

All Action Details for Issue

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VIN: 1FTFW1ET3BF [REDACTED] Year: 2011 Model: Case: [REDACTED]
 Name: [REDACTED] Owner Status: Original WSD: 2011-07-09
 Symptom Desc: BUCK/JERK AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS Secondary Phone:
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 05/04/2012

Action: FIELD - OPEN REGION ISSUE Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Dealer: 00290 GREENE FORD COMPANY
 Odometer: 33172 MI Comm Type: PHONE
 Analyst Name: RACIK, HEATHER Analyst: HRACIK
 Action Date: 04/27/2012 Action Time: 12.46.49.111 Action Data: No

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 CONCERN 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 == CUSTOMER UNDERSTOOD THIS BUT FEELS THIS VEHICLE SHOULD BE REPLACED AND WITH A VEHICLE THAT 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 Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Dealer: 00290 GREENE FORD COMPANY
 Odometer: 33172 MI Comm Type: OTHER
 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 == PERFORMING 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 Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Dealer: 00290 GREENE FORD COMPANY
 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 TEAM
 Dealer: 00290 GREENE FORD COMPANY
 Odometer: 33172 MI Comm Type: OUTBOUND CALL TO CUSTOMER
 Analyst Name: RACIK,

HEATHER Analyst: HRACIK
 Action Date: 05/04/2012 Action Time: 15.48.31.101 Action Data: Yes

Comments CSM HRACIK XT 77771 == OBC TO [REDACTED]@[REDACTED] == LM VM WITH CONTACT INFO AND F/U WED 5-9-2012 BY 5 PM

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-09-2012
TIME OF FOLLOW UP (HH:MM):	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 CUSTOMER
 Analyst Name: RACIK, HEATHER Analyst: HRACIK
 Action Date: 05/04/2012 Action Time: 16.36.32.051 Action Data: Yes

Comments CSM HRACIK XT 77771 == OBC TO [REDACTED]@[REDACTED] = LM VM WITH CONTACT INFO AND F/U WED 5-9-2012 BY 5 PM == IBC FROM [REDACTED] == 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
 Dealer: 00290 GREENE FORD COMPANY Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Odometer: 33172 MI Comm Type: OUTBOUND CALL TO CUSTOMER
 Analyst Name: RACIK, HEATHER Analyst: HRACIK
 Action Date: 05/11/2012 Action Time: 11.24.00.552 Action Data: Yes

Comments CSM HRACIK XT 77771 ==== OBC TO [REDACTED]@[REDACTED] = 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 APPT

Data Element Name	Data Value
DATE OF FOLLOW UP:	05-14-2012
TIME OF FOLLOW UP (HH:MM):	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 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 [REDACTED]@[REDACTED]=== 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:	05-22-2012
TIME OF FOLLOW UP (HH:MM):	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:	05-23-2012
TIME OF FOLLOW UP (HH:MM):	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

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All Action Details for Issue

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VIN: 1FTFW1ET3BF [REDACTED] Year: 2011 Model: Case: [REDACTED]
 Name: [REDACTED] Owner Status: Original WSD: 2011-07-09
 Symptom Desc: Primary Phone: [REDACTED]
 Reason Desc: DEALER GENERATED INFORMATION ISSUE Secondary Phone:
 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 Origin Desc: DEALER
 Odometer: 29183 MI Comm Type: PHONE
 Analyst Name: MITCHELL KERNEA Analyst: M-KERNEA
 Action Date: 04/23/2012 Action Time: 10.46.33.185 Action Data: No

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 Comm Type: OTHER
 Analyst Name: RACIK, HEATHER Analyst: HRACIK
 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)	Y

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All Action Details for Issue

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VIN: 1FTEW1ET3BE [REDACTED] Year: 2011 Model: [REDACTED] Case: [REDACTED]
 Name: [REDACTED] Owner Status: Original WSD: 2011-07-09
 Symptom Desc: INDICATOR CHECK ENGINE Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS Secondary Phone:
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 03/06/2012

Action: TIER ONE OPEN ISSUE Origin Desc: TIER ONE - MELBOURNE
 Dealer: 00387 MARSHAL MIZE FORD INC
 Odometer: 30000 MI Comm Type: PHONE
 Analyst Name: BOLLINGER, DELEIGN Analyst: DBOLLIN6
 Action Date: 03/19/2012 Action Time: 11.17.03.935 Action Data: No

Comments *****CUST SAYS:[SEE HISTORICALS]1. CUST CALLING BACK REGARDING THE CONSTANT ISSUE HE IS HAVING WITH THE VEH==CUST BELIEVES THAT IT IS A LEMON==CUST WAS TOLD BY DLR THAT FORD KNOWS THAT THERE IS AN ISSUE BUT DOES NOT KNOW HOW TO REPAIR THE CONCERN==VEH WITH CUST==CUST JUST WANTS TO EITHER HAVE A DIFFERENT VEH OR HAVE HIS MONEY BACK=*****DLR:MARSHAL MIZE FORD, INC. 5348 HWY 153;CHATTANOOGA TN 37343;TEL: 423) 875-2023 *****CRC ADVISED: I HAVE DOCUMENTED YOUR CONCERNS AND AM SENDING YOUR INFORMATION TO OUR CUSTOMER CARE SOLUTIONS TEAM. YOU WILL BE CONTACTED BY A SPECIALIST TO DISCUSS YOUR ISSUE WITHIN 2 BUSINESS DAYS. THIS DOES NOT GUARANTEE THAT FORD WILL BUYBACK YOUR VEHICLE. FORD'S COMMITMENT IS TO HONOR THE NEW VEHICLE LIMITED WARRANTY.

Action: DOCUMENT ADDITIONAL INFORMATION Origin Desc: DEALER
 Dealer: 00387 MARSHAL MIZE FORD INC
 Odometer: 30000 MI Comm Type: OTHER
 Analyst Name: MITCHELL KERNEA Analyst: M-KERNEA
 Action Date: 03/19/2012 Action Time: 16.51.37.874 Action Data: No

Comments DEALER IS UNABLE TO ASSIT WITH BUY BACK VEHICLE NOT BOUGHT HERE

Action: CREATE FOLLOW UP Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Dealer: 00387 MARSHAL MIZE FORD INC
 Odometer: 30000 MI Comm Type: OUTBOUND CALL TO CUSTOMER
 Analyst Name: RACIK, HEATHER Analyst: HRACIK
 Action Date: 03/20/2012 Action Time: 16.47.19.741 Action Data: Yes

Comments CSM HRACIK XT 77771 == INITIAL CASE REVIEW == LTV 93 == WSD 7.9.2011 == AWS 3 RELATED == NO NHL == RELATED CAUSE SSM 22225 == HAS HAD TSB 12-2-10 == OBC TO DEALER, SPOKE WITH S/M MITCHELL, THEY HAVE PERFORMED TSB BUT ARE AWAITING REPAIR PROCEDURE FOR CAC CONDENSATION CONCERN == OBC TO CUSTOMER == SPOKE WITH [REDACTED] == HE IS VERY DISSATISFIED WITH THE TRUCK AND THE DRIVEABIKLITY = THE TRUCK HAS PUT THEM IN SITUATIONS ON THE INTERSTATE THAT HAVE ALMOST CUASED ACCIDENT AND ENDANGERED HIS FMAILY == CSM OFFERED TO FACILITATE REPAIR AND AT FIRST CUSTOMER WAS RESISTANT BUT NOW WE WILL ARRANGE A DEALER VISIT AND A RENTAL TRUCK TO DIAGNOSE VEHICLE ==WHISTLING SOUND WHEN DOWN SHIFTING == ENGINE SURGE THAT HAS GOTTEN WORSE AFTER TSB 12-2-10 == SOLD WITH HAIL DAMAGE ON THE ROOF AND LEFT WINDSHIELD SPRAYER WAS BROKEN OFF == FOLLOW UP 4-10-2010

Data Element Name

Data Value

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

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All Action Details for Issue

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VIN: 1FTFW1ET3BF [REDACTED] Year: 2011 Model: Case: [REDACTED]
 Name: [REDACTED] Owner Status: Original WSD: 2011-07-09
 Symptom Desc: BUCK/JERK ACCELERATION Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS Secondary Phone:
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 09/23/2011

Action: TIER II ESCALATION - BUYBACK
 Dealer: 03573 GWINNETT PLACE FORD LINCOLN Origin Desc: US CONCERN CASE BASE
 Odometer: 9970 MI Comm Type: PHONE
 Analyst Name: REYES, CYNTHIA 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 BOULEVARD DULUTH 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 Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 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:	09-27-2011
TIME OF FOLLOW UP (HH:MM):	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 **Origin Desc:** DEALER
Odometer: 9970 MI **Comm Type:** VISIT
Analyst Name: WALLACE HIGHSMITH **Analyst:** W-HIGHSM
Action Date: 09/27/2011 **Action Time:** 18.22.55.044 **Action Data:** No

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 DRIVEABILITY 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 [REDACTED]-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)	Y

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Rpt. Analysis Home

Report Mgmt Primary

Report Mgmt Query

Report Mgmt

Indicator Summary

Help Exit

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Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number: _____

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Report Detail Section : [View Details](#)

Attachments: 0

Report# :	CGECY012 NHL	Received:	07/05/2012
CCRG/EPRC:		Date:	
Vehicle:	2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET3BF [REDACTED]	Build Date:	05/22/2011
Odometer :	41,337 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3800F3.55L
Dealer:	USA 00290 Greene Ford Company	Calibration:	BF613CON
City:	Gainesville	A/C:	YES
Originator:	WILLIAM LATTY	Phone#:	(770) 532-5620
Symptom:	5 50 2 02 DRV PERF,RUNS ROUGH,ACCEL,ALWAYS	Country :	USA
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	MISFIRES		
Fix:	Causal Component :		
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 001265LC

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.

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File Report To This Folder

File Report To A Folder

PE13-018 001266LC

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Requester: DALBANIC
Report Summary
Server: ECCWS686

Ford Proprietary, Private

17-Jul-2012
Retention: None

PE13-018 001267LC

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	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTFW1ET3BF [REDACTED]	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:	<u>1009092</u>	Doc #:	052170A	Trx Code:	2	Labor Hrs:	1.6	Labor Cost:	150.67	Material Cost:	33.21	Total Cost:	183.88										
Dir Cd-Sub Cd:	00341-*	Name:	BILLY HOWELL FORD LINCOLN, INC.		Ph:	770-8872311	St:	GA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	06-SEP-2011	DIST(Mile):	8035							
Cust Comments:	AMBER CK ENGINE LITE WAS ON FLASHING SOUNDED LIKE RUNNING OVER RIPPLE STRIPS IN ROAD AT HWY SPEED ACCL HARD DOWN SHIFTS RPM'S HITS 5K AND STICKS THERE ADV																						
Tech Comments:	INOP ROAD TEST, FELT MISS/SKIP UNDER HEAVY ACCEL, EEC TEST P0300, IGNITION COIL STRESS TEST, NONE FAILED. POWER BALANCE H1,3,4 MISSED UNDER LOAD. REPLACED #1,3,4 SPARK PLUGS, RETEST DROVE, #5,6 MISSED UNDER LOAD. REPLACED #5,6 PLUGS, RE ROAD TEST, #2 SKIPPED UNDER LOAD, REPLACED #2 PLUG AND TEST DROVE OK. CLEAR CODES AND RETEST FINAL TEST OK																						
1FTFW1ET3BF [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	22-MAY-2011	09-JUL-2011	121025	USA	3	4C03	BL3Z	5E212	E	F04	S11	V29	E29	55
AWS Claim Key:	<u>1074383</u>	Doc #:	266782A	Trx Code:	S07	Labor Hrs:	1.9	Labor Cost:	184.24	Material Cost:	440.09	Total Cost:	624.33										
Dir Cd-Sub Cd:	03573-*	Name:	GWINNETT PLACE FORD LINCOLN		Ph:	770-4762090	St:	GA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	12-SEP-2011	DIST(Mile):	8698							
Cust Comments:	CUST STATES SERVICE LIGHT CAME ON																						
Tech Comments:	EEC TEST DCL MONITOR EXHAUST BACK PRESSURE TEST 12LBS AT 1500 RPM REPLACED BANK 2 CONVERTER RETEST OK																						
1FTFW1ET3BF [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	22-MAY-2011	09-JUL-2011	121025	USA	3	1G88 *	NPF	*	F04	S11	V52	D36	82	
AWS Claim Key:	<u>1200867</u>	Doc #:	052891A	Trx Code:	2	Labor Hrs:	1.4	Labor Cost:	131.84	Material Cost:	0	Total Cost:	131.84										
Dir Cd-Sub Cd:	00341-*	Name:	BILLY HOWELL FORD LINCOLN, INC.		Ph:	770-8872311	St:	GA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	26-SEP-2011	DIST(Mile):	10466							
Cust Comments:	TRUCK HAS A MISS/SKIP ON HARD ACCL. STICKS AT 5K RPM HAS SOME ENGINE TICK INTERMIT WHEN PUT IN REV OR DRIVE SHAKES ADV																						
Tech Comments:	DIAGNOSIS ROAD TEST, CND ANY ABNORMAL DRIVABILITY CONDITIONS. EEC TEST PASS, NO MISS/SKIP UNLER LIGHT OR HEAVY ACCEL, NO LACK OF POWER ON DOWN SHIFTING OR PASSING UNDER HEAVY LOAD. NO ABNORMAL NOISES HREAR, CK PRESSURE FUEL PUMP NOISE NORMAL																						

PE13-018 001268LC

1FTFW1ET3BF [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 22-MAY-2011 09-JUL-2011 121025 USA 8 7F06 3W7Z 17603 AA F08 S07 V15 W10 01
AWS Claim Key: 2630848 **Doc #:** 058204D **Trx Code:** E83 **Labor Hrs:** 4 **Labor Cost:** 37.67 **Material Cost:** 9.89 **Total Cost:** 47.56
Dir Cd-Sub Cd: 00341-* **Name:** BILLY HOWELL FORD LINCOLN, INC. **Ph:** 770-8872311 **St:** GA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**20-FEB-2012 **DIST(Mile):**26459
Cust Comments: Customer States left side washer sprayer for windshield is loose sprays off angle advise
Tech Comments: broken, replaced broken washer sprayer no slts available

1FTFW1ET3BF [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 22-MAY-2011 09-JUL-2011 121025 USA 9 2G05 * RECALEM * F04 S11 V52 D02 04
AWS Claim Key: 2884553 **Doc #:** 548596A **Trx Code:** S07 **Labor Hrs:** 4 **Labor Cost:** 37.59 **Material Cost:** 0 **Total Cost:** 37.59
Dir Cd-Sub Cd: 00387-* **Name:** MARSHAL MIZE FORD, INC. **Ph:** 423-8752023 **St:** TN **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**12-MAR-2012 **DIST(Mile):**29183
Cust Comments: C S VEHICLE IS BOGGING DOWN 50 MPH UNDER HARD PASSING ACCELERATION CEL ON SEVERAL TIMES DURING THE DAY.
Tech Comments: RECALEM 04 N P1000 P1000 P1000 WP TEST EEC PASS CODES REPROGRAM PCM PER TSB 12 02 10 CONCERN UNDER INVESTIGATION BY FORD

Any comments? You can contact



webmaster

PE13-018 001269LC



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

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

CONSUMER AFFAIRS
SECTION
JAN 31 AM 11:44

OGC LIT 2013FEB6 AM11:58

Re: [REDACTED] v. Ford Motor Company

Dear Sir or Madam:

This letter serves to inform you that this firm has been retained by [REDACTED] 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 [REDACTED] from Advantage Ford Lincoln on February 17, 2012. Enclosed herewith are copies of [REDACTED] purchase agreement, current registration and repair orders.

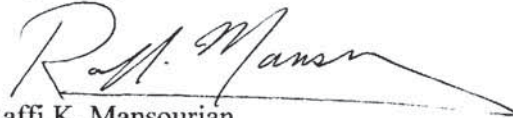
With this letter I also enclose a copy of the Notice of Rescission of Contract, Rejection and/or Revocation of Acceptance of the vehicle. Pursuant to his rights under the Commercial Code, [REDACTED] will be holding the vehicle to protect his secured interest in the vehicle until Ford Motor Company returns 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, [REDACTED] and I 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,

A handwritten signature in black ink that reads "Raffi K. Mansourian". The signature is written in a cursive style with a long, sweeping underline that extends to the right.

Raffi K. Mansourian

Encls.

cc. [REDACTED]

DAMAGE CALCULATION SHEET

Contract Purchase 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: \$143,216.00

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

I.

Notice is hereby given that [REDACTED] 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 [REDACTED] entered into the purchase of a defective 2011 Ford F-150, Vehicle Identification Number (VIN) 1FTFW1CF6BF[REDACTED]. A copy of the purchase agreement is attached hereto as Exhibit A.

II.

[REDACTED] 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:

a. Violation of the Repurchase/Replacement Provisions of the Lemon Law

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 [REDACTED] 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 [REDACTED] under the contract has failed in whole or material part through the fault of the manufacturer and its representatives.

[REDACTED] 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 [REDACTED] known the true condition of the vehicle, he would not have entered into the contract and would not have taken delivery of the vehicle.

IV.

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 [REDACTED] 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.

[REDACTED] 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 [REDACTED]. 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 [REDACTED]



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) 958-0977 FAX: (818) 243-0578

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

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

CUSTOMER NO. 168200	ADVISOR JOE INGLIMA	TAG NO. 526 2223	INVOICE DATE 11/10/12	INVOICE NO. FTCS805211
	LABOR RATE	LICENSE NO.	MILEAGE 10,359	COLOR
	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150/SUPERCREW 4X2 ST			DELIVERY DATE
GLENDALE, CA	VEHICLE I.D. NO. 1FTFW1CF6BF			DELIVERY MILES
	F.T.C. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 11/09/12	
REFERENCE PRICE	BUSINESS PHONE	COMMENTS		

MO: 10359

LABOR & PARTS

J# 1 02FOZO TUNE DEPT 1 TECH(S):838 904 WARRANTY
CUSTOMER STATES ENGINE HAS NO THROTTLE RESPONSE AT TIMES WHILE DRIVING. "WRENCH" LIGHT HAS COME ON AND WENT OFF. TESTED ELECTRONIC ENGINE CONTROL SYSTEMS AND VERIFIED. REPLACED FAULTY ELECTRONIC THROTTLE BODY ASSEMBLY. CLEARED FAULT CODES AND RETESTED SYSTEMS OK.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	BR32 9E926-C	THROTTLE BODY		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	
J# 2+25FOZLOANER		SERVICE LOANER	TECH(S):904		WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

SUBLET - PO# - VEND INV# - INV. DATE - DESCRIPTION - WARRANTY
JOB # 2 94772 3202D6102 11/10/12 SERVICE LOANER TOTAL - SUBLET 0.00

TECHNICIAN CERTIFICATION
838 LEONARDO ORTIZ 1491

TOTALS

Ford may be sending you a survey on the work performed today. If you are not completely satisfied for any reason please contact our Customer Relations Manager, Iliana 818-5024661. Star Ford Lincoln values your opinion and your business. When filling out your survey, remember this is our report card. These surveys are returned to the dealership.

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

CUSTOMER SIGNATURE

LINCOLN MERCURY

J 11/12/12

PAGE 1 OF 1 CUSTOMER COPY (END OF INVOICE) 04:35pm



OPEN SATURDAYS FOR
YOUR CONVENIENCE
8 AM - 5 PM
NO APPOINTMENT NEEDED

Thanks from Joe Inglima,
your friendly Service Advisor
(818) 502-1901

Dealership Name: Star Ford
R.O. / Invoice No.: FTCS805211



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

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SERVICE DIRECT: (818) 502-1901
(818) 956-0977 FAX: (818) 243-0578

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MONDAY THRU FRIDAY
7:00 A.M. TO 6:30 P.M.
SATURDAY
8:00 A.M. TO 5:00 P.M.
E.R.A. # CAD982022337

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

CUSTOMER NO. 168200	ADVISOR JOE INGLIMA	TAG NO. 526 7752	INVOICE DATE 11/19/12	INVOICE NO. FTCS805816
	LABOR RATE	LICENSE NO.	MILEAGE 10,898	COLOR
	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150/SUPERCREW 4x2 ST	DELIVERY DATE	DELIVERY MILES	
GLENDALE, CA	VEHICLE ID NO. 1FTFW1CF6B	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 11/19/12	
RI	BUSINESS PHONE	COMMENTS	MQ: 10898	

LABOR & PARTS
 # 1: 026020 TUNE DEPT. TECH(S): 904 WARRANTY:
 CUSTOMER STATES VEHICLE DOES NOT RESPOND TO THROTTLE INPUT, SEEMS TO DELAY THEN ACCELERATE WRENCH LIGHT CAME ON BRIEFLY THEN WENT OUT.
 ROAD TESTED AND VERIFIED. INSPECTED FURTHER AND FOUND THIS CONCERN RELATED TO ELECTRONIC PEDDLE ASSEMBLY. PARTS HAVE BEEN SPECIAL ORDERED TO COMPLETE THIS REPAIR.

JOB # 1 TOTAL LABOR & PARTS 0.00



2: 256020 LOANER SERVICE LOANER TECH(S): 904 WARRANTY:
 JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	TOTAL	SUBLET	WARRANTY
JOB # 2	95202			SERVICE LOANER			0.00
TOTALS					TOTAL LABOR...		0.00
					TOTAL PARTS...		0.00
					TOTAL SUBLET...		0.00
					TOTAL G.O.G.		0.00
					TOTAL MISC CHG.		0.00
					TOTAL MISC DISC		0.00
					TOTAL TAX.....		0.00
					TOTAL INVOICE \$		0.00

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These surveys are returned to the dealership.

CUSTOMER SIGNATURE

LINCOLN MERCURY

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 04:33pm

STAR FORD

**OPEN SATURDAYS FOR
YOUR CONVENIENCE**

8 AM - 5 PM

NO APPOINTMENT NEEDED

Thanks from Joe Inglima,
your friendly Service Advisor
(818) 502-1901

Dealership Name
Star Ford

R.O. / Invoice No.
FTCS805816



B.A.R. # REG ARD11052
P.A. CODE 0537

www.starautogroup.com
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(818) 956-0977 FAX: (818) 243-0578

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

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

CUSTOMER NO 168200	ADVISOR JOE INGLIMA	TAG NO. 526 2272	INVOICE DATE 11/28/12	INVOICE NO. FTCS806218
LABOR RATE	LICENSE NO.	MILEAGE 11,180	COLOR	STOCK NO.
YEAR / MAKE / MODEL 11 / FORD TRUCK / F-150 / SUPERCREW 4x2 ST	VEHICLE I.D. NO. 1FTFW1CF6BF	DELIVERY DATE	DELIVERY MILES	
GLLENDALE, CA	P.T.E. NO.	P.O. NO.	R.O. DATE 11/27/12	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			

MO: 71185

LABOR & PARTS
JOB # 1 02F020 TUNE DEPT 1 TECH(S): 838, 904 WARRANTY

CUSTOMER STATES VEHICLE DOES RESPOND TO THROTTLE INPUT
SEEMS TO DELAY
)))) SPO PARTS HERE (((((

TESTED ELECTRONIC ENGINE CONTROL SYSTEMS AND FOUND VOLTAGE
AT ELECTRONIC ACCELERATOR PEDDLE OUT OF RANGE
REPLACED FAULTY ELECTRONIC ACCELERATOR PEDDLE SHAFT
RETESTED SYSTEMS AFTER REPAIRS AND VOLTAGE IS WITHIN SPEC
ROAD TESTED VEHICLE OK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	DL32-9F836-C	SHAFT		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2: 25F0ZLOANER SERVICE LOANER TECH(S): 904 WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2					
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 2	95430			SERVICFE LOANER	
				TOTAL - SUBLET	0.00

COMMENTS
INSTALL PART
RENTAL

TECHNICIAN CERTIFICATION
838 LEONARDO ORTIZ 1491

TOTALS

Ford may be sending you a survey on the work performed today
If you are not completely satisfied for any reason please
contact our Customer Relations Manager, Indiana 818-5024661
Star Ford Lincoln values your opinion and your business.
When filling out your survey, remember this is our report
card.

These surveys are returned to the dealership.

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 09:30am

STAR FORD

Thanks from Joe Inglima,
your friendly Service Advisor
(818) 502-1801

OPEN SATURDAYS FOR
YOUR CONVENIENCE

8 AM - 5 PM

NO APPOINTMENT NEEDED

Dealership Name
Star Ford

R.O. / Invoice No.
FTCS806218

CUSTOMER #: 73967

284924

ADVANTAGE

FORD LINCOLN

1031/1051 Central Ave. Duarte, CA 91010

PHONE: 626-359-9689

FAX: 626-358-0780

BAR License # ARD195782

EPA # CAD983665324

INVOICE

PAGE 2

SERVICE HOURS:
MONDAY-FRIDAY 7:00AM-6:00PM SATURDAY 7:30AM-4:00PM
www.advantageford.com

PASADINA, CA

HOME

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 7475 WALLACE CARR III

COL	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
UJ GR	Y ME 11	FORD F-150	1FTFW1CF6BF		11724/11724	T1871	
DEL. DATE	PRG. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
17FEB:2 DD			17:00 08DEC12		0.00	CASHF	20DEC12
RE OPENED	READY	OPTIONS: STK:F11946 ENG:99F TRN:446					

LINE	PCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	WARRANTY	TAP	RENTAL				
CAUSE: APRENTAL WARRANTY TAP RENTAL							
7999 WRTF (N/C)							
PARTS	0.00	LABOR	0.00	OTHER	0.00	TOTAL LINE C:	0.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. I ALSO ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE.

