Print

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

All Action Details for Issue

Model:

WSD: 2011-07-09

Primary Phone:

Secondary Phone:

VIN: 1FTFW1ET3BF Year: 2011 Name: Owner Status: Original Symptom Desc: BUCK/JERK AT CRUISE ALL ENGINE TEMP

Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS

Issue Type: 04 REGION Issue Status: CLOSED

Initial Customer Contact: 05/04/2012

Action: FIELD - OPEN REGION ISSUE Dealer: 00290 GREENE FORD COMPANY Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE Odometer: 33172 MI Analyst Name: RACIK, HEATHER Analyst: HRACIK

Action Time: 12.46.49.111 Action Data: No Action Date: 04/27/2012

Comments CSM HRACIK XT 77771 == IBC FROM MR MORRISON == WE DISCUSSED HIS ENGINE MISS/SEVERE POWER LOSS/BUCK WHILE AT CRUISING SPEEDS == CUSTOMER ADVISED HE WANTS FORD TO REPLACE HIS TRUCK SINCE THERE IS NO FIX FOR THIS CONCERN AVAILABLE AND HE FEELS HE SHOULD NOT HAVE TO WAIT ANY LONGER, THAT THIS COCNERN PUTS HIM AT RISK OF AN ACCIDENT WHEN TRAVELING, AND HE IS ALWAYS ON THE INTERSTATE AT THESE SPEEDS ====== CSM ADVISED OF OUR COMMITMENT TO THE NVLW AND ADVISED THAT FORD DOES HAVE A PENDING INVESTIGATION AND THAT IT IS DUE TO HAVE AN ANSWER IN MID MAY == CUSOTMER UNDERSTOOD THIS BUT FEELS THIS VEHICLE SHOULD BE REPLCED AND WITH A VEHICLE THST DOES NOT HAVE AN ECOBOOST ENGINE == CSM ADVISED I WILL PERFORM A GOOD FAITH REVIEW TO SEE IF FORD WILL BUYBACK THE TRUCK == CSM ADVISED OF FOLLOW UP 5-4-2012 BY 5PM

Action: CREATE FOLLOW UP

Dealer: 00290 GREENE FORD COMPANY Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: OTHER Odometer: 33172 MI Analyst Name: RACIK, HEATHER Analyst: HRACIK

Action Date: 04/27/2012 Action Time: 12.48.25.240 Action Data: Yes

Comments CSM HRACIK XT 77771 == PERFOMRING GOOD FAITH REVIEW FOR BUYBACK == F/U 5-4-2012 BY 5 PM

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

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00290 GREENE FORD COMPANY Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 33172 MI Comm Type: PHONE Analyst Name: LEWIS, AUTUMN Analyst: ALEWI131

Action Date: 04/27/2012 Action Time: 15.19.37.093 Action Data: No

Comments CSM AUTUMN X77693- FOR CSM HEATHER X7771- OBC TO GWINNETT PLACE FORD LINCOLN @ 770-476-2090 AND L/M FOR S/M MARIE AND REQUESTED R.O. OBC TO BILLY HOWELL FORD LINCOLN@ 770-887-2311

AND SPOKE TO S/A DIANE AND SHE ADVISED THAT SHE WOULD FAX OVER .

Action: CREATE FOLLOW UP

Origin Desc: CUSTOMER CARE SOLUTIONS Dealer: 00290 GREENE FORD COMPANY TEAM

Odometer: 33172 MI CUSTOMER

Comm Type: OUTBOUND CALL TO

Analyst Name: RACIK,

Analyst: HRACIK HEATHER Action Date: 05/04/2012 Action Time: 15.48.31.101 Action Data: Yes Comments CSM HRACIK XT 77771 == OBC TO == LM VM WITH CONTACT INFO AND F/U WED 5-9-2012 BY 5 PM Data Value Data Element Name 05-09-2012 DATE OF FOLLOW UP: 18:00 TIME OF FOLLOW UP (HH:MM): Action: CREATE FOLLOW UP Origin Desc: CUSTOMER CARE SOLUTIONS Dealer: 00290 GREENE FORD COMPANY TEAM Comm Type: OUTBOUND CALL TO Odometer: 33172 MI CUSTOMER Analyst Name: RACIK, Analyst: HRACIK **HEATHER** Action Data: Yes Action Date: 05/04/2012 Action Time: 16.36.32.051 Comments CSM HRACIK XT 77771 == OBC TO = LM VM WITH CONTACT INFO AND F/U WED 5-9-2012 BY 5 PM == IBC FROM == WE GAIN DISCUSSED HIS CONCERNS AND CSM ADVISED THAT WE WILL NOT BE REPLACING HIS VEHICLE BECAUSE IT DOES NOT QUALIFY FOR LL == CSM AND CUSTOMER HAD LONG CONVERSATION ABOUT THIS TRUCK AND HOW WE SHOULD REPLACE IT AND THAT IT CANT BE FIXED AND THAT HE WILL NEED TO GET A LAWYER HE WILL == CUST ALSO STATED HE WILL NEVER BUY ANOTHER FORD OR NO ONE IN HIS FAMILY WILL EITHER == CSM ATTEMPTED TO ARRANGE APPT TO HAVE VEHICLE TAKEN INTO SERVICE FOR MORE DIAGNOSTICS == CUSTOMER WAS RESISTANT BUT EVENTUALLY WE CAME TO AGREEMENT == CSM WILL SET APPT FOR MONDAY 5-14-2012 AND WILL PROVIDE A RENTAL F150 == CSM WLL FOLLOWUIP W CUSTOMER 5-11-2012 BY 5 PM TO VERIFY APPT AND RENTAL **Data Element Name** Data Value DATE OF FOLLOW UP: 05-11-2012 TIME OF FOLLOW UP (HH:MM): 18:00 Action: CREATE FOLLOW UP Origin Desc: CUSTOMER CARE SOLUTIONS Dealer: 00290 GREENE FORD COMPANY TEAM Comm Type: OUTBOUND CALL TO Odometer: 33172 MI CUSTOMER Analyst Name: RACIK, Analyst: HRACIK HEATHER Action Data: Yes Action Date: 05/11/2012 Action Time: 11.24.00.552 Comments CSM HRACIK XT 77771 ==== OBC TO @ = LM REQUESTING VERIFICATION THAT OUR APPT WITH GREENE FORD IS STILL GOOD FOR MONDAY 5-14-2012 AND DLR WILL PROVIDE ALTERNATE TRUCK FOR RENTAL VEHICLE === F/U 5-14-2012 W DLR TO VERIFY CUSTOMER HAS MADE

> Data Element Name Data Value

DATE OF FOLLOW UP: 05-14-2012

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

Action: CREATE FOLLOW UP

APPT

Origin Desc: CUSTOMER CARE SOLUTIONS Dealer: 00290 GREENE FORD COMPANY

TEAM

Odometer: 33172 MI

Comm Type: OUTBOUND CALL TO

CUSTOMER

Analyst Name: RACIK,

HEATHER

Analyst: HRACIK

Action Date: 05/14/2012

Action Time: 16.14.44.174

Action Data: Yes

Comments CSM HRACIK XT 77771 == OBC TO @ === HE WASNT ABLE TO MAKE THIS MORNING APPT == WE ARE CHANGING IT TO FRIDAY 5-18-2012 == CSM WILL NOTIFY THE S/M OF THE NEW APPT TIME === F/U WITH DLR/CUST 5-22-2012 BY 5 PM

Data Element Name

Data Value

DATE OF FOLLOW UP:

TIME OF FOLLOW UP (HH:MM):

05-22-2012

18:00

Action: CREATE FOLLOW UP

Dealer: 00290 GREENE FORD COMPANY

Origin Desc: CUSTOMER CARE

SOLUTIONS TEAM

Odometer: 33172 MI

Comm Type: OUTBOUND CALL TO

DEALER

Analyst Name: VELLIQUETTE,

ALLISON

Analyst: AVELLIQU

Action Date: 05/22/2012

Action Time: 16.21.36.704

Action Data: Yes

Comments CSM ALLISONV EXT 77703 FOR HRACIK EXT 77771== OBC TO DLR= BLAIN==UNABLE TO REACH S/M

==SET F/U FOR 5/23/2012

Data Element Name

Data Value

DATE OF FOLLOW UP:

TIME OF FOLLOW UP (HH:MM):

05-23-2012

18:00

Action: CUSTOMER DOES NOT WISH TO ADDRESS AT THIS TIME

Dealer: 00290 GREENE FORD COMPANY

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 33172 MI

Comm Type: OUTBOUND CALL TO

DEALER

Analyst Name: RACIK,

HEATHER

Analyst: HRACIK

Action Date: 05/23/2012

Action Time: 12.55.31.562

Action Data: No

Comments CSM HRACIK XT 77771 == OBC TO S/M BLAIN == WE DISCUSSED CUSTOMER APPT TIMES BEING CHANGED == POSSIBLY NEXT TUESDAY 5-29-2012 == CSM ADVISED S/M BLAIN THAT FORD IS EXPECTED TO BE RELEASING THE REPIAR PROCEDURE FOR THIS CUSTOMERS CONCERN IN THE NEAR FUTURE, POSSIBLY NEXT WEEK == S/M BLAIN IS GOING TO CONTINUE TO WORK WITH THE CUSTOMER AND WILL CONTACT CSM WHEN VEHICLE IS BROUGHT IN == CSM CLOSING CASE UNTIL VEHICLE IN FOR DIAG

All Action Details for Issue

Print

VIN: 1FTFW1ET3BF Name:

Year: 2011 Owner Status: Original Model: WSD: 2011-07-09 Primary Phone:

Secondary Phone:

Symptom Desc:

Reason Desc: DEALER GENERATED INFORMATION ISSUE

Issue Type: 03 CONCERN

Issue Status: CLOSED

Initial Customer Contact: 04/24/2012

Action: ESCALATED HANDLING REQUIRED - REQUESTING CCT-CSM SUPPORT

Dealer: 00387 MARSHAL MIZE FORD INC

Comm Type: PHONE Analyst: M-KERNEA

Odometer: 29183 MI Analyst Name: MITCHELL KERNEA

Action Date: 04/23/2012

Action Time: 10.46.33.185

Action Data: No

Origin Desc: DEALER

Comments HEATHER I'M NOT SURE WHY WE ARE INVOLVED WITH A CUSTOMER FROM CUMMING GA, VISTING

OWNER FROM OUT OF TOWN.???

Action: CONCERN ADDRESSED

Dealer: 00387 MARSHAL MIZE FORD INC

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 29183 MI Analyst Name: RACIK, HEATHER Analyst: HRACIK

Comm Type: OTHER

Action Date: 04/24/2012

Action Time: 12.50.05.127 Action Data: Yes

Comments CSM HRACIK XT 77771 == CSM CLOSING CASE, BEING REROUTED TO GREENE FORD == CSM HAS NOT MADE CONTACT WITH CUSTOMER YET AND WILL REOPEN CASE WHEN CUSTOMER IS REACHED

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	93
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

	ρ	All Action Details for Iss	ue		
				<u>Pri</u>	<u>int</u>
VIN: 1FTEW1ET3BE Name: Symptom Desc: INDICATOR (Reason Desc: CLP - IN - BUY Issue Type: 04 REGION Initial Customer Contact: 03/4	CHECK ENGINE BACK - MULTIPLI I	Year: 2011 Owner Status: Original E REPAIRS Issue Status: CLOSED	Model: WSD: 2011-07-09 Primary Phone: Secondary Phon		
Action: TIER ONE OPEN ISSU Dealer: 00387 MARSHAL MIZE Odometer: 30000 MI Analyst Name: BOLLINGER, II Action Date: 03/19/2012 Comments ************************************	E FORD INC Co DELEIGN Ar AVS:[SEE HISTOF H==CUST BELIEV ISSUE BUT DOES TO EITHER HAVE HAL MIZE FORD, HAVE DOCUMENT JUTIONS TEAM. Y THIS DOES NOT	VES THAT IT IS A LEMO S NOT KNOW HOW TO I E A DIFFERENT VEH OF INC. 5348 HWY 153;CHA TED YOUR CONCERNS YOU WILL BE CONTACTI GUARANTEE THAT FOF	Action Data: No IG BACK REGARDIN N==CUST WAS TOLI REPAIR THE CONCE R HAVE HIS MONEY ATTANOOGA TN 373 AND AM SENDING Y ED BY A SPECIALIS' RD WILL BUYBACK Y	D BY DLR THAT FORD RN==VEH WITH 43;TEL: 423) 875-2023 YOUR INFORMATION TO T TO DISCUSS YOUR ISSU	
Action: DOCUMENT ADDITION Dealer: 00387 MARSHAL MIZ Odometer: 30000 MI Analyst Name: MITCHELL KE Action Date: 03/19/2012	ZE FORD INC	Comm Type: OTHE Analyst: M-KERNE Action Time: 16.51	ER A .37.874 Ac	igin Desc: DEALER :tion Data: No	
 Comments DEALER TO ONAL	JEE TO AGOIT WI	THE DOT BROWN VEHICLE			
Action: CREATE FOLLOW U Dealer: 00387 MARSHAL MIZ	ZE FORD INC	UTBOUND CALL TO	Origin Desc: CUS TEAM	STOMER CARE SOLUTION	NS
Odometer: 30000 MI Analyst Name: RACIK, HEATHER Action Date: 03/20/2012	CUSTOMER Analyst: HRACI	IK	Action Data: Yes		
Comments CSM HRACIK XT NHL == RELATED CAUSE SS THEY HAVE PERFORMED T OBC TO CUSTOMER == SPO DRIVEABIKLITY = THE TRUC ACCIDENT AND ENDANGER WAS RESISTANT BUT NOW ==WHISTLING SOUND WHE == SOLD WITH HAIL DAMAG 4-10-2010	SM 22225 == HAS SB BUT ARE AW DKE WITH CK HAS PUT THE RED HIS FMAILY = WE WILL ARRAN IN DOWN SHIFTIN	SHAD TSB 12-2-10 == OI AITING REPAIR PROCE == HE IS VER M IN SITUATIONS ON T == CSM OFFERED TO F NGE A DEALER VISIT AN NG == ENGINE SURGE	BC TO DEALER, SPO DURE FOR CAC COI Y DISSATISFIED WI HE INTERSTATE TH ACILITATE REPAIR A ND A RENTAL TRUCH THAT HAS GOTTEN	OKE WITH S/M MITCHELL, NDENSATION CONCERN: TH THE TRUCK AND THE AT HAVE ALMOST CUASE AND AT FIRST CUSTOMER K TO DIAGNOSE VEHICLE WORSE AFTER TSB 12-2-	== ED R ::
Data Element N	3757357.	7.70	a Value	•	

DATE OF FOLLOW UP: TIME OF FOLLOW UP (HH:MM): 04-10-2012 18:00

Action: CONCERN ADDRESSED

Dealer: 00387 MARSHAL MIZE FORD INC

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 30000 MI

Comm Type: OTHER

Analyst Name: RACIK, HEATHER Analyst: HRACIK Action Date: 03/21/2012

Action Time: 08.22.37.427 Action Data: Yes

Comments CSM HRACIK XT 77771 == CSM IS CLOSING CASE AT THIST TIME == WE WILL ADDRESS AND FACILITATE VEHICLE DIAGNOSIS AND INSPECTION IN APPROX 3 WEEKS == CSM WILL OPEN CASE WHEN VEHICLE IS IN FOR SERVICE

Data Element Name	Data Value					
CUSTOMER'S LTV SCORE	93					
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					

All Action Details for Issue

Print

VIN: 1FTFW1ET3BF

Year: 2011

Model:

Name:

Owner Status: Original

Symptom Desc: BUCK/JERK ACCELERATION

Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS

Issue Type: 04 REGION

Issue Status: CLOSED

Initial Customer Contact: 09/23/2011

WSD: 2011-07-09 **Primary Phone:** Secondary Phone:

Origin Desc: US CONCERN CASE BASE

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Action: TIER II ESCALATION - BUYBACK

Dealer: 03573 GWINNETT PLACE FORD LINCOLN

Odometer: 9970 MI Analyst Name: REYES, CYNTHIA

Comm Type: PHONE Analyst: CREYES27

Action Date: 09/22/2011

Action Time: 16.21.46.219

Action Data: No

Comments CUSTOMER SAID: = VEH SHAKES/JERKS WHEN ACCELERATING -- PULL OVER AND RESTART VEH THEN IT RUNS FINE UNTIL ACCELERATING AGAIN.=SPARK PLUGS WERE ALREADY REPLACED.=VEH STILL HAVING ISSUES -- CHECK ENGINE LIGHT FLASHING.=DLR ADVISED CAT CONVERTER NEEDED TO BE REPLACED.=DLR DIDNT HAVE PART AVAILABLE SO THEY TOOK ONE OFF ANOTHER TRUCK ON THE LOT.=VEH LOCKED UP TODAY WHILE TRYING TO PASS ANOTHER VEH.=CUST DOES NOT FEEL SAFE WITH THIS VEH, WANTS TO HAVE VEH REPLACED, PREFERABLY WITH ANOTHER TRUCK WITH A DIFFERENT ENGINE. DEALER SAID: GWINNETT PLACE FORD LINCOLN3230 SATELLITE BOULEVARDDULUTH GA 30096(770) 476-2090CRC 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: 03573 GWINNETT PLACE FORD LINCOLN

Odometer: 9970 MI Comm Type: PHONE Analyst Name: JOHNSON, SENETHA Analyst: SJOHN452

Action Date: 09/23/2011

Action Time: 14.16.05.348 Action Data: Yes

Comments CSM SENETHA EXT 7732 -CSM REVIEWED CUDL HISTORY -NO ESP OR OPEN RECALLS -LTV 95 AWS SHOWS UPDATE ON REPAIRS -OBC TO DLR SPOKE WITH TONI S/M WHO ADVISED THAT CUST DOES NOT LIKE THE WAY VEH DRIVES VEH WILL LOCK UP WHEN ACCELERATING -CUST SAYS IT IS THE MOTOR -5000 RPM WILL IDLE UP -VEH WILL SHAKE AND IT IS THE ENG -CUST SAYS THAT IT DOES NOT HAPPEN ALL THE TIME -CEL WAS BLINKING REPLACED 5 SPARK PLUGS -THEN SECOND REPAIR DID -CEL CAME ON AGAIN CUST SAYS THAT VEH WHEN PURCHASED HAIL STRIKES WAS ON VEH AND DLR NEVER REPAIRED IT -WOULD TRANSFER VEH TO BILLY HOWELL FORD ANDY.MORRISON@ ATT.NET -CSM SENT EMAIL AND ADVISED 9-27-2011

Data Element Name

Data Value

DATE OF FOLLOW UP: TIME OF FOLLOW UP (HH:MM): 09-27-2011

17:00

Action: TRANSFER ISSUE

Dealer: 00341 BILLY HOWELL FORD L-M INC

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 9970 MI

Comm Type: OTHER Analyst Name: JOHNSON, SENETHA Analyst: SJOHN452

Action Date: 09/23/2011

Action Time: 14.16.59.020 Action Data: No

Comments TRANSFERRING CASE TO DLR WHERE CUST WOULD LIKE TO TAKE VEH IN FOR SERVICE

Action: CREATE FOLLOW UP

Dealer: 00341 BILLY HOWELL FORD L-M INC

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 9970 MI Comm Type: PHONE Analyst Name: JOHNSON, SENETHA Analyst: SJOHN452

Action Date: 09/27/2011 Action Time: 15.56.15.305 Action Data: Yes

Comments OBC TO DLR SPOKE WITH WALLY PSD WHO ADVISED THAT CUST IS AT DLR AND THAT HE IS COMPLAINING ABOUT A -CRM WALLY ADVISED THAT VEH IS AT DLR -CUST COMPLAINING ABOUT MISS AND SKIP ON HARD ACCEL -WHEN PUT IN REV OR DRIVE HAVE SEEN KICK NOISE AND IT IS KNOWN 7708872311 EXT 250AT 5 OR6 RPM VEH SHAKES -BRING CUST IN FOR ROAD TEST AND THEY ARE INTERMITTEN -21762 IS CSM AND SAYS ENG NOISE IS NORMAL -DOES NOT SEE WHERE CAT CONV IS NEEDED ON VEH -THIS REPAIR WAS ALREADY DONE -PSD ADVISED THAT HE IS GIVING CUST COPY OF THE CSM FOR VEH-OBC TO CUST LEFT VM ADVISING CUST THAT I AM WAITING ON UPDATE AND WILL F/U 9-29 BY 430PM EST

Data Element Name	Data Value

DATE OF FOLLOW UP:	09-29-2011
TIME OF FOLLOW UP (HH:MM):	17:00

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00341 BILLY HOWELL FORD L-M INC

΄ (

Comm Type: VISIT Analyst: W-HIGHSM

Odometer: 9970 MI Analyst Name: WALLACE HIGHSMITH

Action Date: 09/27/2011 Action Time: 18.22.55.044

Action Data: No

Origin Desc: DEALER

Comments CUSTOMER PICKED UP VEHICLE THIS AFTERNOON 9/27/11.SERVICE ADVISOR MIKE KELLY MET WITH CUSTOMER AND WHEN OVER REPAIR ORDER.WE WERE NOT ABLE TO REPRODUCE ANY TYPE DRIVEABLITY CONCERN AND SYSTEM HAD NO FAULT CODES.CUSTOMER WAS GIVEN COPY OF SPECIAL SERVICE MESSAGE PERTAINING TO THE ENGINE NOISE SAYING THAT THE ENGINE NOISE WAS NORMAL AND NO REPAIR SHOULD BE ATTEMPTED.

Action: CONCERN ADDRESSED

Dealer: 00341 BILLY HOWELL FORD L-M INC

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 9970 MI Comm Type: PHONE Analyst Name: JOHNSON, SENETHA Analyst: SJOHN452

Action Date: 09/29/2011 Action Time: 11.07.06.363 Action Data: Yes

Comments OBC TO CUST AT CUST SAYS SINCE VEH WAS PICKED UP FROM DLR CONCERN HAS NOT REOCCURRED -CSM ADVISED THE CUST THAT IF CONCERN DOES RETURN TO GIVE ME A CALL BACK AND I WILL ADDRESS IT WITH ENGINEERING FOR MORE INFO -NO MORE CSM ACTION -CASE CLOSED

Data Element Name	Data Value					
CUSTOMER'S LTV SCORE	95					
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					

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

Add Comments

Previous

Next

Save Mail Report

Report Detail Section: View Details

Attachments: 0

Report#:

CGECY012 NHL

Received:

07/05/2012

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle:

2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET3BF

Build Date: 05/22/2011

Download Options

Odometer:

41,337 M

Engine:

3.5L-GTDI

Calibration: BF613C0N

Transmission:

6R80E

Axle:

3800F3.55L A/C:

YES

Dealer:

USA 00290 Greene Ford Company

Phone#:

(770) 532-5620

City:

Gainesville

State:

Georgia

Country:

USA

Originator:

WILLIAM LATTY

5 50 2 02 DRV PERF, RUNS ROUGH, ACCEL, ALWAYS

Symptom: Status:

VFG:

Additional

MISFIRES

Symptom: Fix:

Causal Component:

V52 DRIVEABILITY

Condition Code:

Hotliner: KLEPARSK

Phone: 000 000-0000

Regn Cd: S1 Atlanta

Engineering:

Phone:

TAR:

Dir Contact: WILLIAM LATTY

Phone: 770 532-5620

Title Cde: SD

PE13-018 001266LC

KOEO: P0300 P0302 P0303

KOEC: KOER:

Comments:

REPAIR

07/05/2012 02:19PM KEVIN LEPARSKI MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: ENGINE SKIPPING UNDER MODERATE TO HARD ACCEL 3-4000 RPM DIAGNOSTICS: PULLED CODES AND TEST DROVE TO VERIFY CONCERN PARTS REPLACED: PERFORMED TSB 12-6-4 DID NOT CHANGE ANYTHING TECH QUESTION: THIS IS A CUDL CASE, REQUESTING DIAGNOSTIC ASSISTANCE. TEST DROVE ENGINE SKIPPING ON 1,2,3,4,6 WITH CYLINDER 3 BEING THE MOST FREQUENT. LOST TURBO BOOST AT APPROX 4200 RPM

RECOMM 07/05/2012 02:19PM KEVIN LEPARSKI MSS - FCSD - TECH SVC HOTLINE WILLIAM, THE LOSS OF BOOST IS DUE TO THE PCM DERATING THE BOOST PRESSURE AFTER IT MONITORS TWO CYLINDERS MISFIRING. RECOMMEND TO MONITOR THE FUEL PRESSURE. THE LOW SIDE FUEL PRESSURE SHOULD BE 62-73 PSI WITH THE ENGINE RUNNING. MONITOR THE FRP_ACT AND FRP_DSD UNDER WOT ACCELERATION, THESE PID'S SHOULD BE WITHIN APPROXIMATELY 10% OF EACH OTHER. SINCE IT DOES NOT APPEAR TO HAVE A MISFIRE ON CYLINDER 5 AND CYLINDER 3 IS THE MOST MISFIRES, RECOMMEND TO SWAP THE COIL AND PLUG FOR THOSE TWO CYLINDERS AND RE-EVALUATE. IF THE CONCERN FOLLOWS THE COMPONENT SWAP, REPLACE THE SUSPECT COMPONENTS. RECOMMEND TO MONITOR THE BACK PRESSURE IN THE EXHAUST TO ENSURE THE CATALYTIC CONVERTERS ARE NOT DAMAGED CAUSING THIS CONCERN. THERE SHOULD BE NO MORE THAN 3 PSI IN THE BAY AFTER 3-4 WOT SNAPS AND NO MORE THAN 8 PSI WHILE DRIVING AT WOT. IF BACK PRESSURES ARE HIGH AND THE EXHAUST SYSTEM IN NOT BENT OR KINKED, THE CATALYTIC CONVERTERS WOULD BE SUSPECT.

ADD-ON 07/05/2012 02:19PM KEVIN LEPARSKI MSS - FCSD - TECH SVC HOTLINE CONSULTED DAVID CHATFIELD ON THIS CONCERN.

Download Options

Folder Number:

File Report To This Folder

File Report To A Folder

Add Comments

Previous Next

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Mail Report

Requester: DALBANIC

Report Summary Server: ECCWS686 Ford Proprietary, Private

Retention: None

17-Jul-2012

PE13-018 001268LC

Server: AWS Prod

Claims loaded through: 16-JUL-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 17-JUL-12

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	s wcc	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CL
1FTFW1ET3BF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	22- MAY- 2011	09-JUL- 2011	121025	USA	2	2B03	CYFS	12	Y3	F04	S11	V29	E29	42
AWS Claim Key:	1009092	Doc#:	05217	70A	Trx Cod	le:	2	Labor I	Hrs:	1.6	Labor (Cost:	150.67	M	aterial (Cost:	33.21	Total	Cost:	183.88			
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Any comments? You can contact



webmaster



Law Offices of Raffi K. Mansourian 19824 Ahwanee Lane Northridge, CA 91326 Telephone (818) 345-AUTO (2886) Fax (818) 475-1990

e-mail: rmansourian@sbcglobal.net

January 28, 2013

SECTION

Sent Via Priority Mail Certified/Return Receipt

Ford Motor Company Legal Department 16800 Executive Plaza Drive Mail Drop Number 3NE-B, Suite 331 Dearborn, Michigan 48126-4207

OGC LIT 2013FEB6 am11:58

Re: v. Ford Motor Company

Dear Sir or Madam:

This letter serves to inform you that this firm has been retained by to represent him in his case against Ford Motor Company arising out of his purchase of a defective 2011 Ford F-150, Vehicle Identification Number (VIN)

1FTFW1CF6BF from Advantage Ford Lincoln on February 17, 2012. Enclosed herewith are copies of purchase agreement, current registration and repair orders.

With this letter I also enclose a copy of the Notice of Rescission of Contract, Rejection and/or Revocation of Acceptance of the vehicle. Pursuant to his rights under the Commercial Code, will be holding the vehicle to protect his secured interest in the vehicle until Ford Motor Company returns all money and consideration paid by him and compensates him for incidental and consequential damages, attorneys' fees, costs and expenses arising out of this matter.

At the present time we are prepared to settle the case for \$50,072.00, based upon the damage calculation sheet enclosed herewith. This is an offer to compromise this claim.

You are specifically instructed not to contact my client, and suggest that you present this letter along with the enclosures to your legal counsel for review. Please have him or her contact me so that we can determine whether or not we will be able to resolve the matter or whether it will be necessary to file a complaint.

I look forward to hearing from you.

Very truly yours,

Raffi K. Mansourian

En<u>cls.</u> cc.

DAMAGE CALCULATION SHEET

Contract	Purchas	e Price

Amount paid upon purchase signing \$4,500.00 Payments as of January 28, 2013 \$7,998.43 Payoff as of January 28, 2013 \$33,599.57 **Incidental & Consequential Damages** Additional Cost of Registration \$474.00 Subtotal: \$46,572.00 **Civil Penalty** 2 x actual damages \$93,144.00 Attorney's Fees \$3,500.00

Total:

NOTICE OF RESCISSION OF CONTRACT, REJECTION AND/OR REVOCATION OF ACCEPTANCE OF VEHICLE

I.

Notice is hereby given that rescinds the purchase contract signed by him on February 17, 2012 at Advantage Ford Lincoln, an authorized Ford Motor Company dealership in Duarte, California, by the terms of which entered into the purchase of a defective 2011 Ford F-150, Vehicle Identification Number (VIN) 1FTFW1CF6BF A copy of the purchase agreement is attached hereto as Exhibit A.
п.
hereby exercises his rights to revoke acceptance of this vehicle because the vehicle was sold to him under fraud and mistake, and further because it fails to conform to the applicable warranties.
III.
The grounds for rescission of the contract and revocation of acceptance of the vehicle are as follows:
As the repair orders will demonstrate (Exhibit C), since the date of inception of the purchase, the vehicle has been in repair an unreasonable number of times and for an unreasonable amount of time due to serious defects in the vehicle, as further illustrated on Exhibit C. Ford Motor Company and its representatives have been unable to repair the defects and have refused to replace the vehicle or refund to the money paid for the vehicle pursuant to the Song-Beverly Consumer Warranty Act and the recently passed California Senate Bill 1718 which applies to vehicles purchased or leased after January 1, 2001. As a result, the consideration received by under the contract has failed in whole or material part through the fault of the manufacturer and its representatives.
entered into the contract under the mistaken belief that the vehicle was free from defects and was in a fit and merchantable condition. In fact, the vehicle was defective, unfit for use as safe and reliable transportation, and in an unmerchantable condition at the time of the original purchase. Had known the true condition of the vehicle, he would not have entered into the contract and would not have taken delivery of the vehicle.

Based on the above facts and circumstances, the vehicle has failed in material respect to comply with the representations and warranties made by Ford Motor Company and its authorized representative Advantage Ford Lincoln, and justifies to revoke his acceptance of the purchase contract (Exhibit A). The public interest would be prejudiced in permitting these contracts to stand, insofar as they were obtained by mistake of fact or fraud and breach of warranty, and insofar as they would permit the maintenance of an unsafe and unreliable vehicle on our public highways, and therefore the contracts should be rescinded.

V.

with this Notice of Rescission, Rejection and/or Revocation of Acceptance, hereby tenders to Ford Motor Company, that certain 2011 Ford F-150, Vehicle Identification Number (VIN) 1FTFW1CF6BF. Demand is hereby made for refund of the full purchase price of the vehicle, as well as all other consequential and incidental damages, along with legal fees and costs, as allowed by law.

January 28, 2013

Raffi K. Mansourian

Attorney for







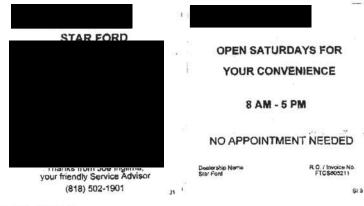
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B.A.R. # REG ARD11052 P.A. CODE 05537

www.starautogroup.com 900 SOUTH BRAND BLVO. GLENDALE, CALIFORNIA 91/204 SERVICE DIRECT: (818) 502-1901 (818) 956-0977 FAX: (818) 243-0578

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

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OUR SERVICE DEPT: HOURS: MONDAY THRU FRIDAY 7:00 A.M. TO 6:30 RM. SATURDAY 8:00 A.M. TO 5:00 RM. E.R.A. # CAD982022337

B.A.R. # REG ARD11052 P.A. CODE 05537

www.starautogroup.com 900 SOUTH BRAND BLVD. GLENDALE, CALIFORNIA 91204 SERVICE DIRECT: (818) 502-1901 (818) 956-0977 FAX: (818) 243-0578

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

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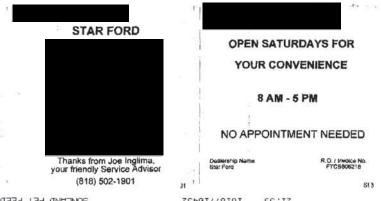
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7:00 A.M. TO 6:30 PM.
SATURDAY
8:00 A.M. TO 5:00 PM.
E.RA. # CAD982022337

B.A.R. # REG ARD11052 P.A. CODE 05537

Www.starautogroup.com 900 SOUTH BRAND BLVD. GLENDALE, CALIFORNIA 91204 SERVICE DIRECT: (818) 502-1901 (818) 956-0977 FAX: (818) 243-0578

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

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SUNLAND PET FEED

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ADVANTAGE

1031/1051 Central Ave. Duarte, CA 91010 PHONE: 626-359-9689 FAX: 626-358-0780

FAX: 626-358-0780 BAR License # ARD195782 EPA # CAD983665324

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PAGE 01/06

SUNLAND PET FEED

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CUST)MER #: 73967

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ADVANTAGE

1031/1051 Central Ave. Duarte, CA 91010 PHONE: 626-359-9689 FAX: 626-358-0780

FAX: 626-358-0780 BAR License # ARD195782

INVOICE

EPA # CAD983665324 SERVICE HOURS: MONDAY-FRIDAY 7:00AM-8:00PM SATURDAY 7:30AM-4:00PM PASADI NA, CA PAGE 2 HOME : CONT: N/A www.advantageford.com BUS: CELL: SERVICE ADVISOR: 7475 WALLACE CARR III MILEAGE TAG YEAR LICENSE COLUB MAKE/MODE VIN UJ GRIY ME FORD F-150 11 LFTFW1CF6BF 11724/11724 T1871 DEL. D. TE PROD DATE WARR EXP. PAYMENT INV. DATE PROMISED PO NO. RATE 17FEB: 2 DD 17:00 08DEC1 .00 20DEC12 OPTIONS: STK: F11946 ENG: 99F TRN: 446 5:43 06DEC12 09:07 20DEC12 LINE (PCODE TECH TYPE HOURS C WAR ANTY TAP RENTAL NET LIST TOTAL CAUSE: APRENTAL WARRANTY TAP RENTAL 7999 WRTF (N/C)PARTS 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 DESCRIPTION TOTALS I ACKNO /LEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, I. LSO ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE. LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 SALES TAX 0.00 PLEASE PAY THIS AMOUNT NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. 0.00

CUSTOMER COPY

PAGE 02/06

SUNLAND PET FEED

18187710432

CUSTOMER #: 6263672108

440002

Bob Wondries

INVOICE

P.O. BOX 1131 · ALHAMBRA, CA 91802 400 S. ATLANTIC BLVD. · ALHAMBRA, CA 91801

(626) 289-3591 · (323) 283-1140

PASADENA, B PAGE 1 HOME: CONT: BAR# ARD-008494 EPA# CAD981669971 BUS: SERVICE ADVISOR: CELL: 520 NELSON SOLIZ COLOR MAKE/MODEL YEAR VIN 5 PROPERTY AND AND INVOCATION OF THE PROPERTY OF FORD F150 FTFW1CF6BF 12408/12412 PROD DATE WARR EXP. PROMINED PO NO. | PATE | MANUELT INV. DATE 01JUN13 DD R.O. OPENES :00 04JAN13 CASH 07JAN13 OPTIONS: DLR:1016 ENG:5.0 Liter 09:38 04JAN13 15:28 07JAN13 LINE OPCODE TECH TYPE HOURS LIST TOTAL A CUSTOMER STATES WRENCH LIGHT IS ON AT TIMES, ENGINE LOSES POWER DRIVING ON SURFACE STREETS AT TIMES C9 FUEL SYSTEMYDELYDETLITY 691ISERV 0.00 (N/C) 12412 PERFORMED BED TESTS. NO STORED DTC. ROAD TESTED AND UNABLE DOUPLICATE CUSTOMER CONCERN. CHECKED OASIS FOR KNOWN ISSUES, NO INFO FOUND. 10 Co. ************ THANK YOU FOR YOUR BUSINESS IF YOU ARE HAPPY WITH OUR SERVICE,
PLEASE TALL CURRE, UT NOT, PLEASE LET ME WOW. DENTITY STEWART PARTS AND SERVICE DIRECTOR -- BOB--- - WONDERFEE - CORE | 1898-- 32-91 A Comment of the Comm A STATE OF THE PROPERTY OF THE

OPEN 7 DAYS A WEEK

PARTS AND SERVICE MON. - FRI. 7:00 AM - 7:00 PM SATURDAY 8:00 AM - 5:00 PM SUNDAY 9:00 AM - 3:00 PM GENUINE FORD PARTS

PERSONAL CHECKS WELCOME AMERICAN EXPRESS MASTERCARD VISA DISCOVER

FACTORY CERTIFIED TECHNICIANS
BODY SHOP FACILITIES * QUALITY REPAIRS
GUARANTEED ONE FULL YEAR
ALL WARRANTY WORK WELCOME
REGARDLESS OF WHERE YOU PURCHASED YOUR FORD

The factory warranty constitutes all of the warranties with respect to the sale of this hamiltens. The Seller hereby expressed expressed warrants with the sale of implied, including any implied warranty of marchantability or marchantas for a periodist purpose. Seller neither essumes nor authorizes my other person to assume for it any liability in domestion with the sale of this item/items.

STATEMENT OF DISCLAIMER

	ORSITMEN ATOLS	14164
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
ļ	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
1	DI EASE PAY	

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CUSTOMER COPY

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НР LASERJET FAX

THIS AMOUNT









B.A.R. # REG ARD11059 P.A. CODE 05537 www.stereutogroup.com 900 SOUTH BRAND BLVD. GLENDALE, CALIFORNIA 91204 SERVICE DIRECT: (818) 502-1901 (818) 956-0977 FAX: (818) 243-0578 OLIR SERVICE DEPT. HOURS: MONDAY THRU FRIDAY 7:00 A.M. TO 8:30 RM SATURDAY 8:00 A.M. TO 6:00 RM. E.P.A. # CADSBEORES37

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

CUSTOMER NO.	ADVISOR		TAO VO		INVOICE DATE	INVOICE NO.
168200	WALTER PI	TTMAN	927 8	3425	01/18/13	ETCS808755
	LABOR RATE	LICENSE NO.	MILEAGE	12 705		STOCK NO
	YEAR / MAKE / MODEL			12,795	DELIVERY DATE	DELIVERY MILES
GI ENDALE CA	11/FORD T	RUCK/F-150/51	UPERCREW	4x2 ST		
GLENDALE, CA	VEHICLE I.D. NO.	V1CF6B	5		BELL INGI DEALER NO.	PRODUCTION DATE
	FT E.NO.	F	O. NO.	-	R C. DATE	
RESIDEADE PHONE	COMMENTS				01/14/13	
					2-7	MO: 12796
LABOR & PARTS						
M-1/02FOXD TUNE DEPT IS	TECH	51-838 914	det all	建行制计 学		
CUSTOMER STATES AT ABOUT 40 MPH VE WILL NOT SPEED UP OR SLOW DOWN, C&A	WRENCH LIGHT	WHEN ACCURS				
TECHNICIAN CONTACTED TECHLINE DUE	O MULTIPLE RE	-CHECKS				
TECHLINE RECOMMENDED TO INSTALL NET TECHNICIAN REAPLACED AND INSTALLED	NEW DOW IN VEHIC	LE HTC: F				
TEST DROVE ACCOREDING TO RECOMMENDA PCM TO VEHICLE.RE-CHECK AND OKAY AT	TIONS PROGRAM	MED.				
PCM TO VEHICLE.RE-CHECK AND OKAY AT	THIS TIME					
PARTS OTY FP-NUMBER DESCRIP	TION	UNIT F	RICE-			
PARTSQTYFP-NUMBER	- ENGIN		ķ	ARRANTY		
DOD W I I DESZ-12A030 BEC CORE A	TURN	JOB # 1 TOTAL F	PARTS	D.00		
	100 #			75 (C. 1272) Y		
		1 TOTAL LABOR & F		0.00		
# 2+25KONESPRENTALL RENIAL COMBINE	WILL TOTAL THE	81:304	Appening	0.00		
RENTAL COUPON RENTAL COUPON						
ESP RENTAL COUPON						
PARTS QTY FP - NUMBER DESCRIF	TION	UNIT P	RICE-			
3	10000	JOB # Z TOTAL P	PARTS	0.00		
	.1DB #	2 TOTAL LABOR & P	ARTS	0.00		
3# 1-25 RDZ SUBLETO	The state of the s	8):804	69	0.00		
PARTS QTY FP - NUMBER DESCRIP	TION	····UNIT P	RICE.			
THE SECOND PROPERTY OF		JOB # 3 TOTAL P	ARTS	0.00		
	JOB #	3 TOTAL LABOR & P	ARTS	0.00		
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PARTS OTY FP . NUMBER DESCRIP	TION	P	RICE.	Contract to		
The second	11011	JOB # 4 TOTAL P		0.30		
al ha	108 #	4 TOTAL LABOR & P	APTS	20 100		
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SUBLETPC#VEND INV#-INV.DATE-DESCRIP	TION	• • • • • • • • • • • • • • • • • • • •		ARRANTY		
JOB # 2 97659 RENTAL JOB # 2 97821 RR 01/16/13 1/2 TAN	K OF FUEL			37 An		[
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ESITMALE	3rd 180	!\	6.2 11.0	1. 1 And	(1.42° E.	i
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING						
ORIGINAL ESTIMATE OF \$0.00 (+TAX) APPROVED REVISED ESTIMATE (# 1) OF \$42.00 (+T	AX) ON 01/18/	13 AT 10:4Dam				}
APPROVED REVISED ESTIMATE (# 1) OF \$42.00 (+T BY HAKOB COMMENTS TECHNICIAN CERTIFICATION						
TECHNICIAN GERTIFICATION	ORTIZ	1491				l
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PAGE 1 OF 2 CUSTOMER COPY		CONTINUED ON NEX	T-PAGE) 10	46em -		

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8.A.R. # REG ARD11052 R.A. CODE 05527 www.sterautogroup.com 900 SOUTH BRAND BLVD. GLENDALE, CALIFORNIA 91204 SERVICE DIRECT: (818) 502-1901 (818) 856-0877 FAX: (818) 243-0578 OUR SERVICE DEPT. HOURS: MCNDAY THRU FRIDAY 7:00 A.M. TO 6:30 RM EATURDAY 8:00 A.M. TO 5:00 RM. E.RA. # CADS82022337

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

CUSTOMER NO.		ADVISOR		7.	AG NO.	INVOICE DATE	INVOICE NO.
168200_		WALTER PIT	THAN	927	8425	01/18/13	FTCS808755
	1		LICENSE NO.	MILE	12,795		STOCK NO.
	j	YEAR / MAKE / MODEL	EV/F 15	0/5115555		DELIVERY DATE	DELIVERY MILES
GLENDALE, CA		11/FORD TRU			KEW 4XZ ST	SELUNG DEALER NO	PRODUCTION DATE
)	1 FT FW	1 C F 6	B F		P. O. DATE	
		r. I. E. MQ		P. O. NO.		01/14/13	
SUS NINGS PI	HONE	COMPAGNTS					WO. 1370
TOTALS							MO: 1279
Fond may be canding you a curvey	n the unet one	formed today	TOTAL	4000	0.00		
If you are not Completely Satisfie	ed for any reason	on please	TOTAL	ABOR	0.00		
Star Ford Lincoln values your onto	nager.Iliana 8	18-5024661	TOTAL	SUBLET G.O.G	37.80		
Ford may be sending you a survey of If you are not Completely Satisfic contact our Customer Relations May Star Ford Lincoln values your opin When filling out your survey, remeased	ember this is or	ur report	TOTAL :	MISC CHG.	0.00		
icard.			TOTAL	MISC DISC	0.00 3.41		
These surveys are returned to the	dealership.						
			TOTAL	INVOICE \$	41.21		
CUSTOMER SIGNATURE							
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PAGE 2 DE 2 CUSY	OMER CORY		I FND C	F INVOICE 1	10:40am		

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НР САЗЕВЈЕТ РАХ

Server: AWS Prod

Claims loaded through: 06-FEB-2013

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 07-FEB-13

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

VIN	AWS VL	WERS VL		BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS	ENG COD	PROD	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUF	F NA	VRT ROW	VFG	CCC	CD
IFTFW1CF6BF	F6	T/F6	F	T/BC	T/AM	T/B	AF	T/C3	T/MF	17- OCT- 2011	17- FEB- 2012	171063	USA	8	6Y20	•	TAP1	*	F09	SXX	V99	A99	82
AWS Claim Key:	5395913	Doc #:	80350	0601	Trx Coo	de:	TAPI	Labor I	Hrs:	0	Labor	Cost:	0	Ma	terial	Cost:	0	Tota Cost		20			
Dir Cd-Sub Cd:	05537-*	Name:	STAF	R FORD	LINCO	LN	Ph:	818-956	0977	St:	Ctry	USA	Reg Co	d:	NA	Repr	Date:09	-OCT-	2012	DIST(Mile):9	078	
Cust Comments: Fech Comments:												O GEAR NI RM PCM U								FTS.AE	OVISE.		
FTFW1CF6BF	F6	T/F6	F	T/BC	T/AM	T/B	AF	T/C3	T/MF	17- OCT- 2011		171063	USA	9	6Y20	*	TAPI	•	F09	sxx	V99	A99	82
AWS Claim Key:	5668736	Doc #:	8052	1102	Trx Coo	ie:	TAPI	Labor I	Hrs:	0	Labor	Cost:	0	Ma	terial	Cost:	0	Tota Cost		20			
Olr Cd-Sub Cd:	05537-*	Name:	STAF	RFORD	LINCOL	_N	Ph:	818-956	0977	St: CA	Ctry Cd:	USA	Reg Co	d:	NA	Repr	Date:09	-NOV	-2012	DIST(Mile): l	0359	
Cust Comments:	TAP DA	YRENT	AL							CA	cu.												,
Tech Comments:	TAP DA	Y REN	ΓAL																				
FTFW1CF6BF	F6	T/F6	F	T/BC	T/AM	Т/В	AF	T/C3	T/MF	17- OCT- 2011		171063	USA	9	2E03	BR3Z	9E926	С	F04	S11	V52	D36	42
AWS Claim Key:	5654954	Doc #:	80521	1101	Trx Cod	le:	S07	Labor I	irs:	1.1	Labor	Cost:	119.24	Ma	terial (Cost:	193.41	Total Cost:		312.65			
Olr Cd-Sub Cd:	05537-*	Name:	STAR	R FORD	LINCOL	.N	Ph:	818-956	0977	St: CA	Ctry Cd:	USA	Reg Co	i:	NA	Repr	Date:09	-NOV-	-2012	DIST(Mile):10)359	
Cust Comments:	CUSTON	MER ST	ATES	ENGIN	NE HAS I	NO THR	OTLE R	ESPONS	SE AT	TIMES	WHILE	DRIVING	. WRE	NCI	H LIGI	Н НА	S COM	E ON A	AND V	VENT (DFF.		
Tech Comments:	. TESTE CLEARE	D ELEC ED FAU	TRON LT CO	NIC EN	GINE CC ND RET	NTROL ESTED	SYSTE SYSTEM	MS AND MS OK .) VER	IFIED .	REPLA	CED FAU	LTY EL	EC.	ΓRON	C THE	ROTLE	BODY	ASSE	MBLY			
FTFW1CF6BI	F6	T/F6	F	T/BC	T/AM	T/B	AF	T/C3	T/MF	17- OCT- 2011		171063	USA	10	6Y20	*	TAP1	*	F09	sxx	V99	A99	82
WS Claim Key:	5785949	Doc #:	80581	602	Trx Cod	le:	TAPI	Labor H	Irs:	0	Labor	Cost:	0	Ma	terial (Cost:	0	Total		40			
110 Claim Rey.																		Cost:					

