2 days of trial time

PLEASE SEE PAGE TWO OF THIS FORM FOR INSTRUCTIONS PERTAINING TO THE BUSINESS AND TECHNOLOGY CASE MANAGEMENT PROGRAM AND COMPLEX SCIENCE AND/OR MEDICAL CASE MANAGEMENT PROGRAM (ASTAR), AS WELL AS ADDITIONAL INSTRUCTIONS IF YOU ARE FILING YOUR COMPLAINT IN BALTIMORE CITY, PRINCE GEORGE
Date 04/07/11 Sign _____

FILED
APR 10 2011
CLERK OF COURT
BALTIMORE COUNTY

BUSINESS AND TECHNOLOGY TRACK DESIGNATION PROGRAM

For all jurisdictions, if Business and Technology track designation under Md. Rule 16-205 is requested, attach a duplicate copy of complaint and check one of the tracks below.

Expedited
Trial within 7 months
of Filing

Standard
Trial within 18 months
of Filing

EMERGENCY RELIEF REQUESTED _____

Signature

Date

**COMPLEX SCIENCE AND/OR MEDICAL CASE
MANAGEMENT PROGRAM (ASTAR)**

*FOR PURPOSES OF POSSIBLE SPECIAL ASSIGNMENT TO AN ASTAR RESOURCE JUDGE under Md. Rule 16-202.
Please check the applicable box below and attach a duplicate copy of your complaint.*

Expedited - Trial within 7 months of Filing

Standard - Trial within 18 months of Filing

IF YOU ARE FILING YOUR COMPLAINT IN BALTIMORE CITY, PRINCE GEORGE'S COUNTY, OR BALTIMORE COUNTY PLEASE FILL OUT THE APPROPRIATE BOX BELOW.

CIRCUIT COURT FOR BALTIMORE CITY (CHECK ONLY ONE)

- Expedited Trial 60 to 120 days from notice. Non-jury matters.
- Standard-Short Trial 210 days.
- Standard Trial 360 days.
- Lead Paint Fill in: Birth Date of youngest plaintiff _____.
- Asbestos Events and deadlines set by individual judge.
- Protracted Cases Complex cases designated by the Administrative Judge.

CIRCUIT COURT FOR PRINCE GEORGE'S COUNTY

To assist the Court in determining the appropriate Track for this case, check one of the boxes below. This information is not an admission and may not be used for any purpose other than Track Assignment.

- Liability is conceded.
- Liability is not conceded, but is not seriously in dispute.
- Liability is seriously in dispute.

CIRCUIT COURT FOR BALTIMORE COUNTY

<input type="checkbox"/> Expedited (Trial Date-90 days)	Attachment Before Judgment, Declaratory Judgment (Simple), Administrative Appeals, District Court Appeals and Jury Trial Prayers, Guardianship, Injunction, Mandamus.
<input type="checkbox"/> Standard (Trial Date-240 days)	Condemnation, Confessed Judgments (Vacated), Contract, Employment Related Cases, Fraud and Misrepresentation, International Tort, Motor Tort, Other Personal Injury, Workers' Compensation Cases.
<input type="checkbox"/> Extended Standard (Trial Date-345 days)	Asbestos, Lender Liability, Professional Malpractice, Serious Motor Tort or Personal Injury Cases (medical expenses and wage loss of \$100,000, expert and out-of-state witnesses (parties), and trial of five or more days), State Insolvency.
<input type="checkbox"/> Complex (Trial Date-450 days)	Class Actions, Designated Toxic Tort, Major Construction Contracts, Major Product Liabilities, Other Complex Cases.

KATRINA WILLIAMS
7504 Heatherfield Drive
Windsor Mill, MD 21244

Plaintiff

v.

FORD MOTOR COMPANY
c/o The Corporation Trust Company
351 West Camden Street
Baltimore, MD 21201

Defendant

IN THE CIRCUIT COURT FOR
BALTIMORE COUNTY

CASE NO: _____

COMPLAINT AND STATEMENT OF FACTS

1. Plaintiff, Katrina Williams, is an adult individual citizen and legal resident of the State of Maryland, 7504 Heatherfield Drive, Windsor Mill, MD 21244.

2. Defendant, Ford Motor Company, is a business corporation qualified to do and regularly conduct business in the State of Maryland, with its address and principal place of business located at 300 Renaissance Center, P.O. Box 43301, Detroit, MI 48243, and can be served at c/o The Corporation Trust Company, 351 West Camden Street, Baltimore, MD 21201.

3. On or about May 28, 2010, Plaintiff purchased a new 2010 Ford Fusion, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 3FAHPOHA4AR322336.

4. The vehicle was purchased in the State of Maryland and is registered in the State of Maryland.

5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$27,278.00. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship

RECEIVED AND FILED
2011 APR 29 PM 3:04
CIRCUIT COURT
BALTIMORE COUNTY

of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is substantially diminished in value to Plaintiff.

10. During the first fifteen (15) months following the date of original delivery on the motor vehicle to the consumer and/or the period of the vehicle's first 15,000 miles of operation, Plaintiff complained on at least four (4) occasions about defects and or non-conformities to the following vehicle components: engine and stalling condition. True and correct copies of all invoices in Plaintiff's possession are attached hereto, made a part hereof, and marked Exhibit "B".

COUNT I
MARYLAND AUTOMOTIVE WARRANTY ENFORCEMENT ACT

11. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

12. Plaintiff is a "Consumer" as defined by §14-1501(b) of the Commercial Law article of the Annotated Code of Maryland (hereinafter the "Code").

13. Defendant is a "Manufacturer" as defined by §14-1501(e) of the Code.

14. Koon's Ford, Woodlawn is and/or was at the time of sale a Motor Vehicle Dealer in the business of buying, selling, and/or exchanging vehicles as defined by §14-1501(b) of the Code.

15. On or about May 28, 2010, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by §14-1502 et seq., which substantially impair the use and/or market value of the vehicle.

16. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

17. Section 14-1502(c)(1) of the Maryland Automotive Warranty Enforcement Act (hereinafter the "Maryland Lemon Law") provides:

If, during the warranty period, the manufacturer or factory branch, its agent, or its authorized dealer is unable to repair or correct any defect or condition that substantially impairs the use and market value of the motor vehicle to the consumer after a reasonable number of attempts, the manufacturer or factory branch, at the option of the consumer, shall: (i) replace the motor vehicle with a comparable motor vehicle to the consumer; or (ii) accept return of the motor vehicle from the consumer and refund to the consumer the full purchase price including all license fees, registration fees, and any similar governmental charges, less: (1) a reasonable allowance for the consumer's use of the vehicle not to exceed fifteen (15) percent of the purchase price; and (2) a reasonable allowance for damage not attributable to normal wear but not to include damage resulting from a nonconformity, defect, or condition.

18. Section 14-1502(d) of the Maryland Lemon Law provides a presumption of a reasonable number of repair attempts if:

- (1) The same nonconformity, defect, or condition has been subject to repair four (4) or more times by the manufacturer or factory branch, or its agents or authorized dealers, within the warranty period but such nonconformity, defect, or condition continues to exist; or
- (2) The vehicle is out of service by reason of repair of one (1) or more nonconformities, defects, or conditions for a cumulative total of thirty (30) or more days during the warranty period.

19. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than four (4) times for the same nonconformity, and the nonconformity remained uncorrected.

20. In addition, the above vehicle has or will be out-of-service by reason of the nonconformities complained of for a cumulative total of thirty (30) or more calendar days.

21. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

22. Plaintiff avers that the Maryland Lemon Law statute contains no prohibition on claims for vehicles having less than four (4) repair attempts by the manufacturer or factory branch, or its agents or authorized dealers.

23. Plaintiff avers that the Maryland Lemon Law statute contains no prohibition on claims for vehicles out of service by reason of repairs for a cumulative total of less than thirty (30) days during the warranty period.

24. Plaintiff avers that the Maryland Lemon Law statute does contain a provision that a rebuttable presumption exists when there have been either four (4) repair attempts for the condition or thirty (30) days out of service during the warranty period, but such section §14-1502(d) is not a pre-requisite to a claim under the statute.

25. Plaintiff avers that what constitutes a “reasonable number of repair attempts” is an issue that is properly determined only by the trier of fact.

26. Plaintiff avers that upon presenting the case to the trier of fact, the facts and circumstances of this case will demonstrate a reasonable opportunity to repair and/or reasonable number of repair attempts to prove their claim under the statute.

27. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

28. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide or maintain itemized statements.

29. Plaintiff avers that such itemized statements, which were not provided also include technicians' notes of diagnostic procedures and repairs, and Defendant's Technical Service Bulletins relating to this vehicle.

30. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide notification.

31. Plaintiff has and will continue to suffer damages due to Defendant's failure to comply with the provisions of §14-1502 of the Code.

32. Pursuant to §14-1502(h) and (l), Plaintiff seeks relief for losses due to the vehicle's nonconformities, including the award of reasonable attorneys' fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs, or in the alternative repurchase or replacement of the subject vehicle plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

33. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

34. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

35. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

36. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

37. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

38. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

39. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

40. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of

costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

41. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

42. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

43. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties and breach of implied warranty of merchantability.

44. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

45. Plaintiff avers Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

46. Plaintiff avers that Defendant's warranty did not require Plaintiff to first resort to a Dispute Resolution Program before filing suit.

47. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

48. Section 2-714(2) of the Commercial Law, Annotated Code of Maryland (hereinafter the "Code") defines the measure of damages for breach of warranty as "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, unless special circumstances show proximate damages of a different amount."

49. Section 2-715(1) of the Code authorizes the Court to award the Consumer incidental damages, including expenses reasonably incurred in the inspection, receipt, transportation and

care and custody of goods rightfully rejected, as well as any commercially reasonable charges, expenses or commissions in connection with effecting cover and any other reasonable expense incident to the delay or other breach.

50. Section 2-715(2) of the Code also authorizes the Court to award the Consumer consequential damages, which may include any loss resulting from general or particular requirements and needs of which the seller at the time of contracting had reason to know and which could not reasonably be prevented by cover or otherwise and any injury to the person or property proximately resulting from any breach of warranty.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs, or in the alternative repurchase or replacement of the subject vehicle plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees.

COUNT III
MARYLAND CONSUMER PROTECTION ACT

51. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

52. Plaintiff is a "Consumer" as defined by §13-101(c) of the Code.

53. Defendant is a "Person" as defined by §13-101(h) of the Code.

54. The subject vehicle is a "Consumer good" as defined by §13-101(d) of the Code.

55. The Code defines "Consumer goods" as goods which are primarily for personal, household, family, or agricultural purposes.

56. Section 14-1504 of the Maryland Lemon Law provides that a violation of its provisions shall be considered an unfair and deceptive trade practice under Title 13 of the Commercial Law Article.

57. The Maryland Consumer Protection Act defines “unfair or deceptive trade practices” as:

- (1) False, falsely disparaging, or misleading oral or written statement, visual description, or other representation of any kind which has the capacity, tendency, or effect of deceiving or misleading consumers;
- (2) Representation that:
 - (i) Consumer goods, consumer realty, or consumer services have a sponsorship, approval, accessory, characteristic, ingredient, use, benefit, or quantity which they do not have;
 - (ii) A merchant has a sponsorship approval, status, affiliation, or connection which he does not have;
 - (iii) Deteriorated, altered, reconditioned, reclaimed, or secondhand consumer goods are original or new; or
 - (iv) Consumer goods, consumer realty, or consumer services are of a particular standard, quality, grade, style, or model which they are not;
- (3) Knowingly false statement that a service, replacement, or repair is needed

58. Plaintiff avers that Defendant has violated these, as well as other provisions, of §13-101 et seq. of the Code.

59. Section 13-301(14)(xi) of the Code provides that a violation of the Automotive Warranty Enforcement Act is an automatic “unfair or deceptive trade practice” and, therefore, a violation of the Consumer Protection Act.

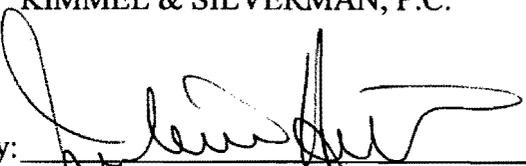
60. Defendant’s conduct surrounding the sale and servicing of the subject vehicle falls within the aforementioned definitions of “unfair or deceptive trade practices.”

61. Section 13-408(a) of the Code authorizes consumers to bring an action to recover for injury or loss sustained by them as the result of a practice prohibited by the Consumer Protection Act.

62. Section 13-408(b) of the Code further allows consumers who are awarded damages to seek reasonable attorney’s fees.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs, or in the alternative repurchase or replacement of the subject vehicle plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees.

KIMMEL & SILVERMAN, P.C.

By: 
JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff
30 East Butler Pike
Ambler, Pennsylvania 19002
(215) 540-8888

KATRINA WILLIAMS
7504 Heatherfield Drive
Windsor Mill, MD 21244

Plaintiff

v.

FORD MOTOR COMPANY
c/o The Corporation Trust Company
351 West Camden Street
Baltimore, MD 21201

Defendant

IN THE CIRCUIT COURT FOR
BALTIMORE COUNTY

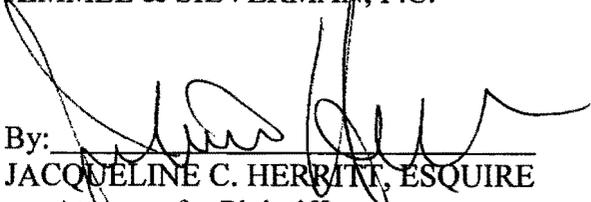
CASE NO: _____

DEMAND FOR JURY TRIAL

Plaintiff demands to have this case tried by a jury.

