

PE13-014

FORD

7/10/2013

Appendix E

Peer - Lawsuits and Claim

PART 4 OF 4



PE13-014 000739LCPV



PE13-014 000740LCPV



PE13-014 000741LCPV



ANDREW LI
TERTECH

CAD

PE13-014 000742LCPV



PE13-014 000743LCPV

IFTSH21P76E [REDACTED]

PE13-014 000744LCPV

IFTSN21P76E

PE13-014 000745LCPV

IFTSM21P76E

00748



PE13-014 000747LCPV



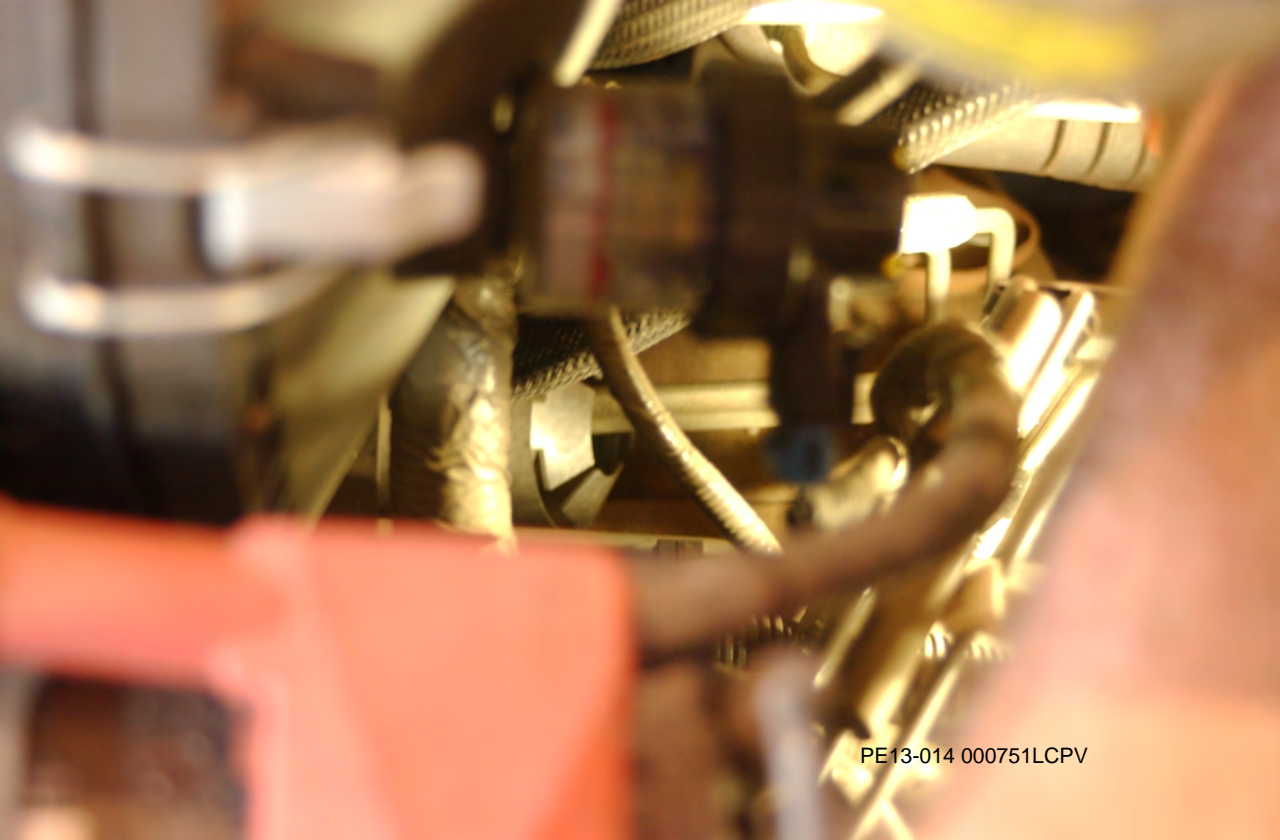
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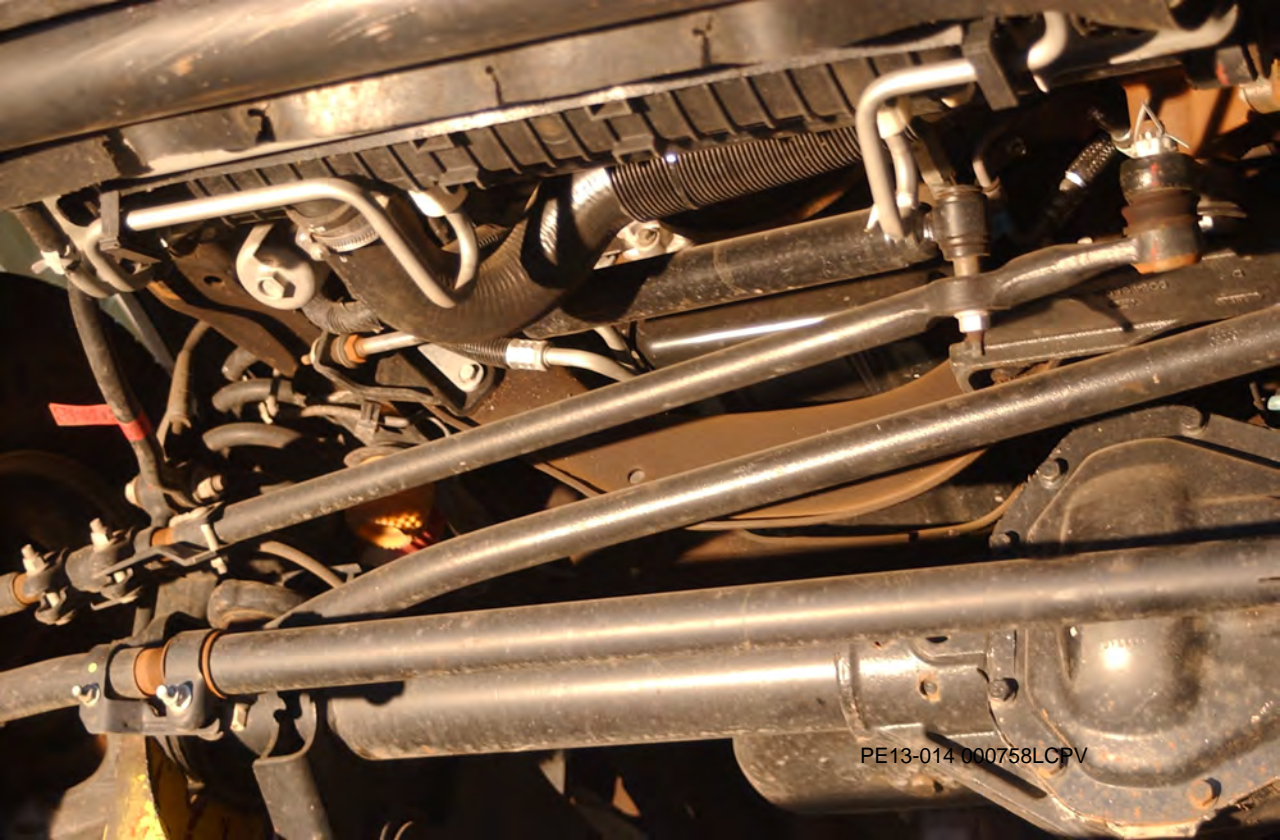
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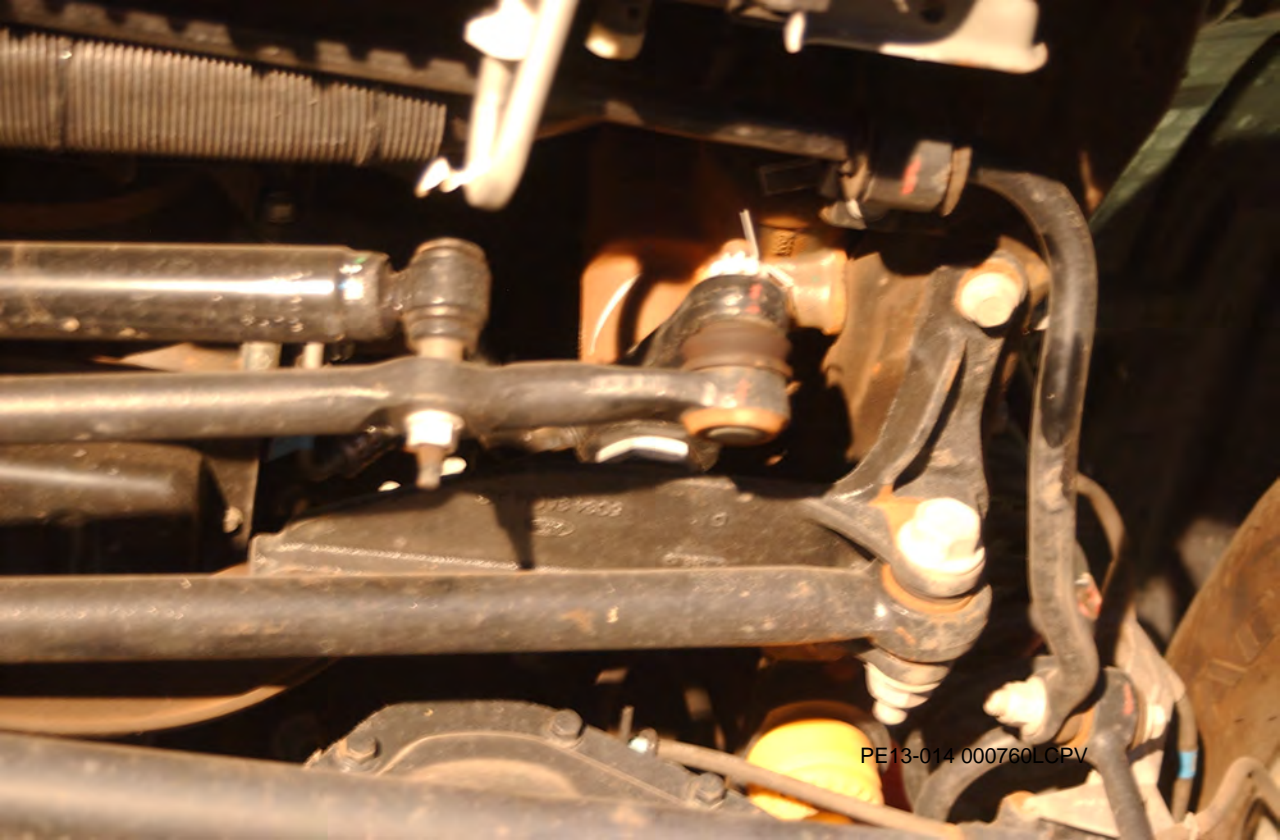
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PE13-014 000760LCPV



PE13-014 00076 1/1



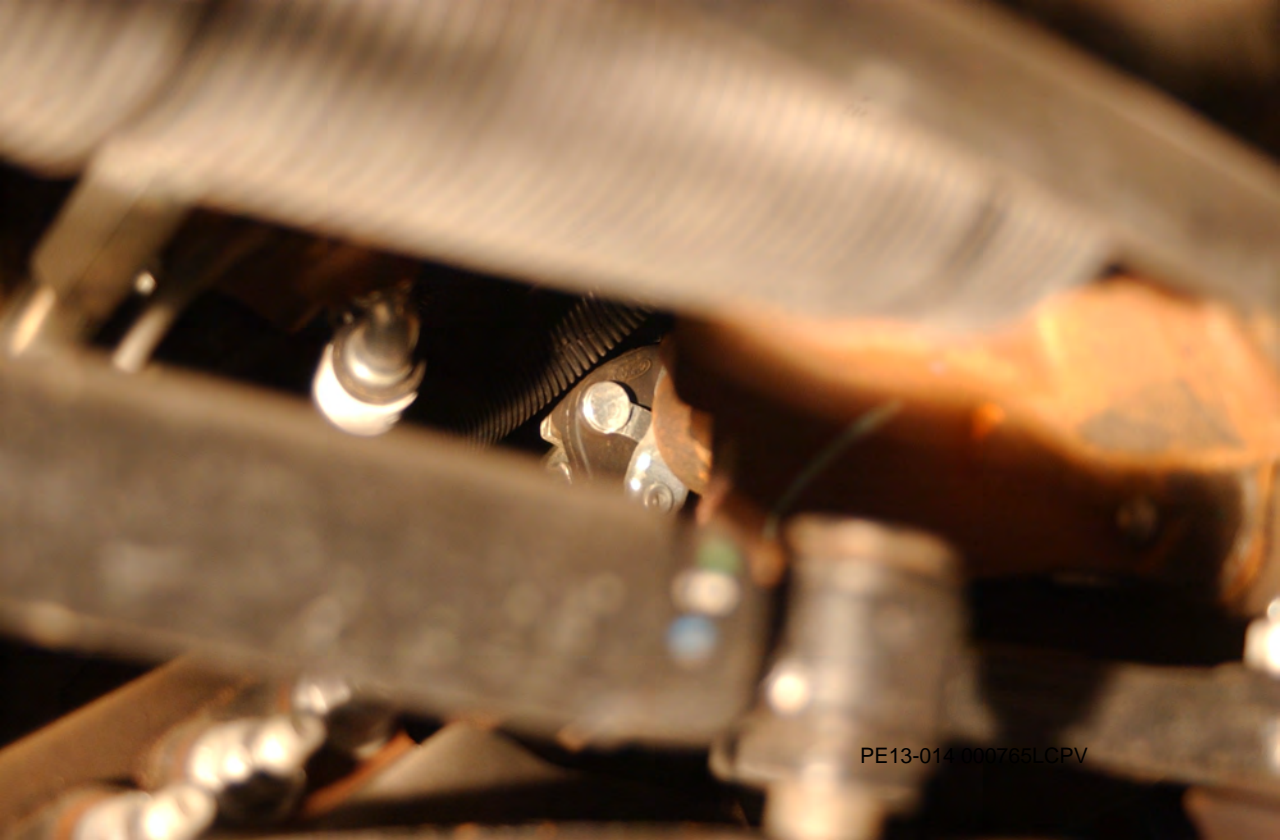
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PE13-014 000765LCPV



PE13-014 000766LCPV



PE...



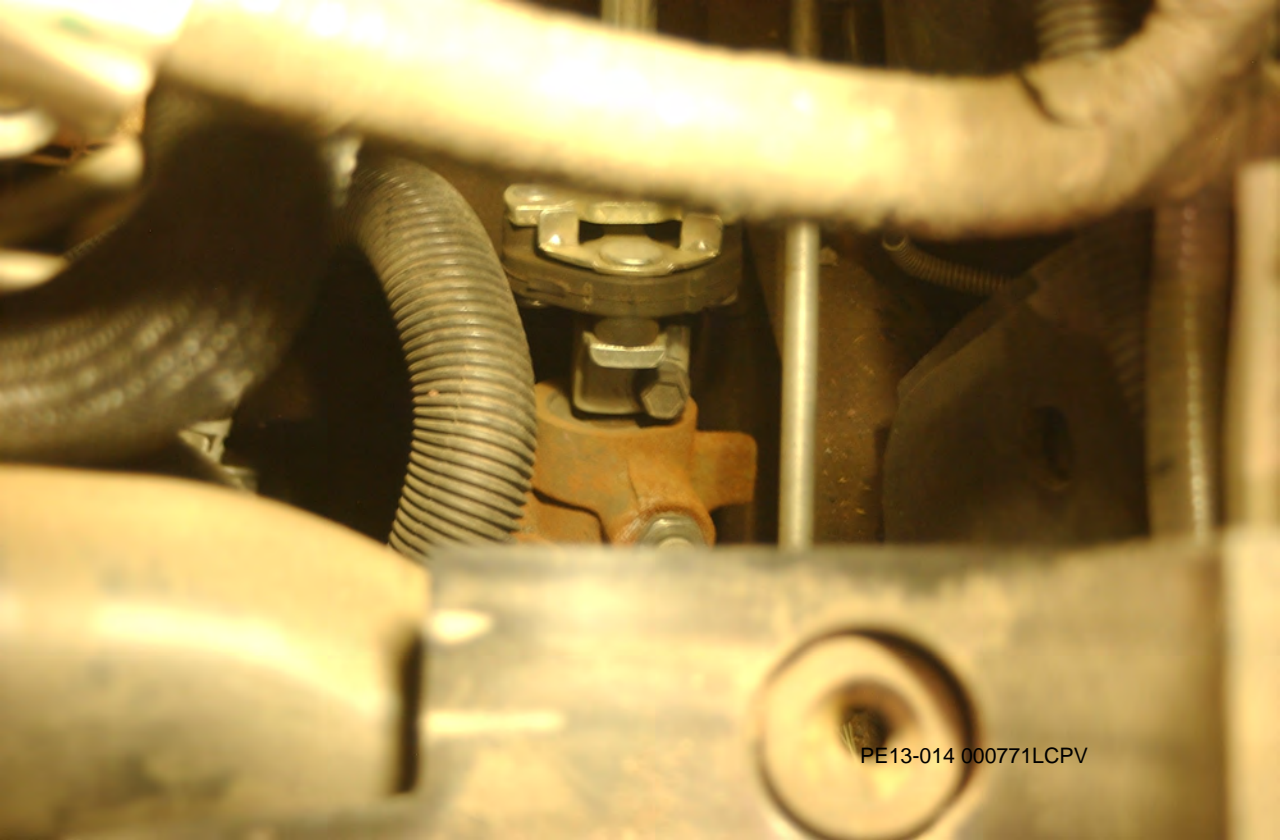
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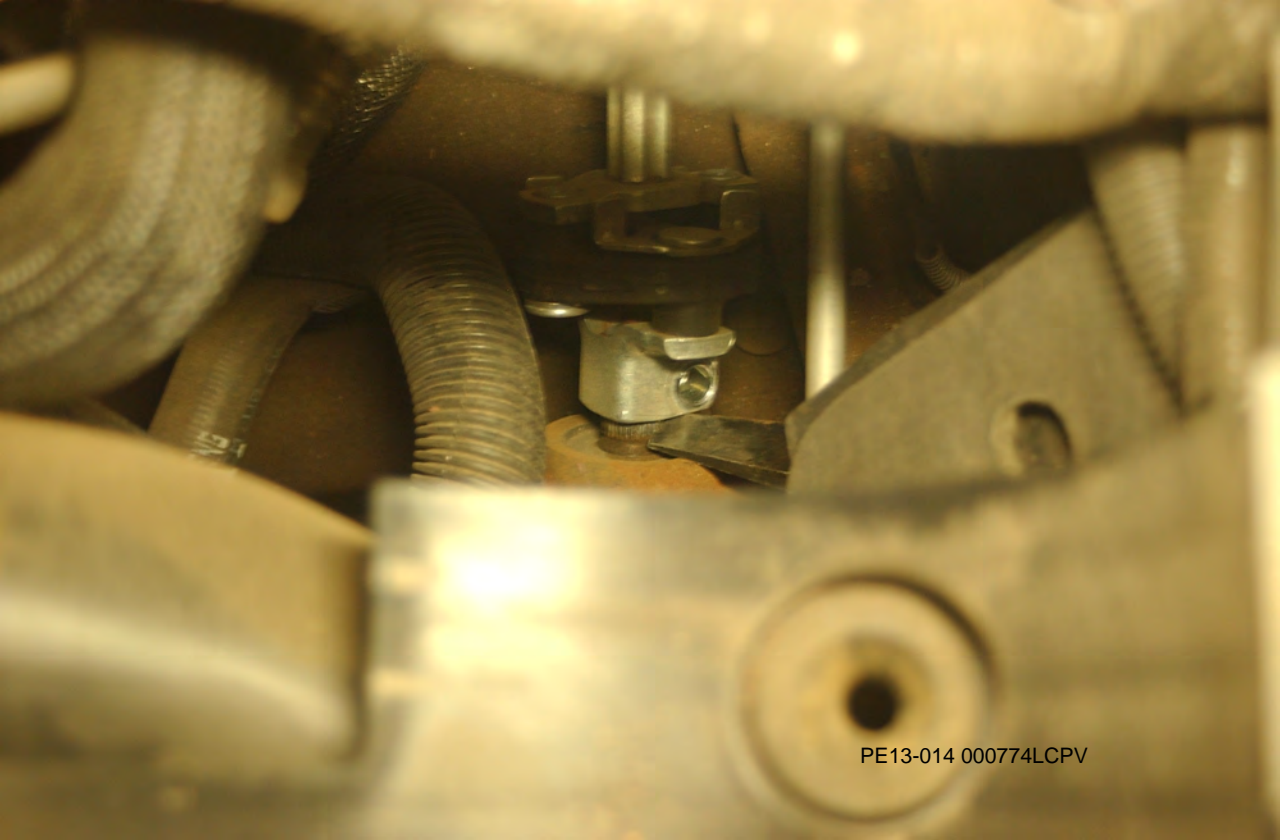
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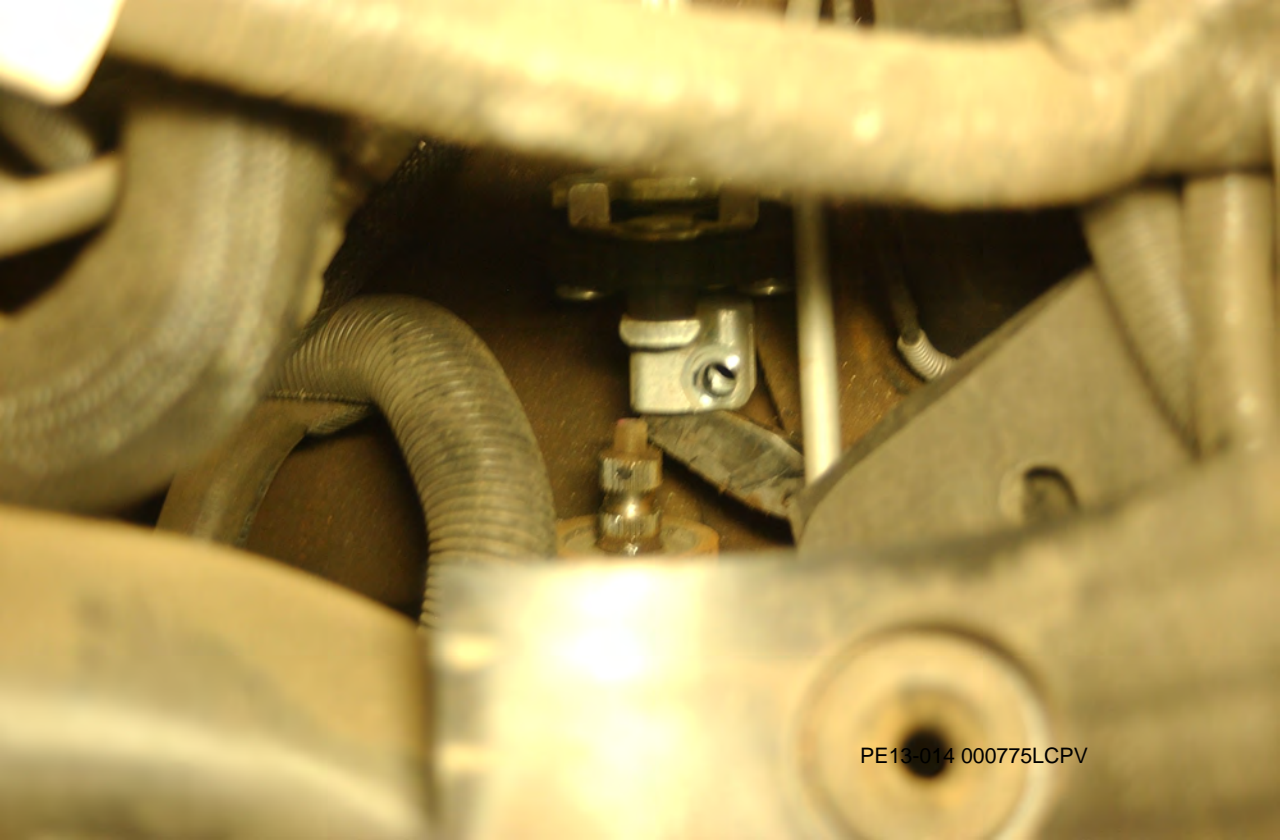
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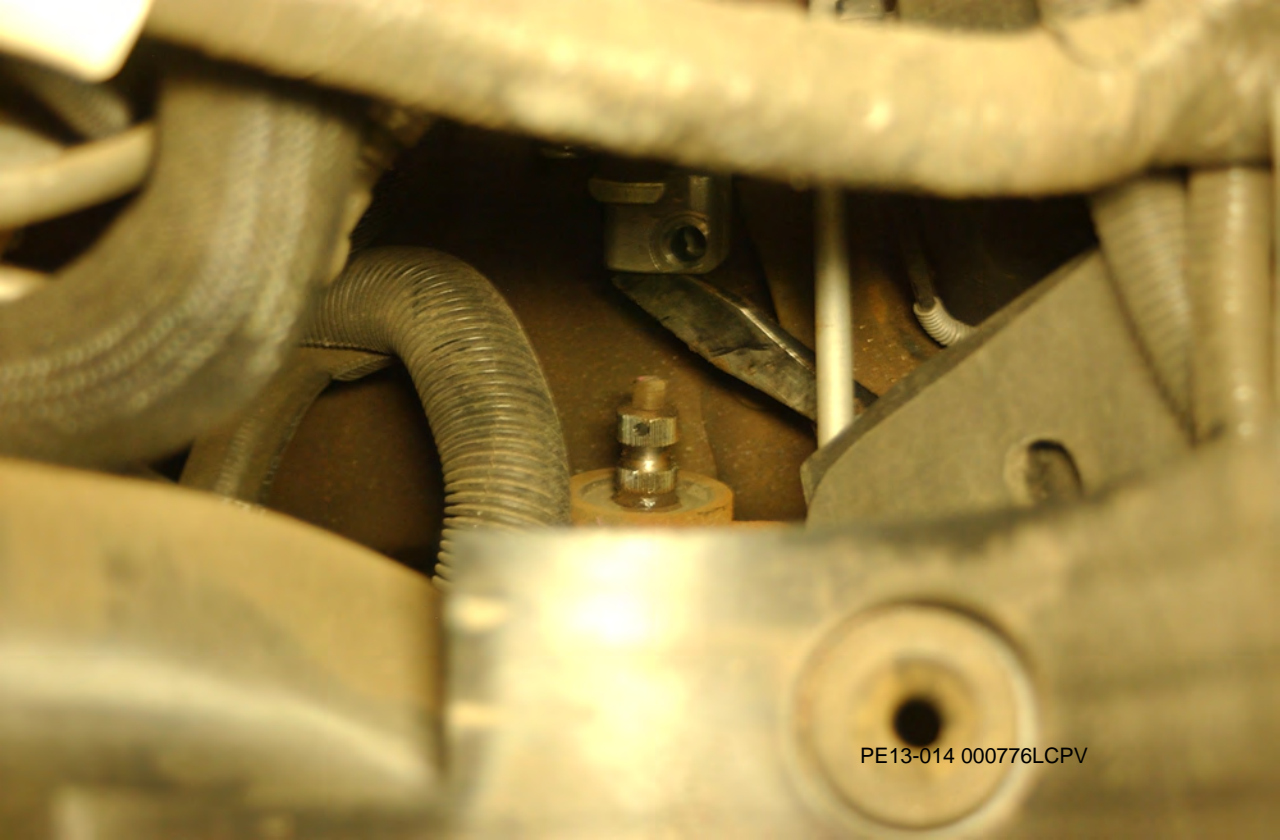
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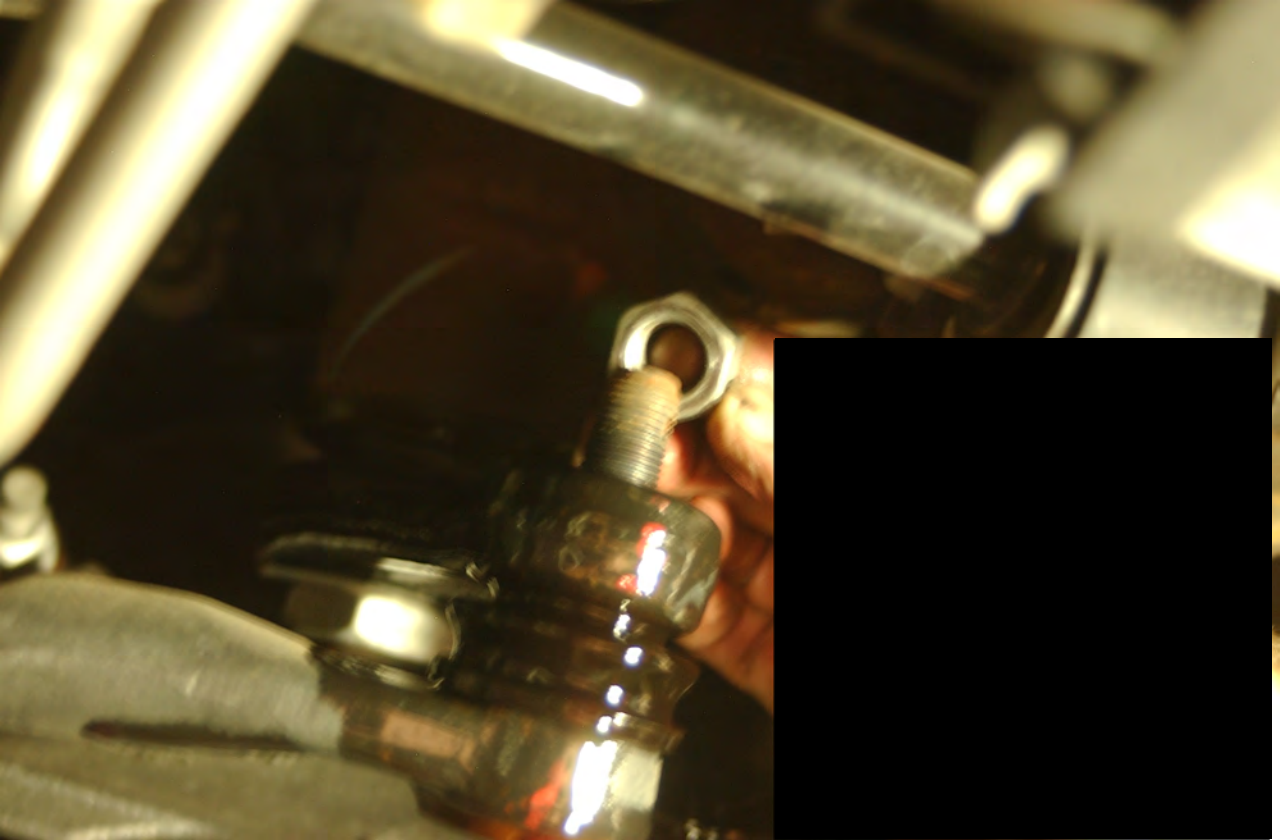
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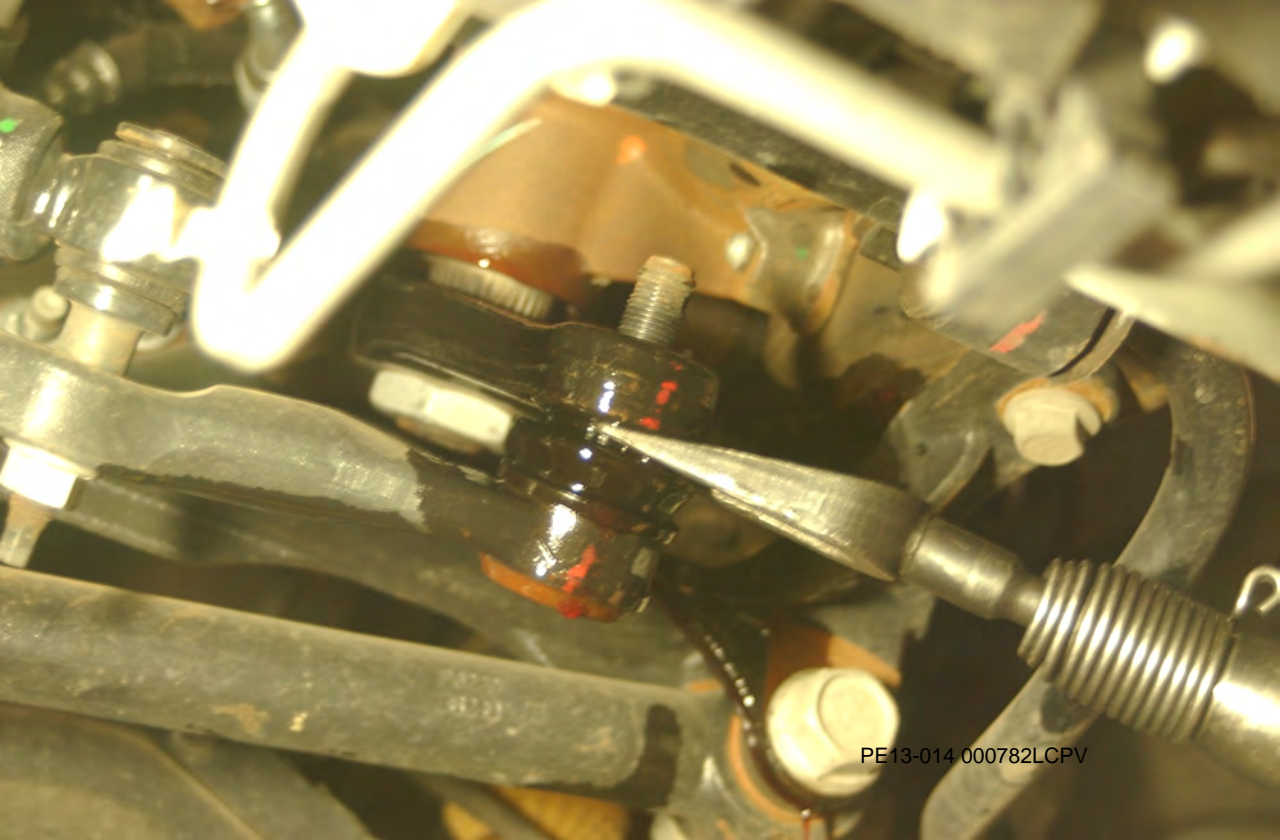
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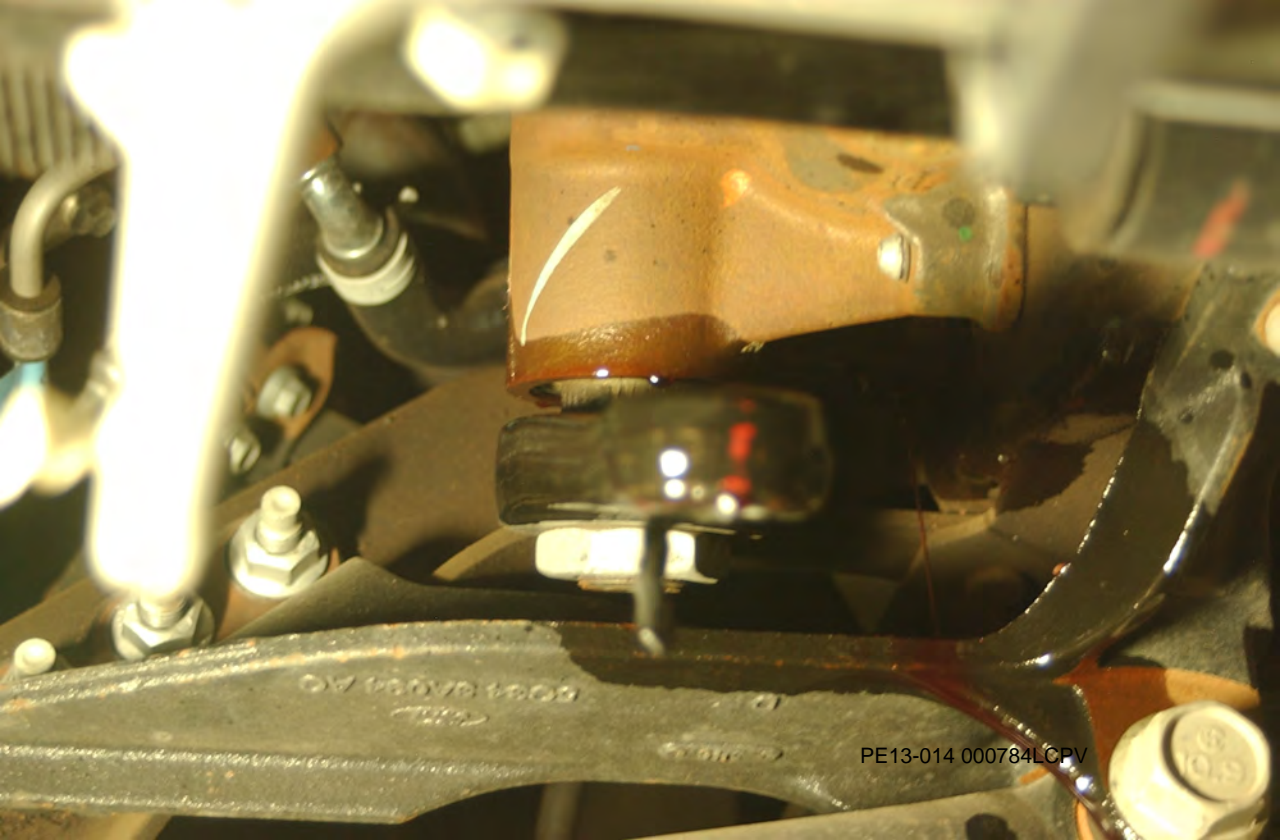
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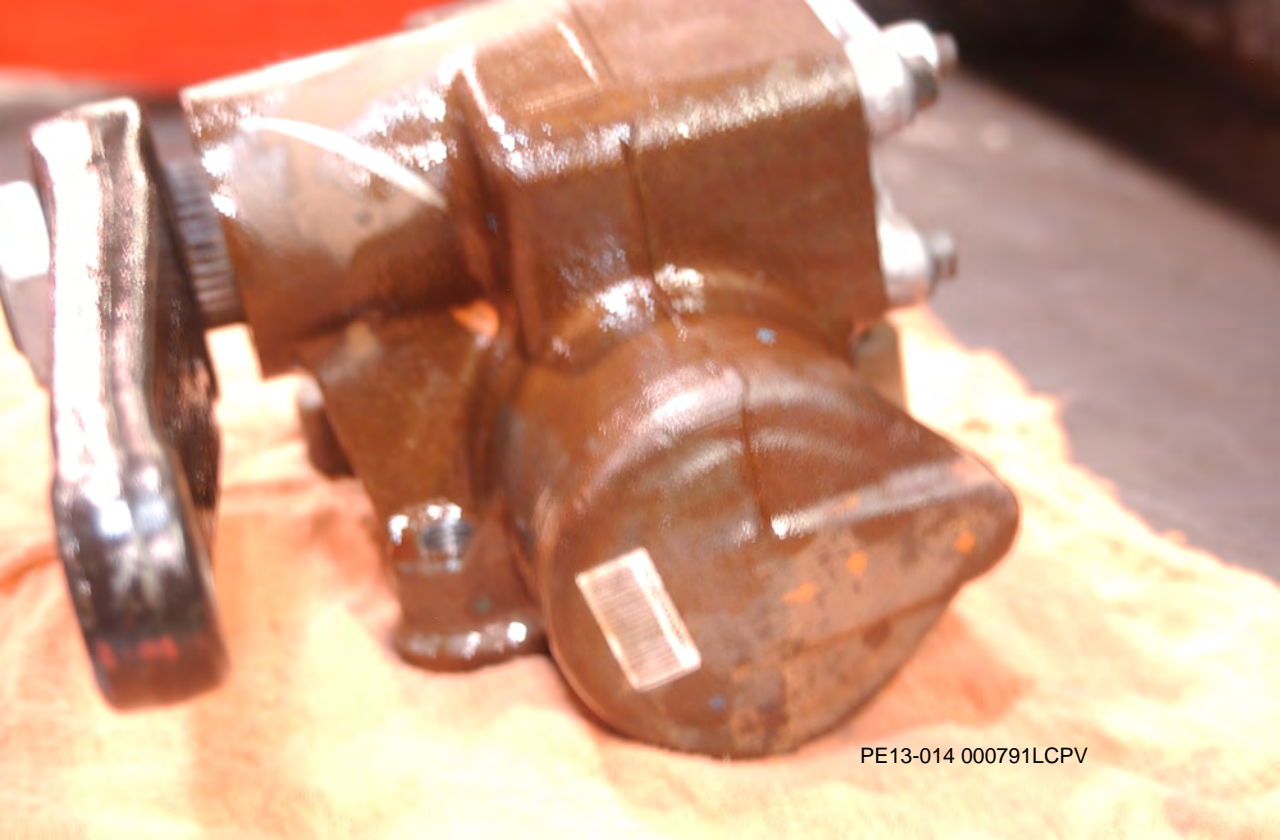
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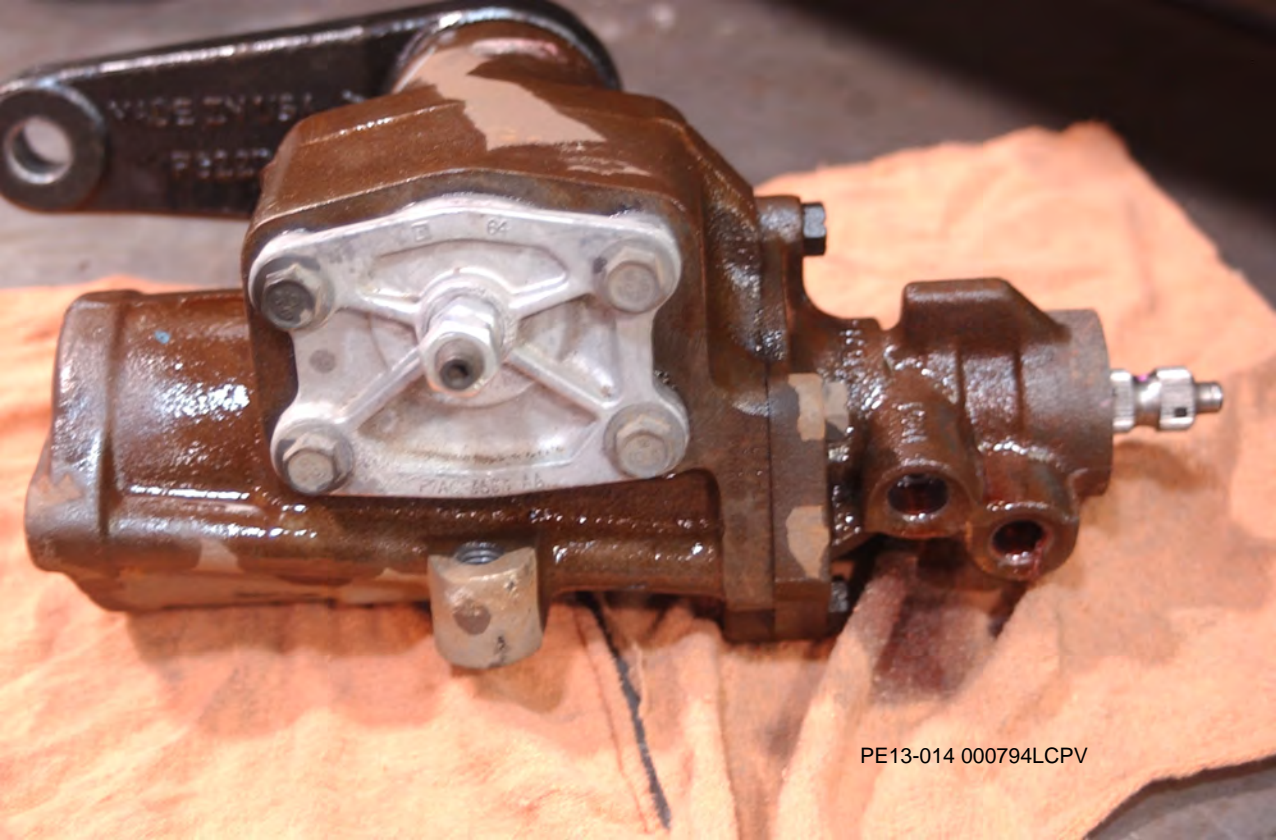
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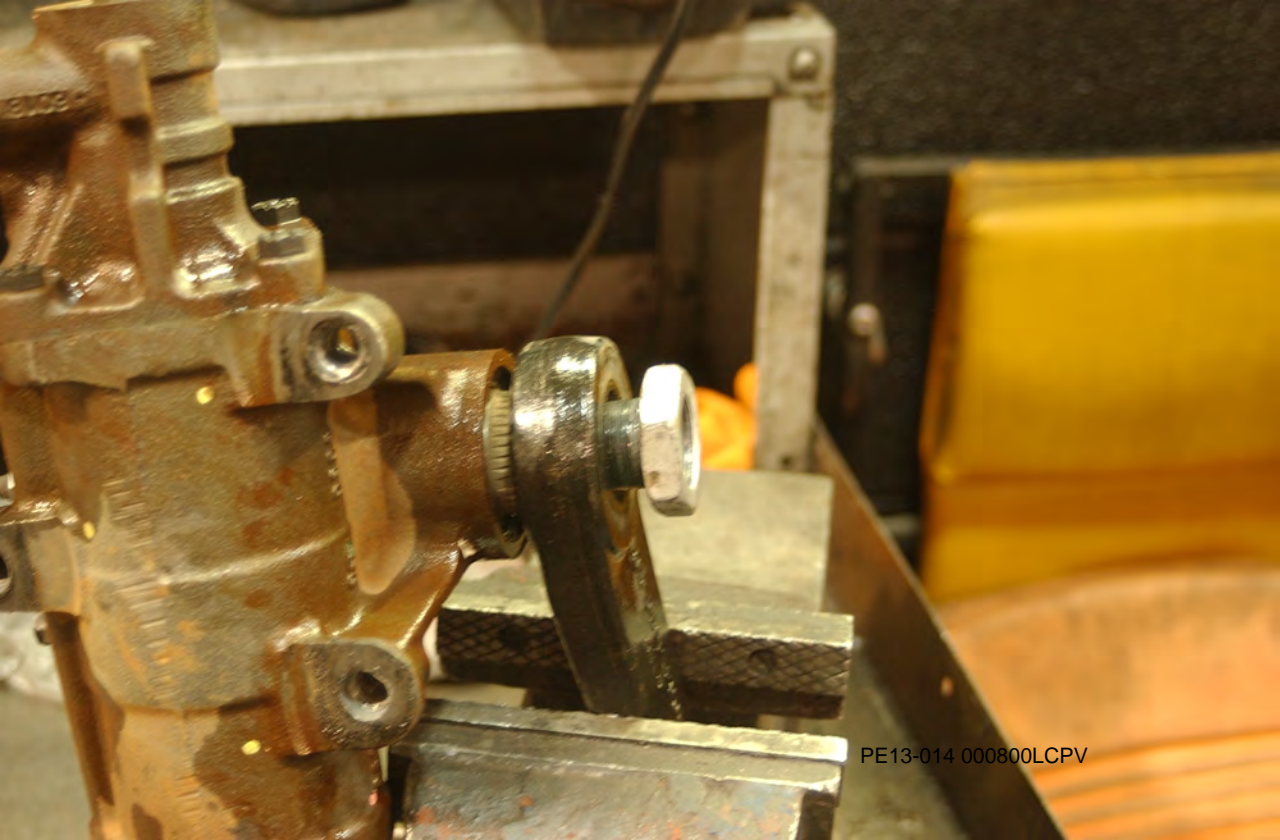
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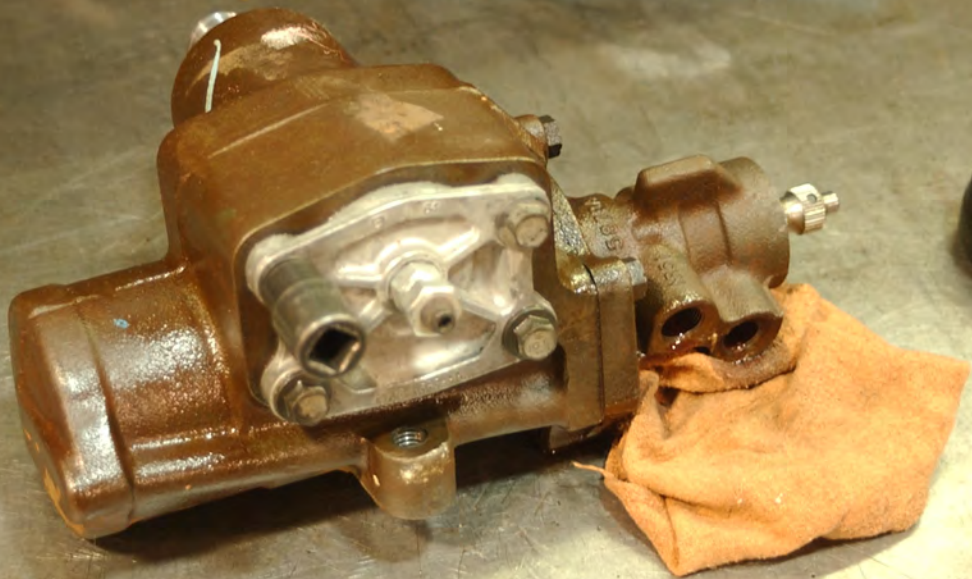
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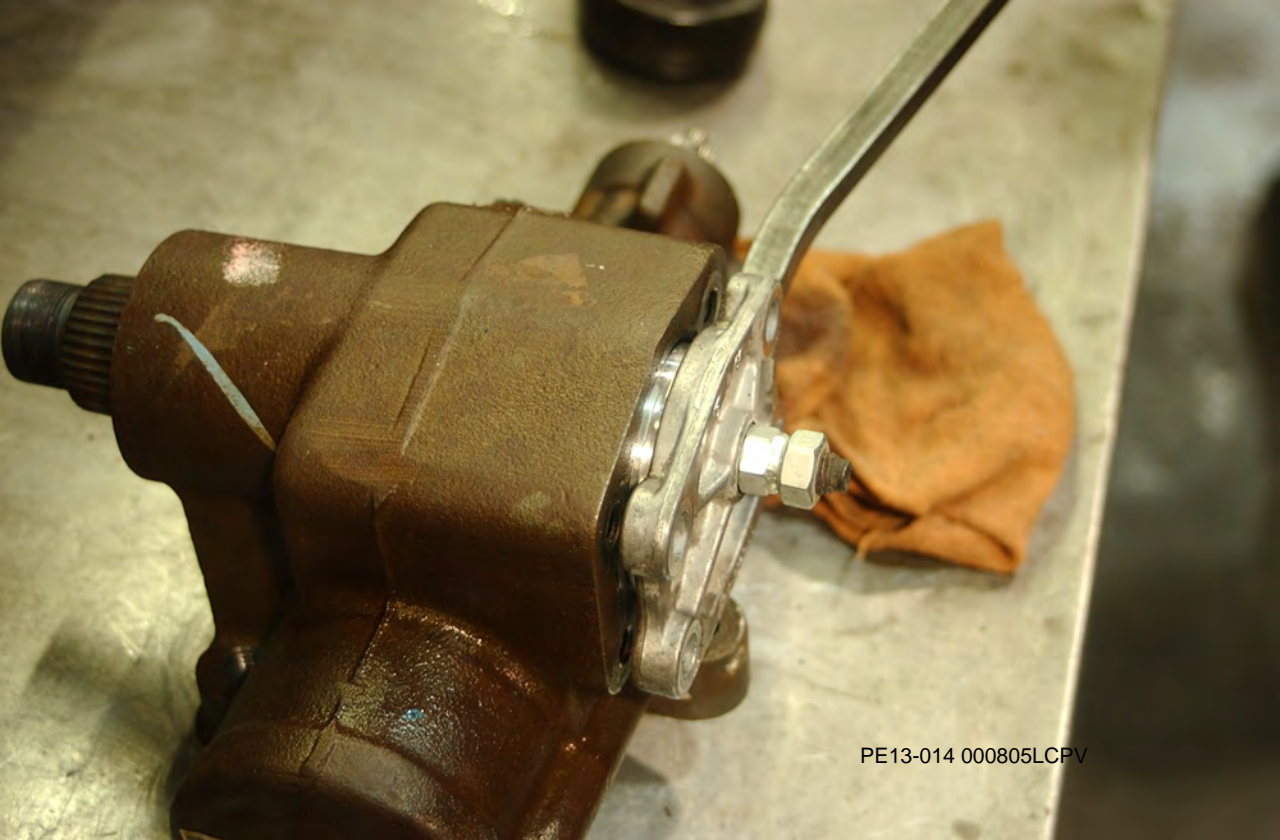
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PE13-014 000805LCPV



