PE13-014
FORD
7/10/2013

Appendix E

Peer - Lawsuits and Claim

saying thank you for contacting us and "We are unable to intervene directly in workmanship issues." This response is unconscionable and unbelievable. bought a \$42,000 truck that came with a warranty. Ford took his money and then failed to honor that warranty.

emailed back explaining Ford's previous response was unacceptable and asked to speak to a real person. Specifically, he asked for a name and phone number of someone he could contact to discuss the problems.

On February 20, 2008, Ford provided yet another boilerplate email response and failed to provide the name of any specific person to talk to.

Later that same day February 20, 2008, a Mr. Christopher Miller from Ford emailed a short generic email and immediately provided yet another summary of problems to him. Nothing ever became of it and nothing was resolved.

has gone above and beyond in making several attempts to get Ford to fix his truck under warranty. He emailed several summaries to Ford and gave them at least 5 repair attempts at the servicing dealers yet the problems still remain and Ford continues to choose not to help. Now it's too late. Now reasonably wants out of the truck. Ford breached the warranty agreement leaving him no choice.

bought the truck for its fuel economy, reliability, power, and resale. He chose the Ford over the competition because it was advertised as being the most reliable and having the most torque and horsepower with the largest rated tow capacity. He chose a diesel because they are known to have better fuel economy and reliability. Unfortunately, it only worked well for a short time after purchase. Now it is an unreliable truck which lacks both power and fuel economy and suffers serious steering problems that are so bad he is afraid to drive it. All of this has left robbed of the "Ford Truck" experience he paid for. He is now stuck with a truck he cannot rely on or consistently use.

There can be no denying the problems with the truck have substantially impaired its use, value, and safety.

The servicing dealers are Ford's agents in the capacity each performs warranty repairs on behalf of and for Ford. It is clear that Ford is unable to fix or repair the truck to conform it to the warranty. So far the repair attempts have been unsuccessful and have focused on the symptoms and not the problems.

The problems suffered by the truck are defects in a top of the line vehicle in its class. Consumer could have purchased any number of high end pickup trucks in this premium diesel class including a comparably equipped Chevrolet Silverado or GMC Sierra with a Duramax diesel or the Dodge Ram with the Cummins turbo diesel, none of which have engine or steering problems in numbers anywhere near what this Vehicle has suffered.

Simply, Consumer is paying top dollar and is reasonably entitled to expect great service and a reliable and strong diesel truck capable of acting as safe and reliable transportation. Clearly, the problems suffered are defects and not acceptable in this Vehicle's class.

There can be no doubt Ford knows of the problems with its 6.0 liter turbo diesels as evidenced by the fact that on January 11, 2007, at 2:19 p.m. it filed suit against its own engine supplier Navistar International (Case No. 2007-080067-CK; State of Michigan, In the Circuit

Court for the County of Oakland) over the estimated \$1 Billion in warranty claim losses the 6.0 liter diesel engines have cost it. Please be informed that everything Ford admits into evidence in its suit against International will be used against it in this case if suit has to be filed.

California's lemon law makes clear this Vehicle is a lemon.

It should 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. . . .
- (2) The same nonconformity has been subject to repair four or more times. . .
 [Or]
- (3) The Vehicle is out of service by reason of repair of nonconformities... for a cumulative total of 30 calendar days since delivery of the Vehicle to the buyer.

California Civil Code § 1793.22 (b)(1), (b)(2), and (b)(3)

In the first 18 months and 18,000 miles Consumer has owned the Vehicle Ford has been given at least 5 repair attempts for the steering, 4 for the engine, and 3 for the seat. Clearly, these problems present serious safety concerns causing this truck to be presumed to be a lemon.

Under more than one theory the Vehicle is clearly a "lemon." California Civil Code § 1793.4 makes clear Ford's liability and reads in relevant part as follows:

§ 1793.4. Commencement of service and repair within reasonable time; tender of conforming goods within 30 days; extension of time

Where an option is exercised in favor of service and repair under Section 1793.3, such service and repair must be commenced within a reasonable time, and, unless the buyer agrees in writing to the contrary, goods conforming to the applicable express warranties shall be tendered within 30 days....

California Civil Code § 1793.2 makes clear Ford's liability and reads in relevant part as follows:

- § 1793.2. Consumers goods manufacturers; express warranties; service and repair facilities
- (a) Every manufacturer of Consumer goods sold in this state and for which the manufacturer has made an express warranty shall:
- (1)(A) Maintain in this state sufficient service and repair facilities reasonably close to all areas where Consumers goods are sold to carry out the terms of those warranties. . .

- (b) Where those service and repair facilities are maintained in this state and service or repair of the goods is necessary because they do not conform with the applicable express warranties, service and repair shall be commenced within a reasonable time. . . . within 30 days.
- (d)(2)... if the 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... or promptly make restitution to the buyer... However, the buyer shall be free to elect restitution in lieu of replacement.... (Emphasis added)

Under Civil Code § 1793.2(d)(2), Ford must buy back the Vehicle and offer Consumer a refund or replacement. Consumer hereby revokes acceptance of the Vehicle, and rescinds the contract, and demands to be given a refund along with restitution of all money paid toward the Vehicle, repairs, rental, towing, and upgrades. Under Civil Code § 1794(a) Consumer is entitled to restitution of all consideration given.

Ford's willful refusal to conform the Vehicle to the warranty subjects it to civil penalties.

Ford has had numerous opportunities to conform the Vehicle to the new motor vehicle warranty accompanying its purchase. For good reason Consumer has a shaken faith in Vehicle and in Ford's ability and willingness to repair it under warranty.

Ford has committed numerous violations of law, including but not limited to:

Summary of Applicable Law

Under California's Consumers Legal Remedies Act, Civil Code §§ 1770, et seq., the following statutory violations have occurred:

- Representing that goods or services have characteristics, or qualities which they
 do not have.
- (2) Representing that the Vehicle and services were of a particular standard, quality, and grade when they were not.
- (3) Represented that transactions conferred or involved rights, remedies, and obligations which they did not have or involve.
- (4) Representing that the subject of a transaction had been supplied in accordance with a previous representation when it had not.
- (5) Passing off goods and services as those of another.
- (6) False advertising.

Under the Song-Beverly Consumer Warranty Act (California Civil Code §§ 1791 et. Seq.), the following violations have occurred:

(1) Failure to fully and clearly disclose warranty terms and conditions at or before the

time of purchase;

- (2) Failure to conform Vehicle to the terms of warranty;
- (3) Failure to service Vehicle under warranty;
- (4) Failure to honor the terms of warranty since manufacturer has refused to offer to repurchase or replace Vehicle under said warranty.

Ford committed **Fraud** by knowingly allowing the truck to be sold to Consumer with the engine and steering problems mentioned above, without disclosing the same, and again each time it failed to repair the same yet told Consumer it was repaired.

Ford also committed **False Advertising and Fraud** when the Vehicle failed to live up to being "Ford Tough", or that "Quality is Job 1..." and is clearly unable to perform as advertised and specified in the manual, brochure, at the selling and servicing dealers, and on television.

Settlement Demand

On behalf of Consumer, I demand that you rectify the above-described problems with the Vehicle by buying it back and giving him a complete refund including restitution of the full amount of his damages, including but not limited to: all out of pocket expenses; all money paid toward the Vehicle; all upgrades to the Vehicle; all rental and/or towing expenses; and all incidental and consequential damages. Finally, you must pay reasonable attorneys fees of \$3500.00 (includes estimated "wrap up" fees).

An itemized demand will be provided upon request.

You are directed to have no contact with this matter must be directed to the undersigned.

Please consider this demand open until 15 days after your receipt of this notice. Unfortunately, if Ford has not by then agreed to settle this matter as stated above I will have no alternative but to file suit.

You should be aware that, if legal action proves necessary, the attorney fees incurred by my client, for which you will be legally liable, may increase dramatically. In particular, under more than one of the various causes of action we intend to pursue, if Consumer wins any amount of damages in any court proceeding, he may be deemed "prevailing party" and entitled to all of his damages, interest on the same, and all of his attorney fees and costs.

After having been placed on notice of this claim, we will consider a willful failure to provide rectification as constituting malice for which we may seek punitive damages.

Sincerely,

LAW OFFICES OF JON JACOBS

Jon P. Jacobs cc: client Report Summary Page 1 of 2

Report#: 8BZBB019 NHL Received: 02/26/2008

CCRG/EPRC: Reviewed Status: Date:

Vehicle: 2007,F250 4X2,CRW CAB,PICKUP,1FTSW20P27E Build Date: 09/11/2006

Odometer: 6,847 M Engine: 6,0L DI Calibration: 6F710H0A

Transmission: 5R110W DSL Axle: A/C: YES

Dealer: USA 00669 Michael Stead's Hilltop Ford Phone#: (510) 222-

City: Richmond State: California Country: USA

Originator: KEITH TAYLOR

Symptom: 3 03 3 53 CHASS.,STRG/HANDLING,VIB./SHIMMY,OVER BUMPS

Status:

VFG: V89 RIDE & HANDLING

Additional
Symptom: ALLEGED STEERING SHIMMY

Fix: Causal Component:

Condition Code:

Hotliner: JNIKUTTA Phone: 000 000-0000 Regn Cd: W2 San Francisco

Engineering: Phone: TAR:

Dir Contact: KEITH TAYLOR Phone: 000 000-0000 Title Cde: T

KOEO: KOEC: KOER:

REPAIR 02/26/2008 06:37PM JONATHAN NIKUTTA MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA: DESCRIPTION OF VEHICLE CONCERN: CUSTOMER COMPLAINS TRUCK WANDERS LEFT OR RIGHT RESET ALIGNMENT INSTALLED CAMS CAMBER CASTER IN CORRECT RANGE DIAGNOSTICS ALREADY COMPLETED: ALIGNMENT CAMS PARTS REPLACED: INSTALLED CAMBER CASTER SLEEVES TECHNICIAN QUESTION: IS THIS NORMAL FORM QUESTION: WERE YOU ABLE TO VERIFY THE CONCERN? ANSWER: NO FORM QUESTION: IS THERE AN APPROPRIATE PINPOINT TEST IN THE WSM FOR THIS CONCERN? ANSWER: FORM QUESTION: WAS THE PINPOINT TEST FOLLOWED? ANSWER: CALL DATA: TECHNICIAN SEEKING

FURTHER RECOMMENDATIONS.

RECOMM 02/26/2008 06:37PM JONATHAN NIKUTTA MSS - FCSD - TECH SVC HOTLINE

REFER TO TSB 07-10-10. REDUCE CASTER .5 TO .75 DEGREES FROM THE

ALIGNMENT SPECIFICATION.

Report Summary Page 2 of 2

Requester: BBENNIN1

Report Summary
Server: ECCWS413

Ford Proprietary, Private

18-Jul-2008

Retention: None

Server Name : AWS New Prod AWSPPRDDG Claims loaded through 17-JUL-2008Server Name : AWSPPRDDG

ANALYTICAL WARRANTY SYSTEM

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Standard Claims List For Model Year 2007

Note: All Costs are in US Dollars

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROO DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC CPSC_6	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD	DIST (Miles
IFTSW20)271;	T/F7	F	T/BC	T/BD	T/B	Al	T/BE	T/YB	11- SEP- 2006\	15- MAY- 2007	172205	USA	2	5G02 0401 XX		3B440	•	\$13	\$10	V89	C50	42	2146
AWS Claim Key:	701629	Trx Co	de:	2	Labor I	Hrs:	6	Labor	Cost:	62.59	Material C	ost:	Ō	Total Cost:	62.59		_	nd.					
Dir Cd-Sub Cd:	06261-*	Name:	FUTUE	RE FORD			Ph:	*1*		St: CA-	Ctry Cd:		USA	Reg Cd:	NA	Repr Da 2007	ter18-J	UN-	Doc #:0690	30C	7		
Cust Comments:	CHECK	ALIGNM	ENTCU	ST SAYS	IT PULL	STO	THER	IGHT G	OING 6	5MPH O	N FREEWA	Y											
Tech Comments:	PERFOR	MEDAL	IGNME	NT AND A	DJUSTE	D FR	ONTTO	DE TES	TDRO	VER CO	NCERN COF	RECTE	DAT	HIS TIME									
IFTSW20P27I	T/F7	ř	T/BC	T/BD	T/B	Al	T/BE	T/YB	11- SEP- 2006	15- MAY- 2007	172205	USA	2	6E07 011001	5C3Z	7863388	CA	S08	508	V03	S03	33	2146
AWS Claim Key:	701630	Trx Coc	ie:	2	Labor I	Irs:	2	Labor	Cost:	20.86	Material C	ost:	4.49	Total Cost:	25.35								
Dir Cd-Sub Cd:	06261-*	Name:	FUTUE	E FORD		- 1	Ph:	•.•		St: CA	Ctry Cd:		USA	Reg Cd:	NA	Repr Da 2007	te:18-J	UN-	Doc #:0690	30D			
Cust Comments:	CHECK	BRACKE	T UNDE	RNEATH	PASS SI	BAT C	USTS	TATES	ITS BR	OKEN													
Tech Comments:	REPLAC	ED THE	PASSEN	GER SEA	T MOUN	TING	BOLT	CONC	ERN CO	RRECTE	DATTHIS	TIME							,				
IFfSW20P27	T/F7	F	T/BC	T/BD	T/B	Al	T/BE	T/YB	11- SEP- 2006	15- MAY- 2007	172205	USA	7	6P06 010301	•	5420124		S01	S01	V31	B15	42	5542
AWS Claim Key:	1503714	Trx Cod	le:	2	Labor I	Irs:	.6	Labor	Cost:	69.51	Material C	ost:	0	Total Cost:	69.51								
Dir Cd-Sub Cd:	00669-*	Name:	MICHA FORD	EL STEAT	D'S HILL	TOP	Ph:	510-22	24444	St: CA	Ctry Cd:		USA	Reg Cd:	NA	Repr Da 2007	te:03-D	EC-	Doc #:1082	9002			
Cust Comments:	CUSTON	TER STA	TESRH	FRONTE	OOR IS	HARI	TOC	LOSEC	OMPA	RED TO	THE OTHER	DOOR	S							_			
Tech Comments:	ADJUST	ED DOOI	RUNTIL	PROPER	FIT WAS	S ACE	HEVEL)															
HTSW20P27F	T/F7	F	T/BC	T/BD	T/B	Aï	T/BE	T/YB	11- SEP- 2006	15- MAY- 2007	172205	USA	7	6Y05 D00001		MAINT	•	sxx	SXX	V00	A96	82	5542

AWS Claim Key:	1503713	Trx Co	de:	0968S	Labor	Hrs:	1.5	Labor Cost	104.26	Material C	ost:	66.96	Total Cost:	177.08							
Dir Cd-Sub Cd:	00669-*	Name:	MICH. FORD	AEL STE.	AD'S HIL	LTOP	Ph:	510-222444	St: CA	Ctry Cd:		USA	Reg Cd:	NA	Repr Di 2007	ate:03-L	EC-	Doc #:1082	9005		
Cust Comments:	CUSTO	MER REC	QUESTS	TO PERF	ORM TH	E FIRS	ST 7.5K	MILE SERV	ICE AS PE	R FORDS 7.5	5K QCM	CONT	RACT.								
Tech Comments:	I CHAN	GE OIL	TOP OFF	FLUIDS	ROTATE	TIRE	S PSI 6	0 FRONT 70	REARS BE	RAKESATII	MM FR	RONT A	ND REAR 15 Q	TS 15 40)			_			
W1SW20P27E	T/F7	F	T/BC	T/BD	T/B	AÍ	T/BE	1/YB SEP- 2006		172205	USA	10	6E07 011001	5C3Z	7863388	8 CA	S08	S08	V74	Т53	33 684
AWS Claim Key:	1989930	Trx Co	de:	2	Labor	Hrs:	.2	Labor Cost	23.17	Material C	ost:	27.35	Total Cost:	50.52							
Dir Cd-Sub Cd:	00669-	Name:	MICH/ FORD		AD'S HIL	LTOP	Ph:	510-222444	4 St: CA	Ctry Cd:		USA.	Reg Cd:	NA	Repr Da 2008	ate:15-F	EB-	Doc #:1114	3501		
Cust Comments:	CUSTO	MER STA	TES R F	LOWER	SEAT B	OLT C	OVER	KEEPS COM	ING LOOS	SE INSTALL	SOP 108	8290 12	03 07 5545								
Tech Comments:	VERIFE	ID LOW!	ER SEAT	BOLT C	OVER IS	LOOS	E REC	REPLACEM	ENT INST.	ALL SOP PAI	RTS					_	_	_			
TFTSW 20P27E	T/F7	F	T/BC	T/BD	T/B	λ1	T/BE	11- T/YB SEP- 2006		172205	USA	10.	5G02 040101	5C3Z	3B440	F	SII	\$10	V89	H24	12 684
AWS Claim Key:	1989928	Trx Co	de:	2	Labor	Hrs:	2.1	Labor Cost	243.29	Material C	ost:	21.48	Total Cost:	264.77							
Dir Cd-Sub Cd:	00669-*	Name:	MICHA	AEL STE	AD'S HIL	LTOP	Ph:	510-222444	St: CA	Ctry Cd:		USA	Reg Cd:	NA	Repr Da 2008	ate: (5-F	EB-	Doc #:1114	3502		
Cust Comments:	CUSTO	MER STA	TES ST	EERING '	WHEEL	S OFF	CENTI	ER PLEASE	CHECK AN	ND ADVISE											
Tech Comments:	LINE NO	UPDAT	ES VER	IFIED CC	NCERN	SETU	P ALIC		STER LEA				RAN OASIS NO ALLED CAMBI						T		
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AWS Claim Key:	1989929	Trx Co	de:	S07	Labor	Hrs:	12	Labor Cost	139.02	Material Co	ost:	192.86	Total Cost:	331.88							
	00669-	Name:	MICH/ FORD	VEL STE	AD'S HIL	LTOP	Ph:	510-222444	St: CA	Ctry Cd:		USA	Reg Cd:	NA	Repr D: 2008	ate: 5-F	EB-	Doc #:1114	3503		
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Any comments?

All Action Details for Issue

Print

VIN: 1FTSW20P27E

Year: 2007

Model: F-SERIES SUPER DUTY WSD: 2007-05-15

Case: 1501113347

Name:

Owner Status: Original Symptom Desc: INDICATOR CHECK ENGINE

Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Issue Type: 07 LEGAL Issue Status: CLOSED Secondary Pho

Primary Phone:

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD Odometer: 6849 MI

Comm Type: INBOUND FAX-OTHER

Analyst: SPICKET5 Analyst Name: PICKET SYLVIA

Action Date: 07/17/2008 Action Time: 10.04.53.022

Action Data: Yes

Origin Desc: OGC - CLAIMS - FD

Comments *******CONSUMER CLAIM**********DATE RECEIVED: 7/18/08 ATTORNEY ALLEGES CLIENT CONCERN ASENGINE LIGHT STAYS ON; TRANSMISSION PROBLEMS; STEERING PROBLEMS. ATTORNEY

DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name

Data Value

NAME OF LAW FIRM

LAW OFFICES OF JON JACOBS JON JACOBS

ATTORNEY NAME ATTORNEY PHONE NUMBER

9166636400 **BBENNIN1**

ANALYST ID

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY

Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD

Comm Type: OUTBOUND FAX-OTHER

Odometer: 6849 MI Analyst Name: BENNING, BRENDA

Analyst: BBENNIN1

Action Date: 07/18/2008

Action Time: 08.58.16.763

Action Data: No

Comments ANALYST SENT ATTORNEY ACKNOWLEDGEMENT LETTER.

Action: MANAGEMENT APPROVAL OF OFFER

Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD

Odometer: 6849 MI

Analyst Name: BANCIU (JBANCIU), JODY Action Date: 09/15/2008

Comm Type: OTHER

Analyst: JBANCIU

Action Time: 11.05.23.928

Origin Desc: OGC - CLAIMS

Origin Desc: OGC - CLAIMS

Action Data: No

Comments MANAGEMENT APPROVAL OF CASH SETTLEMENT OFFER.

Action: OFFER - CASH SETTLEMENT

Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD

Odometer: 6849 MI

Comm Type: OTHER Analyst: ACHABOT

Analyst Name: CHABOT, ANDREW Action Date: 09/15/2008

Origin Desc: OGC - CLAIMS

Action Time: 14.47.40.093

Action Data: No

Comments ACK.

Action: CLOSING COMMENTS - CUSTOMER REJECTS OFFER

Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD

Odometer: 6849 MI Analyst Name: CHABOT, ANDREW Comm Type: OTHER Analyst: ACHABOT

Origin Desc: OGC - CLAIMS

Action Date: 09/17/2008 Action Time: 15.02.50.506 Action Data: No

Comments CUSTOMER REJECTS OFFER.

Ford Confidential

PE13-014 000503LCP

Server: AWS Prod

Claims loaded through: 24-SEP-2008

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 25-SEP-2008

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	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL	TIS	WCC	PREF	BASE	SUFF		VRT ROW	VFG	CCC (
1FTSW20P27E	F7	T/F7	F	T/BC	T/BD	T/B	Al	T/BE	T/YB	11-09-	15-05-07	172205	USA	2	5G02	٠	3B440		S13	S10	V89	C50 4
AWS Claim Key:	701629	Doc #:	06903	0C	Trx Cod	e:	2	Labor H	Irs:	6	Labor C	ost:	62.59	Ma	terial (ost:	0.	Total	Cost:	62.59		
Dir Cd-Sub Cd:	06261-	Name:	FUTU	RE FORE)		Ph:	1.0		St: CA	Ctry Cd:	USA	Reg Cd	i:	NA	Repr	Date:18-J	UN-200	7	DIST(N	1ile):2	46
Cust Comments:							E RIGHT		2755			TED AT THI	S TIME									
IFTSW20P27E	7	T/F7	P	T/BC	T/BD	T/B	AI	T/BE	T/YB	11-09- 06	15-05-07	172205	USA	2	6E07	5C3Z	7863388	CA	S08	S08	V03	S03
AWS Claim Key:	701630	Doc #:	06903	OD	Trx Cod	e:	2	Labor F	Irs:	2	Labor C	ost:	20.86	Ma	terial (ost:	4.49	Total	Cost:	25.35		
Olr Cd-Sub Cd:	06261-*	Name:	FUTU	RE FORI	0		Ph:			St: CA	Ctry Cd:	USA	Reg Cd	1:	NA	Repr	Date: 18-J	UN-200	07	DIST(N	Mile):2	46
on ca-sub ca:																						
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Cust Comments: Fech Comments:	CHECK I									TED AT T			USA	7	6P06		5420124	•	S01	S01	V31	B15
Cust Comments: Fech Comments:	CHECK I REPLAC	ED THE		T/BC	EAT MOU	NTING B	OLT CON	CERN CO	T/YB	11-09-	HIS TIME	172205	USA 69.51	7 Ma	6P06	Cost:	5420124 0		S01 Cost:	S01 69.51	V31	B15
Cust Comments: Fech Comments: FTSW20P27I AWS Claim Key:	CHECK I REPLAC	ED THE	PASSE F	T/BC 002 IAEL STE	EAT MOU	T/B	OLT CON	T/BE	T/YB	11-09-	THIS TIME	172205					al a	Total	Cost:			
Cust Comments: Fech Comments: OFFISW20P27F AWS Claim Key: Dir Cd-Sub Cd:	F7 1503714 00669-*	T/F7 Doc #: Name:	F 10829 MICH FORD	T/BC 002 IAEL STE	T/BD Trx Cod ZAD'S HIL	T/B le: LTOP	Al 2	T/BE Labor F	T/YB Irs:	11-09- 06 6 St: CA	15-05-07 Labor C Ctry Cd:	172205 ost: USA	69.51		iterial (0	Total	Cost:	69.51		
Cust Comments: If ech Comments: IFTSW20P27F AWS Claim Key: Dir Cd-Sub Cd: Cust Comments:	F7 1503714 00669-*	T/F7 Doc #: Name:	F 10829 MICH FORD	T/BC 002 IAEL STE	T/BD Trx Cod ZAD'S HIL	T/B le: LTOP	Al 2 Ph:	T/BE Labor F	T/YB Irs:	11-09- 06 6 St: CA	15-05-07 Labor C Ctry Cd:	172205 ost: USA	69.51		iterial (0	Total	Cost:	69.51		
Cust Comments: Fech Comments: IFTSW20P27F AWS Claim Key: Dir Cd-Sub Cd: Cust Comments: Fech Comments:	F7 1503714 00669-*	T/F7 Doc #: Name:	F 10829 MICH FORD	T/BC 002 IAEL STE	T/BD Trx Cod EAD'S HIL	T/B le: LTOP	Al 2 Ph:	T/BE Labor F	T/YB Irs:	11-09- 06 6 St: CA	15-05-07 Labor C Ctry Cd:	172205 ost: USA	69.51		iterial (Repr	0	Total	Cost: 07	69.51	Mile):5	
Cust Comments: Fech Comments: FTSW20P27I AWS Claim Key: Dir Cd-Sub Cd: Cust Comments: Fech Comments:	F7 1503714 00669.* CUSTON ADJUST	T/F7 Doc #: Name: MER STA	F 0829 MICH FORD TES R	T/BC 002 IAEL STE) H FRON IL PROPI	T/BD Trx Cod EAD'S HIL T DOOR 1 ER FIT W.	T/B le: .LTOP S HARD 1 AS ACHIE	Al 2 Ph: FO CLOSE	T/BE Labor F 510-222	T/YB Irs: 4444 T/YB	11-09- 06 6 St: CA	15-05-07 Labor C Ctry Cd:	172205 Ost: USA ORS.	69.51 Reg Co	i: 7	NA	Repr	0 Date:03-I	Total	Cost: 07	69.51 DIST(M	Mile):5	542
Cust Comments: Tech Comments: IFTSW20P27I AWS Claim Key: DIr Cd-Sub Cd: Cust Comments: Tech Comments: IFTSW20P27I AWS Claim Key: DIr Cd-Sub Cd:	F7 1503714 00669.* CUSTON ADJUST	T/F7 Doc #: Name: MER STA ED DOC	F 10829 MICH FORD TES R UNT	T/BC 002 AAEL STE H FRON IL PROPI T/BC 005 (AEL STE	T/BD Trx Cod EAD'S HIL T DOOR 1 ER FIT W.	T/B Is HARD TAS ACHIE T/B Ic:	Al 2 Ph: TO CLOSE EVED	T/BE Labor I 510-222	T/YB T/YB T/YB T/YB Irs:	11-09- 06 6 St: CA THE OT	15-05-07 Labor C Ctry Cd: HER DOC	172205 Ost: USA ORS.	69.51 Reg Co	i: 7 Ma	NA 6Y05	Repr	0 Date:03-I MAINT	Total DEC-20	Cost: 07 SXX	69.51 DIST(M	Mile):5	542 A96

Any comments? You can contact

All Action Details for Issue

Print

VIN: 1FTSW20P278

Year: 2007

Model: F-SERIES SUPER DUTY Case: 1501113347 WSD: 2007-05-15

Name: Symptom Desc: STRG/HANDLING PULL/DRIFT LEFT AND RIGHT

Owner Status: Original

Primary Phone Secondary Pho

Reason Desc: DEALERSHIP - NEGATIVE FEEDBACK Issue Type: 04 REGION

Issue Status: CLOSED

Initial Customer Contact:

Action: THANK CUST FOR THEIR FEEDBACK INFO WILL BE FORWARDED TO DLR FO

Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD Origin Desc: US INQUIRY CASE BASE

Comm Type: INBOUND CUSTOMER EMAIL Odometer: 6500 MI

Analyst Name: BELEN NELSON Analyst: NBELEN

Action Date: 02/19/2008 Action Time: 16.58.23.111

Action Data: No

Comments CUSTOMER SAID: THREAD ID: 1-3X45FD-HE PURCHASED A 2007 FORD F-250 WHICH HE THINKS IS A PIÈCE OF JUNK-THE FIT AND FINISH IS POOR AND HE HAD TO REPLACE TRIM PIÈCES TWICE-HE'S HAVING DIFFICULTY DRIVING AT FREEWAY SPEEDS BECAUSE IT DRIFTS ALLOVER THE LANE-THERE'S A 3 TO 4 INCHES SLOP IN THE STEERING-HE'S EVEN PURCHASED A FORD MAINTENANCE POLICY THAT HE CAN'T USE BECAUSE HE DIDN'T HAVE 7,500 MILES ON HIS VEH-HE'S BEEN TO TWO FORD DLRS WHO ARE NICE PEOPLE, BUT THEY DON'T KNOW ABOUT THE PRODUCT-HE DOESN'T THINK THE WANDERING AND DRIFTING ARE RELATED TO THE ALIGNMENT, BUT THAT HAS BEEN THE APPROACH OF BOTH DLRS-HE WANTS FMC TO HELP HIM SOLVE HIS PROBLEMS WITH HIS VEH BECAUSE HE'S NOT MAKING ANY PROGRESS WITH THE DLRSDEALER SAID: -THEY CHECKED THE ALIGNMENT AND IT IS IN SPECIFICATION-WANDERING AND DRIFTING IS TO BE EXPECTEDMICHAEL STEAD'S HILLTOP LINCOLN MERCURY3280 AUTO PLAZA RICHMOND, CA 94806TEL:(510) 222-4444CRC ADVISED: THANK YOU FOR PROVIDING FORD MOTOR COMPANY WITH FEEDBACK; YOUR OPINIONS ARE VALUABLE TO US. I HAVE DOCUMENTED YOUR COMMENTS AND THE INFORMATION YOU PROVIDED REGARDING YOUR EXPERIENCE AT THE DEALERSHIP. THIS INFORMATION WILL BE FORWARDED TO THE CUSTOMER RELATIONS MANAGER AT THE DEALERSHIP FOR THEIR REVIEW AND CONSIDERATION. ONCE AGAIN, THANK YOU FOR TAKING THE TIME TO LET US KNOW HOW YOU FEEL ABOUT THE SERVICES PROVIDED BY THE DEALERSHIP -SENT NEGATIVE DLR AND NEGATIVE VEH FEEDBACK SRTS.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 6500 MI Analyst Name: MILLER (CMILL248), CHRISTOPHER

Comm Type: PHONE

Analyst: CMILL248

Action Date: 02/20/2008

Action Time:

17.10.27.108

Action Data: No

Comments CCS CHRIS MILLER X7062 -- OBC TO DLR, SPOKE WITH S/P FREDDIE, CAMBER ADJUSTERS MADE BY DLR LAST FRIDAY, CUST HAS BEEN SPEAKING WITH S/P DIRECTOR PERSONALLY AND EXPRESSED THAT VEH IS EXCESSIVELY DRIFTING AT HIGHWAY SPEEDS, CUST HAS NOT BROUGHT VEH BACK TO DLR TO THIS POINT. DLR HAS SET APPOINTMENT FOR NEXT TUESDAY 2/26, ACCORDING TO TECHS, ALL COMPONENTS OF VEH ARE UNDER FORD SPECS, CUST HAS INSTALLED AFTERMARKET LINE THAT CROSSES ON TOP OF GEAR BOX. ADJUSTMENT.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6500 MI Analyst Name: MILLER (CMILL248), CHRISTOPHER

Comm Type: PHONE Analyst: CMILL248

Action Time:

Action Date: 02/20/2008 17.33.41.493 Action Data: No

COMMENTS CCS CHRIS MILLER X7062 -- OBC TO CUST @ CUST CONFIRMS CONCERNS. CUST STATES THAT STEERING WHEEL HAS EXCESSIVE PLAY. ADVISED CUST THAT HIS CASE WAS ESCALATED TO REGIONAL OFFICE FOR FURTHER HANDLING. ADVISED CUST THAT I HAVE SPOKEN WITH S/P DIRECTOR FREDDIE AND HAVE BEEN CAUGHT UP TO SPEED REGARDING WHAT HAS BEEN PERFORMED ON VEH. CUST CONFIRMS APPOINTMENT FOR THIS COMING TUESDAY. ADVISED CUST THAT ONCE VEH IS TAKEN TO DLR, I WILL BE PERSONALLY INVOLVED AND WE WILL DETERMINE WHAT STEPS NEED TO BE TAKEN TO RESOLVE CONCERNS ONCE VEH IS DIAG. CUST VOICES DISSATISFACTION WITH PERFORMANCE OF VEH. CUST STATES THAT DLR HAS LAST ADVISED THAT VEH IS OPERATING TO SPECS, BUT CUST DOES NOT FEEL SO. REITTERATED SEVERAL TIMES THROUGHOUT COVERSATION THAT ALL RESOURCES WILL BE UTILIZED IN DIAG CONCERNS AND RESOLVING CONCERNS. ADVISED CUST THAT I WILL F/U 2/27/08 BY 5PM PST ONCE VEH HAS BEEN DIAG.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 6500 MI Analyst Name: MILLER Comm Type: PHONE

(CMILL248), CHRISTOPHER

Analyst: CMILL248

Action Date: 02/27/2008 16.06

Action Time: 16.06.18.978 Action Data: No

Comments CCS CHRIS MILLER X7062 – OBC TO DLR, SPOKE WITH SIP DIRECTOR FREDDIE. CUST DID RETURN TO DLR, VEH WAS UNDER SPECIFICATIONS. IN THE INTEREST OF CUST SATISFACTION, DLR PERFORMED ALIGNMENT. REGARDING STEERING WHEEL CONCERN, DLR HAS ADVISED CUST THAT THIS IS THE CHARACTERISTIC OF VEH. DLR HAS OFFERED TO TEST DRIVE COMPRABLE VEH WITH CUST AS WELL.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 6500 MI

Comm Type: PHONE

Analyst Name: MILLER

Analyst: CMILL248

(CMILL248), CHRISTOPHER Action Date: 02/27/2008

Action Time:

17.44.28.515

Action Data: No

Comments CCS CHRIS MILLER X7062 -- OBC TO CUST @

LEFT V/M REQUESTING CALL BACK.

PROVIDED CONTACT INFO. SET F/U FOR 2/28/08 BY 5PM PST.

Action: CONCERN ADDRESSED

Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 6500 MI Analyst Name: MILLER

Comm Type: PHONE

(CMILL248), CHRISTOPHER

Analyst: CMILL248

Action Date: 02/28/2008

Action Time:

15.30.15.633

Action Data: No

Comments CCS CHRIS MILLER X7062—OBC TO CUST CUST STATES THAT AT THIS TIME DLR HAS CORRECTED THE ERRORS THAT THEY HAVE CREATED ON VEH. CUST STATES THAT AT THIS TIME HE STILL FEELS THAT HIS STEERING IS TOO LOOSE AND HIS VEH "WANDERS" WHEN DRIVING ON THE HIGHWAY ADVISED CUST THAT I HAVE SPOKEN WITH FREDDIE S/D AND HAVE BEEN CAUGHT UP TO SPEED REGARDING WHAT WAS PERFORMED, ADVISED CUST THAT AT IT HAS BEEN DETERMINED THAT HIS VEH IS OPERATING UNDER FORD SPECS AND HIS STEERING IS OPERATING AS DESIGNED, CUST REQUESTS HIS STEERING TO BE TIGHTENED ADVISED DLR WOULD NOT BE ABLE TO CORRECT STEERING, AS STEERING IS OPERATING AS

INTENDED. CUST VOICES DISSATISFACTION STATING THAT NOBODY IS WILLING TO SATISFY HIM AND DLR DOES NOT KNOW HOW TO SATISFY A CUST, CUST CONTINUES TO VOICE DISSATISFACTION, SPEAKING NEGATIVELY ABOUT FMC, DLR AND FORD PRODUCTS. CUST STATES THAT HE WILL LET ANYONE WHO APPROACHES HIM KNOW HOW UNSATISFIED HE IS. CLOSING CASE.

Action: SUPERVISOR REFERRAL FOLLOW-UP Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD

Origin Desc: MANUAL - PHONE CSR

Odometer: 7600 MI

Comm Type: PHONE

Analyst Name: ARNOLDI (RARNOL27), RANDAL

Analyst: RARNOL27

Action Date: 03/14/2008

Action Time: 14.01.59.780 Action Data: No

Comments CRC ADVISED: (NOTE TO CSR - THIS MAC IS TO BE USED BY SUPERVISORS ONLY.)==LCSR RANDY X7133==CUST HUNG UP WHILE BEING TRANSFERRED IN THE SUP QUE==FIRST ATTEMPT TO CONTACT CUST AT ELEFT MESSAGE FOR CUST THAT I WOULD TRY CALLING BACK BY COB 03/17/2008

Action: SUPERVISOR REFERRAL FOLLOW-UP Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD

Origin Desc: MANUAL - PHONE CSR

Odometer: 7600 MI

Comm Type: PHONE Analyst: RARNOL27

Analyst Name: ARNOLDI (RARNOL27), RANDAL Action Date: 03/17/2008

Action Time: 14.12.27.771 Action Data: No

Comments CRC ADVISED: (NOTE TO CSR - THIS MAC IS TO BE USED BY SUPERVISORS ONLY.) == LCSR RANDY ==CUST HAS PURCHASED A 2007 FORD TRUCK X7133==SECOND ATTEMPT TO CONTACT CUST AT AND HAS A PROBLEM WITH THE VEH WANDERING ALL OVER THE PLACE == CUST CALLED ESP TO CANCEL HIS MAINTENANCE PLAN AND THEY TRANSFERRED CUST TO THE CRC WHERE HE SPOKE WITH ORLANDO HE SAID ORLANDO WAS PROFESSIONAL IN THE BEGINNING AND KEPT INTERRUPTING HIM SAYING "YOU HAVEN;T TOLD ME ANYTHING ABOUT WHAT IS WRONG WITH YOUR TRUCK"==CUST STATES THAT HE HAS HAD A BAD CUST EXPERIENCE WITH BOTH DURSHP AND THE ESP DEPT AND THE CRC AND THE CCST WHO NEVER DID ANYTHING FOR HIM==CUST SAYS VEH IS FOR SALE NOW AND HE CAN'T WAIT TO GET IT SOLD==CUST SAID HE NEVER HAD PROBLEMS LIKE THIS WITH GM OR NISSAN == THANKED CUST FOR HIS FEEDBACK== CASE CLOSED

Ford Confidential

All Action Details for Issue

Print

VIN: 1FTSW20P278

Year: 2007

Model: F-SERIES SUPER DUTY Case:

Name: Symptom Desc:

Owner Status: Original

Reason Desc: CRC RELATED - SUPERVISOR REQUEST

WSD: 2007-05-1; Primary Phone: Secondary Phon

SUBMITTED

Issue Type: 01 INQUIRY

Issue Status: OPEN

Action: ROUTE TO TEAM LEADER

Dealer:

Origin Desc: MANUAL - PHONE CSR

Odometer: 7600 MI

Comm Type: PHONE Analyst: OPAJUELO

Analyst Name: ORLANDO PAJUELO (OPAJUELO)

Action Time: 12 40 50 475

Action Date: 03/14/2008

Action Time: 13.49.59.475 Action Data: No

Ford Confidential







CLISTOMER NO. 263	90	JASON HAYES	653	2421	12/03/07	FOCS10829
		LABOR RATE	MI	5,542	STLVER/GRAY	STOCK NO.
	_	07/FORD TRUCK	/S-DTY F-250			OFLIVERY MILES
5		TETS W 2	0 P 2 7 E		LING DEALER NO	769711766
		P. T. S. NO.	PO NO		12703/07	1.7.50 11.00 7.00
		EF 6F710HOA/TOSHFT				MO: 554
JOB# 1 CHARGES		The state of the s	************	**********		MO. 334
P/A PA	INT TRIN CONCERN; 500 778 R STATES R/H LOWER SEAT BO TO SEAT BO NUMBER	LT COVER KEEPS COMIN IPTION ORDERED ** - DOOR S	G LOOSE	WARRANTY WARRANTY		
108# 1 TOTALS	***************		11 t 7 doi: 10			
and the second	J08# 1	JOURNAL PREFIX FOC	S JOB# 1 TOTAL	0.00		
JOB# 2 CHARGES	*************	****************				
U# 2 61F0219 CUSTOM THE OTH ADJUSTE	ROOM MEGUSSMENTS TO THE RESTATES RIGHT FRONT DOOR IS ER DOORS. D DOOR UNTIL PROPER FIT WAS	ACHIEVED.		MANAGEN		
The state of the s				340		
108# 3 CHARGES	J08# 2	JUURNAL PREFIX FOC	JOB# 2 TOTAL	0.00		
LABOR M 3 50F0Z15 CUSTOME P/A PAGE	INTEREOR FRAM PANELS (1940): R STATES R/H FRONT SCUFF PI T	TEORYS):478 ATE KEEPS COMING LOX	SE	SP* WARRANTY		
XXX 3 TOTALS	·····		******			
OR# A CHARCES	J06# 3	JOURNAL PREFIX FOCS	3 008# 3 TOTAL	0.00		
ABOR			************	***********		
W 4 45F0Z01 CUSTOME DRIVING DID NOT RAN OAS TRUCK H CORRECT	R STATES VEHICLE WANDERS AL	VE WITH CUSTOMER NG DAMAPNER WHICH E PRESSURES WHERE SET FRONT AT 60PSI	E	CARLESTON.		
PAGE 1 OF 3	CUSTOMER COPY		TINUED ON NEXT PA			

TIME RECEIVED TOTAL CALL TOTAL TOTAL







		YXS8	HAYES		653 YAG NO	2421	12/03/07	F05510829
		LABOR NAT	E.		MALEAGE	5,542	STLVER/GRAY	STOCK NO.
2	9	897F	TRUCK	S-DTY F	-250/PK	CREW CA	05/15/07	DELIVERY MILES
•		The comments of	T'S W 2 (SELLING DEALER NO	**89711766
		FT.E.NO.			RO.		12703/07	34/44/
+ -		DANKENT	онол/тознят				11/03/07	WO. ECA
JOB# 4 TOTALS		E# GF/1	Omay rusher	******			-	MO: 554
JOB# 5 CHARGES		4 JOURNAL	PREFIX FOCS	JOB# 4	TOTAL	0.00		
LABOR	OCH CONTRACT. OFF FLUIDS ROTA	TE TIRES PSI	60 FRONT 70	CE AS	的中華強計可	- HERMAN		
PARTSQTYFP-NUMBER 1 FL-2016 3 X0-154440	-50SD 011	SCRIPTION		TOTAL -	177	MARRANTY MARRANTY 0.00		
008# 5 TOTALS				******				
108# 6 CHARGES	J06#	5 JOURNAL	PREFIX FOCS	J08# 5	TOTAL	0.00		
ECONOMY. FORD D VEHICLE, NEED TO	FOR POOR FUEL EC RAN CASIS FOUND TION FOUND VEHIC EXHAUST. THIS W	LE IS HOOTE	R TSB'S FOR TEO AT BOTH OFFECT ON FUE	L				
FUEL ECONOMY.								
TER OF STATES OF					TOTAL	0.00		
OB# 7 CHARGES	JUST	o Journal	MELLY LOCZ	JUBP 6	TOTAL	0.00		
ABOR - GOOD BA 7 00F026PATT - GOOD BA YOUR BATTERY WA	TTERY S TESTED AND IS	coop.	**************************************	Hallestor J	i ang paga	ANTERNA.		
08# 7 TOTALS								
	J08#	7 JOURNAL	PREFIX FOCS	J08# 7	TOTAL	0.00		
				********	********	*******		
	************	***********						
OB# 8 CHARGES		OK	(TEXPESIT #880	出了的原料的。该	P. San Barrer	- INTERNAL		
108# 8 CHARGES		OK OK	CONTRACTOR AND D	地名的西埃伯尔德	是一种种种	-TRESSEE		

STATUS Received

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26390		DASON HAYES	653 YAS NO 24	421	12/03/07	FOCS10829
		ABOR PATE	qvoe	5,542°	STLVER/GRAY	STOCK NO.
**	1	07/FORD TRUCK/S-E				DELIVERY MILES
1	1	TFTSW20P	2 7 E	ALW O	ELLING DEALER NO	89711766
	t t	TENO	RON	ā	12763/07	03/11/00
		OMMENTS EF 6F710HGA/TQSHFT			12/03/07	un. FF4
JOB# 8 TOTALS		EF 6F710HOA/TOSHFT				MO: 554
JOB# 9 CHARGES	JOB# 8 JOE BORTROL SELECTION TO QUALITY CONTROL VEHICL			0.00 MERMA		
REPAIRS						

JOB# 10 CHARGES	308# 9 30	DURNAL PREFIX FOCS JO	B# 9 TOTAL	0.00		
J#10+99F07S0P S Added Operation (2JAS PLEASE NO VEHICLE.	OF BART ON @ 12/03/2007 16:33) TE: WE VE ORDERED A SPECIAL	ORDER PART FOR YOUR	to 相談法律公共	PLERUNAL.		
JOB# 10 TOTALS	**************	*******				
	J08# 10 J0	DURNAL PREFIX FOCS JO	B# 10 TOTAL	0.00		
TOTALS	*********************					
**************************************	COMPLETELY SATISFIED***** pur visit to our service de courteous and friendly mann NO () Fied and all requested work NO () Policable charges explained NO () When promised?	pertment. TOTAL Cone?	LABOR PARTS SUBLET G.O.G	0.00 0.00 0.00 0.00 0.00 0.00 0.00		
CUSTOMER SIGNATI		INVOICE ***	********************	*****		
PAGE 3 OF 3	CUSTOMER COPY	Į EN	D OF INVOICE 102:10	Эрт		