Pursuant to Maryland Rule 1-313, this is to certify that I am licensed to practice law in Maryland.

KIMMEL & SILVERMAN, P.C.

By: 
JACQUELINE C. HERRITT, ESQUIRE
Attorney for Plaintiff
30 East Butler Pike
Ambler, Pennsylvania 19002
(215) 540-8888

RECEIVED AND FILED

2011 APR 29 PM 3:04

CLERK OF THE CIRCUIT COURT
BALTIMORE COUNTY

BUYER'S ORDER



KOONS FORD BALTIMORE

170 SECURITY BLD.
BALTIMORE MD 21244
410-296-3900

DATE	STOCK NO.	CUSTOMER NO.
MAR 28 2011	78322336	364103

BUYER FULL NAME	RES. PHONE
KATRINA BENA WILLIAMS	410-431-956-5449
CO BUYER FULL NAME	BUSINESS PHONE
	410-431-956-5447

STREET	CITY	STATE	ZIP CODE	COUNTY
7504 HEATHERFIELD DR	WINDSOR HILL	MD	21294	BALTIMORE

NEW DEMO USED
NEW

YEAR	MAKE	MODEL	BODY TYPE	COLOR	KEY NO.	ODOMETER MILEAGE
2010	FORD	FUSION	4DR SED	WHITE	1110	6

DRIVER LICENSE #	VEHICLE IDENTIFICATION NO.
	3FAFP0HA4AR322336

OPTIONAL EQUIPMENT	DEALER INSTALLED EQUIPMENT
--------------------	----------------------------

ORIGINAL LIST	MSRP	
		\$23,720.00

ENGINE 2.5L DURATEC	ADDITIONAL DEER MARKUP	
		\$2,033.00

2011 MD registration fee

DEALER PROCESSING CHARGE (Not required by law)	100.00
--	--------

SALES TAX	\$1,188.00
-----------	------------

TOTAL CASH DELIVERED PRICE	\$27,238.00
----------------------------	-------------

Less Credits:	
---------------	--

Deposit (This Buyer's Order is not a cash receipt)	\$2,000.00	\$2,000.00
--	------------	------------

Trade In Allowance On:	\$ 6,053.00	
------------------------	-------------	--

Less Approximate Balance Owning to:	\$6,053.00	
-------------------------------------	------------	--

Net Allowance On Trade		N/A
------------------------	--	-----

Total Credits	\$2,000.00
---------------	------------

TOTAL CASH DUE ON DELIVERY AND/OR AMOUNT FINANCED	25,238.00
---	-----------

DESCRIPTION OF TRADE-IN	VIN#
	1FAPP56U86A1297

MAKE	MODEL
FORD	

INS. CO.	AGENT	POLICY/BINDER#
----------	-------	----------------

ALL-STATE LEGAL
PLAINTIFF'S EXHIBIT
A

Liability insurance for bodily injury or property damage is not included in the purchase price.

KOONS FORD OF BALTIMORE

6970 SECURITY BLVD.

BALTIMORE, MARYLAND 21244

We won't be satisfied until you are!

www.koons.com

SERVICE: (410) 281-2675
WASHINGTON: (301) 621-5030

SALES: (410) 298-3800

Limited Warranty

Parts and labor are warranted for 12 months or 12,000 miles, whichever comes first. Details on back.

PROGRAM	AUTHORIZATION	COMMIT.	PRIOR AC	MILEAGE	DATE
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Adv: 195 CLIFF CLEMENTS	Tag: 9731	License: MD	JFAHPOHA4 AR322336	Page: 1	Invoice: W44104
WILLIAMS, KATRINA RENA 7504 HEATHERFIELD DR WINDSOR MILL, MD 21244 Work: (443) 956-5447 Home: (443) 956-5447		WILLIAMS, KATRINA RENA 7504 HEATHERFIELD DR WINDSOR MILL, MD 21244 Work: (443) 956-5447 Home: (443) 956-5447			
Odometer In: 3762	Out:	Dist: LFA WAR W	Prelim	10 FORD FUSION SE 4DR SDN WHITE	
MFG: 28J001		Stock#: AR322336			
Begin: 12/17/10	Done: 12/17/10	Invoiced: 12/17/10 15:26 CC	Inservice: 05/30/10	Production: 02/25/10	Sold: 05/28/10

Concern: 51	OWNER STATES VEHICLE IS STALLING WHEN AT STOPS	Operation	Tech	Units	Amount
Cause	CND	M	194	0.0	0.00
Correction	TEST DROVE IDS DIAG NO CODES CHECKED NO TSBS COULD NOT DUPLICATE Tech 194 FITZPATRICK, BE				
Type: W	COND CODE : 0 CONCERN CD : 0	Subtotal			
TOTAL CHARGE FOR CONCERN					0.00

TOTAL CHARGE	0.00	FAC WARRANTY	0.00
		TOTAL CHARGE	0.00

TUESDAY, 02/22/11 at 07:40 for REPLACE OIL AND FILTER UP TO 7 QTS OF OIL TOP FLUIDS
TUESDAY, 02/22/11 at 07:30 for REPLACE OIL AND FILTER UP TO 7 QTS OF OIL TOP FLUIDS

WARRANTY JOB
If you have any questions - please see CLIFF CLEMENTS

PLEASE HELP US HELP YOU, YOU MAY RECIEVE A CUSTOMER SATISFACTION SURVEY FROM FORD IN THE NEXT FEW WEEKS IF FOR ANY REASON YOU CANNOT ANSWER COMPLETELY SATIFIED PLEASE CONTACT TOM MILLER IMMEDIATELY
!!!!!!!!!!!!YOUR COMPLETE SATISFACTION IS OUR GOAL !!!!!!!!!!!!!



(CHECK (X) APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO CURE/RECALL	<input checked="" type="checkbox"/> PARTS SCRAP OUT
--	---	---

\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature And Date

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

X I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

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

KOONS FORD OF BALTIMORE

6970 SECURITY BLVD.
BALTIMORE, MARYLAND 21244

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SERVICE: (410) 281-2675
WASHINGTON: (301) 621-5030

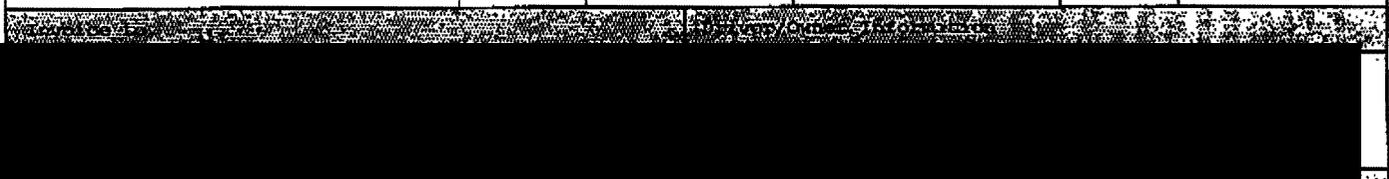
SALES: (410) 298-3800

Limited Warranty

Parts and labor are warranted for 12 months or 12,000 miles, whichever comes first. Details on back.

PROGRAM	AUTHORIZATION	COMMIT.	PRIOR RO	MILEAGE	DATE
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Adv: 195 CLIFF CLEMENTS	Tag: 1554	License: MD	3FAHPOKA4 AE	Page: 1	Invoice: W49483
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Odometer in: 3063	Out:	Dist: 3FA WAR W	Prelim	10 FORD FUSION SE 4DR SUN WHITE	
	MFG: 20J001			Stock#:	AR322336
Begin: 03/08/11	Done: 03/08/11	Invoiced: 03/10/11 17:07 CC	Inservice: 05/30/10	Production: 02/25/10	Sold: 05/28/10

Concern 51	OWNER STATES VEHICLE STALLS WHILE DRIVING--LET OFF ACCELERATOR - LIKE GETTING OFF INTERSTATE ONTO OFF RAMP PCM UPDATE	Operation	Tech Units	Amount
Cause		M	113 0.0	0.00
Correction	DLAG TESTS, NO ENGINE CODES PCM PASS, PERFORM 49 MILE ROAD TEST, COULD NOT DUPLICATE CONCERN AT THIS TIME, REPROGRAM PCM WITH FORDS LATEST RUNNING CALIBRATIONS, RELEASE TO CUSTOMER Tech 113 ROBERTS, JOHN			
Type: W	COND CODE : 0 CONCERN CD : 0	Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00

TOTAL CHARGE	0.00	KAC WARRANTY TOTAL CHARGE	0.00
			0.00

If you have any questions - please see CLIFF CLEMENTS

 PLEASE HELP US HELP YOU, YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD IN THE NEXT FEW WEEKS IF FOR ANY REASON YOU CANNOT ANSWER COMPLETELY SATISFIED PLEASE CONTACT TOM MILLER IMMEDIATELY
 !!!!!!!!!!!!!YOUR COMPLETE SATISFACTION IS OUR GOAL !!!!!!!!!!!!!

(CHECK (✓) APPROPRIATE BOX)

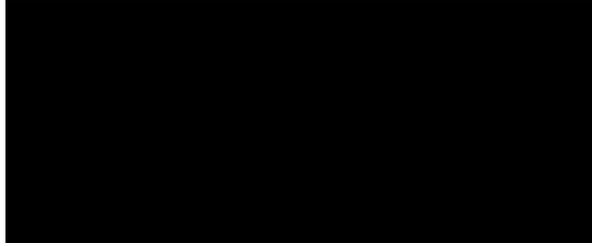
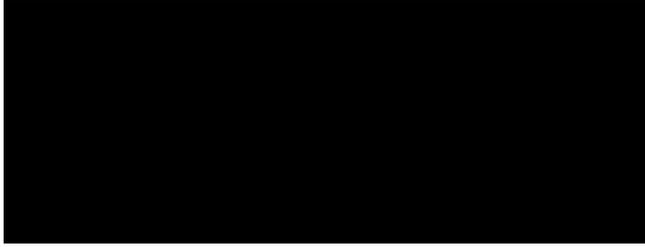
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
\$ PARTS	\$ LABOR	\$ TOTAL

Authorized Signature And Date _____ (SIGNED) _____ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE AND TRUE TO THE BEST OF MY KNOWLEDGE AND BELIEF. I AM NOT PROVIDING ANY WARRANTY OR SERVICE CONTRACT INFORMATION TO THE CUSTOMER. THE INFORMATION CONTAINED HEREIN IS FOR YOUR INFORMATION ONLY. THE INFORMATION CONTAINED HEREIN IS NOT TO BE USED FOR ANY OTHER PURPOSE. THE INFORMATION CONTAINED HEREIN IS NOT TO BE USED FOR ANY OTHER PURPOSE. THE INFORMATION CONTAINED HEREIN IS NOT TO BE USED FOR ANY OTHER PURPOSE.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE
 THIS COPY MUST BE RETURNED FOR ADJUSTMENT

CUSTOMER _____



628.784.223

Sally.

TJ

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

DAVE LILLEY, ESQ., OF COUNSEL
LICENSED IN TEXAS

1912 LOOP 11
WICHITA FALLS, TX 76306
(940) 761-5900 FACSIMILE: (940) 855-4900
EMAIL: DLILLEY@LEMONLAWINFO.COM

RECEIVED
AUG 23 2011

August 23, 2011

Ford Motor Company
World Headquarters
Office of General Counsel
One American Road
Dearborn, MI 48126

RE: [REDACTED] v. Ford Motor Company
NOTICE OF CONSUMER WARRANTY LAW VIOLATION
NOTICE PURSUANT TO T.C.A. § 17.505

Our Client: [REDACTED]
Vehicle: 10 Ford Fusion
VIN: 3FAHP0JAXAR [REDACTED]
Date of purchase: 08/12/09
Our File No.: TX11-10136

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Engine;**
2. **Trasmission;**
3. **Stalling;**
4. **Electrical;**

090 111 2011AUG30 PM 2:17

5. Fluid leak;

6. Noise.

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

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

To avoid any litigation, we respectfully demand you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including mental anguish and our client's attorneys' fees pursuant to the fee-shifting provisions of the Texas Deceptive Trade Practices Act, the Magnuson-Moss Warranty Act and/or Lemon Law. The specific amount demanded herein for these damages totals \$26,593.85. In exchange for meeting this demand, our client will waive all loss of use and aggravation and inconvenience damages sustained to date.

You are further hereby notified that should you force litigation, my client will seek treble damages against your company for its violations herein.

This letter also constitutes notice under U.C.C. § 2-711(3) of our client's security interest in the vehicle for return of the total amount above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our client has the right to hold the vehicle and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. In addition, although our client needs return of the monies listed above before substitute goods can be acquired, our client reserves the right to mitigate all parties damages by cover and reserves the right to claim such damages here. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies. If the seller (or, if applicable the assignee, or any creditor subject to the FTC Holder Rule) has filed a financing statement covering the goods, I demand, pursuant to U.C.C § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since our client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) for any loss caused our client by your failure. *Please also consider this letter prior direct written notification pursuant to T.C.A. § 17.505 and of our client's intent to pursue a claim pursuant to said statute.* If you desire an inspection pursuant to said provision, you are

hereby directed to contact this office within sixty (60) days of the date of this letter. However, you are advised suit may be filed sixty-one (61) days after the sending of this letter, and earlier should the same be necessary to avoid the running of the statute of limitations.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

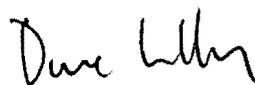
Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. We would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

I encourage you to contact this office at your earliest convenience with an offer for resolution of this claim. Should you fail to do so in a timely manner, we will assume that you do not seek an amicable resolution and we will file a claim in a court of law seeking all actual and exemplary damages available.

