



December 14, 2012

BOB GRAY
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1232675 [REDACTED] vs Ford Motor Corporation 1FTEX1CM6CF [REDACTED]

Dear Madam/Sir:

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

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

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

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

December 14, 2012

BOB GRAY
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1232675 [REDACTED] vs Ford Motor Corporation 1FTEX1CM6CF [REDACTED]

Dear Madam/Sir:

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

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

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

December 6, 2012

[REDACTED]
CHICAGO IL [REDACTED]

Re: FRD1232675 [REDACTED] vs Ford Motor Corporation 1FTEX1CM6CF [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE
Council of Better Business Bureaus, Inc.
4200 Wilson Blvd, Suite 800
Arlington, VA 22203

To: FRD1232875 WRTGM
From:
Subject: 00279827

Message:

BBB AUTO LINE Dealer Report and Repair History Summary
Please Return To: Bob Gray
FAX 866-439 7972 or e-mail to: rgray72@ford.com

Attn: Service Manager - Immediate Action Required

Name: Jimmy Bazemore

Your Phone number: 601-445-0076 x24

Dealership Name: Natchez Ford

BBB Case Open Date:

CoDL Case Number: [REDACTED]

FCSD Zone Manager's Name: Tim Collins

Customer's Name: [REDACTED]

VIN: 1FTEX1GM6CF [REDACTED]

Make/Model/Year: 2012 F150

Mileage: ?

- 1. Have you or someone from your department spoken with the customer, inspected, and/or test driven the vehicle for/about the concern(s) listed on customer's application? Yes No

(Please summarize conversations, dates, offers made, actions taken and the name of dealership personnel):

car has not been here since 7/2012. Did not know it had problems - he lives in another town has been going to other dealers

- 2. Does this vehicle have commercial lettering or decals on it? Is it used for commercial purposes? Yes No

If yes, please explain and if you know this vehicle is part of a fleet of 3 or more vehicles owned by this customer.

- 3. Does this vehicle have a performance chip, lift kit, or other aftermarket accessories that are or have contributed toward the warranty defect? Yes No

If yes, please explain in detail how you came to this conclusion, all diagnostic tests performed, specifications before/after, and how did this aftermarket part affect factory installed parts/equipment. Take and send pictures if available.

BBB AUTO LINE: Dealer Report Form - Page 2 of 3

4. Does this vehicle show signs of abuse, miss use or lack of maintenance?

Yes No

If yes, please explain in detail how you came to this conclusion, all diagnostic tests performed, specifications before/after, and what proof you have of abuse or lack of maintenance. Take and send pictures if available.

have not seen since 7-16-12

5. Has the Technical Hotline been contacted?

Yes No

If yes, provide Dates and CQIS Tech Hotline #.

What direction or advice did the Hotline representative(s) provide?

6. Has a Ford Market Area Team member (Zone Manager, FSE or Customer Care Team) been involved?

Yes No

a. If yes, indicate name of personnel and their involvement with you and this customer.

7. Does the dealership believe that they have addressed and corrected all verifiable warranty concern(s)?

Yes No

If No, what concerns remains un-resolve?

Is (are) the customer's concern(s) normal operating characteristic(s)? If yes, explain why below.

Yes No

Last visit was bad gas

Did you test drive the vehicle with the customer (s)?

Yes No

Results of test drive(s) and date(s)? Please explain rationale for Normal Operating characteristic.

Unit did have misfire - fuel test showed bad - unit will not run good on bad fuel

BBB AUTO LINE: Dealer Report Form - Page 3 of 3

8. Was the customer offered a free service loaner or other courtesy transportation during service? Yes No
If yes, on how many repair visits? 2
What is the total number of days the customer was provided a free/complimentary loaner or rental? 8-10

9. What is the total number of days the vehicle been out of service for Ford warranty repairs at your dealership? 5
NOTE: This number should not include days out of service for maintenance or customer paid repairs, days an RO was left open while the vehicle was in the customer's possession, or days the vehicle was left by the customer prior to a scheduled appointment or after repairs were completed. Please explain in greater detail on the following Repair History summary.

10. What additional actions, if any, have been taken to assist with the customer's concerns?

11. Did the customer ask for AWA Financial Assistance/Reimbursement/Refund request? Yes No
a. If yes, please explain AWA request, and offer made by the dealership or by Ford representative.

12. Did the customer accept the goodwill offer or respond with counter offer? Yes No
a. If the customer responded with a counter offer, provide details of the offer.

13. Any Additional Comments:

Signature: [Signature] Title: Service Manager Date: 11/29/2012

Please attach any additional comments on a separate page

RETAIN A COPY FOR YOUR RECORDS

Dealership Repair History Summary

BBB/CuDL case # 135623163 Z Customer: [REDACTED] VIN: 1FTEX1CM6CF [REDACTED]

WARRANTY 3/36 Bumper to Bumper 4/50 Bumper to Bumper 5/100 PowerStroke Diesel Engine Warranty

FORD ESP PremiumCARE ExtraCARE BaseCARE PowertrainCARE RentalCARE MaintenanceCARE

Expiration: Date _____ Miles _____

PLEASE INDICATE TYPE Goodwill ESP Customer purchased retail ESP NON-FORD ESP Name of Provider? _____

RO Number	Date In	Date Completed	Total Days	Mileage	Customer's Concern	Action Taken	How Paid? Warranty / AWA / ESP / Retail / Dealer Internal
6052714	5-25-12	5-31-12	5	7289	Starting issue	New Flywheel - STARTER (W)	Dealer Internal
6053261	7-16-12	7-17-12	2	10999	RUN ROUGH CHECK ON	Diag - no Ford Problem Found - Bad fuel	Dealer Internal

Please duplicate, as necessary and attach additional sheets.

Revised: November 9, 2010

1999001 10: 100001222 FROM: FRAY/STOIO.COM REPLY-1011/20/11:43:00 D:D

BBB AUTO LINE Dealer Report and Repair History Summary
Please Return To: Bob Gray
FAX 866-439 7972 or e-mail to: rgray72@ford.com

Attn: Service Manager - Immediate Action Required

Name: Jimmy Bazemore Your Phone number: 601-445-0076 x24
Dealership Name: Natchez Ford
BBB Case Open Date: _____ CoDL Case Number: 1356231632
FCSD Zone Manager's Name: Tim Collins
Customer's Name: [REDACTED]
VIN: 1FTEX1GM6C [REDACTED] Make/Model/Year: 2012 F150 Mileage: ?

1. Have you or someone from your department spoken with the customer, inspected, and/or test driven the vehicle for/about the concern(s) listed on customer's application? Yes No

(Please summarize conversations, dates, offers made, actions taken and the name of dealership personnel):

can has not been here since 7/2012. Did not know it had problems - he lives in another town has been going to other dealers

2. Does this vehicle have commercial lettering or decals on it? Is it used for commercial purposes? Yes No

If yes, please explain and if you know this vehicle is part of a fleet of 3 or more vehicles owned by this customer.

3. Does this vehicle have a performance chip, lift kit, or other aftermarket accessories that are or have contributed toward the warranty defect? Yes No

If yes, please explain in detail how you came to this conclusion, all diagnostic tests performed, specifications before/after, and how did this aftermarket part affect factory installed parts/equipment. Take and send pictures if available.

BBB AUTO LINE: Dealer Report Form - Page 2 of 3

4. Does this vehicle show signs of abuse, miss use or lack of maintenance?

Yes No

If yes, please explain in detail how you came to this conclusion, all diagnostic tests performed, specifications before/after, and what proof you have of abuse or lack of maintenance. Take and send pictures if available.

have not seen since 7-16-12

5. Has the Technical Hotline been contacted?

Yes No

If yes, provide Dates and CQIS Tech Hotline #.

What direction or advice did the Hotline representative(s) provide?

6. Has a Ford Market Area Team member (Zone Manager, FSE or Customer Care Team) been involved?

Yes No

If yes, indicate name of personnel and their involvement with you and this customer.

7. Does the dealership believe that they have addressed and corrected all verifiable warranty concern(s)?

Yes No

If No, what concerns remains un-resolve?

Is (are) the customer's concern(s) normal operating characteristic(s)? If yes, explain why below.

Yes No

Last visit was bad gas

Did you test drive the vehicle with the customer (s)?

Yes No

Results of test drive(s) and date(s)? Please explain rationale for Normal Operating characteristic.

Unit did have misfire - fuel test showed bad - unit will not run good on bad fuel

BBB AUTO LINE: Dealer Report Form - Page 3 of 3

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If yes, on how many repair visits? 2

What is the total number of days the customer was provided a free/complimentary loaner or rental? 8-10

9. What is the total number of days the vehicle been out of service for Ford warranty repairs at your dealership? 5

NOTE: This number should not include days out of service for maintenance or customer paid repairs, days an RO was left open while the vehicle was in the customer's possession, or days the vehicle was left by the customer prior to a scheduled appointment or after repairs were completed. Please explain in greater detail on the following Repair History summary.

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11. Did the customer ask for AWA Financial Assistance/Reimbursement/Refund request? Yes No
a. If yes, please explain AWA request, and offer made by the dealership or by Ford representative.

12. Did the customer accept the goodwill offer or respond with counter offer? Yes No
a. If the customer responded with a counter offer, provide details of the offer.

13. Any Additional Comments:

Signature: [Signature] Title: Service Manager Date: 11/20/2012

Please attach any additional comments on a separate page

RETAIN A COPY FOR YOUR RECORDS

Dealership Repair History Summary

BBB/CuDL case # 1356231632 Customer: [REDACTED] VIN: 1FTEX1CM6CF [REDACTED]

WARRANTY 3/36 Bumper to Bumper 4/50 Bumper to Bumper 5/100 PowerStroke Diesel Engine Warranty

FORD ESP PremiumCARE ExtraCARE BaseCARE PowertrainCARE RentalCARE MaintenanceCARE

Expiration: Date _____ Miles _____

PLEASE INDICATE TYPE Goodwill ESP Customer purchased retail ESP NON-FORD ESP Name of Provider? _____

RO Number	Date In	Date Completed	Total Days	Mileage	Customer's Concern	Action Taken	How Paid? Warranty / AWA / ESP / Retail / Dealer Internal
6052714	5-25-12	5-31-12	5	7289	noise STARTING	New Flywheel - STARTER (W)	Dealer Internal
6053361	7-16-12	7-17-12	2	10999	Run Rough check on	diag - no Ford problem Found - Bad fuel	Dealer Internal

Please duplicate, as necessary and attach additional sheets.

Revised: November 9, 2010

1440003 - 10: 10013041222 FROM: RGRAY@FORD.COM REPLY-TOLL/19/11/14:49:30 B:D



Manufacturer Settlement Offer
BBB Fax# 1 703 247 9700

12-03-2012

FRD1232675 / 1356231632
1FTEX1CM6CF [REDACTED]
[REDACTED] /o Krohn & Moss
BBB Specialist Edith Newton
Ford DRS Bob Gray

Please offer [REDACTED] placement of a 5/75 Premium Care Extended Service Plan that will cover 500+ key components of the vehicle. The plan would begin at the warranty start date and run for 5 years or 75,000 miles, whichever comes first. The ESP carries a standard deductible of \$100. The ESP also has roadside assistance and rental car reimbursement at set amounts.

Ford does not feel that the vehicle qualifies for repurchase, but would like to add the assurance of further coverage as a way of acknowledging [REDACTED] loyalty to the manufacturer shown in utilizing the BBB Auto Line Process.

Thank you.

Bob Gray

Dispute Resolution Specialist
Ford Motor Company

"Satisfied Customers are Ford's BEST Asset"

Edith,

It is late, but could you please pass this offer to [REDACTED] people at Krohn & Moss. I have sent it to the BBB main FAX as well.

Thank you.

Ford Motor Company®

Robert Gray | Dispute Resolution Specialist | Dispute Resolution Program

rgray72@ford.com | www.ford.com

office: 866-567-6518 x77244

fax: 866-433-7972





BBB AUTO LINE

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

Date: 11/30/12

Case Number: FRD1232675

Customer: [REDACTED]

Manufacturer: Ford Motor Company

Mfr Info: 6700 MS 1FTEX1CM6CF [REDACTED]

Arbitrators: Mr. Frederick D King

Inspection Date, Time, Place: 12/14/12 10am CST
BBB serving Mississippi
505 Avalon Way, Suite B
Brandon, MS390470000

AUTOLINE Director Phone: (601) 398-1700 Fax : (769) 251-1054

INSTRUCTIONS

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

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

November 30, 2012

BOB GRAY
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1232675 [REDACTED] vs Ford Motor Corporation 1FTEX1CM6CF [REDACTED]

Dear Madam/Sir:

Enclosed are:

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

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

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

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

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



BBB AUTO LINE

November 30, 2012

[REDACTED]
[REDACTED]
CHICAGO IL [REDACTED]

Re: FRD1232675 [REDACTED] vs Ford Motor Corporation 1FTEX1CM6CF [REDACTED]

Dear [REDACTED]

Enclosed are:

- * *Notice of Inspection*
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Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 11/29/2012

Case Number: FRD1232675

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 MS 1FTEX1CM6CF [REDACTED]

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

Model : F-150 Truck

Year : 2012

All parties named above submit to arbitration the following:

- * Brakes
- * Electrical
- * Engine/Electrical
- * Transmission

The parties have come to agreement on the following:

N/A

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

Consumer : Repurchase

Manufacturer : Denial

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



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 11/29/2012

Case Number: FRD1232675

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 MS 1FTEX1CM6CF [REDACTED]

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

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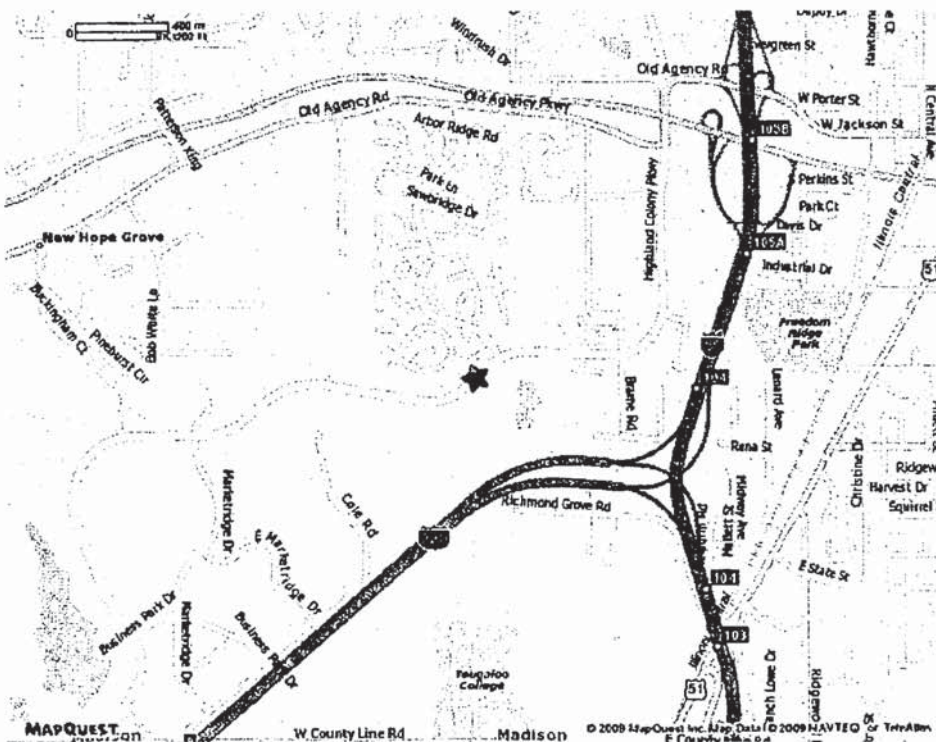
Location of Better Business Bureau	
Better Business Bureau	
Name of building (if any)	
601 Renaissance Way Suite A Ridgeland MS 39157	
Bureau Address and City	
601-856-9357	
Bureau Phone Number (Emergencies Only)	



DIRECTIONS

From I-55 take the Old Agency Road Exit 105C. Continue to the traffic circle. Go left around the traffic circle onto Highland Colony Parkway and head South for approximately 1.5 miles. The building is on the right on the corner of Highland Colony Parkway and Renaissance Way.

From I-220 take the Hanging Moss Road/Highland Colony Parkway Exit 9 and proceed left onto the Highland Colony Parkway about 2.5 miles. The building is on the left and parking is provided.





BBB AUTO LINE

November 19, 2012
Re: W-C2 FRD1232675: [REDACTED] vs Ford Motor Corporation
1FTEX1CM6CF [REDACTED]

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

Dear [REDACTED]

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

Enclosed please find the following information:

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

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

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

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

Council of Better Business Bureaus, Inc.
3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

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

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

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

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

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

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

You may either mail your position to our office at 3033 Wilson Blvd., Suite 600, Arlington, Virginia 22201 or fax it to 703.247.9700. If you have any questions, please contact me at 800.955.5100.

Sincerely,

Edith Newton at Extension 512

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1232675
Contact Date: 11/16/12
Start Date: 11/19/12

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Chicago	State: IL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax: [REDACTED]	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: F-150 Truck	Year: 2012	Current mileage: 16783
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Same, , MS			
Primary Servicing dealer/city/state: NATCHEZ FORD LINCOLN-MERCURY,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 02/16/12	Mileage at purchase/lease:		
First repair attempt date: 05/25/12	First repair attempt mileage: 7287		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

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

Vehicle Repurchase plus \$2,500 for inconvenience and \$2,500 for loss of use.

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

VEHICLE IDENTIFICATION NUMBER 1FTEX1CM6CF [REDACTED]
Lienholder/Leasing Company _____ Phone Number _____
Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

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

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

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

**BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700**



BBB AUTO LINE

November 19, 2012

[REDACTED]
[REDACTED]
CHICAGO IL [REDACTED]

Re: FRD1232675 [REDACTED] vs Ford Motor Corporation 1FTEX1CM6CF [REDACTED]

Dear [REDACTED] [REDACTED]

We have received your documents and your claim has been opened. Please review the enclosed brochure *How BBB AUTO LINE Works*. This booklet explains the BBB AUTO LINE program and contains the rules that will be followed in arbitration.

It will help us to resolve your dispute if we have all of the available information about your case. Please send us a copy of the following with your case number referenced at the top:

- No further documentation is required at this time
- Your signed *Customer Claim Form*

PLEASE NOTE: Your case will not be arbitrated unless we receive a *Customer Claim Form* signed by the customer or signed by the attorney and accompanied by proof of the customer's authorization of representation. If we have not received this form within 10 days from the date of this letter, this case will be closed.

- Repair orders relating to your complaint
- Your current registration
- Your bill of sale (purchase contract)
- Your lease agreement
- Other: _____

Council of Better Business Bureaus, Inc.
3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

You can fax the documents to 703.247.9700 to expedite the process or mail them to the address listed above.

Sincerely,

Edith Newton (Ext. 512)



BBB AUTO LINE

November 19, 2012

BOB GRAY
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1232675 [REDACTED] vs Ford Motor Corporation 1FTEX1CM6CF [REDACTED]

Dear Madam/Sir:

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

Enclosed please find the following information:

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

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

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

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

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

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

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

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

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

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

Sincerely,

Edith Newton at Extension 512

Umanzor, Maury

From: Hyatt, Chris <chyatt@consumerlawcenter.com>
Sent: Thursday, November 15, 2012 1:00 PM
To: ILDept Fax
Cc: Umanzor, Maury; Bridges, Michael; Herrera, Juan; Loader, Nancy; Patterson, Donna
Subject: 17032479700
Attachments: arb packet - [REDACTED].pdf

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

November 15, 2012

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

WRT AC
FRD1232675

RE [REDACTED] v Ford Motor Company

Dear Mr. Umanzor,

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

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

Thank you,

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

**BBB AUTO LINE
Customer Claim Form**

Case number:
Contact Date:
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Chicago	State: IL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: F-350 F-150	Year: 2012	Current mileage:
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: NATCHEZ FORD NATCHEZ MS			
Primary Servicing dealer/city/state: Natchez Ford, Natchez MS and Bill Hood Ford, Hammond LA			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: FEB 14 2012		Mileage at purchase/lease: 10	
First repair attempt date: May 25, 2012		First repair attempt mileage: 7,287	
How often is the vehicle used for business purposes (percentage): 100 %		Number of vehicles owned or leased by the business: 2	
		Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

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

VIN: 1FTEX1CM6CF [REDACTED] Vehicle Repurchase plus \$2,500 for inconvenience and \$2,500 for loss of use.


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

VEHICLE IDENTIFICATION NUMBER	1FTEX1CM6CF [REDACTED]
Lienholder/Leasing Company	FORD MOTOR CREDIT Phone Number 800-727-7000
Account Number	[REDACTED]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
PLEASE	SEE		ENCLOSED	
			Miles	
STARTER GRINDING	NATCHEZ FORD	1	5/31/12 7289 miles 5/25/12 7287 miles	NO
TRANS SEEMS TO HESITATE	NATCHEZ FORD	2	5/25/12 7287 5/20/12 7289	YES
CHECK ENG. LIGHT	NATCHEZ FORD	4	7/16/12 10999 11000	YES
TRAC CONTROL + BRAKE CHECK ENG LIGHT	NATCHEZ FORD	1	7/16/12 10999	NO
CHECK ENG. LIGHT	BILL HOOD	2	8/23/12 13566	YES
CHECK ENG LIGHT	BILL HOOD	2	10/01/12 16723	YES
CHECK ENG LIGHT				YES

Total days out of service for all problems: 9-11 more or less

Signature of Titled Owner(s)  Date 11/12
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

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

Date of Repair	Mileage	Description of Problem/Repair	Defects
05/25/12-05/31/12	7,287	Check brakes	Brakes
		Check battery	Electrical
		Loud grinding noise when starting sometimes doe not want to engage	Engine/Electrical
		Check trans seems to hesitate when let off gas & get back on gas (highway driving)	Transmission
		Check tires	Tires
07/16/12-08/01/12	10,999	Service Trac control & brake light came on and went back off	Electrical
		Check engine light on runs rough	Engine/Electrical
		When let off gas then get back on it seems to stall for sec. Like losing power than will take off	Electrical
08/23/12-09/25/12	13,655	Check engine light blinks on and off while driving at highway speeds, seems worse when going into passing gear	Engine/Electrical

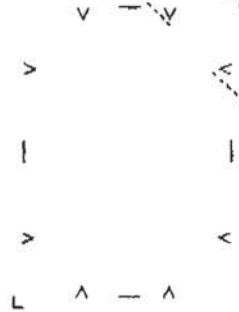
PLATE NUMBER 1-000323	COUNTY NO. 570	TAX DISTRICT 503	TAX EXPIRATION DATE MO. YR. 02/2012	DECAL NUMBER [REDACTED]	VEHICLE I.D. NUMBER 1FTEX1C6MGC1	TITLE NUMBER [REDACTED]	OLD TAG SURRENDERED FOR CREDIT	ISSUE DATE MO. DAY YR. 02/24/2012
REGISTRATION CODE SAME AS TITLE <input checked="" type="checkbox"/> LEASEE <input type="checkbox"/>	YEAR 2012	MAKE FORD	TYPE 4	VEHICLE 04	REGISTRATION CODE SAME AS TITLE <input checked="" type="checkbox"/> LEASEE <input type="checkbox"/>	TYPE OWNER F	PREVIOUS EXP. DATE Y	PREVIOUS COUNTY Y
REGISTRATION FEE 14.00	COLOR GRY/	YES <input type="checkbox"/> NO <input type="checkbox"/>	TITLE NO <input type="checkbox"/> APPL <input checked="" type="checkbox"/>	DATE PURCHASED MO. DAY YR. 02/19/2012	OLD TAG NUMBER	REGISTRATION FEE 14.00	USE TAX .00	TRAUMA FUND .00
TAX COLLECTOR WENDOLYN J NUNNERY	PURCHASE OUT OF STATE YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	PURCHASE PRICE OR VALUE .00	TRADE-IN ALLOWANCE .00	TAXABLE BASE .00	CREDIT (IF APPLICABLE) .00	NET PRIVILEGE TAX 7.20	TOTAL 372.86	TOTAL AD VALOREM TAX 372.86
CITE AUTHORITY FOR AD VALOREM EXEMPTION/REDUCTION 0	PRIVILEGE TAX 7.20	PENALTY .00	LESS CREDIT .80	TOTAL 183.36	NET PRIVILEGE TAX 7.20	TOTAL AD VALOREM TAX 372.86	SPECIAL TAX FEE .00	TOTAL ALL TAXES 394.06
AD VALOREM TAXES	VALUATION	TAX RATE	TAXES	LATE PRNT. PENALTY	LEGISLATIVE TAG CREDIT	CREDIT PREVIOUS TAX	TOTAL	TOTAL AD VALOREM TAX
COUNTY TAXES	7240	.05350	387.34	.00	203.58	.00	183.36	372.86
MUN TAXES								.00
18.30 *TAG CREDIT AUTHORIZED BY 1984 LEGISLATIVE SESSION*	SCH OR GRD TAXES	7240	.05550	401.82	.00	212.32	.00	189.50
								MAINTENANCE FEE .00
								TOTAL DUE 394.06
								PAYMENT TYPE CASH

[REDACTED]
SUMMIT MS

SEAT BELT AND CHILD RESTRAINT DEVICES ARE REQUIRED IN MS.

CNTY / ST USE ONLY:
000000000000000000

- INSTRUCTIONS FOR APPLYING PLATE DECALS:
1. Verify plate number and decal match
 2. Do not moisten decal or attempt to apply if temperature is below -10 degrees Fahrenheit.
 3. Clean and dry plate before affixing new decal.
 4. Remove decal by bending corner of card under decal along dotted line. **PEEL HERE**



5. Next, lift up corner of decal where card is attached.
6. Decal is fragile, peel decal off slowly.
7. If plate has a previous decal attached, place new decal to cover old decal. See diagram on back of registration form for decal placement.
8. Rub or press firmly around edges of decal after applying.

STATE OF MISSISSIPPI ROAD AND BRIDGE PRIVILEGE TAX AND REGISTRATION RECEIPT

7/Nov. 12/10



NATCHEZ FORD LINCOLN MERCURY, INC.

P. O. Box 18759 14 Sgt. Prentiss Dr.
NATCHEZ, MS 39122
 Ph. (601) 445-0076 Fax (601) 445-0093

SOLD TO [REDACTED]
 ADDRESS [REDACTED]
 SUMMIT, MS [REDACTED]

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
	FORD	F 150	NEW	ATTACHED [REDACTED]
SALESMAN: [REDACTED] KEY NOS: [REDACTED]				
INSURANCE COVERAGE INCLUDES				
<input type="checkbox"/> FIRE & THEFT <input type="checkbox"/> PUBLIC LIABILITY - AMT <input type="checkbox"/> COLLISION - AMT DEDUCTIBLE <input type="checkbox"/> PROPERTY DAMAGE - AMT.				
OPTIONAL EQUIPMENT AND ACCESSORIES	GROUP	DESCRIPTION	PRICE	
LIENHOLDER: FORD MOTOR CREDIT PO BOX 105704 ATLANTA, GA 30348-0000				
USED CAR TRADED				
YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.	
BODY COLOR: [REDACTED] MILEAGE: [REDACTED] N/A				

DATE	INVOICE	STOCK NO
20 10 19	NO.	
	SALESMAN NUMBER	
DESCRIPTION	SALE	
	4,200.00	
OWNERS SERVICES INC	1,250.00	
SALES TAX	1,716.50	
LICENSE & TITLE	15.00	
INSPECTION	245.00	
TOTAL CASH PRICE	10,256.50	
FINANCING INSURANCE	10,027.94	
TOTAL TIME PRICE	40,789.44	
DEPOSIT	N/A	
CASH ON DELIVERY	4,000.00	
REBATE	4,000.00	
USED CAR ALLOWANCE PAYMENTS	N/A	
MONTHS DOLLARS PER MONTH	72 300.00	
TOTAL	40,789.44	
<i>Always Bring Your Car Here For Factory Authorized Service</i>		
	30,751.50	

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, NATHAN FORD LINCOLN MERCURY state that the odometer now
(TRANSFEROR'S NAME - PRINT)
reads 14 (no tenths) miles and to the best of my knowledge that it reflects
the actual mileage of the vehicle described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage.
WARNING — ODOMETER DISCREPANCY.

MAKE FORD

MODEL F-150 BODY TYPE 2WD SUPER CAB

VEHICLE IDENTIFICATION NUMBER 1FTFA1D6L4P [REDACTED]

YEAR 2011

TRANSFEROR'S NAME NATHAN FORD LINCOLN MERCURY
(PRINTED NAME)

TRANSFEROR'S ADDRESS (STREET) 14 Sgt Prentiss Drive
(CITY) Natchez, MS (STATE) 39120 (ZIP CODE)

TRANSFEROR'S NAME X [Signature] (SIGNATURE)

DATE OF STATEMENT 02-15-12

TRANSFeree'S NAME [REDACTED]

TRANSFeree'S ADDRESS (STREET) [REDACTED]
(CITY) SUMMIT, MS (STATE) 39153

TRANSFeree'S NAME X [REDACTED]



[REDACTED]

FORD LINCOLN
WILL NOT
WORK ON
ETEXICMG6FA

[REDACTED]

FOR GARY

6/18/12

[REDACTED]

[REDACTED]

178-002-10-7-1-000 (Rev. 10/10)



STATE OF MISSISSIPPI
DEPARTMENT OF REVENUE
TITLE BUREAU - POST OFFICE BOX 1383
JACKSON, MISSISSIPPI 39215

For Title Bureau Use Only

APPLICATION FOR CERTIFICATE OF TITLE

1988-1994 Model Year
VEHICLE TYPE: PASSENGER (P) TRUCK (T) MOTOR HOME (M) OTHER (O)
SAVAGE (S) RESORT (R) OTHER (O)
CORRECTION (C) TRANSFER (T) BLIND/BLINDING (B)

VEHICLE IDENTIFICATION NO. (VIN): 11-TEX10M6CP [REDACTED]
ODOMETER CODE: EXAMPLE 00-123456

VEHICLE PURCHASED (NAME): EZ FORD LINCOLN MERCURY
STREET (APT., P.O. BOX): 14 Sgt Prentiss Drive
STATE: MS ZIP CODE: 39200
PREVIOUS TITLE NO.: [REDACTED] TITLE STATE: MS TAG NO.: [REDACTED]

SELLER (NAME, FIRST, INITIAL (M, A, OR, OR) FIRST INITIAL): [REDACTED]
STREET (APT., P.O. BOX): 3003 BREMEN ROAD

CO. CODE: 570 DATE OF PURCHASE: 02/16/12
TRADE IN: YES NO 168
SELLER (NAME): MOTOR CREDIT
STREET ADDRESS: PO BOX 105704

BUYER (NAME): TA
STATE: GA ZIP CODE: 30348
DATE OF USE: 02/16/12

BUYER (NAME): EZ FORD LINCOLN MERCURY
STATE: [REDACTED] ZIP CODE: [REDACTED]
LIENHOLDER NUMBER (Contact Lienholder & get this): [REDACTED]

DISCLOSURE STATEMENT AND PRIVACY ACT NOTICE
I HEREBY CERTIFY THAT THE VEHICLE DESCRIBED ABOVE IS OWNED BY ME AND I HEREBY MAKE APPLICATION FOR A CERTIFICATE OF TITLE IN ACCORDANCE WITH THE MISSISSIPPI TITLE ACT AND I AGREE TO BE SUBJECT TO THE PROVISIONS OF TITLE UNLESS INDICATED ABOVE.

DATE: 02/16/12
SELLER SIGNATURE: [REDACTED]



DEALER CODE
23H148

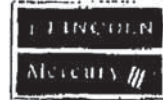
FORD P & A CODE
06418

HAMMOND
(985) 345-1590



1500 N. MORRISON BLVD.
P.O. BOX 3007
HAMMOND, LA 70404

WATS
(888) 345-1590



Make: FORD MODEL: W RIDEGL		Tag: 4765	License: MS	LETTERING CODE: [REDACTED]	Page: 1	Inv. No: W52789
Invoice to [REDACTED] PUMPER, MS Home: [REDACTED]				Driver/Owner Information [REDACTED] SUMMIT, MS Home: [REDACTED]		
For Office Use				Vehicle Information		
Make/Model ID: 13659	Year:	Dist: IFA WAR C W	Quote	12 FORD F-150 2WD XCAR		
Req/In: 09/23/12	Date: 09/12/12	Invoiced: 11/08/12 10:57 VR	Inservice: 02/16/12	Production: 12-15-11		
Quote after Final Bill				Reprinted 1 times		
Concern 51	CUSTOMER STATES CHECK ENGINE LIGHT BLINKS ON AND OFF WHILE DRIVING AT HIGHWAY SPEEDS, SEEMS WORSE WHEN GOING INTO PASSING GEAR			Operation	Time	Amount
Code	#3 COIL AND PLUG			1265000	4.0	167.41
Description	EBC SYSTEM DIAGNOSIS - (QUICK TEST)					
51-1	EXTRA TIME TO REPEAT FINAL QUICK TEST			1265000	8.0	33.48
51-2	EBC SYSTEM - DIAGNOSIS: PIN POINT TEST			1265000	8.0	33.48
51-3	RELATIVE COMPRESSION/POWER BALANCE - TEST			1265000	8.0	33.48
51-4	IGNITION COIL ASSEMBLY-COIL ON PLUG - REMOVE AND INSTALL ON REF:AC			1265000	8.0	33.48
Part	Part Number	PO#	None	Description	Qty	Rate
	EW 7742	12029 E	NSTK	*COIL ASY	1	118.70
	2KC 5P	920	NSTK	*SPARK PLU	1	68.71
	Part: Compl	2.00	Allowance:	43.91		
	PNS: 825 THOMAS, DAVID					
	SYSTEM CD: E29					
PARTS						118.70
LAB-MECHANICAL						68.71
TOTAL CHARGE FOR REPAIR						187.41
Summary of Charges for Invoice W52789				Payment Distribution for Invoice W52789		
PARTS	118.70	TOTAL CHARGE	187.41			
LAB-MECHANICAL	68.71	EAC WARRANTY	187.41			
TOTAL CHARGE	187.41					
If you have any questions - please see VICTOR W RIDGEI.						

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

X I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED



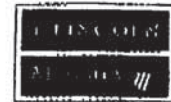
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HAMMOND
(985) 345-1590



1500 N. MORRISON BLVD.
P.O. BOX 3007
HAMMOND, LA 70404

WATS
(888) 345-1590



Adv: 513 VICTOR W RIDGEL	Tag: 3040	License: MS	1FTEX1CM6 C	Page: 1	Invoice: W53884	
Invoice to:			Bill to/Owner Information:			
SUMMIT, MS Home:			SUMMIT, MS Home:			
For Office Use:						
Gdometer In: 16723	Out:	Dist: 1FA WAR C W	Quote	12 FORD F-150 2ND XCAM		
Begin: 10/01/12	Done: 10/10/12	Invoiced: 11/08/12 10:56 VR	Inservice: 02/16/12	Production: 12/10/11		
Quote after Final Bill			Redeemed Lines			
Concern 51	CUSTOMER STATES ON ACCELL CHECK ENGINE LIGHT CAME ON , ENGINE STARTED MISSING RUNNING ROUGH AND AC STARTED BLOWING HOT , CHECK ENGINE LIGHT WENT OUT A/C STARTED BLOWING COLD AND ENGINE STARTED RUNNING OK			Operation	Tech	Amount
Cause	EEC			12650D	829	17.18
Correction	EEC SYSTEM DIAGNOSIS - (QUICK TEST)					
51-1	EXTRA TIME TO REPEAT FINAL QUICK TEST			12650DX1	829	8.59
51-2	EEC SYSTEM - DIAGNOSTIC PTN POINT TEST			12650D45	829	25.76
51-3	M TIME FOR FUEL SAMPLE, P0300 P0303, P0304, P0316 COULD NOT DUEPLICATE CONCERN CONTACT HL SPOKE WITH FIELD ENGINEER TOLO TO TAKE FUEL SAMPLE AND RELEASE BACK TO CUSTOMER PROBABLY ETHNOAL PROBLEM			MT	829	25.76
	Tech 829 THOMAS, DAVID					
	CONCERN CD : D42					
Type: W				Subtotal		
				LAB-MECHANICAL		77.29
				TOTAL CHARGE FOR CONCERN		77.29
Concern 152	ENTERPRISE RENTAL			Operation	Tech	Amount
Cause	2 DAYS RENTAL MOIX9 P11			LABOR	300	0.00
Correction	2 DAY RENTAL AT 30.00 A DAY					
Part9	Part Number	PO#	Note	Description	Qty	Sell
		146563		ENTERPRISE	1	60.00
	Tech 300 TECH, SHOP					
	CONCERN CD : A99					
Type: W				Subtotal		
				SUBLET REPAIRS		60.00
				TOTAL CHARGE FOR CONCERN		60.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

X I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED



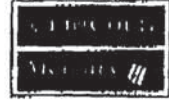
DEALER CODE
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HAMMOND
(985) 345-1590



1500 N. MORRISON BLVD.
P.O. BOX 3007
HAMMOND, LA 70404

WATS
(888) 345-1590



Adv: 313 VICTOR W RIDGEL	Tag: 3040	Licenses: MS	1ETEX1CM6 CE	Page: 2	Invoice: W53884
Invoiced: 11/08/12 10:56:56 VR		12 FORD F-150 2WD XCB			
SUBLET REPAIRS		60.00	TOTAL CHARGE		137.29
LAB-MECHANICAL		77.29	FAC WARRANTY		137.29
TOTAL CHARGE		137.29			
If you have any questions - please see VICTOR W RIDGEL					
					Last Page

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

X

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED



Natchez
 FORD • LINCOLN • MERCURY

14 Sergeant Prentiss Drive
 NATCHEZ, MISSISSIPPI 39120
 Telephone: (801) 445-0076 EXT. 31

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday

7/16/12	6053761/2
8/01/12	Reprint
10999	11000
SCOTT SLOVER	

SUMMIT, MS		1FTEX1CN6CF	
		2/16/12	2/16/12
2012	FORD	F-150	2WD SUPERCAB 145" GRAY
50669			

#4 - MR Customer Reports: SERVICE TRAC. CONTROL & BRAKE
 LIGHT CAME ON & WENT BACK OFF
 TC DIAG 42 11060
 KOEO SELF TEST, NO CODES, NO PRESENT CONCERN.

 * parts and labor 12 months 12k miles on ford parts. FQR *
 * gas engine and trans 3 years, diesel engine 24mo *
 * unlimited miles.-must have maintance records *
 * warranty.-alignment 30 days-customer pay only *

Please Note: WAITER
 NO PSA 601 248 9923

WORK IS STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLEY	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

X

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



14 Sergeant Prandis Drive
 NATCHEZ, MISSISSIPPI 39120
 Telephone: (601) 445-0078 EXT. 31

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:30 p.m.
 Monday - Friday

5/25/12	6052714/2			
5/31/12	Reprint			
7287	7289			
JIMMY BAZEMORE				
1FTRX1CM6CP				
2/16/12	2/16/12			
2012	FORD	F-150	2ND SUPERCAB 145"	GRAY
50669				

#5 - MR GBK: BRAKES ARE IN GOOD SHAPE 5MM OR ABOVE
 Sub Total: Labor: .00 Parts: .00 Total: .00

#6 - MR GBATT: -BATTERY IS IN GOOD SHAPE

Please Note: NO FSA
 601 248 8823 C SPIRE
 WIFE 601 248 5851
 WARRANTY PER MR. BAZEMORE 5/31/12 CDF
 WARRANTY PD \$635.72 6/6

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

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The dealer hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
DIAGNOSTIC	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

X
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1-601-684-7094

Natchez
FORD - LINCOLN - MERCURY

14 Sergeant Prentiss Drive
 NATCHEZ, MISSISSIPPI 39120
 Telephone: (601) 445-0076 EXT. 31

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:30 p.m.
 Monday - Friday

7/16/12	6053761/1			
8/01/12	Reprint			
10999	11000			
SCOTT SLOVER				
1PTEX1CM6CF				
2/16/12	2/16/12			
2012	FORD	F-150	2WD SUPERCAB 145"	GRAY
50669				

#1 - MR Customer Reports: CHECK ENGINE LIGHT ON RUNS ROUGH
 Corrected by 12650D: (E29) (42) REC (QUICK TEST) - DIAGNOSIS - L
 Work performed by troy caldwell(TC)
 Corrected by 12650D47: RELATIVE COMPRESSION/POWER BALANCE - TEST - L
 Work performed by troy caldwell(TC)
 TC DIAG 42 11060
 CHECK ENGINE LIGHT ON, KOEO SELF TEST, P0303, MOVE D COILS AROUND, MIS DID NOT MOVE, MOVED PLUGS, MIS S DID NOT MOVE, RELATIVE COMPRESSION TEST, OK. POWER BALANCE TEST SHOWED SOME MISFIRES ON RANDOM CYLINDERS, TOOK FUEL SAMPLE, FOUND FUEL TO BE BAD, RECOMMEND CUSTOMER PURCHASE GAS OF HIGHER OCTANE AND FROM DIFFERENT GAS STATION. CLEAR KAM,

#2 - MR 99P: INSPECTION AND PERFORMING OF QUALITY CARE CHECK SH EST.
 GTIRE
 GBRKE
 GBATT

#3 - MR Customer Reports: WHEN LET OFF GAS THEN GET BACK ON IT SEEMS TO STAL FOR SEC. LIKE LOSING POWER THEN WILL TAKE OFF CHARACTERISTIC OF VEHICLE WITH ELECTRONIC THROTTLE BODY

SVC POLICY
 SVC POLICY

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

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The dealer hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX ON TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

X
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1-601-684-7094



14 Sergeant Prentiss Drive
 NATCHEZ, MISSISSIPPI 39120
 Telephone: (601) 445-0078 EXT. 31

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday

7/16/12	6053761/1
8/01/12	Reprint
10999	11000
SCOTT SLOVER	

SUBMIT, MS		1FTEK1CM6CF	
		2/16/12	2/16/12
2012	FORD	F-150	2WD SUPERCAB 145" GRAY
50669			

#1 - MR Customer Reports: CHECK ENGINE LIGHT ON RUNS ROUGH
 Corrected by 12650D: (E29) (42) EEC (QUICK TEST) - DIAGNOSIS - L
 Work performed by troy caldwell(TC)
 Corrected by 12650D47: RELATIVE COMPRESSION/POWER BALANCE - TEST - L
 Work performed by troy caldwell(TC)
 TC DIAG 42 11060
 CHECK ENGINE LIGHT ON, KOEO SELF TEST, P0303, MOVE D COILS AROUND, MIS DID NOT MOVE, MOVED PLUGS, MIS S DID NOT MOVE, RELATIVE COMPRESSION TEST, OK. POWER BALANCE TEST SHOWED SOME MISFIRES ON RANDOM CYLINDERS, TOOK FUEL SAMPLE, FOUND FUEL TO BE BAD, RECOMMEND CUSTOMER PURCHASE GAS OF HIGHER OCTANE AND FROM DIFFERENT GAS STATION. CLEAR KAM,

#2 - MR 99P: INSPECTION AND PERFORMING OF QUALITY CARE CHECK SH EET.
 GTIRE
 GERKE
 GBATT

#3 - MR Customer Reports: WHEN LET OFF GAS THEN GET BACK ON IT SEEMS TO STAL FOR SEC. LIKE LOSSING POWER THEN WILL TAKE OFF
 CHARACTERISTIC OF VEHICLE WITH ELECTRONIC THROTTLE BODY

SVC POLICY
 SVC POLICY

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

DISCLAIMER OF WARRANTY: Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

X
 04 2007 010104, Inc. - Customer Application Form 000001-000

FORD
 DEALER CODE
 23H148
 FORD P & A CODE
 06418

HAMMOND
 (985) 345-1880



1500 N. MORRISON BLVD.
 P.O. BOX 3007
 HAMMOND, LA 70404

WATS
 (888) 345-1880

Adv: 313 VICTOR W RIDGEL	Trq: 4968	License: MS	LFTEX1CM6 CP	Page: 1	Invoice: W52799			
SUMMIT, MS Home: [REDACTED]		SUMMIT, MS Home: [REDACTED]						
Customer In: 13655	Out:	Dist: 17A WWR C W	Quote	12 FORD F-150 2WD XCA8				
Begin: 08/23/12	Done: 09/12/12	Invoiced: 09/25/12 08:51 UR	Inservice: 02/16/13	Production: 12/10/11				
Concern	51	CUSTOMER STATES CHECK ENGINE LIGHT BLINKS ON AND OFF WHILE DRIVING AT HIGHWAY SPEEDS , SEEMS WORSE WHEN GOING INTO PASSING GEAR		Operation	Tech	Amount		
Cause		E3 COIL AND PLUG		12650D	829	17.18		
Correction		ECC SYSTEM DIAGNOSIS - (QUICK TEST)						
	51-1	EXTRA TIME TO REPEAT FINAL QUICK TEST		12650D	829	8.59		
	51-2	ECC SYSTEM - DIAGNOSTIC PIN POINT TEST		12650D	829	25.76		
	51-3	RELATIVE COMPRESSION/POWER BALANCE - TEST		12650D	829	8.59		
	51-4	IGNITION COIL ASSEMBLY-COIL ON PLUG - REMOVE AND INSTALL ON REPLAC		12650D	829	8.59		
Parts	Part Number		POS	Note	Description	Qty	Sell	
		TR42	12039 E	NSTK	*COIL ASY	1	113.76	113.76
		SP	520	NSTK	SPARK PLU	1	4.94	4.94
		Parts: mount 2.00		Alignment:	33.91			
		Tech: 829 THOMAS, DAVID						
		CONCERN CD : E29						
Type: W					Subtotal			
		PARTS				118.70		
		LAB-MECHANICAL				68.71		
		TOTAL CHARGE FOR CONCERN				187.41		
PARTS		118.70		TOTAL CHARGE		187.41		
LAB-MECHANICAL		68.71		PAC WARRANTY		187.41		
TOTAL CHARGE		187.41						
If you have any questions - please see VICTOR W RIDGEL						Last Page		

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

X I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED



14 Seaward Prentiss Drive
 NATCHEZ, MISSISSIPPI 39120
 Telephone: (601) 445-0076 EXT. 31

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday

5/25/12	6052714/1			
5/31/12	Reprint			
7287	7289			
JIMMY BAZEMORE				
1FTFX1CM6CF				
2/16/12	2/16/12			
2012	FORD	F-150	2WD SUPERCAB 145"	GRAY
50669				

- #1 - MR Customer Reports: **LOUD GRINDING NOISE WHEN STARTING**
SOMETIMES DOES NOT WANT TO ENGAGE
 Corrected by 6375A: (D03) (01)
 Work performed by troy caldwell(TC)
 Installed BR3Z 11002 A :STARTER MOTOR ASY Qty: 1
 Installed BL3Z 6375 A :FLYWHEEL ASY Qty: 1
 PARTS HERE 5/29/12 TOMMY
 TC 11002 01 7842
 MAKING NOISE ON STARTING, FOUND STARTER STAYING EN
 GAGED TOO LONG, DAMAGING FLYWHEEL, REMOVE TRANS, R
 EPLACE FLYWHEEL, ALSO REPLACE STARTER, RETEST, TES
 T DRIVE, OK. Warranty
Warranty
Warranty

- #2 - MR 99P: **INSPECTION AND PERFORMING OF QUALITY CARE CHECK**
SH BET.
 VEHICLE HAS NO GAS FOR TEST DRIVE & WARRANTY
 WILL NOT COVER
 Work performed by 329 : () SVC POLICY
 GTIRE
 GBRKE
 GBATF

- #3 - MR Customer Reports: **CHECK TRANS SEEMS TO HESITATE WHEN**
LET OFF GAS & GET BACK ON GAS (HIGH WAY DRIVING)
 NPF NORMAL PROGRAMMING AND CHARACTERISTIC OF ELECT
 RONIC THROTTLE BODY

- #4 - MR GTIRE: **TIRES ARE IN GOOD SHAPE**
 Sub Total: Labor: .00 Parts: .00 Total: .00

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

X
 (C) 2008 AMERICA, Inc. - Product's Application Code 000013-140



14 Seargent Prentiss Drive
 NATCHEZ, MISSISSIPPI 39120
 Telephone: (601) 445-0076 EXT. 31

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday

7/16/12	6053761/2
8/01/12	Reprint
10999	11000
SCOTT SLOVER	
1FTEX1CM6C	
2/16/12	2/16/12
2012 FORD	F-150 2WD SUPERCAB 145" GRAY
50669	

SUMMIT, MS	
2012	FORD
50669	

#4 - MR Customer Reports: SERVICE TRAC. CONTROL & BRAKE
 LIGHT CAME ON & WENT BACK OFF
 TC DIAG 42 11060
 ROEO SELF TEST, NO CODES, NO PRESENT CONCERN.

