INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

Save

Folder Number:

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Add Comments

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Report Detail Section: View Details

Attachments: 0

Report#:

CB3GS022 CACVOC--or-- C1 00005950332M

Received:

03/01/2012

CCRG/EPRC:

Reviewed Status:

Date:

2011,F150 4X2 ,F150 ,SUP CRW,STYSD ,1FTFW1CT6BF

Build Date: 02/11/2011

Odometer:

7,200 M

Engine:

3.5L-GTDI

Calibration: BF613G0N

Transmission:

6R80E

Axle:

3800F3.55L A/C:

YES

USA

Dealer:

Vehicle:

USA 00472 Jim Tidwell Ford

Phone#:

(770)427-5531

City:

Kennesaw

State:

Georgia

Country:

Originator:

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

PE13-018 000504LC

KOEO: KOEC: KOER:

Comments:

OWNREL CUSTOMER SAID: -CALLER: DAY PHONE NR: HOME PHONE NR: PREFERRED NR: BEST TIME TO CALL: ANYTIME***-VIN: 1FTFW1CT6BF -2011 1 F150-7200 MILES-VEH AT DLR SINCE YSTERDAY-THIRD TIME FOR SAME ISSUE -VEH QUITING 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.

Download Options

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Mail Report

Requester: DALBANIC

Report Summary

Server: FCWS686

Ford Proprietary, Private

25-May-2012 Retention: None 03/15/2012 13:34

[5242352] - To: 16787841318 From: tpontill@ford.com Page 2 of 7 [03/09/12 09:41:32]



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

DATE:	T	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:	**************************************
	CuDL Case #:	
	Vehicle Type:	2011 F-150
	VIN:	1FTFW1CT6BF
	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!

03/15/2012 13:34

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 rehicle 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.

- 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 rehicle 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

[5242352] - To: 16787841318 From: tpontil18ford.com Page 4 of 7 [03/08/12 09:41:32]

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

1	Name:	Your Phone number	ber:
1	Dealership Name:		
1	BBB Case Open Date:	CuDL Case Num	ber:
Ī	FCSD Zone Manager's Name:		
(Customer's Name:		
,	VIN:	Make/Model/Year:	Mileage:
	Have you or someone from you concern(s) listed on customer's s	department spoken with the customer, inspected application?	d, and/or test driven the vehicle for/about the
(Please summarize conversation	s, dates, offers made, actions taken and the name	
- M	Icconville (Savi	ice Mar) - Drove valuel	e on 2/16/12 - Dupleat
2. 1		ial lettering or decals on it? Is it used for comme you know this vehicle is part of a fleet of 3 or π	
	Does this vehicle have a perform warranty defect?	nance chip, lift kit, or other aftermarket accessor	ries that are or have contributed toward the Yes No
	If yes, please explain in deta and how did this aftermarks	ail how you came to this conclusion, all diagnost the part affect factory installed parts/equipment.	tic tests performed, specifications before/after Fake and send pictures if available.

[5242352] - To: 16787841318 From: tpontill@ford.com Page 5 of 7 [03/09/12 09:41:32]

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.
2 70-10	If yes, please explain in detail how you came to this conclusion, all diagnostic tests performed, speci and what proof you have of abuse or lack of maintenance. Take and send pictures if available.	fications l	before/after,
5.	Has the Technical Hotline been contacted? If yes, provide Dates and CQIS Tech Hotline #.	Y	N°
	What direction or advice did the Hotline representative(s) provide?	7 17404 .	<i></i>
6.	Has a Ford Market Area Team member (Zone Manager, FSE or Customer Care Team) been involved? a. If yes, indicate name of personnel and their involvement with you and this customer.	Yes	No∕
7.	Does the dealership believe that they have addressed and corrected all verifiable warranty concern(s)? If No, what concerns remains un-resolve?	ře	No □
	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)? Results of test drive(s) and date(s)? Please explain rationale for Normal Operating characteristic.	Yes	x _o /

[5242352] - To: 16787841318 From: tpontill@ford.com Page 6 of 7 [03/09/12 09:41:32]

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

8.	If yes, on how many repair visits?A! /
	What is the total number of days the customer was provided a free/complimentary loaner or rental?
9.	What is the total number of days the vehicle been out of service for Ford warranty repairs at your dealership?
	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?
	DPENED CUOL CASÉ
11.	Did the customer ask for AWA Financial Assistance/Reimbursement/Refund request? a. If yes, please explain AWA request, and offer made by the dealership or by Ford representative. 7- Ido not know What
12.	Did the customer accept the goodwill offer or respond with counter offer? A. If the customer responded with a counter offer, provide details of the offer. ? -I don't thank So.
13.	Any Additional Comments:
Signatu	re: Pat McConnue Title: Service Mangel Date: 3/13/12
	Please attach any additional comments on a separate page

RETAIN A COPY FOR YOUR RECORDS

Dealership Repair History Summary

ક્લિકા	या 5	1/27/12	11	7053	Stalls cosses power	C/S Engine looses former and Smills - SVC MGR TEST DROVE - VALUE CND CONJUSTION PERFORMED PERMOCH PER 12-2-10	ele pr
				1000		TEST DROVE IS MILES	
115025	2/7/14	2/8/12	1	6839	Shift/	Per TSB 11-10-15/FOLMD POSZO POSOO-FOLMO LOSSE PIN IN GUNECTOL	WARRANTY
113289	(2)31(n	12/31/11	0	5843	allchange	performed oil and filter change and mpi	Warranty / AWA / ESP / Dealer Interna
RONumber	Date In	Date Completed	Total Days	Mileage	Customer's Concern	Action Taken	How Paid?
PLEASE INI	OCATE TY	PE Goodw	ill ESP 🔲 C	ustomer pur	chased retail ES	SP NON-FORD ESP Name of Provider?	
TOMP ESP	Expirati	on: Date	ExtraCAREMiles	∐BaseCAF	RE Powertrai	inCARE RentalCARE MaintenanceCARE	
WARRANTY FORD ESP						werStroke Diesel Engine Warranty	
BBB/CuDL c			stomer:			IFTFWICT 6 OF	

Please duplicate, as necessary and attach additional sheets.

7242 WRENOH

SERVE MER TEST DROVE- STALLED SET SEVENL CODES - PEPLALED

PEM-TEST PROVE OIL,

CHEWIGH 2000 AGP, NA RESPUTE SHUTHERS X23C

CUSTOMER #: 563483		115025	JIM	TIDWEL	L FORD	
UNIT# TF11705				5 BARRETT LAKE		
		ACCOUNTING*	KEN	INESAW, GEORG (678) 784-131		
			SERVICE HOL	JRS	BODY SHOP	HOURS
KENNESAW, GA			7:00 AM TO 7:00 P	MM-F 8	10:00 AM TO 6:00	PM M-F
HOME:	** PF	E-INVOICE **		N SAI	B:00 AM TO NO	IQN SAT
BUS: CELL:	SE SE	RVICE ADVISOR:				
COLOR YEAR MAKE/MODEL		VIN	LICENSE	MILEAGE	IN/OUT	TAG
STRLING GR 11 FORD F-150	18778	W1CT6BF		6839/	6040	me1 20
DEL. DATE PROD. DATE WARR, EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D	T6129
	:00 08FEB12			CASH	08FEB1	2
R.O. OPENED READY	OPTIONS: ST	K:TF11705 DLR	:00472			
08:25 07FEB12 15:19 08FEB12						
LINE OPCODE TECH TYPE A/HRS S/	HRS COST	SALE COMP	LIST	NET	TOT	ΔT.
A CUSTOMER STATES: SHUT OFF WHI					101	OH_
WENT INTO PARK. WRENCH	LIGHT WAS C)N				
CAUSE: TEST DRIVE (RUNNING ROU	GH) EEC TES	T P0320, P030	O, PIN PO	INT TEST		
A ENGINE START AND RUN	S, FUEL SYS	TEM TEST (NOR	MAL PRESU	RE) FUEL		
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12650D45 EEC SYSTEM - DIA			vi	20.07	10.	u ,
L						
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12650DX1 EEC SYSTEM DIAGN	osis - (QUI	CK TEST) - L	78			
EXTRA TIME TO REPEAT 7201 MORONEY, MICHA		K TEST				
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COUNT:		0 0	TPARTS			
CLAIM TYPE:	₹ {					
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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY	THAT THE DISC	LAIMER OF WARRANTIES	DESCRI		TOTAL	8
INFORMATION CONTAINED HEREON IS ACCURATE OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERF	UNLESS Any wa	menties on the product sold are those made by the cturer. The seller hereby by discialms all warranties,	LABOR AMOUN			
	FROM THE manufer	turer. The seller hereby	PARTS AMOUN			
REPAIRED OR REPLACED UNDER THIS CLAIM H	AD BEEN either e	xpress or implied, including	GAS, OIL, LUBE			
CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGL MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAIL	ABLE FOR merchan	sypress or implied, including implied warranty or itability or fitness for it purpose, and the selle assumes nor authorizes any	ENVIRONMENTAL			
APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT REPAIRED OR REPLACED UNDER THIS CLAIM IN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGL MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAIL (1) YEAR FROM THE DATE OF PAYMENT NOTHICATIC SERVICING DEALER FOR INSPECTION BY MANUFACED TO THE PROPERTY OF THE PROPERTY O	ACTURER'S neither	erson to assume for it an	TOTAL CHARG			
REPRESENTATIVE.	liability	in connection with the said	LESS INSURAN	ICE		
(SIONED) DEALER, GENERAL MANAGER OR AUTHORIZED PERS			SALES TAX			
(STOTES) DEPLET, SEITENE MANOGER ON HOTH CALLED PERS			THIS AMOUN			

Depyright 2000 ADP, Inc. DERVICE WYORK MY X9110

CUSTOMER #: 563483			115025	JIN	TIDWEL	L FOR)
UNIT# TF11705		*A	CCOUNTING*		205 BARRETT LAN ENNESAW, GEOR (678) 784-13	GIA 30144	
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				LIOLITOL	MICEAGE	1M7 001	IAG
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08:25 07FEB12 15:19 08FEB12							
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TEST A ENGINE START AND RUI	NS, FUEL	SYSTEM	TEST (NORMA	L PRESUR	E) FUEL		
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ON BEHALF OF SERVICING DEALER, I MEREBY CER INFORMATION CONTAINED HEREON IS ACCU	RTIFY THAT THE	Any warre	MMER OF WARRANTIES inties on the product sok	LABOR ANO		1016	
ON BEHALF OF SERVICING DEALER, I HEREBY CER INFORMATION CONTAINED HEREON IS ACCULOTHERWISE SHOWN. SERVICES DESCRIBED WERE NO CHARGE TO OWNER. THERE WAS NO INDICATED APPEARANCE OF THE VEHICLE OR OTHERWISE, THE REPAIRED OR REPLACED UNDER THIS CLAIR CONNECTED IN ANY WAY WITH ANY ACCIDENT, MISUSE. RECORDS SUPPORTING THIS CLAIM ARE, (1) YEAR FROM THE DATE OF PAYMENT NOTHER SERVICING DEALER FOR INSPECTION BY MARPRESES NATURE.	PERFORMEDAT	manufactu	ne those made by the rer. The seller hereby disclaims all warranties.	PARTS AMOU			
APPEARANCE OF THE VEHICLE OR OTHERWISE, THE	HAT ANY PART	either exp	discreims all warranties, cresa or implied, including	GAS, OIL, LU			
CONNECTED IN ANY WAY WITH ANY ACCIDENT,	VEGLIGENCE OR	any in merchanta	oresa or implied, including inplied werranty of bility or fitness for purpose, and the selle sumes nor authorizes an	SUBLET AMO	L/BHOP BUPPLIES		
(1) YEAR FROM THE DATE OF PAYMENT NOTIFIC	ATION AT THE	perticular neither as	sumes not sufficient and	TOTAL CHAR			
REPRESENTATIVE.	INDI NOTORERS	I OTHER DAM	son to assume for it en connection with the sali ducts.	/			
				SALES TAX			
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED	PERSON (DATE)	CUSTOMER	RSIGNATURE	PLEASE PA			300 000 13-1 6
				THIS AMOU	INT		

Charles aton ADP, Uss REREVETE INVISICE AT XXXXX

CUSTOMER #: 563483				115025	JIM TIDWELL FORD			
UNIT# TF11705	S		*2	.CCOUNTING*		05 BARRETT LA NNESAW, GEOF (678) 784-13	RGIA 30144	
KENNESAW, GA HOME: BUS:	CONT:			PAGE 3		PM M-F PM SAT	8:00 AM TO 6 8:00 AM TO 1	
COLOR YEAR	CELL: MAKE/MODEL		SER	VICE ADVISOR		EVE CARO	LAN	
TEACH TEACH	MANICINIOUEL			VIN	LICENSE	MILEAG	E IN / OUT	TAG
STRLING GR 11 FO	RD F-150		1FTFW	1CT6BF.		6839	/6849	T6129
DEL. DATE PROD. DATE	WARR EXP.	PROMISE	D	PO NO.	RATE	PAYMENT		DATE
31MAY11 DD		15:00 08				CASH	08FEB	12
R.O. OPENED	READY	OPTIONS	STK	:TF11705 DI	JR:00472			
08:25 07FEB12 15	:19 08FEB12							
LINE OPCODE TECH :	TYPE A/HRS S	S/HRS	COST	SALE COM	MP LIST	NE	T TO	TAL
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6841 VERIFY CONC								
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DK #2.5. 1797	\$3	25 (55)			2. 2001			

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMEDAT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART	Any warranties on the product sold	LABOR AMOUNT	0.00
	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 porticular purpose, and the seller neither assumes nor authorizes any other person to assume for it any	PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR		SUBLET AMOUNT	0.00
MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE		ENVIRONMENTALISHOP SUPPLIES	0.00
SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S		TOTAL CHARGES	0.00
REPRESENTATIVE.	liability in connection with the sale	LESS INSURANCE	0.00
	of sald products.	SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00



2205 Barrett Lakes Boulevard • Kennesaw, GA 31044

678-784-1312

www.jimtidwell.ford

VIN: IETEWICTEBE	MILEAGE LICENSE
N/	SPOT# 012G
ADDRESS	HOME BLOVE
	MEHEN
RECHECK MODEL COLOR	YEAR WORK PHONE #
EMAIL:	
CUSTOMER CONCERNS	
Shot OFF while Drang	
Fools like it shifts into park	
	_ [[]
A	
	Walk around inspection offered?
	O.I.
I hereby authorize the repair work hereinafter set forth to be done along with the n damage to vehicle or articles left in vehicle in case of theft or any other cause bey deleys in perts shipments by the supplier or transporter. I hereby grant you or you highways or elsewhere for the purpose of testing or inspection. An express mechalof payment therein.	ond your control or for any delays caused by the unavailability of parts or ir employees permission to operate the vehicle herein describe on streets,
Any warranties on the products sold hereby are those made by th	
warranties, either expressed or implied, including any implied war and seller neither assumes nor authorizes any other person to as products. Any limitation contained herein does not apply where p	sume it for liability in connection with the sales of the said
SIGNATURE	DATE 2-7-12
THERE WILL BE A DIAGNOSIS CH	IARGE IE WORK IS DECLINED

CHUTT 113 05/11

CUSTOMER #: 563483	115025	JIM TIDWELL FORD
UNIT# TF11705	*WARRANTY*	2205 BARRETT LAKES BLVD. KENNESAW, GEORGIA 30144 (678) 784-1312
KENNESAW, GA HOME: CONT:	PAGE 1	SERVICE HOURS OD AM TO 7:00 PM M-F 8:00 AM TO 8:00 PM M-F 8:00 AM TO NOON SAT
BUS: CELL: COLOR YEAR MAKE/MODEL:	SERVICE ADVISOR:	2218 STEVE CAROLAN LIGENSE MILEAGE IN OUT TAG
STRLING GR 11 FORD F-150 DEL DATE PRODUCATE WARR EXP. PROMIS	1FTFW1CT6BF	6839/6849 T6129 RATE PAYMENT INV. BATE
31MAYI1 DD 15:00 08		00472 F560200000000000000000000000000000000000
08:25 07FEB12 15:19 08FEB12 LINE OPCODE TECH TYPE HOURS A CUSTOMER STATES: SHUT OFF WHILE DRI		LIST WHIT FOTAL
WENT INTO PARK.WRENCH LIGHT CAUSE: TEST DRIVE (RONNING ROUGE) ET	WAS ON FC TEST PU320, P0300	PIN POINT TEST 16911
A ENGINE START AND RUNS, FUE INJECTOR 12650D EEC SYSTEM DIAGNOSIS - (AL PRESURE) FUEL
7201 MORONEY, MICHAEL DIC WF 0.20 12650D45 EEC SYSTEM - DIAGNOSTI	¥: /:::::::::::::::::::::::::::::::::::	18.87 18.87
l 7201 Moroney, Michael Bio	A CONTRACTOR OF THE PROPERTY O	
WF 0.30 12680D47 RELATIVE COMPRESSION/E TEST - L	POWER BALANCE	28.31 28.31
7201 MORONEY, MICHAED LIK WP 0.10		9.44 9.44
9350B FUEL PUMP PRESSURE TEST (DIAGNOSIS (9350/9A407/9H30 7201 MORONEY,MICHAEL LIC)7) - L	
WF 0.60 14200A WIRING ASSEMBLY - REPAIR	t - 1	56.62 56.62
7201 MORONEY, MICHAEL LIC WF 0.40 12650DX1 EEC SYSTEM DIAGNOSIS -	· (QUICK TEST) - L	37.74
EXTRA TIME TO REPEAT FINAL 7201 MORONEY, MICHAEL LIC WF 0.10	C#: /	9,44 9.44
FC: D21 28 PART# 12A581 POSTED COUNT:	o FEB	trakts /
AUTH CODE: FEB U 8 2012		V
9807 6849 TEST DRIVE (RUNNING ROUGH) EEC		PIN POINT DESCRIPTION TOTALS
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 ASSESSMENCE OF THE WAS NO INDICATION FROM THE ASSESSMENCE OF THE WAS NO INDICATION FROM THE	Any warrantles on the product sold	LABOR AMOUNT PARTS AMOUNT
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 OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OF THE VEHICLE OR OTHERWISE, THAT ANY PART RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR MISUSE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR THE DATE OF PAYMENT NOTICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	either express or implied, including any implied werranty of merchantability or fitness for a particular purpose, and the sellar neither assumes nor authorizes any	GAS, OIL, LUBE SUBLET AMOUNT ENVIRONMENTAL/SHOP SUPPLIES
SERVICING DEALER FOR INSPECTION BY MANUFACTURES'S	neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	TOTAL CHARGES LESS INSURANCE SALES TAX
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON YDATE		LEASE PAY HIS AMOUNT

CUSTOMER #: 563483	115025	JIM TIDWE	ELL FORD
UNIT# TF11705	*WARRANTY*	2205 BARRETT KENNESAW, GE (878) 784	ORGIA 30144
KENNESAW, GA HOME: CONT:	PAGE 2 7:	SERVICE HOURS 00 AM TO 7:00 PM M-F 30 AM TO 3:30 PM SAT	BODY SHOP HOURS B:00 AM TO 8:00 PM M-F 8:00 AM TO NOON \$AT
BUS: CELL: COLOR YEAR MAKE/MODEL	SERVICE ADVISOR:	2218 STEVE CAR	OLAN
	VIIV	LIGENSE WILLEA	GE IN / OUT TAG
STRLING GR 11 FORD F-150	1FTFW1CT6BF	683	9/6849 T6129
DEL DATE PRODIDATE WARR EXP. PROMISED	PO NO.	RATE PAYMENT	INV. DATE
31MAY11 DD 15:00 08F	PEB12 STK:TF11705 DLR:	CASH 00472	08FEB12
08:25 07FEB12 15:19 08FEB12			
LINE OPCODE TECH TYPE HOURS			ET TOTAL
TEST A ENGINE START AND RUNS, FUEL S			
INJECTOR TEST PASS, TEST DRIVE/POWER CYLINDERS) PIN POINT TEST HD, TEST (C BALANCE TEST (MIS	FIRE RANDOM/AL	L
CBKD4) REPAIR LOOSE PIN IN CONECTOR	C146 PIN 1 VT, CLE	AR CODES, RESE	T
KAM, TEST DRIVE IS MILES, RETEST PAS	is:		
D** CUSTOWER STATES TRANS HAS ERRATIC	·***************	*******	
CAUSE: VERIFY CONCERN, REPROGRAM PCM 7	CM , RESET KAM AND	PERFORM ADAPTI	VE O a la
SHIFT STRATEGY, RETEST TEST DE	MVE. TSB 11-10-15	OPA 1.0HRS	- 164.15
111015A RECAL PER TSB 2137 COWAN, ADAM C LIC#* /	<i>I</i>		
WF 1.00	7.5	94.	TATLE SECTION AND ADDRESS OF THE PARTY OF TH
PG: P67.04			
PART#: RECAL COUNT: CLAIM TYPE:	· · · · · · · · · · · · · · · · · · ·	TPARTS	
AUVE CODE:		LABOR FEB 15	7612
6841 VERIFY CONCERN, REPROGRAM FCM TO	m reset kan and 🖋	ERFORM	
	DRIVE. TSB 11-10-1 YOU HAVE ANY QUEST	*****	CER VOID
SEI	VICE ADVISOR YOU OM FORD MOTOR COMPA	MAY RECIBVE A	SURVEY
YOU	FEEL YOU CANNOT R	ATE OUR SERVIC	E WITH A
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DATE START FINISH DURATION 7	TYPE TECH LINE!	s) chg	
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17:16 17:16 0.00 02-08-12 07:59 09:43 1.74	W 7201 W 7201	A	
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	DISCLAIMER OF WARRANTIES		TOTALS
	Any warranties on the product sold hereby are those made by the	TAUOMA ROBAL	
NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART	manufacturer. The seller heraby expressly disclaims all warranties.	PARTS AMOUNT GAS, DIL, LUSE	
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	either express or implied, including any implied warranty of merchantability or fitness for a	SUBLET AMOUNT	
MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE	particular purpose, and the seller neither assumes nor authorizes any	ENVIRONMENTAL/SHOP SUPPLIES	
SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	other person to assume for it any liability in connection with the sale	TOTAL CHARGES LESS INSURANCE	
	of said products,	SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #: 563483	115025	JIM TIDWI	ELL FORD
UNIT# TF11705	*WARRANTY*	2205 BARRETT KENNESAW, GE (678) 784	ORGIA 30144
VENDERAM CA	7:	SERVICE HOURS 00 AM TO 7:00 PM M-F	BODY SHOP HOURS 8:00 AM TO 6:00 PM M-F
KENNESAW, GA CONT:	PAGE 3 7:	30 AM TO 3:30 PM SAT	8:00 AM TO NOON SAT
BUS: CELL: COLOR: YEAR MAKE/MODEL	SERVICE ADVISOR:	2218 STEVE CAR	OLAN
STRLING GR 11 FORD F-150 DEL DATE PRODUCATE WARRIER PROMISE	1FTFW1CT6BF	RATE PAYMENT	9/6849 T6129
31MAY11 DD 15:00 08	FEB12 STK:TF11705 DLR:	CASH CASH	08FEB12
08:25 07FEB12 15:19 08FEB12	THE TAXABLE PARTY	00172	
LINE OPCODE TECH TYPE HOURS			ET TOTAL
THE RESIDENCE OF THE PROPERTY			
COST, SALE, & COMP TOTALS	5230 25478 0		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	. DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
INFORMATION CONTAINED MEREON IS ACCURATE UNLESS	Any warrantles on the product sold hereby are those made by the	LABOR AMOUNT	254.78 0.00
NO CHARGE TO DWNER, 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	manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including	GAS, OIL, LUBE	0.00
HEPAIRED ON REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR	any implied warranty of merchantability or fitness for a	SUBLET AMOUNT	0.00
11) TEAR PROM THE DATE OF PATMENT NOTIFICATION AT THE	particular purpose, and the seller neither assumes nor authorizes any	ENVIRONMENTAL/8HOP SUPPLIES TOTAL CHARGES	0.00 254.78
SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S HEPRESENTATIVE.	other person to assume for it any liability in connection with the sale		0.00
	of said products.	SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	954.76

UNIT# TP11705			MIL	WEL	
CUSTOMER #: 563483	115025	Jo			
353	WORKORDER		2205 BARRETT L	AKES BLVD	
KENNESAW, GA	PAGE 2	SERVICE	KENNESAW, GEO (678) 784-	RGIA 30144 -1312	
HOME:		7:00 AM TO 1	7:00 PM M-F	BODY SHOP B:00 AM TO 6: 8:00 AM TO N	00 PM M-F
BUS: (CELL:	SERVICE ADVIS	OR: 2218 C	AROLAN, ST	EVE	
STRLING GR 11 FORD F-150	LFTFW1CT6BF		683		T6129
DELIDATE PRODUDATE WARR EXP. PROMISED	PO NO.	RATE	PAYMENT		JE .
31MAY11 DD 10:00 07FE			CASH		
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DISCLAIMER OF WARRANTIES		PRELIMINARY E	STIMATE \$		
Any warranties on the product sold hereby are those made by the manufacturer. The expressly disclaims all warranties, either express or implied, including any implied merchantability or fitness for a particular purpose, and the saller neither resumes any other person to essume for it any liability in connection with the sall of said productions.	or authorizes	ZED BY X			
SAME PARTY FOR CUSTOMER WEST NO STATES (SECTION OF STATES SECTION	REVISED ESTIMATE	É (1)	DATE .	TIME	BY
TERMS CASH: UNLESS ARRANGEMENTS MADE	REVISED				
I hereby authorize the repair work hereinafter set forth to be done along with it material and agree that you are not responsible for loss or damage to vehicle in case of fire, their or eny other cause beyond your control or for any dais: unavailability of parts or daisys in parts shipmants by the supplier or transporter. I	rticios igit in ESTIMATE	E (3)			
unavailability of parts or delays in parts shipmants by the supplier or transporter. I you and/or your employees permission to operate the vehicle hardin described highways or eleawhere for the purpose of testing and/or inspection. An express mechanish acknowledged on above vehicle to ascure the amount of repairs therato.	on stroots,	ACKNOWLEDGE THA BOVE REVISED ESTIM	T I WAS NOTIFIED	8 GAVE ORAL	APPROVAL
CUSTOMER SOMATURE THERE WILL BE A DIAG		STOMEN BIGHATURE			n-od N
Gooding to 2000 ADF. Ins. SERVICE WORKOADER FZ XSWZG	PLOWER COLL.				

