EUGENE KRUKAS, PLLC

ATTORNEY AT LAW

2742 GRAND AVENUE, 2ND FLOOR, BELLMORE, NY 11710

TEL: (516) 203-4001 FAX: (516) 740-3104

September 29, 2011

Ford Motor Company 16800 Executive Plaza Dr. PO Box 6248 Dearborn, MI 48121

Attn: Legal Department

Our Client(s):

Vehicle: VIN: 2011 Ford F-150 1FTEX1CM7BF

Our Case Number:

01-001422

Dear Sir or Madam:

Please be advised that this office represents the above-named individual(s) with respect to a claim against Ford Motor Company under the New York Lemon Law, Magnusson-Moss Warranty Act, and the New York General Business Law concerning the above-referenced vehicle. Accordingly, please direct all future contacts and correspondence to this office.

As an attorney-client relationship exists, you are instructed not to discuss the settlement of this case with our client(s), nor make any offers to our client(s). All such communications must be directed to this office. Should our client(s) request warranty repair work during the pendency of this claim or lawsuit, you are to provide said work. Your refusal to do so will constitute a further breach of the warranty. Your communications with our client(s) are to be limited solely to providing warranty work requested by our client(s). In addition, you are hereby notified of our attorney's lien

The vehicle my client(s) purchased contains a number of defects that, after numerous attempts to repair, have not been corrected. These defects include, but are not limited to:

Engine related defects;

OGC LITERALOGIS *#2:01

Over 30 days out of service for substantial warranty repair during the 2 year / 18,000 mile NYS Lemon Law presumption period;

Any and all additional complaints actually made, whether or not contained on your service records, company's invoices, or otherwise.

The aforementioned defects (repair invoices demonstrating same enclosed herein) constitute a substantial impairment of the use, value and safety of the subject vehicle. Due to the inordinate amount of repairs and/or days out of service within the applicable warranty period, my client(s) lost all confidence in the vehicle and believes the vehicle to be unsafe as well as unfit to operate. Accordingly, please be advised that my client(s) hereby revoke acceptance of the subject vehicle. My client(s) has/have directed this office to demand the return of all funds paid toward this vehicle, the cancellation of the contract, and compensation for damages.

If you wish to resolve this matter amicably, please feel free to contact this office within fourteen (14) days of receipt of this communication. If the matter has not been resolved within that time, my client(s) will avail him/herself of all available remedies under law and equity.

Please be advised that my paralegal, Robert Bloom, will be responsible for handling this matter, and can be reached by telephone at (877) 505-3666 (Ext. 700) or by email at rbloom@lemonfreedom.com.

Very truly yours,

Eugene Krukas, Esq.

Enc.

CUSTOMER #: 4863

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INVOICE

440 JERICHO TPKE
ST. JAMES. NY 11780

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INVOICE

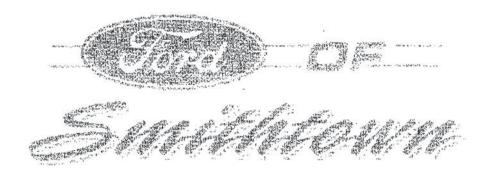


440 JERICHO TPKE ST. JAMES, NY 11780

SERVICE (631) 265-2688 FAX (631) 265-3249 www.FordofSmithtown.com

HOME: BUS: COLOR	YEAR	CELL: MAKE/MODEL			VICE ADVISOR		ncent Gro		TAG
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THANK YOU FOR GIVING OUR TEAM AT FORD LINCOLN MERCURY OF SMITHTOWN THE OPPORTUNITY TO PROVIDE THE NEEDED SERVICE TO YOUR VEHICLE WE ARE COMMITED TO OUR CUSTOMERS AND TRY TO PROVIDE THE BEST SERVICE. IF FOR ANY REASON YOU ARE NOT SATISFIED PLEASE CONTACT OUR SERVICE DIRECTOR MICHAEL DISANTI.



All warranties on this product are the manufacturer's. FORD OF SMITHTOWN hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and FORD OF SMITHTOWN neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by FORD OF SMITHTOWN in no way affects the terms of the manufacturer's warranty. All repairs cash, certified check or approved credit card. A change based on machanic's time and parts will be made for diagnostic service if the vehicle is returned without item(s) being repaired. These repairs are covered by a limited warranty, labor and parts 12 months or 12,000 miles, whichever comes first. Seller hereby limits implied warranties to the same period.

Customer Signature: Acknowledges Receipt of Copy

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

NYS * M/V-R/S REG. NO.# 7104265

www.fordgiant.com

SOUTH SHORE MOTORS, CORP.

5686 Sunrise Highway SAYVILLE, NY 11782

631-567-3800 Fax: 631-589-6445 N.Y.S. State Repair Shop No. R1520176

Parts Department 631-589-4786

Sales 888-SAYFORD





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service@fordglant.com

SOUTH SHORE MOTORS, CORP.

www.sayvilleford.com 5686 Sunrise Highway SAYVILLE, NY 11782 631-567-3800 Fax: 631-589-6445

631-567-3800 Fax: 631-589-6445 N.Y.S. State Repair Shop No. R1520176

Parts Department 631-589-4786 <u>Sales</u> 631-589-4800





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www.sayvilleford.com 5686, Surfrise Highway SAYVILLE, NY 11782 631-567-3800 Fax: 631-589-6445 N.Y.S. State Repair Shop No. R1520176

Parts Department 631-589-4786

Sales 631-589-4800





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Parts Department 631-589-4786

Sales 631-589-4800





NVOICE DATE CUSTOMER NO. 58671 LISA GRAY 105698 08/24/11 EOC5580480 LAROR BATE 117.50 9,901 DELIVERY MILES YEAR / MAKE / MODEL 11/FORD TRUCK/F-150/SUPERCAB 4X2_STY BRENTWOOD, NY LING DEALER NO. PRODUCTION TATE VENICLE LD. NO. 1 FTEX 1 CM7 MATHEONN F.T. E. NO. 08/22/11 COMMENTE MO: 9907 ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. TOTAL LABOR 0.00 ****************** TOTAL PARTS.... ANY WARRANTIES ON THE PRO-0.00 HAVE YOU REGISTERED YOUR VEHICLE ON WHY.FORDOWNER.COM
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MAKE PAYMENTS TO YOUR LOAN ACCOUNT RETAILER HEREBY EXPRESSLY 0.00 TOTAL TAX..... DISCLAIMS ALL WARRANTIES EITHER 0.00 EXPRESSED OR IMPLIED, INCLUDING TOTAL INVOICE \$ ANY IMPLIED WARRANTY OF MER-0.00 CHANTABILITY OR FITNESS FOR A SEE YOUR SERVICE ADVISOR FOR DETAILS PARTICULAR PURPOSE AND NEITH-ER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. CUSTOMER SIGNATURE THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS ANY IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS TO THE SAME PERIOD. WARRANTY REPAIRS TO BE PER-FORMED AT THE SELLER'S PLACE OF BUSINESS. THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION, IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT PLEASE TELL US IMMEDIATELY. PAGE 2 OF 2 CUSTOMER COPY

END OF INVOICE | 02:07pm

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

BENNY GEORGE, ESQ. <u>LICENSED IN LOUISIANA</u> EXTENSION: 1063 E-MAIL: BGEORGE#LEMONLAWINFO.COM

1010 COMMON STREET, SUITE 1740 NEW ORLEANS, LA 70112 CORPORATE OFFICE:
2300 HENDERSON MILL ROAD, SUTTE 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

December 26, 2012

Ford Motor Company World Headquarters Office of General Counsel One American Road Dearborn, MI 48126



RE:

v. Ford Motor Company

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client:

Vehicle:

2011 Ford F-150

VIN: Date of purchase: 1FTFW1CT8BF 07/11/11

Our File No.:

LA12-10134

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to 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. Transmission;
- Hard shift;
- 3. Engine;
- Loss of power;
- Rough idle;
- 6. Steering;
- Excessive repair attempts;

OGC LIT 2013JAN7 am11:22

8. Excessive days out of service.

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. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

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

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT 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,

ALEX SIMANOVSKY & ASSOCIATES, LLC

Benny George, Jr., Esq.

Attorney at Law

CUSTOMER #:

415836

339 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600 FAX (985) 872-3200

INVOICE

www.terrebonneford.com THIBODAUX. LA PAGE 2 CONT: N/A HOME: SERVICE ADVISOR: 4380 KENNETH WILLIAMS BUS: CELL: MAKE/MODEL YEAR COLOR LICENSE MILEAGE IN/ OUT TAG 1FTFW1CT8BF 10348/10348 SILVER FORD F150 T2572 RATE DEL DATE PROD. DATE WARR. EXP. PROMISED PO NO. PAYMENT INV. DATE DD30MAY11 17:30 09JAN13 0.00 CASH 12JAN13 R.O. OPENED READY OPTIONS: STK:11T970 DLR:. ENG: ECOBOOST 3.5L V6 ENGINE TRN: ELECTRONIC 6-SPD AUTO 08:11 09JAN13 14:56 11JAN13 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL C DIAG ENGINE IDLES ROUGH AND TRUCK SHAKES WHEN WARMED UP CAUSE: . MISC NORMAL 3410 GEORGE, CODY LIC#: (N/C)WF40 PARTS: 0.00 LABOR: 0.00 TOTAL LINE C: 0.00 0.00 OTHER: 10348 GOT FSI OUT AND FOUND WAS NORMAL *********************** D** C/S WHILE DRIVING DOWN SHIFTS HARD CAUSE: . MISC NO PROBLEM FOUDND 3410 GEORGE, CODY LIC#: (N/C)WF40 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 10348 NO PROBLEM FOUND

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

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Any warrantles on the croducts sold hereby are those made by the manufacturer. The Seller, TERRIEBONNE MOTOR CO. INC. hereby expressly disclaims all werranties, either express or implied, including any implied warranty of merchantability or litness for a particular purpose and TERREBONNE MOTOR CO. INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DESCRIPTION	IOIALO
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'S SIGNATURE

CUSTOMER COPY

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0.00

TOTALS

CUSTOMER #:

415836

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INVOICE www.terrebonneford.com THIBODAUX, LA PAGE 1 HOME CONT:N/A SERVICE ADVISOR: 4380 KENNETH WILLIAMS BUS: COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG FORD F150 1FTFW1CT8BF 10348/10348 SILVER T2572 RATE INV. DATE **DEL DATE** PROD. DATE WARR, EXP. PROMISED PO NO. PAYMENT 0.00 CASH 12JAN13 01JUL11 DD30MAY11 17:30 09JAN13 R.O. OPENED READY OPTIONS: STK:11T970 DLR:. ENG: ECOBOOST 3.5L V6 ENGINE TRN: ELECTRONIC 6-SPD AUTO 08:11 09JAN13 14:56 11JAN13 NET LIST TOTAL LINE OPCODE TECH TYPE HOURS A C/S PSSENGER SIDE LOOSE WHEN STIITNG IN SEAT WILL ROCK BACK AND FORWARD CAUSE: . 63100AR SEAT ASSEMBLY - FRONT - REMOVE AND INSTALL (63100) - L (N/C)1590 WF40 (N/C)1 AL3Z*1661710*A TRACK ASY - SEAT 63100A2C TRACK ASSEMBLY-FRONT SEAT - REPLACE (61704/61710/61711/617C80) - L(N/C)1590 WF40 0.00 OTHER: 0.00 0.00 LABOR: TOTAL LINE A: 0.00 PARTS: 10348 TEST DROVE WITH SOMEONE DRIVIER WHILE IN PASSENGER RIGHT FRONT SEAT SHAKES AND ROCKS BACK AND FORTH, INSPECTED FOUND SEAT TRACK HAS TO MUCH SLACK, REPLACED SEAT TRACK ASSY 1590 ************** B (SPECIAL) PERFORM MULTI-POINT INSPECTION 99P (SPECIAL) PERFORM MULTI-POINT INSPECTION 3410 GEORGE, CODY LIC#: 0.00 0.00 CASH GBATT BATTERY TESTED O.K. 3410 GEORGE, CODY LIC#: 0.00 0.00 CASH GBK BRAKES CHECKED AND O.K. 3410 GEORGE, CODY LIC#: 0.00 0.00 CASH GTIRE TIRES CHECKED AND O.K. 3410 GEORGE, CODY LIC#: 0.00 0.00 CASH OTHER: 0.00 TOTAL LINE B: 0.00 PARTS: 0.00 LABOR: 0.00 10348 PMPI ************ DISCLAIMER OF WARRANTIES TOTALS DESCRIPTION DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are lhose made by the manufacturer. The Seller, TERREBONNE MOTOR CO. INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and TERREBONNE MOTOR CO. INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. "I hereby authorize the repair work hereinafter set forth to be done along LABOR AMOUNT with the necessary meterial and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or PARTS AMOUNT loss or damage to vehicle or articles left in vehicle in case of tire, then or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto." GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX X CUSTOMER SIGNATURE CUSTOMER'S SIGNATURE **PLEASE PAY**

THIS AMOUNT

CUSTOMER #: 422700

INVOICE

339 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600 FAX (985) 872-3200

www.terrebonneford.com THIBODAUX. PAGE 1 HOME CONT: N/A BUS SERVICE ADVISOR: 7172 DEARRY SMILEY MAKE/MODEL LICENSE MILEAGE IN/ OUT. TAG SILVER 71 FORD F150 1FTFW1CT8BF 13633/13633 T7635 DEL DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 01JUL11 DD30MAY11 7:30 18JUN13 0.00 CASH 28JUN13 R.O. OPENED OPTIONS: STK:11T970 DLR:. ENG: ECOBOOST 3.5L V6 ENGINE 14:05 18JUN13 13:03 28JUN13 TRN: ELECTRONIC 6-SPD AUTO LINE OPCODE TECH TYPE HOURS LIST NET TOTAL (SPECIAL) PERFORM MULTI-POINT INSPECTION 99P (SPECIAL) PERFORM MULTI-POINT INSPECTION 2792CASHX 0.00 0.00 GBATT BATTERY TESTED O.K. 2792CASHX 0.00 0.00 GBK BRAKES CHECKED AND O.K. 2792CASHX 0.00 0.00 GTIRE TIRES CHECKED AND O.K. 2792CASHX 0.00 0.00 PARTS: 0'.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 13633 PERF. MPI ***************** B C/S ALL FOUR RIMS ARE STARTING TO GETT CRACKS IN THE CLEAR COAT CAUSE: 1007AD TIRE(S), WHEEL(S), AND/OR VALVE STEM(S) REMOVE AND INSTALL OR REPLACE (1007/1015/1700/TIRE/TWC01) - L 2,792 WF40 (N/C)4 AL3Z*1007*F WHEEL ASY (N/C)JACE PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

13633 DISMOUNT AND REMOUNT BALANCE 4 TIRES TO REPLACE RIMS APPR CODE PAAMT *****************

IMPORTANT You will receive a questionnaire YOU WILL TOO ING A YUSSING THE NEXT HUILI TURU MUMU ON HI HE HOLD carnol grade us as "completely satisfied, please contact tony Sallaleguo in the Service Debr. Thank You! TERREBONNE MOTOR CO., INC.

(985) 872-5600

IMER'S SIGNATURE

hereinafter set forth to be done along ree that you are not responsible for aft in vehicle in case of fire, theft or col or for any delays caused by arts shipments by the supplier or your employees permission to a streets, highways or elsewhere ction. An express mechanic's lien cle to secure the amount of repairs

DISCLAIMER OF WARRANTIES Any warranties on the products sold Any warranties on the products sold hereby are those made by the manufacturer. The Seller, TERREBONNE MOTOR CO, INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of morchantability or litness for a particular purpose and TERREBONNE MOTOR CO, INC. neither assumes nor authorizes any other person to assume for it any itability in connection with the sale of seld products. said products.

CUSTOMER SIGNATURE

DESCRIPTION	707
	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

PE13-018 001772LC OT: S3PM 06/28/13

0.00

CUSTOMER #:

417276

INVOICE

339 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (965) 872-5600 FAX (985) 872-3200

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CUSTOMER #:

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339 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600 FAX (985) 872-3200

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INVOICE

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THIBODAUX	, LA					PAGE 1		(Finel		
HOME: BUS:			CELL:		SEF	IVICE ADVISOR	R: 4380 KE	NNETH WI	LLIAMS	
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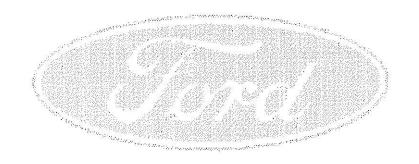
CASH 0.00 LABOR:

0.00 OTHER:

TOTAL LINE A: 0.00

0.00 0.00

10452 RAN RCM TEST HAD CODE B00A0:09-8B RESET PASSENGER SEAT AND REZEROED WEIGHT SENSORS CLEARED CODES AND TEST DROVE OK



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Any warranties on the products sold hereby are those made by the manufacturer. The Seller, TERREBONNE MOTOR CO. INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability of titness for a particular purpose and TERREBONNE MOTOR CO. INC. neither assumes nor authorizes any other person to assume for it any trability in connection with the sale of said products. I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.* I hereby authorize the repair work hereinafter set forth to be done along LABOR AMOUNT 0.00 0.00 PARTS AMOUNT 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 X CUSTOMER SIGNATURE CUSTOMER'S SIGNATURE PLEASE PAY THIS AMOUNT 0.00

___ C: 0.00 ******* D* CAL .#: 3410 (N/C)PARTS 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 1034 CUSTOMER #: TERREBONNE MOTOR CO., INC 415836 HIBODAUX 339 ST. CHARLES ST. P.O. BOX 589 HUL. BUS: COLUR HOME: *INVOICE* PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 CONT: N/A SERVICE PH. (985) 872-5600 FAX (985) 872-3200 PAGE 1 www.terrebonneford.com SERVICE ADVISOR: PROD. DATEL W 01JUL11 DE30MAY1 WARR. EXP PROMISED US:11 09JAN13 14:56 11JAN1: :30 09JAN13 OPTIONS ST TAG 14:56 11JAN13 ENG: ECOBOOST 3.5L V6 ENGINE TRN: ELECTRONIC 6-SPD AUTO A C/S PSSENGER SIDE LOOSE WHEN STIITING IN SEAT WILL ROCK BACK AND SIMMIS 63100AR SEAT ASSEMBLY - FRONT - REMOVE AND INSTALL (63100) - L 1 AL3Z*1661710*A TRACK ASY - SEAT 63100A2C TRACK ASSEMBLY-FRONT SEAT - REPLACE (N/C) (61704/61710/61711/617C80) - L (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 10348 TEST DROVE WITH SOMEONE DRIVIER WHILE IN PASSENGER RIGHT TOTAL LINE A: (N/C)FRONT SEAT SHAKES AND ROCKS BACK AND FORTH, INSPECTED FOUND SEAT TRACK 0.00 HAS TO MUCH SLACK, REPLACED SEAT TRACK ASSY 1590 ***************************** B (SPECIAL) PERFORM MULTI-POINT INSPECTION 99P (SPECIAL) PERFORM MULTI-POINT INSPECTION GEORGE, CODY LIC#: GBATT BATTERY TESTED O.K. 0.00 0.00 EORGE, CODY LIC#: CASH GBK BRAKES CHECKED AND O.K. 0.00 0.00 GEORGE, CODY LIC#: CASH GTIRE TIRES CHECKED AND O.K. 0.00 0.00 GEORGE, CODY LIC#: CASH PARTS: 0.00 0.00 LABOR: 0.00 0.00 OTHER: 0.00 TOTAL LINE B: ************** "I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, that or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transportar. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere to the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. DISCLAIMER OF WARRANTIES DESCRIPTION USCLAMMEN OF WARRANTIES
Any warranties on the products sold heroby are those made by the manufacturer. The Solier, TERRESONNE MOTOR CO. INC. hereby expressly additions a warranties, either express of the production and production and production of the sale of the production of the sale of the production with the production with the production with the sale of the production with the production TOTALS LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC, CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX CUSTOMER'S SIGNATURE CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT

(N/C)

339 ST. CHARLES ST. * P.O. BOX 569 PHONE (985) 876-5100

HOUMA, LOUISIANA 70360

INVOICE

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CUSTOMER #:

SERVICE PH. (985) 872-5600

THIBODAUX, LA HOME: COLOR: C						n 200	18 ² 11 12 1	FAX (985) 872-32 www.terrebonnefo		
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	is left in vehicle in case of fire, thaft or control or for any delays caused by	manufacturer. The Seller, TERREBONNE MOTOR CO. INC. hereby expressly	PARIS AMOUNT	0.00
unavailability of parts or delays in parts shipments by the sup		discisins all warrantes, either express or implied, including any implied warranty of merchantability or fitness for a perticular purpose and TERREBONNE MOTOR CO. INC.	ana, Oic, LUBE	0,00
transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere			0.00	
for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*			MISC CHARGES	0.00
		other person to assume for it any liability in connection with the sale of	TOTAL CHARGES	0.00
		said products.	LESS INSURANCE	0.00
X	<u> </u>	*	SALES TAX	0.00
CUSTOM	ER'S SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

339 ST. CHARLES ST. * P.O. BOX 589

PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600

FAX (985) 872-3200 www.terrebonneford.com

CUSTOMER #: 400893

INVOICE

						* 3	FAX (985) 872-329 www.terrebonnefor		
THIBODAUX HOME:	, LA	CONT:N/A			AGE 2		(Ford		
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	eby grant you and/or your employees permission to be herein described on streets, highways or elsewhere		SUBLET AMOUNT	0.00
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100	CUSTOMER'S SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

339 ST. CHARLES ST. * P.O. BOX 589 CUSTOMER #: 400893 PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600 INVOICE FAX (985) 872-3200 www.terrebonneford.com THIBODAUX, LA PAGE 1 HOME: CONT: N/A BUS: SERVICE ADVISOR: 6975 MICHAEL ESCUDE COLOR MAKE/MODEL YEAR LICENSE MILEAGE IN/ OUT TAG SILVER FORD F150 1FTFW1CT8BF 4251/4273 DEL DATE PROD. DATE WARR EXP. PROMISED RATE PO NO **PAYMENT** INV. DATE 01JUL11 DD30MAY11 17:30 02FEB12 0.00 CASH 6FEB12 R.O. OPENED READY OPTIONS: STK:11T970 DLR:. ENG: ECOBOOST 3.5L V6 ENGINE 09:35 02FEB12 TRN: ELECTRONIC 6-SPD AUTO 16:34 15FEB12 LINE OPCODE TECH TYPE HOURS LIST TOTAL A CHANGE ENGINE OIL AND FILTER 1P CHANGE ENGINE OIL AND FILTER 4950 IFOC (N/C)1 AA5Z*6714*A FILTER ASY - OIL (N/C)HAS 6 XO5W20QSP SYN OIL (N/C) HAS PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 4273 PREFROM A OIL CHANGE & FILTER ********** B DIAG ROUGH IDLE IN DRIVE AND IN TRAFFIC CAUSE: RAN EEC TEST NO CODES RAN PIDS WHILE DRIVING ALL SENSOR INPUTS AND OUTPUTS ARE GOOD COULD NOT VERFI ROUGH IDLE AT THIS TIME NPF RAN EEC TEST NO CODES RAN PIDS WHILE DRIVING ALL SENSOR INPUTS AND DUTPUTSGOOD COULD NOT VERIFY ROUGH TOLE AT THIS TIME 7061 TROUT, ERNIE LIC#: 7061 WF40 (N/C)FC: PART#: COUNT: CLAIM TYPE: AUTH CODE: 7061 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 4251 RAN EEC TEST NO CODES RAN PIDS WHILE DRIVING ALL SENSOR INPUTS AND OUTPUTS ARE GOOD COULD NOT VERFI ROUGH IDLE AT THIS TIME ************ C DIAG SHIFTS HARD INTO 2ND GEAR AND SHUTTERS IN TRAFFIX STOP AND GO MISC TEST DROVE COULD NOT VERI SHIFTING HARD AT THIS TIME TROUT, ERNIE LIC#: CASHX 0.00 0.00 0.00 LABOR: TOTAL LINE C: 0.00 "I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto." DISCLAIMER OF WARRANTIES DESCRIPTION Any waranties on the products sold hereby are those made by the manufacturer. The Seller, TERREBONN MOTOR CO. INC. hereby expressly disclaims at warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular. LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT for a particular purpose TERREBONNE MOTOR CO. neither assumes nor authorize other person to assume for llability in connection with the MISC, CHARGES **TOTAL CHARGES** LESS INSURANCE

CUSTOMER SIGNATURE

CUSTOMER'S SIGNATURE

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339 ST. CHARLES ST. * P.O. BOX 589

939 ST. CHARLES ST. * P.O. BOX 50 PHONE (985) 878-5100 HOUMA, LOUISIANA 70360

SERVICE PH. (985) 872-5600 FAX (985) 872-3200

CUSTOMER #:

412236

INVOICE

www.terrebonneford.com THIBODAUX, LA PAGE 4 Gora HOME: CONT: N/A SERVICE ADVISOR: 4380 KENNETH WILLIAMS CELL: BUS: MILEAGE IN/ OUT COLOR MAKE/MODEL LICENSE YEAR VIN 7975/8021 T8120 1FTFW1CT8BF SILVER FORD F150 PAYMENT INV DATE PROD DATE WARR EXP. PROMISED PO NO RATE DEL DATE 0.00 17:30 150CT12 CASH 260CT12 01JUL11 DD30MAY11 RO OPENED READY OPTIONS: STK:11T970 DLR:. ENG: ECOBOOST 3.5L_V6_ENGINE TRN: ELECTRONIC 6-SPD AUTO 14:37 150CT12 09:13 260CT12 TOTAL LIST NET LINE OPCODE TECH TYPE HOURS 7000A AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L GEORGE, CODY LIC#: (N/C)WF40 5 6L2Z*7B164*BA PLATE ASY - DRIVE (N/C)CODY (N/C)1 6L2Z*7A248*AA SEAL ASY - OIL 1 AL3Z*7A248*A SEAL (N/C)13 6L2Z*7N134*BA BOLT (N/C)7000A2 AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL (7000/7C391) - L GEORGE, CODY LIC#: (N/C)WF40 7000AXQ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME FOR POST ROAD TEST. (AFTER GEORGE, CODY LIC#: (N/C)WF40 0.00 TOTAL LINE H: PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

8021 RAN ECC TEST AND NO CODES FOUND ROAD TESTED AND FOUND HAS A SHUDDER ON DOWN SHIFT 2-1. RAN FOR TSB AND SSM. FOUDN SSM 22064 PERF CHECK PID AND FOUDN SHUDDER WAS ON A 2-1 SHIFT REMOVE TRANMISSION AND DISASY. REPALCE THE C-CLUTCH FRICTION PLATES AS PERF SSM. RE ASY TRANMISSION AND INSTALLED TRANMISSION AJUSTED FLUID LEAVEL AND ROAD TESTED AND TESTED GOOD.

DISCLAIMER OF WARRANTIES "I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streats, highways or elsewhere for the purpose of tasting and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto." TOTALS DESCRIPTION Any warranties on the products sold hereby are those made by the manufacturer. The Seiter, TERREBONNI MOTOR CO. INC. hereby expressly discisims all warranties, either express or implied, including any implied warranty of merchantability or filmess for a particular purpose and LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 wastamy or merchantability or for a particular purpose TERRESONNE MOTOR CO. nather assumes nor authorize other person to assume for abability in connection with the a said products. SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 SALES TAX 0.00 CUSTOMER SIGNATURE CUSTOMER'S SIGNATURE PLEASE PAY THIS AMOUNT 0.00

CUSTOMER #:

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339 ST. CHARLES ST. * P.O. BOX 589
PHONE (985) 876-5100
HOUMA, LOUISIANA 70360
SERVICE PH. (985) 872-5600

	6	*			11	NVOICE		FAX (985) 872-32 www.terrebonnefo		
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339 ST. CHARLES ST. * P.O. BOX 589 412236 PHONE (985) 876-5100 CUSTOMER #: HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600 INVOICE FAX (985) 872-3200 www.terrebonneford.com THIBODAUX, LA PAGE 2 HOME: CONT: N/A SERVICE ADVISOR: BUS: 4380 KENNETH WILLIAMS MAKE/MODEL TAG SILVER FORD F150 1FTFW1CT8BF /8021 PROD DATE WARR EXP. PROMISED DEL DATE PO NO RATE PAYMENT INV DATE 30 150CT1 DD30MAY11 00 CASH 260CT12 R.O. OPENED READY OPTIONS: STK:11T970 DLR:. ENG: ECOBOOST 3.5L V6 ENGINE 14:37 150CT12 09:13 260CT12 TRN: ELECTRONIC 6-SPD AUTO LINE OPCODE TECH TYPE HOURS LIST NET TOTAL TEST - L TROUT, ERNIE LIC#: WF40 (N/C)12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST -TROUT, ERNIE LIC#: (N/C)FC: PART#: COUNT: CLAIM TYPE: AUTH CODE: 00706 0.00 0.00 TOTAL LINE C: PARTS: 0.00 LABOR: OTHER: 0 00 7988 RAN EEC TEST NO CODES RAN PIDS AND CHECKED ALL SENSORS ALL WERE GOOD TEST DROVE WITH IDS ON POWER BALENCE DID NOT DETECT ANY MISSING COMPAIRED IDLE QUILITY WITH ANOTHER ECOBOOST TRUCK AND WAS THE SAME COULD NOT VERFI RUNNING ROUGH AT IDLE ****************** D DIAG DRIVERSIDE FRONT SEAT PAD HAS A MARK ON IT AS IF THE LEATHER IS RAISED UP MISC NOT COVERED BY WARRANTY AS PER FORD D.I. PROGRAM 1590 CASH 0.00 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 7988 NOTE EMAILED FORD FOR COVERAGE AND SNT PICTURES FORD DECLINED REAPIR ****************** E DIAG ECOBOOST EMBLEM ON THE DRIVERSIDE FRONT IS DISCOLORED CAUSE: . MT REPLACED EMBLEM 1590 WF40 (N/C) 1 BL3Z*9942528*E NAME PLATE (N/C) HAS DISCLAIMER OF WARRANTIES TOTALS "I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or demage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto." DESCRIPTION DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The Seller, TERRESONNI MOTOR CO. INC. hereby expressly disclaims all warranties, either express or impied, including any implied warranty of merchertability or fitness and TERRESONNE MOTOR CO. INC. hereby assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES

CUSTOMER SIGNATURE

CUSTOMER'S SIGNATURE

TOTAL CHARGES LESS INSURANCE SALES TAX

PLEASE PAY THIS AMOUNT

412236

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THIBODAUX HOME:	, LA	:,	CONT:N/A			PAGE 1		Giorna		
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CUSTOMER #:

412236

339 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 876-5100

HOUMA, LOUISIANA 70380 SERVICE PH. (985) 872-5600 FAX (985) 872-3200

TAG

(N/C)

INVOICE www.terrebonneford.com THIBODAUX, LA PAGE 4 HOME: ora CONT: N/A BUS: CELL: SERVICE ADVISOR: 4380 KENNETH WILLIAMS COLOR MAKE/MODEL LICENSE MILEAGE IN/ OUT

SILVER FORD F150 1FTFW1CT8BF 7975/8021 T8120 DEL DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 01JUL11 DD30MAY11 17:30 150CT12 0.00 CASH 260CT12 R.O. OPENED READY OPTIONS: STK:11T970 DLR:

ENG: ECOBOOST 3.5L V6 ENGINE 14:37 150CT12 09:13 260CT12 TRN: ELECTRONIC 6-SPD AUTO

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL 7000A AUTOMATIC TRANSMISSION ASSEMBLY -REMOVE

AND INSTALL OR REPLACE (7000) GEORGE, CODY LIC#: **WF40**

(N/C)5 6L2Z*7B164*BA PLATE ASY - DRIVE (N/C)CODY

1 6L2Z*7A248*AA SEAL ASY - OIL

(N/C)1 AL3Z*7A248*A SEAL (N/C)

13 6L2Z*7N134*BA BOLT (N/C)

7000A2 AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL

(<u>7000/7</u>C391) - L GEORGE, CODY LIC#:

WF40 7000AXQ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE

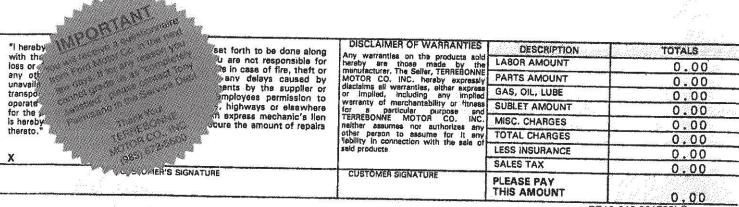
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GEORGE, CODY LIC#:

WF40 PARTS: 0.00 LABOR:

(N/C)0.00 OTHER: 0.00 TOTAL LINE H: 0.00

8021 RAN ECC TEST AND NO CODES FOUND ROAD TESTED AND FOUND HAS A SHUDDER ON DOWN SHIFT 2-1. RAN FOR TSB AND SSM. FOUDN SSM 22064 PERF CHECK PID AND FOUDN SHUDDER WAS ON A 2-1 SHIFT REMOVE TRANMISSION AND DISASY. REPALCE THE C-CLUTCH FRICTION PLATES AS PERF SSM. RE ASY TRANMISSION AND INSTALLED TRANMISSION AJUSTED FLUID LEAVEL AND ROAD TESTED AND TESTED GOOD.



CUSTOMER #: 412

412236

INVOICE

339 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 876-5100 HOUMA, LOUISIANA 70380 SERVICE PH. (985) 872-5800 FAX (985) 872-3200

www.terrebonneford.com THIBODAUX, LA PAGE 2 HOME: CONT: N/A BUS CELL: SERVICE ADVISOR: 4380 KENNETH_WILLIAMS COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG SILVER FORD F150 1FTFW1CT8BF 7975/8021 T8120 DEL DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 01JUL11 DD30MAY11 7:30 150CT12 0.00 CASH 260CT12 R.O. OPENED READY **OPTIONS:** STK:11T970 DLR: ENG: ECOBOOST_3.5L_V6_ENGINE 14:37 150CT12 09:13 260CT12 TRN: ELECTRONIC 6-SPD AUTO LINE OPCODE TECH TYPE HOURS LIST NET TOTAL TEST -TROUT, ERNIE LIC#: WF40 (N/C)12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TROUT, ERNIE LIC#: WF40 (N/C)FC: PART#: COUNT: CLAIM TYPE: AUTH CODE: 00706 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 7988 RAN EEC TEST NO CODES RAN PIDS AND CHECKED ALL SENSORS ALL WERE GOOD TEST DROVE WITH IDS ON POWER BALENCE DID NOT DETECT ANY MISSING COMPAIRED IDLE QUILITY WITH ANOTHER ECOBOOST TRUCK AND WAS THE SAME COULD NOT VERFI RUNNING ROUGH AT IDLE **************** D DIAG DRIVERSIDE FRONT SEAT RAD HAS A MARK ON IT AS IF THE LEATHER IS RAISED UP MISC NOT COVERED BY WARRANTY AS PER FORD D.I. PROGRAM 1590 CASH 0.00 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 7988 NOTE EMAILED FORD FOR COVERAGE AND SNT PICTURES FORD DECLINED REAPIR E DIAG ECOBOOST EMBLEM ON THE DRIVERSIDE FRONT IS DISCOLORED CAUSE: MT REPLACED EMBLEM 1590 WF40 (N/C)1 BL3Z*9942528*E NAME PLATE (N/C)DISCLAIMER OF WARRANTIES "I hereby authorize the repair work hereinafter set forth to be done along DESCRIPTION TOTALS LABOR AMOUNT PARTS AMOUNT

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

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TERREBONNE MOTOR CO., INC. 339 ST. CHARLES ST. * P.O. BOX 589 CUSTOMER #: 412236 PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600 INVOICE FAX (985) 872-3200 www.terrebonneford.com THIBODAUX, LA PAGE 1 HOME: CONT: N/A BUS: CELL: SERVICE ADVISOR: 4380 KENNETH WILLIAMS COLOR MAKE/MODEL YEAR LICENSE MILEAGE IN OUT TAG FORD F150 1FTFW1CT8BF SILVER 7975/8021 T8120 PROD. DATE WARR, EXP. PROMISED DEL DATE HATE PO NO. PAYMENT INV. DATE 01JUL11 DD30MAY11 17:30 150CT12 0.00 CASH 260CT12 R.O. OPENED READY **OPTIONS:** STK:11T970 DLR:. ENG: ECOBOOST 3.5L V6 ENGINE 14:37 150CT12 09:13 26OCT12 TRN: ELECTRONIC 6-SPD AUTO LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A DIAG LOWER PART OF FRONT BUMPER GETS DISCOLORED CAUSE: 17757A BUMPER-FRONT - REMOVE AND INSTALL OR REPLACE (17757) - L 1590 WF40 (N/C)1 9L3Z*17626*A PANEL (N/C)TAGGED PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 7988 REPLACED FRONT BUMPER LOWER TRIM ********* B DIAG ALL 4 RIMS HAVE CRACKS IN THE CLEAR COAT CAUSE: 1007AD TIRE(S), WHERL(S), AND/OR VALVE STEM(S)
REMOVE AND INSTALL OR REPLACE
(1007/1015/1700/TIRE/TWC01) - L 1907 WF40 (N/C)4 AL3Z*1007*F WHEEL ASY (N/C)KARL TR 4 9L3Z*1700*A KIT - VALVE (N/C)TR PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 7988 DAIG/REPLACE ALL 4 RIMS/ DISMOUNTED 4 TIRES AND REPLACE WITH NEW RIMS/REMOUNTED AND BALANCE ALL 4 NEW RIMS AND TIRES APPROVAL PAATS ************ C DIAG ENGINE IDLES ROUGH CAUSE: . 12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L TROUT, ERNIE LIC#: WF40 (N/C) 2 XT*10*QLVC OIL - AUTOMATIC TRANSMISSION (N/C)THIS ONLY TO CODY 12650D47 RELATIVE COMPRESSION/POWER BALANCE -DESCRIPTION "I hereby authorize the repair work hereinafter set forth to be done along TOTALS Any warranties on the products sold hereby are those made by the manufacturer. The Seller, TERREBONNE MOTOR CO. INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchentability or fitness. with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, that to any other cause beyond your control or for any delays caused by unavailability of parts or dalays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT for a particular purpose TERREBONNE MOTOR CO. MISC. CHARGES neither assumes nor authorizes cother person to assume for it a liability in connection with the sele seld products.

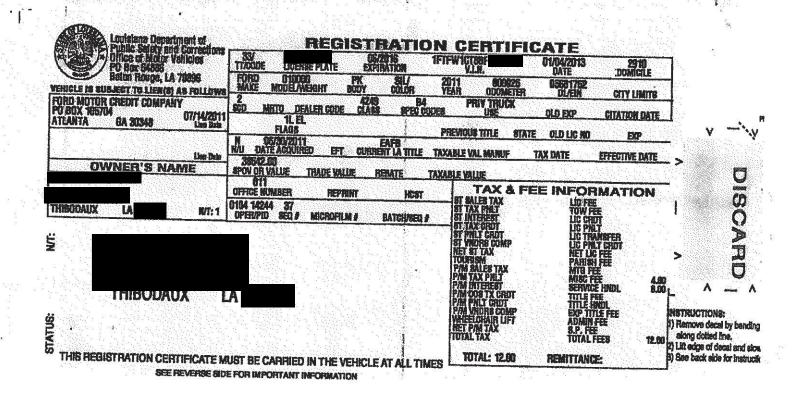
CUSTOMER SIGNATURE

is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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TOTAL CHARGES LESS INSURANCE SALES TAX

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339 ST. CHARLES ST. * P.O. BOX 589 CUSTOMER #: 412236 PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600 INVOICE FAX (985) 872-3200 www.terrebonneford.com THIBODAUX, LA PAGE 3 HOME: CONT: N/A BUS: ELL: SERVICE ADVISOR: 4380 KENNETH WILLIAMS COLOR MAKE/MODEL YEAR VIN LICENSE MILEAGE IN/ OUT TAG SILVER FORD F150 1FTFW1CT8BF 7975/8021 T8120 PROD. DATE WARR, EXP. DEL DATE PROMISED PO N RATE PAYMENT INV. DATE 01JUL11 DD30MAY11 17:30 150CT12 0.00 CASH 260CT12 R.O. OPENED READY **OPTIONS:** STK: 11T970 DLR:. ENG: ECOBOOST 3.5L V6 ENGINE 14:37 150CT12 TRN: ELECTRONIC 6-SPD AUTO 09:13 260CT12 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL PARTS: 0.00 LABOR: OTHER: 0.00 TOTAL LINE E: 0.00 7988 INSPECTED FOUND EMBLEM DISCOLORED REPLACED ECOBOOST EMBLEM DRIVERS SIDE ********* (SPECIAL) PERFORM MULTI-POINT INSPECTION 99P (SPECIAL) PERFORM MULTI-POINT INSPECTION GEORGE, CODY LIC#: CASH 0.00 0.00 GBATT BATTERY TESTED O.K. GEORGE, CODY LIC#: CASH 0.00 0.00 GBK BRAKES_CHECKED AND O.K. GEORGE, CODY LIC#: CASH 0.00 0.00 GTIRE TIRES CHECKED AND O.K. GEORGE, CODY LIC#: CASH 0.00 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 0.00 7988 PMPI G** DIAG CUST STATES THAT THE HOOD WAS REPAINTED AND YOU CAN FEEL OVER SPRAY ON THE RUNNING BOARDS MISC MISC REPAIR 999 HOUSE TECH LIC#: 9999 CASH 0.00 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00 H** DIAG CUST STATES WHEN IN STOP AND GO TRAFFIC IF YOU PRESS EXCEL AND LET OFF VEH SHIFTS ANYWAY AND WHEN YOU GET ON GAS AGAIN IT SHUTTERS. CAUSE: DISCLAIMER OF WARRANTIES DESCRIPTION TOTALS DISCLAIMER OF WARRANTIES

Any warrantles on the products sold hereby are those made by the menufacturer. The Seller, TERREBONNE MOTOR CO. INC. hereby expressly disclaims all warrantles, either express or implied, including any implied warrantly of merchantability or fitness for a particular purposa and TERREBONNE MOTOR CO. INC. neither assumes nor authorizes any other person to assums for it any liability in connection with the sele of sald products. "I hereby authorize the repair work hereinafter set forth to be done along "I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES is heraby acknowledged on above vehicle to secure the amount of repairs thereto." TOTAL CHARGES LESS INSURANCE SALES TAX CUSTOMER'S SIGNATURE CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT

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413168

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	, LA				PAGE 1	A	Tord)	
BUS: COLOR YEAR A SILVER 11 FORD DEL DATE PROD DATE W O1JUL11 DD30MAY11 RO OPENED O9:15 05NOV12 09:34 LINE OPCODE TECH TYI A C/S AFTER RIMS WEI REAL BAD RF ROAD FORCED 1907CASI PARTS: 0.00 LA 8633 DAIG/ FOUND CU FORCE FOUND WHEEL W NO CHARGE PER T.P. ****** B C/S WHILE DRIVING MISC ROAD TESTI CONTACTED 3410 GEC	CELL:	A	SFR	VICE ADVISO	R: 4380 KT	ENNETH WIL	RMATI		
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		DISCLAIMER OF WARRANTIES		TOTALS
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loss or damage to vi	ehicle or articles left in vehicle in case of fire, theft or seyond your control or for any delays caused by	menufacturer. The Seller, TERREBONNE MOTOR CO. INC. hereby expressly	PARTS AMOUNT	0.00
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for the purpose of t	esting and/or inspection. An express mechanic's lien		MISC. CHARGES	0.00
is hereby acknowled; thereto."	ged on above vehicle to secure the amount of repairs	neither assumes nor authorizes any other person to assume for it any	TOTAL CHARGES	0.00
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	CUSTOMER'S SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00



PREPARED VIOLENCE WITH FOLD FOR PARTY.