5C3C 103

PE13-014 000806LCPV



5C3C

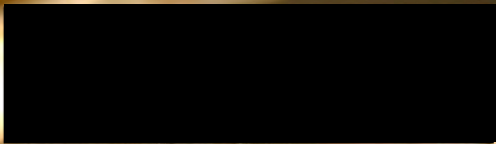
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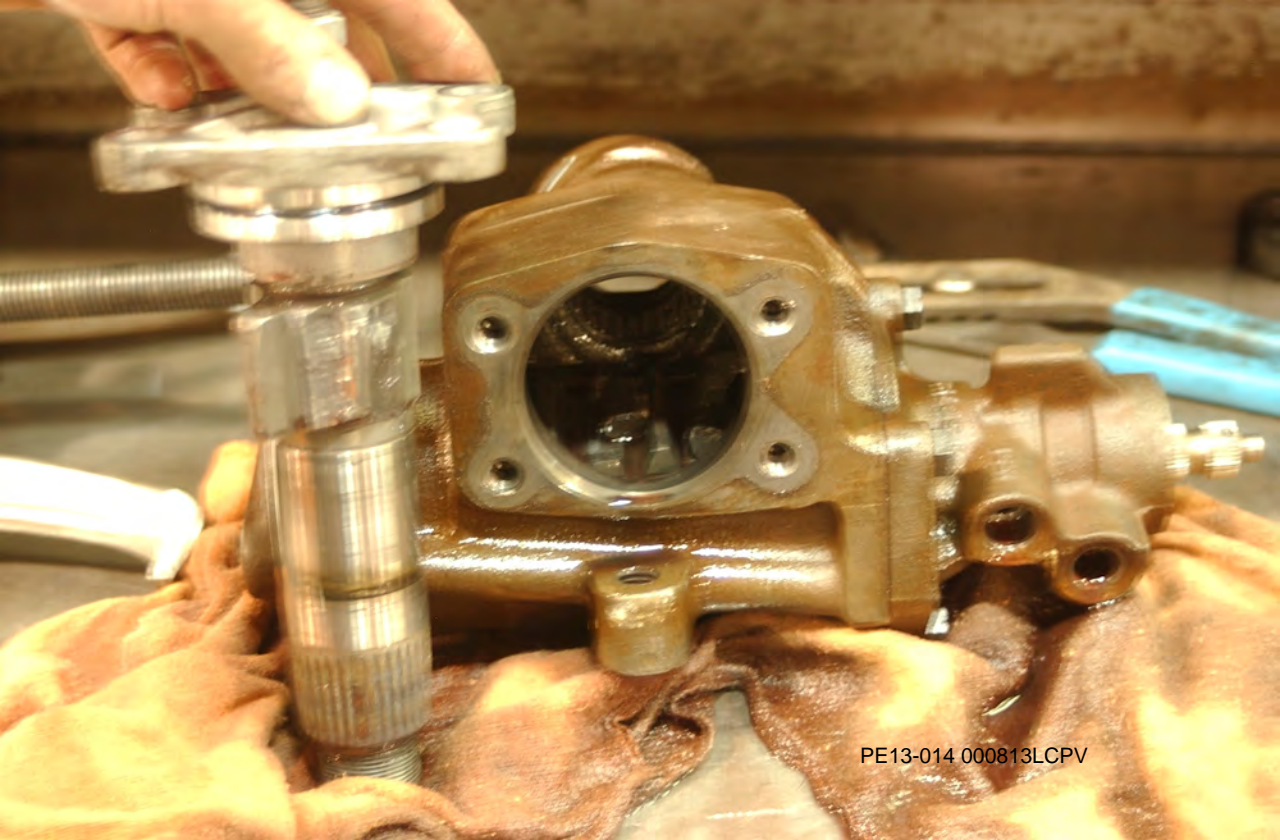
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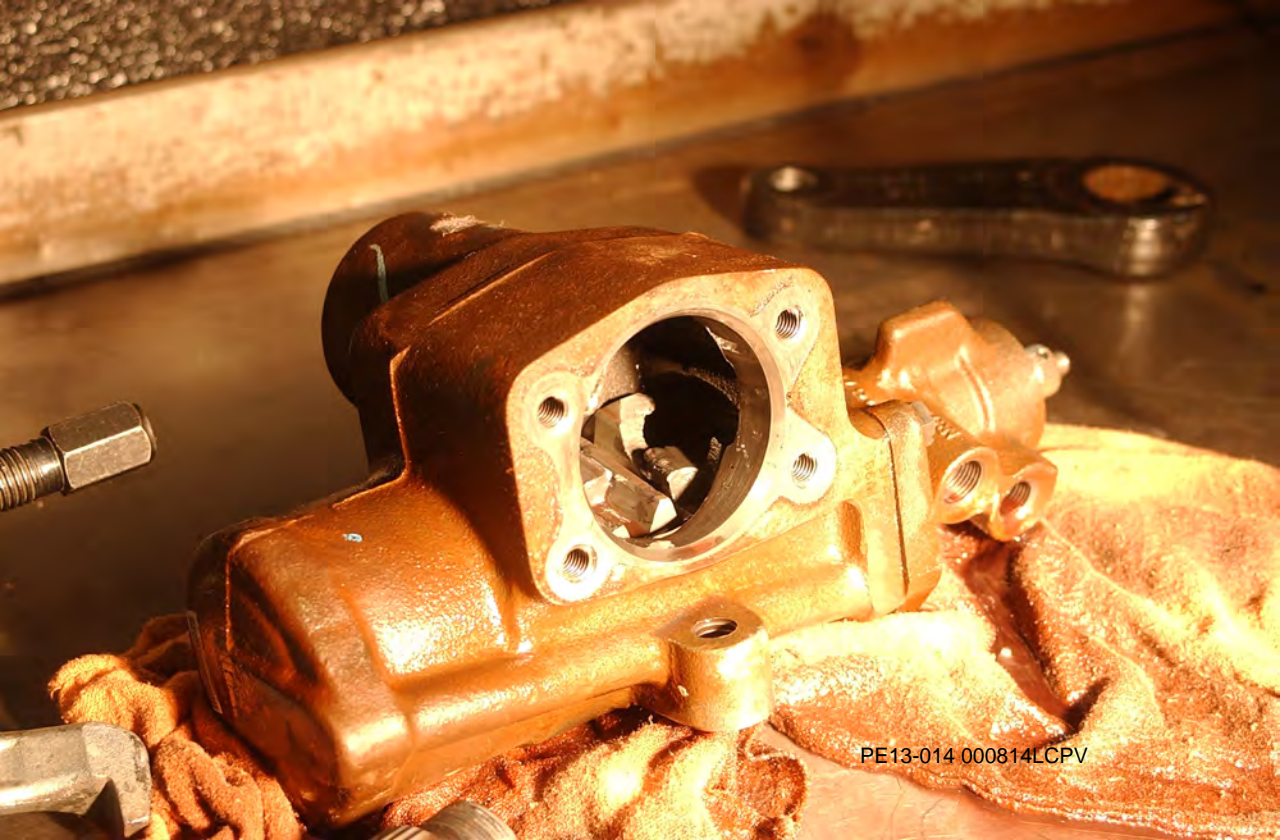
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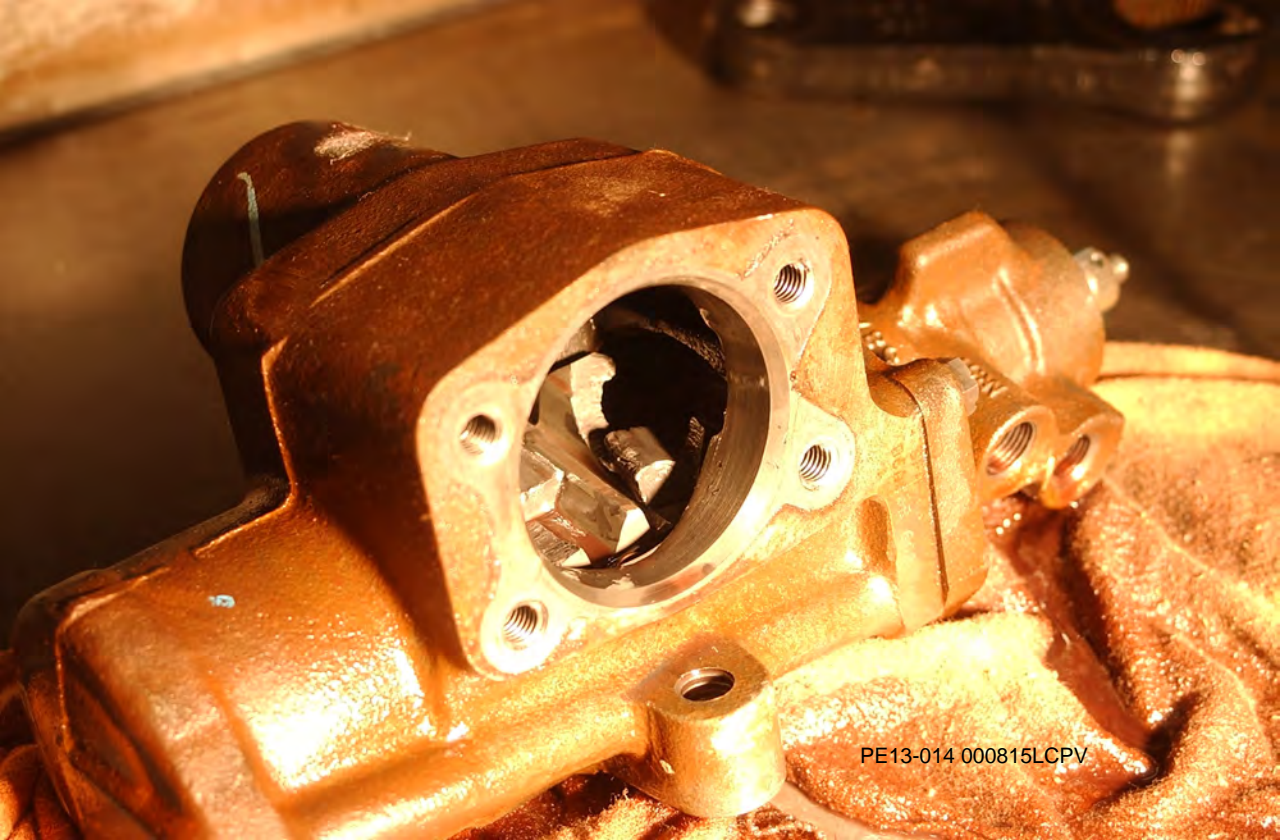
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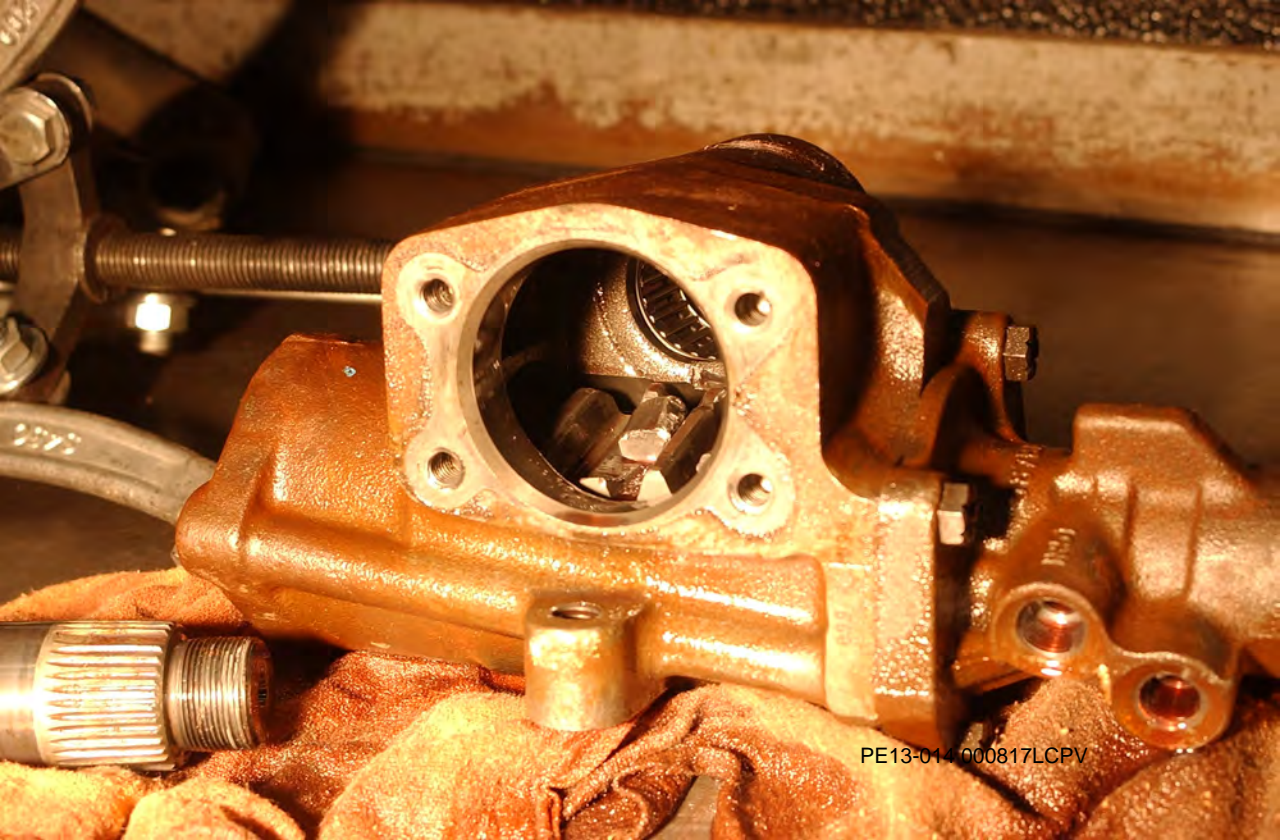
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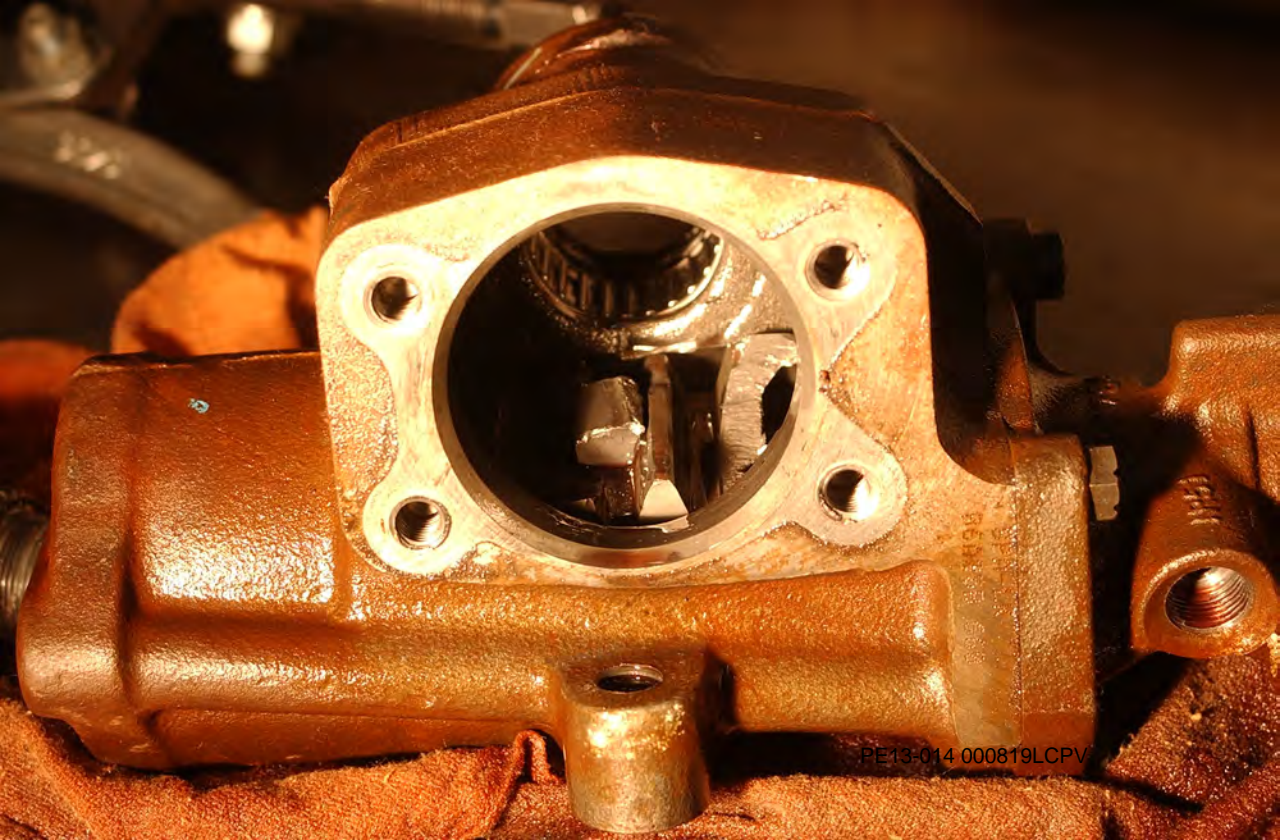
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PE13-014 000817LCPV



PE13-014 000818LGPV



PE13-014 000819LCPV



PE13-014 000820LCPV



PE13-014_000821LCPV

MFD. BY FORD MOTOR CO.

DATE: 01/06

GVWR: 10000LB/4536KG

FRONT GAWR: 5600LB

REAR GAWR: 6100LB

2540KG

WITH 2767KG

LT275/70R18

TIRES LT275/70R18

18X8.0J

RIMS 18X8.0J

AT 450 kPa/ 65 PSI COLD

AT 450 kPa/ 65 PSI COLD

WITH
TIRES
RIMS

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR
VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE

VIN: 1FTSW21P76

F0602

T0823

TYPE: Truck



EXT PNT: 71

RC: 71

DSO:

WB
156

INT TR
8E

TP/PS

R
1

AXLE
3L

TR
B

SPR
6F720

DDCC

HOS

UTC

USA-1520472-BA



⚡ (Battery)
P BRAKE
(ABS)
🔧 (Wrench)
🚗 (Seatbelt)
🔧 (Wrench)

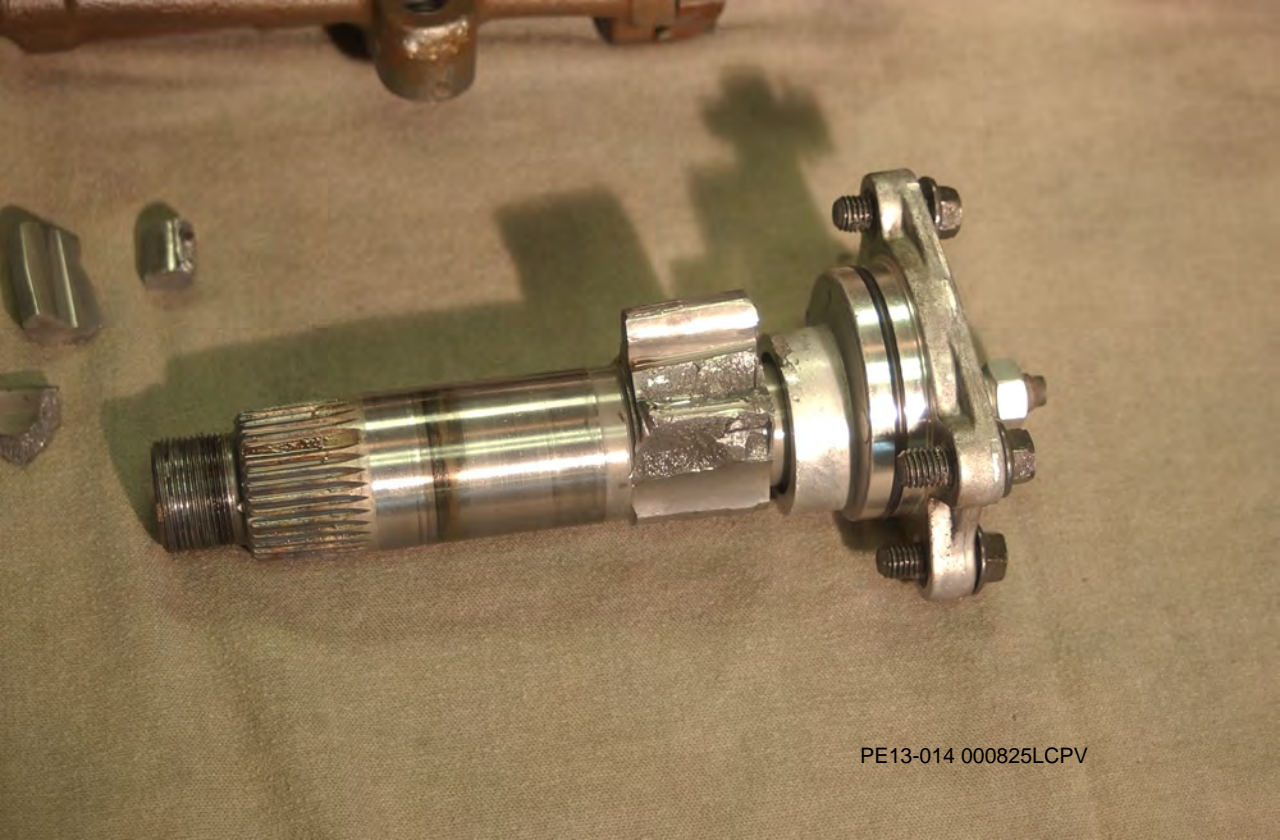
8686 mi

P R N **D** 321





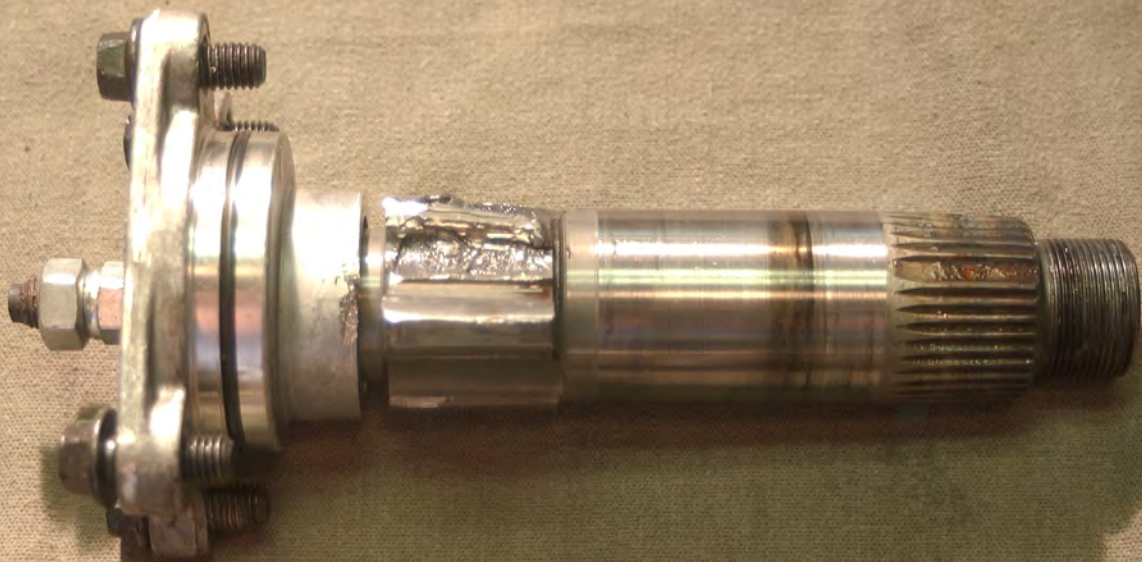
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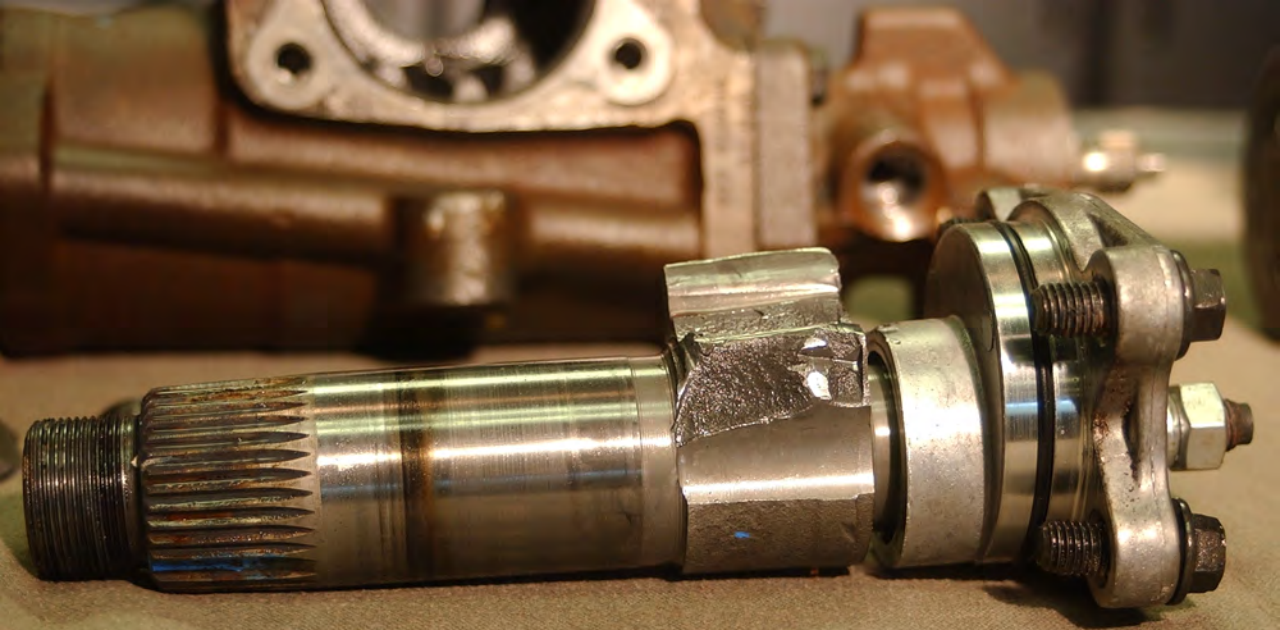
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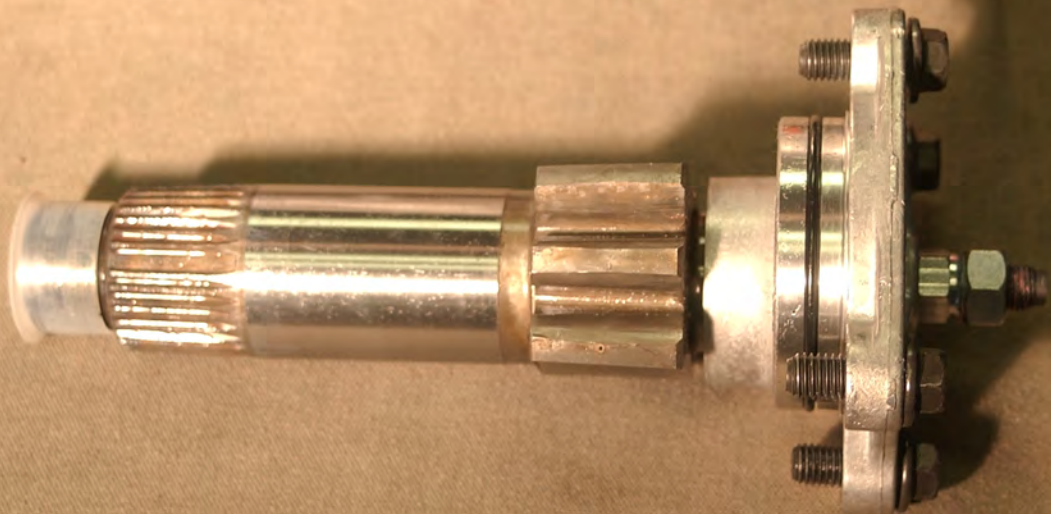
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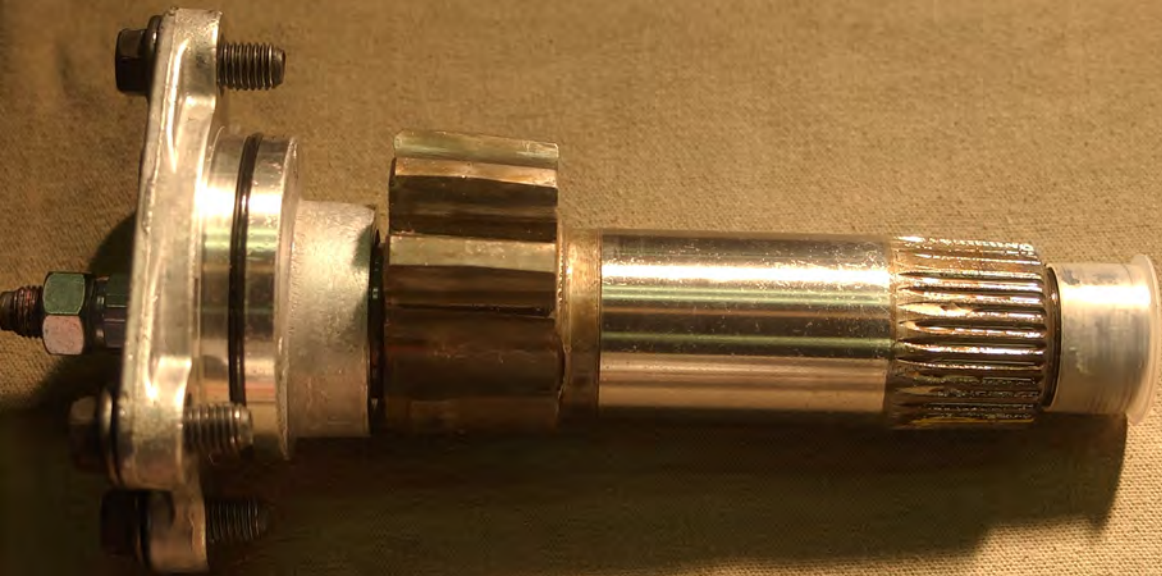
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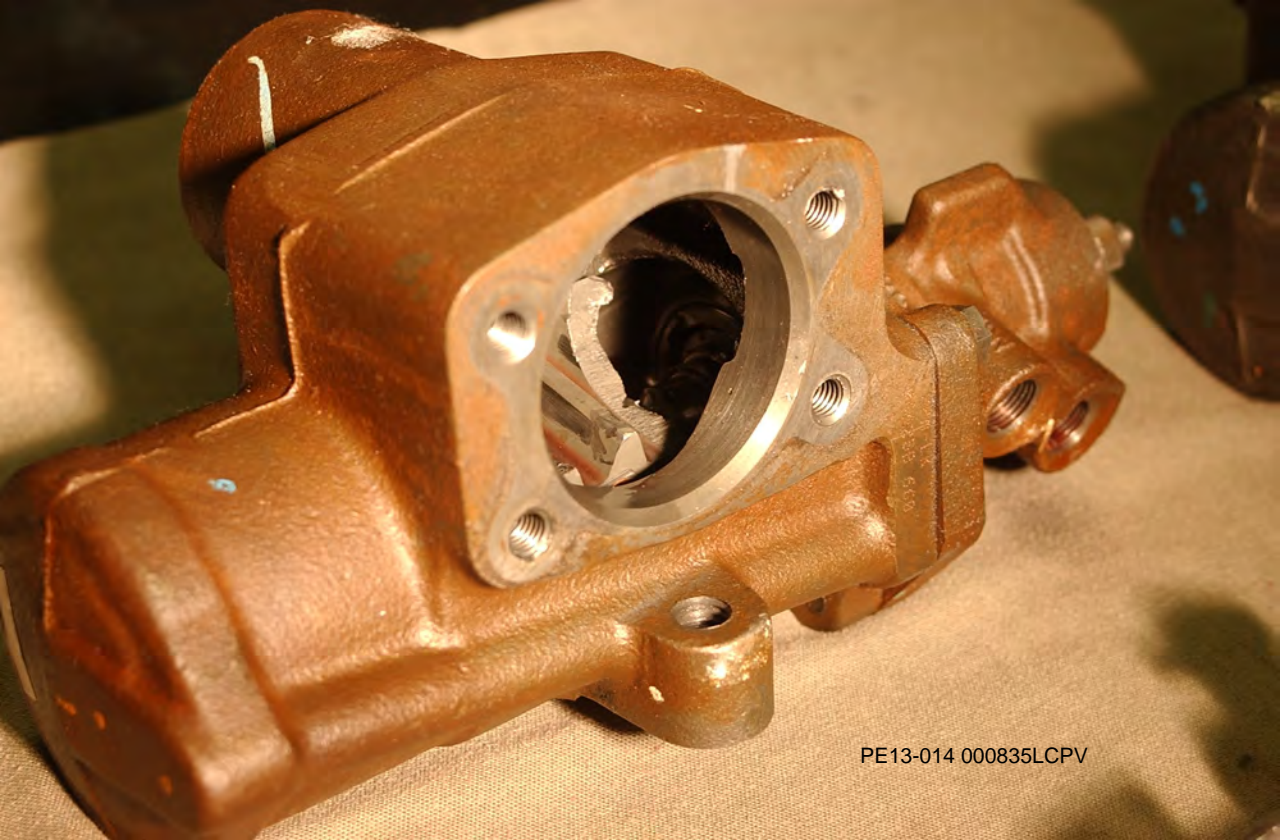
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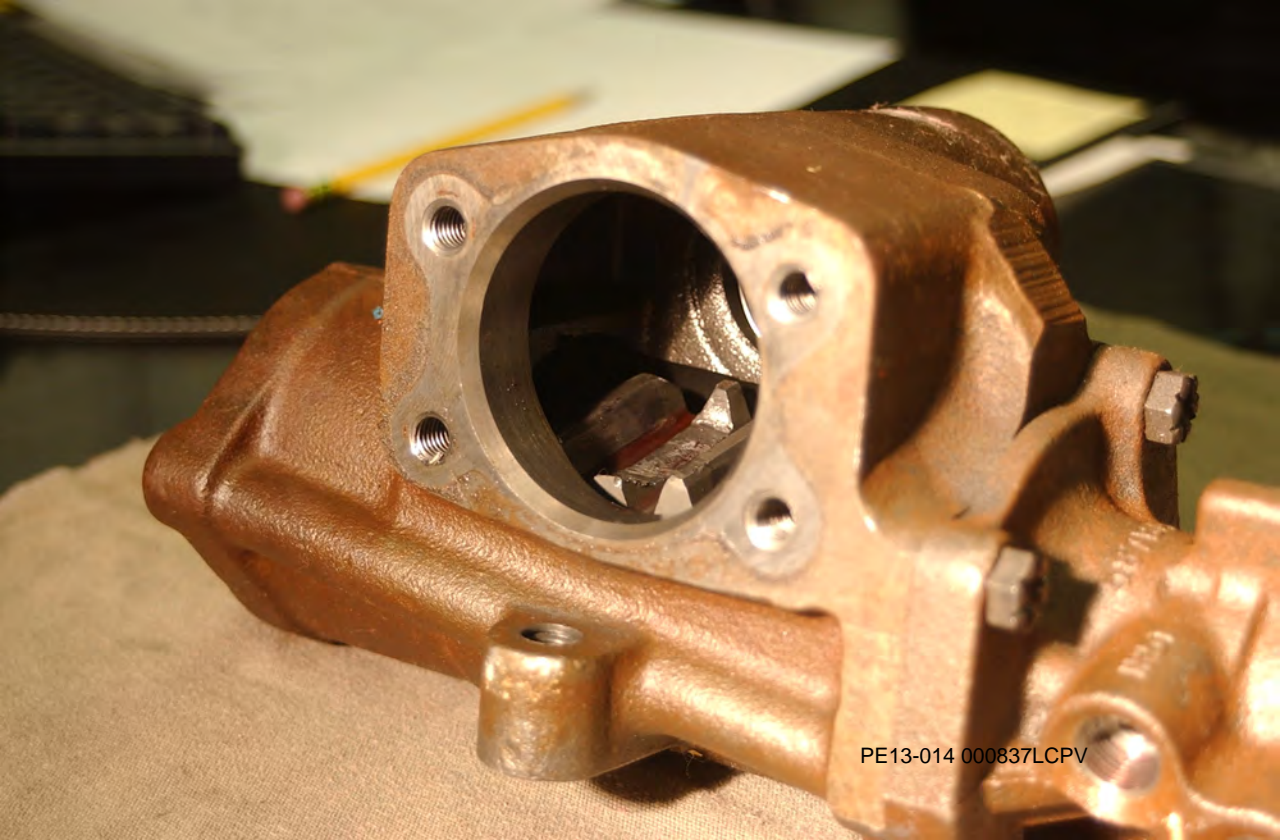
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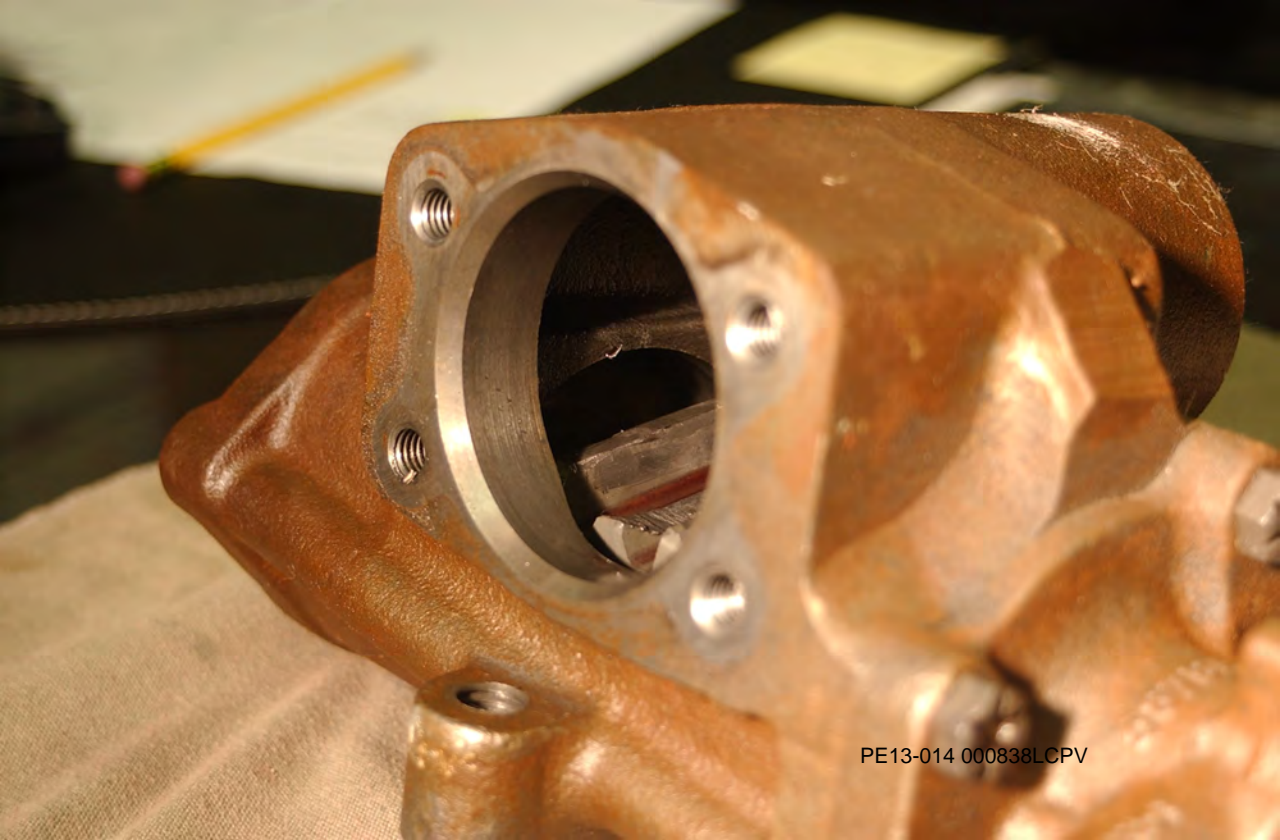
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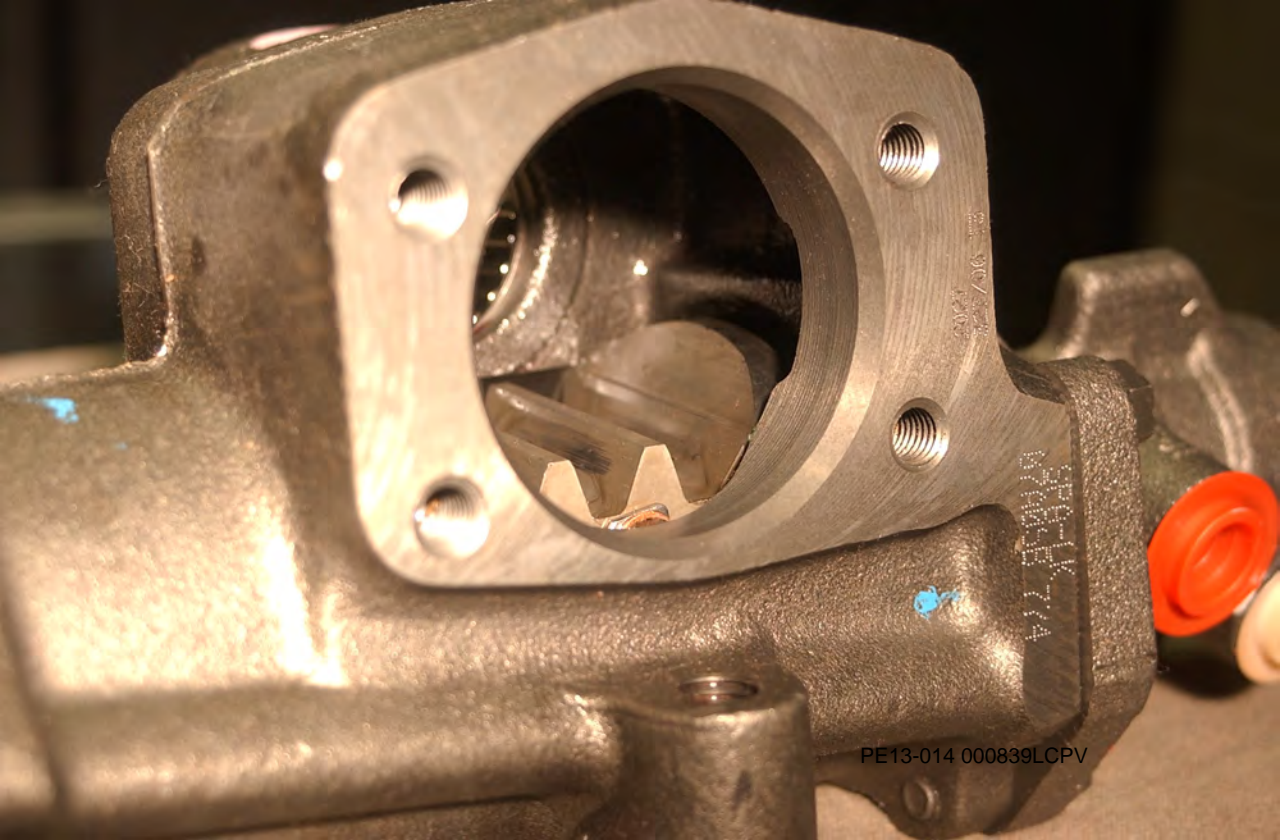
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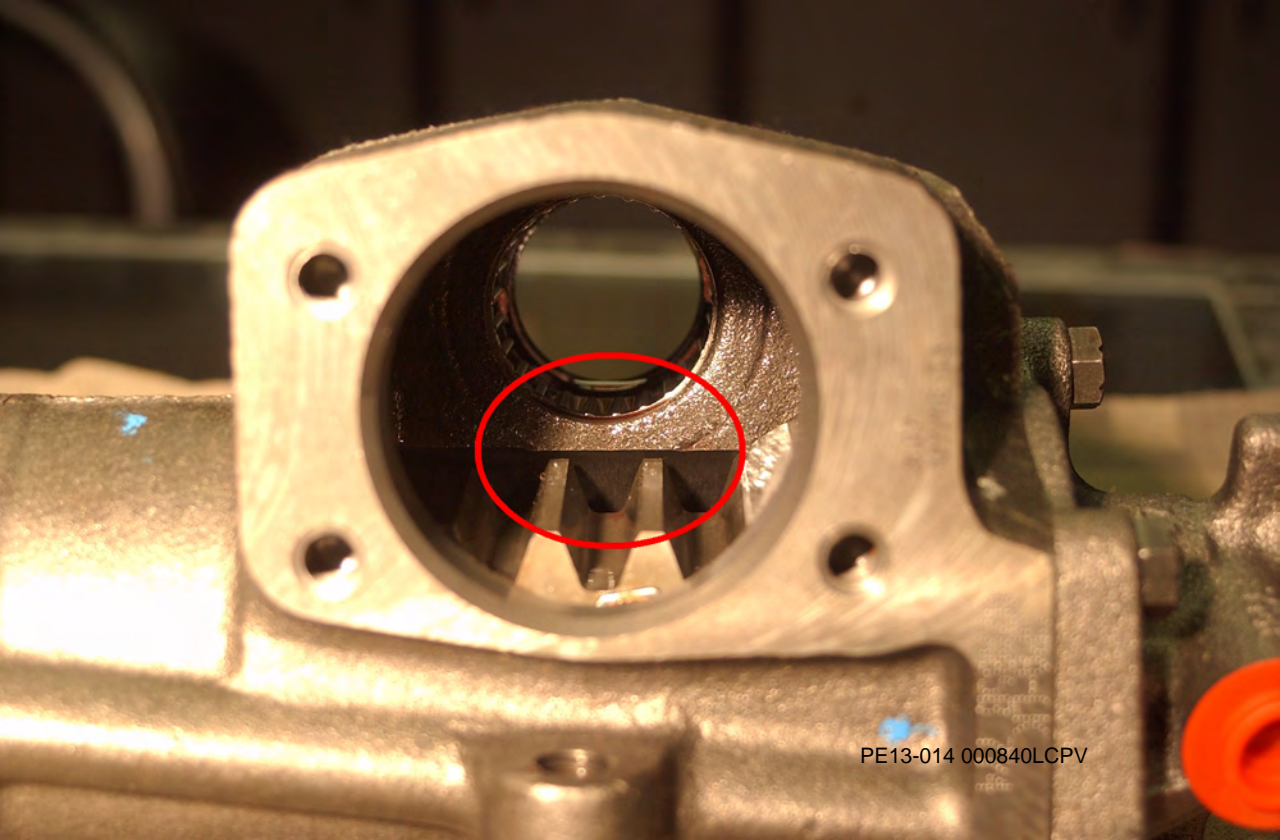
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PE 13-014
000839LCPV

