

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

GCQIS Report Analysis

Report Summary

Report 2 of 2

Query Name: REPORT RETRIEVAL

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Report# :	CB3GS022 CACVOC--or-- C1 00005950332M	Received:	03/01/2012
CCRG/EPRC:		Reviewed Status:	Date:
Vehicle:	2011,F150 4X2 ,F150 ,SUP CRW,STYSD ,1FTFW1CT6BF [REDACTED]	Build Date:	02/11/2011
Odometer :	7,200 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3800F3.55L
Dealer:	USA 00472 Jim Tidwell Ford	A/C:	YES
City:	Kennesaw	Phone#:	(770) 427-5531
Originator:		Country :	USA
Symptom:	5 52 2 00 DRV PERF,STALLS/QUITS,ACCEL,UNKNOWN		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:			
Fix:	Causal Component :		
Condition Code:			

Cust: DENISE FILKINS

Home Phone: (000) 000 - 0000

Work Phone: (000) 000 - 0000

Region: S1 Atlanta

Case Status: **Date:** 00 / 00 / 0000

Vehicle Paint: STERLING GRAY METALL

KOEO:

KOEC:

KOER:

Comments:

- OWNREL CUSTOMER SAID: -CALLER: [REDACTED] DAY PHONE NR: [REDACTED] -HOME PHONE NR: [REDACTED] PREFERRED NR: [REDACTED] -BEST TIME TO CALL: ANYTIME***-VIN: 1FTFW1CT6BF [REDACTED] 2011 1 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.
- OWNREL 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
- OWNREL 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

OWNREL 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.

OWNREL 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.

OWNREL REPLACE ENGINE CRANKSHAFT SENSOR PER FIX HOTLINE. TEST DROV 30 MILES SO FAR WITHOUT INCIDENT.

OWNREL CSM TRACY 77780, OBC TO S/M, STATUS OF VEHICLE.F/U S/M 03-05

OWNREL 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.

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Mail Report

Requester: DALBANIC

Report Summary

Server: FCWS686

Ford Proprietary, Private

25-May-2012

Retention: None



Ford Motor Company Dispute Resolution Program **BBB AUTO LINE Case Investigation**

DATE:	03/09/12	
TO:	Service Manager:	Patrick McConville- Jim Tidwell Ford
	Fax:	678-784-1318
FROM:	Dispute Resolution Specialist:	Teresa Pontillo
	Phone/Fax:	866-567-6518 x77059 / 866-414-9070
RE:	Customer Name:	[REDACTED]
	CuDL Case #:	[REDACTED]
	Vehicle Type:	2011 F-150
	VIN:	1FTJFW1CT6BF [REDACTED]
	Summary of Concerns:	Engine/transmission
# OF PAGES:	6	

Your dealership has been identified as the servicing party in the above referenced case, and can best provide the information required to properly review and investigate this customer's eligible claim under the BBB AUTO LINE Program.

Please return the following required documents, via fax, within the next 5 days:

1. Complete all sections of the attached BBB Auto Line Dealer Report
2. Complete the Dealership Repair History Summary
3. Include accounting copies of all applicable repair orders, front and back (warranty, internal and retail) that may assist with our case review and response. (If the warranty concerns are not clear as listed above, please contact me for a copy of the customer's BBB AUTO application)
4. Copies of technician notes and write-up sheets

We appreciate your assistance, and if you have any questions, please feel free to contact me. Thank you!

Instructions for Completing the BBB AUTO LINE Dealer Report and Dealership Repair History Summary

1. Have you or someone from your department spoken with the customer, inspected, and/or test driven the vehicle for/about the concern(s) listed on customer's application?
Please state Yes or No, and indicate who spoke with the customer, inspected, and/or test driven the vehicle and his/her position in the dealership (i.e., service manager, technician).

2. Does this vehicle have commercial lettering or decals on it?
If yes, please explain: i.e. send pictures or detailed description of the lettering or decals.

3. Does this vehicle have a performance chip, lift kit, or other aftermarket accessories?
If yes, please explain: i.e. take/send pictures or detailed description of the aftermarket accessories and what specifically you did to determine why this aftermarket component was the causal part?

4. Does this vehicle show signs of abuse or lack of maintenance?
If yes, please explain: i.e. take/send pictures and provide detailed description of the abuse or proof for lack of maintenance.

5. Has the Technical Hotline been contacted?
State Yes or No; if so, what is the reference/CQIS report number?

6. Has a Ford Market or CRC employee (Customer Care Solutions Specialist, Zone Manager, FSE, or District Manager) been involved?
State Yes or No. Who and When (date of inspection) and his/her findings or recommendations?

7. Does the Dealership believe the customer's concern(s) is resolved? State Yes or No.

Did the dealership have an opportunity to resolve the customer's concern(s)? Yes or No

If no, is(are) the customer's concern(s) normal operating characteristic(s)?
State Yes or No; please explain why or why not.

8. Was the customer offered a loaner or other courtesy transportation during service? State Yes or No.

9. How many total days has the vehicle been out of service for Ford warranty concerns at your dealership? 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.

10. What additional actions, if any, have been taken to assist with the customer's concerns?
State if concern(s) have been resolved, if they have been determined as normal operating characteristics, and/or if any goodwill gestures have been offered to the customer.

11. Did the customer ask for AWA assistance? If yes, what were financial assistance request, dealer/Zone Manager offer and final decision? Customer accept offer? Y/N

Please Note:

- It is very important to complete and return the dealer report prior at your earliest convenience. The dealer report is one of the most important documents the Dispute Resolution Specialist or Arbitrator uses to make their decision. **Please complete and return within 5 days of receipt.**
- When completing the "Dealership Repair History Summary", summarize only those concerns that are listed on the customer's application. Please be thorough in your description of "action taken." Use only one box per repair. Duplicate and attach additional sheets if necessary.

Revised November 9, 2010

BBB AUTO LINE Dealer Report and Repair History Summary
Please Return To: Teresa Pontillo
FAX 866-414-9070 or e-mail to: tpontill@ford.com

Attn: Service Manager - Immediate Action Required

Name: _____ Your Phone number: _____

Dealership Name: _____

BBB Case Open Date: _____ CuDL Case Number: _____

PCSD Zone Manager's Name: _____

Customer's Name: _____

VIN: _____ Make/Model/Year: _____ 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):

*Pat McConville (Service Mgr) - Drove vehicle on 2/16/12 - Duplicated
failsafe symptom - Replaced PCM due to failure codes*

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.

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

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.

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? All

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

9. What is the total number of days the vehicle been out of service for Ford warranty repairs at your dealership? 10

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?

OPENED CVO6 CASE

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.

for offered customer ? - I do not know what

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.

? - I dont think so.

13. Any Additional Comments:

Signature: [Signature] Past McConike Title: Service Manager Date: 3/13/12
(678) 784-1202

Please attach any additional comments on a separate page

RETAIN A COPY FOR YOUR RECORDS

Dealership Repair History Summary

BBB/CuDL case # [REDACTED] Customer: [REDACTED] VIN: 1FTFW1CT60F [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 / Recall Dealer Internal
113289	12/31/11	12/31/11	0	5843	oil change	performed oil and filter change and MPI	Recall Dealer Internal
115025	2/7/12	2/8/12	1	6839	Irratic Shift/ Stalls	Reprogram PCM/TCM per TSB 11-10-15/FOUND P0320 P0300 - FOUND LOOSE PIN IN CONNECTOR C146 PIN # 1. CLEARED CODES TEST DRIVE 15 MILES	WARRANTY
115431	2/15	2/27/12	11	7053	Stalls looses power/ Fuel bank	C/S engine looses power and stalls - SVC MGR TEST DRIVE - VEHICLE CND CONDITION PERFORMED REPROGRAM PER 12-2-10	
115580	2/28/12	3/3/12	4	7242	WRENCH LIGHT	SERVICES MGR TEST DRIVE - STALLED SET SEVERAL CODES - REPLACED PCM - TEST DRIVE OK.	

Please duplicate, as necessary and attach additional sheets.

Revised: November 9, 2010

CUSTOMER #: 563483
UNIT# TF11705

115025

JIM TIDWELL FORD

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(878) 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 1

** PRE-INVOICE **

SERVICE ADVISOR: 2218 STEVE CAROLAN

HOME [REDACTED]
BUS: [REDACTED]

CONI: [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 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

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

12650D	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L										
	7201 MORONEY, MICHAEL LIC#: /										
	WF 1.74 0.20	380	1887			18.87				18.87	
12650D45	EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - L										
	7201 MORONEY, MICHAEL LIC#: /										
	WF 0.00 0.30	570	2831			28.31				28.31	
12650D47	RELATIVE COMPRESSION/POWER BALANCE - TEST - L										
	7201 MORONEY, MICHAEL LIC#: /										
	WF 0.00 0.10	190	944			9.44				9.44	
9350B	FUEL PUMP PRESSURE TEST ON VEHICLE - DIAGNOSIS (9350/9A407/9H307) - L										
	7201 MORONEY, MICHAEL LIC#: /										
	WF 0.00 0.60	1140	5662			56.62				56.62	
14200A	WIRING ASSEMBLY - REPAIR - L										
	7201 MORONEY, MICHAEL LIC#: /										
	WF 0.00 0.40	760	3774			37.74				37.74	
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: 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	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		
		PLEASE PAY THIS AMOUNT		

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

CUSTOMER SIGNATURE

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
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

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

** PRE-INVOICE **

SERVICE ADVISOR: 2218 STEVE CAROLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
STRLING GR	11	FORD F-150	1FTFW1CT6BE	[REDACTED]	6839/6849	T6129	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONC.	RATE	PAYMENT	INV. DATE
31MAY11 DD			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
------	--------	------	------------	-------	------	------	------	------	-----	-------

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

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:

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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.

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

CUSTOMER SIGNATURE

CUSTOMER #: 563483
UNIT# TF11705

115025

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KENNESAW, GA

PAGE 3

** PRE-INVOICE **

SERVICE ADVISOR: 2218 STEVE CAROLAN

HOME: [REDACTED] CONT: [REDACTED]
BUS: [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	PONO	RATE	PAYMENT	INV. DATE
31MAY11 DD			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



2205 Barrett Lakes Boulevard • Kennesaw, GA 31044

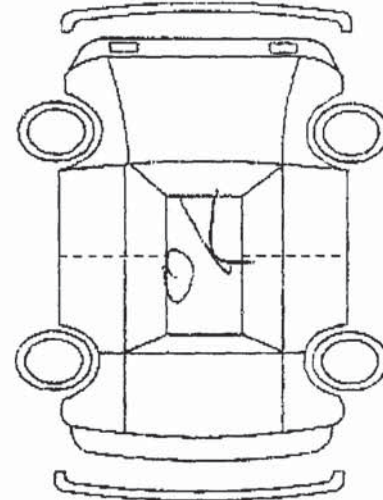
678-784-1312

www.jimtidwell.ford

VIN: 1FTFW1CT6BF [REDACTED]		MILEAGE: 6839		LICENSE: [REDACTED]
NAME: [REDACTED]			SPOT #: 6129	
ADDRESS: [REDACTED] Kennesaw [REDACTED]			HOME PHONE #: [REDACTED]	
RECHECK	MODEL: F-150	COLOR: Grey	YEAR: 11	WORK PHONE #:
EMAIL: [REDACTED]				

CUSTOMER CONCERNS

Shut off while driving,
Feels like it shifts into PARK



Walk around inspection offered?

C.I. _____

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of theft or any other cause beyond your control or for any delays caused by the 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 describe on streets, highways or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of payment therein.

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

CUSTOMER SIGNATURE _____

DATE 2-7-12

THERE WILL BE A DIAGNOSIS CHARGE IF WORK IS DECLINED

CUSTOMER #: 563483
UNIT# TF11705

115025

JIM TIDWELL FORD

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(678) 784-1312

WARRANTY

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 1

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		6839/6849	T6129
------------	----	------------	-------------	--	-----------	-------

DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
----------	-----------	----------	----------	-------	------	---------	----------

31MAY11 DD			15:00 08FEB12			CASH	08FEB12
------------	--	--	---------------	--	--	------	---------

R.C. OPENED	READY	OPTIONS:	STK:TF11705 DLR:00472				
-------------	-------	----------	-----------------------	--	--	--	--

08:25 07FEB12	15:19 08FEB12						
---------------	---------------	--	--	--	--	--	--

LINE	OPCODE	TECH	TYPE	HOURS	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

12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L

7201 MORONEY, MICHAEL LIC#: /

WF 0.20

18.87 18.87

12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - L

7201 MORONEY, MICHAEL LIC#: /

WF 0.30

28.31 28.31

12650D47 RELATIVE COMPRESSION/POWER BALANCE TEST - L

7201 MORONEY, MICHAEL LIC#: /

WF 0.10

9.44 9.44

9350B FUEL PUMP PRESSURE TEST ON VEHICLE - DIAGNOSIS (9350/9A407/9H307) - L

7201 MORONEY, MICHAEL LIC#: /

WF 0.60

56.62 56.62

14200A WIRING ASSEMBLY - REPAIR - L

7201 MORONEY, MICHAEL LIC#: /

WF 0.40

37.74 37.74

12650DX1 EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L

EXTRA TIME TO REPEAT FINAL QUICK TEST

7201 MORONEY, MICHAEL LIC#: /

WF 0.10

9.44 9.44

FC: D21 28

PART#: 12A581

COUNT: 0

CLAIM TYPE:

AUTH CODE:

9807

POSTED
ON
FEB 08 2012

FEB PARTS

3030

16042 LABOR

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	
LEASE PAY	
HIS AMOUNT	

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

CUSTOMER #: 563483
UNIT# TF11705

115025

JIM TIDWELL FORD

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(678) 784-1312

WARRANTY

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

KENNESAW, GA

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	[REDACTED]	6839/6849	T6129	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
31MAY11 DD			15:00 08FEB12			CASH	08FEB12

REG OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:TF11705 DLR:00472

08:25 07FEB12 15:19 08FEB12

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

COST, SALE, & COMP TOTALS 6230 25478 0

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.

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DESCRIPTION	TOTALS
LABOR AMOUNT	254.78
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL/SHOP SUPPLIES	0.00
TOTAL CHARGES	254.78
LESS INSURANCE	0.00
SALES TAX	0.00

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

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT 254.78

UNIT# TF11705
CUSTOMER #: 563483

115025



WORKORDER

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(678) 784-1312

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

SERVICE ADVISOR: 2218 CAROLAN, STEVE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
STRLING GR	11	FORD F-150	1FTFW1CT6BF		6839/	T6129	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
31MAY11 DD			10:00 07FEB12			CASH	
HOURS OPENED		READY	OPTIONS: STK:TF11705 DLR:00472				

07FEB2012 08:25

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			WP	CUSTOMER STATES: SHUT OFF WHILE DRIVING, ERRATIC SHIFT, FELT LIKE IT WENT INTO PARK. WRENCH LIGHT WAS ON 7201
# B	99P		CPS	PERFORM 27 PT. VEHICLE SAFETY INSPECTION

Ⓟ
C) Revised

D) trans erratic shift
TMC 2.7
Pro ok 2/9/12

2650D 9350B 12A581 P0320
 045 14200A CRT CBK04 P0300
 047 DX1 VT C146 Pin 1

DISCLAIMER OF WARRANTIES

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SAVE PARTS FOR CUSTOMER
YES NO

WARRANTY PARTS

FORWARDED

TERMS CASH: UNLESS ARRANGEMENTS MADE

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

CUSTOMER SIGNATURE

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

THERE WILL BE A DIAGNOSIS CHARGE IF WORK IS DECLINED.

CUSTOMER COPY

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 1

HOME:

CONT:

** PRE-INVOICE **

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	T6109	
DEL. DATE	PROD. DATE	WARR:EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY11 DL			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
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

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 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:

9807

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

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] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
STRLING GR	11	FORD F-150	1FTFW1CT6BE		7023/7053	T6109	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY11 DD			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

2145 SULLIVAN, WILLIAM R LIC#: /

ISP 0.00 0.00 0 0

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



2205 Barrett Lakes Boulevard • Kernersville, GA 31044

678-784-1312

www.jimtidwell.ford

VIN: <u>BFA</u> [REDACTED]		MILEAGE: <u>7073</u>	LICENSE
NAME: [REDACTED]		SPOT # <u>6109</u>	
ADDRESS: [REDACTED] <u>K</u> [REDACTED]		HOME PHONE #	
RECHECK	MODEL: <u>F150</u>	COLOR: <u>SILVER</u>	YEAR: <u>11</u>
EMAIL: <u>425</u>			WORK PHONE # [REDACTED]

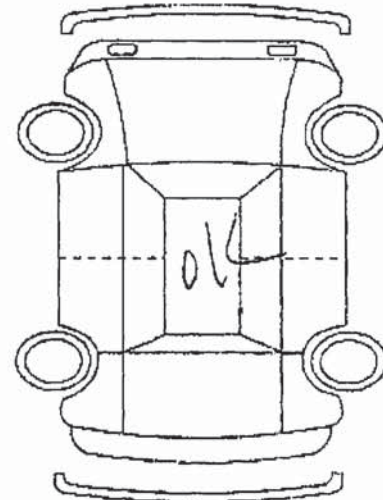
CUSTOMER CONCERNS

Feels Like vet going into failsafe

more

3 ck for glow plug

control



Walk around inspection offered?

C.I. _____

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of theft or any other cause beyond your control or for any delays caused by the 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 describe on streets, highways or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of payment therein.

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

CUSTOMER SIGNATURE [Signature]

DATE 2-15-12

THERE WILL BE A DIAGNOSIS CHARGE IF WORK IS DECLINED

UNIT# TF11705
CUSTOMER #: 563483

115431



WORKORDER

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(678) 784-1312

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 CAROLAN, STEVE

HOME: 4
BUS:

CONT:
CELL:

KENNESAW, GA

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
STRLING GR	11	FORD	F-150	1FTFW1CT6BF		7023/	T6109
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO.	RATE	PAYMENT	INV DATE
31MAY11 DD			17:00 15FEB12			CASH	
F.O. OPENED	READY	OPTIONS: STK:TF11705 DLR:00472					

15FEB2012 15:59

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A WF CUSTOMER STATES: FEELS LIKE VEHICLE IS GOING INTO FAILSAFE MODE

B WF CUSTOMER STATES: CHECK FOR FLUID LEAKS

C WF LOANER

D NOINSPECT ISP NO INSPECT AT THIS TIME

120210A.4

126500

D45

D6

DX1

DRIVE

MT126500
NO PUB
LOANER
THIS YEAR
MODEL
P034007110
P0346
P0600
P0604

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.

SAVE PARTS FOR CUSTOMER
YES NO

WARRANTY PARTS

SCRAPPED

TERMS CASH: UNLESS ARRANGEMENTS MADE

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

CUSTOMER SIGNATURE

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

THERE WILL BE A DIAGNOSIS CHARGE IF WORK IS DECLINED.

CUSTOMER COPY

CUSTOMER #: 563483
UNIT# TE11705

~~115491~~
WARRANTY

JIM TIDWELL FORD

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(678) 784-1312

KENNESAW, GA
HOME:
BUS:

CONT:
CELL:

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

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	PD NO	RATE	PAYMENT	INV. DATE
31MAY11	DD		17:00	15FEB12		CASH	27FEB12

B.O. OPENED: 15:59 15FEB12 READY: 13:32 27FEB12
 OPTIONS: STK:TF11705 DLR:00472

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES FEELS LIKE VEHICLE IS GOING INTO PAINSAFE 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 18.87 18.87

1 BL3Z*12A650*AXE MODULE - ENGINE CONTROL -
 EEC 650.12 633.87 633.87
 12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST -

7201 MORONEY, MICHAEL LIC#: /
 WF 0.30 28.31 28.31

12650D6 POWERTRAIN CONTROL MODULE (PCM) - REPLACE
 (12A650/12H565)
 7201 MORONEY, MICHAEL LIC#: / *no valid*
 WF 1.20 113.23 113.23

12650DX1 EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
 EXTRA TIME TO REPEAT FINAL QUICK TEST
 7201 MORONEY, MICHAEL LIC#: /
 WF 0.10 9.44 9.44

FC: D42 42
 PART#: BL3Z*12A650*AXE 42258 63387 TPARTS

COUNT: 42258 63387 TPARTS
 CLAIM TYPE:
 AUTH CODE: 9807 3420 15985 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
 PAYS, RETEST AND TEST DRIVE 10 MILES

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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2/27/12

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

POSTED
 FEB 27 2012
 10360 757.67

CUSTOMER #: 563483
UNIT# TF11705

115431

JIM TIDWELL FORD

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(678) 784-1312

WARRANTY

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 2

KENNESAW, GA
HOME:
BUS:

CONT:
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	T6109
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT
31MAY11 DD			17:00 15FEB12			CASH
F.O. OPENED	READY	OPTIONS: STK:TF11705 DLR:00472				
15:59 15FEB12	13:32 27FEB12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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	

COST, SALE, & COMP TOTALS 45678 80372 0

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	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	169.85
		PARTS AMOUNT	633.87
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		ENVIRONMENTAL/SHOP SUPPLIES	0.00
		TOTAL CHARGES	803.72
		LESS INSURANCE	0.00
		SALES TAX	0.00
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #: 563483
UNIT# TF11705

115980

JIM TIDWELL FORD

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(678) 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:

CONT:

** PRE-INVOICE **

SERVICE ADVISOR: 2218 STEVE CAROLAN

BUS:

CELL:

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	PO NO.	RATE	PAYMENT	INV. DATE
31MAY11 DD			13:00 03MAR12			CASH	03MAR12
R.O. OPENED:		READY	OPTIONS: STK:TF11705 DLR:00472				

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) - L										
	7201 MORONEY, MICHAEL LIC#: /										
	WF 2.03 0.20	380	1897			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 (9350/9A467/9H307) - L										
	7201 MORONEY, MICHAEL LIC#: /										
	WF 0.00 0.60	1140	5662			56.62				56.62	
12650D81	PID RECORDER/MONITOR TEST WITH ROAD TEST										
	- L										
	7201 MORONEY, MICHAEL LIC#: /										
	WF 0.00 0.50	950	4718			47.18				47.18	
12650D57	CRANKSHAFT TIMING SENSOR (CKP) - REPLACE										
	(6C315) - L										
	7201 MORONEY, MICHAEL LIC#: /										
	WF 0.00 2.60	4940	24534			245.34				245.34	

FC: 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 MAF, TP, ETC, LOAD,
 BARO, RPM, VSS, VFWR 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 8 MILES

B NO INSPECT AT THIS TIME

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

CUSTOMER #: 563483
INIT# TF11705

115980

JIM TIDWELL FORD

2205 BARRETT LAKES 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:

CONT:

** PRE-INVOICE **

SERVICE ADVISOR: 2218 STEVE CAROLAN

BUS:

CELL:

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	PO NO.	RATE	PAYMENT	INV. DATE
31MAY11 DD			13:00 03MAR12			CASH	03MAR12
R.O. OPENED		READY	OPTIONS: STK:TF11705 DLR:00472				

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		253/4402001	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
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

UNIT# TF11705
CUSTOMER #: 563483

*RIGHT
DROW*

115980



2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(878) 784-1312

WORKORDER

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 CAROLAN, STEVE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE (IN/OUT)	TAG	
STRLING GR	11	FORD F-150	1FTFW1CT6BF [REDACTED]		7227/	T6203	
DEL DATE	PRD DATE	WARE EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
31MAY11	DD		13:00 28FEB12			CASH	

OPTIONS: STK:TF11705 DLR:00472

28FEB2012 07:22

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A 7201 WF CUSTOMER STATES ERRATIC SHIFT WRENCH LIGHT CAME ON, ENGINE STALLED

B NOINSPECT ISE NO INSPECT AT THIS TIME

11/10/15

P160A

P0320

12650D

9350B

12650D81

60315

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.

SAVE PARTS FOR CUSTOMER
 YES NO

WARRANTY PARTS SCRAPPED

TERMS CASH: UNLESS ARRANGEMENTS MADE

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

CUSTOMER SIGNATURE

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

THERE WILL BE A DIAGNOSIS CHARGE IF WORK IS DECLINED.

CUSTOMER COPY

115980

- 2. LEAVE YOUR VEHICLE
- 3. PLACE YOUR KEYS IN THIS ENVELOPE
- 4. PLACE ENVELOPE IN EARLY BIRD / NITE OWL SERVICE

Name _____ License No. _____
 Address _____
 City Kerrwood Mileage 77.00
 Home Phone _____ Business Phone _____
 Email Address _____
 What time will you call for your vehicle? Anytime AM PM
 Year 2011 Make & Model Ford F150 Color Grey

USE THIS HANDY CHECK LIST

- Lubrication
- Adjust Brakes
- Front End Alignment
- Balance Wheels Front Rear
- Repack Front Wheel Bearings
- Flush Radiator - Add Anti Freeze
- Engine Tune Up
- Change Oil and Filter
- Change Transmission Oil
- Check AC / Heating Systems
- Check Exhaust System
- Check Steering and Shocks
- Aim Headlights
- _____ Mile Service

Other Service Desired / Description of Problem

trouble shifting stalled +
cut off wrench showed

TERMS CASH: UNLESS ARRANGEMENTS MADE

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

X Customer's Signature _____

All Vehicles Must Be Picked Up During Normal Business Hours

Thank you for choosing us for service



2205 Barrett Lakes Boulevard • Kennesaw, GA 30144

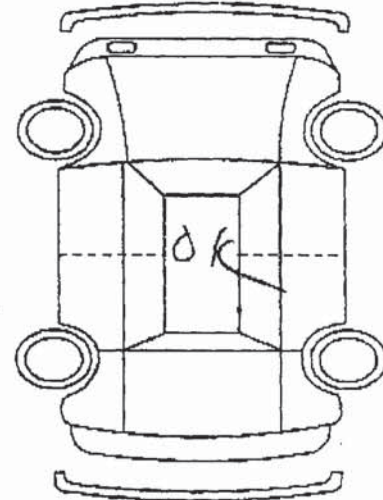
678-784-1312

www.jimtidwell.ford

VIN: [REDACTED] BE		MILEAGE: 7227		LICENSE:
N/ [REDACTED]			SPOT #: 6203	
ADDRESS: [REDACTED]		NW Kennesaw GA		HOME PHONE #: [REDACTED]
RECHECK:	MODEL: F150	COLOR: Grey	YEAR: 11	WORK PHONE #:
EMAIL: ORGILE				

CUSTOMER CONCERNS

erratic shifts, Whench LT
 shut off



Walk around inspection offered?

C.I. _____

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of theft or any other cause beyond your control or for any delays caused by the 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 describe on streets, highways or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of payment therein.

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

CUSTOMER SIGNATURE _____

DATE 2-28-12

THERE WILL BE A DIAGNOSIS CHARGE IF WORK IS DECLINED

CUSTOMER #: 563483
UNIT: TF11705

~~115980~~

JIM TIDWELL FORD

2205 BARRETT LAKES BLVD.
KENNESAW, GEORGIA 30144
(678) 784-1312

WARRANTY

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:

CONT:
CELL:

SERVICE ADVISOR: 2218 STEVE CAROLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/DUTY	TAG	
STRLING GR	11	FORD F-150	1FTFW1CT6BF		7227/7242	16203	
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
31MAY11 DD			13:00 03MAR12			CASH	03MAR12
B.O. OPENED	READY	OPTIONS: STK:TF11705 DLR:00472					
07:22 28FEB12	10:00 03MAR12						

LINE OPCODE TECH TYPE HOURS 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
HARNES, FUEL SYSTEM TEST (PASS) CONTACT FORD HOTLINE, INSPECT
FOR AFTERMARKET

12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
7201 MORONEY, MICHAEL LIC#: /
WF 0.20

1 BL3Z*6C315*A SENSOR - CRANKSHAFT POSITION - 6.55 4.10 4.10
9350B FUEL PUMP PRESSURE TEST ON VEHICLE

DIAGNOSIS (9350/9A407/9H307) - L
7201 MORONEY, MICHAEL LIC#: /
WF 0.60

12650D81 PID RECORDER/MONITOR TEST WITH ROAD TEST
- L

7201 MORONEY, MICHAEL LIC#: /
WF 0.50

12650D57 CRANKSHAFT TIMING SENSOR (CKP) REPLACE
(6C315) - L

7201 MORONEY, MICHAEL LIC#: /
WF 2.60

FC: D21 42
PART#: BL3Z*6C315*A

COUNT: 373 410 PARTS

CLAIM TYPE:
AUTH CODE: 9807 7410 36801 TLABOR

7242 EEC TEST P160A, P0320, TEST DRIVE 5 MILES (NORMAL) INSPECT
HARNES, FUEL SYSTEM TEST (PASS) CONTACT FORD HOTLINE, INSPECT FOR

AFTERMARKET EQUIPPED MODIFICATIONS, PID MONITOR MAP TP, ETC, LOAD,
BARO, RPM, VSS, VPWR AND O2, ALLNORMAL COMPARED TO REFERENCE VALUES,

TEST CKP HARNES (V DROP LESS THAN 2V) INSPECT TRIGGER WHEEL (NORMAL/NO
DAMAGE) REPLACE CKP SENSOR AND TEST DRIVE 8 MILES

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER #: 563483
 UNIT: TF11705

115980

JIM TIDWELL FORD

2205 BARRETT LAKES BLVD.
 KENNESAW, GEORGIA 30144
 (678) 784-1312

WARRANTY

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: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2218 STEVE CAROLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ADJ	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
B.O. OPENED		READY	OPTIONS: STK:TF11705 DLR:00472				
07:22 28FEB12	10:00 03MAR12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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 PAT MCCONVILLE AT 678-784-1202							

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-26-12	08:54	10:47	1.88	W	7201	A	
03-01-12	14:55	15:04	0.15	W	7201	A	

COST, SALE, & COMP TOTALS 7683 37211 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	368.01
PARTS AMOUNT	4.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL/SHOP SUPPLIES	0.00
TOTAL CHARGES	372.11
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	372.11

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

CUSTOMER SIGNATURE

CUSTOMER #: 563483
 UNIT# TF11705

115980



INVOICE

2205 BARRETT LAKES BLVD.
 KENNESAW, GEORGIA 30144
 (878) 784-1312

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 [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2218 STEVE CAROLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / DUT	TAG	
STRLING GR	11	FORD F-150	1FTFW1CT6BF	[REDACTED]	7227/7242	T6203	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	RATE	PAYMENT	INV. DATE
31MAY11 DD			13:00 03MAR12			CASH	03MAR12
R.O. OPENED		READY		OPTIONS: STK:TF11705 DLR:00472			

LINE	OPCODE	TECH	TYPE	HOURS	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) - L	7201 MORONEY, MICHAEL LIC#: /	WF 0.20				(N/C)
1	BL3Z*6C315*A SENSOR - CRANKSHAFT POSITION -						(N/C)
9350B	FUEL PUMP PRESSURE TEST ON VEHICLE -	DIAGNOSIS (9350/9A407/9H307) - L	7201 MORONEY, MICHAEL LIC#: /	WF 0.60			(N/C)
12650DB1	PID RECORDER/MONITOR TEST WITH ROAD TEST - L	7201 MORONEY, MICHAEL LIC#: /	WF 0.50				(N/C)
12650D57	CRANKSHAFT TIMING SENSOR (CKP) - REPLACE (6C315) - L	7201 MORONEY, MICHAEL LIC#: /	WF 2.60				(N/C)

PC: D21 42
 PART#: BL3Z*6C315*A
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 9807

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
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 MAF, TP, ETC, LOAD, BARO, RPM, VSS, VPWR 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 8 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 said products.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	ENVIRONMENTAL/SHOP SUPPLIES	
	TOTAL CHARGES	
	LESS INSURANCE	
CUSTOMER SIGNATURE	SALES TAX	
	PLEASE PAY THIS AMOUNT	

CUSTOMER #: 563483
 UNIT# TF11705

115980



INVOICE

2205 BARRETT LAKES BLVD.
 KENNESAW, GEORGIA 30144
 (878) 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

KENNESAW, GA
 HOME
 BUS:

CONT:
 CELL:

SERVICE ADVISOR: 2218 STEVE CAROLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / DUT	TAG
STRLING GR	11	FORD F-150	1FTFW1CT6BF		7227/7242	T6203

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
31MAY11 DD			13:00 03MAR12			CASH	03MAR12

F.O. OPENED: READY: OPTIONS: STK:TF11705 DLR:00472

07:22 28FEB12 10:00 03MAR12

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

B NO INSPECT AT THIS TIME

NOINSPECT NO INSPECT AT THIS TIME

7201 MORONEY, MICHAEL LIC#: /

ISP 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
7242	0.0						

(N/C)

 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 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.

CUSTOMER SIGNATURE

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

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 (TPONTILL), TERESA Analyst: TPONTILL
 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 (TPONTILL), TERESA Analyst: TPONTILL
 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 (TPONTILL), TERESA Analyst: TPONTILL
 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	NO
REGION RESPONDED TO DSB E-MAIL (Y/N)	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

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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: 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

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: 1FTFW1CT6BF [REDACTED] Year: 2011 Model: F-SERIES Case: 576860592
Name: [REDACTED] Owner Status: Original WSD: 2011-05-31
Symptom Desc: [REDACTED] 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
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	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: 13-MAR-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 14-MAR-12

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTFW1CT6BF	██████	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:		<u>2559776</u>	Doc #:	115025C		Trx Code:	TAP1		Labor Hrs:	0		Labor Cost:	0		Material Cost:	0		Total Cost:	30				
Dlr 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																					
1FTFW1CT6BF	██████	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:	I		Labor Hrs:	1		Labor Cost:	94.36		Material Cost:	0		Total Cost:	94.36				
Dlr 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																					
1FTFW1CT6BF	██████	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				
Dlr 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 RESSTANCE CIRCUIT CBKD4) REPAIR LOOSE PIN IN CONECTOR C146 PIN 1 VT, CLEAR CODES, RESET KAM, TEST DRIVE 15 MILES, RETEST PASS																					
1FTFW1CT6BF	██████	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

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, PINPOINT TEST QB3, TEST CONECTION, RETEST P0600, REPLACE PCM, PROGRAM PATS, RETEST AND TEST DRIVE 10 MILES

IFTFW1CT6BF [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 * TAPI * F09 SXX V99 A99 82
AWS Claim Key: 2788672 **Doc #:** 115431C **Trx Code:** TAPI **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

Any comments? You can contact



webmaster

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number:

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Report Detail Section :

Attachments: 0

Report# :	CB2H1001 NHL	Received:	02/28/2012
CCRG/EPRC:	<input type="checkbox"/>	Reviewed Status:	Date:
Vehicle:	2011,F150 4X2 ,F150 ,SUP CRW,STYSD ,1FTFW1CT6BF	Build Date:	02/11/2011
Odometer :	7,227 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3800F3.55L
Dealer:	USA 00472 Jim Tidwell Ford	Calibration:	BF613G0N
City:	Kennesaw	A/C:	YES
Originator:	MICHAEL MORONEY	Phone#:	(770) 427-5531
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:

Dir 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: LBINGHAM

Report Summary

Server: ECCWS686

Ford Proprietary, Private

14-Mar-2012

Retention: None

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

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

Additional Comments

Request Details

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

Tracking Number	20079509
Status	Closed
Currently assigned to	DDRIPPS
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	JIM TIDWELL FORD
P&A Code	00472
Facing Region (SDR separate from Contact Regions)	S1 - ATLANTA
Geographic Region (SDR combined with Contact Region)	S1 - ATLANTA

3/30/2012

FCSD Sales Zone	A05
FCSD Technical Zone	T12
VIN	1FTFW1CT6BF [REDACTED]
Vehicle year/model	2011 F-150
Vehicle mileage	7,023
Repair Order (R.O) #	[REDACTED]
Customer Name	[REDACTED]
Vehicle Down?	N/A
GCQIS Report #	
TAR Open?	
CuDL Case #	
Priority	Medium
	OGC request FSE assistance needed for final repair attempt. Customer complaints are check engine light, engine stalling and erratic shifting. Must be completed by 4/4/2012. Contact Wannetta Perkins-Hill at 313.322.4722 wperki28@ford.com ---Updated By---MCOLEFESC--03/12/2012 10:42:11 AM--
Request description	
GCQIS Comments	
FSE Comments	x ---Updated By---DDRIPPS--03/29/2012 04:37:47 PM--3/12/2012
Initial Contact Date	
Person Contacted	
Dealership visit planned?	N/A
Visit date, if planned	
Did Visit Occur?	N/A
Concern Summary for Technical Assistance Contact Report	x ---Updated By---DDRIPPS--03/29/2012 04:37:47 PM--referred to bbb per Wannetta Perkins-Hill ---Updated By---DDRIPPS--03/29/2012 04:37:47 PM--
Inspection Comments for Technical Assistance Contact Report	
Primary Root cause for Technical Assistance Contact Report	Final Repair Attempt support
Other Root Causes	
Please explain if "Other" is root cause	
Recommendation for Technical Assistance Contact Report	x ---Updated By---DDRIPPS--03/29/2012 04:37:47 PM--
Missing tools/equipment(if identified)	
Missing tools/equipment ordered during visit?	No
Total hours spent on request	0.5
Created by	MCOLEFESC
Created date	03/12/2012 10:42:11 AM EST
Last Revised by	DDRIPPS
Last revised date	03/29/2012 04:37:47 PM EST

3/30/2012

This e-mail notification has been generated by: DDRIPPS
Thank you..

3/30/2012



LAW OFFICES OF ANNE WARD

5 Chiara Court
Towson, MD 21204

P.O. 1694
Litchfield Park, AZ 85340

Anne Ward, Esq. (Licensed in AZ, CO, MD)

(877) 715-3666 Telephone
(602) 324-0815 Facsimile

December 14, 2012

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

12 DEC 18 P12:55

CONSUMER AFFAIRS
SECTION

Re: Settlement Demand
Vehicle: 2011 Ford F150
Our Client: [REDACTED]
Date of Purchase: 12/17/2011
VIN: 1FTFW1CFXBK [REDACTED]

Dear Sir or Madam:

OGC LIT 2012DEC21 AM10:25

This office has been retained by [REDACTED] regarding the above-referenced vehicle, which was purchased from Camelback Ford in Phoenix, Arizona. Since that time, our client's vehicle has undergone repeated repair attempts, for a defect and nonconformity with defective brakes, check engine light on, abnormal engine noise, loss of power. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and nonconformities include, but are not limited to, the following:

1. Defective brakes
2. Check engine light on
3. Abnormal engine noise
4. Loss of power
5. Any and all additional complaints actually made, whether contained on company invoices or otherwise.

These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the Arizona Lemon Law, the Magnuson-Moss Warranty Act and the Uniform Commercial Code.

Therefore, you (and the authorized dealer) are hereby notified that [REDACTED] is revoking acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. *

Please inform this office of the procedure whereby our clients may return the vehicle and recoup these expenses. PLEASE DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO THIS LAW OFFICE.

Please contact me as soon as possible to discuss resolving this matter. Enclosed please find all the repair orders in our client's possession and any other documents pertinent to this claim. We would like to reach an amicable agreement within thirty (30) days of this letter.

Sincerely,



Anne Ward
AnneWardEsq@gmail.com
Attorney for [REDACTED]

Enclosures

cc: [REDACTED] (w/out encls.)

*Until this matter is resolved, [REDACTED] reserves the right to make appointments to have current and future defects repaired by any authorized dealer of the consumer's choice, especially while the vehicle remains under warranty.

CUSTOMER #: 619626

305759

CAMELBACK

INVOICE

PAGE 1

1330 E. CAMELBACK ROAD
PHOENIX, AZ 85014
PHONE: (602) 850-9000 FAX: (602) 850-9061
www.camelbackfordlincolnmercury.com

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 1153 KRISTA LASHLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	INSTRUMENT	TAG	
BLUE	11	FORD F-150	1FTFW1CFXBK [REDACTED]		37747/37747	T4147	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17DEC11 IS			11:45 28NOV12		0.00	CASH	29NOV12
R.O. OPENED	READY	OPTIONS	STK:111902 ENG:5.0 Liter				

12:21 27NOV12 16:52 29NOV12

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S WHEN FILLS UP FUEL ONLY WILL READ 0.7 AT 75% FULL

NOW BEEN IN FOR THE FOURTH TIME! PLEASE RECHECK AND ADVISE

E29 CHECK ENGINE LIGHT ON

1143 TYRELL, CHARLES 'CHIP' LIC# [REDACTED]

1 9L3Z*9H307*E SENDER AND PUMP ASY (N/C)
 1 4L3Z*9276*AA GASKET (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

37747 EEC TEST PASS IC SRLF TEST PASS PINPOINT TEST B DCL DIS
 SHOWS FLI PID AT 74 PERCENT TEST FUEL GAUGE SENDER 27 OHMS DRAIN FUEL W
 PUMP REMOVE TANK AND TURN TANK OVER IN OHMS AT SENDER REGION 1.00
 FOUND FUEL PUMP STICKING ON SLIDE RAILS NOT MOVING INTO CORRECT
 POSITION REPLACE PUMP AND RETEST 12650D 12650D 12650D 12650D 12650D
 9002A6

B LOF AND ROTATE

WORKS LOF AND ROTATE

1143 TYRELL, CHARLES 'CHIP' LIC# [REDACTED]

1 AASZ*6714*A FILTER ASY - OIL 9.76 4:83
 1 5W20 5W20 OIL 23.50

PARTS: 29.33 LABOR: 22.94 OTHER: 0.00 TOTAL LINE B: 52.27

37747 LOF AND ROTATE TIRES

C PERFORM MULTI-POINT INSPECTION

99P PERFORM MULTI-POINT INSPECTION

1143 TYRELL, CHARLES 'CHIP' LIC# [REDACTED]

GTIRE TIRE TREAD AND WEAR IS OK AT THIS TIME 0.00 0.00

1143 TYRELL, CHARLES 'CHIP' LIC# [REDACTED]

GBATT BATTERY CONDITION IS GOOD 0.00 0.00

1143 TYRELL, CHARLES 'CHIP' LIC# [REDACTED]

AGIS: The only warranties applying to this period 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 period and/or services. 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.

1. Labor, 12 mos-12,000 miles, whichever occurs first.
2. Rebuild parts, 90 days. Parts only. No labor.
3. Used parts as is - No warranty.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE AND ADDITIONAL COST OR WARRANTY WORK PERFORMED, AND/OR RECEIPT OF VEHICLE, CUSTOMER ACCEPTANCE

X

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE (WARRANTY IF APPLICABLE)

*Customer agrees that any controversy or claim by or between Customer and Dealer (including any of its agents and representatives) of any kind or nature whatsoever shall be settled by arbitration in accordance with the rules of the American Arbitration Association. There shall be no class action arbitration or relief. The arbitration award and/or order shall be final and binding on the parties to the arbitration. Unless the arbitrator determines that enforceability of this Arbitration Clause requires otherwise, each party shall bear its own costs and expenses in connection with any arbitration proceedings. Both Customer and Dealer retain the right to dispute self-help remedies and to seek pre-judgment remedies from a court. If any part of this Arbitration Clause is deemed or found to be unenforceable for any reason the rest of the Arbitration Clause remains enforceable.

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, TUBE

SUBLET AMOUNT

SHOP SUPPLEMENTAL AMOUNT

TOTAL CHARGES

DISCOUNTS

SALES TAX

PLEASE PAY THIS AMOUNT

DESCRIPTION TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, TUBE

SUBLET AMOUNT

SHOP SUPPLEMENTAL AMOUNT

TOTAL CHARGES

DISCOUNTS

SALES TAX

PLEASE PAY THIS AMOUNT

CUSTOMER COPY

CUSTOMER #: 619626

305759

CAMELBACK

INVOICE



[REDACTED]

PAGE 2

1330 E CAMELBACK ROAD
PHOENIX, AZ 85014
PHONE: (602) 850-9000 FAX: (602) 850-9061
www.camelbackfordlincolnmercury.com

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1153 KRISTA LASHLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	INVENTORY TAG		
BLUE	11	FORD F-150	1FTFW1C6KBBK [REDACTED]	37747/57747	T4147		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PLNO	RATE	PAYMENT	INV. DATE
17DEC11 IS							
24DEC11 DD			11:45 28NOV12		0.00	CASH	29NOV12
R.O. OPENED		READY	OPTIONS: STK:111902 ENG:5.0 Liter				

LINE	OPCODE	TBCH	TYPE	HOURS	LIST	NET	TOTAL
GBK BRAKE LININGS ARE OK AT HIS TIME							
1143 TYRELL, CHARLES 'CHIP' LIC#: [REDACTED]							
CF							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL	0.00

D RENTAL CAR

RENTAL CAR	RENTAL CAR	RENTAL CAR	RENTAL CAR	RENTAL CAR	RENTAL CAR	RENTAL CAR	RENTAL CAR
1143 TYRELL, CHARLES 'CHIP' LIC#: [REDACTED]							
WF							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL	0.00

SUBL WARRANTY RENTAL

COMPANY NAME	COMPANY PHONE	POLICY NUMBER	POLICY TERM	EFFECTIVE DATE	DEDUCTIBLE	MILEAGE LIMIT	BEGIN MILES	END MILES	COMPONENTS
WEST									
LINCOLN (W/C)									
Mercury (W/C)									
Ford									
17 DEC 2011									
100.00									
60000									

Our goal is for you to be able to describe your service visit as **COMPLETELY SATISFIED**. If there is any reason that you are not completely satisfied with your service visit please call Matt Konecek at (602) 850-9010. Thank you

AS IS. The only warranties applying to this parts 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 parts) 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.