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AUGUST 7, 2008 5:12:07 PM EDT

AUGUST 7, 2008 7:12:07 PM EDT

AUGUST 7, 2008 7, 2008 PM EDT

AUGUST 7, 2







	JASON HAYES		653 TAG NO	3732	02/26/08	Focs 11143
	LABOR RATE		MILENGE	6,847	STLVER/GRAY	STOCK NO.
**	07/FORD TRU	CK/S-DTY F-	250/PK	CREW CA	05/15/07	DELIVERY MILES
*	TETS W				SELLING DEALER NO	709/11/06
	FT.E.NO.		D NO.		°62715/08	REPRINT#
	COMMENTS ONCA/TOSHF				02/13/00	
JOB# 1 CHARGES	Harman St.		-			MO: 685
LABOR # 1 60F0Z01 INT TRIM CONCERN. CUSTOMER STATES R/M LOMER SEAT INSTALL SOP 108290 12/03/07 55 VERIFEID LOMER SEAT BOLT COVER INSTALL SOP PARTS	BOLT COVER KEEPS CON 45 IS LOOSE REC REPLACE	HING LOOSE EMENT		WARRANTY		
PARTS QTY FP - NUMBER DE 1		TOTAL - P	ARTS	WARRANTY WARRANTY 0.00		
008# 1 TOTALS						
30B# 2 CHARGES	1 JOURNAL PREFIX F	FOCS JOB# 1 T	OTAL	0.00		
LOWERED CASTER ON DRIVER SIDE S WITH WIN TOE SET AT 0.06 0.06 RAN CASIS NO PROBLEMS VERIFIED UPDATES VERIFIED CONCERN SET UP ALIGNME INSTALLED CAMBER CASTER SLEEVES CASTER LEAD NOR CORRECT RESET I	CALLED HOT LINE NO	IN CHORECT				
PARTSQTYFP-NUMBERDES 2 5C3Z-3B44Q-F ADJ	JUSTER ASY	TOTAL . PA		MARRANTY 0.00		
OB# 2 TOTALS						
	2 JOURNAL PREFIX F	OCS JOB# 2 TO	OTAL	0.00		
OB# 3 CHARGES JOB#	********	**********	********			
ABOR- CUSTOMER STATES CHECK ENGINE LITEMEN LI	GHT ON	SANSE I SA				
ABOR- BINGTHE LEGITLE CHECK ENGINE LEGITLE CHECK EN	GHT ON PERFORMED TSB 072109 KOER P1000	A 1.2	KICE-	WARRANTY		
ABOR- CUSTOMER STATES CHECK ENGINE LI 9F452 55 EEC TEST RECEIVED CODE P0401 - MIL ON, KOEO P1000, KOEC P0401	GHT ON PERFORMED TSB 072109 KOER P1000	NA 1.2	KICE-			
ABOR CUSTOMER STATES CHECK ENGINE LI TOPTE CONTINE CUSTOMER STATES CHECK ENGINE LI GF452 55 EEC TEST RECEIVED CODE P0401 MIL ON, KOEO P1000, KOEC P0401 ARTS	GHT ON PERFORMED TSB 072109 KOER P1000	A 1.2 UNIT PR TOTAL - PA	RICE - RTS	WARRANTY		

STATUS

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DURATION

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сцетомея но. 26390	TASON I	HAYES	653 YAG NO	3732	02/26/08	"F665111435
	LABOR RAYE	1	MILEAGE	6,847	STLVER/GRAY	STOCK NO.
	"67/766	TO TRUCK/S-DTY	-250/PK	CREW CA	05/15/07	DELIVERY MILES
3		S W 2 0 P 2 7			LLING DEALER NO	P09711706
	F.T.E. NO.		P.O. NO.	-	62715/08	REPRINT# 1
	CEAMS TEON	DA/TQSHFT			LLC-MC	мо: 6857
JUB# 4 CHARGES		***********	•••••	*******		
YOUR BATTERY WAS	S TESTED AND IS GOOD.		Water to	- Uncertaint		
JOB# 4 TOTALS	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	****				
JOB# 5 CHARGES	JOB# 4 JOURNAL PR	EFIX FOCS JOB# 4	TOTAL	0.00		
LABOR I SHIT. ME	A STATE OF THE STA			MEMA		
J08# 5 TOTALS						
			EUC.			
JOB# 6 CHARGES	JOHN S JOHNAL PR	EFIX FOCS JOB# 5	TOTAL	0,00		
LABOR		ECH(S7:850(Energy of	······································	INTERNAL		
JOB# 6 TOTALS						
JOB# 7 CHARGES	JOB# 6 JOURNAL PR	EFIX FOCS JOB# 6	TOTAL	0.00		
LABOR TOPPOZOC TECHNOLIA						
JOB# 7 TOTALS	**/*************************					
	JOS# 7 JOURNAL PRE	FIX FOCS JOB# 7	TOTAL	0.00		
			19114	0.00		
						1
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at de la company						1
PAGE 2 OF 3	CUSTOMER COPY					

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BAR# ARDI85180 FPAV CAD981416290

шэтомея NO. 2639	0	JASON HAYE	s	653 TAO NO	3732	62/26/08	FOCS11143
	-	LABOR RATE		MILEAGE		SILVER/GRAY	BTOCK NO.
		OT FORD TH	UCK/S-DTY F-	250/PK	The state of the s		DELIVERY MILES
0.		AEHOLE 10 NO.	20P27E	LJUTTA	CITEW O	BEILING DEALER NO	*89711766
		ET.E.NO.		NG		*027515/08	REPRINT#
		COMMENTE OHOA/TOSI	HET			01/25/00	MO: 685
UTALS					******		MO. 003
which want you to B please tell us about were you treated in a vec () old your service advi vec () were your needs ident vec () were all repairs and vec () was your vehicle read vec () would you recommend o vec ()	your visit to our s courteous and frie MG () sor listen and unde MO () ifled and all reque MO () applicable charges MO () y when promised? MO ()	ervice deportment. Indly manner? Instand your needs? Instand work done? Instance to you?	TOTAL LABOR TOTAL PARTS TOTAL SUBLE TOTAL G.O.G TOTAL MISC TOTAL MISC TOTAL TAX	CHG. DISC	0.00 0.00 0.00 0.00 0.00 0.00		
CUSTOMER SIGNA		CATE INVOIC	E *********	******	******		

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OFFICE OF THE ATTORNEY GENERAL

Request for Arbitration by the Florida New Motor Vehicle Arbitration Board

_		
	FOR OFFICE USE	ONLY
		cate Date:
	Filed (DCS) 9-	20-06
	DCS Case#	
	Rejected	•
	Withdrawn	
	Referred to AG 09/	28/2006
	Approved 79/	20/2001

AG Case#

2006-0663/Spa

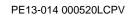
IDO	NOT WISH TO	O RECEIVE	SOLICITATION	N MATERIALS	FROM ATTO	RNEYS

-	I. CONSUMER INFORMATION	
1.	Purchaser/I	
2.	Street Addr	
	City: Fl Zip Code:	
	Mailing Address (if different):	
	City: Zip Code:	
3.	Home Pho Best Time to Call:	
	Work Pho For Whom?	
	Cell Phon	
	Fax: () E-Mail:	
At	orney Information (complete only if you are represented by an attorney).	
	Name: SEP 2 0 2006	
	Mailing Address:	
ļ	City: Zip Code:	-
	Telephone: ()	-
		٦
	II. SELLING DEALER, FINANCING, AND LEASING INFORMATION	4
4.	Dealer Name: Karl Flammer Food Troc	
	Address: 41975 U.S. HWY 19 North	_
	City: Tarpon Springs State: Florida Zip Code: 34689	-

II. SELLING DEALER, FINANCING, AND LEASING INFORMAT	ION (continu	ed)	
Lessor, bank, or lending institution to which loan or lease payments are made: Name: Wachovia Bank N.A.			
Address: PO. Box 530554			
City: Atlanta State: GA Zip	Code: <u>303</u>	353- 3557	
III. RELIEF REQUESTED (Check one only)			
III. RELIEF REGULSTED (Check one omy)			
5. If successful, I prefer to receive: A refund or			
A replacement vehicle			
IV. VEHICLE INFORMATION			
6. Vehicle Type: Car Truck Van Sport Utility	Low Speed V	ehicle	
7. If a truck, is the gross vehicle weight 10,000 pounds or less?	Yes	No	
8. Manufacturer: Tord (GM, Ford, Chrysler, Toyota, etc.)			
9. Make: Ford Model: F-35050 (Mustang, Accord, etc.)	Year: (005	
10. Vehicle Identification Number (VIN): F T V V 3 3 P 8 5 (This is a 17-character identifier usua numerals that is listed on your			
11. If a conversion vehicle, give the name of the company that performed the co	onversion, if kno	own:	
(Explorer Vans, Sherrod, etc. Attach a copy of the warra	anty.)		
a. Was the conversion work performed prior to your purchase?	Yes	No	
b. If after your purchase, was the conversion work performed by or through the dealership as an option, referral or part of the sale?	Yes	No	

IV. VEHICLE INFORMATION (continued)				
12. Date you took delivery of the vehicle? 12 - 21 - 04				
Mileage on the odometer on the date of delivery:				
13. Was the vehicle (check one):	Purchas	sed	Leased	
In Florida?	Yes	_	No	
As (check one): New	Demon	strator	Used	
14. If leased, for a term of one year or more?	Yes		No	
15. Do you still own or possess the vehicle?	Yes_ <i>V</i>	<u></u>	No	
16. If purchased used, was the vehicle transferred to you by the original owner within 24 months after the date of original deliver	Yes		No	
a. If yes, complete the following:				
Original owner's name:	· - · · - · · · · · · · · · · · · · · · · · · ·			
State where vehicle was originally purchased:				
Actual date of delivery to original owner:				
V. INFORMATION REGARDING PROBLEM(S) WITH VEHICLE				
17. List each problem (other than routine maintenance and minor warranty repairs), that was first reported to the authorized service agent (dealer) within 24 months after the date of delivery, and that you claim substantially impairs the use, value or safety of the vehicle. Give the dates of at least three repair attempts that took place before the date written notification was sent to the manufacturer. If a substantial problem had less than three repairs before notification, list it and the repair date(s). Attach a separate sheet if necessary. Do not list the same problem more than once. Please attach copies of repair orders for all repairs to the listed defects, even if there were more than three repairs.				
Problem	Date 1	Date 2	Date 3	
1. Exhaust in Cab	1/25-06	3/20-06		
2. Locse Starring	1/25-06	6/26.06	8/8-06	
3. Oil Transmission leak	1/25-06	3/20-0G	ab3.06	
4				
5				
6.				

V. INFORMATION REGARDING PROBLEMS(S) WITH VEHICLE (continued)		
18. Did you notify the manufacturer (not the dealer) identified in Question 8 in writing after three or more repair attempts for the problem(s)?	Yes	No
If yes, date the manufacturer received notification: a. (Answer only if applicable.) Did you notify the	2006	
a. (Answer only if applicable.) Did you notify the conversion company identified in Question 11 in writing after three or more repair attempts?	Yes	No
If yes, date the conversion company received the notification:		·
(Attach a copy of the motor vehicle defect notification form or other written receipt indicating when the manufacturer and/or conversion company received		•
19. Following receipt of the notification, did the manufacturer and/or conversion company make a final attempt to correct the problem(s)?	Yes	No
If yes, on what date(s)? S- \(\) (Attach copies of all repair orders related to any final repair attempt).		
If no, explain why there was no final repair attempt:		
20. How many cumulative calendar days do you contend the vehicle was out of service for repair of one or more of the problems described in Question 17?	35 dag	C.
 a. Did you notify the manufacturer (not the dealer) identified in Question 8 and, if applicable, the conversion company identified in Question 11 in writing after 15 or more days out of service? 	Yes	No
If yes, date(s) the manufacturer and/or conversion company received notifica	ition:	
Manufacturer: 7.1.37.3006 Conversion Company:		
If no, explain why:		
21. Following receipt of the notification, did the manufacturer, conversion company or authorized service agent (the dealer) have the opportunity to inspect or repair the vehicle?	Yes	No
If no, explain why:		
22. Is the problem(s) about which you are complaining the result of an accident, abuse, neglect, modification or alteration by someone other than the manufacturer, conversion company or an authorized service agent (the dealer)?	Yes	No V



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JAN 0 9 2008

KIM TURNER, Court Executive Officer MARIN COUNTY SUPERIOR COURT By C. Larson, Deputy

SUPERIOR COURT OF THE STATE OF CALIFORNIA COUNTY OF MARIN UNLIMITED JURISDICTION

CASE NO.

COMPLAINT

(Unlimited - Civil)

VS.)
FORD MOTOR COMPANY,)
Defendant.	
	COMPLAINT
NOW COMES the Plainti	ff, by and through Plaintiff's attorneys,
KROHN & MOSS, LTD., and for	r Plaintiff's Complaint against Manufacturer, FORD MOTOR
COMPANY, alleges and affirmat	ively states as follows:
	PARTIES
1. Plaintiff,	("Plaintiff"), is an individual who purchased subject
vehicle in the State of California.	
 Manufacturer, FOI 	RD MOTOR COMPANY ("Manufacturer"), is a corporation
authorized to do business in the S	tate of California and is engaged in the manufacture, sale, and
distribution of motor vehicles and	related equipment and services. Manufacturer is also in the
	Page I

COMPLAINT

business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including NOVATO FORD (Manufacturer) does business in all counties of the State of California.

BACKGROUND

- 3. On or about September 2, 2006, Plaintiff purchased from Seller a 2005 Ford F350 ("F-350"), manufactured by Manufacturer, Vehicle Identification No.

 1FTWW31P76E. for valuable consideration (Plaintiff's purchase contract is attached a
- 1FTWW31P76E for valuable consideration (Plaintiff's purchase contract is attached as Exhibit "A").
- The price of the F-350, <u>including</u> sales tax, registration charges, document fees and other collateral charges, such as bank and finance charges, totaled more than \$53,997.37.
- In consideration for the purchase of the F-350, Manufacturer issued and supplied
 to Plaintiff several written warranties, as well as other standard warranties fully outlined in the
 Manufacturer's Warranty Booklet.
- On or about September 2, 2006, Plaintiff took possession of the F-350 and shortly thereafter experienced the various defects listed below that substantially impair the use, value and/or safety of the F-350.
- The defects listed below violate the express written warranties issued to Plaintiff
 by Manufacturer, as well as the implied warranty of merchantability.
 - Defective steering as evidenced by an excessive play in the steering, fluid leaking from front of the vehicle, and the steering wheel locking, the internal knock sound, and the looseness;
 - Defective steering and electrical as evidenced by an illumination of airbag light, inoperable horn, and inoperable cruise;
 - c) Defective steering and suspension as evidenced by shaking of the front end badly, rattling noise in the front end over bumps, steering wheel shudders and floor vibrates when going over bumps, clanking noise, steering wheel located off center to the right, the noise from the front of the vehicle, and the vibration from under the floorboard;
 - d) Defective fuel system as evidenced by a low mileage, 7 mpg;

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- e) Defective transmission as evidenced by lack of power going uphill and poor fuel economy;
- f) Defective engine as evidenced by the lack of power and poor fuel mileage;
- g) Defective brakes as evidenced by the squeak from the right front and locking up; and
- h) Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.
- Plaintiff brought the F-350 to seller and/or other authorized service dealers of
 Manufacturer for various defects, including, but not limited to the following:
- Plaintiff provided Manufacturer through Seller and/or other authorized dealers of Manufacturer sufficient opportunities to repair the F-350.
- Manufacturer, through its authorized dealers was unable and/or failed to repair the
 F-350 within a reasonable number of attempts.
- Plaintiff justifiably lost confidence in the F-350's reliability and said defects have substantially impaired the value of the F-350 to Plaintiff.
- Said defects could have not been discovered by Plaintiff prior to Plaintiff's acceptance of the F-350.
- As a result of said defects, Plaintiff revoked acceptance of the F-350 in writing on September 27, 2007 (A copy of said letter is attached hereto and marked as Exhibit "B").
- 14. At the time of revocation, the F-350 was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear.
- 15. Manufacturer refused Plaintiff's demand for revocation and has refused to provide Plaintiff with the remedies Plaintiff is entitled upon revocation.
- 16. The F-350 remains in a defective and unmerchantible condition, and continues to exhibit the above mentioned defects that substantially impair its use, value and/or safety.
- 17. Plaintiff has and will continue to be financially damaged due to Manufacturer's failure to comply with the provisions of its express and implied warranties.

18. Prior to filing this complaint, Plaintiff attempted to submit 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

- 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 F-350 during the duration of a written warranty period applicable to the F-350 and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.
- Manufacturer is a person engaged in the business of making a consumer product directly available to Plaintiff.
- 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 F-350 was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).
- 24. Plaintiff's purchase of the F-350 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 F-350 to repair the F-350 or take other remedial action free of charge to Plaintiff with respect to the F-350 in the event that the F-350 failed to meet the specifications set forth in said undertaking.

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- 25. Said warranties were the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the F-350 to Plaintiff.
- Said purchase of Plaintiff's F-350 was induced by, and Plaintiff relied upon, these written warranties.
- Plaintiff has met all of Plaintiff's obligations and preconditions as provided in the written warranties.
- 28. 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 equitable relief.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- Return of all monies paid or in the alternative applicable damages
 pursuant to section 2714 of the Commercial Code, and all incidental and
 consequential damages incurred;
- All reasonable attorneys' fees, witness fees and all court costs and other costs;
- 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

- Plaintiff realleges and incorporates by reference as through fully set forth herein,
 paragraphs 1-18 of this complaint.
- 30. The F-350 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, Plaintiff herein.

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COMPLAINT

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- 31. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly available to Plaintiff.
- 32. 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 purchase to perform services relating to the maintenance or repair of a motor vehicle.
- 33. Pursuant to 15 U.S.C. § 2308, Plaintiff's F-350 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 F-350 was intended.
- 34. The F-350 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.
- 35. The above described defects in the F-350 render the F-350 unfit for the ordinary and essential purpose for which the F-350 was intended.
- 36. 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:

- Return of all monies paid or in the alternative applicable damages
 pursuant to section 2714 of the Commercial Code, and all incidental and
 consequential damages incurred;
- All reasonable attorneys' fees, witness fees and all court costs and other costs;
- c. Such other and further relief that the Court deems just and appropriate.

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COUNT III SONG –BEVERLY CONSUMER WARRANTY ACT

- Plaintiff realleges and incorporates by reference as though fully set forth herein,
 paragraphs 1-18 of this Complaint.
- 38. 1Manufacturer, through Seller and/or other authorized dealerships, have been unable to repair said defects in a reasonable number of attempts.
- 39. Pursuant to Cal Civ. Code. § 1793.22(b)(2), Plaintiff has presented the F-350 to Seller and/or other authorized service dealers of Manufacturer within the term of protection and have tendered the subject vehicle four (4) or more times for the same defects and/or non-conformities within eighteen-thousand (18,000) miles and/or eighteen (18) months for the above-mentioned defects that substantially affect the use, value and safety of the F-350.
- 40. Pursuant to Cal Civ. Code. § 1793.2, Plaintiff is entitled to a refund of the full purchase price of the vehicle, including all collateral charges and finance charges, and/or a replacement vehicle, plus all attorney fees and costs.
- 41. Manufacturer has willfully violated the provisions of this act by knowing of its obligations to refund or replace Plaintiff's vehicle, but failing to fulfill them.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. Return of the F-350's purchase price and all incidental and consequential damages incurred by Plaintiff;
- b. Return of all finance charges incurred by Plaintiff for the F-350;
- All reasonable attorneys' fees, witness fees, court costs and other fees incurred by Plaintiff; and
- d. A civil penalty pursuant to Cal. Civ. Code § 1794 (c).

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COMPLAINT

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e. Such other and further relief that this Court deems just and appropriate.

COUNT IV SONG -BEVERLY CONSUMER WARRANTY ACT

- 42. Plaintiff realleges and incorporates by reference as though fully set forth herein, paragraphs 1-18 of this Complaint.
- 43. The F-350 purchased by Plaintiff was subject to an implied warranty of merchantability as defined in Cal. Civ. Code §1790 running from the Manufacturer to the intended consumer, Plaintiff herein.
- 44. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly available to Plaintiff.
- Manufacturer is prohibited from disclaiming or modifying any implied warranty under Cal. Civ. Code §1790.
- Pursuant to Cal. Civ. Code §1790, Plaintiff's F-350 was impliedly warranted to be fit for the ordinary use for which the F-350 was intended.
- 47. The F-350 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.
- 48. The above described defects in the F-350 caused it to fail to possess even the most basic degree of fitness for ordinary use.
- 49. 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:

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Print

VIN: 1FTWW31P768

Year: 2006 Owner Status: Original Model: F-SERIES SUPER DUTY Case:

Name: Symptom Desc: SUSPENSION RIDE QUALITY

WSD: 2006-09-02 Primary Phone:

Reason Desc: DRP-VEHICLE REPURCHASE REQUEST

Issue Type: 06 BBB AUTO LINE/DACO Issue Status: CLOSED

Secondary Pho

Action: OPEN - PENDING ELIGIBILITY

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 27060 MI

Comm Type: MAIL Analyst: J-GRESS1

Action Data: No.

Analyst Name: GRESS, JEFF Action Date: 11/01/2007

Action Time: 16.00.31.804

Comments NEW CASE: FRD0756716. REPRESENTED BY TODD FRIEDMAN OF KROHN & MOSS. PROBLEMS: STEERING/SUSPENSION, STEERING/ELECTRICAL, FUEL ECONOMY, TRANSMISSION, ENGINE, BRAKES.

Action: OPEN - CABBB CASE ELIGIBLE

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 27060 MI

Comm Type: MAIL Analyst Name: PATTERSON, DONNA Analyst: D-PATT25

Action Date: 11/02/2007

Action Time: 21.00.48.589

Action Data: No

Comments OPEN - CABBB CASE ELIGIBLE

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: CONSUMER AFFAIRS-DISPUTE

RESOLUTION PROGRAM

Odometer: 27060 MI

Comm Type: OTHER

Analyst Name: GOFF (DGOFF9), DONNA

Analyst: DGOFF9

Action Date: 11/08/2007

Action Time: 10.17 50.393

Action Data: No

Comments DONNA GOFF -DRS--866-567-6518 EXT 7428--11/8/2007 10:16 AMINITIAL EMAIL SENT TO FIELD- NO OFFER WILL BE SUMITTED TO THIS ATTORNEY CASE- NO WARRANTABLE CONCERNS DUE TO AFTERMARKET LIFT/ TIRES/EXHAUST

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 27060 MI

Comm Type: MAIL

Analyst Name: GRESS, JEFF Action Date: 11/19/2007

Analyst: J-GRESS1

Action Time: 21.00.40.532

Origin Desc: BETTER BUSINESS BUREAU

Comments HEARING SCHEDULED ON 11/24/07 AT

Action: ARBITRATION DECISION-DENIAL

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: BETTER BUSINESS BUREAU

Action Data: No

Odometer: 27060 MI

Comm Type: MAIL

Analyst Name: GRESS, JEFF Action Date: 12/05/2007

Analyst: J-GRESS1 Action Time: 16.00.17.538

Action Data: No

Comments ARBITRATION DECISION-DENIAL ARBITRATED RESULTING IN A DENIAL

Action: ASSUMED REJECTION OF DECISION Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 27060 MI Analyst Name: GRESS, JEFF Action Date: 01/03/2008 Comm Type: MAIL Analyst: J-GRESS1

Action Time: 21.00.46.642

Origin Desc: BETTER BUSINESS BUREAU

Action Data: Yes

Comments DATE OF REJECTION 01/03/08 ARBITRATED RESULTING IN A DENIAL

 Data Element Name
 Data Value

 DATE OF REJECTION
 01/03/08

Ford Confidential

All Action Details for Issue

Print

VIN: 1FTWW31P76

Year: 2006

Model: F-SERIES SUPER DUTY Case:

Name

Owner Status: Original Symptom Desc: STRG/HANDLING FUNCTION EXCESSIVE PLAY WSD: 2006-09-02 Primary Phone

Reason Desc: LEGAL - OTHER ATTORNEY DEMAND

Secondary Pho

Issue Type: 07 LEGAL

Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: OGC - CLAIMS -

FD

Odometer: 22511 MI

Comm Type: INBOUND MAIL-

OTHER

Analyst Name: JACKSON

Analyst: CJACKS84

(CJACKS84), CELESTE Action Date: 10/03/2007

Action Time: 11.52.53.685

Action Data: Yes

Comments ********ATTORNEY DEMAND*************************DATE STAMP:10-02-07; ATTORNEY ALLEGES CLIENT CONCERN AS STEERING, AIRBAG LIGHT, HORN AND CRUISE INOPERABLE, FRONT END SHAKING, RATTLING NOISE IN FRONT END OVER BUMPS, FUEL SYSTEM, AND TRANSMISSION ATTORNEY DEMANDS. CONTACT FROM FORD REPRESENTATIVE.

Data Element Name

Data Value

NAME OF LAW FIRM ATTORNEY NAME

KROHN & MOSS TODD FRIEDMAN 3239882400 BBENNIN1

ATTORNEY PHONE NUMBER ANALYST ID

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: OGC - CLAIMS

Odometer: 22511 MI

Comm Type: OUTBOUND FAX-OTHER

Analyst Name: BENNING, BRENDA Action Date: 10/03/2007

Analyst: BBENNIN1 Action Time: 15.01.36.220

Action Data: No

Comments LPA SENT ATTORNEY ACKNOWLEDGEMENT LETTER.

Action: CLOSING COMMENTS - NO RESPONSE TO OFFER

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: OGC - CLAIMS

Odometer: 22511 MI

Comm Type: OUTBOUND FAX-OTHER

Analyst Name: BENNING, BRENDA Action Date: 10/22/2007

Analyst: BBENNIN1 Action Time: 09.01.27.142

Action Data: No

Comments LPA DID NOT RECEIVE ANY REQUESTED DOCUMENTS FROM ATTORNEY TO REVIEW CLAIM.

Action: CLOSING COMMENTS - DENIAL - BASED ON LITIGATION PREVENTION REVIEW

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: OGC - CLAIMS

Odometer: 22511 MI

Comm Type: OTHER

Analyst Name: BENNING, BRENDA

Analyst: BBENNIN1

Action Date: 11/19/2007

Action Time: 09.24.48.670

Action Data: No

Comments LPA SENT ATTORNEY DENIAL LETTER AFTER REVIEWING CLAIM AND DOCUMENTS FROM ATTORNEY.

All Action Details for Issue

Print

VIN: 1FTWW31P76

Year: 2006

Model: F-SERIES SUPER

Owner Status: Original Name

DUTY WSD: 2006-09-02

Symptom Desc: AXLE CONCERNS ALL/4 WHL DRIVE

NOISE/CHATTER

Reason Desc: WARRANTY - VEHICLE REPLACEMENT REQUEST

Primary Phone:

Issue Type: 04 REGION

Issue Status: CLOSED

Secondary Pho

Initial Customer Contact: 08/22/2007

Action: WARRANTY DISPUTE VEHICLE REPLACEMENT REQUEST

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: US CONCERN CASE BASE

Case:

Odometer: 22511 MI

Comm Type: PHONE Analyst Name: MATTHEW CUSICK (MCUSICK1) Analyst: MCUSICK1

Action Date: 08/21/2007

Action Time: 18.00.04.440 Action Data: No

Comments CUSTOMER SAID: =CUST CALLING TO REQUEST THAT HIS TRUCK GETS A WHOLE NEW FRONT END OR THAT FORD BUYBACK HIS VEH=CUST IS NOW TAKING HIS VEH IN FOR A 5TH TIME FOR THE SAME CONCERN=CUST CAN HEAR A NOISE WHEN TURNING AND WHEN HE IS GOING UP A HILL OR INCLINE LIKE A DRIVEWAY=THE VEH ALSO HAS A LOSS OF POWER WHEN GOING UP A HILL=CUST WANTS THE VEH REPAIRED OR REPLACED====DEALER SAID: NOVATO FORD LINCOLN MERCURY 6995 REDWOOD HIGHWAY NOVATO, CA 94948TEL:(415) 892-4286=NONE====CRC ADVISED; I HAVE DOCUMENTED YOUR CONCERNS AND AM SENDING YOUR INFORMATION TO OUR CUSTOMER CARE SOLUTIONS TEAM. YOU WILL BE CONTACTED BY A CUSTOMER CARE SPECIALIST TO DISCUSS YOUR CONCERNS. THIS DOES NOT GUARANTEE THAT FORD WILL BUYBACK YOUR VEHICLE, FORD 'S COMMITMENT IS TO HONOR THE NEW VEHICLE LIMITED WARRANTY*** NOTE TO CSR IF CUSTOMER IS REQUIRING A TIMEFRAME PROVIDE 2-5 BUSINESS DAYS.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 22511 MI

Comm Type: PHONE

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Analyst: TCRISTIA

Action Date: 08/22/2007

Action Time: 15.32.37.383

Action Data: No

Comments ***CCS TAMMY EXT 7105***MADE OBC TO THE DEALERSHIP AND LM ON VM FOR SM JOE PROVIDIBG TOLL FREE NUMBER AND REQUESTED A RETURN CALL. MADE OBC TO THE CUSTOMER AND LM ON VM PROVIDING TOLL FREE NUMBER AND REQUESTED A RETURN CALL. SET A FOLLOW UP FOR WED 8-29-07 BY 5:00 PM PST

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 22511 MI

Comm Type: PHONE

Analyst Name: CRISTIANO

Analyst: TCRISTIA

(TCRISTIA), TAMALLA Action Date: 08/23/2007

Action Time: 15.42.54.702

Action Data: No

Comments ***CCS TAMMY EXT 7105**** RECEIVED A MESSAGE ON MY VM STATING THE CUSTOMER'S VEHICLE IS NOT AT THE DEALERSHIP.

Action: TRANSFER ISSUE

Origin Desc: CUSTOMER CARE SOLUTIONS Dealer: 07713 HENRY CURTIS FORD-MERCURY

TEAM

Odometer: 22511 MI Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Comm Type: PHONE Analyst: TCRISTIA

Action Date: 08/29/2007

Action Time: 19.12.48.380

Action Data: No

Comments ***CCS TAMMY EXT 7105**** MADE OBC TO THE CUSTOMER AN HE SAID WHENEVER HE HITS ANY POTHOLES THE FRONT END OF THE VEHICLE SHAKES AND WOBBLES. THE CUSTOMER SAID HE WANTS THE FRONT END AXLES AND SUSPENSION REPLACED. THE CUSTOMER ALSO HAS A CONCERN WITH THE FUEL ECONOMY HE STATED HE IS GETTING 6-10 MPG. THE CUSTOMER SAID HE HAS TAKEN THE VEHICLE TO THE DEALERSHIP 5 TIMES IN THREE MONTHS AND THE CUSTOMER IS BEING TOLD THIS IS A NORMAL OPERATING CHARACTERISTIC, INFORMED THE CUSTOMER THAT IN ORDER TO MAKE A REPAIR WE DO NEED TO GET A DIAGNOSIS. THE CUSTOMER DECIDED TO GET A SECOND OPINION AND WILL CALL HENRY CURTIS AND MAKE AN APPT. INFORMED THE CUSTOMER I WOULD ASSIST WITH A RENTAL WHILE HIS VEHICLE IS AT THE DEALERSHIP. SET A FOLLOW UP FOR FRIDAY 9-7-07 BY 5:00 PM PST

Action: DOCUMENT ADDITIONAL INFORMATION

Origin Desc: CUSTOMER CARE SOLUTIONS Dealer: 07713 HENRY CURTIS FORD-MERCURY

TEAM

Odometer: 22511 MI Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Comm Type: PHONE Analyst: TCRISTIA

Action Date: 09/10/2007

Action Time: 19.41.35.524

Action Data: No

Comments ***CCS TAMMY EXT 74105*** MADE OBC TO THE CUSTROMER AND HE WILL MAKE AN APPOINTMENT AND CALL TO LET ME KNOW WHEN AND WHERE HE IS TAKING THE VEHICLE. WILL FOLLOW UP TUESDAY 7-18-07 BY 5:0 PM PST

Action: DOCUMENT ADDITIONAL INFORMATION

Origin Desc: CUSTOMER CARE SOLUTIONS Dealer: 07713 HENRY CURTIS FORD-MERCURY

TEAM

Odometer: 22511 MI Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Comm Type: PHONE

Analyst: TCRISTIA

Action Date: 09/18/2007

Action Time: 17.05.58.016

Action Data: No

Comments *** CCS TAMMY EXT 7105*** MADE OBC TO THE CUSTOMER AND HE IS TAKING THE VEHICLE TO FORDOF MARIN THURSDAY, THE CUSTOMER IS REQUESTING RENTAL ASSISTANCE, MADE OBC TO THE DEALERSHIP AND SPOKE TO VICTOR TO LET HIM KNOW I WOULD COVER THE RENTAL WITH A P98 CODE AND REQUESTED THE SERVICE DEPT TO CONTACT THE TECH HOTLINE. SET A FOLLOW UP FOR THURSDAY 5-20-07 BY 5:00 PM PST

Action: TRANSFER ISSUE

Origin Desc: CUSTOMER CARE SOLUTIONS Dealer: 06046 FORD OF MARIN

TEAM

Odometer: 22511 MI Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Comm Type: PHONE Analyst: TCRISTIA

Action Time: Action Date: 09/18/2007

17.07.49.276

Action Data: No

Comments ***CCS TAMMY EXT 7105*** TRANSFER TO FORD OF MARIN

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 06046 FORD OF MARIN

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 22511 MI Analyst Name; CRISTIANO Comm Type: PHONE

(TCRISTIA), TAMALLA

Analyst: TCRISTIA

Action Date: 09/20/2007

Action Time: 19.54.54.613

Action Data: No

Comments ***CCS TAMMY EXT 7105***MADE OBC TO THE DEALERSHIP AND SPOKE TO SA VICTOR. THE CUSTOMER STATES HE PURCHASED THE VEHICLE FROM ANOTHER DEALERSHIP WITH A LFT KIT. THE VEHICLE HAS A 8-10 INCH LIFT. THE SERVICE DEPT WILL CONTACT THE TECH HOTLINE FOR SUGGESTIONS. SET A FOLLOW UP FOR MONDAY 9-24-07 BY 5:00 PM PST

Action: AWAITING ASSISTANCE - TECHNICAL HOTLINE

Dealer: 06046 FORD OF MARIN

Origin Desc: DEALER

Odometer: 22511 MI Analyst Name: HALL, JAMIE Comm Type: VISIT Analyst: J-HALL52

Action Date: 09/24/2007 Action Time: 13.52.39.302

Action Data: No

Comments CUSTOMER CAME INTO OUR DEALERSHIP AFTER HAVING BEEN AT NOVATO FORD MULTIPLE TIMES. NO SATISFACTION WAS GIVEN TO CUSTOMER REGARDING THE REPAIR OF HIS VEHICLE. VEHICLE HAS BEEN LIFTED AND AT THIS TIME FORD'S RESPONSE TO CUSTOMER IS THAT THERE CAN BE NO WARRANTY REPAIRS. PERFORMED ON VEHICLE DUE TO THE FACT THAT IT HAS BEEN ALTERED FROM FACTORY STOCK.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 06046 FORD OF MARIN

Origin Desc: CUSTOMER CARE SOLUTIONS

Comm Type: PHONE

Odometer: 22511 MI Analyst Name: CRISTIANO

Analyst: TCRISTIA

(TCRISTIA), TAMALLA

Analyst Tordon

Action Date: 09/24/2007

Action Time: 19.32.05.283

Action Data: No

Comments ***CCS TAMMY EXT 7105*** MADE OBC TO THE DEALERSHIP AND SPOKE TO SM JAMIE, THE CUSTOMER HAS A 8 TO 10 LIFT ON THE VEHICLE. TECH HOTLINE WAS CONTACTED. CUSTOMER STATES HE PURCHASED THE VEHICLE THIS WAY. THE CONCERNS THE CUSTOMER IS HAVING MAY BE RELATED TO THE LIFT KIT THAT WAS INSTALLED. MADE OBC TO THE CUSTOMER TO LET HIM KNOW THIS MAY NOT BE A WARRANTABLE REPAIR DUE TO THE MODIFICATION. THE CUSTOMER WAS IS REQUESTING A VEHICLE REPLACEMENT AND I INFORMED THE CUSTOMER OUR OBLIGATION IS TO ENSURE THE VEHICLE IS OPERATING PROPERLY. THE CUSTOMER SAID HE WOULD NEVER BUY ANOTHER FORD. MADE OBC TO SELLING DEALER NOVATO AND SPOKE TO SM JOE, HE IS WILLING TO INSPECT THE VEHICLE AND ASKED THAT I REFER THE CUSTOMER OVER. MADE OBC TO THE CUSTOMER AND ASKED HIM TO TAKE THE VEHICLE TO NOVATO AND HE AGREED. SET A FOLLOW UP FOR THURSDAY 9-27-07 BY 5:00 PM PST MADE OBC TO NOVATO AND LM ON VM I WOULD ASSIST WITH A RENTAL

Action: TRANSFER ISSUE

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 22511 MI

Comm Type: PHONE

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Analyst: TCRISTIA

Action Date: 09/24/2007

Action Time:

Action Data: No

19.33.39.991

Comments ***CCS TAMMY EXT 7105*** TRANSFER TO NOVATO FORD

Action: DOCUMENT ADDITIONAL INFORMATION

Origin Desc: CUSTOMER CARE SOLUTIONS Dealer: 07715 NOVATO FORD LINCOLN MERCURY

TEAM

Odometer: 22511 MI

Comm Type: PHONE

Analyst Name: CRISTIANO

Analyst: TCRISTIA

(TCRISTIA), TAMALLA

Action Date: 09/25/2007

Action Time: 16.12.46.747

Action Data: No

Comments *** CCS TAMMY EXT 7105*** RECEIVED A CALL FROM SM JAMIE STATING THE CUSTOMER CAME IN TODAY STATING HE WAS GOING TARNISH THE DEALERSHIP'S REPUTATION. SM JAMIE HAS TALKED TO SM JOE REGARDING THE CUSTOMER AND JAMIE WILL CONTACT THE CUSTOMER AND LET HIM KNOW THAT DUE TO THE MODIFICATION HE NEEDS TO TAKE THE VEHICLE TO NOVATO FOR THE REPAIR.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 22511 MI Analyst Name: CRISTIANO

Comm Type: PHONE Analyst: TCRISTIA

(TCRISTIA), TAMALLA

Action Time:

Action Data: No

Action Date: 09/25/2007 17.26.29.053

Comments *** CCS TAMMY EXT 7105*** THE SERVICE MANAGER AT FORD OF MARIN HAS ADVISED THERE IS AN AFETR MARKET LIFT KIT AND A AFTER MAKRET EXHAUST SYSTEM.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 22511 MI Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Comm Type: PHONE

Analyst: TCRISTIA

Action Date: 09/25/2007

Action Time:

17.43.36.928

Action Data: No

Comments *** CCS TAMMY EXT 7105*** MADE OBC TO THE CUSTOMER AND EXPLAINED HE HAS A 3/36 THAT CAME FROM FMC WITH HIS VEHICLE. THERE IS A 5/100,000 ON THE 6.0 ENGINE COMPONENETS. ANY MODIFICATION TO THE VEHICLE ARE NOT COVERED UNDER THE FACTORY WARRANTY, I ADVISED THE CUSTOMER TO TAKE THE VEHICLE TO NOVATO FORD FOR HIS CONCERNS TO BE ADDRESSED AND HE DECLINED. WILL REVIEW WITH ZM.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 22511 MI Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Comm Type: PHONE

Analyst: TCRISTIA

Action Date: 09/26/2007

Action Time:

12.43.29.758

Action Data: No

Comments ***CCS TAMMY EXT 7105*** MADE OBC TO ZM AND LM ON VM STATING THE CUSTOMER IS REFUSING

TO PICK UP HIS VEHICLE FROM FORD OF MARIN. AND THE CUSTOMER IS REFUSING TO TAKE THE VEHICLE TO THE DEALERSHIP THAT MODIFIED THE VEHICLE. MODIFICATION WILL NOT BE COVERED UNDER FACTORY WARRANTY. THE CUSTOMER WANTS OUT OF THE IS VEHICLE SO HE CAN PURCHASE A CHEVROLET. THE CUSTOMER SAID HE WOULD NEVER BUY ANOTHER FORD. THE CUSTOMER STATED THAT IF I DID NOT PROVIDE THE RESOLUTION HE WAS SEEKING HE WOULD GO OVER MY HEAD, IN FACT HE WAS GOING TO EMAIL A FRIEND THAT WORKS FOR FORD REGARDING THIS UNSATISFACTORY EXPERIENCE. SEEKING TO FIND ZM'S OPINION REGARDING CASE.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 22511 MI

Comm Type: PHONE

Analyst Name: CRISTIANO

á

Analyst: TCRISTIA

(TCRISTIA),TAMALLA
Action Date: 09/26/2007

Action Time: 14.43.10.783

Action Data: No

Comments ***CCS TAMMY EXT 7105*** RECEIVED A MESSAGE ON MY VM FROM ZM STATING IN THIS CASE THIS IS THE CORRECT COURSE OF ACTION.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 22511 MI

Comm Type: PHONE

Analyst Name: CRISTIANO

Analyst: TCRISTIA

(TCRISTIA),TAMALLA
Action Date: 09/26/2007

Action Time: 19.58.14.523

Action Data: No

Comments ***CCS TAMMY EXT 7105***MADE OBC TO THE DEALERSHIP AND SPOKE TO SM JOE, HE HAD A MEETING EARLIER TODAY WITH THE CUSTOMER AND ASKED HIM TO BRING THE VEHICLE BACK TO NOVATO FOR A DIAGNOSIS. THE SM SAID HE WOULD GET EVERYBODY AT THE DEALERSHIP INVOLVED TO ENSURE A SUCCESSFUL RESOLUTION. INFORED THE SM I WAS GOING TO ASK THE CUSTOMER TO BRING THE VEHICLE TO NOVATO AND FMC WILL NOT COVER ANY RENTAL EXPENSES AFTER TODAY. MADE OBC TO THE CUSTOMER AND HE WAS UNABLE TO TALK BECAUSE HE WAS AT A BALL GAME. ASKED THE CUSTOMER TO CALL ME AT HIS CONVENIENCE OTHERWISE I WOULD CALL HIM THURSDAY 9-27-2007 BY 5:00 PM PST

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 22511 MI

Comm Type: PHONE

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Analyst: TCRISTIA

Action Date: 09/27/2007

Action Time: 16.49.40.754

Action Data: No

Comments ***CCS TAMMY EXT 7105*** RECEIVED A MESSAGE ON MY VM FROM THE CUSTOMER STATING HE RETAINED AN ATTORNEY AND FMC WILL BE RECEIVING A LETTER WITHIN A FEW DAYS. THE CUSTOMER ASKED THAT I CALL HIM AND PROVIDE A RESOLUTION.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 22511 MI

Comm Type: PHONE

Analyst Name: CRISTIANO

Analyst: TCRISTIA

(TCRISTIA), TAMALLA

Action Date: 09/27/2007

Action Time: 17.14.41.158

Action Data: No

Comments ***CCS TAMMY EXT 7105*** MADE OBC TO THE CUSTOMER AND LM ON VM PROVIDING TOLL FREE NUMBER AND REQUESTED A RETURN CALL, SET A FOLLOW UP FOR FRIDAY 9-28-07 BY 5:00 PM PST

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 22511 MI

Comm Type: PHONE

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Analyst: TCRISTIA

Action Date: 09/27/2007

Action Time: 17.48.52.869

Action Data: No

Comments ***CCS TAMMY EXT 7105*** MADE OBC TO THE CUSTOMER TO PROVIDE THE RESOLUTION. JAMIE THE SERVICE MANAGER AT FORD OF MARIN HAS STATED HE THINKS THE CUSTOMER'S CONCERN IS DIRECTLY RELATED TO THE LIFT KIT THAT WAS INSTALLED AFTER IT LEFT THE FACTORY. INFORMED THE CUSTOMER HE HAS A 3 YR / 36,000 MILE BTB WARRANTY THAT WOULD COVER DEFECTS DUE TO MATERIAL OR WORKMANSHIP. THE BTB WOULD NOT COVER MODIFICATIONS MADE TO THE VEHICLE AFTER IT LEFT THE FACTORY. NOVATO FORD HAS AGREED TO DIAGNOSE THE CUSTOMER'S VEHICLE AND ADDRESS HIS CONCERNS AS APPROPRIATE. THE CUSTOMER IS REFUSING TO PICK UP HIS VEHICLE UNLESS HE RECEIVES THE INFORMATION I PROVIDED TODAY IN WRITING. I INFORMED THE CUSTOMER THAT IF HE DOES NOT PICK UP HIS VEHICLE WITHIN A REASONABLE PERIOD TIME HE MAY BE CHARGED A STORAGE FEE. ENSURED THE CUSTOMER HAD A UNDERSTANDING OF THE RESOLUTION PROVIDED. THE CUSTOMER STATED HE RETURNED THE RENTAL VEHICLE TODAY. THE CUSTOMER REQUESTED A SUPERVISOR CALL HIM AND I PROVIDED A 48 HR TIME FRAME. SENT REQUEST TO TL PAUL. NO FURTHER ACTION REQUIRED.