PO. BOX 589

339 St. Charles St. Telephone 876-5100 HOUMA, LA 70361

DWENCHIN 50(010 CATT approprie E(10.47)LINE CONTROL LANGUAGE IN LA CART NO STOCKNO YEAR MAKE SERIAL NO KEY NO SALESMAN grape: W-963 (LOVE) E TO S E TO ESSE 1.1 1.5 (4.4) ir ir will bed W. A. 1 BOAR, A ******* MECHANICE COVERSCENCY TOES PROLOFORA 和家村· 130742 DODGE DABUTY AND FREIGHT AND HANDLING THE AND THEFT 1 COLLEGION - AMY DEDUCT () PROPERTY DAMAGE - AMT. CPTIONAL EQUIP & ACCESS. COTOMA EXPENSIVE AND ACCESSORISES Will A Section 24 Party St Dealthalkon CONT. IF TIPE IN 6 100 BUTARY ST 15 00 The Fig. BERSENGER CRAFT OF 1743 6: SALES TAX 19 / / 19 / M. LICENSE WID TITLE TOTAL CASH PRICE 40445-11 FNAGE MAURANCE TOTAL TIME PRICE SELT EMENT. A Property **建筑** COME 6.53W THAUS INVOSES SOME AND 11 [18/3/19 3/4] 44 (WF-228) (0.947) DISCLAMING OF VARBANTES Any manustration on the product policinaries are interested by the interested and. The bullet hereby sequences of the second of the production of the second of the second and the second and the second of the seco YOUNG

ALMAYS SHOW SERVAL ENGINE AND KEY NUMBERS

412236

INVOICE

339 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 876-5100

HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600

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THIBODAUX, LA PAGE 4 HOME: CONT: N/A BUS: CELL: SERVICE ADVISOR: 4380 KENNETH WILLTAMS COLOR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG SILVER 11 FORD F150 1FTFW1CT8BF 7975/8021 T8120 DEL DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 01JUL11 DD30MAY11 17:30 150CT12 0.00 CASH 260CT12 R.O. OPENED READY OPTIONS: STK:11T970 DLR:. ENG: ECOBOOST 3.5L V6 ENGINE 14:37 150CT12 09:13 260CT12 TRN: ELECTRONIC 6-SPD AUTO LINE OPCODE TECH TYPE HOURS LIST NET TOTAL 7000A AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L GEORGE, CODY LIC#: WF40 (N/C)5 6L2Z*7B164*BA PLATE ASY - DRIVE (N/C)CODY 1 6L2Z*7A248*AA SEAL ASY - OIL (N/C) 1 AL3Z*7A248*A SEAL (N/C)13 6L2Z*7N134*BA BOLT (N/C)7000A2 AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL (7000/7C391) - LGEORGE, CODY LIC#: WF40 (N/C)7000AXQ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME FOR POST ROAD TEST. (AFTER 3410 GEORGE, CODY LIC#: 3410 WF40 (N/C) PARTS: 0.00 OTHER: 0.00 LABOR: 0.00 TOTAL LINE H: 0.00

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MPORTANT				
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S UMER'S SIGNATUI			SALES TAX	0.00
MANAGOREA S SIGNATUI	At.	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

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THIBODAUX	, LA				PAGE 1		(Fired	>	
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339 ST. CHARLES ST. * P.O. BOX 589 CUSTOMER #: 412236 PHONE (985) 876-5100 HOUMA, LOUISIANA 70380 SERVICE PH. (985) 872-5800 INVOICE FAX (985) 872-3200 www.terrebonneford.com THIBODAUX, LA PAGE 3 HOME: CONT: N/A BUS: SERVICE ADVISOR: CELL: 4380 KENNETH WILLIAMS COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN/ OUT TAG SILVER FORD F150 1FTFW1CT8BF 7975/8021 T8120 DEL DATE PROD, DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 01JUL11 DD30MAY11 7:30 150CT12 0.00 CASH 260CT12 R.O. OPENED READY **OPTIONS:** STK:11T970 DLR: ENG: ECOBOOST 3.5L V6 ENGINE 14:37 150CT12 TRN: ELECTRONIC 6-SPD AUTO 09:13 260CT12 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 7988 INSPECTED FOUND EMBLEM DISCOLORED REPLACED ECOBOOST EMBLEM DRIVERS SIDE ******************* (SPECIAL) PERFORM MULTI-POINT INSPECTION 99P (SPECIAL) PERFORM MULTI-POINT INSPECTION GEORGE, CODY LIC#: CASH 0.00 0.00 GBATT BATTERY TESTED O.K. GEORGE, CODY LIC#: CASH 0.00 0.00 GBK BRAKES CHECKED AND O.K. GEORGE, CODY LIC#: CASH 0.00 0.00 GTIRE TIRES CHECKED AND O.K. GEORGE, CODY LIC#: CASH 0.00 0.00 PARTS: 0.00 LABOR: 0.00 TOTAL LINE F: GINHER 0,00 0.00 7988 PMPI **************** G** DIAG CUST STATES THAT THE HOOD WAS REPAINTED AND YOU CAN FEEL OVER SPRAY ON THE RUNNING BOARDS MISC MISC REPAIR 999 HOUSE TECH LIC#: 9999 CASH 0.00 0.00 PARTS: LABOR: 0.00 0.00 OTHER: TOTAL LINE G: 0.00 ******************* H** DIAG CUST STATES WHEN IN STOP AND GO TRAFFIC IF YOU PRESS EXCEL AND LET OFF VEH SHIFTS ANYWAY AND WHEN YOU GET ON GAS AGAIN IT SHUTTERS. DISCLAIMER OF WARRANTIES DESCRIPTION TOTALS "I hereby authorize the repair work hereinafter set forth to be done along Any warranties on the products sold haraby are those made by the manufacturer. The Seller, TERREBONNE MOTOR CO. INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular express and with the necessary material and agree that you ere not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or LABOR AMOUNT PARTS AMOUNT any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle harein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien GAS, OIL, LUBE SUBLET AMOUNT for a particular purpose TERREBONNE MOTOR CO. MISC. CHARGES neither assumes nor authorizes other person to assume for it illability in connection with the sale said products. is hereby acknowledged on above vehicle to secure the amount of repairs thereto." TOTAL CHARGES LESS INSURANCE X SALES TAX CUSTOMER'S SIGNATURE CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT

339 ST. CHARLES ST. * P.O. BOX 589

412236

PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5800 FAX (985) 872-3200 www.terrebonneford.com

INVOICE

CUSTOMER #:

HOME:	, LA	CONT:N/A		SERV	PAGE 4 VICE ADVISOR	. 4380 KE	COROL NINETEL WITH	J.TAMS	
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	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
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any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or	discialms all warranties, either express or implied, including any implied		0.00
transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere	warranty of merchantability or fitness for a particular purpose and	SUBLET AMOUNT	0.00
for the purpose of testing and/or inspection. An express mechanic's lien	TERREBONNE MOTOR CO. INC.	MISC. CHARGES	0.00
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CUSTOMER'S SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

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339 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600 FAX (985) 872-3200 www.terrebonneford.com

INVOICE

CUSTOMER #: 187554

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	DISCLAIMER OF WARRANTIES	Property of a Local a	TOTALS
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unavallability of parts or delays in parts shipments by the supplier or	disclaims all warranties, either express or implied, including any implied	GAS ON TUBE	0.00
transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere	warranty of merchantability or litness for a particular purpose and	SUBLET AMOUNT	0.00
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339 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 876-5100 412236 CUSTOMER #: HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600 INVOICE FAX (985) 872-3200 www.terrebonneford.com PAGE 3 THIBODAUX, LA CONT: N/A HOME: SERVICE ADVISOR: 4380 KENNETH WILLIAMS BUS: COLOR YEAR MAKE/MODEL MILEAGE IN/ OUT TAG SILVER 11 FORD F150
PROD DATE WARR EXP W1CT8BF 7975 /8021 PROMISED INV DATE **DEL DATE** PO NO RATE PAYMENT 17:30 150CT12 260CT12 01JUL11 DD30MAY11 0.00 CASH R.O. OPENED READY OPTIONS: STK:11T970 DLR:. ENG: ECOBOOST 3.5L V6 ENGINE TRN: ELECTRONIC 6-SPD AUTO 14:37 150CT12 09:13 260CT12 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL PARTS: 0.00 TOTAL LINE E: 0.00 0.00 LABOR: 7988 INSPECTED FOUND EMBLEM DISCOLORED REPLACED ECOBOOST EMBLEM DRIVERS SIDE ****************** F (SPECIAL) PERFORM MULTI-POINT INSPECTION 99P (SPECIAL) PERFORM MULTI-POINT INSPECTION GEORGE, CODY LIC#: CASH 0.00 0.00 GBATT BATTERY TESTED O.K. GEORGE, CODY LIC#: 0.00 CASH 0.00 GBK BRAKES CHECKED AND O.K. GEORGE, CODY LIC#: 0.00 0.00 CASH GTIRE TIRES CHECKED AND O.K. GEORGE, CODY LICH: CASH 0.00 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00 7988 PMPI G** DIAG CUST STATES THAT THE HOOD WAS REPAINTED AND YOU CAN FEEL OVER SPRAY ON THE RUNNING BOARDS MISC MISC REPAIR 999 HOUSE TECH LIC#: 9999 0.00 CASH 0.00 0.00 OTHER: 0.00 0.00 0.00 LABOR: TOTAL LINE G: PARTS: H** DIAG CUST STATES WHEN IN STOP AND GO TRAFFIC IF YOU PRESS EXCEL AND LET OFF VEH SHIFTS ANYWAY AND WHEN YOU GET ON GAS AGAIN IT SHUTTERS. CAUSE:

"I hereby authorize the repair work hereinafter set forth to be done along	DISCLAIMER OF WARRANTIES	DEPOSITION	TOTALS
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339 ST. CHARLES ST. * P.O. BOX 589 412236 PHONE (985) 876-5100 CUSTOMER #: HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600 INVOICE FAX (985) 872-3200 www.terrebonneford.com THIBODAUX. PAGE 2 HOME: CONT: N/A BUS: 4380 KENNETH WILLIAMS CELL: SERVICE ADVISOR: YEAR MILEAGE IN/ OUT TAG FTFW1CT8BF SILVER FORD F150 7975/8021 T8120 PROD DATE WARR EXP. PROMISED PO NO RATE PAYMENT INV DATE DEL DATE 260CT12 17:30 150CT12 OLJUL11 DD30MAY11 0.00 CASH R.O. OPENED READY OPTIONS: STK:11T970 DLR:. ENG: ECOBOOST 3.5L V6 ENGINE 14:37 150CT12 09:13 260CT12 TRN: ELECTRONIC 6-SPD AUTO LINE OPCODE TECH TYPE HOURS LIST NET TOTAL TEST -L TROUT, ERNIE LIC#: (N/C)12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST TROUT, ERNIE LIC# WF40 (N/C) FC: PART#: COUNT: CLAIM TYPE: AUTH CODE: 00706 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 7988 RAN EEC TEST NO CODES RAN PIDS AND CHECKED ALL SENSORS ALL WERE GOOD TEST DROVE WITH IDS ON POWER BALENCE DID NOT DETECT ANY MISSING COMPAIRED IDLE QUILITY WITH ANOTHER ECOBOOST TRUCK AND WAS THE SAME COULD NOT VERFI RUNNING ROUGH AT IDLE *********** D DIAG DRIVERSIDE FRONT SEAT PAD HAS A MARK ON IT AS IF THE LEATHER IS RAISED UP MISC NOT COVERED BY WARRANTY AS PER FORD D.I. PROGRAM 1590 CASH 0.00 0.00 0.00 LABOR: 0.00 PARTS: 0.00 OTHER: TOTAL LINE D: 0.00 7988 NOTE EMAILED FORD FOR COVERAGE AND SNT PICTURES FORD DECLINED REAPIR ***************** E DIAG ECOBOOST EMBLEM ON THE DRIVERSIDE FRONT IS DISCOLORED CAUSE: MT REPLACED EMBLEM 1590 WF40 (N/C)1 BL3Z*9942528*E NAME PLATE (N/C)**DISCLAIMER OF WARRANTIES** DESCRIPTION TOTALS "I hereby authorize the repair work hereinafter set forth to be done along Any warranties on the products sold hereby are those made by the manufacturer. The Seller, TERREBONNE MCTOR CO. INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness. "I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto." LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT warrany or nerchanacusty or in for a particular purpose TERREBONNE MOTOR CO. neither assumes nor authorizes other person to assume for it liability in connection with the sa MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX X CUSTOMER SIGNATURE CUSTOMER'S SIGNATURE PLEASE PAY THIS AMOUNT

339 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 876-5100

INVOICE

412236

CUSTOMER #:

HOUMA, LOUISIANA 70380 SERVICE PH. (985) 872-5800 FAX (985) 872-3200

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CUSTOMER #: 400883

INVOICE

339 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600 FAX (985) 872-3200

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		07:40 16FEB1 H TYPE HOURS		ECTRON.	IC 6-SPD A		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	mor	ha a si
		R IS DISCOLO				LIST	NET	TOT	'AL
		IDE DOOR MIR		CODE1	PAAFZ. CON	PACT ID#10	5114439		
	2C MIRI	ROR-REAR VIE	W OUTSIDE	Z-SAIL N				4.1.	-27
	ELECTI 222	RIC - REPLAC 5WF40B	E (17682)	- L				(N/	(C)
1	BL3Z*	17682*FAPTM	MIRROR AS	Y - REA	AR VIEW			, , , , , , , , , , , , , , , , , , , ,	<u> </u>
	UTER 87U ERI	TC WAS	er					(N/	C)
PARTS:			0.00	OTHER:	0.00	TOTAL LI	INE A:	0.	00
4054 NTD							la ex <u>Na</u> y		12
4251 MIR CONTACT		SCOLORED R&R	RT SIDE	DOOR MI	.RROR.ACES	CODE PAAR	Z,	er er	51 ₃ 800
		********	*******	******	******	*****	r##	8	2005
		ssing on Hoo						3	
CAUSE: SA	NDING S	SCRATCHES IN FRT CORNER	COLOR UN	DER CLE	AR COAT.SA	IND, TAPE,	SPOT &		i to "and I B
	D#10514		or moon.	ALEG CL	De-Parin,				attell e _{de}
P101		PAINT OPERA	tion - on	E COLOR	L + L				1 13 mm 1000
Doc :		WF40B AINT AND REF	ent totalente	(16619)	_ T			(N/	C)
FOC		WF40B	T14 T1311 T44G	(TODIE)	and the second of the second o			(N/	C)
P8D		(DETRIM) - 3	6					\·/	
MTGG DATE	1474 (600)	WF40B	A TANK					(N/	C)
MISC PAIN	r & MAI	WF40B						(N/	C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LI	NE B:	0.0	0.9
4251 PAT	NT MISS	SING ON HOOD	SANDING	SCRATCH	ES IN COLO	R UNDER CT	EAR		jila s La grande
COAT. SAN	, TAPE	E, SPOT & BLI	END RT FR	T CORNE	R OF HOOD.	ACES CODE-	-PAAHN,		
CONTACT	ID#1051	40178							P 01

"I hereby authorize the repair work hereinafter set forth to be done along	DISCLAIMER OF WARRANTIES	DEDOM FIGH	TOTÁL8
with the necessary material and agree that you are not responsible for	Any warranties on the products sold hereby are those made by the	LABOR AMOUNT	0.00
loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by	manufacturer. The Seller, TERREBONNI MOTOR CO. INC. hereby expressly	PARIS AMOUNT	0.00
unavallability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to	disclaims all warranties, either express or implied, including any implied	GMS, OIL, LUBE	0.00
operate the vehicle herein described on streets, highways or elsewhere	warranty of merchantability or fitness for a particular purpose and		0.00
for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs	TERREBONNE MOTOR CO. INC. neither assumes nor authorizes any	MISC. CHARGES	0.00
thereto.*	other person to assume for it any liability in connection with the sale of	TOTAL CHARGES	0.00
	said products.	LESS INSURANCE	0.00
X	principal magnification of the control of the contr	SALES TAX	0.00
CUSTOMER'S SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

400893

INVOICE

399 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5800 FAX (985) 872-3200 www.terrebonneford.com

CUSTOMER #: 4

www.terrebonneford.com THIBODAUX, LA PAGE 2 Gord CONT:N/A HOME: SERVICE ADVISOR: 6975 MICHAEL ESCUDE S
VIN | LICENSE | MILEAGE IN OUT BUS: CELL: COLOR MAKE/MODEL TAG FTFW1CT8BF SILVER FORD F150 PROD DATE WARR EXP PAYMENT DEL DATE PROMISED PO NO RATE INV DATE 17:30 02FEB12 01JUL11 DD30MAY11 0.00 CASH 6FEB12 R.O. OPENED READY **OPTIONS:** STK:11T970 DLR:. ENG: ECOBOOST_3.5L_V6_ENGINE TRN: ELECTRONIC 6-SPD AUTO 09:35 02FEB12 16:34 15FEB12 LINE OPCODE TECH TYPE HOURS TOTAL 4251 TEST DROVE COULD NOT VERFI SHIFTING HARD AT THIS TIME D (SPECIAL) PERFORM MULTI-POINT INSPECTION 99P (SPECIAL) PERFORM MULTI-POINT INSPECTION 0.00 4950 CASH 0.00 GBATT BATTERY TESTED O.K. 4950 CASH 0.00 0.00 GBK BRAKES CHECKED AND O.K. 0.00 0.00 4950 CASH YTIRE TIRES MAY REQUIRE FUTURE ATTENTION. 4950 CASH 0.00 0.00 0.00 OTHER: PARTS: 0.00 LABOR: 0.00 TOTAL LINE D: 0.00 E** BODY SHOP HAS OPEN RO SEND TO BODY SHOP SEE MIKE MISC BODY SHOP RO 999 HOUSE TECH LIC#: 9999 CASH 0.00 0.00 0.00 OTHER: 0.00 PARTS: 0.00 LABOR: 0.00 TOTAL LINE E:

"I hereby authorize the repair work hereinafter set forth to be done along	DISCLAIMER OF WARRANTIES	DEGOIN HON	TOTALS
with the necessary material and agree that you are not responsible for	Any warrenties on the products sold hereby are those made by the	EMBOR MINIOUN!	0.00
loss or damage to vehicle or enticles left in vehicle in case of fire, theft or eny other cause beyond your control or for any delays caused by	manufacturer. The Seller, TERREBONNE MOTOR CO. INC. hereby expressly	PARTS AMOUNT	0.00
unavailability of parts or dalays in parts shipments by the supplier or	disclaims all warranties, either express or implied, including any implied		0.00
transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere	warranty of merchantability or fitness for a particular purpose and	SUBLET AMOUNT	0.00
for the purpose of testing and/or inspection. An express mechanic's ilen	TERREBONNE MOTOR CO. INC.	MISC, CHARGES	0.00
is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	other person to assume for it any liability in connection with the sale of	TOTAL CHARGES	0.00
8.8	said products.	LESS INSURANCE	0.00
X		SALES TAX	0.00
CUSTOMER'S SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

400893

339 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600 FAX (985) 872-3200

INVOICE

www.terrebonneford.com THIBODAUX, LA PAGE 1 HOME: CONT: N/A CELL: SERVICE ADVISOR: BUS 6975 MICHAEL ESCUDE SR COLOR YFAR LICENSE MILEAGE IN/ OUT TAG FORD F150 SILVER 1FTFW1CT8BF 4251/4273 T7472 PROD DATE WARR EXP **DEL DATE** PROMISED PO NO RATE PAYMENT INV DATE 01JUL11 DD30MAY11 17:30 02FEB12 0.00 CASH 16FEB12 R.O. OPENED READY **OPTIONS:** STK:11T970 DLR:. ENG: ECOBOOST 3.5L V6 ENGINE 09:35 02FEB12 TRN: ELECTRONIC 6-SPD AUTO 16:34 15FEB12 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A CHANGE ENGINE OIL AND FILTER 1P CHANGE ENGINE OIL AND FILTER 4950 IFOC (N/C)1 AA5Z*6714*A FILTER ASY - OIL (N/C)HAS 6 XO5W20QSP SYN OIL (N/C) HAS PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 4273 PREFROM A OIL CHANGE & FILTER ***************** B DIAG ROUGH IDLE IN DRIVE AND IN TRAFFIC CAUSE: RAN EEC TEST NO CODES RAN PIDS WHILE DRIVING ALL SENSOR INPUTS AND OUTPUTS ARE GOOD COULD NOT VERFI ROUGH IDLE AT THIS TIME NPF RAN EEC TEST NO CODES RAN PIDS WHILE DRIVING ALL SENSOR INPUTS AND OUTPUTSGOOD COULD NOT VERIFY ROUGH IDLE AT THIS TIME 7061 TROUT, ERNIE LIC#: 7061 WF40 (N/C)FC: PART#: COUNT: CLAIM TYPE: AUTH CODE: 7061 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 4251 RAN EEC TEST NO CODES RAN PIDS WHILE DRIVING ALL SENSOR INPUTS AND OUTPUTS ARE GOOD COULD NOT VERFI ROUGH IDLE AT THIS TIME ********* C DIAG SHIFTS HARD INTO 2ND GEAR AND SHUTTERS IN TRAFFIX STOP AND GO MISC TEST DROVE COULD NOT VERI SHIFTING HARD AT THIS TIME 7061 TROUT, ERNIE LIC#: 7061 CASHX 0.00 0.00 PARTS: 0.00 LABOR: 0.00 OTHER TOTAL LINE C: 0.00 DISCLAIMER OF WARRANTIES Il hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or demage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto." DESCRIPTION TOTALS Any warranties on the products sold hareby are those made by the manufacturer. The Selfer, TERRESONNE MOTOR CO. INC. hareby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a perificular purpose and for a perificular purpose and LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT for a perticular purpose TERREBONNE MOTOR CO. neither assumes nor authorize other person to assume for liability in connection with the MISC. CHARGES **TOTAL CHARGES** LESS INSURANCE SALES TAX X CUSTOMER'S SIGNATURE CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT

TERREBONNE MOTOR CO., INC. 339 ST. CHARLES ST. * P.O. BOX 589 CUSTOMER #: 415836 PHONE (985) 876-5100 HOUMA, LOUISIANA 70380 SERVICE PH. (985) 872-5800 *INVOICE* FAX (985) 872-3200 www.terrebonneford.com THIBODAUX, LA PAGE 1 HOME: CONT: N/A CELL: WAKE/MODEL BUS: SERVICE ADVISOR: 4380 KENNETH WILLIAMS COLOR YEAR LICENSE MILEAGE IN/OUT TAG SILVER FORD F150 1FTFW1CT8BF 10348/10348 T2572 DEL DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT NV. DATE 01JUL11 DD30MAY11 17:30 09JAN13 0.00 CASH R.O. OPENED **2JAN13** READY OPTIONS: STK:11T970 DLR:. ENG: ECOBOOST 3.5L V6 ENGINE 08:11 09JAN13 |14:56 11JAN13 TRN: ELECTRONIC 6-SPD AUTO LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A C/S PSSENGER SIDE LOOSE WHEN STIITNG IN SEAT WILL ROCK BACK AND FORWARD CAUSE: 63100AR SEAT ASSEMBLY - FRONT - REMOVE AND INSTALL (63100) - L 1590 WF40 (N/C)1 AL3Z*1661710*A TRACK ASY - SEAT (N/C)288 63100A2C TRACK ASSEMBLY-FRONT SEAT - REPLACE (61704/61710/61711/617C80) - L 1590 WF40 (N/C)PARTS: 0.00 LABOR: OTHER: 0.00 0.00 TOTAL LINE A. 0.00 10348 TEST DROVE WITH SOMEONE DRIVIER WHILE IN PASSENGER RIGHT FRONT SEAT SHAKES AND ROCKS BACK AND FORTH, INSPECTED FOUND SEAT TRACK HAS TO MUCH SLACK, REPLACED SEAT TRACK ASSY 1590 B (SPECIAL) PERFORM MULTI-POINT INSPECTION 99P (SPECIAL) PERFORM MULTI-POINT ENSPRESSION GEORGE, CODY LICH: CASH 0.00 0.00 GBATT BATTERY TESTED O.K. GEORGE, CODY LIC#: 0.00 0.00 GBK BRAKES CHECKED AND O.K. GEORGE, CODY LIC#: CASH 0.00 0.00 GTIRE TIRES CHECKED AND O.K. GEORGE, CODY LIC#: CASH 0.00 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 10348 PMPI ********* at forth to be upone along are not responsible for in case of fire, theft or av delays caused by DISCLAIMER OF WARRANTIES "I hereby auth DISCLAIMER OF WARRANTIES

Any warranties on the products acid
hereby are those made by the
menufacturer. The Seller, TERRESONNE
MOTOR CO, INC, hereby expressly
disclaims all warranties, either express
or implied, including any implied
warranty of merchantability or lifeness
for a particular ourpose and
TERRESONNE MOTOR CO, INC,
nather assumes nor authorizes any
other person to assume for it any
liability in connection with the sale of
sald products. DESCRIPTION TOTALS with the ne LABOR AMOUNT loss or dam at and a real particle of the contract of the any other PARTS AMOUNT by delays caused by unavallabili GAS, OIL, LUBE transporte loyees permission to pperate ti SUBLET AMOUNT ighways or elsewhere xpress mechanic's lien for the pu MISC. CHARGES is heraby e Trans. the amount of repairs thereto. TOTAL CHARGES MOREOUS SE

CUSTOMER SIGNATURE

(Au)

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

CUSTOMER # *

10348 NO PROBLEM FOUND

415836

INVOICE

339 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 878-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600

FAX (985) 872-3200 www.terrebonneford.com

THIBODAUX, LA PAGE 2 HOME CONT:N/A BUS: CELL SERVICE ADVISOR: 4380 KENNETH WILLIAMS COLUH YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG SILVER FORD F150 1FTFW1CT8BF 10348/10348 PROD. DATE WARR. EXP. PROMISED & DEL DATE PO NO. RATE PAYMENT INV. DATE 01JUL11 DD30MAY11 17:30 09JAN13 0.00 CASH 12JAN13 R.O. OPENED READY OPTIONS: STK:11T970 DLR:. ENG: ECOBOOST 3.5L V6 ENGINE 08:11 09JAN13 |14:56 11JAN13 TRN: ELECTRONIC 6-SPD AUTO LINE OPCODE TECH TYPE HOURS LIST NET TOTAL C DIAG ENGINE IDLES ROUGH AND TRUCK SHAKES WHEN WARMED UP CAUSE: . MISC NORMAL GEORGE, CODY LIC#: WF40 (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 10348 GOT FSI OUT AND FOUND WAS NORMAL ******* D** C/S WHILE DRIVING DOWN SHIFTS HARD CAUSE: MISC NO PROBLEM FOUDND GEORGE, CODY LICH: WF40 (N/C) PARTS: 0.00 LABOR:

0.00

for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	is nereby acknowledged on above vehicle to secure the amount of renal
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DISCLAIMER OF WARRANTIES DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those mads by the mentracturer. The Selier, TERREBONNE MOTOR CO. INC. hereby expressive disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and TERREBONNE MOTOR CO. INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER SIGNATURE

0.00

TOTAL LINE D:

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'S SIGNATURE

0.00

CUSTOMER #:

PARTS:

416020

339 ST. CHARLES ST. * P.O. BOX 589 PHONE (985) 876-5100 HOUMA, LOUISIANA 70360 SERVICE PH. (985) 872-5600 FAX (985) 872-3200

INVOICE

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BUS:	YEAR	CELL: MAKE/MODEL	1	SER	VICE ADVISOR			LLIAMS	
COCON	JEAN	WAKE/MODEL			VIN	LICENSE	MILEAC	E INVOUT	TAG
SILVER	11	FORD F150			CT8BF		10444	/10452	T270
DEL DATE	PROD.	DATE WARR, EXP.	PROMIS	ED	PO NO.	RATE	PAYMENT	INV. D	
OlJUL11 DI R.O. OPE		Y11 READY	17:30 14			0.00	CASH	14JAN	13
08:11 14J	AN13	15:30 14JAN1	3 TRN:EI	COBOOST	::11T970 DLR _3.5L_V6_EN IC_6-SPD_AU	GINE			
TINK CIPCIN	DE TE	CH TYPE HOURS	estata i estata e tele	foreigi (di 1960)	Manada di sakta a a di Sila	LIST	NE	TO	TAL

CASH

0.00 LABOR:

0.00 OTHER:

0.00

0.00 TOTAL LINE A:

0.00

0.00

10452 RAN RCM TEST HAD CODE B00A0:09-8B RESET PASSENGER SEAT AND REZEROED WEIGHT SENSORS CLEARED CODES AND TEST DROVE OK





DISCLAIMER OF WARRANTIES "I hereb DISCLAIMER OF WARRANTIES

Any warrenties on the products sold hereby are those made by the manufacturer. The Seller, TERREBONNE MOTOR CO. INC, hereby expressly disclaims all warrenties, either express or implied, including any implied warrenty of merchantability or firease for a particular purpose and TERREBONNE MOTOR CO. INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. DESCRIPTION seinafter set forth to be done along TOTALS voj wili se eve a Questamane rom rad Mato De in the mist that you are not responsible for vehicle in case of fire, theft or or for any delays caused by shipments by the supplier or our employees permission to rests, highways or elsewhere LABOR AMOUNT 0.00 TO DO SERVICE SERVICE DAY PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 tre SUBLET AMOUNT DU 0.00 . An express mechanic's lien secure the amount of repairs MISC. CHARGES 0.00 **TOTAL CHARGES** 0.00 TE SOUTH NO. LESS INSURANCE 0.00 SALES TAX 0.00 g8 BY CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 0.00





ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

KAREN LINDHOLDT, ESQ. <u>LICENSED IN WASHINGTON</u> 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

April 9, 2012

Ford Motor Company World Headquarters Office of General Counsel One American Road Dearborn, MI 48126 PLEASE DIRECT ALL CORRESPONDENCE
TO CORPORATE OFFICE

12 HAY -2 AI

FORD MOTOR COMPAN RECEIVED CLAIMS UNIT

MAY 0 3 2012

OFFICE OF THE GENERAL COUNSEL

E: v. Ford Motor Company

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client:

Vehicle:

2011 Ford F-150

VIN:

1FTFW1ET0BF

Date of purchase: Our File No.: 12/16/11 WA12-10107

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. Transmission;
- 2. Engine;
- Check engine light;
- Loss of power;
- Vehicle vibration;
- Excessive repair attempts.

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, see U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-609 and 9-625 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-513, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within 20 days and cooperate in removing the lien, you will be liable under U.C.C. § 9-512(1) in the amount of \$500.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

Karen Lindholdt, Esq. Attorney at Law

CC:

Repair Order Detail - Customer Copy

RO Number: 35195

RO Status: CLOSED

Customer: Phone(s): Contact: Vehicle: 1FTFW1ET0BF		Main: 2011 F150	Cell:		÷
Mileage: 1,131 Service advisor: 136370 Tag number: T860		Payment type: CASH Promised time: 05:00 PM Promised date: 12/29/2011	Waiter: No Estimate:	0.00	8
ACCELL LOW S	PPED ENGIN ATOR LIGHT EEC S	ILLES WITH CRUSE ON 50M IE LACKS POWER THEN GA S YSTEM DIAGNOSIS	INS POWER BA	HARD ACK ON ITS	N/C
	PID:RI	CK TEST) - L ECORDER/MONITOR WITH ROAD TEST -		N.	N/C
Tech(s): 960 Pts: 0.00 L Story: 1131 ROAD T EEC TESTED, NO CO	br: ESTED MULT DES PRESEN C. ALL HAVE I	0.00 Other: IPLE TIMES, DID NOT VERI IT: TESTED MODE 6 DATA, PASSED, RAN OASIS, NO S PROBLEMS FOUND AT TH	0:00 Total Line FY CONCERN. NO MISFIRE SMS OR		0.00
B RENTAL PER N 70FOZ W Tech(s): 960 SUBL W Pts: 0.00 L	AATT SÜBLE RENT/ .br:	T AL 0.00 Other:	0.00 Total Line	B:	N/C N/C 0.00
		Customer Pay Labor Parts Lube Sublet Miscellaneous/Shop Charg Deductible Total Charges Less Insurance/Adjustment Sales Tax	e	~~~~~	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0
	e _e	Total			0.00

Page 1; Created: 03/23/2012 04:21:24 PM

Repair Order Detail - Customer Copy

RO Number: 36001

Customer

Phone(s): Contact:

RO Status: CLOSED

Vehicle: 1FTFW1ET0BF 2011: F150 Mileage: 2,814 Payment type: CASH Service advisor: 136370 Promised time: 05:00 PM 0.00 Promised date: 01/24/2012 Tag number: T688 CUSTOMER REPORTES FROM STOP HE PUNCHED IT ON ACCELL ENGINE CHUGED FOR 30SECONDS THEN TOOK OFF 12650D WEED SYSTEM DIAGNOSIS N/C - (QUICK TEST) - L Str. 1 Commission of the Commi Tech(s): 1212 RR CANISTER MT. N/C Tech(s): 1212 A CONTROL OF THE CONT Pts: 0.00 Other: 0.00 Total Line A: 0.00 Lbr: 0.00 Story: 2814 TEST DROVE AND MONITORED PIDS AND POWER BALANCE, UNABLE TO DUPLICATE CUSTOMER CONCERN. PERFORMED EEC TEST, PASS CONTINUOUS MEMORY AND KOER AND KOED SELF TEST, CHECKED OASIS FOUND SSM 22192 REFERRING TO AN INTERMITTENT STUMBLE ON ACCELERATION CONCERN WITHOUT BEING ABLE TO DUPLICATE IT AND NO CODES PRESENT NO REPAIR SHOULD BE ATTEMPTED. ENGINEERS ARE INVESTIGATING THIS CONCERN NEED TO MONITOR OASIS FOR UPDATES. FILLED OUT NPF SHEET.CESAR TEST DROVE HOME WITH NO PROBLEMS FOUND, CESAR ROAD TESTED WITH CUSTOMER, UNABLE TO RECREATE CUSTOMER COMPLAINT, CONTACTED FORD HOTLINE FOR ASSISTANCE HOTLINE RECOMMENDED CHECKING EVAP CANISTER FOR RAW FUEL. REMOVED SKID PLATE AND CANISTER. NO RAW FUEL NOTED HOTLINE ALSO RECOMMENDED DRIVING AND MONITORING ETC PIDS AND COMPARING ACTUAL TO DESIRED. ROAD TESTED AND MADE RECORDING NO DIFFERENCE BETWEEN THE TWO PIDS, NO PROBLEMS FOUND AT THIS TIME. RENTAL CAR 70FOZ WESP 1ST DAY RENTAL SUBL WESP RENTAL 0.00 Lbr: Pts: 0.00 Other: Story: 2814 SEE TERRY BARB CUSTOMER REPORTS POOR FUEL MILEAGE GETS 1/4 1/2 HWY 15 COMBINED 10FOZ DRIVEABILITY ILD Tech(s) =1212 0.00 Lbr: 0.00 Other: 0.00 Total Line C: Story 2814 CHECKED CASIS NONE FOUND TEST DROVE 12 MILES AND PERFORMED FUEL ECONOMY TEST, 18.4MPG AND INCREASING ON TEST DRIVE NO PROBLEMS FOUND AT THIS TIME D CAN DASH LIGHTS BE TURNED OFF DURING TH DAY??? 51FOZ ILD BODY ELECTRICAL N/C Tech(s): 1212: 0.00 Other: Pts: 0.00 Lbr: 0.00 Total Line D: Story: 2814 DASH LIGHTS CAN BETURNED DOWN AND DIMMED BUT NOT Page 1, Created: 03/23/2012 04:19:03 PM

Repair Order Detail - Customer Copy

RO Status: CLOSED RO Number: 36001

Customer:

Phone(s): Contact:

Vehicle: 1FTFW1ET0BF

Mileage: 2,814

Service advisor: 136370

Tag number: T688

Main: 2011 F150

Prijakur tina flutte

Main Och

Payment type: CASH

Promised time: 05:00 PM Promised date: 01/24/2012 Cell:

. Waiter: No

Estimate:

TURNED OFF

Customer Pay

No Can Labor	0.00
Parts :	0.00
Lube	0.00
Sublet - 7 by	(A)
Miscellaneous/	Shop Charge 0.00
Deductible	0.00
Total Charges	0.00
Less Insurance	n/Adjustment 0.00
Sales Tax	0.00
Total	0,00
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INVOICE

Esetéide - I-8 Exit 107 3121 Pacific Ave SE Olympia, WA 98501

QualityCare Westsids - Olympis's Auto Mall 1925 Cooper Point Rd SW Olympis, WA 98502

p. 4

				Ŷ.		Business (3 Tacoms (2)	60) 943-93 3) 572-375	00 55	Busines	(38D) 352-9300
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TEAR PROM THE DA	IE UF PATM	RENT NOTIFICATION I	(360) 843-	9300	particular purpose, Sellar r assumes nor authorizes other person to assume any liability in connection the sale of this item/items.	for It	SE INSUR			
AT THE SERVICING	EPRESENTAT	nve.	A minimal charg	e has been	the sale of this item/items.	6	ALEC TAY			

Commigne 2000 ADP, Inc. SERVICE HAVOICE PE XBIEC

(BIONED) DEALER, GENERAL MANAGEN OR AUTHORIZED PERSON (DATE)

CUSTOMER COPY

CUSTOMER SIGNATURE

A minimal charge has been added where applicable to your repet order for the disposal of or use of margrisis, chemicals or wastes.

PLEASE PAY THIS AMOUNT

SALES TAX

INVOICE

Quality Care side - Olympia's Auto Mall 1925 Caopar Point Rd SW Olympia, WA 98502 Business (360) 362-9300

Eastside - 1-5 Exit 107 3121 Pacific Ave SE Olympis, WA 98501 Businass (360) 943-9300 Tacoma (253) 572-3765

MONTESANO, WA PAGE 2 HOME: BUS: SERVICE ADVISOR: 136370 TERRY BARB FORD F-150 OBLIGATE PRODUCATE WARRIES PROMISED PAYMENT INV. DATE 16DEC11 IS 16DEC11 R.O. OPENED OPTIONS: STK:111233 ENG:3.5 Liter GTDI 17FEB12 15FEB12 LINE OPCODE TECH TYPE HOURS LIST TOTAL 4294 SEE TERRY BARB ************** C OIL CHANGE OFFICE CHANGE 1212 IFF 0.40 (N/C)GOG1 MOTORCRAFT SYNTHETIC BLEND (N/C)1 FL*500*SB12 FILTER ASY - OIL (N/C)PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 4294 CHANGE OIL & FILTER , LUBE CHASSIS AS NEEDED, CHECK AND TOP FLUID LEVELS, CHECK AIR FILTER, CHECK AND SET TIRE PRESSURE AND RESET OIL LIFE REMINDER IF APPLICABLE : SEE INTERNAL PAY SHOP CHARGE FOR REPAIR ORDER COMPANY NAME

COMPANY PHONE POLICY NUMBER POLICY NUMBER
POLICY TERM
EFFECTIVE DATE 16 DEC. 2011 DEDUCTIBLE 100.00 BEGIN MILES END MILES COMPONENTS

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Service Hours of Operation Mon -Fri. 7:00am to 5:30pm Saturday 8:00am to 4:30pm

Parts Hours of Operation Mon.-Fri. 8:00am to 5:30pm Saturday 8:00am to 4:30pm

ON BEHALF OF SERVICING DEALER, I MERESY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO NDICATION 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 111 YEAR FROM THE DATE OF PAYMENT NOTRICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

1977

Thenk you for this opportunity to serve you. It is our goal for you, the quatomer to be completely Settlefed with the ropairs on your Vehicle. If for any reason you are not Completely Settlefied with your

STATEMENT OF DISCLAIMER	-OKSCRIPTION -	TOTALS
The factory warranty constitutes	LABOR AMOUNT	0.00
all of the warranties with respect to the sale of this item/tiems. The Seller hereby expressly	PARTS AMOUNT	0.00
areciaints of Amazanties althou	GAS, OIL, LUBE	0.00
express or implied, including any implied warranty of	SUBLET AMOUNT	0.00
merchantability or fitness for a particular purpose, Seller neither	MISC. CHARGES	0.00
essumes nor authorizes any other person to assume for it	TOTAL CHARGES	0.00
any liability in connection with	LESS INSURANCE	0.00
the day of the (resolution).	SALES TAX	0.00
CUSTOMEN SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

p. 5

(N/C)

Swerright 2000 ADP, Inc. SERVIDE MYOICE #2 X512C

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INVOICE



Eastaide - I-5 Exit 107 3121 Pacific Ave SE Olympia, WA 98501 Businese (380) 943-9300 Tacoma (253) 572-3755 Veetside - Olympia's Auto Mali 1925 Cooper Point Rd SW Olympia, WA 98 002 Bushasa 2360, 252, 2300

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MONTESANO, WA		E ANY DAY	PAGE 1	Sand Remitte	nce to:								
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ACCIDENT, NEGLIGENCE OR	MISUSE, RECORDS	service visit, please contact you	merchamability or fitness for a	MISC. CHARGES									
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and the second of the second		use of materials, chemicals or westes.	/;	PLEASE PAY THIS AMOUNT									
					A CONTRACTOR NOT THE PROPERTY OF THE PARTY O								

CUSTOMER COPY

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INVOICE

QualityCare Westside - Olympia's Auto Mali 1928 Cooper Point Rd SW Olympia, WA 98602 Business (380) 352-9300

3121 Fecific Ave SE Olympia, WA 98501 Business (360) 943-9300 Tacoma (263) 572-3766

MONTESANO, HOME: BUS:	CONT:		15 OF	GE 2 ADVISOR:	THE PERSON NAMED IN COLUMN 2 IS NOT THE OWNER.	With the Party of	B-	
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Service Hours of Operation Mon -Fri. 7:00am to 5:30pm Saturday 8:00am to 4:30pm

Parts Hours of Operation Mon.-Fri. 8:00am to 5:30pm Saturday 8:00am to 4:30pm

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.

Completely Setlefled to our Goell . Thenk you for this opportunity to serve you. It is our goel for completely Satisfied with the repeate on your Vehicle.

If for any reason you are not Completely Satisfied with the It for any reason you are not Completely Satisfied with your service yets, please portact you Team Service Member or our Service Net Director of 1360) 943-9300

MARCH TO R 46 - MANTE 121301

DESCRIPTION	TOTALS
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PARTS AMOUNT	0,01
GAS, OIL, LUBE	0.01
SUBLET AMOUNT	0.01
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.01
SALES TAX	0.01
PLEASE PAY THIS AMOUNT	0.01
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4 2000 ADP. Mc. SERVICE MYOICE 13 XQUE

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Olympia's ALL STAR FORD

A CCOLINITET NC

Eastside - I-5 Exit 107 3121 Pacific Ave SE

Westside - Olympia's Auto Mall 1925 Copper Point Rd SW

						Olympia, WA 98501 Business (360) 943-9 Tacoma (253) 572-37	300 55	Olym	npia, WA 98502 (360) 352-9300	
MONTESANO,	WA			_	PAGE 1	Tacona (233) 372-37	www.olyford. Send Remitta PO BOX 11	nce to:		
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SUPPORTING THIS	CLAIM AF	RE AVAILABLE FOR (1)	repairs on your february on you completely Satisfied to service visit, please co Team Service Directol (360) 943-9306	er or our at	assumes nor authorizes	any TOTAL CH		-		
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			wastes.		117	THIS AMO	TNUC			

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Olympia's ALL STAR FORD

Eastside - I-5 Exit 107

Westside - Olympia's Auto Mall

						ACCOUNTI	Oly Bu	21 Pacific Ave SE Impia, WA 98501 siness (360) 943- coma (253) 572-3	755		Olym	per Point Rd SW ppia, WA 98502 (360) 352-9300
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BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS	service visit, please contact you Team Service Manager or our		MISC. CHARGES	0.00
SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION	Service Director at (360) 943-9300		TOTAL CHARGES	0.00
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Olympia's ALL STAR FORD

ACCOUNTING Eastside - I-5 Exit 107
3121 Pacific Ave SE

Westside - Olympia's Auto Mall 1925 Cooper Point Rd SW

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Olympia's ALL STAR FORD

ACCOUNTING

Eastside - I-5 Exit 107 3121 Pacific Ave SE Olympia, WA 98501 Business (360) 943-9300 Tacoma (253) 572-3755 Westside - Olympia's Auto Mall 1925 Cooper Point Rd SW Olympia, WA 98502 Business (360) 352-9300

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CUSTOMER #:

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Olympia's ALL STAR FORD

ACCOUNTING

Eastside - I-5 Exit 107 3121 Pacific Ave SE Olympia, WA 98501

Westside - Olympia's Auto Mall 1925 Cooper Point Rd SW Olympia, WA 98502

							Busine Tacom	ss (360) 943-93 a (253) 572-37			(360) 352-9300
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ON BEHALF OF SERVICING DEALER, I HEREBY	Completely Satisfied is our Goal!	Satisfied is our Goal! STATEMENT OF DISCLAIMER DESCRIPTION				
CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE	Thank you for this opportunity	LABOR AMOUNT	0.00			
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO	to serve you. It is our goal for you, the customer to be	PARTS AMOUNT	0.00			
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BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS	service visit, please contact you Team Service Manager or our	merchantability or fitness for a particular purpose. Seller neither	MISC. CHARGES	0.00		
SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION	Service Director at (360) 943-9300	assumes nor authorizes any other person to assume for it	TOTAL CHARGES	0.00		
AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	Anti-Antiback Control (any liability in connection with the sale of this item/items.	LESS INSURANCE	0.00		
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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE	repair order for the disposal of or use of materials, chemicals or wastes.	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00		

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CUSTOMER #:

Olympia's ALL STAR FORD

ACCOUNTING

Eastside - I-5 Exit 107 3121 Pacific Ave SE Olympia, WA 98501 Business (360) 943-9300 Tacoma (253) 572-3755 Westside - Olympia's Auto Mall 1925 Cooper Point Rd SW Olympia, WA 98502 Business (360) 352-9300

						Bus Tac	ness (360) 943-93 oma (253) 572-375	00 5		(360) 352-9300
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ACCOUNTING COPY

A minimal charge has been added where applicable to your repair order for the disposal of or use of materials, chemicals or

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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

MISC. CHARGES TOTAL CHARGES

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SALES TAX

PLEASE PAY

THIS AMOUNT

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

Olympia's ALL STAR FORD

ACCOUNTING

Eastside - I-5 Exit 107 3121 Pacific Ave SE Olympia, WA 98501 Business (360) 943-9300 Tacoma (253) 572-3755 Westside - Olympia's Auto Mall 1925 Cooper Point Rd SW Olympia, WA 98502 Business (360) 352-9300

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Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X5/20

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CUSTOMER #:

36932

Olympia's ALL STAR FORD

Eastside - I-5 Exit 107

Westside - Olympia's Auto Mall

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ON BEHALF OF SERVICING DEALER, I HEREBY	Completely Satisfied is our Goall	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE	Thank you for this opportunity to serve you. It is our goal for	The factory warranty constitutes all of the warranties with respect	LABOR AMOUNT	0.00	
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REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	If for any reason you are not Completely Satisfied with your implied warranty of SUBLET AMOUNT	SUBLET AMOUNT	0.00		
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS	service visit, please contact you Team Service Manager or our	merchantability or fitness for a particular purpose. Seller neither	MISC. CHARGES	0.00	
SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION	Service Director at (360) 943-9300	assumes nor authorizes any other person to assume for it	TOTAL CHARGES	0.00	
AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	A minimal charge has been	any liability in connection with the sale of this item/items.	LESS INSURANCE	0.00	
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ACCOUNTING COPY

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38285

Olympia's ALL STAR FORD

ACCOUNTING

Eastside - I-5 Exit 107 3121 Pacific Ave SE Olympia, WA 98501 Business (360) 943-9300 Tacoma (253) 572-3755 Westside - Olympia's Auto Mall 1925 Cooper Point Rd SW Olympia, WA 98502 Business (360) 352-9300

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MONTESANO,	WA					_	PAGE 3	L		Send Remitta PO BOX 11	ince to:	
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Olympia's ALL STAR FORD

ACCOUNTING

Eastside - I-5 Exit 107 3121 Pacific Ave SE Olympia, WA 98501 Business (360) 943-9300 Tacoma (253) 572-3755 Westside - Olympia's Auto Mall 1925 Cooper Point Rd SW Olympia, WA 98502 Business (360) 352-9300

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ACCOUNTING COPY

CUSTOMER #:

Olympia's ALL STAR FORD

ACCOUNTING Eastside - I-5 Exit 107
3121 Pacific Ave SE

Westside - Olympia's Auto Mall 1925 Cooper Point Rd SW

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ON BEHALF OF SERVICING DEALER, I HEREBY	Completely Satisfied is our Goall	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE	Thank you for this opportunity	The factory warranty constitutes all of the warranties with respect	LABOR AMOUNT	0.00
SHOWN, SERVICES DESCRIBED WERE PERFORME AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE. THAT ANY PART	to serve you. It is our goal for you, the customer to be	PARTS AMOUNT	0.00	
	Completely Satisfied with the repairs on your Vehicle.	0.00		
REPAIRED OR REPLACED UNDER THIS CLAIM HAD	If for any reason you are not Completely Satisfied with your implied warranty of SUBLET AMOUNT	SUBLET AMOUNT	0.00	
BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS	service visit, please contact you Team Service Manager or our	merchantability or fitness for a particular purpose. Seller neither	MISC. CHARGES	0.00
SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION	Service Director at (360) 943-9300	assumes nor authorizes any other person to assume for it	TOTAL CHARGES	0.00
AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		any liability in connection with the sale of this item/items.	LESS INSURANCE	0.00
MANOPACTORERS REPRESENTATIVE.	A minimal charge has been added where applicable to your	ute sale of this itemplieris.	SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE	repair order for the disposal of or use of materials, chemicals or wastes.	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

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FIVE STAR DEALERSHIPS, INC. 711E E. WISHKAH P.O.BOX 1827 ABERDEEN, WA 98520 360-533-3673 FAX 360-533-8659 WWW.FIVESTARDEALERSHIPS.COM

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Server: AWS Prod

Claims loaded through: 03-MAY-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-MAY-12

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

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1FTFW1ET0BF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	02- NOV- 2011		174517	USA	-1	6Y20	•	TAP1	٠	F09	sxx	V99	A99	82
AWS Claim Key:	2161494	Doc#:	03519	5B	Trx Cod	e:	TAPI	Labor H	Irs:	0	Labor C	Cost:	0	Ma	terial (Cost:	0	Total	Cost:	28.36			
Dir Cd-Sub Cd:	03976-*	Name:	ALL S	STAR FO	RD		Ph:	360-943	9300	St: WA	Ctry Cd:	USA	Reg Co	i:	NA	Repr	Date:29	-DEC-2	2011	DIST(Mile):	131	
Cust Comments: Tech Comments:	RENTAL RENTAL			RR REPA	IRS						cui											_	
IFTFW1ET0BF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	02- NOV- 2011		174517	USA	-1	2G04		DIAG		F04	SII	V52	D36	82
AWS Claim Key:	2126085	Doc#:	03519	5A	Trx Cod	e:	2	Labor H	Irs:	.7	Labor C	Cost:	69.43	Ma	terial (Cost:	0	Total	Cost:	69.43			
Dlr Cd-Sub Cd:	03976-*	Name:	ALL S	STAR FO	RD		Ph:	360-943	9300	St: WA	Ctry Cd:	USA	Reg Co	i:	NA	Repr	Date:29	-DEC-2	2011	DIST(Mile):	131	
Cust Comments:	CUSTON NO INDI				ES WITH C	CRUSE ON	і 50МРНЈ	ERKS ON	HARD	ACCELL	LOW SPI	PED ENGINE	ELACKS	POW	ERTH	EN GA	INS PO	WER B	ACK C	N ITS C	WN		
Tech Comments:												SENT. TEST OUND AT T			ATA, N	IO MIS	SFIRE M	ONITO	RS PR	ESENT.			
							-			02-												-	
1FTFW1ET0BF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	NOV- 2011		174517	USA	-1	1G88	•	NPF	*	F04	S11	V44	D50	82
AWS Claim Key:	2814511	Doc#:	03600	IA	Trx Code	e:	2	Labor H	lrs:	1.4	Labor C	Cost:	138.85	Ma	terial (Cost:	0	Total	Cost:	223.93			
Dir Cd-Sub Cd:	03976-*	Name:	ALL S	STAR FO	RD		Ph:	360-9439	9300	St: WA	Ctry Cd:	USA	Reg Cd	ı:	NA	Repr	Date:23	-JAN-2	012	DIST(Mile):	814	
Cust Comments:	HARD E	XCELL A	ND VE	EH JUST	CHUGGEI	THEN T	OOK OFF																
Tech Comments:	SERVICE	MANA	GER RI	D TST HO		I NO PRO						22192 COUI OR RAW FUI											