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

X _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER COPY

CUSTOMER #: 6263672108

440002



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

(626) 289-3591 · (323) 283-1140

INVOICE

PAGE 1

BAR# ARD-008494 EPA# CAD981669971

PASADENA, CA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 520 NELSON SOLIZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	FORD F150 PU	1FTFW1CF6BF		12408/12412	T4891	
DEL DATE	PROD DATE	WARR EXP	PROMISE	PO NO	RATE	PAYMENT	INV DATE
01JUN13 DD			11:00 04JAN13			CASH	07JAN13
R.O. OPENED		READY	OPTIONS: DLR:1016 ENG:5.0_Liter				

09:38 04JAN13 15:28 07JAN13

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES WRENCH LIGHT IS ON AT TIMES, ENGINE LOSES POWER
DRIVING ON SURFACE STREETS AT TIMES

D9 FUEL SYSTEM/DRIVABILITY
6911SERV 0.00

(N/C)

12412 PERFORMED SMO TESTS, NO STORED DTC. ROAD TESTED AND UNABLE
DOPLICATE CUSTOMER CONCERN. CHECKED OASIS FOR KNOWN ISSUES, NO INFO
FOUND.

THANK YOU FOR YOUR BUSINESS
IF YOU ARE HAPPY WITH OUR SERVICE,
PLEASE TELL OTHERS. IF NOT, PLEASE LET ME
KNOW.

DAVID STEWART
PARTS AND SERVICE DIRECTOR
BOB WONDRIZ FORD (626) 289-3591

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

PERSONAL CHECKS WELCOME
AMERICAN EXPRESS
MASTERCARD
VISA
DISCOVER

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

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

CUSTOMER SIGNATURE



B.A.R. # REG ARD11062
P.A. CODE 08837

www.stareitgroup.com
900 SOUTH BRAND BLVD. GLENDALE, CALIFORNIA 91204
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(818) 956-0977 FAX: (818) 243-0578

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SATURDAY
8:00 A.M. TO 5:00 P.M.
E.P.A. # CAD988022337

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

CUSTOMER NO. 168200	ABSORB WALTER PITTMAN	TAD NO. 927 8425	INVOICE DATE 01/18/13	INVOICE NO. ETCS808755
	LABOR RATE	LICENSE NO.	ML BAGE 12,795 /	STOCK NO.
	YEAR / MAKE / MODEL 11/FORD TRUCK/E-150/SUPERCREW 4x2 ST		DELIVERY DATE	DELIVERY MILES
GLENDALE, CA	VEHICLE I.D. NO. 1ETFW1CE6BF		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.C. NO.	R.C. DATE 01/14/13	
REAR PHONE	BUSINESS PHONE	COMMENTS		MO: 12796

LABOR & PARTS

JOB # 1 - CUSTOMER STATES AT ABOUT 40 MPH VEHICLE STOPS ACCELERATING. WILL NOT SPEED UP OR SLOW DOWN. C.A. WRENCH LIGHT WHEN ACCURS. TECHNICIAN CONTACTED TECHLINE DUE TO MULTIPLE RE-CHECKS. TECHLINE RECOMMENDED TO INSTALL NEW PCM IN VEHICLE. TECHNICIAN REAPLACED AND INSTALLED NEW PCM IN VEHICLE. TEST DROVE ACCORDING TO RECOMMENDATIONS. PROGRAMMED PCM TO VEHICLE. RE-CHECK AND OKAY AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	BL3Z-12A650-BLC	MODULE - ENGIN		
JOB # 1	-1	BL3Z-12A650-BLC	CORE RETURN		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 - RENTAL COUPON

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # 3 - RENTAL COUPON

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

JOB # 4 - RENTAL COUPON

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

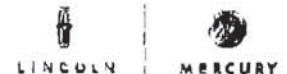
JOB # 5 - RENTAL COUPON

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	97659		RENTAL		
JOB # 2	97821	RR	01/16/13 1/2 TANK OF FUEL		
				TOTAL - SUBLET	37.80

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$42.00 (+TAX) ON 01/18/13 AT 10:40am
BY HAKOB COMMENTS
TECHNICIAN CERTIFICATION
638 LEONARDO ORTIZ 1491

The Reynolds and Reynolds Company, Division of Lear Corporation, Detroit, MI 48267

p.5 6263961837 HP LASERJET FAX



S.A.R. # REG ARD1 1062
P.A. CODE 05597

www.starautogroup.com
800 SOUTH BRAND BLVD. GLENDALE, CALIFORNIA 91204
SERVICE DIRECT: (818) 502-1901
(818) 856-0877 FAX: (818) 243-0578

OUR SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:30 P.M.
SATURDAY
8:00 A.M. TO 5:00 P.M.
E.R.A. # CA0882022337

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

CUSTOMER NO. 168200	ADVISOR WALTER PITTMAN	TAG NO. 927	INVOICE DATE 01/18/13	INVOICE NO. FTCS808755
	LABOR RATE	LICENSE NO.	RELEASE 12,795 /	COLOR
	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150/SUPERCREW 4X2 ST		DELIVERY DATE	DELIVERY MILES
GLLENDALE, CA	VEHICLE I.D. NO. 1 F T F W 1 C F 6 B F		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	P.O. DATE 01/14/13	
	BUSINESS PHONE	COMMENTS		MO: 12796

TOTALS-----

Ford may be sending you a survey on the work performed today. If you are not Completely Satisfied for any reason please contact our Customer Relations Manager, Iliana 818-5024661. Star Ford Lincoln values your opinion and your business. When filling out your survey, remember this is our report card.

These surveys are returned to the dealership.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	37.80
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.41
TOTAL INVOICE \$	41.21

CUSTOMER SIGNATURE



The Reynolds and Reynolds Company, ERMAR1811E, Gloucester, O. 43020

p. 4 6263961837 HP LASERJET FAX

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	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
IFTFW1CF6BF [REDACTED]	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:	<u>5395913</u>	Doc #: 80350601	Trx Code:	TAP1	Labor Hrs: 0	Labor Cost: 0	Material Cost: 0	Total Cost: 20															
Dlr Cd-Sub Cd:	05537-*	Name: STAR FORD LINCOLN	Ph: 818-9560977	St: CA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 09-OCT-2012	DIST(Mile): 9078															
Cust Comments:	CUSTOMER STATES VEHICLE TRANSMISSION WILL NOT SHIFT OUT OF 2ND GEAR NEED RELEASE GAS PEDAL THEN ITS SHIFTS.ADVISE.																						
Tech Comments:	PERFORM PIN POINT TEST AND COULD NOT DUPLICATE CONCERN. PERFORM PCM UPDATE TO LATEST CALIBRATION .																						
IFTFW1CF6BF [REDACTED]	F6		T/F6	F	T/BC	T/AM	T/B	AF	T/C3	T/MF	17- OCT-2011	17- FEB-2012	171063	USA	9	6Y20 *	TAP1	*	F09	SXX	V99	A99	82
AWS Claim Key:	<u>5668736</u>	Doc #: 80521102	Trx Code:	TAP1	Labor Hrs: 0	Labor Cost: 0	Material Cost: 0	Total Cost: 20															
Dlr Cd-Sub Cd:	05537-*	Name: STAR FORD LINCOLN	Ph: 818-9560977	St: CA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 09-NOV-2012	DIST(Mile): 10359															
Cust Comments:	TAP DAYRENTAL																						
Tech Comments:	TAP DAY RENTAL																						
IFTFW1CF6BF [REDACTED]	F6		T/F6	F	T/BC	T/AM	T/B	AF	T/C3	T/MF	17- OCT-2011	17- FEB-2012	171063	USA	9	2E03	BR3Z 9E926	C	F04	S11	V52	D36	42
AWS Claim Key:	<u>5654954</u>	Doc #: 80521101	Trx Code:	S07	Labor Hrs: 1.1	Labor Cost: 119.24	Material Cost: 193.41	Total Cost: 312.65															
Dlr Cd-Sub Cd:	05537-*	Name: STAR FORD LINCOLN	Ph: 818-9560977	St: CA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 09-NOV-2012	DIST(Mile): 10359															
Cust Comments:	CUSTOMER STATES ENGINE HAS NO THROTTLE RESPONSE AT TIMES WHILE DRIVING . WRENCH LIGHT HAS COME ON AND WENT OFF .																						
Tech Comments:	TESTED ELECTRONIC ENGINE CONTROL SYSTEMS AND VERIFIED . REPLACED FAULTY ELECTRONIC THROTTLE BODY ASSEMBLY . CLEARED FAULT CODES AND RETESTED SYSTEMS OK .																						
IFTFW1CF6BJ [REDACTED]	F6		T/F6	F	T/BC	T/AM	T/B	AF	T/C3	T/MF	17- OCT-2011	17- FEB-2012	171063	USA	10	6Y20 *	TAP1	*	F09	SXX	V99	A99	82
AWS Claim Key:	<u>5785949</u>	Doc #: 80581602	Trx Code:	TAP1	Labor Hrs: 0	Labor Cost: 0	Material Cost: 0	Total Cost: 40															

Claims List Report

Dir Cd-Sub Cd: 05537-* **Name:** STAR FORD LINCOLN **Ph:** 818-9560977 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**19-NOV-2012 **DIST(Mile):**10898
Cust Comments: TAP DAY RENTAL
Tech Comments: TAP DAY RENTLA

IFTFW1CF6BF [REDACTED] F6 T/F6 F T/BC T/AM T/B AF T/C3 T/MF 17- OCT- 17- FEB- 171063 USA 10 6Y20 * TAP1 * F09 SXX V99 A99 82

AWS Claim Key: 5831405 **Doc #:** 80621802 **Trx Code:** TAP1 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 43.5

Dir Cd-Sub Cd: 05537-* **Name:** STAR FORD LINCOLN **Ph:** 818-9560977 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**27-NOV-2012 **DIST(Mile):**11180
Cust Comments: TAP DAY RENTAL
Tech Comments: TAP DAY RENTAL

IFTFW1CF6BF [REDACTED] F6 T/F6 F T/BC T/AM T/B AF T/C3 T/MF 17- OCT- 17- FEB- 171063 USA 10 5U90 DL3Z 9F836 C F04 S11 V52 D36 42

AWS Claim Key: 5816197 **Doc #:** 80621801 **Trx Code:** S07 **Labor Hrs:** .6 **Labor Cost:** 65.04 **Material Cost:** 109.33 **Total Cost:** 174.37

Dir Cd-Sub Cd: 05537-* **Name:** STAR FORD LINCOLN **Ph:** 818-9560977 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**27-NOV-2012 **DIST(Mile):**11180
Cust Comments: CUSTOMER STATES VEHICLE DOES RESPOND TO THROTTLE INPUT . SEEMS TO DELAY .))) SPO PARTS HERE (((
Tech Comments: . TESTED ELECTRONIC ENGINE CONTROL SYSTEMS AND FOUND VOLTAGE AT ELECTRONIC ACCELERATOR PEDDLE OUT OF RANGE . REPLACED FAULTY ELECTRONIC ACCELERATOR PEDDLE SHAFT , RETESTED SYSTEMS AFTER REPAIRS AND VOLTAGE IS WITHIN SPEC . ROAD TESTED VEHICLE OK .

IFTFW1CF6BF [REDACTED] F6 T/F6 F T/BC T/AM T/B AF T/C3 T/MF 17- OCT- 17- FEB- 171063 USA 10 7S06 BL3Z 12A581 L F04 S11 V29 E29 X2

AWS Claim Key: 6204315 **Doc #:** 284924B **Trx Code:** S07 **Labor Hrs:** 6.9 **Labor Cost:** 708.69 **Material Cost:** 1004.06 **Total Cost:** 1712.75

Dir Cd-Sub Cd: 02677-* **Name:** ADVANTAGE FORD LINCOLN **Ph:** 626-3599689 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**06-DEC-2012 **DIST(Mile):**11724
Cust Comments: DIAGNOSE CAUSE OF THE WRENCH LIGHT COMES ON AND THE VEHICLE WILL NOT ACCELERATE... CHECK AND ADVISE VERIFIED COMPLAINT. TESTED EEC SYSTEM. RETRIEVED DTC P2122 AND P2127. PERFORMED PINPOINT TESTS DK1 TO DK28 - ALL PASSED. NECESSARY TO PERFORM DLC DISPLAY TEST FOR PINPOINT TESTS. CONTACTED TECHNICAL HOTLINE. PER TECHNICAL HOTLINE RECOMMENDATION, LOAD TESTED ALL CIRCUITS FROM PCM TO APP. TEST LIGHT BULB SHINED BRIGHT. VOLTAGE DROP MEASURED 1.07 VOLTS ON ALL SIX CIRCUITS BETWEEN PCM AND APP. PER TEC

IFTFW1CF6BF [REDACTED] F6 T/F6 F T/BC T/AM T/B AF T/C3 T/MF 17- OCT- 17- FEB- 171063 USA 10 6Y20 * TAP1 * F09 SXX V99 A99 82

AWS Claim Key: 6169968 **Doc #:** 284924C **Trx Code:** TAP1 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 420

Dir Cd-Sub Cd: 02677-* **Name:** ADVANTAGE FORD LINCOLN **Ph:** 626-3599689 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**06-DEC-2012 **DIST(Mile):**11724
Cust Comments: WARRANTY TAP RENTAL
Tech Comments: CUSTOMER IN RENTAL

IFTFWICF6BF [REDACTED] F6 T/F6 F T/BC T/AM T/B AF T/C3 T/MF OCT-2011 FEB-2012 171063 USA 12 2G01 BL3Z 12A650 BLC F04 S11 V40 D13 42
AWS Claim Key: 6345556 **Doc #:** 80875501 **Trx Code:** S07 **Labor Hrs:** 1.8 **Labor Cost:** 195.11 **Material Cost:** 591.61 **Total Cost:** 786.72
Dlr Cd-Sub Cd: 05537-* **Name:** STAR FORD LINCOLN **Ph:** 818-9560977 **St:** CA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 14-JAN-2013 **DIST(Mile):** 12795
Cust Comments: CUSTOMER STATES AT ABOUT 40 MPH VEHICLE STOPS ACCELERATING. WILL NOT SPEED UP OR SLOW DOWN.C&A.WRENCH LIGHT WHEN ACCURS
Tech Comments: TECHNICIAN CONTACTED TECHLINE DUE TO MULTIPLE RE-CHECKS TECHLINE RECOMMENDED TO INSTALL NEW PCM IN VEHICLE TECHNICIAN REAPLACED AND INSTALLED NEW PCM IN VEHICLE. TEST DROVE ACCOREDING TO RECOMMENDATIONS,PROGRAMMED PCM TO VEHICLE.RE-CHECK AND OKAY AT THIS TIME

IFTFWICF6BF [REDACTED] F6 T/F6 F T/BC T/AM T/B AF T/C3 T/MF OCT-2011 FEB-2012 171063 USA 12 6Y20 * TAPI * F09 SXX V99 A99 82
AWS Claim Key: 6361538 **Doc #:** 80875502 **Trx Code:** TAP1 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 40
Dlr Cd-Sub Cd: 05537-* **Name:** STAR FORD LINCOLN **Ph:** 818-9560977 **St:** CA **Ctry Cd:** 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



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

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Download Options

Report Detail Section : View Details

Attachments: 0

Report# :	CLGBD001 NHL	Received:	12/07/2012
CCRG/EPRC:		Date:	
Vehicle:	2011,F150 4X2 ,F150 ,SUP CRW,STYSD ,1FTFW1CF6BF [REDACTED]	Build Date:	10/17/2011
Odometer :	14,590 M	Engine:	5.0L 4V
Transmission:	6R80E	Axle:	3800F3.73L
Dealer:	USA 05537 Star Ford Lincoln	A/C:	YES
City:	Glendale	State:	California
Originator:	GEORGE GAMBARO	Phone#:	(818) 956-0977
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 HARNESSSES.

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 EVTMM IT DOESNT 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 EVTMM 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.

REPAIR 12/08/2012 11:32AM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE
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 COULDNT 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
- AUDIT** **02/05/2013 03:05PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE**
 ODOMETER 12795 M CHANGED TO 14590 M BY MSCHMI56
- REPAIR** **02/06/2013 01:18PM WILLIE HOUSTON MSS - FCSD - TECH SVC HOTLINE**
 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.

TAR 02/06/2013 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

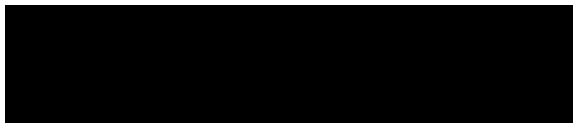
Save

Mail Report

Requester: LBINGHAM
Report Summary
Server: FCWS686

Ford Proprietary, Private

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: [REDACTED], Ford Motor Company
Our Client: [REDACTED]
Your Client: Ford Motor Company
Vehicle: 2012 Ford F150
VIN: 1FTFW1ET1C[REDACTED]
Our File Number: V120347NC01

10/10/12

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:

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

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

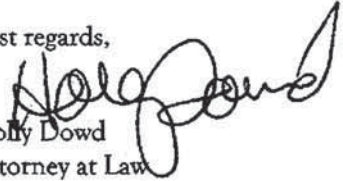
To avoid the need for litigation, we respectfully demand you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including our client's attorneys' fees pursuant to the fee-shifting provisions of 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.

Best regards,


Holly Dowd
Attorney at Law

HD/tsa

cc: 

CUSTOMER #: 4212066

342045

KEN WILSON FORD

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

ACCOUNTING

FRANKLIN, NC

PAGE 1

HOME CONT: ** PRE-INVOICE **

BUS: CELL: SERVICE ADVISOR: 2220 HERBERT GIBSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	12	FORD F150	1FTFW1ET1CF		3314/3314	T392	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 DD		01JAN2011	WAIT 27FEB12		80.00	CASH	27FEB12
R.O. OPENED	READY	OPTIONS: STK:K1256 DLR:21L680 ENG:3.5L_V6					
27FEB12	27FEB12	TRN:AUTO					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A C/S VEHICLE IS HESITATING/MISSING
 CAUSE: RECALEM
 120210A CK CODES REPROGRAM PCM
 7496 FOREHAND, DUSTIN LIC#: 7496
 WARS0 0.36 0.40 1060 3079 30.79 30.79

FC: D36 04
 PART#: RECALEM
 COUNT: 0 0 TPARTS
 CLAIM TYPE:
 AUTH CODE:
 00749 1060 3079 TLABOR

VERSION 1 (EMP# 7496, 27FEB12 15:53): 3314 TEST DROVE, KOEO PASS,
 PERFORMED TSB 12-2-10 REPROGRAMMED PCM RETEST OK PASS

B MULTI POINT INSPECTION
 99P MULTI POINT INSPECTION
 7496 FOREHAND, DUSTIN LIC#: 7496
 CPMS 0.00 0.00 0 0 0.00 0.00

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.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-27-12	15:52	16:14	0.36	W	7496	A	
	16:14	16:14	0.00	W	7496	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57200	3079	1060		57000	0	0	
11400	3079	*****		10100	0	*****	

COST, SALE, & COMP TOTALS 1060 3079 0

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

ACCOUNTING COPY

CUSTOMER #: 113406

92996

mullinax



INVOICE

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

PHONE (386) 428-9094
MV#-49021

PAGE 1



FRANKLIN, NC

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 111 MARK STEPHEN KISCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	FORD F150 PICKUP	1FTFW1ET1CF		4616/4616	T3211

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAR12 DD		19MAR2012	17:00 19MAR12		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

330 WSOP

(N/C)

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)

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

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

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

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

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

CUSTOMER #: 113406

93422

mullinax



INVOICE

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

PHONE (386) 428-9094
MV#-49021

PAGE 1

FRANKLIN, NC

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 111 MARK STEPHEN KISCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	12	FORD F150 PICKUP	1FTFW1ET1CH		4886/4886	T1269	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAR12	DI	19MAR2012	17:00 28MAR12		0.00	CASH	30MAR12

R.O. OPENED READY OPTIONS: ENG:3.5_Liter_GTDI

13:59 28MAR12 11:18 30MAR12

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A E29 CUST.STATES CHECK ENGINE LIGHT IS ON

CAUSE:

120210B TSB 12-02-21
330 W

1 BL3Z*5E212*E CONVERTER ASY

(N/C)
(N/C)

FC: E29 04

PART#: RECALEM

COUNT:

CLAIM TYPE:

AUTH CODE:

00249

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00

4886 RECALEM 04 120210B 12-02-21 INSTALL TSB PC 430 RUN TESTS CK TSB FIND
TSB RECAL PCM AND INSTALL NEW CAT CONVE PER TSB RETST OK AT THIS TIME



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. 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	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	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 # 93422 93

CUSTOMER COPY

No. 2987 P. 2

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

CUSTOMER #: 4212066

345749

KEN WILSON FORD

1-40 at Exit 31 - P.O. Box 889
CANTON, NC 28716
(828) 648-2313
Asheville # 253-2200

WARRANTY

PAGE 1

FRANKLIN, NC

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 2220 HERBERT GIBSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	12	FORD F150	1FTFW1ET1CF		8466/8466	T928	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN11 DD		01JAN2011	WAIT 21MAY12		80.00	CASH	21MAY12
R.O. OPENED	READY	OPTIONS: STK:K1256 DLR:21L680 ENG:3.5L V6					
21MAY12	21MAY12	TRN:AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	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	WARS0	0.40	30.79	30.79
3001A6	TOE-IN - CORRECT (FRONT/REAR) - L	8000	MINZENMAYER, DEAN LIC#: 7400	WARS0	0.20	15.40	15.40

FC: H62 W6

PART#: FRONT

COUNT: 0

0 PARTS

CLAIM TYPE:

ATTN CODE: BDDR3

00740

1500

4619 TLABOR

8466 W6 CK ALIGN SET TOE CENTER STEERING 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.

COST, SALE, & COMP TOTALS 1500 4619 0

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
PLEASE PAY THIS AMOUNT	46.19

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

CUSTOMER SIGNATURE

WARRANTY COPY

CUSTOMER #: 113406

95407

MULLINAX FORD-MERCURY

1307 N. DIXIE FREEWAY . P.O. BOX 1960 (32170)

NEW SMYRNA BEACH, FLORIDA 32168

PHONE (386) 428-9094

MV#-49021

ACCOUNTING

PAGE 1

FRANKLIN, NC

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 490 ROBERT HUGLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	12	FORD F150 PICKUP	1FTFW1ET1CF		9204/9204	T204	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAR12 DL		19MAR2012	17:00 25MAY12		0.00	CASH	29MAY12
R.O. OPENED	READY	OPTIONS: 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										
330	W	2.58	0.20	430	1948					19.48	19.48
1	SP*528* SPARK PLUG			369	738	0	7.38			7.38	7.38
1	BL3Z*12029*C COIL ASY -										
	IGNITION			4206	8412	0	84.12			84.12	84.12
12650D45	EEC SYSTEM - DIAGNOSTIC PIN POINT TEST -										
L											
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	215	974					9.74	9.74
12650D55	IGNITION SYSTEM - DIAGNOSIS - L										
330	W	0.00	0.30	645	2921					29.21	29.21
12650D81	PID RECORDER/MONITOR TEST WITH ROAD TEST										
- L											
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										
330	W	0.00	0.10	215	974					9.74	9.74
12405AL	SPARK PLUGS - REPLACE (12405) - L										
330	W	0.00	0.30	645	2921					29.21	29.21
	PRIOR COMPONENT REPLACEMENT - PRIOR APPROVAL										
330	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

00249

4515

20449 TLABOR

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

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	DESCRIPTION	TOTALS	
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	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	

CUSTOMER #: 4212066

346172

KEN WILSON FORD

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

ACCOUNTING

PAGE 1

FRANKLIN, NC

HOME:

CONT

BUS:

CELL

SERVICE ADVISOR: 1632 JAY R ROBERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	12	FORD F150	1FTFW1ET1CF		9961/9961	T798	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	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					
30MAY12	30MAY12	TRN:AUTO					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CLIENT STATES YESTERDAY CHECK ENGINE LIGHT CAME ON, ENGINE HAD LOSS OF POWER, STUMBLER. TODAY, THE LIGHT IS OFF, ENGINE SEEMS OKAY. SEE RO 345615, 8204 MILES, 5/22/12, AND RO 342045, 3314 MILES, 2/21/12 FOR SIMILAR CONCERNS.