Sincerely,



Dave Lilley, Esq.
Attorney at Law

CC: [REDACTED]

Roquemore, Tanya (T.)

From: Will Young [will@lemonlawinfo.com]
Sent: Thursday, November 03, 2011 3:55 PM
To: Roquemore, Tanya (T.)
Subject: [REDACTED] v. Ford
Attachments: 9.23.11 RO [REDACTED].pdf

Tanya Roquemore,

Our client in the above-referenced claim has sent us an additional repair order, which we are in turn forwarding to you.

Thank you for your assistance in this matter.

Sincerely,
Will Young
Paralegal

Alex Simanovsky & Associates, LLC
Consumer Protection Attorneys

Toll-Free: 1-866-865-3666 EXT 1025
Toll-Free Fax: 1-877-216-0365
Web: www.autolemonlaws.com
Email: will@lemonlawinfo.com

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11/4/2011



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www.LegacyFordTx.com

27225 Southwest Freeway
Rosenberg, Texas 77471
281.342.5611



CUSTOMER NO. 49266	ADVISOR ALLEN MAILLET	TAG NO. 997124 2287	INVOICE DATE 10/07/11	INVOICE NO. FOCS235145
	LABOR RATE	LICENSE NO.	MILEAGE 50.068	DOLOR SILVER/
RICHMOND, TX	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 3FAHPOJAXAR	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 09/23/11	
BUSINESS PHONE	COMMENTS			

MO: 50086

J# 1 15P02 STEERING/SUSPENSION TECH(S) 997079 52.50
 CUSTOMER STATES CREAKING NOISE FROM RIGHT FRONT OVER BUMPS OR ACCEL OR DECEL
 TEST DRIVE AND VERIFIED NOISE FROM UNDER CAR, INSTALLED CHASIS EARS, SOUNDS LIKE NOISE COMING FROM BODY, LOOSENED SUBFRAME MOUNTS AND STEERING RACK, RETORQUE, RETORQUE STRUT MOUNTS, AND SUSPENION BOLTS.
 TEST DRIVE, NOISE GONE

JOB # 1 TOTAL LABOR & PARTS 52.50

J# 2 30P02 TRANSMISSION - AUTO TECH(S) 997102 0.00
 CUSTOMER STATES WHEN VEHICLE IS COLD AND HAS SIT OVERNIGHT TRANSMISSION SLIPS
 ROAD TEST PERFORM ELEC TRANS DIAG TRANS SHIFTING NORMALLY AT THIS TIME CONTACT OASIS FOR SYMPTON CODES PCM AT LATEST LVL TRANS IS SHIFTING NOMALY AT THIS TIME

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 90P02 QCM MULTIPPOINT INS 9 TECH(S) 997102 INTERNAL
 PERFORM QCM MULTIPPOINT INSPECTION
 PERFORM INSPECTION

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 00P02 BATT GREEN BATTERY TECH(S) 997102 0.00
 GREEN BATTERY
 BATTERY CHECKED AND IS OK

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 50P02 GREEN TIRES TECH(S) 997102 0.00
 GREEN TIRES
 TIRES CHECKED AND ARE OK

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 00P02 BRK GREEN BRAKES TECH(S) 997102 0.00
 GREEN BRAKES
 CHECKED AND OK

JOB # 6 TOTAL LABOR & PARTS 0.00

MISC JOB #	CODE	DESCRIPTION	CONTROL NO.	
A		WAST SHOP SUPPLIES		3.68
TOTAL MISC				3.68

COMMENTS
586-202-6867

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

The parties agree that prior to instituting any suit in a court of law, that the parties will mediate any dispute involving the repairs requested to this vehicle pursuant to Chapter 154 of the Texas Civil Practices and Remedies Code and should such mediation be unsuccessful, the parties agree to binding arbitration under AAA Consumer-Related Dispute Rules.

Las partes acuerdan que previo a enlazar cualquier demanda en una corte de ley. Que las partes mediaran cualquier disputa concierne a las reparaciones solicitadas a este vehiculo conforme al Capitulo 154 delCodigo de Practicas y Remedios Civiles deTexas y en caso que tal mediacion resulte en fracaso las partes entonces aceptaran el arbitraje vinculante bajo las Reglas de Disputas Relacionada al Consumidor AAA.

By execution hereof, notwithstanding potential inclusion on the national "do not call list" buyer specifically authorizes dealer or a dealers representative to contact buyer by telephone or other means to make inquiry concerning customer satisfaction issues surrounding the sales or service experience.

Por la ejecucion de este documento, a pesar de inclusion potencial en El Registro Nacional "No Llame" o en "Las Listas para Evitar Llamadas" en Texas, comprador autoriza especificamente el comerciante o a un representante de comerciantes a contactar a comprador por telefono o otros medios para hacer la indagacion con respecto a los asuntos de la satisfaccion del cliente que rodean la experiencia de ventas o servicio.

X _____ Customer Signature

The Reynolds and Reynolds Company ENHANTIVE 0581129 Q (04/11)

LEGACY

Ford

BUILDING OUR LEGACY ONE CUSTOMER AT A TIME

Supporting Community... Tradition... Excellence...
www.LegacyFordTx.com

27225 Southwest Freeway
Rosenberg, Texas 77471
281.342.5811



CUSTOMER NO. 49266	ADDRESS ALLEN MAILLET	TAG NO. 997124 2287	INVOICE DATE 10/07/11	INVOICE NO. FOCS235145
	LABOR RATE	LICENSE NO.	COLOUR SILVER/	STOCK NO.
		MILEAGE 50,068	DELIVERY DATE	DELIVERY MILES
YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD	VEHICLE I.D. NO. 3FAHP0JAXAR		SELLING DEALER NO.	PRODUCTION DATE
RICHMOND, TX	F.T.E. NO.	P.O. NO.	R.O. DATE 09/23/11	
BUSINESS PHONE	COMMENTS		MO: 50086	

* NEXT RECOMMENDED SERVICE:
* 02/10/2012 / 55086 MI D1F0ZLOF1 LUBE-OIL-FILTER/SQT.

WE KNOW YOU HAVE A CHOICE THANKS FOR CHOOSING US!!

*AMT PD CASH *
*AMT PD CK.....CHECK #..... *
*CRED. CD. AMT.....AMEX.....MC/VSA.....DISC... *
*CASHIER.....DATE..... *

TOTAL LABOR.... 52.50
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 3.68
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.30

TOTAL INVOICE \$ 56.48

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

The parties agree that prior to instituting any suit in a court of law, that the parties will mediate any dispute involving the repairs requested to this vehicle pursuant to Chapter 154 of the Texas Civil Practices and Remedies Code and should such mediation be unsuccessful, the parties agree to binding arbitration under AAA Consumer-Related Dispute Rules.

Las partes acuerdan que previo a entablar cualquier demanda en una corte de ley. Que las partes mediaran cualquier disputa con respecto a las reparaciones solicitadas a este vehiculo conforme al Capitulo 154 delCodigo de Practicas y Remedios Civiles de Texas y en caso que tal mediaci3n resulte en fracaso las partes entonces aceptaran el arbitraje vinculante bajo las Reglas de Disputas Relacionada al Consumidor AAA.

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Por la ejecuci3n de este documento, a pesar de inclusi3n potencial en El Registro Nacional "No Llame" o en "Las Listas para Evitar Llamadas" en Texas, comprador autoriza especificamente al comerciante o a un representante de comerciantes a contactar a comprador por tel3fono o otros medios para hacer la indagaci3n con respecto a los asuntos de la satisfacci3n del cliente que rodean la experiencia de ventas o servicio.

X _____
Customer Signature

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company EVANTHRYE C0811238 D (09/11)

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 08:25am

AVIS FORD

29200 Telegraph at 12 Mile
 Southfield, Michigan 48034
 Telephone: (248) 355-7500
 Dealer Reg. No. F 102017
 P & A Code 02750-9



SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday
 7:30 a.m. - 6:00 p.m.
 Tuesday - Friday

R/O Open Date	R/O Number
9/18/09	5540412/1
R/O Close Date	Status
9/23/09	Reprint
Mileage In	Mileage Out
2871	2871
Service Advisor - Tag #	
TIM PAULEY/3543	
Vehicle Identification Number	
3FAHPOJAXAR	
Delivery Date	In-Service Date
8/12/09	8/12/09
Color	License Number
SILVER	DS10P

[Redacted]				Work Phone	[Redacted]
[Redacted]				Home Phone	[Redacted]
EAST LANSING, MI		[Redacted]	[Redacted]	[Redacted]	[Redacted]
Year	Make	Model	Body	Color	License Number
2010	FORD	FUSION SEL	4DR FWD	SILVER	DS10P
AR182447					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR D03: ENGINE DIFFICULT OR SLOW TO START CUSTOMER STATES THAT WHEN TRYING TO START THE VEHICLE IT KEPT CRANKING IT TOOK 4 TRIES TO START ON 2 SEPERATE OCCASION Caused by CP:18801 Corrected by 091901A: (D03) (39) 2010 FUSION, MILAN: REPLACE GROUND STRAP, INCLUDES TIME TO CHECK FOR DTCS (DO NOT USE WITH ANY OTHER Work performed by JEFF SKURDA(10) Installed AE5Z 18801 A :CAPACITOR ASY - RADIO SUPP Qty: 1 TECH10 39 18801 WAR EEC DIAGNOSIS-PASS. INSTALLED CAPACITOR PER TSB 09-19-01. RETEST-PASS.	Warranty Warranty
#2 - MR 99P: ATW QUALITY CARE REPORT CARD Work performed by DUSTIN VANDENBREMER(13) TECH 13, INT .3 HRS PERFORMED INSPECTION,SEE ATW S HEET ***** * IF FOR ANY REASON, YOU CANNOT GRADE YOUR OVERALL SERVICE * * EXPERIENCE AS "COMPLETELY SATISFIED" PLEASE CONTACT AVIS * * FORD AT 248-226-2580. THANK YOU FOR CHOOSING AVIS FORD * * SERVICE. * *****	Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X
 10/2003 FORDENA 100 - Dealer's Application Form (NO) 100-1000

AVIS FORD

29200 Telegraph at 12 Mile
 Southfield, Michigan 48034
 Telephone: (248) 355-7500
 Dealer Reg. No. F 102017
 P & A Code 02750-9



SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday
 7:30 a.m. - 8:00 p.m.
 Tuesday - Friday

R/O Open Date	R/O Number
6/08/10	5549132/1
R/O Close Date	Status
6/08/10	Pre-Invoice
Mileage In	Mileage Out
29122	29122
Service Advisor / Tag #	
TIM PAULEY/9767	
Vehicle Identification Number	
3FAHPOJAXAR	
Delivery Date	In-Service Date
8/12/09	8/12/09
Color	License Number
SILVER	DS10P

[Redacted]		Work Phone	[Redacted]
[Redacted]		Home Phone	[Redacted]
Year	Make	Model	Body
2010	FORD	FUSION SEL	4DR FWD
AR182447			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 10B15C: VEHICLES OVER 7,000 MILES: REPROGRAM THE PCM ANDPERFORM TRANSMISSION LOAD TEST Corrected by10B15C: VEHICLES OVER 7,000 MILES: REPROGRAM THE PCM ANDPERFORM TRANSMISSION LOAD TEST Work performed by SEAN WHALEN (80) 10B15 TECH 80 REPROGRAMMED PCM AND PERF TRANS LOAD TEST, PASS ***** * IF FOR ANY REASON, YOU CANNOT GRADE YOUR OVERALL SERVICE * * EXPERIENCE AS "COMPLETELY SATISFIED" PLEASE CONTACT AVIS * * FORD AT 248-226-2580. THANK YOU FOR CHOOSING AVIS FORD * * FOLLOW US ON FACEBOOK. * *****	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	LABOR	.00
	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
 X
 (C) 2003 ARACMA, Inc. - Dealership Application Group (000)045-1028

AVIS FORD
 29200 Telegraph at 12 Mile
 Southfield, Michigan 48034
 Telephone: (248) 355-7500
 Dealer Reg. No. F 102017
 P & A Code 02750-9



SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday
 7:30 a.m. - 6:00 p.m.
 Tuesday - Friday

R/O Open Date 6/08/10	R/O Number 5549132/1
Time Received 7:32	Time Promised 6/08 17:00
Current Mileage 29122	Mileage Out
Estimate of Repairs	Service Advisor / Key Tag # TIM PAULEY/9767

SUGAR LAND, TX		Work Phone	Vehicle Identification Number 3FAHPOJAXAR	
Year 2010	Make FORD	Body 4DR FWD	Delivery Date 8/12/09	In-Service Date 8/12/09
Model AR182447	Model FUSION SEL	Color SILVER	License Number DS10P	

Job Number	Description of Work	Code
1.	VEHICLES OVER 7,000 MILES: REPROGRAM THE PCM AND PERFORM TRANSMISSION LOAD TEST	10B15C WARR-FORD WARR-FORD

Job Number	Description of Work	Code
2.		

Job Number	Description of Work	Code
3.		

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES.