Att,



Natchez

FORD • LINCOLN • MERCURY

14 Seargent Prentiss Drive
NATCHEZ, MISSISSIPPI 39120
Telephone: (601) 445-0076 EXT. 31

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

7/16/12	6053761/2
8/01/12	Reprint
10999	11000
SCOTT SLOVER	
1FTEX1CM6CF	
2/16/12	2/16/12
2012 FORD	F-150
50669	2WD SUPERCAB 145" GRAY

SUMMIT, MS					

#4 - MR Customer Reports: SERVICE TRAC. CONTROL & BRAKE
 LIGHT CAME ON & WENT BACK OFF
 TC DIAG 42 11060
 KOEO SELF TEST, NO CODES, NO PRESENT CONCERN.

A.H.





14 Sergeant Prentiss Drive
 NATCHEZ, MISSISSIPPI 39120
 Telephone: (601) 445-0078 EXT. 31

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 8:00 p.m.
 Monday - Friday

5/25/12	6052714/1			
5/31/12	Reprint			
7287	7289			
JIMMY BAZEMORE				
1PTXLLCM6CF				
2/16/12	2/16/12			
2012	FORD	F-150	2WD SUPERCAB 145"	GRAY
50669				

SUMMIT, MS

#1 - MR Customer Reports: LOUD GRINDING NOISE WHEN STARTING
 SOMETIMES DOES NOT WANT TO ENGAGE
 Corrected by 6375A: (D03) (01)
 Work performed by troy caldwell(TC)
 Installed BR3E 11002 A :STARTER MOTOR ASY Qty: 1
 Installed BL3Z 6375 A :FLYWHEEL ASY Qty: 1
 PARTS HERE 5/29/12 TOMMY
 TC 11002 01 7842
 MAKING NOISE ON STARTING, FOUND STARTER STAYING EN
 GAGED TOO LONG, DAMAGING FLYWHEEL, REMOVE TRANS, R
 EPLACE FLYWHEEL, ALSO REPLACE STARTER, RETEST, TES
 T DRIVE, OK.

#2 - MR 99P: INSPECTION AND PERFORMING OF QUALITY CARE CHECK
 SH NET.
 VEHICLE HAS NO GAS FOR TEST DRIVE & WARRANTY
 WILL NOT COVER
 Work performed by 329 : ()
 GTIRE
 GBRKE
 GRATT

#3 - MR Customer Reports: CKRCK TRANS SEEMS TO HESITATE WHEN
 LET OFF GAS & GET BACK ON GAS (HIGH WAY DRIVING)
 NPE NORMAL PROGRAMMING AND CHARACTERISTIC OF BLECT
 RONIC THROTTLE BODY

#4 - MR GTIRE: TIRES ARE IN GOOD SHAPE
 Sub Total: Labor: .00 Parts: .00 Total: .00

Warranty
 Warranty
 Warranty

 SVC POLICY

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

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

X

(C) 2008 FORD CMA, Inc. - SERVICE DEPARTMENT FORM 00000-0000

TOTAL P.01



DEALER CODE
23H148
FORD P & A CODE
08418

HAMMOND
(888) 345-1590



1500 N. MORRISON BLVD.
P.O. BOX 3007
HAMMOND, LA 70404

WATS
(888) 345-1590



Adv: 313 VICTOR W RIDGEL	Tag: 4748	License: Ms	LETTERING C3	Page: 1	Invoice: W52789			
SUMMIT, MS		SUMMIT, MS						
MUNA:		MUNA:						
Order Line In: 13658	Out:	Dist: 1FA HAT C W	Quote:	12 FORD F-150 2WD XCAD				
Begin: 08/25/12	Done: 09/12/12	Invoiced: 09/25/12 08:51 VR	Inservice: 02/16/12	Production: 12/10/11				
Concern	31	CUSTOMER STATES CHECK ENGINE LIGHT BLINKS ON AND OFF WHILE DRIVING AT HIGHWAY SPEEDS , SEEMS WORSE WHEN GOING INTO PASSING GEAR		Operation	Tech	Amount		
Curac		#3 COIL AND PLUG		12650D	829	17.18		
Correction		ECC SYSTEM DIAGNOSIS - (QUICK TEST)						
	31-1	EXTRA TIME TO REPEAT FINAL QUICK TEST		12650DK	829	8.59		
	31-2	ECC SYSTEM - DIAGNOSTIC PIN POINT TEST		12650D46	829	25.76		
	31-3	RELATIVE COMPRESSION/POWER BALANCE - TEST		12650D4	829	8.59		
	31-4	IGNITION COIL ASSEMBLY-COIL ON PLUG - REMOVE AND INSTALL OR REPLACE		12650D6	829	8.59		
Parts		Part Number	PO#	Note	Description	Qty	Sell	
		YMC 7748	1202B Z	NSTK	*COIL ASY	1	113.76	113.76
		YMC SP	520	NSTK	SPARK PLU	1	4.94	4.94
		Parts Count	2.00	Allowance:	33.91			
		Tech	829 THOMAS, DAVID					
		CONCERN CD : E29						
Type: W								
				Subtotal				
				PARTS			119.70	
				LAB-MECHANICAL			68.71	
				TOTAL CHARGE FOR CONCERN			187.41	
PARTS				119.70	TOTAL CHARGE		187.41	
LAB-MECHANICAL				68.71	FAC WARRANTY		187.41	
TOTAL CHARGE				187.41				
If you have any questions - please see VICTOR W RIDGEL						Last Page		

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

X I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

P.01

JAN-22-2008 02:15

1-601-684-7094



14 Sergeant Prentiss Drive
 NATCHEZ, MISSISSIPPI 39120
 Telephone: (601) 445-0076 EXT. 31

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday

7/16/12	6053761/1
8/01/12	Reprint
10999	11000
SCOTT SLOVER	

SUMMIT, MS			1P7EK1CM6CF	
			2/16/12	2/16/12
2012	FORD	F-150	2ND SUPERCAB 145"	GRAY
50669				

<p>#1 - MR Customer Reports: CHECK ENGINE LIGHT ON RUNS ROUGH Corrected by 12650D: (E29) (42) EEC (QUICK TEST) - DIAGNOSIS - L Work performed by trey caldwell(TC) Corrected by 12650D47: RELATIVE COMPRESSION/POWER BALANCE - TEST - L Work performed by trey caldwell(TC) TC DIAG 42 11060 CHECK ENGINE LIGHT ON, KOEO SELF TEST, P0303, MOVE D COILS AROUND, MIS DID NOT MOVE, MOVED PLUGS, MIS S DID NOT MOVE, RELATIVE COMPRESSION TEST, OK. POWER BALANCE TEST SHOWED SOME MISFIRES ON RANDOM CYLINDERS, TOOK FUEL SAMPLE, FOUND FUEL TO BE BAD, RECOMMEND CUSTOMER PURCHASE GAS OF HIGHER OCTANE AND FROM DIFFERENT GAS STATION. CLEAR KAM,</p>	<p>SVC POLICY</p> <p>SVC POLICY</p>
<p>#2 - MR 99P: INSPECTION AND PERFORMING OF QUALITY CARE CHECK SHEET. OTIRE GBRKE GBATT</p>	
<p>#3 - MR Customer Reports: WHEN LET OFF GAS THEN GET BACK ON IT SEEMS TO STAL FOR SEC. LIKE LOSING POWER THEN WILL TAKE OFF CHARACTERISTIC OF VEHICLE WITH ELECTRONIC THROTTLE BODY</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or engine left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or change in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express merchant's lien is hereby acknowledged on above vehicle to secure the amount of repair invoice.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products. Any limitation contained herein does not apply where prohibited by law.

X

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LABOR	
PARTS	
DEDUCTIBLE	
SMILEY	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

1-601-684-7094



14 Sargent Prentiss Drive
 NATCHEZ, MISSISSIPPI 39120
 Telephone: (801) 445-0076 EXT. 31

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:30 p.m.
 Monday - Friday

7/16/12	6053761/1
8/01/12	Reprint
10999	11000
SCOTT SLOVER	

SONMIT, MS		1PTE1CM6CF	
		2/16/12	2/16/12
2012	FORD	F-150	2WD SUPERCAB 145" GRAY
50669			

#1 - MR Customer Reports: CHECK ENGINE LIGHT ON RUNS ROUGH
 Corrected by 12650D: (E29) (42) REC (QUICK TEST) - DIAGNOSIS - L
 Work performed by troy caldwell(TC)
 Corrected by 12650D47: RELATIVE COMPRESSION/POWER BALANCE - TEST - L
 Work performed by troy caldwell(TC)
 TC DIAG 42 11060
 CHECK ENGINE LIGHT ON, KORO SELF TEST, P0303, MOVE D COILS AROUND, MIS DID NOT MOVE, MOVED PLUGS, MIS # DID NOT MOVE, RELATIVE COMPRESSION TEST, OK. POWER BALANCE TEST SHOWED SOME MISFIRES ON RANDOM CYLINDERS, TOOK FUEL SAMPLE, FOUND FUEL TO BE BAD, RECOMMEND CUSTOMER PURCHASE GAS OF HIGHER OCTANE AND FROM DIFFERENT GAS STATION. CLEAR KAM,

#2 - MR 99P: INSPECTION AND PERFORMING OF QUALITY CARE CHECK SH EET.
 GTIRE
 GBRKE
 GBATT

#3 - MR Customer Reports: WHEN LET OFF GAS THEN GET BACK ON IT SEEMS TO STAL FOR SEC. LIKE LOSING POWER THEN WILL TAKE OFF CHARACTERISTIC OF VEHICLE WITH ELECTRONIC THROTTLE BODY

SVC POLICY
 SVC POLICY

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. This order hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

X
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14 Sergeant Prentiss Drive
 NATCHEZ, MISSISSIPPI 39120
 Telephone: (601) 448-0078 EXT. 31

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday

5/25/12	6052714/2			
5/31/12	Reprint			
7287	7289			
JIMMY BAZEMORE				
1FTEX1CM6CF				
2/16/12	2/16/12			
2012	FORD	F-150	2ND SUPERCAB 145"	GRAY
50669				

SUMMIT, MS

#5 - MR GBK: BRAKES ARE IN GOOD SHAPE 5MM OR ABOVE
 Sub Total: Labor: .00 Parts: .00 Total: .00

#6 - MR GBATT: -BATTERY IS IN GOOD SHAPE

Please Note: NO FSA
 601 248 8823 C SPIRE
 WIFE 601 248 5851
 WARRANTY PER MR. BAZEMORE 5/31/12 CDF
 WARRANTY PD \$635.72 6/6

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

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SMILEY	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

X
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7/16/12	6053761/2			
8/01/12	Reprint			
10999	11000			
SCOTT SLOVER				
1PTBX1CM6CF				
2/16/12	2/16/12			
2012	FORD	F-150	2ND SUPERCAB 145"	GRAY
50669				

SUMMIT, MS				
2012 FORD F-150 2ND SUPERCAB 145" GRAY				
50669				

#4 - MR Customer Reports: SERVICE TRAC. CONTROL & BRAKE
 LIGHT CAME ON & WENT BACK OFF
 TC DIAG 42 11060
 KOHO SELF TEST, NO CODES, NO PRESENT CONCERN.

- *****
- * parts and labor 12 months 12k miles on ford parts. FQR *
- * gas engine and trans 3 years, diesel engine 24mo *
- * unlimited miles.-must have maintenance records *
- * warranty.-alignment 30 days-customer pay only *
- *****

Please Note: WAITER
 NO PSA 601 248 9923

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you or your employees permission to transport the vehicle herein described on streets, highways, or elsewhere for the purpose of testing under inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	- 00
PARTS	- 00
INDUCTIBLE	- 00
SUBLET	- 00
SHOP SUPPLIES	- 00
HAZARDOUS MATERIALS	- 00
SALES TAX OR TAX I.D.	- 00
SPECIAL ORDER DEPOSIT	- 00
DISCOUNTS	- 00
TOTAL DUE	- 00

X

PE13-018 000306LC

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www.krohnandmoss.com

Writer Licensed to practice only in
Florida, Georgia, Kentucky, Mississippi
and New York.

October 10, 2012

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

RE: [REDACTED] . Ford Motor Company

Vehicle: 2012 Ford F-150

VIN: 1FTEX1CM6CF [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individuals regarding claims against your company with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

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

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

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

1. Defective engine/electrical system as evidenced by intermittent illumination of check engine light and loss of power; and

2. Any additional complaints made by our clients, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my clients have justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My clients' repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My clients have directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my clients have a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my clients will hold the vehicle and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my clients need return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the vehicle will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my clients have revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be

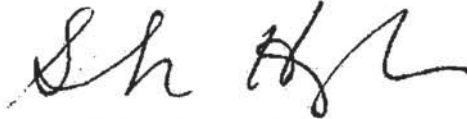
October 10, 2012

liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my clients merely request the return of fifty (50) percent of the purchase price of the vehicle as compensation for its diminished value due to its defects and payment of our attorneys' fees pursuant to the fee-shifting provisions of the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed in the United States District Court for the Southern District of Mississippi.

Sincerely,



Shireen Hormozdi
Attorney at Law

SH/et

CC: 



IN THE UNITED STATES DISTRICT COURT
DISTRICT OF MINNESOTA

██████████ Court File No. 13-536

Plaintiff,

v.

Ford Motor Company, a foreign
corporation transacting business
in the State of Minnesota,

Defendant.

COMPLAINT AND DEMAND FOR JURY TRIAL

Plaintiff ██████████ ("Plaintiff"), as and for his cause of action against Defendant
Ford Motor Company ("Defendant"), alleges as follows:

PARTIES

1. Plaintiff is an individual residing at ██████████ City of Buffalo, in the
State of Minnesota.
2. Defendant manufactures, sells, and distributes motor vehicles. Defendant is a
Delaware corporation with its principal place of business located at One American Road, WHQ
Room 612, Dearborn, Michigan.

JURISDICTION AND VENUE

3. Plaintiff realleges Paragraphs 1 through 2 as though fully set forth herein.
4. Defendant continually and systematically transacts business in the State of
Minnesota by selling motor vehicles to its authorized dealers in the State of Minnesota.

5. Defendant's authorized dealers ultimately sell said motor vehicles to Minnesota consumers.

6. The motor vehicle that is the subject of this case is a 2012 Ford F150, vehicle identification number 1FTFW1ET5CF [REDACTED], which Defendant sold to Metropolitan Ford, its authorized dealership, located at 12477 Plaza Drive, City of Eden Prairie, State of Minnesota.

7. Plaintiff then purchased the subject vehicle from Metropolitan Ford on October 27, 2012.

8. At the time and place of purchasing the subject vehicle, Defendant sold to Plaintiff a written new vehicle limited warranty.

9. As is more fully described below, the subject vehicle was unsuccessfully repaired under Defendant's new vehicle limited warranty at its authorized dealerships, Metropolitan Ford of Eden Prairie.

10. The purchase of the subject vehicle and the subsequent repeated warranty repairs form the basis of this action; the purchase and all warranty repair attempts occurred in Minnesota. Venue is therefore proper in the District of Minnesota.

11. As stated below, this action arises in part under 15 U.S.C. § 2310 ("Magnuson-Moss Warranty Act"). Because this action arises in part under the laws of the United States, this Court has original federal question jurisdiction pursuant to 28 U.S.C. § 1331. This Court has supplemental jurisdiction over Plaintiff's accompanying state law claims pursuant to 28 U.S.C. § 1367.

FACTS

12. Plaintiff realleges Paragraphs 1 through 11 as though fully set forth herein.

13. Subsequent to purchasing the subject vehicle on October 27, 2012, the vehicle was serviced under Defendant's limited new vehicle warranty for vehicle hesitation at highway speeds and low gas mileage.

14. Specifically, on January 10, 2013, the subject vehicle was presented for repair under Defendant's new vehicle warranty for hesitation at highway speeds and low gas mileage problems. Plaintiff's complaint was verified by Defendant's authorized dealership, but Plaintiff did not receive the repair to which he was entitled under his written warranty. Instead, a "CAC" was ordered pursuant to Defendant's technical service bulletin number 11-8-12.

15. On February 21, 2013, the subject vehicle was again presented for repair under Defendant's warranty for the hesitation at highway speeds and low gas mileage problems. Instead of installing the part previously ordered pursuant to technical service bulletin number 11-8-12, parts were installed pursuant to Defendant's technical service bulletin number 12-10-19.

16. The subject vehicle was therefore out of service by reason of repair for in excess of 30 business days—from the initial presentation for repair on January 10, 2013 to the repair attempt made on February 21, 2013. And, the problems continued and continue.

17. Via letter dated February 14, 2013, Plaintiff gave notice that he believed Defendant had taken an unreasonable amount of time and/or number of repair attempts to conform the subject vehicle to Defendant's warranty, thereby violating without limitation, the Minnesota Lemon Law (Minn. Stat. § 325.665), the Magnuson-Moss Warranty Act and the Minnesota Uniform Commercial Code (Minn. Stat. §§ 336.2-607, 336.2-314 and 336.2-608) and that, as a result, Plaintiff no longer wanted the vehicle.

18. Plaintiff satisfied all conditions precedent to coverage under Defendant's warranties, both express and implied.

COUNT 1
VIOLATION OF MINN. STAT. § 325F.665, SUBD. 2.
("MINNESOTA LEMON LAW")

19. Plaintiff realleges Paragraphs 1 through 18 as though fully set forth herein.

20. Plaintiff is a "consumer" as the Minnesota Lemon Law defines that term.

21. Defendant is a "manufacturer" as the Minnesota Lemon Law defines that term.

22. The new vehicle warranty purchased by Plaintiff is a "manufacturer's express warranty" and "warranty" as the Minnesota Lemon Law defines those terms.

23. The subject vehicle is a "motor vehicle" as the Minnesota Lemon Law defines that term.

24. Plaintiff reported one or more of the vehicle nonconformities outlined above to Defendant and/or its authorized dealers within two years following the date of original delivery of the new motor vehicle to Plaintiff.

25. Plaintiff reported one or more of the vehicle nonconformities outlined above to Defendant and/or its authorized dealers during the term of the applicable express warranty.

26. With respect to one or more of the above-referenced nonconformities, Defendant and/or its authorized dealerships failed to make the repairs necessary to conform the subject vehicle to the applicable express warranty.

27. With respect to one or more of the above-referenced nonconformities, Defendant and/or its authorized dealerships failed to make the repairs necessary to conform the subject vehicle to the requirements of the Minnesota Lemon Law.

28. Defendant has therefore violated Minn. Stat. § 325F.665, subd. 2.

29. Plaintiff, therefore, is entitled to repair of the subject vehicle, and/or to be compensated in an amount to be determined at trial, plus reasonable attorney's fees and litigation costs incurred in this action as set forth under the Minnesota Lemon Law.

COUNT 2
VIOLATION OF MINN. STAT. § 325F.665, SUBD. 3.
("MINNESOTA LEMON LAW")

30. Plaintiff realleges Paragraphs 1 through 29 as though fully set forth herein.

31. Defendant's repair attempts were unreasonable in number and/or duration.

32. Defendant attempted an unreasonable number of repairs to the subject vehicle for the same warranted condition or defect.

33. Defendant attempted one or more of the above-referenced repairs within two years of the original delivery of the subject vehicle to a consumer without conforming the subject vehicle to its warranty and/or the requirements of the Minnesota Lemon Law.

34. Defendant attempted one or more of the above-referenced repairs within the term of the applicable express warranty without conforming the subject vehicle to its warranty.

35. The defects or conditions in the subject vehicle substantially impair(ed) its use to Plaintiff.

36. The defects or conditions in the subject vehicle substantially impair(ed) its market value to Plaintiff.

37. Plaintiff gave Defendant the notice and an opportunity to repair the subject vehicle required by Minn. Stat. § 325F.665, subd. 3(e).

38. Plaintiff is, therefore, entitled to the presumption provided by Minn. Stat. § 325F.665, subd. 3(b).

39. The subject vehicle was out of serviced by reason of repair in excess of 30 business days and the problems continued.

40. Defendant has therefore violated Minn. Stat. § 325F.665, subd. 3, thereby entitling Plaintiff to vehicle replacement or full refund of the purchase price of the subject vehicle, including the cost of any options or other modifications arranged, installed, or made by the manufacturer, its agent, or its authorized dealer within 30 days after the date of original delivery, and all other charges, including, but not limited to, sales or excise tax, license fees and registration fees, reimbursement for towing and rental vehicle expenses incurred by Plaintiff as a result of the vehicle being out of service for warranty repair, plus attorneys' fees and litigation costs incurred bringing this action as set forth in the Minnesota Lemon Law.

COUNT 3
VIOLATION OF 15 U.S.C. SECTION 2310(d).
("MAGNUSON-MOSS WARRANTY ACT")

41. Plaintiff realleges Paragraphs 1 through 40 as though fully set forth herein.

42. The subject vehicle is a "consumer product" as the Magnuson-Moss Warranty Act defines that term.

43. The subject warranty is a "warranty" as the Magnuson-Moss Warranty Act defines that term.

44. Plaintiff is a "consumer" as the Magnuson-Moss Warranty Act defines that term.

45. Because Defendant has violated one or more of the Counts stated below, it has violated the Magnuson-Moss Warranty Act, thereby entitling Plaintiff to those remedies permitted by Minnesota law, and entitling Plaintiff to receive the reasonable legal fees and litigation costs incurred prosecuting this matter.

COUNT 4

**BREACH OF EXPRESS WARRANTY UNDER THE MAGNUSON-MOSS
WARRANTY ACT (VIOLATION OF MINN. STAT. § 336.2-607)**

46. Plaintiff realleges Paragraphs 1 through 45 as though fully set forth herein.
47. Plaintiff notified Defendant of its failure to remedy defects in the subject vehicle within a reasonable time after discovering them.
48. Defendant's express warranty required it to remedy the defects in the subject vehicle.
49. Defendant failed to remedy the above-referenced warranted defects in the subject vehicle during the term of the subject warranty.
50. Defendant failed to remedy the above-referenced defect(s) in the subject vehicle within a reasonable number of attempts.
51. Defendant failed to remedy the above-referenced defect(s) in the subject vehicle within a reasonable period of time.
52. Defendant has, therefore, breached its warranty to Plaintiff.
53. Defendant's breach of warranty has directly and proximately caused Plaintiff's damages.
54. Plaintiff is therefore entitled to recover actual damages, together with all incidental and consequential damages including, but not limited to, loss of use damages from Defendant as provided by Minnesota law, plus the reasonable legal fees and litigation costs incurred prosecuting this matter.

COUNT 5
BREACH OF IMPLIED WARRANTY OF MERCHANTABILITY UNDER THE
MAGNUSON-MOSS WARRANTY ACT
(VIOLATION OF MINN. STAT. § 336.2-314)

55. Plaintiff realleges Paragraphs 1 through 54 as though fully set forth herein
56. Defendant is a merchant with respect to the subject vehicle purchased by Plaintiff.
57. Included with Plaintiff's purchase of subject vehicle was an implied warranty of merchantability.
58. At the time of delivery, the subject vehicle was of a character and quality that it would not pass without objection in the trade under the contract description.
59. At the time of delivery, the subject vehicle was not fit for the ordinary purpose for which such goods are used.
60. At the time of delivery, the subject vehicle was not of fair average quality within the contract description.
61. At the time of delivery, the subject vehicle did not run, within the variations permitted by the agreement, of even kind, quality and quantity.
62. At the time of delivery, the subject vehicle did not conform to the promises or affirmation of fact made on the container or label that accompanied its delivery to Plaintiff.
63. Defendant did not effectively exclude said warranty of merchantability.
64. Defendant did not effectively modify said warranty of merchantability
65. Defendant has therefore breached its implied warranty of merchantability to Plaintiff.
66. Plaintiff is therefore entitled to recover actual damages, together with all incidental and consequential damages from Defendant as provided by Minnesota law plus legal fees and litigation costs incurred pursuant to 15 U.S.C. § 2310(d).


COUNT 6
REVOCATION OF ACCEPTANCE UNDER THE
MAGNUSON-MOSS WARRANTY ACT
(VIOLATION OF MINN. STAT. § 336.2-608)

67. Plaintiff realleges Paragraphs 1 through 66 as though fully set forth herein.
68. Plaintiff reported the nonconformities outlined above to Defendant or Defendant's authorized repair dealership, during the term of the applicable warranties.
69. Plaintiff reported the nonconformities outline above to Defendant or Defendant's authorized repair dealership, within a reasonable time after discovering the same.
70. The nonconformities outlined above substantially impair the value of the subject vehicle.
71. Plaintiff was reasonably induced to accept the subject motor vehicle by the difficulty of discovery of said nonconformities before acceptance.
72. Plaintiff was reasonably induced to accept the subject motor vehicle by Defendant's assurances that the subject vehicle conformed to its warranties.
73. Plaintiff provided Defendant with a reasonable number of opportunities to cure the nonconformities in the subject vehicle.
74. Notwithstanding Plaintiff providing Defendant with a reasonable number of opportunities to repair the subject vehicle, Defendant failed to seasonably cure the above-referenced nonconformities.
75. Plaintiff revoked acceptance of the subject vehicle within a reasonable time after discovery of the nonconformities outlined above.
76. Plaintiff is therefore entitled to recover the full purchase price of the subject vehicle plus all incidental and consequential damages including, but not limited to, loss of use damages, and legal fees and litigation costs incurred pursuant to 15 U.S.C. § 2310(d).

WHEREFORE, Plaintiff respectfully prays for judgment against Defendant for actual and statutory damages, up to and including the amount of \$42,889.59, less the statutory use fee assessed by a jury, plus attorney fees and litigation costs, together with pre-judgment and post-judgment interest and all other costs the Court deems just.

Date: 3/7/13

GADTKE & BRENNAN, P.A.

By: 
Todd E. Gadtke (#276704)
Daniel J. Brennan (#284646)
11284 - 86th Avenue North
Maple Grove, MN 55369
Telephone: (763) 315-4548

ATTORNEYS FOR PLAINTIFF



WEISBERG & MEYERS, LLC

ATTORNEYS FOR CONSUMERS

(PLEASE DIRECT MAIL TO OUR CORPORATE OFFICE IN PHOENIX)

5025 NORTH CENTRAL AVE. #602

PHOENIX, ARIZONA 85012

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WRITER LICENSED IN:

NEW YORK; TEXAS

GEORGIA, NEW JERSEY

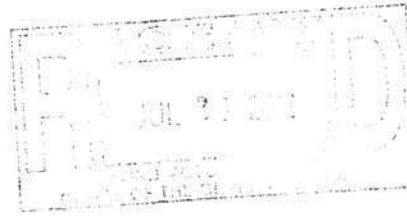
AND WASHINGTON

July 25, 2012

Sent Via Certified Mail

Tracking Number 7011 2970 0004 1713 5154

Cherie Liech
FORD MOTOR COMPANY
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126



Re: [REDACTED] v. Ford Motor Company

Our Client: Johnny Estridge

Your Client: Ford Motor Company

Vehicle: 2011 Ford F150

VIN: 1FTFW1ET6BK [REDACTED]

Our File Number: V120258TX03

Dear Sir/Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Texas Deceptive Trade Practices Act, the Federal Magnuson-Moss Warranty Act, the State Lemon Law and/or the Uniform Commercial Code with regard to the above-listed vehicle.

Having been formally notified of our representation, we respectfully demand you not contact our client for any reason. Instead, please direct all future contact and correspondence to this office, and further, please consider this letter an express and unequivocal revocation of any permission our client may have provided you to call them. We reserve the right to seek injunctive relief against you should you fail to honor these directives.

Enclosed, please find the sales and repair records in our client's possession. As these records show, our client paid an extraordinary sum of money for a vehicle riddled with numerous non-conformities that cause a substantial impairment of the use, value and/or safety of the vehicle.

The primary non-conformities include, but are not limited to:

1. Defective engine, and,
2. Any additional complaints actually made, whether contained on your company's invoices or otherwise

These non-conformities constitute violations of both Federal and State law, as do the inordinate amount of unsuccessful repair attempts to cure the same. Specifically, when you chose to bind our client to a written warranty limiting all remedies to repair or replacement of defective parts, you undertook the legal obligation to perform effective repairs within a reasonable opportunity. The inordinate amount of incompetent repairs within the applicable warranty period shows you failed to satisfy this obligation. Under basic principles of good faith, this means your limited remedy failed of its essential purpose and that you breached your warranties to our client. These acts caused harm for which our client intends to seek redress.

To avoid the need for litigation, we respectfully demand you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including mental anguish and our client's attorneys' fees pursuant to the fee-shifting provisions of the Texas Deceptive Trade Practices Act, the Magnuson-Moss Warranty Act and/or Lemon Law. The specific amount demanded herein for these damages totals \$52, 194.88. In exchange for meeting this demand, our client will waive all loss of use and aggravation and inconvenience damages sustained to date.

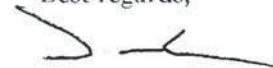
You are further hereby notified that should you force litigation, our client will seek treble damages against your company for its violations herein.

This letter also constitutes notice under U.C.C. § 2-711(3) of our client's security interest in the vehicle for return of the total amount above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our client has the right to hold the vehicle and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. In addition, although our client requires return of the monies listed above before substitute goods can be acquired, our client reserves the right to mitigate all parties' damages by cover and reserves the right to claim such damages here. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies. If the seller (or, if applicable the assignee, or any creditor subject to the FTC Holder Rule) has filed a financing statement covering the goods, I demand, pursuant to U.C.C § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since our client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) for any loss caused our client by your failure. Please also consider this letter prior direct written notification pursuant to T.C.A. § 17.505 and of our client's intent to pursue a claim pursuant to said statute. If you desire an inspection pursuant to said provision, you are hereby directed to contact this office within sixty (60) days of the date of this letter. However, you are advised suit may be filed sixty-one (61) days after the

sending of this letter, and earlier should the same be necessary to avoid the running of the statute of limitations.

In conclusion, we believe that an expedient resolution of this matter will save all parties significant time, money and effort. To this end, although we believe the above demands are reasonable, our client is willing to consider a diminution in value settlement, or any other similar suggestions that would result in an equitable and amenable resolution. We thus encourage you to contact our office at your earliest convenience with such an offer. Should you fail to do so in a timely manner, we will assume you do not desire an amicable resolution, and will then file a claim in a court of law seeking all actual and exemplary damages available.

Best regards,



Dennis R. Kurz
Attorney at Law

DK/tsa

cc:



07/19/2012
14:36:29

HISTORY LISTING

3030
PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 1FTFW1ET6BK [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 07/03/2012 R.O TYPE : S
MILEAGE : 11724 ADVISOR NO. : 2615

JOB NUMBER : 1 OPERATION 10FOZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 4945
COMPLAINT : ENGINE CUTTING OUT WHEN ACCELERATING AT TIMES
CAUSE : REFER TO TSB 12-6-4
CORRECTION : REPROGRAMMED PCM PER TSB 12-6-4 AND ROAD TEST 11 MILES.
VEHICLE WAS ALREADY EQUIPPED WITH THE CAC AIR DEFLECTOR
PER TSB.

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. CLAIM NO. OPERATION NO.
120604A

JOB NUMBER : 2 OPERATION 02FOZ99P OP. DESC. INSPECTION REPORT
SALE TYPE : C TECHNICIAN NO(S). 4945
COMPLAINT : COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANIERS FORD LINCOLN MERCURY
CORRECTION : COMPLETED COURTESY INSPECTION

JOB NUMBER : 3 OPERATION 00FOZGBK OP. DESC. BRK INSPECTION
SALE TYPE : C TECHNICIAN NO(S). 4945
COMPLAINT : GREEN BRAKE CONDITION
CAUSE : GREEN BRAKE CONDITION
CORRECTION : GREEN BRAKE CONDITION

JOB NUMBER : 4 OPERATION 00FOZGTIRE OP. DESC. TIRE INSP
SALE TYPE : C TECHNICIAN NO(S). 4945
COMPLAINT : GREEN TIRE CONDITION
CAUSE : GREEN TIRE CONDITION
CORRECTION : GREEN TIRE CONDITION

JOB NUMBER : 5 OPERATION 00FOZGBATT OP. DESC. GOOD BATTERY
SALE TYPE : C TECHNICIAN NO(S). 4945

COMMENTS : WAITER

R.O NO. : [REDACTED] R.O DATE : 05/08/2012 R.O TYPE : S
MILEAGE : 9521 ADVISOR NO. : 1186

JOB NUMBER : 1 OPERATION 02FOZ3K OP. DESC. OIL & FILTER SERVICE
SALE TYPE : C TECHNICIAN NO(S). 4796
COMPLAINT : CHANGE OIL & FILTER, CHECK ALL FLUIDS, 19 POINT INSPECTION
MSB
CORRECTION : PERFORM 3K SERVICE

07/19/2012
14:36:29

HISTORY LISTING

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PAGE 2

JOB NUMBER : 2 OPERATION 02FOZ99P OP. DESC. INSPECTION REPORT
SALE TYPE : C TECHNICIAN NO(S). 4796
COMPLAINT : COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
CORRECTION : COMPLETED COURTESY INSPECTION

JOB NUMBER : 3 OPERATION 00FOZGBATT OP. DESC. GOOD BATTERY
SALE TYPE : C TECHNICIAN NO(S). 4796

JOB NUMBER : 4 OPERATION 00FOZGBK OP. DESC. BRK INSPECTION
SALE TYPE : C TECHNICIAN NO(S). 4796
COMPLAINT : GREEN BRAKE CONDITION
CAUSE : GREEN BRAKE CONDITION
CORRECTION : GREEN BRAKE CONDITION

JOB NUMBER : 5 OPERATION 00FOZGTIRE OP. DESC. TIRE INSP
SALE TYPE : C TECHNICIAN NO(S). 4796
COMPLAINT : GREEN TIRE CONDITION
CAUSE : GREEN TIRE CONDITION
CORRECTION : GREEN TIRE CONDITION

JOB NUMBER : 6 OPERATION 00FOZAFGOOD OP. DESC. AIR FILTER
SALE TYPE : C TECHNICIAN NO(S). 4796
COMPLAINT : GOOD AIR FILTER
CAUSE : GOOD AIR FILTER
CORRECTION : GOOD AIR FILTER

COMMENTS : WAITER

R.O NO. : [REDACTED] R.O DATE : 05/02/2012 R.O TYPE : S
MILEAGE : 9404 ADVISOR NO. : 3874

JOB NUMBER : 1 OPERATION 51FOZ01 OP. DESC. BODY ELECT CONCERN
SALE TYPE : W TECHNICIAN NO(S). 4945
COMPLAINT : CUSTOMER STATES HAD TO JUMP START VEHICLE THIS MORNING
CAUSE : BATTERY FAILED TEST.
CORRECTION : RAN EEC TEST CODE P068A RAN BATTERY TEST, BATTERY FAILED
REPLACED BATTERY & RAN CHARGING SYSTEM. VEHICLE CHARGING
AT 14.2 VOLTS. DTC CODE 068JS UKBJ2 G16, ACCESS CODE XEA0E

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] 10654C1 [REDACTED] 10654C

JOB NUMBER : 2 OPERATION 10FOZ06 OP. DESC. CHECK ENGINE LIGHT
SALE TYPE : W TECHNICIAN NO(S). 4945
COMPLAINT : CUSTOMER STATES CHECK ENGINE LIGHT ON AND VEHICLE BOGGING
DOWN WHEN ACCEL
CORRECTION : SEE JOB 1

07/19/2012
14:36:29

HISTORY LISTING

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JOB NUMBER : 3 OPERATION 02FOZ99P OP. DESC. INSPECTION REPORT
SALE TYPE : C TECHNICIAN NO(S). 4945
COMPLAINT : COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
CORRECTION : COMPLETED COURTESY INSPECTION

JOB NUMBER : 4 OPERATION 00FOZGBK OP. DESC. BRK INSPECTION
SALE TYPE : C TECHNICIAN NO(S). 4945
COMPLAINT : GREEN BRAKE CONDITION
CAUSE : GREEN BRAKE CONDITION
CORRECTION : GREEN BRAKE CONDITION

JOB NUMBER : 5 OPERATION 00FOZGTIRE OP. DESC. TIRE INSP
SALE TYPE : C TECHNICIAN NO(S). 4945
COMPLAINT : GREEN TIRE CONDITION
CAUSE : GREEN TIRE CONDITION
CORRECTION : GREEN TIRE CONDITION

R.O NO. : [REDACTED] R.O DATE : 03/28/2012 R.O TYPE : S
MILEAGE : 8281 ADVISOR NO. : 3296

JOB NUMBER : 1 OPERATION 85FOZ OP. DESC. ACCESSORIES
SALE TYPE : W TECHNICIAN NO(S). 9999
COMPLAINT : FORD REFUNDED PAYMENT
CAUSE : FORD TO REIMBURSE CUSTOMER A VEHICLE PAYMENT,CASE# 383240302
IN THE AMT OF \$697.44..
CORRECTION : AUTH# M07UZ

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

R.O NO. : [REDACTED] R.O DATE : 03/23/2012 R.O TYPE : S
MILEAGE : 8281 ADVISOR NO. : 2615

JOB NUMBER : 1 OPERATION 10FOZ OP. DESC. DRIVEABILITY
SALE TYPE : C TECHNICIAN NO(S). 4945
COMPLAINT : CUTTING OUT WHEN ACCELERATING TO PASS
CORRECTION : ORDERED WASTEGATE SOLENOID

JOB NUMBER : 2 OPERATION 02FOZ99P OP. DESC. INSPECTION REPORT
SALE TYPE : C TECHNICIAN NO(S). 4945
COMPLAINT : COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
CORRECTION : COMPLETED COURTESY INSPECTION

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14:36:29

HISTORY LISTING

3030
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COMMENTS : WAITER

R.O NO. : [REDACTED] R.O DATE : 02/16/2012 R.O TYPE : S
MILEAGE : 7182 ADVISOR NO. : 2615

JOB NUMBER : 1 OPERATION 10FOZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 4945
COMPLAINT : ENGINE LIGHT COMING ON AND VIBRATING WHEN ACCELERATING TO
PASS
CAUSE : TSB 12-2-10
CORRECTION : REPLACED CONVERTER AND REPROGRAMMED PCM PER TSB 12-2-10

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] 120210B

JOB NUMBER : 2 OPERATION 02FOZ99P OP. DESC. INSPECTION REPORT
SALE TYPE : C TECHNICIAN NO(S). 4945
COMPLAINT : COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
CORRECTION : COMPLETED COURTESY INSPECTION

JOB NUMBER : 3 OPERATION 00FOZGBK OP. DESC. BRK INSPECTION
SALE TYPE : C TECHNICIAN NO(S). 9999
COMPLAINT : GREEN BRAKE CONDITION
CAUSE : GREEN BRAKE CONDITION
CORRECTION : GREEN BRAKE CONDITION

JOB NUMBER : 4 OPERATION 00FOZGTIRE OP. DESC. TIRE INSP
SALE TYPE : C TECHNICIAN NO(S). 9999
COMPLAINT : GREEN TIRE CONDITION
CAUSE : GREEN TIRE CONDITION
CORRECTION : GREEN TIRE CONDITION

JOB NUMBER : 5 OPERATION 00FOZGBATT OP. DESC. GOOD BATTERY
SALE TYPE : C TECHNICIAN NO(S). 9999

R.O NO. : [REDACTED] R.O DATE : 01/30/2012 R.O TYPE : S
MILEAGE : 6539 ADVISOR NO. : 2615

JOB NUMBER : 1 OPERATION 10FOZ OP. DESC. DRIVEABILITY
SALE TYPE : C TECHNICIAN NO(S). 4945
COMPLAINT : ENGINE LIGHT IS COMING ON, IDLING ROUGH AT TIMES, AND
VIBRATING SOMETIMES WHEN ACCELERATING TO PASS.
CORRECTION : THIS CONCERN IS CURRENTLY BEING INVESTIGATED BY FORD
ENGINEERING. NO REPAIR AVAILABLE AT THIS TIME.

07/19/2012
14:36:29

HISTORY LISTING

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JOB NUMBER : 2 OPERATION 02FOZ99P OP. DESC. INSPECTION REPORT
SALE TYPE : C TECHNICIAN NO(S). 4945
COMPLAINT : COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
CORRECTION : COMPLETED COURTESY INSPECTION

COMMENTS : WAITER

R.O NO. : [REDACTED] R.O DATE : 01/23/2012 R.O TYPE : S
MILEAGE : 5603 ADVISOR NO. : 2615

JOB NUMBER : 1 OPERATION 10FOZ OP. DESC. DRIVEABILITY
SALE TYPE : C TECHNICIAN NO(S). 9967
COMPLAINT : ENGINE IS FLUTTERING OR CUTTING OUT WHEN ACCELERATING TO
PASS ANOTHER VEHICLE. SEEMED WORSE AFTER IT RAINED YESTERDAY
CORRECTION : EEC TEST, NO CODES, COULD NOT DUPLICATE CONCERN, PROGRAMMED
PCM TO LATEST CALIBRATION, CHECKED AND TIGHTENED ALL CAC
HOSES, AND ROAD TEST. ENGINE PERFORMES PROPERLY AT THIS
TIME.