CAUSE: DIAG

12650D	EEC (QUICK TEST) - DIAGNOSIS - L										
	6491 HENDERSON, WILLIAM LIC#: 6491										
	WARSO 0.50 0.20 460 1540									15.40	15.40
12650D45	EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - L										
	6491 HENDERSON, WILLIAM LIC#: 6491										
	WARSO 0.00 0.30 690 2309									23.09	23.09

FC: E29 42

PART#: DIAG

COUNT:

0

0 TPARTS

CLAIM TYPE:

AUTH CODE: DDDR3

00649

1150

3849 TLABOR

VERSION 1 (EMP# 6491, 30MAY12 09:28): 9961 IDS TEST CODE P0306 OASIS

CONTACT HISTORY OF REPAIRS SHOWS TSB 12-02-10 HAD ALREADY BEEN

PERFORMED. ENGINEERING IS INVESTIGATING CONCERN AT THIS TIME. 0.5 M

TIME

B MULTI POINT INSPECTION

99P MULTI POINT INSPECTION

6491 HENDERSON, WILLIAM LIC#: 6491

CPS 0.01 0.00

0 0

0.00 0.00

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	DESCRIPTION	TOTALS	
	The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages for loss of use, loss of profits, or income, or any other incidental damages.	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	

ACCOUNTING COPY

CUSTOMER #: 4212066

346172

KEN WILSON FORD

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

ACCOUNTING

PAGE 2

FRANKLIN, NC

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1632 JAY R ROBERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG					
SILVER	12	FORD F150	1FTFW1ET1CE		9961/9961	T798					
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE				
01JAN11		01JAN2011	WAIT 30MAY12		80.00	CASH	30MAY12				
R.O. OPENED	READY	OPTIONS: STK:K1256 DLR:21L680 ENG:3.5L_V6									
30MAY12	30MAY12	TRN:AUTO									
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-30-12	08:58	09:28	0.50	W	6491	A	
	09:28	09:29	0.01	W	6491	B	
ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
57200	3849	1150		57000	0	0	
11400	3849	*****		10100	0	*****	

COST, SALE, & COMP TOTALS 1150 3849 0

DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
<p>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.</p> <p>The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages for loss of use, loss of profits, or income, or any other incidental damages.</p>	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
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
		0.00

ACCOUNTING COPY

CUSTOMER #: 4212066

346660

KEN WILSON FORD

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

ACCOUNTING

FRANKLIN, NC

PAGE 1

HOME:

CONT:

* PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 2220 HERBERT GIBSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	12	FORD F150	1FTFW1ET1CF		10481/10484	T609

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 DE		01JAN2011	WAIT 09JUN12		80.00	CASH	11JUN12

R.O. OPENED	READY	OPTIONS:
09JUN12	11JUN12	STK:K1256 DLR:21L680 ENG:3.5L_V6 TRN:AUTO

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A C/S CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE

CAUSE: 6K775

120604A CK DTCS INSTALL CAC PLATE IF NECC

REPROGRAM PCM

7496 FOREHAND, DUSTIN LIC#:

WARS0 0.51 0.50 1325 3972

39.72 39.72

FC: E29 42

PART#: 6K775

COUNT:

0

0 TPARTS

CLAIM TYPE:

AUTH CODE: DDDR3

00749

1325

3972 TLABOR

VERSION 1 (EMP# 7496, 09JUN12 10:11): 10484 DIAG, KOEO P0306, NO

MISSFIRE ON TEST DRIVE, PERFORMED TSB 12-6-4 REPROGRAMMED PCM RETEST

DROVE OK DID HAVE CAC SHEILD

B MULTI POINT INSPECTION

99P MULTI POINT INSPECTION

7496 FOREHAND, DUSTIN LIC#:

CPMS 0.00 0.00

0 0

0.00 0.00

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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.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-09-12	09:37	09:49	0.20	W	7496	A	
	09:49	10:08	0.31	W	7496	A	
	10:09	10:09	0.00	W	7496	B	

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

ACCOUNTING COPY

CUSTOMER #: 113406

96088

mullinax



INVOICE

1307 N. DIXIE FREEWAY P.O. BOX 1960 (32170)

NEW SMYRNA BEACH, FLORIDA 32168

PHONE (386) 428-9094

MV#-49021

PAGE 1

FRANKLIN, NC

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 111 MARK STEPHEN KISCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD F150 PICKUP	1FTFW1ET1CF		11417/11417	T3831	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAR12 DD		19MAR2012	17:00	15JUN12	0.00	CASH	27JUN12
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_GTDI					
13:27	15JUN12	08:26	27JUN12				

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

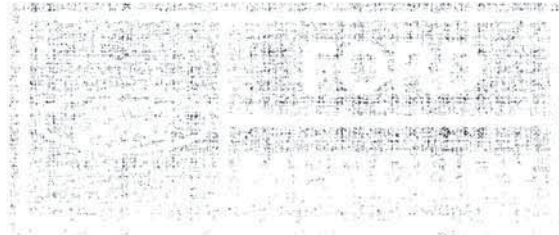
A E29 CUST.STATES CHECK ENGINE LIGHT IS ON

CAUSE: .

E29 E29 CUST.STATES CHECK ENGINE LIGHT IS ON

99 WSOP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)



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.

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

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

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

SERVICE INVOICE #2 3520

CUSTOMER COPY

CUSTOMER #: 113406

97186

mullinax



INVOICE

1307 N. DIXIE FREEWAY P.O. BOX 1960 (32170)

NEW SMYRNA BEACH, FLORIDA 32168

PHONE (386) 428-9094

MV#-49021

PAGE 1

FRANKLIN, NC

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 111 MARK STEPHEN KISCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	FORD F150 PICKUP	1FTFW1ET1CF		14865/14865	TW2	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAR12 DD		19MAR2012	17:00 20JUL12		0.00	CASH	25JUL12
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_GTDI					
14:36 20JUL12	08:04 25JUL12						

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

330 W

1 CL3Z*19E672*A DEFLECTOR - AIR

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

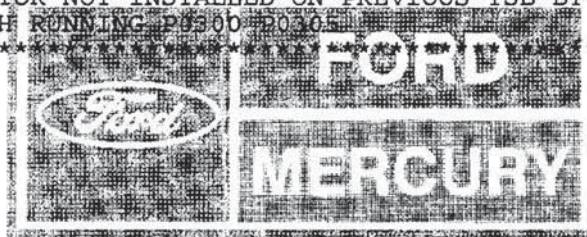
AUTH CODE:

00249

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

14865 INSTALLED DEFLECTOR NOT INSTALLED ON PREVIOUS TSB BY MISTAKE FOR INTERMITTENT ROUGH RUNNING P0300 P0305

***** FORD *****



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

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

CUSTOMER SIGNATURE

CUSTOMER #: 4212066

348778



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

INVOICE

PAGE 1

FRANKLIN, NC
HOME
BUS:

CONT:
CELL:

SERVICE ADVISOR: 10 OIL CHANGE APPOINTMENT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	12	FORD F150	1FTFW1ET1CF		15923/15923	T074	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 DD		01JAN2011	WAIT 26JUL12		80.00	CASH	26JUL12
R.O. OPENED	READY	OPTIONS: STK:K1256 DLR:21L680 ENG:3.5L V6					
26JUL12	26JUL12	TRN:AUTO					

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

A C/S CK ENG LIG COMES ON AT TIMES AND ENG MISSES AND HAS A LOSS OF POWER

NC NO CHARGE

7496 FOREHAND, DUSTIN LIC#: [REDACTED]
CPS

0.00 0.00

15923 RETRIEVED FAULT CODES. CURRENTLY SYSTEM PASSED EVEN THOUGH THE CUSTOMER SAW THE SERVICE ENGINE SOON LIGHT FLASH. ERASED OTHER CODES NOT RELATED TO ENGINE MISFIRE.

B MULTI POINT INSPECTION

99P MULTI POINT INSPECTION

7496 FOREHAND, DUSTIN LIC#: [REDACTED]
CPS

0.00 0.00

15923 NO MULTI-POINT PERFORMED.

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THANK YOU!! HAVE A GREAT DAY.

CHAIRMAN'S AWARD FOR
OUTSTANDING CUSTOMER
SATISFACTION

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

CUSTOMER COPY

CUSTOMER #: 113406

98487

mullinax



INVOICE

1307 N. DIXIE FREEWAY P.O. BOX 1960 (32170)
NEW SMYRNA BEACH, FLORIDA 32168
PHONE (386) 428-9094
MV#-49021

PAGE 1

FRANKLIN, NC

HOME: CONT:
BUS: CELL:

SERVICE ADVISOR: 111 MARK STEPHEN KISCH

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a Ford F150 pickup.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES CHECK ENGINE LIGHT AND RUNS ROUGH AND HAS NO POWER CAUSE:

E29 E29 CUST.STATES CHECK ENGINE LIGHT IS ON 99 WSOP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00
19196 HOOKUP SCAN TOOL PO304 CLEAR CODES WILL CONTINUE TO WORK WITH FORD FOR REPAIR

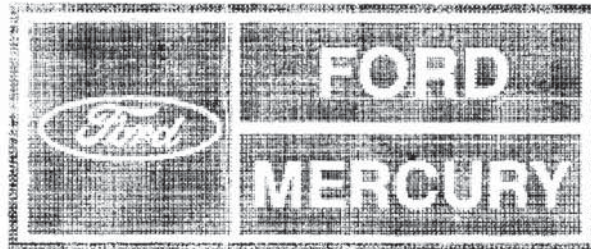


Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes a disclaimer and a summary of charges (LABOR, PARTS, GAS, OIL, LUBE, etc.) with a total of 0.00.



PE13-018 001309LC



PE13-018 001310LC



PE13-018 001311LC



PE13-018 001312LC



PE13-018 001313LC

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 VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTFW1ET1CF[REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	06-DEC-2011	26-DEC-2011	121680	USA	3	2G05 *	RECALEM *		F04	S11	V52	D42	04	
AWS Claim Key:	<u>473380</u>	Doc #:	342045A	Trx Code:	S07	Labor Hrs:	.4	Labor Cost:	30.79	Material Cost:	0	Total Cost:	30.79										
Dir Cd-Sub Cd:	01075.*	Name:	KEN WILSON FORD INC	Ph:	828-6482313	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	27-FEB-2012	DIST(Mile):	3314								
Cust Comments:	C/S VEHICLE IS HESITATING/MISSING																						
Tech Comments:	TEST DROVE, KOEO PASS, PERFORMED TSB 12 2 10REPROGRAMMED PCM RETEST OK PASS																						
1FTFW1ET1CF[REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	06-DEC-2011	26-DEC-2011	121680	USA	4	2G05 *	RECALEM *		F04	S11	V29	E29	04	
AWS Claim Key:	<u>682817</u>	Doc #:	093422A	Trx Code:	S07	Labor Hrs:	1	Labor Cost:	97.38	Material Cost:	568.16	Total Cost:	665.54										
Dir Cd-Sub Cd:	09699.*	Name:	MULLINAX FORD	Ph:	386-4289094	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	28-MAR-2012	DIST(Mile):	4886								
Cust Comments:	E29 CUST STATES CHECK ENGINE LIGHT IS ON																						
Tech Comments:	INSTALL IDS P0430 RUN TESTS CK TSB FIND TSBRECALPCM AND INSTALL NEW CAT CONV PER TSB RETSTOK ATTHIS TIME																						
1FTFW1ET1CF[REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	06-DEC-2011	26-DEC-2011	121680	USA	5	5G05 *	FRONT *		F05	S10	V89	H62	W6	
AWS Claim Key:	<u>1053279</u>	Doc #:	345749A	Trx Code:	1	Labor Hrs:	.6	Labor Cost:	46.19	Material Cost:	0	Total Cost:	46.19										
Dir Cd-Sub Cd:	01075.*	Name:	KEN WILSON FORD INC	Ph:	828-6482313	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	21-MAY-2012	DIST(Mile):	8466								
Cust Comments:	C/S TIRES ARE WEARING PREMATURELY ON IN SIDEEDGES																						
Tech Comments:	CK ALIGN SET TOE CENTER STEERING . KEEP MIN OF 40PSI IN ALL TIRES AND CROSS ROTATE EVERY 5000MILES MAX.																						
1FTFW1ET1CF[REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	06-DEC-2011	26-DEC-2011	121680	USA	6	2B02	BL3Z	12029	C	F04	S11	V29	E29	42
AWS Claim Key:	<u>1161927</u>	Doc #:	095407A	Trx Code:	S07	Labor Hrs:	2.2	Labor Cost:	214.23	Material Cost:	91.5	Total Cost:	305.73										

PE13-018 001314LC

Dlr Cd-Sub Cd: 09699-* **Name:** MULLINAX FORD **Ph:** 386-4289094 **St:** FL **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**25-MAY-2012 **DIST(Mile):**9204
Cust Comments: E29 CUST.STATES CHECK ENGINE LIGHT IS O N
Tech Comments: INSTALL IDS P0306 RUN TESTS ING TESTS PPT HD FINDCOIL BAD INSTALL NEW COIL AND PLUG 6 RETST OKPROIR APPROVAL

I1FTFW1ET1CF [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 06-DEC-2011 26-DEC-2011 121680 USA 6 2G04 * DIAG * F04 S11 V29 E29 42
AWS Claim Key: 1150999 **Doc #:** 346172A **Trx Code:** 1 **Labor Hrs:** .5 **Labor Cost:** 38.49 **Material Cost:** 0 **Total Cost:** 38.49
Dlr Cd-Sub Cd: 01075-* **Name:** KEN WILSON FORD INC **Ph:** 828-6482313 **St:** NC **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**30-MAY-2012 **DIST(Mile):**9961
Cust Comments: CLIENT STATES YESTERDAY CHECK ENGINE LIGHT CAMEON, ENGINE HAD LOSS OF POWER, STUMBLER. TODAY,THE LIGHT IS OFF, ENGINE SEEMS OKAY. SEE RO345615, 8204 MILES, 5/22/12, AND RO 342045, 3314MILE
Tech Comments: IDS TEST CODE P0306 OASIS CONTACT HISTORY OFREPAIRS SHOWS TSB 12 02 10 HAD ALREADY BEENPERFORMED . ENGINEERING IS INVESTIGATING CONCERNAT THIS TIME. 0.5 M TIME

I1FTFW1ET1CF [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 06-DEC-2011 26-DEC-2011 121680 USA 6 1F01 * 6K775 * F04 S11 V29 E29 42
AWS Claim Key: 1286122 **Doc #:** 346660A **Trx Code:** S07 **Labor Hrs:** .5 **Labor Cost:** 39.72 **Material Cost:** 0 **Total Cost:** 39.72
Dlr Cd-Sub Cd: 01075-* **Name:** KEN WILSON FORD INC **Ph:** 828-6482313 **St:** NC **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**09-JUN-2012 **DIST(Mile):**10481
Cust Comments: C/S CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE
Tech Comments: DIAG, KOEO P0306, NO MISSFIRE ON TEST D RIVE,PERFORMED TSB 12 6 4 REPROGRAMMED PCM RETESTDROVE OK DID HAVE CAC SHEILD

I1FTFW1ET1CF [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 06-DEC-2011 26-DEC-2011 121680 USA 7 1F01 * 6K775 * F04 S11 V29 E29 42
AWS Claim Key: 1712036 **Doc #:** 097186A **Trx Code:** S07 **Labor Hrs:** .2 **Labor Cost:** 20.1 **Material Cost:** 15.34 **Total Cost:** 35.44
Dlr Cd-Sub Cd: 09699-* **Name:** MULLINAX FORD **Ph:** 386-4289094 **St:** FL **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**20-JUL-2012 **DIST(Mile):**14865
Cust Comments: E29 CUST.STATES CHECK ENGINE LIGHT IS O N
Tech Comments: INSTALLED DEFLECTOR NOT INSTALLED ON PREVIOUS TSB BY MISTAKE FOR INSTERMITTENT ROUGH RUNNING P0300P0305

Any comments? You can contact



PE13-018 001315LC

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

GCQIS Report Analysis

Report Summary

Report 1 of 1

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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:

Dlr Contact: NICK BUMGARNER

Phone: 828 648-8122

Title Cde: T

PE13-018 001316LC

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 UNCLER 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
PREMIUM FUEL AND RETEST THE FUEL ECONOMY.

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

PE13-018 001317LC

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

PE13-018 001318LC

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 PROCEED 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

PE13-018 001320LC

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
Report Summary
Server: ECCWS686

Ford Proprietary, Private

15-Oct-2012
Retention: None

PE13-018 001321LC

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

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

Additional Comments

Request Details

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

Tracking Number	20090265
Status	Closed
Currently assigned to	JSAPIELA
Request Type	Legal; Document where requested
Request Source	Legal
If Other request source, please explain	
Primary contact	Tanya Roquemore
Primary contact's phone number	313.845.5539
Primary contact's email address	troquemo@ford.com
Technician Name	
Technician certified in relevant speciality	
Dealership Name	KEN WILSON FORD INC
P&A Code	01075
Facing Region (SDR separate from Contact Regions)	S2 - CHARLOTTE
Geographic Region (SDR combined with Contact Region)	S2 - CHARLOTTE
FCSD Sales Zone	A01
FCSD Technical Zone	T09
VIN	1FTFW1ET1CF [REDACTED]
Vehicle year/model	2012 F-150
Vehicle mileage	14,865

Repair Order (R.O) #	
Customer Name	
Vehicle Down?	N/A
GCQIS Report #	
TAR Open?	
CuDL Case #	
Priority	Medium
Request description	OGC request FSE assistance needed for final repair attempt. Customer complaints are ENGINE (HESITATING/MISSING/CHECK ENG LIGHT. Must be completed by 10/24/12. Contact Tanya Roquemore at 313.845.5539 troquemo@ford.com ---Updated By--- MCOLFESC--10/12/2012 03:01:00 PM--
GCQIS Comments	
FSE Comments	Offering Tanya Roquemore either Weds the 17th at 10 AM ...or...Thurs the 18th at 10 AM for dealer visit ---Updated By---JSAPIELA--10/15/2012 10:01:24 AM--Confirmed dealer contact 10/18 Thurs at 10 AM ---Updated By---JSAPIELA--10/17/2012 03:40:40 PM--Closing per OGC directions - Tanya Roquemore ---Updated By---JSAPIELA--10/19/2012 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	
Inspection Comments for Technical Assistance Contact Report	
Primary Root cause for Technical Assistance Contact Report	
Other Root Causes	
Please explain if "Other" is root cause	
Recommendation for Technical Assistance Contact Report	
Missing tools/equipment(if identified)	
Missing tools/equipment ordered during visit?	
Total hours spent on request	10.0
Created by	MCOLFESC
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, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, 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: Olliver, Robert and Olliver, Marilyn v. Ford Motor Company
Vehicle: 2011 Ford F150
VIN: 1FTFX1ET4BF [REDACTED]
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, 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:

1. 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
2. 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.

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.

Sincerely,

Jordan Erickson
Attorney at Law

JE/df

cc: [REDACTED]

Krohn & Moss, Ltd.

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

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only in:
Florida
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August 24, 2012

VIA CERTIFIED MAIL

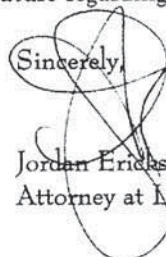
Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
PO Box 6248
Dearborn, MI 48126

RE: Olliver, J [REDACTED] v. Ford Motor Company
Vehicle: 2011 Ford F150
VIN: 1FTFX1ET4BF [REDACTED]

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.

Sincerely,

Jordan Erickson
Attorney at Law

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 condition(s): 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

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 [REDACTED] 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: [REDACTED]
Spring Hill, FL [REDACTED]

Home phone: [REDACTED]

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

[REDACTED]
Plaintiffs,

v.

FORD MOTOR COMPANY,

Defendant.

COMPLAINT AND WRITTEN DISCOVERY REQUESTS

NOW COME Plaintiffs, [REDACTED] 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, [REDACTED] ("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

3. 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 [REDACTED], 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.

8. 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.

b. 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.

f. 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.

i. 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.

l. 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").

10. 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.

12. 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.

15. 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.

17. 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.

20. Said defects could not have reasonably been discovered by Plaintiffs prior to Plaintiffs' acceptance of the F150.

21. 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.

23. 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

25. 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.

29. 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.

34. 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:

- a. Diminution in value of the vehicle, and incurred and/or needed costs of repair,
- b. All incidental and consequential damages incurred;
- c. 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

By: 

Brent Wikgren
Krohn & Moss, Ltd
10 N Dearborn Street, 3rd Floor
Chicago, IL 60602
(312) 578-9428
Attorney for Plaintiffs
FBN: 0042911

STOMER #: 4216229

111162

AutoWay Ford & Lincoln

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

WARRANTY

PAGE 1

SPRINGHILL, FL

HOME: CONT:

Repair Shop Registration Number:

SERVICE ADVISOR: 3840 DONALD SCHUMAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD F150	1FTFX1ET4BF		7362/7362	T081	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN11 DD			19:00 20APR12			CASH	20APR12
R-O: OPENED		READY		OPTIONS: DLR:4991 ENG:3.5 Liter GTDI			

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

A C S UNDER A LOAD AT TIMES VEHICLE LOOSBS POWER ON AND OFF THE GAS AND VEHICLE PICKS POWER BACK UP.

CAUSE:	12650D	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L	1356	WF	0.20	17.81	17.81
	12650D80	PID RECORDER/MONITOR TEST - L	1356	WF	0.10	8.90	8.90
	12650D81	PID RECORDER/MONITOR TEST WITH ROAD TEST - L	1356	WF	0.50	44.52	44.52
	9350B	FUEL PUMP PRESSURE TEST ON VEHICLE - DIAGNOSIS (9350/9A407/9H307) - L	1356	WF	0.60	53.42	53.42
	12650D47	RELATIVE COMPRESSION/POWER BALANCE - TEST - L	1356	WF	0.10	8.90	8.90

FC: D36 82

PART#: DIAG

COUNT:

CLAIM TYPE:

AUTH CODE:

00566

0

0 TPARTS

2985

13355 TLABOR

SALE-LBR: 133.55 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 133.55

7362 NO PROBLEM FOUND KOEO KOER KOEC, NO CODES PRESENT, MONITORED PIDS, TEST DROVE AND MONITORED PIDS, NO ISSUES FOUND, TEST DROVE WITH CUSTOMER, NO ISSUES FOUND, FUEL SYSTEM TEST, POWER BALANCE, NO ISSUES FOUND, CUSTOMER TO RETURN IF CONCERN IS PRESENT

SALE-LBR: 133.55 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 133.55

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 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 as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid 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 equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.71851).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

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

DealerCAP © 2006 ADP (04/11) SERVICE INVOICE TYPE 2 - SICZ - AUTONATION - LIMITED WARRANTY

2 p Brightfax 3527998837 >> 2012-09-26 12:52 AUTOWAY

STOMER #: 4216229

111162

AutoWay Ford & Lincoln

WARRANTY

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

SPRINGHILL, FL

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]

Repair Shop Registration Number: [REDACTED]

SERVICE ADVISOR: 3840 DONALD SCHUMAKER

COLGR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	11	FORD F150	1FTFX1ET4BF [REDACTED]		7362/7362	T081

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN11 DD			19:00 20APR12			CASH	20APR12

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: DLR:4991 ENG:3.5_Liter_GTDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
04							

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-20-12	09:43	11:21	1.63	W	1356	A	

COST, SALE, & COMP TOTALS 2985 13355 0

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 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 as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid 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 equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.85. This charge represents costs and profits to the in-shop vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	133.55
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	133.55
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	133.55

DATE: [REDACTED] CUSTOMER SIGNATURE: [REDACTED] AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: [REDACTED]

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

Dealer CAR @ 2006 ADP (04/11) SERVICE INVOICE TYPE 2 - S2C - AUTONATION - LIMITED WARRANTY
 2012-09-26 12:53 AUTOWAY
 3527998837 >> Brighttfix
 P 3/16

CUSTOMER #: 4216229

112278

AutoWay Ford & Lincoln

INVOICE

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

PAGE 1

SPRINGHILL, FL

HOME: [REDACTED] CONT: [REDACTED]

Repair Shop Registration Number: [REDACTED]

SERVICE ADVISOR: 3840 DONALD SCHUMAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	FORD F150	1FTFX1ET4BF [REDACTED]		10272/10277	T147	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 DD			16:00 29MAY12			CASH	29MAY12
R/O OPENED	READY	OPTIONS: DLR:4991 ENG:3.5_Liter_GTDI					
07:42 29MAY12	09:10 29MAY12						

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

A C,S SES LIGHT ON, NO POWER
 PD PRELIMINARY DIAGNOSIS SPECIAL ONLY \$9.95 SAVE
 \$70.00
 3568 WF (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 10272 120210A 0.40 PERFORM EEC TEST FOUND CODES P0304 AND P0316
 PERFORM POWER BALANCE TEST COULD NOT VERIFY CONCERN PERFORM OASIS
 FOUND SSM 22225 WHICH REFERS YOU TO TSB 12-2-10 REPROGRAM PCM AS PER
 TSB AND RETURN TO CUSTOMER PENDING A REPAIR PROCEDURE FROM FORD

B Customer requested to have Multi Point Inspection performed this visit.