Action: DOCUMENT INFORMATION AND CLOSE CONTACT

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 22511 MI Analyst Name: GUSTKE

Comm Type: PHONE

Analyst Name: GUSTKE (PGUSTKE),PAUL

Analyst: PGUSTKE

Action Date: 09/28/2007

Action Time: 13.49.59.143

Action Data: No

Comments LCCS PAUL X 7240***SUP ESCALATION FIRST ATTEMPT**OBC TO CUST TO DISCUSS VEH CONCERNS ---CUST STATES NUMEROUS CONCERNS WITH THE FRONT END AND STEERING SYSTEM ON VEH --CUST STATES WHEN HITTING A BUMP THERE IS A SEVERE VIBRATION ----CUST STATES THAT THE DLR HAS ADV HIM DUE TO THE AFTERMARKET MODIFICATIONS DONE TO THE VEHICLE(LIFT AND TIRES) THE REPAIRS ARE NON WARRANTABLE---CUST STATES HE IS SEEKING FOR FMC TO REPAIR OR REPURCHASE THE VEH DUE TO SAFETY CONCERN AND THE VEH WAS SOLD TO HIM MODIFIED----ADV CUST THAT I UNDERSTAND FRUSTRATIONS ---ADV CUST THAT FMC IS NOT RESPONSIBLE FOR AFTERMARKET MODIFICATIONS---ADV CUST THAT HE WOULD HAVE TO ADDRESS THE MATTER WITH THE SELLING DLR----ADV CUST THAT UNTIL THE VEH IS RETURNED TO STOCK FMC CANNOT PROVIDE ASSISTANCE----ADV CUST THAT DLRS ARE INDEPENDENT BUISNESS---CUST ADV UNACCEPTABLE RESOLUTION AND WILL NEVER PURCHASE ANOTHER FORD AND WRITE IN A LETTER------ADV CUST THAT IT IS UNFORTUNATE HE FEELS THAT WAY---THANKED CUST FOR TIME***CLOSE CASE AS CUST HAS RECEIEVED RESOLUTION **NO FURTHER ACTION NEEDED BY CCST*

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All Action Details for Issue

Print

VIN: 1FTWW31P768

Year: 2006

Model: F-SERIES SUPER DUTY

Case:

Name

Owner Status: Original

WSD: 2006-09-02

Symptom Desc:

Issue Type: 02 INFORMATION

Reason Desc: MISC INQUIRY - CHANGE OF ADDRESS Issue Status: CLOSED Primary Phone: Secondary Pho

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER

Dealer:

Origin Desc: MANUAL - PHONE CSR

Odometer: 22511 MI

Comm Type: PHONE Analyst: MCUSICK1

Analyst Name: MATTHEW CUSICK (MCUSICK1) Action Date: 08/21/2007

Action Time: 17.46.49.410 Action Data: No

Comments CUSTOMER PROFILE UPDATE

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PE13-014 000540LCPV

Server: AWS Prod

Claims loaded through: 01-FEB-2008

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 05-FEB-2008

Note: All Costs are in US Dollars Server Name: AWS Prod Claims loaded through

VIN	AWS VL	WERS	MKT	BODY	VER SERIES	DRIVE TYPE	PLANT	TRANS CD	ENG	PROD DATE	WARR	SELLING DEALER	SELL	TIS	WCC	PREF	BASE	SUFF	VRT	VRT ROW	VFG	CCC (
IF FWW31P76EI	F7	T/F7	F	T/BC	T/CD	T/E	AI	T/BE	T/YB	14-09-	02-09-06	172035	USA	4	5001	6C3Z	3504	A	510	S10	V87	N58
AWS Claim Key:	2412783	Doc#:	06997	702	Trx Cod	le:	1	Labor E	Irs:	3	Labor C	ost:	316.96	Mat	erial (Cost:	721 83	Total	Cost:	1038.79		
Dir Cd-Sub Cd:	07715-*	Name:	NOVA		DLINCO	LN	Ph:	415-892	4286	St: CA	Ctry Cd:	USA	Reg Cd	l:	NA	Repr	Date:08-	DEC-20	006	DIST(M	lile):383	36
Cust Comments: Tech Comments:							SIVE PLA				RING BOX	K. BLEED A	IR OUT C	of sy:	STEM	ROAL) TESTE	DOK				
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AWS Claim Key:	3221396	Doc#:	07269	301	Trx Cod	e:	E84	Labor H	irs:	1.2	Labor C	ost:	126.78	Mat	erial (ost:	50.41	Total	Cost:	177.19		
Dir Cd-Sub Cd:	07715-*	Name:	NOVA MERO		DLINCO	LN	Ph:	415-892	4286	St: CA	Ctry Cd:	USA	Reg Cd	l:	NA	Repr	Date:23-	MAR-2	007	DIST(M	lile):123	366
			630-601-6	Sec. Sec.			de sustana	CHANGE AND A			Cai			-			wor.					
Cust Comments:	CHECK .	AND AD	VISE	USTOM	ER STATI	ES AIR BA	AG LIGHT	ON, HOP	SN INO	PCRUIS	EINOP, ST	TEERING W	HEEL RA	ADIO	CONT	ROLS	INOP					
C. C												TEERING W ND TESTED		ADIO	CONT	ROLS	INOP					
Tech Comments:												ND TESTEL				SC3Z	3E651	D	\$13	\$10	V89	N22 (
Tech Comments:		ANDFO	OUND (T/BC	PRING DI	EFECTIVI T/E	E, REPLAC	CED AND	RESTO	ORED CO	LUMN A	ND TESTEL 172035	OOK	10		5C3Z			S13		V89	N22 (
Tech Comments:	TESTED F7 3990801	AND FO	F 07495	T/BC	PRING DI	EFECTIVI T/E	E, REPLAC	CED AND	T/YB	14-09- 05	02-09-06	ND TESTEL 172035	USA	10 Mat	5N01	5C3Z	3E651	Total	Cost:	W. 110		
Tech Comments: IFTWW31P76E AWS Claim Key: Dir Cd-Sub Cd:	TESTED F7 3990801 07715.*	T/F7 Doc#: Name:	F 074950 NOVA MERC	T/BC 601 TO FOR	T/CD Trx Cod D LINCO	T/E te:	Al E84 Ph:	T/BE Labor H 415-8924	T/YB Irs:	14-09- 05 9 St: CA	02-09-06 Labor C Ctry Cd:	ND TESTED 172035 ost:	USA 98 22 Reg Cd	10 Mat	5N01 erial (5C3Z	3E651 133 84	Total	Cost:	232.06		
Tech Comments: IFTWW31P76E AWS Claim Key: Dlr Cd-Sub Cd: Cust Comments:	77 3990801 07715.* CUSTON	T/F7 Doc#; Name:	F 07495 NOVA MERC	T/BC 601 TO FOR CURY HE FRON	T/CD Trx Cod D LINCO	T/E e: LN HAKES RI	AI E84 Ph:	T/BE Labor H 415-892-AD, DOES	T/YB Irs: 4286	14-09- 05 9 St: CA	02-09-06 Labor C Ctry Cd:	ND TESTEE 172035 ost: USA	USA 98 22 Reg Cd	10 Mat	5N01 erial (NA TSE	5C3Z Cost: Repr	3E651 133 84 Date:20-	Total	Cost:	232.06		
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Cust Comments: Tech Comments: IFTWW31P76H AWS Claim Key: Dir Cd-Sub Cd: Cust Comments: Tech Comments: IFTWW31P76H AWS Claim Key: Dir Cd-Sub Cd:	77 3990801 07715.* CUSTON INSPECT	T/F7 Doc#: Name: MER STATED AND	F 07495 NOVA MERC TES 17 D VERI	T/BC 601 ATO FOR CURY HE FROM FIED CU	T/CD Trx Cod D LINCOI STOMERS	T/E t: t: t: t: t: t: t: t: t: t	AI E84 Ph: EALLY BA RN. INSTA	T/BE Labor H 415-892- AD, DOES ALLED D	T/YB Irs: 4286 S IT ON UAL ST T/YB Irs:	14-09- 05 9 St: CA EVEN OF EERING	02-09-06	172035 USA ROADS, CHI ZER AND R	USA 98 22 Reg Cd ECK AND ECHECK	Mat ED, ADV ED, A	5N01 erial (NA ISE LL OF	5C3Z Cost: Repr C AT T 6C3Z Cost:	3E651 133 84 Date:20- HIS TIM	Total JUN-20 E A Total	Cost:	232.06 DIST(M	V87	N58 :

Tech Comments:	REPLAC	ED STE	ERING E	BOX,RE	PLACED	2 BOLT	S IN FRON	TSWAY	BAREX	S TENSI	ON.RETOR	RQUES RA	DIUS ARM	1 BUS	SHING	S						
IFTWW31P761	F7	T/F7	F	T/BC	T/CD	T/E	Al	T/BE	T/YB	14-09- 05	02-09-06	172035	USA	12	2G05		RECAL		\$12	S11	V46	D35
AWS Claim Key:	4217574	Doc#:	075964	02	Trx Cod	le:	E84	Labor I	Hrs:	11	Labor Co	ost:	120.05	Mat	erial C	ost:	0	Total	Cost:	120.05		
Dir Cd-Sub Cd:	07715-*	Name:	NOVA MERC		DLINCO	LN	Ph:	415-892	4286	St: CA	Ctry Cd:	USA	Reg Cd	ŧ	NA	Repr	Date:30-	JUL-20	007	DIST(N	file):2	1190
Cust Comments:	CUSTON	MER STA	TES WI	HEN GO	ING UP I	HE WA	LSOGRAI	DE TRUCK	LACKS	POWE	R DROPS I	DOWN 2 G	EARS CHE	ECK I	REPOR	T, PO	OR GAS	MILA	GE			
				CITATE & S. S.	TALL FIREY A	TO THE	TINDANE	WITH SER	VICE M	ANA GE	R.UP WAI	LDO GRAI	DE ALL OK	CAT	THIST	IME L	NABLE	TO DU	JPLICA	TELAC	K OF	
Tech Comments:	POWER	RAMED	TCM,W	VITH NE	W OPDA	16,165	IDROVE															
			F F	T/BC	T/CD	T/E	AI	T/BE	T/YB	14.00	02-09-06		USA			7C3Z		A	\$10	\$10	V87	N58
FTWW31P761	POWER F7	T/F7	= <r-< td=""><td>T/BC</td><td></td><td>T/E</td><td>, n</td><td></td><td>T/YB</td><td>14-09-</td><td></td><td>172035</td><td></td><td>14</td><td></td><td>7C3Z</td><td></td><td></td><td>\$10</td><td>\$10</td><td>V87</td><td>N58</td></r-<>	T/BC		T/E	, n		T/YB	14-09-		172035		14		7C3Z			\$10	\$10	V87	N58
Tech Comments: IFTWW31P761 AWS Claim Key: DIr Cd-Sub Cd:	POWER F7	T/F7	F 077831	T/BC 02 TO FOR	T/CD	T/E	ΑI	T/BE	T/YB	14-09- 05	02-09-06	172035	USA	J4 Mat	5001	7C3Z.	3504	Total	S10	\$10		
FTWW31P761 AWS Claim Key:	F7 4742299 07715-*	T/F7 Doc#: Name:	F 077831 NOVA MERCI	T/BC 02 TO FOR URY	T/CD Trx Cod D LINCO	T/E le: LN	Al E84 Ph:	T/BE Labor I 415-892	T/YB Hrs: 4286	14-09- 05 2.3 St: CA	02-09-06 Labor Co Ctry Cd:	172035 ost: USA	USA 251,03)4 Mat	SO01 erial C	7C3Z lost: Repr	3504 543.73 Date:08-	Total	S10 I Cost: 007	\$10 794,76 DIST(N		

Any comments? You can contact

webmaster



Page 1 of 5

MANUFACTURER RESPONSE FORM (CALIFORNIA)

Customer Name: Warranty Start Date: 2/26/07	Vehicle: 2006 F-350 VIN: 1FTWW31P76E Mileage: 27,060
Purchased: New Used (mileage and date of purchased: New Used (mileage and date of purchase This claim is: No IN Bumper-to-Bumper Warranty IN Diextended Service Plan: No YES Ford Powertrain 60/6	iesel Warranty
Steeering/suspension Steering/electrical Electrical Transmission	

MANUFACTURER'S POSITION: Ford Motor Company Warranty Manuals and New Vehicle Owner's Manuals document the following information regarding modifications to Ford Vehicles:

1. Some aftermarket products may cause severe engine and/or transmission damage; refer to the "What is not covered" section in "The new vehicle limited warranty for your vehicle" chapter of your vehicle's "Warranty Guide" for more information. Your vehicle's Powertrain Control Systems can detect and store information about vehicle modifications that increase horsepower and torque output. This information cannot be erased and will stay in the system's memory even if the modification is removed. The Information can be retrieved by Ford Motor Company, Ford of Canada, and service and repair facilities when servicing your vehicle. This information may be used to determine if repairs will be covered by warranty.

Engine Brakes

Fuel Economy

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





- 3. 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, and performance "chips".

Adding aftermarket components to a vehicle does not automatically void the warranty nor automatically void the cost of repair under warranty. This vehicle is outfitted with an 8" to 10" lift kit and an aftermarket exhaust. Please note that the warranty has not been voided on this vehicle as the consumer states. Only the repairs where aftermarket components have caused failure/issues will not be covered. Any and all verifiable warrantable concerns have be covered under the warranty.

It has been determined by the dealership that inspected the vehicle and directly spoke with the Ford Hotline Engineers, that the consumer's concerns are a direct result of the vehicle's modifications. And while the consumer has stated that he purchased the vehicle from a Ford dealership with the modifications, the fact remains that any after market modifications that cause subsequent necessary repairs, are not due to a factory defect and as such are not covered by the warranty. Further, dealerships are independently owned and operated and may offer and sell products not under factory warranty. Those dealerships provide either their own warranty to the modified components or in other circumstances the manufacturer of those components offer their own warranties. As well the consumer sends documentation stating that he specifically asked the dealership if the warranty was still good with the addition of the lift kit installed in the vehicle The customer's letter states that negotiations between Navato Ford and the consumer have broken



Page 3 of 5

down. The history between Navato Ford, consumer, and the consumer's family is best addressed between those parties and does not involve the manufacturer. Further the manufacturer can not verify nor deny what conversations took place between consumer and the dealership at purchase. A call placed by Marin Ford technician to Ford's Technical HotLine for assistance is documented a follows:

Received: 09/21/2007

CCRG/EPRC: OSE Reviewed Status: Date:

Vehicle: 2006,F350 4X4,CRW CAB,PICKUP,1FTWW31P76E Build Date: 09/14/2005

Odometer: 24,763 M Engine: 6.0L DI Calibration: 6F710D0A

Dealer: USA 06046 Ford of Marin Phone#: (415) 453-4220

Symptom: 3 03 3 53 CHASS., STRG/HANDLING, VIB./SHIMMY, OVER BUMPS

Status:

VFG: V89 RIDE & HANDLING

Additional Symptom: SHIMMY HITTING BUMPS

Comments:

REPAIR 09/21/2007 12:43PM - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: STEERING WHEEL OSILATION WHEN HITTING BUMPS ON HIGHWAY. ALSO SUSPENSION NOISE GOING IN AND OUT OF DRIVEWAYS. DIAGNOSTICS: ROAD TEST TECH QUESTION: THIS TRUCK HAS AN 8 OR 10 INCH LIFT, IT WAS SOLD THAT WAY AT ANOTHER DEALER THEY HAVE BEEN UNABLE TO FIX THE PROBLEM, FORD CUSTOMER SERVICE WAS CONTACTED AND HE WAS TOLD TO TAKE TRUCK TO ANOTHER STORE. (NOTE: HE NEVER MENTIONED TO FORD CUSTOMER SERVICE THAT THE TRUCK WAS A MODIFIED VEHICLE), THERE ARE VERY FEW FORD PARTS LEFT IN THE FRONT END OF THIS TRUCK, I DO NOT BELIEVE THAT THERE IS ANYTHING I CAN DO TO REPAIR THIS TRUCK. IT IS DEFINATELY NOT A WARRENTABLE CONCERN, ANY SUGESSTIONS OR INPUT? RECOMM 09/21/2007 12:43PM RANDALL BOUNDS MSS - FCSD - TECH SVC HOTLINE TSB 07-10-10 PROCEDURE TO MINIMIZE STEERING WHEEL OSCILLATIONS ON IMPACTS - SOME MINOR OSCILLATION WHICH WOULD BE CONSIDERED NORMAL MAY REMAIN HELLO CHRIS, SINCE THIS IS A MODIFIED VEHICLE, THERE IS NO AVAILABLE RECOMMENDATION FOR AFTERMARKET SUSPENSION CONCERNS, IF AND ONLY IF THE CUSTOMER RETURNS THE VEHICLE TO OEM AND THE CONCERN IS STILL PRESENT, REFER TO TSB 07-10-10. ON THIS TSB PAY SPECIAL ATTENTION TO TIRE PRESSURE AND SUSPENSION FASTENER TORQUE. THESE TWO



Page 4 of 5

ITEMS ARE EXTREMELY IMPORTANT. IF YOU HAVE ANY QUESTIONS OR ADDITIONAL INFORMATION PLEASE GIVE US A CALL AT THE HOTLINE.

As you can see from documentation, the Ford Engineers have advised Marin Ford that unless the vehicle is returned to original/stock design, there can not be an attempt to repair. The engineer gives further instruction on a possible repair if and only if the vehicle is still experiencing concerns after being returned to stock.

Novato Ford documentation shows several attempts to address the shaking issue under warranty. However, due to the affect of the aftermarket parts, the warrantable repairs continued to be ineffective. According to Ford Engineers, there is a domino affect with the addition of the aftermarket exhaust and lift kit. Basically, you can't increase one particular attribute without having an effect on the others.

Further we feel that the state law is designed to protect both the customer and the new vehicle manufacturer by providing standards that a vehicle repair history must meet to qualify for repurchase. Ford Motor Company does not feel that this case meets the CA Lemon Law guidelines in regards to days out of service or 4 or more same warrantable repairs during the 18 month/18,000 mile Presumption Guideline.

It is Ford Motor Company's opinion that the verified warranty concerns have been repaired and covered under warranty.

Ford Motor Company respectfully recommends that the customer's request for refund and/or replacement be denied.

Please note that the manufacturer's warranty history does not indicate any concerns for brakes. As well fuel economy is not rated for trucks as use, towing, and terrain will affect mileage.

☐ Technical Service Bulle	tins / Special Service Memos	
☐ Recall Notices		
☐ Dealer Report		
☐ Ford Field Service Eng	neer (FSE) Inspection Report	
Other:		

Documentation Provided (please check):



I will participate in a hearing:

☐ In writing

Form completed by: Donna Goff Date:11/23/2007

Page 5 of 5



DECISION

Submitted Date: 12/04/07

FRD0756716

VIN: 1FTWW31P766

Customer: Mr.

Hearing Date: 11/24/07

Arbitrator: Pat Meehan

Question 1

Vehicle (Year, Make, Model) 2006 Ford F350

Question 2

With respect to the consumer's "vehicle", I/we have made the following decision: Denial

CASE: Arbitrator: Pat Meehan

Customer: Mr.

Date: 12/04/07



REASONS FOR DECISION

Submitted Date: 12/04/07

VIN: 1FTWW31P76E

Customer: Mr. Hearing Date: 11/24/07

Arbitrator: Pat Mechan

Question 1

Vehicle (Year, Make, Model) 2006 Ford F350 truck

Ouestion 2

Please list each vehicle problem alleged by the customer. Include both past and present problems.

- 1--Steering/suspension
- 2--Steering/electrical
- 3--Fuel economy
- 4--Electrical
- 5--Transmission
- 6--Engine
- 7--Brakes

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:

Mr. submitted this dispute to BBB Autoline on October 26, 2007, through his attorney, Todd Friedman, seeking a repurchase or replacement of his 2006 Ford F350 truck. According to the Customer Claim Form, the vehicle was purchased for his personal use on April 2, 2006 from Novato Ford and had 213 miles on the odometer at that time. The Customer Claim Form states that the vehicle had 27,060 miles on the odometer at the time the claim was filed. The matter was submitted for adjudication on documents alone, without a hearing. Mr. submitted a number of documents along with the Customer Claim Form and Ford submitted a response.

BBB Autoline generally has jurisdiction to hear disputes concerning vehicles where the problem first arose while the vehicle is still under warranty and where the claim is filed within 6 months of warranty expiration. Ford concedes the warranty is still in effect (although it disputes whether the warranty extends to some of the problems cited by Mr. So I have concluded that BBB Autoline has jurisdiction over this matter.

FACTS

The Vehicle Concerns section of the Customer Claim Form lists the following seven problems and states that all the problems are current:

Problem 1--Steering/suspension (5 repair attempts)

Problem 2--Steering/electrical (1 repair attempt)

Problem 3--Fuel economy (1 repair attempt)

Problem 4--Electrical (1 repair attempt)

Problem 5--Transmission (1 repair attempt)

Problem 6--Engine (1 repair attempt)

Problem 7--Brakes (1 repair attempt)

The repair attempts set out in Mr. Customer Claim Form are summarized in the table below. Some of the above repair attempts were

In 12/08 3/23 6/20 7/30 9/27 10/08
Out 12/08 3/26 6/29 8/02 9/27 10/08
DAYS 1 4 10 4 1 1
Miles 3863 12366 18600 21190 24874 25222
Problem 1 X X X X X
Problem 2 X
Problem 3 X
Problem 4 X
Problem 5 X
Problem 6 X

Problem 7

The Customer Claim Form also states that the first repair attempt occurred on December 8, 2006, at which time, according to the corresponding repair order, the vehicle had 3,863 miles on the odometer.

The principal problem involves steering and suspension (Problem 1 as listed above) and relates to shaking, vibrations, wheel hopping, and groaning noises in the front end of the vehicle. The Novato Ford dealership replaced the dual steering stabilizer (June 20, 2007 repair order), replaced the steering box and 2 bolts in the front sway box extension, and retorqued the radius arm bushings (July 30, 2007), rebalanced the tires and fixed a flat tire (September 21, 2007), and retorqued all mounts and suspension, repositioned sway bar links (October 8, 2007). Mr. also brought the vehicle to Ford of Marin on September 27, 2007. After a discussion with the Ford hotline, Ford of Marin informed Mr. that the steering and suspension problem was not under warranty because of aftermarket alterations. Ford of Marin said there were few Ford parts remaining in the front end and did not attempt repairs.

Mr. states that the Novato Ford sold the vehicle in its altered state and that the dealer promised that it was covered by warranty. He also claims that Novato Ford cheated his mother and his sister in transactions on other vehicles.

In its response, Ford states that the vehicle is outfitted with an 8" to 10" lift kit and an aftermarket exhaust, which were installed after the vehicle left Ford's control. Ford concedes that some problems exist and are current, but it states that those problems all stem from the post-Ford alterations. Ford submitted specific language from its New Vehicle Owner's Manual which states that Ford "may deny warranty coverage if your vehicle or a part has failed because of ... unapproved modifications...."

The Manual also states that

"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...[or] the installation or use of a non-Ford Motor Company part ...installed after the vehicle leaves the control of Ford Motor Company, if the installed part falls or causes a Ford part to fail. Examples include, but are not limited to lift kits, "

Ford states that its New Vehicle Limited Warranty still covers problems not impacted by these alterations. Ford says it is not bound by its dealer's alleged misstatements about the extent of its warranty. Ford also claims that all problems not associated with the alterations have been repaired, which Mr. denies.

ANALYSIS

This arbitration concerns itself with claims against the manufacturer under the California Lemon Law. Recovery for fraud and misrepresentation by a dealer and enforcement of warranties allegedly granted by a dealer are beyond the

scope of this arbitration, except to the extent that the fraud, misrepresentation or warranties can be attributed to the manufacturer. Whether Ford should be bound by its dealer's statements extending the breadth of its warranty will be discussed below.

Disputes between Mr. mother and sister and Novato Ford with respect to other vehicles are also beyond the scope of this arbitration.

A manufacturer cannot be ordered to repurchase or replace a vehicle unless the manufacturer has had a sufficient opportunity to repair the vehicle. The Tanner Consumer Protection Act (Civil Code Section 1793.22) provides guidelines that state that 4 repair attempts or 30 days out of service are presumed to be a reasonable number of repair attempts within the first 18 months and 18,000 miles (whichever occurs first). Ford correctly points out that the Tanner presumption has not been met. The vehicle had only 2 repair attempts and 5 days out of service before reaching 18,000 miles. However the general provisions of the Song-Beverly Consumer Warranty Act, which require a manufacturer to service or repair a vehicle within a reasonable number of repair attempts, still apply as long as the manufacturer's express written warranty remains in effect, leaving it to the decision maker to determine how many repair attempts are reasonable under the circumstances. Absent other evidence, given the 5 repair attempts, totaling 17 days out of service, I find that the manufacturer has had sufficient opportunity to repair the steering/suspension problem. With respect to the other problems (Problems 2 through 7), which were the subject of one repair attempt each, I find that, if they still exist, the manufacturer has not had sufficient opportunity to repair them.

For a repurchase or replacement under the California Lemon Law, there must be a nonconformity (that is, a failure to conform to the manufacturer's written vehicle warranty) and the nonconformity must substantially impair the use, value or safety of the vehicle. With respect to the steering/suspension problem, it must now be determined whether there exists a substantial nonconformity. There is no need to consider whether Problems 2 through 7 constitute nonconformitles since it has already been determined that the manufacturer has not had sufficient repair opportunities for these.

Ford denies the steering/suspension problem constitutes a nonconformity because, it argues, the problem is caused by the fact that the vehicle was altered after leaving the manufacturer's control. Thus the problem is not covered by Ford's warranty and cannot be considered a nonconformity. Ford points to the language in its owner's manual and warranty to the effect that damage caused by alterations or modifications is not covered.

Ford's argument raises three questions: (a) whether the vehicle was under Ford's control when it was altered; (b) whether the steering/suspension problem is caused by the alterations; and (c) whether Ford should be bound by its dealer's statements extending the breadth of its warranty.

- (a) Was the vehicle under Ford's control when it was altered? No. The evidence shows that the dealer or someone acting for the dealer altered the vehicle after delivery by Ford. There is no evidence that Ford authorizes its dealers to install lift kits or aftermarket exhaust systems.
- (b) Was the steering/suspension problem was caused by the aftermarket alterations? The preponderance of the evidence shows the answer is yes. Because this case was submitted on the documents, there was no testimony taken concerning the cause of the steering/suspension problem nor was the vehicle made available for inspection. The Marin Ford technician concluded that the problem related to the alterations. He said, "There are very few Ford parts left in the front end of this truck." The problem directly involves the part of the vehicle that was altered. I conclude that the

alterations to the vehicle's suspension resulted in the steering/suspension problem.

(c) Should Ford be bound by its dealer's alleged statements extending the breadth of its warranty? No. There also was no evidence submitted to suggest that the dealer acted under Ford's control or authorization when it allegedly stated that the warranty extended to the alterations.

Based on the above, I find that steering/suspension problem is not covered under the terms of the Ford warranty. Therefore, it is not a nonconformity within the meaning of the California Lemon Law. Consequently, Mr. request that Ford repurchase or replace the vehicle is denied.

Question 4

If awarding a repurchase or replacement:

If you have determined that the manufacturer is entitled to a deduction for

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: Arbitrator: Pat Meehan

Customer

Date: 12/04/07





MANUFACTURER RESPONSE FORM (CALIFORNIA)

Case Number:	Vehicle: 2006 F-350
Customer Name:	VIN: 1FTWW31P76E
Warranty Start Date: 2/26/07	Mileage: 27,060
	late of purchase)
The Customer Claim Form (CCF) lists the fo	llowing concerns:
 Steeering/ suspension 	
 Steering/electrical 	
Electrical	

- <u>Transmission</u>
- Brakes
- Fuel Economy

MANUFACTURER'S POSITION: Ford Motor Company Warranty Manuals and New Vehicle Owner's Manuals document the following information regarding modifications to Ford Vehicles:

- 1. Some aftermarket products may cause severe engine and/or transmission damage; refer to the "What is not covered" section in "The new vehicle limited warranty for your vehicle" chapter of your vehicle's "Warranty Guide" for more information. Your vehicle's Powertrain Control Systems can detect and store information about vehicle modifications that increase horsepower and torque output. This information cannot be erased and will stay in the system's memory even if the modification is removed. The Information can be retrieved by Ford Motor Company, Ford of Canada, and service and repair facilities when servicing your vehicle. This information may be used to determine if repairs will be covered by warranty.
- Ford Motor Company may deny you warranty coverage if your vehicle or a part has failed because of abuse, neglect, improper maintenance, unapproved modifications, or any items included in What Is Not





Covered?

- 3. 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, and performance "chips".

Adding aftermarket components to a vehicle does not automatically void the warranty nor automatically void the cost of repair under warranty. This vehicle is outfitted with an 8" to 10" lift kit and an aftermarket exhaust. Please note that the warranty has not been voided on this vehicle as the consumer states. Only the repairs where aftermarket components have caused failure/issues will not be covered. Any and all verifiable warrantable concerns have be covered under the warranty.

It has been determined by the dealership that inspected the vehicle and directly spoke with the Ford Hotline Engineers, that the consumer's concerns are a direct result of the vehicle's modifications. And while the consumer has stated that he purchased the vehicle from a Ford dealership with the modifications, the fact remains that any after market modifications that cause subsequent necessary repairs, are not due to a factory defect and as such are not covered by the warranty. Further, dealerships are independently owned and operated and may offer and sell products not under factory warranty. Those dealerships provide either their own warranty to the modified components or in other circumstances the manufacturer of those components offer their own warranties. As well the consumer sends documentation stating that he specifically asked the



Page 3 of 5

dealership if the warranty was still good with the addition of the lift kit installed in the vehicle The customer's letter states that negotiations between Navato Ford and the consumer have broken down. The history between Navato Ford, consumer, and the consumer's family is best addressed between those parties and does not involve the manufacturer. Further the manufacturer can not verify nor deny what conversations took place between consumer and the dealership at purchase. A call placed by Marin Ford technician to Ford's Technical HotLine for assistance is documented a follows:

Received: 09/21/2007

CCRG/EPRC: OSE Reviewed Status: Date:

Vehicle: 2006,F350 4X4,CRW CAB,PICKUP ,1FTWW31P76E Build Date: 09/14/2005

Odometer: 24,763 M Engine: 6.0L DI Calibration: 6F710D0A

Dealer: USA 06046 Ford of Marin Phone#: (415) 453-4220

Symptom: 3 03 3 53 CHASS, STRG/HANDLING, VIB. / SHIMMY, OVER BUMPS

Status:

VFG: V89 RIDE & HANDLING

Additional Symptom: SHIMMY HITTING BUMPS

Comments:

REPAIR 09/21/2007 12:43PM - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: STEERING WHEEL OSILATION WHEN HITTING BUMPS ON HIGHWAY. ALSO SUSPENSION NOISE GOING IN AND OUT OF DRIVEWAYS.
DIAGNOSTICS: ROAD TEST TECH QUESTION: THIS TRUCK HAS AN 8 OR 10 INCH LIFT, IT WAS SOLD THAT WAY AT ANOTHER DEALER THEY HAVE BEEN UNABLE TO FIX THE PROBLEM, FORD CUSTOMER SERVICE WAS CONTACTED AND HE WAS TOLD TO TAKE TRUCK TO ANOTHER STORE. (NOTE: HE NEVER MENTIONED TO FORD CUSTOMER SERVICE THAT THE TRUCK WAS A MODIFIED VEHICLE). THERE ARE VERY FEW FORD PARTS LEFT IN THE FRONT END OF THIS TRUCK. I DO NOT BELIEVE THAT THERE IS ANYTHING I CAN DO TO REPAIR THIS TRUCK. IT IS DEFINATELY NOT A WARRENTABLE CONCERN. ANY SUGESSTIONS OR INPUT? RECOMM 09/21/2007 12:43PM RANDALL BOUNDS MSS - FCSD - TECH SVC HOTLINE TSB 07-10-10 PROCEDURE TO MINIMIZE STEERING WHEEL OSCILLATIONS ON IMPACTS - SOME MINOR OSCILLATION WHICH WOULD BE CONSIDERED NORMAL MAY REMAIN HELLO CHRIS, SINCE THIS IS A MODIFIED VEHICLE, THERE IS NO AVAILABLE RECOMMENDATION FOR AFTERMARKET SUSPENSION CONCERNS. IF AND



Page 4 of 5

ONLY IF THE CUSTOMER RETURNS THE VEHICLE TO OEM AND THE CONCERN IS
STILL PRESENT, REFER TO TSB 07-10-10. ON THIS TSB PAY SPECIAL
ATTENTION TO TIRE PRESSURE AND SUSPENSION FASTENER TORQUE. THESE TWO
ITEMS ARE EXTREMELY IMPORTANT. IF YOU HAVE ANY QUESTIONS OR ADDITIONAL
INFORMATION PLEASE GIVE US A CALL AT THE HOTLINE.

As you can see from documentation, the Ford Engineers have advised Marin Ford that unless the vehicle is returned to original/stock design, there can not be an attempt to repair. The engineer gives further instruction on a possible repair if and only if the vehicle is still experiencing concerns after being returned to stock.

Novato Ford documentation shows several attempts to address the shaking issue under warranty. However, due to the affect of the aftermarket parts, the warrantable repairs continued to be ineffective. According to Ford Engineers, there is a domino affect with the addition of the aftermarket exhaust and lift kit. Basically, you can't increase one particular attribute without having an effect on the others.

Further we feel that the state law is designed to protect both the customer and the new vehicle manufacturer by providing standards that a vehicle repair history must meet to qualify for repurchase. Ford Motor Company does not feel that this case meets the CA Lemon Law guidelines in regards to days out of service or 4 or more same warrantable repairs during the 18 month/18,000 mile Presumption Guideline.

It is Ford Motor Company's opinion that the verified warranty concerns have been repaired and covered under warranty.

Ford Motor Company respectfully recommends that the customer's request for refund and/or replacement be denied.

Please note that the manufacturer's warranty history does not indicate any concerns for brakes. As well fuel economy is not rated for trucks as use, towing, and terrain will affect mileage.

Documentation Provided	(please check):
☐ Technical Service Bulletins /	Special Service Memor
Recall Notices	
Dealer Decemb	



Page 5 of 5

☐ Ford Field Service Engineer (FSE☐ Other:) Inspection Report
I will participate in a hearing:	☐ In writing
	Form completed by: Donna Goff Date:11/23/2007



Council of Better Business Bureaus, Inc. NOTICE OF DEADLINE FOR SUBMISSIONS

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

Date: 11/19/07 Case Number:

Customer:

Manufacturer: Ford Motor Company

Mfr-Info: 6700 CA 1FTWW31P76E

Arbitrator(s): Mr. Pat Meehan

Deadline to Submit Additional Case Documentation: 11/24/07



November 19, 2007

DONNA GOFF FORD MOTOR COMPANY 1320 S BABCOCK STREET MELBOURNE FL 32901

Re:MNOD vs Ford Motor Corporation

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,

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



ARBITRATOR SELECTION LIST

Customer		
Case Number:		

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: Pat Meehan

Arbitrator's Occupation:

SEC filings, regulatory and business legal advice, drafting legal documents

Arbitrator's Biography:

Mr. holds a law degree and a MS in environmental management, both from the University of San Francisco. He has worked for 24 years for a company that makes consumer products. Until his retirement in 2004, he was an attorney in its Legal Services Department in Oakland. He also served as Director of Environment and Safety in its Technical Center in Pleasanton.

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



ARBITRATOR SELECTION LIST

Customer: Mr.	
Case Number:	

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: Pat Meehan

Arbitrator's Occupation:

SEC filings, regulatory and business legal advice, drafting legal documents

Arbitrator's Biography:

Mr. Management, both from the University of San Francisco. He has worked for 24 years for a company that makes consumer products. Until his retirement in 2004, he was an attorney in its Legal Services Department in Oakland. He also served as Director of Environment and Safety in its Technical Center in Pleasanton.

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



MANUFACTURER RESPONSE FORM (CALIFORNIA ARBITRATION POSITION STATEMENT)

Customer Name:		Vehicle: 2006 F-350 Truck
		VIN: 1FTWW31P76E
Probable Hearing Location: Place	centia	
Manufacturer's Position:		
Documentation Provided (ple	ease check):	
☐ Technical Service Bulletin(s)		
☐ Recall Notice(s)		
□ Recall Notice(s)□ Vehicle Repair Records□ Purchase/Lease documentation	ion	
☐ Recall Notice(s) ☐ Vehicle Repair Records ☐ Purchase/Lease documentati ☐ Other:	on	
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☐ Recall Notice(s) ☐ Vehicle Repair Records ☐ Purchase/Lease documentati ☐ Other: ☐ The manufacturer's position and to a hearing in this case.	on	
☐ Recall Notice(s) ☐ Vehicle Repair Records ☐ Purchase/Lease documentati ☐ Other: ☐ The manufacturer's position and to a hearing in this case.	on d documentation will be furnis □ By phone □ In persor	
☐ Recall Notice(s) ☐ Vehicle Repair Records ☐ Purchase/Lease documentati ☐ Other: ☐ The manufacturer's position and to a hearing in this case.	d documentation will be furnis By phone In person Form completed by:	n □ In writing
☐ Recall Notice(s) ☐ Vehicle Repair Records ☐ Purchase/Lease documentati ☐ Other: ☐ The manufacturer's position and to a hearing in this case.	d documentation will be furnis By phone In persor Form completed by: Future Contact:	n 🗆 In writing Date://
☐ Recall Notice(s) ☐ Vehicle Repair Records ☐ Purchase/Lease documentati ☐ Other: ☐ The manufacturer's position and to a hearing in this case. I will participate in a hearing	d documentation will be furnis By phone In persor Form completed by: Future Contact: Phone:	n 🗆 In writing Date://_
☐ Recall Notice(s) ☐ Vehicle Repair Records ☐ Purchase/Lease documentati ☐ Other:	d documentation will be furnis By phone In persor Form completed by: Future Contact: Phone:	n 🛘 In writing Date:// Fax:



November 2, 2007

Re:w-m2 Ford Motor Corporation

1FTWW31P76E

DONNA GOFF FORD MOTOR COMPANY 1320 S BABCOCK STREET MELBOURNE FL 32901

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.

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.

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 must receive your written position and supporting documents no later than close of business <u>fourteen days</u> 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

Location of Better Business Bureau

Better Business Bureau - Placentia

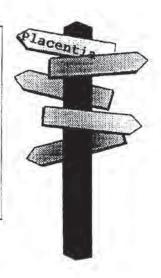
Name of Building (if any)

550 West Orangethorpe, Placentia

Eureau Address and City

(714) 985-8915

Bureau Phone Number (Emergencies Only)



DIRECTIONS LIST A CONTROL AND STATE OF THE PROPERTY OF THE P

From the 57 going North, Exit Orangethorpe, turn left (West) & go under the 57 freeway to 1st signal light (Iowa St) and turn left and immediately turn left into the Bureau Parking lot. Bureau is at the cornor of Iowa and Orangethorpe. Or, 57 So. & exit Orangethorpe, and at the base of the offramp (light) drive directly across Orangethorpe and turn left into the Bureau's parking lot.

Debbie Mahdi is the Auto Line Coordinator to ask for on arrival.

11-01-87

To Whom it May Concern:

My client's written position has been stated in his initial application. He requests a refund or replacement under the California Lemon Law based on the defects in his automobile. In all cases, involving Krohn and Moss clients, my clients will stand on their positions outlined in their initial BBB application.

If you have any questions regarding any of the above, please do not hesitate to contact me.

Cathy Bopp
Paralegal
Krohn & Moss, Ltd.
5055 Wilshire Blvd. Stc. 300
Los Angeles, CA 90036
(323) 988-2400 x243
(866) 264-3755 fax
e-mail: obopp@consumerlawcenter.com
web: www.consumerlawcenter.com

Customer Claim Form

Contact Date:	Start Date:		Case Number:		
Have you contacted the mfr Have you previously filed a If yes, name of provider:	claim on this vehicle	e with the BBB or and	ther dispute resolution prov	ider? VES NO	
Titled Owner(s), N ame &	Addreas				
Novate CA					
×			Ü		
	*	40	21		
Customer Contact Info: Day Phone Evening Phone: same Fax Number E-mall Address: Cell Phone:	•				
Vehicle Information Name(s) of individual(s) or Vehicle Use: Personal Transmission Type: Auch Make: Ford Vehicle Identification Numbersicing Dealer/City/State: Selling Dealer/City/State: Insurance Carrier: Policy Number: Has vehicle been in an accidence of Damage:	Business Both oradic N Model: F350 ber: 1FTWW31P76E Novato Ford, Novat : Novato	Percentage of the fumber of vehicles ow Model Year: 20 to, CA	o, CA	5:	
Purchase/Lease Information leased)	(Complete left side	s if vehicle was purch	ased or right side if vehicle	was	
Purchased As: New Ut Is the vehicle in your posses Lienholder's Name: For	Jsed Demo sion? yes & Motor Corp.	The second secon	r possession? Name: ddress:		
City/SUZip: P. c. E Phone: 1-800 Lienholder Acct.#: 04/4	30K7172, PASA 1-727-7006 150096	deng C A City 9 1109-7172 Leasing Company's	/St/Zip Phone: Acct #:		
Customer's Desired Outcome vehicle repurchase plus atto	e_(Describe what you rneys fees	i wani done to resolve	your concern)		
Signature of Titled Owner(s I am submitting this dispute for	psolubon in the BBB	AUTO LIDE PROFIEM	ung 1 agree to arbitrate the dis-	Date 10-24-07	
Arbitration Rules.	/			The state of the s	
P8 4/38		007	DIEBONI / Ace	daetit vu ba	20

Customer Claim Form

Customer Name

Case Number:

Vehicle Concerns

First Repair Attempt I
Last Repair Attempt I
Total Days out of Service: 20

Date: 12/8/06 Mileage: 3863 Date: 10/8/07 Mileage: 25222

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
steering/suspension	Novato _	Υ.	5	712/8/06 6/20/07- 6/29/07 7/30/07- 8/2/07 9/27/07 10/8/07	3863 18600 21190 24874 25222	1 10 4 1
steering/electrical	SAA	Y	1	3/23/07- 3/26/07	12366	4
fuel economy	SAA	Y	1	6/20/07- 6/29/07	18600	10
electrical	SAA	Y	1	6/20/07- 6/29/07	18600	10
transmission	SAA	Y	1	7/30/07- 8/2/07	21190	4
engine	SAA	Y	1	9/27/07	24874	1
brakes	SA'A	Y	í	9/27/07	24874	1
(

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



REGISTRATION CARD VALID FROM: 09/30/2007 TO: 09/30/2008 YR MODEL YR IST SOLD VLF CLASS TYPE LIC

TYPE VEH 2006 FORD 2006 NJ 32P BODY TYPE MODEL MP MO WC UNLADEN/G/CGW AX PK D NW 2 F 06964

TYPE VEHICLE USE DATE ISSUED CC/ALCO DT FEE RECVD PIC COMMERCIAL 09/28/07 21

VEHICLE 10 NUMBER 1FTWW31P76E STICKER ISSUED 09/28/07 8

PR EXP DATE: 09/30/200 AMOUNT PAID \$ 545.00

31

AMOUNT DUE AMOUNT RECVD 545.00

CASH :

CHCK : 545.00 CRDT :

NOVATO CA

REGISTERED OWNER

MAKE

LIENHOLDER FORD MOTOR CRDT CO 260 INTERSTATE N PKWY NW

GA

30339

דהב שמב כח התבתבחת החזי רכ דתב המספחי זו 00C1000 2CC

Pg 3/38

ATTROCTOR DE TIL AN AR TON

LICENSE NUMBER

To: Cathy Bopp

FROM

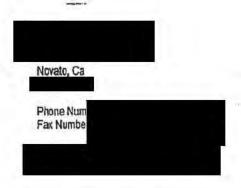
DATE: 10.27.07

FAX#: 1-866-264-3755

PER YOUR REQUEST

Pg 2/38

0018/47001 - 07700000 dag: TT /.0 82 300



FAX TRANSMITTAL FORM

To: Mike Antikainen

CC: Phone: 1-800-875-3666 Fax: 1-866-203-9227 Date Sent:: September 25, 2007

Number of Pages: 8

Message: Hi Mike it took me awhile to get these together. I have been dealing with Novato Ford about my truck since 12/08/06. This is a lifted truck from the dealer that has had major front end problems since about 3000 miles on it. I have been to this dealer at least 6 times, it has been repaired there four times. Each time the repair has failed on the suspension. I involved Ford Customer service and they have told me the warranty is voided because of the modifications. These were done by the dealer not me, I bought this truck this way, I specifically asked if the warranty was still good with the lift, they said yes so I went ahead and bought the truck. Now I have a \$60,000+ vehicle that I feel is a deathtrap waiting to happen. I will go into more detail over the phone at a later date. I feel the dealership defrauded me as well as baited me into buying this vehicle.

