

PE13-014

FORD

7/10/2013

Appendix E

Peer - Lawsuits and Claim

PART 3 OF 4

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

[REDACTED] 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 [REDACTED] a short generic email and [REDACTED] immediately provided yet another summary of problems to him. Nothing ever became of it and nothing was resolved.

[REDACTED] 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 [REDACTED] reasonably wants out of the truck. Ford breached the warranty agreement leaving him no choice.

[REDACTED] 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 [REDACTED] 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:

- (1) 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 [REDACTED]. All communications concerning this matter must be directed to the undersigned.

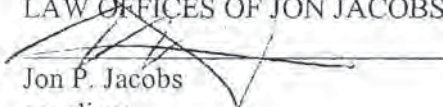
Please consider this demand open until 15 days after your receipt of this notice. Unfortunately, if Ford has not by then agreed to settle this matter as stated above I will have no alternative but to file suit.

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# : 8BZBB019 NHL
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2007,F250 4X2,CRW CAB,PICKUP ,1FTSW20P27E [REDACTED]
Odometer : 6,847 M **Engine:** 6.0L DI
Transmission: 5R110W DSL **Axle:**
Dealer: USA 00669 Michael Stead's Hilltop Ford
City: Richmond **State:** California
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.

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-2008 Server Name : AWSPPRDDG

ANALYTICAL WARRANTY SYSTEM

[Home](#) | [Overview](#) | [Statistics](#) | [Documentation](#) | [Download](#) | [Online Reports](#) | [Utilities](#) | [Contact Us](#)

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	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD	DIST (Miles)	
1FTSW20P271	██████	T/F7	F	T/BC	T/BD	T/B	A1	T/BE	T/YB	11-SEP-2006	15-MAY-2007	172205	USA	2	5G02	0401XX *	3B440 *		S13	S10	V89	C50	42	2146	
AWS Claim Key:		701629	Trx Code: 2		Labor Hrs: 6		Labor Cost: 62.59		Material Cost: 0		Total Cost: 62.59														
Dir Cd-Sub Cd:		06261-*	Name: FUTURE FORD			Ph: **		St: CA		Ctry Cd: USA		Reg Cd: NA		Repr Date: 18-JUN-2007		Doc #: 069030C									
Cust Comments:		CHECK ALIGNMENT CUST SAYS IT PULLS TO THE RIGHT GOING 65MPH ON FREEWAY																							
Tech Comments:		PERFORMED ALIGNMENT AND ADJUSTED FRONT TOE TEST DROVER CONCERN CORRECTED AT THIS TIME																							
1FTSW20P271	██████	T/F7	F	T/BC	T/BD	T/B	A1	T/BE	T/YB	11-SEP-2006	15-MAY-2007	172205	USA	2	6E07	011001	5C3Z	7863388	CA	S08	S08	V03	S03	33	2146
AWS Claim Key:		701630	Trx Code: 2		Labor Hrs: 2		Labor Cost: 20.86		Material Cost: 4.49		Total Cost: 25.35														
Dir Cd-Sub Cd:		06261-*	Name: FUTURE FORD			Ph: **		St: CA		Ctry Cd: USA		Reg Cd: NA		Repr Date: 18-JUN-2007		Doc #: 069030D									
Cust Comments:		CHECK BRACKET UNDERNEATH PASS SEAT CUST STATES ITS BROKEN																							
Tech Comments:		REPLACED THE PASSENGER SEAT MOUNTING BOLT CONCERN CORRECTED AT THIS TIME																							
1FTSW20P271	██████	T/F7	F	T/BC	T/BD	T/B	A1	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 Code: 2		Labor Hrs: 6		Labor Cost: 69.51		Material Cost: 0		Total Cost: 69.51														
Dir Cd-Sub Cd:		00669-*	Name: MICHAEL STEAD'S HILL TOP FORD			Ph: 510-2224444		St: CA		Ctry Cd: USA		Reg Cd: NA		Repr Date: 03-DEC-2007		Doc #: 10829002									
Cust Comments:		CUSTOMER STATES R H FRONT DOOR IS HARD TO CLOSE COMPARED TO THE OTHER DOORS																							
Tech Comments:		ADJUSTED DOOR UNTIL PROPER FIT WAS ACHIEVED																							
11TTSW20P271	██████	T/F7	F	T/BC	T/BD	T/B	A1	T/BE	T/YB	11-SEP-2006	15-MAY-2007	172205	USA	7	6Y05	000001 *	MAINT *		SXX	SXX	V00	A96	82	5542	

PE13-014 000499LCPV

AWS Claim Key:	1503713	Trx Code:	0968S	Labor Hrs:	1.5	Labor Cost:	104.26	Material Cost:	66.96	Total Cost:	177.08														
Dlr Cd-Sub Cd:	00669-*	Name:	MICHAEL STEAD'S HILLTOP FORD	Ph:	510-2224444	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	03-DEC-2007	Doc #:	10829005										
Cust Comments:	CUSTOMER REQUESTS TO PERFORM THE FIRST 7.5K MILE SERVICE AS PER FORDS 7.5K QCM CONTRACT.																								
Tech Comments:	1 CHANGE OIL TOP OFF FLUIDS ROTATE TIRES PSI 60 FRONT 70 REARS BRAKES AT 11MM FRONT AND REAR 15 QTS 15 40																								
1FTSW20P27E [REDACTED] T/F7 F T/BC T/BD T/B A1 T/BE T/YB 11- SEP-2006 15- MAY-2007 172205 USA 10 6E07 011001 5C3Z 7863388 CA S08 S08 V74 T53 33 6847																									
AWS Claim Key:	1989930	Trx Code:	2	Labor Hrs:	2	Labor Cost:	23.17	Material Cost:	27.35	Total Cost:	50.52														
Dlr Cd-Sub Cd:	00669-*	Name:	MICHAEL STEAD'S HILLTOP FORD	Ph:	510-2224444	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	15-FEB-2008	Doc #:	11143501										
Cust Comments:	CUSTOMER STATES R H LOWER SEAT BOLT COVER KEEPS COMING LOOSE INSTALL SOP 108290 12 03 07 5545																								
Tech Comments:	VERIFEID LOWER SEAT BOLT COVER IS LOOSE REC REPLACEMENT INSTALL SOP PARTS																								
1FTSW20P27E [REDACTED] T/F7 F T/BC T/BD T/B A1 T/BE T/YB 11- SEP-2006 15- MAY-2007 172205 USA 10 5G02 040101 5C3Z 3B440 F S13 S10 V89 H24 42 6847																									
AWS Claim Key:	1989928	Trx Code:	2	Labor Hrs:	2.1	Labor Cost:	243.29	Material Cost:	21.48	Total Cost:	264.77														
Dlr Cd-Sub Cd:	00669-*	Name:	MICHAEL STEAD'S HILLTOP FORD	Ph:	510-2224444	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	15-FEB-2008	Doc #:	11143502										
Cust Comments:	CUSTOMER STATES STEERING WHEEL IS OFF CENTER PLEASE CHECK AND ADVISE																								
Tech Comments:	1 LOWERED CASTER ON DRIVER SIDE SO NOW ITS EVEN RESET TOE WITH WIN TOE SET AT 0.06 0.06 RAN OASIS NO PROBLEMS VERIFIED CALLED HOT LINE NO UPDATES VERIFIED CONCERN SET UP ALIGNMENT CASTER LEAD WAS IN CORRECT INSTALLED CAMBER CASTER SLEEVES TO CORRECT ALIGNMENT CASTER LEAD NOR CORRECT RESET TOE TO 0.03 0.03																								
1FTSW20P27E [REDACTED] T/F7 F T/BC T/BD T/B A1 T/BE T/YB 11- SEP-2006 15- MAY-2007 172205 USA 10 1H03 030008 5C3Z 9F452 AA S11 S11 V29 E29 42 6847																									
AWS Claim Key:	1989929	Trx Code:	S07	Labor Hrs:	1.2	Labor Cost:	139.02	Material Cost:	192.86	Total Cost:	331.88														
Dlr Cd-Sub Cd:	00669-*	Name:	MICHAEL STEAD'S HILLTOP FORD	Ph:	510-2224444	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	15-FEB-2008	Doc #:	11143503										
Cust Comments:	CUSTOMER STATES CHECK ENGINE LIGHT ON																								
Tech Comments:	9F452 55 EEC TEST RECEIVED CODE P0401 PERFORMED TSB 072109A 1 2 MIL ON, KOEO P1000, KOEC P0401, KOER P1000																								

Any comments?

PE13-014 000500LCPV

All Action Details for Issue

Print

VIN: 1FTSW20P27E [REDACTED] Year: 2007 Model: F-SERIES SUPER DUTY Case: 1501113347
 Name: [REDACTED] Owner Status: Original WSD: 2007-05-15
 Symptom Desc: INDICATOR CHECK ENGINE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD Origin Desc: OGC - CLAIMS - FD
 Odometer: 6849 MI Comm Type: INBOUND FAX-OTHER
 Analyst Name: PICKET SYLVIA Analyst: SPICKET5
 Action Date: 07/17/2008 Action Time: 10.04.53.022 Action Data: Yes

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
ATTORNEY NAME	JON JACOBS
ATTORNEY PHONE NUMBER	9166636400
ANALYST ID	BBENNIN1

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY
 Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD Origin Desc: OGC - CLAIMS
 Odometer: 6849 MI Comm Type: OUTBOUND FAX-OTHER
 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 Origin Desc: OGC - CLAIMS
 Odometer: 6849 MI Comm Type: OTHER
 Analyst Name: BANCUI (JBANCIU),JODY Analyst: JBANCIU
 Action Date: 09/15/2008 Action Time: 11.05.23.928 Action Data: No

Comments MANAGEMENT APPROVAL OF CASH SETTLEMENT OFFER.

Action: OFFER - CASH SETTLEMENT
 Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD Origin Desc: OGC - CLAIMS
 Odometer: 6849 MI Comm Type: OTHER
 Analyst Name: CHABOT,ANDREW Analyst: ACHABOT
 Action Date: 09/15/2008 Action Time: 14.47.40.093 Action Data: No

Comments ACK.

Action: CLOSING COMMENTS - CUSTOMER REJECTS OFFER
 Dealer: 00669 MICHAEL STEAD'S HILLTOP FORD Origin Desc: OGC - CLAIMS
 Odometer: 6849 MI Comm Type: OTHER
 Analyst Name: CHABOT,ANDREW Analyst: ACHABOT

Action Date: 09/17/2008

Action Time: 15.02.50.506

Action Data: No

Comments CUSTOMER REJECTS OFFER.

Ford Confidential

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 CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTSW20P27E [REDACTED]	F7	T/F7	F	T/BC	T/BD	T/B	A1	T/BE	T/YB	11-09-06	15-05-07	172205	USA	2	5G02 *		3B440	*	S13	S10	V89	C50	42
AWS Claim Key:	701629	Doc #:	069030C	Trx Code:	2	Labor Hrs:	6	Labor Cost:	62.59	Material Cost:	0	Total Cost:	62.59										
Dir Cd-Sub Cd:	06261-*	Name:	FUTURE FORD	Ph:	**	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	18-JUN-2007	DIST(Mile):	2146								
Cust Comments:	CHECK ALIGNMENT CUST SAYS IT PULLS TO THE RIGHT GOING 65MPH ON FREEWAY																						
Tech Comments:	PERFORMED ALIGNMENT AND ADJUSTED FRONT TOE TEST DROVER CONCERN CORRECTED AT THIS TIME																						
1FTSW20P27E [REDACTED]	F7	T/F7	F	T/BC	T/BD	T/B	A1	T/BE	T/YB	11-09-06	15-05-07	172205	USA	2	6E07	5C3Z	7863388	CA	S08	S08	V03	S03	33
AWS Claim Key:	701630	Doc #:	069030D	Trx Code:	2	Labor Hrs:	2	Labor Cost:	20.86	Material Cost:	4.49	Total Cost:	25.35										
Dir Cd-Sub Cd:	06261-*	Name:	FUTURE FORD	Ph:	**	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	18-JUN-2007	DIST(Mile):	2146								
Cust Comments:	CHECK BRACKET UNDERNEATH PASS SEAT CUST STATES ITS BROKEN																						
Tech Comments:	REPLACED THE PASSENGER SEAT MOUNTING BOLT CONCERN CORRECTED AT THIS TIME																						
1FTSW20P27 [REDACTED]	F7	T/F7	F	T/BC	T/BD	T/B	A1	T/BE	T/YB	11-09-06	15-05-07	172205	USA	7	6P06 *		5420124	*	S01	S01	V31	B15	42
AWS Claim Key:	1503714	Doc #:	10829002	Trx Code:	2	Labor Hrs:	6	Labor Cost:	69.51	Material Cost:	0	Total Cost:	69.51										
Dir Cd-Sub Cd:	00669-*	Name:	MICHAEL STEAD'S HILLTOP FORD	Ph:	510-2224444	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	03-DEC-2007	DIST(Mile):	5542								
Cust Comments:	CUSTOMER STATES R H FRONT DOOR IS HARD TO CLOSE COMPARED TO THE OTHER DOORS																						
Tech Comments:	ADJUSTED DOOR UNTIL PROPER FIT WAS ACHIEVED																						
1FTSW20P27 [REDACTED]	F7	T/F7	F	T/BC	T/BD	T/B	A1	T/BE	T/YB	11-09-06	15-05-07	172205	USA	7	6Y05 *		MAINT *		SXX	SXX	V00	A96	82
AWS Claim Key:	1503713	Doc #:	10829005	Trx Code:	0968S	Labor Hrs:	1.5	Labor Cost:	104.26	Material Cost:	66.96	Total Cost:	177.08										
Dir Cd-Sub Cd:	00669-*	Name:	MICHAEL STEAD'S HILLTOP FORD	Ph:	510-2224444	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	03-DEC-2007	DIST(Mile):	5542								
Cust Comments:	CUSTOMER REQUESTS TO PERFORM THE FIRST 7.5K MILE SERVICE AS PER FORDS 7.5K QCM CONTRACT.																						

Tech Comments: | CHANGE OIL TOP OFF FLUIDS ROTATE TIRES PSI 60 FRONT 70 REARS BRAKES AT 11MM FRONT AND REAR 15 QTS 15 40

1FTSW20P271 [REDACTED] F7 T/F7 F T/BC T/BD T/B A1 T/BE T/YB 11-09-06 15-05-07 172205 USA 10 5G02 5C3Z 3B440 F S13 S10 V89 H24 42
AWS Claim Key: 1989928 Doc #: 11143502 Trx Code: 2 Labor Hrs: 2.1 Labor Cost: 243.29 Material Cost: 21.48 Total Cost: 264.77
Dir Cd-Sub Cd: 00669-* Name: MICHAEL STEAD'S HILLTOP FORD Ph: 510-2224444 St: CA Ctry Cd: USA Reg Cd: NA Repr Date: 15-FEB-2008 DIST(Mile):6847
Cust Comments: CUSTOMER STATES STEERING WHEEL IS OFF CENTER PLEASE CHECK AND ADVISE
Tech Comments: LOWERED CASTER ON DRIVER SIDE SO NOW ITS EVEN RESET TOE WITH WIN TOE SET AT 0.06 0.06 RAN OASIS NO PROBLEMS VERIFIED CALLED HOT LINE NO UPDATES VERIFIED CONCERN SET UP ALIGNMENT CASTER LEAD WAS IN CORRECT INSTALLED CAMBER CASTER SLEEVES TO CORRECT ALIGNMENT CASTER LEAD NOR CORRECT RESET TOE TO 0.03 0.03

1FTSW20P271 [REDACTED] F7 T/F7 F T/BC T/BD T/B A1 T/BE T/YB 11-09-06 15-05-07 172205 USA 10 6E07 5C3Z 7863388 CA S08 S08 V74 T53 33
AWS Claim Key: 1989930 Doc #: 11143501 Trx Code: 2 Labor Hrs: 2 Labor Cost: 23.17 Material Cost: 27.35 Total Cost: 50.52
Dir Cd-Sub Cd: 00669-* Name: MICHAEL STEAD'S HILLTOP FORD Ph: 510-2224444 St: CA Ctry Cd: USA Reg Cd: NA Repr Date: 15-FEB-2008 DIST(Mile):6847
Cust Comments: CUSTOMER STATES R H LOWER SEAT BOLT COVER KEEPS COMING LOOSE INSTALL SOP 108290 12 03 07 5545
Tech Comments: VERIFEID LOWER SEAT BOLT COVER IS LOOSE REC REPLACEMENT INSTALL SOP PARTS

1FTSW20P271 [REDACTED] F7 T/F7 F T/BC T/BD T/B A1 T/BE T/YB 11-09-06 15-05-07 172205 USA 10 1H03 5C3Z 9F452 AA S11 S11 V29 E29 42
AWS Claim Key: 1989929 Doc #: 11143503 Trx Code: S07 Labor Hrs: 1.2 Labor Cost: 139.02 Material Cost: 192.86 Total Cost: 331.88
Dir Cd-Sub Cd: 00669-* Name: MICHAEL STEAD'S HILLTOP FORD Ph: 510-2224444 St: CA Ctry Cd: USA Reg Cd: NA Repr Date: 15-FEB-2008 DIST(Mile):6847
Cust Comments: CUSTOMER STATES CHECK ENGINE LIGHT ON
Tech Comments: 9F452 55 EEC TEST RECEIVED CODE P0401 PERFORMED TSB 072109A 1 2 MIL ON, KOEO P1000, KOEC P0401, KOER P1000

Any comments? You can contact



webmaster

All Action Details for Issue

Print

VIN: 1FTSW20P271 [REDACTED] Year: 2007 Model: F-SERIES SUPER DUTY Case: 1501113347
 Name: [REDACTED] Owner Status: Original WSD: 2007-05-15
 Symptom Desc: STRG/HANDLING PULL/DRIFT LEFT AND RIGHT Primary Phone [REDACTED]
 Reason Desc: DEALERSHIP - NEGATIVE FEEDBACK Secondary Phone [REDACTED]
 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
 Odometer: 6500 MI Comm Type: INBOUND CUSTOMER EMAIL
 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 PIECE OF JUNK-THE FIT AND FINISH IS POOR AND HE HAD TO REPLACE TRIM PIECES 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 Comm Type: PHONE
 Analyst Name: MILLER Analyst: CMILL248
 (CMILL248),CHRISTOPHER
 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 Comm Type: PHONE
 Analyst Name: MILLER Analyst: CMILL248
 (CMILL248),CHRISTOPHER
 Action Time:

Action Date: 02/20/2008

17.33.41.493

Action Data: No

Comments CCS CHRIS MILLER X7062 -- OBC TO CUST @ [REDACTED] 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. REITERATED 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

Comm Type: PHONE

Analyst Name: MILLER (CMILL248), CHRISTOPHER

Analyst: CMILL248

Action Date: 02/27/2008

Action Time: 16.06.18.978

Action Data: No

Comments CCS CHRIS MILLER X7062 -- OBC TO DLR, SPOKE WITH S/P 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 (CMILL248), CHRISTOPHER

Analyst: CMILL248

Action Date: 02/27/2008

Action Time: 17.44.28.515

Action Data: No

Comments CCS CHRIS MILLER X7062 -- OBC TO CUST @ [REDACTED] 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

Comm Type: PHONE

Analyst Name: MILLER (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 [REDACTED] 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
Odometer: 7600 MI
Analyst Name: ARNOLDI (RARNOL27),RANDAL
Action Date: 03/14/2008
Comm Type: PHONE
Analyst: RARNOL27
Action Time: 14.01.59.780 **Action Data:** No
Origin Desc: MANUAL - PHONE CSR

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 [REDACTED]==LEFT 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
Odometer: 7600 MI
Analyst Name: ARNOLDI (RARNOL27),RANDAL
Action Date: 03/17/2008
Comm Type: PHONE
Analyst: RARNOL27
Action Time: 14.12.27.771 **Action Data:** No
Origin Desc: MANUAL - PHONE CSR

Comments CRC ADVISED: (NOTE TO CSR - THIS MAC IS TO BE USED BY SUPERVISORS ONLY.)==LCSR RANDY X7133==SECOND ATTEMPT TO CONTACT CUST AT [REDACTED]==CUST HAS PURCHASED A 2007 FORD TRUCK 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 DLRSH 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 [REDACTED] Year: 2007 Model: F-SERIES SUPER Case: 1501113347
Name: [REDACTED] Owner Status: Original WSD: 2007-05-15
Symptom Desc: Primary Phone: [REDACTED]
Reason Desc: CRC RELATED - SUPERVISOR REQUEST SUBMITTED Secondary Phone: [REDACTED]
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 Name: ORLANDO PAJUELO (OPAJUELO) Analyst: OPAJUELO
Action Date: 03/14/2008 Action Time: 13.49.59.475 Action Data: No

Comments CUSTOMER SAID: --VEH AT HIGHWAY SPEED WANDERS OVER LANES--VEH HAS 3-4 INCHES OF SLOP IN STEERING WHEEL--LOCAL F/L/M DLR HAS ADVISED THAT THESE SYMPTOMS ARE OF NORMAL OPERATING CHARACTERISTICS--CUST IS NOT HAPPY WITH RESOLUTION PROVIDED TO HIM BY LOCAL F/L/M DLRS--CUST IS SEEKING FOR A DIFFERENT RESOLUTION ON CONCERN--CUST WOULD NOT ALLOW CCR TO PLACE HIM ON HOLD SO THAT I MAY INVESTIGATE HIS CONCERN ON HIS BEHALF--CUST IS REQUESTING SUPERVISOR-----DEALER SAID: --MICHAEL STEAD'S HILLTOP --LINCOLN MERCURY--3280 AUTO PLAZA -- RICHMOND, CA 94806--TEL:(510) 222-4444--DEALING WITH FREDDY-----CRC ADVISED: --CUST TRANSFERRED TO SUPERVISOR

Ford Confidential



BAR# ARD185180 EPA# CAD981416290

CUSTOMER NO. 26390	ADVISOR JASON HAYES	TAG NO. 653 2421	INVOICE DATE 12/03/07	INVOICE NO. FOC5108290
	LABOR RATE	MILEAGE 5,542	COLOR SILVER/GRAY	STOCK NO.
	YEAR / MAKE / MODEL 07/FORD TRUCK/S-DTY F-250/PK CREW CA	DELIVERY DATE 05/15/07	DELIVERY MILES	
	VEHICLE I.D. NO. 1 F T S W 2 0 P 2 7 E	LINK DEALER NO.	PRODUCTION DATE 09/11/06	
	P.T.E. NO.	P.O. NO.	R.O. DATE 12/03/07	
	COMMENTS EP 67/INDIA/TOSHFT			MO: 5545

JOB# 1 CHARGES

LABOR
 J# 1 60P0Z01 INT TRIM CONCERN
 CUSTOMER STATES R/H LOWER SEAT BOLT COVER KEEPS COMING LOOSE
 P/A PART

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	5C3Z-7863388-CA	COVER		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
	0	6C3Z-2513208-AAA	PLATE - DOOR S		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				TOTAL - PARTS	0.00

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 J# 2 61F0Z19 BODY ADJUSTMENTS
 CUSTOMER STATES R/H FRONT DOOR IS HARD TO CLOSE COMPARED TO THE OTHER DOORS.
 ADJUSTED DOOR UNTIL PROPER FIT WAS ACHIEVED.

JOB# 2 TOTALS
 JOB# 2 JOURNAL PREFIX FOC5 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
 J# 3 60F0Z15 INTERIOR TRIM PANELS
 CUSTOMER STATES R/H FRONT SCUFF PLATE KEEPS COMING LOOSE
 P/A PART

JOB# 3 TOTALS
 JOB# 3 JOURNAL PREFIX FOC5 JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
 J# 4 46F0Z01 STEERING CONCERN
 CUSTOMER STATES VEHICLE WANDERS ALL OVER THE ROAD WHILE DRIVING.
 DID NOT VERIFY CONCERN NO TEST DRIVE WITH CUSTOMER
 RAN OASIS SAID TO CHECK FOR STEERING DAMPNER WHICH TRUCK HAS AND TO MAKE SURE ALL TIRE PRESSURES WERE CORRECT ALL WERE LOW PER DOOR JAM SET FRONT AT 60PSI REARS AT 70 PSI TEST DROVE ON FREEWAY SEEMED TO TRACK STRAIT.

TIME RECEIVED	August 7, 2008 5:12:07 PM EDT	REMOTE CSID	DURATION	161	PAGES	6	STATUS	Received
---------------	-------------------------------	-------------	----------	-----	-------	---	--------	----------



BAR# ARD185180 EPA# CAD981418290

CUSTOMER NO. 26390	ADVISOR JASON HAYES	TAB NO. 653	2421	INVOICE DATE 12/03/07	INVOICE NO. FOCS108290
	LABOR RATE	LEASE	5,542	COLOR SILVER/GRAY	STOCK NO.
	YEAR / MAKE / MODEL 07/FORD TRUCK/S-DTY F-250/PK CREW CA	DELIVERY DATE 05/15/07		DELIVERY MILES	
	VEHICLE I.D. NO. 1FTSW20P27E	SELLING DEALER NO.		PRODUCTION DATE 09/11/06	
	R.T.E. NO.	R.O. NO.		R.O. DATE 12/03/07	
	COMMENTS EP 6F710H0W/TQSHFT				MO: 5545

JOB# 8 TOTALS.....
 JOB# 8 JOURNAL PREFIX FOCS JOB# 8 TOTAL 0.00
 JOB# 9 CHARGES.....
 LABOR.....
 JOB# 9 99F0Z0C TECH QUALITY CONTROL TECHNICIAN TO QUALITY CONTROL VEHICLE TO CHECK COMPLETED REPAIRS
 JOB# 9 TOTALS.....
 JOB# 9 JOURNAL PREFIX FOCS JOB# 9 TOTAL 0.00
 JOB# 10 CHARGES.....
 LABOR.....
 JOB# 10 99F0Z0P SOP PART
 Added Operation (2.JASON @ 12/03/2007 16:33)
 PLEASE NOTE: WE'VE ORDERED A SPECIAL ORDER PART FOR YOUR VEHICLE.
 JOB# 10 TOTALS.....
 JOB# 10 JOURNAL PREFIX FOCS JOB# 10 TOTAL 0.00

TOTALS.....
 *****WE WANT YOU TO BE COMPLETELY SATISFIED*****
 Please tell us about your visit to our service department.
 Were you treated in a courteous and friendly manner?
 YES () NO ()
 Did your service advisor listen and understand your needs?
 YES () NO ()
 Were your needs identified and all requested work done?
 YES () NO ()
 Were all repairs and applicable charges explained to you?
 YES () NO ()
 Was your vehicle ready when promised?
 YES () NO ()
 Would you recommend our service to a friend?
 YES () NO ()

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

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

11/15/2004 10:00 AM FAXED TO CUSTOMER BY JASON HAYES

TIME RECEIVED	August 7, 2008 5:12:07 PM EDT
REMOTE CSID	
DURATION	161
PAGES	6
STATUS	Received



BAR# ARD185180 EPA# CAD981416290

CUSTOMER NO. 26390	ADVISOR JASON HAYES	653	TAG NO. 3732	INVOICE DATE 02/26/08	INVOICE NO. FOC5111435
	LABOR RATE		MILEAGE 6,847	COLOR SILVER/GRAY	STOCK NO.
	YEAR / MAKE / MODEL	07/FORD TRUCK/S-DTY F-250/PK CREW CA		DELIVERY DATE 05/15/07	DELIVERY MILES
	VEHICLE I.D. NO.	1 F T S W 2 0 P 2 7 E		SELLING DEALER NO.	PRODUCT ON DATE 09/11/06
	F.T.E. NO.	P.O. NO.	R.C. DATE 02/15/08	REPRINT# 1	
	COMMENTS	MO: 6857			

JOB# 1 CHARGES

LABOR
 J# 1 60F0Z01 INT. TRIM CONCERN WARRANTY
 CUSTOMER STATES R/H LOWER SEAT BOLT COVER KEEPS COMING LOOSE
 INSTALL SOP 108290 12/03/07 5545
 VERIFIED LOWER SEAT BOLT COVER IS LOOSE REC REPLACEMENT
 INSTALL SOP PARTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	5C3Z-7863388-CA	COVER		
	1	6C3Z-2513208-AAA	PLATE - DOOR S		
TOTAL - PARTS					0.00

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00

LABOR
 J# 2 45F0Z01 STEERING CONCERN WARRANTY
 CUSTOMER STATES STEERING WHEEL IS OFF CENTER PLEASE CHECK
 AND ADVISE
 LOWERED CASTER ON DRIVER SIDE SO NOW ITS EVEN RESET TOE
 WITH WIN TOE SET AT 0.06 0.06
 RAN OASIS NO PROBLEMS VERIFIED CALLED HOT LINE NO
 UPDATES
 VERIFIED CONCERN SET UP ALIGNMENT CASTER LEAD WAS IN CORRECT
 INSTALLED CAMBER CASTER SLEEVES TO CORRECT ALIGNMENT
 CASTER LEAD NOR CORRECT RESET TOE TO 0.03 0.03

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	2	5C3Z-38440-F	ADJUSTER ASY		
TOTAL - PARTS					0.00

JOB# 2 TOTALS

JOB# 3 CHARGES

JOB# 2 JOURNAL PREFIX FOC5 JOB# 2 TOTAL 0.00

LABOR
 J# 3 30F0Z06 CHECK ENGINE LIGHT WARRANTY
 CUSTOMER STATES CHECK ENGINE LIGHT ON
 9F452 55
 EEC TEST RECEIVED CODE P0401 - PERFORMED TSB 072109A 1.2
 MIL ON, KOEO P1000, KOEC P0401, KOER P1000

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	5C3Z-9F452-AA	VALVE ASY - NO		
TOTAL - PARTS					0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOC5 JOB# 3 TOTAL 0.00

TIME RECEIVED August 7, 2008 5:12:07 PM EDT
 REMOTE CSID
 DURATION 161
 PAGES 6
 STATUS Received
 INBOUND NOTIFICATION : FAX RECEIVED SUCCESSFULLY



BAR# ARD185180 EPA# CAD981416290

CUSTOMER NO. 26390	ADVISOR JASON HAYES	653	TAG NO. 3732	INVOICE DATE 02/26/08	INVOICE NO. FOCS111435
	LABOR RATE		MILEAGE 6,847	COLOR SILVER/GRAY	STOCK NO.
	YEAR/MAKE/MODEL	07/FORD TRUCK/S-DTY F-250/PK CREW CA		DELIVERY DATE 03/15/07	DELIVERY MILES
	VEHICLE ID. NO.	1 F T S W 2 0 P 2 7 E		SELLING DEALER NO.	PRODUCTION DATE 09/11/06
	F.T.E. NO.	P.O. NO.		DATE 02/15/08	REPRINT# 1
	EPA 67/0802A/TQSHFT				MO: 6857

JOB# 4 CHARGES-----

LABOR-----

J# 4 00FOZGBATT GOOD BATTERY TECH(S): BSS INTERNAL
YOUR BATTERY WAS TESTED AND IS GOOD.