MULTI-A Customer requested to have Multi Point Inspection performed this visit.
 3568 CF GTIRE TIRES IN GOOD CONDITION 0.00 0.00
 3568 CF GBK BRAKES IN GOOD CONDITION 0.00 0.00
 3568 CF GBATT BATTERY CONDITION GOOD AT THIS TIME 0.00 0.00
 3568 CH 0.00 0.00

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

created 2012-04-20 01:55:00pm
taken by Don Schumaker

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 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 as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid 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 equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.718h).
 ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DA [REDACTED] AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

3527998837 << Brightfax
 2012-09-26 12:57 AUTOWAY
 P 7/16

STR R #: 4216229

112278

AutoWayo Ford & Lincoln

WARRANTY

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

SPRINGHILL, FL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
Repair Shop registration Number: [REDACTED]

SERVICE ADVISOR: 3840 DONALD SCHUMAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	FORD F150	1FTFX1ET4BF		10272/10277	T147	
DEL. DATE	PROB. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 DD			16:00 29MAY12			CASH	30MAY12
R.O. OPENED	READY	OPTIONS:	DLR:4991 ENG:3.5 Liter GTDI				
07:42	29MAY12	09:58	30MAY12				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C	S	S	S	LIGHT ON NO POWER		
120210A	2011-12	F150	3.5	REPROGRAM PCM TSB			
				12-2-10			
				3568 WF 0:40		35.61	35.61

CAUSE: -

120210A 2011-12 F150 3.5 REPROGRAM PCM TSB
12-2-10

FC: E29 04

PART#: RECALEM

COUNT: 0

CLAIM TYPE:

AUTH CODE:

00807

836 3561 LABOR

SALE-LBR: 35.61 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 35.61

10272 120210A 0.40 PERFORM ERC TEST FOUND CODES P0304 AND P0316
PERFORM POWER BALANCE TEST COULD NOT VERIFY CONCERN. PERFORM OASIS
FOUND SSM 22225 WHICH REFERS YOU TO TSB 12-2-10 REPROGRAM PCM AS PER
TSB AND RETURN TO CUSTOMER PENDING A REPAIR PROCEDURE FROM FORD

created 2012-04-20 01:55:00pm
taken by Don Schumaker

SALE-LBR: 35.61 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 35.61

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-29-12	08:15	08:37	0:37	W	3568	A	

COST, SALE, & COMP TOTALS 836 3561 0

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 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 as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid 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 equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	35.61
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	35.61
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	35.61

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

Dealer CAP © 2008 ADP (04/11) SERVICE INVOICE TYPE 2 - S12C - AUTONATION - LIMITED WARRANTY

9/16 p Brightfax 352799887 << 2012-09-26 12:56 AUTOMAY

STYMER #: 4216229

113693

AutoWay Ford & Lincoln

INVOICE

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

SPRINGHILL, FL

PAGE 1

HOME

CONT:

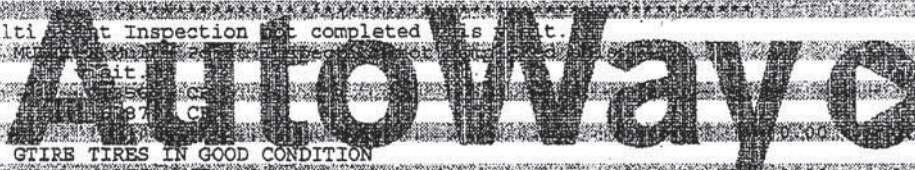
SERVICE ADVISOR: 3840 DONALD SCHUMAKER

Repair Shop Registration Number

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	11	FORD	F150	1FTFX1ET4BF		13586/13590	T435
DEL. DATE	PRCD. DATE	WARR. EXP.	PROMISED	ACTING	DATE	PAYMENT	INVC. DATE
01JAN11	DD		19:00	24JUL12		CASH	24JUL12
REG. OPENED		READY		OPTIONS:			
				DLR:4991 ENG:3.5_Liter_GTDI			

LINE	OPCODE	TECH	TYPR	HOURS	LIST	NET	TOTAL
A C.S. SES. LIGHT ON LOSSES POWER AFTER EHR RUNNING OR AFTER 175 MILES							
EN001 Miscellaneous Engine - Repair							
							(N/C)
							(N/C)
							(N/C)
							(N/C)
							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
P0305, P0306, CHECKED OASIS AND FOUND TSB 12-06-04 REPLACED THE LEFT							
CAT. INSTALLED CAR AIR DEFLECTOR REPROGRAMMED THE PCM AS PER TSB 120604							
TEST DROVE AND VERIFIED REPAIR							

LINE	OPCODE	TECH	TYPR	HOURS	LIST	NET	TOTAL
B Multi Point Inspection not completed is at.							
							(N/C)
							(N/C)
							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
C** Perform VCP Lube, Oil, Filter and Tire Rotation							
							(N/C)
							(N/C)
							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00



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

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

DealerCAP ©2008 ADR (04/11) SERVICE INVOICE TYPE 2 - DEC. AUTOMATION - LIMITED WARRANTY - FLORIDA 8898021
CUSTOMER COPY

STOMER #: 4216229

113693

AutoWay Ford & Lincoln

WARRANTY

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

SPRINGHILL, FL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
Repair Shop Registration Number: [REDACTED]

SERVICE ADVISOR: 3840 DONALD SCHUMAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	FORD F150	1FTFX1ET4BF [REDACTED]		13586/13590	T435	
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 DD			19:00 24JUL12			CASH	25JUL12
R.O. OPENED	READY	OPTIONS	DLR:4991 ENG:3.5 Liter GTDI				
13:01 10JUL12	15:24 25JUL12						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A C S SES LIGHT ON LOOSE POWER AFTER 5HR RUNNING OR AFTER 175 MILES
 CAUSE:

DESCRIPTION	LABOR	NET	TOTAL
120604B CK DTC'S REPL LFT CAT CONV INST CAC AIR DEFLECT TSB 12-6-4	91.88	91.88	91.88
1 BL3Z*5E212*E CONVERTER ASY	321.97	321.97	321.97
2 *W520514*8440 NUT ADJUSTING SCREW	5.46	5.46	10.92
1 CL3Z*19E672*A DEFLECTOR - AIR	11.95	11.95	11.95
4 *W711281*S300 PIN TRIM	0.50	0.50	2.00
FC: E29 12			
PART#: BL3Z*5E212*E			
COUNT: 22291 34684 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
00566	1990	9188	TLABOR

SALE-LBR: 91.88 PTS: 346.84 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 438.72

13586 TSB 12-6-4 120604B 1-00 RETRIEVED DTCS, P0430, P0300, P0304, P0305, P0306, CHECKED OASIS AND FOUND TSB 12-06-04 REPLACED THE LEFT CAT, INSTALLED CAC AIR DEFLECTOR REPROGRAMMED THE PCM AS PER TSB 120604 TEST DROVE AND VERIFIED REPAIR

EST: 28:00 24JUL12 08:01 SA: 3840

SALE-LBR: 91.88 PTS: 346.84 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 438.72

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-24-12	08:35	10:12	1.62	W	1356	A	
	10:13	10:13	0:00	W	1356	C	
COST, SALE, & COMP TOTALS			24281	43872	0		

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 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 as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid 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 equal to 12.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the major vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.00 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

DESCRIPTION	TOTALS
LABOR AMOUNT	91.88
PARTS AMOUNT	346.84
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	438.72
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	438.72

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

DealerCAR ©2008 AIR (04/11) SERVICE INVOICE TYPE 2 - SIC - AUTONATION - LIMITED WARRANTY - FLORIDA 8880000000
 2012-09-26 13:00 AUTOWAY 3527998837 >> Brightfax 11/16

CUSTOMER #: 4216229

114841

AutoWay Ford & Lincoln

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

INVOICE

PAGE 1

SPRINGHILL, FL

HOME: [REDACTED] CONT: [REDACTED]

Repair Shop Registration Number: [REDACTED]

SERVICE ADVISOR: 3258 WAYNE BONIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	11	FORD F150	1FTFX1ET4BF [REDACTED]		17027/17030	T971

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN11	DI		19:00	17AUG12		CASH	17AUG12

R/O OPENED: READY OPTIONS: DLR:4991 ENG:3.5_Liter_GTDI

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

A C/S HERE TO HAVE ECO BOOST CK ON ACCELERATION TRK HESTATES BAD LOSES POWER HAS TO PULL OVER

MISC MISC

2213IFEPS

(N/C)

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 ATTEMPT AT THIS TIME.

B C/S CK ENG LIGHT FLASHES ON OFF NOT ON NOW

MISC MISC

2213IFEPS

(N/C)

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

17027 RELATED TO REPAIR #1.

C Multi Point Inspection not completed this visit.

MULTY-N Multi Point Inspection not completed this visit.

2213IFEPS

(N/C)

6787IFEPS

(N/C)

GTIRE TIRES IN GOOD CONDITION

2213IFEPS

(N/C)

GBATT BATTERY CONDITION GOOD AT THIS TIME

2213IFEPS

(N/C)

GBK BRAKES IN GOOD CONDITION

2213IFEPS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 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 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 as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid 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 equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

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

Dealer CAR © 2006 ADP (04/11) SERVICE INVOICE TYPE 2 - SZC - AUTONATION - LIMITED WARRANTY
 2012-09-26 13:03 AUTOWAY
 3527998837 << Brightfax
 P 11/14/16

STOMER #: 4216229

115434

AutoWay Ford & Lincoln

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

WARRANTY

PAGE 1

SPRINGHILL, FL

HOME: [REDACTED] CONT [REDACTED]

Shop Registration Number [REDACTED]

SERVICE ADVISOR: 3840 DONALD SCHUMAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	11	FORD F150	1FTFX1ET4BF [REDACTED]		17929/18003	T1431

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN11 DE			19:00 06SEP12			CASH	10SEP12

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: DLR:4991 ENG:3.5_Liter_GTDI

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

A.C.S ON ACCELERATION TRUCK HESITATES AND LOOSES POWER HAS TO PULL OFF SIDE OF ROAD.

CAUSE: 6775A COOLER ASSEMBLY (CHARGE AIR) - REPLACE

(6K775) L	2213	WF	0.70			64.32	64.32
1 BL3Z*6K775*B INTERCOOLER					223.23	223.23	223.23

FC: D42 42 PART#: BL3Z*6K775*B

COUNT: 13394 22323 TPARTS.

CLAIM TYPE: AUTH CODE: 2163 6432 TLABOR

SALE-LBR: 64.32 PTS: 223.23 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 287.55

17929 REPLACED CACT COOLER AS PER FSE CHRIS HALL *****

SALE-LBR: 64.32 PTS: 223.23 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 287.55

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-06-12	10:48	12:29	1.68	W	2213	A	

COST, SALE, & COMP TOTALS 15557 28755 0

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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 as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid 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 equal to 23.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	64.32
PARTS AMOUNT	223.23
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	287.55
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	287.55

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

Dealer CAP 0008 10/04/11 SERVICE INVOICE TYPE 2 - B2C - AUTONATION - LIMITED WARRANTY
P 16/16 Brightfax 3527998837 >> 2012-09-26 13:05 AUTOWAY

[Print] [Close Window]

Customer: [REDACTED] HOME: [REDACTED]
 Vehicle: 2011 FORD F-150 VIN: 1FTFX1E748F Color: License:
 Cust Pay Total: 133.13 Warranty Total: 607.88 Int Total: 84.00 Misc Total: 0.00 All RO Total: 825.01
 Delivery Date: 01/01/2011

Wednesday, July 25, 2012							113693
Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
3840 (SCHUMAKER, DONALD)	13586	CLOSED	1.70	438.72	0.00	28.00	0.00
Services				Parts			
1 120604B WF CK DTC'S REPL LFT CAT CONV INST CAC AIR DEFLECT TSB 12-6-4 (Tech 1356, 438.72)				1	BL3Z*5E212*E	CONVERTER ASY	321.97
2 MULTI-A CF MULTI POINT INSPECTION NOT COMPLETED THIS VISIT. (Tech 1356, 0)				2	*W520514*S440	NUT - ADJUSTING SCREW	10.92
3 GTIRE CF TIRES IN GOOD CONDITION (Tech 1356, 0)				3	CL3Z*19E672*A	DEFLECTOR - AIR	11.95
4 GBK CF BRAKES IN GOOD CONDITION (Tech 1356, 0)				4	*W711281*S300	PIN - TRIM	2.00
5 GBATT CF BATTERY CONDITION GOOD AT THIS TIME (Tech 1356, 0)				5	*PH500*	OIL FILTR	2.00
6 VCPTR IFXV PERFORM VCP LUBE, OIL, FILTER AND TIRE ROTATION (Tech 1356, 28)				6	5W30	MOTOR OIL	12.00
				Total:			360.84

Wednesday, May 30, 2012							112278
Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
3840 (SCHUMAKER, DONALD)	10272	CLOSED	0.40	35.61	0.00	0.00	0.00
Services				Parts			
1 120210A WF 2011-12 F150 3.5 REPROGRAM PCM TSB 12-2-10 (Tech 3568, 35.61)							
2 MULTI-A CF CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT. (Tech 3568, 0)							
3 GTIRE CF TIRES IN GOOD CONDITION (Tech 3568, 0)							
4 GBK CF BRAKES IN GOOD CONDITION (Tech 3568, 0)							
5 GBATT CF BATTERY CONDITION GOOD AT THIS TIME (Tech 3568, 0)							

Friday, May 25, 2012							112200
Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
3713 (BENDER, JACK)	9141	CLOSED	0.70	0.00	0.00	28.00	0.00
Services				Parts			
1 VCPTR IFXV PERFORM VCP LUBE, OIL, FILTER AND TIRE ROTATION (Tech 5150, 28)				1	*PH500*	OIL FILTR	2.00
2 MULTI-A CF CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT. (Tech 5150, 0)				2	5W20	5W20 MOTOR OIL	12.00
3 GTIRE CF TIRES IN GOOD CONDITION (Tech 5150, 0)				Total:			14.00
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

Friday, April 20, 2012							111162	
Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total	
3840 (SCHUMAKER,DONALD)	7362	CLOSED	1.50	133.55	0.00	0.00	0.00	
Services				Parts				
1 12650D WF EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L (Tech 1356, 17.81)								
2 12650D80 WF PID RECORDER/MONITOR TEST - L (Tech 1356, 8.9)								
3 12650D81 WF PID RECORDER/MONITOR TEST WITH ROAD TEST - L (Tech 1356, 44.52)								
4 9350B WF FUEL PUMP PRESSURE TEST ON VEHICLE - DIAGNOSIS (9350/9A407/9H307) - L (Tech 1356, 53.42)								
5 12650D47 WF RELATIVE COMPRESSION/POWER BALANCE - TEST - L (Tech 1356, 8.9)								
6 MULTI-N CF MULTI POINT INSPECTION NOT COMPLETED THIS VISIT. (Tech 1356, 0)								
7 GTIRE CF TIRES IN GOOD CONDITION (Tech 1356, 0)								
Saturday, March 31, 2012							110523	
Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total	
3258 (BONIN,WAYNE)	3722	CLOSED	0.70	0.00	133.13	28.00	0.00	
Services				Parts				
1 VCP245 CFFV VCP MAINTENANCE PACKAGE \$125.00 (Tech 5242, 125)				1 *PH500* OIL FILTR 2.00				
2 VCPTR IFXV PERFORM VCP LUBE, OIL, FILTER AND TIRE ROTATION (Tech 5242, 28)				2 SW20 SW20 MOTOR OIL 0.00				
3 MULTI-A CF CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT. (Tech 5242, 0)				3 SW30 MOTOR OIL 12.00				
4 GTIRE CF TIRES IN GOOD CONDITION (Tech 5242, 0)				Total: 14.0				
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

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 CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD	
1FTFX1ET4BFD	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	S11	V52	D36	82	
AWS Claim Key:	<u>3331871</u>	Doc #:	111162A	Trx Code:			2	Labor Hrs:	1.5	Labor Cost:	133.55	Material Cost:	0	Total Cost:	133.55	Reg Cd:	NA	Repr Date:	20-APR-2012	DIST(Mile):	7362			
Dlr Cd-Sub Cd:	04991-*	Name:	AUTOWAY FORD AND LINCOLN				Ph:	352-7963525	St:	FL	Ctry Cd:	USA												
Cust Comments:	C S UNDER A LOAD AT TIMES VEHICLE LOOSES POWER ,ON AND OFF THE GAS AND VEHICLE PICKS POWER BACK UP.																							
Tech Comments:	KOE0 KOER KOEC, NO CODES PRESENT, MONITORED PIDS, TEST DROVE AND MONITORED PIDS, NO ISSUES FOUND, TEST DROVE WITH CUSTOMER, NO ISSUES FOUND, FUEL SYSTEM TEST, POWER BALANCE, NO ISSUES FOUND, CUSTOMER TO RETURN IF CONCERN IS PRESEN T																							
1FTFX1ET4BFD	6	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	04	
AWS Claim Key:	<u>3858616</u>	Doc #:	112278A	Trx Code:			S07	Labor Hrs:	4	Labor Cost:	35.61	Material Cost:	0	Total Cost:	35.61	Reg Cd:	NA	Repr Date:	29-MAY-2012	DIST(Mile):	10272			
Dlr Cd-Sub Cd:	04991-*	Name:	AUTOWAY FORD AND LINCOLN				Ph:	352-7963525	St:	FL	Ctry Cd:	USA												
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 FOUND SSM 22225 WHICH REFERS YOU TO TSB 12 2 10 REPROGRAM PCM AS PER TSB AND RETURN TO CUSTOMER PENDING A REPAIR PROCEDURE FROM FORD																							
1FTFX1ET4BFD	6	T/F6	F	T/BD	T/AM	T/E	AF	T/C3	T/KW	07-OCT-2011	02-FEB-2012	124222	USA	6	4C03	BL3Z	5E212	E	F04	S11	V29	E29	12	
AWS Claim Key:	<u>4457495</u>	Doc #:	113693A	Trx Code:			S07	Labor Hrs:	1	Labor Cost:	91.88	Material Cost:	345.84	Total Cost:	437.72	Reg Cd:	NA	Repr Date:	10-JUL-2012	DIST(Mile):	13586			
Dlr Cd-Sub Cd:	04991-*	Name:	AUTOWAY FORD AND LINCOLN				Ph:	352-7963525	St:	FL	Ctry Cd:	USA												
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 AIR DEFLECTOR REPROGRAMMED THE PCM AS PER TSB 120604 TEST DROVE AND VERIFIED REPAIR																							
1FTFX1ET4BFD	6	T/F6	F	T/BD	T/AM	T/E	AF	T/C3	T/KW	07-OCT-2011	02-FEB-2012	124222	USA	8	1F01	BL3Z	6K775	B	F04	S11	V52	D42	42	
AWS Claim Key:	<u>4916173</u>	Doc #:	115434A	Trx Code:			S07	Labor Hrs:	.7	Labor Cost:	64.32	Material Cost:	223.23	Total Cost:	287.55	Reg Cd:	NA	Repr Date:	06-SEP-2012	DIST(Mile):	17929			
Dlr Cd-Sub Cd:	04991-*	Name:	AUTOWAY FORD AND LINCOLN				Ph:	352-7963525	St:	FL	Ctry Cd:	USA												
Cust Comments:	C S ON ACCELERATION TRUCK HESTATES AND LOOSES POWER HAS TO PULL OFF SIDE OF ROAD.																							
Tech Comments:	REPLACED CACT COOLER AS PER FSE CHRIS H ALL																							

Any comments? You can contact



PE13-018 001349LC

All Action Details for Issue

[Print](#)

VIN: 1FTEY1ET4RF [REDACTED] Year: 2011 Model: Case: 346021872
 Name: [REDACTED] Owner Status: Original WSD: 2012-02-02
 Symptom Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: EXECUTIVE LIAISON - EXECUTIVE REFERRAL Secondary Phone: [REDACTED]
 Issue Type: 12 EXECUTIVE LIAISON Issue Status: UPDATE

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
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 [REDACTED] Year: 2011 Model: Case: [REDACTED]
 Name: [REDACTED] Owner Status: Original WSD: 2012-02-02
 Symptom Desc: INDICATOR CHECK ENGINE Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 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 Comm Type: PHONE
 Analyst Name: MOORE-WILSON (TMOOREW1),TAMMY Analyst: TMOOREW1
 Action Date: 07/05/2012 Action Time: 09.36.38.014 Action Data: Yes

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 # [REDACTED] 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

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=[REDACTED] SPOKE TO [REDACTED]=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=[REDACTED] 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:
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 DEFLCTOR PLATE ON ORDER==CSM JSAPORITA EXT 77727== OBC TO CUSTOMER==[REDACTED] SPOKE TO [REDACTED]==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	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 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=[REDACTED] 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==[REDACTED] SPOKE WITH

████████=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
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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)	Y

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All Action Details for Issue

[Print](#)

VIN: 1FTEX1ET4BF [REDACTED] Year: 2011 Model: Case: [REDACTED]
 Name: [REDACTED] Owner Status: Original WSD: 2012-02-02
 Symptom Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: DRP-VEHICLE REPURCHASE REQUEST Secondary Phone: [REDACTED]
 Issue Type: 06 BBB AUTO LINE/DACO Issue Status: OPEN

Action: OPEN - PENDING ELIGIBILITY
 Dealer: 04991 AUTOWAY FORD AND LINCOLN Origin Desc: BETTER BUSINESS BUREAU
 Odometer: 18115 MI Comm Type: MAIL
 Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
 Action Date: 09/18/2012 Action Time: 16.05.23.944 Action Data: No

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 Comm Type: MAIL
 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
 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 Comm Type: MAIL
 Analyst Name: COSTELLO, MATT 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

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 18115 MI

Comm Type: MAIL

Analyst Name: COSTELLO, MATT

Analyst: M-COSTE3

Action Date: 09/21/2012

Action Time: 16.05.16.651

Action Data: No

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

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All Action Details for Issue

[Print](#)

VIN: 1FTEX1ET4BE [REDACTED]
Name: [REDACTED]
Symptom Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP
Reason Desc: DRP-VEHICLE REPURCHASE REQUEST
Issue Type: 06 BBB AUTO LINE/DACO
Year: 2011
Owner Status: Original
Issue Status: CLOSED

Model: F-SERIES Case: [REDACTED]
WSD: 2012-02-02
Primary Phone: [REDACTED]
Secondary Phone: [REDACTED]

Action: OPEN - PENDING ELIGIBILITY
Dealer: 04991 AUTOWAY FORD AND LINCOLN
Odometer: 18115 MI
Analyst Name: COSTELLO, MATT
Action Date: 09/18/2012
Comm Type: MAIL
Analyst: M-COSTE3
Action Time: 16.05.23.944
Origin Desc: BETTER BUSINESS BUREAU
Action Data: No

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
Odometer: 18115 MI
Analyst Name: COSTELLO, MATT
Action Date: 09/18/2012
Comm Type: MAIL
Analyst: M-COSTE3
Action Time: 21.05.13.636
Origin Desc: BETTER BUSINESS BUREAU
Action Data: No

Comments OPEN - CABBB CASE ELIGIBLE

Action: FIELD E-MAIL SENT - DRP
Dealer: 04991 AUTOWAY FORD AND LINCOLN
Odometer: 18115 MI
Analyst Name: COSTA (LCOSTA21),LOUIS
Action Date: 09/21/2012
Comm Type: OTHER
Analyst: LCOSTA21
Action Time: 11.10.24.927
Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
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
Odometer: 18115 MI
Analyst Name: COSTA (LCOSTA21),LOUIS
Action Date: 09/21/2012
Comm Type: OTHER
Analyst: LCOSTA21
Action Time: 11.11.40.700
Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
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
Action Date: 09/21/2012
Comm Type: MAIL
Analyst: M-COSTE3
Action Time: 16.05.10.954
Origin Desc: BETTER BUSINESS BUREAU
Action Data: No

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= [REDACTED] 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)	Y

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All Action Details for Issue

[Print](#)

VIN: 1FTEX1ET4BF [REDACTED] Year: 2011 Model: F-SERIES Case: 346021872
 Name: [REDACTED] Owner Status: Original WSD: 2012-02-02
 Symptom Desc: INDICATOR CHECK ENGINE Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 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 **Comm Type:** PHONE
Analyst Name: MOORE-WILSON (TMOOREW1),TAMMY **Analyst:** TMOOREW1
Action Date: 07/05/2012 **Action Time:** 09.36.38.014 **Action Data:** Yes

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 # [REDACTED] 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 ADVISE YOU THAT THIS CALL IS RECORDED FOR QUALITY ASSURANCE == PROVIDE CASE NUMBER==CSM JSAPORITA EXT 7727- == 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 7727== OBC TO CUSTOMER=[REDACTED] SPOKE TO [REDACTED]=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
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DATE OF FOLLOW UP:
TIME OF FOLLOW UP (HH:MM):

07-09-2012
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==[REDACTED] SPOKE TO [REDACTED]==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

<u>Data Element Name</u>	<u>Data Value</u>
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=[REDACTED] SPOKE TO [REDACTED]==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

<u>Data Element Name</u>	<u>Data Value</u>
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==[REDACTED] /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

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	07-25-2012

All Action Details for Issue

[Print](#)

VIN: 1FTFX1ET4BF [REDACTED] Year: 2011 Model: F-SERIES Case: 346021872
 Name: [REDACTED] Owner Status: Original WSD: 2012-02-02
 Symptom Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: EXECUTIVE LIAISON - EXECUTIVE REFERRAL Secondary Phone: [REDACTED]
 Issue Type: 12 EXECUTIVE LIAISON Issue Status: CLOSED

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
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.

Action: DECISION - TECHNICAL INTERVENTION
 Dealer: 04991 AUTOWAY FORD AND LINCOLN Origin Desc: EXECUTIVE LIAISON
 Odometer: 14000 MI Comm Type: PHONE
 Analyst Name: ARLEDGE LYNN Analyst: LARLEDGE
 Action Date: 08/30/2012 Action Time: 17.52.26.265 Action Data: No

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.

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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 Origin Desc: BETTER BUSINESS BUREAU
Odometer: 18115 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 11/07/2012 Action Time: 11.05.12.808 Action Data: Yes

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

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF REJECTION	11/07/12 Y

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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 - [REDACTED]

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 - [REDACTED]

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 - [REDACTED]

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 ?

[REDACTED]

1FTFX1ET4BF [REDACTED]	F6	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	S1
AWS Claim Key:	3334871	Doc #:	111162A	Trx Code:	2	Labor Hrs:	1.5	Labor Cost:	133.55	Material Cost:	0	Total Cost:	13						
Dir Cd-Sub Cd:	04991.*	Name:	AUTOWAY FORD AND LINCOLN		Ph:	352-7963525	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	20-APR-2012	DI				
Cust Comments:	C.S UNDER A LOAD AT TIMES.VEHICLE LOOSES POWER ,ON AND OFFF THE GAS AND VEHICLE PICKS POWER BACK UP.																		
Tech Comments:	KOE0 KOER KOEC, NO CODES PRESENT, MONITORED PIDS, TEST DROVE AND MONITORED PIDS, NO ISSUES FOUND, TEST DROVE WITH CUSTOMER, NO ISSUES FOUND, FUEL SYSTEM TEST, POWER BALANCE, NO ISSUES FOUND, CUSTOMER TO RETURN IF CONCERN IS PRESE																		

1FTFX1ET4BF [REDACTED] 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 S1

AWS Claim Key: 3858616 Doc #: 112278A Trx Code: S07 Labor Hrs: 4 Labor Cost: 35.61 Material Cost: 0 Total Cost: 35
Dir Cd-Sub Cd: 04991-* Name: AUTOWAY FORD AND LINCOLN Ph: 352-7963525 St: FL Ctry: USA Reg Cd: NA Repr Date: 29-MAY-2012 DI
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 FSSM 22225 WHICH REFERS YOU TO TSB 12 2 10 REPROGRAM PCM AS PER TSB AND RETURN TO CUSTOMER PENDING A REPAIR PROCEDURE FOR FORD

1E1FX1E14BF [REDACTED] F6 T/F6 F T/BD T/AM T/E AF T/C3 T/KW 07- OCT- 02- FEB- 124222 USA 6 4C03 BL3Z 5E212 E F04 S1
AWS Claim Key: 4457495 Doc #: 113693A Trx Code: S07 Labor Hrs: 1 Labor Cost: 91.88 Material Cost: 345.84 Total Cost: 43
Dir Cd-Sub Cd: 04991-* Name: AUTOWAY FORD AND LINCOLN Ph: 352-7963525 St: FL Ctry: USA Reg Cd: NA Repr Date: 10-JUL-2012 DI
Cust Comments: C.S SES LIGHT ON LOOSE 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 - [REDACTED]
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 - [REDACTED]
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 - [REDACTED]

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: larledge@ford.com

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.