Thank you in advance,

BE 18138

00/8/57001

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FACTORY TRAINED TECHNICIANS

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YR		Make		Color	Advisor :	.;	Ext.			
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100	ici	. 4					453-2199			
City			State	Zip	- BAD4 AL					
E-mail		ranga dan s			BAR# AH	1241097	CAD # 9808847			
Home Ph	one (y Let Opp	Bus, Phone	()	Customer Re	quests Old Pa	arts: Yes No			
		ILL BE DISCARDED UNLESS OTH		Contract the Contract of the C			to be done along will employees may operate			
DATE	TIME	PHONE FOR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT	vehicle for purpose of te	esting, inspec	tion, or delivery at my ris			
REASON				REVISED TOTAL	or articles left in vehicle	a in case of f	loss or damage to vehicline, theft, accident, or an			
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT	other cause beyond	your control.	I agree to pay storag			
REASON			-	REVISED TOTAL	after notification that re	nairs are com	pleted. we an express lien on th			
DATE	TIME	PHONE FOR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT	above described vehic	le for its cha	rges for parts, labor an			
REASON				REVISED TOTAL	above storage charges under this and any previous unpai repair order and that said vehicle will be held by FORD OF MARI until all sums are paid. In the event of legal action to collect					
				\$.	until all sums are paid. moneys due, I agree to	In the event	of legal action to collection and reasonable			
Labor Type	Labor Time			Gustomer's Concern	/ Request		Amou			
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B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000296125

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					88	6499	9	21,190	OXFORD WHT/	56021		
NOVATO,	CA		06/F	ORD T	RUCK/	S-DTY	F-350	SRW/CREW C	09/02/06		205	
2350377-84	F-33		1 F	TWN	3 1	P 7	6 E					
			<u> </u>					8	07/30/07		LUCE DEL	
100# 1 CUAD	GES		E# 99P							MO: 2	21190	
LABOR	44274040.03377											
J# 1 45F0Z	STEER	ING/SUSPENSION ES THERES A RATT D VIBRATES CHECK RING BOX REPLACE QUES RADIUS ARM	LE NOISE IN REPORT D 2 BOLTS IN BUSHINGS	TECH(: THE FROM FRONT :	S):1231 NT END SWAY BA	GOING IR EXS		WARRANTY	4			
PARTSQ		504-A G				UN	IT PRICE-	WARRANTY				
	-1 6C3Z-3 6 F7AZ-3 2 -38889	504-A C F823-BA F 8-S S	ORE RETURN LUID - POWER EAL 133624	03731		TOTAL	- PARTS	WARRANTY WARRANTY WARRANTY 0.00				
12-146 32-1-140						-1						
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PAGE 1 OF 1		CUSTOMER CO	PY		1	END (F INVOICE	E) 03:58pm				
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B.A.H. #: AD109228 P & A CODE: 07715 EPA# CAL000296125

12/08/06

F0CS69977

		8864999	3,836	OXFORD WHT/	20057	
	06/FORD TR	UCK/S-DTY F-350	SRW/CREW C	09/02/06		205
NOVATO, CA	1 FTWW	31 P 7 6 E				
				12/08/06		
	99P				MO:	3846
J08# 1 CHARGES		******************			3,13	
LABOR	ER TECH(S IVICE ES REE SERVICE INE FOUND):1295	INTERNAL			
PARTSQTYFP-NUMBER	DESCRIPTION	TOTAL - PARTS	INTERNAL INTERNAL 0.00			
MISCCODE	Ε	CONTROL NO TOTAL - MISC	INTERNAL			
J08# 1 TOTALS		****				
JOB# 2 CHARGES	JOB# 1 JOURNAL PREFIX	FOCS JOB# 1 TOTAL	0.00			
LABOR. J# 2+45F0Z03 CHECK AND ADVISE CUSTOM FOUND STEERING BOX OUTP	ERN TECH(S ER STATES EXCESSIVE PLAY I UT SHAFT HAD EXCESSIVE PLA OUT OF SYSTEM. ROAD TESTE):1175 N STEERING Y. REPLACED	WARRANTY			
PARTS	GEAR ASY - STE 2409 CORE RETURN FWID - POWER 03731	TOTAL - PARTS	WARRANTY WARRANTY WARRANTY 0,00			
JOB# 2 TOTALS						
	JOB# 2 JOURNAL PREFIX	FOCS JOB# 2 TOTAL	0.00			
ESTIMATE	NG					

FRAN LENAERTS

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 03:58pm

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B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000296125

22984	FRAN LENAERT	rs 1046	1535	12/08/06	FOCS69977
		8864999	3,836	OXFORD WHT/	56021
NOVATO, CA	06/FORD TRUC	CK/S-DTY F-350 SF	RW/CREW C	09/02/06	205
	1 FTWW3	1 P 7 6 E			
	0			12/08/06	
	E# 99P				MO: 3846
TUTALS		**************			
* [] CASH [] CHECK CK NO. []	* * * * * * * * * * * * * * * * * * * *	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G	0.00 0.00 0.00 0.00		
* [] VISA [] MASTERCARD [] DISCOVER * [] AMER XPRESS [] OTHER [] CHARGE	*	TOTAL MISC CHG. TUTAL MISC DISC TOTAL TAX	0.00 0.00 0.00		
*************	nk	TOTAL INVOICE \$	0.00		
THANK YOU FOR YOUR BUSINESS!!		*			-
CUSTOMER SIGNATURE	To Dalle Service				

PAGE2 OF 2

CUSTOMER COPY

[END OF INVOICE 103:58pm

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PELL/38

B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000296125

22984 1046 5032 03/25/07 FOCS72693 FRAN LENAERTS 8B64999 12,366 OXFORD WHT/ 56021 205 06/FORD TRUCK/S-DTY F-350 SRW/CREW C 09/02/06 1 F T W W 3 1 P 7 6 E 03/23/07 MO: 12366 JOB# 1 CHARGES ----J# 1 60F0Z19 AIRBAG TECH(S):1099
CHECK AND ADVISE CUSTOMER STATES AIR BAG LIGHT ON, HORN INOP
CRUISE INOP. STEERING WHEEL RADIO CONTROLS INOP
TESTED AND FOUND CLOCK SPRING DEFECTIVE, REPLACED AND
RESTORED COLUMN AND TESTED OK JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 5K DIESEL SERV TECH(S):1249
PERFORM 5,000 MILE INTERVAL DIESEL SERVICE PER ATTACHED MEMU
AS PER CUSTOMER REQUEST
PERFORMED SERVICE AS DESCRIBED ABOVE
FRONT BRAKES AT 11MM AND REAR AT 10MM JOB# 2 TOTALS------LABOR MISC JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL ATT BATTERY GOOD TESTED BATTERY OK TESTED BATTERY GOOD 3+00F0ZGBATT TECH(S):1249 INTERNAL JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL J# 4+00FOZGBK BRAKES OK TECH(5):1249 INTERNAL PAGE 1 OF 2 CUSTOMER COPY (CONTINUED ON NEXT PAGE) 03:58pm

MAJRIEGRA.



22984

B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000296125

03/26/07

FOCS72693

5032

		8864999	12,366	OXFORD WHT/	56021
NOVATO, CA	06/FORD TR	UCK/S-DTY F-3	50 SRW/CREW C	09/02/06	205
MOVATO, CA	1 FTWW	31 P 7 6 E			
				03/23/07	
	E# 99P			Yek ale for	мо: 12366
BRAKES CHECKED AND OK (DISC: OVER 5MH) (DRUM: OVER 2MM) BRAKES CHECKED AND OK					
JOB# 4 TOTALS					
JOB# 5 CHARGES JOB# 4	JOURNAL PREFIX	FOCS JOB# 4 TO	TAL 0.00		
LABOR- J# 5+00FOZGTIRE TIRES OK TIRES CHECKED AND OK 7/32" OR GREATER TIRES CHECKED AND OK	TECH(S):1249	INTERNAL		
JOB# 5 TOTALS		*********			
J08# 5	JOURNAL PREFIX	FOCS JOB# 5 TOT	TAL 0.00		
ESTIMATE- CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$155.00 (+TAX) COMMENTS- FRAN					
TOTALS					
* [] CASH [] CHECK CK NO. [] * [] VISA [] MASTERCARD [] DISCOVER * [] AMER XPRESS [] OTHER [] CHARGE	*	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CH TOTAL HISC DI TOTAL TAX	80.14 0.00 0.00 0.00 3.06 SC 0.00	i de	4
************		TOTAL INVOICE	E\$ 148.98		
THANK YOU FOR YOUR BUSINESS!!					
CUSTOMER SIGNATURE	INVOIC	E *********	********		

FRAN LENAERTS

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 03:58pm

P812/38

DOJETERON

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6995 Re . 20pd Blvd., Novato, CA -94945 (415) 89253000 (800) 659-5552

B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000296125

205

22984 06/29/07 FOCS74956 JENNIFER ENGLAND 1273 4750 8864999 18,600 OXFORD WHT/ 06/FORD TRUCK/S-DTY F-350 SRW/CREW C 09/02/06 NOVATO, CA 1 F T W W 3 1 P 7 6 E 06/20/07 MO: 18605 JOB# 1 CHARGES-----LABOR-----J# 1 45FOZ STEERING/SUSPENSION TECH(S):1231
CUSTOMER STATES THE FRONT END SHAKES REALLY BAD, DOES IT
ON EVEN ON FLAT ROADS. CHECK AND ADVISE
INSPECTED AND VERIFIED CUSTOMERS CONCERN. INSTALLED DUAL
STEERING STABILIZER AND RECHECKED, ALL OK AT THIS TIME. WARRANTY 5C3Z-3E652-A 5C3Z-3E651-D PRICE-DIFF-D99 WARRANTY 0.00 JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL INTERNAL CUSTOMER STATES HES ONLY GETTING 7 MILES TO THE GALLON CHECK AND ADVISE UNABLE TO VERUFY CONCERN JOB# 2 TOTALS-----JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL JOS# 3 CHARGES-----J# 3+51F0Z BODY ELECTRICAL TECH(S):1231
CUSTOMER STATES YOU HAVE TO PRESS AND HOLD THE REMOTE BUTTON
SEVERAL TIMES BEFORE IT WILL WORK CHECK AND ADVISE
INSPECTED FOR CUSTOMERS CONCERN, UNABLE TO VERIFY, WORKS OK INTERNAL TOTAL - MISC.

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 03:58pm

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B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000295125

22904	JENNIFER ENGL	1273	4750	06/29/07	F0CS/4956
	8	B64999	18,600	OXFORD WHT/	56021
NOVATO, CA	06/FORD TRUCK	S-DTY F-350	SRW/CREW C	09/02/06	205
	1 FTWW31	P 7 6 E		0.	
340				06/20/07	
	E# 99>				MO: 1860
TOTALS		************			Y-
***********************	*	TOTAL LABOR	0.00		
* [] CASH [] CHECK CK NO. []	*	TOTAL SUBLET	0.00		
* [] VISA [] MASTERCARD [] DISCOVER	*	TOTAL HISC CHG. TOTAL HISC DISC	0.00		
* [] AMER XPRESS [] OTHER [] CHARGE	:	TOTAL TAX.,	0.00		
*******	** T	OTAL INVOICE	\$ 0.00		
THANK YOU FOR YOUR BUSINESS!!					
CUSTOMER SIGNATURE	~~~~				
**************************************	FINUNTEE	*********	4444444444		

AGE 2 OF 2

CUSTOMER COPY

END OF INVOICE | 03:58pm

PET#138

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drr - / n / n - - --



Novato, Ca

Phone Numl Fax Number

FAX TRANSMITTAL FORM

To: Darren Shaw for Todd Friedman

Phone: 1-800-375-3666 Fax: 1-866-431-5575

Date Sent: October 10, 2007

Number of Pages: 4

Message:

Darren here are the papers you asked for... Thank you,

PE13-014 000580LCPV

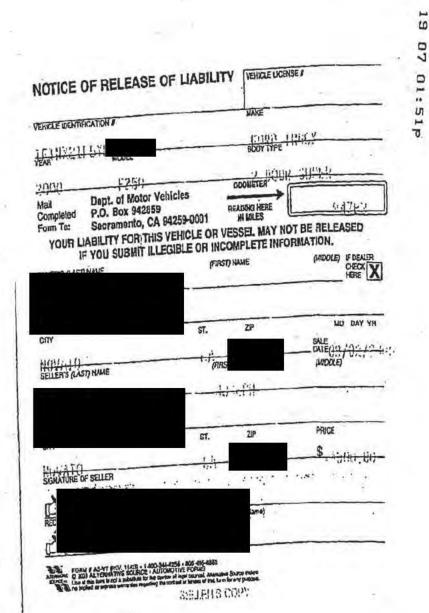
AGREEMENT T	O FURNISH	INSURANCE	POLICY
(TO BE USED WITH MOTOR	VEHICLES SALES CO	NTRACT AND SECURITY	AGREEMENT

FORM NO. F120 (Nev. 01/00) 1995 Motor Car Dealer Forms, Inc.
Forms and related services sold without express or Implied warranty as to content, fances or legal compliance

		orally referred to herein			ntered into a r	notor vehicle	sales contract and	
"Contract") dated as of				day of				,20?():16
The vehicle therein purchase	d ("Vehicle") i	s described as follows:						
Year	Make		Model			ody	20101-0-1	dentification No.
3008	CORD	TRUCK	SOUTY	F-250	CREH	CAR SRE	AXIFIMMEN	17:
Buyer promises to deliver to	Seller or Sel	lar's assigned within	10			1. 22. 1. 1	day	s from the date of this
Agreement a duly execute	d policy of le	nsurance covering th		and which c	omplies in al	respects w		
Contract		and the second second			2.4			
Ins. Co. AAA				_ Agent _		-		
ADDRESS OF AGENT - STREET			CITY		STATE	ZIP	AGENTS PHO	NE NUMBER
Policy No.				Exp. Date -			Occupies and	10 V 1
OFire & Theft - Addition	nal Coverage	e- Os		Deductible C	omprehensiv	- Ds		Deductible Collision
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insurance as agreed unde procure insurance, Buyer	r the Contrac	ct, or to exercise any	other rem	redy of Seller	under the C	ontract and	applicable law. If	Seller or its assigne
applicable law, including C	alifornia Civil	Code section 2982.6	. Buyer fu	rther agrees.	effective imm	ediately, to b	e solely respons	ble for all damages
the Vehicle and other prop	erty purchase	ed under the Contract ed to or arising out of	t, and to p	rotect, Indem	nify, defend,	and hold han	nless Seller, and	its assignees, again or other property.
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TO ORDER # 1-800-559-3676

Oct



OUR PURPOSE IS TO PROVIDE A UNIQUE AND POSITION EXPERIENCE BY COMPLETELY SATISFYING ALL CLIENTS' EXPECTAL. INS WITH INTEGRITY, HONESTY AND GENUINE CONCERN.

Stock#	*		W-
Model:	•	7 3	
\$		*	
	V 110	בשני ג מהח	2 5556

POSTED PRICES ARE <u>BEFORE</u> ANY APPLICABLE REBATES.

Lifetime tire Rotation	\$ 150
every 10,000 miles	
No Charge Diagnostic	\$ 300
Annual Safety Inspections	\$ 400
Service Discounts	\$ 300
Car Rental for Warranty Service	\$ 300
Extra for next trade-in	\$ 500

FAST, FAIR UP-FRONT!

Pg18/38

DUICITION

dis:10 00 61 300

AD DIAVON			Q.	
VIN# 1FTWW31P76E	DUE			
DATE DESCRIPTION OF CA	AR LICENSE NO.	E PERFORMED AT TOUSTOMER'S NAME	SALESPERSON	STOCK NO.
PRESENT THIS		IEN WORK IS		PLETED
vehicle is sold as o	equipped			
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ADDITIONAL CHARGES P	MAY APPLY AFIER: 90	DAYS		
NOTE: THE ABOVE PROMISED WILL BE CHARGED FOR IN AC ON DELIVERY, ALL WORK MU PRIOR TO DROPPING OFF THE	CCORDANCE WITH THE T	YPE OF WARRANTY ISSU	ED AT TIME OF SALE, A	ND WILL BE CASH
Customer 🖎		Sales Mgr.		
DUE TO II	NSURANCE REGULA	ATIONS - NO LOAN	CARS AVAILABLE	



PE13-014 000583LCPV

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SOURCE. Use of fire form is not a subclasse for the opinion of legal sounce. Ahomaive Source makes
source on implied or express warranties regarding the content or finess of this form for any purpose.

OPTIONAL PRODUCTS AND SERVICES DISCLOSURE

Buyer Nom	Name(s)						
		City	Stole	Zip	Contract Date		
Year	Maka	MOVATO Model	EA	VIN			
2006	FORD TRUCK	S-DTY F-STO SEW	1FTWN31F1	768			

I/We, the undersigned, acknowledge:

- The charges for each of the services/products described will be included and separately itemized in the retail installment sal contract accompanying the purchase of the above described vehicle.
- These services/products are not required as a condition to purchase the vehicle or to obtain financing.
- This document was presented to us/me prior to the execution of the retail installment sale contract.

Optional Service	es/Products				Pri	ce
O Optional Service Co	ontract(s):					4
(1)					\$	H/A
(2) N/A	4				\$	N/A
O Optional Debt Cana	rellation Agreement (GAP)31/A	1			\$	N/A
O Optional Theft Deter	rent Device(s):					
(1) N/A					\$	N/A
(2) N/A					\$	N/A
O Optional Surface Pro	otection Product(s):					
(1) N/A					\$	N/A
(2) N/A					\$	N/A
O Optional Vehicle Co	ntract Cancellation Option Agre	eement			\$	N/A
O Optional Insurance	Product:N/A				\$	N/A
		- 14		Total	\$	N/A
4	Installment Payment EXC	LUDING Listed Items:	.\$7	18.75	_	
5	Installment Payment INC	LUDING Listed Items:	\$7	48.75	- 1	
*						
03/02/2006 Pate	gi Bayer s Signer	<u> </u>	~~0	o-Buyer's Signa	ture	-



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To this form is not a substitute for the opinion of legal coursel. Alternative Source makes no implied or express transmites regarding the content or filmess of this form for any purpose.

Tr. Darren

FROM:

DAT: 10.23.07

FAX: 866-431-5575

DARRENT has the registration in his truck.

I will fax that later.

Thanks

PS21/38

001012200

-- בט טו זכיטבף

Release of Lien Inf	ormation
Customer(s) FORD MOTOR CREDI	, hereby authorize
Lien Holder Name	
Overnight Address (not P.O. Box)	
Address	
1-800 - 727-7000 Phone Number	to release any
for/FTWW31P76E Vehicle Identification Number (VIN)	FORD MOTOR CORp.
including but not limited to a complete paymen	
payoff amount, interest paid to date, late charge	ges, and per diem information.
10-15-69	Signature
Date	Date
S	SSN

P822738

ים בש חו זכ:חכם

	d Co-Buye	r) Name and Address	(Including County an	d Zip Code)	Creditor - Seller (Name	and Address)
63Ü	VATO MA	RIR CA			ROVATO FORD 6995 REDWOO HOVATO CA 9	D BLVC 4945
, the B eement	uyer (and (s on the fro cording to th	Co-Buyer, if any), may ont and back of this c ie payment schedule i	y buy the vehicle below ontract. You agree to poelow. We will figure you	or for cash or or pay the Creditor or finance charge	condit. By signing this cor - Seller (sometimes "we" o on a daily basis. The Truth-	ntract, you choose to buy the vehicle on credit under r "us" in this contract) the Amount Financed and Fina In-Lending Disclosures below are part of this contract.
lew Ised	Your	Make and Model	Odometer		d Identification Number	Primary Use For Which Purchased .
ris _{ti}	2006	ECTENT PUCK	205	EFTM	1817760	□ pusiness or commercial
		EEDERAL TRU	TH-IN-LENDING	DISCLOSUR	ES	STATEMENT OF INSURANCE
The your o	NUAL ENTAGE ATE: cost of credit as rty 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 have mad payments a scheduled. \$ 53916	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ 67 906	NOTICE. No person is required as a condition of financiate purchase of a motor vehicle to purchase or negotiate a insurance through a particular insurance company, agent boken. You are not required to buy any other insurance 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
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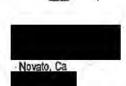
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G. Cash S (A)(G)	OPTIONAL SERVICE CONTRACT(S) You want to
Total Downpoyment (C through G) \$ 27.06 (6)	purchase the service contract(s) written wath the following company (les) for the term(s) shown below for the charge(s) shown in item 1J and/or 1K above.
(Binggabra, enter zero on line 6 and enter the amount less than zero as a positive number on line 11 above):	shown in item 1J and/or 1K above.
11 Mileson's Indiana Is and S	1J Company N (-
*Soller may keep part of these amounts.	Term HA Mos of WIA Mies
AUTO BROKER FEE DISCLOSURE	1K Company N/A
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Total S Payable in 11/5 Name of autobroker receiving fee, if	between you and us relating to this contract.
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rom this Loan is shown in item 60,	writing and both you and we must sign it. No
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et if Selfer is unable to assign this contract to a financial institution will apply.	Buy
Co-Suyer .	Co-l
PTION: [] You pay no linance charge if the Amount Financed, item 7, is paid in full on or before	Year SELLER'S INITIALS
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VIANING:	
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epresentations of Buyer: Seller has relied on the truth and accuracy of the information provided by you. In connect	tion with the Trade-In Vehicle. You represent that you have
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eller 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 return the difference to you.
ryer) Co-Buyer X	
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ou have a complaint concerning this sale, you should try to resolve it with the soller, nplaints concerning unfair or deceptive practices or methods by the soller may be referred to the city attorney.	the district attorney, or an investigator for the Department

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Representations of Buyer, Seller In given a true payoff amount on the ve Seller the excess on demands if the p Buyer K	as relied on the truin and accuracy of the initimation provided by to chicke traded in. If the payoff approved to the chicket and the chicket are the chicket	Phor Credit or Lease Balance, Seter will refund the dimerence to you
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Lucis have a complaint companing th	is esta your should for to resolve it with the seller	ty attorney, the district attorney, or an investigator for the Departmen
of file is a like in the season bearings	thomas	ee in writing to the change. You do not have to agree to any change
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California law does not pravide for a "co contract simply because you change your algo below, you may only cancel this cont flowever, California law does require a self	PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLA polling off or other cancellation period for vehicle sales. Therefore, you cannot in mind, decide the yehicle costs too much, or wish you had acquired a different tract with the agreement of the seller or for legal cause, such as fraud. Her to offer a 2-day contract cancellation option on used vehicles with a purchase titions. This contract cancellation option requirement does not apply to the sale.	of later cancel this CONTRACT, WE GAVE IT TO YOU, AND YOU VER I vehicle. After you FREE TO TAKE IT AND REVIEW IT. YOU ACKNOY LEDGE THAT YOU HAVE READ BOTH SIDES OF THE PRICE OF INCLUDING THE ARBITRATION CONTRACT, INCLUDING THE ARBITRATION CONTRACT.
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Phone Number:

FAX TRANSMITTAL FORM

To: Mike Antikainen

From Date Sent: October 9, 2007

Phone: 1-800-375-3666 Fax: 1-866-203-9227 Number of Pages: 12

Message: Hey Mike,

Here is the latest stuff regarding my truck. There is one Work Order from Ford of Marin, this is the dealer who would not work on my truck because they said the truck had no warranty. The rest are from Novato Ford. The Latest from Joe Galileo is that the vibration in the floor of my truck is normal and a characteristic of this truck. He says he can't feel it therefore they cannot repair it. The problem is definitely in the left side of the truck. The wheel hopping is present; something else Mr. Galileo says is normal operation for this truck. They now have replaced the steering stabilizers 3 times, trying different models each time. They have gotten better each time, but still not right. The trucks steering box has been replaced 3 times now. The new one has a groan in it. This does not sound normal either. Mr. Galileo told me that the box needs to be broken in over the next thousand miles or so. I predict it to will fall based on how the truck is acting. I have never met a bigger bunch of liars in my life. This man has even gone as far as slandering me over a phone conversation that I over heard. This truly a bad situation here, they have owed my mom \$192 for over a month now, did not pay off my sisters trade in for over a month, costing here late fees and credit issues. The list goes on and on, they now threatened my parents with felony charges, my parents want them to make right on what they said and they will then settle a matter of \$750 on my sisters car. They used bait and switch tactics with my sisters loan, wanted to change a trade-in price of my fathers truck after the papers were signed, sold my mom a car telling her there was 2500 miles or so on it and putting that in the loans papers only to find the car had 5900 miles on it at delivery. They then had the audacity to accuse them of driving the car to Arizona over night when it was brought to there attention the next day. So in closing as you can see this dealer is a real piece of work. Anyway I am on my way to Oregon tomorrow so if you have any questions please call me.

Thank you,

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PAGE 1 OF 3

CUSTOMER COPY

B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000296125

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B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000296125

22984 FOCS77628 1052 8608 10/04/07 JOSEPH GALILEO 8B64999 56021 24,842 DXFORD WHT/ 06/FORD TRUCK/S-DTY F-350 SRW/CREW C 09/02/06 205 NOVATO, CA 1 F T W W 3 1 P 7 6 E 09/27/07 MO: 24871 JOB# 3 TOTALS----JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00 JOB# 4 CHARGES -----BRAKE NOISE

CUSTOMER STATES HEARS BRAKE SQUEAK FROM RIGHT FROMT AND RIGHT FROMT WHEEL WILL LOCK UP ON HARD STOPS, ROAD TESTED COULD NOT CONFIRM. PANIC STOPPED VEHICLE NO LOCK UP. DURING NORMAL OPERATION, BRAKE SYSTEMS MAY EMIT AN INTERMITTENT SQUEAL OR GROAM WHEN BRAKES ARE APPLIED THIS IS CONCIDERED NORMAL. NO PROBLEM FOUND. J# 4 40F0Z07 INTERNAL JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00 JOB# 5 CHARGES LABOR-----J# 5+70F0Z SUBLET TECH(S):9999
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SHEET TO ABLE TIRE FOR REPAIR AND BALANCE. 0.00 SUBLET----PO#-----VENO INV#-INV.DATE-DESCRIPTION-------53976 120998 10/03/07 REPAIR TIRE/BAL, ALL 4 TOTAL - SUBLET J08# 5 TOTALS------SUBLET 168.75 JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL 168.75 ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$175,00 \$175.00 (+TAX) HAS RENTAL

PACE 2 OF 3

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 03:58pm

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B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000296125

22904	JOSEPH GALILEO	1052	8608	10/04/07	FOCS77628
	886	4999	24,842	OXFORD WHT/	56021
NOVATO, CA	06/FORD TRUCK/S-	DTY F-350 S	RW/CREW C	09/02/06	205
4	1 F T W W 3 1 F	7 6 E			
				09/27/07	
	E# 99P				MO: 24871
TOTALS		************	**********		
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THANK YOU FOR YOUR BUSINESS!!					
CUSTOMER SIGNATURE					

PAGE 3 OF 3

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NOVATO FORD 6693 REDWOOD BLVD. P.O. BOX 2669 NOVATO CA -2556	A	Advi.)	Print Thursda	ry, Celeber 02, 2007 led at 9:16:20 AM on ay, October 04, 2007 Workolder # 107929
LICENSE NO. FIREINO	DESCRIPTION ONPUTER WHEEL RALANCE	ENGINES	Own Crostel D	SH7 PO #	TERMS
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FAID BY Account \$135.00		Parts Labor Freight Other	\$0,00 \$135,00 \$9.09 \$0,00	Yazabie Non-Yazabie Ressie	\$0.00 \$125,00 \$0.00
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PE30/38

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RECOMMENDED SERVICES

NOVATO FORD

6995 Redwood Blvd. Phone (415) 895-3000 1-866-506-2222

6995 Redwood Blvd., Novato, CA 94945 (415) 895-3000 (800) 659-5552

NOVATO, CALIFORNIA 94945 B.A.R. REG. # AD109228 B.A.R. #: AD109228 P & A CODE: 07715 FPA# CAL000296125

DA	HISTORY		PATHON					Andre	TION DECEMBE	ON
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MOICATE	VEHICLE LA NO. 1FTWW31P76E	YEARAMKENO	DEL ,	Lharra ball	- 3000 100	1	PRODUCTION DATE	STOCK NO.	DOENSENO.	HLO,MO.
	TPTVVVV3TP76E	06/FOR	COLOR	C/S-DTY F-350 ERNO. 6ERVX 22984	SRW/C		09/02/06	56021 DELIVERY MILES 205 EXPRATION DATE	EXPHANCY MILES	7783 R. O. DAIL 10/08/
	NOVATO, CA	-	OX	FORD WHT		T	MILEASE	ADVISOR NO.	ACVISCA	911
H	RESIDENCE DAVINE I BUSAN			FOZZ		~~~	25,222	1052	JOSEPH GALL	
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	RIGINAL CUSTOMER ESTIMATE:	TOTAL		1			- QCAR		ORK TO BE DON	
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1*	45FOZ ST	EERING/SUSP	ENSIO	N		E		PER MENU		
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	4550504						a 4X AST	PER MENU		
CUST	OMER STATES AFTER HA	EERING CONC VING STEERING	WHEE	L TURNED A	ID THE	N E	2 TUNE IS	ECAT	~	
	LORATING STEERING WH	EEL LOCKED A	ND WO	ULD NOT RET	URN.	-	TUNE US	SPECTION		
ACCE						F	THANSA	SSION SERVICE		
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I* CUST WHEN	OMER STATES FEELS VIE N DRIVING AT FREEWAY S FEEL IT. COULD NOT CON	RATION UNDER PEEDS, THE FA FIRM ON ROAD	STER Y	OU GO THE M	IORE	Ha	zardous Woste Dispo	sal Fee: Used Mole & are being legal)	or Oil 6/or Used Anti-tro transported, sapred an	oze and reg
I* CUST WHEN	OMER STATES FEELS VIE N DRIVING AT FREEWAY S FEEL IT. COULD NOT CON AGER, BUT WILL ATTENT	RATION UNDER PEEDS, THE FA FIRM ON ROAD	STER Y	OU GO THE M	IORE	H4 (m)	zavlous Woste Dispo ed Hazardons Warte	P & A CODE ONESK LY IPPRO SUBMIT C	Transported, sized at: 07715 PRIATE BOX	racycled.
I* CUST WHEN YOU F	OMER STATES FEELS VIE N DRIVING AT FREEWAY S FEEL IT. COULD NOT CON AGER, BUT WILL ATTENT	RATION UNDER PEEDS, THE FA FIRM ON ROAD	STER Y	OU GO THE M	IORE	tat	Zardous Waste Dispo ed Hazerdous Waste CLAIMS PENEW 5	P & A CODE CHECK IN IPPRO AUTHORIS JUNE LOCK	OTT 15 PRATE BOX ATOM TO SO	TIS OUT

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BE/ZE27

B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000296125

22984 10/09/07 FOCS77831 JOSEPH GALILEO 1052 9116 8864999 25.222 OXFORD WHT/ 56021 06/FORD TRUCK/S-DTY F-350 SRW/CREW C 09/02/06 205 NOVATO, CA 1 F T W W 3 1 P 7 6 E 10/08/07 MO: 25235 JOB# 1 CHARGES-----STEERING/SUSPENSION TECH(S):1175
CUSTOMER STATES WHEN GOING IN AND OUT OF DRIVEWAYS, HEARS
NOISE FROM FRONT OF VEHICLE. CONFIRMED ON ROAD TEST. ALSO
DUPLICATED WHEN MAKING SWEEPING LEFT TURN IN INTERSECTION.
CONFIRMED NOISE VERY INTERMITTENT. CHECKED AND RETORQUED ALL
MOUNTS AND SUSPENSION. REPOSITIONED SWAY BAR LINKS, ROAD
TESTED COULD NOT DUPLICATE NOISE AT THIS TIME. INTERNAL J# 1 45FOZ JOB# 1 TOTALS JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL JOB# 2 CHARGES -----STEERING CONCERN

TECH(S):1175

CUSTOMER STATES AFTER HAVING STEERING WHEEL TURNED AND THEN ACCELORATING STEERING WHEEL LOCKED AND WOULD NOT RETURN, CHECKED AND FOUND INTERNAL KNOCK SOUND IN STEERING BOX WHEN TURNING STEERING WHEEL BACK AND FORTH, ALSO FELT LOOSNESS WHILE DRIVING VEHICLE. REPLACED STEERING BOX AND ROAD TESTED GOOD, STEERING WHEEL STRAIGHT. FINAL ROAD TEST BY SERVICE WANAGER. NARRANTY WARRANTY WARRANTY JOB# 2 TOTALS------JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00 JOB# 3 CHARGES-----SUSPENSION CONCERN TECH(S):9999
CUSTOMER STATES FEELS VIBRATION UNDER DRIVERS FLOORBOARD
WHEN DRIVING AT FREEWAY SPEEDS. THE FASTER YOU GO THE MORE
YOU FEEL IT. COULD NOT CONFIRM ON ROAD TEST WITH SERVICE
MANAGER. BUT WILL ATTENT TO CONFIRM WHILE DIAGNOSING ABOVE 3 45F0Z03 INTERNAL ATTEMPTED TO CONFIRM VIBRATION ON ROAD TESTS FROM LINE 1 AND 2. COULD NOT CONFIRM. NOTE REAR TIRES ARE CUPPED AND HAVE UNEVEN WEAR PATTERN AS NOTED ON PREVIOUS RO 77528. JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00 PAGE1 OF 2 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 03:03pm



B.A.R. #: AD109228 P& A CODE: 07715 EPA# CAL000296125

22984	JOSEPH GALI	LEO 1052	9116	10/09/07	FOCS77831
		8864999	25,222	OXFORD WHT/	56021
NOVATO, CA	06/FORD TRU	CK/S-DTY F-350 S	RW/CREW C	09/02/06	205
Warrier or the same	1 FTWW	3 1 P 7 6 E			
8				10/08/07	
	E# 99P				MO: 25235
TOTALS	*************		••••••		
* [] CASH [] CHECK CK NO. []	**	TOTAL LABOR TOTAL PARTS.' TOTAL SUBLET	0.00 0.00 0.00		
* [] VISA [] MASTERCARD [] DISCOVER	* * *	TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC	0.00 0.00 0.00		
* [] AMER XPRESS [] OTHER [] CHARGE	*	TOTAL TAX	0.00		
******	**	TOTAL INVOICE \$	0.00		
THANK YOU FOR YOUR BUSINESS!!					
Contract to the second					
CUSTOMER SIGNATURE	EINVOICE	******	*****		

PAGE 2 OF 2

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[END OF INVOICE] 03:03pm

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NOVATO FORD

6995 Redwood Blvd. Phone (415) 895-3000 1-866-506-2222

6995 Redwood Blvd., Novato, CA 94945 (415) 895-3000 (800) 659-5552 NOVATO, CALIFORNIA 94945 B.A.R. REG. # AD109226 B.A.R. #: AD109228 P & A CODE: 07715

RECOMMENDED SERVICES OPERATION DESCRIPTION OPERATION OPERATION DESCRIPTION SERVICE HISTORY ADVISOR | TECHNICIAN | TYPE OPERATION DESCRIPTION MILEAGE **OPERATION** REPAIR ORDER 1231 45FOZ 10FOZ 45FOZ STEERING/SUSPENSION DRIVEABILITY 21190 WWW 1182 07/30/07 75964 STEERING/SUSPENSION 18605 1273 06/20/07 74956 1231 ENGINE DIESEL BODY ELECTRICAL 13F02 51F02 1231 1099 60F0Z19 AIRBAG 72693 12366 03/23/07 STATE REG# 3 SE RV I SALESPERSON NO. 1263 TEARWAKE MOOF 1FTWW31P76E 77628 56021 06/FORD TRUCK/S-DTY F-350 SRW/CREW 09/02/06 09/27/07 205 TAIL NO. OXFORD WHT/MD FLT 8608 NOVATO, CA FOZZ 1052 JOSEPH GALILEO I hereby surhouts the report work therein set torth to be done by you, together with the turnishing by you of the microscapy parts and other middered for each separt, and opinion that you are not responsible for any delays caseed by unresultability or delaysed evaluability of parts or material for each responsible for any delays caseed by unresultability or delaysed evaluability of parts or material for any responsible for the calculation of any other persons to seasons for you gay Mastry in connection with soon records for any anish more decorable for long or durings to the above vehicle, or article feel therein in case of the, their or other cases beyond your control; 06:01pm 10/02/07 06:00pm 5 E# 99P INSTRUCTIONS ON WORK TO BE DONE - OLARUTER ORIGINAL CUSTOMER ESTIMATE: N 4K AS PER MENU W SK AS PER MENU 134 AS PETIMENU UN TEK AS PER MENU COMMENTS: HAS RENTAL 20K AS PER MENU ~ 24K AS PER MENU 28K AS PER MEMU 1 45F07 STEERING/SUSPENSION CUSTOMER STATES WHILE DRIVING AND VEHICLE HITS BUMP OR POT DON AS PER MENU S 32K AS PER MENU HOLE OR LANE MARKERS DOTS STEERING WHEEL SHUDDERS AND FLOOR JOK AS PERMENU VIBRATES. 40K AS PERMISHU CUSTOMER THINKS MORE SO FROM LEFT SIDE. LIK AS PER MENU TUNE UP 4 CYL TUNE WES COL TUNE UP II CYL 28 PT, INSPECTION 2 1 * 45FOZ10 SUSPENSION NOISE TRANSMISSION SERVICE CUSTOMER STATES GOING IN AND OUT OF DRIVEWAYS HEARS CLANKING CHECK BRAKES NOISE FROM FRONT OF VEHICLE. S SMOG S ALIGNMEN 1 tow 1 * 45FOZ03 3 Hazardous Waste Disposal Foet Used Motor Oil 8/or Used Anti-Desize are red SUSPENSION CONCERN CUSTOMER STATES STEERING WHEEL OFF CENTER TO THE RIGHT. to & are being legally transported, stored and recycled. F & A CODE: 07715 ICHECK LYLAPPROPRATE BOX SUBMIT CLAM SCRAP OUT 40F0Z07 BRAKE NOISE CUSTOMER STATES HEARS BRAKE SQUEAK FROM RIGHT FRONT AND RIGHT FRONT WHEEL WILL LOCK UP ON HARD STOPS. SO MAY OF BENACHED DEALER, I NORMED CONTY COLLEGE, LINES OF THE MAY BE MADINE SERVED THE OWNER, THE PER WAS AD INDICATION FROM THE A CHAIR GRADHE HAMPEN OF ALTHOUGH TO

PAGE 1 OF 1

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FORD OF MARIN

619 E. Francisco Blvd. San Rafael, CA 94901 415-453-4220 415-453-2199 Fax

SERVICE INVOICE

ARD# AH241097

CAD# 98-0884746

CUSTOMEP NO 37300		ADVISOR		324	AG NO.	09/27/07	FOCS65363
37208		VICTOR R.	MIRAL	MUL	2279 IKGE	COLOR	STOCK HO.
		VEAR/MAKE/MODEL		i	24,763	WHITE/	DELIVERY MILES
		06/FORD TI	RUCK/S-DTY	F-350	SRW/CREW C	N 00 TO 100 TO 1	
NOVATO, CA		1 F T W W				SELLING DEALER NO	PRODUCTION DATE
		FREND	3 4 7 7	RO.NO.		09/21/07	MES OUT
Action from the sale	BUSINESS PHONE	COMMENTS	1				мо: 24763
JOB# 1 CHARGES			**********				
LABOR		TCOM	C) 71		INTERNAL		
JOB# 1 TOTALS			**********				
JOB# 2 CHARGES				1 TOTAL	0.00		
1551-0	ates klunk noise hear	D IN/OUT OF DRIV	S):71 ES. 71 ROAD		INTERNAL	Ý	
LIFTED TRUCK	K. NODIFIED. HOTLINE	CONTACTED.					
JOE# 2 TOTALS							141
JOB# 3 CHARGES	J08 # :	2 JOURNAL PREFIX	FOCS JOB#	2 TOTAL	0.00		
CUSTOMER STA	SEL DRIVEABILITY ATES VEHICLE HAS LACK ER NOT DUPLICATED. HO D CAT, BIGGER EXHAUST	OF POWER AND PO	OR FUEL		INTERNAL		
JOB# - 3 TOTALS		*************		χ.		1 5	
	1008	A JUIDNAL DOCKTY	ECUS 1004	2 TOTAL	- 0.00		
JOB# 4 CHARGES	300# .	S SUDDIVINE PREFIX	1003 3004	2 TOTAL	0.00		
LABOR J# 4 40FOZO1 ERAK CUSTOMER STA BRAKING MODIFIED VEH	THE RESERVE FROM REALES	TECH()	S):71 P WHILE		INTERNAL		
JOB# 4 TOTALS	***************************************						
JOB# 5 CHARGES	J08# 4	JOURNAL PREFIX	FOCS JOB#	4 TOTAL	0.00		
LABOK	***************************************						
J# 5 70F0Z03 RENT ESP RENTAL D694139 7-DAYS		TECH(S	5):12		WARRANTY		
PAGE 1 OF 3	CUSTOMER COPY		[CONTINUED O	ON NEXT PA	GEI 03:54pm		

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619 E. Francisco Blvd. San Rafael, CA 94901 415-453-4220 415-453-2199 Fax

SERVICE INVOICE

ARD# AH241097

CAD# 98-0884746

3720	8	VICTOR R.	MIRAL	324	2279	09/27/07	FOCS	
			LICENSENO	MILEAC	24,763	WHITE/	STUCK NO.	
		YEAR I MARE / MODEL		, p. 250 -		DELIVERY DATE	DELIVERY M	LES
NOVATO, CA	100	D6/FORD T	1		KW/CKEW C	SELLING DEALERNO.	PRODUCTION	DATE
		1 FTWW	131P7	6 E		A Q DATE	MILES OUT	
						09/21/07		
FSIDRICY BINUT	GUSINTÉS PHOI E	COMMENTS		1			MO:	2476
USF 5 TUTALS				A CONTRACTOR				
06# 6 CHARGES	J08#	5 JOURNAL PREFIX	FOCS JOB#	5 TOTAL	0.00			
AROR								
# 6 ODFOZQCT PERFORM BEEN COM	QUALITY CONTROL QUALITY CONTROL INSPECTI PLETED PROPERLY	ON TO INSURE ALL	S):71. REPAIRS HAV		INTERNAL			
PERFORME	D QUALITY CONTROL INSPEC	TION						
OB# 6 TOTALS				e vo				
108# 7 CHARGES	J08#	6 JOURNAL PREFIX	FOCS JOB#	6 TOTAL	0.00			
ABOR	GOOD BATTARY TEST GOOD	TECH	\$):229	*******	INTERNAL			
08# 7 TOTALS				8				
on# a suspens	J08#	7. JOURNAL PREFIX	FOCS JOB#	7 TOTAL	0.00			

AGOR	LIGHT REPAIR LD HAVE YOUR BRAKES CHECK T REMOVED	TECH(S	S):229 BASIS1	*******	INTERNAL			
OB# 8 TOTALS				J.				
OB# 9 CHARGES	JOB# €	JOURNAL PREFIX	FOCS JOB#	8 TOTAL	0.00			
ASCR# 9+59F0ZGTIRE I FOR BEST	IGHT WEAR PERFORMANCE, HAVE YOUR 1	TECH(S	5):229 SULARLY		INTERNAL			
CE# 9 TOTALS		***************************************						
	J08# 5	JOURNAL PREFIX	FOCS JOB#	9 TOTAL	0.00			
OMMENTSAC TAMMY 866-631-3788 USTOMER TAKING VEHICL								
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AGEN OF 3	CUSTOMER COPY		(CONTINUED O	N NEXTPAGE	03:54000			
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619 E. Francisco Blvd. San Rafael, CA 94901 415-453-4220 415-453-2199 Fax

SERVICE INVOICE

ARD# AH241097

CAD# 98-0884746

37208	k 1	VICTOR R.	MIRAL	324 TAG NO	2279	09/27/07	FOCS65363
			Tingues no	MLEAGE	24,763	WHITE/	STOCK NO.
		YEAR THANK THOOK		n 250 and	-27.4	DELIVERY DATE	DELIVERY MALES
NOVATO, CA	72	VEHICLE LE NO.	RUCK/S-DTY		V/CREW C	SELLING DEALER NO.	PROSLICTION DATE
		1 FTW	V 3 1 P 7	6 E			MALES OUT
		AT.E.ND.		F.C. NO.		09/21/07	MAES OUT
enverore australia	BUSINESS PHONE	COMMENTS					MO: 2476
21ATO	*********		**********	********			
LL AREAS OF THIS DEALS NOWN TO THE STATE OF O NO BIRTH DEFECTS OR OI NO BIRTH DEFECTS OR OI NO ACCESSORIES OFFEREI RODUCTS AND MATERIALS NO IN EMISSIONS, FUMES PERATIONS, EMPLOYEE AN UT NUT LIMITED TO, THE EHICLES, AND THE USE OF **MARNING****WARNING****	RSHIP CONTAIN CHEMICA CALIFORNIA TO CAUSE CA THER REPRODUCTIVE HARM FOR SALE AND IN SOME USED TO MAINTAIN THE CAME SHOWN AND SHOKE FROM BUSI OF GUEST ACTIVITIES. I OPERATION AND SERVICE TOBACCO PRODUCTS.	D PARTS OF THE PROPERTY, NESS NCLUDING	TOTAL P TOTAL S TOTAL H TOTAL H TOTAL T	ABOR ARTS UBLET 10.6 115C CHG. 115C DISC AX	0.00 0.00 0.00 0.00 0.00 0.00		
	···						
CUSTONER SIGNATU		TE INVOI	C E ****	*****	****		

P837/38

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The California office of Krohn & Moss, Ltd. has a written agreement with Ford Motor Company wherein we receive attorneys' fees in the amount of \$1750.00 if the case settles pre-litigation for a repurchase or a replacement. The agreement can be confirmed with Ms. Tonya Rocquemore at Ford Motor Company. In the event Ms. Rocquemore does not confirm our written agreement regarding pre-litigation fees, we will be happy to provide you with any documentation you need regarding our fees upon successful resolution of the case with our client and an agreement that the manufacturer will pay our attorneys' fees. We do not want to go through the painstaking process of providing these time entries unless we can reach a resolution with our clients first. If you have any questions regarding this matter, please do not hesitate to contact me. Thank you.