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X



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but it's still our baby.™

HELFMAN FORD

12220 SOUTHWEST FRWY.
STAFFORD, TEXAS 77477
(281) 274-7380



Credit Cards

American Express • Visa • M.C. • Discover

SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.
(CHECK (✓) APPROPRIATE BOX)			
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SETTLE CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	
\$	\$	\$	TOTAL
PARTS		LABOR	
Authorized Signature and Date			

Service and Parts Department Hours

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

Towing Service

(281) 499-1024 • (281) 564-5868

SERVICE INSTALLED PARTS				PROGRAM CODE(S)	DEALER CODE
DATE INSTALLED	ACCRUED MILEAGE	ORIGINAL R.O. NUMBER	REPAIR 1		52C182
MO. DAY YR.	NO TENTHS		REPAIR 2		
APPROVAL CODE OR NO.			COMMITMENT CODE		P&A CODE
			REPAIR 3		04587

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



TAG: 7051 ADV: 291 HERNANDEZ INVOICE: PRELIM WAR C W AN VIN 3FAHPOJAX [REDACTED] LICENSE NUMBER: [REDACTED]
 TAX RULES: YNNY INVOICED: 10/22/2010 13:55:58 10 FORD FUSION SEL 4DR SDN SILVER
 ODOMETER IN: 36145 OUT: 36146 DIST: FMC DATES INSERVICE: 070109 PRODUCTION: 072409
 DATES BEGIN: 10/21/10 DONE: 10/22/10

CONCERN 52 WHEN TRNS IS COLD THE FIRST SHIFT IS VERY HARD HAD A UPGRADE DONE WHEN OPERATION TECH HOURS AMOUNT
 FIRST BOUGHT THE CAR CHK REPORT 091803A 429 .3 25.79
 CAUSE TRNS FLAIR ON 2-3 SHIFT
 CORRECTION UPDATE POM PER TSB
 FACTORY TECH: 429 - AMONETTE, JOHN CERT#: 2912
 CONCERN CD: P66 COND CODE : 42
 FP-RECAL LINE AUTH: AN 102210 13:55

----- SUBTOTAL -----
 LABOR MECHANICAL 25.79
 TOTAL CHARGE FOR CONCERN 25.79

TYPE: W

----- GRAND TOTALS -----

SUMMARY OF CHARGES FOR INVOICE W46967	PAYMENT DISTRIBUTION FOR INVOICE W46967
LABOR MECHANICAL 25.79	TOTAL CHARGE 25.79
TOTAL CHARGE 25.79	FAC WARRANTY 25.79

\$70.09 PER HOUR

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
 CUS - CUSTOMERPAY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JUAN E HERNANDEZ
 IMPORTANT!

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR CO.
 IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CAN NOT GRADE US
 COMPLETELY SATISFIED PLEASE CONTACT ME.

THANK YOU FOR CHOOSING HELFMAN FORD
 CHARLES TAYLOR-SERVICE MANAGER-281-274-7208

PAGE 1

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED



CUSTOMER

ON LINE SERVICE INVOICING BY US 1976



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but it's still our baby.™

HELFMAN FORD

12220 SOUTHWEST FRWY.
STAFFORD, TEXAS 77477
(281) 274-7380



Credit Cards

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SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.
(CHECK [] APPROPRIATE BOX)			
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	
\$	\$	\$	
PARTS	LABOR	TOTAL	
Authorized Signature and Date			

Service and Parts Department Hours

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

Towing Service

(281) 499-1024 • (281) 584-5868

SERVICE INSTALLED PARTS				PROGRAM CODE(S)	DEALER CODE
DATE INSTALLED	ACCRUED MILEAGE	ORIGINAL R.O. NUMBER		REPAIR 1	52C182
MO. DAY YR.	NO TENTHS			REPAIR 2	
APPROVAL CODE OR NO.			COMMITMENT CODE		P&A CODE
					04587
				REPAIR 3	

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



E: C46967

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 7051 ADV: 291 HERNANDEZ INVOICE: PRELIM CUS C W AN VIN 3FAHP0JAXA LICENSE NUMBER: [REDACTED]
 TAX RULES: YNNY INVOICED: 10/22/2010 13:55:58 10 FORD FUSION SEL 4DR SDN SILVER
 ODOMETER IN: 36145 OUT: 36146 DIST: FMC DATES IN SERVICE: 070109 PRODUCTION: 072409
 DATES BEGIN: 10/21/10 DONE: 10/22/10

CONCERN 20 CHANGE ENGINE OIL & FILTER OPERATION TECH AMOUNT
 CAUSE 02 1P 628 *

CORRECTION QCM OIL & FILTER CHANGED
 COMMENT GENERAL MAINTENANCE

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
FMC KITFL910KITB			OIL CHANGE	1S	
FMC BE8Z 6731 AC			KIT - ELEMENT & GASK	1	** **
010 X05W20QSP			OIL - ENGINE	5	** **

FACTORY TECH: 628 - AVILA JR, JULI
 TYPE: C LINE FLAGS: NOS TOTAL CHARGE FOR CONCERN 28.95

CONCERN 24 PERFORM MULTI-POINT INSPECTION OPERATION TECH AMOUNT
 CAUSE GT GB GB 99F 602 *

CORRECTION QCM PERFORMED INSPECTION
 COMMENT GENERAL MAINTENANCE

24-1	TIRES GOOD AT THIS TIME		GTIRE	602
24-2	BRAKES GOOD AT THIS TIME		GBK	602
24-3	BATTERY GOOD AT THIS TIME		GBATT	602

FACTORY TECH: 602 - MILOM, DANIEL L
 TYPE: C LINE FLAGS: NOS TOTAL CHARGE FOR CONCERN .00

CONCERN 51 INTERMITTLY AS DRIVING BLIND SPOT SENSOR LIGHT COMES ON AND NEED TURN CAR OFF AND ON TO CLEAR IT, HAPPENS BOTH SIDES CHK REPORT OPERATION TECH AMOUNT
 CAUSE 51 602 148.40

CORRECTION DIAG AND PINPOINT. NECESSARY TO REPROGRAM SOD MODULES. RETEST. PASSED.
 FACTORY TECH: 602 - MILOM, DANIEL L

PAGE 1

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

X

CUSTOMER

ON LINE SERVICE INVOICING BY USS © 1976



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but it's still our baby.™

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(281) 274-7380



Credit Cards

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SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.
(CHECK (✓) APPROPRIATE BOX)			
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	
\$	\$	\$	\$
PARTS	LABOR	TOTAL	
Authorized Signature and Date			

Service and Parts Department Hours

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

Towing Service

(281) 499-1024 • (281) 564-5868

SERVICE INSTALLED PARTS				PROGRAM CODE(S)	DEALER CODE
DATE INSTALLED		ACCRUED MILEAGE		REPAIR 1	52C182
MO.	DAY	YR.	NO TENTHS	REPAIR 2	
APPROVAL CODE OR NO.			COMMITMENT CODE		P&A CODE
				REPAIR 3	04587

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

INVOICE NO. [REDACTED] ORDER/OWNER INFORMATION -- INVOICE: C46967

FOR OFFICE USE VEHICLE INFORMATION
TAG: 7051 ADV: 291 HERNANDEZ INVOICED: 10/22/2010 13:55:56 AN 10 FUSION SILVER LICENSE NUMBER: [REDACTED]

----- SUBTOTAL -----
LABOR MECHANICAL 148.40
TOTAL CHARGE FOR CONCERN 148.40

----- GRAND TOTALS -----
SUMMARY OF CHARGES FOR INVOICE C46967
PARTS 22.00
SERVICE MATERIAL 10.39
LABOR MECHANICAL 155.35
SUB-TOTAL 187.74
SALES TAX 2.67
TOTAL CHARGE 190.41
PAYMENT DISTRIBUTION FOR INVOICE C46967
TOTAL CHARGE 190.41
CASH DUE 190.41

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WAR - WARRANTY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JUAN E HERNANDEZ
THANKS FOR CHOOSING HELFMAN FORD !

PAGE 2
LAST PAGE

ON LINE SERVICE INVOICING BY JCB © 1079

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**6F35 TRANSMISSION—HARSH 2-3 UPSHIFT—3-4
UPSHIFT FLARE—HARSH ROLLING ENGAGEMENT**

TSB 10-21-9

FORD:
2010 Fusion
2009-2010 Escape

MERCURY:
2010 Milan
2009-2010 Mariner

ISSUE

Some 2009-2010 Escape, Mariner, 2010 Fusion and Milan vehicles equipped with an automatic transmission may exhibit harsh 2-3 upshift after cold soak and/or 3-4 upshift flare after cold soak. Vehicles may also exhibit harsh rolling engagements if vehicle is shifted into reverse or drive before coming to a complete stop.

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
IMPORTANT: Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

ACTION

Follow the Service Procedure steps to correct the condition.

OPERATION	DESCRIPTION	TIME
102109A	2009-2010 Escape, Mariner 2010 Fusion, Milan: Reprogram The PCM, Includes Time To Check And Adjust Transmission Fluid Level After Bringing Transmission Fluid Up To Operating Temperature (Do Not Use With Any Other Labor Operations)	0.7 Hr.

SERVICE PROCEDURE

1. Reprogram the powertrain control module (PCM) to the latest calibration using Integrated Diagnostic System (IDS) release 69.04 and higher. This new calibration is not included in the VCM 2010.9 DVD. Calibration files may also be obtained at www.motorcraft.com.
2. The fluid level must also be set to the top hole (top of the cross hatch) on the dip stick, the fluid must be at operation temperature of 185-200 °F (85-93 °C) before the fluid level can be checked or set.

DEALER CODING

BASIC PART NO.	CONDITION CODE
RECAL	04

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.



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SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.
(CHECK (/) APPROPRIATE BOX)			
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	
\$	\$	\$	\$
PARTS	LABOR	TOTAL	

Authorized Signature and Date

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SERVICE INSTALLED PARTS						PROGRAM CODE(S)	DEALER CODE	
DATE INSTALLED		ACCRUED MILEAGE		ORIGINAL R.O. NUMBER		REPAIR 1	52C182	
MO.	DAY	YR.	NO TENTHS			REPAIR 2		
APPROVAL CODE OR NO.				COMMITMENT CODE				P&A CODE
						REPAIR 3	04587	

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INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W47259

WOLOCH, EDWARD

SUGAR LAND TX

SUGAR LAND TX

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 7076 ADV: 291 HERNANDEZ INVOICE: QUOTE WAR C W MA VIN 3FAHP0JAXA LICENSE NUMBER:
 TAX RULES: YNNY INVOICED: 11/12/2010 11:56:56 10 FORD FUSION SEL 4DR SDN SILVER
 ODOMETER IN: 36166 OUT: 36166 DIST: FMC DATES IN SERVICE: 070109 PRODUCTION: 072409
 DATES BEGIN: 10/26/10 DONE: 11/12/10

*** R.O. NOT COMPLETE ***

CONCERN 51 TECH 429/ CUSTOMER STATES THAT CAR ON COLD START WILL DRIVE AND BY 1ST OPERATION TECH HOURS AMOUNT
 OR SECOND STOP TRANS JERK INTO GEAR VERY HARD AFTER WARMS UP NO PROBLEM 7000A 429 4.9 421.30
 CHK REPORT

CAUSE 42-OVALVEBODY NOT WORKING

CORRECTION R&R TRANS.

51-1	AUTOMATIC TRANSMISSION ELECTRONIC DIAGNOSIS - DIAGNOSIS	7000F	429	1.5	119.97
51-2	AUTOMATIC TRANSMISSION - - DIAGNOSTIC PIN POINT TEST	7000F45	429	.3	26.79
51-3	EXTRA TIME FOR POST ROAD TEST. (AFTER REPAIR)	7000AXQ	429	.2	17.20
51-4	EXTRA TIME TO MOUNT TRANSMISSION ON A BENCH FIXTURE	7000AZJ	429	.3	26.79
51-5	AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL	7000A2	429	5.4	464.29
51-6	AUTOMATIC TRANSMISSION CONVERTER ASSEMBLY - CONTAMINATION INSPECTI	7000A4	429	.2	17.20
51-7	AUTOMATIC TRANSMISSION OIL COOLER AND/OR COOLER LINES - FLUSH	7000A11	429	.2	17.20
51-8	AUTOMATIC TRANSMISSION MAIN CONTROL VALVE (ASSEMBLY) - OVERHAUL	7000A13B	429	.5	42.99

7000F-15 F45-3 7000A-49 AXQ-2 AZJ-3 A2-54 A4-2 A11-2 A13B-5
 NGS TEST TRANS SLIP ON 2-3 SHIFT CODE P0733 NO TSB OR SSM. FLUID LEVEL AND CONDITION OK PINPOINT TEST A1Y A2Y A3 N REFER TO DIAG BY SYMPTOM REMOVE TRANS MOUNT ON BENCH FOUND AXEL BUSHING WORN DIRECT CYLINDER BUSHING WORN AND VALVEBODY STICKING OVERHAUL TRANS AND SIO FLUSH LINES AND CONVERTER RETEST

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
FMC 9L8Z 7153 A			KIT - GASKET	1	177.90	177.90
FMC 9L8Z 7A096 B		SPO	*SCREEN ASY -SPO	1		
FMC 9L8Z 7G384 A		SPO	*CYLINDER -SPO	1		
FMC AL8Z 7025 A		SPO	*BUSHING -SPO	1		
FMC AE5Z 3A427 E		SPO	*SHAFT - FRONT A-SPO	1		

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(CHECK <input type="checkbox"/> APPROPRIATE BOX)			
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	
\$	\$	\$	\$
PARTS	LABOR	TOTAL	
Authorized Signature and Date			

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SERVICE INSTALLED PARTS				PROGRAM CODE(S)	DEALER CODE
DATE INSTALLED		ACCRUED MILEAGE		ORIGINAL R.O. NUMBER	52C182
MO.	DAY	YR.	NO TENTHS	REPAIR 1	
APPROVAL CODE OR NO.				COMMITMENT CODE	P&A CODE
				REPAIR 2	04587
				REPAIR 3	