CONTINUE 2000 ADT, INC. DERIVING INVOICE MY XDIDE

CUSTOMER #: 563483	115431	JIM	LIDAAFF	L FORL)
UNIT# TF11705	*ACCOUNTING*		BARRETT LAK NESAW, GEORG (678) 784-131	3IA 30144	
KENNESAW. GA		SERVICE HOU	MM-F 8	BODY SHOP	
	PAGE 1 7:	30 AM TO 3:30 PA	TAR	8:00 AM TO N	OON SAT
BUS: CELL:		2218 STE	VE CAPOI	ΔΝ	
GOLOR YEAR MAKE/MODEL		LICENSE		N/OUT	TAG
					-
STRLING GR 11 FORD F-150	1FTFW1CT6BF		7023/	7053	T6109
DEL DATE PROD. DATE WARR EXP. PROMISE	D PONO.	RATE	PAYMENT	INV. D	ATE
31MAY11 DD 17:00 15					
	STK:TF11705 DLR:	00472	CASH	27FEB1	.2
	SIR: LEII/03 DDR:	00472			
15:59 15FEB12 13:32 27FEB12					
	COST SALE COMP	LIST	NET	TOT	'AL
A CUSTOMER STATES FEELS LIKE VEHICLE	IS GOING INTO FAIL	SAFE MOD	E.		
CAUSE: PAT TEST DRIVE 30 MILES (NO A	BNORMAL OPERATION)	EEC TEST	(PASS)		
TSB 12-2-10 REPROGRAM PCM MA	Y RESULT IN FIRMER	THAN NOR	MAL		*
SHIFT FOR SEVER					
12650D EEC SYSTEM DIAGNOSIS - (* *		
7201 MORONEY, MICHAEL LIC WF 1,14 0,20			18.87	10	0.7
1 BL3Z*12A650*AXE MODULE	.360 . 1667		18.87	18.	87
- ENGINE CONTROL - EEC 4:	2258 63387 0	650 12	633.87	633.	87
12650D45 EEC SYSTEM - DIAGNOSTIC	C PIN POINT TEST -		000.07		•
7201 MORONEY, MICHAEL LIC	#: /				
WF 0.00 0.30			28.31	28.	31
12650D6 POWERTRAIN CONTROL MODU	LE (PCM) - REPLACE	A11 27	*:		
(12A650/12B565) - L					
7201 MORONEY, MICHAEL LIC WF 0.00 1.20	7200 11222	12.1	113.23	112	22
12650DX1 EEC SYSTEM DIAGNOSIS -	(OTTICK TEST) - I.	***	113.23	. 113.	23
EXTRA TIME TO REPEAT FINAL		25.			
7201 MORONEY, MICHAEL LIC	#: /				
WF 0.00 0.10			9.44	9.	44
FC: D42 42					
PART#: BL3Z*12A650*AXE					
COUNT:	42258 63387	TPARTS			
CLAIM TYPE:					
AUTH CODE: 9807	3420 16985	TT. AROD		(1) 4-1	
7053 PAT TEST DRIVE 30 MILES (NO ABI					
(PASS) TSB 12-2-10 REPROGRAM PCM MA	Y RESULT IN FIRMER	THAN NOR	MAL SHIF	T	
FOR SEVERAL DAYS TSB PUBLICATION DAY	TE 2/15/12, TEST DR	IVE 20 M	ILES,		
ENGINE STALLS AND DIES, RETEST PO34	0, P0346, P0600, P0	604, PO6	04,	(3)	2 2
PINPOINT TEST QB3, TEST CONECTION, 1	RETEST PO600, REPLA	CE PCM,	PROGRAM		
PATS, RETEST AND TEST DRIVE 10 MILE		or the			
B CUSTOMER STATES: CHECK FOR FLUID LE		DESCRIP	TION	TOTAL	•
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS	Any warrantles on the product sold	LABOR AMOUN		TOTAL	
OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT	hereby are those made by the	PARTS AMOUN			
ADDEADANCE OF THE VEHICLE OF OTHERMORE THAT ANY DART	expressly disclaims all warranties, alther express or implied, including	GAS, OIL, LUBE			
REPARED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGUGENCE 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	any implied warranty of merchaniability or filese for a	SUBLET AMOUN	VT .		
MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE	particular purpose, and the saller	ENVIRONMENTALIO			
SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	neither assumes nor authorizes any other person to assume for it any	TOTAL CHARGE			
The The West Transfer	liability in connection with the sale of said products.	SALES TAX	UE _		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		PLEASE PAY			
		THIS AMOUN	<u> </u>	*	- 4

CUSTOMER :					115431	JI	M TIDWEL	L FORD)
UNIT# TF1	1705			*;	ACCOUNTING*	•	2205 BARRETT LAK KENNESAW, GEOR (678) 784-13	GIA 30144	
KENNESAW. HOME: BUS:		CONT:		SEF	PAGE 2 E-INVOICE *	7:00 AM TO 7: 7:30 AM TO 3: * DR: 2218 S	30 PM SAT STEVE CAROI	BODY SHO 8:00 AM TO 6:0 8:00 AM TO N	00 PM M-F
COLOR	YEAR	MAKE/MODEL		3. 37.	VIN	LICENS	E MILEAGE	IN/OUT	TAG
STRLING GE		D F-150 WARR:EXP.	PROMIS		VICT6BF.		7023/		T6109
DEL. DATE	PROD. DATE	WARREAF.	PROMIS	En	PO NO:	RATE	PAYMENT	INV. E	DATE
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15:59 15FF	EB12 13:	32 27FEB1	.2						
LINE OPCOL	DE TECH I	YPE A/HRS	S/HRS	COST	SALE CO	MP LIS	T NET	TOT	AL
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DATE	START	FINISH D	URATION	TYPE	TECH LI	NE(S) CH	IG		
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02-16-12	09:01	09:34	0.55	W	7201	A B			
02-17-12	07:39	07:39	0.00	W	2145 7201	Β Δ			
02-22-12	14:08	14:42	0.57	M	7201	Â	*	(8	
and the second						27	Contractor casts		
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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS	Any warrantles on the product sold	LABOR AMOUNT	0.00
OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE	hereby are those made by the manufacturer. The seller hereby	PARTS AMOUNT	0.00
APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART	expressly disclaims all warranties, either express or implied, including	GAS, OIL, LUBE	0.00
REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR	any implied warranty of	SUBLET AMOUNT	0.00
MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE	merchantability or fitness for a perticular purpose, and the seller	ENVIRONMENTAL/SHOP SUPPLIES	0.00
SÉRVICING DEALER FOR INSPECTION BY MANUFACTURER'S	neither assumes nor authorizes any other person to assume for it any	TOTAL CHARGES	0.00
REPRESENTATIVE.	liebility in connection with the sale	LESS INSURANCE	0.00
	of said products.	SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00



2205 Barrett Lakes Boulevard • Kerinesaw, GA 31044

678-784-1312

www.jimtidwell.ford

IN: BF1	MILEAGE 3	LICENSE
IAM		6109
DDRESS	K-	HOME PHONE #
RECHECK MODEL 50 COLOR	WER YEAR 1	WUSK BHOVE #
MAIL: 425		
Geels Like Vell going into	Feilselle E	
LODE CK For Fluis / Rak GARL		
	Walk around ins	The control of the design of the second of t
	C.I.	

I hereby authorize the repair work herelinater 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-(I-12
THERE	WILL BE A DIAGNOSIS CHARGE IF WORK IS DECLINED

CHUTE 113 0301

UNIT# TF11705		I .	IM TIL	WEL	ſ
CUSTOMER #: 563483	11543	31 J (Ton	and)	
	WORKOF	IDER	2205 BARRETT L	AKES BLVD.	
KENNESAW, GA	PAGE 2		KENNESAW, GEO (678) 784 HOURS	ORGIA 30144 -1312	
HOME: 4 CONT: BUS: CELL: COLOR YEAR MAKEN	SERVICE A	7:00 AM TO 7:30 AM TO	7:00 PM M-F 3:30 PM SAT 'AROTAN ST	8:00 AM TO 6 8:00 AM TO 6 8:00 AM TO 1 EVE	100 PM M-F
STRLING GR 11 FORD F-150 DELDATE PRODUCTE WARREN	1FTFW1CT6E		702	3/	T6109
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15FEB2012 15:59				-	
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# B CUSTOMER	STATES; CHE	CK FOR PLILLE L	EAKS		F2 334()
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# C WF LOANER			Milo	M. Jone	
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# D NOINSPECT ISP NO INSPEC	T AT THIS	TETUE 🗸 /	1.//	Whis	Jan
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DISCLAIMER OF WARRANTIES		PRELIMINARY E	ESTIMATE \$		
Any warranties on the product sold hereby are those made by the manufacturer. The expressive discleims all warranties, either express or implied, including any implies merchantability or fitness for a particular purpose, and the sailor neither expunses, any other person to assume for it any liability in connection with the sailo of said pro	nd warrenty of hor nuthorizes	UTHORIZED BY X			
SAVY PARTY FOR CUSTOMER YES MO SCHAPPED	The state of the s	EVISED STIMATE (1)	DATE	TIME	BY
TERMS CASH: UNLESS ARRANGEMENTS MADE	- RI	EVISED STIMATE (2)			
I hereby authorize the repair work hereinafter set forth to be done stong with	the necessery articles left in	EVISED STIMATE (3)			
valide in case of fire, that or any other cause beyond your control or for any tide unavailability of parts or datays in parts thigmants by the supplier or transporter, you and/or your employees permission to operate the vehicle harein describt highways or disawhere for the purpose of testing and/or inspection. An express mahereby acknowledged on above vehicles to secure the amount of repairs thereto.	COMPLE'S MAN IS	THE ABOVE REVISED ESTI	T I WAS NOTIFIED	å GAVE ORAL	APPROVAL
CUSTO-NEN SIGNATURE	^	CUSTOMEN SIGNATURE			
Chamight 2000 ADP, Int. SERVICE WORKDROCK #2 XBWZG	SYCHARGE	WORK IS DECLINED.			

CUSTOMER #: 563483	-145491	JIM TIDWELL FORD
INIT# TE11705		2205 BARRETT LAKES BLVD.
	WARRANTY	KENNESAW, GEORGIA 30144 (678) 784-1312
KENNESAW, GA	7,	SERVICE HOURS BODY SHOP HOURS BO AM TO 7:00 PM M-F 8:00 AM TO 6:00 PM M-F
HOME: CONT:	PAGE 1	30 AM TO 3:30 PM SAT 8:00 AM TO NOON SAT
BUS: CELL:	SERVICE ADVISOR:	2219 GMBTE CAROLAN
COLUR YEAR MAKEMODEL	VIN	2218 STEVE CAROLAN
	7	
STRLING GR 11 FORD F-150	1FTFW1CT6BF	7023/7053 T6109
CELLOATE ROOD DATE WARR EXP. CROWISE	/PO No.	RATE PAYMENT INV. DATE
31MAY11 DD 17:00 15I		CASH 27REB12
BLO. CREMED READY OPTIONS:	STK/TF11705 DLR:	00472
15:59 15FEB12 13:32 27FEB12	\ /	MAN TO THE TABLE
LINE OPCODE TECH TYPE HOURS		LIST NET /TOTAL
A CUSTOMER STATES FREES LIKE VEHICLE	TS GOTNE TARRO PART	LIST NEP //TOTAL)
CAUSE: PAT TEST DRIVE 30 MILES (NO AF	NORMAL OPERATION)	EEC TEST (PASS) 10016
TSB 12-2-10 REPROGRAM PCM MAN	RESULT IN FIRMER	THAN NORMAL III
SHIFT FOR SEVER		100, 100, 100, 100, 100, 100, 100, 100,
12650D BEC SYSTEM DIAGNOSIS - (($1 \times 62 $ M
7201 MORONEY, MICHAEL LIC	!:	1/1001
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1 BL3Z*12A650*AXE MODULE - EN	GINE CONTROL -	Negation (Cont.) (Cont
12650D45 EEC SYSTEM - DIAGNOSTIC	DIN DOLLER BEAM	650.12 633.87 633.87
/ 7201 MORONEY, MICHAEL LIC	t - /	
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HAN 12650D6 POWERTRAIN CONTROL MODUL	E (PCM) - REPLACE	1
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7201 MORONEY, MICHAEL LIC	t: /) V(i) K)
WF 1.20	1.10	W [*] 113.23 113.23
12650DX1 BEC SYSTEM DIAGNOSIS - EXTRA TIME TO PRPHAT FINAL	(QUICK TEST) - L	
7201 MORONEY, MICHAEL LIC		MOTEN
WF Gide	/	3154
FC: D42 42		2007
PART#: BL3Z*12A650*AXE		1 - 2012
COUNT:		TPARTS
CLAIM PYPE:	1277	
AUTH CODE:	1057	
9807	1920 1 5 985	TLABOR
7053 PAT TEST DRIVE 30 MILES (NO ABN (PASS) TSB 12-2 10 REPROGRAM PCM MAN	ORMAL OPERATION) E	EC TEST
FOR SEVERAL DAYS TSB PUBLICATION DAT	TR 2/15/12. TEST DR	TVE 20 MTLES
ENGINE STALLS AND DIES, RETEST P0340	P0346 P0600 P0	604 P0604.
PINPOINT TEST OB3. TEST CONECTION. E	ETEST POSOO, REPLA	CE PCM. PROGRAM
PATS, REPEST AND TEST DRIVE TO MILES		
***********	*******	****
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	DISCLAIMER OF WARRANTIES	DESCRIPTION TOTALS
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT	Any warrantles on the product sold hereby are those made by the	LABOR AMOUNT
NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE	manufacturer. The seller hereby expressly discialms all warranties,	PARTS AMOUNT GAS, OIL, LUBE
OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. ITHERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REFAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR WISUSE. REFORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MAJURACTURER'S REPRESENTATIVE.	either express or implied, including	GAS, OIL, LUBE
MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR	any implied warranty of merchantability or fitness for a particular purpose, and the seller	ENVIRONMENTALISHOP SUPPLIES
(1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S	particular purpose, and the sellar neither assumes nor authorizes any	TOTAL CHARGES
REPRESENTATIVE.	other person to assume for it any liability in connection with the sale	LESS INSURANCE
11/	of said products.	SALES TAX
(SIGNED) / DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (IDATE)	CUSTOMER SIGNATURE	PLEASE PAY
/ \		THIS AMOUNT

CUSTOMER #: 563483	115431	JIM TIDW	ELL FORD
UNIT# TF11705	*WARRANTY*	2205 BARRETT KENNESAW, GI (678) 78	EORGIA 30144
KENNESAW, GA HOME: CONT:		SERVICE HOURS 300 AM TO 7:00 PM M-F 30 AM TO 3:30 PM SAT	8:00 AM TO NOON SAT
BUS: CELL:	SERVICE ADVISOR:	2218 STEVE CAL	ZOT AN
COLOR YEAR MARENINGE	VIN	LICENSE MILE	AGE N / DUT TAG
STRLING GR 11 FORD F-150 DEL DATE PROD DATE WARREEXP	1FTFW1CT6BF	702	23/7053 T6109
31MAY11 DD 17:00 15 R:C. GPENED READY OPTIONS:	FEB12	CASH	27FEB12
OPTIONS:	STK:TF11705 DLR:	:00472	
15:59 15FEB12 13:32 27FEB12 LINE OPCODE TECH TYPE HOURS		LIST N	ET TOTAL
I.E.	YOU HAVE ANY QUEST	TONS - PLRASE	SER YOUR
SE.	RVICE ADVISOR. YOU OM FORD MOTOR COMP!	MAY RECIEVE A	SURVEY
YO	U FEEL YOU CANNOT F	RATE OUR SERVICE	E WITH A
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	TYPE TECH LINE	(S) CHG	111111111111111111111111111111111111111
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02-17-12 07:39 07:39 0:00		A B	
02-22-12 13:00 13:01 0.02 14:08 14:42 0.57	W 7201 W 7201	A A	
COST. SALE. & COMP TOTALS 4	5678 80372 O		
ON BEHALF OF SERVICING DEALER, I MEREBY CERTIFY THAT THE	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
	Any warrantles on the product sold hereby are those made by the	LABOR AMOUNT	169.85
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 DESPRESSING TIVE	manufacturer. The seller hereby	PARTS AMOUNT GAS, OIL, LUBE	633.87
REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR	either express or implied, including any implied warranty of	SUBLET AMOUNT	0.00
MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE	merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any	ENVIRONMENTALISHOP SUPPLIES	0.00
SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	other person to assume for it any liability in connection with the sale	TOTAL CHARGES	803.72 0.00
	of said products.	SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	803.72
	Lagrania de la companya de la compa	THIS AMOUNT	803.72

CUSTOMER #: 563483		115980	JIM TIDWEL	L FORD
UNIT# TF11705		*ACCOUNTING*	2205 BARRETT LAKI KENNESAW, GEORG (878) 784-131	3IA 30144
		DUPLICATE 1	SERVICE HOURS	BODY SHOP HOURS
KENNESAW, GA		PAGE 1 7:		8:00 AM TO 6:00 PM M-F 8:00 AM TO NOON SAT
		** PRE-INVOICE **		
	LL:	SERVICE ADVISOR:		
COLOR YEAR MA	AKE/MODEL	VIN	LICENSE MILEAGE	IN/OUT TAG
CERTIFIC CO.			2002.00.00	
STRLING GR 11 FORD DEL DATE WA		1FTFW1CT6BF	RATE PAYMENT	Name of the last o
DEL DATE PRODUDATE WA	IRR EAP. PROMISE	D PONO.	RATE PAYMENT	INV. DATE
31MAY11 DD	13:00 031	MARIA	CASH	0000000
	READY OPTIONS:			03MAR12
		SIR.IFII/OS DER:	00472	
07:22 28FEB12 10:00	03MAR12			
LINE OPCODE TECH TYPE		COST SALE COMP	LIST NET	TOTAL
A CUSTOMER STATES : ER				101711
CAUSE: EEC TEST P160				
HARNESS, FUE	L SYSTEM TEST (PI	ASS) CONTACT FORD H	OTLINE INSPECT	
FOR AFTERMAR		,		
12650D EEC SYST	EM DIAGNOSIS - (C	QUICK TEST) - E		
	ONEY, MICHAEL LIC	¥· /		
Wi	F 2.03 0.20		18.87	18.87
1 BL3Z*6C315	*A SENSOR -			
	OSITION -	273 410 0	6.55 4.10	4.10
	PRESSURE TEST ON			
	(9350/9A407/9H307			
7201 MOR	ONEY, MICHAEL LIC	#: /		
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12650D81 PID REG	CORDER/MONITOR TR	EST WITH ROAD TEST		
- 5				
7201 MORO	ONEY, MICHAEL LIC	#: /	and the second	
	F 0.00 0.50		47.18	47.18
		OR (CKP) - REPLACE		0 4 7
(6C315) - 1		4. /		
/201 MORG	ONEY, MICHAEL LIC	1040 24524	245.34	245.34
FC: D21 42	. 0.00 2.00 4	1910 21331	215.51	215.51
PART#: BL3Z*6C31	5*A		5 4, 5	
COUNT:	, ,	273 410	TPARTS	
CLAIM TYPE:				
AUTH CODE:	(B)	***	50 TO THE SECOND STATE OF	
9807	the the state	7410 36801	TLABOR	•
7242 EEC TEST P160A	, PO320, TEST DRI	IVE 5 MILES (NORMAL) INSPECT	
HARNESS, FUEL SYSTEM	M TEST (PASS) CON	TACT FORD HOTLINE	, INSPECT FOR	
AFTERMARKET EQUIPPE	D MODIFICATIONS,	PID MONOTER MAF, T	P, ETC, LOAD,	
BARO, RPM, VSS, VPW	R AND O2, ALLNORN	MAL COMPAIRED TO RE	FERENCE VALUES,	
TEST CKP HARNESS (V I	DROP LESS THAN . 2	V) INSPECT TRIGGER	WHEEL (NORMAL/N	0
DAMAGE) REPLACE CKP		DRIVE 8 MILES		
B NO INSPECT AT THIS	TIME			
ON BEHALF OF SERVICING DEALER,	HEREBY CERTIFY THAT THE	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
INFORMATION CONTAINED HERECONTHERWISE SHOWN, SERVICES DESCRIPTIONS	CRIBED WERE PERFORMEDAT	Any warrantes on the product sold hereby are those made by the manufacturer. The seller hereby	LABOR AMOUNT	
NO CHARGE TO OWNER, THERE WAS	S NO INDICATION FROM THE	manufacturer. The seller hereby expressly disclaims all warranties,	PARTS AMOUNT	
REPAIRED OR REPLACED UNDER	THIS CLAIM HAD BEEN	either express or implied, including	GAS, OIL, LUBE	
REPAIRED OR REPLACED UNDER CONNECTED IN ANY WAY WITH ANY MISUSE. RECORDS SUPPORTING THIS (1) YEAR FROM THE DATE OF PAY SERVICING DEALER FOR INSPECT	ACCIDENT, NEGLIGENCE OR	any implied warranty of merchantsbillty or fitness for a particular purpose, and the seller	SUBLET AMOUNT ENVIRONMENTALISHOP SUPPLIES	
(1) YEAR FROM THE DATE OF PAY	MENT NOTIFICATION AT THE	nemer assumes nor aumorizes any	TOTAL CHARGES	
REPRESENTATIVE.	ION BT MANUFACTURER'S	other person to assume for it any liability in connection with the sele	LESS INSURANCE	
		of seid products.	SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER (OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	
		100000000000000000000000000000000000000	THIS AMOUNT	

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

Copyright 2000 ADP, Inc. DCRVICE INVOICE 61 X8920

CUSTOMER #: 563483		115	980		VELL FORD
		ACCO	NTING	KENNESAW	GEORGIA 30144 784-1312
KENNESAW, GA			E 2 7	SERVICE HOURS :00 AM TO 7:00 PM M-F :30 AM TO 3:30 PM SAT	8:00 AM TO 6:00 PM M-F 8:00 AM TO NOON SAT
HOME: CONT: BUS: CELL:		** PRE-IN	OICE ** ADVISOR:	2210 000000	3 DAY 3 W
COLOR YEAR MAKE/MODE	L''' · · · · ·	SERVICE.		2218 STEVE C	LEAGE IN / OUT TAG
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STRLING GR 11 FORD F-150 DEL DATE PROD DATE WARR EXP.	PROMISE	1FTFW1CT	BF.	RATE PAYME	227/7242 16203
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e 12000 nu e e e 198 Mentore	co	NTACT PAT	MCCONVILI	E AT 678-784	-1202
DATE START PINISH	DURATION	TYPE TECH	LINE	(S) CHG	
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03-01-12 14:55 15:04	0.15	15 D	01	A	
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TRGT/ACCOUNT SALE COS 253/4501001 36801 7	T CONTRO	253/44		SALE COST 410 2	CONTROL 73
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COST. SALE, & COMP T	OTALS	7683 372		y atom on 10	
ON BEHALF OF SERVICING DEALER, I HEREBY	CERTIFY THAT THE	DISCLAIMER O	F WARRANTIES	. DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREON IS AS	CURATE UNLESS	haratu are three	n the product sold e made by the	B IDDITION TO	0.00
OTHERWISE SHOWN. SERVICES DESCRIBED WE NO CHARGE TO OWNER. THERE WAS NO INDI APPEARANCE OF THE VEHICLE OR OTHERWISE REPAIRED OR REPLACED UNDER THIS CONNECTED IN ANY WITH ANY ACCIDEN MISUSE. RECORDS SUPPORTING THIS CLAIM AI (1) YEAR FROM THE DATE OF PAYMENT NOT SERVICING DEALER FOR INSPECTION BY	CATION FROM THE	manufacturer. The expressity disclain	he seller hereby ns all warranties,	PARTS AMOUNT GAS, OIL, LUBE	0.00
REPAIRED OR REPLACED UNDER THIS C	AIM HAD BEEN	either express or	Implied including		0.00
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(1) YEAR FROM THE DATE OF PAYMENT NOT	MANUFACTUREDS	neither assumes I	nor authorizes any	TOTAL CHARGES	0.00
REPRESENTATIVE.	and more than	liability in connect	assume for it any ion with the sale	LESS INSURANCE	0.00
		of said products.		SALES TAX	0.00

ACCOUNTING COPY

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

0.00

UNIT# TF11705 CUSTOMER #: 563483	115	980		W II	DWEI	
34/1/				~~~	nen()	
_ ////	WORK	ORDER		2205 BARRET	T LAKES BLVD. GEORGIA 30144	
KENNESAW, GA	PAGE	2	SERVICE	(678) T	784-1312 BODY \$1	HOP HOURS
HOME: CONT: BUS: CELL:	SERVIC	E ADVISOR	7:00 AM TO 2		8:00 AM 7	0 8:00 PM M-F 10 NOON SAT
		YIN .		E MI	LEAGE INFOUT	TAG
STRLING GR 11 FORD F-150 1F DELBATE FROM BATE WARE EXC. FROMBSED	FTFW1CT	'6BF PO NO	RATE		227/ VT NV:	T6203
31MAY11 DD 13:00 28FEE				CASH		
R.O. OPENED READY OPTIONS:	STK: TF	11705 DLR	1:00472			
28FEB2012 07:22 LINE OP CODE TECH TYPE DESCRIPTION	70 / 72700	THE TOTAL OF THE TAX AND THE T				
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DISCLAIMER OF WARRANTIES			PRELIMINARY E			
Any warranties on the product sold hereby are those made by the memufacturer. The sel expressly discisims all warranties, either express or implied, including any implied we merchantability or fitness for a particular purpose, and the seller neither essumes nor any other person to assume for it any liability in connection with the selle of seld products	varranty of suthorizes	AUTHORIZED B	Y ×			
SAVE PAITTE FOR CLISTOMEN THE MO SERVICE SCRAFFED SARAMIT PAITS SCRAFFED		REVISED ESTIMATE (1)		DATE	TIME	BY
TERMS CASH: UNLESS ARRANGEMENTS MADE		REVISED ESTIMATE (2)				
I hereby suthorize the repeir work hereinster not forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or enticles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by		REVISED ESTIMATE (3)				
rehibide in case of fire, theft or any other cause beyond your control or for any dileys a unevallebility of perts or delays in parts shipments by the supplier or transporter. In any one and/or your employees permission to operate the vehicle brown described highways or elsewhere for the purpose of testing sind/or inspection. An express mechan hereby pokungwisedged on above vehicle to socure the amount of repairs thereto.	on streets, nic's lien is	OF THE ABOVE	OWLEDGE THA REVISED ESTIN	T I WAS NOT	FIED & GAVE OR	AL APPROVAL
CUSTOMER SIGNATURE COUNTY COTO ADP. No. SETUTE WORKORDER #2 XSW2G THERE WILL BE A DIAGN.	TO SETA	CE WORK IS				

☐ Lubrication

- 3. PLACE YOUR KEYS IN THIS ENVELO
- 4. PLACE ENVELOPE IN EARLY BIRD / NITE OWL SEL

Change Oil and Filter

Name	.ice	ense No.		
City Kenne can	Z	Mileag	77 00	2
dome Phone	Rusines	s Phone		
Email Address _				
What time will you call for you				PM
rear 2571 Make & Mo	odel Ford F	-150	Colone	-

USE THIS HANDY CHECK LIST

☐ Adjust Brakes	☐ Change Transmission Oil				
☐ Front End Alignment	☐ Check AC / Heating Systems				
☐ Balance Wheels ☐ Front ☐ Rear	Check Exhaust System				
Repack Front Wheel Bearings	☐ Check Steering and Shocks				
□ Flush Radiator - Add Anti Freeze	☐ Aim Headlights				
☐ Engine Tune Up	□ Mile Service				
Other Service Desired / Descripti	on of Problem				
Cut off wrench	I showed				
•					

TERMS CASH: UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hareinatter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or enricles left in whiche in case of fire, theft or any other cause bryond your control or any dalays 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 making and/or inspection. An express mechanic's lien is hereby acknowledged. adged on above vehicle to secure the amount of repairs therato.

X Customer's Signature _

All Vehicles Must Be Picked Up During Normal Business Hours



2205 Barrett Lakes Boulevard • Kennesaw, GA 31044

678-784-1312

www.jimtidwell.ford

IN:	BE		MILEAGE	59	LICENSE
,				***************************************	SPOT# 10203
DDRESS		nW	Kennesaw	\$7A	HOME PHONE #
ECHECK	MODEL (-15 U	COLOR	YEAR / /		WORK PHONE #
MAIL:	orcile				
Shur	CUSTOMER CONCER				
			Walk around in	spection offe	ered?
٦,	241		U.I	9-1-63	

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 iten is hereby acknowledged on above vehicle to secure the amount of payment therein.