1FTFW1ET0BF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	02- NOV- 2011		174517	USA	-1	6Y20	•	TAPI		F09	sxx	V99	A99
AWS Claim Key:	2738557	Doc #:	036	932B	Trx Coo	le:	TAPI	Labor	Hrs:	0	Labor (Cost:	0	Ma	terial (Cost:	0	Tota	al Cost:	56.72		
Dir Cd-Sub Cd:	03976-*	Name:	ALI	STAR FO	ORD		Ph:	360-943	39300	St: WA	Ctry Cd:	USA	Reg Co	d:	NA	Repr	Date:15	5-FEB	-2012	DIST	(Mile):4	1294
Cust Comments: Tech Comments:				G WARR URING W	REPAIRS ARR REPA	AIRS																_
IFTFW1ET0BF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	02- NOV- 2011		174517	USA	-1	7S02	*	14401	•	F04	SII	V52	D42
AWS Claim Key:	3018036	Doc#:	036	932A	Trx Coc	te:	S07	Labor	Hrs:	4.8	Labor (Cost:	476.06	Ma	terial (Cost:	0	Tota	al Cost:	476.00	á	
Dir Cd-Sub Cd:	03976-*	Name:	ALI	STAR FO	ORD		Ph:	360-943	39300	St: WA	Ctry Cd:	USA	Reg Co	d:	NA	Repr	Date:15	5-FEB	-2012	DIST	(Mile):4	1294
Cust Comments:	CS 50MI OFF	PH ENG	LIGH	T CAME (ON AND E	NG LACK	ED POW	ER STAR	TED SHA	KING LII	KE FLAT	TIRE PULLI	ED OVER	R TUF	RNED (CAR O	FF REST	ΓARE	D AND	LIGHT	WENT	
Tech Comments:	NON DA	MAGE	FOUN	D CHECK	TSB 1202	10 PCM U	P TO DA	TE. RD TS	ST WITH	IDS AND	CAPTU	SSM 21925 F IRED 3 RECO ONDENSATI	RDINGS	S OF	VARIO	US PI	DS FOR	TPS C	CONTAC	CT HL T	OLD	
IFTFW1ET0BF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	02- NOV- 2011		174517	USA	-1	2G04	•	DIAG		F04	S11	V52	D42
AWS Claim Key:	3115049	Doc#:	0382	285A	Trx Coc	ie:	2	Labor l	Hrs:	.7	Labor (Cost:	69.43	Ma	terial (Cost:	0	Tota	al Cost:	69.43		
Dir Cd-Sub Cd:	03976-*	Name:	ALI	STAR FO	ORD		Ph:	360-943	9300	St: WA	Ctry Cd:	USA	Reg Co	d:	NA	Repr	Date:21	-MAI	R-2012	DIST	Mile):	295
Cust Comments: Tech Comments:	PERFOR THE BR	MED EN	EC TE	ST, PASS S PEDAL	CONTINU AT THE SA	OUS MEN	ORY, KO	DER,AND NGDRIVA	KOEO S	ELF TEST	r. CHECK	ETS ENGINE (ED OASIS, I LED CUSTO) EWED VEHI	FOUND S	SSM2 REV	1769 A EWSS	ND SS M AN	D SEE II	CUS	TOMER	DRIVE	ES	
IFTFW1ET0BF	2 6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	02- NOV- 2011		174517	USA	-1	6Y20	•	TAPI	٠	F09	sxx	V99	A99
AWS Claim Key:	3115048	Doc#:	0382	285B	Trx Cod	le:	TAPI	Labor I	Hrs:	0	Labor (Cost:	0	Ma	terial (Cost:	0	Tota	d Cost:	56.72		
Dir Cd-Sub Cd:	03976-*	Name:	ALI	STAR FO	ORD		Ph:	360-943	9300	St: WA	Ctry Cd:	USA	Reg Co	i:	NA	Repr	Date:21	-MAF	R-2012	DIST	(Mile):4	295
Cust Comments: Tech Comments:				G WARR	REPAIRS I REPAIRS	RENTAL (CAR.															
IFTFW1ET0BF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	02- NOV- 2011		174517	USA	-1	5G88		NPF		F05	S10	V89	N22
AWS Claim Key:	3312315	Doc#:	0359	062A	Trx Cod	le:	2	Labor I	Irs:	1.5	Labor (Cost:	137.58	Ma	terial (Cost:	0	Tota	l Cost:	137.58	1	
Dlr Cd-Sub Cd:	01369-*	Name:	FIV	E STAR D	EALERSH	IPS, INC.	Ph:	360-533	3673	St: WA	Ctry Cd:	USA	Reg Co	1:	NA	Repr	Date:20	-APR	-2012	DIST(Mile):7	423

Cust Comments:

CUST STATES SURGE/SHAKE FELT 20 27MPH, ON SEVERAL OCCASIONS WHEN PULLING OUT INTO TRAFFIC VEHICLE HAS SLOW OR NO THROTTLE RESPONSE

AND VHEICLE STARTS TO SHAKE REPORT

Tech Comments:

 $ROAD\ TEST, PCM\ SELF\ TEST\ PASS, KOEO\ KOER\ PASS, PID\ DATA\ MONITOR\ OK, RESET\ KAM, CHECK\ OASIS, SSM\ 22246\ REGARDING\ BRAKE\ OVER\ ACCERLATION$

CONCERN; CAN DUPLICATE CONCERN IF BRAKE PEDAL IS APPLIED WHILE ACCELERATING CONCERN UNDER INVESTIGATION TSB 12 2 10 ADVISE

Any comments? You can contact

webmaster

Rpt. Analysis Home

Report Mgmt Primary

Report Mgmt Query

Report Mamt

Indicator Summary

Help Exit

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

File Report To A Folder Exists in Folder(s) File Report To This Folder Folder Number: **Download Options** Previous Mail Report **Add Comments** Next Save Report Detail Section : View Details Attachments: 0 Report#: CAYHM006 NHL Received: 01/25/2012 CCRG/EPRC: **Reviewed Status:** Date: 2011,F150 4X4 ,F150 ,SUP Vehicle: **Build Date:** 11/02/2011 CRW,STYSD ,1FTFW1ET0BF Calibration: BF613C0A Odometer: 3.5L-GTDI 7,423 M Engine: Transmission: YES 6R80E Axle: 3800F3.55L A/C: (360) 538-Dealer: Phone#: USA 01369 Five Star Dealerships, Inc. 8624 Washington Country: City: Aberdeen USA State: Originator: WILLIAM MULLINS Symptom: 5 50 2 02 DRV PERF, RUNS ROUGH, ACCEL, ALWAYS Status: VFG: V52 DRIVEABILITY Additional SLUGGISH ACCELERATION Symptom: Fix: Causal Component: **Condition Code:** Hotliner: DRIDOLF2 Phone: 000 248-8241 Regn Cd: W5 Seattle TAR: **Engineering:** Phone: Dir Contact: WILLIAM MULLINS Title Cde: T Phone: 360 943-9300

KOEO:

KOEC:

KOER:

Comments:

REPAIR

01/25/2012 07:30PM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN:CUSTOMER REPORTS FROM A STOP HE PUNCHED IT ON ACCELL, ENGINE CHUGGED FOR 30 SECONDS THEN TOOK OFF. DIAGNOSTICS: PERFORMED EEC TEST, NO CODES. ROAD TESTED, UNABLE TO DUPLICATE. SERVICE MANAGER TEST DROVE HOME, UNABLE TO RECREATE CUSTOMER CONCERN. PARTS REPLACED: NONE TECH OUESTION: CUSTOMER WAS TOLD THERE IS A GROUND WIRE FOR COILS THAT IS MISROUTED THAT FORD IS AWARE OF FOR THIS CONCERN. IS THERE ANY REPORTS FOR THIS CONCERN? OR ANY INFO ON A MISROUTED GROUND WIRE?

RECOMM 01/25/2012 07:30PM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE

WILLIAMS, -PLEASE CONTINUE ATTEMPTING TO DUPLICATE THIS CONCERN. MONITOR FUEL TRIMS FOR A LEAN/RICH CONDITION. MONITOR ETC ACTUAL VS. ETC DESIRED PIDS FOR A DIFFERENCE OF OVER THREE DEGREES. IF THIS IS FOUND, THERE IS AN INTERNAL FAULT TO THE ETB AND THE ETB SHOULD BE REPLACED. -ASK THE CUSTOMER IF THIS CONCERN HAPPENED SHORTLY AFTER REFUELING. IF THIS IS THE CASE, SUSPECT THE VEHICLE WAS OVERFILLED AND THE EVAP CANISTER FLOODED. RECOMMEND CHECKING EVAP CANISTER FOR RAW FUEL, ALSO INSPECT EVAP CANISTER PURGE VALVE OPERATION. RAW FUEL MAY BE DRAWN INTO THE INTAKE MANIFOLD CAUSING THIS CONCERN. -THERE IS NO INFORMATION AVAILABLE RELATED TO A 'MISROUTED' GROUND WIRE AND A CONCERN OF SLUGGISH ACCELERATION FROM A COMPLETE STOP.

REPAIR 02/16/2012 02:09PM ALEC MCENTEE MSS - FCSD - TECH SVC HOTLINE DESCRIPTION OF VEHICLE CONCERN: CUSTOMER STATES AT 50MPH ENGINE LIGHT CAME ON. ENGINE LACKED POWER AND STARTED SHAKING. PULLED OVER, TURNED CAR OFF. RESTARTED VEHICLE, LIGHT WENT OFF AND RAN NORMAL. CUSTOMER ALSO CAME IN ON 1-24 AT 2814 MILES WITH CONCERNS FROM A STOP. LACK OF POWER, CHUGGING, AND LAG. UNABLE TO DUPLICATE THAT CONCERN EITHER.

DIAGNOSTICS ALREADY COMPLETED: ON PREVIOUS VISIT EVAP CANISTER WAS REMOVED TO CHECK FOR RAW FUEL, NONE FOUND. THIS VISIT CHECKED WIRING FOR CHAFFING AS PER SSM 21925, ALL WIRING LOOKS GOOD, NO CHAFFING OR WARN SPOTS. USING TSB 12-02-10, NO CODES PRESENT BUT BY DESCRIPTION. NO LATER PCM CALIBRATION FOUND, ALREADY AT MOST LATEST LEVEL. TEST DROVE AND MONITORED PIDS. FOUND TP1% AND TP2% DO NO MIRROR EACH OTHER AT ANY OTHER POSITION THAN AT IDLE. AT CRUISE AND LIGHT ACCEL THE DIFFERENCE BETWEEN THE TWO VARIES FROM 13% UP TO 36% ON THREE RECORDINGS TAKEN. WAS NEVER ABLE TO RECREATE CUSTOMER CONCERN, JUST LOOKING FOR ABNORMAL READINGS. PARTS REPLACED: NONE TECH'S **OUESTION: SUSPECT POSSIBLE THROTTLE BODY CAUSING CUSTOMER** INTERMITTENT CONCERNS. SHOULD THROTTLE BODY BE REPLACED DUE TO THESE READINGS? THIS IS THE CUSTOMERS SECOND VISIT IN FOR COMPLAINTS THAT CANT BE VERIFIED. LAST VISIT PRINTED SSM 22192 SAYING SOME CONCERNS ARE BEING INVESTIGATED. ANY HELP IN THIS MATTER WOULD BE GREATLY APPRECIATED.

RECOMM 02/16/2012 02:09PM ALEC MCENTEE MSS - FCSD - TECH SVC HOTLINE

WILLIAMS, -THE READINGS LISTED DO NOT INDICATE AN ISSUE, SINCE THE CONCERN WAS NOT PRESENT WHILE TESTING (DO NOT RECOMMEND TO REPLACE THE ELECTRONIC THROTTLE BODY (ETB) AT THIS TIME). IF ABLE TO VERIFY THE CUSTOMERS CONCERN AND THE ETB PIDS INDICATE A COCNERN, REPLACE THE ETB. -PLEASE MAKE SURE THAT THE IDS IS AT LEVEL 77A.03A WHEN THE PCM WAS CHECKED FOR UPDATES. IF THE IDS IS NOT AT THE LEVEL LISTED, UPDATE THE IDS AND THEN THE PCM. THEN RE-EVALUATE. -CHECK IF THE GROUND BOLT G105 CAN BE LOOSENED BY HAND. IF THE BOLT CAN NOT BE LOOSENED BY HAND, TIGHTEN THE BOLT USING A SOCKET AND AN 6-8 INCH 3/8 DRIVE EXTENSION (NO RATCHET). THE RECOMMENDED TORQUE FOR THE G105 IS 10 NM PLUS AN ADDITIONAL 45 DEGREE TURN. -CHECK THE CAC LINES FOR EXCESSIVE CONDENSATION. -EVEN THOUGH THERE WAS NO RAW FUEL IN THE EVAP SYSTEM, WHILE THE ISSUE IS PRESENT BLOCK OFF THE EVAP LINE TO THE ENGINE. IF THE ISSUE IS NO LONGER PRESENT, REPLACE THE CANISTER PURGE VALVE (LOCATED IN THE ENGINE COMPARTMENT). IF THE PURGE VALVE WAS

- STICKING OPEN IT WOULD CAUSE AN UN-METERED VACUUM LEAK. -DOCUMENT IF THE VEHICLE IS EQUIPPED WITH ANY AFTERMARKET COMPONENTS.
- AUDIT 02/16/2012 02:09PM ALEC MCENTEE MSS FCSD TECH SVC HOTLINE
 ODOMETER 2814 M CHANGED TO 4294 M BY AMCENTEE
- REPAIR 02/16/2012 05:45PM LAWRENCE STANLEY MSS FCSD TECH SVC HOTLINE

 CAMERON STATED HE HAS PERFORMED THE TSB 12-02-10, AND HAS DRIVEN THIS

 VEHICLE AND HAS NOT EXPERIENCED ANY DRIVEABILITY CONCERNS. ALSO G 105

 WAS PROPERLY TIGHTENED, AND NO MOISTURE WAS VISIBLE IN THE CAC TUBING.

 ALSO THE SM WAS THINKING AN FSE MIGHT BE BENEFICIAL IN THIS MATTER,

 EVEN THOUGH NO DUPLICATION OF ANY DRIVEABILITY CONCERNS, HAVE BEEN

 VERIFIED.
- RECOMM 02/16/2012 05:45PM LAWRENCE STANLEY MSS FCSD TECH SVC HOTLINE

 CAMERON, RECOMMEND PERFORMING THE MISFIRE MONITOR NEUTRAL PROFILE

 CORRECTION PROCEDURE USING IDS. THEN ROAD TESTING THE VEHICLE, IF

 NO FAULTS ARE DETECTED, THE VEHICLE SHOULD BE RETURNED TO THE

 CUSTOMER. LASTLY SINCE NO FAULTS ARE CURRENTLY PRESENT, WITH THE

 VEHICLE OPERATING PROPERLY, FSE INVOLVEMENT IS NOT REQUIRED.
- WEB COMMENT BY: W-MULLI1 3/22/2012 11:20:04 AM TOOK FUEL SAMPLE,
 FUEL LOOKS GOOD. CHECKED FOR WATER IN FUEL AS OUTLINED, NO PROBLEMS
 FOUND. ALSO CHECKED MODE SIX DATA, ALL CYLS SHOW 0 COUNT OF MISFIRES.
 ENGINEER CALLED LAST NIGHT WAS GOING TO REVIEW CUDL REPORT AND CALL
 BACK WITH NEXT STEP. PLEASE FEEL FREE TO CALL
 THANK YOU.
- RECOMM 03/22/2012 11:32AM CHARLES GAMMON MSS FCSD TECH SVC HOTLINE

 CAMERON, THANK YOU FOR THE UPDATE, IT IS NOT CLEAR IF A HOTLINE

 ENGINEER CALLED OR SOMEONE ELSE. IF A HOTLINE ENGINEER CALLED PLEASE

 ADVISE SO HE CAN BE ADVISED OF THIS CONTACT. IF THE CALL WAS NOT FROM

 HOTLINE PLEASE WAIT FOR THE CALL BACK AND RECOMMENDATIONS.
- REPAIR 03/22/2012 12:01PM DOMINIC RIDOLFI MSS FCSD TECH SVC HOTLINE
 CONCERN: CUSTOMER REPORTS LACK POWERS AND STARTS SHAKING AFTER 30MPH.
 CUSTOMER LETS OFF AND PROBLEM GOES AWAY. PROBLEM IS RANDOM. THIS THE

FOURTH TIME VEHICLE HAS BEEN IN FOR THIS TYPE OF CONCERN. DIAGNOSTICS PERFORMED: FIRST VISIT 12-30-11 MILES 1167. TEST DRIVE, NO VERIFY. EEC TEST, PASS. RELEASED VEHICLE TO CUSTOMER. SECOND VISIT 1-30-12 MILES 2912, ROAD TEST AND MONITOR ETC PIDS ACTUAL AND DESIRED, NO PROBLEMS FOUND. ALSO REMOVED EVAP CANISTER TO CHECK FOR RAW FUEL, NONE FOUND. RELEASED VEHICLE TO CUSTOMER. THIRD VISIT 2-28-12 MILES 4309. CHECKED FOR CHAFFED WIRES AS PER SSM 21925, NONE FOUND. REMOVED LEFT AND RIGHT CAC TUBES TO CHECK FOR CONDENSATION, NONE NOTED. CHECKED, CLEANED, AND RETIGHTENED GROUND G105. REPROGRAMMED PCM AS PER TSB 12-02-10. PERFORMED NEUTRAL PROFILE CORRECTION, RELEASED VEHICLE TO CUSTOMER, CURRENT VISIT ROAD TESTED, UNABLE TO DUPLICATE CUSTOMER CONCERN. CONTACTED CUSTOMER ABOUT DRIVING WITH BOTH FEET AS DESCRIBED IN SSM 22246 AND 21769. CUSTOMER DOESNT USE LEFT FOOT WHILE DRIVING. MONITORED PIDS WHILE DRIVING, NOTED BRKOVRD POSS 205 AND BRKOVR ACTION 2. PARTS REPLACED: NONE INITIAL QUESTION: DOES THE BRKOVRD_POSS 205 AND BRKOVR_ACTION 2 INDICATE ANY PROBLEMS? HAVE NEVER BEEN ABLE TO DUPLICATE CUSTOMER CONCERN. IS THERE ANY OTHER TEST I SHOULD PERFORM AT THIS TIME

RECOMM 03/22/2012 12:01PM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE WEB - DRIDOLF2 - 3/21/2012 8:00:27 PM CAMERON, -THIS CONCERN IS CURRENTLY UNDER ENGINEERING REVIEW. PLEASE SEE SSM 22225, AND MONITOR OASIS FOR FURTHER UPDATES. -TAKE A FUEL SAMPLE AND CHECK FOR BOTH POOR QUALITY FUEL AND E85 IN THE TANK. TO CHECK FOR E85 CONTENT IN THE FUEL, RECOMMEND PERFORMING A WATER TEST. USING A CLEAR BOTTLE, FILL IT HALFWAY WITH WATER, MARK THE LINE, ADD THE SAME AMOUNT OF FUEL FROM THE VEHICLE, MIX TOGETHER, AND ALLOW TO SEPARATE. THE ETHANOL WILL COMBINE WITH THE WATER INCREASING THE WATER LEVEL. AN INCREASE OF WATER LEVEL UP TO 10% IS NORMAL GASOLINE. ANY MORE THAN 10% IS AN E85 MIX. IF AN E85 MIX IS EVIDENT, RECOMMEND DRAINING THE FUEL TANK COMPLETELY, DRY IT OUT, ADD KNOWN GOOD FUEL, CLEAR KAM, AND RETEST. -A BOA EVENT WOULD NOT BE SUSPECT AS THE CAUSE OF THIS CONCERN AS POWER IS DE-RATED, BOA EVENTS WOULD NOT EXHIBIT A

- MISFIRE/SHUDDER SENSATION.
- AUDIT 03/22/2012 12:01PM DOMINIC RIDOLFI MSS FCSD TECH SVC HOTLINE
 ODOMETER 4294 M CHANGED TO 5921 M BY DRIDOLF2
- REPAIR 03/22/2012 12:06PM DOMINIC RIDOLFI MSS FCSD TECH SVC HOTLINE REVIEWED CUDL REPORT AND CONTACTED CAMERON AT THE DEALER TO UPDATE STATUS.
- RECOMM 03/22/2012 12:06PM DOMINIC RIDOLFI MSS FCSD TECH SVC HOTLINE

 CAMERON, -AT THIS TIME PLEASE CONTINUE WITH PREVIOUS RECOMMENDATION

 TO MONITOR OASIS FOR UPDATES ON THIS CONCERN. IF FUTURE ASSISTANCE IS

 REQUIRED, EITHER UPDATE THIS FORM WITH ANY NEW DEVELOPMENTS OR CALL IN

 TO THE HOTLINE. THANK YOU.
- WEB FORM DATA CONCERN:CUSTOMER STATES SURGE SHAKE FELT AT 20 TO 27
 MPH , ON SEVERAL OCCASSIONS WHEN PULLING OUT INTO TRAFFIC VEHICLE HAS
 SLOW OR NO THROTTLE RESPONSE AND VEHICLE STARTS TO
 SHAKE DIAGNOSTICS: SELF TEST PID DATA MONITOR WITH ROAD
 TEST PARTS REPLACED:NONE TECH QUESTION:THIS VEHICLE HAS NO CODES
 , HAS LATEST UPDATE, WENT OVER OASIS LOOKED AT SSM 22246 BOA . I WILL
 TALK WITH SERVICE WRITER TO SEE IF THIS IS THE CASE. HAVE YOU BEEN
 SEEING THIS CONCERN A LOT , IM GOING TO GO OUT AND DRIVE THIS VEHICLE
 AND A APPLY BOTH PEDALS TO SEE IF SHAKE IS PRESENT WHEN DOUBLE FOOTING
- RECOMM 04/20/2012 12:21PM MATTHEW MESSINA MSS FCSD TECH SVC HOTLINE
 ARTIE, THERE IS A TSB AND AN SSM TO ADDRESS THIS CONDITION. PLEASE
 REFER TO

HREF=HTTP://WWW.VREP.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SSM/SS
M.ASP?SSM=22225 TARGET='_BLANK'>SSM 22225, AND
Download Options
HREF='HTTP://WWW.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SPUBS/ANUM
Q.ASP?FLAVOR=DEALERS&SZARTICLE=12-02-10' TARGET='_BLANK'>TSB
12-02-10 FOR MORE INFORMATION ON THIS CONCERN. PLEASE NOTE
THAT THIS CONCERN IS CURRENTLY UNDER ENGINEERING INVESTIGATION. PLEASE
CONTINUE TO MONITOR PTS AND OASIS FOR UPDATES ON THIS CONDITION. TSB
12-02-10 2011-2012 F150 - 3.5L GTDI CALIBRATION UPDATE - VARIOUS

ISSUES SSM 22225 SOME 2011-2012 F150 EQUIPPED WITH A 3.5L GTDI ENGINE

MAY EXHIBIT AN INTERMITTENT STUMBLE/MISFIRE

AUDIT 04/20/2012 12:21PM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

ODOMETER 5921 M CHANGED TO 7423 M BY MMESSIN4

AUDIT 04/20/2012 12:21PM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE

DEALER 03976, , , USA CHANGED TO 01369, , , USA BY MMESSIN4

File Report To This Folder File Report To A Folder Exists in Folder(s)

Add Comments Previous Next Save Mail Report

Requester: LBINGHAM

Report Summary

Server: FCWS686

Ford Proprietary, Private

PE13-018 001839LC

4-May-2012

Retention: None

All Action Details for Issue

All rection because for	13300
VIN: 1FTFW1ET0BF Name: Owner Status: Original Symptom Desc: RUNS ROUGH AT CRUISE HOT ENGINE Reason Desc: CLP - IN - FINANCIAL ASSISTANCE - AT RISK Issue Type: 04 REGION Initial Customer Contact: 03/30/2012	Primary Phone: Secondary Phone:
Action: TIER ONE OPEN ISSUE Dealer: 03976 ALL STAR FORD Odometer: 5500 MI Analyst Name: KRIZ, TIMOTHY Action Date: 03/29/2012 Comm Type: PHONE Analyst: TKRIZ Action Time: 13.59.31.636 Comments == CUST SAYS==-VEH HAS BEEN IN THE SHOP FOR T FIX IT-CUST HAS TRIED TO TRADE IT OFF-CUST HAS ATTEMPTE VEH ON 3/22/12 BUT THE DLR SAYS THEY CANNOT FIX THE VEH JOEL AND AMBER, REOPENING CASE BECAUSE THE CUSTOME ADDRESSED -LOCAL DLR ALL STAR FORD 3121 PACIFIC AVE.OL WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TE CONCERN. A SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINE OR MONDAY AFTER 4 PM, BEST NUMBER VEH IS W	ED TO LEFT FORD -CUST SAYS HE PICKED UP THE ISO HIS VEH HAS NEVER BEEN FIXED-PER TL RS CONCERNS WERE NOT PROPERLY LYMPIA WA 98502(800) 285-0385 -CRC ADVSIED "I EAM SO THEY CAN INVESTIGATE YOUR ESS DAYSBEST TIME TO CALL FRIDAY ANYTIME
Action: CREATE FOLLOW UP Dealer: 03976 ALL STAR FORD Odometer: 5500 MI Comm Type: PHONE Analyst Name: DUROCHER, STEPHEN Analyst: SDUROCHE Action Date: 03/30/2012 Action Time: 18.08.39.818 Comments CSM STEVE EXT 77725 OBC TO DLRSHP SPOKE TO SADVISED ON THE LAST VISIT TO MONITOR OASIS FOR UPDATES	S/M CEASAR AND HE SAID THAT HOTLINE
Data Element Name	Data Value
	04-02-2012 20:00
Action: CREATE FOLLOW UP Dealer: 03976 ALL STAR FORD Odometer: 5500 MI Comm Type: PHONE Analyst Name: DUROCHER, STEPHEN Analyst: SDUROCHE Action Date: 04/02/2012 Action Time: 19.38.30.617	Origin Desc: CUSTOMER CARE SOLUTIONS TEAM Action Data: Yes
Comments CSM STEVE EXT 77725 OBC TO CUST SPOKE TO MR HAVE SEVERAL TRUCKS THAT HAVE SAME PROBLEM, CUST SAI ASKED DLR TO TRADE TRUCK, DLR CLDNT FIND THE 2011 VEH CRATES, CUST ASKED FORD TO HELP HIM WITH TRADE, I ADVISED FORD COEP. CUST ASKED TO SPEAK TO MY BOSS	ID THAT IT IS ALL OVER THE INTERNET.,CUST CUST WANTS TO GET THE BEST INTEREST
	Data Value
DATE OF FOLLOW UP: 0	04-06-2012 0:00

Action: CCS SUPERVISOR ESCALATION

Dealer: 03976 ALL STAR FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 5500 MI Comm Type: PHONE Analyst Name: DUROCHER, STEPHEN Analyst: SDUROCHE

Action Date: 04/02/2012 Action Time: 19.40.14.281 Action Data: Yes

Comments PLEASE CALL CUST 04- 05 THURSDAY

Data Element Name Data Value SUPERVISOR'S CDSID: LHENDR27 SUPERVISOR'S NAME: HENDRICKS, LEONARD

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

Dealer: 03976 ALL STAR FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 5500 MI Comm Type: PHONE

Analyst Name: JOHNSON, MARK Analyst: MJOHSON

Action Date: 04/05/2012 Action Time: 19.07.01.714 Action Data: No

Comments CSM MARK X: 77716. USA 2012 NEW 84/100000 PREMIUMCARE W/ROADSIDE ESP ON RECORD. OBC TO S/A TERRY @ 360-943-9300 SAID HE FOLLOWED SSM 21925 AND TSB 12-02-10. WAS NOT ABLE TO DUPLICATE CONCERN ON ANY VISIT, CONTACTED HOTLINE AND RECOMMENDED A TEST DRIVE WITH IDS AND WERE NOT AND I EXPLAINED THAT ABLE TO DUPLICATE ISSUE BUT DID REPROGRAM PCM. OBC TO CUST @ THIS VEH HAS BEEN DIAG'D AND NO REPAIR WAS ABLE TO BE JUSTIFIED. CUST ADMITS HE HAS NOT BE ABLE TO DUPLICATE AN ISSUE FOR THE DLR. I TOLD CUST HE HAS A WARRANTY AND IF HE HAS FUTURE ISSUES. FORD WILL STAND BEHIND IT VEHS.

Action: CONCERN ADDRESSED

Dealer: 03976 ALL STAR FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 5500 MI Analyst Name: JOHNSON, MARK Analyst: MJOHSON

Comm Type: PHONE

Action Date: 04/05/2012

Action Time: 19.07.17.855 Action Data: Yes

Comments CSM MARK X: 77716. USA 2012 NEW 84/100000 PREMIUMCARE W/ROADSIDE ESP ON RECORD. OBC TO S/A TERRY @ 360-943-9300 SAID HE FOLLOWED SSM 21925 AND TSB 12-02-10. WAS NOT ABLE TO DUPLICATE CONCERN ON ANY VISIT, CONTACTED HOTLINE AND RECOMMENDED A TEST DRIVE WITH IDS AND WERE NOT ABLE TO DUPLICATE ISSUE BUT DID REPROGRAM PCM. OBC TO CUST @ AND I EXPLAINED THAT THIS VEH HAS BEEN DIAG'D AND NO REPAIR WAS ABLE TO BE JUSTIFIED. CUST ADMITS HE HAS NOT BE ABLE TO DUPLICATE AN ISSUE FOR THE DLR. I TOLD CUST HE HAS A WARRANTY AND IF HE HAS FUTURE ISSUES. FORD WILL STAND BEHIND IT VEHS.

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	89
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	N
ESP USED? (Y/N)	N
SCP USED? (Y/N)	N
X-PLAN USED? (Y/N)	N
CLP FINANCIAL ASSIST PROVIDED? (Y/N)	N
-ESTIMATED REPAIR COST(@WARR RATES) (\$)	
CUSTOMER'S SHARE OF REPAIR COST (\$)	
DEALER'S SHARE OF REPAIR COST-P18 (\$)	
DEALER'S SHARE OF REPAIR COST-OTHER(\$)	
FORDS'S SHARE OF REPAIR COST-P11 (\$)	

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

N

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 03976 ALL STAR FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 5500 MI Comm Type: PHONE Analyst Name: LYCZKOWSKI, JASON Analyst: JLYCZKOW

Action Date: 04/06/2012

Action Time: 14.14.52.518 Action Data: No

Comments < CSM JASON EXT 77782> ON BEHALF OF CSM MARK EXT 77716 - CUSTOMER LEFT A MESSAGE ON 4/6/12. CUSTOMER SAID HE WAS GOING TO TAKE HIS TRUCK TO ABERDIEN. CSM WILL UPDATE CASE AND LEAVE A MESSAGE FOR CSM MARK TO HANDLE AS APPROPRIATE WHEN HE RETURNS ON 4/9/12.

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

Dealer: 03976 ALL STAR FORD

Origin Desc: ALLIANCE TEAM

Odometer: 5500 MI

Comm Type: OUTBOUND CALL TO CUSTOMER

Analyst Name: HENDRICKS, LEONARD Analyst: LHENDR27 Action Date: 04/09/2012

Action Time: 09.25.51.892

Action Data: No

Comments CSM JASON EXT 77782> ON BEHALF OF CSM MARK EXT 77716 - CUSTOMER LEFT A MESSAGE ON 4/6/12. CUSTOMER SAID HE WAS GOING TO TAKE HIS TRUCK TO ABERDIEN. CSM WILL UPDATE CASE AND LEAVE A MESSAGE FOR CSM MARK TO HANDLE AS APPROPRIATE WHEN HE RETURNS ON 4/9/12.

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All Action Details for Issue

VIN: 1FTFW1ET0BFI Name:

Year: 2011

Owner Status: Original

Model: F-SERIES WSD: 2011-12-16

Print

Symptom Desc:

Reason Desc: CORRESPONDENCE - CORRESPONDENCE

Issue Type: 01 INQUIRY

Issue Status: CLOSED

Primary Phone: Secondary Phone:

Action: ADD ATTACHMENT TO ISSUE

Dealer:

Origin Desc: MANUAL - CORRESPONDENCE

CSR

Odometer: 5500 MI

Analyst Name: RICHARDSON (KRICHA41),KATHY

Action Date: 04/03/2012

Comm Type: SURVEY

Analyst: KRICHA41

Action Time: 15.01.37.542

Action Data: No

Comments CUSTOMER SAID: **ONLINE WTY SURVEY DATED 3/29/12, PREDATES HANDLING. ATTACHING TO

FILE.DEALER SAID: ALL STAR FORDCRC ADVISED: ADD ATTACHMENT TO ISSUE

Ford Confidential

All Action Details for Issue

-0712	All Action Deta	iis for issue
	VIN: 1FTFW1ET0BI Name: Symptom Desc: LOSS OF POWER ACCELERATION Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Issue Type: 04 REGION Initial Customer Contact: 03/19/2012	Primary Phone Secondary Phone
	Action: TIER II ESCALATION - CUSTOMER PERCEIVES MUL Dealer: 01369 FIVE STAR DEALERSHIPS, INC. Odometer: 5500 MI Comm Type: PHONE Analyst Name: MORONTO, ARIEL Action Date: 03/16/2012 Action Time: 13.25.1	Origin Desc: US CONCERN CASE BASE
	Comments CUSTOMER SAID: FIRST TIME THE VEH HAD IS TRAFFIC VEH LOST POWER AND SHOOK VERY HARD—TOO SECOND TIME THE SAMETHING IT LOST POWER WHILE I VEH DUPLIC ATE ISSUE THIS TIME EITHER-THIRD TIME IT SHOULIGHT CAME ON THAT THIRD TIME -TOOK IT TO THE DLRST TIGHTEDED THE COILS AND A FEW OTHER THINGS THIS VEH ANY MORE WHAT CAN FORD DO FOR ME-THE FOURTH TIS SAMETHING -THE DLRSHP HAS IT ME ON THE SCHED FOR THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM. A SPEDAYS.***NOTE TO CCR: IF THE VEHICLE IS CURRENTLY NOTE TO SCHEDULE A SERVICE APPOINTMENT FOR 89-FIVE STAR DEALERSHIPS, INC. FORD CODE: 74W494 LIN WISHKAHABERDEEN, WA 98520 TEL: (360) 637-6863FAX: (360)	OK IT TO THE DLRSHP COULD NOT DUPLICATE- VAS TRYING TO PASS SOMEONE-DLRSHP COULD NOT DK WORSE AND LOST POWER AS WELL -THE ENGINE HP AND THE REPROGRAMED THE COMPUTER VAS AT 2700 MILES-I DO NOT FEEL SAFE IN THIS VEH ME IT HAPPENED WAS RECENTLY AND IT DID THE I TUESDAY3/20/2012CRC ADVISED: I WILL ESCALATE CIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DT AT THE DEALERSHIP, PLEASE ADVISE THE IX THEIR VEHICLEADVISED CUST OF ABOVE -CUST LTV MI CODE: 57W401 DEALER PROFILE 711 EAST
	Data Element Name	Data Value
	ESTIMATED COST OF REPAIR:	00
	Action: DOCUMENT ADDITIONAL INFORMATION Dealer: 01369 FIVE STAR DEALERSHIPS, INC. Odometer: 5500 MI Comm Type: PHONE Analyst Name: WOLFE, JUDY Analyst: JWOLFE43 Action Date: 03/19/2012 Action Time: 13.16.36.973	Origin Desc: CUSTOMER CARE SOLUTIONS TEAM Action Data: No
	Comments CSM JUDY X7743 CASE REVIEW CUST HAS 201 1FTFW1ET0BF CURRENT MILEAGE 5500 LTV SCC BOUGHT AT DLR NO NO ESP 'S AWS 12/11 JERKS UP -1 NHL CONTACT - OBC DLR @ 360-533-3673 LFT MSG FOR	1 F-150 ECOBOOST, WSD 12/16/11, VIN RE 89 - \$378 SPEND IN WARRANTY REPAIRS, VEH HILL, RENTAL; 1/12 HARD ACCELERATION; 2/12 RENTAL
	Action: CREATE FOLLOW UP Dealer: 01369 FIVE STAR DEALERSHIPS, INC. Odometer: 5500 MI Comm Type: PHONE Analyst Name: WOLFE, JUDY Analyst: JWOLFE43	Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
	Action Date: 03/19/2012 Action Time: 16.29.07.194	Action Data: Yes
	Comments OBC DLR @ 360-533-3673 SPOKE WITH S/A RICAPPOINTMENT FOR 3/20 OBC CUST @ CSQUALITY AND TRAINING PURPOSES AND REGARDING CASCUSTOMER RELATIONSHIP CENTER AND THEY ESCALATE FOR I WORK WITH OUR DLRS AND CUSTS TO ADDRESS YEAVING IN INTERMITTENT CONCERN WITH LOSS OF POW	M ADVISED I AM CALLING ON A RECORDED LINE FOR SE # CSM SAYS YOU CONTACTED OUR ED YOUR CASE TO ME AS I AM THE CSM FOR FORD OUR CONCERNS CSM SAYS I SEE THAT YOU ARE

SAYS I ALSO SEE THAT YOU HAVE AN APPOINTMENT FOR 3/20 __ MAY WE GIVE THE DLR THE OPPORTUNITY TO DIAGNOISIS AND F/U WITH YOU ON 3/21 __ CUST SAYS FINE THIS IS THE 4TH TIME IT HAS BEEN TO THE SHOP FOR THE SAME THING AND IT IS UNSAFE TO DRIVE __ CSM OFFERS CASE # AND PHONE # CUST SAYS I AM WORKING

> **Data Element Name Data Value** DATE OF FOLLOW UP: 03-21-2012 TIME OF FOLLOW UP (HH:MM): 22:00

Action: TAR--SME TECHNICAL ASSISTANCE REQUEST

Dealer: 01369 FIVE STAR DEALERSHIPS, INC.

Comm Type: PHONE Odometer: 5500 MI

Analyst Name: WOLFE, JUDY Analyst: JWOLFE43

Action Date: 03/19/2012

Action Time: 16.30.34.570 Action Data: Yes

Comments CSM REQUESTING SME ASSISTANCE THIS WILL BE 3RD VISIT TO DLR FOR SAME CONCERN

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

Action: DOCUMENT ADDITIONAL INFORMATION Dealer: 01369 FIVE STAR DEALERSHIPS, INC.

Odometer: 5500 MI

Comm Type: PHONE Analyst: JWOLFE43

Analyst Name: WOLFE, JUDY Action Date: 03/20/2012

Action Time: 17.14.44.275 Action Data: No

Comments VM FROM DLR __ OBC DLR @ 360-533-3673 SPOKE S/M JOHN CUST HAS NOT SHOWN UP CSM ADVISED I AM CALLING ON A RECORDED LINE FOR QUALITY AND TRAINING PURPOSES AND REGARDING CASE # CSM ASKS IS HE TAKING THE VEH TO ALL STAR OR FIVE STAR CUST SAYS ALL STAR __ CSM THANKS HIM FOR THE INFORMATION AND ADVISED I AM GOING TO TRANSFER THE CASE THE RCSM THAT HANDLES ALL STAR _ CSM THANKS HIM FOR TAKING MY CALL

Action: DOCUMENT ADDITIONAL INFORMATION Dealer: 01369 FIVE STAR DEALERSHIPS, INC.

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 5500 MI

Comm Type: PHONE Analyst Name: WOLFE, JUDY Analyst: JWOLFE43

Action Date: 03/20/2012

Action Time: 17.14.45.048 Action Data: No

Comments VM FROM DLR __ OBC DLR @ 360-533-3673 SPOKE S/M JOHN CUST HAS NOT SHOWN UP _ CUST @ CSM ADVISED LAM CALLING ON A RECORDED LINE FOR QUALITY AND TRAINING PURPOSES AND REGARDING CASE # CSM ASKS IS HE TAKING THE VEH TO ALL STAR OR FIVE STAR CUST SAYS ALL STAR _ CSM THANKS HIM FOR THE INFORMATION AND ADVISED I AM GOING TO TRANSFER THE CASE THE RCSM THAT HANDLES ALL STAR __ CSM THANKS HIM FOR TAKING MY CALL

Action: TRANSFER ISSUE Dealer: 03976 ALL STAR FORD

Odometer: 5500 MI Comm Type: PHONE

Analyst Name: WOLFE, JUDY Action Date: 03/20/2012

Analyst: JWOLFE43

Action Time: 17.15.16.265 Action Data: No

Comments CSM JUDY X77743 TRANSFERRING TO ALL STAR FORD EMAIL SENT TO RCSM STEVE, COM'S LENNY AND

Action: CREATE FOLLOW UP Dealer: 03976 ALL STAR FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 5500 MI

Comm Type: PHONE Analyst Name: DUROCHER, STEPHEN Analyst: SDUROCHE

Action Date: 03/21/2012

Action Time: 17.34.40.511 Action Data: Yes

Comments CSM STEVE EXT 77725 OBC TO DLRSHP SPOKE TO S/M CEASAR AND HE SAID THEY HAVEN'T BEEN ABLE TO DUPLICATE CONCERN.CUST STATES CHECK ENGINE LIGHT HAS COME ON.DLR HAS FOUND NO CODES STORED AS OF YET, DLR WILL BE GLAD TO PUT A VDR IN VEH TO SEE IF THEY CAN GET ENOUGH INFO TO ADDRESS CONCERN.CSM STEVE EXT 77725 OBC TO CUST SPOKE TO MR VETTER HE SAID THAT HE HAS LOOKED ON INTERNET AND SAW THAT THERE IS CONCERNS WITH THE ECO BOOST ENGINE. I TOLD CUST THAT I WILL EMAIL HIM MY CONTACT INFO. AND I LET HIM KNOW THAT I WILL CALL HIM 03-22

Data Element Name

Data Value

DATE OF FOLLOW UP:

03-22-2012

TIME OF FOLLOW UP (HH:MM):

Action: TAR--CLOSE SME TECHNICAL ASSISTANCE REQUEST

20:00

Dealer: 03976 ALL STAR FORD

Origin Desc: REGIONAL ESCALATION

SPECIALIST

Odometer: 5500 MI

Comm Type: INBOUND EMAIL-

OTHER

Analyst Name: BASHIR,

SAYYED

Analyst: SBASHIR5

Action Date: 03/22/2012

Action Time: 16.26.05.801

Action Data: Yes

Comments TECH SME ASAD - PLEASE REVIEW SSM 22225 2011-2012 F-150 3.5L GTDI INTERMITTENT SYMPTOMS -CYLINDER MISFIRE, STUMBLE ON HARD ACCELERATION AFTER EXTENDED HIGHWAY CRUISE, MIL, P0430 AND/OR MISFIRE DTCS. SOME 2011-2012 F150 EQUIPPED WITH A 3.5L GTDI ENGINE MAY EXHIBIT AN INTERMITTENT STUMBLE AND/OR MISFIRE ON HARD ACCELERATION AFTER AN EXTENDED DRIVE AT HIGHWAY SPEEDS. THESE VEHICLES MAY OR MAY NOT EXHIBIT A STEADY OR FLASHING MIL LIGHT WITH MISFIRE DTCS AND/OR P0430 STORED IN THE PCM. THESE SYMPTOMS MAY BE MORE NOTICEABLE DURING HIGH HUMID OR DAMP CONDITIONS. THIS CONCERN MAY BE CAUSED BY EXCESSIVE CONDENSATION COLLECTING IN THE CHARGE AIR COOLER, REPLACING SECONDARY IGNITION COMPONENTS WILL NOT RESOLVE THIS CONCERN. REFER TO TSB 12-2-10. ENGINEERING IS INVESTIGATING, CONTINUE TO MONITOR OASIS FOR FURTHER UPDATES.EFFECTIVE DATE: 02/21/2012

Data Element Name	Data Value

CSM - OPEN FSE REQUEST?	NO

Action: CREATE FOLLOW UP Dealer: 03976 ALL STAR FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 5500 MI

Comm Type: PHONE Analyst Name: DUROCHER, STEPHEN Analyst: SDUROCHE

Action Date: 03/22/2012

Action Time: 19.20.40.844 Action Data: Yes

Comments CSM STEVE EXT 77725 OBC TO DLRSHP SPOKE TO S/M CEASAR THEY SPOKE TO CUST AND HE SAID THAT HE WANTED HIS VEH FIXED OR A NEW VEH, DLR HASN'T BEEN ABLE TO DUPLICATE CONCERN. CSM STEVE EXT 77725 OBC TO CUST SPOKE TO MR VETTER ADVISED CUST THAT VEH IS WORKING AS INTENDED AT THIS TIME AND THAT CUST NEEDS TO P/U VEH FROM DLR, CUST ASKED ME WHAT HAS BEEN DONE TO VEH I ADVISED CUST THAT DLR IS THE EXPERT ON VEH AND I ASSIST THEM TO MAKE SURE THAT THE DLR IS USING EVERYTHING AT THERE DISPOSAL AND I REASSURED THE CUST THAT DLR HAS DONE EVERYTHING THAT THEY CAN TO ADDRESS CONCERN..CUST GOT UPSET AND SAID THAT HE DOESN'T KNOW WHY HE IS TALKING TO ME I CANT FIX HIS VEH AND HUNG UP PHONE F/U 03-23 WITH DLR TO SEE IF CUST P/U

Data Element Name	Data Value

DATE OF FOLLOW UP:	03-23-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CONCERN ADDRESSED

Dealer: 03976 ALL STAR FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 5500 MI

Analyst Name: DUROCHER, STEPHEN Analyst: SDUROCHE
Action Date: 03/23/2012

Action Time: 18.38.31.948 Action Data: Yes

Comments 23 OBC TO DLR AND SPOKE TO S/M CEASAR AND HE SAID CUST P/U VEH 03-22.CLOSING CASE

Data Element Name	Data Value
***************************************	***************************************
CUSTOMER'S LTV SCORE	89
PARTS ESCALATION USED? (Y/N)	N
TECH ASSIST (FSE INVOLVED) USED? (Y/N)	N
TECH HOTLINE CONSULTED? (Y/N)	N
ESP USED? (Y/N)	N
SCP USED? (Y/N)	N
X-PLAN USED? (Y/N)	N
CLP FINANCIAL ASSIST PROVIDED? (Y/N)	N
ESTIMATED REPAIR COST(@WARR RATES) (\$)	
CUSTOMER'S SHARE OF REPAIR COST (\$)	
DEALER'S SHARE OF REPAIR COST-P18 (\$)	
DEALER'S SHARE OF REPAIR COST-OTHER(\$)	
FORDS'S SHARE OF REPAIR COST-P11 (\$)	
CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	Ÿ

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All Action Details for Issue

Print

VIN: 1FTFW1ET0BF Name:

Year: 2011 Owner Status: Original

Model: F-SERIES WSD: 2011-12-16 **Primary Phone:**

Case:

Symptom Desc: LOSS OF POWER ACCELERATION

Reason Desc: CRC RELATED - F/M CSR FOLLOWING CONTACT

Issue Type: 01 INQUIRY

Issue Status: CLOSED

Secondary Phone:

Action: CALLBACK ADD ADDITIONAL COMMENTS

Dealer:

Origin Desc: US CONCERN CASE

BASE

Odometer: 5500 MI

Comm Type: INBOUND CUSTOMER

Analyst Name: REYES, CHARLES

Analyst: CREYES31

ALLAN Action Date: 03/18/2012

Action Time: 15.09.27.616

Action Data: No

Comments CUSTOMER SAID: 1-67RMWT(PLEASE SEE HISTORICS).-GOING INTO THE SHOP FOR THE FOURTH TIME --ECOBOOST MOTOR IS NOT RUNNING RIGHT IT STARTS SHAKING & WONT PICK UP SPEED FAST, PULL INTO TRAFFIC 6 TIMES NOW -- IT'S NOT SAFE AND HE CAME CLOSE TO GETTING INTO WRECK ***DLR AS PER HISTORICS:FIVE STAR DEALERSHIPS, INC.711 EAST WISHKAHABERDEEN WA 98520(360) 637-6863CRC ADVISED: PLEASE ALLOW THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR SO THAT YOUR ISSUE MAY BE

PROPERLY ADDRESSED.-SEE DOCUMENTATION BY AMORONTA DATED 3/16/12

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Report a Problem

04-JUNE-2012 / 09:17:58 EST/ APP

ENGINE: 3.5L DOHC 4V V6 GTDI

ENGINE CALIBRATION BF613C0A

FRONT TIRE: P275/55R20 A/T OWL

New Vehicle Base Warranty

SALE MILEAGE: 00215

OPTIONS: 1ST, DY, RNT

RENTAL: 30 UP TO 10 DAYS

Click here for CUDL

Local Time: 4-JUNE-2012 / 9:17:59 AM

RADIO AM/FM STRO/CD/DVD/NAV SYSTEM

GROSS VEHICLE WEIGHT: 7200 LB. GVW

Competitive make ESP part verification

ESP CONTRACT START DATE: 16-DECEMBER-2011

Print Page Click Here

. VEHICLE INFORMATION

OASIS RESULT: 1FTFW1ET0BF

VEHICLE DESCRIPTION: 2011 F-SERIES LD TRANSMISSION 6R80 6 SPD AUTO PAINT COLOR WHITE PLATINUM TRI-COAT

AXLE RATIO 3.55 FINAL DRIVE RATIO SYNC VERSION: V3

USA: EN-US

BODY STYLE: F-150 SUPERCREW 4X4

AXLE CODE: H9 PAINT CODE: UG

WHEEL SIZE: 20 X 8.6" POLISHED ALUM WHL

VHR ACTIVATED: Y

WARNING MESSAGES

CUDL - THIS VEHICLE HAS A CLOSED CUDL REGION CONTACT VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

ACCURATE REPAIR NOTIFICATIONS

NO ARN MESSAGES FOUND

• GENERAL WARRANTY INFORMATION

WARRANTY START DATE: 16-DECEMBER-2011

BUILD DATE: 02-NOVEMBER-2011

. OUTSTANDING FIELD SERVICE ACTIONS NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

0968 - USA 2012 NEW 84/100000 PREMIUMCARE W/ROADSIDE

STANDARD DEDUCTIBLE: 100 USD

OWNER NAME: RON VETTER EXPIRATION DATE: 16-DECEMBER-2018 DISTANCE: 100000

TOWNG: 0 USD CONTRACT SOLD BY: USA 03976 OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY

WARRANTY REPAIR HISTORY

20-APRIL-2012

DEALER: Five Star Dealerships, Inc.