000839LCPV

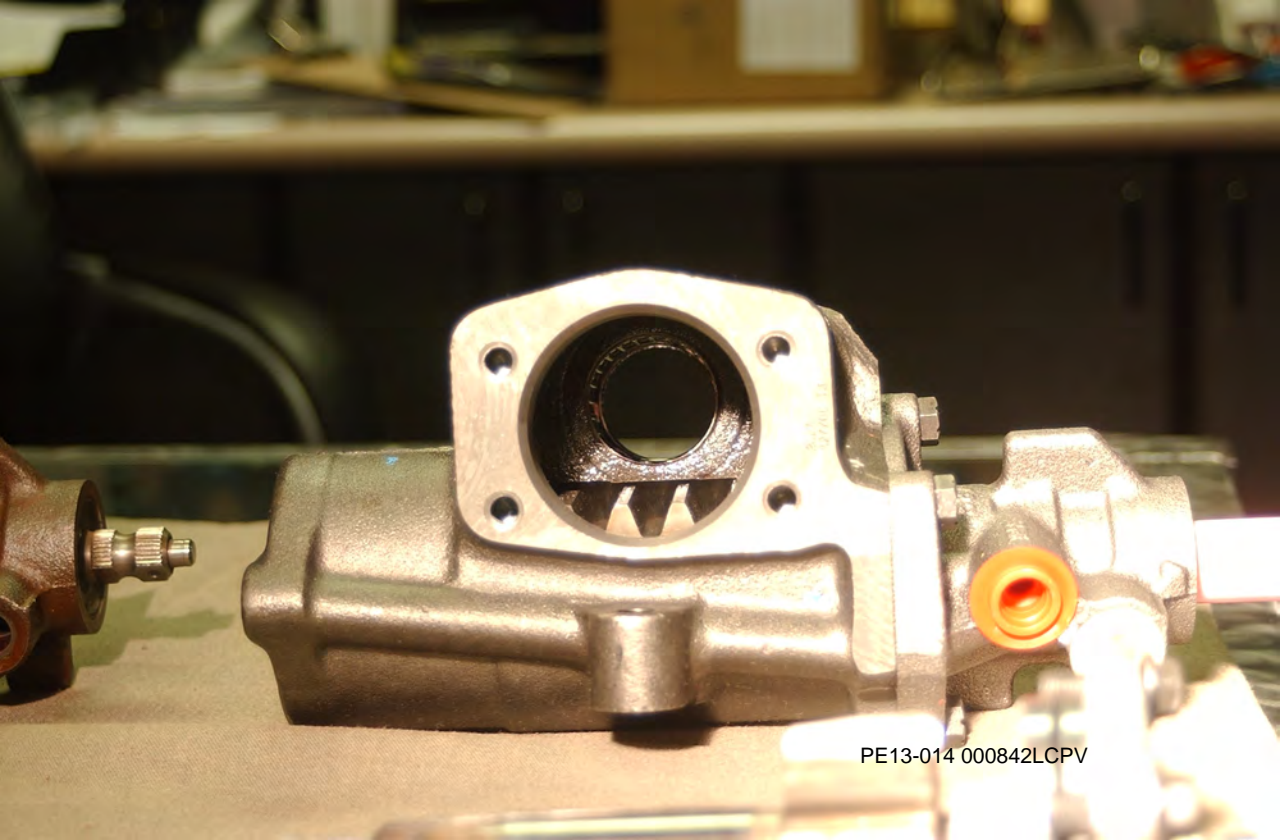
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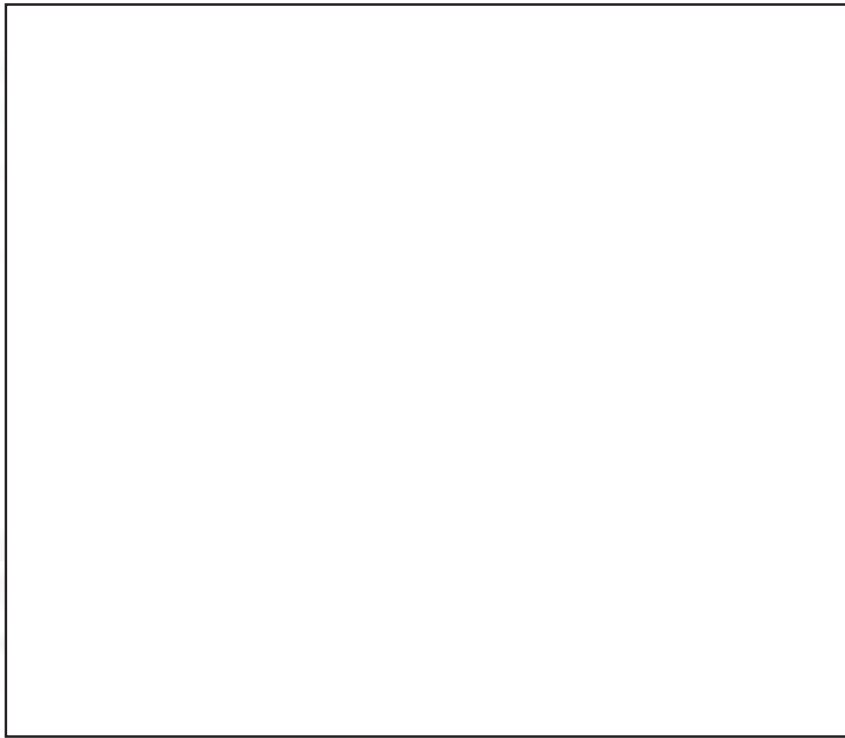


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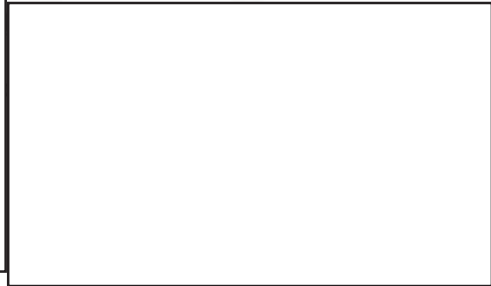


PE13-014 000842LCPV





FORD MOTOR COMPANY
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CLAIMS UNIT
JUN 15 2010
OFFICE OF THE
GENERAL COUNSEL



From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Monday, June 14, 2010 4:56 PM
To: Ordcalp, F (F.); Taylor, Alma (A.)
Subject: Dealer/Fleet Request For OGC Review

Dealer/Fleet Request For OGC Review

Dealership/Fleet Name: FIESTA FORD LINCOLN MERCURY
Requesting Dealer/Fleet: SAME
Contact Person: GARY BOLDIZAR
Title: SERVICE MANAGER
Address: 78990 VARNER ROAD
Telephone: 760 772 8128
Email Address: gboldizar@fiestaford.com
PA Code: 05439
Region: LA
City: INDIO
Dealer State: CA
Fax Number: 7607728123
WSD: 9/24/2005
Vehicle Year: 2005
Vehicle Model: F350
Vehicle VIN: 1FDWF36P45E[REDACTED]
Mileage: 93521
Customer/Fleet: [REDACTED]
Street Address: [REDACTED]
City: DESERT HOT SPRINGS
State: California
Zip Code: [REDACTED]

6/15/2010

Vehicle Model: F350
Vehicle VIN: 1FDWF36P451 [REDACTED]
Mileage: 93521
Customer/Fl [REDACTED]
Street Address [REDACTED]
City: DESERT HOT SPRINGS
State: California
Zip Code [REDACTED]
Home Ph [REDACTED]
Work Ph [REDACTED]

Customer Region: W1 - Los Angeles
Incident Involves: Accident
Date of Incident: 06/08/2010
County in which incident occurred: RIVERSIDE

Is Alleging Defect: Yes
Alleging defect detail: DEALER HAD JUST REPAIRED VEHICLE ON RO# 117741 UNDER ESP BY REPLACING A STEERING GEARBOX. 62 MILES AFTER GEARBOX INSTALLATION CUSTOMER'S EMPLOYEE STATED HE LOST CONTROL OF VEHICLE AND THERE WAS NO RESPONSE WHEN TURNING THE STEERING WHEEL. TRUCK COLLIDED WITH A BUS. CUSTOMER'S TRUCK SUSTAINED DAMAGE TO RIGHT FRONT FENDER AND DOOR DAMAGE TO SUNBUS IS UNKNOWN. DEALER FOUND INTERNAL WORKMANSHIP ISSUES WITH REPLACEMENT GEARBOX. A SET OR LOCKING SCREW WAS NOT TIGHTENED AND YES, WHEN VEHICLE ARRIVED, STEERING WHEEL JUST TURNED ROUND AND ROUND. VEHICLE IS CURRENTLY REPAIRED WITH ANOTHER REMANUFACTURED GEARBOX, BUT CUSTOMER IS BALKING AT PICKING VEHICLE UP. NO PERSONS WERE INJURED.

Police Report Filed: Yes
Police Report detail: UNKNOWN
Insurance Company Contacted: Y
Insurance Company Advice: I ASKED CUSTOMER FOR HIS INSURANCE INFORMATION AND HE BALKED AT PROVIDING IT.

Insurance Company Contact Information: NOT YET PROVIDED BUT AM WAITING FOR IT.
Vehicle Location: FIESTA FORD LINCOLN MERCURY
Resolution Sought Detail: CUSTOMER WANT REPLACEMENT WORK VEHICLE WHILE HIS IS BEING REPAIRED, ALL REPAIRS TO HIS TRUCK AND THE SUNBUS AT NO COST TO HIM. IF HE WANTS MORE THAN THAT HE HAS NOT INFORMED ME.

Bardell, Steve (S.)

From: Wilde, Larry (L.C.)
Sent: Thursday, July 01, 2010 1:41 AM
To: Bardell, Steve (S.)
Subject: MARCELO ONTIVEROS/VIN:1FDWF36P45E [REDACTED] Pictures

Attachments: IMG_1283.JPG; IMG_1271.JPG; IMG_1272.JPG; IMG_1273.JPG; IMG_1274.JPG; IMG_1281.JPG; IMG_1306.JPG; IMG_1284.JPG; IMG_1288.JPG; IMG_1295.JPG; IMG_1298.JPG; IMG_1300.JPG; IMG_1301.JPG; IMG_1302.JPG

Steve,
Here are the pictures that you requested.



L. Chris Wilde
**Technical Operations Coordinator/
Field Service Engineer
Ford Customer Service Division
Los Angeles and San Francisco Regions
Phone (949)-929-6305
Fax (877)-822-5517
lwilde@ford.com**

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Bardell, Steve (S.)

From: Wilde, Larry (L.C.)
Sent: Thursday, July 01, 2010 1:44 AM
To: Bardell, Steve (S.)
Subject: MARCELO ONTIVEROS/VIN:1FDWF36P45E [REDACTED] Pictures

Attachments: IMG_4769.JPG; IMG_1306.JPG; IMG_1313.JPG; IMG_1317.JPG; IMG_1318.JPG; IMG_1319.JPG

More pictures....



IMG_4769.JPG (71 KB) MG_1306.JPG (154 KB) MG_1313.JPG (227 KB) MG_1317.JPG (260 KB) MG_1318.JPG (184 KB) MG_1319.JPG (172 KB)

L. Chris Wilde

**Technical Operations Coordinator/
Field Service Engineer
Ford Customer Service Division
Los Angeles and San Francisco Regions
Phone (949)-929-6305
Fax (877)-822-5517
lwilde@ford.com**

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Motorcraft

STG-419-RM
7C3Z-3504-ARM



Consulte con un especialista en E.U. Ford Motor Vehicle Safety Recalls.
Free see recall status.
Le consulte con un especialista en E.U. Ford Motor Vehicle Safety Recalls.
Si necesita más información, consulte el sitio web de Ford Motor Company.
01 313635 5627317

Designed, engineered and recommended by Ford Motor Company.
Construido, diseñado y recomendado por Ford Motor Company.
Ford Motor Company, Ford Motor Company, Ford Motor Company.
Ford Motor Company, Ford Motor Company, Ford Motor Company.









Standard Claims List For Model Year 2005

Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
1FDWF36P45E[REDACTED]	T/F7	F	T/BB	T/CD	T/B	A1	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	5	*	*	*	*	*	*	*	10245
AWS Claim Key:		3750039	Trx Code:		05E16	Labor Hrs:		0.7													
Dir Cd-Sub Cd:		05574 - *	Name:		PALM SPRINGS FORD LINCOLN MERCURY		Ph:	760-3282102	St: CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 01-FEB-2006			Doc #: 106621C				
Cust Comments:		RECALL 05E16																			
Tech Comments:		RECALIBRATE CONTROL MODULES PER RECALL 05E16																			
1FDWF36P45E[REDACTED]	T/F7	F	T/BB	T/CD	T/B	A1	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	5	5R01	110401	*	3B676	*	N57	33	10245
AWS Claim Key:		3773366	Trx Code:		1	Labor Hrs:		0.4													
Dir Cd-Sub Cd:		05574 - *	Name:		PALM SPRINGS FORD LINCOLN MERCURY		Ph:	760-3282102	St: CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 01-FEB-2006			Doc #: 106621A				
Cust Comments:		NOISE IN STEERING WHEEL																			
Tech Comments:		VERIFY CONCERN. FOUND INTERMEDIATE STEERING SHAFT FASTENER LOOSE, SECURED FASTENER & TEST DRIVE																			
1FDWF36P45E[REDACTED]	T/F7	F	T/BB	T/CD	T/B	A1	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	12	2E03	03XXXX	*	9A332	*	D02	D8	24732
AWS Claim Key:		5784625	Trx Code:		E84	Labor Hrs:		4.7													
Dir Cd-Sub Cd:		05574 - *	Name:		PALM SPRINGS FORD LINCOLN MERCURY		Ph:	760-3282102	St: CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 23-AUG-2006			Doc #: 128105A				
Cust Comments:		CRANK NO START																			
Tech Comments:		24732 FAILED O RING W VERIFIED ENGINE CRANKS BUT DOES NOT START WHEN WARM ONLY. PERFORMED 6.0L PERFORMANCE DIAGNOSTICS. FOUND ICP PRESSURE LOW DURING CRANKING WHEN ENGINE IS WARM. MANUALLY VERIFIED BASE OIL PRESSURE DURING CRANKING 25PSI.R&I LEFT VALVE COVER TO REPLACE TORN O RINGS ON STAND PIPE.RETESTED OK. TEST DROVE OK.																			
1FDWF36P45ED0[REDACTED]		F	T/BB	T/CD	T/B	A1	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	12	2E01	03XXXX	4C3Z	9B246	A	D02	42	24754
AWS Claim Key:		5988087	Trx Code:		E84	Labor Hrs:		15.4													
Dir Cd-Sub Cd:		05574 - *	Name:		PALM SPRINGS FORD LINCOLN MERCURY		Ph:	760-3282102	St: CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 31-AUG-2006			Doc #: 129055A				
Cust Comments:		CRANK NO START																			
Tech Comments:		24754 W PERFORMED 6.0L NO START DIAGNOSTIC GUIDE. VERIFIED ENGINE WILL NOT START. RETRIEVED DTC P2291 (ICP TOO LOW DURING CRANKING). REMOVED ICP SENSOR AIR TESTED. TESTED AND REPLACED BROKEN BRANCH TUBE,STC BRACKET KIT,BROKEN REAR COVER,OIL PUMP COVER.RETESTED OK. TEST DROVE OK.																			

PE13-014 000853LCPV

1FDWF36P45E [REDACTED]	T/F7	F	T/BB	T/CD	T/B	AI	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	19	*	*	*	*	*	*	38391	
AWS Claim Key:	7575507	Trx Code:	05B32	Labor Hrs:	0.2																
Dir Cd-Sub Cd:	05574 - *	Name:	PALM SPRINGS FORD LINCOLN MERCURY		Ph:	760-3282102	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	11-APR-2007	Doc #:	152789B					
Cust Comments:	RECALL 05B32																				
Tech Comments:	38391 RECALL 05B32 WARRANTY PERFORMED RECALL 05B32 DE GAS BOTTLE FILL LEVEL LABEL AND FLUID LEVEL ADJUSTMENT																				
1FDWF36P45E [REDACTED]	T/F7	F	T/BB	T/CD	T/B	AI	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	19	2H01	030407	4C3Z	6K682	CBRM	E29	69	38391
AWS Claim Key:	7575506	Trx Code:	S07	Labor Hrs:	5.6																
Dir Cd-Sub Cd:	05574 - *	Name:	PALM SPRINGS FORD LINCOLN MERCURY		Ph:	760-3282102	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	11-APR-2007	Doc #:	152789A					
Cust Comments:	CHECK ENG LIGHT IS ON, VEH BLOWS WHITE SMOKE. C S WHILE DRIVING DOWN THE ROAD, THERE WAS A BANG POP NOISE VEH LOST POWER AND WHITE SMOKE STARTED TO COME OUT OF TAILPIPE																				
Tech Comments:	38405 TURBOCHARGER 69 WARRANTY VERIFY CONCERN,PERFORM PERFORMANCE DIAG FOUND NO BOOST PRESSURE,INSPECT AND FOUND TURBO SEIZE D AND LARGE AMOUNT OF OIL IN THE EXHAUST SYSTEM REMOVE AND REPLACE TURBOCHARGER,CLEAN INNTER COOLER AND REMOVE AND DRAINED CATALYTIC CONVERT OR AND MUFFLER REASSEMBLE POST ROAD TEST.																				
1FDWF36P45 [REDACTED]	T/F7	F	T/BB	T/CD	T/B	AI	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	20	2A01	031202	6C3Z	6C640	A	D42	01	39792
AWS Claim Key:	7687943	Trx Code:	E72	Labor Hrs:	0.3																
Dir Cd-Sub Cd:	05574 - *	Name:	PALM SPRINGS FORD LINCOLN MERCURY		Ph:	760-3282102	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	25-APR-2007	Doc #:	154387A					
Cust Comments:	C S CHECK ENG LIGHT CAME ON, VEH LOST POWER, TURBO HOSE CLAMP HAD BROKE																				
Tech Comments:	CLAMP AT TURBO SIDE BROKE AND CAC HOSE WAS DAMAGED,REPLACED CAC HOSE AND BOTH CLAMPS,CLEARED CODES RETEST PASS.																				
1FDWF36P45E [REDACTED]	T/F7	F	T/BB	T/CD	T/B	AI	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	28	6Y20	000000	*	TAP7	*	A99	82	52951
AWS Claim Key:	9173727	Trx Code:	TAP7	Labor Hrs:	0																
Dir Cd-Sub Cd:	05574 - *	Name:	PALM SPRINGS FORD LINCOLN MERCURY		Ph:	760-3282102	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	17-DEC-2007	Doc #:	179171D					
Cust Comments:	WEST COAST RENTAL CAR																				
Tech Comments:	2 TAP DAYS																				
1FDWF36P45E [REDACTED]	T/F7	F	T/BB	T/CD	T/B	AI	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	35	5V10	060601	5C3Z	2140	FA	H05	42	64216
AWS Claim Key:	10297238	Trx Code:	0701D	Labor Hrs:	0.6																
Dir Cd-Sub Cd:	05574 - *	Name:	PALM SPRINGS FORD LINCOLN MERCURY		Ph:	760-3282102	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	07-AUG-2008	Doc #:	200315A					
Cust Comments:	BRAKE PEDAL FEELS SPONGY/CRUNCHING NOISE WHEN PRESSING ON BRAKES																				

PE13-014 000854LCPV

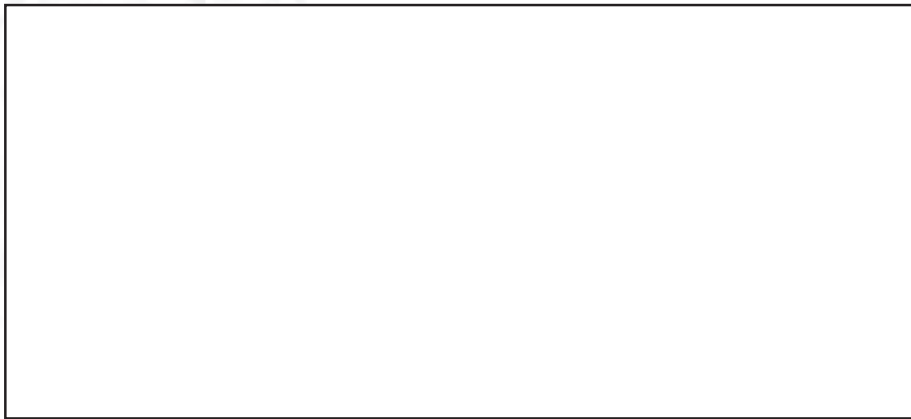
Tech Comments: DIAG, P/S FLUID LEAKING FROM HYDRABOOSTER AND MASTER CYLINDER LEAKING BRAKE FLUID, REPLACED BOTH PARTS CLEANED OFF																								
1FDWF36P451	██████	T/F7	F	T/BB	T/CD	T/B	AI	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	35	6Y20	000000	*	TAP5	*	A99	82	64216		
AWS Claim Key:		10303422	Trx Code:		TAP5		Labor Hrs:			0														
Dir Cd-Sub Cd:		05574 - *	Name:		PALM SPRINGS FORD LINCOLN MERCURY			Ph:		760-3282102		St:CA		Ctry Cd:		USA		Reg Cd:		NA		Repr Date: 07-AUG-2008		Doc #: 200315E
1FDWF36P451	██████	T/F7	F	T/BB	T/CD	T/B	AI	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	35	2A01	031202	6C3Z	6C640	C	L65	D1	64216		
AWS Claim Key:		10297239	Trx Code:		E72		Labor Hrs:			0.9														
Dir Cd-Sub Cd:		05574 - *	Name:		PALM SPRINGS FORD LINCOLN MERCURY			Ph:		760-3282102		St:CA		Ctry Cd:		USA		Reg Cd:		NA		Repr Date: 07-AUG-2008		Doc #: 200315C
Cust Comments: OIL LEAKING FROM UNDER ENGINE AREA																								
Tech Comments: DIAG, FOUND CAC TUBE AT TURBO SPLIT AND SEAPING, REPLACED TUBE, CLEANED OFF																								
1FDWF36P451	██████	T/F7	F	T/BB	T/CD	T/B	AI	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	38	7H01	120301	4L3Z	19703	AB	C05	42	66261		
AWS Claim Key:		10530906	Trx Code:		0701D		Labor Hrs:			5.1														
Dir Cd-Sub Cd:		05574 - *	Name:		PALM SPRINGS FORD LINCOLN MERCURY			Ph:		760-3282102		St:CA		Ctry Cd:		USA		Reg Cd:		NA		Repr Date: 08-OCT-2008		Doc #: 204608A
Cust Comments: AC BLOWS HOT PLEASE CHECK																								
Tech Comments: REPLACED LEAKING COMP SHAFT SEAL DOUND MATERIALS CLGGING ORIFICE TUBE FLUSH SYSTEM AND REPLACE COMPRESSOR AND TUBE																								
1FDWF36P451	██████	T/F7	F	T/BB	T/CD	T/B	AI	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	38	1B01	030201	3C3Z	6619	EA	L65	D1	66403		
AWS Claim Key:		10539628	Trx Code:		E72		Labor Hrs:			4.8														
Dir Cd-Sub Cd:		05574 - *	Name:		PALM SPRINGS FORD LINCOLN MERCURY			Ph:		760-3282102		St:CA		Ctry Cd:		USA		Reg Cd:		NA		Repr Date: 17-OCT-2008		Doc #: 205298B
Cust Comments: OIL LEAKING FROM UNDER ENGINE AREA																								
Tech Comments: DIAG, FOUND LEAK FROM HIGH PRESS OIL PUMP GASKET, REMOVED TURBO, IPR, COVER, CLEANED AND REPLACED GASKET																								
1FDWF36P451	██████	T/F7	F	T/BB	T/CD	T/B	AI	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	38	6Y20	000000	*	TAP3	*	A99	82	66403		
AWS Claim Key:		10546735	Trx Code:		TAP3		Labor Hrs:			0														
Dir Cd-Sub Cd:		05574 - *	Name:		PALM SPRINGS FORD LINCOLN MERCURY			Ph:		760-3282102		St:CA		Ctry Cd:		USA		Reg Cd:		NA		Repr Date: 17-OCT-2008		Doc #: 205298C
1FDWF36P451	██████	T/F7	F	T/BB	T/CD	T/B	AI	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	39	5001	110201	7C3Z	3504	A	N58	42	67410		
AWS Claim Key:		10607923	Trx Code:		0701D		Labor Hrs:			0														

PE13-014 000855LCPV

Dlr Cd-Sub Cd:	05574 - *	Name:	PALM SPRINGS FORD LINCOLN MERCURY	Ph:	760-3282102	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	24-NOV-2008	Doc #:	207702A
Cust Comments:	STEERING WHEEL GETS HARD AND WHINES WHEN BRAKING & TURNING														
Tech Comments:	REPLACE BINDING STIFF STEERING GEAR BOX, EVAC AND BLEED AIR, ROADTEST TO VERIFY REPAIR														
IFDWF36P45E	██████████	T/F7	F	T/BB	T/CD	T/B	A1	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	40	2E03 030402 4C3Z 9E527 BRM D36 42 68848
AWS Claim Key:	10694081	Trx Code:	S07	Labor Hrs:	7.5										
Dlr Cd-Sub Cd:	05574 - *	Name:	PALM SPRINGS FORD LINCOLN MERCURY	Ph:	760-3282102	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	29-DEC-2008	Doc #:	209718E
Cust Comments:	VEH LACKS POWER, HESITATION WHEN TAKING OFF														
Tech Comments:	DIAG, FOUND VEH WOULD MISS WHEN COLD, FOUND #1,3,8 WOULD DROP OUT REMOVED BOTH VALVE COVERS REPLACED 3 INJECTORS, 2 ON BANK ONE, 1 ON BANK 2														
IFDWF36P45E	██████████	T/F7	F	T/BB	T/CD	T/B	A1	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	40	6Y20 000000 * TAP1 * A99 82 68848
AWS Claim Key:	10706566	Trx Code:	TAP1	Labor Hrs:	0										
Dlr Cd-Sub Cd:	05574 - *	Name:	PALM SPRINGS FORD LINCOLN MERCURY	Ph:	760-3282102	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	29-DEC-2008	Doc #:	209718C
IFDWF36P45E	██████████	T/F7	F	T/BB	T/CD	T/B	A1	T/BE	T/YB	22-APR-2005	24-SEP-2005	171430	USA	41	5I01 110204 3C3Z 3A674 AARM H22 42 71513
AWS Claim Key:	10796638	Trx Code:	0701D	Labor Hrs:	1.9										
Dlr Cd-Sub Cd:	05574 - *	Name:	PALM SPRINGS FORD LINCOLN MERCURY	Ph:	760-3282102	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	28-JAN-2009	Doc #:	211777H
Cust Comments:	STEERING WHEEL HARD TO TURN SPW POWER STEERING PUMP														
Tech Comments:	71513 240 REMOVED REMANED POWER STEERING PUMP DUE TO LACK OF FLOW. PUMP WAS INOP SO HAD TO REPLACE WITH NEW ONE.														

PE13-014 000856LCPV





FORD MOTOR COMPANY
RECEIVED
CLAIMS DEPT

SEP 29 2009

OFFICE OF THE
GENERAL COUNSEL



From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Monday, September 28, 2009 7:26 PM
To: Ordcalp, F (F.)
Subject: Dealer/Fleet Request For OGC Review

Dealer/Fleet Request For OGC Review

Dealership/Fleet Name: Ziems Ford Corners
Requesting Dealer/Fleet: Ziems Ford Corners
Contact Person: Rick Nelson
Title: Service Director
Address: 5700 East Main
Telephone: 505-320-5087
Email Address: rnelson@ziemsford.com
PA Code: 20341
Region: Phoenix
City: Farmington
Dealer State: NM
Fax Number: 505-326-7451
WSD: 03/31/2009
Vehicle Year: 2009
Vehicle Model: F-250
Vehicle VIN: 1FTSX21539E [REDACTED]
Mileage: 8236
Customer/Fleet: [REDACTED]
Street Address: [REDACTED]
City: Houston

9/29/2009

State: Texas

Zip Code: [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Customer Region: W3 - Phoenix

Incident Involves: Accident

Date of Incident: 09/19/2009

County in which incident occurred: unknown

Is Alleging Defect: Yes

Alleging defect detail: Customer states vehicle has no steering. Steering wheel turns but tires do not. Found steering gear broken, which customer states caused him to run into a bar ditch, which caused the track bar and ball joint to bend. I need to know if I should repair this under warranty?

Police Report Filed: No

Insurance Company Contacted: N

Insurance Company Contact Information: N/A

Coach Builder: None

Coach Builder State: AK - Alaska

Vehicle Location: Ziems Ford Corners

Resolution Sought Detail: Customer believes gear box, trac bar and ball joint should be repaired under warranty.

Comments: I just need to know if I can fix this under warranty or tell him it not warrantable and he should contact his insurance company.

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

9/29/2009



BEGINNING OF CONTACT
05/22/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.09

=====

REGION: C2 HOUSTON	OGC ISSUE	CASE NBR: 1539171367	
VIN: 1FDWF37P96E [REDACTED]	ZONE: A05	OPENED: 05/21/2010	
	ENGINE: P	VEH TYPE: T	CLOSED: 05/21/2010

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: M
ADDRESS: [REDACTED]		
CITY: SEGUIN	STATE: TX	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2006	MODEL: F350 DRW 4X4 REGCAB CHASSIS	
MILEAGE: 44000		
DEALER NAME: BLUEBONNET MOTORS	SALES CODE: F52752	P & A: 04570
REASON CODE: 0772 LEGAL - ACCIDENT		
SYMPTOMS: 303A00 STEERING/HANDLING STEERING WHEEL		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 791 - ADVISE CUSTOMER INFO WILL BE SENT TO OGC
DOCUMENT: ANALYST: APEARS38 PEARSON, ALATHA

DATE: 05/21/2010 TIME: 19.28.02:
ACTION DATA/COMMENTS:

FIRE / ACCIDENT A
CUSTOMER SAID: 1)ACCIDENT-ACCIDENT OCCURED MAY 21,2010-CUST ALLEGING THE STEERING WHEEL BEING LOOSE AND NOT ABLE TO BE HANDLED AS IT IS DRIFTING. THIS IS WHAT SHE SAYS CAUSED THE ACCIDENT-NO INJURIES-ACCIDENT OCCURED NEW BRUNSELS. ROAD IS I H35 IN NORTHLAND-POLICE FILED A REPORT, DOES NOT KNOW THE FINDINGS AS OF YET.-1000026897 IN COMAL COUNTY. -CUST HAS YET TO FILE WITH HER INSURANCE-VEH IS REPAIRABLE-CUST IS ONLY SEEKING THE VEH BE REPAIRED AS SHE HAS HAD SEVERAL ISSUESDEALER SAID: BLUEBONNET MOTORS351 IH 35 SOUTHNEW BRAUNFELS TX 78130(800) 647-5075CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN . NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION AND DOCUMENT INCIDENT/ACCIDENT DATE PRIOR TO SENDING ISSUE.-ADVISED OF ABOVE

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT
MAY 25 2010
OFFICE OF THE
GENERAL COUNSEL

CONSUMER AFFAIRS

05/22/2010 FAXOGC2

All Action Details for Issue

Print

VIN: 1FDWF37P96E [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: 1539171367
 Name: [REDACTED] Owner Status: Original WSD: 2006-11-15
 Symptom Desc: STEERING/HANDLING STEERING WHEEL Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
 Issue Type: 10 OGC Issue Status: CLOSED

Action: ADVISE CUSTOMER INFO WILL BE SENT TO OGC Origin Desc: US CONCERN CASE BASE
 Dealer: 04570 BLUEBONNETMOTORS
 Odometer: 44000 MI Comm Type: PHONE
 Analyst Name: PEARSON, ALATHA Analyst: APEARS38
 Action Date: 05/21/2010 Action Time: 19.28.02.862 Action Data: Yes

Comments CUSTOMER SAID: 1)ACCIDENT-ACCIDENT OCCURED MAY 21,2010-CUST ALLEGING THE STEERING WHEEL BEING LOOSE AND NOT ABLE TO BE HANDLED AS IT IS DRIFTING. THIS IS WHAT SHE SAYS CAUSED THE ACCIDENT-NO INJURIES-ACCIDENT OCCURED NEW BRUNSELS. ROAD IS IH35 IN NORTHLAND-POLICE FILED A REPORT, DOES NOT KNOW THE FINDINGS AS OF YET.-1000026897 IN COMAL COUNTY. -CUST HAS YET TO FILE WITH HER INSURANCE-VEH IS REPAIRABLE-CUST IS ONLY SEEKING THE VEH BE REPAIRED AS SHE HAS HAD SEVERAL ISSUESDEALER SAID: BLUEBONNET MOTORS351 IH 35 SOUTHNEW BRAUNFELS TX 78130(800) 647-5075CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION AND DOCUMENT INCIDENT/ACCIDENT DATE PRIOR TO SENDING ISSUE.-ADVISED OF ABOVE

Data Element Name	Data Value
FIRE / ACCIDENT	A

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 1FDWF37P96E [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: 1539171367
 Name: [REDACTED] Owner Status: Original WSD: 2006-11-15
 Symptom Desc: OIL SYSTEM LEAKS Primary Phone: [REDACTED]
 Reason Desc: SUPER DUTY-ECONOLINE Secondary Phone: [REDACTED]
 Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: SD - VEHICLE NOT DIAGNOSED

Dealer: 07594 GRIFFITH FORD MERCURY SEGUIN

Origin Desc: CRC TIER ONE - SUPER DUTY E-SERIES

Odometer: 37000 MI

Comm Type: PHONE

Analyst Name: DOHER
(CDOHER),CYNTHIA

Analyst: CDOHER

Action Date: 11/19/2009

Action Time:
12.44.36.433

Action Data: No

Comments CUSTOMER SAID: - 3524283885 HOME - CCS KRISTINA- DONT WANT TO WORK WITH KHRISTINA ANYMORE - DONT KNOW IF PERSONALITY CONFLICT OR WHAT - I CANT GET ANY RESOLUTION FROM CCS KRISTINA-I AM MOVING BUT DONT HAVE MY NEW ADDRESS AS OF YET- VEH IS WITH ME - WILL BE TAKING VEH TO DLR IN SEGUIN TX- STILL LEAKING OIL - WANT FIN ASST FOR THIS REOCCURING PROBLEM - VEH AT DLR EVERY MONTH FOR A YEARDEALER SAID: - GRIFFITH FORD MERCURY SEGUIN FORD CODE: 52V083 LM CODE: 67V182 DEALER PROFILE 838 W. COURTSQUIN, TX 78155 TEL:(830) 303-1192 - SA N/ACRC ADVISED: WE RECOMMEND THAT YOUR VEHICLE BE INSPECTED BY A FORD/LINCOLN/MERCURY DEALERSHIP TO DETERMINE THE CAUSE OF ANY SYMPTOMS YOUR VEHICLE MAY BE EXPERIENCING. IF THERE IS NO COVERAGE UNDER APPLICABLE WARRANTIES, RECALLS, OR ESPS THEN REPAIRS AND SERVICES WOULD BE YOUR RESPONSIBILITY. YOUR NEXT STEP IS TO MAKE AN APPOINTMENT WITH YOUR SERVICING DEALERSHIP TO HAVE YOUR VEHICLE DIAGNOSED.- NEXT AGENT PLEASE UPDATE CUST CONTACT INFO INCLUDING MAILING ADDRESS AS CUST IS IN THE PROCESS OF MOVING-

Action: SD - VEHICLE NOT DIAGNOSED

Dealer: 04570 BLUEBONNETMOTORS

Origin Desc: CRC TIER ONE - SUPER DUTY E-SERIES

Odometer: 44000 MI

Comm Type: PHONE

Analyst Name: PEARSON, ALATHA Analyst: APEARS38

Action Date: 05/21/2010

Action Time: 18.54.16.304 Action Data: No

Comments CUSTOMER SAID: 1)OIL LEAK-HAS BEEN IN THE SHOP 5-10 TIMES FOR THIS2)STEERING ISSUE- STEERING WHEEL IS LOOSE-THE LOOSENESS MAKES IT HARD TO STEER ON THE VEH-HAS TAKEN IN FOR THIS ISSUE PREVIOUSLY3)A/C-NOT BLOWING COLD AIR-HAS SERVICE CONTRACTS SAYING THERE IS NO OIL LEAK- CUST LAST TIME IN WAS IN OCTOBER-CUST TOOK INTO BLUE BONNET SAYS THAT THEY WILL NOT LOOK AT IT.- CUST IS SEEKING THE REPAIRS BE DONE UNDER WARRANTY AND THAT SHE RECIEVE A RENTAL VEHICLE IN THE MEANTIME.DEALER SAID: BLUEBONNET MOTORS351 IH 35 SOUTHNEW BRAUNFELS TX 78130(800) 647-5075CRC ADVISED: WE RECOMMEND THAT YOUR VEHICLE BE INSPECTED BY A FORD/LINCOLN/MERCURY DEALERSHIP TO DETERMINE THE CAUSE OF ANY SYMPTOMS YOUR VEHICLE MAY BE EXPERIENCING. IF THERE IS NO COVERAGE UNDER APPLICABLE WARRANTIES, RECALLS, OR ESPS THEN REPAIRS AND SERVICES WOULD BE YOUR RESPONSIBILITY. YOUR NEXT STEP IS TO MAKE AN APPOINTMENT WITH YOUR SERVICING DEALERSHIP TO HAVE YOUR VEHICLE DIAGNOSED.-DID NOT ADVISE OF ABOVE-AS PER IN THE MIDDLE OF DISCUSSING HER VEHICLE ISSUES SHE GOT INTO AN ACCIDENT. CUST IS CLAIMING ACCIDENT IS DUE TO THE STEERING WHEEL NOT ALLOWING HER TO STEER PROPERLY. WILL DOCUMENT THE REST OF THIS IN THE LEGAL PATH. -ADVISED I WOULD CALL HER BACK IN A HALF AN HOUR TO DISCUSS THE LEGAL QUESTIONS WE WOULD NEED TO KNOW ABOUT THIS.-ADVISED THAT LEGAL WILL TAKE 15 BUISNESS DAYS TO RESPOND BY MAIL AND IT WOULD NOT HAPPEN IMMEDIATELY-ADVISED SHE MIGHT WANT TO CALL HER INSURANCE AS PER LEGAL WILL NOT BE ABLE TO ASSIST RIGHT AWAY.