Dlr Cd-Sub Cd:	05537	* Nam	e: STA	R FORI	LINCO	LN	Ph:	818-95	60977	St: CA	Ctry Cd:	USA	Reg C	d:	NA	Repr	Date:19	-NOV-	2012	DIST(Mile): l	0898
Cust Comments: Tech Comments:		DAY RE																				
IFTFW1CF6BF	F6	T/F6	F	T/BC	T/AM	T/B	AF	T/C3	T/MF		17- FEB- 2012	171063	USA	10	6Y20	*	TAPI	*	F09	SXX	V99	A99 8
AWS Claim Key:	58314	05 Doc#	#: 806	21802	Trx Coo	de:	TAP1	Labor	Hrs:	0	Labor	Cost:	0	Mat	erial	Cost:	0	Total Cost:		43.5		
Dir Cd-Sub Cd:	05537	* Nam	e: STA	R FORI	LINCO	LN	Ph:	818-95	60977	St: CA	Ctry Cd:	USA	Reg C	d:	NA	Repr	Date:27	-NOV-	2012	DIST(Mile): l	1180
Cust Comments: Tech Comments:		AY RE																				,
IFTFW1CF6BF	-6	T/F6	F	T/BC	T/AM	T/B	AF	T/C3	T/MF	OCT-	17- FEB- 2012	171063	USA	10	5U90	DL32	9F836	С	F04	SII	V52	D36 4
AWS Claim Key:	581619)7 Doc #	: 806	21801	Trx Coc	de:	S07	Labor	Hrs:	.6	Labor	Cost:	65.04	Mat	erial	Cost:	109.33	Total Cost:		174.37		
Dir Cd-Sub Cd:	05537-	* Name	: STA	R FORI	LINCOL	LN	Ph:	818-95	60977	St: CA	Ctry Cd:	USA	Reg C	d:	NA	Repr	Date:27	-NOV-	2012	DIST(Mile): l	1180
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Tech Comments:	REPL.	ACED F.	AULT	Y ELEC		ACCEL						E AT ELEC ED SYST									ìΕ.	
FTFW1CF6BF	F6	T/F6	F	T/BC	T/AM	T/B	AF	T/C3	T/MF	17- OCT- 2011	FEB-	171063	USA	10	7S06	BL3Z	12A58	ıL	F04	S11	V29	E29 >
WS Claim Key:	62043	5 Doc #	: 2849	24B	Trx Coc	le:	S07	Labor	Hrs:	6.9	Labor	Cost:	708.69	Mat	erial	Cost:	1004.0	Total Cost:		1712.7	5	
Olr Cd-Sub Cd:	02677-	* Namo	AD'	ANTAC	GE FORD)	Ph:	626-35	99689	St: CA	Ctry Cd:	USA	Reg Co	d:	NA	Repr	Date:06	-DEC-2	2012	DIST(Mile):1	1724
					WRENC	H LIGH	т сом	ES ON	AND TI			WILL NO	Г АССЕІ	LER.	ATE	CHEC	K AND	ADVIS	SE			
Cust Comments:																						
	VERIF PASSE HOTL	D. NEC	ESSA	RY TO I	PERFORM	M DLC E	DISPLATED AL	Y TEST	FOR P	C P212 INPOIN ROM	2 AND I NT TEST PCM TO	P2127. PEI TS. CONT D APP. TE	ACTED	TEC	HNIC	AL HO	TLINE	PER T	ECH	NICAL)P	
Tech Comments:	VERIF PASSE HOTL	D. NEC	ESSA COMM .07 Vo	RY TO I	PERFORM TION, LO	M DLC D AD TES X CIRCU	DISPLATED AL	Y TEST	FOR P CUITS F N PCM	C P212 INPOIN ROM	2 AND I NT TEST PCM TO APP. PEI	P2127. PEI TS. CONT D APP. TE	ACTED	TEC	HNIC JLB S	AL HO	TLINE	PER T	ECHI LTA	NICAL	V99	A99 8
FTFWICF6BF	VERIF PASSE HOTL MEAS	D. NEC INE REC URED I	ESSA COMM .07 VO	RY TO I IENDAT DLTS OF	PERFORM TION, LO N ALL SI	M DLC E AD TES X CIRCU T/B	DISPLA TED AI JITS BI	Y TEST LL CIRC ETWEEN	FOR P CUITS F N PCM	P212: INPOIN FROM I AND A	2 AND I NT TEST PCM TO APP. PEI	P2127. PEIS. CONT D APP. TE R TEC	ACTED ST LIGH	TECT T BU	HNIC JLB S	AL HO	TAP1	PER T	ECHI LTA	NICAL GE DRO		A99 8
Cust Comments: Tech Comments: IFTFWICF6BI AWS Claim Key: DIr Cd-Sub Cd:	VERIF PASSE HOTL MEAS	T/F6	ESSA COMM .07 VO	RY TO I IENDAT OLTS OF T/BC	PERFORM FION, LO N ALL SI T/AM	M DLC E AD TES X CIRCU T/B	DISPLATED AL JUTS BI	Y TEST LL CIRC ETWEEN T/C3	FOR PEUITS FOR PCM T/MF T/MF	P212 INPOIN FROM I AND A 17- OCT- 2011	2 AND H NT TEST PCM TC APP. PEI 17- FEB- 2012	P2127. PEIS. CONT D APP. TE R TEC	USA	TECIT BU	HNIC JLB S 6Y20 erial	* Cost:	TAP1	PER T HT. VO	F09	SXX 420	V99	

T/C3 T/MF OCT- FEB-2011 2012 171063 USA 12 2G01 BL3Z 12A650 BLC F04 S11 IFTFW1CF6BF T/F6 F T/BC T/AM T/B AF AWS Claim Key: 195.11 Material Cost: 591.61 Total Cost: 6345556 Doc #: 80875501 Trx Code: Labor Hrs: 1.8 Labor Cost: Dlr Cd-Sub Cd: 05537-* Name: STAR FORD LINCOLN Reg Cd: NA Repr Date: 14-JAN-2013 DIST(Mile): 12795 CUSTOMER STATES AT ABOUT 40 MPH VEHICLE STOPS ACCELLERATING. WILL NOT SPEED UP OR SLOW DOWN.C&A.WRENCH LIGHT **Cust Comments:** WHEN ACCURS TECHNICIAN CONTACTED TECHLINE DUE TO MULTIPLE RE-CHECKS TECHLINE RECOMMENDED TO INSTALL NEW PCM IN VEHICLE **Tech Comments:** TECHNICIAN REAPLACED AND INSTALLED NEW PCM IN VEHICLE. TEST DROVE ACCOREDING TO RECOMMENDATIONS, PROGRAMMED PCM TO VEHICLE RE-CHECK AND OKAY AT THIS TIME 17- 17-1FTFW1CF6BF T/BC T/AM T/B T/C3 T/MF OCT- FEB- 171063 USA 12 6Y20 * 2011 2012 Total AWS Claim Key: 6361538 Doc #: 80875502 Trx Code: TAPI Labor Hrs: 0 Labor Cost: Material Cost: 0 40 Cost: Dlr Cd-Sub Cd: 05537-* Name: STAR FORD LINCOLN USA Reg Cd: NA Repr Date:14-JAN-2013 DIST(Mile):12795 Cust Comments: TAP DAY RENTAL **Tech Comments:** TAP DAY RENTAL

Any comments? You can contact



Report Summary Page 1 of 5

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

Save

Folder Number:

File Report To This Folder

File Report To A Folder

Add Comments

Previous

Next

Mail Report

Download Options

Report Detail Section: View Details

CLGBD001 NHL

Attachments: 0

Received:

12/07/2012

CCRG/EPRC:

Report#:

Vehicle:

Reviewed Status:

Date:

2011,F150 4X2 ,F150 ,SUP

CRW,STYSD ,1FTFW1CF6BF

Calibration:

Build Date: 10/17/2011

Odometer:

14,590 M

Engine:

5.0L 4V

BF615C0N

Transmission:

6R80E

Axle:

3800F3.73L A/C:

YES

Dealer:

USA 05537 Star Ford Lincoln

Phone#:

(818) 956-

0977

City:

Glendale

State:

California

Country:

Originator:

USA

GEORGE GAMBARO

Symptom:

5 57 2 02 DRV PERF, HESITATES/STUM, ACCEL, ALWAYS

Status:

VFG:

V52 DRIVEABILITY

Additional Symptom:

WRENCH LIGHT/P2122 P2127

Fix:

Causal Component:

Condition Code:

Hotliner: BFENNIN1

Phone: 313 317-7071

Regn Cd: W1 Los Angeles

Engineering:

Phone:

TAR: 0-30

DIr Contact: GEORGE GAMBARO

Phone: 000 000-0000

Title Cde: T

KOEO:

KOEC: P2122 P2127

KOER:

Comments:

REPAIR

12/07/2012 08:44AM BRETT FENNING MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: DIAGNOSE CAUSE THE WRENCH LIGHT COMES ON AND VEHICLE WILL NOT ACCELERATE. DIAGNOSTICS: TESTED EEC SYSTEM AND RETRIEVED P2122 AND P2127 PARTS REPLACED: NONE TECH QUESTION: OTHER DEALERSHIP REPLACED APP AND THROTTLE BODY. ANY REPORTS OF THIS? ANY SUGGESTIONS?

RECOMM 12/07/2012 08:44AM BRETT FENNING MSS - FCSD - TECH SVC HOTLINE GEORGE, THERE ARE NO SIMILAR CASES INDICATING A CONCERN ON THIS VEHICLE. RECOMMEND LOAD TESTING AND VOLTAGE DROPPING THE APP CIRCUITS. REFER TO THE WIRE DIAGRAM CELL 24 PAGE 8. INSPECT FOR PIN FIT ISSUES AT CONNECTORS C210 AND C220. FOR BEST RESULTS OF A LOAD TEST AND VOLTAGE DROP, BACK THE PINS OUT OF THE TERMINALS. VISUALLY INSPECT THE PINS FOR CORROSION, PHYSICAL DAMAGE, POOR CRIMP, ETC. LOAD THE CIRCUIT USING A SUITABLE LOAD SUCH AS AN 1157 BULB. THE BULB SHOULD ILLUMINATE BRIGHT. WHILE THE BULB IS ILLUMINATED, VOLTAGE DROP THE CIRCUIT PIN TO PIN. THERE SHOULD NOT BE MORE THAN A .2V DROP. IF THE VOLTAGE DROP IS GREATER THEN .2V REPAIR OR OVER LAY CIRCUIT AS NECESSARY. OVER LAY SHOULD BE MADE PIN TO PIN WITH NEW PINS. IF NEW PINS ARE NOT AVAILABLE REPLACE THE HARNESSES.

REPAIR 12/08/2012 08:22AM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE PERFORMED VOLTAGE DROP TEST WITH HEADLAMP BULB AND BULB SHINED BRIGHT. MEASURED VOLTAGE DROP. POSITIVE LEAD OF METER AT PCM CONNECTOR AND NEGATIVE LEAD OF METER AT APP CONNECTOR. I DON'T KNOW IF I MEASURED VOLTAGE DROP RIGHT BUT VOLTAGE DROP FOR THE 6 CIRCUITS WERE ALL 1.07V CONSISTENT.WHICH IS EXCESSIVE BUT CONSISTENT AND BULB SHINED BRIGHT. IN THE EVTM IT DOENST SHOW ANY CONNECTORS IN BETWEEN THE APP AND THE PCM I DONT UNDERSTAND WHAT CIRCUITS ARE RUNNING AT C210 AND C220 THAT HAVE TO DO WITH APP AND ETC. BETWEEN ETC AND PCM THERE ARE NO CONNECTORS AND BETWEEN APP AND PCM IT DOESN'T SHOW ANY CONNECTORS. UNLESS THE ONLINE EVTM IS WRONG.

RECOMM 12/08/2012 08:22AM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE GEORGE, I APOLOGIZE FOR THE CONFUSION. YOU ARE CORRECT THERE ARE NOT ANY CONNECTORS IN BETWEEN THE ETC AND THE PCM. YOU ARE CORRECT THAT A VOLTAGE DROP OF 1.07V IS EXCESSIVE. WITH A 1.07V DROP THE BULB MAY BURN BRIGHT HOWEVER SOME OF THE VOLTAGE IS BEING LOST WHICH WILL PUT THE VEHICLE IN THE FAIL SAFE MODE. RECOMMEND TO OVER LAY THE CIRCUITS FROM PIN TO PIN WITH NEW PINS AND RETEST.

ACCORDING TO TERMINAL AND PIGTAILS LINK, IN WIRING, ON PTS,
REPLACEMENT PINS DO NOT SHOW AVAILABE. THE MOTORCRAFT CATALOG LOOKS
LIKE IT SHOW ONLYS THE APP CONNECTOR AVAILABLE. CUSTOMER HAS VISITED
PREVIOUS DEALERSHIP 3 TIMES FOR SAME CONCERN WITH OUT HIS CONCERN
BEING REPAIRED. THIS THE FIRST TIME AT THIS DEALERSHIP BUT FOURTH
VISIT FOR THE CUSTOMER. THE VEHICLE ONLY HAS 11,724 MILES. INSTEAD OF
OVERLAYING ALL 6 CIRCUITS FROM APP TO PCM DON'T FEEL I SHOULD PUT A
HARNESS IN IT INSTEAD.

RECOMM 12/08/2012 11:32AM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE
GEORGE, IF THE PINS ARE NOT AVAILABLE TO PERFORM THE CIRCUIT OVERLAY,
RECOMMEND INSTALLING THE WIRE HARNESS AND RETEST.

REPAIR

01/14/2013 04:33PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

DESCRIPTION OF VEHICLE CONCERN: CUSTOMER STATES AT ABOUT 40 MPH

VEHICLE STOPS ACCELERATING WILL NOT SPEED OR SLOW DOWN. C&A. WRENCH

LIGHT ACCURS DIAGNOSTICS ALREADY COMPLETED: IT WAS PERFORM EEC TEST

AND DISPLAYS DTC.S P2122 AND 2127 CHECK DATALOGGER AND THE PIDS WERE

APP1 (D) 15.68% AND APP2 (E) 7.84% AND APP 50.00% WERE APP1 (D) 47.05%

AND APP2 (E) 23.52% AND APP 99.50% THE APP1 (D) 80.00% AND APP2 (E)

40.00% PARTS REPLACED: ACCELETATOR PEDAL AND T-BODY TECH'S

QUESTION: BY NOW ALL SEEMS OK. I WILL LIKE TO KNOW IF IS ANY UPDATE

INF. DTC: P2122 MODULE: APP DTC: P2127 MODULE: APP

RECOMM 01/14/2013 04:33PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

JOSE, THE P2122 AND P2127 DTC'S WOULD BE CAUSED BY THE APP SENSOR,

CIRCUITS OR THE PCM. SINCE THE ACCELERATOR PEDAL ASSEMBLY AND THE WIRE

HARNESS HAS BEEN REPLACED, THE PCM WOULD BE SUSPECT. IT WOULD BE

RECOMMENDED TO REPLACE THE PCM AND RETEST.

AUDIT 01/14/2013 04:33PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
ODOMETER 11724 M CHANGED TO 12795 M BY PJACOB45

REPAIR 02/05/2013 03:05PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: CUSTOMER STATES WHEN DRIVING ABOUT 40 MPH HE LOSES CONTROL OF ACCDELERATION WRENCH LIGHT COME ON. DIAGNOSTICS: IT WAS PERFORM EEC TEST AND DISPLAYS DTC.S P2122 P2127 PERFORM DATALOGGER TEST AND AT THIS TIME PIDS ARE NORMAL WITH IN SPECTS ROAD TEST VEHICLE ABOUT 16.7 MILES AND COULDN'T DUPLICADE THE CONCERN CHECK CONNECTIONS AND PASS. PARTS REPLACED: HOT LINE RECOMMENDED TO R/R PCM THE LAST VISIT BUT BEFORE AT ADVANTAGE FORD REPLACE WIRING ASSY. TECH QUESTION: IS THERE ANY UPDATE INFO? THANKYOU

RECOMM 02/05/2013 03:05PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE RENE, SINCE THE PEDAL, HARNESS AND PCM HAVE BEEN REPLACED, WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINE€™S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM WILL CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY TO PROVIDE ADDITIONAL INFORMATION AND/OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THE CUSTOMER€™S CONCERN. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE THE CUSTOMER€™S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

ADD-ON 02/05/2013 03:05PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE ESCALTED DUE TO NUMBER OF REPAIR ATTEMPTS WITH NO PROGRESS. VEHICLE HAS REPEAT APP CODES. THE VEHICLE HAS HAS A NEW APP, HARNESS, AND PCM INSTALLED TO NO AVAIL. 106082257

02/05/2013 03:05PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE AUDIT ODOMETER 12795 M CHANGED TO 14590 M BY MSCHMI56

02/06/2013 01:18PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE REPAIR AN OBC WAS MADE TO THE DEALER TO DISCUSS THIS CONCERN WITH SERVICE MANAGER MICHAEL ITOW AND TECHNICIAN RENE RODRIGUEZ. THE VEHICLE HAS BEEN AT HIS DEALER 5 TIMES FOR A TOTAL OF 19 DAYS OUT OF SERVICE AND THE CONCERN IS STILL PRESENT. RENE STATES THAT HE HAS DRIVEN THE

VEHICLE APPROXIMATELY 17 MILES AND BEEN UNABLE TO DUPLICATE THE CONCERN. THE DTCS ARE IN CONTINUOUS MEMORY ONLY.

RECOMM 02/06/2013 01:18PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE
RENE, 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.

O2/06/2013 01:18PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE
NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE ON THIS VEHICLE
DUE TO REPEAT REPAIR AND EXCESSIVE DOWNTIME. THE VEHICLE CAME TO THE
DEALER BECAUSE OF AN INTERMITTENT WRENCH LIGHT. WHEN THE CONCERN
OCCURS THE VEHICLE GOES INTO FAILSAFE MODE AND DTCS P2122 AND P2127
ARE SET IN THE PCM. THE TECHNICIAN STATED THAT THERE ARE NO OTHER DTCS
SETTING AND HE HAS BEEN UNABLE TO DUPLICATE THE CONCERN. THE VEHICLE
HAS BEEN TO MULTIPLE DEALERS IN AN ATTEMPT TO RESOLVE THIS CONCERN
WITH FIRST OCCURRED IN AUGUST OF 2012. THE PCM, 12A581 HARNESS, AND
APP HAVE BEEN REPLACED WITH NO CHANGE TO THE CONCERN. IT IS UNCLEAR TO
THE TECHNICAL HOTLINE WHAT THE ROOT CAUSE OF THE CONCERN MAY BE. THE
VEHICLE IS AT THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 6
ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 19

ADD-ON 02/06/2013 01:30PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE PCE CONSULTANT: NOWACZYK, RICK (R.J.)

ADD-ON 02/06/2013 01:56PM JOSEPH BAHNA(FSE) MSS - FCSD - REG - LOS ANGELE TALKED TO SM, HE IS GOING TO GET WITH TECHNICIAN AND GET BACK TO ME ON THE STATUS OF THE VEHICLE SO WE MAY SCHEDULE A VISIT.

Download Options

Folder Number: File Report To This Folder File Report To A Folder

Add Comments Previous Next Save Mail Report

Requester: LBINGHAM

Report Summary
Server: FCWS686

Ford Proprietary, Private

PE13-018 001291LC

7-Feb-2013

Retention: None

WEISBERG & MEYERS, LLC

ATTORNEYS FOR CONSUMERS

(PLEASE DIRECT MAIL TO OUR CORPORATE OFFICE IN PHOENIX)
5025 NORTH CENTRAL AVE, #602
PHOENIX, ARIZONA 85012
WWW.ATTORNEYSFORCONSUMERS.COM
TOLL FREE NATIONWIDE 1-888-595-9111

NORTH CAROLINA OFFICE 409A WAKEFIELD DR. CHARLOTTE, NC 28209

EXTENSION: 260

E-MAIL: HDOWD@ATTORNEYSFORCONSUMERS.COM

SOUTH CAROLINA OFFICE 409A WAKEFIELD DR. CHARLOTTE, NC 28209

WRITER LICENSED IN: NORTH CAROLINA; SOUTH CAROLINA

October 2, 2012

Ms. Cherie Leich Customer Relationship Center P.O. Box 6248 Dearborn, MI 48126

Re: Ford Motor Company

Our Client:

Your Client: Ford Motor Company

Vehicle: 2012 Ford F150

VIN: 1FTFW1ET1CI

Our File Number: V120347NC01

C 1 1 1 1 2012

Dear Sir/Madam:

Please be advised that these offices represent the above-named individual regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act, the State Lemon Law and/or the Uniform Commercial Code with regard to the above-listed vehicle.

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

Enclosed please find the sales and repair records in our client's possession. As these records show, our client paid an extraordinary sum of money for a vehicle riddled with numerous non-conformities that cause a substantial impairment of the use, value and/or safety of the vehicle. The primary non-conformities include but are not limited to:

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

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

To avoid the need for litigation, we respectfully demand you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including our client's attorneys' fees pursuant to the fee-shifting provisions of the Magnuson-Moss Warranty Act and/or Lemon Law. In exchange for meeting this demand, our client will waive all loss of use and aggravation and inconvenience damages sustained to date.

This letter also constitutes notice under U.C.C. § 2-711(3) of our client's security interest in the vehicle for return of the total amount above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our client has the right to hold the vehicle and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. In addition, although our client requires return of the monies identified above before substitute goods can be acquired, our client reserves the right to mitigate all parties' damages by cover and reserves the right to claim such damages here. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies. If the seller (or, if applicable the assignee, or any creditor subject to the FTC Holder Rule) has filed a financing statement covering the goods, we demand, pursuant to U.C.C § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to these offices. Since our client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) for any loss caused our client by your failure. Please also consider this letter prior direct written notification of the defects within our client's vehicle and of our client's intent to pursue a claim pursuant to the State Lemon Law. If and only if you have "final opportunity rights" under said statute, and wish to exercise said rights, you are hereby directed to contact these offices within fourteen (14) days.

In conclusion, we urge you to realize a quick resolution of this matter will save all parties a great deal of time, money and effort. To this end, although we believe the above demands are reasonable, our client remains open-minded to a diminution in value settlement, or any other suggestions for an equitable resolution you may have. We thus encourage you to contact these

offices at your earliest convenience with an offer for resolution. Should you fail to do so in a timely manner, we will assume you do not seek amicable resolution and will file a claim in a court of law seeking all actual and exemplary damages available.

HD/tsa

Best regards,

Artorney at Law

342045

ACCOUNTING

KEN WILSON FORD

1-40 at Exit 31 - P.O. Box 869 CANTON, NC 28716 (828) 648-2313

Asheville # 253-2200

FRANKLIN,	NC				PAGE 1					
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ACCOUNTING COPY

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INVOICE

1307 N. DIXIE FREEWAY P.O. BOX 1960 (32170) NEW SMYRNA BEACH, FLORIDA 32168

PHONE (386) 428-9094 FRANKLIN, NC PAGE 1 MV#-49021 CONT: N/A HOME: SERVICE ADVISOR: 111 MARK STEPHEN KISCH BUS: CELL: COLOR MAKE/MODEL LICENSE MILEAGE IN / OUT VIN TAG 12 FORD F150 PICKUP PROD. DATE WARR. EXP. 1FTFW1ET1CF 4616/4616 T3211 DEL. DATE PROMISED PO NO. RATE PAYMENT INV. DATE 19MAR2012 17:00 19MAR12 19MAR12 DD 0.00 CASH 19MAR12 R.O. OPENED READY OPTIONS: ENG: 3.5 Liter GTDI 07:48 19MAR12 17:38 19MAR12 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A D35 CUST STATES VEHICLE IS GETTING POOR FUEL MILEAGE CAUSE: D35 D35 CUST STATES VEHICLE IS GETTING POOR FUEL MILEAGE (N/C)330 WSOP PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 4616 install ids run ecan tests find 17.3 city and 20.6 highway reran highway dash readout reads 23.6 ********* B CUSTOMER DECLINES MULTI-POINT INSPECTION ON THIS VISIT CAUSE: CUSTOMER DECLINES MULTI-POINT INSPECTION THIS VISIT 99PD CUSTOMER DECLINES MULTI-POINT INSPECTION ON THIS VISIT 330 WSOP (N/C)

0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	The factory warranty constitutes all	LABOR AMOUNT	0.00
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	of the warranties with respect to the sale of this item\tems. The	PARTS AMOUNT '	0.00
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCEOR MISUSE, RECORDS SUPPORTING THIS CLAIM	implied, including any implied warranty of merchantability or fitness for a perilcular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in	SUBLET AMOUNT	0.00
ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY		MISC. CHARGES	0.00
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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

SERVICE INVOICE #2 X5I2C

PARTS:

CUSTOMER COPY

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mullinax



INVOICE

1307 N. DIXIE FREEWAY P.O. BOX 1960 (32170) NEW SMYRNA BEACH, FLORIDA 32168

FRANKLIN,	NC					PAGE 1		PHONE (386) 42 MV#-4902			
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SERVICE INVOICE PE XSIDC

CUSTOMER COPY

No. 2987 P. 2

Oct. 29. 2012 2:53PM Mullinax F-M Srv. Dept.

KEN WILSON FORD

345749 CUSTOMER #: 4212066 1-40 at Exit 31 - P.O. Box 869 **CANTON, NC 28716** WARRANTY (828) 648-2313 Asheville # 253-2200 FRANKLIN, NC : PAGE 1 HOME: CONT: SERVICE ADVISOR: 2220 HERBERT GIBSON BUS: CELT. MAKEMODEL COLOR YEAR! VIN TAG 12 FORD F150 PROD DATE WARR EXP. 1FTFW1ET1CF SILVER T928 PROMISED NV. DATE DEL DATE PAYMENT WAIT 21MAY12 21MAY12 01JAN2013 .00 CASH R.D. OPENED READY OPTIONS: STK: K1256 DLR: 21L680 ENG: 3.5L V6 TRN: AUTO 21MAY12 LINE OPCODE TECH TYPE HOURS LIST TOTAL A C/S TIRES ARE WEARING PREMATURELY ON INSIDE EDGES CAUSE: FRONT 3001A CASTER, CAMBER, TOE-IN - CHECK - L 8000 MINZENMAYER, DEAN LIC#: 7400 WARSO 0.40 30.79 30.79 3001A6 TOE-IN - CORRECT (FRONT/REAR) - L 8000 MINZENMAYER, DEAN LIC#: 7400 WARSO 0.20 M. FC: 462 W6 15.40 15.40 PART#: FRONT 0 TBARTS CLAIM TYPE: AFTH CODE: DDDR3 1500 4619 TLABOR 00740 8466 W6 CK ALTSN SET TOE CENTER STBERING . KEEP MIN OF 40 PSI IN ALL TIRES AND CROSS ROTATE EVERY 5000 MILES MAX. ************************ Customer satisfaction is our business. In the next few days you may receive a survey from Ford Motor Company. If for any reason you cannot give us a grade of "10" or say you are completely satisfied please call Alan Rice at 828-648-2313. THANK YOU!! HAVE A GREAT DAY. Marin Park Library and All Control of the **Property** Company and the property comment of the property of the company of the 0 4619 0 DISCLAIMER OF WARRANTIES COST, SALE, & COMP TOTALS ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE 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 REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT. NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. DISCLAIMER OF WARRANTIES
The city werrentee applying to this part(s) ete those which may be offered by the which may be offered by the manufacturer. The spling deeler hereby expressly disclaims at werterintee, ether express or implied, including any lengted werrenties of merchantality or filmass for a particular purpose, and hether sesurines not subnoises eny other person to assume for it any febblity in connection with the sale of this part(s) and/or service. Buyer shall not be antitled to recover from the selling dealer any consequents dermages, defreighed for loss of uponts, or eny other incidental dermages. DESCRIPTION TOTALS LABOR AMOUNT 46.19 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0,00 MISC CHARGES 0.00 TOTAL CHARGES 46.19 LESS INSURANCE 0.00 SALES TAX 0.00 CUSTOMER SIGNATURE (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) PLEASE PAY THIS AMOUNT

WARRANTY COPY

46.19

95407

ACCOUNTING

MULLINAX FORD-MERCURY

1307 N. DIXIE FREEWAY . P.O. BOX 1960 (32170) NEW SMYRNA BEACH, FLORIDA 32168

PHONE (386) 428-9094 MV#-49021

FRANKLIN, NC PAGE 1 HOME CONT SERVICE ADVISOR: 490 ROBERT HUGLER BUS: CELL: COLOR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG 12 FORD F150 PICKUP PROD. DATE WARR, EXP. 1FTFW1ET1CF 9204/9204 T204 PROMISED DEL. DATE PO NO RATE PAYMENT INV. DATE 19MAR12 DD 19MAR2012 17:00 25MAY12 0.00 CASH 29MAY12 R.O. OPENED OPTIONS: READY ENG:3.5 Liter GTDI 08:30 25MAY12 13:21 29MAY12 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL A E29 CUST.STATES CHECK ENGINE LIGHT IS ON CAUSE: . 12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L W 2.58 0.20 330 430 1948 19.48 19.48 1 SP*528* SPARK PLUG 369 738 7.38 7.38 7.38 1 BL3Z*12029*C COIL ASY -IGNITION 4206 8412 84.12 84.12 0 84.12 12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST 330 W 0.00 0.30 645 2921 29.21 29.21 12650D47 RELATIVE COMPRESSION/POWER BALANCE -TEST - L 330 W 0.00 0.10 974 9.74 9.74 215 12650D55 IGNITION SYSTEM - DIAGNOSIS - L W 0.00 0.30 645 2921 330 29.21 29.21 12650D81 PID RECORDER/MONITOR TEST WITH ROAD TEST 330 W 0.00 0.50 1075 4869 48.69 48.69 12650DX1 EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L EXTRA TIME TO REPEAT FINAL QUICK TEST 9.74 9.74 330 W 0.00 0.10 215 974 12405AL SPARK PLUGS - REPLACE (12405)330 W 0.00 0.30 645 2921 29.21 29.21 PRIOR COMPONENT REPLACEMENT - PRIOR APPROVAL W 0.00 0.30 645 2921 29.21 29.21 FC: E29 42 PART#: BL3Z*12029*C COUNT: 4575 9150 TPARTS CLAIM TYPE: AUTH CODE: PAAWZ 20449 TLABOR 00249 4515 9204 12029 42 12650D .2D45 .3D47 .1D55 .3D81 .5DX1 12405AL .4 PRIOR .3 INSTALL IDS P0306 RUN TESTS ING TESTS PPT HD FIND COIL BAD INSTALL NEW COIL AND PLUG 6 RETST OK PROIR APPROVAL NEW CUIL AND PLUG 6 RETST OK PROIR API
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCEOR MISUSE, RECORDSSUPPORTINGTHIS CLAIM
ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE. ALL PARTS NEW UNLESS
OTHERWISE SPECIFIED, PARTS AND LABOR ARE GUARANTEED FOR 12
MONTHSTI2.000 MILES FROM REPAIR DATE UNLESS OTHERWISE
SPECIFIED. TOTALS DESCRIPTION STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/tierms. The Seler hereby expressly disclaims all warranties either express or implied, including any implied warranty of marchantability or fitness for a particular purpose. Solitor neither assumes nor authorizos any other person to assume for it any liability in connection with the sale of this item/ttems. LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT

FILE COPY

SERVICE INVOICE #2 X5I2C

346172

KEN WILSON FORD

1-40 at Exit 31 - P.O. Box 869 CANTON, NC 28716

					1	ACCOUNTIN	IG		(828) 648-23 Asheville # 253	313	
FRANKLIN,	NC	CONT	m		·	PAGE 1					
HOME: BUS:		CEL			SEE	NUCE ADVI	SOP.	1620 7			
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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE		LABOR AMOUNT	
SHOWN. SERVICES DESCRIBED WERE PERFORMEDAT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	manufecturer. The setting dealer hereby expressly disclaims all warranties, either	PARTS AMOUNT	
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED		GAS, OIL, LUBE	
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	a perticular purpose, and neither assumes	SUBLET AMOUNT	
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	for it any liability in connection with the	MISC. CHARGES	
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	sale of this part(s) and/or service. Buyer shall not be entitled to recover from the	TOTAL CHARGES	Walife transfer of the Control of th
	selling dealer any consequential damages, damages for loss of use, loss of profits, or	LESS INSURANCE	
	income, or any other incidental damages.	SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

ACCOUNTING COPY

346172

ACCOUNTING

KEN WILSON FORD

1-40 at Exit 31 - P.O. Box 869 CANTON, NC 28716 (828) 648-2313 Asheville # 253-2200

Asheville # 253-2200 FRANKLIN, NC PAGE 2 CONT: HOME: SERVICE ADVISOR: 1632 JAY R ROBERSON VIN LICENSE MILEAGE IN CO. BUS: MAKE/MODEL COLOR YEAR MILEAGE IN/ OUT TAG SILVER FORD F150 1FTFW1ET1CF 9961/9961 PROMISED DEL DATE PROD. DATE WARR. EXP. PO NO. RATE PAYMENT INV. DATE 01JAN11 DD 01JAN2011 WAIT 30MAY12 80.00 CASH 30MAY12 R.O. OPENED READY OPTIONS: STK: K1256 DLR: 21L680 ENG: 3.5L V6 TRN: AUTO 30MAY12 30MAY12 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL TYPE START FINISH DURATION DATE TECH LINE(S) CHG 08:58 6491 05-30-12 09:28 0.50 W A 09:28 09:29 0.01 W 6491 B ACCOUNT SALE COST CONTROL ACCOUNT SALE CONTROL COST 57200 3849 1150 57000 0 0 11400 3849 ***** 10100 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE	The only warranties applying to this part(s) are those which may be offered by the	LABOR AMOUNT	0.00
SHOWN, SERVICES DESCRIBED WERE PERFORMEDAT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	manufacturer. The selling dealer hereby expressly disclaims all warranties, either	PARTS AMOUNT	0.00
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED	express or implied, including any implied warranties of merchantability or fitness for	GAS, OIL, LUBE	0.00
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT. NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	a particular purpose, and neither assumes nor authorizes any other person to assume	SUBLET AMOUNT	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the	MISC. CHARGES	0.00
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		TOTAL CHARGES	0.00
VIII NOTE - 1 VII N	selling dealer any consequential damages, damages for loss of use, loss of profits, or	LESS INSURANCE	0.00
	income, or any other incidental damages.	SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

346660

ACCOUNTING

KEN WILSON FORD

1-40 at Exit 31 - P.O. Box 869 **CANTON, NC 28716** (828) 648-2313

											Asheville # 2	53-2	200	
FRANKLIN,	NC							PAGE 1						
HOME:			CONT:			*	PRI	E-INVOICE	**					
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CLAIM ARE AVAI NOTIFICATION A	AT THE	SERVIC	ING DEALER	FOR IN	SPECTION	BY	for it as	ny liability in connection this part(s) and/or servi	with the ice. Buyer	MISC. CHAR				
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							arcume,	or any other supperital on	unded	SALES TAX				

ACCOUNTING COPY

CUSTOMER SIGNATURE

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

PLEASE PAY THIS AMOUNT

96088





INVOICE

1307 N. DIXIE FREEWAY P.O. BOX 1960 (32170)
NEW SMYRNA BEACH, FLORIDA 32168

PHONE (386) 428-9094 FRANKLIN, NC PAGE 1 MV#-49021 CONT: HOME: SERVICE ADVISOR: 111 MARK STEPHEN KISCH BUS: CELL COLOR MAKE/MODEL LICENSE MILEAGE IN / OUT VIN TAG 11417/11417 T3831 12 FORD F150 PICKUP PROD. DATE WARR. EXP. 1FTFW1ET1CF PROMISED DEL. DATE PO NO. RATE PAYMENT INV. DATE 19MAR12 DD 19MAR2012 17:00 15JUN12 CASH 27JUN12 0.00 R.O. OPENED READY OPTIONS: ENG:3.5 Liter GTDI 13:27 15JUN12 08:26 27JUN12 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A E29 CUST.STATES CHECK ENGINE LIGHT IS ON CAUSE: . E29 E29 CUST.STATES CHECK ENGINE LIGHT IS ON 99 WSOP (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	The factory warranty constitutes all	LABOR AMOUNT	0.00
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	of the warranties with respect to the sale of this item\items. The	PARTS AMOUNT	0.00
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCEOR MISUSE. RECORDSSUPPORTING THIS CLAIM	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	fitness for a particular purpose. Seller neither assumes nor authorizes any other person to	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE. ALL PARTS NEW UNLESS		TOTAL CHARGES	0.00
OTHERWISE SPECIFIED. PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS/12,000 MILES FROM REPAIR DATE UNLESS OTHERWISE	connection with the sale of this	LESS INSURANCE	0.00
SPECIFIED.	item/items.	SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

SERVICE INVOICE #2 X5/2C

CUSTOMER COPY

97186





INVOICE

1307 N. DIXIE FREEWAY P.O. BOX 1960 (32170) **NEW SMYRNA BEACH, FLORIDA 32168**

FRANKLIN.	NC				•	PAGE 1		PHONE (386) 4 MV#-490		
HOME:			CONT:		SER	VICE ADVISO)R: 111 MZ	RK STEPHE	N KISCH	
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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. ALL PARTS NEW UNLESS OTHERWISE SPECIFIED. PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS/12,000 MILES FROM REPAIR DATE UNLESS OTHERWISE SPECIFIED. SPECIFIED. DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED)

STATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warranties with respect to
the sale of this item/ttems. The
Selier hardry 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.

STATEMENT OF DISCLAIMER

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

SERVICE INVOICE #2 XSIZO

CUSTOMER SIGNATURE

CUSTOMER COPY

348778



INVOICE

1-40 at Exit 31 - P.O. Box 869 CANTON, NC 28716 (828) 648-2313 Asheville # 253-2200

) 648-2313 le # 253-22	
FRANKLIN,	NC	CONT:			PAGE 1				
BUS:		CELL:		SER	VICE ADVISOR	: 10 OIL	CHANGE AP	POINTM	ENT
COLOR	YEAR	MAKE/MUDEL			VIN	LICENSE	MILEAGE	IN/ OUT	TAG
SILVER	12 FOR	RD F150		1FTFV	V1ET1CF		15923/	15923	T074
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01JAN11 I	DD	01JAN2011	WAIT 26	JUL12		80.00	CASH	26JUL	12
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NC N 15923 RE THE CUST CODES NO	POWER TO CHARGE 7496 I CTRIEVED I COMER SAW OT RELATEI	THE SERVICE TO ENGINE	JSTIN LIC G. CURREN CE ENGINE	C#: NTLY SY	S MISSES AND VICTOR PASSED LIGHT FLASE	D EVEN THO	0.00	0	.00
	MULTI POI 7496 I	PECTION INT INSPECT FOREHAND, DU CPS DINT PERFOR	JSTIN LIC	:#:			0.00	0	.00
			te essisti	Cus	stomer satis	sfaction i	s our bus	iness	

Customer satisfaction is our business.

In the next few days you may receive a survey from Ford Motor Company. If for any reason you cannot give us a grade of "10" or say you are completely satisfied please call Alan Rice at 828-648-2313.

THANK YOU!! HAVE A GREAT DAY.

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

DISCLAIMER OF WARRANTIES
The only warrantess applying to this partial are
those which may be offered by the
manufacturer. The selling dealer hereby
expressly disclaims all warranties, either
expressly disclaims all warranties or implied, including any implied
warranties of mechantability or fitness for a
particular purpose, and neither assumes nor
authorized any other preson to assume for it
partial and/or service. Buyer shall not be
entitled to recover from the selling dealer any
consequential damages, damages for loss of
use, loss of profits, or income, or any other
incidental damages.

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

0.0

FORD FOR REPAIR

98487





INVOICE

1307 N. DIXIE FREEWAY P.O. BOX 1960 (32170) NEW SMYRNA BEACH, FLORIDA 32168

PHONE (386) 428-9094

FRANKLIN, NC PAGE 1 MV#-49021 HOME: CONT: SERVICE ADVISOR: BUS: CELL: 111 MARK STEPHEN KISCH LICENSE COLOR YEAR MAKE/MODEL VIN MILEAGE IN / OUT TAG FORD F150 PICKUP 1FTFW1ET1CF 19196/19196 TWW PROMISED DEL. DATE PROD. DATE WARR. EXP. RATE PAYMENT INV. DATE 19MAR201 17:00 31AUG12 CASH 31AUG12 19MAR12 DD 0.00 R.O. OPENED **OPTIONS:** READY ENG: 3.5 Liter GTDI 10:26 31AUG12 10:29 31AUG12 LINE OPCODE TECH TYPE HOURS NET LIST TOTAL A CUST STATES CHECK ENGINE LIGHT AND RUNS ROUGH AND HAS NO POWER CAUSE: . E29 E29 CUST.STATES CHECK ENGINE LIGHT IS ON (N/C) 99 WSOP 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:



19196 HOOKUP SCAN TOOL PO304 CLEAR CODES WILL CONTINUE TO WORK WITH

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. ALL PARTS NEW UNLESS OTHERWISE SPECIFIED. PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS/12,000 MILES FROM REPAIR DATE UNLESS OTHERWISE SPECIFIED.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warrantlas with respect to
the asle of this item\tems. The
Seller hereby expressly disclaims all
werrantles 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.