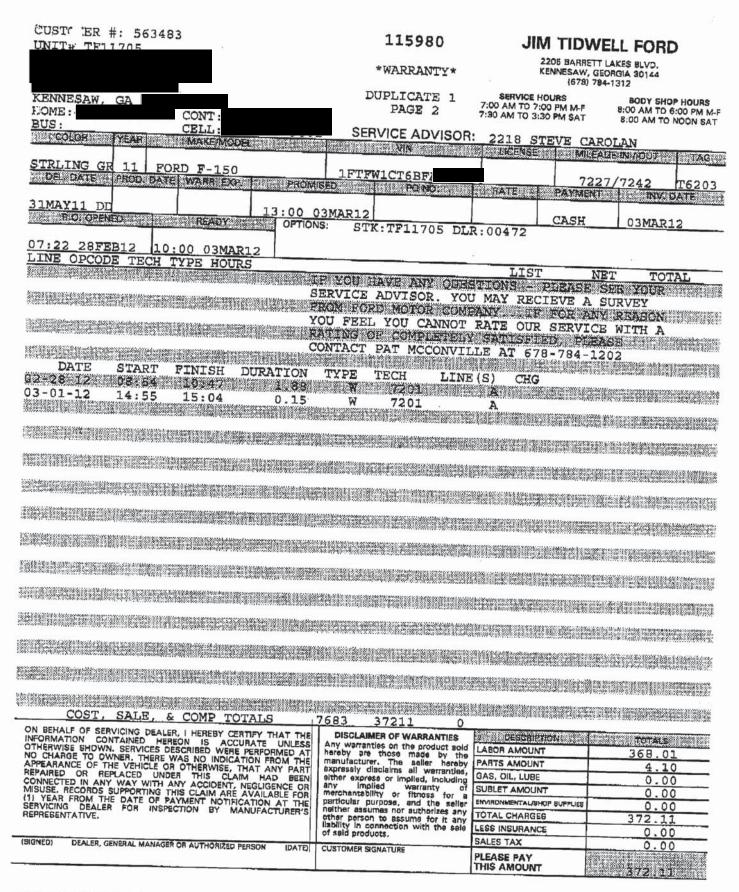
Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warrant of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person 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 DIA	GNOSIS CHARGE IF WORK IS DECLINED

~ WE 113 ARM

CUST ER #: 563483	115980	JIM TIDWELL FORD			
UNIT± TF11705	*WARRANTY*	2205 BARRETT LAK KENNESAW, GEORG (678) 784-13	LAKES BLVD. FORGIA 30144		
KENNESAW, GA	DUPLICATE 1 7	SERVICE HOURS 1:00 AM TO 7:00 PM M-F 1:30 AM TO 3:30 PM SAT	BODY SHOP HOURS 8:00 AM TO 6:00 PM M-F 8:00 AM TO NOON SAT		
HOME: CONT: CELL: CELL: COLOR YEAR MAKENODE	SERVICE ADVISOR:	2218 STEVE CAROL	NA.		
		EIGENGE PHEFAUE	AG		
STRLING GR 11 FORD F-150 DEL DATE PRODUCATE WARR EXP PROMISE	1FTFW1CT6BF	7227/	7242 76203		
		BAIL PARMENT	INV. DAIE		
31MAY11 DD 13:00 03 8 O OPENED READY OPTIONS:	MAR12 STK:TF11705 DLR:	CASH :00472	03MAR12		
07:22 28FEB12 10:00 03MAR12		: ∰, ∏0, #00 ±0.	¥. #.		
LINE OPCODE TECH TYPE HOURS		LIST NET	TOTAL		
A CUSTOWER STATES ERRATTC SALFE, WREN	CH LIGHT CAME ON, EN	igine stalled	12 1111		
CAUSE: EEC TEST P160A, P0320, TEST D HARNESS, FUEL SYSTEM TEST (P FOR AFTERMARKET			WP14		
126500 BEC SYSTEM DIAGNOSIS 7201 MORONEY, MICHAEL LIC	QCICK TEST) - L #· /				
WF 0.20		18.87			
1 BL3Z*6C315*A SENSOR - CRAN 9350B EUBL PUMP PRASSORE TEST O	N VEHICLE :-	6.55 4.10	4.10		
DIAGNOSIS (9350/9A407/9H30 7201 MORONIY MICHAEL DIC	7) - L #: /				
WF 0.60 12650D81 PID RECORDER/MONITOR TO - L	est with road test	56.62	56.62		
7201 MORONEY, MICHAEL LIC	#/				
WF 0.50 12650D57 CRANKSHAFT TIMING SENS((6C315) - L	DR (CRE) PROPERTY	ED , 47.18	47.18		
7201 MORONEY, MICHAEL LUC WF 2.60	#. / KAR 0 3.2	245.34	245.34		
FC: D21.42 PART#: BL32*6C315*A		243.34	245.34		
COUNT: CLAIM TYPE:	273 410	TPARIS			
AUTH CODE:	7410 36801	TLABOR			
7242 EEC TEST PIGON, POSEO, TEST DR	IVB 5 MILES (NORMAL) INSPECT	22 22		
AFTERMARKET EQUIPPED MODIFICATIONS,	NTACT FORD HOTLINE FID MONOTER MAP. T	, INSPECT FOR P. ETC. LGAD.			
BARO, RPM, VSS, VPWR AND O2, ALLNORM TEST CKP HARNESS V DROP TESS THAN	MAL COMPAIRED TO RE	FERENCE VALUES.			
DAMAGE) REPLACE CKP SENSOR AND TEST	DRIVE 8 MILES				

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS		
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT	Any warrandes on the product sold hereby are those made by the manufacturer. The soller hereby expressly disclaims all warrantles, 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	LABOR AMOUNT			
NO CHARGE TO DWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART		GAS, OIL, LUBE			
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		SUBLET AMOUNT			
MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE		ENVIRONMENTADISHOR SUPPLIES			
SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		TOTAL CHARGES			
	at this andustr	SALES MAX			
(SIGNED) DEALER, GENERAL MANAGER OF AUTHORIZED PERSON (DATE)	7	PLEASE PAY			
		Y Vices			
Cashinghi 2000 ADP, Inc. SPRINCE INVOICE #2 X812C	ARRANTY COPY	30 -			



115980 CUSTOMER #: 563483 UNIT# TF11705 *INVOICE* 2205 BARRETT LAKES BLVD. KENNESAW, GEORGIA 30144 (678) 784-1312 DUPLICATE 1 SERVICE HOURS BODY SHOP HOURS KENNESAW, GA PAGE 1 7:00 AM TO 7:00 PM M-F 8:00 AM TO 8:00 PM M-F HOME CONT: 7:30 AM TO 3:30 PM SAT 8:00 AM TO NOON SAT BUS: SERVICE ADVISOR: 2218 STEVE CAROLAN VIN MAKE/MODEL LICENSE MILEAGE IN / DUT STRLING GR 11 FORD F-150 1FTFW1CT6BF/
DEL DATE PROD DATE WARR EXP PROMISED PO NO. 7227/7242 T6203 PAYMENT INV. DATE RATE 03MAR12 03MAR12 3:00 CASH R.O. OPENED READY OPTIONS: STK: TF11705 DLR: 00472 07:22 28FEB12 10:00 03MAR12 LINE OPCODE TECH TYPE HOURS LIST 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 EEG SYSTEM DIAGNOSIS - (QUICK TEST) - L 7201 MORONEY, MICHAEL LIC#: WF 0.20 (N/C) 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 7201 MORONEY, MICHAEL LICH: / WF 0.50 (N/C)12650D57 CRANKSHAFT TIMING SENSOR (CKP) - REPLACE (6C315) - L 7201 MORONEY, MICHAEL LIC#: / (N/C) WF 2.60 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 C2, ALLNCRMAL COMPAIRED 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 ************ DESCRIPTION TOTALS DISCLAIMER OF WARRANTIES

Thank You For Your Business! 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 perticular purpose, and the seller reither assumes nor authorizes any other person to assume for it any liability in connaction with the sele of said products.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

115980 CUSTOMER #: 563483 UNIT# TF11705 *INVOICE* 2205 BARRETT LAKES BLVD. KENNESAW, GEORGIA 30144 DUPLICATE 1 (678) 784-1312 SERVICE HOURS BODY SHOP HOURS KENNESAW, GA PAGE 2 7:00 AM TO 7:00 PM M-F 8:00 AM TO 8:00 PM M-F CONT: HOME 7:30 AM TO 3:30 PM SAT 8:00 AM TO NOON SAT SERVICE ADVISOR: CELL 2218 STEVE CAROLAN BUS: COLOR MAKE/MODEL LICENSE MILEAGE IN / DUT TAG GR FORD F-150 7227/7242 1FTFW1CT6BF T6203 DEL DATE PRODUDATE WARR EXP. PROMISED PO NO. PAYMENT INV. DATE HATE 31MAY11 13:00 03MAR12 CASH 03MAR12 R.O. OPENED READY OPTIONS: STK:TF11705 DLR:00472 07:22 28FEB12 10:00 03MAR12 LIST LINE OPCODE TECH TYPE HOURS NET TOTAL B NO INSPECT AT THIS TIME NOINSPECT NO INSPECT AT THIS TIME 7201 MORONEY,MICHAEL LIC#: / ISP 0.00 (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 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 rational (All Helica Delegation) in the Commission of the Commission (Commission) before the commission of the Commissio ACCOUNTS OF THE PROPERTY OF TH DESCRIPTION TOTALS 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 LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 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 sale positions. SUBLET AMOUNT 0.00 ENVIRONMENTAL/SHOP SUPPLIES 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 of said products.

CUSTOMER COPY

right PDRO ADP, Inc. SERVICE INVOICE AT XSIZE

CUSTOMER SIGNATURE

SALES TAX

PLEASE PAY THIS AMOUNT 0.00

0.00

PE13-018 000534LC

All Action Details for Issue

Print

VIN: 1FTFW1CT6BF Name:

Year: 2011

Model: F-SERIES

WSD: 2011-05-31

Case: 576860592

Symptom Desc: NO CRANK START TEMP ALL ENGINE TEMP

Primary Phone: Secondary Phone:

Reason Desc: DRP-VEHICLE REPURCHASE REQUEST

Issue Type: 06 BBB AUTO LINE/DACO

Issue Status: CLOSED

Owner Status: Original

Action: OPEN - PENDING ELIGIBILITY

Origin Desc: BETTER BUSINESS BUREAU

Dealer: 00472 JIM TIDWELL FORD Odometer: 7200 MI

Comm Type: MAIL Analyst: M-COSTE3

Analyst Name: COSTELLO, MATT 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

Analyst: TPONTILL

(TPONTILL), TERESA Action Date: 03/09/2012

Action Time: 09.49.59.324 Action Data: No

Comments SUBMITTED INITIAL POSITION TO BBB ADVISING THERE WILL BE NO SETTLEMENT OFFERS AT THIS

TIME.

Action: OPEN - CABBB CASE ELIGIBLE

https://web.cudl.dealerconnection.com/Issues/CuDLIssueActionsAllPrint.asp?Action=Actio... 4/9/2012

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

Action Data: No

Comments OPEN - CABBB CASE ELIGIBLE

Action: DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS

Dealer: 00472 JIM TIDWELL FORD

Origin Desc: CONSUMER AFFAIRS-DISPUTE

Origin Desc: BETTER BUSINESS BUREAU

RESOLUTION PROGRAM

Odometer: 7200 MI

Comm Type: OUTBOUND

EMAIL-OTHER

Analyst Name: PONTILLO (TPONTILL), TERESA

Analyst: TPONTILL

Action Date: 03/15/2012

Action Time: 15.37.39.007

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

Origin Desc: CONSUMER AFFAIRS-DISPUTE

RESOLUTION PROGRAM

Odometer: 7200 MI

Comm Type: OUTBOUND

EMAIL-OTHER

Analyst Name: PONTILLO (TPONTILL), TERESA

Analyst: TPONTILL

Action Date: 03/19/2012

Action Time: 08.44.03.232

Action Data: Yes

Comments SUBMITTED MRF POSITION TO BBB VIA FAX AND EMAIL.

Data Element Name

Data Value

CUSTOMER CONTACTED BY FORD

REGION RESPONDED TO DSB E-MAIL (Y/N)

NO

YES

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00472 JIM TIDWELL FORD

Analyst Name: COSTELLO, MATT

Odometer: 7200 MI

Comm Type: MAIL

Analyst: M-COSTE3

Action Date: 03/27/2012

Action Time: 21.05.16.336

Action Data: No

Comments HEARING SCHEDULED ON 03/26/12 AT 10AM

Action: ARBITRATION-AWA DRS SPENDING

Dealer: 00472 JIM TIDWELL FORD

Origin Desc: CONSUMER AFFAIRS-DISPUTE

Origin Desc: BETTER BUSINESS BUREAU

RESOLUTION PROGRAM

Odometer: 7200 MI

Comm Type: OUTBOUND

EMAIL-OTHER

Analyst Name: PONTILLO (TPONTILL), TERESA

Analyst: TPONTILL

Action Date: 04/02/2012

Action Time: 08.40.36.751

Action Data: Yes

Comments DENIAL DECISION RENDERED BY ARBITRATOR. CASE CLOSED AND FINISHED.

Data Element Name

ARBITRATOR NAME (LAST NAME, FIRST NAME)

DENIAL DECISION (Y=YES, N=NO)

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

Comm Type: MAIL

Odometer: 7200 MI Analyst Name: COSTELLO, MATT

Analyst: M-COSTE3

Action Date: 04/04/2012

Action Time: 11.05.13.846

Action Data: No

Origin Desc: BETTER BUSINESS BUREAU

Data Value

EVANS, ALICE

Comments ARBITRATION DECISION-DENIAL ARBITRATED RESULTING IN A DENIAL

Ford Confidential

All Action Details for Issue

Print

VIN: 1FTFW1CT6BF/ Name

Year: 2011 Owner Status: Original Model: F-SERIES Case: 576860592 WSD: 2011-05-31

Symptom Desc: STALLS/QUITS ACCELERATION

Reason Desc: CLP-IN-BUYBACK - CUST PERCEIVES TWO REPAIRS

Primary Phone:

Issue Type: 04 REGION

Issue Status: CLOSED

Secondary Phone:

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

Analyst Name: SMITH (MSMIT987), MARJON

Comm Type: PHONE Analyst: MSMIT987

Action Date: 02/29/2012

Action Time: 08.19.50.114 Action Data: No.

Comments CUSTOMER SAID: -CALLER: PREFERRED NR:

DAY PHONE NR: BEST TIME TO CALL: ANYTIME***-VIN: 1FTFW1CT6BF.

7200 MILES-VEH AT DLR SINCE YSTERDAY-THIRD TIME FOR SAME ISSUE -VEH QUITING 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

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 7200 MI Analyst Name: TATE, TRACY Analyst: TTATE14

Comm Type: PHONE

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: TIME OF FOLLOW UP (HH:MM):

03-02-2012 16:30

Action: CREATE FOLLOW UP

Dealer: 00472 JIM TIDWELL FORD

Comm Type: PHONE

Odometer: 7200 MI Analyst Name: TATE, TRACY

Analyst: TTATE14

Action Date: 03/01/2012

Action Time: 10.46.35.255 Action Data: Yes

Comments CSM TRACY 77780, OBC TO CUST = STATES SAFETY CONCERN AS IT HAS STALLED IN THE MIDDLE OF TRAFFIC, VERY CONCERNED WITH HER SAFETY = STATES SHE CONTINUALLY GETS VEHICLE BACK, THEN IT STALLS AGAIN AND SHE HAS HER CHILDREN WITH HER. STATES THAT WITH THE REPAIR ATTEMPTS AND THE AMOUNT OF MONEY SHE HAS SPENT ON THE VEHICLE, SHE EXPECTS THE S/M TO HAVE VEHICLE DETAILED AND TANK FILLED. CUST STATES SHE WANTS SOME KIND OF COMPENSATION, AS AN ESP, POSSIBLY, CSM ADVISED CUST ONCE THE DIAGNOSIS AND REPAIR IS COMPLETE, WE WILL ADDRESS ANY TOOKS I MAY HAVE

TO ASSIST. F/U ON 03/09/ 2012

Data Element Name

Data Value

-----DATE OF FOLLOW UP:

TIME OF FOLLOW UP (HH:MM):

03-09-2012 16:30

Action: CREATE FOLLOW UP

Dealer: 00472 JIM TIDWELL FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

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: 11.50.28.330 Action Data: Yes

Comments CSM TRACY 77780, IBC FROM CUST, STATES SHE DOES NOT WANT THE VEHICLE, PURSUING BBB. CSM ASKED THAT SHE GIVE US A CHANCE TO REPAIR UNDER NVLW, BUT SHE DECLINED, VERY STRONG OPINION THAT IS A SAFETY CONCERN FOR HER CHILDREN. CSM WILL F/U WITH S/M AND DLRSHP THROUGH REPAIR OF THE VEHICLE.

Data Element Name

Data Value

DATE OF FOLLOW UP:

TIME OF FOLLOW UP (HH:MM):

03-07-2012

16:30

Action: CREATE FOLLOW UP

Dealer: 00472 JIM TIDWELL FORD

Comm Type: PHONE

Odometer: 7200 MI Analyst Name: TATE, TRACY

Analyst: TTATE14

Action Date: 03/01/2012

Action Time: 11.57.53.380 Action Data: Yes

Comments CSM TRACY 77780, IBC FROM CUST, STATES SHE DOES NOT WANT THE VEHICLE, PURSUING BBB. CSM ASKED THAT SHE GIVE US A CHANCE TO REPAIR UNDER NVLW, BUT SHE DECLINED. VERY STRONG OPINION THAT IS A SAFETY CONCERN FOR HER CHILDREN. CSM WILL F/U 03/06 WITH S/M AND DLRSHP

THROUGH REPAIR OF THE VEHICLE.

Data Element Name

Data Value

DATE OF FOLLOW UP:

TIME OF FOLLOW UP (HH:MM):

03-06-2012

16:30

Action: ESCALATED HANDLING REQUIRED - REQUESTING CCT-CSM SUPPORT

Dealer: 00472 JIM TIDWELL FORD

Odometer: 7200 MI

Analyst Name: PAT MCCONVILLE

Action Date: 03/02/2012

Comm Type: INTERNET

Analyst: P-MCCONV

Action Time: 10.56.40.004

Origin Desc: DEALER

Action Data: No

Caller Information If Different From Vehicle Owner:

Middle Initial

Last Name Day Phone Relationship DEALER

Comments REPLACE ENGINE CRANKSHAFT SENSOR PER FIX HOTLINE. TEST DR0V 30 MILES SO FAR WITHOUT INCIDENT.

Action: CREATE FOLLOW UP Dealer: 00472 JIM TIDWELL FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 7200 MI Analyst Name: TATE, TRACY Analyst: TTATE14

Comm Type: PHONE

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 Analyst Name: TATE, TRACY Analyst: TTATE14

Comm Type: PHONE

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) TECH ASSIST (FSE INVOLVED) USED? (Y/N) TECH HOTLINE CONSULTED? (Y/N)	N N
ESP USED? (Y/N) SCP USED? (Y/N)	N N
X-PLAN USED? (Y/N) CLP FINANCIAL ASSIST PROVIDED? (Y/N)	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) NONE OF THE ABOVE (Y/N)	N Y

Ford Confidential

All Action Details for Issue

Print

VIN: 1FTFW1CT6BF Name:

Year: 2011 Owner Status: Original Model: F-SERIES WSD: 2011-05-31

Case: 576860592

Symptom Desc:

Reason Desc: DEALER GENERATED INFORMATION ISSUE

Primary Phone:

Issue Type: 02 INFORMATION

Issue Status: CLOSED

Secondary Phone:

Action: ESCALATED HANDLING REQUIRED - REGIONAL PERSONNEL CONTACTED

Dealer: 00472 JIM TIDWELL FORD

Origin Desc: DEALER

Odometer: 7227 MI Analyst Name: PAT MCCONVILLE Comm Type: INTERNET 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 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.

Ford Confidential

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 V	/CC PR	EF BASE	SUF	F VRT	VRT ROW	VFG	CCC
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 6	Y20 *	TAPI		F09	SXX	V99	A99
AWS Claim Key:	2559776	Doc#:	11502	5C	Trx Cod	e:	TAP1	Labor H	lrs:	0	Labor (Cost:	0	Mater	ial Cost:	0	Tota	l Cost:	30		
Dir Cd-Sub Cd:	00472-*	Name:	JIM T	IDWELL	FORD		Ph:	770-4275	5531	St: GA	Ctry Cd:	USA	Reg Cd	: N	A Re	pr Date:07	-FEB-2	012	DIST(Mile):6	839
Tech Comments:	1 DAY T	AP VEH	ICLE P	ROVIDE	D FOR WA	ARRANT	Y REPAIR	S			Ca:		1970								
IFTFW1CT6BF	F6	T/F6	F	T/BC	T/AM	T/B	AF	T/C3	T/KW	11- FEB- 2011	31- MAY- 2011	121023	USA	9 2	G05 *	RECA	L •	F04	S11	V48	P67
AWS Claim Key:	2573167	Doc#:	11502	5D	Trx Cod	e:	ı	Labor H	lrs:	1	Labor (Cost:	94.36	Mater	ial Cost:	0	Tota	I Cost:	94.36		
Dlr Cd-Sub Cd:	00472-*	Name:	JIM Т	IDWELL	FORD		Ph:	770-4275	5531	St: GA	Ctry Cd:	USA	Reg Cd	: N	A Re	pr Date:07	-FEB-2	012	DIST(Mile):6	839
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AWS Claim Key:	2788671	Doc#:	11543	1A	Trx Coc	ie:	S07	Labor	Hrs:	1.1	Labor (Cost:	103.8	Materia	l Cost:	633.87	Total C	ost:	737.67		
Dir Cd-Sub Cd:	00472-*	Name:	JIM T	IDWELL	FORD		Ph:	770-42	75531	St: GA	Ctry Cd:	USA	Reg Cd	: NA	Rep	r Date:15-	FEB-2012	2	DIST(Mile):7	023
Cust Comments:	CUSTON	MER STA	TES:FI	EELS LIF	CE VEHIC	CLE IS GO	ING INTO	FAILSA	AFE MOD	E											
Tech Comments:	SEVERA	L DAYS	TSB P	UBLICA	TION DA	TE 2 15 12	, TEST D	RIVE 20	MILES, E	NGINE S	TALLS A	ROGRAM P AND DIES, F T DRIVE 10	RETEST PO								
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AWS Claim Key:	2788672	Doc#:	11543	1C	Trx Coc	ie:	TAPI	Labor	Hrs:	0	Labor (Cost:	0	Materia	Cost:	0	Total C	ost:	150		
Dir Cd-Sub Cd:	00472-*	Name:	JIM T	IDWELL	FORD		Ph:	770-42	75531	St: GA	Ctry Cd:	USA	Reg Cd	: NA	Rep	r Date:15-	FEB-2012	2	DIST(Mile):7	023
Tech Comments:	SDAVE	TAPVE	HICLE	PROVID	ED FOR V	WARRAN	TY REPAI	RS													

Any comments? You can contact

webmaster

Rpt. Analysis Home

Report Mgmt Primary

Report Mgmt Query

Report Mamt

Indicator Summary

Help Exit

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

File Report To This Folder File Report To A Folder Folder Number: **Download Options** Add Comments Previous Next Save Mail Report

Report Detail Section : View Details

Report#:

CB2H1001 NHL

Attachments: 0

CCRG/EPRC:

Z.

Reviewed Status:

Date:

Received:

02/28/2012

Build Date: 02/11/2011

Vehicle:

2011,F150 4X2 ,F150 ,SUP CRW,STYSD ,1FTFW1CT6BF

Calibration:

BF613G0N

Odometer:

7,227 M

Engine:

Transmission:

6R80E

Axle:

3800F3.55L A/C:

YES (770) 427-

Dealer:

USA 00472 Jim Tidwell Ford

Phone#:

5531

City:

Kennesaw

State:

Georgia

3.5L-GTDI

Country:

USA

Originator:

MICHAEL MORONEY

Symptom:

5 52 0 00 DRV PERF, STALLS/QUITS, UNKNOWN, UNKNOWN

Status:

VFG:

V52 DRIVEABILITY

Additional

P0320, P160A

Symptom: 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 SIGNSDA Options DAMAGE. IF NO CONCERNS ARE FOUND, PLEASE REPLACE THE CKP SENSOR AND RETEST.

Folder Number:			File Report	To This Folder	File Report To A Folder
Add Comments	Previous	Next	Save	Mail Report	

Requester: LBINGHAM Report Summary Server: ECCWS686

Ford Proprietary, Private

PE13-018 000545LC

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

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

Primary contact's email address

313.322.4722

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 FCSD Technical Zone VIN Vehicle year/model Vehicle mileage Repair Order (R.O) # Customer Name Vehicle Down? GCQIS Report # TAR Open? CuDL Case #

A05 T12

1FTFW1CT6BF 2011 F-150

7,023

N/A

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---MCOLFESC--03/12/2012 10:42:11 AM--

x --- Updated By--- DDRIPPS--03/29/2012 04:37:47 PM--

3/12/2012

N/A

N/A

x --- Updated By--- DDRIPPS--03/29/2012 04:37:47 PM-referred to bbb per Wannetta Inspection Comments for Technical Assistance Contact Report DDRIPPS--03/29/2012 04:37:47 Perkins-Hill --- Updated By---

PM--

x --- Updated By--- DDRIPPS--03/29/2012 04:37:47 PM--

No 0.5

MCOLFESC

03/12/2012 10:42:11 AM EST

DDRIPPS

03/29/2012 04:37:47 PM EST

Request description

Priority

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

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

Missing tools/equipment(if identified)

Missing tools/equipment ordered during visit?

Total hours spent on request

Created by Created date

Last Revised by Last revised date This e-mail notification has been generated by: DDRIPPS Thank you..



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

> Re: Vehicle: Our Client:

Date of Purchase

VIN:

2011 Ford F150

12/17/2011 1FTFW1CFXBK

Settlement Demand

Dear Sir or Madam:

OGC LIT 2012BEC21 am10:25

This office has been retained by 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:

- 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 leaves 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

Enclosures cc: (w/out encls.)

^{*}Until this matter is resolved, 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.