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INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: W47259	
FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 7076	ADV: 291 HERNANDE	INVOICED: 11/12/2010 11:56:56 MA	10 FUSION SILVER LICENSE NUMBER: [REDACTED]
*** R.O. NOT COMPLETE ***			
FMC XT	10 QLVC	OIL - AUTOMATIC TRAN	12 3.47 41.64
FMC TA	29	SEALANT - SILICONE	1 12.21 12.21
SPO 9L8Z	7A098 B	*SCREEN ASY	1 37.72 37.72
SPO 9L8Z	7G384 A	*CYLINDER	1 91.34 91.34
SPO AE5Z	3A427 E	*SHAFT - FRONT AXLE	1 160.67 160.67
SPO AL8Z	7025 A	BUSHING	1 3.04 3.04
FMC 9L8Z	7A100 C	OWNER CONTROL ASY - TRANSM	1 177.20 177.20
001 9L8Z	7A100 C	CORE CORE CHG	1 275.00 275.00
FMC 1S7Z	6840 AA	GASKET	1 3.85 3.85
PARTS: COUNT	25	ALLOWANCE:	309.76
FACTORY TECH: 429 - AMONETTE, JOHN		CERT#: 2912	
CONCERN CD: P01			
FP-9L8Z7A100C	LINE AUTH: AN 111110 16:14		
		SUBTOTAL	
		PARTS	1290.33
		LABOR MECHANICAL	1160.73
		TOTAL CHARGE FOR CONCERN	2451.06
TYPE: W			
CONCERN 53* TAP DAYS CORRECTION		OPERATION TECH HOURS AMOUNT	
FACTORY CONCERN CD: A99			
		SUBTOTAL	
		TOTAL CHARGE FOR CONCERN	.00
		GRAND TOTALS	
SUMMARY OF CHARGES FOR INVOICE W47259		PAYMENT DISTRIBUTION FOR INVOICE W47259	
PARTS	1290.33	TOTAL CHARGE	2451.06
LABOR MECHANICAL	1160.73	FAC WARRANTY	2451.06
TOTAL CHARGE	2451.06		
\$70.09 PER HOUR			
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST			
CUS - CUSTOMERPAY			

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SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.
(CHECK (✓) APPROPRIATE BOX)			
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	
\$	\$	\$	TOTAL
PARTS		LABOR	
Authorized Signature and Date			

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DATE INSTALLED	ACCRUED MILEAGE	ORIGINAL R.O. NUMBER	REPAIR 1	52C182
MO. DAY YR.	NO TENTHS		REPAIR 2	
APPROVAL CODE OR NO.		COMMITMENT CODE		P&A CODE
				04587
			REPAIR 3	

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INVOICE TO	DRIVER/OWNER INFORMATION -- INVOICE: W47259
FOR OFFICE USE	VEHICLE INFORMATION
TAG: 7076 ADV: 291 HERNANDEZ INVOICED: 11/12/2010 11:56:56 MA 10 FUSION SILVER LICENSE NUMBER: [REDACTED]	
*** R.O. NOT COMPLETE ***	
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JUAN E HERNANDEZ IMPORTANT!	
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR CO. IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CAN NOT GRADE US COMPLETELY SATISFIED PLEASE CONTACT ME.	
THANK YOU FOR CHOOSING HELFMAN FORD CHARLES TAYLOR-SERVICE MANAGER-281-274-7208	

PAGE 3

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(CHECK (✓) APPROPRIATE BOX)			
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	
\$	\$	\$	\$
PARTS	LABOR	TOTAL	
Authorized Signature and Date			

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DATE INSTALLED		ACCRUED MILEAGE		REPAIR 1	52C182
MO.	DAY	YR.	NO TENTHS	REPAIR 2	
APPROVAL CODE OR NO.			COMMITMENT CODE		P&A CODE
				REPAIR 3	04587

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INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: C47259

SUGAR LAND TX [REDACTED] SUGAR LAND TX [REDACTED]
HOME: [REDACTED] HOME: [REDACTED]

FOR OFFICE USE ----- VEHICLE INFORMATION -----
TAG: 7076 ADV: 291 HERNANDEZ INVOICE: QUOTE CUS C W MA VIN 3FAHP0JAXAR [REDACTED] LICENSE NUMBER: [REDACTED]
TAX RULES: YNNY INVOICED: 11/12/2010 11:56:56 10 FORD FUSION SEL 4DR SDN SILVER
ODOMETER IN: 36166 OUT: 36166 DIST: FMC DATES INSERVICE: 070109 PRODUCTION: 072409
DATES BEGIN: 10/26/10 DONE: 11/12/10

*** R.O. NOT COMPLETE ***

CONCERN	CAUSE	CORRECTION	OPERATION	TECH	AMOUNT
24	PERFORM MULTI-POINT INSPECTION		99P	429	*
24-1	TIRES GOOD AT THIS TIME		GTIRE	429	
24-2	BRAKES GOOD AT THIS TIME		GBK	429	
24-3	BATTERY GOOD AT THIS TIME		GBATT	429	
COMMENT	GENERAL MAINTENANCE				
FACTORY	TECH: 429 - AMONETTE, JOHN				
TYPE: C	LINE FLAGS: NOS				
TOTAL CHARGE FOR CONCERN					.00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C47259	PAYMENT DISTRIBUTION FOR INVOICE C47259
TOTAL CHARGE .00	CASH DUE .00
	TOTAL CHARGE .00

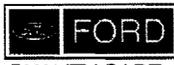
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WAR - WARRANTY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JUAN E HERNANDEZ
THANKS FOR CHOOSING HELFFMAN FORD !

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SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.
CHECK (X) APPROPRIATE BOX			
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT	
\$	\$	\$	\$
PARTS	LABOR	TOTAL	
Authorized Signature and Date			

SERVICE INSTALLED PARTS			PROGRAM CODE(S)	DEALER CODE
DATE INSTALLED	ACCRUED MILEAGE	ORIGINAL R.O. NUMBER	REPAIR 1	52C182
MO. DAY YR.	NO TENTHS		REPAIR 2	
APPROVAL CODE OR NO.		COMMITMENT CODE		P&A CODE
			REPAIR 3	04587

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INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE: W55530		
SUGAR LAND TX		SUGAR LAND TX				
HOME: [REDACTED]		OFFICE USE		VEHICLE INFORMATION		
TAG: 9729	ADV: 605 KOPACZ, J	INVOICE: QUOTE WAR W C KD	VIN 3FAHP0JAXAF	LICENSE NUMBER: [REDACTED]		
ODOMETER IN: 41329	OUT: 41332	TAX RULES: YNNY INVOICED: 03/08/2011 08:43:37	10 FORD FUSION SEL	4DR SDN SILVER		
DATES BEGIN: 03/01/11	DONE: 03/03/11	DIST: FMC	DATES INSERVICE: 070109	PRODUCTION: 072409		
*** QUOTE AFTER FINAL BILL ***						
CONCERN 51	C/S TRANS PROBLEM...WHEN COLD, IT SLIPS IN THE 1-2 SHIFT, HARD. HEARS A WHINNY WHISTLING NOISE AND ALSO A LOW GURGLE SOUND FROM TRANS....SEE HISTORY TECH 429	OPERATION	TECH HOURS	AMOUNT		
CAUSE	00	NC	123 .0	.00		
CORRECTION	No Charge					
FACTORY	TECH: 123 - BUSHMAN 7231, J	CERT#: 7231				
	CONCERN CD: P66					
	FP-NC	LINE AUTH: AN 030311 10:39				
TYPE: W		SUBTOTAL		TOTAL CHARGE FOR CONCERN .00		
CONCERN 52	C/S CK ENGINE LIGHT IS ON AND OFF. NOW ON.	OPERATION	TECH HOURS	AMOUNT		
CAUSE	BAD CONVERTER.	12650D	123 .2	17.20		
CORRECTION	EEC SYSTEM DIAGNOSIS - (QUICK TEST)					
52-1	EXTRA TIME TO REPEAT FINAL QUICK TEST	12650DX1	123 .1	8.60		
52-2	EEC SYSTEM - DIAGNOSTIC PIN POINT TEST	12650D45	123 .3	25.79		
52-3	IGNITION SYSTEM - DIAGNOSIS	12650D55	123 .3	25.79		
52-4	PID RECORDER/MONITOR TEST	12650D80	123 .1	8.60		
52-5	PID RECORDER/MONITOR TEST WITH ROAD TEST	12650D81	123 .5	42.99		
52-6	TIME FOR INSTALLING CONVERTER.	5212B	123 .5	42.99		
	KOEO-PASS KOER-PASS KOEC-P0420, PERFORM PPT HF1-N, HF2-N, HF3-N, HF4-Y, HF5-N, HF10-Y FUEL PRESSURE 55PSI, TESTED IGN AND FOUND NO MISFIRE, REPLACE CONVERTER AND CLEAR KAM					
	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
	FMC AE5Z	5E212 C	SPO	*CONVERTER ASY -SPO	1	
	SPO AE5Z	5E212 C		*CONVERTER ASY	1	369.46
	REPRINTED 1 TIMES					369.46
						PAGE 1

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SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.
(CHECK [X] APPROPRIATE BOX)			
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	
\$	\$	\$	
PARTS	LABOR	TOTAL	
Authorized Signature and Date			

SERVICE INSTALLED PARTS					PROGRAM CODE(S)	DEALER CODE
DATE INSTALLED		ACCRUED MILEAGE		ORIGINAL R.O. NUMBER		REPAIR 1
MO.	DAY	YR.	NO TENTHS		REPAIR 2	
APPROVAL CODE OR NO.			COMMITMENT CODE			REPAIR 3
						52C182
						04587

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INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE: W55530
FOR OFFICE USE		VEHICLE INFORMATION		
TAG: 9729	ADV: 606 KOPACZ,	INVOICED: 03/08/2011 08:43:37	RD 10 FUSION	SILVER
		LICENSE NUMBER: [REDACTED]		
*** QUOTE AFTER FINAL BILL ***				
PARTS: COUNT	2	ALLOWANCE:	147.78	
FACTORY TECH: 123 - BUSHMAN	7231, J	CERT#: 7231		
CONCERN CD: E29	COND CODE : 42			
FP-AE5Z5E212C	LINE AUTH: AN 030311 14:26			
POWERTRAIN CODES: KOEO - PASS	KOER - PASS	KOEC - P0420		
		SUBTOTAL		
TYPE: W		PARTS	517.24	
		LABOR MECHANICAL	171.96	
		TOTAL CHARGE FOR CONCERN	689.20	
GRAND TOTALS				
SUMMARY OF CHARGES FOR INVOICE W55530		PAYMENT DISTRIBUTION FOR INVOICE W55530		
PARTS	517.24	TOTAL CHARGE	689.20	
LABOR MECHANICAL	171.96	FAC WARRANTY	689.20	
TOTAL CHARGE	689.20			
<p>\$70.09 PER HOUR ATTENTION: THE FOLLOWING INVOICES ALSO EXIST CUS - CUSTOMERPAY IF YOU HAVE ANY QUESTIONS - PLEASE SEE JOHN A KOPACZ IMPORTANT! YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR CO. IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CAN NOT GRADE US COMPLETELY SATISFIED PLEASE CONTACT ME. THANK YOU FOR CHOOSING HELFMAN FORD CHARLES TAYLOR-SERVICE MANAGER-281-274-7208</p>				
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but it's still our baby.™

HELFMAN FORD

12220 SOUTHWEST FRWY.
STAFFORD, TEXAS 77477
(281) 274-7380



Credit Cards

American Express • Visa • M.C. • Discover

SUBTOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.
(CHECK (X) APPROPRIATE BOX)			
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	
\$	\$	\$	\$
PARTS	LABOR	TOTAL	
Authorized Signature and Date			

Service and Parts Department Hours

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

Towing Service

(281) 499-1024 • (281) 564-5868

SERVICE INSTALLED PARTS			PROGRAM CODE(S)	DEALER CODE
DATE INSTALLED	ACCUMULATED MILEAGE	ORIGINAL R.O. NUMBER	REPAIR 1	52C182
MO. DAY YR.	NO TENTHS		REPAIR 2	
APPROVAL CODE OR NO.		COMMITMENT CODE	REPAIR 3	
				04587

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

INVOICE TO _____ DRIVER/OWNER INFORMATION -- INVOICE: C55530

SUGAR LAND TX SUGAR LAND TX

FOR OFFICE USE ----- VEHICLE INFORMATION -----

TAG: 9729 ADV: 606 KOPACZ, J INVOICE: QUOTE CUS W C KD VIN 3FAHP0JAXAR182447 LICENSE NUMBER: [REDACTED]
 TAX RULES: YNNY INVOICED: 03/08/2011 08:43:37 10 FORD FUSION SEL 4DR SDN SILVER
 ODOMETER IN: 41329 OUT: 41332 DIST: FMC DATES IN SERVICE: 070109 PRODUCTION: 072409
 DATES BEGIN: 03/01/11 DONE: 03/03/11

*** QUOTE AFTER PRELIMINARY BILL ***

CONCERN 24 PERFORM MULTI-POINT INSPECTION	OPERATION	TECH	AMOUNT
CAUSE GB GT GBATT	99P	123	*
CORRECTION QCM PERFORMED INSPECTION			
24-1 BRAKES GOOD AT THIS TIME	GBK	123	
24-2 TIRES GOOD AT THIS TIME	GTIRE	123	
24-3 BATTERY GOOD AT THIS TIME	GBATT	123	
COMMENT GENERAL MAINTENANCE			
FACTORY TECH: 123 - BUSHMAN 7231, J			
TYPE: C LINE FLAGS: NOS			
	TOTAL CHARGE FOR CONCERN		.00