STATEMENT OF DISCLAIMER

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

DESCRIPTION

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

SERVICE INVOICE #2 XSI2C

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: 4212066	352	808	KEN WILSON FORD							
	WORK	CORDER	1-40 at Exit 31 - P.O. Box 869 CANTON, NC 28718							
FRANKLIN, NC	PAGE	2	(828) 548-2313 Asheville # 253-2200							
HOME: CONT:										
BUS: CELL: COLOR: IYEAR! MAKE/MUDEL	SERVIC	E ADVISOR:	1632 ROE		AY R	TAG				
COLOR TEAM MARENOUSEL			ELLENGE							
SILVER 12 FORD F150 DEL DATE PROD. DATE WARR. EXP. PROMISE	1FTFW1ET	PO NO.	RATE	PAYMENT	INV. DA	T304				
OLJANI DD OLJANZOLI MATTE	STK:K1	.256 DLR:21	80.00 L680 ENG		TRN: AU	ro				
180CT2012 09:58				-						
LINE OP CODE TECH TYPE DESCRIPTI										
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TO BE INS	SPECTED E	Y FIELD SE	RVICE EN	GINEER.						
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	av25-	9								
	79.55 Jan. 1	*)								
***						# 1877				
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MA(I hereby euthorize the above repair work to be done along with the necessary ma		Pi	RELIMINARY EST	TIMATE 8						
your employees may operate above vahicle for purposes of testing, inspection or risk. An express mechanic's lien is adviousledged on above vehicle to secure the or	mount of rapairs	AUTHORIZED BY	x							
thereto. You will not be held responsible for loss or disnage to vahicle or articles to case of fire, theft, accident or any other cause beyond your control.	BAT IN AGINGIE IU	REVISED ESTIMATE (1)		ATE	TIME	BY				
DISCLAIMER OF WARRANTIES The only warrandes applying to this pential are those which may be offered by the		REVISED ESTIMATE (2)				 				
The acting dealer hareby expressly disclaims all warranties, either express or in any implied warranties of marchantability or fitness for a particular purpose, and r nor authorizes any other person to assume for it any fability in goonection with	telther assumes	REVISED ESTIMATE (3)								
part(s) and/or service. Buyer shall not be entitled to recover from the self- consequently damages, damages to property, damages for loss of use, loss of time,	ing dealer any		WLEDGE THAT	WAS NOTIFIED	& GAVE DRAL	APPROVAL				
or income, or any other incidental damages.		OF THE ABOVE R	EVISED ESTIMA	TES:						
CUSTOMER SIGNATURE		CLIET DIMER BIGS	PATURS							











Server: AWS Prod

Claims loaded through: 12-OCT-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 15-OCT-12

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

VIN	AWS	WERS	MKT	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARR	SELLING	SELL	TI	, wo	C DDCI	BASE	SUFF	. VRT	VRT	VEC	CCC	· co
VIIN	VL	VL -	DER	CAB	SERIES	TYPE	CD	CD	COD	DATE	DATE	DEALER	CNT	113	s wc	C PREF	BASE	SUFF	NA	ROW	VFG	ccc	CL
IFTEWIETICE	6	T/F6	F.	T/BC	T/AM	T/E	AF	T/C3	T/KW	06- DEC- 2011	26-DEC- 2011	121680	USA	3	2G0	5 *	RECALEM	1 •	F04	\$11	V52	D42	04
AWS Claim Key:	473380	Doc#:	34204	15A	Trx Cod	e:	S07	Labor F	Irs:	.4	Labor C	ost:	30.79	M	teria	Cost:	0	Total	Cost:	30.79			
Dir Cd-Sub Cd:	01075-*	Name:	KEN	WILSON	FORD INC	2	Ph:	828-648	2313	St: NC	Ctry Cd:	USA	Reg Cd	l:	NA	Repr	Date:27-FE	B-2012	2	DIST(Mile):	3314	
Cust Comments: Fech Comments:				PASS, PE	MISSING RFORMED	TSB 12	2 IOREPR	OGRAMI	MED PC	M RETES	ST OK PA	SS											
IFTFWIETICF	-6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	06- DEC- 2011	26-DEC- 2011	121680	USA	4	2G0	5 *	RECALEM	1 *	F04	SII	V29	E29	04
AWS Claim Key:	682817	Doc #:	09342	22A	Trx Code	e:	S07	Labor F	irs:	1	Labor C	ost:	97.38	M	teria	Cost:	568.16	Total	Cost:	665.54	di .		
Dlr Cd-Sub Cd:	09699-*	Name:	MUL	LINAX F	ORD		Ph:	386-428	9094	St: FL	Ctry Cd:	USA	Reg Cd	l:	NA	Repr	Date:28-MA	AR-201	2	DIST(Mile):	1886	
Cust Comments:	E29 CU	ST.STAT	ES CH	ECK ENG	GINE LIGH	IT IS O N					cu.												
Tech Comments:								C M ANI	D INSTA	LL NEW	CAT CO	NV PER TSB	RETSTO	K A	ттні	S TIME							
IFTFWIETICF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	06- DEC- 2011	26-DEC- 2011	121680	USA	5	5G0	5 *	FRONT	*	F05	S10	V89	H62	We
AWS Claim Key:	1053279	Doc#:	34574	19A	Trx Code	e:	1	Labor E	Irs:	.6	Labor C	ost:	46.19	Ma	teria	Cost:	0	Total	Cost:	46.19			
Dir Cd-Sub Cd:	01075-*	Name:	KEN	WILSON	FORD INC	2	Ph:	828-648	2313	St: NC	Ctry Cd:	USA	Reg Cd	:	NA	Repr	Date:21-M/	Y-201	2	DIST(Mile):	3466	
Cust Comments: Fech Comments:					MATUREL TEERING				LL TIRE	S AND C	ROSS RO	TATE EVER	Y 5000M	ILE	S MA	Χ.							
IFTFWIETICF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	06-	26-DEC- 2011	121680	USA	6	2B0	2 BL3Z	12029	С	F04	S11	V29	E29	42
AWS Claim Key:	1161927	Doc #:	09540	7A	Trx Code	e:	S07	Labor E	Irs:	2.2	Labor C	ost:	214.23	Ma	terial	Cost:	91.5	Total	Cost:	305.73			

Dir Cd-Sub Cd:	09699-*	9699-* Name: MULLINAX FORD		Ph:	386-428	9094	St: FL	Ctry Cd;	USA	Reg Cd	: N	A Re	pr Date:25-	MAY-201	2	DIST(Mile):920)4			
Cust Comments: Fech Comments:					GINE LIG 'S ING TE			COIL BAD) INSTAI	L NEW	COIL AN	D PLUG 6 F	RETST OK	PROIR	APPRO	VAL					
FTFWIETICF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	06- DEC- 2011	26-DEC- 2011	121680	USA	6 20	304 *	DIAG	*	F04	S11	V29 E	29
WS Claim Key:	1150999	Doc#:	34617	72A	Trx Coc	ie:	1	Labor I	Hrs:	.5	Labor C	Cost:	38.49	Mater	ial Cost	: 0	Tota	Cost:	38.49		
Olr Cd-Sub Cd:	01075-*	Name:	KEN	WILSON	FORD IN	С	Ph:	828-648	2313	St: NC	Ctry Cd:	USA	Reg Cd	: N	A Re	pr Date:30-	MAY-201	2	DIST(Mile):996	51
Cust Comments:					CHECK E				NGINE F	IAD LOS	S OF POV	WER, STUN	ABLED. TO	DAY,T	HE LIG	HT IS OFF,	ENGINE	SEEM	S OKA	Y. SEE	
ech Comments:	IDS TES	ST CODE	E P0306		CONTACT				OWS TSE	3 12 02 10	HAD AL	READY BE	EENPERFO	RMED	. ENGI	NEERING I	S INVES	rigati	ING		
TFWIETICF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW-	06- DEC- 2011	26-DEC- 2011	121680	USA	6 11	F01 •	6K775	•	F04	S11 ·	V29 E	29
WS Claim Key:	1286122	Doc#:	34666	50A	Trx Coo	le:	S07	Labor I	Hrs:	.5	Labor C	Cost:	39.72	Mater	ial Cost	: 0	Tota	Cost:	39.72		
lr Cd-Sub Cd:	01075-*	Name:	KEN	WILSON	FORD IN	C	Ph:	828-648	2313	St: NC	Ctry Cd:	USA	Reg Cd	: N	A Re	pr Date:09	JUN-2012	!	DIST(Mile):104	181
ust Comments:	C/S CHI	ECK ENG	JINE L	IGHT IS	ON. CHE	CK AND	ADVISE														
ech Comments:	DIAG, K	OEO PO	306, N	O MISSF	IRE ON T	EST D RI	VE,PERF	ORMED T	SB 12 6	REPRO	GRAMMI	ED PCM RE	ETESTORO	VE OK	DID H	AVE CAC S	HEILD			Party surely	
		300000000000000000000000000000000000000	2-1	TIDE	T/AM	T/E	AF	T/C3	T/KW	06- DEC- 2011	26-DEC- 2011	121680	USA	7 11	-01 •	6K775	•	F04	S11	V29 E	29
FTFW1ET1CF	F6	T/F6	F	T/BC																	
	F6 1712036				Trx Coc	le:	S07	Labor I	Hrs:	.2	Labor C	Cost:	20.1	Mater	ial Cost	: 15.34	Tota	Cost:	35.44		
WS Claim Key:	1712036	Doc#:	09718		Trx Coc	le:	S07	Labor I 386-428		.2 St: FL	Labor C Ctry Cd:	Cost: USA	20.1 Reg Cd			: 15.34 pr Date:20				Mile):148	365
FTFW1ET1CF AWS Claim Key: Dir Cd-Sub Cd: Cust Comments:	1712036 09699-*	Doc#:	09718 MUL	86A LINAX F	Trx Coc		Ph:				Ctry		20.00							Mile):148	365

Any comments? You can contact



<u>wenmaster</u>

Rpt. Analysis Home

Report Mgmt Primary

Report Mamt Overy

Report Mamt

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

Add Comments

Previous

Next

Mail Report Save

Download Options

Report Detail Section: View Details

Attachments: 0

Report#:

CEQE2021 NHL

Received:

05/17/2012

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle:

2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET1CF

Build Date: 12/06/2011

Odometer:

9,204 M

Engine:

3.5L-GTDI Calibration: CF613C0A

Transmission:

6R80E

Axle:

A/C:

YES

Dealer:

USA 09699 Mullinax Ford

Phone#:

(386) 428-9094

City:

New Smyrna Beach

State:

Florida

Country:

USA

Originator:

NICK BUMGARNER

Symptom:

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

Status:

VFG:

V29 CHECK ENGINE LIGHT

Additional Symptom:

RUNS ROUGH/POOR FUEL ECONOMY

Fix:

Causal Component:

Condition Code:

Hotliner: PJACOB45

Phone: 000 000-0000

Regn Cd: S3 Orlando

Engineering:

Phone:

TAR:

DIr Contact: NICK BUMGARNER

Phone: 828 648-8122

Title Cde: T

PE13-018 001317LC

KOEO: P0306

KOEC: KOER:

Comments:

REPAIR

05/17/2012 03:15PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN:CHECK ENGINE LIGHT CAME ON WHILE ON LONG TRIP. RUNS A LITTLE ROUGH AND POOR FUEL ECONOMY. DIAGNOSTICS: CALIBRATION UPDATE WAS DONE MARCH 1ST,AND NO FAULT CODES TODAY. PARTS REPLACED:NONE TECH QUESTION:WHAT DIRECTION DO YOU SUGGEST ON THIS CONCERN?

RECOMM 05/17/2012 03:15PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

NICK, IT IS UNCLEAR IF ANY DTC'S WERE PRESENT AND WHEN THE ROUGH RUNNING OCCURS. ROUGH RUNNING OR A SURGING THAT IS PRESENT WHILE DRIVING OR THE PRESENCE OF MISFIRE DTC'S(TYPICALLY BANK 2) IS A KNOWN 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. RECOMMEND TO PERFORM AN IDS FUEL ECONOMY TEST TO VERIFY IF A CONCERN IS PRESENT. ALSO, MONITOR THE FUEL TRIMS TO DETERMINE IF A RICH RUNNING CONDITION IS PRESENT. VERIFY THAT THE TIRES ARE PROPERLY INFLATED. DRIVING HABITS CAN GREATLY EFFECT FUEL ECONOMY(SHORT TRIPS, EXTENDED IDLE TIMES, CONSTRUCTION ON DRIVING ROUTES, NEW DRIVERS, ETC). RECOMMEND TO REFER TO WWW.FUELECONOMY.GOV FOR EXPECTED FUEL ECONOMY RATINGS AND DRIVING TIPS. ALSO REFER TO HREF=HTTP://WWW.VREP.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SSM/SS M.ASP?SSM=21902 TARGET='_BLANK'>SSM 21902 TO ADDRESS THIS CONDITION. ADDITIONALLY, THIS ENGINE IS CALIBRATED TO OPERATE MOST EFFICIENTLY ON PREMIUM FUEL(91 OCTANE OR HIGH). IF THE CUSTOMER IS USING REGULAR FUEL(87 OCTANE), RECOMMEND TO USE 2-3 TANK FULLS OF

REPAIR 05/25/2012 08:58AM BRIAN CHAMBERLIN MSS - FCSD - TECH SVC HOTLINE

PREMIUM FUEL AND RETEST THE FUEL ECONOMY.

DATA FROM PRIOR APPROVAL REQUEST FORM: PLEASE DESCRIBE CUSTOMERS CONCERN.WHILE DRIVING VEHICLE STARTED RUNNING ROUGH AND LOST POWER THEN SMOOTHED OUT BUT CEL ON DESCRIBE DIAGNOSTIC PROCEDURES COMPLETED AND THE RESULTS. BE SURE TO NOTE ANY PINPOINT OR OTHER DIAGNOSTIC

TESTS COMPLETED. INCOMPLETE DIAGNOSIS WILL PROLONG THE PRIOR

APPROVAL PROCESS, SO BE SURE TO INCLUDE ALL TEST RESULTS.INSTALLED IDS GOT P0306 RAN IGN TESTS STRESS FIND COIL SLIGHTLY OFF ON 6 PLEASE LIST PART THAT WAS ROOT CAUSE OF FAILURE: COIL 12029 LIST MAJOR COMPONENTS NEEDED FOR REPAIR: COIL AND PLUG PROVIDE ANY ADDITIONAL DETAILS NECESSARY. PLEASE INCLUDE ANY TECHNICAL INFORMATION THAT

YOU FEEL WILL HELP THE HOTLINE PROCESS YOUR PRIOR APPROVAL REQUESTHAS PREIOUSLU HAD RECAL PER TSB 12 02 10 REPAIR ESTIMATE - LABOR: REPAIR ESTIMATE - TOTAL: VEHICLE/COMPONENT ABUSE: MODIFICATIONS: LACK OF MAINTENANCE: RO#: 95407RO DATE:2012-05-25WARRANTY TYPE:NEW VEHICLE WARRANTY SPW MILEAGE: SPW INSTALL DATE:

RECOMM 05/25/2012 08:58AM BRIAN CHAMBERLIN MSS - FCSD - TECH SVC HOTLINE

PAT, AT THIS TIME ADDITIONAL INFORMATION IS NEEDED TO PROCESS YOUR REQUEST FOR PRIOR APPROVAL. PLEASE UPDATE THIS ON-LINE FORM WITH DETAILED RESULTS TO EACH STEP IN PIN POINT TEST HD FROM THE PC/ED SECTION OF THE ON-LINE WORKSHOP MANUAL. ONCE THIS INFORMATION IS RECEIVED WE WILL CONTINUE TO PROCESS YOUR REQUEST FOR PRIOR APPROVAL. ECPA ADDITIONAL INFORMATION NEEDED

- AUDIT 05/25/2012 08:58AM BRIAN CHAMBERLIN MSS - FCSD - TECH SVC HOTLINE ODOMETER 8204 M CHANGED TO 9204 M BY BCHAMB26
- AUDIT 05/25/2012 08:58AM BRIAN CHAMBERLIN MSS - FCSD - TECH SVC HOTLINE DEALER 01075, , , USA CHANGED TO 09699, , , USA BY BCHAMB26
- REPAIR 05/25/2012 10:15AM GEORGE STAVROPOULUS MSS - FCSD - TECH SVC HOTLINE HD1 YES P0306,2 NO OK,3 YES COMRP OK,4NO ONLY P0306,5 NO KOEO NO ODDTC,6 NO KOER NO ODDTC,7 N 6 HAS INT MISS,8 YES REPAIR AS NECC OR JB4 WHICH LED NOWHERE

are Acces

RECOMM 05/25/2012 10:15AM GEORGE STAVROPOULUS MSS - FCSD - TECH SVC HOTLINE PAT,

> ADDITIONAL INFORMATION IS REQUIRED BEFORE YOUR REQUEST FOR PRIOR APPROVAL CAN BE PROCESSED. PROVIDED DIAGNOSTICS DO NOT LEAD TO A COIL ON PLUG REPLACEMENT.

WE ARE UNABLE TO ACCEPT STRESS TEST

RESULTS AS INDICATORS OF FAILED COILS ON 2006 AND NEWER VEHICLES. DUE TO THE REDESIGN OF THE IGNITION COILS STARTING AFTER THE 2006 MODEL YEAR, THE COIL STRESS TEST IS NOT AN EFFECTIVE TEST FOR THIS TYPE OF CONCERN. IF POSSIBLE PLEASE SWAP THE COIL WITH A KNOWN GOOD CYLINDER AND RETEST. IF THE COIL SWAP IS NOT CONCLUSIVE, PERFORM PC/ED PINPOINT TEST JB. LIST THE STEPS PERFORMED AS WELL AS THE RESULTS. ECPA ADDITIONAL INFORMATION NEEDED

- REPAIR 05/25/2012 10:48AM JIM MITCHELL MSS FCSD TECH SVC HOTLINE SWAP COIL 5 AND 6 INT MISFIRE MOVED TO 5
- RECOMM 05/25/2012 10:48AM JIM MITCHELL MSS FCSD TECH SVC HOTLINE PAT, BASED ON THE INFORMATION PROVIDED, THE DEALER IS APPROVED TO REPLACE THE #6 COIL ON PLUG (COP). PLEASE REFERENCE THE ONLINE WORKSHOP MANUAL FOR INSTALLATION INFORMATION.
- REPAIR 06/15/2012 02:25PM ADAM HEBERT MSS FCSD TECH SVC HOTLINE DESCRIPTION OF VEHICLE CONCERN: AFTER LONG DRIVE WHEN ACCEL RUNS ROUGH CK ENG LT COMES ON DIAGNOSTICS ALREADY COMPLETED: INSTALL IDS P0300 P0304 P0305 P0306 PARTS REPLACED: NONE NOW PREV CAT COIL PLUG AND CAC TECH'S QUESTION: HOW TO PROCEDE ALSO HAS BILLET GRILL/LOWER BUMPER INSERT IN FRONT OF CAC DTC: P0300 MODULE: PCM DTC: P0304 MODULE: PCM
- RECOMM 06/15/2012 02:25PM ADAM HEBERT MSS FCSD TECH SVC HOTLINE PATRICK, SUGGEST YOU USE HREF='HTTP://WWW.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SPUBS/ANUM Q.ASP?FLAVOR=DEALERS&SZARTICLE=12-06-04' TARGET='_BLANK'>TSB 12-06-04 TO ADDRESS THIS CONDITION. THIS TSB WILL ADDRESS THE MOISTURE CONDENSATION CONCERN IN THE CHARGE AIR COOLER SYSTEM, RESULTING IN THE

DRIVEABILITY CONCERN. PLEASE ADVISE THE CUSTOMER THAT RESTRICTIONS

OF THE CHARGE AIR COOLER ASSEMBLY CAN CAUSE CONCERNS UNDER HEAVY ACCELERATION OR TOWING. THE AIRFLOW ACROSS THE CHARGE AIR COOLER SHOULD NOT BE OBSTRUCTED. TSB 12-06-04 3.5L GTDI CALIBRATION UPDATE - VARIOUS ISSUES- BUILT ON OR BEFORE 5/24/2012

- REPAIR 06/15/2012 04:21PM DEREK KVENVOLD MSS FCSD TECH SVC HOTLINE
 A DIFFERENT DEALER DID THAT TSB ON THE 9TH AND NO NEW UPDATES ARE
 AVAILABLE I CKD AND DEFLECTOR IN PLACE
- RECOMM 06/15/2012 04:21PM DEREK KVENVOLD MSS FCSD TECH SVC HOTLINE PATRICK, PLEASE VERIFY IF YOU ARE ABLE TO DUPLICATE THE MISFIRE CONCERN RESULTING IN THE P0304, P0305, AND P0306 DTC'S. IF YOU ARE ABLE TO DUPLICATE THE MISFIRES WHEN MONITORING MODE 6 AND POWER BALANCE, PERFORM NORMAL MISFIRE DIAGNOSTICS TO HELP IDENTIFY THE ROOT CAUSE, IF ALL OF BANK 2 IS DROPPING DURING THE MISFIRE CONCERN, RECOMMEND YOU MONITOR THE VCT_DIF PIDS DURING THE EVENT OF THE CONCERN TO HELP IDENTIFY IF THERE IS POSSIBLY A LOSS OF CONTROL OF THE VCT SYSTEM LEADING TO BANK SPECIFIC MISFIRES. IF FOUND, THIS MAY BE CAUSED BY A LACK/LOSS OF OIL PRESSURE, RESTRICTION WITHIN THE SYSTEM, OR PHYSICAL COMPONENT FAILURE (VCT SOLENOID/PHASER). IF THERE IS NOT A LOSS CONTROL OF THE VCT SYSTEM DURING THE CONCERN, RECOMMEND YOU PERFORM AN EXHAUST BACK PRESSURE TEST. IF THERE IS MORE THAN 8PSI OF BACK PRESSURE FOUND WHEN PERFORMING A WOT ACCELERATION EVENT (RIGHT BEFORE THE UP SHIFT), RECOMMEND YOU REPLACE THE EXHAUST CATALYST AS NECESSARY AND RETEST. ALSO BE SURE TO THOROUGHLY INSPECT GROUND G105 AT THE REAR OF THE CYLINDER HEAD NEAR THE BELL HOUSING. MAKE SURE THIS GROUND IS CLEAN AND PROPERLY TORQUED. ALSO SWAP THE UPSTREAM UEGO SENSORS BANK TO BANK TO VERIFY THE MISFIRES DO NOT FOLLOW THE SENSOR.
- REPAIR 06/18/2012 10:29AM PHIL JACOBS MSS FCSD TECH SVC HOTLINE
 IT WILL BE HARD TO DUPLICATE CONSIDERING HE HAS ONLY HAD IT DO IT
 AFTER LONG DRIVES OF OVER 200 MILES. IT SOUNDS VERY SIMILIAR TO THE
 TSB BUT IT HAS HAD A NEW CAT CONV AND REPROG ALREADY
- RECOMM 06/18/2012 10:29AM PHIL JACOBS MSS FCSD TECH SVC HOTLINE PATRICK, IT WOULD BE RECOMMENDED TO INSTALL A VDR AT THIS TIME TO

RECORD THE CONCERN WHEN IT OCCURS. WHEN SELECTING PID'S FOR THE VDR, INCLUDE THE VCT_DIF PID'S. ALSO INCLUDE ACC_CMD, ACP_PRESS, APP%, BARO, CAC_T, CHT, DTCNT, EQ_RAT11, EQ_RAT21, ETC_ACT, ETC_DSD, FRP, GEAR, IAT, IAT2, KNOCK_1, KNOCK_2, LOAD, LONGFT1, LONGFT2, MAP (VOLTAGE AND PRESSURE), O2S11_CUR, O2S21_CUR, RPM, RUNTM, SHRTFT1, SHRTFT2, SPARKADV, TCC, TFT, TIP_PRES_V, TIP_PRS_BOOST, TIP_PRS_DSD, TP1, TP2, TURBO_UNDER, TURBO_WGATE, VSS, AS WELL AS ALL TEMPERATURE PIDS AVAILABLE (IAT, IAT2, CHT, TFT, CAC).

Download Options

ADD-ON 06/18/2012 10:29AM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE CONSULTED DAVID CHATFIELD.

Folder Number:

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Mail Report

Requester: DALBANIC

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Report Summary
Server: ECCWS686

Ford Proprietary, Private

15-Oct-2012

Retention: None



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Please click here to access this request

Additional Comments

Request Details

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Legal; Document where requested
Legal
Tanya Roquemore
313.845.5539
troquemo@ford.com
KEN WILSON FORD INC
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Repair Order (R.O) #	
Customer Name	STREET TO THE STREET OF THE STREET OF THE STREET ST
Vehicle Down?	- N/A
GCQIS Report #	
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Priority	Medium
Request description	OGC request FSE assistance needed for final repair attempt. Customer complaints are ENGINE (HESITATING/MISSING/CHECK ENG LIGHT. Must be completed by 10/24/12. Contact Tanya Roquemore at 313.845.5539 troquemo@ford.com Updated By MCOLFESC10/12/2012 03:01:00 PM
GCQIS Comments	
FSE Comments	Offering Tanya Roquemore either Weds the 17th at 10 AMorThurs the 18th at 10 AM for dealer visitUpdated ByJSAPIELA 10/15/2012 10:01:24 AMConfirmed dealer contact 10/18 Thurs at 10 AMUpdated ByJSAPIELA10/17/2012 03:40:40 PMClosing per OGC directions - Tanya Roquemore Updated ByJSAPIELA10/19/2012 11:50:06 AM
Initial Contact Date	10/15/2012
Person Contacted	Tanya Roquemore
Dealership visit planned?	Yes
Visit date, if planned	10/18/2012
Did Visit Occur?	Yes
Concern Summary for Technical Assistance Contact Report	
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Created date	10/12/2012 03:01:01 PM EST
Last Revised by	JSAPIELA
Last revised date	10/19/2012 11:50:07 AM EST
This e-mail notification has been generated by: JSAPIELA Thank you	



Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinoia, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)

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jerickson@consumerlawcenter.com



Licensed to practice Only in: Florida Illinois

August 24, 2012

VIA CERTIFIED MAIL

Ford Motor Company Customer Relationship Center 16800 Executive Plaza Drive PO Box 6248 Dearborn, MI 48126

RE: Olliver, Robert and Olliver, Marilyn v. Ford Motor Company

Vehicle:

2011 Ford F150

VIN:

1FTFX1ET4BF

Our File No .:

F120197JEA

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the federal Magnuson-Moss Warranty Act and/or the Florida Lemon Law with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

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

You are hereby notified that any settlement made with our client must include compensation for all statutory and other relief available to a consumer. If you settle directly with our client and do not make arrangements for payment of all damages, fees, and costs, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. Additionally Ford has stated that they will not be able to fix the vehicle for at least 90 days. You are hereby notified that these defects and non-conformities include, but are not limited to:

- Defective Eco-Boost, engine, and/or electrical system as evidenced by the defective PCM, replacement of the CAC Air Deflector, defective catalytic converter, defective EEC system, defective fuel pump, and the illumination of the SES light; and
- All additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

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

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

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

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

My client's repair history clearly shows there was a breach of your written warranty

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

Although it is my client's contention that you have already been provided with sufficient opportunities to repair the subject vehicle by the tendering of the vehicle to your dealers as directed in your warranty, if you are interested in performing further repairs to the vehicle, please contact me to make appropriate arrangements to do so. If I do not hear from you within ten (10) days I will presume you are uninterested in performing any further repairs to the vehicle.

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

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, please contact me. If this matter is not resolved within ten (10) days from the date of this letter, you are hereby put on notice that a lawsuit will be filed.

Sincerely,

ordan Brickson Attorney at Law

JE/df

Krohn & Moss, Ltd.

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

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Writer licensed to practice only in: Florida Illinois

August 24, 2012

VIA CERTIFIED MAIL

Ford Motor Company Customer Relationship Center 16800 Executive Plaza Drive PO Box 6248 Dearborn, MI 48126

RE: Olliver, I

v. Ford Motor Company

Vehicle:

2011 Ford F150

VIN:

1FTFX1ET4BF

Dear Sir or Madam:

Enclosed please find my client's Motor Vehicle Defect Notification. Please contact me directly as I represent the above-listed individuals in their Lemon Law action against your company. We will expect to hear from you within 10 days upon receipt of this letter to set up the Final Repair.

I look forward to hearing from you in the near future regarding my clients' arbitration hearing.

Attorney at Law

Sincerely,

JE/df

cc:

Office of the Attorney General

Lemon Law Research Unit PL-01, The Capitol

Tallahassee, FL 32399-1050

Motor Vehicle Defect Notification (Please print clearly in ink)

Pursuant to the Florida Lemon Law, Notice is given to the manufacturer as follows:

- X The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- X 3 or more repair attempts have been made to repair the same substantial defect or condition

Description of continuing defect(s) or conditions(s): <u>Defective Eco-Boost, engine, and/or electrical system as evidenced by the defective PCM, replacement of the CAC Air Deflector, defective catalytic converter, defective EEC system, defective fuel pump, and the illumination of the SES light</u>

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle make: Ford Model: F150 Year: 2011

VIN: 1FTFX1ET4BF Date of Delivery: February 02, 2012

Name and City/State of selling dealer or leasing company (if applicable) Brandon Ford (Tampa, FL)

Name and City/State of authorized service agent(s) attempting previous repairs: Brandon Ford (Tampa, FL); Auto way Ford & Lincoln (Brooksville, FL)

Consumer:

Spring Hill, FL

Home phone:

Signature:

Jordan Erickson, Attorney for the Consumer

Krohn & Moss, Ltd 10 N. Dearborn, 3rd Floor Chicago, IL 60602 (312) 578-9428 ext. 203

Date Mailed: August 24, 2012

IN THE CIRCUIT COURT IN AND FOR HERNANDO COUNTY, FLORIDA

CASE NO. CA-12-3200

Plaintiffs,	
v.	
FORD MOTOR COMPANY,	
Defendant.	

COMPLAINT AND WRITTEN DISCOVERY REQUESTS

NOW COME Plaintiffs, by and through their attorneys, KROHN & MOSS, LTD., and for their complaint against Defendant, FORD MOTOR COMPANY, allege and affirmatively state as follows:

PARTIES

- 1 Plaintiffs, 1 ("Plaintiffs"), are individuals who were at all times relevant hereto residing in the State of Florida.
- 2. Defendant, FORD MOTOR COMPANY ("Manufacturer"), is a foreign corporation authorized to do business in the State of Florida, County of Hernando, and is engaged in the manufacture, sale, and/or distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including Brandon Ford ("Seller"). Manufacturer does business in all counties of the State of Florida including Hernando County, and maintains offices in the County of Hernando, State of Florida.

JURISDICTION

This is an action seeking damages in excess of \$15,000, exclusive of attorneys' fees and court costs.

BACKGROUND

- 4. On or about February 2, 2012, Plaintiffs purchased from Seller a 2011 Ford F150 ("F150"), manufactured and distributed by Manufacturer, Vehicle Identification No. 1FTFX1ET4BF , for valuable consideration (See Copy of Sales Contract, attached hereto as Exhibit "A").
- 5. The price of the F150, including registration charges, document fees and sales tax, but excluding other collateral charges, such as bank and finance charges, totaled at least \$37,064.15.
- 6 Plaintiffs aver that as a result of the ineffective repair attempts made by Manufacturer through its authorized dealership network, the F150 cannot be utilized for personal, family and/or household use as intended by Plaintiffs at the time of acquisition.
- 7. Manufacturer engaged in an aggressive advertising and marketing campaign in order to induce Plaintiffs and other consumers to purchase its vehicles from a dealership that was authorized by Manufacturer to sell its vehicles and issue its written warranties to consumers.
- Manufacturer was in direct privity with Plaintiffs based upon its role in the sale, distribution, and repair of the subject vehicle through its authorized sales and servicing agents including Seller as evidenced by the following:

- a. Manufacturer enters into sales and servicing agreements with its authorized dealers that are located in numerous counties of this state including the county wherein this lawsuit was filed.
- Manufacturer requires its authorized dealers to display Manufacturer's logo on each authorized dealer's sign outside the dealer.
- c. Manufacturer requires its authorized dealers to display Manufacturer's logo on the uniforms of authorized dealers' service personnel.
- d. Manufacturer requires its authorized dealers to display Manufacturer's logo on the repair records that are given to authorized dealers' customers as receipts for service to their vehicles.
- e. Manufacturer requires its authorized dealers to seek authorization for performing repairs as covered by Manufacturer's warranty.
- Manufacturer makes the final decision as to whether or not repairs made to a vehicle are to be covered by Manufacturer's warranty.
- g. Manufacturer reimburses its authorized dealers for repairs covered by Manufacturer's warranty.
- h. Manufacturer requires its authorized dealers to document repairs on repair invoices in a method prescribed by Manufacturer.
- Manufacturer provides its authorized dealers with specific limitations on the amount of time its dealers may seek reimbursement for specific warranty repairs to a vehicle.

- j. Manufacturer requires its authorized dealers to provide its customers with Manufacturer's written warranty when a new vehicle is sold by Manufacturer's authorized dealer.
- k. Finally, Manufacturer supervises each and every authorized dealer through a system of zone offices that is set up to monitor dealerships located within each respective county of the State of Florida.
- Manufacturer provides its authorized dealers with repair manuals and service bulletins to repair vehicles manufactured and/or distributed by Manufacturer.
- 9. In consideration for the purchase of the F150, Manufacturer issued and supplied to Plaintiffs its written warranty, which included three (3) years or thirty-six thousand (36,000) mile bumper to bumper coverage, as well as other warranties fully outlined in the Manufacturer's New Car Warranty booklet. (See Copy of Warranty Booklet, attached hereto as Exhibit "B").
- Based on the issuance of its written warranty and its contacts with Plaintiffs as detailed as paragraphs seven (7) through nine (9) above, Manufacturer was in contractual privity with the Plaintiffs.
- 11. On or about February 2, 2012, Plaintiffs took possession of the F150 and shortly thereafter experienced the various defects listed below that substantially impair the use, value and/or safety of the F150.
- Plaintiffs delivered the F150 to Manufacturer, through its authorized dealership network, on numerous occasions.
- 13. Plaintiffs aver that the F150 has been subject to repair on at least three (3) occasions for the same defect, and that the defect remains uncorrected.

- 14. Plaintiffs brought the F150 to Seller and/or an authorized service dealer of Manufacturer for various defects and nonconformities, including but not limited to:
 - a. Defective Eco-Boost, engine, and/or electrical system as evidenced by the defective PCM, replacement of the CAC Air Deflector, defective catalytic converter, defective EEC system, defective fuel pump, and the illumination of the SES light; and
 - b. Any additional defects in the subject vehicle as reflected in the repair documents generated by Defendant's authorized dealer network and in Defendant's internal repair records for the subject vehicle.
- Plaintiffs provided Manufacturer, through its authorized dealership network,
 sufficient opportunities to repair the F150.
- 16. Manufacturer was unable to adequately repair the defects in Plaintiffs' F150 as provided in Manufacturer's warranty as there currently exists no available fix.
- The limited repair or replacement remedy contained with Manufacturer's warranty failed of its essential purpose pursuant to F.S.A. § 672.719(2) due to Manufacturer's inability to repair the F150 within a reasonable time.
- 18. Manufacturer was unable to adequately repair the defects in the F150 as provided in Manufacturer's warranty after being afforded a reasonable opportunity to cure pursuant to 15 U.S.C. § 2310(e).
- 19. Plaintiffs justifiably lost confidence in the F150's safety and/or reliability, and said defects have substantially impaired the value of the F150 to Plaintiffs.
- Said defects could not have reasonably been discovered by Plaintiffs prior to
 Plaintiffs' acceptance of the F150.

- Per the directive in Manufacturer's written warranty as described above, Manufacturer designated its authorized dealers as the entities to receive notice of defects in the F150 for purposes of performing repairs on the vehicle.
- 22. Manufacturer was further notified of the defects in Plaintiffs' vehicle as a result of Manufacturer's approval of warranty claims on the vehicle and reimbursement to its dealers of the same.
- As a result of these defects and Manufacturer's failure to timely repair the same,

 Plaintiffs notified Manufacturer of the defects in writing prior to filing this instant lawsuit.
- 24. Plaintiffs have been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its express warranty.

COUNT I BREACH OF WRITTEN WARRANTY PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT MANUFACTURER

- Plaintiffs re-allege and incorporate by reference as though fully set forth herein, paragraphs 1-24 of this Complaint.
- 26. Plaintiffs are purchasers of a consumer product who received the F150 during the duration of a written warranty period applicable to the F150 and who are entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.
- 27. Manufacturer is a person engaged in the business of making a consumer product directly available to Plaintiffs.
- 28. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

- The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiffs' Complaint in that the F150 was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).
- 30. Plaintiffs' purchase of the F150 was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the F150 to repair or replace defective parts, or take other remedial action free of charge to Plaintiffs with respect to the F150 in the event that the F150 failed to meet the specifications set forth in Manufacturer's warranty.
- 31. Manufacturer's warranty was the basis of the bargain of the contract between the Plaintiffs and Manufacturer for the sale of the F150 to Plaintiffs.
- 32. Said purchase of Plaintiffs' F150 was induced by, and Plaintiffs relied upon, Manufacturer's written warranty.
- 33. Plaintiffs have met all of their obligations and preconditions as provided in the written warranties.
- As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiffs have suffered damages and, in accordance with 15 U.S.C. § 2310(d)(1), Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief.
- 35. Plaintiffs aver that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiffs pray for judgment against Manufacturer as follows:

- Diminution in value of the vehicle, and incurred and/or needed costs of repair,
- b. All incidental and consequential damages incurred;
- Reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- d. Such other and further relief that the Court deems just and appropriate.

PLAINTIFFS DEMAND A TRIAL BY JURY

Respectfully Submitted,

Krohn & Moss, Ltd

Brent Wikgren

Krohn & Moss, Ltd

10 N Dearborn Street, 3rd Floor

Chicago, IL 60602

(312) 578-9428 Attorney for Plaintiffs

FBN: 0042911

b S

Xslightfax

111162

AutoWayo. Ford & Lincoln

WARRANTY

7200 BROAD STREET
BROOKSVILLE, FLORIDA 34801
PHONE (352) 796-3525

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AutoWayo. Ford & Lincoin 7200 BROAD STREET

WARRANTY

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AutoWayo. Ford & Lincoln

INVOICE

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YAWOTUA TE:SI 8S-90-SIOS

AutoWayo. Ford & Lincoln 7200 BROAD STREET

WARRANTY

SPRINGHILL, HOME:	(CONT:		PAGE 1 SERVICE ADVISOR:		ONALD SCH	796-3525	
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DESTRICAP 82006 ADP (04/11) SERVICL INVOICE TYPE 2 - \$120 - AUTONATION - "LIMITED WARRANTY" J. LIBERDA - SERBARY

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AutoWayo. Ford & Lincoln

INVOICE

7200 BROAD STREET BROOKSVILLE, FLORIDA 34601 PHONE (352) 796-3525

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WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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AutoWayo. Ford & Lincoln

WARRANTY

7200 BROAD STREET BROOKSVILLE, FLORIDA 34601 PHONE (352) 796-3525

SPRINGHILL, FL HOME: CONT:	PAGE 1		ONE (352) 79		
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DESIGNCAP @2006 AIN (04/11) SERVICE INVOICE TYPE 2 - SIZE - AUTONATION - "LIMITED WASSAUTY SEQUENCE SUSPENSION

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AutoWayo, Ford & Lincoln

INVOICE

7200 BROAD STREET BROOKSVILLE, FLORIDA 34601

PHONE (352) 796-3525 SPRINGHILL. FL PAGE 1 CONT: HOME: Beggir Shop Registration Number L SERVICE ADVISOR: 3258 WAYNE BONIN COLOR YEAR VIN LICENSE MILEAGE IN / OUT TAG - MAKE/MODEL 17027/17030 T97 FORD F150 PAYMENT PROD. DATE WARR. EXP. PROMISED PO NO RATE INV. DATE DEL DATE 17AUG12 17AUG12 01JAN11 DI OPTIONS: DLR:4991 ENG:3.5 Liter GTDI - RO OPENED READY 09:15 17AUG12 15:24 17AUG12 LINE OPCODE TECH TYPE HOURS T.TST NET TOTAL A C/S HERD TO THAVE ECO BOOST CKNOW ACCELERATION TRUBESTATES BAD LOSES POWER HAS TO PULL OVER MISC MISC (N/C) 2213IFEPS PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 ...,17027 ROADTEST PERFORMED EEC TEST CODES P0300, P0306. PROBLEM CAUSED ... BY WATER BUILD-UP IN CAC CONTACT HOT-LINE FORD ENGINEERING WORKING ON ,,,, PROBLEM NO REPAIR ATEMPT AT THIS TIME. **************** B C/S CK ENG LIGHT FLASHES ON OFF NOT ON NOW MISC MISC The state of the s (N/C) **2213IFEPS** PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 ,,,17027 RELATED TO REPAIR #1. Multi Point Inspection not completed this visit. MULTI-N Multi Point Inspection not completed this visit. (N/C) 22131FEPS 6787IFEPS (N/C) GTIRL TIRES IN GOOD CONDITION (N/C)2213IFEPS GBATT HATTERY CONDITION GOOD AT THIS TIME 2213IFEPS (N/C) GBK BRAKES IN GOOD CONDITION 2213IFEPS (N/C) 0.00 LABOR: 0.00 OTHER: PARTS: 0.00 TOTAL LINE C: 0..00 ************* By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Duo.

If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time sleatronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debting your account, so long as the amount corresponds to the amount on this invoice, in the event your check or EFT is returned unpoid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law. *SHOP SUPPLY COSTS: We have added a charge enough to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the People (Total: This charge will not exceed 658.95. This charge will not exceed 649.95. This charge supplies and waste rilapsel. The \$1840 or For feet waste from the motor valide requires 6.41.00 fee to be collected for auch now the sold in the state 1s.403.7181, and a \$1.50 fee to be collected for each new or remainfulcation collected for each new or remainfulcation collected for each new or remainfulcation (a.403.7181). TOTALS DESCRIPTION LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC, CHARGES 0.00 TOTAL CHARGES load-acid bat [s. 403.7185]. 0.00 LESS INSURANCE ALL PARTS ARE NEW UNLESS 0.00 OTHERWISE INDICATED. SALES TAX 0.00 CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE PLEASE PAY THIS AMOUNT

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

DEARCAR \$2006 ADP (04/11) SERVICE INVOICE TYPE 2 - SIZC - AUTONATION - "LIMITED WARHALLY FILED A POBON

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AutoWayo. Ford & Lincoln 7200 BROAD STREET

WARRANTY

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YAWOTUA 20:21 32-90-S10S

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Wednesday, July 25, 20	12							113693
Advisor	Mileage	RO Status	Total T Hours	Tech	Warranty Total	Cust	Int Total	Misc Total
3840 (SCHUMAKER,DONALD)	13586	CLOSED	1.70		438.72	0.00	28.00	0.00
1 120604B WF CK DTC' INST CAC AIR DEFLEC 438.72) 2 MULTI-N CF MULTI PO	T TSB 12	6-4 (Tech	1356,	2 *W52 3 CL3Z	*5E212*E 0514*S440 *19E672*A 1281*S300	Parts CONVERTER A NUT - ADJUS DEFLECTOR - PIN - TRIM	TING SCRE	321.97 W 10.92 11.95
COMPLETED THIS VIS 3 GTIRE CF TIRES IN G 1356, 0) 4 GBK CF BRAKES IN G 1356, 0)	OOD CON	NOITION (1		5 *PH56 6 5W30	365 L	OIL FILTR MOTOR OIL Total:		2.00 12.00 360.84
5 GBATT CF BATTERY C TIME (Tech 1356, 0) 6 VCPTR IFXV PERFORI AND TIRE ROTATION	VCP LUE	E, OIL, F			i			

Wednesday, May 30, 20	12					112278
Advisor	Mileage RO Status	Total Tech Hours	Warranty Total	Cust	Int Total	Misc Total
3840 (SCHUMAKER,DONALD)	10272 CLOSED	0.40	35.61	0.00	0.00	0.00
Sei	rvices		11 14450	Parts	mireconnile on	Section Assessment
PCM TSB 12-2-10 (Tec 2 MULTI-A CF CUSTOME MULTI POINT INSPEC VISIT. (Tech 3568, 0) 3 GTIRE CF TIRES IN GC 3568, 0) 4 GBK CF BRAKES IN GC 3568, 0) 5 GBATT CF BATTERY CC TIME (Tech 3568, 0)	R REQUESTED TO TION PERFORMED DOD CONDITION (DOD CONDITION (THIS Tech Tech				

Friday, May 25, 2012				112200
Advisor Mileage RO Status Total Tech i	lours Warrant	y Total Cust To	tal Int Tot	al Misc Total
3713 (BENDER, JACK) 9141 CLOSED 0.70	0.00	0.00	28.00	0.00
Services	W	Parts		
1 VCPTR IFXV PERFORM VCP LUBE, OIL, FILTER	1 *PH500*	OIL FILTR		2.00
AND TIRE ROTATION (Tech 5150, 28)	2 5W20	5W20 MOTOR	OIL	12.00
2 MULTI-A CF CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT. (Tech 5150, 0)		Total:		14.0
3 GTIRE CF TIRES IN GOOD CONDITION (Tech 5150, 0)		(%) (0)		
4 GBK CF BRAKES IN GOOD CONDITION (Tech 5150, 0)				
5 GBATT CF BATTERY CONDITION GOOD AT THIS TIME (Tech 5150, 0)				

http://autonation.xtime.com/panama/business/customer/postROHistory.do?VIN=1FTFX1E... 8/13/2012

Xtime Page 2 of 2

Friday, April 20, 2012 Advisor	Milea	RO Status	Total Tech Hours	Warranty Total	Cust	Int Total	111162 Misc Total
3840 (SCHUMAKER,DONALD)	7362	CLOSED	1.50	133.55	0.00	0.00	0.00
1 12650D WF REC SYST TEST) - L (Tech 1356, 2 1 12650D80 WF PID RE L (Tech 1356, 8.9) 3 12650D81 WF PID RE WITH ROAD TEST - L 4 9350B WF FUEL PUMI YEHICLE - DIAGNOSI L (Tech 1356, 53.42) 5 12650D47 WF RELAT. COMPRESSION/POWI (Tech 1356, 8.9) 6 MULTI-N CF MULTI PC COMPLETED THIS VIS 5 GTIRE CF TIRES IN GG 1356, 0)	CORDER (Tech 13: P PRESSI S (9350) IVE ER BALA DINT IN:	/MONITOI //MONITOI 56, 44.52) URE TEST //9A407/9H NCE - TEST SPECTION 1 1356, 0)	R TEST - R TEST ON H307) -	2	Parts		2)

Saturday, March 31, 2012 Advisor Mileage RO Status Total Tech	Hours Warran	ty Total Cust Tota	I Int Tot	110523
3258 (BONIN, WAYNE) 3722 CLOSED 0.70	0.00	133.13	28.00	0.00
Services	72.0	Parts		
1 VCP245 CFFV VCP MAINTENANCE PACKAGE	1 *PH500*	OIL FILTR		2.00
\$125.00 (Tech 5242, 125)	2 5W20	5W20 MOTOR O	IL	0.00
2 VCPTR IFXV PERFORM VCP LUBE, OIL, FILTER	3 SW30	MOTOR OIL		12.00
AND TIRE ROTATION (Toch 5242, 28) 3 MULTI-A CF CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT. (Tech 5242, 0)		Total:		14.0
4 GTIRE CF TIRES IN GOOD CONDITION (Tech 5242, 0)				
5 GBATT CF BATTERY CONDITION GOOD AT THIS TIME (Tech 5242, 0)				
6 GBK CF BRAKES IN GOOD CONDITION (Tech 5242, 0)				

http://autonation.xtime.com/panama/business/customer/postROHistory.do?VIN=1FTFX1E... 8/13/2012

1114

Server: AWS Prod

Claims loaded through: 24-SEP-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 25-SEP-12

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL	TIS	WCC	PREF	BASE	SUFF	VRT	VRT ROW	VFG	ccc
IFTFX1ET4BFD	6	T/F6	F	T/BD	T/AM	T/E	AF	T/C3	T/KW	07-OCT- 2011	02-FEB- 2012	124222	USA	3	2G04		DIAG		F04	SII	V52	D36
AWS Claim Key:	3334871	Doc #:	111162A	Č.	Trx Code:		2	Labor Hr	s:	1.5	Labor Cost		133.55	Mat	erial C	nst.	0	Total	Cost:	133.55		
Dlr Cd-Sub Cd:	04991-*	Name:	AUTOW	AY FORD	AND LINCOL	N	Ph:	352-79635	25	St: FL	Ctry Cd:	USA	Reg Cd:		NA		Date: 20-APR-		Cost.	DIST(M	ile)-736	,
Cust Comments:	C.S UND	ER A LOA	D AT TIM	ES. VEHICL	E LOOSES P	OWER ON	AND OFFF T	HE GAS AN	D VEHICI	E PICKS PO	WER BACK U						Dancies / II IC			Diortin	nej.130.	-
Tech Comments:	KOEO KOEO KOEO KOEO	OER KOEG CE, NO ISS	O, NO COD UES FOUR	ES PRESEN D, CUSTO	NT, MONITO MER TO RET	RED PIDS, T URN IF CON	EST DROVE NCERN IS PE	AND MON	ITORED P	IDS, NO ISSU	JES FOUND,	TEST DROVE V	VITH CUSTO	MER,	NO ISS	SUES FO	OUND, FUEL	SYSTE	M TEST	POWER		
FTFX1ET4BFD	F6	T/F6	F	T/BD	T/AM	T/E	AF	T/C3	T/KW	07-OCT- 2011	02-FEB- 2012	124222	USA	4	2G05		RECALEM		F04	S11	V29	E29
AWS Claim Key:	3858616	Doc #:	112278A	i.	Trx Code:		S07	Labor Hr	s:	4	Labor Cost	:	35.61	Mate	rial C	ost:	0	Total	Cost:	35.61		
			ALITYMIA	ANTOND	1 m 1 m 100	**	Ph:	352-79635	25	St: FL	Ctry Cd:	USA	Reg Cd:		NA	Rene I	Date:29-MAY	2012		DIST(M	ile):1027	72
Olr Cd-Sub Cd:	04991-*	Name:	AUTOW	AY FORD	AND LINCOL	.1	ra:	225 12023	40	O4. 1 P						recht r	Dure To LAILY					
Cust Comments:	C,S SES I	JIGHT ON	NO POWE	R							•			2014					on 10 0			
Cust Comments:	C,S SES I	LIGHT ON M EEC TE	NO POWE	CODES PO		16 PERFOR	M POWER B	ALANCE TE	EST COUL	D NOT VERI	02-FEB-	N. PERFORM C			22225	WHICH	REFERS YO	U TO T		10 REPROC		
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Cust Comments: Fech Comments: FTFX1ET4BFD LWS Claim Key:	C,S SES I PERFORI PCM AS	LIGHT ON M EEC TES PER TSB A T/F6 Doc #:	NO POWE ST FOUND AND RETU F	CODES PORN TO CUS	304 AND POS STOMER PEN T/AM Tra Code:	16 PERFORI IDING A RE	M POWER B PAIR PROCE AF \$07	ALANCE TE EDURE FRO T/C3 Labor Hrs	EST COUL M FORD T/KW	07-OCT- 2011	02-FEB- 2012 Labor Cost:	N. PERFORM C	USA 91.88	6 Mate	4C03	WHICH BL3Z	5E212 345.84	E Total	F04	S11 437.72	V29	E29
Cust Comments: Fech Comments: FTFX1ET4BFD AWS Claim Key: DIr Cd-Sub Cd:	C,S SES I PERFORI PCM AS F6 4157495 04991-4	T/F6 Doc #: Name:	F 113693A AUTOW	CODES PORN TO CUS	304 AND PO3 STOMER PEN T/AM Tra Code: AND LINCOL	16 PERFORI IDING A RE T/E	M POWER B PAIR PROCE AF S07 Ph:	ALANCE TE EDURE FRO T/C3 Labor Hrs 352-79635	EST COUL M FORD T/KW	D NOT VERI	02-FEB- 2012	N. PERFORM 0	usa	6 Mate	4C03	WHICH BL3Z	REFERS YO	E Total	F04	IO REPROC	V29	E29
Olr Cd-Sub Cd: Cust Comments: Feth Comments: FIFX1ET4BFD AWS Claim Key: Olr Cd-Sub Cd: Cust Comments: Feth Comments:	F6 4157495 04991-* C S SES L RETRIEV	T/F6 Doc #: Name: LIGHT ON	F 113693A AUTOW LOOSES F	T/BD AY FORD A OWER AFT 300, P0304,	1304 AND P03 STOMER PEN T/AM Trx Code: AND LINCOL	T/E N NING OR A	AF S07 Ph:	ALANCE TE EDURE FRO T/C3 Labor Hrs 352-79635 IILES.	EST COUL M FORD T/KW s: 25	07-OCT- 2011 1 St: FL	02-FEB- 2012 Labor Cost: Ctry Cd:	N. PERFORM C	USA 91.88 Reg Cd:	6 Mate	4C03 rial Co	BL3Z ost: Repr E	5E212 345.84 Date:10-JUL-2	E Total	F04 Cost:	S11 437.72 DIST(Mi	V29 ile):1358	E29 I
Cust Comments: FEET XIET 4BFD AWS Claim Key: Olr Cd-Sub Cd: Cust Comments:	F6 4157495 04991-* C S SES L RETRIEV	T/F6 Doc #: Name: LIGHT ON	F 113693A AUTOW LOOSES F P0430, P0	T/BD AY FORD A OWER AFT 300, P0304,	1304 AND P03 STOMER PEN T/AM Trx Code: AND LINCOL	T/E N NING OR A	AF S07 Ph:	ALANCE TE EDURE FRO T/C3 Labor Hrs 352-79635 IILES.	EST COUL M FORD T/KW s: 25	07-OCT- 2011 1 St: FL	02-FEB- 2012 Labor Cost: Ctry Cd:	N. PERFORM O	USA 91.88 Reg Cd:	6 Mate	4C03 rial Co NA	BL3Z ost: Repr E	SE212 345.84 Date:10-JUL-2	E Total	F04 Cost:	S11 437.72 DIST(Mi	V29 (ile):1358	E29
Cust Comments: FIFX1ET4BFD WS Claim Key: Ir Cd-Sub Cd: ust Comments: ech Comments:	F6 4157495 04991-* C S SES L RETRIEV TEST DR	T/F6 Doc #: Name: LIGHT ON T/F6 Doc #: Name: LIGHT ON TED DTCS, OVE AND	F 113693A AUTOW LOOSES F P0430, P0 VERIFIEL	T/BD AY FORD A OWER AFT BOO, P0304, O REPAIR	T/AM Trx Code: AND LINCOL TER SHR RUI P0305, P0306	T/E N NING OR A CHECKED	AF S07 Ph: AFTER 175 M OASIS AND	ALANCE TREDURE FRO T/C3 Labor Hr: 352-79635 ILES. FOUND TS	T/KW S: 25 B 12 06 04	07-OCT- 2011 1 St: FL REPLACED	02-FEB- 2012 Labor Cost: Ctry Cd: THE LEFT CA	N. PERFORM O	USA 91.88 Reg Cd:	6 Mate	4C03 rial Co NA	BL3Z ost: Repr E	SE212 345.84 Date:10-JUL-2	E Total 2012 THE PCM	F04 Cost: A AS PE	S11 437.72 DIST(Mi R TSB 1206	V29 (ile):1358	E29
Cust Comments: FEFX1ET4BFD WS Claim Key: For Cd-Sub Cd: Cust Comments: Feech Comments:	C,S SES I PERFORI PCM AS I F6 4457495 04991-* C S SES I RETRIEEV TEST DR	T/F6 Doc #: Name: LIGHT ON TOTAL TO	F 113693A AUTOW VERIFIEL	T/BD AY FORD A OWER AFT 300, P0304, REPAIR	T/AM Trx Code: AND LINCOL TER SHR RUT P0305, P0306	16 PERFORI DING A RE T/E N NNING OR A CHECKED	AF S07 Ph: FTER 175 M OASIS AND	ALANCE TI EDURE FRO T/C3 Labor Hrs 352-79635 IILES. FOUND TS	T/KW s: 25 B 12 06 04 T/KW	07-OCT- 2011 1 St: FL REPLACED	02-FEB- 2012 Labor Cost: Ctry Cd: THE LEFT CA	N. PERFORM O	USA 91.88 Reg Cd: D CAC AIR DI	6 Mate EFLEC 8 Mate	4C03 rial Co NA TTOR F	BL3Z SEPROCE BL3Z Sst:	5E212 345.84 Date:10-JUL-2 GRAMMED T 6K775 223.23	E Total 2012 THE PCM B Total	F04 Cost: A AS PE	S11 437.72 DIST(Mi R TSB 1206	V29 ile):1358 504 V52	E29 86
Cust Comments: FEETALET4BED WS Claim Key: Out Cd-Sub Cd: Cust Comments: FEETALET4BED WS Claim Key:	C,S SES I PERFORI PCM AS. F6 4457495 04991-* C S SES I RETRIEV TEST DR 76 4916173 04991-*	T/F6 Doc #: Name: LIGHT ON T/F6 Doc #: Name: LIGHT ON T/F6 Doc #: Name: Name:	F 115434A AUTOW	T/BD AY FORD AY	T/AM Trx Code: AND LINCOL TER SHR RUI P0305, P0306 T/AM Trx Code:	16 PERFORI DING A RE T/E N NNING OR A , CHECKED	AF S07 Ph: AF S07 Ph: AF S07 Ph: AF S07 Ph:	ALANCE TI EDURE FRO T/C3 Labor Hr: 352-79635 ILES. FOUND TS T/C3 Labor Hr: 352-79635	T/KW 8: 25 T/KW	D NOT VERI 07-OCT- 2011 1 St: FL REPLACED 07-OCT- 2011 7 St: FL	02-FEB- 2012 Labor Cost: Ctry Cd: THE LEFT CA	N. PERFORM O	USA 91.88 Reg Cd: D CAC AIR DI USA 64.32	6 Mate EFLEC 8 Mate	4C03 rial Co NA TTOR F	BL3Z SEPROCE BL3Z SSt:	5E212 345.84 Date:10-JUL-2 GRAMMED T	E Total 2012 THE PCM B Total	F04 Cost: A AS PE	S11 437.72 DIST(Mi R TSB 1206	V29 ile):1358 504 V52	E29

Any comments? You can contact

All Action Details for Issue

Print

VIN: 1FTEY1ET4RE Year: 2011 Model: Case: 346021872

Name: Owner Status: Original WSD: 2012-02-02

Symptom Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP Primary Phone:

Reason Desc: EXECUTIVE LIAISON - EXECUTIVE REFERRAL

Secondary Phone:

Issue Type: 12 EXECUTIVE LIAISON Issue Status: UPDATE

Action: CASE ASSIGNED

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: EXECUTIVE

LIAISON

Odometer: 14000 MI COMMENT Type: INBOUND

CUSTOMER EMAIL

Analyst Name: TANSIL-MARSHALL

Analyst: RTANSIL

(RTANSIL),ROBIN Action Date: 08/21/2012

Action Time: 18.10.38.585

Action Data: Yes

Comments CASE ASSIGNED.