BBB.

BBB AUTO LINE

October 22, 2007 Re:FCLC1

vs Ford Motor Corporation

KROHN & MOSS 5055 WILSHIRE BLVD STE 300 LOS ANGELES CA 90036

Dear Todd Friedman:

The BBB AUTO LINE program works with consumers and the Ford Motor Company to resolve warranty concerns. This letter is to acknowledge your contact in reference to your automotive complaint and includes instructions and forms for filing with the BBB AUTO LINE program.

Please review the information outlined below and follow the instructions carefully: **Step 1**: Read the enclosed brochure *How BBB AUTO LINE Works (California)*. This brochure will explain the following:

* How to use our program

* The steps for you to follow to enable us to process your dispute

* What claims are eligible and the remedies available through the program

* What information will be considered in evaluating your claim

* The time period in which your case will be handled

Step 2: Review the enclosed *Customer Claim Form (CCF)*. Please complete the packet including the grid to give details about each vehicle problem on which your claim is based. This form must be signed by all titled owners of the vehicle.

Step 3: Please provide one clear copy of the following documents, preferably on standard size paper:

* Sales or lease agreement containing the vehicle purchase price, sales tax, and other expenses associated with the purchase or lease; financing agreement, if any.

* Current vehicle registration

* All repair orders and work orders for repairs to the vehicle. Please include proof of payment if you are seeking reimbursement.

Step 4: Attach one copy of the documents listed in Step 3 to the signed *CCF*. Please use a paperclip rather than stapling the documents. DO NOT SEND originals.

Step 5: Please fax your completed packet to 703-247-9700 or mail to: BBB AUTO LINE, 4200 Wilson Boulevard, Suite 800 Arlington, VA 22203.

Council of Better Business Bureaus, Inc.

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

If possible, please use a large size envelope so you do not have to fold documents.

Please note that Rule 3 of the How BBB AUTO LINE Works (California) brochure is amended to add the following remedy which may be awarded by the arbitrator:

A Ford Extended Service Plan (ESP)

If you would like more information about our program, you may request a free copy of our written Operating Procedures.

Please call me at 800-955-5100 if you have any questions of if I may be of help.

Sincerely,

Donna Patterson at Extension 506

Customer Claim Form

Contact Date: 10/20/07	Start Date:	Ca	se Number:
Have you contacted the mfr re Have you previously filed a cla	garding your claim? IS	YES INO	dispute resolution provider?
□ YES ♥ NO	III on one remote than	and page of antenna.	-iopeta tasatatan piantan
If yes, name of provider:		Date:	
Case Number:			
Titled Owner(s) Name&Add	ress		
OC ANCELES CA			
LOS ANGELES, CA Day Phone:	Evening Pl	2200	Cell Phone:
Fax Number:	E-mail Add		Cell Phone.
Customer Contact Info:	L-mail Add	11622.	
Vehicle Information			
Name(s) of individual(s) or	business that appear	ar on vehicle title:	
Vehicle Use: □Personal □Busi	ness DBoth		A I
Percentage of time vehicle use	d for business purpose	S:	
Transmission Type:			
Number of vehicles registered	in California by vehicle	owner/lessee:	
Make: Ford Mc	odel: F-350	Model Year: 0	Current Mileage: 0
Vehicle Identification Number:			1000 March
Servicing Dealer/City/State: N	OVATO FORD LINCOL	N MERCURY, NOVAT	O CA
Selling Dealer/City/State : ,		All the market of the section.	
Insurance Carrier : _		Pc	olicy Number:
Has vehicle been in an acciden	t/had body damage?	Yes _ No X Da	ate of accident:
Description of Damage :			
Purchase/Lease Informatio	n (Complete left sid	le if vehicle was pu	irchased or right side if
vehicle was leased)			
	age at purchase:		Mileage at lease:
Purchased As : □ New □ Use		Leased As : N	ew □ Used □ Demo
Is the vehicle in your possession	on?	Is the vehicle in	your possession?yes
Lienholder's Name:		Leasing Compar	ny's Name:
Address:			Address:
City/St/Zip:		C	ity/St/Zip:
Phone:			ity/St/Zip: Phone:() -
Lienholder Acct #:		Leasing Compan	y's Acct #:
Customer's Desired Outcom	<u>e</u> (Describe what yo	u want done to re	solve your concern)
Signature of Titled Owner(s)/Li	essee(s):		
I non authorithing this disease of	a annual culture to the owner	_ Date	was a sure of the
I am submitting this dispute fo dispute under BBB AUTO LINE	Arbitration Rules.	AUTO LINE progran	n, and I agree to arbitrate the
Return the Form to: BBB AUTO	D LINE, 4200 Wilson B	vd., Suite 800, Arlin	gton Va, 22203-1838
	Council of Better Bu	siness Bureaus, Inc.	

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

Customer Claim Form

Customer Name: Mr.		A STATE OF THE STA	Case Number: FRD0756716
Vehicle Concerns			
First Repair Attempt	Date:	Mileage: 0	
Last Repair Attempt	Date:	Mileage:	

Total Days out of Service:

Problems -Please list your <u>primary</u> concern first	Servicing Dealer(s)	Current? Yes / No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

IA I II TIVIL TUMPALOU

OASIS RESULT: 1FTWW31P76E

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11/19/2007 DR:42:22 FCXWS446

VEHICLE INFORMATION

VEHICLE DESCRIPTION

BODY STYLE F-350 CREW CAB 4X4 2006 F-SERIES TRANSMISSION AXLE CODE

ENGINE 6.0L DIESEL DI V8 **ENGINE CALIBRATION** 6FY10DOA

TORQSHIFT

WARNING MESSAGES

CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT



ARN MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:

BEFORE REPLACING FUEL INJECTORS FOR COLD ENGINE OPERATION SEE TSB 07-05-04 BEFORE REPLACING 6.0L TURBOCHARGER OR VGT SOLENOID REFER TO 07-16-01 BEFORE REPLACING 6.0L CYLINDER HEAD GASKETS REFER TO 07-21-05



GENERAL WARRANTY INFORMATION

WARRANTY START DATE 09/02/2006

BUILD DATE 09/14/2005

SALE MILEAGE

00205



OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND



EXTENDED COVERAGES

0994 - USA 2006 NEW 60/60,000 PTRAINCARE W/ROADSIDE

STANDARD DEDUCTIBLE: 100 USD

OWNER NAME: J

OPTIONS:

EXPIRATION DATE: 09/02/2011

DISTANCE: 60,000

RENTAL: 28 UP TO 10 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 40919

ESP CONTRACT START DATE: 09/02/2006

OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY



WARRANTY REPAIR HISTORY

10/08/2007

DEALER: Novato Ford Lincoln Mercury

WARRANTY CLAIM NUMBER:

ODOMETER: 025222M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
F7AZ 3F823BA		002	3504A	41	STICKS/BINDS/GRABS
7C3Z 3504A	GEAR ASY-STEERING	001	3001A		
3888985		002	3001A6		

CHECKED AND FOUND INTERNAL KNOCK SOUND IN STEERING BOX WHEN TURNING STEERING WHEEL BACK AND FORTH, ALSO FELT LOOSNESS WHILE DRIVING VEHICLE, REPLACED ST EERING BOX AND ROAD TESTED GOOD, STEERING

http://www.vrep.fordtechservice.dealerconnection.com/vdirs/oasis/oareq.asp?back... 11/19/2007

. ----

WHEEL STRAIGHT. FINAL ROAD TEST BY SERVICE MANAGER.

07/30/2007

44 4 11 11 WAL TULDWALDOW

DEALER: Novato Ford Lincoln Mercury

WARRANTY CLAIM NUMBER:

ODOMETER: 021190M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
6C3Z 3504A	GEAR ASY-STEERING	001	3504A	33	LODSE PART
F7AZ 3F823BA		006	3001A		
3888988		002	3001A6		

REPLACED STEERING BOX, REPLACED 2 BOLTS IN FRONT SWAY BAR EXS TENSION, RETORQUES RADIUS ARM BUSHINGS

07/30/2007

DEALER: Novato Ford Lincoln Mercury

WARRANTY CLAIM NUMBER:

ODOMETER: 021190M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CODE	CONDITION DESC
RECAL	ECC PROCESSOR RECAL	000	12650D	42	DOES NOT OPERATE PROPERLY
		000	12650DX1		
		000	1265DD45		
		000	MT12A650		

REPROGRAMED TCM, WITH NEW UPDATE, TEST DROVE WITH SERVICE MANA GER, UP WALDO GR ADE ALL OK AT THIS TIME. UNABLE TO DUPLICATE LACK OF POWER

06/20/2007

DEALER: Novato Ford Lincoln Mercury

WARRANTY CLAIM NUMBER:

ODOMETER: 018600M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OF	CONDITION	CONDITION DESC
5C3Z 3E652A	BRACKET -STRG SHOCK	001	3551A	07	IMPROPERLY ADJUSTED/FITS POORLY
5C3Z 3E651D	ABSORBER-STEERING SH	001	12651D		
OSP		001	12651DX1		
		000	12651D2		

INSPECTED AND VERIFIED CUSTOMERS CONCERN. INSTALLED DUAL STEERING STABILIZER AND RECHECKED, ALL OK AT THIS TIME.

03/23/2007

DEALER: Novato Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 67000

ODOMETER: 012366M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
5C3Z 14A664AA	AIR BAG CLOCK SPRING	001	14056D	42	DOES NOT OPERATE PROPERLY
		000	14056D6		

TESTED AND FOUND CLOCK SPRING DEFECTIVE, REPLACED AND RESTORED COLUMN AND TE STED OK

12/08/2006

DEALER: Novato Ford Lincoln Mercury

WARRANTY CLAIM NUMBER:

ODOMETER: 0038\$6M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
6C3Z 3504A	GEAR ASY-STEERING	001	3504A	33	LOOSE PART
F7AZ 3F823AA		003	3001A		

http://www.vrep.fordtechservice.dealerconnection.com/vdirs/oasis/oareq.asp?back... 11/19/2007

http://www.vrep.fordtechservice.dealerconnection.com/vdirs/oasis/oareq.asp?back... 11/19/2007

Tr. Darren FROM: DAT: 10.23.07 FAX: DARREN hasthe registration in his truck. I will fax that later. Thanks

Release of L	Lien Informatio	on		
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FORD MOTOR C	Redit		-	
Overnight Address (not P.O. Box)			_	
Address			-	
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Phone Number and all information regarding my loan a	account 4			
	iccoura:#	Pompari tentre	Cr Cr	
for IFTWW31P76E Vehiclo Identification Number (VIN)		FORD MOT	DE CORP.	
		Manufacturer's Na		
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FAX TRANSMITTAL FORM

To: Alike Antikainen

From:

Dale Sent: September 25, 2007

CC:

Phone: 1-800-875-3566 Fax 1-868-203-9227 Number of Pages: 8

Message: Hi Mike it took me awhile to get these together. I have been dealing with Novato Ford about my truck since 12/08/06. This is a lifted truck from the dealer that has had major front end problems since about 3000 miles on it. I have been to this dealer at least 6 times, it has been repaired there four times. Each time the repair has failed on the suspension. I involved Ford Customer service and they have told me the warranty is voided because of the modifications. These were done by the dealer not me, I bought this truck this way, I specifically asked if the warranty was still good with the lift, they said yes so I went ahead and bought the truck. Now I have a \$60,000+ vehicle that I feel is a deathtrap waiting to happen. I will go into more detail over the phone at a later date. I feel the dealership defrauded me as well as baited me into buying this vehicle.

Thank you in advance,



FACTORY TRAINED

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6995 Redwood Blyd., Novato, CA 94945 (415) 895-3000 (800) 659-5552

PAGE 1 OF 1

CUSTONER COPY

B.A.R #: AD109228 P & A CODE: 07715 EPA# CAL000296125

22984 08/02/07 FOCS75964 1182 SHAWN MATHEWS 6621 8864999 21,190 DXFORD WHT/ 56021 06/FORD TRUCK/S-DTY F-350 SRW/CREW C 09/02/06 205 NOVATO, CA 1 F T W W 3 1 P 7 6 E 07/30/07 MO: 21190 JORE I CHARGES J# 1 45F0Z OY TECH(S):1231 STEERING/SUSPENSION TECH(S):1231
CUSTOMER STATES THERES A RATTLE NOISE IN THE FRONT END GOING
OVER BUNDS AND VIBRATES CHECK REPORT
REPLACED STEERING BOX REPLACED 2 BOLTS IN FRONT SWAY BAR EXS
TENSION, RETORQUES RADIUS ARM BUSHINGS WARRANTY WARRANTY 6C3Z-3504-A F7AZ-3F823-BA -388898-S WARRANTY WARRANTY WARRANTY 0.00 CORE RETURN FLUID - POWER 03731 SEAL 133624 TOTAL . PARTS JOB# 1 TOTALS-----JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL JOS# 2 CHARGES-----DRIVEABILITY

CUSTOWER STATES WHEN GOYNG UP THE MALSO GRADE TRUCK LACKS POWER DROPS DOWN 2 GEARS CHECK REPORT, POUR GAS MILASE REPROSPANED TOWN MITH NEW UPDATE TEST DRAWE WITH SERVICE MANA GER. UP MALDO GRADE ALL OK AT THIS TIME. INVABLE TO DUPLICATE WARRANTY LACK OF POWER JOB# 2 YOTALS-----JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL TOTAL S..... TOTAL LABOR....
TOTAL PARTS....
TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHS.
TOTAL MISC DISC 0.00 0.00 0.00 0.00 [] CASH [] CHECK CK NO. [[] VISA [] MASTERCARD [] DISCOVER * * [] AMER XPRESS [] OTHER [] CHARGE * TOTAL TAX..... ************************** TOTAL INVOICES 0.00 THANK YOU FOR YOUR BUSINESS!! CUSTONER SIGNATURE DUPLICATE INVOICE **********************

LEND OF INVOICE 103:58pm



6995 Redwood Blvd., Nevato, CA 94945 (415) 895-3000 (800) 659-5552

B.A.R # AD109228 P & A CODE: 07715 EPA# CAL000296125

205

22984 FRAN LENAERTS 1046 1535 12/08/06 FOC569977 8864999 DXFORD WHT/ 06/FORD TRUCK/S-DTY F-350 SRW/CREW C 09/02/06 NOVATO, CA 1 F T W W 3 1 P 7 6 E 12/08/06 NO: 3846 JOB# 1 CHARGES ----FREE OIL & FILTER
OIL AND FILTER FREE SERVICE
CHECK FOR ANY PCH UPDATES
CHANGE OIL AND FILTER FREE SERVICE
CHECKED FOR UPDATES, MONE FOUND J# 1 00F0Z01 TECH(5):1295 INTERNAL INTERNAL INTERNAL TOTAL - PARTS INTERNAL JOS# 2 CHARGES JOS# 1 TOTAL LABOR
J# 2+45F0Z03 SUSPENSION CONCERN TECH(S):1175

CHECK AUD ADVISE CUSTONER STATES EXCESSIVE PLAY IN STEERING FOUND STEERING BOX OUTPUT SHAFT HAD EXCESSIVE PLAY, REPLACED STEERING BOX, BLEED AIR OUT OF SYSTEM. ROAD TESTED OK MARKANTYUNIT PRICE-HARRANTY HARRANTY WARRANTY 0.00 F7AZ-3F823-AA FLUID - POWER 03731 TOTAL . PARTS JOB# 2 TOTALS----JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00 ESTIMATE-CUSTOHER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE DF 40.00 (+TAX) ************************************

PAGE 1 OF 2

CUSTONER COPY

(CONTINUED ON NEXT PAGE) 03:58;m



6995 Redwood Blvd., Novato, CA 94945 (415) 895-3000 (800) 659-5552

B.A.R #: AD109228 P & A CODE: 07715 EPA# CAL000296125

22984

NOVATO, CA

- 5

1046

1535 12/08/06

F0CS69977

8864999

3,836 OXFORD WHT/

/ 56021

06/FORD TRUCK/S-DTY F-350 SRW/CREW C 09/02/06

205

1FTWW31P76E

FRAN LENAERTS

12/08/05

MO: 3845

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

FAGE2 OF 2

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| END OF INVOICE | 103:58pm



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B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000296125

22984

NOVATO, CA

FRAN LENAERTS 1046

5032

03/26/07

FOCS72693

8864999

12,366 OXFORD WHT/ 56021

06/FORD TRUCK/S-DTY F-350 SRW/CREW C 09/02/06

1 F T W W 3 1 P 7 6 E

03/23/07

NO: 12366

205

OR# 1 CHARGES	E STP
# 1 50F0Z19 AIRBAS	TECH(S):1099 MARRANT) ER STATES AIR BAS LIGHT ON, HORN INOP EEL RADIO CONTROLS INOP SERING DEFECTIVE, REFLACED AND TED OK
	COVER AND CONT D461 TOTAL - PARTS 0.00
08# 1 TOTALS	******
03# 2 CHARGES	JOB# 1 JOSEPHAL PREFIX FOCS JOS# 1 TOTAL 0.00
ABOR # 2 01F0104 PERFORM 5,000 MILE INTER AS PER CUSTONER REQUEST PERFORMED SERVICE AS DES FRONT BRAKES AT 11MM AND	SCRIBED ABOVE
ARTS(ITYFP-NUMBER	
	CONTROL NO
IOS# 2 TOTALS	LASOR 59.57 PARTS 80.14 MISC 3.06
OB# 3 CHARGES	JOS# 2 JOURNAL PREFIX FOCS JOS# 2 TOTAL 142,77
ABOR # 3+00F0ZGBATT BATTERY GOOD TESTED BATTERY OK TESTED BATTERY GOOD	TECH(S):1249 INTERNAL
OB# 3 TOTALS	***************************
	JOSÉ 3 JOURNAL PREFIX FOCS JOSÉ 3 TOTAL 0.00
ABOR	TECH(S):1249 INTERNAL
	DAKER COPY (CONTINUED DKI NEXT PAGE) 03:58pm



6995 Redwood Blvd., Novato, CA 94945 (415) 895-3000 (800) 659-5552

PAGE 2 OF 2

B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000295125

FOCS72693

MO: 12366

205

22984	FRAN LENAERT	s 1046	5032	03/26/07	FOCS77
		8664999	12,365	OXFORD WHT/	56021
NOVATO, CA	06/FORD TRUC	K/S-DTY F-350 5	RW/CREW C	09/02/06	
HOVATO, CA	1 FTWW3	1 P 7 6 E			
				03/23/07	
	te me				MO: 1
BRAXES CHECKED AND OK (DISC: OVER 54M) (ORUM: OVER 2MM) BRAXES CHECKED AND OK	r				
JOR# 4 TOTALS		******			
JOB# 5 CHARGES	JOURNAL PREFIX FO	XS JOB# 4 TOTAL	0.00		
LABOR- J# 5+00FDIGTIRE TIRES OK TIRES CHECKED AND OK 7/32" OR SPEATER TIRES CHECKED AND OK	TECH(S):1	249	INTERNAL		
JOR# 5 TOTALS					
30B# 5	5 JOURNAL PREFIX FO	CS JOS# 5 TOTAL	0.00		
ESTINATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTINATE OF \$155.00 (+TAX) CONVENTS FRAN		******************			
TOTALS				14	
[] CASH [] CHECK CK NO. [] [] VISA [] MASTERCARD [] DISCOVER [] AMER XFRESS [] OTHER [] CHARGE		TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL GLO. TOTAL MISC CHS. TOTAL MISC DISC TOTAL MISC DISC TOTAL TAX	59,57 80,14 0,00 0,00 3,06 0,00 6,21		
THAIR TOO FIRE TOOK BUSINESSIT					
CLSTONER SIGNATURE	LE INVOICE	*****	*******		
			1		
				1	

END OF INVOICE 103:58pm

CUSTOMER COPY



6995 Rt. Solod Blvd., Novato, CA 94945 (415) 89.33000 (800) 659-5552

B.A.R. #: AD109228 P& A CODE: 07715 EPA#CAL000296125

22984 NOVATO, CA

JENNIFER ENGLAND 1273 4750

06/29/07

FOCS74956

8864999

18,600 OXFORD WHT/ 56021

06/FDRO TRUCK/S-DTY F-350 SRN/CREW C 09/02/06

205

1 FTWW 3 1 P 7 6 E

06/20/07

MO: 18605

STEERING/SUSPENSION TECH(S):1231
CUSTOMER STATES THE FFONT END SHAKES REALLY BAD, DOES IT
ON EVEN ON FLAT ROADS. CHECK AND ADVISE
INSPECTED AND VERIFIED CUSTOMERS CONCERN. INSTALLED DUAL
STEERING STABILIZER AND RECIECKED, ALL OK AT THIS TIME. J# 1 45F0Z WARRANTY HARRANTY KARRANTY WARRANTY 0.00 TOTAL . PARTS JOS# 1 TOTALS------JOB# 1 JOURNAL PREFEX FOCS JOB# 1 TOTAL 0.00 308# 2 CIURGES TECH(S):9999 ENGINE DIESEL TECH(S):9999
CUSTONER STATES HES ONLY GETTING 7 HILES TO THE GALLON CHECK AND ADVISE
UNABLE TO YERJEY CONCERN INTERNAL JOS# 2 TOTALS..... JOS# 2 JOURNAL PREFIX FOCS JOS# 2 TOTAL JOS# 3 CHARGES-----LABOR ---- J# 3+51FOZ BODY ELECTRICAL TECH(S):1231 CUSTOMER STATES YOU HAVE TO PRESS AND HOLD THE REMOTE BUTTON SEVERAL TIMES BEFORE IT WILL WORK CHECK AND ADVISE INSPECTED FOR CUSTOMERS CONCERN, UNABLE TO VERIFY, WORKS OK INTERNAL EACH TIME. TOTAL - MISC 0.00 JCB₽ 3 TOTALS-----JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

PAGE I OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 63:58pm



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B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000295125

22984

NOVATO, CA

JENNIFER ENGLAND

1273

4750

06/29/07

FOCS74956

18,500 OXFORD WHT/ 56021

D6/FORD TRUCK/S-DTY F-35D SRW/CREW C 09/02/06

8864999

205

1 F T W W 3 1 P 7 6 E

06/20/07

MO: 18605

TOTAL LABOR...
TOTAL SUBLET...
TOTAL SUBLET...
TOTAL G.O.G...
TOTAL HISC CHG.
TOTAL HISC DISC 0.00 0.00 0.00 0.00 0.00 0.00 * [] CASH [] CHECK CK HO. [1 1 VISA [] HASTERCARD [] DISCOVER * * [] AMER XPRESS [] OTHER [] CHARGE * ************************************ TOTAL INVOICES 0.00

THANK YOU FOR YOUR BUSINESS! !

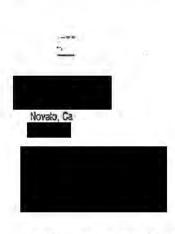
CUSTOMER SIGNATURE

DUPLICATE INVOICE

PAGE 2 DF 2

CUSTONER COPY

I END OF INVOICE 103:58pm



FAX TRANSMITTAL FORM

To: Mide Antikainen

Date Sent October 9, 2007

Phone: 1-800-375-3666 Fax: 1-866-203-9227 Number of Pages: 12

Message: Hey Mike,

Here is the latest stuff regarding my truck. There is one Work Order from Ford of Marin, this is the dealer who would not work on my truck because they said the truck had no warranty. The rest are from Novato Ford. The Latest from Joe Galileo is that the vibration in the floor of my truck is normal and a characteristic of this truck. He says he can't feel it therefore they cannot repair it. The problem is definitely in the left side of the truck. The wheel hopping is present, something else Mr. Galileo says is normal operation for this truck. They now have replaced the steering stabilizers 3 times, trying different models each time. They have gotten better each time, but still not right. The trucks steering box has been replaced 3 times now. The new one has a groan in it. This does not sound normal either. Mr. Gallleo told me that the box needs to be broken in over the next thousand miles or so. I predict it to will fall based on how the truck is acting. I have never met a bigger bunch of lars in my life. This man has even gone as far as slandering me over a phone conversation that I over heard. This truly a bad situation here, they have owed my mom \$192 for over a month now, did not gay off my sisters trade in for over a month, costing here late fees and credit issues. The list goes on and pn, they now threatened my parents with felony charges, my parents want them to make right on what they said and they will then settle a matter of \$750 on my sisters car. They used bait and switch tactics with my sisters loan, wanted to change a trade-in price of my fathers truck after the papers were signed, sold my mom a car telling her there was 2500 miles or so on it and putting that in the loans papers only to find the car had 5900 miles on it at delivery. They then had the audacity to accuse them of driving the car to Arizona over night when it was brought to there attention the next day. So in closing as you can see this dealer is a real plece of work. Anyway I am on my way to Oregon tomorrow so if you have any questions please call me.

Thank you,



6995 Redwood Blvd., Novato, CA 94945 (415) 895-3000 (800) 659-5552

B.A.R. #: AD109228 P&A CODE: 07715 EPA# CAL000296125

22984

NOVATO. CA

JOSEPH GALILEO

1052

8608

10/04/07

FOC577628

8864999

24,842

56021 OXFORD WHT/

06/FORD TRUCK/S-DTY F-350 SRW/CREW C

205

MO: 24871

1 F T W W 3 1 P 7 6 E

09/27/07

09/02/06

JOB# 1 CHARGES J# 1 45FDZ STEERING/SUSPENSION TECH(S):1175 1188 INTERNAL DISTORER STATES MALE DRIVING AND VEHICLE HTTS BUMP OR POT HOLE OR LAYE MARKERS DOTS STEERING MISEL SHIDDERS AND FLOOR HOLE OR LANE MARKERS DOTS STEERING MISEL SHUDDERS AND FLOOR VIBRATES.
CUSTOMER THINKS HORE SO FROM LEFT SIDE.
CUSTOMER THINKS HORE SO FROM LEFT SIDE.
CUSTOMER THINKS HORE SO FROM TIRES CUPPED AND SLIGHTLY CHOPPED AND WORM ON EDGES. SAIN TIRES ON BRLANCE WACHINE, FOUND OUT OF BALANCE AND RIGHT REPAIR THE HAS KALL IN IT AND ONLY 5 POUNDS OF AIR. PER CUSTOMERS REQUEST SUBLET WHEELS AND TIRES TO ABLE THRE FOR THE REPAIR AND REBALANCE OF ALL TOUR WHEELS. RETINSTALLED ON VEHICLE WITH MORN TIRES ON REAR.
ROAD TESTED 6000.
CUSTOMERS CONCERN ABOUT STEERING WHEEL VIBRATION MEN DRIVING OVER POT HOLE OR LARSE BUMPS IN ROADWAY IS NORMAL. INTERNAL INTERNAL JOB# 1 TOTALS-----JOBS 1 JOURNAL PREFIX FOCS JOBS 1 TOTAL JOB# 2 CHARGES-----J# 2 45F0Z10 SUSPENSION NOISE

TECH(S):9999
CUSTOMER STATES COING IN AND OUT OF DRIVEHAYS HEARS CLANKING
MOISE FROM FRONT OF VEHICLE.
CHECKED IN AND OUT OF DRIVEHAYS AT ALL SPEEDS, ROAD TESTED
OVER SPEED BUMPS SEVERAL YIMES, COULD NOT CONFIRM CUSTOMERS
CONCERN.
CHECKED ALL BALL JOINTS, STEERING EEAR, AND ALL FRONT END
CHECKED ALL BALL JOINTS STEERING SALL OK, NO PROSLEM
FOUND.

PAGE 1 OF 3

CUSTOMER COPY

JOS# 2 TOTALS.....

JOS# 3 CHARGES.....

SUSPENSION CONCERN
TECH(S):9999
CUSTORER STATES STEERING MEEL OFF CENTER TO THE RIGHT.
CENTERED STEERING MEEL.
RUM TESTED GOOD.

(CONTINUED ON NEXT PAGE) 03:58pm

JUB# 2 JOURNAL PREFIX FOCS JUB# 2 TOTAL



6995 Redwood Blvd., Novato, CA 94945 (415) 895-3000 (800) 659-5552

B.A.R. #: AD109228 P & A CODE; 07715 EPA# CAL000296125

22984 NOVATO, CA

JOSEPH GALILED

1052

8608 10/04/07 FOCS77628

8864999

24,842

OXFORD WHT/

56021

06/FORD TRUCK/S-DTY F-350 SRW/CREW C

09/02/06

205

1 F T W W 3 1 P 7 6 E

09/27/07

MO: 24871

			16.50	
JOBA 3 TOTALS	-	*****		
JOB# 4 CHARGES	AL PREFIX F	OCS J08#	3 TOTAL	0.00
LASOR J# 4 40F0Z07 BRAKE NOISE CUSTOMER STATES HEARS BRAKE SQUEAK FROM RIGHT FROMT HEEL WILL LOCK UP ON HARD ROAD TESTEB CUCLD NOT CONFIRM, PANIC ST NO LOCK UP. DIRING NORMAL DEPARATION, BR EMIT AN INTERNITTENT SQUEAL OR GROAN IN THIS IS CONCIDENED MORNAL, NO PROBLEM F	TECH(S): RIGHT FRONT STOPS. OPPED VEHICL AKE SYSTEMS	AJID E		INTERNAL
JOS# 4 TOTALS				
JOB# 5 CHARGES JORN	AL PROFIX F	ocs Jos#	4 TOTAL	0.00
LABOR JE 5+70FOZ SIBLET TECH STATES RIGHT REAR TIRE HAS NAIL IN CUPPED AND OUT OF BALANCE CHE TO LACK O REQUESTS SUBLET TO ABLE TIRE FOR REPAIR AND BALAN SUBLET TO ABLE TIRE FOR REPAIR AND BALAN	IT. FRONT T. F ROTATION. EPAIR AND TO	IRES ARE		. 0.00
SUBLETPOBVEND INVE-INV.DATE-DESCRIPTION 53976 120598 10/03/07 REPAIR TIRE	/BAL. ALL 4		- SUBLET	168.75 168.75
308# 5 TOTALS		SUBLE		168.75
308# 5 JOURNA	AL PREFIX FI	ocs JOB#	5 TUTAL	
ESTIMATE				
COMMENTS. HAS RENTAL		*******		

FMCE20#3

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 02:53pm



6995 Redwood Blvd., Novato, CA 94945 (415) 895-3000 (800) 659-5552

B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000296125

22984	JOSEPH	GALILEO	1052	8608	10/04/07	FOCS	77628
		88649	999	24,842	OXFORD WHT/	5602	1
NOVATO, CA	06/FOR	TRUCK/S-D	ry F-350 s	RW/CREW C	09/02/06		205
	1 F T	W W 3 1 P	7 6 E				
			Y , '-		09/27/07		
	E# 99#					MO:	24871
TOTALS		**********	**********				
**************************	*		LABOR	0.00 0.00 168.75			
* [] CASH [] CHECK CK NO. []	*	TUTAL	SUBLET	168.75			
* [] VISA [] MASTERCARD [] DISCOVER	*	TOTAL	MISC CHG. MISC DISC	0.00 0.00 0.00 0.00			
* [] AHER XPRESS [] OTHER [] CHARGE	*	TOTAL	TAX	0.00			
************	rê .	TOTAL	INVOICES	168.75			
THANK YOU FOR YOUR BUSINESS!!							
				× 1			
CUSTONER SIGNATURE	-						

PAGE 3 OF 3

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[END OF INVOICE] 103:SEpril

Printed at 9:16:20 Am or Thursday, October 04, 2007 Workprider = 107925
PO T TERMS
Members 101 6762
9190.00 \$100.00 \$35.00
######################################
ा क्षेत्रकार क्षात्रकार हात क्षात्रक व्यवस्था । वार्ष्ट्रकार व्यवस्था क्षात्रकार । वार्ष्ट्रकार व्यवस्था व्यवस्था ।
020

Page 1 of f



NOVATO FORD 6995 Redwood Bivd.

6995 Redwood Blvd. Phone (415) 895-3000 1-866-508-2222

6995 Redwood Blvd., Novato, CA 94945 (415) 895-3000 (800) 659-5552

NOVATO, CALIFORNIA 94945 B.A.R. REG. # AD109228 B.A.H. #: AD109228 P & A CODE: 07715

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			1	1_			_	1		1	
ERVICE HIS								1	COCH	T/OU DCCODE	TION
DATE	REPAIR ORDER	21190	T 182	1231		SFOZ	ATION	7		SUSPENSION	nen .
06/20/07		18605	1273	1053 1231 9999 1231	W	OFOZ SFOZ 3FOZ 1FOZ			DRIVEABIL	TY SUSPENSION ESEL	
03/23/07	72593	12366	1045	1099	W	OFOZ I	9	4	AIRBAG	1	
	N NO. 1263	WARADICAIO	SE	R V	CE	Ine	DUEDONE	AZT	STATE	REG#3	TA DAMO
	FTWW31P76E	1,000,000,000,000,000	TRUCK/S	DTY F-350	SEVI/CRE	N .			56021		77831
		- 12-12-2	CENTONOLING	2 SCAN	E DOMINAT	000	9/02		205	SUTTER OF SECURE	10/08/
1			DOLOF	25 10000	And the second second	COVINCE	M	7	DEPRENDIQUE	EMPLINEN MELLS	140.00
TA NO	OVATO, CA		RIRBO IMA	RD WHT		VS TAR	AZE.	-	ADNISOTINO.	ACVOLAR	1911
1 HI_	T. S. A.) EC	777			25.2	22	1052	IOSEPH GA	LLEO
1	DUCKE BUSINE	340 H S	I PONCY RATIO	Atte the reper was	ares the moore in	D De done	by you, to	ord	WIND THE PARTY OF	y yes of the recently a debyed so which the correction with so held or other came be of reparts therefor it.	TOTAL START
ORIG	INAL CUSTONER ESTIMATE:	TOTAL					N 6	217		ORK TO BE DO	INE .
	INAL CUSTONER ESTIMATE:	TUTAL				F					
x									PERFERU		
^-	-								UVZN N34	3.4.3	
		ERING/SUSP							PERKEYU Perkoru		
	NER STATES WHEN GOIN ROM FRONT OF VEHICL					1	05 1	44	UKOM ROM		_
	ATED WHEN MAKING SY								PERMINU		
									PERMON		
									PER MOAU		
2 1* 45	FOZO1 STE	ERING CON	FRN					_	PADYL		
CUSTON	IER STATES AFTER HAV	ING STEERING	WHEEL T	URNED A	ND THEN				PEOIL		
ACCELO	RATING STEERING WH	EL LOCKED A	ND WOUL	DNOTRE	TURN.	-			KSPOCTION		
1									USDON BETTEE		
								_	BRAKES E COOLING		
		PENSION CO		di Nazione	3000			uoc			
	IER STATES FEELS VIBI RIVING AT FREEWAY SE							יוניט על	Dit		
YOU FEE	LIT. COULD NOT CONF	IRM ON ROAD	TEST WITH	HSERVICE	E					or DE Mor Lierd And	
	ER, BUT WILL ATTENT T	O CONFIRM W	HILE DIAG	NOSING A	BOVE	ET/BO	Hundon	Was	P & A CODE	CONDOTAL NOW	Ingreopher
LINES.						1 -		1	KONSON WINFFILM	PRATI DCCO	
1							DE WAY	3	AUTHORIC STEAM OF	CATIONATO	MATO CUT
						1	DAN C	1	1 WOI	- 10	64 ·
						C+100	AND ED	27	CLIR HEREN DESCRIPTION	THE THE PERSONNELS OF THE PARTY	Defless style
						ABIRE	DEALS.	1		TA ATHORETIC POCO	
							-	T			294



6995 Redwood Bivd., Novato, CA 94945 (415) 895-3000 (800) 559-5552

B.A.R. #: AD109228 P & A CODE: 07715 EPA# CAL000296125

10/09/07

09/02/06

10/08/07

OXFORD WHT/

FOCS77831

MO: 25235

205

56021

22984 JOSEPH GALILEO 1052 9116 8864999 25,222 06/FORD TRUCK/S-DTY F-350 SRW/CREW C NOVATO, CA 1 F T W W 3 1 P 7 5 E LAROR ... STEERING/SUSPENSION TECH(S):1175
CUSTOVER STATES WHEN GOING IN AND OUT OF ORLYCHAYS, HEARS
MOISE FROM FRONT OF VEHICLE. CONFIGNED ON ROAD TEST, ALSO
DIPLICATED WHEN MAKING SHEEPING LEFT TURN IN INTERSECTION.
CONFIGNED MOISE VERY INTERNITENT. CHECKED AND RETORQUED ALL
MOUNTS AND SUSPENSION, REPOSITIONED SNAY BAR LINKS, ROAD
TESTED COULD NOT DUPLICATE NOISE AT THIS TIME. 进 1 45F0Z JOS# 1 JOURNAL PREFIX FOCS JOS# 1 TOTAL 0.00 3085 2 CHARGES -----STEERING CONCERN

TECH(S):1175

CUSTOMER STATES AFTER HAVING STEERING MIEEL TURNED AND THEN ACCELORATING STEERING MIEEL LOCKED AND WOULD NOT RETURN.

CHEIXED AND FOUND INTERNAL KNOCK SOUND IN STEERING BOX MIEN TURNING STEERING MIEEL BACK AND FORTH. ALSO FELT LOCKESS

MILE DRIVING VEHICLE, REPLACED STEERING BOX AND ROAD TESTED GOOD. STEERING MIEEL STRAIGHT. FINAL ROAD TEST BY SERVICE WARRANTY MARRANTY MARRANTY MARRANTY TOTAL - PARTS 8.00 JCB# 2 TOTALS-----JOS# 2 JOHNHAL PREFIX FOCS JOS# 2 TOTAL JOB# 3 CHARGES-----LABOR SUSPENSION CONCERN TECHIS):9999
CUSTOMER STATES FEELS VIBRATION UNDER DRIVERS FLOOMSOND
WHEN DRIVING AT FREEWAY SPEEDS, THE FASTER YOU GO THE MORE
YOU FEEL IT. COULD NOT CONFIRM ON ROAD TEST WITH SERVICE
HANAGER, BUT WILL ATTEMT TO COMPIRM WHILE DEAGNOSING ABOVE
LIMES.
ALTEMPTED TO CONFIRM VIBRATION ON ROAD TESTS FROM LINE I AND
2. COULD NOT CONFIRM, NOTE REAR TIRES ARE CUPPED AND HAVE
UNEVEN MEAR PATTERN AS NOTED ON PREVIOUS RO 77628. INTERNAL JOB# 3 TOTALS JOS# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

CUSTOMER COPY

PAGE 1 OF 2

[CONTINUED ON NEXT PAGE] 03:02pm



6995 Redwood Blvd., Novato, CA 94945 (415) 895-3000 (800) 659-5552

B.A.R. #: AD109228 P& A CODE: 07715 EPA# CAL000296125

22984

JOSEPH GALILEO 1052 9116

10/09/07

FOCS77831

8864999

25,222

OXFORD WHT/

56021

06/FORD TRUCK/S-DTY F-350 SRW/CREW C

09/02/06

205

IFTWW31P75E

10/08/07

MO: 25235

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THANK YOU FOR YOUR BUSINESS!!