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 Schwartzberger (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: Czubay, Kenneth (M.)
Sent: Tuesday, August 21, 2012 9:15 AM
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

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

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

[Faint, illegible text]

[Faint, illegible text]

[Faint, illegible text]

[Faint, illegible text]

[Faint, illegible text]

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 request are highlighted in red.

Tracking Number	20087903
Status	Closed
Currently assigned to	
Request Type	Legal; Document where requested
Request Source	Legal

If Other request source, please explain

Primary contact	Wannetta Perkins-Hill
Primary contact's phone number	[REDACTED]
Primary contact's email address	[REDACTED]
Technician Name	[REDACTED]
Technician's complete title and specialization	[REDACTED]
Dealership Name	AUTOWAY FORD AND LINCOLN
P&A Code	[REDACTED]
Facing Region (SDR separate from Contact Regions)	S3 - ORLANDO
Geographic Region (SDR combined with Contact Region)	S3 - ORLANDO
FCSD Sales Zone	A04
FCSD Technical Zone	[REDACTED]
VIN	1FTFX1ET4BF [REDACTED]
Vehicle year/model	[REDACTED]
Vehicle mileage	18,003
Repair Order #	[REDACTED]
Customer Name	[REDACTED]
Vehicle Doc #	[REDACTED]
GCQIS Report #	[REDACTED]
TAR Order #	[REDACTED]
CuDL Case #	[REDACTED]
Priority	Medium
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 completed by 9/4/12. Contact Wannetta Perkins-Hill at 313.322.4722 wperki28@ford.com ---Updated By---MCOLEFESC--08/29/2012 08:55:54 AM--
GCQIS Comments	[REDACTED]
FSE Comments	[REDACTED]
Initial Contact Date	[REDACTED]
Person Contacted	[REDACTED]
Dealership visit planned?	[REDACTED]
Visit date, if planned	[REDACTED]
Did Visit Occur?	[REDACTED]
Concern Summary for Technical Assistance Contact Report	[REDACTED]
Inspector's Comments for Technical Assistance Contact Report	[REDACTED]
Primary Root cause for Technical Assistance Contact Report	[REDACTED]
Other Root Causes	[REDACTED]
Please explain if "Other" is root cause	[REDACTED]
Recommendation for Technical Assistance Contact Report	[REDACTED]
Missing tools/equipment(if identified)	[REDACTED]
Missing tools/equipment ordered during visit?	[REDACTED]
Total hours spent on request	8.0
Created by	MCOLEFESC
Created date	08/29/2012 08:55:53 AM EST
Last Revised by	CHADLY
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 [here](#) to access this request

Additional Comments

Request Details

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

Tracking Number	
Status	Closed
Request Type	Legal; Document where requested
If Other request source, please explain	
Primary contact's phone number	
Primary contact's email address	
Technician Name	
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	[redacted]
GCQIS Report #	[redacted]
CuDL Case #	[redacted]
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 completed by 9/4/12. Contact Wannetta Perkins-Hill at 313.322.4722 wperki28@ford.com ---Updated By---MCOLEFESC--08/29/2012 08:55:54 AM--
GCQIS Comments	[redacted]
FSE Comments	[redacted]
Person Contacted	[redacted]
Visit date, if planned	[redacted]
Concern Summary for Technical Assistance Contact Report	[redacted]
Primary Root cause for Technical Assistance Contact Report	[redacted]
Please explain if "Other" is root cause	[redacted]
Missing tools/equipment(if identified)	[redacted]
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



Manufacturer Settlement Offer

CUSTOMER NAME: [REDACTED]
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



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [REDACTED]

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.

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BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number: FRD1228672
Customer Name: [REDACTED]
VIN: 1FTFX1ET4BF [REDACTED]

Start Date: 09/18/12
State: IL
Probable Hearing Location: Clearwater

This claim is IN Warranty OUT of Warranty
Has the customer contacted you regarding the claim? YES NO
Is the VIN listed above correct? YES NO
If you checked NO, please indicate the correct VIN: _____
Customer Contact Info: _____

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? YES NO

If you checked YES, please indicate the customer's response below:

- The customer accepted the offer on ___/___/___
- The customer rejected the offer on ___/___/___
- The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$ _____

I will participate By phone In person In writing

Return this form as soon as possible

To: _____ Completed by: _____ Date: ___/___/___

BBB AUTO LINE Future contact: _____

Fax: 703.247.9700 Phone: _____ Fax: _____

Council of Better Business Bureaus, Inc.

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BBB AUTO LINE

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: [REDACTED]

Manufacturer: Ford Motor Company

Mfr Info: 6700 FL 1FTFX1ET4BF [REDACTED]

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

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

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3. Witnesses for Company

Name of Witness

Summary of Relevant and Material Testimony

4. Impartial technical expert or other witnesses

Name of Witness

Summary of Relevant and Material Testimony

5. **PLEASE ATTACH ALL DOCUMENTARY EVIDENCE INTRODUCED AT THE HEARING.**

Record filled out by: _____

(Signature)

(Printed Name)

(Date)



BBB AUTO LINE

September 21, 2012

[REDACTED] C/O BRENT WIKGREN
[REDACTED]
CHICAGO IL [REDACTED]

Re: FRD1228672 [REDACTED] vs Ford Motor Corporation 1FTFX1ET4BF [REDACTED]

Dear [REDACTED] 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



BBB AUTO LINE

September 21, 2012

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

Re: FRD1228672 [REDACTED] vs Ford Motor Corporation 1FTFX1ET4BF [REDACTED]

Dear Madam/Sir:

Enclosed are:

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

The *Notice of Inspection* lists the date, time and location of the vehicle inspection. **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



BBB AUTO LINE

Notice of Deadline for Submissions

Date: 09/21/12
Case Number: FRD1228672
Customer: [REDACTED]
Manufacturer: Ford Motor Company
Mfr-Info: 6700 FL 1FTFX1ET4BF [REDACTED]

Arbitrator(s): Ms. Elizabeth Drayer

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



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [REDACTED]

Case Number: FRD1228672

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BBB AUTO LINE

September 21, 2012

[REDACTED] C/O BRENT WIKGREN
[REDACTED]
CHICAGO IL [REDACTED]

Re: FRD1228672 [REDACTED] vs Ford Motor Corporation 1FTFX1ET4BF [REDACTED]

Dear [REDACTED] 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



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [REDACTED]

Case Number: FRD1228672

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BBB AUTO LINE

September 21, 2012

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

Re: FRD1228672 [REDACTED] vs Ford Motor Corporation 1FTFX1ET4BF [REDACTED]

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.
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BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [REDACTED]

Case Number: FRD1228672

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BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [REDACTED]

Case Number: FRD1228672

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Dealership Repair History Summary

BBB/CuDL case # [redacted] Customer: [redacted] VIN: 1FTEX1ET4B [redacted]

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

FORD ESP PremiumCARE ExtraCARE BaseCARE PowertrainCARE RentalCARE MaintenanceCARE

Expiration: Date _____ Miles _____

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

RO Number	Date In	Date Completed	Total Days	Mileage	Customer's Concern	Action Taken	How Paid? Warranty / AWA / ESP / Retail / Dealer Internal
114841	8/17/12	8/17/12	1	17027	LOSES POWER RE. ENG. LT. CAME ON	NO REPAIR ATTEMPT. HOT LINE SAID ENGINEERING WAS WORKING ON RESOLUTION - FIX.	Dealer Internal
115434	9/6/12	9/6/12	1	17929	LOSES POWER	REPLACED CACT. COOLER - PER CHRIS HALL FORD MO.CO. FSE	WARRANTY

Please duplicate, as necessary and attach additional sheets.

Revised: November 9, 2010

Dealership Repair History Summary

BBB/CuDL case # [redacted] Customer: [redacted] VIN: 1ETEXLE74BF [redacted]

WARRANTY 3/16 Bumper to Bumper 4/50 Bumper to Bumper 5/100 PowerStroke Diesel Engine Warranty

FORD ESP PremiumCARE ExtraCARE BaseCARE PowertrainCARE RentalCARE MaintenanceCARE

Expiration: Date _____ Miles _____

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

RO Number	Date In	Date Completed	Total Days	Mileage	Customer's Concern	Action Taken	How Paid? Warranty / AWA / ESP / Retail / Dealer Internal
110523	3/31/12	3/31/12	1	3722	oil change	L-O-F COMPLETED	<u>Retail</u>
111162	4/20/12	4/20/12	1	7362	LACK OF POWER AT TIMES. UNDER LOAD	COULD NOT DUPLICATE. NO CODES FOUND. NO ISSUES FOUND	WARRANTY
112200	5/25/12	5/25/12	1	9141	oil change	L-O-F COMPLETED	RETAIL
112278	5/29/12	5/30/12	2	10272	SES LIGHT ON. LACK OF POWER.	REPROGRAMMED PCM PER TSB-12-2-10 SPOKE TO HOTLINE. REPAIR FOR CONCERN WAS PENDING.	WARRANTY
113693	7/10/12	7/25/12	15	13586	SES LIGHT ON. LOSS OF POWER AFTER 2 MINUTES FOR 5 HOURS 12 175 miles	REPLACED LEFT SIDE CAT. CONV. PER TSB 12-06-04	WARRANTY

Please duplicate, as necessary and attach additional sheets.

Revised: November 9, 2010

Brightfax

3527998837 >>

2012-09-25 10:47 AUTOWAY

BBB AUTO LINE Dealer Report and Repair History Summary
Please Return To: Lou Costa
 FAX 866-432-7985 or e-mail to: lucosta21@ford.com

Attn: Service Manager - Immediate Action Required

Name: **TOM PASQUALE** Your Phone number: **727-846-3711**
 Dealership Name: **AUTOWAY FORD/LINCOLN**
 BBB Case Open Date: **9/18/12** CuDL Case Number: [REDACTED]
 FCSD Zone Manager's Name: **KRISTINA UVAYDOVA**
 Customer's Name: [REDACTED]
 VIN: **1FTFX1ET4BF** [REDACTED] Model/Year: **2011 F150** Mileage: **18115**

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

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

**SPOKE TO CUSTOMER ABOUT CONCERNS. NO ROAD TEST DONE BECAUSE
CUST. STATED VEHICLE HAD TO BE DRIVEN 5 Hours / 175 Miles.**

2. Does this vehicle have commercial lettering or decals on it? Is it used for commercial purposes? Yes No
 If yes, please explain and if you know this vehicle is part of a fleet of 3 or more vehicles owned by this customer.

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

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

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

4 Does this vehicle show signs of abuse, miss use or lack of maintenance? Yes No

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

5. Has the Technical Hotline been contacted? Yes No

If yes, provide Dates and CQIS Tech Hotline #. HOTLINE CONTACTED 8/17/12

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

NO REPAIR AVAILABLE @ THIS TIME. ENGINEERING INVOLVED IN COMING OUT w/ REPAIR/RESOLUTION

6. Has a Ford Market Area Team member (Zone Manager, FSE or Customer Care Team) been involved? Yes No

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

FSE- CHRIS HALL INSTALLED NEW PART OBTAINED FROM ENGINEERING

7 Does the dealership believe that they have addressed and corrected all verifiable warranty concern(s)? Yes No

If No, what concerns remains un-resolve?

Is (are) the customer's concern(s) normal operating characteristic(s)? If yes, explain why below. Yes No

Did you test drive the vehicle with the customer (s)? Yes No

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

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

8. Was the customer offered a free service loaner or other courtesy transportation during service? Yes No
If yes, on how many repair visits? 3

What is the total number of days the customer was provided a free/complimentary loaner or rental? 0

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

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

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

NONE

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

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

13. Any Additional Comments:

Signature: Tom Payne Title: PARTS & SERVICE Dir. Date: 9/25/12

Please 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 equity: \$ _____

To: [REDACTED]

BBB AUTO LINE

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: [REDACTED] c/o Brent Wilgren

State: FL

VIN: 1FTFX1ET4BF [REDACTED]

Warranty Start Date: 2/2/12

Vehicle year/model: 2011 F-150

Current mileage: 18,115

Purchased: New Used (mileage and date of purchase) Leased (terms of lease)

This claim is: IN BTB Warranty IN Diesel Warranty IN Powertrain Warranty Out of All Warranties

Extended Service Plan: NO YES (TYPE OF ESP) _____

SETTLEMENT INFORMATION

Ford Motor Company offered 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 offered a goodwill 5 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 (CCF) lists the following concerns:

- 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 Field 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.



BBB AUTO LINE

September 26, 2012

[REDACTED] C/O BRENT WIKGREN
[REDACTED]
CHICAGO IL [REDACTED]

Re: FRD1228672 [REDACTED] vs Ford Motor Corporation 1FTFX1ET4BF [REDACTED]

Dear [REDACTED] 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



BBB AUTO LINE

Date: 09/21/12

Case Number: FRD1228672

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 FL 1FTFX1ET4BF [REDACTED]

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

I, Elizabeth Drayer, 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.

Signature of Arbitrator: Elizabeth Drayer

Council of Better Business Bureaus, Inc.

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



BBB AUTO LINE

Date: 09/21/12

Case Number: FRD1228672

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 FL 1FTFX1ET4BF [REDACTED]

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.

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Signature of Arbitrator: Elizabeth Drayer

Council of Better Business Bureaus, Inc.

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

CASE: FRD1228672
Arbitrator: Elizabeth Drayer

Customer: [REDACTED]
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

Question 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 covered 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 Question 1

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

a Problem (as listed on *Agreement to Arbitrate*):

- 1 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

- 1 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: [REDACTED] 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: [REDACTED]

Date: 10/24/12



ACCEPTANCE OR REJECTION OF DECISION

Date: 10/24/12

Case Number: FRD1228672

Customer: [REDACTED]

State: FL

Business: Ford Motor Company

Mfr-Info: 6700 FL 1FTFX1ET4BF [REDACTED]

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

Note: If this form is not received at the CBBB office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

_____ I ACCEPT THE ARBITRATION DECISION. I understand this means:

- * the business will be legally bound to abide by this decision; and,
- * I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

_____ I REJECT THE ARBITRATION DECISION. I understand this means:

- * I may pursue other legal remedies under state or federal law;
- * depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
- * the business will not be obligated to perform any part of the decision; and,
- * this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s): _____

Date: _____

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



BBB AUTO LINE

October 24, 2012

[REDACTED] C/O BRENT WIKGREN
[REDACTED]
CHICAGO IL [REDACTED]

Re: FRD1228672 [REDACTED] vs Ford Motor Corporation 1FTFX1ET4BF [REDACTED]

Dear [REDACTED] 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



BBB AUTO LINE

October 24, 2012

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

Re: FRD1228672 [REDACTED] vs Ford Motor Corporation 1FTFX1ET4BF [REDACTED]

Dear Madam/Sir:

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

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

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

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

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



BBB AUTO LINE

November 7, 2012

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

Re: FRD1228672 [REDACTED] vs Ford Motor Corporation 1FTFX1ET4BF [REDACTED]

Dear Madam/Sir:

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

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

Sincerely,

Edith Newton at Extension 512

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](#)

[Download Options](#)

Report Detail Section : [View Details](#)

Attachments: 0

Report# :	CHQDS003 NHL	Received:	08/17/2012
CCRG/EPRC:	.	Reviewed Status:	Date:
Vehicle:	2011,F150 4X4 ,F150 ,SUP CAB,STYSD ,1FTFX1ET4BF [REDACTED]	Build Date:	10/07/2011
Odometer :	17,027 M	Engine:	3.5L- GTDI
Transmission:	6R80E	Axle:	3.73 LOCK
Dealer:	USA 04991 AutoWay Ford and Lincoln	Phone#:	(352) 796- 3525
City:	Brooksville	State:	Florida
Originator:	BOB CONTENTO	Country :	USA
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:

Dlr Contact: BOB CONTENTO

Phone: 000 000-0000

Title Cde: T

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 CONERN OR IS THERE A NEW REPAIR FOR CONERN 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: _____ **File Report To This Folder** **File Report To A Folder** **Download Options**
Add Comments **Previous** **Next** **Save** **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	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTFX1ET4B1	P6	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	S11	V52	D36	82
AWS Claim Key:	3334871	Doc #:	111162A	Trx Code:	2	Labor Hrs:	1.5	Labor Cost:	133.55	Material Cost:	0	Total Cost:	133.55										
Dir Cd-Sub Cd:	04991	Name:	AUTOWAY FORD AND LINCOLN		Ph:	352-7963525	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	20-APR-2012	DIST (Mile):	7362							
Cust Comments:	C.S UNDER A LOAD AT TIMES.VEHICLE LOOSES POWER ,ON AND OFF. THE GAS AND VEHICLE PICKS POWER BACK UP.																						
Tech Comments:	KOE0 KOER KOEC. NO CODES PRESENT. MONITORED PIDS. TEST DROVE AND MONITORED PIDS. NO ISSUES FOUND. TEST DROVE WITH CUSTOMER. NO ISSUES FOUND. FUEL SYSTEM TEST, POWER BALANCE. NO ISSUES FOUND. CUSTOMER TO RETURN IF CONCERN IS PRESEN T																						
1FTFX1ET4B1	P6	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	04
AWS Claim Key:	3858616	Doc #:	112278A	Trx Code:	S07	Labor Hrs:	4	Labor Cost:	35.61	Material Cost:	0	Total Cost:	35.61										
Dir Cd-Sub Cd:	04991	Name:	AUTOWAY FORD AND LINCOLN		Ph:	352-7963525	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	29-MAY-2012	DIST (Mile):	10272							
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 FOUND SSM 22225 WHICH REFERS YOU TO TSB 12 2 10 REPROGRAM PCM AS PER TSB AND RETURN TO CUSTOMER PENDING A REPAIR PROCEDURE FROM FORD																						
1FTFX1ET4B1	P6	T/F6	F	T/BD	T/AM	T/E	AF	T/C3	T/KW	07- OCT- 2011	02- FEB- 2012	124222	USA	6	4C03	BL3Z	5E212	E	F04	S11	V29	E29	12
AWS Claim Key:	4457495	Doc #:	113693A	Trx Code:	S07	Labor Hrs:	1	Labor Cost:	91.88	Material Cost:	345.84	Total Cost:	437.72										
Dir Cd-Sub Cd:	04991	Name:	AUTOWAY FORD AND LINCOLN		Ph:	352-7963525	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	10-JUL-2012	DIST (Mile):	13586							
Cust Comments:	C.S SES LIGHT ON LOOSES POWER AFTER SHR 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 AIR DEFLECTOR REPROGRAMMED THE PCM AS PER TSB 120604 TEST DROVE AND VERIFIED REPAIR																						
1FTFX1ET4B1	P6	T/F6	F	T/BD	T/AM	T/E	AF	T/C3	T/KW	07- OCT- 2011	02- FEB- 2012	124222	USA	8	1F01	BL3Z	6K775	B	F04	S11	V52	D42	42
AWS Claim Key:	4916173	Doc #:	115434A	Trx Code:	S07	Labor Hrs:	.7	Labor Cost:	64.32	Material Cost:	223.23	Total Cost:	287.55										
Dir Cd-Sub Cd:	04991	Name:	AUTOWAY FORD AND LINCOLN		Ph:	352-7963525	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	06-SEP-2012	DIST (Mile):	17929							
Cust Comments:	C.S ON ACCELERATION TRUCK HESTATES AND LOOSES POWER HAS TO PULL OFF SIDE OF ROAD.																						
Tech Comments:	REPLACED CACT COOLER AS PER FSE CHRIS H ALL.																						

Any comments? You can contact





Inspection Report

FRD1228672

Customer: Ford Motor Company **Case #:** _____

Manufacturer: _____

Arbitrator's Name: _____ Date of Inspection: ___/___/___

Location of Inspection: _____

Vehicle Information: Make: _____ Model: _____

Year: _____ Mileage: _____ VIN: _____

Parties Present at Inspection: [] Technical Adviser [] Arbitrator [] Customer [] Manufacturer

Conditions or Components Inspected:

Was a test drive conducted? [] Yes [] No How long was the test drive? _____ Minutes

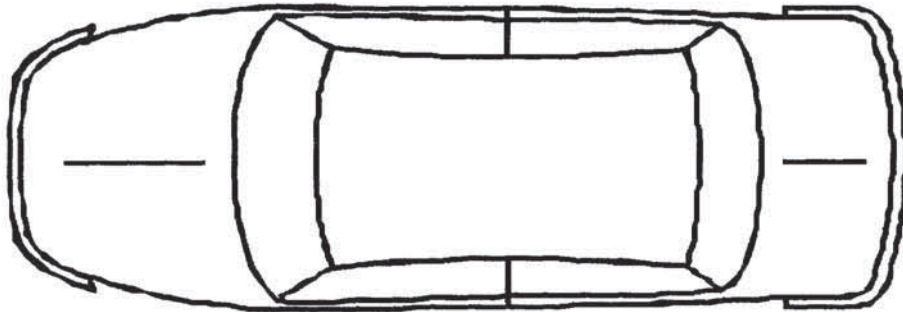
Aftermarket Items to be Removed, If Applicable. (For Example: Cellular Telephone, Modified Wheels):

Exterior

Overall condition of the vehicle's exterior (Rate as "Excellent," "Good," "Fair," or "Poor."): _____

What damage is beyond normal wear and tear?

Please indicate damage below:



Interior

Overall condition of the vehicle's interior (Rate as "Excellent," "Good," "Fair," or "Poor."): _____

What damage is beyond normal wear and tear?





BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [REDACTED]

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.

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

Directions 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 (toll = \$1.00).
- Continue on 275 North to 686 West – follow sign to Clearwater on exit ramp.
- 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 19.
- 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).



BBB AUTO LINE

September 18, 2012

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

Re: FRD1228672 [REDACTED] vs Ford Motor Corporation 1FTFX1ET4BF [REDACTED]

Dear Madam/Sir:

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

Enclosed please find the following information:

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

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

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

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

Council of Better Business Bureaus, Inc.

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

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

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

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

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

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

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

September 18, 2012

[REDACTED] C/O BRENT WIKGREN

CHICAGO IL [REDACTED]

Re: FRD1228672 [REDACTED] vs Ford Motor Corporation 1FTFX1ET4BF [REDACTED]

Dear [REDACTED] C/O Brent Wikgren:

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 · Arlington, VA · 22201 · Phone 800.955.5100 · 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 fourteen days from the date of this letter. On the following day, we will send each written position to the other party for comments. If we have not received the requested information from you, the correspondence and documents you have provided us thus far will serve as your written position. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form. If 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, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

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

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: F-100 Truck	Year: 2011	Current mileage: 18115
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Brandon Ford, Tampa, FL			
Primary Servicing dealer/city/state: AUTOWAY FORD AND LINCOLN,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 02/02/12	Mileage at purchase/lease:		
First repair attempt date: 03/31/12	First repair attempt mileage: 3722		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

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

Repurchase plus attorney fees

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

VEHICLE IDENTIFICATION NUMBER 1FTFX1ET4BF [REDACTED]
Lienholder/Leasing Company _____ Phone Number _____
Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: FRD1228672

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
Electrical Engine EcoBoost		5		
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**



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 09/18/2012

Case Number: FRD1228672

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 FL 1FTFX1ET4BF [REDACTED]

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

Model : F-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 : Repurchase

Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:

Purchase price: (reflects the deduction of a rebate, if applicable)

- *
- *
- *
- *
- *
- *

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

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

Council of Better Business Bureaus, Inc.

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

Krohn & Moss, Ltd.

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

Main Office

10 N. Dearborn, 3rd Floor

Chicago, 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
jerickson@consumerlawcenter.com

Licensed to practice Only in:
Florida
Illinois

FRD 1228672
WRTGC

SEP 18 2012

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 [REDACTED] 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.

Sincerely,

Jordan Erickson
Attorney at Law

JE/df
Enclosures

**BBB AUTO LINE
Customer Claim Form**

Case number:
Contact Date:
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED] Esq.; Krohn & Moss, Ltd.; [REDACTED]		
City: Chicago	State: IL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax: [REDACTED]	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: F-150	Year: 2011	Current mileage: 18115
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Brandon Ford (Tampa, FL)			
Primary Servicing dealer/city/state: Autoway Ford & Lincoln (Brooksville, FL)			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 02/02/2012		Mileage at purchase/lease: 35	
First repair attempt date: 03/31/2012		First repair attempt mileage: 3,722	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: 0	
		Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident: N/A	
Description of damage: N/A			

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

VIN: 1FTFX1ET4BF[REDACTED] / Vehicle Repurchase plus attorneys fees.