1. Labor, 12 mos-12,000 miles, whichever occurs first.
2. Retailer parts, 30 days. Parts only. No labor.
3. Used parts as is - No warranty.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE AND ADDITIONAL DUST, OR WARRANTY WORK PERFORMED, AND/OR RECEIPT OF VEHICLE. CUSTOMER ACCEPTANCE

X I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE (WARRANTY IF APPLICABLE)

Customer agrees that any controversy or claim by or between Customer and Dealer including any of its agents and representatives of any kind or nature whatsoever shall be settled by arbitration in accordance with the rules of the American Arbitration Association. There shall be no class action arbitration or relief. The arbitration award under order shall be final and binding on the parties to the arbitration. Unless the arbitrator determines that enforceability of this Arbitration Clause, including arbitration, both party shall bear the fresh costs and expenses of the arbitration unless any arbitration proceedings, both Customer and Dealer retain the right to assistance self-help remedies and to seek procedural remedies from a court. If any part of this Arbitration Clause is deemed or found to be unenforceable for any reason the rest of the Arbitration Clause remains enforceable.

DESCRIPTION	TOTALS
LABOR AMOUNT	22.94
PARTS AMOUNT	29.33
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	52.27
DISCOUNTS	0.00
SALES TAX	2.73
PLEASE PAY THIS AMOUNT	55.00

CUSTOMER COPY

Customer#: 619626
Customer Name: [REDACTED]

RO Number: 304136 *S*

Open Date: 10/30/12 Mileage: 34894 Service Logon: CBLM-S
Close Date: 11/06/12 SA Number: 1153 Cashier: gbreceda
Comments: LC: A REF. RO: 302728 SVC PART DATE: 10/08/12 SVC PART DISTANCE: 2475

Line Code: A Comeback: N Booker ID: 1107
Complaint: E29 C/S PUT FUEL IN CHECK ENGINE LIGHT CAME ON AND PUT 20.00 READ EHOY. THEN WENT TO HALF A TANK, THEN NO STRAT WOULD CRANK FOR FEW SECONDS THEN STARTED
Cause: E

Labor Type: WF Technician Number: 1864
Op Code: 126500 Comeback RO Number:
Description: EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
Labor\$: 20.97 Failed Part Number: 9L3Z9A299*E
Parts\$: 51.51 Failed Code: E29 42
Miscellaneous\$: 0.00 Failed Part Quantity:

Labor Type: WF Technician Number: 1864
Op Code: 12650D45 Comeback RO Number:
Description: EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - L
Labor\$: 31.45
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: WF Technician Number: 1864
Op Code: 9002AA Comeback RO Number:
Description: FUEL TANK - REMOVE AND INSTALL (9002/9072/9076) - L
Labor\$: 199.18
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: WF Technician Number: 1864
Op Code: 9002AA Comeback RO Number:
Description: FUEL GAUGE TANK UNIT OR SEAL - REPLACE (9275/9276/9A299) - L
Labor\$: 41.93
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 1107
Complaint: D42 C/S ENGINE IS MAKING NOISE ON ACEL LIKE STARVING FOR OIL CK AND ADVTSE

Labor Type: WNC Technician Number: 1864
Op Code: D42 Comeback RO Number:
Description: POOR PERFORMANCE-LACKS POWER
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 1107
Complaint: RENTAL RENTAL CAR
Cause: E

Customer#: 619626
Customer Name: [REDACTED]

Labor Type: WF Technician Number: 9999
Op Code: PO Comeback RO Number:
Description: TAP AST
Labor\$: 0.00 Failed Part Number: TAP1
Parts\$: 0.00 Failed Code: A99 B2
Miscellaneous\$: 0.00 Failed Part Quantity:

Labor Type: WF Technician Number:
Op Code: 9999 Comeback RO Number:
Description: TAP AST GODLEY ERAC 507239
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 120.00

Line Code: D Comeback: N Booker ID: 1153
Complaint: 99P PERFORM MULTI-POINT INSPECTION
Cause: .

Labor Type: WNC Technician Number: 1864
Op Code: 99P Comeback RO Number:
Description: PERFORM MULTI-POINT INSPECTION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: WNC Technician Number: 1864
Op Code: GTIRE Comeback RO Number:
Description: TIRE TREAD AND WEAR IS OK AT THIS TIME
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: WNC Technician Number: 1864
Op Code: GBATT Comeback RO Number:
Description: BATTERY CONDITION IS GOOD
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: WNC Technician Number: 1864
Op Code: GBK Comeback RO Number:
Description: BRAKE LININGS ARE OK AT HIS TIME
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: E Comeback: N Booker ID: 1107
Complaint: A85 C/S NOTED THAT THE REAR BUMPER COVER CRACKED WHEN HE STEPPE ON IT PLEASE CK AND ADVISE
Cause: E

Labor Type: WF Technician Number: 1864
Op Code: MT17807 Comeback RO Number:
Description: REPL BUMPER COVER ASY

11/30/12 12:52PM
History Report for Vehicle: BK094483

CAMELBACK FORD LINCOLN MERCURY

Page 3

Customer#: 619626
Customer Name: [REDACTED]

Labor\$: 41.93
Parts\$: 114.73
Miscellaneous\$: 0.00

Failed Part Number: 9L32*178807*A
Failed Code: 807 07
Failed Part Quantity:

Story for Line A, Version Number 1

34894 FUEL SENDER 260 DID EEC TEST AND ALL PASS CODES IN THE PCM, NO STORED CODES. FOR CONCERN, D10, PPT, B1 NO, B9, YES B10 YES B12 YES B13 NO B14 NO. INSTALL NEW FUEL SENDER FLOAT AND CARD. REMOVED THE FUEL TANK AND R & R THE FUEL SENDER. RE TESTED NORMAL OPERATION AT THIS TIME. FILLED THE TANK TO FULL AND THE ENGINE LIGHT NEVER CAME ON. AFTER REBUCKLING AND TEST DRIVE CHECKED FOR CODES AGAIN, ALL PASS CODES AT THIS TIME. 9002AA 1.9 9002AA 0.4 12650045 0.3

Story for Line B, Version Number 1

34894 NPF ROAD TESTED TRUCK TO TRY AND VERIFY CONCERN, COULD NO DUPLICATE NOISE TRUCK RUNS AS SHOULD

Story for Line C, Version Number 1

34894 TAP AST ERAC 507239

Story for Line D, Version Number 1

34894 MPI SEE MP1

Story for Line E, Version Number 1

34894 REAR BUMPER COVER 40 REAR BUMPER COVER HAD POOR FIT, R & R THE REAR BUMPER COVER, NORMAL OPERATION AT THIS TIME HT 0.4

Customer#: 619626
Customer Name: [REDACTED]

RO Number: 302728

Open Date: 10/08/12 Mileage: 32419 Service Logon: CBLM-S
Close Date: 10/11/12 SA Number: 1933 Cashier: gbreceda

Line Code: A Comeback: N Booker ID: 1107
Complaint: E29 C.S TANT THE SES LIGHT COMES ON IF THEY FILL THE TANK ALL THE WAY
Cause: -

Labor Type: WMC Technician Number: 1143
Op Code: E29 Comeback RO Number:
Description: "CHECK ENGINE" LIGHT TROUBLES
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 1107
Complaint: L69 C.S SES LIGHT COMES ON AND THAT THE GAS GAUGE IS NOT WORKING WHEN THEY FILL THE TANK UP IT WILL ONLY REAR
3/4 OF A TANK
Cause: -

Labor Type: WF Technician Number: 1143
Op Code: 126500 Comeback RO Number:
Description: EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
Labor\$: 20.97 Failed Part Number: 9L32*9H307*E
Parts\$: 277.18 Failed Code: E29 42
Miscellaneous\$: 0.00 Failed Part Quantity:

Labor Type: WF Technician Number: 1143
Op Code: 12650d80 Comeback RO Number:
Description: PID RECORDER/MONITOR TEST - L
Labor\$: 10.48
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: WF Technician Number: 1143
Op Code: 9002AA Comeback RO Number:
Description: FUEL TANK - REMOVE AND INSTALL (9002/9072/9076) - L
Labor\$: 199.18
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: WF Technician Number: 1143
Op Code: 9002A6 Comeback RO Number:
Description: FUEL PUMP - ELECTRIC - REPLACE (9350/9AA07/9C407/9H307/9H318) - L
Labor\$: 41.93
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: WF Technician Number: 1143
Op Code: 126500X1 Comeback RO Number:
Description: EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L EXTRA TIME TO REPEAT FINAL QUICK TEST
Labor\$: 10.48

Customer#: 619626
Customer Name: [REDACTED]

Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: M Booker ID: 1933
Complaint: D50 C.S THAT THE RPM'S ARE ERATTIC AND ARE GOING UP AND DOWN
Cause: .

Labor Type: INT Technician Number: 1143
Op Code: D50 Comeback RO Number:
Description: OTHER ENGINE CONCERNS
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: D Comeback: M Booker ID: 1933
Complaint: P09 C.S TANT WHEN THEY TAKE OFF FROM A LIGHT THE TRUCK WILL KINDA BOG DOWN THEN JERK AND THEN TAKE OFF
Cause: .

Labor Type: INT Technician Number: 1143
Op Code: P09 Comeback RO Number:
Description: OTHER TRANSMISSION TROUBLES
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: E Comeback: M Booker ID: 1933
Complaint: B07 C.S THAT THE PLACTIC PART OF THE REAR BUMPER KEEPS FALLING OFF AND WONT STAY ON THE CHROME BUMPER
Cause: .

Labor Type: INT Technician Number: 1143
Op Code: B07 Comeback RO Number:
Description: BUMPER FITS POORLY
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: F Comeback: M Booker ID: 1107
Complaint: RENT * RENTAL CAR
Cause: .

Labor Type: WF Technician Number: 9999
Op Code: P0 Comeback RO Number:
Description: TAP AST
Labor\$: 0.00 Failed Part Number: TAP1
Parts\$: 0.00 Failed Code: A99 B2
Miscellaneous\$: 0.00 Failed Part Quantity:

Labor Type: WF Technician Number:
Op Code: 9999 Comeback RO Number:
Description: TAP AST GODLEY ERAC 506205
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 120.00

Customer#: 619626
Customer Name: [REDACTED]

Line Code: G Comeback: N Booker ID: 1933
Complaint: 999 PERFORM MULTI-POINT INSPECTION
Cause: .

Labor Type: WNC Technician Number: 1143
Op Code: 999 Comeback RO Number:
Description: PERFORM MULTI-POINT INSPECTION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: H Comeback: N Booker ID: 1933
Complaint: WORKS THE WORKS FUEL SAVER PACKAGE.CONVENTIONAL OIL & FILTER CHANGE. ROTATE & INSPECT 4 TIRES. CHECK AIR FILTER, INSPECT BRAKES & TEST BATTERY. CHECK BELTS AND HOSES, TOP OFF FLUIDS

Labor Type: CHPP Technician Number: 1707
Op Code: WORKS Comeback RO Number:
Description: THE WORKS FUEL SAVER PACKAGE.CONVENTIONAL OIL & FILTER CHANGE. ROTATE & INSPECT 4 TIRES. CHECK AIR FILTER, INSPECT BRAKES & TEST BATTERY. CHECK BELTS AND HOSES, TOP OFF FLUIDS
Labor\$: 18.00
Parts\$: 23.82
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
32419 EEC TEST P PINPOINT TEST FOUND FUEL PUMP NOT IN CORRECT POSITION REPLACE FUEL PUMP

Story for Line A, Version Number 2
32419 EEC TEST P2196 P2198 PINPOINT TEST H DCL DISPLAY SHOWS FLI AT 24 PERCENT AND FUEL TRIMS AT NORMAL - + 5 PERCENT SEE LINE B REMOVE FUEL TANK AND INSPECT FUEL PUMP FOUND FUEL PUMP NOT IN CORRECT POSITION REPLACE FUEL PUMP RE EEC TEST KOER PASS KOEO PASS 126500 126500X1 126500B0 9002AA 9002A6

Story for Line B, Version Number 1
32419 see line a

Story for Line B, Version Number 2
32419 EEC TEST P2196 P2198 PINPOINT TEST H DCL DISPLAY SHOWS FLI AT 24 PERCENT AND FUEL TRIMS AT NORMAL - + 5 PERCENT SEE LINE B REMOVE FUEL TANK AND INSPECT FUEL PUMP FOUND FUEL PUMP NOT IN CORRECT POSITION REPLACE FUEL PUMP RE EEC TEST KOER PASS KOEO PASS 126500 126500X1 126500B0 9002AA 9002A6

Customer#: 619626
Customer Name: [REDACTED]

RO Number: 296481

Open Date: 07/02/12 Mileage: 21024 Service Logon: CBLM-S
Close Date: 07/02/12 SA Number: 1153 Cashier: bnelson

Line Code: A Comeback: N Booker ID: 1153
Complaint: WORKS THE WORKS FUEL SAVER PACKAGE, CONVENTIONAL OIL & FILTER CHANGE, ROTATE & INSPECT 4 TIRES, CHECK AIR FILTER, INSPECT BRAKES & TEST BATTERY, CHECK BELTS AND HOSES, TOP OFF FLUIDS

Labor Type: CMPP Technician Number: 1105
Op Code: WORKS Comeback RO Number:
Description: THE WORKS FUEL SAVER PACKAGE, CONVENTIONAL OIL & FILTER CHANGE, ROTATE & INSPECT 4 TIRES, CHECK AIR FILTER, INSPECT BRAKES & TEST BATTERY, CHECK BELTS AND HOSES, TOP OFF FLUIDS
Labor\$: 13.66
Parts\$: 23.89
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 1153
Complaint: COND OIL CONDITIONER

Labor Type: CMPP Technician Number: 1105
Op Code: COND Comeback RO Number:
Description: INSTALL FLUID CONDITIONER
Labor\$: 0.00
Parts\$: 13.93
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 1153
Complaint: 99P PERFORM MULTI-POINT INSPECTION

Labor Type: CMPP Technician Number: 1105
Op Code: 99P Comeback RO Number:
Description: PERFORM MULTI-POINT INSPECTION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CMPP Technician Number: 1105
Op Code: GTIRE Comeback RO Number:
Description: TIRE TREAD AND WEAR IS OK AT THIS TIME
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CMPP Technician Number: 1105
Op Code: GBATT Comeback RO Number:
Description: BATTERY CONDITION IS GOOD
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CMPP Technician Number: 1105
Op Code: GBK Comeback RO Number:

11/30/12 12:52PM
History Report for Vehicle: BKD94483

CAMELBACK FORD LINCOLN MERCURY

Page 11

Customer#: 619626
Customer Name: [REDACTED]

Description: BRAKE LININGS ARE OK AT HIS TIME
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
21024 50 CHANGE OIL AND OIL FILTER ROTATE TIRES D.5

Story for Line B, Version Number 1
21024 DONE

Story for Line C, Version Number 1
21024 TOP OFF FLUIDS

Customer#: 619626
Customer Name: [REDACTED]

RO Number: 299871 **3**

Open Date: 08/22/12 Mileage: 27924 Service Logon: CBLM-S
Close Date: 08/24/12 SA Number: 1153 Cashier: Klashley

Line Code: A Comeback: N Booker ID: 1153
Complaint: E29 "CHECK ENGINE" LIGHT TROUBLES

Labor Type: INT Technician Number: 1143
Op Code: E29 Comeback RO Number:
Description: "CHECK ENGINE" LIGHT TROUBLES
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 1153
Complaint: 999 PERFORM MULTI-POINT INSPECTION
Cause: Y

Labor Type: INT Technician Number: 1143
Op Code: 999 Comeback RO Number:
Description: PERFORM MULTI-POINT INSPECTION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: INT Technician Number: 1143
Op Code: GTIRE Comeback RO Number:
Description: TIRE TREAD AND WEAR IS OK AT THIS TIME
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: INT Technician Number: 1143
Op Code: GBATT Comeback RO Number:
Description: BATTERY CONDITION IS GOOD
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: INT Technician Number: 1143
Op Code: GBK Comeback RO Number:
Description: BRAKE LININGS ARE OK AT HIS TIME
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
27924 EEC TEST P2195 P2198 FREEZE FRAME SHOWS LONG FUEL TRIMS AT 9.38 AND SHORTS AT 29.69 DCL DISPATCH THIS TIME SHOWS ALL PIDS NORMAL LONG AND SHORT TRIMS NEAR 0 MONITOR TRIMS DURING TEST DRIVE NORMAL

Customer#: 619626
Customer Name: [REDACTED]

RO Number: 299225

Open Date: 08/13/12 Mileage: 26777 Service Logon: CBLM-S
Close Date: 08/15/12 SA Number: 1153 Cashier: bnelson

Line Code: A Comeback: N Booker ID: 1153

Complaint: WORKS THE WORKS FUEL SAVER PACKAGE. CONVENTIONAL OIL & FILTER CHANGE. ROTATE & INSPECT 4 TIRES. CHECK AIR FILTER, INSPECT BRAKES & TEST BATTERY. CHECK BELTS AND NOSES, TOP OFF FLUIDS

Labor Type: CHPP Technician Number: 1105
Op Code: WORKS Comeback RO Number:

Description: THE WORKS FUEL SAVER PACKAGE. CONVENTIONAL OIL & FILTER CHANGE. ROTATE & INSPECT 4 TIRES. CHECK AIR FILTER, INSPECT BRAKES & TEST BATTERY. CHECK BELTS AND NOSES, TOP OFF FLUIDS

Labor\$: 13.83
Parts\$: 23.82
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 1153

Complaint: COND OIL CONDITIONER

Labor Type: CHPP Technician Number: 1105
Op Code: COND Comeback RO Number:

Description: INSTALL FLUID CONDITIONER

Labor\$: 0.00
Parts\$: 13.85
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 1153

Complaint: H44 BRAKES SQUEAL CK AND ADVISE

Labor Type: CHPP Technician Number: 1105
Op Code: H44 Comeback RO Number:

Description: HARSH RIDE

Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: D Comeback: N Booker ID: 1153

Complaint: 99P PERFORM MULTI-POINT INSPECTION

Labor Type: CF Technician Number: 1105
Op Code: 99P Comeback RO Number:

Description: PERFORM MULTI-POINT INSPECTION

Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CF Technician Number: 1105

Op Code: GTIRE Comeback RO Number:

Description: TIRE TREAD AND WEAR IS OK AT THIS TIME

Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

11/30/12 12:52PM
History Report for Vehicle: BKD94483

CAMELBACK FORD LINCOLN MERCURY

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Customer#: 619626
Customer Name: [REDACTED]

Labor Type: CF Technician Number: 1105
Op Code: GBATT Comeback RO Number:
Description: BATTERY CONDITION IS GOOD
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CF Technician Number: 1105
Op Code: GBK Comeback RO Number:
Description: BRAKE LININGS ARE OK AT HIS TIME
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
26777 50 CHANGE OIL AND OIL FILTER ROTATE TIRES 0.5 1105

Story for Line B, Version Number 1
26777 DONE

Story for Line C, Version Number 1
26777 ROAD TEST VEHICLE VERIFY FOR BRAKE NOISE CAN NOT DUPLICATE BRAKE NOISE AT THIS TIME FRONT BRAKES AT 8MM REARS 8MM

Story for Line D, Version Number 1
26777 TOP OFF FLUIDS

Customer#: 619626
Customer Name: [REDACTED]

RO Number: 293345

Open Date: 05/14/12 Mileage: 15574 Service Logon: CBLM-S
Close Date: 05/14/12 SA Number: 1153 Cashier: bnelson

Line Code: A Comeback: N Booker ID: 1153
Complaint: WORKS THE WORKS FUEL SAVER PACKAGE. CONVENTIONAL OIL & FILTER CHANGE. ROTATE & INSPECT 4 TIRES. CHECK AIR FILTER, INSPECT BRAKES & TEST BATTERY. CHECK BELTS AND HOSES, TOP OFF FLUIDS.

Labor Type: CHPP Technician Number: 1840
Op Code: WORKS Comeback RO Number:
Description: AUTH CODE 130330055
Labor\$: 25.35
Parts\$: 23.89
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 1153
Complaint: FLAT PERFORM FLAT PASS SIDE REAR TIRE

Labor Type: CF Technician Number: 1840
Op Code: FLAT Comeback RO Number:
Description: AUTH CODE 130330219
Labor\$: 19.95
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 1153
Complaint: 99P PERFORM MULTI-POINT INSPECTION

Labor Type: CHPP Technician Number: 1840
Op Code: 99P Comeback RO Number:
Description: PERFORM MULTI-POINT INSPECTION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CHPP Technician Number: 1840
Op Code: GTIRE Comeback RO Number:
Description: TIRE TREAD AND WEAR IS OK AT THIS TIME
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CHPP Technician Number: 1840
Op Code: GBATT Comeback RO Number:
Description: BATTERY CONDITION IS GOOD
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CHPP Technician Number: 1840
Op Code: GBK Comeback RO Number:
Description: BRAKE LININGS ARE OK AT THIS TIME

11/30/12 12:52PM
History Report for Vehicle: BKD94483

CAMELBACK FORD LINCOLN MERCURY

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Customer#: 619626
Customer Name: [REDACTED]

Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line A, Version Number 1

15574 50 CHANGED OIL AND OIL FILTER ROTATED ALL TIRES SET TIRE PRESSURES .5 1840

Story for Line B, Version Number 1

15574 50 PERFORMED FLAT REPAIR .5 1840

Story for Line C, Version Number 1

15574 MPI DONE

Customer#: 619626
Customer Name: [REDACTED]

RO Number: 290917

Open Date: 04/02/12 3 Mileage: 10262 Service Logon: CBLM-S
Close Date: 04/04/12 SA Number: 1153 Cashier: gbreceda

Line Code: A Comeback: N Booker ID: 1153
Complaint: WORKS THE WORKS FUEL SAVER PACKAGE. CONVENTIONAL OIL & FILTER CHANGE. ROTATE & INSPECT 4 TIRES. CHECK AIR FILTER, INSPECT BRAKES & TEST BATTERY. CHECK BELTS AND HOSES, TOP OFF FLUIDS

Labor Type: CHPP Technician Number: 1105
Op Code: WORKS Comeback RO Number:
Description: THE WORKS FUEL SAVER PACKAGE. CONVENTIONAL OIL & FILTER CHANGE. ROTATE & INSPECT 4 TIRES. CHECK AIR FILTER, INSPECT BRAKES & TEST BATTERY. CHECK BELTS AND HOSES, TOP OFF FLUIDS
Labor\$: 10.34
Parts\$: 40.86
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 1107
Complaint: N44 C/S WHEN TAKES FOOT OFF BRAKE HEARS LOUD SQUEALING /SQUEAKING NOISE COMING FROM WHEEL AREA
Cause: .

Labor Type: WF Technician Number: 1747
Op Code: 2001BCT Comeback RO Number:
Description: BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC - INSPECT (2001/2007/2200) - L
Labor\$: 101.58 Failed Part Number: 1102
Parts\$: 0.00 Failed Code: N17 14
Miscellaneous\$: 0.00 Failed Part Quantity:

Labor Type: WF Technician Number: 1747
Op Code: 2001B2T Comeback RO Number:
Description: DISC BRAKE ROTOR FRONT MACHINE ON VEHICLE - MACHINE (1102/1125) - L
Labor\$: 60.95
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: WF Technician Number: 1747
Op Code: 2001B3T Comeback RO Number:
Description: DISC BRAKE ROTOR REAR MACHINE ON VEHICLE - MACHINE (20026) - L
Labor\$: 60.95
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 1153
Complaint: COND OIL CONDITIONER

Labor Type: INT Technician Number: 1105
Op Code: COND Comeback RO Number:
Description: INSTALL FLUID CONDITIONER
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: D Comeback: N Booker ID: 1153

11/30/12 12:52PM

CAMELBACK FORD LINCOLN MERCURY

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History Report for Vehicle: BKD94483

Customer#: 619626

Customer Name: [REDACTED]

Complaint: ZAKTEK REAPPLICATION OF ZAKTEK PAINT PROTECTION..
Cause: COMPLETED REAPPLICATION OF ZAKTEK PAINT PROTECTION

Labor Type: INT Technician Number: 9999
Op Code: ZAKTEK Comeback RO Number:
Description: REAPPLICATION OF ZAKTEK PAINT PROTECTION..
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: E Comeback: M Booker ID: 1153
Complaint: 99P PERFORM MULTI-POINT INSPECTION

Labor Type: CF Technician Number: 1105
Op Code: 99P Comeback RO Number:
Description: PERFORM MULTI-POINT INSPECTION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CF Technician Number: 1105
Op Code: GTIRE Comeback RO Number:
Description: TIRE TREAD AND WEAR IS OK AT THIS TIME
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
10262 50 CHANGE OIL AND OIL FILTER ROTATE TIRES 0.5 1105

Story for Line B, Version Number 1
10262 GLAZED ROTORS/EXCESSIVE RUMBLE 220 VERIFIED CUSTOMERS CONCERN.INSPECT AND DETERMINED CONDITION OF BRAKES.FRONT BRAKE PADS AT 7-8MM REAR BRAKE PADS AT 8MM.PINPOINT TEST FOUND ALL 4 ROTORS FRONT AND REAR HAVE OVER .004 RUMBLE AND ARE GLAZED CAUSING CUSTOMERS NOISE.PRO CUT FRONT AND REAR ROTORS
RF-START=34.5MM/FINISH=34.2MM.LF-START=34.4MM/FINISH=34.1MM.LR-START=20.1MM/ FINISH=19.8.RF-START=20.3MM/FINISH=20.0MM.SAND AND DEGLAZED PADS REASSEMBLED AND RETEST NOISE GONE TECH 1747-2001BCT-1.0HRS/2001B2T-.6HRS/2001B3T-.6HRS

Story for Line C, Version Number 1
10262 DONE

Story for Line E, Version Number 1
10262 TOP OFF FLUIDS

Customer#: 619626
Customer Name: [REDACTED]

RO Number: 287625

Open Date: 02/13/12 Mileage: 4699 Service Logon: CBLM-S
Close Date: 02/13/12 SA Number: 1153 Cashier: fsoto

Line Code: A Comeback: N Booker ID: 1153
Complaint: WORKS THE WORKS FUEL SAVER PACKAGE. CONVENTIONAL OIL & FILTER CHANGE. ROTATE & INSPECT 4 TIRES. CHECK AIR FILTER, INSPECT BRAKES & TEST BATTERY. CHECK BELTS AND NOSES, TOP OFF FLUIDS

Labor Type: CMPP Technician Number: 1824
Op Code: WORKS Comeback RO Number:
Description: THE WORKS FUEL SAVER PACKAGE. CONVENTIONAL OIL & FILTER CHANGE. ROTATE & INSPECT 4 TIRES. CHECK AIR FILTER, INSPECT BRAKES & TEST BATTERY. CHECK BELTS AND NOSES, TOP OFF FLUIDS
Labor\$: 28.89
Parts\$: 23.89
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 1153
Complaint: H44 C/S WEARS BRAKES SQUEAK ON INITIAL TAKE OFF

Labor Type: INT Technician Number: 1824
Op Code: H44 Comeback RO Number:
Description: HARSH RIDE
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 1153
Complaint: 999 PERFORM MULTI-POINT INSPECTION

Labor Type: CMPP Technician Number: 1824
Op Code: 999 Comeback RO Number:
Description: PERFORM MULTI-POINT INSPECTION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CMPP Technician Number: 1824
Op Code: GTIRE Comeback RO Number:
Description: TIRE TREAD AND WEAR IS OK AT THIS TIME
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CMPP Technician Number: 1824
Op Code: GBATT Comeback RO Number:
Description: BATTERY CONDITION IS GOOD
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CMPP Technician Number: 1824
Op Code: GBK Comeback RO Number:

11/30/12 12:52PM
History Report for Vehicle: BKD94483

CAMELBACK FORD LINCOLN MERCURY

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Customer#: 619626
Customer Name: [REDACTED]

Description: BRAKE LININGS ARE OK AT HIS TIME
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
4699 50 DONE

Story for Line B, Version Number 1
4699 COULD NOT HEAR ANY BRAKE NOISE AT THIS TIME, POSSIBLE THEY JUST NEED HEAT UP SOME AT FIRST

11/30/12 12:52PM
History Report for Vehicle: BKD94483

CAMELBACK FORD LINCOLN MERCURY

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Customer#: 619626
Customer Name: [REDACTED]

RO Number: 284319

Open Date: 12/27/11 Mileage: 46 Service Logon: CBLM:S
Close Date: 12/29/11 SA Number: 1876 Cashier: chadtec

Line Code: A Comeback: N Booker ID: 1876
Complaint: CFD CLEAN FOR DELIVERY

Labor Type: JNT
Op Code: CFD
Description: CLEAN FOR DELIVERY
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Technician Number: 9999
Comeback RO Number:

Labor Type: JNT
Op Code: 9999
Description: CFD
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 35.00

Technician Number:
Comeback RO Number:

11/30/12 12:52PM
History Report for Vehicle: 8K094483

CAMELBACK FORD LINCOLN MERCURY

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Customer#: 619626
Customer Name: [REDACTED]

RO Number: 282241

Open Date: 11/29/11 Mileage: 4 Service Logon: CBLM-S
Close Date: 11/29/11 SA Number: 1876 Cashier: chadnac

Line Code: A Comeback: N Booker ID: 1876
Complaint: NITRO INSTALL NITROGEN INTO ALL TIRES

Labor Type: INT Technician Number: 9999
Op Code: NITRO Comeback RO Number:
Description: INSTALL NITROGEN INTO ALL TIRES
Labor\$: 0.00
Parts\$: 25.00
Miscellaneous\$: 0.00

Customer#: 610/31
Customer Name: [REDACTED]

RO Number: 274359

Open Date: 08/18/11 Mileage: 3 Service Logon: CBLM-S
Close Date: 08/24/11 SA Number: 1157 Cashier: chadnac

Line Code: A Comeback: N Booker ID: 1831
Complaint: POI * PRE DELIVERY INSPECTION

Labor Type: INT Technician Number: 1149
Op Code: POI Comeback RO Number:
Description: * PRE DELIVERY INSPECTION
Labor\$: 118.12
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 1107
Complaint: NCD NEW VEHICLE DETAIL INCLUDES ZAKTEK APPLICATION

Labor Type: INT Technician Number: 9999
Op Code: NCD Comeback RO Number:
Description: NEW VEHICLE DETAIL INCLUDES ZAKTEK APPLICATION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: INT Technician Number:
Op Code: 9999 Comeback RO Number:
Description: NEW CAR DETAIL
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 179.00

Line Code: C Comeback: N Booker ID: 1831
Complaint: ETCH SECURITY ETCHING

Labor Type: INT Technician Number: 1149
Op Code: ETCH Comeback RO Number:
Description: SECURITY ETCHING
Labor\$: 22.00
Parts\$: 3.00
Miscellaneous\$: 0.00

Line Code: D Comeback: N Booker ID: 1831
Complaint: MSRP LAMINATE MSRP LABEL AND ADDENDUM LABEL

Labor Type: INT Technician Number: 9999
Op Code: MSRP Comeback RO Number:
Description: LAMINATE MSRP LABEL AND ADDENDUM LABEL
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: E Comeback: N Booker ID: 1831

11/30/12 12:52PM
History Report for Vehicle: BKD94483

CAMELBACK FORD LINCOLN MERCURY

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Customer#: 619626
Customer Name: [REDACTED]

Complaint: A99 KEY AND DOOR CODE IS 0505X/60513

Labor Type: INT
Op Code: A99
Description: ADMINISTRATIVE
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Technician Number: 1149
Comeback RO Number:

Story for Line A, Version Number 1
3 100 pdi (1.0 hrs -1149)

Story for Line C, Version Number 1
3 20 EC 1390290 (.2 hrs -1149)

Story for Line E, Version Number 1
3 0505X, 60513 / 85014

11/30/12 12:52PM
History Report for Vehicle: BKD94483

CAMELBACK FORD LINCOLN MERCURY

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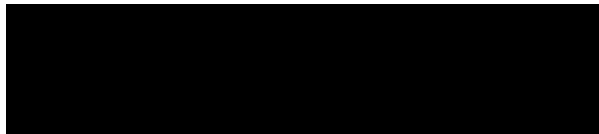
Customer#: 619626
Customer Name: [REDACTED]

RO Number: 274725

Open Date: 08/23/11 Mileage: 4 Service Logon: CBLM-S
Close Date: 08/23/11 SA Number: 1831 Cashier: chadmac

Line Code: A Comeback: N Booker ID: 1831
Complaint: TINT INSTALL WINDOW TINT ON ALL WINDOW.

Labor Type: JNT Technician Number: 9999
Op Code: TINT Comeback RO Number:
Description: INSTALL WINDOW TINT ON ALL WINDOW.
Labor\$: 149.00
Parts\$: 0.00
Miscellaneous\$: 0.00



1
LP

THE LAW OFFICE OF RICHARD A. MCNEIL

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Raleigh, NC 27609
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www.filenclemonlaw.com

February 27, 2013

Ford Motor Company
Customer Assistance Center
16800 Executive Plaza Drive
Dearborn, MI 48121

13 MAR -4 AMO :35
CONSUMER AFFAIRS
SECTION

Re: Settlement Demand
Our Client: [REDACTED]
Vehicle: 2012 Ford F-150
Date of Purchase: February 24th, 2012
VIN: 1FTFW1ET5CF [REDACTED]
Current Mileage: 33,000

Dear Sir or Madam,

Please be advised that this office has been retained by [REDACTED] regarding the above-referenced vehicle. Since purchase, our client's vehicle has undergone repeated repair attempts for a number of defects and nonconformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and nonconformities include, but are not limited to, the following:

Transmission; Engine

My client's vehicle has been out of service for more than 20 business days awaiting repair within a one year period of the warranty. Specifically, the vehicle has been at an authorized dealership awaiting repair from December 28th and remains there as of the date of this letter. This meets the presumption under the North Carolina Lemon Law. Further, these nonconformities substantially impair the value of the subject vehicle as defined under the North Carolina Lemon Law, Magnuson-Moss Warranty Act, and the North Carolina Uniform Commercial Code.

Therefore, you (and the authorized dealer) are hereby notified that our client is revoking acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our client may return the vehicle and recoup these expenses.

DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO THIS LAW OFFICE.¹

Please contact this office as soon as possible to discuss resolving this matter. If you would like to schedule a final repair of this vehicle, please contact us within 15 days to make arrangements. We would like to be able to reach an amicable agreement within forty (40) days of this letter. However, if this is not possible, we have been directed by our client to commence formal legal proceedings.

Sincerely,



Rick McNeil
Attorney for [REDACTED]

¹Until this matter is resolved, my client reserves the right to make appointments to have current and future defects repaired by any authorized dealer of the consumer's choice, especially while the vehicle remains under warranty.

Server: AWS Prod

Claims loaded through: 05-MAR-2013

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 06-MAR-13

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
I1TFW1E15CF [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	28-NOV-2011	24-FEB-2012	121665	USA 7	*	*	*	*	F09	SXX	V00	*	*	
AWS Claim Key:	<u>2283241</u>	Doc #: 037031C	Trx Code: 12C23	Labor Hrs: .5	Labor Cost: 41.96	Material Cost: 1.4	Total Cost: 43.36																
Dlr Cd-Sub Cd:	00929-*	Name: VIC BAILEY FORD LINCOLN	Ph: 864-5853600	St: SC	Ctry Cd: USA	Reg Cd: NA	Repr Date: 11-SEP-2012	DIST (Mile): 23941															
Cust Comments:	TRANSMISSION RANGE SENSOR INSPECTION AND/OR REPLACEMENT																						
Tech Comments:	RECALL 12C23 DONE																						
I1TFW1E15CF [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	28-NOV-2011	24-FEB-2012	121665	USA 9	2G02	AA5Z	9F479	B	F04	S11	V29	E29	42	
AWS Claim Key:	<u>2623767</u>	Doc #: 472548A	Trx Code: S07	Labor Hrs: .9	Labor Cost: 77.87	Material Cost: 109.06	Total Cost: 186.93																
Dlr Cd-Sub Cd:	00977-*	Name: FAIRWAY FORD LINCOLN	Ph: 864-2425060	St: SC	Ctry Cd: USA	Reg Cd: NA	Repr Date: 22-OCT-2012	DIST (Mile): 26845															
Cust Comments:	CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND AT TIMES CHECK WRENCH LIGHT COMES ON AND RUNS ROUGH																						
Tech Comments:	VERIFIED CONCERN. TESTED EEC SYSTEM AND FOUND CODES P007D, P0236, AND P0238. CHECKED OASIS FOR TSB AND SSM, NONE FOUND. PERFORMED PIN POINT TEST DN. CHECKED VOLTAGE AND TEMP AS DIRECTED. VOLTAGE READING 12V. NORMAL. TEMP READING 20 BELOW OUTSIDE TEMP. NORMAL. TEST RECOMMEND REPLACING CACT SENSOR. REMOVED SENSOR AND REPLACED. CLEARED CODES AND RETESTED VEHICLE. ALL PASS. VERIFIED REPAIR.																						
I1TFW1E15CF [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	28-NOV-2011	24-FEB-2012	121665	USA 11	1F01	BL3Z	6K775	B	F04	S11	V52	D41	42	
AWS Claim Key:	<u>3857926</u>	Doc #: 477551A	Trx Code: S07	Labor Hrs: .9	Labor Cost: 77.87	Material Cost: 200.36	Total Cost: 278.23																

PE13-018 000579LC

Cost:

Dlr Cd-Sub Cd: 00977-* **Name:** FAIRWAY FORD LINCOLN **Ph:** 864-2425060 **St:** SC **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 28-DEC-2012 **DIST (Mile):** 33445

Cust Comments: CUSTOMER STATES VEHICLE GOES INTO FAILSAFE MODE WHEN DRIVING AND SEEMS LIKE IT IS SURGING AT TIMES WHEN DRIVING VERIFIED CONCERN. TESTED EEC SYSTEM AND FOUND P0304, AND P0305 STORED IN MEMORY. CHECKED OASIS FOR TSB/SSM'S.
Tech Comments: FOUND TSB 12-10-19 FOLLOWED TSB AND REPLACED THE CHARGE AIR COOLER, INSTALLED DEFLECTOR, AND REPROGRAMMED THE PCM. RETESTED SYSTEM, AND ALL PASSED. VERIFIED REPAIR . EXTENSIVE PARTS DELAY.

Any comments? You can contact



webmaster

Fax: (28) 733 3242

CUSTOMER #: 2288689

37031

VIC BAILEY FORD - LINCOLN

501 E. DANIEL MORGAN AVE. P.O. BOX 3568
SPARTANBURG, SC 29304
(864) 585-3600
www.vicbaileyauto.com

WARRANTY

PAGE 1

NEWLAND, NC

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 97083 HARRY W LOVELESS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	12	FORD F-150	1FTFW1ET5CF [REDACTED]		23941/23941	T62	
DEB DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
24 FEB 12 DD			WAIT 11 SEP 12		0.00	CASH	27 SEP 12
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter GTDI					

08:53	11 SEP 12	10:48	27 SEP 12				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CAUSE: NC NO CHARGE

FC: PART#: COUNT: 0 0 TPARTS

AUTH CODE:

COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

23941 COULD NOT DUPLICATE AT THIS TIME, NO CODES STORED

C** TRANSMISSION RANGE SENSOR INSPECTION AND/OR REPLACEMENT

CONCERN CODE:

97024 W 0.50 41.96 41.96

FC: PART#: COUNT: 100 140 TPARTS

AUTH CODE:

COST-LBR: 10.25 PTS: 1.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 11.25

23941 0.50 RECALL 12C23 DONE

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. Any limitation contained herein does not apply where prohibited by law.

I ACKNOWLEDGE RECEIPT OF PARTS AND LABOR LISTED BELOW:

X

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

CUSTOMER #: 2288689

37031

VIC BAILEY FORD - LINCOLN

WARRANTY

501 E. DANIEL MORGAN AVE. P.O. BOX 3568
SPARTANBURG, SC 29304
(864) 585-3600
www.vicbaileyauto.com



NEWLAND, NC

PAGE 2

HOME
BUS:

CONT:
CELL:

SERVICE ADVISOR: 97083 HARRY W LOVELESS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	12	FORD F-150	1FTFW1ETSCF		23941/23941	T62	
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB12 DE			WAIT 11SEP12		0.00	CASH	27SEP12
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_GTDI					

08:53 11SEP12	10:48 27SEP12	LIST	NET	TOTAL
---------------	---------------	------	-----	-------

B Moved to: 37031C Line: A
 TECH: 97341 ACTUAL HRS.: 0.00 SOLD HRS.: 0

COST-LBR: 10.25 PTS: 1.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 11.25

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-25-12	16:56	16:56	0.00	W	97341	A	

5720	4196	1025	5460	140	100
------	------	------	------	-----	-----

COST, SALE, & COMP TOTALS 1125 4336 0

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. Any limitation contained herein does not apply where prohibited by law.

DESCRIPTION	TOTALS
LABOR AMOUNT	41.96
PARTS AMOUNT	1.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	43.36
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	43.36

I ACKNOWLEDGE RECEIPT OF PARTS AND LABOR LISTED BELOW:

X _____

WARRANTY COPY

CUSTOMER #: 2288689

37031C

VIC BAILEY FORD · LINCOLN

* INVOICE *

501 E. DANIEL MORGAN AVE. · P.O. BOX 3568
SPARTANBURG, SC 29304
(864) 585-3800



www.vicbaileyauto.com



PAGE 1

NEWLAND NC

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 97083 HARRY W LOVELESS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	12	FORD F-150	1FTFW1ET5CF [REDACTED]		23941/23941	T62	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
24 FEB 12 DD			WAIT 11 SEP 12		0.00	CASH	11 SEP 12
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter GTDI					

08:53	11SEP12	11:42	11SEP12	LIST	NET	TOTAL
LINE	OPCODE	TECH	TYPE	HOURS		

BALANCE TIRES AND ADVISE

97024	CP	39.95	39.95
-------	----	-------	-------

VISIT*****RESET OIL CHANGE LIGHT IF

STICKER*****

GBK BRANCE ARE GOOD AT THIS TIME

GTIRE TIRES ARE GOOD AT THIS TIME

GRATT BATTERY TESTED GOOD

PARTS:	0.00	LABOR:	39.95	OTHER:	0.00	TOTAL LINE A:	39.95
--------	------	--------	-------	--------	------	---------------	-------

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. Any limitation contained herein does not apply where prohibited by law.