WARRANTY CLAIM NUMBER

ODOMETER: 007423M QUANTITY PART NUMBER

NO PROBLEM FOUND (NR 000 FREIGHT/POSTAGE/MAINTENANCE ROAD TEST, PCM SELF TEST PASS, KOED KOER PASS, PID DATA MONITOR OK, RESET KAM, CHECK OASIS, SSM 22246 REGARDING BRAKE OVER ACCERLATION CONCERN, CAN DUPLICATE C ONCERN IF BRAKE PEDAL IS APPLIED WHILE ACCELERATING CONCERN UNDER INVESTIGATION TSB 12-2-10 ADVISE

21-MARCH-2012

DEALER: All Star Ford

WARRANTY CLAIM NUMBER:

ODOMETER: 004295M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
DIAG	DIAGNOSIS	000	12650D	82	FREIGHT/POSTAGE/MAINTENANCE
		000	12650D81		

PERFORMED EEC TEST, PASS CONTINUOUS MEMORY, KOER AND KOEO SELF TEST. CHECKED DASIS, FOUND SSM21769 AND SSM 22246 REFERRING TO USING THE BRAKEAND GAS PED AL AT THE SAME TIME CAU SINDERIVABILITY CONCERNS. CALLED CUSTOMER TO REVIEWES SM AND SEE IF CUSTOMER DRIVES WITH BOTH FEET CUSTOMER STATED THIS DOESN'T AP PLY TO HIS DRIVINGHABITS. REVIEWED VEHICLE HISTORY, NO NEW MESSAGESFOR THIS.

21-MARCH-2012

DEALER: All Star Ford

WARRANTY CLAIM NUMBER:

ODOMETER:	004295M

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

RENTAL TAP DURING WARR REPAIRS

15-FEBRUARY-2012

DEALER: All Star Ford WARRANTY CLAIM NUMBER:

ODOMETER: 004294M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
14401	WIRE ASY MAIN LOOM	000	12650D	X1	POOR GROUND
		000	MTSHIELD		
		000	MTWIRING		
		000	12650D81		
		000	MTCAC		
		000	4602B		
		000	MTDIAG		

NO LIGHTS ON AT THIS TIME TST DROVE UNABLE TO DUPLICATE. PERF EEC PASS CHECK \$\$M 21925 RR SHIELD MT FOR ACCESS INSPCT HARNESS MT WRING NON DAMAGE FOUND CHECK TS8 120210 PCM UP TO DATE. RD TST WITH IDS AND C APTURED 3 RECORDINGS OF VARIOUS PIDS FOR TPS CONTACT HIL TOLD TO DISREGARD PID READINGS RR LEFT AND RIGHT CAC TUBES M TIME TO CHECK FOR CONDENSATION PER HIL. NONE FOUND CHEC

15-FEBRUARY-2012

DEALER: All Star Ford

WARRANTY CLAIM NUMBER: ODOMETER: 004294M

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

SEE TERRY BARB. DURING WARR REPAIRS

23-JANUARY-2012

DEALER: All Star Ford

http://www.vrep.fordtechservice.dealerconnection.com/vdirs/oasis/oareq.asp?backto=www...



WARRANTY CLAIM NUMBER ODOMETER: 002814M

-	That is a second in them		000111111111111111111111111111111111111					
	PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC		
li	NPF	NO PROBLEM FOUND (NR	000	NPF	82	FREIGHT/POSTAGE/MAINTENANCE		

TST DROVE MON PIDS AND POWER BLANCE UNABLE TO DUPL PERF EEC PASS CHECK SSM 2 2192 COULDNOT DUPLICATE ENG ARE INVESTIGATING CONCERN. SERVICE MANAGER RD TS T HOME WITH NO PROBLEMS PER HL CHECK EVAP CANISTER FOR RAW FUEL NONE NOTED R D TST PER HL ANDMADE RECORDING PIDS AND COMP TO NORMAL RANGE OK

DEALER: All Star Ford

WARRANTY CLAIM NUMBER: ODOMETER: 001131M

WARRANTT CLAIMT	NUMBER,		ODOMETER. 001131M					
PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC			
DIAG	DIAG DIAGNOSIS		000 12650D		FREIGHT/POSTAGE/MAINTENANCE			
		000	12650D81					

ROAD TESTED MULTIPLE TIMES, OID NOT VER IFYCONCERN. EEC TESTED, NO CODES PRE SENT, TESTEDMODE 6 DATA, NO MISFIRE MONITORS PRESENT. ALLHAVE PASSED, RAN OA SIS, NO SSMS OR TSBS PRESENTAT THIS TIME. NO PROBLEMS FOUND AT THIS TIME.

29-DECEMBER-2011

DEALER: All Star Ford

WARRANTY CLAIM NUMBER: ODOMETER: 001131M PART NUMBER PART DESCRI CONDITION CODE CONDITION DESC
FREIGHT/POSTAGE/MAINTENANCE TAP1

RENTAL DURING WARR REPAIRS

Click Here for Full Warranty History

| Report a Vehicle Concern | On-line 1878 END OF OASIS REPORT FOR 1FTFW1ET0BF © Copyright 2002-2012 Ford Motor Company. All rights reserved.

CERTIFIED TRUE COPY

and

Plaintiffs,

Defendant.



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VS.

FORD MOTOR COMPANY

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Case No.

IN THE CIRCUIT COURT OF THE STATE OF OREGON

FOR THE COUNTY OF WASHINGTON

COMPLAINT

Prayer amount: \$43,000

Fee Authority: ORS 21.160(1)(b)

First Claim for Relief- Oregon Lemon

Law;

Second Claim for Relief- Breach of

Warranty.

CLAIM SUBJECT
TO MANDATORY ARBITRATION

Arbitration and Jury Trial Requested

1-COMPLAINT

Danielle R. Beauvals, Esq. 5635 NE Elam Young Pkwy Surte 300 Hillsboro, Oregon 97124 (503) 881-2008 Telephone (503) 681-2005 Facsimile Danielle@GoLemonLaw.com

Plaintiffs allege as follows:

PARTIES

1.

Plaintiffs (hereafter referred to as "Plaintiffs"), are adult residents of the State of Oregon, residing at Fairview, Oregon

2.

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

FACTUAL BACKGROUND

3.

On or about the 2nd day of November, 2011, Plaintiffs purchased a new 2011 Ford F150 Supercrew 4x4 pick-up truck (hereafter referred to as "the vehicle") from Ford and
Courtesy Ford, manufactured and warranted by Ford, bearing the Vehicle Identification
Number 1FTFW1ET4BF and purchased and registered in the State of Oregon. Copies of the purchase contract and related documents are attached as Exhibit A.

4.

The basic cash price of the vehicle, excluding any option package and accessories, 2 – COMPLAINT

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registration charges, document fees and related costs and fees, finance charges and other collateral expenses, totaled at least \$43,000. See Exhibit A.

5.

The vehicle is currently financed by the lien holder Ford Motor Credit at a rate of 4.49% for four years. A copy of the Retail Installment Contract is attached as Exhibit B.

6.

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

7.

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

8.

In addition, Plaintiffs purchased a Ford Extended Service Plan for 6 years/100,000 miles, at a cost of \$2,600. A copy of the Extended Service Plan is attached as Exhibit D.

9.

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

10.

Through their advertising and otherwise, Ford and Courtesy Ford represented that the vehicle was fit for the purpose for which it was designed, safe, and suitable for its intended 3 – COMPLAINT

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After taking possession the vehicle, Plaintiffs discovered that it did not conform to the applicable manufacturer's express warranties, inasmuch as the vehicle suffers from an engine condition and/or defect, with symptoms such as an intermittent surge, hesitation, loss of power, and no start.

11.

12.

The vehicle has not been effectively repaired despite at least five visits to a Fordauthorized dealership repair facility for this problem alone.

13.

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

14.

From February 13, 2012, when the truck had only 5,261 miles, Plaintiffs complained to the dealer, *inter alia*, of a no-start condition. See Exhibit E.

15.

On June 6, 2012 at 10,652 miles, the vehicle went to the dealer for service and maintenance. See Exhibit F.

16.

On July 10, 2012 at 12,928 miles, the truck was brought again to the dealer because the check engine light was illuminated, was flashing, and the engine was misfiring. The vehicle was kept at the dealer for 16 days. See Exhibit G.

4 -COMPLAINT

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17.

Plaintiffs returned the truck on August 7, 2012, at 14,235 miles, with the same complaint that the engine was hesitating and misfiring. See Exhibit H.

18.

On September 10, 2012, at 16,111 miles, the vehicle returned to the dealer for the same engine complaints, only it was getting worse: surging, loss of power, hesitation, lack of throttle response. See Exhibit I.

19.

On November 6, 2012, at 18,075 miles, the vehicle returned to the dealer for the same complaints of a surge vibration and cylinder misfiring. See Exhibit J.

20.

Although the dealer may believe that the vehicle might be fixed, Plaintiffs concluded that there is no repair available at this time.

21.

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

22.

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

THE RELATIONSHIP BETWEEN FORD AND ITS AUTHORIZED DEALER

23.

On information and belief, Ford's authorized dealer was an agent, or in the alternative, 5 – COMPLAINT

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an apparent agent of Ford for purposes of selling Ford vehicles, such as the vehicle sold to Plaintiffs, and performing warranty repairs under Ford's new vehicle express written warranty.

24.

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

- a. The selling and/or repairing dealership represents itself as an "authorized dealer";
- The authorized dealer is required to display Ford's logo and other Ford materials in its showrooms and official documents;
- The authorized dealer receives technical bulletins detailing potential vehicle problems from Ford;
- d. The authorized dealer is required to train its technicians with Ford and/or be supervised by Ford; and
- e. The authorized dealer is required to use only Ford-supervised technicians to repair and maintain vehicles under Ford's warranties, thereby creating the impression that the authorized dealer sells vehicles for Ford.

25.

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

26.

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

6-COMPLAINT

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27.

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

28.

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

29.

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

30.

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

31.

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

32.

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

33.

Based on the above, Ford dealership(s) have been Defendant's agent(s) regarding the repairs to the subject vehicle.

7-COMPLAINT

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FIRST CLAIM FOR RELIEF

OREGON LEMON LAW

34.

At all times relevant, Plaintiffs were "Consumers" within the meaning of ORS 646A.400.

35.

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

36.

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

37.

Ford and/or its authorized dealer were given direct written notification of the said defects and conditions of the subject vehicle on November 6, 2012, and had five opportunities to correct the alleged defect.

38.

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

- (1) If the manufacturer or agents or authorized dealers of the manufacturer are unable to conform the motor vehicle to an applicable manufacturer's express warranty by repairing or correcting a defect or condition that substantially impairs the use, market value or safety of the motor vehicle to the consumer after a reasonable number of attempts, the manufacturer shall:
 - (a) Replace the motor vehicle with a new motor vehicle; or,
- (b) Accept return of the vehicle from the consumer and refund to the consumer the full purchase or lease price and collateral charges paid, less a reasonable allowance for the consumer's use of the motor vehicle.

39.

Ford or its agents or authorized dealers were unable to conform the vehicle to the manufacturer's warranty by repairing or correcting the defect(s) or condition(s) that substantially impair the use, market value or safety of the vehicle after a reasonable number of 8 – COMPLAINT

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2	repair attempts and willfully failed to replace or repurchase the defective vehicle after
3	notification that the vehicle is presumed by law to be a "lemon".
4	40.
5	Plaintiffs suffered actual, incidental and consequential damages as a result of Ford's
6	failure to repair, replace, or repurchase the vehicle.
7	41.
8	Therefore, inter alia, Ford violated the Oregon Lemon Law to the injury of Plaintiffs, and
9	the rights and obligations of the parties have become fixed under the Lemon Law, entitling
10	Plaintiffs to a refund as allowed by law.
11	42.
12	Plaintiffs aver that they are entitled to a refund that includes all collateral charges.
13	43.
14	Section 646A.404 of the Oregon Lemon Law provides:
15	(1) 'Collateral charge' means a charge, fee or cost to the consumer related to the sale or lease of a motor vehicle, such as:
16	(a) A sales, property or use tax; (b) A license, registration or title fee;
17	(c) A finance charge; (d) A prepayment penalty;
18	(e) A charge for undercoating, rustproofing or factory or dealer installed options; and
19	(f) The cost of an aftermarket item purchased within 20 days after delivery of the motor vehicle.
20	44.
21	Plaintiffs aver that Section 646A.412(2) provides that upon successfully prevailing upon
22	the Lemon Law claim herein, all attorney's fees, arbitration fees, expert witness fees, and costs
23	to a consumer who prevails are recoverable, and therefore are demanded against Ford.
24	45.
25	Furthermore, Section 646A.412(1) of the Oregon Lemon Law provides: (2) If a consumer brings an action under ORS 646A.400 to 646A.418 against a
	9 - COMPLAINT
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manufacturer and the consumer is granted one of the remedies specified in ORS 646A.404(1) by the court, the consumer shall also be awarded three times the amount of any damages, not to exceed \$50,000 over and above the amount due the consumer under 646A.404(1), if the court finds that the manufacturer did not act in good faith.

WHEREFORE, Plaintiffs respectfully pray for judgment in their favor and against the Defendant in the amount of \$43,000, plus collateral charges, incidental costs, and attorney's fees and costs.

SECOND CLAIM FOR RELIEF

FEDERAL MAGNUSON-MOSS WARRANTY ACT

46.

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

47.

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

48.

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

49.

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

10-COMPLAINT

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50.

Section §2304 (a) of the Magnuson-Moss Warranty Act provides:

(4) if the product (or a component part thereof) contains a defect or malfunction after a reasonable number of attempts by the warrantor to remedy defects or malfunctions in such product, such warrantor must permit the consumer to elect either a refund for, or replacement without charge of, such product...

51.

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

52.

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

53.

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

54.

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

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

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

WHEREFORE, Plaintiffs respectfully demand judgment in their favor and against

11-COMPLAINT

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2	Defen	dant Ford in the amount of \$43,000, plus incidental costs and reasonable attorney's fees;
3	or suc	h other relief as the Court may deem appropriate, plus reasonable attorney's fees and
4	costs.	
5		
6		PRAYER FOR RELIEF
7		WHEREFORE, Plaintiffs pray for judgment against Defendant as follows:
8	1.	On the first claim, for violation of the Oregon Lemon Law, against Ford in the amount of
9		\$43,000, plus collateral charges, incidental costs, plus attorney's fees and costs.
10	2.	On the second claim, for violation of the Magnuson Moss Warranty Act, against Ford in
11		the amount of \$43,000, plus incidental costs and reasonable attorney's fees; or such
12		other relief as the Court may deem appropriate, plus reasonable attorney's fees and
13		costs;
14	3.	For such other relief that the court deems just and equitable, such as restitution, plus
15		incidental costs and reasonable attorney's fees.
16		
17		DATED this 15th day of December, 2012
8		
9		By OBeauvar
20		Danielle R. Beauvais, OSB#05198-Trial Attorney Attorney for Plaintiffs
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152014	KERRY COPEL	AND	1522	νο. F	07/25/12	FOCS357429
	LABOR RATE	LICENSE NO.	MILEAGE	12.928	PALE ADOBE	6700K NO. C94553
	11/FORD TRU	CV/F 150	CERTEC (C		DELIVERY DATE	DELIVERY MILES
AIRVIEW, OR	VEHICLE LO NO.			UPERCKEW	11/02/11	PRODUCTION DATE
¥1	1 FT FW	1 E T 4 B	F IFO.NO.			
ONE			I. W. M.		07/10/12	
	COMMENTS					MQ: 1292
CHECK ENGINE LIGHT CUSTOMER STATES CHECK ENGINE LIGHT AT 55-65 THE CHECK ENGINE LIGHTS AND ENGINE MISFIRED CHECK AND AND VERIFIED ECC CHECK PO305 CHEDKED INSTALLED SHIELD AND REPROGRAMMEE OK AFTER REPAIRS OTY—FP-NUMBER——DESCR	IT ON FLASHED /ISE OASTS FOUND TSR 1:	02-06-04. RETEST		WARRANTY	YOUR SATISFACE Thank you for this opp is our aim to perform this repair order to you if our service was sattle if not, please tell us in 18 THAT YOU WILL. "C MEND COURTESY F PURCHASE AND SER	all repairs requested of complete settisfaction stactory tell your friend mediately. OUR GO/DERNITELY" RECOMPORD AS A PLACE 1
1 CL3Z-19E672-A DEFLE 2 -W711281-S300 PIN -	CTOR - A1 TRIM	TOTAL -		WARRANTY WARRANTY 0.00	DISCLAIMER Any warranties on the are those made by seller hereby express	the manufacturer. Ti
357429 RENTA	IL STATE OF THE ST	TOTAL -	SUBLET	WARRANTY 0.00	ranties, either expres	y of merchantability
IB# 1 TOTALS JOB# 2 CHARGES JOB# ()	(JOURNAL) PREFIX	FOCS JOB	STOTAL	0.00	fitness for a particular seller neither assume for person to assume for	es nor authorizes a
BOR 2 00FOZZ9999 REPERE CORD A MULTI POINT INSPECTION REPORT OF MULTISPOINT INSPECTION REPORT, CA	DE	[302][3°		0200	nection with the sale limitation contained where prohibited by	herein does not applaw.
OB# 2 TOTALS	ARD					pplies and e Disposal Charges for supplies, materis
DB# 3 CHARGES	JOURNAL PREFIX	FOOS TO	TOTAL	0.00	and expenses relate disposal of toxic an	ed to the handling a d hazardous materi
3+00FOZZG-BATT BATTERY OF CHECK BATTERY OPERATION BATTERY OPERATION O.K.	A Nations			0.00	and wastes generate repair is made on a amount of this char total parts & labor of	each repair order. T ge will be 10% of t
DB# 3-TOTALS - ALL ALL ALL ALL ALL ALL ALL ALL ALL A	on Castan Journal prefix		.,	0.00	mum of \$75.00. To costs and profits repair facility and w	to the motor vehic
# 4 CHARGES	COOMER INGLIA	***************************************	· · · · · · · · · · · · · · · · · · ·		on the repair invoice	9.
BOR- F 4+00FOZZGTIRE TIRE CONDITION PERFORM TIRE INSPECTION QCM INSPECTION TIRES GOOD AT THIS TIME	APARTE HOUS)	A302		0,00	INDICATED	2 0
DB# 4 TOTALS		••			The	ank
JOB# 4 ACCOUNTENDED PAGE	A PREFTX A CONTROL OF	ANCE	A RECORDER	ROSERV	The Reynolds or	OU Mé Reyrolds Company SAANG

FOCS357429 (503) 255-1771 Vanc. 695-1771 FAX (503) 251-3449

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FAIRVIEW, OR LASON NATE LICENSE NO. MILENSE 12,928 PALE ADOBE PALE ADOBE 11/FORD TRUCK/F-150 SERIES/SUPERCREW 11/02/11 VENUCLE ID. NO. 1 F T F W 1 E T 4 B F NONE ROLNO.	152014	KERRY COPELA	AND	1522 TAS	ra F	07/25/12	FOCS357429
AIRVIEW, OR TIT FW I E T 4 B F						COLOR	
DISCLAIMER OF WILET A B F AT END ONE THE T F WILET A B F AT END ONE MO: 1292 MO: 1292 MO: 1293 MO		YEAR / MAKE / MODEL				DELIVERY DATE	DELIVERY MILES
THATE STORE HEREY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE STORES HERERY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TIMATE TIMATE TIMATE TIMATE TIMATE TIMATE TIMATE TOTAL LABOR. 0.00 TIMATE TIMATE TOTAL LABOR. 0.00 TIMATE	AIRVIEW, OR		K/F-150 S	ERIES/S	UPERCREW		
DISCLAIMER OF WARRANTES TOTAL LABOR. TOTAL LABOR. OUR FEATS VOU THAT IF SPECIAL ORDER PARTS AUTHORIZATION TALS STORER FLORE SPORT OR SERVICE OF SPORT HER PARTS AUTHORIZATION ASK AROUT OUR CORRESPONDED OF SPORT ORDER PARTS AUTHORIZATION THATE CUSTOMER SIGNATURE CUSTOMER SIGNATU		1FTFW1	ET4B				
BB 5 CHARGES BOR. SHOPFOZZOSK BRACE CONDITION. SHOPFOZZOSK BRACE CONDITION. INSPECT BRACE WAR GARD OWN INSPECT BRACE WAR OWN INSPECT BRACE WAS OWN INSPECT BRACE WAR OWN INSPECT BRACE WAS OWN IN THE WAS OWN IN	ONE			R.O.MO.		07/10/12	
BOR. SHOPFOZZGEK BRAKE CONDITION. SHOPFOZZGEK BRAKE MEAR QCH INSPECT BRAKE MEAR QCH INSPECT BRAKE MEAR QCH INSPECTION. ASK ARROUT OUR LIFETIME BRAKES BRAKES CHECKED AND OK. JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL JOB TOTAL STIMATE OF SO. 00 (+TAX) TOTAL PARTS. JOB TOTAL PARTS. JOB JOURNAL PREFIX FOCS JOB# 1 TOTAL PARTS. JOB JOURNAL PREFIX FOCK JOURNAL PREFIX FOCS JOB# 1 TOTAL PARTS. JOB JOURNAL PREFIX FOCK J		COMMENS				W-	MO: 1292
01	ABOR S+00FOZZGBK INSPECT BRAKE MEAR QCM INSPECTION ASK ABOUT OUR LIFETIME BRAKES BRAKES CHECKED AND OK OB# 5 TOTALS STIMATE USTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) OTALS AA****** SPECIAL ORDER PARTS AUTHORIZATION HIS IS TO ADVISE YOU THAT IF SPECIAL ORDER EQUIRED TO REPAIR YOUR VEHICLE BETTO THESE OUT ARE ACKNOWLEDGING THE GREATENED OF THE PARTS ARRIVAL TO HAVE SAID RE N YOUR VEHICLE HANK YOU FOR TOUR CORPERATED AND SIVING US O EARN YOUR IRUST AND BUSINESS. USTOMER SIGNATURE CUSTOMER SIGNATURE	5 JOURNAL PREFIX FO	TOTAL LABOR TOTAL SUBILITIONAL JAX. TOTAL IN	TOTAL OR SS ET G.HG. CHG.	0.00 0.00 0.00 0.00 0.00 0.00 0.00	Thank you for this opp is our aim to perform this repair order to you if our service was satis if not, please tell us to it in the performance on the performance on the performance on the are those made by seller hereby express any implied warrants fitness for a particular person to assume for nection with the sale in the person to assume for nection with the sale in the person to assume for nection with the sale in the person to assume for nection with the sale in the person to assume for nection with the sale in the person to assume for nection with the sale in the person to assume for nection with the sale in the person to assume for nection with the sale in the person of a sale in the person to assume for nection with the sale in the person of	all repairs requested or complete satisfaction requested or complete satisfaction reductive tell your friend-insectory TRECOM-ORD AS A PLACE TRIVICE A VEHICLE. OF WARRANTES to product sold herebit the manufacturer. This place is not authorizes are it any liability in core of sald products. An herein does not appliew. In public and a Disposal Charges for supplies, material and to the handling and hazardous material and to the handling and hazardous material and used in vehicle ach repair order. The ge will be 10% of the handling and the transparent of the motor vehicle it appear as a charge to the mo

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0101)frocs359665

152014	ADVISOR KERRY COPEL	AND	1522 TAB NO.	н8н	08/08/12	FOCS359666
	LABOR PATE	UCIDISE NO.	MILENGE		PALE ADOBE	STUCK NO.
	YEAR / MAKE / MODEL	L			DELIVERY DATE	DELIVERY MILES
FAIRVIEW, OR	11/FORD TRU	CK/F-150 S	ERIES/SU	PERCREW	11/02/11 SELING DEALER NO.	PRODUCTION DATE
	1 FT FW	LET4B	F P.O. NO.		R.O. DATE	-
NONE			A OL MO.		08/07/12	
PRESIDENCE OF THE PROPERTY OF	COMMENTS					мо: 14235
JOB# 1 CHARGES LABOR DRIVEABILITY CUSTOMER STATES THERE IS A HESITATI ACCELERATING, ALSO GOING DOWN HILL FEEL CHECK AND ADVISE VERIFIED ECC CHECK NO CODES. PASS C CYLINDER #6 MISFIRING FOLLOW PPT JB HIGH RESISTANCE 6300 OHM'S, RAR COI MISFIRE FOULING PLUG. RETEST PASS P NOTE REC TO PERFORM IGNITION TEST A	AT 40/45MPH SAME ODE, TEST DROVE 1-JB10 FOUND COI L AND SPRAK PLUG RIOR APROVAL COI	FOUND	ESTF	MARKANTA ::	Thank you for this oppins our aim to perform this repair order to you if our service was satisf not, please tell us in IS THAT YOU WILL."	ORD AS A PLACE TO
PARTS OTY FP - NUMBER DESCRIP	TIONY - IGN	TOTAL -		WARRANTY WARRANTY 0.00	Any warranties on the are those made by seller hereby express	OF WARRANTIES be product sold hereby the manufacturer. The tasky disclaims all war-
SUBLET PO# VEND INV#-INV.DATE-DESCRIP 359666 4605D5678 08/09/12_RENTAL- JOB# 1 TOTALS	102	JOTAL .		WARRANTY 0.00	any implied warrant fitness for a particu seller neither assum person to assume for	es or implied, including of merchantability or lar purpose, and the es nor authorizes any or it any liability in con- of said products. Any
LABOR J# 2 COFOZZ99P REPORT CARD HULTI-POINT INSPECTION REPORT CARD NULTI-POINT INSPECTION REPORT CARD	OURNAL PREFIX	1302 1		0.00	where prohibited by Shop Su Hezardous Waste	herein does not apply law. pplies and bisposal Charges or supplies, materials
JOB# 2 TOTALS JOB# 3 CHARGES LABOR	OURNAL PREFOX	OCS _308# 2	TOTAL	0.00	disposal of toxic an and wastes general repair is made on t	ed to the handling and d hazardous materials ad and used in vehicle lach repair order. The ge will be 10% of the
J# 3+00FOZZG-BATT BATTERY O.K.	t Eccureur	and the second second		St. Auguster incomment	total parts & labor of mum of \$75.00. To costs and profits	harged, up to a maxi- nis charge represents to the motor vehicle Ill appear as a charge
	OURNAL PREFIX	ms ma# >	TOTAL	0.00	on the repair involce	.
JOB# 4 CHARGES	VUNIME PREFIX	··· · · · · · · · · · · · · · · · · ·	101AL	0.00	INDICATED	INLESS OTHERWISE
LABOR- J# 4+00FOZZGTIRE TIRE CONDITION PERFORM TIRE INSPECTION OCM INSPECTION TIRES GOOD AT THIS TIME	a∵ Tech(s)	1302		-::-0.00	The	ank
PAGE 1 OF 3 SERVICE FILE X BIBI PAGE	OF	NOT	EXT PAGE)		J The Reynolds as	OU d Raynolds Company ERAD/Ten



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01011F0CS359666

152014	KERRY	COPELAND	1522	H8H	08/08/12	FOCS359666
	LABOR RATE	LICENSE NO.	MILE	14,204	PALE ADOBE	STOCK NO.
	YEAR MAX	RD TRUCK/F-150	CEPTER		DELIVERY DATE	DELIVERY MALES
FAIRVIEW, OR	VEHICLE IL	IND		/ SUPERCREW	SELLING DEALER NO.	PRODUCTION DATE
	1 F	FFW1ET4	and the second second			
NONE	AT.E.NO.		P.O. NO.		08/07/12	
	COMMENTS					MO: 142
OB# 4 TOTALS						
ABOR OCHARGES BRAKE CONDITION ASK ABOUT OUR LIFETIME BRAKE BRAKE CHECKED AND OK BRAKES C	S DB# 5 JOURNAL CO CWW		5 TOTAL	0.00 0.00 WARRANTY: WARRANTY WARRANTY O.00	Thank you for this opins our aim to perform this repair order to you if our service was satisfinot, please tell us in STHAT YOU WILL "OMEND COUNTESY FOURCHASE AND SEI DISCLAIMER Any warranties on the are those made by seller hereby expresanties, either expresany implied warrant fitness for a participality neither assume the nection with the sale our source of the seller neither assume the nection with the sale our source of the sale of the sale of the sale our seller neither assume the nection with the sale our source of the sale our sale our sale of the sale our	all repairs requested or complete satisfactory tell your friend mineral satisfactory. AS A PLAGE TORD TORD TORD TORD TORD TORD TORD TORD
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF	BA 6-DOLPHA	PREFEX FOCS JOBA	6104	0.00	Hexardous Waste A standard charge and expensee relatedisposal of toxic and and wastes generat repair is made on amount of this chartotal parts & labor of mum of \$75.00. The costs and profits	rill appear as a charg e.
PAGE ZOF 3 EXHIBITION PAGE	AAIN OF 7	CONTINUED ON] 05:00pm	The Grandida er	ank bu Harnoida Company ERANG

VGH MEDICAL RECS

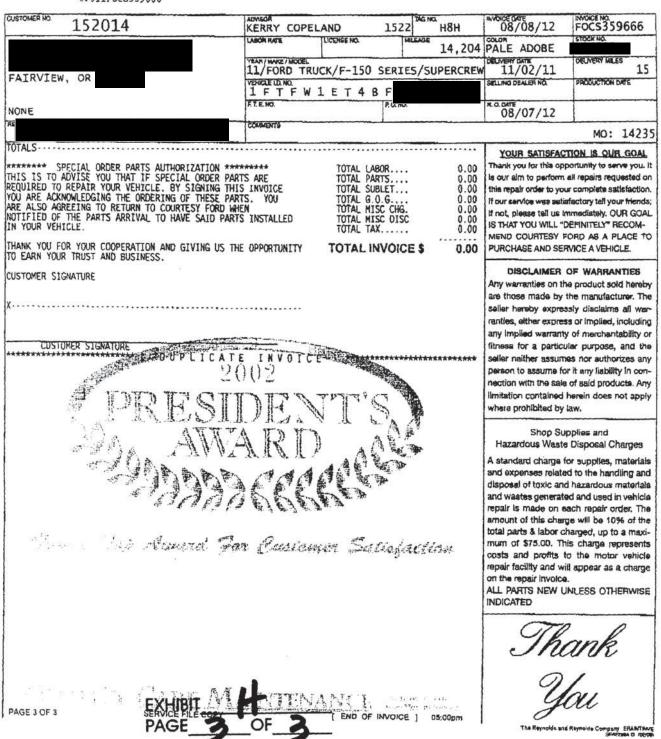


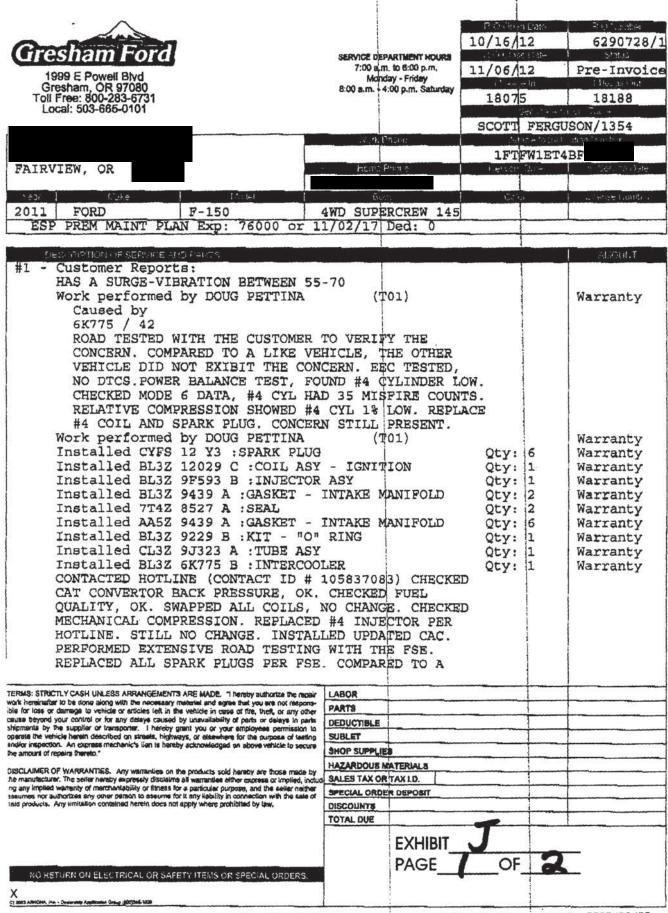
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01011FOC5359666





L RECS BAUVAIS LAW FIRM

LEAUVAIS LAW FIRM

NCH WEDICHT BECZ

503-601-7311

11/08/2012 11:44



1999 E Powell Blvd Gresham, OR 97080 Toll Free: 800-283-6731 Local: 503-665-0101

SERVICE DEPARTMENT HOURS 7:00 a.m. to 8:00 p.m. Monday - Friday 8:00 a.m. - \$:00 p.m. Saturday

R O Open Date	RPO Number
10/16/12	6290728/
At Citize Date	Status
11/06/12	Pre-Invoice
fillerie in	1 Meade Out
18075	18188
Service / c	5.50 Ta.:#
SCOTT FERG	USON/1354

1FTEW1ET4BE FAIRVIEW, OR FORD 4WD SUPERCREW 145 F-150 2011

ESP PREM MAINT PLAN EXP: 76000 OF 11/02/17 Ded: 0	
COUPLE OTHER LIKE UNITS. IT WAS DETERMINED THAT THE ROOT CONCERN HAD BEEN ADDRESSED AND THAT THE VEHICLE IS NOW PERFORMING NORMALLY AS COMPARED TO OTHER LIKE VEHICLE. CUSTOMER IS ADVISED THAT OUR FUEL IS AN ETHANOL BLEND THAT TENDS TO AFFECT OVERALL PERFORMANCE AND ENGINE DRIVABILITY.	COLIT
#2 - Q99P: VEHICLE INSPECTION PERFORMEDUSE PAYMENT CODE Q Work performed by George Border (T48). Serv	7 Contr
Installed E4FZ 6731 AB :FILTER ASY - OIL Qty: 1 Serv	Contr
#4 * GTIRE: TIRE CONDITION "CHECKED AND OK"	
#5 * GBK: BRAKE CONDITION CHECKED AND OK #6 * GBATT: BATTERY CHECKED OK ***********************************	
* across the street at 1999 E Powell Starting in * * October, 2012 * **********************************	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repeir LABOR	.00
work hereinafter to be done along with the necessary material and agree that you are not respons- tible for loss or damage to vehicle or articles left in the vehicle in case of fire, theff, or any other	.00
cause beyond your control or for any deleye caused by unavailebility of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees parmission to	.00
control to which herein described on etnests, highways, or elsewhere for the purpose of leeting and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure	.00
and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of rapains thereto." 8HOP SUPPLIES	.00
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by	.00
the manufacturer. The seller hereby expressly discialine all warranties either express or implied, includ SALES TAX OR TAX I.D.	.00
ing any implied werrently of merchantability or fitness for a particular purpose, and the seller neither sesumes nor authorized any other person to assume for it any liability in connection with the sale of	.00
said products. Any limitation contained herein does not apply where prohibited by law. DISCOUNTS	.00
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

CO 2000 ANDONA Ing. - Design ship Appleages Group (800)046-1938 PAGE 02/03

REPUVAIS LAW FIRM

NEH WEDICAL RECS COULTAGENC

1167-103-602 COST TTAT AND TTATON

EXHIBIT

11/08/2012 11:44

				Print
VIN: 1FTEW1ET4RE	Year: 2011	c. There control to the	Model: F-SERIES Case:	
Name:	Owner Status		WSD: 2011-11-02	
Symptom Desc: HES/STUMBLE AC	CELERATION ALL ENGINE	IEMP	Primary Phone: Secondary Phone:	
Reason Desc: LEMON LAW, CUST Issue Type: 04 REGION	Issue Status:		Secondary Phone.	
Initial Customer Contact: 10/02/20		OLOGED		
Action: FIELD - OPEN REGION ISS	SUE			
Dealer: 08572 GRESHAM FORD		Origin Desc:	CUSTOMER CARE SOLUTIONS	STEAM
Odometer: 14000 MI	Comm Type: OTHER			
Analyst Name: PARSELS,WENDY		Action Datas	No	
Action Date: 09/14/2012	Action Time: 12.29.06.833	Action Data.	NO	
Comments COM SCOTT REQUES' IS UPSET WITH THE FACT THAT T WHICH HE ANTICIPATED (ASSIST DEMANDING TO SPEAK WITH CSI	THE CASE HAS BEEN CLOS ANCE). CUST SAID BECAU	SED AND HE H SE HE IS UPS	AS NOT RECIEVED THE RESOL ET WITH RESOLUTION, HE IS	N "CUST UTION IN
Action: CCS SUPERVISOR ESCAL	ATION	well-opening the sentiments		-
Dealer: 08572 GRESHAM FORD	ATION	Origin Desc	: CUSTOMER CARE SOLUTIONS	STEAM
Odometer: 14000 MI	Comm Type: OTHER	g		5:00:00:00:00:00
Analyst Name: PARSELS, WENDY	Analyst: WPARSELS			
Action Date: 09/14/2012	Action Time: 12.29.55.419	Action Data	: Yes	
Comments - PER COM REQUEST	WHICH WAS DUE TO CUST	REQUEST		
Data Element Name	Da	ta Value		
SUPERVISOR'S CDS		OHN500	тт	
SUPERVISOR'S NAM	E. JC	HNSON, SCO		
Action: CREATE FOLLOW UP				
Dealer: 08572 GRESHAM FORD		Origin Desc	: CUSTOMER CARE SOLUTIONS	STEAM
Odometer: 14000 MI	Comm Type: PHONE			
Analyst Name: PARSELS, WENDY Action Date: 09/14/2012	Analyst: WPARSELS Action Time: 13.02.51.572	Action Data	. Von	
Action Date: 09/14/2012	Action Time: 13.02.31.372	ACTION Data	. 165	
Comments - CSM WENDY X77810	- 2011 F150 - (LTV 87, WSD): 2011-11-02,	14K) - OBC TO SM CHER TO CK	ON THIS
Comments - CSM WENDY X77810 VEH, LVM - OBC TO CUST,				
THIS CONCERN IS A CHARACTER				
THE DLR PREFORMED TSB 12 06 REPORT AND SEE THAT THEY HA				
THE SAME - CUST STATES THIS I				
GRESHAM AND WOULD GO OVER				
CUST WAS VERY PLEASED WITH				₹
REQUEST HE HAD MADE HAS BE	EN PUT THROUGH - CUST	UNDERSTANI	DS - CSM F/U ON 9/18	
Data Element Name		Data Value	е	
DATE OF FOLLOW U		09-18-201:	2	
TIME OF FOLLOW U		21:00		

Action: SUPERVISOR REQUEST CALL BACK UPDATE

Dealer: 08572 GRESHAM FORD Origin Desc: LINCOLN CALL CENTER

Odometer: 14000 MI Comm Type: OUTBOUND CALL TO CUSTOMER

Analyst Name: IRBY, LESLEY Analyst: LIRBY6

Action Date: 09/14/2012 Action Time: 14.48.40.959 Action Data: No

Comments ((SUPERVISOR CALL BACK)))=== OBC TO CUSTOMER ON == CUSTOMER IS FRUSTRATED THAT THE VEH IS HESITÄTING AT HIGHER SPEEDS === PREVIOUS DEALER DETERMINED VEH CHARACTERISTIC == CUST ADED FRUSTRATION IS THAT PREVIOUS CASE WAS CLOSED === CUST IS WILLING TO WORK WITH FORD ON THIS MATTER AND MAKE HIS VEH AVAILABLE FOR FURTHER DIAGNOSIS === ADVISED CUSTOMER THANK YOU FOR HIS CONTINUED PATIENCE AND WILLINGNESS TO WORK WITH US AT REVIEWING HIS CONCERN == WE WISH TO SEE THIS CONCERN TO THE END AND COULD NOT DO THIS WITHOUT HIS CONTINUED SUPPORT AND PATIENCE - CAUTIONED CUSTOMER THAT WE WILL UTILIZE ALL RESOURCES BUT WE COULD NOT GUARANTEE THAT FURTHER CONSULTATION WITH ENGINEERS WOULD NOT PRODUCE THE SAME END RESULT (VEH CHARACTERISTIC) == CUSTOMER CONCERN IS ALSO WITH MAKING SURE THAT THIS CASE STAYS OPEN SO THAT SOMEONE AT FORD MAY CONTINUE TO WORK ON THIS ISSUE - ADVISED CSM WENDY DOES HAVE THIS AS AN OPEN ISSUE AND WILL CONTINUE TO WORK WITHHIM ON HIS CONCERN === CCS LESLEY X77825

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

Dealer: 08572 GRESHAM FORD

Odometer: 14000 MI Comm Type: OTHER Analyst Name: JOHNSON, SCOTT Analyst: SJOHN500

Action Date: 09/16/2012 Action Time: 16.31.27.760 Action Data: No

Comments UDATING SUP CALL FOR LINCOLN CCS SUP COMMENTS PREVIOUS POSTING.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 08572 GRESHAM FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Comm Type: PHONE Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 09/17/2012 Action Time: 15.50.14.226 Action Data: No

Comments - CSM WENDY X77810 - IBC VM LEFT FROM CUST ADVISING HE HASN'T HEARD FROM DLR YET ABOUT THE TEST DRIVE WITH A LIKE VEH AND ALSO THAT THERE ARE A FEW OTHER THINGS GOING ON WITH IT NOW -CSM OBC TO SM CHER, SPK WITH HER - ADVISED ON THE THL RECOMMENDATION FOR CUST TO DRIVE A LIKE VEH AS THE CONCERN WITH HIS HAS BEEN CONSIDERED "CHARACTERISTIC" - CSM ALSO ADVISED HER THAT THE CUST STATES THERE ARE SOME OTHER THINGS GOING ON THAT NEED TO BE ADDRESSED - SM CHER SAID SHE WOULD GO RIGHT UP FRONT TO SALES TO FIND A "LIKE" VEH FOR THIS TO HAPPEN AND WOULD BE CONTACTING CUST SHORTLY TO ARRANGE THIS - CSM WILL CONTACT CUST LATER TODAY TO INSURE THIS HAS HAPPENED -

Action: SERVICE APPOINTMENT SCHEDULED

Dealer: 08572 GRESHAM FORD

Odometer: 14000 MI Analyst Name: CHER MARLOWE

Action Date: 09/18/2012

Origin Desc: DEALER Comm Type: PHONE

Analyst: C-MARLO3

Action Time: 16.01.11.651

Action Data: No

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Origin Desc: ALLIANCE TEAM

Comments CUSTOMER WILL BE IN TO DRIVE A LIKE VEHICLE WITH A TECH ON WED, AT 11 AM.

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Comm Type: OTHER

Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 09/18/2012

Odometer: 14000 MI

Action Time: 19.29.33.506 Action Data: Yes

Comments - CSM WENDY X77810 - - CSM CHANGING F/U TO 9/19

Data Value Data Element Name 09-19-2012 DATE OF FOLLOW UP: TIME OF FOLLOW UP (HH:MM): 21:00

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI

Comm Type: PHONE Analyst: WPARSELS

Analyst Name: PARSELS, WENDY Action Date: 09/19/2012

Action Time: 18.01.02.324 Action Data: Yes

Comments - CSM WENDY X77810 - OBC TO DLR TO CK ON CUSTS DRIVE IN OTHER VEH'S - SPK WITH SA SCOTT. STATES THE CUST DID SHOW UP AND THE TEST DRIVE DID TAKE PLACE - THE OTHER VEH DID NOT BEHAVE AS THE CUSTS DID - THE DEALER IS LOOKING INTO HIS CONCERN, BUT CUST HAS HIS VEH BACK - CSM WILL F.U. ON 9/21

Data Element Name Data Value DATE OF FOLLOW UP: 09-21-2012

Action: DOCUMENT ADDITIONAL INFORMATION

TIME OF FOLLOW UP (HH:MM):

Dealer: 08572 GRESHAM FORD Odometer: 14000 MI

Comm Type: VISIT Analyst: C-MARLO3

Analyst Name: CHER MARLOWE Action Date: 09/19/2012

Action Time: 19.31.55.913

21:00

Action Data: No

Comments CUSTOMER AND TECH DROVE LIKE VEHICLE. NOTHING WAS FELT. WHEN DRIVING CUSTOMER'S VEHICLE THE TECH AND CUSTOMER COULD FILL WHAT SEEMED LIKE AN ENGINE MISS OR NVH PROBLEM. TECH WILL DO RESEARCH TO SEE WHAT HE CAN FIND OUT. CUSTOMER IS AWARE THAT OUR DEALERSHIP IS MOVING AND THAT WE MAY NOT BE ABLE TO RESOLVE THE ISSUE UNTIL THE MOVE IS COMPLETE. I TOLD HIM I WOULD HAVE WENDY CALL HIM.