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Standard Claims List For Model Year 2006

Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)		
1FDWF37P96E	██████	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	04-DEC-2005	15-NOV-2006	124521	USA	3	5K04	040402	*	RRBAL	*	N25	D9	3906	
AWS Claim Key:		2828640	Trx Code:		2	Labor Hrs:		0															
Dir Cd-Sub Cd:		00770 - *	Name:		ANDALUSIA FORD, L.L.C.			Ph:	334-2221103		St:	AL	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	17-JAN-2007		Doc #:	0441591
Cust Comments:		CK BOUNCE IN REAR AXLE																					
Tech Comments:		SUBLET BARNES TIRE # 6058 ROAD FORCED BALANCED REAR TIRES																					
1FDWF37P96E	██████	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	04-DEC-2005	15-NOV-2006	124521	USA	5	2G05	031405	*	RECALEM	*	E29	04	9653	
AWS Claim Key:		3430549	Trx Code:		S07	Labor Hrs:		0.7															
Dir Cd-Sub Cd:		00770 - *	Name:		ANDALUSIA FORD, L.L.C.			Ph:	334-2221103		St:	AL	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	11-APR-2007		Doc #:	0452041
Cust Comments:		CHECK ENGINE LIGHT ON																					
Tech Comments:		RAN EEC TEST P0460 RAN PINPOINT TEST QH OK REPROGRAMED PCM PER TSB																					
1FDWF37P96E	██████	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	04-DEC-2005	15-NOV-2006	124521	USA	7	5N01	110301	8C3Z	3E651	C	H21	42	12046	
AWS Claim Key:		3759104	Trx Code:		E84	Labor Hrs:		1.4															
Dir Cd-Sub Cd:		02621 - *	Name:		JIM COOK FORD, INC.			Ph:	334-8973130		St:	AL	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	24-MAY-2007		Doc #:	01227901
Cust Comments:		C S STEERING WHEEL FEELS LIKE IT HAS LOOSE MOTION																					
Tech Comments:		INSPECT STEERING SYSTEM. CHECK FOR TSB. FOUND TSB 07 10 10.SET TIRE PSI. TEST DRIVE. REPLACED DAMPER. TEST DRIVE.																					
1FDWF37P96E	██████	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	04-DEC-2005	15-NOV-2006	124521	USA	22	2E03	030402	4C3Z	9E527	BRM	D13	42	31383	
AWS Claim Key:		6894012	Trx Code:		S07	Labor Hrs:		4.9															
Dir Cd-Sub Cd:		09081 - *	Name:		LAWLEY'S TEAM FORD LINCOLN MERCURY			Ph:	520-4588140		St:	AZ	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	12-AUG-2008		Doc #:	31574101
Cust Comments:		CUSTOMER STATES THAT THE VECH IS STILL RUNNING ROUGH AND HAS A HESTIATION WHILE DRIVING CK ADVISE																					

Tech Comments:		VECH HAD PCM REPROGRAMED BEFORE THIS REPAIR FOR THE SAME CONCERN, THE VECH INJ, 1 AND INJ, 2 WHERE INTERMITINLY MALFUNCTIONING REPLACED INJ,1 AND INJ,2 ON VECH TEST DRIVE VERIFIED THAT CONCERN WAS REPAIRED LABOR OPPS(6005F .4HRS)(6005F1 .1HRS)(6005F1X1 .1HRS)(6005F2 .1HRS)(6005F19 .3HRS)(6005F39 .3HRS)(9527AT 3.6HRS) 1.4HRS TECH 58708, 3.6HRS TECH 66879 5.0HRS 58708																				
1FDWF37P96E	██████	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	04-DEC-2005	15-NOV-2006	124521	USA	23	7B02	140201	6C3Z	10346	DA	D02	42	31389
AWS Claim Key:	7079491	Trx Code:	E83	Labor Hrs:	4																	
Dir Cd-Sub Cd:	09081 - *	Name:	LAWLEY'S TEAM FORD LINCOLN MERCURY		Ph:	520-4588140		St:	AZ		Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	08-SEP-2008		Doc #:	31820501	
Cust Comments:	CUSTOMER STATES THAT THEY ARE HAVING THE SAME CONCERN AS BEFORE CHK ADV																					
Tech Comments:	ALTERNATOR NOT FUNCTIONING UNABLE TO MATAIN A LOAD ON THE VECH BATTERIES NO LONGER HOLDING A CHARGE CUASED BY ALTERNATOR NOT CHARGING PROPERLY,TESTED SYSTEME TURNED ALL LOADS ON REPLACED ALTERNATOR AND BOTH BATTERIES REPLACED FUEL PUMP USED GR 1 190 TO VERIFY BATTERY FAILURE BATTERY CODES 172JS MKKW6 101(DTC)XEB6H(ACES)160JS 7K3W6 100(DTC) (ACES)XE96H BATTERY SERIAL #5L210Y0, LABOR OPPS 10200AB,1																					
1FDWF37P96E	██████	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	04-DEC-2005	15-NOV-2006	124521	USA	24	2G02	031403	2L1Z	9F479	AA	D13	42	32373
AWS Claim Key:	7354799	Trx Code:	S07	Labor Hrs:	3																	
Dir Cd-Sub Cd:	09081 - *	Name:	LAWLEY'S TEAM FORD LINCOLN MERCURY		Ph:	520-4588140		St:	AZ		Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	24-OCT-2008		Doc #:	32272901	
Cust Comments:	CUSTOMER STATES ENGINE RUNNING ROUGH AND LOTS OF BLACK SMOKE CHECK AND ADVISE																					
Tech Comments:	MAP SENSOR IS FAILING RADOMLY TECH PEROFORMED KOEO SELF TEST FOUND NO CODES ,PERFORMED JECTOR BUZZ TEST FOUND NO FAULTS WIGGLE TESTED INJECTOR CONECTORS NO CONCERNS,CHECKED FOR FUEL CONTAMINATION FOUND NO EVEDANCE OF POOR FUEL,TESTED FUEL PUMP AND FILTERS 49 52 PSI PRESSURE IN PUMP FUEL FILTERS ARE IN GOOD CONDITION TESTED ICP PRESSURE FOUND ICP TO MATAIN 589 PSI AT IDLE																					
1FDWF37P96E	██████	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	04-DEC-2005	15-NOV-2006	124521	USA	25	1H03	030008	5C3Z	9F452	AA	D13	55	32603
AWS Claim Key:	7469335	Trx Code:	S07	Labor Hrs:	1.2																	
Dir Cd-Sub Cd:	09081 - *	Name:	LAWLEY'S TEAM FORD LINCOLN MERCURY		Ph:	520-4588140		St:	AZ		Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	17-NOV-2008		Doc #:	32489901	
Cust Comments:	CUSTOMER STATES INTERMITANTLY RUNS ROUGH, AND POWER LOSS, CHECK AND ADVISE																					
Tech Comments:	FOUND IDS DTC P0404 EGR PROBLEMS PERFORMED EGR AIR MANIGNMENT TEST EGR DID NOT PASS VOLTAGE TEST, REMOVED EGR AND FOUND EXESSIVE COKING. REPLACED EGR AND RETESTED VECH FOUND THAT VECH DID SHOW ANY SIGNS OF ORIGANAL CONCERN CLEAR CODES AND CLEARED KAM VECH KNOW OPPERATING PROPERLY PERFORMED CORRISPONDING TSB 072109 LABOR OPPS 072109A																					
1FDWF37P96E	██████	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	04-DEC-2005	15-NOV-2006	124521	USA	27	1D01	031001	3C3Z	6701	A	L65	D8	33128
AWS Claim Key:	7884053	Trx Code:	E84	Labor Hrs:	9.5																	
Dir Cd-Sub Cd:	09081 - *	Name:	LAWLEY'S TEAM FORD LINCOLN MERCURY		Ph:	520-4588140		St:	AZ		Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	29-JAN-2009		Doc #:	33164001	
Cust Comments:	CUSTOMER STATES OIL LEAKING, CHECK AND ADVISE																					

Tech Comments:		CONCERN VERIFIED RUN ENGINE OIL LEAK BLACKLIGHT DYE TESTS. FOUND LEAKING UPPER OIL PAN SEAL REAR ENGINE COVER SEAL. PARTS ORDERED REPLACED UPPER AND LOWER OIL PAN SEALS OIL PUMP PICK UP TUBE SEAL. REMOVED TRANSMISSION AND REPLACED REAR ENGINE COVER SEAL AND REAR MAIN SEAL. REINSTALLED TRANSMISSION AND FILL WITH ENGINE OIL AND REPLACED OIL FILTER. START ENGINE INSPECT FOR OIL LEAKS. NONE FOUND. RO																										
1FDWF37P96E	██████	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	04-DEC-2005	15-NOV-2006	124521	USA	27	2G88	000615	*	NPF	*	C09	82	33128						
AWS Claim Key:		7884052	Trx Code:		E84	Labor Hrs:		0.2																				
Dir Cd-Sub Cd:		09081 - *	Name:		LAWLEY'S TEAM FORD LINCOLN MERCURY		Ph:		520-4588140		St:	AZ	Ctry Cd:		USA		Reg Cd:		NA		Repr Date:		29-JAN-2009		Doc #:		33164002	
Cust Comments:		CUSTOMER STATES A C MAKES GRINDING NOISE INTERMITANTLY WHEN TURNING ON, CHECK AND ADVISE																										
Tech Comments:		UNABLE TO VERIFY COMPLAINT AT THIS TIME NO PROBLEM FOUND. NORMAL OPERATION NO REPAIRS PERFORMED LABOR OPERATION: 999A																										
1FDWF37P96E	██████	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	04-DEC-2005	15-NOV-2006	124521	USA	34	1B03	030204	*	6A642	*	D42	42	35266						
AWS Claim Key:		8520721	Trx Code:		E84	Labor Hrs:		9.5																				
Dir Cd-Sub Cd:		09081 - *	Name:		LAWLEY'S TEAM FORD LINCOLN MERCURY		Ph:		520-4588140		St:	AZ	Ctry Cd:		USA		Reg Cd:		NA		Repr Date:		10-AUG-2009		Doc #:		34976102	
Cust Comments:		CUSTOMER STATES VEHICLE IS SLUGGISH AND IS BLOWING HEAVY BLACK SMOKE UNDER LOAD, LOSING COOLANT, CHECK AND ADVISE																										
Tech Comments:		CONCERN VERIFIED RUN PCM SELF TESTS CODE P0299 RUN PINPOINT TESTS RUN FUEL SYSTEM TESTS FOUNF FUEL PRESSURE AT 42 PSI. RUN EGR SYSTEM TESTS FAILED TEST STEP #3 RUN COOLING SYSTEM TESTS PER TSB #09 8 3 FOUND OIL COOLER RESSTRICED ECT AND EOT TEMP DIFFERENCE AT 22 DEGREES,EGR COOLER PASSED ALL TSTS,REPLACE ENG OIL COOLER HEAT EXCHANGER,DEGAS BOTTLE CAP,EGR VALVE,INSTALL EGR BAFFLE KIT,REASSEMBLE EN																										
1FDWF37P96E	██████	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	04-DEC-2005	15-NOV-2006	124521	USA	34	1B02	030202	3C3Z	6C755	AA	L65	42	35266						
AWS Claim Key:		8559292	Trx Code:		E84	Labor Hrs:		1.2																				
Dir Cd-Sub Cd:		09081 - *	Name:		LAWLEY'S TEAM FORD LINCOLN MERCURY		Ph:		520-4588140		St:	AZ	Ctry Cd:		USA		Reg Cd:		NA		Repr Date:		10-AUG-2009		Doc #:		34976103	
Cust Comments:		CUST STATES VEHICLE IS SLUGGISH, BLOWS BLACK SMOKE, LEAKING OIL																										
Tech Comments:		VERIFIED CONCERN, RUN PCM SELF TESTS, INSPECT VEHICLE FOR LEAKING OIL. FOUND OIL LEAKING FROM OIL FILLER TUBE, REPLACE OIL FILLER TUBE 090711A, 6005F45, 6005F39, 6005F18B WERE NOT PAID ON RO 349761 02, THEY WERENO CHARGE ON THAT REPAIR																										
1FDWF37P96E	██████	T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	04-DEC-2005	15-NOV-2006	124521	USA	36	6Y20	000001	*	RENTAL	*	D42	42	36448						
AWS Claim Key:		8681228	Trx Code:		P11	Labor Hrs:		0																				
Dir Cd-Sub Cd:		09081 - *	Name:		LAWLEY'S TEAM FORD LINCOLN MERCURY		Ph:		520-4588140		St:	AZ	Ctry Cd:		USA		Reg Cd:		NA		Repr Date:		01-OCT-2009		Doc #:		35453503	
Cust Comments:		P11 AUTH FOR RENTAL AND TOW BILLS																										
Tech Comments:		P11 AUTH FOR RENTAL AND TOW BILLS INCURRED, JILL RUNKEL																										

1FDWF37P96E		T/F7	F	T/BB	T/CD	T/E	A1	T/BE	T/YB	04- DEC- 2005	15-NOV- 2006	124521	USA	36	2104	030709	4C3Z	12A342	AA	D42	42	36448
AWS Claim Key:	8681227	Trx Code:	S07	Labor Hrs:	3.8																	
Dir Cd-Sub Cd:	09081 - *	Name:	LAWLEY'S TEAM FORD LINCOLN MERCURY		Ph:	520-4588140	St:	AZ	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	01-OCT-2009	Doc #:	35453401						
Cust Comments:	CUSTOMER STATES CHECK ENGINE LIGHT IS ON. LACKS POWER.																					
Tech Comments:	CHECK ENGINE LIGHT IS ON AND LACKS POWER, SCAN FOUND DTC P0678,NUMBER 8 GLOW PLUG CIRCUIT,REPLACE NUMBER 8 GLOW PLUG AND FOUND GLOW PLUG WIRE HARNESS LEAKING AT THAT TIME, REPLACE BOTH GLOW PLUG WIRE HARNESSES, CLEAR CODE, KOEO PASS, KOER PASS, TEST DROVE, OPERATING PROPERLY AT THIS TIME																					





Office of the General Counsel

PRIVILEGED & CONFIDENTIAL
Ford Motor Company
Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

December 9, 2008

Travelers
PO Box 3022
Fall River, MA 02722
ATTENTION: PAULA OLIVER

RE: Your Insured: [REDACTED]
Your Claim #: [REDACTED]
DOL: 05/28/08

Dear Ms. Oliver:

We acknowledge your recently submitted subrogation claim letter. In order to assist us in evaluating your claim, we request that you provide us with the following information: (Please note that the information requested is in regard to the Ford manufactured vehicle.)

- 1. Attach your insured's statement with a complete description of the incident, including events that occurred prior to and subsequent to the loss.
- 2. A copy of the police and/or fire report and provide a copy of the Vehicle Title.
- 3. Original color photographs of the vehicle's collision/fire damage **& the alleged defective parts**, from several different angles.
- 4. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
- 5. Original color photographs of the accident / fire scene from several different angles.
- 6. Attach a copy of your expert's report and the expert's original color photographs.
- 7. Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
- 8. Attach the complete service history for the subject vehicle, including any tune-ups or oil changes.

Please answer the following in the space provided. If you need additional space, please use the back of the form;

- 9. What was the **city** and **state** of occurrence: [REDACTED]
- 10. The 17 digit vehicle identification number: 1FD0WFB37P0018H [REDACTED]
- 11. What was the mileage at time of occurrence: 21,437
- 12. What is the alleged defect: Scratching front box (engine)
- 13. Has the alleged defective part been repaired or replaced? (circle one) **Yes** or No

14. What is the current location of the vehicle, and the alleged defective part(s)?
 insured has vehicle. Traversis Unshaw defective parts.
15. List all after market additions or modifications that were made to the vehicle:
 Del [unclear]
16. Was the engine running? (circle one) Yes or No
17. Were the keys in the ignition? (circle one) Yes or No
18. Was this vehicle purchased new or used: New or Used:
 If purchased used, provide the date of purchase, mileage at the time of purchase, from whom the vehicle was purchase: [unclear]

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Please be advised that all necessary steps should be taken to ensure that the incident scene, the subject vehicle and all of its component parts are maintained and preserved. Ford Motor Company has the right to inspect the fire scene and the vehicle and remove and test any vehicle component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Sincerely,

AT Sw

Alma Taylor
 Claims Analyst



Travelers Property Casualty Company Of America
P.O. Box 3022
Fall River, MA 02722
(800)925-7693

06/06/2008

FORD MOTOR CREDIT
Po Box 6248 Md-3Ne-B
Dearborn, MI 48126

Our Client: [REDACTED]
Claim/File #: [REDACTED]
Date of Loss: 05/28/2008
Reference: Subrogation Claim

Dear Ford Motor Company:

We are handling a claim for Stoney Masonry Inc who sustained a loss on 05/28/2008.

Our investigation reveals that you may be legally responsible for this loss, and we are seeking reimbursement from you. We are requesting reimbursement of the total amount of \$11,749.88. We have paid \$11,249.88 and our insured, Stoney Masonry Inc has a deductible of 500.00.

THE STEERING BOX BURST AND THE INSURED DRIVER LOST CONTROL OF ALL STEERING FUNCTIONS AND RAN OFF THE ROAD.

If you have insurance, please complete the attached form and return it to me. Please refer this letter to your insurance carrier immediately, requesting they contact our offices. Should you not have insurance, we expect payment from you directly. Please contact me to discuss repayment options.

Please call me with any questions.

Sincerely,
Paula J Couto
CI Rep
(508)324-8281
Fax: (866)304-7031
Email: PCOUTO@travelers.com

Enc. Insurance Questionnaire

Subro Rep. Name: Paula J Couto

Insured: [REDACTED]

Date of Loss: 05/28/2008

Our File No.: [REDACTED]

Your Insurance Company's Name: _____

Your Insurance Company's Address: _____

ZIP _____

Phone: (____) _____

Your Insurance Agent's Name: _____

Address: _____

ZIP _____

Phone: (____) _____

Your Policy Number: _____

Your File Number: _____

Your Adjuster's Name: _____

Phone: (____) _____

DESCRIPTION:

RT lower cab panel, scratched from door

IMPORTED: 5/29/2008 4:05:29 PM **BY:** blott **FILE SIZE:** 126034 **WIDTH:** 640 **HEIGHT:** 480

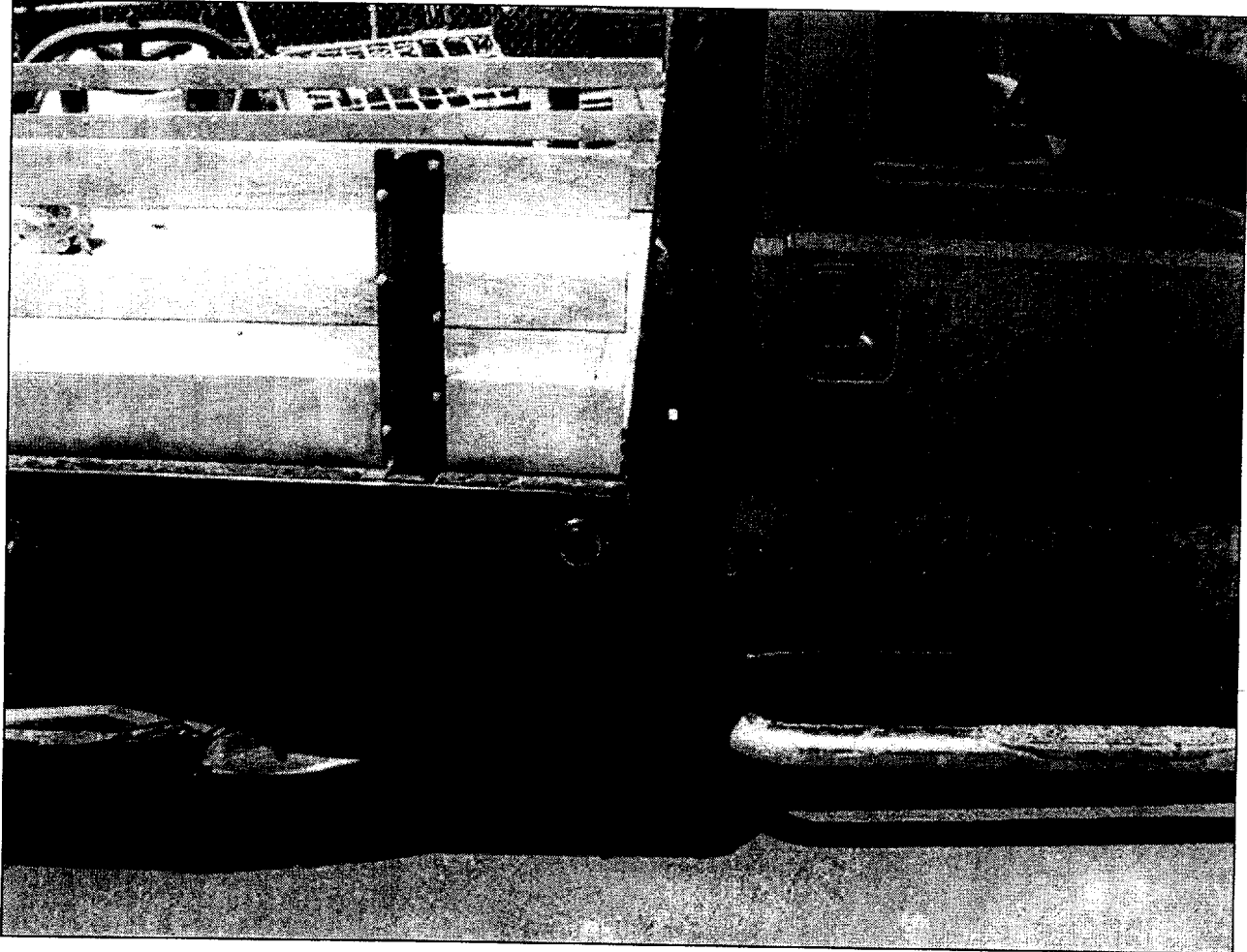


TRAVELERS 

DESCRIPTION:

RT utility bed, crumpled, folded

IMPORTED: 5/29/2008 4:05:29 PM **BY:** blott **FILE SIZE:** 114110 **WIDTH:** 640 **HEIGHT:** 480

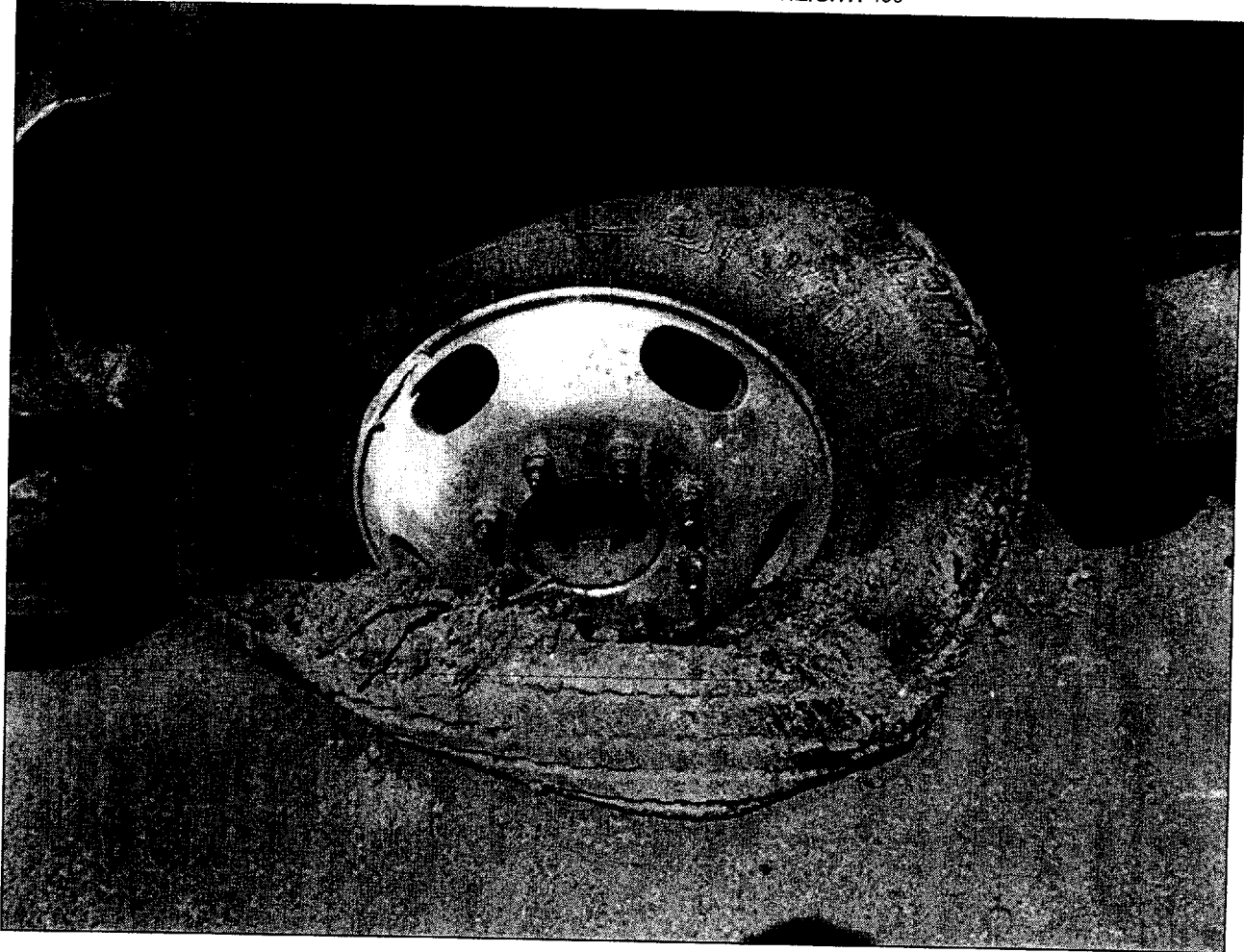


TRAVELERS 

DESCRIPTION:

RT front wheel and tire

IMPORTED: 5/29/2008 4:05:30 PM **BY:** blott **FILE SIZE:** 129227 **WIDTH:** 640 **HEIGHT:** 480

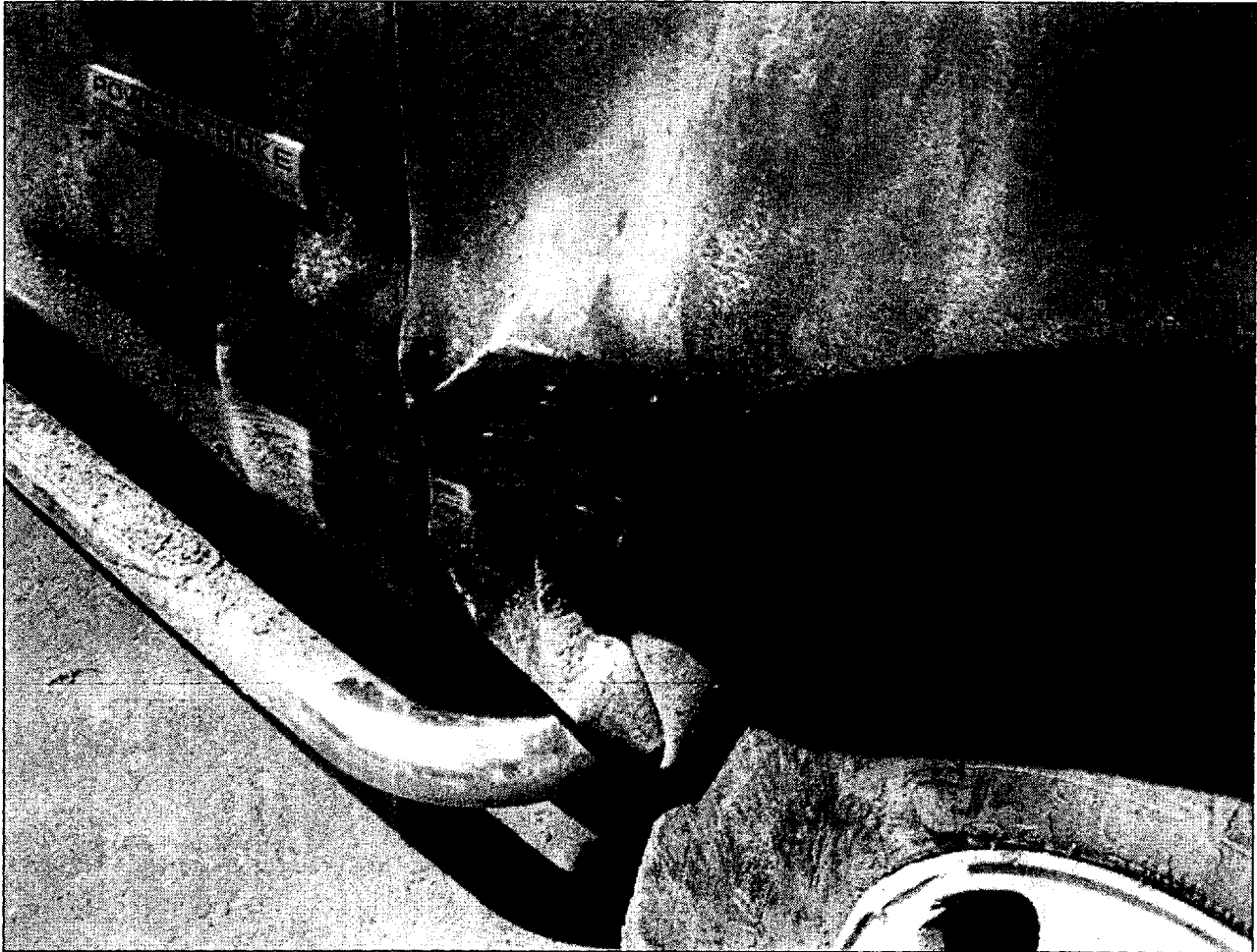


TRAVELERS 

DESCRIPTION:

RT fender, rear lower crumpled

IMPORTED: 5/29/2008 4:08:44 PM BY: biott FILE SIZE: 140436 WIDTH: 640 HEIGHT: 480



TRAVELERS 

DESCRIPTION:

RT door, front lower crumpled

IMPORTED: 5/29/2008 4:08:44 PM BY: blott FILE SIZE: 149957 WIDTH: 640 HEIGHT: 480



TRAVELERS 

DESCRIPTION:

RT lower cab panel, scratched from door

IMPORTED: 5/29/2008 4:05:29 PM **BY:** blott **FILE SIZE:** 126034 **WIDTH:** 640 **HEIGHT:** 480

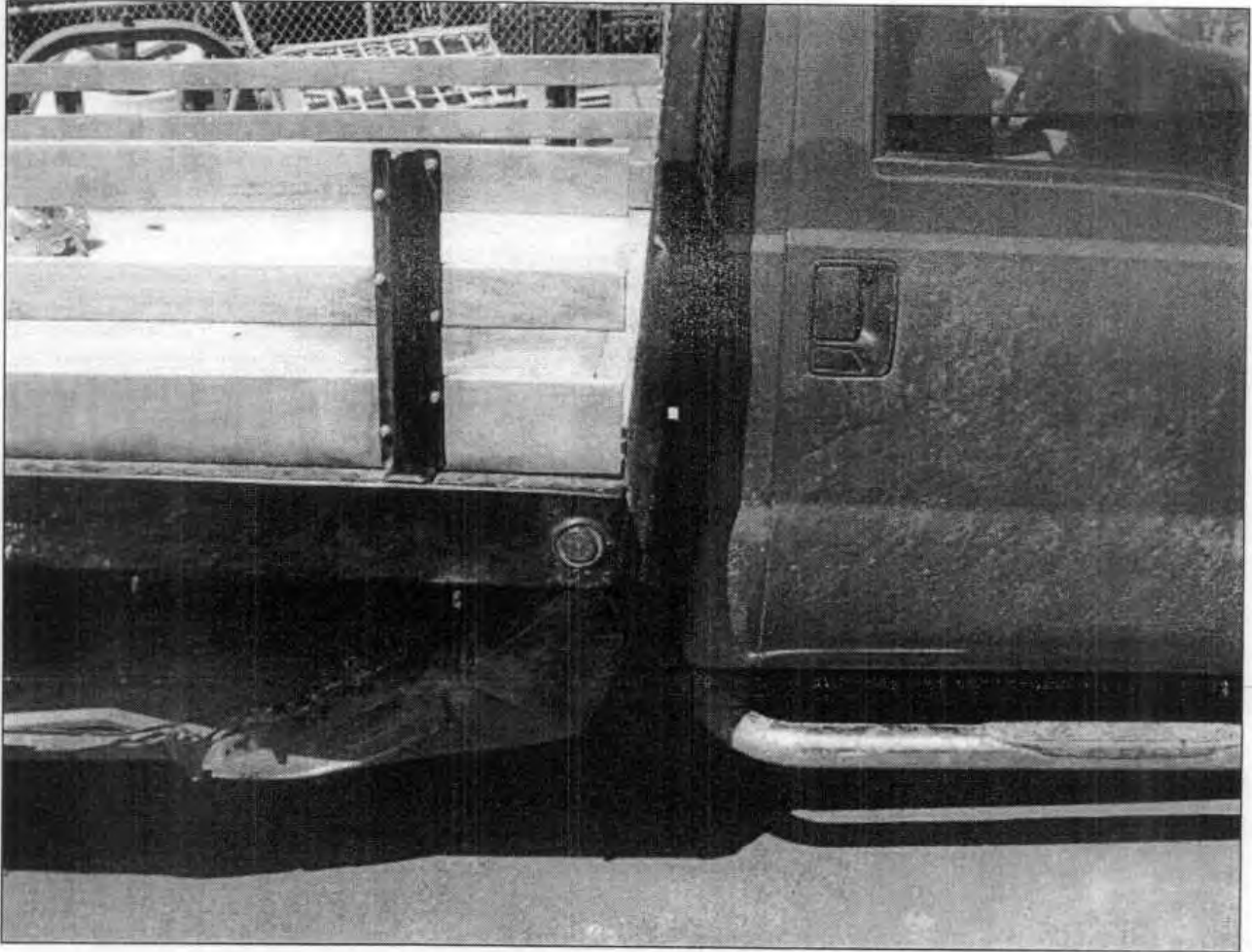


TRAVELERS 

DESCRIPTION:

RT utility bed, crumpled, folded

IMPORTED: 5/29/2008 4:05:29 PM **BY:** blott **FILE SIZE:** 114110 **WIDTH:** 640 **HEIGHT:** 480

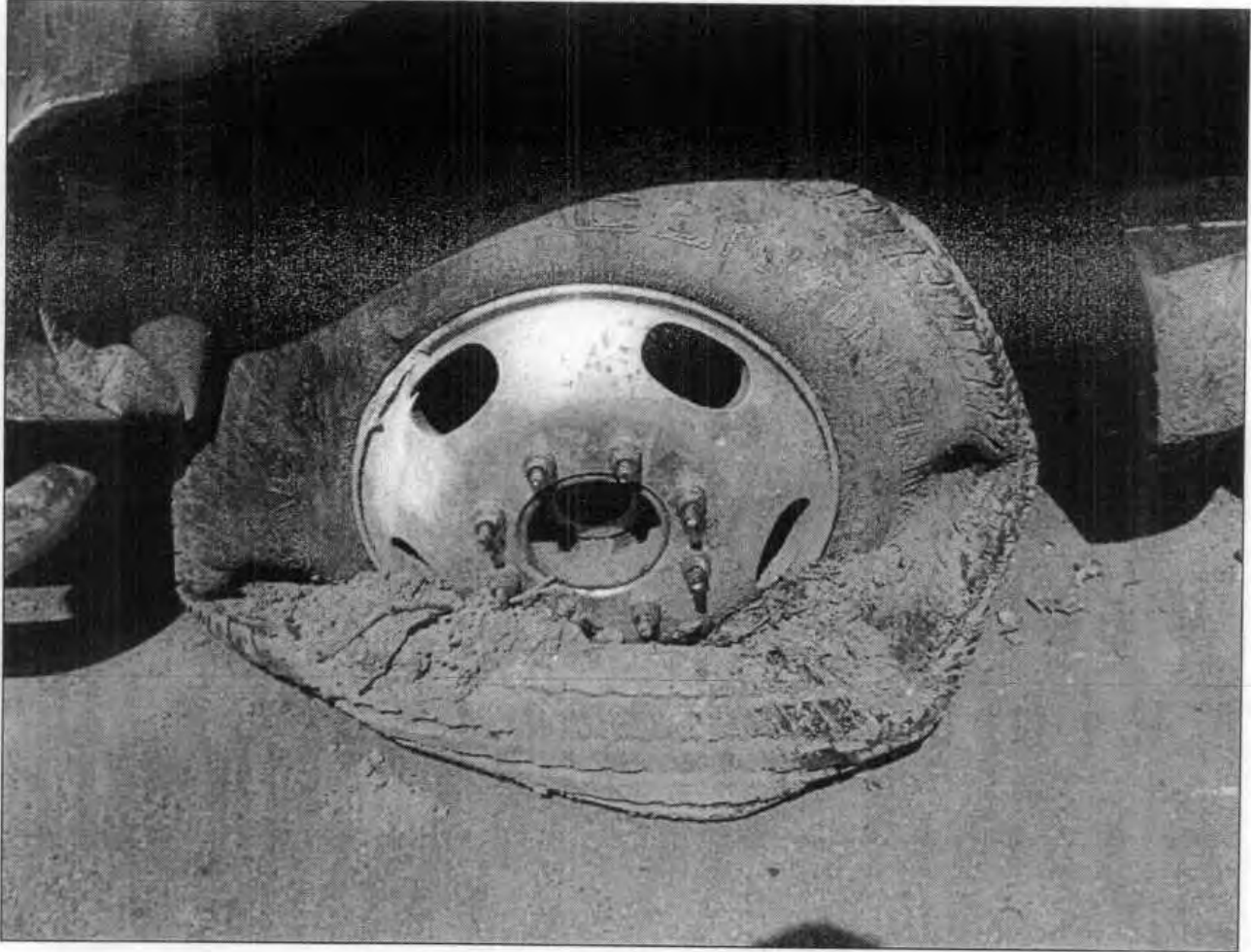


TRAVELERS 

DESCRIPTION:

RT front wheel and tire

IMPORTED: 5/29/2008 4:05:30 PM **BY:** blott **FILE SIZE:** 129227 **WIDTH:** 640 **HEIGHT:** 480

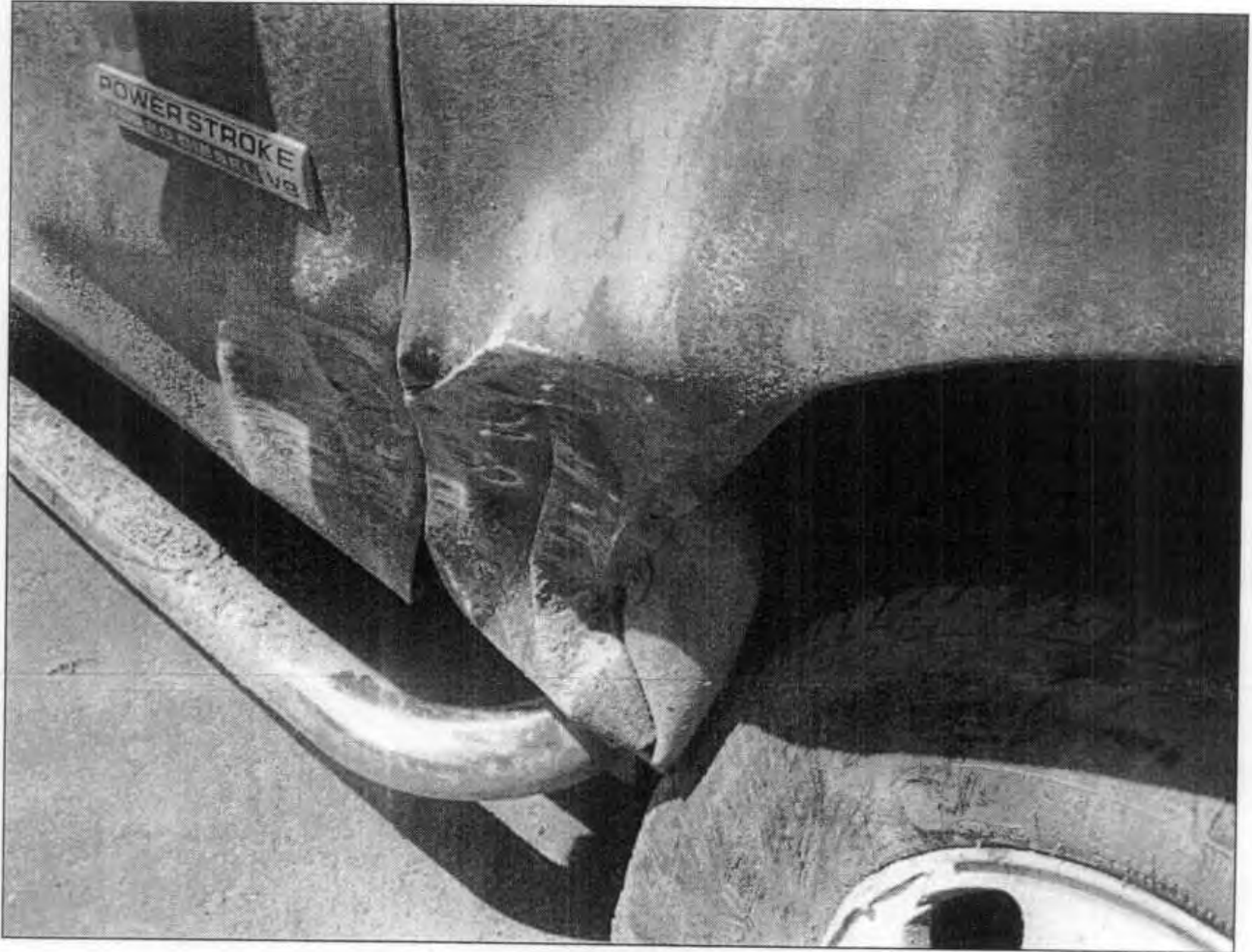


TRAVELERS 

DESCRIPTION:

RT fender, rear lower crumpled

IMPORTED: 5/29/2008 4:08:44 PM **BY:** blott **FILE SIZE:** 140436 **WIDTH:** 640 **HEIGHT:** 480



TRAVELERS 

DESCRIPTION:

RT door, front lower crumpled

IMPORTED: 5/29/2008 4:08:44 PM BY: blott FILE SIZE: 149957 WIDTH: 640 HEIGHT: 480



TRAVELERS 



BRYAN A. WOODS
ATTORNEY AT LAW
8626 TESORO DRIVE, SUITE 500
SAN ANTONIO, TEXAS 78217
PHONE: 210/824-3278
FAX: 210/824-3937

November 22, 2010

Ford Motor Company
c/o its registered agent
C.T. Corporation System
350 N. St. Paul St., Suite 2900
Dallas, Texas 75201-4234

Re: My clients: [REDACTED]

2009 Ford F250 (the "truck") purchased through
Jordan Ford in San Antonio, Texas

Dear Sir or Madam:

Be advised that I represent [REDACTED]
Service in their claim against you.