305759

INVOICE



MEGA AZ				PAGE 1	PHONE:	P	E. CAMELE HOENIX, AZ	ACK ROAD 85014 FAX; (602) 850	9061
HOME:		CONT:			ww	w.came	ibacid ordin	colimercury.co	m
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CUSTOMER COPY

CUSTOMER #	: 619	626		305759		AME	
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				THIOLEB	C.	3	30 mm
MESA. AZ				PAGE 2		1330 E. CAMEL	BACK ROAD
					PHONE	: (602) 850-9000	BACK ROAD Z 85014 FAX: (602) 850-9061 incolimercury.com
HOME:		CELL:		SERVICE ADVIS		KRISTA L	
COLOR	YEAR			- VIN		NSE 1	CASIBINE CIUTA TAG
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				CUSTOMER COPY			Car 22

Cause: E

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History Report for Vehicle: BKD94483
      Customer#:
 Customer Name:
     RO Wumber: 304136
      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
                                   Comeback: N
                                                          Booker ID: 1107
     Comptaint: E29 C/S PUT FUEL IN CHECK ENBINE LIGHT CAME ON AND PUT 20,00 READ SHOTY THEN WENT TO HALF A TANK,
                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
        Labors:
                       20,97
                                                   Failed Part Number: 9L32*9A299*E
        Parts$:
                       51.51
                                                          Failed Code: E29 42
Miscellaneous%:
                        0.00
    Labor Type: WF
                                                  Technician Number: 1864
       Op Code: 12650045
                                                 Comeback RO Number:
    Description: EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - L
        I abors.
                       31.45
        Parts$:
                        0.00
Miscellaneous$:
                        0.00
    Labor Type: WF
                                                  Technician Number: 1864
       Op Code: 9002AA
                                                 Comeback RO Number:
                                                                                                              Si.
    Description: FUEL TANK - REMOVE AND INSTALL (9002/9072/9076) - L
        Labor$:
        Parts$:
                        0.00
Miscellaneous$:
                        0.00
    Labor Type: WF
                                                  Technician Number: 1864
       Op Code: 9002A4
                                                 Comoback RO Number:
    Description: FUEL GAUGE TANK UNIT OR SEAL - REPLACE (9275/9276/9A299) - L
        Labors:
                       41.93
        Parts$:
                        0.00
Miscellaneous$:
                        0.00
     Line Code: B
                                   Comeback: N
     Complaint: D42 C/S ENGINE IS MKAING NOISE ON ACEL LIKE STARVINN FOR OIL CK AND ADVISE
    Labor Type: WHC
                                                  Technician Number: 1864
       Op Code: D42
                                                 Comeback 80 Number:
   Description: POOR PERFORMANCE-LACKS POWER
        Labors:
                        0.00
        Parts$:
                        0.00
Miscellaneous$:
                        0.00
     Line Code: C
                                                          Booker ID: 1107
     Complaint: RENTAL RENTAL CAR
```

PE13-018 000554LC

11/30/12 12:52PM CAMELBACK FORD LINCOLM MERCURY Page 2
History Report for Vehicle: BKD94483

.

Customer#: 619626 Customer Name:

Labor Type: WF Technician Number: 9999
Op Code: PO Comeback RO Number:

Description: TAP AST
Labors: 0.00 Failed Part Number: TAP1
Partss: 0.00 Failed Code: A99 82
Niscellaneouss: 0.00 Failed Part Quantity:

Labor Type: WF Technician Number: Op Code: 9999 Comeback RO Number:

Description: TAP AST GODLEY ERAC 507239
Labors: 0.00

Parts\$: 0.00 Niscellaneous\$: 120.00

Line Code: D Comeback: N Booker 1D: 1153

Complaint: 99P PERFORM MULTI-POINT INSPECTION

Cause: .

Labor Type: UNC Technician Mumber: 1866
Op Code: 99P Comeback RO Mumber:

Description: PERFORM MULTI-POINT INSPECTION

Labor\$: 0.00
Parts\$: 0.00
Niscellaneous\$; 0,00

Labor Type: NANC 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 Niscellaneous\$: 0.00

Labor Type: MMC Technician Number: 186
Op Code: GBATT Comeback RO Number:

Description: BATTERY CONDITION IS 6000

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

Labor Type: MMC Technician Number: 1864
Op Code: GBK Comeback RO Number:

Description: BRAKE LININGS ARE DK AT HIS TIME

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

Line Code: E Comeback: N Booker ID: 1107

COMPLIANT: ASS C/S NOTED THAT THE REAR BUNDER COVER CRACKED WHEN HE STEPPE ON IT PLEASE CK AND ADVISE

Cause: E

Labor Type: WF Technician Mumber: 1864
Op Code: MT178807 Comeback RO Number:
Description: REPL BUMPER COVER ASY

11/30/12 12:52PH History Report for Vehicle: BKD94483 CAMELBACK FORD LINCOLN MERCURY

Page 3

Customer#: 619626

Customer Mame:

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

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

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 DID PPT 81 NO 89 YES 810 YES 812 YES 813 NO 814 NO. INSTALL NEW FUEL SENDER FLOAT AND CARD. REMOVED THE FUEL TANK AND R 4 R THE FUEL SENDER. RE TESTED HORMAL OPERATION AT THIS TIME. FILLED THE TANK TO FULL AND THE ENGINE LIGHT NEVER CAME ON. AFTER REQUELING 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 8, Version Number 1

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

Story for Line C, Version Number 1 34894 TAP AST ERAC 507239

Story for Line D, Version Number 1 34894 MPI SEE MPI

Story for Line E, Version Number 1

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

PE13-018 000556LC