JOB NUMBER : 2 OPERATION 70FOZ03 OP. DESC. RENTAL
SALE TYPE : W TECHNICIAN NO(S). 9999
COMPLAINT : ENTERPRISE RENTAL
CORRECTION : ENTERPRISE RENTAL
USE ESP RENTAL COUPON#241410010
ORIGINAL : ENTERPRISE RENTAL
CORRECTION

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. CLAIM NO. OPERATION NO.
RC241410010

JOB NUMBER : 3 OPERATION 02FOZ99P OP. DESC. INSPECTION REPORT
SALE TYPE : C TECHNICIAN NO(S). 9967
COMPLAINT : COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
CORRECTION : COMPLETED COURTESY INSPECTION

R.O NO. : [REDACTED] R.O DATE : 12/02/2011 R.O TYPE : S
MILEAGE : 2498 ADVISOR NO. : 2615

JOB NUMBER : 1 OPERATION 70FOZ03 OP. DESC. RENTAL
SALE TYPE : W TECHNICIAN NO(S). 9999
COMPLAINT : ENTERPRISE RENTAL FROM RO 597747
CORRECTION : RENTAL

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

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HISTORY LISTING

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R.O NO. : [REDACTED] R.O DATE : 11/22/2011 R.O TYPE : S
MILEAGE : 2498 ADVISOR NO. : 2615

JOB NUMBER : 1 OPERATION 10FOZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 9967 9795
COMPLAINT : ENGINE LIGHT ON, FLUTTERING AND VIBRATING WHEN ACCEL RATING
TO PASS SOMEONE.
CAUSE : PURGE CONTROL SOLENOID STUCK
CORRECTION : ROAD TEST, UNABLE TO DUPLICATE CONCERN, EEC TEST, RECEIVED
CODES P0306/P0299, PINPOINT TEST, FOUND NO CAC LEAKS OR
CONCERNS WITH TURBO, SENT HOTLINE REQUEST, CHECKED AND FOUND
GROUND G105 GOOD, CHECKED PIDS, REPLACED STICKING PURGE
CONTROL SOLENOID, PROGRAMMED PCM TO LATEST CALIBRATION AND
RETEST. ENGINE OPERATES PROPERLY AT THIS TIME
ORIGINAL : NO PROBLEM FOUND. ROAD TEST VEHICLE 22 MILES AND COULD NOT
CORRECTION : DUPLICATE CUSTOMER CONCERN AT THIS TIME

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	[REDACTED]	12650DX1	[REDACTED]	12650D22
		12650D80		12650D45
		12650D		

JOB NUMBER : 2 OPERATION 70FOZ03 OP. DESC. RENTAL
SALE TYPE : W TECHNICIAN NO(S). 9999
COMPLAINT : ENTERPRISE RENTAL
CORRECTION : ENTERPRISE TAP DAY

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	[REDACTED]			

JOB NUMBER : 3 OPERATION 02FOZ99P OP. DESC. INSPECTION REPORT
SALE TYPE : C TECHNICIAN NO(S). 9967
COMPLAINT : COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
CORRECTION : COMPLETED COURTESY INSPECTION

JOB NUMBER : 4 OPERATION 00FOZGBK OP. DESC. BRK INSPECTION
SALE TYPE : C TECHNICIAN NO(S). 9967
COMPLAINT : GREEN BRAKE CONDITION
CAUSE : GREEN BRAKE CONDITION
CORRECTION : GREEN BRAKE CONDITION

JOB NUMBER : 5 OPERATION 00FOZGTIRE OP. DESC. TIRE INSP
SALE TYPE : C TECHNICIAN NO(S). 9967
COMPLAINT : GREEN TIRE CONDITION
CAUSE : GREEN TIRE CONDITION
CORRECTION : GREEN TIRE CONDITION

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CELL: [REDACTED]

CUSTOMER NO 13117	ADVISOR BRANDON KENT	TAG NO 2615	INVOICE DATE 11/30/11	INVOICE NO FOCS597747
[REDACTED]	LABOR DATE	LICENSE NO	MILEAGE 2,436	COLOR
[REDACTED]	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150/SUPERCREW 4X4 ST	DELIVERY DATE	DELIVERY MILES	STOCK NO
BENTON, AR	VEHICLE ID NO 1FTFW1ET6BK	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R. O. DATE 11/22/11	REPRINT# 2

MO: 2498

JOB# 1 CHARGES

LABOR

ENGINE LIGHT ON, FLUTTERING AND VIBRATING WHEN ACCELERATING TO PASS SOMEONE.
PURGE CONTROL SOLENOID STUCK
ROAD TEST. UNABLE TO DUPLICATE CONCERN, EEC TEST, RECEIVED CODES P0306/P0299, PINPOINT TEST, FOUND NO CAC LEAKS OR CONCERNS WITH TURBO, SENT HOTLINE REQUEST, CHECKED AND FOUND GROUND G105 GOOD, CHECKED PIDS, REPLACED STICKING PURGE CONTROL SOLENOID, PROGRAMMED PCM TO LATEST CALIBRATION AND RETEST. ENGINE OPERATES PROPERLY AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	BL3Z-9B325-C	BRACKET - FUEL		0.00
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

ENTERPRISE RENTAL

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
	29931		11/23/11	1 DAY RENTAL	0.00
				TOTAL - SUBLET	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
COMPLETED COURTESY INSPECTION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

Added Operation (61BKENT @ 11/23/2011 10:12)
GREEN BRAKE CONDITION
GREEN BRAKE CONDITION
GREEN BRAKE CONDITION

PLEASE REMIT TO:
P.O. Box 1649
Benton, AR 72018

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X _____
CUSTOMER SIGNATURE

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SP840456 Q (01/07)

055 BARKER BUSINESS SYSTEMS 3/05/07 1940 0107

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CELL: [REDACTED]

CUSTOMER NO 13117	ADVISOR BRANDON KENT	TAG NO 2615	INVOICE DATE 11/23/11	INVOICE NO. FOCS597747
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2,436	COLOR
BENTON, AR	YEAR, MAKE / MODEL 11/FORD TRUCK/F-150/SUPERCREW 4X4 ST	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. NO. 1FTFW1ET6BK [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
	PLATE NO.	P.O. NO.	R.O. DATE 11/22/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 2436

JOB# 1 CHARGES

LABOR

ENGINE LIGHT ON, FLUTTERING AND VIBRATING WHEN ACCELTRATING TO PASS SOMEONE. NO PROBLEM FOUND. ROAD TEST VEHICLE 22 MILES AND COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS TIME

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

JOB# 2 CHARGES

LABOR

ENTERPRISE RENTAL

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

JOB# 3 CHARGES

LABOR

COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
COMPLETED COURTESY INSPECTION

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

JOB# 4 CHARGES

LABOR

Added Operation (61BKENT @ 11/23/2011 10:12)
GREEN BRAKE CONDITION
GREEN BRAKE CONDITION
GREEN BRAKE CONDITION

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

JOB# 5 CHARGES

LABOR

Added Operation (61BKENT @ 11/23/2011 10:12)
GREEN TIRE CONDITION
GREEN TIRE CONDITION
GREEN TIRE CONDITION

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

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CUSTOMER SIGNATURE

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8F640488 01/07

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CELL: [REDACTED]

VEHICLE IDENTIFICATION NO. 13117	OWNER BRANDON KENT	2615	TAG TAG NO. B041	INVOICE DATE 01/23/12	INVOICE NO. FOCS599499
[REDACTED]	EXPIRES DATE	LICENSE NO.	RELEASE 5,594	COLOR	STOCK NO.
BENTON, AR	11/FORD TRUCK/F-150/SUPERCREW 4X4 ST			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE NO. 1 F T F W 1 E T 6 B K	[REDACTED]	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	TYPE NO.	PT NO.	[REDACTED]	INVOICE DATE 01/23/12	[REDACTED]
[REDACTED]	WORKSHOP PHONE	COMMENTS	[REDACTED]	[REDACTED]	[REDACTED]

MO: 5603

JOB# 1 CHARGES

LABOR
J# 1 10FOZ DRIVEABILITY TECH(S):9967 0.00
ENGINE IS FLUTTERING OR CUTTING OUT WHEN ACCELERATING TO PASS ANOTHER VEHICLE. SEEMED WORSE AFTER IT RAINED YESTERDAY EEC TEST, NO CODES, COULD NOT DUPLICATE CONCERN, PROGRAMMED PCM TO LATEST CALIBRATION, CHECKED AND TIGHTENED ALL CAC HOSES, AND ROAD TEST. ENGINE PERFORMES PROPERLY AT THIS TIME.

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

JOB# 2 CHARGES

LABOR
J# 2 70FOZ03 RENTAL TECH(S):9999 WARRANTY
ENTERPRISE RENTAL
ENTERPRISE RENTAL

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

JOB# 3 CHARGES

LABOR
J# 3 02FOZ999 INSPECTION REPORT TECH(S):9967 0.00
COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
COMPLETED COURTESY INSPECTION

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

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CUSTOMER SIGNATURE

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CELL: [REDACTED]

INVENTORY NO	13117	CUSTOMER	BRANDON KENT	2615	TAG NO	03/09/12	FOCS	800142
LABOR RATE		TERMINO		MILEAGE	7,165	COLOR		STOCK NO
MAKE	11/FORD TRUCK/F-150/SUPERCREW 4X4 ST							
MODEL	I F T F W I E T 6 B K							
DELIVERY DATE	02/16/12							
SALES DEALER NO	MO: 7182							

JOB# 1 CHARGES

LABOR
J# 1 10F0Z DRIVEABILITY TECH(S):4945 WARRANTY
ENGINE LIGHT COMING ON AND VIBRATING WHEN ACCELERATING TO PASS
TSB 12-2-10
REPLACED CONVERTER AND REPROGRAMMED PCM PER TSB 12-2-10

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		BL3Z-5E212-E	CONVERTER ASY		
	2		W520514-S440	NUT - ADJUSTIN		
					TOTAL - PARTS	0.00

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

JOB# 2 CHARGES

LABOR
J# 2 02E0Z99B INSPECTION REPORT TECH(S):4945 WARRANTY
COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
COMPLETED COURTESY INSPECTION

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

JOB# 3 CHARGES

LABOR
J# 3 00F0ZGBK BRK INSPECTION TECH(S):9999 WARRANTY
Added Operation (61BKENT @ 03/09/2012 13:18)
GREEN BRAKE CONDITION
GREEN BRAKE CONDITION
GREEN BRAKE CONDITION

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

JOB# 4 CHARGES

LABOR
J# 4 00F0ZGTFRE TIRE INSP TECH(S):9999 WARRANTY
Added Operation (61BKENT @ 03/09/2012 13:18)
GREEN TIRE CONDITION
GREEN TIRE CONDITION
GREEN TIRE CONDITION

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

JOB# 5 CHARGES

LABOR

PLEASE REMIT TO:
P.O. Box 1649
Benton, AR 72018

DISCLAIMER OF WARRANTIES
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, and asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED
X _____
CUSTOMER SIGNATURE

Thank You!
WE APPRECIATE YOUR BUSINESS

LANDERS AUTO SALES

LANDERS

Landers Auto Sales
www.landersonline.com

Landers Ford Lincoln Mercury
19501 I-30 East
Benton, Arkansas 72015
(501) 315-4700

CELL: [REDACTED]

VEHICLE NO. 13117	ACQUISITION BRANDON KENT	2615	TAG NO. B921	INVOICE DATE 01/30/12	INVOICE NO. FOC5599684
[REDACTED]	REGISTRATION NO.	SALES TAX	6,539	LABOR	STOCK NO.
BENTON, AR [REDACTED]	11/FORD TRUCK/F-150/SUPERCREW 4X4 ST			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE TO ID	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	ADDRESS PHONE	COMMENTS	DATE 01/30/12		

MO: 6539

JOB# 1 CHARGES

LABOR
 J# 1 10FOZ DRIVEABILITY TECH(S):4945 0.00
 ENGINE LIGHT IS COMING ON, IDLING ROUGH AT TIMES, AND VIBRATING SOMETIMES WHEN ACCELERATING TO PASS. THIS CONCERN IS CURRENTLY BEING INVESTIGATED BY FORD ENGINEERING. NO REPAIR AVAILABLE AT THIS TIME.

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

JOB# 2 CHARGES

LABOR
 J# 2 02FOZ99P INSPECTION REPORT TECH(S):4945 0.00
 COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
 LANDERS FORD LINCOLN MERCURY
 COMPLETED COURTESY INSPECTION

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

COMMENTS
 WAITER

TOTALS

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

TOTAL INVOICE \$ 0.00

 THANK YOU FOR CHOOSING LANDERS FORD LINCOLN MERCURY. IT IS OUR GOAL TO SEE THAT YOU ARE COMPLETELY SATISFIED WITH THE SERVICE YOU RECEIVED. IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR OR SERVICE MANAGER.

CUSTOMER SIGNATURE

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Benton, AR 72018

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X
 CUSTOMER SIGNATURE

Thank You!
WE APPRECIATE YOUR BUSINESS

BF64080 Q (01/07)

LANDERS AUTO SALES

LANDERS

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Landers Ford Lincoln Mercury
19501 I-30 East
Benton, Arkansas 72015
(501) 315-4700

CELL: [REDACTED]

CUSTOMER NO 13117	ADVISOR DENNIS POWERY	3874	TAG NO 986	INVOICE DATE 05/03/12	INVOICE NO FOCS602382
[REDACTED]	LEASER RATE	LICENSE NO	MILEAGE 9,396	COLOR	STOCK NO
BENTON, AR	YEAR MAKE MODEL 11/FORD TRUCK/F-150/SUPERCREW 4X4 ST			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 1FTFW1ET6BK			SELLING DEALER NO	PRODUCTION DATE
	VIN NO	PO NO		INVOICE DATE 05/02/12	REPRINT# 1
	COMMENTS				MO: 9404

JOB# 1 CHARGES

LABOR
J# 1 51FOZ01 BODY ELECT CONCERN TECH(S):4945 WARRANTY
 CUSTOMER STATES HAD TO JUMP START VEHICLE THIS MORNING
 RAN EEC TEST CODE P068A RAN BATTERY TEST, BATTERY FAILED
 REPLACED BATTERY & RAN CHARGING SYSTEM. VEHICLE CHARGING
 AT 14.2 VOLTS. DTC CODE 068JS UKB22 G16, ACCESS CODE KEADE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	BXT-65-750	BATTERY		
	-1	BXT-65-750	CORE RETURN		
				TOTAL - PARTS	0.00

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

JOB# 2 CHARGES

LABOR
J# 2 10FOZ06 CHECK ENGINE LIGHT TECH(S):4945 WARRANTY
 CUSTOMER STATES CHECK ENGINE LIGHT ON AND VEHICLE BOGGING
 DOWN WHEN ACCEL
 SEE JOB 1

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

JOB# 3 CHARGES

LABOR
J# 3 02FOZ99P INSPECTION REPORT TECH(S):4945 0.00
 COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
 LANDERS FORD LINCOLN MERCURY
 COMPLETED COURTESY INSPECTION

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

JOB# 4 CHARGES

LABOR
J# 4 40FOZGBK BRK INSPECTION TECH(S):4945 0.00
 Added Operation (61RWADSWORTH @ 05/03/2012 14:30)
 GREEN BRAKE CONDITION
 GREEN BRAKE CONDITION
 GREEN BRAKE CONDITION

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

JOB# 5 CHARGES

LABOR

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED
 X _____
 CUSTOMER SIGNATURE

Thank You!
WE APPRECIATE YOUR BUSINESS
 BF60466 Q (01/07)

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Benton, Arkansas 72015
(501) 315-4700

CELL: [REDACTED]

CUSTOMER NO 13117	ADVISOR BRANDON KENT	TAG NO 2615	INVOICE DATE 07/03/12	FOCUS NO FOCS604123
[REDACTED]	LABOR RATE 11,724 /	REGISTRATION B496	SALES TAX 11,724 /	SALES TAX 11,724 /
BENTON, AR	YEAR-MAKE-MODEL 11/FORD TRUCK/E-150/SUPERCREW 4X4 ST	VEHICLE ID NO 1 F T F W 1 E T 6 B K	DELIVERY DATE 07/03/12	DELIVERY MILES
[REDACTED]	EQUIPMENT'S			MO: 11724

JOB# 1 CHARGES

LABOR
J# 110FOZ DRIVEABILITY TECH(S):4945 WARRANTY
ENGINE CUTTING OUT WHEN ACCELERATING AT TIMES
REFER TO TSB 12-6-4
REPROGRAMMED PCM PER TSB 12-6-4 AND ROAD TEST 11 MILES.
VEHICLE WAS ALREADY EQUIPPED WITH THE CAC AIR DEFLECTOR
PER TSB.

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR
J# 202FOZ99P INSPECTION REPORT TECH(S):4945 0.00
COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
COMPLETED COURTESY INSPECTION

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR
J# 3100FOZGBR BRK INSPECTION TECH(S):4945 0.00
Added Operation (61BKENT @ 07/03/2012 08:06)
GREEN BRAKE CONDITION
GREEN BRAKE CONDITION
GREEN BRAKE CONDITION

JOB# 3 TOTALS

JOB# 4 CHARGES

LABOR
J# 400FOZGTRE TIRE INSP TECH(S):4945 0.00
Added Operation (61BKENT @ 07/03/2012 08:06)
GREEN TIRE CONDITION
GREEN TIRE CONDITION
GREEN TIRE CONDITION

JOB# 4 TOTALS

JOB# 5 CHARGES

LABOR
J# 500FOZGBATT GOOD BATTERY TECH(S):4945 0.00
Added Operation (61BKENT @ 07/03/2012 08:06)

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X _____
CUSTOMER SIGNATURE

Thank You!
**WE APPRECIATE
YOUR
BUSINESS**

8F84068 0 (01/07)

DESIGN IN BUSINESS SOURCEBOOKS 800-547-1843 P187 (REV 6/02)

SEP 13, 2012 R/O CLOSE OUT

Landers Ford LM PORT 5045 3651

X. R/O NO.	██████████	TYPE SERVICE			11. ADVISOR	2615		
1. CUSTOMER	████████████████████				12. DATE IN	08/27/2012		
	BENTON AR				13. TIME IN	08:50am		
PHONE(B)	██████████	PHONE(H)	██████████		14. DATE PR	08/27/2012		
2. SERIAL#	1FTFW1ET6BK	██████████	PROD DT		15. TIME PR	06:00pm		
LICENSE#		STK#	DEL		16. TAG NO.	B261		
DESC.	FT F-150	11			17. MI I/O	13310/13620		
3. JOBS (J#)	1	2	3	4	5			
STATUS	F	F	F	F	F			
4. LABOR						0.00	0.00	0.00
5. PARTS						0.00	656.60	0.00
6. SUBLET						0.00	123.88	0.00
7. G.O.G.						0.00	0.00	0.00
8. MISC						0.00	0.00	0.00
9. TAX						0.00	0.00	0.00
10. EST \$ [] TOTALS [C]				0.00 [W]	780.48 [I]	0.00

(S=SAVE) (I=INVOICE) (CR=CONS REACH) (W=CLAIMS) (A=ACCEPT PAYMENT) (TAB)

25 ~~30~~ DAYS out of SVC
TOTAL All REPAIRS

SEP 13, 2012 COMPLAINT CAUSE AND CORRECTION Landers Ford LM PORT 5045 3651

JOB#: 1 OPERATION: 10FOZ DESCRIPTION: DRIVEABILITY
1. COMPLAINT : ENGINE CUTTING OUT WHEN ACCELERATING AFTER CRUISING FOR AN
EXTENDED PERIOD OF TIME. WORSE WHEN IT IS RAINING OUTSIDE.

2. CAUSE : L/H TURBO EXCESSIVE OIL LEAKING TO CHARGE AIR COOLER

3. CORRECTION: FORD ENGINEER ROAD TESTED VEHICLE, REMOVED INNER COOLER TUBE
TO INSPECT FOR WATER AND OIL IN CAC, REPLACED L/H TURBO
DUE TO EXCESSIVE OIL LEAKAGE INTO CAC, AND RETEST. ENGINE
OPERATES PROPERLY AT THIS TIME

(E=ENTER) (LINE#) (M#=MORE LINES)

FOCS597747

FOCS597747

LANDERS

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Landers Ford Lincoln Mercury
19501 I-30 East
Benton, Arkansas 72015
(501) 315-4700

32011POCS597747

CELL:

Customer information form including fields for CUSTOMER NO. (13117), ADVISOR (BRANDON KENT), TAG NO. (2615), INVOICE DATE (11/30/11), INVOICE NO. (FOCS597747), LABOR RATE, LICENSE NO., MILEAGE (2,436), YEAR/MAKE/MODEL (11/FORD TRUCK/F-150/SUPERCREW 4X4 ST), VEHICLE I.D. NO. (1FTFW1ET6BK), F.T.E. NO., R.G. NO., R.O. DATE (11/22/11), and REPRINT# (2).

MO: 2498

JOB# 1 CHARGES

LABOR

ENGINE LIGHT ON, FLUTTERING AND VIBRATING WHEN ACCELERATING TO PASS SOMEONE. PURGE CONTROL SOLENOID STUCK ROAD TEST, UNABLE TO DUPLICATE CONCERN, EEC TEST, RECEIVED CODES P0306/P0299, PINPOINT TEST, FOUND NO CAC LEAKS OR CONCERNS WITH TURBO, SENT HOTLINE REQUEST, CHECKED AND FOUND GROUND G105 GOOD, CHECKED PIDS, REPLACED STICKING PURGE CONTROL SOLENOID, PROGRAMMED PCM TO LATEST CALIBRATION AND RETEST. ENGINE OPERATES PROPERLY AT THIS TIME

Table with columns: PARTS, QTY, FP, NUMBER, DESCRIPTION, UNIT PRICE, WARRANTY. Row 1: 1, BL3Z-9B325-C, BRACKET - FUEL, TOTAL - PARTS, 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

ENTERPRISE RENTAL ENTERPRISE TAP DAY

Table with columns: SUBLET, PO#, VEND, INV#, INV. DATE, DESCRIPTION, UNIT PRICE, WARRANTY. Row 1: 29931, 11/23/11, 1 DAY RENTAL, TOTAL - SUBLET, 0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION LANDERS FORD LINCOLN MERCURY COMPLETED, COURTESY INSPECTION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

Added Operation (61BKENT @ 11/23/2011 10:12) GREEN BRAKE CONDITION GREEN BRAKE CONDITION GREEN BRAKE CONDITION

2 Days

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ENVIRONMENTAL CHARGE Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations.

Table with columns: CROSS REFERENCED TO, SERVICE INSTALLED PARTS, DATE INSTALLED, ACCRUED MILEAGE, MO, DAY, YR, OMT TENTHS

(SIGN) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

FOCS597747

FOCS597747

LANDERS

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19501 I-30 East
Benton, Arkansas 72015
(501) 315-4700

32011FOCS597747

CELL:

Customer information form including fields for CUSTOMER NO. (13117), ADVICE (BRANDON KENT), TAG NO. (B509), INVOICE DATE (11/30/11), INVOICE NO. (FOCS597747), LABOR RATE, LICENSE NO., MILEAGE (2,436), YEAR/MAKE/MODEL (11/FORD TRUCK/F-150/SUPERCREW 4X4 ST), DELIVERY DATE, DELIVERY MILES, VEHICLE I.D. NO. (1FTFW1ET6BK), SELLING DEALER NO., PRODUCTION DATE, R.T.E. NO., R.O. NO., R.O. DATE (11/22/11), REPRINT# (2), and COMMENTS (MO: 2498).

Job summary and labor details:
JOB# 4 TOTALS
JOB# 5 CHARGES
LABOR
Added Operation (61BKENT @ 11/23/2011 10:12)
GREEN TIRE CONDITION
JOB# 5 TOTALS
JOB# 6 CHARGES
LABOR
Added Operation (61BKENT @ 11/23/2011 10:12)
JOB# 6 TOTALS
TOTALS

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

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00
THANK YOU FOR CHOOSING LANDERS FORD LINCOLN MERCURY. IT IS OUR GOAL TO SEE THAT YOU ARE COMPLETELY SATISFIED WITH THE SERVICE YOU RECEIVED. IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR OR SERVICE MANAGER.

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Table with columns: ORDER REFERENCED TO, SERVICE INSTALLED PARTS, DATE INSTALLED, ACCRUED MILEAGE, MO., DIV., YR., QMT TENTHS.

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PROMPT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

FOCS599499

FOCS599499

LANDERS

www.landerson.com

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19501 I-30 East
Benton, Arkansas 72015
(501) 315-4700

3201IFOC599499

CELL:

Customer information form including fields for CUSTOMER NO. (13117), ADVISOR (BRANDON KENT), TRQ NO. (B041), INVOICE DATE (01/23/12), INVOICE NO. (FOCS599499), LABOR RATE, LICENSE NO., MILEAGE (5,594), COLOR, STOCK NO., YEAR / MAKE / MODEL (11/FORD TRUCK/F-150/SUPERCREW 4X4 ST), DELIVERY DATE, DELIVERY MILES, VEHICLE I.D. NO. (1FTFW1ET6BK), SELLING DEALER NO., PRODUCTION DATE, F.T.E. NO., P.C. NO., R.O. DATE (01/23/12), and COMMENTS.

MO: 5603

JOB# 1 CHARGES

LABOR... ENGINE IS FLUTTERING OR CUTTING OUT WHEN ACCELERATING TO PASS ANOTHER VEHICLE. SEEMED WORSE AFTER IT RAINED YESTERDAY EEC TEST, NO CODES, COULD NOT DUPLICATE CONCERN, PROGRAMMED PCM TO LATEST CALIBRATION, CHECKED AND TIGHTENED ALL CAC HOSES, AND ROAD TEST. ENGINE PERFORMES PROPERLY AT THIS TIME.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR... ENTERPRISE RENTAL
ENTERPRISE RENTAL
USE ESP RENTAL COUPON#241410010

Table with columns: SUBLET, PO#, VEND INV#, INV. DATE, DESCRIPTION, WARRANTY. Row 1: 30942, 270799, 01/23/12, 1 DAY RENTAL, 0.00.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR... COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
COMPLETED COURTESY INSPECTION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, coolants, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

Table with columns: CROSS REFERENCED TO, SERVICE INSTALLED PARTS, DATE INSTALLED, ACCRUED MILEAGE, MO., DAY, YR., OMT TENTHS.

ON BEHALF OF SELLING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART RETURNED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SELLING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

(PRINTED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

FOCS599499

FOCS599499



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Benton, Arkansas 72015
(501) 315-4700



3201.FOCS599499

CELL: [REDACTED]

Customer information form including fields for Customer No. (13117), Advisor (BRANDON KENT), VIN (11FTFW1ET6BK), and Invoice Date (01/23/12).

MO: 5603

TOTALS section with a table listing items like CASH, VISA, AMER XPRESS, and their respective amounts, ending with a TOTAL INVOICE \$ 0.00.

THANK YOU FOR CHOOSING LANDERS FORD LINCOLN MERCURY. IT IS OUR GOAL TO SEE THAT YOU ARE COMPLETELY SATISFIED WITH THE SERVICE YOU RECEIVED.

CUSTOMER SIGNATURE DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER.

ENVIRONMENTAL CHARGE Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations.

Table with columns: CROSS REFERENCED TO, SERVICE INSTALLED, DATE INSTALLED, ACCRUED MILEAGE, MO., DAY, YR., OMT TENTHS.

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO REDUCTION FROM THE APPROPRIATE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY APPROPRIATE AGENCIES OF FORD.

SIGNED DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

FOCS599684

FOCS599684

LANDERS

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19501 I-30 East
Benton, Arkansas 72015
(501) 315-4700



32011FOCS599684

CELL: [REDACTED]

Customer information form including fields for CUSTOMER NO. (13117), ADVISOR (BRANDON KENT), TRG NO. (8921), INVOICE DATE (01/30/12), INVOICE NO. (FOCS599684), LABOR RATE, LICENSE NO., MILEAGE (6,539), COLOR, STOCK NO., YEAR/MAKE/MODEL (11/FORD TRUCK/F-150/SUPERCREW 4X4 ST), DELIVERY DATE, DELIVERY MLBS, BENTON, AR, VEHICLE ID. NO. (1FTFW1ET6BK), SELLING DEALER NO., PRODUCTION DATE, F.T.E. NO., P.O. NO., R.O. DATE (01/30/12), RESIDENCE PHONE, BUSINESS PHONE, COMMENTS, and MO: 6539.

JOB# 1 CHARGES
LABOR
DRIVEABILITY TECH(S): 4945
ENGINE LIGHT IS COMING ON, IDLING ROUGH AT TIMES, AND VIBRATING SOMETIMES WHEN ACCELERATING TO PASS. THIS CONCERN IS CURRENTLY BEING INVESTIGATED BY FORD ENGINEERING. NO REPAIR AVAILABLE AT THIS TIME.

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

JOB# 2 CHARGES
LABOR
INSPECTION REPORT TECH(S): 4945
COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
COMPLETED COURTESY INSPECTION

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

COMMENTS
WAITER
TOTALS

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

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

THANK YOU FOR CHOOSING LANDERS FORD LINCOLN MERCURY. IT IS OUR GOAL TO SEE THAT YOU ARE COMPLETELY SATISFIED WITH THE SERVICE YOU RECEIVED. IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR OR SERVICE MANAGER.

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

Handwritten signature: DAN

DISCLAIMER OF WARRANTIES
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, coolants, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

Form with fields: GROSS REFERENCED TO, SERVICE INSTALLED PARTS, DATE INSTALLED, ACCRUED MILEAGE, MO, DAY, YR, OMIT TENTHS. Includes a disclaimer: ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR INMATE RECORDS SUPPORTING THIS CLAIM AND AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)
The Reynolds and Reynolds Company, BFAINTIVE
674-0454 © (2007)

FOCS600142

FOCS600142

LANDERS

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Landers Ford Lincoln Mercury
19501 I-30 East
Benton, Arkansas 72015
(501) 315-4700



32011FOCS600142

CELL:

Customer information form including fields for CUSTOMER NO. (13117), ADVISOR (BRANDON KENT), TAG NO. (2615), INVOICE DATE (03/09/12), INVOICE NO. (FOCS600142), LABOR RATE, LICENSE NO., MILEAGE (7,165), COLOR, YEAR / MAKE / MODEL (11/FORD TRUCK/F-150/SUPERCREW 4X4 ST), DELIVERY DATE, DELIVERY MILES, BENTON, AR, VEHICLE I.D. NO. (1FTFW1ET6BK), SELLING DEALER NO., PRODUCTION DATE, P.T.E. NO., P.O. NO., R.O. DATE (02/16/12), RESIDENCE PHONE, BUSINESS PHONE, COMMENTS, and MO: 7182.

Table with columns: QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE, WARRANTY. Includes Job# 1 CHARGES, LABOR (ENGINE LIGHT COMING ON AND VIBRATING WHEN ACCELERATING TO PASS), and PARTS (CONVERTER ASY, NUT - ADJUSTIN).

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

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

LABOR
COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
COMPLETED COURTESY INSPECTION

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

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

LABOR
Added Operation (61BKENT @ 03/09/2012 13:18)
GREEN BRAKE CONDITION
GREEN BRAKE CONDITION
GREEN BRAKE CONDITION

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

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

LABOR
Added Operation (61BKENT @ 03/09/2012 13:18)
GREEN TIRE CONDITION
GREEN TIRE CONDITION
GREEN TIRE CONDITION

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

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

LABOR

PAGE 1 OF 2 ACCOUNTING COPY 2DMS (CONTINUED ON NEXT PAGE) 10:04am

DISCLAIMER OF WARRANTIES
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE...

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, greases, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations...

Table with columns: CROSS REFERRED TO, SERVICE INSTALLED PARTS, DATE INSTALLED, ACCRUED MILEAGE. Includes sub-table for MO, DAY, YR, OMT TENTHS.

ON BEHALF OF SERVICE'S DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED BY ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PROMPT NOTIFICATION AT THE SERVICE'S DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

FOCS600142

FOCS600142

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32011FOCS600142

CELL:

Customer information form including fields for CUSTOMER NO. (13117), ADVISOR (BRANDON KENT), TAG NO. (2615), INVOICE DATE (03/09/12), INVOICE NO. (FOCS600142), LABOR RATE, LICENSE NO., MILEAGE (7,165), YEAR / MAKE / MODEL (11/FORD TRUCK/F-150/SUPERCREW 4X4 ST), DELIVERY DATE, DELIVERY MILES, VEHICLE I.D. NO. (1FTFW1ET6BK), SELLING DEALER NO., PRODUCTION DATE, P.T.E. NO., P.O. NO., R.O. DATE (02/16/12), and COMMENTS.

MO: 7182

LABOR table with columns for JOB#, HOURS, RATE, and TOTAL. Includes entries for 'Added Operation (61BKENT @ 03/09/2012 13:18)' and 'JOB# 5 TOTALS'.

DISCLAIMER OF WARRANTIES
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THANK YOU FOR CHOOSING LANDERS FORD LINCOLN MERCURY. IT IS OUR GOAL TO SEE THAT YOU ARE COMPLETELY SATISFIED WITH THE SERVICE YOU RECEIVED. IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR OR SERVICE MANAGER.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

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

Table with columns: CROSS REFERENCED TO, SERVICE INSTALLED PARTS, DATE INSTALLED, ACCRUED MILEAGE, MO., DAY, YR., QM/TENTHS.

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICE DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REQUIRED OR REPLACED UNDER THE CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF REPAIR NOTIFICATION AT THE SELLING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

FOCS602382

FOCS602382

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(501) 315-4700



3201FOCS602382

CELL:

Customer No: 13117, Advisor: DENNIS POWERY, Tag No: 3874, Invoice Date: 05/03/12, Invoice No: FOC602382. Includes fields for Labor Rate, License No, Mileage, Year/Make/Model, Vehicle I.D. No, F.T.E. No, P.O. No, R.O. Date, and Comments.

MO: 9404

JOB# 1 CHARGES

LABOR... CUSTOMER STATES HAD TO JUMP START VEHICLE THIS MORNING BATTERY FAILED TEST. RAN EEC TEST CODE P06BA RAN BATTERY TEST, BATTERY FAILED REPLACED BATTERY & RAN CHARGING SYSTEM. VEHICLE CHARGING AT 14.2 VOLTS. DTC CODE 068JS UKBJ2 G16, ACCESS CODE YEAD0

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE, WARRANTY. Includes BATTERY and CORE RETURN.

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

JOB# 2 CHARGES

LABOR... CUSTOMER STATES CHECK ENGINE LIGHT ON AND VEHICLE BOGGING DOWN WHEN ACCEL. SEE JOB 1

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

JOB# 3 CHARGES

LABOR... COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION LANDERS FORD LINCOLN MERCURY COMPLETED COURTESY INSPECTION

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

JOB# 4 CHARGES

LABOR... Added Operation (61RWADSWORTH @ 05/03/2012 14:30) GREEN BRAKE CONDITION GREEN BRAKE CONDITION GREEN BRAKE CONDITION

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

JOB# 5 CHARGES

LABOR...

DISCLAIMER OF WARRANTIES AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES...

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL CHARGE Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations...

Table with columns: ORIGINAL REFERRED TO, SERVICE-INSTALLED PARTS, DATE INSTALLED, ACCRUED MILEAGE.

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE...

(SIGNED) DEALER, SERVICE MANAGER OR AUTHORIZED PERSON (DATE)

FOCS602382

FOCS602382

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Benton, Arkansas 72015
(501) 315-4700

32011FOCS602382

CELL: [REDACTED]

Customer information form including fields for CUSTOMER NO. (13117), ADVISOR (DENNIS POWERY), TAG NO. (986), INVOICE DATE (05/03/12), STOCK NO. (FOCS602382), LADDER RATE, LICENSE NO., MILEAGE (9,396), COLOR, YEAR/MAKE/MODEL (11/FORD TRUCK/F-150/SUPERCREW 4X4 ST), DELIVERY DATE, DELIVERY MILES, BENTON, AR, VEHICLE I.D. NO. (1FTFW1ET6BK), SELLING DEALER NO., PRODUCTION DATE, F.T.E. NO., P.O. NO., R.O. DATE (05/02/12), REPRINT# (1), and COMMENTS (MO: 9404).

LABOR section containing job details: Added Operation (61RWADSWORTH @ 05/03/2012 14:30), GREEN TIRE CONDITION, JOB# 5 TOTALS, and a list of payment options (CASH, CHECK, VISA, MASTERCARD, DISCOVER, AMER XPRESS, OTHER, CHARGE).

DISCLAIMER OF WARRANTIES AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TOTALS section showing a total invoice amount of 0.00. Includes a thank you message: THANK YOU FOR CHOOSING LANDERS FORD LINCOLN MERCURY. IT IS OUR GOAL TO SEE THAT YOU ARE COMPLETELY SATISFIED WITH THE SERVICE YOU RECEIVED. IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR OR SERVICE MANAGER.

ENVIRONMENTAL CHARGE section explaining the cost of service due to environmental regulations. Includes a table for SERVICE INSTALLED PARTS with columns for DATE INSTALLED (MO, DAY, YR) and ACCRUED MILEAGE (OMT TENTHS).

CUSTOMER SIGNATURE line, DUPLICATE INVOICE notice, and a signature line for the DEALER GENERAL MANAGER OR AUTHORIZED PERSON.

FOCS604123

FOCS604123

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(501) 315-4700



3201IFOC604123

CELL: [REDACTED]

Customer information form including fields for CUSTOMER NO. (13117), AD/DR (BRANDON KENT), TAG NO. (2615), INVOICE DATE (07/03/12), INVOICE NO. (FOCS604123), LABOR RATE, LICENSE NO., MILEAGE (11,724), COLOR, STOCK NO., YEAR / MAKE / MODEL (11/FORD TRUCK/F-150/SUPERCREW 4X4 ST), DELIVERY DATE, DELIVERY MILES, VEHICLE I.D. NO. (1FTFW1ET6BK), SELLING DEALER NO., PRODUCTION DATE, F.T.E. NO., R.O. NO., R.O. DATE (07/03/12), RESIDENCE PHONE, BUSINESS PHONE, COMMENTS, and MO: 11724.

JOB# 1 CHARGES

LABOR
ENGINE CUTTING OUT WHEN ACCELERATING AT TIMES
REFER TO TSB 12-6-4
REPROGRAMMED PCM PER TSB 12-6-4 AND ROAD TEST 11 MILES.
VEHICLE WAS ALREADY EQUIPPED WITH THE CAC AIR DEFLECTOR PER TSB.

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR
COMPLETED COMPLIMENTARY MULTI-POINT INSPECTION
LANDERS FORD LINCOLN MERCURY
COMPLETED COURTESY INSPECTION

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR
Added Operation (61BKENT @ 07/03/2012 08:06)
GREEN BRAKE CONDITION
GREEN BRAKE CONDITION
GREEN BRAKE CONDITION

JOB# 3 TOTALS

JOB# 4 CHARGES

LABOR
Added Operation (61BKENT @ 07/03/2012 08:06)
GREEN TIRE CONDITION
GREEN TIRE CONDITION
GREEN TIRE CONDITION

JOB# 4 TOTALS

JOB# 5 CHARGES

LABOR
Added Operation (61BKENT @ 07/03/2012 08:06)

DISCLAIMER OF WARRANTIES
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rates, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

Table with columns: GROSS REFERENCED TO, SERVICE INSTALLED PARTS, DATE INSTALLED (MO, DAY, YR), ACCRUED MILEAGE, OMT/TENTHS.

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPRAISER OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR INSURANCE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

(PRINT) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

2 DAYS

FOCS604123

FOCS604123

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(501) 315-4700



32011FOCS604123

CELL: [REDACTED]

Customer information form including fields for Customer No. (13117), Advisor (BRANDON KENT), Tag No. (B496), Invoice Date (07/03/12), Invoice No. (FOCS604123), Labor Rate, License No., Mileage (11,724), Year/Make/Model (11/FORD TRUCK/F-150/SUPERCREW 4X4 ST), Vehicle I.D. No. (1FTFW1ET6BK), and P.O. No.

MO: 11724

Job# 5 TOTALS
JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL 0.00
Comments: WAITER
TOTALS

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

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

THANK YOU FOR CHOOSING LANDERS FORD LINCOLN MERCURY. IT IS OUR GOAL TO SEE THAT YOU ARE COMPLETELY SATISFIED WITH THE SERVICE YOU RECEIVED. IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR OR SERVICE MANAGER.

DISCLAIMER OF WARRANTIES
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

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

Table with columns: CROSS REFERENCED TO, SERVICE INSTALLED PARTS, DATE INSTALLED (MO, DAY, YR), ACCRUED MILEAGE, OMT TENTHS. Includes a disclaimer on behalf of the contracting dealer.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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Report Detail Section : [View Details](#)

Attachments: 0

Report# :	CECBU008 NHL	Received:	05/03/2012
CCRG/EPRC:		Date:	
Vehicle:	2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET6BK XXXXXXXXXX	Build Date:	07/15/2011
Odometer :	9,396 M	Engine:	3.5L-GTDI Calibration: BF613C0A
Transmission:	6R80E	Axle:	3.73 LOCK A/C: YES
Dealer:	USA 09201 Landers Ford	Phone#:	(501) 315-4700
City:	Benton	State:	Arkansas Country : USA
Originator:	ROSHAWN JACKSON		
Symptom:	2 27 Q 00 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,UNKNOWN		
Status:			
VFG:	V29 CHECK ENGINE LIGHT		
Additional Symptom:	P068A		
Fix:	Causal Component :		
Condition Code:			

Hotliner: DBARRE63

Phone: 313 317-9373

Regn Cd: C3 Memphis

Engineering:

Phone:

TAR:

Dlr Contact: ROSHAWN JACKSON

Phone: 000 000-0000

Title Cde: T

PE13-018 000351LC

KOEO:

KOEC: P068A

KOER:

Comments:

REPAIR 05/03/2012 11:18AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:CUSTOMER STATES CHECK ENGINE LIGHT ON AND
VEHICLE BOGGING DOWN WHEN ACCELERATING.. DIAGNOSTICS: COULD NOT
VERIFY CUSTOMER CONCERN.. BUT IT DID HAVE A CODE P068A.. FOLLOWED
PINPOINT TEST.. FOUND BATTERY FAILED.. REPLACED BATTERY AND DROVE..
CHECKED OK.. PARTS REPLACED:BATTERY TECH QUESTION:IS THERE ANY
KNOWN CONCERNS THAT COULD CAUSE THIS SYMPTOM.. VEHICLE HAS BEEN IN
SHOP BEFORE. FOR DRIVEABILITY CONCERNS.

RECOMM 05/03/2012 11:18AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
ROSHAWN, LOW BATTERY VOLTAGE MAY SET THIS FAULT. IF THE FAULT RETURNS
REPLACE THE PCM RELAY AND FUEL PUMP RELAY THEN RETEST.

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Requester: LBINGHAM
Report Summary
Server: ECCWS686

Ford Proprietary, Private

2-Aug-2012

Retention: None

PE13-018 000352LC

Rpt. Analysis Home Report Mgmt Primary Report Mgmt Query Report Mgmt Indicator Summary Help Exit

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Report Detail Section : View Details

Attachments: 0

Report# :	CCWCM004 NHL	Received:	03/23/2012
CCRG/EPRC:		Date:	
Vehicle:	2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET6BK	Build Date:	07/15/2011
Odometer :	8,281 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3.73 LOCK
Dealer:	USA 09201 Landers Ford	Calibration:	BF613C0A
City:	Benton	A/C:	YES
Originator:	ROSHAWN JACKSON	Phone#:	(501) 315-4700
Symptom:	5 54 2 00 DRV PERF,LACK/LOSS PWR ,ACCEL,UNKNOWN	Country :	USA
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	POWER LOSS ACCELERATING		
Fix:	Causal Component :		
Condition Code:			

Hotliner: MWEBER72

Phone: 313 317-9383

Regn Cd: C3 Memphis

Engineering:

Phone:

TAR:

Dlr Contact: ROSHAWN JACKSON

Phone: 000 000-0000

Title Cde: T

PE13-018 000353LC

KOEO:

KOEC:

KOER:

Comments:

REPAIR 03/23/2012 10:20AM MATTHEW WEBER MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:CUTTING OUT WHEN ACCELERATING TO PASS AND
LOSSING POWER DIAGNOSTICS: TSB12-2-10 WAS PERFORMED 2-16-12
REPLACED CAT AND REPROGRAMMED PCM..NO CODES IN PCM THIS TIME AND
NOTHING IS BLOCKING THE AIR FLOW TO CAC COOLER PARTS
REPLACED:CAT TECH QUESTION:IS THERE ANY KNOWN CONCERNS ON THIS
AFTER TSB WAS PREFORMED

RECOMM 03/23/2012 10:20AM MATTHEW WEBER MSS - FCSD - TECH SVC HOTLINE

ROSHAWN, AS THE TSB HAS BEEN PERFORMED AND A SIMILAR CONDITION IS
PRESENT WITH THE CAC LINES PROVING FREE OF RESTRICTION, WASTE GATE
SOLENOID OPERATION MAY CONTRIBUTE TO THIS CONCERN. RECOMMEND
MONITORING THE TURBO BYPASS AND WASTE GATE PIDS DURING THE CONCERN. IF
THE BYPASS VALVE IS BEING COMMANDED ON/OFF AND THE WASTE GATE IS
FLUCTUATING TO COMPENSATE, RECOMMEND INSPECTING THE WASTE GATE CONTROL
LINES AND VERIFYING ALL ARE CLEAR OF DEBRIS/RESTRICTIONS. IF NONE
ARE FOUND, RECOMMEND REPLACING THE WASTE GATE SOLENOID AND RETESTING.
ADDITIONALLY, PLEASE REFERENCE
HREF=HTTP://WWW.VREP.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SSM/SS
M.ASP?SSM=22225 TARGET='_BLANK'>SSM 22225 FOR ADDITIONAL
INFORMATION AND MONITOR OASIS FOR UPDATES. THIS CONCERN IS UNDER
ONGOING INVESTIGATION.

ADD-ON 03/23/2012 10:20AM MATTHEW WEBER MSS - FCSD - TECH SVC HOTLINE Download Options
CONSULTANT: JORDAN DODDS

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PE13-018 000354LC

Requester: LBINGHAM
Report Summary
Server: FCWS686

Ford Proprietary, Private

2-Aug-2012
Retention: None

PE13-018 000356LC

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Report Detail Section : View Details

Attachments: 0

Report# : CA4CG002 NHL

Received: 01/30/2012

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle: 2011,F150 4X4 ,F150 ,SUP
CRW,STYSD ,1FTFW1ET6BK

Build Date: 07/15/2011

Odometer : 6,529 M

Engine:

3.5L-GTDI Calibration: BF613C0A

Transmission: 6R80E

Axle:

3.73 LOCK A/C: YES

Dealer: USA 09201 Landers Ford

Phone#: (501) 315-4700

City: Benton

State:

Arkansas Country : USA

Originator: ROSHAWN JACKSON

Symptom: 2 27 Q 00 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,UNKNOWN

Status:

VFG: V29 CHECK ENGINE LIGHT

Additional Symptom: P0306

Fix: Causal Component :

Condition Code:

Hotliner: DBARRE63

Phone: 313 317-9373

Regn Cd: C3 Memphis

Engineering:

Phone:

TAR:

Dlr Contact: ROSHAWN JACKSON

Phone: 000 000-0000

Title Cde: T

PE13-018 000356LC

KOEO:

KOEC: P0306

KOER:

Comments:

REPAIR 01/30/2012 10:34AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:ENGINE LIGHT IS ON DIAGNOSTICS: FOUND
BROADCAST MASSAGE 4204 PARTS REPLACED:PURGE VALVE 11-22-11 TECH
QUESTION:HAS THERE BEEN ANY UPDATES TO YOUR BROADCAST TO REPAIR
CUSTOMER CONCERN

RECOMM 01/30/2012 10:34AM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
ROSHAWN, IF THE CONCERN IS A INTERMITTENT CYLINDER #6 MISFIRE ON HARD
ACCELERATION SUGGEST YOU USE
HREF=HTTP://WWW.VREP.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SSM/SS
M.ASP?SSM=22192 TARGET='_BLANK'>SSM 22192 TO ADDRESS THIS
CONDITION.