CONCERN 53 C/S BLIND SPOT LIGHT STAYS ON FROM LEFT REAR	OPERATION	TECH	AMOUNT
CAUSE 0	51	072	\$ 79.95
CORRECTION REPROGRAMMED SOLI MODULES PER TSB			
FACTORY TECH: 072 - PIPER 6440, JOH			

----- SUBTOTAL -----

TYPE: C

LABOR MECHANICAL 79.95
TOTAL CHARGE FOR CONCERN 79.95

SUMMARY OF CHARGES FOR INVOICE C55530

SERVICE MATERIAL 5.60
LABOR MECHANICAL 79.95
SUB-TOTAL 85.55
SALES TAX .46
TOTAL CHARGE 86.01

MAR - 6 2011
GRAND TOTALS
CK # 2129

PAYMENT DISTRIBUTION FOR INVOICE C55530
TOTAL CHARGE 86.01
CASH DUE 86.01

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JOHN A KOPACZ

PAGE 1

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X _____

CUSTOMER

ON LINE SERVICE INVOICING BY UICR © 1979



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Service and Parts Department Hours
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SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.
(CHECK (✓) APPROPRIATE BOX)			
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	
\$	\$	\$	\$
PARTS	LABOR	TOTAL	
Authorized Signature and Date			

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DATE INSTALLED	ACCRUED MILEAGE	ORIGINAL R.O. NUMBER	REPAIR 1	52C182
MO.	DAY	YR.	NO TENTHS	
APPROVAL CODE OR NO.		COMMITMENT CODE		P&A CODE
			REPAIR 3	04587

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INVOICE TO	DRIVER/OWNER INFORMATION	INVOICE: C55530
FOR OFFICE USE	VEHICLE INFORMATION	
TAG: 9729 ADV: 606 KOPACZ, INVOICED: 03/08/2011 08:43:37 KD 10 FUSION SILVER LICENSE NUMBER:	*** QUOTE AFTER PRELIMINARY BILL ***	
THANKS FOR CHOOSING HELFMAN FORD !		
PAGE 2 LAST PAGE		

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(CHECK (X) APPROPRIATE BOX)			
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\$	\$	\$	\$
PARTS	LABOR	TOTAL	

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MO. DAY YR.	NO TENTHS		REPAIR 2	
APPROVAL CODE OR NO.		COMMITMENT CODE		P&A CODE
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			REPAIR 3	

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GRAND TOTALS																																																																																	
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CUS - CUSTOMERPAY																																																																																	

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HELPMAN FORD

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SUBTOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.
(CHECK [] APPROPRIATE BOX)			
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	
\$	\$	\$	\$
PARTS	LABOR	TOTAL	
Authorized Signature and Date			

Service and Parts Department Hours

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

Towing Service

(281) 499-1024 • (281) 564-5868

SERVICE INSTALLED PARTS				PROGRAM CODE(S)	DEALER CODE
DATE INSTALLED		ACCUMULATED MILEAGE		REPAIR 1	52C182
MO.	DAY	YR.	NO TENTHS	REPAIR 2	
APPROVAL CODE OR NO.			COMMITMENT CODE		P&A CODE
				REPAIR 3	04587

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INVOICE TO	DRIVER/OWNER INFORMATION	INVOICE: W56389
FOR OFFICE USE	VEHICLE INFORMATION	
TAG: 9777 ADV: 606 KOPACZ, INVOICED: 03/14/2011 15:28:37 MH	10 FUSION SILVER	LICENSE NUMBER: TX DS10P

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JOHN A KOPACZ
IMPORTANT!
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR CO.
IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CAN NOT GRADE US
COMPLETELY SATISFIED PLEASE CONTACT ME.
THANK YOU FOR CHOOSING HELPMAN FORD
CHARLES TAYLOR-SERVICE MANAGER-281-274-7208

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STAFFORD, TEXAS 77477
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(CHECK <input type="checkbox"/> APPROPRIATE BOX)			
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT	
\$ PARTS	\$ LABOR	\$ TOTAL	

SERVICE INSTALLED PARTS				PROGRAM CODE(S)	DEALER CODE
DATE INSTALLED		ACCRUED MILEAGE		REPAIR 1	52C182
MO	DAY	YR.	NO TENTHS	REPAIR 2	
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INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: W56982	
[REDACTED]		[REDACTED]	
ADDRESS	TX [REDACTED]	RICHMOND	TX [REDACTED]
HOME:	[REDACTED]	HOME:	[REDACTED]
OFFICE USE		VEHICLE INFORMATION	
TAG: 9823	ADV: 606 KOPACZ, J	INVOICE: QUOTE	WAR C W RD
TAX RULES: YMNY INVOICED: 03/25/2011 10:40:06		VIN 3FAHPOJAXAR	LICENSE NUMBER: [REDACTED]
ODOMETER IN: 41711	OUT: 41719	10 FORD	FUSION SEL 4DR SDN SILVER
DATES BEGIN: 03/22/11	DONE: 03/23/11	DIST: FMC	DATES INSERVICE: 070109 PRODUCTION: 072409
*** QUOTE AFTER FINAL BILL ***			
CONCERN 51	C/S WHINE NOISE FROM ENGINE??? TRANS??? SEE MIKE H.	OPERATION	TECH HOURS
CAUSE	NOISEY TENSIONER	6209A	072 .4
CORRECTION	CHECK TSBS AND SMS REPLACED NOISY TENSIONER.	AMOUNT	34.39
PART NUMBER	PO#	NOTE	DESCRIPTION
FMC 6E5Z	6A228 B		PULLEY ASY - TENSION
PARTS: COUNT	1	ALLOWANCE:	22.32
FACTORY TECH: 072 - PIPER 6440, JOH		CERT#: 6440	
CONCERN CD: N11		COND CODE : 42	
FP-6B209		LINE AUTH: TJ C32411 10:14	
		SUBTOTAL	
		PARTS	78.12
		LABOR MECHANICAL	34.39
		TOTAL CHARGE FOR CONCERN	112.51
GRAND TOTALS			
SUMMARY OF CHARGES FOR INVOICE W56982		PAYMENT DISTRIBUTION FOR INVOICE W56982	
PARTS	78.12	TOTAL CHARGE	112.51
LABOR MECHANICAL	34.39	FAC WARRANTY	112.51
TOTAL CHARGE	112.51		
<p>1079 PER HOUR</p> <p>IF YOU HAVE ANY QUESTIONS - PLEASE SEE JOHN A KOPACZ</p> <p style="text-align: center;">IMPORTANT!</p> <p>YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM FORD MOTOR CO. IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CAN NOT GRADE US COMPLETELY SATISFIED PLEASE CONTACT ME.</p> <p style="text-align: center;">THANK YOU FOR CHOOSING HELFMAN FORD</p> <p>REPRINTED 1 TIMES</p>			

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SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.
(CHECK (✓) APPROPRIATE BOX)			
CLAIMS REVIEW	ALLOCATION TO SHEET CLAIM	PARTS SCRAP OUT	
\$	\$	\$	\$
PARTS		LABOR	TOTAL
Authorized Signature and Date			

SERVICE INSTALLED PARTS				PROGRAM CODE(S)	DEALER CODE
DATE INSTALLED		ACCRUED MILEAGE	ORIGINAL R.O. NUMBER		REPAIR 1
MO.	DAY	YR.	NO TENTHS		REPAIR 2
APPROVAL CODE OR NO.			COMMITMENT CODE		
			REPAIR 3		
			REPAIR 4		
				DEALER CODE	
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FOR OFFICE USE		VEHICLE INFORMATION		
TAG: 9823	ADV: 606 KOPACZ,	INVOICED: 03/25/2011 10:40:06 KD	10 FUSION	SILVER
		*** QUOTE AFTER FINAL BILL ***		LICENSE NUMBER: [REDACTED]
CHARLES TAYLOR-SERVICE MANAGER-281-274-7380				
REPRINTED 1 TIMES				PAGE 2

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51337
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CONTROL SERVICE INVOICING BY JUCB



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██████████ TX ██████████ RICHMOND TX ██████████
██████████

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TAX RULES: YNNY INVOICED: 03/25/2011 10:40:06 10 FORD FUSION SEL 4DR SDN SILVER
ODOMETER IN: 41711 OUT: 41719 DIST: FMC DATES INSERVICE: 070109 PRODUCTION: 072409
DATES BEGIN: 03/22/11 DONE: 03/23/11

*** QUOTE AFTER FINAL BILL ***

CONCERN	OPERATION	TECH	AMOUNT
24 PERFORM MULTI-POINT INSPECTION	99P	429	*
CAUSE TG BG BG			
CORRECTION QCM PERFORMED INSPECTION			
24-1 TIRES GOOD AT THIS TIME	GTIRE	429	
24-2 BRAKES GOOD AT THIS TIME	GBK	429	
24-3 BATTERY GOOD AT THIS TIME	GBATT	429	
COMMENT GENERAL MAINTENANCE			
FACTORY TECH: 429 - AMONETTE, JOHN			
TYPE: C LINE FLAGS: NOS			
TOTAL CHARGE FOR CONCERN			.00

52 C/S ERRATIC SHIFT AT TIMES...TEST DROVE W/ MIKE H...ADVISE	OPERATION	TECH	AMOUNT
CAUSE CND	CN	429	.00
CORRECTION COULD NOT DUPLICATE CUSTOMER CONCERN			
FACTORY TECH: 429 - AMONETTE, JOHN			
TYPE: C			
SUBTOTAL			
TOTAL CHARGE FOR CONCERN			.00

----- GRAND TOTALS -----

SUMMARY OF CHARGES FOR INVOICE C56982	PAYMENT DISTRIBUTION FOR INVOICE C56982
TOTAL CHARGE .00	CASH DUE .00
	TOTAL CHARGE .00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JOHN A KOPACZ
THANKS FOR CHOOSING HELFMAN FORD !
REPRINTED 1 TIMES

PAGE 1
LAST PAGE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER

ON LINE SERVICE INVOICING BY UCS © 1979



27225 Southwest Freeway
Rosenberg, Texas 77471
281.342.5611



CUSTOMER NO. 49266	ADVISOR JERRY WILLIAMS	TAG NO. 997096 5386	INVOICE DATE 05/18/11	INVOICE NO. F0CS228927
	LABOR RATE	LICENSE NO.	MILEAGE 45,148	COLOR SILVER/
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD			DELIVERY DATE
RICHMOND, TX	VEHICLE I.D. NO. 3FAHP0JAXAR			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 05/16/11	
TELEPHONE	COMMENTS			MO: 45149

LABOR & PARTS
J# 1 30FOZ TRANSMISSION - AUTO TECH(S):997102 997109 WARRANTY
 C/S TRANS LEAKING. IN THE MORNING CAR DOES NOT WANT TO ENGAGE INTO GEAR
 CC 69 BINDING
 TOP OFF FLUID AND ROAD TEST TRANS SLIPS INTO 4TH DELAYS FORWARD ENGAGEMENT PERFORM ELEC TRANS DIAG P0734 PINPOINT TEST REMOVE TRANS MOUNT TO BENCH TEARDOWN TO INSPECT FOUND VALVE BINDING IN MAIN CONTROL AND CLUTCHES BURNT OVERHAUL TRANS OVERHAUL SOLINOID BODY AND REPLACE VALVE BODY FLUSH COOLER LINES TO CLEAN AND INSPECT CONVERTER FOR CONTAMINATS REINSTALL TRANS AND PERRFORM POST ROAD TEST PERFORMED ALIGNMENT ADJUSTED TOE SET

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	9L8Z-7153-A	KIT - GASKET		WARRANTY
JOB # 1	10	XT-10-QLVC	OIL - AUTOMA		WARRANTY
JOB # 1	1	BL8Z-7A100-A	CONTROL ASY		WARRANTY
JOB # 1	5	9L8Z-7B164-D	PLATE ASY -		WARRANTY
JOB # 1	2	9L8Z-7B164-B	PLATE - CLUT		WARRANTY
JOB # 1	1	TA-29	SEALANT - SI		WARRANTY
JOB # 1	-1	BL8Z-7A100-A	CORE RETURN		WARRANTY
JOB # 1	1	E7RY-6397-A	SLEEVE - GUJ		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 90FOZQ99P OCM MULTIPPOINT INS 9 TECH(S):997102 0.00
 PERFORM OCM MULTIPPOINT INSPECTION
 PERFORM INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 00FOZGBATT GREEN BATTERY TECH(S):997102 0.00
 GREEN BATTERY
 BATTERY CHECKED AND IS OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

J# 4 00FOZGBK GREEN BRAKES TECH(S):997102 0.00
 GREEN BRAKES
 CHECKED AND OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

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

The parties agree that prior to instituting any suit in a court of law, that the parties will mediate any dispute involving the repairs requested to this vehicle pursuant to Chapter 154 of the Texas Civil Practices and Remedies Code and should such mediation be unsuccessful, the parties agree to binding arbitration under AAA Consumer-Related Dispute Rules.

Las partes acuerdan que previo a eniablzar cualquier demanda en una corte de ley. Que las partes mediaran cualquier disputa concierne a las reparaciones solicitadas a este vehiculo conforme al Capitulo 154 del Codigo de Practicas y Remedios Civiles de Texas y en caso que tal mediacion resulte en fracaso las partes entonces aceptaran el arbitraje vinculanle bajo las Reglas de Disputas Rolacionada al Consumidor AAA.