I ACKNOWLEDGE RECEIPT OF PARTS AND LABOR LISTED BELOW:

X

DESCRIPTION	TOTALS
LABOR AMOUNT	39.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SURLET AMOUNT	0.00
MISC CHARGES	5.99
TOTAL CHARGES	45.94
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	45.94

CUSTOMER COPY

CUSTOMER #: 197079

477551



INVOICE

PAGE 1

BOONE, NC
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 7538 CHRIS ZORN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	12	FORD F150 PICKUP	1FTFW1ET5CF [REDACTED]		33445/33445	T3634	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DL			17:30 28JAN13			CASH	02MAR13
R.O. OPENED		READY	OPTIONS: DLR:009775 ENG:3.5_Liter_GTDI				
15:03 28DEC12	12:41 02MAR13						
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A CUSTOMER STATES VEHICLE GOES INTO FAILSAFE MODE WHEN DRIVING AND SEEMS LIKE IT IS SURGING AT TIMES WHEN DRIVING

CAUSE:

121019C CK DTC'S, REPLACE CAC, AND REPROGRAM PCM
4514 WF40

(N/C)
(N/C)
(N/C)
(N/C)

- 1 BL3Z*6K775*B INTERCOOLER
- 4 *W711281*S300 PIN - TRIM
- 1 CL3Z*19E672*A DEFLECTOR - AIR

FC: D41 42

PART#: BL3Z*6K775*B

COUNT:

CLAIM TYPE:

AUTH CODE:

00451

33445 VERIFIED CONCERN. TESTED EEC SYSTEM AND FOUND P0304, AND P0305 STORED IN MEMORY. CHECKED GASIS FOR TSB/SSV'S. FOUND TSB 12-10-19 FOLLOWED TSB AND REPLACED THE CHARGE DEFLECTOR, INSTALLED DEFLECTOR, AND REPROGRAMMED THE PCM. RETESTED. ALL PASSED. VERIFIED REPAIR.

278.23

B MOBIL ONE FULL SYNTHETIC
SO SYNTHETIC OIL AND FILTER SERVICE

- 4514 CPF
- 1 FL*500*S FILTER ASY - OIL
- 8 OSP 5W30 MOBIL ONE

	7.00	7.00
9.76	7.90	7.90
15.24	15.24	121.92

33445 0.30 PERFORMED FULL SYNTHETIC OIL CHANGE

C FAST LUBE PARTS
CFLP FAST LUBE PARTS
4514 CFLP

0.00 0.00

33445 0.00

D ROTATE TIRES
9A ROTATE TIRES

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I further authorize FAIRWAY FORD-LINCOLN-SUBARU to repair my auto per Insurance Company estimate including any supplementary claims and I hereby assume personal liability for payment in full for any and all work done on said motor vehicle, including legal and attorney fees. All payments are due upon completion of repairs. Repair work done on this order will be based in part upon a flat rate manual computation. TERMS: STRICTLY CASH

RETAIN THIS COPY AS YOUR RECEIPT. PLEASE KEEP THIS COPY FOR YOUR WARRANTY COVERAGE.

SERVICE HOURS
MON. - FRI. 7:30 AM TO 6:00 PM
SAT. 8:00 AM TO 2:00 PM

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED BY TERMS AND CONDITIONS OF YOUR WARRANTY

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

x _____

CUSTOMER COPY

CUSTOMER #: 197079

477551



INVOICE

PAGE 2

BOONE, NC
 HOME: [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL:

SERVICE ADVISOR: 7538 CHRIS ZORN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	12	FORD F150 PICKUP	1FTFW1ET5CF [REDACTED]		33445/33445	T3634	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			17:30 28JAN13			CASH	02MAR13
R.O. OPENED	READY	OPTIONS: DLR:009775 ENG:3.5 Liter GTDI					
15:03 28DEC12	12:41 02MAR13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			4514	CPF		17.95	17.95

33445 0.50 PERFORMED TIRE ROTATION

E PERFORM 27 MULT-POINT INSPECTION

99P PERFORM 27 MULT-POINT INSPECTION

4514 IMF

(N/C)

GTIRE 7/32 AND OVER

4514 IMF

(N/C)

F** LOANER

LOANER LOANER

4344 PEGG, LARRY R LIC#: 4344

CPF

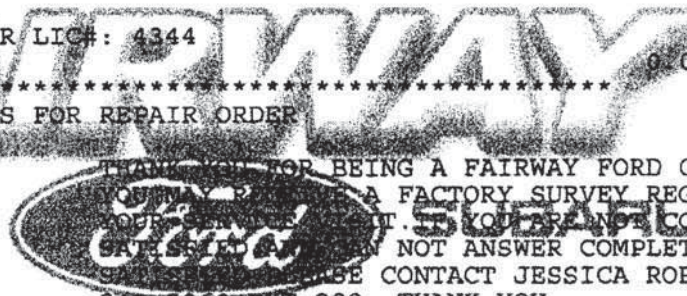
0.00

0.00

CUSTOMER PAY HAZARD WASTE DIS FOR REPAIR ORDER

0.49

LINCOLN



FAIRWAY
MAR 0 2013

BY:

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I further authorize FAIRWAY FORD-LINCOLN-SUBARU to repair my auto per insurance Company estimate including any supplementary claims and I hereby assume personal liability for payment in full for any and all work done on said motor vehicle, including legal and attorney fees. All payments are due upon completion of repairs. Repair work done on this order will be based in part upon a flat rate manual computation. TERMS: STRICTLY CASH

X _____

RETAIN THIS COPY AS YOUR RECEIPT. PLEASE KEEP THIS COPY FOR YOUR WARRANTY COVERAGE.

SERVICE HOURS
 MON. - FRI. 7:30 AM TO 6:00 PM
 SAT. 8:00 AM TO 2:00 PM

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED BY TERMS AND CONDITIONS OF YOUR WARRANTY

DESCRIPTION	TOTALS
LABOR AMOUNT	24.95
PARTS AMOUNT	129.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.49
TOTAL CHARGES	155.26
LESS INSURANCE	0.00
SALES TAX	7.82
PLEASE PAY THIS AMOUNT	163.08

CUSTOMER COPY

CUSTOMER #: 197079

483509

FAIRWAY

Committed to Customer Satisfaction!

ACCOUNTING

PAGE 1

BOONE, NC

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 7538 CHRIS ZORN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	12	FORD F150 PICKUP	1FTFW1ET5CF		35653/35653	T3311	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			17:30 21MAR13			CASH	01APR13
R.O. OPENED		READY		OPTIONS: DLR:009775 ENG:3.5_Liter_GTDI			
09:29 21MAR13		16:30 01APR13					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
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A CUSTOMER STATES WRENCH LIGHT AND CHECK ENGINE LIGHT ARE COMING ON AT TIMES AND VEHICLE SURGES AT TIMES ON START OFFS AND HEARS NOISE ON RIGHT SIDE OF ENGINE AT TIMES

M DIAGNOSTIC

4514	IMF	2.73	0.00	0	0	0.00	0.00
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THANK YOU FOR BEING A FAIRWAY FORD CUSTOMER YOU MAY RECEIVE A FACTORY SURVEY REGARDING YOUR SERVICE VISIT. IF YOU ARE NOT COMPLETELY SATISFIED AND CAN NOT ANSWER COMPLETELY SATISFIED PLEASE CONTACT JESSICA ROBINSON @ 242-5060 EXT 282. THANK YOU.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-21-13	14:27	14:27	0.00	W	4514	A	
	17:11	17:41	0.50	W	4514	A	
03-22-13	07:57	10:11	2.23	W	4514	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57300	0	0		77310	0	*****	

COST, SALE, & COMP TOTALS 0 0 0

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I further authorize FAIRWAY FORD-LINCOLN-SUBARU to repair my auto per Insurance Company estimate including any supplementary claims and I hereby assume personal liability for payment in full for any and all work done on said motor vehicle, including legal and attorney fees. All payments are due upon completion of repairs. Repair work done on this order will be based in part upon a flat rate manual computation. TERMS: STRICTLY CASH X _____	RETAIN THIS COPY AS YOUR RECEIPT. PLEASE KEEP THIS COPY FOR YOUR WARRANTY COVERAGE. SERVICE HOURS MON. - FRI. 7:30 AM TO 6:00 PM SAT. 8:00 AM TO 2:00 PM ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED BY TERMS AND CONDITIONS OF YOUR WARRANTY	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

CUSTOMER #: 197079

483509



INVOICE

PAGE 1

BOONE, NC

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 7538 CHRIS ZORN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	12	FORD F150 PICKUP	1FTFW1ET5CF [REDACTED]		35653/35653	T3311	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			17:30 21MAR13			CASH	01APR13
R.O. OPENED	READY	OPTIONS: DLR:009775 ENG:3.5_Liter_GTDI					
09:29 21MAR13	16:30 01APR13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES WRENCH LIGHT AND CHECK ENGINE LIGHT ARE COMING ON AT TIMES AND VEHICLE SURGES AT TIMES ON START OFFS AND HEARS NOISE ON RIGHT SIDE OF ENGINE AT TIMES

M DIAGNOSTIC

4514 IMF

(N/C)

THANK YOU FOR BEING A FAIRWAY FORD CUSTOMER
 YOU MAY RECEIVE A FACTORY SURVEY REGARDING
 YOUR SERVICE VISIT. IF YOU ARE NOT COMPLETELY
 SATISFIED AND CAN NOT ANSWER COMPLETELY
 SATISFIED PLEASE CONTACT JESSICA ROBINSON @
 242-5060 EXT 282. THANK YOU.

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	ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED BY TERMS AND CONDITIONS OF YOUR WARRANTY			

CUSTOMER COPY

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

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

Additional Comments

Request Details

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

Tracking Number	20097453
Status	Assigned
Currently assigned to	JSAPIELA
Request Type	Legal; Document where requested
Request Source	Legal
If Other request source, please explain	
Primary contact	Kellie Long
Primary contact's phone number	313.248.5970
Primary contact's email address	klong36@ford.com
Technician Name	
Technician certified in relevant speciality	
Dealership Name	FAIRWAY FORD LINCOLN
P&A Code	00977
Facing Region (SDR separate from Contact Regions)	S2 - CHARLOTTE
Geographic Region (SDR combined with Contact Region)	S2 - CHARLOTTE
FCSD Sales Zone	A01

FCSD Technical Zone	T09
VIN	1FTFW1ET5CF [REDACTED]
Vehicle year/model	2012 F-150
Vehicle mileage	33,000
Repair Order (R.O) #	
Customer Name	[REDACTED]
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 transmission / engine. Must be completed by 3/19/13. Contact Kellie Long at 313.248.5970 klong36@ford.com ---Updated By--- MCOLFESC--03/08/2013 02:25:10 PM--

GCQIS Comments

FSE Comments

Initial Contact Date

Person Contacted

Dealership visit planned?

Visit date, if planned

Did Visit Occur?

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 03/08/2013 02:25:10 PM EST

Last Revised by PMCCORM2

Last revised date 03/08/2013 02:29:22 PM EST

This e-mail notification has been generated by: PMCCORM2
Thank you..



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CERTIFIED TRUE COPY
D. Beauvais

FILED
12 JUN 18 PM 12:37
CIRCUIT COURT OF OREGON
FOR LANE COUNTY
BY _____

IN THE CIRCUIT COURT OF THE STATE OF OREGON
FOR THE COUNTY OF LANE

[Redacted Name]

Plaintiff,

vs.

FORD MOTOR COMPANY

Defendant.

Case No. [Redacted]

COMPLAINT

Prayer amount: \$45,488

- First Claim for Relief- Oregon Lemon Law;**
- Second Claim for Relief- Breach of Warranty;**
- Third Claim for Relief- Oregon Unlawful Trade Practices.**

**CLAIM SUBJECT
TO MANDATORY ARBITRATION
Arbitration and Jury Trial Requested**

1 - COMPLAINT

Danielle R. Beauvais, Esq.
5635 NE Eiam Young Pkwy
Suite 300
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2006 Facsimile

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Plaintiff alleges as follows:

PARTIES

1.

[REDACTED] hereafter referred to as "Plaintiff"), are adult residents of the State of Oregon, residing at [REDACTED] Veneta, Oregon [REDACTED]

2.

Defendant Ford Motor Company (hereafter referred to as "Ford"), is a business corporation authorized to do business in the State of Oregon and, at all times relevant hereto, was engaged in the manufacture, sale, and distribution of Ford motor vehicles and related equipment, and at all times relevant hereto carried on a continuous and systematic portion of its business throughout the State of Oregon, including Lane County, with its legal residence and principal place of business at One American Road, Dearborn, Michigan 48126, and which can be served at c/o CT Corporation, 388 State Street, Suite 420, Salem, OR 97301-3581.

FACTUAL BACKGROUND

3.

On or about the 7th day of September, 2011, Plaintiff purchased a new 2011 Ford F-150 pick-up truck (hereafter referred to as "the vehicle") from Ford and Kendall Ford, manufactured and warranted by Ford, bearing the Vehicle Identification Number 1FTFW1ET4BF [REDACTED], and purchased/or registered in the State of Oregon. Copies of the purchase contract and related documents are attached as Exhibit A.

4.

Ford participated substantially and directly in the sales transaction and entered into an agreement with plaintiff pertaining to the transaction, under which it promised to repair defective items under warranty at no cost to Plaintiff.

2 -COMPLAINT

Danielle R. Beauvais, Esq.
5635 NE Elam Young Pkwy
Suite 300
Hillsboro, Oregon 97124
(503) 681-2008 Telephone

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5.

The basic cash price of the vehicle, excluding any option package and accessories, registration charges, document fees and related costs and fees, finance charges and other collateral expenses, totaled at least \$45,488. See Exhibit A.

6.

The vehicle is currently financed by the lien holder Selco Community Credit Union.

7.

As part of the basis of the bargain and built into the purchase price, Ford issued to Plaintiff several warranties, including a 3 year/36,000 miles bumper-to-bumper express warranty and a 5 year/60,000 miles powertrain warranty. See Exhibit B, from Defendant's website..

8.

Plaintiff purchased the vehicle in reliance on the existence of these express warranties from Ford, and at the time of sale, Plaintiff believed Ford would honor said warranties in a timely and proper manner and would not have bought the vehicle had it not been warranted by Ford.

9.

Through their advertising and otherwise, Ford and Kendall Ford represented that the vehicle was fit for the purpose for which it was designed, safe, and suitable for its intended use.

10.

After taking possession the vehicle, Plaintiff discovered that it did not conform to the applicable manufacturer's express warranties, inasmuch as the vehicle suffers from an engine condition and/or defect, with symptoms such as loss of power, shuttering, and shutting down.

11.

The vehicle has not been effectively repaired despite at least four visits to a Ford-authorized dealership repair facility for this problem alone.

3 -COMPLAINT

Danielle R. Beauvais, Esq.
5635 NE Elam Young Pkwy
Suite 300
Hillsboro Oregon 97124
(503) 681-2008 Telephone

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12.

At all times relevant, Ford delegated to its authorized dealerships the business of making warranty repairs and servicing new motor vehicles within the jurisdiction of this Court, and as per Ford's instructions, Plaintiff brought the vehicle to such an authorized dealer for repairs.

13.

All the repairs were attempted at a Ford's authorized repair facility.

14.

From October 24, 2011, when the truck had only 2,830 miles, Plaintiff complained to the dealer, *inter alia*, that the turbo engine was making a high pitch whining noise. See Exhibit C.

15.

On January 20, 2012 at 7,882 miles, Plaintiff brought the vehicle back to the dealer for a hard acceleration, engine shuttering, and said that it feels that there was no turbo boost. No repair was done. See Exhibit D.

16.

On February 22, 2012 at 8,021 miles, the truck was brought again to the dealer because the engine was cutting out when driving at highway speeds. A flight recorder had recorded plugs and coils misfires. Plaintiff was told that Ford was still investigating. See Exhibit E.

17.

Plaintiff returned the truck on March 26, 2012, at 11,083 miles, with the same complaint that the engine was cutting off and losing all power, and had feared for his life when the engine lost power when the vehicle was being followed by a semi-truck on a highway. The dealer performed many tests, contacted the manufacturer, but no repair could be performed "until repair brought out", or becomes available. See Exhibit F.

4 -COMPLAINT

Danielle R. Beauvais, Esq.
5835 NE Elam Young Pkwy
Suite 300
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2008 Cell

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18.

On the last visit to the dealer, based on his conversations with the dealer, Plaintiff concluded that there is no repair available at this time.

19.

The defects and/or conditions of the vehicle substantially impair the use, value and/or the safety of the vehicle for Plaintiff, and they violate the express written warranties issued to Plaintiff by Ford.

20.

Plaintiff provided Ford and/or one of its authorized dealers with a reasonable number of repair attempts to repair the vehicle, but the vehicle was not repaired within a reasonable amount of time or a reasonable number of repair attempts, such that Plaintiff has lost faith in the safety of the vehicle.

THE RELATIONSHIP BETWEEN FORD AND ITS AUTHORIZED DEALER

21.

On information and belief, Ford's authorized dealer was an agent, or in the alternative, an apparent agent of Ford for purposes of selling Ford vehicles, such as the vehicle sold to Plaintiff, and performing warranty repairs under Ford's new vehicle express written warranty.

22.

Ford consented to or knowingly acquiesced to its dealer's exercise of authority by allowing it or requiring it to do the following:

- a. The selling and/or repairing dealership represents itself as an "authorized dealer";
- b. The authorized dealer is required to display Ford's logo and other Ford materials in its showrooms and official documents;
- c. The authorized dealer receives technical bulletins detailing potential vehicle problems

5 -COMPLAINT

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(503) 681-2008 Telephone
(503) 681-2005 Facsimile

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from Ford;

d. The authorized dealer is required to train its technicians with Ford and/or be supervised by Ford; and

e. The authorized dealer is required to use only Ford-supervised technicians to repair and maintain vehicles under Ford’s warranties, thereby creating the impression that the authorized dealer sells vehicles for Ford.

23.

In advertisements, owner’s manual and otherwise, Ford holds itself out as a manufacturer of motor vehicles which it sells to a consumer through a licensed dealer.

24.

The authorized dealer is not an independent merchant who buys vehicles from Ford and resells them to third parties; rather, the authorized dealer sells vehicles on Ford’s behalf, uses Ford’s logo in advertising and on its warranty repair orders, and posts its sign for the public to see.

25.

Ford requires the authorized dealer to follow the rules and policies of Ford in conducting all aspects of its business, including the delivery of the Ford warranties and the servicing of defective vehicles, such as that of Plaintiff’s.

26.

The authorized dealer binds Ford with respect to warranty repairs on the vehicles the authorized dealer sells.

27.

Ford requires the authorized dealer to perform Ford’s warranty diagnoses and repairs, and to do so according to the procedures and policies set forth in writing by Ford.

6 – COMPLAINT

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28.

Ford provides the authorized dealer with, or requires it to obtain, computer programs that display the repair and title history of Ford's vehicles.

29.

Ford requires its customers, including Plaintiff, to go to an authorized dealer to obtain warranty repairs.

30.

If Ford agrees to repurchase or replace a defective vehicle, customers are required to surrender the vehicle to Ford at an authorized dealership.

31.

Based on the above, Kendall Ford has been Defendant's agent regarding the repairs to the subject vehicle.

FIRST CLAIM FOR RELIEF

Oregon Lemon Law

32.

At all times relevant, Plaintiff was a "Consumer" within the meaning of ORS 646A.400.

33.

The subject vehicle is a passenger vehicle as defined in ORS 801.360, and was sold or registered in the State of Oregon.

34.

The subject vehicle experienced nonconformities with the first two years of purchase or within the first twenty-four thousand (24,000) miles.

35.

Ford and/or its authorized dealer were given direct written notification of the said defects and conditions of the subject vehicle on April 5, 2012, and had four opportunities to correct the

7 -COMPLAINT

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alleged defect.

36.

Section 646A.404 of the Oregon Lemon Law provides:

(1) If the manufacturer or agents or authorized dealers of the manufacturer are unable to conform the motor vehicle to an applicable manufacturer's express warranty by repairing or correcting a defect or condition that substantially impairs the use, market value or safety of the motor vehicle to the consumer after a reasonable number of attempts, the manufacturer shall:

- (a) Replace the motor vehicle with a new motor vehicle; or,
- (b) Accept return of the vehicle from the consumer and refund to the consumer the full purchase or lease price and collateral charges paid, less a reasonable allowance for the consumer's use of the motor vehicle.

37.

Ford or its agents or authorized dealers were unable to conform the vehicle to the manufacturer's warranty by repairing or correcting the defect(s) or condition(s) that substantially impair the use, market value or safety of the vehicle after a reasonable number of repair attempts and willfully failed to replace or repurchase the defective vehicle after notification that the vehicle is presumed by law to be a "lemon".

38.

Plaintiff suffered actual, incidental and consequential damages as a result of Ford's failure to repair, replace, or repurchase the vehicle.

39.

Therefore, *inter alia*, Ford violated the Oregon Lemon Law to the injury of Plaintiff, and the rights and obligations of the parties have become fixed under the Lemon Law, entitling Plaintiff to a refund as allowed by law.

40.

Plaintiff avers that he is entitled to a refund that includes all collateral charges.

8 - COMPLAINT

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41.

Section 646A.404 of the Oregon Lemon Law provides:

- (1) 'Collateral charge' means a charge, fee or cost to the consumer related to the sale or lease of a motor vehicle, such as:
 - (a) A sales, property or use tax;
 - (b) A license, registration or title fee;
 - (c) A finance charge;
 - (d) A prepayment penalty;
 - (e) A charge for undercoating, rustproofing or factory or dealer installed options; and
 - (f) The cost of an aftermarket item purchased within 20 days after delivery of the motor vehicle.

42.

Plaintiff avers that Section 646A.412(2) provides that upon successfully prevailing upon the Lemon Law claim herein, all attorney's fees, arbitration fees, expert witness fees, and costs to a consumer who prevails are recoverable, and therefore are demanded against Ford.

43.

Furthermore, Section 646A.412(1) of the Oregon Lemon Law provides:

- (2) If a consumer brings an action under ORS 646A.400 to 646A.418 against a manufacturer and the consumer is granted one of the remedies specified in ORS 646A.404(1) by the court, the consumer shall also be awarded three times the amount of any damages, not to exceed \$50,000 over and above the amount due the consumer under 646A.404(1), if the court finds that the manufacturer did not act in good faith.

WHEREFORE, Plaintiff respectfully prays for judgment in her favor and against the Defendant in the amount of \$45,488, plus collateral charges, incidental costs, treble damages, attorney's fees and costs.

SECOND CLAIM FOR RELIEF

Federal Magnuson-Moss Warranty Act

44.

Plaintiff incorporates by reference all facts and allegations set forth in this Complaint as if
9 -COMPLAINT

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alleged herein.

45.

Plaintiff is a "consumer" as defined by 15 U.S.C. §2301(3); Ford is a "warrantor" as defined by 15 U.S.C. §2301(5); and the vehicle is a "consumer product" as defined in 15 U.S.C. §2301(1).

46.

An express Limited Warranty and an implied warranty of merchantability were given to Plaintiff as a part of the purchase, as defined by 15 U.S.C. §2301(6) and (7).

47.

By the terms of the express written warranties referred to in this Complaint, Ford agreed to perform effective warranty repairs at no charge for parts and/or labor within a reasonable time but failed to make such effective repairs within a reasonable time.

48.

Section §2304 (a) of the Magnuson-Moss Warranty Act provides:
(4) if the product (or a component part thereof) contains a defect or malfunction after a reasonable number of attempts by the warrantor to remedy defects or malfunctions in such product, such warrantor must permit the consumer to elect either a refund for, or replacement without charge of, such product...

49.

The Limited Warranty has failed in its essential purpose, and Ford has violated the Act due to its inability to repair the nonconformities at all or within a reasonable time, and due to its refusal to provide Plaintiff a refund or replacement. 15 U.S.C. §2304 (a)(1) and (4).

50.

Ford has also breached its implied warranty of merchantability because the vehicle is not fit for the ordinary purpose for which the vehicle is to be used. 15 U.S.C. §2308, 2310 (d).

51.

As a direct and proximate result of Ford's failure to comply with the express warranties,

10 -COMPLAINT

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1
2 Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is
3 entitled to bring suit for such damages and other legal and equitable relief.

4 52.

5 Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein,
6 all attorney fees are recoverable and are demanded against Ford:

7 Section §2310 (d) of the Magnuson-Moss Warranty Act provides:

8 (2) If a consumer finally prevails in any action brought under paragraph (1) of this
9 subsection, he may be allowed by the court to recover as part of the judgment a
10 sum equal to the amount of aggregate amount of costs and expenses (including
11 attorneys' fees based on actual time expended) determined by the court to have
12 been reasonably incurred by the Plaintiffs for or in connection with the
13 commencement and prosecution of such action, unless the court in its discretion
14 shall determine that such an award of attorneys' fees would be inappropriate.

12 WHEREFORE, Plaintiff respectfully demands judgment in her favor and against
13 Defendant Ford in the amount of \$45,488, plus incidental costs and reasonable attorney's fees; or
14 such other relief as the Court may deem appropriate, plus reasonable attorney's fees and costs.

15
16 **THIRD CLAIM FOR RELIEF**

17 **OREGON UNLAWFUL TRADE PRACTICES**

18 53.

19 Plaintiff incorporates by reference all facts and allegations set forth in this Complaint as if
20 alleged herein.

21 54.

22 The Oregon Unlawful Trade Practices Statute, ORS 646.608, prohibits the actions taken
23 by Defendant, in that it represented that the vehicle was of a particular standard or quality that it
24 did not have, that the repair attempts would the defects within a reasonable time when they did
25 not, and that the vehicle would be repurchased if it was not repaired within a reasonable time
when it was not.

11 -COMPLAINT

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55.

Defendant's actions constitute unconscionable commercial practice.

56.

Plaintiff believes and therefore avers that the reckless, wanton, and willful failure of Defendant to comply with its obligations constitutes unfair or deceptive conduct in trade or commerce.

57.

Defendant's intentional, reckless, wanton and willful violations of the Oregon Unlawful Trade Practices Statute entitle Plaintiff to an award of actual damages of \$45,488 plus incidental costs and reasonable attorney's fees, or equitable relief deemed proper, plus attorney fees and costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in the amount of \$45,488, along with associated costs and attorney's fees, or equitable relief to be determined by the Court, plus attorney fees and costs.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff prays for judgment against Defendant as follows:

1. On the first claim, for violation of the Oregon Lemon Law, against Ford in the amount of \$45,488, plus collateral charges, incidental costs, treble damages, attorney's fees and costs.
2. On the second claim, for violation of the Magnuson Moss Warranty Act, against Ford in the amount of \$45,488, plus incidental costs and reasonable attorney's fees; or such other relief as the Court may deem appropriate, plus reasonable attorney's fees and costs;

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3. On the third claim, for violation of the Oregon Unlawful Trade Practices, against Defendant in the amount of \$45,488, along with associated costs and attorney's fees, or equitable relief to be determined by the Court, plus attorney fees and costs.
4. For such other relief that the court deems just and equitable, such as restitution, plus incidental costs and reasonable attorney's fees.

DATED this 12th day of June, 2012

By D. Beauvais
Danielle R. Beauvais, OSB#05198-Trial Attorney
Attorney for Plaintiff

KENDALL

KENDALL FORD

344 Goodpasture Island Road, Eugene, Oregon 97401
 Phone (541) 342-2151 Fax (541) 335-6494

CELL: [REDACTED]

CUSTOMER NO 100744	ADVISOR STEVE HILLIARD	1087	TAG NO 3096	INVOICE DATE 11/09/11	INVOICE NO FOCS65704
[REDACTED]	LABOR RATE [REDACTED]	[REDACTED]	MILEAGE 2,830	COLOR STRLING GRY	STOCK NO F25709
VENETA, OR [REDACTED]	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/PU 4WD SU	[REDACTED]	[REDACTED]	DELIVERY DATE 09/07/11	DELIVERY MILES 23
[REDACTED]	VEHICLE I.D. NO 1 F T F W 1 E T 4 B F	[REDACTED]	[REDACTED]	SELLING DEALER NO. 100	PRODUCTION DATE 08/01/11
[REDACTED]	F.F.E. NO.	[REDACTED]	P.O. NO.	R.O. DATE 10/24/11	[REDACTED]
[REDACTED]	BUSINESS PHONE	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	COMMENTS E# 99T	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

JOB#	CHARGES	INTERNAL
LABOR		
J# 1 05FOZ--D42	POOR PERFORMANCE C.S THE TURBO SPOOLS UP WHILE AND MAKES A HIGH PITCH WHINING NOISE. RANDOMLY HAPPENS. INT PROBLEM TEST DROVE VEHICLE AND ALL TURBO NOISE THAT WAS HEARD WAS NO RMAL. RAN OASIS FOR NOISE CONCERNS AND FOUND ALL OK. TEST DROVE ALIKE VEHICLE AND FOUND SAME NOISES WERE HEARD. ALL NOISES ARE CONSIDERED NORMAL. NPF.	INTERNAL
MISC	CODE: NPF NO PROBLEM FOUND	INTERNAL
JOB# 1 TOTALS		0.00
JOB# 2 CHARGES	JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL	0.00
LABOR		
J# 2 11FOZ	ELECTRICAL (CHASSIS) P.S SEAT ELEMENT RATTLES. PUSH ON ELEMENT AND QUILTS BUTTON ON CONSOLE FOR SEAT HEATER IS RATTILING. NOT ELEMENT VERIFIED CONCERN. CHECKED OASIS OREDERED PART. REMOVED AND REPLACED EATC HEAD UNIT FOR LOOSE SEAT HEATER BUTTON CONCERN AND CHECKED FOR PROPER OPERATION	WARRANTY
PARTS	QTY: 1 FP-NUMBER: BL3Z-19980-X DESCRIPTION: CONTROL	WARRANTY
JOB# 2 TOTALS		0.00
JOB# 3 CHARGES	JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL	0.00
LABOR		
J# 3 04FOZ--SEATING	SEATING CONCERNS S09 FRONT SEAT SQUEAK/RATTLE. C.S THE PASSENGER SIDE SEAT MAKES HIGH PITCH NOISE BACK AND FORWARD VERIFIED CONCERN. CHECKED OASIS, INSPECT AND OREDERED POWER SEAT TRACK. REMOVED SEAT AND REPLACED SEAT TRACK/MOTOR ASSEMBLY AND CHECKED FOR PROPER OPERATION	WARRANTY
PARTS	QTY: 1 FP-NUMBER: AL3Z-1661710-A DESCRIPTION: TRACK ASY - SE	WARRANTY
JOB# 3 TOTALS		0.00
JOB# 3 TOTALS	JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL	0.00

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KENDALL

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CELL: [REDACTED]

CUSTOMER NO. 100744	ADVISOR STEVE HILLIARD 1087	TAG NO. 3096	INVOICE DATE 11/09/11	INVOICE NO. FOC565704
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 2,830	COLOR STRLING GRY	STOCK NO. F25709
VENETA, OR [REDACTED]	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/PU 4WD SU	DELIVERY DATE 09/07/11	DELIVERY MILES 23	
[REDACTED]	VEHICLE ID NO. 1 F T F W 1 E T 4 B F [REDACTED]	SELLING DEALER NO. 100	PRODUCTION DATE 08/01/11	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 10/24/11	
[REDACTED]	BUSINESS PHONE	COMMENTS E# 99T		

JOB# 4 CHARGES

LABOR
 J# 4 99FOM-GR1STRT GREAT START LOF TECH(S):5967 11.00
 WELCOME TO THE KENDALL AUTO GROUP "GREAT START" MAINTENANCE PROGRAM. THIS IS YOUR "FREE" FIRST MAINTENANCE TO HELP ESTABLISH OUR RELATIONSHIP WITH YOU AS YOUR FIRST CHOICE FOR SERVICE ON YOUR NEW VEHICLE.
 Quick Lube Oil & Filter Special 3.5L 2011

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	AASZ-6714-A	FILTER ASY - 0	10.00	10.00	10.00
	6	5W30	5W30 OIL	3.50	3.10	18.60
TOTAL - PARTS						28.60

MISC
 CODE DESCRIPTION CONTROL NO
 GR8 GREAT START
 TOTAL - MISC -39.60

JOB# 4 TOTALS
 LABOR 11.00
 PARTS 28.60
 MISC -39.60

JOB# 4 JOURNAL PREFIX FOC5 JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
 J# 5 99FOZ99P MULTI-POINT INSPECT TECH(S):5967 0.00
 PLEASE PERFORM WORLD CLASS DEALER INSPECTION COMPLETE

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX FOC5 JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR
 J# 6+00FOZ-GBATT CHECKED & OK TECH(S):5967 0.00
 TEST BATTERY
 BATTERY TESTED GOOD-NO REPLACEMENT REQUIRED

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX FOC5 JOB# 6 TOTAL 0.00

JOB# 7 CHARGES

LABOR
 J# 7+00FOZ-GBK CHECKED & OK TECH(S):5967 0.00
 INSPECT BRAKE LININGS
 BRAKE LININGS GOOD-NO REPAIRS REQUIRED.

JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX FOC5 JOB# 7 TOTAL 0.00

Use Penalties and Repairs, Customer, F128K15, 148, 2/28/04, 0, 000000

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CELL: [REDACTED]

CUSTOMER NO. 100744	ADVISOR STEVE HILLIARD 1087	TAG NO. 3096	INVOICE DATE 11/09/11	INVOICE NO. FOC65704
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 2,830	COLOR STRLING GRY	STOCK NO. F25709
VENETA, OR [REDACTED]	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/PU 4WD SU	DELIVERY DATE 09/07/11	DELIVERY MILES 23	
[REDACTED]	VEHICLE I.D. NO. 1 F T F W 1 E T 4 B F	SELLING DEALER NO. 100	PRODUCTION DATE 08/01/11	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 10/24/11	
RI [REDACTED]	BUSINESS PHONE	COMMENTS E# 99T		

JOB# 8 CHARGES

LABOR

J# 8+00FOZ-GTIRE CHECKED & OK TECH(S):5967 0.00
 INSPECT TIRES.
 TIRES CHECK GOOD-NO REPLACEMENT REQUIRED.

JOB# 8 TOTALS

JOB# 8 JOURNAL PREFIX FOC65 JOB# 8 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # A WC CARWASH ACCRUAL 2.00
 JOB # A CW CARWASH -2.00
 TOTAL - MISC 0.00

ESTIMATE

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

COMMENTS

GREAT START
 SPACE 51

TOTALS

WERE YOU "COMPLETELY SATISFIED" WITH THIS SERVICE
 VISIT TO KENDALL FORD?
 YES NO

IF NO? WOULD YOU LIKE TO TALK TO A SERVICE ADVISOR?
 YES NO

COMMENTS WELCOME:

TOTAL LABOR.... 11.00
 TOTAL PARTS.... 28.60
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 2.00
 TOTAL MISC DISC -41.60
 TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

The Reynolds and Reynolds Company, Elkhart, IN 46516-0001

KENDALL

KENDALL FORD

344 Goodpasture Island Road, Eugene, Oregon 97401
 Phone (541) 342-2151 Fax (541) 335-6494

CELL: [REDACTED]

CUSTOMER NO 100744	ADVISOR STEVE HILLIARD	TAG NO 1087 7675	INVOICE DATE 01/20/12	INVOICE NO. FOCS152930
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 7,882	COLOR STRLING GRV	STOCK NO. F25709
VENETA, OR [REDACTED]	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/PU 4WD SU	DELIVERY DATE 09/07/11	DELIVERY MILES 23	
[REDACTED]	VEHICLE I.D. NO. 1 F T F W 1 E T 4 B F [REDACTED]	SELLING DEALER NO 100	PRODUCTION DATE 08/01/11	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/20/12	
[REDACTED]	BUSINESS PHONE	COMMENTS E# 99T		

JOB# 1 CHARGES-----				
LABOR-----				
J# 1 05FOZ--D42	POOR PERFORMANCE	TECH(S):2115		INTERNAL
	C.S ON HARD ACCEL ENGINE SHUTTERS AND FEELS LIKE HAS NO TURBO BOOST. NPF IDS.EEC.PASS/PASS/PASS.DCL.P/BAL.ROAD TEST 19 MILES.UNABLE TO RECREATE CONCERN.OASIS.			
MISC-----	CODE-----DESCRIPTION-----	CONTROL NO-----		
	NPF NO PROBLEM FOUND			INTERNAL
		TOTAL - MISC		0.00
JOB# 1 TOTALS-----				
		JOB# 1 JOURNAL PREFIX FOCS	JOB# 1 TOTAL	0.00
JOB# 2 CHARGES-----				
LABOR-----				
J# 2 99FOZ99P	MULTI-POINT INSPECT	TECH(S):2115		0.00
	PLEASE PERFORM WORLD CLASS DEALER INSPECTION COMPLETE			
JOB# 2 TOTALS-----				
		JOB# 2 JOURNAL PREFIX FOCS	JOB# 2 TOTAL	0.00
JOB# 3 CHARGES-----				
LABOR-----				
J# 3 09FOM-C0024	THE WORKS COUPON PKG	TECH(S):2115		18.75
10654-A	Check Battery Condition All			
230P	Rotate Tires For Optimal Tire Life All			
59P	Inspect engine cooling system.hoses & clamps All			
99P	Perform Multi-Point Inspection All			
KF6	Brake Inspection All			
QUICKLUBE	Quick Lube Oil & Filter Special 3.5L 11/12			
	THE WORKS FUEL SAVER PACKAGE COUPON SPECIAL.			
	THE WORKS COUPON SPECIAL (GAS)			
PARTS-----	QTY---FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	
	1 AA5Z-6714-A	FILTER ASY - D	9.76 4.58	4.58
	6 X0-5W30-QSP	OIL - ENGINE	4.50 2.77	16.62
		TOTAL - PARTS		21.20
JOB# 3 TOTALS-----				
		LABOR	18.75	
		PARTS	21.20	
		JOB# 3 JOURNAL PREFIX FOCS	JOB# 3 TOTAL	39.95
JOB# 4 CHARGES-----				
LABOR-----				
J# 4+00FOZ-GBATT	CHECKED & OK	TECH(S):2115		0.00
	TEST BATTERY			

The Property and Program Company, EBANK214E, C218804, Q 10723

KENDALL

KENDALL FORD

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 Phone (541) 342-2151 Fax (541) 335-6494

CELL [REDACTED]

CUSTOMER NO 100744	ADVISOR STEVE HILLIARD	TAG NO 1087	INVOICE DATE 01/20/12	VEHICLE NO. FOCS152930
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 7,882	CO. OR STRLING GRY	STOCK NO. F25709
VENETA, OR	YEAR / MAKE / MODEL 11 / FORD TRUCK / F-150 SERIES / PU 4WD SU	DELIVERY DATE 09/07/11	DELIVERY MILES 23	
[REDACTED]	VEHICLE I.D. NO. 1 F T F W I E T 4 B F	SELLING DEALER NO. 100	PRODUCTION DATE 08/01/11	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/20/12	

RI [REDACTED]	BUSINESS PHONE	COMMENTS E# 99T
---------------	----------------	---------------------------

BATTERY TESTED GOOD-NO REPLACEMENT REQUIRED

JOB# 4 TOTALS-----			
	JOB# 4 JOURNAL PREFIX	FOCS	JOB# 4 TOTAL 0.00
JOB# 5 CHARGES-----			
LABOR-----			
J# 5+00FOZ-GBK	CHECKED & OK	TECH(S):2115	0.00
	INSPECT BRAKE LININGS		
	BRAKE LININGS GOOD-NO REPAIRS REQUIRED.		
JOB# 5 TOTALS-----			
	JOB# 5 JOURNAL PREFIX	FOCS	JOB# 5 TOTAL 0.00
JOB# 6 CHARGES-----			
LABOR-----			
J# 6+00FOZ-GTIRE	CHECKED & OK	TECH(S):2115	0.00
	INSPECT TIRES.		
	TIRES CHECK GOOD-NO REPLACEMENT REQUIRED.		
JOB# 6 TOTALS-----			
	JOB# 6 JOURNAL PREFIX	FOCS	JOB# 6 TOTAL 0.00
MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	WC CARMASH ACCRUAL		2.00
JOB # A	CW CARMASH		-2.00
	TOTAL - MISC		0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$40.00 (+TAX)

The Ford and Explorer Companies, Lincoln Financial Corporation 45469

KENDALL

KENDALL FORD

344 Goodpasture Island Road, Eugene, Oregon 97401
 Phone (541) 342-2151 Fax (541) 335-6494

CELL: [REDACTED]

CUSTOMER NO. 100744	ADVISOR STEVE HILLIARD	TAG NO. 1087 7675	INVOICE DATE 01/20/12	INVOICE NO. FOCS152930
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 7,882	COLOR STRLING GRV	STOCK NO. F25709
VENETA, OR [REDACTED]	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/PU 4WD SU		DELIVERY DATE 09/07/11	DELIVERY MILES 23
[REDACTED]	VEHICLE ID. NO. 1 F T F W 1 E T 4 B F C [REDACTED]		SELLING DEALER NO. 100	PRODUCTION DATE 08/01/11
[REDACTED]	P.F. NO.	P.O. NO.	R.O. DATE 01/20/12	

[REDACTED]	BUSINESS PHONE	COMMENTS E# 99T
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TOTALS

WERE YOU "COMPLETELY SATISFIED" WITH THIS SERVICE	TOTAL LABOR....	18.75
VISIT TO KENDALL FORD?	TOTAL PARTS....	21.20
YES NO	TOTAL SUBLET....	0.00
IF NO? WOULD YOU LIKE TO TALK TO A SERVICE ADVISOR?	TOTAL G.O.G....	0.00
YES NO	TOTAL MISC CHG.	2.00
COMMENTS WELCOME:	TOTAL MISC DISC	-2.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	39.95

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

For More Information Please Call: 1-800-4-A-FORD

KENDALL

KENDALL FORD

344 Goodpasture Island Road, Eugene, Oregon 97401
 Phone (541) 342-2151 Fax (541) 335-6494

CELL: [REDACTED]

CUSTOMER NO. 100744	ADVISOR STEVE HILLIARD	1087 TAG NO. 9337	INVOICE DATE 02/29/12	INVOICE NO. FOCS620238
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 8,021	COLOR STRLING GRY	STOCK NO. F25709
VENETA, OR [REDACTED]	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/PU 4WD SU	DELIVERY DATE 09/07/11	DELIVERY MILES 23	
[REDACTED]	VEHICLE I.D. NO. 1 F T F W 1 E T 4 B F C	SELLING DEALER NO. 100	PRODUCTION DATE 08/01/11	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/22/12	
	BUSINESS PHONE	COMMENTS E# 99T		

JOB# 5 CHARGES-----
 LABOR-----
 J# 5+00FOZ-GTIRE CHECKED & OK TECH(S):2115 WARRANTY
 INSPECT TIRES.
 TIRES CHECK GOOD-NO REPLACEMENT REQUIRED.

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

JOB# 6 CHARGES-----
 LABOR-----
 J# 6+99FOZ-LCANER RENTAL VEHICLE TECH(S):1263 WARRANTY
 TAP RENTAL PER STEVE H
 1 DAY RENTAL TAP

SUBLET----- PG#----- VEND INV#-INV.DATE-DESCRIPTION-----
 274467 13462 02/29/12 DRAC-13462 2/28/12 9:39 AM WARRANTY
 TOTAL - SUBLET 0.00

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

COMMENTS-----
 XRAC-13462 2/28/12 9:39 AM
 PARKED IN 108
 TOTALS-----

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

WERE YOU "COMPLETELY SATISFIED" WITH THIS SERVICE
 VISIT TO KENDALL FORD?
 YES NO
 IF NO? WOULD YOU LIKE TO TALK TO A SERVICE ADVISOR?
 YES NO
 COMMENTS WELCOME:

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

The National Automobile Maintenance Association (NAMA) is a Member of the International Franchise Association (IFA)

KENDALL

KENDALL FORD

344 Goodpasture Island Road, Eugene, Oregon 97401
 Phone (541) 342-2151 Fax (541) 335-6494

CELL: [REDACTED]

CUSTOMER NO. 100744	NAME STEVE HILLIARD	1087	TAG NO. 1958	INVOICE DATE 03/28/12	INVOICE NO. FOC5638998
[REDACTED]	LABOR RATE [REDACTED]	[REDACTED]	MILEAGE 11,083	COLOR STRLING GRY	STOCK # F25709
VENETA, OR [REDACTED]	YEAR MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/PU 4WD SU	[REDACTED]	DELIVERY DATE 09/07/11	[REDACTED]	DELIVERY MILES 23
[REDACTED]	VEHICLE I.D. NO. 1 F F W 1 E T 4 B F	[REDACTED]	SELLING DEALER NO. 100	[REDACTED]	PRODUCTION DATE 08/01/11
[REDACTED]	P.F.E. NO. [REDACTED]	[REDACTED]	R.O. NO. [REDACTED]	R.O. DATE 03/26/12	[REDACTED]
[REDACTED]	BUSINESS PHONE [REDACTED]	[REDACTED]	COMMENTS E# 99T	[REDACTED]	[REDACTED]

JOB# 1 CHARGES-----

LABOR-----

J# 1 05FOZ--D42 POOR PERFORMANCE TECH(S):2115 WARRANTY
 C.S ENGINE CUTS OUT AND LOSES ALL POWER.HSA TO SHUT OFF TO
 REGAIN POWER.ADVISE
 CUSTOMER PASSED A SEMI AND GOT IN FRONT OF IT AND ENGINE
 STARTED CUTTING OUT AND LOST ALL POWER. CUSTOMER SHUT
 OFF AND POWER CAME BACK.ADVISE
 PASS/P0316/P0053,P0059./PASS
 IDS.EEC.PASS/P0316,DCL,P/BAL.ROAD TEST 20 MILES AND MONITOR
 RUN TEST,PASS/P0053,P0059/DASIS.PINPOINT TEST DZ1.Y,DZ2,N,DZ
 7.Y,DZ8.Y,DZ9.Y,DZ10.Y,DZ11.Y,DZ30,TEST 02 CURCUITS.OK,RE CK
 EEC.PASS/PASS,ROAD TEST .RETEST,PASS,HOTLINE CONTACT,THEY SA
 TO MONITOR OASIS UNTILL REPAIR BROUGHT OUT.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 99FOZ+RECHECK SUBSEQUENT VISIT TECH(S):2115 WARRANTY
 POSSIBLE REPEAT REPAIR-SEE MANAGEMENT PRIOR TO FLAGGING RO.