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Requester: LBINGHAM
Report Summary
Server: ECCWS686

Ford Proprietary, Private

2-Aug-2012

Retention: None

PE13-018 000357LC

Rpt. Analysis Home Report Mgmt Primary Report Mgmt Query Report Mgmt Indicator Summary Help Exit

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Query Name: REPORT RETRIEVAL

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Report Detail Section : View Details

Attachments: 0

Report# : BK2BH011 NHL **Received:** 11/28/2011
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET6BK **Build Date:** 07/15/2011
Odometer : 2,436 M **Engine:** 3.5L-GTDI **Calibration:** BF613C0A
Transmission: 6R80E **Axle:** 3.73 LOCK **A/C:** YES
Dealer: USA 09201 Landers Ford **Phone#:** (501) 315-4700
City: Benton **State:** Arkansas **Country :** USA
Originator: LARRY BROWN
Symptom: 5 57 2 39 DRV PERF,HESITATES/STUM,ACCEL,INTERMITTENT
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: P0299
Fix: **Causal Component :**
Condition Code:

Hotliner: DRIDOLF2

Phone: 000 248-8241

Regn Cd: C3 Memphis

Engineering:

Phone:

TAR:

Dlr Contact: LARRY BROWN

Phone: 000 000-0000

Title Cde: T

PE13-018 000358LC

KOEO:**KOEC:** P0299**KOER:****Comments:**

REPAIR 11/28/2011 11:34AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:TICKET= ENGINE LIGHT ON,FLUTTERING AND
VIBRATING WHEN ACCEL RATING TO PASS SOME ONE,,, WRITE UP SHEET VEHICLE
VIBRATING BAD AT TIMES,ENGINE LIGHT FLASHING WHEN THIS HAPPENS,FUEL
MILEAGE DROPPED WHEN THIS STARTED DIAGNOSTICS: LAST WEEK SOME ELSE
CKED IT, HAD ALL PASS CODES,CUST DROVE IT, IT HAPPEN AGAIN, I GOT THIS
MORNING, KOEC P0299, ALL OTHERS PASS,WENT THRU PPT HN, FOUND NO
PROBLEMS, TESTDROVE HAVE NOT VERFIED CONCERN, BUT AVE MILEAGE WAS 7.3
WHEN I STARTED, IT WAS 8.8 WHEN I GOT BACK TO THE SHOP, THATS WHEN I
SEEN THE WRITE-UP SHEET, I SURE THERES A PROBLEM,BUT I DO NOT SEE A
TURBO OR CAC CONCERN,BUT SEEING FUEL MILAGE? PARTS
REPLACED:NONE TECH QUESTION:I DO MOSTLY DIESEL,UNTIL WE DO NOT HAVE
ANY, DO THESE HAVE ANY INJ OR FUEL PUMP CONCERNS OR WIRING THAT WILL
NOT SET A CODE? IVE SEEN P0299 IN DIESELS, BUT IT WAS ANOTHER SYSTEM
THAT CAUSED BOOST CODE.

RECOMM 11/28/2011 11:34AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE
LARRY, -FIRST, WE SHOULD TAKE A FUEL SAMPLE AND CHECK FOR BOTH POOR
QUALITY FUEL AS WELL AS PRESENCE OF E85. TO CHECK FOR E85 CONTENT IN
THE FUEL, RECOMMEND PERFORMING A WATER TEST. USING A CLEAR BOTTLE,
FILL IT HALFWAY WITH WATER, MARK THE LINE, ADD THE SAME AMOUNT OF FUEL
FROM THE VEHICLE, MIX TOGETHER, AND ALLOW TO SEPARATE. THE ETHANOL
WILL COMBINE WITH THE WATER INCREASING THE WATER LEVEL. AN INCREASE OF
WATER LEVEL UP TO 10% IS NORMAL GASOLINE. ANY MORE THAN 10% IS AN E85
MIX. IF AN E85 MIX IS EVIDENT, RECOMMEND DRAINING THE FUEL TANK
COMPLETELY, DRY IT OUT, ADD KNOWN GOOD FUEL, CLEAR KAM, AND
RETEST. -NEXT, PLEASE INSPECT G105. THIS IS THE GROUND FOR THE BANK
TWO IGNITION COILS AND IS LOCATED ON THE BACK OF THE BANK TWO CYLINDER

HEAD. 1. ARE YOU ABLE TO LOOSEN THE G105 BOLT USING ONLY FINGER PRESSURE? 2. IF YOU ARE NOT ABLE TO LOOSEN G105 WITH YOUR FINGERS, CAN IT BE TIGHTENED USING ONLY A SOCKET AND A SIX-EIGHT INCH 3/8 DRIVE EXTENSION? (NO RATCHET) 3. PLEASE ENSURE G105 IS CLEANED AND TORQUED TO 10 NM + 45 DEGREES. -THIS CONCERN IS CURRENTLY UNDER INVESTIGATION AND YOUR RESPONSES ARE IMPORTANT AND APPRECIATED. PLEASE UPDATE THIS FORM WITH YOUR FINDINGS REGARDING THE ABOVE TESTS AS WELL AS ANY ADDITIONAL QUESTIONS YOU MAY HAVE, THANK YOU. -THE P0299 MAY BE CAUSED BY THE MISFIRE, OR THE MISFIRE MAY BE CAUSED BY THE P0299. PLEASE PERFORM THE ABOVE TESTS AND RE-EVALUATE FOR THE P0299. IF THE CONCERN IS STILL PRESENT WITH P0299, CONDUCT A CAREFUL INSPECTION OF ALL CAC TUBING. SEE

href=HTTP://WWW.VREP.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SSM/SSM.ASP?SSM=21872 TARGET='_BLANK'>SSM 21872. CHECK THE BANK ONE TURBO (TURBO A) WASTEGATE ROD FOR A LOCKING CLIP THAT FITS OVER THE LOCK NUTS. CHECK FOR DAMAGE/TAMPERING TO THIS ROD. -THIS CODE MAY ALSO BE CAUSED BY EXCESSIVE BACKPRESSURE ON THE BANK IN QUESTION. CHECK BACKPRESSURE AT THE UPSTREAM O2 PORT, USING AN EXHAUST BACKPRESSURE TESTER. AFTER 3-4 WOT SNAPS IN THE STALL BACKPRESSURE SHOULD REMAIN UNDER 3 PSI, OR UNDER 8 PSI DURING WOT ACCELERATION UNDER LOAD. -THE P0299, WHEN NOT CAUSED BY A MISFIRE, IS TYPICALLY CAUSED BY LOOSE OR DAMAGED CAC TUBING. ISM 11-11-021 3.5L GTDI MISFIRE BANK TWO CYLINDERS 4,5,6

REPAIR 11/28/2011 03:18PM SHAWN FERRET MSS - FCSD - TECH SVC HOTLINE
FUEL WAS AT 10%, G105 BOLT WAS TIGHT

RECOMM 11/28/2011 03:18PM SHAWN FERRET MSS - FCSD - TECH SVC HOTLINE
LARRY, THANK YOU FOR THE RESPONSE ABOUT G105. PLEASE CONTINUE WITH THE RECOMMENDED BACK PRESSURE AND CAC TUBE CHECKS FOR THE P0299 CODE. WITH KOEO THE PIDS FOR TIP, MAP, AND BARO SHOULD ALL READ APPROXIMATELY THE SAME, IF NOT, SUSPECT A BIASED SENSOR OR FAULTY CIRCUIT IS CAUSING THIS DTC. MONITOR FRP AND FRP_DSD DURING THE MISFIRE CONCERN AND VERIFY THEY REMAIN VERY CLOSE TO EACH OTHER AT ALL

PE13-018 000360LC

TIMES. MONITOR LOW SIDE FUEL PRESSURE WITH A MECHANICAL GAUGE AND CONFIRM IT IS BETWEEN 62-75 PSI DURING THE CONCERN.

REPAIR 11/28/2011 05:53PM ALEC MCENTEE MSS - FCSD - TECH SVC HOTLINE

I DROVE IT MORE AND STILL HAVENT VERFIED, WE HAVE ANOTHER TRUCK WITH SAME CONCERN, FIRST BOTH HAVE ALMOST A FULL TANK OF FUEL,COMING OFF THE FULL MARK, WE HAVENT VERFIED IT YET. IF IT ONLY HAPPEN AT FULL TANK, EVAP.??, BUT THE SECOND GUY SAID HE COULD SHUT THE TRUCK OFF AND RESTART IT RAN FINE UNTIL IT HAPPEN AGAIN, SA JUST CAME IN SAID THEY HAVE 2 MORE TO BE COMING IN, WHEN ACC. SHUTTERS NO POWER AT TIMES, FUEL MILEAGE DROPS OUT.

RECOMM 11/28/2011 05:53PM ALEC MCENTEE MSS - FCSD - TECH SVC HOTLINE

LARRY, -RECOMMEND TO DIAGNOSE THE TRUCKS SEPARATELY, FROM THE DESCRIPTION THERE COULD BE TWO DIFFERENT VEHICLE CONCERNS CAUSING THE SAME DTC ON TWO DIFFERENT VEHICLES. -IN REGARDS TO THE VEHICLE LISTED, TO DIAGNOSE THE DTC LISTED, FIRST OBTAIN MAP AND TCBP PID READINGS KOEO, KOER AT IDLE AND DURING A WOT ACCELERATION (WHILE DRIVING THIS VEHICLE, NOT STATIONARY). * MAP AND TIP_PRS-BOOST WILL MATCH KOEO. THE WILL READ ATMOSPHERIC PRESSURE (14.7 PSI AT SEA LEVEL). * THE TIP_PRS-BOOST WILL STILL READ ATMOSPHERIC PRESSURE KOER BUT THE MAP PID WILL READ ABOUT 4.7 PSI, ASSUMING 20 HG (EVERY 2 HG EQUALS 1 PSI SO 20 HG EQUALS 10 PSI, TAKE 10 PSI AWAY FROM THE KOEO READING AND THIS IS HOW THE 4.7 PSI READING IS DETERMINED). -IF NOT ALREADY PERFORMED SMOKE TEST THE CAC LINES AND THE INTAKE. -IN REGARDS TO THE OTHER VEHICLE, IF THE CONCERN ONLY OCCURS AFTER THE CUSTOMER RE-FUELS THE VEHICLE OR WHEN THERE IS A FULL TANK OF FUEL, FOR TESTING PURPOSES BLOCK OFF THE EVAP SYSTEM. IF THE ISSUE IS NO LONGER PRESENT INSPECT THE EVAP CHARCOAL CANISTER FOR RAW FUEL (TYPICALLY RAW FUEL IN THE EVAP SYSTEM IS CAUSED BY THE CUSTOMER OVER RE-FUELING THE VEHICLE). IF THERE IS RAW FUEL IN THE EVAP SYSTEM AND THE CUSTOMER IS NOT OVER RE-FUELING THE VEHICLE, REPLACE THE CANISTER PURGE VALVE (LOCATED IN THE ENGINE COMPARTMENT). FOR FURTHER ASSISTANCE WITH THE OTHER VEHICLE, PLEASE SUMMIT A WEB REQUEST FORM

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PE13-018 000361LC

FOR THAT VEHICLE VIN#.

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Requester: LBINGHAM

Report Summary

Server: ECCWS686

Ford Proprietary, Private

2-Aug-2012

Retention: None

PE13-018 000362LC

All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET6BK [REDACTED] Year: 2011 Model: Case: 383240302
 Name: [REDACTED] Owner Status: Original WSD: 2011-10-04
 Symptom Desc: LOSS OF POWER ACCELERATION HOT ENGINE Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 07/17/2012

Action: TIER ONE OPEN ISSUE Origin Desc: TIER ONE - MELBOURNE
 Dealer: 09201 LANDERS FORD
 Odometer: 12167 MI Comm Type: PHONE
 Analyst Name: COOPERIDER (SCOOPERI),SUZANNE Analyst: SCOOPERI
 Action Date: 07/13/2012 Action Time: 16.53.41.084 Action Data: No

Comments ***CAS SUZANNE TOOK CALL LIVE AT 4:42PM EST =LAST WEEK DLR PUT THE 3RD OR 4TH PROGRAM ON IT, TOOK TRIP ON TUESDAY AND WHILE TRYING TO PASS SOMEONE THERE WAS A VIBRATION AND LOSS OF POWER =SEEKING BUYBACK ON VEH (CAS SUZANNE NOTED HISTORICS) =VEH WAS TAKEN TO LANDERS FORD AGAIN ===DEALER INFO: LANDERS FORD 19501 INTERSTATE 30 BENTON AR 72015(501) 315-4700 ===CRC ADVISED: I HAVE DOCUMENTED YOUR CONCERNS AND AM SENDING YOUR INFORMATION TO OUR CUSTOMER CARE SOLUTIONS TEAM. YOU WILL BE CONTACTED BY A SPECIALIST TO DISCUSS YOUR ISSUE WITHIN 2 BUSINESS DAYS. THIS DOES NOT GUARANTEE THAT FORD WILL BUYBACK YOUR VEHICLE. FORD'S COMMITMENT IS TO HONOR THE NEW VEHICLE LIMITED WARRANTY.=CUST THEN STATED THAT HE WAS ADVISED THAT FORD HAS ADVISED DEALERS THAT THEY ARE WORKING ON A FIX TO NOT ATTEMPT TO REPAIR ===VERIFIED CALL BACK NUMBER AS [REDACTED]

Action: DOCUMENT ADDITIONAL INFORMATION Origin Desc: DEALER
 Dealer: 09201 LANDERS FORD
 Odometer: 12167 MI Comm Type: VISIT
 Analyst Name: RICK WADSWORTH Analyst: R-WADSWO
 Action Date: 07/16/2012 Action Time: 07.43.30.572 Action Data: No

Comments BASED ON THE CUSTOMERS DESCRIPTION ONLY,WE FOLLOWED THE LATEST PCM REPROGRAM.THERE HAS NOT BEEN AN VERIFICATION OF A CONCERN.NO DTC'S WERE PRESENT EITHER.

Action: CREATE FOLLOW UP Origin Desc: CUSTOMER CARE

Dealer: 09201 LANDERS FORD SOLUTIONS TEAM
Odometer: 12167 MI **Comm Type:** PHONE
Analyst Name: HODGIN,LISETTE **Analyst:** LHODGIN
Action Date: 07/17/2012 **Action Time:** 16.35.49.886 **Action Data:** Yes

Comments CSM LISETTE XT 77738-10-04-2012-12167- OBC TO CUST ADVISED WE WILL NOT MEET HIS REQUEST FOR A BUY BACK - CUST STATED HE WAS NOT SATISFIED WITH APOLOGIES OR PPL TELLING HIM THEY UNDERSTOOD- CUST WANTS ASSISTANCE TO GET OUT OF THE VEH -ADVISED CUST I WOULD REVIEW MY RESOURCES AND F/U WITH HIM ON 7-19-2012- EMAIL SENT TO COM FOR REVIEW

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-19-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CONCERN ADDRESSED **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Dealer: 09201 LANDERS FORD
Odometer: 12167 MI **Comm Type:** PHONE
Analyst Name: HODGIN,LISETTE **Analyst:** LHODGIN
Action Date: 07/19/2012 **Action Time:** 10.39.47.523 **Action Data:** Yes

Comments CSM LISETTE XT 77738- XPLAN PIN REQUEST SUBMITTED TO COM DUE TO CUST REQUESTING ASSISTANCE WITH GETTING OUT OF THIS VEH- REQUEST WAS DENIED- OBC TO CUST [REDACTED] - ADVISED CUST THERE ARE NO ADDITIONAL RESOURCES WE CAN PROVIDE ASSISTANCE TO GET HIM OUT OF THE VEH - CUST WAS VERY UPSET - STATED HE WAS GOING TO FILE LEMON LAW- AND ASSURED NOR HE OR HIS FAMILY WILL EVER PERCHASE ANOTHER FORD.

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	78
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	N
ESP USED? (Y/N)	N
SCP USED? (Y/N)	N
X-PLAN USED? (Y/N)	N
CLP FINANCIAL ASSIST PROVIDED? (Y/N)	N
--ESTIMATED REPAIR COST(@WARR RATES) (\$)	
--CUSTOMER'S SHARE OF REPAIR COST (\$)	
--DEALER'S SHARE OF REPAIR COST-P18 (\$)	
--DEALER'S SHARE OF REPAIR COST-OTHER(\$)	
--FORDS'S SHARE OF REPAIR COST-P11 (\$)	

CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	Y

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All Action Details for Issue

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VIN: 1FTFW1ET6BK [REDACTED] Year: 2011 Model: Case: 383240302
 Name: [REDACTED] Owner Status: Original WSD: 2011-10-04
 Symptom Desc: INDICATOR CHECK ENGINE Primary Phone: [REDACTED]
 Reason Desc: CRC RELATED - SUPERVISOR REQUEST SUBMITTED Secondary Phone: [REDACTED]
 Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: SUPERVISOR REQUEST LIVE ESCALATION
 Dealer: Origin Desc: TIER ONE - MELBOURNE
 Odometer: 12000 MI Comm Type: PHONE
 Analyst Name: COLO, STEPHANIE Analyst: SCOLO
 Action Date: 07/13/2012 Action Time: 16.39.05.169 Action Data: Yes

Comments ASKED TO SPEAK TO SUPERVISOR

Data Element Name	Data Value
SUPERVISOR'S CDSID:	RBUBLITZ
SUPERVISOR'S NAME:	BUBLITZ (RBUBLITZ),REBECCA

Action: SUPERVISOR REQUEST LIVE CLOSE
 Dealer: Origin Desc: TIER ONE - MELBOURNE
 Odometer: 12000 MI Comm Type: PHONE
 Analyst Name: COOPERIDER (SCOOPERI),SUZANNE Analyst: SCOOPERI
 Action Date: 07/13/2012 Action Time: 16.55.05.090 Action Data: No

Comments ***CAS SUZANNE TOOK CALL LIVE AT 4:42PM EST =LAST WEEK DLR PUT THE 3RD OR 4TH PROGRAM ON IT, TOOK TRIP ON TUESDAY AND WHILE TRYING TO PASS SOMEONE THERE WAS A VIBRATION AND LOSS OF POWER =SEEKING BUYBACK ON VEH (CAS SUZANNE NOTED HISTORICS) =VEH WAS TAKEN TO LANDERS FORD AGAIN (SEE PATH RAN FOR ESCALATION TO CCST FOR FURTHER HANDLING) ===ESCALATION CLOSED

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All Action Details for Issue

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VIN: 1FTFW1ET6BK [REDACTED]	Year: 2011	Model:	Case: 383240302
Name: [REDACTED]	Owner Status: Original	WSD: 2011-10-04	
Symptom Desc: INDICATOR CHECK ENGINE		Primary Phone: [REDACTED]	
Reason Desc: CLP - IN - DIAGNOSIS UNKNOWN		Secondary Phone: [REDACTED]	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: TIER ONE CLOSE ISSUE		
Dealer: 09201 LANDERS FORD		Origin Desc: TIER ONE - MELBOURNE
Odometer: 12000 MI	Comm Type: PHONE	
Analyst Name: COLO, STEPHANIE	Analyst: SCOLO	
Action Date: 07/13/2012	Action Time: 16.31.39.980	Action Data: No

Comments CUST-----TRIED TO GET IN TOUCH WITH REGIONAL MANAGER-----HAS HAD PROBLEMS SINCE HE HAS PURCHASE TRUCKS-----SPOKE TO REGIONAL PERSON AT THE BEGINNING OF THIS WEEK 7/9/12-----WAS TOLD HIS OLD CASE WAS GOING TO BE REOPENED-----COULDN'T DO ANYTHING UNLESS CHECK ENGINE LIGHT CAME ON=====DLRSHPLANDERS FORD19501 INTERSTATE 30BENTON AR 72015(501) 315-4700=====CSRWE RECOMMEND THAT YOUR VEHICLE BE INSPECTED BY A FORD/LINCOLN/MERCURY DEALERSHIP TO DETERMINE THE CAUSE OF ANY SYMPTOMS YOUR VEHICLE MAY BE EXPERIENCING. YOUR LOCAL FORD/LINCOLN DEALERSHIP HAS FACTORY-TRAINED TECHNICIANS, THE MOST CURRENT ENGINEERING SERVICE INFORMATION, AND THE SPECIALIZED EQUIPMENT REQUIRED TO RESOLVE YOUR VEHICLE CONCERNS. IF THERE IS NO COVERAGE UNDER APPLICABLE WARRANTIES, RECALLS, OR ESPS, REPAIRS AND SERVICES WOULD BE YOUR RESPONSIBILITY. YOUR NEXT STEP IS TO MAKE AN APPOINTMENT WITH YOUR SERVICING DEALERSHIP TO HAVE YOUR VEHICLE DIAGNOSED.=====OBC----- CALLED AND SPOKE TO BRANDON-----DID LAST TSB AND CUST IS STILL NOT HAPPY-----SAW HIM 7/12/12 LAST TIME-----DOES AGREE THERE IS A PROBLEM-----ASKED IF THEY SPOKE TO THE HOTLINE

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET6BK [REDACTED] Year: 2011 Model: Case: 383240302
 Name: [REDACTED] Owner Status: Original WSD: 2011-10-04
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: CRC RELATED - SUPERVISOR REQUEST SUBMITTED Secondary Phone: [REDACTED]
 Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: SUPERVISOR REQUEST LIVE ESCALATION

Dealer: Origin Desc: TIER ONE - MELBOURNE
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: BROWN, CHRISTINE Analyst: CBROW507
 Action Date: 07/02/2012 Action Time: 16.26.53.966 Action Data: Yes

Comments **CUSTOMER WOULD LIKE TO SPEAK TO A SUPERVISOR AND IS UNHAPPY THAT FORD HAS DENIED HIS REQUESTS TO HAVE VEH HAS NOT BEEN REPLACED.

Data Element Name	Data Value
SUPERVISOR'S CDSID:	RBUBLITZ
SUPERVISOR'S NAME:	BUBLITZ (RBUBLITZ),REBECCA

Action: SUPERVISOR REQUEST LIVE UPDATE

Dealer: Origin Desc: TIER ONE - MELBOURNE
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: BUBLITZ (RBUBLITZ),REBECCA Analyst: RBUBLITZ
 Action Date: 07/02/2012 Action Time: 16.45.40.553 Action Data: No

Comments - CAS REBECCA TAKING LIVE SUPERVISOR ESCALATION FROM COLD QUEUE. - SEE HISTORICALS FOR DETAILS. - CUSTOMER VERIFIED THAT WHEN HE GOES TO PASS, THE TRUCK SPITS AND SPATTER AND SOMETIMES CUTS OUT. - INTERMITTENT. - DEALER CHANGED CAT AND PURGE VALVE. - CUSTOMER WAS TOLD BY FMC THAT A CAC WAS GOING TO BE SHIPPED TO HIS DEALER BY JUNE 1, BUT IT NEVER WAS. - CUSTOMER SAYS VEHICLE IS STILL CUTTING OUT AND HE WANTS IT FIXED. - CAS ADVISED I WOULD LIKE TO RESEARCH THIS FURTHER AND WILL CALL CUSTOMER BACK NO LATER THAN END OF BUSINESS TOMORROW, 7/3. === ESCALATION IN PROGRESS ===

Action: SUPERVISOR REQUEST CALL BACK UPDATE

Dealer:

Origin Desc: TIER ONE -
MELBOURNE

Odometer: 1 MI

Comm Type: PHONE

Analyst Name: BUBLITZ
(RBUBLITZ),REBECCA

Analyst: RBUBLITZ

Action Date: 07/02/2012

Action Time:
17.22.06.462

Action Data: No

Comments - CAS RESEARCHING CASE. *** OBC TO DLR: - BRANDON, SA - LAST TIME WE WORKED ON IT FOR DRIVABILITY ISSUES WAS MARCH 28 AND WE DID VERIFY THE PROBLEM. - WE WERE GOING TO GET A WAIST GATE SOLENOID TO PUT ON IT AS A NEXT STEP, BUT CUSTOMER WAS TOLD BY SOMEONE AT FORD THAT THERE WAS A NEW TSB COMING OUT, SO WE DECIDED TO PUT THE ISSUE ON HOLD. - WE HAVE BEEN CHECKING AND THE ONLY NEW TSB IS CHECKING FOR DEFLECTOR AND A RECALIBRATION. - TSB 12-6-4. - WE WILL TRY TO GET [REDACTED] IN TO GET THIS PERFORMED. - CAS PHONED CUSTOMER AND REACHED VOICE MAIL. - LEFT MESSAGE ADVISING OF THE TSB AND RECOMMENDING SCHEDULING A TIME TO GET IT DONE. - ADVISED I WILL STILL TRY TO REACH HIM AGAIN TOMORROW, 7/3 NO LATER THAN 6:30 ET. === ESCALATION IN PROGRESS ===

Action: SUPERVISOR REQUEST CALL BACK CLOSE

Dealer:

Origin Desc: TIER ONE -
MELBOURNE

Odometer: 1 MI

Comm Type: PHONE

Analyst Name: BUBLITZ
(RBUBLITZ),REBECCA

Analyst: RBUBLITZ

Action Date: 07/03/2012

Action Time:
15.34.46.229

Action Data: No

Comments - CAS REBECCA HANDLING SUPERVISOR ESCALATION CALL BACK. - PHONED MR. [REDACTED] AND HE VERIFIED THAT HE TOOK THE VEHICLE IN THIS A.M. AND THEY PUT A NEW PROGRAM ON IT AND VERIFIED HE HAS THE DEFLECTOR ON HIS VEHICLE. - CUSTOMER SAYS HE WILL WAIT AND SEE IF SYMPTOMS RETURN. - CAS ADVISED CUSTOMER TO GIVE US A CALL IF THEY DO, BUT I'M KEEPING MY FINGERS CROSSED THAT IT'S THE LAST HE'LL SEE OF THOSE SYMPTOMS. === ESCALATION CLOSED ===

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET6BK1 [REDACTED] Year: 2011 Model: Case: 383240302
 Name: [REDACTED] Owner Status: Original WSD: 2011-10-04
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: ESCALATION MISSED FOLLOW-UP Secondary Phone: [REDACTED] 5446
 Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: TIER ONE CLOSE ISSUE
 Dealer: Origin Desc: TIER ONE - MELBOURNE
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: BROWN, CHRISTINE Analyst: CBROW507
 Action Date: 07/02/2012 Action Time: 16.18.23.695 Action Data: No

Comments **CUSTOMER PROMISED F/U NEVER RCVD CALL **SUPPORTED ANSWER FROM DOCUMENTATION ADVICE WOULD DOCUMENT CUSTOMER DID NOT RECIEVE CALL

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET6BK [REDACTED] Year: 2011 Model: Case: 383240302
 Name: [REDACTED] Owner Status: Original WSD: 2011-10-04
 Symptom Desc: AT ENGAGEMENT HARSH ENGAGEMENT Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - FIN ASSIST - MULTIPLE REPAIRS Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 06/29/2012

Action: TIER ONE OPEN ISSUE
 Dealer: 09201 LANDERS FORD Origin Desc: TIER ONE - MELBOURNE
 Odometer: 11400 MI Comm Type: PHONE
 Analyst Name: CLEMENT Analyst: CCLEME43
 CORNELIA
 Action Date: 06/28/2012 Action Time: 16.17.25.733 Action Data: No

Comments CUST STATES HE HAS BEEN HAVING ISSUES FOR SEVERAL MONTH, VEHICLE HAS BEEN AT DLRSP FOR REPAIRS MULTIPLE TIMES-----NEW PART TO FIX ISSUES WAS PROMISED BY 01JUN12-----THIS PART WAS NOT RECEIVED AND IS NOT IN SIGHT-----LOCAL DLRSP TODAY ADVISED CUST THAT THERE IS NO ETA ON PART-----CUST STATES HE WANTS TO TRADE TRUCK IN ANOTHER FORD-----CUST STATES BUY BACK WAS DENIED 2X & ALL HE WANTS IS DIFFERENT VEHICLE (FORD) THAT WORKS=====CUST SEEKS: A DIFFERENT FORD VEHICLE WITHOUT ISSUES=====DLR INFO: LANDERS FORD 19501 INTERSTATE 30BENTON AR 72015(501) 315-4700
 =====AGT ADVISED: "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. =====
 [REDACTED] [REDACTED]-----BEST TIME TO CALL: ---ANYTIME---DAYTIME---
 =====

Action: CCS SUPERVISOR - UPDATING ESCALATION (TL/LEAD CSR)
 Dealer: 09201 LANDERS FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 11400 MI Comm Type: PHONE
 Analyst Name: GRISSOM- Analyst: WGRISO2
 EISENHAUER,WENDY
 Action Date: 06/29/2012 Action Time: 13.55.45.617 Action Data: No

Comments CSM WENDY EXT 77748. PER PREVIOUS DOCUMENTATION **SEE HISTORICS*** CUSTOMER'S REQUEST FOR REPLACEMENT VEHICLE HAS BEEN DENIED. CUSTOMER HAS BEEN PROVIDED RESOLUTION PREVIOUSLY.

Action: DUPLICATE CASE

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE
SOLUTIONS TEAM

Odometer: 11400 MI

Comm Type: PHONE

Analyst Name: GRISSOM-
EISENHAUER, WENDY

Analyst: WGRISSO2

Action Date: 06/29/2012

Action Time:
13.56.16.610

Action Data: No

Comments CLOSING AS DUPLICATE OF PREVIOUS 04 CASE. CUSTOMER PREVIOUSLY PROVIDED RESOLUTION. NO ACTION BY CCT AT THIS TIME.

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET6BK [REDACTED]	Year: 2011	Model:	Case: 383240302
Name: [REDACTED]	Owner Status: Original	WSD: 2011-10-04	
Symptom Desc:		Primary Phone: [REDACTED]	
Reason Desc: CORRESPONDENCE - CORRESPONDENCE		Secondary Phone: [REDACTED]	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: ADD ATTACHMENT TO ISSUE

Dealer:

Origin Desc: MANUAL -
CORRESPONDENCE CSR

Odometer: 9400 MI

Comm Type:
SURVEY

Analyst Name: RICHARDSON
(KRICHA41),KATHY

Analyst: KRICHA41

Action Date: 06/04/2012

Action Time:
14.33.01.119

Action Data: No

Comments CUSTOMER SAID: **ONLINE WTY SURVEY DATED 5/30/12, CUST STATES WAITING ON A FIX THAT HASN'T COME YET. CUST STATES WILL NEVER BUY ANOTHER FORD AGAIN. CUST STATES DIDN'T GO LEMON LAW TO AVOID EXTRA COST FOR LAWYERS. CUST STATES JUST WANT VEH FIXED RIGHT. DEALER SAID: LANDERS FORD, 19501 INTERSTATE 30, BENTON AR 72015CRC ADVISED: **ISSUE BEING ADDRESSED BY CCST.

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET6BK [REDACTED] Year: 2011 Model: Case: 383240302
 Name: [REDACTED] Owner Status: Original WSD: 2011-10-04
 Symptom Desc: VIBRATION RPM RELATED Primary Phone: [REDACTED]
 Reason Desc: CLP-IN-BUYBACK - CUST PERCEIVES TWO REPAIRS Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 03/28/2012

Action: TIER II ESCALATION - BUYBACK Origin Desc: US CONCERN CASE BASE
 Dealer: 09201 LANDERS FORD
 Odometer: 7810 MI Comm Type: PHONE
 Analyst Name: BRIX (ABRIX), ANITA Analyst: ABRIX
 Action Date: 03/12/2012 Action Time: 13.20.46.086 Action Data: No

Comments CUSTOMER SAID: ** THE PROBLEM HAS BEEN GOING ON 2 1/2 MONTHS SO FAR** CUST IS VERY DISAPPOINTED** LAST WEEK THEY DID A "QUICK FIX" LAST NIGHT THE VEH WAS LOSING POWER - IT WAS MOVING AT 30 MPH** FINALLY THE POWER RESTORED** IT CUST "PUNKS" IT, IT WILL VIBRATE REALLY BADLY** FORD ENGINEERS CAN'T FIX THE PROBLEM** CUST FEELS HE IS WASTING TIME AND MONEY TAKING IT TO THE DLRSH** CUST WANTS FORD TO BUY THE VEH BACK** SINCE THE VEH HAS 2400 MILES ON IT, CUST HAS HAD IT INTO THE DLRSH 5 TIMES DEALER SAID: LANDERS FORD FORD CODE: 23B541 DEALER PROFILE 19501 INTERSTATE 30BENTON, AR 72015 TEL:(501) 315-4700CRC ADVISED: NOTE: CUSTOMER IS REQUESTING A BUYBACK I HAVE DOCUMENTED YOUR CONCERNS AND AM SENDING YOUR INFORMATION TO OUR CUSTOMER CARE SOLUTIONS TEAM. YOU WILL BE CONTACTED BY A SPECIALIST TO DISCUSS YOUR ISSUE WITHIN 2 BUSINESS DAYS. THIS DOES NOT GUARANTEE THAT FORD WILL BUYBACK YOUR VEHICLE. FORD'S COMMITMENT IS TO HONOR THE NEW VEHICLE LIMITED WARRANTY.-----
 -----CURRENT VEHICLE LOCATION: CUST HAS IT PREFERRED CONTACT NUMBER: [REDACTED] BEST TIME TO REACH THE CUST: ANYTIME-----
 ----- **ADVISED CUST OF ABOVE.

Action: DOCUMENT ADDITIONAL INFORMATION Origin Desc: DEALER
 Dealer: 09201 LANDERS FORD
 Odometer: 7810 MI Comm Type: VISIT
 Analyst Name: RICK WADSWORTH Analyst: R-WADSWO
 Action Date: 03/12/2012 Action Time: 15.42.17.944 Action Data: No

Comments WE HAVE PROGRAMMED THE PCM AND REPLACED THE CONVERTER PER THE CURRENT TSB. WE HAVE'NT VERIFIED ANY DRIVABILITY CONCERNS OTHER THAN THE THE DTC THAT WAS IN MEMORY. CONVERTER WAS REPLACED 03/09/12.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 7810 MI

Comm Type: PHONE

Analyst Name:
HODGIN,LISETTE

Analyst: LHODGIN

Action Date: 03/13/2012

Action Time:
08.13.51.292

Action Data: No

Comments CSM LISETTE XT 77738- IBC FROM CUST 3-9-2012- CUST WAS INQUIRING IF THERE WERE ANY UPDATES- ADVISED CUST THERE WAS SOME INFORMATION RELEASED- RECOMMENDED CUST CONTACT THE DLRS- ADVISED CUST THE DLRS WILL HAVE FIRSTHAND KNOWLEDGE OF ANY UPDATES- CUST INQUIRED HOW THE BUY BACK PROCESS WORKS- ADVISED EVERY STATE IS DIFFERENT AND EACH IS REQUEST IS REVIEWED ON A CASE BY CASE BASIS- CUST STATED HE WAS OFFERED A VEH PAYMENT BY THE GENTLEMAN HE SPOKE WITH -REVIEWED CSM JAMES DOCUMENTATION DID NOT SEE OFFER HOWEVER ADVISED CUST I WOULD HONOR THAT OFFER PROVIDED FAX NUMBER FOR PAYMENT RCPT

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 09201 LANDERS FORD

Origin Desc: DEALER

Odometer: 7810 MI

Comm Type: VISIT

Analyst Name: RICK WADSWORTH

Analyst: R-WADSWO

Action Date: 03/13/2012

Action Time: 10.51.30.536

Action Data: No

Comments WE HAVE PERFORMED THE LATSET UPDATE FOR THIS CONCERN PER TSB.THERE ARE NO OTHER UPDATES AVAILABLE

Action: CREATE FOLLOW UP

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 7810 MI

Comm Type: PHONE

Analyst Name:
HODGIN,LISETTE

Analyst: LHODGIN

Action Date: 03/13/2012

Action Time:
16.16.32.077

Action Data: Yes

Comments CSM LISETTE XT 77738- OBC TO CUST [REDACTED] ADVISED CUST WE WOULD NOT BE MEETING HIS REQUEST FOR A VEH REPLACEMENT -ADVISED CUST WE WILL HONOR THE OFFER FOR A REIMBURSEMENT - ADVISED CUST HE SHOULD STAY IN CONTACT WITH THE DLRS FOR ANY UPDATES - CUST WAS UPSET WITH THE DECISION - ADVISED THE VEH WAS LOSING POWER WHILE DRIVING AND WAS AFRAID HE WAS GOING TO BE IN AN ACCIDENT - CUST STATED WHEN HE GETS INTO A WRECK HE WILL CONTACT AN ATTORNEY - PROVIDED CUST FAX AND EMAIL INFORMATIO FOR PAYMENT STUB - SET F/U 3-16-2012 MONITORING FOR PAYMENT STATEMENT

Data Element Name	Data Value
DATE OF FOLLOW UP:	03-16-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CREATE FOLLOW UP

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 7810 MI

Comm Type: PHONE

Analyst Name:
HODGIN,LISETTE

Analyst: LHODGIN

Action Date: 03/16/2012

Action Time:
13.23.36.239

Action Data: Yes

Comments CSM LISETTE XT 77738- PAYMENT STATEMENT HAS NOT BEEN RCVD

Data Element Name	Data Value
DATE OF FOLLOW UP:	03-20-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CREATE FOLLOW UP

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 7810 MI

Comm Type: PHONE

Analyst Name:
HODGIN,LISETTE

Analyst: LHODGIN

Action Date: 03/20/2012

Action Time:
11.49.51.496

Action Data: Yes

Comments CSM LISETTE XT 77738- OBC TO [REDACTED] OBC TO CUST ADVISED I HAVE NOT RCVD FAX- PROVIDED CASE NUMBER AND FAX

Data Element Name	Data Value
DATE OF FOLLOW UP:	03-23-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CREATE FOLLOW UP

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 7810 MI

Comm Type: PHONE

Analyst Name:
HODGIN,LISETTE

Analyst: LHODGIN

Action Date: 03/23/2012

Action Time:
11.02.42.013

Action Data: Yes

Comments CSM LISETTE XT 77738- OBC TO CUST [REDACTED] - LEFT VMAIL ADVISING I STILL

HAVE NOT RCVD THE FAX- PROVIDED EMAIL AND FAX NUMBER - SET F/U 3-30-2012

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	03-30-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CREATE FOLLOW UP

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 7810 MI

Comm Type: PHONE

Analyst Name:
HODGIN,LISETTE

Analyst: LHODGIN

Action Date: 03/27/2012

Action Time:
12.48.30.059

Action Data: Yes

Comments FAX RCVD FROM CUST SHOWING PAYMENT OF \$697.44-OBC TO CST CONFIRMED FAX WAS RCVD- ADVISED IT WOULD TAKE APPROX 2-3 WKS FOR THE CHECK TO ARRIVE- EMAIL SENT TO S.M RICK ADVISING OF REIMBURSEMENT- REQUESTING RO AND LINE NUMBER

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	03-29-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CREATE FOLLOW UP

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 7810 MI

Comm Type: PHONE

Analyst Name:
HODGIN,LISETTE

Analyst: LHODGIN

Action Date: 03/27/2012

Action Time:
13.15.50.338

Action Data: Yes

Comments EMAIL RCVD FROM S/M RO# 600142 LINE 01- REPLIED THE PROGRAM CODE IS P11 APPROVAL CODE IS M07UZ FOR 697.44.- CUST IS AWARE THE CHECK WILL TAKE APPROX 2-3 WKS

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	04-10-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: OUTBOUND CALL TO FORD/MERCURY CUSTOMER

Dealer: 09201 LANDERS FORD

Origin Desc: MANUAL - PHONE CSR

Odometer: 8800 MI

Comm Type: PHONE

Analyst Name: SOULES,
BRITTANY

Analyst: BSOULES

Action Date: 03/27/2012

Action Time:
16.07.06.152

Action Data: No

Comments CUSTOMER SAID: ***IBC FROM CUST***1--LOSS OF POWER DURING ACCELERATION. ---THE CUST HAS HAD SEVERAL CONCERNS. ---VEH HAS BEEN AT THE DLRSHIP 8 TIMES FOR CONCERNS. ---CUST HAS CASE NUMBER---VEH STILL HAS NOT BEEN FIXED. ---THE CUST WAS DENIED A BUYBACK. ---CUST WAS GIVEN ONE MONTHS PAYMENT---SEEKING FOR MORE TO BE DONE. ---CUST SEEKING FURTHER ASSISTANCE FROM FORDDEALER SAID: LANDERS FORD 19501 INTERSTATE 30BENTON, AR 72015 TEL:(501) 315-4700CRC ADVISED: -DUE TO MAJOR CUDL CONCERNS AND UNABLE TO VERIFY THAT THE CASE WAS OPEN OR CLOSED ---CUST WAS COLD TRAN TO CCT LISETTE;S VM EXT 77738

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 8800 MI

Comm Type: INBOUND
EMAIL-OTHER

Analyst Name:
HODGIN,LISETTE

Analyst: LHODGIN

Action Date: 03/28/2012

Action Time: 09.34.55.355

Action Data: No

Comments EMAIL RCVD FROM S/M- I MIS UNDERSTOOD WHAT YOU WANTED.I GAVE YOU THE LAST REPAIR RO AND LINE #.I HAVE GENERATED A REPAIR ORDER FOR THE PAYMENT REFUND.RO#601363 LINE 01--CSM PROVIDED NEW APPROVAL CODE M07A2

Action: CCS SUPERVISOR ESCALATION

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 8800 MI

Comm Type: PHONE

Analyst Name:
HODGIN,LISETTE

Analyst: LHODGIN

Action Date: 03/28/2012

Action Time:
15.08.17.428

Action Data: Yes

Comments IBC FROM CUST - CUST INQUIRED IF THERE WERE ANY UPDATES ON THE REPAIR FOR HIS VEH- ADVISED CUST HE SHOULD CONTACT THE DLRS AS THEY WOULD HAVE FIRST HAND KNOWLEDGE OF UPDATES- CUST INQUIRED OF TRADE ASSISTANCE- ADVISED CUST WE DO NOT HAVE A TRADE ASSIST PROGRAM - CUST AWARE HE COULD TAKE THE VEH TO ANY FOR DLRS FOR TRADE- CUST INQUIRED WHAT WOULD HAPPEN IF HE WEN TO THE ATTORNEY GENERALS OFFICE- INFORMED CUST I COULD NOT GIVE HIM ADVISE AS THAT WOULD BE A LEGAL MATTER - CUST REQUESTED SUP FOR BUY BACK

Data Element Name

Data Value

SUPERVISOR'S CDSID:
SUPERVISOR'S NAME:

GBIUNNO
BIUNNO,GARY

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 8800 MI

Comm Type: PHONE

Analyst Name: HODGIN, LISETTE

Analyst: LHODGIN

Action Date: 03/28/2012

Action Time: 15.12.17.373

Action Data: No

Comments CST WAS ADVISED ONE DAY CALL BACK FOR SUP

Action: CCS SUPERVISOR - UPDATING ESCALATION (TL/LEAD CSR)

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 9000 MI

Comm Type: PHONE

Analyst Name: GRISSOM-EISENHAUER, WENDY

Analyst: WGRISO2

Action Date: 03/29/2012

Action Time: 15.29.27.252

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name Day Phone

Relationship SPOUSE

Comments CSM WENDY EXT 77748, OBC TO CUSTOMER @ SECONDARY PHONE: [REDACTED] SPOKE WITH [REDACTED] CUSTOMER ADVISED OF FRUSTRATION WITH VEHICLE, NUMEROUS REPAIRS, VISITS TO DLRSH. CUSTOMER ADVISED OF FEAR OF LOSING POWER WHEN ACCELERATING, ESPECIALLY WHEN TRYING TO PASS SOMEONE. CUSTOMER SEEKING TRADE ASSISTANCE, ADVISED CUSTOMER THAT THERE IS NO TRADE ASSIST PROGRAM ANY LONGER. CUSTOMER HAS LOST FAITH IN VEHICLE. CUSTOMER ADVISING THAT HE IS LEAVING THE COUNTRY FOR BRAZIL AND WON'T BE BACK UNTIL MIDDLE OF MAY. ADVISED CUSTOMER THAT WE ARE RESEARCHING REQUESTING A BUYBACK/REPLACEMENT. ADVISED OF F/U ON THURSDAY. CUSTOMER REQUESTING CALL TO HIS WIFE (CELL NO. [REDACTED]) AS HE WILL BE OUT OF THE COUNTRY. CUSTOMER ADVISED THAT IF BUYBACK REQUEST IS REJECTED, HE WILL PURSUE LEMON LAW.