DUSTONER SIGNATURE

DUPLICATE INVOICE

PAGE 2 OF 2

CUSTOMER COPY

I END OF INVOICE 103:00pm



NOVATO FORD

6995 Redwood Blvd. Phone (415) 895-3000 1-866-506-2222

6995 Redwood (415) 895-3000 ECOMMENDED OFFERATION	the same and the s	5552	OVATO, B.A.R	CALIFORN REG. # ADM	IIA 9494	5		2 A A	R. #: AD109 CODE: 07	715	TOTAL
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1 - 11			COLOR	ORD WHT	MD ELT	COTTIL	09/0	2/05	205	EUTANION ME ES	09/27/0
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619 E. Francisco Blvd. San Rafael, CA 94901 415-453-4220 415-453-2198 Fax

SERVICE INVOICE

ARD# AH241097

CAD#98-0884746

באיישונים איי	7208		VICTOR R. MIRAL	324	3370	09/27/07	FOCS 65363
	200		VILIUR R. MIRAL	JUNEAU	2279	COLOR	STOCKING.
					24,763	WHITE/	
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AGE TUF 3		CUSTOMER COPY	CONTINUE	ED ON NEXT PAGE	1 03:54pm	Hopards and Room	a treatment traiter of

619 E. Francisco Blvd. San Rafael, CA 94901 415-453-4220 415-453-2199 Fax

SERVICE INVOICE

ARD# AH241097

CAD# 98-0884746

37208	VICTOR R. MIRAL	324 2279	09/27/07	FOCS 65363
	ug/art so	MEEAGE	S WHITE/	Stoore
	TEAR I WARE I WOOD.		DELIVERY DATE	SUMEN VILLS
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		lyn-	09/21/07	1-05001
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PERFORMED QUALITY CONTROL INSI	PECTION		1	
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ASOR. If 7-99Fozebatt Sood Battary Battery test Good	TECH(5):229	INTERNA	L	
IDB# 7 TOTALS	************	2		
3069 8 CANSES	7 JOURNAL PREFIX FOCS JOSE	7 TOTAL 0.0		
LABCY # 8-99F0ZGEK LIGHT REPAIR YOU SHOULD HAVE YOUR BRAKES CH	TECH(S):229 ECXED ON A REGULAR BASIS!	INTERCA	1	
X89 8 TOTALS				
J08# 9 CHARSES	B JOURNAL PREFIX FOCS JORE	8 TOTAL 0.0		
LABOR 19 9-99-FOZSTIRE LIGHT WEAR FOR BEST PERFORMANCE, HAVE YOU	TECH/C1-220	INTERNA	Ĺ	
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J09	9 JOURNAL PREFIX FOCS JOBS	9 TOTAL 0.0	0	
CONVENTS- CAC TANNY 866-631-3738 X7105 DISTONER TAXING VEHICLE TO NOVATO FORD TO A	TTEHET TO REPAIR	*********		
PACE 2 OF 3 CUSTOMER CO	PPY [CONTINUED	ON NEXT PAGE 03:54 µm	Angula and Erynal	LE COUNTRIE SPECIAL O DO

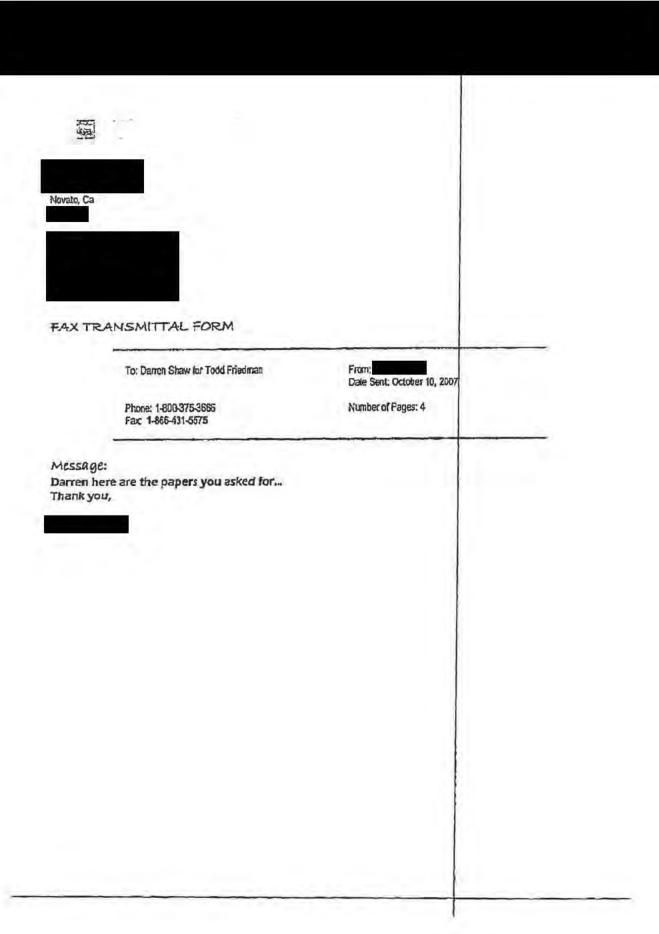
619 E. Francisco Blvd. San Rafael, CA 94901 415-453-4220 415-453-2199 Fax

SERVICE INVOICE

ARD# AH241097

CAD# 98-0884745

SLAND DEDGE	ADVISOR	1000	PROCESSATE	AVCCC NO.
37208	VICTOR R. A	IRAL 324 227	9 09/27/07	FOCS65363
	1		763 WHITE/	COLUMN WALES
IOUATO CA	06/FORD TRL	ICK/S-DTY F-350 SRW/CR	EW C	
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	Atzm.	Rais	09/21/07	MARS ON
19171 1-016	els more consens		103/57/01	UD: 2470
TALS				NO: 2476
WARNING*WARNING***WARNING** L. AREAS OF THIS DEALERSHIP WANT TO THE STATE OF CALIFOR O BIRTH DEFECTS OF OTHER RE- ILSE CHENICALS ARE CONTAINED ID ACCESSORIES OFFERED FOR S WOOLTTS AND HATERIALS USED TO O THE MISSICHS, TUMES, AND LITATIONS, EMPLOYEE AND GIES IT NOT LIMITED TO, THE OPEN HICLES, AND THE USE OF TOBA ***WARNING****WARNING****WARNING****WARNING***********************************	CONTAIN CHENICALS NIA TO CAUSE CANCER PRODUCTIVE MARK. IN VEHICLES AND PARTS ALE AND IN SOME OF THE O MAINTAIN THE PROPERTY, SHOKE FROM BUSINESS Y ACTIVITIES, INCLUDING. TION AND SERVICING OF MOTOR CCU PRODUCTS.	TOTAL LABOR TOTAL PARTS TOTAL PARTS TOTAL SUBLET TOTAL HISC CHG. TOTAL HISC DISC TOTAL HISC DISC TOTAL TAX TOTAL INVOICE S	0.00 0.00 0.00 0.00 0.00 0.00	
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AGE 2 OF 3	CUSTONER COPY	(EMD OF INVOICE (03:54)	m Byade and Byan	



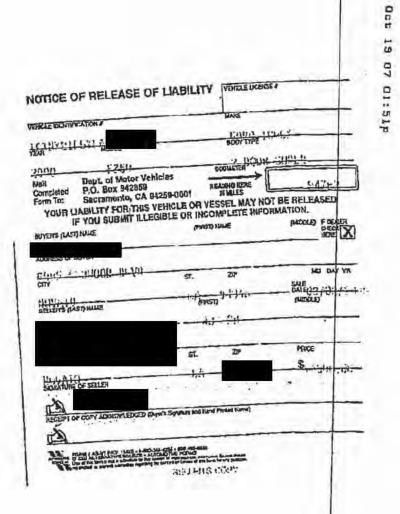
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AGREEMENT TO	FURNISH INSURANCE POLICY	-
	HICLES BALES CONTRACT AND SECURITY AGREEMENT)	

							Date 119/12/12/1111	_
Seller: HC+/+TU	Link	4.5				_		_
-May Mil	Libita			3.1				
The undersigned buyer(s) (if	hilly and save	rally referred to herein	as Buyer	") and Beller	entered into a moto	r valucia	sales contract and security agre	ement
		14.2		olem with	STREETHER		20 20	115
("Contract") dated as of				- 00A 01 -	111 461 141	-		
The vehicle thorein purchase	Contract of the contract of	described as follows:			Body		Vehicle Identification N	to
Year	Make		Model	-	-	1.514		O.
2006	torn	TRUCK	SOLA	7 350	CREE EVI	1 SIGE	ACTIVITIES	
Buyer promises to deliver to	Seller or Sell	ere assinnee vähla	10				days from the dat	o of this
Agreement a duly execute	d policy of in	surance covering the	Volticle	and which	complies in all res	pects w	ith the insurance requirements	
Contract								
Ins. Co. AAA			-	_ Ageni _				
ALIGHES OF AGENT - PINEET			city		AVAILE		ARTUPA PRIVATE TRAILIER	
Policy No				Exp. Date	NAME .		1907577444	
Dela s reas DAMA						Me	Deductible C	alitelan
If Bruse falls to deliver and	contable not	cu of locumnon within	the time s	coerified abo	no Seller or lis no	large ch	tall be free (but not required) to	nraduc
Annual was not a maked and he	- the Chadles of	ne to appealed man.	affine Acces	-A- of C-No	a maderiles Canin	at and i	analigable but II Called or lin a	SHEIRON
procure insurance. Buyer	agrees to pay	any and all costs at	Brame for	such es e	offection Immediate	eniuna	in percent and it was continued in the continued in a continued in the continued in a continued in the conti	rect en
the Vehicle and other prop	edy purchase	d under the Contract,	and lo p	rolect, inden	mily, delend, and t	old har	niess Sever, and its assigness,	. again:
any cost, expense, claim of	liability rolate	d to or arising out of s	uch dame	igo or the us	e, maintenance, or	operatio	in of the Vehicle or other proper	ty.
NOTICE TO BUYER: The		1	oss Pays	141 141 P	the Phelips to	PHUA	()	
NOTICE TO BUYER: This	Agraament d	ces not authorize the	ordering	of Public U	ability or Property	Damag	ge insurance. chicle only and will not include	a Puhil
Liability or Property Dan	nealiteni agar	6. (2) 115" 1	att in i	La Mille A. M	11 41. vill held	11-[14]	1fi	4.1.4.4.1
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				<u>(C.</u>	COSUMERS A DILATURA			

FORM NO. F120 (New BICO) (All Mone Car Derive Forms, Inc.
Force and recipied express root in those and page or implied a breviage of the service. Express of larger complements

TO CHOER TO 1-800-669-3676



P. 3

OUR PURPOSE IS TO PROVIDE A UNIQUE AND POSIT TEXPERIENCE BY COMPLETELY SATISTYING ALL CLIENTS' EXPECTAL. 'NS WITH INTEGRITY, HONESTY AND GENUINE CONCERN.

Stock# ______

3

PLUS TAX, LIC, DOC & SMOG FEES.

POSTED PRICES ARE <u>BEFORE</u> ANY APPLICABLE REBATES.

Lifetime tire Rotation \$ 150
every 10,000 miles
No Charge Diagnostic \$ 300
Annual Salety Inspections \$ 400
Service Discounts \$ 300
Car Rental for Warranty Service \$ 300
Extra for next trade-in \$ 500



PE13-014 000640LCPV

OPTIONAL PRODUCTS AND SERVICES DISCLOSURE Euyer Nome(s) Stole Contract Date חריםווו אחמבו בווי בר FORD TRUCK 2006 S-DIY 5-311 SPH IFTENSIF7GE I/We, the undersigned, acknowledge: . The charges for each of the services/products described will be included and separately itemized in the retail installment sal contract accompanying the purchase of the above described vehicle. These services/products are not required as a condition to purchase the vehicle or to obtain financing. This document was presented to us/me prior to the execution of the retail installment sale contract. Optional Services/Products Price O Optional Service Contract(s): (1) N/A (2) E/A N/A O Optional Debt Concellation Agreement (GAP) !! /A H/A O Optional Theft Deterrent Device(s): (1) N/A MA (2) N/A N/A O Optional Surface Protection Product(s): (1) N/A N/A (2) H/A A/H O Optional Vehicle Contract Cancellation Option Agreement H/A O Optional Insurance Product N/A N/A H/A Total Installment Payment EXCLUDING Listed Items: Installment Payment INCLUDING Listed Items: 758 03/02/2006 Co-Buyer's Signature FORM (I. AS-602 (REV. 5/06) 02/006 ALTERNATIVE SOURCE - ORDER TOLL FREE 1-800-344-4255 Lite of the lord is not contact for the contact of ingular parts of the lord is not contact or calcular the contact of the lord is not contact or calcular the contact of the lord is not contact or calcular the contact of the lord is not contact to calcular the contact of the lord is not calcular to calcular the contact of the lord is not calcular to calcular the calcu

To: Darren Shaw From: Fx: 1.866-431-5575 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 PLANMED 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 PRYMENT OF RENEWAL FRES. 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 ***********

REGISTRATION CARD VALID FROM: 09/30/2007 Tq: 09/30/2008 YR NODEL MAKE YR 1ST SOLD VLF CLASS TYPE VEH TYPE LIC LICENSE MUNBER FORD 2006 2006 LN 32P BOOM TYPE MODEL CM RC UNLADENTG/CGX VEHICLE ID NUMBER NW 2 F 06964 1FTWW31P76B DATE ISSUED TYPE VEHICLE USE CC/ALCO OT FEE RECVO PIC COMMBRCIAL 09/28/07 21 09/28/07 B PR EXP DATE: 09/30/200 REGISTERED OWNER APDUNT PAID \$ 545.00 AYCUNT DUE AMOUNT RECVO 545.00 CASH : CHCK : 545,00 NOVATO CRDT : CA FORD MOTOR CRDT CO 260 INTERSTATE N PKWY NW ATLANTA GA 30339 דהב החב בה החבובהה החים רב דהב המספחה זה משכונים שבר

Standard Claims List For Model Year 2006

Note: All Costs are in US Dollars

VIN	VEH	MKT		VER SERIES	DRIVE TYPE	CD CD	TRS	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC CPSC_6	PREF	BASE	SUFI	VRT	VRT ROW	vrg	ccc	CD DIS
TETWW31P7GE	7/17	F	T/BC	T/CD	T/E	AI	T/BE	TAYB	14- SEP- 2005	02- SEP- 2006	172035	USA	4	5001 110201	6C3Z	3504	٨	SIO	S10	V87	N58	33 3830
AWS Claim Key:	241278	2 Tex Co	ule:	1	Labor	Hrs:	3	Labor	Cost:	316.96	Material (Cost:	721.83	Total Cost:	1038.75	7						
Dir Cd-Sub Cdi	07715-	• Nanie:	NOV/ MERO	TO FOR	DLINC	OLN	Ph:	415-89	24286	St: CA	Ctry Cd:		USA	Reg Cd:	NA	Repr I	late:08	DEC-	Doc #:069	77702		10
Cust Comments:	CHECK	ANDA	DVISE	CUSTON	ER STA	TES	EXCE	SIVE I	LAYI	N STEE	RING											Tq,
Tech Comments:	FOUNI	STEER	ING BO	X OUTP	UTSHA	FT H.	AD EX	CESSIV	E PLA	Y, REP	LACED ST	EERIN	G BOX	, BLEED AIR C	UT OF	YSTEM	. ROA	D TES	TED O	K		
IFTWW31P76E	T/F7	F	T/BC	T/CD	T/E	Al	Т/ВЕ	T/YB	14- SEP- 2005	02- SEP- 2006	172035	USA	7	5R14 110602	5C3Z	14166	4 AA	S08	S08	V05	525	42 1236
AWS Claim Key:	322139	6 Trx Co	de:	E84	Labor	Hrs:	1.2	Labor	Cost:	126.78	Material (Cost:	50.41	Total Cost:	177.19						1.3	
Dir Cd-Sub Cd:	07715-	Name:	MERC	TO FOR	D LINCO	אוכ	Ph:	415-89	24286	St: CA	City Cd:		USA	Reg Cd:	NA	Repr E	pate:23- 2007		Doc #:072	59301	3	da.
Cust Comments:	CHECK	ANDA	DVISE	CUSTOM	ER STA	TES.	AIR B	AG LIG	HT ON	HORN	INOP CRU	ISE IN	OP, ST	EERING WHEI	LRAD	O CON	rrols	INOP				di
Tech Comments:	TESTE	D AND F	סעעט	CLOCK!	PRING	DEFI	CTIV	e, Repi	ACED	ANDR	ESTORED	COLU	MN AN	D TESTED OK					_			
1FTWW31176E	T/F7	F	T/DC	T/CD	TÆ	AI	T/BE	TYYB	SEP-	02- SEP- 2006	172035	USA	01	5N01 110301	5C3Z	3E651	D	S13	510	V89	N22	07 1860
AWS Claim Key:	399080	Tra Co	de:	E84	Labor	Hrs:	.9	Labor	Cost:	98.22	Material (ast:	133.84	Total Costs	232.06							
TITO DIMINITATELY	M715 (Names	MERC	TOFOR	LINCO	LN	Ph:	415-89	24286	St: CA	Ctry Cd:		USA	Reg Cd:	NA	Repr D 2007	ate:20	JUN-	Doc #:0749	5601	9	.1
	0//15-					CHIA	VEC D	VIIA	DAD	DOES I	CON EVEN	IONF	LATRO	DADS, CHECK	AND A	VISE						day,
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Dir Cd-Sub Cd:	CUSTO	-					ONCE	TYYB :	STALL 14- SEP-		al Steer)			Sem America		3504	K ATT			V87	N58	13 2119
Dir Cd-Sub Cd: Cust Comments: Feel: Comments:	CUSTO INSPEC	TED AN	D VER	FIED CU	T/E	RS C	ONCE T/BE	TYYB	TALL 14- SEP- 2005	02- SEP- 2006	172035	USA	12	Sem America							3.J	3 2119

Tech Comments:	REPLA	CED ST	ERUNG	BOX,R	EPLACI	D 2 B	OLTS	IN FRONT S	YAY BA	R EXS TE	VSION	RETO	RQUES RADIU:	SARMB	USHING	S					
IFTWW311761	TVP7	F	T/BC	T/CD	T/E	ΛI	T/BE	1V- T/YB SEP- 2005	02- SEP- 2006	172035	USA	12	2G05 031405	•	RECAL	·	S12	S11 V	46	D35 4	2 211
AWS Claim Keyt	4217574	Trx Ce	det	E84	Labor	Hrs:	1.1	Labor Cost:	120.05	Material (Cest:	0	Total Cost:	120.05							
Dir Cd-Sub Cd:	07715-	Name:	NOVA	TO FOR	D LINC	OLN	Plu	415-8924286	St: CA	Ctry Cd:		USA	Reg Cd:	NA	Repr D 2007	ate:30-	IUL	Doc #:07596	402		
Cust Comments:	CUSTO	MER ST	ATES V	VHEN O	OING U	PTHE	WAL	SO GRADE T	RUCK L	ACKS PO	VER D	ROPS	DOWN 2 GEAR	SCHEC	K REPOR	RT, PO	OR G	AS MILA	GE		
Teel Camments:				WITH N POWER		DATE	TEST	DROVE WIT	H SERV	CE MANA	GER,	UP WA	LDO GRADE A	LLOKA	THIS '	TIME	NAB	LETO			
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the state of the s	4747700	Trs Co	de:	E84	Labor	Hrs:	2.3	Labor Cost:	251.03	Material	Costs	543.73	Total Costs	794.76							
AWS Claim Key:	TIRTERAZZ		NOVA	TO FOR	DLINC	OLN	Ple:	415-8924280	SI: CA	Ctry Cd;	_	USA	Reg Cdi	NA	Repr D	ate:08-	ост,	Doc #:07783	107	.11	
AWS Claim Key: Dir Cd-Sub Cd;	07715-*	Names	MERC	URY			J. Holl	ASCHRET AND		a DIVISION					FAGE			. meas . up			
	07715-*	MER ST	MERC		AVING	STEE	RING	VHEEL TUR	NED AN	D THEN A	CCEL	DRATIN	NO STEERING	WHEEL !		AND	WOU			40	ox.

Any comments?

Krohn & Moss, Ltd.

(Arisona, California, Florida, Georgia, Illinois, Indiana, Missouri, Nevada, Ohio, Wisconsin) 5055 Wilshire Blvd Suite 300

Los Angeles, CA. 90036

WWW. brohuandmoss.comMER AFFAIRS

SECTION

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California Illinois

Writer's Direct Number (323) 988-2400 Writer's Direct Facsimile (866) 431-5575 Writer's Direct E-Mail thiodman@consumerlawcenter.com

September 27, 2007

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

RE:

Ford Motor Company

Vehicle:

2006 FORD F350

VIN:

1FTWW31P76E

Our File No.: L07083625A

Dear Sir or Madain:

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:

> Defective steering as evidenced by an excessive play in the steering, as evidenced by fluid leaking from front of the vehicle;

- Defective steering and electrical as evidenced by an illumination of airbag light, inoperable horn, and inoperable cruise;
- Defective steering and suspension as evidenced by shaking of the front end badly, and rattling noise in the front end over humps;
- 4. Defective fuel system as evidenced by a low mileage, 7 mpg;
- 5. Defective transmission as evidenced by lack of power going uphill and poor fuel economy; and
- 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,

Todd Friedman Attorney at Law

TF/ec

All Action Details for Issue

Print

VIN: 1FTWW31P768 Name

Issue Type: 04 REGION

Year: 2006

Owner Status: Original

Issue Status: CLOSED

Symptom Desc: AXLE CONCERNS ALL/4 WHL DRIVE NOISE/CHATTER Reason Desc: WARRANTY - VEHICLE REPLACEMENT REQUEST

Initial Customer Contact: 08/22/2007

Model: F-SERIES SUPER DUTY

Case: 1640112337

WSD: 2006-09-02 Primary Phone: Secondary Phon

Action: WARRANTY DISPUTE VEHICLE REPLACEMENT REQUEST

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 22511 MI Analyst Name: MATTHEW CUSICK (MCUSICK1)

Action Date: 08/21/2007

Comm Type: PHONE Analyst: MCUSICK1

Action Time: 18.00.04.440

Origin Desc: US CONCERN CASE BASE

Action Data: No

Comments CUSTOMER SAID: = CUST CALLING TO REQUEST THAT HIS TRUCK GETS A WHOLE NEW FRONT END OR THAT FORD BUYBACK HIS VEH-CUST IS NOW TAKING HIS VEH IN FOR A 5TH TIME FOR THE SAME CONCERN-CUST CAN HEAR A NOISE WHEN TURNING AND WHEN HE IS GOING UP A HILL OR INCLINE LIKE A DRIVEWAY=THE VEH ALSO HAS A LOSS OF POWER WHEN GOING UP A HILL=CUST WANTS THE VEH REPAIRED OR REPLACED === DEALER SAID: NOVATO FORD LINCOLN MERCURY6995 REDWOOD HIGHWAY NOVATO, CA 94948TEL: (415) 892-4286=NONE==== CRC ADVISED; I HAVE DOCUMENTED YOUR CONCERNS AND AM SENDING YOUR INFORMATION TO OUR CUSTOMER CARE SOLUTIONS TEAM, YOU WILL BE CONTACTED BY A CUSTOMER CARE SPECIALIST TO DISCUSS YOUR CONCERNS. THIS DOES NOT GUARANTEE THAT FORD WILL BUYBACK YOUR VEHICLE. FORD 'S COMMITMENT IS TO HONOR THE NEW VEHICLE LIMITED WARRANTY*** NOTE TO CSR IF CUSTOMER IS REQUIRING A TIMEFRAME PROVIDE 2-5 BUSINESS DAYS.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 22511 MI Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 08/22/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE Analyst: TCRISTIA

Action Time: 15.32.37,383 Action Data: No

Comments ***CCS TAMMY EXT 7105**MADE OBC TO THE DEALERSHIP AND LM ON VM FOR SM JOE PROVIDIBG TOLL FREE NUMBER AND REQUESTED A RETURN CALL. MADE OBC TO THE CUSTOMER AND LM ON VM PROVIDING TOLL FREE NUMBER AND REQUESTED A RETURN CALL. SET A FOLLOW UP FOR WED 8-29-07 BY 5:00 PM PST

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY Odometer: 22511 MI

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 08/23/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE Analyst: TCRISTIA

Action Time: 15.42.54.702 Action Data: No

Comments *** CCS TAMMY EXT 7105**** RECEIVED A MESSAGE ON MY VM STATING THE CUSTOMER'S VEHICLE IS NOT AT THE DEALERSHIP.

Action: TRANSFER ISSUE

Dealer: 07713 HENRY CURTIS FORD-MERCURY

Odometer: 22511 MI

Comm Type: PHONE

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

https://web.cudl.dealerconnection.com/Issues/CuDLIssueActionsAllPrint.asp?Action=ActionList&Event=... 10/4/2007

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 08/29/2007

Analyst: TCRISTIA

Action Time: 19.12.48.380 Action Data: No

Comments ***CCS TAMMY EXT 7105**** MADE OBC TO THE CUSTOMER AN HE SAID WHENEVER HE HITS ANY POTHOLES THE FRONT END OF THE VEHICLE SHAKES AND WORBLES. THE CUSTOMER SAID HE WANTS THE FRONT END AXLES AND SUSPENSION REPLACED. THE CUSTOMER ALSO HAS A CONCERN WITH THE FUEL ECONOMY HE STATED HE IS GETTING 6-10. MPG, THE CUSTOMER SAID HE HAS TAKEN THE VEHICLE TO THE DEALERSHIP 5 TIMES IN THREE MONTHS AND THE CUSTOMER IS BEING TOLD THIS IS A NORMAL OPERATING CHARACTERISTIC. INFORMED THE CUSTOMER THAT IN ORDER TO MAKE A REPAIR WE DO NEED TO GET A DIAGNOSIS. THE CUSTOMER DECIDED TO GET A SECOND OPINION AND WILL CALL HENRY CURTIS AND MAKE AN APPT, INFORMED THE CUSTOMER I WOULD ASSIST WITH A RENTAL WHILE HIS VEHICLE IS AT THE DEALERSHIP, SET A FOLLOW UP FOR FRIDAY 9-7-07 BY 5:00 PM PST

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07713 HENRY CURTIS FORD-MERCURY

Odometer: 22511 Mi

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 09/10/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE

Analyst: TCRISTIA

Action Time: 19.41.35.524 Action Data: No

Comments ***CCS TAMMY EXT 74105*** MADE OBC TO THE CUSTROMER AND HE WILL MAKE AN APPOINTMENT AND CALL TO LET ME KNOW WHEN AND WHERE HE IS TAKING THE VEHICLE. WILL FOLLOW UP TUESDAY 7-18-07 BY 5:0 PM PST

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07713 HENRY CURTIS FORD-MERCURY

Odometer: 22511 MI

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 09/18/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE Analyst: TCRISTIA

Action Time: 17.05.58.016 Action Data: No

Comments ***CCS TAMMY EXT 7105***MADE OBC TO THE CUSTOMER AND HE IS TAKING THE VEHICLE TO FORDOF MARIN THURSDAY. THE CUSTOMER IS REQUESTING RENTAL ASSISTANCE, MADE OBC TO THE DEALERSHIP AND SPOKE TO VICTOR TO LET HIM KNOW I WOULD COVER THE RENTAL WITH A P98 CODE AND REQUESTED THE SERVICE DEPT TO CONTACT THE TECH HOTLINE, SET A FOLLOW UP FOR THURSDAY 5-20-07 BY 5:00 PM PST

Action: TRANSFER ISSUE

Dealer: 06046 FORD OF MARIN

Odometer: 22511 MI

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA Action Date: 09/18/2007

Comm Type: PHONE

Analyst: TCRISTIA

Action Time: 17,07.49.276 Action Data: No

Comments ***CCS TAMMY EXT 7105*** TRANSFER TO FORD OF MARIN

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 06046 FORD OF MARIN

Odometer: 22511 MI

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 09/20/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE Analyst: TCRISTIA

Action Time: 19.54.54.613 Action Data: No

Comments ***CCS TAMMY EXT 7105***MADE OBC TO THE DEALERSHIP AND SPOKE TO SA VICTOR. THE CUSTOMER STATES HE PURCHASED THE VEHICLE FROM ANOTHER DEALERSHIP WITH A LFT KIT. THE VEHICLE HAS A 8-10 INCH LIFT. THE SERVICE DEPT WILL CONTACT THE TECH HOTLINE FOR SUGGESTIONS. SET A FOLLOW UP FOR MONDAY 9-24-07 BY 5:00 PM PST

https://web.cudl.dealerconnection.com/Issues/CuDLIssueActionsAllPrint.asp?Action=ActionList&Event=...

10/4/2007

Action: AWAITING ASSISTANCE - TECHNICAL HOTLINE

Dealer: 06046 FORD OF MARIN

Odometer: 22511 MI Analyst Name: HALL, JAMIE Action Date: 09/24/2007

Comm Type: VISIT Analyst: J-HALL52

Action Time: 13.52.39.302

Origin Desc: DEALER

-5- - -

Action Data: No

Comments CUSTOMER CAME INTO OUR DEALERSHIP AFTER HAVING BEEN AT NOVATO FORD MULTIPLE TIMES. NO SATISFACTION WAS GIVEN TO CUSTOMER REGARDING THE REPAIR OF HIS VEHICLE. VEHICLE HAS BEEN LIFTED AND AT THIS TIME FORD'S RESPONSE TO CUSTOMER IS THAT THERE CAN BE NO WARRANTY REPAIRS PERFORMED ON VEHICLE DUE TO THE FACT THAT IT HAS BEEN ALTERED FROM FACTORY STOCK.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 06046 FORD OF MARIN

Odometer: 22511 MI Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 09/24/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE Analyst: TCRISTIA

Action Time: 19.32.05.283 Action Data: No

Comments ***CCS TAMMY EXT 7105*** MADE OBC TO THE DEALERSHIP AND SPOKE TO SM JAMIE, THE CUSTOMER HAS A 8 TO 10 LIFT ON THE VEHICLE, TECH HOTLINE WAS CONTACTED. CUSTOMER STATES HE PURCHASED THE VEHICLE THIS WAY. THE CONCERNS THE CUSTOMER IS HAVING MAY BE RELATED TO THE LIFT KIT THAT WAS INSTALLED. MADE OBC TO THE CUSTOMER TO LET HIM KNOW THIS MAY NOT BE A WARRANTABLE REPAIR DUE TO THE MODIFICATION. THE CUSTOMER WAS IS REQUESTING A VEHICLE REPLACEMENT AND I INFORMED THE CUSTOMER OUR OBLIGATION IS TO ENSURE THE VEHICLE IS OPERATING PROPERLY, THE CUSTOMER SAID HE WOULD NEVER BUY ANOTHER FORD, MADE OBC TO SELLING DEALER NOVATO AND SPOKE TO SM JOE, HE IS WILLING TO INSPECT THE VEHICLE AND ASKED THAT I REFER THE CUSTOMER OVER. MADE OBC. TO THE CUSTOMER AND ASKED HIM TO TAKE THE VEHICLE TO NOVATO AND HE AGREED. SET A FOLLOW UP FOR THURSDAY 9-27-07 BY 5:00 PM PST MADE OBC TO NOVATO AND LM ON VM I WOULD ASSIST WITH A RENTAL

Action: TRANSFER ISSUE

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 22511 MI Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 09/24/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE

Analyst: TCRISTIA

Action Time: 19,33,39,991 Action Data: No

Comments *** CCS TAMMY EXT 7105*** TRANSFER TO NOVATO FORD

Action: DOCUMENT ADDITIONAL INFORMATION Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 22511 MI

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 09/25/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE Analyst: TCRISTIA

Action Time: 16.12.46.747 Action Data: No

Comments *** CCS TAMMY EXT 7105*** RECEIVED A CALL FROM SM JAMIE STATING THE CUSTOMER CAME IN TODAY STATING HE WAS GOING TARNISH THE DEALERSHIP'S REPUTATION, SM JAMIE HAS TALKED TO SM JOE REGARDING THE CUSTOMER AND JAMIE WILL CONTACT THE CUSTOMER AND LET HIM KNOW THAT DUE TO THE MODIFICATION HE NEEDS TO TAKE THE VEHICLE TO NOVATO FOR THE REPAIR.

Action: DOCUMENT ADDITIONAL INFORMATION

https://web.cudl.dealerconnection.com/Issues/CuDLIssueActionsAllPrint.asp?Action=ActionList&Event=... 10/4/2007

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 22511 MI

Analyst Name: CRISTIANO (TCRISTIA). TAMALLA

Action Date: 09/25/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE

Analyst: TCRISTIA

Action Time: 17.26.29.053 Action Data: No

Comments *** CCS TAMMY EXT 7105*** THE SERVICE MANAGER AT FORD OF MARIN HAS ADVISED THERE IS AN AFETR MARKET LIFT KIT AND A AFTER MAKRET EXHAUST SYSTEM.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 22511 MI

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 09/25/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE

Analyst: TCRISTIA

Action Time: 17.43.36.928 Action Data: No

Comments *** CCS TAMMY EXT 7105*** MADE OBC TO THE CUSTOMER AND EXPLAINED HE HAS A 3/36 THAT CAME FROM FMC WITH HIS VEHICLE, THERE IS A 5/100,000 ON THE 6.0 ENGINE COMPONENETS. ANY MODIFICATION TO THE VEHICLE ARE NOT COVERED UNDER THE FACTORY WARRANTY. I ADVISED THE CUSTOMER TO TAKE THE VEHICLE TO NOVATO FORD FOR HIS CONCERNS TO BE ADDRESSED AND HE DECLINED. WILL REVIEW WITH ZM.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 22511 MI Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 09/26/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE

Analyst: TCRISTIA

Action Time: 12,43,29,758 Action Data: No

Comments ***CCS TAMMY EXT 7105*** MADE OBC TO 2M AND LM ON VM STATING THE CUSTOMER IS REFUSING TO PICK UP HIS VEHICLE FROM FORD OF MARIN. AND THE CUSTOMER IS REFUSING TO TAKE THE VEHICLE TO THE DEALERSHIP THAT MODIFIED THE VEHICLE, MODIFICATION WILL NOT BE COVERED UNDER FACTORY WARRANTY. THE CUSTOMER WANTS OUT OF THE IS VEHICLE SO HE CAN PURCHASE A CHEVROLET, THE CUSTOMER SAID HE WOULD NEVER BUY ANOTHER FORD. THE CUSTOMER STATED THAT IF I DID NOT PROVIDE THE RESOLUTION HE WAS SEEKING HE WOULD GO OVER MY HEAD, IN FACT HE WAS GOING TO EMAIL A FRIEND THAT WORKS FOR FORD REGARDING THIS UNSATISFACTORY EXPERIENCE, SEEKING TO FIND ZM'S OPINION REGARDING CASE,

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 22511 MI Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 09/26/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE Analyst: TCRISTIA

Action Time: 14.43.10.783 Action Data: No

Comments ***CCS TAMMY EXT 7105*** RECEIVED A MESSAGE ON MY VM FROM ZM STATING IN THIS CASE THIS IS THE CORRECT COURSE OF ACTION.

Action: DOCUMENT ADDITIONAL INFORMATION Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 22511 MI

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 09/26/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE

Analyst: TCRISTIA

Action Time: 19.58,14.523 Action Data: No

Comments ***CCS TAMMY EXT 7105***MADE OBC TO THE DEALERSHIP AND SPOKE TO SM JOE, HE HAD A MEETING EARLIER

https://web.cudl.dealerconnection.com/Issues/CuDLIssueActionsAllPrint.asp?Action=ActionList&Event=...

10/4/2007

TODAY WITH THE CUSTOMER AND ASKED HIM TO BRING THE VEHICLE BACK TO NOVATO FOR A DIAGNOSIS. THE SM SAID HE WOULD GET EVERYBODY AT THE DEALERSHIP INVOLVED TO ENSURE A SUCCESSFUL RESOLUTION. INFORED THE SM I WAS GOING TO ASK THE CUSTOMER TO BRING THE VEHICLE TO NOVATO AND FMC WILL NOT COVER ANY RENTAL EXPENSES AFTER TODAY. MADE OBC TO THE CUSTOMER AND HE WAS UNABLE TO TALK BECAUSE HE WAS AT A BALL GAME, ASKED THE CUSTOMER TO CALL ME AT HIS CONVENIENCE OTHERWISE I WOULD CALL HIM THURSDAY 9-27-2007 BY 5:00 PM PST

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Comm Type: PHONE

Odometer: 22511 MI Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 09/27/2007

Analyst: TCRISTIA
Action Time: 16.49.40.754 Action Data: No

Comments ***CCS TAMMY EXT 7105*** RECEIVED A MESSAGE ON MY VM FROM THE CUSTOMER STATING HE RETAINED AN ATTORNEY AND FMC WILL BE RECEIVING A LETTER WITHIN A FEW DAYS. THE CUSTOMER ASKED THAT I CALL HIM AND PROVIDE A RESOLUTION.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 22511 MI Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Action Date: 09/27/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE Analyst: TCRISTIA

Action Time: 17.14.41.158 Action Data: No

Comments ***CCS TAMMY EXT 7105*** MADE OBC TO THE CUSTOMER AND LM ON VM PROVIDING TOLL FREE NUMBER AND REQUESTED A RETURN CALL. SET A FOLLOW UP FOR FRIDAY 9-28-07 BY 5:00 PM PST

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 22511 MI Analyst Name: CRISTIANO (TCRISTIA),TAMALLA

Action Date: 09/27/2007

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE Analyst: TCRISTIA

Action Time: 17.48.52.869 Action Data: No

Comments ***CCS TAMMY EXT 7105*** MADE OBC TO THE CUSTOMER TO PROVIDE THE RESOLUTION. JAMIE THE SERVICE MANAGER AT FORD OF MARIN HAS STATED HE THINKS THE CUSTOMER'S CONCERN IS DIRECTLY RELATED TO THE LIFT KIT THAT WAS INSTALLED AFTER IT LEFT THE FACTORY. INFORMED THE CUSTOMER HE HAS A 3 YR / 36,000 MILE BTB WARRANTY THAT WOULD COVER DEFECTS DUE TO MATERIAL OR WORKMANSHIP. THE BTB WOULD NOT COVER MODIFICATIONS MADE TO THE VEHICLE AFTER IT LEFT THE FACTORY. NOVATO FORD HAS AGREED TO DIAGNOSE THE CUSTOMER'S VEHICLE AND ADDRESS HIS CONCERNS AS APPROPRIATE. THE CUSTOMER IS REFUSING TO PICK UP HIS VEHICLE UNLESS HE RECEIVES THE INFORMATION I PROVIDED TODAY IN WRITING. I INFORMED THE CUSTOMER THAT IF HE DOES NOT PICK UP HIS VEHICLE WITHIN A REASONABLE PERIOD TIME HE MAY BE CHARGED A STORAGE FEE. ENSURED THE CUSTOMER HAD A UNDERSTANDING OF THE RESOLUTION PROVIDED. THE CUSTOMER STATED HE RETURNED THE RENTAL VEHICLE TODAY. THE CUSTOMER REQUESTED A SUPERVISOR CALL HIM AND I PROVIDED A 48 HR TIME FRAME, SENT REQUEST TO TL PAUL, NO FURTHER ACTION REQUIRED.

Action: DOCUMENT INFORMATION AND CLOSE CONTACT

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 22511 MI

Analyst Name: GUSTKE (PGUSTKE),PAUL Action Date: 09/28/2007 Comm Type: PHONE

Analyst: PGUSTKE Action Time: 13.49.59.143 Action Data: No.

Action Date: Vol20/2007 Action Date: No. 45.05.145 Action Date: No.

Comments LCCS PAUL X 7240***SUP ESCALATION FIRST ATTEMPT**OBC TO CUST TO DISCUSS VEH CONCERNS -- CUST STATES

https://web.cudl.dealerconnection.com/Issues/CuDLIssueActionsAllPrint.asp?Action=ActionList&Event=... 10/4/2007

NUMEROUS CONCERNS WITH THE FRONT END AND STEERING SYSTEM ON VEH - CUST STATES WHEN HITTING A BUMP THERE IS A SEVERE VIBRATION —CUST STATES THAT THE DLR HAS ADV HIM DUE TO THE AFTERMARKET MODIFICATIONS DONE TO THE VEHICLE(LIFT AND TIRES) THE REPAIRS ARE NON WARRANTABLE—CUST STATES HE IS SEEKING FOR FMC TO REPAIR OR REPURCHASE THE VEH DUE TO SAFETY CONCERN AND THE VEH WAS SOLD TO HIM MODIFIED—ADV CUST THAT I UNDERSTAND FRUSTRATIONS—ADV CUST THAT FMC IS NOT RESPONSIBLE FOR AFTERMARKET MODIFICATIONS—ADV CUST THAT HE WOULD HAVE TO ADDRESS THE MATTER WITH THE SELLING DLR—ADV CUST THAT UNTIL THE VEH IS RETURNED TO STOCK FMC CANNOT PROVIDE ASSISTANCE—ADV CUST THAT DLRS ARE INDEPENDENT BUISNESS—CUST ADV UNACCEPTABLE RESOLUTION AND WILL NEVER PURCHASE ANOTHER FORD AND WRITE IN A LETTER—ADV CUST THAT IT IS UNFORTUNATE HE FEELS THAT WAY—THANKED CUST FOR TIME***CLOSE CASE AS CUST HAS RECEIEVED RESOLUTION **NO FURTHER ACTION NEEDED BY CCST*

Ford Confidential

OASIS RESULT: 1FTVW31P76E

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10/04/2007 10:19:13 FCXW5446



VEHICLE INFORMATION

VEHICLE DESCRIPTION 2006 F-SERIES TRANSMISSION

BODY STYLE F-350 CREW CAB 4X4 AXLE CODE

ENGINE 6.0L DIESEL DI V8 ENGINE CALIBRATION 6F710D0A



TORQSHIFT

WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT



ARN MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS: BEFORE REPLACING FUEL INJECTORS FOR COLD ENGINE OPERATION SEE TSB 07-05-04 BEFORE REPLACING 6.0L TURBOCHARGER OR VGT SOLENOID REFER TO 07-16-01 BEFORE REPLACING HIGH PRESS. PUMP FOR HARD START OR OIL LEAK, SEE TSB 06-17-06



GENERAL WARRANTY INFORMATION

WARRANTY START DATE 09/02/2006

BUILD DATE 09/14/2005

SALE MILEAGE 00205



OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND



EXTENDED COVERAGES

0994 - USA 2006 NEW 60/60,000 PTRAINCARE WIROADSIDE

STANDARD DEDUCTIBLE: 100 USD

OWNER NAME:

OPTIONS:

EXPIRATION DATE: 09/02/2011

DISTANCE: 60,000

RENTAL: 28 UP TO 10 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 40919

ESP CONTRACT START DATE: 09/02/2006



WARRANTY REPAIR HISTORY

07/30/2007

http://www.vrcp.fordtechservice.dealerconnection.com/vdirs/oasis/oareq.asp?backto=NONTAB&from=C... 10/4/2007 DEALER: Novato Ford Lincoln Mercury

WARRANTY CLAIM NUMBER:

ODOMETER: 021190M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
6C3Z 3504A	GEAR ASY-STEERING	001	3504A	33	LOOSE PART
F7AZ 3F823BA		006	3001A		
388898S		002	3001A6		

REPLACED STEERING BOX, REPLACED 2 BOLTS IN FRONT SWAY BAR EXS TENSION, RETORQUES RADIUS ARM BUSHINGS

07/30/2007

DEALER; Novato Ford Lincoln Mercury

WARRANTY CLAIM NUMBER:

ODOMETER: 021190M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
RECAL	ECC PROCESSOR RECAL	000	12650D	42	DOES NOT OPERATE PROPERLY
		000	12650DX1		
		000	12650D45		
		000	MT12A650		

REPROGRAMED TCM, WITH NEW UPDATE, TEST DROVE WITH SERVICE MANA GER, UP WALDO GR ADE ALL OK AT THIS TIME, UNABLE TO DUPLICATE LACK OF POWER

06/20/2007

DEALER: Novato Ford Lincoln Mercury

WARRANTY CLAIM NUMBER:

ODOMETER: 018600M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CODE	CONDITION DESC
5C3Z 3E652A	BRACKET-STRG SHOCK	001	3651A	07	IMPROPERLY ADJUSTED/FITS POORLY
5C3Z 3E651D	ABSORBER-STEERING SH	001	12651D		
OSP		001	12651DX1		
		000	12651D2		

INSPECTED AND VERIFIED CUSTOMERS CONCERN. INSTALLED DUAL STEERING STABILIZER AND RECHECKED, ALL OK AT THIS TIME.

03/23/2007

DEALER: Novato Ford Lincoln Mercury

WARRANTY CLAIM NUMBER

an/	SMETED.	012366M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
5C3Z 14A554AA	AIR BAG CLOCK SPRING	001	14056D	42	DOES NOT OPERATE PROPERLY
		000	14056D6		

TESTED AND FOUND CLOCK SPRING DEFECTIVE, REPLACED AND RESTORED COLUMN AND TE STED DK

12/08/2006

DEALER: Novato Ford Lincoln Mercury

WARRANTY CLAIM NUMBER

ODOMETER: 003836M

http://www.vrep.fordtechservice.dealerconnection.com/vdirs/oasis/oareq.asp?backto=NONTAB&from=C... 10/4/2007

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
6C3Z 3504A	GEAR ASY-STEERING	001	3504A	33	LOOSE PART
F7AZ 3F823AA		003	3001A		
		000	3001A1		

FOUND STEERING BOX OUTPUT SHAFT HAD EXCESSIVE PLAY, REPLACED STEERING BOX, B LEED AIR OUT OF SYSTEM. ROAD TESTED OK

Click Here for Full Warranty History

END OF OASIS REPORT FOR 1FTWW31P76E

Report Applies to Country Code: USA

http://www.vrep.fordtechservice.dealerconnection.com/vdirs/oasis/oareq.asp?backto=NONTAB&from=C... 10/4/2007

erver Name : AWS New Prod AWSPPRDDG Claims loaded through 03-OCT-2007Server Name : AWSPPRDDG

ANALYTICAL WARRANTY SYSTEM

Home | Overview | Statistics | Documentation | Download | Online Reports | Utilities | Contact Us

Standard Claims List For Model Year 2006

lote: All Costs are in US Dollars

WS Claim Key:	-	DERIV	CAB	VER SERIES	DRIVE	PLT	TRS	ENG	PROD	DATE	SELLING DEALER	SELL	TIS	WCC CPSC_6	PREF	BASE	SUFF	VRT	VRT ROW	VFG	CCC		DIST (Miles)
WS Claim Blave	F/F7	I.	T/BC	T/CD	TVE	11	T/BE	T/YB	14-SEP- 2005	02-Skp- 2006	172035	USA	4	5001 110201	6C3Z	3504	٨	S10	S10	V87	N58	3 3	1836
ALC: CHARITE WAY	2412783	Trx Code	8	1	Labor H	rs;	3	Labor	Costs	116.96	Material Costs		721.83	Total Cost:	1038.79								
ir Cd-Sub Cd:	07715-	Names	NOVAT	O FORD LI	исоги		Ph:	415-89	24286	SI: CA	Ciry Cd:		USA	Reg Cd:	NA	Repr D 2006	ate:08	DEC-	Doc #:06997	7702			
ust Comments:	CHECK .	AND ADV	ISE CUST	OMER STA	TES EXCE	SSIVE	PLAYI	NSTEE	RING														
ech Comments:	FOUND:	STEERING	BOX OU	TPUT SHA	FT HAD E	XCESSI	VE PLA	Y, REP	LYCED &	TEBRING B	OX, BLEED All	OUT	OF SYST	em. Road te	STED O				_				
TWW31P76L	TAT	P	T/BC	T/CD	T/E	Αī	T/BE	T/YB	14-SEP- 2005	02-SEP- 2006	172035	USA	7	5R14 110602	5C3Z	14A664	ΑΛ	S08	508	VDS	525	12	12366
WS Claim Key:	3221396	Trx Code		E84	Labor H	rs:	1.2	Labor	Costs	126.78	Material Costs		50.41	Total Cost:	177.19								
r Çd-Sub Cd:	07715-	Namet	NOVATO	O FORD LI	NCOLN		Ph:	415-89	24286	St: CA	Ctry Cd:		USA	Reg Cd:	NA	Repr D 2007	ate:23	MAR-	Doc #:07265	301			
ist Comments:	CHECK	AND ADVI	SE CUSTO	OMER STA	TES AIR B	AG LIC	HTON	, HORN	INOP CR	UISE INOP	STEERING WE	TEEL R	ADIO CO	NTROLS INO)				-50				
ech Comments:	TESTED	AND FOU	ND CLOC	K SPRING	DEFECTIV	/g, rep	LACED	AND R	ESTORE	COLUMN	AND TESTED	OK	=										
TWW31P766	T/F7	F	T/BC	T/CD	T/E	Al	TVDE	т/үв	14-SEP- 2005	02-SEP- 2006	172035	USA	10	5N01 110301	5C3Z	3E651	D	\$13	S10	V89	N22 -	n	18600
VS Claim Key:	3990801	Tra Code	1	E84	Labor H	s:	.9	Labor	Cost:	98.22	Material Costs		133.84	Total Cost:	232.06								
r Cd-Sub Cd:	07715-*	Names	NOVATO	FORD LI	NCOLN		Ph:	415-89	24286	St; CA	Ctry Cd:		USA	Reg Cd:	NA	Repr D 2007	ate:20	-אטא-	Doc #:07495	601			
ist Comments:	CUSTOM	ER STATE	S THE FR	ONT END	SHAKES	REALLY	BAD,	DOES I	TONEVE	N ON FLA	FROADS, CHE	KAND	ADVIS	E									

10/5/2007

IFTWW3IP76	r/F7	F	T/BC	T/CD	T/E	AI	T/BE	T/YB	14-SEP- 2005	02-SEP- 2006	172035	USA	12	5001 110201	6C3Z	3504	A	S10	S10	V87	N58	33	21190
AWS Claim Key:	4217575	Trx Code:	7 -7	E84	Labor II	13;	2.3	Labor	Costs	251.03	Material Costs	1 1	737.99	Total Cost:	989.02								
Dir Cd-Sab Cd:	07715-*	Name:	NOVATO MERCUR		NCOLN		Pht	415-89	24286	StiCA	Ctry Cds		USA	Reg Cd:	NA	Repr Da 2007	te:304	IUL-	Doc #:0759	5401			
Cust Comments:	CUSTON	ER STATE	STHERES	A RATTI	E NOISE	IN THE	FRONT	END G	OINGOY	ER DUMPS	AND VIBRATE	SCHE	K REPO	DRT									
Feel Comments:	REPLAC	ED STEERI	NG BOX,	EPLACEI	D 2 DOLTS	INFR	ONTSW	AY BA	REXSTE	NSION,RET	ORQUES RAD	US AR	M BUSH	INGS									
IFTWW31P76E	T/F7	F	T/BC	T/CD	TVE	٨١	T/BG	T/YB	14-SEP- 2005	02-SEP- 2006	172035	USA	12	2G05 031405		RECAL	•	S12	SII	V46	D35	42	21190
		F Trx Code:		T/CD E84	T/E Labor II		T/BE	T/YB	2005		172035 Material Costs		12	2G05 031405 Total Cost:	120.05	RECAL	•	S12	SII	V46	D35	42	21190
IFTWW31P76E AWS Claim Key: Dir Cd-Sub Cd:		Trx Code:		E84 FORD LD	Labor II				2005 Cost:	2006			0		120.05 NA	RECAL Repr Da			S11 Doc #:0759		D35	42	21190
AWS Claim Key:	4217574 07715-*	Trx Code:	NOVATO MERCUR	E84 FORD LIN Y	Labor II	rs:	I.I Phr	Labor 415-892	2005 Cost: 24286	2006 120.05 Str CA	Material Costs		0 U\$A	Total Cost:	NA	Repr D: 2007			Doc		D35	42	21190

ny comments?