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX FOC5 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 99FOZ-LOANER RENTAL VEHICLE TECH(S):2115 WARRANTY

SUBLET.....PO#.....VEND INV#-INV.DATE-DESCRIPTION.....
 275674 03/28/12 TAP DAYS
 TOTAL - SUBLET WARRANTY 0.00

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX FOC5 JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----

J# 4 09FOM-C0024 THE WORKS COUPON PKG TECH(S):2788 15.00
 10654-A Check Battery Condition All
 230P Rotate Tires For Optimal Tire Life All
 59P Inspect engine cooling system,hoses & clamps All
 99P Perform Multi-Point Inspection All
 KF6 Brake Inspection All
 QUICKLUBE Quick Lube Oil & Filter Special 3.5L 11/12
 THE WORKS FUEL SAVER PACKAGE COUPON SPECIAL.

For Rental and Repair's Company, QUANT-SHIE, COOLIDGE, O (6549)

KENDALL

KENDALL FORD

344 Goodpasture Island Road, Eugene, Oregon 97401
 Phone (541) 342-2151 Fax (541) 335-6494

CELL: [REDACTED]

CUSTOMER NO. 100744	NAME STEVE HILLIARD 1087	TAB NO. 1958	INVOICE DATE 03/28/12	INVOICE NO. FOC5638998
[REDACTED]	LABOR RATE [REDACTED]	MESSAGE 11,083	COLOR STRLING GRV	STOCK NO. F25709
VENETA, OR [REDACTED]	YEAR MAKE MODEL 11/FORD TRUCK/F-150 SERIES/PU 4WD SU	DELIVERY DATE 09/07/11	DELIVERY MILES 23	
[REDACTED]	VEHICLE NO. 1 F T F W 1 E T 4 B F [REDACTED]	SELLING DEALER NO. 100	PRODUCTION DATE 08/01/11	
[REDACTED]	P.T.E. NO.	P.O. NO.	R.O. DATE 03/26/12	

BUSINESS PHONE [REDACTED] COMMENTS E# 99T

THE WORKS COUPON SPECIAL (GAS)

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	AA52-6714-A	FILTER ASY - O	9.76	6.43	6.43
	6	XO-5W30-QSP	OIL - ENGINE	4.50	3.92	23.52
TOTAL - PARTS						29.95
MISC	CODE	DESCRIPTION	CONTROL NO			
	OARED	OWNER ADVANTAGE		-20.00		
TOTAL - MISC						-20.00
JOB# 4 TOTALS						
LABOR						15.00
PARTS						29.95
MISC						-20.00
JOB# 4 JOURNAL PREFIX FOC5 JOB# 4 TOTAL						24.95
JOB# 5 CHARGES						
LABOR	J#	DESCRIPTION	TECH(S)			
	5 99FOZ99P	MULTI-POINT INSPECT	2788	0.00		
PLEASE PERFORM WORLD CLASS DEALER INSPECTION COMPLETE						
JOB# 5 TOTALS						
JOB# 5 JOURNAL PREFIX FOC5 JOB# 5 TOTAL						0.00
MISC	CODE	DESCRIPTION	CONTROL NO			
JOB # A	WC	CARWASH ACCRUAL		2.00		
JOB # A	CW	CARWASH		-2.00		
TOTAL - MISC						0.00
ESTIMATE						
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$45.00 (+TAX)						
COMMENTS						
RENTAL CAR RESERVED						
KRAC-13613 3/26/12 @ 8:41AM. 2 DAYS @ \$30= \$60 TOTAL.						

The Body Shop, Inc. of Reynolds & Reynolds, EB000131, 03/08/2012 Q 09:58am

Server: **AWS Prod**
 Claims loaded through: **20-AUG-2012**

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 21-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	
1FTFW1ET4BF	██████	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	08-AUG-2011	07-SEP-2011	174210	USA	2	7X01	AL3Z	1661710	A	F07	S08	V03	S09	42
AWS Claim Key:	<u>1590828</u>	Doc #:	06570403	Trx Code:	1	Labor Hrs:	1.1	Labor Cost:	100.89	Material Cost:	876.72	Total Cost:	977.61											
Dir Cd-Sub Cd:	08568-*	Name:	KENDALL FORD	Ph:	541-3422151	St:	OR	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	24-OCT-2011	DIST(Mile):	2830									
Cust Comments:	S09 FRONT SEAT SQUEAK RATTLE C S THE PASSENGER SIDE SEAT MAKES HIGH PITCH NOISE BACK AND FORWARD																							
Tech Comments:	VERIFIED CONCERN,CHECKED OASIS,INSPECT AND OREDERED POWER SEAT TRACK. REMOVED SEAT AND REPLACED SEAT TRACK MOTOR ASSEMBLY AND CHECKED FOR PROPER OPERATION																							
1FTFW1ET4BF	██████	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	08-AUG-2011	07-SEP-2011	174210	USA	2	7H05	BL3Z	19980	X	F03	S09	V17	E40	42
AWS Claim Key:	<u>1590829</u>	Doc #:	06570402	Trx Code:	1	Labor Hrs:	1.6	Labor Cost:	146.75	Material Cost:	237.31	Total Cost:	384.06											
Dir Cd-Sub Cd:	08568-*	Name:	KENDALL FORD	Ph:	541-3422151	St:	OR	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	24-OCT-2011	DIST(Mile):	2830									
Cust Comments:	P.S SEAT ELEMENT RATTLES, PUSH ON ELEMENT AND QUILTS BUTTON ON CONSOLE FOR SEAT HEATER IS RATTILING, NOT ELEMENT																							
Tech Comments:	VERIFIED CONCERN,CHECKED OASIS OREDERED PART. REMOVED AND REPLACED EATC HEAD UNIT FOR LOOSE SEAT HEATER BUTTON CONCERN AND CHECKED FOR PROPER OPERATION																							
1FTFW1ET4BF	██████	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	08-AUG-2011	07-SEP-2011	174210	USA	6	2G05 *	RECALEM *		F04	S11	V52	D42	04	
AWS Claim Key:	<u>2752723</u>	Doc #:	62023801	Trx Code:	S07	Labor Hrs:	1	Labor Cost:	91.72	Material Cost:	405.35	Total Cost:	497.07											
Dir Cd-Sub Cd:	08568-*	Name:	KENDALL FORD	Ph:	541-3422151	St:	OR	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	22-FEB-2012	DIST(Mile):	8021									
Cust Comments:	C.S THE ENGINE CUTS OUT WHEN DRIVING HWY SPEEDS ADVISE TURBO CUTS OUT WHEN GOING FROM 40 50 MPH HAS TO SHUT VEGICLE DOWN ADVISE FLIGHT RECORDER HAS 1 RECORDING																							
Tech Comments:	DOWNLOAD VDR ONE CAPTURE,PRINT,ORDER #5 AND 6 PLUGS AND COIL S,FOR MISSFIRES,NO VEH HERE RAN OASIS FOUND TSB 12 2 10 THIS TIME P0430 IDS,ECC,DOWNLOAD FLIGHT RECORDER,ANILIZE,OASIS,IDS,ECC TEST P0430,OASIS,HOTLINE CONTACT,REPROGRAM PCM,REPLACE LEFT CAT. RETEST,ROAD TEST,FORD STILL INVESTIGATING CONCERN.																							

1FTFW1ET4BE [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 08-AUG-2011 07-SEP-2011 174210 USA 6 6Y20 * TAP1 * F09 SXX V99 A99 82
AWS Claim Key: 2752722 **Doc #:** 62023806 **Trx Code:** TAP1 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 30
Dlr Cd-Sub Cd: 08568-* **Name:** KENDALL FORD **Ph:** 541-3422151 **St:** OR **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 22-FEB-2012 **DIST(Mile):** 8021
Cust Comments: TAP RENTAL PER STEVE H
Tech Comments: 1 DAY RENTAL TAP

1FTFW1ET4BE [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 08-AUG-2011 07-SEP-2011 174210 USA 7 2G04 * DIAG * F04 S11 V52 D42 82
AWS Claim Key: 3036345 **Doc #:** 63899801 **Trx Code:** 1 **Labor Hrs:** 1.5 **Labor Cost:** 137.57 **Material Cost:** 0 **Total Cost:** 137.57
Dlr Cd-Sub Cd: 08568-* **Name:** KENDALL FORD **Ph:** 541-3422151 **St:** OR **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 26-MAR-2012 **DIST(Mile):** 11083
Cust Comments: C S ENGINE CUTS OUT AND LOSES ALL POWER.HSA TO SHUT OFF TO REGAIN POWER.ADVISE CUSTOMER PASSED A SEMI AND GOT IN FRONT OF IT AND ENGINE STARTED CUTTING OUT AND LOST ALL POWER. CUSTOMER SHU
Tech Comments: PASS P0316 P0053,P0059, PASS MT TEST O2 CIRCUITS IDS,EEC,PASS P0316,DCL,P BAL,ROAD TEST 20 MILES AND MONITOR RUN TEST,PASS P0053,P0059 OASIS,PINPIONT TEST DZ1,Y,DZ2,N,DZ 7,Y,DZ8,Y,DZ9,Y,DZ10,Y,DZ11,Y,DZ30,TEST O2 CURCUITS,OK,RE CK EEC,PASS PASS,ROAD TEST ,RETEST,PASS,HOTLINE CONTACT,THEY SA TO MONITOR OASIS UNTILL REPAIR BROUGHT OUT.

1FTFW1ET4BE [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 08-AUG-2011 07-SEP-2011 174210 USA 7 6Y20 * TAP1 * F09 SXX V99 A99 82
AWS Claim Key: 3036344 **Doc #:** 63899803 **Trx Code:** TAP1 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 60
Dlr Cd-Sub Cd: 08568-* **Name:** KENDALL FORD **Ph:** 541-3422151 **St:** OR **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 26-MAR-2012 **DIST(Mile):** 11083
Cust Comments: TAP RENTAL
Tech Comments: TAP RENTAL

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# : CB2HL007 NHL

Received: 02/28/2012

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle:

2011,F150 4X4 ,F150 ,SUP
CRW,STYSD ,1FTFW1ET4BF [REDACTED]

Build Date: 08/08/2011

Odometer :

11,083 M

Engine:

3.5L-
GTDI

Calibration: BF613C0A

Transmission:

6R80E

Axle:

3.73
LOCK

A/C: YES

Dealer:

USA 08568 Kendall Ford

Phone#: (541) 942-
3321

City:

Eugene

State:

Oregon

Country : USA

Originator:

PAT LAMORA

Symptom:

2 27 Q 68 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,STAYS ON

Status:

VFG:

V29 CHECK ENGINE LIGHT

Additional Symptom:

BANK 2 MISFIRE P0430

Fix:

Causal Component :

Condition Code:

Hotliner: DCHATFIE

Phone: 313 317-6315

Regn Cd: W5 Seattle

Engineering:

Phone:

TAR:

Dlr Contact: PAT LAMORA

Phone: 000 000-0000

Title Cde: OT

KOEO: P0305 P0430

KOEC: P0053 P0059 P0316

KOER:

Comments:

REPAIR 02/28/2012 04:42PM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:ENGINE SURGES AND FEELS LIKE IT CUTS OUT AT
HWY SPEEDS. DIAGNOSTICS: DRIVER RECORDER HOOKED UP AND FOUND
MISFIRES ON CYL 5 & 6. ALSO DTC P0305, P0306 AND P0430 PARTS
REPLACED:NONE TECH QUESTION:I SEE AN SPECIAL SERVICE MESSAGES
STATING NOT TO DO ANYTHING WITH SECONDARY IGNITION COMPONENTS FOR
MISFIRES, HOWEVER IT STATES TO REFER TO TSB 12-2-10. TSB 12-2-10 SAYS
TO REPLACE CAT AND REPROGRAM PCM. THE SPECIAL SERVICE MESSAGES ALSO
STATES TO MONITOR OASIS FOR FURTHER UPDATES. QUESTION DO WE PROCEED
WITH TSB 12-2-10?

RECOMM **02/28/2012 04:42PM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE**
PAT, PLEASE CONTINUE WITH TSB 12-2-10. THERE WERE SOME REFINEMENTS TO
THE MISFIRE MONITOR IN THE UPDATED CALIBRATION TO HELP PREVENT
CATALYST FAILURE WHILE THE CONCERN IS BEING INVESTIGATED. PLEASE
CONTINUE TO MONITOR OASIS FOR UPDATED FIX INFORMATION.

REPAIR **03/27/2012 01:58PM CWAGONE1**
WEB FORM DATA - CONCERN:CUSTOMER STATES,CUTS OUT AND LOSES POWER,HAVE
TO SHUT OFF AND RE START TO REGAIN POWER CUSTOMER PASSED SEMI
TRUCK,AND GOT IN FRONT OF IT,AND ENGINE STARTED CUTTING OUT AND
LOST ALL POWER,SHUT OFF AND RE STARTED,POWER CAME
BACK. DIAGNOSTICS: LAST VISIT,REPLACED LEFT CAT,REPROGRAMMED
PCM,ROAD TEST. THIS TIME,IDS,EEC,DCL,OASIS,ROAD TEST,CLEAR CODES,RE
ROAD TEST,RETEST. PARTS REPLACED:NONE THIS TIME TECH
QUESTION:ARE YOU STILL INVESTIGATING FOR THIS CONCERN?

RECOMM **03/27/2012 01:58PM CWAGONE1**
JERRY, ACCORDING TO SSM 22225, THIS CONCERN IS STILL UNDER
INVESTIGATION AND NO REPAIRS ATTEMPTS SHOULD BE MADE UNTIL A CONFIRMED

REPAIR HAS BEEN IDENTIFIED. PLEASE CONTINUE TO MONITOR OASIS FOR ANY UPDATES TO THIS ISSUE. FOR THE HO2S HEATER RESISTANCE DTC'S, PLEASE INSPECT THE UEGO SENSORS, CONNECTORS, CIRCUITS, AND PINS FOR ANY ISSUES. PLEASE INSPECT THE HARNESS AROUND THE TRANSMISSION BELL HOUSING AREA AND MAKE SURE THERE ARE NO SIGNS OF DAMAGE OR CHAFFING TO THE CIRCUITS. IF THIS IS FOUND, PLEASE REPLACE/REPAIR AS NECESSARY AND RETEST. IF THERE ARE NO CIRCUIT OR PIN FIT CONCERNS FOUND, RECOMMEND TO PROCEED WITH SWAPPING ONE OF THE UEGO SENSORS WITH A KNOWN GOOD ONE AND RETEST. IF THE DTC NO LONGER RETURNS FOR THAT BANK, PLEASE REPLACE BOTH UEGO SENSORS AND RETEST.

AUDIT 03/27/2012 01:58PM CWAGONE1

ODOMETER 8021 M CHANGED TO 11083 M BY CWAGONE1

Folder Number:

[File Report To This Folder](#)

[File Report To A Folder](#)

[Download Options](#)

[Exists in Folder\(s\)](#)

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[Mail Report](#)

Requester: DWASHI49

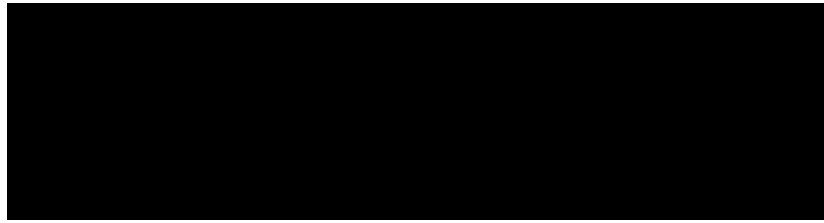
Report Summary

Server: ECCWS686

Ford Proprietary, Private

21-Aug-2012

Retention: None



IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA
DEPARTMENT OF COURT RECORDS CIVIL/FAMILY DIVISION
ARBITRATION DOCKET


PLAINTIFF

ARBITRATION DOCKET

NO. ____ - ____ - _____

VS.

FORD MOTOR COMPANY
DEFENDANT

HEARING DATE: _____
Court Room 2
City-County Building
7th Floor
9:00 A.M.

NOTICE TO DEFEND

YOU HAVE BEEN SUED IN COURT. If you wish to defend against the claims set forth in the following pages, you must take action within TWENTY (20) days after this complaint and notice are served by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money, property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. If you do not have a lawyer, go to or telephone the office set forth below. This office can provide you with information about hiring a lawyer. IF YOU CANNOT AFFORD TO HIRE A LAWYER, this office may be able to provide you with information about agencies that may offer legal service to eligible persons at a reduced fee or no fee.

LAWYER REFERRAL SERVICE,
The Allegheny County Bar Association
11th Floor Koppers Bldg.
436 Seventh Ave, Pittsburgh, PA 15219
TELEPHONE 412-261-5555

HEARING NOTICE

YOU HAVE BEEN SUED IN COURT. The above Notice to Defend explains what you must do to dispute the claims made against you. If you file the written response referred to in the "Notice to Defend" a hearing before a Board of Arbitrators will take place in Court Room 2, 7th floor of the City County Building, 414 Grant Street, Pittsburgh, Pennsylvania on _____, 20____, at 9:00 a.m. IF YOU FAIL TO FILE the response described in the "Notice to Defend" a judgment for the amount claimed in the complaint may be entered against you before the hearing.

DUTY TO APPEAR AT ARBITRATION HEARING

If one or more of the parties is not present at the hearing, THE MATTER MAY BE HEARD AT THE SAME TIME AND DATE BEFORE A JUDGE OF THE COURT WITHOUT THE ABSENT PARTY OR PARTIES. THERE IS NO RIGHT TO A TRIAL DE NOVO ON APPEAL FROM A DECISION ENTERED BY A JUDGE.

NOTICE: YOU MUST RESPOND TO THIS COMPLAINT WITHIN TWENTY (20) DAYS OR A JUDGMENT FOR THE AMOUNT CLAIMED MAY BE ENTERED AGAINST YOU BEFORE THE HEARING. IF ONE OR MORE OF THE PARTIES IS NOT PRESENT AT THE HEARING, THE MATTER MAY BE HEARD IMMEDIATELY BEFORE A JUDGE WITHOUT THE ABSENT PARTY OR PARTIES. THERE IS NO RIGHT TO A TRIAL DE NOVO ON APPEAL FROM A DECISION ENTERED BY A JUDGE.

IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA
CIVIL DIVISION

[REDACTED]

Plaintiff,

vs.

FORD MOTOR COMPANY,

Defendant.

No.:

COMPLAINT

1. Plaintiff, [REDACTED] is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, [REDACTED] Imler, PA [REDACTED]

2. Defendant, Ford Motor Company, is a corporation qualified to do and regularly conduct business in the Commonwealth of Pennsylvania, with its address and principal place of business located at Consumer Affairs, 16800 Executive Plaza Drive, 3 NE-B, Dearborn, Michigan 48126-4207, and can be served at CT Corporation System, 116 Pine Street, Suite 320, Harrisburg, PA 17101.

BACKGROUND

3. On or about September 22, 2011, Plaintiff purchased a new 2011 Ford F-150, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1FTFW1ET9BF [REDACTED]

4. The vehicle was purchased in the Commonwealth of Pennsylvania and is registered in the Commonwealth of Pennsylvania.

5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$39,445.80. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. During the first 12 months and/or 12,000 miles, Plaintiff complained on at least three (3) occasions about defects and or non-conformities to the following vehicle components: abnormal hesitation and whistle noise in engine. True and correct copies of all invoices in Plaintiff possession are attached hereto, made a part hereof, and marked Exhibit "B".

COUNT I
PENNSYLVANIA AUTOMOBILE LEMON LAW

11. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

12. Plaintiff is a "Purchaser" as defined by 73 P.S. §1952.

13. Defendant is a "Manufacturer" as defined by 73 P.S. §1952.

14. Laurel Ford, Inc., Windber, PA, is and/or was at the time of sale a Motor Vehicle Dealer in the business of buying, selling, and/or exchanging vehicles as defined by 73 P.S. §1952.

15. On or about September 22, 2011, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by 73 P.S. §1951 et seq., which substantially impair the use, value and/or safety of the vehicle.

16. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

17. Section 1955 of the Pennsylvania Automobile Lemon Law provides:

If a manufacturer fails to repair or correct a nonconformity after a reasonable number of attempts, the manufacturer shall, at the option of the purchaser, replace the motor vehicle... or accept return of the vehicle from the purchaser, and refund to the purchaser the full purchase price, including all collateral charges, less a reasonable allowance for the purchaser's use of the vehicle, not exceeding \$.10 per mile driven or 10% of the purchase price of the vehicle, whichever is less.

18. Section 1956 of the Pennsylvania Automobile Lemon Law provides a presumption of a reasonable number of repair attempts if:

- (1) The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists; or
- (2) The vehicle is out-of-service by reason of any nonconformity for a cumulative total of thirty or more calendar days.

19. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

20. In addition, the above vehicle has or will be out-of-service by reason of the nonconformities complained of for a cumulative total of thirty (30) or more calendar days.

21. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

22. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

23. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide or maintain itemized statements as required by 73 P.S. § 1957.

24. Plaintiff avers that such itemized statements, which were not provided as required by 73 P.S. § 1957 also include technicians' notes of diagnostic procedures and repairs, and Defendant's Technical Service Bulletins relating to this vehicle.

25. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide the notification required by 73 P.S. § 1957.

26. Plaintiff has and will continue to suffer damages due to Defendant's failure to comply with the provisions of 73 P.S. §§ 1954 (repair obligations), 1955 (manufacturer's duty for refund or replacement), and 1957 (itemized statements required).

27. Pursuant to 73 P.S. § 1958, Plaintiff seeks relief for losses due to the vehicle's nonconformities, including the award of reasonable attorneys' fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

28. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

29. Plaintiff has or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

30. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

31. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

32. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

33. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

34. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

35. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

36. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

37. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

38. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

39. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

40. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

41. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

42. Plaintiff avers Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

43. Plaintiff avers that Defendant's warranty did not require Plaintiff to first resort to a Dispute Resolution Program before filing suit.

44. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III
PENNSYLVANIA UNFAIR TRADE
PRACTICES AND CONSUMER PROTECTION LAW

45. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

46. Plaintiff is a "Person" as defined by 73 P.S. §201-2(2).

47. Defendant is a "Person" as defined by 73 P.S. §201-2(2).

48. Section 201-9.2(a) of the Act authorizes a private cause of action for any person "who purchases or leases goods or services primarily for personal, family or household purposes."

49. Section 1961 of the Pennsylvania Automobile Lemon Law, provides that a violation of its provisions shall automatically constitute a violation of the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. 201-1 et seq.

50. In addition, the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. §201-2(4), defines "unfair or deceptive acts or practices" to include the following conduct:

- (vii). Representing that goods or services are of a particular standard, quality or grade, or that goods are of a particular style or model, if they are of another;
- (xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made;
- (xv). Knowingly misrepresenting that services, replacements or repairs are needed if they are not needed;
- (xvi). Making repairs, improvements or replacements on tangible, real or personal property of a nature or quality inferior to or below the standard of that agreed to in writing;
- (xvii). Engaging in any other fraudulent or deceptive conduct which creates a likelihood of confusion or of misunderstanding.

51. Plaintiff avers Defendant has violated these, as well as other provisions, of 73 P.S. §201-2 et seq.

52. Section 201-3.1 of the Act provides that the Automotive Industry Trade Practice rules and regulations adopted by the Attorney General for the enforcement of this Act shall constitute additional violations of the Act.

53. Defendant's conduct surrounding the sale and servicing of the subject vehicle falls within the aforementioned definitions of "unfair or deceptive acts or practices."

54. The Act also authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount not in excess of Twenty Five Thousand Dollars (\$25,000.00), together with all collateral charges, attorneys' fees, all court costs and treble damages.

KIMMEL & SILVERMAN, P.C.

By: 

Robert A. Rapkin, Esquire
Attorney for Plaintiff
30 East Butler Pike
Ambler, PA 19002
(215) 540-8888

LAUREL FORD LINCOLN

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Windber, Pennsylvania 15963
www.laurelautogroup.com



LINCOLN

IMLER, PA

SERVICE ADVISOR **FRAN FAHER**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
19DEC11	29DEC11	146920	1FTFW1ET9BF				16FEB12	90644
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
11:10	08:19	11	FORD F150 PICKUP		0.00	22SEP11	16	16
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
5204	5204							

TECH.	TYPE	HOURS	LIST/PART	NET/UNIT	TOTAL
A	WHISTLING NOISE FROM ENGINE WHEN COLD N/C ROADTESTED FOR WHISTLING NOISE AND HESITATION GOING UPHILL COLD UNDER LOAD, UNABLE TO DUPLICATE CONDITION.	55	I		(N/C)
B	INSTALL DOOR HANDLE M ATTEMPTED TO INSTALL NEW DOOR HANDLE, TWICE, DIDNT WORK. INSTALLED KEYPAD	55	I		(N/C)
	1 7L2Z*14A626*BA ACTUATOR ASY				(N/C)
C	PICK UP AT HOUSE, KEY IN GAS CAP N/C NO CHARGE	55	I		(N/C)

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

THANK YOU FOR YOUR BUSINESS.
IF YOU ARE NOT COMPLETELY
SATISFIED WITH THIS SERVICE
VISIT, PLEASE CONTACT ME.
JOHN BINNIE, SERVICE DIRECTOR
(814) 467-5565



ON BEHALF OF THE VEHICLE OWNER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT OR NOTIFICATION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) _____ DATE _____

LAUREL FORD LINCOLN

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Windber, Pennsylvania 15963
www.laurelautogroup.com



LINCOLN

IMLER, PA

SERVICE ADVISOR JOHN BINNIE

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
13FEB12	27FEB12	146920	1FTFW1ET9BF	100219			27FEB12	91767
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
10:45	10:58	11	FORD F150 PICKUP		0.00	22SEP11	3	3
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
7029	7029							

TECH.	TYPE	HOURS	LIST/AMT	NET/AMT	TOTAL
A PICK UP AT CUST HOUSE, KEYS IN CUP HOLDER N/C NO CHARGE					
55	C			0.00	0.00
B 1,000-1,500 RPMS CUST FEELS A MISS OR HESITATION UP A GRADE. IT WILL DO IT UP PLEASANTVILLE MT, UP 5 OUT OF WINDBER AND UP THEATER DRIVE. A COUPLE TIMES CUSTOMER HEARD A SQUEELD CAUSE: PERFORMED PCM RECALIBRATION MT 120210A					
55	W				(N/C)
N/C ADDITIONAL DIAGNOSTIC TIME UNABEL TO CLAIM, THIS IS PAID BY LAUREL FORD					
55	ISP				(N/C)
FC: D36 04 PART#: RECALEM COUNT: CLAIM TYPE: AUTH CODE:					
C FREE FORD RECOMMENDED MULTI-POINT INSPECTION AND ****RESET OIL CHANGE LIGHT**** 99P NOT PERFORMED TODAY					
55	C			0.00	0.00

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

THANK YOU FOR YOUR BUSINESS.
IF YOU ARE NOT COMPLETELY SATISFIED WITH THIS SERVICE VISIT, PLEASE CONTACT ME.
JOHN BINNIE, SERVICE DIRECTOR
(814) 467-5565

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.

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

UNIT# 146920
 CUSTOMER #:100219

91767

LAUREL FORD LINCOLN

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 Windber, Pennsylvania 15963
 www.laurelautogroup.com

WORKORDER



TMLER DA

PAGE 2

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

SERVICE ADVISOR: 3 BINNIE, JOHN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
STERLING G	11	FORD F150 PICKUP	1FTFW1ET9BF [REDACTED]	[REDACTED]	7029/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22SEPA11 DD			18:00 13FEB12		0.00	CASH	
DATE OPENED	READY	OPTIONS: STK: 146920					
13FEB2012 10:45							

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
 # A C PICK UP AT CUST HOUSE, KEYS IN CUP HOLDER

B W 1,000-1,500 RPMS CUST FEELS A MISS OR HESITATION UP A GRADE. IT WILL DO IT UP PLEASANTVILLE MT, UP 5 OUT OF WINDBER AND UP THEATER DRIVE. A COUPLE TIMES CUSTOMER HEARD A SQUEELED

C 99P C FREE FORD RECOMMENDED MULTI-POINT INSPECTION AND
 ****RESET OIL CHANGE LIGHT****

FLAT RATE	COST	LABOR SALES	R.O. NO.	ACTUAL TIME	OFF	8
W-3		0.5	91767	0.5	ON	
			EMPL 55 APPROVED			
FLAT RATE	COST	LABOR SALES	R.O. NO.	ACTUAL TIME	OFF	4
W-3		0.7	91767	0.7	ON	
			EMPL 55 APPROVED			

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
 CUSTOMER SIGNATURE

All Action Details for Issue

[Print](#)

VIN: 1FTEW1ET9BE [REDACTED] Year: 2011 Model: F-SERIES Case: 581800512
 Name: [REDACTED] Owner Status: Original WSD: 2011-09-22
 Symptom Desc: MISSES AT CRUISE Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Secondary Phone:
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 02/23/2012

Action: TIER II ESCALATION - UNABLE TO DUPLICATE
 Dealer: 07661 LAUREL FORD LINCOLN Origin Desc: US CONCERN CASE BASE
 Odometer: 7029 MI Comm Type: INBOUND CUSTOMER EMAIL
 Analyst Name: DOWELL, LEAH Analyst: LDOWELL4
 Action Date: 02/20/2012 Action Time: 16.09.40.756 Action Data: Yes

Comments CUSTOMER SAID: 1-66J725-NOTICED ENGINE WAS MISSING AT TIMES, STARTED JUST AFTER VEH PURCHASE-TOOK VEH TO DLR IN NOVEMBER, DECEMBER AND FEBRUARY-DLR WAS UNABLE TO DUPLICATE THE FIRST 2 TIMES-THE 3RD TIME DLR ACKNOWLEDGED THE PROBLEM AND ADV CUST THERE IS CURRENTLY NO FIX BUT, THE ENGINEERING DEPARTMENT IS CURRENTLY LOOKING INTO A REPAIR FOR THIS ISSUE-CUST SEEKS SERVICE-FEELS HE IS DOING DAMAGE TO THE TURBO BY CONTINUING TO DRIVE IT-VEH IS CURRENTLY IN CUST POSSESSIONDEALER SAID: LAUREL FORD LINCOLN SCHEDULE SERVICE 135 FORD DRIVELINCOLN PA 15963(814) 467-5565CRC ADVISED: I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM. A SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DAYS.***NOTE TO CCR: IF THE VEHICLE IS CURRENTLY NOT AT THE DEALERSHIP, PLEASE ADVISE THE CUSTOMER TO SCHEDULE A SERVICE APPOINTMENT FOR THEIR VEHICLE-RAN UNABLE TO DUPLICATE PATH PER CAST CYNTHIA-EMAIL ATTACHED-ADV CASE #

Data Element Name	Data Value
ESTIMATED COST OF REPAIR:	0

Action: CREATE FOLLOW UP
 Dealer: 07661 LAUREL FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 7029 MI Comm Type: OTHER
 Analyst Name: LEBERT, RACHEL Analyst: RLEBERT2
 Action Date: 02/21/2012 Action Time: 12.24.27.576 Action Data: Yes

Comments CSM RACHEL X 77794 SETTING 2ND DAY FOLLOW UP AS ALLOWED

Data Element Name	Data Value
DATE OF FOLLOW UP:	02-22-2012
TIME OF FOLLOW UP (HH:MM):	19:00

Action: FORD COVERED REPAIR MADE - WARRANTY
 Dealer: 07661 LAUREL FORD LINCOLN Origin Desc: DEALER
 Odometer: 7029 MI Comm Type: VISIT
 Analyst Name: JOHN BINNIE Analyst: J-BINNI1
 Action Date: 02/22/2012 Action Time: 08.15.05.989 Action Data: No

Comments NEW TSB JUST RELEASED TO UPDATE PCM FOR THIS ISSUE. PICKING VEHICLE UP TODAY TO PERFORM UPDATE.

Action: CREATE FOLLOW UP
 Dealer: 07661 LAUREL FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 7029 MI Comm Type: PHONE

Analyst Name: LEBERT, RACHEL **Analyst:** RLEBERT2
Action Date: 02/22/2012 **Action Time:** 12.29.10.596 **Action Data:** Yes

Comments CSM RACHEL X 77794 REVIEWED CASE LTV IS 77 -- NO RELATED AWS //ESP-- USA 2012 NEW 48/50K LINCOLN MAINTENANCE 7.5K INTERVAL// // TSB 12-2-10 3.5L GTDI CALIBRATION UPDATE - VARIOUS ISSUES - BUILT ON OR BEFORE 2/7/2012 /// DEALER IS GOING TO PERFORM THIS TSB EXCEPT REPLACING THE CONVERTER WHICH IS NOT NEEDED// DEALER WILL REPAIR VEHICLE TODAY AND TEST DRIVE SHOULD BE RETURNED TO CUSTOMER TOMORROW // OBC TO CUSTOMER [REDACTED] LVM WITH WHO I WAS AND REASON FOR MY CALL AND MY CONTACT INFORMATION AND WHAT DEALER AND I SPOKE OF// ADVISED CUSTOMER THAT I WILL FOLLOW UP TOMORROW

Data Element Name	Data Value
DATE OF FOLLOW UP:	02-23-2012
TIME OF FOLLOW UP (HH:MM):	19:00

Action: CONCERN RESOLVED
Dealer: 07661 LAUREL FORD LINCOLN **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 7029 MI **Comm Type:** PHONE
Analyst Name: LEBERT, RACHEL **Analyst:** RLEBERT2
Action Date: 02/23/2012 **Action Time:** 15.40.00.034 **Action Data:** Yes

Comments CSM RACHEL X 77794 OBC TO DEALER VEHICLE WAS REPAIRED AND RETURNED TO CUSTOMER YESTERDAY// OBC TO CUSTOMER [REDACTED] LVM ADVISING OF WHO I WAS AND REASON FOR MY CALL// I ADVISED WHAT DEALER AND I SPOKE OF AND THAT IF HE HAD ANY FURTHER QUESTIONS TO GIVE ME A CALL- I AM HAPPY TO ASSIST

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	73
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	N
ESP USED? (Y/N)	N
SCP USED? (Y/N)	N
X-PLAN USED? (Y/N)	N
CLP FINANCIAL ASSIST PROVIDED? (Y/N)	N
--ESTIMATED REPAIR COST(@WARR RATES) (\$)	
--CUSTOMER'S SHARE OF REPAIR COST (\$)	
--DEALER'S SHARE OF REPAIR COST-P18 (\$)	
--DEALER'S SHARE OF REPAIR COST-OTHER(\$)	
--FORD'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	Y

Ford Confidential

Server: **AWS Prod**
Claims loaded through: **14-MAR-2012**

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 15-MAR-12

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTFW1ET9BF	██████████	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	30-AUG-2011	22-SEP-2011	144510	USA	5	2G05 *	RECALEM *	F04	S11	V52	D36	04	
AWS Claim Key:	<u>2708854</u>	Doc #:	09176701	Trx Code:	S07	Labor Hrs:	.4	Labor Cost:	29.44	Material Cost:	0	Total Cost:	29.44										
Dir Cd-Sub Cd:	07661-*	Name:	LAUREL FORD LINCOLN	Ph:	814-4675565	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	13-FEB-2012	DIST(Mile):	7029								
Cust Comments:	CUSTOMER STATES MISS UP A GRADE 1,000 1,500 RPM'S																						
Tech Comments:	PERFORM RECALIBRATION PER TSB 12 2 10																						

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# :	CBMC7022 NHL	Received:	02/13/2012
CCRG/EPRC:		Date:	
Vehicle:	2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET9BF [REDACTED]	Build Date:	08/30/2011
Odometer :	7,029 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3800F3.55L
Dealer:	USA 07661 Laurel Ford Lincoln	Calibration:	BF613C0A
City:	Windber	A/C:	YES
Originator:	JOHN BINNIE	Phone#:	(814) 467-5565
Symptom:	5 50 2 00 DRV PERF,RUNS ROUGH,ACCEL,UNKNOWN		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	SURGES SLIGHT GRADE		
Fix:	Causal Component :		
Condition Code:			

Hotliner: DCHATFIE

Phone: 313 317-6315

Regn Cd: G4 Pittsburgh

Engineering:

Phone:

TAR:

Dlr Contact: JOHN BINNIE

Phone: 814 467-5565

Title Cde: SD

KOEO:

KOEC:

KOER:

Comments:

REPAIR 02/13/2012 02:28PM [REDACTED] MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:WHEN DRIVING AT 1,000 TO 1,500 RPMS, UP A HILL THE VEHICLE HAS AN INTERMITTANT RYTHMIC HITCH OR SHUDDER. ENGINE IS LUGGED DOWN AND IS READY TO SHIFT. SOMETIMES THERE IS ALSO A LOUD WHEEZ SOUND FROM THE ENGINE AREA. CUSTOMER STATES IT IS MORE PRONOUNCED IN VERY COLD AMBIENT TEMPERATURES. DIAGNOSTICS: VERIFIED DURING ROADTEST. EEC TEST HAS NO DTCS. NOTHING IN MODE 6. PARTS REPLACED:NONE TECH QUESTION:SINCE WE LIVE IN A VERY HILLY AREA THIS IS AN IRRITATING CONCERN. DO YOU HAVE ANY LIKE COMPLAINTS? ARE THERE ANY KNOWN FIXES? THE USUAL STUFF. IF WE SHOULD GO FURTHER WITH DIAGNOSIS WHAT PIDS WOULD RECOMEND WE MONITER ON THE VDR? SINCE THIS IS SUCH A NEW VEHICLE SHOULD WE INVOLVE OUR FSE, RANDY CORLEW?

RECOMM 02/13/2012 02:28PM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE
JOHN, FSE ASSISTANCE IS NOT DEEMED NECESSARY AT THIS TIME. PLEASE MONITOR TURBO_WGATE AND TURBO_BPASS 1/2 DURING THE CONCERN. IF THE DUTY CYCLE FOR THE TURBO CHARGER WASTEGATE IS FLUCTUATING RAPIDLY IN PERCENTAGE (SPIKING) AND THE BYPASS VALVES CHANGE STATE FROM ON AND OFF CONSISTENTLY WITH THE WASTEGATE FLUCTUATION, THIS CONCERN IS CURRENTLY UNDER INVESTIGATION. PLEASE CONTINUE TO MONITOR OASIS FOR UPDATES. ENGINEERING IS AWARE OF THIS CONDITION AND A FIX HAS NOT YET BEEN RELEASED.

REPAIR 02/20/2012 03:19PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
DESCRIPTION OF VEHICLE CONCERN: PREVIOUS CALL IN. AT 1,000-1,500 RPMS CUST FEELS A MISS OR HESITATION UP A GRADE. ROADTEST INDICATES PULSING FROM ENGINE SOMETIMES ASSOCIATED WITH A NOISE. CONTACT ID 105152571
DIAGNOSTICS ALREADY COMPLETED: NO MIL AND NO DTCS PARTS REPLACED: NONE TECH'S QUESTION: PREVIOUS COMUNICATION WAS

ENGINEERING IS AWARE AND A FIX IS NOT YET AVAILABLE. ON 2-15-12 A NEW TSB SHOWS UP 12-2-10 THAT SOUNDS LIKE THE ISSUE BUT I BELIEVE I NEED AN MIL TO PERFORM THE TSB. CAN I JUST DO THE REPROGRAMMING AND WILL THIS HELP OUR ISSUE.

REPAIR 03/09/2012 03:51PM MATTHEW WEBER MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:SEE PREVIOUS HOTLINE RESPONSE. VEHICLE HAS A STUMBLE OR BUCK WHEN UNDER A LOAD LIKE ACCELERATING UP A HILL. SOMETIME IT HAPPENS ON THE FLAT UNDER MILD ACCELERATION. SEEM MORE PREVELANT COLD. DIAGNOSTICS: PERFORMED TSB 12-2-10. PARTS REPLACED:NONE TECH QUESTION:CUST CALLED TWICE AND SAID HE THINKS IT STILL HAPPENS. TODAY HE CALLED AGAIN AND SAID IT IS DEFINATELY STILL HAPPENING AND WHAT AM I GOING TO DO ABOUT IT. THIS CONDITION HAS BEEN ADDRESSED TWICE HOWEVER THE FIRST TIME WAS NO PROBLEM FOUND. I DO NOT HAVE THE VEHICLE BUT LAST TIME IT WAS HERE I DEFINATELY FELT IT. IS THERE SOMETHING ELSE THAT CAN BE DONE?

RECOMM 03/09/2012 03:51PM MATTHEW WEBER MSS - FCSD - TECH SVC HOTLINE
JOHN, IF THE TSB HAS BEEN PERFORMED AND THE CONCERN IS STILL OCCURRING, RECOMMEND ATTEMPTING TO DUPLICATE THE CONCERN WHILE MONITORING TURBO_BP1/2 AND THE WASTE GATE PID DURING THE CONCERN. IF THE BYPASS IS SWITCHING OFF/ON AND THE WASTE GATE PERCENTAGE IS SWITCHING TO COMPENSATE, RECOMMEND INSPECTING THE WASTE GATE/CONTROL HOSES FOR SIGNS OF CONTAMINATION OR DEBRIS. CLEAN IF SUSPECT, OR SWAP THE WASTE GATE SOLENOID WITH A KNOWN GOOD SOLENOID AND RETEST. ADDITIONALLY, WATER OR OIL POOLING THE CHARGE AIR COOLER OR LINES CAN CONTRIBUTE TO SIMILAR CONCERNS. RECOMMEND REFERENCING HREF=HTTP://WWW.VREP.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SSM/SSM.ASP?SSM=22225 TARGET='_BLANK'>SSM 22225 FOR MORE INFORMATION.

ADD-ON 03/09/2012 03:51PM MATTHEW WEBER MSS - FCSD - TECH SVC HOTLINE
CONSULTED JORDAN DODDS

REPAIR 03/12/2012 09:03AM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE
AS WE DO NOT HAVE A KNOWN GOOD WASTE GATE SOLENOID IM TRYING TO ORDER ONE. MY PARTS DEPARTMENT CANT FIND A LISTING. WOULD YOU HAVE A PART

NUMBER FOR IT?

RECOMM 03/12/2012 09:03AM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE

JOHN, PLEASE DIRECT YOUR QUESTION ON THIS PARTS ISSUE TO THE PARTS ASSISTANCE CENTER. SELECT PACO (PARTS ASSISTANCE CENTER ONLINE) UNDER PARTS & SERVICE TAB ON FMCDEALER.

REPAIR 03/12/2012 09:54AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

OK, PACO SAID THE WASTE GATE SOLENOID IS ONLY SERVICED WITH THE TURBO ASSY. WE HAVE MONITERED THE TURBO BP_1/2 AND THE WASTE GATE PID. WE CAN SEE THE BYPASS SWITCHING OFF/ON. SHOULD I REPLACE THE TURBO AND IF SO WHICH ONE?