Action: CREATE FOLLOW UP

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 9000 MI

Comm Type: PHONE

Analyst Name: GRISSOM-EISENHAUER, WENDY

Analyst: WGRISO2

Action Date: 03/29/2012

Action Time: 15.29.52.636

Action Data: Yes

Comments ADDING F/U DATE 04-05-2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	04-05-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CCS SUPERVISOR - UPDATING ESCALATION (TL/LEAD CSR)

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE
SOLUTIONS TEAM

Odometer: 9000 MI

Comm Type: PHONE

Analyst Name: GRISSOM-
EISENHAUER, WENDY

Analyst: WGRISO2

Action Date: 04/05/2012

Action Time:
16.48.07.323

Action Data: No

Comments BUYBACK/REPLACEMENT PACKAGE WAS COMPILED AND REVIEWED BY DRP AND ENGINEERING - REPLACEMENT REQUEST HAS BEEN DENIED. TECH SME ADVISES THAT ENGINEERING IS DEVELOPING REVISED CAC FOR CUSTOMER'S CONCERN - ANTICIPATED ETA IS BEGINNING OF JUNE 2012. OBC TO CUSTOMER @ [REDACTED] SPOKE WITH MS. ESTRIDGE. ADVISED CUSTOMER OF DECLINATION OF REPLACEMENT REQUEST, ADVISED CUSTOMER OF CAC REPLACEMENT IN THE WORKS. CUSTOMER ADVISED SHE WOULD PASS ALONG INFORMATION TO HER HUSBAND. CUSTOMER 'S HUSBAND IS WORKING IN BRAZIL UNTIL NEXT MONTH. **CLOSING SUP ESCALATION**

Action: CUSTOMER DOES NOT WISH TO ADDRESS AT THIS TIME

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE
SOLUTIONS TEAM

Odometer: 9000 MI

Comm Type: PHONE

Analyst Name: GRISSOM-
EISENHAUER, WENDY

Analyst: WGRISO2

Action Date: 04/05/2012

Action Time:
16.48.37.835

Action Data: No

Comments CLOSING CASE AT THIS TIME - CUSTOMER IS CURRENTLY OUT OF THE COUNTRY. WILL REOPEN WHEN HE RETURNS

Action: TIER ONE CLOSE ISSUE

Dealer: 09201 LANDERS FORD

Origin Desc: TIER ONE - MELBOURNE

Odometer: 9000 MI

Comm Type: PHONE

Analyst Name: SMITH, LEROY

Analyst: LSMIT593

Action Date: 05/02/2012

Action Time: 15.55.11.562 Action Data: No

Comments **2011 F150****VEH SPUTTERS AND LOSES POWER AND GETTING WORSE****CUST WANTS CASE NUMBER AND EXT FOR CSM****PROVIDED CUST CASE NUMBER AND EXT****CUST WILL CALL WHEN HE IS BACK IN THE COUNTRY**==

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 9000 MI

Comm Type: PHONE

Analyst Name:
HODGIN,LISETTE

Analyst: LHODGIN

Action Date: 05/07/2012

Action Time:
10.54.45.415

Action Data: No

Comments CSM LISETTE XT 77738- IBC FROM CUST = CUST INQUIRED ABOUT THE REPAIR- ADVISED CUST THE REPAIR IS SET FOR 5-15-2012- CUST INQUIRED WHY WE WENT THROUGH THE BUY BACK PROCESS IF THIS HAD NOT BEEN DONE FOR 10 YRS- STATED THIS WAS THE INFORMATION PROVIDED TO HIS WIFE- APOLOGIZED FOR THE CONFUSION - INFORMED CUST THE TRADE ASSISTANCE PROGRAM HAS NOT BEEN IN USED IN OVER TEN YRS- CUST QUESTIONED WHY A TRADE WAS BEING DISCUSSED- ADVISED CUST I DID NOT HAVE THE CONVERSATION WITH HIS WIFE THEREFORE I WAS NOT AWARE WHY THAT WAS BROUGHT UP - CUST INQUIRED WHAT THE NEXT STEPS WILL BE IF THIS DOES NOT FIX IT - ADVISED CUST WE WOULD REVIEW THE CASE AGAIN AND WHATEVER TOOLS NEED TO BE USED WILL BE AT THAT TIME- CUST REQUESTED SUP WENDY TO CALL HIM BACK

Action: CRC FOLLOW UP COMP, REOPEN -CUST NOT SATISFIED OR VEH NOT REPAIR

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 9000 MI

Comm Type: PHONE

Analyst Name: GRISSOM-
EISENHAUER,WENDY

Analyst: WGRISO2

Action Date: 05/07/2012

Action Time:
13.36.11.593

Action Data: No

Comments CSM WENDY EXT 77748. **SEE HISTORICALS** REOPENING CASE.

Action: CCS SUPERVISOR - UPDATING ESCALATION (TL/LEAD CSR)

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 9400 MI

Comm Type: PHONE

Analyst Name: GRISSOM-
EISENHAUER,WENDY

Analyst: WGRISO2

Action Date: 05/07/2012

Action Time:
13.46.35.334

Action Data: No

Comments OBC TO CUSTOMER @ SECONDARY PHONE: [REDACTED] SPOKE WITH MR. [REDACTED] CUSTOMER SEEKING CLARIFICATION AS TO PREVIOUS CONVERSATION WITH HIS WIFE. ADVISED CUSTOMER THAT HIS REQUEST FOR A BUYBACK HAD BEEN DECLINED, CONFIRMED WITH CUSTOMER THAT THERE WAS NO LONGER A TRADE ASSISTANCE PROGRAM AVAILABLE. ADVISED CUSTOMER OF TSB FORTHCOMING FOR CHARGE AIR COOLER. CUSTOMER NOT HAPPY, WANTS REPLACEMENT VEHICLE. CUSTOMER SAID HE

WOULD TAKE WHAT ACTION HE FEELS NECESSARY AT THIS TIME. CUSTOMER THEN DISCONNECTED CALL. **CLOSING SUP ESCALATION**

Action: CONCERN ADDRESSED

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 9400 MI

Comm Type: PHONE

Analyst Name: GRISSOM-EISENHAUER,WENDY

Analyst: WGRISO2

Action Date: 05/07/2012

Action Time:
13.47.03.488

Action Data: Yes

Comments CLOSING CASE. CUSTOMER DISCONNECTED CALL. NO FURTHER ACTION BY CCT AT THIS TIME

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	83
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	N
ESP USED? (Y/N)	N
SCP USED? (Y/N)	N
X-PLAN USED? (Y/N)	N
CLP FINANCIAL ASSIST PROVIDED? (Y/N)	N
--ESTIMATED REPAIR COST(@WARR RATES) (\$)	
--CUSTOMER'S SHARE OF REPAIR COST (\$)	
--DEALER'S SHARE OF REPAIR COST-P18 (\$)	
--DEALER'S SHARE OF REPAIR COST-OTHER(\$)	
--FORDS'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	Y

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 9400 MI

Comm Type: PHONE

Analyst Name:
HODGIN,LISETTE

Analyst: LHODGIN

Action Date: 05/16/2012

Action Time:
15.45.39.095

Action Data: No

Comments CSM LISETTE XT 77738- IBC FROM MIKE FROM TEXAS DLRS (DID NOT GET THE NAME)- ADVISED MR. ESTRIDGE WAS AT THE DLRS BECAUSE HE WAS ADVISED THE TSB WAS GOING TO BE RELEASED TODAY - ADVISED MIKE MR. ESTRIDGE SPOKE WITH THE SUPERVISOR LAST AND HE WAS ADVISED THE UPDATE WOULD NOT BE AVAILABLE UNTIL THE BEGINING OF JUNE

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET6BK [REDACTED] Year: 2011 Model: Case: 383240302
 Name: [REDACTED] Owner Status: Original WSD: 2011-10-04
 Symptom Desc: INDICATOR CHECK ENGINE Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - FIN ASSIST - MULTIPLE REPAIRS Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 01/31/2012

Action: TIER ONE OPEN ISSUE
 Dealer: 09201 LANDERS FORD Origin Desc: TIER ONE - MELBOURNE
 Odometer: 7000 MI Comm Type: PHONE
 Analyst Name: SMITH, LEROY Analyst: LSMIT593
 Action Date: 01/30/2012 Action Time: 10.46.48.267 Action Data: No

Comments **VEH HAS BEEN TO THE DLRSHIP 5 OR 6 TIMES****SPUTTERS AND LOSES POWER****CHECK ENGINE LIGHT AND 6 CYLINDER MIS-FIRE****UNABLE TO DUPLICATE ISSUE AT TIMES ..THEN SOMETIMES THEY CAN****THIS MORNING ITS AT THE DLRSHIP - CONTACTED FORD ENGINEERS****QUITE DIS-SATIFIED WITH THE TRUCK****DROPS FROM 8 MILES TO THE GALLON****ESTRIDGE 72019****VEH HAS LESS THAN 7K MILES****WANTS TO DISCUSS ISSUES WITH HIS VEH**====LANDERS FORD SCHEDULE SERVICE 19501 INTERSTATE 30BENTON AR 72015(501) 315-4700 ====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.===

Action: DOCUMENT ADDITIONAL INFORMATION
 Dealer: 09201 LANDERS FORD Origin Desc: DEALER
 Odometer: 7000 MI Comm Type: VISIT
 Analyst Name: RICK WADSWORTH Analyst: R-WADSWO
 Action Date: 01/30/2012 Action Time: 12.52.25.019 Action Data: No

Comments DEALERSHIP UNABLE TO DUPLICATE CONCERNS.DESCRPTION IS CONSISTANT WITH SSM 22912.PER SSM,ENGINEERING IS WORKING ON THE CONCERN.MAKE NO REPAIRS.CUSTOMER IS AWARE OF SSM.

Action: DOCUMENT ADDITIONAL INFORMATION
 Dealer: 09201 LANDERS FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 7000 MI Comm Type: PHONE
 Analyst Name: GRISSOM-EISENHAEUER,WENDY Analyst: WGRISO2
 Action Date: 01/31/2012 Action Time: 11.07.04.212 Action Data: No

Comments CSM WENDY EXT 77748 ASSISTING CSM LISETTE. CASE REVIEW: LTV 54, 2 ORIG VEHICLES, NO ESP, NO RECALLS, 1 RELATED REPAIR IN HISTORY.

Action: CREATE FOLLOW UP

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 7000 MI

Comm Type: PHONE

Analyst Name: GRISSOM-EISENHAEUER,WENDY

Analyst: WGRISSO2

Action Date: 01/31/2012

Action Time: 12.11.51.639

Action Data: Yes

Comments OBC TO CUSTOMER @ SECONDARY PHONE: [REDACTED] LEFT VM MSG WITH CCT CONTACT INFORMATION.

Data Element Name	Data Value
DATE OF FOLLOW UP:	02-02-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CREATE FOLLOW UP

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 7000 MI

Comm Type: PHONE

Analyst Name: HAYWARD,JAMES

Analyst: JHAYWA16

Action Date: 02/02/2012

Action Time: 14.18.32.633

Action Data: Yes

Comments - CSM JAMES XT 77772 - OBC TO CUST AT [REDACTED] SPOKE TO JOHNNY - VERIFIED VEH INFORMATION AND CONCERN - CUST STATES IT IS HAPPENING TO HIM SEVERAL MORE TIMES - ENGINE LIGHT IS STAYING ON - ADVISED CUST ENGINEERING IS LOOKING INTO THE REPAIR - ADVISED CUST QE WILL DISCUSS ISSUE WITH TECH SME AND SEE IF THERE IS AN ETA FOR TSB - ADVISED WE WILL F/U ON 02-06-2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	02-06-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CUSTOMER DOES NOT WISH TO ADDRESS AT THIS TIME

Dealer: 09201 LANDERS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 7000 MI

Comm Type: PHONE

Analyst Name: GRISSOM-EISENHAEUER,WENDY

Analyst: WGRISSO2

Action Date: 02/06/2012

Action Time: 16.16.54.911

Action Data: No

Comments CSM WENDY EXT 77748. CONFERENCE CALL WITH TECH SME A. BASHIR, CCT AND CUSTOMER. OBC TO CUSTOMER @ SECONDARY PHONE: [REDACTED] SPOKE WITH MR. [REDACTED] TECH SME WENT OVER CUSTOMER'S CONCERNS, I.E., CHECK ENGINE LIGHT, ENGINE MISFIRE ON CYLINDER NO. 6. TECH SME ADVISED OF RECALIBRATION BEING WORKED ON, NO ETA YET; TECH SME ALSO ADVISED OF POSSIBLE REPAIR TO CAC, NO ETA YET. CUSTOMER ADVISED HE IS VERY FRUSTRATED, ADVISED THAT IF VEHICLE CANNOT BE REPAIRED, HE WOULD LET FMC HAVE VEHICLE BACK. REQUESTED CUSTOMER CONTACT CCT WHEN HE RETURNS BACK TO US, CUSTOMER TO BE OUT OF THE COUNTRY FOR THE NEXT MONTH. CUSTOMER AGREED. CUSTOMER TO TOUCH BASE WITH CCT FOR UPDATE ON RECALIBRATION, UPDATE TO CAC WHEN HE RETURNS TO TOWN.

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OASIS RESULT: 1FTFW1ET6BK

USA: EN-US

14-SEPTEMBER-2012 / 16:12:21 EST/ APP2
Local Time: 14-SEPTEMBER-2012 / 4:12:23 PM

VEHICLE INFORMATION

VEHICLE DESCRIPTION: 2011 F-SERIES LD
TRANSMISSION: 6R80 6 SPD AUTO
PAINT COLOR: WHITE PLATINUM TRI-COAT
AXLE RATIO: 3.73 FINAL DRIVE RATIO
SYNC VERSION: V3

BODY STYLE: F-160 SUPERCREW 4X4
AXLE CODE: L8
PAINT CODE: UG
WHEEL SIZE: 18X7.5 7 SPK ALUM-UNIQUE PAINT
VHR ACTIVATED: N

ENGINE: 3.5L DOHC 4V V6 GTDI
ENGINE CALIBRATION: BF613C0A
RADIO: AM/FM STRO/MP3/8 X CD IN DASH
FRONT TIRE: P275/65R18 A/T OWL
GROSS VEHICLE WEIGHT: 7200 LB. GVW

[Click here for CUDL](#)

WARNING MESSAGES

CUDL - THIS VEHICLE HAS A CLOSED CUDL REGION CONTACT

ACCURATE REPAIR NOTIFICATIONS

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
3.5L GTDI ONLY FOR DTC P0430, P0299, AND P030X SEE TSB 12-06-04

GENERAL WARRANTY INFORMATION

WARRANTY START DATE: 04-OCTOBER-2011 BUILD DATE: 15-JULY-2011

[New Vehicle Base Warranty](#)

SALE MILEAGE

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

WARRANTY REPAIR HISTORY

27-AUGUST-2012

DEALER: Landers Ford

WARRANTY CLAIM NUMBER:

ODOMETER: 013310M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
CL3Z 6K682A	TURBO CHG-EXH DRIVE	001	9438AL	D8	FAILED GASKET/SEAL
		000	6775A		

L-H TURBO EXCESSIVE OIL LEAKING TO CHARGE AIR COOLER. FORD ENGINEER ROAD TESTED VEHICLE. REMOVED INNER COOLER TUBE TO INSPECT FOR WATER AND OIL IN CAC, REPLACED L-H TURBO DUE TO EXCESSIVE OIL LEAKAGE INTO CAC. AND RETEST. ENGINE OPERATES PROPERLY AT THIS TIME

03-JULY-2012

DEALER: Landers Ford

WARRANTY CLAIM NUMBER:

ODOMETER: 011724M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
8K775	COOLER ASSY	000	120604A	42	DOES NOT OPERATE PROPERLY

REFER TO TSB 12-6-4 REPROGRAMMED PCM PER TSB 12-6-4 AND ROAD TEST 11 MILE S. VEHICLE WAS ALREADY EQUIPPED WITH THE CAC AIR DEFLECTOR PER TSB

02-MAY-2012

DEALER: Landers Ford

WARRANTY CLAIM NUMBER:

ODOMETER: 009396M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
BXT 65750	MOTORCRAFT BATTERY	001	10654C	42	DOES NOT OPERATE PROPERLY
		000	10654C1		

BATTERY FAILED TEST. RAN EEC TEST CODE P068A RAN BATTERY TEST. BATTERY FAILED REPLACED BATTERY & RAN CHARGING SYSTEM. VEHICLE CHARGING AT 14.2 VOLTS. DTC CODE 068JS UKBJ2 G16. ACCESS CODE KEADE

28-MARCH-2012

DEALER: Landers Ford

WARRANTY CLAIM NUMBER:

ODOMETER: 008281M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
VEHPAY	AWA FOR VEHICLE PAYM	000		82	FREIGHT/POSTAGE/MAINTENANCE

FORD TO REIMBURSE CUSTOMER A VEHICLE PAYMENT. CASE# 383240302 IN THE AMT OF \$ 697.44. AUTH# M07UZ

16-FEBRUARY-2012

DEALER: Landers Ford

WARRANTY CLAIM NUMBER:

ODOMETER: 007165M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
BL3Z 5E212E	CONVERTER CATALYTIC	001	120210B	04	SOFTWARE REVISION/FLASH MODULE
W520514S440		002			

TSB 12-2-10 REPLACED CONVERTER AND REPROGRAMMED PCM PER TSB 12-2-10

23-JANUARY-2012

DEALER: Landers Ford

WARRANTY CLAIM NUMBER:

ODOMETER: 005594M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
ESPRCR	ESP RENTAL COUPON	001	RC241410010	82	FREIGHT/POSTAGE/MAINTENANCE

ENTERPRISE RENTAL USE ESP RENTAL COUPON#241410010

22-NOVEMBER-2011

DEALER: Landers Ford

WARRANTY CLAIM NUMBER [REDACTED] ODOMETER: 002436M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
BL3Z 9B325C	BRKY FUEL TUBE SUPPO	001	12650D	42	DOES NOT OPERATE PROPERLY
		000	12650D45		
		000	12650D80		
		000	12650D22		
		000	12650DX1		

PURGE CONTROL SOLENOID STUCK ROAD TEST, UNABLE TO DUPLICATE CONCERN, EEC TEST. RECEIVED CODES P0306-P0299, PINPOINT TEST, FOUND NO CAC LEAKS OR CONCE RNS WITH TURBO. SENT HOTLINE REQUEST, CHECKED AND FOUND GROUND G105 GOOD, CH ECKED PIDS, REPLACED STICKING PURGE CONTROL SOLENOID, PROGRAMMED PCM TO LATE ST CALIBRATION AND RETEST. ENGINE OPERATES PROPERLY AT THIS TIME

22-NOVEMBER-2011

DEALER: Landers Ford

WARRANTY CLAIM NUMBER [REDACTED] ODOMETER: 002436M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
TAP1	MISC	000		82	FREIGHT/POSTAGE/MAINTENANCE

ENTERPRISE TAP DAY

22-NOVEMBER-2011

DEALER: Landers Ford

WARRANTY CLAIM NUMBER [REDACTED] ODOMETER: 002436M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
TAP1	MISC	000		82	FREIGHT/POSTAGE/MAINTENANCE

CUSTOMER WENT BACK IN LOANER

[Click Here for Full Warranty History](#)

| Report a Vehicle Concern | On-line 1878
 END OF OASIS REPORT FOR 1FTFW1ET6BKD85816
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Server: AWS Prod
 Claims loaded through: 01-AUG-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 02-AUG-12

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
IFTFW1ET6BK1	F6	T/F6	F	T/BC	T/AM	T/E	AJ	T/C3	T/KW	15-04- JUL-2011	OCT-2011	152462	USA	2	5S11	BL3Z	9B325	C	F04	S11	V29	E29	42
AWS Claim Key:		<u>1796683</u>		Doc #: 59774701		Trx Code: S07		Labor Hrs: 1.3		Labor Cost: 110.75		Material Cost: 53.34		Total Cost: 164.09									
Dlr Cd-Sub Cd:		09201-*		Name: LANDERS FORD		Ph: 501-3154700		St: AR		Ctry Cd: USA		Reg Cd: NA		Repr Date: 22-NOV-2011		DIST(Mile): 2436							
Cust Comments:		ENGINE LIGHT ON, FLUTTERING AND VIBRATING WHEN ACCELRRATING TO PASS SOMEONE.																					
Tech Comments:		PURGE CONTROL SOLENOID STUCK ROAD TEST, UNABLE TO DUPLICATE CONCERN, EEC TEST, RECEIVED CODES P0306 P0299, PINPOINT TEST, FOUND NO CAC LEAKS OR CONCERNS WITH TURBO, SENT HOTLINE REQUEST, CHECKED AND FOUND GROUND G105 GOOD, CHECKED PIDS, REPLACED STICKING PURGE CONTROL SOLENOID, PROGRAMMED PCM TO LATEST CALIBRATION AND RETEST. ENGINE OPERATES PROPERLY AT THIS TIME																					
IFTFW1ET6BK1	F6	T/F6	F	T/BC	T/AM	T/E	AJ	T/C3	T/KW	15-04- JUL-2011	OCT-2011	152462	USA	2	6Y20 *	TAP1	*	F09	SXX	V99	A99	82	
AWS Claim Key:		<u>1874766</u>		Doc #: 59774707		Trx Code: TAP1		Labor Hrs: 0		Labor Cost: 0		Material Cost: 0		Total Cost: 120									
Dlr Cd-Sub Cd:		09201-*		Name: LANDERS FORD		Ph: 501-3154700		St: AR		Ctry Cd: USA		Reg Cd: NA		Repr Date: 22-NOV-2011		DIST(Mile): 2436							
Cust Comments:		ADD ADDITIONAL TAP DAYS																					
Tech Comments:		CUSTOMER WENT BACK IN LOANER																					
IFTFW1ET6BK1	F6	T/F6	F	T/BC	T/AM	T/E	AJ	T/C3	T/KW	15-04- JUL-2011	OCT-2011	152462	USA	2	6Y20 *	TAP1	*	F09	SXX	V99	A99	82	
AWS Claim Key:		<u>1811307</u>		Doc #: 59774702		Trx Code: TAP1		Labor Hrs: 0		Labor Cost: 0		Material Cost: 0		Total Cost: 30									
Dlr Cd-Sub Cd:		09201-*		Name: LANDERS FORD		Ph: 501-3154700		St: AR		Ctry Cd: USA		Reg Cd: NA		Repr Date: 22-NOV-2011		DIST(Mile): 2436							

PE13-018 000389LC

Cust Comments: ENTERPRISE RENTAL
Tech Comments: ENTERPRISE TAP DAY

IFTFW1ET6BK1 [REDACTED] F6 T/F6 F T/BC T/AM T/E AJ T/C3 T/KW 15- JUL-2011 04- OCT-2011 152462 USA 4 6Y05 * ESPRCR * F09 SXX V99 A99 82
AWS Claim Key: 2359766 **Doc #:** 59949902 **Trx Code:** RCR **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 30 **Total Cost:** 30
Dir Cd-Sub Cd: 09201-* **Name:** LANDERS FORD **Ph:** 501-3154700 **St:** AR **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 23-JAN-2012 **DIST(Mile):** 5594
Cust Comments: ENTERPRISE RENTAL
Tech Comments: ENTERPRISE RENTAL USE ESP RENTAL COUPON#241410010

IFTFW1ET6BK1 [REDACTED] F6 T/F6 F T/BC T/AM T/E AJ T/C3 T/KW 15- JUL-2011 04- OCT-2011 152462 USA 5 4C03 BL3Z 5E212 E F04 S11 V29 E29 04
AWS Claim Key: 2852448 **Doc #:** 60014201 **Trx Code:** S07 **Labor Hrs:** 1 **Labor Cost:** 85.19 **Material Cost:** 405.35 **Total Cost:** 490.54
Dir Cd-Sub Cd: 09201-* **Name:** LANDERS FORD **Ph:** 501-3154700 **St:** AR **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 16-FEB-2012 **DIST(Mile):** 7165
Cust Comments: ENGINE LIGHT COMING ON AND VIBRATING WHEN ACCELERATING TO PASS
Tech Comments: TSB 12 2 10 REPLACED CONVERTER AND REPROGRAMMED PCM PER TSB 12 2 10

IFTFW1ET6BK1 [REDACTED] F6 T/F6 F T/BC T/AM T/E AJ T/C3 T/KW 15- JUL-2011 04- OCT-2011 152462 USA 6 6Y20 * VEHAPAY * F09 SXX V99 A99 82
AWS Claim Key: 3036819 **Doc #:** 60136301 **Trx Code:** P11 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 697.44
Dir Cd-Sub Cd: 09201-* **Name:** LANDERS FORD **Ph:** 501-3154700 **St:** AR **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 28-MAR-2012 **DIST(Mile):** 8281
Cust Comments: FORD REFUNDED PAYMENT
Tech Comments: FORD TO REIMBURSE CUSTOMER A VEHICLE PAYMENT,CASE# [REDACTED] IN THE AMT OF \$697.44.. AUTH# M07UZ

IFTFW1ET6BK1 [REDACTED] F6 T/F6 F T/BC T/AM T/E AJ T/C3 T/KW 15- JUL-2011 04- OCT-2011 152462 USA 8 7A01 BXT 65 750 F04 S11 V52 D02 42
AWS Claim Key: 3640343 **Doc #:** 60238201 **Trx Code:** 2 **Labor Hrs:** .4 **Labor Cost:** 34.08 **Material Cost:** 109.35 **Total Cost:** 143.43
Dir Cd-Sub Cd: 09201-* **Name:** LANDERS FORD **Ph:** 501-3154700 **St:** AR **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 02-MAY-2012 **DIST(Mile):** 9396
Cust Comments: CUSTOMER STATES HAD TO JUMP START VEHICLE THIS MORNING
Tech Comments: BATTERY FAILED TEST. RAN EEC TEST CODE P068A RAN BATTERY TEST, BATTERY FAILED REPLACED BATTERY & RAN CHARGING SYSTEM. VEHICLE CHARGING AT 14.2 VOLTS. DTC CODE 068JS UKBJ2 G16, ACCESS CODE XEA0E

PE13-018 000390LC

1FTFW1ET6BK [REDACTED] F6 T/F6 F T/BC T/AM T/E AJ T/C3 T/KW 15-04- JUL-2011 OCT-2011 152462 USA 10 1F01 * 6K775 * F04 S11 V52 D36 42

AWS Claim Key: 4226990 **Doc #:** 60412301 **Trx Code:** S07 **Labor Hrs:** .5 **Labor Cost:** 43.96 **Material Cost:** 0 **Total Cost:** 43.96

Dir Cd-Sub Cd: 09201-* **Name:** LANDERS FORD **Ph:** 501-3154700 **St:** AR **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 03-JUL-2012 **DIST (Mile):** 11724

Cust Comments: ENGINE CUTTING OUT WHEN ACCELERATING AT TIMES

Tech Comments: REFER TO TSB 12 6 4 REPROGRAMMED PCM PER TSB 12 6 4 AND ROAD TEST 11 MILES. VEHICLE WAS ALREADY EQUIPPED WITH THE CAC AIR DEFLECTOR PER TSB.

Any comments? You can contact



webmaster

PE13-018 000391LC

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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	20086531
Status	Assigned
Currently assigned to	FPROSSER
Request Type	Legal; Document where requested
Request Source	Legal
If Other request source, please explain	
Primary contact	Wannetta Perkins-Hill
Primary contact's phone number	313.322.4722
Primary contact's email address	wperki28@ford.com
Technician Name	
Technician certified in relevant speciality	
Dealership Name	LANDERS FORD
P&A Code	09201
Facing Region (SDR separate from Contact Regions)	C3 - MEMPHIS
Geographic Region (SDR combined with Contact Region)	C3 - MEMPHIS
FCSD Sales Zone	A02
FCSD Technical Zone	T15
VIN	1FTFW1ET6BK [REDACTED]
Vehicle year/model	2011 F-150
Vehicle mileage	11,724

Repair Order (R.O) #	
Customer Name	
Vehicle Down?	N/A
GCQIS Report #	
TAR Open?	
CuDL Case #	
Priority	Medium
Request description	OGC request FSE assistance needed for final repair attempt. Customer complaints are engine. Must be completed by 8/13/12. Contact Wannetta Perkins-Hill 313.322.4722 wperki28@ford.com ---Updated By--- MCOLFESC--08/01/2012 04:33:00 PM--
GCQIS Comments	
FSE Comments	Inspection dates 8/8/2012, 8/9/2012 or 8/10/2012. What is the concern with the engine? ---Updated By---FPROSSER--08/01/2012 06:17:12 PM-- Inspected the vehicle and found the left side turbo charger internally leaking oil. The Dealership is replacing the turbocharger --- Updated By---FPROSSER--08/31/2012 10:26:46 AM-- Replaced Turbo Charger and tested the vehicle for 310 miles, unable to duplicate the concern. Recommend the dealership return vehicle to customer. ---Updated By--- FPROSSER--09/11/2012 08:51:45 PM--
Initial Contact Date	8/27/2012
Person Contacted	Rick Wadsworth
Dealership visit planned?	Yes
Visit date, if planned	8/27/2012
Did Visit Occur?	Yes
Concern Summary for Technical Assistance Contact Report	
Inspection Comments for Technical Assistance Contact Report	
Primary Root cause for Technical Assistance Contact Report	
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	0.0
Created by	MCOLFESC
Created date	08/01/2012 04:33:01 PM EST
Last Revised by	FPROSSER
Last revised date	09/11/2012 09:51:46 PM EST

This e-mail notification has been generated by: FPROSSER
Thank you..



DAVID J. GORBERG & ASSOCIATES, P.C.
By: DAVID J. GORBERG
Identification No.: 53084
32 Parking Plaza
Suite 700
Ardmore, PA 19003
215-665-7660

Attorney for Plaintiff

[REDACTED]
Mountain Top, PA [REDACTED]

COURT OF COMMON PLEAS

vs.

Luzerne

Ford Motor Company
C/O CT CORPORATION
116 PINE STREET
SUITE 302
HARRISBURGH PA 17101

FILED
PROTHONOTARY
LUZERNE COUNTY
2012 JUL -6 PM 2:28

COMPLAINT

1. Plaintiff, [REDACTED] is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, residing [REDACTED] Mountain Top, PA [REDACTED]

2. Defendant, Ford Motor Company is a business corporation qualified to do business and regularly conducts business in the Commonwealth of Pennsylvania and can be served c/o CT Corporation, 116 Pine Street, Suite 320, Harrisburg, PA 17101.

BACKGROUND

3. Plaintiff incorporates by reference paragraphs 1 and 2 as fully as if set forth here length.

4. On or about December 21, 2011, Plaintiff purchased a new 2012 Ford F150 (hereinafter referred to as the "vehicle"), manufactured and warranted by Defendant bearing the Vehicle Identification Number 1FTFW1ET3CF [REDACTED] The vehicle was purchased and registered in the Commonwealth of Pennsylvania.

5. The price of the vehicle, including registration charges, document fees, sales tax, but, excluding other collateral charges not specified, totaled more than \$30,000.00.

6. Plaintiff avers that as a result of the ineffective repair attempts made by Defendant through its authorized dealer, the vehicle cannot be utilized for the purposes intended by Plaintiff at the time of acquisition and as such, the vehicle is worthless.

7. In consideration of the purchase of the above vehicle, Defendant, issued to Plaintiff several warranties, fully outlined in the warranty booklet.

8. On or about December 21, 2011, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities, which substantially impaired the use, value and/or safety of the vehicle.

9. Said nonconformities consisted of but was not limited to, 3x engine/trans.

10. The nonconformities violate the express written warranties issued to Plaintiff by Defendant.

11. Plaintiff avers the vehicle has been subject to repair more than two (2) times for the same nonconformity, and the nonconformity remains uncorrected.

12. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the defendant on numerous occasions. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

13. In addition, the above vehicle has or will in the future be out of service by reason of the non-conformities complained of for a cumulative total of thirty (30) days or more.

14. The vehicle continues to exhibit defects and nonconformities which substantially impair its use, value and/or safety.

15. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and/or nonconformities and/or conditions for which the Defendant and or its authorized service center, may not have maintained records.

16. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its' warranty.

17. Plaintiff seeks relief for losses due to the nonconformities and defects in the above mentioned vehicle in addition to attorney fees and all court costs.

COUNT I
PENNSYLVANIA AUTOMOBILE LEMON LAW CLAIM

18. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

19. Plaintiff is a "Purchaser" as defined by 73 P.S. §1952.

20. Defendant is a "Manufacturer" as defined by 73 P.S. §1952.

21. Plaintiff's vehicle is a "New Motor Vehicle" as defined by 73 P.S. §1952.

22. Said vehicle experienced non conformities within the first year of purchase, which substantially impairs the use, value and safety of said vehicle.

23. Defendant failed to correct and or repair said nonconformities.

24. The vehicle continues to exhibit defects and nonconformities which substantially impair it's use, value and/or safety.

25. Defendant does not require participation in any informal dispute settlement program prior to filing suit.

26. As a direct and proximate result of Defendant's failure to repair the nonconformities , Plaintiff has suffered damages and, in accordance with 73 P.S. §1958, Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

27. Plaintiff avers that upon successfully prevailing upon the Lemon Law claim herein, all attorney fees are recoverable and are demanded against the Defendant.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral charges and attorney fees. Amount not in excess of \$50,000.00.

COUNT II
MAGNUSON-MOSS FEDERAL TRADE COMMISSION IMPROVEMENT ACT

28. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

29. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

30. Defendant is a "Warrantor" as defined by 15 U.S.C. §2301(5).

31. Plaintiff uses the subject product for personal, family and household purposes.

32. By the terms of the express written warranties referred to in this Complaint, Defendant agreed to perform effective warranty repairs at no charge for parts and/or labor.

33. Defendant failed to make effective repairs.
34. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d) (1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

35. Section 15 U.S.C. §2310 (d) (1) provides:
If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the Court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the Court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the Court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

36. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against the Defendant.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral charges and attorney fees. Amount not in excess of \$50,000.00.

COUNT III
UNIFORM COMMERCIAL CODE

37. Plaintiff hereby incorporates all the paragraphs of this Complaint by reference as if fully set forth at length herein.

38. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of the Defendant, including but not limited to the following;

- a. Breach of Express Warranty
- b. Breach of Implied Warranty of Merchantability;
- c. Breach of Implied Warranty of Fitness For a Particular Purpose;
- d. Breach of Duty of Good Faith.

39. The purpose for which Plaintiff purchased the vehicle include but are not limited to his personal, family and household use.

40. At the time of this purchase and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranty of merchantability.

41. At the time of the purchase and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

42. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

43. Such damages include, but are not limited to, the purchase price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of \$50,000.00.

COUNT IV
PENNSYLVANIA UNFAIR TRADE PRACTICES AND
CONSUMER PROTECTION CLAIM

44. Plaintiff hereby incorporates all the paragraphs of this Complaint by reference as if set forth at length herein.

45. The Unfair Trade Practices and Consumer Protection Law defines unfair methods of competition to include the following:

(xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made.

46. Plaintiff, as a Pennsylvania resident, believes, and therefore, avers Defendant's failure to comply with the terms of the written warranty constitutes an unfair method of competition.

47. Section 201-9.2(a) of the Unfair Trade Practices and Consumer Protection Law, authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations of the Act.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral charges and attorney fees. Amount not in excess of \$50,000.00.

DAVID J. GORBERG & ASSOCIATES, P.C.

BY: 

DAVID J. GORBERG, ESQUIRE
Attorney for Plaintiff

VERIFICATION

The undersigned, after having read the attached pleading verifies that the within Civil Action Complaint is based on information furnished to counsel, which information has been gathered by counsel in the course of this lawsuit. The language of the Civil Action Complaint is that of counsel and not of signer. Signer verifies that he has read the within Civil Action Complaint and that they are true and correct to the best of the signer's knowledge, information and belief. To the extent that the contents of the Civil Action Complaint are that of counsel, verifier has relied upon counsel in taking this verification. This verification is made subject to the penalties of 18 Pa. C.S. 4904 relating to unsworn falsification to authorities.


X /S/ David J. Gorberg
DAVID J. GORBERG

Date: _____

All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET3CF[REDACTED]	Year: 2012	Model:	Case: 1415171502
Name: [REDACTED]	Owner Status: Original	WSD: 2011-12-21	
Symptom Desc:		Primary Phone: [REDACTED]	
Reason Desc: CORRESPONDENCE - CORRESPONDENCE		Secondary Phone: [REDACTED]	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: F7 - US - PREVIOUS DECISION MADE BY YOUR DEALER

Dealer: 02739 BARBER FORD

Origin Desc: MANUAL -
CORRESPONDENCE CSR

Odometer: 1 MI

Comm Type: INBOUND
CUSTOMER MAIL

Analyst Name: WOJEWSKI-BOYD
MARSHA

Analyst: MWOJEWSK

Action Date: 05/29/2012

Action Time: 11.31.56.568

Action Data: No

Comments CUSTOMER SAID: LTR UNDATED-CUST IS WRITING ABOUT A CONCEN THAT HE IS HAVING WITH HIS VEH WHICH HE FEELS IS A SAFETY HAZARD-BEEN TO THE DLRSH 3 TIMES AND IS BEING TOLD THAT FORD IS WORKING ON A FIX-VEH BUCKS AND HESITATES IN 6TH GEAR WHEN LUGGING UP A HILL ALONG WITH HESTIATING AND SURGING IN ALL GEARS. TO BARBER FORD CONFIRMED THAT THERE IS A MSG 2225 REGARDING THE CUST ISSUE BUT THE DLR IS UNABLE TO DUPLICATE THE CONCERN. SUPPORT DLR LTR ADVISED: SUPPORT DLR LTR

Ford Confidential

Server: **AWS Prod**
 Claims loaded through: **25-JUL-2012**

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 26-JUL-12

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD	
1FTFW1ET3CF	██████	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	01-DEC-2011	21-DEC-2011	116490	USA	3	2G05 *	RECALEM *	F04	S11	V52	D42	04		
AWS Claim Key:	<u>469317</u>	Doc #:	10706401	Trx Code:			S07	Labor Hrs:	.4	Labor Cost:		30.31	Material Cost:	0	Total Cost:	30.31								
Dir Cd-Sub Cd:	03982-	Name:	BARBER FORD, INC.	Ph:	570-6543351	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	22-FEB-2012	DIST(Mile):	3680									
Cust Comments:	CUSTOMER STATES THAT THE VEHICLE HESITATES AND BUCKS SEEM ATTACHED TSB # 12 2 10																							
Tech Comments:	REPROGRAMED AS PER TSB 120210 RECHECK																							

Any comments? You can contact



webmaster

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number: _____

[File Report To This Folder](#)

[File Report To A Folder](#)

[Exists in Folder\(s\)](#)

[Add Comments](#)

[Previous](#)

[Next](#)

[Save](#)

[Mail Report](#)

[Download Options](#)

Report Detail Section : [View Details](#)

Attachments: 0

Report# : CDSBN019 NHL

Received: 04/19/2012

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle: 2012,F150 4X4 ,F150 ,SUP
CRW,STYSD ,1FTFW1ET3CF [REDACTED]

Build Date: 12/01/2011

Odometer : 5,010 M

Engine:

3.5L-GTDI

Calibration: CF613K0A

Transmission: 6R80E

Axle:

3.73 LOCK

A/C: YES

Dealer: USA 03982 Barber Ford, Inc.

Phone#: (570) 654-3351

City: Exeter

State:

Pennsylvania

Country : USA

Originator: PAUL MARGELLINA

Symptom: 5 54 3 39 DRV PERF,LACK/LOSS PWR ,CRUISE/STEADY,INTERMITTENT

Status:

VFG: V52 DRIVEABILITY

Additional Symptom: SURGE WHILE CRUISING

Fix: **Causal Component :**

Condition Code:

Hotliner: JDODDS6

Phone: 000 000-0000

Regn Cd: N3 Philadelphia

Engineering:

Phone:

TAR:

Dir Contact: PAUL MARGELLINA

Phone: 000 000-0000

Title Cde: T

KOEO:
KOEC:
KOER:

Comments:

REPAIR 04/19/2012 03:42PM JORDAN DODDS MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:WHEN DRIVING AT LOWER RPMS BETWEEN 40 AND 65
MPH THE VEHICLE BUCKS AND HESITATES (AND IT SOUNDS LIKE THE WASTE
GATES ARE OPENING AND CLOSING DIAGNOSTICS: IDS TEST NO CODES, TSB
12-02-10 ALREADY DONE AT 3680 MILES, CHECKED THERE IS NO UPDATES AVAL,
PARTS REPLACED:NONE TECH QUESTION:ANY KNOWN CONCERNS?

RECOMM **04/19/2012 03:42PM JORDAN DODDS MSS - FCSD - TECH SVC HOTLINE**
PAUL, DURING THE TIME OF THE CONCERN, PLEASE REVIEW THE TURBOCHARGER
WASTE GATE VALUES IN ADDITION TO THE TURBO BYPASS VALVES TO VERIFY IF
THE READINGS/STATES CHANGE CONSISTENTLY WITH THE CONCERN. IF SO, NO
FURTHER REPAIR ATTEMPTS SHOULD BE MADE AT THIS TIME AS THIS CONCERN IS
UNDER INVESTIGATION. IF NO ISSUES HAVE BEEN DETECTED, RECOMMEND TO
REVIEW SSM 22225 WHICH MAY BE A CONTRIBUTING FACTOR TO THIS CONCERN.

Folder Number: _____

File Report To This Folder

File Report To A Folder

Exists in Folder(s)

Download Options

Add Comments

Previous

Next

Save

Mail Report

Requester: DWASHI49

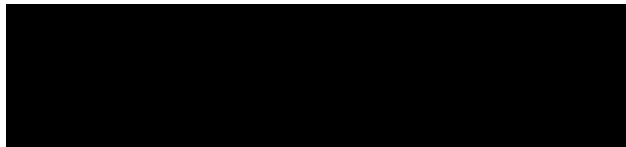
Report Summary

Server: ECCWS686

Ford Proprietary, Private

26-Jul-2012

Retention: None



Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Kentucky, Minnesota, Missouri, Nevada, Ohio, Texas, Wisconsin, Washington, DC)

Main Office

10 N. Dearborn St., 3rd Floor

Chicago, IL 60602

www.krohnandmoss.com

Writer's Direct Number

(404) 325-9936

Writer's Direct Facsimile

(866) 289-0898

Writer's Direct E-Mail

sfortas@consumerslawcenter.com

www.krohnandmoss.com

RECEIVED

MAR 03 2012

March 5, 2012

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

RE: [REDACTED] and [REDACTED] v. Ford Motor Company

Vehicle: 2011 Ford F-150

VIN: 1FTFW1CT6BF [REDACTED]

To Whom It May Concern:

Please be advised that this office represents the above-named individuals and corporation regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Georgia Motor Vehicle Warranty Rights Act ("Lemon Law") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

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

1. Defective engine as evidenced by repeated illumination of the check engine light and engine stalling;
2. Defective transmission as evidenced by erratic shifting; and
3. Any additional complaints made by our clients, whether or not they are contained in your company's records or on any dealer repair orders.

The defects/non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. You are hereby notified of your Final Opportunity to Repair. Should you elect to make a final attempt to repair any of these defects/nonconformities, please contact me directly IN WRITING within the next (7) seven days. Because of the inordinate amount of repairs, my clients have justifiably lost confidence in the vehicle.

March 5, 2012

My clients' repair history clearly shows there was a breach of the written warranty and/or implied warranty of merchantability based upon the generally accepted rule that an unsuccessful effort to remedy defects/nonconformities found to exist renders the warrantor liable.

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

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

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

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

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

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

Best regards,



E. Scott Fortas
Attorney at Law

ESE/tm

cc: [REDACTED]

IN THE STATE COURT OF COBB COUNTY
STATE OF GEORGIA

70 11 11 GA
11 11 11
11 11 11
11 11 11

[Redacted]

Plaintiff.

vs.

FORD MOTOR COMPANY,

Defendant.

)
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)
)
)
)
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)

Civil Action No. 2012 A 1108 7-6

JURY TRIAL DEMAND

COMPLAINT

COME NOW, [Redacted] Plaintiffs in the above-styled action, by and through Plaintiffs' undersigned attorneys, and hereby files Plaintiffs' Complaint against Defendant, FORD MOTOR COMPANY, and shows this Honorable Court as follows:

STATEMENT OF JURISDICTION AND VENUE

1. Plaintiffs, [Redacted] hereafter "Plaintiffs") are individuals, who at all times relevant hereto has resided in the State of Georgia.
2. Defendant, FORD MOTOR COMPANY (hereafter "Manufacturer"), is a Georgia Corporation/foreign Corporation authorized to do business in the State of Georgia, and is engaged in the manufacture, sale, and distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public through a system of authorized dealerships.
3. Manufacturer may be served through its registered agent: The Corporation Company, 328 Alexander Street, Suite 10, Marietta, GA 30060. Manufacturer is therefore subject to the jurisdiction of this Court.
4. Venue is proper in Cobb County, as Manufacturer's statutory agent is properly

registered there or in the alternative venue is proper in Cobb County for the following additional reasons:

a. Manufacturer does business in each county in Georgia as it injects its vehicles into the stream of commerce in each county by way of distributing its vehicles to authorized dealers/agents located within each county.

b. Manufacturer advertises its vehicles for sale through a nationwide marketing program that is intended to reach consumers located within each county of Georgia.

c. Manufacturer enters into sales and servicing agreements with its authorized dealers that are located in numerous counties of the State of Georgia including the county wherein this lawsuit was filed.

d. Manufacturer's authorized dealers are sales and servicing agents for Manufacturer. As such, Manufacturer by and through its sales and servicing agents maintain places of business in numerous counties of the State of Georgia including the county wherein this lawsuit was filed. As the principal for its sales and servicing agents ("authorized dealers"), Manufacturer requires its authorized dealers to display Manufacturer's logo on each authorized dealer's sign outside the dealer. Manufacturer requires its authorized dealers to seek authorization for performing repairs as covered by Manufacturer's warranty. Manufacturer reimburses its authorized dealers for repairs covered by Manufacturer's warranty. Manufacturer requires its authorized dealers to provide its customers with Manufacturer's written warranty when a new vehicle is sold by Manufacturer's authorized dealer. Finally, Manufacturer supervises each and every authorized dealer through a system of zone offices that is set up to monitor dealerships located within each respective county of the State of Georgia.

STATEMENT OF FACTS

5. On or about May 31, 2011, Plaintiffs purchased a 2011 Ford F-150 from Jim Tidwell

Ford (VIN # 1FTFW1CT6BF [REDACTED] (hereafter "vehicle") for valuable consideration.