BBB AUTO LINE



January 3, 2008

DONNA GOFF FORD MOTOR COMPANY 1320 S BABCOCK STREET MELBOURNE FL 32901

Re:CAM15 vs Ford Motor Corporation

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,

Donna Patterson at Extension 506

BBB AUTO LINE



December 4, 2007

DONNA GOFF FORD MOTOR COMPANY 1320 S BABCOCK STREET MELBOURNE FL 32901

Re:cam2 vs Ford Motor Corporation 1FTWW31P76E

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,

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



Date: 12/04/2007

ACCEPTANCE OR REJECTION OF DECISION

Case Number:

100	Customer: State: CA	
В	Business: Ford Motor Company	
1	Mfr-Info: 6700 CA 1FTWW31P76E	
	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	
	ou may want to return this form via certified mail or fax to our office at 1.703.247.9700. Please call asse specialist to confirm receipt of your signed form.	your
It	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 ALLINE. I may have the right to enforce the decision in court or pursue other legal remedies und state or federal law. 	
Y(You must do the following if you are accepting a repurchase or replacement award: 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)		
2)	Indicate the date you have done this:	_
2)	Indicate the date you have done this:	_
2)	Indicate the date you have done this:	_

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

Case Number: FRD0756716

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	ed:

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



CASE NUMBER

CUSTOMER NAME

LP ANALYST BRENDA BENNING

> CDSID BBENNIN1

TYPE
Add to Previous Closed Case File

Attn: Brenda Benning

Here are the docs requested in the

I apologize for the time it has taken, but here they are.

Have a great weekend.

Darin Shaw Attorney, Not yet admitted to the bar Krohn & Moss, Ltd 5055 Wilshire Blvd Suite 300 Los Angeles, CA 90036 (323) 988-2400 ext. 230 (office) (866) 431-5575 (Fax) web: www.krohnandmoss.com

Lago I ULL

7JIBA064 NHL Report#:

Received: 10/09/2007

Date:

Reviewed Status: CCRG/EPRC:

2006,F350 4X4,CRW

Build Date: 09/14/2005 Vehicle: CAB, PICKUP, 1FTWW31P76E

Calibration: 6F710D0A 6.0L DI Odometer: 25,222 M Engine:

A/C: YES Transmission: 5R110W DSL Axle:

(415) 892-Dealer: USA 07715 Novato Ford Lincoln Mercury Phone#: 4286

California Novato State: Country: USA City:

JOHN MEFFERD Originator:

3 03 1 50 CHASS., STRG/HANDLING, FUNCTION, HIGH EFFORT Symptom:

Status:

VFG: **V87 STEERING**

Additional HIGH STEERING EFFORT. Symptom: Fix: Causal Component:

Condition Code:

> Hotliner: RNELSO28 Regn Cd: W2 San Francisco Phone: 000 317-9376

Engineering: Phone: TAR:

DIr Contact: JOHN MEFFERD Phone: 415 892-4286 Title Cde: T

KOEO: KOEC: KOER:

10/09/2007 04:06PM RICHARD NELSON MSS - FCSD - TECH SVC HOTLINE REPAIR

WEB FORM DATA: DESCRIPTION OF VEHICLE CONCERN: HARD TO STEER AT

DEAD

STOP DIAGNOSTICS ALREADY COMPLETED: VERIFY HARTS REPLACED:

NONE TECHNICIAN QUESTION: IS THIS A NORMAL CONCERN FORM QUESTION:

WERE YOU ABLE TO VERIFY THE CONCERN? ANSWER! YES FORM QUESTION:

THERE AN APPROPRIATE PINPOINT TEST IN THE WSM FOR THIS CONCERN? ANSWER: NO FORM QUESTION: WAS THE PINPOINT TEST FOLLOWED? ANSWER:

NO CALL DATA; JOHN REPORTS THAT THE GEARBOX HAS BEEN REPLACED AND NOW THERE IS HIGH STEERING EFFORT, VEHICLE DOES HAVE OVER SIZED TIRES.

TIE ROD ENDS AND BALL JOINTS HAVE BEEN INSPECTED AND NO ISSUES ARE NOTED.

RECOMM 10/09/2007 04:06PM RICHARD NELSON MSS - FCSD - TECH SVC HOTLINE

> JOHN I'D LIKE TO RECOMMEND A 1000 MILE BREAK IN PERIOD FOR THIS NEW GEARBOX. ALSO OVER SIZED TIRES MAY AMPLIFY A SCRUB RADIUS CONCERN. WITH LARGER TIRES THE SCRUB RADIUS MAY EFFECT THE TIRES ROLLING WHEN

https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES RptSummaryBottom... 11/19/2007

TURNING DUE TO THE AMOUNT OF TIRE MAKING CONTACT WITH THE GROUND. FOR

SCRUB RADIUS THE FRONT TIRE HAVE TO ROLL ON THE GROUND WHEN THE STEERING WHEEL IS TURNED. THE TIRES ARE BEING TURNED IN SUCH A TIGHT

HALF CIRCLE, THE STEERING HAS TO OVER COME THE FRICTION OF THE ROAD SURFACE TO BE ABLE TO TURN THE WHEELS. JOHN YOU CAN TRY LIQUID SOAP

UNDER THE WHEELS TO SEE IF THIS MAKES A DIFFERENCE.

Requester: BBENNIN1

Ford Proprietary, Private

19-Nov-2007

Retention: None

Report Summary Server: ECCWS413

https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES_RptSummaryBottom... 11/19/2007

hp LaserJet 9050mfp series



(4)	Call Report			_		
ford 3133373 Nov-19	2007 09:09 AM					
Job	Date/Time	Туре	Identification	Duration	Pages	Result
6661	Nov-19-2007 09:08 AM	Send	918664315575	0:44	2	Success
		facsimile transmitta	The state of the s		Z.	
		Ye: Todd Friedman, 1	Krohn & Moss, Ltd. Fac: 866	431-5575		
			Ford Communex Affairs Date: 11/	19/07		
			06 Ford P-350 Pagest: 2		-	
		CC: Notes:				
			you may reach me by phone at (313)	845-5213 or by fax at (80	55) 627-	
		7594.	,		100	
		100				
					1	
					1	
	E375	7.55.7 2.33.7	W. Wassan		\$	
	HUNAU					
		The Parket Hills	en Friday			
	(Salara and the salara				
					AC 111 - A0	

facsimile transmittal



To:	Todd Friedman, Krohn & Moss, Ltd.	Fax:	866 431-55	75
From:	Brenda Benning, Ford Consumer Affairs	Date:	11/19/07	
Re:	2006 Ford F-350	Pages:	2	
CC:				
Notes:				
If you r	need to contact me, you may reach me by p	hone at (313) 845-52	3 or by fax at (888) 627-
7594.				



SENT VIA U.S. FAX

November 19, 2007

Todd Friedman Krohn & Moss, Ltd. 5055 Wilshire Blve. Suite 300 Los Angeles, CA 90036

RE: 2006 F-350

VIN: 1FTWW31P76E

Dear Mr. Friedman:

We are in receipt of your November 16, 2007 correspondence regarding concerns pertaining to the above-mentioned vehicle. We have thoroughly reviewed the claim and after conducting an investigation have concluded that we are unable to offer assistance at this time. From our investigation it appears that all of the concerns were repaired within a reasonable number of repair attempts. In Ford's good faith judgment, the subject vehicle does not qualify for a repurchase nor any other form of monetary compensation.

Thank you for the opportunity to review this concern. If you have questions regarding this issue, please contact me at (313) 845-5213.

Respectfully yours,

Brenda Benning Consumer Affairs



CASE NUMBER

CUSTOMER NAME

LP ANALYST Brenda Benning

> CDSID BBENNIN1

New Case File

KROHN& MOSS

def5122218 9095



5055 WILSHIRE BLVD., SUITE 300 LOS ANGELES, CA 90036

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

facsimile transmittal



To:	Todd Friedman, Krohn & Moss, Ltd.	Fax:	866 431-5575
From:	Brenda Benning, Ford Consumer Affairs	Date:	10/3/07
Re:	2006 F-350,	Pages:	1

CC:

Notes:

I am in receipt of your letter dated 9/27/2007. If you have not already done so, please forward the following documents into our office:

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

In addition, if a vehicle refund is being requested, please have your client fill out and sign the authorization listed below.

"I authorize	to release the payment history and loan balance for my my in order to process said refund transaction".
(X)	Acct#_
Lending Institution's Phone#	

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

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 845-5213 or by fax at (888) 627-7594.

hp LaserJet 9050mfp series



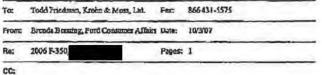
Fax Call Report

1

ford 3133373167 Oct-03-2007 02:14 PM

Job	Date/Time	Type	Identification	Duration	Pages	Result
6179	Oct-03-2007 02:13 PM	Send	918664315575	0:33	1	Success





377

Modern

I sent in receipt of your letter dated 9/17/2007. If you have not already done so, please forward the

following documents into our office:

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

In addition, if a vehicle relimit is being requested, please have your elect fill out and sign the authorization listed below.

"I authorize to release the payment history and loss balance for my 2006/F-350 to Ford Motor Company in order to process said refund transaction".

CO. ______Accept.

Lending Institution's Phone#

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

If you need to contact me or have additional information to submit, you may reach me by phone of (313) 845-5213 or by fax at (818) 627-7594.

PE13-014 000673LCPV

Web .		-		
Deal	OF	I I D	121	
Uca	120		LON	

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code	
W2-SAN FRANCISCO	72-SAN FRANCISCO	C	E0A	07715	F72035	
Dealer Name:	NOVATO FORD LIN	COLN MERCURY	1			
Dealer Address:	6995 REDWOOD H NOVATO CA 94945					
Dealer Main Phone:	415-892-4286					

Position	Employee Name
DEALER/PARTNER	ALI M OMOOMY
PARTS MANAGER	JASON M ROSSETTI
SALES MANAGER	RYAN A CASTILLO
SALES MANAGER	MARSHALL YOUNG
SALES MANAGER	ALMIR CRNOVIC
SERVICE MANAGER	JOE GALILEO

Ford Confidential

Report#:

7IUBG002 NHL

Received: 09/21/2007

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle:

2006,F350 4X4,CRW CAB,PICKUP,1FTWW31P76E

Axle:

Build Date: 09/14/2005

Odometer:

24,763 M

Engine: 6.OL DI Calibration: 6F710D0A

YES

Transmission:

5R110W DSL

USA 06046 Ford of Marin

Phone#:

A/C:

(415) 453-4220

City:

Dealer:

San Rafael

State:

California

Country: USA

Originator:

CHRIS CAMICIA

Symptom:

3 03 3 53 CHASS., STRG/HANDLING, VIB./SHIMMY, OVER BUMPS

Status:

VFG:

V89 RIDE & HANDLING

Additional Symptom:

SHIMMY HITTING BUMPS

Fix:

Causal Component:

Condition Code:

Hotliner: RBOUNDS1

Phone: 000 317-7077

Regn Cd: W2 San Francisco

Engineering:

Phone:

TAR:

Dir Contact: CHRIS CAMICIA

Phone: 415 453-4220

Title Cde: T

KOEO: KOFC:

KOER: REPAIR

09/21/2007 12:43PM RANDALL BOUNDS MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: STEERING WHEEL OSILATION WHEN HITTING BUMPS ON HIGHWAY, ALSO SUSPENSION NOISE GOING IN AND OUT OF DRIVEWAYS. DIAGNOSTICS: ROAD TEST TECH OUESTION: THIS TRUCK HAS AN 8 OR 10 INCH LIFT, IT WAS SOLD THAT WAY AT ANOTHER DEALER THEY HAVE BEEN UNABLE TO FIX THE PROBLEM, FORD CUSTOMER SERVICE WAS CONTACTED AND HE WAS TOLD TO TAKE TRUCK TO ANOTHER STORE. (NOTE: HE NEVER MENTIONED TO FORD CUSTOMER SERVICE THAT THE TRUCK WAS A MODIFIED VEHICLE). THERE ARE VERY FEW FORD PARTS LEFT IN THE FRONT END OF THIS TRUCK, I DO NOT BELIEVE THAT THERE IS ANYTHING I CAN DO TO REPAIR THIS TRUCK. IT IS DEFINATELY NOT A WARRENTABLE CONCERN. ANY SUGESSTIONS OR INPUT?

RECOMM

09/21/2007 12:43PM RANDALL BOUNDS MSS - FCSD - TECH SVC HOTLINE TSB 07-10-10 PROCEDURE TO MINIMIZE STEERING WHEEL OSCILLATIONS ON IMPACTS - SOME MINOR OSCILLATION WHICH WOULD BE CONSIDERED NORMAL MAY

https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES_RptSummaryBottom.asp?CurrReportNbr=71...

10/4/2007

REMAIN HELLO CHRIS, SINCE THIS IS A MODIFIED VEHICLE, THERE IS NO AVAILABLE RECOMMENDATION FOR AFTERMARKET SUSPENSION CONCERNS. IF AND ONLY IF THE CUSTOMER RETURNS THE VEHICLE TO OEM AND THE CONCERN IS STILL PRESENT, REFER TO TSB 07-10-10. ON THIS TSB PAY SPECIAL ATTENTION TO TIRE PRESSURE AND SUSPENSION FASTENER TORQUE. THESE TWO ITEMS ARE EXTREMELY IMPORTANT. IF YOU HAVE ANY QUESTIONS OR ADDITIONAL INFORMATION PLEASE GIVE US A CALL AT THE HOTLINE.

Requester: BBENNIN1

Server: ECCWS413

4-Oct-2007

Report Summary

Ford Proprietary, Private

Retention: None

https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES_RptSummaryBottom.asp?CurrReportNbr=7I... 10/4/2

Report#:

7IUBE001 NHL

Received: 09/21/2007

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle:

2006,F350 4X4,CRW CAB,PICKUP,1FTWW31P76E

Axle:

Engine:

Build Date: 09/14/2005

Odometer :

24,763 M

6.OL DI

6F710D0A

Transmission:

5R110W DSL

A/C: YES

Calibration:

Dealer:

USA 06046 Ford of Marin

Phone#:

(415) 453-4220

City:

San Rafael

State:

California

Country: USA

Originator:

CHRIS CAMICIA

Symptom:

6 14 5 93 DRVABL, LOSS OF POWER, ACCELERATION, ALL ENGINE TEMP

Status:

VFG:

V44 POWERTRAIN MALFUNCTION

Additional Symptom:

MODIFIED VEHICLE

Fix:

Causal Component:

Condition Code:

Hotliner: BHAZZAR1

Phone: 000 248-2921

Regn Cd: W2 San Francisco

Engineering:

Phone:

TAR:

Dir Contact: CHRIS CAMICIA

Phone: 415 453-4220

Title Cde: T

KOEO:

KOER:

REPAIR

09/21/2007 12:33PM BEN HAZZARD MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: LOSS OF POWER, NOT DUPLICATED DIAGNOSTICS: NONE TECH QUESTION: MODIFIED VEHICLE, ---CAT REMOVED, LARGER EXAUST, 8 TO 10 INCH LIFT KIT. I JUST WANTED TO DOCUMENT THIS TO YOU GUYS...

NOTE: TRUCK WAS SOLD THIS WAY BY ANOTHER DEALER, (SUPPOSEDLY),

RECOMM 09/21/2007 12:33PM BEN HAZZARD MSS - FCSD - TECH SVC HOTLINE

CHRIS, I WILL OPEN A REPORT AND DOCUMENT YOUR FINDINGS. THANK YOU FOR

THE INFORMATION ON THE VEHICLE.

https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES_RptSummaryBottom.asp?CurrReportNbr=7I... 10/4/2007

Requester: BBENNIN1 Report Summary Server: ECCWS413

Ford Proprietary, Private

4-Oct-2007 Retention: None

https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES_RptSummaryBottom.asp?CurrReportNbr=71... 10/4/2007

Prin!

VIN: 1FTWW31P76E Name:

MOSCHIOL PRICE PRINC - CHEL

Year: 2006

Owner Status: Original

Model: F-SERIES SUPER DUTY

Case:

Symptom Desc: STRG/HANDLING FUNCTION EXCESSIVE PLAY

Reason Desc: LEGAL - OTHER ATTORNEY DEMAND

Issue Type: 07 LEGAL

Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Origin Desc: CONSUMER AFFAIRS - LITIGATION

PREVENTION-FD

WSD: 2006-09-02

Primary Phone:

Secondary Phor

Odometer: 22511 MI

Comm Type: INBOUND MAIL-

OTHER

Analyst Name: JACKSON (CJACKS84), CELESTE

Analyst: CJACKS84

Action Date: 10/03/2007

Action Time: 11.52.53.685

Action Data: Yes

AS STEERING, AIRBAG LIGHT, HORN AND CRUISE INOPERABLE, FRONT END SHAKING, RATTLING NOISE IN FRONT END OVER BUMPS, FUEL SYSTEM, AND TRANSMISSION.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name

Data Value

NAME OF LAW FIRM ATTORNEY NAME

ATTORNEY PHONE NUMBER ANALYSTID

KROHN & MOSS **TODD FRIEDMAN** 3239882400 BBENNIN1

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 22511 MI

Comm Type: OUTBOUND FAX-OTHER

Analyst Name: Analyst: BBENNIN1 Action Date: 10/03/2007 Action Time: 15.01.36.220

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Data: No

Comments LPA SENT ATTORNEY ACKNOWLEDGEMENT LETTER.

Action: CLOSING COMMENTS - NO RESPONSE TO OFFER

Dealer: 07715 NOVATO FORD LINCOLN MERCURY

Odometer: 22511 MI

Comm Type: OUTBOUND FAX-OTHER

Analyst Name:

Analyst: BBENNIN1

Action Date: 10/22/2007 Action Time: 09.01.27.142

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Data: No

Comments LPA DID NOT RECEIVE ANY REQUESTED DOCUMENTS FROM ATTORNEY TO REVIEW CLAIM.

Ford Confidential

https://web.cudi.dealerconnection.com/Issues/CuDLIssueActionsAllPrint.asp?Action=ActionList&Event... 10/22/2007

KORPER & SHEFTER

RENÉ KORPER BRET A SHEFTER ONSUMER APPAIRS BERRY LANE SUITE 200 VALENCIA, CA 91355 TEL (661) 362-0729 FAX (661) 362-0729

7 SFP 10 A10:21

September 1, 2007

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

Re: V. Ford Motor Company

Vehicle: 2005 Ford F350 VIN#: 1FTWW33P05E

To Whom It May Concern:

Please be advised that Korper & Shefter represents the interests of concerning his 2005 Ford F350. In accordance with the Magnuson-Moss Warranty – Federal Trade Commission Improvement Act {15 U.S.C. § 2301 et seq. Mr. hereby requests that you repurchase the subject vehicle, based on the following facts:

- Mr. purchased the vehicle new on or about February 11. 2005, from Butler Ford, Inc., in the city of Ashland, Oregon. The vehicle came with express and implied warranties as defined in the Magnuson-Moss Act.
- 2. The vehicle is not fit for the ordinary purposes for which it was purchased, in that it has exhibited a substantial defect in the vehicle's suspension/steering that has required repeated warranty repairs. This defect substantially impairs the use, value, and safety of this vehicle to Mr.
- Ford has had a reasonable opportunity to repair this defect, either directly or through its agents.

Mr. is entitled to full restitution, to date, as follows:

Actual Damages to Date:	
Amount paid and payable	\$71,541.04
Rental expenses	\$ 1,225.35

Insurance	\$ 3,553.00
Total Actual Damages	\$76,319.39

Mr. hereby makes an offer to settle for his actual damages, plus \$6,750.00 in attorney's fees, costs, and expenses. Ford will take possession of the vehicle.

It is especially important that you direct your immediate attention to this matter as the subject vehicle is not presently safe to drive.

Once you have made the opportunity to review this matter, please advise us as to whether you wish to discuss settlement or defend. Please respond to this settlement demand no later than 30 days from the above date. Please do not communicate directly with our client with regard to this matter, and forward all communications to this office.

Very truly yours,

KORPER & SHEFTER

RK/mer encl. Repair orders Purchase contract Rental receipts Insurance face sheets

cc:

Server Name: AWS Production- Claims loaded through 05-OCT-2007

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 09-OCT-2007

Note: All Costs are in US Dollars Server Name: AWS Production- Claims loaded through 05-OCT-2007

VIN	AWS VL	WERS	MKT	BODY	VER SERIES	DRIVE	PLANT	TRANS	COD	PROD	WARR	SELLING	SELL	TIS	WCC F	REF	BASE	SUFF	VRT NA	ROW	VFG	CCC C
1FTWW33P05E	F7	T/F7	F	T/BC	T/CD	T/E	AI	T/BE	T/YB	16-01- 05	11-02-	172455	USA	3	6Y05 *		MAINT		SXX	SXX	V00	A96 8
AWS Claim Key:	829269	Doc#:	02698	251	Trx Cod	e:	07128	Labor H	rs:	1.3	Labor C	ost;	62.77	Mate	erial Co	st:	62.48	Total	Cost:	128.28		
Dir Cd-Sub Cd:	03893-*	Name:	VIST	FORD	OF OXNA	RD	Ph:	805-9836	5511	St: CA	Ctry Cd:	USA	Reg Co	:	NA I	tepr I	Date:29-Al	PR-2005		DIST(M	lile):590	52
Cust Comments: Tech Comments:	SK SERV QCM MA					D FILTER	R, ROTAT	E TIRES,	СНЕСК	BRAKE		K FLUIDS										
1FFWW33P051	F7	T/F7	F	T/BC	T/CD	T/E	AI	T/BE	T/YB	16-01- 05	11-02- 05	172455	USA	3	5G04		5482	•	S13	S05	V39	N50 (
AWS Claim Key:	829270	Doc #:	02698	252	Trx Cod	e:	2	Labor H	irs:	.5	Labor C	ost:	40.24	Mate	erial Co	st:	0	Total	Cost;	40.24		
Dir Cd-Sub Cd:	03893-	Name:	VIST	FORD	OF OXNA	RD	Ph:	805-9830	5511	St: CA	Ctry Cd:	USA	Reg Co	t:	NA. I	tepr I	Date:29-Al	PR-2005		DIST(M	lile):590	52
Cust Comments: Fech Comments:		0.45.55.55		0-0-0-0-0	OSE BUSI NOSE, RO				BILIZE	R BAR, I	RETEST											
CERTIFICATION AND A SECOND	:7	T/F7	F	T/BC	T/CD	T/E	Al	T/BE	T/YB	16-01- 05	11-02-	172455	USA	7	6Y05		MAINT		sxx	SXX	V00	A96
FTWW33P05E	170						00100	Labor H	PER	1.8	Labor C	net-	90.03	34.0	erial Co	st:	113.69	Total	Cost:	206 56		
	1724861	Doc #:	03461	250	Trx Code	22	07128	Cappi II		1:8	Labor C	WAL.	30,00	Mai	erial C.	2.60	V-4-2-4-2	Total	Chart	200.30		
AWS Claim Key:	1000000				Trx Code		0712S	805-9836		St: CA	Ctry Cd:	USA	Reg Co				Date: 25-Al			DIST(M	lile):159	984
AWS Claim Key: Dir Cd-Sub Cd:	1000000	Name:	VISTA	FORD			2000			200	Ctry						Date:25-A				file):15	984
AWS Claim Key: Dir Cd-Sub Cd: Cust Comments:	03893-* 15,000 M	Name:	VISTA	FORD		RD	Ph:	805-9836	5511	St: CA	Ctry Cd:	USA					Date:25-Al				file):15	984
AWS Claim Key: Dir Cd-Sub Cd: Cust Comments: Fesh Comments:	03893-* 15,000 M	Name:	VISTA	FORD	OF OXNA	RD	Ph:	805-9836	5511	St: CA	Ctry Cd: ECK FLI	USA		i:		tepr I	Date:25-Al		5		V39	
AWS Claim Key: Dir Cd-Sub Cd: Cust Comments: Tech Comments:	03893-* 15,000 M	Name: ILE SER 4 MAIN TVF7	VISTA	FORD O	OF OXNA	RD FER, ROT	Ph:	805-9836 ES, CHEC	SSII K BRA T/YB	St: CA	Ctry Cd: ECK FLI	USA //IDS 172455	Reg Co	9	NA I	Repr I		UG-2005	5	DIST(M		
AWS Claim Key: Dir Cd-Sub Cd: Cust Comments: Tech Comments: IFTWW33P05F AWS Claim Key:	03893-* 15,000 M 15K QCM F7 2310469	Name: ILE SER 4 MAIN TVF7 Doc #:	VISTA EVICE OF CHASE F 03864	FORD OF TABLE TABLE	AND FIL.	RD TER, ROT T/E	Ph:	805-9836 ES, CHEC	K BRA	St: CA KES, CH	Ctry Cd: ECK FLU 11-02- 05 Labor C	USA //IDS 172455	Reg Co	9 Mate	NA I	kepr I		+ Total	S13 Cost:	DIST(M	V39	N50
AWS Claim Key: Dtr Cd-Sub Cd: Cust Comments: Tech Cumments: IFTWW33P05F AWS Claim Key: Dtr Cd-Sub Cd: Cust Comments:	03893-* 15,000 M 15K QCN F7 2310469 03893-*	Name: ILE SER I MAIN T/F7 Doc #: Name:	F 03864	T/BC	AND FIL. T/CD Trx Code	T/E	Ph: IATE TIR. A1 E84 Ph:	805-9836 ES, CHEC T/BE Labor H	K BRA	St: CA KES, CH 16-01- 05	Ctry Cd: ECK FLU 11-02- 05 Labor C	USA JIDS 172455	USA 25.01	9 Mate	NA I	kepr I	5493 0	+ Total	S13 Cost:	S05 25.01	V39	N50

TFTWW33P05f	F7	T/F7	F	T/BC	T/CD	T/E	Al	T/BE	T/YB	16-01- 05	11-02- 05	172455	USA	9 6	L03 5C3	Z 2504302	BAC S08	808	V71 1	B85 0
AWS Claim Key:			039127		Trx Co		E84	Labor	Hrs:	.6	Labor		50.03		fal Cost:		Total Cost:			
Dir Cd-Sub Cd:	03893-*	Name:	VISTA	FORD	OF OXN.	ARD	Ph:	805-983	36511	St: CA	Ctry Cd:	USA	Reg Co	d: T	A Rep	r Date:04-N	OV-2005	DIST	Mile): 185	10
Cust Comments: Tech Comments:							JAMMED, REPLACE			SY										
1FTWW33P05E	F7	T/F7	F	T/BC	T/CD	T/E	At	T/BE	T/YB	16-01- 05	11-02- 05	172455	USA	9 1	D01 3C3	Z 6700	BA SII	SIL	V44	1.65
AWS Claim Key:	2556490	Doc #:	039127	52	Tra Co	de:	E84	Labor	Ars:	1.9	Labor	Cost:	158.42	Mate	ial Cost:	41.37	Total Cost:	199.79		
Dlr Cd-Sub Cd:	03893-*	Name:	VISTA	FORD	OF OXN.	ARD	Ph:	805-983	36511	St: CA	Ctry Cd:	USA	Reg Co	d: t	NA Rep	r Date:04-N	OV-2005	DIST(Mile):185	10
Cust Comments: Tech Comments:			SEAL L				ISE OR LEAKS,	REPLAC	E FRON	T CRAN	K SEAL,	RETEST								
1FTWW33P05F	F7	T/F7	F	T/BC	T/CD	T/E	Al	T/BE	T/YB	16-01-	11-02-	172455	USA	11 6	Y05 •	MAINT	* sxx	sxx	V00	A96
AWS Claim Key:	2802637	Doc #:	041415	21	Trx Co	de:	07128	Labor	Hrs:	1.3	Labor	Cost:	65.02	Mate	ial Cost:	64.93	Total Cost:	132.79		
Dir Cd-Sub Cd:	03893-*	Name:	VISTA	FORD	OF OXN	ARD	Ph:	805-983	16511	St: CA	Ctry Cd:	USA	Reg Co	d: 1	A Rep	r Date: 2-D	EC-2005	DISTO	Mile):209	37
Cust Comments: Tech Comments:	CUSTON 20K QCI		200				OTATE TO	RES, CHE	CK BRA			UIDS								
1FTWW33P05f	F7	T/F7	F	T/BC	T/CD	T/E	Al	T/BE	T/YB	16-01- 05	11-02-	172455	USA	11 (H01 F81	Z 2521452	AA S13	S05	V39	G09
AWS Claim Key:	2890871	Doc #:	041415	52	Trx Co	de:	E84	Labor	Hrs:	1.6	Labor	Cost:	133.4	Mate	rial Cost:	436.85	Total Cost:	570.25		
Dir Cd-Sub Cd:	03893-*	Name:	VISTA	FORD (OF OXN.	ARD	Ph:	805-983	36511	St: CA	Ctry Cd:	USA	Reg Co	d: 1	A Rep	r Date: 12-D	DEC-2005	DIST	Mile):209	937
Cust Comments: Tech Comments:							ARE SCRA , INSPECT				/OULDI	NGS, NECE	GLASS, F	RETEST						
JETWW33P05T	F7	T/F7	F	T/BC	T/CD	T/E	At	T/BE	T/YB	16-01- 05	11-02- 05	172455	USA	15	Y05 *	MAINT	• sxx	sxx	V00	A96
AWS Claim Key:	100000		086291		Trx Co		07125	Labor l	Hrs:	1.3	Labor (Cost:	58.72	Mate	rial Cost:	63,65	Total Cost:	128.5		
Dir Cd-Sub Cd:	05426-*	Name:	LINCO	OPE VA	ALLEY F	ORD	Ph:	661-949	3586	St: CA	Ctry Cd:	USA	Reg Co	d: :	NA Rep	r Date: 10-A	PR-2006	DIST(Mile):253	321
Cust Comments: Tech Comments:	CUSTON	MER REC	QUEST 2	5K QCM	A SERVI	CE	D MAINT	ENANCE												
IFTWW33P05E	F7	T/F7	F	T/BC	T/CD	1/E	Al	T/BE	T/YB	16-01- 05	11-02- 05	172455	USA	15			* SXX	sxx	V00	
	4304030	Doc #	086292	40	Trx Con	de:	05E15	Labor	Hrs:	1	Labor 6	Cost:	75.28	Mate	rial Cost:	142.28	Total Cost:	217.56	i.	

PE13-014 000685LCPV

Cust Comments: Tech Comments:		XHAUST	r PRES	SSURE S	ENSOR R		Ph: EMENT, ON RECALIB		A	St: CA OSTIC S		USA	Reg Cd	t N	A Re	pr Date:10-A	PR-2006	DIST	(Mile):253	21
11-TWW33P05H	F7	T/F7	F	T/BC	T/CD	T/E	Al	T/BE	Т/ҮВ	16-01- 05	11-02-	172455	USA	15 .		+	• s:	xx sxx	V00	٠
AWS Claim Key:	4304040	Doc #:	0862	9241	Trx Co	ide:	59B01	Labor	Hrs:	.3	Labor	Cost:	22.58	Mater	ial Cost	0	Total Co	st: 22.58		
Dir Cd-Sub Cd:	05426-4	Name:		COLN ME	VALLEY I	FORD	Ph:	661-94	93586	St: CA	Ctry Cd:	USA	Reg Cd	: N	A Re	pr Date: 10-A	PR-2006	DIST	(Mile):253	21
Cust Comments: Tech Comments:							SSURANCI DRIVE RE		RIVE. SI	EE EMIS	SIO									
1FTWW33P05E	F7	T/F7	F	T/BC	T/CD	T/E	AI	T/BE	T/YB	16-01- 05	11-02-	172455	USA	15 *			• S	xx sxx	V00	٠
AWS Claim Key:	4304041	Doc #2	08629	9242	Trx Co	de:	05B32	Labor	Hrs:	.2	Labor (Cost:	15.06	Mater	ial Cost	0	Total Co	st: 15.06		
Dir Cd-Sub Cd:	05426-*	Name:		ELOPE V	VALLEY I	FORD	Ph:	661-94	93586	St; CA	Ctry Cd:	USA	Reg Cd	: N	A Re	pr Date: 10-A	PR-2006	DIST	(Mile):253	2
Cust Comments: Tech Comments:			OTTL	E FILL L	EVEL LA		ID FLUID L BEL INSTA					.AD								
1FTWW33P05E	F7	T/F7	F	T/BC	T/CD	T/E	AI	T/BE	T/YB	16-01- 05	11-02- 05	172455	USA	20 6	Y05 *	MAINT	* S	XX SXX	V00	٨
AWS Claim Key:	6044134	Doc #:	09569		Trx Co		0712S	Labor	Hrs:	2.4	Labor (Cost:	112,64	Mater	ial Cost	201,66	Total Co	st: 333.7	1	
Dir Cd-Sub Cd:	05426-*	Name:	LINC	OLN MI	ALLEY I	FORD	Ph:	661-94	93586	St: CA	Ctry Cd:	USA	Reg Cd	: N	A Re	pr Date:29-S	EP-2006	DIST	(Mile):345	8
Cust Comments: Tech Comments:			DYD.		OK QCM RMAL SC		E. ED MAINTI	ENANCE												
11'TWW33P05E	F7	T/F7	F	T/BC	T/CD	T/E	AI	T/BE	T/YB	16-01- 05	11-02- 05	172455	USA	20 7	P01 4C	3Z 13K359	AAA S	09 \$09	V17	٨
AWS Claim Key:	6044135	Doc#:	09569	1751	Trx Co	de:	E83	Labor	Hrs:	1	Labor (Cost:	78.22	Mater	ial Cost	65.3	Total Co	st: 143.5	2	
Dir Cd-Sub Cd:	05426-*	Name:		COLN ME	ALLEY F	ORD	Ph:	661-949	93586	St; CA	Ctry Cd:	USA	Reg Co	: N	A Re	pr Date: 29-S	EP-2006	DIST	(Mile):345	8
The second second	THE CUS	TOMER				URN SIG	NAL INDIC	CATORE	LINKS	roo fas		GHT TURN	S, POSS R	T FRO	NT BUL	B IS OUT. C	HECK AND	ADVISE		
Cust Comments:					SWITCH F RN SIGNA			WITCH	OR RIG	HT TUR	N SIGNA	L TO WOR	CALSO R	IGHT I	RONT	URN SIGNA	(L BULB B	URNT OU	I	
Cust Comments: Tech Comments:	REPLAC							T/BE	T/YB	16-01-	11-02-	172455	USA	20 7	II12 6C	37 19980	AA S	08 S08	2100	C
	REPLAC	T/F7	F	T/BC	T/CD	T/E	AI	INDE	LILD	05	.05	112100	00,0		100	363 13300	an s	00 .000	V79	
Tech Comments:	F7 6044136		09569	752	Trx Co	de:	E83	Labor		.9	Labor (70.4			398.13		ost: 468.5		
Tech Comments:	F7 6044136	Doc #:	09569 ANTI	752	Trx Co	de:			Hrs:	05 .9 St: CA	Labor C Ctry Cd:		+10.0	Mater	ial Cost		Total Co	ost: 468.5		18.

TETWW33P051	F7	T/F7	F	T/BC	T/CD	T/E	Al	17BE	T/YB	05	05	172455	USA	20 20	04 *	DIAG	* S	11 51	l V52	D02
AWS Claim Key:	6055350	Doc #:			Trx Co		S07	Labor	Hrs:	1.6	Labor (Cost:	125.15	Mater	al Cost:	0	Total Co	st: 12	5.15	
Dir Cd-Sub Cd:	05426-*	Name:	LINC	OLN ME	ALLEY I	ORD	Ph:	661-949	93586	St: CA	Ctry Cd:	USA	Reg Co	: N	A Rep	r Date:29-S	EP-2006	D	ST(Mile):3	4582
Cust Comments:		STOME!		ES THA	T THE CO	OMPUTI	R WAS F	LASHED	FOR CA	EMISSIC	ONS. BU	THE VEH	ICLE IS R	EGISTE	RED TO	OREGON,	AND NOW	THERE	IS A FUEL	L.
Tech Comments:	KOEO K	OER ON	DEM				SSURE 50 DALL W			TEST I	9.6 MILE	S MONITO	R MGP 66	MPH 21	30 RPM	FOR 7 MIN	UTES 36SE	CAVE	RAGE MPC	j
1FTWW33P05F	F7	T/F7	F	T/BC	T/CD	T/E	AI	T/BE	T/YB	16-01-	11-02- 05	172455	USA	21 51	vol +	3A131	. s	13 51	0 V89	N24
AWS Claim Key:	6044137	Doc #:	09592	451	Trx Co	de:	E84	Labor	Hrs:	.5	Labor (Cost:	39.11	Mater	al Cost:	0	Total Co	st: 39	.11.	
Dir Cd-Sub Cd:	05426-*	Name:	ANTI	CLOPE V	ALLEY I	ORD	Ph:	661-949	93586	St: CA	Ctry Cd:	USA	Reg Co	: N	A Rep	or Date:04-C	CT-2006	D	ST(Mile):3	34601
Cust Comments: Tech Comments:			R STAT	ES THA	T WHEN	YOU HI						G WHEEL A		IT END	SHAKE	BAD. CHEC	K AND A	DVISE.		
IFTWW33P05F	F7	T/F7	F	T/BC	T/CD	T/E	Al	T/BE	T/YB	16-01- 05	11-02- 05	172455	USA	21 5	188 *	NPF	* S	13 51	0 V89	N25
AWS Claim Key:	6553761	Doc #:	09691	751	Trx Co	de:	E84	Labor	Hrs:	.4	Labor (Cost:	31.29	Mater	al Cost:	0	Total Co	ost: 31	.29	
Dir Cd-Sub Cd:	08650-+	Name:		LOPE V	ALLEY F	FORD	Ph;	*.*		St: CA	Ctry Cd:	USA	Reg Co	: N	A Rep	r Date:24-C	CT-2006	D	ST(Mile):	15591
Cust Comments: Tech Comments:												AND FORT R 60 PSI SE			G A BU	MP ABOVE	40 MPH. C	K AND	ADVISE.	
IFTWW33P05E	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	Г/ҮВ	16-01- 05	11-02- 05	172455	USA	21 6	01 6C3	8Z 78611B0	9 AAB S	08 S0	8 V05	S25
AWS Claim Key:	6541599	Doc #:	09691	752	Trx Coc	de:	E84	Labor l	Hrs:	.6	Labor (Cost:	46.93	Mater	al Cost:	54	Total C	ost: 10	0.93	
Dir Cd-Sub Cd:	08650-*	Name:		LOPE V	ALLEY F	ORD	Ph:	*.*		St: CA	Ctry Cd:	USA	Reg Co	ı N	A Rep	or Date: 24-C	CT-2006	D	ST(Mile):	15591
Cust Comments:	THE CUS		R STAT	ES THA	THE DE	RIVERS	SEAT BEI	T LOCKS	UP WHI	EN YOU	ARE DR	IVING AN	DTRYTO	LEAN	FORWA	RD, NO MA	TTER HOV	V SLOV	CK AND	
Tech Comments:	RETRAC	TORS B	INDS I	REPLACE	E DRIVE	RS SIDE	RETRAC	TOR									-	-	***************************************	-
1FTWW33P05E	F7	T/F7	F	T/BC	T/CD	T/E	Al	T/BE	T/YB	16-01- 05	11-02- 05	172455	USA	25 21	06 5C4	IZ 9A543	Λ 5	2 11	I V4	D50
AWS Claim Key:	7575204	Doc #:			Trx Coc		S07	Labor	Hrs:	8	Labor (ost:	625.76	Mater	al Cost:	940.8	Total C	ost: 15	66.56	
Dlr Cd-Sub Cd:	05426-*	Name:	LINC	LOPE V	ALLEY F	ORD	Ph:	661-949	3586	St: CA	Ctry Cd:	USA	Reg Co	: N	A Rej	or Date:27-F	EB-2007	D	ST(Mile):	44593
Cust Comments:							BEFORE T		LOSTP	OWER 3	XS WEN	T FROM 7	OMPH 40N	(PH & \	VOULD	NOT EXCE	EED 40MP	H FOR	0 SEC	
			-	ND FITT	201 20 20 20 20			12022000	TEM LOS	SING PR	ESSURE	PRESSUR	E TEST RI	PLACE	DBLOC	K AND FIT	TING ALS	o Four	D WHEN	

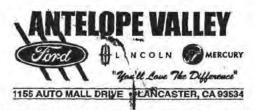
1FTWW33P056	F7	T/F7	F	T/BC	T/CD	T/E	AI	T/BE	T/YB	16-01- 05	11-02- 05	172455	USA	25	5001	7C3Z	3504	A	\$13	S10	V89	C50
AWS Claim Key:	7594767	Doc #:	012	74752	Trx Co	de:	P01	Labor	Hrs:	10.5	Labor (Cost:	821.31	Mat	erial C	ost:	945.87	Total	Cost:	1767 18		
Dir Cd-Sub Cd:	05426-*	Name:		TELOPE Y		FORD	Phi	661-94	93586	St: CA	Ctry Cd:	USA	Reg Cd		NA	Repr	Date:27-F	EB-200	7	DIST(M	lile):44	593
Cust Comments:						EEPING T		EFT APPI	ROX 65M	IPH IF U	HIT A S	LIGHT BUN	MP THEN	VEH	WILL	LOSE	CONTROL	L & CU:	ST CAN	NOT STI	EER	
Tech Comments:	SUSP AT	DJUSTE	D TO	SPECS U	SED ALK	SNMENT	ADJUSTE	D BUSH	NG TO F	REDUCE	FRT CA	TER FSF R STER RT C TERMARKE	ONCERN S	STILI	LTHE	E FSI	ADVISE	DTOR				
1FTWW33P051	-7	T/F7	F	T/BC	T/CD	T/E	Al	T/BE	T/YB	16-01-	11-02-	172455	USA	25	6Y20		MISC		SXX	sxx	V00	A98
AWS Claim Key:	7740426	Doc #:	012	74753	Trx Co	de:	P98	Labor	Hrs:	0	Labor (Cost:	0	Mat	erial C	ost:	0	Tota	Cost:	924		
Dir Cd-Sub Cd:	05426-*	Name:		COLN MI		FORD	Ph:	661-94	93586	St: CA	Ctry Cd:	USA	Reg Cd		NA	Repr	Date: 27-F	EB-200	7	DIST(M	file):44	1593
Cust Comments:	LOANER	RENT	AL 28	DAY FO	RD CRC	PER BROO	KE POW	ELL PO#	149660													
Tech Comments:	GOODW	II.I. RE	NTAL	PER FOR	RD MOTO	R CO GO	OD WILL	RENTAL	PER FOI	RD MOT	OR CO											
IFTWW33P05E	F7	T/F7	F	T/BC	T/CD	T/E	AI	T/BE	T/YB	16-01- 05	11-02- 05	172455	USA	25	6Y05	*	MAINT		SXX	sxx	V00	A96
AWS Claim Key:	7436154	Doc #:	012	83251	Trx Co	de:	07125	Labor	Hrs:	1.3	Labor (Cost:	61.01	Mat	erial C	ost:	66.96	Tota	Cost:	134.41		
Dir Cd-Sub Cd:	05426-*	Name:		COLN MI		FORD	Ph:	661-94	93586	St: CA	Ctry Cd:	USA	Reg Cd		NA	Repr	Date:01-N	AR-200	07	DIST(M	lile):44	1593
	CUST RE	EQUEST	SQC	M 40K																		
Cust Comments:																						