My client and its owner, [REDACTED] and his sons (collectively, "clients") have been incredibly loyal customers of Ford since the early to mid 1980s. My clients estimate that they have purchased somewhere between 40 and 50 Ford trucks (most of them new) and have referred many other customers to Ford and Jordan Ford in San Antonio. Further, my clients recently purchased a new 2011 Ford F450 for approximately \$66,000.00 from Jordan Ford and estimate that they have bought four new Ford trucks in the last 12 months from Jordan Ford. In addition, my clients have purchased thousands of dollars worth of service and parts from Jordan Ford, other Ford dealerships and your company. All of these facts can be confirmed by contacting representatives of Jordan Ford, including Mike Davis, its service manager.

My client operate a very busy tire service, which include servicing tires on heavy equipment. The reliability of your product is essential to my clients' ability to earn a living. Unfortunately, my clients have recently experienced difficulty in the operation of the truck and resolving this issue with your company.

Service tickets indicate that on or about November 6, 2009 my clients brought the truck to Jordan Ford for service - the steering gear box was inoperable. At this point the truck had approximately 20,000 miles. A new gear box, which my clients assume was provided by you, was installed under warranty at that time.

Ford Motor Company
c/o its registered agent
C.T. Corporation System
November 22, 2010

Page 2

Thereafter, in September of 2010, the same problem occurred. My clients were informed that no gear box was available from Ford, that replacement gear boxes were on "national back order" and that there were approximately 1,200 people waiting for replacement gear boxes. My clients, through their own efforts, located a replacement gear box manufactured by Ford at Champions Ford in Houston. Champions refused to sell this gear box to Jordan Ford; to facilitate having the truck back on the road, [REDACTED] [REDACTED] drove to Champions in Houston on a Saturday at his own expense, paid Champions for the gear box, delivered it to Jordan Ford in San Antonio and Jordan then installed same.

Unfortunately, at the end of October, 2010, the same problem occurred again. Jordan Ford informed my clients that replacement gear boxes were still on "national back order" - my client was thus forced to purchase an after market gear box from Napa for \$621.97. Jordan Ford installed this gear box and may charge my clients for labor for this installation.

My clients then sought reimbursement for the amount paid to Napa, \$621.76, directly from Ford - James, a representative of your company, refused to compensate my clients for this charge, offering the installation of an "after market" part as the sole reason for this decision. My clients explained the national back order situation to James and the loyalty that my clients have shown Ford over the years - James indicated that he didn't care about the national back order or my clients' loyalty.

This letter is sent pursuant to the Texas Deceptive Trade Practices Act and all other statutes/laws that require notice. To date, my clients have been damaged in the minimum amount of \$7,421.97, which includes the amount that my clients paid Napa for the after market gear box, the loss of income (my client makes approximately \$900.00 per day, after deduction of variable expenses, from the truck and the truck was out of service for an estimated 7 days) and \$500.00 for lost time incurred by Mr. [REDACTED] relative to his trip to Houston. Further, my clients have incurred a reasonable and necessary attorneys fee currently in the amount of \$1,500.00.

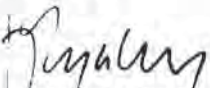
Should we have not reached an acceptable solution within sixty days, my clients will institute legal action against you seeking multiple damages, attorneys fees and court costs. If you have any questions or comments, please contact this office - do not contact my clients directly.

Ford Motor Company
c/o its registered agent
C.T. Corporation System
November 22, 2010

Page 3

Please call if you have questions.

Sincerely,



Bryan A. Woods

Certified Mail/Return Receipt Requested

cc: 



From: tfosys@ford.com [mailto:tfosys@ford.com]
Sent: Monday, January 24, 2011 3:28 PM
To: Malik, Wesley (W.K.); Clark, Jessica (J.E.)
Subject: 20056611-Request Closed

This is an auto generated e-mail from Technical Field Operations Assignment Management System, Please do not reply.

Please click [here](#) to access this request

Additional Comments

Request Details

Additions and/or changes made to the request are highlighted in red.

Tracking Number	20056611
Status	Closed
Currently assigned to	WMALIK
Request Type	Legal; Document where requested
Request Source	Legal
If Other request source, please explain	
Primary contact	Stephanie O'Dell
Primary contact's phone number	313-845-5213

2/9/2011

Primary contact's email address	sodell6@ford.com
Technician Name	
Technician certified in relevant speciality	
Dealership Name	JORDAN FORD, LTD.
P&A Code	04546
Facing Region (SDR separate from Contact Regions)	C2 - HOUSTON
Geographic Region (SDR combined with Contact Region)	C2 - HOUSTON
FCSD Sales Zone	A05
FCSD Technical Zone	T09
VIN	1FTSW21R09E [REDACTED]
Vehicle year/model	2009 F-250
Vehicle mileage	63,531
Repair Order (R.O) #	[REDACTED]
Customer Name	[REDACTED]
Vehicle Down?	No
GCQIS Report #	
TAR Open?	
CuDL Case #	
Priority	High
Request description	OGC request FSE assistance with a final repair attempt. Customer complaints are steering wheel has play on high speeds, gear box failure. Must be completed by 1/7/11. Contact is Stephanie O'Dell 313-845-5213 sodell6@ford.com ---Updated By---JCLAR401--12/30/2010 11:46:02 AM-- Left message with Stephanie O'Dell to contact writer at 210-269-9065. Unable to inspect until Jan 13 or 14, 2011. Please advise if this is ok? --- Updated By---WMALIK--01/05/2011 06:59:04 PM--
GCQIS Comments	1/14/11-Advised by Stepannie O'Dell, Legal Section to inspect vehicle at 9:00 A.M. at Jordan Ford, San Antonio, Tx on Jan 20, 2011. ---Updated By--- WMALIK--01/15/2011 02:49:31 PM--
FSE Comments	1/20/2011 Michael Davis-Service Manager Yes 1/20/2011 Yes
Initial Contact Date	1/20/2011
Person Contacted	Michael Davis-Service Manager
Dealership visit planned?	Yes
Visit date, if planned	1/20/2011
Did Visit Occur?	Yes
	Inspected 2009 F250 owned by [REDACTED] mileage 63531. Unit has no

2/9/2011

current steering concerns. Customer is requesting refund of his expenses to replace last steering gear replacement due to seal leakage. No Ford part available and due to need for his truck on daily basis in his business, obtained steering gear from NAPA Auto Supply and fixed truck so he could use it. Customer assistance team denied any financial assistance. Customer demanding refund of his money due to no Ford part available. All previous paperwork forwarded to OGC by dealership previously. ---Updated By--- WMALIK--01/24/2011 01:18:21 PM-- Reviewed inspection by phone with Stephanie O'Dell and she has supporting documents. --- Updated By---WMALIK-- 01/24/2011 02:27:48 PM--

Concern Summary for Technical Assistance Contact Report

Inspection Comments for Technical Assistance Contact Report

Primary Root cause for Technical Assistance Contact Report

FSE support requested by a Ford department (dealer not requesting assistance)

Other Root Causes

Please explain if "Other" is root cause

Recommendation for Technical Assistance Contact Report

Missing tools/equipment(if identified)

Missing tools/equipment ordered during visit?

Total hours spent on request

4.0

Created by

JCLAR401

Created date

12/30/2010 11:46:02 AM EST

Last Revised by

WMALIK

Last revised date

01/24/2011 03:27:50 PM EST

This e-mail notification has been generated by: WMALIK

Thank you..

Server: AWS Prod
 Claims loaded through: 21-DEC-2010

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 22-DEC-10

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTSW21R09[REDACTED]	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/QL	04-12-08	07-01-09	152481	USA	8	5K01	8C3Z	1015	C	F02	S10	V88	B65	42
AWS Claim Key:	<u>627824</u>	Doc #:	03120953	Trx Code:	E90	Labor Hrs:	0	Labor Cost:	0	Material Cost:	359.29	Total Cost:	359.29										
Dlr Cd-Sub Cd:	04546-*	Name:	JORDAN FORD, LTD.	Ph:	210-6533673	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	25-AUG-09	DIST(Mile):	13293								
Cust Comments:	SPW WHEEL CHROME STICKING OUT SO CENTER CAP WONT STAY ATTACHED																						
Tech Comments:	INOP REPLACED WHEEL AND CENTER CAP																						
1FTSW21R09E[REDACTED]	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/QL	04-12-08	07-01-09	152481	USA	8	5K01	8C3Z	1015	C	F02	S10	V88	B65	D4
AWS Claim Key:	<u>622391</u>	Doc #:	03120951	Trx Code:	E84	Labor Hrs:	9	Labor Cost:	76.16	Material Cost:	397.96	Total Cost:	474.12										
Dlr Cd-Sub Cd:	04546-*	Name:	JORDAN FORD, LTD.	Ph:	210-6533673	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	25-AUG-09	DIST(Mile):	13293								
Cust Comments:	CHROME PEELING FROM RIM																						
Tech Comments:	PEELING TIRE(S) OR WHEEL(S) REPLACE, CENTER CAP LOOSE, REPLACED																						
1FTSW21R09[REDACTED]	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/QL	04-12-08	07-01-09	152481	USA	11	5001	8C3Z	3504	CRM	F02	S10	V87	H21	42
AWS Claim Key:	<u>751217</u>	Doc #:	03901251	Trx Code:	E84	Labor Hrs:	19	Labor Cost:	160.78	Material Cost:	360.67	Total Cost:	521.45										
Dlr Cd-Sub Cd:	04546-*	Name:	JORDAN FORD, LTD.	Ph:	210-6533673	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	06-NOV-09	DIST(Mile):	20905								
Cust Comments:	CUSTOMER STATES STEERING WHEEL HAS PLAY ON HIGH SPEEDS SEE COBY W																						
Tech Comments:	RD TEST TO VERIFY COCERN CK P S SYS NO VISUAL PROBLEM FOUND, CK & ADJUST GEAR BOX PRELOAD. RD TEST STILL HAS PROBLEM REPLACE P S GEAR BOX INTERNAL PROBLEM WILL NOT RETURN																						
1FTSW21R09[REDACTED]	F7	T/F7	F	T/BC	T/BD	T/E	A1	T/BE	T/QL	04-12-08	07-01-09	152481	USA	21	5001	8C3Z	3504	CRM	F02	S10	V87	H22	42
AWS Claim Key:	<u>1971905</u>	Doc #:	07273551	Trx Code:	P18	Labor Hrs:	19	Labor Cost:	165.28	Material Cost:	9.66	Total Cost:	536.81										
Dlr Cd-Sub Cd:	04546-*	Name:	JORDAN FORD, LTD.	Ph:	210-6533673	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	16-SEP-10	DIST(Mile):	47769								

Cust Comments: STEERING WHEEL HAS PLAY, CUSTOMER SUSPECTS GEAR BOX????INSP AND REPORT NEED VEHICLE TODAY ASAP P18 PER COBY WELSH
Tech Comments: VERIFIED CONCERN & FOUND THAT GEAR BOX IS WORN OUT. REMOVED WHEEL, FENDER COVER, REMOVED ECU HCU TO ACCESS GEAR BOX. REMOVED & REPLACED GEAR BOX. REINSTALLED COMPONENTS. FILLED & PURGED SYSTEM OF AIR AND PERFORMED POST ROAD TEST TO VERIFY REPAIR. SYST CKD GOOD AT THIS TIME. REFUND FOR INVOICE# 61316. CUSTOMER WENT TO KATY & PURCHASED PART FROM CHAMPION FORD DUE TO NO

1FTSW21R09F [REDACTED] F7 T/F7 F T/BC T/BD T/E AI T/BE T/QL 04-12-08 07-01-09 152481 USA 22 5001 8C3Z 3504 CRM F02 S10 V87 L68 D1
AWS Claim Key: 2079659 **Doc #:** 07703651 **Trx Code:** SPW **Labor Hrs:** 2.5 **Labor Cost:** 217.48 **Material Cost:** 0 **Total Cost:** 217.48
Dir Cd-Sub Cd: 04546-* **Name:** JORDAN FORD, LTD. **Ph:** 210-6533673 **St:** TX **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 27-OCT-10 **DIST(Mile):** 51767

Cust Comments: CUST STATES BLEW OFF HIGH PRESSURE HOSE, NEEDS VEH BACK BY NOON IF AT ALL POSSIBLE BEING TOWED IN VEH JUST HERE FOR GEARBOX 9 25 10 RO#72735 47,769MI #135 REPORT SPW BAD GEAR BOX
Tech Comments: VERIFIED CONCERN AND PERFORMED DIAG TO PINPOINT LEAK. FOUND GEAR BOX TO HAVE LOST A BOLT IN GEAR BOX CASE AND CAUSING FLUID TO LEAK OUT. REMOVED AND REPLACED GEARBOX DUE TO LEAKING. PURGED SYSTEM OF AIR AND TOPPED OFF FLUID. CHECKED POST TEST TO VERIFY REPAIR AND FOUND STEERING WHEEL TO BE OFFCENTERED PERFORMED POST ALIGNMENT AND ADJUSTED TOE AND RESET STEERING WHEEL. POST TEST DRIVE SHOWED NO FUR

Any comments? You can contact



webmaster

Advt: 201 DANIEL VALDEZ		Tag: 4399	License: 20EX05	1FTSW21R0 9 [REDACTED]	Page: 1	Invoice: W39012
[REDACTED]						
SAN ANTONIO, TX			SAN ANTONIO, TX [REDACTED] 075			
[REDACTED]						
Odometer in: 20805		Dist: FMT WAR C S W Final		OF FORD F-250 SD 4WD CREW CAB WHITE		
				Stock#: 00HT1141		
regis: 11/05/09	Done: 11/06/09	INVOICED: 11/09/09 1313Z PM	inservice: 01/03/09	production: 12/04/08	sold: 05/18/09	
[REDACTED]						
Concern #1	CUSTOMER STATES STEERING WHEEL HAS PLAY ON HIGH SPEEDS SEE CORY W. INOP			Operation	Tech Units	Amount
Cause	STEERING GEAR ASSEMBLY (3504) - REMOVE AND INSTALL OR REPLACE			3504A	126 1.9	160.78
Correction	RD TEST TO VERIFY CONCERN CK P/S BYS NO VISUAL PROBLEM FOUND, CN & ADJUST GEAR BOX PRELOAD, RD TEST STILL HAS PROBLEM REPLACE P/S GEAR BOX INTERNAL PROBLEM WILL NOT RETURN					
Tech Notes	Part Number PO# Note Description Qty Sell					
	FMC X1 5 QMC ELUID - TRANSMISSION 2 3.45 6.90					
	FMC 8032 3504 CHM GEAR ASY - STE REMFG 1 260.72 260.72					
	Tech 128 N105 8218. HMM					
	CONCERN CD : W21 COND CODE : 42					
Type: W				Subtotal		
			PARTS		360.67	
			LAB-MECHANICAL		160.78	
			TOTAL CHARGE FOR CONCERN		521.45	
SUMMARY			INVOICE RESPONSE			
PARTS		360.67	TOTAL CHARGE		521.45	
LAB-MECHANICAL		160.78	TAC WARRANTY		521.45	
TOTAL CHARGE		521.45				
Last Page						

Asv: 142 MICHELLE CURSERA	Tag: 1320	License: [REDACTED]	1FTSW21R0 92 [REDACTED]	Page: 1	Invoice: W72735		
[REDACTED]							
SAN ANTONIO, TX			SAN ANTONIO, TX				
[REDACTED]							
[REDACTED]							
Odometer In: 47769		Out:	Dist: FMT WAR C W	Final	09 FORD F-250 SD 4WD CREW CAB WHITE		
Stocks: 00871161							
Begin: 08/16/10	Delet: 09/21/10	Invoiced: 10/14/10 15:01 PE	Inservice: 01/05/09	Production: 12/04/08	hold: 08/18/09		
Customer Concern							
Concern 51	STEERING WHEEL HAS PLAY, CUSTOMER SUSPECTS GEAR BOX?????TINED AND REPORT////NEED VEHICLE TODAY ASAP---PIS PER DOBY WELSH INOP			Operation	Tech Units	Amount	
Cause				2504A	1.95	1.9	165.28
Correction	STEERING GEAR ASSEMBLY (3504/3A500) - REMOVE AND INSTALL OR REPLACE						
Tech Notes	VERIFIED CONCERN AND FOUND THAT GEAR BOX IS WORN OUT. REMOVED WHEEL, FENDER COVER, REMOVED ECU-HCU TO ACCESS GEAR BOX. REMOVED AND REPLACED GEAR BOX AND REINSTALLED COMPONENTS. FILLED AND PURGED SYSTEM OF AIR AND PERFORMED POST ROAD TEST TO VERIFY REPAIR. SYSTEM CHECKED GOOD AT THIS TIME						
Parts	Part Number	PO#	Note	Description	Qty	Sell	Amount
	FWD XT	5 DMC	INSP	FLUID - TRANSMISSION	2	3.45	6.90
	Tech 195 9303, GRAYSEAL						
	TRAC CODE : F10						
	CONCERN CD : R2X			COND CODE : 42			
	Line Auth: SG			09/18/10 15:12			
Type: M				Subtotal			
				PARTS			0.86
				LAB-MECHANICAL			165.28
				TOTAL CHARGE FOR CONCERN			174.94

UCS22004

REPRINT

Adv: 14	Tag: 1380	License: 1FTSWZ1R0 S	Page: 2	Invoice: W72735
Invoiced: 10/14/10 11:01:22 PR				
09 FORD F-250 SD 4WD CREW CAB WHITE				
CONCERN 702	RESTUD LINE FOR EMERGENCY PURCHASE OF GEARBOX THAT WAS ON NATL BACKORDER-DEALERSHIP IN KATY WOULDN'T SELL GEARBOX TO US-CUSTOMER CALLED KATY DEALERSHIP & ACTED LIKE HE LIVED THERE-WEY SOLD IT TO HIM OVER THE COUNTER-HE RETURNED WITH GEARBOX & WE INSTALLED IT	Operation	Tech Units	Amount
Cause	NO CHARGE	NC	120 0.0	0.00
Correction	NO CHARGE			
Type: SW	Tech: 148 SHULTZ, MR CONCERN CD : A99 Line Auth: PP 10/14/10 14:58		Subtotal	
			TOTAL CHARGE FOR CONCERN	0.00
Summary of Charges from Invoices W72735				
PARTS	9.66	TOTAL CHARGE		174.94
LAB-MECHANICAL	165.28	EAC WARRANTY		174.94
TOTAL CHARGE	174.94			
Attention: The following invoices also exist CUS - CUSTOMERPAY				
				Last Page

Adv: 142 MICHELLE CHESSER	Tag: 8087	License: [REDACTED]	1FTSW21R0 PE [REDACTED]	Page: 1	Invoice: W77036	
SAN ANTONIO, TX		SAN ANTONIO, TX				
Odometer: 101 51767		Disc: VMT WAR W	Final	09 YORD F-250 SD 4WD CREW CAB WHITE		
Begin: 10/27/10		Done: 11/15/10	Invoked: 11/15/10 12:21 PM	Invoice: 01/05/09	Production: 12/04/08	
Customer Concern						
Concern	31 CUST STATES BLEW OFF HIGH PRESSURE HOSE, NEEDS VEH BACK BY NOON IF AT ALL POSSIBLE BEING TOWED IN-VEH JUST HERE FOR GEARBOX 9/25/10-RO#72735-47,769MI-#135- RSPORT SPW RAD GEAR BOX			Operation	Techn Units	
Cause	LEAKING/BOLT FELL OUT OF GEARBOX.			3504A	135 1.9 155.28	
Correction	STEERING GEAR ASSEMBLY (3504/3A500) - REMOVE AND INSTALL OR REPLACE			3001A	135 0.4 34.80	
51-1	CASTER, CAMBER, TOE-IN - CHECK			3001A6	135 0.2 17.40	
51-2	TOE-IN - CORRECT					
Tech Notes	VERIFIED CONCERN AND PERFORMED DIAG TO PINPOINT LEAK. FOUND GEAR BOX TO HAVE LOST A BOLT IN GEAR BOX CASE AND CAUSING FLUID TO LEAK OUT. REMOVED AND REPLACED GEARBOX DUE TO LEAKING. PURGED SYSTEM OF AIR AND TOPPED OFF FLUID. CHECKED POST TEST TO VERIFY REPAIR AND FOUND STEERING WHEEL TO BE OFFCENTERED PERFORMED POST ALIGNMENT AND ADJUSTED TOE AND RESET STEERING WHEEL. POST TEST DRIVE SHOWED NO FURTHER LEAKS.					
Part	Part Number	Qty	Note	Description	Qty	Sell
					1	78.00
	Tech 135 8303, GRAYSEAL			RAODRENWER TOWING #1		78.00
				PROG CODE : SPW		
				CONCERN CD : L68		
				COND CODE : D1		
	Line Auth: 20		11/05/10 12:13			
				SPW Installed Tech Units: 09/16/10		Accrued Miles: 3996
				RO: 072735		

UN062004

REPRINT

Adv: 142 MICHELLE CHESSER	Tag: 2007	License: [REDACTED]	1FTSW21R0 91 [REDACTED]	Page: 2	Invoice: W77036								
Invoice Date: 11/13/10 11:27:37 PM													
09 FORD F-250 SD 4WD CREW CAB WHITE													
Type: W					<table border="1"> <tr><td colspan="2">SUBTOTAL</td></tr> <tr><td>SUBLET REPAIRS</td><td>70.00</td></tr> <tr><td>LAB-MECHANICAL</td><td>217.48</td></tr> <tr><td>TOTAL CHARGE FOR CONCERN</td><td>285.48</td></tr> </table>	SUBTOTAL		SUBLET REPAIRS	70.00	LAB-MECHANICAL	217.48	TOTAL CHARGE FOR CONCERN	285.48
SUBTOTAL													
SUBLET REPAIRS	70.00												
LAB-MECHANICAL	217.48												
TOTAL CHARGE FOR CONCERN	285.48												
SUBLET REPAIRS		70.00	TOTAL CHARGE		285.48								
LAB-MECHANICAL		217.48	EAC WARRANTY		285.48								
TOTAL CHARGE		285.48											
Attention: other Repair Orders on this vehicle: RO: 78750 Opened: 11/11/10 CUB = 11/12/10 (*)													
Last Page													



STOCK NUMBER: 00BT1141 LAST SERV MILEAGE: 047769
 LFTSW21R091 TX 29ZKD9 SOLD DATE: 05/18/09 MILE: 002289 LAST SERV: 10/21/10
 09 FORD F-250 SD 4WD CREW CAB WHITE IN-SERV DATE: 01/05/09
 SRVC \$ CUS: 815 WAR: 1528 POL: 53
 NUMBER TYPE DATE DEDUCT MON MILES ACTIVE
 EXT SVC PLAN1: 9EA34410 DIESEL 01/05/16 084 200000 Y

RO C72735 N 09/16/10 ODOM= 47769 ADV=142 PTS=64.62 POL=.00 TOT=91.57
 CLIENT=804546 INV=10/21/10

LN 24 PAY TYPE C TECH1-126 .60 OPR-CODE 64LOF
 6.4 LITER OIL AND FILTER CHANGE
 COMPLETED 6.4 LOF
 LN 25 PAY TYPE C TECH1-126 OPR-CODE 99P
 PERFORM MULTI-POINT INSPECTION
 PERFORMED INSPECTION
 OVER 5MM (DISC) OR OVER 2MM (DRUM)
 LN 25-1 PAY TYPE C TECH1-126 OPR-CODE GTIRE
 TIRE TREAD AND WEAR ARE OK AT THIS TIME
 LN 25-2 PAY TYPE C TECH1-126 OPR-CODE GSK
 BRAKES ARE GOOD AT THIS TIME
 LN 25-3 PAY TYPE C TECH1-126 OPR-CODE GBATT
 BATTERY CONDITION IS GOOD AT THIS TIME

RO W72735 Y 09/16/10 ODOM= 47769 ADV=142 PTS=9.66 POL=.00 TOT=174.94
 CLIENT=804546 INV=10/14/10

LN 51 PAY TYPE W TECH1-135 1.90 OPR-CODE 3504A
 STEERING WHEEL HAS PLAY, CUSTOMER SUSPECTS GEAR BOX????INSP AND REPORT////NE
 INOP
 STEERING GEAR ASSEMBLY (3504/3A500) - REMOVE AND INSTALL OR REPLACE
 LN 52 PAY TYPE SW TECH1-199 OPR-CODE NC
 REFUND LINE FOR EMERGENCY PURCHASE OF GEARBOX THAT WAS ON NATL BACKORDER-DEA
 NO CHARGE
 NO CHARGE

RO C67899 N 08/03/10 ODOM= 43201 ADV=142 PTS=59.32 POL=.00 TOT=81.27
 CLIENT=804546 INV=08/03/10

LN 24 PAY TYPE C TECH1-230 .60 OPR-CODE 64LOF
 6.4 LITER OIL AND FILTER CHANGE \$10.00 OFF COUPON!!
 COMPLETED 6.4 LOF
 LN 25 PAY TYPE C TECH1-230 OPR-CODE 99P
 PERFORM MULTI-POINT INSPECTION
 PERFORMED INSPECTION
 OVER 5MM (DISC) OR OVER 2MM (DRUM)
 LN 25-1 PAY TYPE C TECH1-230 OPR-CODE GTIRE
 TIRE TREAD AND WEAR ARE OK AT THIS TIME
 LN 25-2 PAY TYPE C TECH1-230 OPR-CODE GBATT
 BATTERY CONDITION IS GOOD AT THIS TIME
 LN 25-3 PAY TYPE C TECH1-230 OPR-CODE GSK
 BRAKES ARE GOOD AT THIS TIME

RO C61067 N 06/03/10 ODOM= 37220 ADV=208 PTS=64.15 POL=.00 TOT=91.60

CLIENT=804546 INV=06/03/10

LN 24 PAY TYPE C TECH1-101 .60 OPR-CODE LOF
 CHANGE ENGINE OIL & FILTER---DO NOT DO 99P. DONT ADJUST FLUIDS OR TIRES---
 CHANGED ENGINE OIL & FILTER, LUBE & PERFORM MULTI-POINT INSPECTION

RO C49758 N 02/17/10 ODOM= 29218 ADV=142 PTS=222.88 POL=.00 TOT=370.73

CLIENT=804546 INV=03/10/10

LN 24 PAY TYPE C TECH1-202 .60 OPR-CODE 64LOF
 6.4 LITER OIL AND FILTER CHANGE \$10.00 OFF COUPON!!! SET NEXT LOF DUE FO
 COMPLETED 6.4 LOF

LN 25 PAY TYPE C TECH1-202 OPR-CODE 99P

PERFORM MULTI-POINT INSPECTION
 PERFORMED INSPECTION
 OVER 5MM (DISC) OR OVER 2MM (DRUM)

LN 25-1 PAY TYPE C TECH1-202 OPR-CODE GTIRE

TIRE TREAD AND WEAR ARE OK AT THIS TIME

LN 25-2 PAY TYPE C TECH1-202 OPR-CODE GBK

BRAKES ARE GOOD AT THIS TIME

LN 25-3 PAY TYPE C TECH1-202 OPR-CODE GBATT

BATTERY CONDITION IS GOOD AT THIS TIME

LN 26 PAY TYPE C TECH1-202 .90 OPR-CODE 64FUEL

REPLACE FUEL FILTER 6.4 LITER DIESEL
 REPLACED FILTER

LN 27 PAY TYPE C TECH1-202 1.00 OPR-CODE 64TRANS

SERVICE 6.4 TRANSMISSION
 COMPLETED TRANS SERVICE

RO C39012 N 11/06/09 ODOM= 20905 ADV=201 PTS=64.62 POL=.00 TOT=91.57

CLIENT=804546 INV=11/06/09

LN 24 PAY TYPE C TECH1-126 .60 OPR-CODE 64LOF
 6.4 LITER OIL AND FILTER CHANGE
 COMPLETED 6.4 LOF

RO S39012 N 11/06/09 ODOM= 20905 ADV=201 PTS=.00 POL=.00 TOT=.00

CLIENT=804546 INV=11/06/09

LN 25 PAY TYPE BDC TECH1-126 OPR-CODE 99P

PERFORM MULTI-POINT INSPECTION
 PERFORMED INSPECTION
 OVER 5MM (DISC) OR OVER 2MM (DRUM)

LN 25-1 PAY TYPE BDC TECH1-126 OPR-CODE GBATT

BATTERY CONDITION IS GOOD AT THIS TIME

LN 25-2 PAY TYPE BDC TECH1-126 OPR-CODE GBK

BRAKES ARE GOOD AT THIS TIME

LN 25-3 PAY TYPE BDC TECH1-126 OPR-CODE GTIRE

TIRE TREAD AND WEAR ARE OK AT THIS TIME

RO W39012 Y 11/06/09 ODOM= 20905 ADV=201 PTS=360.67 POL=.00 TOT=521.45

CLIENT=804546 INV=11/09/09

LN 51 PAY TYPE W TECH1-126 1.90 OPR-CODE 3504A

CUSTOMER STATES STEERING WHEEL HAS PLAY ON HIGH SPEEDS SEE COBY W.
 INOP

STEERING GEAR ASSEMBLY (3504) - REMOVE AND INSTALL OR REPLACE

RO W31209 Y 08/25/09 ODOM= 13293 ADV=142 PTS=757.25 POL=.00 TOT=833.41

CLIENT=804546 INV=09/29/09
 OPR-CODE 1007AA

LN 51 PAY TYPE W TECH1-199 .40
 CHROME PEELING FROM RIM
 PEELING
 TIRE(S) OR WHEEL(S) - REPLACE

LN 51-1 PAY TYPE W TECH1-199 .30 OPR-CODE 1007A1A
 ATTACHMENT KIT - TIRE PRESSURE SENSOR - REPLACE

LN 51-2 PAY TYPE W TECH1-199 .20 OPR-CODE 1130A
 WHEEL RING/HUB CAP/WHEEL COVER - REPLACE

LN 52 PAY TYPE W TECH1-199 OPR-CODE NC
 CENTER CAP LOOSE-RATTLES WHEN DRIVING
 SEE LINE 51
 NO CHARGE

LN 53 PAY TYPE W TECH1-199 OPR-CODE NC
 SPW WHEEL-CHROME STICKING OUT SO CENTER CAP WON'T STAY ATTACHED
 INOP
 REPLACED WHEEL AND CENTER CAP

 RO C31220 N 08/26/09 ODOM= 13737 ADV=208 PTS=64.62 POL=.00 TOT=91.57

CLIENT=804546 INV=09/09/09
 OPR-CODE 64LOF

LN 24 PAY TYPE C TECH1-101 .60
 6.4 LITER OIL AND FILTER CHANGE=== PUT STICKER AT 7500 MILES OUT
 COMPLETED 6.4 LOP
 END OF DATA

All Action Details for Issue

[Print](#)

VIN: 1FTSW21R09E [REDACTED] Year: 2009 Model: F-SERIES SUPER DUTY Case: 1396933000
Name: [REDACTED] Owner Status: Subsequent WSD: 2009-01-05
Symptom Desc: Primary Phone: [REDACTED]
Reason Desc: CLP - IN - FIN ASSIST - PARTS DELAY Issue Status: CLOSED Secondary Phone: [REDACTED]
Issue Type: 04 REGION Initial Customer Contact: 10/28/2010

Action: TIER ONE OPEN ISSUE
Dealer: 04546 JORDAN FORD, LTD. Origin Desc: TIER ONE - MELBOURNE
Odometer: 51000 MI Comm Type: PHONE
Analyst Name: BAKER, LOUIS Analyst: LBAKER97
Action Date: 10/27/2010 Action Time: 11.01.33.422 Action Data: No

Comments -CUSTOMER SAYS HAD VEHICLE 3 DIFFERENT TIMES - FOR STEERING BOX-WENT TO HOUSTON TO PICK UP PART -GEAR BOX BROKE UP AND PART IS ON BACK ORDER-THIS IS HIS SERVICE TRUCK -FIRST TIME EVER HAD ISSUE LOSSING MONEY BY THE DAY-LOOKING TO SEE IF WE COULD GET THE PART -AND THERE AND WAS TOLD -THERE WAS 20 PEOPLE A HEAD OF HIM JORDAN FORD LTD.13010 IH 35 NORTHSAN ANTONIO TX 78233(210) 477-8036S/M MICHAEL W DAVIS "I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM SO THEY CAN INVESTIGATE YOUR CONCERN. A SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DAYS.***NOTE TO CCR: IF THE VEHICLE IS CURRENTLY NOT AT THE DEALERSHIP, PLEASE ADVISE THE CUSTOMER TO SCHEDULE VEHICLE AT DEALERSHIP -BEST DAY #(210)669-5192-AVAILABLE ANYTIME****OBC TO DEALERSHIP SPOKE TO S/A MICHELLE-SAYS GEAR BOX ON BACK -REPLACED UNDER WARRANTY AND REPLACED IT AGAIN AT 47000 MILE-SAID COULD NOT EMERGENCY ORDER WANT TO DO IT FOR THE CUSTOMERPART # 8C3Z3504CRM-DIRECT LINE TO MICHELLE(210)477-8130

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 04546 JORDAN FORD, LTD. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 51000 MI Comm Type: PHONE
Analyst Name: HAYWARD (JHAYWA16),JAMES Analyst: JHAYWA16
Action Date: 10/28/2010 Action Time: 09.04.40.253 Action Data: No

Comments - CSM JAMES XT 7772 - CASE REVIEW - 5 VEHS - LTV SCORE - 94 - PER OASIS - USA 2009 NEW 84/200,000 DIESEL CARE PLUS W/ROADSIDE - NO FSAS - MULTIPLE SSMS AND TSBS - PER AWS - 2 GEARBOX REPAIRS - PER NHL - NO HOTLINE CONTACT

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
Dealer: 04546 JORDAN FORD, LTD. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 51000 MI Comm Type: PHONE
Analyst Name: HAYWARD (JHAYWA16),JAMES Analyst: JHAYWA16
Action Date: 10/28/2010 Action Time: 09.24.11.329 Action Data: Yes

Comments - CSM JAMES XT 7772 - OBC TO DLR - SPOKE TO JERRY - A AND L PHONE NUMBER 210-341-2200 - FULL SERVICE -210-590-4040 - PART NUMBER - 8C3Z3504CRM - OBC TO CUST AT #(210)669-5192 - SPOKE TO HERBERT - VERIFIED VEH INFORMATION - CUST IS GOING TO HAVE DEALER PLACE AFTERMARKET GEARBOX IN VEH FROM NAPPA AND THEN HAVE FORD PART PLACED IN VEH WHEN IT COMES IN - ADVISED CUST OF ROLE - ADVISED CUST I WILL F/U WITH HIM ON 11-01-2010 WITH MORE INFORMATION

Data Element Name	Data Value
-----	-----
DATE OF FOLLOW UP:	11-01-2010
TIME OF FOLLOW UP (HH:MM):	18:00

Action: PARTS ORDER STATUS - NATIONAL BACKORDER
 Dealer: 04546 JORDAN FORD, LTD. Origin Desc: DEALER
 Odometer: 51000 MI Comm Type: VISIT
 Analyst Name: MICHAEL DAVIS Analyst: M-DAV34
 Action Date: 10/28/2010 Action Time: 11.39.26.758 Action Data: No

Comments CUSTOMER HAS SUPPLIED ME WITH AN AFTERMARKET GEAR BOX THAT IS ON EMERGENCY BACKORDER. THIS IS A FLEET TRUCK SO I AM GOING TO INSTALL IT. HE WOULD LIKE FORD TO REFUND HIS MONEY FOR IT AND CANCEL THE BACKORDERED PART. HE CLAIMS HE TALKED TO FORD AND KNOWS THAT TRW IS THE ISSUE AND THERE IS OVER 1,000 ON BACKORDER CURRENTLY.

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
 Dealer: 04546 JORDAN FORD, LTD. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 51000 MI Comm Type: PHONE
 Analyst Name: HAYWARD (JHAYWA16).JAMES Analyst: JHAYWA16
 Action Date: 11/01/2010 Action Time: 15.37.42.448 Action Data: Yes

Comments - CSM JAMES XT 7772 - OBC TO CUST AT #(210)669-5192 - LM ON VM ADVISING HIM TO FAX OVER RECEIPT FOR PART - ADVISED HIM I WILL F/U ON 11-08-2010

Data Element Name	Data Value
-----	-----
DATE OF FOLLOW UP:	11-08-2010
TIME OF FOLLOW UP (HH:MM):	18:00

Action: PARTS ESCALATION - PART ARRIVAL
 Dealer: 04546 JORDAN FORD, LTD. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 51000 MI Comm Type: PHONE
 Analyst Name: HAYWARD (JHAYWA16).JAMES Analyst: JHAYWA16
 Action Date: 11/08/2010 Action Time: 09.39.09.555 Action Data: Yes

Comments - CSM JAMES XT 7772 - CUST OPTED OUT - CUST USING NAPPA PART ON VEH INSTALLED BY DLR

Data Element Name	Data Value
-----	-----
DATE OF PART ARRIVAL AT DEALERSHIP:	11-08-2010
FORD PART? (Y/N):	NO
AFTERMARKET PART? (Y/N):	YES
CUSTOMER OPTED OUT? (Y/N):	YES

Action: CCS FOLLOW UP W/CUSTOMER - DOC ADDITIONAL INFORMATION
 Dealer: 04546 JORDAN FORD, LTD. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 51000 MI Comm Type: PHONE
 Analyst Name: HAYWARD

(JHAYWA16),JAMES
Action Date: 11/08/2010

Analyst: JHAYWA16
Action Time:
12.48.17.657 Action Data: Yes

Comments CSM JAMES XT 7772 - TALKED TO COM MARTHA - SHE STATES WE CAN NOT REIMBURSE FOR AN AFTERMARKET PART - OBC TO CUST AT #(210)669-5192 - LM ON VM ADVISING I WILL F/U WITH HIM ON WEDNESDAY 11-10-2010

Data Element Name	Data Value
DATE OF FOLLOW UP:	11-10-2010
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CONCERN ADDRESSED

Dealer: 04546 JORDAN FORD, LTD.

Origin Desc: CUSTOMER CARE SOLUTIONS
TEAM

Odometer: 51000 MI
Analyst Name: HAYWARD
(JHAYWA16),JAMES

Comm Type: PHONE
Analyst: JHAYWA16

Action Date: 11/10/2010

Action Time:
14.30.22.491 Action Data: Yes

Comments - CSM JAMES XT 7772 - OBC TO CUST AT (210)669-5192 - SPOKE TO HERBERT - ADVISED CUST OF ANSWER BEING NO - CUST DID NOT LIKE ANSWER - CUST WILL TAKE THIS INTO CONSIDERATION NEXT TIME HE BUYS A TRUCK - CASE CLOSED

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	85
PARTS ESCALATION USED? (Y/N)	Y
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	N
ESP USED? (Y/N)	N
SCP USED? (Y/N)	N
X-PLAN USED? (Y/N)	N
CLP FINANCIAL ASSIST PROVIDED? (Y/N)	N
-ESTIMATED REPAIR COST(@WARR RATES) (\$)	
-CUSTOMER'S SHARE OF REPAIR COST (\$)	
-DEALER'S SHARE OF REPAIR COST-P18 (\$)	
-DEALER'S SHARE OF REPAIR COST-OTHER(\$)	
-FORDS'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	Y
NONE OF THE ABOVE (Y/N)	N

Ford Confidential



M. NICHOLAS NITA
DAVID N. BARRY
KAREN KEHL
DAYTON MAGALLANES
RONALD J. BOLZ
CHRISTOPHER M. LOVASZ
STEVEN S. TOTH

*Licensed in IL, IN, OH and WI only
**Licensed in MI and WI only

CONSUMER
LEGAL
SERVICES, P.C.

ATTORNEYS AND COUNSELORS

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E-MAIL: cls@LemonAuto.com

October 02, 2007

Cheri Leich
FCSD - Consumer Affairs
16800 Executive Plaza Drive
Suite 3N-333
Dearborn, MI 48126-4207
Mail Drop 3NE-B

7
DPT - 9
MID 245
CONSUMER AFFAIRS

Re: 2007 Ford F-250 (VIN# 1FTSW20P57E [REDACTED]

Dear Sir/Madam:

Please be advised that this law office, Consumer Legal Services, P.C., represents [REDACTED] regarding the purchase/lease of a 2007 Ford F-250. This firm will refrain from filing suit in an effort to resolve this matter prior to litigation. In order to assist you in evaluating this matter, please see attached copies of Mr. & Mrs. [REDACTED] repair orders.

Mr. and Mrs. [REDACTED] have submitted the 2007 Ford F-250 for vehicle defects on at least four (4) occasions, and/or at least two times for a safety defect, and/or it has been out of service for repair for 30 days or more. The limited written warranty provides that FORD MOTOR COMPANY or its authorized dealerships, will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that FORD MOTOR COMPANY's inability to repair this vehicle after four attempts, and/or its inability to repair this vehicle's safety defect after two attempts, and/or for the vehicle being out of service for repair for 30 days or more is a violation of both the Song-Beverly Warranty Act and the Consumer Legal Remedies Act. As such, Mr. and Mrs. [REDACTED] respectfully request that FORD MOTOR COMPANY **repurchase or replace the 2007 Ford F-250 and pay their attorney fees and costs.**

More specifically, please take notice that pursuant to California Civil Code §1782(a)(1) the above acts and omissions on your behalf violate California Civil Code §§1770(a)(2) Misrepresenting the source, sponsorship, approval, or certification of goods or services; (7) Representing that goods or services are of a particular standard, quality, or grade, or that goods are of a particular style or model, if they are of another; and (16) Representing that the subject of a transaction has been supplied in accordance with a previous representation when it has not.