6. Plaintiffs' vehicle is manufactured and/or distributed by Manufacturer through its authorized dealers as described above for valuable consideration.

7. The price of the vehicle, including registration charges, document fees and sales tax, and including other collateral charges, such as bank and finance charges, totaled more than \$45,878.16.

8. In consideration for the purchase of the Vehicle, Manufacturer issued and provided Plaintiffs a written warranty, including three year (3) or thirty-six thousand (36,000) mile bumper-to-bumper coverage, as well as other warranties fully outlined in the Manufacturer's New Car Warranty booklet.

9. Plaintiffs took possession of the vehicle on May 31, 2011.

10. Shortly after taking possession of the vehicle, Plaintiffs experienced various defects in the vehicle, including, but not limited to, defects in the following components of the vehicle: (a) defective engine as evidenced by repeated illumination of the check engine light and engine stalling; (b) defective transmission as evidenced by erratic shifting; (c) and other defects identified on the repair receipts generated by Manufacturer's authorized repair facilities/dealers.

11. These defects are items specifically covered by the terms of Manufacturer's written warranty identified above and these defects render the vehicle unfit for its ordinary purpose.

12. Manufacturer by and through its authorized dealers was unable to repair the vehicle after being afforded a reasonable number of attempts or reasonable opportunity to cure the defects in the vehicle.

13. As a result of the defects in the vehicle and Manufacturer's inability to repair the vehicle, Plaintiffs justifiably lost confidence in the vehicle's reliability.

14. The value of the vehicle has been substantially impaired to Plaintiffs.

15. The defects were not and could not have been reasonably discovered by Plaintiffs prior to Plaintiffs' purchase of the vehicle.

16. As a result of the defects and Manufacturer's inability to cure, Plaintiffs revoked acceptance of the vehicle.

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

18. Manufacturer refused Plaintiffs' demand for revocation and the corresponding remedies to which Plaintiffs is entitled under the law.

19. Plaintiffs have been and will continue to be financially damaged due to Manufacturer's failure (a) to comply with the provisions of the written warranty and (b) to provide Plaintiffs with a merchantable vehicle.

20. Specifically, in addition to the value of the vehicle being impaired due to its defects, Plaintiffs suffered aggravation and inconvenience by being forced to use and operate a vehicle fraught with defects in addition by being forced to rearrange Plaintiffs' personal affairs to tender the vehicle for repair. Plaintiffs also were without the beneficial use of the vehicle during the time it was tendered for repair and/or unable to be operated to its fullest extent due to its defects.

COUNT I
BREACH OF WRITTEN WARRANTY

(Pursuant to the Magnuson-Moss Warranty Act)

21. Paragraphs 1 through 20, above, are re-alleged and hereby incorporated by reference as if fully set forth herein, verbatim.

22. Plaintiffs are consumers, as contemplated by the Magnuson-Moss Warranty Act.

23. Manufacturer is a warrantor and supplier of a consumer product, as contemplated by the Magnuson-Moss Warranty Act.

24. Plaintiffs are entitled by the terms of the written warranty provided to him by Manufacturer through its authorized dealer to enforce the obligations of said warranty.

25. Plaintiffs' vehicle was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

26. The warranty provided that Manufacturer would repair or replace defective parts, or take other remedial action free of charge to Plaintiffs in the event that the Vehicle failed to meet the specifications set forth in written warranty.

27. The written warranty was the basis of the bargain with respect to the contract for sale executed and entered into between Plaintiffs and Manufacturer.

28. The purchase of Plaintiffs' Vehicle was induced by the written warranty, upon which Plaintiffs relied.

29. Plaintiffs have honored Plaintiffs' obligations under the warranty.

30. Manufacturer breached its obligations under the written warranty, by failing to seasonably repair the vehicle's defects after being afforded a reasonable number of attempts or reasonable opportunity to cure.

31. Plaintiffs notified Manufacturer of its breach within a reasonable period of time after discovering it by tendering the vehicle to Manufacturer's authorized dealers for repair as instructed by Manufacturer's written warranty and by providing written notification to Manufacturer.

32. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiffs have suffered damages, including, but not limited to, (a) loss of use; (b) diminished value; (c) incurred and/or needed costs of repair; (d) lost wages; (e) aggravation; and/or

(f) incidental and consequential damages (such as the cost of inspecting the vehicle, returning the goods for repair, insurance, tax and registration fees, etc.) In accordance with 15 U.S.C. §2310(d)(1), Plaintiffs are entitled to bring suit for damages and other relief.

33. Plaintiffs requests attorney's fees and show that they are entitled to fees and costs pursuant to the fee-shifting provision of the Magnuson-Moss Warranty Act.

WHEREFORE, Plaintiffs prays that:

- a. The Complaint be filed and service be perfected as provided by law;
- b. Plaintiffs be awarded damages to which he is entitled under the Magnuson-Moss Warranty Act, and Georgia Statutory Law, including, but not limited to:
 - (i) Diminished value pursuant to O.C.G.A. § 11-2-714,
 - (ii) Incurred and/or needed costs of repair;
 - (iii) loss of use;
 - (iv) lost wages;
 - (v) aggravation and inconvenience damages;
 - (vi) any other incidental and consequential damages;
 - (vii) Reasonable attorneys' fees and costs; and
 - (ix) such other and further relief as the Court deems right and appropriate.

COUNT II
BREACH OF IMPLIED WARRANTY

(Pursuant to the Magnuson-Moss Warranty Act)

34. Paragraphs 1 through 33, above, are re-alleged and hereby incorporated by reference as if fully set forth herein, verbatim.

35. The vehicle purchased by Plaintiffs is subject to an implied warranty of

merchantability as defined in 15 U.S.C. §2301(7), and OCGA Section 11-2-314(2)(c).

36. Manufacturer contracts to sell goods. Manufacturer sells vehicles to purchasers, order component parts, and/or assemble them into final products. They are merchants with respect to the goods of the kind sold to Plaintiffs.

37. The parties' contract for sale as a matter of law implies that the vehicle is merchantable, because Manufacturer is a merchant with respect to such goods.

38. The implied warranty was breached by Manufacturer because they sold Plaintiffs a vehicle of insufficient quality. The vehicle is not fit for the ordinary purpose for which such goods are used.

39. The vehicle has failed to meet Plaintiffs' reasonable expectations.

40. The vehicle has not provided dependable transportation, and it has not been trouble-free.

41. The vehicle would not pass without objection in the trade under the contract description and does not conform to the promises or affirmations of fact made by Manufacturer.

42. As a result of the breach of implied warranty by Manufacturer, Plaintiffs is without the reasonable value of the Vehicle.

43. As a result of the breach of implied warranty by Manufacturer, Plaintiffs has suffered and continues to suffer damages, including those specifically identified in the foregoing paragraphs.

WHEREFORE, Plaintiffs prays that:

- a. The Complaint be filed and service be perfected as provided by law;
- b. Plaintiffs be awarded damages to which he is entitled under the Magnuson-Moss Warranty Act, and Georgia Statutory Law, including, but not limited to:

- (i) Diminished value pursuant to O.C.G.A. § 11-2-714,

- (ii) Incurred and/or needed costs of repair;
- (iii) loss of use;
- (iv) lost wages;
- (v) aggravation and inconvenience damages;
- (vi) any other incidental and consequential damages;
- (vii) Reasonable attorneys' fees and costs; and
- (vii) such other and further relief as the Court deems right and appropriate.

Pursuant to O.C.G.A. 15-12-122(c)(2), Plaintiffs request that the present case be tried by a jury.

Submitted this 4th day of MAY 2012.



E. Scott Fortas, Esq.
Georgia Bar No. 269980

Attorney for Plaintiff
KROHN & MOSS
10 North Dearborn Street
3rd Floor
Chicago, Illinois 60602
(312) 578-9428

All Action Details for Issue

[Print](#)

VIN: 1FTFW1CT6BF [REDACTED] Year: 2011 Model: F-SERIES Case: 576860592
Name: [REDACTED] Owner Status: Original WSD: 2011-05-31
Symptom Desc: NO CRANK START TEMP ALL ENGINE TEMP Primary Phone: [REDACTED]
Reason Desc: DRP-VEHICLE REPURCHASE REQUEST Secondary Phone: [REDACTED]
Issue Type: 06 BBB AUTO LINE/DACO Issue Status: CLOSED

Action: OPEN - PENDING ELIGIBILITY
Dealer: 00472 JIM TIDWELL FORD Origin Desc: BETTER BUSINESS BUREAU
Odometer: 7200 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 03/08/2012 Action Time: 16.05.12.104 Action Data: No

Comments NEW CASE: FRD1213764. REPRESENTED BY ERIC SCOTT FORTAS OF KROHN & MOSS AL GA IL KY KS MN MO WI TX. PROBLEMS: ENGINE/TRANSMISSION.

Action: BBB-NEW CASE ELIGIBLE
Dealer: 00472 JIM TIDWELL FORD Origin Desc: CONSUMER AFFAIRS-DISPUTE
RESOLUTION PROGRAM
Odometer: 7200 MI Comm Type: OUTBOUND
EMAIL-OTHER
Analyst Name: PONTILLO Analyst: TPONTILL
(TPONTILL), TERESA
Action Date: 03/09/2012 Action Time: 09.16.12.822 Action Data: No

Comments OPEN BBB CASE ON 03/08/12.

Action: FIELD E-MAIL SENT - DRP
Dealer: 00472 JIM TIDWELL FORD Origin Desc: CONSUMER AFFAIRS-DISPUTE
RESOLUTION PROGRAM
Odometer: 7200 MI Comm Type: OUTBOUND
EMAIL-OTHER
Analyst Name: PONTILLO Analyst: TPONTILL
(TPONTILL), TERESA
Action Date: 03/09/2012 Action Time: 09.49.03.053 Action Data: No

Comments SUBMITTED DEALER REPORT TO SM PATRICK MCCONVILLE AT JIM TIDWELL FORD AND SUBMITTED TFOAM REQUEST.

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 00472 JIM TIDWELL FORD Origin Desc: CONSUMER AFFAIRS-DISPUTE
RESOLUTION PROGRAM
Odometer: 7200 MI Comm Type: OUTBOUND
EMAIL-OTHER
Analyst Name: PONTILLO Analyst: TPONTILL
(TPONTILL), TERESA
Action Date: 03/09/2012 Action Time: 09.49.59.324 Action Data: No

Comments SUBMITTED INITIAL POSITION TO BBB ADVISING THERE WILL BE NO SETTLEMENT OFFERS AT THIS TIME.

Action: OPEN - CABBB CASE ELIGIBLE

Dealer: 00472 JIM TIDWELL FORD
Odometer: 7200 MI
Analyst Name: COSTELLO, MATT
Action Date: 03/09/2012
Comm Type: MAIL
Analyst: M-COSTE3
Action Time: 21.05.11.958
Origin Desc: BETTER BUSINESS BUREAU
Action Data: No

Comments OPEN - CABBB CASE ELIGIBLE

Action: DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS
Dealer: 00472 JIM TIDWELL FORD
Odometer: 7200 MI
Analyst Name: PONTILLO (TPONTILL), TERESA
Action Date: 03/15/2012
Comm Type: OUTBOUND EMAIL-OTHER
Analyst: TPONTILL
Action Time: 15.37.39.007
Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
Action Data: Yes

Comments RECEIVED DEALER REPORT FROM SM PATRICK MCCONVILLE.

Data Element Name	Data Value
DATE PAPERWORK REC'D	03-19-2012

Action: COMPANY REPORT SUBMITTED
Dealer: 00472 JIM TIDWELL FORD
Odometer: 7200 MI
Analyst Name: PONTILLO (TPONTILL), TERESA
Action Date: 03/19/2012
Comm Type: OUTBOUND EMAIL-OTHER
Analyst: TPONTILL
Action Time: 08.44.03.232
Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
Action Data: Yes

Comments SUBMITTED MRF POSITION TO BBB VIA FAX AND EMAIL.

Data Element Name	Data Value
CUSTOMER CONTACTED BY FORD REGION RESPONDED TO DSB E-MAIL (Y/N)	NO YES

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 00472 JIM TIDWELL FORD
Odometer: 7200 MI
Analyst Name: COSTELLO, MATT
Action Date: 03/27/2012
Comm Type: MAIL
Analyst: M-COSTE3
Action Time: 21.05.16.336
Origin Desc: BETTER BUSINESS BUREAU
Action Data: No

Comments HEARING SCHEDULED ON 03/26/12 AT 10AM

Action: ARBITRATION-AWA DRS SPENDING
Dealer: 00472 JIM TIDWELL FORD
Odometer: 7200 MI
Analyst Name: PONTILLO (TPONTILL), TERESA
Action Date: 04/02/2012
Comm Type: OUTBOUND EMAIL-OTHER
Analyst: TPONTILL
Action Time: 08.40.36.751
Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
Action Data: Yes

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

Data Element Name	Data Value
ARBITRATOR NAME (LAST NAME, FIRST NAME)	EVANS, ALICE
DENIAL DECISION (Y=YES, N=NO)	Y
VEHICLE PAYMENT	
VEHICLE REIMBURSEMENT	
ESP (Y=YES, N=NO)	
PLAN NAME	
PLAN TIME	
PLAN MILEAGE	
RAV (Y=YES, N=NO)	
RAV TYPE	
FURTHER REPAIR (Y=YES, N=NO)	

Action: ARBITRATION DECISION-DENIAL
Dealer: 00472 JIM TIDWELL FORD
Odometer: 7200 MI
Analyst Name: COSTELLO, MATT
Action Date: 04/04/2012

Comm Type: MAIL
Analyst: M-COSTE3
Action Time: 11.05.13.846

Origin Desc: BETTER BUSINESS BUREAU
Action Data: No

Comments ARBITRATION DECISION-DENIAL ARBITRATED RESULTING IN A DENIAL

Action: ASSUMED REJECTION OF DECISION
Dealer: 00472 JIM TIDWELL FORD
Odometer: 7200 MI
Analyst Name: COSTELLO, MATT
Action Date: 04/13/2012

Comm Type: MAIL
Analyst: M-COSTE3
Action Time: 11.05.16.317

Origin Desc: BETTER BUSINESS BUREAU
Action Data: Yes

Comments DATE OF REJECTION 04/13/12 ARBITRATED RESULTING IN A DENIAL

Data Element Name	Data Value
DATE OF REJECTION	04/13/12
	Y

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All Action Details for Issue

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VIN: 1FTFW1CT6BF [REDACTED] Year: 2011 Model: F-SERIES Case: 576860592
 Name: [REDACTED] Owner Status: Original WSD: 2011-05-31
 Symptom Desc: STALLS/QUITS ACCELERATION Primary Phone: [REDACTED]
 Reason Desc: CLP-IN-BUYBACK - CUST PERCEIVES TWO REPAIRS Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 03/01/2012

Action: TIER II ESCALATION - BUYBACK
 Dealer: 00472 JIM TIDWELL FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 7200 MI Comm Type: PHONE
 Analyst Name: SMITH (MSMIT987),MARJON Analyst: MSMIT987
 Action Date: 02/29/2012 Action Time: 08.19.50.114 Action Data: No

Comments CUSTOMER SAID: -CALLER: [REDACTED] DAY PHONE NR: [REDACTED] HOME PHONE NR: [REDACTED]
 [REDACTED] PREFERRED NR [REDACTED] BEST TIME TO CALL: ANYTIME***-VIN: 1FTFW1CT6BF [REDACTED] 2011 F150-
 7200 MILES-VEH AT DLR SINCE YSTERDAY-THIRD TIME FOR SAME ISSUE -VEH QUITTING ON ME WHILE
 ACCELERATING -PREVIOUS 2 TIMES VEH WAS AT DLR THE ISSUE WAS DUPLICATED AS WELL AS REPAIRED -I
 NO LONGER WANT THIS VEH, I WANT A BUY BACK-DO NOT LONGER FEEL COMFORTABLE DRIVING IT WHILE IT IS
 STALLING ON ME AND I LOST FAITH IN THIS VEHDEALER SAID: JIM TIDWELL FORD INC 2205 BARRETT LAKES
 BOULEVARDKENNESAW, GA 30144 TEL:(866) 766-2370FAX:(678) 784-1307 PAT IN SERVICE, S/MCRC ADVISED:
 NOTE: CUSTOMER IS REQUESTING A BUYBACKI HAVE DOCUMENTED YOUR CONCERNS AND AM SENDING YOUR
 INFORMATION TO OUR CUSTOMER CARE SOLUTIONS TEAM. YOU WILL BE CONTACTED BY A SPECIALIST TO
 DISCUSS YOUR ISSUE WITHIN 2 BUSINESS DAYS. THIS DOES NOT GUARANTEE THAT FORD WILL BUYBACK
 YOUR VEHICLE. FORD'S COMMITMENT IS TO HONOR THE NEW VEHICLE LIMITED WARRANTY.

Action: CREATE FOLLOW UP
 Dealer: 00472 JIM TIDWELL FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 7200 MI Comm Type: PHONE
 Analyst Name: TATE, TRACY Analyst: TTATE14
 Action Date: 03/01/2012 Action Time: 10.17.37.009 Action Data: Yes

Comments CSM TRACY 77780, LTV 63, NO ESP, THL CONTACTED = NO TSB'S, PCM WAS REPROGRAMMED = S/M
 PAT STATES PCM FAILURE CODES INSTALLED. CONTACTED THL, ORDER CRANK SENSOR,HOPE TO GET PART
 IN TODAY. VEHICLE WITH DLR. S/M PAT STATES HE ANTICIPATES CALLING CUST TODAY TO LET HER KNOW
 PART IS IN. OBC TO CUST = LVM WITH CONTACT INFORMATION AND FOLLOW UP ON 03/02/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	03-02-2012
TIME OF FOLLOW UP (HH:MM):	16:30

Action: CREATE FOLLOW UP
 Dealer: 00472 JIM TIDWELL FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 7200 MI Comm Type: PHONE
 Analyst Name: TATE, TRACY Analyst: TTATE14
 Action Date: 03/01/2012 Action Time: 10.46.35.255 Action Data: Yes

Comments CSM TRACY 77780, OBC TO CUST = STATES SAFETY CONCERN AS IT HAS STALLED IN THE MIDDLE
 OF TRAFFIC, VERY CONCERNED WITH HER SAFETY = STATES SHE CONTINUALLY GETS VEHICLE BACK, THEN IT
 STALLS AGAIN AND SHE HAS HER CHILDREN WITH HER. STATES THAT WITH THE REPAIR ATTEMPTS AND THE
 AMOUNT OF MONEY SHE HAS SPENT ON THE VEHICLE, SHE EXPECTS THE S/M TO HAVE VEHICLE DETAILED
 AND TANK FILLED. CUST STATES SHE WANTS SOME KIND OF COMPENSATION, AS AN ESP, POSSIBLY. CSM
 ADVISED CUST ONCE THE DIAGNOSIS AND REPAIR IS COMPLETE, WE WILL ADDRESS ANY TOOKS I MAY HAVE

TO ASSIST. F/U ON 03/09/ 2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	03-09-2012
TIME OF FOLLOW UP (HH:MM):	16:30

Action: CREATE FOLLOW UP
Dealer: 00472 JIM TIDWELL FORD
Odometer: 7200 MI
Analyst Name: TATE, TRACY
Action Date: 03/01/2012

Comm Type: PHONE
Analyst: TTATE14
Action Time: 11.50.28.330

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Action Data: Yes

Comments CSM TRACY 77780, IBC FROM CUST, STATES SHE DOES NOT WANT THE VEHICLE, PURSUING BBB. CSM ASKED THAT SHE GIVE US A CHANCE TO REPAIR UNDER NVLW, BUT SHE DECLINED. VERY STRONG OPINION THAT IS A SAFETY CONCERN FOR HER CHILDREN. CSM WILL F/U WITH S/M AND DLRSHP THROUGH REPAIR OF THE VEHICLE.

Data Element Name	Data Value
DATE OF FOLLOW UP:	03-07-2012
TIME OF FOLLOW UP (HH:MM):	16:30

Action: CREATE FOLLOW UP
Dealer: 00472 JIM TIDWELL FORD
Odometer: 7200 MI
Analyst Name: TATE, TRACY
Action Date: 03/01/2012

Comm Type: PHONE
Analyst: TTATE14
Action Time: 11.57.53.380

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Action Data: Yes

Comments CSM TRACY 77780, IBC FROM CUST, STATES SHE DOES NOT WANT THE VEHICLE, PURSUING BBB. CSM ASKED THAT SHE GIVE US A CHANCE TO REPAIR UNDER NVLW, BUT SHE DECLINED. VERY STRONG OPINION THAT IS A SAFETY CONCERN FOR HER CHILDREN. CSM WILL F/U 03/06 WITH S/M AND DLRSHP THROUGH REPAIR OF THE VEHICLE.

Data Element Name	Data Value
DATE OF FOLLOW UP:	03-06-2012
TIME OF FOLLOW UP (HH:MM):	16:30

Action: ESCALATED HANDLING REQUIRED - REQUESTING CCT-CSM SUPPORT
Dealer: 00472 JIM TIDWELL FORD
Odometer: 7200 MI
Analyst Name: PAT MCCONVILLE
Action Date: 03/02/2012

Comm Type: INTERNET
Analyst: P-MCCONV
Action Time: 10.56.40.004

Origin Desc: DEALER
Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
PAT	M	MCCONVILLE	6787841202	DEALER

Comments REPLACE ENGINE CRANKSHAFT SENSOR PER FIX HOTLINE. TEST DROV 30 MILES SO FAR WITHOUT INCIDENT.

Action: CREATE FOLLOW UP
Dealer: 00472 JIM TIDWELL FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 7200 MI Comm Type: PHONE
Analyst Name: TATE, TRACY Analyst: TTATE14
Action Date: 03/02/2012 Action Time: 13.54.55.005 Action Data: Yes

Comments CSM TRACY 77780, OBC TO S/M, STATUS OF VEHICLE.F/U S/M 03-05

Data Element Name	Data Value
DATE OF FOLLOW UP:	03-05-2012
TIME OF FOLLOW UP (HH:MM):	16:30

Action: CONCERN RESOLVED
Dealer: 00472 JIM TIDWELL FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 7200 MI Comm Type: PHONE
Analyst Name: TATE, TRACY Analyst: TTATE14
Action Date: 03/05/2012 Action Time: 11.46.40.822 Action Data: Yes

Comments CSM TRACY 77780, PER E-MAIL FROM S/M PAT MCCONVILLE, VEHICLE IS REPAIRED, AND CUST RETURNED RENTAL, AND PICKED UP RENTAL. CSM CLOSING CASE, AS CUST HAS OPENED BBB.

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	64
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	Y
ESP USED? (Y/N)	N
SCP USED? (Y/N)	N
X-PLAN USED? (Y/N)	N
CLP FINANCIAL ASSIST PROVIDED? (Y/N)	N
--ESTIMATED REPAIR COST(@WARR RATES) (\$)	
--CUSTOMER'S SHARE OF REPAIR COST (\$)	
--DEALER'S SHARE OF REPAIR COST-P18 (\$)	
--DEALER'S SHARE OF REPAIR COST-OTHER(\$)	
--FORD'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	Y

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All Action Details for Issue

[Print](#)

VIN: 1FTEW1CT6RE [REDACTED] Year: 2011 Model: F-SERIES Case: 576860592
Name: [REDACTED] Owner Status: Original WSD: 2011-05-31
Symptom Desc: Primary Phone: [REDACTED]
Reason Desc: DEALER GENERATED INFORMATION ISSUE Secondary Phone: [REDACTED]
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: ESCALATED HANDLING REQUIRED - REGIONAL PERSONNEL CONTACTED
Dealer: 00472 JIM TIDWELL FORD Origin Desc: DEALER
Odometer: 7227 MI Comm Type: INTERNET
Analyst Name: PAT MCCONVILLE Analyst: P-MCCONV
Action Date: 02/28/2012 Action Time: 16.01.25.961 Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
PAT	M	MCCONVILLE	6787841202	DEALER

Comments C/S ENGINE STALLS WHILE DRIVING. DEALER HAS PERFORMED TAB TO REPROGRAM. CUSTOMER BROUGHT VEHICLE BACK SAME PROBLEM. SERVICE MGR WAS DRIVING VEHICLE AND IT COMPLETELY SHUT DOWN TO IDLE AND WOULD NOT ACCEL. FOUND CODES CONDEMING PCM REPLACED PCM AND REPROGRAMMED. VEHICLE AGAIN HAS SAME ISSUE.

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Server: AWS Prod
 Claims loaded through: 24-MAY-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 25-MAY-12

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTFW1C16BF	5	T/F6	F	T/BC	T/AM	T/B	AF	T/C3	T/KW	11-FEB-2011	31-MAY-2011	121023	USA	9	6Y20 *	TAP1	*	F09	SXX	V99	A99	82	
AWS Claim Key:	<u>2559776</u>	Doc #: 115025C	Trx Code: TAP1		Labor Hrs: 0	Labor Cost: 0	Material Cost: 0	Total Cost: 30															
Dir Cd-Sub Cd:	00472-*	Name: JIM TIDWELL FORD	Ph: 770-4275531	St: GA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 07-FEB-2012	DIST(Mile): 6839															
Tech Comments:	1 DAY TAP VEHICLE PROVIDED FOR WARRANTY REPAIRS																						

1FTFW1C16BI	F6	T/F6	F	T/BC	T/AM	T/B	AF	T/C3	T/KW	11-FEB-2011	31-MAY-2011	121023	USA	9	2G05 *	RECAL *	F04	S11	V48	P67	04	
AWS Claim Key:	<u>2573167</u>	Doc #: 115025D	Trx Code: 1		Labor Hrs: 1	Labor Cost: 94.36	Material Cost: 0	Total Cost: 94.36														
Dir Cd-Sub Cd:	00472-*	Name: JIM TIDWELL FORD	Ph: 770-4275531	St: GA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 07-FEB-2012	DIST(Mile): 6839														
Cust Comments:	CUSTOMER STATES TRANS HAS ERRATIC SHIFT																					
Tech Comments:	VERIFY CONCERN,REPROGRAM PCM TCM,RESET KAM AND PERFORM ADAPTIVE SHIFT STRATEGY,RETEST TEST DRIVE. TSB 11 10 15 OPA 1 0HRS																					

1FTFW1C16BF	F6	T/F6	F	T/BC	T/AM	T/B	AF	T/C3	T/KW	11-FEB-2011	31-MAY-2011	121023	USA	9	7S06 *	12A581 *	F04	S11	V52	D21	28	
AWS Claim Key:	<u>2542722</u>	Doc #: 115025A	Trx Code: S07		Labor Hrs: 1.7	Labor Cost: 160.42	Material Cost: 0	Total Cost: 160.42														
Dir Cd-Sub Cd:	00472-*	Name: JIM TIDWELL FORD	Ph: 770-4275531	St: GA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 07-FEB-2012	DIST(Mile): 6839														
Cust Comments:	CUSTOMER STATES SHUT OFF WHILE DRIVING,ERRATIC SHIFT,FELT LIKE IT WENT INTO PARK. WRENCH LIGHT WAS ON																					
Tech Comments:	TEST DRIVE (RUNNING ROUGH) EEC TEST P0320, P0300, PIN POINT TEST A ENGINE START AND RUNS, FUEL SYSTEM TEST (NORMAL PRESURE) FUEL INJECTOR TEST PASS, TEST DRIVE POWER BALANCE TEST (MISFIRE RANDOM ALL CYLINDERS) PIN POINT TEST HD, TEST CIRCUIT (HIGH RESTANCE CIRCUIT CBKD4) REPAIR LOOSE PIN IN CONECTOR C146 PIN 1 VT, CLEAR CODES, RESET KAM, TEST DRIVE 15 MILES, RETEST PASS																					

1FTFW1C16BF	F6	T/F6	F	T/BC	T/AM	T/B	AF	T/C3	T/KW	11-FEB-2011	31-MAY-2011	121023	USA	9	2G01	BL3Z	12A650	AXE	F04	S11	V52	D42	42
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AWS Claim Key: 2788671 **Doc #:** 115431A **Trx Code:** S07 **Labor Hrs:** 1.1 **Labor Cost:** 103.8 **Material Cost:** 633.87 **Total Cost:** 737.67
Dlr Cd-Sub Cd: 00472-* **Name:** JIM TIDWELL FORD **Ph:** 770-4275531 **St:** GA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**15-FEB-2012 **DIST(Mile):**7023
Cust Comments: CUSTOMER STATES:FEELS LIKE VEHICLE IS GOING INTO FAILSAFE MODE.
Tech Comments: PAT TEST DRIVE 30 MILES (NO ABNORMAL OPERATION) EEC TEST (PASS) TSB 12 2 10 REPROGRAM PCM MAY RESULT IN FIRMER THAN NORMAL SHIFT FOR SEVERAL DAYS TSB PUBLICATION DATE 2 15 12. TEST DRIVE 20 MILES, ENGINE STALLS AND DIES, RETEST P0340, P0346, P0600, P0604, P0604, PINPOINT TEST QB3, TEST CONECTION, RETEST P0600, REPLACE PCM, PROGRAM PATS, RETEST AND TEST DRIVE 10 MILES

IFTFWICT6BF [REDACTED] F6 T/F6 F T/BC T/AM T/B AF T/C3 T/KW 11-FEB-2011 31-MAY-2011 121023 USA 9 6Y20 * TAP1 * F09 SXX V99 A99 82
AWS Claim Key: 2788672 **Doc #:** 115431C **Trx Code:** TAP1 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 150
Dlr Cd-Sub Cd: 00472-* **Name:** JIM TIDWELL FORD **Ph:** 770-4275531 **St:** GA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**15-FEB-2012 **DIST(Mile):**7023
Tech Comments: 5 DAYS TAP VEHICLE PROVIDED FOR WARRANTY REPAIRS

IFTFWICT6BF [REDACTED] F6 T/F6 F T/BC T/AM T/B AF T/C3 T/KW 11-FEB-2011 31-MAY-2011 121023 USA 10 6Y20 * TAP1 * F09 SXX V99 A99 82
AWS Claim Key: 2935918 **Doc #:** 115980C **Trx Code:** TAP1 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 120
Dlr Cd-Sub Cd: 00472-* **Name:** JIM TIDWELL FORD **Ph:** 770-4275531 **St:** GA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**28-FEB-2012 **DIST(Mile):**7227
Tech Comments: 4 DAYS TAP VEHICLE PROVIDED FOR WARRANTY REPAIR

IFTFWICT6BF [REDACTED] F6 T/F6 F T/BC T/AM T/B AF T/C3 T/KW 11-FEB-2011 31-MAY-2011 121023 USA 10 2G02 BL3Z 6C315 A F04 S11 V52 D21 42
AWS Claim Key: 2920944 **Doc #:** 115980A **Trx Code:** S07 **Labor Hrs:** 3.9 **Labor Cost:** 368.01 **Material Cost:** 4.1 **Total Cost:** 372.11
Dlr Cd-Sub Cd: 00472-* **Name:** JIM TIDWELL FORD **Ph:** 770-4275531 **St:** GA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**28-FEB-2012 **DIST(Mile):**7227
Cust Comments: CUSTOMER STATES:ERRATIC SHIFT,WRENCH LIGHT CAME ON,ENGINE STALLED
Tech Comments: EEC TEST P160A, P0320, TEST DRIVE 5 MILES (NORMAL) INSPECT HARNESS, FUEL SYSTEM TEST (PASS) CONTACT FORD HOTLINE , INSPECT FOR AFTERMARKET EQUIPPED MODIFICATIONS, PID MONOTER MAF, TP, ETC, LOAD, BARO, RPM, VSS, VPWR AND O2, ALLNORMAL COMPAIRED TO REFERENCE VALUES, TEST CKP HARNESS(V DROP LESS THAN .2V) INSPECT TRIGGER WHEEL (NORMAL NO DAMAGE) REPLACE CKP SENSOR AND TEST

IFTFWICT6BF [REDACTED] F6 T/F6 F T/BC T/AM T/B AF T/C3 T/KW 11-FEB-2011 31-MAY-2011 121023 USA 10 7H05 BL3Z 19980 CA F08 S06 V09 C23 28
AWS Claim Key: 3046686 **Doc #:** 116620C **Trx Code:** I **Labor Hrs:** 1.3 **Labor Cost:** 122.67 **Material Cost:** 119.04 **Total Cost:** 241.71
Dlr Cd-Sub Cd: 00472-* **Name:** JIM TIDWELL FORD **Ph:** 770-4275531 **St:** GA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**12-MAR-2012 **DIST(Mile):**7473
Cust Comments: CUSTOMER STATES:REAR DEFROST INOP
Tech Comments: VARIIFY CONCERN,CK FUSES,CK CIRCUITS AND GROUNDS,CK POWER AND GROUND AT REAR DEFROST RELAY,NO GROUND FROM HVAC MODULE,OHM CIRCUITS FROM HVAC MODULE TO RELAY,PASS ACCESS AND REPLACE AND REPROGRAM HVAC MODULE,RETEST FOR DTCS,PASS.HVAC MODULE OPEN ON CIRC 57 BK.



BBB AUTO LINE

March 30, 2012

TERESA PONTILLO
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1213764 [REDACTED] vs Ford Motor Corporation 1FTFW1CT6BF [REDACTED]

Dear Madam/Sir:

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

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

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

Sincerely,

Donna Patterson at Extension 506

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



Denial Decision

Submitted Date: 03/30/12

FRD1213764

VIN: 1FTFW1CT6BF

Customer: [REDACTED] Hearing Date: 03/26/12

Arbitrator: Alice M. Evans

Question 1

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

Repurchase

CASE: FRD1213764
Arbitrator: Alice M. Evans

Customer: [REDACTED]
Date: 03/30/12



Georgia Reasons for Decision

Submitted Date: 03/30/12

FRD1213764

VIN: 1FTFW1CT6BF

Customer: [REDACTED] - Hearing Date: 03/26/12

Arbitrator: Alice M. Evans

- Fact Sheet Section -

Fact Sheet Question 1

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

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

1. Transmission

b Exists Now? (Please Explain)

1. Transmission problem was not duplicated during the vehicle inspection.
2. Brakes problem was not duplicated during the vehicle inspection.
3. Electrical problem was not duplicated during the vehicle inspection. However, the clock was not set for the correct time, but clock kept time accurately for the time it was set

c Number of Repair Attempts

1. 3 repair attempts

d Number of Days Out of Service:

1. Total of 4 days out of service

- Reasoning Section -

Question 1

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

1. Transmission problem was not duplicated at the time of vehicle inspection. The inspection was 35 minutes on the highway and streets on a sunny day. The areas traveled were curvy, hilly and straight. The consumer has taken the vehicle to the manufacturer's dealership for repair three times for this problem. The vehicle was out of operation 19 days during this repair attempt. Therefore, this arbitrator believes the problem has been repaired and no manufacturer's defect exists at this time.

2. Engine problem was not duplicated at the time of vehicle inspection. The inspection was 35 minutes on the highway and streets on a sunny day. The areas traveled were curvy, hilly and straight. The consumer has taken the vehicle to the manufacturer's dealership for repair three times for this problem. The vehicle was out of operation 19 days during this repair attempt. Therefore, this arbitrator believes the problem has been repaired and no manufacturer's defect exists at this time.

Question 2

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

Transmission was evident at the time of the vehicle inspection. The problem is not a substantial impairment of value, use, or safety of this vehicle.

Question 3

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

- a During the applicable time period specified by this state's lemon law, the vehicle has been out of service by reason of repair to vehicle problems for a cumulative total of how many days?

19

- b Has the standard for a reasonable number of repair attempts under this state's lemon law been met? (Yes or No)

Yes

- c Please explain how you reached this conclusion.

The vehicle was taken into an authorized manufacturer's dealer to have problems addressed for a total of 3 times within the first year of ownership with less than 12,000 miles.

The consumer met the following:

The consumer is the original owner and purchased and registered the vehicle in the State of Georgia.

The consumer purchased the vehicle for personal, family and household use.

The consumer did not meet the following:

The consumer has not provided proof of the necessary certified mailing.

The consumer does not have a current non-conformity that is substantially impairing the use, value, or safety of this vehicle.

The consumer has not provided proof that the manufacturer's dealership had the opportunity to a final repair attempt.

Based on the above information, this arbitrator believes the consumer is not entitled to a repurchase.

- d Is this consumer entitled to a repurchase or replacement under all other provisions of this state's lemon law [i.e., eligible consumer, eligible vehicle, applicable time frames (if any), notice provisions (if any), reasonable number of repair attempts, etc.]? Please explain how you reached this conclusion.

Question 4

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

This arbitrator awards a Denial to the consumer

Question 5

If awarding a repurchase or replacement:

- a Show the formula you used for making a reasonable use deduction and the amount deducted, or explain why no reasonable use deduction was made.

N/A

- b List any damage to the vehicle beyond normal wear and tear, and explain how you arrived at any amount deducted for the damage.

N/A

c If you've decided not to award all collateral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason for doing so.
N/A

CASE: FRD1213764
Arbitrator: Alice M. Evans

Customer: [REDACTED]
Date: 03/30/12



MANUFACTURER RESPONSE FORM

Will participate - In Writing By Phone

Case Number: FRD1213764

Customer Name: [REDACTED]

State: Georgia

VIN: 1FTFW1CT6BF [REDACTED]

Warranty Start Date: 05/31/11

Vehicle year/model: 2011 F-150

Current mileage: 7,200

Purchased: New Used (mileage and date of purchase) Leased (terms of lease)
This claim is: IN BTB Warranty IN Diesel Warranty IN Powertrain Warranty Out of All Warranties
Extended Service Plan: NO YES

SETTLEMENT INFORMATION

What, if anything, was offered to the customer to settle this dispute?
N/A

Please indicate the customer's response below:

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

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

- Engine/transmission

MANUFACTURER'S POSITION:

Ford Motor Company respectfully recommends that the customer's request for a repurchase, plus attorney fees, be denied. It is Ford's position that this vehicle has not received a substantial number of repairs for a single non-conformity, nor has the unit been out of service for an extended amount of time. The issues listed on the Agreement to Arbitrate have not *substantially* impaired the safety, value, and/or use of the vehicle, and therefore, Ford feels it does not meet presumption of the Georgia State Lemon Law for such an award.

There have been a total of 19 days out of service and three dealer visits regarding the shifting concern; two dealer visits regarding the wrench light concern. We are respectfully seeking a denial in response to the consumer's request for a repurchase plus attorney fees. Furthermore, it is outside of the scope and jurisdiction of the BBB Auto Line Program to include attorney fees in any rendered decision.

DOCUMENTATION PROVIDED

- Technical Service Bulletins
- Recall Notices
- Ford Field Service Engineer Report
- Dealer Report
- Other: Dealer Invoices

List amount of any over allowance /negative equity: \$ N/A

To: Donna Patterson

BBB AUTO LINE

Fax: 703.247.9700

Completed by: Teresa Pontillo Date: 03/16/12

Fax: 866-567-6519

03/15/2012 13:34 5787841272

JTFORD

PAGE 25/29

CUSTOMER #: 563483
UNIT# TP11705

115980

JIM TIDWELL FORD

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(878) 784-1312

ACCOUNTING

DUPLICATE 1
PAGE 1

SERVICE HOURS
7:00 AM TO 7:00 PM M-F
7:30 AM TO 3:30 PM SAT

BODY SHOP HOURS
8:00 AM TO 6:00 PM M-F
8:00 AM TO NOON SAT

KENNESAW, GA

HOME
BUS:

PHONE
CELL:

** PRE-INVOICE **
SERVICE ADVISOR:

2218 STEVE CAROLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
STRLING GR	11	FORD F-150	1FTFW1CT6BF		7227/7242	T6203	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
31MAY11	DD		13:00 03MAR12			CASH	03MAR12
R.O. OPENED		READY	OPTIONS: STK:TF11705 DLR:00472				

07:22 28FEB12 10:00 03MAR12

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES ERRATIC SHIFT, WRENCH LIGHT CAME ON, ENGINE STALLED											
CAUSE: EEC TEST P160A, P0320, TEST DRIVE 5 MILES (NORMAL) INSPECT HARNESS, FUEL SYSTEM TEST (PASS) CONTACT FORD HOTLINE, INSPECT FOR AFTERMARKET											
12650D	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - E										
	7201 MORONEY, MICHAEL LIC#:										
	WF 2.03	0.20	380	1887						18.87	18.87
1	BL3Z*6C315*A SENSOR -										
	CRANKSHAFT POSITION -			273	410	0	6.55			4.10	4.10
9350B	FUEL PUMP PRESSURE TEST ON VEHICLE -										
	DIAGNOSIS (9350/9A40779H307) - L										
	7201 MORONEY, MICHAEL LIC#:										
	WF 0.00	0.60	1140	5662						56.62	56.62
12650D81	PID RECORDER/MONITOR TEST WITH ROAD TEST										
	7201 MORONEY, MICHAEL LIC#:										
	WF 0.00	0.58	950	4718						47.18	47.18
12650D57	CRANKSHAFT TIMING SENSOR (CKP) - REPLACE (6C315) - L										
	7201 MORONEY, MICHAEL LIC#:										
	WF 0.00	2.80	4940	24534						245.34	245.34

#3 shift
#2 wrench light on

PC: D21 42

PART#: BL3Z*6C315*A

COUNT:

273

410 TPARTS

CLAIM TYPE:

AUTH CODE:

9807

7410

36801 TLABOR

7242 EEC TEST P160A, P0320, TEST DRIVE 5 MILES (NORMAL) INSPECT HARNESS, FUEL SYSTEM TEST (PASS) CONTACT FORD HOTLINE, INSPECT FOR AFTERMARKET EQUIPPED MODIFICATIONS, PID MONOTER MAP, TP, ETC, LOAD, BARD, RPM, VSS, VEWR AND O2, ALLNORMAL COMPARED TO REFERENCE VALUES, TEST CKP HARNESS (V DROP LESS THAN .2V) INSPECT TRIGGER WHEEL (NORMAL/NO DAMAGE) REPLACE CKP SENSOR AND TEST DRIVE 9 MILES

B NO INSPECT AT THIS TIME

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

03/15/2012 13:34 6787841272

JTFORD

PAGE 26/29

CUSTOMER #: 563483
UNIT# TF11705

115980

JIM TIDWELL FORD

2205 BARRETT LAKE'S BLVD.
KENNESAW, GEORGIA 30144
(678) 784-1312

ACCOUNTING

DUPLICATE 1
PAGE 2

SERVICE HOURS
7:00 AM TO 7:00 PM M-F
7:30 AM TO 3:30 PM SAT

BODY SHOP HOURS
8:00 AM TO 6:00 PM M-F
8:00 AM TO NOON SAT

KENNESAW GA

HOME:
BUS:

CONT:
CELL:

* PRE-INVOICE *
SERVICE ADVISOR: 2218 STEVE CAROLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
STRLING GR	11	FORD F-150	1FTFW1CT6BE		7227/7242	T6203

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY11 DD			13:00 03MAR12			CASH	03MAR12

R.O. OPENED: READY OPTIONS: STK:TF11705 DLR:00472

07:22 28FEB12 10:00 03MAR12

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
NOINSPECT NO INSPECT AT THIS TIME											
7201 MORONEY, MICHAEL LIC#: /											
ISP 0.00 0.00 0 0 0.00 0.00											
7242	0.0										

IF YOU HAVE ANY QUESTIONS - PLEASE SEE YOUR SERVICE ADVISOR. YOU MAY RECIEVE A SURVEY FROM FORD MOTOR COMPANY... IF FOR ANY REASON YOU FEEL YOU CANNOT RATE OUR SERVICE WITH A RATING OF COMPLETELY SATISFIED, PLEASE CONTACT PAT MCCONVILLE AT 678-784-1202

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-28-12	08:54	10:47	1.88	W	7201	A	
03-01-12	14:55	15:04	0.15	W	7201	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
253/4501001	36801	7410		253/4403001	410	273	
253/4503001	0	0		253/121001	37211	*****	
253/754400	0	*****					

COST, SALE, & COMP TOTALS 7683 37211 0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
DIAGNOSTIC/TESTING SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

03/15/2012 13:34 6787841272

JTFORD

PAGE 13/29

(2 days)

CUSTOMER #: [REDACTED]
UNIT# TF11705

115025

JIM TIDWELL FORD

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(878) 784-1312

ACCOUNTING

KENNESAW, GA

PAGE 1

SERVICE HOURS
7:00 AM TO 7:00 PM M-F
7:30 AM TO 3:30 PM SAT

BODY SHOP HOURS
8:00 AM TO 8:00 PM M-F
8:00 AM TO NOON SAT

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

** PRE-INVOICE **

SERVICE ADVISOR: 2218 STEVE CAROLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
		FORD F-150	1FTFW1CT6BF		6839/6849	T6129	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY11 DE			15:00 08FEB12			CASH	08FEB12
B.C. OPENED		READY	OPTIONS: STK:TF11705 DLR:00472				

LINE	U	CODE	TECH	TYPE	A	HRS	S	MRS	COST	SALE	COMP	LIST	NET	TOTAL
------	---	------	------	------	---	-----	---	-----	------	------	------	------	-----	-------

A CUSTOMER STATES: SHUT OFF WHILE DRIVING, ERRATIC SHIFT, FELT LIKE IT WENT INTO PARK, WRENCH LIGHT WAS ON
 CAUSE: TEST DRIVE (RUNNING ROUGH) EEC TEST P0320, P0300, PIN POINT TEST A ENGINE START AND RUNS, FUEL SYSTEM TEST (NORMAL PRESURE) FUEL INJECTOR