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

VEHICLE IDENTIFICATION NUMBER	
Lienholder/Leasing Company Bank Of America	Phone Number 1.800.215.6195
Account Number [REDACTED]	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
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)  Date 9/14/2012
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

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

Date of Repair	Mileage	Description of Problem/Repair	Defects	Result
03/31/12	3,722	Perform VCP lube, oil, filter and tire rotation	Service	
		Perform multi point inspection	Service	Tires, Brakes and Battery In good condition good at this time
04/20/12	7,362	EEC system diagnosis	Electrical Engine EcoBoost	
		Check Pld recorder/monitor test and with road test - L	Electrical Engine EcoBoost	
		Fuel pump pressure test on vehicle diagnosis	Fuel system	
		Compression/power balance test	Electrical Engine EcoBoost	
		Multi point inspection not completed this visit	Service	Tires in good condition good at this time
05/25/12	9,141	Perform VCP lube, oil, filter and tire rotation	Service	
		Perform multi point inspection	Service	Tires, Brakes and Battery In good condition good at this time
05/30/12	10,272	Perform multi point inspection	Service	Tires, Brakes and Battery In good condition good at this time
		PCM issue	Electrical Engine EcoBoost	Reprogram PCM TSB 12-2-10
07/10/12-07/25/12	13,586	SES light on loses power after 5 hr running or after 175 miles	Electrical Engine EcoBoost	Checked oasls and found TSB 12-06-04 replaced the left. Installed CAC air deflector reprogramm ed the PCM as per TSB 120604 test drove and verified repair
		Multi point inspection not completed this visit	Service	Tires, Brakes and Battery In good condition good at this time
		Perform VCP lube, oil filter and tire rotation	Service	

9/6/2012	17,929/18,003	C/S Acceleration. Truck hesitates and loses power has to pull off side of road	engine	EN001 Miscellaneous Engine- Repair Replaced CACT cooler as per FSE chris hall.
		Multi point inspection not completed this visit		

STYMER #: 4216229

113693

AutoWay Ford & Lincoln

INVOICE

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

PAGE 1

SPRINGHILL, FL

HOME: [REDACTED] CONT [REDACTED]

Shop Registration Number [REDACTED]

SERVICE ADVISOR: 3840 DONALD SCHUMAKER

DEL DATE	PROS DATE	WARREXP	PROMISED	AGE	PAYMENT	INCL DATE
01JAN11 DE			19:00 24JUL12		CASH	24JUL12
RO GREENED	READY	OPTIONS:	DLR:4991 ENG:3.5 Liter GTDI			

13:01 10JUL12	10:19 24JUL12						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

EN001 Miscellaneous Engine - Repair

- 1 BL3Z*5E212*E CONVERTER ASY (N/C)
- 1 CL3Z*19E672*A DEFLECTOR - AIR (N/C)

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

P0305, P0306, CHECKED OASIS AND FOUND TSB 12-06-04 REPLACED THE LEFT
TEST DROVE AND VERIFIED REPAIR

B Multi Point Inspection completed this visit.

- GTIRE TIRES IN GOOD CONDITION
- GBK BRAKES IN GOOD CONDITION
- GBATT BATTERY CONDITION GOOD AT THIS TIME

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

C** Perform VCP Lube, Oil, Filter and Tire Rotation

- 1 *PH500* OIL FILTER (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 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 for had the opportunity to inspect any replaced parts as requested by you. This 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 as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid 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 equal to 13.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed 300.00. This charge represents taxes and profits to the dealer vehicle shop facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7186).

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

[Print] [Close Window]

Customer: [REDACTED] HOME [REDACTED]
 Vehicle: 2011 FORD F-150 VIN: 1FTFX1E14BF [REDACTED] Color:
 Cust Pay Total: 133.13 Warranty Total: 607.88 Int Total: 84.00 Misc Total: 0.00 All RO Total: 825.01
 Delivery Date: 01/01/2011

Wednesday, July 25, 2012							113693
Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
3840 (SCHUMAKER, DONALD)	13586	CLOSED	1.70	438.72	0.00	28.00	0.00
Services				Parts			
1 120604B WF CK DTC'S REPL LFT CAT CONV INST CAC AIR DEFLECT TSB 12-6-4 (Tech 1356, 438.72)				1 BL3Z*5E212*E CONVERTER ASY 321.97			
2 MULTI-N CF MULTI POINT INSPECTION NOT COMPLETED THIS VISIT. (Tech 1356, 0)				2 *W520514*S440 NUT - ADJUSTING SCREW 10.92			
3 GTIRE CF TIRES IN GOOD CONDITION (Tech 1356, 0)				3 CL3Z*19E672*A DEFLECTOR - AIR 11.95			
4 GBK CF BRAKES IN GOOD CONDITION (Tech 1356, 0)				4 *W711281*S300 PIN - TRIM 2.00			
5 GBATT CF BATTERY CONDITION GOOD AT THIS TIME (Tech 1356, 0)				5 *PH500* OIL FILTR 2.00			
6 VCPTR IFXV PERFORM VCP LUBE, OIL, FILTER AND TIRE ROTATION (Tech 1356, 28)				6 5W30 MOTOR OIL 12.00			
				Total: 360.84			

Wednesday, May 30, 2012							112278
Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
3840 (SCHUMAKER, DONALD)	10272	CLOSED	0.40	35.61	0.00	0.00	0.00
Services				Parts			
1 12021DA WF 2011-12 F150 3.5 REPROGRAM PCM TSB 12-2-10 (Tech 3568, 35.61)							
2 MULTI-A CF CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT. (Tech 3568, 0)							
3 GTIRE CF TIRES IN GOOD CONDITION (Tech 3568, 0)							
4 GBK CF BRAKES IN GOOD CONDITION (Tech 3568, 0)							
5 GBATT CF BATTERY CONDITION GOOD AT THIS TIME (Tech 3568, 0)							

Friday, May 25, 2012							112200
Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
3713 (BENDER, JACK)	9141	CLOSED	0.70	0.00	0.00	28.00	0.00
Services				Parts			
1 VCPTR IFXV PERFORM VCP LUBE, OIL, FILTER AND TIRE ROTATION (Tech 5150, 28)				1 *PH500* OIL FILTR 2.00			
2 MULTI-A CF CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT. (Tech 5150, 0)				2 5W20 5W20 MOTOR OIL 12.00			
3 GTIRE CF TIRES IN GOOD CONDITION (Tech 5150, 0)				Total: 14.00			
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							111162
Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
3840 (SCHUMAKER, DONALD)	7362	CLOSED	1.50	133.55	0.00	0.00	0.00
Services				Parts			
1 12650D WF REC SYSTEM DIAGNOSIS - (QUICK TEST) - L (Tech 1356, 17.81)							
2 12650D80 WF PID RECORDER/MONITOR TEST - L (Tech 1356, 8.9)							
3 12650D81 WF PID RECORDER/MONITOR TEST WITH ROAD TEST - L (Tech 1356, 44.52)							
4 9350B WF FUEL PUMP PRESSURE TEST ON VEHICLE - DIAGNOSIS (9350/9A407/9H307) - L (Tech 1356, 53.42)							
5 12650D47 WF RELATIVE COMPRESSION/POWER BALANCE - TEST - L (Tech 1356, 8.9)							
6 MULTI-N CF MULTI POINT INSPECTION NOT COMPLETED THIS VISIT. (Tech 1356, 0)							
7 GTIRE CF TIRES IN GOOD CONDITION (Tech 1356, 0)							

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

STOMER #: 4216229

115434

AutoWay Ford & Lincoln

INVOICE

7200 BROAD STREET
BROOKSVILLE, FLORIDA 34601
PHONE (352) 796-3825

SPRINGHILL, FL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
Repair Shop Registration Number: [REDACTED] SERVICE ADVISOR: 3840 DONALD SCHUMAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD F150	1FTFX1ET4BF [REDACTED]		17929/18003	T1431	
DEL DATE	PRD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN11 DD			19:00 06SEP12			CASH	06SEP12
R.O. OPENED	READY	OPTIONS: DLR:4991 ENG:3.5 Liter GTDI					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A C S ON ACCELERATION TRUCK HESTATES AND LOOSES POWER HAS TO PULL OFF SIDE OF ROAD							

EN001 Miscellaneous Engine Repair
2213 WF (N/C)
1 BL32*6K775*B INTERCOOLER (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
17929 REPLACED CACT COOLER AS PER FSE CHRIS HALL

B Multi Point Inspection not completed this visit
MULTI-N Multi Point Inspection not completed this visit
6787 CF 0.00 0.00 0.00 TOTAL LINE B: 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 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 for 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 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 as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid 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 equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to this Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).	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
	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LESS INSURANCE	0.00
		SALES TAX	0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT
			0.00

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

Krohn & Moss, Ltd.

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

Main Office

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Chicago, Illinois 60602

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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: [REDACTED], Ford Motor Company

Vehicle: 2011 Ford F150
VIN: 1FTFX1ET4BF [REDACTED]
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, 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:

1. 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
2. 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 inconveniences, 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.

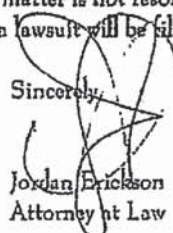
Page 3

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.

Sincerely,


Jordan Erickson
Attorney at Law

JE/df

cc: 



BBB AUTO LINE PROGRAM SUMMARY

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;
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:
 - a. sales taxes and title charges;
 - b. 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 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:

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:

1. *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:

$$\frac{\text{number of miles attributable to a customer up to the date of the arbitration hearing}}{120,000} \times \text{vehicle purchase price}$$

- ◆ 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:

$$\frac{\text{mileage at first repair of the defect for which a replacement is awarded}}{100,000} \times \text{purchase price}$$

- ◆ If the arbitrator awards a **repurchase** in a claim that does **not** meet all elements of the Florida lemon law, the award will be reduced for the customer's use of the vehicle in accordance with the following formula:

$$\frac{\text{all accrued mileage} - 100 \text{ miles}}{100,000} \times \text{purchase price}$$

- ◆ The award may be reduced or may require payment for any missing equipment or damage to the vehicle exceeding normal wear and tear.
- ◆ The award will not include any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a down payment or capitalized cost reduction.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered to the customer who applied to BBB AUTO LINE. The customer will be responsible for turning over the vehicle with all of the original equipment, and without abnormal wear or damage evident on the vehicle (e.g., cracked windshield). The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT ARE NOT ELIGIBLE

The following claims are **not** eligible for arbitration in BBB AUTO LINE:

- ◆ Claims involving a vehicle no longer owned or leased by the customer.
- ◆ Claims not covered by the Ford New Vehicle Limited Warranty, including but not limited to:
 - (1) maintenance and wear items not covered by the Warranty;
 - (2) damage caused by alterations or modifications of the vehicle after it leaves the control of Ford Motor Co.;
 - (3) damage caused by tampering with the vehicle, its emissions systems, or other parts that affect these systems; and
 - (4) damage caused by the installation or use of a non-Ford Motor Co. part or of any part designed for “off-road” use installed after the vehicle leaves the control of Ford Motor Co.
- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has (1) caused bodily injury, or (2) caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Allegations of fraud.
- ◆ Claims seeking punitive damages or compensation for loss of wages, personal injury or mental anguish.
- ◆ Claims that are the subject of a law suit or state administrative action against Ford.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and Ford.

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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Florida

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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:

1. 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.

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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:

1. *Purchase price of the vehicle.* This is the cash price for the vehicle, inclusive of any allowance for a trade-in vehicle;
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:
 - a. sales taxes and title charges;
 - b. 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:

$$\begin{array}{rcl} \text{offset} & & \text{vehicle} \\ \text{for use} & = & \text{purchase} \\ & & \text{price} \\ & & \text{-----} \\ & & 120,000 \text{ (60,000 for recreational vehicles)} \end{array} \quad \times$$

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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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:

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 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:

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.

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:

$$\begin{array}{rcl} \text{offset} & & \text{vehicle} \\ \text{for use} & = & \text{purchase} \\ & & \text{price} \\ & & \text{-----} \\ & & 120,000 \text{ (60,000 for recreational vehicles)} \end{array} \quad \times$$

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:

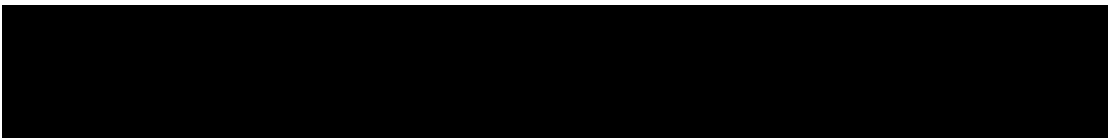
1. *Collateral charges*. These are reasonably incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to:
 - a. sales taxes and title charges;
 - b. manufacturer-installed or agent-installed items or service charges;
 - 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:

$$\begin{array}{rcl} \text{offset} & & \text{vehicle} \\ \text{for use} & = & \text{purchase} \\ & & \text{price} \\ & & \text{-----} \\ & & 120,000 \text{ (60,000 for recreational vehicles)} \end{array} \times$$

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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4 701 B Street, Suite 1200
5 San Diego, CA 92101-8107
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7 Facsimile: (619) 231-9040

ELECTRONICALLY FILED
Superior Court of California,
County of Orange
02/06/2013 at 02:57:15 PM
Clerk of the Superior Court
By Jaime Cordero, Deputy Clerk

8 Attorneys for [REDACTED]

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SUPERIOR COURT OF CALIFORNIA, COUNTY OF ORANGE
CENTRAL JUSTICE CENTER

[REDACTED]) Case No. [REDACTED] CU-BC-CJC
Plaintiff,)
vs.) COMPLAINT FOR VIOLATION OF THE
FORD MOTOR COMPANY, and) SONG-BEVERLY CONSUMER
DOE 1 through DOE 10 inclusive,) WARRANTY ACT
Defendants,)
Judge Franz E. Miller

Plaintiff alleges:

1. Plaintiff [REDACTED] (hereinafter "Plaintiff") is, and at all times mentioned herein was, a limited liability company.
2. Plaintiff is informed and believes and thereupon alleges that defendant FORD MOTOR COMPANY is a corporation.
3. Defendants DOE 1 through DOE 10 inclusive are sued herein pursuant to California Code of Civil Procedure §474. DOE 1 through DOE 10 are each independently, or as a representative of another defendant in this suit, responsible in some manner for the causes of action set forth herein and the damages sustained by Plaintiff.

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1 4. Plaintiff purchased the subject 2011 Ford F-150, VIN:1FTFW1CF1BK [REDACTED] (“the
2 subject vehicle”) on or about November 22, 2011 from Tuttle-Click Ford Lincoln in Irvine,
3 California. The subject vehicle is a new motor vehicle that was purchased primarily for personal,
4 family, or household purposes or it is a new motor vehicle with a gross vehicle weight under 10,000
5 pounds that was bought or used primarily for business purposes by an entity to which not more than
6 five motor vehicles are registered in this state. The subject vehicle is a “new motor vehicle” under
7 the Song-Beverly Consumer Warranty Act, Civil Code §§1790 et seq (“the Act”).

8 5. Tuttle-Click Ford Lincoln is engaged in the business of distributing or selling
9 consumer goods at retail. Plaintiff is a “buyer” under the Act.

10 6. FORD MOTOR COMPANY manufactures, assembles, or produces consumer goods.
11 FORD MOTOR COMPANY is a “manufacturer” under the Act.

12 7. FORD MOTOR COMPANY issued an “express warranty” to Plaintiff in which, *inter*
13 *alia*, FORD MOTOR COMPANY undertook to preserve or maintain the utility or performance of
14 the subject vehicle.

15 8. The subject vehicle has suffered from nonconformity(s) to warranty, including, but
16 not limited to, defect(s) which have manifested in the activation of the check engine indicator light,
17 the engine seemingly driving “sluggish,” and the transmission “slipping and banging” while driving.
18 Said nonconformity(s) have substantially impaired the vehicle’s use, value, or safety to Plaintiff.

19 9. Plaintiff has delivered the vehicle to FORD MOTOR COMPANY or its authorized
20 repair facility(s) for repair of said nonconformity(s). FORD MOTOR COMPANY or its authorized
21 repair facility(s) have failed to service or repair the subject vehicle to warranty after a reasonable
22 number of attempts.

23 10. The subject vehicle was not fit for the ordinary purposes for which such goods are
24 used and was not of the same quality as those generally acceptable in the trade. FORD MOTOR
25 COMPANY breached the implied warranty of merchantability and implied warranty of fitness.
26 Plaintiff is entitled to revoke acceptance of the subject vehicle under the Act.

27 11. FORD MOTOR COMPANY has not replaced the vehicle or otherwise made
28 restitution to Plaintiff pursuant to its obligations under the Act.

1 12. Plaintiff is informed and believes and thereupon alleges that FORD MOTOR
2 COMPANY's refusal to replace the vehicle or make restitution to Plaintiff was wilful and not the
3 result of a good faith and reasonable belief that the facts imposing said statutory obligation were
4 absent.

5 13. Pursuant to the Act, Plaintiff is entitled to restitution in an amount equal to the actual
6 price paid or payable by Plaintiff and collateral charges such as sales tax, license fees, registration
7 fees, and other official fees less an amount directly attributable to use by Plaintiff prior to the time
8 Plaintiff first delivered the subject vehicle for repair.

9 14. Plaintiff is entitled to recover incidental, consequential, and general damages,
10 including, but not limited to, reasonable repair, towing, and rental car costs actually incurred by
11 Plaintiff.

12 15. Plaintiff is entitled to recover a civil penalty up to two times the amount of actual
13 damages for FORD MOTOR COMPANY's wilful refusal to comply with its statutory obligations
14 under the Act.

15 16. 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
17 connection with the commencement and prosecution of this action.

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

19 1. For actual damages, including collateral charges, and incidental, consequential, and
20 general damages. To date, such damages include, but are not limited to, Plaintiff's down payment
21 (\$11,500.00), finance payments to date (\$7,747.04 est.), current registration (\$450.00 est.), and, in
22 amounts according to proof, future finance payments, payoff of the vehicle lien, vehicle registration
23 expenses, expenses inadvertently omitted herein, and other future expenses reasonably incurred by
24 Plaintiff in connection with this action; and

25 2. For a civil penalty up to two times the amount of actual damages; and

26 3. For rescission of the contract and restitution of consideration; and

27 4. For interest on said sum from date of rescission to date of judgment herein; and

28 5. For attorney's fees based on actual time expended and reasonably incurred in

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connection with the commencement and prosecution of this action; and

6. For costs of suit incurred in connection with the commencement and prosecution of this action; and

7. For such other and further relief as the court deems proper.

DATED: February 6, 2013

THE BICKEL LAW FIRM, INC.
Attorneys for Plaintiff

By: 
MICHAEL G. DEVLIN

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	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTFW1CF1BK [REDACTED]	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 #:	12699801	Trx Code:	0968S	Labor Hrs:	.9	Labor Cost:	32.67	Material Cost:	34.49	Total Cost:	69.83										
Dlr Cd-Sub Cd:	08700.*	Name:	TUTTLE CLICK'S CAPISTRANO FORD	Ph:	949-2407000	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	29-MAR-2012	DIST(Mile):	8462								
Cust Comments:	CUSTOMER REQUEST 7.5K SERVICE INTERVAL 0968 USA 2012 NEW 72 100K PREM MAINT(M&W) 7.5K INTERVAL																						
Tech Comments:	7.5K MAINTENANCE & MULTIPOINT INSPECTION PERFORMED .																						

1FTFW1CF1BK [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/B	AJ	T/C3	T/MF	16-SEP-2011	19-NOV-2011	171069	USA	8	6Y05 *	MAINT *	F09	SXX	V99	A99	82		
AWS Claim Key:	4153121	Doc #:	15168701	Trx Code:	0968S	Labor Hrs:	.9	Labor Cost:	33.71	Material Cost:	34.49	Total Cost:	70.87										
Dlr Cd-Sub Cd:	08700.*	Name:	TUTTLE CLICK'S CAPISTRANO FORD	Ph:	949-2407000	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	27-JUN-2012	DIST(Mile):	13707								
Cust Comments:	15K SERVICE INTERVAL 0968 USA 2012 NEW 72 100K PREM MAINT(M&W) 7.5K INTERVAL																						
Tech Comments:	15K OIL AND FILTER CHANGED TIRES ROTATED FLUID LEVELS INSPECTED AND TOPPED OFF MULTI POINT INSPECTION PERFORMED																						

1FTFW1CF1BK [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/B	AJ	T/C3	T/MF	16-SEP-2011	19-NOV-2011	171069	USA	12	6Y05 *	MAINT *	F09	SXX	V99	A99	82		
AWS Claim Key:	5514761	Doc #:	18703701	Trx Code:	0968S	Labor Hrs:	.9	Labor Cost:	33.71	Material Cost:	34.49	Total Cost:	70.87										
Dlr Cd-Sub Cd:	08700.*	Name:	TUTTLE CLICK'S CAPISTRANO FORD	Ph:	949-2407000	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	31-OCT-2012	DIST(Mile):	21441								
Cust Comments:	0968 USA 2012 NEW 72 100K PREM MAINT(M&W) 7.5K INTERVAL 22500 MILE SERVICE INTERVAL																						
Tech Comments:	22.5K OIL AND FILTER CHANGE. TIRE ROTATE VEH INSPECTION																						

1FTFW1CF1BK [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/B	AJ	T/C3	T/MF	16-SEP-2011	19-NOV-2011	171069	USA	13	2G04 *	DIAG *	F04	S11	V29	E29	42		
AWS Claim Key:	5833379	Doc #:	19103101	Trx Code:	S07	Labor Hrs:	1.1	Labor Cost:	117.74	Material Cost:	0	Total Cost:	117.74										

Dir Cd-Sub Cd: 08700-* **Name:** TUTTLE CLICK'S CAPISTRANO
FORD **Ph:** 949-2407000 **St:** CA **Ctry Cd:** 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 HK1 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



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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

Model Year: 2011
Market Derived: F - FORD
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/AM-150 SERIES
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 [REDACTED]

Claim Information

Document Number: 19103101
Repair Date: 14-NOV-2012
Distance: 22208
TIS: 13
AWS Load Date: 30-NOV-2012

Dealer Information:

Dealer Name TUTTLE CLICK'S CAPISTRANO
FORD
Dealer Code: 08700 - *
Address: 33301 CAMINO CAPISTRANO
City: SAN JUAN CAPISTRANO
State: CA Zip Code: 92675
Country: USA Region Code: NA
Phone: (949)240-7000

Expense Information

Customer Paid Amount: .00
Deductible Amount: .00
Dealer Paid Amount: .00
Labor Cost: 117.74
Misc. Expense Amount: .00
Part Markup Amount: .00
Material Cost: .00
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

<u>Causal Flag</u>	<u>Full PREF</u>	<u>Part BASE</u>	<u>Number SUFF</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
Y	*	DIAG	*	DIAGNOSIS	000615	0	.00

DTC Sections: Mil. Light On = Y

<u>Flag</u>	<u>Test Type</u>	<u>Malfunction Cd</u>	<u>Malfunction Cd Description</u>	<u>Monitor Cd</u>	<u>Monitor Cd Description</u>
Y	KOEC	P0012	INTAKE (A) CAMSHAFT 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



webmaster

70311

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](#)

[Download Options](#)

Report Detail Section : [View Details](#)

[Attachments: 0](#)

Report# :	CKNF2014 NHL	Received:	11/14/2012
CCRG/EPRC:	.	Date:	
Vehicle:	2011,F150 4X2 ,F150 ,SUP CRW,STYSD ,1FTFW1CF1Bk [REDACTED]	Build Date:	09/16/2011
Odometer :	22,208 M	Engine:	5.0L 4V
Transmission:	6R80E	Calibration:	BF615CON
Dealer:	USA 08700 Tuttle Click's Capistrano Ford	A/C:	YES
City:	San Juan Capistr	Phone#:	(949) 240-7000
Originator:	GUILLERMO BOTELLO	Country :	USA
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:

Dlr 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
QUESTION: IS ANY KNOWN CONCERN ABOUT 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 MOVING A LOT WHAT IS THE 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°.

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

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 THE REPAIR.

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- b. Check engine light stays on;
- c. 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.

3. 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.