RECOMM 03/12/2012 09:54AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

JOHN, THE VACUUM SOLENOID FOR THE WASTEGATE SHOULD BE SWAPPED, AND NOT THE PHYSICAL WASTEGATE VALVE, LOCATED INTERNAL TO THE TURBOCHARGER. THIS SOLENOID IS LOCATED ON THE TOP OF THE INTAKE MANIFOLD. PLEASE TRACE THE VACUUM LINES FROM THE TURBOCHARGER WASTEGATE VALVE TO THIS COMPONENT. PLEASE SWAP THIS SOLENOID AND RETEST FOR THIS CONCERN. IF FURTHER ASSISTANCE IS NEEDED, PLEASE CONTACT THE FORD TECHNICAL HOTLINE VIA PHONE TO VERBALLY DISCUSS THIS MATTER. PLEASE USE THE RED CONTACT ID WHEN CALLING.

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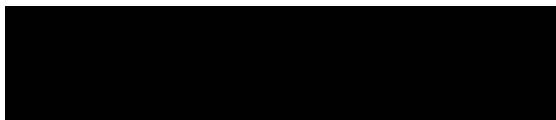
Report Summary

Server: ECCWS686

Ford Proprietary, Private

15-Mar-2012

Retention: None





12 APR 10 10:10 AM

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April 5, 2012

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

RE: Vehicle: 2011 Ford F150
VIN: 1FTFW1ET1BF [REDACTED]
CLIENTS: [REDACTED]

Dear Sir or Madam:

I have been retained by [REDACTED] to bring a Lemon Law action against Ford Motor Company since the vehicle has warranty nonconformities which significantly impair its use, safety, or value to them.

The current nonconformities are: there is loss of power to the vehicle while driving (vehicle bogs down) (serious safety defect) and the check engine light indicates catalytic converter failure. These problems have not been cured despite numerous attempts by Ford.

This vehicle has been out of service for repair five or more times for these problems within eighteen months of the date of delivery of the vehicle to [REDACTED]

Ford has been aware of the defects in this vehicle since on or about February 16, 2012 when it received notice of the defects from my clients. The problems continue to exist and have significantly impaired the vehicle's use, market value, and safety to [REDACTED]

The service history of this vehicle indisputably exceeds the statutory requirements to qualify as a defective vehicle pursuant to Section 59.1-207.11 et. seq., Code of Virginia ("the lemon law")

Ford Motor Company
April 5, 2012
Page Two

Consequently, my clients are entitled to and hereby demand payment for the following: all money paid toward the vehicle plus payoff of any outstanding loan. They are also entitled to loss of use and attorney's fees. To resolve this matter short of litigation, my clients demand \$50,514.80 to settle at this time, inclusive.

Please find enclosed copies of the following: (1) Buyers Order; (2) Retail Installment Sales Contract; (3) Repair Orders; (4) Notice Letter; (5) Receipt for Accessories; and (6) Complaint.

The current mileage is 18,712.

In determining whether to settle this matter, and for how much, please note that Mr. and [REDACTED] will not sign any release which contains a confidentiality clause, unless Ford pays additional damages.

Please respond promptly to this letter as suit will be filed shortly.

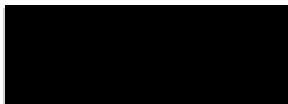
Very truly yours,


John Cole Gayle, Jr.

JCG/psc

Enclosures

cc:



BACKGROUND FACTS

4. Relying on the warranties, express and implied, given by the defendant and its agents, the plaintiffs, [REDACTED] agreed to purchase, took delivery of and accepted a new 2011 Ford 150 , Vehicle Identification Number: **1FTFW1ET1BF** [REDACTED] ("the vehicle") on September 24, 2011 from Sheehy Ashland, Inc., d/b/a Sheehy Auto Stores located in Ashland, Virginia. The vehicle is warranted with a manufacturer's limited warranty and other warranties implied by law.

5. Soon after purchase, [REDACTED] discovered the vehicle did not conform to the contract as there were numerous defects which failed to conform with the warranties and nonconformities, including: there is loss of power to the vehicle while driving (vehicle bogs down) (serious safety defect) and the check engine light indicates catalytic converter failure.

6. At the time plaintiffs took delivery of and accepted the vehicle, they were unaware of the defects and nonconformities because of the difficulty of discovery, and because some of the problems have appeared subsequent to their purchase of the vehicle.

7. Soon after discovering the defects and nonconformities, [REDACTED] took the vehicle to Sheehy Ashland, Inc. to have the nonconformities corrected. Five or more repair attempts have not corrected the nonconformities within eighteen months of the date of delivery of the vehicle to them.

8. On or about February 16, 2012, [REDACTED] wrote to Ford, notified it of the nonconformities and defects with the vehicle, and requested that the problems be corrected or that Ford buy back the vehicle.

9. The defects and nonconformities continue to exist and substantially impair the vehicle's use and market value to [REDACTED] who have used it for their personal use, and who have properly used and serviced the vehicle while it has been in their possession.

10. At this time, the vehicle is in substantially the same condition as when it was delivered to the plaintiffs, with the exception of repairs done to the vehicle by Ford's agents or authorized repair facilities, and damages caused by the defects and nonconformities.

11. The vehicle, as accepted, is significantly impaired in its value and use to the plaintiffs.

12. On April 5, 2012, the plaintiffs rejected or revoked acceptance of the vehicle and asked Ford to return the purchase price and all other damages sustained and recoverable under Virginia law, if it could not fix the vehicle. Ford has refused to do this.

COUNT ONE

BREACH OF EXPRESS AND IMPLIED WARRANTIES UNDER THE MAGNUSON-MOSS WARRANTY ACT

13. Plaintiffs incorporate the allegations of paragraphs 1 through 12 as if alleged herein.

14. Plaintiffs are "consumers" as defined in 15 U.S.C. §2301 (3); FORD fits the definition of "supplier" and "warrantor" as defined in 15 U.S.C. §2301 (4) and (5); and the vehicle is a "consumer product" as defined in 15 U.S.C. §2301 (1).

15. Ford does not have a dispute resolution mechanism which meets the requirements of 16 C.F.R. Part 703, promulgated by the Federal Trade Commission pursuant to §2310(a)(2) of the Magnuson-Moss Warranty Act.

16. The vehicle was manufactured after July 4, 1975 and an express Limited Warranty and an implied warranty of merchantability were given to plaintiffs as a part of the purchase, warranties which meet the definition of "written warranty" and "implied warranty" contained in 15 U.S.C. §§2301 (6) and (7).

17. The Limited Warranty has failed of its essential purpose and Ford has violated the Act due to its inability and/or refusal to repair or replace the nonconformities within a reasonable time, and due to its refusal to provide the plaintiffs a refund. 15 U.S.C. §2304 (a)(1) and (4).

18. Ford has also breached its implied warranty of merchantability since the vehicle, in view of the nonconformities and defendant Ford's inability to correct them, was not fit for the ordinary purpose for which the vehicle was used. 15 U.S.C. §§2308, 2310 (d).

19. As a proximate result of Ford's violations of the Act and breach of its warranties, the plaintiffs have been damaged for which Ford is responsible. 15 U.S.C. §§2304(a) and 2310(d).

COUNT TWO

VIOLATION OF THE MOTOR VEHICLE WARRANTY ENFORCEMENT ACT

20. Plaintiffs incorporate the allegations of paragraphs 1 through 19 as if alleged herein.

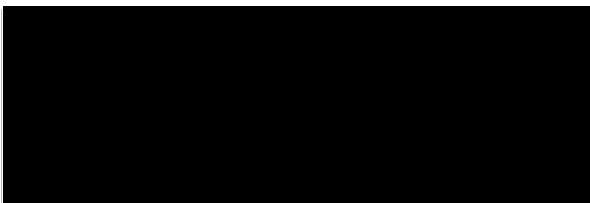
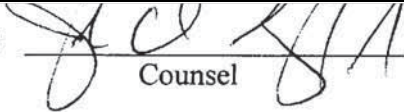
21. As individually defined in Section 59.1-207.11, et. seq., of the Code of Virginia, the plaintiffs are "consumers," "FORD" is a "manufacturer," the vehicle is a "motor vehicle," and the various defects in the vehicle constitute "nonconformities."

22. Ford and its agents have failed to correct the nonconformities after a reasonable number of repair attempts, which has impaired the use and market value of the

vehicle to the plaintiffs, it has refused the plaintiffs' demand for damages, and its actions, therefore, are in violation of the Motor Vehicle Warranty Enforcement Act, §§59.1-207.11, 207.13, and 207.14, Code of Virginia (1950).

WHEREFORE, the plaintiffs respectfully request this Court to award their damages from Ford for all money paid towards the purchase of the vehicle, including any deposit, trade-in, extended warranty, and any amount necessary to pay off the loan, all of which at this time totals FORTY-SIX THOUSAND FIVE HUNDRED THIRTY-THREE DOLLARS and EIGHTY CENTS (\$46,533.80), plus any other collateral charges as defined in §59.1-207.11, incidental and consequential damages, the cost of substitute transportation, loss of use, expert witness fees, all reasonable attorney's fees, vehicle payments made after the filing of this suit, costs, and expenses herein incurred.

Trial by jury is demanded.


By: 
Counsel

John Cole Gayle, Jr., Esquire
VSB No. 18833
The Consumer Law Group, P.C.
5905 West Broad Street, Suite 303
Richmond, Virginia 23230
804 282-7900
804 673-0316 Fax

Counsel for Plaintiffs



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APPROVED CHECKS
WITH PROPER I.D.

CELL: [REDACTED]

CUSTOMER NO 1177982	ADVISOR FRANK TINNEY	120366	KEY TAG # D933	INVOICE DATE 10/05/11	INVOICE NO. J0CS7
[REDACTED]	LICENSE NO.	MILEAGE 650	COLOR INGOT SILV	STOCK NO. J11581	
MECHANICSVILLE, VA	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/SUPERCREW			DELIVERY DATE 09/25/11	DELIVERY MILE
	VEHICLE I.D. NO. 1FTFW1ET1BF		SELLER DEALER NO.	PRODUCTION D.	
	P.O. NO.		P.O. DATE 09/28/11		
	SERVICE INSTALLED PARTS		RELEASE OUT		MO

LABOR & PARTS	TECH(S)	WARRANTY
J# 1 09FRZ DRIVABILITY LOSS OF POWER WHILE DRIVING -BOGGS DOWN SOMETIMES RR CATS, COILS AND PLUGS	532040	WARRANTY
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 1 3 BL3Z-12029-C COIL ASY - IGNITI		WARRANTY
JOB # 1 3 SP-528 SPARK PLUG		WARRANTY
JOB # 1 1 BL3Z-5E212-E CONVERTER ASY		WARRANTY
JOB # 1 TOTAL PARTS 0.00		
JOB # 1 TOTAL LABOR & PARTS 0.00		
J# 2+77FRZ099P MULTI-POINT INSPECT PERFORM 17 POINT COURTESY INSPECTION INCLUDES TOP OF ALL FLUID LEVELS	7055	INTERNAL
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 2 TOTAL PARTS 0.00		
JOB # 2 TOTAL LABOR & PARTS 0.00		
J# 3+77FRZGBATT GREEN BATTERY GREEN BATTERY--PASSES BATTERY TEST UTILIZING MIDTRONICS MICRO490 TESTER	7055	INTERNAL
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 3 TOTAL PARTS 0.00		
JOB # 3 TOTAL LABOR & PARTS 0.00		
J# 4+77FRZGBK GREEN BRAKES GREEN BRAKE MEASURE (OVER 7/32" DISC OR 3/32" DRUM)	7055	INTERNAL
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 4 TOTAL PARTS 0.00		
JOB # 4 TOTAL LABOR & PARTS 0.00		
J# 5+77FRZGTIRE GREEN TIRES GREEN TIRE TREAD DEPTH MEASURE (7/32" OR GREATER)	7055	INTERNAL
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 5 TOTAL PARTS 0.00		
JOB # 5 TOTAL LABOR & PARTS 0.00		

Authorized Signature And Date
ON BEHALF OF SERVING DEALER, I HEREBY
THAT THE INFORMATION CONTAINED HER
ACCURATE UNLESS OTHERWISE SHOWN. SE
DESCRIBED WERE PERFORMED AT NO CHAI
OWNER THERE WAS NO INDICATION FROM THE A
ANGE OF THE VEHICLE OR OTHERWISE THAT AN
REPAIRED OR REPLACED UNDER THIS CLAIM HAS
CONNECTED IN ANY WAY WITH ANY ACCIDENT,
GENCE OR MISUSE RECORDS SUPPORTING THIS
ARE AVAILABLE FOR (1) YEAR FROM THE DATE C
MENT NOTIFICATION AT THE SERVING DEALER
INSPECTION BY REPRESENTATIVES OF FORD.

I certify that this vehicle has been tested or tes
driven when needed and that the mechanic's wo
was performed satisfactorily.

Authorized Signature
All labor performed and parts replaced were
necessary to perform repairs.

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AND LINCOLN MERCURY
PRODUCTS.**

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE:
X _____ 5/634629 0

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WE GLADLY ACCEPT THE FOLLOWING CREDIT:



**APPROVED CHECKS
WITH PROPER I.D.**

CELL: [REDACTED]

CUSTOMER NO. 1177982	ADVISOR FRANK TINNEY	KEY TAG # 120366 D958	INVOICE DATE 11/23/11	STOCK NO. J0CS764772
[REDACTED]	LICENSE NO.	MILEAGE 5,792	COLOR INGOT SILV	STOCK NO. J115814
[REDACTED]	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/SUPERCREW	DELIVERY DATE 09/25/11	DELIVERY MILES 32	
MECHANICSVILLE, VA [REDACTED]	VEHICLE I.D. NO. 1 F T F W 1 E T 1 B F [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	P.O. NO.	R.O. DATE 11/18/11		
[REDACTED]	SERVICE INSTALLED PARTS	MILEAGE OUT MO: 5792		

LABOR & PARTS			
J# 1 09FRZ	DRIVABILITY EXAMINED AND CLEANED GROUND WIRE PER FORD	TECH(S):532040	WARRANTY
		JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2+77FRZ099P	MULTI-POINT INSPECT PERFORM 17 POINT COURTESY INSPECTION INCLUDES TOP OF ALL FLUID LEVELS	TECH(S):7055	INTERNAL
		JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3+77FRZGBATT	GREEN BATTERY GREEN BATTERY--PASSES BATTERY TEST UTILIZING MIDTRONICS MICRO490 TESTER	TECH(S):7055	INTERNAL
		JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4+77FRZGBK	GREEN BRAKES GREEN BRAKE MEASURE (OVER 7/32" DISC OR 3/32" DRUM)	TECH(S):7055	INTERNAL
		JOB # 4 TOTAL LABOR & PARTS	0.00
J# 5+77FRZGTIRE	GREEN TIRES GREEN TIRE TREAD DEPTH MEASURE (7/32" OR GREATER)	TECH(S):7055	INTERNAL
		JOB # 5 TOTAL LABOR & PARTS	0.00
SUBLET-PO#	VEND INV#	INV.DATE	DESCRIPTION
JOB # 1	9088715	2119D1969	11/23/11 RENTAL
			INTERNAL 0.00
TOTAL - SUBLET			0.00

TOTALS			
DECLINED RECOMMENDATIONS	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	

YOUR NEXT APPOINTMENT IS SCHEDULED FOR:
 DATE: _____ TIME: _____ WITH: _____
 QUALITY CHECK _____ PARKING SPOT _____

* [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD *
 * [] A/R [] OTHER *

CUSTOMER SIGNATURE _____

DUPLICATE INVOICE *****

Authorized Signature And Date
 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 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

SIGNED: DEALER SERVICE MANAGER OR AUTHORIZED PERSON DATE

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Authorized Signature
All labor performed and parts replaced were necessary to perform repairs.

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE:

the Reynolds and Reynolds Company, EIN#1970 G (08/11)



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APPROVED CHECKS
WITH PROPER I.D.

CELL: [REDACTED]

CUSTOMER NO. 1177982	ADVISOR FRANK TINNEY	KEY TAG # 120366	INVOICE DATE 01/31/12	IN JOC973707
[REDACTED]	LICENSE NO.	MILEAGE 13,010	COLOR INGOT SILV	STOCK NO. J115814
MECHANICSVILLE, VA [REDACTED]	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/SUPERCREW	DELIVERY DATE 09/25/11	DELIVERY MILES 32	PRODUCT/ON DATE
[REDACTED]	VEHICLE I.D. NO. 1 F T F W 1 E T 1 B F [REDACTED]	SELLING DEALER NO.	R. O. DATE 01/26/12	
[REDACTED]	SERVICE INSTALLED PARTS	MILEAGE OUT MO: 13010	Authorized Signature And Date	

LABOR & PARTS	TECH(S)	WARRANTY
J# 1 09FRZ050 CHECK ENGINE LIGHT C/E LIGHT AGAIN - 3RD TIME - SEE HISTORY CODE FROM AUTOZONE "2ND BANK CAT" RR CATALYTIC CONVERTER BANK 2	532040	WARRANTY
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 1 1 BL3Z-5E212-E CONVERTER ASY		WARRANTY
JOB # 1 TOTAL PARTS		0.00
JOB # 1 TOTAL LABOR & PARTS		0.00
J# 2+77FRZ099P MULTI-POINT INSPECT PERFORM 17 POINT COURTESY INSPECTION INCLUDES TOP OF ALL FLUID LEVELS	7055	INTERNAL
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 2 TOTAL PARTS		0.00
JOB # 2 TOTAL LABOR & PARTS		0.00
J# 3+77FRZGBATT GREEN BATTERY GREEN BATTERY--PASSES BATTERY TEST UTILIZING MIDTRONICS MICRO490 TESTER	7055	INTERNAL
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 3 TOTAL PARTS		0.00
JOB # 3 TOTAL LABOR & PARTS		0.00
J# 4+77FRZGBK GREEN BRAKES GREEN BRAKE MEASURE (OVER 7/32" DISC OR 3/32" DRUM)	7055	INTERNAL
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 4 TOTAL PARTS		0.00
JOB # 4 TOTAL LABOR & PARTS		0.00
J# 5+77FRZGTIRE GREEN TIRES GREEN TIRE TREAD DEPTH MEASURE (7/32" OR GREATER)	7055	INTERNAL
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 5 TOTAL PARTS		0.00
JOB # 5 TOTAL LABOR & PARTS		0.00
SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----		
JOB # 1 9089824 RENTAL		WARRANTY
TOTAL - SUBLET		0.00
G.O.G. & SUPPLIES-----		
JOB # 1 1.0 GAS @ /UNIT		WARRANTY
TOTAL - GOG		0.00

Authorized Signature And Date
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.

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

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Authorized Signature
All labor performed and parts replaced were necessary to perform repairs.

**WE SERVICE ALL FORD
AND LINCOLN MERCURY
PRODUCTS.**

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

INFORMED RECEIPT OF THE PARTS AND MOTOR VEHICLE

X _____

The Reynolds and Reynolds Company, ERMWNTNKE: CC506970 Q (08/11)



SHEEHY AUTO STORES

Motorcraft
EXCEEDS THE NEED

www.sheehy.com

418 S. Washington Hwy.
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TELEPHONE: (804) 798-4791
800-NEW-FORD

SHEEHY ASHLAND COLLISION CENTER
10247 Dow-Gill Road
ASHLAND, VA 23005
TELEPHONE: (804) 798-5693

MON. - FRI.: 7:30 - 7:00
SATURDAY: 8:00 - 3:00

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.



APPROVED CHECKS
WITH PROPER I.D.

CUSTOMER NO. 1177982	ADVISOR FRANK TINNEY	KEY TAG # D915	INVOICE DATE 01/31/12	CELL # JOC5973707
	LICENSE NO. 120366	MILEAGE 13,010	COLOR TNGOT SILV	STOCK NO. J115814
	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/SUPERCREW	DELIVERY DATE 09/25/11	DELIVERY MILES 32	
MECHANICSVILLE, VA	VEHICLE I.D. NO. 1FTFW1ET1BF	SELLING DEALER NO.	PRODUCTION DATE	
	R.O. NO.	R.O. DATE 01/26/12	MILEAGE OUT MO: 13010	
RESIDENCE PHONE	BUSINESS PHONE	SERVICE INSTALLED PARTS		

COMMENTS
RENTAL AND GAS PER FORD MOTOR COMPANY

TOTALS

DECLINED RECOMMENDATIONS

YOUR NEXT APPOINTMENT IS SCHEDULED FOR:

DATE: TIME: WITH:

QUALITY CHECK PARKING SPOT

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD *
 * [] A/R [] OTHER *

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

Authorized Signature And Date
 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.

(SIGNED) DEALER GEN. PAL. MANAGER OR AUTHORIZED PERSON DATE:

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Authorized Signature
 All labor performed and parts replaced were necessary to perform repairs.

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I ACKNOWLEDGE RECEIPT OF THE PARTS LIST FOR LISTED ABOVE.

X



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ASHLAND, VA 23005
TELEPHONE: (804) 798-4791
800-NEW-FORD

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TELEPHONE: (804) 798-5693

MON. - FRI.: 7:30 - 7:00
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APPROVED CHECKS
WITH PROPER I.D.

CELL: [REDACTED]

CUSTOMER NO. 1177982	ADVISOR FRANK TINNEY	KEY TAG # 120366	D688	INVOICE DATE	INVOICE NO. J0CS991867
[REDACTED]	LICENSE NO.	MILEAGE 13,935	COLOR INGOT SILV	STOCK NO. J115814	
MECHANICSVILLE, VA	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/SUPERCREW	DELIVERY DATE 09/25/11	DELIVERY MILES 32	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	VEHICLE I.D. NO. 1 F T F W 1 E T 1 B F	P.O. NO.	R.O. DATE 02/13/12	MILEAGE OUT MO: 13935	
[REDACTED]	SERVICE INSTALLED PARTS				

LABOR & PARTS
1 09FRZ

DRIVABILITY
C/E LIGHT ON SEE HISTORY
CODE ON FOR CATALYTIC CONVERTER FAILURE 4TH VISIT SAME
ISSUE AS PREVIOUS VISITS
WAITING ON FORD HOTLINE TO PROCEED - FORD SAID
OK TO DRIVE AND PICKUP VEHICLE FOR NOW

TECH(S): 7055

WARRANTY

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	9090104			RENTAL	
TOTAL - SUBLET					0.00

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

TOTALS

DECLINED RECOMMENDATIONS

YOUR NEXT APPOINTMENT IS SCHEDULED FOR:

DATE: TIME: WITH:

QUALITY CHECK

PARKING SPOT

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

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD *
* [] A/R [] OTHER *

***** PRE - INVOICE *****

Authorized Signature And Date
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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE:
X _____

The Reynolds and Reynolds Company, ERAMINT/AVE. CC668970 0 (08/11)



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SATURDAY: 8:00 - 3:00

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APPROVED CHECKS
WITH PROPER I.D.

CELL: [REDACTED]

CUSTOMER NO. 1177982	ADVISOR FRANK TINNEY	KEY TAG # 120366 D688	INVOICE DATE 02/23/12	STOCK NO. J0CS991867
[REDACTED]	LICENSE NO.	MILEAGE 13,935	COLOR INGOT SILV	DELIVERY MILES J115814
[REDACTED]	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/SUPERCREW	DELIVERY DATE 09/25/11	SELLING DEALER NO.	PRODUCTION DATE 32
MECHANICSVILLE, VA	VEHICLE I.D. NO. 1FTFW1ET1BF [REDACTED]	P.O. NO.	R.O. DATE 02/13/12	
[REDACTED]	SERVICE INSTALLED PARTS		MILEAGE OUT MO: 13935	

LABOR & PARTS
J# 1 09FRZ DRIVABILITY TECH(S):532040 WARRANTY

C/E LIGHT ON SEE HISTORY
CODE ON FOR CATALYTIC CONVERTER FAILURE 4TH VISIT SAME
ISSUE AS PREVIOUS VISITS
TSB 12-2-10

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	9090104	2119D	1983	02/16/12	RENTAL	WARRANTY
JOB # 1	9090193	A		02/23/12	RENTAL	WARRANTY
TOTAL - SUBLET						0.00

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

DECLINED RECOMMENDATIONS

YOUR NEXT APPOINTMENT IS SCHEDULED FOR:
DATE: TIME: WITH:

QUALITY CHECK PARKING SPOT

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD *
* [] A/R [] OTHER *

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

Authorized Signature And Date
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(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE:
X _____

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company, EVANSVILLE, IN 47611-0001

February 15, 2012

Ford Motor Company
Customer Relations Center
P.O. Box 6248
Dearborn, MI 48121

Dear Sir or Madam:

Our names are [REDACTED] Hey and we are writing this letter to provide you notice of the defects in our 2011 Ford F150 Series/Supercrew EcoBoost, VIN # 1FTFW1ET1BF [REDACTED] [REDACTED] bought this vehicle on September 24, 2011 at Sheehy Ford Mercury in Ashland, Virginia.

The problem(s) that I have had or currently have with my vehicle are as follows:

1. 10/5/11 – 650 miles – Loss of Power while driving – boggs down sometimes
Replaced cats, coils and plugs
2. 11/23/11 – 5,792 miles – Examined and cleaned ground wires per Ford
3. 01/31/12 – 13,000 miles – Check Engine Light (3rd time) – see history
Replaced catalytic converter bank 2
4. 02/13/12 – 13,935 miles – check light on – see history; code on for catalytic converter failure 4th visit – same issue as prior visits – waiting on Ford Hotline to proceed – Ford said OK to drive and pick up vehicle for now.

I have attached all copies of my Repair Orders for these problems as well as all of the other documents from when we purchased the vehicle. Please contact me as soon as possible so these issues can be corrected once and for all. Being that we have had our truck in for repairs 4 times already, I am requesting a buy back of my vehicle.

We purchased the truck with the purpose of its use being a sales vehicles to carry around medical capital equipment as well as to be used as a towing vehicle and I no longer feel safe using it for either of the above.

We have spoken to an attorney about taking action with the Lemon Law of Virginia and he has informed us that we need to send you a certified letter, return receipt requested and give you 15 days from receipt of the letter to respond. If we do not hear anything within that timeframe, we will proceed with legal actions and you will be held responsible for attorneys fees.

My contact information is:

[Redacted]

Mechanicsville, VA [Redacted]

[Redacted] (H); [Redacted] (W); [Redacted] (Cell)

[Redacted]

Mechanicsville, VA [Redacted]

[Redacted] (H); [Redacted] (Work/Cell)

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

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

Additional Comments

Request Details

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

Tracking Number	20081236
Status	Assigned
Currently assigned to	NBUENGER
Request Type	Legal; Document where requested
Request Source	Legal
If Other request source, please explain	
Primary contact	La Shawn Rudolph
Primary contact's phone number	313.845.2881
Primary contact's email address	LRUDOLP1@ford.com
Technician Name	
Technician certified in relevant speciality	
Dealership Name	SHEEHY FORD
P&A Code	04224
Facing Region (SDR separate from Contact Regions)	N4 - WASHINGTON DC
Geographic Region (SDR combined with Contact Region)	N4 - WASHINGTON DC

4/18/2012

FCSD Sales Zone	A04
FCSD Technical Zone	T07
VIN	1FTFW1ET1BF [REDACTED]
Vehicle year/model	2011 F-150
Vehicle mileage	13,010
Repair Order (R.O) #	[REDACTED]
Customer Name	[REDACTED]
Vehicle Down?	N/A
GCQIS Report #	
TAR Open?	
CuDL Case #	
Priority	High
Request description	OGC request FSE assistance needed for final repair attempt. Customer complaints are engine light, and catalytic converter failure. Must be completed by 4/24/12. Contact La Shawn Rudolph at 313.845.2881 LRUDOLP1@ford.com --- Updated By---MCOLEFESC-- 04/18/2012 00:50:07 PM--
GCQIS Comments	
FSE Comments	
Initial Contact Date	
Person Contacted	
Dealership visit planned?	
Visit date, if planned	
Did Visit Occur?	
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	MCOLEFESC
Created date	04/18/2012 00:50:06 PM EST
Last Revised by	PMCCORM2
Last revised date	04/18/2012 01:43:20 PM EST

This e-mail notification has been generated by: PMCCORM2
 Thank you..

4/18/2012

All Action Details for Issue

[Print](#)

VIN: 1FTEW1ET1BF [REDACTED] Year: 2011 Model: F-SERIES Case: 1539810262
 Name: [REDACTED] Owner Status: Original WSD: 2011-09-26
 Symptom Desc: MISSES ACCELERATION Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 02/29/2012

Action: TIER II ESCALATION - BUYBACK
 Dealer: 04224 SHEEHY FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 14000 MI Comm Type: PHONE
 Analyst Name: HINDS, KEOSHA Analyst: KHINDS4
 Action Date: 02/28/2012 Action Time: 11.26.15.877 Action Data: No

Comments CUSTOMER SAID: -SEE HISTORICS-CUST SEEKING BUYBACK-SAYS SHE WOULD RATHER WORK WITH FORD THAN A LAWYER-VEH IS STILL MISSING-HAS BEEN TO DLR FOR REPAIR 5 TIMES-VEH CURRENTLY WITH CUSTDEALER SAID: SHEEHY FORD TO SCHEDULE SERVICE CALL THIS DEALER DIRECTLY: (877) 439-5696 418 SOUTH WASHINGTON HIGHWAY ASHLAND VA 23005(877) 439-5696CRC 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.

Action: CREATE FOLLOW UP
 Dealer: 04224 SHEEHY FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 14000 MI Comm Type: PHONE
 Analyst Name: RICHARDSON,RORY Analyst: RRICHA98
 Action Date: 02/29/2012 Action Time: 12.15.44.554 Action Data: Yes

Comments CSM RORY OBC TO [REDACTED] HAVE ADVISED THIS CUSTOMER IN THE PAST THAT FMC WILL NOT BE REPLACING VEHICLE-THAT HAD RETAINED AN ATTORNEY AND NOW THEY SEEM TO STATE THEY DONT HAVE A LAWYER WHEN CALLING YESTERDAY-CSM MADE OBC TO CUSTOMER AND LEFT A MESSAGE RE. THE FACT THE TSB HAS BEEN RELEASED AND WE WOULD LIKE TO GET THE VEHICLE TO THE DEALER AS SOON AS POSSIBLE-ALSO LEFT MY CONTACT INFO AND EXT-WILL TRY CUSTOMER 3-1

Data Element Name	Data Value
DATE OF FOLLOW UP:	03-01-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CREATE FOLLOW UP
 Dealer: 04224 SHEEHY FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 14000 MI Comm Type: PHONE
 Analyst Name: RICHARDSON,RORY Analyst: RRICHA98
 Action Date: 03/01/2012 Action Time: 13.58.45.201 Action Data: Yes

Comments OBC TO [REDACTED] CUSTOMER PICKED UP AND KEPT SAYING HELLO--WILL TRY LATER OR TOMORROW IF NECESSARY-CUSTOMER MOST DEFINITELY KNOWS MY NUMBER

Data Element Name	Data Value
DATE OF FOLLOW UP:	03-02-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CREATE FOLLOW UP

Dealer: 04224 SHEEHY FORD

Origin Desc: CUSTOMER CARE SOLUTIONS
TEAM

Odometer: 14000 MI

Comm Type: PHONE

Analyst Name: KOSKA
(RKOSKA),ROBIN

Analyst: RKOSKA

Action Date: 03/02/2012

Action Time:
14.12.21.361

Action Data: Yes

Comments -CSM ROBIN FOR RORY -OBC TO CUST AT [REDACTED] NO ANSWER - LEFT MESSAGE CALLING TO DISCUSS CONCERN WITH VEH - LEFT RORY'S INFORMATION - SENT UCL - WILL F/U ON 3/9/12 TO CLOSE CASE IF NOT HEARD FROM CUST -

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	03-09-2012
TIME OF FOLLOW UP (HH:MM):	17:00

Action: TIER ONE OPEN ISSUE

Dealer: 04224 SHEEHY FORD

Origin Desc: TIER ONE - MELBOURNE

Odometer: 14000 MI

Comm Type: PHONE

Analyst Name: KRIZ, TIMOTHY

Analyst: TKRIZ

Action Date: 03/02/2012

Action Time: 14.48.05.297

Action Data: No

Comments -CUST CALLING BECAUSE SHE HAS HAD NO CONTACT FROM FORD ABOUT HER ISSUE-CRC SEES CONTACT WAS ATTEMPTED VERIFIED NUMBER WITH CUST TO SEE THE PHONE NUMBER WAS ENTERED WRONG, THE CORRECT PHONE NUMBER IS [REDACTED]

Action: CCS SUPERVISOR ESCALATION

Dealer: 04224 SHEEHY FORD

Origin Desc: CUSTOMER CARE SOLUTIONS
TEAM

Odometer: 14000 MI

Comm Type: PHONE

Analyst Name: KOSKA
(RKOSKA),ROBIN

Analyst: RKOSKA

Action Date: 03/02/2012

Action Time:
15.15.29.549

Action Data: Yes

Comments -CCS ROBIN X 77756 - RECEIVED INBOUND CALL FROM CUST - CUST STATED THAT VEH HAS BEEN TO DLRSHIP SIX TIMES FOR CAT CONVERTER ISSUES - CAT CONVERTER HAS BEEN REPLACED THREE TIMES - HAS LOSS OF POWER - BAD GAS MILEAGE - SULFUR SMELL - MISS IN ENGINE -LAST TIME AT DLRSHIP LAST THURSDAY AND THEY FLASH OF PCM AND WAS TOLD THAT WOULD FIX IT - DIDN'T NOTHING TO FIX THE VEH - SENT IN LETTER TO FORD WITH COPIES OF REPAIR ORDERS - VEH IS LEMON SEEKING BUYBACK OF VEH - VEH SHAKES ALL OVER THE PLACE - SINCE THE REFLAST THE GAS MILEAGE HAS GON'T WORST - WENT FROM TWENTY 19.9 TO 17.7 MILES PER GALLON - WAS ADVISED THAT RORY THAT NOT WORKING CASE ANY MORE - WHEN ERICA CALLED HIM ALL SHE WAS CONCERNED ABOUT WAS IF THEY HAVE LAWYER - DON'T HAVE LAWYER - WANT TO WORK WITH FORD AND DON'T WITH BRING VEH BACK TO DLRSHIP - WANTS FORD TO REPLACE THE VEH - WANTS TO SPEAK TO RORY'S SUPERVISOR - ADVISED THAT I DON'T KNOW ANYTHING ABOUT CASE - WILL PUT IN REQUEST FOR SUPERVISOR -

<u>Data Element Name</u>	<u>Data Value</u>
SUPERVISOR'S CDSID:	GBIUNNO
SUPERVISOR'S NAME:	BIUNNO,GARY

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

Dealer: 04224 SHEEHY FORD

Origin Desc: ALLIANCE TEAM

Odometer: 14000 MI
Analyst Name: BIUNNO,GARY
Action Date: 03/02/2012

Comm Type: PHONE
Analyst: GBIUNNO
Action Time: 16.07.52.270
Action Data: No

Comments OBC TO [REDACTED] CUSTOMER WANTS VEHICLE BOUGHT BACK. INFORMED CUSTOMER THAT WE WILL DO A GOOD FAITH REVIEW AND CONTINUE TO WORK WITH DEALER FOR A PERMANENT REPAIR..NORTHEAST COM WILL FOLLOW UP ON MON 3-5-12

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 04224 SHEEHY FORD
Odometer: 14000 MI
Analyst Name: RICHARDSON,RORY
Action Date: 03/05/2012

Comm Type: PHONE
Analyst: RRICHA98
Action Time: 09.33.31.388
Action Data: No

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comments OBC TO FRED SM-WILL GET ME THE ACCOUNTING RO'S AS SOON AS POSSIBLE-I WILL REVIEW AND TS FOR 3-7

Action: CCS SUPERVISOR - UPDATING ESCALATION (TL/LEAD CSR)
Dealer: 04224 SHEEHY FORD
Odometer: 14000 MI
Analyst Name: COPELAND, RANDALL
Action Date: 03/05/2012

Comm Type: PHONE
Analyst: RCOPEL21
Action Time: 10.49.08.295
Action Data: No

Origin Desc: ALLIANCE TEAM

Comments OBC TO CUST [REDACTED] SPOKE TO [REDACTED] CUST STATES VEHICLE HAS MISFIRE STILL, CUST NOT SURE IF CONDITION IS INTERMITANT OR ALL THE TIME, CUST REQUESTED COM CONTACT HUSBAND [REDACTED] OBC TO [REDACTED] LEFT MESSAGE

Action: CONCERN ADDRESSED
Dealer: 04224 SHEEHY FORD
Odometer: 14000 MI
Analyst Name: ZAYAS,MARYSOL
Action Date: 03/09/2012

Comm Type: PHONE
Analyst: MZAYAS2
Action Time: 16.29.46.474
Action Data: Yes

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comments CSM MARYSOL X77751 OB BEHALF OF CSM RORY X77730 - OBC TO DLRSHPO SPOKE WITH SM FRED - HE ADVISED TSB 12-02-10 WAS PERFORMED ON THE PREVIOUS VISIT BUT THE CUST HAS NOT COME BACK IN WITH ANY CONCERNS = OBC TO CUST [REDACTED] - CUST ADVISED THEY HAVE GONE AHEAD AND FILED FOR THE LL IN VIRGINIA AS THE CONCERN HAS REOCCURED AND THIS IS THE SIXTH TIME - CUST THANKED ME AND DISCONNECTED CALL - NO FURTHER ACTION REQUIRED - CASE CLOSED = PER COM RANDY CUST WAS ADVISED THE REQUEST FOR R/R WILL NOT BE MET

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	89
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	N
ESP USED? (Y/N)	N
SCP USED? (Y/N)	N
X-PLAN USED? (Y/N)	N
CLP FINANCIAL ASSIST PROVIDED? (Y/N)	N
--ESTIMATED REPAIR COST(@WARR RATES) (\$)	
--CUSTOMER'S SHARE OF REPAIR COST (\$)	
--DEALER'S SHARE OF REPAIR COST-P18 (\$)	
--DEALER'S SHARE OF REPAIR COST-OTHER(\$)	
--FORDS'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	N

NONE OF THE ABOVE (Y/N)

Y

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET1BF [REDACTED] Year: 2011 Model: F-SERIES Case: 1539810262
Name: [REDACTED] Owner Status: Original WSD: 2011-09-26
Symptom Desc: LOSS OF POWER AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS Secondary Phone: [REDACTED]
Issue Type: 04 REGION Issue Status: CLOSED
Initial Customer Contact: 02/23/2012

Action: TIER ONE OPEN ISSUE Origin Desc: TIER ONE - MELBOURNE
Dealer: 04224 SHEEHY FORD
Odometer: 15000 MI Comm Type: PHONE
Analyst Name: THOMAS (TTHOM188),TALER Analyst: TTHOM188
Action Date: 02/22/2012 Action Time: 11.59.22.613 Action Data: No

Comments *****CUST SAYS:***** -- CUST SENT ALETTER TO THE CRC -- IN REFERENCE TO A TRUCK THAT THE CUSTOMER IS LOOKING TO BE REIMBURSHED FOR -- THE VEH NEEDS TO GO BACK INTO SERVICE AGAIN FOR THE 5TH TIME. -- THE DLR IS GREAT JUST THE TRUCK ITSELF IS THE PROBLEM.-- THE VEH IS MISSING AND WILL KEEP SWITCHING GEARS -- THE MPG IS BAD -- AND THE CAT CONVERTER IS BAD AGAIN AND HAS BEEN REPLACED A FEW TIMES ALREADY -- LOSS OF POWER AND BOGGS THE EGR VALVENEEDS TO BE REPLACED. -- DLR WANT'S TO PUT SOMETHING IN THE VEH -- CUST IS SEEKING A BUYBACK *****DEALER SAYS:***** -- SHEEHY FORD TO SCHEDULE SERVICE CALL THIS DEALER DIRECTLY: (877) 439-5696 418 SOUTH WASHINGTON HIGHWAYASHLAND VA 23005(877) 439-5696 *****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.-- VEH IS CURRENTLY WITH THE CUSTOMER-- [REDACTED] IS HUSBAND ART HEY BEST CONTACT NUMBER. -- BEST TIME TO CONTACT THE CUSTOMER IS ANYTIME. -- IF THE CUSTOMER DOES NOT ANSWER PLEASE LEAVE A VM FOR HIM TO CALL YOU BACK.

Action: DOCUMENT ADDITIONAL INFORMATION Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Dealer: 04224 SHEEHY FORD
Odometer: 15000 MI Comm Type: PHONE
Analyst Name: RICHARDSON,RORY Analyst: RRICHA98
Action Date: 02/23/2012 Action Time: 10.03.11.925 Action Data: No

Comments OBC TO SM CUST WAS SUPPOSED TO COME IN LAST FRIDAY, CANCELLED AND SAID HE WAS GOING TO FILE FOR THE LEMON LAW-SM STATES THAT THE TSB IS , YES, OUT FOR THIS VEHICLE AND JUST DID THE TSB ON THE SAME TYPE OF TRUCK SATURDAY AND ITS WORKING GREAT-THEY HAVE TOLD THE CUSTOMER THAT THE VEHICLE HAS A FIX AND CUSTOMER STATED HE WILL FILE FOR THE LEMON LAW

Action: CUSTOMER RETAINED LAWYER Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Dealer: 04224 SHEEHY FORD
Odometer: 15000 MI Comm Type: PHONE
Analyst Name: HEINEMAN,ERICA Analyst: EHEINEM2
Action Date: 02/23/2012 Action Time: 10.51.59.371 Action Data: No

Comments *****AS NOTED IN PREVIOUS CASE***** CUSTOMER IS WORKING WITH AN ATTORNEY- OBC TO CUSTOMER- WHO ADVISED HIS ATTORNEY TO SEND IN THE LETTER AND THAT IF FORD DID NOT RESPOND, THEY WILL TAKE IT TO COURT. CSM ADVISES THE DEALER IS READY TO ADDRESS, CUSTOMER NEEDS TO COME IN. CUSTOMER STATED HIS EXHAUST AND ENGINE ARE GOING TO NEED TO BE REPLACED. CSM AGAIN ADVISES, PLEASE BRING YOUR VEH TO THE DEALERSHIP TO ADDRESS. CUSTOMER WILL CONTACT ONCE BACK IN TOWN, CUSTOMER AWARE WE ARE CLOSING CASE AND AT THIS POINT DENYING REPLACEMENT REQUEST.