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----

J# 5 00FOZGTIRE LIGHT WEAR TECH(S): BSS INTERNAL
YOUR TIRES WERE CHECKED AND ARE OK.

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----

LABOR-----

J# 6 00FOZQBOP OILS TECH(S): BSS INTERNAL

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX FOCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES-----

LABOR-----

J# 7 99FDZQC TECH: QUALITY CONTROL TECH(S): BSS INTERNAL
TECHNICIAN TO QUALITY CONTROL VEHICLE TO CHECK COMPLETED REPAIRS

JOB# 7 TOTALS-----

JOB# 7 JOURNAL PREFIX FOCS JOB# 7 TOTAL 0.00

Copyright © 2008 Ford Motor Company. All rights reserved. EPC80146 Q (0808)

TIME RECEIVED August 7, 2008 5:12:07 PM EDT
 REMOTE CSID
 DURATION 191
 PAGES 6
 STATUS Received
 INBOUND NOTIFICATION : FAX RECEIVED SUCCESSFULLY



BAR# ARD185180 EPA# CAD981416290

CUSTOMER NO. 26390	ADVISOR JASON HAYES	TAG NO. 653	3732	INVOICE DATE 02/26/08	INVOICE NO. F0CS111435
	LABOR RATE		MILEAGE 6,847	COLOR SILVER/GRAY	STOCK NO.
	YEAR / MAKE / MODEL 07/FORD TRUCK/S-DTY F-250/PK CREW CA			DELIVERY DATE 05/15/07	DELIVERY MILES
	VEHICLE I.D. NO. 1 F T S W 2 0 P 2 7 E			SELLING DEALER NO.	PRODUCTION DATE 09/11/06
	P.T.E. NO.	P.O. NO.		R.O. DATE 02/15/08	REPRINT# 1
	COMMENTS #7/10H0A/TQSHFT				MO: 6857

TOTALS

*****WE WANT YOU TO BE COMPLETELY SATISFIED*****
 Please tell us about your visit to our service department.
 Were you treated in a courteous and friendly manner?
 YES () NO ()
 Did your service advisor listen and understand your needs?
 YES () NO ()
 Were your needs identified and all requested work done?
 YES () NO ()
 Were all repairs and applicable charges explained to you?
 YES () NO ()
 Was your vehicle ready when promised?
 YES () NO ()
 Would you recommend our service to a friend?
 YES () NO ()

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

CUSTOMER SIGNATURE

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

TIME RECEIVED	August 7, 2008 5:12:07 PM EDT
REMOTE CSID	
DURATION	161
PAGES	6
STATUS	Received

*** INBOUND NOTIFICATION : FAX RECEIVED SUCCESSFULLY ***



OCT 3 2006



OFFICE OF THE ATTORNEY GENERAL

Request for Arbitration by the Florida New Motor Vehicle Arbitration Board

FOR OFFICE USE ONLY

Indicate Date: 9-20-06
 Filed (DCS) _____
 DCS Case# _____
 Rejected _____
 Withdrawn _____
 Referred to AG 09/28/2006
 Approved 09/29/2006
 AG Case# 2006-0663/Spa

I DO NOT WISH TO RECEIVE SOLICITATION MATERIALS FROM ATTORNEYS

I. CONSUMER INFORMATION

1. Purchaser/ [Redacted]
 2. Street Address [Redacted]
 City: Palm Harbor State: FL Zip Code: [Redacted]
 Mailing Address (if different): _____
 City: [Redacted] Zip Code: _____
 3. Home Phone [Redacted] Best Time to Call: Any
 Work Phone [Redacted] For Whom? _____
 Cell Phone [Redacted] For Whom? _____
 Fax: () _____ E-Mail: _____

Attorney Information (complete only if you are represented by an attorney):

RECEIVED
 SEP 20 2006
 DIVISION OF CONSUMER SERVICES
 LEMON LAW

Name: _____
 Mailing Address: _____
 City: _____ State: _____ Zip Code: _____
 Telephone: () _____ Fax: () _____ E-Mail: _____

II. SELLING DEALER, FINANCING, AND LEASING INFORMATION

4. Dealer Name: Karl Flammer Ford, Inc
 Address: 41975 U.S. HWY 19 North
 City: Tarpon Springs State: Florida Zip Code: 34689

II. SELLING DEALER, FINANCING, AND LEASING INFORMATION (continued)

Lessor, bank, or lending institution to which loan or lease payments are made:

Name: Wachovia Bank N.A.

Address: P.O. Box 530554

City: Atlanta State: GA Zip Code: 30353-0554

III. RELIEF REQUESTED (Check one only)

5. If successful, I prefer to receive: A refund or A replacement vehicle

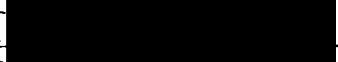
IV. VEHICLE INFORMATION

6. Vehicle Type: Car Truck Van Sport Utility Low Speed Vehicle

7. If a truck, is the gross vehicle weight 10,000 pounds or less? Yes No

8. Manufacturer: Ford
(GM, Ford, Chrysler, Toyota, etc.)

9. Make: Ford (Dodge, Mercury, etc.) Model: F-350SD (Mustang, Accord, etc.) Year: 2005

10. Vehicle Identification Number (VIN): 1FTWV33P85E 
(This is a 17-character identifier usually consisting of letters and numerals that is listed on your vehicle registration.)

11. If a conversion vehicle, give the name of the company that performed the conversion, if known:

(Explorer Vans, Sherrod, etc. Attach a copy of the warranty.)

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): Purchased Leased _____

In Florida? Yes No _____

As (check one): New Demonstrator _____ Used _____

14. If leased, for a term of one year or more? Yes _____ No _____

15. Do you still own or possess the vehicle? Yes No _____

16. If purchased used, was the vehicle transferred to you by the original owner within 24 months after the date of original delivery? 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	2/20-06	
2. Loose Steering	1/25-06	6/26-06	8/8-06
3. Oil/transmission leak	1/25-06	2/20-06	2/23-06
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: July 27, 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 notification and postal receipt indicating when the manufacturer and/or conversion company received the notification.)

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)? 8-9-06
(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 days

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 notification:

Manufacturer: July 27th 2006 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



1 Todd M. Friedman, Esq.- State Bar # 216752
2 Jennifer Basola, Esq. - State Bar # 231538
3 Krohn & Moss, Ltd.
4 5055 Wilshire Blvd., Suite 300
5 Los Angeles, CA 90036
6 Telephone (323) 988-2400

7 Attorneys for Plaintiff, JOSEPH KANE

FILED

JAN 09 2008

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

8 **SUPERIOR COURT OF THE STATE OF CALIFORNIA**
9 **COUNTY OF MARIN**
10 **UNLIMITED JURISDICTION**

11 JOSEPH KANE,)
12 Plaintiff,) **CASE NO.: CV080105**
13 vs.) **COMPLAINT**
14 FORD MOTOR COMPANY,) **(Unlimited - Civil)**
15 Defendant.)

16 COMPLAINT

17 NOW COMES the Plaintiff, JOSEPH KANE, by and through Plaintiff's attorneys,
18 KROHN & MOSS, LTD., and for Plaintiff's Complaint against Manufacturer, FORD MOTOR
19 COMPANY, alleges and affirmatively states as follows:

20 PARTIES

- 21 1. Plaintiff, JOSEPH KANE ("Plaintiff"), is an individual who purchased subject
22 vehicle in the State of California.
- 23 2. Manufacturer, FORD MOTOR COMPANY ("Manufacturer"), is a corporation
24 authorized to do business in the State of California and is engaged in the manufacture, sale, and
25 distribution of motor vehicles and related equipment and services. Manufacturer is also in the

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

4 BACKGROUND

5 3. On or about September 2, 2006, Plaintiff purchased from Seller a 200~~5~~⁶ Ford F-
6 350 ("F-350"), manufactured by Manufacturer, Vehicle Identification No.
7 IFTWW31P76EB21366, for valuable consideration (Plaintiff's purchase contract is attached as
8 Exhibit "A").

9 4. The price of the F-350, including sales tax, registration charges, document fees
10 and other collateral charges, such as bank and finance charges, totaled more than \$53,997.37.

11 5. In consideration for the purchase of the F-350, Manufacturer issued and supplied
12 to Plaintiff several written warranties, as well as other standard warranties fully outlined in the
13 Manufacturer's Warranty Booklet.

14 6. On or about September 2, 2006, Plaintiff took possession of the F-350 and shortly
15 thereafter experienced the various defects listed below that substantially impair the use, value
16 and/or safety of the F-350.

17 7. The defects listed below violate the express written warranties issued to Plaintiff
18 by Manufacturer, as well as the implied warranty of merchantability.

- 19 a) Defective steering as evidenced by an excessive play in the steering, fluid leaking
20 from front of the vehicle, and the steering wheel locking, the internal knock
21 sound, and the looseness;
- 22 b) Defective steering and electrical as evidenced by an illumination of airbag light,
23 inoperable horn, and inoperable cruise;
- 24 c) Defective steering and suspension as evidenced by shaking of the front end badly,
25 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;

- 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.

8. 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:

9. Plaintiff provided Manufacturer through Seller and/or other authorized dealers of Manufacturer sufficient opportunities to repair the F-350.

10. Manufacturer, through its authorized dealers was unable and/or failed to repair the F-350 within a reasonable number of attempts.

11. Plaintiff justifiably lost confidence in the F-350's reliability and said defects have substantially impaired the value of the F-350 to Plaintiff.

12. Said defects could have not been discovered by Plaintiff prior to Plaintiff's acceptance of the F-350.

13. 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 unmerchantable 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.

1 18. Prior to filing this complaint, Plaintiff attempted to submit to Manufacturer's
2 informal dispute resolution program and was unsatisfied with the results therein.

3
4 COUNT I
5 BREACH OF WRITTEN WARRANTY
6 PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
7 MANUFACTURER

8 19. Plaintiff realleges and incorporates by reference as fully set forth herein,
9 paragraphs 1-18 of this Complaint.

10 20. Plaintiff is a purchaser of a consumer product who received the F-350 during the
11 duration of a written warranty period applicable to the F-350 and who is entitled by the terms of
12 the written warranty to enforce against Manufacturer the obligations of said warranty.

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

15 22. Seller is an authorized dealership/agent of Manufacturer designed to perform
16 repairs on vehicles under Manufacturer's automobile warranties.

17 23. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section, 2301 et. Seq.
18 ("Warranty Act") is applicable to Plaintiff's Complaint in that the F-350 was manufactured, sold
19 and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

20 24. Plaintiff's purchase of the F-350 was accompanied by written factory warranties
21 for any non-conformities or defects in materials or workmanship, comprising an undertaking in
22 writing in connection with the purchase of the F-350 to repair the F-350 or take other remedial
23 action free of charge to Plaintiff with respect to the F-350 in the event that the F-350 failed to
24 meet the specifications set forth in said undertaking.

1 25. Said warranties were the basis of the bargain of the contract between the Plaintiff
2 and Manufacturer for the sale of the F-350 to Plaintiff.

3 26. Said purchase of Plaintiff's F-350 was induced by, and Plaintiff relied upon, these
4 written warranties.

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

7 28. As a direct and proximate result of Manufacturer's failure to comply with its
8 express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §
9 2310(d), Plaintiff is entitled to bring suit for such damages and other equitable relief.
10

11 WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- 12 a. Return of all monies paid or in the alternative applicable damages
13 pursuant to section 2714 of the Commercial Code, and all incidental and
14 consequential damages incurred;
- 15 b. All reasonable attorneys' fees, witness fees and all court costs and other
16 costs;
- 17 c. Such other and further relief that the Court deems just and appropriate.
18

19 COUNT II
20 BREACH OF IMPLIED WARRANTY
21 PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
22 MANUFACTURER

23 29. Plaintiff realleges and incorporates by reference as through fully set forth herein,
24 paragraphs 1-18 of this complaint.

25 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.

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

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

7 33. Pursuant to 15 U.S.C. § 2308, Plaintiff's F-350 was impliedly warranted to be
8 substantially free of defects and non-conformities in both material and workmanship, and
9 thereby fit for the ordinary purpose for which the F-350 was intended.
10

11 34. The F-350 was warranted to pass without objection in the trade under the contract
12 description, and was required to conform to the descriptions of the vehicle contained in the
13 contracts and labels.

14 35. The above described defects in the F-350 render the F-350 unfit for the ordinary
15 and essential purpose for which the F-350 was intended.

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

18 WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- 19 a. Return of all monies paid or in the alternative applicable damages
20 pursuant to section 2714 of the Commercial Code, and all incidental and
21 consequential damages incurred;
22 b. All reasonable attorneys' fees, witness fees and all court costs and other
23 costs;
24 c. Such other and further relief that the Court deems just and appropriate.
25

1
2 COUNT III
3 SONG-BEVERLY CONSUMER WARRANTY ACT

4 37. Plaintiff realleges and incorporates by reference as though fully set forth herein,
5 paragraphs 1-18 of this Complaint.

6 38. Manufacturer, through Seller and/or other authorized dealerships, have been
7 unable to repair said defects in a reasonable number of attempts.

8 39. Pursuant to Cal Civ. Code. § 1793.22(b)(2), Plaintiff has presented the F-350 to
9 Seller and/or other authorized service dealers of Manufacturer within the term of protection and
10 have tendered the subject vehicle four (4) or more times for the same defects and/or non-
11 conformities within eighteen-thousand (18,000) miles and/or eighteen (18) months for the above-
12 mentioned defects that substantially affect the use, value and safety of the F-350.

13 40. Pursuant to Cal Civ. Code. § 1793.2, Plaintiff is entitled to a refund of the full
14 purchase price of the vehicle, including all collateral charges and finance charges, and/or a
15 replacement vehicle, plus all attorney fees and costs.

16 41. Manufacturer has willfully violated the provisions of this act by knowing of its
17 obligations to refund or replace Plaintiff's vehicle, but failing to fulfill them.

18 WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- 19
- 20 a. Return of the F-350's purchase price and all incidental and
21 consequential damages incurred by Plaintiff;
 - 22 b. Return of all finance charges incurred by Plaintiff for the F-350;
 - 23 c. All reasonable attorneys' fees, witness fees, court costs and other fees
24 incurred by Plaintiff; and
 - 25 d. A civil penalty pursuant to Cal. Civ. Code § 1794 (c).

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

2 COUNT IV
3 SONG – BEVERLY CONSUMER WARRANTY ACT

4 42. Plaintiff realleges and incorporates by reference as though fully set forth herein,
5 paragraphs 1-18 of this Complaint.

6 43. The F-350 purchased by Plaintiff was subject to an implied warranty of
7 merchantability as defined in Cal. Civ. Code §1790 running from the Manufacturer to the
8 intended consumer, Plaintiff herein.

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

11 45. Manufacturer is prohibited from disclaiming or modifying any implied warranty
12 under Cal. Civ. Code §1790.

13 46. Pursuant to Cal. Civ. Code §1790, Plaintiff's F-350 was impliedly warranted to be
14 fit for the ordinary use for which the F-350 was intended.

15 47. The F-350 was warranted to pass without objection in the trade under the contract
16 description, and was required to conform to the descriptions of the vehicle contained in the
17 contracts and labels.

18 48. The above described defects in the F-350 caused it to fail to possess even the most
19 basic degree of fitness for ordinary use.

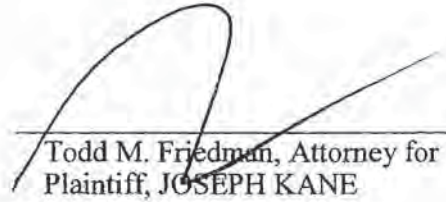
20 49. As a result of the breaches of implied warranty by Manufacturer, Plaintiff has
21 suffered and continues to suffer various damages.

22 WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:
23
24
25

- 1 a. Return of all monies paid or in the alternative applicable damages
2 pursuant to section 2714 of the Commercial Code, and all incidental and
3 consequential damages incurred;
4 b. All reasonable attorneys' fees, witness fees and all court costs and other
5 costs;
6 c. Such other and further relief that the Court deems just and appropriate.
7

8 PLAINTIFF HEREBY REQUESTS A JURY TRIAL IN THIS MATTER.

9 Dated this January 2, 2008

10
11 
12
13 Todd M. Friedman, Attorney for
14 Plaintiff, JOSEPH KANE
15
16
17
18
19
20
21
22
23
24
25

All Action Details for Issue

Print

VIN: 1FTWW31P766 [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: 1640112337
Name: [REDACTED] Owner Status: Original WSD: 2006-09-02
Symptom Desc: SUSPENSION RIDE QUALITY Primary Phone: [REDACTED]
Reason Desc: DRP-VEHICLE REPURCHASE REQUEST Secondary Phone: [REDACTED]
Issue Type: 06 BBB AUTO LINE/DACO Issue Status: CLOSED

Action: OPEN - PENDING ELIGIBILITY
Dealer: 07715 NOVATO FORD LINCOLN MERCURY Origin Desc: BETTER BUSINESS BUREAU
Odometer: 27060 MI Comm Type: MAIL
Analyst Name: GRESS, JEFF Analyst: J-GRESS1
Action Date: 11/01/2007 Action Time: 16.00.31.804 Action Data: No

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 SUMMITTED TO THIS ATTORNEY CASE- NO WARRANTABLE CONCERNS DUE TO AFTERMARKET LIFT/ TIRES/EXHAUST

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 07715 NOVATO FORD LINCOLN MERCURY Origin Desc: BETTER BUSINESS BUREAU
Odometer: 27060 MI Comm Type: MAIL
Analyst Name: GRESS, JEFF Analyst: J-GRESS1
Action Date: 11/19/2007 Action Time: 21.00.40.532 Action Data: No

Comments HEARING SCHEDULED ON 11/24/07 AT

Action: ARBITRATION DECISION-DENIAL
Dealer: 07715 NOVATO FORD LINCOLN MERCURY Origin Desc: BETTER BUSINESS BUREAU
Odometer: 27060 MI Comm Type: MAIL
Analyst Name: GRESS, JEFF Analyst: J-GRESS1
Action Date: 12/05/2007 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 **Origin Desc:** BETTER BUSINESS BUREAU
Odometer: 27060 MI **Comm Type:** MAIL
Analyst Name: GRESS, JEFF **Analyst:** J-GRESS1
Action Date: 01/03/2008 **Action Time:** 21.00.46.642 **Action Data:** Yes

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

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF REJECTION	01/03/08

Ford Confidential

All Action Details for Issue

Print

VIN: 1FTWW31P76 [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: 1640112337
 Name [REDACTED] Owner Status: Original WSD: 2006-09-02
 Symptom Desc: STRG/HANDLING FUNCTION EXCESSIVE PLAY Primary Phone [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 07715 NOVATO FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS - FD
 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

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	KROHN & MOSS
ATTORNEY NAME	TODD FRIEDMAN
ATTORNEY PHONE NUMBER	3239882400
ANALYST ID	BBENNIN1

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 Analyst: BBENNIN1
 Action Date: 10/03/2007 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 Analyst: BBENNIN1
 Action Date: 10/22/2007 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 [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: 1640112337
Name: [REDACTED] Owner Status: Original WSD: 2006-09-02
Symptom Desc: AXLE CONCERNS ALL/4 WHL DRIVE NOISE/CHATTER Primary Phone: [REDACTED]
Reason Desc: WARRANTY - VEHICLE REPLACEMENT REQUEST Secondary Phone: [REDACTED]
Issue Type: 04 REGION Issue Status: CLOSED
Initial Customer Contact: 08/22/2007

Action: WARRANTY DISPUTE VEHICLE REPLACEMENT REQUEST
Dealer: 07715 NOVATO FORD LINCOLN MERCURY Origin Desc: US CONCERN CASE BASE
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 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 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 (TCRISTIA),TAMALLA Analyst: TCRISTIA
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
Dealer: 07713 HENRY CURTIS FORD-MERCURY
Odometer: 22511 MI
Analyst Name: CRISTIANO (TCRISTIA),TAMALLA
Action Date: 08/29/2007
Comm Type: PHONE
Analyst: TCRISTIA
Action Time: 19.12.48.380
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Action Data: No

Comments ***CCS TAMMY EXT 7105**** MADE OBC TO THE CUSTOMER AN HE SAID WHENEVER HE HITS ANY POTHLES THE FRONT END OF THE VEHICLE SHAKES AND WOBLES. 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
Comm Type: PHONE
Analyst: TCRISTIA
Action Time: 19.41.35.524
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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
Comm Type: PHONE
Analyst: TCRISTIA
Action Time: 17.05.58.016
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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

Comm Type: PHONE

Analyst Name: CRISTIANO
(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

Comm Type: VISIT

Analyst Name: HALL, JAMIE

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
TEAM

Odometer: 22511 MI

Comm Type: PHONE

Analyst Name: CRISTIANO
(TCRISTIA),TAMALLA

Analyst: TCRISTIA

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

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: 09/25/2007

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

Comm Type: PHONE

Analyst Name: CRISTIANO
(TCRISTIA),TAMALLA

Analyst: TCRISTIA

Action Date: 09/25/2007

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

Origin Desc: CUSTOMER CARE SOLUTIONS
TEAM

Odometer: 22511 MI

Comm Type: PHONE

Analyst Name: CRISTIANO
(TCRISTIA),TAMALLA

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 COMPONENTS. 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

Comm Type: PHONE

Analyst Name: CRISTIANO
(TCRISTIA),TAMALLA

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 (TCRISTIA),TAMALLA

Analyst: TCRISTIA

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 (TCRISTIA),TAMALLA

Analyst: TCRISTIA

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

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 RECEIVED RESOLUTION **NO FURTHER ACTION NEEDED BY CCST*

Ford Confidential

All Action Details for Issue

Print

VIN: 1FTWW31P76E [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: 1640112337
Name [REDACTED] Owner Status: Original WSD: 2006-09-02
Symptom Desc: Primary Phone: [REDACTED]
Reason Desc: MISC INQUIRY - CHANGE OF ADDRESS Secondary Phone: [REDACTED]
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER

Dealer:

Origin Desc: MANUAL - PHONE CSR

Odometer: 22511 MI

Comm Type: PHONE

Analyst Name: MATTHEW CUSICK (MCUSICK1)

Analyst: MCUSICK1

Action Date: 08/21/2007

Action Time: 17.46.49.410 Action Data: No

Comments CUSTOMER PROFILE UPDATE

Ford Confidential

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 VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1F1FW31P76E[REDACTED]	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	14-09-05	02-09-06	172035	USA	4	5001	6C3Z	3504	A	S10	S10	V87	N58	33
AWS Claim Key:	2412783	Doc #:	06997702	Trx Code:	I	Labor Hrs:	3	Labor Cost:	316.96	Material Cost:	721.83	Total Cost:	1038.79										
Dir Cd-Sub Cd:	07715.*	Name:	NOVATO FORD LINCOLN MERCURY		Ph:	415-8924286	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	08-DEC-2006	DIST(Mile):	3836							
Cust Comments:	CHECK AND ADVISE CUSTOMER STATES EXCESSIVE PLAY IN STEERING																						
Tech Comments:	FOUND STEERING BOX OUTPUT SHAFT HAD EXCESSIVE PLAY, REPLACED STEERING BOX, BLEED AIR OUT OF SYSTEM ROAD TESTED OK																						
1F1FW31P76E[REDACTED]	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	14-09-05	02-09-06	172035	USA	7	5R14	5C3Z	14A664	AA	S08	S08	V05	S25	42
AWS Claim Key:	3221396	Doc #:	07269301	Trx Code:	E84	Labor Hrs:	1.2	Labor Cost:	126.78	Material Cost:	50.41	Total Cost:	177.19										
Dir Cd-Sub Cd:	07715.*	Name:	NOVATO FORD LINCOLN MERCURY		Ph:	415-8924286	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	23-MAR-2007	DIST(Mile):	12366							
Cust Comments:	CHECK AND ADVISE CUSTOMER STATES AIR BAG LIGHT ON, HORN INOP CRUISE INOP, STEERING WHEEL RADIO CONTROLS INOP																						
Tech Comments:	TESTED AND FOUND CLOCK SPRING DEFECTIVE, REPLACED AND RESTORED COLUMN AND TESTED OK																						
1F1FW31P76E[REDACTED]	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	14-09-05	02-09-06	172035	USA	10	5N01	5C3Z	3E651	D	S13	S10	V89	N22	07
AWS Claim Key:	3990801	Doc #:	07495601	Trx Code:	E84	Labor Hrs:	9	Labor Cost:	98.22	Material Cost:	133.84	Total Cost:	232.06										
Dir Cd-Sub Cd:	07715.*	Name:	NOVATO FORD LINCOLN MERCURY		Ph:	415-8924286	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	20-JUN-2007	DIST(Mile):	18600							
Cust Comments:	CUSTOMER STATES THE FRONT END SHAKES REALLY BAD, DOES IT ON EVEN ON FLAT ROADS, CHECK AND ADVISE																						
Tech Comments:	INSPECTED AND VERIFIED CUSTOMERS CONCERN. INSTALLED DUAL STEERING STABILIZER AND RECHECKED, ALL OK AT THIS TIME																						
1F1FW31P76E[REDACTED]	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	14-09-05	02-09-06	172035	USA	12	5001	6C3Z	3504	A	S10	S10	V87	N58	33
AWS Claim Key:	4212575	Doc #:	07596401	Trx Code:	E84	Labor Hrs:	2.3	Labor Cost:	251.03	Material Cost:	737.99	Total Cost:	989.02										
Dir Cd-Sub Cd:	07715.*	Name:	NOVATO FORD LINCOLN MERCURY		Ph:	415-8924286	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	30-JUL-2007	DIST(Mile):	21190							
Cust Comments:	CUSTOMER STATES THERES A RATTLE NOISE IN THE FRONT END GOING OVER BUMPS AND VIBRATES CHECK REPORT																						

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

IPTWW31P76	[REDACTED]	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	14-09-05	02-09-06 172035	USA	12	2G05 *	RECAL *	S12	S11	V46	D35	42
AWS Claim Key:	4217574	Doc #:	07596402	Trx Code:	E84	Labor Hrs:	1.1	Labor Cost:	120.05	Material Cost:	0	Total Cost:	120.05								
Dir Cd-Sub Cd:	07715-*	Name:	NOVATO FORD LINCOLN MERCURY	Ph:	415-8924286	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	30-JUL-2007	DIST(Mile):	21190						
Cust Comments:	CUSTOMER STATES WHEN GOING UP THE WALSO GRADE TRUCK LACKS PO WER DROPS DOWN 2 GEARS CHECK REPORT, POOR GAS MILAGE																				
Tech Comments:	REPROGRAMED TCM,WITH NEW UPDATE,TEST DROVE WITH SERVICE MANA GER,UP WALDO GRADE ALL OK AT THIS TIME UNABLE TO DUPLICATE LACK OF POWER																				

IPTWW31P76	[REDACTED]	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	14-09-05	02-09-06 172035	USA	14	5001 7C3Z 3504	A	S10	S10	V87	N58	41
AWS Claim Key:	4742299	Doc #:	07783102	Trx Code:	E84	Labor Hrs:	2.3	Labor Cost:	251.03	Material Cost:	543.73	Total Cost:	794.76								
Dir Cd-Sub Cd:	07715-*	Name:	NOVATO FORD LINCOLN MERCURY	Ph:	415-8924286	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	08-OCT-2007	DIST(Mile):	25222						
Cust Comments:	CUSTOMER STATES AFTER HAVING STEERING WHEEL TURNED AND THEN ACCELORATING STEERING WHEEL LOCKED AND WOULD NOT RETURN.																				
Tech Comments:	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 MANAGER																				

Any comments? You can contact



webmaster

Wright



MANUFACTURER RESPONSE FORM
(CALIFORNIA)

Case Number: FRD0756716

Vehicle: 2006 F-350

Customer Name: [REDACTED]

VIN: 1FTWW31P76E [REDACTED]

Warranty Start Date: 2/26/07

Mileage: 27,060

Purchased: New Used (mileage and date of purchase) Leased (terms of lease)
This claim is: IN Bumper-to-Bumper Warranty IN Diesel Warranty OUT of all Warranties
Extended Service Plan: NO YES Ford Powertrain 60/60

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

- Steering/ suspension
- Steering/electrical
- Electrical
- Transmission
- Engine
- 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.