#1 shift
 #1 wrench light on

12650D													18.87	18.87
EBC SYSTEM DIAGNOSIS - (QUICK TEST) - L														
7201 MORONEY, MICHAEL LIC#: /														
WF 1.74 0.20 380 1887														
12650D45													28.31	28.31
EBC SYSTEM - DIAGNOSTIC PIN POINT TEST - L														
7201 MORONEY, MICHAEL LIC#: /														
WF 0.00 0.30 570 2831														
12650D47													9.44	9.44
RELATIVE COMPRESSION/POWER BALANCE - TEST - L														
7201 MORONEY, MICHAEL LIC#: /														
WF 0.00 0.10 190 944														
9350B													56.62	56.62
FUEL PUMP PRESSURE TEST ON VEHICLE - DIAGNOSIS (9350/9A407/9H307) - L														
7201 MORONEY, MICHAEL LIC#: /														
WF 0.00 0.60 1140 5662														
14200A													37.74	37.74
WIRING ASSEMBLY - REPAIR - L														
7201 MORONEY, MICHAEL LIC#: /														
WF 0.00 0.40 760 3774														
12650DX1													9.44	9.44
EBC SYSTEM DIAGNOSIS - (QUICK TEST) - L														
EXTRA TIME TO REPEAT FINAL QUICK TEST														
7201 MORONEY, MICHAEL LIC#: /														
WF 0.00 0.10 190 944														

FC: D21 28
 PART#: 12A581
 COUNT: 0
 CLAIM TYPE:
 AUTH CODE: 9807

0 0 TPARTS

3230 16042 TLABOR

6849 TEST DRIVE (RUNNING ROUGH) EEC TEST P0320, P0300, PIN POINT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

03/15/2012 13:34

6787841272

JTFORD

PAGE 14/29

CUSTOMER #: 563483
UNIT# TF11705

115025

JIM TIDWELL FORD

2206 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(878) 784-1312

ACCOUNTING

KENNESAW, GA

PAGE 2

SERVICE HOURS
7:00 AM TO 7:00 PM M-F
7:30 AM TO 3:30 PM SAT

BODY SHOP HOURS
8:00 AM TO 6:00 PM M-F
8:00 AM TO NOON SAT

HOME:
BUS:

CONT:
CELL:

* PRE-INVOICE **

SERVICE ADVISOR: 2218 STEVE CAROLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
STRLING GR	11	FORD F-150	1FTFW1CT6BF		6839/6849	T6129	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY11 DD			15:00 08FEB12			CASH	08FEB12
R.O. OPENED	READY	OPTIONS:	STK:TF11705 DLR:00472				

08:25 07FEB12	15:19 08FEB12										
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

TEST A ENGINE START AND RUNS, FUEL SYSTEM TEST (NORMAL PRESURE) FUEL INJECTOR TEST PASS, TEST DRIVE/POWER BALANCE TEST (MISFIRE RANDOM/ALL CYLINDERS) PIN POINT TEST HD, TEST CIRCUIT (HIGH RESISTANCE CIRCUIT CBKD4) REPAIR LOOSE PIN IN CONECTOR C146 PIN 1 VT, CLEAR CODES, RESET KAM, TEST DRIVE 15 MILES, RETEST PASS

B PERFORM 27 PT. VEHICLE SAFETY INSPECTION
 99P PERFORM 27 PT. VEHICLE SAFETY INSPECTION
 7201 MORONEY, MICHAEL LIC#: /
 ISP 0.00 0.00 0 0 0.00 0.00

GBATT GBATT BATTERY TEST PERFORMED AND BATTERY OK ON THIS VISIT
 7201 MORONEY, MICHAEL LIC#: /
 ISP 0.00 0.00 0 0 0.00 0.00

GBK FRONT 8MM// REA 9MM// ALL OK AT THIS TIME
 7201 MORONEY, MICHAEL LIC#: /
 ISP 0.00 0.00 0 0 0.00 0.00

GTIRE ALL TIRES 9/32 AND OK AT THIS TIME
 7201 MORONEY, MICHAEL LIC#: /
 ISP 0.00 0.00 0 0 0.00 0.00

6839 27PT DONE BY OTHER TECH

C** LOANER
 LOANER LOANER VEHICLE LOANER
 7081 BANKS, DAVID W LIC#: /
 ISP 0.00 0.00 0 0 0.00 0.00

D** CUSTOMER STATES TRANS HAS ERRATIC SHIFT
 CAUSE: VERIFY CONCERN, REPROGRAM PCM TCM, RESET KAM AND PERFORM ADAPTIVE SHIFT STRATEGY, RETEST TEST DRIVE. TSB 11-10-15 OPA 1.0HRS
 111015A RECAL PER TSB
 2137 COWAN, ADAM C LIC#: /
 WF 1.20 1.00 3000 9436 94.36 94.36

FC: P67 04
 PART#: RECAL
 COUNT: 0 0 TPARTS
 CLAIM TYPE:

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTAL	
	Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	LABOR AMOUNT		
		PARTS AMOUNT		
		OAS, OIL, LUBE		
		SUBLET AMOUNT		
		ENVIRONMENTAL/SHOP SUPPLIES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
		PLEASE PAY THIS AMOUNT		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE			

03/15/2012 13:34

6787841272

JTFORD

PAGE 15/29

CUSTOMER #: 563483
UNIT# TF11705

115025

JIM TIDWELL FORD

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(678) 784-1312

ACCOUNTING

SERVICE HOURS
7:00 AM TO 7:00 PM M-F
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BODY SHOP HOURS
8:00 AM TO 6:00 PM M-F
8:00 AM TO NOON SAT

KENNESAW, GA

PAGE 3

** PRE-INVOICE **

SERVICE ADVISOR: 2218 STEVE CAROLAN

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
STRLING GR	11	FORD F-150	1FTFW1CT6BF		6839/6849	T6129	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY11 DT			15:00 08FEB12			CASH	08FEB12
R.O. OPENED	READY	OPTIONS:	STK:TF11705 DLR:00472				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
AUTH CODE: 1374											
3000 9436 TLABOR											
6841 VERIFY CONCERN, REPROGRAM PCM TCM , RESET KAM AND PERFORM											
ADAPTIVE SHIFT STRATEGY, RETEST TEST DRIVE. TSB 11-10-15 OPA 1.0HRS											

IF YOU HAVE ANY QUESTIONS - PLEASE SEE YOUR SERVICE ADVISOR. YOU MAY RECIEVE A SURVEY FROM FORD MOTOR COMPANY... IF FOR ANY REASON YOU FEEL YOU CANNOT RATE OUR SERVICE WITH A RATING OF COMPLETELY SATISFIED, PLEASE CONTACT PAT MCCONVILLE AT 678-784-1202

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-07-12	15:20	16:32	1.20	W	2137	D	
	16:32	16:32	0.00	W	2137	B	
	16:44	16:44	0.00	W	7081	C	
	17:16	17:16	0.00	W	7201	A	
02-08-12	07:59	09:43	1.74	W	7201	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
253/4501001	25478	6230		253/4503001	0	0	
253/121001	25478	*****		253/754400	0	*****	

COST, SALE, & COMP TOTALS 6230 25478 0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL/SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

03/15/2012 13:34

6787841272

JTFORD

PAGE 19/29

(13 days)

CUSTOMER #: 563483

115431

JIM TIDWELL FORD

UNIT# TP11705

ACCOUNTING

2205 GARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(878) 784-1312

KENNESAW, GA

PAGE 1

SERVICE HOURS
7:00 AM TO 7:00 PM M-F
7:30 AM TO 3:30 PM SAT

BODY SHOP HOURS
8:00 AM TO 6:00 PM M-F
8:00 AM TO NOON SAT

HOME
BUS:

CONT:
CELL:

** PRE-INVOICE **
SERVICE ADVISOR:

2218 STEVE CAROLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
STRLING GR	11	FORD F-150	1FTFW1CT6BF		7023/7053	T6109	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY11 DE			17:00	15FEB12		CASH	27FEB12
R.O. OPENED	READY	OPTIONS	STK:TP11705 DLR:00472				

LINE	QBCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUSTOMER STATES: FEELS LIKE VEHICLE IS GOING INTO FAILSAFE MODE.
 CAUSE: PAT TEST DRIVE 30 MILES (NO ABNORMAL OPERATION) EEC TEST (PASS)
 TSB 12-2-10 REPROGRAM PCM MAY RESULT IN FIRMER THAN NORMAL
 SHIFT FOR SEVER

#2 shift

12650D	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L	7201 MORONEY, MICHAEL LIC#: /	WF	1.14	0.20	380	1887			18.87	18.87
1	BL3Z*12A650*AXE MODULE										
	ENGINE CONTROL - EEC					42258	63387	0	650.12	633.87	633.87
12650D45	EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - L	7201 MORONEY, MICHAEL LIC#: /	WF	0.00	0.30	570	2831			28.31	28.31
12650D6	POWERTRAIN CONTROL MODULE (PCM) - REPLACE (12A650/12B565) - L	7201 MORONEY, MICHAEL LIC#: /	WF	0.00	1.20	2280	11323			113.23	113.23
12650DX1	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L EXTRA TIME TO REPEAT FINAL QUICK TEST	7201 MORONEY, MICHAEL LIC#: /	WF	0.00	0.10	190	944			9.44	9.44

FC: D42 42
 PART#: BL3Z*12A650*AXE
 COUNT: 42258 63387 TPARTS
 CLAIM TYPE:
 AUTH CODE:
 9887 3420 16985 TLABOR

7053 PAT TEST DRIVE 30 MILES (NO ABNORMAL OPERATION) EEC TEST (PASS) TSB 12-2-10 REPROGRAM PCM MAY RESULT IN FIRMER THAN NORMAL SHIFT FOR SEVERAL DAYS TSB PUBLICATION DATE 2/15/12, TEST DRIVE 20 MILES, ENGINE STALLS AND DIES, RETEST P0340, P0346, P0600, P0604, P0604, PINPOINT TEST QB3, TEST CONNECTION, RETEST P0600, REPLACE PCM, PROGRAM PATS, RETEST AND TEST DRIVE 10 MILES

B CUSTOMER STATES: CHECK FOR FLUID LEAKS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

03/15/2012 13:34

6787841272

JTFORD

PAGE 20/29

CUSTOMER #: 563483
UNIT# TF11705

115431

JIM TIDWELL FORD

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(678) 784-1312

ACCOUNTING

SERVICE HOURS
7:00 AM TO 7:00 PM M-F
7:30 AM TO 3:30 PM SAT

BODY SHOP HOURS
8:00 AM TO 6:00 PM M-F
8:00 AM TO NOON SAT

KENNESAW, GA

PAGE 2

** PRE-INVOICE **

SERVICE ADVISOR: 2218 STEVE CAROLAN

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
STRLING GR	11	FORD F-150	1FTFW1CT6BE	[REDACTED]	7023/7053	T6109	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY11 DE			17:00	15FEB12		CASH	27FEB12
R.O. OPENED	READY	OPTIONS: STK:TF11705 DLR:00472					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
NPF NO PROBLEM FOUND/NORMAL OPERATION											
										0.00	0.00

7053 INSPECT VEHICLE. NO LEAKS FOUND AT THIS TIME.

IF YOU HAVE ANY QUESTIONS - PLEASE SEE YOUR SERVICE ADVISOR. YOU MAY RECIEVE A SURVEY FROM FORD MOTOR COMPANY... IF FOR ANY REASON YOU FEEL YOU CANNOT RATE OUR SERVICE WITH A RATING OF COMPLETELY SATISFIED, PLEASE CONTACT PAT MCCONVILLE AT 678-784-1202

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-15-12	16:40	16:40	0.00	W	7201	A	
02-16-12	09:01	09:34	0.55	W	7201	A	
02-17-12	07:39	07:39	0.00	W	2145	B	
02-22-12	13:00	13:01	0.02	W	7201	A	
	14:08	14:42	0.57	W	7201	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
253/4501001	16985	3420		253/4402001	63387	42258	
253/4503001	0	0		253/121001	80372	*****	
253/754400	0	*****					

COST, SALE, & COMP TOTALS 45678 80372 0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL/SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

* Performed on 2/15/12 @ 7,023 miles.

3.5L GTDI CALIBRATION UPDATE—VARIOUS ISSUES—BUILT ON OR BEFORE 2/7/2012	TSB 12-2-10
--	--------------------

FORD:
2011-2012 F-150

ISSUE

Some 2011-2012 F150 vehicles built on or before 2/7/2012 and equipped with a 3.5L gasoline turbocharged direct injection (GTDI) engine may exhibit a malfunction indicator lamp (MIL) with various diagnostic trouble codes (DTC) and driveability concerns.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

The calibration update contains improvement actions and enhancements to address the following conditions:

- Intermittent engine surge during moderate to light loads at cruise.
- Enhancements to misfire monitor detection.
- Powertrain control module (PCM) DTC P0430 and/or P0096.

NOTE

INSURE ALL HARD FAULT POWERTRAIN DTCS ARE ADDRESSED PRIOR TO PERFORMING THE CALIBRATION UPDATE.

1. If the vehicle exhibits DTC P0430 replace the left bank catalytic converter. Refer to WSM section 309-00. Proceed to Step 2.
2. Reprogram the PCM to the latest calibration using IDS release 77A.03A or higher. This new calibration is not included in the 2012.1A DVD. Calibration files may also be obtained at www.motorcraft.com.

NOTE

PLEASE ADVISE THE CUSTOMER THAT THIS VEHICLE IS EQUIPPED WITH AN ADAPTIVE TRANSMISSION SHIFT STRATEGY WHICH ALLOWS THE VEHICLE'S COMPUTER TO LEARN THE TRANSMISSION'S UNIQUE PARAMETERS AND IMPROVE SHIFT QUALITY. WHEN THE ADAPTIVE STRATEGY IS RESET, THE COMPUTER WILL BEGIN A RE-LEARNING PROCESS. THIS RE-LEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

PART NUMBER	PART NAME
BL3Z-6E212-E W520514-S440	Converter Assy Nuts

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
120210A	2011-2012 F-150 3.5L GTDI: Check DTCs, And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	0.4 Hr.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

TSB 12-2-10 (Continued)

120210B 2011-2012 F-150 3.5L 1.0 Hr.
 GTDI: Check DTCs,
 Reprogram The PCM, And
 Replace The Left Catalytic
 Converter (Do Not Use
 With Any Other Labor
 Operations)

DEALER CODING

CONDITION

BASIC PART NO.
RECALEM

CODE
04



BBB AUTO LINE

April 13, 2012

TERESA PONTILLO
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1213764 [REDACTED] vs Ford Motor Corporation 1FTFW1CT6BF [REDACTED]

Dear Madam/Sir:

The above referenced customer has failed to return the *Acceptance/Rejection of Decision Form* within the specified time and rejection is assumed.

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

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.
3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700



ACCEPTANCE OR REJECTION OF DECISION

Date: 03/30/12

Case Number: FRD1213764

Customer: [REDACTED]

State: GA

Business: Ford Motor Company

Mfr-Info: 6700 GA 1FTFW1CT6BF [REDACTED]

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

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

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

Please check one of the following.

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

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

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

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

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

Date: _____

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BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 03/19/2012

Case Number: FRD1213764

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 GA 1FTFW1CT6BF [REDACTED]

**** REVISED ****

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

Model : F-150 Truck
Year : 2011

All parties named above submit to arbitration the following:

* Engine/Transmission

The parties have come to agreement on the following:

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

Consumer : Repurchase
Manufacturer : Denial

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

*
*
*
*
*
*

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

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



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [REDACTED]

Case Number: FRD1213764

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

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

Arbitrator Information

Arbitrator's Name: Alice Evans

Arbitrator's Occupation:
workplace issues and dispute for IRS

Arbitrator's Biography:
Ms. Evans is an experienced arbitrator and mediator for the Internal Revenue Service.



BBB AUTO LINE

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

Date: 03/16/12

Case Number: FRD1213764

Customer: [REDACTED]

Manufacturer: Ford Motor Company

Mfr Info: 6700 GA 1FTFW1CT6BF [REDACTED]

Arbitrators: Ms. Alice M. Evans

Inspection Date, Time, Place: 03/26/12 10am EST
BBB of Metro Atlanta, Athens & NE Georgia
503 Oak Place, #590
Atlanta, GA303490000

Hearing Site Phone: (404) 762-4407

AUTOLINE Director Phone: (404) 762-4405 Fax : (404) 768-1085

INSTRUCTIONS

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

Council of Better Business Bureaus, Inc.

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Inspection Report

FRD1213764

Customer: Ford Motor Company **Case #:** _____

Manufacturer: _____

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

Location of Inspection: _____

Vehicle Information: Make: _____ Model: _____

Year: _____ Mileage: _____ VIN: _____

Parties Present at Inspection: [] Technical Adviser [] Arbitrator [] Customer [] Manufacturer

Conditions or Components Inspected:

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

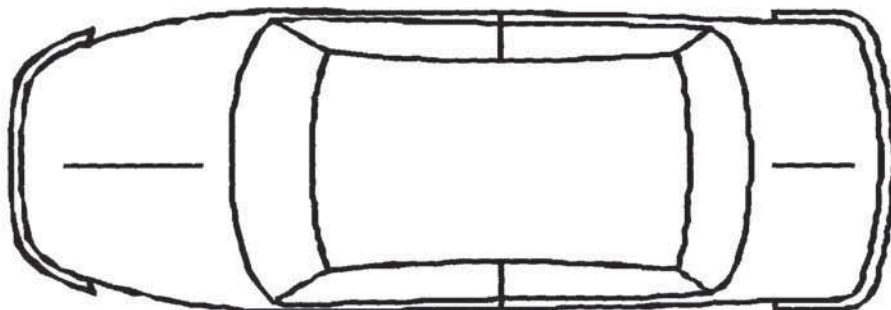
Aftermarket Items to be Removed, If Applicable. (For Example: Cellular Telephone, Modified Wheels):

Exterior

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

What damage is beyond normal wear and tear?

Please indicate damage below:



Interior

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

What damage is beyond normal wear and tear?

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BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [REDACTED]

Case Number: FRD1213764

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

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

Arbitrator Information

Arbitrator's Name: Alice Evans

Arbitrator's Occupation:

workplace issues and dispute for IRS

Arbitrator's Biography:

Ms. Evans is an experienced arbitrator and mediator for the Internal Revenue Service.

Council of Better Business Bureaus, Inc.

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BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [REDACTED]

Case Number: FRD1213764

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

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

Arbitrator Information

Arbitrator's Name: Alice Evans

Arbitrator's Occupation:
workplace issues and dispute for IRS

Arbitrator's Biography:
Ms. Evans is an experienced arbitrator and mediator for the Internal Revenue Service.



BBB AUTO LINE

March 16, 2012

TERESA PONTILLO
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1213764 [REDACTED] vs Ford Motor Corporation 1FTFW1CT6BF [REDACTED]

Dear Madam/Sir:

Enclosed are:

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

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

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

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

Sincerely,

Donna Patterson at Extension 506



BBB AUTO LINE

March 8, 2012

TERESA PONTILLO
FORD MOTOR COMPANY
1320 S BABCOCK STREET
MELBOURNE FL 32901

Re: FRD1213764 [REDACTED] vs Ford Motor Corporation 1FTFW1CT6BF [REDACTED]

Dear Madam/Sir:

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

Enclosed please find the following information:

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

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

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

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

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

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

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

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

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

Sincerely,

Donna Patterson at Extension 506



BBB AUTO LINE

March 8, 2012
Re: W-C2 FRD1213764: [REDACTED] vs Ford Motor Corporation
1FTFW1CT6BF [REDACTED]

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

Dear Eric Scott Fortas:

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

Enclosed please find the following information:

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

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

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

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

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

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

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

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

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

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

You may either mail your position to our office at 3033 Wilson Blvd., Suite 600, Arlington, Virginia 22201 or fax it to 703.247.9700. If you have any questions, please contact me at 800.955.5100.

Sincerely,

Donna Patterson at Extension 506



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 03/08/2012

Case Number: FRD1213764

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 GA 1FTFW1CT6BF [REDACTED]

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

Model : F-150 Truck Year : 2011

All parties named above submit to arbitration the following:

* Engine/Transmission

The parties have come to agreement on the following:

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

Consumer : Repurchase Manufacturer :

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

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

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

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

ATA

Directions To Better Business Bureau

Listed below are directions from I-75. These directions should be accessible to those traveling from both I-20 and I-285.

From the North

Take 75 South to the Riverdale/GA Highway 85 exit (237-A).
Go to the second traffic light and make a right into the Atlanta South Office Park.
Turn at the third entrance on your right (503 Oak Place) bear to the left and wind around to the very back of the office park. We are in suite 590.

From the South

Take 75 North to the Farmers Market exit (237).
Go to the Stop sign and make a left onto Forest Parkway.
Go to the first traffic light and make a left onto GA Highway 85.
Turn right at the next traffic light into the Atlanta South Office Park.
Make another right at the third entrance (503 Oak Place) bear to the left and wind around to the very back of the office park. We are in suite 590.



Better Business Bureau
of Metropolitan Atlanta, Inc.
503 Oak Place, Suite 590
College Park, Georgia 30349

0443 - 07/22/2003

**BBB AUTO LINE
Customer Claim Form**

Case number:
Contact Date:
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]; Krohn & Moss, Ltd.; [REDACTED]		
City: Chicago	State: IL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax: [REDACTED]	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: F-150	Year: 2011	Current mileage: 7200
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Jim Tidwell Ford, Kennesaw GA			
Primary Servicing dealer/city/state: same			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: July, 11, 2011		Mileage at purchase/lease: 65	
First repair attempt date: February 7, 2012		First repair attempt mileage: 6,839	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: 0	
		Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

VIN: 1FTFW1CT6BF [REDACTED] / Vehicle Repurchase plus attorneys fees.

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

VEHICLE IDENTIFICATION NUMBER			
Lienholder/Leasing Company	Ford motor credit company	Phone Number	800-727-7000
Account Number	Account #	[REDACTED]	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

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

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date 3/5/12

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

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

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

Date of Repair	Mileage	Description of Problem/Repair	Defect
02/07/12-02/08/12	6,839	Shut off while driving , erratic shift, felt like it went into park, wrench light was on	Engine/Transmission
		Perform 27point vehicle safety inspection	Inspection
		Trans has erratic shift	Engine/Transmission
02/15/12-02/27/12	7,023	Feels like vehicle is going into fail safe mode	Engine/Transmission
		Check for fluid leaks	Leaks
02/28/12	7,227	Erratic shift wrench light came on, engine stalled	Engine/Transmission

FordCredit

KENNESAW, GA County: COBB

KENNESAW, GA 30144

www.fordcredit.com

Deal #44836, Stock #F11705/FA00003

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

New/Used	Mileage	Year and Make	Model	Vehicle Identification Number	Use For Which Purchased
NEW	65	2011 FORD	F150	1F17W1CT68P	<input type="checkbox"/> Personal <input type="checkbox"/> Agricultural <input type="checkbox"/> Commercial

Trade-In	2007 HONDA	\$ 12500.00	\$ 22149.33
	Year and Make	Gross Allowance	Amount Owning

1. Cash Price	\$ 33616.00	(1)
2. Down Payment		
Third Party Rebate Assigned to Creditor	\$ 500.00	
Cash Down Payment	\$ 1000.00	
N/A	\$ N/A	
Trade-In (description above)	\$ 1560.00	
Total Down Payment	\$ 3216.00	(2)
3. Unpaid Balance of Cash Price (1 minus 2)	\$ 30400.00	(3)
4. Amounts paid on your behalf (Seller may be retaining a portion of these amounts)		
To Public Officials		
(i) for license, title & registration fees \$ 18.00	\$ 18.00	
(ii) for filing fees \$ N/A	\$ N/A	
(iii) for taxes (not in Cash Price) \$ 1302.33	\$ 1302.33	
To Insurance Companies for:		
Credit Life Insurance	\$ N/A	
Credit Disability Insurance	\$ N/A	
N/A	\$ N/A	
N/A	\$ N/A	
To N/A for N/A	\$ N/A	
To STATE OF GEORGIA for TWRK	\$ 3.00	
To JMEA GAP for GAP COVERAGE	\$ 700.00	
To N/A for N/A	\$ N/A	
To DEALERSHIP for DOC FEE	\$ 589.90	
To HONDA AUTO FINAN for NET TRADE-IN PAYOFF	\$ 9649.33	
To N/A for N/A	\$ N/A	
To N/A for N/A	\$ N/A	
To N/A for N/A	\$ N/A	
Total	\$ 12262.16	(4)
5. Amount Financed (3 plus 4)	\$ 44378.16	(5)

YOU ARE REQUIRED TO INSURE THE VEHICLE. YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED.

CREDIT LIFE, CREDIT DISABILITY AND OTHER OPTIONAL INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

Credit Life Insurance	N/A
Credit Disability Insurance	N/A
Other Optional Insurance	N/A

Credit Life Insurance	N/A
Credit Disability Insurance	N/A
Other Optional Insurance	N/A

Credit Life Insurance	N/A
Credit Disability Insurance	N/A
Other Optional Insurance	N/A

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided to you or on your behalf	The amount you will have paid when you have made all scheduled payments	The total cost of your purchase on credit, including your downpayment
0.00 %	0.00	\$ 44378.16	\$ 44378.16	\$ 45878.16

APR 15/2011	APR 15/2011	APR 15/2011	APR 15/2011	APR 15/2011

Prepayment: If you pay off your debt early, you will not have to pay a penalty.
Late Payment: You must pay a late charge on the portion of each payment received more than 10 days late. The charge is 5 percent of the late amount or \$20.00, whichever is less.
Security Interest: You are giving a security interest in the vehicle being purchased.
Contract: Please see this contract for additional information on security interest, nonpayment, default, the right to require repayment of your debt in full before the scheduled date, and prepayment penalty.

Your last installment payment under this contract is a balloon payment.

EXCESS WEAR, USE AND MILEAGE CHARGES

If the box directly above is checked, this section, Paragraph B, and Paragraph C of this contract apply. You may be charged for excessive wear based upon our standards for normal use. If you exercise the option to sell the vehicle back to Creditor under Paragraph B, you must pay the Creditor \$0. N/A per mile for each mile in excess of N/A miles shown on the odometer.

Anti-Theft Product (Optional)

If this box is checked you purchased the anti-theft product(s) listed below. The purchase of anti-theft product(s) is optional and not required to obtain credit, even if the product(s) is already installed on the vehicle you selected. You may purchase anti-theft product(s) from the person of your choice. By signing below, you agree to purchase the anti-theft product(s) at the price disclosed.

N/A	\$	N/A	Term	N/A
N/A	\$	N/A	Term	N/A
N/A	\$	N/A	Term	N/A

Buyer Signs **X**

Buyer/Co-Buyer Sign
 Co-Buyer Sign

Credit Life and Credit Disability Insurance are for the term of the contract. The amount and coverages are shown in a notice or agreement given to you today.

Debt Cancellation Waiver Addendum (Optional)
 If this box is checked you have purchased a debt cancellation waiver. Purchase of this coverage is optional and is not required to obtain credit. The terms and conditions of the debt cancellation waiver are set forth in the attached Addendum which is incorporated into this contract. The price for the debt cancellation waiver is set forth on this contract in the itemization of Amount Financed under section 4.

Buyer Signs [Redacted]

Any change in this contract must be in writing and signed by you and the Creditor.

Buyer Signs [Redacted] Co-Buyer Signs [Redacted]

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

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

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

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

Buyer Signs [Redacted] Co-Buyer Signs [Redacted]

Seller JIM TIDWELL FORD By **X** [Signature] Title Plant & Merch

THIS CONTRACT IS NOT VALID UNTIL YOU AND SELLER SIGN IT.

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

Seller JIM TIDWELL FORD By **X** [Signature] Title Plant & Merch

FC 17810-SI (MAR 10) (Previous editions may NOT be used.)
 FC 17610-03-SI

SEE OTHER SIDE FOR ADDITIONAL AGREEMENTS

MOTOR VEHICLE
PURCHASE AGREEMENT
(770) 427-5531

JIM TIDWELL FORD
2205 BARRETT LAKES BLVD
KENNESAW, GA 30144

DEAL # 44836

Customer # 563483

Date 05/31/11

PURCHASER'S NAME [REDACTED] Home Phone [REDACTED]
 ADDRESS [REDACTED] E-Mail [REDACTED] Bus Phone [REDACTED]
 CITY KENNESAW STATE GA ZIP [REDACTED] COUNTY COBB
 CO-PURCHASER'S NAME [REDACTED] Home Phone [REDACTED] Bus Phone [REDACTED]

Purchaser hereby purchases and Dealer sells subject to the terms and conditions specified herein the following (the "Purchased Vehicle")

Make	Model	Year	Color	Stock #
FORD	F150	2011	STRLING GR	TF11705
MI	NEW	DEMO	USED	Miles: 65
MANUFACTURER'S SUGGESTED RETAIL PRICE				
STRIKING PRICE				34616.00
JMSA GAP				700.00
LEASHOLDER FORD MOTOR CREDIT COMPANY				
ADDRESS RD BOX 105704				
CITY, STATE, & ZIP ATLANTA, GA 30348-6704				
NAME OF INS CO. GEORGIA LIABILITY				
POLICY # 47-635-242-00				
MAKE OF TRADE IN HONDA MILES: 57044				
YEAR 2007 MODEL PILOT BODY UT				
MVI OR SERIAL # 4FHTF281871				
LICENSE # [REDACTED] DEALER # [REDACTED]				
APPRAISED CASH VALUE OF TRADE: 12500.00				
BALANCE OWED TO HONDA AUTO FINA				
ACCT. # GOOD UNTIL				
ADDRESS				
CITY/STATE/ZIP				
PERSON CONTACTED: PHONE:				

THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

Purchaser hereby sells and transfers into Dealer the used vehicle described herein (the "Trade-In Vehicle") and warrants that (i) Purchaser has title (clear and that same is free from any liens or encumbrances, except as disclosed herein) (ii) the Trade-In Vehicle has never been damaged to the extent that an insurance company has paid a total loss claim on the Trade-In Vehicle or that the Trade-In Vehicle had, or should have had, a certificate of title issued for it which would designate the Trade-In Vehicle as a salvage, rebuilt or similarly designated motor vehicle, and (iii) if the Trade-In Vehicle was equipped by its Manufacturer with an air bag, or other passenger restraint system, that such system has either not deployed or has been re-installed in accordance with Manufacturer's specifications. Purchaser acknowledges and agrees that if the payoff amount of any lien or encumbrance set forth above is insufficient to remove such lien or encumbrance, then Purchaser shall be liable to Dealer for the full amount of any such deficiency and that Dealer may, if Purchaser fails or refuses to pay such amount upon demand, terminate this Agreement and retain possession of the Purchased Vehicle.

If the Purchased Vehicle is a "New" or "Demo" (as indicated by selection of the appropriate box above) then Purchaser hereby acknowledges receipt from Dealer of copies of a (i) new emissions information concerning the Vehicle (as required by 16 USC 1251, et seq) and a written statement, prepared by the Office of Consumer Affairs of the State of Georgia, of the terms of a consumer under (D.S.A. 10-1-750, et seq).

The only warranties (if any, applicable to the Purchased Vehicle) are those offered by the manufacturer. Dealer installed equipment is not covered by the Purchased Vehicle Manufacturer's Warranty, and warranties, if any on this equipment are those of the respective manufacturer thereof.

DEALER MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, NATURE OR DESCRIPTION, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF THE PURCHASED VEHICLE FOR ANY PARTICULAR PURPOSE, AND HEREBY DISCLAIMS THE SAME. IN NO EVENT SHALL DEALER BE LIABLE TO PURCHASER FOR LOST PROFITS OR REVENUES, LOSS OF THE USE OR OTHER SIMILAR ECONOMIC LOSS, OR FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL OR SIMILAR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE SALE OF THE PURCHASED VEHICLE PROVIDED HEREIN.

Purchaser agrees that this Agreement includes all of the terms and conditions on both the face and reverse hereof, the information on the Buyer's Guide which appears in the window of the Purchased Vehicle, and all of the representations and agreements of Purchaser reflected on any add Vehicle form executed by Purchaser in connection herewith that this Agreement cancels and supersedes any prior agreements; and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby; and that THIS AGREEMENT SHALL NOT BECOME BINDING UNTIL RECEIVED BY AN OFFICIAL OF THE DEALER. The agreement cannot be modified except by express written agreement of the parties. Purchaser by execution hereof, acknowledges and agrees that Purchaser (i) is 18 years of age or older; (ii) has read and understands the terms and conditions of this agreement, including the terms and conditions printed on the front and back hereof and on any Add Vehicle form executed by Purchaser in connection herewith; and (iii) has received a true and complete copy of this Agreement.

All provisions of this contract that are prohibited by applicable law shall be ineffective solely to the extent of such prohibition without invalidating the other provisions of this contract. In the event that the Purchaser and the Dealer enter into a retail installment contract for the financing of the purchase of the vehicle, the terms of the retail installment contract will control any inconsistencies between this contract and the retail installment contract.

DEALER INSTALLED ACCESSORIES	
TOTAL PRICE OF UNIT (CASH PRICE)	34316.00
APPRAISED CASH VALUE OF TRADE IN VEHICLE less DISCOUNT	- 12300.00
CASH DIFFERENCE	21816.00
	+ \$
UNPAID BALANCE OF CASH PRICE	21816.00
DOCUMENTARY FEE	+ \$ 589.50
SALES TAX 6.00	+ 1302.33
TITLE FEE	+ \$ 18.00
BALANCE OWED ON TRADE-IN	+ 22149.33
GA MY WARRANTY RIGHTS FEE	+ \$ 9.00
SUB TOTAL	45878.16
CASH ON DELIVERY	1000.00
PARTIAL PAYMENT	
PREPAID	500.00
BALANCE DUE ON DELIVERY	44378.16

See back [REDACTED] DATE 05/31/11
 PURCHASER [REDACTED] DATE 05/31/11
 APPROVED BY [REDACTED] DATE 05/31/11 CO-PURCHASER [REDACTED] DATE 05/31/11
 1608100X 10644-0A 01009

GEORGIA MVD - RECEIPT (COPY)

1FTFW1CT68E

0073 CVC
CASH BANK

PURCH DT: 05/31/2011
APP DT: 02/29/2012

27909489

2012 TAX FEELEY	41.15
SEABOARD ENG FEE	20.00
TAG FEELEY	5.00
2012 AD VALOREM TAX	411.91
TOTAL FEES PAID	478.10

STATE OF GEORGIA
MOTOR VEHICLE REGISTRATION

1FTFW1CT68E 2011 FORD LGT CONVTL F TK

Tag Number:		Expires:	02/24/2013
Valuation	38068B \$10350	Tag Fee:	20.00
Title Number:		Equip. No:	
County: 097	District: 43	Mill Rate: 39.7600	Fuel: G
Farm Vehicle?	N	GVW:	Color: UNK
Classification:	PASSENGER CAR/LIGHT TRUCKS		
Insurance Status:	VALID INSURANCE COVERAGE		
Customer 1 No:		Customer 2 No:	

KENNESAW GA

Signature: _____

CUSTOMER #: 563483
UNIT# TF11705

115025



INVOICE

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(878) 784-1312

KENNESAW, GA

HOME:

CONT:

PAGE 1

SERVICE HOURS
7:00 AM TO 7:00 PM M-F
7:30 AM TO 3:30 PM SAT

BODY SHOP HOURS
8:00 AM TO 5:00 PM M-F
8:00 AM TO NOON SAT

BUS:

CELL:

SERVICE ADVISOR: 2218 STEVE CAROLAN

COLOR	YEAR	MAKE	MODEL	VIN	CHASSIS	WARRANTY	WARRANTY	WARRANTY
		11	FORD F-150	1FTFW1CT6BF			6839/6849	T6129

DEL DATE	PRG DATE	WARR EXP	PROMISED	PC NO	RATE	PAYMENT	INV DATE
31MAY11 DD			15:00	08FEB12		CASH	08FEB12

R/O OPENED	READY	OPTIONS	STK:TF11705	DLR:00472
08:25	07FEB12	15:19	08FEB12	

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

A CUSTOMER STATES THAT OFF WHILE DRIVING, ENGINE STALLS. WENT INTO PARK. WRENCH LIGHT WAS ON CAUSE. TEST DRIVE (NONING ROUGH) ENG TEST FOR 20 MIN. PIN POINT TEST

A ENGINE START AND RUNS, FUEL SYSTEM TEST (NORMAL PRESURE) FUEL INJECTOR

12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
7201 MORONEY, MICHAEL LIC# /

WF 0.20
12650D45 EEC SYSTEM DIAGNOSTIC PIN POINT TEST (N/C)

L
7201 MORONEY, MICHAEL LIC# /
WF 0.30

12650D47 RELATIVE COMPRESSION/POWER BALANCE TEST - L (N/C)

7201 MORONEY, MICHAEL LIC# /
WF 0.10

12650D48 CURR. OIL PRESSURE TEST ON VEHICLE DIAGNOSIS (9350/9A407/9H307) - L (N/C)

7201 MORONEY, MICHAEL LIC# /
WF 0.60

14200A WIRING ASSEMBLY REPAIR (N/C)

7201 MORONEY, MICHAEL LIC# /
WF 0.40

12650DX1 EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L (N/C)

EXTRA TIME TO REPEAT FINAL QUICK TEST
7201 MORONEY, MICHAEL LIC# /
WF 0.10

FC: D21 28
PART# 124581
COUNT:
QTY BY TYPE
AUTH CODE:
9807

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

Thank You For Your Business!

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/SHOP SUPPLIES	
TOTAL CHARGES	
LEAS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 563483
UNIT# TF11705

115025

INVOICE



2205 WARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(878) 784-1312

SERVICE HOURS
7:00 AM TO 7:00 PM M-F
7:30 AM TO 3:30 PM SAT
BODY SHOP HOURS
8:00 AM TO 6:00 PM M-F
8:00 AM TO NOON SAT

PAGE 2

SERVICE ADVISOR: 2218 STEVE CAROLAN

KENNESAW, GA

HOME:

CONT:

BUS:

CELL:

MAKE	MODEL	YEAR	VIN	LICENSE	MI	BE	IN	OUT	TAG
STRLING GR	11	FORD F-150	1FTFW1CT6BF						
DEL. DATE	PROD. DATE	WARR. EXP.	FROM	TO	DATE	PAYMENT	INVT. DATE		
31MAY11	DD				15:00 08FEB12	CASH	08FEB12		
NO. OPENED	READY	OPTIONS:	STK:TF11705	DLR:00472					

08:25 07FEB12 15:19 08FEB12

LINE OPCODE TECH TYPE HOURS

DESCRIPTION	LIST	NET	TOTAL
6845 TEST DRIVE (RUNNING ROUGH) REC TEST P0320 P0100 PIN POINT TEST A ENGINE START AND RUNS, FUEL SYSTEM TEST (NORMAL PRESURE) FUEL INJECTOR TEST PASS, TEST DRIVE POWER BALANCE TEST (MISFIRE RATION/ALL CYLINDERS) PIN POINT TEST HD, TEST CIRCUIT (HIGH RESSTANCE CIRCUIT CBKDA) REPAIR COGE PIN IN CONNECTOR P145 PIN IN VOLT CREAT CODES, RESET KAM, TEST DRIVE 15 MILES, RETEST PASS			

B PERFORM 27 PT. VEHICLE SAFETY INSPECTION

7201 MORONEY, MICHAEL LIC#: /
ISP 0.00
GBATT GBATT BATTERY TEST PERFORMED AND BATTERY OK (N/C)

7201 MORONEY, MICHAEL LIC#: /
ISP 0.00
GBK FRONT 8MM// REA 9MM// ALL OK AT THIS TIME (N/C)

7201 MORONEY, MICHAEL LIC#: /
ISP 0.00
LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

LOANER LOANER VEHICLE LOANER
7081 BANKS, DAVID M LIC#: /
ISP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)

D** CUSTOMER STATES TRANS WAS ERRATIC SINCE
CAUSE: VERIFY CONCERN, REPROGRAM PCM TCM, RESET KAM AND PERFORM ADAPTIVE
STRAT. STRATEGY, RETEST TEST DRIVE TSB 111015 OPA 1 HRS
111015A RECAL PER TSB

Thank
You For
Your Business!

DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. CUSTOMER SIGNATURE	DESCRIPTION	
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	ENVIRONMENTAL/SHOP SUPPLIES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

CUSTOMER #: 563483

115025



INVOICE

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(678) 784-1312

SERVICE HOURS
7:00 AM TO 7:00 PM M-F
7:30 AM TO 3:30 PM SAT

BODY SHOP HOURS
8:00 AM TO 8:00 PM M-F
8:00 AM TO NOON SAT

PAGE 3

SERVICE ADVISOR: 2218 STEVE CAROLAN

KENNESAW, GA

CONT
CELL

STRLING GR 11	FORD F-150	1FTFW1CT6BF	6839/6849	T6129
31MAY11 DE	15:00 08FEB12	STK:TF11705 DLR:00472	CASH	08FEB12

08:25 07FEB12 15:19 08FEB12
LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

PART#: RECAL

(N/C)

CLAIM TYPE:

AUTH CODE:

1374

6841 VERIFY CONCERN, REPROGRAM PCM TCM, RESET KAM AND PERFORM
ADAPTIVE STRATEGY, RESET TEST DRIVE USE 11 TO 15 OPA HOURS

IF YOU HAVE ANY QUESTIONS, PLEASE SEE YOUR
SERVICE ADVISOR. YOU MAY RECEIVE A SURVEY
FROM FORD MOTOR COMPANY. FOR ANY REASON
YOU FEEL YOU CANNOT RATE OUR SERVICE WITH A
RATING OF COMPLETELY SATISFIED, PLEASE
CONTACT PAT MCCONVILLE AT 678-784-1202

Thank
You For
Your Business!

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

DESCRIPTION	AMOUNT
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL/SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: 563483
UNIT# TF11705

115431



INVOICE

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(878) 784-1312

KENNESAW, GA

PAGE 1

SERVICE HOURS: 7:00 AM TO 7:00 PM M-F
7:30 AM TO 9:30 PM SAT
BODY SHOP HOURS: 8:00 AM TO 8:00 PM M-F
8:00 AM TO NOON SAT

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 2218 STEVE CAROLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
STRLING GR	11	FORD F-150	1FTFW1CT6BF		7023/7053	66109	
DEL. DATE	PROB. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
31MAY11 DD			17:00 15FEB12			CASH	27FEB12
R.O. OPENED	READY	OPTIONS: STK:TF11705 DLR:00472					

15:59 15FEB12 13:32 27FEB12

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

A CUSTOMER STATES: FEELS LIKE VEHICLE IS GOING INTO FAILSAFE MODE.
 CAUSE: PAT TEST DRIVE 30 MILES (NO ABNORMAL OPERATION) EEC TEST (PASS)
 TSB 12-2-10 REPROGRAM PCM MAY RESULT IN FIRMER THAN NORMAL
 SHIFT FOR SEVER

12650D	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L	7201 MORONEY, MICHAEL LIC#: /	WF 0.20				(N/C)
1	BL3Z*12A650*AXE MODULE - ENGINE CONTROL - EEC						(N/C)
12650D45	EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - L	7201 MORONEY, MICHAEL LIC#: /	WF 0.30				(N/C)
12650D6	POWERTRAIN CONTROL MODULE (PCM) - REPLACE (12A650/12B565) - L	7201 MORONEY, MICHAEL LIC#: /	WF 1.20				(N/C)
12650DX1	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L	EXTRA TIME TO REPEAT FINAL QUICK TEST	7201 MORONEY, MICHAEL LIC#: /	WF 0.10			(N/C)

FC: D42 42
 PART#: BL3Z*12A650*AXE
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 9807

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

7053 PAT TEST DRIVE 30 MILES (NO ABNORMAL OPERATION) EEC TEST (PASS) TSB 12-2-10 REPROGRAM PCM MAY RESULT IN FIRMER THAN NORMAL SHIFT FOR SEVERAL DAYS TSB PUBLICATION DATE 2/15/12, TEST DRIVE 20 MILES, ENGINE STALLS AND DIES, RETEST P0340, P0346, P0600, P0604, P0604, PINPOINT TEST Q83, TEST CONNECTION, RETEST P0600, REPLACE PCM, PROGRAM PATS, RETEST AND TEST DRIVE 10 MILES

*Thank
 You For
 Your Business!*

DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	ENVIRONMENTAL/SHOP SUPPLIES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 563483
 UNIT# TF11705

115431



INVOICE

2208 BARRETT LAKES BLVD.
 KENNESAW, GEORGIA 30144
 (878) 784-1312

KENNESAW GA

PAGE 2

SERVICE HOURS: 7:00 AM TO 7:00 PM M-F
 7:30 AM TO 3:30 PM SAT
 BODY SHOP HOURS: 8:00 AM TO 8:00 PM M-F
 8:00 AM TO NOON SAT

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2218 STEVE CAROLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
STRLING GR	11	FORD F-150	1FTFW1CT6BF		7023/7053	T6109	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	
31MAY11 DD			17:00 15FEB12			CASH	
R.O. OPENED	READY	OPTIONS: STK:TF11705 DLR:00472				INV DATE	27FEB12

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

B CUSTOMER STATES: CHECK FOR FLUID LEAKS
 NPF NO PROBLEM FOUND\NORMAL OPERATION
 2145 SULLIVAN, WILLIAM R LIC#: /
 ISP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00
 7053 INSPECT VEHICLE. NO LEAKS FOUND AT THIS TIME.