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Origin Desc: DEALER

Odometer: 14000 MI Comm Type: PHONE Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 09/21/2012 Action Time: 18.16.19.865 Action Data: Yes

Comments - CSM WENDY X77810 - CSM OBC TO CUST RETURNING HIS CALL - HE STATES THE DLR DUPLICATED HIS CONCERN, BUT BECAUSE THEY ARE IN THE MIDDLE OF MOVING TO A NEW FACILITY, THEY MIGHT NOT BE ABLE TO ADDRESS HIS CONCERN FOR A WEEK OR TWO - CUST IS NOT HAPPY WITH THIS TIMEFRAME - CSM TOLD CUST THAT I WOULD CALL SM CHER AND FIND OUT IF SOMETHING COULD BE DONE EARLIER AND THAT I WOULD GET BACK WITH HIM ON TUES - CUST WAS FINE WITH THIS - CSM OBC TO SM CHER - ADVISED HER OF CUSTS CONCERNS AND NO THL COMM SINCE 8/10 - SHE STATED THAT THEY HAVE "UNOFFICIALLY" SPKN WITH FSE ABOUT THE FINDINGS ON CUSTS VEH AND HE GAVE THEM SOME IDEAS, ALSO THAT SHE WOULD HAVE THE TECH CONTACT THL ON MONDAY IF THEY ARE ABLE TO WITH THE MOVE TAKING PLACE. - CSM THANKED HER AND F/U IS 9/25

> **Data Element Name** Data Value DATE OF FOLLOW UP: 09-25-2012 TIME OF FOLLOW UP (HH:MM): 21:00

Action: CREATE FOLLOW UP

Dealer: 08572 GRESHAM FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI

Comm Type: PHONE Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 09/25/2012 Action Time: 19.33.09.284 Action Data: Yes

Comments - CSM WENDY X77810 - CUST IBC STATING THE WENT ON LONG DRIVE, 55-75 IS WHERE THE HESITATION HAPPENS, NORMAL DRIVING SPEEDS. - HE DOESN'T WANT TO HAVE TO WAIT FOR THE DLR TO GET SETTLED IN AT THE NEW FACILITY BEFORE THE CONCERN WITH HIS TRUCK IS ADDRESSED - CSM APOLOGIZED BUT ASKED THE CUST TO PLS BE PATIENT - I UNDERSTAND THE DEALER HAS SPKN WITH THE FSE AND WAS GIVEN A COUPLE POINTERS REGARDING THIS VEH - CUST STATES HE WILL, BUT INFORMED ME THEY WILL WANT THE BUYBACK RECONSIDERED IF THIS DOESN'T FIX IT - CSM OBC TO SM CHER, REMINDED HER OF OUR CONVERSATION LAST FRIDAY - SHE STATES SHE WILL GO TALK TO THE TECH ABOUT THE THL/REPAIR AND GET BACK WITH ME TOMORROW - CSM F/U ON 9/27

Data Element Name	Data Value
DATE OF FOLLOW UP:	09-27-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: CREATE FOLLOW UP

Dealer: 08572 GRESHAM FORD Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Comm Type: PHONE Analyst Name: PARSELS.WENDY Analyst: WPARSELS

Action Date: 09/27/2012 Action Time: 16.17.00.688 Action Data: Yes

Comments - CSM WENDY X77810 - OBC TO DLR SM CHER AGAIN ABOUT CUSTOMER, THL AND FIXING CUSTS VEHICLE - LVM ASKING HER TO PLEASE CALL ME BACK TO ADVISE - CSM F/U ON 10/1

Data Element Name	Data Value

DATE OF FOLLOW UP:	10-01-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 08572 GRESHAM FORD Origin Desc: DEALER

Odometer: 14000 MI Comm Type: PHONE Analyst Name: CHER MARLOWE Analyst: C-MARLO3

Action Date: 09/27/2012 Action Time: 21.08.02.799 Action Data: No

Comments SPOKE WITH ON WEDNESDAY THE 26TH AROUND 10 AM. SPOKE WITH OUR FSE ABOUT THE SITUATION, AS OF RIGHT NOW THE ONLY THING THAT WE CAN SAY FOR SURE IS THAT IT IS NOT A VIBRATION/ROTATIONAL NOISE, OUR TECH IS STILL RESEARCHING AND IS AWARE OF IT. HE KNOWS THAT IT MAKE TAKE A COUPLE WEEKS JUST DUE TO THE DEALERSHIP MOVE/CONSTRUCTION. HE HAS MY CELL NUMBER AND KNOWS HOW TO REACH ME. WE MAY TRY TO GET HIM BACK IN AGAIN THIS NEXT WEEK TO GO FOR ANOTHER DRIVE JUST SO THAT SOME MORE THINGS CAN BE RULED OUT.

Action: CREATE FOLLOW UP

Origin Desc: CUSTOMER CARE SOLUTIONS Dealer: 08572 GRESHAM FORD

TEAM

Odometer: 14000 MI Analyst Name: ALBRIGHT (MALBRIG5), MARY

Comm Type: OTHER Analyst: MALBRIG5

Action Date: 10/02/2012

Action Time: 14.57.51.054

Action Data: Yes

Comments CSM MARY ASSISTING CSM WENDY\ REVIEWING DOCUMENTATION PROVIDED BY DEALER \
RESETTING FU FOR ONE WEEK TO ALLOW FOR DEALER MOVE AND RESEARCH \ CUST AWARE OF DELAYS PER DEALER NOTES

Data Element Name	Data Value

DATE OF FOLLOW UP:	10-10-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Comm Type: PHONE

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI

Analyst: WPARSELS

Analyst Name: PARSELS,WENDY Action Date: 10/10/2012

Action Time: 18.26.48.369 Action Data: Yes

Comments CSM WENDY X77810 - - IBC FROM CUST, STATING HE HASN'T HEARD ANYTHING FROM THE DEALER - CSM APOLOGIZED AND ADVISED I WOULD BE IN TOUCH WITH SM CHER AND FIND OUT THE DELAY - CSM OBC TO DLR, SPK WITH SM CHER - SHE STATES BY THIS WEEKEND THE ENTIRE DEALERSHIP WILL BE MOVED, BUT SHE WILL HAVE THE TECH OR SHE WOULD CALL CUST TO SET UP APPT FOR THEM FOR EITHER MONDAY OR TUESDAY. - CSM IS SETTING F/U FOR 10/16

Data Element Name	Data Value

DATE OF FOLLOW UP:	10-16-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI

Comm Type: PHONE

Analyst Name: PARSELS, WENDY

Analyst: WPARSELS

Action Date: 10/16/2012

Action Time: 20.41.50.661 Action Data: Yes

Comments - CSM WENDY X77810 - CSM RECEIVED IBC FROM CUST ASKING ABOUT HIS CASE - CSM ADVISED HIM OF THE KNOWLEDGE THAT THE DLRSHIP WAS TO CONTACT HIM TO GET THE VEH IN EITHER MONDAY OR TUES THIS WEEK - CSM WILL F/.U ON 10/17

Data Element Name	Data Value

DATE OF FOLLOW UP:	10-17-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Comm Type: PHONE

Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 10/17/2012 Action Time: 18.49.44.553 Action Data: Yes

Comments CSM WENDY X77810 - - IBC FROM CUST ADVISED HIS TRUCK IS AT THE DEALER BUT IS VERY UPSET FOR THE TIME THIS HAS TAKEN - CSM REMINDED CUST THAT AFTER HIS BUYBACK REQUEST WAS TURNED DOWN BACK IN AUGUST, I HAD ADVISED THEM THAT THEY COULD PURSUE IT ON THEIR OWN - BUT ADVISED CUST THAT THE VEHICLE IS NOW AT THE DEALER, LET'S GIVE THEM TIME TO GET THE VEHICLE REPAIRED, HE HAS WAITED THIS LONG AND FOR IT TO GET INTO THE DEALER - WHAT HE DECIDES TO DO AFTER THIS ATTEMPT IS ENTIRELY UP TO HIM - HE STATED HE WILL LET THEM WORK ON IT AND MENTIONED THEY TOLD HIM THAT THEY WERE GOING TO GET A FSE INVOLVED - CSM TOLD HIM THAT WOULD HAPPEN IF THL ADVISES IT - CSM F/U ON 10/22 - CUST TOOK SURVEY

Data Element Name

DATE OF FOLLOW UP: TIME OF FOLLOW UP (HH:MM):

Data Value

10-22-2012 21:00

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Comm Type: PHONE

Action Date: 10/22/2012

Action Time: 18.06.29.076 Action Data: Yes

Comments CSM WENDY X77810 - - IBC FROM CUST - STATED AGAIN, THAT HIS VEHICLE IS AT THE DLR - CSM ADVISED THAT I HADN'T SPOKEN WITH THE DLR YET AT THAT POINT, BUT I WOULD FIND OUT - CUST HOPES THEY FIND OUT WHAT IS WRONG AND CAN FIX IT, BECAUSE HE LOVES HIS TRUCK - CSM OBC TO SM CHER -SHE STATES THEY FOUND SOMETHING AMISS WITH #4 CYL AND HAD REQUESTED FSE ON FRI - HE SHOWED UP WHILE WE WERE ON THE PHONE - THEY ARE GOING TO CONTACT CUST TO ADVISE ON THIS - CSM F/U ON 10/23 WITH DLR.

Data Element Name	
DATE OF FOLLOW UP:	
TIME OF FOLLOW UP (HH:MM):	

Data Value 10-23-2012 21:00

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Comm Type: PHONE

Action Date: 10/23/2012

Action Time: 14.31.17.974 Action Data: Yes

Comments - CSM WENDY X77810 - OBC TO SM CHER - STASTES THE FSE AND THL HAVE GIVEN THEM DIRECTIONS TO GO TO CK ON CONCERNS DUPL BY DEALER - SHE SUGGESTED I F/U ON 10/25

Data Element Name	Data Value
DATE OF FOLLOW UP:	10-25-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Comm Type: PHONE

Action Date: 10/24/2012

Action Time: 18.49.16.684 Action Data: No.

Comments - IBC FROM CUSTOMER, WANT ME TO BUY THEIR TRUCK BACK (CUSTS VEHICLE DIDN'T QUALIFY IN SEPT) - CSM TRIED TO EXPLAIN TO CUSTOMER THAT THE PREVIOUS DEALER WASN'T ABLE TO DUP CONCERN, BUT NOW WE ALSO HAVE THE FSE ON THE VEHICLE - THAT THEY DUP CONCERN AND ARE IN THE PROCESS OF DIAG - CSM FINALLY ASKED THE CUSTOMER TO GIVE THE DEALER UNTIL TOMORROW AND IF THEY DON'T HAVE A PLAN OF ACTION, I WILL COLLECT THE DATA AGAIN AND GET THE MOST CURRENT UPDATE TO REPROCESS THEIR PAPERWORK FOR A BUYBACK REVIEW AGAIN - CUSTOMER ALSO MENTIONED SOMETHING ABOUT SCRATCHES ON SHIFTER OR SOMETHING AND WHO WAS GOING TO FIX THAT? - CSM HADN'T HEARD ABOUT THIS BEFORE SO WAS CONFUSED -

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Odometer: 14000 MI

Analyst Name: PARSELS, WENDY

Comm Type: PHONE Analyst: WPARSELS

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Action Date: 10/25/2012

Action Time: 20.16.46.162 Action Data: Yes

Comments CSM WENDY X77810 - - OBC TO SM CHER - SHE STATES THE FUEL INJECTOR ARRIVED BUT ARE STILL WAITING ON THE O-RINGS/GASKETS - EXPECT THEM IN TOMORROW - SHE BELIEVES THE CUSTOMER WOULD LIKE TO KEEP THIS VEHICLE, WE DISCUSSED "GOODWILL" OPTIONS, THE ONLY THING CSM HAS IS A VEHICLE PMT OR TWO (THIS HAS BEEN GOING ON QUITE A WHILE) - CSM OBC TO CUSTOMER ADVISED THAT THE FUEL INJ(S) ARRIVED, BUT ARE STILL WAITING ON THE GASKETS - CSM ASKED CUSTOMER IF THEY STILL WANT ME TO GATHER INFO ON THIS FOR A BUYBACK OR IF I SHOULD HOLD OFF UNTIL THEY GET THEIR VEHICLE BACK TO FIND OUT IF IT'S FIXED - SHE EXPLAINED THAT THEY WOULD STILL LIKE A "NEW" VEHICLE - CSM EXPLAINED THAT IF THE VEHICLE IS FIXED, IT MOST LIKELY WOULDN'T BE CONSIDERED FOR A BUYBACK BUT THAT I WOULD KEEP THE CASE OPEN (AND THAT AVENUE TO EXPLORE) - CSM ADVISED CUSTOMER THAT IF THEY END UP DECIDING TO KEEP THE VEHICLE I CAN'T OFFER THÊM ANY ESP THAT WOULD BE BENEFICIAL, BUT POSSIBLY COULD DO A VEHICLE PMT IF THEY DECIDE THEY LOVE THE TRUCK AGAIN AS AN ACT OF GOODWILL FOR THEIR TROUBLES THEY HAVE GONE THROUGH. - SHE STATED SHE WOULD GIVE HER HUSBAND THE INFO - CSM F/U ON 10/29 WITH DLR.

Data Element Name	Data Value

DATE OF FOLLOW UP:	10-29-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Comm Type: PHONE Analyst Name: MCGREGOR, CYNTHIA Analyst: CMCGREG4

Action Date: 10/31/2012 Action Time: 11.42.17.355 Action Data: Yes

Comments CSM OBC TO S/M CHER AT =SPOKE WITH FRANK YESTERDAY==HOTLINE AWARE OF ECO BOOST ISSUES AND JUST RELEASED TSB FOR CONCERNS==NUMBER 4 CYLINDER NEEDS REPLACEMENT==HOTLINE THINKS ISSUES FROM BASE ENGINE ISSUES=WAITING ON INNER COOLER=CUSTOMER STILL WANTS BUYBACK==VEH DOWN SINCE 10/16==ISSUES STARTED IN SEPTEMBER==ADVISED BY S/M TO WAIT UNTIL FRIDAY TO CALL HER BACK ==BY THEN INNER COOLER WILL BE INSTALLED==TALKING ABOUT BUYBACK==CSM WILL FOLLOW UP ON 11-2==CUSTOMER HAS BEEN UPDATED DAILY BY DLRSHP

Data Element Name	Data Value

DATE OF FOLLOW UP:	11-02-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Analyst Name: HERRERA, MARK Analyst: MHERRE47

Comm Type: PHONE

Action Date: 11/01/2012

Action Time: 16.07.28.548 Action Data: Yes

Comments < CSM MARK -EXT #77806> IBC FROM THE CUSTOMER | THE CUSTOMER WAS TRYING TO GET IN CONTACT WITH WENDY ABOUT THE CASE ADVISED THE CUSTOMER OF ABOVE NOTES I THE CUSTOMER BECAME ANGRY AND ASKED FOR A BUYBACK | ADVISED THE CUSTOMER THAT OUR COMMITMENT TO HIM IS THE NVLW AND THAT IS TO REPAIR THE VEHICLE! THE CUSTOMER ADVIUSED THAT HE WAS DONE TALKING TO ME AND DISCONNECTED THE LINE | F/U 11-05-2012

Data Element Name	Data Value

DATE OF FOLLOW UP:	11-05-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI

Comm Type: PHONE Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 11/05/2012

Action Time: 20.06.42.527 Action Data: Yes

Comments - CSM WENDY X77810 - OBC TO SM CHER - STATES THE FSE WAS OUT THERE ON THIS VEH - #4 CYL REPLACED AS WERE THE COIL AND PLUGS - VEH SHOULD BE READY FOR CUST TO PICK UP TOMORROW - SHE IS GOING TO CONTACT HIM TONIGHT WITH THIS INFO - CSM WILL SPK WITH HER TOMORROW TO SEE IF THIS

HAPPENED - CSM WILL F.U WITH CUST ON 11/7 IF IT DID

Data Element Name

Data Value

DATE OF FOLLOW UP:

11-07-2012

TIME OF FOLLOW UP (HH:MM):

21:00

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 08572 GRESHAM FORD

Origin Desc: DEALER

Odometer: 14000 MI Analyst Name: CHER MARLOWE Comm Type: PHONE Analyst: C-MARLO3

Action Date: 11/05/2012

Action Time: 20.38.13.913

Action Data: No

Comments SPOKE WITH FRANK, LET HIM KNOW THAT HE SHOULD BE ABLE TO PICK UP HIS TRUCK TUESDAY.

CUSTOMER THANKED BR FOR THE CALL AND HUNG UP.

Action: CREATE FOLLOW UP

Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Comm Type: PHONE

Action Date: 11/07/2012

Action Time: 13.16.55.261 Action Data: Yes

Comments - CSM WENDY X77810 - IBC FROM CUST THAT I MISSED - OBC TO CUST, - ADVISED I HAD SEEN HIS CALL COME UP - HE STATES HE HAS NOT RECEIVED HIS TRUCK YET, LAST HE HAD HEARD FROM DLR WAS ON MONDAY WHEN THEY WERE STILL WORKING ON HIS VEH - CSM APOLOGIZED TO CUST, ADVISED I HAD BEEN TOLD THE VEH WAS EXPECTED TO BE COMPLETED BY YESTERDAY - WHEN I ADV'D CUST OF WHAT I HAD BEEN TOLD THE REPAIR CONSISTED OF, CUST STARTED STATING HE HAS AN OLD TRUCK NOW, NOT NEW BECAUSE OF THE REPAIRS - CSM ADVISED IT WAS REPAIRED UNDER THE WARRANTY THAT CAME WITH THE VEH AS IT IS SUPPOSED TO BE - CUST DID HAVE SOME COMPLAINTS ABOUT CSM HANDLING HIS CASE WHILE I WAS OUT, CSM APOLOGIZED FOR HIS TREATMENT - THEN HE STATED HE HAD TO GO, HIS LUNCH TIME WAS COMPLETED - ASKED ME TO CALL HIM BACK LATER TONIGHT IF I COULD - CSM ADVISED I WOULD TRY AND THAT I WOULD ALSO CONTACT THE DEALER ABOUT THE HOLD UP ON HIS VEH - F/U ON 11/8

Data Element Name

Data Value

DATE OF FOLLOW UP:

TIME OF FOLLOW UP (HH:MM):

11-08-2012

21:00

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 08572 GRESHAM FORD

Origin Desc: DEALER

Odometer: 14000 MI

Comm Type: VISIT

Analyst: C-MARLO3

Analyst Name: CHER MARLOWE Action Date: 11/08/2012

Action Time: 10.34.40.583

Action Data: No

Comments CUSTOMER PICKED UP VEHICLE ON 11-7-2012 WORK IS COMPLETE.

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Analyst Name: PARSELS, WENDY

Comm Type: OTHER Analyst: WPARSELS

Action Date: 11/08/2012

Action Time: 16.41.17.519 Action Data: Yes

Comments - CSM WENDY X77810 - DLR STATES THE CUST HAS PICKED UP HIS VEH - CSM WOULD LIKE TO GIVE CUST OVER THE WEEKEND TO DRIVE THE VEH TO INSURE HE IS COMPLETELY HAPPY - DURING A CONVERSATION WITH HIM YESTERDAY, HE IS WILLING TO GIVE THIS REPAIR A TRY - CSM F/U ON 11/12

Data Value
11-12-2012
21:00

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Analyst Name: BECK, TRACIE

Comm Type: PHONE Analyst: TBECK20

Action Date: 11/12/2012

Action Time: 14.48.04.768 Action Data: Yes

Comments CSM TRACIE X77807 ASSISTING CSM WENDY (X77810) == OBC TO CUST ASKED IF CUST IS SATISFIED WITH THE REPAIRS TO HIS VEH, CUST SAID THE TRUCK STILL HAS THE SAME PROBLEM. DLR TOLD HIM THE TRUCK WAS FIXED, HE SAID IT IS HAVING THE SAME SURGE ISSUES (55 - 75MPH). HE IS NOT HAPPY WITH THE VEHICLE, CUST ADVITHAT HE PICKED UP VEH AND AS SOON AS HE TOOK IT ON THE FREEWAY, THE SAME PROBLEM IS THERE, CUST SAID INVOICE SHOWS VEH DRIVES LIKE ANY OTHER F150, CUST DOES NOT BELIEVE THAT STATEMENT. CSM ASKED IF HE EXPRESSED TO THE DLR THAT CONCERN IS STILL PRESENT; HE SAID HE CALLED THE NEXT DAY (DLR HAD VEH FOR 3 WEEKS) HE TO MAKE DLR AWARE THE CONCERN WAS STILL PRESENT. HE SAID THE DLR SAID NOTHING AND DID NOT MAKE A SUGGESTION FOR A RESOLUTION OR FOR VEH TO GO BACK TO DLR. CSM ASKED IF HE IS WILLING TO BRING THE VEH BACK TO THE DLR SO THEY CAN TRY TO RESOLVE THE CONCERN. HE ASKED WHAT TYPE OF A GAME WE ARE PLAYING? CUST THEN STATED THAT HE IS WILLING TO BRING VEH TO DLR, BUT WANTS TO SPEAK TO WENDY FIRST. IF TRUCK WILL BE AT DLR FOR AN EXTENDED PERIOD OF TIME, HE WOULD LIKE TO PLEASE REQUEST A BETTER RENTAL, SOMETHING COMPATIBLE WITH HIS TRUCK (NOT ANOTHER FUSION). HE APPRECIATES WHAT THE DLR HAS DONE, BUT SAID IT DIDN'T FIX THE ISSUE. CUST STATED THAT THE TRUCK WAS GREAT FOR FIRST FEW THOUSAND MILES, BUT HAS BEEN A NIGHTMARE SINCE THE CONCERN BECAME APPARENT. CUST SAID FOR FMC TO MAKE A PLAN AND THEN HAVE WENDY CALL HIM, LETTING HIM KNOW WHAT TO DO NEXT. CSM ADV IT MAY BE TUES OR WED BEFORE WENDY IS BACK IN THE OFFICE, CUST SAID HE UNDERSTOOD AND AGREED. ** CSM WILL SET F/U FOR 11/13, BUT WILL PUSH TO 11/14 IF NECESSARY.

Data Element Name	Data Value

DATE OF FOLLOW UP:	11-13-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Comm Type: OTHER

Action Date: 11/13/2012

Action Time: 19.52.36.559 Action Data: Yes

Comments - CSM WENDY X77810 - BASED ON THE ABOVE INFO, CSM IS GOING TO REGATHER PAPERWORK FOR CUSTS BUYBACK REQUEST FROM EARLIER THIS YEAR - WILL BE REQUESTING RO'S FROM GRESHAM FORD AND OTHER FORD DLRS CUST HAS BEEN TO SINCE LAST REQUEST - CSM WILL F/U WITH THE CUST TOMORROW TO ADVISE ON THIS - 11/14

Data Element Name	Data Value

DATE OF FOLLOW UP: TIME OF FOLLOW UP (HH:MM): 11-14-2012 21:00

Action: CONCERN ADDRESSED Dealer: 08572 GRESHAM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Comm Type: PHONE

Action Date: 11/21/2012

Action Time: 17.51.37.756 Action Data: Yes

Comments - CSM WENDY X77810 - OBC TO DLR SM CHER - RO 290728, LINE 09, \$763.86 - - - M08A2 - P11 - - -ADDITIONAL INFO: ON 11/16 CUST CONTACTED DLR TO ADVISE ON VEH CONCERNS, DURING THAT CONVERSATION, DLR WAS ADVISED BY CUST THAT HE HAS A LAWYER THAT TOLD HIM NOT CONTACT FORD ANYMORE - - CSM CLOSING CASE.

Data Value

86
N
N
N
N
N
N
Υ
763.86
0
0
0
763.86
N
N

Print

VIN: 1FTFW1ET4BF

Year: 2011

Name:

Owner Status: Original

Reason Desc: CRC RELATED - SUPERVISOR REQUEST SUBMITTED

Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED

Model: F-SERIES Case: WSD: 2011-11-02 **Primary Phone:**

Origin Desc: TIER ONE - MELBOURNE

Secondary Phone:

Issue Type: 01 INQUIRY

Issue Status: CLOSED

Action: SUPERVISOR REQUEST CALL BACK

Dealer: 08572 GRESHAM FORD

Comm Type: PHONE

Odometer: 1400 MI

Analyst Name: CARBON (ACARBON), ASHLEY

Action Date: 09/12/2012

Analyst: ACARBON

Action Time: 17.53.53.977 Action Data: Yes

Comments **SEE HISTORICALS** CUST IS UPSET WITH THE FACT THAT THE CASE HAS BEEN CLOSED AND HE HAS NOT RECIEVED THE RESOLUTION IN WHICH HE ANTICIPATED (ASSISTANCE). CUST SAID BECAUSE HE IS UPSET WITH RESOLUTION, HE IS DEMANDING TO SPEAK WITH CSM WENDY PARSEL'S SUPERVISOR IMMEDIATELY. **VEH CURRENTLY AT GRESHAM FORD SCHEDULE SERVICE 1940 EAST POWELL

BOULEVARDGRESHAM OR 97080(503) 665-0101 BEST TIME TO CONTACT: ANYTIME-BEST CONTACT NUMBER: * AS PER SME KEVIN, ASSIGNING TO TL JEREMY** CSR ADV CUST THAT HE WILL RECEIVE A CALL BY

THE END OF BUSINESS DAY TOMORROW (AS PER SME KEVIN)

Data Element Name

Data Value

SUPERVISOR'S CDSID:

JVANRAEM

SUPERVISOR'S NAME:

VANRAEMDONCK (JVANRAEM), JEREMY

Action: SUPERVISOR REQUEST CALL BACK CLOSE

Dealer: 08572 GRESHAM FORD

Origin Desc: TIER ONE -

MELBOURNE

Odometer: 1400 MI

Analyst Name: VANRAEMDONCK

(JVANRAEM), JEREMY

Comm Type: PHONE

Analyst: JVANRAEM

Action Date: 09/13/2012

Action Time:

17.37.25.449

Action Data: No

Comments ***TL JEREMY***SENT EMAIL TO CRM SCOTT ASKING FOR CUST CONTACT - NO FURTHER TL ACTION

REQUIRED - ESCALATION CLOSED

Print

VIN: 1FTFW1ET4BF Name:

Year: 2011 Owner Status: Original Model: F-SERIES WSD: 2011-11-02 Primary Phone:

Secondary Phone:

Case:

Symptom Desc: RUNS ROUGH AT CRUISE HOT ENGINE

Reason Desc: DEALERSHIP - MULTIPLE REPAIR

Issue Type: 04 REGION

Issue Status: CLOSED

Initial Customer Contact: 08/07/2012

Action: FIELD - OPEN REGION ISSUE Dealer: 08502 COURTESY FORD LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Comm Type: PHONE

Action Date: 08/07/2012

Action Time: 18.14.10.312 Action Data: No

Comments IBC FROM CUST, STATES HIS VEH IS BACK IN THE SHOP AGAIN, SAME CONCERN, WAS FINE FOR ABOUT A WEEK, THEN STARTED MISSING AROUND 60-65 MPH. THIS IS THE THIRD TIME IN 9 MONTHS VEH HAS BEEN BACK INTO SHOP FOR THIS CONCERN. CSM APOLOGIZED TO THE CUST FOR THE PAST AND CURRENT CONCERNS AND THAT MY POSITION IS TO USE WHATEVER RESOURCE I HAVE AVAILABLE TO MAKE SURE THIS VEH IS DIAG'D AND REPAIRED TO THE BEST OF OUR ABILITY AND TO GET THE VEH BACK TO THE CUST AS SOON AS POSSIBLE. CUST THANKED ME FOR THIS - ADVISED THAT I WOULD BE IN TOUCH WITH HIS SA KERRY TO INSURE THE DEALER IS USING EVERY RESOURCE AVAILABLE TO THEM TO ACCOMPLISH THIS.

Action: CREATE FOLLOW UP

Dealer: 08502 COURTESY FORD LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI

Comm Type: PHONE

Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 08/08/2012

Action Time: 16.12.28.495 Action Data: Yes

Comments - CSM WENDY X77810- (LTV 87, WSD: 2011-11-02, 14K) - OBC TO DLR, SPK WITH SA KERRY, STATES #6 COIL-ON-PLUG FAILED (CSM SAW THIS IN GCQIS ALSO) - THIS HAS BEEN REPLACED AND THEY PLAN ON CLEANING VEH PRIOR TO RETURNING TO CUST - CSM WILL F/U ON 8/10 WITH CUST TO VERIFY SATISFACTION -OBC TO CUST TO ADVISE OF THIS -

Data Element Name	Data Value
DATE OF FOLLOW UP:	08-10-2012
TIME OF FOLLOW UP (HH:MM):	21.00

Action: CREATE FOLLOW UP

Dealer: 08502 COURTESY FORD LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI

Comm Type: PHONE

Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 08/13/2012

Action Time: 19.50.11.182 Action Data: Yes

Comments CSM WENDY X77810 - - CSM OBC TO CUSTOMER TO CHECK ON REPAIR SATISFACTION - HE STATES THE VEHICLE IS FINE ON THE HIGHWAY, BUT AT IDLE THERE APPEARS TO BE A MISS - IT IS GOING BACK TO DEALER TOMORROW - THEN HIS WIFE GOT ON THE PHONE - SHE IS LOOKING FOR THEM TO GET OUT OF THIS VEHICLE - DON'T TRUST IT ANYMORE - CSM EXPLAINED TO CUSTOMER THAT I DIDN'T BELIEVE THEY QUALIFY FOR A BUYBACK OR REPLACEMENT, BUT THAT I WOULD CHECK ON THIS BY GETTING THE PAPERWORK TOGETHER - I ALSO EXPLAINED TO CUSTOMER THAT I CAN'T ASSIST ON THE \$6000 DIFFERENCE BETWEEN WHAT THE VEHICLE IS WORTH AS TRADE IN VALUE TOWARDS A NEW VEHICLE - ADVISED CUSTOMER I WOULD GET BACK WITH THEM ON THE 14TH -

Data Element Name

Data Value

DATE OF FOLLOW UP: TIME OF FOLLOW UP (HH:MM):

08-14-2012 21:00

Action: CREATE FOLLOW UP

Dealer: 08502 COURTESY FORD LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Comm Type: OTHER Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 08/14/2012 Action Time: 15.03.27.306 Action Data: Yes

Comments CSM WENDY X77810 - CSM HAD ACTUALLY TOLD THE CUSTOMER THAT I WOULD GET BACK WITH THEM ON THURSDAY THE 16TH AFTER I HAD A CHANCE TO GET THEIR REPAIR HISTORY FROM THE DEALER AND REVIEW IT - THIS DATE WAS FOR ME TO REQUEST THE ACCT'G PAPERWORK FROM THE DEALER FOR MY REVIEW FOR CUSTS REQUEST - CSM SENT EMAIL TO SM JOHN COOK REQUESTING THIS INFO - CSM F/ ON 8/16

 Data Element Name
 Data Value

 DATE OF FOLLOW UP:
 08-16-2012

 TIME OF FOLLOW UP (HH:MM):
 21:00

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 08502 COURTESY FORD LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Comm Type: OTHER Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 08/15/2012

Action Time: 18.36.43.102 Action Data: No

Comments - CSM WENDY X77810 - CSM RECEIVED THE REQUESTED PAPERWORK (ONLY TWO RO'S) - IT APPEARS THAT THE TOTAL TIME DOWN WAS 22 DAYS AND ALSO THE CUSTOMER WAS IN THERE TODAY AND TEST DROVE WITH TECH - HE STATES THAT AROUND 60 MPH THEY NOTICED SOMETHING, BUT MIGHT STILL BE PART OF THE PCM RELEARNED STRATEGY - CSM ADVISED KERRY OF CUSTS STATEMENT OF MISS AT IDLE AND FINE ON THE HIGHWAY - CUSTOMER LEFT WITH THE PCM RELEARN INFO ACCORDING TO SERVICE ADVISOR KERRY

Action: CREATE FOLLOW UP

Dealer: 08502 COURTESY FORD LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Comm Type: OTHER Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 08/16/2012 Action Time: 20.06.09.340 Action Data: Yes

Comments - CSM WENDY X77810 - WAITING ON WARRANT ACCOUNT SHEETS - F/U ON 8/17

 Data Element Name
 Data Value

 DATE OF FOLLOW UP:
 08-17-2012

 TIME OF FOLLOW UP (HH:MM):
 21:00

Action: CREATE FOLLOW UP

Dealer: 08502 COURTESY FORD LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI
Analyst Name: PARSELS, WENDY
Comm Type: PHONE
Analyst: WPARSELS

Action Date: 08/17/2012 Action Time: 13.47.24.005 Action Data: Yes

Comments - CSM WENDY X77810 - CSM HAS THE PAPERWORK NEEDED FOR BUYBACK REVIEW - VEH DOES NOT QUALIFY ACCORDING TO THESE - CSM OBC TO DLR, SPK WITH SA JOSH, CSM WAS INQUIRING IF THE CUSTS VEH WAS BACK (SA KERRY IS ON VACA TILL MONDAY) - HE STATES HE DOES NOT BELIEVE VEH IS THERE - CSM OBC TO CUST, - ADVISED RECORDED LINE, CASE #, MY POSITION - ADVISED CUST THAT I HAVE

THE PAPERWORK FROM THE TWO TIMES IT WAS IN FOR REPAIR, THEN CUST ADVISED ME THAT THE VEH WAS BACK AT THE DEALER AND THAT THE HESITATION AT 65 MPH WAS VERIFED BY TECH - HE HAD TOLD THEM HE WAS GOING TO GET THL INVOLVED - CSM CK'D AND THERE IS INDICATION OF THIS CORRESPONDENCE - CSM OBC TO DLR, LVM FOR SA JOSH ON THIS - NEED TO KNOW WHAT IS BEING DONE - CUSTS VEH IS GETTING VERY CLOSE TO BEING DOWN 30 DAYS AND BUYBACK ELIGIBLE - IBC FROM MRS. V - SHE LEFT HER CONTACT INFO AS MR. V IS A BUS DRIVER AND NOT ALWAYS ABLE TO RESPONDE TO HIS PHONE - CSM GOING TO REQUEST TECH SME ASSISTANCE - F.U ON 8/21

 Data Element Name
 Data Value

 DATE OF FOLLOW UP:
 08-21-2012

 TIME OF FOLLOW UP (HH:MM):
 21:00

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 08502 COURTESY FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Comm Type: PHONE Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 08/20/2012 Action Time: 19.13.07.086 Action Data: No

Comments - CSM WENDY X7810 - - CSM RECEIVED IBC FROM MRS. CUSTOMER - ASKING WHAT I HAD HEARD FROM DLR - CSM STATED I HADN'T TRIED TO REACH THEM TODAY - SHE WANTED TO KNOW WHAT THEY SAID LAST FRIDAY AS I HAD SAID I WOULD CALL THEM - CSM ADVISED I DID, HAD TO LEAVE A MSG AND DID NOT GET A CALL BACK - ADVISED CUSTOMER I WOULD TRY AGAIN (THEY STILL DON'T HAVE THEIR VEHICLE) - CSM RECEIVED IBC FROM SERVICE ADVISOR KERRY - HE STATES THEY HAVE DRIVEN AND RETESTED VEHICLE, CHECKED WITH HOTLINE AND THE FIRM BELIEF IS THAT THE CURRENT CONCERN CUSTOMER IS FEELING IS RELATED TO THE PCM/TCM UPDATE AND THE VEHICLE GOING THROUGH IT'S "RELEARN" PROCESS - CSM ADVISED HE PLEASE CONFIRM WITH TECH ON THIS AND CONTACT THE CUSTOMER TO GET THEM BACK INTO THEIR VEHICLE - THEN TO PLEASE GET THE ACCOUNTING COPY OF THIS PAPERWORK TO ME SO I CAN GET THE PACKET TOGETHER FOR A POSSIBLE BUYBACK - CSM WILL TALK WITH SERVICE ADVISOR KERRY AGAIN TOMORROW TO SEE HOW THE "RELEARN" CONVERSATION WENT -

Action: CREATE FOLLOW UP

Dealer: 08502 COURTESY FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Comm Type: PHONE Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 08/21/2012 Action Time: 16.39.30.520 Action Data: Yes

Comments - CSM WENDY X77810 - OBC TO DLR ON A DIFFERENT VEH, BUT CHECK ON THIS ONE ALSO - SA JOSH STATES THE CUST WAS CONTACTED YESTERDAY, BUT IS SUPPOSED TO BE PICKING THE VEH UP TODAY - CSM REMINDED THEM TO PLEASE SEND ME THE ACCT COPY OF THE PAPERWORK WHEN IT IS COMPLETED FOR THE CUSTS REQUESTED BUYBACK PACKET - CSM F/U WITH DEALER ON 8/22 TO MAKE SURE THIS HAS BEEN SENT

Data Element Name	Data Value
*****	*************************
DATE OF FOLLOW UP:	08-22-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: CREATE FOLLOW UP

Dealer: 08502 COURTESY FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Comm Type: OTHER Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 08/22/2012 Action Time: 20.31.07.572 Action Data: Yes

Comments CSM WENDY X77810 - RECEIVED THE LATEST RO INFO FOR THIS VEH FOR BUYBACK CONSIDERATION PACKET - CSM F/U ON 8/28 WITH INTERMAL DEPTS FOR STATUS

Data Element Name Data Value

DATE OF FOLLOW UP: TIME OF FOLLOW UP (HH:MM):

08-28-2012 21:00

Action: CREATE FOLLOW UP

Dealer: 08502 COURTESY FORD LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI Analyst Name: PARSELS.WENDY Analyst: WPARSELS

Comm Type: PHONE

Action Date: 08/25/2012

Action Time: 10.47.57.393 Action Data: Yes

Comments CSM WENDY X77810 - - CSM RECEIVED IBC FROM CUSTOMER, STATING THAT THE VEHICLE NOW HESITATES AT FOUR DIFFERENT SPEEDS - CSM APOLOGIZED FOR THE CONTINUED CONCERN, BUT ALSO DID ADVISE THAT BECAUSE THE VEHICLE HAD IT'S PCM/TCM'S UPDATED, THE VEHICLE HAS TO RELEARN DRIVING HABITS, ETC. AND ALSO LET HIM KNOW THAT THE BUYBACK PROCESS FROM THIS SIDE TAKES UP TO 7-10 BUSINESS DAYS FOR A POSSIBLE BUYBACK CONSIDERATION AND 5 DIFFERENT DEPTS. THAT IT HAS TO GO THROUGH - ADVISED THE CUSTOMER THAT I SHOULD HAVE IT READY TO GO BY TOMORROW AND THAT I WILL GET BACK IN TOUCH WITH HIM BY 9/4 OR BEFORE THEN IF I GET ANY INFO PRIOR TO THAT DATE - CUSTOMER WAS FINE WITH THIS AND ALSO WANTED ME TO KNOW THAT HE WOULD LIKE A REPLACEMENT INSTEAD OF A REIMBURSEMENT IF IT GETS ACCEPTED. - CSM THANKED THE CUSTOMER FOR THIS INFO AND PATIENCE. - F/U ON 9/4

Data Element Name

Data Value

DATE OF FOLLOW UP:

TIME OF FOLLOW UP (HH:MM):

09-04-2012

21:00

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 08502 COURTESY FORD LINCOLN Odometer: 14000 MI

Comm Type: PHONE

Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 08/31/2012

Action Time: 12.44.44.864 Action Data: No

Comments - CSM WENDY X77810 - CSM OBC TO SA KERRY, ADVISED STILL NEED THE INTERNAL ACCOUNTING COPIES OF ALL OF THIS CUSTS RO'S FOR HIS BUYBACK PAPERWORK -

Action: CREATE FOLLOW UP

Dealer: 08502 COURTESY FORD LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 14000 MI

Comm Type: PHONE Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 09/04/2012

Action Time: 15.10.27.565 Action Data: Yes

Comments - CSM WENDY X77810 - RECEIVED INFO FROM DEPT 1 THAT WE ARE STILL MISSING A RO FROM CUSTS HISTORY - CSM OBC TO CUST, SPK WITH MRS. V. ADVISED HER ON THIS - SHE APPRECIATES ME FOLLOWING UP - ADVISED HER THAT I WOULD BE CONTACTING THE DLR SA KERRY ABOUT THIS AND HOPEFULLY THEY WILL BE ABLE TO GET THIS TO ME ASAP - MY F/U WITH HER IS NOW 9/7 - CSM OBC TO DLR, SA KERRY - LVM ASKING HIM TO FAX THIS RO 346216 TO ME AS I NEVER RECEIVED IT WITH MY REQUESTS IN THE PAST - AGAIN, CSM F/U 9/7

Data Element Name

Data Value

DATE OF FOLLOW UP:

TIME OF FOLLOW UP (HH:MM):

09-07-2012

21:00

Action: CONCERN ADDRESSED

Dealer: 08502 COURTESY FORD LINCOLN

Odometer: 14000 MI

Comm Type: PHONE

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 09/06/2012 Action Time: 12.16.21.884 Action Data: Yes

Comments - CSM WENDY X77810 -BUYBACK PAPERWORK HAD MADE IT PAST THE FIRST DEPT DUE TO DAYS DOWN, BUT TECHNICALLY IT DID NOT PASS - IS HAS BEEN SUGGESTED THAT THIS IS A NORMAL CHARACTERISTIC DUE TO TORQUE CONV. STRATEGY AND LOAD ON THE ENGINE. - CSM OBC TO MRS.

TO ADVISE - EXPLAINED THAT IT DIDN'T PASS THE TECHNICAL DEPT - DIDN'T HAVE TO EXPLAIN THIS - CUSTOMER STATES SHE GUESSES THEY WILL HAVE TO CONTACT AN ATTY - CSM TOLD CUSTOMER THAT WAS AN OPTION, BUT THAT AT THIS POINT, I COULD NOT ASSIST FURTHER WITH THIS REQUEST - CUSTOMER THANKED ME FOR MY HELP - THEY REALLY LOVE THE TRUCK, BUT CAN'T TRUST IT ANYMORE - CSM APOLOGIZED - CASE CLOSED.

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	86
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

	Al	Action Details for Issue		
			Print	
	S/STUMBLE ACCELERATION IN - FIN ASSIST - PARTS DI ON		Model: F-SERIES Case: 563180472 WSD: 2011-11-02 Primary Phone: Secondary Phone:	
Action: TIER ONE OF Dealer: 08502 COUR' Odometer: 12000 MI Analyst Name: MARE Action Date: 07/17/20	TESY FORD LINCOLN Comm Ty BLE, EARL Analyst:	/pe: PHONE EMARBLE4	in Desc: CRC TIER ONE - FLEET	
TUESDAY AND LEFT DLRSHP-BEST CON 97230-TEL:(888) 883-	S ON BACKORDERDLRSH VEH AT THE DLRSHP-CUS TACT NUMBER 503810643; 6737ADVISED CUST"I V	HP HAS PROVIDED ME WITI BT WANTS ANSWERS ON W 3-COURTESY FORD LINCOI VILL ESCALATE THIS TO OU	OOK TO DLRSHP-DLRHP HAD TO ORDER H A RENTAL-CUST TOOK VEH IN LAST (HY I HAVE TO LEAVE MY VEH AT THE LN-1313 NE 122ND-PORTLAND, OR UR CUSTOMER CARE SOLUTIONS TEAM ACT YOU WITHIN 2 BUSINESS DAYS.	
Odometer: 12000 MI Analyst Name: PARS Action Date: 07/18/20 Comments - CSM WE	TESY FORD LINCOLN Comm Type ELS,WENDY Analyst: WP Action Time	: PHONE ARSELS : 18.42.54.801	C TO SA KERRY STATES THE CUSTS	
OBC TO CUST, LEFT	WAS THAT THEY NEEDED MSG ABOUT THIS CONCE	SOMETHING TO TOW WITH RN THAT THE VEH HAD TO	HAND THAT WAS ARRANGED TODAY - BE LEFT TO PREVENT DAMAGE TO CAT TED THE PARTS - F/U ON 7/24	
Data Ele	ement Name	Data Value		
	F FOLLOW UP: F FOLLOW UP (HH:MM):	07-24-2012 21:00		
Dealer: 08502 COURT Odometer: 12000 MI	SIK (MLUKASI2),MELISSA	Comm Type: PHONE Analyst: MLUKASI2 Action Time: 15.18.16.680	Origin Desc: LINCOLN CALL CENTER Action Data: Yes	
ELEVEN DAYS AT THE POINT THE CUST IS CONTROL TO TO THE CUST IS CONTROL TO TO THE CUST IS CONTROL TO THE CUST IS A CONTROL	AT THIS TIME THERE A BUI IS TIME AND IT WAS ADVS GETTING VERY FRUSTRAT **********CCS:- ADVS THE C FALL BACK BECAUSE WE D	LLTIN ABOUT HIS PROBLEM BY CSM THAT ITS GOING ED AND WANTS TO SPEAK UST THAT THE REQU HAS	FOR HIS VEH AT THIS TIME THE VEH 1- THE VEH HAS BEEN AT THE DLR FOR TO BE TWO MORE WKS AT THIS TO SOMEONE HIGHER THAN WENDY BEEN SUBMITTED BUT IT WILL BE 24 TO QUE- AT THAT TIME THE CUST IST HUNG UP THE CALL.	
Data Ele	ment Name	Data Value		

LWELCH14

SUPERVISOR'S CDSID:

SUPERVISOR'S NAME:

WELCH, LEAH

Action: PARTS ESCALATION

Dealer: 08502 COURTESY FORD LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12000 MI Comm Type: OTHER

Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 07/23/2012 Action Time: 16.51.44.448 Action Data: Yes

Comments - CSM WENDY X77810 - PARTS ESCALATION INFO CORRECTED -

Data Element Name Data Value

PARTS DISTRIBUTION ETRACKER #: PART NUMBER:

11334794 CL3Z-19E672-A

PART DESCRIPTION: CRS ESCALATION? (Y/N): FLAT PLATE WITH PUSH PINS

WHY DELAYED?: IS CUSTOMER IN RENTAL VEHICLE? (Y/N): D99 YES

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

Dealer: 08502 COURTESY FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12000 MI Comm Type: PHONE Analyst Name: WELCH.LEAH Analyst: LWELCH14

Action Date: 07/23/2012 Action Time: 17.48.00.800 Action Data: No

Comments ADDING NOTES ON BEHALF OF COM TODD - COM TODD OBC TO CUSTOMER @ WAS UPSET THAT WE WERE NOT IN TOUCH AS PROMISED AT THE END OF LAST WEEK. TOMORROW WILL BE 15TH DAY OUT OF VEHICLE. I APOLOGIZED AND SAID THAT THE REASON WE (WENDY) WAS UNABLE TO CONTACT HIM WAS DUE TO AN INTERNAL LAST-MINUTE PRIORITY CHANGE THAT OCCURRED LATE LAST WEEK. I ADVISED THAT WENDY HAS A F/U SET FOR TOMORROW AND THAT IT APPEARS THAT THE PART INFORMATION HAS BEEN CONFIRMED TO BE ACCURATE-WE HAVE ALSO ESCALATED HIS PART REQUEST. THANKED THE CUSTOMER FOR BEING PATIENT AND UNDERSTANDING, BUT SAID THAT DESPITE OUR PRIORITY SHIFT WE SHOULD NOT HAVE MISSED HIS CONTACT. APOLOGIZED AGAIN, I ADVISED THAT I WAS GOING TO DISCUSS WITH CSM AND GUARANTEED HIM THAT A CALL BACK WOULD OCCUR TOMORROW WITH SOME UPDATED INFORMATION. LEFT CUST W/ MY CONTACT INFORMATION SHOULD HE FEEL THAT THE CASE IS NOT PROGRESSING AS QUICKLY AS HE FEELS IT SHOULD BE.

Action: CREATE FOLLOW UP

Dealer: 08502 COURTESY FORD LINCOLN Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12000 MI Comm Type: PHONE Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Action Date: 07/24/2012 Action Time: 20.20.37.008 Action Data: Yes

Comments - CSM WENDY X77810 - OBC TO DLR, SPK WITH SA KERRY, STATES THE PART CAME IN, THE VEHICLE IS CURRENTLY REPAIRED, BUT THE TECH WANTS TO TAKE IT OUT ON THE HIGHWAY TOMORROW TO MAKE SURE CUSTS CONCERN IS NOT DUPLICATING ANYMORE. - HE IS GOING TO CONTACT THE CUSTOMER RIGHT NOW AND ADVISE HIM THAT I WILL BE CALLING HIM THIS EVENING ALSO - CSM OBC TO CUSTOMER.