5. 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,

[REDACTED]

By: 

Of Counsel

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All Action Details for Issue

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VIN: 1FTFW1ET0CF [REDACTED] Year: 2012 Model: F-SERIES Case: 619382922
 Name: [REDACTED] Owner Status: Original WSD: 2012-06-30
 Symptom Desc: HES/STUMBLE ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - FINANCIAL ASSISTANCE - AT RISK Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 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 Name: PIAZZA RICHARD Analyst: RPIAZZA1
 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 DLRSHSP 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 [REDACTED] 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 BROUGHT 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 Date: 10/24/2012 **Action Time:** 08.16.45.668 **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 RELIABILITY 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 THEN 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 [REDACTED] 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

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	10-29-2012
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: 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 DLRSHIP TODAY AND ADVISED HE SPOKE WITH SM ROB ADVISING HIM HE FELT THE VEH RAN RICH = OBC TO CUST [REDACTED]. 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 DLRSHIP - ADVISED I WILL BE MONITORING

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

Data Element Name	Data Value
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
Analyst Name: ZAYAS,MARYSOL
Action Date: 11/02/2012

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Comm Type: PHONE
Analyst: MZAYAS2
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

Action: CREATE FOLLOW UP
Dealer: 00048 TED BRITT FAIRFAX FORD
Odometer: 6000 MI
Analyst Name: ZAYAS,MARYSOL
Action Date: 11/02/2012

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Comm Type: PHONE
Analyst: MZAYAS2
Action Time: 10.09.28.849 **Action Data:** Yes

Comments OBC TO CUST [REDACTED] L/M 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

Comments OBC TO CUST CELL [REDACTED] ADVISED CUST I HAVE REVIEWED HIS REQUEST FOR VEH R/R - ADVISED I WILL NOT MEET HIS REQUEST AS THE DLRSHIP IS UNABLE TO DUPLICATE THE CONCERN TO MAKE REPAIRS AND THE COLD START IS NORMAL TO THE VEH - ADVISED CUST UNTIL THE DLRSHIP CAN DUPLICATE THE CONCERN OR THE CUST CAN DUPLICATE IT FOR THE DLRSHIP 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 DLRSHIP 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

<u>Data Element Name</u>	<u>Data Value</u>
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 DLRSHIP 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
Odometer: 6000 MI
Analyst Name: CLARK (JCLAR380),JASON
Action Date: 11/16/2012

Comm Type: INTERNET
Analyst: JCLAR380
Action Time: 09.02.51.083

Origin Desc: REGIONAL ESCALATION SPECIALIST
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
Odometer: 6000 MI
Analyst Name: ZAYAS,MARYSOL
Action Date: 11/26/2012

Comm Type: PHONE
Analyst: MZAYAS2
Action Time: 13.04.41.412

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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:	12-05-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: CREATE FOLLOW UP
Dealer: 00048 TED BRITT FAIRFAX FORD
Odometer: 6000 MI
Analyst Name: ZAYAS,MARYSOL
Action Date: 12/05/2012

Comm Type: INBOUND CUSTOMER MAIL
Analyst: MZAYAS2
Action Time: 07.44.42.263

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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 BRET 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
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DATE OF FOLLOW UP:	12-12-2012
TIME OF FOLLOW UP (HH:MM):	18:00

Action: PARTS ESCALATION
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: 12/05/2012 **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 #:	11608147
PART NUMBER:	BL3Z6K775B
PART DESCRIPTION:	INTERCOOLER
CRS ESCALATION? (Y/N):	NO
WHY DELAYED?:	BACK ORDERED
IS CUSTOMER IN RENTAL VEHICLE? (Y/N):	YES

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: 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

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: 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

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:
TIME OF FOLLOW UP (HH:MM):

01-21-2013
17:00

Action: CREATE FOLLOW UP

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: CUSTOMER CARE SOLUTIONS
TEAM

Odometer: 6000 MI

Comm Type: PHONE

Analyst Name: KHORASANI-RAD,
ANTHONY

Analyst: AKHORASA

Action Date: 01/21/2013

Action Time:
10.27.58.785

Action Data: Yes

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 @ [REDACTED] 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:
TIME OF FOLLOW UP (HH:MM):

01-28-2013
17:00

Action: UNABLE TO CONTACT - INITIAL

Dealer: 00048 TED BRITT FAIRFAX FORD

Origin Desc: CUSTOMER CARE SOLUTIONS
TEAM

Odometer: 6000 MI

Comm Type: PHONE

Analyst Name: KHORASANI-RAD,
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	CD
1FTFW1ET0CT [REDACTED]	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	*	F04	S11	V52	D36	42
AWS Claim Key:		<u>2006492</u>	Doc #: 86224501	Trx Code:			S07	Labor Hrs: .5	Labor Cost:		55.63	Material Cost: 0	Total Cost: 55.63										
Dir Cd-Sub Cd:		09452-*	Name: TED BRITT FORD SALES, INC.		Ph: 703-6732300	St: VA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 27-AUG-2012		DIST(Mile): 3488												
Cust Comments:		CUSTOMER STATES AT ALL SPEEDS UNDER LIGHT ACCEL THERE IS A STEADY CONSTANT VIBRATION, MISFIRE HESITATION																					
Tech Comments:		COULD NOT DUPLICATE, FOUND TSB 12 06 04, PERFORM TSB, CHECK FOR AIR DEFLECTOR AND REPROGRAM PCM																					
1FTFW1ET0CF [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	31-MAY-2012	30-JUN-2012	127042	USA	3	4C03	BL3Z	5E212	E	F04	S11	V29	E29	12
AWS Claim Key:		<u>2112572</u>	Doc #: 86398601	Trx Code:			S07	Labor Hrs: 1	Labor Cost:		111.26	Material Cost: 344.89	Total Cost: 456.15										
Dir Cd-Sub Cd:		09452-*	Name: TED BRITT FORD SALES, INC.		Ph: 703-6732300	St: VA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 05-SEP-2012		DIST(Mile): 5048												
Cust Comments:		CHECK ENGINE LIGHT ON UNDER ACCEL HESITATES VERY BAD																					
Tech Comments:		SELF TEST FOUND P0300, P0304, P0305, P0306, P0430, FOUND TSB 12 6 4 ALREADY DONE, PERFORM PINPOINT TEST HF, LEAD TO BANK 2 CAT REPLACEMENT, CLEAR CODES TEST DRIVE, RETEST, NO CODES																					
1FTFW1ET0CF [REDACTED]	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	BA	F07	S08	V73	B43	01
AWS Claim Key:		<u>2112571</u>	Doc #: 86398602	Trx Code:			I	Labor Hrs: .4	Labor Cost:		44.51	Material Cost: 431.76	Total Cost: 476.27										
Dir Cd-Sub Cd:		09452-*	Name: TED BRITT FORD SALES, INC.		Ph: 703-6732300	St: VA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 05-SEP-2012		DIST(Mile): 5048												
Cust Comments:		INSTALL SPECIAL ORDER DRIVER DOOR PANEL FOR MAKING A SQUEAKING NOISE																					
Tech Comments:		NVH DIAG, VERIFIED CONCERN, FOUND DOOR PANEL COMING APART, REPLACE DOOR PANEL, RETEST, NO NOISE AT THIS TIME																					
1FTFW1ET0CF [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	31-MAY-2012	30-JUN-2012	127042	USA	4	6C04	BL3Z	1623943	BA	F05	S05	V39	N40	42

AWS Claim Key: 2440987 **Doc #:** 86972602 **Trx Code:** SPW **Labor Hrs:** .4 **Labor Cost:** 44.51 **Material Cost:** 431.76 **Total Cost:** 476.27
Dir Cd-Sub Cd: 09452-* **Name:** TED BRITT FORD SALES, INC. **Ph:** 703-6732300 **St:** VA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**08-OCT-2012 **DIST(Mile):**6105
Cust Comments: REFER TO HISTORY. SQUEAK NOISE HEARD FROM DOOR PANEL. RIGHT AT HANDLE ON DRIVER DOOR
Tech Comments: SERVICE PART 863986 09 5 12 5.048 NVH DIAG FOUND NOISE COMING FROM DOOR PANEL. REMOVE PANEL AND CHECK PANEL ATTACHMENT, OK, REPLACE DOOR PANEL, RECHECK NO NOISE AT THIS TIME

1FTFW1ETOC1 [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 31-MAY-2012 30-JUN-2012 127042 USA 4 6Y20 * TAP1 * F09 SXX V99 A99 82
AWS Claim Key: 2473731 **Doc #:** 87122601 **Trx Code:** TAP1 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 150
Dir Cd-Sub Cd: 09452-* **Name:** TED BRITT FORD SALES, INC. **Ph:** 703-6732300 **St:** VA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**08-OCT-2012 **DIST(Mile):**6105
Cust Comments: DFLT TRANSPORTATION ASSIST PROGRAM WAS MISSED ON 869726
Tech Comments: 10 8 12 TAP ASSIST 5 DAYS \$150.00

1FTFW1ETOC1 [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 31-MAY-2012 30-JUN-2012 127042 USA 4 2B02 BL3Z 12029 C F04 S11 V52 D42 42
AWS Claim Key: 2473730 **Doc #:** 86972601 **Trx Code:** S07 **Labor Hrs:** 2.7 **Labor Cost:** 300.4 **Material Cost:** 75.39 **Total Cost:** 375.79
Dir Cd-Sub Cd: 09452-* **Name:** TED BRITT FORD SALES, INC. **Ph:** 703-6732300 **St:** VA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**08-OCT-2012 **DIST(Mile):**6105
Cust Comments: REFER TO HISTORY. CUSTOMER STATES GOING UP AND DOWN HILLS SLUGGISH, HESITATES CAN FEEL IT IN WHEEL, IF DROPPED DOWN TO LOWER GEAR DRIVES BETTER, ALSO ON FRIDAY WHEN PULLING OUT OF TRAFFIC
Tech Comments: AUTH FOR PRIOR APPROVAL PAAAW REQUESTING M TIME FOR SPECIAL TESTS REC. BY HOTLINE 10 12 12 14:10 15:30 1.2 EEC TEST NO CODES, CONTACT HOTLINE THEY REC TO MONITOR PIDS AND CHECK MODE 6, TEST DROVE 100 MILES, PIDS OK, CHECK MODE 6 FOUND MISFIRES ON 3 AND 5, SWAP COIL AND PLUGS FROM CYL 3 TO CYL 1 AND FROM CYL 5 TO CYL 4, TEST DROVE ANOTHER 60 MILES RECHECK MODE 6 FOUND EVIDENCE OF MISFIRES ON CYL

Any comments? You can contact



webmaster

GCQIS Report Analysis

Report Summary

Report 1 of 2

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Report# :	CJJBD003 NHL	Received:	10/10/2012
CCRG/EPRC:	.	Date:	
Vehicle:	2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET0CF [REDACTED]	Build Date:	05/31/2012
Odometer :	6,105 M	Engine:	3.5L- GTDI
Transmission:	6R80E	A/C:	YES
Dealer:	USA 00048 Ted Britt Fairfax Ford	Phone#:	(703) 591- 8484
City:	Fairfax	State:	Virginia
Originator:	JOSH STOUT	Country :	USA
Symptom:	5 54 2 02 DRV PERF,LACK/LOSS PWR ,ACCEL,ALWAYS		
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	HESITATION ON ACCEL		
Fix:	Causal Component :	COIL ASY-IGNITION -- RPL	
Condition Code:			
Hotliner:	SMASSE16	Phone:	313 317-4491
		Regn Cd:	N4 Washington
Engineering:		Phone:	
		TAR:	
Dlr 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 QUESTION: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

DATA FROM PRIOR APPROVAL REQUEST FORM: PLEASE DESCRIBE CUSTOMERS CONCERN.CUSTOMER STATES AT HIGHWAY 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 THE PRIOR APPROVAL 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 CODE PAA3W. ECPA APPROVED* APPROVAL CODE: PAA3W

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Requester: MVALLA

Report Summary

Server: FCWS686

Ford Proprietary, Private

1-Mar-2013

Retention: None

GCQIS Report Analysis

Report Summary

Report 2 of 2

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Report# :	CJSAR003 NHL	Reviewed Status:		Received:	10/19/2012
CCRG/EPRC:				Date:	
Vehicle:	2012,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET0CF [REDACTED]			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
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:

Dlr 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 QUESTION: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 CHARACTERISTIC 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 REPAIRS.

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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
(248) 737-8000
FAX: (248) 737-8003

OHIO ADDRESS:
8725 WEST CENTRAL AVENUE
SUITE M-310
TOLEDO, OHIO 43617

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: [REDACTED]
Vehicle: 2012 Ford F 150
VIN: 1FTFW1ET9CF [REDACTED]
Dealer: Russ Milne Ford, Inc.

Dear Ms. Banciu:

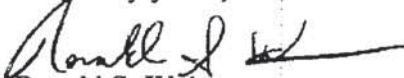
My client took delivery of the above new vehicle. After my client purchased the vehicle, his vehicle has been subjected to in excess of 30 repair days out of the first year (to date). The problems are ongoing and my client is very concerned about this vehicle.

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



WA

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

12 MAY -9 10:38

RE: [REDACTED] v. Ford Motor Company
NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client: [REDACTED]
Vehicle: 2011 Ford F-150
VIN: 1FTFW1ET6BF [REDACTED]
Date of purchase: 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;**
2. **Loss of power;**
3. **Engine noise;**
4. **Check engine light;**
5. **Excessive repair attempts.;**
6. **Excessive days out of service.**

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

MAY 10 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,

A handwritten signature in cursive script, appearing to read "Karen Lindholdt".

Karen Lindholdt, Esq.
Attorney at Law

CC:



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	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTFW1ET6BF [REDACTED]	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	A	F05	S03	V11	R29	07
AWS Claim Key:	<u>2286521</u>	Doc #:	02561005	Trx Code:	1	Labor Hrs:	.5	Labor Cost:	31.77	Material Cost:	0	Total Cost:	31.77										
Dlr Cd-Sub Cd:	03527-*	Name:	REHBEIN FORD, INC.	Ph:	406-8263381	St:	MT	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	27-DEC-2011	DIST(Mile):	3055								
Cust Comments:	CUSTOMER STATES THAT SUNROOF MAKES EXCESSIVE WIND NOISE NOISE CHANGES WHEN SUNROOF MANUALLY PUSHED UP DIAGNOSE AND ADVISE																						
Tech Comments:	VERIFIED CONCERN EXCESSIVE NOISE FROM MOONROOF AREA AT HIGHWAY SPEEDS CHECK MOONROOF ALIGNMENT AND POSITION MOONROOF PANEL NOT HIGH ENOUGH AT BACK EDGE PERFORM INITIALIZATION OF ROOF PANEL MOTOR AND RETEST NO FURTHER PROBLEM NOTED AT THIS TIME																						
1FTFW1ET6BF [REDACTED]	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	S11	V48	P66	82	
AWS Claim Key:	<u>2256049</u>	Doc #:	02561001	Trx Code:	1	Labor Hrs:	1	Labor Cost:	63.53	Material Cost:	0	Total Cost:	63.53										
Dlr Cd-Sub Cd:	03527-*	Name:	REHBEIN FORD, INC.	Ph:	406-8263381	St:	MT	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	27-DEC-2011	DIST(Mile):	3055								
Cust Comments:	CUSTOMER STATES THAT TRANSMISSION SHIFTS HARD AND SHUDDERS BETWEEN 1ST AND 2ND GEAR AND 3RD AND 4TH GEAR CONDITION IS MORE PREVILENT WHEN TOWING OR UNDER HEAVY LOAD																						
Tech Comments:	VERIFIED CONCERN NOTED SHUDDER UNDER HEAVY ACCELERATION MOSTLY GONE BY HIGHWAY SPEEDS MONITOR TRANSMISSION PIDS NO PROBLEM NOTED CHECK FOR TSB SSM RELATED TO CONCERN NOTED TSB 110917 VEHICLE OUTSIDE OF BUILD DATE CONTACTED HOTLINE FOR POSSIBLE FIX HOTLINE ADVISES NO REPAIR AT THIS TIME KNOW PROBLEM BY ENGINEERING NO FIX FOR CONCERN AT THIS TIME ADVISED CUSTOMER AND RELEASED VEHICLE																						
1FTFW1ET6BF [REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	23- OCT- 2011	11- NOV- 2011	174618	USA	2	2G04 *	DIAG	*	F04	S11	V52	D21	82	
AWS Claim Key:	<u>2286520</u>	Doc #:	02561003	Trx Code:	1	Labor Hrs:	1	Labor Cost:	63.54	Material Cost:	0	Total Cost:	63.54										
Dlr Cd-Sub Cd:	03527-*	Name:	REHBEIN FORD, INC.	Ph:	406-8263381	St:	MT	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	27-DEC-2011	DIST(Mile):	3055								
Cust Comments:	CUSTOMER STATES THAT VEHICLE IS GETTING ONLY 14MPG ON HIGHWAY AT 65MPH FLAT DRIVING SEEMS TO BE WORSE ALL THE TIME VEHICLE STALLED WOULD NOT RESTART UNTIL WAITING 30 MINUTES																						
Tech Comments:	CONNECT VEHICLE TO IDS AND CHECK FOR CODES NO CODES PRESENT TEST DRIVE VEHICLE AND MONITOR FUEL MILEAGE 15.2 ON COMBINED TEST DRIVE MONITOR POWERTRAIN PIDS ALL DATA WITHIN SPEC AT THIS TIME CHECK TSB SSM FOR POSSIBLE SOLUTIONS NOTHING RELATED TO EITHER FUEL																						

MILEAGE OR DIEING CONCERN TEST DRIVE WITH CUSTOMER UNABLE TO DUPLICATE STALLING CONCERN

1FTFW1ET6BF [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 23- OCT- 11- NOV- 174618 USA 3 2G04 * DIAG * F04 S11 V52 D42 82
 2011 2011

AWS Claim Key: 2258750 **Doc #:** 174057A **Trx Code:** 2 **Labor Hrs:** 1 **Labor Cost:** 101.44 **Material Cost:** 0 **Total Cost:** 101.44

Dir Cd-Sub Cd: 08547-* **Name:** VANCOUVER FORD, INC. **Ph:** 360-6948501 **St:** WA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**12-JAN-2012 **DIST(Mile):**4276

Cust Comments: GUEST SAYS IT IS LOOSING POWER AND THEN IT STARTED MISSING AND CHECK ENGINE LIGHT CAME ON

Tech Comments: ROADTEST, NO CHECK ENGINE LAMP ON. CONNECT IDS AND TEST EEC. U0422 KOEO AND CMDTC. PER PINPOINT TEST PERFORMED NETWORK TEST AND TEST OF BCM, PASS. INSPECT CONNECTOR AT PCM. RETEST, CODE STILL PRESENT. NO LATER PCM CALIBRATION AVAILABLE. ROADTEST WHILE MONITORING POWER BALANCE, NO LOW POWER, NO MISFIRE INDICATED. FURTHER DETAILS FROM GUEST, VEHICLE WAS TOWING AT TIME OF EVENT.

1FTFW1ET6BF [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 23- OCT- 11- NOV- 174618 USA 3 2G01 BL3Z 12A650 AZE F04 S11 V52 D42 42
 2011 2011

AWS Claim Key: 2618098 **Doc #:** 175476A **Trx Code:** S07 **Labor Hrs:** 2 **Labor Cost:** 202.88 **Material Cost:** 820.65 **Total Cost:** 1023.53

Dir Cd-Sub Cd: 08547-* **Name:** VANCOUVER FORD, INC. **Ph:** 360-6948501 **St:** WA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**06-FEB-2012 **DIST(Mile):**4523

Cust Comments: C S THE ENG. LACKS POWER AND RUNS REAL ROUGH INTERMITANTLY AND THE TURBO MAKES EXCESSIVE NOISE WHEN IT HAPPENS

Tech Comments: 185 2035 IDS STARTUP, EEC 5 SELF TEST NK0EO U0422, NK0ER U0422, P0053, P0059, NCONT U0422. CHECKED OASIS, NO TSB INFORMAITON FOUND FOR THESE DTCS, FOUND SSM 21925 RELATING TO UEGO SENSOR DTC, GAINED ACCESS AND INSPECTED LOOM TAKEOUT FOR UEGO BANK 1 FOR CHAFFING ON TRANSMISSION CASE, NO PROBLEM FOUND. PERFORMED WSM PPT ROUTINE DZ, NO SHORTS TO POWER OR GROUND, UEGO SENSOR HEATER

1FTFW1ET6BF [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 23- OCT- 11- NOV- 174618 USA 4 2G05 * RECALEM * F04 S11 V52 D42 04
 2011 2011

AWS Claim Key: 2674881 **Doc #:** 176393A **Trx Code:** S07 **Labor Hrs:** .4 **Labor Cost:** 40.58 **Material Cost:** 0 **Total Cost:** 40.58

Dir Cd-Sub Cd: 08547-* **Name:** VANCOUVER FORD, INC. **Ph:** 360-6948501 **St:** WA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**22-FEB-2012 **DIST(Mile):**6037

Cust Comments: GUEST SAYS LOW POWER WHEN TOWING HIS 5000 LB TRAILER. IN HIGH GEAR IT SURGES AND YOU CAN HEAR A NOISE LIKE A BOOST LEAK

Tech Comments: 185 2035 REPROGRAMMED PCM PER TSB 12 02 10.

Any comments? You can contact



webmaster



7467 Hwy 200
Plains, MT 59859
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Fax: (406) 826-3384
www.rehbeinford.com

BATTLE GROUND

WA

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CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CES	ABLES IN	ABLES OUT	TAG
12/27/11	11	FORD	F150	1FTFW1ET6BF	10820	3055	3055	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
11/11/11	12/29/11	01	00:00			19	01/25/12	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
25610				GRAY				3

UDB Customer Type: R
Repair Type: R1
License State: MT

REPAIR LINE 001

CUSTOMER STATES THAT TRANSMISSION SHIFTS HARD AND SHUDDERS BETWEEN 1ST AND 2ND GEAR AND 3RD AND 4TH GEAR CONDITION IS MORE PREVALENT WHEN TOWING OR UNDER HEAVY LOAD VERIFIED CONCERN NOTED SHUDDER UNDER HEAVY ACCELERATION MOSTLY GONE BY HIGHWAY SPEEDS MONITOR TRANSMISSION PIDS NO PROBLEM NOTED CHECK FOR TSB SSM RELATED TO CONCERN NOTED TSB 110917 VEHICLE OUTSIDE OF BUILD DATE CONTACTED HOTLINE FOR POSSIBLE FIX HOT LINE ADVISES NO REPAIR AT THIS TIME KNOW PROBLEM BY ENGINEERING NO FIX FOR CONCERN AT THIS TIME ADVISED CUSTOMER AND RELEASED VEHICLE

Bill Code: AA

UDB Repair Type: C

UDB Serv Dept: S

Claim Type: 01

Concern Code: K03

Damage Code: 82

NPF	NO PROBLEM FOUND	03 M A	63.53
		Total Labor	63.53

Memo Part: /NPF/

Failed Code: 82

Total Line 63.53

REPAIR LINE 002

CUSTOMER STATES THAT VEHICLE IS GETTING ONLY 14MPG ON HIGHWAY AT 65MPH FLAT DRIVING SEEMS TO BE WORSE ALL THE TIME VEHICLE STALLED WOULD NOT RESTART UNTIL WAITING 30 MINUTES

CONNECT VEHICLE TO IDS AND CHECK FOR CODES NO CODES PRESENT TEST DRIVE VEHICLE AND MONITOR FUEL MILEAGE 15.2 ON COMBINED TEST DRIVE MONITOR POWERTRAIN PIDS ALL DATA WITHIN SPEC AT THIS TIME CHECK TSB SSM FOR POSSIBLE SOLUTIONS NOTHING RELATED TO EITHER FUEL MILEAGE OR DYING CONCERN TEST DRIVE WITH CUSTOMER UNABLE TO DUPLICATE STALLING CONCERN

Bill Code: AA

UDB Repair Type: C

UDB Serv Dept: S

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.	STATEMENT OF DISCLAIMER	LABOR AMOUNT	
	THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS		PARTS AMOUNT
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	MISC SALES	
		MATERIALS	
		TOTAL CHARGE	
		DEDUCTIBLE	
		SALES TAX	
		OTHER PAY	
	>	CUSTOMER PAY	



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BATTLE GROUND

WA

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CUSTOMER COPY PAGE 2

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/27/11	11	FORD	F150	1FTFW1ET6BF	10820	3055	3055	
SERVICE DATE	NOTIFIED	SVC ADY	PROMISED DATE	TIME	LICENSE	RATE	PAYMENT	INV DATE
11/11/11	12/29/11	01		00:00			19	01/25/12
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE			GRAY	3	
25610								

Claim Type: 01
 Concern Code: D21
 Damage Code: 82
 Mil On Code: N
 KOEO: PASS
 KOEC: PASS
 KOER: PASS

12650D	03 M A	12.71
12650D55	03 M A	19.06
12650D81	03 M A	31.77
Total Labor		63.54

Memo Part: /DIAG/
 Failed Code: 82

Total Line 63.54

REPAIR LINE 005

CUSTOMER STATES THAT SUNROOF MAKES EXCESSIVE WIND NOISE NOISE CHANGES WHEN SUNROOF MANUALLY PUSHED UP DIAGNOSE AND ADVISE
 VERIFIED CONCERN EXCESSIVE NOISE FROM MOONROOF AREA AT HIGHWAY SPEEDS CHECK MOONROOF ALIGNMENT AND POSITION MOONROOF PANEL NOT HIGH ENOUGH AT BACK EDGE PERFORM INITIALIZATION OF ROOF PANEL MOTOR AND RETEST NO FURTHER PROBLEM NOTED AT THIS TIME

Bill Code: AA
 UDE Repair Type: C
 UDE Serv Dept: 9
 Claim Type: 01
 Concern Code: R29

MT500A18	MOONROOF REPAIR	03 M A	31.77
		Total Labor	31.77

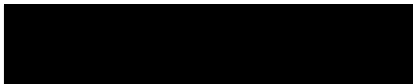
Memo Part: /500A18/
 Failed Code: 07

Total Line 31.77

REPAIR LINE 006

STANDARD LUBE, OIL, AND FILTER W/INSPECTION
 CHANGE ENGINE OIL AND FILTER. VISUAL INSPECTION OF UNDERCARRIAGE, STEERING, SUSPENSIO

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.	STATEMENT OF DISCLAIMER	LABOR AMOUNT	
	THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS		PARTS AMOUNT
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	MISC. SALES	
		MATERIALS	
>		TOTAL CHARGE	
		DEDUCTIBLE	
		SALES TAX	
		OTHER PAY	
		CUSTOMER PAY	



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BATTLE GROUND

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CUSTOMER COPY PAGE 3

DATE	YEAR	MAKE	MODEL	VIN	SPR/CUS	MILES IN	MILES OUT	TAG
12/27/11	11	FORD	F150	1FTFW1ET6BF		10820	3055	3055
SERVICE DATE	NOTIFIED	SVC ABY	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
11/11/11	12/29/11	01	00:00			19	01/25/12	
R.I. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
25610						GRAY		3

N. REFILL WAHSER RESERVOIR AND INSPECT AIR FILTER. CHECK ALL FLUID LEVELS AND FILL AS NEEDED. CHECK FREEZEPOINT OF COOLANT AND CHECK TIRE PRESSURES. INCLUDES STANDARD OIL AND FILTER.