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



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 as follows:

Received: 09/21/2007

CCRG/EPRC: OSE Reviewed Status: Date:

Vehicle: 2006,F350 4X4,CRW CAB,PICKUP ,1FTWW31P76E [REDACTED] 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



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 Memos
- Recall Notices
- Dealer Report
- Ford Field Service Engineer (FSE) Inspection Report
- Other: _____



I will participate in a hearing:

In writing

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



DECISION

Submitted Date: 12/04/07

FRD0756716

VIN: 1FTWW31P76[REDACTED]

Customer: Mr. [REDACTED] 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: FRD0756716
Arbitrator: Pat Meehan

Customer: Mr. [REDACTED]
Date: 12/04/07



REASONS FOR DECISION

Submitted Date: 12/04/07

FRD0756716

VIN: 1FTWW31P76E

Customer: Mr. [REDACTED] - Hearing Date: 11/24/07

Arbitrator: Pat Meehan

Question 1

Vehicle (Year, Make, Model)

2006 Ford F350 truck

Question 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. [REDACTED] 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. [REDACTED] 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. [REDACTED]). 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. [REDACTED] Customer Claim Form are summarized in the table below. Some of the above repair attempts were

simultaneous. Altogether, according to Mr. [REDACTED] information, there were 21 days out of service as follows:

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 X

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. [REDACTED] also brought the vehicle to Ford of Marin on September 27, 2007. After a discussion with the Ford hotline, Ford of Marin informed Mr. [REDACTED] 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. [REDACTED] 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 fails 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. Kane 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. [REDACTED] 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 nonconformities 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. Kane's 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 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: FRD0756716
Arbitrator: Pat Meehan**

**Customer: [REDACTED]
Date: 12/04/07**



MANUFACTURER RESPONSE FORM
(CALIFORNIA)

Case Number: [REDACTED]
Customer Name: [REDACTED]
Warranty Start Date: 2/26/07

Vehicle: 2006 F-350
VIN: 1FTWW31P76E [REDACTED]
Mileage: 27,060

Purchased: New Used (mileage and date of purchase) Leased (terms of lease)
This claim is: IN Bumper-to-Bumper Warranty IN Diesel Warranty OUT of all Warranties
Extended Service Plan: NO YES Ford Powertrain 60/60

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

- Steering/ suspension
- Steering/electrical
- Electrical
- Transmission
- Engine
- 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.
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 been 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 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 as follows:

Received: 09/21/2007

CCRG/EPRC: OSE Reviewed Status: Date:

Vehicle: 2006,F350 4X4,CRW CAB,PICKUP ,1FTWW31P76E [REDACTED] 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 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 Memos
- Recall Notices
- Dealer Report



Ford Field Service Engineer (FSE) Inspection Report

Other: _____

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: FRD0756716

Customer: [REDACTED]

Manufacturer: Ford Motor Company

Mfr-Info: 6700 CA 1FTWW31P76E [REDACTED]

Arbitrator(s): Mr. Pat Meehan

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



BBB AUTO LINE

November 19, 2007

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

Re: MNOD FRD0756716; [REDACTED] vs Ford Motor Corporation
1FTWW31P76E [REDACTED]

Dear Madam/Sir:

As the client's attorney has indicated that his/her client is not planning to participate in an oral hearing and does not plan to allow the arbitrator to personally inspect the alleged problems with the vehicle, the case will proceed on written submissions only.

Enclosed are the following:

- *Notice of Deadline for Submissions*, which identifies the date by which arguments and evidence must be submitted to BBB AUTO LINE. Please note if we have already received your position, that will be forwarded. However, this is an opportunity to provide additional information.
- *Arbitrator Listing Sheet*, which identifies the arbitrator assigned to render a Decision in this matter.

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

Sincerely,

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



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer [REDACTED]

Case Number: FRD0756716

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. Meehan 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



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Mr. [REDACTED]

Case Number: FRD0756716

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. Meehan 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



**MANUFACTURER RESPONSE FORM
(CALIFORNIA ARBITRATION POSITION STATEMENT)**

Case Number: FRD0756716

Vehicle: 2006 F-350 Truck

Customer Name: [REDACTED]

VIN: 1FTWW31P76E [REDACTED]

Probable Hearing Location: Placentia

Manufacturer's Position:

Documentation Provided (please check):

- Technical Service Bulletin(s)
- Recall Notice(s)
- Vehicle Repair Records
- Purchase/Lease documentation
- Other: _____

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing By phone In person In writing

Form completed by: _____ Date: ___/___/___

Future Contact: _____

Phone: _____ Fax: _____

Please return this form as soon as possible to: BBB AUTO LINE
 Fax: 703.247.9700



BBB AUTO LINE

November 2, 2007

Re:w-m2 FRD0756716: [REDACTED]s Ford Motor Corporation
1FTWW31P76E [REDACTED]

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 fourteen days from the date of this letter. On the following day, we will send each written position to the other party for comments. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

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

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

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

Sincerely,

Donna Patterson at Extension 506

Council of Better Business Bureaus, Inc.

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

Location of Better Business Bureau

Better Business Bureau - Placentia

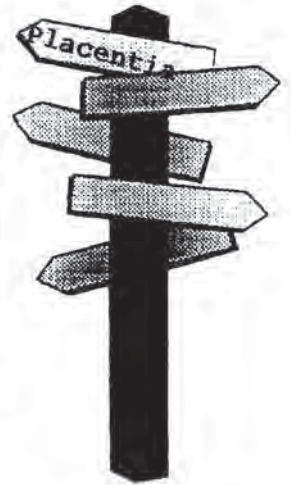
Name of Building (if any)

550 West Orangethorpe, Placentia

Bureau Address and City

(714) 985-8915

Bureau Phone Number (Emergencies Only)



DIRECTIONS



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 corner 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.

RE: [REDACTED] v. Ford Motor Company

FRd0756716

To Whom it May Concern:

11-01-07

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. Ste. 300
Los Angeles, CA 90036
(323) 988-2400 x243
(866) 264-3755 fax
e-mail: cbopp@consumerlawcenter.com
web: www.consumerlawcenter.com

Customer Claim Form

Contact Date: Start Date: Case Number:

Have you contacted the mfr regarding your claim? YES NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? YES NO

If yes, name of provider: Date: Case Number:

Titled Owner(s), Name & Address

[Redacted]
Novato CA [Redacted]

Customer Contact Info:

Day Phone [Redacted]
Evening Phone: same
Fax Number: [Redacted]
E-mail Address:
Cell Phone:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title:

Vehicle Use: Personal Business Both Percentage of time vehicle used for business purposes: 0

Transmission Type: *automatic* Number of vehicles owned or leased by the business:

Make: Ford Model: F350 Model Year: 2006 Current Mileage: 27,060

Vehicle Identification Number: 1FTWW31F76E [Redacted]

Servicing Dealer/City/State: Novato Ford, Novato, CA

Selling Dealer/City/State: : *NOVATO FORD, NOVATO, CA*

Insurance Carrier: [Redacted]
Policy Number: [Redacted]

Has vehicle been in an accident/had body damage? Yes No Date of accident: 11-21-06

Description of Damage: : *Bumper Damage*

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: *4-2-06* Mileage at purchase: *213M* Lease Date: Mileage at lease:

Purchased As: New Used Demo Leased As: New Used Demo

Is the vehicle in your possession? yes Is the vehicle in your possession?

Lienholder's Name: *Ford Motor Corp.* Leasing Company's Name:

Address: Address:

City/ST/Zip: *P.O. Box 7172, Pasadena CA* City/ST/Zip

Phone: *1-800-727-7006* Phone: *911-99-7172*

Lienholder Acct.#: *041450096* Leasing Company's Acct #:

Customer's Desired Outcome (Describe what you want done to resolve your concern)

vehicle repurchase plus attorneys fees

Signature of Titled Owner(s) [Redacted]

Date *10-26-07*

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

Customer Claim Form

Customer Name XXXXXXXXXX

Case Number:

Vehicle Concerns

First Repair Attempt Date: 12/8/06 Mileage: 3863
 Last Repair Attempt Date: 10/8/07 Mileage: 25222
 Total Days out of Service: 20

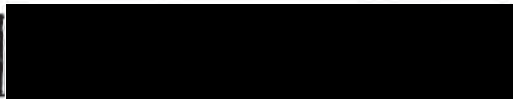
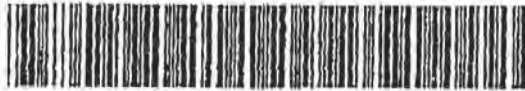
Problems - Please list your <u>primary</u> concern first	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
steering/suspension	Novato	Y	5	12/8/06	3863	1
				6/20/07-6/29/07	18600	10
				7/30/07-8/2/07	21190	4
				9/27/07	24874	1
				10/8/07	25222	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	SAA	Y	1	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 *****

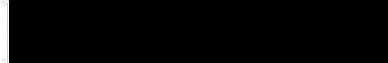


REGISTRATION CARD VALID FROM: 09/30/2007 TO: 09/30/2008

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
FORD	2006	2006	NJ	32P	31	[REDACTED]
BODY TYPE MODEL	MP	MO	AX	WC	UNLADEN/G/CGW	VEHICLE ID NUMBER
PK	D	NW	2	F	06964	1FTWW31P76E [REDACTED]
TYPE VEHICLE USE	DATE ISSUED	CC/ALCD	DT FEE RECVD	PIC	STICKER ISSUED	
COMMERCIAL	09/28/07	21	09/28/07	8	L8428351	

PR EXP DATE: 09/30/200

REGISTERED OWNER



AMOUNT DUE	AMOUNT RECVD
\$ 545.00	CASH : 545.00
	CHCK : 545.00
	CRDT :

AMOUNT PAID
\$ 545.00

NOVATO
CA



LIENHOLDER
FORD MOTOR CRDT CO
260 INTERSTATE N PKWY NW

ATLANTA
GA 30339

T05 B25 5D 0054500 0022 08 T05 092807 31 8861000 255

PR 3/38

00/6/5200 25 077000000 096:11 10 82 100

To: Cathy Bopp

FROM



DATE: 10.27.07

FAX#: 1-866-264-3755

PER YOUR
REQUEST

Novato, Ca

Phone Num
Fax Numbe

FAX TRANSMITTAL FORM

To: Mike Antikainen

From: [REDACTED]
Date Sent: September 25, 2007

CC:
Phone: 1-800-875-3666
Fax: 1-866-203-9227

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,



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

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

22984

SHAWN MATHEWS 1182 6621 08/02/07 FOC575964
 8864999 21,190 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

[REDACTED]
 NOVATO, CA [REDACTED]

07/30/07

EF 99P

MO: 21190

JOB# 1 CHARGES-----

LABOR-----
 J# 1 45FOZ STEERING/SUSPENSION TECH(S):1231 WARRANTY
 CUSTOMER STATES THERES A RATTLE NOISE IN THE FRONT END GOING
 OVER BUMPS AND VIBRATES CHECK REPORT
 REPLACED STEERING BOX,REPLACED 2 BOLTS IN FRONT SWAY BAR EXS
 TENSION,RETORQUES RADIUS ARM BUSHINGS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 6C3Z-3504-A GEAR ASY - STE 2409 WARRANTY
 -1 6C3Z-3504-A CORE RETURN WARRANTY
 6 F7AZ-3F823-BA FLUID - POWER 03731 WARRANTY
 2 -388898-S SEAL 133624 WARRANTY
 TOTAL - PARTS 0.00

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
 J# 2 10FOZ DRIVEABILITY TECH(S):1053 WARRANTY
 CUSTOMER STATES WHEN GOING UP THE WALDO GRADE TRUCK LACKS PO
 WER DROPS DOWN 2 GEARS CHECK REPORT, POOR GAS MILAGE
 REPROGRAMED TCM WITH NEW UPDATE,TEST DROVE WITH SERVICE MANA
 GER,UP WALDO GRADE ALL OK AT THIS TIME,UNABLE TO DUPLICATE
 LACK OF POWER

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX FOC5 JOB# 2 TOTAL 0.00

TOTALS-----

 * TOTAL LABOR.... 0.00
 * TOTAL PARTS.... 0.00
 * [] CASH [] CHECK CK NO. [] *
 * TOTAL SUBLET... 0.00
 * [] VISA [] MASTERCARD [] DISCOVER *
 * TOTAL G.O.G.... 0.00
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * TOTAL MISC CHG. 0.00
 * TOTAL MISC DISC 0.00
 * TOTAL TAX..... 0.00
 *

 TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

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

Pg. 8/38



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

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

22984

FRAN LENAERTS 1046 1535 12/08/06 FOC69977
 8B64999 3,836 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

12/08/06

NO: 3846

JOB# 1 CHARGES-----

LABOR-----
 J# 1 00F0Z01 FREE OIL & FILTER TECH(S):1295 INTERNAL
 OIL AND FILTER FREE SERVICE
 CHECK FOR ANY PCM UPDATES
 CHANGE OIL AND FILTER FREE SERVICE
 CHECKED FOR UPDATES. NONE FOUND

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	FL-2016	KIT - ELEMENT 84844		INTERNAL
	3	XO-15W40-5QSD	OIL - ENGINE 804940		INTERNAL
				TOTAL - PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO		
	FOC	FREE OIL CHANGE		INTERNAL	
	IHM4	LOF HAZARDOUS WASTE		INTERNAL	
				TOTAL - MISC	0.00

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX FOC69977 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
 J# 2-45F0Z03 SUSPENSION CONCERN TECH(S):1175 WARRANTY
 CHECK AND ADVISE CUSTOMER STATES EXCESSIVE PLAY IN STEERING
 FOUND STEERING BOX OUTPUT SHAFT HAD EXCESSIVE PLAY. REPLACED
 STEERING BOX, BLEED AIR OUT OF SYSTEM. ROAD TESTED OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	6C3Z-3504-A	GEAR ASY - STE 2409		WARRANTY
	-1	6C3Z-3504-A	CORE RETURN		WARRANTY
	3	F7AZ-3F823-AA	FLUID - POWER 03731		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX FOC69977 JOB# 2 TOTAL 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)



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

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

22984

[REDACTED]
NOVATO, CA [REDACTED]

FRAN LENAERTS 1046 1535 12/08/06 FOC569977
8B64999 3,836 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 [REDACTED]

12/08/06

[REDACTED] EP 99P

MO: 3846

TOTALS-----

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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

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

22984

FRAN LENAERTS 1046 5032 03/26/07 FOC572693
 8B64999 12,366 OXFORD WHT/ 56021
 06/FORD TRUCK/S-DTY F-350 SRW/CREW C 09/02/06 205
 I F T W W 3 1 P 7 6 E
 03/23/07

[REDACTED]
 NOVATO, CA [REDACTED]

99P

MO: 12366

JOB# 1 CHARGES-----

LABOR-----
 J# 1 6DFOZ19 AIRBAG TECH(S):1099 WARRANTY
 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

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 5C3Z-14A664-AA COVER AND CONT 0461
 TOTAL - PARTS WARRANTY 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
 J# 2 01FOZ04 5K DIESEL SERV TECH(S):1249 59.57
 PERFORM 5,000 MILE INTERVAL DIESEL SERVICE PER ATTACHED MENU
 AS PER CUSTOMER REQUEST
 PERFORMED SERVICE AS DESCRIBED ABOVE
 FRONT BRAKES AT 11MM AND REAR AT 10MM

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 FL-2016 KIT - ELEMENT 84844 28.75
 3 X0-15W40-5QSD OIL - ENGINE 804940 17.13
 TOTAL - PARTS 80.14

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 1HW4 LOF HAZARDOUS WASTE
 TOTAL - MISC 3.06

JOB# 2 TOTALS-----

LABOR 59.57
 PARTS 80.14
 MISC 3.06

JOB# 2 JOURNAL PREFIX FOC5 JOB# 2 TOTAL 142.77

JOB# 3 CHARGES-----

LABOR-----
 J# 3+00F0Z6BATT BATTERY GOOD TECH(S):1249 INTERNAL
 TESTED BATTERY OK
 TESTED BATTERY GOOD

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX FOC5 JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
 J# 4+00F0Z6BK BRAKES OK TECH(S):1249 INTERNAL



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

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

22984

FRAN LENAERTS 1046 5032 03/26/07 FOC572693
8B64999 12,366 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

[REDACTED]
NOVATO, CA [REDACTED]

03/23/07

6# 99P

MO: 12366

BRAKES CHECKED AND OK
(DISC: OVER 5MM) (DRUM: OVER 2MM)
BRAKES CHECKED AND OK

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX FOC5 JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----
LABOR-----
J# 5-00FOZGTIRE TIRES OK TECH(S):1249 INTERNAL
TIRES CHECKED AND OK
7/32" OR GREATER
TIRES CHECKED AND OK

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX FOC5 JOB# 5 TOTAL 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.... 59.57
TOTAL PARTS.... 80.14
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 3.06
TOTAL MISC DISC 0.00
TOTAL TAX..... 6.21
TOTAL INVOICE \$ 148.98

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE



6995 F. Road Blvd., Novato, CA 94945
 (415) 89-33000 (800) 659-5552

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

22984

JENNIFER ENGLAND 1273 4750 06/29/07 FOC574956
 8B64999 18,600 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

NOVATO, CA

06/20/07

2# 99P

MO: 18605

JOB# 1 CHARGES-----

LABOR-----
 J# 1 45FOZ STEERING/SUSPENSION TECH(S):1231 WARRANTY
 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.

PARTS-----QTY--FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 5C3Z-3E652-A BRACKET 176030 WARRANTY
 1 5C3Z-3E651-D DAMPER ASY 223470 WARRANTY
 1 PRICE-DIFF-099 D99 PRICE DIFF WARRANTY
 TOTAL - PARTS 0.00

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
 J# 2+13FOZ ENGINE DIESEL TECH(S):9999 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 FOC5 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
 J# 3+51FOZ BODY ELECTRICAL TECH(S):1231 INTERNAL
 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
 EACH TIME.

HISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 PD FREE DIAGNOSIS
 TOTAL - HISC INTERNAL
 0.00

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX FOC5 JOB# 3 TOTAL 0.00



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

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

22984

JENNIFER ENGLAND 1273 4750 06/29/07 FOC574956
8864999 18,600 OXFORD WH/ 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

[REDACTED]
NOVATO, CA [REDACTED]

06/20/07

[REDACTED]

EP 99P

MO: 18605

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[REDACTED]

Novato, Ca

Phone Number
Fax Number

[REDACTED]

[REDACTED]

FAX TRANSMITTAL FORM

To: Darren Shaw for Todd Friedman

[REDACTED]
Date Sent: October 10, 2007

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

Number of Pages: 4

Message:

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

[REDACTED]

AGREEMENT TO FURNISH INSURANCE POLICY

(TO BE USED WITH MOTOR VEHICLES SALES CONTRACT AND SECURITY AGREEMENT)

Date 09/19/2006

Seller: NGVATO FORD

The undersigned buyer(s) (jointly and severally referred to herein as "Buyer") and Seller entered into a motor vehicle sales contract and security agreement

("Contract") dated as of 2nd day of SEPTEMBER, 2006

The vehicle therein purchased ("Vehicle") is described as follows:

Year	Make	Model	Body	Vehicle Identification No.
2006	FORD TRUCK	S-DUTY F-250	CREW CAB SWB	4X1F14W3117 [REDACTED]

Buyer promises to deliver to Seller or Seller's assignee within 10 days from the date of this Agreement a duly executed policy of insurance covering the Vehicle and which complies in all respects with the insurance requirements of the Contract
Ins. Co. AAA Agent _____

ADDRESS OF AGENT - STREET _____ CITY _____ STATE _____ ZIP _____ AGENT'S PHONE NUMBER _____

Policy No. _____ Exp. Date _____

Fire & Theft - Additional Coverage - \$ _____ Deductible Comprehensive - \$ _____ Deductible Collision

If Buyer fails to deliver an acceptable policy of insurance within the time specified above, Seller or its assignee shall be free (but not required) to produce insurance as agreed under the Contract, or to exercise any other remedy of Seller under the Contract and applicable law. If Seller or its assignee procure insurance, Buyer agrees to pay any and all costs so incurred, such as earned insurance premiums, in accordance with the Contract and applicable law, including California Civil Code section 2982.8. Buyer further agrees, effective immediately, to be solely responsible for all damages to the Vehicle and other property purchased under the Contract, and to protect, indemnify, defend, and hold harmless Seller, and its assignees, against any cost, expense, claim or liability related to or arising out of such damage or the use, maintenance, or operation of the Vehicle or other property.

Loss Payee: NGVATO FORD

NOTICE TO BUYER: This Agreement does not authorize the ordering of Public Liability or Property Damage Insurance.

Any insurance ordered by the financial institution will cover loss of or damage to the above described vehicle only and will not include Public Liability or Property Damage Insurance.

[Faint, mostly illegible text, likely a disclaimer or terms and conditions section.]

[REDACTED SIGNATURE]

[REDACTED SIGNATURE]

CO-BUYERS SIGNATURE

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

TO ORDER ☎ 1-800-559-3676

001/01/77001

ATM

Oct 05 10 40 51 AM '06

Oct 19 07 01:51P

NOTICE OF RELEASE OF LIABILITY

VEHICLE LICENSE # _____

VEHICLE IDENTIFICATION # _____ MAKE _____

YEAR _____ MODEL _____ BODY TYPE _____

2007 1250 ODOMETER

Mail Completed Form To: Dept. of Motor Vehicles
P.O. Box 942859
Sacramento, CA 94259-0001

READING HERE IN MILES 5274

YOUR LIABILITY FOR THIS VEHICLE OR VESSEL MAY NOT BE RELEASED IF YOU SUBMIT ILLEGIBLE OR INCOMPLETE INFORMATION.

BUYER'S NAME (FIRST) NAME _____ (MIDDLE) IF DEALER CHECK HERE

CITY _____ ST. _____ ZIP _____ MO DAY YR _____

SELLER'S (LAST) NAME _____ (FIRST) _____ (MIDDLE) _____

SALE DATE _____

ST. _____ ZIP _____ PRICE \$ _____

SIGNATURE OF SELLER _____

REC _____

FORM # AS-YT REV. 11/03 • 1-800-944-4258 • 805-496-6883
 ALTERNATIVE © 2003 ALTERNATIVE SOURCE • AUTOMOTIVE FORMS
 Use of this form is not a substitute for the services of legal counsel. Alternative Source makes no implied or express warranties regarding the content or terms of this form for any purpose.

SELLER'S COPY

P. 3

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

Stock# _____

Model: _____

\$ _____

PLUS TAX, LIC. DOC & SMOG FEES.

POSTED PRICES ARE ***BEFORE***
ANY APPLICABLE REBATES.

Lifetime tire Rotation every 10,000 miles	\$ 150
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!**

p. 4
pg18/38

001818100

Oct 19 07 01:51P

NOVATO, CA

DUE BILL

VIN# 1FTWW31P76E

WORK PROMISED TO BE PERFORMED AT TIME OF SALE

DATE	DESCRIPTION OF CAR	LICENSE NO.	CUSTOMER'S NAME	SALESPERSON	STOCK NO.
09/02/06	FORD TRU S-DIY F- 2006		JOSEPH ENEAS KANE JR	BRIAN J. LA LIBERTY	56021

PRESENT THIS ORDER WHEN WORK IS TO BE COMPLETED

1. vehicle is sold as equipped
- 2.
- 3.
- 4.
- 5.
- 6.
7. ADDITIONAL CHARGES MAY APPLY AFTER; 90 DAYS

NOTE: THE ABOVE PROMISED WORK IS THE ONLY WORK TO BE PERFORMED FREE OF CHARGE. ANY ADDITIONAL WORK WILL BE CHARGED FOR IN ACCORDANCE WITH THE TYPE OF WARRANTY ISSUED AT TIME OF SALE, AND WILL BE CASH ON DELIVERY. ALL WORK MUST BE DONE IN OUR SHOP. WE SUGGEST YOU MAKE A SERVICE APPOINTMENT IN ADVANCE PRIOR TO DROPPING OFF THE VEHICLE.

Customer 

Sales Mgr. 

DUE TO INSURANCE REGULATIONS - NO LOAN CARS AVAILABLE



FORM # AS-214-4N (REV. 6/04) • ORDER TOLL FREE 1-800-344-4255

© 2001 ALTERNATIVE SOURCE • AUTOMOTIVE FORMS
Use of this form is not a substitute for the opinion of legal counsel. Alternative Source makes no implied or express warranties regarding the content or fitness of this form for any purpose.

Oct 19 07 01:51p

1004#10/00

P819/38
p.5

PE13-014 000583LCPV

OPTIONAL PRODUCTS AND SERVICES DISCLOSURE

Buyer Name(s)			
[REDACTED]			
City		State	Zip
[REDACTED]		CA	[REDACTED]
Year	Make	Model	VIN
2006	FORD TRUCK	S-DTY F-350 SRW	1FTAW31F708 [REDACTED]

I/We, the undersigned, acknowledge:

- The charges for each of the services/products described will be included and separately itemized in the retail installment sale 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

Optional Service Contract(s):

(1) _____ \$ _____ N/A

(2) N/A _____ \$ _____ N/A

Optional Debt Cancellation Agreement (GAP): N/A

\$ _____ N/A

Optional Theft Deterrent Device(s):

(1) N/A _____ \$ _____ N/A

(2) N/A _____ \$ _____ N/A

Optional Surface Protection Product(s):

(1) N/A _____ \$ _____ N/A

(2) N/A _____ \$ _____ N/A

Optional Vehicle Contract Cancellation Option Agreement

\$ _____ N/A

Optional Insurance Product: N/A

\$ _____ N/A

Total \$ _____ N/A

Installment Payment EXCLUDING Listed Items: \$ 748,75

Installment Payment INCLUDING Listed Items: \$ 748,75

03/02/2006
Date

[REDACTED]
Buyer's Signature

[REDACTED]
Co-Buyer's Signature



FORM # AS-602 (REV. 5/05) ©2005 ALTERNATIVE SOURCE • ORDER TOLL FREE 1-800-344-4255

Use of this form is not a substitute for the opinion of legal counsel. Alternative Source makes no implied or express warranties regarding the content or fitness of this form for any purpose.

To: Darren

From: [REDACTED]

DATE: 10.23.07

FAX: 866-431-5575

DARREN -

[REDACTED] has the
registration in his truck.
I will fax that later.

Thanks,

[REDACTED]

Please fax this completed form, along with your current registration and other requested documents, to our toll-free fax number: (866) 431-5575

Release of Lien Information

I [Redacted], hereby authorize
Customer(s)

Ford Motor Credit
Lien Holder Name

Overnight Address (not P.O. Box)

Address

1-800-727-7000 to release any
Phone Number

and all information regarding my loan account # [Redacted]
Account Number

for 1FTWW31P76E [Redacted] Ford Motor Corp.
Vehicle Identification Number (VIN) Manufacturer's Name

including but not limited to a complete payment history of my account, a loan payoff amount, interest paid to date, late charges, and per diem information.

[Redacted Signature Area]

10-15-07
Date

[Redacted]
SSN

Signature

Date

SSN

RETAIL INSTALLMENT SALE CONTRACT - SIMPLE INTEREST FINANCING

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number 5632

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) [REDACTED] NOVATO MARIE CA [REDACTED]	Creditor - Seller (Name and Address) NOVATO FORD 6995 REDWOOD BLVD NOVATO CA 94945
---	---

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the terms on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2006	FORD TRUCK 5-DTY F-350	205	1FTMW31F781 [REDACTED]	<input checked="" type="checkbox"/> Personal, family or household <input type="checkbox"/> business or commercial

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
0.00 %	\$ 0.00(a)	\$ 53910.37	\$ 53910.37(a)	\$ 53937.37(a)

(e) means an estimate

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
21 Payments	749.75	Monthly, Beginning 10/17/2006
Payments	N/A	Monthly, Beginning N/A
One Final Payment	749.12	ONE ON 09/17/2007

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge. Security Interest. You are giving a security interest in the vehicle being purchased. Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

1. Total Cash Price	
A. Cash Price of Motor Vehicle and Accessories	\$ 45540.27(A)
1. Cash Price Vehicle	\$ 43122.25
2. Cash Price Accessories	\$ 3728.00
3. Other (Nontaxable)	
Describe N/A	\$ N/A
Describe N/A	\$ N/A
B. Document Preparation Fee (not a governmental fee)	\$ N/A(B)
C. Smog Fee Paid to Seller	\$ N/A(C)
D. Theft Deterrent Device	\$ N/A(D)
E. Theft Deterrent Device	\$ N/A(E)
F. Surface Protection Product	\$ N/A(F)
G. Surface Protection Product	\$ N/A(G)
H. Sales Tax (on taxable items in A through G)	\$ 3658.00(H)
I. Optional DMV Electronic Filing Fee*	\$ 28.00(I)
J. (Optional) Service Contract (to whom paid)* N/A	\$ N/A(J)
K. (Optional) Service Contract (to whom paid)* N/A	\$ N/A(K)
L. Prior Credit or Lease Balance paid by Seller to	\$ N/A(L)
(see downpayment and trade-in calculation)	
M. (Optional) Gap Contract (to whom paid)* N/A	\$ N/A(M)
N. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$ N/A(N)
O. Other (to whom paid)* N/A	\$ N/A(O)
For	
Total Cash Price (A through O)	\$ 53407.62 (1)

Vehicle Insurance	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	Mos.	\$ N/A
\$ N/A Ded. Collision	Mos.	\$ N/A
Bodily Injury \$ N/A Limits	Mos.	\$ N/A
Property Damage \$ N/A Limits	Mos.	\$ N/A
Medical N/A	Mos.	\$ N/A
N/A	Mos.	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer [REDACTED]
 Co-buyer [REDACTED]
 Seller [REDACTED]

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

	Term	Exp.	Premium
Credit Life	N/A	Mos.	\$ N/A
Credit Disability	N/A	Mos.	\$ N/A
Total Credit Insurance Premiums			\$ N/A(B)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above. You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for

8823/38

... (Optional) Gap Contract (to whom paid) \$ N/A (M)
 N. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ 0.00 (N)
 O. Other (to whom paid) \$ 0.00 (O)
 For _____

Total Cash Price (A through O) \$ _____

2. Amounts Paid to Public Officials
 A. License Fees \$ _____ (A)
 B. Registration/Transfer/Titling Fees \$ 259.75 (B)
 C. Customs/Tax Fees \$ _____ (C)
 D. Other \$ _____ (D)
 E. Other \$ _____ (E)
 Total Official Fees (A through E) \$ 259.75 (2)

3. Amount Paid to Insurance Companies
 (Total premiums from Statement of Insurance column a + b) \$ _____ (3)

4. Smog Certification or Exemption Fee Paid to State \$ _____ (4)

5. Subtotal (1 through 4) \$ _____ (5)

6. Total Downpayment
 A. Agreed Trade-In Value Yr. 2000 Make FORD TRUCK \$ 15000.00 (A)
 Model F250 Odor 47SS
 VIN 1FTRK22P31LA78224
 B. Less Prior Credit or Lease Balance \$ _____ (B)
 C. Net Trade-In (A less B) (indicate if a negative number) \$ -415.00 (C)
 D. Deferred Downpayment \$ _____ (D)
 E. Manufacturer's Rebate \$ 500.00 (E)
 F. Other \$ _____ (F)
 G. Cash \$ _____ (G)
 Total Downpayment (C through G) \$ 27.00 (6)
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 11 above)

7. Amount Financed (5 less 6) \$ 52913.37 (7)

*Seller may keep part of these amounts.

insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree to purchase credit disability insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for credit disability insurance.

NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

Date _____ Buyer Signature _____ Age _____
 Date _____ Co-Buyer Signature _____ Age _____

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1K. See your gap contract for details on the protection it provides. It is a part of this contract.
 Term 36 Mos. 3 Mos. 3 Mos.
 Name of Gap Contract _____
 You want to buy a gap contract.
 Buyer X _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1J and/or 1K above.

1J Company N/A
 Term N/A Mos. or N/A Miles
 1K Company N/A
 Term 3 Mos. or 3 Miles
 Buyer X _____

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
 Amount \$ _____ Finance Charge \$ _____
 Total \$ _____ Payable In 36 Months
 Installments of \$ _____
 from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
 If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable:
N/A

HOW THIS CONTRACT CAN BE CHANGED.
 This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back of this contract apply. If Seller is unable to assign this contract to a financial institution will apply.

X _____ Buyer
 X _____ Co-Buyer

Buyer _____
 Co-Buyer _____

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____, Year _____ SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER, HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer _____ Co-Buyer X _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. If you have a complaint concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

If this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, if it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Co-Buyer Seller's Initials _____

OPTION: You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before 1/1 Year _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT. WARNING: YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD. FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In. If you have given a true payoff amount on the vehicle traded in, the payoff amount will be credited to the amount due on the vehicle. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you. Seller the express on demand if the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance."

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

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

THERE IS NO COOLING OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION. California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a motorcycle or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details. YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X _____ Date: 09/02/06 _____ Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing. Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer. Guarantor X _____ Date _____ Guarantor X _____ Date _____ Address _____ Address _____

Seller Sign: MCVATO FORD Date: 09/02/06 By X _____ Title _____

LAW FORM NO. 553-CA-ARB (REV. 7/01) U.S. #4107 (T.O. 046378) 2008 Reynolds and Reynolds TO ORDER: www.reynolds.com 1-800-344-0862 OR 1-478-531-4655 THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER TRUTH IN LENDING COPY

88/25/38

00/8/57001 / 077000000 09/02/06 10 52 300



[Redacted]

Novato, Ca

[Redacted]

Phone Number

Fax Number:

[Redacted]

[Redacted]

FAX TRANSMITTAL FORM

To: Mike Antikainen

From: [Redacted]

Date Sent: October 9, 2007

Phone: 1-800-375-3666

Number of Pages: 12

Fax: 1-866-203-9227

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,

[Redacted]



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 FOC577628
 8B64999 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

NOVATO, CA

09/27/07

CF 99P

MO: 24871

JOB# 1 CHARGES-----

LABOR-----
 J# 1 45F0Z STEERING/SUSPENSION TECH(S):1175 1188 INTERNAL
 CUSTOMER STATES WHILE DRIVING AND VEHICLE HITS BUMP OR POT
 HOLE OR LANE MARKERS DOTS STEERING WHEEL SHUDDERS AND FLOOR
 VIBRATES.
 CUSTOMER THINKS MORE SO FROM LEFT SIDE.
 CHECKED AND FOUND FRONT TIRES CUPPED AND SLIGHTLY CHOPPED
 AND WORN ON EDGES. SPUN TIRES ON BALANCE MACHINE. FOUND OUT
 OF BALANCE AND RIGHT REAR TIRE HAS NAIL IN IT AND ONLY 5
 POUNDS OF AIR. PER CUSTOMERS REQUEST SUBLET WHEELS AND TIRES
 TO ABLE TIRE FOR TIRE REPAIR AND REBALANCE OF ALL FOUR
 WHEELS. REINSTALLED ON VEHICLE WITH WORN TIRES ON REAR.
 ROAD TESTED GOOD.
 CUSTOMERS CONCERN ABOUT STEERING WHEEL VIBRATION WHEN
 DRIVING OVER POT HOLE OR LARGE BUMPS IN ROADWAY IS NORMAL.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
	1	5C3Z-4800-A	SUPPORT 147879		INTERNAL
	1	219567-STABILIZER			INTERNAL
				TOTAL - PARTS	0.00

G.O.G. & SUPPLIES-----			
FREIGHT (PARTS)			INTERNAL
			TOTAL - GOG
			0.00

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
 J# 2 45F0Z10 SUSPENSION NOISE TECH(S):9999 INTERNAL
 CUSTOMER STATES GOING IN AND OUT OF DRIVEWAYS HEARS CLANKING
 NOISE FROM FRONT OF VEHICLE.
 CHECKED IN AND OUT OF DRIVEWAYS AT ALL SPEEDS. ROAD TESTED
 OVER SPEED BUMPS SEVERAL TIMES. COULD NOT CONFIRM CUSTOMERS
 CONCERN.
 CHECKED ALL BALL JOINTS. STEERING GEAR, AND ALL FRONT END
 COMPONENTS INCLUDING WHEEL BEARINGS ALL OK. NO PROBLEM
 FOUND.

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX FOC5 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
 J# 3 45F0Z03 SUSPENSION CONCERN TECH(S):9999 INTERNAL
 CUSTOMER STATES STEERING WHEEL OFF CENTER TO THE RIGHT.
 CENTERED STEERING WHEEL.
 ROAD TESTED GOOD.

P.2
 Pg 27/38



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

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

22984

JOSEPH GALILEO 1052 8608 10/04/07 FOCS77628
 8B64999 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

NOVATO, CA

09/27/07

EA 99P

MO: 24871

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

JOB# 4 CHARGES-----

LABOR-----
 J# 4 40FDZ07 BRAKE NOISE TECH(S):1188 INTERNAL
 CUSTOMER STATES HEARS BRAKE SQUEAK FROM RIGHT FRONT AND
 RIGHT FRONT 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 GROAN WHEN BRAKES ARE APPLIED
 THIS IS CONSIDERED NORMAL. NO PROBLEM FOUND.

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

JOB# 5 CHARGES-----

LABOR-----
 J# 5+7DF0Z SUBLET TECH(S):9999 0.00
 TECH STATES RIGHT REAR TIRE HAS NAIL IN IT. FRONT TIRES ARE
 CUPPED AND OUT OF BALANCE DUE TO LACK OF ROTATION. CUSTOMER
 REQUESTS SUBLET TO ABLE TIRE FOR TIRE REPAIR AND TO
 REBALANCE ALL 4 TIRES.
 SUBLET TO ABLE TIRE FOR REPAIR AND BALANCE.

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 53976 120998 10/03/07 REPAIR TIRE/BAL. ALL 4 TOTAL - SUBLET 168.75
 168.75

JOB# 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 (+TAX)
 COMMENTS-----
 HAS RENTAL



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 FOC577628

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

EP 99P

MO: 24871

TOTALS-----

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 168.75
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 168.75

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



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 FOC577831

8864999 25,222 OXFORD WHT/ 56021

NOVATO, CA

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

10/08/07

EF 99P

MO: 25235

JOB# 1 CHARGES-----

LABOR-----
J# 1 45FOZ STEERING/SUSPENSION TECH(S):1175 INTERNAL
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.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 45FOZ01 STEERING CONCERN TECH(S):1175 WARRANTY
CUSTOMER STATES AFTER HAVING STEERING WHEEL TURNED AND THEN ACCELERATING 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 MANAGER.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
2 F7AZ-3F823-BA FLUID - POWER 03731 WARRANTY
1 7C3Z-3504-A GEAR ASY - STE 2428 WARRANTY
-1 7C3Z-3504-A CORE RETURN WARRANTY
2 -388898-S SEAL 133624 WARRANTY
TOTAL - PARTS 0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX FOC5 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 45FOZ03 SUSPENSION CONCERN TECH(S):9999 INTERNAL
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 LINES.
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 77628.

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX FOC5 JOB# 3 TOTAL 0.00



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
1 F T W W 3 1 P 7 6 E

[REDACTED]
NOVATO, CA [REDACTED]

10/08/07

CF 99P

MO: 25235

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/30/07	75964	21190	1182	1231	W	45FOZ	STEERING/SUSPENSION
06/20/07	74956	18605	1273	1053	W	10FOZ	DRIVEABILITY
03/23/07	72693	12366	1046	1231	I	45FOZ	STEERING/SUSPENSION
				9999	I	13FOZ	ENGINE DIESEL
				1231	I	51FOZ	BODY ELECTRICAL
				1099	W	60FOZ19	AIRBAG

SALESPERSON NO. 1263

S E R V I C E

STATE REG# 3

	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.			
	1FTWW31P76E	06/FORD TRUCK/S-DTY F-350 SRW/CREW	09/02/06	56021		77628			
		CUSTOMER NO.	DELIVERY DATE	DELIVERY MILES	DEALER MILEAGE	R.O. DATE			
		22984	09/02/06	205		09/27/07			
	NOVATO, CA	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.			
		OXFORD WHT/MD FLT				8608			
		TURBO	IMTC	AIR COND.	R.S.	TRANS.	MILEAGE	ADVISOR NO.	ADVISOR
							24,842	1052	JOSEPH GALILEO
<p>I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereof; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.</p>									
TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	LABOR RATE						
06:01pm	10/02/07	06:00pm	5						
APPOINTMENT	E# 99P		X						
<input type="checkbox"/> Yes									
<input checked="" type="checkbox"/> No									

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

COMMENTS : HAS RENTAL

- 1 | * 45FOZ **STEERING/SUSPENSION**
CUSTOMER STATES WHILE DRIVING AND VEHICLE HITS BUMP OR POT HOLE OR LANE MARKERS DOTS STEERING WHEEL SHUDDERS AND FLOOR VIBRATES.
CUSTOMER THINKS MORE SO FROM LEFT SIDE.
- 2 | * 45FOZ10 **SUSPENSION NOISE**
CUSTOMER STATES GOING IN AND OUT OF DRIVEWAYS HEARS CLANKING NOISE FROM FRONT OF VEHICLE.
- 3 | * 45FOZ03 **SUSPENSION CONCERN**
CUSTOMER STATES STEERING WHEEL OFF CENTER TO THE RIGHT.
- 4 | 40FOZ07 **BRAKE NOISE**
CUSTOMER STATES HEARS BRAKE SQUEAK FROM RIGHT FRONT AND RIGHT FRONT WHEEL WILL LOCK UP ON HARD STOPS.

INSTRUCTIONS ON WORK TO BE DONE

<input type="checkbox"/>	1	Oil & Filter
<input type="checkbox"/>	2	4K AS PER MENU
<input type="checkbox"/>	3	8K AS PER MENU
<input type="checkbox"/>	4	12K AS PER MENU
<input type="checkbox"/>	5	16K AS PER MENU
<input type="checkbox"/>	6	20K AS PER MENU
<input type="checkbox"/>	7	24K AS PER MENU
<input type="checkbox"/>	8	28K AS PER MENU
<input type="checkbox"/>	9	30K AS PER MENU
<input type="checkbox"/>	10	32K AS PER MENU
<input type="checkbox"/>	11	36K AS PER MENU
<input type="checkbox"/>	12	40K AS PER MENU
<input type="checkbox"/>	13	44K AS PER MENU
<input type="checkbox"/>	14	TUNE UP 4 CYL.
<input type="checkbox"/>	15	TUNE UP 6 CYL.
<input type="checkbox"/>	16	TUNE UP 8 CYL.
<input type="checkbox"/>	17	28 PT. INSPECTION
<input type="checkbox"/>	18	TRANSMISSION SERVICE
<input type="checkbox"/>	19	CHECK BRAKES
<input type="checkbox"/>	20	SERVICE COOLING
<input type="checkbox"/>	21	SMOG
<input type="checkbox"/>	22	ALIGNMENT
<input type="checkbox"/>	23	TOW

Hazardous Waste Disposal Fee: Used Motor Oil &/or Used Anti-freeze are regulated Hazardous Waste & are being legally transported, stored and recycled.

P & A CODE: 07715

(CHECK 1/1) APPROPRIATE BOX

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
--	--	--

\$	\$	\$
PHI	LABOR	TOTAL

Authorized signature and Date

By signing of servicing dealer, I hereby certify that the information contained herein is accurate, unless otherwise specified. I warrant that the information is true and correct to the best of my knowledge and belief. I warrant that the information is true and correct to the best of my knowledge and belief. I warrant that the information is true and correct to the best of my knowledge and belief.

Signature: _____ Dealer General Manager or Authorized Person Date: _____

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

CUSTOMER NO 37208	ADVISOR VICTOR R. MIRAL	TAG NO. 324 2279	INVOICE DATE 09/27/07	INVOICE NO. FOCS65363
		RELEASE 24,763	COLOR WHITE/	STOCK NO.
	YEAR/MAKE/MODEL 06/FORD TRUCK/S-DTY F-350 SRW/CREW C		DELIVERY DATE	DELIVERY MILES
NOVATO, CA	VEHICLE I.D. NO. 1 F T W W 3 1 P 7 6 E		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE 09/21/07	MILES OUT
BUSINESS PHONE	COMMENTS			MO: 24763

JOB# 1 CHARGES

LABOR
J# 1 45FOZ03 SUSPENSION CONCERN TECH(S):71 INTERNAL
CUSTOMER STATES WHILE DRIVING AT FREEWAY SPEEDS, MOST NOTICEABLE AND HIGHER IN TOWN SPEEDS, BUMP HIT IN ROAD WITH DRIVERS FRONT WHEEL, VEHICLE SHAKES VIOLENTLY, 71 ROAD TESTED LIFTED TRUCK, MODIFIED. NO FORD PARTS IN FRONT END. HOTLINE CONTACTED.

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

JOB# 2 CHARGES

LABOR
J# 2 45FOZ10 SUSPENSION NOISE TECH(S):71 INTERNAL
CUSTOMER STATES KLUNK NOISE HEARD IN/OUT OF DRIVES, 71 ROAD TESTED LIFTED TRUCK, MODIFIED. HOTLINE CONTACTED.

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

JOB# 3 CHARGES

LABOR
J# 3 15FOZ DIESEL DRIVEABILITY TECH(S):71 INTERNAL
CUSTOMER STATES VEHICLE HAS LACK OF POWER AND POOR FUEL MILEAGE LACK OF POWER NOT DUPLICATED, HOWEVER EXHAUST HAS BEEN MODIFIED, NO CAT, BIGGER EXHAUST

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

JOB# 4 CHARGES

LABOR
J# 4 40FOZ01 BRAKE CONCERN TECH(S):71 INTERNAL
CUSTOMER STATES RIGHT FRONT BRAKES GRABS/LOCKS UP WHILE BRAKING MODIFIED VEHICAL

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

JOB# 5 CHARGES

LABOR
J# 5 70FOZ03 RENTAL TECH(S):12 WARRANTY
ESP RENTAL
0694129
7-DAYS

8E P.11
P.35/38

007/12/07 15:00:00

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 AUTO LINE

October 22, 2007

Re: FCLC1 FRD0756716: [REDACTED] 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 or if I may be of help.

Sincerely,

Donna Patterson at Extension 506

Customer Claim Form

Contact Date: 10/20/07

Start Date:

Case Number: FRD0756716

Have you contacted the mfr regarding your claim? YES NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?

YES NO

If yes, name of provider: _____ Date: _____

Case Number: _____

Titled Owner(s) Name & Address

[Redacted Name and Address]

LOS ANGELES, CA

Day Phone:

Evening Phone:

Cell Phone:

Fax Number:

E-mail Address:

Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title [Redacted]

Vehicle Use: Personal Business Both

Percentage of time vehicle used for business purposes:

Transmission Type:

Number of vehicles registered in California by vehicle owner/lessee:

Make: Ford Model: F-350 Model Year: 0 Current Mileage: 0

Vehicle Identification Number: _____

Servicing Dealer/City/State: NOVATO FORD LINCOLN MERCURY, NOVATO CA

Selling Dealer/City/State: , ,

Insurance Carrier: _____ Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No Date of accident:

Description of Damage: _____

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: _____ Mileage at purchase: _____

Lease Date: _____ Mileage at lease: _____

Purchased As: New Used Demo

Leased As: New Used Demo

Is the vehicle in your possession?

Is the vehicle in your possession? yes

Lienholder's Name: _____ Leasing Company's Name: _____

Address: _____ Address: _____

City/St/Zip: _____ City/St/Zip: _____

Phone: _____ Phone: () - _____

Lienholder Acct #: _____ Leasing Company's Acct #: _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

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

Date: _____

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

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Council of Better Business Bureaus, Inc.

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

OASIS RESULT:

1FTWW31P76E [REDACTED]

© Copyright 2002-2007 Ford Motor Company. All rights reserved.

11/19/2007
08:42:22
FCXWS446

VEHICLE INFORMATION

VEHICLE DESCRIPTION 2006 F-SERIES	BODY STYLE F-350 CREW CAB 4X4	ENGINE 6.0L DIESEL DI V8
TRANSMISSION TORQSHIFT	AXLE CODE 3L	ENGINE CALIBRATION 6F710D0A

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 P*TRAINCARE W/ROADSIDE
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME: [REDACTED]
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: 077831

ODOMETER: 025222M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
F7AZ 3F823BA		002	3504A	41	STICKS/BINDS/GRABS
7C3Z 3504A	GEAR ASY-STEERING	001	3001A		
388698S		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 STEERING 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

DEALER: Novato Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 075964

ODOMETER: 021190M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	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,RETORQU ES RADIUS ARM BUSHINGS

07/30/2007

DEALER: Novato Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 075964

ODOMETER: 021190M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	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: 074956

ODOMETER: 018600M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION 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: 072693

ODOMETER: 012366M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	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: 069977

ODOMETER: 003836M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	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

		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 [REDACTED]

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

To: Darren

FROM: [REDACTED]

DATE: 10.23.07

FAX: [REDACTED]

DARREN -

[REDACTED] has the
registration in his truck.
I will fax that later.

Thanks,

[REDACTED]

[REDACTED]

Please fax this completed form, along with your current registration and other requested documents, to our toll-free fax number: (866) 431-5575

Release of Lien Information

I [REDACTED], hereby authorize

Ford Motor Credit
Lien Holder Name

Overnight Address (not P.O. Box)

Address

1-800-727-7000

Phone Number

to release any

and all information regarding my loan account # [REDACTED]

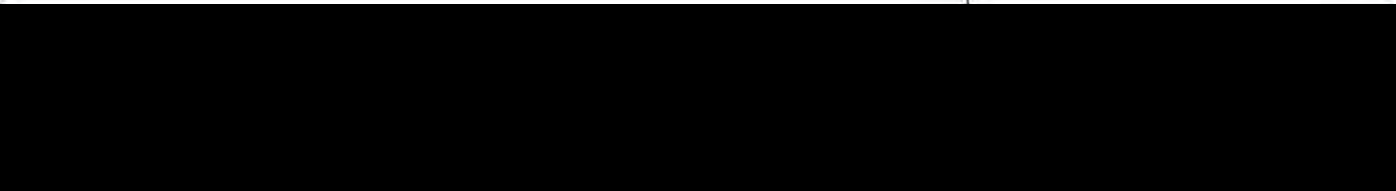
Account Number

for 1FTWW31P76E [REDACTED] Ford Motor Corp.
Vehicle Identification Number (VIN) Manufacturer's Name

including but not limited to a complete payment history of my account, a loan payoff amount, interest paid to date, late charges, and per diem information.

[REDACTED]
Signature
10-15-07
Date

Signature
Date
SSN



RETAIL INSTALLMENT SALES CONTRACT - SIMPLIFIED

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number 5247

Buyer (and Co-Buyer) Name and Address (including County and Zip Code) _____
 CREDITOR - SELLER (Name and Address)
 ROYAL FORD
 6995 REDWOOD BLVD
 ROYAL CA 94345

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the terms on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2008	FORD TRUCK S-PV 1-350	203	1FT7R310P81	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
0.00 %	\$ 0.00	\$ 53910.37	\$ 53910.37	\$ 67.00
(e) means an estimate				
YOUR PAYMENT SCHEDULE WILL BE:				
Number of Payments	Amount of Payments	When Payments Are Due:		
One Payment of	N/A	N/A		
One Payment of	N/A	N/A		
12 Payments	749.75	Monthly, Beginning 11/17/2008		
Payments	N/A	Monthly, Beginning N/A		
One Final Payment	749.72	DUE ON 04/17/2009		
Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. Prepayment. If you pay off all your debt early, you may be charged a maximum finance charge. Security Interest. You are giving a security interest in the vehicle being purchased. Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.				

STATEMENT OF INSURANCE		
NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.		
Vehicle Insurance		
Term	Premium	
\$ N/A Ded. Comp., Fire & Theft	Mo. \$ N/A	
\$ N/A Ded. Collision	Mo. \$ N/A	
Body Injury \$ N/A limits	Mo. \$ N/A	
Property Damage \$ N/A limits	Mo. \$ N/A	
Medical P/E	Mo. \$ N/A	
N/A	Mo. \$ N/A	
Total Vehicle Insurance Premiums \$ N/A		
UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.		
You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.		

ITEMIZATION OF THE AMOUNT FINANCED	
1. Total Cash Price	
A. Cash Price of Motor Vehicle and Accessories	\$ 45,547.27(A)
1. Cash Price Vehicle	\$ 40,622.25
2. Cash Price Accessories	\$ 5,775.00
3. Other (Nontaxable)	
Describe N/A	\$ N/A
Describe N/A	\$ N/A
B. Document Preparation Fee (not a governmental fee)	\$ N/A(B)
C. Smog Fee Paid to Seller	\$ N/A(C)
D. Theft Deterrent Device	\$ N/A(D)
E. Theft Deterrent Device	\$ N/A(E)
F. Surface Protection Product	\$ N/A(F)
G. Surface Protection Product	\$ N/A(G)
H. Sales Tax (on taxable items in A through G)	\$ 505.00(H)
I. Optional DMV Electronic Filing Fee*	\$ 28.00(I)
J. (Optional) Service Contract (to whom paid) N/A	\$ N/A(J)
K. (Optional) Service Contract (to whom paid) N/A	\$ N/A(K)
L. Prior Credit or Lease Balance paid by Seller to	\$ N/A(L)
(see downpayment and trade-in calculation)	
M. (Optional) Gap Contract (to whom paid) N/A	\$ N/A(M)
N. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$ N/A(N)
O. Other (to whom paid) N/A	\$ N/A(O)
For	
Total Cash Price (A through O)	\$ 52,407.62 (1)

Buyer X _____
 Co-Buyer _____
 Seller X _____

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

Credit Life Buyer Co-Buyer Both

Credit Disability (Buyer Only)

Term	Exp.	Premium
Credit Life N/A Mos.		\$ N/A
Credit Disability N/A Mos.		\$ N/A
Total Credit Insurance Premiums \$ N/A		
Insurance Company Name N/A		
Home Office Address N/A		

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the sales tax. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 70th birthday. (2) You are eligible for

M. (Optional) Gap Contract (to whom paid) \$ N/A (M)
 N. (Optional) Used Vehicle Control Cancellation Option Agreement \$ N/A (N)
 O. Other (to whom paid) \$ N/A (O)
 For _____

2. Amounts Paid to Public Officials
 A. License Fees \$ _____ (A)
 B. Registrar/Transfer/Taxing Fees \$ 258.00 (B)
 C. Challenge/Tax Fees \$ _____ (C)
 D. Other \$ N/A (D)
 E. Other \$ 87.75 (E)
 Total Official Fees (A through E) \$ 339.75 (2)

3. Amount Paid to Insurance Companies
 (Total premiums from Statement of Insurance column a + b) \$ 214 (3)

4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ _____ (5)

6. Total Downpayment
 A. Agreed Trade-In Value Yr. 2000 Make FOCUS Model SPICE \$ 1800.00 (A)
 Model _____ Odor _____
 VIN 1FACR21L47C224
 B. Less Prior Credit or Lease Balance \$ _____ (B)
 C. Net Trade-In (A less B) (indicate if a negative number) \$ -413.00 (C)
 D. Deferred Downpayment \$ N/A (D)
 E. Manufacturer's Rebate \$ 500.00 (E)
 F. Other \$ N/A (F)
 G. Cash \$ _____ (G)
 Total Downpayment (C through G) \$ 27.00 (6)
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 11 above)

7. Amount Financed (5 less 6) \$ 5290.27 (7)
 *Seller may keep part of these amounts.

insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.
 You are applying for the credit insurance marked above. Your purchase below means that you agree to pay for the credit insurance. (1) You are not eligible for credit insurance if you have reached your 65th birthday. (2) You are eligible for credit insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for credit insurance.
 NOT COVERED CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
 You want to buy the credit insurance.
 Date _____ Buyer Signature _____ Age _____
 Date _____ Co-Buyer Signature _____ Age _____

OPTIONAL GAP CONTRACT A gap contract (gap cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 11d. See your gap contract for details on the protection it provides. It is a part of this contract.
 Term 36 Mos. 3.16
 Name of Gap Contract _____
 You want to buy a gap contract.
 Buyer X _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following condition(s) for the term(s) shown below for the charge(s) shown in Item 1J and/or 1K above.
 TJ Company _____
 Term 36 Mos. or 3 Yrs. _____ Miles
 TK Company _____
 Term 36 Mos. or 3 Yrs. _____ Miles
 Buyer X _____

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
 Proceeds of Loan From _____
 Amount \$ _____ Finance Charge \$ _____
 Total \$ _____ Payable In _____ Months
 Installments of \$ _____ S _____
 from this loan is shown in Item 6D.

AUTO BROKER FEE DISCLOSURE
 If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
 Name of autobroker receiving fee, if applicable:

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section of the back of this contract apply. If the Seller is unable to assign this contract to a financial institution will apply.
 X _____ X _____
 Buyer Co-Buyer

HOW THIS CONTRACT CAN BE CHANGED.
 This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.
 Buyer Signs X _____
 Co-Buyer Signs X _____

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before 3/1, Year _____. SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
 WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLER'S DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
 THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.
 S/S X _____

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in Item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in Item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.
 Buyer X _____ Co-Buyer X _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
 Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
 After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signs X _____
Co-Buyer Signs X _____

OPTION: You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before 11/1 year. SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING: YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the trade in vehicle. You agree to have given a true payout amount on the vehicle traded in. If the payout amount is more than the amount shown on your finance statement, Seller will refund the difference to you. Seller reserves the right to demand of the new owner the amount shown above in item 6B as "Prior Credit or Less Balance." Seller will refund the difference to you.
Buyer _____ Co-Buyer X _____

Notice to Buyer: (1) Read this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.
If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.
Buyer Signature X _____ Co-Buyer Signature X _____

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

THERE IS NO COOLING OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.
However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a motorcycle or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.
YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X _____ Date 09/02/08 Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.
Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default, and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____
Address _____ Address _____

Seller Signs COVATC FORD Date 09/02/08 By X _____ Title _____

LAW FORM NO. 533-CV-ARS (REV. 05/11) (LIC. 0114) (LIC. 0115)
2008 Copyright and Reprint by TD CREDIT MANAGEMENT CORP. (M-100-01-021)
THE FORD MOTOR CREDIT COMPANY IS AN Equal Opportunity Lender.
ADDRESS FOR PURCHASE OF THE FORD CREDIT CONTRACT: FORD CREDIT COUNCIL.

WITNESSED AND TRUTH IN LENDING COPY

Novato, Ca

FAX TRANSMITTAL FORM

To: Mike Anikainen

From: [REDACTED]

Date Sent: September 25, 2007

CC:
Phone: 1-800-675-3666
Fax: 1-866-203-9227

Number of Pages: 8

No, ?
per
region

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.

[REDACTED]

[REDACTED]

FACTORY TRAINED
TECHNICIANS
GENUINE
FORD PARTS

FORD OF MARIN



DATE 12/1/97

VIN	Make	License	Mileage	Tag	Time Promised	A.M. <input type="checkbox"/>	P.M. <input type="checkbox"/>
YR	Make	License	Color	Advisor		Ext	

Name [REDACTED]

Address [REDACTED]

City [REDACTED] State [REDACTED] Zip [REDACTED]

E-mail [REDACTED]

Home Phone [REDACTED] Phone () [REDACTED]

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

BAR# AH241097 CAD # 980884746

Customer Requests Old Parts: Yes No

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

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON				REVISED TOTAL
				\$
REASON				REVISED TOTAL
				\$
REASON				REVISED TOTAL
				\$
REASON				REVISED TOTAL
				\$
REASON				REVISED TOTAL
				\$
REASON				REVISED TOTAL
				\$
REASON				REVISED TOTAL
				\$
REASON				REVISED TOTAL

I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate vehicle for purpose of testing, inspection, or delivery at my risk. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, or any other cause beyond your control. I agree to pay storage charges of \$100.00 per day for any vehicle left more than 3 days after notification that repairs are completed.

I agree that FORD OF MARIN shall have an express lien on the above described vehicle for its charges for parts, labor and above storage charges under this and any previous unpaid repair order and that said vehicle will be held by FORD OF MARIN until all sums are paid. In the event of legal action to collect monies due, I agree to pay costs of collection and reasonable attorney fees. Receipt of a copy of this order is hereby acknowledged.