By execution hereof, notwithstanding potential inclusion on the national "do not call list" buyer specifically authorizes dealer or a dealers representative to contact buyer by telephone or other means to make inquiry concerning customer satisfaction issues surrounding the sales or service experience.

Por la ejecucion de este documento, a pesar de inclusion potencial en El Registro Nacional "No Llame" o en "Las Listas para Evitar Llamadas" en Texas, comprador autoriza especificamente el comerciante o a un representante de comerciantes a contactar a comprador por telefono o otros medios para hacer la indagacion con respecto a los asuntos de la satisfaccion del cliente que rodean la experiencia de ventas or servicio.

X _____
Customer Signature

The Reynolds and Reynolds Company EPAMTARVE C08128 Q (09/11)



27225 Southwest Freeway
Rosenberg, Texas 77471
281.342.5611



CUSTOMER NO. 49266	ADVISOR JERRY WILLIAMS	TAG NO. 997096	INVOICE DATE 05/18/11	INVOICE NO. FOCS228927
	LABOR RATE	LICENSE NO.	MILEAGE 45,148	COLOR SILVER/
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD			DELIVERY DATE
RICHMOND, TX	VEHICLE I.D. NO. 3FAHP0JAXAR			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/16/11	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			MO: 45149

LABOR & PARTS
 # 5-00F0Z6TIRE GREEN TIRES TECH(S):997102 0.00
 GREEN TIRES
 TIRES CHECKED AND ARE OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00

COMMENTS
 DELETED OPERATION(S)
 89F0Z15 2 WHEEL ALIGNMENT

TOTALS

 * NEXT RECOMMENDED SERVICE: *
 * 08/08/2011 / 48149 MI 01F0ZLOF1 LUBE-OIL-FILTER/SQT. *

WE KNOW YOU HAVE A CHOICE THANKS FOR CHOSING US!!

 * * * * *
 *AMT PD CASH *
 * * * * *
 *AMT PD CK.....CHECK #..... *
 * * * * *
 *CRED.CO.AMT.....AMEX.....MC/VSA.....DISC... *
 * * * * *
 *CASHIER.....DATE..... *
 * * * * *

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

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X _____
Customer Signature

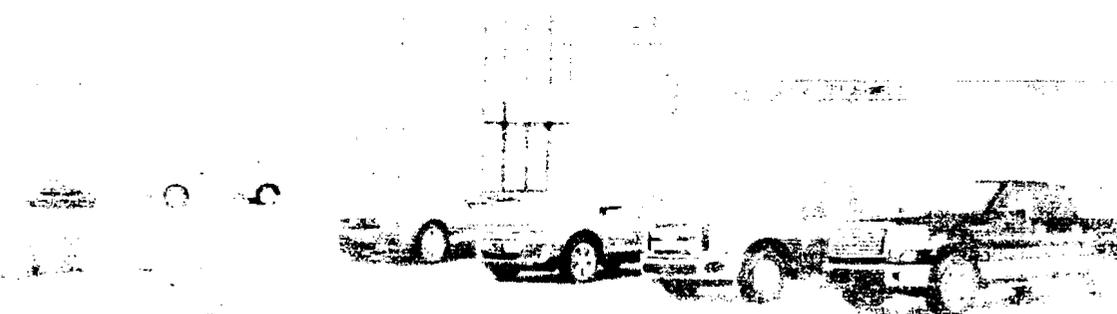
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company EQUIPMENT CO861256 Q (09/11)

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 04:18pm





27225 Southwest Freeway
 Rosenberg, Texas 77471
 281.342.5611

CUSTOMER NO. 49266	ADVISOR ALEC FIERRO	997062	TAG NO. 2447	INVOICE DATE 05/16/11	INVOICE NO. FOCP228923
	LABOR RATE	LICENSE NO.	MILEAGE 45,148	COLOR SILVER/	STOCK NO.
RICHMOND, TX	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3FAHP0JAXR			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 05/16/11	
BUSINESS PHONE	COMMENTS				MO: 45148

LABOR & PARTS
 J# 1 89FOZ01 OIL & FILTER CHANGE TECH(S):388 10.96
 LUBE OIL AND FILTER, RETAIL 44.95
 COMPLETED LUBE OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PKFL910A5-1	OIL & FILTER	18.99	18.99
JOB # 1	1	BE8Z-6731-AB	FILTER ASY	****	****
JOB # 1	5	CIT-5W20	MOTORCRAFT 5	****	****
JOB # 1 TOTAL PARTS					18.99
JOB # 1 TOTAL LABOR & PARTS					29.95

J# 2 89FOZQ99P QCM MULTIPOINT INSP. TECH(S):388 0.00
 QCM MULTIPOINT INSP.
 COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

J# 3+00FOZGBATT GREEN BATTERY TECH(S):388 0.00
 GREEN BATTERY
 BATTERY CHECKED AND IS OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

J# 4+00FOZGBK GREEN BRAKES TECH(S):388 0.00
 GREEN BRAKES
 CHECKED AND OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					0.00

J# 5+00FOZGTIRE GREEN TIRES TECH(S):388 0.00
 GREEN TIRES
 TIRES CHECKED AND ARE OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A WASTQL SHOP SUPPLIES 1.50
 TOTAL - MISC 1.50

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X
 Customer Signature
 Reynolds and Reynolds EPA/NTIVE 8F628153 0 (08/07)



27225 Southwest Freeway
 Rosenberg, Texas 77471
 281.342.5611

CUSTOMER NO. 49266	ADVISOR ALEC FIERRO	997062	TAG NO. 2447	INVOICE DATE 05/16/11	INVOICE NO. FOCP228923
	LABOR RATE	LICENSE NO.	MILEAGE 45,148	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 10/FORD/FUSION/4DR SDN SEL FWD			DELIVERY DATE	DELIVERY MILES
RICHMOND, TX	VEHICLE I.D. NO. 3FAHP0JAXR			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 05/16/11	
BUSINESS PHONE	COMMENTS				MO: 45148

TOTALS-----

 * NEXT RECOMMENDED SERVICE: *
 * 08/15/2011 / 259 MI OI0ZLOF1 LUBE-OIL-FILTER/5QT. *

WE KNOW YOU HAVE A CHOICE THANKS FOR CHOSING US!!

TOTAL LABOR....	10.96
TOTAL PARTS....	18.99
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.69
TOTAL INVOICE \$	33.14

AMT PD CASH

AMT PD CK.....CHECK #.....

CRED. CD. AMT.....AMEX...MC/VSA...DISC...

CASHIER.....DATE.....

CUSTOMER SIGNATURE _____

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YEAR/MODEL 2010 Fusion

CHECKED AND OK AT THIS TIME MAY NEED FUTURE ATTENTION REQUIRES IMMEDIATE ATTENTION

ADVISOR CHECK OUT

<input checked="" type="checkbox"/>	State Inspection Date <u>2-12</u>
<input checked="" type="checkbox"/>	Registration Expiration Date <u>1-12</u>
<input checked="" type="checkbox"/>	Check Battery Performance _____
<input checked="" type="checkbox"/>	Factory Spec Cold cranking amps _____
<input checked="" type="checkbox"/>	Actual Cold cranking amps _____
<input checked="" type="checkbox"/>	Battery Terminals _____
<input checked="" type="checkbox"/>	Air Filter <u>Replaced Filter</u>
<input checked="" type="checkbox"/>	Trans Fluid level / color <u>Trans Leaking</u>
<input checked="" type="checkbox"/>	Power Steering Fluid level / color _____
<input checked="" type="checkbox"/>	Brake Fluid level / color _____

TECHNICIAN CHECK OUT

<input checked="" type="checkbox"/>	SHOCKS _____
<input checked="" type="checkbox"/>	BRAKES – Fluid Leak _____
<input checked="" type="checkbox"/>	STEERING – Linkage Pump _____
<input checked="" type="checkbox"/>	OIL LEAKS <u>Trans Leaking</u>
<input checked="" type="checkbox"/>	FUEL LEAKS _____
<input checked="" type="checkbox"/>	WIPER BLADES _____
<input checked="" type="checkbox"/>	WIPER/WASHER OPERATION _____
<input checked="" type="checkbox"/>	LIGHTS – Head Lamps Tail Lamps _____
<input checked="" type="checkbox"/>	LIGHTS – Signal / Marker Lights _____
<input checked="" type="checkbox"/>	HORN – Test _____

CHECK TIRES

LF	TREAD DEPTH	RF
<input checked="" type="checkbox"/> 7/32 or Greater		<input checked="" type="checkbox"/> 7/32 or Greater
<input checked="" type="checkbox"/> 4/32 to 6/32		<input checked="" type="checkbox"/> 4/32 to 6/32
<input checked="" type="checkbox"/> 3/32 or Less		<input checked="" type="checkbox"/> 3/32 or Less
<input checked="" type="checkbox"/> Dual Wheel		<input checked="" type="checkbox"/> Dual Wheel
<input checked="" type="checkbox"/> 7/32 or Greater		<input checked="" type="checkbox"/> 7/32 or Greater
<input checked="" type="checkbox"/> 4/32 to 6/32		<input checked="" type="checkbox"/> 4/32 to 6/32
<input checked="" type="checkbox"/> 3/32 or Less		<input checked="" type="checkbox"/> 3/32 or Less
LOR LIR		ROR RIR

<input checked="" type="checkbox"/>	LF	WEAR PATTERN / DAMAGE	RF
<input checked="" type="checkbox"/>	LR		RR

Tire Wear Indicates:

Alignment Check Needed Wheel Balance Needed

Comments _____

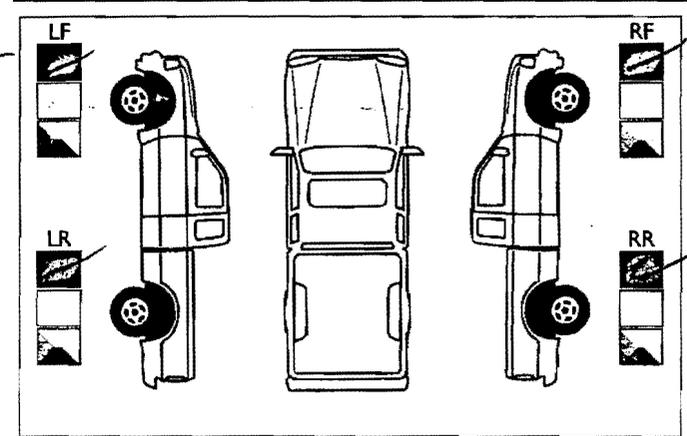
Keep this inspection sheet for future reference on needed items. Call your advisor when you want to schedule any future work on your vehicle. Thank you for choosing LEGACY FORD LINCOLN MERCURY, we know you have a choice and we appreciate your business.

ADVISOR SIGNATURE _____

RO # 228893

TAG # _____

CHECK BRAKES: Measure Front/Rear Brake Linings



Over 5mm or 7/32" (Disc) or Over 2 mm or 3/32" (Drum)

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

Less than 3 mm or 4/32" (Disc) or 1 mm or 2/32" or less (Drum)

Brake Measurements Not Taken This Service Visit

Comments _____

TECHNICIAN 388



YOUR SHOP NAME
1000 ANY ST.
YOUR TOWN, STATE
60527
USA
800-776-1995
WEBSITE.COM
STORE ID NUMBER

5/16/2011
1:37 PM

P & A CODE
00677

BATTERY TEST

RESULTS	
GOOD BATTERY	
VOLTAGE:	12.67V
MEASURED:	CCA
RATED:	500 CCA
TEMPERATURE:	107°F
DTC CODE 68E U4RR	
STATE OF HEALTH	

DTC CODE
68E U4RR



192-110117B



232369

27225 Southwest Freeway
Rosenberg, Texas 77471
281.342.5611

232369

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
1FOZLOF1	LUBE-OIL-FILTER/5QT.	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/16/11	228927	45148	997096	997102 997102 997102 997102	W C C C	30FOZ 90FOZQ99P 00FOZGBATT 00FOZGBK 00FOZGTIRE 89FOZ01	TRANSMISION - AUTO OEM MULTIPOINT INS 9 GREEN BATTERY GREEN BRAKES GREEN TIRES OIL & FILTER CHANGE
05/16/11	228923	45148	997062	997102 388	C C		

VEHICLE NO. **3FAHP0JAXAR** YEAR/MAKE/MODEL **10/FORD/FUSION/4DR SDN SEL FWD** STATE REG#

VEHICLE NO. 3FAHP0JAXAR	YEAR/MAKE/MODEL 10/FORD/FUSION/4DR SDN SEL FWD	PRODUCTION DATE	STOCK NO.	LICENSE NO. 232369
CUSTOMER NO. 49266	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 07/27/11
COLOR SILVER/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 1063
TURBO N	MMIC FOZZ	AIR COND. Y	P.S. Y	TRANS A
MILEAGE 49,704	ADVISOR NO. 665	ADVISOR ROSE CORBITT	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.	
TIME RECEIVED 06:41pm	DATE/TIME PROMISED 07/30/11 01:18pm	PRIORITY 3	LABOR RATE	
POINTMENT No	X			

C * 30FOZ TRANSMISION - AUTO
C/S WHEN COLD TRANS HAS A HARD SHIFT FROM 1-2 2-3

C 14FOZ EEC-DRIVEABILITY
C/S VEH LOST POWER DIED THROTTLE NOT RESPONDING-SPUTTERING

C 40FOZ ENGINE-REPAIR
C/S THERE IS A KNOCKING NOISE WHEN FIRST STARTING UP AND ALS OVER BUMPS

C 01FOZ52 RENTAL CAR
CUSTOMER REQUESTS RENTAL CAR

9L8Z-9E926-A

27932



0101J232369

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE OF THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIRS OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.608, TEXAS BUSINESS AND COMMERCE CODE, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

THANK YOU! FOR BRINGING YOUR CAR TO US FOR SERVICE.