Data Element Name Data Value

 DATE RECEIVED
 08-21-2012

 DATE ASSIGNED
 08-22-2012

 ASSIGNED BY
 RTANSIL

 CLOSING DUE? (YES/NO)
 NO

SOURCE CZUBAY KENNETH

ASSIGNED TO LARLEDGE

Action: OUTBOUND CALL TO CUSTOMER

......

Dealer: 04991 AUTOWAY FORD AND LINCOLN Origin Desc: EXECUTIVE LIAISON

Odometer: 14000 MI Comm Type: PHONE Analyst Name: ARLEDGE LYNN Analyst: LARLEDGE

Action Date: 08/24/2012 Action Time: 17.32.22.357 Action Data: No

Comments **EXECUTIVE REFERRAL - CZUBAY****CUSTOMER SAYS HIS VEHICLE INTERMITTENTLY LOSES POWER. THE CUSTOMER SAYS HIS DEALERSHIP SAYS FORD IS AWARE OF THE ISSUE AND THEY ARE CURRENTLY WORKING TO ADDRESS IT, HOWEVER THE CUSTOMER NO LONGER FEELS SAFE IN THE VEHICLE AND IS SEEKING A REPLACEMENT. **CUSTOMER ALSO SAYS HE HAS RETAINED AN ATTORNEY, BUT WILL ALLOW EL TIME TO REVIEW THE ISSUE FURTHER FOR HIM BEFORE PROCEEDING WITH A SUIT. **EL ADVISED THE CUSTOMER WE WILL REVIEW THE ISSUE AND CONTACT HIM BACK. EL TO CONTACT THE CUSTOMER 8/28.

Ford Confidential

All Action Details for Issue

Print

VIN: 1FTFX1ET4BF Name:

Year: 2011 Owner Status: Original WSD: 2012-02-02

Model:

Case:

Symptom Desc: INDICATOR CHECK ENGINE

Primary Phone:

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

Secondary Phone:

Issue Type: 04 REGION

Initial Customer Contact: 07/06/2012

Action: TIER II ESCALATION - CUSTOMER PERCEIVES MULTIPLE REPAIR

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: US CONCERN

CASE BASE

Odometer: 12400 MI Analyst Name: MOORE-WILSON Comm Type: PHONE

(TMOOREW1), TAMMY

Analyst: TMOOREW1

Action Time:

Action Data: Yes

Action Date: 07/05/2012 09.36.38.014

Comments CUSTOMER SAID: =ISSUE WITH THE MOTOR AND WAS ADV BY DLR THAT FORD IS AWARE=CHECK ENGINE LIGHT IS BLINKING=WHEN ACCELERATING THE VEH BOGS DOWN AND LOOSES POWER AND MISSFIRING=VEH HAS BEEN INTO DLR SEVERAL TIMES FOR THE ISSUE=FORD RECOMMENDS DLR RECALIBRATE AND NO OTHER REPAIR RECOMMENDATIONS=DLR FINALLY ABLE TO GET A CODE AND WAS ADV BY FORD NOT TO REPAIR=FORD KNOWS OF THE ISSUE =WORKING WITH DON IN SERVICEAUTOWAY FORD AND LINCOLN SCHEDULE SERVICE 7200 SOUTH BROAD STREETBROOKSVILLE FL 34601(877) 600-9103CRC 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 VEHICLEBEST DAY # - ANYTIME

> Data Element Name Data Value

ESTIMATED COST OF REPAIR: 0

Action: CREATE FOLLOW UP

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 12400 MI

Comm Type: PHONE

Analyst Name: SAPORITA, JEAN

Analyst: JSAPORIT

Action Date: 07/06/2012

Action Time: 13.18.08.234

Action Data: Yes

Comments == CSM JSAPORITA EXT 7727== INITIAL CASE CONTACT=ALL APPROPRIATE RESOURCES HAVE ALREADY BEEN REVIEWED=RESOURCES INCLUDE OASIS. CUDL HISTORICS, GCQIS, LTV AND AWS==NO ESP, NO RECALLS, RELATED WARRANTY HISTORY 4-20-2012 AT 7362 MILES FOR LOSS OF POWER, 5-29-2012 AT 10272 FOR SES LIGHT AND NO POWER, NO HOTLINE CONTACT, NO CUDL HISTORY, WSD 2-2-2012, MILEAGE 12400 I NEED TO

https://web.cudl.dealerconnection.com/Issues/CuDLIssueActionsAllPrint.as... 8/29/2012

ADVISE YOU THAT THIS CALL IS RECORDED FOR QUALITY ASSURANCE == PROVIDE CASE NUMBER==CSM JSAPORITA EXT 77727- == OBC TO DEALER SPOKE TO DON S/A==S/A ADVISING VEH HAS LOSS OF POWER==S/A ADVISING CUST WAS GOING ON VAC BUT HAS NOT HEARD FROM CUST==CSM ADVISING WILL CONTACT CUST FOR MORE INFO==CSM JSAPORITA EXT 77727== OBC TO CUSTOMER= SPOKE TO SPO

Data Element Name	Data Value				
DATE OF FOLLOW UP:	07-09-2012				
TIME OF FOLLOW UP (HH:MM):	18:00				

Action: CREATE FOLLOW UP

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 12400 MI Analyst Name:

Comm Type: PHONE

SAPORITA.JEAN

Analyst: JSAPORIT

Action Date: 07/09/2012

Action Time: 14.27.12.160

Action Data: Yes

Comments ==CSM JSAPORITA EXT 77727- == OBC TO DEALER SPOKE TO MIKE S/M==CSM ADVISING OF CUST CONCERN==CSM ADVISING TSB 12-6-4 NEEDS TO BE PERFORMED ON CUST VEH==CSM ADVISING OF DAY CUST CAN BRING VEH TO DEALER==S/M ADVISING CUST CAN BRING ANY DAY==CSM JSAPORITA EXT 77727== OBC TO CUSTOMER==SPOKE TO MR. OLLIVER==CSM ADVISING FOLLOWING UP WITH CUST ON VEH==CSM ADVISING SPOKE WITH S/M AND CUST CAN BRING VEH ANY DAY THIS WEEK TO HAVE TSB PERFORMED ON VEH==CSM ADVISING HAVE DEALER DOING SOME ADDITIONAL RESEARCH ON SPOUSES VEH==CSM ADVISING BEST DAY FOR CUST TO BRING VEH TO DEALER==CUST ADVISING SAT==CSM ADVISING WILL FOLLOW UP WITH CUST ON MONDAY 7/16

Data Element Name	Data Value
***************************************	***************************************
DATE OF FOLLOW UP:	07-16-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CREATE FOLLOW UP

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 12400 MI

Comm Type: PHONE

Analyst Name:

Analyst: JSAPORIT

SAPORITA, JEAN

Action Time:

Action Date: 07/16/2012

13.19.42.850

Action Data: Yes

Comments == CSM JSAPORITA EXT 77727- == OBC TO DEALER SPOKE TO DON S/A== CSM
ADVISING IF CUST BROUGHT VEH IN== S/A ADVISING CUST BROUGHT VEH IN HAVE
DEFLECTOR PLATE ON ORDER== CSM JSAPORITA EXT 77727== OBC TO CUSTOMER== CUST ADVISING BROUGHT VEH TO DEALER AND PARTS
ARE ON ORDER=- CSM ADVISING GLAD TO HEAR-- CSM ADVISING DID NOT FORCET AROUT

ARE ON ORDER==CSM ADVISING GLAD TO HEAR==CSM ADVISING DID NOT FORGET ABOUT SPOUSE VEH==CSM ADVISING TO ADDRESS ONE VEH AT A TIME==CUST ADVISING IF CSM WILL PROVIDE CUST WITH A ESP ON SPOUSE VEH DUE TO ALL THE ISSUE WITH SYNC==CSM ADVISING WILL PROVIDE FUSION WITH ESP==CSM ADVISING WILL SEND E-MAIL FOR CUST TO REVIEW==CSM ADVISING WILL FOLLOW UP WITH CUST ON FRIDAY 7/20

Data	Element	Name
------	---------	------

Data Value

DATE OF FOLLOW UP:

07-20-2012

TIME OF FOLLOW UP (HH:MM):

18:00

Action: CREATE FOLLOW UP

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS

TEĂM

Odometer: 12400 MI

Comm Type: PHONE

Analyst Name: SAPORITA, JEAN

Analyst: JSAPORIT

Action Date: 07/20/2012

Action Time: 09.08.45.493

Action Data: Yes

Comments == CSM JSAPORITA EXT 77727== OBC TO CUSTOMER= L/M FOR CUST ADVISING FOLLOWING UP WITH CUST ON VEH== CSM PROVIDED CONTACT INFO FOR CUST TO RETURN CALL== CSM ADVISING FOLLOW UP FOR WED 7/25

Data Element Name

Data Value

DATE OF FOLLOW UP:

07-25-2012

TIME OF FOLLOW UP (HH:MM):

18:00

Action: CONCERN ADDRESSED

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 12400 MI

Comm Type: PHONE

Analyst Name: SAPORITA, JEAN

Analyst: JSAPORIT

Action Date: 07/25/2012

Action Time:

16.45.14.230

Action Data: Yes

Comments == CSM JSAPORITA EXT 77727== OBC TO CUSTOMER==

SPOKE WITH

ECSM ADVISING FOLLOWING UP WITH VEH==CUST ADVISING THE VEH IS RUNNING FINE==CUST ADVISING WENT THROUGH A RAINSTORM AND THE VEH RAN GOOD==CUST ADVISING HEADING TO TENNESSEE IN A COUPLE OF WEEKS WILL SEND CSM UPDATE THROUGH EMAIL WITH VEH==CSM ADVISING BEST DAY FOR SPOUSE'S VEH TO GET TO DEALER ==CUST ADVISING IF UPDATE WILL BE COMING OUT FOR THE BACKGROUND NOISE==CSM ADVISING UPDATE WILL BE COMING OUT END OF THIRD QUARTER OR 4TH==CUST ADVISING WOULD LIKE TO WAIT FOR THE UPDATE TO COME OUT==CSM ADVISING THAT WILL BE FINE==CSM ADVISING IF ISSUE WITH EITHER VEH TO CONTACT CSM==CSM ADVISING CASE SINCE ISSUES HAVE BEEN ADDRESSED==NO FURTHER ACTION REQUIRED==CASE CLOSED

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	 98
	N
	N
	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)	V
NONE OF THE ABOVE (Y/N)	Y

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Case:

All Action Details for Issue

VIN: 1FTFX1ET4BF Year: 2011

Name: Owner Status: Original Symptom Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP

Reason Desc: DRP-VEHICLE REPURCHASE REQUEST

Issue Type: 06 BBB AUTO LINE/DACO Issue Status: OPEN

WSD: 2012-02-02

Action Data: No

Model:

Primary Phone: Secondary Phone:

Action: OPEN - PENDING ELIGIBILITY

Dealer: 04991 AUTOWAY FORD AND LINCOLN Origin Desc: BETTER BUSINESS BUREAU Comm Type: MAIL

Odometer: 18115 MI

Analyst Name: COSTELLO, MATT Analyst: M-COSTE3

Action Date: 09/18/2012 Action Time: 16.05.23.944

ONLY. PROBLEMS: ELECTRICAL ENGINE ECOBOOST, FUEL SYSTEM, ENGINE.

Action: OPEN - CABBB CASE ELIGIBLE

Dealer: 04991 AUTOWAY FORD AND LINCOLN Origin Desc: BETTER BUSINESS BUREAU Comm Type: MAIL

Comments NEW CASE: FRD1228672. REPRESENTED BY BRENT WIKGREN OF KROHN & MOSS, LTD - FLORIDA

Odometer: 18115 MI Analyst Name: COSTELLO, MATT

Analyst: M-COSTE3

Action Date: 09/18/2012 Action Time: 21.05.13.636 Action Data: No

Comments OPEN - CABBB CASE ELIGIBLE

Action: FIELD E-MAIL SENT - DRP

Origin Desc: CONSUMER AFFAIRS-DISPUTE Dealer: 04991 AUTOWAY FORD AND LINCOLN

RESOLUTION PROGRAM

Odometer: 18115 MI

Analyst Name: COSTA (LCOSTA21), LOUIS

Comm Type: OTHER Analyst: LCOSTA21

Action Date: 09/21/2012

Action Time: 11.10.24.927

Action Data: No

Comments DRS LOU COSTA ---- TFOAM ID 20089067 --- DLR REPORT REQUEST SENT TO SM TOM PASQUALE

Action: MANUFACTURER SETTLEMENT OFFER SENT TO BBB

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: CONSUMER AFFAIRS-DISPUTE

Origin Desc: BETTER BUSINESS BUREAU

RESOLUTION PROGRAM

Odometer: 18115 MI Analyst Name: COSTA Comm Type: OTHER Analyst: LCOSTA21

(LCOSTA21), LOUIS Action Date: 09/21/2012

Action Time: 11.11.40.700

Action Data: No

Comments DRS LOU COSTA ---- SENT BBB SETTLEMENT OFFER OF FSE INSPECTION/REPAIR AND 5/75 PREMIUM CARE ESP UPON CUSTOMER SATISFACTION WITH OUTCOME

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 04991 AUTOWAY FORD AND LINCOLN Odometer: 18115 MI

Analyst Name: COSTELLO, MATT

Comm Type: MAIL Analyst: M-COSTE3

Action Date: 09/21/2012

Action Time: 16.05.10.954

Action Data: No

https://web.cudl.dealerconnection.com/Issues/CuDI IssueActionsAllPrint.asn?Action=Acti

9/25/2012

Comments HEARING SCHEDULED ON 10/02/12 AT NO INSPECT

Action: DOCUMENT ADDITIONAL INFORMATION Dealer: 04991 AUTOWAY FORD AND LINCOLN

Odometer: 18115 MI Analyst Name: COSTELLO, MATT Action Date: 09/21/2012 Comm Type: MAIL Analyst: M-COSTE3

Action Time: 16.05.16.651

Origin Desc: BETTER BUSINESS BUREAU

Action Data: No

Comments HEARING SCHEDULED ON 10/02/12 AT NO INSPECT

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VIN: 1FTEX1FT4BE

Year: 2011

Name:

Owner Status: Original

Model: F-SERIES Case: WSD: 2012-02-02

Symptom Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP

Primary Phone: Secondary Phone:

Reason Desc: DRP-VEHICLE REPURCHASE REQUEST

Issue Type: 06 BBB AUTO LINE/DACO

Issue Status: CLOSED

Action: OPEN - PENDING ELIGIBILITY

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 18115 MI Analyst Name: COSTELLO, MATT

Comm Type: MAIL

Analyst: M-COSTE3

Action Data: No

Action Date: 09/18/2012

Action Time: 16.05.23.944

Comments NEW CASE: FRD1228672. REPRESENTED BY BRENT WIKGREN OF KROHN & MOSS, LTD - FLORIDA

ONLY. PROBLEMS: ELECTRICAL ENGINE ECOBOOST, FUEL SYSTEM, ENGINE.

Action: OPEN - CABBB CASE ELIGIBLE

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 18115 MI Analyst Name: COSTELLO, MATT Comm Type: MAIL

Action Date: 09/18/2012

Analyst: M-COSTE3 Action Time: 21.05.13.636

Action Data: No

Comments OPEN - CABBB CASE ELIGIBLE

Action: FIELD E-MAIL SENT - DRP

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: CONSUMER AFFAIRS-DISPUTE

RESOLUTION PROGRAM

Odometer: 18115 MI

Comm Type: OTHER

Analyst Name: COSTA (LCOSTA21), LOUIS

Analyst: LCOSTA21

Action Date: 09/21/2012

Action Time: 11.10.24.927

Action Data: No

Comments DRS LOU COSTA --- TFOAM ID 20089067 --- DLR REPORT REQUEST SENT TO SM TOM PASQUALE

Action: MANUFACTURER SETTLEMENT OFFER SENT TO BBB

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: CONSUMER AFFAIRS-DISPUTE

RESOLUTION PROGRAM

Odometer: 18115 MI

Comm Type: OTHER

Analyst Name: COSTA (LCOSTA21), LOUIS

Analyst: LCOSTA21

Action Date: 09/21/2012

Action Time: 11.11.40.700

Action Data: No

Comments DRS LOU COSTA --- SENT BBB SETTLEMENT OFFER OF FSE INSPECTION/REPAIR AND 5/75 PREMIUM CARE ESP UPON CUSTOMER SATISFACTION WITH OUTCOME

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 18115 MI Analyst Name: COSTELLO, MATT

Comm Type: MAIL Analyst: M-COSTE3

Action Date: 09/21/2012

Action Time: 16.05.10.954

Action Data: No

Comments HEARING SCHEDULED ON 10/02/12 AT NO INSPECT

Action: DOCUMENT ADDITIONAL INFORMATION Dealer: 04991 AUTOWAY FORD AND LINCOLN

Odometer: 18115 MI

Comm Type: MAIL

Origin Desc: BETTER BUSINESS BUREAU

Analyst Name: COSTELLO, MATT

Action Date: 09/21/2012

Analyst: M-COSTE3

Action Time: 16.05.16.651

Action Data: No

Comments HEARING SCHEDULED ON 10/02/12 AT NO INSPECT

Action: COMPANY REPORT SUBMITTED

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: CONSUMER AFFAIRS-DISPUTE

RESOLUTION PROGRAM

Odometer: 18115 MI Analyst Name: COSTA

Comm Type: OTHER

Analyst: LCOSTA21

(LCOSTA21), LOUIS

Action Time:

Action Date: 09/25/2012

13.57.51.156

Action Data: Yes

Comments DRS LOU COSTA --- MRF SUBMITTED TO TL FOR REVIEW THEN FAXED TO BBB

Data Element Name

Data Value

CUSTOMER CONTACTED BY FORD

NO NO

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

Action: ARBITRATION-AWA DRS SPENDING

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: CONSUMER AFFAIRS-DISPUTE

RESOLUTION PROGRAM

Odometer: 18115 MI Analyst Name: COSTA Comm Type: OTHER

(LCOSTA21), LOUIS

Analyst: LCOSTA21

Action Date: 10/24/2012

Action Time: 14.43.47.406

Action Data: Yes

Comments DRS LOU COSTA -- BBB CASE ARBITRATED RESULTING IN A DENIAL DECISION

Data Element Name

Data Value

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)

DRAYER, ELIZABETH

Action: ARBITRATION DECISION-DENIAL

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Odometer: 18115 MI Analyst Name: COSTELLO, MATT Comm Type: MAIL Analyst: M-COSTE3 Origin Desc: BETTER BUSINESS BUREAU

Action: CONCERN ADDRESSED

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12400 MI Comm Type: PHONE Analyst Name: SAPORITA, JEAN Analyst: JSAPORIT

Action Date: 07/25/2012 Action Time: 16.45.14.230 Action Data: Yes

Comments == CSM JSAPORITA EXT 77727== OBC TO CUSTOMER=: SPOKE WITH MR. OLLIVER== CSM ADVISING FOLLOWING UP WITH VEH== CUST ADVISING THE VEH IS RUNNING FINE== CUST ADVISING WENT THROUGH A RAINSTORM AND THE VEH RAN GOOD== CUST ADVISING HEADING TO TENNESSEE IN A COUPLE OF WEEKS WILL SEND CSM UPDATE THROUGH EMAIL WITH VEH== CSM ADVISING BEST DAY FOR SPOUSE'S VEH TO GET TO DEALER == CUST ADVISING IF UPDATE WILL BE COMING OUT FOR THE BACKGROUND NOISE== CSM ADVISING UPDATE WILL BE COMING OUT END OF THIRD QUARTER OR 4TH== CUST ADVISING WOULD LIKE TO WAIT FOR THE UPDATE TO COME OUT== CSM ADVISING THAT WILL BE FINE== CSM ADVISING IF ISSUE WITH EITHER VEH TO CONTACT CSM== CSM ADVISING CLOSING CASE SINCE ISSUES HAVE BEEN ADDRESSED== NO FURTHER ACTION REQUIRED== 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)	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

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All Action Details for Issue

Print

VIN: 1FTEX1ET4BE Name:

Year: 2011 Owner Status: Original Model: F-SERIES WSD: 2012-02-02

Case: 346021872

Symptom Desc: INDICATOR CHECK ENGINE

Primary Phone:

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

Issue Type: 04 REGION

Initial Customer Contact: 07/06/2012

Issue Status: CLOSED

Secondary Phone:

Action: TIER II ESCALATION - CUSTOMER PERCEIVES MULTIPLE REPAIR

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: US CONCERN CASE

BASE

Odometer: 12400 MI

Comm Type: PHONE

Analyst Name: MOORE-WILSON

Analyst: TMOOREW1

(TMOOREW1), TAMMY

Action Time:

Action Data: Yes

Action Date: 07/05/2012 09.36.38.014

Comments CUSTOMER SAID: =ISSUE WITH THE MOTOR AND WAS ADV BY DLR THAT FORD IS AWARE=CHECK ENGINE LIGHT IS BLINKING=WHEN ACCELERATING THE VEH BOGS DOWN AND LOOSES POWER AND MISSFIRING=VEH HAS BEEN INTO DLR SEVERAL TIMES FOR THE ISSUE=FORD RECOMMENDS DLR RECALIBRATE AND NO OTHER REPAIR RECOMMENDATIONS=DLR FINALLY ABLE TO GET A CODE AND WAS ADV BY FORD NOT TO REPAIR=FORD KNOWS OF THE ISSUE =WORKING WITH DON IN SERVICEAUTOWAY FORD AND LINCOLN SCHEDULE SERVICE 7200 SOUTH BROAD STREETBROOKSVILLE FL 34601(877) 600-9103CRC 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 VEHICLEBEST DAY # **ANYTIME**

Data Element Name	Data Value				
**************************	****************				
ESTIMATED COST OF REPAIR	0				

Action: CREATE FOLLOW UP

Dealer: 04991 AUTOWAY FORD AND LINCOLN Comm Type: PHONE Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12400 MI Analyst Name: SAPORITA, JEAN Analyst: JSAPORIT

Action Date: 07/06/2012

Action Time: 13.18.08.234 Action Data: Yes

Comments == CSM JSAPORITA EXT 7727==INITIAL CASE CONTACT=ALL APPROPRIATE RESOURCES HAVE ALREADY BEEN REVIEWED=RESOURCES INCLUDE OASIS, CUDL HISTORICS, GCQIS, LTV AND AWS==NO ESP, NO RECALLS, RELATED WARRANTY HISTORY 4-20-2012 AT 7362 MILES FOR LOSS OF POWER, 5-29-2012 AT 10272 FOR SES LIGHT AND NO POWER, NO HOTLINE CONTACT, NO CUDL HISTORY, WSD 2-2-2012, MILEAGE 12400 I NEED TO ADVISE YOU THAT THIS CALL IS RECORDED FOR QUALITY ASSURANCE == PROVIDE CASE NUMBER==CSM JSAPORITA EXT 77727- == OBC TO DEALER SPOKE TO DON S/A==S/A ADVISING VEH HAS LOSS OF POWER==S/A ADVISING CUST WAS GOING ON VAC BUT HAS NOT HEARD FROM CUST==CSM ADVISING WILL CONTACT CUST FOR MORE INFO==CSM JSAPORITA EXT 77727== OBC TO CUSTOMER= =CSM ADVISING OF CUST CONCERN==ADVISING VEH IS RUNNING BAD==CUST ADVISING WHEN

YOU GO TO ACCELERATE THE VEH BOGGS DOWN==CUST ADVISING ONLY HAPPENS WHEN GOING LONG DISTANCE ==CUST ADVISING LAST TIME VEH AT DEALER WAS ON MEMORIAL DAY WEEKEND==CSM ADVISING TSB 12-6-4 WAS RELEASE ON 6/7==CUST ADVISING FMC WAS WORKING AN A REPAIR==CSM ADVISING REPAIR IS OUT==CUST ADVISING OUT OF TOWN WILL BE RETURNING ON SUNDAY==CSM ADVISING WILL NEED TO GET BOTH VEH BACK TO DEALER==CSM ADVISING TSB HAS NOT BEEN APPLIED TO THE VEH==CUST ADVISING WILL BE BACK ON SUNDAY==CSM ADVISING WILL CONTACT CUST ON MONDAY TO GET BEST DAY FOR CSM TO SET APPT==

Data Element Name

Data Value

DATE OF FOLLOW UP: 07-09-2012
TIME OF FOLLOW UP (HH:MM): 18:00

Action: CREATE FOLLOW UP

Dealer: 04991 AUTOWAY FORD AND LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12400 MI Comm Type: PHONE Analyst Name: SAPORITA, JEAN Analyst: JSAPORIT

Action Date: 07/09/2012 Action Time: 14.27.12.160 Action Data: Yes

COMMENTS == CSM JSAPORITA EXT 77727 == OBC TO DEALER SPOKE TO MIKE S/M== CSM ADVISING OF CUST CONCERN== CSM ADVISING TSB 12-6-4 NEEDS TO BE PERFORMED ON CUST VEH== CSM ADVISING OF DAY CUST CAN BRING VEH TO DEALER== S/M ADVISING CUST CAN BRING ANY DAY== CSM JSAPORITA EXT 77727 == OBC TO CUSTOMER= SPOKE TO SPOKE TO SPOKE TO SPOKE WITH S/M AND CUST CAN BRING VEH ANY DAY THIS WEEK TO HAVE TSB PERFORMED ON VEH== CSM ADVISING HAVE DEALER DOING SOME ADDITIONAL RESEARCH ON SPOUSES VEH== CSM ADVISING BEST DAY FOR CUST TO BRING VEH TO DEALER = CUST ADVISING SAT== CSM ADVISING WILL FOLLOW UP WITH CUST ON MONDAY 7/16

 Data Element Name
 Data Value

 DATE OF FOLLOW UP:
 07-16-2012

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

Action: CREATE FOLLOW UP

Dealer: 04991 AUTOWAY FORD AND LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12400 MI Comm Type: PHONE Analyst Name: SAPORITA.JEAN Analyst: JSAPORIT

Action Date: 07/16/2012 Action Time: 13.19.42.850 Action Data: Yes

Comments ==CSM JSAPORITA EXT 77727- == OBC TO DEALER SPOKE TO DON S/A==CSM ADVISING IF CUST BROUGHT VEH IN==S/A ADVISING CUST BROUGHT VEH IN HAVE DEFLECTOR PLATE ON ORDER==CSM JSAPORITA EXT 77727== OBC TO CUSTOMER= SPOKE TO SPOKE TO SPOKE TO E=CUST ADVISING BROUGHT VEH TO DEALER AND PARTS ARE ON ORDER==CSM ADVISING GLAD TO HEAR==CSM ADVISING DID NOT FORGET ABOUT SPOUSE VEH==CSM ADVISING TO ADDRESS ONE VEH AT A TIME==CUST ADVISING IF CSM WILL PROVIDE CUST WITH A ESP ON SPOUSE VEH DUE TO ALL THE ISSUE WITH SYNC==CSM ADVISING WILL PROVIDE FUSION WITH ESP==CSM ADVISING WILL SEND E-MAIL FOR CUST TO REVIEW==CSM ADVISING WILL FOLLOW UP WITH CUST ON FRIDAY 7/20

Data Element Name

DATE OF FOLLOW UP: 07-20-2012
TIME OF FOLLOW UP (HH:MM): 18:00

Action: CREATE FOLLOW UP

Dealer: 04991 AUTOWAY FORD AND LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12400 MI Comm Type: PHONE Analyst Name: SAPORITA, JEAN Analyst: JSAPORIT

Action Date: 07/20/2012 Action Time: 09.08.45.493 Action Data: Yes

Comments ==CSM JSAPORITA EXT 77727== OBC TO CUSTOMER== L/M FOR CUST ADVISING FOLLOWING UP WITH CUST ON VEH==CSM PROVIDED CONTACT INFO FOR CUST TO RETURN CALL==CSM ADVISING FOLLOW UP FOR WED 7/25

 Data Element Name
 Data Value

 DATE OF FOLLOW UP:
 07-25-2012

All Action Details for Issue

Print

VIN: 1FTFX1ET4BF

Name:

Year: 2011

Owner Status: Original

Symptom Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP

Reason Desc: EXECUTIVE LIAISON - EXECUTIVE REFERRAL

Issue Type: 12 EXECUTIVE LIAISON

Issue Status: CLOSED

Model: F-SERIES Case: 346021872

WSD: 2012-02-02

Primary Phone: Secondary Phone:

Action: CASE ASSIGNED

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Origin Desc: EXECUTIVE

LIAISON

Odometer: 14000 MI

Comm Type: INBOUND CUSTOMER

EMAIL

Analyst Name: TANSIL-MARSHALL

(RTANSIL), ROBIN

Analyst: RTANSIL

Action Date: 08/21/2012

Action Time: 18.10.38.585

Action Data: Yes

Comments CASE ASSIGNED.

Data Element Name

Data Value

08-21-2012

DATE RECEIVED DATE ASSIGNED ASSIGNED BY

CLOSING DUE? (YES/NO)

08-22-2012 RTANSIL NO

SOURCE

CZUBAY KENNETH

ASSIGNED TO

LARLEDGE

Action: OUTBOUND CALL TO CUSTOMER

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Odometer: 14000 MI

Comm Type: PHONE

Analyst Name: ARLEDGE LYNN Action Date: 08/24/2012

Analyst: LARLEDGE Action Time: 17.32.22.357

Action Data: No

Origin Desc: EXECUTIVE LIAISON

Comments **EXECUTIVE REFERRAL - CZUBAY****CUSTOMER SAYS HIS VEHICLE INTERMITTENTLY LOSES POWER. THE CUSTOMER SAYS HIS DEALERSHIP SAYS FORD IS AWARE OF THE ISSUE AND THEY ARE CURRENTLY WORKING TO ADDRESS IT, HOWEVER THE CUSTOMER NO LONGER FEELS SAFE IN THE VEHICLE AND IS SEEKING A REPLACEMENT. **CUSTOMER ALSO SAYS HE HAS RETAINED AN ATTORNEY, BUT WILL ALLOW EL TIME TO REVIEW THE ISSUE FURTHER FOR HIM BEFORE PROCEEDING WITH A SUIT. **EL ADVISED THE CUSTOMER WE WILL REVIEW THE ISSUE AND CONTACT HIM BACK. EL TO CONTACT THE CUSTOMER 8/28.

Action: DECISION - TECHNICAL INTERVENTION

Dealer: 04991 AUTOWAY FORD AND LINCOLN

Odometer: 14000 MI Analyst Name: ARLEDGE LYNN Comm Type: PHONE Analyst: LARLEDGE

Action Date: 08/30/2012

Action Time: 17.52.26.265

Action Data: No

Origin Desc: EXECUTIVE LIAISON

Comments **EXECUTIVE OFFICES 8/30/2012****EL REVIEWED ISSUE FURTHER AND DETERMINED CUSTOMER CURRENTLY HAS A LEGAL CONTACT. FSE IS WORKING WITH THE DEALERSHIP TO ATTEMPT A FINAL REPAIR. EL IS CLOSING THE CASE AND WILL FOLLOW-UP IF NEEDED AND AS APPROPRIATE. **NO FURTHER ACTION REQUIRED.

Ford Confidential

Action Date: 10/24/2012

Action Time: 16.05.12.749

Action Data: No

Comments ARBITRATION DECISION-DENIAL ARBITRATED RESULTING IN A DENIAL

Action: ASSUMED REJECTION OF DECISION Dealer: 04991 AUTOWAY FORD AND LINCOLN

Odometer: 18115 MI

Comm Type: MAIL

Analyst Name: COSTELLO, MATT Action Date: 11/07/2012

Analyst: M-COSTE3

Action Time: 11.05.12.808

Action Data: Yes

Origin Desc: BETTER BUSINESS BUREAU

Comments DATE OF REJECTION 11/07/12 ARBITRATED RESULTING IN A DENIAL

Data Element Name

Data Value

DATE OF REJECTION

11/07/12

Ford Confidential

Y

From: Johnson, Jim (J.S.)

Sent: Thursday, August 30, 2012 12:06 PM

To: Ricks, Kevin (K.J.); McDonagh, Scot (S.M.); Kramer, Michael (M.T.) Cc: Arledge, Lynn (L.); Sparks, Douglas (D.S.); Hall, Christopher (C.)

Subject: RE: F-150 EcoBoost -

Chris Hall is the FSE for this customer and he has an open legal case with this owner. Please let Chris and I know timing on parts. Are we only changing hardware (CAC)?

Please advise.

From: Ricks, Kevin (K.J.)

Sent: Thursday, August 30, 2012 11:56 AM

To: McDonagh, Scot (S.M.); Kramer, Michael (M.T.); Johnson, Jim (J.S.)

Cc: Arledge, Lynn (L.); Sparks, Douglas (D.S.)

Subject: RE: F-150 EcoBoost

I am sure we can ask for FSE services from Mr. Johnson's team in Fla.

From: McDonagh, Scot (S.M.)

Sent: Thursday, August 30, 2012 11:20 AM

To: Ricks, Kevin (K.J.); Kramer, Michael (M.T.); Tyler, Jim (J.S.)

Cc: Arledge, Lynn (L.); Sparks, Douglas (D.S.)

Subject: RE: F-150 EcoBoost -

Yes Sir- Will work with Jim on shipping 27mm CAC for enclosed 2011MY P415 GTDI. Do we have an FSE in Brookville FL region that we can work with to ensure repairs are completed?

07-02-1FTFX1ET4BF T/F6 F T/BD T/AM T/E T/KW OCT- FEB-124222 T/C3 USA 3 2G04 * DIAG F04 S1 2012 AWS Claim Key: 3334871 Doc #: 111162A Trx Code: 2 Labor Hrs: 1.5 Labor Cost: 133.55 Material Cost: 0 Total Cost: 13 04991-* Name: AUTOWAY FORD AND LINCOLN 352-7963525 St: FL Ctry Cd: Dir Cd-Sub Cd: USA Reg Cd: NA Repr Date:20-APR-2012 Cust Comments: C.S UNDER A LOAD AT TIMES. VEHICLE LOOSES POWER, ON AND OFFF THE GAS AND VEHICLE PICKS POWER BACK UP. KOEO KOER KOEC, NO CODES PRESENT, MONITORED PIDS, TEST DROVE AND MONITORED PIDS, NO ISSUES FOUND, TEST DROVE WITH Tech Comments: CUSTOMER, NO ISSUES FOUND, FUEL SYSTEM TEST, POWER BALANCE, NO ISSUES FOUND, CUSTOMER TO RETURN IF CONCERN IS PRESE 07-02-T/C3 T/KW OCT- FEB-2011 2012 1FTFX1ET4BF T/F6 F T/BD T/AM T/E AF 124222 USA 4 2G05 * RECALEM * F04 S1 1116 4

AWS Claim Key:

3858616 Doc#: 112278A

Trx Code:

T/BD T/AM T/E

Labor Hrs:

Labor Cost:

35.61 Material Cost: 0

Total Cost: 35

Dir Cd-Sub Cd:

04991-* Name: AUTOWAY FORD AND LINCOLN

352-7963525

Ctry USA

Reg Cd: NA Repr Date:29-MAY-2012

Cust Comments:

C,S SES LIGHT ON,NO POWER

Tech Comments:

PERFORM EEC TEST FOUND CODES P0304 AND P0316 PERFORM POWER BALANCE TEST COULD NOT VERIFY CONCERN. PERFORM OASIS FI SSM 22225 WHICH REFERS YOU TO TSB 12 2 10 REPROGRAM PCM AS PER TSB AND RETURN TO CUSTOMER PENDING A REPAIR PROCEDUR

T/KW OCT- FEB-124222 USA 6 4C03 BL3Z 5E212 2011 2012

F04 S1

AWS Claim Key:

4457495 Doc #: 113693A Trx Code:

Labor Cost:

91.88 Material Cost: 345.84

Total Cost: 43

Dir Cd-Sub Cd:

1FTFX1ET4BF

04991-* Name: AUTOWAY FORD AND LINCOLN

Ph: 352-7963525

Ctry USA

Reg Cd: NA Repr Date:10-JUL-2012

Cust Comments:

C.S SES LIGHT ON LOOSES POWER AFTER 5HR RUNNING OR AFTER 175 MILES.

Tech Comments:

RETRIEVED DTCS, P0430, P0300, P0304, P0305, P0306, CHECKED OASIS AND FOUND TSB 12 06 04 REPLACED THE LEFT CAT, INSTALLED CAC

DEFLECTOR REPROGRAMMED THE PCM AS PER TSB 120604 TEST DROVE AND VERIFIED REPAIR

Scot G. McDonagh PT Quality Engineering Phone: (313)337-8091 smcdonag@ford.com

From: Ricks, Kevin (K.J.)

Sent: Thursday, August 30, 2012 11:09 AM

To: McDonagh, Scot (S.M.); Kramer, Michael (M.T.) Cc: Arledge, Lynn (L.); Sparks, Douglas (D.S.)

Subject: FW: F-150 EcoBoost -

Importance: High

Scot, high visibility customer, can we get a new CAC?

From: Berardi, Michael (M.A.)

Sent: Thursday, August 30, 2012 9:40 AM

To: Arledge, Lynn (L.) Cc: Ricks, Kevin (K.J.)

Subject: RE: F-150 EcoBoost -

Importance: High

Kevin. When can we get a cooler for this customer? Can we pull one ahead?

Mike Berardi

Director - Service Engineering Operations Ford Customer Service Division Administrative Assistant - Sandy Schwartzenberger (38468) Phone - (313) 323-8467 Fax - (313) 845-2580

Share the Ford Story at www.TheFordStory.com Save Paper - Do not print this email unless absolutely necessary

From: Arledge, Lynn (L.)

Sent: Wednesday, August 29, 2012 3:49 PM To: Berardi, Michael (M.A.); Scott, Douglas (D.W.)

Subject: FW: F-150 EcoBoost -

2

Mike,

I've been speaking with the customer below. He has retained an attorney, but is still willing to work with Ford if we can resolve this issue. Do you have an approximate date in September for the new cooler?

Thanks,

Privileged and Confidential

Lynn Arledge Senior Executive Representative Ford Executive Offices - CCGO Ford Motor Company (313) 845-5808

Email: <u>larledge@ford.com</u>

From: Sloan, Jeffrey (J.)

Sent: Wednesday, August 22, 2012 6:36 PM

To: Tansil-Marshall, Robin (R.) Cc: Berardi, Michael (M.A.) Subject: FW: F-150 EcoBoost

Robin,

Please provide this additional information to the EL Agent.

Not certain we need to do an RAV if it can be fixed. Please send Mile and I a closing report.

t delle Stratter di

1 1,

Thank you

Sent with Good (www.good.com)

----Original Message----

From: Berardi, Michael (M.A.)

Sent: Wednesday, August 22, 2012 05:12 PM Eastern Standard Time To: Czubay, Kenneth (M.); Scott, Douglas (D.W.); Sloan, Jeffrey (J.)

Subject: RE: F-150 EcoBoost

We have a Technical Service Bulletin (TSB) on an engine misfire in high humidity areas or during the rain. The TSB involves a new calibration and a deflector for the cooler and fixes most of the concerns. There are some instances where this will not repair it completely in certain geographic areas, and engineering is working on a new cooler which should be available in September. I suggest we expedite the part for the customer as soon as it is available.

Jeff – Question – Would we lose money on a trade assist if the customer paid the difference (A to A) and mileage? I would assume the truck should bring a decent buck at auction, but you're the expert.

Mike Berardi Director - Service Engineering Operations Ford Customer Service Division Administrative Assistant - Sandy Schwartzenberger (38468) Phone - (313) 323-8467 Fax - (313) 845-2580

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From: Czubay, Kenneth (M.)

Sent: Tuesday, August 21, 2012 9:15 AM. 100 and 6 ...

To: Sloan, Jeffrey (J.)

Cc: Berardi, Michael (M.A.); Scott, Douglas (D.W.)

Subject: FW: F-150 EcoBoost

Hi Jeff

I have not seen another note about this issue. Mike/Doug??? thanks ken

for the out

Kenneth M Czubay

Vice President US Marketing, Sales and Service

Go Ford !!

From: Mulally, Alan (A.R.)

Sent: Tuesday, August 21, 2012 5:32 AM

To: Czubay, Kenneth (M.) Subject: FW: F-150 EcoBoost

From: Robert Olliver [mailto:rolliver@hotmail.com] Sent: Monday, August 20, 2012 6:21 PM

To: Mulally, Alan (A.R.) Subject: F-150 EcoBoost

Mr. Mulally

Would be very surprise if you even are the one that reads this, but as I am sure you know you have a problem with your F-150 EcoBoost intercooler that engineering is not coming up with a fix they are trying but are not succeeding.

Mine is really bad and came close a couple of times to a very bad accident, and I have tried to work it out with customer service(which has been very nice) but they say Ford will not trade me for a V8.

I am not asking for my money back and moving to a Chevy, I am asking for to be moved into the same truck but a V8 or give me a trade in allowance for what I paid and I will buy a V8 or a Raptor.

Now we are a Ford Family

2011 FX4 2012 Ford Fusion daughter Grad school 2012 Focus son Naval Officer 2012 Escape ail.com!

as you see we are a Ford family please give this some consideration

My truck Vin number is 1FTFX1ET4BF

Please if you are not going to respond or help do not send back to customer service

From: tfosys@ford.com [mailto:tfosys@ford.com]
Sent: Sunday, September 09, 2012 8:44 PM
To: Hall, Christopher (C.); Colfescu, Marta (M.)