```
11/30/12 12:52PM
                                                  CAMELBACK FORD LINCOLN MERCURY
History Report for Vehicle: BKD94483
     Customer#: 619626
 Customer Name:
     RO Number: 302728
     Open Date: 10/08/12
                                    Nileage: 32419 Service Loggn: CRLM-S
    Close Date: 10/11/12
                                  SA Number: 1933
                                                           Cashier: gbreceda
                                                         Booker 10: 1107
      Line Code: A
                                   Comeback: N
     Complaint: E29 C.S TANT THE SES LIGHT COMES ON IF THEY FILL THE TANK ALL THE WAY
         Couse: .
     Labor Type: WAC
                                                  Technician Number: 1143
       Op Code: E29
                                                 Comeback RO Number:
    Description: "CHECK ENGINE" LIGHT TROUBLES
                        0.00
        Labor$:
                        0.00
        Parts8:
 Miscellaneous$:
                        0.00
                                                                        . .
      Line Code: 8
                                   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 TARK UP IT-WILL DNLY REAR
                3/4 OF A TANK
    Labor Type: WF
                                                  Technician Number: 1143
       Op Code: 126500
                                                 Comeback RO Number:
    Description: EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
         Labors:
                      20.97
        Parts$:
                      277.18
                                                        Failed Code: E29 42
 Miscellaneous$2
                                                 Failed Part Quantity:
                        0.00
                                                  Technician Number: 1143
     Labor Type: WF
       Op Code: 12650p80
                                                 Comeback RO Number:
    Description: PID RECORDER/HOWITOR TEST - L
        Labors:
                       10.48
         Parts5:
                        0.00
 Hiscellaneous$:
                        0.00
     Labor Type: WF
                                                  Technician Number: 1143:
       Op Code: 9002AA
                                                 Comeback RO Number:
    Description: FUEL TANK - REMOVE AND INSTALL (9002/9072/9076) - L
         Labors:
                       199.18
         Parts$:
                        0,00
 Miscellaneous$:
                        0.00
     Labor Type: WF
                                                  Technician Number: 1143
        On Code: 9002A6
                                                 Comeback RO Number:
    Description: FUEL PUMP - ELECTRIC - REPLACE (9350/98407/96407/98307/98318) - L
                      41.93
         Labor$:
         Parts$:
                        0.00
```

Technician Number: 1143

Comeback RO Number:

Description: EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L EXTRA TIME TO REPEAT FINAL QUICK TEST

Miscellaneous\$:

Labor Type: WF

Labors:

Op Code: 126500X1

0.00

10.48

PE13-018 000557LC

11/30/12 12:52PM CAMELBACK FORD LINCOLN MERCURY Page 5

History Report for Vehicle: BKD94483

Customer#: 619626 Customer Name:

Parts\$: 0.00 Miscellaneouss:

> Line Code: C Comeback: N Booker ID: 1933 Complaint: DSO C.S THAT THE RPMS ARE ERATTIC AND ARE GOING UP AND DOWN Cause: .

Labor Type: INT Technician Number: 1143 Comeback RO Number:

Op Code: 050 Description: OTHER ENGINE CONCERNS 0.00 Labors:

Parts\$: 0.00 Miscellaneous\$: 0.00

> Line Code: D Comeback: N Booker 10: 1933

Complaint: POP C.S TANT WHEN THEY TAKE OFF FROM A LIGHT THE TRUCK WILL KINDA BOG DOWN THEN JERK Cause: .

Labor Type: INT Technician Number: 1143 Op Code: P09 Comeback RO Number: .

Description: OTHER TRANSMISSION TROUBLES Labor\$: 0.00 Parts\$: 0.00

0.00

Line Code: E Comeback: W Booker ID: 1933

Complaint: 807 C.S THAY THEPLACTIC PART OF THE REAR BUNDER KEEPS FALLING Cause: .

Yechnician Number:

Comeback RO Number:

Labor Type: 1WT Technician Number: 1143: Op Code: 807 Comeback RO Number: Description: BUMPER FITS POORLY

Labors: 0.00 Parts\$: 0,00 Miscellaneous\$: 0.00

> Line Code: F Booker ID: 1107 Complaint: RENT * RENTAL CAR

Cause: .

Miscellaneous\$:

Labor Type: WF Technician Number: 9999 Op Code: PO Description: TAP AST Labors: 0.00 Failed Part Number: TAP1 0.00 Parts\$: Failed Code: A99 82

Miscellaneous5: 0.00 Failed Part Quantity: Labor Type; WF

Op Code: 9999 Description: TAP AST GODLEY ERAC 506205

Labors: 0.00 Parts\$: 0.00 Miscellaneous\$: 120.00

4

11/30/12 12:52PN History Report for Vehicle: BKD94483 CAMELBACK FORD LINCOLN MERCUR

Customer#: 619626 Customer Name:

Line Code: G

Complaint: 99P PERFORM MULTI-POINT INSPECTION

Cause: .

Labor Type: WNC

Technician Number: 1143

Op Code: 99P Comeback RO Number:

Description: PERFORM MULTI-POINT INSPECTION

0.00 Labors: PartsS:

0.00 0.00

Miscellaneous:

Line Code: H

Comeback: N

Booker ID: 1933: ..

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

Labor Type: CMPP

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

Labors: 18.00 23.82 Parts%: Miscellaneous\$: 0.00

32419 EEC TEST P PINPOINT TEST FOUND FUEL PLMP NOT IN CORRECT POSITION REPLACE FUEL PLMP

Story for Line A, Version Number 2

32419 EEC TEST P2196 P2198 PINPOINT TEST H DCL DISPLAY SHOWS FLI AT 24 PERCENT AND FUEL TRINS AT HORIAGE - + 5 PERCENT SEE LINE B REMOVE FUEL TANK AND INSPECT FUEL PUMP FOUND FUEL PUMP NOT IN CORRECT POSITION REPLACE FUEL FUNE SEEC. TEST KOER PASS KOEO PASS 126500 126500X1 12650080 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 HORMAL . + 5 PERCENT SEE LINE B REHOVE 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 12650080 9002AA 9002A6

33.50

Customer#: 619626 Customer Name:

RO Number: 296481

Open Date: 07/02/12 Close Date: 07/02/12

Mileage: 21024 SA Mumber: 1153

Service Logon: CBLM-S Cashier: bnelson

Line Code: A

Comeback: N

Booker ID: 1153

Complaint: MORKS THE MORKS 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.COMVENTIONAL OIL & FILTER CHANGE. ROTATE & INSPECT 4 TIRES. CHECK AIR FILTER, INSPECT BRAKES & TEST BATTERY. CHECK BELTS AND HOSES, TOP OFF FLUIDS

Labors: 13.66

23.89 Parts\$: Miscellaneous\$: 0.00

Line Code: B

Booker 10: 1153:

Complaint: COND OIL CONDITIONER

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

Description: INSTALL FLUID CONDITIONER

0.00 Labors:

Parts\$: 13.93 Miscellaneous%: 0.00

> Line Code: C Comebeck: M

Booker ID: 1153

Complaint: 99P PERFORM MULTI-POINT INSPECTION

Labor Type: CMPP Technician Number: 1105

Op Code: 99P Coneback RO Number:

Description: PERFORM MULTI-POINT INSPECTION

Labors: 0.00 Partes: 0.00

Miscellaneouss: 0.00

> Labor Type: CMPP Technician Number: 1105 Op Code: GTIRE Comeback RO Number:

Description: TIRE TREAD AND WEAR IS OK AT THIS TIME

Labors: 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 0.00 Parts\$:

Miscellaneous\$: 0.00

> Labor Type: CMPP Technician Number: 1105

Op Code: GBK Coneback RO Humber:

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

CAMELBACK FORD LINCOLN MERCLIRY

Customer#: 619626

Description: BRAKE LININGS ARE OK AT HIS TIME

Labors: Parts\$:

0.00 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 8, Version Number 1

21024 DONE

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

PE13-018 000561LC

History Report for Vehicle: BXD94483

Customer#: 619626 Customer Name:

RO Number: 299871

Open Date: 08/22/12 Close Date: 08/24/12

Mileage: 27924 Service Logon: CBLM-S SA Number: 1153 Cachier: klashley

Line Code: A

Comeback: N

Booker ID: 1153

Complaint: E29 "CHECK ENGINE" LIGHT TROUBLES

Labor Type: INT

Technician Number: 1143 Comeback RO Number:

Op Code: E29 Description: "CHECK ENGINE" LIGHT TROUBLES

Labors: 0.00

Parts\$:

Miscellaneous\$:

0.00

Line Code: B Comeback: N Booker ID: 1153.

Complaint: 99P PERFORM MULTI-POINT INSPECTION

Cause: Y

Labor Type: INT

Op Code: 99P

Description: PERFORM MLATI-POINT INSPECTION

Labors: 0.00 0.00

Parts\$: 0.00

Miscellaneous\$:

Labor Type: INT

Technician Number: 1143

Op Code: GTIRE

Description: TIRE TREAD AND WEAR IS OK AT THIS TIME

Labors: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Labor Type: INT

Technician Mumber: 1143

Op Code: GBATT Comeback RO Number:

Description: BATTERY CONDITION IS GOOD

Labor\$: 0.00

Parts\$: 0.00 0.00

Miscellaneous\$;

Labor Type: INT Technician Number: 1143

Op Code: GBK Description: BRAKE LININGS ARE OK AT HIS TIME

Labors: 0.00

Partss: 0.00

Miscellaneous\$: 0.00

Story for Line A, Version Number 1
27924 EEC TEST P2196 P2196 FREEZE FRAME SHOWS LOWG FUEL TRIMS AT 9.38 AMP SHORTS AT
PIDS MORMAL LONG AND SHORT TRIMS MEAR 0 MONITOR TRIMS DURING TEST DRIVE MORMAL

Coneback RO Number:

Page 8

History Report for Vehicle: 8XD94483

Customer Name:

80 Number: 299225

Open Date: 08/13/12 Close Date: 08/15/12

Hileage: 26777 Service Logon: CBLM-S SA Mumber: 1153 Cashier: bnelson

Line Code: A

Booker ID: 1153

Complaint: MORKS THE MORKS FUEL SAVER PACKAGE.CONVENTIONAL OIL & FILTER CHANGE, ROTATE & INSPECT & JIRES. CHECK AIR FILTER, INSPECT BRAKES & TEST BATTERY. CHECK BELTS AND HOSES, TOP OFF FLUIDS

Labor Type: CMPP

Technician Number: 1105

On Code: WORKS Comeback RO Numbers

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

13.83 Parts\$1 23.82 Miscellaneous5: 0.00

Line Code: 8

Complaint: COND OIL CODMITIONER

Comeback: N Booker ID: 1153

Labor Type: CMPP Technician Number: 1105 Op Code: COND Description: INSTALL FLUID COMDITIONER

Labors: 0.00 Parts\$: 13.85 Miscellaneous\$: 0.00

> Line Code: C Comeback: N Booker 1D: 1153.

Complaint: H44 BRAKES SQUEAL CK AND ADVISE

Labor Type: CMPP Op Code: H44 Comeback RO Number: Description: HARSH RIDE Labor\$2 0.00

Parts\$: 0.00 Miscellaneouss: 0.00

Line Code: D

Complaint: 99P PERFORM MULTI-POINT INSPECTION

Labor Type: CF Op Code: 99P Description: PERFORM MULTI-POINT INSPECTION

0.00 Labors:

Parts\$: 0.00 Miscellaneouss: 0.00

> Lebor Type: CF Op Code: GTIRE

Description: TIRE TREAD AND WEAR IS OK AT THIS TIME

Labors: 0.00 0.00 Partes: Miscellaneous\$: 0.00 11/30/12 12:52PM Mistory Report for Vehicle: BKD94483 CAMELBACK FORD LINCOLN MERCURY

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1 140 500 4

61 - 5 61 - 5

Customer#: 619626

Labor Type: CF Op Code: GBATT

Description: BATTERY COMDITION IS GOOD

0.00 0.00

0.00

Labors: Parts\$:

Miscellaneous\$:

Technician Number: 1105

Labor Type: CF Op Code: GBK

Comeback RO Number:

Description: BRAKE

LININGS ARE OK AT HIS TIME 0.00

Labors: 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 8, Version Number 1

26777 DONE

Story for Line C, Version Number 1

ROAD TEST VEHICLE VERIFY FOR BRAKE NOISE CAN NOT DUPLICATE BRAKE NOISE AT THIS TIME FRONT BRAKES AT SHIM REARS SHIM

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

PE13-018 000564LC

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

CAMELBACK FORD LINCOLN MERCURY

Customer#: 619626 Customer Name:

RO Number: 293345

Open Date: 05/14/12

Mileoge: 15574 SA Number: 1153

Service Logon: CBLM-S

Close Date: 05/14/12

Comeback: N

Booker 10: .1153

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

Technician Number: 1840

Comeback RO Number:

Labor Type: CMPP

Line Code: A

Op Code: WORKS

Description: AUTH CODE 130330055 25.35

Labors: 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

Comeback RO Number:

Op Code: FLAT

Description: AUTH CODE 130330219 Labors:

19.95

Partss: 0,00 0.00

Miscellaneouss:

Booker ID: 1153.

Comeback: N Complaint: 99P PERFORM MULTI-POINT INSPECTION

Labor Type: CMPP

Line Code: C

Op Code: 99P

Technician Number: 1840-

Description: PERFORM MULTI-POINT INSPECTION

Comeback RO Humber:

Labors: 0.00 Parts3: 0.00

Miscellaneouss: 0.00

Labor Type: CMPP

Technician Number: 1840

Op Code: GTIRE

Comeback RO Number:

Description: TIRE TREAD AND WEAR IS OK AT THIS TIME

Labors: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Labor Type: CMPP

Comeback RO Number:

Op Code: GBATT Description: BATTERY CONDITION IS GOOD

Labors:

0.00

Parts\$: 0.00 Miscellaneous\$: 0.00

Labor Type: CMPP

Technician Number: 1840

Op Code: GBK back RO Number: Description: BRAKE LININGS ARE OK AT HIS TIME

CAMELBACK FORD LINCOLN MERCURY.

Dags 17

History Report for Vehicle: BKD94483

Customer#: 619626 Customer Name:

Labor\$: 0.00
Parts\$: 0.00
Niscellaneous\$: 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

Line Code: D

Comeback: N

Customer#: 619626 Customer Name: RO Wumber: 290917 Open Date: 04/02/12 Hileage: 10262 Close Date: 04/04/12 SA Number: 1153 Cashier: gbrecede Line Code: A Coneback: N Booker 10: 1153 Complaint: WORKS THE WORKS FUEL SAVER PACKAGE.CONVENTIONAL OIL & FILTER CHANGE. ROTATE & INSPECT 4 JIRES. CHECK AIR FILTER, INSPECT BRAKES & TEST BATTERY. CHECK BELTS AND HOSES, TOP OFF FLUIDS Labor Type: CMPP Technician Number: 1105 On 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 10.34 Parts\$: 40,86 Miscellaneous\$: 0.00 Line Code: 8 Comeback: N Booker 10: 1107 Complaint: MAA C/S WHEN TAKES FOOT OFF BRAKE HEARS LOUD SQUEALING /SQUEAKING NOISE COMING FROM WHEEL Cause: . Labor Type: WF Technician Number: 1747; Op Code: 20018CT Comeback RO Number: Description: BRAKE SHOES / PAD ASSEMBLIES -HYDRAULIC - INSPECT (2001/2007/2200) - L Labors. 101.58 Failed Part Mumber: 1102 Parts\$: 0.00 Failed Code: N17 14 Miscellaneous\$: 0.00 Failed Part Quantity: Labor Type: WF Technician Number: 1747 Op Code: 200182T Comeback RO Number: Description: DISC BRAKE ROTOR FRONT MACHINE ON VENICLE - MACHINE (1102/1125) - L Labors: 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) Labors: Parts\$: 0.00 Miscellaneouss: 0.00 Line Code: C Comeback: N Booker ID: 1153 Complaint: COND OIL CONDITIONER Labor Type: INT Technician Number: 1105 Op Code: COVD Comeback RO Number: Description: INSTALL FLUID CONDITIONER Labors: 0.00 Parts\$: 0.00 Miscellaneous: 0.00

Booker 10: 1153

Mistory Report for Vehicle: BKD94483

Customer#: 619626 Customer Name:

Complaint: ZAKTEK REAPPLICATION OF ZAKTEK PAINT PROTECTION.

Cause: COMPLETED REAPPLICATION OF ZAKTEK PAINT PROTECTION

Labor Type: INT

Technician Number: 9999

Op Code: ZAKTEK Labors:

Comeback RO Number:

Description: REAPPLICATION OF ZAKTEK PAINT PROTECTION ..

0,00 0.00

Miscellaneous\$:

Parts\$: 0.00

Line Code: E

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

0.00 Labors:

Parts\$:

Miscellaneous\$:

0.00 0.00

Labor Type: CF

Technician Number: 1105

Op Code: GTIRE Comeback RO Number:

Description: TIRE TREAD AND WEAR IS OK AT THIS TIME

Labors: 0.00 0.00

Parts\$:

MiscellaneousS: 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 MOTORS/EXCESSIVE RUMOUT 220 VERIFIED CUSTOMERS CONCERN. INSPECT AND DETERMINED CONDITION OF BRAKES. FRONT BRAKE PADS AT 7-8MM REAR BRAKE PADS AT SMM.PINPOINT TEST FOUND ALL 4 ROTORS FRONT AND REAR HAVE OVER .004 RUMOUT 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/ FINISM=19.8.RF-START=20.3M AND DEGLAZED PADS REASSEMBLED AND RETEST WOISE GONE TECH 1747=20018CT-1.0885/200182T-_6HRS/200183T COHR

Story for Line C, Version Number 1

10262 DONE

Story for Line E, Version Number 1

10262 TOP OFF FLUIDS Customer#: 619626 Customer Name:

RO Wumber: 287625

Open Date: 02/13/12 Close Date: 02/13/12 S

Mileage: 4699 SA Number: 1153

Service Logon: CBLM-S Cashier: fsoto

Line Code: A

Comeback: N

Booker ID: 1153

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

Labor Type: CMPP

Technician Number: 1824. Comeback RO Number:

Op Code: WORKS

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

abor\$: 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 Op Code: 844 Technician Number: 1824 Comeback RO Number:

Line Code: C

Comeback: N

Booker ID: 1153

Complaint: 99P PERFORM MULTI-POINT INSPECTION

Labor Type: CMPP

Technician Number: 1824

Comeback RO Number:

Op Code: 99P

Description: PERFORM MULTI-POINT INSPECTION

Labor\$: 0.00 Parts\$: 0.00

Miscellaneous%: 0.00

Labor Type: CMPP Technician Number: 1824

Op Code: GTIRE Comeback
Description: TIRE TREAD AND MEAR IS OK AT THIS TIME

Labors: 0.00
Partss: 0.00

Parts\$: 0.00 Miscellaneous\$: 0.00

Labor Type: CNPP Technician Number: 1824;
Op Code: GBATT Comeback RO Number:

Description: BATTERY COMPITION IS GOOD

Labor\$: 0.00

Parts\$: 0.00 Miscellaneous\$: 0.00

> Labor Type: CMPP Op Code: G8K

Technician Number: 1824 Comeback RO Number:

PE13-018 000569LC

11/30/12 12:52PM

CAMELBACK FORD LINCOLN MERCURY

Page 17

History Report for Vehicle: BKD94483

Description: BRAKE LININGS ARE OK AT HIS TIME

0.00 Labors: 0.00 Parts\$:

0.00 Miscellaneous\$:

Story for Line A, Version Number 1 4699 50 DONE

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

PE13-018 000570LC

Cashier: chadiec

History Report for Vehicle: BKD94483

Customer#: 619626 Customer Name:

RO Number: 284319

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

tine Code: A Booker ID: 1876:

Complaint: CFD CLEAN FOR DELIVERY

Labor Type: INT Technician Number: 9999 Op Code: CFD Comeback RO Number:

Osscription: CLEAN FOR DELIVERY Labors: 0.00 Parts\$: 0,00 Miscellaneous\$: 0.00

Labor Type: INT Op Code: 9999 Technician Number: Comeback RO Number: Description: CFD

Labors: 0.00 Parts\$: 0.00 Miscellaneous\$: 35.00 Page 18

11/30/12 12:52PM CAMELBACK FORD LINCOLN MERCURY Page 19

Booker ID: 1876

History Report for Vehicle: 8KD94483

Customer#: 619626

RO Number: 282241

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

Line Code: A Comeback: M
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 Hiscetlaneous\$: 0.00

PE13-018 000572LC

Customer#: Customer Name:

RO Number: 274359

Open Date: 08/18/11 Close Date: 08/24/11

Hileaga: 3 SA Number: 1157 Service Logon: CBLM-S Cashier: chadnac

Line Code: A

Coneback: N

Booker 10: 1831

Complaint: PDI * PRE DELIVERY INSPECTION

Labor Type: INT

Technician Number: 1149: Comeback RO Number: -

Op Code: POI

Description: * PRE DELIVERY INSPECTION 118.12

Labors:

Parts\$: 0.00 0.00

Hiscellaneous\$:

Comeback: N Booker ID: 1107

Complaint: NCD NEW VENICLE DETAIL INCLUDES ZAKTEK APPLICATION

Labor Type: INT

Technician Number: 9999

Op Code: NCD

Comeback RO Number:

Description: NEW VEHICLE DETAIL INCLUDES ZAKTEK APPLICATION

Labors: 0.00 Parts\$: 0.00

Miscellaneous3: 0.00

Labor Type: INT

Technician Number: Comeback RO Mumber:

Op Code: 9999 Description: NEW CAR DETAIL 0.00

Parts\$: 0.00

Miscellaneouss: 179.00

Line Code: C Booker ID: 1831

Complaint: ETCH SECURITY ETCHING

Labor Type: 1NT Op Code: ETCH Technician Number: 1149

Description: SECURITY ETCHING

Comeback RO Number:

Labors: 22.00 Parts\$: 3.00

Miscellaneous\$: 0.00

> Line Code: D Comeback: N

Complaint: MSRP LAMINATE MSRP LABEL AND ADDEMOUN LABEL

Labor Type: INT

Technician Number: 9999 Op Code: MSRP Comeback RO Number:

Description: LAMINATE MSRP LABEL AND ADDENDUM LABEL

Labors: 0.00 Parts\$:

0.00

Miscellaneous\$: 0.00

Line Code: E

Comeback: N

Booker ID: 1831

11/30/12 12:52PM

CAMELBACK FORD LINCOLN MERCURY

Page 21

History Report for Vehicle: BKD94483

Customer#: 619626 Customer Name:

Complaint: A99 KEY AND DOOR CODE 15 0505X/60513

Labor Type: INT Op Code: A99 Technician Number: 1149 Comeback RO Number:

Description: ADMINISTRATIVE
Labors: 0.00

Parts\$: 0.00 Miscellaneous\$: 0.00

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

Story for Line E, 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 CAMELBACK FORD LINCOLN MERCURY History Report for Vehicle: BKD94483

Customer#: 619626 Customer Name:

RO Number: 274725

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

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

Labor Type: INT Op Code: TINT Technician Number: 9999

Comeback RO Number: Description: INSTALL WINDOW TINT ON ALL WINDOW.

149.00 Parts\$: 0.00 Miscellaneous\$: 0.00

PE13-018 000575LC



LT

THE LAW OFFICE OF RICHARD A. MCNEIL

4030 Wake Forest Road, Suite 300 Raleigh, NC 27609 rickmcneil@filenclemonlaw.com Phone (919) 719-7214 Fax (888) 542-6123 www.filenclemonlaw.com

February 27, 2013

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

Re:

Settlement Demand

Our Client:

Vehicle:

2012 Ford F-150

Date of Purchase:

February 24th, 2012 1FTFW1ET5CF

VIN:

Current Mileage: 33,000

Dear Sir or Madam,

Please be advised that this office has been retained by egarding 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.

SECTION

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.

Rick McNeil Attorney for

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.

E13-018 000579L0

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		BODY	VER SERIES	DRIVE	E PLANT	TRANS	ENG COD	PROD	WARR	SELLING DEALER	SELL	TIS	WCC	PREF	BASI	E SUI	F VRT	VRT	VFG	CCC	CD
IFTFW1ET5CF	F6	T/F6	F			T/E	AF	T/C3	T/KW	28- NOV- 2011	24- FEB- 2012	121665	USA	7	*	*	*	*	F09	sxx	V00	*	*
AWS Claim Key:	2283241	Doc#:	0370	31C	Trx Coo	de:	12C23	Labor	Hrs:	.5	Labor	Cost:	41.96	Ma	terial	Cost:	1.4	Tot		43.36			
Dlr Cd-Sub Cd:	00929-*	Name:	VIC	BAILEY	Y FORD		Ph:	864-585	53600	St:	Ctry Cd:	USA	Reg (Cd:	NA	Repr	Date: 1	1-SEI	P-2012	DIST (Mile)	:23941	I	
Cust Comments: Tech Comments:	TRANS RECAL		open creation		ENSOR II	NSPEC	TION AN	ND/OR R	EPLAC	CEMEN	IT												
1FTFW1ET5CF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	28- / NOV- 2011		121665	USA	9	2G02	2 AA52	2 9F479	В	F04	S11	V29	E29	42
AWS Claim Key:	2623767	Doc #:	4725	48A	Trx Coc	de:	S07	Labor	Hrs:	.9	Labor	Cost:	77.87	Ma	terial	Cost:	109.0	6 Tot Cos	al st:	186.93	3		
Dlr Cd-Sub Cd:	00977-*	Name:	FAIR	RWAYI	ORD LI	NCOLN	Ph:	864-242	25060	St: SC	Ctry Cd:	USA	Reg (Cd:	NA	Repr	Date: 2	2-OC	T-2012	DIST (Mile)	:26845	5	
Cust Comments:	CUSTO	MER ST	TATES	S CHEC	K ENGI	NE LIGI	HT IS ON	N AND A	T TIM	ES CH		RENCH LIC	GHT C	OM	ES ON	N AND	RUNS	ROU	GH				
Tech Comments:	FOUND READIN	PERFO NG 20 B	ORME ELOV	ED PIN	POINT T	EST DN MP. NO	RMAL.	KED VO FEST RE	LTAG	E AND MEND F	TEMP /	6, AND P02 AS DIRECT ZING CACT	TED. V	OL	ΓAGE	READ	ING 12	2V. N	ORMA	L. TEM	IP .		
HTTFW1ET5CI	F6	T/F6	F	T/BC	T/AM	T/E	ΛF	T/C3	T/KW	28- NOV- 2011	24- FEB- 2012	121665	USA	11	1F01	BL3Z	6K77	5 B	F04	S11	V52	D41	42
AWS Claim Key:	3857926	Doc#:	4775	51A	Trx Coc	le:	S07	Labor	Hrs:	.9	Labor	Cost:	77.87	Ma	terial	Cost:	200.3	6 Tot	al	278.23	3		

Cost:

Dir Cd-Sub Cd:

00977-* Name: FAIRWAY FORD LINCOLN Ph:

864-2425060

Ctry Cd:

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

FAY: \$28) 735 3242

37031

VIC BAILEY FORD · LINCOLN

WARRANTY*	501 E. DANIEL MORGAN AVE. P.O. BOX 3568
**(*11.113-34* * 4	SPARTANBURG, SC 29304
	(864) 585-3600

ISMLAND. NC PAGE 1 WAVE AND PAGE 1 SERVICE ADVISOR: 97093 HARRY W LOVELESS COORDISINATE WARRINGS OF THE WARRINGS OF THE PAGE 1 TO TAKE TO TAKE THE PAGE 1 TO TAKE TO TAKE THE PAGE 1 TO TAKE TO TAKE TO TAKE THE PAGE 1 TO TAKE	ATMENT & AVE					DACE .	ь		(864) 585-36		
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DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufecturer. 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 flability 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: SALES TAX PLEASE PAY						
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Any warranties on the product sold hereby are those made by the manufecturer. 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 flability 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: AND THE MERCHANTON. TOTALS LABOR AMOUNT 9.95 PARTS AMOUNT 0.00 CAS. OR., LUBE 0.00 MISC. CHARGES 5.99 TOTALS LABOR AMOUNT 0.00 CAS. OR., LUBE CAS. OR., LUBE 0.00 CAS. OR., LUBE CAS. OR., LUBE 0.00 CAS. OR., LUBE CAS. OR., LUBE	THE PROPERTY OF THE PROPERTY O	BEEFE STATE OF THE SECOND	424544	MOAKE 4.	THE TA	新加斯斯
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Any warranties on the product sold hereby are those made by the manufecturer. 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 flability 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: LABOR AMOUNT 9.95 PARTS AMOUNT 0.00 CAS. OIL, LUBE SUBJET AMOUNT 0.00 MISC. CHARGES 5.99 TOTAL CHARGES 45.94 LESS INSURANCE 0.00 SALES TAX 0.00 PLEASE PAY	CHANGE IN LANGUAGE COMMUNICATION OF A SECURITY AND A PARKET OF SECURITY AND A SECURITY COMMUNICATION OF SECURITY	15. 有点的主题的 2. 数据 A.	MANAGE SHOWS AN	N. P. S. P. P. S.	LANGUE STATE	en service
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			-	·V	0	.00
	X				45	.94

CUSTOMER COPY

477551 CUSTOMER #: 197079 *INVOICE* 2323 Laurens Road, Greenville, South Carolina 29607 (864) 242-5060 Fax (864) 242-2251 BOONE, NC PAGE 1 www.fairwayauto.com HOME: CONT: N/A CELL: SERVICE ADVISOR: BUS: 7538 CHRIS ZORN COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG 1FTFW1ET5CF FORD F150 PICKUP 33445/33445 T3634 PROMISED PROD. DATE WARR, EXP. DEL DATE 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 02MAR13 15:03 28DEC12 12:41 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) 1 BL3Z*6K775*B INTERCOOLER (N/C) order 4 *W711281*S300 PIN - TRIM (N/C)1 CL3Z*19E672*A DEFLECTOR - AIR (N/C)FC: D41 42 PART#: BL3Z*6K775*B COUNT: CLAIM TYPE: AUTH CODE: 00451 33445 VERIFIED CONCERN, TESTED EEC. SYSTEM P0305 STORED IN MEMORY. CHECKED CASIS CON AND FOUND P0304 2-10-19 FOLLOWED TSB AND REPLACED THE CHA INSTALLED DEFLECTOR, AND REPROGRAMMED THE PCM. RETES REPAIR. B MOBIL ONE FULL SYNTHETIC SO SYNTHETIC OIL AND FILTER SERVICE 4514 CPF 7.00 7.00 1 FL*500*S FILTER ASY - OIL 9.76 7.90 7.90 8 OSP 5W30 MOBIL ONE 15.24 15.24 121.92 33445 0.30 PERFORMED FULL SYNTHETIC OIL CHANGE C FAST LUBE PARTS CFLP FAST LUBE PARTS 0.00 4514 CFLP 0.00 33445 0.00 ************ D ROTATE TIRES 9A ROTATE TIRES DESCRIPTION TOTALS RETAIN THIS COPY AS YOUR I hereby authorize the repair work hereinafter set forth to be done along RECEIPT, PLEASE KEEP THIS COPY 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 LABOR AMOUNT FOR YOUR WARRANTY COVERAGE. PARTS AMOUNT SERVICE HOURS MON. - FRI. 7:30 AM TO 6:00 PM GAS, OIL, LUBE 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 SUBLET AMOUNT SAT. 8:00 AM TO 2:00 PM MISC. CHARGES TOTAL CHARGES

CUSTOMER COPY

upon completion of repairs. Repair work done on this order will be based in part upon a flat rate manual computation. TERMS: STRICTLY CASH

ALL PARTS

ARE NEW

UNLESS OTHERWISE

SPECIFIED BY TERMS AND CONDITIONS OF YOUR

WARRANTY

LESS INSURANCE

SALES TAX

PLEASE PAY

THIS AMOUNT

CUSTOMER #: 197079

477551

INVOICE



2323 Laurens Road, Greenville, South Carolina 29607 (864) 242-5060 Fax (864) 242-2251

BOONE. PAGE 2 www.fairwayauto.com HOME: CONT: N/A SERVICE ADVISOR: 7538 CHRIS ZORN BUS: CELL: COLOR YEAR MAKE/MODEL LICENSE TAG MILEAGE IN/ OUT FORD F150 PICKUP 1FTFW1ET5CF 33445/33445 T3634 PROD. DATE WARR, EXP. PROMISED RATE PAYMENT INV. DATE DEL DATE 02MAR13 01JAN12 DD 17:30 28JAN13 CASH OPTIONS: R.O. OPENED READY DLR:009775 ENG:3.5 Liter GTDI 15:03 28DEC12 12:41 02MAR13 LIST NET TOTAL LINE OPCODE TECH TYPE HOURS 17.95 17.95 4514 CPF 33445 0.50 PERFORMED TIRE ROTATION E PERFORM 27 MULT-POINT INSPECTION 99P PERFORM 27 MULT-POINT INSPECTION (N/C)4514 IMF GTIRE 7/32 AND OVER 4514 IMF (N/C)************** F** LOANER LOANER LOANER 4344 PEGG LARRY R LIC#: 4344 0.00 **** CUSTOMER PAY HAZARD WASTE DIS FOR REPAIR ORDER 0.49 FOR BEING A FAIRWAY FORD CUSTOMER FACTORY SURVEY REGARDING LINCOLN NOT ANSWER COMPLETELY CONTACT JESSICA ROBINSON @



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 flet rate manual computation. TERMS: STRICTLY CASH

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

EXT 282. THANK YOU.

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

ACCOUNTING

FAIRWAY

									Com	nmitted to	o Custom	er Satisfa	iction!
BOONE, NC			Take Attended to the Company of the				PAGE	1					
HOME:			CONT: N/	A									
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COST, SALE, & COMP TOTALS	0 0 0 RETAIN THIS COPY AS YOUR	DESCRIPTION	TOTALS
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	RECEIPT. PLEASE KEEP THIS COPY	LABOR AMOUNT	0.00
permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An	FOR YOUR WARRANTY COVERAGE.	PARTS AMOUNT	0.00
express mechanic's lien is hereby acknowledged on above car or truck to	SERVICEHOURS	GAS, OIL, LUBE	0.00
secure the amount of repairs thereto. I further authorize FAIRWAY FORD-LINCOLN-SUBARU to repair my auto per Insurance Company	MON FRI. 7:30 AM TO 6:00 PM SAT. 8:00 AM TO 2:00 PM	SUBLET AMOUNT	0.00
estimate including any supplementary claims and I hereby assume		MISC. CHARGES	0.00
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	ALL PARTS	TOTAL CHARGES	0.00
upon completion of repairs. Repair work done on this order will be based	ARE NEW	LESS INSURANCE	0.00