Bill Code - CA

UDE Repair Type: C

UDE Sery Dept: S

LOF (GAS)	CHANGE OIL AND FILTER (GAS)	04: M A	15.95
		Total Labor	15.95
ZZ	5W30	5W30 BULK	5
			12.55
ZZ	5W30	5W30 BULK	1
			3.00
FD FL /	500/S	FILTER AS	1
			5.49
		Total Parts	21.04
		Total Line	36.99

Payment Type - 19 OWNER ADVT 36.99

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

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

STATEMENT OF DISCLAIMER

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS

CUSTOMER SIGNATURE

LABOR AMOUNT	15.95
PARTS AMOUNT	21.04
MISC SALES	
MATERIALS	
TOTAL CHARGE	36.99
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	36.99

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Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



6801 N.E. 40th Street
 Vancouver, Washington 98661
 360/992-7373 503/230-1440
 www.vancouverautogroup.com

Page 1 of 2

BATTLE GROUND, WA

Home [REDACTED] Bus: [REDACTED]

Call: [REDACTED]

Email: [REDACTED] home

SERVICE ADVISOR: 404 KELLY A FELDMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD F150	1FTFW1ET6BF [REDACTED]		4276 / 4284	T2764	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12			WAIT 12JAN12			CASH	12JAN12
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_GTDI					
10:30 12JAN12	13:59 12JAN12						

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

A GUEST SAYS IT IS LOOSING POWER AND THEN IT STARTED MISSING AND CHECK ENGINE LIGHT CAME ON
 CAUSE: ROADTEST, NO CHECK ENGINE LAMP ON. CONNECT IDS AND TEST EEC, U0422 KOEO AND CMDTC. PER PINPOINT TEST PERFORMED NETWORK TEST AND TEST OF BCM.
 12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
 293 VANDEBERG, DAVE LIC#: [REDACTED]
 WF4 (N/C)
 12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - L
 293 VANDEBERG, DAVE LIC#: [REDACTED]
 WF4 (N/C)
 12650D81 PID RECORDER/MONITOR TEST WITH ROAD TEST - L
 293 VANDEBERG, DAVE LIC#: [REDACTED]
 WF4 (N/C)

FC: D42.82
 PART#: DIAG
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 0998

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

4284 ROADTEST, NO CHECK ENGINE LAMP ON. CONNECT IDS AND TEST EEC, U0422 KOEO AND CMDTC. PER PINPOINT TEST PERFORMED NETWORK TEST AND TEST OF BCM, PASS. INSPECT CONNECTOR AT PCM. RETEST, CODE STILL PRESENT. NO LATER PCM CALIBRATION AVAILABLE. ROADTEST WHILE MONITORING POWER BALANCE, NO LOW POWER, NO MISFIRE INDICATED. FURTHER DETAILS FROM GUEST, VEHICLE WAS TOWING AT TIME OF EVENT. VEHICLE IS EQUIPPED WITH OVERSIZE TIRES AND AIR HELPER SPRINGS IN REAR. SUSPECT U0422 IS NOT RELATED. ALSO SUSPECT VEHICLE OPERATION REFLECTS FAILSAFE OPERATING STRATEGY FOR LOAD. SENT MESSAGE TO HOTLINE FOR DIAGNOSTIC ASSISTANCE. HOTLINE REPLY TO RETURN VEHICLE TO OEM CONFIGURATION AND RETEST FOR

<p>STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of the item(s). The Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor purchases any other person to assume for it any liability in connection with the sale of this item(s).</p> <p>Mandatory Arbitration. Pursuant to Section 2 of the Federal Arbitration Act, 9 U.S.C. § 2, the parties agree that any claim, dispute, or controversy of whatever nature arising out of this transaction, specifically including disagreements as to the quality of the goods sold and including, but not limited to, tort and contract claims, claims based upon any federal, state or local statute, law, order, ordinance, or regulation, and claims arising out of any relationship before, at the time of entering, during the term of, or upon or after the expiration or termination of the agreement, and the issue of arbitrability, arising out of or relating to the contract, or the breach thereof, shall be resolved by final and binding arbitration by one arbitrator selected by the American Arbitration Association and the proceedings conducted pursuant to its Commercial Arbitration Rules. The parties agree to be fully bound by the arbitration decision. Any judgment upon the award rendered pursuant to such arbitration may be entered in any court having jurisdiction thereof. THE PARTIES VOLUNTARILY AND KNOWINGLY WAIVE ANY RIGHT THEY HAVE TO A JURY TRIAL PURSUANT TO ARBITRATION UNDER THIS CLAUSE. The agreement shall be enforced, and the legal relations of the parties shall be determined, in accordance with the substantive law of the state of Washington, except that the Federal Arbitration Act shall apply to all matters that arise out of arbitration pursuant to the resolution of disputes.</p>	<p>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.</p> <p>ISSUED BY: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON</p>	<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr> <td>LABOR AMOUNT</td> <td></td> </tr> <tr> <td>PARTS AMOUNT</td> <td></td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td></td> </tr> <tr> <td>SUBLET AMOUNT</td> <td></td> </tr> <tr> <td>MISC. CHARGES</td> <td></td> </tr> <tr> <td>TOTAL CHARGES</td> <td></td> </tr> <tr> <td>LESS INSURANCE</td> <td></td> </tr> <tr> <td>SALES TAX</td> <td></td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT</td> <td></td> </tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT		PARTS AMOUNT		GAS, OIL, LUBE		SUBLET AMOUNT		MISC. CHARGES		TOTAL CHARGES		LESS INSURANCE		SALES TAX		PLEASE PAY THIS AMOUNT	
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MISC. CHARGES																						
TOTAL CHARGES																						
LESS INSURANCE																						
SALES TAX																						
PLEASE PAY THIS AMOUNT																						
CUSTOMER SIGNATURE	[DATE]																					

SERVICE INVOICE #2 BLF X519C

Customer Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



8801 N.E. 40th Street
Vancouver, Washington 98661
360/992-7373 503/230-1440
www.vancouverautogroup.com

Page 2 of 2

BATTLE GROUND, WA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]@home

SERVICE ADVISOR: 404 KELLY A FELDMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD F150	1FTFW1ET6BF [REDACTED]		4276 / 4284	T2764	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN12			WAIT 12JAN12			CASH	12JAN12
R.O. OPENED		READY		OPTIONS: ENG:3.5_Liter_GTDI			
10:30 12JAN12		13:59 12JAN12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CODE AND SYMPTOM							

B	MULTI POINT INSPECTION COMPLETED						
	99P MULTI POINT INSPECTION COMPLETED						
	293 VANDEBERG, DAVE LIC#: 0998					0.00	0.00
	CDEF						
	GTIRE TIRE TREAD AND WEAR IS OK AT THIS TIME						
	293 VANDEBERG, DAVE LIC#: [REDACTED]					0.00	0.00
	CDEF						
	GBK BRAKE LININGS ARE OK AT THIS TIME						
	293 VANDEBERG, DAVE LIC#: [REDACTED]					0.00	0.00
	CDEF						
	GBATT BATTERY CONDITION IS GOOD						
	293 VANDEBERG, DAVE LIC#: [REDACTED]					0.00	0.00
	CDEF						
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of the equipment. The Seller hereby expressly disclaims all warranties other than those specifically stated in the contract, 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 equipment.

Mandatory Arbitration. Pursuant to Section 2 of the Federal Arbitration Act, 9 U.S.C. § 2, the parties agree that any claim, dispute, or controversy of whatever nature arising out of this transaction, specifically including disagreements as to the quality of the goods sold and including, but not limited to, tort and contract claims, claims based upon any federal, state or local statute, law, order, ordinance, or regulation, and claims arising out of any relationship before, at the time of entering, during the term of, or upon or after the expiration or termination of this agreement, and the issue of arbitrability, arising out of or relating to this contract, or the breach thereof, shall be resolved by final and binding arbitration by one arbitrator selected by the American Arbitration Association and the proceedings conducted pursuant to its Commercial Arbitration Rules. The parties agree to be fully bound by the arbitration decision. Any judgment upon the award rendered pursuant to such arbitration may be entered in any court having jurisdiction thereof. THE PARTIES VOLUNTARILY AND KNOWINGLY WAIVE ANY RIGHT THEY HAVE TO A JURY TRIAL PURSUANT TO ARBITRATION UNDER THIS CLAUSE. The agreement shall be construed, and the legal relations of the parties shall be determined, in accordance with the substantive law of the state of Washington, except that the Federal Arbitration Act shall apply to all matters that arise out of arbitration pursuant to the resolution of disputes.

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.

(SIGNER) DEALER GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

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

SERVICE INVOICE #2 ELJ #56C

Customer Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



6801 N.E. 40th Street
Vancouver, Washington 98661
360/992-7373 503/230-1440
www.vancouverautogroup.com

Page 1 of 3

BATTLE GROUND, WA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]@home

SERVICE ADVISOR: 68 TIM MCCARROLL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD F150	1FTFW1ET6BF [REDACTED]		4523 / 4523	T1901	
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12			17:00 14FEB12			CASH	16FEB12
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_GTDI					
13:44 06FEB12	10:34 15FEB12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A C/S THE ENG. LACKS POWER AND RUNS REAL ROUGH INTERMITTANTLY AND THE TURBO MAKES EXCESSIVE NOISE WHEN IT HAPPENS							
CAUSE: 185 2035 IDS STARTUP, EEC 5 SELF TEST NKOEO U0422, NKOER U0422, P0053, P0059, NCONT U0422. CHECKED OASIS, NO TSB INFORMATION FOUND FOR THE							
	12650D	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L					
		185 ROLLO, ALAN G LIC#: [REDACTED]					(N/C)
		WF4					
	12650D45	EEC SYSTEM DIAGNOSTIC PIN POINT TEST					
		L 185 ROLLO, ALAN G LIC#: [REDACTED]					(N/C)
		WF4					
	MT MT12650D6						
		185 ROLLO, ALAN G LIC#: [REDACTED]					(N/C)
		WF4					
	12650DX1	EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L					
		EXTRA TIME TO REPEAT FINAL QUICK TEST					
		185 ROLLO, ALAN G LIC#: [REDACTED]					(N/C)
		WF4					
	MTDIAG	ABNORMAL DIAGNOSIS					
		185 ROLLO, ALAN G LIC#: [REDACTED]					(N/C)
		WF4					
	1	BL3Z*12A650*AZE MODULE - ENGINE CONTROL					(N/C)
		EEC					(N/C)
	FC: D42	42					
		PART#: BL3Z*12A650*AZE					
		COUNT:					
		CLAIM TYPE:					
		AUTH CODE:					
		2035					
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

4523 185 2035 IDS STARTUP, EEC 5 SELF TEST NKOEO U0422, NKOER U0422, P0053, P0059, NCONT U0422. CHECKED OASIS, NO TSB INFORMATION

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

SERVICE INVOICE #1 01F XE10C

Customer Copy

Customer Number: 172529

Invoice No: [REDACTED]

INVOICE



8901 N.E. 40th Street
Vancouver, Washington 98661
360/992-7373 503/230-1440
www.vancouverautogroup.com

Page 2 of 3

BATTLE GROUND, WA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]@home

SERVICE ADVISOR: 68 TIM MCCARROLL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD F150	1FTFW1ET6BF [REDACTED]		4523 / 4523	T1901	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT	INV. DATE
01JAN12			17:00 14FEB12			CASH	16FEB12
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_GTDI					
13:44 06FEB12	10:34 15FEB12						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

FOUND FOR THESE DTCs, FOUND SSM 21925 RELATING TO UEGO SENSOR DTC, GAINED ACCESS AND INSPECTED LOOM TAKEOUT FOR UEGO BANK 1 FOR CHAFFING ON TRANSMISSION CASE, NO PROBLEM FOUND. PERFORMED WSM PPT ROUTINE DZ, NO SHORTS TO POWER OR GROUND, UEGO SENSOR HEATER RESISTANCE 4.3 AND 4.2 OHMS, OK, POWER TO HEATERS OK, INSPECTED PCM CONNECTORS, DZ30 STATES TO REPLACE PCM, PERFORMED WSM PPT ROUTINE QA, NO BCM ISSUES FOUND, INSPECTED PCM AND RETEST, DTC STILL PRESENT, QA 12 RESULT IS REPLACE PCM. ORDERED PCM. REPLACED PCM PERFORMED PROGRAMMABLE MODULE INSTALLATION, ROAD TEST, RETEST P1000. REQUEST A OR M TIME LESS OF CODES FOR MULTIPLE DTC DIAGNOSIS AND SSM INSPECTION OF WIRING LOOM. ***M TIME OKAY AS REQ. . . JOHN P.

B MULTI POINT INSPECTION COMPLETED

99P MULTI POINT INSPECTION COMPLETED

185 ROLLO, ALAN G LIC#: [REDACTED]

CDEF 0.00 0.00

GTIRE TIRE TREAD AND WEAR IS OK AT THIS TIME

185 ROLLO, ALAN G LIC#: [REDACTED]

CDEF 0.00 0.00

GBK BRAKE LININGS ARE OK AT THIS TIME

185 ROLLO, ALAN G LIC#: [REDACTED]

CDEF 0.00 0.00

GBATT BATTERY CONDITION IS GOOD

185 ROLLO, ALAN G LIC#: [REDACTED]

CDEF 0.00 0.00

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

4523 PERFORMED INSPECTION

C FREE CAR WASH

FCW FREE CAR WASH

9999 CDEF 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

<p>STATEMENT OF DISCLAIMER</p> <p>The factory warranty constitutes all of the warranties with respect to the sale of this hardware. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this hardware.</p> <p>Mandatory Arbitration. Pursuant to Section 2 of the Federal Arbitration Act, 9 U.S.C. 1 2, the parties agree to the arbitration of any dispute, of whatever nature arising out of the transaction, specifically including disagreements as to the quality of the goods sold and including, but not limited to, tort and contract claims, claims based upon any federal, state or local statute, law, order, ordinance, or regulations, and claims arising out of any relationship before, at the time of entering, during the term of, or upon or after the expiration or termination of this agreement, and the issue of arbitrability, arising out of or relating to this contract, or the breach thereof, shall be resolved by final and binding arbitration by one arbitrator selected by the American Arbitration Association and the proceedings conducted pursuant to its Commercial Arbitration Rules. The parties agree to be fully bound by the arbitration decision. Any judgment upon the award rendered pursuant to such arbitration may be entered in any court having jurisdiction thereover. THE PARTIES VOLUNTARILY AND KNOWINGLY WAIVE ANY RIGHT THEY HAVE TO A JURY TRIAL PURSUANT TO ARBITRATION UNDER THIS CLAUSE. This agreement shall be governed by the laws of the state of Washington, and the legal relations of the parties shall be determined in accordance with the substantive law of the state of Washington, except that the Federal Arbitration Act shall apply to all matters that arise out of arbitration pursuant to the resolution of disputes.</p>	<p>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.</p> <p>(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON</p>	<p>DESCRIPTION</p> <p>TOTALS</p>
	<p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC. CHARGES</p> <p>TOTAL CHARGES</p> <p>LESS INSURANCE</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>	

SERVICE INVOICE #2 2LF X340C

Customer Copy

Customer Number [REDACTED]

Invoice No [REDACTED]

INVOICE



6801 N.E. 40th Street
 Vancouver, Washington 98661
 360/892-7373 603/230-1440
 www.vancouverautogroup.com

Page 3 of 3

BATTLE GROUND, WA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED] home

SERVICE ADVISOR: 68 TIM MCCARROLL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD F150	1FTFW1ET6BF [REDACTED]		4523 / 4523	T1901	
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN12			17:00 14FEB12			CASH	16FEB12
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_GTDI					
13:44 06FEB12	10:34 15FEB12						

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

D** WARRANTY REPAIRS ADDED AFTER ORIGINAL WRITE UP, APPROVED BY MANAGEMENT

ADD WARRANTY REPAIRS ADDED AFTER ORIGINAL WRITE UP, APPROVED BY MANAGEMENT

9999 CDEF

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E** GUEST SAYS SUNROOF MAKES A WIND NOISE. HE PUSHES UP ON THE GLASS AND IT GOES AWAY.

N NORMAL

699 ELDRIDGE, ADAM LIC#: [REDACTED]

CDEF

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

4523 NC, NORMAL. TEST DROVE VEHICLE FOR WIND NOISE WITH SHADE OPEN. OBSERVED A TURBULANCE NOISE OVER THE ROOF OF THE VEHICLE. SHUT THE SHADE, NOISE COMPLETELY GONE, THE SHADE ACTS AS AN INSULATOR, SUCH AS A HEADLINER DOES. ENSURED PROPER FIT OF THE GLASS IN THE OPENING OK. NO TSB'S OR OASIS MESSAGES, VEHICLE IS OPERATING AS DESIGNED.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this vehicle. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle.
Mandatory Arbitration. Pursuant to Section 2 of the Federal Arbitration Act, 9 U.S.C. § 2, the parties agree that any claim, dispute, or controversy of whatever nature arising out of this transaction, specifically including disagreements as to the quality of the goods sold and including, but not limited to, tort and contract claims, claims based upon any federal, state or local statute, law, order, ordinance, or regulations, and claims arising out of any relationship before, at the time of arising, during the term of, or upon or after the expiration or termination of this agreement, and the issue of arbitrability, arising out of or relating to this contract, or the breach thereof, shall be resolved by final and binding arbitration by one arbitrator selected by the American Arbitration Association and the proceedings conducted pursuant to its Commercial Arbitration Rules. The parties agree to be fully bound by the arbitration decision. Any judgment upon the award rendered pursuant to such arbitration may be entered in any court having jurisdiction thereof. THE PARTIES VOLUNTARILY AND KNOWINGLY WAIVE ANY RIGHT THEY HAVE TO A JURY TRIAL PURSUANT TO ARBITRATION UNDER THIS CLAUSE. This agreement shall be enforceable, and the legal relations of the parties shall be determined, in accordance with the substantive law of the state of Washington, except that the Federal Arbitration Act shall apply to all matters that arise out of arbitration pursuant to the resolution of disputes.

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 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

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

CUSTOMER SIGNATURE _____ (DATE) _____

SERVICE INVOICE #3 RLP 0318C

Customer Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



8801 N.E. 40th Street
Vancouver, Washington 98661
360/992-7373 603/230-1440
www.vancouverautogroup.com

Page 1 of 1

BATTLE GROUND, WA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED] home

SERVICE ADVISOR: 404 KELLY A FELDMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	FORD F150	1FTFW1ET6BF [REDACTED]		6037 / 6037	T1218	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN12			13:00 22FEB12			CASH	22FEB12
R.D. OPENED	READY	OPTIONS: ENG:3.5_Liter_GTDI					
07:42 22FEB12	12:01 22FEB12						

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

A GUEST SAYS LOW POWER WHEN TOWING HIS 5000 LB TRAILER. IN HIGH GEAR 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

185 ROLLO, ALAN G LIC#: [REDACTED]

WF4 (N/C)

FC: D42 04

PART#: RECALEM

COUNT:

CLAIM TYPE:

AUTH CODE:

2035

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

6037 04 RECALEM 120210A 0.40 185 [REDACTED] REPROGRAMMED PCM PER TSB 12

02 10

B MULTI POINT INSPECTION COMPLETED

99P MULTI POINT INSPECTION COMPLETED

185 ROLLO, ALAN G LIC#: [REDACTED]

CDEF 0.00 0.00

GBATT BATTERY CONDITION IS GOOD

185 ROLLO, ALAN G LIC#: [REDACTED]

CDEF 0.00 0.00

GBK BRAKE LININGS ARE OK AT THIS TIME

185 ROLLO, ALAN G LIC#: [REDACTED]

CDEF 0.00 0.00

GTIRE TIRE TREAD AND WEAR IS OK AT THIS TIME

185 ROLLO, ALAN G LIC#: 2035

CDEF 0.00 0.00

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

6037 PERFORMED INSPECTION

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

CUSTOMER SIGNATURE [REDACTED] DATE: [REDACTED]

SERVICE INVOICE # 815 X518C

Customer Copy

Customer Number: [REDACTED]

Invoice No: **178129**

INVOICE



8801 N.E. 40th Street
Vancouver, Washington 98681
360/992-7373 503/230-1440
www.vancouverautogroup.com

Page 1 of 2

BATTLE GROUND, WA [REDACTED]

Home: [REDACTED]

Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]@home

SERVICE ADVISOR: **404 KELLY A FELDMAN**

COLOR:	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD F150	1FTFW1ET6BF [REDACTED]		7311 / 7318	T2090	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT	INV. DATE
01JAN12			WAIT 22MAR12			CASH	22MAR12
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_GTDI					
09:40 22MAR12	11:59 22MAR12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	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#: [REDACTED]

WF4

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

00203

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

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 DTCS, CONTACTED HOTLINE.

B GUEST SAYS TRANSMISSION SEEMS TO SHIFT TO SOON

CAUSE:

N NORMAL

644 RAPP, BRANDON M LIC#: [REDACTED]

CDEF

0.00 0.00

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

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 LIC#: 2035

CDEF

0.00 0.00

GBATT BATTERY CONDITION IS GOOD

185 ROLLO, ALAN G LIC#: 2035

CDEF

0.00 0.00

GBK BRAKE LININGS ARE OK AT THIS TIME

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

SERVICE INVOICE #2 6LF X58E

Customer Copy

Order Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



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Vancouver, Washington 98661
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Page 2 of 2

BATTLE GROUND, WA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]@home

SERVICE ADVISOR: 404 KELLY A FELDMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD F150	1FTFW1ET6BF [REDACTED]		7311 / 7318	T2090	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN12			WAIT 22MAR12			CASH	22MAR12
R.O. OPENED		READY		OPTIONS: ENG:3.5_Liter_GTDI			
09:40 22MAR12		11:59 22MAR12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
185				ROLLO, ALAN G LIC# [REDACTED]		0.00	0.00
				CDEF			
TIRE TREAD AND WEAR IS OK AT THIS TIME							
185				ROLLO, ALAN G LIC# [REDACTED]		0.00	0.00
				CDEF			
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

7311 PERFORMED INSPECTION

D 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 360-992-7378 THANK YOU.

2D 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 360-992-7378 THANK YOU.

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
--------	------	--------	------	--------	------	---------------	------

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

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of the merchandise. The Seller hereby expressly disclaims all warranties other than those 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 the merchandise.

Mandatory Arbitration. Pursuant to Section 2 of the Federal Arbitration Act, 9 U.S.C. § 2, the parties agree that any claim, dispute, or controversy of whatever nature arising out of this transaction, specifically including disagreements as to the quality of the goods sold and including, but not limited to, tort and contract claims, claims based upon any federal, state or local statute, law, order, ordinance, or regulations, and claims arising out of any relationship before, at the time of ordering, during the term of, or upon or after the expiration or termination of this agreement, and the issue of arbitrability, arising out of or relating to this contract, or the breach thereof, shall be resolved by final and binding arbitration by one arbitrator selected by the American Arbitration Association and the proceedings conducted pursuant to its Commercial Arbitration Rules. The parties agree to be fully bound by the arbitration decision. Any judgment upon the award rendered pursuant to such arbitration may be entered in any court having jurisdiction thereof. THE PARTIES VOLUNTARILY AND KNOWINGLY WAIVE ANY RIGHT THEY HAVE TO A JURY TRIAL PURSUANT TO ARBITRATION UNDER THIS CLAUSE. This agreement shall be governed, and the legal relations of the parties shall be determined, in accordance with the substantive law of the state of Washington, except that the Federal Arbitration Act shall apply to all matters that arise out of arbitration pursuant to the resolution of disputes.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

SERVICE INVOICE #2 SLF #840

Customer Copy

APR 27 12 09:10P Carol Englund

WVVA71071

P.1

Customer Number: [REDACTED]

Invoice No: [REDACTED]

"INVOICE"

VANCOUVER FORD

6801 N.E. 40th Street
Vancouver, Washington 98661
360/992-7373 503/230-1440
www.vancouverautogroup.com

Page 1 of 1

BATTLE GROUND, WA [REDACTED]
Home: [REDACTED] Bus: [REDACTED]
Email: [REDACTED]@home

Cell:

SERVICE ADVISOR: 404 KELLY A FELDMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	FORD F150	1FTFW1ET6BF [REDACTED]		7812 / 7812	T2156	
DEL. DATE	PROD. 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	QPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A GUEST SAYS CHECK ENGINE LIGHT IS ON. LOSS OF POWER
ND NC WORK DONE

185 ROLLO,ALAN G LIC#: [REDACTED]
CDEF

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#: [REDACTED]
CDEF

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

C RO 178129 22MAR12 MILES 7318 TECH 185
MEMO MEMO INFORMATION ONLY

9999 CDEF

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#: [REDACTED]
CDEF

PARTS:	0.00	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
360-992-7378 THANK YOU.

2D 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 360-992-7378 THANK YOU.

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

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

STATEMENT OF WORK
The buyer expressly declares all of the work to be done with respect to the job of the painter. The color to be used is [REDACTED] and the finish is [REDACTED]. The painter is responsible for the quality of the work and the materials used. The painter is not responsible for the quality of the work or the materials used by the customer. The painter is not responsible for the quality of the work or the materials used by the customer. The painter is not responsible for the quality of the work or the materials used by the customer.

ON BEHALF OF SERVING DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. IF PERIODIC DESCRIBED MAINTENANCE IS NOT PERFORMED AS SHOWN, THERE WILL BE NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRS OR REPLACEMENTS HAVE BEEN MADE. THE WARRANTY IS VOID IF THE VEHICLE HAS BEEN ACCIDENT, COLLISION OR FIRE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

CUSTOMER SIGNATURE _____

(DATE) _____

SERVICE INVOICE # [REDACTED]

Customer Copy

GCQIS Report Analysis

Report Summary

Report 1 of 3

Query Name: REPORT RETRIEVAL

Folder Number:

[File Report To This Folder](#)

[File Report To A Folder](#)

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

[Download Options](#)

[Add Comments](#)

[Previous](#)

[Next](#)

[Save](#)

[Mail Report](#)

Report Detail Section :

Attachments: 0

Report# :	CALC5008 NHL	Received:	01/12/2012
CCRG/EPRC:	O	Reviewed Status:	Date: 05/10/2012
Vehicle:	2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET6BF	Build Date:	10/23/2011
Odometer :	4,276 M	Engine:	3.5L-GTDI
Transmission:	6R80E	Axle:	3.73 LOCK
Dealer:	USA 08547 Vancouver Ford, Inc.	Calibration:	BF613COA
City:	Vancouver	A/C:	YES
Originator:	DANIEL ROBERTSON	Phone#:	(360) 694-8501
Symptom:	5 50 0 00 DRV PERF,RUNS ROUGH,UNKNOWN,UNKNOWN	Country :	USA
Status:			
VFG:	V52 DRIVEABILITY		
Additional Symptom:	RUNS ROUGH		
Fix:	Causal Component :		
Condition Code:			

Hotliner: LNEWSOM

Phone: 000 317-9333

Regn Cd: W5 Seattle

Engineering:

Phone:

TAR: 0-30

Dir Contact: DANIEL ROBERTSON

Phone: 360 694-8501

Title Cde: T

KOEO:

KOEC: U0422:00

KOER:

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=[CONDITION AS WELL. ALSO,](http://www.vrep.fordtechservice.dealerconnection.com/vdirs/ssm/ssm.asp?ssm=22225&target='_blank'>SSM 22225 TO ADDRESS THIS</p></div><div data-bbox=)

href=[**REPAIR 03/22/2012 01:57PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE**](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.</p></div><div data-bbox=)

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.

ESCLHD 05/09/2012 05:59PM DALE BARRETT MSS - FCSD - TECH SVC HOTLINE

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