Subject: 20087903-Request Closed

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

Please click here to access this request

Additional Comments

Request Details

Additions and/or changes made to the re	equest are highlighted in red.
Tracking Nation	
Status	Closed
Consently assumed to a little to the	
Request Type	Legal; Document where requested
Records	

If Other request source, please explain

Primary contact's phone number	Wahmelia Perking-APD
Pathage control is a radia address Technician Name	
New Miles and the last of the last of the state of the last of the	AUTOWAY FORD AND LINCOLN
Facing Region (SDR separate from Contact Regions)	S3 - ORLANDO
FCSD Sales Zone	A04
VIN	IFTFX1ET4BF
Vehicle mileage	18,003
Customer Name	
GCQIS Report #	
CuDL Case #	Mig(thin)
Request description	OGC request FSE assistance needed for final repair attempt. Customer complaints are Eco-Boost, engine, electrical, PCM, CAC air deflector, catalytic converter, EEC system, fuel pump and SES light. Must be compelted by 9/4/12. Contact Wannetta Perkins-Hill at 313.322.4722 wperki28@ford.com Updated ByMCOLFESC08/29/2012 08:55:54 AM
FSE Comments	D) - NICOLI EBC - 00/29/2012 00.33.34 AM
Person Contacted	
Dealers in Dealers of Paris of Visit date, if planned	
Concern Summary for Technical Assistance Contact Report	
Primary Root cause for Technical Assistance Contact Report Office 1800 Please explain if "Other" is root cause	
Resonant endering the Technical Associated Contract Resonant Missing tools/equipment(if identified) Missing 1000	
Total hours spent on request	8.0
Created date	08/29/2012 08:55:53 AM EST
Last revised date	09/09/2012 08:43:59 PM EST



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

Please click <u>here</u> to access this request

Additional Comments

Request Det Additions and/or changes made to the request are highlighted	
in a denote Neuro apa	
Status	Closed
Request Type	Legal; Document where requested
If Other request source, please explained.com	
Primary contact's phone number	Vanceta Pelatas 40.
Partition contact's grant address	
Technician Name	- Company of the comp
Dealership Name	AUTOWAY FORD AND LINCOLN
Facing Region (SDR separate from Contact Regions)	S3 - ORLANDO
FCSD Sales Zone	A04
VIN	1FTFX1ET4BF
Vehicle mileage	18,003

Customer Name	(prd/rum)	X.
GCQIS Report #		
CuDL Case #		
Paragray		New York
		OGC request FSE assistance needed for final repair attempt. Customer complaints are Eco-Boost, engine, electrical, PCM, CAC air
Request description	77 FL	deflector, catalytic converter, EEC system, fuel pump and SES light. Must be compelted by
		9/4/12. Contact Wannetta Perkins-Hill at 313.322.4722 <u>wperki28@ford.com</u> Updated ByMCOLFESC08/29/2012 08:55:54 AM
FSE Comments	Areas and	
Person Contacted		
Visit date, if planned	R. 7031	
Concern Summary for Technical	Assistance Contact Report	
Primary Root cause for Technica	I Asks med Confide Rep	92 1
Other Rain Causes		
Please explain if "Other" is root	cause	
Missing tools/equipment(if ident	ified)	
Total hours spent on request		8.0
Created date		08/29/2012 08:55:53 AM EST
gas. Reason (Sec. 1777)		08/29/2012 08:55:53 AM ES1
Last revised date		09/09/2012 08:43:59 PM EST
1 des est de l'activit des les co L'herres angles	jeneraleh (CHAU) (\$)	



Manufacturer Settlement Offer

CUSTOMER NAME:

CASE NUMBER: FRD1228672

TODAY'S DATE: September 21, 2012

Ford Motor Company is offering a vehicle inspection performed by a Ford factory trained Field Service Engineer with repair of any verified warrantable concerns.

Upon customer satisfaction with the outcome we will provide a goodwill 5 year/75,000 mile Premium Care Extended Service Plan.

Lou Costa

Dispute Resolution Specialist

Ford Motor Company



ARBITRATOR SELECTION LIST

Customer:

Case Number: FRD1228672

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Elizabeth Drayer

Arbitrator's Occupation:

environmental and regulatory law

Arbitrator's Biography:

Elizabeth Drayer received her B.A. from the University of Pennsylvania in 1983, and her J.D. from the George Washington University in Washington, D.C. in 1986. She worked for several years as an attorney for the U.S. Environmental Protection Agency and later as an attorney for an energy corporation. Ms. Drayer ceased full-time employment to raise her children and now occasionally serves as a mediator and arbitrator for the Pinellas County Court system. She also volunteers for a number of civic and charitable organizations.



MANUFACTURER RESPONSE FORM

Case Number: Customer Name:	FRD1228672			Date: State:	09/18/12 IL
VIN:	1FTFX1ET4BF	Proba	ble Hearing Loc	cation:	Clearwater
Is the VIN listed at	, please indicate the correct		☐ IN Warranty ☑ YES ☐ YES	□ 0 □ N	
	FORMATION are you willing to offer the e.g., dealership name for r				
If you checked YES ☐ The customer ac ☐ The customer re	communicated to the custor, please indicate the custor cepted the offer on/_ ejected the offer on/_ as not indicated a response	mer's resp		0	
	cepts this offer, when will or time frame:		ement be perf	ormed	Please indicate a specific
ARBITRATION IN	NFORMATION or requests that you feel are	e ineligible	for arbitration	and ex	plain why.
Please write your p	position as to the cause of e	each probl	em listed on the	e Custoi	mer Claim Form.
Please indicate the	e decision you request the a	arbitrator t	o render:		
List the amount I will participate Return this form as	s soon as possible	y phone	□ In person	□ In w	pa (0.4.550) (1.4.550)
To: BBB AUTO LINE	Com	pleted by:	•		Date://
Fax: 703.247.970	0 Phor	ne:		Fa	ax:
3033 W	Council of I Vilson Boulevard, Suite 600 · Arlin		ness Bureaus, Inc 201 · Phone 800.9		Fax: 703.247.9700

BBB.

BBB AUTO LINE

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

Date: 09/21/12

Case Number: FRD1228672

Customer:

Manufacturer: Ford Motor Company

Mfr Info: 6700 FL 1FTFX1ET4BF

Arbitrators: Ms. Elizabeth Drayer

Inspection Date, Time, Place: 10/02/12 NO INSPECT EST

BBB of West Florida 2655 McCormick Drive Clearwater, FL337590000

Hearing Site Phone: (727) 535-5483

AUTOLINE Director Phone: (727) 535-5483 Fax: (727) 530-5863

INSTRUCTIONS

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

3.	witnesses for Corr	pany	
Name	of Witness	Summary of Relevant and Material Testimony	
-			
03n	· Marco restor Tagger V (grater also song taken		
4.	Impartial technica	expert or other witnesses	
Name	of Witness	Summary of Relevant and Material Testimony	
	8 16 2 22 18 + 9 //		
			i i
			K
5.	PLEASE ATTACH	ALL DOCUMENTARY EVIDENCE INTRODUCED AT THE H	EARING.
Recor	d filled out by:		_
		(Signature)	
	-	(Printed Name)	 /
		(Date)	-



Record of Arbitration Hearing (To Be Completed by Arbitrator)

Below please list any/all evidence you received from the parties during the hearing and after the initial packet that accompanied the *Notice of Hearing* and summarize the testimony of the parties and their witnesses.

Case	No:FRD1228672	Date of Hearing:1	0/02/12
Cons	umer and Attorney (if any):	c/o Bre	ent Wikgren
Comp	pany and Representative Name: _	Ford Motor Company	
Arbiti	rator(s):		
Heari	ng Location/Address:		
1.	Type of Hearing		A CONTRACTOR OF THE CONTRACTOR
	Consumer:	☐ In Person Company ☐ Written ☐ Telephone	:
2.	Consumer and Witnesses	Summary of Relevant a of the consumer ar	



September 21, 2012



Re: FRD1228672 vs Ford Motor Corporation 1FTFX1ET4BF

Dear C/O Brent Wikgren:

Enclosed are:

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

The Notice of Inspection lists the date, time and location of your inspection. If you fail to appear for your scheduled inspection, the arbitrator will render a decision in your case, unless the arbitrator determines further information and/or a vehicle inspection is necessary.

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

If you have any questions, please contact me at 800.955.5100. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Edith Newton at Extension 512



September 21, 2012

LOU COSTA FORD MOTOR COMPANY 1320 S BABCOCK ST MELBOURNE FL 32901

Re: FRD1228672 vs Ford Motor Corporation 1FTFX1ET4BF

Dear Madam/Sir:

Enclosed are:

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

The Notice of Inspection lists the date, time and location of the vehicle inspection. If the customer fails to appear for the scheduled inspection, the arbitrator will render a decision in the case, unless the arbitrator determines further information and/or a vehicle inspection is necessary.

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

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

Sincerely,

Edith Newton at Extension 512



Notice of Deadline for Submissions

Date: 09/21/12

Case Number: FRD1228672

Customer:

Manufacturer: Ford Motor Company

Mfr-Info: 6700 FL 1FTFX1ET4BF

Arbitrator(s): Ms. Elizabeth Drayer

Deadline to Submit Additional Case Documentation: 10/02/12

Council of Better Business Bureaus, Inc.

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



ARBITRATOR SELECTION LIST

Customer:

Case Number: FRD1228672

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Elizabeth Drayer

Arbitrator's Occupation:

environmental and regulatory law

Arbitrator's Biography:

Elizabeth Drayer received her B.A. from the University of Pennsylvania in 1983, and her J.D. from the George Washington University in Washington, D.C. in 1986. She worked for several years as an attorney for the U.S. Environmental Protection Agency and later as an attorney for an energy corporation. Ms. Drayer ceased full-time employment to raise her children and now occasionally serves as a mediator and arbitrator for the Pinellas County Court system. She also volunteers for a number of civic and charitable organizations.



September 21, 2012



Re: FRD1228672 vs Ford Motor Corporation 1FTFX1ET4BF

Dear C/O Brent Wikgren:

This letter will confirm that you wish to present your client's case in writing rather than in an oral hearing and you have elected not to allow the arbitrator to personally inspect the alleged problems with the vehicle.

Enclosed are the following:

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

If you have any questions, please contact me at 800.955.5100. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Edith Newton at Extension 512



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Customer:

Case Number: FRD1228672

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September 21, 2012

LOU COSTA FORD MOTOR COMPANY 1320 S BABCOCK ST MELBOURNE FL 32901

Re: FRD1228672 vs Ford Motor Corporation 1FTFX1ET4BF

Dear Madam/Sir:

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

Enclosed are the following:

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

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Sincerely,

Edith Newton at Extension 512



ARBITRATOR SELECTION LIST

Customer:

Case Number: FRD1228672

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ARBITRATOR SELECTION LIST

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Case Number: FRD1228672

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Dealership Repair History Summary

BBB/CuDL cas	se#	Ci	istomer:		VIN:	FTFXIETY BE	
WARRANTY	3/36 But	mper to Humpe	€ 4/50 Buar	iper to Bump	er 5/100 Pow	er Stroke Diesel Engine Warranty	
FORD ESP	Expiration	n: Date	Miles			CARE RentalCARE MaintenanceCARE P NON-FORD ESP Name of Provider?	
RO Number	Date In	Date Completed	Total Days	Mileage	Customer's Concern LOSES Power LK. FAG UT-	Action Taken NO REPAIR ATTEMPT. HET LINE SAID GUGINFERING WOS WORKING ON	How Paid? Warranty / AWA / ESP / Retail / Dealer Intern
115434	9/6/12	9/6/12	١	17929	Loses Power	REPLACED CACT. COOLER-PER CHRIS HALL FORD MO.CO. FSE	W ARRAY
			Disease de-V		and disc	atklitional sheets. Revised	: November 9,7

Dealership Repair History Summary

BBB/CuDL case	# Customer:	VIN: LETEXLETY BE
WARRANTY [3/16 Bumper to Bumper 1 4/50 Bumper to Bumper [35/100 PowerStroke Diesel Engine Warranty
FORD ESP	PremiemCARE ExtraCARE BaseCARE Expiration: Date Miles	PowertrainCARE RentalCARE MaintenanceCARE
PLEASE INDI	ATE TYPE Goodwill ESP Customer purchase	ed retail ESP NON-FORD ESP Name of Provider?

RO Number	Date Iu	Date Completed	Total Days	Mileage	Contemer's Concern	Action Takes	How Paid? Warranty /
110523	3/31/12	3/30/12	1	3722	Change	L-o-f completed	AWA/ESP/ etail/ pealer internal
(1) (62	4/20/12	4/20/12	1	7362	LACK OF POWER AT TIMES. UNDER LOAD	COULD NOT DUPLICATE. NO CODES FOUND NO ISSUES FOUND	udaranty
112260	5/25/12	5/25/12	1	9141	Oil Chauge	L-O-F COMPLETED	RETAIL
112278	5/29/12	5/30/12	a	ברבפן	ON. LACK OF	REPROGRAMMED PCM PGR TSB- 12-3 SPOKE TO HOTCIME, REPRIL FOR CONCERN WAS PENDING.	-10 Warrawty
113693	7/10/12	7/25/12	15	13586	SES LIGHT OF LOSES POWER AFTER PUM FOR SHOURS ITS MILES	# PER TSB 12-06-04	WARRENT

Please duplicate, as necessary and attach additional sheets.

Revised: November 9, 2010

P 1/5

BBB AUTO LINE Dealer Report and Repair History Summary
Please Return To: Lou Costa
FAX 866-432-7985 or e- mall to: leosts21@ford.com

Attn: Service Manager - Immediate Action Required

	Name: Tom PASQUALE	Your Phone number: 727-846-3711
	Dealership Name: AUTOWAY FOR /Lincol	
	BBB Case Open Date: 9/19/12	CuDL Case Number:
	FCSD Zone Manager's Name: KRISTINA UVA	YDOVA
	Customer's Name;	5000A
	VIN: IFTFX ET 4 BF	eVYear: 2011 F150 Mileage: 19115
La	Have you or someone from your department spoken with the concern(s) listed on customer's application?	e customer, inspected, and/or tost driven the vehicle for/about the
	(Please summarize conversations, dates, offers made, action	s taken and the name of dealership personnel):
SP	KE TO CUSTOMER ABOUT CONCER	SUADE BOOK TEST CALE ON . 21
Cus	T. STATES VEhicle HAD TORE	PURSES SA SERVICION SE ES
2.	Does this vehicle have commercial lettering or decals on its	Is it used for commercial purposes? Yes No
	If yes, please explain and if you know this vehicle is pe	nt of a flect of 3 or more vehicles owned by this oustomer.
Contract Contract		8
95		
3.	Does this vehicle have a performance chip, lift kit, or other warranty defect?	aftermarket accessories that are or have contributed toward the Yes No
	958 M256 950 NUMBER	
	If yes, please explain in detail how you came to this co and how did this aftermarket part affect factory installed	nclusion, all diagnostic tests performed, specifications before/after, and parts/equipment. Take and send pictures if available.

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

4 Does this vehicle show signs of abuse, miss use or tack of maintenance?	Yes	No X
If yes, please explain in detail how you came to this conclusion, all diagnostic tests perform and what proof you have of abuse or lack of maintenance. Take and send pictures if availa	ed, specifications ble.	bulorula
5. Has the Technical Hotline been contacted? If yex, provide Dates and CQIS Tech Hotline #. Het List (ostern) //1/12	Yes 🔀	מאַ
What direction or advice did the Hotline representative(s) provide? O REPAIR AVAILABLE & THIS TIME. ENGINEERING I	MAOCHED	ΣN
n. If yes, indicate name of personnel and their involvement with you and this customer. SE-CHRIS HALL TASTALLED NEW PART OBTAIN	Ø	No 🗆
n. If yes, indicate name of personnel and their involvement with you and this customer. SE-CHRIS HALL TASTALLED NEW PART OBTAINED NEW PAR	NED FE	
7 Does the dealership believe that they have addressed and corrected all verifishle warranty conce	MED €	in

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

	free service loaner or other courtesy transportation during service?	Yes ⊠	25
	epair visits?3		
	per of days the customer was provided a free/complimentary loaner or re	ORANA SAULE AS	
9 What is the total number o	f days the vehicle been out of service for Ford warranty repairs at your of	dealership?	
while the vehicle was in th	ld not include days out of service for maintenance or customer paid repr e customer's possession, or days the vehicle was left by the customer pr is were completed. Please explain in greater detail on the following Re-	ior to a schedule	d
10. W hat additional actions, if	any, have been taken to switt with the customer's concerns?		
	NONE		
11. Did the customer ask for	AWA Financial Assistance/Reimbursement/Refund request?	Yes	No SQ
a. If yes, please exp	plain AWA request, and offer made by the dealership or by Ford represe	mistive.	ps.
	ne goodwill offer or respond with counter offer?	Yes No	
a. If the customer re	esponded with a counter offer, provide details of the offer.	ш	Þ
13. Any Additional Comment	5:		
^	,		
nature: Town Page	Title: PARTS Service Dia Date:	9/25/	12
PI	ease attach any additional comments on a separate page		

RETAIN A COPY FOR YOUR RECORDS

DOCUMENTATION PROVIDED Technical Service Bulletins Recall Notices Ford Field Service Engineer Report	
☐ Dealer Report	
Other: _	
List amount of any over allowance /negative equative equative BBB AUTO LINE	nity: \$
Fax: 703.247,9700	Completed by: Lou Costa Date: September 25, 2012
	Fax: 866-432-7985



MANUFACTURER RESPONSE FORM Will participate - In Writing By Phone

Case Number: FRD1228672	
Customer Name: c/o Brent Wilgren	State: FL
VIN: 1FTFX1ET4BF	Warranty Start Date: 2/2/12
Vehicle year/model: 2011 F-150	
Current mileage: 18,115	
Purchased: New Used (mileage and date of purch	
This claim is: 🛛 IN BTB Warranty 🔲 IN Diesel Warranty 🔲	
Extended Service Plan: NO YES (TYPE OF ES	P)
SETTLEMENT INFORMATION	
Ford Motor Company offered a vehicle inspection performed by repair of any verified warrantable concerns. Upon customer so year/75,000 mile Premium Care Extended Service Plan.	
Please indicate the customer's response below:	
The customer rejected the offer on 9 / 21 / 12	
The customer has not indicated a response to the offer.	
The Customer Claim Form (CCE) lists the following	a concorne

- Electrical Engine Ecoboost
- Fuel System
- Engine

MANUFACTURER'S POSITION:

Ford Motor Company is seeking a denial of the consumer's request for vehicle repurchase. This vehicle was recently repaired by Ford Fleld Service Engineer, (FSE), Chris Hall. We believe the vehicle is now operating as designed and within manufacturer's specifications. We do not believe that any concern continues to exist and, as noted on the attached dealer report, this vehicle was not out of service for 30 or more calendar days. As such, we do not believe this vehicle has met the repurchase criteria established under either the BBB Auto Line or Florida Lemon Law for such remedy and feel that a denial decision is warranted in this Auto Line claim.



September 26, 2012



Re: FRD1228672 vs Ford Motor Corporation 1FTFX1ET4BF

Dear C/O Brent Wikgren:

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

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

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

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

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



Date:

09/21/12

Case Number:

FRD1228672

Customer:

Ford Motor Company

Business: Mfr-Info:

6700 FL 1FTFX1ET4BF

You have been selected to serve as Arbitrator in a dispute involving the above parties. Unless you are not able to accept this responsibility or feel you cannot give an impartial decision in this matter, please sign this Arbitrator's Oath. With this form you will receive a copy of the Agreement to Arbitrate, which outlines the dispute and establishes the limits within which you must make your decision. To maintain the integrity of this entire process, please disclose any relationship you may have had with any of the parties named above or with their attorneys (if any). Financial, professional, commercial, competitive, social, or family relationships, no matter how remote, should be revealed.

Oath appointment as Arbitrator of the dispute concerning the Parties named above. I swear/affirm that I will act faithfully and impartially, to the best of my ability, to hear and examine the issues in dispute, and conduct the proceedings and render a decision pursuant to the Rules of the Better Business Bureau AUTO LINE Arbitration Program and, to the best of my ability, within the time allotted.



Date:

09/21/12

Case Number:

FRD1228672

Customer:

Business: Ford Motor Company

Mfr-Info: 6700 FL 1FTFX1ET4BF

You have been selected to serve as Arbitrator in a dispute involving the above parties. Unless you are not able to accept this responsibility or feel you cannot give an impartial decision in this matter, please sign this Arbitrator's Oath. With this form you will receive a copy of the Agreement to Arbitrate, which outlines the dispute and establishes the limits within which you must make your decision. To maintain the integrity of this entire process, please disclose any relationship you may have had with any of the parties named above or with their attorneys (if any). Financial, professional, commercial, competitive, social, or family relationships, no matter how remote, should be revealed.

I, Elizabeth Congression, hereby accept appointment as Arbitrator of the dispute concerning the Parties named above. I swear/affirm that I will act faithfully and impartially, to the best of my ability, to hear and examine the issues in dispute, and conduct the proceedings and render a decision pursuant to the Rules of the Better Business Bureau AUTO LINE Arbitration Program and, to the best of my ability, within the time allotted.

Oath

Signature of Arbitrator: __

CASE: FRD1228672

Arbitrator: Elizabeth Drayer

Customer:

Date: 10/24/12

Eligible consumer. Under Florida's lemon law, an eligible consumer is the purchaser of a vehicle used for personal, family or household purposes. While consumer in this case is the purchaser of the vehicle in question, there is no showing that the vehicle is used exclusively for personal, family or household purposes. Therefore I cannot determine whether the consumer is eligible under state law.

Eligible vehicle. Under state law, an eligible vehicle is purchased new in Florida to transport persons or property. The truck in question was purchased new from Brandon Ford in Tampa, Florida to transport persons or property. Therefore, the vehicle in this case is eligible under the statute.

Time period for filing claim. Under state law, a claim must be filed within 24 months from delivery plus 60 days. In this case, the vehicle was purchased on February 2, 2012 and the claim was filed on September 18, 2012. Therefore, the claim was filed within the time frame required by statute.

Notice to manufacturer. State law requires that notice of defect be provided by registered or express mail after three repair attempts or fifteen days out of service. There is no indication whether such notice was provided here, or whether such notice triggered a final repair attempt by manufacturer. Therefore, I do not find that this notice requirement has been met.

Reasonable number of repair attempts. (This is discussed above.)

Question 4

State your decision (i.e. Repurchase, Replacement, Interim Repair, Denial) and explain why it is appropriate.

Denial. Consumer states he's experienced repeated problems with the vehicle engine in this case. Had he more fully explained these problems and the attempts to resolve it, repurchase might have been warranted. However, because the description of the problem and repair attempts were minimal, and no hearing, inspection or test drive was held to provide additional information, I do not have sufficient basis to award repurchase in this case.

Question 5

If awarding a repurchase or replacement:

a Show the formula you used for making a reasonable use deduction and the amount deducted, or explain why no reasonable use deduction was made.

n/a

b List any damage to the vehicle beyond normal wear and tear, and explain how you arrived at any amount deducted for the damage.

n/a

c If you've decided not to award all collateral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason for doing so.

n/a

Question 6

The following materials and documents were submitted by the parties as part of this arbitration. Those marked with an asterisk ("*") were relied upon by the arbitrator(s) in making a decision in the case

a Materials/Documents Submitted by Customer

*customer claim form and attached repair history

*repair orders

*purchase agreement

*attorney letter

b Materials/Documents Submitted by Manufacturer

*manufacturer response form

Ouestion 7

Please identify the mileage on the vehicle at the time of the hearing/inspection:

n/a

Only two of these repair attempts are documented by repair orders. (The two visits consumer says took place on March 31, 2012 and May 25, 2012 were for routine maintenance only and did not address the engine problems; therefore these visits do not qualify as repair attempts for purposes of this case.)

With respect to the four repair attempts which addressed engine issues, there is no clear description of the problem, diagnosis or work performed. The documents provided to me employ technical jargon and acronyms which are not defined, and fail to clearly explain the history of events in this case. Neither consumer nor manufacturer has provided any narrative to explain what problems occurred and what was done to address them. Further, no hearing, test drive or vehicle inspection was requested by the parties which would have provided a chance to gain further facts about the events in this case.

Further, I am unable to determine from the information provided whether the engine problems could have resulted from misuse, modification, collision, or some factor besides a defect in materials or workmanship.

Because the nature of the problem and repairs in this case are unclear, I cannot find that the engine issues result from a defect in materials or workmanship convered by the manufacturer's new vehicle warranty.

Question 2

For each problem you decided was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty, please explain whether or not you believe this problem is a substantial impairment of the use, value or safety of the vehicle.

Because I did not find such defect, I do not reach the question of substantial impairment.

Question 3

Please address the following aspects of your state's lemon law below:

a During the applicable time period specified by this state's lemon law, the vehicle has been out of service by reason of repair to vehicle problems for a cumulative total of how many days?

More than 16

b Has the standard for a reasonable number of repair attempts under this state's lemon law been met? (Yes or No)

No

c Please explain how you reached this conclusion.

Even if a defect in materials or workmanship covered by warranty existed in this case, the number of repair attempts would not suffice to comply with the statute.

Under state law, the standard for a reasonable number of repair attempts is met if 1) the vehicle is subject to repair three times, plus a final attempt after manufacturer receives consumer's notice, or 2) the vehicle is out of service for thirty days, plus an opportunity for a final repair attempt. Under either scenario, a final repair attempt is required.

As set out in the fact sheet, the vehicle was subject to repair for engine issues four times. Although consumer's version of the repair history does not include all relevant repair orders, I am accepting it because it is not challenged by the manufacturer. However, even relying on consumer's version of events, there is no indication that consumer provided a notice of defect to the manufacturer that complies with state lemon law, and no indication that a final repair attempt ever took place. Therefore, I cannot find a reasonable number of repair attempts in this case.

d Is this consumer entitled to a repurchase or replacement under all other provisions of this state's lemon law [i.e., eligible consumer, eligible vehicle, applicable time frames (if any), notice provisions (if any), reasonable number of repair attempts, etc.]? Please explain how you reached this conclusion.



Lemon Law Reasons for Decision

Submitted Date: 10/24/12

FRD1228672

VIN: 1FTFX1ET4BF

Customer: Hearing Date: 10/02/12

Arbitrator: Elizabeth Drayer

- Fact Sheet Section -

Fact Sheet Queston 1

For each problem (current and past) listed on the Agreement to Arbitrate, indicate the following information. List briefly the relevant evidence in support of each of your conclusions (i.e., repair order numbers, dates, testimony, inspection and/or test drives, technical expert reports, etc.).

- a Problem (as listed on Agreement to Arbitrate):
- 1 Engine issues (electrical engine ecoboost, fuel system, engine)
- 2 No data entered by arbitrator
- 3 No data entered by arbitrator
- b Exists Now? (Please Explain)
- 1 Yes. Consumer states that the manufacturer has no available remedy for the engine problems, and manufacturer has not provided evidence to the contrary. I did not have the opportunity to inspect or test drive the vehicle to observe the problem firsthand; however, absent evidence to the contrary, consumer's claim that the engine problem still exists is plausible.
- 2 No data entered by arbitrator
- 3 No data entered by arbitrator
- c Number of Repair Attempts
- Four: April 20, 2012 (no repair order provided); May 30, 2012 (no repair order provided); July 10 - July 24, 2012 (R.O. 113693); September 6, 2012 (R.O. 115434)
- 2 No data entered by arbitrator
- 3 No data entered by arbitrator
- d Number of Days Out of Service:
- 1 At least 16 (exact number unknown)
- 2 No data entered by arbitrator
- 3 No data entered by arbitrator

- Reasoning Section -

Question 1

For each problem listed on the Fact Sheet, please explain whether or not you believe the problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty. Please explain how you reached your conclusion.

For purposes of this discussion, I am combining the three issues in the Agreement to Arbitrate under the heading "engine issues," because they all appear to involve engine function, and neither consumer nor manufacturer has made clear why they constitute separate problems. I do not find that these engine issues constitute a defect in materials or workmanship covered by the manufacturer's new vehicle warranty.

Consumer claims to have sought repair four times for problems relating to the "electrical engine ecoboost," the fuel system, and loss of power to the engine.



Denial Decision

Submitted Date: 10/24/12

FRD1228672

VIN: 1FTFX1ET4BF

Customer: Hearing Date: 10/02/12

Arbitrator: Elizabeth Drayer

Question 1

The customer's request (Repair, Replacement, etc - listed below) is denied. Repurchase

CASE: FRD1228672

Arbitrator: Elizabeth Drayer

Customer:

Date: 10/24/12



Date: 10/24/12

Customer:

ACCEPTANCE OR REJECTION OF DECISION

Case Number: FRD1228672

State: FL

Business: Ford Motor Company Mfr-Info: 6700 FL 1FTFX1ET4BF
Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.
COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY
Note: If this form is not received at the CBBB office within $_{14}$ days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.
Please check one of the following.
I ACCEPT THE ARBITRATION DECISION. I understand this means:
* the business will be legally bound to abide by this decision; and,
* I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.
I REJECT THE ARBITRATION DECISION. I understand this means:
* I may pursue other legal remedies under state or federal law;
 depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
* the business will not be obligated to perform any part of the decision; and,
* this will end Better Business Bureau involvement in my case.
Signature(s) of Titled Owner(s): Date:
Council of Better Business Bureaus, Inc.
3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

If you have any questions about the decision or if I may be of help to you, please feel free to call me at 800.955.5100.

Sincerely,

Edith Newton at Extension 512



October 24, 2012



Re: FRD1228672 vs Ford Motor Corporation 1FTFX1ET4BF

Dear C/O Brent Wikgren:

Enclosed is the arbitrator's *Decision* and *Reasons for Decision* for your case. Please read the instructions on the *Acceptance/Rejection Form*, complete it and return it to us no later than 14 days from the date of this letter.

We thank you for giving us the opportunity to help with the resolution of your dispute, and hope that you are satisfied with the manner in which your claim was handled in BBB AUTO LINE.

The enclosed *Decision* is not binding on the consumer. You may reject this decision and, if eligible, may request arbitration by the Florida New Motor Vehicle Arbitration Board administered by the office of the Attorney General.

To obtain information about and file a claim with the state-run Florida New Motor Vehicle Arbitration Board, you should contact the Office of the Attorney General, Lemon Law Hotline at 800.321.5366 (850.414.3500 if outside Florida), or via email to: flalemonlaw@myfloridalegal.com. The mailing address is: Office of the Attorney General, Lemon Law Arbitration, PL-01, The Capitol, Tallahassee, FL 32399-1050.

PLEASE BE ADVISED: the Florida Lemon Law requires that a request for arbitration by the Florida New Motor Vehicle Arbitration Board be filed by a consumer no later than 60 days after the expiration of the lemon law rights period (the period ending 24 months after the date of the original delivery of a motor vehicle to a consumer) or within 30 days after the final action of BBB AUTO LINE, whichever date occurs later.

Please complete and send the enclosed Acceptance/Rejection form to 3033 Wilson Blvd., Suite 600, Arlington, VA 22203 or you may fax it to 1.703.247.9700.

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



October 24, 2012

LOU COSTA FORD MOTOR COMPANY 1320 S BABCOCK ST MELBOURNE FL 32901

Re: FRD1228672 vs Ford Motor Corporation 1FTFX1ET4BF

Dear Madam/Sir:

Enclosed is the arbitrator's Decision and Reasons for Decision for your case.

The customer has been sent an Acceptance/Rejection Form and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the Decision.

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

Sincerely,

Edith Newton at Extension 512

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



November 7, 2012

LOU COSTA FORD MOTOR COMPANY 1320 S BABCOCK ST MELBOURNE FL 32901

Re: FRD1228672 vs Ford Motor Corporation 1FTFX1ET4BF

Dear Madam/Sir:

The above referenced customer has failed to return the *Acceptance/Rejection of Decision Form* within the specified time and rejection is assumed.

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

Sincerely,

Edith Newton at Extension 512

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

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

Received:

Add Comments

Previous Next

Save

Mail Report

Download Options

Report Detail Section: View Details

Attachments: 0

Report#:

CHQDS003 NHL

CCRG/EPRC:

Reviewed Status:

Date:

08/17/2012

Vehicle:

2011,F150 4X4 ,F150 ,SUP CAB, STYSD , 1FTFX1ET4BF

Build Date: 10/07/2011

Odometer:

17,027 M

Engine:

3.5L-GTDI Calibration: BF613C0A

Transmission:

6R80E

Axle:

3.73 LOCK

A/C:

Dealer:

USA 04991 AutoWay Ford and Lincoln

Phone#:

(352)796-3525

YES

USA

City:

Brooksville

State:

Florida

Country:

Originator:

BOB CONTENTO

Symptom:

5 54 2 39 DRV PERF, LACK/LOSS PWR , ACCEL, INTERMITTENT

Status:

VFG:

V52 DRIVEABILITY

Additional Symptom:

ENG LIGHT.HESITATE LOSE POWER

Fix:

Causal Component:

Condition Code:

Hotliner: BFENNIN1

Phone: 313 317-7071

Regn Cd: S3 Orlando

Engineering:

Phone:

TAR:

Dir Contact: BOB CONTENTO

Phone: 000 000-0000

Title Cde: T

PE13-018 001409LC

KOEO:

KOEC: P0300 P0306

KOER:

Comments:

REPAIR

08/17/2012 10:42AM BRETT FENNING MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: ENG LIGHT. HESITATION LOSES POWER. AFTER EXTENDED DRIVE. DIAGNOSTICS: PERFORMED EEC TEST.CODESP0300,P0306.TSB 12-06-04 ALREADY PERFORMED. PARTS REPLACED:SEE TSB 12-06-04. TECH QUESTION:SAME CODES AS BEFORE.FORD REP INVOLVED.PCM TOOK LATER CALIBRATION TODAY.WAS THAT A NEW CALIBRATION FOR CONSERN OR IS THERE A NEW REPAIR FOR CONSERN OR DID THE CALIBRATION NOT DOWN LOAD DURING REPAIR FOR TSB?

RECOMM 08/17/2012 10:42AM BRETT FENNING MSS - FCSD - TECH SVC HOTLINE ROBERT, DUE TO THE IDS SOFTWARE UPDATE TO 80.02, A NEWER CALIBRATION MAY BE AVAILABLE FOR THE VEHICLE. THE CALIBRATION UPDATE DOES NOT ADDRESS THIS CONCERN, PLEASE CONTINUE TO ATTEMPT TO DUPLICATE THE CONCERN. WHEN THE CONCERN IS PRESENT MONITORING THE FOLLOWING PIDS 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, TIP_PRS-BOOST AND TIP_PRS_DSD TO SEE IF A FAULT CAN BE VERIFIED. IF THE MISFIRE/S CAN BE ISOLATED TO A SPECIFIC CYLINDER, PERFORM AN IGNITION COMPONENT SWAP WITH A KNOWN GOOD CYLINDER, REPLACE THE AFFECTED IGNITION COMPONENTS IF THE MISFIRE FOLLOWS THE COMPONENT. IF THE CONCERN STILL PERSISTS AFTER IGNITION COIL SWAP, ENSURE PROPER STATIC AND RUNNING COMPRESSION. IF COMPRESSION PROVES OKAY, DIRECT THE TECHNICIAN TO REPLACE THE AFFECTED CYLINDER INJECTOR AND RE-EVALUATE.

ADD-ON 08/17/2012 10:42AM BRETT FENNING MSS - FCSD - TECH SVC HOTLINE CONSULTED DAVID CHATFIELD

REPAIR 08/17/2012 12:23PM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE
CUSTOMER WAS TOLD BY FORD REP A NEW REPAIR IS BEING WORKED ON BY
ENGINEERING FOR WATER BUILD-UP IN CAC.CONSERN ONLY OCCURS AFTER LONG
TRIPS.300 TO 500 MILE TRIP.EVEN NEWER THAN TSB 12-06-04.TO BE RELEASED
LATE FOURTH QUARTER, IS THIS TRUE?

RECOMM 08/17/2012 12:23PM DAVID CHATFIELD MSS - FCSD - TECH SVC HOTLINE
ROBERT, IF THE CONCERN CAN ONLY BE DUPLICATED UNDER EXTENDED
DRIVING, EXTREMELY HUMID OR RAINING CONDITIONS AFTER A HARD
ACCELERATION EVENT, THEN IT IS MOST LIKELY DUE TO CAC CONDENSATION.
RECOMMEND TO INSPECT THE THROTTLE PLATE AND CAC INTAKE TUBE FOR SIGNS
OF WATER OR WATER STAINS. IF THIS IS FOUND THE CONCERN IS LIKELY DUE
TO CAC CONDENSATION. ENGINEERING IS IN THE PROCESS OF REPAIR FIX
VALIDATION. INFORMATION REGRADING FIX INFORMATION IS ANTICIPATED SOON
AND WILL REFLECT IN OASIS AS SOON AS IT BECOMES AVAILABLE.

Folder Number:

Add Comments Previous Next Save Mail Report

Download File Report To This Folder File Report To A Folder

Mail Report

Requester: MVALLA Report Summary Server: FCWS686

Ford Proprietary, Private

27-Nov-2012

Retention: None

Server: AWS QA Claims loaded through: 26-NOV-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 27-NOV-12

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

VIN	AWS VL	WERS VL		BODY	VER SERIES			TRANS				R SELLING DEALER		TI	s wc	C PRI	EF B/	SE	SUFF	VRT	ROW	VFG	ccc
	3,0000	1004		note to Mario	COC. PRICE DE CO.		-	NAME OF TAXABLE PARTY.	1125-5000	07-	02-	ALL TO SEL COMMON.	240348322							1000	101.55.71		
FTFX IET4BI	F6	T/F6	F	T/BD	T/AM	T/E	AF	T/C3	T/KW	OCT-		124222	USA	3	2G0	4 •	DI	AG	*	1-04	\$11	V52	D36
WS Claim Key:	3334871	Doc #:	11116	2A	Trx Coc	de:	2	Labor	Hrs:	1.5	Labor	Cost:	133.55	5 M	aterial	Cost	0		Total Cost:		133.55	i	
Olr Cd-Sub Cd:	04991-*	Name:	LINC	OLN	FORD A	ND	Ph:	352-79	63525	St: FL	Ctry Cd:	USA	Reg C	d:	NA	Rep	or Dat	te: 20-AP	R-2012	3000	DIST	(Mile):	7362
Cust Comments:	C.S UND	ER A L	OAD	AT TIM	ES.VEH	ICLE LO	OSES P	OWER.	ON AN	DOFF	THE	GAS AND V	EHICL	E PI	ICKS I	OWE	R BA	CK UP.					
Tech Comments:												D MONITO SSUES FOU										NT	
IFTFX IET4BF	F6	T/F6	F	T/BD	T/AM	T/E	AF	T/C3	T/KW	07- OCT- 2011	02- FEB- 2012	124222	USA	4	2G0	5 •	RI	CALEM	١.	F04	S11	V29	E29
AWS Claim Key:	3×58616	Doc#:	1122	78A	Trx Co	de:	S07	Labor	Hrs:	.4		Cost:	35.61	М	ateria	Cost	0		Total Cost:		35.61		
Dir Cd-Sub Cd:	04991-*	Name:	AUT	OWAY	FORD A	ND	Ph:	352-79	63525	St: FL	Ctry Cd:	USA	Reg C	d:	NA	Rep	or Da	te:29-M/			DIST (Mile)	:10272	2
					CD						0.0000										1001/2007/	FROM NO.	101
Cust Comments:	C.S SES													-	걸병하였						1명당		
	C.S SES PERFOR	M EEC SSM 22	TEST 225 W	FOUN	CODE							NCE TEST PER TSB A											Į.
Fech Comments:	C.S SES PERFOR FOUND	M EEC SSM 22	TEST 225 W	FOUN HICH I FORD	CODE	YOU TO			PROGE		O2- FEB-			TUR	RN TO		гоме	R PEND		REPA		V29	F29
Fech Comments:	C.S SES PERFOR FOUND PROCEL	M EEC SSM 22 DURE F	TEST 2225 W ROM	FOUN HICH I FORD	D CODE: REFERS	YOU TO	TSB 12	2 10 RE	T/KW	07- OCT-	02- FEB- 2012	PER TSB A	ND RET	TUR 6	RN TO	CUST	3Z SE	R PEND	ING A	F04	AJR		E29
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Cust Comments: Fech Comments: IFTFX IET4BF AWS Claim Key: DIr Cd-Sub Cd: Cust Comments:	C.S SES PERFOR POUND PROCEI F6 4457495 04991-*	M EEC SSM 22 DURE F T/F6 Doc #;	TEST 225 W ROM F 1136 AUT LINC	T/BD T/BD OWAY	T/AM Trx Coo	T/E de:	AF S07	2 10 RE T/C3 Labor 352-79	T/KW Hrs:	07- 0CT- 2011 1 St: FL	02- FEB- 2012 Labor Ctry Cd:	124222 r Cost: USA	USA 91.88	6 M	4C0	CUST 3 BL	3Z 5E: 34	212 5.84	E Total Cost:	FO4	S11 437.7; DIST	2	
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Tech Comments: IFTFX IET4BF AWS Claim Key: Dir Cd-Sub Cd:	C.S SES PERFOR POUND PROCEI 1457495 04991-* C.S SES RETRIE DEFLEC 4916173 04991-*	M EEC SSM 22 SSM 22 T/F6 Doc #: Name: T/F6 Doc #: Name: Name:	F 1136 AUT LINC ON L TCS, FEPRO F 4UT LINC AUT L	T/BD T/BD T/BD T/BD T/BD T/BD T/BD T/BD	T/AM Trx Coo FORD A POWER 0300, P0: MED THI T/AM Trx Coo FORD A	T/E de: ND AFTER 304, P03-E PCM / T/E de:	AF S07 Ph: SHR RU 05. P0300 S PER T AF S07 Ph:	2 10 RE T/C3 Labor 352-79 NNING 5. CHEC SB 1200 T/C3 Labor 352-79	T/KW Hrs: 63525 OR AP KED O 504 TES T/KW Hrs:	07- 0CT- 2011 St: FL TER 17: ASIS A T DRO 07- 0CT- 2011 ,7 St: FL	02- FEB- 2012 Labor Ctry Cd: 5 MILE: ND FOI VE ANI	124222 r Cost: USA S. UND TSB 1 D VERIFIE! 124222	USA 91.88 Reg C 12 06 04 1D REPA USA 64.32 Reg C	6 M.Cd: REFAIR 8 M.Cd:	4C0 4C0 NA NA NA NA NA	CUST 3 BL 3 BL 1 Cost Rep 1 BL	33Z 5E: 34 :: 34 HE LE: 33Z 6k	2212 5.84 te: 10-JUI FT CAT.	E Total Cost: L-2012 INSTA	F04	S11 437.77 DIST (Mile) D CAC S11 287.55 DIST	2):13586 AIR V52	D42

Any comments? You can contact

...... wehmaster

Inspection Report

FRD1228672

	Customer:	Ford Motor Company		Case #:
Vehicle Information: Make:	Manufacturer:			
Vehicle Information: Make:	Arbitrator's Name	e:		Date of Inspection://
Year: Mileage: VIN:	Location of Inspe	ection:		
Parties Present at Inspection: [] Technical Adviser [] Arbitrator [] Customer [] Manufacturer Conditions or Components Inspected: Was a test drive conducted? [] Yes [] No How long was the test drive? Minutes Aftermarket Items to be Removed, If Applicable. (For Example: Cellular Telephone, Modified Wheels): Exterior Overall condition of the vehicle's exterior (Rate as "Excellent," "Good," "Fair," or "Poor."): Please indicate damage below: Interior Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor."):	Vehicle Informat	ion: Make:	Model:	
Was a test drive conducted? [] Yes [] No How long was the test drive? Minutes Aftermarket Items to be Removed, If Applicable. (For Example: Cellular Telephone, Modified Wheels): Exterior Overall condition of the vehicle's exterior (Rate as "Excellent," "Good," "Fair," or "Poor."): What damage is beyond normal wear and tear? Please indicate damage below: Interior Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor."):	Year:	Mileage:\	VIN:	
Was a test drive conducted? [] Yes [] No How long was the test drive? Minutes Aftermarket Items to be Removed, If Applicable. (For Example: Cellular Telephone, Modified Wheels): Exterior Overall condition of the vehicle's exterior (Rate as "Excellent," "Good," "Fair," or "Poor."): What damage is beyond normal wear and tear? Please indicate damage below: Interior Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor."):	Parties Present a	t Inspection: [] Technical A	Adviser [] Arbitrator []	Customer [] Manufacturer
Aftermarket Items to be Removed, If Applicable. (For Example: Cellular Telephone, Modified Wheels): Exterior Overall condition of the vehicle's exterior (Rate as "Excellent," "Good," "Fair," or "Poor."): What damage is beyond normal wear and tear? Please indicate damage below: Interior Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor,"):	Conditions or Co	mponents Inspected:		
Overall condition of the vehicle's exterior (Rate as "Excellent," "Good," "Fair," or "Poor."): What damage is beyond normal wear and tear? Please indicate damage below: Interior Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor."):				
What damage is beyond normal wear and tear? Please indicate damage below: Interior Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor."):	Exterior			
Please indicate damage below: Interior Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor."):	Overall condition	of the vehicle's exterior (R	ate as "Excellent," "Goo	od," "Fair," or "Poor.") :
Interior Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor."):	What damage is	beyond normal wear and te	ear?	
Interior Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor."):	2000			
Interior Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor."):				
Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor.") :	Please indicate of	lamage below:		
Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor.") :				
Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor.") :				
What damage is beyond normal wear and tear?		n of the vehicle's interior (R	ate as "Excellent," "Goo	d," "Fair," or "Poor.") :
	What damage is	beyond normal wear and te	ear?	

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



ARBITRATOR SELECTION LIST

Customer:

Case Number: FRD1228672

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Elizabeth Drayer

Arbitrator's Occupation:

environmental and regulatory law

Arbitrator's Biography:

Elizabeth Drayer received her B.A. from the University of Pennsylvania in 1983, and her J.D. from the George Washington University in Washington, D.C. in 1986. She worked for several years as an attorney for the U.S. Environmental Protection Agency and later as an attorney for an energy corporation. Ms. Drayer ceased full-time employment to raise her children and now occasionally serves as a mediator and arbitrator for the Pinellas County Court system. She also volunteers for a number of civic and charitable organizations.

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

<u>Directions to Better Business Bureau</u> <u>ADDRESS</u>: 2655 McCormick Drive, Clearwater, FL 33759 <u>PHONE</u>: (727) 535-5609

Oirections to Clearwater BBB coming from South Florida (i.e. Bradenton, Sarasota, and further south)

- Take Interstate 75 North to 275 North across the Sunshine Skyway (toil = \$1.00).
- Continue on 275 North to 686 West follow sign to Clearwater on exit ramp.
 Follow 686 West to 688 West when on 600 West
- Follow 686 West to 688 West when on 688 West stay in right or middle lane.
- Road will make a "Y" at which time you will go to your right (sign will indicate direction to St. Pete / Clearwater Airport). You will now be on 686 West – AKA Roosevelt Blvd.
- Remain on 686 West to US 19 (Second overpass you come to). Go North on US 19.
- After crossing over Sunset Point Road, you will pass "Countryside Ford" on your right. Just past Countryside Ford, make a right onto McCormick Drive. You will see a brick sign for "Prestige Place" at the corner of McCormick and US 19. Note: there is no stop light at this turn.
- Continue on McCormick Drive to last set of office buildings on your right hand side. Make right into driveway. BBB office is located at end of drive (2-story building).

Directions from East (i.e. Tampa, etc.)