Any comments? You can contact

webmasier











Service 661-949-6935 All other calls 661-949-3586

B.A.R. REC	G. # AL 07384	9)
REVISED ESTIMATE		AUTH BY:													
NEW TOTAL		PHONE #													
DATE/TIME		DRIVER'S LIC	ZENSE /								ACKNOWLE ISTED BELC		IPT OF THE	PARTS AND	LIB
PROGRAM CODE	APPROVAL C	ODE	COMMITMENT	CODE						×			v		-
	[]	NOICE I	d		******		- 1	CARREIN	- DRIVER	CHANER		_	- INVOIC	-	-
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TAG: 0361	ADV: 232 DE TAX RULES:							1F INW33P ORD	F-350 S	SEI 4141	LICE	NSE NUR CREW	2000	11 TE	
DOMETER IN: NATES BEGIN	44593 OUT	44613				DIST: FR			VILE: 021					200	
CONCERN 51 C N O CAUSE H	UST SAYS VE ENT FROM 70 FF VEHT L P OLL UND F O TO HP OIL MITING ALSO	OVER AN	OT MAKE		IT EXCEL	10 (01)	FOR 30	SEC WH		96	ALA CO	1EI.H	HULAS 8.0	AMUL	N?
CONCERN 51	ENT FROM 70 FF VEHY L P O LUMP F O 10 MP OIL OTTING ALSO LVE CAP IN AN NUMBER MC 92 MC 4032 MC 3032	GYSTE FOU D STILL H	DEL TO	DE CH	C		Bar Ar	a				1ELH 639	HOURS 8.0	AMUL	N7
CONCERN 51	ENT FROM 70 FF VEHY L P OT UP F O TO HP OTE O TING ALSO LIVE CAP IN AL NUMBER MC 4C32 MC 4C32 MC 3C32 MC 3C32 MC 3C32	90 AN 9751E FOU II SIDI II 90948 98248 68898 10705589	CA ALCON	DE CH	C	O SEC	BAD HET LASY - CO	DI BER	Count			1ELH 639	HOURS 8.0	AMUL	NY
ONCERN 51 CONCERN 51 C	ENT FROM 70 FF VEHT LE P OF UP TO THE TIME ALSO ALVE CAP IN AL NUMBER MC 4C3Z MC 3C3Z	90 AN 9751P FOU II 91548 9248 67859 94543 67859 94543	CA ALCON	iers	Lon	VALVE OFFICE OF STATE	ASY - CO	RANKCAS EL IMAE	Com	Aun A 1	ity	1ELH 639	HOURS 8.0	AMA	NT
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ONCERN 51 CONCERN 51 CONCERN 51 CONCERN 52 C	ENT FROM 70 FF VEHY P OF UPP OF ON TO HP OF ON TO HP OF ON TO HP OF ON THE STATE ON	90943 90943	CA ARE S A DRIFTING VEH WILL ENT -	TOP GR	LOG STING TO CONTROLL HISTORY	PUMP CER IN CUST CO. HEFER	ASY - COLUMN ASY - COLUMN ASY - FU EAPPROX ANNOT STI TU 9592	RANKCAS EL INJE DIJ 6SNPH - EER FOR	County fere	MUM 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ity off	FECH 620	HALIRS		
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B.A.R. REG. # AL 073849

E.P.A. #CAD 983648940

NEW TOTAL		PHONE #										
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ONCERN 53* HUSE DRRECTION	FMC C3Z	3482 LTS NB1 NB07	AY PONE	PO		OB uploys	ca es - (SECURAL UN) IECH		AMULI
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	FMC 33Z FM 5C3Z FMC NPN. BOI FMC FMC PART 14968 AUTH BY FMC PART NUMBER FMC HERTZ	3488 LTS NB1 N807	4	PO# R	ENTAL P	aploye	200 - C	2 own	SENSELL Y 1B) IECH	OURS .0	AMALU
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CTORY	FMC 33Z FMC 5C3Z FMC NPN. BOI FMC FMC 149680 AUTH BY FMC PART NUMBER FMC HERTZ EUNCERN CD1	5489 LTS NB1 N807 AL @2840	You'	EL L	ENTAL F	aploya PD#149660/4 PW TYPE	es – (2212586 2 Diff	Journ feren	Y 18	TECH	OURS .0	AMUU
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ectory Incern 54+	FMC 33Z FMC 5C3Z FMC NPN. BOI FMC FMC 149680 AUTH BY FMC PART NUMBER FMC HERTZ CONCERN CD: ** NOTE ** RIGHT TO 2.0	A99 (PER FSE) - SWAY	YOU'	POH R R LL L L L L L L L L L L L L L L L L	ENTAL F OVE D TO LOW I - ORDER	PORTA9660/4 PORTA9660/4 PORTA969/4 NER CASTER K AFTERMANN	es — C 2212586 2 Diff - LEFT TO 1.	Jama Feren 15 -	Y IB UPERATION REFER	TECH FECH 620	ALRS .0	
CTORY NCERN 54+	FMC 33Z FMC 5C3Z FMC NPN. BOI FMC FMC 149680 AUTH BY FMC PART NUMBER FMC HERTZ CONCERN CD: ** NOTE ** RIGHT TO 2.0	A99 (PER FSE) - SWAY	YOU'	POH R R LL L L L L L L L L L L L L L L L L	ENTAL F OVE D TO LOW I - ORDER	PORTA9660/4 PORTA9660/4 PORTA969/4 NER CASTER K AFTERMANN	2212586 2 Diff	Jama Feren 15 -	Y IB UPERATION REFER	TECH FECH 620	ALRS .0	
ICTORY INCERN 54+ IUSE IRRECTION	FMC 33Z FMC 5C3Z FMC NPN. BOI FMC NPN. BOI FMC NPN. BOI FMC NPN. BOI FMC 14968000000000000000000000000000000000000	A99 (PER FSE) - SWAY	YOU'	POH R R LL L L L L L L L L L L L L L L L L	ENTAL F OVE D TO LOW I - ORDER	PORTA9660/4 PORTA9660/4 PORTA969/4 NER CASTER K AFTERMANN	es — C 2212586 2 Diff - LEFT TO 1.	Jama Feren 15 -	Y IB UPERATION REFER	IECH FECH 620	SELL HOURS	AMAI
NCTORY INCERN 54+ NUSE IRRECTION	FMC 33Z FMC 5C3Z FMC NPN. BOI FMC NPN. BOI FMC NPN. BOI FMC NPN. BOI FMC 14968000000000000000000000000000000000000	A99 (PER FSE) - SWAY	YOU'	POH R R LL L L L L L L L L L L L L L L L L	ENTAL F OVE D TO LOW I - ORDER	PORTA9660/4 PORTA9660/4 PORTA969/4 NER CASTER K AFTERMANN	es — C 2212586 2 Diff - LEFT TO 1.	Jama Feren 15 -	Y IB ILCE UPERATION REFER SERVICE OPERATION	TECH 620	HOURS .0	
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Service 661-949-6935 All other calls 661-949-3586





REVISED ESTIMATE								E.P.A.	
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NEW TOTAL		HONE #							
DATE/TIME		ORIVER'S LICE	ENSE •					ACKNOWLEDGE RECEI ISTED RELOW	PT OF THE PARTS AND LABO
PROGRAM CODE	APPROVAL CO	DE C	COMMITMENT CODE	Ē			>	·	
	[N	MICE II] =========				TRIVER/THANER		INVOICE: W12747
			E 03,		:45149 VB 05 F-		VEHICL	E INFORMATION LICENSE NUM	
ORRECTION GAS				*********		********	*********		
PAR	R BROOKE RT NUMBER		PO	# NOTE	DESCRIPTION		QTY	S	EL
ACTORY FMC	FIEL			GOG	######################################	*****	18		
	QUESTIONS				PE			1	
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		19	่อนใโ	Lor	Employees	Col Diff	erence	2"	PAGE 3

	INVOICE TO			DRIVER/OWNER INFORM	ATION INVOIC	E: W12747
PALMDALE CELL:		CA	PALMDALE CELL:	VENTOLE IN U	CA	
ODOMETER IN	31N: 02/27/07 DONE: 03/27	CED: 03/27/2007 7/07	16:26:42 05 FORD DIST: FR3 DATES INSERVI	E LICE F-350 SD 4WD DRW CE: 021105 PRODUCTION	ENSE NUMBER:	HITE
CONCERN 51	CUST SAYS VEHICLE HAS CRI WENT FROM 70MPH - 40MPH 8	ANK NO START - B WOULD NOT EXCE	* R.O. NOT COMPLETE *** EFORE THAT VEH LOST POWER 3 EED 40MPH FOR 30 SEC - WHEN ** POSS DIESEL WARRA	X'S - OPERATION I SHUT 061706A	TECH HOURS 639 8.0	AMOUNT 625.76
CAUSE CORRECTION	HP OILPUMP BLOCK AND FITT FOUND HP OIL SYSTEM LOSIN FITTING ALSO FOUND WHEN P	TING LEAKING NG PRESSURE PRES UMP WAS REMOVED	SURE TEST REPLACED BLOCK AN LOTS OF METAL DEBRIS AND I P REASSEMBLED RECHECK RD TE	D PR		
	PART NUMBER	PO# NOTE		PTY	SFLL	
	FMC 5C3Z 9C968 CA FMC 4C3Z 9B246 A		REGULATOR - FUEL PRE	1	144.66	144.66
	FMC 4C3Z 9B246 A FMC 3C3Z 6766 BA		KIT - FLEXIBLE PIPE	1	43.21	43.21
	FMC 3C3Z 6B898 AA		VALVE ASY - CRANKCAS GASKET	1	2.66	2.66
	FMC W705589 S		PIN - SPECIAL	1	2.58	2.58
	FMC 5C4Z 9A543 A		PUMP ASY - FUEL INJE	4	.79 475.74	3.16 475.74
FACTORY	PARTS: COUNT 9		ALLOWANCE: 268.81 CERT#: 9622		413-14	4/3+/4
	CONCERN CD: D50					
				SUE		
				PARTS		940,82
TYPE: W				TOTAL CHARGE FOR		625.76
					CONCERN	1566.58
	CUST SAYS EXCESSIVE DRIFT A SLIGHT BUMP THEN VEH WIL SECONDS - INTERNITTENT -	L LOSE CONTROL	THE LEFT @APPROX 65MPH - II & CUST CANNOT STEER FOR A F - REFER TO 95924	U HIT OPERATION EW 3504A	TECH HOURS	AMOUNT 132.97
						PAGE 1

						26:42 BB 05 F-350 SD R.O. NOT COMPLETE ***			
CAUSE	EXCESSIV	E DNI	FTING TO THE	LEFT					
CORRECTION			- 1						
52-1	STABILIZ	ER BA	R - FRONT -	REMOVE A	ND INSTAL	L OR REPLACE	5482A	620 .3	23.4
		4 100	the second second second second		ED PER TS	8 07-05-07	070507B	620 1.4	109.5
52-3	ADJUSTED	FRON	IT WHEEL ALI	SIMPENT			0705070	620 2.1	164.20
524	INSTALLE	D RAN	ICHO STEERIN	G DAMPNER	AND STAB	BAR ADJUSTED CAMBCASTER	MT	620 5.0	391.10
			PER NICK W						
	PART NUM	HER		P0#	NOTE	DESCRIPTION	QTY	SELL	
			3504 A			GEAR ASY - STEERING	1	380.98	380.9
	FMC 503	Z	3B440 CCC			ADJUSTER ASY	1	18.27	18.2
	FMC 503	Z	3B440 EEE			ADJUSTER ASY	1	9.63	9.6
	FMC NPN	.2313	38440 EEE 6 18			各天天安安安安安安安安安安安安安	10	15.23	15.2
	FMC NPN	.2313	18			**************************************	10	15.23	15.2
	FMC NPN					RANCHO	28	70.00	140.0
	FMC 5C3	2	5484 CA			BUSH	2	8.30	16.6
	FMC 5C3	Z	5482 CA			BAR - STABILIZER	1	43.40	43.4
	FMC NPN	. BOLT	S			*****	4C	.23	.9
	FME	N	811677 \$439			*B0LT	4	5.91	23.6
	FMC	N	807164 5439			NUT - ADJUSTING SCRE	4	2,93	11.7
	PARTS: C	TNUC	22			ALLOWANCE: 254.21			
							SUE	TOTAL	
							PARTS	*******	889.8
							LABOR		821.3
TYPE: W							TOTAL CHARGE FOR	CONCERN	1711.1
	LOANER R		@28/DAY FOR	D CRC -	(PER BROOK	KE POWELL)	OPERATION RENTAL	TECH HOURS	AMOUN . O
AUSE									
ORRECTION	AUTH BY F	MC							
	PART NUMB	BER		P0#	NOTE	DESCRIPTION	QTY	SELL	
	FMC HER	72				PO#149660/42212586	18	924.00	924.0
ACTORY						CERT#: 9999	-	5.000.00	0300
Very Carlet						Water State			PAGE :

TAG: 9361	FOR OFFICE ADV: 232 OSUNA, R II	NV01CED: 03/27	/2007 16	: 26: 42 BB		WHITE	EHICLE INFOF	2300223	2.00	
	CONCERN CD: A99		0,7		COLUMN SAN		SUE	TOTAL -		
TYPE: W						MISCE	LLANEOUS CHARGE FOR			924.00 924.00
CONCERN 54*	** NOTE ** (PER F: RIGHT TO 2.0 - SWA) DAMPNER			Children Company of the Company of t			CALL CONTRACTOR OF THE PROPERTY OF THE PROPERT	TECH 620	HOURS , O	AMOUNT . 00
CAUSE										
CORRECTION	SEE ABOVE							*****		
TYPE: W							CHARGE FOR			.00
in com			-			TOTAL	CHINOL TON	CONCLIN		
CONCERN 55*	FUEL						OPERATION	TECH	HOURS	AMOUNT
CAUSE	*						GAS	999	.0	.00
CORRECTION	70.50.00									
Car to control	PER BROOKE					344				
	PART NUMBER	P0#	NOTE		TION	7.0	/	S		15.00
FACTORY	FMC FUEL		GOG	CERT#: 9	######################################		18	15	.00	15.00
117.04111				******	****		SUE	TOTAL -	بتاعدوه	
						GAS-0	IL-GREASE			15.00
						PAID I	BY DEALER	77	50	15.00-
TYPE: W						TOTAL	CHARGE FOR	CONCERN	1	.00
				- GRAND TO	TALS					(
	CHARGES FOR INVOICE						NT DISTRIBUT			
						TOTAL	CHARGES		***	4201.72
	KSE	15.00				La La Maria	a Leverite			
	************	1447.07				FAC WA	ARRANT Y			4201.72
IISCELLANEOU		924.00								
	ER 7750	15.00-								
OTHE CHIMITOE		4201.72								PAGE 3

INVOICE TO	DRIVER/OWNER INFORMATION INVOICE: W12747
FOR OFFICE USE	
TAG: 0361 ADV: 232 OSUNA, R INVOICED: 03/27/2007 16:26:42 BB	05 F-350 SD WHITE LICENSE NUMBER:
	COMPLETE ***

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:

DATE OPENED RO# DAYES INVOICED

03/01/07 12832 ESP - 03/27/07 (P)

IF YOU HAVE ANY QUESTIONS - PLEASE SEE REY CSUNA

PAGE 4 LAST PAGE

PALMDALE, CA HOME PH: LAST SERV MILEAGE: 044593 F-350 SD 4WD DRW CREW CAB WHITE IN-SERV DATE:02/11/ 1FTWW33P05E 05 FORD TYPE DATE DEDUCT MON MILES ACTIVE NEW 48 712 02/11/09 000 51000 NUMBER EXT SVC PLAN1: USA 2005 NEW 48 712 0 EXT SVC PLAN2: 0.00 00/00/00 000 RO C12525 N 02/22/07 ODOM= 44593 ADV=242 CLIENT=61H001 INV=02/22/07 LN 51 PAY TYPE C TECH1-999 OPR-CODE NW CUST REFUSES ALL WORK AT THIS TIME CUST STATES CRANK NO START PAY TYPE C OPR-CODE NW CUSTOMER REFUSES ALL WORK AT THIS TIME CUST STATES WHEN DRIFTING TO LEFT AT 65MPH AND HITTING BUMP, STRRING WHEEL S RO C11530 N 02/05/07 ODOM= 43211 ADV=232 CLIENT=61H001 INV=02/05/07 OPR-CODE NC LN 51 PAY TYPE BDC TECH1-620 TIRES OUT OF BALANCED FRONT RIGHT WAS 1.7 OZ OUT OF BALANCE FRONT LEFT WAS 2 CUST STATES INTERM. WHEN DRIFTING/SWEEPING TO THE LEFT @ 65 MPH+ THE VEH VIB PER BROOKE POWELL LN 52 PAY TYPE BDC TECH1-621 OPR-CODE NC NO ABNORMAL ENGINE NOISES OR VIBRATIONS PRESENT AT THIS TIME CUST STATES WHEN BARELY PRESSING GAS (2% OF PEDAL) THERE IS A RATTLE NOISE C OPR-CODE NC LN 53 PAY TYPE BDC TECH1-651 SEAT BELTS OPERATING NORMAL AT THIS TIME CUST STATES BOTH FRONT SEAT BELTS ARE SENSITIVE - BELT WILL GRAB & NOT RELEA RO W96917 Y 11/29/06 ODOM= 35591 ADV=257 CLIENT=61H001 INV=11/29/06 TECH1-620 .40 OPR-CODE 062214B PAY TYPE W ADJUSTED TIRE PRESSURE TO FRONT 75 PSI REAR 60 PSI " SETTING TIRE PRESSURE T THE CUSTOMER STATES THAT THE STEERING WHEEL WILL SHAKE VIOLENTLY BACK AND FO FRONT TIRES WERE AT 53 PSI REAR AT 51 PSI LN 52 PAY TYPE W TECH1-651 .90 OPR-CODE 61108A FP 6C3Z78611B09AAB SEAT BELT RETRACTOR ASSY - FRONT - REPLACE REPLACE DRIVERS SIDE RETRACTOR THE CUSTOMER STATES THAT THE DRIVERS SEAT BELT LOCKS UP WHEN YOU ARE DRIVING ~ RETRACTORS BINDS RO E95691 Y 10/09/06 ODOM= 34582 ADV=257 CLIENT=61H001 INV=10/09/06 LN 51 PAY TYPE QCM TECH1-635 2.20 OPR-CODE MB30 FP FA1778 30000 MILES (48000 KMS) - NORMAL SCHEDULED MAINTENANCE LN 51-1 PAY TYPE QCM TECH1-635 .20 OPR-CODE MULTI PERFORMED MULTI POINT INSPECTION THE CUSTOMER REQUESTS 30K OCM SERVICE.

RO W95697 Y 10/09/06 ODOM= 34601 ADV=257 CLIENT=61H001 INV=10/09/06
LN 51 PAY TYPE W TECH1-635 .30 OPR-CODE 13465A
LIT5 28 FP 4C3Z13K359AAA BULBS-EXTERIOR - REPLACE LN 51-1 PAY TYPE W TECH1-635 .60 OPR-CODE 13300D STEERING COLUMN SWITCH ASSEMBLIES - DIAGNOSIS
LN 51-2 PAY TYPE W TECH1-635 .10 OPR-CODE 13300D4 OPR-CODE 13300D4 SWITCH-MULTI-FUNCTION/WINDSHIELD WIPER - REPLACE THE CUSTOMER STATES THAT THE TURN SIGNAL INDICATOR BLINKS TOO FAST ON RIGH SHORT IN MAULTIFUNCTION SWITCH LN 52 PAY TYPE W TECH1-635 .60 OPR-CODE 19980A
CONTROL ASSEMBLY-AIR CONDITIONER - REPLACE
LN 52-1 PAY TYPE W TECH1-635 .30 OPR-CODE 12651D2 OPR-CODE 12651D2 BODY/CHASSIS/ELECTRICAL PIN POINT TEST - DIAGNOSIS THE CUSTOMER STATES THAT THE A/C INTERMITTENTLY QUITS WORKING, AS WELL AS CONTROL HEAD HAS SHORT LN 53 PAY TYPE W TECH1-635 OPR-CODE CN COULD NOT DUPLICATE CUSTOMER CONCERN - NO PROBLEM FOUND THE CUSTOMER STATES THAT THE CD PLAYER INTERMITTENTLY WILL NOT EJECT CD'S. TESTED SEVERAL TIMES-NO PROBLEM LN 54 PAY TYPE W TECH1-635 OPR-CODE CN COULD NOT DUPLICATE CUSTOMER CONCERN - TESTED HEATED SEAT, EAT STA THE CUSTOMER STATES THAT THE HEATED SEATS SHUT OFF DURRING USE. THE LIGHT SEAT STAYS HOT YS HOT - NO PROBLEM FOUND AT THIS TIME - CUSTOMER TO RETURN IF LN 55 PAY TYPE W TECH1-631 .40 OPR-CODE 6005F FP DIAG LIT5 82 ENGINE PERFORMANCE DIAGNOSTICS - DIESEL ENGINE - DIAGNOSIS LN 55-1 PAY TYPE W TECH1-631 .60 OPR-CODE 6005F8
LOW IDLE STABILITY (ICP PRESSURE) - TEST
LN 55-2 PAY TYPE W TECH1-631 .60 OPR-CODE 6005F18 FUEL PUMP PRESSURE - CHECK THE CUSTOMER STATES THAT THE COMPUTER WAS FLASHED FOR CA EMISSIONS, BUT TH NORMAL RO W95924 Y 10/09/06 ODOM= 34601 ADV=257 CLIENT=61H001 INV=10/09/06 LN 51 PAY TYPE W TECH1-635 .50 OPR-CODE MT LIT5 42 STABILER BAR BUSHING TO FRAME ON DRIVERS SIDE THE CUSTOMER STATES THAT WHEN YOU HIT A BUMP WHILE DRIVING, THE STEERING W BUSHING CAME OUT OF BRACKET RO E86291 Y 04/12/06 ODOM= 25321 ADV=240 CLIENT=61H001 INV=04/12/06 LN 24 PAY TYPE QCM TECH1-207 OPR-CODE 99P PERFORMED QUALITY CARE INSPECTION PERFORM QUALITY CARE 24 POINT INSPECTION 99P LN 51 PAY TYPE QCM TECH1-207 1.10 OPR-CODE MB25 LIT5 82 FP MAINT 25000 MILES (40000 KMS) - NORMAL SCHEDULED MAINTENANCE N 51-1 PAY TYPE QCM TECH1-207 .20 OPR-CODE MULTI PERFORMED MULTI POINT INSPECTION CUSTOMER REQUEST 25K QCM SERVICE

RO W86292 Y 04/12/06 ODOM= 25322 ADV=240

CLIENT=61H001 INV=04/12/06

LN 40 PAY TYPE W

TECH1-207 1.00

OPR-CODE 05E15M

FP 5C3Z9J460A

EP SENSOR, CONNECTOR, AND RECALIBRATION

05E15 EXHAUST PRESSURE SENSOR REPLACEMENT, ON-BOARD DIAGNOSTIC SYSTEM A RECALL 05E15

OPR-CODE 59B01A PAY TYPE W TECH1-207 .30

CUSTOMER ASSURANCE TEST DRIVE - REPLACE

59801 ELIGIBLE FOR ONE-TIME CUSTOMER ASSURANCE TEST DRIVE. SEE EMISSIO RECALL 59B01

OPR-CODE 05B32B PAY TYPE W TECH1-207 .20 COOLANT DEGAS BOTTLE LABEL INSTALLATION AND COOLANT LEVEL AD 05B32 DE-GAS BOTTLE FILL LEVEL LABEL AND FLUID LEVEL ADJUSTMENT RECALL 05B32

LN 51 PAY TYPE W

TECH1-999

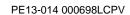
OPR-CODE NC

NO CHARGE

CUSTOMER REPORTS REAR SLIDING WINDOW WILL NOT FULLY OPEN & OPENS VERY SLOW CLEANED AND LUBED TRACK

END OF DATA

reew inc.



COUNTY OF ALBANY

and FARM FAMILY INSURANCE COMPANY as subrogee of ROBERT LAPP,

Plaintiffs,

VERIFIED COMPLAINT

Index No.

-against-

FORD MOTOR COMPANY,

PLAINTIFFS, and Farm Family Insurance Company, by and through its attorneys. Hiscock & Barclay, LLP, as and for a Verified Complaint, herein alleges as follows upon information and belief:

- 1. At all times hereinafter mentioned, plaintiff, is and was a resident of Highfalls, County of Ulster, State of New York.
- 2. At all times hereinafter mentioned, Farm Family Insurance Company is and was an insurance company duly authorized to conduct business in the State of New York with its principal place of business in the County of Albany, State of New York.
- 3. Defendant Ford Motor Company was and is a foreign corporation registered as such with the New York State Secretary of State.
- 4. At some point prior to March 1, 2005, purchased a 2005 model Ford F350 pickup truck (hereinafter "Subject Vehicle").
 - 5. The Subject Vehicle Identification Number ("VIN") 1FTWX31PX5E
 - 6. Defendant Ford Motor Company (hereinafter "Ford") designed the Subject Vehicle
 - 7. Defendant Ford manufactured the Subject Vehicle.
 - 8. Defendant Ford distributed and/or sold the Subject Vehicle.
 - 9. Defendant Ford derived substantial revenue from interstate commerce.

Albany County Clerk Document Number 9636779 Rcvd 01/18/2006 10 40 25 AM



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HSCOCK & BARCLAY, LLP

- 10. Defendant Ford knew or with the exercise of reasonable care knew that the Subject Vehicle could or would be sold in the State of New York.
- 11. Plaintiff used used the new vehicle for a brief period of time in a manner and for purposes consistent with its intended use.
- 12. On or about March 1, 2005, while driving the vehicle, experienced a problem with the steering of the vehicle. The Subject Vehicle was caused to veer to the left, leave the roadway and strike a tree.
- 13. The Subject Vehicle was inherently defective as it contained a problem with the steering mechanism.
- 14. At the time of the March 1, 2005 incident, was insured under a Farm Family Insurance Company policy of insurance. Farm Family paid to or on behalf of Mr. the total amount of \$9,568.62 and is subrogated to his rights.
- 15. At the time of the March 1, 2005 incident, the vehicle was brand new with only 598 miles on the odometer.
- 16. The vehicle is still under warranty. Ford has been put on notice and had an opportunity to inspect the steering mechanism and vehicle.
- 17. After the incident, the vehicle was brought to Rhinebeck Ford, a Ford dealership, where representatives there also observed the problems with the Ford steering mechanism.
- 18. Plaintiff desires replacement of the vehicle as it is still under warranty. Also, Mr. seeks reimbursement of certain unreimbursed expenses such as the cost of a rental vehicle.
- 19. As a result of the aforesaid, plaintiffs have sustained loss and damage in the amount of \$15,000.00.

AS AND FOR A FIRST CAUSE OF ACTION AGAINST DEFENDANT FORD MOTOR COMPANY

- 20. Plaintiff repeats and realleges each and every allegation of the foregoing complaint as though fully set forth herein.
- Upon sale of the aforesaid vehicle, defendant Ford Motor Company made certain express and implied warranties, among other things, that the vehicle at issue was of merchantable quality, was fit for the particular purpose intended, and was free from defects of material and workmanship and was in all respects, suitable for use as a motor vehicle.
- 22. The aforesaid warranties were untrue, breached and violated in that the vehicle at issue was not of a merchantable quality, was not fir for the particular purpose for which it was intended and was not free from defects of material and workmanship and was not suitable for use as a motor vehicle in that the same was dangerous, defective and inadequate for the purposes intended.
- 23. As a result of the foregoing, plaintiff has sustained loss and damage in the aforesaid amount.

AS AND FOR A SECOND CAUSE OF ACTION AGAINST DEFENDANT FORD MOTOR COMPANY

- 24. Plaintiff repeats and realleges each and every allegation of the foregoing complaint as though fully set forth herein.
- 25. The aforesaid occurrence was caused by reason of the negligence of the defendant Ford Motor Company, its authorized officers, directors, agents, servants and employees.
- 26. The negligence of defendant Ford Motor Company consisted of, among other things, improperly designing, manufacturing, distributing and sell the aforesaid vehicle in a defective condition: failing to warn the plaintiff of the dangers and defects then and there existing; failing to repair the vehicle; failing to issue a recall of the defective vehicle; failing to use proper quality control procedures: failing to properly inspect the vehicle; and otherwise being negligent.

ALLIBOT/139659\1 302129-3014317 As a result of the foregoing, plaintiff sustained loss and damage in the aforesaid amount.

AS AND FOR A THIRD CAUSE OF ACTION AGAINST DEFENDANT FORD MOTOR COMPANY

- 28. Plaintiff repeats and realleges each and every allegation of the foregoing complaint as though fully set forth herein.
 - 29. Defendant Ford manufactured, designed, distributed and/or sold the Subject Vehicle.
- 30. The Subject Vehicle was in a defective condition at the time it left the possession of defendant Ford.
- 31. As the manufacturer, designer, distributor and/or seller of the Subject Vehicle, defendant is strictly liable for any damages caused by any defects in said vehicle.
- 32. The Subject Vehicle was defective at the time it left the possession at the time it left Ford as described aforesaid.
- 33. By reason of the foregoing, plaintiff has sustained loss and damage in the aforesaid amount.

WHEREFORE, plaintiffs demand judgment against Defendant Ford in the amount of Fifteen Thousand Dollars (\$15,000.00), together with interest from March 1, 2005, and the costs and disbursements of this action.

DATED: January 13, 2006

HISCOCK & BARCLAY, LLP

l' ' \

Attorneys for Plaintiffs

Robert Lapp and Farm Family Insurance Company as subrogee of Robert Lapp

Office and P.O. Address:

50 Beaver Street

Albany, New York 12207-2830

Telephone: (518) 434-2163

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VERIFICATION

STATE OF NEW YORK)	
)	SS.
COUNTY OF ALBANY)	

The undersigned, Kathy Zitz, being duly sworn, deposes and says that: the undersigned is the Subrogation Specialist of Farm Family Insurance Company, the plaintiff in the subject action; that Farm Family Insurance Company is a New York State Corporation duly authorized to conduct insurance business in the State of New York; that deponent has read the foregoing complaint and same is true to the knowledge of the deponent except as to matters therein stated to be alleged upon information and belief, and as to such matters deponent believes them to be true.

- : -

Sworn to before me this

i/T day of January, 2006.

HISCOCK & BARCLAY, LLP

JACQUELINE G. BREEDLOVE Notary Public, State of New York No. 01BR6037145 Qualified in Albany County Commission Expires February 14, 20

ALLIB01\139659\1 302129-3014317

PE13-014 000703LCPV

All Action Details for Issue

Print

VIN: 1FTWX31PX5E

Year: 2005

Owner Status: Original

Symptom Desc: STRG/HANDLING PULL/DRIFT LEFT

Reason Desc: LEGAL - ACCIDENT / FIRE

Issue Type: 07 LEGAL

Name:

Issue Status: CLOSED

Model: F-SERIES SUPER DUTY

WSD: 2005-02-18 Primary Phone:

Secondary Phon

Case: 9

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 03043 RHINEBECK FORD, INC.

Origin Desc: US CONCERN CASE BASE Comm Type: PHONE

Odometer: 575 MI

Analyst Name: ABBOTT LA TANYA

Action Date: 03/02/2005

Analyst: LABBOTT4

Action Time: 15.53.58.114

Action Data: Yes

Comments CUSTOMER SAID: ACCIDENT HAPPENED LAST NIGHT AT 9:30PM ACCIDENT HAPPENED ON ACCORD, NY -CUST WAS DRIVING AND THE TOOK A HARD LFT ON ITS OWN AND RUN INTO SOME TREES -CUST BELIEVES THAT THERE IS A DEFECT IN THE STEERING BOX -NO INJURIES-NO POLICE REPORT-INSURANCE COMPANY HAS BEEN CONTACTED AND IS SUPPOSE TO COME AND LOOK AT THE VEH -CUST BELIEVES THAT THE VEH SHOULD BE TOTALLED -CUST BELIEVES THAT FORD SHOULD JUST REPLACED THE VEH BECAUSE HE JUST BOUGHT THE VEH -CUST FEELS THAT FORD IS NOT GIVING HIM THE SERVICE THAT HE DESERVES-THE VEH HIS CURRENTLY AT RHINEBACK FORDDEALER SAID: MIKE S/M SAID THE FORD REP SAID TO CALL THE INSURANCE AND THEY WILL DEAL WITH THE INSURANCE COMPANYORC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 03043 RHINEBECK FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 575 MI

Comm Type: PHONE

Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1

Action Date: 03/04/2005

Action Time: 14.26.56.546 Action Data: No

Comments ***LPA COMMENTS***LPA SPOKE WITH THE SERVICE MANAGER REGARDING THE CUSTOMER'S ALLEGED DEFECT THAT CAUSED AN ACCIDENT. THE S/M SAYS THEY HAVE NOT LOOKED AT THE VEHICLE. THE INSURANCE COMPANY ADJUSTER WAS CURRENTLY AT THEIR ESTABLISHMENT INVESTIGATING THE CUSTOMER'S CLAIM. *THE CUSTOMER ALLEGED HIS STEERING/HANDLING VEERED LEFT CAUSING HIM TO LOSE CONTROL RESULTING IN AN ACCIDENT. NO INJURIES WERE SUSTAINED DURING THE INCIDENT. THE CUSTOMER HAS REQUESTING FMC ALSO INVESTIGATE THE MATTER.*LPA INFORMED THE DEALERSHIP THAT FMC WILL RE-CONTACT THEM NEXT WEEK AFTER THE INSURANCE ADJUSTER HAS COMPLETED HIS INVESTIGATION. FMC WILL DECIDE AT THAT TIME WHETHER OR NOT TO PROVIDE ASSISTANCE IN THE MATTER.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION Dealer: 03043 RHINEBECK FORD, INC.

Comm Type: MAIL Odometer: 575 MI

Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1

Action Time: 10.29.06.936Action Data: No Action Date: 03/07/2005

Comments ***LPA COMMENTS***LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE DEALERSHIP INDICATED THE CUSTOMER'S INSURANCE COMPANY HAS INVESTIGATED THE MATTER, AND IS CURRENTLY INVOLVED WITH THE CLAIM, ONCE THE INSURANCE COMPANY BECOMES INVOLVED WE GENERALLY REQUIRE THEM TO FILE A SUBROGATION CLAIM AGAINST FMC IS THEY FEEL WE ARE LIABLE. BASED ON THIS INFORMATION, WE WILL NOT PROVIDE ASSISTANCE IN THE MATTER, AND ASK THE CUSTOMER TO CONTINUE WORKING WITH HIS INSURANCE CARRIER.

https://web.cudl.dealerconnection.com/Issues/CuDLIssueActionsAllPrint.asp?Action=ActionList...

5/31/2005

Page	2	of	2

Customer Data Link - CuDL

https://web.cudl.dealerconnection.com/Issues/CuDLIssueActionsAllPrint.asp?Action=ActionList...

5/31/2005

All Action Details for Issue

Print

Case:

VIN: 1FTWX31PX5E

Year: 2005

Model: F-SERIES SUPER DUTY WSD: 2005-02-18

Name

Owner Status: Original Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG

Primary Phone:

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

Secondary Pho

Issue Type: 02 INFORMATION

Issue Status: CLOSED

Action: CALLBACK ADD ADDITIONAL COMMENTS

Dealer: 03043 RHINEBECK FORD, INC.

Origin Desc: US CONCERN CASE BASE

Odometer: 566 MI

Comm Type: PHONE

Analyst Name: PAYNE KWABENA

Analyst: KPAYNE12

Action Date: 03/04/2005

Action Time: 12.30.57.611

Action Data: No.

Comments CUSTOMER SAID: - 2005 F-350 - THE VEH IS AT -- RHINEBECK FORD, INC. -- - ON HE VEH WAS INVOLVED IN AN ACCIDENT -- THE VEH WAS HIT FROMT HE FRONT/ SIDE - THE VEH VEEHED TO THE LEFT UNEXPECTEDLY == LOSS OF STEERING ==- HAS NOT FILED A POLICE REPORT- THERE WAS NO PERSONAL INJURY -THERE WAS NO DAMAGE TO ANY PERSONAL PROPERTY - HAS FILED A CLAIM WITH-- FARM FAMILY INSURANCE --WANTS SOMEONE FROM FORD MOTOR COMPANY TO COME LOOK AT THE VEH- SOMEONE WAS TO GET BACK TO HIM FROM FORD BUT NO ONE HAS CONTACTED HIMDEALER SAID: -NONECRC ADVISED: PLEASE ALLOW THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR SO THAT YOUR ISSUE MAY BE PROPERLY ADDRESSED.-ADVISED CUST AS TO THE ABOVE

https://web.cudl.dealerconnection.com/Issues/CuDLIssueActionsAllPrint.asp?Action=ActionList...



50 BEAVER STREET ALBANY / NEW YORK 12207-2830 T 518 434.2163 / F 518.434.2621 DANIEL W. COFFEY

DIRECT DIAL 518.429.4280 DIRECT FAX 518.427.3478 DCOFFEY@HISCOCKBARCLAY.COM

May 16, 2005

MAY 2 2 2005

<u>CERTIFIED MAIL</u> RETURN RECEIPT REQUESTED

Ford Motor Company Office of Legal Counsel 3 Park Lane Boulevard Park Lane Towers West Suite 1500 Dearborn, MI 48126-2566

Re:

Insured

DOL

Farm Family Insurance Co.

Claim No.

Total Subrogated Amount

Vehicle VIN

3/1/05

\$9,568.62 (Plus any

deductible)
1FTWX31PX5E

(2005 Ford Pickup F350)

Dear Sir or Madam:

This law firm has been retained by Farm Family Insurance Company with regard to the above-captioned loss.

Farm Family insured a 2005 Ford F350 pickup truck owned Mr. complained that he experienced a problem with the steering of this vehicle, whereby it was caused to veer to the left. On or about March 1, 2005, while driving the vehicle, Mr. was caused to veer to the left, leave the roadway and strike trees. Farm Family paid \$9,568.62 as a result of the accident.

The accident was caused by a failure of the steering gear on the subject vehicle. I understand that F450 and F550 trucks were recalled last month due to the same problem. The subject steering gear has been preserved and is available for your inspection.

We are desirous of resolving this claim without the necessity of litigation. Kindly contact the undersigned within thirty (30) days of the date of this letter to either settle the claim or schedule an appointment for an inspection of the steering gear by a Ford representative.

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WWW.HISCOCKBARCLAY.COM

Ford Motor Company May 16, 2005 Page 2

If we do not hear from you within 30 days of the date of this letter, we will have no recourse but to commence litigation in the appropriate court. However, we would appreciate your cooperation in timely responding to this letter so that this matter can be discussed.

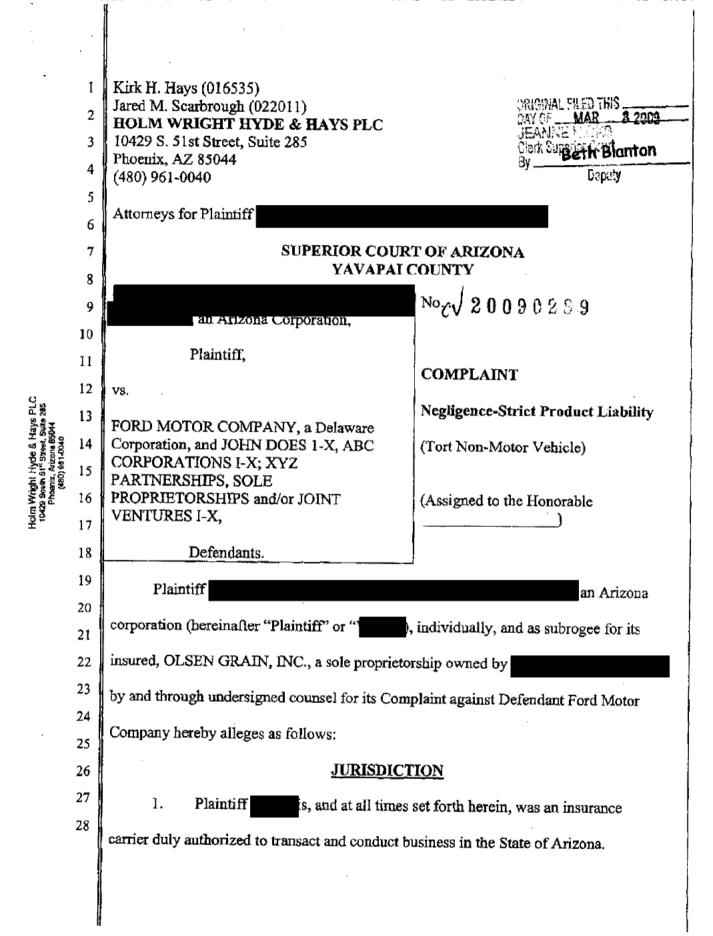
Thank you for your attention to this matter.

Very truly yours,

Daniel W. Coffey

DWC:pab





- OLSEN GRAIN, INC. is, and at all times set forth herein, was a
 corporation owned by
 Yavapai County, Arizona.
- Defendant FORD MOTOR COMPANY ("FORD") was a Delaware corporation transacting business in Yavapai County, Arizona at all times relevant to this Complaint.
- 4. Does I X and Black and White Corporations I X are persons, partnerships, corporations, or unincorporated entities subject to suit in a common name whose names are unknown to and who are, therefore, designated by fictitious names pursuant to Rule 10(f), Arizona Rules of Civil Procedure. will seek leave to amend its Complaint as such fictitious defendants are clearly identified.
- The amount in controversy exceeds the sum of Fifty Thousand and no/100
 Dollars (\$50,000.00) and this Court has jurisdiction over the dispute and the parties.
- 6. Venue is proper in the County of Yavapai, pursuant to A.R.S. §12-401(18) because the torts, damage and loss complained of herein were committed or occurred in the County of Yavapai, State of Arizona.

GENERAL ALLEGATIONS

Plaintiff hereby incorporates each and every allegation set forth in
 Paragraphs 1 through 6 hereof.

8. Prior to the accident giving rise to this litigation, OLSEN GRAIN, INC.	
purchased a new 2006 Ford F-250 Super Duty Pickup, VIN #1FTSWZ1P76E	
the "Vehicle"), at Sanderson Ford Dealership in Glendale, Arizona.	

- OLSEN GRAIN, INC. regularly maintained the Vehicle according to the manufacturer's recommendations.
- southbound on I-17 at about 65 mph in the posted 75 mph zone at milepost 309.5 when she felt the trailer that she was towing begin to sway. It is slowly let off of the accelerator and discovered that she was no longer able to control the Vehicle with the steering wheel. She turned the steering wheel from side to side, but there was no response from the Vehicle. Suddenly, the Vehicle swerved left causing the trailer to turn on its side and the Vehicle to roll over. An investigation revealed that the steering gear assembly failed prior to the accident.
- 11. At all times relevant to this Complaint, insured OLSEN GRAIN, INC. and against property and other catastrophic losses under policies numbers 82144102 and 7584662 (the "OLSEN GRAIN/" Policies").
 - 12. After the collision, OLSEN GRAIN, INC. submitted a claim to WAIC.
- 13. WAIC provided benefits to OLSEN GRAIN, INC. pursuant to the terms of OLSEN GRAIN, INC.'s insurance policies, and incurred costs and expenses related to the loss.

14. OLSEN GRAIN, INC. paid a total of \$500.00 (five hundred dollars) in deductibles pursuant to the terms of the Olsen Grain/Policies.

FIRST CAUSE OF ACTION NEGLIGENCE

- 15. Plaintiff hereby incorporates each and every allegation set forth inParagraphs 1 through 14 hereof.
- 16. FORD manufactured the Vehicle at issue in this case and owed a duty to OLSEN GRAIN, INC., to exercise reasonable care in the design, assembly, and manufacturing of the Vehicle.
- 17. FORD breached its duty by negligently and carelessly designing, assembling, and/or manufacturing the Vehicle at issue in this Complaint.
- 18. FORD breached its duties and thereby caused the damages alleged in this Complaint.
- 19. As a direct and proximate result of FORD'S negligence, OLSEN GRAIN, INC. suffered personal injuries and damage to the Vehicle, trailer, ATVs, and other business and personal property.
- 20. incurred the monetary damages alleged herein as a result of providing coverage under the Olsen Grain/Hubbard Policies.
- 21. incurred the monetary damages alleged herein as a result of Defendant FORD's negligence in an amount to be proved at trial.

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28 ///

SECOND CAUSE OF ACTION STRICT PRODUCT LIABILITY

- Plaintiff hereby incorporates each and every allegation set forth inParagraphs 1 through 21 hereof.
- 23. FORD manufactured, designed, distributed, marketed, sold, assembled, serviced, warranted, and/or placed into the stream of commerce the Vehicle at issue in this Complaint so as to make it reasonably foreseeable that it would enter into the State of Arizona.
- 24. The Vehicle was defective in design, manufacture, instructions, information, warnings, or otherwise when it left FORD's control.
- 25. The Vehicle was unreasonably dangerous for the purposes for which it was intended to be used.
- 26. As a direct and proximate result of said defects in the Vehicle, OLSEN GRAIN, INC. suffered personal injuries and damage to the Vehicle, trailer, ATVs, and other business and personal property, and as a result of providing coverage under the Olsen Grain/Policies, incurred the monetary damages alleged herein.
 - 27. OLSEN GRAIN, INC. did not alter, modify, or misuse the Vehicle.
- 28. OLSEN GRAIN, INC. used the Vehicle in a reasonably foreseeable manner.
- 29. OLSEN GRAIN, INC. regularly maintained the Vehicle according to the guidelines provided by FORD at the time of purchase.













