n part upon a flat rate manual computation. TERMS: STRICTLY CASH	UNLESS OTHERWISE SPECIFIED BY TERMS AND	SALES TAX	0.00
x	CONDITIONS OF YOUR WARRANTY	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 197079

483509

INVOICE



BOONE, NC			CONT:N/A			PAGE 1		Road, Greenville, 8 242-5060 Fax (86- www.fairwayauto	4) 242-2251	a 29607
HOME:			CELL:		SER	VICE ADVISOR	R: 7538 CI	HRIS ZORN		
COLOR	YEAR		MAKE/MODEL			VIN	LICENSE	MILEAG	E IN/ OUT	TAG
	12	FOR	D F150 P	CKUP	1FTFV	V1ET5CF		35653	35653	T3311
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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.

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 TOTALS RETAIN THIS COPY AS YOUR DESCRIPTION RECEIPT. PLEASE KEEP THIS COPY LABOR AMOUNT 0.00 FOR YOUR WARRANTY COVERAGE. PARTS AMOUNT 0.00 SERVICEHOURS GAS, OIL, LUBE 0.00 MON. - FRI. 7:30 AM TO 6:00 PM SUBLET AMOUNT 0.00 SAT. 8:00 AM TO 2:00 PM MISC. CHARGES 0.00 TOTAL CHARGES 0.00 ALL PARTS ARE NEW LESS INSURANCE 0.00 UNLESS OTHERWISE 0.00 SALES TAX SPECIFIED BY TERMS AND CONDITIONS OF YOUR WARRANTY PLEASE PAY THIS AMOUNT X 0.00

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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	теления при
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
Toob bales Zone	7101

FCSD Technical Zone
VIN

1FTFW1ET5CF

Vehicle year/model
Vehicle mileage
Repair Order (R.O) #

Customer Name
Vehicle Down?
N/A

GCQIS Report # TAR Open? CuDL Case #

Priority Medium

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

Request description

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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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

Plaintiff,

VS.

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FORD MOTOR COMPANY

Defendant.

Case No.

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 Elam Young Pkwy Suite 300 Hillsboro, Oregon 97124 (503) 681-2008 Telephone

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Plaintiff alleges as follows:

PARTIES

1.

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

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 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. Beauvals, 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 Fordauthorized dealership repair facility for this problem alone.

3 -COMPLAINT

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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

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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";
- 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

Danielle R. Beauvais, Esq. 5635 NE Elam Young Pkwy Suite 300 Hillsboro, Oregon 97124 (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

Danielle R. Beauvais, Esq. 5635 NE Elam Young Pkwy Suite 300 Hillsboro, Oregon 97124

(503) 681-2005 Facsimile

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

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

(503) 681-2008 Telephone

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2	alleged herein.
3	45.
4	Plaintiff is a "consumer" as defined by 15 U.S.C. §2301(3); Ford is a "warrantor" as
5	defined by 15 U.S.C. §2301(5); and the vehicle is a "consumer product" as defined in 15 U.S.C.
6	§2301(1).
7	46.
8	An express Limited Warranty and an implied warranty of merchantability were given to
9	Plaintiff as a part of the purchase, as defined by 15 U.S.C. §2301(6) and (7).
10	47.
11	By the terms of the express written warranties referred to in this Complaint, Ford agreed
12	to perform effective warranty repairs at no charge for parts and/or labor within a reasonable time
13	but failed to make such effective repairs within a reasonable time.
14	48.
15	Section §2304 (a) of the Magnuson-Moss Warranty Act provides:
16 17	(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
18	49.
19	The Limited Warranty has failed in its essential purpose, and Ford has violated the Act
20	due to its inability to repair the nonconformities at all or within a reasonable time, and due to its
21	refusal to provide Plaintiff a refund or replacement. 15 U.S.C. §2304 (a)(1) and (4).
22	50.
23	Ford has also breached its implied warranty of merchantability because the vehicle is not
24	fit for the ordinary purpose for which the vehicle is to be used. 15 U.S.C. §2308, 2310 (d).
25	51.
	As a direct and proximate result of Ford's failure to comply with the express warranties,
	10 -COMPLAINT
	Danielle R. Beauvais, Esq. 5635 NE Elam Young Pikey Sute 300 Hillsboro, Oregon 97124 (503) 681-2008 Telephone

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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.

52.

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

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

(2) If a consumer finally prevails in any 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 attorneys' fees based on actual time expended) determined by the court to have been reasonably incurred by the Plaintiffs 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 attorneys' fees would be inappropriate.

WHEREFORE, Plaintiff respectfully demands judgment in her favor and against

Defendant 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.

THIRD CLAIM FOR RELIEF OREGON UNLAWFUL TRADE PRACTICES

53.

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

54.

The Oregon Unlawful Trade Practices Statute, ORS 646.608, prohibits the actions taken by Defendant, in that it represented that the vehicle was of a particular standard or quality that it did not have, that the repair attempts would the defects within a reasonable time when they did 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:

- 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.
- 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;

12 - COMPLAINT

Danielle R. Beauvais, Esq. 5635 NE Elam Young Pkwy Suite 300 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.

For such other relief that the court deems just and equitable, such as restitution, plus

Danielle R. Beauvais, OSB#05198-Trial Attorney

13 - COMPLAINT

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



PAGE 1 OF 3

KENDALL FORD

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

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

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KENDALL FORD

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

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ENETA, OR	TETEWIET	4 B F		SELLING DEALER NO	08/01/11
	FT. E. NO.	P.O. NO.		RO. DATE 02/22/12	
BUSINESS PHONE	°6*#°99T			02/22/12	1
DB# 1 CHARGES					
ABOR- * 1 05F0ZD42 POOR PERFORMANCE C.S THE ENGINE CUTS OUT WHEN TURBO CUTS OUT WHEN GOING FR HAS TO SHUT VEGICLE DOWN.ADV FLIGHT RECORDER HAS 1 RECORD DOWNLOAD VOR ONE CAPTURE, PRII S, FOR MISSFIRES, NO VEH HERE. THIS TIME P0430 IDS.EEC, DOWNLOAD FLIGHT RECO	M 40-50 MPH ISE ING ING IT, ORDER #5 AND 6 PLUGS AND 0 RAN OASIS FOUND TSB 12-2-10 RDER, ANILIZE, OASIS, IDS, EEC TE REPROGRAM PCM, REPLACE LEFT CA	ST	WARRANTY		
RETEST.ROAD TEST,FORD STILL RTS	DESCRIPTIONLIST PRIC CONVERTER ASY WUT - ADJUSTIN	OTAL - PARTS	WARRANTY WARRANTY 0.00		
B# 2 CHARGESJOI	OF I JOURNAL PREFIX FOCS C	MD# I IUIAL	0.00	****	
ABOR # 2 99F0Z99P MULTI-POINT INSPECT PLEASE PERFORM WORLD CLASS DI COMPLETE	TECH(S):2115 EALER INSPECTION		WARRANTY		
DB# 2 TOTALS					
JOB# 3 CHARGESJOB	3# 2 JOURNAL PREFIX FOCS J	IOB# 2 TOTAL	0.00		
ABGR. # 3+00FOZ-GBATT CHECKED & OK TEST BATTERY BATTERY TESTED GOOD-NO REPLAI	TECH(S):2115		WARRANTY		
08# 3 TOTALS					
DB# 4 CHARGESJOH	# 3 JOURNAL PREFIX FOCS 3	OB# 3 TOTAL	0.00		
	TECH(S):2115 REQUIRED.	********	WARRANTY		
DB# 4 TOTALS					1-0
.106	# 4 JOURNAL PREFIX FOCS J	OB# 4 TOTAL	0.00		

[CONTINUED ON NEXT PAGE] 09 48am

PE13-018 000610LC



KENDALL FORD

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

		Non-Additional Vision of Contract		CELI	
100744	STEVE HILLIAR			02/29/12	FOCS620238
	LABOR PATE	MILEAGE	8,021	STRLING GRY	F25709
	11/FORD TRUCK	/F-150 SERIES/P	U 4WD SI	09/07/11	DELIVERY MILES 23
YENETA, OR	TETEW 1	T 4 B F C		ELLING DEALER NO.	08/01/11
	F.T E. NO.	P. O. NO.		02/22/12	
EUSINESS PHONE	COMMENTS E# 99T	L		02/22/22	do
B# 5 CHARGES	L# 331				
F 5+00FOZ-GTIRE CHECKED & OK INSPECT TIRES. TIRES CHECK GOOD-NO REPLACEMEN	NT REQUIRED.	.5	WARRANTY		
98# 5 TOTALS					Red Helitage service Francisco Helitage service
JOB# 6 CHARGES	5 JOURNAL PREFIX FOCS	JOB# 5 TOTAL	0.00	7/4	
808				5. P. 12	
6+99FOZ-LCANER RENTAL VEHICLE TAP RENTAL PER STEVE H	TECH(S):126	53	WARRANTY		
1 DAY RENTAL TAP					
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WERE YOU "COMPLETELY SATISIFIED" WITH VISIT TO KENDALL FORD? YES NO IF NO? WOULD YOU LIKE TO TALK TO A SE	THIS SERVICE	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	0.00 0.00 0.00 0.00 0.00 0.00		
YES NO	=	OTAL INVOICE \$	0.00	1	
COMMENTS WELCOME:	222				
	200				

CUSTOMER SIGNATURE	ATE INVOICE	*******	******		
AGE 2 OF 2 CUSTOMER COP	Y I	END OF "			



KENDALL FORD

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

					CELL	:
USTOMER NO. 100744	4	STEVE HILLIARD	1087 TAG N	1958	03/28/12	F0E5638998
	A.A.	LABOR RATE	MILEAGE	11,083	STRLING GRY	F25709
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ENETA, OR		VENCE THOF W 1 E T 4	one management of	S	100 DEALER NO.	PRO08/01/11
	4	FTENO	P.O NO.		*°03/26/12	1
	BUSINESS PHONE	E#"99T			03/20/22	
3# 1 CHARGES		E# 991		*******		
30R					1844 3	100 S 30 S 30
C.S ENGINE REGAIN POR REGAIN POR CUSTOMER PI STARTED CU OFF AND POR PASS/P0316. IDS.EEC.PA RUN TEST.PI 7.Y.DZ8.Y.I EEC.PASS/PI TO MONITOR	ER.ADVISE ASSED A SEMI AND GOT IN PITTING OUT AND LOST ALL POWER CAME BACK.ADVISE /PO053.P0059./PASS SS/P0316.DCL.P/BAL.ROAD ASS/P0053.P0059/OASIS.PIP DZ9.Y.DZ10.Y.DZ11.Y.DZ30 ASS.ROAD TEST .RETEST.PAM OASIS UNTILL REPAIR BROU	POWER.HSA TO SHUT OFF TO FRONT OF IT AND ENGINE OWER. CUSTOMER SHUT FEST 20 MILES AND MONITOR MPIONT TEST DZI.Y.DZZ.N.D. TEST 02 CURCUITS.OK.RE CI SS.HOTLINE CONTACT.THEY S.	(WARRANTY		a New and
	308# 1	OURNAL PREFIX FOCS JOB	¥ 1 TOTAL	0.00	1.	
B# 2 CHARGES		OURNAL PREFIX FOCS JOB			Part of the control	
POSSIBLE R	EPEAT REPAIR-SEE MANAGEM	FECH(S):2115 ENT PRIOR TO FLAGGING RO.		WARRANTY		
61.70 1076-1 2012-1-155-		······				
B# 3 CHARGES	J0B# 2	JOURNAL PREFIX FOCS JOB	2 TOTAL	0.00		
ROR						
3 99FOZ-LOANER RE	NTAL VEHICLE	TECH(S):2115		WARRANTY		
275674	03/28/12 TAP DA		AL - SUBLET	WARRANTY 0.00		
of A CUADOCO	308# 3	DOURNAL PREFIX FOCS JOB	3 TOTAL	0.00		
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AGE 1 OF 3	CUSTOMER COPY	ICONTINUED	N NEXT PAGE]	09:58am		cc st

EVIIIDIT -



KENDALL FORD

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

USTOVIER NO. 100	744	STEVE HILL	TARD	1087 748 %	01958	NVO 03/28/12	F0C5638998
100	/ 11	LASOR RATE	IARD	MESAGE		STRLING GRY	F25709
	19	VESD : HAKE ! INCOM					OF WEST LIVES
ENETA, OR		Landon was a same a	UCK/F-150	5997	u 4wb su	PEU 09/07/11	23
		And the control of th	1 E T 4 B			100 DEALER NO	08/01/11
		F.T.S. NO		P.O.NC.		R°03/26/12	
	BUSINESS PHONE	€#"99T		*		1	
RTSQTYFP 1 6 SCCODE OAREI DB# 4 TOTALS	AA5Z -6714-A XO-5W3O-QSP DESCRIPTION	-DESCRIPTION	9.76 4.50 TOTALCONTROL NO TOTALLABOR PARTS MISC	6.43 3.92 PARTS	6.43 23.52 29.95 -20.00 -20.00 15.00 29.95 -20.00 24.95		
PLEASE COMPLE	MULTI-POINT INSPECT PERFORM WORLD CLASS TE				0.00	10.00 pre 10.00 pr	
SCCODE		3 SOUNAL TREETA			0.00		
DB#A W	C CARMASH ACCRUAL W CARMASH		TOTAL .		2.00 -2.00 0.00		
ORIGINAL E	NOWLEDGES RECEIVING STIMATE OF \$45.00	(+TAX)					
OHMENTS ENTAL CAR RESERVED RAC-13613 3/26/12			***********				

Server: AWS Prod

Claims loaded through: 20-AUG-2012

STANDARD CLAIMS LIST

AWS Online Report

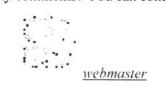
Run Date: 21-AUG-12

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		SELLING DEALER	SELL	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	: C
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AWS Claim Key:	1590828	Doc #:	06570)403	Trx Code	e:	1.	Labor H	rs:	1.1	Labor C	ost:	100.89	Ma	terial (Cost:	876.72	Total	Cost:	977.61			
Dir Cd-Sub Cd:	08568-*	Name:	KENI	DALL FO	RD		Ph:	541-3422	2151	St: OR	Ctry Cd:	USA	Reg Cd	:	NA	Repr I	Date:24-OCT	-2011		DIST(Aile):2	2830	
Cust Comments:	S09 FRC	NT SEA	T SQU	EAK RA	TTLE C.S	THE PAS	SENGER	SIDE SEA	AT MAK	ES HIGH		NOISE BAC	K AND F	ORV	WARD								
Tech Comments:	VERIFIE CHECKI					NSPECT	AND ORE	EDERED I	POWER	SEAT T	RACK. RE	EMOVED SI	EAT AND	RE	PLACE	ED SEA	T TRACK M	OTOR	ASSEN	MBLY A	ND		
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AWS Claim Key:	159(1829)	Doc #:	06570)402	Trx Code	e:	1	Labor H	rs:	1.6	Labor C	ost:	146.75	Ma	terial (Cost:	237.31	Total	Cost:	384.06			
Dir Cd-Sub Cd:	08568-*	Name:	KENI	DALL FO	RD		Ph:	541-3422	2151	St: OR	Ctry Cd:	USA	Reg Cd	:	NA	Repr l	Date:24-OCT	-2011		DIST(Aile):2	2830	
Cust Comments:	P.S SEA	T ELEM!	ENT R	ATTLES,	PUSH ON	ELEMEN	NT AND C	QUITS BU	TTON C	ON CONS	OLE FOR	SEAT HEA	ATER IS	RAT	TLING	, NOT I	ELEMENT						
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			11011	in or inc																			
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	F6 2752723		F	T/BC	T/AM Trx Code		AF S07	T/C3		AUG-			USA 91.72		2G05		RECALEM 405.35			S11 497.07	V52	D42	,
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IFTEW HET4BF	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	*	TAPI		F09	SXX	V99	A99
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AWS Claim Key:	3036345	Doc #:	6389	99801	Trx Co	de:	1	Labor	Hrs:	1.5	Labor (Cost:	137.57	Ma	terial (Cost:	0	Total	Cost:	137.57	1	
Olr Cd-Sub Cd:	08568-*	Name:	KEN	NDALL FO	ORD		Ph:	541-34	22151	St: OR	Ctry Cd:	USA	Reg Co	ı:	NA	Repr	Date:26-MA	R-2012		DIST	Mile):	11083
Cust Comments:	C.S ENC	INE CU'	TS OU	UT AND L	OSES AL	L POWE	R.HSA TO	SHUT C	FF TO RI	EGAIN P		DVISE CUS	STOMER	PASS	SED A	SEMI.	AND GOT II	N FRON	T OF I	TAND		
Fech Comments:	OASIS,F	INPION'	T TES	ST DZ1,Y,	DZ2,N,DZ	27,Y,DZ8	CUITS IDS 8,Y,DZ9,Y LL REPAI	DZ10, Y,	DZ11,Y,D	Z30,TES	BAL,ROA T O2 CUI	D TEST 20 RCUITS,OK	MILES A C,RE CK E	ND N EEC,I	MONIT PASS F	OR RUPASS,R	JN TEST,PA OAD TEST	SS P005 RETES	53,P005 T,PASS	9 S,HOTL	INE	
FTFW1ET4BF	-6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	08- AUG- 2011	07-SEP- 2011	174210	USA	7	6Y20		TAPI		F09	sxx	V99	- A99
WS Claim Key:	3036344	Doc#:	6389	99803	Trx Coo	de:	TAPI	Labor	Hrs:	0	Labor C	ost:	0	Ma	terial (Cost:	0	Total	Cost:	60		
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lr Cd-Sub Cd:											cu.											
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Any comments? You can contact



Rpt. Analysis Home

Report Mgmt Primary

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Report Mgmt

Indicator Summary

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Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

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Report Detail Section: View Details

Attachments: 0

Received:

Calibration:

Phone#:

02/28/2012

CCRG/EPRC:

Report#:

Vehicle:

Reviewed Status:

Date:

conta, Er no.

2011,F150 4X4 ,F150 ,SUP _CRW,STYSD ,1FTFW1ET4BF

Build Date: 08/08/2011

Odometer :

11,083 M

CB2HL007 NHL

Engine:

3.5L-GTDI

BF613C0A

11,000 11

Andrew (To the state)

3.73 LOCK

A/C: YES

Transmission:

6R80E

Axle:

CK

(541) 942-3321

Dealer: 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

USA 08568 Kendall Ford

Additional Symptom:

BANK 2 MISFIRE P0430

Fix:

Causal Component:

Condition Code:

Hotliner: DCHATFIE

Phone: 313 317-6315

Regn Cd: W5 Seattle

Engineering:

Phone:

TAR:

DIr 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: CUSTMER STATES, CUTS OUT AND LOSES POWER, HAVE TO SHUT OFF AND RE START TO REGAIN POWER CUSTMER 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, REPROGRAMED 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

Add Comments

ODOMETER 8021 M CHANGED TO 11083 M BY CWAGONE1

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File Report To A Folder Exists in Folder(s)

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Mail Report

Requester: DWASHI49

Report Summary

Server: ECCWS686

21-Aug-2012 Retention: None

Ford Proprietary, Private



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

	ARBITRATION DOCKET
PLAINTIFF	NO
VS.	WE I DING DATE
	HEARING DATE:
FORD MOTOR COMPANY	Court Room 2
DEFENDANT	City-County Building
	7th Floor
	9:00 A.M.
	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

Plaintiff,	
vs.	No.:
FORD MOTOR COMPANY,	10 10 10 10 10 10 10 10 10 10 10 10 10 1
Defendant.	

COMPLAINT

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

- 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
- 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 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:
 - The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists;
 - (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.Q.

Bv:

Robert A. Rapkin, Esquire

Attorney for Plaintiff 30 East Butler Pike

Ambler, PA 19002 (215) 540-8888

PAGE 1

LAUREL FORD LINCOLN

Telephone (814) 467-5565 · 135 Ford Drive Windber, Pennsylvania 15963 www.laurelautogroup.com





IMLER, PA

REPAIR ORDER DATE READY	FAHER				ax reported w		LIN	COLN
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PAGE 1

LAUREL FORD LINCOLN

Telephone (814) 467-5565 · 135 Ford Drive Windber, Pennsylvania 15963 www.laurelautogroup.com





SERVICE ADVISOR JOHN BINNIE

IMLER, PA

SERVICE ADVISOR	BINNIE				2000				NCOLN
REPAIR ORDER WRITTEN DATE READY	STOCK NO.	<u> </u>	VEHICLE IDENTIFICATION	CUST, NO.	TAG NO.	P.0	.NO.	PRINTED PRINTED	INVOICE NO.
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EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer. The	PREL	IMINARY ESTIMATE \$_	
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	AUTHORIZED BY X	je.	
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	REVISED ESTIMATE (1)	DATE	TIME BY
merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	REVISED ESTIMATE (2)		
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	REVISED ESTIMATE (3)		
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	OF THE ABOVE REV	EDGE THAT I WAS NOT ISED ESTIMATES:	TIFIED & GAVE ORAL APPROVAL
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.	CUSTOMER SIGNATUR	RE	10 BOSS 11 SEES

All Action Details for Issue

Print

VIN: 1FTFW1ET9BF

Year: 2011 Owner Status: Original Model: F-SERIES WSD: 2011-09-22

Case: 581800512

Name:

Symptom Desc: MISSES AT CRUISE

Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK

Primary Phone:

Issue Type: 04 REGION

Issue Status: CLOSED

Secondary Phone:

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 DEPTARTMENT 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 POSESSIONDEALER SAID: LAUREL FORD LINCOLN SCHEDULE SERVICE 135 FORD DRIVEWINDBER 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 19:00

TIME OF FOLLOW UP (HH:MM):

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 07661 LAUREL FORD LINCOLN

Comm Type: VISIT

Odometer: 7029 Mi Analyst Name: JOHN BINNIE

Analyst: J-BINNI1

Action Date: 02/22/2012

Action Time: 08.15.05.989

Action Data: No

Origin Desc: DEALER

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

Action: CREATE FOLLOW UP

Odometer: 7029 MI

Dealer: 07661 LAUREL FORD LINCOLN

Comm Type: PHONE

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

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 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 .VM 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	
01/0704/5001/5/0005		
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)	Υ	

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
IFTFW1ET9BF	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:	2708854	Doc#:	09176	701	Trx Code	e:	S07	Labor H	rs:	.4	Labor Co	ost:	29.44	Ma	terial	Cost:	0	Total	Cost:	29.44			
Dir Cd-Sub Cd:	07661-*	Name:	LAUR	EL FORD	LINCOL	N	Ph:	814-4675	565	St: PA	Ctry Cd:	USA	Reg Co	1:	NA	Repr	Date:13-FEB	-2012		DIST(Mile):	7029	
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Tech Comments:	PERFOR	RM RECA	ALIBRA	ATION PE	R TSB 12	2 10																	
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Any comments? You can contact

webmaster

Rpt. Analysis Home

Report Mgmt Primary

Report Mgmt Query

Report Mgmt

Indicator Summary

Help Exit

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Save

Folder Number:

File Report To This Folder

File Report To A Folder Exists in Folder(s)

Add Comments

Previous

Next

Mail Report

Download Options

Report Detail Section: View Details

Attachments: 0

Report#:

CBMC7022 NHL

Received: 02/13/2012

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle:

2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET9BF

Build Date: 08/30/2011

Odometer:

7,029 M

Engine:

3.5L-GTDI

Calibration: BF613C0A

Transmission:

6R80E

Axle:

3800F3.55L A/C:

YES

Dealer:

USA 07661 Laurel Ford Lincoln

Phone#:

(814) 467-5565

City:

Windber

State:

Pennsylvania Country:

USA

Originator:

JOHN BINNIE

Symptom:

5 50 2 00 DRV PERF, RUNS ROUGH, ACCEL, UNKNOWN

Status:

VFG:

V52 DRIVEABILITY

Additional

SURGES SLIGHT GRADE

Symptom: Fix:

Causal Component:

Condition Code:

Hotliner: DCHATFIE

Phone: 313 317-6315

Rean Cd: G4 Pittsburgh

Engineering:

Phone:

TAR:

Dir Contact: JOHN BINNIE

Phone: 814 467-5565

Title Cde: SD

KOEO:

KOEC:

KOER:

Comments:

REPAIR

02/13/2012 02:28PM 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 OUESTION: 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.

- 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/SS

 M.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
- 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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Requester: RHERRO11

Report Summary

Server: ECCWS686

Ford Proprietary, Private

15-Mar-2012

Retention: None



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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:

IFTFW1ET1BF

CLIENTS:

Dear Sir or Madam:

I have been retained by 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

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

The service history of this vehicle indisputably exceeds the statutory requirements to qualify as a defective vehicle pursuant to Section 59.1-207.11 ct. 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 will <u>not</u> 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,

JCG/psc

Enclosures

cc:

VIRGINIA:

IN THE CIRCUIT COURT FOR THE COUNTY OF HENRICO

Plaintiffs,	
v.) CASE NO. <u>CL13-1</u>	<u>0</u> 2,1
FORD MOTOR COMPANY,) SERVE:	
CT Corporation System)	
Registered Agent)	
4701 Cox Road, Suite 301	
Glen Allen, Virginia 23060	
Defendant.)	

COMPLAINT

COME NOW the plaintiffs, by counsel, and move for judgment against the defendant on the grounds and in the amount as hereinafter set forth:

- This is a case for breach of warranty and violation of the Motor Vehicle Warranty
 Enforcement Act.
 - 2. Plaintiffs are "consumers" who reside in Mechanicsville, Virginia.
- 3. Defendant Ford Motor Company (hereinafter "FORD") is a corporation which does significant business through its authorized dealers in the County of Henrico and has its registered agent in Henrico County. Among its other authorized dealers/agents, which distribute and sell automobiles, is Sheehy Ashland Inc., d/b/a Sheehy Auto Stores (hereinafter "the dealer"), which is located in Ashland, Virginia.

BACKGROUND FACTS

4. Relying on the warranties, express and implied, given by the defendant and its
agents, the plaintiffs,
took delivery of and accepted a new 2011 Ford 150, Vehicle Identification Number:
1FTFW1ET1BF "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,
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,

- 7. Soon after discovering the defects and nonconformities, 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, 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 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

- 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

- 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.

y: _____

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





Mot

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APPROVED CHECKS

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SUBLETPO#VEND INV#-INV.DATE-DESCRIPTION OF THE PORT OF		TOTAL - SUBLET	WARRANTY 0.00	EXTENT OF IT ITY, INCLUDIN OF THE INSU	S RESPONSIBIL- G THE EXTENT RANCE COVER-
G.O.G. & SUPPLIES	/UNIT	TOTAL - GOG	WARRANTY 0.00	PAIR FACILITY.	UTOMOTIVE RE-
Reynolds and				LNORMONALILATE COS THEFARTS / STORE UNITED FEET.	AT SF
PAGE 1 OF 2 CUSTOMER COPY	[CONTIN	UED ON NEXT PAGE]	11:28am	Χ	SF634609 Q (06/06)







www.sheehy.com

418 S. Washington Hwy. ASHLAND, VA 23005 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

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CUSTOMER NO.	101	ADVISOR	100	1	EY TAG #	INVOICE DATE CELL	-1"
11779	982	FRANK TINN	LICENSE NO.	120366	D915	01/31/12 coloR	10CS973707
		YEAR / MAKE / MODEL			13,010	TNGOT SILV	1115814
		11/FORD TR	UCK/F-15	SERTES			32
MECHANICSVILLE,	VA	VEHÍCLE I D. NO.	Ā(18	- COL EXCAEM	SELLING DEALER NO.	PRODUCTION DATE
	160	1 FT FW	IETI	B F	*** *** ****	R. O. DATE	
	BUSINESS PHONE	SERVICE				01/26/12 MILEAGE OUT	
RESIDENCE PHONE	BUSINESS PHONE	SERVICE INSTALLED PARTS				MILEAGE OUT	MO: 13010
COMMENTS RENTAL AND GAS PER FOR TOTALS OECLINED RECOMMENDATION OUR NEXT APPOINTMENT OATE: TIME: OUALITY CHECK ***********************************	IS SCHEDULED FOR: WITH: PARKING SPOT ***********************************		TOTAL (TOTAL (TOTAL (TOTAL (TOTAL)	ABOR PARTS SUBLET 3. 0.G HISC CHG. HISC DISC TAX INVOICE \$	0.00 0.00 0.00 0.00 0.00 0.00 0.00	DN BEHALF OF SERVICING THAT THE INFORMATION ACCUPATE UNLESS OTH DESCRIBED WERE PERFORMATION ACCUPATE UNLESS OTH DESCRIBED WERE PERFORMANCED TO SERVICING ON MERCHANDED WERE PERFORMANCED TO CONNECTED IN ARY WAY GENCE OF MISUSE. RECORDER OF THE MANUAL PROPERSION OF THE SERVICION BY REPRESENT INSPECTION BY REPRESENT INSPECTION BY REPRESENT WAS PERFORMANCED TO CHARGE THE SERVICE AND LINCOLD PROPERTY OF THE AUTOMOTIVE FOR THE AUTOMOT	nature And Date DEALER, I HEREBY CERTIFY I CONTAINED HEREON IS ERWISE SHOWN. SERVICES SHOWD. SERVICES OLICATION FROM THE APPEAR. CHERWISE THAT ANY PART INDER THIS CLAIM HAD BEEN WITH ANY ACCIDENT. NECLI- BUS SUPPORTING THIS CLAIM AR FROM THE DATE OF PAY HE SERVICING BEALER FOR
						TAUKNOMEERGE JECH THE FARTS A JULY FOR LISTSDAE JUE:	





Motorcraft

www.sheehy.com

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(Authority Carri	ROVED CHECKS TH PROPER I.D.					CELI	:
CUSTOMER NO. 1177982	FR	SOR ANK TIN	NEY 120	366	D688	INVOICE DATE	JOCS991867
			LICENSE NO.	MILEAGE		INGOT SILV DELIVERY DATE	J115814 DELIVERY MILES
MECHANICSVILLE, VA	11		RUCK/F-150 SEI	RIES/S	UPERCREW	09/25/11	32
MECHANICSVILLE, VA		FTFW	1 E T 1 B F			SELLING DEALER NO.	PRODUCTION DATE
			P.C	O NO.		02/13/12	
DECIDENCE ON ONE DESIGNATION OF THE PROPERTY O	SERVINST. PART	ALLED				MILEAGE OUT	MO: 13935
ISSUE AS PREVIOUS WAITING ON FORD HO	ISTORY TIC CONVERTER FAILURE	ATH VISIT	S):7055 「 SAME L TOTAL LABOR & PA	ARTS	WARRANTY	ON BEHALF OF SERVICING THAT THE INFORMATION ACCURATE UNLESS OTH DESCRIBED WERE FERFORMED. THE WAS NO IN ANCE OF THE VEHICLE OR REPAIRED OR REPLACED I. CONNECTED IN ANY WAY GENCE OR WISUSE. RECOVER AND AND ADDRESS OF THE VEHICLE OF THE AVAILABLE FOR (1) YEARS AVAILABLE F	INDIANE AND Date I DEALER, I HEREBY CERTIFY N CONTAINED HEREON IS ERWISE SHOWN. SERVICES SPAMED AT NO CHARGE TO DICATION FROM THE APPEAR. OTHERWISE THAT ANY PART INDER THIS CLAIM HAD BEEN WITH ANY ACCIDENT, NEGLI- POS SUPPORTING THIS CLAIM HE SERVICING DEALER FOR HE SERVICING DEALER FOR
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STIMATE	CEIVING					driven when needed and	e has been tested or test d that the mechanic's work ed satisfactorily.
COUR NEXT APPOINTMENT IS SCHEDU	LED FOR:		TOTAL LABOR. TOTAL PARTS. TOTAL SUBLET TOTAL G.O.G.	r	0.00 0.00 0.00 0.00	Ail labor performed a	nd Signature and parts replaced were perform repairs.
DATE: TIME:	WITH:		TOTAL MISC C TOTAL MISC D TOTAL TAX	DISC	0.00 0.00 0.00	WE SERVIC	E ALL FORD
**************************************		**	TOTAL INVO	DICE \$	0.00	AND LINCOL	LN MERCURY
[] CASH [] CHECK CK NO	· L J	*				PROD	OUCTS.
[] VISA [] MASTERCARD [] A/R [] ***********************************	OTHER *********	* *				IS ON THE PR	MOTOR VEHICLE EMISES OF THE REPAIR FACILITY
**********	PRE-INVC	ICE	**********	*****	*****	THE AUTOMOT CILITY MAY NO SIBLE FOR DA MOTOR VEHICI TAIN CIRCUM SHOULD ASK A TIVE OF THE REPAIR FACILI EXTENT OF ITS ITY, INCLUDING OF THE INSUI	TIVE REPAIR FA OT BE RESPON MAGE TO YOUR LE UNDER CER STANCES. YOU A REPRESENTA E AUTOMOTIVE TY ABOUT THE S RESPONSIBIL G THE EXTENT RANCE COVER UTOMOTIVE RE
PAGE 1 OF 1 CU	JSTOMER COPY		[END OF INVO	OICE]	11:01am	LACKNOWLEDGE REGET THE PARTS AND LABOR LISTED ABOVE: X	FT OF SF634609 Q (05/0