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET1BF[REDACTED] Year: 2011 Model: F-SERIES Case: 1539810262
 Name: [REDACTED] Owner Status: Original WSD: 2011-09-26
 Symptom Desc: INDICATOR CHECK ENGINE Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 01/27/2012

Action: TIER II ESCALATION - CUSTOMER PERCEIVES MULTIPLE REPAIR
 Dealer: 04224 SHEEHY FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 13008 MI Comm Type: PHONE
 Analyst Name: FRANKLIN (RFRANK73),RAYSHAWN Analyst: RFRANK73
 Action Date: 01/26/2012 Action Time: 14.59.39.284 Action Data: Yes

Comments CUSTOMER SAID: -C/W [REDACTED] (HUSBAND): [REDACTED] RECEIVED A PHONE CALL FROM DLR-3RD TIME VEH HAS BEEN TO DLR FOR SAME PROBLEM-CATALYTIC CONVERTER ISSUE-VEH MISSING AND SPUTTERING-CHECK ENGINE LIGHT CAME ON (YESTERDAY)-THIS ISN'T CONVENIENT TO CUST-CUST SEEKING A RESOLUTION-VEH IS CURRENTLY AT THE DLR-DEALER SAID: --SHEEHY FORD418 SOUTH WASHINGTON HIGHWAYASHLAND VA 23005(877) 439-5696 --CRC ADVISED: I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM. A SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DAYS.***NOTE TO CCR: IF THE VEHICLE IS CURRENTLY NOT AT THE DEALERSHIP, PLEASE ADVISE THE CUSTOMER TO SCHEDULE A SERVICE APPOINTMENT FOR THEIR VEHICLE-ADVISED THE CUST OF ABOVE-CUST BEST CONTACT #: [REDACTED] (HUSBAND): [REDACTED]

Data Element Name	Data Value
ESTIMATED COST OF REPAIR:	0.00

Action: CREATE FOLLOW UP
 Dealer: 04224 SHEEHY FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 13008 MI Comm Type: PHONE
 Analyst Name: RICHARDSON,RORY Analyst: RRICHA98
 Action Date: 01/27/2012 Action Time: 10.50.55.030 Action Data: Yes

Comments CSM RORY MADE OBC TO CUSTOMER [REDACTED] SAYS THAT THE VEH WAS SPUTTERING HORRIBLY-SAYS THAT THE CHECK ENGINE LIGHT KEEPS COMING ON AND NEEDS ANOTHER CATALYTIC CONVERTER-SAYS IT HAPPENS ALOT WHEN GOING UP A HILL-STRAIN ON THE VEHICLE (SPUTTERING)-THE LIGHT COMES ON WHEN DRIVING DOWN THE HIGHWAY-CSM ADVISED THAT WE WOULD LIKE TO DO REPAIR TODAY AND THEN KEEP FOR 1-2 DAYS NEXT WEEK SO I WILL COVER THE COST OF RENTAL-CUSTOMER SAYS HIS FRIENDS ARENT HAVING ISSUES AND THEY HAVE THE SAME VEHICLE(-CUSTOMER ALREADY HAS ESP)-I WILL F/U WITH DEALER AND CUSTOMER ON 2-2 BY 530 EST

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

Action: FORD COVERED REPAIR MADE - WARRANTY
 Dealer: 04224 SHEEHY FORD Origin Desc: DEALER
 Odometer: 13008 MI Comm Type: VISIT
 Analyst Name: FRED GRIEMSMAN Analyst: F-GRIEMS
 Action Date: 02/01/2012 Action Time: 16.51.20.005 Action Data: No

Comments ROAD TESTED VEHICLE 250 MILES INSTALLED FUEL AT DEALERSHIP EXPENSE AND RETESTED SYSTEM, OKCUSTOMER JUST PICKED UP VEHICLE

Action: CONCERN ADDRESSED
Dealer: 04224 SHEEHY FORD
Odometer: 13008 MI
Analyst Name: RICHARDSON,RORY
Action Date: 02/02/2012
Comm Type: PHONE
Analyst: RRICHA98
Action Time: 14.19.44.300
Action Data: Yes
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comments OBC TO [REDACTED] LEFT MSG THAT I HAVE CONFIRMED REPAIR WITH DEALER AND VERIFIED VEHICLE IS BACK WITH HIM-THANKED HIM FOR HIS PATIENCE AND TIME-

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	89
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: CREATE FOLLOW UP
Dealer: 04224 SHEEHY FORD
Odometer: 13008 MI
Analyst Name: RICHARDSON,RORY
Action Date: 02/10/2012
Comm Type: PHONE
Analyst: RRICHA98
Action Time: 16.43.23.603
Action Data: Yes
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comments CUSTOMER CALLED IN AND STATES THE VEHICLE IS ACTING UP AGAIN-HAS ALREADY HAS 2 CAT CONVERTERS PUT ON AND IS BRINGING VEHICLE BACK TOMORROW -ADVISED THAT HE IS VERY FRUSTRATED BY THIS AND THAT HE IS SEEKING LEGAL ADVICE YET I TOLD HIM I AM NOT A LAWYER-I SPOKE TO FRANK AT DEALER AND TOLD HIM I WILL PAY FOR A RENTAL AND TO PLEASE SEE WHAT HOTLINE SAYS-THIS WILL BE THE VEHICLES 3RD REPAIR.SEEKING ADDITIONAL HELP FROM SME PATRICK

Data Element Name	Data Value
DATE OF FOLLOW UP:	02-14-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CREATE FOLLOW UP
Dealer: 04224 SHEEHY FORD
Odometer: 13008 MI
Analyst Name: RICHARDSON,RORY
Action Date: 02/10/2012
Comm Type: PHONE
Analyst: RRICHA98
Action Time: 16.43.46.398
Action Data: Yes
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comments CUSTOMER CALLED IN AND STATES THE VEHICLE IS ACTING UP AGAIN-HAS ALREADY HAS 2 CAT CONVERTERS PUT ON AND IS BRINGING VEHICLE BACK TOMORROW -ADVISED THAT HE IS VERY FRUSTRATED BY THIS AND THAT HE IS SEEKING LEGAL ADVICE YET I TOLD HIM I AM NOT A LAWYER-I SPOKE TO FRANK AT

Action: NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - TECH HOTLINE
Dealer: 04224 SHEEHY FORD **Origin Desc:** DEALER
Odometer: 13008 MI **Comm Type:** PHONE
Analyst Name: FRED GRIEMSMAN **Analyst:** F-GRIEMS
Action Date: 02/16/2012 **Action Time:** 11.30.54.052 **Action Data:** No

Comments CALLED CUSTOMER ON TUE AND PICKED UP ON WED. EXPLAINED TO HIM THAT WAITING ON SOFTWARE UPDATE FOR HIS CONCERN.

Action: CUSTOMER RETAINED LAWYER **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Dealer: 04224 SHEEHY FORD
Odometer: 13008 MI **Comm Type:** PHONE
Analyst Name: HEINEMAN,ERICA **Analyst:** EHEINEM2
Action Date: 02/16/2012 **Action Time:** 17.01.54.688 **Action Data:** No

Comments CSM ERICA FOR CSM RORY OBC TO CUSTOMER TO ADVISE OF TSB 12-2-10. CUSTOMER WANTS DETAILS OF REPAIR- CSM PROVIDES INFORMATION BUT ADVISES CUSTOMER SHE IS NOT A TECHNICIAN- DEALER BEST TO ADVISE OF REPAIR PROCEDURE. CUSTOMER STATES HE FILED PAPERWORK FOR LEMON LAW. CSM DID CONFERENCE IN SM, BUT LOST CALL. SM PLEASE UPDATE WITH FURTHER COMMENT. AS CUSTOMER HAS RETAINED LEGAL HELP- CSM CLOSING CASE

Action: TAR--CLOSE SME TECHNICAL ASSISTANCE REQUEST **Origin Desc:** REGIONAL ESCALATION SPECIALIST
Dealer: 04224 SHEEHY FORD
Odometer: 13008 MI **Comm Type:** INTERNET
Analyst Name: MITCHELL,PATRICK **Analyst:** PMITCH22
Action Date: 02/22/2012 **Action Time:** 16.11.22.222 **Action Data:** Yes

Comments CLOSING SME REQUEST.

<u>Data Element Name</u>	<u>Data Value</u>
CSM - OPEN FSE REQUEST?	NO

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET1BF [REDACTED] Year: 2011 Model: F-SERIES Case: 1539810262
Name: [REDACTED] Owner Status: Original WSD: 2011-09-26
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: 13008 MI

Comm Type: INBOUND
CUSTOMER MAIL

Analyst Name: WOJEWSKI-BOYD
MARSHA

Analyst: MWOJEWSK

Action Date: 02/17/2012

Action Time: 16.31.53.304

Action Data: No

Comments CUSTOMER SAID: LTR DATED 02/15PREDATES HANDLINGCRC ADVISED: PREDATES HANDLING

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET1BF[REDACTED] Year: 2011 Model: F-SERIES Case: 1539810262
Name: [REDACTED] Owner Status: Original WSD: 2011-09-26
Symptom Desc: Primary Phone: [REDACTED]
Reason Desc: MARKETING-PUBLIC PRIVATE-ESP-ACCESSORY Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: PUBLIC-PRIVATE OFFER
Dealer: Origin Desc: MANUAL - PHONE CSR
Odometer: 13008 MI Comm Type: PHONE
Analyst Name: FRANKLIN (RFRANK73),RAYSHAWN Analyst: RFRANK73
Action Date: 01/26/2012 Action Time: 15.01.07.669 Action Data: Yes

Comments CRC ADVISED: -DID NOT MARKET TO CUST-

<u>Data Element Name</u>	<u>Data Value</u>
GENERAL REASON FOR CRC CONTACT:	MISCELLANEOUS/OTHER
PUBLIC-PRIVATE OFFER ACTIONS:	EXCLUDED CALL TYPE (LEGAL/BYBACK/ANGRY)

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GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number:

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Report Detail Section :

Attachments: 0

Report# :	BI3BJ002 NHL	Received:	09/29/2011
CCRG/EPRC:	<input type="checkbox"/>	Reviewed Status:	Date:
Vehicle:	2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET1BF [REDACTED]	Build Date:	08/10/2011
Odometer :	13,010 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3800F3.55L
Dealer:	USA 04224 Sheehy Ford	Calibration:	BF613CON
City:	Ashland	A/C:	YES
Originator:	MICHAEL OHMAN	Phone#:	(804) 798-4791
Symptom:	5 50 3 39 DRV PERF,RUNS ROUGH,CRUISE/STEADY,INTERMITTENT		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	REPEAT P0430		
Fix:	Causal Component :		
Condition Code:			

Hotliner: MMESSIN4

Phone: 313 322-5105

Regn Cd: N4 Washington

Engineering:

Phone:

TAR:

Dir Contact: MICHAEL OHMAN

Phone: 804 798-4791

Title Cde: T

KOEO:

KOEC: P0430

KOER:

Comments:

REPAIR 09/29/2011 09:12AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES VEHICLE LACKS POWER AT
TIMES. DIAGNOSTICS: PERFORMED EEC TEST, ROAD TEST, AND DATA LOGGER
TEST. PARTS REPLACED: NONE TECH QUESTION: PERFORMED ROAD TEST AND
WAS UNABLE TO DUPLICATE CONCERN. BUT, DURING DATA LOGGER ROAD TEST
NOTICED THE CAT. MONITOR ON BANK 2 SWITCHING, SHOWING A BAD CAT. WE
HAVE HAD TWO OTHER ECOBOOST TRUCKS IN THE LAST WEEK WITH A LACK OF
POWER AND BAD BANK 2 CATALYTIC CONVERTER. IS THIS BECOMING A COMMON
PROBLEM? I DO NOT SEE ANY ISSUES THAT COULD CAUSE A CAT. FAILURE.
SHOULD I REPLACE THIS CAT.?

RECOMM 09/29/2011 09:12AM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE
MICHAEL, PLEASE CONTINUE TO ATTEMPT TO DUPLICATE THE CONCERN.
PLEASE DRIVE THE VEHICLE UNDER HIGH LOAD EVENTS TO INSPECT FOR A
POSSIBLE MISFIRES. WHEN THE CONCERN CAN BE DUPLICATED, PLEASE
INSPECT POWER AND GROUND CIRCUITS TO THE IGNITION COILS. PLEASE LOAD
TEST THE POWERS AND GROUNDS USING A SUITABLE BULB. WITH THE CIRCUITS
LOADED, PLEASE PERFORM A VOLTAGE DROP TEST. INSURE THAN NO MORE THAN
0.2V ARE BEING DROPPED. PLEASE INSPECT G105. PLEASE TORQUE TO 16
FT/LBS WITH AN ADDITIONAL 45 DEGREES OF ROTATION. PLEASE INSPECT
FUEL FOR E85 CONTAMINATION. USING A CLEAR BOTTLE, FILL THE BOTTLE HALF
WAY WITH WATER AND MARK THE LINE. PLEASE FILL THE BOTTLE THE REST OF
THE WAY UP WITH FUEL FROM THE VEHICLE. IF THE WATER LINE RISES MORE
THAN 10%, E85 CONTAMINATION IS PRESENT. PLEASE DO NOT CLEAR THE
FREEZE FRAME DATA. PLEASE OBTAIN MODE 6 AND MODE 9 DATA ALONG WITH
RECORDING THE FOLLOWING PID'S APP(%), BARO(PRESS), CHT(TEMP),
CYL_(1-6)_ACCL, DIST_BRKOVDR, EQ_RAT11 (RATIO), EQ_RATIO21 (RATIO),
EVAPCP, FRP (PRESS), FRP_DSD, FTP_H20, GEAR, KNK_CNTR_CYL (1-6),

KNK_RATE_LRND, LOAD, LONGFT1, LONGFT2, MAP(PRESS), MFF_INGEAR, MFF_LOAD, MFF_RPM, MFF_RUN, MFF_SOAK, MFF_TCC_LOCK, MFF_THR_ANG, MFF_TRIP, MFF_VSS, MP_LRN, NUM_MISFIRE, OCTADJ_R_LRND, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2, TQ_CNTRL, TR, VPWR, VREF, VSS. PLEASE UPLOAD THESE PID'S TO THE HOTLINE FOR FURTHER DIAGNOSIS USING IDS. PLEASE HOLD THE VEHICLE SESSION. PLEASE REOPEN THE VEHICLE SESSION AND ON THE RIGHT HAND SIDE OF THE IDS SCREEN IS A THREE COMPUTER ICON. PLEASE CLICK THAT ICON TO SUBMIT THE REPORT TO THE HOTLINE. PLEASE ALSO REPLACE THE BANK 2 COILS, PLUGS AND THE CATALYST AND SET ASIDE FOR ENGINEERING REVIEW VIA TAG 700. ENGINEERING IS CURRENTLY LOOKING INTO THE CONCERN. ISM 11-06-009 3.5L ECOBOOST MISFIRE UNDER LOAD OR P0430 DTC

REPAIR 11/22/2011 03:46PM MARK COUGHLIN MSS - FCSD - TECH SVC HOTLINE
DESCRIPTION OF VEHICLE CONCERN: CUSTOMER STATES, THAT INTERMITTANTLY WHEN ACCELERATING HARD (AS IF TO PASS) THE VEHICLE LOSES POWER AND STARTS TO SHAKE. TURNING THE KEY OFF AND RESTARTING CURES THE ISSUE. DIAGNOSTICS ALREADY COMPLETED: CHECKED CODES, PERFORMED ROAD TEST, INSPECTED HARNESS FOR CHAFING PER SSM. PARTS REPLACED: ON PRIOR VISIT CUSTOMER COMPLAINED OF SAME ISSUE, FOUND CAT CONVERTER BAD ON BANK #2 AND REPLACED COILS, PLUGS, AND CAT CONVERTER ON BANK #2 PER HOTLINE RECOMMENDATIONS. TECH'S QUESTION: I CANNOT DUPLICATE THIS CUSTOMERS CONCERN. ARE THERE ANY KNOWN ISSUES FOR THIS?? DTC: NONE
MODULE: PCM

RECOMM 11/22/2011 03:46PM MARK COUGHLIN MSS - FCSD - TECH SVC HOTLINE
MICHAEL, THIS CONCERN IS UNDER INVESTIGATION AT THIS TIME. PLEASE DETERMINE IF IT IS POSSIBLE TO LOOSEN GROUND G105 BY HAND. IF THE BOLT CANNOT BE LOOSENED BY HAND, PLEASE CONTINUE TO MONITOR OASIS FOR UPDATES ON THIS CONCERN. IF THE BOLT CAN BE LOOSENED BY HAND, RE-TORQUE THE BOLT USING A SOCKET AND A 6-8 INCH 3/8 DRIVE EXTENSION WITH NO RATCHET. PLEASE ROAD TEST THE VEHICLE AFTER THIS RE-TORQUE PROCEDURE AND UPDATE THIS FORM WITH YOUR RESULTS. AFTER UPDATING THIS FORM WITH YOUR RESULTS, PLEASE RE-TORQUE THE BOLT TO 10 NM PLUS AN

ADDITIONAL 45 DEGREES. ISM 11-11-021 3.5L GTDI MISFIRE BANK TWO
CYLINDERS 4,5,6

- AUDIT 11/22/2011 03:46PM MARK COUGHLIN MSS - FCSD - TECH SVC HOTLINE**
ODOMETER 650 M CHANGED TO 5792 M BY MCOUGH12
- REPAIR 11/22/2011 04:36PM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE**
I HATE TO ASK A RETARDED QUESTION HERE....BUT. WHERE IS G105. USING
THE DIAGRAM IN THE WORKSHOP MANUAL I CAN NOT SEE IT. IVE LOOKED BEHIND
THE TURBO AND TUBES ON THE LEFT HAND SIDE OF THE ENGINE AND DO NOT SEE
A GROUND THERE.
- RECOMM 11/22/2011 04:36PM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE**
MICHAEL, -THE G105 BOLT CAN BE HARD TO SEE. WE HAVE FOUND IT IS BEST
VIEWED WITH THE VEHICLE UP ON THE HOIST. IT WILL BE ON THE REAR OF THE
LH (DRIVER SIDE) CYLINDER HEAD. IF YOU ARE LOOKING AT THE BACK OF THE
ENGINE, TOWARDS THE FRONT OF THE VEHICLE, THE GROUND WILL BE ON THE
LOWER LEFT HAND CORNER OF THE HEAD.
- REPAIR 11/22/2011 05:01PM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE**
OK, I CANNOT LOOSEN G105 WITH BY HAND. THERE IS A SOLID YELLOW 'GOOP'
ALL AROUND IT, BETWEEN THE BOLT AND THE GROUND EYELET.
- RECOMM 11/22/2011 05:01PM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE**
MICHAEL, RECOMMEND TO CLEAN THE GROUND AND TORQUE TO 10 NM + 45 DEG.
- REPAIR 01/26/2012 10:35AM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE**
DESCRIPTION OF VEHICLE CONCERN: CHECK ENGINE LIGHT DIAGNOSTICS
ALREADY COMPLETED: FOUND CODE P0430, FOLLOWED PINPOINT TESTS. FUEL
PRESSURE IS WITHIN SPEC AND AFTER PERFORMING THE CAT MONITOR DRIVE
CYCLE THE P0430 RETURNED. PARTS REPLACED: BANK #2 CAT WAS REPLACED
TWO MONTHS AGO. ALONG WITH COILS AND PLUGS ON BANK #2 PER HOTLINE
RECOMMENDATIONS. TECH'S QUESTION: THIS IS THE CUSTOMERS THIRD VISIT
FOR DRIVEABILITY. FIRST VISIT WE REPLACED COILS, PLUGS, AND CATALYTIC
CONVERTER ON BANK TWO. SECOND VISIT I CLEANED A GROUND ON THE HEAD.
THIS VISIT I FOLLOWED THE PINPOINT TEST AND AM GETTING A RESULT THAT
SAYS I SHOULD REPLACE THE CONVERTER AGAIN. AFTER READING SSM #22192 I
BELIEVE THIS IS THE CORRECT COURSE OF ACTION, SHOULD I PROCEED? DTC:

P0430 MODULE: PCM

RECOMM 01/26/2012 10:35AM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

CORRECT, RECOMMEND TO REPLACE THE BANK 2 CATALYTIC CONVERTER AGAIN FOR THE P0430 DTC PRESENT. THIS IS KNOWN CONCERN THAT ENGINEERING IS CURRENTLY INVESTIGATING. ENGINEERING IS REQUESTING DATA FROM THE TECHNICIANS TO ASSIST IN DETERMINING THE CAUSE OF THIS CONCERN; -CHECK THE SPARK PLUG WELLS FOR WATER INTRUSION -CHECK FOR WATER IN THE CAC HOSES AND COOLER(DRY WITH SHOP AIR IF FOUND) -VERIFY THAT THE CUSTOMER IS NOT USING E85 FUEL -VERIFY WITH THE CUSTOMER IF THE CONCERN TYPICALLY OCCURS DURING CERTAIN WEATHER CONDITIONS(RAINING, HIGH HUMIDITY, ETC). -VERIFY THAT THE G105 BOLT IS TORQUED TO 10 NM AND THEN TURNED AN ADDITIONAL 45 DEGREES. IF NO PROBLEM IS FOUND, NO FURTHER ACTION SHOULD BE TAKEN AT THIS TIME, AS PER THE SSM.

Download Options

AUDIT 01/26/2012 10:35AM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

ODOMETER 5792 M CHANGED TO 13010 M BY PJACOB45

Folder Number: **File Report To This Folder** **File Report To A Folder** **Exists in Folder(s)**

Add Comments **Previous** **Next** **Save** **Mail Report**

Requester: LBINGHAM
Report Summary
Server: FCWS686

Ford Proprietary, Private

12-Apr-2012
Retention: None

Server: AWS Prod
 Claims loaded through: 20-JUN-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 21-JUN-12

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD		
1FTFW1ET1BF	F6		T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	10- AUG- 2011	26- SEP- 2011	127494	USA	2	4C03	BL3Z	5E212	E	F04	S11	V52	D42	42	
AWS Claim Key:		<u>1298511</u>	Doc #: 76477201		Trx Code:		S07	Labor Hrs:	1.4	Labor Cost:	134.42	Material Cost:	574.36	Total Cost:									798.78		
Dir Cd-Sub Cd:		04224.* Name: SHEEHY FORD						Ph:	804-7984791	St:	VA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	21-NOV-2011	DIST(Mile):						5792	
Cust Comments:		CUSTOMER STATES VEHICLE LOSING POWER																							
Tech Comments:		PERFORM ROAD TEST ENGINE MISSING ON BANK 2 INTERMITTENTLY FO UND CAT MONITOR NO 2 SWITCHING REPLACED COIL S AND PLUGS ON BANK 2 BOTH CAT CONVERTORS ROAD TEST AFTER REPAIR CUSTOMER REQUESTED RENTAL WHILE WORKING ON SUBMITTING RENTAL UNDER ESP CONTRACT THANK YOU																							

1FTFW1ET1BF	F6		T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	10- AUG- 2011	26- SEP- 2011	127494	USA	5	4C03	BL3Z	5E212	E	F04	S11	V29	E29	42	
AWS Claim Key:		<u>2489027</u>	Doc #: 97370701		Trx Code:		S07	Labor Hrs:	.9	Labor Cost:	86.41	Material Cost:	397.71	Total Cost:									484.12		
Dir Cd-Sub Cd:		04224.* Name: SHEEHY FORD						Ph:	804-7984791	St:	VA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	26-JAN-2012	DIST (Mile):						13010	
Cust Comments:		CUSTOMER STATES LIGHT ON AGAIN 3RD TIME																							
Tech Comments:		PERFORM EEC TESST PINPOINT TEST CODE P0430 PERFORM DATA LOGGER ROAD TEST BANK 2 IS BAD REJPLACED BANK 2 CAT PERFORMED POST ROAD TEST ROAD TEST AFTER COMPLETEION OF REPAIRS OK																							

1FTFW1ET1BF	F6		T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	10- AUG- 2011	26- SEP- 2011	127494	USA	5	6Y20 *	TAP1 *			F09	SXX	V99	A99	82	
AWS Claim Key:		<u>2489026</u>	Doc #: 97370706		Trx Code:		TAP1	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:									180		
Dir Cd-Sub Cd:		04224.* Name: SHEEHY FORD						Ph:	804-7984791	St:	VA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	26-JAN-2012	DIST (Mile):						13010	
Cust Comments:		CUSTOMER REQUEST RENTAL																							
Tech Comments:		SUPPLIED CUSTOMER WITH RENTAL UNDER TAP PROGRAM FOR CUSTOMER SATISFACTION																							

Any comments? You can contact



webmaster



IN THE COURT OF COMMON PLEAS OF ERIE COUNTY, PENNSYLVANIA
CIVIL DIVISION



Plaintiff,

vs.

FORD MOTOR COMPANY,

Defendant.

No.:

NOTICE TO DEFEND

YOU HAVE BEEN SUED IN COURT. If you wish to defend against the claims set forth in the following pages, you must take action within TWENTY (20) days after this complaint and notice are served, by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money or property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER OR CANNOT AFFORD ONE, GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW TO FIND OUT WHERE YOU CAN GET LEGAL HELP.

Erie County Lawyer Referral Service
302 West Nineth Street
Erie, PA 16502-1427
Telephone: (814) 459-4411

IN THE COURT OF COMMON PLEAS OF ERIE COUNTY, PENNSYLVANIA
CIVIL DIVISION

[REDACTED]

Plaintiff,

vs.

No.:

FORD MOTOR COMPANY,

Defendant.

COMPLAINT

1. Plaintiff, [REDACTED] is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, [REDACTED] Mc Kean, PA [REDACTED]

2. Defendant, Ford Motor Company, is a corporation qualified to do and regularly conduct business in the Commonwealth of Pennsylvania, with its address and principal place of business located at 300 Renaissance Center, P.O. Box 43301, Detroit, MI 48243, and can be served at CT Corporation System, 116 Pine Street, Suite 320, Harrisburg, PA 17101.

BACKGROUND

3. On or about February 21, 2012, Plaintiff purchased a new 2012 Ford F-150, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1FTFX1ET7CF [REDACTED]

4. The vehicle was purchased in the Commonwealth of Pennsylvania and is registered in the Commonwealth of Pennsylvania.

5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$53,558.75. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. During the first 12 months and/or 12,000 miles, Plaintiff complained on at least three (3) occasions about defects and or non-conformities to the following vehicle components: abnormal wrench light on, check engine light on and loss of power upon acceleration. True and correct copies of all invoices in Plaintiff possession are attached hereto, made a part hereof, and marked Exhibit "B".

COUNT I
PENNSYLVANIA AUTOMOBILE LEMON LAW

11. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

12. Plaintiff is a "Purchaser" as defined by 73 P.S. §1952.

13. Defendant is a "Manufacturer" as defined by 73 P.S. §1952.

14. Weber Harris Ford, Meadville, PA, is and/or was at the time of sale a Motor Vehicle Dealer in the business of buying, selling, and/or exchanging vehicles as defined by 73 P.S. §1952.

15. On or about February 21, 2012, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by 73 P.S. §1951 et seq., which substantially impair the use, value and/or safety of the vehicle.

16. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

17. Section 1955 of the Pennsylvania Automobile Lemon Law provides:

If a manufacturer fails to repair or correct a nonconformity after a reasonable number of attempts, the manufacturer shall, at the option of the purchaser, replace the motor vehicle... or accept return of the vehicle from the purchaser, and refund to the purchaser the full purchase price, including all collateral charges, less a reasonable allowance for the purchasers use of the vehicle, not exceeding \$.10 per mile driven or 10% of the purchase price of the vehicle, whichever is less.

18. Section 1956 of the Pennsylvania Automobile Lemon Law provides a presumption of a reasonable number of repair attempts if:

- (1) The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists; or
- (2) The vehicle is out-of-service by reason of any nonconformity for a cumulative total of thirty or more calendar days.

19. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

20. In addition, the above vehicle has or will be out-of-service by reason of the nonconformities complained of for a cumulative total of thirty (30) or more calendar days.

21. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

22. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

23. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide or maintain itemized statements as required by 73 P.S. § 1957.

24. Plaintiff avers that such itemized statements, which were not provided as required by 73 P.S. § 1957 also include technicians' notes of diagnostic procedures and repairs, and Defendant's Technical Service Bulletins relating to this vehicle.

25. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide the notification required by 73 P.S. § 1957.

26. Plaintiff has and will continue to suffer damages due to Defendant's failure to comply with the provisions of 73 P.S. §§ 1954 (repair obligations), 1955 (manufacturer's duty for refund or replacement), and 1957 (itemized statements required).

27. Pursuant to 73 P.S. § 1958, Plaintiff seeks relief for losses due to the vehicle's nonconformities, including the award of reasonable attorneys' fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

28. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

29. Plaintiff has or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

30. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

31. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

32. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

33. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

34. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

35. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

36. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

37. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

38. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

39. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

40. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

41. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

42. Plaintiff avers Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

43. Plaintiff avers that Defendant's warranty did not require Plaintiff to first resort to a Dispute Resolution Program before filing suit.

44. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III
PENNSYLVANIA UNFAIR TRADE
PRACTICES AND CONSUMER PROTECTION LAW

45. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

46. Plaintiff is a "Person" as defined by 73 P.S. §201-2(2).

47. Defendant is a "Person" as defined by 73 P.S. §201-2(2).

48. Section 201-9.2(a) of the Act authorizes a private cause of action for any person "who purchases or leases goods or services primarily for personal, family or household purposes."

49. Section 1961 of the Pennsylvania Automobile Lemon Law, provides that a violation of its provisions shall automatically constitute a violation of the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. 201-1 et seq.

50. In addition, the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. §201-2(4), defines "unfair or deceptive acts or practices" to include the following conduct:

- (vii). Representing that goods or services are of a particular standard, quality or grade, or that goods are of a particular style or model, if they are of another;
- (xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made;
- (xv). Knowingly misrepresenting that services, replacements or repairs are needed if they are not needed;
- (xvi). Making repairs, improvements or replacements on tangible, real or personal property of a nature or quality inferior to or below the standard of that agreed to in writing;
- (xvii). Engaging in any other fraudulent or deceptive conduct which creates a likelihood of confusion or of misunderstanding.

51. Plaintiff avers Defendant has violated these, as well as other provisions, of 73 P.S. §201-2 et seq.

52. Section 201-3.1 of the Act provides that the Automotive Industry Trade Practice rules and regulations adopted by the Attorney General for the enforcement of this Act shall constitute additional violations of the Act.

53. Defendant's conduct surrounding the sale and servicing of the subject vehicle falls within the aforementioned definitions of "unfair or deceptive acts or practices."

54. The Act also authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount not in excess of Twenty Five Thousand Dollars (\$25,000.00), together with all collateral charges, attorneys' fees, all court costs and treble damages.

KIMMEL & SILVERMAN, P.C.

By: 

Robert A. Rapkin, Esquire
Attorney for Plaintiff
30 E. Butler Pike
Ambler PA, 19002
(215) 540-8888

Weber-Harris

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TELEPHONE (814) 336-3166

Thank You

P & A CODE: 02313-9

CUSTOMER NO. 10	ADVISOR BRITTANY FRANTZ	9136	TAG NO.	INVOICE DATE 02/23/12	INVOICE NO. FOCS148943
MEADVILLE, PA	LABOR RATE	LICENSE NO.	MILEAGE 342	COLOR GREEN GEM/B	STOCK NO. 12T080
	YEAR / MAKE / MODEL 12/FORD TRUCK/F-150 SERIES/SUPERCAB			DELIVERY DATE 02/21/12	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 F T F X 1 E T 7 C F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/23/12		
COMMENTS					MO: 344

JOB# 1 CHARGES-----

LABOR-----
 J# 1 10FOZ DRIVEABILITY TECH(S):9012 WARRANTY
 CUSTOMER STATES WRENCH LIGHT CAME ON ON ACCEL.
 VERIFIED CONCERN. PERFORMED VISUAL INSPECTION AND SELF
 TEST. SCANNED FOR CODES P0301. CHECKED SSMS AND TSBS
 FOUND TSB 12-2-10. REPROGRAMMED PCM TO LATEST UPDATE
 CALIBRATION. ROAD TEST TO VERIFY. CHECKS OK.

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

COMMENTS-----
 DELETED OPERATION(S)-----
 03FOZ03 EMISSION/SMOG INSPEC

TOTALS-----

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

 IMPORTANT: YOU MAY RECEIVE A SURVEY ABOUT YOUR SERVICE. IF *
 YOU CAN'T INDICATE COMPLETELY SASTISFIED PLEASE CONTACT *
 YOUR SERVICE ADVISOR IMMEDIATELY!

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

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service.

Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.



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CELL: [REDACTED]

CUSTOMER NO. 35401	ADVISOR BRITTANY FRANTZ	TAG NO. 9136	INVOICE DATE 03/09/12	INVOICE NO. FOCS148988
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 452	COLOR GREEN GEM/B
[REDACTED]	YEAR / MAKE / MODEL 12/FORD TRUCK/F-150 SERIES/SUPERCAB		DELIVERY DATE 02/21/12	STOCK NO. 12T080
MCKEAN, PA [REDACTED]	VEHICLE I.D. NO. 1 F T F X 1 E T 7 C F [REDACTED]		DELIVERY MILES 0	DELIVERY MILES 0
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE 02/24/12	[REDACTED]
COMMENTS				MO: 462

JOB# 1 CHARGES-----

LABOR-----
J# 1 10FOZ06 CHECK ENGINE LIGHT TECH(S):9053 WARRANTY

CUSTOMER STATES CHECK ENGINE LIGHT ON ROAD TEST VEHICLE TO VERIFY CONCERN. NO DRIVEABILITY CONCERNS PRESENT. ROAD TEST WITH IDS ALL PASS. SCANNED FOR CODES P2629 BANK 2 SENSOR 1 FAULT. PERFORMED PIN AND PID. FOUND BANK 2 SENSOR 1 FAILURE REMOVED LOWER TRIM HEAT SHIELD AND UPPER ENG. SHIELD TO GAIN ACCESS TO SENSOR. REMOVED AND REPLACED 02S1 REASSEMBLED AND ROAD TEST. CHECKS OK.

PARTS-----QTY--FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	WARRANTY
1 8F9Z-9F472-G SENSOR - HEGO	0.00
TOTAL - PARTS	
0.00	

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

JOB# 2 CHARGES-----

LABOR-----
J# 2+10FOZ01 DRIVEABILITY CONCERN TECH(S):9053 INTERNAL

CUSTOMER STATES VEHICLE HAD LOSS OF POWER ON ACCELERATION (ONE TIME) SCANNED VEHICLE FOR CODES NONE PRESENT FOR CONCERN. ROAD TEST UNABLE TO DUPLICATE AT THIS TIME. FOUND TO BE FUNCTIONING AS DESIGNED. CUSTOMER TO DRIVE AND ADVISE MAY BE RELATED TO LINE ONE REPAIR

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

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service.

Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

Thank You!

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P & A CODE: 02313-9

CELL: [REDACTED]

CUSTOMER NO. 35401	ADVISOR BRITTANY FRANTZ	TAG NO. 9136	INVOICE DATE 03/09/12	INVOICE NO. FOCS148988
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 452	COLOR GREEN GEM/B
[REDACTED]	YEAR / MAKE / MODEL 12/FORD TRUCK/F-150 SERIES/SUPERCAB	DELIVERY DATE 02/21/12	DELIVERY MILES 0	STOCK NO. 12T080
MCKEAN, PA [REDACTED]	VEHICLE I.D. NO. 1 F T F X 1 E T 7 C F [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 02/24/12	
[REDACTED]	COMMENTS			MO: 462

TOTALS

*****	TOTAL LABOR....	0.00
* WE KINDLY REQUEST YOU INSPECT YOUR VEHICLE AT *	TOTAL PARTS....	0.00
* TIME OF PICK UP, ONCE YOUR VEHICLE HAS LEFT THE *	TOTAL SUBLET...	0.00
* PREMISES WE ARE NO LONGER RESPONSIBLE *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

IMPORTANT: YOU MAY RECEIVE A SURVEY ABOUT YOUR SERVICE. IF *
YOU CAN'T INDICATE COMPLETELY SASTISFIED PLEASE CONTACT *
YOUR SERVICE ADVISOR IMMEDIATELY!

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The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service.
Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

Thank You!

All Action Details for Issue

[Print](#)

VIN: 1FTEX1ETZCE [REDACTED] Year: 2012 Model: F-SERIES Case: 1310630882
Name: [REDACTED] Owner Status: Original WSD: 2012-02-21
Symptom Desc: INDICATOR CHECK ENGINE Primary Phone: [REDACTED]
Reason Desc: DRP-VEHICLE REPURCHASE-REPLACEMENT REQUEST Secondary Phone: [REDACTED]
Issue Type: 06 BBB AUTO LINE/DACO Issue Status: CANCEL

Action: OPEN - PENDING ELIGIBILITY
Dealer: 02313 WEBER-HARRIS FORD, INC. Origin Desc: BETTER BUSINESS BUREAU
Odometer: 3000 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 04/09/2012 Action Time: 16.05.11.151 Action Data: No

Comments NEW CASE: FRD1216508. PROBLEMS: ENGINE LIGHT COMES ON WHEN ACCELERATING/NO POWER,ENGINE LIGHT CAME ON,DURING ACCELERATION ENGINE CUT OUT NO POWER,DURING ACCELERATION ENGINE CUT OUT/NO POWER/SHAKE & JUMP,DURING ACCELERATION ENGINE CUT OUT/NO POWER/SHAKE.

Action: OPEN - CABBB CASE ELIGIBLE
Dealer: 02313 WEBER-HARRIS FORD, INC. Origin Desc: BETTER BUSINESS BUREAU
Odometer: 3000 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 04/09/2012 Action Time: 21.05.12.092 Action Data: No

Comments OPEN - CABBB CASE ELIGIBLE

Action: FIELD E-MAIL SENT - DRP
Dealer: 02313 WEBER-HARRIS FORD, INC. Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
Odometer: 3000 MI Comm Type: OTHER
Analyst Name: COSTA (LCOSTA21),LOUIS Analyst: LCOSTA21
Action Date: 04/10/2012 Action Time: 12.19.18.709 Action Data: No

Comments DRS LOU COSTA --- TFOAM ID 20080852 --- DLR REPORT REQUEST SENT TO SM DARRYL TAVERNESE

Action: DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS
Dealer: 02313 WEBER-HARRIS FORD, INC. Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
Odometer: 3000 MI Comm Type: OTHER
Analyst Name: COSTA (LCOSTA21),LOUIS Analyst: LCOSTA21
Action Date: 04/10/2012 Action Time: 15.04.02.175 Action Data: Yes

Comments DRS LOU COSTA --- COMPLETED DEALER REPORT RECEIVED

Data Element Name	Data Value
DATE PAPERWORK REC'D	04-10-2010

Action: DOCUMENT ADDITIONAL INFORMATION

All Action Details for Issue

[Print](#)

VIN: 1FTFX1ET7CF [REDACTED] Year: 2012 Model: F-SERIES Case: 1310630882
 Name: [REDACTED] Owner Status: Original WSD: 2012-02-21
 Symptom Desc: AUTO TRANS GENERAL VIBRATION Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 03/29/2012

Action: TIER II ESCALATION - CUSTOMER PERCEIVES MULTIPLE REPAIR
 Dealer: 02313 WEBER-HARRIS FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 3000 MI Comm Type: PHONE
 Analyst Name: ALEXANDER, JOSHUA Analyst: JALEX133
 Action Date: 03/28/2012 Action Time: 08.37.42.252 Action Data: Yes

Comments CUSTOMER SAID: -CUST STATES THAT VEH HAS BEEN IN TO DLR 4 TIMES FOR THE SAME PROBLEM-
 CUST STATES THAT DURING ACCELERATION THE VEH KICKS INTO GEAR AND THEN LOSES POWER, ONCE
 LIFTING FOOT OFF ACCELERATOR VEH STARTS SHAKING-CUST NOT SURE IF IT IS COMING FROM THE
 TRANSMISSION OR THE ENGINE-CUST STATES THAT IF YOU TAKE YOUR FOOT OFF OF ACCELERATOR ALL THE
 WAY THE VEH GOES IMMEDIATELY INTO 6TH GEAR AND VEH STARTS SHAKING-CUST STATES THE SYMPTOMS
 STARTED THE SAME DAY THE VEH WAS PURCHASED AND HE TOOK IT BACK TO THE DLR AND THEY
 REPROGRAMMED PCM PER TSB-CUST STATES THAT THE PROBLEM IS INTERMITTANT PROBLEM THAT IS NOW
 INCREASING IN FREQUENCY HAPPENING MORE -DLR HAS CONTACTED HOTLINE AND HOTLINE ADV THAT IT
 COULD BE FROM MOISTURE BUILDING UP AND THAT THERE WAS NO REPAIR FOR IT-CUST STATES THE DLR
 HAS ADV TO COME PICK THE VEH UP-CUST SEEKING ASSISTANCE TO GET THIS REPAIRED OR REPLACE THE
 VEHDEALER SAID: WEBER-HARRIS FORD, INC. DEALER ADDRESS: 433 BALDWIN ST MEADVILLE PA 16335
 DEALER MAIN PHONE: 814-336-3166CRC ADVISED: I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS
 TEAM. A SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DAYS.***NOTE TO CCR: IF THE VEHICLE IS
 CURRENTLY NOT AT THE DEALERSHIP, PLEASE ADVISE THE CUSTOMER TO SCHEDULE A SERVICE
 APPOINTMENT FOR THEIR VEHICLE-BEST NUMBER TO REACH IS [REDACTED] BEST TIME TO REACH IS ANYTIME-
 VEH IS CURRENTLY AT THE DLR

Data Element Name	Data Value
ESTIMATED COST OF REPAIR:	0

Action: CREATE FOLLOW UP
 Dealer: 02313 WEBER-HARRIS FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 3000 MI Comm Type: PHONE
 Analyst Name: DEW (TDEW1),TARA Analyst: TDEW1
 Action Date: 03/29/2012 Action Time: 16.58.01.476 Action Data: Yes

Comments CSM TARA X77733; OBC TO SA MILAN - SM DARRYL NOT IN - SA STS SM WILL HAVE MORE INFO ON
 THIS CUST - SA STS WHEN CUST STEPS ON THE THROTTLE, TRUCK STALLS - SA STS CUST IS AFRAID HE WILL
 BE RUN OVER IF CONCERN PERSISTS - SA STS WILL HAVE SM CONTACT CSM TOMORROW TO DISCUSS
 FURTHER - OBC TO [REDACTED] - CSM ADV CUST THAT I AM NOW LOOKING INTO CONCERN AND WILL BE
 ADDRESSING CONCERN FURTHER W/ DLR - CUST CONFIRMED VEH STILL @ DLR - CSM TO F/U W/ SM DARRYL
 3/30

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

Action: CREATE FOLLOW UP
 Dealer: 02313 WEBER-HARRIS FORD, INC. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

OF CUST CONCERN - CSM ADV AM PUTTING TOGETHER THE PAPERWORK FOR BUYBACK CONSIDERATION - ZM AGREED==OBC TO ██████████. CUST STS THEY STATE THERE IS SOMETHING WRONG W/ THE VEH - IT IS DANGEROUS WHEN YOU GO TO PULL OUT - WHEN YOU HIT THE THROTTLE IT STARTS SHAKING AND BANGING - SHOULDN'T HAVE TO DEAL W/ THIS - PURCH VEH FOR RELIABILITY - WOULD LIKE A WORKING VEH OR TO TRADE OUT OF THIS ONE FOR THE 5L INSTEAD OF THE ECOBOOST

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

Action: TAR--CLOSE SME TECHNICAL ASSISTANCE REQUEST

Dealer: 02313 WEBER-HARRIS FORD, INC.