October 02, 2007
FORD MOTOR COMPANY
Re: 2007 Ford F-250
Page 2

Therefore, pursuant to California Civil Code §1782(a)(2) my client demands that you correct, repair, replace, or otherwise rectify said violations of California Civil Code §1770 by repurchasing the vehicle.

Please be further advised that all communication regarding this matter must be directed to my office.

This offer and all of its contents are for settlement purposes only.

Thank you for your time and attention. I look forward to hearing from you.

Very Truly Yours,

CONSUMER LEGAL SERVICES, P.C.

A handwritten signature in black ink, appearing to read 'D. Barry', with a long horizontal flourish extending to the right.

David N. Barry, Esq.

DNB:jt
Enclosures

1 CONSUMER LEGAL SERVICES, P.C.
David N. Barry, Esq. (SBN 219230)
2 1950 Sawtelle Boulevard, Suite 245
Los Angeles, California 90025
3 Telephone: (310) 477-1474
Facsimile: (310) 477-0343

NOV 14 2007

John A. Clarke, Executive Officer/Clerk

Mary Garcia
BY MARY GARCIA, Deputy

4 Attorneys for Plaintiffs,
5 TIM ARNOLD WEIMER and
6 JANELLE LYNN WEIMER

8 SUPERIOR COURT OF THE STATE OF CALIFORNIA
9 FOR THE COUNTY OF LOS ANGELES

31360143

11 TIM ARNOLD WEIMER, an)
individual, and JANELLE LYNN)
12 WEIMER, an individual,)
13 Plaintiffs,)

CASE NO.:

Assigned for all purposes to:
The Honorable
Dept.:

16 v.

COMPLAINT FOR DAMAGES:

17)
18)
19)
20)
21 FORD MOTOR COMPANY, a Delaware)
Corporation; GALPIN MOTORS,)
22 INC., a California)
Corporation; and DOES 1)
23 through 20, inclusive,)
24 Defendants.)

1. Breach of Implied Warranty of Merchantability under the Song-Beverly Warranty Act.
2. Breach of Express Warranty under the Song-Beverly Warranty Act.
3. Breach of Express Warranty under the Magnuson-Moss Warranty Act.
4. Breach of Implied Warranty of Merchantability under the Magnuson-Moss Warranty Act.

JURY TRIAL DEMANDED.

1 PLAINTIFFS TIM ARNOLD WEIMER and JANELLE LYNN WEIMER hereby
2 allege and complain as follows:

3 GENERAL ALLEGATIONS COMMON TO ALL CAUSES OF ACTION

4 1. Plaintiffs are individuals, residing in the City of Simi
5 Valley, County of Ventura, in the State of California.

6 2. Defendant, FORD MOTOR COMPANY, (hereinafter referred to
7 as "Manufacturer"), is a corporation doing business in the County
8 of Los Angeles, State of California, and, at all times relevant
9 herein, was/is engaged in the manufacture, sale, distribution,
10 and/or importing of Ford motor vehicles and related equipment.

11 3. Defendant, GALPIN MOTORS, INC., (hereinafter referred to
12 as "Seller"), is a corporation doing business in the County of Los
13 Angeles, State of California, and, at all times relevant herein,
14 a Manufacturer-authorized agent engaged in the business of
15 selling/leasing and servicing and repairing Manufacturer's
16 vehicles.

17 4. The true names and capacities, whether individual,
18 corporate, associate, or otherwise, of the Defendants, Does 1
19 through 20, inclusive, are unknown to Plaintiffs who therefore sue
20 these Defendants by such fictitious names. Plaintiffs will seek
21 leave to amend this Complaint to set forth their true names and
22 capacities when they have ascertained them. Further, Plaintiffs
23 are informed and believe, and thereon allege, that each of the
24 Defendants designated herein as a "Doe" is responsible in some
25 manner for the events and happenings herein referred to and caused
26 injury and damage to Plaintiffs as herein alleged.

27 5. Plaintiffs are informed and believe, and thereon allege,
28 that at all times herein mentioned, Defendants, and each of them,

1 were the agents, servants, and/or employees of each of their Co-
2 Defendants. Plaintiffs are informed and believe, and thereon
3 allege, that in doing the things hereinafter alleged Defendants,
4 and each of them, were acting in the course and scope of their
5 employment as such agents, servants, and/or employees, and with
6 the permission, consent, knowledge, and/or ratification of their
7 Co-Defendants, principals, and/or employers.

8 6. Before February 6, 2007, defendants Manufacturer and Does
9 1 through 20 inclusive, manufactured and/or distributed into the
10 stream of commerce a new 2007 Ford F-250 SD, VIN 1FTSW20P57EA33380
11 (hereinafter referred to as the "Vehicle") for its eventual
12 sale/lease in the State of California.

13 7. On or about February 6, 2007, Plaintiffs purchased, for
14 personal, family, and/or household purposes, the subject Vehicle
15 from the Seller for a total consideration over the term of the
16 installment contract of \$61,366.08. Retail Installment Sale
17 Contract is in the possession of Defendants.

18 8. The subject Vehicle was/is a "new motor vehicle" under
19 the Song-Beverly Warranty Act.

20 9. Along with the purchase of the Vehicle, Plaintiffs
21 received written warranties and other express and implied
22 warranties including, but not limited to, warranties from
23 Manufacturer and Seller that the Vehicle and its components would
24 be free from all defects in material and workmanship; that the
25 Vehicle would pass without objection in the trade under the
26 contract description; that the Vehicle would be fit for the
27 ordinary purposes for which it was intended; that the Vehicle
28 would conform to the promises and affirmations of fact made; that

1 Defendants, and each of them, would perform any repairs,
2 alignments, adjustments, and/or replacements of any parts
3 necessary to ensure that the Vehicle was free from any defects in
4 material and workmanship; that Defendants, and each of them, would
5 maintain the utility of the Vehicle for three years or 36,000
6 miles and would conform the Vehicle to the applicable express
7 warranties. (A copy of the written warranty is in the possession
8 of the Defendants).

9 10. Plaintiffs have duly performed all the conditions on
10 Plaintiffs' part under the purchase agreement and under the
11 express and implied warranties given to plaintiff, except insofar
12 as the acts and/or omissions of the Defendants, and each of them,
13 as alleged herein, prevented and/or excused such performance.

14 11. Plaintiffs have delivered the Vehicle to the
15 Manufacturer's authorized service and repair facilities, agents
16 and/or dealers, including Seller, on at least five (5) separate
17 occasions resulting in the Vehicle being out of service by reason
18 of repair of nonconformities for over thirty-five (35) days.
19 Repair Orders/Invoices are in the possession of Defendants.

20 12. Plaintiffs have submitted the subject Vehicle for defects
21 and malfunctions, specifically for suspension concerns five times,
22 among other concerns.

23 13. Each time Plaintiffs delivered the nonconforming Vehicle
24 to a Manufacturer-authorized service and repair facility,
25 Plaintiffs notified Defendants, and each of them, of the defects,
26 malfunctions, misadjustments, and/or nonconformities existent with
27 the Vehicle and demanded that Manufacturer or its representatives
28 repair, adjust, and/or replace any necessary parts to conform the

1 Vehicle to the applicable warranties.

2 14. Each time Plaintiffs delivered the nonconforming Vehicle
3 to a Manufacturer-authorized service and repair facility,
4 Defendants, and each of them, represented to Plaintiffs that they
5 could and would conform the Vehicle to the applicable warranties,
6 that in fact they did conform the Vehicle to said warranties, and
7 that all the defects, malfunctions, misadjustments, and/or
8 nonconformities have been repaired; however, Manufacturer or its
9 representatives failed to conform the Vehicle to the applicable
10 warranties because said defects, malfunctions, misadjustments,
11 and/or nonconformities continue to exist even after a reasonable
12 number of attempts to repair was given.

13 15. The amount in controversy exceeds TWENTY FIVE THOUSAND
14 DOLLARS (\$25,000.00), exclusive of interest and costs, for which
15 Plaintiffs seek judgment against Defendants, together with
16 equitable relief. In addition, Plaintiffs seek damages from
17 Defendants, and each of them, for incidental, consequential,
18 exemplary, and actual damages including interest, costs, and
19 actual attorneys' fees.

20

21

FIRST CAUSE OF ACTION

22 (Breach of Implied Warranty of Merchantability under Song-Beverly
23 Warranty Act against all Defendants)

24

25

26

16. Plaintiffs reallege each and every paragraph (1-15) and
incorporate them by this reference as though fully set forth
herein.

27

28

17. The distribution and sale of the Vehicle was accompanied
by the Manufacturer and Seller's implied warranty that the Vehicle

1 was merchantable.

2 18. Furthermore, Defendants, and each of them, impliedly
3 warranted, *inter alia*, that the Vehicle would pass without
4 objection in the trade under the contract description; that the
5 Vehicle was fit for the ordinary purposes for which it was
6 intended; that the Vehicle was adequately assembled; and/or that
7 the Vehicle conformed to the promises or affirmations of fact made
8 to Plaintiffs.

9 19. As evidenced by the defects, malfunctions,
10 misadjustments, and/or nonconformities alleged herein, the Vehicle
11 was not merchantable because it did not have the quality that a
12 buyer would reasonably expect, because it could not pass without
13 objection in the trade under the contract description; because it
14 was not fit for the ordinary purposes for which it was intended;
15 because it was not adequately assembled; and/or because it did not
16 or could not be conformed to the promises or affirmations of fact
17 made to Plaintiffs.

18 20. Upon discovery of the Vehicles's nonconformities,
19 Plaintiffs took reasonable steps to notify Defendants, and each of
20 them, within a reasonable time that the Vehicle did not have the
21 quality that a buyer would reasonably expect and, further,
22 justifiably revoked acceptance of the nonconforming Vehicle.

23 21. On or about October 2, 2007, Plaintiffs notified the
24 Manufacturer and Seller of their breach and justifiably revoked
25 acceptance of the nonconforming Vehicle under the Commercial Code
26 sections 2607 and 2608. Plaintiffs further demanded that the
27 Manufacturer cancel the sale, take back the nonconforming Vehicle,
28 refund all the money expended, pay the difference between the

1 value of the Vehicle as accepted and the value the Vehicle would
2 have had if it had been as warranted, and/or pay damages under the
3 Commercial Code sections 2711, 2714, and 2715. Defendants, and
4 each of them, have, however, refused to comply. Notification
5 Letter is in the possession of Defendants.

6 22. On or about October 2, 2007, Plaintiffs also made a
7 demand upon Manufacturer and Seller for replacement or
8 restitution, pursuant to Song-Beverly. Defendants, and each of
9 them, knew of their obligations under Song-Beverly; however,
10 despite Plaintiffs' demand, Defendants and each of them, have
11 intentionally failed and refused to make restitution or
12 replacement pursuant to Song-Beverly.

13 23. As a result of the acts and/or omissions of the
14 Defendants, and each of them, Plaintiffs have sustained damage in
15 the amount actually paid or payable under the contract, plus
16 prejudgement interest thereon at the legal rate. Plaintiffs will
17 seek leave to amend this Complaint to set forth the exact amount
18 thereof when that amount is ascertained.

19 24. As a further result of the actions of Defendants, and
20 each of them, Plaintiffs have sustained incidental and
21 consequential damages in an amount yet to be determined, plus
22 interest thereon at the legal rate. Plaintiffs will seek leave to
23 amend this Complaint to set forth the exact amount of incidental
24 damages when that amount is ascertained.

25 25. As a further result of the actions of Defendants, and
26 each of them, Plaintiffs have sustained damages equal to the
27 difference between the value of the Vehicle as accepted and the
28 value the Vehicle would have had if it had been as warranted.

1 32. Defendants, and each of them, failed to perform the
2 necessary repairs and/or service in good and workmanlike manner.
3 The actions taken by Defendants, and each of them, were
4 insufficient to make the Subject Vehicle conform to the express
5 warranties and/or proper operational characteristics of like
6 Vehicles, all in violation of Defendants' obligations under Song-
7 Beverly.

8 33. On or about October 2, 2007, Plaintiffs made a demand
9 upon Manufacturer and Seller for replacement or restitution,
10 pursuant to Song-Beverly. Defendants, and each of them, knowing
11 their obligations under Song-Beverly, and despite Plaintiffs'
12 demand, failed and refused to make restitution or replacement
13 according to the mandates of Song-Beverly. The failure of
14 Defendants, and each of them, to refund the price paid and payable
15 or to replace the Vehicle was intentional and justifies an award
16 of a Civil Penalty in an amount not to exceed two times Plaintiff'
17 actual damages.

18 34. As a result of the acts and/or omissions of Defendants,
19 and each of them, and pursuant to the provisions of the Song-
20 Beverly, Plaintiffs are entitled to replacement of the Vehicle or
21 restitution of the amount actually paid or payable under the
22 contract, at Plaintiffs' election, plus prejudgment interest
23 thereon at the legal rate. Plaintiffs will seek leave of Court to
24 amend this Complaint to set forth the exact amount of restitution
25 and interest, upon election, when that amount has been
26 ascertained.

27 35. Additionally, as a result of the acts and/or omissions
28 of Defendants, and each of them, and pursuant to Song-Beverly,

1 Plaintiffs have sustained and are entitled to consequential and
2 incidental damages in amounts yet to be determined, plus interest
3 thereon at the legal rate. Plaintiffs will seek leave of the court
4 to amend this complaint to set forth the exact amount of
5 consequential and/or incidental damages, when those amounts have
6 been ascertained.

7 36. As a direct result of the acts and/or omissions of
8 Defendants, and each of them, and in pursuing Plaintiffs' claim,
9 it was necessary for Plaintiffs to retain legal counsel. Pursuant
10 to Song-Beverly, Plaintiffs, in addition to other remedies, are
11 entitled to the recovery of their attorneys' fees based upon
12 actual time expended and reasonably incurred, in connection with
13 the commencement and prosecution of this action.

14
15 THIRD CAUSE OF ACTION

16 (Breach of Written Warranty under Magnuson-Moss Warranty Act
17 against all Defendants)

18 37. Plaintiffs reallege each and every paragraph (1-36) and
19 incorporate them by this reference as though fully set forth
20 herein.

21 38. Plaintiffs are "Consumers" as defined in the Magnuson-
22 Moss Warranty Act (hereinafter referred to as the "Warranty Act")
23 15 USC 2301(3).

24 39. The Seller is a "Supplier" and "Warrantor" as defined by
25 the Warranty Act, 15 USC 2301(4), (5).

26 40. The Manufacturer is a "Supplier" and "Warrantor" as
27 defined by the Warranty Act, 15 USC 2301(4), (5).

28 41. The Vehicle is a "Consumer Product" as defined in the

1 Warranty Act, 15 USC 2301(1).

2 42. The Vehicle was manufactured, sold, and leased
3 /purchased after July 4, 1975.

4 43. The express warranty given by the Manufacturer
5 pertaining to the Vehicle is a "Written Warranty" as defined in
6 the Warranty Act, 15 USC 2301(6).

7 44. The Seller is an authorized dealership/agent of the
8 manufacturer designated to perform repairs on Vehicles under
9 Manufacturer's warranties.

10 45. The above-described actions (failure to repair and/or
11 properly repair the above-mentioned defects, etc.), including
12 failure to honor the written warranty, constitute a breach of the
13 written warranty by the Manufacturer and Seller actionable under
14 the Warranty Act, 15 USC 2310(d)(1), (2).

15 46. As a direct result of the Manufacturer and/or Seller's
16 acts and/or omissions, Plaintiffs have suffered damages as set
17 forth herein. Therefore, Plaintiffs are entitled to a judgment and
18 the following relief against all Defendants: (1) A declaration
19 that acceptance has been properly revoked by Plaintiffs and for
20 damages incurred in revoking acceptance; (2) A refund of the
21 purchase price paid by Plaintiffs for the Vehicle; (3)
22 Cancellation of Plaintiffs' retail installment contract and
23 payment in full of the balance of same; (4) Consequential,
24 incidental, and actual damages to be proved at trial; (5) Costs
25 and expenses including actual attorneys' fees reasonably incurred;
26 (6) Prejudgment interest at the legal rate; and (7) Such other
27 relief the Court deems appropriate.

28

1 FOURTH CAUSE OF ACTION

2 (Breach of Implied Warranty under Magnuson-Moss Warranty Act
3 against all Defendants)

4 47. Plaintiffs reallege each and every paragraph (1-46) and
5 incorporate them by this reference as though fully set forth
6 herein.

7 48. The above-described actions on the part of the Seller
8 constitute a breach of the implied warranties of merchantability
9 actionable under the Warranty Act, 15 USC 2301(7), 2303,
10 2310(d)(1), (2).

11 49. As a direct result of the Seller's acts and/or
12 omissions, Plaintiffs have suffered damages as set forth herein.
13 Therefore, Plaintiffs are entitled to judgment against all
14 Defendants declaring acceptance has been properly revoked by
15 Plaintiffs and for damages incurred in revoking acceptance, for a
16 refund of the purchase price paid by Plaintiffs for the Vehicle,
17 for cancellation of Plaintiffs' retail installment contract and
18 for payment in full by Defendants and all of them on the balance
19 of the installment contract, for consequential, incidental, and
20 actual damages, for costs, prejudgment interest at the legal rate,
21 for actual attorneys' fees reasonably incurred, and such other
22 relief the Court deems appropriate.

23 **WHEREFORE**, Plaintiffs pray for judgment against all
24 Defendants, and each of them, as follows:


- 25 A. For replacement or restitution, at Plaintiffs' election,
26 according to proof;
- 27 B. For incidental damages, according to proof;
- 28 C. For consequential damages, according to proof;

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- D. For a civil penalty as provided in Song-Beverly, in an amount not to exceed two times the amount of Plaintiffs' actual damages;
- E. For actual attorney's fees, reasonably incurred;
- F. For costs of suit and expenses, according to proof;
- G. For the difference between the value of the Vehicle as accepted and the value the Vehicle would have had if it had been as warranted;
- H. For remedies provided in Chapters 6 and 7 of Division 2 of the Commercial Code;
- I. For pre-judgment interest at the legal rate;
- J. Such other relief the Court deems appropriate.

Date: 11/09/2007

Respectfully submitted,
CONSUMER LEGAL SERVICES, P.C.

By: 

David N. Barry, Esq.
Attorney for Plaintiffs,
TIM ARNOLD WEIMER and
JANELLE LYNN WEIMER

CQIS Report Number: 7DCDF012 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 04/03/2007

REPORT SUMMARY

VEHICLE: 2007 F250 4X2, CRW CAB, PICKUP VIN : 1FTSW20P57E
Engine : 6.0L DIESEL DI V8 Odometer: 1,790 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 03 1 56 CHASSIS STEERING/HANDLING
FUNCTION WANDER
Additional Symptom: WONDER AT FREE WAY SPEEDS.
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: NO Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE-- COMMENT TEXT
REPAIR WEB FORM DATA: DESCRIPTION OF VEHICLE CONCERN: VEHICLE
WANDER DIAGNOSTICS ALREADY COMPLETED: RETORQUE SUSPENSION ROAD
TEST PARTS REPLACED: REPLACE STEERING GEAR TECHNICIAN QUESTION:
KNOWN CONCERNS 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: FORM QUESTION: WAS THE PINPOINT
TEST FOLLOWED? ANSWER: CALL DATA: CUSTOMER CONCERN IS WONDERING
AT FREE WAY SPEEDS. TECHNICIAN HAS VERIFIED CONCERN AND HAS TRIED
RETORQUING SUSPENSION COMPONENTS AND CHANGING OUT THE STEERING GEAR.
THE CONCERN IS BETTER BUT CUSTOMER STILL FEELS IT IS A CONCERN.
CUSTOMER STATES IT IS WORSE WHEN PULLING HIS TRAILER.
RECOMM 04/03/2007 06:37PM NJAHN
WITH THE INFORMATION PROVIDED I WOULD RECOMMEND, COMPARING IT TO A
LIKE UNIT. IF NO THE SAME TRY A KNOWN GOOD SET OF TIRES OFF ANOTHER
LIKE TRUCK.
REPAIR 04/18/2007 12:57PM BRIAN MENTGEN MSS - FCSD - TECH SVC HOTLINE
THE VEHICLE WAS AT ANOTHER DEALER AND AN FSE WAS HELPING WORKING ON
IT. THE VEHICLE WILL FISH TAIL WHEN MAKING A TURN OR CHANGING LANES.
THIS HAPPENS UNLOADED BUT IT IS WORSE WHEN LOADED. THEY INSTALLED NEW
MICHELIN'S AND I BELIEVE THE ALIGNMENT WAS ALSO INSPECTED. THEN THIS
WAS COMPARED TO OTHER LIKE UNITS AND THE FSE DEEMED THIS VEHICLE TO BE
NORMAL. THE CUSTOMER CAME TO OUR DEALER AND DROVE 2 OF OUT LIKE UNITS
WHICH DID NOT DO THIS, SO NOW HE HAS BROUGHT HIS HERE FOR THE REPAIRS
BUT THE OTHER VEHICLES SOLD SO I HAVE NOTHING TO COMPARE THIS TOO.
RECOMM 04/18/2007 12:57PM BRIAN MENTGEN MSS - FCSD - TECH SVC HOTLINE
ROB PLEASE CHECK THE ALIGNMENT AND, MATCH THE TIRE PRESSURE TO THE
LABEL ON THE DOOR. IF THIS PROVES FOLLOW THE CHART FROM 07-05-07 THE
RE-TORQUE THE FRONT END. PLEASE LOOSEN THE FASTENERS FIRST. DO THE
SAME FOR THE REAR OF THE VEHICLE AS-WELL. GRAB THE SAI NUMBER AND THIS
SHOULD BE .25 OR LESS. OR YOU COULD EVEN PARK THE VEHICLE ON A HILL
AND HIT THE E-BRAKE. NOW MEASURE THE WHEEL BASE SIDE TO SIDE. TURN THE
VEHICLE AROUND ON THE HILL AND DO THE SAME. THE SIDE TO SIDE NUMBERS
SHOULD BE THE SAME, IF NOT THE REAR AXLE IS SHIFTING. ALSO CHECK THE
LOWER BALL JOINT ON THE FRONT END, IF ITS LOOSE REPLACE IT. CONSULTED

CQIS Report Number: 7DCDF012 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 04/03/2007

COMMENTS

--TYPE-- COMMENT TEXT
SME DAVID KNAPP.
SME DAVID KNAPP.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

KOEO:
KOEC:
KOER:
CB:

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 06/10/2006 Warranty Start Date: 02/06/2007
Date of Sale: 02/06/2007 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 980 LBS
LH/RH Drive:

ENGINE

Engine: 6.0L DIESEL DI V8 Tag: 6G 042 DC
Bld Dt: Calb: 6F710H0 A Serial #: 706066831832

TRANSMISSION

Trans: 5R110W 5SP-A HI/TORQ Part #:
Bld Dt: Serial #:
Model:

Shft:

ADDITIONAL

Tire : LT265/70/R17E A/S BSW Brand :
Radio : AM/FM STRO/CD CHANGER/CLK A/C : MANUAL AIR CONDITIONER
Paint : YELLOW EXT PAINT FAMILY B ARIZONA BEIGE

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : GREG GUTZMAN Title: SHOP FOREMAN
Phone : - 818 - 7563463
GREG GUTZMAN PHONE: (818) 756 - 3463
Rpr Dlr:USA 07022 - Simi Valley Ford Ph#:(805) 583-0333
City: Simi Valley State : California

CQIS Report Number: 7DCDF012 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 04/03/2007

Country: United States Region : Los Angeles

Claim #/Date : 921592

Specialist's Name : NJAHN -????????????????????

----- C Q I S V I N H I S T O R Y -----

Table with columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part Description, Dealer Id. Rows include 04/16/2007 7DPAB455 CACVOC CHASS. and 10/08/2007 7JHAB423 CACSFE CHASS.

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY ---
SURVEY HAS BEEN RECEIVED

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Nr, Caus Cond, Service Pfx, Part Base, Number Sfx, Labor Operation. Rows include repairs from USA 05536 and USA 07022.

CQIS Report Number: 7JHAB423 Program Type: C3
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00005337730M
Report Date: 10/08/2007

----- R E P O R T S U M M A R Y -----

VEHICLE: 2007 F250 4X2,CRW CAB,PICKUP VIN : 1FTSW20P57E
Engine : 6.0L DIESEL DI V8 Odometer: 7,632 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 03 1 56 CHASSIS STEERING/HANDLING
FUNCTION WANDER

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
OWNREL ***** **ATTORNEY DEMAND***** **DATE
STAMP:10-08-07; ATTORNEY ALLEGES CLIENT CONCERN AS VEHICLE IS
DEFECTIVE.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.
OWNREL FAX ACK
OWNREL GCQIS/ZM/SM
OWNREL LPA REVIEWED VEHICLE DOCUMENTS SUBMITTED BY ATTORNEY/CUSTOMER.
OWNREL BASED ON REVIEW OF INFORMATION, DENIED. LPA FAXING DENIAL LETTER TO
ATTORNEY.
OWNREL SEE FIELD COMMENTS.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
KOEO:
KOEC:
KOER:
CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 06/10/2006 Warranty Start Date: 02/06/2007
Date of Sale: 02/06/2007 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 980 LBS
LH/RH Drive:

CQIS Report Number: 7JHAB423 Program Type: C3
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00005337730M
Report Date: 10/08/2007

Engine: 6.0L DIESEL DI V8 Tag: 6G 042 DC
Bld Dt: Calb: 6F710H0 A Serial #: 706066831832
- - - T R A N S M I S S I O N - - -
Trans: 5R110W 5SP-A HI/TORQ Part #:
Bld Dt: Serial #:
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : LT265/70/R17E A/S BSW Brand :
Radio : AM/FM STRO/CD CHANGER/CLK A/C : MANUAL AIR CONDITIONER
Paint : YELLOW EXT PAINT FAMILY B ----- ARIZONA BEIGE

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Rpr Dlr:USA 05536 - Galpin Ford Ph#:(818) 893-9494
City: North Hills State : California
Country: United States Region : Los Angeles

Customer name : TIM WEIMER City :

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal	Part Description	Dealer Id
04/03/2007	7DCDF012	NHL	CHASS.			USA 07022
04/16/2007	7DPAB455	CACVOC	CHASS.			USA 05536

--- S U P P L E M E N T A L S U R V E Y: MORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 05536	08/20/07	945148	6447	1	82	3C3	6731	AA	MB7
USA 05536	08/20/07	945148	6447	1	82	X	15W40	QSD	MULTI
USA 05536	08/20/07	945148	6447	1	82		MAINT		
USA 07022	09/24/07	062316	7632	1	82		NPF		NPF

CQIS Report Number: 7DPAB455 Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00005264253M
Report Date: 04/16/2007

----- R E P O R T S U M M A R Y -----

VEHICLE: 2007 F250 4X2, CRW CAB, PICKUP VIN : 1FTSW20P57E
Engine : 6.0L DIESEL DI V8 Odometer: 1,800 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 03 2 93 CHASSIS STEERING/HANDLING
PULL/DRIFT LEFT AND RIGHT

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
AUDIT ODOMETER 0001800 M CHANGED TO 0000001 M BY ORCAC
AUDIT 04/19/2007 08:30PM
ODOMETER 0000001 M CHANGED TO 0001800 M BY ORCAC
OWNREL CUSTOMER SAID: - CUST IS SEEKING FOR VEH TO BE REPAIRED, REPLACED OR HIS MONEY BACK- VEH PURCHASED THREE MONTHS AGO-HAS BEEN AT THE DLR FOR THE LAST THREE WEEKS OFF AND ON -TRYING TO FOLLOW THE PROCESS AND IS NOT SURE WHAT THE NEXT STEP IS- WHEN DRIVING AT APPROX 65 MPH - THE VEH WITHOUT A TRAILER - A SLIGHT MOVE WITH THE STEERING WHEEL- IE. CHANGING LANES CAUSES THE BACK END TO SWAY BACK AND FORTH AND CUST HAS TO CORRECT VEH -WHEN TRAILER IS ATTACHED GOING APPROX 35- 45 MPH- TRAILER SWAYS BACK AND FORTH -HAVE TO TRY AND KEEP THE TRAILER STRAIGHT UNSAFE - ANY TYPE OF MOVEMENT WITH THE STEERING WHEEL CUST IS GOING ON VACATION NEXT WEEK WHICH IS PART OF THE REASON WHY HE PURCHASED VEH -DLR IS GOING TO BRING IN A DISTRICT ENGINEER TODAY BETWEEN 10-11 AM CST -DLR HAS REPLACED BOTH THE STEERING GEAR BOXES AND PUT A SWAY CONTROL BAR IN THE REAR OF VEH LAST WEEK -VEH DOES NOT COME WITH A REAR SWAY BAR- WHEN SWAY BAR DID NOT WORK- SVC DIRECTOR SCHEDULED FOR AN ENGINEER TO COME OUT AND TAKE A LOOK AT VEH -VEH CURRENTLY AT THE DLR SHP -HAS BEEN SPEAKING WITH S/M AND SVC
WRITER/DEALER SAID: - SCHEDULED FOR ENGINEER TO COME OUT AND LOOK AT VEH GALPIN FORD 15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343 TEL: (818) 787-3800 SVC WRITER- ROBERT YOUNG CRC ADVISED: THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN. THE DEALERSHIP IS USING FORD TECHNICAL RESOURCES TO ASSIST IN REPAIRING YOUR VEHICLE. PLEASE STAY IN CONTACT WITH YOUR DEALERSHIP.- CUST ADVISED OF THE ABOVE --OBC TO DLR SHP - TO VERIFY REPAIR HISTORY, FSE APPT TO LOOK AT VEH TODAY AND POSSIBLE NO REPAIR AVAILABLE ISSUE - S/M DIRECTOR NOT AVAILABLE -- ROBERT YOUNG -SVC WRITER- NOT AVAILABLE ---AS PER REQUEST FROM ERIC FOLTZ-- S/M- VIA OPERATOR- REQUESTED FOR CCR TO LEAVE MESSAGE AND HE WILL CONTACT CCR BACK- NOT AVAILABLE FOLLOW UP SCHEDULED WITH CUSTOMER ON 4-17-07 AT 11:30 AM EST CCR HAS ADDITIONAL RESOURCES THAT NEED TO BE UTILIZED REGARDING VEH REPAIR REQUEST -OUR GOAL IS TO REPAIR THE VEH TO THE CUSTOMER'S SATISFACTION UNDER THE NVLW

CQIS Report Number: 7DPAB455 Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00005264253M
Report Date: 04/16/2007

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

OWNREL CUSTOMER SAID: - CUST IS SEEKING FOR VEH TO BE REPAIRED, REPLACED OR

OWNREL CUSTOMER SAID: - CUST IS SEEKING FOR VEH TO BE REPAIRED, REPLACED OR HIS MONEY BACK- ENGINEER SCHEDULED TO COME OUT AND LOOK AT VEHDEALER SAID: NONEGALPIN FORD 15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343TEL:(818) 787-3800SVC WRITER- ROBERT YOUNGCRC ADVISED: OBC TO DLR- SVC MGR/ DIRECTOR ERIC FOLTZ- NOT AVAILABLE - MEETING -CCR SPOKE WITH SVC WRITER ROBERT YOUNG- CUST, FORD REP AND THE HEAD OF CUSTOMER RELATIONS CAME OUT -DO NOT KNOW WHAT THE FINDINGS WERE - CCR NEEDS TO SPEAK WITH SVC MGR-CCR LEFT MESSAGE VIA VOICEMAIL

OWNREL CUSTOMER SAID: ** OBC TO CUSTOMER ** -REP DROVE VEH AND FELT THE CONCERN -DROVE ANOTHER VEH AT THE DLRSHP THAT DID THE SAME THING ONCR THAT HAPPENED THE REP STATED THAT THERE IS NOTHING THAT THEY CAN DO TO REPAIR THE VEH -IT IS OPERATING WITH NORMAL SPECS- NORMAL CHARACTERISTIC OF THE VEH -CUST FRUSTRATED -WOULD AGREE WITH THE REP BRYAN EXCEPT THAT HE DROVE TWO OTHER VEH'S' AT A DIFFERENT DLRSHP THAT DID NOT HAVE THE CONCERN PRESENT -ALSO SPOKE WITH CUST RELATIONS MGR AT GALPIN FORD WHO ADVISED CUST THAT THEY HAVE TO SUPPORT THE FSE'S FINDINGS AND DECISION WILL TRY TO CONTACT ANOTHER FORD DLR AND GET A SECOND OPINIONDEALER SAID: AS PER FSE - VEH PERATING WITH NORMAL SPECSGALPIN FORD 15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343TEL:(818) 787-3800CRC ADVISED: -CUST ADVISED THAT CCR DOES ALSO HAVE TO SUPPORT THE DECISION RENDERED BY THE FSE-THE FSE IS THE HIGHEST POINT OF CONTACT TO TAKE A LOOK AT VEH FOR CONCERNS AND RENDERS A DECISION REGARDING ISSUE -CRC IS THE FIRST POINT OF CONTACT IN WHICH THE ISSUE IS ESCALATED AS NEEDED TO THE APPROPRIATE PARTIES TO HAVE AN FSE LOOK AT VEH AND MAKE A DECISION.CRC WILL CONTACT DLR TO OBTAIN FINDINGS

OWNREL CUSTOMER SAID: - NOTE TO NEXT CCR// TL-PATH NOT TAKEN YET DUE TO CCR WAITING TO SPEAK WITH SM/ DIRECTOR TO DETERMINE CORRECT PATH-POSSIBLY VEH OPERATING WITH NORMAL SPECS AS ADVISED OF THE FINDING BY THE CUSTOMER - VERIFICATION NEEDED WITH APPROPRIATE DLR PARTY-CUST ADVISED BY CCR AS PER FOLLOW UP THAT A SECOND FOLLOW UP WILL NOT BE SCHEDULED AND THE RESOLUTION PROVIDED BY THE FSE WAS THE FINAL RESOLUTIONDEALER SAID: NONECRC ADVISED: PATH HAS YET TO BE DETERMINED - WAITING TO SPEAK WITH S/M / DIRECTOR

OWNREL CUSTOMER SAID: -OBC TO DLR TO SPEAK WITH SVC DIRECTOR ERIC FOLTZ- AS PER OPERATOR - HE IS NOT AVAILABLE AT THIS TIME AND HAS NOT ANSWERED PAGE -CCR LEFT ANOTHER V/M MESSAGE FOR HIM TO CONTACT CCR BACKDEALER SAID: NONEGALPIN FORD 15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343TEL:(818) 787-3800-ERIC FOLTZ-- SVC DIRECTORCRC ADVISED: CCR LEFT V/M MESSAGE FOR SVC DIRECTOR TO CONTACT

OWNREL CLOSING CASE- CUST ADVISED THE CRC SUPPORTS FSE DECISION WHICH IS THE VEHICLE IS OPERATING WITHIN NORMAL SPECS

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	8D Number:
Prior Repair Attempts:		Repair Prior to Call: NO

CQIS Report Number: 7DPAB455 Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00005264253M
Report Date: 04/16/2007

USA 05536	08/20/07	945148	6447	1	82	3C3	6731	AA	MB7
USA 05536	08/20/07	945148	6447	1	82	X	15W40	QSD	MULTI
USA 05536	08/20/07	945148	6447	1	82		MAINT		
USA 07022	09/24/07	062316	7632	1	82		NPF		NPF

Repair Order History Detail Report

VIN: 1FTSW20P57E [REDACTED]

Description: 2007 Ford, F-250 SD Crew Cab SRW 4X2

Customer Name: Galpin Get Ready,

213861 1 06/29/06 06/29/06 4 Martin, Asuncion INT

Request: PDI 1.2

Cause: N/A

Correction: Complete Pre-Delivery Inspection 1.2

2

Request: INSTALL BEDLINER FROM 088148 & ADD TO 070293

Cause: N/A

Correction: DONE BY GETREADY

Martin, Asuncion INT

Customer Name: [REDACTED]

223665 1 02/07/07 02/07/07 62 Chavez, Crisanto INT

Request: PERFORM PRE DEL RECHECK

Cause: RECHECK FOR PRE DEL

Correction: PERFORMED PRE DEL RECHECK

912588 1 02/08/07 02/09/07 100 Henney, David INT

Request: IOU INSTALL CHROME STEPS

Cause: CC

Correction: INSTALLED BY BEST TRIM

920904 1 03/28/07 04/02/07 1620 Young, Robert WAR

Request: CSO CK COMPLETE FRONT SUSPENSION AND STEERING C/S THAT WHEN DRIVING ON THE
FREEWAY BETWEEN 60-65 MPH THE STEERING WANDERS

Cause: CCFB

Correction: REPLACED STEERING GEAR, CHECKED FRONT ALIGNMENT, RESET TOE-IN

2

Request: Rental Issued

Cause:

Correction: Rental Agreement #:F0176783/27.50/3.28.07

Young, Robert ESA

Repair Order History Detail Report

VIN : 1FTSW20P571 [REDACTED] Description : 2007 Ford, F-250 SD Crew Cab SRW 4X2

Customer Name: [REDACTED]

921592	1	04/02/07	04/04/07	1770	Young, Robert	WAR
		Request: C50 CK ENTIRE SUSPENSION AND STEERING C/S THAT THE VEHICLE WANDER WHILE DRIVING ON THE FREEWAY AT SPEEDS OF 60-65 MPH				
		Cause: CC				
		Correction: SEE RO #921896				

	2				Young, Robert	WAR
		Request: T/N				
		Cause: TN				
		Correction: TECH NOTES				

	3				Young, Robert	WAR
		Request: C50 CK FRONT SUSPENSION C/S THAT INTYERMITT WHEN DRIVING OVER BUMPS AT 20 MPH OR SO THERE IS A CLACKING NOISE HEARD ON THE LEFT FRONT				
		Cause: CC				
		Correction: RETORQUE FRONT SUSPENSION				

	4				Young, Robert	ESA
		Request: Rental Issued				
		Cause: ..				
		Correction: Rental Agreement #:F0176842/27.50/4.02.07				

921826	1	04/03/07	04/09/07	1770	Young, Robert	ESA
		Request: H21 MOUNT AND BALANCE 5 NEW MICHELIN TIRES DUE TO EXCESSIVE ROAD FORCE AND WANDERING ***** USE MICHELIN TIRES ***** SIZE LT-265-70 R17 ***** PART #9004-83116				
		Cause: CCAY25				
		Correction: NVH DIAG, REPLACED & BALANCED ALL 5 TIRES				

922280	1	04/05/07	04/23/07	1815	Young, Robert	WAR
		Request: C50 CK REAR SUSPENSION C/S THAT IT SWAYS OR WANDERS WHEN DRIVING AT FREEWAYS SPEEDS OF 60-65 MPH				
		Cause: CC				
		Correction: ROAD TESTED WITH BRIAN JENKINS, D.S.E., NO PROBLEM FOUND				

Repair Order History Detail Report

VIN: 1FTSW20P57[REDACTED] Description: 2007 Ford, F-250 SD Crew Cab SRW 4X2

Customer Name [REDACTED]

922280	2	04/05/07	04/23/07	1815	Young, Robert	WAR
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Request: Rental Issued
Cause:
Correction: Rental Agreement : F0177088/27.50/4.16.07

SIM VALLEY
 2140 HRSI ST
 SIM VALLEY, CA 95666
 (916) 583-1333 • (518) 867-9091

BAR #: AF216702
 EPA #: CAD057554542
 SMOG LIC #: RF219732

Certified

ESTIMATE NO: 10000000000000000000
 WASTE ST: \$

ESTIMATE SIGNATURE FOR PROPOSAL: _____

THE ESTIMATE ABOVE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER THE WORK ORDER HAS BEEN GRANTED. ESTIMATE DOES NOT INCLUDE SALES TAX, AFTER HOURS, EXTENDED WARRANTY OR WILL BE APPLICABLE AS PER THE SERVICE AGREEMENT.

DATE: 01/15/2014 11:17:30 AM

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	

INSTRUCTIONS ON WORK TO BE DONE:

**** PAY TYPE: W**

CUSTOMER STATES: VEHICLE HAS A LOT OF SWAY WHEN TOWING TRAILER. TEST DROVE WITH TECH RATEL - OK AND ADV.

TERMINAL ESTIMATE: _____ DATE: _____

DATE: _____

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

RM* AFTER PART # MEANS THAT PART IS REMANUFACTURED.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED AUTO MECHANIC TO PERFORM ANY REESED REPAIRS OR ADJUSTMENTS THAT THE MOTOR VEHICLE TEST INDICATES ARE NEEDED.

NOTICE TO CUSTOMERS:
 WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE ADDITIONAL CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

NOTICE: REMOVE ALL PERSONAL PROPERTY FROM YOUR VEHICLE. WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO YOUR PERSONAL ARTICLES OR VEHICLE.

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE. WE RESERVE THE RIGHT TO REQUEST CASH ONLY.

****RO 62316** *TAG 3357* LIC: CA NEW SVC ADV: 200 REBECCA ANN ISPAS**
 [REDACTED] 07 VIN: 1FTFM0P7E [REDACTED]
 YORK 300L SE
 LMD CREW CAB
 LICENSE: CA NEW SVC DLS: 07/11
 2009
 IN-SVC: 020607 PR: 0000100
 ODOMETER: LAST: 2094 CURRENT: 7834
 AVG PER DAY: 17.85 PER MONTH: 510
 DIST TRAV: 100

EXTENDED SVC PLAN: TYPE: 714 NUMBER: 2006 NEW 72
 IN FORCE: Y MILEAGE: 21500 EXPIRES: 02/01/15
 09/14/14 16:53

****REWORKED DATE: 09/25/14 TIME: 11:17:30 AM****

***TAG 3357* **RO 62316** SVC ADV: 100 VIN: 1FTFM0P7E A33380**

RO	DATE	DESCRIPTION	PARTS	QTY	UNIT PRICE	TOTAL PRICE
054431	01/15/14	2009 494		01	15.12	15.12
		TECH HRS OF CODE	DESC			
		198	PROVT ROAD TESTED WITH TECH			

MANUFACTURER RECALL CAMPAIGNS APPLICABLE TO YOUR VEHICLE

Received: 04/03/2007

Caller Information - 7DCDF012

Caller Name (Last, First): HEWITT, ROBERT **Title:** SHOP FOREMAN
Email: MOTOROB77@YAHOO.COM **Pref. Language:** ENGLISH
Caller Type: CALL BACK
Dealer (Geo/Mkt, Sub, P&A): USA,,07022 Simi Valley Ford
Dealer Phone: (805) 583-0333
FIN Code: **FIN Name:**
Address: **Phone:**
City : **State:**
Zip: **P.O. Box :**

OASIS Information - 7DCDF012
OASIS WAS CONTACTED IN THE LAST 5 DAYS

Vehicle Information - 7DCDF012

VIN : 1FTSW20P57E [REDACTED] **Odometer :** 1790 Miles
Vehicle : 2007 F250X2, F250, CRW CAB, PICKUP **Build Date :** 06/10/2006
Delivering Dealer :
R.O/Claim Number : 921592 **Claim Date :**
Wrnty St. Date : 02/06/2007 **Body Conversion :**
Vehicle Weight : 9800 LB
Engine : 6.0L DIESEL DI V8 **Build Date :**
Build Shift : **Plant :**
Exchange : N **Serial Number :** 706066831832
Calibration : 6F710H0 A **Part Nbr :** 6G 042 DC
Transmission : 5R110W 5SP-A HI/TORQ **Build Date :**
Build Shift : **Plant :**
Exchange : N **Serial Nbr. :**
Model Nbr. : 6F710H0 **Part Nbr :**
Axle : **Build Date :**
Build Shift : **Plant :**
Exchange : N **Serial Number :**
Axle Id Tag : **LH/RH Drive :**
Emission :

Component	Family Code	Feature Code	Family Description	Feature Description
Tire Vendor				
Front Tire	D3K	CC	TIRES-17 INCH	LT265/70/R17E A/S BSW
Rear Tire				
Exterior Paint	PNB	BG	YELLOW EXT PAINT FAMILY B	ARIZONA BEIGE

Concern Information - 7DCDF012

Symptom Code: 303156-CHASS. STRG/HANDLING FUNCTION WANDER
Additional Symptom: WONDER AT FREE WAY SPEEDS.
EO:
EC:
EB:
EB:
Symptom Verified: **Intermittent :**
Comeback: **MIL On :**
Tow In: **Quits on Road :**
Self Test Run: **Outside Temp. :**
Causal Condition: **Restart :**
How When Code: **Computed Timing :**
Base Timing: **Grid Location :**
CCC: **WCC :**
Difficulty To
Diagnose: **Level of Assistance :**
of Like Concerns: 0000 **Repair Effectiveness % :**
Responsible Activity : **Customer Severity % :**
Engineering Severity : **Test Stand :**
Road Test : **Repair Prior :**
Repair Attempts : **Causal Factor :**
Routing Code : **Component Location :**

Component Feature : -
SD Required :
SD Closed Date :

Quality Alert # :
SD Number :

Concern Description - 7DCDF012

REPAIR 04/03/2007 06:37PM NJAHN
WEB FORM DATA: DESCRIPTION OF VEHICLE CONCERN: VEHICLE
WANDER DIAGNOSTICS ALREADY COMPLETED: RETORQUE SUSPENSION ROAD
TEST PARTS REPLACED: REPLACE STEERING GEAR TECHNICIAN QUESTION:
KNOWN CONCERNS 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: FORM QUESTION: WAS THE PINPOINT
TEST FOLLOWED? ANSWER: CALL DATA: CUSTOMER CONCERN IS WONDERING
AT FREE WAY SPEEDS. TECHNICIAN HAS VERIFIED CONCERN AND HAS TRIED
RETORQUING SUSPENSION COMPONENTS AND CHANGING OUT THE STEERING GEAR.
THE CONCERN IS BETTER BUT CUSTOMER STILL FEELS IT IS A CONCERN.
CUSTOMER STATES IT IS WORSE WHEN PULLING HIS TRAILER.