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

ORIGINAL ESTIMATE
\$

CUSTOMER SIGNATURE [REDACTED]

Labor Type	Labor Time	Customer's Concern / Request	Amount

TDF-041599 (TANM) Broom Form



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

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

22984

[REDACTED]
 NOVATO, CA [REDACTED]

SHAWN MATHEWS 1182 6621 08/02/07 FOC575964
 8864999 21,190 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 [REDACTED]

07/30/07
 MO: 21190

JOB# 1 CHARGES-----
 LABOR-----
 JOB# 1 45FOZ STEERING/SUSPENSION TECH(S):1231 WARRANTY
 CUSTOMER STATES THERES A RATTLE NOISE IN THE FRONT END GOING
 OVER BUMPS AND VIBRATES CHECK REPORT
 REPLACED STEERING BOX REPLACED 2 BOLTS IN FRONT SWAY BAR EXS
 TENSION,RETORQUES RADIUS ARM BUSHINGS
 PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 6C3Z-3504-A GEAR ASY - STE 2409 WARRANTY
 -1 6C3Z-3504-A CORE RETURN WARRANTY
 6 F7AZ-3F623-BA FLUID - POWER 03731 WARRANTY
 2 -3B8898-S SEAL 133624 WARRANTY
 TOTAL - PARTS 0.00

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00
 JOB# 2 CHARGES-----

LABOR-----
 JOB# 2 10FOZ DRIVEABILITY TECH(S):1053 WARRANTY
 CUSTOMER STATES WHEN GOING UP THE WALDO GRADE TRUCK LACKS PO
 WER DROPS DOWN 2 GEARS CHECK REPORT, POOR GAS MIIAGE
 REPROGRAMED TCH,WITH NEW UPDATE,TEST DROVE WITH SERVICE MANA
 GER,UP WALDO GRADE ALL OK AT THIS TIME.UNABLE TO DUPLICATE
 LACK OF POWER

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX FOC5 JOB# 2 TOTAL 0.00

TOTALS-----

 * TOTAL LABOR.... 0.00
 * TOTAL PARTS.... 0.00
 * [] CASH [] CHECK CK NO. [] *
 * TOTAL SUBLET... 0.00
 * [] VISA [] MASTERCARD [] DISCOVER *
 * TOTAL G.O.G.... 0.00
 * [] AMEX XPRESS [] OTHER [] CHARGE *
 * TOTAL MISC CHG. 0.00
 * TOTAL MISC DISC 0.00
 * TOTAL TAX..... 0.00

 TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

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



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

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

22984

[REDACTED]
 NOVATO, CA [REDACTED]

FRAN LENAERTS 1046 1535 12/08/06 FOC69977
 8864999 3,836 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 [REDACTED]

12/08/06
 MO: 3846

JOB# 1 CHARGES-----

LABOR-----
 J# 1 00F0Z01 FREE OIL & FILTER TECH(S):1295 INTERNAL
 OIL AND FILTER FREE SERVICE
 CHECK FOR ANY PCM UPDATES
 CHANGE OIL AND FILTER FREE SERVICE
 CHECKED FOR UPDATES. NONE FOUND

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 FL-2016 KIT - ELEMENT 84844 INTERNAL
 3 20-15W40-5QSD OIL - ENGINE 8D4940 INTERNAL
 TOTAL - PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 FOC FREE OIL CHANGE INTERNAL
 IHM4 LDF HAZARDOUS WASTE INTERNAL
 TOTAL - MISC 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOC6 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
 J# 2 45F0Z03 SUSPENSION CONCERN TECH(S):1175 WARRANTY
 CHECK AND ADVISE CUSTOMER STATES EXCESSIVE PLAY IN STEERING
 FOUND STEERING BOX OUTPUT SHAFT HAD EXCESSIVE PLAY. REPLACED
 STEERING BOX, BLEED AIR OUT OF SYSTEM. ROAD TESTED OK

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 6C3Z-3504-A GEAR ASY - STE 2409 WARRANTY
 -1 6C3Z-3504-A CORE RETURN WARRANTY
 3 F7AZ-3F823-AA FLUID - POWER D3731 WARRANTY
 TOTAL - PARTS 0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX FOC6 JOB# 2 TOTAL 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)



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

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

22984

[REDACTED]
NOVATO, CA [REDACTED]

FRAN LENAERTS 1046 1535 12/08/06 FOC569977
8864999 3,836 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 [REDACTED]

12/08/06
MO: 3846

TOTALS.....

*****		TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. [] *		TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

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



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

B.A.F. #: 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 09/02/06 205
 1 F T W W 3 1 P 7 6 E

03/23/07

NO: 12366

JOB# 1 CHARGES-----

LABOR-----
 J# 1 60FDZ19 AIRBAG TECH(S):1099 WARRANTY
 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

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 5C3Z-14A664-AA COVER AND CONT 0461 TOTAL - PARTS WARRANTY
 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOCs JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
 J# 2 01FOZ04 5K DIESEL SERV TECH(S):1249 59.57
 PERFORM 5,000 MILE INTERVAL DIESEL SERVICE PER ATTACHED HEMU
 AS PER CUSTOMER REQUEST
 PERFORMED SERVICE AS DESCRIBED ABOVE
 FRONT BRAKES AT 11MM AND REAR AT 10MM

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 FL-2016 KIT - ELEMENT 84844 28.75 28.75
 3 XD-15H40-50SU OIL - ENGINE B04940 17.13 51.39
 TOTAL - PARTS 80.14

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 11M LOF HAZARDOUS WASTE TOTAL - MISC 3.06
 3.06

JOB# 2 TOTALS-----

LABOR 59.57
 PARTS 80.14
 MISC 3.06

JOB# 2 JOURNAL PREFIX FOCs JOB# 2 TOTAL 142.77

JOB# 3 CHARGES-----

LABOR-----
 J# 3 00FOZ6ATT BATTERY GOOD TECH(S):1249 INTERNAL
 TESTED BATTERY OK
 TESTED BATTERY GOOD

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX FOCs JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
 J# 4 00FOZ6GK BRAKES OK TECH(S):1249 INTERNAL



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

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

22984

[REDACTED]

NOVATO, CA [REDACTED]

FRAN LENAERTS 1046 5032
8864999 12,366
06/FORD TRUCK/S-DTY F-350 SRW/CREW C
1 F T W W 3 1 P 7 6 E [REDACTED]

03/26/07 FOC572693
OXFORD WHT/ 56021
09/02/06 205
03/23/07

[REDACTED]

EF 99P

MO: 12366

BRAKES CHECKED AND OK
(DISC: OVER 5MM) (DRUM: OVER 2MM)
BRAKES CHECKED AND OK

JOB# 4 TOTALS-----
JOB# 5 CHARGES-----
LABOR-----
J# 5-40F0ZGTIRE TIRES OK TECH(S)-1249 INTERNAL
TIRES CHECKED AND OK
7/32" OR GREATER
TIRES CHECKED AND OK
JOB# 5 TOTALS-----
JOB# 4 JOURNAL PREFIX FOC5 JOB# 4 TOTAL 0.00
JOB# 5 JOURNAL PREFIX FOC5 JOB# 5 TOTAL 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.... 59.57
TOTAL PARTS.... 80.14
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 3.06
TOTAL MISC DISC 0.00
TOTAL TAX..... 6.21
TOTAL INVOICE \$ 148.98

THANK YOU FOR YOUR BUSINESS!!

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



6995 R. Road Blvd., Novato, CA 94945
 (415) 8933000 (800) 659-5552

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

22984

NOVATO, CA

JENNIFER ENGLAND 1273 4750 06/29/07 FOC574956
 8B64999 18,600 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

06/20/07
 MO: 18605

JOB# 1 CHARGES

LABOR
 J# 1 45FOZ STEERING/SUSPENSION TECH(S):1231 WARRANTY
 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.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	5C3Z-3E652-A	BRACKET 176030		WARRANTY
	1	5C3Z-3E651-D	DAMPER ASY 22347D		WARRANTY
	1	PRICE-DIFF-D99	D99 PRICE DIFF		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 J# 2+13FOZ ENGINE DIESEL TECH(S):9999 INTERNAL
 CUSTOMER STATES HES ONLY GETTING 7 MILES TO THE GALLON CHECK
 AND ADVISE
 UNABLE TO VERIFY CONCERN

JOB# 2 TOTALS
 JOB# 2 JOURNAL PREFIX FOC5 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
 J# 3+51FOZ BODY ELECTRICAL TECH(S):1231 INTERNAL
 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
 EACH TIME.

HISC	CODE	DESCRIPTION	CONTROL NO	INTERNAL
	FD	FREE DIAGNOSIS		INTERNAL
			TOTAL - HISC	0.00

JOB# 3 TOTALS
 JOB# 3 JOURNAL PREFIX FOC5 JOB# 3 TOTAL 0.00



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

JENNIFER ENGLAND 1273 4750 06/29/07 FOC574956
8B64999 18,600 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

06/20/07

MO: 18605

EX 99P

TOTALS

*****		TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. []		TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

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

[REDACTED]
Novato, Ca
[REDACTED]
[REDACTED]

FAX TRANSMITTAL FORM

To: Mike Antikainen

[REDACTED]
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 fail 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,
[REDACTED]
[REDACTED]



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

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

22984

[REDACTED]
 NOVATO, CA [REDACTED]

JOSEPH GALILEO 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 [REDACTED]

09/27/07
 MO: 24871

JOB# 1 CHARGES-----

LABOR-----
 J# 1 45F0Z STEERING/SUSPENSION TECH(S):1175 1188 INTERNAL
 CUSTOMER STATES WHILE DRIVING AND VEHICLE HITS BUMP OR POT HOLE OR LANE MARKERS DOTS STEERING WHEEL SHUDDERS AND FLOOR VIBRATES.
 CUSTOMER THINKS MORE SO FROM LEFT SIDE.
 CHECKED AND FOUND FRONT TIRES CUPPED AND SLIGHTLY CHOPPED AND WORN ON EDGES. SPUN TIRES ON BALANCE MACHINE. FOUND OUT OF BALANCE AND RIGHT REAR TIRE HAS NAIL IN IT AND ONLY 5 POUNDS OF AIR. PER CUSTOMERS REQUEST SUBLET WHEELS AND TIRES TO ABLE TIRE FOR TIRE REPAIR AND REBALANCE OF ALL FOUR WHEELS. REINSTALLED ON VEHICLE WITH WORN TIRES ON REAR. ROAD TESTED GOOD.
 CUSTOMERS CONCERN ABOUT STEERING WHEEL VIBRATION WHEN DRIVING OVER POT HOLE OR LARGE BUMPS IN ROADWAY IS NORMAL.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	5C32-4800-A	SUPPORT 147879		INTERNAL
	1	219567-STABILIZER			INTERNAL
				TOTAL - PARTS	0.00

G.O.G. & SUPPLIES-----			
FREIGHT (PARTS)			INTERNAL
			TOTAL - GOG
			0.00

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

JOB# 2 CHARGES-----

LABOR-----
 J# 2 45F0Z10 SUSPENSION NOISE TECH(S):9999 INTERNAL
 CUSTOMER STATES GOING IN AND OUT OF DRIVEWAYS HEARS CLANKING NOISE FROM FRONT OF VEHICLE.
 CHECKED IN AND OUT OF DRIVEWAYS AT ALL SPEEDS. ROAD TESTED OVER SPEED BUMPS SEVERAL TIMES. COULD NOT CONFIRM CUSTOMERS CONCERN.
 CHECKED ALL BALL JOINTS, STEERING GEAR, AND ALL FRONT END COMPONENTS INCLUDING WHEEL BEARINGS ALL OK. NO PROBLEM FOUND.

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

JOB# 3 CHARGES-----

LABOR-----
 J# 3 45F0Z03 SUSPENSION CONCERN TECH(S):9999 INTERNAL
 CUSTOMER STATES STEERING WHEEL OFF CENTER TO THE RIGHT. CENTERED STEERING WHEEL.
 ROAD TESTED GOOD.



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 FOCS77628
 8B64999 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

JOB# 3 TOTALS-----

JOB# 4 CHARGES----- JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

LABOR-----
 J# 4 40FOZ07 BRAKE NOISE TECH(S):1188 INTERNAL
 CUSTOMER STATES HEARS BRAKE SQUEAK FROM RIGHT FRONT AND
 RIGHT FRONT 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 GRIND WHEN BRAKES ARE APPLIED
 THIS IS CONSIDERED NORMAL. NO PROBLEM FOUND.

JOB# 4 TOTALS-----

JOB# 5 CHARGES----- JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00

LABOR-----
 J# 5-70FOZ SUBLET TECH(S):9999 0.00
 TECH STATES RIGHT REAR TIRE HAS NAIL IN IT. FRONT TIRES ARE
 CUPPED AND OUT OF BALANCE DUE TO LACK OF ROTATION. CUSTOMER
 REQUESTS SUBLET TO ABLE TIRE FOR TIRE REPAIR AND TO
 REBALANCE ALL 4 TIRES.
 SUBLET TO ABLE TIRE FOR REPAIR AND BALANCE.

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 53976 120998 10/03/07 REPAIR TIRE/BAL. ALL 4 TOTAL - SUBLET 168.75
 168.75

JOB# 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 (+TAX)
 COMMENTS-----
 HAS RENTAL



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

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

22984

[REDACTED]
NOVATO, CA [REDACTED]

JOSEPH GALILEO 1052 8608 10/04/07 FOC577628
8864999 24,842 OXFORD WHT/ 56021
06/FORD TRUCK/S-DTY F-350 SRW/CREW C 09/02/06 205
I F T W W 3 I P 7 6 E [REDACTED]

09/27/07

MO: 24871

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 168.75
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 168.75

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Auto Tire & Brake

7090 Redwood Blvd.
 Novato, CA 94945
 (415) 897-4125
 BAR #AJ081003-DPA #CAL00070/03

Invoice #120995

NOVATO FORD
 6995 REDWOOD BLVD.
 P.O. BOX 2659
 NOVATO CA -2559

Thursday, October 02, 2007

Printed at 8:18:20 AM on
 Thursday, October 04, 2007

Workorder # 107925

MAKE & MODEL: [REDACTED] MILEAGE: [REDACTED] HOME: [REDACTED] REP: [REDACTED] PO # [REDACTED] TERMS 10% next month
 LICENSE NO: [REDACTED] REG NO: [REDACTED] VIN: [REDACTED] MOTOR: [REDACTED] ENGINE SIZE: [REDACTED] TRANSMISSION: [REDACTED] COLOR: [REDACTED] PRD DATE: [REDACTED]

CATALOG	DESCRIPTION	QTY	PARTS	LABOR	DISC	FET	TOTAL	Code
E4	17 AND LARGER: COMPUTER WHEEL BALANCE	4		25.00			\$100.00	
T16	TIRE REPAIR 15"	1		35.00			\$35.00	
	1 NAIL							
CARRY OUT								

Welcome. We appreciate your business.

PAID BY	Account \$185.00	Parts \$0.00	Laboi \$135.00	Frighht \$0.00	Other \$0.00	FET \$0.00	Taxable \$0.00	Net-Payable \$135.00	Retail \$0.00	TOTAL \$135.00
---------	------------------	--------------	----------------	----------------	--------------	------------	----------------	----------------------	---------------	-----------------------

I, the Registered Owner authorize you to perform the above repairs and service on my vehicle. I understand my vehicle will be towed to your shop if I do not appear to authorize repairs. I agree to pay for any damage to my vehicle or property caused by your employees or vehicles while performing repairs on my vehicle. I agree to pay for any damage to my vehicle or property caused by your employees or vehicles while performing repairs on my vehicle. I agree to pay for any damage to my vehicle or property caused by your employees or vehicles while performing repairs on my vehicle. I agree to pay for any damage to my vehicle or property caused by your employees or vehicles while performing repairs on my vehicle.

Print Name: _____ Signature: _____ Date: _____



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

RECOMMENDED SERVICES

EPA# CAL000296125

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/30/07	75964	21190	1182	1231	W	45FOZ	STEERING/SUSPENSION
06/20/07	74956	18605	1273	1053	W	10FOZ	DRIVEABILITY
03/23/07	72693	12366	1046	1231	W	45FOZ	STEERING/SUSPENSION
				9999	J	13FOZ	ENGINE DIESEL
				1231	J	51FOZ	BODY ELECTRICAL
				1099	W	60FOZ19	AIRBAG

SALESPERSON NO. 1263

SERVICE

STATE REG# 3

VEHICLE ID NO. 1FTWW31P76E	YEAR MAKE / MODEL 06/FORD TRUCK/S-DTY F-350 SRW/CREW	PRODUCTION DATE 09/02/06	STOCK NO. 56021	FINANCE NO. 77831
CUSTOMER NO. 22984	SERVICE CONTRACT	DELIVERY DATE 09/02/06	DELIVERY MILES 205	SALES MANAGER NO. 10/08/07
COLOR OXFORD WHT/MD FLT	CONTRACT NO.	OPERATION DATE	OPERATION MILES	TAG NO. 9116
TURBO FOZZ	4WD COND. / R & L	TRANG.	MILEAGE 25,222	ADVISOR NO. 1052
ADVISOR JOSEPH GAULEO	I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such work, and agree that you are not responsible for any delays caused by unavailability of parts or materials for any repairs, but you neither assume or authorize any other person to assume for you any liability in connection with such repair, and you shall not be responsible for loss or damage to the above vehicle, or any other vehicle, in case of fire, theft or other cause beyond your control. That an express warranty form is hereby acknowledged on the above vehicle to secure the return of repairs. Drive it. If at your discretion may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.			
TIME RECEIVED 01:14pm	DATE TIME PHONED 10/09/07	PHONED BY 06:00pm	PRIORITY 5	LABOR RATE
APPROVED BY <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE			
SALESPERSON EF 99P	X			

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

1 | * 45FOZ **STEERING/SUSPENSION**
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.

2 | * 45FOZ01 **STEERING CONCERN**
CUSTOMER STATES AFTER HAVING STEERING WHEEL TURNED AND THEN ACCELERATING STEERING WHEEL LOCKED AND WOULD NOT RETURN.

3 | * 45FOZ03 **SUSPENSION CONCERN**
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 ATTEMPT TO CONFIRM WHILE DIAGNOSING ABOVE LINES.

INSTRUCTIONS ON WORK TO BE DONE	
01	CL & FILTER
02	4X AX PER MENU
03	3X AX PER MENU
04	2X AX PER MENU
05	1X AX PER MENU
06	2X AX PER MENU
07	3X AX PER MENU
08	4X AX PER MENU
09	5X AX PER MENU
10	6X AX PER MENU
11	7X AX PER MENU
12	8X AX PER MENU
13	9X AX PER MENU
14	TUNE UP & OYL
15	TUNE UP & OYL
16	TUNE UP & OYL
17	28 FT INSPECTION
18	TUNE UP & OYL SERVICE
19	CHECK BRAKES
20	SERVICE COUNSELING
21	WASH
22	AUTO WAX
23	TOW

Hazardous Waste Disposal Fees Used Motor Oil After Used Auto-Oil are regulated Hazardous Waste & are being legally transferred, stored & recycled.

P & A CODE: 07715
(CHECK IF APPROPRIATE BOX)

CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	AUTO SWITCH OUT
\$	\$	\$
THRU	LAST	TOTAL

On behalf of Ford Credit, I hereby certify that the information contained herein is correct, unless otherwise stated. I agree to make any necessary corrections to ensure that the information is accurate. The information is for internal use only and is not to be used for any other purpose. I understand that the information is confidential and I will not disclose it to any other person without the express written consent of Ford Credit. I understand that the information is confidential and I will not disclose it to any other person without the express written consent of Ford Credit. I understand that the information is confidential and I will not disclose it to any other person without the express written consent of Ford Credit.



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
 1 F T W W 3 1 P 7 6 E

NOVATO, CA

10/08/07

MO: 25235

JOB# 1 CHARGES

LABOR:-----
 J# 1 45F0Z STEERING/SUSPENSION TECH(S):1175 INTERNAL
 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.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR:-----
 J# 2 45F0Z01 STEERING CONCERN TECH(S):1175 WARRANTY
 CUSTOMER STATES AFTER HAVING STEERING WHEEL TURNED AND THEN ACCELERATING 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 LOOSINESS WHILE DRIVING VEHICLE. REPLACED STEERING BOX AND ROAD TESTED GOOD. STEERING WHEEL STRAIGHT. FINAL ROAD TEST BY SERVICE MANAGER.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	2	F7AZ-3F823-BA	FLUID - POWER 03731		WARRANTY
	1	7C3Z-3504-A	GEAR ASY - STE 2428		WARRANTY
	-1	7C3Z-3504-A	CORE RETURN		WARRANTY
	2	-388898-S	SEAL 133624		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR:-----
 J# 3 45F0Z03 SUSPENSION CONCERN TECH(S):9999 INTERNAL
 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 ATTEMPT TO CONFIRM WHILE DIAGNOSING ABOVE LINES.
 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 77628.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00



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

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

22984

[REDACTED]
NOVATO, CA [REDACTED]

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
1 F T W W 3 1 P 7 6 E [REDACTED]

10/08/07
MO: 25235

[REDACTED] EF 99*

TOTALS.....	

* [] CASH [] CHECK CK NO. [] *	TOTAL LABOR.... 0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL PARTS.... 0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL SUBLET... 0.00
*****	TOTAL G.O.G.... 0.00
	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00

	TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

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





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. # AD109223

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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/YR	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/YR	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/30/07	75964	21100	1182	1231	W	45FOZ	STEERING/SUSPENSION
06/20/07	74956	18605	1273	1053 1231 9999	W I I	10FOZ 45FOZ 13FOZ	DRIVEABILITY STEERING/SUSPENSION ENGINE DIESEL
03/23/07	72693	12366	1046	1231 1099	I W	51FOZ 60FOZ19	BODY ELECTRICAL AIRBAG

SALESPERSON NO. 1263

SERVICE

STATE REG# 3

INDICATE DAMAGE	VEHICLE ID. NO. 1FTWW31P76E	YEAR/MAKE/MODEL 06/FORD TRUCK/S-DTY F-350 SRW/CREW	PRODUCTION DIV. 56021	STOCK NO. 77628	P. O. NO. 77628
		CUSTOMER NO. 22984	SERVICE CONTRACT	DELIVERY DATE 09/02/06	R. O. DATE 09/27/07
	NOVATO, CA	COLOR OXFORD WHT/MD FLT	CONTRACT NO.	DELIVERY DATE	EXPIRATION DATE
		TURBO FOZZ	MISC 24.842	ADVISOR NO. 1052	ADVISOR JOSEPH GALILEO

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and labor material for such repair, and agree that you shall be responsible for any delays caused by unavailability or delayed availability of parts or material for any reason that you neither authorize or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control, and as express warranty's for it hereby acknowledged on the above vehicle to secure the amount of repair charges that your employees may operate the above vehicle on credit, if necessary or otherwise for the purpose of testing and/or inspecting such vehicle.

TIME RECEIVED: **06:01pm** DATE TIME RECEIVED: **10/02/07** TIME TO BE COMPLETED: **06:00pm** PRIORITY: **5**

APPOINTMENT: Yes No LABOR RATE: **E# 99P**

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

COMMENTS: HAS RENTAL

1 | * 45FOZ STEERING/SUSPENSION
CUSTOMER STATES WHILE DRIVING AND VEHICLE HITS BUMP OR POT HOLE OR LANE MARKERS DOTS STEERING WHEEL SHUDDERS AND FLOOR VIBRATES. CUSTOMER THINKS MORE SO FROM LEFT SIDE.

2 | * 45FOZ10 SUSPENSION NOISE
CUSTOMER STATES GOING IN AND OUT OF DRIVEWAYS HEARS CLANKING NOISE FROM FRONT OF VEHICLE.

3 | * 45FOZ03 SUSPENSION CONCERN
CUSTOMER STATES STEERING WHEEL OFF CENTER TO THE RIGHT.

4 | 40FOZ07 BRAKE NOISE
CUSTOMER STATES HEARS BRAKE SQUEAK FROM RIGHT FRONT AND RIGHT FRONT WHEEL WILL LOCK UP ON HARD STOPS.

INSTRUCTIONS ON WORK TO BE DONE

<input type="checkbox"/>	CLIP TUTOR
<input type="checkbox"/>	3KAC PER MENU
<input type="checkbox"/>	2KAC PER MENU
<input type="checkbox"/>	1KAC PER MENU
<input type="checkbox"/>	10KAC PER MENU
<input type="checkbox"/>	20KAC PER MENU
<input type="checkbox"/>	30KAC PER MENU
<input type="checkbox"/>	40KAC PER MENU
<input type="checkbox"/>	50KAC PER MENU
<input type="checkbox"/>	60KAC PER MENU
<input type="checkbox"/>	70KAC PER MENU
<input type="checkbox"/>	80KAC PER MENU
<input type="checkbox"/>	90KAC PER MENU
<input type="checkbox"/>	100KAC PER MENU
<input type="checkbox"/>	110KAC PER MENU
<input type="checkbox"/>	120KAC PER MENU
<input type="checkbox"/>	130KAC PER MENU
<input type="checkbox"/>	140KAC PER MENU
<input type="checkbox"/>	150KAC PER MENU
<input type="checkbox"/>	160KAC PER MENU
<input type="checkbox"/>	170KAC PER MENU
<input type="checkbox"/>	180KAC PER MENU
<input type="checkbox"/>	190KAC PER MENU
<input type="checkbox"/>	200KAC PER MENU
<input type="checkbox"/>	210KAC PER MENU
<input type="checkbox"/>	220KAC PER MENU
<input type="checkbox"/>	230KAC PER MENU
<input type="checkbox"/>	240KAC PER MENU
<input type="checkbox"/>	250KAC PER MENU
<input type="checkbox"/>	260KAC PER MENU
<input type="checkbox"/>	270KAC PER MENU
<input type="checkbox"/>	280KAC PER MENU
<input type="checkbox"/>	290KAC PER MENU
<input type="checkbox"/>	300KAC PER MENU
<input type="checkbox"/>	310KAC PER MENU
<input type="checkbox"/>	320KAC PER MENU
<input type="checkbox"/>	330KAC PER MENU
<input type="checkbox"/>	340KAC PER MENU
<input type="checkbox"/>	350KAC PER MENU
<input type="checkbox"/>	360KAC PER MENU
<input type="checkbox"/>	370KAC PER MENU
<input type="checkbox"/>	380KAC PER MENU
<input type="checkbox"/>	390KAC PER MENU
<input type="checkbox"/>	400KAC PER MENU
<input type="checkbox"/>	410KAC PER MENU
<input type="checkbox"/>	420KAC PER MENU
<input type="checkbox"/>	430KAC PER MENU
<input type="checkbox"/>	440KAC PER MENU
<input type="checkbox"/>	450KAC PER MENU
<input type="checkbox"/>	460KAC PER MENU
<input type="checkbox"/>	470KAC PER MENU
<input type="checkbox"/>	480KAC PER MENU
<input type="checkbox"/>	490KAC PER MENU
<input type="checkbox"/>	500KAC PER MENU
<input type="checkbox"/>	510KAC PER MENU
<input type="checkbox"/>	520KAC PER MENU
<input type="checkbox"/>	530KAC PER MENU
<input type="checkbox"/>	540KAC PER MENU
<input type="checkbox"/>	550KAC PER MENU
<input type="checkbox"/>	560KAC PER MENU
<input type="checkbox"/>	570KAC PER MENU
<input type="checkbox"/>	580KAC PER MENU
<input type="checkbox"/>	590KAC PER MENU
<input type="checkbox"/>	600KAC PER MENU
<input type="checkbox"/>	610KAC PER MENU
<input type="checkbox"/>	620KAC PER MENU
<input type="checkbox"/>	630KAC PER MENU
<input type="checkbox"/>	640KAC PER MENU
<input type="checkbox"/>	650KAC PER MENU
<input type="checkbox"/>	660KAC PER MENU
<input type="checkbox"/>	670KAC PER MENU
<input type="checkbox"/>	680KAC PER MENU
<input type="checkbox"/>	690KAC PER MENU
<input type="checkbox"/>	700KAC PER MENU
<input type="checkbox"/>	710KAC PER MENU
<input type="checkbox"/>	720KAC PER MENU
<input type="checkbox"/>	730KAC PER MENU
<input type="checkbox"/>	740KAC PER MENU
<input type="checkbox"/>	750KAC PER MENU
<input type="checkbox"/>	760KAC PER MENU
<input type="checkbox"/>	770KAC PER MENU
<input type="checkbox"/>	780KAC PER MENU
<input type="checkbox"/>	790KAC PER MENU
<input type="checkbox"/>	800KAC PER MENU
<input type="checkbox"/>	810KAC PER MENU
<input type="checkbox"/>	820KAC PER MENU
<input type="checkbox"/>	830KAC PER MENU
<input type="checkbox"/>	840KAC PER MENU
<input type="checkbox"/>	850KAC PER MENU
<input type="checkbox"/>	860KAC PER MENU
<input type="checkbox"/>	870KAC PER MENU
<input type="checkbox"/>	880KAC PER MENU
<input type="checkbox"/>	890KAC PER MENU
<input type="checkbox"/>	900KAC PER MENU
<input type="checkbox"/>	910KAC PER MENU
<input type="checkbox"/>	920KAC PER MENU
<input type="checkbox"/>	930KAC PER MENU
<input type="checkbox"/>	940KAC PER MENU
<input type="checkbox"/>	950KAC PER MENU
<input type="checkbox"/>	960KAC PER MENU
<input type="checkbox"/>	970KAC PER MENU
<input type="checkbox"/>	980KAC PER MENU
<input type="checkbox"/>	990KAC PER MENU
<input type="checkbox"/>	1000KAC PER MENU

Hazardous Waste Disposal Fee Used Motor Oil &/or Used Ant-freeze are legal Hazardous Waste & are being safely transported, stored and recycled.

P & A CODE: 07715
CHECK IF APPROPRIATE BOX

CLAIM REVIEW AUTO EXPIRATION TO SUBMIT CLAIM PAFFS SCRAP OUT

WHOLE PART TOTAL

ON BEHALF OF ECONOMIC COUNCIL, I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. I AM NOT PROVIDING THIS INFORMATION TO ANY OTHER PARTY WITHOUT THE WRITTEN PERMISSION OF ECONOMIC COUNCIL. I AM NOT PROVIDING THIS INFORMATION TO ANY OTHER PARTY WITHOUT THE WRITTEN PERMISSION OF ECONOMIC COUNCIL.