- Take State Road 60 West to Clearwater across the Courtney Campbell Causeway.
- Once across the Causeway, continue to US 19 and go North on US 19 service road.
- While going north on US 19 service road you will cross the intersection of Drew Street and continue north where the service road will merge onto US
- Continue North past Sunset Point Road. After crossing over Sunset Point Road, you will pass "Countryside Ford" on your right. Just past Countryside Ford, make a right onto McCormick Drive. You will see a brick sign for "Prestige Place" at the corner of McCormick and US 19. Note: there is no stop light at this turn.
- Continue on McCormick Drive to last set of office buildings on your right hand side. Make right into driveway. BBB office is located at end of drive (2-story building).

Directions from the North (i.e. New Port Richey, Holiday, etc.)

- Take US 19 South past Clearwater's Countryside Mall. Remain in right hand lane.
- You will approach Sunset Point Road where you will need to make a "U" turn

 – going back north on US 19 service road.
- Continue North on service road in your right hand lane. You will see "Countryside Ford" located on your right. You will see a brick sign for "Prestige Place" at the corner of McCormick and US 19. Make a right on McCormick Drive. Note: there is no stop light at this turn.
- Continue on McCormick Drive to last set of office buildings on your right hand side. Make right into driveway. BBB office is located at end of drive (2-story building).



September 18, 2012

MICHEL WATSON FORD MOTOR COMPANY P O BOX 6248 DEARBORN MI 48121

Re: FRD1228672 vs Ford Motor Corporation 1FTFX1ET4BF

Dear Madam/Sir:

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

Enclosed please find the following information:

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

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

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

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

Council of Better Business Bureaus, Inc.

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

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

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

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

If you have any questions, please contact me at 800.334,2406. Please fax your position to 703,247,9700.

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

Sincerely,

Edith Newton at Extension 512



September 18, 2012

C/O BRENT WIKGREN CHICAGO IL

Re: FRD1228672 vs Ford Motor Corporation 1FTFX1ET4BF

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

Enclosed please find the following information:

- * Program Summary This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * Important Information about the Florida Lemon Law.
- * Agreement to Arbitrate The purpose of the Agreement to Arbitrate is to outline the positions of both parties to the dispute. The Agreement is not intended to explain your full position. Please read the Agreement carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.
- * Customer Claim Form (CCF) Information we have on file regarding your complaint is recorded on the CCF. Please verify the accuracy of the information and return the CCF to us with any necessary corrections or additions. PLEASE NOTE: We must receive a signed CCF to establish our authority to handle your case. Pursuant to Rule 6 of the BBB AUTO LINE Arbitration Rules, your case will be closed if we have not received a signed CCF within 14 days from the date of this letter. The CCF must be signed by the customer or signed by the attorney and accompanied by proof of the customer's authorization of representation.
- * How BBB AUTO LINE Works This booklet explains the BBB AUTO LINE program, and contains the rules that will be followed in arbitration.
- * Oath of Participant Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

Council of Better Business Bureaus, Inc. 3033 Wilson Boulevard, Suite $600 \cdot$ Ariington, VA \cdot 22201 \cdot Phone $800.955.5100 \cdot$ Fax: 703.247.9700

As stated above, a completed and signed *Customer Claim Form* is required for your claim to proceed to arbitration. In addition, BBB AUTO LINE must receive your written position and supporting documents no later than close of business <u>fourteen days</u> from the date of this letter. On the following day, we will send each written position to the other party for comments. If we have not received the requested information from you, the correspondence and documents you have provided us thus far will serve as your written position. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form. If we fail to render a decision within 40 days from the date of this letter, or if you are not satisfied with the results of BBB AUTO LINE arbitration, you may, if your case is eligible, pursue your claim through the state arbitration program.

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

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

Sincerely,

Edith Newton at Extension 512

BBB AUTO LINE Customer Claim Form

Case number: FRD1228672 Contact Date: 09/18/12 Start Date: 09/18/12

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 INFO	RMATION			
Titled owner:				
Mailing address				
City: Chicago		State:	IL	Zip code:
Day phone:	Evening phone:			Cell phone:
Fax:	E-mail address:			
SECTION 2: VEHICLE INFORM	MATION			
Make: Ford	Model: F-100 Truck	Year:	2011	Current mileage: 18115
Name(s) that appears on the vehic	de title:			
Selling dealer/city/state: Brando	on Ford, Tampa, FL			
Primary Servicing dealer/city/sta	ate: AUTOWAY FORD AND L	INCOL	١,	
Acquired as 🛛 new 🔲 used 🗀	demo leased Is the	vehicle i	n your	possession? 🛛 yes 🔲 no
Purchase/lease date: 02/02/12	Mileag	e at pur	chase/le	ease:
First repair attempt date: 03/31/	12 First r	epair atte	empt m	illeage: 3722
How often is the vehicle used for business purposes (percentage	Number of veh	nicles ow	ned	Transmission type: ☑ Automatic ☐ Manual
Has the vehicle been in an accider			-	Date of accident:
Description of damage:	,		1 20 20	
SECTION 3: DESIRED OUTCO		ant doi	ne to i	resolve your concern)
Repurchase plus attorney fees				
Please complete the missing	information in the box b	elow ar	nd on	page 2.
VEHICLE INDENTIFICATIO	N NUMBER 1FTFX1ET4BF			
Lienholder/Leasing Compa	ny		_ Pho	one Number
Account Number			_	
				2

Case Number: FRD1228672 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 5 Electrical Engine EcoBoost Fuel System 1 Engine 1 Total days out of service for all problems: _____ Signature of Titled Owner(s) ______ Date _____ Printed Name of Titled Owner(s) _____ I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute

under the BBB AUTO LINE Arbitration Rules.

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

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



AGREEMENT TO ARBITRATE

Date: 09/18/2012

Case Number:

FRD1228672

Customer:

er:

Business: Ford Motor Company

Mfr-Info: 6700 FL 1FTFX1ET4BF

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

Model : F-100 Truck

Year : 2011

All parties named above submit to arbitration the following:

- * Electrical Engine EcoBoost
- * Fuel System
- * Engine

The parties have come to agreement on the following:

N/A

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

Consumer : R

: Repurchase

Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are: Purchase price: (reflects the deduction of a rebate, if applicable)

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(* Indicates additional remedies that can only be included if a lemon law repurchase is awarded)

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

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From: TA:10.100.0.2:61497,6193301897

Page: 2/14

Date: 9/17/2012 4:45:34 PM

Krohn & Moss, Ltd.

(Arizone, Californie, Floride, Blinois, Indiane, Minnosote, Missouri, Nerada, Olijo, Wisconein, Washington, DC)
Main Office

10 N. Dearborn, 3^d Floor Chicsgo, Illinois 60602 www.krohnandmoss.com

Writer's Direct Number (312) 578-9428 Ext. 202 Writer's Direct Facsimile (866) 431-5576 Writer's Direct E-Mail jeriokson@consumorlawconter.com FRD 1228672

Licensed to practice Only in: Florida Illinois

September 17, 2012

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

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

RE

v. Ford Motor Company

Dear Mr. Umanzor:

Please find enclosed my client's application for arbitration with the Better Business Bureau. Per the program summary identified on your website, we are requesting a documents-only hearing. My clients' written position has been stated in this initial application. They request a refund under the Florida Lemon Law and Magnuson-Moss Warranty Act based on Ford's failure to repair defects in the vehicle after being afforded a reasonable number of attempts to do so. Additionally, my clients' request payment of their attorney's fees.

As my clients are represented by counsel, please do not contact my client directly for any matters. Please call or email me if you have any questions regarding this matter. Finally, please send any written notices regarding this matter via fax (866-431-5576) or email to my attention.

Thank you for your cooperation and timely processing of this application.

Jordan Enckson Attorney at Law

JE/df

Enclosures

Page: 3/14

Date: 9/17/2012 4:45:34 PM

BBB AUTO LINE Customer Claim Form

Case number:	
Contact Date:	
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).

Titled owner:			
Malling address:	Esq.; Krohn & Moss,	Ltd.;	
City: Chicago		State: IL	Zip code:
Day phone:	Evening phone:		Cell phone:
Fax:	E-mail address:	prophish areas and the second	iķ.
SECTION 2: VEHICLE	INFORMATION		
Make: Ford	Model; F-150	Year: 2011	Current mileage: 18115
Name(s) that appears on	the vehicle title:		
Selling dealer/city/state:	Brandon Ford (Tampa, FL)		H-S
Primary Servicing deale	r/city/state: Autoway Ford & Linc	oln (Brooksville, FL))
			ossession? 🛛 yes 🗌 no
Purchase/lease date: 02/	02/2012 M	lleage at purchase/lea	nse: 35
First repair attempt date:		rst repair attempt mil	
How often is the vehicle ufor business purposes (pe	sed o Number o	f vehicles owned by the business:	Transmission type: Automatic Manual
	accident/had body damage?		Date of accident: N/A
Description of damage: N		es es no	Date of budgetti.
Description of damage.			UV - A - AWARD
ECTION 3: DESIRED	OUTCOME (Describe what yo	u want done to re	solve your concern)
VIN: 1FTFX1ET4BF	/ Vehicle Repurchase plus at	torneys fees.	8
Please complete the r	nissing information in the bo	x below and on pa	age 2.
	Company Bank Of America		1.800 215 6105
Liennolder/Leasing	сопрапу	Phor	e Number 1.800.215.6195
Account Number			

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
PLEASE	SEE		ENCLOSED	
		Ford	has no available fix for this problem	
				-
Total days out of service for all	problems:			
Signature of Titled Owner(s), arn submitting this dispute for resunder the BBB AUTO LINE Arbitration	olution in the BBB AUTO	O LINE prog	pram, and I agree to arbitrate the disp	oute

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

and and a 10 center of the following the first of the control of t

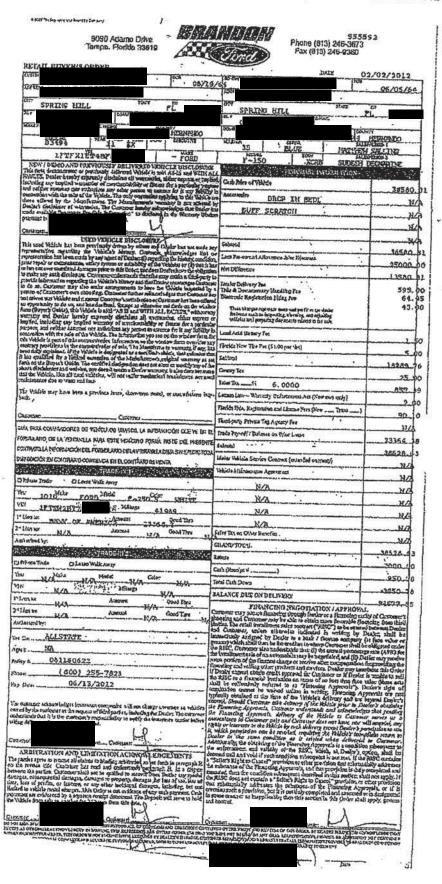
Date of Repair	Mileage	Description of Problem/Repair	Defects	Result
03/31/12	3.722	Perform VCP lube, oil, filler and tire roletion	Service	
		Perform multi point inspection	Service	Tires, Brake and Ballery In good condition good at this time
04/20/12	7 362	EEC system diagnosis	Electrical Engine EcoBo ost	
		Check Pld recorder/monitor lest and with road test L	Electrical Engine EcoBo ost	
		Fuel pump pressure test on vehicle diagnosis	Fuel system	
		Compression/po wer balance test	Electrical Engine EcoBo ost	
		Mulli point Inspection not completed (his visit	Service	Tires in goo condition good at this time
05/25/12	9,141	Perform VCP lube. oli, filter and tire rotation	Service	
		Perform mulli point inspection	Service	Tires, Brake and Battery in good condition good at this time
05/30/12	10,272	Perform mulli point inspection	Service	Tires, Brake and Battery in good condition good at this time
		PCM issue	Electrical Engine EcoBo ost	Reprogram PCM TSB 12-2-10
07/10/12-07/25/12	13,586	SES light on looses power after 5 hr running or after 175 miles	Electrical Engine EcoBo ost	Checked casts and found TSB 12-06-04 replaced the left. Instelled CAC air deflector reprogrammed the PCM as per TSB 120504 test drove and verified repair
		Multi point Inspection not completed this Visit	Service	Tires, Brake and Battery In good condition good at this time
		Perform VCP lube, oil filter and tire rolation	Service	

From: TA:10.100.0.2:61497,6193301897

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Date: 9/17/2012 4:45:35 PM

9/6/2012	17,929/18,003	C/S Acceleration. Truck hesitates and looses power has to pull off side of road	engine	EN001 Miscelleneou s Engine- Repeir Replaced CACT cooler as per FSE chris hell.
		Muili point inspection not completed this visit		



Dealer CAR 62002 ADP WATER STRUCK TYPE 2 - 520 - AUTONATON - TUTTOM MARTINE TOWNER COPY

ST MER #: 4216229 113693 AutoWayo Ford & Lincoln *INVOICE* 7200 BROAD STREET BROOKSVILLE, FLORIDA 34601 PHONE (352) 796-3525 SPRINGHILL ET. PAGE 1 HOME: CONT Beggair Shop Registration Number L SERVICE ADVISOR: 3840 DONALD SCHUMAKER KONCOLORIO EN SEARE A TAL MAKEMODELLA WAR AND THE STATE OF THE S MARKET MINISTER SACRETURE SERVICE SERV FTFX1ET4BF 3586/13590 PROPERTY OF THE PROPERTY OF TH CLJAN11 RO OPENEDIO SE OPTIONS: DLR:4991 ENG:3.5 Liter GTDI 10:19 24JUL12 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A: COSSES ANGEN CONTROCCES FORMER AFTER SHE TOUGHT OF A SEPREMENT AND A SERVICES OF A SEPREMENT AND A SEPREMENT A LINE OPCODE TECH TYPE HOURS EN001 Miscellaneous Engine - Repair EINTER BUS 1 BL3Z*5E212*E CONVERTER ASY
1 DOGESTIC SCREW (N/C)(N/C) CL3Z*19E672*A DEFLECTOR - AIR 77. 4 *WOTED BEFORE DINES EXCUSSION LABOR: PARTS: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 2011 12 5 8 60 TEB 102 5 6 44 20 20 6 6 4 E SECON REPRESENTATION D , P0305, P0306, CHECKED OASIS AND FOUND TSB 12-06-04 REPLACED THE LEFT TEST DROVE AND VERIFIED REPAIR \$ \$4.6 × 5 × 7 × 7 × 7 × 4 × 8 × B Multi ment Inspection it completed it. is it. CI GTIRE TIRES IN GOOD CONDITION GBK BRAKES IN GOOD CONDITION GBATT BATTERY CONDITION GOOD AT THIS TIME FEET OF STREET OF STREET PARTS: LABOR: 0.00 0 00 OTHER . 0.00 TOTAL LINE B: 0.00 Service and the service of the servi ****************** ******** C** Perform VCP Lube, Oil, Filter and Tire Rotation Rotation 1 *PH500* OIL FILTR (N/C) E 5WEU MOTOR CITE (N/C) PIER: 0.000 SUPPLY COURTS; We have added classes own to part a few ports, whichever greater or 15th or the structure of 15th or 15th or the structure of 15th or 15 PARTS: 0.00 LABOR: 0.00 OTHER: TOTAL LINE C: 0.00 FARTS: 0.00 LABOR: 0.00 OTE by signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the apportunity to inspect) any replaced perts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

If Payment is Made by Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed us an EFT, funds may be withdrawn from your account as noon as today. You agree that you will not dispute us electronically debiting your pocount, so long as the amount corresponds to the smouth on this invoice, in the event your check or EFT is returned unpeil for any reason, you authorize us or our agent to cherge a service fee up to the maximum amount parmitted by law. NEW DESCRIPTIONS LABOR AMOUNT PARTS AMOUNT GAS; OIL, LUBE SUBLET AMOUNT to see negated a FT.00 log to low sech now the cald in 15.403.7181, and a c1,50 collected for thish now or for lead-set battery sold in 15.403.7185). TOTAL CHARGES LEGS INSURANCE ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. SALES TAX CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE PLEASE PAY THIS AMOUNT WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Xtime

Page 1 of 2

[Print] [Close Window]

Wednesday, July 25, 20:	12							113693
Advisor	Mileag	RO Status	Total T		Warranty Total	Cust Total	Int Total	Misc Total
3840 (SCHUMAKER,DONALD)	13586	CLOSED	1.70		438.72	0.00	28.00	0.00
Ser 1 120604B WF CK DTC'S	vices	~ ~ ~ ~ ~ ~		1 01 77	*5E212*E	Parts CONVERTER	A C) (321.97
INST CAC AIR DEFLECT 438.72) 2 MULTI-N CF MULTI PO COMPLETED THIS VISI 3 GTIRE CF TIRES IN GO 1356, 0) 4 GBK CF BRAKES IN GO 1356, 0) 5 GBATT CF BATTERY CC TIME (Tech 1356, 0)	INT INS	PECTION (1356, 0) DITION (1	NOT rech rech rech T THIS	3 CL3Z	1000	NUT - ADJUS DEFLECTOR - PIN - TRIM OIL FILTR MOTOR OIL Total:	2011	W 10.92 11.95 2.00 2.00 12.00 360.84

Wadnesday, May 30, 20	12						112278
Advisor	Mileag	e RO Status	Total Tech Hours	Warranty Total	Cust	Int Total	Misc Total
3840 (SCHUMAKER,DONALD)	10272	CLOSED	0-40	35.61	0.00	0.00	0.00
Sej	vices				Parts		
1 12021DA WF 2011-12 PCM TSB 12-2-10 (Tec 2 MULTI-A CF CUSTOME MULTI POINT INSPEC VISIT. (Tech 3568, 0) 3 GTIRE CF TIRES IN GC 3568, 0) 4 GBK CF BRAKES IN GC 3568, 0) 5 GBATT CF BATTERY CC TIME (Tech 3568, 0)	h 3568, 3 R REQUE TION PEI DOD CON	5.61) STED TO PRESENTED TO PRESENTED TO PRESENTED PRESEN	HAVE THIS Tech				

Friday, May 25, 2012				112200
Advisor Mileage RO Status Total Tech I	Hours Warrant	ty Total Cust To	tal Int Tot	al Misc Total
3713 (BENDER, JACK) 9141 CLOSED 0.70	0.00	0.00	28,00	D.00
Services		Parts)	
1 VCPTR IFXV PERFORM VCP LUBE, OIL, FILTER	1 *PH500*	OIL FILTR		2.00
AND TIRE ROTATION (Tech 5150, 28)	2 5W20	5W20 MOTOR	A OIL	12.00
2 MULTI-A CF CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT. (Tech 5150, 0)		Total:		14.0
3 GTIRE CF TIRES IN GOOD CONDITION (Tech 5150, 0)				
4 GBK CF BRAKES IN GOOD CONDITION (Tech 5150, 0)				
5 GBATT CF BATTERY CONDITION GOOD AT THIS TIME (Tech 5150, 0)				

Xtime

Page 2 of 2

Friday, April 20, 2012 Advisor	Mileag	e RO Status	Total Tech Hours	Warranty Total	Cust	Int Total	11116: Misc Total
3840 (SCHUMAKER,DONALD)	7362	CLOSED	1.50	133.55	0.00	0,00	0.00
Ser	rvices				Parts		
1 12650D WF REC SYSTI TEST) - L (Tech 1356, 1 2 12650D80 WF PID REC L (Tech 1356, 8.9) 3 12650D81 WF PID REC WITH ROAD TEST - L (4 9350B WF FUEL PUMP VEHICLE - DIAGNOSIS L (Tech 1356, 53.42) 5 12650D47 WF RELATI COMPRESSION/POWE (Tech 1356, 8.9) 6 MULTI-N CF MULTI PO COMPLETED THIS VIS: 7 GTIRE CF TIRES IN GO 1356, 0)	CORDER, Tech 135 PRESSU \$ (9350/ ER BALAN DINT INS IT. (Tech	/MONITOI 6, 44,52) RE TEST (9A407/9H ICE - TEST PECTION 1356, 0)	R TEST - R TEST ON 1307) -				

Saturday, March 31, 2012			110523		
Advisor Mileage RO Status Total Tech	Hours Warran	ty Total Cust Total Int Tota	al Misc Total		
3258 (BONIN, WAYNE) 3722 CLOSED 0.70	0.00	133.13 28.00	0,00		
Services	Parts				
1 VCP245 CFFV VCP MAINTENANCE PAÇKAGE	1 *PH500*	OIL FILTR	2.00		
\$125.00 (Tech 5242, 125)	2 5W20	5W20 MOTOR OIL	0.00		
2 VCPTR IFXV PERFORM VCP LUBE, OIL, FILTER	3 5W30	MOTOR OIL	12.00		
AND TIRE ROTATION (Tech 5242, 28)		Total:	14.0		
3 MULTI-A CF CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT. (Tech 5242, 0)					
4 GTIRE CF TIRES IN GOOD CONDITION (Tech 5242, 0)					
5 GBATT CF BATTERY CONDITION GOOD AT THIS TIME (Tech 5242, 0)					
6 GBK CF BRAKES IN GOOD CONDITION (Tech 5242, 0)					

STOMER #: 4216229

115434

AutoWayo. Ford & Lincoln 7200 BROAD STREET BROOKSVILLE, FLORIDA 34601

INVOICE

SPRINGHILL, FL			PAGE 1		ONE (352) 7			
HOME:	CONT:							- 4
Beggair Shop Registrati	on Number L:	(Gest/Associated Parts	SERVICE ADVISOR:	3840 DON	ALD SCH	UMAKER	Contract N	6.7
SUCCEOUS STEAM	OF RECEMBREHANDER	- 206-201-124 A 12-12-125-125-125-125-125-125-125-125-12	(826.9-12-14-14-14-14-14-14-14-14-14-14-14-14-14-	ac clock and control	STA WHILE CON	- MATERIAL 1/8/20	1969	9,0
11	FORD F150		FTFX1ET4BF		17929	/18003	T14:	31
DELCOATE PROD	DATE WARRIEXP	PROMISED	PO NO TEN	PATEREN	PAYMENT	HE WAY D	ATE	98.G
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		55C2						
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, , 17929 REPI	ACED CACT COC	LER AS PER	FSE CHRIS HALL		BEPROAVE.			
Milles Point	Inspection no		this visit		* * Yene de lener	MANUAL SERVICE	ed be	ž.,,
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		y in the same of t	t completed this					
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DESTRUCTAR ORDER ADPROVED SERVICE INVOICE TYPE 2 - SIZC - AUTOMATION - TUMITED WARRANTY - COPY

From: TA:10.100.0.2:61497,6193301897

Page: 12/14

Date: 9/17/2012 4:45:38 PM

Krohn & Moss, Ltd.

(Arisono, California, Florida, Illinois, Indiano, Minacrota, Missouri, Norsda, Ohio, Wirconsin, Weshington, DC)

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Licensed to practice Only in: Florida Illinois

August 24, 2012

VIA CERTIFIED MAIL

Ford Motor Company Customer Relationship Center 16800 Executive Plaza Drive PO Box 6248 Dearborn, MI 48126

RE:

. Ford Motor Company

Vehicle:

2011 Ford F160

VIN:

1FTFX1ET4BF

Our File No :

lo: F120197JEA

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the federal Magnuson-Moss Warranty Act and/or the Florida Lemon Law with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office

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

You are hereby notified that any settlement made with our client must include compensation for all statutory and other relief available to a consumer. If you settle directly with our client and do not make arrangements for payment of all damages, fees, and costs, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. Additionally Ford has stated that they will not be able to fix the vehicle for at least 90 days. You are hereby notified that these defects and non-conformities include, but are not limited to:

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- Defective Eco-Boost, engine, and/or electrical system as evidenced by the defective PCM, replacement of the CAC Air Deflector, defective catalytic converter, defective EEC system, defective fuel pump, and the illumination of the SES light; and
- All additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

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

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

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

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

My client's repair history clearly shows there was a breach of your written warranty

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

Although it is my client's contention that you have already been provided with sufficient opportunities to repair the subject vehicle by the tendering of the vehicle to your dealers as directed in your warranty, if you are interested in performing further repairs to the vehicle, please contact me to make appropriate arrangements to do so. If I do not hear from you within ten (10) days I will presume you are uninterested in performing any further repairs to the vehicle.

Please he advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Unless you repurchase my client's vehicle and return all payments made by my client on the vehicle, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

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August 24, 2012

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, please contact me. If this matter is not resolved within ten (10) days from the date of this letter, you are hereby put on notice that a lawsuit will be filed.

Sincer

Jordan Brickson Attorney ht Lan

JE/df



Ford Motor Company - Florida

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 covered by the Florida lemon law must be filed with BBB AUTO LINE within 60 days after the expiration of the Lemon Law Rights Period (the period ending 24 months after the date of the vehicle's original delivery to a customer).

Claims not covered by the Florida lemon law and 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 not covered by the Florida lemon law and seeking repurchase or replacement of a **Lincoln** vehicle must be filed with BBB AUTO LINE within four years or 50,000 miles – whichever occurs first – after the vehicle's warranty start date.

Claims seeking any other remedy listed below must be filed with BBB AUTO LINE before the expiration of the applicable Ford U.S. New Vehicle Limited Warranty coverage period.

ELIGIBLE CLAIMS

Claims must be based on a defect in the vehicle's factory-supplied material or workmanship covered by the applicable Ford U.S. New Vehicle Limited Warranty.

ELIGIBLE VEHICLES

Claims may be filed within the lemon law filing period for Ford, Lincoln, and Mercury cars and light trucks that are covered by the Florida lemon law.

Claims may also be filed for Ford, Lincoln, and Mercury cars and light trucks that are **not** covered by the Florida lemon law if they are:

- Owned or leased in the name of an individual or owned or leased by a business that owns or leases no more than three vehicles;
- · Currently registered in Florida; and
- Purchased or leased in the United States and normally operated in the United States.

Unless covered by the Florida lemon law, the following vehicles are **not eligible** for BBB AUTO LINE:

- F-450, F-550, and F-650 pick-up trucks.
- Ford E-series Cut Away vehicles and F-series cab and chassis.

Claims involving Ford motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.

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.

REPAIRS/REIMBURSEMENT FOR REPAIRS

The arbitrator may award repairs to defects covered by the Ford New Vehicle Limited Warranty. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

The arbitrator may award reimbursement for money paid for the repair of defects covered by the Ford New Vehicle Limited Warranty only if Ford or its dealer declined to repair the defects under warranty or to reimburse under the warranty's emergency repair provisions.

REPURCHASE/REPLACEMENT

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets all elements of the Florida lemon law **or** meets the following conditions:

- The defect(s) in material or workmanship covered by the Ford New Vehicle Limited Warranty was first reported to Ford or an authorized dealer within 18 months or 18,000 miles – whichever occurs first – after the vehicle's warranty start date; and
- Either (1) the same defect was subject to repair four or more times and continues to exist, or (2) the vehicle was out of service for 30 or more cumulative calendar days for repairs to any defect(s); and
- The defect(s) substantially impairs the use, value, or safety of the vehicle to the reasonable consumer.

If the arbitrator finds that the claim meets these conditions **or** meets all elements of the Florida lemon law, the arbitrator must award a repurchase or replacement that will consist of the following remedies:

Repurchase of an Owned Vehicle

Ford will refund the following amounts when repurchasing an owned vehicle:

- 1. Purchase price of the vehicle. This is the cash price for the vehicle, inclusive of any allowance for a trade-in vehicle;
- Collateral charges. These are reasonably-incurred additional charges to a
 customer wholly incurred as a result of the acquisition of the vehicle. They
 include, but are not limited to:
 - sales taxes and title charges;
 - b. manufacturer-installed or agent-installed items or service charges;
 - earned finance charges; and
- 3. Reasonably incurred incidental charges. These are reasonable costs to the customer that are directly caused by the nonconformity of the vehicle.

"Purchase price" excludes debt from a previous transaction. "Allowance for trade-in vehicle" means the net trade-in allowance as reflected in the purchase contract if acceptable to the customer and the manufacturer. If that amount is not acceptable to both parties, then the trade-in allowance is an amount equal to the retail price of the trade-in vehicle as reflected in the NADA Official Used Car Guide (Southeastern Edition) or NADA Recreation Vehicle Appraisal Guide, whichever is applicable, in effect at the time of the trade-in.

Repurchase of a Leased Vehicle

Ford will refund the following amounts when repurchasing a leased vehicle:

Ford - Florida 5/2006

To the lessee:

- 1. Lessee Cost. This is the total deposit and rental payments previously paid to the lessor for the leased vehicle, excluding debt from a previous transaction;
- 2. Collateral charges. These are reasonably-incurred additional charges to a customer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to, sales taxes and title charges, manufacturer-installed or agent-installed items or service charges, and earned finance charges; and
- 3. Reasonably incurred incidental charges. These are reasonable costs to the customer that are directly caused by the nonconformity of the vehicle.

To the lessor:

The Lease Price MINUS the Lessee Cost.

Lease Price means the capitalized cost and each of the following items to the extent not included in the capitalized cost:

- 1. The lessor's earned rent charges through the date of repurchase;
- 2. Collateral charges, if applicable;
- 3. Any fee paid to another to obtain the lease;
- 4. Any insurance or other costs expended by the lessor for the benefit of the lessee; and
- 5. An amount equal to state and local sales taxes, not otherwise included as collateral charges, paid by the lessor when the vehicle was initially purchased.

Replacement

Ford will provide a new vehicle from dealer inventory that is identical or *reasonably* equivalent to the vehicle to be replaced, as that vehicle existed at the time of purchase.

"Reasonably equivalent" means that the manufacturer's suggested retail price ("M.S.R.P.") of the replacement vehicle does not exceed 105% of the M.S.R.P. of the vehicle to be replaced.

Ford will also refund to the customer the following amounts when replacing a vehicle:

- Collateral charges. These are reasonably incurred additional charges to a customer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to:
 - a. sales taxes and title charges;
 - b. manufacturer-installed or agent-installed items or service charges;
 - c. earned finance charges; and
- 2. Reasonably incurred incidental charges. These are reasonable costs to the customer that are directly caused by the nonconformity of the vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

 If the arbitrator finds that the claim meets all elements of the Florida lemon law, then the **repurchase** award will be reduced, or the **replacement** award will require payment, for the customer's use of the vehicle in accordance with the following formula:

number of miles attributable to a customer vehicle up to the date of the arbitration hearing x purchase price

If the arbitrator awards a replacement in a claim that does not meet all elements
of the Florida lemon law, 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 for which a replacement is awarded × purchase 100,000 price

 If the arbitrator awards a repurchase in a claim that does not meet all elements of the Florida lemon law, 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.

STANDARDS OF THE FLORIDA LEMON LAW Motor Vehicle Warranty Enforcement Act

The following is a brief explanation of most relevant provisions of the Florida lemon law. The complete text of the lemon law can be found at Florida Stat. Ann. Section 681.10 et seq.

To obtain a "Consumer Guide to the Florida Lemon Law," or speak with someone about the Lemon Law, consumers in Florida may call the Florida Department of Agriculture & Consumer Services's Lemon Law Hotline at 1-800-321-5366, or 1-850-488-2221 for consumers outside Florida.

VEHICLES COVERED

The Florida lemon law covers cars and trucks that are sold in Florida to transport persons or property. This includes demonstrators, recreational vehicles (other than the living facilities), and also leased vehicles if the lessee is responsible for repairs. The Florida lemon law does not cover vehicles run only on tracks, off-road vehicles, trucks over 10,000 pounds G.V.W., motorcycles, mopeds, or the living facilities of recreational vehicles.

CONSUMERS COVERED

The lemon law covers any of the following:

- 1. The purchaser, other than for purposes of resale, or the lessee, of a vehicle primarily used for personal, family or household purposes;
- 2. Any person to whom such vehicle is transferred for the same purposes during the duration of the Lemon Law Rights Period; or
- 3. Any other person entitled by the terms of the warranty to enforce the obligations of the warranty.

Subsequent owners are covered if the vehicle is transferred from one consumer to another during the Lemon Law Rights Period (24 months from original delivery).

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED THE FLORIDA LEMON LAW

The lemon law covers vehicle nonconformities. A nonconformity is defined as a defect or condition that substantially impairs the use, value or safety of a vehicle. In addition, the lemon law requires repurchase/replacement only if the nonconformity causes the vehicle to not conform to the warranty.

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This does not include a defect or condition that results from an accident, abuse, neglect, modification, or alteration of the vehicle by persons other than the manufacturer or its authorized service agent.

LEMON LAW RIGHTS PERIOD

The Lemon Law Rights Period established by the lemon law is the period ending 24 months after the date of original delivery of the vehicle to a consumer.

MANUFACTURER'S DUTY TO REPAIR

If a motor vehicle does not conform to the warranty and the consumer first reports the problem to the manufacturer or its authorized service agent during the Lemon Law Rights Period, the manufacturer or its authorized service agent shall repair the motor vehicle, even if the repairs are made after the Lemon Law Rights Period.

FINAL REPAIR ATTEMPT

The lemon law gives the manufacturer the right to a final repair attempt after there are 3 repair attempts for the same nonconformity or after the vehicle has been out of service for 15 days or more for the repair of one or more nonconformities.

After three repair attempts:

After three attempts have been made to repair the same nonconformity, the consumer must give written notice to the manufacturer, by registered or express mail, of the need to repair the nonconformity.

After the manufacturer receives the consumer's notice by registered or express mail, the manufacturer must respond within 10 days and give the consumer the opportunity to have the vehicle repaired at a reasonably accessible repair facility within a reasonable time after the consumer's receipt of the response.

After the vehicle is delivered to that facility, the manufacturer must correct the nonconformity within 10 days.*

*For recreational vehicles, the manufacturer has 45 days (not 10) to correct the nonconformity.

The requirement for the manufacturer to be given a final repair attempt does not apply if the manufacturer does not properly respond to the consumer within 10 days of receipt of the consumer's notice, or if it does not perform the repairs within the prescribed time periods.

After 15 days out of service:

If the motor vehicle is out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 15 or more days, exclusive of down time for routine maintenance prescribed by the owner's manual,

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the consumer must give written notice to the manufacturer by registered or express mail.

After receiving the registered or express mail notice from the consumer, the manufacturer or its agent has an opportunity to inspect or repair the vehicle.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or its authorized service agent cannot conform a vehicle to its warranty by repairing or correcting any nonconformity after a reasonable number of attempts, the manufacturer must either repurchase or replace the vehicle. The consumer has a right to choose repurchase rather than replacement.

REASONABLE NUMBER OF REPAIR ATTEMPTS

It is presumed that a reasonable number of repair attempts have been made if, during the Lemon Law Rights Period, either:

- The same nonconformity has been subject to repair at least three times by the manufacturer or its authorized service agent, plus a final attempt by the manufacturer after receiving the registered or express mail notice from the consumer, and the nonconformity continues to exist; or
- 2. The vehicle has been out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 30* or more days, exclusive of down time for routine maintenance prescribed by the owner's manual. The manufacturer must have had the opportunity for a final repair attempt as described above. The 30 and 60 day periods may be extended if repair services are not available because of war, invasion, strike, fire, flood, or natural disaster.

*For recreational vehicles, the days out of service is 60 (not 30).

Regulations define "repair attempt" as the replacement of a component, or some adjustment made, to correct a substantial defect or condition covered by the manufacturer's warranty. An examination of a reported defect or condition, without a subsequent adjustment or component replacement, may be considered a repair attempt if it is later shown that repair work was justified. Examination or repair performed by anyone other than the manufacturer or its authorized service agent is not considered a repair attempt.

Regulations define "out-of-service day" as any day, including weekends and holidays, when the vehicle is left at an authorized service agent or manufacturer's designated repair facility for an examination or repair of one or more substantial defects or conditions covered by the manufacturer's warranty. The days for each visit start on the day the vehicle is brought in to the repair facility and end on the day the work is completed. If the vehicle is left at the repair facility for routine maintenance, repair of minor defects, or repairs to defects first reported after the lemon law rights period expired, the days will not be considered as out-of-service days.

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DISPUTE RESOLUTION

The lemon law provisions requiring repurchase or replacement of a nonconforming motor vehicle do not apply to a consumer who has not first used a dispute settlement procedure if:

- 1. The procedure has been certified by the Division of Consumer Services as complying with 16 C.F.R. Part 703 and the lemon law and regulations; and
- 2. At the time of the vehicle's acquisition, the manufacturer informed the consumer in writing how and where to file a claim with the procedure.

TIME PERIOD FOR FILING CLAIMS

If a manufacturer participates in a certified dispute settlement procedure, the consumer must file a claim with the certified procedure no later than 60 days after the expiration of the Lemon Law Rights Period.

A consumer may file a claim with the Florida New Motor Vehicle Arbitration Board if:

- 1. The certified procedure does not render a decision within 40 days of filing;
- 2. The consumer is not satisfied with the certified procedure's decision or the manufacturer's compliance with the decision; or
- 3. The manufacturer does not participate in a certified procedure.

The claim must be filed with the Florida New Motor Vehicle Arbitration Board no later than 60 days after the expiration of the Lemon Law Rights Period or 30 days after the final action of a certified procedure, whichever date occurs later.

REMEDIES UNDER THE FLORIDA LEMON LAW

REPURCHASE OF OWNED VEHICLE

Basic Repurchase Amount

The Florida lemon law provides that the manufacturer must refund the following amounts when repurchasing a vehicle under the lemon law:

- Purchase price of the vehicle. This is the cash price for the vehicle, inclusive of any allowance for a trade-in vehicle;
- Collateral charges. These are reasonably-incurred additional charges to a
 consumer wholly incurred as a result of the acquisition of the vehicle. They
 include, but are not limited to:
 - sales taxes and title charges;
 - manufacturer-installed or agent-installed items or service charges;
 - c. earned finance charges; and
- 3. Reasonably incurred incidental charges. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

"Purchase price" excludes debt from a previous transaction. "Allowance for trade-in vehicle" means the net trade-in allowance as reflected in the purchase contract if acceptable to the consumer and the manufacturer. If that amount is not acceptable to both parties, then the trade-in allowance is an amount equal to the retail price of the trade-in vehicle as reflected in the NADA Official Used Car Guide (Southeastern Edition) or NADA Recreation Vehicle Appraisal Guide, whichever is applicable, in effect at the time of the trade-in. The manufacturer is responsible for providing the applicable NADA book.

The refund will be paid to the consumer and lienholder of record, if any, as their interests may appear.

Deductions from Amount Paid to Purchaser

The Florida lemon law provides that the following deduction must be made as a reasonable offset for the vehicle's use:

The Office of the Attorney General interprets "miles attributable to a consumer" to exclude reasonable miles driven to and from the authorized service agent for repair of the nonconformity.

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Florida

REPURCHASE OF LEASED VEHICLE

Basic Repurchase Amount

The Florida lemon law provides that the manufacturer must refund the following amounts when repurchasing a leased vehicle under the lemon law:

To the lessee:

- Lessee Cost. This is the total deposit and rental payments previously paid to the lessor for the leased vehicle, excluding debt from a previous transaction;
- 2. Collateral charges. These are reasonably-incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to, sales taxes and title charges, manufacturer-installed or agent-installed items or service charges, and earned finance charges; and
- 3. Reasonably incurred incidental charges. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

To the lessor:

The Lease Price MINUS the Lessee Cost.

Lease Price means the capitalized cost and each of the following items to the extent not included in the capitalized cost:

- The lessor's earned rent charges through the date of repurchase;
- 2. Collateral charges, if applicable;
- 3. Any fee paid to another to obtain the lease;
- 4. Any insurance or other costs expended by the lessor for the benefit of the lessee; and
- 5. An amount equal to state and local sales taxes, not otherwise included as collateral charges, paid by the lessor when the vehicle was initially purchased.

Deductions from Amount Paid to Lessee

The Florida lemon law provides that the following deduction must be made as a reasonable offset for the vehicle's use:

The Office of the Attorney General interprets "miles attributable to a consumer" to exclude reasonable miles driven to and from the authorized service agent for repair of the nonconformity.

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REPLACEMENT

When replacing a vehicle under the Florida lemon law, the manufacturer must provide a new vehicle that is identical or *reasonably equivalent* to the vehicle to be replaced, as that vehicle existed at the time of purchase.

"Reasonably equivalent" means that the manufacturer's suggested retail price ("M.S.R.P.") of the replacement vehicle does not exceed 105% of the M.S.R.P. of the vehicle to be replaced. In the case of a recreational vehicle, the retail price of the replacement vehicle will not exceed 105% of the purchase price of the recreational vehicle to be replaced.

The Florida lemon law also provides that the manufacturer must refund to the consumer the following amounts when replacing a vehicle under the lemon law:

- Collateral charges. These are reasonably incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to:
 - a. sales taxes and title charges;
 - b. manufacturer-installed or agent-installed items or service charges;
 - c. earned finance charges; and
- 2. Reasonably incurred incidental charges. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

The consumer must pay a reasonable offset for the vehicle's use in accordance with the following formula:

The Office of the Attorney General interprets "miles attributable to a consumer" to exclude reasonable miles driven to and from the authorized service agent for repair of the nonconformity.



1 2	THE BICKEL LAW FIRM, INC. Brian J. Bickel, State Bar No. 205646 Michael G. Devlin, State Bar No. 265365 701 B Street, Suite 1200 ELECTRONICALLY FILED Superior Court of Galifornia.
3	San Diego, CA 92101-8107 County of Orange
4	Telephone: (619) 374-4100 02/06/2013 at 02:57:15 PM Facsimile: (619) 231-9040 Clerk of the Superior Court
5	Attorneys for I
6	(d)
7	SUPERIOR COURT OF CALL PORNIA. COURTS OF OR ANCE
8	SUPERIOR COURT OF CALIFORNIA, COUNTY OF ORANGE
9	CENTRAL JUSTICE CENTER
10	
11) Case No. CU-BC-CJC
12	Plaintiff,) COMPLAINT FOR VIOLATION OF THE
13	vs.) SONG-BEVERLY CONSUMER) WARRANTY ACT
14	FORD MOTOR COMPANY, and DOE 1 through DOE 10 inclusive,)
15) Judge Franz E. Miller Defendants,
16	}
17	
18	Plaintiff alleges:
19	1. Plaintiff (hereinafter "Plaintiff") is, and at all
20	times mentioned herein was, a limited liability company.
21	2. Plaintiff is informed and believes and thereupon alleges that defendant FORD
22	MOTOR COMPANY is a corporation.
	3. Defendants DOE 1 through DOE 10 inclusive are sued herein pursuant to California
23	Code of Civil Procedure §474. DOE 1 through DOE 10 are each independently, or as a
24	representative of another defendant in this suit, responsible in some manner for the causes of action
25	set forth herein and the damages sustained by Plaintiff.
26	<i>III</i>
27	<i>III</i>
28	
	COMPLAINT FOR VIOLATION OF THE SONG-BEVERLY CONSUMER WARRANTY ACT

- 4. Plaintiff purchased the subject 2011 Ford F-150, VIN:1FTFW1CF1BK ("the subject vehicle") on or about November 22, 2011 from Tuttle-Click Ford Lincoln in Irvine, California. The subject vehicle is a new motor vehicle that was purchased primarily for personal, family, or household purposes or it is a new motor vehicle with a gross vehicle weight under 10,000 pounds that was bought or used primarily for business purposes by an entity to which not more than five motor vehicles are registered in this state. The subject vehicle is a "new motor vehicle" under the Song-Beverly Consumer Warranty Act, Civil Code §§1790 et seq ("the Act").
- Tuttle-Click Ford Lincoln is engaged in the business of distributing or selling consumer goods at retail. Plaintiff is a "buyer" under the Act.
- FORD MOTOR COMPANY manufactures, assembles, or produces consumer goods.
 FORD MOTOR COMPANY is a "manufacturer" under the Act.
- FORD MOTOR COMPANY issued an "express warranty" to Plaintiff in which, inter alia, FORD MOTOR COMPANY undertook to preserve or maintain the utility or performance of the subject vehicle.
- 8. The subject vehicle has suffered from nonconformity(s) to warranty, including, but not limited to, defect(s) which have manifested in the activation of the check engine indicator light, the engine seemingly driving "sluggish," and the transmission "slipping and banging" while driving. Said nonconformity(s) have substantially impaired the vehicle's use, value, or safety to Plaintiff.
- 9. Plaintiff has delivered the vehicle to FORD MOTOR COMPANY or its authorized repair facility(s) for repair of said nonconformity(s). FORD MOTOR COMPANY or its authorized repair facility(s) have failed to service or repair the subject vehicle to warranty after a reasonable number of attempts.
- 10. The subject vehicle was not fit for the ordinary purposes for which such goods are used and was not of the same quality as those generally acceptable in the trade. FORD MOTOR COMPANY breached the implied warranty of merchantability and implied warranty of fitness. Plaintiff is entitled to revoke acceptance of the subject vehicle under the Act.
- FORD MOTOR COMPANY has not replaced the vehicle or otherwise made restitution to Plaintiff pursuant to its obligations under the Act.

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- Plaintiff is informed and believes and thereupon alleges that FORD MOTOR 12. COMPANY's refusal to replace the vehicle or make restitution to Plaintiff was wilful and not the result of a good faith and reasonable belief that the facts imposing said statutory obligation were absent.
- Pursuant to the Act, Plaintiff is entitled to restitution in an amount equal to the actual 13. price paid or payable by Plaintiff and collateral charges such as sales tax, license fees, registration fees, and other official fees less an amount directly attributable to use by Plaintiff prior to the time Plaintiff first delivered the subject vehicle for repair.
- Plaintiff is entitled to recover incidental, consequential, and general damages, 14. including, but not limited to, reasonable repair, towing, and rental car costs actually incurred by Plaintiff.
- 15. Plaintiff is entitled to recover a civil penalty up to two times the amount of actual damages for FORD MOTOR COMPANY's wilful refusal to comply with its statutory obligations under the Act.
- Plaintiff is entitled to recover a sum equal to the aggregate amount of costs and 16. expenses including attorney's fees based on actual time expended and reasonably incurred in connection with the commencement and prosecution of this action.