- LVM ADVISED CUSTOMER OF CASE # - APOLOGIZED FOR MISSING HIM AGAIN, ASKED ABOUT WHAT RECEIPTS HE MIGHT HAVE REGARDING THE CAMP GROUND, ETC, - TO GET THEM TO THE DEALER FOR MY REVIEW. ALSO ADVISED HIM THAT I UNDERSTAND HIS PART CAME IN, VEHICLE WAS REPAIRED, BUT FINAL TEST DRIVE WAS GOING TO TAKE PLACE TOMORROW. - CSM WILL F/U ON 7/26

Data Element Name	Data Value

DATE OF FOLLOW UP:	07-26-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 08502 COURTESY FORD LINCOLN

Odometer: 12000 MI Analyst Name: JOHN COOK Action Date: 07/31/2012

Comm Type: VISIT Analyst: J-COOK52

Action Time: 12.47.31.888

Origin Desc: DEALER

Action Data: No

Comments VEHICLE HAS BEEN REPAIRED AND CUTOMER SAYS ALL IS WORKING FINE, CUSTMER WAS UP-SET

BECAUSE HE DID NOT GET A CALL BACK FROM FORD

Action: PARTS ESCALATION - PART ARRIVAL

Dealer: 08502 COURTESY FORD LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12000 MI Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Comm Type: OTHER

Action Date: 07/31/2012

Action Time: 16.04.55.007 Action Data: Yes

Comments - CSM WENDY X77810 - PART ARRIVED 7/24

Data Element Name	Data Value

DATE OF PART ARRIVAL AT DEALERSHIP:	07-24-2012
FORD PART? (Y/N):	YES
AFTERMARKET PART? (Y/N):	NO
CUSTOMER OPTED OUT? (Y/N):	NO

Action: CONCERN ADDRESSED

Dealer: 08502 COURTESY FORD LINCOLN

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 12000 MI Analyst Name: PARSELS, WENDY Analyst: WPARSELS

Comm Type: PHONE

Action Date: 08/01/2012

Action Time: 15.09.12.983 Action Data: Yes

Comments - CSM WENDY X77810 - OBC TO - LVM AGAIN, GAVE CASE #, APOLOGIZED FOR "PLAYING PHONE TAG" THOUGH SEVERAL ATTEMPTS HAVE BEEN MADE TO REACH HIM AND FOR THE TIMES THAT I WASN'T ABLE TO EVEN TRY TO REACH HIM DO TO THE SPECIAL PROJECT - BUT GLAD TO HEAR FROM THE DLR THAT HIS VEH WAS REPAIRED AND RETURNED TO HIM - CSM HAS CLOSED PARTS ESCALATION AND IS CLOSING THIS CASE -

Data Element Name	Data Value
OUOTOMEDIO I T. COODE	
CUSTOMER'S LTV SCORE	88
PARTS ESCALATION USED? (Y/N)	Υ
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)	N

Print

VIN: 1FTFW1ET4BF Name:

Year: 2011 Owner Status: Original

Symptom Desc: MISSES ACCELERATION ALL ENGINE TEMP

Reason Desc: MISC INQUIRY - GENERAL/OTHER

Issue Type: 01 INQUIRY

Issue Status: CLOSED

Model: F-SERIES Case: WSD: 2011-11-02 **Primary Phone:**

Secondary Phone:

Origin Desc: TIER ONE - MELBOURNE

Action: TIER ONE CLOSE ISSUE

Dealer: 08502 COURTESY FORD LINCOLN

Odometer: 12000 MI Comm Type: PHONE Analyst Name: WILLEY, DARLENE Analyst: DWILLEY4

Action Date: 07/23/2012

Action Time: 12.28.53.763 Action Data: No

Comments =======***CUSTOMER***-ACCELERATING ON A HILL, VEH STARTED SHAKING.-CHECK ENGINE LIGHT CAME ON-VEH WAS MISS FIRING, LOSING POWER.-CUST UPSET HE HAS HAD TO WAIT 2 WEEKS FOR THE REPAIR TO OCCUR-CUST JUST WANTS HIS VEH TO BE REPAIRED ASAP.-VEH LOCATED AT DLR-CUST DEMANDED TO SPEAK TO SOMEONE HIGHER THAN CSM WENDY.=======***DEALER***-SPOKE TO CARRIE S/A- CSM WENDY PLACED AN EMERGENCY AS THE IS PART ON BACKORDER ON 19TH COURTESY FORD LINCOLN1313 NE 122NDPORTLAND OR 97230(888) 883-6737 ========***CRC***-ADVISED CUST PART IS ON BACKORDER, BUT THEY DID PUT IN AN EMERGENCY ORDER.-WOULD HAVE SOMEONE HIGHER THAN CSM WENDY CALL CUST BACK IN 1 BUSINESS DAY. CALL ANYTIME.

Print

VIN: 1FTFW1ET4BF Name:

Year: 2011

Owner Status: Original

Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED
Reason Desc: CRC RELATED - ALLOW FOLLOW UP TIME TO OCCUR

Issue Type: 01 INQUIRY

Issue Status: CLOSED

Model: F-SERIES Case: WSD: 2011-11-02

Origin Desc: TIER ONE - MELBOURNE

Primary Phone:

Secondary Phone:

Action: TIER ONE CLOSE ISSUE

Dealer:

Comm Type: PHONE

Odometer: 12000 MI Analyst Name: HUSBANDS, TAMARA

Analyst: THUSBAND

Action Date: 07/18/2012

Action Time: 10.06.41.748

Action Data: No

Comments CUST SAYS:= CUSTOMER WANTS NOTATED THAT HE WANTS TO BE CONTACTED AS SOON AS POSSIBLE.DEALER:CRC ADVISED:'PLEASE ALLOW THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR SO

THAT YOUR ISSUE MAY BE PROPERLY ADDRESSED.

VIN: 1FTFW1ET4BF

Vin: 1FTFW1ET4BF

Name:

Name:

Symptom Desc:

Reason Desc: DEALER GENERATED INFORMATION ISSUE
Issue Type: 02 INFORMATION

Vear: 2011

Model: F-SERIES
WSD: 2011-11-02
Primary Phone:
Secondary Phone:
Secondary Phone:

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

Dealer: 08502 COURTESY FORD LINCOLN

Odometer: 5500 MI Comm Type: OTHER Analyst Name: JOHN COOK Analyst: J-COOK52

Action Date: 02/21/2012 Action Time: 14.45.45.637

Action Data: No

Origin Desc: DEALER

Comments CUSTOMER IS VERY UPSET WITH OWNER/DRIVER VINNIE FROM ALLRITE TOW COMPANY THAT WAS USED TO PICK THEM UP, AFTER THE CUSTOMER CALLED ROADSIDE ASST. THE CUSTOMER SAYS THE TOW DRIVER WHO IS ALSO THE OWNER WAS VERY ANGRY ABOUT HAVING TO COME AND GET THEM IN THE RAIN, THE DRIVER WAS USING LANGUAGE THAT THE CUSTOMER ASKED HIM TO PLEASE NOT USE THOSE WORDS AROUND ME AND MY WIFE, VINNIE TOLD THEM I DON'T NEED THIS. THE GUY GRABBED THE CUSTOMER BY THE ARM AND AS HE WAS PUSHING THE CUSTOMER AND HIS WIFE OUT OF THE TOW TRUCK HE RIPPED HIS SHIRT AND SCRATCHED HIS ARM, THE TOW DRIVER UN-HOOKED THE VEHICLE AND LEFT THEM STANDING ON THE SIDE OF THE ROAD ABOUT TWO MILES FROM THERE DESTINATION. THE CUSTOMER CALLED THE POLICE AND EXPLAINED WHAT HAPPENED, THE POLICE SHOWED UP AND MADE THE TOW TRUCK DRIVER RE-HOOK THE VEHICLE AND TAKE IT TO ITS DESTINATION. THE CUSTMER ROAD WITH THE POLICE AND FILED AN ASSULT CHARGE AGAISNT THE OWNER/DRIVER OF THE TOW COMAPNY. THE CUSTOMER IS VERY UP-SET WITH HOW HE AND HIS WIFE WERE TREATED BY THIS PERSON THAT FORD USED FOR ROAD SIDE ASSIST. THE CUSTOMER WOULD LIKE TO KNOW THAT THIS TOW COMAPNY WILL NEVER BE USED FOR ANOTHER TOW WITH FORD MOTOR COMPANY, HE WOULD LIKE SOMETHING IN WRITING FROM FORD APOLOGIZING.OWNER OF TOW AT ALLRITE TOWING 503-482-3747 2058 NW BURNSIDE ROAD, GRESHAM OR 97080

Print

VIN: 1FTFW1ET4BF Name:

Year: 2011

Model: F-SERIES Owner Status: Original WSD: 2011-11-02

Case: 563180472

Symptom Desc: NO START ALL ENGINE TEMP

Reason Desc: ROADSIDE ASSISTANCE - COVERAGE INQUIRY Issue Type: 01 INQUIRY Issue Status: CLOSED **Primary Phone:**

Secondary Phone:

Action: ADVISE CUSTOMER THE FEEDBACK HAS BEEN DOCUMENTED

Dealer:

Origin Desc: US INQUIRY CASE BASE

Odometer: 5200 MI

Analyst Name: TERRAGLIO, MEGAN

Comm Type: PHONE Analyst: MTERRAGL

Action Date: 02/16/2012

Action Time: 15.38.37.700 Action Data: No

Comments CUSTOMER SAID: -VEH NO START-ROADSIDE SENT CUST PROVIDER TO THE LOCATION OF THE VEHICLE-DRIVER HAD NEGATIVE ATTITUDE WITH CUST.-CUST AND HIS WIFE GOT INTO VEH WITH THE DRIVER. DRIVER AT THAT TIME DID NOT WANT CUST WIFE TO GET IN THE VEH WITH THEM ON THE WAY TO DLRSHP-WITHIN A MILE AND ONE HALF OF DRIVING, DRIVER PULLED ON SIDE OF ROAD, TOLD CUSTOMERS TO GET OUT OF THE TRUCK, RIPPED CUSTOMERS SHIRT AND PUSHED WIFE OUT OF TRUCK, DRIVER BECAME PHYSICAL WITH CUSTOMERS-CUST CALLED BACK ROADSIDE FOR ANOTHER PERSON TO PICK UP CUSTOMERS AND THEM TO THE DLRSHP INSTEAD-CUST FILED COMPLAINT WITH ROADSIDE AND HAS NOT HEARD ANYTHING BACK WITHIN 4 DAYSCRC ADVISED: BASED UPON YOUR REQUEST, I HAVE DOCUMENTED YOUR COMMENTS. THANK YOU FOR CALLING FORD MOTOR COMPANY

Server: AWS Prod

Claims loaded through: 20-DEC-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 21-DEC-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 ROW	VFC	CCC
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AWS Claim Key:	2634885	Doc #:	34621	603	Trx Code	e:	09685	Labor H	rs:	.9	Labor C	ost:	31.63	Mat	terial (Cost:	32.03	Total	Cost:	63.66		
Dlr Cd-Sub Cd:	08502-*	Name:	COUR	TESY F	ORD LINC	COLN	Ph:	503-255	771	St: OR	Ctry Cd:	USA	Reg Cd:		NA	Repr	Date: 13-1	EB-20	12	DIST(Mile):5	261
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NCH WEDICAL RECS

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1999 E Powell Blvd Gresham, OR 97080 Toll Free: 800-203-6731 Local: 503-665-0101 SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m., - 4:00 p.m. Saturday

R/O Open Date	R/O Number
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ALEX SIMANOVSKY & ASSOCIATES, LLC



CONSUMER PROTECTION ATTORNEYS

ALEX SIMANOVSKY, ESQ. EXTENSION: 1012 DIRECT DIAL: 678-781-1012 E-MAIL: ALEX@LEMONLAWINFO.COM

2300 HENDERSON MILL ROAD, SUITE 300 ATLANTA, GA 30345 770-414-1002 1-866-865-3666 FACSIMILE: 770-414-9891 1-877-216-0365

June 5, 2013

Ford Motor Company World Headquarters Office of General Counsel One American Road Dearborn, MI 48126

RE:

7. Ford Motor Company

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client:

Vehicle:

2012 Ford F-150

VIN:

1FTFW1ETXCF

Date of purchase:

10/2012

Our File No.:

LL13-10244

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to 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;
- Stalling;
- Electrical;
- 4. Excessive repair attempts.

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. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

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

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT 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.

This letter shall serve as notice to Ford Motor Company of its final opportunity to cure the above-referenced defects.

Sincerely,

ALEX SIMANOVSKY & ASSOCIATES, LLC

Alex Simanovsky Attorney at Law

AS/ld

CC:

Server: AWS Prod

Claims loaded through: 13-JUN-2013

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 14-JUN-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	C
IFTFW1ETXCF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	07- APR- 2012	03-SEP- 2012	152068	USA	0	5S13	٠	9034	*	F04	S11	V25	E33	4
AWS Claim Key:	816031	Doc#:	92695	7A	Trx Cod	le:	S07	Labor H	Irs:	.9	Labor C	Cost:	83.75	Ma	terial	Cost:	0	Total	Cost:	83.75			
Olr Cd-Sub Cd:	02923-*	Name:	MAX	WELL FO	ORD		Ph:	512-4435	5000	St: TX	Ctry Cd:	USA	Reg C	d:	NA	Repr	Date:18-Al	PR-2012		DIST(N	Mile):3		
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AWS Claim Key:	4357848	Doc #:	56626	7B	Trx Cod	le:	E84	Labor H	Irs:	.7	Labor C	Cost:	63.46	Ma	terial	Cost:	111.99	Total	Cost:	175.45			
Olr Cd-Sub Cd:	04584-*	Name:	AUT(FORD C	ORPUS	Ph:	361-9946	6200	St: TX	Ctry Cd:	USA	Reg C	d:	NA	Repr	Date:27-M	AR-2013	3	DIST(Mile):	6605	
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AWS Claim Key:	4357849	Doc #:	56626	7A	Trx Cod	e:	S07	Labor H	irs:	1	Labor C	ost:	90.67	Ma	terial	Cost:	226.87	Total	Cost:	377.54			
	04584-*	Name:	AUTO		FORD C	ORPUS	Ph:	361-9946	5200	St: TX	Ctry Cd:	USA	Reg C	d:	NA	Repr	Date:27-M	AR-2013	3	DIST(Mile):	6605	
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Rpt. Analysis Home

Report Mgmt Primary

Report Mgmt Query

Report Mamt

Indicator Summary

Help Exit

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Save

Folder Number:

File Report To This Folder

File Report To A Folder

Received:

Add Comments

Previous

Next

Mail Report

Download Options

Report Detail Section: View Details

CRW,STYSD ,1FTFW1ETXCF

Report#:

DE4G8008 NHL

Attachments: 0

05/30/2013

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle:

2012,F150 4X4 ,F150 ,SUP

Build Date: 04/07/2012

Odometer:

21,257 M

Engine:

3.5L-**GTDI** Calibration: CF613C0A

Transmission:

Axle:

A/C:

YES

Dealer:

6R80E

State:

USA 04584 AutoNation Ford Corpus Christi

Phone#:

(361) 994-6200

City:

Corpus Christi

Texas

USA Country:

Originator:

DAVID ROBINSON

Symptom:

5 57 2 39 DRV PERF, HESITATES/STUM, ACCEL, INTERMITTENT

Status:

VFG:

V52 DRIVEABILITY

Additional Symptom:

CHECK ENGINE LIGHT

Fix:

Causal Component:

Condition Code:

Hotliner: BGRAHA43

Phone: 313 248-8050

Regn Cd: C2 Houston

Engineering:

Phone:

TAR:

Dir Contact:

Phone:

Title Cde: T

KOEO: P0430

KOEC: KOER:

Comments:

REPAIR

05/30/2013 04:48PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: CHECK ENG. LIGHT ON HESITATION AT PASSING SPEEDS DIAGNOSTICS: IN APRIL RETRIEVED CONT. DTC P0304 P0305 P0306 INSTALLED CAC REPROGRAMED PCM PARTS REPLACED: IN APRIL REPLACED CAC AND REPROGRAMED PCM PER TSB 13-03-03 TECH QUESTION: VEHICLE NOW HAS DTC P0430 AND CUST. STILL SAYS IT HESITATES I THINK THE CAT. WAS DAMAGED BACK IN APRIL BUT NOT ENOUGH TO CAUSE THE CHECK ENG. LIGHT TO COME ON I FOUND SSM 32227 THAT SAY NOT TO DO ANYTHING SO I SHOULD REPLACE THE CAT. PER THE TSB 130303 OPERATION E AND WE SHOULD TELL THE CUSTOMER THAT ENGINEERING IS WORKING ON FIX

RECOMM 05/30/2013 04:48PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE GOOD AFTERNOON DAVID, THANK YOU FOR THE UPDATED INFORMATION REGARDING CAC REPLACEMENT. YOU ARE CORRECT. THE CAC RELATED MISFIRES MAY HAVE NOT BEEN SEVERE ENOUGH TO CAUSE DAMAGE TO THE CONVERTER AT THE TIME THE TSB WAS PERFORMED. DTC P0430 INDICATES THE CONVERTER IS NOW DAMAGED AND NEEDS TO BE REPLACED. AS FOR SSM# 32227, ENSURE THE CUSTOMER€™S CONCERN FOLLOWS THE SSM TO THE LETTER. FOR THE CONCERN TO BE RELATED TO THE CAC ASSEMBLY, MISFIRES HAVE TO BE PRESENT ON BANK (2) ONLY. THE MISFIRE HAS TO OCCUR DURING A HARRY INIONS ACCELERATION EVENT AFTER AN EXTENDED HIGH WAY CRUISE DURING EXTREMELY WET/HUMID CONDITIONS. IF THE CONCERN THE CUSTOMER IS EXPERIENCING IS UNDER DIFFERENT CIRCUMSTANCES, THE MISFIRE IS NOT CAC RELATED AND NEEDS TO BE DIAGNOSED AS A NON-CAC RELATED MISFIRE.

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

Requester: LBINGHAM Report Summary

Ford Proprietary, Private

14-Jun-2013 Retention: None

COMMONWEALTH OF KENTUCKY FLOYD CIRCUIT COURT CIVIL DIVISION

NO. _____

Plaintiff

VS.

COMPLAINT

FORD MOTOR COMPANY,

Serve: C T Corporation System

306 W. Main St.

Suite 512

Frankfort, KY 40601

FLOYD CIRCUIT & DISTRICT COURT

FLOYD CIRCUIT & DISTRICT COURT

DEFENDENT COURT

FLOYD CIRCUIT & DISTRICT COURT

D.C.

* * * * * *

NOW COMES the Plaintiff, by and through her attorneys, KROHN & MOSS, LTD., and for her Complaint against Defendant, FORD MOTOR COMPANY, alleges and affirmatively states as follows:

PARTIES

- 1. Plaintiff, "Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Kentucky, County of Floyd.
- 2. Defendant, FORD MOTOR COMPANY ("Manufacturer"), is a foreign corporation authorized to do business in the State of Kentucky, County of Floyd, 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

FREEDOM FORD ("Seller"). Manufacturer does business in all counties of the State of Kentucky including Floyd County.

JURISDICTION AND VENUE

- This Court has jurisdiction pursuant to KRS 454.210(2), and the matter in controversy exceeds, exclusive of interests and costs, the minimum jurisdictional requirements for this Court.
- Venue is proper in Floyd Circuit Court, pursuant to KRS 454.210(4) because the cause of action or some part thereof arose in Floyd County, Kentucky.

BACKGROUND

- 5. On or about January 1, 2011, Plaintiff purchased a 2011 Ford F-150 ("F-150"), manufactured by Manufacturer, Vehicle Identification No. 1FTFW1ET5BF for valuable consideration (See copy of Plaintiff's retail installment contract, attached hereto as Exhibit "A").
 - 6. The purchase price of the F-150 totaled \$39,117.46.
- 7. Plaintiff avers that as a result of the ineffective repair attempts made by Manufacturer, through its authorized dealership network, the F-150 cannot and/or was unable to be utilized for personal, family and household use as intended by Plaintiff at the time of acquisition.
- 8. In consideration for the purchase of the F-150, Manufacturer issued and supplied to Plaintiff its written warranty which included three (3) year or thirty-six thousand (36,000) mile bumper to bumper coverage, as well as other warranties fully outlined in Manufacturer's New Car Warranty booklet (See copy of warranty, attached hereto as Exhibit "B").
- On or about January 1, 2011, Plaintiff took possession of the F-150 and shortly thereafter experienced the defect listed below.

- 10. The defect described below violates Manufacturer's warranty issued to Plaintiff as well as the implied warranty of merchantability.
- Plaintiff delivered the F-150 to Manufacturer, through its authorized dealership network, on numerous occasions.
- 12. Plaintiff avers that the F-150 has been subject to repair on multiple occasions for the same defect and that the defect remains uncorrected.
- 13. Plaintiff brought the F-150 to an authorized service dealer of Manufacturer for the following defect:
 - Defective engine as evidenced by engine misfiring, excessive engine noise, engine running rough, hesitation during acceleration and poor gas mileage; and
 - Any additional complaints made by Plaintiff, whether or not contained on any authorized dealer repair orders.
- Plaintiff provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the F-150.
- 15. After a reasonable number of attempts to cure the defect in Plaintiff's F-150, Manufacturer was unable and/or failed to repair the defect as provided in Manufacturer's warranty.
- 16. Plaintiff justifiably lost confidence in the F-150's safety and reliability and said defect has substantially impaired the value of the F-150 to Plaintiff.
- 17. Said defect could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the F-150.
 - 18. As a result of the defect, Plaintiff revoked her acceptance of the F-150 in writing.
- 19. At the time of revocation, the F-150 was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear.

- 20. Manufacturer refused Plaintiff's demand for revocation and refused to provide Plaintiff with the remedies to which Plaintiff is entitled upon revocation.
- 21. The F-150 remains in a defective and unmerchantable condition and continues to exhibit the above mentioned defect that substantially impairs its use, value and/or safety.
- 22. Plaintiff has been and will continue to be financially damaged due to Manufacturer's failure to comply with the provisions of its written warranty and its failure to provide Plaintiff with a merchantable F-150.

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

- 23. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-22 of this Complaint.
- 24. Plaintiff is a purchaser of a consumer product who received the F-150 during the duration of a written warranty period applicable to the F-150 and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.
- 25. Manufacturer is a supplier of a consumer product engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.
- 26. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the F-150 was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).
- 27. Plaintiff's purchase of the F-150 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 F-150 to repair or replace defective parts, or take other remedial action

free of charge to Plaintiff with respect to the F-150 in the event that the F-150 failed to meet the specifications set forth in Manufacturer's warranty.

- 28. Manufacturer's warranty was the basis of the bargain of the contract between Plaintiff and Manufacturer for the sale of the F-150 to Plaintiff.
- Said purchase of Plaintiff's F-150 was induced by, and Plaintiff relied upon,
 Manufacturer's written warranty.
- 30. Plaintiff has met all of her obligations and preconditions as provided in Manufacturer's written warranty.
- 31. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.
- 32. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- Revocation of acceptance of the vehicle in accordance with 15 U.S.C. §2310(d) and KRS § 355.2-608;
- Return of all monies paid, diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- Such other and further relief that the Court deems just and appropriate.

COUNT II BREACH OF IMPLIED WARRANTY PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT MANUFACTURER

- 33. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-22 of this Complaint.
- 34. The F-150 purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. §2301(7) running from Manufacturer to Plaintiff.
- 35. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.
- 36. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Manufacturer has entered into a contract in writing within ninety (90) days of a purchase to perform services relating to the maintenance or repair of a motor vehicle.
- 37. Pursuant to 15 U.S.C. §2308, Plaintiff's F-150 was impliedly warranted to be substantially free of defects in both material and workmanship and thereby fit for the ordinary purpose for which the F-150 was intended.
- 38. The F-150 was warranted to pass without objection in the trade under the contract description and was required to conform to the descriptions of the F-150 contained in the contracts and labels.
- 39. The above described defect in the F-150 renders the F-150 unmerchantable and thereby not fit for the ordinary purpose for which the F-150 was intended and as represented by Manufacturer.
- 40. As a result of the breach of implied warranty by Manufacturer, Plaintiff is without the reasonable value of the F-150.

41. As a result of the breach of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- Revocation of acceptance of the vehicle in accordance with 15 U.S.C. §2310(d) and KRS § 355.2-608;
- Return of all monies paid, diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- c. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- Such other and further relief that the Court deems just and appropriate.

COUNT III VIOLATION OF KENTUCKY'S LEMON LAW MANUFACTURER

- 42. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-22 of this Complaint.
 - 43. Plaintiff is a Buyers as defined by KRS §367.841(1).
 - 44. Manufacturer is a Manufacturer as defined by KRS §367.841(2).
 - 45. The F-150 is a Motor Vehicle as defined by KRS §367.841(3).
- 46. The Kentucky Lemon Law, KRS §367.840 to §367.846, is applicable to Plaintiff's Complaint in that Plaintiff purchased the F-150 within the term of protection afforded by the statute.
 - 47. Plaintiff took delivery of the F-150 on or about January 1, 2011.
- 48. Upon information and belief, the F-150 has been subject to repair by Manufacturer at least four (4) times for the same non-conformity within the vehicle's first twelve (12) months or twelve thousand (12,000) miles, whichever is first, and the problem continues to exist.

- 49. Manufacturer has been given a reasonable number of attempts to conform the F-150 to its express warranty.
- 50. Manufacturer received prior direct written notification of the above-mentioned non-conformity on behalf of Plaintiff and has had an opportunity to correct the alleged non-conformity.
 - 51. Manufacturer is unable to conform the F-150 to its applicable express warranty.
- As a result of said non-conformity, Plaintiff is without the reasonable value of the
 F-150.
- 53. As a result of said non-conformity, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. A new vehicle of like model line or otherwise comparable motor vehicle as a replacement; or
- Repurchase of the vehicle with a full refund of the purchase price of the vehicle, including all collateral charges incurred; and
- All 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.

Respectfully Submitted,

By:

Eric Kaczander – Atty No. 94220

Attorney for Plaintiff

KROHN & MOSS, LTD.

10 N. Dearborn Street, 3rd Floor Chicago, Illinois F-1500F-15002

(312) 578-9428

Print

VIN: 1FTFW1ET5BF Name

Year: 2011 Owner Status: Original Model: WSD: 2011-11-26 Primary Phone:

Case Secondary Phone:

Symptom Desc: FUEL SYSTEM LEAKS

Reason Desc: DRP-VEHICLE REPURCHASE REQUEST

Issue Type: 06 BBB AUTO LINE/DACO

Issue Status: CLOSED

Action: OPEN - PENDING ELIGIBILITY

Dealer: 04001 FREEDOM FORD

Comm Type: MAIL

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 6473 MI

Action Date: 06/07/2012

Analyst Name: COSTELLO, MATT

Analyst: M-COSTE3

Action Time: 21.05.10.761

Action Data: No

Comments NEW CASE: FRD1220958, REPRESENTED BY ERIC KACZANDER OF KROHN & MOSS AL GA IL KY KS MN

MO WI TX. PROBLEMS: FUEL SYSTEM, BODY/TRIM, ENGINE, ELECTRICAL.

Action: OPEN - CABBB CASE ELIGIBLE

Dealer: 04001 FREEDOM FORD

Comm Type: MAIL

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 6473 MI

Analyst Name: COSTELLO, MATT Action Date: 06/07/2012

Analyst: M-COSTE3 Action Time: 21.05.15.648

Action Data: No

Comments OPEN - CABBB CASE ELIGIBLE

Action: FIELD E-MAIL SENT - DRP

Dealer: 04001 FREEDOM FORD

Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION

PROGRAM

Odometer: 6473 MI

Analyst Name: WATSON,

Comm Type: OTHER Analyst: MWATSO90

MICHEL

Action Date: 06/08/2012

Action Time: 12.37.23.252

Action Data: No

Comments DEALER REPORTS REQUESTED AND TFOAMS STARTED FOR CURRENT CONCERNS

Action: MANUFACTURER SETTLEMENT OFFER SENT TO BBB

Dealer: 04001 FREEDOM FORD

Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION

PROGRAM

Odometer: 6473 MI

Analyst Name: WATSON,

Comm Type: OTHER

MICHEL

Action Date: 06/08/2012

Analyst: MWATSO90

Action Time: 12.38.00.497

Action Data: No

Comments OFFERED FSE INSPECTION AND UPON SATISFACTION, 5/75 PREMIUM CARE ESP W/\$100 DEDUCTIBLE.

Action: DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS

Dealer: 04001 FREEDOM FORD

Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION

PROGRAM

Odometer: 6473 MI

Comm Type: OTHER

Analyst Name: WATSON,

MICHEL

Analyst: MWATSO90

Action Date: 06/14/2012

Action Time: 09.12.24.187

Action Data: Yes

Comments RECEIVED DEALER REPORT FROM FREEDOM FORD

Data Element Name

Data Value

DATE PAPERWORK REC'D

06-14-2012

Action: COMPANY REPORT SUBMITTED

Dealer: 04001 FREEDOM FORD

Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION

PROGRAM

Odometer: 6473 MI Analyst Name: WATSON, Comm Type: OTHER

MICHEL

Analyst: MWATSO90

Action Date: 06/25/2012

Action Time: 10.01.32.436

Action Data: Yes

Comments MRF FAXED AND EMAILED TO BBB ATTN EDITH

Data Element Name

Data Value

CUSTOMER CONTACTED BY FORD

YES YES

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

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 04001 FREEDOM FORD

Origin Desc: BETTER BUSINESS BUREAU

Origin Desc: BETTER BUSINESS BUREAU

Origin Desc: BETTER BUSINESS BUREAU

Odometer: 6473 MI Analyst Name: COSTELLO, MATT Comm Type: MAIL Analyst: M-COSTE3

Action Date: 06/28/2012

Action Time: 10.47.12.883

Action Data: No

Comments HEARING SCHEDULED ON 07/09/12 AT 11:00 A.M.

Action: POST-HEARING REQUEST-ARBITRATOR REQUESTS TE

Dealer: 04001 FREEDOM FORD

Odometer: 6473 MI

Comm Type: MAIL

Analyst Name: COSTELLO, MATT

Analyst: M-COSTE3

Action Date: 07/10/2012

Action Time: 21.05.13.954

Action Data: Yes

Comments REQUESTS TE 07/10/12

Data Element Name

Data Value

DATE ARBITRATOR REQUESTS TE

07/10/12

Action: POST-HEARING REQUEST-ARBITRATOR REQUESTS TE

Dealer: 04001 FREEDOM FORD

Odometer: 6473 MI

Comm Type: MAIL

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

Analyst: M-COSTE3 Action Time: 21.05.19.429

Action Data: Yes

Comments REQUESTS TE 07/10/12

Data Element Name

Data Value

07/10/12

Action: ARBITRATION-AWA DRS SPENDING

Dealer: 04001 FREEDOM FORD

Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION

PROGRAM

Odometer: 6473 MI Analyst Name: WATSON,

Comm Type: OTHER Analyst: MWATSO90

MICHEL

Action Date: 07/26/2012

Action Time: 10.12.58.365

Action Data: Yes

Comments DENIAL FOR REPURCHASE

Data Element Name

Data Value

ARBITRATOR NAME (LAST NAME, FIRST NAME)

DENIAL DECISION (Y=YES, N=NO)

VEHICLE PAYMENT

VEHICLE REIMBURSEMENT

ESP (Y=YES, N=NO)

PLAN NAME

PLAN TIME

PLAN MILEAGE RAV (Y=YES, N=NO)

RAV TYPE

FURTHER REPAIR (Y=YES, N=NO)

TREVEY, DAVID

Action: ARBITRATION DECISION-DENIAL

Dealer: 04001 FREEDOM FORD

Comm Type: MAIL

Analyst Name: COSTELLO, MATT Action Date: 07/26/2012

Odometer: 6473 MI

Analyst: M-COSTE3 Action Time: 11.05.11.703

Action Data: No

Origin Desc: BETTER BUSINESS BUREAU

Origin Desc: BETTER BUSINESS BUREAU

Comments ARBITRATION DECISION-DENIAL ARBITRATED RESULTING IN A DENIAL

Action: ASSUMED REJECTION OF DECISION

Dealer: 04001 FREEDOM FORD Odometer: 6473 MI

Comm Type: MAIL

Analyst Name: COSTELLO, MATT

Analyst: M-COSTE3

Action Date: 08/09/2012

Action Time: 11.05.17.059

Action Data: Yes

Comments DATE OF REJECTION 08/09/12 ARBITRATED RESULTING IN A DENIAL

Data Element Name

Data Value

DATE OF REJECTION

08/09/12

Y

All Action Details for Issue

VIN: 1FTFW1ET5BF

Year: 2011

Owner Status: Original

Symptom Desc: BUCK/JERK ACCELERATION

Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS
Issue Type: 04 REGION

Print

Model:

WSD: 2011-11-26

Primary Phone:

Secondary Phone:

Secondary Phone:

Action: TIER II ESCALATION - BUYBACK

Initial Customer Contact: 05/23/2012

Dealer: 04001 FREEDOM FORD Origin Desc: US CONCERN CASE BASE

Odometer: 6000 MI

Analyst Name: ALEXIS, NYISHA

Comm Type: PHONE
Analyst: NALEXIS1

Action Date: 05/22/2012 Action Time: 15.00.42.378 Action Data: No

Comments CUSTOMER SAID: -3-4 TIMES TO DLR FOR PART THEY PUT ON, BUT IT DID NOT HELP.-VEH SITS AND ROUGH IDLE, AND JERKS.-WHEN DRIVING IT JERKS HARD.-TRUCK IS OVERRATED.-VEHICLE MISSES, AND JERKS, GAS MILEAGE IS POOR.-GAS MILEAGE 14/4 TO 15/9-SAYS VEH IS GAS GUZZLER.-PROBLEM WITH COOL AIR RETURN.-PROBLEM, AND THERES NO RECALL.-SAYS TRUCK IS A LEMON.-DOESN'T WANT TO PAY FOR TRUCK ANYMORE.-SEEKING A DEAL WITH FORD, ANDW ANTS FOR TO PROVIDE A 2013 VEHICLE, BECAUSE THERE WILL BE NO RECALL.-DEALER SAID: -FREEDOM FORD 7223 U.S. HIGHWAY 23 SOUTHIVEL KY 41642(888) 203-2425-CRC 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.-PATH PER CAST KEVIN REPOPENED.-

Action: CONCERN ADDRESSED

Dealer: 04001 FREEDOM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 6000 MI Comm Type: PHONE Analyst Name: ALLEN, ROBERT Analyst: RALLE192

Action Date: 05/23/2012 Action Time: 10.19.57.963 Action Data: Yes

Comments CSM ROB EXT 77700 == CUST SAYS THAT FOR WILL NOT FIX EARLIER MODELS OF F150 == BUT WILL FIX 2013 VEH == CSM ADVISED CUST THAT FORD WILL RESOLVE CUST CONCERN WITH VEH == CSM ADVISED THAT FORD HAS RELEASE TSB FOR CALIBRATION TO HELP MINIMIZE CONCERN == CSM ADVISED THAT FORD STILL WORKING RESOLVING THE CONCERN WITH CAC BUILDING UP TOO MUCH CONDENSATION == CSM ADVISED CUST TO STAY IN OPEN COMMUNICATION WITH DLR FOR THE RELEASE OF THE TSB THAT WILL BE RELEASE TO SOLVE CONCERN == CUST SAYS IT DOESNT HELP AT THE PUMP THEN HUNG UP WITH CSM == NO FURTHER ACTION FROM CSM == CSM CLOSING CASE

Data Element Name	Data Value					
CUSTOMER'S LTV SCORE	A/Z					
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 (\$)						

All Action Details for Issue

Print Model: Year: 2011 Case WSD: 2011-11-26 Owner Status: Original Symptom Desc: FUEL ECONOMY COMPLAINT MODE ALL CONDITIONS **Primary Phone:** Secondary Phone: Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS Issue Status: CLOSED

Action: TIER II ESCALATION - BUYBACK

Initial Customer Contact: 03/28/2012

Dealer: 04001 FREEDOM FORD

Comm Type: PHONE

Odometer: 4400 MI Analyst Name: ERO, LYNETTE

Analyst: LERO

Action Date: 03/28/2012

VIN: 1FTFW1ET5BF

Issue Type: 04 REGION

Name:

Action Time: 17.21.07.025

Action Data: No

Comments CUSTOMER SAID: - PROBLEM WITH COOL AIR RETURN- DLR HAS KNOWN ABOUT IT SINCE JANUARY -NOT GETTING THE GAS MILEAGE- GAS COMING OUT THE TAIL PIPE- IDLE ROUGH - SOMETIMES WHEN IT SHIFTS IT JERKS- IS IN THE PROCESS OF WORKING WITH A LAWYER TO LEMON LAW THE VEHDEALER SAID: FREEDOM FORD SCHEDULE SERVICE 7223 U.S. HIGHWAY 23 SOUTHIVEL KY 41642(888) 203-2425CRC 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: DOCUMENT ADDITIONAL INFORMATION

Dealer: 04001 FREEDOM FORD

Origin Desc: CUSTOMER CARE

Origin Desc: US CONCERN CASE BASE

SOLUTIONS TEAM

Odometer: 4400 MI

Comm Type: OUTBOUND CALL TO

DEALER

Analyst Name: NATASHA BELL (NBELL24)

Analyst: NBELL24

Action Date: 03/29/2012

Action Time: 09.11.25.091

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name SM

Middle Initial

Last Name

Day Phone

Relationship **DEALER**

Comments CSM NATASHA X77701 - LTV A/Z - 1 ORIG OWNED VEH - ACTIVE PREM. MAINT, NO RECALLS - 1 RELATED REPAIR - OBC TO SM STATES THAT THEY DID A PCM UPDATE LAST TIME THE CUST CAME IN -STATES THAT HE COULD NEVER DUPLICATE THE MISSING/JERKING THAT THE CUST WAS FEELING - STATES THAT THE CUST CAME IN SAYING THAT IT IS MISSING AT A STOP AND TAILPIPE IS TURNING BLACK SO HE FEELS THAT THE VEH IS BURNING FUEL - STATES THAT AT THE SAME TIME THE CUST WAS CLAIMING THAT HE WAS GETTING BETTER MPG SO HE WAS CONTRADICTING HIMSELF - STATES THAT AS LONG AS THE CUST IS DRIVING THE VEH AT THE CORRECT SPEEDS THERE IS NO PROBLEM WITH PRINTED OUT INFO ABOUT HOW TO GET THE BEST ECONOMY - CUST DID NOT WANT TO HEAR IT - STATES THAT HE FOUND A TSB THAT IS RELATED TO THE MISSING ISSUE AND ORDERED A TURBO SOLONOID THAT IS ON BACK ORDER - CSM ADVISED THAT I WILL REITERATE THAT THERE IS STILL NO FIX FOR THE CONDENSATION CONCERN JUST YET AND THAT I WOULD RECOMMEND A TEST DRIVE WITH THE SM - WILL ALSO ADVISE CUST OF PART ORDERED FOR THE MISSING CONCERN

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 04001 FREEDOM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 4400 MI

Analyst Name: NATASHA BELL

(NBELL24)

Action Date: 03/29/2012

Comm Type: OTHER

Analyst: NBELL24

Action Time:

09.12.28.117

Action Data: No

Comments SM ALSO MENTIONED THAT CUST CAME IN ASKING DLR TO OPEN AN RO JUST TO SAY THAT THERE IS NO REPAIR - DLR FEELS THAT CUST IS TRYING TO BUILD A CASE FOR LL

Action: CREATE FOLLOW UP

Dealer: 04001 FREEDOM FORD

Origin Desc: CUSTOMER CARE

SOLUTIONS TEAM

Odometer: 4400 MI

Comm Type: OUTBOUND CALL TO

CUSTOMER

Analyst Name: NATASHA BELL

(NBELL24)

Analyst: NBELL24

Action Date: 03/29/2012

Action Time: 11.46.57.659

Action Data: Yes

Comments CSM NATASHA X77701 - OBC TO CUST @ - CSM ADVISED OF THE REASON FOR THE CALL AND ROLE - CUST STATES THAT TWICE THIS WEEK SHE HAS WENT TO START UP HER VEH AND IT IS MAKING A GROWLING NOISE - STATES THAT SHE HAS NOT BEEN ABLE TO DUPLICATE IT SINCE - STATES THAT THERE IS A SMELL OF BURNT WIRING - CUST HUSBAND TOLD HER THAT FUEL IS LEAKING OUT OF THE TAILPIPE AND THAT HE CAN TELL BY THE BLACKENING OF THE EXHAUST PIPES - STATES THAT THE VEH QUIVERS AT A REDLIGHTS - THEN WHEN GIVING THE GAS IT WILL HESITATE - STATES THAT SHE IS GETTING A LITTLE BIT AFRAID OF THIS VEH - WAS TOLD THAT THE COOL AIR RETURN IS THE REASON FOR THE GAS MILEAGE ISSUE AND THAT ENGINEERING IS STILL WORKING ON A REPAIR - STATES THAT SHE DOES NOT TRUST THIS TRUCK -DRIVERS DOOR IS MAKING A SQUEEKING NOISE - DLR STATED THAT IT WAS REPAIRED AND NOW SOUND IS BACK - CSM ADVISED THAT I AM WILLING TO ASSIST WITH ADDRESSING ALL ISSUES BUT WOULD NEED HER TO GET BACK INTO DLR - ADVISED THE CUST THAT I WOULD CONTACT THE DLR IN REGARDS TO RENTAL ASSISTANCE AND TO HAVE THE SET UP APPT WITH HER - CUST THANKED FOR TIME - OBC TO SM BRIAN: ADVISED OF CONVO WITH THE CUST - SM STATES THAT HE HAS A SIMILAR TRUCK HOWEVER WOULD NOT BE ABLE TO GET THE CUST INTO IT UNTIL MONDAY - CSM ADVISED THAT IF THE CUST WOULD LIKE TO GET SCHEDULED IN SOONER THAN MONDAY THAT I WOULD BE ABLE TO OFFER 35.00/DAY FOR TEN DAYS IF THEY DO NOT GET THE LOANER TRUCK BACK IN TIME - SM AGREED TO CONTACT CUST TO SCHEDULE APPT - CSM TO CHECK ON REPAIR STATUS 4/3

Data Element Name	Data Value
DATE OF FOLLOW UP:	04-03-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: PARTS ESCALATION

Dealer: 04001 FREEDOM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS

TEAM

Odometer: 4400 MI

Analyst Name: NATASHA BELL

(NBELL24)

Comm Type: OTHER

Analyst: NBELL24

Action Date: 03/29/2012

Action Time:

12.11.12.785

Action Data: Yes

Comments CSM NATASHA X77701 - DLR PROVIDED PART#: BL3Z9K378A COR# 03282 - ORDERED 3/28 - STATING THAT IT IS ON BACKORDER - DOESII SHOWS PART TO BE SHIPPED 4/2/12 - ETRACKER SUBMITTED - 11105656

 Data Element Name
 Data Value

 PARTS DISTRIBUTION ETRACKER #:
 11105656

 PART NUMBER:
 BL3Z9K378A

 PART DESCRIPTION:
 BL3Z9K378A

CRS ESCALATION? (Y/N): WHY DELAYED?:

IS CUSTOMER IN RENTAL VEHICLE? (Y/N):

NO

Action: CREATE FOLLOW UP

Dealer: 04001 FREEDOM FORD

Comm Type: PHONE

Odometer: 4400 MI

Analyst Name: ALLEN, ROBERT Analyst: RALLE192

Action Date: 04/03/2012

Action Time: 12.06.05.492 Action Data: Yes

Comments CSM ROB EXT 77700 == OBC TO DLR CSM SPOKE WITH S/M BRIAN == DLR WAITING ON PART == DLR CHECKING OTHER CONCERNS AS WELL WHILE WAITING ON PART == CSM SENT IN FOR ETRACKER UPDATE == CSM SPOKE WITH PARTS SME CHRIS == PART IN TRANSIT == CSM WILL F/U WITH CASE 04-09

Data Element Name

Data Value

DATE OF FOLLOW UP:

04-09-2012

TIME OF FOLLOW UP (HH:MM):

17:00

Action: PARTS ESCALATION - PART ARRIVAL

Dealer: 04001 FREEDOM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 4400 MI

Comm Type: PHONE

Analyst Name: ALLEN, ROBERT

Analyst: RALLE192

Action Date: 04/09/2012

Action Time: 11.50.49.224 Action Data: Yes

Comments PART CAME IN

Data Element Name

Data Value

DATE OF PART ARRIVAL AT DEALERSHIP:

04-06-2012

FORD PART? (Y/N):

YES NO NO

AFTERMARKET PART? (Y/N): CUSTOMER OPTED OUT? (Y/N):

Action: CREATE FOLLOW UP

Dealer: 04001 FREEDOM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 4400 MI

Comm Type: PHONE

Analyst Name: ALLEN, ROBERT Analyst: RALLE192

Action Date: 04/09/2012

Action Time: 11.55.50.566 Action Data: Yes

Comments CSM ROB EXT 77700 == OBC TO DLR == CSM SPOKE WITH S/M BRIAN == HE ADVISED THAT PART CAME IN == DLR CHECKING ON OTHER CONCERNS == DLR CANT DUPLICATE OTHER CONCERNS == SMELL AND DOOR NOISE == DLR WILL TRY AGAIN == CSM WILL LET DLR CHECK VEH OUT AND RETURN TO CUST == CSM WILL F/U WITH CUST 04-12 TO MAKE SURE EVER VEH OK == CSM SETTING F/U 04-12

Data Element Name

Data Value

DATE OF FOLLOW UP:

04-12-2012

TIME OF FOLLOW UP (HH:MM):

17:00

Action: CONCERN ADDRESSED

Dealer: 04001 FREEDOM FORD

Odometer: 4400 MI

Analyst Name: ALLEN, ROBERT Analyst: RALLE192

Comm Type: PHONE

Action Date: 04/12/2012

Action Time: 13.20.24.578 Action Data: Yes

Comments CSM ROB EXT 77700 == OBC TO DLR == CSM SPOKE WITH S/M BRIAN == DLR GREASED DOOR AND TEST DROVE == MPH AT 19MPG == VEH RETURNED TO CUST == NOT HEARD BACK == OBC TO CUST = NO ANSWER == NO WAY TO LEAVE V/M == NO FURTHER ACTION FROM CSM == CASE CLOSED

Data Element Name	Data Value
CUSTOMER'S LTV SCORE	A/Z
PARTS ESCALATION USED? (Y/N)	Υ
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)	N

Action: FIELD - OPEN REGION ISSUE

Dealer: 04001 FREEDOM FORD

Odometer: 4400 MI

Analyst Name: POLK, JENNIFER

Action Date: 05/15/2012

Comm Type: PHONE

Analyst: JPOLK9

Action Time: 12.49.16.753

Origin Desc: ALLIANCE TEAM

Action Data: No

Comments REOPENING CASE DUE TO RETURNED ESP CONTRACT, CSM TO CONTACT CUSTOMER TO GATHER

CORRECT ADDRESS

Action: CONCERN ADDRESSED

Dealer: 04001 FREEDOM FORD Odometer: 4400 MI

Analyst Name: ALLEN, ROBERT Analyst: RALLE192

Action Date: 05/16/2012

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comm Type: PHONE

Action Time: 08.50.19.981 Action Data: Yes

Comments CSM ROB EXT 77700 == OBC TO CUST = = CSM CALLING TO GET CORRECT ADDRESS == CUST PROVIDED === F === CSM RE-SENT MAINT CONTRACT TO CORRECT ADDRESS == NO FURTHER ACTION FROM CSM == CASE CLOSED

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

All Action Details for Issue

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Case: 1334910482

VIN: 1FTFW1ET5BF Year: 2011 Model: WSD: 2011-11-26 Name: Owner Status: Original Primary Phone:

Symptom Desc: FUEL ECONOMY COMPLAINT MODE ALL CONDITIONS Reason Desc: PROD/COMP DUR/PERF - VEHICLE CHARACTERISTIC

Issue Type: 04 REGION

Issue Status: CLOSED

Action: DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE CONCERN

Dealer: 04001 FREEDOM FORD

Initial Customer Contact: 02/20/2012

Origin Desc: US CONCERN CASE BASE Comm Type: PHONE

Odometer: 3500 MI Analyst Name: VICKERS, LISA Action Date: 02/17/2012

Analyst: LVICKER6

Action Time: 09.24.10.767

Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Secondary Phone:

Relationship SPOUSE

Comments CUSTOMER SAID: -PROBLEM WITH GAS MILEAGE-COOL AIR RETURN ISSUE, SAYS THAT IS THE PROBLEM-OVER 6 WEEKS AND NO ONE HAS COME UP WITH A FIX -JUMPS JERKS AND MISSESDEALER SAID: -FREEDOM FORD 7223 U.S. HIGHWAY 23 SOUTHIVEL KY 41642(888) 203-2425 -BRIAN -SERVICE BULLETIN, WORKING ON REPAIR, DO NOT ATTEMPT TO FIXCRC ADVISED: IN ORDER FOR TO ASSIST YOU FURTHER, LET ME ESCALATE THIS TO OUR CUSTOMER CARE TEAM. THEY WILL WORK WITH YOUR DEALERSHIP TO UTILIZE ALL AVAILABLE RESOURCES TO RESOLVE YOUR CONCERN AND DETERMINE IF THIS IS IN FACT A NORMAL OPERATING CHARACTERISTIC, OUR FORD CUSTOMER CARE SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DAYS.-ESCALATION DUE TO NO FIX AVAILABLE-CONTACT

Data Element Name	Data Value
ESTIMATED COST OF REPAIR:	0

Action: CREATE FOLLOW UP Dealer: 04001 FREEDOM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 3500 MI Comm Type: PHONE Analyst Name: SANTIAGO, SHANNA Analyst: SSANTIA4

Action Date: 02/20/2012

Action Time: 12.42.07.069 Action Data: Yes

Comments *CSM SHANNA ~ EXT 7737* CHECKED OASIS: NO RECALLS, NO ESPS, SSM 21902 - ECOBOOST CUSTOMER COMPLAINT OF POOR FUEL ECONOMY. * NO TSBS. * NO PRIOR REPAIRS LISTED IN AWS. * DEALER CONTACTED NHL BACK ON 01/25/2012. * HOTLINE RECOMMENDED SOME TESTING AND ADVISED THAT IF MENTIONED CONCERN IS NOT PRESENT, THEY RECOMMENDED DEALER PLEASE CONTINUE TO MONITOR OASIS FOR UPDATES. *** OBC TO DEALER: S/M BRIAN SAYS THAT THE LAST TIME THEY SAW THE VEHICLE WAS WHEN THEY HAD CONTACTED HOTLINE. * SM SAYS THAT THEY ARE CONSIDERING TSB TSB 12-2-10 AND WAS PLANNING ON CALLING THE CUSTOMER TO SCHEDULE THEM IN. * CSM ADVISED OF CALLER'S CONTACT INFO * SM AGREED TO UPDATE CUDL ONCE APPT HAS BEEN SET. * CSM WILL F/U BY 5:00P EST ON 02-

21-2012.