PRINT: SALES & GENERAL MANAGER/APPROPRIATE PERSON (415) _____

FORD OF MARIN

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

SERVICE INVOICE

ARD# AH241097

CAD# 98-0894746

CUSTOMER NO 37208	PERSON VICTOR R. MIRAL	TAJ NO 324	INVOICE DATE 09/27/07	INVOICE NO. FOCS65363
NOVATO, CA	ADDRESS [REDACTED]	MILEAGE 24,763	COLOR WHITE/	STOCK NO.
	YEAR/MANUF/MODEL 06/FORD TRUCK/S-DTY F-350 SRW/CREW C		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1FTWW31P76E		SELLING DEALER NO.	PRODUCTION DATE
	F.I.E. NO.	R.O. NO.	R.O. DATE 09/21/07	WARRANTY
WORKSHOP EST#	BUSINESS PHONE	COMMENTS	MO: 24763	
JOB# 1 CHARGES				
LABOR				
J# 1 45FOZ03	SUSPENSION CONCERN	TECH(S):71	INTERNAL	
CUSTOMER STATES WHILE DRIVING AT FREEWAY SPEEDS, MOST NOTICEABLE AND HIGHER IN TOWN SPEEDS, BUMP HIT IN ROAD WITH DRIVERS FRONT WHEEL VEHICLE SHAKES VIOLENTLY. 71 ROAD TESTED LIFTED TRUCK, MODIFIED. NO FORD PARTS IN FRONT END. HOTLINE CONTACTED.				
JOB# 1 TOTALS				
			JOB# 1 JOURNAL PREFIX FOCS	JOB# 1 TOTAL 0.00
JOB# 2 CHARGES				
LABOR				
J# 2 45FOZ10	SUSPENSION NOISE	TECH(S):71	INTERNAL	
CUSTOMER STATES KLUNK NOISE HEARD IN/OUT OF DRIVES. 71 ROAD TESTED LIFTED TRUCK, MODIFIED. HOTLINE CONTACTED.				
JOB# 2 TOTALS				
			JOB# 2 JOURNAL PREFIX FOCS	JOB# 2 TOTAL 0.00
JOB# 3 CHARGES				
LABOR				
J# 3 15FOZ	DIESEL DRIVEABILITY	TECH(S):71	INTERNAL	
CUSTOMER STATES VEHICLE HAS LACK OF POWER AND POOR FUEL MILEAGE LACK OF POWER NOT DUPLICATED, HOWEVER EXHAUST HAS BEEN MODIFIED. NO CAT, BIGGER EXHAUST				
JOB# 3 TOTALS				
			JOB# 3 JOURNAL PREFIX FOCS	JOB# 3 TOTAL 0.00
JOB# 4 CHARGES				
LABOR				
J# 4 40FCZ01	BRAKE CONCERN	TECH(S):71	INTERNAL	
CUSTOMER STATES RIGHT FRONT BRAKES GRABS/LOCKS UP WHILE BRAKING MODIFIED VEHICLE				
JOB# 4 TOTALS				
			JOB# 4 JOURNAL PREFIX FOCS	JOB# 4 TOTAL 0.00
JOB# 5 CHARGES				
LABOR				
J# 5 70FOZ03	RENTAL	TECH(S):12	WARRANTY	
ESP RENTAL 069139 7-DAYS				

PAGE 1 OF 3

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 03:54 (pm)

Model and Year: FORD F350 06

FORD OF MARIN

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

SERVICE INVOICE

ARD# AH241097

CAD# 98-0834746

PLANT NO. 37208	AGENTS VICTOR R. MIRAL 324	TRG NO. 2279	ISSUE DATE 09/27/07	ISSUE NO. FOC565363
		WEAWE 24,763	COLOR WHITE/	STOCK NO.
NOVATO, CA	YEAR / MAKE / MODEL 06/FORD TRUCK/S-DTY F-350 SRW/CREW C		DELIVERY DATE	SECURITY KEYS
	VEHICLE ID NO. 1FTWW31P76E		SELLING DEALER NO.	PRODUCTION DATE
	FILE NO.	R.D. NO.	R.D. DATE 09/21/07	WILES DATE
	FINANCE PHONE	COMMENTS	MO: 24763	

JOB# 5 TOTALS-----
 JOB# 5 CHARGES----- JOB# 5 JOURNAL PREFIX FOC5 JOB# 5 TOTAL 0.00
 LABOR-----
 JOB# 6 06FOZCCT QUALITY CONTROL TECH(S):71 INTERNAL
 PERFORM QUALITY CONTROL INSPECTION TO INSURE ALL REPAIRS HAV
 BEEN COMPLETED PROPERLY
 PERFORMED QUALITY CONTROL INSPECTION
 JOB# 6 TOTALS-----
 JOB# 7 CHARGES----- JOB# 7 JOURNAL PREFIX FOC5 JOB# 7 TOTAL 0.00
 LABOR-----
 JOB# 7 7+99FGZGBATT GOOD BATTERY TECH(S):229 INTERNAL
 BATTERY TEST GOOD
 JOB# 7 TOTALS-----
 JOB# 8 CHARGES----- JOB# 8 JOURNAL PREFIX FOC5 JOB# 8 TOTAL 0.00
 LABOR-----
 JOB# 8 8+99FOZGBK LIGHT REPAIR TECH(S):229 INTERNAL
 YOU SHOULD HAVE YOUR BRAKES CHECKED ON A REGULAR BASIS!
 TIRES NOT REMOVED
 JOB# 8 TOTALS-----
 JOB# 9 CHARGES----- JOB# 9 JOURNAL PREFIX FOC5 JOB# 9 TOTAL 0.00
 LABOR-----
 JOB# 9 9-99FOZSTIRE LIGHT WEAR TECH(S):229 INTERNAL
 FOR BEST PERFORMANCE, HAVE YOUR TIRES CHECKED REGULARLY
 JOB# 9 TOTALS-----
 COMMENTS-----
 CAC TAMMY 865-631-3788 X7105
 CUSTOMER TAKING VEHICLE TO NOVATO FORD TO ATTEMPT TO REPAIR

FORD OF MARIN

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

SERVICE INVOICE

ARD# AH241097

CAD# 98-0884745

CUSTOMER NO 37208	ADDRESS VICTOR R. MIRAL	MO. NO. 324	MO. NO. 2279	INVOICE DATE 09/27/07	INVOICE NO. FOCS65363
			PRICE 24,763	COLOR WHITE/	STOCK NO.
NOVATO, CA		YEAR/MAKE/MODEL 06/FORD TRUCK/S-DTY F-350 SRW/CREW C		DELIVERY DATE	DELIVERY MILES
		VEHICLE ID. NO. 1 F T W W 3 1 P 7 6 E		CLING DEALER NO.	PRODUCTION DATE
		P.L.E. NO.		INVOICE DATE 09/21/07	MILES OUT
REPAIRS PERFORMED	BUSINESS PHONE	COMMENTS			NO: 24763

TOTALS

WARNINGWARNING***WARNING***WARNING***

ALL AREAS OF THIS DEALERSHIP CONTAIN CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. THESE CHEMICALS ARE CONTAINED IN VEHICLES AND PARTS AND ACCESSORIES OFFERED FOR SALE AND IN SOME OF THE PRODUCTS AND MATERIALS USED TO MAINTAIN THE PROPERTY, AND IN EMISSIONS, FUMES, AND SMOKE FROM BUSINESS OPERATIONS, EMPLOYEE AND GUEST ACTIVITIES, INCLUDING, BUT NOT LIMITED TO, THE OPERATION AND SERVICING OF MOTOR VEHICLES, AND THE USE OF TOBACCO PRODUCTS.

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

TOTAL INVOICE \$ 0.00

WARNINGWARNING***WARNING***WARNING***

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



[Redacted]

Novato, Ca

[Redacted]

[Redacted]

FAX TRANSMITTAL FORM

To: Darren Shaw for Todd Friedman

From: [Redacted]
Date Sent: October 10, 2007

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

Number of Pages: 4

Message:

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

[Redacted]

P. 2

AGREEMENT TO FURNISH INSURANCE POLICY (TO BE USED WITH MOTOR VEHICLES SALES CONTRACT AND SECURITY AGREEMENT)

Date 11/11/2011

Seller: WELFARE TRADING

The undersigned buyer(s) (jointly and severally referred to herein as "Buyer") and Seller entered into a motor vehicle sales contract and security agreement

("Contract") dated as of 2nd day of SEPTEMBER, 2011

The vehicle therein purchased ("Vehicle") is described as follows:

Year	Make	Model	Body	Vehicle Identification No.
2006	FORD TRUCK	F-350	CRUISE CAB	4C1E1W31176

Buyer promises to deliver to Seller or Seller's assignee within 10 days from the date of this Agreement a duly executed policy of insurance covering the Vehicle and which complies in all respects with the insurance requirements of the Contract
Ins. Co. AAA Agent _____

ADDRESS OF AGENT - EFFECT _____ CITY _____ STATE _____ ZIP _____ AGENT'S PHONE NUMBER _____
Policy No. _____ Exp. Date _____

Fire & Theft - Additional Coverage - \$ _____ Deductible Comprehensive - \$ _____ Deductible Collision
If Buyer fails to deliver an acceptable policy of insurance within the time specified above, Seller or its assignee shall be free (but not required) to produce insurance as agreed under the Contract, or to exercise any other remedy of Seller under the Contract and applicable law. If Seller or its assignee procure insurance, Buyer agrees to pay any and all costs so incurred, such as earned insurance premiums, in accordance with the Contract and applicable law, including California Civil Code section 2982.8. Buyer further agrees, effective immediately, to be solely responsible for all damages to the Vehicle and other property purchased under the Contract, and to protect, indemnify, defend, and hold harmless Seller, and its assignee, against any cost, expense, claim or liability related to or arising out of such damage or the use, maintenance, or operation of the Vehicle or other property.

Loss Payee: WELFARE TRADING COMPANY
NOTICE TO BUYER: This Agreement does not authorize the ordering of Public Liability or Property Damage Insurance.
Any insurance ordered by the financial institution will cover loss of or damage to the above described vehicle only and will not include Public Liability or Property Damage Insurance.

CO-SIGNER SIGNATURE

PE13-014 000637LCPV

INBOUND MAIL/TELETYPE

Oct 19 07 01:51P

NOTICE OF RELEASE OF LIABILITY

VEHICLE IDENTIFICATION # _____ VEHICLE LICENSE # _____
 MAKE _____
 YEAR _____ BODY TYPE _____
 COOLMETER _____
 MILEAGE _____
 MILEAGE READING HERE IN MILES _____

Mail Completed Form To: Dept. of Motor Vehicles
 P.O. Box 942869
 Sacramento, CA 94259-0001

YOUR LIABILITY FOR THIS VEHICLE OR VESSEL MAY NOT BE RELEASED IF YOU SUBMIT ILLEGIBLE OR INCOMPLETE INFORMATION.

BUYER'S (LAST) NAME _____ (FIRST) NAME _____ (MIDDLE) _____
 ADDRESS _____
 CITY _____ ST. _____ ZIP _____ MO. DAY YR. _____
 SALE DATE (MO. DAY YR.) _____ (FIRST) _____ (MIDDLE) _____
 SELLER'S (LAST) NAME _____ (FIRST) _____ (MIDDLE) _____
 ST. _____ ZIP _____ PRICE \$ _____

SIGNATURE OF SELLER _____
 RECEIPT OF COPY ACKNOWLEDGED (Buyer's Signature and Hand Printed Name)

FORM # 684-111 (REV. 11/03) • 1-800-544-0964 • FOR INFO ONLY
 © 2003 ALTERNATIVE SOURCE - AUTOMATIC NOTICE
 This document is not a substitute for the owner's responsibility to read the terms and conditions of the form for any purchase.
 It is required in several contracts regarding the purchase of this form for any purchase.

P.3

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

Stock# _____

Model: _____

\$ _____

PLUS TAX, LIC, DOC & SMOG FEES.

**POSTED PRICES ARE BEFORE
ANY APPLICABLE REBATES.**

Lifetime tire Rotation every 10,000 miles	\$ 150
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!**

NOVATO CA

DUE BILL

VIN# 1GTHH31P7G6

WORK PROMISED TO BE PERFORMED AT TIME OF SALE

DATE	DESCRIPTION OF CAR	LICENSE NO.	CUSTOMER'S NAME	SALESPERSON	STOCK NO.
09/02/06	FORD TRU S-DUTY F-2006			BRIAN J. LA LIBERTY	56021

PRESENT THIS ORDER WHEN WORK IS TO BE COMPLETED

1. vehicle is sold as equipped
2. _____
3. _____
4. _____
5. _____
6. _____
7. ADDITIONAL CHARGES MAY APPLY AFTER: 90 DAYS

NOTE: THE ABOVE PROMISED WORK IS THE ONLY WORK TO BE PERFORMED FREE OF CHARGE. ANY ADDITIONAL WORK WILL BE CHARGED FOR IN ACCORDANCE WITH THE TYPE OF WARRANTY ISSUED AT TIME OF SALE, AND WILL BE CASH ON DELIVERY. ALL WORK MUST BE DONE IN OUR SHOP. WE SUGGEST YOU MAKE A SERVICE APPOINTMENT IN ADVANCE PRIOR TO DROPPING OFF THE VEHICLE.

Customer

Sales Mgr.

DUE TO INSURANCE REGULATIONS - NO LOAN CARS AVAILABLE

FORM # AB-214-4N (REV. 6/04) • ORDER TOLL FREE 1-800-911-4256
 ALTERNATIVE SOURCE • AUTOMOTIVE FORMS
 Use of this form is not a substitute for the opinion of legal counsel. Alternative Source states
 no liability or warranty regarding the content or terms of this form for any purpose.

PE13-014 000640LCPV

OPTIONAL PRODUCTS AND SERVICES DISCLOSURE

Buyer Name(s) _____

City _____ State _____ Zip _____ Contract Date _____

BI PINHUNG TABLE MONITOR CC VIN 03/02/2006

Year Make Model FE VIN
 2006 FORD TRUCK S-CITY F-350 SRW 1FTWU31F70E _____

I/We, the undersigned, acknowledge:

- The charges for each of the services/products described will be included and separately itemized in the retail installment sale 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

Optional Service Contract(s):

(1) _____ \$ _____ N/A

(2) N/A _____ \$ _____ N/A

Optional Debt Cancellation Agreement (GAP): N/A

\$ _____ N/A

Optional Theft Deterrent Device(s):

(1) N/A _____ \$ _____ N/A

(2) N/A _____ \$ _____ N/A

Optional Surface Protection Product(s):

(1) N/A _____ \$ _____ N/A

(2) N/A _____ \$ _____ N/A

Optional Vehicle Contract Cancellation Option Agreement

\$ _____ N/A

Optional Insurance Product: N/A

\$ _____ N/A

Total \$ _____ N/A

Installment Payment EXCLUDING Listed Items: \$ 749.75

Installment Payment INCLUDING Listed Items: \$ 749.75

03/02/2006
Date

Co-Buyer's Signature



FORM # AS-602 (REV. 5/05) ©2006 ALTERNATIVE SOURCE • ORDER TOLL FREE 1-800-344-4255
 Use of this form is not a substitute for the opinion of legal counsel. Alternative Source makes no liability or express warranties regarding the content or fitness of this form for any purpose.

To: Darren Shaw

From:

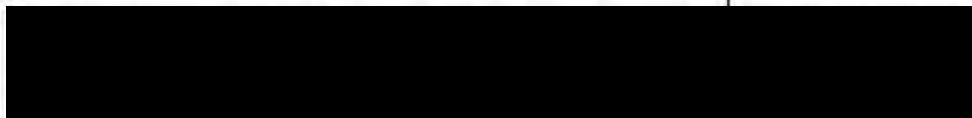
Fax: 1-866-431-5575

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 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

MAKE	YR MODEL	YR 1ST SOLD	WLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
FORD	2006	2006	NJ	32P	31	[REDACTED]
BODY TYPE MODEL	MP	NO	AX	WC	UNLADENWG/CSW	VEHICLE ID NUMBER
PK	D	NW	2	F	06964	LFTWW31P76E [REDACTED]
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE REC'D	PIC	STICKER ISSUED
COMMERCIAL		09/28/07	21	09/28/07	8	L8428351

REGISTERED OWNER



NOVATO
CA



LIENHOLDER
FORD MOTOR CRDT CO
260 INTERSTATE N PKWY NW

ATLANTA
GA

30339

AMOUNT DUE	AMOUNT REC'D
\$ 545.00	CASH : 545.00
	CHCK : 0
	CRDT : 0

PR EXP DATE: 09/30/2008
AMOUNT PAID
\$ 545.00

T05 B25 5D 0051500 0022 05 T05 092807 11 0051899 255

Server Name : AWS New Prod AWSPPRDDG Claims loaded through 15-NOV-2007 Server Name : AWSPPRDDG

ANALYTICAL WARRANTY SYSTEM

[Home](#) | [Overview](#) | [Statistics](#) | [Documentation](#) | [Download](#) | [Online Reports](#) | [Utilities](#) | [Contact Us](#)

Standard Claims List For Model Year 2006

Note: All Costs are in US Dollars

VIN	VEH LINE	MKT DERIV	BODY CAD	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD	DIST (Miles)
1FTWW31P76E		T/F7	F	T/BC T/CD	T/E	A1	T/BE	T/YB	14-02-2005	SEP-2006	172035	USA 4		5001	110201	6C3Z	3504	A	S10	S10	V87	N58	33	1836
AWS Claim Key:		2412783		Trx Code: 1		Labor Hrs: 3		Labor Cost: 316.96		Material Cost: 721.83		Total Cost: 1038.79												
Dir Cd-Sub Cd:		07715-*		Name: NOVATO FORD LINCOLN MERCURY		Ph: 415-8924286		St: CA		Ctry Cd: USA		Rtg Cd: NA		Repr Date: 08-DEC-2006		Doc #: 06997702								
Cust Comments:		CHECK AND ADVISE CUSTOMER STATES EXCESSIVE PLAY IN STEERING																						
Tech Comments:		FOUND STEERING BOX OUTPUT SHAFT HAD EXCESSIVE PLAY, REPLACED STEERING BOX, BLEED AIR OUT OF SYSTEM. ROAD TESTED OK																						
1FTWW31P76E		T/F7	F	T/BC T/CD	T/E	A1	T/DE	T/YB	14-02-2005	SEP-2006	172035	USA 7		5R14	110602	5C3Z	14A664	AA	S08	S08	V05	S25	42	12366
AWS Claim Key:		3221326		Trx Code: E84		Labor Hrs: 1.2		Labor Cost: 126.78		Material Cost: 50.41		Total Cost: 177.19												
Dir Cd-Sub Cd:		07715-*		Name: NOVATO FORD LINCOLN MERCURY		Ph: 415-8924286		St: CA		Ctry Cd: USA		Rtg Cd: NA		Repr Date: 21-MAR-2007		Doc #: 07269301								
Cust Comments:		CHECK AND ADVISE CUSTOMER STATES AIR BAG LIGHT ON, HORN INOP CRUISE INOP, STEERING WHEEL RADIO CONTROLS INOP																						
Tech Comments:		TESTED AND FOUND CLOCK SPRING DEFECTIVE, REPLACED AND RESTORED COLUMN AND TESTED OK																						
1FTWW31P76E		T/F7	F	T/BC T/CD	T/E	A1	T/BE	T/YB	14-02-2005	SEP-2006	172035	USA 10		5N01	110301	5C3Z	3E651	D	S13	S10	V89	N22	07	18600
AWS Claim Key:		3920801		Trx Code: E84		Labor Hrs: .9		Labor Cost: 98.22		Material Cost: 133.84		Total Cost: 232.06												
Dir Cd-Sub Cd:		07715-*		Name: NOVATO FORD LINCOLN MERCURY		Ph: 415-8924286		St: CA		Ctry Cd: USA		Rtg Cd: NA		Repr Date: 20-JUN-2007		Doc #: 07495601								
Cust Comments:		CUSTOMER STATES THE FRONT END SHAKES REALLY BAD, DOES IT ON EVEN ON FLAT ROADS, CHECK AND ADVISE																						
Tech Comments:		INSPECTED AND VERIFIED CUSTOMERS CONCERN. INSTALLED DUAL STEERING STABILIZER AND RECHECKED, ALL OK AT THIS TIME.																						
1FTWW31P76E		T/F7	F	T/BC T/CD	T/E	A1	T/BE	T/YB	14-02-2005	SEP-2006	172035	USA 12		5001	110201	6C3Z	3504	A	S10	S10	V87	N58	33	21190
AWS Claim Key:		4217575		Trx Code: E84		Labor Hrs: 2.3		Labor Cost: 251.03		Material Cost: 737.99		Total Cost: 989.02												
Dir Cd-Sub Cd:		07715-*		Name: NOVATO FORD LINCOLN MERCURY		Ph: 415-8924286		St: CA		Ctry Cd: USA		Rtg Cd: NA		Repr Date: 30-JUL-2007		Doc #: 07596401								
Cust Comments:																								
Tech Comments:																								

1 day

3 days

9 days

3 days

PE13-014 000644LCPV

Claims List Report

Cust Comments:	CUSTOMER STATES THERES A RATTLE NOISE IN THE FRONT END GOING OVER BUMPS AND VIBRATES CHECK REPORT																								
Tech Comments:	REPLACED STEERING BOX,REPLACED 2 BOLTS IN FRONT SWAY BAR EXS TENSION,RETORQUES RADIUS ARM BUSHINGS																								
IFTWW31P76		T/P7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	14- 2005	02- 2006	172035	USA	12	2G05	031405	*	RECAL	*	S12	S11	V46	D35	42	21190
AWS Claim Key:	4217574	Trx Code:	E84	Labor Hrs:	1.1	Labor Cost:	120.05	Material Cost:	0	Total Cost:	120.05														
Dir Cd-Sub Cd:	07715-*	Name:	NOVATO FORD LINCOLN MERCURY		Plt:	415-8924286	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	30-JUL- 2007	Doc #:	07596402									
Cust Comments:	CUSTOMER STATES WHEN GOING UP THE WALSO GRADE TRUCK LACKS POW ER DROPS DOWN 2 GEARS CHECK REPORT, POOR GAS MILAGE																								
Tech Comments:	REPROGRAMED TCM,WITH NEW UPDATE,TEST DROVE WITH SERVICE MANA GER,UP WALDO GRADE ALL OK AT THIS TIME UNABLE TO DUPLICATE LACK OF POWER																								
IFTWW31P76		T/P7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	14- 2005	02- 2006	172035	USA	14	5001	110201	7C3Z	3504	A	S10	S10	V87	N58	41	25222
AWS Claim Key:	4742299	Trx Code:	E84	Labor Hrs:	2.3	Labor Cost:	251.03	Material Cost:	543.73	Total Cost:	794.76														
Dir Cd-Sub Cd:	07715-*	Name:	NOVATO FORD LINCOLN MERCURY		Plt:	415-8924286	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	08-OCT- 2007	Doc #:	07783102									
Cust Comments:	CUSTOMER STATES AFTER HAVING STEERING WHEEL TURNED AND TIEN ACCELORATING STEERING WHEEL LOCKED AND WOULD NOT RETURN.																								
Tech Comments:	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 MANAGER.																								

2 days

Any comments?

PE13-014 000645LCPV

Krohn & Moss, Ltd.

(Arizona, California, Florida, Georgia, Illinois, Indiana, Missouri, Nevada, Ohio, Wisconsin)

5055 Wilshire Blvd Suite 300

Los Angeles, CA. 90036

www.krohnandmoss.com

CONSUMER AFFAIRS
SECTION

Writer's Direct Number
(323) 988-2400

Writer's Direct Facsimile
(866) 431-5575

Writer's Direct E-Mail
throdman@consumerlawcenter.com

Writer licensed to practice
only in:
California
Illinois

7 OCT -2 AM 1:23

September 27, 2007

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

RE: [REDACTED] v. Ford Motor Company
Vehicle: 2006 FORD F350
VIN: 1FTWW31P76E [REDACTED]
Our File No.: L07083625A

Dear Sir or Madam:

Pursuant to California Civil Code 1793.22(b)(3), please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Song-Beverly Warranty Consumer Warranty Act ("Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office as such.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to California Civil Code 1794 (d) and/or 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

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

September 27, 2007

2. Defective steering and electrical as evidenced by an illumination of airbag light, inoperable horn, and inoperable cruise;
3. Defective steering and suspension as evidenced by shaking of the front end badly, and rattling noise in the front end over bumps;
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
6. 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: 1FTWW31P76[REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: 1640112337
Name: [REDACTED] Owner Status: Original WSD: 2006-09-02
Symptom Desc: AXLE CONCERNS ALL/4 WHL DRIVE NOISE/CHATTER Primary Phone: [REDACTED]
Reason Desc: WARRANTY - VEHICLE REPLACEMENT REQUEST Secondary Phone: [REDACTED]
Issue Type: 04 REGION Issue Status: CLOSED
Initial Customer Contact: 08/22/2007

Action: WARRANTY DISPUTE VEHICLE REPLACEMENT REQUEST
Dealer: 07715 NOVATO FORD LINCOLN MERCURY Origin Desc: US CONCERN CASE BASE
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 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 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 PROVIDING 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 (TCRISTIA),TAMALLA Analyst: TCRISTIA
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
Dealer: 07713 HENRY CURTIS FORD-MERCURY Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 22511 MI Comm Type: PHONE

Analyst Name: CRISTIANO (TCRISTIA),TAMALLA 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 WOBBLER. 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 TEAM
 Dealer: 07713 HENRY CURTIS FORD-MERCURY
 Odometer: 22511 MI Comm Type: PHONE
 Analyst Name: CRISTIANO (TCRISTIA),TAMALLA 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 TEAM
 Dealer: 07713 HENRY CURTIS FORD-MERCURY
 Odometer: 22511 MI Comm Type: PHONE
 Analyst Name: CRISTIANO (TCRISTIA),TAMALLA 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 TEAM
 Dealer: 06046 FORD OF MARIN
 Odometer: 22511 MI Comm Type: PHONE
 Analyst Name: CRISTIANO (TCRISTIA),TAMALLA Analyst: TCRISTIA
 Action Date: 09/18/2007 Action Time: 17.07.49.276 Action Data: No

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

Action: DOCUMENT ADDITIONAL INFORMATION Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Dealer: 06046 FORD OF MARIN
 Odometer: 22511 MI Comm Type: PHONE
 Analyst Name: CRISTIANO (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

Comm Type: VISIT

Analyst Name: HALL, JAMIE

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 TEAM

Odometer: 22511 MI

Comm Type: PHONE

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Analyst: TCRISTIA

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 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: 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

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 22511 MI

Comm Type: PHONE

Analyst Name: CRISTIANO (TCRISTIA), TAMALLA

Analyst: TCRISTIA

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
Odometer: 22511 MI
Analyst Name: CRISTIANO (TCRISTIA),TAMALLA
Action Date: 09/25/2007
Comm Type: PHONE
Analyst: TCRISTIA
Action Time: 17.26.29.053
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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
Comm Type: PHONE
Analyst: TCRISTIA
Action Time: 17.43.36.928
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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 COMPONENTS. 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
Comm Type: PHONE
Analyst: TCRISTIA
Action Time: 12.43.29.758
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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
Odometer: 22511 MI
Analyst Name: CRISTIANO (TCRISTIA),TAMALLA
Action Date: 09/26/2007
Comm Type: PHONE
Analyst: TCRISTIA
Action Time: 14.43.10.783
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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
Comm Type: PHONE
Analyst: TCRISTIA
Action Time: 19.58.14.523
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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. INFORMED 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
 Odometer: 22511 MI
 Analyst Name: CRISTIANO (TCRISTIA),TAMALLA
 Action Date: 09/27/2007
 Comm Type: PHONE
 Analyst: TCRISTIA
 Action Time: 16.49.40.754 Action Data: No
 Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

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
 Comm Type: PHONE
 Analyst: TCRISTIA
 Action Time: 17.14.41.158 Action Data: No
 Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

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
 Comm Type: PHONE
 Analyst: TCRISTIA
 Action Time: 17.48.52.869 Action Data: No
 Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

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
 Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

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 RECEIVED RESOLUTION **NO FURTHER ACTION NEEDED BY CCST*

Ford Confidential

OASIS RESULT:

1FTWW31P76E [REDACTED]

10/04/2007
10:19:13
FCXWS446

© Copyright 2002-2007 Ford Motor Company. All rights reserved.

VEHICLE INFORMATION

VEHICLE DESCRIPTION
2006 F-SERIES
TRANSMISSION
TORQSHIFT

BODY STYLE
F-350 CREW CAB 4X4
AXLE CODE
3L

ENGINE
6.0L DIESEL DI V8
ENGINE CALIBRATION
6F710D0A

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 P*TRAINCARE W/ROADSIDE
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME: [REDACTED]
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

DEALER: Novato Ford Lincoln Mercury
 WARRANTY CLAIM NUMBER: 075964

ODOMETER: 021190M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	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,RETORQUE ES RADIUS ARM BUSHINGS

07/30/2007

DEALER: Novato Ford Lincoln Mercury
 WARRANTY CLAIM NUMBER: 075964

ODOMETER: 021190M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	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 MANAGER,UP WALDO GRADE ALL OK AT THIS TIME.UNABLE TO DUPLICATE LACK OF POWER

06/20/2007

DEALER: Novato Ford Lincoln Mercury
 WARRANTY CLAIM NUMBER: 074956

ODOMETER: 018600M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION 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: 072693

ODOMETER: 012366M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	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 TESTED OK

12/08/2006

DEALER: Novato Ford Lincoln Mercury
 WARRANTY CLAIM NUMBER: 069977

ODOMETER: 003836M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	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 [REDACTED]

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

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

ANALYTICAL WARRANTY SYSTEM

[Home](#) | [Overview](#) | [Statistics](#) | [Documentation](#) | [Download](#) | [Online Reports](#) | [Utilities](#) | [Contact Us](#)

Standard Claims List For Model Year 2006

Note: All Costs are in US Dollars

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD	DIST (Miles)	
FTWW31P76E		F	T/BC	T/CD	T/E	A1	T/DE	T/YB	14-SEP-2005	02-SEP-2006	172035	USA	4	5001	110201	6C3Z	3504	A	S10	S10	V87	N58	33	3836	
AWS Claim Key:		2412783	Trx Code:		1	Labor Hrs:		3	Labor Cost:		116.90	Material Cost:		721.83	Total Cost:		1038.79								
Wr Cd-Sub Cd:		07715-*	Name:		NOVATO FORD LINCOLN MERCURY			Ph:		415-8924286	St:		CA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		08-DEC-2006	Doc #:		06097702
Inst Comments:		CHECK AND ADVISE CUSTOMER STATES EXCESSIVE PLAY IN STEERING																							
Tech Comments:		FOUND STEERING BOX OUTPUT SHAFT HAD EXCESSIVE PLAY, REPLACED STEERING BOX, BLEED AIR OUT OF SYSTEM. ROAD TESTED OK																							
FTWW31P76E		F	T/BC	T/CD	T/E	A1	T/DE	T/YB	14-SEP-2005	02-SEP-2006	172035	USA	7	5R14	110602	5C3Z	14A664	AA	S08	S08	V05	S25	42	12366	
AWS Claim Key:		3221296	Trx Code:		E84	Labor Hrs:		1.2	Labor Cost:		126.78	Material Cost:		50.41	Total Cost:		177.19								
Wr Cd-Sub Cd:		07715-*	Name:		NOVATO FORD LINCOLN MERCURY			Ph:		415-8924286	St:		CA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		23-MAR-2007	Doc #:		07269301
Inst Comments:		CHECK AND ADVISE CUSTOMER STATES AIR BAG LIGHT ON, HORN INOP CRUISE INOP, STEERING WHEEL RADIO CONTROLS INOP																							
Tech Comments:		TESTED AND FOUND CLOCK SPRING DEFECTIVE, REPLACED AND RESTORED COLUMN AND TESTED OK																							
FTWW31P76E		F	T/BC	T/CD	T/E	A1	T/DE	T/YB	14-SEP-2005	02-SEP-2006	172035	USA	10	5N01	110301	5C3Z	3E651	D	S13	S10	V89	N22	07	18600	
AWS Claim Key:		3990801	Trx Code:		E84	Labor Hrs:		.9	Labor Cost:		98.22	Material Cost:		133.84	Total Cost:		232.06								
Wr Cd-Sub Cd:		07715-*	Name:		NOVATO FORD LINCOLN MERCURY			Ph:		415-8924286	St:		CA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		20-JUN-2007	Doc #:		07495601
Inst Comments:		CUSTOMER STATES THE FRONT END SHAKES REALLY BAD, DOES IT ON EVEN ON FLAT ROADS, CHECK AND ADVISE																							
Tech Comments:		INSPECTED AND VERIFIED CUSTOMERS CONCERN. INSTALLED DUAL STEERING STABILIZER AND RECHECKED, ALL OK AT THIS TIME.																							