Origin Desc: REGIONAL ESCALATION SPECIALIST

Odometer: 3000 MI

Comm Type: INBOUND EMAIL-OTHER

Analyst Name: BASHIR, SAYYED

Analyst: SBASHIR5

Action Date: 04/04/2012

Action Time: 11.14.30.505

Action Data: Yes

Comments TECH SME ASAD - PLEASE REVIEW SSM 22225 2011-2012 F-150 3.5L GTDI INTERMITTENT SYMPTOMS - CYLINDER MISFIRE, STUMBLE ON HARD ACCELERATION AFTER EXTENDED HIGHWAY CRUISE, MIL, P0430 AND/OR MISFIRE DTCS. SOME 2011-2012 F150 EQUIPPED WITH A 3.5L GTDI ENGINE MAY EXHIBIT AN INTERMITTENT STUMBLE AND/OR MISFIRE ON HARD ACCELERATION AFTER AN EXTENDED DRIVE AT HIGHWAY SPEEDS. THESE VEHICLES MAY OR MAY NOT EXHIBIT A STEADY OR FLASHING MIL LIGHT WITH MISFIRE DTCS AND/OR P0430 STORED IN THE PCM. THESE SYMPTOMS MAY BE MORE NOTICEABLE DURING HIGH HUMID OR DAMP CONDITIONS. THIS CONCERN MAY BE CAUSED BY EXCESSIVE CONDENSATION COLLECTING IN THE CHARGE AIR COOLER. REPLACING SECONDARY IGNITION COMPONENTS WILL NOT RESOLVE THIS CONCERN. REFER TO TSB 12-2-10. ENGINEERING IS INVESTIGATING, CONTINUE TO MONITOR OASIS FOR FURTHER UPDATES.EFFECTIVE DATE: 02/21/2012

Data Element Name	Data Value
CSM - OPEN FSE REQUEST?	NO

Action: CONCERN ADDRESSED

Dealer: 02313 WEBER-HARRIS FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 3000 MI

Comm Type: PHONE

Analyst Name: DEW (TDEW1),TARA

Analyst: TDEW1

Action Date: 04/04/2012

Action Time: 11.57.50.287 **Action Data:** Yes

Comments CSM TARA X77733; OBC TO SM DARRYL - CSM ADV VEH DOES NOT MEET CRITERIA FOR BUYBACK - SM STS HE WILL CONTACT CUST ONCE CSM DELIVERS DECISION TO DISCUSS FURTHER OPTIONS - OBC TO ZM CHRIS - CSM ADV VEH DOES NOT MEET CRITERIA FOR BUYBACK - ZM STS WE HAVE DONE ALL WE CAN DO SO ALL WE CAN DO NOW IS TO INFORM CUST - OBC TO ██████████ CSM ADV VEH DOES NOT MEET CRITERIA FOR BUYBACK - CUST STS NOW SHOULD I CONTACT MY LAWYER - CSM ADV SEVERAL DIFF OPTIONS AVAILABLE IF YOU LOOK IN THE BACK OF YOUR OWNER'S MANUAL - CUST ASKED IF CASE IS NOW CLOSED - CSM CONFIRMED - CASE CLOSED

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	98
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	Y
ESP USED? (Y/N)	N
SCP USED? (Y/N)	N
X-PLAN USED? (Y/N)	N

CLP FINANCIAL ASSIST PROVIDED? (Y/N)	N
-ESTIMATED REPAIR COST(@WARR RATES) (\$)	
-CUSTOMER'S SHARE OF REPAIR COST (\$)	
-DEALER'S SHARE OF REPAIR COST-P18 (\$)	
-DEALER'S SHARE OF REPAIR COST-OTHER(\$)	
-FORDS'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	Y
NONE OF THE ABOVE (Y/N)	N

Ford Confidential

Server: AWS Prod
 Claims loaded through: 17-MAY-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 18-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
1FTFX1E17CFA [REDACTED]	F6	T/F6	F	T/BD	T/AM	T/E	AF	T/C3	T/KW	19-JAN-2012	21-FEB-2012	144042	USA	1	2G05 *		RECALEM *	F04	S11	V52	D42	04	
AWS Claim Key:	<u>447165</u>	Doc #:	14894301	Trx Code:	S07	Labor Hrs:	.4	Labor Cost:	29.73	Material Cost:	0	Total Cost:	29.73										
Dir Cd-Sub Cd:	02313-*	Name:	WEBER-HARRIS FORD, INC.	Ph:	814-3363166	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	23-FEB-2012	DIST(Mile):	342								
Cust Comments:	CUSTOMER STATES WRENCH LIGHT CAME ON ON ACCEL.																						
Tech Comments:	VERIFIED CONCERN. PERFORMED VISUAL INSPECTION AND SELF TEST. SCANNED FOR CODES P0301. CHECKED SSMS AND TSBS FOUND TSB 12 2 10. REPROGRAMMED PCM TO LATEST UPDATE CALIBRATION. ROAD TEST TO VERIFY. CHECKS OK.																						
1FTFX1E17CF [REDACTED]	F6	T/F6	F	T/BD	T/AM	T/E	AF	T/C3	T/KW	19-JAN-2012	21-FEB-2012	144042	USA	1	2G02	8F9Z	9F472	G	F04	S11	V29	E29	42
AWS Claim Key:	<u>509378</u>	Doc #:	14898801	Trx Code:	S07	Labor Hrs:	1.5	Labor Cost:	111.48	Material Cost:	53.68	Total Cost:	165.16										
Dir Cd-Sub Cd:	02313-*	Name:	WEBER-HARRIS FORD, INC.	Ph:	814-3363166	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	24-FEB-2012	DIST(Mile):	452								
Cust Comments:	CUSTOMER STATES CHECK ENGINE LIGHT ON																						
Tech Comments:	ROAD TEST VEHICLE TO VERIFY CONCERN. NO DRIVEABILITY CONCERNS PRESENT. ROAD TEST WITH IDS ALL PASS. SCANNED FOR CODES P2629 BANK 2 SENSOR 1 FAULT. PERFORMED PIN AND PID. FOUND BANK 2 SENSOR 1 FAILURE REMOVED LOWER TRIM HEAT SHIELD AND UPPER ENG. SHIELD TO GAIN ACCESS TO SENSOR. REMOVED AND REPLACED 02S1																						
1FTFX1E17CF [REDACTED]	F6	T/F6	F	T/BD	T/AM	T/E	AF	T/C3	T/KW	19-JAN-2012	21-FEB-2012	144042	USA	2	1F01 *		6K775 *	F04	S11	V52	D36	42	
AWS Claim Key:	<u>934479</u>	Doc #:	15010501	Trx Code:	S07	Labor Hrs:	4	Labor Cost:	297.28	Material Cost:	0	Total Cost:	297.28										
Dir Cd-Sub Cd:	02313-*	Name:	WEBER-HARRIS FORD, INC.	Ph:	814-3363166	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	26-MAR-2012	DIST(Mile):	3002								
Cust Comments:	CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND DURING ACCEL ON AN OFF RAMP TRUCK LOST POWER. CUSTOMER RELEASED GAS PEDAL AND TRUCK STARTED TO SHAKE. VEHICLE PUT INTO NEUTRAL THEN BACK TO DRI																						
Tech Comments:	THREE CODES STORED P0300, P0305, P0306. TSB 12 2 10 DOES NOT APPLY. NO PCM UPDATES AVAILABLE. FUEL TRIMS NORMAL. ECT 190 DEGREES. IDS ROADTEST WAS INCONCLUSIVE. PER TECH HOTLINE THIS IS A KNOWN CONCERN THAT ENGINEERING IS CURRENTLY INVESTIGATING. NO FURTHER REPAIRS ARE RECOMMENDED AT THIS TIME. INSTRUCTED TO MONITOR OASIS FOR UPDATES. VEHICLE WAS NOT RELEASED TO CUSTOMER DUE TO CONCERN																						

POSSIBLY

Any comments? You can contact



webmaster

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

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Report Detail Section : [View Details](#)

Attachments: 0

Report# :	CBXED017 NHL	Received:	02/24/2012
CCRG/EPRC:		Date:	
Vehicle:	2012,F150 4X4 ,F150 ,SUP CAB,STYSD ,1FTFX1ET7CF [REDACTED]	Build Date:	01/19/2012
Odometer :	3,002 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	
Dealer:	USA 02313 Weber-Harris Ford, Inc.	Calibration:	CF613K0A
City:	Meadville	A/C:	YES
Originator:	MIKE DALLAS	Phone#:	(814) 336-3201
Symptom:	2 27 Q 00 AID/INFO,WNG IND/MESS/C,ENGINE IMAGE,UNKNOWN		
Status:			
VFG:	V29 CHECK ENGINE LIGHT		
Additional Symptom:	P0300 P0305 P0306		
Fix:	Causal Component :		
Condition Code:			

Hotliner: WSMITH46

Phone: 000 317-0000

Regn Cd: G4 Pittsburgh

Engineering:

Phone:

TAR:

Dir Contact: MIKE DALLAS

Phone: 814 336-3201

Title Cde: T

KOEO:

KOEC: P0305 P0306 P0300

KOER:

Comments:

REPAIR 02/24/2012 04:13PM WALTER SMITH MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:CK ENG LIGHT ON AGAIN DIAGNOSTICS: VEH WAS
DELIVERED YESTERDAY & HAD CODE P0305 NEW CAL WAS INSTALLED YESTERDAY,
TODAY SAME VEH RETURNED WITH A P2692 (BANK 2 SENSE 1) MEMORY ONLY.
PARTS REPLACED:NONE ONLY THE NEW CAL. TECH QUESTION:DO WE HAVE
KNOWN ON THESE OR ARE WE STILL WAITING FOR THE CURE? THANX MIKE

RECOMM 02/24/2012 04:13PM WALTER SMITH MSS - FCSD - TECH SVC HOTLINE

MIKE, THE CONCERN WITH BANK 2 MISFIRES IS STILL UNDER INVESTIGATION AT
THIS TIME, IF NOT ALREADY DONE PLEASE INSPECT THE BANK 2 COIL
CONNECTION, G105 IS LOCATED AT THE BACK OF THE BANK 2 CYLINDER HEAD,
CHECK TO SEE IF IT IS LOOSE OR CONTAMINATED. IF NEEDED CLEAN AND
TIGHTENED TO 10NM PLUS A ADDITIONAL 45 DEGREES. SUGGEST YOU USE
HREF=HTTP://WWW.VREP.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SSM/SS
M.ASP?SSM=22225 TARGET='_BLANK'>SSM 22225 TO ADDRESS THIS
CONDITION. ALSO INSPECT THE UEGO CIRCUITS FOR ANY CHAFFING AT THE
BELLHOUSING.

REPAIR 03/26/2012 04:18PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

DESCRIPTION OF VEHICLE CONCERN: CK ENG INE LIGHT ON. CUST WHEN TO
ACCEL @ ON RAMP-LOSS OF POWER VEH STARTED TO SHAKETRANS TO NUETRAL-
BACK INTO DRIVE THEN SYMPTOM DISSAPEARED. DIAGNOSTICS ALREADY
COMPLETED: THIS HAS BEEN 3X FOR THIS THE 1ST WAS THE DAY HE PICKED IT
UP, THE 2ND TIME WE UPDATED THE CAL (I RECHECKED THIS TIME THERE ARE
NO NEW ONES) & THE 3RD (P0300 -P0305 &P0306) HES GOING FOR A BUY BACK.
OTHER WISE BASIC DIAG WAS PERFORMED COULD NOT DUPLICATE, PARTS
REPLACED: NONE TECH'S QUESTION: OK GUYS HELP ME OUT WHAT CAN I DO?
THANX MIKE DTC: P0300 MODULE: PCM DTC: P0305 MODULE: PCM DTC:
P0306 MODULE: PCM

RECOMM 03/26/2012 04:18PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

THIS IS A KNOW CONCERN THAT ENGINEERING IS CURRENTLY INVESTIGATING,
REFER TO

HREF=HTTP://WWW.VREP.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SSM/SS
M.ASP?SSM=22225 TARGET='_BLANK'>SSM 22225. IT IS SUSPECTED AT THIS
TIME THAT CONDENSATION BUILD UP IN THE CHARGE AIR COOLER(CAC) IS DRAWN
INTO THE ENGINE. DUE TO THE DESIGN OF THE INTAKE SYSTEM, THE WATER
TYPICALLY AFFECTS THE BANK 2 CYLINDERS. NO FURTHER REPAIRS ARE
RECOMMENDED AT THIS TIME. PLEASE MONITOR OASIS FOR UPDATES.

AUDIT 03/26/2012 04:18PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

ODOMETER 452 M CHANGED TO 3002 M BY PJACOB45

REPAIR 04/30/2012 02:16PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE

CUSTOMER HAS LEFT VEHICLE AT DEALERSHIP AS HE FEELS IT IS UNSAFE TO
DRIVE AS IT FALLS FLAT WHEN ATTEMPTING TO ACCEL. DEALER WOULD LIKE TO
REMOVE CAC TO ATTEMPT TO REMOVE BUILD UP SO THAT CUSTOMER WILL DRIVE
VEHICLE UNTIL BUY BACK ISSUES ARE RESOLVED. CUSTOMER HAS BEEN IN A
DEALERSHIP VEHICLE SINCE MARCH 26.

RECOMM 04/30/2012 02:16PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE

MIKE, YOU CAN INSPECT FOR ANY MOISTURE AND CLEAR ANY THAT IS FOUND.
THERE MAY NOT BE ANY PRESENT IF THE LAST BOOST SURGE PUSHED IT THROUGH

ADD-ON 04/30/2012 03:15PM JOHN HERDZIK(FSE) MSS - FCSD - REG - PITTSBURGH

CONTACTED THE DEALERSHIP ON 4/30/2012 AT THE REQUEST OF SELECT ZONE
MANAGER CHRIS SIZEMORE. THE CUSTOMER HAS BEEN IN A RENTAL CAR FOR OVER
30 DAYS AND THE HOTLINE ADVISED THEM NO FURTHER REPAIRS SHOULD BE
PERFORMED ON THE VEHICLE. THE CUSTOMER DOESN'T FEEL SAFE DRIVING THE
VEHICLE. ADVISED THE DEALERSHIP TO PROCEED WITH REMOVING THE LOW
CHARGE AIR COOLER HOSE AND INSPECT FOR ANY SIGNS OF WATER/OIL
INTRUSION. THE DEALERSHIP WILL CONTACT ME AFTER THE INSPECTION IS
COMPLETE.

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BBB AUTO LINE

April 23, 2012

[REDACTED]

MCKEAN PA [REDACTED]

Re: FRD1216508 [REDACTED] vs Ford Motor Corporation 1FTFX1ET7CF [REDACTED]

Dear [REDACTED]:

As you have indicated that you do not wish to pursue your claim with the BBB AUTO LINE program at this time, your case has been closed.

If you decide to pursue your case in the future, we will need to determine your eligibility for BBB AUTO LINE on your vehicle's new age and mileage and the eligibility requirements at that time.

If you have any questions, please feel free to contact me at 800.955.5100.

Sincerely,

William Clopton at Extension 502

CC: Lou Costa

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

MANUFACTURER RESPONSE FORM

Case Number: FRD1216508
Customer Name: [REDACTED]
VIN: 1FTFX1ET7CF [REDACTED]

Start Date: 04/09/12
State: PA
Probable Hearing Location: Pittsburgh

This claim is IN Warranty OUT of Warranty
Has the customer contacted you regarding the claim? YES NO
Is the VIN listed above correct? YES NO
If you checked NO, please indicate the correct VIN: _____
Customer Contact Info: _____

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? YES NO

If you checked YES, please indicate the customer's response below:

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

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$_____

I will participate By phone In person In writing

Return this form as soon as possible

To: _____ Completed by: _____ Date: ___/___/___

BBB AUTO LINE Future contact: _____

Fax: 703.247.9700 Phone: _____ Fax: _____

Council of Better Business Bureaus, Inc.

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BBB AUTO LINE

April 9, 2012

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

Re: FRD1216508 [REDACTED] vs Ford Motor Corporation 1FTFX1ET7CF [REDACTED]

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form (CCF)*, and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

Sincerely,

Brian Drouin at Extension 385



BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number: FRD1216508
Customer Name: [REDACTED]
VIN: 1FTFX1ET7CF [REDACTED]

Start Date: 04/09/12
State: PA
Probable Hearing Location: Pittsburgh

This claim is IN Warranty OUT of Warranty
Has the customer contacted you regarding the claim? YES NO
Is the VIN listed above correct? YES NO
If you checked NO, please indicate the correct VIN: _____
Customer Contact Info: _____

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? YES NO

If you checked YES, please indicate the customer's response below:

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

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$ _____

I will participate By phone In person In writing
Return this form as soon as possible

To: _____ Completed by: _____ Date: ___/___/___
BBB AUTO LINE Future contact: _____
Fax: 703.247.9700 Phone: _____ Fax: _____

Council of Better Business Bureaus, Inc.

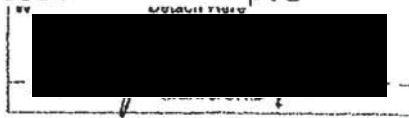
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COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: Sep 30, 2012 VALID: 02/28/2012

PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 1FTFX1ET7CF [REDACTED]
YR/MAKE: 2012/FORD
TYPE: TK
WID: 12059 3428 006824 - 001

REG. GROSS WT: 7000
UNLADEN WEIGHT: 5246
CLASS: 02



I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code



EMISSION INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: ERIE



MCKEAN PA





WEBER-HARRIS

FORD LINCOLN
MERCURY, INC.

433 BALDWIN STREET
MEADVILLE, PA 16335
PHONE (814) 336-3166

RETAIL BUYER'S
ORDER NUMBER
18554
DATE
02/21/2012

PLEASE ENTER ORDER FOR
 NEW CAR
 USED TRUCK
 DEMO
PRIOR
USE:

CUST #: 35401

YEAR 2012	MAKE FORD TRUCK	MODEL F-150 SERIES
COLOR SPECIAL RES	MILEAGE	ENGINE
STOCK NO. 12T080	IGN. KEY	DECK KEY
SERIAL NO. 1FT7X1E170F		CODE NO.
TRADE-IN RECORD		
STOCK NO. 12T080A	YEAR 2009	MAKE FORD TRUCK
MODEL F-150	BODY STYLE SUPERCREW 4X	COLOR WHITE
AUTO TR.	P. ST.	P. BKS.
SERIAL NO. 1FT7X1E170F		MILEAGE 79435

THE ABOVE DESCRIBED VEHICLE MAY BE REAPPRAISED IF:
1. IT HAS SUFFERED DAMAGE OR SERIOUS MECHANICAL DETERIORATION SINCE THE DATE OF THE ORIGINAL VALUATION AND PRIOR TO ITS DELIVERY TO THE DEALER.
2. IF PART OR ACCESSORIES OR BOTH, INCLUDING TIRES HAVE BEEN REMOVED OR REPLACED WITH PARTS AND ACCESSORIES OF INFERIOR QUALITY.
3. 60 DAYS PASSES BETWEEN DATE OF ORDER AND TIME FACTORY DELIVERS ORDER TO DEALER.

PURCHASER'S SIGNATURE X _____

INSURANCE CO. STATE FARM MUTUAL

BENEFICIARY FORD MOTOR CREDIT

ENCUMBRANCE - AMOUNT 33525.71

ENCUMBER TO	NAME FORD MOTOR CREDIT
	ADDRESS ATLANTA GA 30343

S.S.N. [REDACTED] AGE: 43

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of 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 CONTRACT IS NOT BINDING UPON EITHER THE DEALER OR THE PURCHASER UNTIL SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. YOU, THE BUYER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO THE DEALER. Purchaser by his execution of this Order certifies that he is of majority age and acknowledges that he has read its terms and conditions and has received a true copy of this order.

PURCHASER [REDACTED]

PURCHASER'S SIGNATURE [REDACTED] DATE 02/21/12

STREET [REDACTED]

CITY & STATE MEADVILLE PA ZIP [REDACTED]

PHONE [REDACTED] SALESMAN DANIEL E

ACCEPTED [REDACTED]

DISCLAIMER OF WARRANTIES
I UNDERSTAND THAT YOU (THE DEALER) EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THAT YOU NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE, EXCEPT AS OTHERWISE PROVIDED IN WRITING BY YOU IN AN ATTACHMENT TO THIS CONTRACT OR IN A DOCUMENT DELIVERED TO ME WHEN THE VEHICLE IS DELIVERED.

USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document.

AS IS - This motor vehicle is sold "AS IS" without any warranty either express or implied. The purchaser will bear the entire expense of repairing or correcting any defect that presents.

PURCHASER SIGNATURE [REDACTED]

THE INFORMATION YOU SEE ON THE WINDOW FORM OF THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

PRICE OF CAR	44670.00
AFTERMARKET(S)	358.00
SERVICE CONTRACT	2500.00
TOTAL OF OPT. EQUIP.	2758.00
REBATE	+ 2500.00
TOTAL	44028.00
USED CAR ALLOWANCE	- 22800.00
CASH DIFFERENCE	16528.00
TOTAL CASH PRICE	16528.00
SALES TAX	+ 1112.00
LICENSE, TITLE, TRANSFER	+ 20.00
TOTAL	17660.00
BALANCE DUE ON TRADE-IN	+ 13692.93
DUE TO: FORD MOTOR CREDIT	TOTAL 30352.93
CASH WITH ORDER	- 8.00
TOTAL	30344.93
DOCUMENTARY FEE	+ 129.00
IN LINE REGISTRATION	15.00
TIRE TAX	5.00
UNPAID CASH BALANCE DUE ON DELIVERY	31528.93

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of \$ N/A

PURCHASER'S SIGNATURE X _____

Purchaser hereby acknowledges to the above clause.

MILEAGE APPEARING ON ODOMETER

ODOMETER MILEAGE IS ACCURATE ODOMETER MILEAGE IS NOT ACCURATE

Ford F150 Problems

2-23-2012

Picked up truck 340 Miles on it. Drove from dealer had to return to dealer within 1 miles. When accelerating loss of power and zero acceleration even when gas pedal pressed. Engine light began blinking rapidly. By the time I got back to dealer light was off. Truck seemed to drive ok. Dealer took in shop and found that a update on programming fixed many problems. After work completed went home.

2-24

Heading to Erie on Interstate 79 northbound. Looked down and saw engine light on. Called dealer and they asked for me to drive it to them. Advised that it was Bank 2 oxygen sensor failed. They cleared error and drove. It did not come back but they ordered a new one to replace.

3-1

Entering interstate 66 in Virginia accelerating on onramp and something happened. Going about 55 mph when pushed on accelerator found rpm of engine increased but speed wouldn't increase. Problem seemed to occur while shifting during hard acceleration. Had to pull over stop and shut truck off. Started engine and worked fine. Phoned Dealer and they said they would look at it on Friday when changing the O2 Sensor.

3-2

Took truck in to get o2 sensor changed. Was advised they did not find anything out with acceleration problem. Drive and advise. I told them it is unsafe when it stops accelerating in merging in highways for obvious reasons.

3-23

Entering I 80 after a short stop at Sheetz. Already drove approximately 100 miles. Traveling approximately 40 mph on tight turn ramp. Depressed accelerator to merge with traffic. Truck changed tone and lost all acceleration. Looked down saw dash says I was in 3rd gear. Pressed accelerator and truck began to jump and shake. Did this while merging with traffic. Let off accelerator and truck changed to 6th gear. Pressed accelerator and truck jumped and shake violently. Let off accelerator and shifted to neutral and back to drive. Truck began normal driving.

3-24

Leave my house. At stop sign went to accelerate. Truck started jumping and shaking violently. Let off gas and shifted to neutral. Shifted back to drive and the truck drove normal. Check engine light came on and stayed on.

3-26

Phoned weber harris and explained problem and they asked me to bring in for service. Dropped truck off for repair.

3-27

Received call from Webber Harris, Waiting for directions from Ford.

3-28

Received phone call from Webber Harris, Ford cannot fix problem, were told to give me back truck to drive. Explained to Weber Harris that the truck is unsafe to drive, they agreed. They provided me with a phone number of Ford Customer Relation Center to file a complaint. Called and reported problem.

3-29

Received call from Tara (ford Customer Relations) advising me she will be handling my case.

3-30

Received call from Tara (FCR) asking questions about the problems I have experienced.

4-2

Phoned Tara (FCR) to find out what is going on.

4-3

Tara (FCR) called to advise she was still working on case and that she would call if she had any news. Advised she was filling out paperwork for buyback. Advised that I just want a truck that drives correctly.

4-4

Received phone call from Tara (FCR), Buy back was rejected, She cannot help me any further. Phoned Weber Harris and spoke with Darryl. Asked him what last check engine light codes were and he stated various engine misfires. Phoned BBB Auto Line to file case.

Weber-Harris

FORD • LINCOLN • MERCURY, INC.



QUALITY CARE
Where the Quality Continues™

433 BALDWIN STREET
MEADVILLE, PA 16335
TELEPHONE (814) 336-3166

Thank You
P & A CODE: 02313-9

CUSTOMER NO. 10	ADVISOR BRITTANY FRANTZ	9136	TAG NO.	INVOICE DATE 02/23/12	INVOICE NO. FOCS148943
	LABOR RATE	LICENSE NO.	MILEAGE 342	COLOR GREEN GEM/B	STOCK NO. 12T080
MEADVILLE, PA	YEAR / MAKE / MODEL 12/FORD TRUCK/F-150 SERIES/SUPERCAB			DELIVERY DATE 02/21/12	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 F T F X 1 E T 7 C F			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.	R.O. DATE 02/23/12		
COMMENTS					MO: 344

JOB# 1 CHARGES-----

LABOR-----

J# 1 10FOZ DRIVEABILITY TECH(S):9012 WARRANTY

CUSTOMER STATES WRENCH LIGHT CAME ON ON ACCEL.
VERIFIED CONCERN. PERFORMED VISUAL INSPECTION AND SELF
TEST. SCANNED FOR CODES P0301, CHECKED SSMS AND TSBS
FOUND TSB 12-2-10. REPROGRAMMED PCM TO LATEST UPDATE
CALIBRATION. ROAD TEST TO VERIFY. CHECKS OK.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

COMMENTS-----

DELETED OPERATION(S)-----

03FOZ03 EMISSION/SMOG INSPEC

TOTALS-----

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

IMPORTANT: YOU MAY RECEIVE A SURVEY ABOUT YOUR SERVICE. IF *
YOU CAN'T INDICATE COMPLETELY SASTISFIED PLEASE CONTACT. *
YOUR SERVICE ADVISOR IMMEDIATELY! *

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service.

Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

CUSTOMER SIGNATURE _____

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

Thank You!

Weber-Harris

FORD • LINCOLN • MERCURY, INC.



433 BALDWIN STREET
MEADVILLE, PA 16335
TELEPHONE (814) 336-3166

Thank You
P & A CODE: 02313-9

CELL: [REDACTED]

CUSTOMER NO. 35401	ADVISOR BRITTANY FRANTZ 9136	TAG NO.	INVOICE DATE 03/09/12	INVOICE NO. FOCS148988
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 452	COLOR GREEN GEM/B
[REDACTED]	YEAR / MAKE / MODEL 12/FORD TRUCK/F-150 SERIES/SUPERCAB	DELIVERY DATE 02/21/12	STOCK NO. 12T080	DELIVERY MILES 0
MCKEAN, PA [REDACTED]	VEHICLE ID. NO. 1 F T F X 1 E T 7 C F [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	R.O. NO.	R.O. DATE 02/24/12	
COMMENTS				MO: 462

JOB# 1 CHARGES-----

LABOR-----

J# 1 10F0Z06 CHECK ENGINE LIGHT TECH(S):9053 WARRANTY

CUSTOMER STATES CHECK ENGINE LIGHT ON ROAD TEST VEHICLE TO VERIFY CONCERN. NO DRIVEABILITY CONCERNS PRESENT. ROAD TEST WITH IDS ALL PASS. SCANNED FOR CODES P2629 BANK 2 SENSOR 1 FAILURE PERFORMED PIN AND PID. FOUND BANK 2 SENSOR 1 FAILURE REMOVED LOWER TRIM HEAT SHIELD AND UPPER ENG. SHIELD TO GAIN ACCESS TO SENSOR. REMOVED AND REPLACED 02S1 REASSEMBLED AND ROAD TEST, CHECKS OK.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1 8F9Z-9F472-G SENSOR - HEGO TOTAL - PARTS 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2+10F0Z01 DRIVEABILITY CONCERN TECH(S):9053 INTERNAL

CUSTOMER STATES VEHICLE HAD LOSS OF POWER ON ACCELERATION (ONE TIME) SCANNED VEHICLE FOR CODES NONE PRESENT FOR CONCERN. ROAD TEST UNABLE TO DUPLICATE AT THIS TIME. FOUND TO BE FUNCTIONING AS DESIGNED. CUSTOMER TO DRIVE AND ADVISE MAY BE RELATED TO LINE ONE REPAIR

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service.

Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

Thank You!

Weber-Harris

FORD • LINCOLN • MERCURY, INC.



QUALITY CARE
Where the Quality
Continues™

433 BALDWIN STREET
MEADVILLE, PA 16335
TELEPHONE (814) 336-3166

Thank You
P & A CODE: 02313-9

CELL: [REDACTED]

CUSTOMER NO. 35401	ADVISOR BRITTANY FRANTZ	TAG NO. 9136	INVOICE DATE 03/09/12	INVOICE NO. FOCS148988
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 452	COLOR GREEN GEM/B
MCKEAN, PA	YEAR / MAKE / MODEL 12/FORD TRUCK/F-150 SERIES/SUPERCAB	DELIVERY DATE 02/21/12	STOCK NO. 12T080	DELIVERY MILES 0
	VEHICLE I.D. NO. 1 F T F X 1 E T 7 C F	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	P.T.E. NO.	P.O. NO.	R.O. DATE 02/24/12
COMMENTS				MO: 462

TOTALS-----

* WE KINDLY REQUEST YOU INSPECT YOUR VEHICLE AT *
* TIME OF PICK UP. ONCE YOUR VEHICLE HAS LEFT THE *
* PREMISES WE ARE NO LONGER RESPONSIBLE *

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

IMPORTANT: YOU MAY RECEIVE A SURVEY ABOUT YOUR SERVICE. IF *
YOU CAN'T INDICATE COMPLETELY SASTISFIED PLEASE CONTACT *
YOUR SERVICE ADVISOR IMMEDIATELY!

CUSTOMER SIGNATURE _____

DUPLICATE INVOICE *****

DISCLAIMER OF WARRANTIES
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service.
Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

Thank You!

FROM : 

Phone : 814-434-3335

To: BBB Auto Line

Fax: 703-247-9700

Fax contains 10 Pages including this.

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1216508
Contact Date: 04/04/12
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).

APR 09 2012

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: McKean	State: PA	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-150 Truck	Year: 2012	Current mileage: 3000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , PA WEBER-HARRIS FORD, MEADVILLE, PA			
Primary Servicing dealer/city/state: WEBER-HARRIS FORD L-M INC, MEADVILLE PA			
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 checked="" type="checkbox"/> no ^{AT DEMON}		
Purchase/lease date: 2/21/2012 (PICKUP 2-23-2012)	Mileage at purchase/lease: 340		
First repair attempt date: (2-23-2012) ^{PICKUP DATE}	First repair attempt mileage: 342		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

REPURCHASE OR REPLACE TRUCK.

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

VEHICLE IDENTIFICATION NUMBER 1FTFX1ET7CF [REDACTED]
Lienholder/Leasing Company FORD MOTOR CREDIT Phone Number 1800-727-7000
Account Number [REDACTED]

Case Number: FRD1216508

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
ENGINE LIGHT COME ON WHEN ACCELERATING. NO POWER 1 MILE FROM DEALER ON PICKUP DAY	WEBER HARRIS	1	PICKUP DAY. 2/23/12 340 miles 1 DAY	Yes
ENGINE LIGHT COME ON.	WEBER HARRIS	2	2/24/12 452 miles 1 DAY	Yes
DURING ACCELERATION ENGINE CUT OUT NO POWER. (3-1) Roll over 45 HP TRUCK OFF.	WEBER HARRIS	3	3/2/12 ≈ 1500 miles 1 DAY	Yes
DURING ACCELERATION ENGINE CUT OUT. NO POWER TRUCK SHAKE AND JUMP (3-23)	WEBER HARRIS	4		Yes
DURING ACCELERATION ENGINE CUT OUT. NO POWER TRUCK SHAKE. (3-24)	WEBER HARRIS	4	3/26/12 ≈ 3000 miles (DENVER STILL HAS TRUCK ↳ THEY TELL ME NO FIX AVAILABLE	Yes

Total days out of service for all problems: Still out [18 DAYS AS OF APRIL 9th]

Signature of Titled Owner(s) _____ Date 4/8/2012

Printed Name of Titled Owner(s) _____

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

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

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

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1216508
Contact Date: 04/04/12
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: McKean	State: PA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

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

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

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

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____



BBB AUTO LINE PROGRAM SUMMARY

Ford Motor Company – Pennsylvania

Ford Motor Company has agreed to arbitrate certain warranty claims through BBB AUTO LINE. Ford's participation in BBB AUTO LINE covers Ford, Lincoln, and Mercury vehicles.

This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE. Please also see *Claims That Are Not Eligible* below for a description of the types of claims that will not be handled by BBB AUTO LINE.

Please note that although most customers choose to represent themselves in the BBB AUTO LINE process, customers may also be represented by an attorney at their own expense.

AGE/MILEAGE REQUIREMENTS

Claims seeking repurchase or replacement of a **Ford** or **Mercury** vehicle must be filed with BBB AUTO LINE within three years or 36,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking repurchase or replacement of a **Lincoln** vehicle must be filed with BBB AUTO LINE within four years or 50,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking any other remedy listed below must be filed with BBB AUTO LINE before the expiration of the applicable Ford U.S. New Vehicle Limited Warranty coverage period.

ELIGIBLE CLAIMS

Claims must be based on a defect in the vehicle's factory-supplied material or workmanship covered by the applicable Ford U.S. New Vehicle Limited Warranty.

ELIGIBLE VEHICLES

Claims may be filed for Ford, Lincoln, and Mercury cars and light trucks that are:

- ◆ Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- ◆ Currently registered in Pennsylvania; and
- ◆ Purchased or leased in the United States and normally operated in the United States.

The following vehicles are **not eligible** for BBB AUTO LINE:

- ◆ F-450, F-550, and F-650 pick-up trucks.
- ◆ Ford E-series Cut Away vehicles, F-series cab and chassis, and motor homes.

BBB AUTO LINE REMEDIES

The arbitrator may award the following remedies:

- ◆ Repairs.
- ◆ A Ford Extended Service Plan for the customer's current vehicle.
- ◆ Reimbursement for money the customer paid to repair the vehicle if those repairs should have been covered by the Ford New Vehicle Limited Warranty.
- ◆ Repurchase of the vehicle.
- ◆ Replacement of the vehicle **only** if it was purchased or leased *new*.

REPAIRS/REIMBURSEMENT FOR REPAIRS

The arbitrator may award repairs to defects covered by the Ford New Vehicle Limited Warranty. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

The arbitrator may award reimbursement for money paid for the repair of defects covered by the Ford New Vehicle Limited Warranty **only** if Ford or its dealer declined to repair the defects under warranty or to reimburse under the warranty's emergency repair provisions.

REPURCHASE/REPLACEMENT

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- ◆ The defect (s) in material or workmanship covered by the Ford New Vehicle Limited Warranty was first reported to Ford or an authorized dealer within 18 months or 18,000 miles – whichever occurs first – after the vehicle's warranty start date; and
- ◆ Either (1) the same defect was subject to repair four or more times and continues to exist, or (2) the vehicle was out of service for 30 or more cumulative calendar days for repairs to any defect(s); and

- ◆ The defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.

If the arbitrator finds that the claim meets these conditions, the arbitrator must award a repurchase or replacement that will consist of the following remedies:

- ◆ **Repurchase** – If the vehicle was **purchased**, Ford will refund the actual amount that the customer paid for the vehicle (not including any modifications or additions after the vehicle's purchase or lease), including finance charges, less a reasonable allowance for use. If the vehicle was **leased**, Ford will refund to the customer payments made to the lending institution or lessor plus net trade-in and cash down payment (not including rebates, if any), less a reasonable allowance for use. For both **purchased** and **leased** vehicles, Ford will also provide the pay-off amount to the lienholder or lessor in accordance with the financing or lease agreement.

If the vehicle being repurchased is covered by a Ford Extended Service Plan that the customer purchased, that plan will be cancelled and its pro-rated cost refunded. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Ford will also refund sales tax, original license fees, and original registration fees.

- ◆ **Replacement of a vehicle purchased or leased new** – The customer will select a new vehicle from dealer inventory that is from the same model year as, and substantially identical to, the vehicle being replaced (not including any modifications or additions after the vehicle's purchase or lease).

If the customer selects a vehicle that has different equipment options, the customer will incur the cost of upgraded equipment.

If a replacement vehicle of the same vehicle model or from the same model year as the current vehicle is not available, the customer may select a different model or model year vehicle but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the vehicle being replaced and the M.S.R.P. of the new replacement vehicle.

If the vehicle being replaced is covered by a Ford Extended Service Plan that the customer purchased, Ford will provide the customer with the most nearly equivalent Ford Extended Service Plan available for the replacement vehicle at no cost to the customer. If the vehicle is covered by a non-Ford service contract, the customer is responsible for obtaining any refund that may be available from the issuer of that non-Ford plan.

Important: Replacement is not an available remedy if the current vehicle was purchased used.

Deductions/Exclusions from a Repurchase or Replacement Award

- ◆ If the arbitrator awards a **replacement**, the award will require payment for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{mileage at first repair of the defect for which a replacement is awarded}}{100,000} \times \text{purchase price}$$

- ◆ If the arbitrator awards a **repurchase**, the award will be reduced for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{all accrued mileage} - 100 \text{ miles}}{100,000} \times \text{purchase price}$$

- ◆ The award may be reduced or may require payment for any missing equipment or damage to the vehicle exceeding normal wear and tear.
- ◆ The award will not include any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a down payment or capitalized cost reduction.

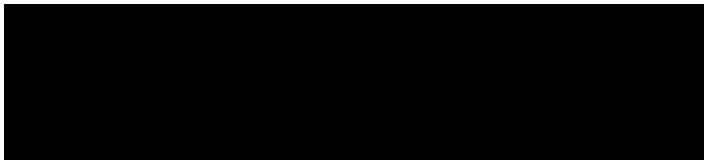
CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered to the customer who applied to BBB AUTO LINE. The customer will be responsible for turning over the vehicle with all of the original equipment, and without abnormal wear or damage evident on the vehicle (e.g., cracked windshield). The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT ARE NOT ELIGIBLE

The following claims are **not** eligible for arbitration in BBB AUTO LINE:

- ◆ Claims involving a vehicle no longer owned or leased by the customer.
- ◆ Claims not covered by the Ford New Vehicle Limited Warranty, including but not limited to:
 - (1) maintenance and wear items not covered by the Warranty;
 - (2) damage caused by alterations or modifications of the vehicle after it leaves the control of Ford Motor Co.;
 - (3) damage caused by tampering with the vehicle, its emissions systems, or other parts that affect these systems; and
 - (4) damage caused by the installation or use of a non-Ford Motor Co. part or of any part designed for “off-road” use installed after the vehicle leaves the control of Ford Motor Co.
- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has (1) caused bodily injury, or (2) caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Allegations of fraud.
- ◆ Claims seeking punitive damages or compensation for loss of wages, personal injury or mental anguish.
- ◆ Claims that are the subject of a law suit or state administrative action against Ford.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and Ford.



IN THE COURT OF COMMON PLEAS OF LUZERNE COUNTY, PENNSYLVANIA
CIVIL DIVISION



Plaintiff,

vs.

No.:

FORD MOTOR COMPANY,

Defendant.

NOTICE TO DEFEND

YOU HAVE BEEN SUED IN COURT. If you wish to defend against the claims set forth in the following pages, you must take action within TWENTY (20) days after this complaint and notice are served, by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money or property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER OR CANNOT AFFORD ONE, GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW TO FIND OUT WHERE YOU CAN GET LEGAL HELP.

Legal Services of Northeastern Pennsylvania Inc.
410 Bicentennial Bldg., 15 Public Square
Wilkes-Barre, PA 18702
(570) 825-8567

IN THE COURT OF COMMON PLEAS OF LUZERNE COUNTY, PENNSYLVANIA
CIVIL DIVISION

[REDACTED]

Plaintiff,

vs.

No.:

FORD MOTOR COMPANY,

Defendant.

COMPLAINT

1. Plaintiff, [REDACTED] is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, [REDACTED], Dallas, PA [REDACTED]

2. Defendant, Ford Motor Company, is a corporation qualified to do and regularly conduct business in the Commonwealth of Pennsylvania, with its address and principal place of business located at Consumer Affairs, 16800 Executive Plaza Drive, 3 NE-B, Dearborn, Michigan 48126-4207, and can be served at c/o CT Corporation System, 116 Pine Street, Suite 320, Harrisburg, PA 17101.

BACKGROUND

3. On or about February 13, 2012, Plaintiff purchased a new 2012 Ford F150, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1FTFW1ET2CF [REDACTED]

4. The vehicle was purchased in the Commonwealth of Pennsylvania and is registered in the Commonwealth of Pennsylvania.

5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$44,850.00. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. During the warranty period, Plaintiff complained on at least three (3) occasions about defects and or non-conformities to the following vehicle components: defective exhaust system and abnormal check engine light on. True and correct copies of all invoices in Plaintiff possession are attached hereto, made a part hereof, and marked Exhibit "B".

COUNT I
PENNSYLVANIA AUTOMOBILE LEMON LAW

11. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

12. Plaintiff is a "Purchaser" as defined by 73 P.S. §1952.

13. Defendant is a "Manufacturer" as defined by 73 P.S. §1952.

14. Gibbons Ford, Dickson City, PA is and/or was at the time of sale a Motor Vehicle Dealer in the business of buying, selling, and/or exchanging vehicles as defined by 73 P.S. §1952.

15. On or about February 13, 2012, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by 73 P.S. §1951 *et seq.*, which substantially impair the use, value and/or safety of the vehicle.

16. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

17. Section 1955 of the Pennsylvania Automobile Lemon Law provides:

If a manufacturer fails to repair or correct a nonconformity after a reasonable number of attempts, the manufacturer shall, at the option of the purchaser, replace the motor vehicle... or accept return of the vehicle from the purchaser, and refund to the purchaser the full purchase price, including all collateral charges, less a reasonable allowance for the purchaser's use of the vehicle, not exceeding \$.10 per mile driven or 10% of the purchase price of the vehicle, whichever is less.

18. Section 1956 of the Pennsylvania Automobile Lemon Law provides a presumption of a reasonable number of repair attempts if:

- (1) The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists; or
- (2) The vehicle is out-of-service by reason of any nonconformity for a cumulative total of thirty or more calendar days.

19. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

20. In addition, the above vehicle has or will be out-of-service by reason of the nonconformities complained of for a cumulative total of thirty (30) or more calendar days.

21. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

22. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

23. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide or maintain itemized statements as required by 73 P.S. § 1957.

24. Plaintiff avers that such itemized statements, which were not provided as required by 73 P.S. § 1957 also include technicians' notes of diagnostic procedures and repairs, and Defendant's Technical Service Bulletins relating to this vehicle.

25. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide the notification required by 73 P.S. § 1957.

26. Plaintiff has and will continue to suffer damages due to Defendant's failure to comply with the provisions of 73 P.S. §§ 1954 (repair obligations), 1955 (manufacturer's duty for refund or replacement), and 1957 (itemized statements required).

27. Pursuant to 73 P.S. § 1958, Plaintiff seeks relief for losses due to the vehicle's nonconformities, including the award of reasonable attorneys' fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

28. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

29. Plaintiff has or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

30. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

31. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

32. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

33. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

34. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

35. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound

by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

36. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

37. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

38. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

39. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

40. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

41. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

42. Plaintiff avers Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

43. Plaintiff avers that Defendant's warranty did not require Plaintiff to first resort to a Dispute Resolution Program before filing suit.

44. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III
PENNSYLVANIA UNFAIR TRADE
PRACTICES AND CONSUMER PROTECTION LAW

45. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

46. Plaintiff is a "Person" as defined by 73 P.S. §201-2(2).

47. Defendant is a "Person" as defined by 73 P.S. §201-2(2).

48. Section 201-9.2(a) of the Act authorizes a private cause of action for any person "who purchases or leases goods or services primarily for personal, family or household purposes."

49. Section 1961 of the Pennsylvania Automobile Lemon Law, provides that a violation of its provisions shall automatically constitute a violation of the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. 201-1 et seq.

50. In addition, the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. §201-2(4), defines "unfair or deceptive acts or practices" to include the following conduct:

- (vii). Representing that goods or services are of a particular standard, quality or grade, or that goods are of a particular style or model, if they are of another;
- (xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made;
- (xv). Knowingly misrepresenting that services, replacements or repairs are needed if they are not needed;
- (xvi). Making repairs, improvements or replacements on tangible, real or personal property of a nature or quality inferior to or below the standard of that agreed to in writing;
- (xvii). Engaging in any other fraudulent or deceptive conduct which creates a likelihood of confusion or of misunderstanding.

51. Plaintiff avers Defendant has violated these, as well as other provisions, of 73 P.S. §201-2 et seq.

52. Section 201-3.1 of the Act provides that the Automotive Industry Trade Practice rules and regulations adopted by the Attorney General for the enforcement of this Act shall constitute additional violations of the Act.

53. Defendant's conduct surrounding the sale and servicing of the subject vehicle falls within the aforementioned definitions of "unfair or deceptive acts or practices."

54. The Act also authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount not in excess of , together with all collateral charges, attorneys' fees, all court costs and treble damages.

KIMMEL & SILVERMAN, P.C.