WHILE IT WAS HERE WE FOUND THAT THE FOLLOWING ITEMS NEED ATTENTION -



27225 Southwest Freeway
Rosenberg, Texas 77471
281.342.5611

232369

232369

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01FOZLOF1	LUBE-OIL-FILTER/5QT.	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/16/11	228927	45148	997096	997102 997102 997102	W C C	30FOZ 90FOZQ99P 00FOZGBATT	TRANSMISION - AUTO QCM MULTIPOINT INS 9 GREEN BATTERY
05/16/11	228923	45148	997062	997102 997102 388	C C C	00FOZGBK 00FOZGTIRE 89FOZ01	GREEN BRAKES GREEN TIRES OIL & FILTER CHANGE

SALESPERSON NO.

S E R V I C E

STATE REG#

VEHICLE I.D. NO. 3FAHP0JAXAF	YEAR/MAKE/MODEL 10/FORD/FUSION/4DR SDN SEL FWD	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 232369
CUSTOMER NO. 49266	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 07/27/11
RICHMOND, TX	COLOR SILVER/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 1063
TURBO N	MAC FOZZ	AIR COND. Y	P.B. Y	TRANS A	MILEAGE 49,704
BUSINESS PHONE	ADVISOR NO. 665	ADVISOR ROSE CORBITT	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs therein; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.		
TIME RECEIVED 06:41pm	DATE/TIME PROMISED 07/30/11 01:18pm	PRIORITY 3	LABOR RATE		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	X				

5 C * 90FOZQ99P QCM MULTIPOINT INS 9
PERFORM QCM MULTIPOINT INSPECTION

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE OF THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIRS OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, TEXAS BUSINESS AND COMMERCE CODE, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

THANK YOU! FOR BRINGING YOUR CAR TO US FOR SERVICE.

WHILE IT WAS HERE WE FOUND THAT THE FOLLOWING ITEMS NEED ATTENTION —



0101J232369

All Action Details for Issue

[Print](#)

VIN: 3FAHP0JAXAR [REDACTED] Year: 2010 Model: FUSION Case: 1802422091
 Name: [REDACTED] Owner Status: Original WSD: 2009-08-12
 Symptom Desc: AUTO TRANS ENGAGEMENT DELAYED/SLIPS Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 08/10/2011

Action: TIER II ESCALATION - MULTIPLE REPAIR
 Dealer: 06477 LEGACY FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 49700 MI Comm Type: PHONE
 Analyst Name: DELGAUDIO, TRACI Analyst: TDELGAUD
 Action Date: 08/10/2011 Action Time: 16.12.53.723 Action Data: Yes

Comments CUSTOMER SAID: -CONITNUE TO HAVE HARD SHIFT-BEEN TO DLR NUMEROUS TIME-SELENOID REPLACED-PROBLEM CONTINUES-REBUILT THE TRANSMISSION-HELFMAN FORD INC.12220 SOUTHWEST FREEWAYSTAFFORD TX 77477(888) 266-5042-PROBLEM CAME BACK AGAIN-REBUILT A SECOND TIME-STILL HAVE PROBLEM-NOW SAYING NEEDS A NEW THROTTLE BODY-TOLD THE VEH WAS NOT OPERABLE-COULD NOT DIAGNOSE BECAUSE IT WOULD NOT START-DOCUMENTED THAT I REFUSED SERVICE-WAS ABLE TO DRIVE VEH HOME-NEVER REFUSED ANY SERVICEDEALER SAID: LEGACY FORD27225 SOUTHWEST FREEWAYROSENBERG TX 77471(888) 704-1286CRC 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-BEST CONTACT # [REDACTED]-CALL ANYTIME

Data Element Name	Data Value
ESTIMATED COST OF REPAIR:	700

Action: DOCUMENT ADDITIONAL INFORMATION
 Dealer: 06477 LEGACY FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 49700 MI Comm Type: OTHER
 Analyst Name: MULLIGAN,CASSIDY Analyst: CMULLIG5
 Action Date: 08/10/2011 Action Time: 17.39.06.580 Action Data: No

Comments CSM CASSIDY X7721 REVIEWED THE CASE - NO ESP ON THIS VIN - 3 POSSIBLY RELATED REPAIRS IN AWS - NO HOTLINE REPORTS

Action: DOCUMENT ADDITIONAL INFORMATION
 Dealer: 06477 LEGACY FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 49700 MI Comm Type: OUTBOUND CALL TO DEALER
 Analyst Name: MULLIGAN,CASSIDY Analyst: CMULLIG5
 Action Date: 08/11/2011 Action Time: 13.26.55.145 Action Data: No

Comments SPOKE WITH (SA) ROSE - SHE STATED THAT THE VEH WAS BROUGHT IN ON A TOW - DLR COULDN'T GET VEH RUNNING FOR DIAG SO THEY CHARGED THE BATT - DLR STATED THERE WAS A CODE FOR THROT BODY AND THAT CUST WILL NEED A REPLACEMENT - SHE STATED CUST WOULD NOT PICK UP HIS VEH SO (SM) ADV CUST HE WOULD NEED TO PICK VEH UP OR BE CHARGED STORAGE FEES - CUST PICKED UP VEH AND PAID 1 HOUR DIAG - DLR STATED THERE WAS A TRANS CONCERN BUT CUST REFUSES TO BRING VEH BACK TO HAVE ISSUES ADDRESSED AND ADV THE DLRSHIP THAT HE HAS ALREADY SPOKEN WITH HIS LAWYER AND WILL BE FILING A LAWSUIT

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

Dealer: 06477 LEGACY FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 49700 MI

Comm Type: OUTBOUND CALL TO CUSTOMER

Analyst Name:
MULLIGAN,CASSIDY

Analyst: CMULLIG5

Action Date: 08/11/2011

Action Time: 13.42.04.584

Action Data: Yes

Comments - LEFT VM FOR [REDACTED] - WAS CALLING ABOUT YOUR 2010 FUSION - SPOKE WITH (SA) ROSE AND I UNDERSTAND YOU HAD YOUR VEH AT LEGACY FORD FOR A THROTTLE BODY AND TRANSMISSION CONCERN - UNDERSTAND SVC WAS REFUSED BUT I WANTED TO SEE IF CUST WOULD BE RETURNING THE VEH TO THE DLRSHP SO THAT THEY CAN CONTINUE TO ASSESS AND DIAGNOSE THE VEH - ADV CUST TO CONTACT ME BACK - PROVIDED CASE NUMBER AND REP CONTACT INFO - ADV I WOULD CONTACT HIM BACK TOMORROW UNLESS I HEARD FROM HIM IN THE MEANTIME

Data Element Name	Data Value
DATE OF FOLLOW UP:	08-12-2011
TIME OF FOLLOW UP (HH:MM):	18:00

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

Dealer: 06477 LEGACY FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 49700 MI

Comm Type: OUTBOUND CALL TO CUSTOMER

Analyst Name:
MULLIGAN,CASSIDY

Analyst: CMULLIG5

Action Date: 08/12/2011

Action Time: 13.35.52.786

Action Data: Yes

Comments OBC TO CUST AND LEFT VM - ADV I WAS CALLING PER PREVIOUS VM TO SEE IF CUST WOULD LIKE TO BRING VEH BACK TO THE DLRSHP FOR FURTHER ASSESSMENT AND DIAGNOSIS - ASKED CUST TO RETURN MY CALL - ADV I WOULD MAKE THIRD AND FINAL PHONE ATTEMPT ON MONDAY UNLESS I HEAR FROM CUST BEFOREHAND

Data Element Name	Data Value
DATE OF FOLLOW UP:	08-15-2011
TIME OF FOLLOW UP (HH:MM):	18:00

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

Dealer: 06477 LEGACY FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 49700 MI

Comm Type: OUTBOUND CALL TO DEALER

Analyst Name:
MULLIGAN,CASSIDY

Analyst: CMULLIG5

Action Date: 08/15/2011

Action Time: 17.31.52.398

Action Data: Yes

Comments SPOKE WITH (SA) ROSE - SHE ADV THAT CUST HAS NOT CONTACTED HER BACK REGARDING BRINGING THE VEH IN - WILL REACH OUT TO CUST TOMORROW TO SEE IF HE WOULD LIKE TO BRING VEH IN

Data Element Name	Data Value
DATE OF FOLLOW UP:	08-16-2011
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CONCERN ADDRESSED

Dealer: 06477 LEGACY FORD

Origin Desc: CUSTOMER CARE
SOLUTIONS TEAM

Odometer: 49700 MI

Comm Type: OUTBOUND CALL TO
CUSTOMER

Analyst Name:
MULLIGAN,CASSIDY

Analyst: CMULLIG5

Action Date: 08/16/2011

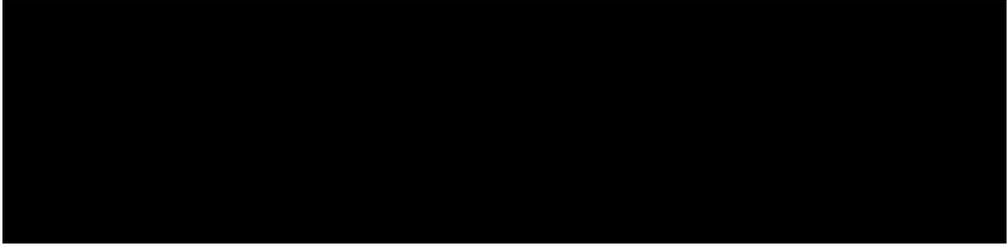
Action Time: 13.41.16.350

Action Data: Yes

Comments - CALLED [REDACTED] AT [REDACTED] - WAS CALLING ABOUT YOUR 2010 FUSION - ADV CUST I WAS SEEKING TO KNOW IF HE WOULD BRING THE VEH BACK INTO THE DLRSH - CUST SAID THAT HE WOULD - ASKED CUST IF HE WOULD LIKE ME TO MAKE AN APPT - CUST SAID IT WOULD BE BETTER IF HE DID IT - CONFIRMED WITH CUST THAT HE HAS MY CONTACT INFORMATION - ASKED HIM TO CALL ME WHEN AN APPT WAS MADE - CUST AGREED - CUST WANTED TO KNOW IF THERE WAS COVERAGE FOR THE THROTTLE BODY - ADV CUST THERE WAS COVERAGE INSIDE 3/36 BUT NOT NOW - REP CLOSING CASE UNTIL CUST CONTACTS US BACK TO CONFIRM THAT

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	62
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(\$)	
--FORDS'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	Y

Ford Confidential



BEGINNING OF CONTACT
08/03/2012

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.01

=====

REGION: W1 LOS ANGELES	OGC ISSUE	CASE NBR: 394562152.
VIN: 3FAHP0HA0AR[REDACTED]	ZONE: A05	OPENED: 2012/08/02
	ENGINE: A	VEH TYPE: C
		CLOSED: 2012/08/02

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: ANAHEIM	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2010	MODEL: FUSION	
MILEAGE: 20000		
DEALER NAME: KEN GRODY FORD	SALES CODE: F71089	P & A: 00123
REASON CODE: 0799 ACCIDENT/PRODUCT LIABILITY		
SYMPTOMS: 801000 GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		

ORIGIN: CRCBCP - TIER ONE - MELBOURNE COMMUNICATION: PHONE
ACTION: T1120 - TIER ONE CLOSE ISSUE
DOCUMENT: ANALYST: MBEVER11 BEVERIDGE MARK

DATE: 2012/08/02 TIME: 10.57.36 :
ACTION DATA/COMMENTS:

--CUST SAYS:--VEH WAS IN CAR ACCIDENT ----CUST STATES THAT SHE WAS DRIVING VEH AND THE SPEED OF THE VEH DROPPED AND CAUSED THE VEH BEHIND HER TO HIT HER--CUST STATES THAT EVERYONE IS OK BUT THAT SHE IS STUCK IN A HOTEL AND IN THE MIDDLE OF A TRIP--CUST IS FROM CA AND IS NOW IN MI--DAMAGED VEH IS CURRENTLY --1. DATE OF THE ACCIDENT --08/12/12--2. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT--YELLOW LITE ON VEH -- ENGINE LOST POWER WHEN PRESSING ON GAS PEDAL--3. IF THERE WERE ANY INJURIES SUSTAINED--DAUGHTERS HEAD HIT THE BACK OF THE CAR SEAT--4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED--RT 69 IN LANSING MI--5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED.--YES--6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE.--VEH WAS HIT FROM BEHIND--7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED.--12-482--8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY.--NO--9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM.--N/A--10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE.--DOES NOT KNOW--11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE).--12. WHAT THE CUSTOMER IS SEEKING -- A RENTAL TO GET BACK HOME AND FINISH HER TRIP AND A NEW VEH--DLR:KEN GRODY FORD 6211 BEACH BLVD.BUENA PARK CA 90621(888) 289-3596 --CRC SAYS:"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: USE CORRECT SYMPTOM FOR ALLEGED DEFECTIVE SYSTEM (FIRE/SMOKE AS SYMPTOM FOR ALL INCIDENCES INVOLVING VEHICLE FIRE). VERIFY CUSTOMER CONTACT INFORMATION AND DOCUMENT ALL REQUIRED INFORMATON OF INCIDENT/ACCIDENT PER AAF."