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not be stituted thirdes with romatic selling dealer any editional damages APPROVED CHECKS WITH PROPER I.D.		perty, damages for loss of			CELL	images.
1177982	FRANK 7	TINNEY		D688	02/23/12	JOCS991867
	YEAR / MAKE / M	LICENSE NO.	MILE.	AGE	INGOT SILV	STOCK NO. J115814 DELIVERY MILES
MECHANICSVILLE, VA	11/FORD	TRUCK/F-15		/SUPERCREW		PRODUCTION DATE
			P. O. NO.		02/13/12	
RESIDENCE SHOWE BRIGHESS PHONE	SERVICE INSTALLED PARTS	\geq			MILEAGE OUT	мо: 13935
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SUBLETPO#VEND INV#-INV.DATE-DESCRI JOB # 1 9090104 2119D1983 02/16/12 RENTAL JOB # 1 9090193 A 02/23/12 RENTAL		TOTAL		WARRANTY WARRANTY 0.00	SIGNED) DEALER GENERAL WAVAGE	TRIOR AUTHORIZED PERSON (DATE)
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)						has been tested or test that the mechanic's work d satisfactorily.
DECLINED RECOMMENDATIONS YOUR NEXT APPOINTMENT IS SCHEDULED FOR:		TOTAL TOTAL	LABOR PARTS SUBLET G.O.G	0.00 0.00 0.00		Signature d parts replaced were erform repairs.
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QUALITY CHECK PARKING SPOT ************************************	****** 1 *		INVOICE		AND LINCOL PROD	N MERCURY UCTS.
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* [] A/R ************************************	* * * * * * * * * * * * * * * * * * * *				IS ON THE PRE AUTOMOTIVE R THE AUTOMOTI CILITY MAY NO	STANCES. YOU REPRESENTA- AUTOMOTIVE TY ABOUT THE RESPONSIBIL- THE EXTENT RANCE COVER-
PAGE 1 OF 1 CUSTOMER COPY		[END (OF INVOICE]	04:17pm	FACKNOWLEDGE RECEIP THE PARTS AND LABOR LISTED ABOVE:	SF634509 Q (05/06)

February 15, 2012

Ford Motor Company Customer Relations Center P.O. Box 6248 Dearborn, MI 48121

Dear Sir or Madam:

Our names are Hey and we are writing this letter to provide you notice of the defects in our 2011 Ford F150 Series/Supercrew Ecoboost, VIN # 1FTFW1ET1BF 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:

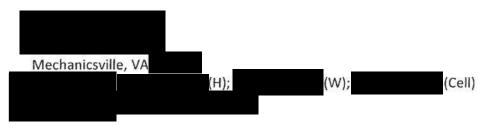
- 1. 10/5/11 650 miles Loss of Power while driving boggs down sometimes Replaced cats, coils and plugs
- 2. 11/23/11 5,792 miles Examined and cleaned ground wires per Ford
- 3. 01/31/12 13,000 miles Check Engine Light (3rd time) see history Replaced catalytic converter bank 2
- 4. 02/13/12 13,935 miles 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.

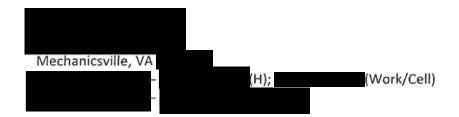
I have attached all copies of my Repair Orders for these problems as well as all of the other documents from when we purchased the vehicle. Please contact me as soon as possible so these issues can be corrected once and for all. Being that we have had our truck in for repairs 4 times already, I am requesting 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:







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 FCSD Technical Zone VIN Vehicle year/model Vehicle mileage Repair Order (R.O) # Customer Name Vehicle Down? GCQIS Report # TAR Open? CuDL Case # Priority

A04 T07 1FTFW1ET1BF 2011 F-150 13,010



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---MCOLFESC--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 Created by Created date Last Revised by Last revised date

0.0 **MCOLFESC** 04/18/2012 00:50:06 PM EST PMCCORM2 04/18/2012 01:43:20 PM EST

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

All Action Details for Issue

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Case: 1539810262

VIN: 1FTFW1ET1BF Name:

Symptom Desc: MISSES ACCELERATION Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS

Issue Type: 04 REGION

Initial Customer Contact: 02/29/2012

Year: 2011

Owner Status: Original

Issue Status: CLOSED

Model: F-SERIES

WSD: 2011-09-26

Primary Phone: Secondary Phone:

Origin Desc: US CONCERN CASE BASE

Action: TIER II ESCALATION - BUYBACK

Dealer: 04224 SHEEHY FORD

Odometer: 14000 MI Analyst Name: HINDS, KEOSHA

Action Date: 02/28/2012

Comm Type: PHONE Analyst: KHINDS4

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 HIGHWAYASHLAND VA 23005(877) 439-5696CRC 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: 04224 SHEEHY FORD

Odometer: 14000 MI

Analyst Name: RICHARDSON, RORY Analyst: RRICHA98

Action Date: 02/29/2012

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM Comm Type: PHONE

Action Time: 12.15.44.554 Action Data: Yes

Comments CSM RORY OBC TO 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 DON'T HAVE A LAWYERWHEN 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 VEHCILE 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: TIME OF FOLLOW UP (HH:MM):

03-01-2012 18:00

Action: CREATE FOLLOW UP

Dealer: 04224 SHEEHY FORD Odometer: 14000 MI

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE

Action Date: 03/01/2012

Analyst Name: RICHARDSON, RORY Analyst: RRICHA98

Action Time: 13.58.45.201 Action Data: Yes

CUSTOMER PICKED UP AND KEPT SAYING HELLO--WILL TRY LATER OR Comments OBC TO TOMORROW IF NECESSARY-CUSTOMER MOST DEFINTELY KNOWS MY NUMBER

Data Element Name

Data Value

DATE OF FOLLOW UP:

TIME OF FOLLOW UP (HH:MM):

03-02-2012

18:00

Action: CREATE FOLLOW UP

Dealer: 04224 SHEEHY FORD

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 14000 MI Analyst Name: KOSKA (RKOSKA),ROBIN Comm Type: PHONE

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 IMPROVED 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 -

Data Element Name

Data Value

DATE OF FOLLOW UP:

03-09-2012

TIME OF FOLLOW UP (HH:MM):

17:00

Action: TIER ONE OPEN ISSUE Dealer: 04224 SHEEHY FORD

Comm Type: PHONE

Odometer: 14000 MI 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

Action: CCS SUPERVISOR ESCALATION

Dealer: 04224 SHEEHY FORD

Origin Desc: CUSTOMER CARE SOLUTIONS

Origin Desc: TIER ONE - MELBOURNE

TEAM

Odometer: 14000 MI Analyst Name: KOSKA (RKOSKA),ROBIN Comm Type: PHONE

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 DLRSHP 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 DLRSHP 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 DLRSHP - 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 -

Data Element Name

Data Value

SUPERVISOR'S CDSID: SUPERVISOR'S NAME:

GBIUNNO 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 Comm Type: PHONE Analyst: GBIUNNO

Action Date: 03/02/2012

Action Time: 16.07.52.270

Action Data: No

Comments OBC TO 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

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Origin Desc: ALLIANCE TEAM

Odometer: 14000 MI Comm Type: PHONE Analyst Name: RICHARDSON, RORY Analyst: RRICHA98

Action Date: 03/05/2012

Action Time: 09.33.31.388 Action Data: No

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

Comm Type: PHONE

Analyst Name: COPELAND, RANDALL

Analyst: RCOPEL21

Action Date: 03/05/2012

Action Time: 10.49.08.295 Action Data: No

Comments OBC TO CUST SPOKE TO CUST STATES VEHICLE HAS MISFIRE STILL, CUST

NOT SURE IF CONDITION IS INTERMITANT OR ALL THE TIME, CUST REQUESTED COM CONTACT HUSBAND

OBC TO EFT MESSAGE

Action: CONCERN ADDRESSED Dealer: 04224 SHEEHY FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2

Comm Type: PHONE

Action Date: 03/09/2012

Action Time: 16.29.46.474 Action Data: Yes

Comments CSM MARYSOL X77751 OB BEHALF OF CSM RORY X77730 - OBC TO DLRSHP 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 - CUST ADVISED THEY HAVE GONE AHEAD AND FILED FOR THE LL IN VIRGINIA AS THE CONCERN HAS REOCCURED AND THISIS 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

All Action Details for Issue

Print

VIN: 1FTFW1ET1BF Name:

Year: 2011 Owner Status: Original Case: 1539810262

Symptom Desc: LOSS OF POWER AT CRUISE ALL ENGINE TEMP

Model: F-SERIES WSD: 2011-09-26 Primary Phone:

Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS Issue Status: CLOSED Secondary Phone:

Issue Type: 04 REGION

Initial Customer Contact: 02/23/2012

Action: TIER ONE OPEN ISSUE Dealer: 04224 SHEEHY FORD

Origin Desc: TIER ONE - MELBOURNE

Odometer: 15000 MI

Comm Type: PHONE

Analyst Name: THOMAS (TTHOM188), TALER Action Date: 02/22/2012

Analyst: TTHOM188

Action Time: 11.59.22.613 Action Data: No

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 SHEEHY FORD TO SCHEDULE SERVICE CALL THIS DEALER DIRECTLY: (877) 439-5696 418 SOUTH WASHINGTON 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 --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

Dealer: 04224 SHEEHY FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 15000 MI Analyst Name: RICHARDSON, RORY Comm Type: PHONE

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

Dealer: 04224 SHEEHY FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 15000 MI

Analyst Name: HEINEMAN, ERICA

Comm Type: PHONE 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.

All Action Details for Issue

VIN: 1FTFW1ET1BF0 Name:

Year: 2011 Owner Status: Original Model: F-SERIES WSD: 2011-09-26

Case: 1539810262

Symptom Desc: INDICATOR CHECK ENGINE

Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Issue Status: CLOSED

Primary Phone: Secondary Phone:

Issue Type: 04 REGION

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 Analyst Name: FRANKLIN (RFRANK73), RAYSHAWN Action Date: 01/26/2012

Comm Type: PHONE Analyst: RFRANK73

Action Time: 14.59.39.284

Action Data: Yes

Comments CUSTOMER SAID: -C/W (HUSBAND): -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 #: (HUSBAND):

Data Element Name

Data Value

ESTIMATED COST OF REPAIR:

0.00

Action: CREATE FOLLOW UP Dealer: 04224 SHEEHY FORD

Comm Type: PHONE

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Analyst Name: RICHARDSON, RORY Analyst: RRICHA98 Action Date: 01/27/2012

Odometer: 13008 MI

Action Time: 10.50.55.030 Action Data: Yes

Comments CSM RORY MADE OBC TO CUSTOMER 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: TIME OF FOLLOW UP (HH:MM):

02-02-2012 18:00

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 04224 SHEEHY FORD

Odometer: 13008 MI

Analyst Name: FRED GRIEMSMAN Action Date: 02/01/2012

Comm Type: VISIT Analyst: F-GRIEMS

Action Time: 16.51.20.005

Origin Desc: DEALER

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 Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 13008 MI Comm Type: PHONE Analyst Name: RICHARDSON,RORY Analyst: RRICHA98

Action Date: 02/02/2012 Action Time: 14.19.44.300 Action Data: Yes

Comments OBC TO 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)	Ÿ	
NONE OF THE ABOVE (TM)		2121

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: 02/10/2012 Action Time: 16.43.23.603 Action Data: Yes

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 Value

02-14-2012
18:00

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: 02/10/2012 Action Time: 16.43.46.398 Action Data: Yes

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:

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

Dealer: 04224 SHEEHY FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 13008 MI Comm Type: PHONE Analyst Name: RICHARDSON,RORY Analyst: RRICHA98

Action Date: 02/10/2012 Action Time: 16.44.36.104 Action Data: No

Comments TS FOR 2-14

Action: TAR--SME TECHNICAL ASSISTANCE REQUEST

Dealer: 04224 SHEEHY FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 13008 MI Comm Type: PHONE Analyst Name: RICHARDSON,RORY Analyst: RRICHA98

Action Date: 02/10/2012 Action Time: 16.45.23.705 Action Data: Yes

Comments PLEASE SEE NOTES ABOUT VEHICLE ABOUT TO HAVE THIRD REPAIR

Data Element Name Data Value

APPROVER'S CDSID: PMITCH22

APPROVER'S NAME: MITCHELL, PATRICK

Action: AWAITING ASSISTANCE - FIELD SERVICE ENGINEER

Dealer: 04224 SHEEHY FORD Origin Desc: DEALER

Odometer: 13008 MI Comm Type: VISIT
Analyst Name: FRED GRIEMSMAN Analyst: F-GRIEMS

Action Date: 02/13/2012 Action Time: 17.00.29.285 Action Data: No

Comments DIAGNOSE CODE AND FOUND CATALYTIC CONVERTOR CONTRIBUTION CODE P0430, HOTLINE SAYS

NOT TO REPAIR THAT IT IS UNDER INVESTIGATION

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: 02/14/2012 Action Time: 16.07.53.955 Action Data: Yes

Comments IBC FROM CUSTOMER WHO IS UPSET THAT THE VEHICLE IS NOT BEING REPAIREDCSM ADVISED THAT THE TECH HOTLINE IS ADVISING NO REPAIR AND ALSO CSM CALLED THE DEALER WHO IS ADVISING THAT THEY WILL CALL CUSTOMER AND EXPLAIN THAT THE VEHICLES ISSUES ARE BEING ADDRESSED AND INVESTIGATED BY FMC AT THIS TIME-DEALER SAYS THAT ITS AN INTERMITTENT CONCERN AND ITS NOT A "SAFETY ISSUE"-CUSTOMER WANTS TO TOW HIS BOAT AND CSM ADVISED IF NECESSARY, WE CAN LOOK INTO A POSSIBLE RENTAL TRUCK-DEALER ADVISING HIM I WILL FU ON 2-16

 Data Element Name
 Data Value

 DATE OF FOLLOW UP:
 02-16-2012

 TIME OF FOLLOW UP (HH:MM):
 18:00

Action: NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - TECH HOTLINE

Dealer: 04224 SHEEHY FORD

Odometer: 13008 MI Analyst Name: FRED GRIEMSMAN

Action Date: 02/16/2012

Comm Type: PHONE Analyst: F-GRIEMS

Action Time: 11.30.54.052

Action Data: No

Origin Desc: DEALER

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

Dealer: 04224 SHEEHY FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

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

Dealer: 04224 SHEEHY FORD Origin Desc: REGIONAL ESCALATION SPECIALIST

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.

Data Element Name Data Value

CSM - OPEN FSE REQUEST? NO

All Action Details for Issue

Print

VIN: 1FTFW1ET1BFI
Name:

Year: 2011

Owner Status: Original

Model: F-SERIES WSD: 2011-09-26

Case: 1539810262

Symptom Desc:

Reason Desc: CORRESPONDENCE - CORRESPONDENCE Issue Type: 01 INQUIRY

Issue Status: CLOSED

Primary Phone: Secondary Phone:

Action: ADD ATTACHMENT TO ISSUE

Dealer:

Origin Desc: MANUAL -CORRESPONDENCE CSR

Odometer: 13008 MI

Comm Type: INBOUND CUSTOMER MAIL

MARSHA

Analyst Name: WOJEWSKI-BOYD

Analyst: MWOJEWSK

Action Data: No

Action Date: 02/17/2012

Action Time: 16.31.53.304

Comments CUSTOMER SAID: LTR DATED 02/15PREDATES HANDLINGCRC ADVISED: PREDATES HANDLING

All Action Details for Issue

Print

VIN: 1FTFW1ET1BF0 Name:

Year: 2011

Model: F-SERIES Case: 1539810262

Origin Desc: MANUAL - PHONE CSR

Symptom Desc:

Owner Status: Original

WSD: 2011-09-26

Primary Phone:

Reason Desc: MARKETING-PUBLIC PRIVATE-ESP-ACCESSORY Issue Type: 01 INQUIRY

Issue Status: CLOSED

Secondary Phone:

Action: PUBLIC-PRIVATE OFFER

Dealer:

Comm Type: PHONE

Odometer: 13008 MI

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-

Data Element Name

Data Value

GENERAL REASON FOR CRC

CONTACT:

MISCELLANEOUS/OTHER

PUBLIC-PRIVATE OFFER ACTIONS:

EXCLUDED CALL TYPE (LEGAL/BUYBACK/ANGRY)

GCQIS Report Analysis

Report Summary

Report 1 of 1

		Query Name: REPORT I	RETRIEVAL		
Folder Num		File Report To This Folder	File Report To A	Folder Exists Download Option	
	Add Comments Prev	rious Next Save Ma	il Report		T. 0.5.701
Report Detail Se	ection : View Detai	İs	Attachment	<u>s</u> : 0	
Report#:	BI3BJ002 NHL			Received:	09/29/2011
CCRG/EPRC:		Reviewed Status:		Date:	
Vehicle:	2011,F150 4X4 CRW,STYSD ,1F			Build Date:	08/10/2011
Odometer :	13,010 M	Engine:	3.5L-GTDI	Calibration:	BF613C0N
Transmission:	6R80E	Axle:	3800F3.55L	A/C:	YES
Dealer:	USA 04224 She	ehy Ford		Phone#:	(804) 798- 4791
City:	Ashland	State:	Virginia	Country:	USA
Originator:	MICHAEL OHMA	.N			
Symptom:	5 50 3 39 DRV	PERF,RUNS ROUGH,CRUIS	E/STEADY,INTERN	VITTENT	
Status:					
VFG:	V52 DRIVEABIL	ITY			
Additional Symptom:	REPEAT P0430				
Fix:	Causal Compo	nent:			
Condition Code:					
Hotliner: MME	SSIN4	Phone: 313 322-5105	Regn Co	: N4 Washing	gton
Engineering:		Phone:		TAR:	
Dir Contact: M	IICHAFI OHMAN	Phone: 8	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. MONITOIR 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. DAILURE. 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 BRKOVRD, 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-TOROUE 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

- AUDIT 11/22/2011 03:46PM MARK COUGHLIN MSS FCSD TECH SVC HOTLINE
 ODOMETER 650 M CHANGED TO 5792 M BY MCOUGH12
- I 1/22/2011 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.
- 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.
- 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 Download Options 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.

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 1	o 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		CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	wcc	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	ccc	c
IFTFWIETIBF	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	4
AWS Claim Key:	1998511	Doc #:	7647	7201	Trx Coo	ie:	S07	Labor l	frs:	1.4	Labor	Cost:	134.42	Mat	terial	Cost:	574.36	Total Cost:		798.78	i		
Dir Cd-Sub Cd:	04224-*	Name:	SHE	EHY FO	RD		Ph:	804-798	4791	St: VA	Ctry Cd:	USA	Reg C	d:	NA	Repr	Date:2	I-NOV	-2011	DIST(Mile):	5792	
Cust Comments:	CUSTO	MER ST	ATES	VEHIC	CLE LOSI	NG POV	VER																
Tech Comments:	PLUGS	ON BA	NK 2 I	BOTH		VERTO	RS ROAL	TEST	AFTER			O CAT MO OMER RE									D		
IFTFW1ET1BF	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	4
AWS Claim Key:	2489027	Doc#:	9737	0701	Trx Coc	le:	S07	Labor I	Irs:	.9	Labor	Cost:	86.41	Mat	terial	Cost:	397.71	Total Cost:		484.12	!		
Dir Cd-Sub Cd:	04224-*	Name:	SHE	EHY FO	RD		Ph:	804-798	4791	St: VA	Ctry Cd:	USA	Reg C	d:	NA	Repr	Date: 20	S-JAN-	2012	DIST (Mile):	:13010)	
Cust Comments:	CUSTO	MER ST	ATES	LIGHT	ON AGA	AIN 3RD	TIME																
Tech Comments:					OINT TE							OAD TEST OK	BANK	2 15	BAD	REJPL	ACED	BANK	2 CA	r			
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AWS Claim Key:	2489026	Doc#:	9737	0706	Trx Coc	le:	TAPI	Labor l	Irs:	0	Labor	Cost:	0	Mat	erial	Cost:	0	Total Cost:		180			
Dir Cd-Sub Cd:	04224-*	Name:	SHE	EHY FO	RD		Ph:	804-798	4791	St: VA	Ctry Cd:	USA	Reg C	d:	NA	Repr	Date:20		2012	DIST (Mile):	:13010)	
Cust Comments:	CUSTO	MER RE	QUE	ST REN	TAL					V = 13.70	16/57/20										*******		
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Any comments? You can contact



IN THE COURT OF COMMON PLEAS OF ERIE 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.

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

Plaintiff,			
vs.		No.:	
FORD MOTOR COMPANY,			
Defendant.	1611		

COMPLAINT

- 1. Plaintiff, is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, Mc Kean, PA
- 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
- 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 <u>excluding</u> 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.
- 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:
 - 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.
- 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, D.C.

y: VVV

Robert A. Rapking Esquire Attorney for Plaintiff

30 E. Butler Pine

Ambler PA, 19002

(215) 540-8888





433 BALDWIN STREET MEADVILLE, PA 16335 TELEPHONE (814) 336-3166

Thank You P & A CODE: 02313-9

CUSTOMER NO. 10	ADVISOR BRITTANY	FRANT7	9136 TAG N	0.	02/23/12	PAVOICE NO. FOCS148943
	LABOR RATE	LICENSE NO.	MILEAGE	342	GREEN GEM/B	STOCK NO. 12T080
	YEAR/MAKE/MODE	TRUCK/F-150	SERTES/		DELIVERY DATE	DELIVERY MILES
MEADVILLE, PA	VEHICLE I.D. NO.	X 1 E T 7		JOI ERCAD	SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.	XIEI/	P. O. NO.		A.O.DATE	
R	COMMENTS				02/23/12	
JOB# 1 CHARGES						MO: 344
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PAGE 1 OF 1 CUSTOMER COPY			OF INVOICE]		PLAINTIFF'S EXHIBIT	You!





433 BALDWIN STREET MEADVILLE, PA 16335 TELEPHONE (814) 336-3166

Thank You P & A CODE: 02313-9

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		COERSE NO.	MILENDE	452	GREEN	GEM/B	12T080
MCKEAN DA	12/FORD TR	UCK/F-150	SERIES/S	SUPERCAB	DELIVERY D		DELIVERY MILES
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433 BALDWIN STREET MEADVILLE, PA 16335 TELEPHONE (814) 336-3166

Thank YouP & A CODE: 02313-9

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Thank T	lou!

Owner Status: Original

Print

VIN: 1FTFX1FT7CF

Year: 2012

Model: F-SERIES Case: 1310630882

Name:

Symptom Desc: INDICATOR CHECK ENGINE

Reason Desc: DRP-VEHICLE REPURCHASE-REPLACEMENT REQUEST

Issue Type: 06 BBB AUTO LINE/DACO

Issue Status: CANCEL

WSD: 2012-02-21 Primary Phone: Secondary Phone:

Action: OPEN - PENDING ELIGIBILITY

Dealer: 02313 WEBER-HARRIS FORD, INC.

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 3000 MI

Analyst Name: COSTELLO, MATT

Comm Type: MAIL 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.

Comm Type: MAIL

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 3000 MI

Action Date: 04/09/2012

Analyst Name: COSTELLO, MATT

Analyst: M-COSTE3

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

Analyst Name: COSTA

Comm Type: OTHER
Analyst: LCOSTA21

(LCOSTA21),LOUIS
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 Analyst Name: COSTA Comm Type: OTHER

(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

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: 04/10/2012

Action Time: 16.05.17.722 Action Data: No

Comments CASE SPECIALIST CHANGED TO SANTIAGO GONZALEZ

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 02313 WEBER-HARRIS FORD, INC.

Comm Type: MAIL

Odometer: 3000 MI Analyst Name: COSTELLO, MATT

Analyst: M-COSTE3

Action Date: 04/12/2012

Action Time: 11.05.17.337

Action Data: No

Action Data: No

Comments CASE SPECIALIST CHANGED TO WILLIAM CLOPTON

Action: CUSTOMER CHOSE NOT TO PURSUE CASE FURTHER

Dealer: 02313 WEBER-HARRIS FORD, INC.

Odometer: 3000 MI Analyst Name: COSTELLO, MATT Comm Type: MAIL Analyst: M-COSTE3

Action Date: 04/23/2012

Action Time: 21.05.14.458

Origin Desc: BETTER BUSINESS BUREAU

Origin Desc: BETTER BUSINESS BUREAU

Comments CUSTOMER CHOSE NOT TO PURSUE CASE FURTHER

Ford Confidential

All Action Details for Issue

VIN: 1FTFX1ET7CF Name: Symptom Desc: AUTO TRANS GENERAL	Year: 2012 Owner Status: Original VIBRATION	Model: F-SERIES WSD: 2012-02-21 Primary Phone:	Print Case: 1310630882
Reason Desc: CLP - IN - SERVICE REPAIR Issue Type: 04 REGION Initial Customer Contact: 03/29/2012		Secondary Phone:	
Action: TIER II ESCALATION - CUSTOMER Dealer: 02313 WEBER-HARRIS FORD, INC	D.		NCERN CASE BASE
Odometer: 3000 MI Analyst Name: ALEXANDER, JOSHUA Action Date: 03/28/2012	Comm Type: PHONE Analyst: JALEX133 Action Time: 08.37.42.252	Action Data: Yes	
LIFTING FOOT OFF ACCELERATOR VEH TRANSMISSION OR THE ENGINE-CUST SWAY THE VEH GOES IMMEDIATELY INTO STARTED THE SAME DAY THE VEH WAS REPROGRAMMED PCM PER TSB-CUST SINCREASING IN FREQUENCY HAPPENING COULD BE FROM MOISTURE BUILDING UHAS ADV TO COME PICK THE VEH UP-CUVEHDEALER SAID: WEBER-HARRIS FORI DEALER MAIN PHONE: 814-336-3166CRC TEAM. A SPECIALIST WILL CONTACT YO CURRENTLY NOT AT THE DEALERSHIP, APPOINTMENT FOR THEIR VEHICLE-BESVEH IS CURRENTLY AT THE DLR	STATES THAT IF YOU TAKE 0 6TH GEAR AND VEH STAI 1 PURCHASED AND HE TOO 1 STATES THAT THE PROBLE 1 G MORE -DLR HAS CONTA 1 JP AND THAT THERE WAS 1 UST SEEKING ASSISTANCE 1 INC. DEALER ADDRESS 2 ADVISED: I WILL ESCALA 3 U WITHIN 2 BUSINESS DA 3 PLEASE ADVISE THE CUS 3 PLEASE ADVISE THE CUS 3 OF THE CUS 4 OF THE CUS 5	EYOUR FOOT OFF OF A RTS SHAKING-CUST ST OK IT BACK TO THE DLF EM IS INTERMITTANT P CTED HOTLINE AND HO NO REPAIR FOR IT-CU- E TO GET THIS REPAIR 433 BALDWIN ST MEAI TE THIS TO OUR CUSTO (S.***NOTE TO CCR: IF TOMER TO SCHEDULE	ACCELERATOR ALL THE TATES THE SYMPTOMS R AND THEY ROBLEM THAT IS NOW DTLINE ADV THAT IT ST STATES THE DLR ED OR REPLACE THE DVILLE PA 16335 DMER CARE SOLUTIONS THE VEHICLE IS
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ESTIMATED COST OF REPA	IR: 0		
Analyst Name: DEW (TDEW1), TARA Ana	nm Type: PHONE lyst: TDEW1		ARE SOLUTIONS TEAM
Action Date: 03/29/2012 Acti Comments CSM TARA X77733; OBC TO S THIS CUST - SA STS WHEN CUST STEPS BE RUN OVER IF CONCERN PERSISTS - FURTHER - OBC TO ADDRESSING CONCERN FURTHER W/ D 3/30	S ON THE THROTTLE, TRUC SA STS WILL HAVE SM CO ADV CUST THAT I AM NOW	T IN - SA STS SM WILL CK STALLS - SA STS CU NTACT CSM TOMORRO I LOOKING INTO CONCI	IST IS AFRAID HE WILL DW TO DISCUSS ERN AND WILL BE
Data Element Name	Dat	a Value	
DATE OF FOLLOW UP:	03-	30-2012	

Action: CREATE FOLLOW UP Dealer: 02313 WEBER-HARRIS FORD, INC.

TIME OF FOLLOW UP (HH:MM):

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

18:00

Odometer: 3000 MI

Comm Type: PHONE Analyst Name: DEW (TDEW1), TARA Analyst: TDEW1

Action Date: 03/30/2012

Action Time: 09.54.16.462 Action Data: Yes

Comments CSM TARA X77733; IBVM FROM SM DARRYL - SM STS RETURNING YOUR CALL ABOUT OBC TO SM DARRYL - SM STS CHARGE AIR COOLER GETS FILLED W/ AIR IN INCLIMATE WEATHER - CUST HAS HAD PROBS SINCE 400 MI - CONTACTED HOTLINE AND REPROGRAMMED SOME THINGS AND NOTHING CHANGED - HOTLINE STS NOT TO DO ANY FURTHER REPAIRS AND TO MONITOR OASIS FOR UPDATES - VEH DOESN'T STALL, IT MISSES AND FOGS AT ACCELERATION FROM STOP, YOU HAVE TO PULL OFF TO THE SIDE OF THE ROAD AND RESTART THE VEH - SPOKE W/ ZM CHRIS SIZEMORE AND HE STD TO HAVE THE CUST CONTACT CRC - CUST HAS EVEN MENTIONED LEMON LAW - F/U 4/2

Data Element Name	Data Value
DATE OF FOLLOW UP:	04-02-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: TAR-SME TECHNICAL ASSISTANCE REQUEST

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: 04/02/2012

Action Time: 14.27.20.400 Action Data: Yes

Comments CSM TARA X77733; SM HAS BEEN INFORMED BY HOTLINE THAT THERE ARE NO TSBS TO REPAIR CONCERN - SM STS HE HAS INFORMED CUST OF THIS INFORMATION AND CUST IS NOT HAPPY - CUST DOES NOT FEEL SAFE IN HIS VEH B/C OF THE STALL @ ACCELERATION - SM REQUESTING ANY TECH INFO AVAILABLE TO ADDRESS CONCERN AS CUST IS NOT WILLING TO ACCEPT VEH IN THIS CONDITION

Data Element Name	Data Value
APPROVER'S CDSID:	SBASHIR5
APPROVER'S NAME:	BASHIR, SAYYED

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: 04/02/2012

Action Time: 14.29.31.775 Action Data: Yes

Comments CSM TARA X77733; IBC FROM SM DARRYL - SM STS CUST VEH IS STILL @ DLR AND CUST IS STILL UPSET CONCERN ISN'T FIXED - SM REQUESTING ANY INFO FROM CRC - CSM ADV WILL GET W/ TECH SME TO DETERMINE IF ANY FURTHER ACTION CAN BE TAKEN

Data Element Name	Data Value	

DATE OF FOLLOW UP:	04-03-2012	
TIME OF FOLLOW UP (HH:MM):	18:00	

Action: CREATE FOLLOW UP

Dealer: 02313 WEBER-HARRIS FORD, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 3000 MI Comm Type: PHONE Analyst Name: DEW (TDEW1), TARA Analyst: TDEW1

Action Date: 04/02/2012 Action Time: 15.53.29.743 Action Data: Yes

Comments CSM TARA X77733; IBVM FROM CALLING ON ==OBC TO SM DARRYL - CSM REQUESTED PAPERWORK IN ORDER TO SUBMIT PAPERWORK FOR POSSIBLE BUYBACK - OBC TO ZM CHRIS SIZEMORE - ZM STS HE HAS SPOKEN W/ SM AND IS WELL AWARE

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

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,

Analyst: SBASHIR5

SAYYED 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)	Υ					
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) (\$)	14
-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
the state of the control of the state of the	

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	T15	wcc.	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CI
IFTFX1ET7CFA	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:	447165	Doc#:	14894	1301	Trx Cod	e:	S07	Labor I	łrs:	.4	Labor C	ost:	29.73	Ma	terial (ost:	0	Total	Cost:	29.73			
Dir Cd-Sub Cd:	02313-*	Name:	WEB	ER-HARI	RIS FORD	, INC.	Ph:	814-336	3166	St: PA	Ctry Cd:	USA	Reg Cd	:	NA	Repr	Date:23-FEB	2012		DIST(N	lile):3	42	
Cust Comments:	CUSTO	MER ST	ATES	WRENCH	H LIGHT C	AME ON	ON ACC	EL.															
Tech Comments:					RMED VIS ATEST UP							CODES P030 CKS OK.	1. CHEC	KEI	D SSMS	AND	rsbs founi	TSB I	2 2 10				
IFTFX1ET7CF	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:	509378	Doc #:	14898	108	Trx Cod	e:	S07	Labor F	Irs:	1.5	Labor C	Cost:	111.48	Ma	terial (ost:	53.68	Total	Cost:	165.16			
Dir Cd-Sub Cd:	02313-*	Name:	WEB	ER-HAR	RIS FORD	INC.	Ph:	814-336	3166	St: PA	Ctry Cd:	USA	Reg Cd	:	NA	Repr	Date:24-FEB	2012		DIST(N	4ile):4	52	
Cust Comments:	CUSTO	MER ST	ATES	CHECK E	ENGINE L	IGHT ON																	
Tech Comments:	SENSO	R I FAU	LT. PE	RFORME		D PID. FO	DUND BA					OAD TEST W /ED LOWER											
IFTFX1E17CF	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:	934479	Doc#:	15010	501	Trx Cod	e:	S07	Labor I	lrs:	4	Labor C	ost:	297.28	Ma	terial (Cost:	0	Total	Cost:	297.28			
Dlr Cd-Sub Cd:	02313-*	Name:	WEBI	ER-HARF	RIS FORD,	INC.	Ph:	814-336	3166	St: PA	Ctry Cd:	USA	Reg Cd	:	NA	Repr	Date:26-MAF	R-2012		DIST(N	1ile):3	002	
Cust Comments:									ACCEL C	ON AN C	FF RAMI	TRUCK LO	ST POW	ER.	CUSTO	MER F	RELEASED	SAS PE	DAL A	ND TRU	JCK		