By: 

Robert A. Rapkin, Esquire
Attorney for Plaintiff
210 Grant Street, Suite 202
Pittsburgh PA 15219
(412) 566-1001

GIBBONS FORD
 950 Main St
 Dickson City, PA 18519



570-489-4747 - Phone
 570-489-7615 - Fax
 e-mail:gibbonsford@aol.com

24301ISA

Web Site: www.gibbonsford.com

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
DALLAS		1FTFW1ET2CF [REDACTED]		12829		05/14/12		24301 PART-CLOSE	
PA [REDACTED]		YEAR		MAKE		MODEL		COLOR	
[REDACTED]		12		FORD		F150		[REDACTED]	
TAG NO.		02016							
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.	
052734		[REDACTED]		[REDACTED]		[REDACTED]		012615	
PROD. DATE		SERV. ADV.		TERMS					
00/00/00		691		CASH					
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN	
74.95		02/13/12		354		12827		05/10/12	
IN-SERV DATE		OAS #		172		310		596	
02/13/12									

PAYMENT METHOD CASH CHECK#
 CHARGE AMEX DISCOVER VISA M/C
 QC CARD BY _____ DATE _____

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com Customer States check engine light comes on and flashes please check and advise						
Cau VERIFIED CONCERN FOUND PO 306 FOUND TSB 12-02-10						
Cor PERFORMED PCM REPROGRAM PER TSB TEST DROVE TO VERIFY REPAIR						
			A52		W	
Line Total.....						
B +						
Com PERFORM MULTI POINT VEHICLE INSPECTION						
Cor COMPLETED MULTI POINT INSPECTION						
			QC99P		A52	
Line Total.....						
C +						
Com BATTERY INSPECTED DURING QUALITY INSPECTION						
Cor BATTERY CONDITION IS GOOD AT THIS TIME						
			GBATT		A52	
Line Total.....						
D +						
Com TIRES INSPECTED DURING QUALITY INSPECTION						
Cor TIRE TREAD AND WEAR IS GOOD AT THIS TIME						

CUSTOMER COPY - PAGE 01

Printed: 05/14/2012 @ 15:16

<p>STATEMENT OF DISCLAIMER</p> <p>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p> <p>_____</p> <p>CUSTOMER SIGNATURE</p>	<p>On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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.</p> <p>_____</p> <p>(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>
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GIBBONS FORD
 950 Main St
 Dickson City, PA 18519



570-489-4747 - Phone
 570-489-7615 - Fax
 e-mail:gibbonsford@aol.com

248291SA

Web Site: www.gibbonsford.com

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
DALLAS		1FTFW1ET2CF [REDACTED]		13176	05/26/12	24829	
PA [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		12	FORD	F150		06134	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
052734		[REDACTED]	[REDACTED]	012615	00/00/00	110	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
74.95	02/13/12	354	13167	05/25/12	02/13/12	OAS # 172 310 596	

PAYMENT METHOD CASH CHECK#
 CHARGE AMEX DISCOVER VISA M/C
 QC CARD BY _____ DATE _____

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com CUSTOMER STATES CHECK ENGINE LIGHT STAYING ON						
Cau VERIFIED MIL ON EEC TEST P0430 RAN OASIS FOUND TSB 12 02 10						
Cor REPLACED LEFT HAND CATALYTIC CONVERTER VERIFIED PCM UP TO LATEST LEVEL						
TEST DROVE TO START ADAPTIVE STRATEGY AND VERIFY REPAIR						
	MILON		A95		W	
			BL3Z 5E212 E CONVERTER ASY	1	W	
Line Total.....						

Warranty Claim Type: F
 A95 KALINCH JR.; WILLIAM

Authorization Code:
 LINE: A

TOTAL-CUSTOMER NoCharge

CUSTOMER COPY PAGE 01

<p>STATEMENT OF DISCLAIMER</p> <p>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p> <p>_____</p> <p>CUSTOMER SIGNATURE</p>	<p>On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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.</p> <p>_____</p> <p>(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>
---	---

All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET2CE [REDACTED] Year: 2012 Model: Case: 495381362
 Name: [REDACTED] Owner Status: Original WSD: 2012-02-13
 Symptom Desc: RUNS ROUGH AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - FINANCIAL ASSISTANCE - AT RISK Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 07/30/2012

Action: TIER ONE OPEN ISSUE
 Dealer: 20555 GIBBONS FORD Origin Desc: CRC TIER ONE - FLEET
 Odometer: 20154 MI Comm Type: PHONE
 Analyst Name: DOWELL, LEAH Analyst: LDOWELL4
 Action Date: 07/27/2012 Action Time: 09.42.26.233 Action Data: No

Comments CUST SAYS:-LOSE POWER WHILE TRYING TO PASS VEH, CAN'T GET OUT OF THE WAY -STILL UNHAPPY WITH VEH, FEELS HE COULD LOSE HIS LIFE IN THIS VEH-DLR FEELS TERRIBLE ABOUT THIS ISSUE-SEEKING ASSISTANCE-DOES NOT FEEL SAFE IN THIS VEHDLR SAYS:-GIBBONS FORD 950 MAIN STREETDICKSON CITY PA 18519(570) 489-4747CRC ADV:-"I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM SO THEY CAN INVESTIGATE YOUR CONCERN. A SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DAYS.***NOTE TO CCR: IF THE VEHICLE IS CURRENTLY NOT AT THE DEALERSHIP, PLEASE ADVISE THE CUSTOMER TO SCHEDULE A SERVICE APPOINTMENT FOR THEIR VEHICLE"-RE OPENING CASE PER TL SANDI

Action: CREATE FOLLOW UP
 Dealer: 20555 GIBBONS FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 20154 MI Comm Type: OUTBOUND CALL TO CUSTOMER
 Analyst Name: SWIST (SSWIST),SHERYL Analyst: SSWIST
 Action Date: 07/30/2012 Action Time: 15.48.08.422 Action Data: Yes

Comments CSM SHERYL..X77752..WSD: 2012-02-13 20154 MI ...OBC TO CUSTOMER..VEHICLE IS AT DEALERSHIP...LOSING POWER..VIBRATION..NO CHECK ENGINE LIGHT...OBC TO DEALER..SPOKE WITH SA JAY..THEY WILL BE DIAGNOSING VEHICLE LATER TODAY...CUSTOMER WILL NEED RENTAL TRUCK....FOLLOW UP ON 7/31/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-31-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP
 Dealer: 20555 GIBBONS FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 20154 MI Comm Type: OUTBOUND CALL TO DEALER
 Analyst Name: SWIST (SSWIST),SHERYL Analyst: SSWIST
 Action Date: 07/31/2012 Action Time: 16.18.30.489 Action Data: Yes

Comments CSM SHERYL..WSD: 2012-02-13 20154OBC TO DEALER....SPOKE WITH JOE....TRUCK IS GIVEING CODE...IN TOUCH WITH HOTLINE...FOLLOW UP ON 8/2/2012...DEALER WILL ARRANGE RENTAL. FORD WILL ASSIST.

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	08-02-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP

Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 20154 MI

Comm Type: OUTBOUND CALL TO DEALER

Analyst Name: SWIST (SSWIST),SHERYL

Analyst: SSWIST

Action Date: 08/02/2012

Action Time: 16.24.20.006

Action Data: Yes

Comments CSM SHERYL..EX 77752..WSD: 2012-02-13 20154 MI ,,,OBC TO DEALER..LM FOR SM JOE TO DISCUSS STATUS..FOLLOW UP FOR 8/3/2012

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	08-03-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP

Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 20154 MI

Comm Type: OUTBOUND CALL TO DEALER

Analyst Name: SWIST (SSWIST),SHERYL

Analyst: SSWIST

Action Date: 08/03/2012

Action Time: 16.06.09.395

Action Data: Yes

Comments CSM SHERYL..WSD: 2012-02-13 20154 MI ..OBC TO DEALER..SPOKE WITH SM JOE....HOTLINE IS INVOLVED AS WELL AS FSE....FOLLOW UP ON 8/6/2012 FOR STATUS UPDATE.

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	08-06-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP

Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 20154 MI

Comm Type: OUTBOUND CALL TO DEALER

Analyst Name: SWIST (SSWIST),SHERYL

Analyst: SSWIST

Action Date: 08/06/2012

Action Time: 16.21.54.850

Action Data: Yes

Comments CSM SHERYL..X77752...OBC TO DEALER..LM FOR SM JOE...WAITING FOR RO AND LINE FOR RENTAL...ALSO STATUS OF VEHICLE...FOLLOW UP ON 8/7/2012

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	08-07-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP
Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE
SOLUTIONS TEAM

Odometer: 20154 MI

Comm Type: OUTBOUND CALL TO
DEALER

Analyst Name: SWIST
(SSWIST),SHERYL

Analyst: SSWIST

Action Date: 08/07/2012

Action Time: 16.48.38.304

Action Data: Yes

Comments CSM SHERYL...WSD: 2012-02-13 20154OBC TO DEALER..STILL IN DIAGNOSING PROCESS..FORD
HAS APPROVED AN UPGRADED RENTAL...FOLLOW UP ON 8/8/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	08-08-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP
Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE
SOLUTIONS TEAM

Odometer: 20154 MI

Comm Type: OUTBOUND CALL TO
DEALER

Analyst Name: SWIST
(SSWIST),SHERYL

Analyst: SSWIST

Action Date: 08/08/2012

Action Time: 16.14.00.647

Action Data: Yes

Comments CSM SHERYL...WSD: 2012-02-13 20154 MI ...OBC TO DEALER..SPOKE WITH SM JOE...HOTLINE IS
INVOLVED WITH REPAIR OF VEHICLE. GAVE CODES FOR PRIOR RENTAL 27146 LINE B AMOUNT \$892 M09YS
P11...FOLLOW UP ON 8/14/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	08-14-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CONCERN ADDRESSED

Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 20154 MI

Comm Type: PHONE

Analyst Name: NASH, AMANDA

Analyst: ANASH27

Action Date: 08/14/2012

Action Time: 16.17.57.052 Action Data: Yes

Comments CSM AMANDA X77720 ASSISTING CSM SHERYL X77752--AS PER TECH HOTLINE ON 08-13-2012 NO
FURTHER REPAIRS HAVE BEEN SUGGESTED AS A NEW CAC IS BEING DESIGNED FOR VEH-OBC TO DLR-SPOKE
TO SM JOE-DLR ADV CUST WAS IN DLR YESTERDAY WITH HIS OTHER VEH HAVING IT SERVICED-DLR ADV CUST
IS CURRENTLY IN A RENTAL BUT NEEDS ONE AS HIS VEH IS UNSAFE TO DRIVE-DLR ADV THAT CUST IS A
LOYAL CUST AND THAT HE REQUESTED HIS R/OS BEFORE LEAVING-DLR BELIEVES CUST HAS OBTAINED AN
ATTORNEY TO FILE AGAINST LEMON LAW-CSM SPOKE TO TECH SME-SME ADV THAT VEH IS SAFE TO DRIVE
THAT ALL THE CUST NEEDS TO DO IS ONCE IN A WHILE STEP ON THE GAS A BIT HARDER AT TAKE OFF OR
ACCELERATION TO CLEAR OUT THE BUILT UP MOISTURE-SME ADV THAT ENGINEERING IS LOOKING INTO THE
DEVELOPMENT OF A NEW CHARGE AIR COOLER FOR THE VEH AND AT THIS POINT THEY HAVE NOT PRODUCED
ONE-OBC TO CUST AT [REDACTED] CSM ADV OF WHO I AM AND THE REASON FOR THE CALL-CSM ADV THE
CUST ASSISTING CSM AS SHE IS OUT OF THE OFFICE-CSM ADV CALL IS RECORDED AND OF SURVEY-CSM ADV
THE CUST OF DLR HAVING SPOKEN TO HIM YESTERDAY-CUST ADV VEH IS STILL AT DLRSHIP-CUST ADV THE
VEH HAS ALMOST GOTTEN HIM KILLED AND IT IS NEGLIGENT TO RETURN VEH TO CUST AS IT HAS NOT BEEN
REPAIRED-CUST ADV HE HAS ANOTHER F150 HE HAS BEEN DRIVING-CUST ADV HE WILL NOT DRIVE THIS VEH-
CSM ADV AS PER TECH SME AND HOTLINE THAT THERE IS NO REPAIR AT THIS TIME UNTIL THE CAC IS
RELEASED FROM ENGINEERING-CUST ADV THAT VEH HAS NOT BEEN REPAIRED AND VEH SHOULD NOT BE
RETURNED-CSM AGAIN ADV NO REPAIR AT THIS TIME-CUST WANTED DATE OF NEW CAC RELEASE-CSM ADV

CUST DO NOT HAVE AN ETA AS THE ENGINEERING IS STILL IN THE PROCESS OF MANUFACTURING THE PART AT THIS TIME-CUST ADV HOW WILL HE KNOW ONCE IT COMES OUT-CSM ADV CUST TO CONTINUE HIS CONTACT WITH THE DLR-CUST ASKED IF SHERYL WAS STILL HIS CSM-CSM ADV YES THAT SHE IS OUT OF THE OFFICE AND PROVIDING COVERAGE TO HER ZONE-CSM ADV CUST THE DECISION WILL NOT CHANGE AS THERE ARE NO REPAIRS AVAILABLE-NO FURTHER CSM ACTION REQUIRED AT THIS TIME--- CASE CLOSED

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	0
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	N
ESP USED? (Y/N)	N
SCP USED? (Y/N)	N
X-PLAN USED? (Y/N)	N
CLP FINANCIAL ASSIST PROVIDED? (Y/N)	N
--ESTIMATED REPAIR COST(@WARR RATES) (\$)	
--CUSTOMER'S SHARE OF REPAIR COST (\$)	
--DEALER'S SHARE OF REPAIR COST-P18 (\$)	
--DEALER'S SHARE OF REPAIR COST-OTHER(\$)	
--FORDS'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	Y

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET2CF [REDACTED] Year: 2012 Model: Case: 495381362
Name: [REDACTED] Owner Status: Original WSD: 2012-02-13
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 Origin Desc: TIER ONE - MELBOURNE
Dealer: 20555 GIBBONS FORD
Odometer: 20181 MI Comm Type: PHONE
Analyst Name: DE FILIPPO, ANDREA Analyst: ADEFILI6
Action Date: 07/27/2012 Action Time: 11.36.52.156 Action Data: No

Comments -CHECK ENGINE LIGHT CAME ON-CUST WANTED TO UPDATE RECORD-CUST WILL TAKE VEH BACK TO DLR TOMORROW GIBBONS FORD 950 MAIN STREET DICKSON CITY PA 18519(570) 489-4747-ADVISED CUST THAT RECORD HAS BEEN UPDATED-ADVISED THAT AN AGENT FROM OUR CCT WILL BE IN CONTACT WITHIN THE NEXT TWO BUS DAYS

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET2CF [REDACTED] Year: 2012 Model: Case: 495381362
 Name: [REDACTED] Owner Status: Original WSD: 2012-02-13
 Symptom Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - BUYBACK - OBC Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 06/19/2012

Action: TIER ONE OPEN ISSUE
 Dealer: 20555 GIBBONS FORD Origin Desc: TIER ONE - MELBOURNE
 Odometer: 12800 MI Comm Type: PHONE
 Analyst Name: BURGMAN, ANTHONY Analyst: ABURGMAN
 Action Date: 05/15/2012 Action Time: 13.45.38.913 Action Data: No

Comments **CUST SAYS--CUST SAYS VEH WOULD NOT PICK UP SPEED AND THE VEH STARTED VIBRATING AND MISSING--CUST PULLED OVER TO THE SIDE OF THE ROAD--CUST SAYS ABOUT A HOUR LATER THE VEH DID THE SAME THING--CUST SAYS THE CHECK ENGINE LIGHT CAME ON--TOOK VEH TO DLR--DLR REFLASHED PCM--CUST IS PICKING VEH UP FROM DLR NOW--CUST SEEKING BUYBACK**DLR SAYS:--GIBBONS FORD 950 MAIN STREET DICKSON CITY PA 18519(570) 489-4747 **CRC ADVISED:--FORD WILL NOT REPLACE YOUR VEHICLE. IF YOU HAVE MECHANICAL CONCERNS THAT ARE NOT RESOLVED, WE SUGGEST YOU CONTACT YOUR LOCAL FORD OR LINCOLN-MERCURY DEALERSHIP TO REPAIR THE VEHICLE.--ADVISED CUST OF THE ABOVE

Action: CREATE FOLLOW UP
 Dealer: 20555 GIBBONS FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 12800 MI Comm Type: OUTBOUND CALL TO CUSTOMER
 Analyst Name: SWIST (SSWIST),SHERYL Analyst: SSWIST
 Action Date: 05/17/2012 Action Time: 08.16.48.161 Action Data: Yes

Comments CSM SHERYL..X77752..INITIAL CONTACT.. WSD: 2012-02-13 LTV 95.CUSTOMER CONCERN..CHECK ENGINE LIGHT ON..OBC TO DEALER..SPOKE WITH SM JOE.VEHICLE HAD A TSB AND HAS BEEN REPAIRED.OBC TO CUSTOMER.LM WITH MY CONTACT INFORMATION..WILL FOLLOW UP ON 5.17/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-17-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP
 Dealer: 20555 GIBBONS FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 12800 MI Comm Type: OUTBOUND CALL TO CUSTOMER
 Analyst Name: SWIST (SSWIST),SHERYL Analyst: SSWIST
 Action Date: 05/17/2012 Action Time: 13.52.53.236 Action Data: Yes

Comments CSM SHERYL..X77752..OBC TO DEALER.SPOKE WITH SA CHAD..CUSTOMER IS HAVING THE SAME CONCERN AGAIN WITH VEHICLE..HAS BROUGHT BACK TO DEALER..HAS NOT BEEN DIAGNOSED YET. FOLLOW UP ON 5/18/2012..OBC TO CUSTOMER.CUSTOMER IS CONCERNED FOR HIS SAFETY IN VEHICLE..I ASSURED CUSTOMER IT IS OUR GOAL TO BE SURE THE VEHICLE IS DIAGNOSED AND ANY REPAIRS ARE COMPLETED THAT ARE NEEDED. FOLLOW UP SET FOR 5/18/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-18-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP
Dealer: 20555 GIBBONS FORD
Odometer: 12800 MI
Analyst Name: SWIST (SSWIST),SHERYL
Action Date: 05/18/2012

Comm Type: OUTBOUND CALL TO DEALER
Analyst: SSWIST
Action Time: 14.45.18.376

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Action Data: Yes

Comments CSM SHERYL...OBC TO DEALER..SPOKE WITH SM JOE..STILL CHECKING VEHICLE..OBC TO CUSTOMER TO GIVE STATUS...WILL FOLLOW UP AGAIN ON 5/21/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-21-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP
Dealer: 20555 GIBBONS FORD
Odometer: 12800 MI
Analyst Name: SWIST (SSWIST),SHERYL
Action Date: 05/21/2012

Comm Type: OUTBOUND CALL TO DEALER
Analyst: SSWIST
Action Time: 12.26.28.018

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Action Data: Yes

Comments CSM SHERYL...OBC TO DEALER...THEY ARE DIAGNOSING VEHICLE ..SM JOE WILL UPDATE CUDL WITH STATUS...OBC TO CUSTOMER..INFORMED CUSTOMER OF SAME..WILL FOLLOW UP ON 5/23/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-23-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP
Dealer: 20555 GIBBONS FORD
Odometer: 12800 MI
Analyst Name: SWIST (SSWIST),SHERYL
Action Date: 05/23/2012

Comm Type: OUTBOUND CALL TO DEALER
Analyst: SSWIST
Action Time: 09.51.28.487

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Action Data: Yes

Comments CSM SHERYL...X77752...OBC TO DEALER..SPOKE WITH SM JOE...PARTS HAVE BEEN ORDERED...OBC TO CUSTOMER..LM ON [REDACTED] TO INFORM CUSTOMER OF STATUS...WILL FOLLOW UP ON 5/24/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-24-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP
Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12800 MI

Comm Type: OUTBOUND CALL TO DEALER

Analyst Name: SWIST (SSWIST),SHERYL

Analyst: SSWIST

Action Date: 05/24/2012

Action Time: 16.19.11.517

Action Data: Yes

Comments CSM SHERYL...OBC TO DEALER..SPOKE WITH SM JOE...PART HAS ARRIVED AND WILL BE INSTALLED TOMORROW...FOLLOW UP SET FOR 5/29/2012

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	05-29-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 20555 GIBBONS FORD

Origin Desc: DEALER

Odometer: 12800 MI

Comm Type: VISIT

Analyst Name: JOSEPH PULLMA

Analyst: J-PULLM1

Action Date: 05/29/2012

Action Time: 12.49.54.841

Action Data: No

Comments VEHICLE REPAIRED 05/25/2012 CUSTOMER PICKED UP VEHICLE SAT 5/26/2012

Action: CREATE FOLLOW UP

Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12800 MI

Comm Type: OUTBOUND CALL TO CUSTOMER

Analyst Name: SWIST (SSWIST),SHERYL

Analyst: SSWIST

Action Date: 05/29/2012

Action Time: 15.00.38.816

Action Data: Yes

Comments CSM SHERYL...X77752...OBC TO DEALER..SPOKE WITH SM JOE...VEHICLE HAS BEEN REPAIRED AND PICKED UP BY CUSTOMER..OBC TO CUSTOMER..VEHICLE CHECK ENGINE LIGHT IS OFF BUT CUSTOMER IS STILL NOT HAPPY WITH OUTCOME DUE TO HESITATE TO DRIVE TRUCK...OFFERED A PREMIUM CARE ESP TO REGAIN FAITH IN FORD. WILL FOLLOW UP WHEN ESP IS APPLIED TO VIN...06-07-2012

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	06-07-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP

Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12800 MI

Comm Type: OUTBOUND CALL TO DEALER

Analyst Name: SWIST (SSWIST),SHERYL

Analyst: SSWIST

Action Date: 06/07/2012

Action Time: 16.14.39.261

Action Data: Yes

Comments CSM SHERYL...OBC TO DEALER..SPOKE WITH SM JOE...A TSB WAS RELEASED TODAY FOR VEHICLE CONCERN...PARTS HAVE BEEN ORDERED. WILL FOLLOW UP ON 6/8/2012 TO SEE IF ESCALATION IS NEEDED.

Data Element Name	Data Value
DATE OF FOLLOW UP:	06-08-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP

Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12800 MI

Comm Type: OUTBOUND CALL TO DEALER

Analyst Name: SWIST (SSWIST),SHERYL

Analyst: SSWIST

Action Date: 06/08/2012

Action Time: 13.12.34.858

Action Data: Yes

Comments CSM SHERYL..OBC TO DEALER...SPOKE WITH SM JOE...PARTS FOR TSB HAVE BEEN ORDERED...FORD WILL BE ASSISTING IN RENTAL TRUCK WITH NAVIGATION FOR CUSTOMER....DEALER HAS INFORMED CUSTOMER...FOLLOW UP SET FOR 6/13/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	06-13-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP

Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12800 MI

Comm Type: OUTBOUND CALL TO DEALER

Analyst Name: SWIST (SSWIST),SHERYL

Analyst: SSWIST

Action Date: 06/13/2012

Action Time: 10.56.25.039

Action Data: Yes

Comments CSM SHERYL..OBC TO DEALER..SPOKE WITH SM JOE...WAITING ON PARTS TO COMPLETE TSB..CUSTOMER IS AWARE AND IS IN RENTAL TRUCK WITH NAVIGATION AS REQUESTED. FOLLOW UP SET FOR 6/21/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	06-21-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP

Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12800 MI

Comm Type: PHONE

Analyst Name: TRIMBLE, SARAH

Analyst: STRIMBL1

Action Date: 06/19/2012

Action Time: 16.18.50.714 Action Data: Yes

Comments CSM SALLY X 77750 FOR CSM SHERYL - RECEIVED IBC FROM CUST - [REDACTED] CUST PICKED UP VEH FROM DLRSH ON SAT THE 16TH - CUST DROVE THE VEH FOR A COUPLE OF DAYS BEFORE IT STARTED TO MISFIRE AGAIN - CUST IS VERY CONCERNED THAT HIS VEH IS NOT BEING REPAIRED PROPERLY - CUST NOTED THAT HE IS NOT SATISFIED WITH THE PIECE OF PLASTIC THAT HAS BEEN PUT ON THE INERCORE - CUST FEELS THAT IT IS A CHEAP FIX - CUST ALSO COMMENTED THAT THE LOANER TRUCK WAS A DODGE AND GOT 4 MPG BETTER THAN IS F-SERIES - I ADVISED CUST TO PLEASE TAKE HIS VEH BACK TO GIBBONS FORD TO BE RE-EVALUATED AS SOON AS POSSIBLE - CUST COMMENTED THAT THIS DLRSH IS FAR A WAY AND THAT THERE IS A CLOSER DLRSH - I ADVISED THAT HE COULD TAKE HIS VEH TO ANY FORD DEALERSHIP - CUST DECIDED TO STAY WITH GIBBONS FORD BECAUSE THEY HAVE BEEN WORKING ON THE VEH - I ADVISED CUST THAT CSM

SHERYL WILL CONTACT THE DLRSH TO SEE IF YOU HAVE SCHEDULED AN APPOINTMENT AND CHECK TO SEE IF HOT LINE HAS BEEN NOTIFIED - PLEASE USE [REDACTED] TO CONTACT THE CUST -((SET FU FOR 06/20/2012))
- THERE IS A PRE-SET FU FOR 06/21/12 JUST TO LET YOU KNOW -

Data Element Name	Data Value
DATE OF FOLLOW UP:	06-20-2012
TIME OF FOLLOW UP (HH:MM):	17:30

Action: CREATE FOLLOW UP

Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12800 MI

Comm Type: OUTBOUND CALL TO DEALER

Analyst Name: SWIST (SSWIST),SHERYL

Analyst: SSWIST

Action Date: 06/20/2012

Action Time: 16.11.45.904

Action Data: Yes

Comments CSM SHERYL...OBC TO DEALER..LEFT MESSAGE FOR SM..FOR UPDATE ON VEHICLE..WILL FOLLOW UP ON 6/21/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	06-21-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP

Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12800 MI

Comm Type: OUTBOUND CALL TO CUSTOMER

Analyst Name: SWIST (SSWIST),SHERYL

Analyst: SSWIST

Action Date: 06/21/2012

Action Time: 15.25.59.201

Action Data: Yes

Comments CSM SHERYL...OBC TO CUSTOMER...VEHICLE BROUGHT TO DEALER TODAY...SAME CONCERN..WILL FOLLOW UP WITH SM AT DEALER ON 6/22/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	06-22-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP

Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12800 MI

Comm Type: OUTBOUND CALL TO DEALER

Analyst Name: SWIST (SSWIST),SHERYL

Analyst: SSWIST

Action Date: 06/22/2012

Action Time: 12.30.42.191

Action Data: Yes

Comments CSM SHERYL...OBC TO DEALER..SPOKE WITH SM JOE...STILL DIAGNOSING VEHICLE..HOTLINE INVOLVED. CUSTOMER IS IN A RENTAL..FOLLOW UP ON 6/26/2012

Data Element Name	Data Value
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DATE OF FOLLOW UP: 06-26-2012
TIME OF FOLLOW UP (HH:MM): 20:00

Action: CREATE FOLLOW UP
Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE
SOLUTIONS TEAM

Odometer: 12800 MI

Comm Type: OUTBOUND CALL TO
DEALER

Analyst Name: SWIST
(SSWIST),SHERYL

Analyst: SSWIST

Action Date: 06/26/2012

Action Time: 16.13.25.059

Action Data: Yes

Comments CSM SHERYL...X77752...OBC TO DEALER...SPOKE WITH SM JOE...DEALER IS DIAGNOSING...WILL FOLLOW UP ON 6/28/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	06-28-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP
Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE
SOLUTIONS TEAM

Odometer: 12800 MI

Comm Type: OUTBOUND CALL TO
DEALER

Analyst Name: SWIST
(SSWIST),SHERYL

Analyst: SSWIST

Action Date: 06/28/2012

Action Time: 13.06.31.026

Action Data: Yes

Comments CSM SHERYL...OBC TO DEALER..SPOKE WITH SM JOE..TO DATE CANNOT DUPLICATE CUSTOMERS CONCERN...SM WILL BE CALLING CUSTOMER TO UPDATE. FOLLOW UP FOR 7/2/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-02-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP
Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE
SOLUTIONS TEAM

Odometer: 12800 MI

Comm Type: OUTBOUND CALL TO
DEALER

Analyst Name: SWIST
(SSWIST),SHERYL

Analyst: SSWIST

Action Date: 07/02/2012

Action Time: 15.39.14.315

Action Data: Yes

Comments CSM SHERYL...OBC TO DEALER...SPOKE WITH SM JOE...HE WILL BE CONTACTING THE CUSTOMER TONIGHT TO UPDATE HIM ON STATUS. FOLLOW UP ON 7/3/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-03-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP

Origin Desc: CUSTOMER CARE

Dealer: 20555 GIBBONS FORD SOLUTIONS TEAM
 Odometer: 12800 MI Comm Type: OUTBOUND CALL TO DEALER
 Analyst Name: SWIST (SSWIST),SHERYL Analyst: SSWIST
 Action Date: 07/03/2012 Action Time: 14.37.31.312 Action Data: Yes

Comments CSM SHERYL...OBC TO DEALER..SPOKE WITH SM JOE..IS WORKING WITH SALES DEPT TO TRADE IN VEHICLE...FOLLOW UP ON 7/5/2012

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-05-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CONCERN ADDRESSED
 Dealer: 20555 GIBBONS FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 12800 MI Comm Type: OUTBOUND CALL TO CUSTOMER
 Analyst Name: SWIST (SSWIST),SHERYL Analyst: SSWIST
 Action Date: 07/05/2012 Action Time: 13.26.57.932 Action Data: Yes

Comments CSM SHERYL...OBC TO CUSTOMER..CUSTOMER HAS PICKED UP VEHICLE...AND SAYS IT IS RUNNING FINE..BUT IS STILL NOT HAPPY WITH KEEPING VEHICLE. CUSTOMER MENTIONED GETTING AN ATTORNEY AND FILING LEMON LAW...WE HAVE OFFERED CUSTOMER AN XPLAN DUE TO HIM CONSIDERING A TRADE IN...HE HAS DECLINED AT THIS TIME...NO FUTHER ACTION REQUIRED

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	94
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: TIER ONE CLOSE ISSUE
 Dealer: 20555 GIBBONS FORD Origin Desc: TIER ONE - MELBOURNE
 Odometer: 12800 MI Comm Type: PHONE
 Analyst Name: WILFORK KERNISHIA Analyst: KWILFORK
 Action Date: 07/25/2012 Action Time: 14.57.04.856 Action Data: No

Comments CUST CALLED IN WITH SAME CONCERN,.....VEH IS CURRENTLY HAVING SAME SYMPTOMS...VEH WILL NOT GO OVER 70MPH AND CUST STATED THAT HE WANTS TO GET OUT OF VEH.....CRC ADVISED CUST THAT HE WAS OFFERED XPLAN AND DENIED IT, AND SAID THAT HE HE WAS GETTING A ATTORNEY.....THANK YOU FOR CONTACTING FORD MOTOR COMPANY IN REGARDS TO THIS ISSUE. OUR RECORDS INDICATE THAT A DECISION HAS BEEN MADE AND THE CRC CAN NOT OVERTURN THIS DECISION. HOWEVER, TO ENSURE OUR RECORDS ARE COMPLETE WE HAVE DOCUMENTED YOUR FEEDBACK.-----ADVISED CUST ABOVE-----

Server: **AWS Prod**
 Claims loaded through: **19-SEP-2012**

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-SEP-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
1FTFW1ET2CF [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	18-JAN-2012	13-FEB-2012	116107	USA	4	4C03	BL3Z	5E212	E	F04	S11	V29	E29	12
AWS Claim Key:	<u>1388595</u>	Doc #: 024829A	Trx Code:	S07	Labor Hrs:	1	Labor Cost:	74.74	Material Cost:	397.71	Total Cost:	472.45											
Dlr Cd-Sub Cd:	20555-*	Name: GIBBONS FORD	Ph:	570-4894747	St: PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 25-MAY-2012	DIST(Mile): 13167												
Cust Comments:	CUSTOMER STATES CHECK ENGINE LIGHT STAYING ON																						
Tech Comments:	VERIFIED MIL ON EEC TEST P0430 RAN OASIS FOUND TSB 12 02 10 VIEWED PIDS TO VERIFY LOW CATALYTIC CONVERTOR EFFICIENCY; REPLACED LEFT HAND CATALYTIC CONVERTER VERIFIED PCM UP TO LATEST LEVELTEST DROVE TO START ADAPTIVE STRATEGY AND VERIFY REPAIR																						
1FTFW1ET2CF [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	18-JAN-2012	13-FEB-2012	116107	USA	4	6Y20 *	TAPI	*	F09	SXX	V99	A99	82	
AWS Claim Key:	<u>1401863</u>	Doc #: 024829B	Trx Code:	TAPI	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	30											
Dlr Cd-Sub Cd:	20555-*	Name: GIBBONS FORD	Ph:	570-4894747	St: PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 25-MAY-2012	DIST(Mile): 13167												
Cust Comments:	Customer states ALTERNATIVE TRANSPORTATION REQUESTED																						
Tech Comments:	ONE DAY LOANER PROVIDED																						
1FTFW1ET2CF [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	18-JAN-2012	13-FEB-2012	116107	USA	4	1F01 *	6K775	*	F04	S11	V29	E29	42	
AWS Claim Key:	<u>1528511</u>	Doc #: 025118A	Trx Code:	S07	Labor Hrs:	.5	Labor Cost:	38.57	Material Cost:	10.74	Total Cost:	49.31											
Dlr Cd-Sub Cd:	20555-*	Name: GIBBONS FORD	Ph:	570-4894747	St: PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 04-JUN-2012	DIST(Mile): 15072												
Cust Comments:	CUSTOMER STATES CHECK ENGINE LIGHT STAYING ON																						
Tech Comments:	EEC TEST FOUND P0306 FOUND TSB 12 06 04; INSPECTED AND INSTALLED DEFLECTOR UPDATED PCM TO LATEST LEVEL TEST DROVE TO VERIFY PROPER OPERATION																						
1FTFW1ET2CF [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	18-JAN-2012	13-FEB-2012	116107	USA	6	6Y20 *	RENTAL *		F09	SXX	V99	A99	82	

2012
AWS Claim Key: 1908684 Doc #: 027146B Trx Code: P11 Labor Hrs: 0 Labor Cost: 0 Material Cost: 0 Total Cost: 891.75
Dir Cd-Sub Cd: 20555-* Name: GIBBONS FORD Ph: 570-4894747 St: PA Ctry USA Reg Cd: NA Repr Date:30-JUL-2012 DIST(Mile):20431
Cust Comments: CUSTOMER REQUESTS REFUND FOR RENTAL FOR PRIOR REPAIR
Tech Comments: DEALER SUBMITTING INVOICE AT CUSTOMERS REQUEST

Any comments? You can contact



[webmaster](#)

GCQIS Report Analysis

Report Summary

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Report Detail Section : [View Details](#)

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Report# : CHCAY008 NHL

Received: 08/03/2012

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle: 2012,F150 4X4 ,F150 ,SUP
CRW,STYSD ,1FTFW1ET2CF [REDACTED]

Build Date: 01/18/2012

Odometer : 20,431 M

Engine: 3.5L-GTDI

Calibration: CF613K0A

Transmission: 6R80E

Axle: 3.73 LOCK

A/C: YES

Dealer: USA 20555 Gibbons Ford

Phone#: (570) 489-4747

City: Dickson City

State: Pennsylvania

Country : USA

Originator: JAMES BROWN

Symptom: 5 57 2 39 DRV PERF,HESITATES/STUM,ACCEL,INTERMITTENT

Status:

VFG: V52 DRIVEABILITY

Additional Symptom: POSSIBLE CONDENSATION IN CAC

Fix: Y **Causal Component :** CUSTOMER EXPECTATIONS -- OTH

Condition Code:

Hotliner: DKVENVOL

Phone: 313 317-9289

Regn Cd: N3 Philadelphia

Engineering:

Phone:

TAR: CLD

Dir Contact: JAMES BROWN

Phone: 000 000-0000

Title Cde: T

KOEO: P0306

KOEC:

KOER:

Comments:

REPAIR 08/03/2012 02:18PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:PER CUSTOMER AFTER LONG EXTENDED DRIVING WENT
TO PASS A VEHICLE TRUCK HESITATED STUMBLER WONT ACCELARATE CK ENGINE
LIGHT CAME ON DIAGNOSTICS: AT 5/10/12 HAD P0306 PREFORMED TSB
12-6-4 AT 5/25/12 MIL ON P0340 REPLACED LEFT CAT CONVERTOR 6/4/12 MIL
ON P0306 CLEARED CODE TEST DROVE APP 100 MILES UNABLE TO VERFIED
7/30/12 MIL ON P0306 TEST DRIVE UNABLE TO DUPLICATE HAVE FREEZE FRAME
DATA IN NEEDED SHOWS LOAD AT 97% PARTS REPLACED:LEFT HAND CAT ALSO
INSTALLED INNER COOLER SHIELD REFLASHED PCM JUST REFLASHED PCM TODAY
NEW UPDATE TECH QUESTION:DO YOU HAVE ANY SUGGESTION WHERE TO GO TO
REPAIR THIS CONCERN BEEN IN TOUCH FSE

RECOMM 08/03/2012 02:18PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE
JAMES, THE CAC SHIELD AND UPDATED CALIBRATION FOUND IN
HREF='HTTP://WWW.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SPUBS/ANUM
Q.ASP?FLAVOR=DEALERS&SZARTICLE=12-6-4' TARGET='_BLANK'>TSB 12-6-4
IS DESIGNED TO ADDRESS THIS CONDITION. IF THE CUSTOMER IS STATING THE
CONDITION IS STILL PRESENT AFTER THE TSB WAS PERFORMED, AND THERE ARE
DTC'S PRESENT, IT WILL BE NECESSARY TO IDENTIFY THE ROOT CAUSE FOR
THIS CONCERN. THIS CONDITION MAY BE CAUSED BY CONDENSATION IN THE CAC
AFTER AN EXTENDED HIGHWAY CRUISE IN HUMID CONDITIONS 1-2 HOUR. THEN,
AT WOT, THIS MOISTURE MAY BE INGESTED INTO THE ENGINE CAUSING THE
MISFIRE AND FLASHING MIL. IT WILL BE NECESSARY TO DETERMINE IF
THIS IS THE SOURCE FOR THE MISFIRE, OR IF YOU ARE ABLE TO DUPLICATE
THE CONCERN REPEATEDLY. IF YOU CAN DUPLICATE THIS CONCERN REPEATEDLY,
THE CONDENSATION IS NOT SUSPECTED, AND NORMAL MISFIRE DIAGNOSTICS
SHOULD BE PERFORMED. IF FOUND, SWAP THE IGN COIL AND SPARK PLUGS WITH
KNOWN GOOD CYLINDERS. ALSO PERFORM AN EXHAUST BACK PRESSURE TEST (3PSI

WOT SNAPS MAX, 8PSI WOT ACCELERATION). ALSO SWAP THE UEGO SENSORS BANK TO BANK IF SENSOR PIGTAIL LENGTH WILL ALLOW. IF YOU ARE ABLE TO DUPLICATE THE CONCERN AFTER THE EXTENDED CRUISE ONLY 1 TIME (NOT REPEATABLE), CONDENSATION WOULD BE SUSPECT. IF FOUND, INSPECT FOR WATER DROPLETS OR WATER SPOTS IN THE CAC PIPING AT THE ETB FOR VERIFICATION. ALSO BE SURE TO DUPLICATE THE CONCERN WHILE MONITORING THE FOLLOWING PIDS (OR MAKE A RECORDING) (APP(%), BARO(PRESS), CHT(TEMP), CYL_(1-6)_ACCL, EQ_RAT11 (RATIO), EQ_RATIO21 (RATIO), FRP (PRESS), FRP_DSD, GEAR, KNK_CNTR_CYL (1-6), KNK_RATE_LRND, LOAD, LONGFT1, LONGFT2, MAP(PRESS), NUM_MISFIRE, OCTADJ_R_LRND, O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2, TQ_CNTRL, TR, VPWR, VREF, VSS, AND TIP ACT AND DSD) TO SEE IF A FAULT CAN BE VERIFIED. ADDITIONALLY, WE HAVE ESCALATED THIS CONCERN FOR ADDITIONAL REVIEW. A REPRESENTATIVE SHOULD CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY WITH ADDITIONAL INFORMATION OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

ESCLHD 08/03/2012 02:18PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE
CONTACT ID: 105630536. CONSULTED DAVID CHATFIELD AND WILLIE HOUSTON ON THIS CONTACT. THIS CONTACT HAS BEEN ESCALATED DUE TO THE UNIQUE NATURE OF THE CONCERN AND CUDL/CRC CONTACTS AT THE DISCRETION OF THE SME DAVID CHATFIELD.

RECOMM 08/03/2012 04:10PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
JAMES, THIS CONTACT IS CURRENTLY BEING REVIEWED. YOU WILL BE CONTACTED WITHIN ONE (1) BUSINESS DAY TO FURTHER DISCUSS THE CONCERN.

REPAIR 08/06/2012 10:03AM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE
AN OBC WAS MADE TO THE DEALER TO DISCUSS THIS VEHICLE CONCERN WITH JOSEPH PULLMAN. HE STATES THAT THE VEHICLE HAS BEEN TO THE DEALER FOR THIS CONCERN. THE VEHICLE CONCERN OCCURS ONLY UNDER HARD ACCELERATION AFTER EXTENDED HIGHWAY DRIVING. THE CUSTOMER WORKS IN THE OIL FIELDS AND SPENDS A LARGE AMOUNT OF TIME ON THE HIGHWAY.

RECOMM 08/06/2012 10:03AM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE

JOSEPH, USING A BLACK-LIGHT, DETERMINE THE COLOR OF THE ENGINE COOLANT UNDER THE BLACK-LIGHT. THEN REMOVE THE AIR INLET FROM THE THROTTLE BODY AND INSPECT FOR SIGNS OF COOLANT. IF COOLANT IS FOUND, REMOVE THE CAC FROM THE TURBOS AND USE THE BLACK-LIGHT TO INSPECT FOR SIGNS OF COOLANT. IF NO COOLANT IS FOUND, NOTE THAT THE CONCERN IS MOST LIKELY CAUSED BY THE HIGH EFFICIENCY OF THE CAC. DUE TO THE EFFICIENCY OF THE CHARGE AIR COOLER, THERE MAY BE SOME CONDITIONS WHERE SOME CONDENSATION BUILDS IN THE CAC, EVEN WITH THE CAC SHIELD IN PLACE. VERY WET OR EXTREMELY HUMID CONDITIONS MAY ENHANCE THIS CONCERN. THE SHIELD WAS DESIGNED TO HELP WITH LESS CONDENSATION BUILD UP, BUT DUE TO HUMID AIR BEING COMPRESSED BY THE TURBOCHARGERS AND THEN COOLED BY THE CAC, THIS WILL NOT TOTALLY ELIMINATE THE CONDENSATION FROM FORMING UNDER THESE CONDITIONS. WHEN THE HUMID/COMPRESSED AIR IS COOLED BY THE CAC, IT CAUSES THE WATER GRAINS TO SEPARATE FROM THE AIR AND COLLECT ON THE CAC FINS. AT THIS TIME, IF WATER HAS BEEN VERIFIED IN THE CAC, AIS AND AROUND THE THROTTLE BODY, CLEAN THE WATER AS BEST AS POSSIBLE AND INFORM THE CUSTOMER OF THE DESIGN OF THE SYSTEM AND THE POSSIBLY OF CONDENSATION BUILD-UP UNDER THESE CONDITIONS DUE TO THE REPEAT REPAIR AND EXCESSIVE DOWNTIME, WE'VE REFERRED THIS CONCERN TO THE FIELD SERVICE ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU OR DEALERSHIP MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN ONE (1) BUSINESS DAY. IF THE FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE CONSULT WITH DEALERSHIP MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND STEPS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR

08/06/2012 10:03AM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE ON THIS VEHICLE DUE TO REPEAT REPAIR, EXCESSIVE DOWNTIME AND CUSTOMER CONSIDERING LEGAL ACTION. THE VEHICLE CAME TO THE DEALER FOR A MIL LIGHT ON WITH MISFIRE DTCS. THE CONCERN OCCURS ONLY AFTER EXTENDED HIGHWAY DRIVING IN WET WEATHER. WHEN ATTEMPTING TO PASS THE VEHICLE WILL START TO MISFIRE AND LOSE POWER. TSB 12-06-04 HAS BEEN PERFORMED WITHOUT

RESOLVING THE CONCERN. ENGINEERING IS CURRENTLY INVESTIGATING THIS CONCERN. THE VEHICLE IS AT THE DEALER. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 30 ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3

ADD-ON 08/13/2012 03:01PM JIM KELLY(FSE) MSS - FCSD - REG - PHILADELPH
PER ENGINEERING NOTES NEW CAC UNDER DEVELOPMENT. RECOMMEND DEALER WORK WITH CRC AND CUSTOMER.

ADD-ON 08/17/2012 09:06AM JIM KELLY(FSE) MSS - FCSD - REG - PHILADELPH [Download Options](#)
CLOSING TAR. NO CURRENT FIX FOR REPEAT MISFIRES AFTER TSB 12-06-04.

AUDIT 08/17/2012 09:06AM JIM KELLY(FSE) MSS - FCSD - REG - PHILADELPH
TECH ASSIST REFERRAL HAS BEEN CLOSED

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20-Sep-2012

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