WHEREFORE, Plaintiff prays judgment against FORD MOTOR COMPANY as follows:

- For actual damages, including collateral charges, and incidental, consequential, and general damages. To date, such damages include, but are not limited to, Plaintiff's down payment (\$11,500.00), finance payments to date (\$7,747.04 est.), current registration (\$450.00 est.), and, in amounts according to proof, future finance payments, payoff of the vehicle lien, vehicle registration expenses, expenses inadvertently omitted herein, and other future expenses reasonably incurred by Plaintiff in connection with this action; and
 - 2. For a civil penalty up to two times the amount of actual damages; and
 - 3. For rescission of the contract and restitution of consideration; and
 - For interest on said sum from date of rescission to date of judgment herein; and 4.
 - 5. For attorney's fees based on actual time expended and reasonably incurred in

1	connection with the commencement and prosecution of this action; and						
2	6. For costs of suit incurred in connection with the commencement and prosecution of						
3	this action; and						
4	7. For such other and further relief as the court deems proper.						
5	DATED: February, 2013 THE BICKEL LAW FIRM, INC. Attorneys for Plaintiff						
6							
7	Ву:						
8	MICHAEL G. DEVLIN						
.9							
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Server: AWS QA Claims loaded through: 11-FEB-2013

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 13-FEB-13

Note: All Costs are in US Dollars Server Name: AWS QA 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	SUFI	F VRT	VRT ROW	VFG	CCC C
1FTFW1CF1BK	F6	T/F6	F	T/BC	T/AM	T/B	AJ	T/C3	T/MF	16-SEP- 2011	19- NOV- 2011	171069	USA	5	6Y05	*	MAINT	*	F09	SXX	V99	A99 82
AWS Claim Key:	3036463	Doc#:	12699	801	Trx Cod	e:	09688	Labor H	rs:	.9	Labor C	ost:	32.67	Mat	terial (Cost:	34.49	Total	l Cost:	69.83		
Dlr Cd-Sub Cd:	08700-*	Name:	TUTT		K'S CAPIS	TRANO	Ph:	949-2407	7000	St: CA	Ctry Cd:	USA	Reg Co	1:	NA	Repr	Date:29-	MAR-	2012	DIST(Mile):8	3462
Cust Comments:	CUSTO	MER REC	QUEST	7.5K SEF	VICE 096	8 USA 201	2 NEW 72	100K PR	ЕМ МА	INT(M&	W) 7.5K II	NTERVAL										
Tech Comments:	7.5K MA	AINTEN/	ANCE &	k MULTII	POINT INS	PECTION	PERFOR	MED .														
IFTFW1CF1BK	F6	T/F6	F	T/BC	T/AM	T/B	AJ	T/C3	T/MF	16-SEP-	19- NOV-	171069	USA	8	6Y05	*	MAINT	. *	F09	SXX	V99	A99 82
1550 PASS 1550	1000									2011	2011											
AWS Claim Key:	4153121	Doc #:	15168	701	Trx Code	e:	0968S	Labor H	rs:	.9	Labor C	ost:	33.71	Mat	terial (Cost:	34.49	Total	l Cost:	70.87		
Dir Cd-Sub Cd:	08700-*	Name:			K'S CAPIS	TRANO	Ph:	949-2407	7000	St: CA	Ctry	USA	Reg Co	1:	NA	Repr	Date:27-	JUN-2	012	DIST(Mile):	3707
			FORE)							Cd:		3,000			10000						
Cust Comments:	15K SEF		A CONTRACTOR		JSA 2012 N	NEW 72 10		MAINT(250000											
Cust Comments: Tech Comments:		RVICE IN	TERV	AL 0968 U			00K PREM		M&W)	7.5K INTE	ERVAL	OFF MULTI F	POINT IN					A47 1/10/2004				•77
		RVICE IN	TERV	AL 0968 U			00K PREM		M&W)	7.5K INTE	ERVAL	171069	POINT IN	SPEC		PERF		***	F09	SXX	V99	A99 82
Tech Comments:	F6	AND FI	TERVALTER (AL 0968 UCHANGE	D TIRES R	OTATED T/B	OOK PREM	VELS IN	M&W) SPECTE	7.5K INTE ED AND T	OPPED O	171069	hi sacardass	SPEC	TION	PERF0	ORMED		F09		V99	A99 82
Tech Comments:	F6	T/F6 Doc #:	F 18703	AL 0968 UCHANGER T/BC 701	T/AM	OTATED T/B	00K PREM FLUID LE	T/C3	M&W) SPECTE T/MF rs:	7.5K INTE ED AND T 16-SEP- 2011	OPPED O	171069	USA	12 Mat	TION 6Y05 derial (PERFO	ORMED	Total	l Cost:		883.50	10000 00
Tech Comments: 1FTFW1CF1BK AWS Claim Key:	F6 5514761 08700.*	T/F6 Doc #: Name:	F 18703 TUTT	T/BC 701	T/AM Trx Code	T/B e: TRANO	AJ 0968S Ph:	T/C3 Labor H 949-2407	M&W) SPECTE T/MF rs:	16-SEP- 2011 .9 St: CA	19- NOV- 2011 Labor C Ctry Cd:	171069 Fost: USA	USA 33.71	12 Mat	TION 6Y05 derial (PERFO	MAINT 34.49	Total	l Cost:	70.87	883.50	10000 00
Tech Comments: IFTFWICFIBK AWS Claim Key: Dlr Cd-Sub Cd:	F6 5514761 08700-* 0968 US	T/F6 Doc #: Name:	F 18703 TUTT FORD	T/BC 701 TLE CLICI	T/AM Trx Code	T/B e: TRANO T(M&W)	AJ 0968S Ph:	T/C3 Labor H 949-2407	M&W) SPECTE T/MF rs:	16-SEP- 2011 .9 St: CA	19- NOV- 2011 Labor C Ctry Cd:	171069 Fost: USA	USA 33.71	12 Mat	TION 6Y05 derial (PERFO	MAINT 34.49	Total	l Cost:	70.87	883.50	1045N DI
Tech Comments: IFTFWICFIBK AWS Claim Key: Dir Cd-Sub Cd: Cust Comments:	F6 5514761 08700-* 0968 US	T/F6 Doc #: Name: A 2012 N	F 18703 TUTT FORD	T/BC 701 TLE CLICI	T/AM Trx Code K'S CAPIS'	T/B e: TRANO T(M&W)	AJ 0968S Ph:	T/C3 Labor H 949-2407	M&W) SPECTE T/MF rs:	16-SEP- 2011 .9 St: CA	19- NOV- 2011 Labor C Ctry Cd:	171069 Fost: USA	USA 33.71	12 Mat	TION 6Y05 derial (* Cost: Repr	MAINT 34.49	Total	l Cost:	70.87	Mile):2	Space D

DIr Cd-Sub Cd: 08700-* Name: TUTTLE CLICK'S CAPISTRANO Ph: 949-2407000 St: CA Ctry USA Reg Cd: NA Repr Date:14-NOV-2012 DIST(Mile):22208

Cust Comments: CUSTOMER STATED ENGINE LIGHT CAME ON AND ENGINE SEEMS TO BE SLUGGISH

Tech Comments: IDS DIAG. P0012 P0014. VCT OVER ADVANCED, PER HOTLINE CONTACT ID# 105894982, PINTEST HKI 10 (SEE PRINTS) IN SPECS AT TEST TIME, OIL PRESSURE RESULTS. BASE ON OIL PRESSURE 30 PSI CYLINDER HEAD OIL PRESSURE 14 PSI

Any comments? You can contact

webmaster

Server: AWS QA

Claims loaded through: 11-FEB-2013

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2011; Claim Key = 5833379

Vehicle Information Claim Information

Document Number: 19103101 Model Year: 2011

Repair Date: 14-NOV-Market Derived: F - FORD

Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB) Distance: 22208

Version/Series: T/AM-150 SERIES TIS: 13

AWS Load Date: 30-NOV-Drive Type: T/B-2 WHL L/H REAR DRIVE

Vehicle Line: T/F6-F150/LINCOLN MARK LT [04-13]

Warranty Start Date: 19-NOV-2011 Production Date: 16-SEP-2011

VIN: 1FTFW1CF1BK

Expense Information

Dealer Information:

	Customer Paid Amount:	.00.
Dealer Name FORD	Deductible Amount:	.00
Dealer Code: 08700 - *	Dealer Paid Amount:	.00.
Address: 33301 CAMINO CAPISTRANO	Labor Cost:	117.74
City: SAN JUAN CAPISTRANO	Misc. Expense Amount:	.00
State: CA Zip Code:92675	Part Markup Amount:	.00
Country: USA Region Code: NA	Material Cost:	.00
Phone: (949)240-7000	Total Cost Gross:	117.74

Cust. Concern Code: E29 - CHECK ENGINE LIGHT TROUBLE

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: IDS DIAG, P0012 P0014, VCT OVER ADVANCED, PER HOTLINE

CONTACT ID# 105894982, PINTEST HK1 10 (SEE PRINTS) IN SPECS AT TEST TIME, OIL PRESSURE RESULTS. BASE ON OIL PRESSURE 30 PSI

CYLINDER HEAD OIL PRESSURE 14 PSI

Customer Comment: CUSTOMER STATED ENGINE LIGHT CAME ON AND ENGINE SEEMS

TO BE SLUGGISH

Labor Op Code Labor Op Description Labor Op Cost

12650D	EEC - (QUICK TEST) DIAGNOSIS	21.41
12650D45	PIN POINT TEST DIAGNOSIS	32.11
12650D80	NGS DCL DISPLAY TEST	10.70
12650D81	NGS RECORDER / MONITOR ROAD TEST DIAGNOSIS	53.52

Causal	Full I	Part Nu	mber	Part		Part	Extended
Flag	PREF	BASE	SUFF	Description	CPSC	Quantity	Amount
Y	*	DIAG	*	DIAGNOSIS	000615	0	.00

DTC Sections: Mil. Light On = Y

Flag Test Type Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description INTAKE (A) CAMSHAFT POSITION TIMING

Y	KOEC	P0012	POSITION TIMING - OVER-RETARDED (BANK 1)	35	VVT (SYSTEM)
Y	KOEC	P0014	EXHAUST (B) CAMSHAFT POSITION TIMING - OVER-ADVANCED (BANK 1)	35	VVT (SYSTEM)
N	KOEO	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KOER	PASS	SYSTEM PASS	27	NO-FAULT CODES

Any comments? You can contact

70311

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

Folder Number:

File Report To This Folder

File Report To A Folder

Add Comments

Previous

2011,F150 4X2 ,F150 ,SUP

CRW,STYSD,1FTFW1CF1Bk

Next

Mail Report

Download Options

Report Detail Section: View Details

Attachments: 0

Report#:

Vehicle:

CKNF2014 NHL

Received:

CCRG/EPRC:

Reviewed Status:

Save

Date:

11/14/2012

Build Date: 09/16/2011

Odometer:

22,208 M

Engine:

5.0L 4V

Calibration: BF615C0N

Transmission:

6R80E

Axle:

State:

3800F3.73L A/C:

YES

Dealer:

USA 08700 Tuttle Click's Capistrano Ford

Phone#:

(949) 240-7000

City:

San Juan Capistr

California

USA Country:

Originator:

GUILLERMO BOTELLO

Symptom:

5 50 2 39 DRV PERF, RUNS ROUGH, ACCEL, INTERMITTENT

Status:

VFG:

V52 DRIVEABILITY

Additional Symptom:

ROUGH RUN. VCT CODES.

Fix:

Causal Component:

Condition Code:

Hotliner: MSCHMI56

Phone: 000 317-9375

Regn Cd: W1 Los Angeles

Engineering:

Phone:

TAR:

Dir Contact: GUILLERMO BOTELLO

Phone: 000 000-0000

Title Cde: T

KOEO:

KOEC: P0012 P0014 P0316

KOER:

Comments:

REPAIR

11/14/2012 03:48PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: CUSTOMER STATES CK ENGINE LIGHT IS ON AND ENGINE SEEMS TO BE SLUGGISH DIAGNOSTICS: PERFORM ECC TEST FOUND CODES P0012, P0014 AND P0316 PARTS REPLACED: NONE TECH OUESTION: IS ANY KNOWN CONCERN ABOUTH CAM-PHASER PROBLEM ON THIS TYPE OF ENGINE AND SOLENOIDS

RECOMM 11/14/2012 03:48PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE GUILLERMO, RECOMMEND CHECKING THE PIN FIT AT THE VCT SOLENOID TO MAKE SURE THERE ARE NO PIN FIT ISSUES. IF IT CHECKS GOOD, RECOMMEND CONFIRMING BASE OIL PRESSURE IS WITHIN SPECIFICATIONS. IF NO ISSUES ARE IDENTIFIED, YOU MAY HAVE A FAULTY PHASER, BUT IT HAS NOT BEEN A COMMON FAILURE ON THIS ENGINE. YOU WILL NEED TO DUPLICATE THE CONCERN FOR FURTHER DIAGNOSTICS.

REPAIR 11/15/2012 03:32PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE AFTER CHECKING PINS ON CONNECTOR FOUND OK CK PIDS ON VCT SYSTEM FOUND OK AND PERFORM ENGINE OIL PRESSURE FOUND AT 30PSI AT NORMAL TEMPERATURE AND FOUND OIL PRESSURE GAUGE MOCING ALOT WHAT I STHE NEXT STEP FOR THIS REPAIR

RECOMM 11/15/2012 03:32PM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE GUILLERMO, VERIFY THE OIL LEVEL IN THE VEHICLE IS CORRECT AND ENSURE THE ENGINE IS NOT SLUDGED FROM A LACK OF MAINTENANCE. CHECK THE OIL PRESSURE TO THE BANK ONE HEAD. THE PORT IS DIRECTLY IN FRONT OF THE VERY FIRST INTAKE MANIFOLD BOLT ON THE BANK ONE SIDE. YOU SHOULD HAVE APPROX 15 PSI THERE IF THE BASE PRESSURE IS APPROX 30 PSI (OR APPROX HALF THE BASE PRESSURE). IF THE OIL PRESSURE PROVES TO BE OK, FOLLOW NORMAL DIAGNOSTICS FOR THE P0012 AND P0014. HK WOULD BE THE APPROPRIATE PINPOINT TEST IN THE PC/ED.

- REPAIR

 01/02/2013 06:43PM DOMINIC RIDOLFI MSS FCSD TECH SVC HOTLINE

 RON IS CALLING IN TO DISCUSS THE CONCERN. VEHICLE IS CURRENTLY AT

 DEALER WITH CEL OFF AND P0012 AND P0014 IN MEMORY. CUSTOMER STATED

 THAT THE VEHICLE FELT LIKE THE TRANSMISSION WAS SLIPPING AND BANGED

 INTO GEAR. CONCERN CAN BE DUPLICATED BY THE CUSTOMER IN DIFFERENT

 CONDITIONS, UP HILL, DOWN HILL, ETC, NO TOWING, COLD AND WARM ENGINE.

 DEALER UNABLE TO DUPLICATE CONCERN.
- RECOMM 01/02/2013 06:43PM DOMINIC RIDOLFI MSS FCSD TECH SVC HOTLINE
 RON, IF YOU ARE UNABLE TO DUPLICATE THE CONCERN, THIS ISSUE MAY NOT BE
 ABLE TO BE EFFECTIVELY DIAGNOSED. IF UNABLE TO DUPLICATE, YOU CAN
 CHECK PIN FIT AT VCT SOLENOIDS AND CAM SENSORS, CHECK OIL
 LEVEL/CONDITION, AND CUT THE OIL FILTER OPEN LOOKING FOR EVIDENCE OF
 RESTRICTIONS IN OIL PASSAGES. THEN THE VEHICLE WILL HAVE TO BE
 RELEASED TO THE CUSTOMER WITH A FLIGHT RECORDER, OR THE CONCERN
 DUPLICATED BY THE DEALER.
- REPAIR

 01/31/2013 02:05PM DAVID STENDARDO MSS FCSD TECH SVC HOTLINE

 DEALER SERVICE MANAGER CALLING IN ABOUT A RECURRING LOSS OF POWER WITH

 A P0012 / P0014 ON THIS VISIT. THE DEALER HAS PERFORMED ROAD TESTING

 IN THE PAST AND WAS UNABLE TO DUPLICATE THE CONCERN. THE OIL PRESSURE

 WAS TAKEN AT THE R/S HEAD TO BE AT 14 PSI. THE VEHICLE HAS RETURNED

 WITH A VDR WITH RECORDINGS OF THE CONCERN. IT WAS SAID THAT THE

 EX_DIFF1 = +45° AND EX_DIFF2 = 0°. WHILE ANOTHER RECORDING SHOWED THE

 EX_DIFF1 = -30° AND EX_DIFF2 = -5°.
- ADVISED TECH THAT THERE COULD VERY WELL BE A CONCERN WITH THE VCT CONTROL SOLENOID. AT THIS POINT, CAREFULLY INSPECT THE VCT CONNECTIONS AS WELL AS THE HARNESS LEADING BACK TO THE PCM FOR ANY CHAFING AND SERVICE A NECESSARY. IF THERE ARE NO CONCERNS PRESENT, REPLACE THE VCT SOLENOID AND PERFORM EXTENSIVE ROAD TESTING IN AN EFFORT TO CONFIRM Download Options

Folder Number: File Report To This Folder File Report To A Folder





VIRGINIA: IN THE CIRCUIT COURT FOR THE CITY OF FAIRFAX

Plaintiff,

V.

Ford Motor Company,

Defendant

Please Serve:

COMPLAINT 3 - 0 3 1 8 9

Registered Agent
CT Corporation System
4701 Cox Road, Suite 301
Glen Allen, VA 23060
(County of Henrico)

COMES now into Court, through undersigned counsel, and moves the Court for judgment against the defendant, Ford Motor Company, on the grounds and in the amount as stated herein:

- 1. On or about June 30, 2012 the plaintiff purchased a 2012 Ford F-150, Vehicle Identification Number 1FTFW1ET0CF at an authorized dealer of the defendant, Ted Britt Ford, Chantilly, Virginia. Plaintiff paid fifty one thousand dollars (\$51,000.00) for the motor vehicle.
- 2. The aforesaid 2012 F-150 is subject to the Motor Vehicle Warranty

 Enforcement Act, Virginia Code §59.1-207.9 et seq. as a "lemon" in that the vehicle has persistent problems with slipping and improper acceleration, including but not limited to the following;
 - a. Steady constant vibration, misfire/hesitation;

- b. Check engine light stays on;
- While accelerating the vehicle hesitates very badly;
- d. Squeaking noise on driver door;
- e. The vehicle is sluggish going up and down hills; and
- f. On cold starts there is a rough idle/misfires until warmed up.
- The vehicle has been returned for repair to no avail.
- 4. These non-conformities to the applicable warranties are significant impairments that have been subject to repair three or more times by the manufacturer, its agents, or its authorized dealer and the same non-conformities continue to exist.
- Under Virginia Code § 59.1-207.13(b) 1, it is presumed that the
 manufacturer has not conformed the aforesaid motor vehicle to the applicable warranty
 which is required by the Motor Vehicle Warranty Enforcement Act.
- 6. The plaintiff has allowed the manufacturer, its agents or authorized dealers, full and ample opportunity to correct and repair the significant impairment and/or serious safety defect to the use and market value of the vehicle, and warranty defects in a good faith effort to resolve this dispute; however, the significant impairments and defects to the market value and use of the vehicle, and the warranty defects have not been corrected as of this date.
- 8. The aforesaid defects, and the significant impairment to the use and market value of the vehicle and the breaches of warranty and the unsatisfactory attempts to repair the same constitute breaches of implied and expressed warranties on the part of the defendant and the plaintiff prays for relief available under the Commercial Code of Virginia, Virginia Code § 8.2 et seq., and the Magnusson-Moss

Warranty Act.

9. Pursuant to Virginia Code § 59.1-207.9 et seq. the defendant has been notified of the continuing non-conformities prior to the plaintiff availing himself of this action.

WHEREFORE, the plaintiff, David Putnam, respectfully prays that this Court enter judgment in his favor in the amount of fifty one thousand dollars (\$51,000.00) plus all collateral charges, incidental damages, less a reasonable allowance for the use of the vehicle up to the date of the first notice of the non-conformity that was given to the manufacturer, its agents or authorized dealer, and for such other and further relief as the facts and equity as this case may require plus reasonable attorney's fees of either \$350.00 per hour or 1/3 of whatever is recovered, whichever is greater, expert witness fees, and court costs.

Respectfully submitted,

James B. Feinman, Esq., VSB #28125 Andrew D. Finnicum, Esq., VSB #80358 Post Office Box 697 1003 Church Street. 2nd Floor Lynchburg, Virginia 24505 (434) 846-7603 (phone) (434) 846-0158 (fax)

(2358 / 000)3

All Action Details for Issue

Print

VIN: 1FTFW1ET0CF

Year: 2012

Model: F-SERIES Case: 619382922

Name:

Symptom Desc: HES/STUMBLE ACCELERATION ALL ENGINE TEMP

Owner Status: Original

WSD: 2012-06-30

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

Primary Phone: Secondary Phone:

Issue Type: 04 REGION

Issue Status: CLOSED

Initial Customer Contact: 10/19/2012

Action: TIER ONE OPEN ISSUE

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: TIER ONE - MELBOURNE

Odometer: 6000 MI

Comm Type: PHONE Analyst: RPIAZZA1

Analyst Name: PIAZZA RICHARD Action Date: 10/18/2012

Action Time: 17.12.18.682

Action Data: No

Comments =====CUSTOMER=====-HAVING TROUBLES SINCE PURCHASED THE VEH-THE TRUCK SEAMED LIKE IT WAS SHUTTERING OR THE TRANS WAS SLIPPING--VEH WOULD CLEAR UP AROUND 2500 RPMS--TOOK VEH TO THE SHOP AND THE TECHS REFLASHED THE COMPUTER-GOT THE TRUCK BACK AND ABOUT A WEEK OR 2 LATER WENT ON ANOTHER TRIP --WENT TO GO PASS SOMEONE AND THE VEH LOST ALL POWER AND WENT INTO FAIL SAFE MODE-ALMOST GOT INTO AN ACCIDENT-TRUCK HAS NEVER THROWN A CODE AND THE CHECK ENGINE LIGHT HAD NEVER COME ON -- THE LAST TIME THE VEH DID THIS ... THE CHECK ENGINE LIGHT ON AND STARTED FLASHING--TOOK VEH INTO THE DEALER AND WAS TOLD THAT THE CAT CONVERTER BURNT UP AND IT HAD TO BE REPLACED-THE TECHS ALSO REFLASHED THE COMPUTER AGAIN-MOST OF THE TIME THE TRUCK RUNS GREAT BUT EVERY NOW AND THEN YOU CAN FEEL LIKE THERE IS A MISS IN THE ENGINE OR A SLIP IN THE TRANS-VEH IS CURRENTLY AT THE DEALER-WAS TOLD THAT THE COIL HAD TO BE REPLACED....ALSO THAT ONE OF THE PLUGS WAS BAD=====DLR====--TED BRITT FORD SALES, INC.-4175 AUTO PARK CIRCLE-CHANTILLY, VA 20151-(800) 701-7691 =====CRC ADVISED======-"I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM SO THEY CAN INVESTIGATE YOUR CONCERN. A SPECIALIST WILL CONTACT YOU BY CLOSE OF BUSINESS TOMORROW. ***NOTE TO CCR: IF THE VEHICLE IS CURRENTLY NOT AT THE DEALERSHIP, PLEASE ADVISE THE CUSTOMER TO SCHEDULE A SERVICE APPOINTMENT FOR THEIR VEHICLE"

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI

Comm Type: PHONE

Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2

Action Date: 10/19/2012

Action Time: 08.48.58.323 Action Data: No

Comments CSM MARYSOL X77751 - 2012 F150 4X4 - 90 LTV - WSD 6/30/12 - MILEAGE 6000 - 1 VEH ON FILE - NO ESP - NO OPEN RECALLS OR PROGRAMS - CJJBD003 NHL - AWS SHOWS 3 DRIVABILITY CONCERNS = OBC TO DLRSHP L/M ON SM ROB'S VM SEEKING AN UPDATE IN CUDL - ALSO EMAILED HIM

Action: CREATE FOLLOW UP

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI

Comm Type: PHONE

Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2

Action Date: 10/19/2012

Action Time: 14.13.46.646 Action Data: Yes

Comments OBC TO CUST L/M ON VM WITH CONTACT AND CASE INFO TO CALL BE BACK - ADVISED CUST I DID RECEIVE HIS CASE AND AM WAITING ON AN UPDATE FROM THE DLRHSP - ADVISED I WILL F/U 10/22

Data Element Name

Data Value

DATE OF FOLLOW UP:

10-22-2012

TIME OF FOLLOW UP (HH:MM):

18:00

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00048 TED BRITT FAIRFAX FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Comm Type: PHONE Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2

Action Date: 10/23/2012 Action Time: 09.42.13.395 Action Data: No

Comments RECEIVED UPDATE FROM SM ROB ADVISING THE VEH WAS BROUGTH IN 10/18 - HE TESTED THE VEH PERSONALLY WITH TECH 10/19 ON COLD START - MAY BE SLIGHT VARIANCE IN FUEL PIDS - HE OPENED UP

HOTLINE CONTACT - EMAILED SM ROB SEEKING A STATUS

Action: ESCALATED HANDLING REQUIRED - COMPLETE (EXPLAIN IN COMMENTS)

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: DEALER

Odometer: 6000 MI

Comm Type: OTHER Analyst Name: ROBERT TEASDAL Analyst: R-TEASD5

Action Time: 08.16.45.668 Action Date: 10/24/2012 Action Data: No

Comments EMAILED MARYSOL REGARDING HOTLINE'S STATEMENT THAT FLUTTER IN FUEL PIDS ON COLD START IS NORMAL AT THIS TIME FOR THE ECOBOOST ENGINE. CUSTOMER PICKED UP AFTERNOON OF 10/23

AND WAS VERY DISAPPOINTED. STATED HE HAS LOST FAITH IN THE RELIABILTY OF HIS TRUCK

Action: CREATE FOLLOW UP

Dealer: 00048 TED BRITT FAIRFAX FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Comm Type: PHONE Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2

Action Date: 10/24/2012 Action Time: 14.44.50.319 Action Data: Yes

Comments DID RECEIVE UPDATE FROM SM ROB ADVISING - WE HAVE PERFORMED A NUMBER OF TESTS PER HOTLINE AND WE HAVE VERIFIED CUSTOMER'S CONCERN. WE WERE THAN INSTRUCTED TO PERFORM COLD START TEST ON STOCK UNITS WITH THE SAME ECOBOOST ENGINE AS THE CUSTOMER. ALL 3 STOCK UNITS WERE THE SAME OR WORSE THAN MR. PUTNAM'S. WE WROTE BACK AND SHARED THIS INFO WITH TECH HOTLINE AND WERE TOLD THAT IT IS A NORMAL CHARACTERISTIC DUE TO "OPERATIONAL STRATEGIES" DURING A COLD START. WE WERE THEN TOLD TO PERFORM NO REPAIRS AT THIS TIME. =OBC TO CUST

L/M ON VM WITH CONTACT AND CASE INFO TO CALL BACK - ADVISED CUST I AM AWARE THE VEH HAS BEEN PICKED UP - ADVISED I WOULD LIKE TO DISCUSS HIS CASE WITH HIM - ADVISED I WILL F/U 10/29

Data Element Name	Data Value

DATE OF FOLLOW UP:	10-29-2012
TIME OF FOLLOWILD (HH-MM):	18:00

Action: CREATE FOLLOW UP

Dealer: 00048 TED BRITT FAIRFAX FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Comm Type: PHONE Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2

Action Date: 10/30/2012 Action Time: 17.23.23.738 Action Data: Yes

Comments IBC FROM CUST ADVISING HE DID PICK THE VEH UP LAST WEEK AND WANTED TO DRIVE THE VEH A WHILE - CUST STATED HE STILL FEELS THE VEH RUNS WORSE THAN BEFORE - CUST STATED HE WENT BACK TO THE DLRSHP TODAY AND ADVISED HE SPOKE WITH SM ROB ADVISING HIM HE FELT THE VEH RAN RICH = - ADVISED CUST THE CALL IS RECORDED - CUST ADVISED HE SHOWED SM ROB THE INSIDES OF THE EXHAUST TIP BEIGN BLACK AND SOOTED - CUST REITERATED HIS VEH CONCERNS AND ADVISED ME OF HIS EXPERIENCES AS HE RACES FORD VEH AND KNOWS FORD EMPLOYEES IN THE SAME FIELD OF RACING AND MECHANICS - CUST STATED SM ROB ADVISED HIM TO COME BACK AND SPEAK WITH THE SF AND TECH REGARDING THE SOOT FOUND - ADVISED CUST I WILL BE EMAILING HIM MY CONTACT INFO AND ASKED THAT HE LET ME KNOW WHEN HE WILL BE GOING TO THE DLRSHP - ADVISED I WILL BE MONITORING

FOR HIS FEEDBACK - F/U SET FOR 11/6

Data Element Name

DATE OF FOLLOW UP: 11-06-2012

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

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00048 TED BRITT FAIRFAX FORD

Odometer: 6000 MI Comm Type: PHONE Analyst Name: ZAYAS,MARYSOL Analyst: MZAYAS2

Action Date: 11/02/2012 Action Time: 08.56.59.705 Action Data: No

Comments RECEIVED EMAIL FROM CUST ADVISING - THE PROBLEM HAPPENED AGAIN TODAY. I WAS AT AN INTERSECTION AT A STOP SIGN. TRAFFIC WAS HEAVY, I WAS TRYING TO GET ACROSS THE INTERSECTION TO MAKE A LEFT TURN. I PUSHED THE GAS PEDAL DOWN AND AGAIN, THE TRUCK JUST FELL ON ITS FACE. IT HAD JUST ENOUGH POWER TO GET ME INTO THE INTERSECTION WITHOUT BEING ABLE TO CLEAR THE INTERSECTION. AGAIN, A CAR WAS COMING AT ME FROM MY DRIVER'S SIDE AND HAD TO ALMOST COME TO A STOP BECAUSE MY TRUCK WOULD NOT GO. - CAN YOU PLEASE ESCALATE THIS MATTER TO THE NEXT LEVEL IN FORD SERVICE AND PROVIDE ME WITH THEIR NAME AND CONTACT INFORMATION? I HAVE CONFIDENCE THAT YOU ARE DOING EVERYTHING THAT YOU CAN, BUT WOULD LIKE MORE ATTENTION DUE TO MY SAFETY CONCERNS. - WHEN I PURCHASED THIS TRUCK, MY PLAN WAS TO KEEP IT FOR AT LEAST 10 YEARS. I REALLY DO NOT HAVE CONFIDENCE IN THIS ENGINE. I FEEL THAT THE TROUBLES THAT IT'S HAVING HAS PROBABLY ALREADY DAMAGED INTERNAL PARTS, THE OTHER CAT CONVERTERS AND POSSIBLY SOME OF THE SENSORS, THAT ALL CAN BE DAMAGED WHEN AN ENGINE RUNS IN EITHER A LEAN OR RICH CONDITION. - AFTER TODAY'S INCIDENT, I WOULD LIKE TO REQUEST THAT FORD REPLACE MY TRUCK WITH THE SAME MODEL, EXCEPT NOT WITH THE V6 ECOBOOST. IT HAS BEEN TROUBLE ENOUGH THESE PAST COUPLE MONTHS AND EMBARRASSING AT TIMES. I DO NOT WANT TO CONTINUE WITH ATTEMPTS TO REPAIR ONLY TO EXPERIENCE THEM AGAIN DAYS OR WEEKS AFTER I GET IT BACK. WHO KNOWS HOW LONG IT WILL TAKE THE FORD ENGINEERS TO RESOLVE THIS ISSUE? AFTER THE PAST COUPLE YEARS OF WHAT I HAVE BEEN THROUGH IN MY LIFE, I THOUGHT WHEN I PAID \$51,000 FOR A BRAND NEW TRUCK, THAT I WOULD NOT HAVE TROUBLES WITH IT OR THE STRESS THAT COMES FROM THESE TROUBLES. = EMAILED SM ROB SEEKING ACCOUNTING/AUDIT RO'S SHOWING TECH TIME STAMPS

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Action: CREATE FOLLOW UP

Dealer: 00048 TED BRITT FAIRFAX FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Comm Type: PHONE Analyst Name: ZAYAS,MARYSOL Analyst: MZAYAS2

Action Date: 11/02/2012 Action Time: 10.09.28.849 Action Data: Yes

Comments OBC TO CUST

LYM ON VM WITH CONTACT INFO ADVISING CUST I DID RECEIVE HIS EMAIL AND WILL RESPOND VIA EMAIL = EMAILED CUST ADVISING - . I RECEIVED YOUR EMAIL AND HAVE REVIEWED IT. I AM GLAD TO HEAR YOU ARE SAFE. I GREATLY APPRECIATE YOUR PATIENCE WITH THE DEALERSHIP AND MYSELF IN TRYING TO RESOLVE THE VEHICLE CONCERNS. PER YOUR REQUEST IN ESCALATING THE CASE, THERE IS NO ONE AT THIS TIME TO ESCALATE THE CASE TO. I AM THE CUSTOMER SERVICE MANAGER AND MAKE DECISIONS BASED ON THE INFORMATION AND FACTS OF THE CASE. WITH THAT BEING SAID, I WILL SUBMIT YOUR REQUEST FOR VEHICLE REPLACEMENT FOR REVIEW WITH NO GUARANTEE FORD WILL REPLACE YOUR VEHICLE. I WILL BE REQUESTING INFORMATION FROM THE DEALERSHIP. THE REQUEST DOES TAKE 7 TO 10 BUSINESS DAYS TO COMPLETE. I HAVE PRINTED OUT YOUR EMAIL AND WILL ADD IT TO MY PAPERWORK. I WILL FOLLOW UP WITH YOU REGARDING THE DECISION ON THE CASE ON 11/12 BY 5:30PM(EST). SHOULD YOU HAVE ANY QUESTIONS OR CONCERNS PLEASE LET ME KNOW BEFORE THEN.

Data Element Name	Data Value

DATE OF FOLLOW UP:	11-12-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00048 TED BRITT FAIRFAX FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Comm Type: PHONE Analyst Name: ZAYAS,MARYSOL Analyst: MZAYAS2

Action Date: 11/05/2012 Action Time: 14.07.16.692 Action Data: No

COMMENTS RECEIVED UPDATE FROM SM ROB ADVISING = CAN'T REQUEST AN FSE UNLESS I VERIFY A CONCERN. WE COULD NOT GET THE VEHICLE TO ACT UP AS HE STATED. EVIDENTLY IT HAD BEEN ACTING UP ON LONGER TRIPS AND UP STEEP HILLS. IF YOU SEE THE HOTLINE NOTES, THE ONLY THING I COULD VERIFY IS ROUGH IDLE ON COLD STARTS, BUT WE VERIFIED IT ON NUMEROUS STOCK UNITS. WE WERE TOLD THAT WAS NORMAL. THIS LAST VISIT GAVE US NOTHING..NO ENG LIGHTS, CODES,ETC. FSE WON'T COME OUT UNLESS WE HAVE SOMETHING TO GO ON.

Action: CREATE FOLLOW UP

Dealer: 00048 TED BRITT FAIRFAX FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Comm Type: PHONE Analyst Name: ZAYAS.MARYSOL Analyst: MZAYAS2

Action Date: 11/14/2012 Action Time: 16.36.38.341 Action Data: Yes

ADVISED CUST I HAVE REVIEWED HIS REQUEST FOR VEH R/R - ADVISED I WILL NOT MEET HIS REQUEST AS THE DLRSHP IS UNABLE TO DUPLICATE THE CONCERN TO MAKE REPAIRS AND THE COLD START IS NORMAL TO THE VEH - ADVISED CUST UNTIL THE DLRSHP CAN DUPLICATE THE CONCERN OR THE CUST CAN DUPLICATE IT FOR THE DLRSHP THERE CAN BE NO REPAIRS - APOLOGIZED TO THE CUST - NO ONE IS SAYING THERE IS NO CONCERN - IT JUST NEEDS TO BE DUPLICATED - CUST STATED HE WILL JUST TAKE THE VEH TO THE DLRSHP AND LEAVE IT THERE - ADVISED CUST I WOULD LIKE OT OFFER HIM AN ESP - PREMIUMCARE 5/75 \$100 DED WITH TOWING AND RENTAL - ADVISED THIS IS FOR HIS INCONVENIENCES - CUST STATED HE MAY PURSUE OTHER AVENUES - ADVISED CUST THAT IS RIGHT AND THE OFFER IS IN NO WAY SHAPE OR FORM SOMETHING TO PREVENT HIM FROM PURSUING OTHER AVENUES - CUST STATED HE WILL ACCEPT THE OFFER - ADVISED CUST IT SHOULD SHOW WITHIN 7 DAYS - BUT PAPERWORK TAKES ABOUT 3 TO 5 WEEKS TO RECEIVE - CUST ASKED IF THE CASE WILL BE CLOSED - ADVISED ONCE I RECEIVE THE APPROVED UPLOAD IT WILL BE - BUT IT CAN BE REOPENED AT ANY TIME - CUST STATED THAT IS FINE - NO FURTHER ACTION REQUIRED WITH THE CUST AT THIS TIME - SILENT F/U FOR ESP UPLOADE APPROVAL - F/U SET FOR 11/21

Data Element Name	Data Value				
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DATE OF FOLLOW UP:	11-21-2012				
TIME OF FOLLOW UP (HH:MM):	18:00				

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00048 TED BRITT FAIRFAX FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Comm Type: PHONE Analyst Name: ZAYAS,MARYSOL Analyst: MZAYAS2

Action Date: 11/16/2012 Action Time: 07.54.04.727 Action Data: No

Comments RECEIVED ESP UPLOAD APPROVAL

Action: TAR-SME TECHNICAL ASSISTANCE REQUEST

Dealer: 00048 TED BRITT FAIRFAX FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Comm Type: PHONE Analyst Name: ZAYAS,MARYSOL Analyst: MZAYAS2

Action Date: 11/16/2012 Action Time: 07.54.56.967 Action Data: Yes

Comments PLEASE REVIEW -RECEIVED EMAIL FROM CUST ADVISING HE FOUND A NEW TSB 12-10-19 TO REPLACE THE CAC - WHICH SUPERSEDES THE TSB 12-6-4 - CONDITIONS CONDENSATION IN THE CAC BEING SUCKED INTO THE ENGINE UPON ACCELERATION = IS THIS SOMETHING THE DLRSHP SHOULD LOOK INTO

Data Element Name

Data Value

APPROVER'S CDSID:

JCLAR380

APPROVER'S NAME:

CLARK (JCLAR380), JASON

Action: TAR-CLOSE SME TECHNICAL ASSISTANCE REQUEST

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: REGIONAL ESCALATION

SPECIALIST

Odometer: 6000 MI Analyst Name: CLARK (JCLAR380), JASON

Comm Type: INTERNET

Analyst: JCLAR380

Action Date: 11/16/2012

Action Time: 09.02.51.083

Action Data: Yes

Comments - TECH SME JASON - THE PREVIOUS FAILED IGNITION COIL WOULD NOT BE CAUSED BY AN ISSUES WITH THE CHARGE AIR COOLER. NOW IF THE CUSTOMER IS STILL HAVING A CONCERN WITH ENGINE BUCK/SURGE OR MISFIRE, AND THE CONCERN IS PRESENT DURING ACCELERATION AFTER CRUISING AT A STEADY SPEED THEN IT WOULD BE A GOOD IDEA FOR THE DEALER TO CHECK THE CHARGE AIR COOLER FOR ANY SIGNS OF MOISTURE. IF THERE IS SIGNS OF MOISTURE IN THE CHARGE AIR COOLER THEN THE TSB WOULD APPLY.

Data Element Name

Data Value

CSM - OPEN FSE REQUEST?

NO

Action: CREATE FOLLOW UP

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI

Comm Type: PHONE Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2

Action Date: 11/26/2012

Action Time: 13.04.41.412 Action Data: Yes

Comments EMAILED SM ROB SEEKING FEEDBACK FROM THE CUST EMAIL - SM ROB ADVISED THE CUST WILL BE BRINGING THE VEH IN 12/3 AND WILL UPDATE ME ONCE HE HAS MORE INFO - ADVISED I WILL F/U 12/5

Data Element Name

Data Value

DATE OF FOLLOW UP:

TIME OF FOLLOW UP (HH:MM):

12-05-2012 18:00

Action: CREATE FOLLOW UP

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 6000 MI

Comm Type: INBOUND CUSTOMER

MAIL

Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2

Action Date: 12/05/2012

Action Time: 07.44.42.263

Action Data: Yes

Comments RECEIVED EMAIL FROM CUST ADVISING = ROB DID CONTACT ME ABOUT THIS TSB. I DROPPED THE TRUCK OFF AT TED BRITT FORD MONDAY AFTERNOON. I WAS ADVISED THIS AFTERNOON THAT THE CAC IS ON NATIONAL BACK ORDER. CAN YOU PLEASE HELP TO EXPEDITE THE SHIPMENT OF THE NEW CAC TO TED BRETT FORD. THIS HAS BEEN A LONG AND FRUSTRATING PROCESS IN ATTEMPT TO GET THIS TRUCK REPAIRED.ANY HELP YOU CAN GIVE WILL BE GREATLY APPRECIATED == EMAILED SM ROB ADVISING HIM OF THE EMAIL RECEIVED AND IF ANY ASSIST IS NEEDED TO PLEASE FORWARD ME ALL OF THE PART INFO TO EXPEDITE - F/U **SET FOR 12-12**

Data Element Name

Data Value

DATE OF FOLLOW UP:

TIME OF FOLLOW UP (HH:MM):

12-12-2012 18:00

Action: PARTS ESCALATION

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI

Comm Type: PHONE

Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2 Action Date: 12/05/2012

Action Time: 11.11.39.449 Action Data: Yes

Comments RECEIVED REQUESTED INFO FROM SM ROB = PART # BL3Z6K775B - INTERCOOLER - DOR#: 33830 -

FPSD#: R32738 - SHIPPER#: NA4555 - EORDERED 12/3/12 - ETRACKER ID # 11608147

Data Element Name

Data Value

PARTS DISTRIBUTION ETRACKER #: PART NUMBER: PART DESCRIPTION:

CRS ESCALATION? (Y/N):

WHY DELAYED?:

11608147 BL3Z6K775B

INTERCOOLER

NO

BACK ORDERED

IS CUSTOMER IN RENTAL VEHICLE? (Y/N):

YES

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00048 TED BRITT FAIRFAX FORD

Comm Type: PHONE

Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2 Action Date: 12/05/2012

Action Time: 11.13.10.595 Action Data: No

Comments EMAILED SM ROB AND ASM SUSAN ADVISING I HAVE ESCALATED THE PART AND WILL FORWARD

ANY INFO RECEIVED

Odometer: 6000 MI

Odometer: 6000 MI

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00048 TED BRITT FAIRFAX FORD

Comm Type: PHONE

Analyst Name: ZAYAS.MARYSOL Analyst: MZAYAS2

Action Date: 12/06/2012

Action Time: 17.10.07.881 Action Data: No

Comments RECEIVED UPDATE FROM SM ROB ADVISING = CUSTOMER HAS BEEN IN LOANER A FEW DAYS, I AM

ASKING HIM TO PICK UP HIS TRUCK UNTIL WE GET AN UPDATE NEXT WEEK.