PE13-014 000657LCPV

IFTWW31P76	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	14-SEP-2005	02-SEP-2006	172035	USA	12	5D01	110201	6C3Z	3504	A	S10	S10	V87	N58	33	21190		
AWS Claim Key:		4217575	Trx Code:		E84	Labor Hrs:		2.3	Labor Cost:		251.03	Material Cost:		737.99	Total Cost:		989.02									
Dir Cd-Sub Cd:		07715-*	Name:			NOVATO FORD LINCOLN MERCURY			Ph:		415-8924286	St:		CA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		30-JUL-2007	Doc #:		07596401
Cust Comments:		CUSTOMER STATES THERES A RATTLE NOISE IN THE FRONT END GOING OVER BUMPS AND VIBRATES CHECK REPORT																								
Tech Comments:		REPLACED STEERING BOX,REPLACED 2 BOLTS IN FRONT SWAY BAR EXS TENSION,RETORQUES RADIUS ARM BUSHINGS																								

IFTWW31P76	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	14-SEP-2005	02-SEP-2006	172035	USA	12	2G05	031405	*	RECAL *	S12	S11	V46	D35	42	21190			
AWS Claim Key:		421757A	Trx Code:		E84	Labor Hrs:		1.1	Labor Cost:		120.05	Material Cost:		0	Total Cost:		120.05									
Dir Cd-Sub Cd:		07715-*	Name:			NOVATO FORD LINCOLN MERCURY			Ph:		415-8924286	St:		CA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		30-JUL-2007	Doc #:		07596402
Cust Comments:		CUSTOMER STATES WHEN GOING UP THE WALSO GRADE TRUCK LACKS POWER DROPS DOWN 2 GEARS CHECK REPORT, POOR GAS MILAGE																								
Tech Comments:		REPROGRAMED TCM,WITH NEW UPDATE,TEST DROVE WITH SERVICE MANAGER,UP WALDO GRADE ALL OK AT THIS TIME.UNABLE TO DUPLICATE LACK OF POWER																								

any comments?

PE13-014 000658LCPV



BBB AUTO LINE

January 3, 2008

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

Re: CAM15 FRD0756716: [REDACTED] vs Ford Motor Corporation
1FTWW31P76E [REDACTED]

Dear Madam/Sir:

The above referenced customer has failed to return the *Accept/Reject Form* within the specified time and rejection is assumed.

If you have any questions, please call me at 800.334.2406, or consult your weekly manufacturer's report.

Sincerely,

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



BBB AUTO LINE

December 4, 2007

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

Re: cam2 FRD0756716: [REDACTED] vs Ford Motor Corporation
1FTWW31P76E [REDACTED]

Dear Madam/Sir:

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

The customer has been sent an *Acceptance/Rejection form* and has 30 days from the date of this letter to return the form to the BBB office. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

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

Sincerely,

Donna Patterson at Extension 506

Council of Better Business Bureaus, Inc.

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



ACCEPTANCE OR REJECTION OF DECISION

Date: 12/04/2007

Case Number: FRD0756716

Customer: [REDACTED]

State: CA

Business: Ford Motor Company

Mfr-Info: 6700 CA 1FTWW31P76E [REDACTED]

COMPLETE THE FOLLOWING AND RETURN IT TO THE FOLLOWING ADDRESS WITHIN 30 DAYS OF THE ABOVE DATE:

BBB AUTO LINE
4200 Wilson Blvd.
Suite 800
Arlington, VA 22203

You may want to return this form via certified mail or fax to our office at 1.703.247.9700. Please call your case specialist to confirm receipt of your signed form.

I have read the information on the attached cover letter and: (please check one)

- I ACCEPT THE ARBITRATION DECISION. I understand this means:
the manufacturer will be bound to abide by the decision and comply with its terms;
I, too, must comply with the terms of the decision;
If the manufacturer fails to perform according to the arbitrator's decision, I must notify BBB AUTO LINE. I may have the right to enforce the decision in court or pursue other legal remedies under state or federal law.

You must do the following if you are accepting a repurchase or replacement award:

- 1) Contact your financial company/lessor to provide permission to release payment and payoff information to the manufacturer in order to complete the repurchase/replacement transaction. Indicate the date you have done this:
2) Please provide the full name of your financial co./lessor
Account Number
Mailing address
City State Zip
Telephone number Fax number

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: _____]

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

21

CASE NUMBER
1640112337

CUSTOMER NAME
[REDACTED]

LP ANALYST
BRENDA BENNING

CDSID
BBENNIN1

TYPE
Add to Previous Closed Case File



Attn: Brenda Benning

Here are the docs requested in the [REDACTED] v. Ford case.

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

Report# : 7JIBA064 NHL
 CCRG/EPRC: Reviewed Status:
 Vehicle: 2006,F350 4X4,CRW
 CAB,PICKUP ,1FTWW31P76E [REDACTED]
 Odometer : 25,222 M Engine: 6.0L DI
 Transmission: 5R110W DSL Axle:
 Dealer: USA 07715 Novato Ford Lincoln Mercury
 City: Novato State: California
 Originator: JOHN MEFFERD
 Symptom: 3 03 1 50 CHASS.,STRG/HANDLING ,FUNCTION,HIGH EFFORT
 Status:
 VFG: V87 STEERING
 Additional Symptom: HIGH STEERING EFFORT.
 Fix: Causal Component :
 Condition Code:

Received: 10/09/2007
 Date:
 Build Date: 09/14/2005
 Calibration: 6F710D0A
 A/C: YES
 Phone#: (415) 892-4286
 Country : USA

Hotliner: RNELSO28 Phone: 000 317-9376 Regn Cd: W2 San Francisco
 Engineering: Phone: TAR:
 Dlr Contact: JOHN MEFFERD Phone: 415 892-4286 Title Cde: T

KOEO:
 KOEC:
 KOER:

REPAIR 10/09/2007 04:06PM RICHARD NELSON MSS - FCSD - TECH SVC HOTLINE
 WEB FORM DATA: DESCRIPTION OF VEHICLE CONCERN: HARD TO STEER AT DEAD
 STOP DIAGNOSTICS ALREADY COMPLETED: VERIFY PARTS REPLACED:
 NONE TECHNICIAN QUESTION: IS THIS A NORMAL CONCERN FORM QUESTION:
 WERE YOU ABLE TO VERIFY THE CONCERN? ANSWER: YES FORM QUESTION:
 IS
 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
Report Summary
Server: ECCWS413

Ford Proprietary, Private

19-Nov-2007
Retention: None

hp LaserJet 9050mfp series



Fax Call Report

1

ford
3133373167
Nov-19-2007 09:09 AM

Job	Date/Time	Type	Identification	Duration	Pages	Result
6661	Nov-19-2007 09:08 AM	Send	918664315575	0:44	2	Success

facsimile
transmittal



To: Todd Friedman, Krohn & Moss, Ltd. Fax: 866-431-5575

From: Brenda Benning, Ford Consumer Affairs Date: 11/19/07

Re: [REDACTED] 2006 Ford F-350 Pages: 2

CC:

Notes:

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

CONFIDENTIAL

facsimile
transmittal



To: Todd Friedman, Krohn & Moss, Ltd. Fax: 866 431-5575

From: Brenda Benning, Ford Consumer Affairs Date: 11/19/07

Re: [REDACTED] 2006 Ford F-350 Pages: 2

CC:

Notes:

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



SENT VIA U.S. FAX

November 19, 2007

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

RE: 2006 F-350
VIN: 1FTWW31P76E [REDACTED]

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

42

CASE NUMBER
1640112337

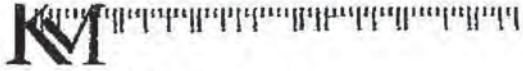
CUSTOMER NAME

[REDACTED]

LP ANALYST
Brenda Benning

CDSID
BBENNIN1

New Case File



4812186248 8062

KROHN & MOSS
CONSUMER LAW CENTER

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



UNITED STATES POSTAGE
Eagle logo
FIRST CLASS
POSTNET
POSTAGE WILL BE PAID BY ADDRESSEE
\$ 000.41⁰
U2 10
000225684 SEP 27 2007
MAILED FROM ZIP CODE 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, [REDACTED] 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 2006/F-350 to Ford Motor Company in order to process said refund transaction". (X) _____ Acct# _____ Lending Institution's Phone# _____

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

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.



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

facsimile
transmittal



To: Todd Friedman, Krohn & Moss, Ltd. Fax: 866 431-5575
From: Brenda Banning, Ford Consumer Affairs Date: 10/3/07
Re: 2006 F-350, [REDACTED] 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's agreement signed by your client
- vehicle registration
- sales/lease agreement
- all applicable repair orders
- any receipts to be considered for reimbursement

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

"I authorize _____ to release the payment history and loan balance for my 2006/F-350 to Ford Motor Company in order to process said refund transaction".
CC: _____ Agent# _____

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.

10/3/07 2:13 PM

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
W2-SAN FRANCISCO	72-SAN FRANCISCO	C	A03	07715	F72035

Dealer Name:	NOVATO FORD LINCOLN MERCURY
Dealer Address:	6995 REDWOOD HIGHWAY 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
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2006,F350 4X4,CRW CAB,PICKUP ,1FTWW31P76E [REDACTED] **Build Date:** 09/14/2005
Odometer : 24,763 M **Engine:** 6.0L DI **Calibration:** 6F710D0A
Transmission: 5R110W DSL **Axle:** **A/C:** YES
Dealer: USA 06046 Ford of Marin **Phone#:** (415) 453-4220
City: 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:
KOEC:
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 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 ITEMS ARE EXTREMELY IMPORTANT. IF YOU HAVE ANY QUESTIONS OR ADDITIONAL INFORMATION PLEASE GIVE US A CALL AT THE HOTLINE.

Requester: BBENNIN1
Report Summary
Server: ECCWS413

Ford Proprietary, Private

4-Oct-2007
Retention: None

Report# : 7IUBE001 NHL
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2006,F350 4X4,CRW CAB,PICKUP ,1FTWW31P76E [REDACTED] **Build Date:** 09/14/2005
Odometer : 24,763 M **Engine:** 6.0L DI **Calibration:** 6F710D0A
Transmission: 5R110W DSL **Axle:** **A/C:** YES
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:
KOEC:
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 EXHAUST, 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.

Requester: BBENNIN1
Report Summary
Server: ECCWS413

Ford Proprietary, Private

4-Oct-2007
Retention: None

All Action Details for Issue

Print

VIN: 1FTWW31P76E [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: 1640112337
 Name: [REDACTED] Owner Status: Original WSD: 2006-09-02
 Symptom Desc: STRG/HANDLING FUNCTION EXCESSIVE PLAY Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 07715 NOVATO FORD LINCOLN MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 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

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	KROHN & MOSS
ATTORNEY NAME	TODD FRIEDMAN
ATTORNEY PHONE NUMBER	3239882400
ANALYST ID	BBENNIN1

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY
 Dealer: 07715 NOVATO FORD LINCOLN MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 22511 MI Comm Type: OUTBOUND FAX-OTHER
 Analyst Name: Analyst: BBENNIN1
 Action Date: 10/03/2007 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: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 22511 MI Comm Type: OUTBOUND FAX-OTHER
 Analyst Name: Analyst: BBENNIN1
 Action Date: 10/22/2007 Action Time: 09.01.27.142 Action Data: No

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

Ford Confidential



KORPER & SHEFTER

RENÉ KORPER
BRET A. SHEFTER

CONSUMER AFFAIRS SECTION
BERRY LANE SUITE 200
VALENCIA, CA 91355
TEL (661) 362-0728
FAX (661) 362-0729

7 SEP 10 AIO: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:

1. 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. ██████████.
3. 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

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 VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTWW33P051 [REDACTED]	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	16-01-05	11-02-05	172455	USA	3	6Y05 *	MAINT	*	SXX	SXX	V00	A96	82	
AWS Claim Key:	829269	Doc #:	02698251	Trx Code:	0712S	Labor Hrs:	1.3	Labor Cost:	62.77	Material Cost:	62.48	Total Cost:	128.28										
Dir Cd-Sub Cd:	03893-*	Name:	VISTA FORD OF OXNARD		Ph:	805-9836511	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	29-APR-2005	DIST(Mile):	5962							
Cust Comments:	5K SERVICE PER QCM NORMAL																						
Tech Comments:	QCM MAINT SERVICE CHANGE OIL AND FILTER, ROTATE TIRES, CHECK BRAKES, CHECK FLUIDS																						

1FTWW33P051 [REDACTED]	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	16-01-05	11-02-05	172455	USA	3	5G04 *	5482	*	S13	S05	V39	N50	07
AWS Claim Key:	829270	Doc #:	02698252	Trx Code:	2	Labor Hrs:	.5	Labor Cost:	40.24	Material Cost:	0	Total Cost:	40.24									
Dir Cd-Sub Cd:	03893-*	Name:	VISTA FORD OF OXNARD		Ph:	805-9836511	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	29-APR-2005	DIST(Mile):	5962						
Cust Comments:	CHECK TORSION BAR FOR LOOSE BUSHING ON DRIVER SIDE.																					
Tech Comments:	STABILIZER BAR LOOSE DIAGNOSE, ROAD TEST, RESECURE STABILIZER BAR, RETEST																					

1FTWW33P051 [REDACTED]	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	16-01-05	11-02-05	172455	USA	7	6Y05 *	MAINT	*	SXX	SXX	V00	A96	82
AWS Claim Key:	1724861	Doc #:	03461250	Trx Code:	0712S	Labor Hrs:	1.8	Labor Cost:	90.03	Material Cost:	113.69	Total Cost:	206.56									
Dir Cd-Sub Cd:	03893-*	Name:	VISTA FORD OF OXNARD		Ph:	805-9836511	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	25-AUG-2005	DIST(Mile):	15984						
Cust Comments:	15,000 MILE SERVICE QCM																					
Tech Comments:	15K QCM MAINT CHANGE OIL AND FILTER, ROTATE TIRES, CHECK BRAKES, CHECK FLUIDS																					

1FTWW33P051 [REDACTED]	F7	T/F7	F	T/BC	T/CD	T/E	A1	T/BE	T/YB	16-01-05	11-02-05	172455	USA	9	5G04 *	5493	*	S13	S05	V39	N50	07
AWS Claim Key:	2310469	Doc #:	03864152	Trx Code:	E84	Labor Hrs:	.3	Labor Cost:	25.01	Material Cost:	0	Total Cost:	25.01									
Dir Cd-Sub Cd:	03893-*	Name:	VISTA FORD OF OXNARD		Ph:	805-9836511	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	27-OCT-2005	DIST(Mile):	17934						
Cust Comments:	CUSTOMER STATES DRIVER FRONT NOISE, ADVISE																					
Tech Comments:	SWAY BAR BUSHING LOOSE, INSPECT, REMOVE LEFT FRONT SWAY BAR BRACKET, REINSTALL BUSHING, RETEST																					

PE13-014 000683LCPV

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 9 6L03 5C3Z 2504302 BAC S08 S08 V71 B85 01
AWS Claim Key: 2647145 **Doc #:** 03912751 **Trx Code:** E84 **Labor Hrs:** .6 **Labor Cost:** 50.03 **Material Cost:** 79.44 **Total Cost:** 129.47
Dir Cd-Sub Cd: 03893-* **Name:** VISTA FORD OF OXNARD **Ph:** 805-9836511 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 04-NOV-2005 **DIST(Mile):** 18510
Cust Comments: C S GLOVE BOX UNDER AUX SWITCH PANEL JAMMED, INSTALL SOP
Tech Comments: GLOVE BOX BROKEN INSPECT, REMOVE AND REPLACE GLOVE BOX ASSY..

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 9 1D01 3C3Z 6700 BA S11 S11 V44 L65 D8
AWS Claim Key: 2556490 **Doc #:** 03912752 **Trx Code:** E84 **Labor Hrs:** 1.9 **Labor Cost:** 158.42 **Material Cost:** 41.37 **Total Cost:** 199.79
Dir Cd-Sub Cd: 03893-* **Name:** VISTA FORD OF OXNARD **Ph:** 805-9836511 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 04-NOV-2005 **DIST(Mile):** 18510
Cust Comments: CUSTOMER STATES ENGINE OIL LEAKS, ADVISE
Tech Comments: FRONT CRANK SEAL LEAKING, DIAGNOSE FOR LEAKS, REPLACE FRONT CRANK SEAL, RETEST

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 11 6Y05 * MAINT * SXX SXX V00 A96 82
AWS Claim Key: 2802637 **Doc #:** 04141521 **Trx Code:** 0712S **Labor Hrs:** 1.3 **Labor Cost:** 65.02 **Material Cost:** 64.93 **Total Cost:** 132.79
Dir Cd-Sub Cd: 03893-* **Name:** VISTA FORD OF OXNARD **Ph:** 805-9836511 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 12-DEC-2005 **DIST(Mile):** 20937
Cust Comments: CUSTOMER REQUEST 20,000 MILE SERVICE
Tech Comments: 20K QCM MAINT CHANGE OIL AND FILTER, ROTATE TIRES, CHECK BRAKES, CHECK FLUIDS

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 11 6H01 F81Z 2521452 AA S13 S05 V39 G09 07
AWS Claim Key: 2890871 **Doc #:** 04141552 **Trx Code:** E84 **Labor Hrs:** 1.6 **Labor Cost:** 133.4 **Material Cost:** 436.85 **Total Cost:** 570.25
Dir Cd-Sub Cd: 03893-* **Name:** VISTA FORD OF OXNARD **Ph:** 805-9836511 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 12-DEC-2005 **DIST(Mile):** 20937
Cust Comments: CUSTOMER STATES BOTH FRONT WINDOWS ARE SCRATCHED, INSTALL SOP
Tech Comments: BELT MOULDING LOOSE, SCRATCHED GLASS, INSPECT, REPLACE BOTH BELT MOULDINGS, NECEGLASS, RETEST

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 15 6Y05 * MAINT * SXX SXX V00 A96 82
AWS Claim Key: 4304038 **Doc #:** 08629151 **Trx Code:** 0712S **Labor Hrs:** 1.3 **Labor Cost:** 58.72 **Material Cost:** 63.65 **Total Cost:** 128.5
Dir Cd-Sub Cd: 05426-* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** 661-9493586 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 10-APR-2006 **DIST(Mile):** 25321
Cust Comments: CUSTOMER REQUEST 25K QCM SERVICE
Tech Comments: 25000 MILES (40000 KMS) NORMAL SCHEDULED MAINTENANCE

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 15 * * * * SXX SXX V00 * *
AWS Claim Key: 4304039 **Doc #:** 08629240 **Trx Code:** 05E15 **Labor Hrs:** 1 **Labor Cost:** 75.28 **Material Cost:** 142.28 **Total Cost:** 217.56
 ANTELOPE VALLEY FORD Ctry

PE13-014 000684LCPV

Dlr Cd-Sub Cd: 05426-* Name: LINCOLN MERCURY Ph: 661-9493586 St: CA Cd: USA Reg Cd: NA Repr Date:10-APR-2006 DIST(Mile):25321
 Cust Comments: 05E15 EXHAUST PRESSURE SENSOR REPLACEMENT, ON BOARD DIAGNOSTIC SYSTEM A
 Tech Comments: RECALL 05E15 EP SENSOR, CONNECTOR, AND RECALIBRATION

IFTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 15 * * * * SXX SXX V00 * *
 AWS Claim Key: 4304040 Doc #: 08629241 Trx Code: 59B01 Labor Hrs: .3 Labor Cost: 22.58 Material Cost: 0 Total Cost: 22.58
 Dlr Cd-Sub Cd: 05426-* Name: ANTELOPE VALLEY FORD LINCOLN MERCURY Ph: 661-9493586 St: CA Ctry Cd: USA Reg Cd: NA Repr Date:10-APR-2006 DIST(Mile):25321
 Cust Comments: 59B01 ELIGIBLE FOR ONE TIME CUSTOMER ASSURANCE TEST DRIVE. SEE EMISSIO
 Tech Comments: RECALL 59B01 CUSTOMER ASSURANCE TEST DRIVE REPLACE

IFTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 15 * * * * SXX SXX V00 * *
 AWS Claim Key: 4304041 Doc #: 08629242 Trx Code: 05B32 Labor Hrs: .2 Labor Cost: 15.06 Material Cost: 0 Total Cost: 15.06
 Dlr Cd-Sub Cd: 05426-* Name: ANTELOPE VALLEY FORD LINCOLN MERCURY Ph: 661-9493586 St: CA Ctry Cd: USA Reg Cd: NA Repr Date:10-APR-2006 DIST(Mile):25321
 Cust Comments: 05B32 DE GAS BOTTLE FILL LEVEL LABEL AND FLUID LEVEL ADJUSTMENT
 Tech Comments: RECALL 05B32 COOLANT DEGAS BOTTLE LABEL INSTALLATION AND COOLANT LEVEL AD

IFTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 20 6Y05 * MAINT * SXX SXX V00 A96 82
 AWS Claim Key: 6044134 Doc #: 09569151 Trx Code: 0712S Labor Hrs: 2.4 Labor Cost: 112.64 Material Cost: 201.66 Total Cost: 333.71
 Dlr Cd-Sub Cd: 05426-* Name: ANTELOPE VALLEY FORD LINCOLN MERCURY Ph: 661-9493586 St: CA Ctry Cd: USA Reg Cd: NA Repr Date:29-SEP-2006 DIST(Mile):34582
 Cust Comments: THE CUSTOMER REQUESTS 30K QCM SERVICE.
 Tech Comments: 30000 MILES (48000 KMS) NORMAL SCHEDULED MAINTENANCE

IFTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 20 7P01 4C3Z 13K359 AAA S09 S09 V17 A85 28
 AWS Claim Key: 6044135 Doc #: 09569751 Trx Code: E83 Labor Hrs: 1 Labor Cost: 78.22 Material Cost: 65.3 Total Cost: 143.52
 Dlr Cd-Sub Cd: 05426-* Name: ANTELOPE VALLEY FORD LINCOLN MERCURY Ph: 661-9493586 St: CA Ctry Cd: USA Reg Cd: NA Repr Date:29-SEP-2006 DIST(Mile):34582
 Cust Comments: THE CUSTOMER STATES THAT THE TURN SIGNAL INDICATOR BLINKS TOO FAST ON RIGHT TURNS, POSS RT FRONT BULB IS OUT. CHECK AND ADVISE
 Tech Comments: SHORT IN MULTIFUNCTION SWITCH HAD TO WIGGLE SWITCH FOR RIGHT TURN SIGNAL TO WORK ALSO RIGHT FRONT TURN SIGNAL BULB BURNT OUT REPLACED SWITCH AND TURN SIGNAL BULB

IFTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 20 7H112 6C3Z 19980 AA S08 S08 V79 C05 28
 AWS Claim Key: 6044136 Doc #: 09569752 Trx Code: E83 Labor Hrs: .9 Labor Cost: 70.4 Material Cost: 398.13 Total Cost: 468.53
 Dlr Cd-Sub Cd: 05426-* Name: ANTELOPE VALLEY FORD LINCOLN MERCURY Ph: 661-9493586 St: CA Ctry Cd: USA Reg Cd: NA Repr Date:29-SEP-2006 DIST(Mile):34582
 Cust Comments: THE CUSTOMER STATES THAT THE A C INTERMITTENTLY QUILTS WORKING, AS WELL AS THE DASH CLIMATE CONTROL DISPLAY. CHECK AND ADVISE.
 Tech Comments: CLIMATE CONTROL SHUTS OFF BYITSELF ORDERED CLIMATE CONTROL HEAD CAR DOWN CONTROL HEAD HAS A SHORT INSIDE REPLACED CLIMATE CONTROL HEAD RETEST OK

PE13-014 000685LCPV

Work Order Report

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 20 2G04 * DIAG * S11 S11 V52 D02 82
AWS Claim Key: 6055350 **Doc #:** 09569755 **Trx Code:** S07 **Labor Hrs:** 1.6 **Labor Cost:** 125.15 **Material Cost:** 0 **Total Cost:** 125.15
Dir Cd-Sub Cd: 05426-* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** 661-9493586 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 29-SEP-2006 **DIST(Mile):** 34582
Cust Comments: THE CUSTOMER STATES THAT THE COMPUTER WAS FLASHED FOR CA EMISSIONS, BUT THE VEHICLE IS REGISTERED TO OREGON, AND NOW THERE IS A FUEL ECONOMY LOSS.
Tech Comments: KOEO KOER ON DEMAND INJ TEST FUEL PRESSURE 50PSI NO CODES RD TEST 19.6 MILES MONITOR MGP 66MPH 2130 RPM FOR 7 MINUTES 36SEC AVERAGE MPG 14.7 SPECS 14 16 NORMAL NO PROBLEM FOUND ALL WITHIN SPECS

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 21 5N01 * 3A131 * S13 S10 V89 N24 33
AWS Claim Key: 6044137 **Doc #:** 09592451 **Trx Code:** E84 **Labor Hrs:** .5 **Labor Cost:** 39.11 **Material Cost:** 0 **Total Cost:** 39.11
Dir Cd-Sub Cd: 05426-* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** 661-9493586 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 04-OCT-2006 **DIST(Mile):** 34601
Cust Comments: THE CUSTOMER STATES THAT WHEN YOU HIT A BUMP WHILE DRIVING, THE STEERING WHEEL AND FRONT END SHAKE BAD. CHECK AND ADVISE.
Tech Comments: CAME OUT OF BRACKET LOOSENEED BRACKET REPLACED BUSHING BACK INTO BRACKET RETEST OK

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 21 5U88 * NPF * S13 S10 V89 N25 82
AWS Claim Key: 6553761 **Doc #:** 09691751 **Trx Code:** E84 **Labor Hrs:** .4 **Labor Cost:** 31.29 **Material Cost:** 0 **Total Cost:** 31.29
Dir Cd-Sub Cd: 08650-* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** *-* **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 24-OCT-2006 **DIST(Mile):** 35591
Cust Comments: THE CUSTOMER STATES THAT THE STEERING WHEEL WILL SHAKE VIOLENTLY BACK AND FORTH AFTER HITTING A BUMP ABOVE 40 MPH. CK AND ADVISE.
Tech Comments: FRONT TIRES WERE AT 53 PSI REAR AADJUSTED TIRE PRESSURE TO FRONT 75 PSI REAR 60 PSI SETTING TIRE

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 21 6R01 6C3Z 78611B09 AAB S08 S08 V05 S25 41
AWS Claim Key: 6541599 **Doc #:** 09691752 **Trx Code:** E84 **Labor Hrs:** .6 **Labor Cost:** 46.93 **Material Cost:** 54 **Total Cost:** 100.93
Dir Cd-Sub Cd: 08650-* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** *-* **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 24-OCT-2006 **DIST(Mile):** 35591
Cust Comments: THE CUSTOMER STATES THAT THE DRIVERS SEAT BELT LOCKS UP WHEN YOU ARE DRIVING AND TRY TO LEAN FORWARD, NO MATTER HOW SLOW. CK AND ADVISE.
Tech Comments: RETRACTORS BINDS REPLACE DRIVERS SIDE RETRACTOR

1FTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 25 2E06 5C4Z 9A543 A S11 S11 V44 D50 42
AWS Claim Key: 7575204 **Doc #:** 01274751 **Trx Code:** S07 **Labor Hrs:** 8 **Labor Cost:** 625.76 **Material Cost:** 940.8 **Total Cost:** 1566.56
Dir Cd-Sub Cd: 05426-* **Name:** ANTELOPE VALLEY FORD LINCOLN MERCURY **Ph:** 661-9493586 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 27-FEB-2007 **DIST(Mile):** 44593
Cust Comments: CUST SAYS VEHICLE HAS CRANK NO START BFFORE THAT VEH LOST POWER 3XS WENT FROM 70MPH 40MPH & WOULD NOT EXCEED 40MPH FOR 30 SEC WHEN SHUT OFF VEHICLE WOULD NOT BRAKE OR STEER.
Tech Comments: HP OILPUMP BLOCK AND FITTING LEAKING FOUND HP OIL SYSTEM LOSING PRESSURE PRESSURE TEST REPLACED BLOCK AND FITTING ALSO FOUND WHEN PUMP WAS REMOVED LOTS OF METAL DEBRIS AND IPR VALVE CAP INSIDE HP OILPUMP REPLACED PUMP REASSEMBLED RECHECK RD TEST ALL OK REPAIRS WHERE PERFORMED WITH NICL WALTER FSE