Data Element Name Data Value DATE OF FOLLOW UP: 02-21-2012 TIME OF FOLLOW UP (HH:MM): 17:00

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 04001 FREEDOM FORD

Odometer: 3500 MI Analyst Name: BRIAN DAMRO

Action Date: 02/20/2012

Comm Type: PHONE Analyst: B-DAMRO3

Action Time: 15.35.05.186

Origin Desc: DEALER

Action Data: No

Comments TSB 12-2-10 HAS BEEN RELEASED TO ADDRESS CUSTOMERS CONCERNS, CALLED AND MADE

APPOINTMENT WITH CUSTOMER FOR 2/21/12 AT 9 AM.

Action: CREATE FOLLOW UP Dealer: 04001 FREEDOM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 3500 MI Comm Type: PHONE Analyst Name: SANTIAGO,SHANNA Analyst: SSANTIA4

Action Date: 02/22/2012 Action Time:

Action Time: 16.51.03.718 Action Data: Yes

Data Element Name	Data Value				

DATE OF FOLLOW UP:	02-24-2012				
TIME OF FOLLOW UP (HH:MM):	17:00				

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 04001 FREEDOM FORD

Odometer: 3500 MI Analyst Name: BRIAN DAMRO

Action Date: 02/23/2012

Comm Type: VISIT

Analyst: B-DAMRO3

Action Time: 15.40.17.535

Origin Desc: DEALER

Action Data: No

 ${\bf Comments} \ {\bf PERFORMED} \ {\bf TSB} \ {\bf 12-2-10} \ {\bf FOR} \ {\bf CONCERNS, ALSO} \ {\bf DID} \ {\bf LIVE} \ {\bf FUEL} \ {\bf ECONOMY} \ {\bf TEST} \ {\bf ON} \ {\bf VEHICLE} \ {\bf WITH} \ {\bf IDS,} \ {\bf SHOWED} \ {\bf 21} \ {\bf MPG} \ {\bf AT} \ {\bf 55} \ {\bf MPH} \ {\bf AND} \ {\bf 20} \ {\bf MPG} \ {\bf AT} \ {\bf 60} \ {\bf MPH} \ . \ {\bf RETURNED} \ {\bf VEHICLE} \ {\bf TO} \ {\bf CUSTOMER} \ {\bf AND} \ {\bf TOLD} \ {\bf OF} \ {\bf O$

RESULTS.

Action: CREATE FOLLOW UP Dealer: 04001 FREEDOM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 3500 MI Comm Type: PHONE Analyst Name: SANTIAGO, SHANNA Analyst: SSANTIA4

Action Date: 02/24/2012 Acti

Action Time: 10.18.41.798 Action Data: Yes

Comments CSM REQUESTED PREMIUM MAINTENANCE PLAN FOR 3/45K. * WILL F/U ON 03-01-2012 TO VERIFY PLAN APPROVED.

 Data Element Name
 Data Value

 DATE OF FOLLOW UP:
 03-01-2012

 TIME OF FOLLOW UP (HH:MM):
 17:00

Action: CONCERN ADDRESSED

Dealer: 04001 FREEDOM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Odometer: 3500 MI

Action Date: 02/29/2012

Comm Type: PHONE

Analyst Name: SANTIAGO, SHANNA Analyst: SSANTIA4

Action Time: 10.37.49.108 Action Data: Yes

Comments MAINTENANCE PLAN WAS APPROVED FROM RAV HQ ON 02-27-2012. *

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

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 04001 FREEDOM FORD

Origin Desc: CUSTOMER CARE SOLUTIONS

TEĂM

Odometer: 3500 MI

Analyst Name: NATASHA BELL

(NBELL24)

Comm Type: PHONE

Analyst: NBELL24

Action Date: 03/29/2012

Action Time: 16.49.04.411

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name SM Middle Initial

Last Name

Day Phone

Relationship DEALER

Comments SM SEEKING ASSISTANCE WITH RENTAL FOR THIS CUST: STATES THAT THE CUST TOTAL RENTAL COST CAME OT 197.58 - PROVIDED RO#203645 LINE A - CSM PROVIDED WITH P11 AUTH CODE: M02KR

All Action Details for Issue

Print

VIN: 1FTFW1ET5BF

Year: 2011 Owner Status: Original Model: WSD: 2011-11-26

Name:

Symptom Desc: BUCK/JERK ACCELERATION

Primary Phone Secondary Phone:

Reason Desc: PROD/COMP DUR/PERF - VEHICLE CHARACTERISTIC

Issue Type: 04 REGION

Initial Customer Contact:

Issue Status: CLOSED

Origin Desc: US CONCERN CASE BASE

Action: CLOSE - DOCUMENT MULTIPLE SYMPTOMS

Dealer: 04001 FREEDOM FORD

Odometer: 3500 MI

Comm Type: PHONE

Analyst Name: VICKERS, LISA

Analyst: LVICKER6

Action Date: 02/17/2012

Action Time: 09.24.50.611

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name Day Phone Relationship SPOUSE

Comments CUSTOMER SAID: -PROBLEM WITH GAS MILEAGE-COOL AIR RETURN ISSUE, SAYS THAT IS THE PROBLEM-OVER 6 WEEKS AND NO ONE HAS COME UP WITH A FIX -JUMPS JERKS AND MISSESDEALER SAID: -FREEDOM FORD 7223 U.S. HIGHWAY 23 SOUTHIVEL KY 41642(888) 203-2425 -BRIAN -SERVICE BULLETIN, WORKING ON REPAIR, DO NOT ATTEMPT TO FIXCRC ADVISED: IN ORDER FOR TO ASSIST YOU FURTHER, LET ME ESCALATE THIS TO OUR CUSTOMER CARE TEAM. THEY WILL WORK WITH YOUR DEALERSHIP TO UTILIZE ALL AVAILABLE RESOURCES TO RESOLVE YOUR CONCERN AND DETERMINE IF THIS IS IN FACT A NORMAL OPERATING CHARACTERISTIC. OUR FORD CUSTOMER CARE SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DAYS.-ESCALATION DUE TO NO FIX AVAILABLE-CONTACT

All Action Details for Issue

Print

VIN: 1FTFW1ET5BF

Name:

Year: 2011

Owner Status: Original

WSD: 2011-11-26

Case:

Symptom Desc:

Reason Desc: MISC INQUIRY - CHANGE OF ADDRESS Issue Type: 02 INFORMATION

Issue Status: CLOSED

Primary Phone: Secondary Phone:

Model:

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER

Dealer:

Odometer: 3500 MI Analyst Name: VICKERS, LISA Action Date: 02/17/2012

Comm Type: PHONE Analyst: LVICKER6

Origin Desc: MANUAL - PHONE CSR

Action Time: 09.18.11.659

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship SPOUSE

Comments CUSTOMER PROFILE UPDATE

Server: AWS Prod

Claims loaded through: 22-AUG-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 23-AUG-12

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC C
FTFW1E15BF	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	30- AUG- 2011	26- NOV- 2011	147544	USA	3	2G05	5 *	RECALEM	1 *	F04	S11	V52	D36 04
WS Claim Key:	2646481	Doc #:	oc #: 145403A		Trx Code:		S07	Labor Hrs: .4		.4	Labor Cost:		28.8 M		Material Cost:		0	Total Cost:		28.8		
Olr Cd-Sub Cd:	04001-*	Name:	FREEI	DOM FOI	RD		Ph:	606-4781	234	St: KY	Ctry Cd:	USA	Reg Co	d:	NA	Repr	Date:21-FE	B-2012	2	DIST(DIST(Mile):4152	
Cust Comments:	CHETET	TATES	ENICL	EMICCE	e MOJEEN	AND DO	OD ELIEL	ECONOM	1Y													
Just Comments:	COSTS	WIES A	EUICE	E MIISSE	S, NOISE I	ANDPO	OKTOEL	Deon on														
		VERIFI	ED,CK							ID FUEL	ECONON	MY TEST WI	TH IDS,	AT 5	5 AVE	ERAGII	NG 21 MPG	, AT 60	MPH A	AVERA	GING	
ech Comments:	CK OUT	VERIFI	ED,CK							30- AUG-	ECONON 26- NOV-	147544	TH IDS, A	AT 5			NG 21 MPG.	AT 60	MPH A	AVERA S11	Mark Strik	D36 49
ech Comments:	CK OUT 20 MPG,	VERIFI OK NO	ED,CK W	DTCS,RE	EPROGRA	M PER TS	SB 12 2 10	AND RET	TEST, D	30-	26-	20010000						The Mann			Mark Strik	D36 49
FTFW1FT5BF	CK OUT 20 MPG,	VERIFI OK NO	ED,CK W	DTCS,RE	EPROGRA	M PER TS	SB 12 2 10	AND RET	T/KW	30- AUG-	26- NOV-	147544		5	2D01			A		S11	Mark Strik	D36 49
FTFW1FT5BF	CK OUT 20 MPG,	VERIFI OK NO T/F6 Doc #:	ED,CK W F 145896	DTCS,RE	T/AM Trx Code	M PER TS	SB 12 2 10	AND RET	T/KW	30- AUG- 2011	26- NOV- 2011	147544	USA	5 Ma	2D01	BL3Z	9K378	A Total	F04	S11	V52	
FTFW1FT5BF AWS Claim Key: Dir Cd-Sub Cd: Cust Comments:	CK OUT 20 MPG, F6 3418764 04001-*	VERIFION NO. T/F6 Doc #: Name:	ED,CK W F 145890 FREEE	T/BC 5A DOM FOI	T/AM Trx Code	M PER TS	AF S07 Ph:	T/C3 Labor H 606-4781	T/KW rs: 234	30- AUG- 2011 .7 St: KY	26- NOV- 2011 Labor C Ctry Cd:	147544 cost;	USA 50.4 Reg Co	5 Ma	2D01	BL3Z	9K378 16.97	A Total	F04	S11 67.37	V52	D36 49

Any comments? You can contact



webmaster

Rpt. Analysis Home

Report Mgmt Primary

Report Mamt Ouerv

Report Mamt

Indicator Summary

Help Exit

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Save

Folder Number:

File Report To This Folder

File Report To A Folder | Exists in Folder(s)

Add Comments

Previous

Next

Mail Report

Download Options

Report Detail Section: View Details

Attachments: 0

Report#:

CAYDA016 NHL

Received: 01/25/2012

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle:

2011,F150 4X4 ,F150 ,SUP CRW,STYSD ,1FTFW1ET5BF

Build Date: 08/30/2011

Odometer:

3,517 M

Engine:

3.5L-GTDI Calibration:

BF613C0N

Transmission:

6R80E

Axle:

3.73 LOCK A/C:

YES

Dealer:

USA 04001 Freedom Ford

Phone#:

(606)478-1234

City:

Ivel

State:

Kentucky Country:

USA

Originator:

BRIAN DAMRON

Symptom:

5 50 3 39 DRV PERF, RUNS ROUGH, CRUISE/STEADY, INTERMITTENT

Status:

VFG:

V52 DRIVEABILITY

Additional

SLIGHT MISS WHILE DRIVING

Symptom: Fix:

Causal Component:

Condition Code:

Hotliner: DRIDOLF2

Phone: 000 248-8241

Regn Cd: G3 Cincinnati

Engineering:

Phone:

TAR:

Dir Contact:

Phone:

Title Cde: T

KOEO: KOEC: KOER:

Comments:

REPAIR

01/25/2012 02:31PM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE WEB FORM DATA - CONCERN: FEELS LIKE SLIGHT MISS WHILE CRUISING, COLD OR HOT. DIAGNOSTICS: DROVE WITH IDS, NO SIGNS OF MISS WHILE IT WAS DOING IT, NO RPM CHANGE, CHECKED SSM 22192, NO SIGNS OF CONCERN. PARTS REPLACED: NONE TECH QUESTION: ANY KNOWNS?

RECOMM 01/25/2012 02:31PM DOMINIC RIDOLFI MSS - FCSD - TECH SVC HOTLINE BRIAN, -PLEASE MONITOR 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 (BEING PORTRAYED AS SPIKES ON THE IDS GRAPH) AND THE BYPASS VALVES CHANGE STATE FROM €ŒON€ TO €ŒOFF€ CONSISTENTLY WITH THE WASTE GATE SPIKES, THEN THIS IS A CONCERN THAT IS CURRENTLY UNDER INVESTIGATION, ADVISE TO MONITOR OASIS FOR UPDATES. -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. -PLEASE UPDATE THIS FORM WITH YOUR FINDINGS, AND ANY FURTHER QUESTIONS YOU MAY HAVE, THANK YOU. -IF THE ABOVE CONCERN IS NOT PRESENT, PLEASE CONTINUE TO MONITOR OASIS FOR UPDATES.

File Report To A Folder (Exists in Folder(s) File Report To This Folder Folder Number: Add Comments Previous Next Save Mail Report

Requester: DWASHI49

Report Summary Server: ECCWS686 Ford Proprietary, Private

23-Aug-2012

Retention: None

BBB AUTO LINE



August 9, 2012

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

Re: FRD1220958 vs Ford Motor Corporation 1FTFW1ET5B

Dear Madam/Sir:

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

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

Sincerely,

Edith Newton at Extension 512

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



August 9, 2012

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

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Dear Madam/Sir:

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



July 26, 2012

		C/O FRIC KACZANDER
CHICAGO	IL	occodir bestinin narronteranni

Re: FRD1220958 vs Ford Motor Corporation 1FTFW1ET5BF

Dear C/O Eric Kaczander:

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

We have also enclosed an Acceptance/Rejection Form that must be used to accept or reject the decision. Please complete the form and return it to us so that we receive it in our office **within** 14 days from the date of this letter. We recommend that you call to confirm receipt of this form a few days after you send it to us.

You may either mail the form to: 4200 Wilson Blvd., Ste 800 Arlington, VA 22203 or Fax it to 1.703.247.9700

Please do not make any changes or additions to the Acceptance/Rejection Form as we will consider that a rejection of the decision.

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. You may also fax the signed form to me at 703.247.9700.

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

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



July 26, 2012

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

Re: FRD1220958 vs Ford Motor Corporation 1FTFW1ET5BF

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



Date: 07/26/12

ACCEPTANCE OR REJECTION OF DECISION

Case Number:

Batt. 0//2	V
Customer:	State: KY
Business: Ford	Motor Company
Mfr-Info: 6700	KY 1FTFW1ET5BF
	Arbitration decision in your case. We hope you have found the efforts of our staff and the ator(s) to be satisfactory. Please call us if you have any questions about the decision.
	COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY
letter, the deci	rm is not received at the CBBB office within 14days from the date of the cover sion will be considered rejected and the manufacturer will be notified. You may the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest ase specialist to confirm receipt.
Please check on	e of the following.
I ACCE	PT THE ARBITRATION DECISION. I understand this means:
* the b	usiness will be legally bound to abide by this decision; and,
any c	, will be legally bound, which means I give up any right to sue the business in court on laim that has been resolved at the arbitration hearing, unless the business fails to perform ding to the Arbitrator's decision or unless otherwise provided by state or federal law.
I REJEC	CT THE ARBITRATION DECISION. I understand this means:
* I may	pursue other legal remedies under state or federal law;
	nding on federal or state law, the decision may be introduced as evidence by me or the ess in any civil court action relating to any matter considered in this arbitration hearing;
* the b	usiness will not be obligated to perform any part of the decision; and,
* this v	vill end Better Business Bureau involvement in my case.
Signature(s) of	Titled Owner(s):
Signature(s) or	Date:

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

PE13-018 001941LC



Denial Decision

Submitted Date: 07/26/12

VIN: 1FTFW1ET5BF

Customer: Hearing Date: 07/09/12

Arbitrator: David A. Trevey

Question 1

The customer's request (listed below) is denied. Repurchase

CASE:
Arbitrator: David A. Trevey

Customer:

Date: 07/26/12



Reasons for Decision

Submitted Date: 07/26/12

VIN: 1FTFW1ET5BF

Customer: - Hearing Date: 07/09/12

Arbitrator: David A. Trevey

Question 1

It is determined that a { Please list below } decision is a fair resolution of this dispute.

Denial of Repurchase

b For the following reasons, the decision listed above is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)

BBB Autoline	Arbitration Decision
v. Ford	Motor Company;

This claim was brought to the BBB Autoline by against Ford Motor Company for allegations of defects in materials or workmanship in her 2011 Ford F150 Truck. The Kentucky Ford Motor Company BBB Autoline Program Summary and the Agreement to Arbitrate provide authority for the arbitration of this matter.

Because the subject vehicle was purchased in Pike County, KY this claim is subject to the Kentucky Lemon Law provisions found in KRS 367.840, et seq, and, the vehicle is subject to the Warranty Claims covered by the Lemon Law portion of the Program Summary as it meets those eligibility criteria. The mileage of the subject vehicle at the time of the arbitration was 7587.6. This is within the three years and 36,000 mile limit set by the Ford Motor Company Autoline Program Summary. The vehicle qualifies under the Program Summary for vehicles not eligible for Lemon Law.

According the BBB Autoline Agreement to Arbitrate (ATA), the parties agreed to arbitrate the following issues:

- (1) Fuel System
- (2) Body/Trim (Drivers door squeak)
- (3) Engine
- (4) Electrical

The purchaser, sought repurchase of the subject vehicle (and apparently attorney's fees, which the arbitrator cannot order), the manufacturer sought denial. It should be noted that this was a documents only case with inspection and that there was no testimony in person or by telephone for either the manufacturer or the purchaser/claimant. This fact severely limited the arbitrator's ability to discern the exact nature of the problems being alleged and the ability to reproduce those circumstances as they pertained to drivability and the other issues for arbitration. Further, even though a Technical Inspection was requested, the purchaser, through their attorney, refused to comply timely, thus this award is issued without the benefit of that requested TE inspection of the subject vehicle.

At the time of the arbitration hearing, it was extremely difficulty for the arbitrator to pin down the exact complaints of the consumer relying solely on the documents provided and thus to determine whether those complaints still existed and substantially impaired the use, value or safety of the subject vehicle. There was no testimony in the documents that the use, value or safety of the subject vehicle was alleged to have been impaired by the claimed

conditions. This, along with the inability of the arbitrator during the test drive and inspection to recreate any specific conditions where the claimed deficiencies are alieged to have occurred was the most significant factor in the ultimate decision. Documents only cases are particularly difficult to arbitrate as there is nearly always a lack of description of the issues significant enough for the arbitrator to hone in on those claimed defects. Documents only cases particularly place the party with the initial burden in a difficult position. This case was no different and the arbitrator ultimately found that the consumer failed to carry the burden to establish any defect or that any claimed defect impacted the use, value or safety of the subject vehicle.

Through the process of evidence collection pre and post arbitration through the documents only hearing and an inspection, I was able to determine that alleged defect (1) Fuel System, did not in fact exist to the point of a vehicle non-conformity because the use, value or safety of the subject vehicle was not substantially impaired at any point. I detected none of the complaints listed by the consumer such as missing, noisy, running rough, excessive black smoke from tail pipe, hesitations or poor fuel economy. I was further able to determine that the alleged defect (2) Body/Trim (driver's door squeaks), did not in fact exist at all anymore, thus did not exist to the point of a vehicle nonconformity because the use, value or safety of the subject vehicle was not substantially impaired at any point. I was able to determine that alleged defects (3) Engine and (4) Electrical, were so poorly defined in the records that the arbitrator could not even find evidence of that alleged defect at all. The arbitrator assumes they were part and parcel of the first issue (1) Fuel System, and thus relies on the total lack of evidence from the test drive to support the fact that these alleged defects do not exist either to the point of vehicle nonconformity because the use, value or safety of the subject vehicle was not substantially impaired at any point.

The subject vehicle was apparently purchased 1/1/12 new from Freedom Ford in Ivel, KY. The first repair attempt was on 2/21/12 with complaints of missing, noisy and poor fuel economy as well as door squeaking when opening. The vehicle was reprogrammed per a TSB and the door was lubed. The subject vehicle was out of service for 1 day during that repair attempt.

The vehicle was next presented for repair on 3/16/12 with compliants of running rough and getting poor fuel economy. It is not documented whether the complaint was able to be duplicated. No repair was attempted at that time due to SSM 22225. The subject vehicle was out of service for 1 day during that repair attempt.

The next compliant, occurred on 3/28/12 with the consumer complaining about missing, excessive black smoke, hot smell in truck, door squeak and poor fuel mileage. The dealer did reproduce hesitation and miss, and replaced the turbo vacuum regulator solenoid and reprogrammed the computer. Retest showed no miss. The subject vehicle was out of service for 13 days during that repair attempt.

No other complaints were made or ROs opened according to the documents presented.

From the perspective of the arbitrator, none of the alleged defects were the same, nor were they related. They were not duplicated during the test drive and inspection. None of the alleged defects rise to the level of a non-conformity that substantially impairs the use, value or safety of the vehicle at this time.

Therefore, the arbitrator agrees with the manufacturer and orders a denial of the requested replacement of the vehicle under the Ford Motor Company BBB Program Summary.

The decision for denial of the repurchase request of the vehicle was made by David A. Trevey, BBB Autoline Arbitrator.

Question 2

If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem.

Question 3

Please indicate the cumulative number of days the vehicle was out of service for all problems

15

Question 4

Was final notice given? (Yes / No / Not Applicable)

Yes

Question 5

Please identify the mileage on the vehicle at the time of the hearing/inspection: 7587.6

CASE: Arbitrator: David A. Trevey Customer:

Date: 07/26/12



Technical Expert Request Form Submitted Date:: 07/10/12

8
VIN: 1FTFW1ET5BF
Customer
Arbitrator: David A. Trevey

i	a Bureau:
1	b Staff contact: Jim Gurganious ext. 521
,	Customer Address:
•	d Daytime Phone:
	Evening Phone:
***************************************	Dates Cutomer Not Available:
ę	yehicie Location:
- 0	Question 2
	Vehicle Information (Completed by SBB)
ĉ	Year/Make/Model:
	FORD F150
4	Mileage:
	7587
3	: VIN:
\$	Date Sent to Inspection Company:
8	Date Must be Returned by:
£	Special Instructions (if any):
9	Mileage on vehicle at the time of inspection (To be completed by the inspection company):

Reminders to Technical Expert:

It is critically important that you have no communication with the customer, manufacturer, or dealer other than scheduling an appointment and obtaining the keys from the customer at the time of inspection.

The customer, manufacturer, or dealer is NOT to accompany you on the test drive.

If the customer, manufacturer, or dealer tries to engage you in conversation, please advise them that you are not permitted to discuss the case with them. You may refer them to call their BBB AUTO LINE case specialist if they have any questions.

For each problem/symptom listed (in the questions below), please determine (1), if the problem/symptom exists, (2) if the problem/symptom exists, what is/are the likely cause(s) and, (3) what test/examination you conducted to arrive at your conclusion.

Question 3

Problem/Symptom (Completed by BBB Staff/Arbitrator):

When the vehicle is cold and has sat for extended period, upon startup, does it "miss"?

- a Does the problem still exist (yes or no)? (to be completed by the Technical Expert)
- b Please explain how you reached this conclusion: (to be completed by the Technical Expert)
- c What examinations or tests did you perform? (to be completed by the Technical Expert)
- d If the symptom/problem still exists, what is/are the likely causes? Please explain how you reached this conclusion. (to be completed by the Technical Expert)

Question 4

Problem/Symptom (Completed by BBB Staff/Arbitrator):

When the vehicle is cold and has sat for extended period, upon startup, does it "run rough"?

- a Does the problem still exist (yes or no)? (to be completed by the Technical Expert)
- b Please explain how you reached this conclusion: (to be completed by the Technical Expert)
- c What examinations or tests did you perform? (to be completed by the Technical Expert)
- d If the symptom/problem still exists, what is/are the likely causes? Please explain how you reached this conclusion. (to be completed by the Technical Expert)

Q	uestion 5
	Problem/Symptom (Completed by BBB Staff/Arbitrator):
	When the vehicle is cold and has sat for extended period, upon startup, does
	the vehicle exhaust exhibit uncharateristically black exhaust?
a	Does the problem still exist (yes or no)? (to be completed by the Technical Expert)
b	Please explain how you reached this conclusion: (to be completed by the Technical Expert)
C	What examinations or tests did you perform? (to be completed by the Technical Expert)
ಕ	If the symptom/problem still exists, what is/are the likely causes? Please explain
	how you reached this conclusion. (to be completed by the Technical Expert)
Q	uestion 6
	Other questions to be addressed by the Technical Expert (to be completed by the Arbitrator):
3	
	Does the vehicle hesitate on takeoff/pulling away from stops?
b	
C	
ರ	

CASE: Arbitrator: David A. Trevey

8

f

Customer:

Date: 07/10/12



ARBITRATOR SELECTION LIST

Customer:		
Case Number:	off-many states	

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: David Trevey

Arbitrator's Occupation:

Intake, assess, investigate various types of general liability professional liability cases.

Arbitrator's Biography:

Mr. David Trevey received his J.D. from the University of Kentucky. He is a member of the Fayette County and Kentucky Bar Associations.

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Record of Arbitration Hearing (To Be Completed by Arbitrator)

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

Case	e No: _	Date of Hearing:0	7/09/12	
Consumer and Attorney (if any): Company and Representative Name: _		c/o Eric Kaczander Ford Motor Company		
Hear	ring Location/Address:			
1.	Type of Hearing			
	Consumer:	☐ In Person Company ☐ Written ☐ Telephone	☐ In Person☐ Written☐ Telephone	
2.	Consumer and Witnesses	Summary of Relevant a of the consumer an		
-				

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3.	Witnesses for Company		
Name	e of Witness	Summary of Relevant and Material Testimony	
4.	Impartial technical expe	ert or other witnesses	
Name	e of Witness	Summary of Relevant and Material Testimony	
5.	PLEASE ATTACH ALL	DOCUMENTARY EVIDENCE INTRODUCED AT THE H	EARING.
Reco	rd filled out by:		
		(Signature)	
	- 	(Printed Name)	7
	-	(Date)	



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

Date: 06/27/12

Case Number:

Customer:

Manufacturer: Ford Motor Company

Mfr Info: 6700 KY 1FTFW1ET5BF

Arbitrators: Mr. David A. Trevey

Inspection Date, Time, Place: 07/09/12 11:00 a.m. EST

BBB of Central & Eastern Kentucky

1390 Olivia Lane

Lexington, KY405110000

Hearing Site Phone: (859) 259-1508

AUTOLINE Director Phone: (859) 259-1508 Fax: (859) 259-1639

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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Inspection Report

Customer:	Ford Motor Comp	pany 	Case #:	
Manufacturer:				
Arbitrator's Name:			Date of Inspection:/	
Location of Inspection:				
Vehicle Information	on: Make:		Model:	
Year:	Mileage:	VIN:		
	Inspection: [] Tec		bitrator [] Customer [] Manufacturer	
			ng was the test drive? Minutes ample: Cellular Telephone, Modified Wheels):	
Exterior				
Overall condition	of the vehicle's ext	erior (Rate as "Exce	llent," "Good," "Fair," or "Poor.") :	
What damage is b	eyond normal wea	r and tear?		
Please indicate da	mage below:			
Interior				
	of the vehicle's inte beyond normal wea		lent," "Good," "Fair," or "Poor.") :	

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ARBITRATOR SELECTION LIST

Customer:	
Case Number:	

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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: David Trevey

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Intake, assess, investigate various types of general liability professional liability cases.

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June 27, 2012



Re: vs Ford Motor Corporation 1FTFW1ET5BF

Dear C/O Eric Kaczander:

Enclosed are:

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

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

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

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

Sincerely,

Edith Newton at Extension 512

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



June 27, 2012

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

Re: vs Ford Motor Corporation 1FTFW1ET5BF

Dear Madam/Sir:

Enclosed are:

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

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

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

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

Sincerely,

Edith Newton at Extension 512

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

PE13-018 001956LC



ARBITRATOR SELECTION LIST

Customer:	
Case Number:	

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June 25, 2012

C/O FRIC KACZANDER

Re: vs Ford Motor Corporation 1FTFW1ET5BF

Dear C/O Eric Kaczander:

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

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

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

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

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MANUFACTURER RESPONSE FORM Will participate - In Writing ☑ By Phone □

Case Number: Customer Name: VIN: 1FTFW1ET5BF	State: KY Warranty Start Date: 11/26/2011
Vehicle year/model: 2011 F-SERIES Current mileage; 6,473	
Purchased: New Used (mileage and date of purchase) This claim is: NBTB Warranty IN Diesel Warranty In Extended Service Plan: NO XYES (3 year / 45,000 mile)	Powertrain Warranty OUT of all Warranties
SETTLEMENT INFORMATION What, if anything, was offered to the customer to settle	this dispute?
Ford offered our customer an inspection to be complete address their concerns. Ford additionally offered our 5 satisfaction of any resulting completed repair from this	year / 75,000 mile Premium Care ESP upon
Please indicate the customer's response below: The customer rejected the offer on The customer has not indicated a response to the offer	fer.

The Customer Claim Form (CCF) lists the following concerns:

- Vehicle misses, noisy and poor fuel economy
- · Driver's door squeaks when open
- Vehicle runs rough and is only getting 13.9 mpg
- Misses at red lights, tail pipe has excess black like a diesel gets 13-15 miles per gallon
- · Hesitates on take off
- Hot smell in truck

MANUFACTURER'S POSITION:

In our opinion, this Ford F-150 fails to satisfy the presumption under Kentucky Lemon Law. This vehicle has been subject to minimal repair for a minor concern and does not currently have an apparent substantial impairment. We feel this vehicle has not had any repair completed or addressed that rises to a substantial impairment to this vehicle's continued use and operating condition.

This vehicle had a verified concern for a hesitation that is related to the emissions system on this vehicle. The manufacturer believes this vehicle concern of a hesitation has been corrected. We feel the remaining, current concern of our customer is related to the fuel economy of this vehicle. Upon reference, this vehicle is estimated by the EPA for fuel economy and rating. As enclosed, this vehicle's original window sticker has denoted that the actual mileage will vary depending on the driving habits and maintenance completion of this vehicle. Such factors are beyond the control of Ford Motor Company and its agents.

Ford is seeking a denial for the repurchase or replacement of this vehicle as we believe the vehicle is not representative of an ongoing nonconformity in need of repair, nor any presented substantial impairment. Additionally, our customer or counsel has failed to provide notice in writing of the alleged nonconformity of this vehicle. We feel that no manufacturer should be forced to repurchase or replace a vehicle without examining this vehicle directly.

Vehicle Warranty Repair History:

Invoice #

at 4,152 miles

02/21/2012

Issue Presented:

- · Vehicle misses, noisy and poor fuel economy
- · Driver's door squeaks when open
- · SYNC phone for customer

Service Repair Completed:

- Verified concern and checked for diagnostic test codes. Reprogrammed per TSB# 12-2-10 (recalibrated Powertrain Control Module (PCM) and retested. Did fuel economy test with Internal Diagnostic System, and at 55 MPH, averaging 21 mpg, at 60 MPH, averaging 20 mpg.
- o Lubed door and retested, ok now.
- Synced phone for customer.

Invoice

at 5,052 miles

03/28/2012

Issue Presented:

- · Misses at red lights. Tail pipe has excess black like a diesel. Gets 13-15 mpg.
- · Hesitates on take off
- · Driver's side front door squeaks
- · Hot smell in truck

Service Repair Completed:

 Checked out had hesitation and miss, replaced turbo vacuum regulator solenoid and reprogrammed computer per TSB# 12-03-14 (recalibrated Powertrain Control Module (PCM).

DOC	UMENTATION PROVIDED	1
0,1 100	☐ Technical Service Bulletin	ns
	Recall Notices	
	Ford Field Service Engine	eer Report
	☐ Dealer Report	
	Other: AWS Warranty R	Repairs, Repair Orders, Window sticker
	ARROW	-
List a	mount of any over allowance /1	negative equity: \$
To:	BBB AUTO LINE	Completed by: Michel Watson Date: 06/20/2012
Attn:	Edith Newton	Phone: 866-567-6518 x77467
Fax:	703.247.9700	Fax: 866-611-4278

BBB AUTO LINE Dealer Report and Repair History Summary Please Return To: Michel Watson FAX 866-611-4278 or e- mail to: Mwatso90@ford.com

Attn: Service Manager - Immediate Action Required

	Name:	Your Phone number:
	Dealership Name:	
	FCSD Zone Manager's Name:	
	BBB Cuse Open Date: 6/7/2012	CuDL Case Number: 1334910482
	Customer's Name:	
	VIN: 1FTFW1ET5BF Make/Model	/Year: 2011 F-SERIES Mileage: 6473
1. 25 5 16 5 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1	concern(s) listed on customer's application? Service han 46ff, Brian Damen. (Please summarize conversations, dates, offers made) 2 thecked Vehicle confirm of the service and form of the service and form of the service and here. 12 thecked Vehicle confirm of the service and here. 12 the service black, referred of the post of the service black, referred of the service and here.	andown . Only Concorn left was find Allege.
3.	Does this vehicle have a performance chip, lift kit, o warranty defect?	r other aftermarket accessories that are or have contributed toward the
		this conclusion, all diagnostic tests performed, specifications before/after, 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	N _O
	If yes, please explain in detail how you came to this conclusion, all diagnostic tests performed, speci- and what proof you have of abuse or lack of maintenance. Take and send pictures if available.	fications	before/aft
5.	Has the Technical Hotline been contacted?	Yes	X
	If yes, provide Dates and CQIS Tech Hotline #. What direction or advice did the Hotline representative(s) provide?		
6.	Has a Ford Market Area Team member (Zone Manager, FSE or Customer Care Team) been involved? a. If yes, indicate name of personnel and their involvement with you and this customer.	Yes	
7.	Does the dealership believe that they have addressed and corrected all verifiable warranty concern(s)?	¥#	No No
	If No, what concerns remains un-resolve?	~	
3 Q	Is (are) the customer's concern(s) normal operating characteristic(s)? If yes, explain why below. NO, his only concern left is he is not getting the MPG the 2 get the gets from 139 to 152 note the has down retearly	Sticlez Online	No 'Sak
et	of other schole an have Same Concean. Did you lest drive the vehicle with the customer (s)? Results of test drive(s) and date(s)? Please explain rationale for Normal Operating characteristic.	Yes	No.

8. Was the customer offered a free service loaner or other courtesy transportation during service?	Xc5	No
If yes, on how many repair visits?	<u>"</u>	
What is the total number of days the customer was provided a free/complimentary loaner or rental?	10	days
9. What is the total number of days the vehicle been out of service for Ford warranty repairs at your dealers	hip?	days
NOTE: This number should not include days out of service for maintenance or customer paid repairs, d while the vehicle was in the customer's possession, or days the vehicle was left by the customer prior to appointment or after repairs were completed. Please explain in greater detail on the following Repair I	a schedul	ed
10. What additional actions, if any, have been taken to assist with the customer's concerns?		
11. Did the customer ask for AWA Financial Assistance/Reimbursement/Refund request?	Yes	No.
		赵
 If yes, please explain AWA request, and offer made by the dealership or by Ford representative 	е.	
 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.		٠,
13. Any Additional Comments: Stomer says he knows some one with Tock Poush at they have told him hulage He talks about sum ford (ranstruty). Says Jack lovel is ford work do anything about to him. If you wing which they Is you, and as I have partied out to him. The technicle hierages Says it's burn fuel out Toil pips. Title: Service Manage Date: 6/	ford 12/12	were estimated with the man
Please attach any additional comments on a separate page		
RETAIN A COPY FOR YOUR RECORDS	C WAY SWY	

CUSTOMER #: 114317

145403

INVOICE

FREEDOM

FORD-HONDA

45 Layne Brothers Orive - P.O. Box 210 IVEL, KY 41642

Phone: (808) 478-1234 Fex: (606) 476-9484 PAGE 1 BETSY LAYNE, KY www.freedomfordhanda.com CONT: HOME BUS: SERVICE ADVISOR: 1468 CHAD MORRIS MAKE/MODEL LICENSE MILEAGE IN OUT TAG YEAR 4152/4152 1FTFW1ET5BF FORD F150 PICKUP RED INV. DATE PAYMENT PROMISED PO NO. RATE PROD. DATE WARH, EXP. DEL DATE

90.00 17:00 21FEB12 OLJANII READY OPTIONS: STK: V20111230 DLR: 01910 R.O. OPENED

> LIST NET

CASH

09:02 21FEB12 13:17 21FEB12 LINE OPCODE TECH TYPE HOURS A CUST STATES VEHICLE MISSES, NOISEY AND POOK FUEL ECONOMY CAUSE: CK OUT VERIFIED, CK DTCS, REPROGRAM PER TSB 12-2-10 AND RETEST,

DID FUEL ECONOMY TEST WITH IDS, AT 55 AVERAGING 21 MPG, AT 60

MPH AVERAGING 20-120210A CK DTC'S.REPROGRAM PCM PER TSB 12-2-10

W 0.40 921

(N/C)

TOTAL

21FEB12

FC: D36 04 PART#: RECALEM

COUNT:

CLAIM TYPE:

AUTH CODE:

0921

B DRIVERS DOOR SQUEAKS WHEN OPEN Z LUBE DOOR AND RETEST OK NOW

C 0.00 921

0.00 0.00

C SYNC PHONE FOR CUSTOMER Z SYNCED PHONE OK

921 C 0.00

0.00 0.00

WE APPRECIATE YOUR BUSINESS ASK OUR SERVICE ADVISORS ABOUT OUR GREAT SERVICE SPECIALS II UNBELIEVABLE II



ON DEFALF OF BERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMEDAT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REFAIRED 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.

(BIGNED) DEALER, GENERAL HANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER The factory werranty constitute all of the warrantes with respect to the seasof the iterations. The is of the isensitions. This increase species of disclotine all the attent expenses of disclotine all the attent expenses of the attent expenses of the attent expenses of the attention of the at

CUSTOMER SIGNATURE

DESCRIPTION TOTALS LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0,00 SUBLEY AMOUNT MISC. CHARGES 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 BALES TAX 0.00 PLEASE PAY THIS AMOUNT

CUSTOMER COPY

0.00

3.5L GTDI CALIBRATION UPDATE—VARIOUS ISSUES—BUILT ON OR BEFORE 2/7/2012

TSB 12-2-10

FORD: 2011-2012 F-150

ISSUE

Some 2011-2012 F150 vehicles built on or before 2/7/2012 and equipped with a 3.5L gasoline turbocharged direct injection (GTDI) engine may exhibit a malfunction indicator lamp (MIL) with various diagnostic trouble codes (DTC) and driveability concerns.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

The calibration update contains improvement actions and enhancements to address the following conditions:

- Intermittent engine surge during moderate to light loads at cruise,
- · Enhancements to misfire monitor detection,
- Powertrain control module (PCM) DTC P0430 and/or P0095.

NOTE

INSURE ALL HARD FAULT POWERTRAIN DTCS ARE ADDRESSED PRIOR TO PERFORMING THE CALIBRATION UPDATE.

- If the vehicle exhibits DTC-P6430-replace theleft bank catalytic converter. Refer to WSM section 309-00, Proceed to Step 2.
- 2. Reprogram the PCM to the latest calibration using IDS release 77A.03A or higher. This new Calibration is not included in the 2012.1A DVD.
 Calibration files may also be obtained at www.motorcraft.com.

NOTE

PLEASE ADVISE THE CUSTOMER THAT THIS VEHICLE IS EQUIPPED WITH AN ADAPTIVE TRANSMISSION SHIFT STRATEGY WHICH ALLOWS THE VEHICLE'S COMPUTER TO LEARN THE TRANSMISSION'S UNIQUE PARAMETERS AND IMPROVE SHIFT QUALITY. WHEN THE ADAPTIVE STRATEGY IS RESET, THE COMPUTER WILL BEGIN A RE-LEARNING PROCESS. THIS RE-LEARNING PROCESS MAY HESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

PART NUMBER	PART NAME
BL3Z-SE212-E	Converter Assy
W620514-S440	Nuts

WARRANTY STATUS: Eligible Under Provisions Of

New Vehicle Limited
Warranty Coverage And
Emissions Warranty
Coverage
Warranty/ESP coverage
limits/policles/prior approvals
are not altered by an ISB.
Warranty/ESP coverage
limits are determined by the
identified causal part and
verified using the OASIS
part coverage tool.

OPERATION 120210A DESCRIPTION
2011-2012 F-150 3.5L
GTDI: Check DTCs, And
Reprogram The PCM (Do
Not Use With Any Other
Labor Operations)

TIME 0.4 Hr.

NOTE: The information in Technical Service Bullatins is intended for use by trained, prolessional technicisms with the knowledge, tools, and equipment to do the job properly and earley. It informs these technicisms of conditions that may occur on some whiches, or provides information that could satisf in proper vehicle service. The procedures should not be performed by "do-Ryoursetiers", Do not assume that a condition described attacks your part of butter. Contact a Ford or Unicoh descinable observing whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan documentation determine Warranty and/or Extended Service Plan documentation determine at the time of printing. Forti Motor Company reserves the right to supproved this information with updates. The most recent information is available through Ford Motor Company's on-fine technical resources.

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PAGE 1

TSB 12-2-10 (Continued)

120210B

2011-2012 F-150 3.5L

1.0 Hr.

GTDI: Check DTCs, Reprogram The PCM, And Replace The Left Catalytic Converter (Do Not Use With Any Other Labor Operations)

DEALER CODING

BASIC PART NO.

· ANT

¥.,

CONDITION

CODE

RECALEM

04

PAGE 2

CUSTOMER #. 114317

145896

INVOICE

REEDOM

FORD-HONDA

45 Layne Brothers Drive . P.D. Box 210

IVEL. KV 41642

Phone: (606) 478-1234 Fax: (008) 478-9484

BETSY LAYNE, KY PAGE 1 www.freedomfordhonda.com HOME: CONT : BUS: CELL: SERVICE ADVISOR: 1468 CHAD MORRIS MAREIMODEL LICENSE' 1 TAG RED FORD F150 PICKUP 1FTFW1ET5BF 5052/5052 DEL DATE PO NO. PAYMENT INV. DATE 01JAN11 DD 17:00 31MAR12 90 OAPR12 CASH . A.O. OPENED READY OPTIONS: STK: V20111230 DLR: 01910

13:44 28MAR12 09:58 10APR12

TOTAL

LINE OPCODE TECH TYPE HOURS

A CK MISSES AT RED LIGHTS TAIL PIPE HAS EXCESS BLACK LIKE A DIESEL GETS 13 TO 15 MILES PER GALLON

CAUSE: CK OUT HAD RESITATION AND MISS, REPLACED TURBO VAC UUM REGULATOR SOLENOID AND REPROGRAMMED COMPUTER PER TSB 12-03-14 RETEST DROVE NO WISS O

120314A REPAIR AS PER TSB 120314 A

the property of the property of the contract o 1 BL3Z*9K37B*A SOLENOID ASY - TURBO CONTROL

(N/C)

(N/C)

PART#: BL3Z*9K378*A frankfire Pan. um best

COUNT;

CLAIM TYPE: AUTH CODE

0921

B** CK HESITATES ON TAKE OFF

Z SEE XPR 1

C 0.00 921

..... 0.00

C++ CK D/S FRONT DOOR SQUEAKS e lused door latches

C 0.00 921

0.00 0.00

0.00

D** CK HOT SMELL IN TRUCK
COULD TO DUPLECATE CONCERN

0.00

WE APPRECIATE YOUR BUSINESS

ASK OUR SERVICE ADVISORS ABOUT OUR GREAT SERVICE SPECIALS !! UNBELIEVABLE !!

STATEMENT OF DISCLAIMER

ON BEHALF OF SERVICING DEALER, I MPREBY 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
The legiony warrenty constitutes air
of the warrenties with respect to
the sale of this tlambisens. The
Salist hereby expressly disclaims as
varrenties either express or
implied, incheding any implied
warrenty of marchargebility or
timple of the agricular purpose.
Salist neither desumed nor
authorizes any other person to
assume for it any lability in
connection with the sale of this
hemitems.

PERCHIPTION :. TOTALE LABOR AMOUNT 0.00 0,00 PARTS AMOUNT GAS, OIL, LUBE 0.00 BUBLET AMOUNT 0.00 MISC, CHARGES 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 SALES TAX 0.00 PLEASE PAY

0.00

ISIONEDI DEALER, GENERAL MANAGER OR AUTHORIZED PERSON IDATEL

CUSTOMEN SIGNATURE

FORD:

2011-2012 F-150

ISSUE

Some 2011-2012 F-150 vahicles equipped with 3.5L Gasoline Turbocharged Direct Injection (GTDI) engine and built on or before 1/17/2012 may experience an Intermittent malfunction Indicator lamp (MIL) with diagnostic trouble code (DTC) P0234.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

- Reprogram the powertrain control module (PCM) to the latest calibration using IDS release 77A.03A or higher, This new calibration is not included in the 2012,1A DVD. Calibration files may also be obtained at www.motorcraft.com.
- 2. Remove the engine appearance cover.
- Remove the turbocharger vacuum regulator solenoid mounted on the right side of the upper intake manifold. (Figure 1)

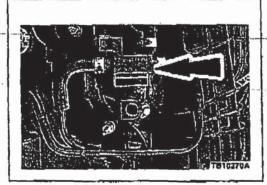


Figure 1 - Article 12-3-14

 Remove the vacuum tee and vacuum supply hose connecting the turbocharger vacuum regulator solenoid to the upper intake manifold. (Figure 2)



Figure 2 - Article 12-3-14

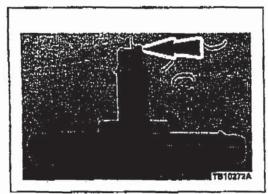
- Disconnect the vacuum supply hose from the vacuum tee.
- Insure the vacuum supply hose is clear of any internal contamination.
- Trim any exposed plastic material flashing off the vacuum teo using a razor blade or equivalent tool. (Figure 3)

NOTE: The Information in Technical Bervice Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do
the job properly and ealely. It Informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper
volvide service. The procedures should not be performed by "foo-hypourseiters". Do not assume that a condition described allegts yout care or truck. Contact a
Ford of Uncoln dealership to determine whether the Bulletin applies to your vehicles, whether you are Extended Service Plan converse unless stated otherwise in the TSB article. The Information in this Technical Bervice Bulletin (TSB) was
current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most record information is engished.

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PAGE 1

TSB 12-3-14 (Continued)



Flgure 3 - Article 12-3-14

- 8. Install the vacuum tee and vacuum supply
- 9. Install a new Turbocharger Vacuum Regulator Solenold.

NOTE

PLEASE ADVISE THE CUSTOMER THAT THIS VEHICLE IS EQUIPPED WITH AN ADAPTIVE TRANSMISSION SHIFT STRATEGY WHICH ALLOWS THE VEHICLE'S COMPUTER TO LEARN THE TRANSMISSION'S UNIQUE PARAMETERS AND IMPROVE SHIFT QUALITY, WHEN THE ADAPTIVE STRATEGY IS RESET, THE COMPUTER WILL BEGIN A RE-LEARNING PROCESS, THIS RE-LEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

PART NUMBER	PART NAME
BL3Z-9K378-A	Yurbocharger Vacuum Regulator Sciencid

WARRANTY STATUS: Eligible Under Provisions Of

New Vehicle Limited Warranty Coverage And Emissions Warranty

Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the CASIS part coverage tool.