Action: CREATE FOLLOW UP

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Comm Type: PHONE Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2

Action Date: 12/12/2012

Action Time: 07.49.24.896 Action Data: Yes

Comments EMAILED PARTS SME CHRIS SEEKING FURTHER ASSIST - F/U SET FOR 12/21

Data Element Name

Data Value

DATE OF FOLLOW UP:

12-21-2012

TIME OF FOLLOW UP (HH:MM):

18:00

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00048 TED BRITT FAIRFAX FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE Odometer: 6000 MI Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2

Action Time: 07.56.20.371 Action Data: No Action Date: 12/12/2012

Comments RECEIVED UPDATE ADVISING = THE CURRENT DATE OFF BACKORDER IS SET FOR 12/28, OF COURSE DEALER WILL SEE THEIR ORDER BEFORE THAT DATE. WE HAVE STOCK THAT IS IN TRANSIT(400 PCS) TO OUR PACKAGER AND ONCE THAT STOCK ARRIVES AND IS PROCESSED, EMERGENCY ORDER WILL SHIP FROM

THERE - FORWARDED INFO TO SM ROB AND ASM SUSAN

Action: CREATE FOLLOW UP

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE Odometer: 6000 MI Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2

Action Date: 12/28/2012 Action Time: 12.00.56.737 Action Data: Yes

Comments EMAILED SM ROB AND ASM SUSAN SEEKING AN UPDATE TO THE PART - F/U SET FOR 1/7/13

Data Element Name Data Value DATE OF FOLLOW UP: 01-07-2013 TIME OF FOLLOW UP (HH:MM): 18:00

Action: CREATE FOLLOW UP

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Comm Type: PHONE Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2

Action Date: 01/08/2013 Action Time: 11.02.08.731 Action Data: Yes

Comments PER INFO RECEIVED ETA SHIP DATE IS 1/7 - EMAILED ASM SUSAN SEEKING AN UPDATE - F/U SET

FOR 1/10

Data Element Name Data Value DATE OF FOLLOW UP: 01-10-2013 TIME OF FOLLOW UP (HH:MM): 18:00

Action: PARTS ESCALATION - PART ARRIVAL

Dealer: 00048 TED BRITT FAIRFAX FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Comm Type: PHONE Analyst Name: ZAYAS, MARYSOL Analyst: MZAYAS2

Action Date: 01/08/2013 Action Time: 15.41.47.855 Action Data: Yes

Comments PER ASM SUSAN PART ARRIVED TODAY

Data Element Name Data Value DATE OF PART ARRIVAL AT DEALERSHIP: 01-08-2013 FORD PART? (Y/N): YES AFTERMARKET PART? (Y/N): NO CUSTOMER OPTED OUT? (Y/N): NO

Action: CREATE FOLLOW UP

Origin Desc: CUSTOMER CARE SOLUTIONS Dealer: 00048 TED BRITT FAIRFAX FORD TEAM

Odometer: 6000 MI Comm Type: PHONE Analyst Name: KHORASANI-RAD,

ANTHONY

Analyst: AKHORASA

Action Date: 01/14/2013

Action Time: 12.11.35.452

Action Data: Yes

Comments CSM ANTHONY X77766 OBC TO DLR @(800) 701-7691 SPOKE WITH ASM SUSAN TO VERIFY PART IS IN, AWAITING CUST TO BRING VEH IN FOR REPAIR, OBC TO CUST @ 703-789-0117 RECEIVED V/M LEFT CONTACT INFORMATION ASKING THAT HE CALL DLR TO SCHEDULE APT TO BRING HIS VEH IN FOR REPAIRS, WILL SCHEDULE FOLLOW UP FOR 1/21

Data Element Name

Data Value

DATE OF FOLLOW UP:

01-21-2013

TIME OF FOLLOW UP (HH:MM):

17:00

Action: CREATE FOLLOW UP

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 6000 MI

Analyst Name: KHORASANI-RAD,

Comm Type: PHONE Analyst: AKHORASA

ANTHONY

Action Time:

Action Data: Yes

Action Date: 01/21/2013

10.27.58.785

Comments CSM ANTHONY X77766 OBC TO DLR @703-266-3214 SPOKE WITH ASM SUSAN, VERIFIED VEH IS STILL

NOT THERE AT THIS TIME. OBC TO CUST @ RECEIVED V/M LEFT CONTACT INFORMATION AND ASKED CUST BRING VEH IN FOR PAINT REPAIR. SET FOLLOW UP FOR 1/28

Data Element Name

Data Value

DATE OF FOLLOW UP:

01-28-2013

TIME OF FOLLOW UP (HH:MM):

17:00

Action: UNABLE TO CONTACT - INITIAL

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 6000 MI

Analyst Name: KHORASANI-RAD,

Comm Type: PHONE

ANTHONY

Analyst: AKHORASA

Action Date: 01/25/2013

Action Time: 14.30.59.523

Action Data: No

Comments REPEATED CALLS FROM DEALERSHIP AND CSM TO ADVISE CUSTOMER TO BRING IN VEHICLE FOR REPAIRS, NO RESPONSE FROM CUSTOMER. CLOSE CASE

Ford Confidential

Server: AWS QA Claims loaded through: 20-FEB-2013

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 01-MAR-13

Note: All Costs are in US Dollars Server Name: AWS QA 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
HTFW/ETOCF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	31- MAY- 2012	30-JUN- 2012	127042	USA	2	1F01	*	6K775	٠	F04	S11	V52	D36
AWS Claim Key:	2006492	Doc #:	86224	501	Trx Code	e:	S07	Labor H	rs:	.5	Labor C	ost:	55.63	Mat	terial	Cost:	0	Total	Cost:	55.63		
Dir Cd-Sub Cd:	09452-*	Name:	TED I	BRITT FO	ORD SALE	S, INC.	Ph:	703-6732	2300	St: VA	Ctry Cd:	USA	Reg Cd	l:	NA	Repr	Date:27-A	AUG-20	12	DIST(Mile):3	488
Cust Comments: Tech Comments:												T VIBRATION AND REPR				ATION						
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AWS Claim Key:	2112572	Doc#:	86398	601	Trx Code	e:	S07	Labor H	rs:	1	Labor C	ost:	111.26	Mat	terial	Cost:	344.89	Total	Cost:	456.15	ĺ	
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IFTFW1ET0CF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	31- MAY- 2012	30-JUN- 2012	127042	USA	3	6C04	BL3Z	1623943	ВА	F07	S08	V73	B43
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AWS Claim Key: Dir Cd-Sub Cd:	09452-*	Name:	TED I	BRITT FO		S. INC.		703-6732	300	St: VA	Ctry Cd:	2000							-			5048
AWS Claim Key: Dir Cd-Sub Cd: Cust Comments: Tech Comments:	09452-* INSTALL	Name:	TED F	BRITT FO	ORD SALE	S. INC. R PANEL	FOR MAI	703-6732 KING A S	300 QUEAK	St: VA	Ctry Cd: SE	2000	Reg Cd	l:	NA	Repr	Date:05-S		-			5048

AWS Claim Key:	2440987	1700 #:	909/	2002	Trx Co	ie:	SPW	Labor	Hrs:	.4	Labor C	ost:	44.51	Mater	ial Co	st:	431.76	Total	Cost:	476.27		
Dir Cd-Sub Cd:	09452-*	Name:	TED	BRITT F	ORD SAL	ES, INC.	Ph:	703-67.	32300	St: VA	Ctry Cd:	USA	Reg Cd	l: N	A F	tepr D	ate:08-0	OCT-201	2	DIST(Mile):6	105
Cust Comments:	REFER T	TO HIST	ORY, S	QUEAK	NOISE H	EARD FR	OM DOO	R PANEL	. RIGHT	AT HANI	LE ON I	RIVER DO	OR									
Tech Comments:					5,048 NVI NOISE AT			ISE COM	IING FRO	M DOOR	PANEL,	REMOVE	PANEL A	ND CHE	CK P	ANEL	ATTAC	HMENT	C, OK, I	REPLA	CE	
FTFW1ET0CF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	31- MAY- 2012	30-JUN- 2012	127042	USA	4 6	Y20 *		TAP1	*	F09	sxx	V99	A99 8
AWS Claim Key:	2473731	Doc#:	87122	2601	Trx Co	ie:	TAPI	Labor	Hrs:	0	Labor C	ost:	0	Mater	ial Co	st:	0	Total	Cost:	150		
Dir Cd-Sub Cd:	09452-*	Name:	TED	BRITT F	ORD SAL	ES, INC.	Ph:	703-67:	32300	St: VA	Ctry Cd:	USA	Reg Cd	: N	A F	Repr D	ate:08-0	OCT-201	2	DIST(Mile):6	105
Cust Comments:	DFLT TF	RANSPO	RTATI	ON ASS	IST PROG	RAM WA	S MISSEI	ON 869	726													
Tech Comments:	10812T	AP ASS	IST 5 D	AYS \$1:	50.00																	
						TOTAL PROPERTY CONTRACTOR	WASHING WATER	COLUMN TAXABLE	CONTRACTOR OF STREET							AND ADDRESS OF THE PARTY.	PHYSIOSISSISSISSISSISSISSISSISSISSISSISSISS	Supplement of the lateral	DATE AND DESCRIPTION OF	PERSONAL PROPERTY.	northweshot and	
IFTFW1ET0CF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	31- MAY- 2012	30-JUN- 2012	127042	USA	4 2	B02 E	IL3Z	12029	С	F04	S11	V52	D42
	F6 2473730		Till Stranger		T/AM Trx Coo		AF S07	T/C3		MAY-		127042	USA 300.4	4 2 Mater			12029 75.39	7000 mm m m m m m m m m m m m m m m m m		S11 375.79		D42
IFTFW1ETOCF AWS Claim Key: Dir Cd-Sub Cd:	105	Doc#:	86972	601		le:			Hrs:	MAY- 2012	2012	127042	90000000000000000000000000000000000000	Mater	ial Co	st:	75.39	7000 mm m m m m m m m m m m m m m m m m	Cost:	375.79		D42 4
AWS Claim Key:	2473730 09452-* REFER T	Doc #: Name:	86972 TED 1	601 BRITT F	Trx Coo	le: ES, INC. ES GOINC	S07 Ph: UP AND	703-673	Hrs: 32300 HILLS SL	MAY- 2012 2.7 St: VA	2012 Labor C Ctry Cd:	127042 ost:	300.4 Reg Cd	Mater	ial Co	st: Repr D	75.39 ate:08-0	Total	Cost:	375.79 DIST(Mile):6	

Any comments? You can contact

Rpt. Analysis Home

Report Mgmt Primary

Report Mgmt Query

Report Mamt

Indicator Summary

Help Exit

GCQIS Report Analysis

Report Summary

Report 1 of 2

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

Received:

Report#:

CJJBD003 NHL

Attachments: 0

CCRG/EPRC: Reviewed Status: Date:

2012,F150 4X4 ,F150 ,SUP Vehicle:

CRW,STYSD ,1FTFW1ET0CF

Build Date: 05/31/2012

Odometer:

6,105 M

Engine:

3.5L-**GTDI**

Calibration: CF613K0A

Transmission:

6R80E

Axle:

A/C:

YES

Dealer:

USA 00048 Ted Britt Fairfax Ford

Phone#:

(703) 591-8484

10/10/2012

City:

Fairfax

State:

Virginia

Country:

USA

Originator:

JOSH STOUT

Symptom:

5 54 2 02 DRV PERF, LACK/LOSS PWR , ACCEL, ALWAYS

Status:

VFG:

V52 DRIVEABILITY

Additional

HESITATION ON ACCEL

Symptom: Fix:

Causal Component:

COIL ASY-IGNITION -- RPL

Condition Code:

Hotliner: SMASSE16

Phone: 313 317-4491

Regn Cd: N4 Washington

Engineering:

Phone:

TAR:

Dir Contact: JOSH STOUT

Phone: 000 000-0000

Title Cde: T

KOEO: KOEC: KOER:

Comments:

REPAIR

10/10/2012 08:45AM STEPHEN MASSEY MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: GOING UP AND DOWN HILLS, VEHICLE IS SLUGGISH AND HESITATES, IF YOU DROP TO A LOWER GEAR IT DRIVES BETTER, ALSO ONE TIME CUST PULLED OUT INTO TRAFFIC AND LOST ALL POWER, WOULD NOT ACCEL, PULLED TO SIDE OF ROAD, SHUT OFF AND RESTART AND VEHICLE DROVE FINE DIAGNOSTICS: EEC TEST NO CODES TEST DRIVE PARTS REPLACED: NONE TECH OUESTION: IS THERE ANY KNOWN CONCERNS FOR THESE TRUCKS DOING THIS? WE HAVE TEST DROVE THIS TRUCK 70 MILES AND HAVENT GOTTEN IT TO ACT UP, LAST SERVICE TSB 12-6-4 WAS DONE AND LEFT SIDE CAT WAS REPLACED FOR P0430?

RECOMM 10/10/2012 08:45AM STEPHEN MASSEY MSS - FCSD - TECH SVC HOTLINE JOSHUA, INTERMITTENT CONCERNS ARE UNDERSTANDABLY HARD TO DIAGNOSE. HOWEVER, THE CONCERN MUST BE DUPLICATED IN ORDER FOR AN EFFECTIVE REPAIR TO BE MADE. PLEASE CONTINUE ATTEMPTS TO DUPLICATE THE CONCERN. ONCE THE CONCERN HAS BEEN DUPLICATED, PLEASE VERIFY THE AIR INTAKE TUBING AND AIR FILTER BOX ARE PROPERLY SEALED, AND VERIFY THE AIR FILTER IS OEM AND FREE OF RESTRICTIONS. IF NO CONCERNS ARE FOUND, PLEASE MONITOR ETC_ACT AND ETC_DSD DURING THE CONCERN. THESE PIDS SHOULD NOT DIFFER BY MORE THAN 3 DEGREES, ALLOWING FOR SOME DELAY UNDER ACCELERATION. IF THESE PIDS DIFFER BY MORE THAN 3 DEGREES DURING STEADY STATE OPERATION, THIS INDICATES A FAULT WITHIN THE ETB OR ON THE ETC CIRCUITS. IF THE ETB IS OK, PLEASE MONITOR AND RECORD THE FOLLOWING PIDS DURING THE CONCERN: 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. THIS WILL

HELP DETERMINE WHICH SYSTEM OR COMPONENT MAY BE CAUSING THIS CONCERN. PLEASE ALSO MONITOR MODE 6 AND POWER BALANCE DATA TO DETERMINE IF A MISFIRE CAN BE VERIFIED. IF A MISFIRE CAN BE ISOLATE THE A PARTICULAR CYLINDER, RECOMMEND TO SWAP THE IGNITION COMPONENTS FROM THE SUSPECT CYLINDER WITH A KNOWN GOOD CYLINDER. IF THE MISFIRE FOLLOWS THE COMPONENT SWAP, REPLACE THE FAULTY IGNITION COMPONENTS AND RE-EVALUATE THE CONCERN. IF THE MISFIRE DOES NOT FOLLOW THE COMPONENT SWAP, RECOMMEND TO PERFORM HIGH AND LOW PRESSURE FUEL SYSTEM TEST TO VERIFY PROPER OPERATION OF THE FUEL DELIVERY SYSTEM. IF THE FUEL DELIVERY SYSTEM IS OK, RECOMMEND TO PERFORM A MANUAL COMPRESSION TEST ON THE SUSPECT CYLINDERS. IF COMPRESSION IS LOW ON ANY CYLINDER, PERFORM A CYLINDER LEAK DOWN TEST TO DETERMINE WHERE THE LOSS OF COMPRESSION IS OCCURRING.

REPAIR 10/12/2012 02:44PM JMITCH63

THE PRIOR APPROVAL

DATA FROM PRIOR APPROVAL REQUEST FORM: PLEASE DESCRIBE CUSTOMERS
CONCERN.CUSTOMER STATES AT HIGHWY SPEEDS ON ACCE VEHICLE BOGS DOWN,
LOOSES POWER DESCRIBE DIAGNOSTIC PROCEDURES COMPLETED AND THE
RESULTS. BE SURE TO NOTE ANY
PINPOINT OR OTHER DIAGNOSTIC TESTS
COMPLETED. INCOMPLETE DIAGNOSIS WILL PROLONG

PROCESS, SO BE SURE TO INCLUDE ALL TEST RESULTS.PERFORMED MODE FOUND MISFIRE ON CYLN 5 NO CODES SWAPPED COIL TO CYLND 6 AND MISFIRE FOLLOWED PLEASE LIST PART THAT WAS ROOT CAUSE OF FAILURE:IGNITION COIL LIST MAJOR COMPONENTS NEEDED FOR REPAIR:IGNITION COIL PROVIDE ANY ADDITIONAL DETAILS NECESSARY. PLEASE INCLUDE ANY TECHNICAL INFORMATION

THAT YOU FEEL WILL HELP THE HOTLINE PROCESS YOUR PRIOR

APPROVAL REQUESTNONE REPAIR ESTIMATE - LABOR: REPAIR ESTIMATE
TOTAL: VEHICLE/COMPONENT ABUSE: MODIFICATIONS: LACK OF

MAINTENANCE: RO#: 869726RO DATE:2012-10-08WARRANTY TYPE:NEW VEHICLE

WARRANTY SPW MILEAGE: SPW INSTALL DATE:

RECOMM 10/12/2012 02:44PM JMITCH63

SUSAN, SWAPPED COIL, MISS FOLLOWED. THE DEALER IS APPROVED TO REPLACE THE #5 COIL ON PLUG (COP). PLEASE REFERENCE THE ONLINE WORKSHOP MANUAL FOR INSTALLATION INFORMATION.

REPAIR 10/16/2012 11:18AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

IT LOOKS LIKE THE WRONG P&A WAS GIVEN. CAN YOU GENERATE A NEW AUTH

WITH THE CORRECT P&A PLEASE. CORRECT ONE IS 09452 THANKS

RECOMM 10/16/2012 11:18AM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

SUSAN, THANK YOU FOR THE UPDATE. PLEASE USE NEW PRIOR APPROVAL COME load Options

PAA3W, ECPA APPROVED* APPROVAL CODE: PAA3W

Folder Number:

File Report To This Folder

File Report To A Folder Exists in Folder(s)

Add Comments

Previous Next

Save Mail Report

Requester: MVALLA

Report Summary

Server: FCWS686

Ford Proprietary, Private

1-Mar-2013

Retention: None

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

Folder Number:

File Report To This Folder

File Report To A Folder

Exists in Folder(s)

Add Comments

Previous

Next

Save

Mail Report

Download Options

Report Detail Section: View Details

Attachments: 0

Report#:

Vehicle:

CJSAR003 NHL

CCRG/EPRC:

Reviewed Status:

Date:

Received:

2012,F150 4X4 ,F150 ,SUP

CRW,STYSD ,1FTFW1ET0CF

Build Date: 05/31/2012

Odometer:

6,456 M

Engine:

3.5L-GTDI Calibration: CF613K0A

Transmission:

6R80E

Axle:

A/C:

YES

Dealer:

USA 00048 Ted Britt Fairfax Ford

Phone#:

(703) 591-8484

10/19/2012

City:

Fairfax

State:

Virginia

Country:

USA

Originator:

JASON BREEDEN

Symptom:

5 50 A 12 DRV PERF, RUNS ROUGH, ALL RUNNING, COLD

Status:

VFG:

V52 DRIVEABILITY

Additional Symptom:

RUN ROUGH ON START UP

Fix:

Causal Component:

Condition Code:

Hotliner: BGRAHA43

Phone: 313 248-8050

Regn Cd: N4 Washington

Engineering:

Phone:

TAR:

DIr Contact: JASON BREEDEN

Phone: 000 000-0000

Title Cde: T

KOEO: KOEC: KOER:

Comments:

REPAIR

10/19/2012 09:17AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: RUNS ROUGH ON COLD START DIAGNOSTICS: START VEHICLE WITH IDS, MONITOR PIDS, MONITOR POWER BALANCE PARTS REPLACED: NONE TECH OUESTION: DURING COLD START POWER BALANCE IS VERY ERRATIC ON ALL CYL. SUSPECT POSSIBLE FUEL ISSUE, WHAT SHOULD FRP PID SHOW ON COLD START?, SHOWING AROUND 200-225PSI? ANY KNOW CONCERNS FOR THIS ISSUE? THIS VEHICLE HAS HAD MULTIPLE REPAIRS FOUND SIMILAR ISSUES ON OASIS, INCLUDING CAT, MULTIPLE COIL PACKS, AND REFLASH

RECOMM 10/19/2012 09:17AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE JASON, THE FRP LISTED LOOKS NORMAL, THERE IS NO PUBLISHED INFORMATION LISTED IN THE PCED FOR NORMAL FRP READINGS AT START UP. TO VERIFY FRP IS NORMAL, COMPARE TO FRP_DSD. WITH POWER BALANCE SHOWING CONCERNS ON ALL CYLINDERS WOULD INDICATE A POSSIBLE FUEL QUALITY CONCERN, RECOMMEND TO OBTAIN A FUEL SAMPLE AND INSPECT FOR ANY TYPE OF DEBRIS OR A CLOUDY APPEARANCE. IF VERIFIED, IT IS RECOMMENDED TO COMPLETELY EMPTY AND FLUSH THE FUEL TANK, REFILL WITH FRESH FUEL AND RE-EVALUATE THE CONCERN. IF THE FUEL APPEARS TO BE OK, REPORTS HAVE BEEN SEEN IN REGARDS TO WINTER/SUMMER BLEND FUEL ISSUES. IF A FLUSH KIT IS AVAILABLE, RECOMMEND TO DISABLE THE FUEL SYSTEM AND USE AN ALTERNATIVE FUEL SOURCE. IF THE CONCERN IS ELIMINATED WITH THE INTERDICTION OF THE FRESH FUEL, THE CONCERN IS RELATED TO FUEL QUALITY.

REPAIR 10/22/2012 03:17PM NMASON29

INSPECT FUEL SAMPLE SEEMS OK. COMPARE TO MULTIPLE STOCK UNITS FOUND SIMILAR CONCERN ON COLD START, SOME WERE WORSE. IS VIBRATION ON COLD START AND NORMAL CHARACTISTIC OF THE 3.5 ECOBOOST ENGINE?

RECOMM 10/22/2012 03:17PM NMASON29

JASON, YOU ARE CORRECT, SOME VIBRATION DURING COLD STARTS ARE CHARACTERISTIC TO THESE VEHICLES DUE TO THE OPERATIONAL STRATEGIES DURING A COLD START. SINCE THIS VEHICLE HAS BEEN COMPARED TO SEVERAL LIKE UNITS AND A SIMILAR CONCERN WAS FOUND, IT WOULD BE RECOMMENDED TO DEMONSTRATE THIS CONCERN TO THE CUSTOMER AND PERFORM NO FURTHER **Download Options** REPAIRS.

Folder Number:

File Report To This Folder

File Report To A Folder

Exists in Folder(s)

Add Comments

Previous Next Save Mail Report

Requester: MVALLA Report Summary Server: FCWS686

Ford Proprietary, Private

1-Mar-2013

Retention: None



RONALD S. WEISS

ATTORNEY AND COUNSELOR 7035 ORCHARD LAKE ROAD SUITE 600

WEST BLOOMFIELD, MICHIGAN 48322

OHIO ADDRESS: 8725 WEST CENTRAL AVENUE SUITE M-310 TOLEDO, OHIO 43617

(248) 737-8000 FAX: (248) 737-8003

December 19, 2012

Jody Banciu
Ford Motor Company
3 Parklane Blvd.
Parklane Towers West, Suite 1500
Dearborn, MI 48126

OGC LIT 2012DEC21 am10:25

Re:

My client:

Vehicle:

2012 Ford F 150

VIN:

1FTFW1ET9CF

Dealer:

Russ Milne Ford, Inc.

Dear Ms. Banciu:

My client took delivery of the above new vehicle. After my client purchased the vehicle, his vehicle has been subjected to in excess of 30 repair days out of the first year (to date). The problems are ongoing and my client is very concerned about this vehicle.

These constant problems have left my client with a very reasonable insecure feeling about this new vehicle. The problems have occurred repeatedly after the repair attempts. My client would like to get out of this vehicle.

It is my goal to resolve this matter without the need for the filing of a lawsuit. Obviously, if we resolve the situation without filing a lawsuit, then my attorney fees and costs would be significantly less than they would be if a lawsuit were filed.

Please contact my office at your earliest opportunity to discuss this matter. I will diary my file ahead 21 days before taking any further action. Thank you in advance for your attention and cooperation in this matter.

Very truly yours,

Ronald S. Weiss

RSW:lad

RU	JSS N	MILNE	9	ford,	INC) .
		MACOMB, MI (586) 9 www.russm	48-7700 ilneford.com E. 1959	M:	a	
REGARDING YOUR SURVEY IS VERY IN CHOOSE TO GRADI	MAY SEND YOU A S SERVICE EXPERIENCE MPORTANT TO RUSS E US WITH ANYTHING	E HERE TODAY, THIS MILNE FORD, IF YOU GLESS THAN AN "A"	BY CUSTOMER J STEEL STEEL BY CUSTOMER J STEEL BY CUSTOMER D YES	OFRIGHAL ESTIMATE PRATTS & LABORD AUTHORIZED AUTHORIZED AUTHORIZED TOTAL	SECURITY OF SECURI	ACCHAEN PROMISE
	ORRECT YOUR CON			STORAGE WILL BE CHARGED 72 HOURS AFTER REPORTS AFR COMPLETED. AND COMPLETED. AND OPENIN VALUE BY Delete report and openin value by father than and openin value by father than and openin value by father than derived to value or the by father the derived to value or the section to the	CCBTED	47.6
gn and endorse my name herein such all of exchang y any insurance co., person fitte damages to the autom	as my agent and attorney in fa on any bill of exchange, check, check, check, drait or other form, a sesociation, partnership, or obtie I own, or in which I have of	k or druft or other form of run of remittence of money is ma corporation and is in permen	hape and exeed to nittance of money ide payable to me	The experience is not consistent or secretary in the processing on months, one of the processing of th	r complete grant to profess margin	of appended raphs in planed, or by Problem continue. If I COS 450 Herita. If I COS 450 Herita. INCOME of the Cost of the C
145	STRUCTIONS ON VO	RK TO BE DONE				PG_1 0F
51* FAY TYPE	PAY RENTAL	HAS PREMIUMO CC: EZE CON, CHUGGIN		TECH III. TECH III. TECH III. TECH III. TECH III.	5	
				TECH #		
				TECHA		
×316: 167700	4200 1201			TECH 9 TECH NO. LAST4 - SOC. GEC.		
**RQ 14770#2	#7AG 1731	# LIC: MI BF	-U9237 -ORD	SVC ADV: 25 12 #9VINE F-150	TETEWIE COL C	19 CF
**RG 14770#2 CLINTON TOWN MI AROSE MACOMB	3	F L P S I	FORD ICENSE: IFG CODE: ITOCK NUM IX-6VC: CODOMETER:	SVC ADV: 25 12 #8VINE F-150 CHEW CAE MI 6 602690 SVC 48ER: 000221 012412 SQL1 14 LAST: 2	COL	F7 CF D1 UJ 1 MS FRU 2690 SLM: 0. PROD112231 RENT1 2131
CLINTON TOWN	3	F L P S I	FORD ICENSE: IFG CODE: ITOCK NUM IX-6VC: CODOMETER:	SVC ADV: 25 12 ***SVINS F-150 CREW CAB M1 802690 SVC 48ER1 000221	COL	F7 CF D1 UJ 1 MS FRU 2690 SLM: 0. PROD112231 RENT1 2131
CLINTON TOWN MI AROSE MACOMB HOME: WORK:	3	F L S I C A	FORD ICENSE: IFG CODE: ITOCK NUM IX-6VC: CODOMETER:	SVC ADV: 25 12 #8VINE F-150 CHEW CAE MI 6 602690 SVC 48ER: 000221 012412 SQL1 14 LAST: 2	OBL COLL COLL COLL COLL COLL COLL COLL C	F7 CF D1 UJ 1 MS FRU 2690 SLM: 0. PROD112231 RENT1 2131



ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

KAREN LINDHOLDT, ESQ.

LICENSED IN WASHINGTON

EXTENSION: 1077

EMAIL: KAREN@LEMONLAWINFO.COM

1020 NORTH WASHINGTON SPOKANE, WA 99201 CORPORATE OFFICE:
2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

PLEASE DIRECT ALL CORRESPONDENCE
TO CORPORATE OFFICE

May 4, 2012

Ford Motor Company World Headquarters Office of General Counsel One American Road Dearborn, MI 48126 72 MAY -9 A10:38

RE:

v. Ford Motor Company

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client:

Vehicle: VIN: 2011 Ford F-150

Date of purchase:

1FTFW1ET6BF 11/11/11

Our File No.:

WA12-10108

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the state Lemon Law, the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

- 1. Engine;
- Loss of power;
- Engine noise;
- Check engine light;
- Excessive repair attempts.;
- Excessive days out of service.

FORD MOTOR COMPANY RECEIVED CLAIMS UNIT

MAY 1 0 2012

OFFICE OF THE GENERAL COUNSEL The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, see U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-609 and 9-625 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-513, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within 20 days and cooperate in removing the lien, you will be liable under U.C.C. § 9-512(1) in the amount of \$500.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

Karen Lindholdt, Esq. Attorney at Law

Server: AWS Prod

Claims loaded through: 11-MAY-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 14-MAY-12

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

VIN	AWS VL	WERS VL	MKT DER	F BODY CAB	VER SERIES		PLANT CD	TRANS CD			WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	: C
FTFW1ET6BF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	23- OCT- 2011	11- NOV- 2011	174618	USA	2	6U03	9L1Z	18500A18	Α	F05	S03	V11	R29	0
AWS Claim Key:	2286521	Doc#:	0256	1005	Trx Cod	e:	1	Labor E	Irs:	.5	Labor (Cost:	31.77	Ma	terial (Cost:	0	Total	Cost:	31.77			
Dlr Cd-Sub Cd:	03527-*	Name:	REH	BEIN FOR	RD, INC.		Ph:	406-826	3381	St: MT	Ctry Cd:	USA	Reg Cd	:	NA	Repr	Date:27-DEC	-2011		DIST(N	4ile):30	55	
Cust Comments:	CUSTON	MER ST/	ATES	THAT SU	NROOF N	(AKES E	CESSIVI	E WIND	NOISE N	OISE CH		WHEN SUN	ROOF M	ANI	UALLY	PUSH	ED UP DIAC	NOSE	AND A	DVISE			
ech Comments:												CHECK MC R AND RETE									šL		
FIFW1ET6BF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	23- OCT- 2011	11- NOV- 2011	174618	USA	2	5A88	•	NPF		F04	SII	V48	P66	1
WS Claim Key:	2256049	Doc#:	0256	1001	Trx Cod	e:	I	Labor H	Irs:	1	Labor (Cost:	63.53	Ma	terial (Cost:	0	Total	Cost:	63.53			
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olr Cd-Sub Cd:	08547-*	Name:	VAN	COUVER	R FORD,	INC.	Ph:	360-69	48501	St: WA	Ctry Cd:	USA	Reg Co	i:	NA	Repr	Date:06-FEB	-2012		DIST(N	1ile):45	523
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Any comments? You can contact

webmaster

Rehbein 7467 Hwy 200
Plains, MT 59859
Phone: (406) 826-3381

DAMMIT OF	POTINI	WA		- LFO	rd	i Fax	: (406) 826-3384 w.rehbeinford.com
BATTLE GI	KOUND		** REPRINT *	**		STOMER COP	Y PAGE 1
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7467 Hwy 200 1bein 7467 Hwy 200 Plains, MT 59859 Phone: (406) 826-3381 Fax: (406) 826-3384 www.rehbeinford.com BATTLE GROUND CUSTOMER COPY REPRINT *** "VIN STRATES MILES IN MILES OFF TAG DATE YEAR MAKE MODEL 1FTFW1BT6BF 10820 F150 12/27/11 11 FORD SERVICE DATE NOTHERD SVC ADV PROMUSED DATE/FINE LICENSE INV. DATE PAYMENT 19 01/25/12 00:00 11/11/11 12/29/11 HOME PHONE R.O. NUMBER BUSINESS PHONE 25610 GRAY 3 Claim Type: 01
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UDB Serv Dept: S

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(1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE TOTAL CHARGE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S DEBUCKBLE REPRESENTATIVE. SALES TAX

CUSTOMER SIGNATURE

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

OTHER PAY

CUSTOMER PAY

BATTLE GROUND

WA

PehbeinFord:
7467 Hwy 200
Plaina, MT 59859
Phone: (406) 826-3381
Fax: (406) 826-3384

www.rehbelnford.com

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HERBON IS ACCURATE UNLESS OTTIERWISE 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 KEPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NECLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (I) YGAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER THE FACTORY WARRANTY CONSTITUTES ALL OP THE WARRANTIES WITH RISPECT TO THE SALE OF THIS ITEMITIEMS, THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABLITY OR FITNESS POR A PARTICULAR PURPOSE, SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME POR IT ANY LUABILITY IN CONNECTION WITH THE SALE OF ITS ITEMITEMS	LABOR AMOUNT PARTS AMOUNT ASSC. SALES MATERIALS TOTAL CHARGE DEDUCTIBLE SALESTAX	15.95 21.04 36.99
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Page 1 of 2

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04/28/2012 11:49 FAX LA 010/013 Customer Number: Invoice No: *INVOICE* Page 1 of 1 6801 N.E. 40th Streat Vancouver, Washington 98661 360/992-7373 503/230-1440 BATTLE GROUND, WA Cell: Home: Bus: SERVICE ADVISOR: 404 KELLY A FELDMAN Email: home LICENSE MILEAGE IN / OUT TAG COLOR YEAR MAKE/MODEL ... FORD F150 1FTFW1ET6BF 6037 / 6037 11 T1218 PO NO. RATE PROD. DATE WARR EXP. PROMISED PAYMENT INV. DATE DEL. DATE 13:00 22FEB12 CASH **01JAN12** 22FEB12 OPTIONS: ENG:3.5_Liter_GTDI READY 8.0. OPENED 07:42 22FEB12 12:01 22FEB12 LINE OPCODE TECH TYPE HOURS TOTAL LIST A GUEST SAYS LOW POWER WHEN TOWING HIS 5000 B TRAILER. IN HIGH CEAR IT SURGES AND YOU CAN HEAR A NOISE LIKE A BOOST LEAK CAUSE: 185 2035 REPROGRAMMED PCM PER TSB 12 02 10 120210A 2011-2012 F-150 3.5L GTDI: Check DTCs, And Reprogram The P Sandikir Sandiye dan Sibilan Kil 185 ROLLO, ALAN G LIC#: (N/C) FC: D42 04 PART#: RECALEM COUNT: CLAIM TYPE: AUTH CODE: TOTAL LINE A: 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 6037 04 RECALEM 120210A 0.40 185 REPROGRAMMED PCM PER TSB 12 RESIDENCE (SECTION CONTRACTOR OF THE SECTION OF THE 02 10 ~~~~********** B MULTI POINT INSPECTION COMPLETED 99P MULTI POINT INSPECTION COMPLETED the strain sectors will be Weight to the section of the 185 ROLLO, ALAN G LIC#: CDEF 0.00 0.00
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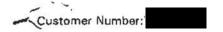
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Page 1 of 2 6801 N.E. 40th Street Vancouver, Washington 98651 360/992-7373 503/230-1440 www.vancouverautogroup.com BATTLE GROUND, WA Cell: Home: Rus! Email: home SERVICE ADVISOR: 404 KELLY A FELDMAN LICENSE MILEAGE IN / OUT TAG COLOR YEAR MAKE/MODEL VIN 1FTFW1ET6BF FORD F150 7311 / 7318 T2090 11 PROD. DATE WARR, EXP. PROMISED PAYMENT INV. DATE RATE PO NO. DEL DATE 01JAN12 WAIT 22MAR12 CASH 22MAR12 OPTIONS: ENG:3.5 Liter GTDI R.O. OPENED 09:40 22MAR12 11:59 22MAR12 LIST NET LINE OPCODE TECH TYPE HOURS TOTAL A GUEST SAYS UNDER LOAD, IT LOOSES POWER AND CHECK ENGINE LIGHT COMES ON. HEARS A NOISE LIKE WASTE GATE IS DUMPING BOOST CAUSE: 39 TRANSFER TO WARRANTY 185 ROLLO, ALAN G LIC#: 2 RESIDENCE ARREST LESSES REPRESENCIALISES LA LA CONTRACTOR DE CONTRACTOR FC: PART#: COUNT: CLAIM TYPE: AUTH CODE: A ALERS OF LEASERS OF THE PROPERTY 00203 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 PARTS 7318 ROAD TESTED BY FORMAN, NO ABNORMAL CONDITIONS NOTED ... JOHN P. 185 2035 IDS STARTUP, EEC 5 SELF TEST NKOEO, NKOER, NCONT PASS, CHECKED OASIS, NO INFORMATION FOR MIL ON WITHOUT DICS, CONTACTED HOTLINE. ********* B GUEST SAYS TRANSMISSION SEEMS TO SHIFT TO SOON CAUSE: . N NORMAL 644 RAPP, BRANDON M LIC#: D. 00 0.00 CDEF TOTAL LINE B: 0.00 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 7318 NORMAL OPERATION VEH. ROADTESTED BY SHOP FORMAN; NO ABNORMAL CONDITIONS NOTED. JOHN P. C MULTI POINT INSPECTION COMPLETED 99P MULTI POINT INSPECTION COMPLETED 185 ROLLO, ALAN G LICH: 2035 CDEF 0.00 0.00
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P. 1

Customer Number: Invoice No: VANCOUVER FORD "INVOICE" 6801 N.E. 40th Street Vancouver, Washington 98661 Page 1 of 1 360/992-7373 503/230-1440 BATTLE GROUND, WA www.vancouverautogroup.com Home: Bus: Cell: Email: hame SERVICE ADVISOR: 404 KELLY A FELDMAN COLOR YEAR MAKE/MODEL MN LICENSE MALEAGE IN / OUT TAG 1FTFW1ET6BF FORD F150 11 7812 / 7812 PROD. DATE DEL DATE WARR EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 01JAN12 12:00 30MAR12 CASH 14APR12 R.O. OPENED READY OPTIONS: ENG:3.5 Liter GTDI 08:43 30MAR12 15:05 14APR12 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A GUEST SAYS CHECK ENGINE LIGHT IS ON. LOSS OF POWER ND NO WORK DONE 185 ROLLO, ALAN G LIC#: CDEF 0.00 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 \*\*\*\*\*\*\* B RECHECK, MANAGER MUST BE INVOLVED RC RECHECK, MANAGER MUST BE INVOLVED 909 PLAMONDON, JOHN LIC#: CDEF 0.00 0.00 D. DO LABOR: PARTS: 0.00 OTHER: 0,00 TOTAL LINE B: 0.00 \*\*\*\*\*\* C RO 178129 22MAR12 MILES 7318 TECH 185 MEMO MEMO INFORMATION ONLY 9999 CDEF 0.00 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 \*\*\*\*\* \*\*\*\*\*\* D MULTI POINT INSPECTION COMPLETED 99P MULTI POINT INSPECTION COMPLETED 185 ROLLO, ALAN G LIC#: CDEF 0.00 0.00 PARTS: C.OO LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* E YOU MAY BE SELECTED TO PARTICIPATE IN A MANUFACTURE'S SURVEY, YOUR COMPLETE SATISFACTION IS IMPORTANT TO US. PLEASE DONT HESITATE TO RETURN YOUR SURVEY AND CONTACT US WITH ANY CONCERNS 350-992-7378 THANK YCU. 2D YOU MAY BE SELECTED TO PARTICIPATE IN A MANUFACTURE'S SURVEY, YOUR COMPLETE SATISFACTION IS IMPORTANT TO US. PLEASE DON'T HESITATE TO RETURN YOUR SURVEY AND CONTACT US WITH ANY CONCERNS 360-992-7378 THANK YOU. 9999 CDEP 0.00 0.00 0.00 LABOR PARTS: 0.00 OTHER: TOTAL LINE E OTHER:

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**Customer Copy** 

Rpt. Analysis Home

Report Mgmt Primary

DIr Contact: DANIEL ROBERTSON

Report Mgmt Ouery

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**Indicator Summary** 

Help Exit

#### **GCQIS** Report Analysis

#### **Report Summary**

Report 1 of 3

Query Name: REPORT RETRIEVAL

Exists in Folder(s) 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 Attachments: 0 CALC5008 NHL Received: 01/12/2012 Report#: CCRG/EPRC: 0 **Reviewed Status:** Date: 05/10/2012 2011,F150 4X4 ,F150 ,SUP Vehicle: **Build Date:** 10/23/2011 CRW,STYSD ,1FTFW1ET6BF Calibration: BF613C0A 3.5L-GTDI Odometer: 4,276 M Engine: YES Transmission: 6R80E Axle: 3.73 LOCK A/C: (360) 694-Dealer: USA 08547 Vancouver Ford, Inc. Phone#: 8501 Washington Country: USA City: Vancouver State: Originator: DANIEL ROBERTSON 5 50 0 00 DRV PERF, RUNS ROUGH, UNKNOWN, UNKNOWN Symptom: Status: VFG: V52 DRIVEABILITY **Additional RUNS ROUGH** Symptom: Fix: Causal Component: **Condition Code:** Hotliner: LNEWSOM Phone: 000 317-9333 Regn Cd: W5 Seattle **Engineering:** Phone: TAR: 0-30

Phone: 360 694-8501

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#### Comments:

REPAIR

01/12/2012 02:55PM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: GUEST SAYS IT IS LOOSING POWER AND THEN IT STARTED MISSING AND CHECK ENGINE LIGHT CAME ON. ADDITIONAL INFO FROM GUEST, VEHICLE WAS TOWING. EVENT OCCURED WHILE CRESTING A HILL. INSPECTION SHOWS THIS VEHICLE IS EQUIPPED WITH LT295/60R20 TIRES, OEM TIRES ARE P275/55R20. ALSO EQUIPPED WITH AFTERMARKET AUXILIARY AIR SPRINGS IN REAR. DIAGNOSTICS: EEC SELFTEST, U0422:00 KOEO, U0422:00-2F CMDTC. ROADTEST AND MONITORED POWER BALANCE, DID NOT EXHIBIT CONCERN, TRAILER NOT CURRENTLY CONNECTED. BCM SELFTEST PASS. UNABLE TO DETERMINE INVALID DATA INDICATED BY CODE. NO LATER PCM CALIBRATION AVAILABLE PER IDS. NO CIRCUIT FAILURES INDICATED BETWEEN PCM AND BCM, NETWORK TEST PASS FOR BCM AND PCM. PINPOINT TEST WOULD HAVE PCM REPLACED. SEE QA12 PCED. PARTS REPLACED: NONE TECH QUESTION: IS POSSIBLE/LIKELY THIS CODE RELATED TO SYMPTOM? DO YOU RECOMMEND PROCEDING WITH PCM REPLACEMENT FOR THIS CODE OR IS THIS A DISTRACTOR? ANY KNOWN CONCERNS FOR SYMPTOM AS DESCRIBED?

RECOMM 01/12/2012 02:55PM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE

DAN, IT IS LIKELY THAT THE SYMPTOM AND THE CODE ARE RELATED TO THE

MODIFICATES THAT HAVE BEEN PERFORMED. RECOMMEND TO RETURN THE VEHICLE

TO STOCK (REINSTALL THE CORRECT OEM TIRE SIZE), CLEAR CODES AND

PERFORM A ROAD TEST TO SEE IF THE CONCERN HAVE BEEN RESOLVED. IF THE

CODE RETURNS RECOMMED PERFORM A PCM

REPAIR 03/22/2012 01:16PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE
DESCRIPTION OF VEHICLE CONCERN: A) GUEST SAYS UNDER LOAD, IT LOOSES
POWER AND CHECK ENGINE LIGHT COMES ON. HEARS A NOISE LIKE WASTE GATE
IS DUMPING BOOST ) GUEST SAYS TRANSMISSION SEEMS TO SHIFT TO SOON
DIAGNOSTICS ALREADY COMPLETED: EEC SELF TEST SYSTEM PASS. PARTS

REPLACED: NONE TECH'S QUESTION: CUSTOMER STATES CHECK ENGINE LIGHT COMES ON AND SOUNDS LIKE WASTGATE DUMPING BOOST PRESSURE, NO DTCS STORED. WHY NO DTCS, IS THIS A NORMAL FAIL SAFE OPERATION? CUSTOMER DOES TOW WITH THIS VEHICLE AND HAS ADDED AIR ASSIST REAR HELPER SPRINGS, TRAILER WEIGHT MAGICALLY DROPPED 1000 POUNDS AFTER CUSTOMER WAS QUESTIONED ABOUT WHAT HE TOWS. THANKS, A L DTC: PASS MODULE: PCM

RECOMM 03/22/2012 01:16PM DEREK KVENVOLD MSS - FCSD - TECH SVC HOTLINE AL, IF YOU HAVEN'T ALREADY, IT WILL BE NECESSARY TO DUPLICATE AND VERIFY THE CUSTOMER'S CONCERN. DURING THE EVENT OF THE CONCERN, MONITOR MODE 6 AND POWER BALANCE FOR ANY MISFIRES. ALSO, IF THE VEHICLE IS ONLY EXPERIENCING THE LACK OF POWER CONCERN WHEN TOWING, ATTEMPT TO DUPLICATE THE CUSTOMERS CONCERN WITH THE CUSTOMERS TRAILER INSTALLED. ALSO MEASURE TO VERIFY THE ACTUAL TRAILER WEIGHT, BE DETERMINE IF THE TRUCK IS BEING OVERLOADED. IF THE VEHICLE IS FOUND TO BE OVERLOADED, THIS MAY BE CAUSING THE LACK OF POWER CONDITION. ALSO ATTEMPT TO VERIFY ANY TRANSMISSION SHIFTING CONCERNS. IF NECESSARY, COMPARE TO A LIKE UNIT TO SEE IF THE SHIFTING IS FOUND TO BE NORMAL OPERATION OF THE VEHICLE. THIS MAY ALSO BE A RESULT OF ADAPTIVE TRANSMISSION SHIFT STRATEGIES. DURING THE EVENT OF THE CONCERN, ALSO VERIFY THAT THE FRP ACTUAL AND DESIRED PIDS MATCH. RECOMMEND TO TRY RECREATING THE CONCERN UNDER HIGH LOAD CONDITION, SUCH AS UP A HILL AT HIGH RPM'S OVER 4000 WHILE MONITORING PIDS: APP, BARO, CYL\_(1-6)\_ACCL, FRP, FRP\_DSD, LOAD, MAP, O2S11\_CUR, O2S21\_CUR, RPM, SHRTFT1, SHRTFT2, TIP\_PRS\_BOOST, TP1, TP2, TQ\_CNTRL, VPWR, VREF, VSS, TURBO\_BPASS 1/2, TURBO\_WGATE AND SEE IF A FAULT CAN BE FOUND. ADDITIONALLY, ACCESS MODE 6 DATA AND SEE IF ANY MISFIRE EVENTS THAT HAVE BEEN RECORDED. ROAD TEST UNDER THE SAME HIGH LOAD/RPM CONDITIONS WITH THE IDS MISFIRE TEST AND SEE IF A MISFIRE CAN BE DUPLICATED. PERFORM A FUEL QUALITY TEST, CHECK FOR BOTH POOR QUALITY FUEL AND THE PRESENCE OF E85 IN THE TANK. REFER TO THE PC/ED

PPT HC6 FOR TESTING. IF AN E85 MIX IS EVIDENT, RECOMMEND DRAINING THE FUEL TANK COMPLETELY, DRY IT OUT, AND ADD KNOWN GOOD FUEL. ALSO

MONITOR THE TURBO\_WGATE, TP1/2, LOAD AND TURBO\_BPASS/2 DURING THE TIME OF THE CONDITION. IF THE DUTY CYCLE FOR THE TURBO CHARGER WASTE GATE IS FLUCTUATING RAPIDLY IN PERCENTAGE (THUS BEING PORTRAYED AS SPIKES ON THE IDS GRAPH) AND THE BYPASS VALVES CHANGE STATE FROM "ON" TO "OFF" CONSISTENTLY WITH THE WASTE GATE SPIKES, THIS INDICATES A CONCERN. IF FOUND, MAKE SURE ALL WASTE GATE/BYPASS PRESSURE/VACUUM LINES ARE PROPERLY SEATED AND SEALED. ALSO BLOW THROUGH THE LINES TO ENSURE THEY ARE NOT RESTRICTED. IF THE FLUCTUATION IS FOUND, SWAP ON A KNOWN GOOD WASTE GATE REGULATING SOLENOID AND RETEST. IF THE CONDITION IS STILL PRESENT, PERFORM PPT HN IN THE PC/ED TO VERIFY PROPER OPERATION OF THE WASTE GATE AND BYPASS SOLENOIDS. 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 AS WELL. ALSO,

HREF='HTTP://WWW.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SPUBS/ANUM Q.ASP?FLAVOR=DEALERS&SZARTICLE=12-2-10' TARGET='\_BLANK'>TSB 12-2-10 MAY ALSO APPLY TO THIS VEHICLE.

REPAIR 03/22/2012 01:57PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE
HELLO, TSB 12-02-10 WAS PERFORMED PREVIOUSLY. SYMPTOMS ONLY OCCUR WHEN
TOWING A TRAILER. CUSTOMER HAS NEVER SHOWED US HIS TRAILER BUT CUST
HAS FELT THE NEED TO ADD REAR HELPER SPRINGS. PLEASE ANSWER THIS
QUESTION: WHEN THE CHECK ENGINE LIGHT COMES ON AND BOOST PRESSURE IS
DUMPED WHILE TOWING A TRAILER AND NO DTCS ARE STORED, IS THAT A NORMAL
FAIL-SAFE STRATEGY?? THANKS, A L

RECOMM 03/22/2012 01:57PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

AL, THERE IS NO DOCUMENTATION THE ENGINE DERATES ON THIS VEHICLE WHEN
TOWING. IF THE CONCERN HAPPENS WHEN THE TRAILER IS 1ST HOOKED UP UNDER
HARD ACCELERATION THE COLLECTED MOISTURE IN THE INTERCOOLER MAY BE THE
CAUSE (BOOST PRESSURE CLEARS OUT THE MOISTURE). RECOMMEND
DETERMINING WHEN THE EVENT OCCURS (AFTER EXTENDED HIGH BOOST DRIVING,
EXTENDED CRUISE THEN HARD ACCELERATION. ETC).

- REPAIR 05/09/2012 05:59PM DALE BARRETT MSS FCSD TECH SVC HOTLINE WEB FORM DATA - CONCERN: TWO CONCERNS FOR THIS VEHICLE, AT TIMES WHILE TOWING DURING ACCEL ENGINE BUCKS VIOLENTLY AND LOSES POWER. WRENCH WARNING INDICATOR LAMP ILLUMINATES AND ENGINE RETURNS NO THROTTLE RESPONSE TILL IGNITION IS TURNED OFF AND BACK ON. SECOND CONCERN IS ROUGHNESS AT CRUISE DEMONSTRATED WITH TRAILER CONNECTED BUT CUSTOMER SAYS SYMPTOM IS PRESENT WITHOUT TRAILER AS WELL, OCCURES AT FREEWAY SPEED BEST FELT IN 6TH GEAR, GOES AWAY DURING ACCEL WITH DOWNSHIFT. DIAGNOSTICS: TESTED EEC, PASS, RETRIEVED CMDTCS ALL MODULES, NO CMDTC. MONITORED PIDS AND POWER BALANCE DURING ROADTEST, NO ABNORMAL VALUES, NO LOW POWER CONTRIBUTION. NO MISFIRE INDICATED. PARTS REPLACED: NONE. TECH QUESTION: GUEST SAYS HE HAS FOUND ONLINE FORUM WITH SIMILAR COMPLAINTS TO FIRST ONE LISTED IN DESCRIPTION. ANY KNOWN CONCERNS RELATING TO ROUGHNESS, LOSS OF POWER? HAVE NOT VERIFIED CONCERN, HE SAYS HIS FAMILY IS AFRAID TO ACCOMPANY HIM DUE TO THE SEVERITY OF THE SYMPTOMS. HE IS HOPING THE SYMPTOMS MAY BE RELATED SUCH THAT FIX FOR ONE MAY HELP THE OTHER.
- RECOMM 05/09/2012 05:59PM DALE BARRETT MSS FCSD TECH SVC HOTLINE

  TIM, 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.
- VEHICLE HAS SEVERE A MISFIRE CONCERN WHEN PULLING A TRAILER. AT TIMES
  THE WRENCH LIGHT WILL ILLUMINATE, VEHICLE LOSES POWER UNTIL KEY IS
  CYCLED OFF. CUSTOMER HAS REQUESTED BUY BACK. FSE INVOLVEMENT WAS
  CANCELED PREVIOUSLY OVER SOME CONCERNS WITH AFTERMARKET TIRES, WHEELS
  AND SUSPENSION COMPONENTS. 105396190
- REPAIR 05/10/2012 01:24PM CASEY WAGONER MSS FCSD TECH SVC HOTLINE CONTACTED TIM TO DISCUSS THIS CONCERN IN GREATER DETAIL. JAN STATES THAT HE IS OFF ON VACATION. SHE ALSO STATES THAT THE VEHICLE IS NOT