 IF YOU HAVE ANY QUESTIONS - PLEASE SEE YOUR SERVICE ADVISOR. YOU MAY RECIEVE A SURVEY FROM FORD MOTOR COMPANY...IF FOR ANY REASON YOU FEEL YOU CANNOT RATE OUR SERVICE WITH A RATING OF COMPLETELY SATISFIED, PLEASE CONTACT WAT MCCONVILLE AT 678-784-1202

*Thank
 You For
 Your Business!*

DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS	
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	LABOR AMOUNT	0.00	
	PARTS AMOUNT	0.00	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	ENVIRONMENTAL/SHOP SUPPLIES	0.00	
	TOTAL CHARGES	0.00	
	LESS INSURANCE	0.00	
	SALES TAX	0.00	
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



2205 BARRETT LAKES BOULEVARD • KENNESAW, GA 30144

770-427-5531 MAIN
678-784-1312 SERVICE

Customer Name: [REDACTED]

FORM

Date: 2-7-12

RO/Tag: 6129

Mileage: 6839

Year/Model: 11-F150

Service Advisor: Steve

Customer Signature:

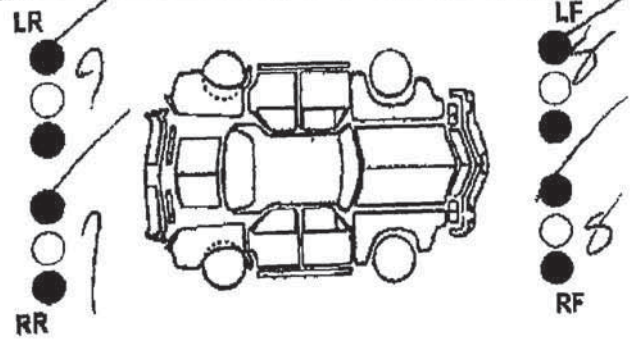
✓ FUTURE ATTENTION

✓ Following Systems - Components

- Engine Cooling system, hoses and clamps
- Shocks/struts and other suspension components for leaks and/or damage
- Clutch operation (if equipped)
- Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)
- Exhaust system (leaks, damage, loose parts)
- Accessory drive belts(s)
- Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise
- Steering and steering linkages

- Windshield for pitting, cracks, and chips
- Engine air filter
- Operation of brake lamps, turn signals, hazard, horn, interior lights and exterior lamps
- Inspect cabin air filter (if equipped)
- Wiper blades, wiper operation and windshield washer spray
- Air-conditioning hoses for leaks and damage, Radiator, and heater
- Constant velocity (CV) drive axle boots (if equipped)
- Oil and/or fluid leaks

✓ Brakes Measure Front / Rear Brake Linings



✓ Fluid Levels and Filters

OK	FILL	OK	FILL
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Window Washer		Brake Reservoir	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Power Steering		Transmission (if equipped with dipstick)	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Engine Oil		Coolant Recovery Reservoir	

✓ Battery

Good Factory Spec Cold Cranking Amps **650** Good Bad
 Recharge Actual Cold Cranking Amps **650** Battery Terminals
 Bad

✓ Inspect Tires

TREAD DEPTH

LF	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	9	<input checked="" type="checkbox"/>	32nds
LR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	9	<input checked="" type="checkbox"/>	32nds
RF	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	9	<input checked="" type="checkbox"/>	32nds
RR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	9	<input checked="" type="checkbox"/>	32nds

4/32 TO 6/32

Tire Wear Indicators Wheel Balance Needed
 Alignment Check Needed
 Tire Pressure Set to **35** PSI FRONT **35** REAR **35**

CH-JTR114 05/11

3 to 5 min or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

Courtesy / Comments:

Technician: 2201

CUSTOMER #: 563483
UNIT# TF11705

115980



INVOICE

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(878) 784-1912

DUPLICATE 1
PAGE 1

SERVICE HOURS: 7:00 AM TO 7:00 PM M-F
7:30 AM TO 9:30 PM SAT
BODY SHOP HOURS: 8:00 AM TO 6:00 PM M-F
8:00 AM TO NOON SAT

SERVICE ADVISOR: 2218 STEVE CAROLAN

KENNESAW, GA
HOME
BUS:

CONT
CELL

COLOR	YEAR	MAKE	MODEL	VIN	CHASSIS	MILEAGE	DATE	STAGE
		STRLING GR 11	FORD F-150	1FTFW1CT6BF		7227/7242		T6203
DEL DATE	DEL TIME	WARR EXP	PROMISED	ISSUE	RATE	PAYMENT	INVOICE	DATE
31MAY11	DL		13:00	03MAR12		CASH		03MAR12
NO. OPEN	READY	OPTIONS: STK:TF11705 DLR:00472						

07:22 28FEB12 10:00 03MAR12

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

CAUSE: EEC TEST P160A, P0320, TEST DRIVE 5 MILES (NORMAL) INSPECT
HARNESS, FUEL SYSTEM TEST (PASS), CONTACT FORD HOTLINE, INSPECT FOR AFTERMARKET

7201 MORONEY, MICHAEL LIC#: /
1 BL3Z*6C315*A SENSOR - CRANKSHAFT POSITION - (N/C)
9350 P160A, P0320, TEST ON VEHICLE
DIAGNOSIS (9350/9A407/9H307) - L
7201 MORONEY, MICHAEL LIC#: /
WF 0.60 (N/C)
PID MONITOR TEST WITH ROAD TEST
- L

7201 MORONEY, MICHAEL LIC#: /
WF 0.50 (N/C)
7265 CRANKSHAFT POSITIONING SENSOR (CKP) REPLACED
(6C315) - L
7201 MORONEY, MICHAEL LIC#: /
WF 2.60 (N/C)

PC D01 10
PART#: BL3Z*6C315*A
CLAIM TYPE:
AUTH CODE:
9807

7242 EEC TEST P160A, P0320, TEST DRIVE 5 MILES (NORMAL) INSPECT
HARNESS, FUEL SYSTEM TEST (PASS), CONTACT FORD HOTLINE, INSPECT FOR
AFTERMARKET EQUIPPED MODIFICATIONS, PID MONITOR MAF, TP, ETC, LOAD,
BARG. RPM, VIB. NEW AND TP. ANORMAL COMPARED TO BENCHMARK VALUES,
TEST CKP HARNESS (V DROP LESS THAN .2V) INSPECT TRIGGER WHEEL (NORMAL/NO
DAMAGE) REPLACE CKP SENSOR AND TEST DRIVE 5 MILES

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 563483
 UNIT# TF11705

115980



INVOICE

2205 BARRETT LAKES BLVD.
 KENNESAW, GEORGIA 30144
 (678) 784-1312

DUPLICATE 1
 PAGE 2

SERVICE HOURS: 7:00 AM TO 7:00 PM M-F
 7:30 AM TO 3:30 PM SAT
 BODY SHOP HOURS: 8:00 AM TO 8:00 PM M-F
 8:00 AM TO NOON SAT

SERVICE ADVISOR: 2218 STEVE CAROLAN

KENNESAW, GA

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE	MODEL	VIN	MPG	MILEAGE IN/OUT	PAC
	11	FORD	F-150	1FTFW1CT6BF		7227/7242	T6203
DEL. DATE	PROB. DATE	WARR. EXP.	PROMISE	FIN. NO.	RATE	PAYMENT	INVO. DATE
31MAY11	DD		13:00	03MAR12		CASH	03MAR12
R.O. OPENED		IN READY		OPTIONS:		STK:TF11705 DLR:00472	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
07:22	28FEB12	10:00	03MAR12				

INSPECT AT THIS TIME
 NOINSPECT NO INSPECT AT THIS TIME

PARTS	QTY	UNIT PRICE	AMOUNT	OTHER	TOTAL	TIME	LABOR
7242	0.0						

IF YOU HAVE ANY QUESTIONS - PLEASE SEE YOUR SERVICE ADVISOR. YOU MAY RECEIVE A SURVEY FROM FORD MOTOR COMPANY... IF FOR ANY REASON YOU FEEL YOU CANNOT RATE OUR SERVICE WITH A RATING OF COMPLETELY SATISFIED, PLEASE CONTACT OUR CUSTOMER CARE AT 1-877-784-2200

Thank You For Your Business!

DESCRIPTION	AMOUNT
DISCLAIMER OF WARRANTIES	
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL/SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
CUSTOMER SIGNATURE	
PLEASE PAY THIS AMOUNT	0.00

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Kentucky, Minnesota, Missouri, Nevada, Ohio, Texas, Wisconsin, Washington, DC)

Main Office

10 N. Dearborn St., 3rd Floor

Chicago, IL 60602

www.krohnandmoss.com

Writer's Direct Number

(404) 325-9936

Writer's Direct Facsimile

(866) 289-0898

Writer's Direct E-Mail

afxfas@cumminsrdaw.com

www.krohnandmoss.com

March 5, 2012

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

RH: [REDACTED] v. Ford Motor Company

Vehicle: 2011 Ford F-150

VIN: 1FTFW1CT6BF [REDACTED]

To Whom It May Concern:

Please be advised that this office represents the above-named individuals and corporation regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Georgia Motor Vehicle Warranty Rights Act ("Lemon Law") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

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

1. Defective engine as evidenced by repeated illumination of the check engine light and engine stalling;
2. Defective transmission as evidenced by erratic shifting; and
3. Any additional complaints made by our clients, whether or not they are contained in your company's records or on any dealer repair orders.

The defects/non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. You are hereby notified of your Final Opportunity to Repair. Should you elect to make a final attempt to repair any of these defects/nonconformities, please contact me directly IN WRITING within the next (7) seven days. Because of the inordinate amount of repairs, my clients have justifiably lost confidence in the vehicle.

March 5, 2012

My clients' repair history clearly shows there was a breach of the written warranty and/or implied warranty of merchantability based upon the generally accepted rule that an unsuccessful effort to remedy defects/nonconformities found to exist renders the warrantor liable.

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

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

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

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

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

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

Best regards,



E. Scott Fortas
Attorney at Law

ESF/tm

cc: [REDACTED]

**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 02/29/12
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Kennesaw	State: GA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: F-150	Year: 2011	Current mileage: 0
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , GA			
Primary Servicing dealer/city/state: JIM TIDWELL FORD, KENNESAW GA			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date:		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

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

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ Phone Number _____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

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

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

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

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700



BBB AUTO LINE PROGRAM SUMMARY

Ford Motor Company – Georgia

Ford Motor Company has agreed to arbitrate certain warranty claims through BBB AUTO LINE. Ford's participation in BBB AUTO LINE covers Ford, Lincoln, and Mercury vehicles.

This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE. Please also see *Claims That Are Not Eligible* below for a description of the types of claims that will not be handled by BBB AUTO LINE.

Please note that although most customers choose to represent themselves in the BBB AUTO LINE process, customers may also be represented by an attorney at their own expense.

AGE/MILEAGE REQUIREMENTS

Claims seeking repurchase or replacement of a Ford or Mercury vehicle must be filed with BBB AUTO LINE within three years or 36,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking repurchase or replacement of a Lincoln vehicle must be filed with BBB AUTO LINE within four years or 50,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking any other remedy listed below must be filed with BBB AUTO LINE before the expiration of the applicable Ford U.S. New Vehicle Limited Warranty coverage period.

ELIGIBLE CLAIMS

Claims must be based on a defect in the vehicle's factory-supplied material or workmanship covered by the applicable Ford U.S. New Vehicle Limited Warranty.

ELIGIBLE VEHICLES

Claims may be filed within the lemon law filing period for Ford, Lincoln, and Mercury cars and light trucks that are covered by the Georgia lemon law.

Claims may also be filed for Ford, Lincoln, and Mercury cars and light trucks that are **not** covered by the Georgia lemon law if they are:

- ◆ Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- ◆ Currently registered in Georgia; and
- ◆ Purchased or leased in the United States and normally operated in the United States.

Unless covered by the Georgia lemon law, the following vehicles are **not eligible** for BBB AUTO LINE:

- ◆ F-450, F-550, and F-650 pick-up trucks.
- ◆ Ford E-series Cut Away vehicles, F-series cab and chassis, and motor homes.

BBB AUTO LINE REMEDIES

The arbitrator may award the following remedies:

- ◆ Repairs.
- ◆ A Ford Extended Service Plan for the customer's current vehicle.
- ◆ Reimbursement for money the customer paid to repair the vehicle if those repairs should have been covered by the Ford New Vehicle Limited Warranty.
- ◆ Repurchase of the vehicle.
- ◆ Replacement of the vehicle **only** if it was purchased or leased *new*.

REPAIRS/REIMBURSEMENT FOR REPAIRS

The arbitrator may award repairs to defects covered by the Ford New Vehicle Limited Warranty. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

The arbitrator may award reimbursement for money paid for the repair of defects covered by the Ford New Vehicle Limited Warranty only if Ford or its dealer declined to repair the defects under warranty or to reimburse under the warranty's emergency repair provisions.

REPURCHASE/REPLACEMENT

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets all elements of the Georgia lemon law **or** meets the following conditions:

- ◆ The defect(s) in material or workmanship covered by the Ford New Vehicle Limited Warranty was first reported to Ford or an authorized dealer within 18 months or 18,000 miles – whichever occurs first – after the vehicle's warranty start date; and
- ◆ Either (1) the same defect was subject to repair four or more times and continues to exist, or (2) the vehicle was out of service for 30 or more cumulative calendar days for repairs to any defect(s); and

- ◆ The defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.

If the arbitrator finds that the claim meets these conditions **or** meets all elements of the Georgia lemon law, the arbitrator must award a repurchase or replacement that will consist of the following remedies:

Repurchase of an Owned Vehicle

Ford will refund the following amounts when repurchasing an owned vehicle:

1. *Purchase price.* This means the cash price of the vehicle appearing in the sales agreement, including any reasonable allowance for a trade-in vehicle. In determining whether the trade-in allowance was reasonable, an arbitrator may take into account whether the purchase price of the vehicle was at a fair market value. The arbitrator may make appropriate adjustments to ensure that the customer is made whole but not unjustly enriched.
2. *Collateral charges.* Collateral charges are those additional charges to a customer which are wholly incurred as a result of the purchase of the vehicle. Collateral charges include but are not limited to:
 - Sales tax;
 - Title charges;
 - Tag, license and registration fees;
 - Manufacturer or dealer installed items or service charges;
 - Earned finance charges;
 - “WRA” \$3.00 fee;
 - Credit life and disability insurance;
 - Extended warranty/service contract charges; and
 - Any other related charges.
3. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the customer in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.

Repurchase of a Leased Vehicle

Ford will refund a certain amount to the lessor, and the lessor will pay certain amounts to the lessee:

1. *To the lessor:* The purchase price (meaning the cash price paid by the lessor to a dealer or distributor to purchase the new motor vehicle), less a reasonable offset for the lessee’s use.

2. *From the lessor to the lessee:* The value of any trade-in and down payment or balloon payment.

If the lessee accepts the a repurchase decision, and the lessor does not provide the refund as specified by the arbitrator and does not terminate the lease and release title to the vehicle, the lessee may contact the Georgia Governor's Office of Customer Affairs for assistance.

Replacement of an Owned Vehicle Purchased New

Ford will provide a new motor vehicle from dealer inventory that is identical or reasonably equivalent to the motor vehicle to be replaced, as the vehicle to be replaced existed at the time of purchase or lease. In addition, Ford will refund the following amounts:

1. *Collateral charges.* All collateral charges, which are wholly incurred as a result of the acquisition purchase of the vehicle, which the customer or lessor incurs a second time and which would not have been incurred again except for the replacement.
2. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the customer in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.

Replacement is not an available remedy if the current vehicle was purchased used.

Replacement of a Leased Vehicle

Ford will provide a new motor vehicle from dealer inventory that is identical or reasonably equivalent to the motor vehicle to be replaced, as the vehicle to be replaced existed at time of purchase. The contractual obligation between the lessor and lessee will not be altered except for the terms of the agreement that identified the vehicle. In addition, Ford will refund the following amounts:

1. *Collateral charges.* All collateral charges that are wholly incurred as a result of the acquisition of the vehicle, which the lessor or lessee incurs a second time and which would not have been incurred again except for the replacement.
2. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the lessor or lessee in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.

Under some circumstances, the lessee may be able to seek a reimbursement for the reasonable offset for use from the lessor at the end of the lease term. Please contact the Georgia Governor's Office of Customer Affairs for further information.

Deductions/Exclusions from a Repurchase or Replacement Award

- ◆ If the arbitrator finds that the claim meets all elements of the Georgia lemon law, then the **repurchase** award will be reduced, or the **replacement** award will require payment, for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{mileage attributable to the customer on the date of the customer's request for repurchase or replacement}}{100,000} \times \text{purchase price}$$

- ◆ If the arbitrator awards a **replacement** in a claim that does **not** meet all elements of the Georgia lemon law, the award will require payment for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{mileage at first repair of the defect for which a replacement is awarded}}{100,000} \times \text{purchase price}$$

- ◆ If the arbitrator awards a **repurchase** in a claim that does **not** meet all elements of the Georgia lemon law, the award will be reduced for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{all accrued mileage} - 100 \text{ miles}}{100,000} \times \text{purchase price}$$

- ◆ The award may be reduced or may require payment for any missing equipment or damage to the vehicle exceeding normal wear and tear.
- ◆ The award will not include any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a down payment or capitalized cost reduction.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered to the customer who applied to BBB AUTO LINE. The customer will be responsible for turning over the vehicle with all of the original equipment, and without abnormal wear or damage evident on the vehicle (e.g., cracked windshield). The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT ARE NOT ELIGIBLE

The following claims are **not** eligible for arbitration in BBB AUTO LINE:

- ◆ Claims involving a vehicle no longer owned or leased by the customer.
- ◆ Claims not covered by the Ford New Vehicle Limited Warranty, including but not limited to:
 - (1) maintenance and wear items not covered by the Warranty;
 - (2) damage caused by alterations or modifications of the vehicle after it leaves the control of Ford Motor Co.;
 - (3) damage caused by tampering with the vehicle, its emissions systems, or other parts that affect these systems; and
 - (4) damage caused by the installation or use of a non-Ford Motor Co. part or of any part designed for “off-road” use installed after the vehicle leaves the control of Ford Motor Co.
- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has (1) caused bodily injury, or (2) caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Allegations of fraud.
- ◆ Claims seeking punitive damages or compensation for loss of wages, personal injury or mental anguish.
- ◆ Claims that are the subject of a law suit or state administrative action against Ford.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and Ford.

**SUMMARY OF
THE GEORGIA MOTOR VEHICLE WARRANTY RIGHTS ACT
AND THE GEORGIA LEMON LAW**

Georgia recently enacted significant changes to its lemon law. On January 1, 2009, the new **Lemon Law** replaced the prior **Motor Vehicle Warranty Rights Act**.

The Georgia Attorney General's Office and the Governor's Office of Consumer Affairs have issued guidance indicating that the prior law, the Motor Vehicle Warranty Rights Act, applies to vehicles that were purchased, leased or registered before January 1, 2009. The new Lemon Law applies to vehicles that were purchased, leased or registered on or after January 1, 2009.

Please review the legal standards and remedies that will apply to your claim:

- A summary of the Motor Vehicle Warranty Rights Act for **vehicles purchased, leased or registered before January 1, 2009** is found at pages 2 through 9.
- A summary of the Lemon Law for **vehicles purchased, leased or registered on or after January 1, 2009** is found at pages 10 through 17.

If you have questions about either law, please contact the Governor's Office of Consumer Affairs at (404) 656-3790

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Summary of the Motor Vehicle Warranty Rights Act

For vehicles purchased, leased or registered before January 1, 2009

PLEASE NOTE: The standards and remedies set forth below apply to warranty disputes involving new motor vehicles purchased, leased or registered in Georgia before January 1, 2009. For standards and remedies applicable to vehicles purchased or leased on or after that date, see pages 10 through 17.

STANDARDS OF THE GEORGIA MOTOR VEHICLE WARRANTY RIGHTS ACT

The following is a brief explanation of most relevant provisions of the Georgia Motor Vehicle Warranty Rights Act ("MVWR Act"), previously codified at Georgia Code Section 10-1-780 *et seq.*

VEHICLES COVERED

The Georgia MVWR Act covers a new motor vehicle that is leased or purchased in Georgia or registered in Georgia by the original consumer. It also covers a demonstrator vehicle and the self-propelled vehicle and chassis of a motor home. The MVWR Act does not cover motorcycles, trucks with a G.V.W. rating of 10,000 pounds or more, or vehicles that are bought used.

CONSUMERS COVERED

The MVWR Act covers a consumer who purchases or leases a new motor vehicle primarily for personal, family, or household purposes. It also covers a small business that has ten or fewer employees and a net income after taxes of less than \$100,000 per year, and owns or leases no more than three new motor vehicles.

PROBLEMS COVERED

The MVWR Act covers vehicle nonconformities. A nonconformity is a defect, **serious safety defect**, or condition that **substantially impairs** the use, value, or safety of a new motor vehicle to the consumer. A nonconformity does not include a defect or condition that is the result of abuse, neglect, or **unauthorized** modification or alteration of the new motor vehicle.

"Serious safety defect" means a life-threatening malfunction or nonconformity.

"Substantially impair" means to render the new motor vehicle unreliable, or unsafe for ordinary use, or to diminish the resale value of the vehicle more than a

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Summary of the Motor Vehicle Warranty Rights Act
For vehicles purchased, leased or registered before January 1, 2009

meaningful amount below the average resale value for comparable motor vehicles.

“Unauthorized” means any modification or alteration which was not reasonably contemplated in the manufacturer’s design for the vehicle, unless the manufacturer has transferred the vehicle and knew or should have known that the modification or alteration might be made.

REPORT AND REPAIR OF A NONCONFORMITY

Nonconformities must be reported during the **lemon law rights period**, which is the period ending one year after the date of the original delivery of a new motor vehicle to a consumer OR the first 12,000 miles of operation after delivery of a new motor vehicle to a consumer, whichever occurs first.

If a consumer reports a nonconformity during the lemon law rights period to the manufacturer, its agent, or the dealer who sold the vehicle, the nonconformity must be corrected at the manufacturer’s expense.

REASONABLE NUMBER OF REPAIR ATTEMPTS

A manufacturer, its agent or dealer must be provided with a **reasonable number of attempts** to repair or correct a nonconformity in accordance with at least one of the following situations:

1. A serious safety defect in the braking or steering system is not corrected after being subject to repair at least once during the lemon law rights period;
2. Any other serious safety defect is not corrected after being subject to repair at least once during the lemon law rights period and at least one more time within two years or 24,000 miles (whichever comes first) after the first repair attempt;
3. The same nonconformity is not corrected after being subject to repair at least once during the lemon law rights period and at least two more times within two years or 24,000 miles (whichever comes first) after the first repair attempt; or
4. The vehicle is out of service by reason of repair to one or more nonconformities for at least 15 days during the lemon law rights period, and for a total of 30 days within any period of 24 months or 24,000 miles (whichever occurs first) after the first repair attempt. If less than 15 days remain under the lemon law rights period when the vehicle is first brought in for diagnosis or repair, the lemon law rights period for that particular problem shall be extended for a period of 90 days.

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Summary of the Motor Vehicle Warranty Rights Act
For vehicles purchased, leased or registered before January 1, 2009

MANUFACTURER'S RIGHT TO FINAL OPPORTUNITY TO REPAIR

If the manufacturer, its authorized agent or the dealer is unable to repair or correct any nonconformity after a **reasonable number of attempts** (as described above), the consumer must notify the manufacturer by *certified mail*, return receipt requested, or by *statutory overnight delivery* to the address provided by the manufacturer. The manufacturer is then entitled to a final repair attempt, as long as the manufacturer notifies the consumer of a reasonably accessible repair facility within seven days of receiving the consumer's notice. After the consumer delivers the vehicle to the designated repair facility, the manufacturer has fourteen days to correct the nonconformity. If the manufacturer fails to notify the consumer or complete the final repair within the time periods prescribed above, the final opportunity to repair requirement shall not apply.

Notice sufficiently complies with "statutory overnight delivery" if (1) the notice is delivered through the United States Postal Service (USPS) or through a commercial firm regularly engaged in the business of document and/or package delivery; (2) the document is to be delivered not later than the **next business day** following the day on which it is received for delivery by USPS or the commercial firm; and (3) the sender receives a receipt, signed by the addressee or its agent, acknowledging receipt of the document.

MANUFACTURER'S OBLIGATION TO REPURCHASE OR REPLACE

If the nonconformity is not corrected after the final opportunity to repair, the consumer must request by *certified mail*, return receipt requested, or *statutory overnight delivery* that the manufacturer either replace or repurchase the vehicle. The manufacturer must, within 30 days of receipt of this last request, replace or repurchase the vehicle.

DISPUTE RESOLUTION

If a manufacturer participates in an informal dispute resolution mechanism that has been certified by the Georgia Governor's Office of Consumer Affairs, then a consumer must submit a dispute under the MVWR Act to the informal dispute resolution procedure before submitting it to the Georgia new motor vehicle arbitration panel. A consumer must exhaust any certified informal dispute resolution procedure and the Georgia new motor vehicle arbitration panel remedy before filing any superior court action. The consumer has the option of either accepting or rejecting the decision of an informal dispute resolution mechanism.

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Summary of the Motor Vehicle Warranty Rights Act
For vehicles purchased, leased or registered before January 1, 2009

If a decision is not rendered by the informal dispute resolution mechanism **within forty (40) days of filing**, the consumer will become eligible to apply for arbitration by the Georgia new motor vehicle arbitration panel.

Please note: To pursue remedies under the MVWR Act, the MVWR Act and related regulations require the consumer to complete, sign and return the Georgia UCC Waiver form. By signing this form, the consumer acknowledges waiver of rights under Article 2 of the Commercial Code, found at O.C.G.A. §§ 11-2-602 through 11-2-609. If the consumer is pursuing relief under the MVWR Act, the consumer must complete, sign and return the form before proceeding to arbitration. Questions about this form may be addressed to BBB AUTO LINE staff or the Georgia Governor's Office of Consumer Affairs at (404) 656-3790.

PERIOD FOR FILING CLAIMS

The MVWR Act does not specify a time period for filing a claim with an informal dispute resolution mechanism.

A consumer who rejects the decision or determination of an informal dispute resolution mechanism may request a hearing with the state-operated panel by requesting, completing, and submitting forms to the Georgia Governor's Office of Consumer Affairs, within **sixty (60) days** from the date of the rejection. To request a state arbitration application, please call (404) 656-3790.

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Summary of the Motor Vehicle Warranty Rights Act
For vehicles purchased, leased or registered before January 1, 2009

**REMEDIES UNDER THE GEORGIA
MOTOR VEHICLE WARRANTY RIGHTS ACT**

REPURCHASE OF AN OWNED VEHICLE

The Georgia MVWR Act sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the MVWR Act:

1. *Purchase price.* This means the cash price of the vehicle appearing in the sales agreement, including any reasonable allowance for a trade-in vehicle. In determining whether the trade-in allowance was reasonable, an arbitrator may take into account whether the purchase price of the vehicle was at a fair market value. The arbitrator may make appropriate adjustments to ensure that the consumer is made whole but not unjustly enriched.
2. *Collateral charges.* Collateral charges are those additional charges to a consumer which are wholly incurred as a result of the purchase of the vehicle. Collateral charges include but are not limited to:
 - Manufacturer or dealer installed items or service charges;
 - Earned finance charges;
 - Sales tax; and
 - Title charges
3. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.
4. *Reasonable offset for use.* A reasonable offset for the consumer's use is subtracted from the amounts paid to the consumer. The MVWR Act provides that the reasonable offset for use is computed using the following formula:

$$\text{reasonable offset} = \frac{\text{\# miles directly attributable to use by the consumer before the consumer's request of repurchase or replacement}}{100,000} \times \text{vehicle's purchase price}$$

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Summary of the Motor Vehicle Warranty Rights Act
For vehicles purchased, leased or registered before January 1, 2009

REPLACEMENT OF AN OWNED VEHICLE

If a manufacturer replaces a vehicle under the Georgia MVWR Act, it must give the consumer a new motor vehicle that is identical or reasonably equivalent to the motor vehicle to be replaced, as the vehicle to be replaced existed at the time of purchase or lease. In addition, the manufacturer must pay:

1. *Collateral charges.* All collateral charges, which are wholly incurred as a result of the acquisition purchase of the vehicle, which the consumer or lessor incurs a second time and which would not have been incurred again except for the replacement.
2. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.

Reasonable offset for use. If a vehicle is replaced, the consumer must pay the manufacturer a reasonable offset for the vehicle's use. The MVWR Act provides that the reasonable offset for use is computed using the following formula:

$$\text{reasonable offset} = \frac{\text{\# miles directly attributable to use by the consumer before the consumer's request of repurchase or replacement}}{100,000} \times \text{vehicle's purchase price}$$

REPURCHASE OF A LEASED VEHICLE

For repurchase of a leased vehicle, the Georgia MVWR Act requires that the manufacturer pay a certain amount to the lessor, and that the lessor pay a certain amount to the lessee. The lease agreement is terminated upon the manufacturer's payment to the lessor, without any penalty for early termination.

A repurchase award will consist of the amounts that the manufacturer must pay to the lessor and the amounts the lessor must pay to the lessee:

To the lessor:

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Summary of the Motor Vehicle Warranty Rights Act
For vehicles purchased, leased or registered before January 1, 2009

1. *Purchase price.* This means the cash price paid by the lessor to a dealer or distributor to purchase the new motor vehicle.
2. *Reasonable offset for use.* A reasonable offset for the lessee's use is subtracted from the amount the manufacturer pays to the lessor. The MVWR Act provides that the reasonable offset for use is computed by the following formula:

$$\text{reasonable offset} = \frac{\text{\# miles directly attributable to use by the lessee before the lessee's request of repurchase or replacement}}{100,000} \times \text{vehicle's purchase price}$$

From the lessor to the lessee: *Value of any trade-in and down payment or balloon payment.*

Note:

In the event the arbitrator renders a decision awarding a repurchase of a leased vehicle, and the lessee accepts the decision, if the lessor does not provide the refund as specified by the arbitrator and does not terminate the lease and release title to the vehicle, the lessee may contact the Georgia Governor's Office of Consumer Affairs for assistance.

REPLACEMENT OF A LEASED VEHICLE

If a manufacturer replaces a vehicle under the Georgia MVWR Act, the manufacturer must give the lessee a new motor vehicle that is identical or reasonably equivalent to the motor vehicle to be replaced, as the vehicle to be replaced existed at time of purchase. The contractual obligation between the lessor and lessee will not be altered except for the terms of the agreement that identified the vehicle. In addition, the manufacturer must pay *collateral charges and incidental costs* as defined below:

1. *Collateral charges.* All collateral charges that are wholly incurred as a result of the acquisition of the vehicle, which the lessor or lessee incurs a second time and which would not have been incurred again except for the replacement.
2. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the lessor or lessee in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and

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Summary of the Motor Vehicle Warranty Rights Act
For vehicles purchased, leased or registered before January 1, 2009

- Costs of obtaining alternative transportation.

In addition, if a manufacturer replaces a vehicle under the Georgia MVWR Act, the lessee must pay the manufacturer a reasonable offset for use, as defined below.

Reasonable offset for use. A reasonable offset for the lessee’s use shall be paid by the lessee to the manufacturer. The MVWR Act provides that the reasonable offset for use is computed by the following formula:

$$\text{reasonable offset} = \frac{\text{\# miles directly attributable to use by the lessee before the lessee's request of repurchase or replacement}}{100,000} \times \text{vehicle's purchase price}$$

Note:

Under some circumstances, the lessee may be able to seek a reimbursement for the reasonable offset for use from the lessor at the end of the lease term. Please contact the Georgia Governor’s Office of Consumer Affairs for further information.

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Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

PLEASE NOTE: The standards and remedies set forth below apply to disputes involving new motor vehicles purchased, leased or registered in Georgia on or after January 1, 2009. For standards and remedies applicable to vehicles purchased or leased before that date, see pages 2 through 9 of this summary.

STANDARDS OF THE GEORGIA LEMON LAW

The following is a brief explanation of most relevant provisions of the Georgia Lemon Law, currently codified at Georgia Code Section 10-1-780 *et seq.*

VEHICLES COVERED

The Georgia Lemon Law covers a new motor vehicle that was leased or purchased in Georgia or registered in Georgia by the original consumer. This includes a demonstrator vehicle and the self-propelled vehicle and chassis of a motor home. It does not include motorcycles, golf carts, trucks with a G.V.W. rating greater than 12,000 pounds, or vehicles that are bought used.

CONSUMERS COVERED

The Georgia Lemon Law covers a consumer who purchases or leases a new motor vehicle for personal, family, or household purposes. It also covers a business that purchases or leases no more than ten new motor vehicles a year for business purposes other than providing limousine rental services.

PROBLEMS COVERED

The Lemon Law covers vehicle nonconformities. A nonconformity is a defect, **serious safety defect**, or condition that substantially impairs the use, value, or safety of a new motor vehicle to the consumer, or renders the new motor vehicle nonconforming to a **warranty**. A nonconformity does not include a defect, a serious safety defect, or a condition that is the result of abuse, neglect, or unauthorized modification or alteration of the new motor vehicle.

“Serious safety defect” means a life-threatening defect or a malfunction that impedes the consumer’s ability to control or operate the motor vehicle for ordinary use or reasonable intended purposes or creates a risk of fire or explosion.

“Warranty” means any manufacturer’s express warranty or any affirmation

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Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

of fact or promise made by the manufacturer in connection with the sale of a new motor vehicle to a consumer concerning the vehicle's materials, workmanship, operation, or performance which becomes part of the basis of the bargain. The term shall not include any extended coverage purchased by the consumer as a separate item or any statements made by the dealer in connection with the sale of the motor vehicle to a consumer which relate to the nature of the material or workmanship and affirm or promise that such material or workmanship is free of defects or will meet a specified level of performance.

REPORT AND REPAIR OF NONCONFORMITIES

Nonconformities must be reported during the **lemon law rights period**, which is the period ending two years after the date of the original delivery of a new motor vehicle to a consumer OR the first 24,000 miles of operation after delivery of a new motor vehicle to a consumer, whichever occurs first.

If a consumer reports a nonconformity during the lemon law rights period, the manufacturer, its authorized agent or dealer must be allowed a **reasonable number of attempts** to repair and correct the nonconformity.

REASONABLE NUMBER OF REPAIR ATTEMPTS

A reasonable number of attempts shall be deemed to have been undertaken by the manufacturer, its authorized agent or the dealer if, during the lemon law rights period:

1. A serious safety defect has been subject to repair one time and has not been corrected;
2. The same nonconformity that is not a serious safety defect has been subject to repair three times and has not been corrected; or
3. The vehicle is out of service by reason of repair of one or more nonconformities for a cumulative total of 30 days.

If the lemon law rights period should expire while the vehicle is being repaired, the lemon law rights period is extended until that repair attempt has been completed.

“Repair attempt” means the replacement of a component or some adjustment made to correct a nonconformity. An examination of a reported nonconformity, without any adjustment or component replacement, may constitute a repair attempt if it is later

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Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

shown that repair work was justified. An examination or repair performed by any person not authorized by the manufacturer or its authorized agent is not considered a repair attempt. If the new motor vehicle is a motor home and the consumer goes to a repair facility for repair of a nonconformity while traveling, and that facility does not have the necessary part(s) to perform the repair, and the consumer elects to continue traveling and seek repair of the nonconformity at another repair facility rather than wait for the initial facility to get the part(s), then the visit to the initial repair facility does not constitute a repair attempt.

An "out of service" day means any day, including weekends and legal holidays, when a vehicle is left at a repair facility of the manufacturer's agent or dealer for examination or repair of a nonconformity. The number of out of service days for each visit commences the day the vehicle is brought to the facility for that repair work and ends the day the work is completed. Out of service days do not include (1) any day a vehicle is dropped off at the repair facility after close of business; or (2) any day on which the vehicle is left at the repair facility exclusively for routine maintenance; for repair of problems not found to be nonconformities; or for repair of nonconformities after the expiration of the lemon law rights period.

MANUFACTURER'S RIGHT TO FINAL OPPORTUNITY TO REPAIR

If the manufacturer, its agent, or the new motor vehicle dealer is unable to repair and correct a serious safety defect or the same nonconformity after a **reasonable number of attempts** (as described on page 11), the consumer must notify the manufacturer and allow a final opportunity to repair. (The requirement for a final opportunity to repair does not apply if the vehicle was out of service by reason of repair of one or more nonconformities for a cumulative total of 30 days within the lemon law rights period.)

This notice must be sent by *certified mail*, return receipt requested, or by *statutory overnight delivery* to the address provided by the manufacturer and must include relevant information about the vehicle, the nonconformity, and the previous repair attempts. The manufacturer is then entitled to a final repair attempt, as long as the manufacturer notifies the consumer of a reasonably accessible repair facility within 7 days of receiving the consumer's notice. The manufacturer must complete the final repair attempt within 28 days after receiving the consumer's notice.

However, if the consumer delivers the vehicle to the repair facility more than 14 days after the manufacturer received the consumer's notice, the 28 day period is extended and the manufacturer has 14 days from the date the consumer delivers the vehicle to the repair facility to complete the final repair attempt.

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Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

If the manufacturer fails to notify the consumer or complete the final repair within the time periods prescribed above, the final opportunity to repair requirement shall not apply.

Notice sufficiently complies with “statutory overnight delivery” if (1) the notice is delivered through the United States Postal Service (USPS) or through a commercial firm regularly engaged in the business of document and/or package delivery; (2) the document is to be delivered not later than the **next business day** following the day on which it is received for delivery by USPS or the commercial firm; and (3) the sender receives a receipt, signed by the addressee or its agent, acknowledging receipt of the document.

MANUFACTURER’S OBLIGATION TO REPURCHASE OR REPLACE

If the nonconformity is not corrected after the final opportunity to repair, or if the vehicle was out of service by reason of repair to any nonconformities for a cumulative total of 30 days within the lemon law rights period, the consumer must request, by *certified mail*, return receipt requested, or *statutory overnight delivery* that the manufacturer either replace or repurchase the vehicle. The manufacturer must, within 20 days of receipt of this last request, replace or repurchase the vehicle.

DISPUTE RESOLUTION

If the manufacturer participates in an informal dispute resolution mechanism that has been certified by the Georgia Governor’s Office of Consumer Affairs, then a consumer must submit a dispute under the Lemon Law to the informal dispute resolution procedure before submitting it to the Georgia new motor vehicle arbitration panel. A consumer must exhaust any certified informal dispute resolution procedure and the Georgia new motor vehicle arbitration panel remedy before filing any superior court action. The consumer has the option of either accepting or rejecting the decision of an informal dispute resolution mechanism.

If a decision is not rendered by the informal dispute mechanism **within forty (40) days of filing**, the consumer will become eligible to apply for arbitration by the Georgia new motor vehicle arbitration panel.

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Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

PERIOD FOR FILING CLAIMS

For any vehicle purchased, leased or registered on or after January 1, 2009, a consumer must file a claim with the informal dispute resolution mechanism within **one year after the expiration of the lemon law rights period** (as described on page 11).

A consumer who rejects the decision or determination of an informal dispute resolution mechanism may request a hearing with the state-operated panel by requesting, completing, and submitting forms to the Georgia Governor's Office of Consumer Affairs, within **sixty (60) days** from the date the mechanism concludes its proceedings or within **one year after expiration of the lemon law rights period**, whichever occurs later. To request a state arbitration application, please call (404) 656-3790.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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Georgia
14

Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

REMEDIES UNDER THE GEORGIA LEMON LAW

REPURCHASE OF AN OWNED VEHICLE

The Georgia Lemon Law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the Lemon Law:

1. *Purchase price.* This means the cash price of the vehicle appearing in the sales agreement, including any reasonable allowance for a trade-in vehicle
2. *Collateral charges.* Collateral charges are those charges incurred by a consumer as a result of the purchase of the vehicle. Collateral charges include but are not limited to:
 - Sales tax;
 - Title charges;
 - Factory or dealer installed options; and
 - Earned finance charges
3. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.
4. *Reasonable offset for use.* A reasonable offset for the consumer's use is subtracted from the amounts paid to the consumer. The Lemon Law provides that the reasonable offset for use is computed using the following formula:

$$\text{reasonable offset} = \frac{\text{\#miles directly attributable to use by consumer before vehicle for repair of nonconformity}}{120,000 \text{ (90,000 for motor home)}} \times \text{vehicle's purchase price}$$

Refunds under this provision will be made to the consumer and to the lien holder of record, if applicable.

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Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

REPLACEMENT OF AN OWNED VEHICLE

If a manufacturer replaces an owned vehicle under the Georgia Lemon Law, it must give the consumer a new motor vehicle that is identical or at least equivalent to the motor vehicle to be replaced, as the vehicle to be replaced existed at the time of purchase. In addition to replacing the vehicle, the manufacturer must pay the consumer for:

1. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.
2. *Charges.* All charges that the consumer will incur as a result of the replacement transaction.

REPURCHASE OF A LEASED VEHICLE

For repurchase of a leased vehicle, the Georgia Lemon Law requires that the manufacturer pay certain amounts to the lessor and to the lessee. A repurchase award will consist of the following amounts that the manufacturer must pay to the lessee and the lessor:

To the lessee:

1. *Lessee cost.* An amount equal to all payments made by the lessee under the lease agreement, including but not limited to, the aggregate payment made at the inception of the lease agreement or contract, inclusive of any allowance for a trade-in vehicle, and all other lease payments made by or on behalf of the lessee.
2. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repair of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.
3. *Reasonable offset for use.* A reasonable offset for the lessee's use of the nonconforming vehicle is subtracted from the amounts paid to the lessee. The

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Summary of the Lemon Law

For vehicles purchased, leased or registered on or after January 1, 2009

Georgia Lemon Law provides that the reasonable offset for use is computed using the following formula:

$$\text{reasonable offset} = \frac{\text{\#miles directly attributable to use by consumer before vehicle for repair of nonconformity}}{120,000 \text{ (90,000 for motor home)}} \times \text{agreed upon value of vehicle shown in lease agreement}$$

To the lessor:

1. An amount equal to 110 percent of the adjusted capitalized cost shown in the lease agreement for the nonconforming vehicle.

After the manufacturer pays the amount to the lessor, and after the lessee pays the lessor any past due payments, the lease agreement is terminated, with no penalty for early termination.

REPLACEMENT OF A LEASED VEHICLE

If a manufacturer replaces a leased vehicle, the Georgia Lemon Law requires the manufacturer to give the lessee a new motor vehicle that is identical or at least equivalent to the motor vehicle to be replaced, as that vehicle existed at time it was leased. All terms of the existing lease contract will remain in effect, except for the terms of the agreement that identified the vehicle. In addition to replacing the vehicle, the manufacturer must pay the lessor and/or the lessee for certain *charges and incidental costs* as defined below:

1. *Charges*. All charges that **either the lessor or the lessee, or both**, will incur as a result of the replacement transaction.
2. *Incidental costs*. Incidental costs are any reasonable expenses incurred **by the lessee** in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.

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GCQIS Report Analysis

Report Summary

Report 1 of 2

Query Name: REPORT RETRIEVAL

Folder Number:

File Report To This Folder

File Report To A Folder

Add Comments

Previous

Next

Save

Mail Report

Download Options

Report Detail Section : View Details



Attachments: 0

Report# : CB2H1001 NHL **Received:** 02/28/2012

CCRG/EPRC: **Reviewed Status:** **Date:**

Vehicle: 2011,F150 4X2 ,F150 ,SUP **Build Date:** 02/11/2011
 CRW,STYSD ,1FTFW1CT6BF

Odometer : 7,227 M **Engine:** 3.5L-GTDI **Calibration:** BF613G0N

Transmission: 6R80E **Axle:** 3800F3.55L **A/C:** YES

Dealer: USA 00472 Jim Tidwell Ford **Phone#:** (770) 427-5531

City: Kennesaw **State:** Georgia **Country :** USA

Originator: MICHAEL MORONEY

Symptom: 5 52 0 00 DRV PERF,STALLS/QUITS,UNKNOWN,UNKNOWN

Status:

VFG: V52 DRIVEABILITY

Additional Symptom: P0320, P160A

Fix: **Causal Component :**

Condition Code:

Hotliner: AHEBERT8

Phone: 313 317-9379

Regn Cd: S1 Atlanta

Engineering:

Phone:

TAR:

Dlr Contact: MICHAEL MORONEY

Phone: 000 000-0000

Title Cde: T

KOEO: P0320 P160A

KOEC:

KOER:

Comments:

REPAIR 02/28/2012 04:24PM ADAM HEBERT MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:RUNNING ROUGH WRENCH LIGHT ON AT
TIMES DIAGNOSTICS: TEST DRIVE, CHECK HARNESS, FUEL SYSTEM TEST, ALL
NORMAL PARTS REPLACED:COIL CIRCUIT REPAIR, REPLACE PCM/UPDATED (HAD
DEFERENT CODES IN PAST) TECH QUESTION:ANY RELATED INFORMATION

RECOMM 02/28/2012 04:24PM ADAM HEBERT MSS - FCSD - TECH SVC HOTLINE
MICHAEL, PLEASE VERIFY IF THE VEHICLE IS EQUIPPED WITH ANY
AFTERMARKET MODIFICATIONS SUCH AS OVERSIZED TIRES. THE PRESENCE OF
THE WRENCH LIGHT INDICATES THAT A TORQUE CALCULATION ERROR HAS
OCCURRED. THE MAIN VALUES USED IN TORQUE CALCULATIONS ARE: MAF, TP,
ETC_ACT, ETC_DSD, LOAD, BARO, RPM, VSS, WHEEL SPEED SENSORS, FUEL
PRESSURE, VPWR, O2 OPERATION. PLEASE MONITOR THESE INPUTS. THERE ARE
GOOD REFERENCE VALUES TO COMPARE TO LOCATED IN SECTION 6 OF THE PC/ED.
RECOMMEND TO VERIFY THAT THE RPM PID IS CORRECT DURING THE
CONCERN. IF ERRATIC OPERATION IS IDENTIFIED, PLEASE APPLY A SUITABLE
LOAD WHILE VOLTAGE DROPPING THE CKP CIRCUITS TO THE PCM. NO MORE THAN
.2V SHOULD BE DROPPED ON ANY ONE CIRCUIT. IF NO CIRCUIT CONCERNS ARE
IDENTIFIED, PLEASE INSPECT THE CKP TRIGGER WHEEL FOR ANY SIGNS OF
DAMAGE. IF NO CONCERNS ARE FOUND, PLEASE REPLACE THE CKP SENSOR AND
RETEST.

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Mail Report

Requester: DALBANIC

Report Summary

Server: ECCWS686

Ford Proprietary, Private

25-May-2012

Retention: None