Cust Comments:	SIAKI	ED 103	HAKE	VEHICL	EPULIN	TONEUT	KAL THE	DACK	10010														

Any comments? You can contact

webmaster

Rpt, Analysis Home

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Report Mgmt Query

Report Mgmt

Indicator Summary

Help Exit

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number:

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Save Mail Report **Download Options**

Report Detail Section: View Details

Attachments: 0

Report#:

CBXED017 NHL

Received:

02/24/2012

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle:

2012,F150 4X4 ,F150 ,SUP

CAB, STYSD , 1FTFX1ET7CF

Build Date: 01/19/2012

Odometer:

3,002 M

Engine:

3.5L-GTDI

Calibration: CF613K0A

Transmission:

6R80E

Axle:

A/C:

YES

Dealer:

USA 02313 Weber-Harris Ford, Inc.

Phone#:

(814) 336-3201

City:

Meadville

State:

Pennsylvania Country:

USA

Originator:

MIKE DALLAS

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 PO305 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 KNOWNS 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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Fi



April 23, 2012



Re: FRD1216508 vs Ford Motor Corporation 1FTFX1ET7CF

Dear :

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



MANUFACTURER RESPONSE FORM

Case Number: FRD1216508 Customer Name: VIN: 1FTFX1ET7CF	Proba		ate: F	
This claim is Has the customer contacted you rega Is the VIN listed above correct? If you checked NO, please indicate th	973 as ancomos	☐ IN Warranty ☑ YES ☐ YES		
Customer Contact Info:				
SETTLEMENT INFORMATION What, if anything, are you willing to detail as possible (e.g., dealership na				
Has this offer been communicated to If you checked YES, please indicate tl ☐ The customer accepted the offer or ☐ The customer rejected the offer on ☐ The customer has not indicated a r	he customer's response	oonse below:		
If the customer accepts this offer, wi performance date or time frame:		ement be perfoi	med?	Please indicate a specific
ARBITRATION INFORMATION Please list customer requests that you	u feel are ineligible	e for arbitration ar	nd expl	ain why.
Please write your position as to the co	ause of each probl	em listed on the (Custom	er Claim Form.
Please indicate the decision you requ	est the arbitrator	to render:		
List the amount of any ever allow				
List the amount of any over allow I will participate		☐ In person ☐		tina
Return this form as soon as possible	=			
To:	Completed by	·		_Date:/
BBB AUTO LINE	Future contact	:		
Fax: 703.247.9700			Fax	·
3033 Wilson Boulevard, Suite	ouncil of Better Busi 600 · Arlington, VA · 2	ness Bureaus, Inc. 2201 · Phone 800.955	.5100 · F	Fax: 703.247.9700



April 9, 2012

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

Re: FRD1216508 vs Ford Motor Corporation 1FTFX1ET7CF

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

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



MANUFACTURER RESPONSE FORM

Case Number: F Customer Name:	RD1216508			ate: ate:	04/09/12 PA		
	LFTFX1ET7CF	Proba	able Hearing Locat	7 TO THE R. P. LEWIS CO., LANSING, MICH. 407, 12			
Is the VIN listed abo	please indicate the correct VI		☐ IN Warranty ☑ YES ☐ YES — — — — —		0		
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.).							
If you checked YES, ☐ The customer acc ☐ The customer rejection.	communicated to the customer please indicate the customer cepted the offer on/ ected the offer on/ s not indicated a response to the communicated and response to the customer communicated and customer communicated and customer communicated and customer customer communicated and customer cus	r's resp _/ /	oonse below:				
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: \$							
Return this form as			9		Date: / /		
To: BBB AUTO LINE	Complet	contac	·		Date://		
Fax: 703.247.9700	Phone:	Jonitati	•	Fa	ax:		
Council of Better Business Bureaus, Inc. 3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700							

PLATE: -VIN: YR/MAKE: TYPE: WID: FTFX1ET7CF 2012/F08D TK 12059 3428 006824 - 001

MCKEAN PA

REG. GROSS WT: 7000 UNLADEN WETGHT: 5246 CLASS: 02

EMISSION INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT

COUNTY: ERIE

Page: 6/10 Date: 4/8/2012 9:40:58 PM

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Yehicle



DESCRIPTION OF THE PARTY OF THE	Control Salter and Ten Street Co.
	FORD
(Sind)	MERCURY
	THE AMERICAN PROPERTY AND ADDRESS OF THE PERSONS ASSESSMENT OF THE PER
	LINCOLN

WEBER-HARRIS

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.

433 BALDWIN STREET

RETAIL BUYER'S ORDER NUMBER

PLEASE ENTER ORDER FOR AND NEW CAR

	MERCURY LINCOLN	FORD & L MERCU		MEADVILLE, PA 16335 PHONE (814) 336-3166	19554 DATE 02/21/2012		USED (ED DEMO) PRIOR USE:	TRUCI
ZO12	FORB TRUCK	MODEL i!	BO SERIES .	PRICE OF CAR	Participal	<u></u>	T	T
COLOR	MILEAGE	ENGI	NE		T		A4670	in:
STOCK NO.	IGN. KEY	OECA	KEY		-			-
12T080)					100000		+
SERIAL NO.	FX1E F7EF	C	OOE NO.	(CYCENIA AVECA IA				+
	TRADEJN B			AFTERMARKET(5)			368	10_
STOCK NO.	YEAR 900 MAKE	TRUCK	COLOR WHITE		-+-+			
MODEL 50	BODY STYLE		ENGINE					-
					-			-
SERIAL NO. 1 :: 1	IP. ST.	P. BKS.	LEAGE 70 105	-				1
			79435					
1. IT HAS SUFFE THE ORIGINAL V 2. IF PART OR AC WITH PARTS AND 3. GO DAYS PASS DEALER. PURCHASER'	SCRIBED VEHICLE MAY BE REAPP RED DAMAGE OR SERJOUS MECHA- ALUATION AND PRIOR TO ITS DEL CESSORIES OR BOTH, INCLUDING D ACCESSORIES OF INFERIOR QUI SES BETWEEN DATE OR ORDER S	MICAL DETERIORA IVERY TO THE DEA TIRES HAVE BEEN AUTY.	RÉMOVED OR REPLACED					
SIGNATURE	TAYS SADM WHITE	141						-
INSURANCE C	FORM NOTON CREE			SERVICE CONTRACT			2500	60
BENEFICIARY	23625			TOTAL OF OPT. EQUI	P.		62538	10
ENCUMBRANC	E - AMOUNT			REBATE		+	The state of the s	189
ENCUMBER TO	NAME CONTRACTOR	TOR SEED!		TOTAL		\Box	1 12 20023	
<u></u>	ADDRESS ATLANTA	6A 30343		USED CAR ALLOWAN	ICE	1-1		10
\$.\$.N.			43	CASH DIFFERENCE		11		90
Purchaser agrees side hereof, that comprises the cor	that this Order includes all of the ten this Order cancels and supersedes a mplete and exclusive statement of the	ns and conditions or any prior agreement forms of the agreer	n both the lace and reverse and as of the date hereof mont releting to the subject	TOTAL CASH PRICE		П	18531	
OR THE PURCHA	That INIS Organ includes an of the femilias Ordan cancells and supersides implete and occlusive statement of the sereby, and that THIS CONTRACT IS USER UNTIL SIGNED BY AN AUTHOR HAY CANCEL THIS CONTRACT TO OF A COPY OF THIS CONTRACT BY GIVING WRITTEN NOTICE OF SEREFIELD HIS CONTRACT SERVING HIS CONTRACT SERVING WRITTEN WRITTEN SERVING WRITTEN WRIT	AND RECEIVE A	PRESENTATIVE, ULL REFUND ANY TIME	SALES TAX		+	7112	a
REPRESENTATIVE Purchaser by his	AE BY GIVING WAITTEN NOTICE OF execution of this Order certifics that it and conditions and has received a tr	CANCELLATION T	OTHE DEALER. and adviowledges that he	LICENSE, TITLE, TRAI	NSFER	+	35.6	90
		no coby of this older	•		TOTAL		19693	-R
PURCHASER				BALANCE DUE ON TE	ADE-IN	+	13692	2
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ACCEPTED _						1	129.0	1
DISCLAIMER	OF WARRANTIES					\vdash		-
I UNDERSTAND	THAT YOU (THE DEALER) EXPRES			IN LINE PESISIRATION		\vdash	<u> </u>	<u> </u>
FOR A PARTICUL	AR PURPOSE, ANT THAT YOU NET	HER ASSUME NOR	AUTHORIZE ANY OTHER	PERE TAX		\vdash		2
EXCEPT AS OTHE	IME FOR YOU ANY LIABILITY IN CO. RWISE PROVIDED IN WRITING BY	OU IN AN ATTACHN	MENT TO THIS CONTRACT			+		
USED CAR	NT DELIVERED TO ME WHEN THE V MARRANTY - Used car is covered			UNPAID CASH E	BALANCE		33525 7	
The purchas presently	motor vehicle is sold "AS IS" with er will bear the online expense			If you cancel this purchase agricordered, except as permitted by the amount of \$ PURCHASER'S	the second secon	take ur op		vehicle damages
PURCHAS				SIGNATURE X	utchaser horeby acknowledges		APPEARING ON OF	DOMETER
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ODOMETER MILEAGE IS ADCURATE

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 Darrył. Asked him what last check engine light codes were and he stated various engine misfires. Phoned BBB Auto Line to file case.

Webertlenis



433 BALDWIN STREET MEADVILLE, PA 16335 TELEPHONE (814) 336-3166

Thank YouP & A CODE: 02313-9

GUSTOMER NO. 10	BRITTANY	FRANTZ	9136	ю.	02/	23/12	FOCS148943
	LABOR RATE	LICENSE NO.	MILEAGE	342	GREEN	GEM/B	12T080
	12/FORD	RUCK/F-150	SERIES/	SUPERCAB	DELIVERY DA	21/12	DELIVERY MILES
MEADVILLE, PA	1 F T F	X 1 E T 7	C F		SELLING DEA	LEA NO.	PRODUCTION DATE
	F.T. E. NO.		P. O. NO.		02/2	23/12	
	COMMENTS						MO: 344
JOB# 1 CHARGES							
LABOR- J# 1 10FOZ CUSTOMER STATES WRENCH LIGHT CAME O VERIFIED CONCERN. PERFORMED VISUAL TEST. SCANNED FOR CODES P0301. CHEC FOUND TSB 12-2-10. REPROGRAMMED PCM CALIBRATION. ROAD TEST TO VERIFY. C	N ON ACCEL. INSPECTION AV KED SSMS AND TO LATEST UN HECKS OK.	TSBS PDATE		WARRANTY	The only the part offered b	warranties (s) and/or by the manu	FWARRANTIES i, if any, applying to service are those lacturer. The selling ressly disclaims all
JOB# 1 TOTALS							opressed or implied,
COMMENTS DELETED OPERATION(S) 03F0Z03 EMISSION/SMOG INSPEC TOTALS			# 850×5	0.00	merchan purpose, rizes any	tability or fit and neither other pers	itled warranties of mess for a particular assumes nor autho- son to assume for it ction with the sale of
**********		TOTAL LA		0.00	Carrier and Control	s) and/or se	**************************************
* ME KINDLY REQUEST YOU INSPECT YOUR VEHICLE AT * TINE OF PICK UP. ONCE YOUR VEHICLE HAS LEFT T * PREMISES WE ARE NO LONGER RESPONSIBLE ************************************	HE *	TOTAL PA TOTAL SU TOTAL MI TOTAL MI TOTAL TA	BLET O.G SC CHG. SC DISC	0.00 0.00 0.00 0.00 0.00	from the damages ages for	selling deak , damages loss of use,	entitled to recover er any consequential to property, dam- loss of time, loss of any other incidental
**************************************	ERVICE. IF * CONTACT. *	TOTAL II	NVOICE \$	0.00	damages		
		•					
CUSTOMER SIGNATURE							
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					7	haub	You!
PAGE 1 OF 1 CUSTOMER COPY		[END OF	INVOICE]	00:12am			Roynolds Company ERABITING SF00689 () (0301)

Weber-Heiris



433 BALDWIN STREET MEADVILLE, PA 16335 TELEPHONE (814) 336-3166

Thank You P&A CODE: 02313-9

35401	ADVISOR	FDANTT	0176	NO.	CELL INVOICE OATE	INVOICE NO.
33401	BRITTANY OBORINGE	LICENSE NO.	9136		03/09/12	FOCS148988
	YEAR / MAKE / MODE				GREEN GEM/B	12T080
MCKEAN, PA	12/FORD T	RUCK/F-150	SERIES,	SUPERÇAE	02/21/12	0
ickeni, ra	1 F T F	X 1 E T 7 0	F		SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.		P.O. NO.		02/24/12	
	COMMENTS	*****				MO: 462
CUSTOMER STATES CHECK ENGINE LIGH ROAD TEST VEHICLE TO VERIFY CONCE CONCERNS PRESENT. ROAD TEST WITH SCANNED FOR CODES P2629 BANK 2 SE PERFORMED PIN AND PID. FOUND BANK REMOVED LOWER TRIM HEAT SHIELD AN TO GAIN ACCESS TO SENSOR. REMOVEE REASSEMBLED AND ROAD TEST, CHECKS ARTS	TECHO T ON RN. NO DRIVEABI IDS ALL PASS. NSOR 1 FAULT. 2 SENSOR 1 FAI D UPPER ENG. SH AND REPLACED 0 OK. IPTION- R - HEGO TECHO OF POWER ON ACC ESENT FOR CONCE TIME. FOUND TO TO DRIVE AND A	S):9053 LITY LURE IZELD 2S1 TOTAL FOCS JOB# S):9053 ELERATION RN. ROAD BE DVISE	T PRICE PARTS 1 TOTAL	WARRANTY 0.00 0.00 INTERNAL 0.00	The only warranties the part(s) and/or offered by the mant dealer hereby exp warranties, either exincleding any impurpose, and neither rizes any other per any liability in connethis part(s) and/or se Buyer shall not be from the selling deal damages, damages ages for loss of use.	F WARRANTIES s, if any, applying to service are those are those are those are those are selling ressly disclaims all expressed or implied, alled warranties of these for a particular assumes nor authoson to assume for it ction with the sale of arvice. entitled to recover a ray consequential is to property, daminus of time, loss of time, loss of any other incidental
					7hank	You!
PAGE 1 OF 2 CUSTOMER COPY		[CONTINUED ON I	NEXT PAGE	09:12am	1000 No. 2004 50	

FORD . LINCOLN . MERCURY, INC



433 BALDWIN STREET MEADVILLE, PA 16335 TELEPHONE (814) 336-3166

Thank You

CELL 03/09/12 CUSTOMER NO. FOCS148988 35401 9136 BRITTANY FRANTZ LABOR RATE LICENSE NO. 12T080 452 GREEN GEM/B 02/21/12 YEAR / MAKE / MODEL DELIVERY MILES 12/FORD TRUCK/F-150 SERIES/SUPERCAB 0 MCKEAN, PA SELLING DEALER NO. PRODUCTION DATE 1FTFX1ET7CF 02/24/12 F.T.E.NO. COMMENTS MO: 462 TOTALS----TOTAL LABOR.... 0.00 0.00 0.00 TOTAL PARTS....
TOTAL SUBLET... DISCLAIMER OF WARRANTIES TOTAL G.O.G....
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX.... 0.00 The only warranties, if any, applying to 0.00 the part(s) and/or service are those 0.00 offered by the manufacturer. The selling dealer hereby expressly disclaims all **TOTAL INVOICE \$** 0.00 IMPORTANT: YOU MAY RECEIVE A SURVEY ABOUT YOUR SERVICE. IF *
YOU CAN'T INDICATE COMPLETELY SASTISFIED PLEASE CONTACT * warranties, either expressed or implied, including any implied warranties of YOUR SERVICE ADVISOR IMMEDIATELY! 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. CUSTOMER SIGNATURE DUPLICATE INVOICE *************** 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! PAGE 2 OF 2 CUSTOMER COPY [END OF INVOICE] 09:12am

The Reynolds and Reynolds Company ERAINTINVE 3F000089 Q (03/01) 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:

SECTION 1: CUSTOMER INFORM	MATION		ACA 0 9 2012
Titled owner:			
Mailing address:		W	
City: McKean		State: PA Z	ip code:
Day phone:	Evening phone:	С	ell phone:
Fax:	E-mail address:	earth araile seathest	
SECTION 2: VEHICLE INFORMA	TION		
Make: Ford	Model: F-150 Truck	Year: 2012	Current mileage: 3 3 000
Name(s) that appears on the vehicle			
Selling dealer/city/state: , , PA	WEBER-HARRIS	FORD,	MEADVILLE, RA
Primary Servicing dealer/city/state:	WEBER-HARRIS FORD L	-M INC, MEADV	
Acquired as I new used de		ehicle in your pos	session? X yes no Dem. 64
Purchase/lease date: 2/21/2016	(Pickup 2-23-2014) Mileage	at purchase/lease	: 340
First repair attempt date: (2-23-20	12) Pictup DATE First re	pair attempt milea	ge: 342
How often is the vehicle used for business purposes (percentage):	Number of veni	cles owned	Transmission type:
			Automatic Manual
Has the vehicle been in an accident/ha	ad body damage? yes	X] no	Date of accident:
Description of damage:			
SECTION 3: DESIRED OUTCOME	(Describe what you wa	nt done to reso	olve your concern)
REPURCHASE OR RE	PLACE TRUCK.		
Please complete the missing in	formation in the box be	low and on pag	e 2.
VEHICLE INDENTIFICATION N	UMBER 1 FT FX	1 E T 7 C	F
Lienholder/Leasing Company	FORD MOTOR CR	EDIT Phone	Number 1800 - 727 - 7400
Account Number			
			<u> </u>

Page 1

Case Number: FRD1216508 SECTION 4: VEHICLE PROBLEMS (List primary problem first) Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? Example: 4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day A/C won't cool properly Any Dealer, Inc. 2 yes ENGINE LIGHT COME ON WHEN PICUICUP DAY. WEBER HARRIS ACCEPTATION. NO POWER 2/23/12 340 Miles 1DAY 1 Yes 1 mile Fran Dersea on Picket DAV ENGINE LIGH COME ON. 2/24/12 45 2mbs 1 DAY WEBER HARRIS Yes DURING ACCORDITION ENTROPE CUT OUT NO POWER, (3-1) 3 2 1500 mils 10My WEBER HARRIS 1105 3/2/12 Poll over 45 HUT TRUCK OFF. DURING ACCEPTION ENGINE
CUTOUT, NO POWER TRUCK
SHAKE AND JUMP (3-23) M. WEBGR HARRIS VES DURING Acception ENGINE 3/26/12 & 3000 miles CUTOUT, NO PAWER TRUCK 4 Yes WebtRHARIS (3-24) SHAKE -(DENVER STILLERS TRUCK Ly THEY. TELL ME FIX AVAILABLE

Total days out of service for all problems: 5till 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 <u>copies</u> 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, <u>print</u> 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 INFORMA	TION	
Titled owner:		
Mailing address:		
City: McKean	State: P	A Zip code
Day phone:	Evening phone:	Cell phone:
Fax:	E-mail address:	
SECTION 2: VEHICLE INFORMATI	ON	
Make: Ford	Model: F-150 Truck Year: 2	012 Current mileage: 0
Name(s) that appears on the vehicle title	e:	
Selling dealer/city/state: , , PA		
Primary Servicing dealer/city/state:	WEBER-HARRIS FORD L-M INC, I	MEADVILLE PA
Acquired as new used dem	o 🗌 leased — Is the vehicle in y	your possession? 🛛 yes 🔲 no
Purchase/lease date:	Mileage at purcha	sse/lease:
First repair attempt date:	First repair attem	
How often is the vehicle used for business purposes (percentage): 0	Number of vehicles owner or leased by the business	
Has the vehicle been in an accident/had	body damage? ☐ yes 🗵 no	Date of accident:
Description of damage:		
SECTION 3: DESIRED OUTCOME (Docaribo what you want done	to receive your concern)
	Describe milit you mail done	to resolve your concern,
Please complete the missing info	rmation in the box below and	on page 2.
VEHICLE INDENTIFICATION NU	MBER	
Lienholder/Leasing Company _		Phone Number
Account Number		J

Case Number: FRD1216508 SECTION 4: VEHICLE PROBLEMS (List primary problem first) Does the # of problem repair List the date, mileage, and days out of exist service for each repair attempt Problem attempts Servicing dealer(s) now? Example: 4/23/06 3,500 miles 5 days A/C won't cool properly Any Dealer, Inc. 6/10/07 12,700 miles 1 day yes otal days out of service for all problems: _____ Signature of Titled Owner(s) ______ Date _____ rinted Name of Titled Owner(s)

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

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:

Ford - Pennsylvania 5/2006

- 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:

mileage at first repair of the defect <u>for which a replacement is awarded</u> x purchase 100,000 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:

<u>all accrued mileage – 100 miles</u> _x purchase 100,000 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	
P	aintiff,		
vs.		No.	

FORD MOTOR COMPANY,

Defendant.

COMPLAINT

- 1. Plaintiff, is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, Dallas, PA
- 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
- 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 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.
- 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.
- 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.

amount not in excess of, together with all collateral charges, attorneys' fees, all court costs and treble damages.

KIMMEL & SILVERMA

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

Web Site: www.gibbonsford.com

				VEH	ICLE IDE	NTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
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GIBBONS FORD 950 Main St Dickson City, PA 18519

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Warranty Claim Type: F A95 KALINCH JR.; WILLIAM

TOTAL-CUSTOMER

NoCharge

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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.

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

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

Issue Status: CLOSED

Print

VIN: 1FTFW1ET2CF.

Year: 2012

Owner Status: Original

Model: WSD: 2012-02-13 Case: 495381362

Name:

Symptom Desc: RUNS ROUGH AT CRUISE ALL ENGINE TEMP

Reason Desc: CLP - IN - FINANCIAL ASSISTANCE - AT RISK

Primary Phone:

Secondary Phone:

Origin Desc: CRC TIER ONE - FLEET

Issue Type: 04 REGION

Initial Customer Contact: 07/30/2012

Action: TIER ONE OPEN ISSUE

Dealer: 20555 GIBBONS FORD

Comm Type: PHONE

Analyst: LDOWELL4

Action Data: No

Analyst Name: DOWELL, LEAH

Action Date: 07/27/2012

Odometer: 20154 MI

Action Time: 09.42.26.233

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:

TIME OF FOLLOW UP (HH:MM):

07-31-2012

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.

Data Element Name

Data Value

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 Data: Yes

Action Date: 08/02/2012

Action Time: 16.24.20.006

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

Data Element Name

Data Value

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

Analyst: SSWIST

(SSWIST), SHERYL 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.

Data Element Name

Data Value

DATE OF FOLLOW UP:

TIME OF FOLLOW UP (HH:MM):

08-06-2012 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 Action Date: 08/06/2012 Analyst: SSWIST

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

Data Element Name

Data Value

-----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

Analyst: SSWIST

(SSWIST), SHERYL

Allalyst: 55W151

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

Analyst: SSWIST

(SSWIST),SHERYL 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

Analyst Name: NASH, AMANDA

Comm Type: PHONE 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 IN 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 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 DLRSHP-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 19N 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)	Υ

Ford Confidential

All Action Details for Issue

Print

VIN: 1FTFW1ET2CF

Year: 2012

Model:

Case: 495381362

Name:

Owner Status: Original Symptom Desc: INDICATOR CHECK ENGINE

WSD: 2012-02-13 **Primary Phone:**

Reason Desc: CLP - IN - DIAGNOSIS UNKNOWN

Issue Status: CLOSED

Secondary Phone:

Issue Type: 01 INQUIRY

Action: TIER ONE CLOSE ISSUE Dealer: 20555 GIBBONS FORD

Comm Type: PHONE Analyst: ADEFILI6

Origin Desc: TIER ONE - MELBOURNE

Odometer: 20181 MI

Analyst Name: DE FILIPPO, ANDREA 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 TOMORROWGIBBONS FORD 950 MAIN STREETDICKSON 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

Issue Status: CLOSED

Print

Case: 495381362

VIN: 1FTFW1ET2CF Year: 2012

Name: Symptom Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP

Reason Desc: CLP - IN - BUYBACK - OBC

Issue Type: 04 REGION

Initial Customer Contact: 06/19/2012

Owner Status: Original

Model: **Primary Phone:**

WSD: 2012-02-13

Origin Desc: TIER ONE - MELBOURNE

Secondary Phone:

Action: TIER ONE OPEN ISSUE

Dealer: 20555 GIBBONS FORD Odometer: 12800 MI

Analyst Name: BURGMAN, ANTHONY

Action Date: 05/15/2012

Comm Type: PHONE Analyst: ABURGMAN

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 STREETDICKSON 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 20:00

TIME OF FOLLOW UP (HH:MM):

Action: CREATE FOLLOW UP

Dealer: 20555 GIBBONS FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

CUSTOMER

Analyst Name: SWIST

Odometer: 12800 MI

(SSWIST), SHERYL

Action Date: 05/17/2012

Analyst: SSWIST

Action Time: 13.52.53.236

Comm Type: OUTBOUND CALL TO

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 DIAGNOISED YET, FOLLOW UP ON 5/18/2012...OBC TO CUSTOMER.CUSTOMER IS CONCERNED FOR HIS SAFETLY IN VEHICLE..I ASSURED CUSTOMER IT IS OUR GOAL TO BE SURE THE VEHICLE IS DIAGNOISED AND ANY REPAIRS ARE COMPLETED THAT ARE NEEDED. FOLLOW UP SET FOR 5/18/2012

Data Element Name

Data Value

DATE OF FOLLOW UP:

TIME OF FOLLOW UP (HH:MM):

05-18-2012 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: 05/18/2012

Action Time: 14.45.18.376

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

Origin Desc: CUSTOMER CARE

SOLUTIONS TEAM

Odometer: 12800 MI

Comm Type: OUTBOUND CALL TO DEALER

Analyst Name: SWIST (SSWIST), SHERYL

Analyst: SSWIST

Action Date: 05/21/2012

Action Time: 12.26.28.018

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

Origin Desc: CUSTOMER CARE

SOLUTIONS TEAM

Odometer: 12800 MI

DEALER

Comm Type: OUTBOUND CALL TO

Analyst Name: SWIST

(SSWIST), SHERYL

Analyst: SSWIST

Action Date: 05/23/2012

Action Time: 09.51.28.487

Action Data: Yes

Comments CSM SHERYL..X77752...OBC TO DEALER..SPOKE WITH SM JOE...PARTS HAVE BEEN ORDERED...OBC TO CUSTOMER..LM ON 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

Data Element Name

Data Value

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

Comm Type: VISIT

Odometer: 12800 MI

Analyst: J-PULLM1

Analyst Name: JOSEPH PULLMA Action Date: 05/29/2012

Action Time: 12.49.54.841

Action Data: No

Origin Desc: DEALER

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

Analyst: SSWIST

(SSWIST), SHERYL 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

Data Element Name

Data Value

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:

TIME OF FOLLOW UP (HH:MM):

06-13-2012

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 -CUST PICKED UP VEH FROM DLRSHP 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 REPARIED 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 DLRSHP IS FAR A WAY AND THAT THERE IS A CLOSER DLRSHP - 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 DLRSHP TO SEE IF YOU HAVE SCHEDULED AN APPOINTMENT AND CHECK TO SEE O CONTACT THE CUST -((SET FU FOR 06/20/2012)) IF HOT LINE HAS BEEN NOTIFIED - PLEASE USE - 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

Analyst: SSWIST

(SSWIST), SHERYL 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

DATE OF FOLLOW UP: TIME OF FOLLOW UP (HH:MM): 06-26-2012 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 Action Date: 06/26/2012 Analyst: SSWIST

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

Analyst: SSWIST

(SSWIST), SHERYL 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:

TIME OF FOLLOW UP (HH:MM):

07-02-2012

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 Action Date: 07/02/2012 Analyst: SSWIST

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

Analyst: SSWIST

(SSWIST),SHERYL 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)	Υ

Action: TIER ONE CLOSE ISSUE

Dealer: 20555 GIBBONS FORD

Origin Desc: TIER ONE - MELBOURNE
Comm Type: PHONE

Odometer: 12800 MI

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		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
FTFW1ET2CF	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	Е	F04	S11	V29	E29
AWS Claim Key:	1388595	Doc #:	02482	29A	Trx Cod	e:	S07	Labor H	lrs:	1	Labor C	ost:	74.74	Mat	erial	Cost:	397.71	Total	Cost:	472.45		
Olr Cd-Sub Cd:	20555-*	Name:	GIBE	BONS FOR	RD		Ph:	570-4894	4747	St: PA	Ctry Cd:	USA	Reg Co	ı:	NA	Repr	Date:25-N	MAY-20	12	DIST(Mile):	3167
Cust Comments:	CUSTO	MER STA	TES C	CHECK EI	NGINE LIC	GHT STA	YING ON				Cu.		377.50								9 190	
Tech Comments:	VERIFIE CATAL	ED MIL CO	NVER	C TEST PO TER VER	0430 RAN IFIED PCN	OASIS FO	DUND TSE LATEST L	3 12 02 10 EVELTES	VIEWE ST DRO	D PIDS T VE TO S	O VERIF	Y LOW CAT APTIVE ST	TALYTIC RATEGY	CON	VER VER	FOR EF	FICIENC	Y; REP	LACEI	LEFT	HAND	
FTFW1ET2CF	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
AWS Claim Key:	1401863	Doc#:	02482	29B	Trx Code	e:	TAPI	Labor H	rs:	0	Labor C	ost:	0	Mat	erial (Cost:	0	Total	Cost:	30		
Olr Cd-Sub Cd:	20555-*	Name:	GIBB	ONS FOR	RD		Ph:	Ph: 570-4894747		St: PA	Ctry USA		Reg Cd: NA			Repr Date:25-MAY-2012			12	DIST(Mile):13167		
Cust Comments:				NATIVE T	RANSPOR	RTATION	REQUES	TED			cu.											
FTFW1E12CF	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
AWS Claim Key:	1528511	Doc#:	02511	8A	Trx Code	e:	S07	Labor H	rs:	.5	Labor C	ost:	38.57	Mat	erial (Cost:	10.74	Total	Cost:	49.31		
Olr Cd-Sub Cd:	20555-*	Name:	GIBB	ONS FOR	.D		Ph:	570-4894	747	St: PA	Ctry Cd:	USA	Reg Cd	l;	NA	Repr	Date:04-J	UN-201	2	DIST(Mile): l	5072
Cust Comments:	CUSTON	IER STA	TES C	HECK EN	GINE LIG	HT STAY	ING ON				cu.											
	EEC TES	T FOUN	D P030	06 FOUNI	O TSB 12 0	6 04; INS	PECTED A	AND INST	TALLED	DEFLEC	TOR UPI	DATED PCM	1 TO LAT	EST	LEVE	L TES	T DROVE	TO VE	RIFY	PROPER		
Fech Comments:	OPERAT	1011																				

2012

AWS Claim Key:

1908684 Doc#: 027146B

Trx Code:

P11 Labor Hrs:

Labor Cost:

Material Cost: 0

Total Cost: 891.75

Dir Cd-Sub Cd:

20555-* Name: GIBBONS FORD

Ph:

570-4894747

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

Rpt. Analysis Home

Report Mgmt Primary

Report Mgmt Query

Report Mgmt

Indicator Summary

Help Exit

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

Report#:

CHCAY008 NHL

Attachments: 0

CCRG/EPRC:

Date:

Received:

08/03/2012

Reviewed Status:

Build Date: 01/18/2012

Vehicle:

CRW,STYSD ,1FTFW1ET2CF

3.5L-GTDI

Calibration: CF613K0A

Odometer:

20,431 M

Engine:

Transmission:

6R80E

Axle:

3.73 LOCK

A/C: YES

(570) 489-

Dealer:

USA 20555 Gibbons Ford

2012,F150 4X4 ,F150 ,SUP

Phone#:

4747

City: Originator: Dickson City

State:

Pennsylvania Country:

USA

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:

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 STUMBLED 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.
- 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.

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 - PHILADEL PHWnload Options CLOSING TAR. NO CURRENT FIX FOR REPEAT MISFIRES AFTER TSB 12-06-04.

08/17/2012 09:06AM JIM KELLY(FSE) MSS - FCSD - REG - PHILADELPH AUDIT TECH ASSIST REFERRAL HAS BEEN CLOSED

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20-Sep-2012

Retention: None