RECOMM 04/03/2007 06:37PM NJAHN
WITH THE INFORMATION PROVIDED I WOULD RECOMMEND, COMPARING IT TO A
LIKE UNIT. IF NO THE SAME TRY A KNOWN GOOD SET OF TIRES OFF ANOTHER
LIKE TRUCK.

REPAIR 04/18/2007 12:57PM BRIAN MENTGEN MSS - FCSD - TECH SVC HOTLINE
THE VEHICLE WAS AT ANOTHER DEALER AND AN FSE WAS HELPING WORKING ON
IT. THE VEHICLE WILL FISH TAIL WHEN MAKING A TURN OR CHANGING LANES.
THIS HAPPENS UNLOADED BUT IT IS WORSE WHEN LOADED. THEY INSTALLED NEW
MICHELIN'S AND I BELIEVE THE ALIGNMENT WAS ALSO INSPECTED. THEN THIS
WAS COMPARED TO OTHER LIKE UNITS AND THE FSE DEEMED THIS VEHICLE TO BE
NORMAL. THE CUSTOMER CAME TO OUR DEALER AND DROVE 2 OF OUT LIKE UNITS
WHICH DID NOT DO THIS, SO NOW HE HAS BROUGHT HIS HERE FOR THE REPAIRS
BUT THE OTHER VEHICLES SOLD SO I HAVE NOTHING TO COMPARE THIS TOO.

RECOMM 04/18/2007 12:57PM BRIAN MENTGEN MSS - FCSD - TECH SVC HOTLINE
ROB PLEASE CHECK THE ALIGNMENT AND, MATCH THE TIRE PRESSURE TO THE
LABEL ON THE DOOR. IF THIS PROVES FOLLOW THE CHART FROM 07-05-07 THE
RE-TORQUE THE FRONT END. PLEASE LOOSEN THE FASTENERS FIRST. DO THE
SAME FOR THE REAR OF THE VEHICLE AS-WELL. GRAB THE SAI NUMBER AND THIS
SHOULD BE .25 OR LESS. OR YOU COULD EVEN PARK THE VEHICLE ON A HILL
AND HIT THE E-BRAKE. NOW MEASURE THE WHEEL BASE SIDE TO SIDE. TURN THE
VEHICLE AROUND ON THE HILL AND DO THE SAME. THE SIDE TO SIDE NUMBERS
SHOULD BE THE SAME, IF NOT THE REAR AXLE IS SHIFTING. ALSO CHECK THE
LOWER BALL JOINT ON THE FRONT END, IF ITS LOOSE REPLACE IT. CONSULTED
SME DAVID KNAPP.

Potential Safety/Emission:

Serviceability Concern :

Contact Last Name : GREG
Phone : 8187563463
Consultant Last
Name : KNAPP
Phone :

Contact Information - 7DCDF012

First Name : GUTZMAN
Email : GGUTZMAN@GALPIN.COM
First Name : DAVID
Email :

Customer Last Name :
Home Phone :
Email :
City :

Customer Information - 7DCDF012

First Name :
Work Phone :
Country :
State :

Finalize Call - 7DCDF012

Reason for call :
1-No Resolution for concern - cust exp/intermit, A-Customer
Addl. Explanation :
TECH IS LOOKING FOR KNWONS

Expectations/Vehicle Characteristic

Requester: TROQUEMO
PRINT REPORT
Server: ECCWS413

Ford Proprietary, Private

5-Nov-2007
Retention: None

Received: 04/16/2007

Caller Information - 7DPAB455

Caller Name (Last, First):
 Email:
 Caller Type: NEW CALL
 Dealer (Geo/Mkt, Sub, P&A): USA,,05536 Galpin Ford
 Dealer Phone: (818) 893-9494
 FIN Code:
 Address:
 City :
 Zip:

Title:
 Pref. Language:
 FIN Name:
 Phone:
 State:
 P.O. Box :

OASIS Information - 7DPAB455
OASIS WAS NOT CONTACTED IN THE LAST 5 DAYS

Vehicle Information - 7DPAB455

VIN : 1FTSW20P57E [REDACTED] Odometer : 1800 Miles
 Vehicle : 2007 F250X2, F250, CRW CAB, PICKUP Build Date : 06/10/2006
 Delivering Dealer :
 R.O/Claim Number :
 Wrnty St. Date : 02/06/2007 Claim Date :
 Vehicle Weight : 9800 LB Body Conversion :
 Engine : 6.0L DIESEL DI V8 Build Date :
 Build Shift : Plant :
 Exchange : Serial Number : 706066831832
 Calibration : 6F710H0 A Part Nbr : 6G 042 DC
 Transmission : 5R110W 5SP-A HI/TORQ Build Date :
 Build Shift : Plant :
 Exchange : Serial Nbr. :
 Model Nbr. : 6F710H0 Part Nbr :
 Axle : Build Date :
 Build Shift : Plant :
 Exchange : Serial Number :
 Axle Id Tag : LH/RH Drive :
 Emission :

Component	Family Code	Feature Code	Family Description	Feature Description
Tire Vendor				
Front Tire	D3K	CC	TIRES-17 INCH	LT265/70/R17E A/S BSW
Rear Tire				
Exterior Paint	PNB	BG	YELLOW EXT PAINT FAMILY B	ARIZONA BEIGE

Concern Information - 7DPAB455

Symptom Code: 303293-CHASS. STRG/HANDLING PULL/DRIFT LEFT AND RIGHT
 Additional Symptom:
 EO:
 EC:
 EB:
 EB:
 Symptom Verified:
 Comeback:
 Tow In:
 Self Test Run:
 Causal Condition:
 How When Code:
 Base Timing:
 CCC:
 Difficulty To Diagnose:
 # of Like Concerns: 0000
 Responsible Activity :
 Engineering Severity :
 Road Test :
 Repair Attempts :
 Routing Code :
 Component Feature : -

Intermittent :
 MIL On :
 Quits on Road :
 Outside Temp. :
 Restart :
 Computed Timing :
 Grid Location :
 WCC :
 Level of Assistance :
 Repair Effectiveness % :
 Customer Severity % :
 Test Stand :
 Repair Prior :
 Causal Factor :
 Component Location :
 Quality Alert # :

8D Required :
8D Closed Date :

8D Number :

Concern Description - 7DPAB455

AUDIT 04/18/2007 08:30PM
ODOMETER 0001800 M CHANGED TO 0000001 M BY ORCAC

AUDIT 04/19/2007 08:30PM
ODOMETER 0000001 M CHANGED TO 0001800 M BY ORCAC

OWNREL CUSTOMER SAID: - CUST IS SEEKING FOR VEH TO BE REPAIRED, REPLACED OR HIS MONEY BACK- VEH PURCHASED THREE MONTHS AGO-HAS BEEN AT THE DLR FOR THE LAST THREE WEEKS OFF AND ON -TRYING TO FOLLOW THE PROCESS AND IS NOT SURE WHAT THE NEXT STEP IS- WHEN DRIVING AT APPROX 65 MPH - THE VEH WITHOUT A TRAILER - A SLIGHT MOVE WITH THE STEERING WHEEL- IE, CHANGING LANES CAUSES THE BACK END TO SWAY BACK AND FORTH AND CUST HAS TO CORRECT VEH -WHEN TRAILER IS ATTACHED GOING APPROX 35- 45 MPH- TRAILER SWAYS BACK AND FORTH -HAVE TO TRY AND KEEP THE TRAILER STRAIGHT UNSAFE - ANY TYPE OF MOVEMENT WITH THE STEERING WHEELCUST IS GOING ON VACATION NEXT WEEK WHICH IS PART OF THE REASON WHY HE PURCHASED VEH -DLR IS GOING TO BRING IN A DISTRICT ENGINEER TODAY BETWEEN 10-11 AM CST -DLR HAS REPLACED BOTH THE STEERING GEAR BOXES AND PUT A SWAY CONTROL BAR IN THE REAR OF VEH LAST WEEK -VEH DOES NOT COME WITH A REAR SWAY BAR- WHEN SWAY BAR DID NOT WORK- SVC DIRECTOR SCHEDULED FOR AN ENGINEER TO COME OUT AND TAKE A LOOK AT VEH -VEH CURRENTLY AT THE DLRSH- HAS BEEN SPEAKING WITH S/M AND SVC WRITERDEALER SAID: - SCHEDULED FOR ENGINEER TO COME OUT AND LOOK AT VEH GALPIN FORD 15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343TEL:(818) 787-3800SVC WRITER- ROBERT YOUNGCRC ADVISED: THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN. THE DEALERSHIP IS USING FORD TECHNICAL RESOURCES TO ASSIST IN REPAIRING YOUR VEHICLE. PLEASE STAY IN CONTACT WITH YOUR DEALERSHIP.- CUST ADVISED OF THE ABOVE --OBC TO DLRSH- TO VERIFY REPAIR HISTORY, FSE APPT TO LOOK AT VEH TODAY AND POSSIBLE NO REPAIR AVAILABLE ISSUE - S/M DIRECTOR NOT AVAILABLE -- ROBERT YOUNG -SVC WRITER- NOT AVAILABLE --AS PER REQUEST FROM ERIC FOLTZ-- S/M- VIA OPERATOR- REQUESTED FOR CCR TO LEAVE MESSAGE AND HE WILL CONTACT CCR BACK- NOT AVAILABLE FOLLOW UP SCHEDULED WITH CUSTOMER ON 4-17-07 AT 11:30 AN ESTCCR HAS ADDITIONAL RESOURCES THAT NEED TO BE UTILIZED REGARDING VEH REPAIR REQUEST -OUR GOAL IS TO REPAIR THE VEH TO THE CUSTOMER'S SATISFACTION UNDER THE NVLW

OWNREL CUSTOMER SAID: - CUST IS SEEKING FOR VEH TO BE REPAIRED, REPLACED OR HIS MONEY BACK- ENGINEER SCHEDULED TO COME OUT AND LOOK AT VEHDEALER SAID: NONE GALPIN FORD 15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343TEL:(818) 787-3800SVC WRITER- ROBERT YOUNGCRC ADVISED: OBC TO DLR- SVC MGR/ DIRECTOR ERIC FOLTZ- NOT AVAILABLE - MEETING -CCR SPOKE WITH SVC WRITER ROBERT YOUNG- CUST, FORD REP AND THE HEAD OF CUSTOMER RELATIONS CAME OUT -DO NOT KNOW WHAT THE FINDINGS WERE - CCR NEEDS TO SPEAK WITH SVC MGR-CCR LEFT MESSAGE VIA VOICEMAIL

OWNREL CUSTOMER SAID: ** OBC TO CUSTOMER ** -REP DROVE VEH AND FELT THE CONCERN -DROVE ANOTHER VEH AT THE DLRSH THAT DID THE SAME THING ONCR THAT HAPPENED THE REP STATED THAT THERE IS NOTHING THAT THEY CAN DO TO REPAIR THE VEH -IT IS OPERATING WITH NORMAL SPECS- NORMAL CHARACTERISTIC OF THE VEH -CUST FRUSTRATED -WOULD AGREE WITH THE REP BRYAN EXCEPT THAT HE DROVE TWO OTHER VEH'S' AT A DIFFERENT DLRSH THAT DID NOT HAVE THE CONCERN PRESENT -ALSO SPOKE WITH CUST RELATIONS MGR

AT GALPIN FORD WHO ADVISED CUST THAT THEY HAVE TO SUPPORT THE FSE'S FINDINGS AND DECISION WILL TRY TO CONTACT ANOTHER FORD DLR AND GET A SECOND OPINION DEALER SAID: AS PER FSE - VEH OPERATING WITH NORMAL SPECS GALPIN FORD 15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343 TEL: (818) 787-3800 CRC ADVISED: -CUST ADVISED THAT CCR DOES ALSO HAVE TO SUPPORT THE DECISION RENDERED BY THE FSE-THE FSE IS THE HIGHEST POINT OF CONTACT TO TAKE A LOOK AT VEH FOR CONCERNS AND RENDERS A DECISION REGARDING ISSUE -CRC IS THE FIRST POINT OF CONTACT IN WHICH THE ISSUE IS ESCALATED AS NEEDED TO THE APPROPRIATE PARTIES TO HAVE AN FSE LOOK AT VEH AND MAKE A DECISION. CRC WILL CONTACT DLR TO OBTAIN FINDINGS

OWNREL CUSTOMER SAID: - NOTE TO NEXT CCR// TL-PATH NOT TAKEN YET DUE TO CCR WAITING TO SPEAK WITH SM/ DIRECTOR TO DETERMINE CORRECT PATH-POSSIBLY VEH OPERATING WITH NORMAL SPECS AS ADVISED OF THE FINDING BY THE CUSTOMER - VERIFICATION NEEDED WITH APPROPRIATE DLR PARTY-CUST ADVISED BY CCR AS PER FOLLOW UP THAT A SECOND FOLLOW UP WILL NOT BE SCHEDULED AND THE RESOLUTION PROVIDED BY THE FSE WAS THE FINAL RESOLUTION DEALER SAID: NONE CRC ADVISED: PATH HAS YET TO BE DETERMINED - WAITING TO SPEAK WITH S/M / DIRECTOR

OWNREL CUSTOMER SAID: -OBC TO DLR TO SPEAK WITH SVC DIRECTOR ERIC FOLTZ- AS PER OPERATOR - HE IS NOT AVAILABLE AT THIS TIME AND HAS NOT ANSWERED PAGE -CCR LEFT ANOTHER V/M MESSAGE FOR HIM TO CONTACT CCR BACK DEALER SAID: NONE GALPIN FORD 15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343 TEL: (818) 787-3800-ERIC FOLTZ-- SVC DIRECTOR CRC ADVISED: CCR LEFT V/M MESSAGE FOR SVC DIRECTOR TO CONTACT

OWNREL CLOSING CASE- CUST ADVISED THE CRC SUPPORTS FSE DECISION WHICH IS THE VEHICLE IS OPERATING WITHIN NORMAL SPECS

Potential Safety/Emission:

Serviceability Concern :

Contact Last Name :
Phone :
Consultant Last Name :
Phone :

Contact Information - 7DPAB455
First Name :
Email :
First Name :
Email :

Customer Last Name : WEIMER
Home Phone :
Email :
City :

Customer Information - 7DPAB455
First Name : TIM
Work Phone :
Country :
State :

Reason for call :

Finalize Call - 7DPAB455
Addl. Explanation :

Requester: TROQUEMO
PRINT REPORT
Server: FCWS413

Ford Proprietary, Private

5-Nov-2007
Retention: None

All Action Details for Issue

Print

VIN: 1FTSW20P57E [REDACTED] Year: 2007 Model: F-SERIES SUPER DUTY Case: 1430491067
 Name [REDACTED] Owner Status: Original WSD: 2007-02-06
 Symptom Desc: STRG/HANDLING FUNCTION WANDER Primary Phone:
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Dealer: 05536 GALPIN FORD
 Odometer: 7632 MI Comm Type: INBOUND MAIL-OTHER
 Analyst Name: JACKSON (CJACKS84),CELESTE Analyst: CJACKS84
 Action Date: 10/08/2007 Action Time: 14.57.30.821 Action Data: Yes

Comments *****ATTORNEY DEMAND*****DATE STAMP:10-08-07; ATTORNEY ALLEGES CLIENT CONCERN AS VEHICLE IS DEFECTIVE.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	CONSUMER LEGAL SERVICES
ATTORNEY NAME	DAVID N. BARRY
ATTORNEY PHONE NUMBER	3104771474
ANALYST ID	TROQUEMO

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 05536 GALPIN FORD
 Odometer: 7632 MI Comm Type: OUTBOUND FAX-OTHER
 Analyst Name: ROQUEMORE (TROQUEMO),TANYA Analyst: TROQUEMO
 Action Date: 10/09/2007 Action Time: 08.23.45.714 Action Data: No

Comments FAX ACK

Action: INFORMATIONAL CALL/FAX Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 05536 GALPIN FORD
 Odometer: 7632 MI Comm Type: OTHER
 Analyst Name: ROQUEMORE (TROQUEMO),TANYA Analyst: TROQUEMO
 Action Date: 10/09/2007 Action Time: 08.24.08.674 Action Data: No

Comments GCQIS/ZM/SM

Action: INFORMATIONAL CALL/FAX Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 05536 GALPIN FORD
 Odometer: 7632 MI Comm Type: OTHER
 Analyst Name: ROQUEMORE Analyst: TROQUEMO

(TROQUEMO),TANYA

Action Date: 11/06/2007

Action Time:
09.45.36.304

Action Data: No

Comments LPA REVIEWED VEHICLE DOCUMENTS SUBMITTED BY ATTORNEY/CUSTOMER.

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

Dealer: 05536 GALPIN FORD

Origin Desc: CONSUMER AFFAIRS -
LITIGATION PREVENTION

Odometer: 7632 MI

Comm Type: OUTBOUND
FAX-OTHER

Analyst Name: ROQUEMORE
(TROQUEMO),TANYA

Analyst: TROQUEMO

Action Date: 11/06/2007

Action Time: 09.47.52.191 **Action Data:** No

Comments BASED ON REVIEW OF INFORMATION, DENIED. LPA FAXING DENIAL LETTER TO ATTORNEY.

Action: UPDATE CONTACT STATUS

Dealer: 05536 GALPIN FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 7632 MI

Comm Type: OTHER

Analyst Name: ROQUEMORE
(TROQUEMO),TANYA

Analyst: TROQUEMO

Action Date: 11/06/2007

Action Time:
09.48.45.330 **Action Data:** No

Comments SEE FIELD COMMENTS.

Ford Confidential

All Action Details for Issue

Print

VIN: 1FTSW20P57[REDACTED] Year: 2007 Model: F-SERIES SUPER DUTY Case: 1430491067
Name: [REDACTED] Owner Status: Original WSD: 2007-02-06
Symptom Desc: Primary Phone: [REDACTED]
Reason Desc: AWA - CRC SUPPORTS FIELD'S DECISION Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: CB-SUPPORT DEALERSHIP'S/REGION'S POSITION Origin Desc: US CONCERN CASE BASE
Dealer: 05536 GALPIN FORD
Odometer: 1800 MI Comm Type: PHONE
Analyst Name: SAMUEL COLON (SCOLON1) Analyst: SCOLON1
Action Date: 10/03/2007 Action Time: 17.32.43.497 Action Data: No

Comments CUSTOMER SAID: =VEHICLE SWAY'S IN THE REAR =HAS BEEN TO DEALER AND WAS TOLD NOTHING IS WRONG =CUST WANTS THIS ISSUE RECTIFIED=CUST SENT EMAIL TO FORD AND WAS TOLD TO CALL CRCDEALER SAID: =GALPIN FORD 15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343TEL:(818) 787-3800CRC ADVISED: THANK YOU FOR CONTACTING FORD MOTOR COMPANY IN REGARDS TO THIS ISSUE. OUR RECORDS INDICATE THAT A DECISION HAS BEEN MADE AND THE CRC CAN NOT OVERTURN THIS DECISION. HOWEVER, TO ENSURE OUR RECORDS ARE COMPLETE WE HAVE DOCUMENTED YOUR FEEDBACK(NOTE TO CSR: SUPPORT THE DLR, REGION, DECISION)=AS PER HISTORICALS FSE WAS INVOLVED IN THIS ISSUE AND DETERMINED VEHICLE IS OPERATING WITHING FORD SPECIFICATIONS AND NO FURTHER ACTION CAN BE TAKEN

Ford Confidential

All Action Details for Issue

Print

VIN: 1FTSW20P57E [REDACTED] Year: 2007 Model: F-SERIES SUPER DUTY Case: 1430491067
Name: [REDACTED] Owner Status: Original WSD: 2007-02-06
Symptom Desc: Primary Phone:
Reason Desc: CORRESPONDENCE - CORRESPONDENCE Secondary Phone: [REDACTED]
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: E-MAIL SENT E-MAIL TO CALL BACK

Dealer:

Origin Desc: MANUAL -
EMAIL

Odometer: 7600 MI

Comm Type: INBOUND CUSTOMER
EMAIL

Analyst Name: JOHN CEBRERO
(JCEBRERO)

Analyst: JCEBRERO

Action Date: 10/03/2007

Action Time: 15.35.37.762

Action Data: No

Comments CUSTOMER SAID: THREAD ID: 1-3PJTN9-CUST FEELS A SWAY IN THE REAR END OF THE VEH-DLR HAVE TRIED DIFFERENT THINGS TO DIAGNOSE IT-WAS ADVISED IT WAS UNDER NORMAL OPERATING CHARACTERISTICS-WENT FOR A TEST DRIVE WITH A SERVICE TECHNICIAN WHO AGREED THERE SEEMED TO BE SOMETHING WRONG-CHECKED IT IN AND DLR FOUND NOTHING WRONG WITH THE VEH AGAIN-SUGGESTED TO TAKE THE VEH TO A TRAILER SHOP AND HAVE THE TRAILER CHECKED OUT -ALSO FOUND NOTHING WRONG WITH THE TRAILER TO THE HITCH-FEELS THE VEH IS UNSAFE-BOUGHT THE VEH FOR PULLING A TRAILER-HAVE TRIED PULLING THE TRAILER WITH OTHER VEH, IT DID NOT SWAYDEALER SAID: SIMI VALLEY FORD2440 FIRST STREET SIMI VALLEY, CA 93065TEL:(805) 583-0333FAX:(805) 522-1508GALPIN FORD15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343TEL:(818) 787-3800FAX:(818) 756-3435(AS PER CUST)-NORMAL OPERATING CHARACTERISTICSCRC ADVISED: ***SENT CUST E-MAIL TO CALL CRCMULTIPLE REPAIRS TAGGED BY OBC

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All Action Details for Issue

[Print](#)

VIN: 1FTSW20P57E [REDACTED] Year: 2007 Model: F-SERIES SUPER DUTY Case: 1430491067
Name: [REDACTED] Owner Status: Original WSD: 2007-02-06
Symptom Desc: Primary Phone: [REDACTED]
Reason Desc: CORRESPONDENCE - WORK IN PROGRESS Secondary Phone: [REDACTED]
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: EMAIL - WIP
Dealer: Origin Desc: MANUAL - EMAIL
Odometer: 7600 MI Comm Type: INBOUND CUSTOMER EMAIL
Analyst Name: SEDUKIS LOUIE KIU Analyst: LSEDUKIS
Action Date: 10/02/2007 Action Time: 16.00.13.943 Action Data: No

Comments CUSTOMER SAID: -THREAD ID: 1-3PJT9-CUST FEELS A SWAY IN THE REAR END OF THE VEH-DLR HAVE TRIED DIFFERENT THINGS TO DIAGNOSE IT-WAS ADVISED IT WAS UNDER NORMAL OPERATING CHARACTERISTICS-WENT FOR A TEST DRIVE WITH A SERVICE TECHNICIAN WHO AGREED THERE SEEMED TO BE SOMETHING WRONG-CHECKED IT IN AND DLR FOUND NOTHING WRONG WITH THE VEH AGAIN-SUGGESTED TO TAKE THE VEH TO A TRAILER SHOP AND HAVE THE TRAILER CHECKED OUT -ALSO FOUND NOTHING WRONG WITH THE TRAILER TO THE HITCH-FEELS THE VEH IS UNSAFE-BOUGHT THE VEH FOR PULLING A TRAILER-HAVE TRIED PULLING THE TRAILER WITH OTHER VEH, IT DID NOT SWAYDEALER SAID: SIMI VALLEY FORD2440 FIRST STREET SIMI VALLEY, CA 93065TEL:(805) 583-0333FAX:(805) 522-1508GALPIN FORD15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343TEL:(818) 787-3800FAX:(818) 756-3435(AS PER CUST)-NORMAL OPERATING CHARACTERISTICSCRC ADVISED: -PREPPED-NEEDED TO CONFIRM WITH THE DLR-UNABLE TO REPAIR

Ford Confidential

All Action Details for Issue

Print

VIN: 1FTSW20P57E [REDACTED] Year: 2007 Model: F-SERIES SUPER DUTY Case: 1430491067
Name: [REDACTED] Owner Status: Original WSD: 2007-02-06
Symptom Desc: STRG/HANDLING PULL/DRIFT LEFT AND RIGHT Primary Phone:
Reason Desc: DEALERSHIP - REPAIR PROCEDURE Secondary Phone: [REDACTED]
Issue Type: 03 CONCERN Issue Status: CLOSED
Initial Customer Contact: 04/20/2007

Action: ADVISE CUST CRC WILL FOLLOW UP
Dealer: 05536 GALPIN FORD Origin Desc: US CONCERN CASE BASE
Odometer: 1800 MI Comm Type: PHONE
Analyst Name: HURD (HHURD),HENRIETTA Analyst: HHURD
Action Date: 04/16/2007 Action Time: 11.57.28.587 Action Data: No

Comments CUSTOMER SAID: - CUST IS SEEKING FOR VEH TO BE REPAIRED, REPLACED OR HIS MONEY BACK- VEH PURCHASED THREE MONTHS AGO-HAS BEEN AT THE DLR FOR THE LAST THREE WEEKS OFF AND ON - TRYING TO FOLLOW THE PROCESS AND IS NOT SURE WHAT THE NEXT STEP IS- WHEN DRIVING AT APPROX 65 MPH - THE VEH WITHOUT A TRAILER - A SLIGHT MOVE WITH THE STEERING WHEEL- IE. CHANGING LANES CAUSES THE BACK END TO SWAY BACK AND FORTH AND CUST HAS TO CORRECT VEH -WHEN TRAILER IS ATTACHED GOING APPROX 35- 45 MPH- TRAILER SWAYS BACK AND FORTH -HAVE TO TRY AND KEEP THE TRAILER STRAIGHT UNSAFE - ANY TYPE OF MOVEMENT WITH THE STEERING WHEEL CUST IS GOING ON VACATION NEXT WEEK WHICH IS PART OF THE REASON WHY HE PURCHASED VEH -DLR IS GOING TO BRING IN A DISTRICT ENGINEER TODAY BETWEEN 10-11 AM CST -DLR HAS REPLACED BOTH THE STEERING GEAR BOXES AND PUT A SWAY CONTROL BAR IN THE REAR OF VEH LAST WEEK -VEH DOES NOT COME WITH A REAR SWAY BAR- WHEN SWAY BAR DID NOT WORK- SVC DIRECTOR SCHEDULED FOR AN ENGINEER TO COME OUT AND TAKE A LOOK AT VEH -VEH CURRENTLY AT THE DLR SHP-HAS BEEN SPEAKING WITH S/M AND SVC WRITER DEALER SAID: - SCHEDULED FOR ENGINEER TO COME OUT AND LOOK AT VEH GALPIN FORD 15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343 TEL: (818) 787-3800 SVC WRITER- ROBERT YOUNG CRC ADVISED: THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN. THE DEALERSHIP IS USING FORD TECHNICAL RESOURCES TO ASSIST IN REPAIRING YOUR VEHICLE. PLEASE STAY IN CONTACT WITH YOUR DEALERSHIP. - CUST ADVISED OF THE ABOVE --OBC TO DLR SHP - TO VERIFY REPAIR HISTORY, FSE APPT TO LOOK AT VEH TODAY AND POSSIBLE NO REPAIR AVAILABLE ISSUE - S/M DIRECTOR NOT AVAILABLE -- ROBERT YOUNG -SVC WRITER- NOT AVAILABLE ---AS PER REQUEST FROM ERIC FOLTZ-- S/M- VIA OPERATOR- REQUESTED FOR CCR TO LEAVE MESSAGE AND HE WILL CONTACT CCR BACK- NOT AVAILABLE FOLLOW UP SCHEDULED WITH CUSTOMER ON 4-17-07 AT 11:30 AM EST CCR HAS ADDITIONAL RESOURCES THAT NEED TO BE UTILIZED REGARDING VEH REPAIR REQUEST -OUR GOAL IS TO REPAIR THE VEH TO THE CUSTOMER'S SATISFACTION UNDER THE NVLW

Action: OUTBOUND CALL TO DEALER
Dealer: 05536 GALPIN FORD Origin Desc: MANUAL - PHONE CSR
Odometer: 1800 MI Comm Type: PHONE
Analyst Name: HURD (HHURD),HENRIETTA Analyst: HHURD
Action Date: 04/17/2007 Action Time: 12.44.44.288 Action Data: No

Comments CUSTOMER SAID: - CUST IS SEEKING FOR VEH TO BE REPAIRED, REPLACED OR HIS MONEY BACK- ENGINEER SCHEDULED TO COME OUT AND LOOK AT VEH DEALER SAID: NONE GALPIN FORD 15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343 TEL: (818) 787-3800 SVC WRITER- ROBERT YOUNG CRC ADVISED: OBC TO DLR- SVC MGR/ DIRECTOR ERIC FOLTZ- NOT AVAILABLE - MEETING -CCR SPOKE WITH SVC WRITER ROBERT YOUNG- CUST, FORD REP AND THE HEAD OF CUSTOMER RELATIONS CAME OUT -DO NOT KNOW WHAT THE FINDINGS WERE - CCR NEEDS TO SPEAK WITH SVC MGR-CCR LEFT MESSAGE VIA VOICEMAIL

Action: OUTBOUND CALL TO FORD/MERCURY CUSTOMER
Dealer: 05536 GALPIN FORD Origin Desc: MANUAL - PHONE CSR
Odometer: 1800 MI Comm Type: PHONE

Analyst Name: HURD (HHURD),HENRIETTA
Action Date: 04/17/2007

Analyst: HHURD
Action Time: 13.00.20.329 **Action Data:** No

Comments CUSTOMER SAID: ** OBC TO CUSTOMER ** -REP DROVE VEH AND FELT THE CONCERN -DROVE ANOTHER VEH AT THE DLRSHF THAT DID THE SAME THING ONCR THAT HAPPENED THE REP STATED THAT THERE IS NOTHING THAT THEY CAN DO TO REPAIR THE VEH -IT IS OPERATING WITH NORMAL SPECS- NORMAL CHARACTERISTIC OF THE VEH -CUST FRUSTRATED -WOULD AGREE WITH THE REP BRYAN EXCEPT THAT HE DROVE TWO OTHER VEH'S' AT A DIFFERENT DLRSHF THAT DID NOT HAVE THE CONCERN PRESENT -ALSO SPOKE WITH CUST RELATIONS MGR AT GALPIN FORD WHO ADVISED CUST THAT THEY HAVE TO SUPPORT THE FSE'S FINDINGS AND DECISION WILL TRY TO CONTACT ANOTHER FORD DLR AND GET A SECOND OPINIONDEALER SAID: AS PER FSE - VEH PERATING WITH NORMAL SPECSGALPIN FORD 15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343TEL:(818) 787-3800CRC ADVISED: -CUST ADVISED THAT CCR DOES ALSO HAVE TO SUPPORT THE DECISION RENDERED BY THE FSE-THE FSE IS THE HIGHEST POINT OF CONTACT TO TAKE A LOOK AT VEH FOR CONCERNS AND RENDERS A DECISION REGARDING ISSUE -CRC IS THE FIRST POINT OF CONTACT IN WHICH THE ISSUE IS ESCALATED AS NEEDED TO THE APPROPRIATE PARTIES TO HAVE AN FSE LOOK AT VEH AND MAKE A DECISION.CRC WILL CONTACT DLR TO OBTAIN FINDINGS

Action: AS PER TEAM LEADER
Dealer: 05536 GALPIN FORD
Odometer: 1 MI
Analyst Name: HURD (HHURD),HENRIETTA
Action Date: 04/17/2007

Origin Desc: MANUAL - PHONE CSR
Comm Type: PHONE
Analyst: HHURD
Action Time: 16.54.27.667 **Action Data:** Yes

Comments CUSTOMER SAID: - NOTE TO NEXT CCR// TL-PATH NOT TAKEN YET DUE TO CCR WAITING TO SPEAK WITH SM/ DIRECTOR TO DETERMINE CORRECT PATH-POSSIBLY VEH OPERATING WITH NORMAL SPECS AS ADVISED OF THE FINDING BY THE CUSTOMER - VERIFICATION NEEDED WITH APPROPRIATE DLR PARTY-CUST ADVISED BY CCR AS PER FOLLOW UP THAT A SECOND FOLLOW UP WILL NOT BE SCHEDULED AND THE RESOLUTION PROVIDED BY THE FSE WAS THE FINAL RESOLUTIONDEALER SAID: NONECRC ADVISED: PATH HAS YET TO BE DETERMINED - WAITING TO SPEAK WITH S/M / DIRECTOR

<u>Data Element Name</u>	<u>Data Value</u>
TEAM LEADER NAME	MARA

Action: OUTBOUND CALL TO DEALER
Dealer: 05536 GALPIN FORD
Odometer: 1800 MI
Analyst Name: HURD (HHURD),HENRIETTA
Action Date: 04/18/2007

Origin Desc: MANUAL - PHONE CSR
Comm Type: PHONE
Analyst: HHURD
Action Time: 11.12.32.307 **Action Data:** No

Comments CUSTOMER SAID: -OBC TO DLR TO SPEAK WITH SVC DIRECTOR ERIC FOLTZ- AS PER OPERATOR - HE IS NOT AVAILABLE AT THIS TIME AND HAS NOT ANSWERED PAGE -CCR LEFT ANOTHER V/M MESSAGE FOR HIM TO CONTACT CCR BACKDEALER SAID: NONEGALPIN FORD 15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343TEL:(818) 787-3800-ERIC FOLTZ-- SVC DIRECTORCRC ADVISED: CCR LEFT V/M MESSAGE FOR SVC DIRECTOR TO CONTACT

Action: DOCUMENT INFORMATION AND CLOSE CONTACT
Dealer: 05536 GALPIN FORD
Odometer: 1800 MI
Analyst Name: FORBES , NICOLE
Action Date: 04/20/2007

Origin Desc: REGIONAL ESCALATION SPECIALIST
Comm Type: PHONE
Analyst: NFORBES1
Action Time: 12.18.10.718 **Action Data:** No

Comments CLOSING CASE- CUST ADVISED THE CRC SUPPORTS FSE DECISION WHICH IS THE VEHICLE IS OPERATING WITHIN NORMAL SPECS

All Action Details for Issue

Print

VIN: 1FTSW20P57E [REDACTED] Year: 2007 Model: F-SERIES SUPER DUTY Case: 1430491067
Name [REDACTED] Owner Status: Original WSD: 2007-02-06
Symptom Desc: STRG/HANDLING PULL/DRIFT LEFT AND RIGHT Primary Phone:
Reason Desc: PROD/COMP DUR/PERF - VEHICLE CHARACTERISTIC Secondary Phone [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: SUPPORT DEALER'S POSITION Origin Desc: US CONCERN CASE BASE
Dealer: 05536 GALPIN FORD
Odometer: 1800 MI Comm Type: PHONE
Analyst Name: HURD (HHURD),HENRIETTA Analyst: HHURD
Action Date: 04/18/2007 Action Time: 12.22.55.415 Action Data: No

Comments CUSTOMER SAID: - CUST IS SEEKING FOR VEH TO BE REPAIRED, REPLACED OR HIS MONEY BACK- VEH PURCHASED THREE MONTHS AGO-HAS BEEN AT THE DLR FOR THE LAST THREE WEEKS OFF AND ON - TRYING TO FOLLOW THE PROCESS AND IS NOT SURE WHAT THE NEXT STEP IS- WHEN DRIVING AT APPROX 65 MPH - THE VEH WITHOUT A TRAILER - A SLIGHT MOVE WITH THE STEERING WHEEL- IE. CHANGING LANES CAUSES THE BACK END TO SWAY BACK AND FORTH AND CUST HAS TO CORRECT VEH -WHEN TRAILER IS ATTACHED GOING APPROX 35- 45 MPH- TRAILER SWAYS BACK AND FORTH -HAVE TO TRY AND KEEP THE TRAILER STRAIGHT UNSAFE - ANY TYPE OF MOVEMENT WITH THE STEERING WHEELCUST IS GOING ON VACATION NEXT WEEK WHICH IS PART OF THE REASON WHY HE PURCHASED VEH -DLR IS GOING TO BRING IN A DISTRICT ENGINEER TODAY BETWEEN 10-11 AM CST -DLR HAS REPLACED BOTH THE STEERING GEAR BOXES AND PUT A SWAY CONTROL BAR IN THE REAR OF VEH LAST WEEK -VEH DOES NOT COME WITH A REAR SWAY BAR- WHEN SWAY BAR DID NOT WORK- SVC DIRECTOR SCHEDULED FOR AN ENGINEER TO COME OUT AND TAKE A LOOK AT VEH -VEH CURRENTLY AT THE DLRSH- HAS BEEN SPEAKING WITH S/M AND SVC WRITERDAYTIME NUMBER IS 8187782128-----AS PER OBC TO CUST- WOULD LIKE TO TAKE VEH TO ANOTHER DLRSH FOR SECOND OPINIONDEALER SAID: - ENGINEER SCHEDULED TO COME OUT AND LOOK AT VEH GALPIN FORD -- SVCING DLR15505 ROSCOE BOULEVARD NORTH HILLS, CA 91343TEL:(818) 787-3800SVC DIRECTOR- ERIC FOLTZ--SIMI VALLEY FORD- WOULD LIKE TO TAKE VEH TO2440 FIRST STREET SIMI VALLEY, CA 93065TEL:(805) 583-0333CRC ADVISED: ASSESSMENT YOUR VEHICLE IS OPERATING WITHIN FORD SPECIFICATIONS. YOUR LOCAL FORD/LINCOLN/MERCURY DEALERSHIP HAS FACTORY TRAINED TECHNICIANS, THE MOST CURRENT ENGINEERING SERVICE INFORMATION AND THE SPECIALIZED EQUIPMENT REQUIRED TO RESOLVE YOUR CONCERNS. WE CONCUR WITH THE DEALERSHIP ASSESSMENT. IF YOU REQUIRE FURTHER EXPLANATION OR THE CONDITION CHANGES, PLEASE SPEAK WITH YOUR SERVICE MANAGER. - CUST WAS NOT ADVISED OF THE ABOVE PHRASEOLOGY- BUT WAS ADVISED THAT IF THE FSE DETERMINED THAT THE VEHICLE WAS OPERATING WITHIN NORMAL SPECS- THEN THE DECISION THAT WAS RENDERED IS SUPPORTED BY THE CRCIBC FROM S/ D ERIC FOLTZ TODAY- ADVISED CCR THAT THE FSE CAME OUT AND TEST DROVE THE VEH AS WELL AS ANOTHER VEH ON LOT AND DETERMINED THAT THE VEH WAS OPERATING WITHIN NORMAL SPECIFICATIONS-----CUST MAY TAKE VEH TO ANY F/L/M DLRSH OF CHOICE-- ISSUE CLOSED

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 1FTSW20P57[REDACTED] Year: 2007 Model: F-SERIES SUPER DUTY Case: 1430491067
 Name [REDACTED] Owner Status: Original WSD: 2007-02-06
 Symptom Desc: Primary Phone:
 Reason Desc: ESCALATION MISSED FOLLOW-UP Secondary Phone: [REDACTED]
 Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: MISSED FOLLOW UP - FIRST Origin Desc: MANUAL - PHONE CSR
 Dealer: Odometer: 1800 MI Comm Type: PHONE
 Analyst Name: CAMERON CRYSTAL Analyst: CCAMER29
 Action Date: 04/17/2007 Action Time: 11.50.59.565 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
[REDACTED]		[REDACTED]	[REDACTED]	CHILD

Comments CUSTOMER SAID: -CCR WAS SUPPOSED TO CONTACT CUST AT 1130AM TODAY 04/17/07-CUST GOING INTO MEETING AT 1200PM TODAY 04/17/07-PLEASE CALL CUST EITHER BEFORE 1200PM TODAY 04/17/07-OR AT 100PM TODAY 04/17/07-REALLY WANTS TO SPEAK WITH CCR CRC ADVISED: -ADVISED CUST THAT I WOULD DOCUMENT GET THIS INFORMATION TO CCR TO CONTACT CUST

Data Element Name	Data Value
WHO FAILED TO FOLLOW UP?	CRC

Action: DOCUMENT INFORMATION AND CLOSE CONTACT Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Dealer: Odometer: 1800 MI Comm Type: PHONE
 Analyst Name: FOSTER,NATALIE Analyst: NFOSTE15
 Action Date: 04/17/2007 Action Time: 17.00.20.128 Action Data: No

Comments PER DOCUMENTATION, CCR HAS CONTACTED CUSTOMER AS PROMISED. N.FOSTER, CRC SUPERVISOR

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Server: **AWS Prod**
 Claims loaded through: **07-DEC-2007**

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 11-DEC-2007

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
1FTSW20P57E [REDACTED]	7		T/F7 F	T/BC	T/BD	T/B	A1	T/BE	T/YB	10-06-06	06-02-07	171040	USA	2	5001	7C3Z	3504	A	S13	S10	V89	C50	41
AWS Claim Key:	405653	Doc #: 9209041	Trx Code: 1		Labor Hrs: 2.2	Labor Cost: 195.62	Material Cost: 540.79	Total Cost: 736.41															
Dir Cd-Sub Cd:	05536-*	Name: GALPIN FORD	Ph: 818-7873800	St: CA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 28-MAR-2007	DIST(Mile): 1620															
Cust Comments:	C50 CK COMPLETE FRONT SUSPENSION AND STEERING C/S THAT WHEN DRIVING ON THE FREEWAY BETWEEN 60 65 MPH THE STEERING WANDERS																						
Tech Comments:	CC110 REPLACED STEERING GEAR, CHECKED FRONT ALIGNMENT, RESET TOE IN																						
1FTSW20P57E [REDACTED]	F7		T/F7 F	T/BC	T/BD	T/B	A1	T/BE	T/YB	10-06-06	06-02-07	171040	USA	2	6Y20 *	MISC *	SXX	SXX	V00	A98	82		
AWS Claim Key:	455604	Doc #: 9218961	Trx Code: PDM		Labor Hrs: 1.7	Labor Cost: 151.16	Material Cost: 1066.81	Total Cost: 1389.98															
Dir Cd-Sub Cd:	05536-*	Name: GALPIN FORD	Ph: 818-7873800	St: CA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 03-APR-2007	DIST(Mile): 1770															
Cust Comments:	H21 MOUNT AND BALANCE 5 NEW MICHELIN TIRES DUE TO EXCESSIVE ROAD FORCE AND WANDERING*****USE MICHELIN TIRES****SIZE LT 265 70 R/17*****PART #9004 83116																						
Tech Comments:	CCA729 NVH DIAG, REPLACED & BALANCED ALL 5 TIRES																						
1FTSW20P57 [REDACTED]	F7		T/F7 F	T/BC	T/BD	T/B	A1	T/BE	T/YB	10-06-06	06-02-07	171040	USA	7	6Y05 *	MAINT *	SXX	SXX	V00	A96	82		
AWS Claim Key:	981548	Doc #: 9451481	Trx Code: 0712S		Labor Hrs: 1.5	Labor Cost: 82.66	Material Cost: 71	Total Cost: 159.51															
Dir Cd-Sub Cd:	05536-*	Name: GALPIN FORD	Ph: 818-7873800	St: CA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 20-AUG-2007	DIST(Mile): 6447															
Cust Comments:	PERFORM 7.5K WARRANTY SERVICE...A99																						
Tech Comments:	CCB407 PERFORMED WARRANTY 5000 MILE SERVICE																						
1FTSW20P57 [REDACTED]	F7		T/F7 F	T/BC	T/BD	T/B	A1	T/BE	T/YB	10-06-06	06-02-07	171040	USA	8	2G88 *	NPJ *	S13	S10	V89	N25	82		
AWS Claim Key:	1167871	Doc #: 06231651	Trx Code: 2		Labor Hrs: 1.1	Labor Cost: 100.27	Material Cost: 0	Total Cost: 100.27															
Dir Cd-Sub Cd:	07022-*	Name: SIMI VALLEY FORD	Ph: 805-5830333	St: CA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 24-SEP-2007	DIST(Mile): 7632															
Cust Comments:	CUSTOMER STATES:VEHICLE HAS ALOT OF SWAY WHEN TOWING TRAILER (TEST DROVE WITH TECH RAVEL) CK AND ADV																						
Tech Comments:	SPRING CASTER, CAMBER, TOE IN CHECK																						



The Law Offices of Frank F. Daily, P.A.