OPERATION DESCRIPTION 120314A

2011-2012 F-150 3.5L

TIME 0.7 Hr.

GTDI: Check DTCs. Reprogram The PCM, Replace The Turbocharger Vacuum Regulator

Solenoid includes Time To Inspect And Clean The Vacuum Tee (Do Not Use With Any Other Labor Operations)

DEALER CODING

BASIC PART NO. 9K378

CONDITION CODE

PAGE 2

Server: AWS Prod

Claims loaded through: 07-JUN-2012

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 08-31/A-12

Note: Ali Cosis are in US Dollars - Server Name: AWS Prod Claims loaded through

VIV.	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	COD	PROD DATE	WARR DATE	SELLING DEALER	SELL	TIS	wcc	PREF	BASE	SUF	F VRT	VRT ROW	VFG	CCC CI
TETEWITT5B34	-6	T/F6	F	T/BC	T/AM	TÆ	AF	T/C3	T/KW	30- AUG- 2011	26- NOV- 2011	;47544	USA	3	2G05	•	RECALE?	d *	F04	SII	V52	D36 04
AWS Claim Key:	2646481	Doc #:	14540	3A	Trx Ced	e:	S07	Labor H	rs:	4	Labor C	Cost:	28.8	Ma	terial	Cost:	0	Total	Cost:	28.8		
Dir Cd-Sub Cd:	04001-*	Name:	FREE	DÓM FOI	RD		Ph:	606-4781	234	St: KY	Ctry Cd:	USA	Reg Co	1:	NA	Repr	Date:21-FS	B-2012	2	DIST	(Mile):	4152
Cust Comments:	CHST ST	ATES V	EHICL	E MISSE	S.NOISEY	ANDPO	OR FUEL	ECONON	TY.													
Cusi Comments:	000.00																				ATTE	
				DTCS,RI	EPROGRA	M PER T	SB 12 2 10	AND RET	FEST, D	ID FUEL	ECONON	AY TEST WI	TH IDS, 4	AT 5:	5 A VE	RAGII	NG 21 MPG	, AT 60	MPH :	AVERA	KGING	
	CK OUT			DTCS,RI	EPROGRA	M PER T	SB 12 2 10	AND RET	TEST, D	D FUEL.	ECONON 26-	AY TEST WI	TH IDS,	AT 5	5 A VE	RAGII	NG 21 MPG	, AT 60	MPH :	AVERA	CING	
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Tech Comments:	CK OUT 20 MPG.	OK NO	W	T/BC	Marie and any of the co	TÆ.	ر والمهاميان بمارشانی د	· · · · · · · · · · · · · · · · · · ·	I/KW	3G- AUG-	26- NOV-	147544	r a sila serotense	×+ -	r inggerig r Page	BL3Z		A	or all cr	S11	CARRIED WITH	
Tesh Comments: IFTFW1ETSB) AWS Claim Key: Dir Cd-Sub Cd:	CK OUT 20 MPG.	OK NO	F 145890	T/BC	T/AM Trs Code	TÆ.	AF	T/C3	I/KW	3G- AUG- 2011	26- NOV- 2011	147544	USA	S Ma	2D91	BL3Z	9K278	A Total	F04	S11 67.37	CARRIED WITH	D36 49
Tech Comments:	CK OUT 20 MPG. F6 3418764 04001-*	OK NO T/F6 Doc#: Name:	F 145890 FREEI	T/BC 5A DOM FOI	T/AM Trs Code	T/E e:	AF S07 Ph:	T/C3 Labor H 606-4781	1/KW rs: 234	3G- AUG- 2011 .7 Se: KY	26- NOV- 2011 Labor C Ctry Cd:	147544 Cost:	USA 50.4 Reg Co	S Ma	2D9I	BL3Z	9K278 16.97	A Total	F04	S11 67.37	V52	D36 49

Any comments? You can contact



webmaster

Location of Better Business Bureau

Concord Square

Name of Building (if any)

1460 Newtown Pike, Lexington, Kentucky

Bureau Address and City

606/259-1508

Bureau Phone Number (Emergencies Only)

Two story brick building sits off the road (Newtown Pike) and the parking lot is accessible off Griffin Gate Blvd.

DIRECTIONS

From the North on I-75 or from the West on I-64 (from Northern Kentucky or Frankfort):

When the Interstates merge, continue in the direction you are already traveling, follow the signs to Lexington.

Take Exit 115, Newtown Pike, to the right at the bottom of the exit ramp.

Turn left just past the Happy Dragon Chinese Restaurant and just before the Red Cross onto Griffin Gate Boulevard. It is a small acess road, there is no stop light.

From the South on I-75 or from the East on I-64 (from Richmond or Ashland):

When the Interstates merge, continue in the direction you are already traveling, follow the signs to Lexington.

Take Exit 115, Newtown Pike, to the left at the bottom of the exit ramp.

Turn left just past the Happy Dragon Chinese Restaurant and just before the Red Cross onto Griffin Gate Boulevard. It is a small road, there is no stop light.

From the West on Hwy. 60/Versailles Road/Bluegrass Parkway (from Versailles or Lawrenceburg):

Continue east on Versailles Road. Take the North on New Circle Road exit, it is a right turn.

Take the Newtown Pike exit that will take you North, it is the second ramp of the exit.

Turn right on Griffin Gate Boulevard, just past the Red Cross and Citation Blvd.

From the South on Hwy 27/Nicholasville Road (Danville, Nicholasville):

Take Nicholasville Road until you get to New Circle. Take the Left New Circle Road exit, to the West.

Take the Newtown Pike exit that will take you North, it is the second ramp of the exit.

Turn right on Griffin Gate Boulevard, just past the Red Cross and Citation Blvd.

BBB AUTO LINE



June 18, 2012

		C/O	ERIC	KACZ	ANDER
CHICAGO	TI				

Re: FRD1220958 //s Ford Motor Corporation 1FTFW1ET5BF

Dear C/O Eric Kaczander:

We have made two attempts to contact you by telephone to discuss your case. We need to hear from you before we can proceed. Please call the BBB as soon as possible at 800.955.5100.

The BBB AUTO LINE program operates in accordance with federal regulations that require us to complete each case within 40 days. Your help is necessary in order to move ahead. If we do not hear from you **within seven days** from the date on this letter, we will have to close your case.

If your case is closed, and you later decide to pursue your case through the BBB AUTO LINE program, a new case will be opened. If a new case is filed, we will make a new eligibility determination based on the manufacturer Program Summary guidelines in effect at that time.

We look forward to helping you in the resolution of your claim and await your call.

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

FRD1220958 Resistration

. 1

CERTIFICATE NO. KNAMES CONTROL NO. SAME DEC 03 8574DY TAXABLE CGRR:(FTIME) ***/***/***/** ***/***/***/***/***/RMK/** 12-0-04-13213 37,656 R098003 VALUE 2,259.36 TAX TAX 10-31-12 08 8574DY R098003 COAL MINER ISSUE 10,000 0.00 CHEDIT STATE PER SENSENCIET PER PROPERTY DE L'ANGEL DE L'ANGEL REE TRUCK 1FTFW1ET58F LIEN1 ACTIVE FORD MOTOR CRED CLEPK REE STATE HESE WEIGHT THE BESTVIE STEWART STREET SAFETY FOR THE BOOKS PEE SIGNATURE CLERK 11 UT FORD 113390360045 FEE ASSESSE OWNER(S) NAME(S), ADDRESS, SOC. SEC. NO.(S) YALDE NOT VALID FOR TRANSFER CURRL YR. 000 00422687 PROFINE SUE SALES OF THE SEA PREY, YRS. OWNERSHIP 06-08-12 KDA FAID COUNTY CLERK: COUNTY OF ISSUARCE IS WAUGH FLOYD COUNTY ESCHOOL 06/08/12 14:47:14

PE13-018 001975LC



Manufacturer Settlement Offer

CUSTOMER NAME: Nanetta Yates CASE NUMBER: FRD1220958 TODAY'S DATE: 06/07/2012

Engineer (FSE) to address the concern of the body/ listed on the Customer Claim Form. We believe this is the best option for the customer as an FSE is well-versed in the components of Ford products and has the latest technical updates available for. Upon completion of this repair to the customer's satisfaction, as a goodwill gesture, Ford will provide the customer with a 5 year / 75,000 miles Premium Care ESP with a \$100 deductible. This is the most comprehensive service plan that Ford offers; covering over 500 components within the engine, transmission, front and rear-wheel drive, steering, brakes, suspension, electrical, air conditioning, technology applications, safety implements, audio components, and emissions.

Please advise of the customer's position.

Michel Watson Dispute Resolution Specialist | Ford Customer Relationship Center



Manufacturer Settlement Offer

CUSTOMER NAME:

CASE NUMBER: FRD1220958

VEHICLE: 2011 F-SERIES

VIN: 1FTFW1ET5BF

TODAY'S DATE: 06/14/2012

Ford is prepared to offer Mr. Woods an inspection by a Ford Motor Company Field Service Engineer (FSE) to address the concern of the body/ listed on the Customer Claim Form. We believe this is the best option for the customer as an FSE is well-versed in the components of Ford products and has the latest technical updates available for. Upon completion of this repair to the customer's satisfaction, as a goodwill gesture, Ford will provide the customer with a 5 year / 75,000 miles Premium Care ESP with a \$100 deductible. This is the most comprehensive service plan that Ford offers; covering over 500 components within the engine, transmission, front and rear-wheel drive, steering, brakes, suspension, electrical, air conditioning, technology

Please advise of the customer's position.

Michel Watson

Dispute Resolution Specialist | Ford Customer Relationship Center

applications, safety implements, audio components, and emissions.

BBB AUTO LINE



June 7, 2012

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

Re: FRD1220958 vs Ford Motor Corporation 1FTFW1ET5BF

Dear Madam/Sir:

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

Enclosed please find the following information:

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

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

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

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

Council of Better Business Bureaus, Inc.

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

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

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

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

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

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

Sincerely,

Edith Newton at Extension 512

BBB.

BBB AUTO LINE

June 7, 2012

Re:W-C2 FRD1220958: vs Ford Motor Corporation

1FTFW1ET5BF

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

Dear Eric Kaczander:

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

Enclosed please find the following information:

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

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

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

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

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

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

Your written position must include all supporting documents that you wish the arbitrator to consider. Please send us a clear copy of the following documents that were not included with

Edith Newton at Extension 512

your initial sub	omission or were not legible when our office received them:
	No further documentation is required at this time
	Repair orders relating to the complaints(s)
	The vehicle's current registration
	The purchase contract or lease agreement Other:
need accurate incidental char those fees, alc	or decides a repurchase or replacement is the appropriate remedy, the arbitrator will information about the vehicle's purchase price as well as any collateral costs, rges and other expenses that your client seeks. Please submit an itemization of ong with supporting information/documentation, so we may include these amounts in to Arbitrate to permit the arbitrator to appropriately evaluate your client's request
than close of we will send received the have provide number liste	NE must receive your written position and supporting documents no later business fourteen days from the date of this letter. On the following day, each written position to the other party for comments. If we have not requested information from you, the correspondence and documents you ed us thus far will serve as your written position. Please reference the case d above at the top of each document you submit. You must also complete the enclosed Oath of Participant form.
	in/test drive is requested or required, per the BBB AUTO LINE rules, we will provide a days advance notice of the inspection date.
	er mail your position to our office at 3033 Wilson Blvd., Suite 600, Arlington, Virginia t to 703.247.9700. If you have any questions, please contact me at 800.955.5100.
Sincerely,	

BBB AUTO LINE Customer Claim Form

Case number: FRD1220958 Contact Date: 06/06/12 Start Date: 06/07/12

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

SECTION 1: CUSTOMER INFORMATION
Titled owner: C/O Eric Kaczander
Mailing address:
City: Chicago State: IL Zip code:
Day phone: Cell phone:
Fax: E-mail address:
SECTION 2: VEHICLE INFORMATION
Make: Ford Model: F-150 Truck Year: 2011 Current mileage: 6473
Name(s) that appears on the vehicle title:
Selling dealer/city/state: Same, Ivel, KY
Primary Servicing dealer/city/state: FREEDOM FORD,
Acquired as 🛮 new 🗌 used 🔲 demo 🔲 leased 🔝 Is the vehicle in your possession? 🖾 yes 🔲 no
Purchase/lease date: 01/01/11 Mileage at purchase/lease:
First repair attempt date: 02/21/11 How often is the vehicle used for business purposes (percentage): 0 First repair attempt mileage: 4152 Number of vehicles owned for leased by the business:
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:
Description of damage:
SECTION 3: DESIRED OUTCOME (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 INDENTIFICATION NUMBER 1FTFW1ET5BF
Lienholder/Leasing Company Phone Number
Account Number

Page 1

Case Number: FRD1220958

SECTION 4: VEHICLE PROB	LEMS (List primary p	roblem fir	st)	D1220930
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
Fuel System		1		
Body/Trim		2		
Engine		2		
Electrical		2		
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 <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

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

BBB AUTO LINE



AGREEMENT TO ARBITRATE

Date: 06/07/2012

Case Number:

FRD1220958

Customer:

er:

Business: Ford Motor Company

Mfr-Info: 6700 KY 1FTFW1ET5BF

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

Model: F-150 TruckYear: 2011

All parties named above submit to arbitration the following:

- * Fuel System
- * Body/Trim
- * Engine
- * Electrical

The parties have come to agreement on the following:

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

Consumer : RepurchaseManufacturer :

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

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

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

June 5, 2012

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

RE.

1 PTG

Dear Mr. Umanzor,

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

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

Thank you,

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

8BB AUTO LINE Customer Claim Form

		211
Case numb	er:	
Contact Da	te:	
Start Da	te:	

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

SECTION 1: CUSTOMER I	NFORMATION		
Titled owner:			
Mailing address: c/o Eric Kad	zander, Esq.; Krohn & Mo	oss, Ltd.;	
City: Chicago		State: IL	Zip code:
Day phone:	Evening phon		Cell phone:
Fax	E-mail addres	ss:	
SECTION 2: VEHICLE IN	ORMATION		
Make: Ford	Model: F-150	Year: 2011	Current mileage: 4,473
Name(s) that appears on the	vehicle title:		
Selling dealer/city/state: Fro	edom Ford, Ivel KY		
Primary Servicing dealer/ci			
Acquired as 🔼 new 🔲 use	d demo leased	Is the vehicle in your	possession? 🛛 yes 🗌 no
Purchase/lease date: Januar		Mileage at purchase/lo	
First repair attempt date: Fel	oruary 21, 2011	First repair attempt m	ileage: 4,152
How often is the vehicle used for business purposes (percei	Numb	er of vehicles owned sed by the business:	Transmission type: ☑ Automatic ☐ Manual
Has the vehicle been in an ac	cident/had body damage?	yes 🗓 no	Date of accident:
Description of damage:			
SECTION 3: DESIRED OU	TCOME (Describe what	you want done to	resolve your concern)
VIN:1FTFW1ET5BF(Repurchase plus attorneys fees.
Please complete the mis	sing information in the	box below and on	page 2.
VEHICLE INDENTIFICA	/m		
Lienholder/Leasing Co	mpany ford Me	Tac Pho	ne Number
Account Number)

SECTION 4: VEHICLE	PROBLEMS (List primary)	problem fi	rst)	
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	163
A A A A A A A A A A A A A A A A A A A				
1				
Total days out of service f	or all problems:			
Signature of Titled Owner	rs.		Date 6- 1- 201	12.

Signature of Titled Owner(s)

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

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

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

Date of Repair	Mileage	Description of Problem/Repair	Defects
02/21/12	4,152	Vehicle misses, noisy and poor fuel economy	Fuel system
		Drivers door squeaks when open	Body/Trim
03/16/12	4,812	Vehicle runs rough and is only getting 13.9 mpg	Engine
03/28/12-04/10/12	5,052	Misses at red lights, tail pipe has excess black like a diesel gets 13 to 15 miles per gallon	Electrical
		Hesitates on take off	Electrical
		D/s front door squeaks	Body/Trim
	22.02.02.02.02.00	Hot smell in truck	Engine

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PERCENTAGE RATE	CHARGE	Finar	oced	Payments	Price		N/A			
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order do de yourry rais		your b	ehalf	have made all scheduled payments	including your downpayment		Co-Buyer §	Bigns		
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COMMERCIAL USE	LATE CHARGE	E DAVM	ENT,	If you purcha	end the vehicle for	-				- 1
commercial use, you	must pay a late	charge	on the	portion of each	h payment received		N/A			
more than 10 days is				~~~	ever is less.	٦1	Buyer Signs			
<u> </u>	BALLGON					41	N/A			
Your last install	* · · · ·			is a balloon p	ayment.		Co-Buyer Sig	กร		
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# COMMONWEALTH OF KENTUCKY TRANSPORTATION CABINET CERTIFICATE OF TITLE



DATE OF ISSUE 12/12/11 FUEL USAGE TAX.  BETSY LAYNE KY  REMARKS  BRAND(S)  PIRST LIENHOLDER  ORD MOTOR CREDIT  NOBISON No. FIRST LIEN  114632 FLOY  Filling Date  Filling	THE PARTY OF	TITLE NO.	YEAR	MAKE	MODEL NAME	VIN/HIN	- 546a- A334 V	TIT	LE TYPE	MODE
UT RED 08 LENGTH BEAM CAPACITY HULL MATERIAL PROPOSED TO SEASON NAME DATE OF ISSUE 12/12/11 FUEL USAGE TAX 9 2259  DETSY LAYNE KY  REMARKS  BPANO(8)  PRIST LIEHHOLDER  ORD MOTOR CREDIT  INOSISION FO. FIRST LIEN COUNTY  114632 FLOY  Filing Date 12-05-11 Filing Date  12-05-11 Filing Date  12-05-11 Filing Date  12-05-11 Filing Date  12-05-11 Filing Date  12-05-11 Filing Date  13-05-11 Filing Date	1	L133903600	45 11	FORD	F150	1 FTFV	VIETSBF	OR	IGINAL	i
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BETSY LAYNE KY  REMARKS  BAND(R)  PIRST LIEDHOLDER  ORD MOTOR CREDIT  Notation No. Freet Lien County  114632 FLOY  Piling Date  Pressessed By:  County Lied 32 FLOY  Filing Date  Pressessed By:  County Lied 32 SECOND Lienhol  County  County Lied 32 SECOND Lienhol  County  County Lied 32 SECOND Lienhol  County  Filing Date  Pressessed By:  County Lied 32 SECOND Lienhol  County  County Lied 32 SECOND Lienhol  County  Filing Date  Pressessed By:  County Lied 32 SECOND Lienhol  County  County Lied 32 SECOND Lienhol  County  Filing Date  Pressessed By:  County Lienhold County  Filing Date  County County  County County  County County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  County  Co	TO			100 - 00						2259
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I certify that the Department of Vehicle Regulation has exercised due diligence in exemining an application for a certificate of title for the above-described vehicle the best of our knowledge and belief the applicant whose name appears above to the lawful owner of the apparently teglishate vehicle described herein.  Commissioner, Department of Vehicle Regulation  General Commissioner, Department of Vehicle Regulation  49 USC SEC, 22705 AND KRS 190.300 RROUIRE THAT YOU STAYE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP.  FAILURE TO COMPLETE, OR PROVIDING FALSE STAYEMENT, MAY RESULT IN PENALTIES.  FIRST DEALER ASSIGNMENT  The understigned owner hereby certifies that the vehicle described hat the odomier repeting is the valual misage of the valuation soles one of the following (print name and address of transferee):						SHAN COLLEGE		1		
County Clarks use Only.  Date  County Clarks use Cray.  County Clarks use Cray.  Date  County Clarks use Cray.  County Clarks use Cray.  County Clarks use Cray.  County Clarks use Cray.  Control our knowledge and belief the applicant whose name appears above is the lawful owner of the apparantly toplinnate verticle described hardin.  Themas O Securation  (STATE SEAL)  CONTROL NO. C 1 7 3 2 3 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2					12-05-11					
Leartify that the Department of Vehicle Regulation has exercised due diligence in examining an application for a certificate of title for the above-described vehicle the best of our knowledge and belief the applicant whose name appears above is the lawful owner of the apparently legitimate vehicle described herein.    Commissioner, Department of Vehicle Regulation	C	29606						1		
Transferre(s) Signeture(s)  Transferre(s) Signeture(s)  Transferre(s) Signeture(s)  Transferre(s) Signeture(s)  Assign denomination before me this day of my knowledge that the vehicle described in this tille has been transferred to the following (print name and address of transferred):  The undersigned owner hereby certifies that the vehicle described in this tille has been transferred to the following (print name and address of transferred):  Todometer Reading  (no tenths)  Transferre(s) Signeture(s)  Transferre(s) Signeture(s)  Assign Difficial  Title  Subscribed and even before me this day of my knowledge that the vehicle described in this tille has been transferred to the following (print name and address of transferred):  Transferre(s) Signeture(s)  Transferre(s) Signetu				County Clerk's us		COUNTY Clock's U	Se Crity	816		
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Date of Transfer  Getter Dealer No.  Purchasing Dealer No.  Purchasing Dealer No.  Purchasing Dealer No.  Attesting Official  Subscribed and aworn before me this		49 USC SEC, 3270 FAILURE TO COM! The undersigned ov	S ANO KRS PLETE, OR F where hereby controls to the control to	nicle Regulation 190.300 REQUIRE TROVIDING FALSE certifies that the vehicle best of my knowledge  ****CAUTION 150	THAT YOU STAYE THE VE STATEMENT, MAY RESULT FIRST DEA Cle described in this title has that the adometer repains in the READ CAREFULLY The militage stated is in excess	HICLE MILEAGE T IN PENALYIES, ALER ASSIGN as been transferred actual milesge of the ver- BEFORE YO a of its mechanical lim	IN CONNECTION V  *********  MENT Is to the following (princis unless one of the following)  U CHECK A BL	VITH THE TRANSFER  Int name and address to the observer  LOCK****	OF OWNER	ЭБНІР.
Altesting Official  Subscribed and aworn before me this	) :	49 USC SEC, 3270 FAILURE TO COM! The undersigned ov Odometer Reading	S ANO KRS PLETE, OR F where hereby of control to the control to th	nicle Regulation 190.300 REQUIRE TROVIDING FALSE certifies that the vehicle best of my knowledge  ****CAUTION 150	THAT YOU STAYE THE VE STATEMENT, MAY RESUL FIRST DEA Cle described in this title he that the odometer reading is the READ CAREFULLY The mileage stated is in excess.	HICLE MILEAGE T IN PENALTIES, ALER ASSIGN as been transferred actual mileage at the ve- PEFORE YO of its mechanical lime e actual mileage. Wa	IN CONNECTION V	VITH THE TRANSFER  Int name and address to the observer  LOCK****	of OWNER	авнір.
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#### Your Account Information

Account Number Vehicle Description VIN

1FYFW1ETSBF

Statement Date Payoff Amt Good Thru 05/21/2012 \$ 33,027.14 06/10/2012

Customer Service Center Hours of Operation 1-800-727-7000 Mon-Fri 7am - 8pm CST Sat 7am - 5pm CST www.fordcredit.com

Website Address

Refer to back of statement for additional contact information.

#### Your Transaction(s) Since Last Statement

DATE

DESCRIPTION

AMOUNT

05/04/2012 Pa

Payment Received - Thank you!

\$ 670.37

Payments received after statement date are not reflected.

#### Your Amount(s) Due

DATE

DESCRIPTION

AMOUNT

06/10/2012 Payment Due

TOTAL AMOUNT DUE

\$ 670.37 \$ 670.37

ACCOUNT MANAGER

#### Never worry about missing a payment.

Now you can set up text message* and email aborts for payment rominders, statements available and payments received.

Enroil or log in to Account Manager at fordcredit.com to get started

Message and Julia rates may gonly

# More power from every drop of fuel.

Ford EcoBoost Lingina

Direct-injection turbopharcen
technology in the 2012 Edge if volume
Takins and F-150 with available
EcoBnost optimizes fuel intake so you
get the power and performance you
want, plus great fuel economy.*

See this green technology in action at **ford.com**.



*Edge EPA estimated 21 at y/30 bw/724 combined mips, EcoBoost LWI, Ecologic EPA-estimated 20 cty/28 bw//23 combined ingo, favous EPA estimated 27 cty/25 lww/20 combined roug in 150 LEA grammated 36 cty/27 lwy/88 combined ingo, or 2

DETACH AND RETURN REMITYANCE COUPON FOR EACH ACCOUNT PAID



FORD CREDIT Customer Service Center

Customer Service Center P.O. Box 542000 Omaha NE 68154-8000 Account Number Payment Due Date TOTAL AMOUNT DUE



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BETSY LANE KY

ENTER TOTAL AMOUNT PAID ABOVE

SEND PAYMENT TO:

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Ford Credit P.O. Box 790093 St. Louis MO 63179-0093

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FREEDOM 145896 CUSTOMER #: 45 Layne Brothers Drive - P.O. Box 210 *INVOICE* IVEL. KY 41642 Phone: (606) 478-1234 FBX: (606) 478-9484 BETSY LAYNE, KY PAGE 1 www.freedomfordhooda.com CONT HOME: BUS: CELL SERVICE ADVISOR: 1468 CHAD MORRIS YEAR MAREIMODEL COLOR Viv. LICENSE MILEAGE IN OUT TAG FORD F150 PICKUP 1FTFW1ET5BE RED 5052/5052 DEL DATE PROD DATE WARR EXP ... PROMISED PO NO. RATE PAYMENT INV. DATE 01JAN11 DD 17:00 31MAR12 90.00 CASH 10APR12 H.O. OPENED READY OPTIONS: STK: V20111230 DLR: 01910 13:44 28MAR12 09:58 10APR12 LINE OPCODE TECH TYPE HOURS LIST NET A CK MISSES AT RED LIGHTS TAIL PIPE HAS EXCESS BLACK LIKE A DIESEL GETS TOTAL 13 TO 15 MILES PER GALLON CAUSE: CK OUT HAD RESITATION AND MISS, REPLACED TURBO VAC UUM REGULATOR SOLENOID AND REPROGRAMMMED COMPUTER PER TSB 12-03-14 RETEST DROVE NO MISS O 120314A REPAIR AS PER TSB 120314 A - 1 3 1 4 4 921 6 W 0 70 (N/C) 1 BL3Z*9K378*A SOLENOID ASY - TURBO CONTROL (N/C) FCp D36:49. PART#: BL3Z*9K378*A COUNT; CLAIM TYPE: AUTH CODE: 0921 B** CK HESITATES ON TAKE OFF Z SEE RPR 1 921 0.00 0.00 0.00 ********************************* C** CK D/S FRONT DOOR SQUEAKS Z LUBED DOOR LATCHES C 921 0.00 0.00 D** CK HOT SMELL IN TRUCK
CND COULD V DUPLICATE CONCERN 97 0.00 0.00 0.00 ************** WE APPRECIATE YOUR BUSINESS ASK OUR SERVICE ADVISORS ABOUT OUR GREAT SERVICE SPECIALS UNBELIEVABLE !! a trasfer et will book etc. 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 DESCRIPTION: TOTALS The factory werenty constitutes all of the warrantles with respect to the sale of this tramblane. The Seller heraby expresely disclaims all warrantles either express or implied, including any implied warranty of marchanteolity or fitness for a particular; purpose, Sellar neither seaumes nor authorices any other person to assume for it any fighting in connection with the sale of this item/fame. 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 ISIGNEDI DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 0 .: 00

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## FREEDOM

45 Layne Brothers Drive - P.O. Box 210

IVEL, KY 41642

Phone: (606) 478-1234

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INVOICE

Fax: (606) 478-9484 PAGE 1 BETSY LAYNE, KY www.freedomfordhonde.com CONT HOME: SERVICE ADVISOR: 1468 CHAD MORRIS BUŞ LICENSE MILEAGE IN/ OUT TAG COLOR MAKE/MODEL VIN YEAR 1FTFW1ET5BF 4152/4152 FORD F150 PICKUP RED RATE PAYMENT INV, DATE PROD. DATE WARR. EXP. PROMISED PO NO. DEL DATE CASH 21FEB12 90.00 17:00 21FEB12 OLJANII DD OPTIONS: STK: V20111230 DLR: 01910 R.O. OPENED READY 09:02 21FEB12 13:17 21FEB12 NET TOTAL LIST LINE OPCODE TECH TYPE HOURS A CUST STATES VEHICLE MISSES, NOISEY AND POOR FUEL ECONOMY CAUSE: CK OUT VERIFIED, CK DTCS, REPROGRAM PER TSB 12-2-10 AND RETEST, DID FUEL ECONOMY TEST WITH IDS, AT 55 AVERAGING 21 MPG, AT 60 MPH AVERAGING 20. 120210A CK DTC'S.REPROGRAM PCM PER TSB 12-2-10 (N/C) W 0.40 921 FC: D36 04 PART#: RECALEM COUNT: CLAIM TYPE: AUTH CODE: 0921 B DRIVERS DOOR SQUEAKS WHEN OPEN Z LUBE DOOR AND RETEST OK NOW 921 C 0.00 0.00 0.00 C SYNC PHONE FOR CUSTOMER Z SYNCED PHONE OK

WE APPRECIATE YOUR BUSINESS
ASK OUR SERVICE ADVISORS ABOUT OUR
GREAT SERVICE SPECIALS
!! UNBELIEVABLE !!

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STATEMENT OF DISCLAIMER ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS DTHERWISE SHOWN, SERVICES DESCRIBEDWERE FERFORMEDAT NO CHARGE TO OWNER. THEREWAS 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 DISCLARMENT The factory werrantly constitutes all of the werrantles with respect to the sale of this iterritoria. The Seller hereby expressly factorians are or implied. Including eny implied warrantly of mechanishilly or hybrid including eny mighted warrantly of mechanishilly or hybrid including eny mighted warrantly of mechanishilly or person to assume for it any libridity in connection with the sale of this services. DESCRIPTION TOTALS LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLEY AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 SALES TAX (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) 0.00 CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 0.00

CUSTOMER COPY

CUSTOMER #: 114317

145724

FORD-HONDA

45 Layne Brothers Drive - P.O. Box 210 IVEL, KY 41642

Phone: (606) 478-1234 Fex: (606) 478-9484

HOMOA

*INVOICE*

PAGE 1 www.treedomfordhonda.com

BETSY LAYN	IE, K	Y	CONT:			PAGE 1		ww.freedomfor		
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A CK VERICLE RUNS ROUGH AND IS ONLY GETTING 13.9 MPG Z ACCORDING TO SSM 22225, ENGINEERING IS WORKING ON A PIX, DO NOT ATTEMPT REPAIR AT THIS TIME

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******************************* WE APPRECIATE YOUR BUSINESS ASK OUR SERVICE ADVISORS ABOUT OUR GREAT SERVICE SPECIALS 11 UNBELIEVABLE 11 Little Committee (1944) and a final committee of the comm

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.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

ISIGNEDI

STATEMENT OF DISCLAIMER The fectory 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 authorized entry other person to assume for it any leability to connection with the sale of this item/items. itam/itoma.

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

Print Page Click Here

OASIS RESULT: 1FTFW1ET6BF

· VEHICLE INFORMATION VEHICLE DESCRIPTION: 2011 F-SERIES LD TRANSMISSION: BREO & SPD AUTO PAINT COLOR: RED CANDY (2) TO AXLE RATIO: 3.73 FINAL DRIVE RATIO

USA: EN-US

VHR ACTIVATED: N

OWNER NAME:

DISTANCE: 48000

BODY STYLE: F-186 SUPERCREW 4X4 AXLE CODE: LE PAINT CODE: RZ WHEEL SIZE: 18X7.5" CHROME CLAD WHEEL

Report a Problem 16-MARCH-2012 / 12:49:19 / FCXW5446

ENGINE: 3.8L DONG 4V V& GTO! ENGINE CALIBRATION: BF613CON RADIO: ELETR PREM AMIFM STROIDISC FRONT TIRE: LT275/85R 18C A-T OWL GROSS VEHICLE WEIGHT: 7200 LB. GVW

SYNC VERSION: VS . WARNING MESSAGES

CUDL - THIS VEHICLE HAS A CLOSED CUDL REGION CONTACT

· ACCURATE REPAIR NOTIFICATIONS NO ARN MESSAGES FOUND

. GENERAL WARRANTY INFORMATION

WARRANTY START DATE: 26-NOVEMBER-2011

RUII D DATE: 30-AUGUST-2011

New Vehicle Base Warranty SALE MILEAGE: 08128

. OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

. EXTENDED COVERAGES

0998 - USA 2012 NEW 36/45K PREM MAINT(MEW) 5K INTERVAL

SCC PROCESSOR RECAL

STANDARD DEDUCTIBLE: 0 USD

EXPIRATION DATE: 28-NOVEMBER-2014

TOWNG: 0 USD

CONTRACT SOLD BY: USA 48996 OWNER OF VEHICLE MUST MATCH OWNER NAME ON GASIS FOR COVERAGE TO APPLY Competitive make ESP part verification

RENTAL: 0 UP TO 0 DAYS

ESP CONTRACT START DATE: 25-NOVEMBER-2011

. WARRANTY REPAIR HISTORY

21-FEBRUARY-2012

DEALER: Freedom Ford

WARRANTY CLAIM NUMBER: 148403 PARY NUMBER

ODOMETER: 004182M

120210A

CONDITION CODE BOFTWARE REVISION/FLASH MODULE 94

CK OUT VERFIED CK OTCS REPROGRAM PER 188 12-2-10 AND RETEST. DID FUEL ECONO MY TEST WITH IDS, AT 55 AVERAGING 21 MPG, AT 60 MPH AVERAGING 28 MPG, CK NOW

YTITIANUD

999

Click Here for Full Warrenty History

. SYMPTOM CODE INFORMATION

Driving Performance > Poor Fuel Economy

SPECIAL SERVICE MESSAGES

21907 F-188 S.E. ECOPACITY CURTOMER COMPLAINT OF POOR FUEL ECONOMY
SOME 2017 F-188 S.E. ECOPACITY CURTOMER COMPLAINT OF POOR FUEL ECONOMY.
SOME 2017 F-188 S.E. ECOPACITY CURTOMER COMPLAINT OF POOR FUEL ECONOMY. BEFORE
ATTEMPTING REPAIR, ENSURE FACTORS THAT IMPACT FUEL ECONOMY SUCH AS USAGE OF VEHICLE (TRAILER TOWING AND PAYLOAD). CUSTOMER
DRIVING HABITS, OR CONFIGURATION ITEMS (I.E. TIRE SIZE, AXLE RATIO) ARE NOT ATTRIBUTING TO FUEL ECONOMY READINGS, CONSISTENT FUEL
ECONOMY READINGS WILL BE OBTAINED AFTER 2,000 MI (3,000 KM) ARE ACCUMULATED ON THE VEHICLE. THE ECOBOOST ENGINE PROVIDES POWER
WHEN THROTTLE INPUT AND VEHICLE LOAD ARE DEMANDED BY UTILIZING THE HIGH PRESSURE FUEL SYSTEM AND TURBOCHARGERS, OPTIMAL FUEL
ECONOMY WILL BE NOTED WHEN THROTTLE INPUT AND VEHICLE LOAD ARE MINIMAL, REFER THE CUSTOMER TO THE OWNER'S GUIDE CHAPTER
MAINTENANCE AND SPECIFICATIONS ESSENTIALS OF GOOD FUEL ECONOMY TO PROMOTE MAXIMUM FUEL ECONOMY DRIVING HABITS. EFFECTIVE DATE: 08/30/2011

THERE ARE NO 1885 FOR SYMPTOM ENTERED

580***

Driving Performance > Runs Rough

SPECIAL SERVICE MESSAGES

CRUISE, MILES AND EACH SYMPTOMS - CYLINDER MISPIRE, STUMBLE ON HARD ACCELERATION AFTER EXTENDED HIGHWAY

CRUISE, MILES AND EACH STORE TO ECULIPPED WITH A 3.61. GTDI ENGINE MAY EXHIBIT AN INTERMITTENT STUMBLE AND/OR MISFIRE ON HARD ACCELERATION AFTER
AN EXTENDED DRIVE AT HIGHWAY SPEEDS. THESE VEHICLES MAY OR MAY NOT EXHIBIT A STEADY OR FLASHING MIL LIGHT WITH MISFIRE DTCS
AND/OR POASO STORED IN THE PCM. THESE SYMPTOMS MAY BE MORE MOTICEABLE DURING HIGH HUMID OR DAMP CONDITIONS. THIS CONCERN MAY
BE CAUSED BY EXCEOSIVE CONDENSATION COLLECTING IN THE CHARGE AIR COULER. REPLACING SECONDARY IGNITION COMPONENTS WILL, NOT
RESOLVE THIS CONCERN. REFER TO TSB 12-2-10. ENGINEERING IS INVESTIGATING, CONTINUE TO MONITOR DASIS FOR FURTHER UPDATES.

22048 2011 F150 3.5L GTDI AND 2012 FOCUS 2.0L GDI - IMPORTANT IGNITION COIL SERVICE TIP
2011 F150 3.5L GTDI AND 2012 FOCUS 2.0L GDI DO NOT DISCONNECT ANY OF THE IGNITION COIL 12V CONNECTORS WHILE THE ENGINE IS RUNNING.
THIS CAN DAMAGE THE POWERTRAIN CONTROL MODULE AND THE IGNITION COIL. IF A COIL NEEDS TO SE UNPLUGGED WHILE PERFORMING
DIAGNOSTICS YOU MUST FIRST TURN OFF THE ENGINE..

EFFECTIVE DATE: 09/14/2011

Fire come come come the imparison and the minimum of the come of t 21735 MODULE SWAP PRACTICES FROM VEHICLE TO VEHICLE, MAY CREATE A NON-RECOVERABLE MODULE CONDITION FOR 2010-2011 VEHICLES AND SHOULD NOT BE ATTEMPTED.

AND SHOULD NOT BE ATTEMPTED.

WHEN DIAGNOSING/REPAIRING MODULE RELATED CONCERNS ON 2010-2011 F-150, EDGE/MKX, F-SUPER DUTY, EXPLORER VEHICLES, SWAPPING A KNOWN GOOD MODULE FROM A DONOR VEHICLE IS NOT RECOMMENDED DUE TO THE ARCHITECTURE OF THE MODULE. SWAPPING A MODULE FROM A DONOR VEHICLE WILL CAUSE A MODULE ERROR DUE TO THE VIN RECORDED INSIDE THE MODULE OF THE DONOR VEHICLE. PLEASE ENSURE ALL WORKSHOP MANUAL PROCEDURES ARE FOLLOWED WHEN DIAGNOSING THE CONDITION PRESENTED, PRIOR TO ALL MODULE REPLACEMENTS.

21857 POWERTRAIN CONTROL MODULE PROGRAMMING ERRORS
SOME 2002-2011 VEHICLES MAY EXPERIENCE AN INACCURATE IDS MESSAGE DURING POWERTRAIN CONTROL MODULE (PCM) RE-PROGRAMMING. IF
THE VEHICLE HAS A P1000 STORED GEFORE PCM RE-PROGRAMMING, THE IDS MAY FALSELY STATE A LATER CALIBRATION IS AVAILABLE, IT IS
RECOMMENDED TO IGNORE THIS MESSAGE, IF THE PCM IS AT THE LATEST LEVEL, NO FURTHER UPDATES ARE REQUIRED. TO VERIFY THAT THE PCM IS

1FTFWIETSBF

nttp://www.vrep.tordtechservice.dealerconnection.com/vdirs/oasis/oareq.asp'/backto=www&doma... 3/16/2012

*********

~	AT THE LAYEST LEVEL, VERIFY YOUR PART NUMBERS USING THE EFFECTIVE DATE: 12/17/2010	E TECHNIÇIAN (	LOG VIEWER, OR I	MODE 9 DATA.	6403	
	TECHNICAL SERVICE BULLETINS 12-02-10 2011-2012 F150 - 3.5L GITH CAUBRATION UPDATE - VARIOUS 198UES	Alree	9 1 Dove	on both	14.24	C
	SOME 2011-2012 F150 VEHICLES BUILT ON OR BEFORE 02/06/2012 ENGINE MAY EXHIBIT A MALFUNCTION INDIOATOR LAMP (MIL) WI FOLLOW THE SERVICE PROCEDURE STEPS TO CORRECT THE COSee TBB for complete details	TH VARIOUS OF				

Request Hotline Assistance | Prior Approval | Cost Cap | SuperDuty/Econ CLP | On-line 1878 END OF OASIS REPORT FOR 1FTFW1ET6BFC71818

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1FTFW1ET5BF

# Krohn & Moss, Ltd.

Carizuma, California, Florida, Illinoia, Indiana, Emetucky, Minnasoto, Missouri, Noroda, Ohio, Wisconsin, Washington, DC)
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Writer licensed to practice in Illinois, Kentucky and Minnesota

May 30, 2012

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

RE:

v. Ford Motor Company

Vehicle:

2011 Ford F150

VIN:

1FTFW1ET5BF

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act 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.

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

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

- 1. Defective engine as evidenced by engine misfiring, excessive engine noise, engine running rough, hesitation during acceleration and poor gas mileage; and
- 2. Any 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 both written and implied warranties:

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

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

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

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

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

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

Singerely,

Eric Kaczander Attorney at Law

EK/tm CC:



# Ford Motor Company – Kentucky

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 Kentucky lemon law must be filed with BBB AUTO LINE within two years after the date of the vehicle's original delivery to the customer. Other warranty disputes arising under Kentucky law must be based on a defect or condition that occurred during the first two years or 25,000 miles, whichever comes first, of the customer's ownership of the vehicle.

Claims not covered by the Kentucky 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 Kentucky 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.

Ford - Kentucky 5/2006

#### **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 Kentucky lemon law.

Claims may also be filed for Ford, Lincoln, and Mercury cars and light trucks that are **not** covered by the Kentucky 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, or otherwise covered by Kentucky law;
- Currently registered in Kentucky; and
- Purchased or leased in the United States and normally operated in the United States.

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

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

#### BBB AUTO LINE REMEDIES

The arbitrator may award the following remedies:

- Repairs.
- · A Ford Extended Service Plan for the customer's current vehicle.
- Reimbursement for money the customer paid to repair the vehicle if those repairs should have been covered by the Ford New Vehicle Limited Warranty.
- Repurchase of the vehicle.
- Replacement of the vehicle **only** if it was purchased or leased *new*.

#### REPAIRS/REIMBURSEMENT FOR REPAIRS

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

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

#### REPURCHASE/REPLACEMENT

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

Ford - Kentucky 5/2006

- 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 Kentucky lemon law, the arbitrator must award a repurchase or replacement that will consist of the following remedies:

#### Repurchase

Ford will refund the following amounts:

- 1. The full purchase price paid for the motor vehicle,
- 2. Finance charges,
- 3. All sales tax,
- 4. License fee,
- 5. Registration fee,
- 6. Any similar governmental charges, and
- 7. All collateral charges.

#### Replacement of a Vehicle Purchased or Leased New

Ford will provide a replacement vehicle from dealer inventory that is comparable to the vehicle being replaced. Replacement is not an available remedy if the current vehicle was purchased used.

If the customer chooses a **new** replacement vehicle, the customer may be required to pay for the customer's use of the current vehicle and/or the difference in Manufacturer's Suggested Retail Price between the current and replacement vehicles.

#### Deductions/Exclusions from a Repurchase or Replacement Award

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

If the arbitrator awards a replacement in a claim that does not meet all elements
of the Kentucky lemon law, the award will require payment for the customer's use of
the vehicle in accordance with the following formula:

mileage at first repair of the defect for which a replacement is awarded x purchase 100,000 price

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

all accrued mileage – 100 miles x purchase 100,000 price

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

#### CUSTOMER RESPONSIBILITIES

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

#### CLAIMS THAT ARE NOT ELIGIBLE

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

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

#### STANDARDS OF THE KENTUCKY LEMON LAW

The following is a brief explanation of most relevant provisions of the Kentucky lemon law. The complete text of the lemon law can be found at Kentucky Rev. Stat. 367.840 *et seq*.

#### VEHICLES COVERED

The Kentucky lemon law applies to a motor vehicle that:

- 1. Is intended primarily for use and operation on the public highways;
- 2. Is required to be registered or licensed in Kentucky prior to such use or operation;
- Has been finally and completely assembled and is in the possession of a manufacturer, factory branch, distributor, wholesaler, or an authorized motor vehicle dealer; and
- 4. Is in fact new and on which the original title has not previously been issued;

The lemon law does not cover motor homes, motorcycles, mopeds, vehicles with more than 2 axles, farm tractors and other farm machines, and vehicles substantially altered after the initial sale from a dealer to an individual.

A "new motor vehicle" means a motor vehicle that:

- 1. Has been finally and completely assembled;
- 2. Is in the possession of a manufacturer, factory branch, distributor, or authorized dealer; and
- 3. Is in fact new and on which the original title has never been issued.

#### CONSUMERS COVERED

The lemon law covers any resident person who buys or contracts to buy a new motor vehicle in Kentucky. The lemon law also covers any resident person who leases a new motor vehicle in Kentucky after July 15, 1998. The lemon law does not cover subsequent purchasers or lessees.

#### VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

#### PROBLEMS COVERED

The lemon law covers vehicle "nonconformities," which it defines as the failure to conform with an express warranty in a manner that substantially impairs the use, value or safety of the motor vehicle.

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2005, Council of Better Business Bureaus, Inc.

Kentucky

The lemon law provides the manufacturer with an affirmative defense if it can be shown that the nonconformity, defect or condition is the result of abuse, neglect, or unauthorized modification or alteration of the vehicle by the consumer.

#### MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

#### **Notice to Manufacturer**

The Kentucky lemon law requires that a consumer notify the manufacturer in writing if the manufacturer or its agents are unable to repair a vehicle nonconformity to the express warranty after a reasonable number of attempts during the first 12,000 miles of operation or during the first 12 months following the date of delivery to the consumer, whichever is the earlier date.

#### Repurchase or Replacement if Nonconformity Not Corrected After Reasonable Number of Attempts

If, after a reasonable number of attempts within the 12 months/12,000 mile time period specified above, the manufacturer or its agents are unable to repair or correct any nonconformity or defect that substantially impairs the use, value or safety of the motor vehicle, then the manufacturer is required to replace or repurchase the motor vehicle.

#### REASONABLE NUMBER OF REPAIR ATTEMPTS

The Kentucky lemon law creates a presumption that a reasonable number of attempts have been made if, within the first 12,000 miles of operation or during the period of 12 months following the date of original delivery of the motor vehicle to the consumer buyer, whichever is earlier, either:

- The same nonconformity, defect or condition has been subject to repair four or more times by the manufacturer, but the nonconformity, defect or condition continues to exist; or
- 2. The vehicle is out of service/use by reason of repair of the same non-conformity, defect, or condition for a cumulative total of at least 30 calendar days.

#### DISPUTE RESOLUTION

Disputes arising under the lemon law provisions requiring repurchase or replacement must be resolved through the required informal dispute resolution system, prior to seeking any judicial relief.

Each manufacturer transacting business in Kentucky must offer to consumers a comprehensive informal dispute resolution system that accepts warranty disputes occurring during the earlier of the first two years or 25,000 miles of the consumer's or lessor's ownership of the motor vehicle. Note that this requirement is independent of the lemon law provisions, and requires arbitration of certain warranty disputes that might not be covered by the lemon law.

Guidance from the Attorney General indicates that the dispute resolution provisions apply to any new motor vehicle that that would *normally* be used for personal, family or household purposes, regardless of how the individual buyer uses the particular vehicle that is the subject of the dispute. Any vehicle falling within the lemon law's definition of motor vehicle is covered by the dispute resolution provisions.

#### TIME PERIOD FOR FILING CLAIMS

An action under the lemon law must be commenced within two years after the date of the vehicle's original delivery to a consumer.

#### REMEDIES UNDER THE KENTUCKY LEMON LAW

#### REPURCHASE

The Kentucky lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned or leased vehicle under the lemon law:

- 1. the full purchase price paid for the motor vehicle,
- finance charge,
- 3. all sales tax,
- 4. license fee,
- 5. registration fee,
- 6. any similar governmental charges, and
- 7. all collateral charges,
- 8. less a reasonable allowance for the consumer's use of the vehicle.

Reasonable allowance for the consumer's use means the amount directly attributable to a consumer's use of the vehicle other than those time periods when the vehicle is out of service due to the nonconformity.

#### REPLACEMENT

When replacing a vehicle under the Kentucky lemon law, the manufacturer must provide a comparable motor vehicle. The reasonable allowance for use does not apply to a replacement.