PE13-014 000686LCPV

IFTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 25 5001 7C3Z 3504 A S13 S10 V89 C50 30
 AWS Claim Key: 7594767 Doc #: 01274752 Trx Code: P01 Labor Hrs: 10.5 Labor Cost: 821.31 Material Cost: 945.87 Total Cost: 1767.18
 Dir Cd-Sub Cd: 05426-* Name: ANTELOPE VALLEY FORD LINCOLN MERCURY Ph: 661-9493586 St: CA Ctry Cd: USA Reg Cd: NA Repr Date:27-FEB-2007 DIST(Mile):44593
 Cust Comments: CUST SAYS EXCESSIVE DRIFTING SWEEPING TO THE LEFT APPROX 65MPH IF U HIT A SLIGHT BUMP THEN VEH WILL LOSE CONTROL & CUST CANNOT STEER FOR A FEW SECONDS INTERMITTENT SEE HISTORY
 Tech Comments: EXCESSIVE DRIFTING TO THE LEFT ALL REPAIRS WERE PERFORMED WITH NICL WALTER FSE REPLACED STEERING GEAR CKD TORQUE ON ALL STG AND SUSP ADJUSTED TO SPECS USED ALIGNMENT ADJUSTED BUSHING TO REDUCE FRT CASTER RT CONCERN STILL THERE FSE ADVISED TO REPLACE STG GEAR AND LOWER CASTER 1.50 L AND 2.00 RT ROAD TESTED STILL PRESENT INSTALLED AFTERMARKET RANCHO STG DAMPER AND BAR

IFTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 25 6Y20 * MISC * SXX SXX V00 A98 82
 AWS Claim Key: 7740426 Doc #: 01274753 Trx Code: P98 Labor Hrs: 0 Labor Cost: 0 Material Cost: 0 Total Cost: 924
 Dir Cd-Sub Cd: 05426-* Name: ANTELOPE VALLEY FORD LINCOLN MERCURY Ph: 661-9493586 St: CA Ctry Cd: USA Reg Cd: NA Repr Date:27-FEB-2007 DIST(Mile):44593
 Cust Comments: LOANER RENTAL 28 DAY FORD CRC PER BROOKE POWELL PO# 149660
 Tech Comments: GOODWILL RENTAL PER FORD MOTOR CO GOODWILL RENTAL PER FORD MOTOR CO

IFTWW33P05E [REDACTED] F7 T/F7 F T/BC T/CD T/E A1 T/BE T/YB 16-01-05 11-02-05 172455 USA 25 6Y05 * MAINT * SXX SXX V00 A96 82
 AWS Claim Key: 7436154 Doc #: 01283251 Trx Code: 0712S Labor Hrs: 1.3 Labor Cost: 61.01 Material Cost: 66.96 Total Cost: 134.41
 Dir Cd-Sub Cd: 05426-* Name: ANTELOPE VALLEY FORD LINCOLN MERCURY Ph: 661-9493586 St: CA Ctry Cd: USA Reg Cd: NA Repr Date:01-MAR-2007 DIST(Mile):44593
 Cust Comments: CUST REQUESTS QCM 40K
 Tech Comments: 40000 MILES (64000 KMS) NORMAL SCHEDULED MAINTENANCE

Any comments? You can contact



webmaster

PE13-014 000687LCPV



1155 AUTO MALL DRIVE LANCASTER, CA 93534
Service 661-949-6935 All other calls 661-949-3586



B.A.R. REG. # AL 073849

E.P.A. # CAD 983648940

REVISED ESTIMATE \$	AUTH BY:
NEW TOTAL \$	PHONE #
DATE/TIME	DRIVER'S LICENSE #

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

PROGRAM CODE	APPROVAL CODE	COMMITMENT CODE
--------------	---------------	-----------------

X _____ THIS COPY MUST BE RETURNED FOR ADJUSTMENT

INVOICE TO _____ DRIVER/OWNER INFORMATION -- INVOICE: W12747

PALMDALE CA
CELL: _____

PALMDALE CA
CELL: _____

FOR OFFICE USE

TAG: 0361 ADV: 232 USUNA, RE INVOICE: PRELIM WAR W VB VIN 1F1WV33POSE LICENSE NUMBER: _____
 TAX RULES: YNNY INVOICED: 03/27/2007 15:45:49 05 FORD F-350 SD 4WD DRW CREW CAB WHITE
 ODOMETER IN: 44593 OUT: 44613 DIST: FR3 DATES IN SERVICE: 021105 PRODUCTION: 011605
 DATES BEGIN: 02/27/07 DONE: 03/27/07

CONCERN 51 CUST SAYS VEHICLE WOULD NOT START & BE RE-START FOR 30 SEC - OPERATION TECH HOURS AMOUNT
 WENT FROM 70MPH TO 40MPH & WOULD NOT EXCEED 40MPH FOR 30 SEC - WHEN U/L 06706A 639 8.0
 OFF VEHICLE WOULD NOT WAKE OR GREEN - ** POSSE (DISEL) COMPANY **

CAUSE HP DIESEL PUMP BLOCK AND FLATTING
 CORRECTION FOUND HP DIE SYSTEM FOR
 FLATTING ALSO FOUND
 VALVE CAP INSIDE HP
 PART NUMBER
 FMC 303Z 9C919 CA
 FMC 4C3Z 9B248 A
 FMC 3C3Z 9C118 BA
 FMC 3C3Z 8B898 AA
 FMC W705589 S
 FMC 5C4Z 9A543 A
 VALVE ASY - CRANKCASE
 BASKET
 PUMP ASY - FUEL INJE
 CERT # 9622

FACTORY CONCERN CD: D50 "You'll Love The Difference"

CONCERN 52 CUST SAYS EXCESSIVE DRIFTING/SWEEPING TO THE LEFT @ APPROX 65MPH - IF U HIT OPERATION TECH HOURS AMOUNT
 A SLIGHT BUMP THEN VEH WILL LOSE CONTROL & CUST CANNOT STEER FOR A FEW 3504A 620 1.7
 SECONDS - INTERMITTENT - SEE HISTORY - REFER TO 95924

CAUSE EXCESSIVE DRIFTING TO THE LEFT
 CORRECTION REPLACED STEERING GEAR
 52-1 STABILIZER BAR - FRONT - REMOVE AND INSTALL OR REPLACE 5462A 620 .3
 52-2 CHECK TIRE PRESSURE AND ROAD TESTED PER TSB 07-05-07 070507B 620 1.4
 52-3 ADJUSTED FRONT WHEEL ALIGNMENT 070507C 620 2.1

THIS FORM PRINTED ON PREMIUM CARBONLESS RECYCLED PAPER

ON LINE SERVICE INVOICING BY

© 1978

TO REORDER FORMS OR SUPPLIES CALL 1-800-899-6988 EXT. 2214

PARTS STORE
Motorcraft



ANTELOPE VALLEY

You'll Love The Difference

1155 AUTO MALL DRIVE • LANCASTER, CA 93534

661-940-6062
Quick Lane
Tire and Auto Center
LANCASTER AUTO MALL



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

E.P.A. # CAD 983648940

B.A.R. REG. # AL 073849

REVISED ESTIMATE \$	AUTH BY:
NEW TOTAL \$	PHONE #
DATE/TIME	DRIVER'S LICENSE #

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

PROGRAM CODE	APPROVAL CODE	COMMITMENT CODE
--------------	---------------	-----------------

X _____
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W12747

FOR OFFICE USE TAG: 0361 ADV: 232 OSUNA, R INVOICED: 03/27/2007 15:45:49 VB 05 F-350 SU WHITE LICENSE NUMBER: [REDACTED]

52-4 INSTALLED RANCHO STEERING DAMPNER AND STAB BAR ADJUSTED CAMCASTER MT 620 5.0

SEVERAL TIMES PER NICK WALTER FSE

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
FMC 7C3Z 3504 A			GEAR ASY - STEERING	1	
FMC 5C3Z 38440 CDC			ADJUSTER ASY	1	
FMC 5C3Z 38440 EEE			ADJUSTER ASY	1	
FMC NPN.23136			RANCHO	2	
FMC NPN.23138			RANCHO	2	
FMC NPN.413			RANCHO	2	
FMC 5C3Z 5484 CA			BUSH STABILIZER	2	
FMC 5C3Z 5482 CA			BUSH STABILIZER	2	
FMC NPN.BOLTS			BUSH STABILIZER	2	
FMC N8155			BUSH STABILIZER	2	
FMC NS072			BUSH STABILIZER	2	



CONCERN 53* LOANER RENTAL @28/DAY FORD INC OPERATION TECH HOURS AMOUNT
PO# 149660 RENTAL PO#149660/42212586 1B .0

CAUSE CORRECTION AUTH BY FMC PART NUMBER FMC HERTZ

FACTORY CONCERN CD: A99

"You'll Love The Difference"

CONCERN 54* ** NOTE ** (PER FSE/NICK WALTER) NEED TO LOWER CASTER - LEFT TO 1.5 - OPERATION TECH HOURS AMOUNT
RIGHT TO 2.0 - SWAY BAR BUSHINGS WORN - ORDER AFTERMARKET RANCHO STEERING REPER 620 .0
DAMPNER

CAUSE CORRECTION SEE ABOVE (THANK YOU FOR THE OPPORTUNITY TO BE OF SERVICE

CONCERN 55* FUEL OPERATION TECH HOURS AMOUNT
CAUSE GAS 999 .0

ON LINE SERVICE INVOICING BY THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLABLE PAPER

TO ORDER FORMS OR SUPPLIES CALL 1-800-988-6888 EXT. 8214

Parts Store
Motorcraft



ANTELOPE VALLEY



1155 AUTO MALL DRIVE • LANCASTER, CA 93534

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

661-940-6062
Quick Lane
Tire and Auto Center
LANCASTER AUTO MALL



B.A.R. REG. # AL 073849

E.P.A. # CAD 983648940

REVISED ESTIMATE \$	AUTH. BY:
NEW TOTAL \$	PHONE #
DATE/TIME	DRIVER'S LICENSE #

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

PROGRAM CODE	APPROVAL CODE	COMMITMENT CODE
--------------	---------------	-----------------

X _____
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

INVOICE TO _____ DRIVER/OWNER INFORMATION -- INVOICE: W12747

FOR OFFICE USE _____ VEHICLE INFORMATION _____

TAG: 0361 ADV: 232 OSUNA, R INVOICED: 03/27/2007 15:45:49 VR 05 F-350 SD WHITE LICENSE NUMBER: _____

CORRECTION	COMMENT	PON	NOTE	DESCRIPTION	QTY	SELL
GAS	PER BROOKE			*****	1B	
	PART NUMBER					
	FMC FUEL					
FACTORY				CERT#: 9999		

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE DATE OPENED FROM DATES INVOICED 03/01/07 12832 IF YOU HAVE ANY QUESTIONS - _____



"You'll Love The Difference"

THANK YOU FOR THE OPPORTUNITY TO BE OF SERVICE

PAGE 3
LAST PAGE

THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLED PAPER

ON LINE SERVICE INVOICING BY

0 1979

TO REORDER FORMS OR SUPPLIES CALL 1-800-889-6288 EXT. 6214

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W12747

PALMDALE
CELL:

CA

PALMDALE
CELL:

CA

TAG: 0361 ADV: 232 OSUNA, RE INVOICE: QUOTE WAR W BB
TAX RULES: YNNY INVOICED: 03/27/2007 16:26:42
ODOMETER IN: 44593 OUT: 44613 DIST: FR3
DATES BEGIN: 02/27/07 DONE: 03/27/07

VEHICLE INFORMATION
VIN 1FTWW33P05E LICENSE NUMBER:
05 FORD F-350 SD 4WD DRW CREW CAB WHITE
DATES INSERVICE: 021105 PRODUCTION: 011605

*** R.O. NOT COMPLETE ***

CONCERN 51 CUST SAYS VEHICLE HAS CRANK NO START - BEFORE THAT VEH LOST POWER 3X'S - OPERATION TECH HOURS AMOUNT
WENT FROM 70MPH - 40MPH & WOULD NOT EXCEED 40MPH FOR 30 SEC - WHEN SHUT 061706A 639 8.0 625.76
OFF VEHICLE WOULD NOT BRAKE OR STEER - ** POSS DIESEL WARRANTY **

CAUSE HP OILPUMP BLOCK AND FITTING LEAKING

CORRECTION FOUND HP OIL SYSTEM LOSING PRESSURE PRESSURE TEST REPLACED BLOCK AND
FITTING ALSO FOUND WHEN PUMP WAS REMOVED LOTS OF METAL DEBRIS AND IPR
VALVE CAP INSIDE HP OILPUMP REPLACED PUMP REASSEMBLED RECHECK RD TEST ALL
OK

PART NUMBER	PG#	NOTE	DESCRIPTION	QTY	SELL	
FMC 5C3Z 9C968 CA			REGULATOR - FUEL PRE	1	144.66	144.66
FMC 4C3Z 9B246 A			KIT - FLEXIBLE PIPE	1	43.21	43.21
FMC 3C3Z 6766 BA			VALVE ASY - CRANKCAS	1	2.66	2.66
FMC 3C3Z 6B898 AA			GASKET	1	2.58	2.58
FMC W705589 S			PIN - SPECIAL	4	.79	3.16
FMC 5C4Z 9A543 A			PUMP ASY - FUEL INJE	1	475.74	475.74
PARTS: COUNT 9			ALLOWANCE: 268.81			

CERT#: 9622

FACTORY

CONCERN CD: D50

----- SUBTOTAL -----

PARTS.....	940.82
LABOR.....	625.76
TOTAL CHARGE FOR CONCERN	1566.58

TYPE: W

CONCERN 52 CUST SAYS EXCESSIVE DRIFTING/SWEEPING TO THE LEFT @APPROX 65MPH - IF U HIT OPERATION TECH HOURS AMOUNT
A SLIGHT BUMP THEN VEH WILL LOSE CONTROL & CUST CANNOT STEER FOR A FEW 3504A 620 1.7 132.97
SECONDS - INTERMITTENT - SEE HISTORY - REFER TO 95924

PAGE 1

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W12747

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0361 ADV: 232 OSUNA, R INVOICE#: 03/27/2007 16:26:42 BB 05 F-350 SD WHITE LICENSE NUMBER:

*** R.O. NOT COMPLETE ***

CAUSE EXCESSIVE DRIFTING TO THE LEFT
CORRECTION REPLACED STEERING GEAR

52-1	STABILIZER BAR - FRONT - REMOVE AND INSTALL OR REPLACE	5482A	620	.3	23.47
52-2	CHECK TIRE PRESSURE AND ROAD TESTED PER TSB 07-05-07	070507B	620	1.4	109.51
52-3	ADJUSTED FRONT WHEEL ALIGNMENT	070507C	620	2.1	164.26
52-4	INSTALLED RANCHO STEERING DAMPNER AND STAB BAR ADJUSTED CAMBCASTER SEVERAL TIMES PER NICK WALTER FSE	MT	620	5.0	391.10

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
FMC 7C3Z 3504 A			GEAR ASY - STEERING	1	380.98	380.98
FMC 5C3Z 3B440 CCC			ADJUSTER ASY	1	18.27	18.27
FMC 5C3Z 3B440 EEE			ADJUSTER ASY	1	9.63	9.63
FMC NPN.23136			*****	1C	15.23	15.23
FMC NPN.23138			*****	1C	15.23	15.23
FMC NPN.5413			RANCHO	2B	70.00	140.00
FMC 5C3Z 5484 CA			BUSH	2	8.30	16.60
FMC 5C3Z 5482 CA			BAR - STABILIZER	1	43.40	43.40
FMC NPN.BOLTS			*****	4C	.23	.92
FMC N811677 S439			*BOLT	4	5.91	23.64
FMC N807164 S439			NUT - ADJUSTING SCRE	4	2.93	11.72
PARTS: COUNT	22		ALLOWANCE:	254.21		

SUOTOTAL

PARTS.....	889.83
LABOR.....	821.31
TOTAL CHARGE FOR CONCERN	1711.14

TYPE: W

CONCERN 53* LOANER RENTAL @28/DAY FORD CRC - (PER BROOKE POWELL)
PO# 149660

OPERATION	TECH	HOURS	AMOUNT
RENTAL	999	.0	.00

CAUSE
CORRECTION AUTH BY FMC
PART NUMBER
FMC HERTZ

PO#	NOTE	DESCRIPTION	QTY	SELL	
	RENTAL	PO#149660/42212586 CERT#: 9999	1B	924.00	924.00

FACTORY

PAGE 2

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W12747

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0361 ADV: 232 OSUNA, R INVOICED: 03/27/2007 16:26:42 BB 05 F-350 SD WHITE LICENSE NUMBER:

*** R.O. NOT COMPLETE ***

CONCERN CD: A99

TYPE: W	SUBTOTAL	
	MISCELLANEOUS	924.00
	TOTAL CHARGE FOR CONCERN	924.00

CONCERN 54* ** NOTE ** (PER FSE/NICK WALTER) NEED TO LOWER CASTER - LEFT TO 1.5 -	OPERATION	TECH	HOURS	AMOUNT
RIGHT TO 2.0 - SWAY BAR BUSHINGS WORN - ORDER AFTERMARKET RANCHO STEERING	REFER	620	.0	.00
DAMPNER				

CAUSE .
CORRECTION SEE ABOVE

TYPE: W	SUBTOTAL	
	TOTAL CHARGE FOR CONCERN	.00

CONCERN 55* FUEL	OPERATION	TECH	HOURS	AMOUNT
CAUSE .	GAS	999	.0	.00

CORRECTION GAS
COMMENT PER BROOKE
PART NUMBER
FMC FUEL

PO#	NOTE	DESCRIPTION	QTY	SELL	
	GOG	*****	1B	15.00	15.00
FACTORY		CERT#: 9999			

TYPE: W	SUBTOTAL	
	GAS-OIL-GREASE.....	15.00
	PAID BY DEALER..... 7750	15.00-
	TOTAL CHARGE FOR CONCERN	.00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W12747

PARTS.....	1830.65
GAS-OIL-GREASE.....	15.00
LABOR.....	1447.07
MISCELLANEOUS	924.00
PAID BY DEALER..... 7750	15.00-
TOTAL CHARGES.....	4201.72

PAYMENT DISTRIBUTION FOR INVOICE W12747

TOTAL CHARGES.....	4201.72
FAC WARRANTY	4201.72

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W12747

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0361 ADV: 232 OSUNA, R INVOICED: 03/27/2007 16:26:42 BB 05 F-350 SD WHITE LICENSE NUMBER:

*** R.O. NOT COMPLETE ***

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:

DATE OPENED RO# DATES INVOICED

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

IF YOU HAVE ANY QUESTIONS - PLEASE SEE REY OSUNA

PAGE 4
LAST PAGE

PALMDALE, CA
HOME PH:

LAST SERV MILEAGE: 044593

1FTWW33P05E MILE:000043 LAST SERV:02/22/
05 FORD F-350 SD 4WD DRW CREW CAB WHITE IN-SERV DATE:02/11/
NUMBER TYPE DATE DEDUCT MON MILES ACTIVE
EXT SVC PLAN1: USA 2005 NEW 48 712 02/11/09 000 51000
EXT SVC PLAN2: 0.00 0 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
LN 52 PAY TYPE C TECH1-999 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

LN 51 PAY TYPE BDC TECH1-620 OPR-CODE NC
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
LN 53 PAY TYPE BDC TECH1-651 OPR-CODE NC
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

LN 51 PAY TYPE W TECH1-620 .40 OPR-CODE 062214B
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 QCM 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
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
BODY/CHASSIS/ELECTRICAL PIN POINT TEST - DIAGNOSIS

THE CUSTOMER STATES THAT THE A/C INTERMITTENTLY QUILTS 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 DURING 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
LIT5 82 FP DIAG

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

LN 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

LN 41 PAY TYPE W TECH1-207 .30 OPR-CODE 59B01A

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

LN 42 PAY TYPE W TECH1-207 .20 OPR-CODE 05B32B

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

.541 (W39)

-POC



STATE OF NEW YORK
SUPREME COURT COUNTY OF ALBANY

**ROBERT LAPP and FARM FAMILY INSURANCE
COMPANY as subrogee of ROBERT LAPP,**

Plaintiffs,

-against-

FORD MOTOR COMPANY,

Defendants.

VERIFIED COMPLAINT

Index No. 289-06

PLAINTIFFS, Robert Lapp 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, Robert Lapp, 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, Robert Lapp purchased a 2005 model Ford F350 pickup truck (hereinafter "Subject Vehicle").
5. The Subject Vehicle Identification Number ("VIN") 1FTWX31PX5EC18041.
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.

ALLIB01M139659A1
302129-3014317

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



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 Robert Lapp 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, Mr. Lapp 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, Mr. Lapp was insured under a Farm Family Insurance Company policy of insurance. Farm Family paid to or on behalf of Mr. Lapp 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 Robert Lapp desires replacement of the vehicle as it is still under warranty. Also, Mr. Lapp 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.

21. 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 fit 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.

27. 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

By: 


Daniel W. Coffey

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

VERIFICATION

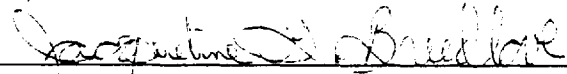
STATE OF NEW YORK)
) ss..
COUNTY OF ALBANY)

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.


In Farm Family Casualty
Kathy Zitz

HISCOCK & BARCLAY, LLP

Sworn to before me this
11th day of January, 2006.



Notary Public

JACQUELINE G. BREEDLOVE
Notary Public, State of New York
No. 01BR6037145
Qualified in Albany County
Commission Expires February 14, 2006

All Action Details for Issue

Print

VIN: 1FTWX31PX5E [REDACTED] Year: 2005 Model: F-SERIES SUPER DUTY Case: 572380615
 Name: [REDACTED] Owner Status: Original WSD: 2005-02-18
 Symptom Desc: STRG/HANDLING PULL/DRIFT LEFT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 03043 RHINEBECK FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 575 MI Comm Type: PHONE
 Analyst Name: ABBOTT LA TANYA Analyst: LABBOTT4
 Action Date: 03/02/2005 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 COMPANYCRC 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
 Dealer: 03043 RHINEBECK FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 575 MI Comm Type: MAIL
 Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1
 Action Date: 03/07/2005 Action Time: 10.29.06.936 Action Data: No

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.

All Action Details for Issue

Print

VIN: 1FTWX31PX5E [REDACTED] **Year:** 2005 **Model:** F-SERIES SUPER DUTY **Case:** 572380615
Name: [REDACTED] **Owner Status:** Original **WSD:** 2005-02-18
Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG **Primary Phone:** [REDACTED]
Reason Desc: CAC RELATED - F/M CSR FOLLOWING CONTACT **Secondary Phone:** [REDACTED]
Issue Type: 02 INFORMATION **Issue Status:** CLOSED

Action: CALLBACK ADD ADDITIONAL COMMENTS **Origin Desc:** US CONCERN CASE BASE
Dealer: 03043 RHINEBECK FORD, INC.
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

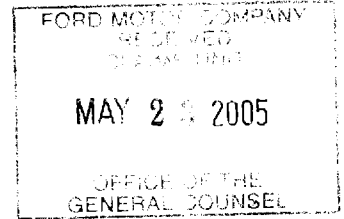
Comments CUSTOMER SAID: - 2005 F-350 - THE VEH IS AT -- RHINEBECK FORD, INC. -- - ON WED, MARCH 2, 2005 THE VEH WAS INVOLVED IN AN ACCIDENT-- THE VEH WAS HIT FROMT HE FRONT/ SIDE - THE VEH VEERED TO THE LEFT UNEXPECTEDLY == LOSS OF STEERING ==- HAS NOT FILED A POLICE REPORT- THERE WAS NO PERSONAL INJURY - 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

50 BEAVER STREET
 ALBANY / NEW YORK 12207-2830
 T 518.434.2163 / F 518.434.2621

DANIEL W. COFFEY
 PARTNER

DIRECT DIAL 518.429.4280
 DIRECT FAX 518.427.3478
 DCOFFEY@HISCOCKBARCLAY.COM

May 16, 2005



CERTIFIED MAIL
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 : [REDACTED]
 DOL : 3/1/05
 Farm Family Insurance Co.
 Claim No. : [REDACTED]
 Total Subrogated Amount : \$9,568.62 (Plus any deductible)
 Vehicle VIN : 1FTWX31PX5E [REDACTED]
 (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 [REDACTED] Mr. [REDACTED] 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. [REDACTED] 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.

ALLIB01N118407\1

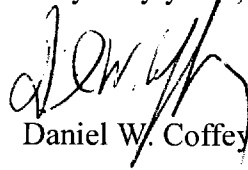
WWW.HISCOCKBARCLAY.COM

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



•

1 Kirk H. Hays (016535)
 2 Jared M. Scarbrough (022011)
HOLM WRIGHT HYDE & HAYS PLC
 3 10429 S. 51st Street, Suite 285
 4 Phoenix, AZ 85044
 (480) 961-0040

ORIGINAL FILED THIS _____
 DAY OF MAR 3 2009
 JEANNE _____
 Clerk Superior Court
 By Beth Blanton
 Deputy

5 Attorneys for Plaintiff Western Agricultural Insurance Company

7 **SUPERIOR COURT OF ARIZONA**
 8 **YAVAPAI COUNTY**

9 WESTERN AGRICULTURAL INSURANCE
 10 COMPANY, an Arizona Corporation,

No. CV 20090289

11 Plaintiff,

COMPLAINT

12 vs.

Negligence-Strict Product Liability

13 FORD MOTOR COMPANY, a Delaware
 14 Corporation, and JOHN DOES 1-X, ABC
 15 CORPORATIONS I-X; XYZ
 16 PARTNERSHIPS, SOLE
 17 PROPRIETORSHIPS and/or JOINT
 18 VENTURES I-X,

(Tort Non-Motor Vehicle)

(Assigned to the Honorable
 _____)

18 Defendants.

19 Plaintiff WESTERN AGRICULTURE INSURANCE COMPANY, an Arizona
 20 corporation (hereinafter "Plaintiff" or "WAIC"), individually, and as subrogee for its
 21 insured, OLSEN GRAIN, INC., a sole proprietorship owned by WARREN HUBBARD,
 22 by and through undersigned counsel for its Complaint against Defendant Ford Motor
 23 Company hereby alleges as follows:
 24
 25

26 **JURISDICTION**

27 1. Plaintiff WAIC is, and at all times set forth herein, was an insurance
 28 carrier duly authorized to transact and conduct business in the State of Arizona.

Holm Wright Hyde & Hays PLC
 10429 South 51st Street, Suite 285
 Phoenix, Arizona 85044
 (480) 961-0040

1 8. Prior to the accident giving rise to this litigation, OLSEN GRAIN, INC.
2 purchased a new 2006 Ford F-250 Super Duty Pickup, VIN #1FTSWZ1P76EC70935
3 (the "Vehicle"), at Sanderson Ford Dealership in Glendale, Arizona.
4

5 9. OLSEN GRAIN, INC. regularly maintained the Vehicle according to the
6 manufacturer's recommendations.
7

8 10. On or about March 11, 2007, Kristi Hubbard was driving the Vehicle
9 southbound on I-17 at about 65 mph in the posted 75 mph zone at milepost 309.5 when
10 she felt the trailer that she was towing begin to sway. Ms. Hubbard slowly let off of the
11 accelerator and discovered that she was no longer able to control the Vehicle with the
12 steering wheel. She turned the steering wheel from side to side, but there was no
13 response from the Vehicle. Suddenly, the Vehicle swerved left causing the trailer to turn
14 on its side and the Vehicle to roll over. An investigation revealed that the steering gear
15 assembly failed prior to the accident.
16
17

18 11. At all times relevant to this Complaint, WAIC insured OLSEN GRAIN,
19 INC. and HUBBARD against property and other catastrophic losses under policies
20 numbers 82144102 and 7584662 (the "OLSEN GRAIN/HUBBARD Policies").
21

22 12. After the collision, OLSEN GRAIN, INC. submitted a claim to WAIC.
23

24 13. WAIC provided benefits to OLSEN GRAIN, INC. pursuant to the terms of
25 OLSEN GRAIN, INC.'s insurance policies, and WAIC incurred costs and expenses
26 related to the loss.
27
28

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

3
4 **FIRST CAUSE OF ACTION**
5 **NEGLIGENCE**

6 15. Plaintiff hereby incorporates each and every allegation set forth in
7 Paragraphs 1 through 14 hereof.

8 16. FORD manufactured the Vehicle at issue in this case and owed a duty to
9 OLSEN GRAIN, INC., to exercise reasonable care in the design, assembly, and
10 manufacturing of the Vehicle.

11 17. FORD breached its duty by negligently and carelessly designing,
12 assembling, and/or manufacturing the Vehicle at issue in this Complaint.

13 18. FORD breached its duties and thereby caused the damages alleged in this
14 Complaint.

15 19. As a direct and proximate result of FORD'S negligence, OLSEN GRAIN,
16 INC. suffered personal injuries and damage to the Vehicle, trailer, ATVs, and other
17 business and personal property.

18 20. WAIC incurred the monetary damages alleged herein as a result of
19 providing coverage under the Olsen Grain/Hubbard Policies.

20 21. WAIC incurred the monetary damages alleged herein as a result of
21 Defendant FORD's negligence in an amount to be proved at trial.

22 ///

23 ///

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

WHEREFORE, Plaintiff WAIC prays for judgment against Defendants as follows:

- a. For compensatory damages suffered by Plaintiff in an amount to be proven at trial;
- b. For prejudgment interest pursuant to ARS § 44-1201 or as otherwise allowed by law;
- c. For costs incurred herein; and
- d. For such other and further relief as this Court deems just and proper.

DATED this 26th day of February, 2009.

HOLM WRIGHT HYDE & HAYS PLC

By Jared M. Scarbrough
 Kirk H. Hays
 Jared M. Scarbrough
 10429 S. 51st Street, Suite 285
 Phoenix, Arizona 85044
 Attorneys for Plaintiff

ORIGINAL of the foregoing filed
this 27th day of February 2009, with:

Clerk of the Court
 Yavapai County Superior Court
 120 S. Cortez Street
 Prescott, AZ 86303

Roxie Nelson
 185-0811



PE13-014 000716LCPV



800-443-5778
CHEVROLET

PE13-014 000717LCPV

FLORIDA



PE13-014-000718LCPV



PE13-014 000719LCPV



PE13-014 000720LCPV



PE13-014 000721LCPV



PE13-014 000722LCPV



PE13-014 000723LCPV



PE13-014 000724LCPV



PE13-014 000725LCPV



PE13-014 000726LCPV



PE13-014 000727LCPV



PE13-014 000728LGPV



1020

2500

CHEVRON

PE13-014 000729LCPV

1020



PE13-014 000730LCPV



PE13-014 000731LCPV



PE13-014 000732LCPV



PE13-014 000733LCPV



LTS21PT65 [REDACTED]

PE13-014 000734LCPV



F250



PE13-014 000735LGPV



PE13-014 000736LCPV



PE13-014 000737LCPV



PE13-014-000738LCPV