**CONSUMER AFFAIRS
SECTION**

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7 AUG 24 10:56

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Writer's E-mail Address:
GBealefeld@FrankDailyLaw.com

August 22, 2007

Via Telecopier (1-313-845-5555) & First Class Mail

Ms. Alma Taylor
Ford Motor Company
Consumer Affairs/Commercial Vehicle Operations
P.O. Box 6248
MD 3N308
Dearborn, MI 48126

Re.: *Prince George's County v.* [REDACTED]
Our File No.: 957-1523
Your Vehicle: 2006 Ford F-350
VIN: 1FDSF34546[REDACTED]

Dear Ms. Taylor:

I am writing to inform you that this office represents [REDACTED] in connection with the above-referenced litigation.

Presently, Prince George's County, Maryland has instituted suit against our client claiming \$8,725.00 in property damage for the total loss of its 2002 Chevrolet Malibu from the collision of April 14, 2006. As you are aware, the aforementioned collision was the result of a defective steering box in the above-referenced vehicle. Accordingly, I am requesting that Ford immediately make arrangements to pay Prince George's County, Maryland the \$8,725.00 which it is owed for the damage to its 2002 Chevrolet Malibu as the collision of April 14, 2006, was the sole result of Ford's negligence.

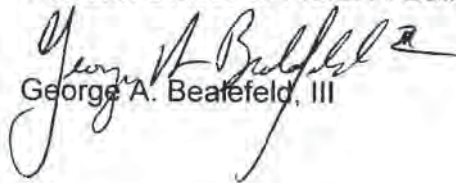
Ms. Alma Taylor
August 22, 2007
Page 2

Please understand that if Ford is unwilling to make payment to Prince George's County, Maryland for the damages to its vehicle, then Ford will leave my client with no other alternative than to institute a third-party action against Ford for indemnification and contribution.

If you have any questions or concerns, please do not hesitate to contact me.

Very truly yours,

The Law Offices of Frank F. Daily, P.A.


George A. Beatefeld, III

GAB/maq

DISTRICT COURT OF MARYLAND FOR Baltimore City



LOCATED AT (COURT ADDRESS)

501 E. Fayette Street
Baltimore, MD 21202

CASE NO.

CV 0101-7735-2009

PARTIES

Plaintiff

Pennsylvania National Mutual Insurance Company a/s/o
Winkler's, Inc.

VS.

Defendant(s):

1. Ford Motor Company
Parklane Towers West
3 Parklane Boulevard, Suite 300
Dearborn, MI 48126-2568

Serve by:
 Certified
Mail
 Private
Process
 Constable
 Sheriff

2. SERVE ON:
The Corporation Trust Incorporation
300 E. Lombard Street
Baltimore, MD 21202

Serve by:
 Certified
Mail
 Private
Process
 Constable
 Sheriff

3.
Serve by:
 Certified
Mail
 Private
Process
 Constable
 Sheriff

4.
Serve by:
 Certified
Mail
 Private
Process
 Constable
 Sheriff

ATTORNEYS

For Plaintiff - Name, Address, Telephone Number & Code

REGER RIZZO & DARNALL, LLP
Jason S. Garber, Esquire - Atty. Code: 009616
111 S. Calvert Street, Suite 2350
Baltimore, MD 21202
410-576-8927

COMPLAINT \$5,000 or under over \$5,000 over \$10,000

Clerk: Please docket this case in an action of contract tort
 replevin detinue bad faith insurance claim

The particulars of this case are:

Plaintiff Pennsylvania National Mutual Insurance Company is a foreign corporation doing business in Maryland. At all times relevant, Plaintiff provided a policy of insurance to Winkler's Inc, which provided coverage for a 2006 Ford R-350 truck. Defendant Ford Motor Company is an active registered foreign entity doing business in Maryland who resident agent is, The Corporation Trust, 300 E. Lombard Street, Baltimore, MD 21202.

On or about April 14, 2006, Plaintiff's insured's employee, Laerte Lopes de Silva, was traveling northbound on Interstate 95 in Prince George's County near the Old Gunpowder Road overpass. The vehicle in front of Mr. Lopes de Silva had come to a sudden stop. Mr. Lopes de Silva attempted to avoid the vehicle, however, lost control of the insured's vehicle, swerving onto the grass median and back onto Interstate 95. The insured's vehicle struck the vehicle immediately in front, causing the insured vehicle to go up on to the grass median. After the insured's vehicle came back on to Interstate 95, it struck another vehicle, which in turn struck a third vehicle. Subsequent investigation determined that the steering gearbox had suffered an internal mechanical disconnection and failure which caused a loss of steering control and the above-referenced incident. (Exhibit "A"). As a result of this collision, the insured vehicle sustained front and right side damage. The repairs to Plaintiff's insured vehicle (continued)

(See Continuation Sheet)

Legal _____ %
 Contractual _____ %

The Plaintiff claims:

\$ 10,535.06 plus interest of \$ _____ and
attorney's fees of \$ _____ plus court costs.

Return of the property and damages of \$ _____
for its detention in an action of replevin.

Return of the property, or its value, plus damages of
\$ _____ for its detention in action of detinue.

Other: _____
and demands judgment for relief.

Signature of Plaintiff/Attorney/Attorney Code

Telephone Number: 410-576-8927

APPLICATION AND AFFIDAVIT IN SUPPORT OF JUDGMENT

Attached hereto are the indicated documents which contain sufficient detail as to liability and damage to apprise the Defendant clearly of the claim against the Defendant, including the amount of any interest claimed.

- Property authenticated copy of any note, security agreement upon which claim is based
- Itemized statement of account
- Interest work
- Vouchers
- Check
- Other written document
- Verified itemized repair bill or estimate

I HEREBY CERTIFY: That I am the Plaintiff _____ of the Plaintiff herein and am competent to testify to the matters stated in this complaint, which are made on my personal knowledge; that there is justly due and owing by the Defendant to the Plaintiff the sum set forth in the Complaint.

I solemnly affirm under the penalties of perjury and upon personal knowledge that the contents of the above Complaint are true and I am competent to testify to these matters. The Defendant(s) is/are in the military service is/are not in the military service and the facts supporting this statement are: _____

I am unable to determine whether or not any Defendant is in military service.

Date

Signature of Affiant

NOTICE TO DEFENDANT BEFORE TRIAL

If you agree that you owe the amount claimed, it may not be necessary for you to come to Court. Contact the Plaintiff if you wish to make payment. If you are appearing in court on the trial date, bring letters, receipts, and contracts which may help you. If you need a witness, contact the Clerk's office about a summons to the witness.

NOTICE IF JUDGMENT IS ENTERED

If the Court awards judgment in this case to the Plaintiff, you as the Judgment Debtor, may do several things before submitting payment to satisfy the judgment. One is to appeal the decision to the circuit court sitting in that District. This is what's involved in an APPEAL of a District Court judgment—

1. 30 DAYS—You would have 30 days from the day of an adverse judgment within which to note your appeal at the District Court and there pay the higher court's filing fee. If you qualify as indigent, you may at that time petition the District Court to waive the collection of this fee.
2. TRANSCRIPT COSTS—If the amount which you were sued was \$5,000 or less (not counting interest or attorney's fees), the circuit court would hear your appeal as an entirely new case from start to finish. Therefore, no transcripts from the District Court trial would be necessary. If, however, this amount should exceed \$5,000, the higher court would hear your appeal on the record of what transpired in the District Court. That appeal requires a transcript of the District Court trial record. For information and costs to obtain a transcript refer to the Transcripts and Recordings brochure DCA 27 available at the clerk's office.

Another option after an adverse judgment is to file a MOTION FOR A NEW TRIAL.

1. 10 DAYS—You have 10 days from day of judgment to do this.
2. GRANT/DENY—If the Court grants your motion, you will receive a summons to a new trial.

The last options are to file MOTIONS to change the JUDGMENT.

1. 10 DAYS for ALTERING or AMENDING the judgment.
2. 30 DAYS for REVISING the judgment.

If you would not want to move on any of these options, then you should make all possible arrangements with the Plaintiff or the Plaintiff's attorney to pay the judgment amount. Should you not do this, the Plaintiff could request the Court's enforcement powers.

These enforcement procedures include —

1. INTERROGATORIES—This is an attempt to locate any assets you may have. This requires written answers.
2. ORAL EXAMINATION—Another attempt to locate any assets you may have. This requires your appearing in court to answer questions. The Court backs up these plaintiff attempts at discovery by bringing its contempt powers to bear on an unresponsive defendant. More stringent enforcements you should know about include—

3. WRIT OF EXECUTION—Such a writ could order the levying or seizure and sale of any of your goods. And you, in such a circumstance, would bear the expenses of the seizure (e.g. towing, moving, storage fees, auctioneer's fees, advertising costs).

Some of your goods are, by their nature, exempt from such action—

- (a) Wearing apparel, books, tools, instruments, or appliances necessary for the practice of any trade or profession, except those kept for sale, lease, or barter, in an amount not to exceed \$5,000 in value.
 - (b) Money payable in the event of sickness, accident, injury, or death of any person, including compensation for loss of future earnings. This exemption includes but is not limited to money payable on account of judgments, arbitrations, compromises, insurance benefits, compensation and relief. Disability income benefits are not exempt if the judgment is for necessities contracted for after the disability occurred.
 - (c) Professionally prescribed health aids for you or any of your dependents.
 - (d) Your interest, not to exceed \$1,000 in value, in household goods, wearing apparel, appliances, books, animals kept as pets, and other items that are held primarily for personal family or household use by you or your dependents.
 - (e) Cash or property of any kind equivalent in value to \$6,000, if within 30 days from the date of the attachment or levy you elect to exempt cash or selected items of property in an amount not to exceed a cumulative value of \$6,000.
4. GARNISHMENT OF PROPERTY—Such a writ, attaching certain assets of yours in the hands of someone else, would order that other party (e.g. bank holding your account, agent) to hold the asset subject to further court proceedings.
 5. GARNISHMENT OF WAGES—Such a writ would order your employer to begin withholding from your wages the amount left over after deducting what is lawfully required and after exempting money that may not be garnished.

Exemptions from garnishment—

- (1) the greater of: (a) 75 percent of the disposable wages due; OR (b) 30 times the federal minimum hourly wages under the Fair Labor Standards Act in effect at the time the wages are due; AND (2) any medical insurance payment deducted from an employee's wages by the employer. Other federal exemptions may be available. Disposable wages means the part of wages that remain after deduction of any amount required to be withheld by law. Finally, should you become the Judgment Debtor you should know that judgment is public information and anyone may request a copy of it.

To Plaintiff: If the Court enters a judgment for a sum certain, you have a right to obtain a lien on real property.

All Action Details for Issue

Print

VIN: 1FDSF34546E [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: 402501096
 Name: [REDACTED] Owner Status: Original WSD: 2005-08-12
 Symptom Desc: STRG/HANDLING FUNCTION Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND - ACCIDENT
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS - FD
 Odometer: 1 MI Comm Type: INBOUND FAX-OTHER
 Analyst Name: JACKSON (CJACKS84),CELESTE Analyst: CJACKS84
 Action Date: 08/23/2007 Action Time: 12.40.08.040 Action Data: Yes

Comments *****ATTORNEY DEMAND*****DATE STAMP:08-22-07; ATTORNEY ALLEGES CLIENT CONCERN AS DEFECTIVE STEERING BOX.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	THE LAW OFFICES OF FRANK F. DAILY
ATTORNEY NAME	GEORGE A. BEALEFELD, III
ATTORNEY PHONE NUMBER	4105849443
ANALYST ID	JSCHWAGL

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS
 Odometer: 1 MI Comm Type: OUTBOUND FAX-OTHER
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL
 Action Date: 08/23/2007 Action Time: 13.47.22.315 Action Data: No

Comments *** LPA COMMENTS ***- LPA SENT FAX ACKNOWLEDGING RECEIPT OF COMPLAINT

Action: CLOSING COMMENTS - AWAITING RECONTACT CUSTOMER/DEALER/REGION
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL
 Action Date: 11/27/2007 Action Time: 15.28.27.768 Action Data: No

Comments *** LPA COMMENTS ***- LPA LEFT MESSAGE REQUESTING CLARIFICATION ON CLAIM- TO DATE, LPA HAS RECEIVED NO RESPONSE- CLOSING CASE PENDING FUTHER CONTACT

Ford Confidential

All Action Details for Issue

Print

VIN: 1FDSF34546E [REDACTED] Year: 2006 Model: F-SERIES SUPER DUTY Case: 402501096
 Name: [REDACTED] Owner Status: Original WSD: 2005-08-12
 Symptom Desc: STRG/HANDLING FUNCTION Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL COANTACT - PRODUCT LIABILITY - ACCIDENT
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS
 Odometer: 11299 MI Comm Type: FAX
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29
 Action Date: 04/21/2006 Action Time: 08.01.22.339 Action Data: No

Comments **LPA RECEIVED A DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW FORM FROM KEITH BREEDEN, MILLER BROS. FORD, P/A: 01715, PH: 410 465-1300. ACCORDING TO THE INFORMATION PROVIDED, THE DRIVER STATES, "THE STEERING WENT OUT WHILE TRYING TO CHANGE FROM CENTER TO RIGHT LANE TO AVOID ANOTHER VEHICLE DURING HIGH SPEED BRAKING. TWO OTHER VEHICLES WERE DAMAGED." INCIDENT DATE: 4-14-2006. NO INJURIES REPORTED. THE CUSTOMER IS SEEKING AN EXPLANATION AND TO HAVE REPAIRS ASAP. VEHICLE LOCATION: MILLER BROS. FORD.

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS
 Odometer: 11299 MI Comm Type: PHONE
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29
 Action Date: 04/21/2006 Action Time: 08.03.53.702 Action Data: No

Comments **LPA SPOKE TO MR. BREEDEN. HE CONFIRMED THE ISSUE INFORMATION. HE IS WAITING FOR FMC TO INVESTIGATE. **LPA SPOKE TO JEFF, WINKLER'S INC, PH: 410 247-5191 AND EXPLAINED THE INVESTIGATION PROCESS.

Action: REQUEST FOR VEHICLE INSPECTION - EAA
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS
 Odometer: 11299 MI Comm Type: EMAIL
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29
 Action Date: 04/21/2006 Action Time: 08.04.38.237 Action Data: No

Comments **LPA WILL REQUEST AN EAA INSPECTION.

Action: OFFER - OTHER
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS
 Odometer: 11299 MI Comm Type: PHONE
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29
 Action Date: 04/26/2006 Action Time: 13.50.55.020 Action Data: No

Comments **LPA DISCUSSED THIS CASE WITH LP MGR. IT WAS DECIDED THAT LPA WOULD OFFER GOODWILL REPAIRS. --K. BREEDEN, MILLER BROS. FORD PROVIDED A REPAIR EST OF \$4,245. --LPA WILL DISUSS REPAIR OFFER WITH CUSTOMER. THE CUSTOMER WILL NEED TO SIGN AN OFFER LETTER AND RELEASE BEFORE LPA CAN AUTH. REPAIRS (FMC PDC HAS REQUESTED THE STEERING GEAR).

Action: UPDATE CONTACT STATUS
 Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY Origin Desc: OGC - CLAIMS
 Odometer: 11299 MI Comm Type: PHONE

Analyst Name: TAYLOR (ATAYLO29),ALMA
Action Date: 05/08/2006

Analyst: ATAYLO29
Action Time: 08.34.56.731 **Action Data:** No

Comments **CUSTOMER IS SEEKING TO REVISE THE RELEASE. AFTER A DISCUSSION WITH LP MGR AND OGC, THE CUSTOMER WAS ASKED TO SUBMIT TO FMC THE RELEASE REVISIONS THEY ARE SEEKING,

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY **Origin Desc:** OGC - CLAIMS
Odometer: 11299 MI **Comm Type:** PHONE
Analyst Name: TAYLOR (ATAYLO29),ALMA **Analyst:** ATAYLO29
Action Date: 05/11/2006 **Action Time:** 13.49.34.921 **Action Data:** No

Comments **LPA SPOKE TO JEFF AND ROBIN KENDIG, PENN NATIONAL INS. MS. KENDIG SENT LPA A LETTER, VIA FAX. VIA PHONE AND LETTER SHE ADVISED THAT PENN NATIONAL WILL PAY FOR THE DAMAGES AND SEEK RECOVERY IF WARRANTED. LPA WAS ALSO ADVISED THAT THEY WERE GOING TO HAVE THIS VEHICLE INSPECTED.

Action: UPDATE CONTACT STATUS

Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY **Origin Desc:** OGC - CLAIMS
Odometer: 11299 MI **Comm Type:** PHONE
Analyst Name: TAYLOR (ATAYLO29),ALMA **Analyst:** ATAYLO29
Action Date: 05/15/2006 **Action Time:** 08.15.45.520 **Action Data:** No

Comments **LPA PROVIDED KEITH WITH AN APPROVAL CODE FOR TOW (\$125)TO DLR.

Action: UPDATE CONTACT STATUS

Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY **Origin Desc:** OGC - CLAIMS
Odometer: 11299 MI **Comm Type:** INBOUND FAX-OTHER
Analyst Name: TAYLOR (ATAYLO29),ALMA **Analyst:** ATAYLO29
Action Date: 08/23/2007 **Action Time:** 08.50.12.336 **Action Data:** No

Comments **LPA RECEIVED A LETTER, DATED 8-22-07, FROM GEORGE A. BEALEFELD, III, THE LAW OFFICES OF FRANK F. DAILY, P.A. IN THE LETTER, HE SEEKS TO INFORM THAT HIS OFFICE REPRESENTS WINKLER'S INC. IN PRINCE GEORGE'S COUNTY V. WINKLER'S INC, ET AL. THEREFORE, MR. BEALEFELD IS SEEKING PAYMENT FROM FMC FOR \$8,725 IN PROPERTY DAMAGE RELATED TO THE 4-14-2006 COLLISION.--LPA WILL FORWARD THE LETTER TO LPA-ATTY DEMAND ADMIN FOR HANDLING.

Ford Confidential

All Action Details for Issue

Print

VIN: 1FDSF34546E [REDACTED] Year: 2006 Model: F-SERIES SUPER Case: 402501096
 Name: [REDACTED] Owner Status: Original DUTY WSD: 2005-08-12
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - INSURANCE COMPANY SETTLEMENT Secondary Phone:
 Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: ADVISE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY FOR ASSISTANCE
 Dealer: [REDACTED] Origin Desc: US CONCERN CASE BASE
 Odometer: 10000 MI Comm Type: PHONE
 Analyst Name: HEATHER TERRY (HTERRY2) Analyst: HTERRY2
 Action Date: 04/20/2006 Action Time: 09.22.54.198 Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
JEFF	W	WINKLER	4102475191	OTHER

Comments CUSTOMER SAID: CUST CALLING IN REGARDS TO HIS VEH SAYS THE STEERING BOX CUASED HIM TO HAVE AN ACCIDENT.DEALER SAID: DLRSHIP SAYS THEY WILL HAVE TO ALLOW THE REPS TO REVIEW THE VEHCRRC ADVISED: YOUR INSURANCE COMPANY HAS THE RIGHT TO PURSUE CLAIMS FOR REIMBURSEMENT AGAINST FORD. HOWEVER, FORD WILL BE UNABLE TO INVESTIGATE YOUR CLAIM AS REPAIRS TO YOUR VEHICLE HAVE BEEN PERFORMED AND YOU ARE CURRENTLY IN THE PROCESS OF PURSUING A CLAIM WITH YOUR INSURANCE COMPANY.ADVISED CUST OF ABOVEADVISED CUST WOULD HAVE TO KEEP WORKING WITH THE S/M IN REGARDS TO HIS VEH AND THE FORD REPCOULD NOT DOCUMENT THE REST OF THE ACCIDENT BECAUSE THE SYSTEM WENT DOWN CAUSING ME TO LOSE ALL THE DOCUMENTATION ON MY FILE

Ford Confidential

All Action Details for Issue

Print

VIN: 1FDSF34546f [REDACTED]	Year: 2006	Model: F-SERIES SUPER DUTY	Case: 402501096
Name: [REDACTED]	Owner Status: Original	WSD: 2005-08-12	
Symptom Desc:		Primary Phone: [REDACTED]	
Reason Desc: DEALER GENERATED INFORMATION ISSUE		Secondary Phone:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: DOCUMENT ADDITIONAL INFORMATION		
Dealer: 01715 MILLER BROTHERS FORD LINCOLN MERCURY		Origin Desc: DEALER
Odometer: 11299 MI	Comm Type: VISIT	
Analyst Name: KEITH BREEDEN	Analyst: K-BREEDEN	
Action Date: 04/19/2006	Action Time: 11.10.50.133	Action Data: No

Comments THIS IS DOCUMENTATION ONLY THAT MBF COMPLETED A DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW ON 04/18/2006 FOR THIS VEHICLE IN RELATION TO AN ACCIDENT WHICH THE CONSUMER STATED HAPPENED DUE TO A FORD DEFECT IN STEERING. KB 04/19/2006

Ford Confidential

Standard Claims List For Model Year 2006

Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)	
1FDSF34546	[REDACTED]	T/F7	F	T/BB	T/CD	T/B	A1	T/TQ	T/WX	26-JUL-2005	12-AUG-2005	127029	USA	9	6Y20	000001	*	MISC	*	C50	82	11299
AWS Claim Key:		949738	Trx Code:		P53	Labor Hrs:		0														
Dir Cd-Sub Cd:		01715 - *	Name:		MILLER BROTHERS FORD LINCOLN MERCURY		Ph:		410-4651300		St: MD	Ctry Cd:		USA		Reg Cd:	NA		Repr Date: 18-APR-2006		Doc #: 10199201	
Cust Comments:		TOWED IN CUST STATES HE LOST STEERING ON RT 95 AND HAD ACCIDENT WITH VEHICLE HAS HEAVY DAMAGE ON RT FT																				
Tech Comments:		TOWING FROM STORAGE LOT TO DEALERSHIP																				
1FDSF34546	[REDACTED]	T/F7	F	T/BB	T/CD	T/B	A1	T/TQ	T/WX	26-JUL-2005	12-AUG-2005	127029	USA	9	5001	110201	6C3Z	3504	A	H50	01	11299
AWS Claim Key:		940668	Trx Code:		1	Labor Hrs:		1.8														
Dir Cd-Sub Cd:		01715 - *	Name:		MILLER BROTHERS FORD LINCOLN MERCURY		Ph:		410-4651300		St: MD	Ctry Cd:		USA		Reg Cd:	NA		Repr Date: 18-APR-2006		Doc #: 10199202	
Cust Comments:		TOWED IN, CUSTOMER STATES HE LOST STEERING ON RT 95 AND HAD ACCIDENT WITH VEHICLE. HAS HEAVY DAMAGE ON RT FT																				
Tech Comments:		PIN BROKE IN SPOOL VALVE FOUND STEERING GEAR BOX SECTOR SHAFT DOES NOT MOVE DUE TO BUMPER BEING PUSHED INTO RIGHT FRONT TIRE. TRUCK HAD TO BE WORKED ON IN PARKING LOT. CARRIED TOOLS AS NEEDED OUT TO PARKING LOT TO TRUCK TO REMOVE STEERING GEAR BOX AND REPLACE TOP OFF FLUID AND PURGE AIR FROM SYSTEM																				

PE13-014 000960LCPV

Claim Detail Report

Model Year = 2006 Claim Key = 949738

Vehicle Information

Model Year: 2006
 Market Derived: F - FORD
 Body/Cab Type: T/BB - SINGLE CAB (REGULAR CAB)
 Version/Series: T/CD-350 SERIES
 Drive Type: T/B-2 W/IL L/H REAR DRIVE
 Vehicle Line: T/F7-F250HD/350/450/550 [99-10]

Warranty Start Date: 12-AUG-2005

Production Date: 26-JUL-2005

VIN: 1FDSF34546E XXXXXXXXXX

Dealer Information

Dealer Name MILLER BROTHERS FORD LINCOLN M
 Dealer Code: 01715 - *
 Address: 8528 BALTIMORE NATIONAL PIKE
 City: ELLICOTT CITY
 State: MD Zip Code: 21043
 Country: USA Region Code: NA
 Phone: (410)130-1300

Claim Information

Document Number: 10199201
 Repair Date: 18-APR-2006
 Distance: 11299
 TIS: 9

Cust. Concern Code: C50 - OTHER STEERING/HANDLING AND RIDE TROUBLES

Condition Code: 82 - FREIGHT/POSTAGE/MAINTENANCE

Technician Comment: TOWING FROM STORAGE LOT TO DEALERSHIP

Customer Comment: TOWED IN CUST STATES HE LOST STEERING ON RT 95 AND HAD ACCIDENT WITH VEHICLE HAS HEAVY DAMAGE ON RT FT

Labor Op Code Labor Op Description

OSL OUTSIDE LABOR

PE13-014 000961LCPV

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Quantity</u>
Y	* MISC *	FOR REPAIRS NOT COVERED BY WARRANTY	000001	0

PE13-014 000962LCPV

Claim Detail Report

Model Year = 2006 Claim Key = 940668

Vehicle Information

Model Year: 2006

Market Derived: F - FORD

Body/Cab Type: T/BB - SINGLE CAB (REGULAR CAB)

Version/Series: T/CD-350 SERIES

Drive Type: T/B-2 WHL L/H REAR DRIVE

Vehicle Line: T/F7-F250HD/350/450/550 [99-10]

Warranty Start Date: 12-AUG-2005

Production Date: 26-JUL-2005

VIN: 1FDSF34546E [REDACTED]

Dealer Information

Dealer Name MILLER BROTHERS FORD LINCOLN M

Dealer Code: 01715 - *

Address: 8528 BALTIMORE NATIONAL PIKE

City: ELLICOTT CITY

State: MD Zip Code: 21043

Country: USA Region Code: NA

Phone: (410)130-1300

Claim Information

Document Number: 10199202

Repair Date: 18-APR-2006

Distance: 11299

TIS: 9

Cust. Concern Code: H50 - STEERING GEAR/PUMP TROUBLES

Condition Code: 01 - BROKEN/CRACKED

Technician Comment: PIN BROKE IN SPOOL VALVE FOUND STEERING GEAR BOX SECTOR SHAFT DOES NOT MOVE DUE TO BUMPER BEING PUSHED INTO RIGHT FRONT TIRE. TRUCK HAD TO BE WORKED ON IN PARKING LOT. CARRIED TOOLS AS NEEDED OUT TO PARKING LOT TO TRUCK TO REMOVE STEERING GEAR BOX AND REPLAC. TOP OFF FLUID AND PURGE AIR FROM SYSTEM.

Customer Comment: TOWED IN. CUSTOMER STATES HE LOST STEERING ON RT 95 AND HAD ACCIDENT WITH VEHICLE. HAS HEAVY DAMAGE ON RT FT

Labor Op Code	Labor Op Description
3504A MT3504	STEERING GEAR ASSEMBLY REMOVE AND INSTALL OR REPLACE

Causal Flag	Full Part Number	Part Description	Part CPSC	Part Quantity
Y	6C3Z 3504 A	GEAR ASY-STEERING	110201	1
N	* 388898 S		110201	2
N	XT 2 QDX	MOTORCRAFT BATTERY	070107	2

PE13-014 000964LCPV



STATEMENT OF DRIVER
(PLEASE COMPLETE BOTH SIDES OF FORM)

DRIVER INFORMATION	[REDACTED]			AGE	DATE COMPLETED	
	[REDACTED]			35	09-26-1970	
OWNER INFORMATION	[REDACTED]			[REDACTED]		
	[REDACTED]			[REDACTED]		
VEHICLE INFORMATION	YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	LICENSE PLATE NUMBER	
	2006	Ford				
ACCIDENT INFORMATION	LOCATION OF ACCIDENT			DATE OF ACCIDENT		
	95 North			4/14/06		
	USE OF CAR AT TIME OF ACCIDENT			TIME OF ACCIDENT		
	WORK			Approx 4:30 <input type="checkbox"/> A.M. <input checked="" type="checkbox"/> P.M.		
	IDENTIFY SPEED, STREET AND DIRECTION YOU WERE TRAVELING					
	Approx. 60 MPH. North					
	IDENTIFY SPEED, STREET AND DIRECTION OTHER CAR WAS TRAVELING					
	SAME					
	HOW FAR AWAY WAS OTHER CAR WHEN FIRST NOTICED?	WEATHER CONDITIONS		ROAD CONDITIONS	VISIBILITY	
	DONT KNOW	Good		Good	Good	
DISTANCE FROM YOUR CAR	TO RIGHT EDGE OF ROAD		TO CENTER OF ROAD	NUMBER OF PASSENGERS		
				YOUR CAR 2 OTHER CAR 1		
DESCRIBE EXACT POINT OF CONTACT OF YOUR CAR WITH OTHER CAR			ESTIMATED DAMAGE TO YOUR CAR			
My car on the right - other car left			\$			
DESCRIBE EXACT POINT OF CONTACT OF OTHER CAR WITH YOUR CAR			ESTIMATED DAMAGE TO OTHER CAR			
			\$			
IDENTIFY AUTHORITIES NOTIFIED OF ACCIDENT			DATE AND TIME NOTIFIED <input type="checkbox"/> A.M. <input checked="" type="checkbox"/> P.M.			
WERE ANY TRAFFIC LAWS VIOLATED?			BY OTHER DRIVER? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO IF YES, IDENTIFY VIOLATION			
BY YOU? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO						
WERE ANY CHARGES MADE AGAINST YOU?	AGAINST OTHER DRIVER?	WAS YOUR DRIVER'S LICENSE SUSPENDED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO				
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	WAS OTHER DRIVER'S LICENSE SUSPENDED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO				
DID FAULTY CONDITION OF EITHER CAR CAUSE ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, EXPLAIN.						
OTHER CAR DRIVER INFORMATION	NAME OF DRIVER OF OTHER CAR			AGE	TELEPHONE (Include Area Code)	
	MAILING ADDRESS (Number, Street)			OCCUPATION		
	(City, State, Zip Code)			DRIVER'S LICENSE NUMBER		
OTHER CAR/ PROPERTY OWNER INFORMATION	NAME OF OWNER OF OTHER CAR OR PROPERTY			AGE	TELEPHONE (include Area Code)	
	MAILING ADDRESS (Number, Street)			OCCUPATION		
	(City, State, Zip Code)			NAME OF INSURANCE COMPANY		
OTHER VEHICLE INFORMATION	YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	LICENSE PLATE NUMBER	
WITNESS INFORMATION	NAME OF DISINTERESTED WITNESS			MAILING ADDRESS (Number, Street, City, State, Zip Code)		

NAME OF INJURED PERSON(S)	MAILING ADDRESS (Number, Street, City, State, Zip Code)	PASSENGER IN		PEDES- TRIAN
		YOUR CAR	OTHER CAR	
None				
NAME OF OCCUPANTS OF YOUR CAR	MAILING ADDRESS (Number, Street, City, State, Zip Code)			
[Redacted]	[Redacted] Baltimore, MD			
NAME OF ATTORNEY(S) REPRESENTING ANYONE	MAILING ADDRESS (Number, Street, City, State, Zip Code)			
N/A				
DESCRIBE ACCIDENT IN DETAIL, INCLUDING WHO, IN YOUR OPINION, AS AT FAULT AND WHY, AND ANY STATEMENTS MADE BY YOURSELF OR OTHERS AFTER THE ACCIDENT.				
<p>The car in front of me stopped suddenly and I went onto the shoulder to avoid hitting it but the car in the lane beside me also went onto the shoulder causing me to hit that car at that time. The truck lost steering and I could not control it and it hit the side of another truck causing it to spin around but didn't do too much damage as you could see.</p>				
		MAKE A DIAGRAM OF ACCIDENT		
	DATE	05-07-2006		

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties. In Virginia, insurance benefits may also be denied.



May 18, 2006

Ms. Laura J. Cron, Claims Associate

Penn National Insurance Company
P.O. Box3880
Harrisburg, PA 17105

RE [REDACTED]

Dear Ms. Cron:

Please find enclosed my preliminary report in the above captioned matter.

The steering gearbox should be retained and preserved as evidence. We could have a Technician present who would videotape the removal process at the dealership and take possession of the steering gearbox upon its removal. Chain of custody documents would then be created and maintained.

We could, if you approve, have the steering gearbox X-rayed to determine the nature of the internal failure thereby providing non destructive testing evidence.

With the steering gearbox in our custody, we would be in control of the evidence if a joint inspection was scheduled between us, Ford, and any other involved/interested parties in the future.

The damage repair estimates for the truck do not address replacement or repair of the steering gearbox; they only cover the actual crash damage. The service manager at the dealership when I asked said he was not involved in what was going to take place regarding the steering gearbox.

If the steering gearbox ends up in the hands of Ford, we will be hard pressed to obtain any information about it without having a law suit filed before they take possession. With a law suit in place, we could then put stipulations on how the evidence would be controlled and examined.

If you have any questions, or, if I can be of further assistance in this matter, please let me know.

Thank you for this assignment and please keep Robson Forensic, Inc. in mind for your future needs.

354 North Prince Street
Lancaster, PA 17603
Phone: 717.293.9050
Toll-Free: 800.813.6736
Fax: 717.293.1195
www.robsonforensic.com



May 18, 2006

Page 2

Very truly yours,

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

Lance Watt

Heavy Truck and Bus Expert

Enclosure

INSPECTION OF THE [REDACTED] & FABRICATION, Inc.

FORD F-350 XL SUPER DUTY TRUCK.

By:

LANCE WATT

MAY 18, 2006



INSPECTION OF THE [REDACTED] & FABRICATION Inc.

FORD F-350 SUPER DUTY XL TRUCK.

ENGINEER'S PRELIMINARY REPORT

MAY 18, 2006

1. INTRODUCTION.

On April 14, 2006, [REDACTED] was driving a [REDACTED] flatbed truck on I-95 in Prince Georges County, Maryland, when he suddenly lost steering control of the truck resulting in a multi-vehicle crash.

The purpose of my inspection was to determine the cause of loss of steering control.

2. AVAILABLE INFORMATION.

1. My inspection of the involved truck on May 11, 2006.
2. Copy of Automobile Loss Notice.

3. TRUCK INFORMATION.

Incomplete Vehicle Manufacturer: Ford Motor Company.

Date of Manufacture: 7-05.

Model Year: 2006.

VIN: 1FDSF34546E [REDACTED]

Model: F-350 XL Super Duty 4 x 2.

Engine: 5.4 Liter 3V Triton, gasoline fueled.

Transmission: Automatic.

Gross Vehicle Weight Rated: 10,000 pounds.

Gross Axle Weight Rating, Front Axle: 3,800 pounds.

Gross Axle Weight Rating, Rear Axle: 6,830 pounds with single rear wheels.

Rear Axle Code: 37.

Tires: LT 275/65R18.

Tire Inflation Pressure:

Front Axle: 60 PSI.

Rear Axle: 80 PSI.

Rims: 18 x 8.0 J.

Wheelbase: 141 inches.

Odometer Mileage: 11,299.

License: [REDACTED]

Final Stage Vehicle Manufacturer: Vehicle does not have required certification data label.

NOTE: Mud flaps indicate the body was manufactured by Reading Equip. & Dist.
Body Type: Flatbed, Special Purpose.



4. INSPECTION RESULTS.

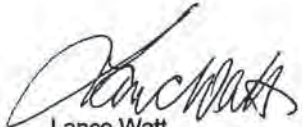
The physical part of this inspection was limited to the steering system of the subject truck.

- Within the truck cab, the steering wheel was solidly connected to the steering column.
- With the ignition key turned off, the steering column lock was effective.
- With the ignition key turned on and engine not running, the steering wheel rotated continuously and freely without resistance.
- Under the hood, the steering gearbox input shaft rotated continuously and freely without resistance or roughness.
- The steering shaft to steering gearbox input shaft coupling was intact with no visual installation defects.
- There was no side or end play present within the steering gearbox input shaft.
- There was no side or end play present in the steering gearbox output shaft.
- The pitman arm was solidly installed on the steering gearbox output shaft.
- The tie rods connecting the pitman arm to the right and left wheel spindles were connected without any looseness or play in the tie rod ends.
- The steering damper was connected and defect free.
- There was no looseness or play at either wheel spindle.
- There was no impact damage to either front wheel/tire assembly.
- There was no evidence of a prior front axle wheel alignment problem based on the lack of any irregular, tire tread face wear conditions.
- The steering gearbox input shaft when rotated, did not physically move the steering gearbox output shaft.
- The steering gearbox had suffered an internal mechanical disconnection between the input and output shafts, which caused loss of vehicle steering control and the subsequent multi vehicle crash.
- The steering gearbox has an internal mechanical failure.

5. FINDINGS.

Within the bounds of reasonable engineering certainty, and subject to change if additional information becomes available, it is my professional opinion that:

1. The steering gearbox had suffered an internal mechanical disconnection between the input and output shafts, which caused a loss of vehicle steering control and the subsequent multi vehicle crash.
2. The steering gearbox has an internal mechanical failure.



Lance Watt

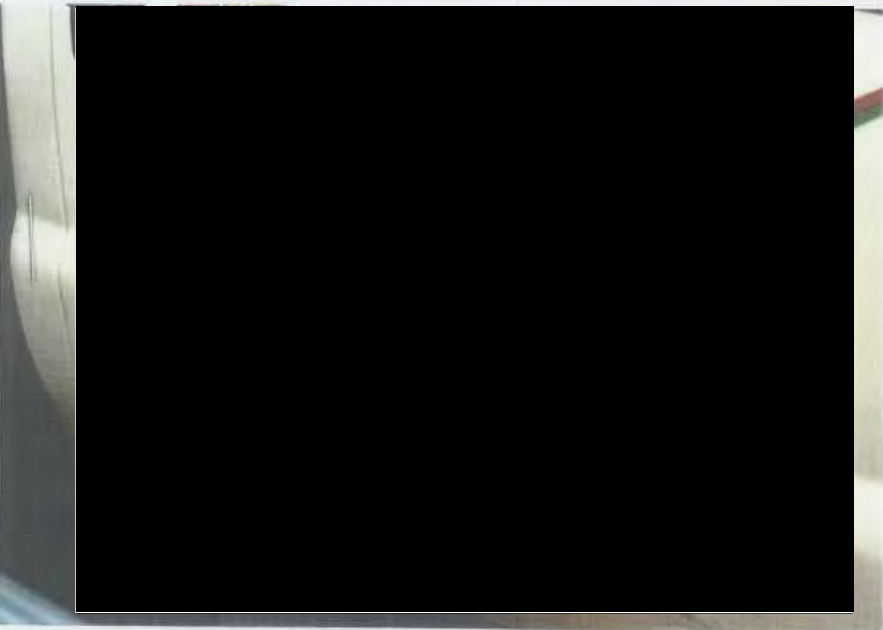
Heavy Truck and Bus Expert













011299

P1 RNO321

THIS CHASSIS-CAB CONFORMS TO FEDERAL MOTOR VEHICLE SAFETY STANDARD NOS. 201, 202, 203, 204, 206, 113, 114***, 116, 118**, 124, 201***, 202***, 203***, 206, 206, 207, 208, 209, 210, 214***, 302 AND PART 565. THIS VEHICLE WILL CONFORM TO STANDARDS NOS. 105, 108, 111*, 120, 204****, 212****, 219**** AND 302*** IF IT IS COMPLETED IN ACCORDANCE WITH THE INSTRUCTIONS CONTAINED IN THE INCOMPLETE VEHICLE DOCUMENT FURNISHED PURSUANT TO 49 CFR PART 568. CONFORMITY TO THE OTHER SAFETY STANDARDS APPLICABLE TO THIS VEHICLE WHEN COMPLETED IS NOT SUBSTANTIALLY AFFECTED BY THE DESIGN OF THE CHASSIS-CAB. CHASSIS-CAB MANUFACTURED BY FORD MOTOR COMPANY.

Date 07-05

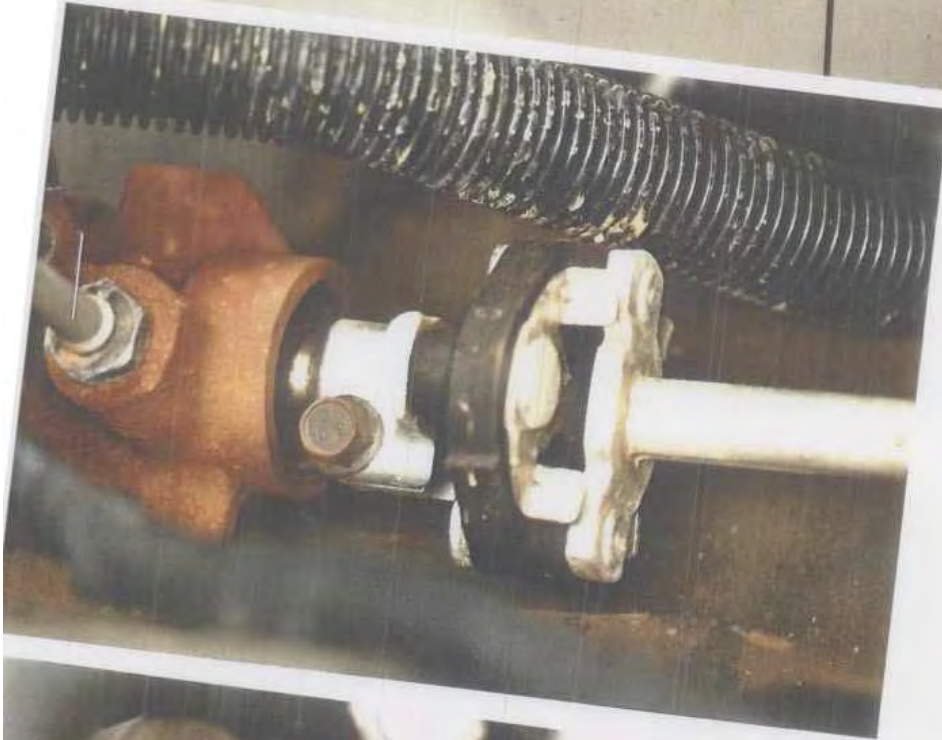
- * ONLY IF EQUIPPED WITH OUTSIDE REARVIEW MIRRORS
- ** IF EQUIPPED WITH OPTIONAL POWER WINDOWS AND GVW RATED AT 4536 KG (10000 LB) OR LESS
- *** IF GVW RATED AT 4536 KG (10000 LB) OR LESS
- **** IF GVW RATED AT 4536 KG (10000 LB) OR LESS AND COMPLETED AT AN UNLOADED VEHICLE WEIGHT OF 2495 KG (5500 LB) OR LESS

WFTV-2004-06-AA





F-350



INCOMPLETE VEHICLE MANUFACTURED BY

FORD MOTOR COMPANY

DATE: 07/05

GVWR: 10000LB/ 4536KG

FRONT GAWR: 3800LB

REAR GAWR: 6830LB

1724KG

WITH 3098KG

WITH

LT275/65R18

TIRES LT275/65R18

TIRES

18X8.0J

RIMS 18X8.0J

RIMS

AT 415 kPa/ 60

PSI COLD

AT 550

kPa/ 80

PSI COLD

VIN: 1FDSF34546E [REDACTED]



EXT PNT: Z1

RC: 27

DSO:

WB

INT TR

TP/PS

R

AXLE

TR

SPR

6F714

141

VE

7

37

T

FFHH

MOA

UNC

5USA-1520472-BA



PE13-014 000982LCPV



PE13-014 000983LCPV



PE13-014 000984LCPV