

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: 2011 Ford F-150

VIN: 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;

060117 001758LC 001758LC

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

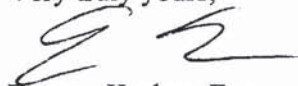
Any and all additional complaints actually made, whether or not contained on your service records, company's invoices, or otherwise.

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 Kruk, Esq.
Enc.



CUSTOMER #: 4863

43050

INVOICE

440 JERICO TPKE
ST. JAMES, NY 11780
SERVICE (831) 265-2688
FAX (831) 265-3249
www.FordofSmithtown.com

PAGE 1

BRENTWOOD, NY
HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 4631 Vincent Grosso

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for FORD F150 PICKUP, VIN 1FTEX1CM7BF, license 4597/4602, tag T672.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes work performed on 01JUN11 and 03JUN11.

A C/S CHECK TRUCK HAS NO POWER, NO LIGHT ARE ON
CAUSE: ROAD TEST VERIFIED CONCERN, CK OASIS PERFORM KOEO PASSED CK FUEL
PSI GOOD, CK PID DATA MONITOR CK SHIFT COMMAND CK FOR TRANS
CALIBRATION H

D D

8069 WF (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
4597 ROAD TEST VERIFIED CONCERN, CK OASIS PERFORM KOEO PASSED CK
FUEL PSI GOOD, CK PID DATA MONITOR CK SHIFT COMMAND CK FOR TRANS
CALIBRATION HAS UPDATE REPROGRAM PCM REROAD TEST, FOUND FLEX FUEL PID
READING 26%, TALKED TO CUST. GET MORE INFO. TAKE FUEL SAMPLE FOUND 25%
FLEX FUEL. MUST FILL TANK WITH REG. FUEL THEN DRIVE 5 MILES TO RESET
FUEL ADAPTIVE STRATEGY. MUST FILL 90% OR MORE. NO SMALL AMOUNTS CAN
CAUSE FUEL CONCERNS.

B C/S CHECK FOR TICKING NOISE FROM ENGINE, SOUNDS LOUDER ON LEFT SIDE
D D

8069 IFSP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
4597 CK FOR NOISE ONLY HEAR NORMAL INJECTOR AND TAPPET NOISE
CHARACTERISTIC FOR 3.7L 4V-DAMB.

C PERFORM MULTIPOINT INSPECTION FILL ATW QUALITY CARE REPORT CARD
99P PERFORM MULTIPOINT INSPECTION FILL ATW
QUALITY CARE REPORT CARD

8069 IFSP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
4597 MULTI. LOF DUE

D** TAPS RENTAL
CAUSE:
D D

8069 WF (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

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 charge based on mechanic'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.

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

X Customer Signature: Acknowledges Receipt of Copy

CUSTOMER #: 4863

43050



INVOICE

440 JERICO TPKE
ST. JAMES, NY 11780
SERVICE (631) 285-2888
FAX (631) 285-3249
www.FordofSmithtown.com

PAGE 2

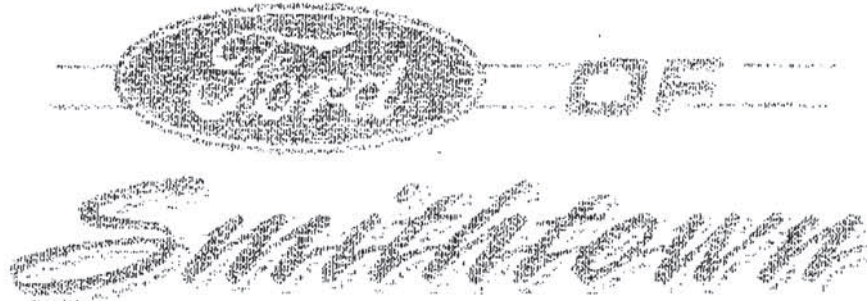
BRENTWOOD, NY

SERVICE ADVISOR: 4631 Vincent Grosbo

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BK	11	FORD F150 PICKUP	1FTEX1CM7BF [REDACTED]		4597/4602	T672	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
18APR11 DD			17:00 03JUN11		128.00	CASH	03JUN11
R.O. OPENED	READY	OPTIONS: STK:110672 DLR:13D098					
08:35 01JUN11	15:12 03JUN11						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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 charge based on mechanic'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.

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

X _____ Customer Signature: Acknowledges Receipt of Copy



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



0101IFOC5577579

CUSTOMER NO. 58671	ADVISOR CHRIS	TRK NO. 9505	INVOICE DATE 06/29/11	CELL FOCS5577579
LABOR RATE 117.50	LICENSE NO. 97511	RELEASE 5,405	COLOR BLACK/	DELIVERY MILES
YEAR / MAKE / MODEL 11/FORD TRUCK/F-150/SUPERCAB 4X2 5TY	VEHICLE I.D. NO. 1ETEX1CM7BF	F.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
BRENTWOOD, NY			SUBTOWN	06/13/11
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	NO. 5409	

JOB# 1 CHARGES

LABOR

OWNER STATES THAT ENGINE HAS LOUD TICK FROM L/S. AND LACKS POWER - ROAD TESTED BY CA AND BILL GLYNN CHECK FOR CODES NONE IN SYSTEM VERIFIED CONCERNS. CONTACTED TECH HOTLINE. REMOVE VALVE COVER AND CHECK CLEARANCE. CAM CAPS WORN AND INTAKES OUT OF SPECS. REMOVE CYLINDER HEAD AND OIL PAN. INSTALL CAMS IN NEW HEAD AND INSTALL HEAD ON VEHICLE. INSTALL BUCKETS AND CHECK ALL CLEARANCES. RETIME ENGINE REFILL ALL FLUIDS START AND ROAD TEST. REPAIR VERIFIED. FORD FSE BOB K INVOLVED JB NO LABOR OPS IN SLTS CURRENTLY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE RETAILER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1		AT4Z-6250-B	CAMSHAF 470678		
	1		AT4Z-6049-D	CYLINDE 555267		
	1		AT4Z-6049-D	CORE RETURN		
	2		AT4Z-6279-D	BOLT 479313		
	1		AT4Z-6B316-A	PIN - C 470764		
	1		AT4Z-6K297-C	GUIDE 470810		
	8		AT4Z-6065-B	BOLT - 474478		
	1		F5RZ-6A340-B	BOLT - 414598		
	1		FLAZ-6378-A	WASHER 044944		
	1		AU3Z-6051-B	GASKET 373247		
	1		BR3Z-6684-C	GASKET 470201		
	1		CAM-LUBE			
	2		AT4Z-6500-BNA	TAPPET 443668		
	2		AT4Z-6500-BNA	TAPPET 443669		
	1		AT4Z-6500-BRA	TAPPET 443670		
	1		TA-31	SEALANT 029449		
	1		AT4Z-6K254-A	TENSION 470756		
	1		FL-500-S	FILTER 356106		
	2		VC-10-A2	ANTI-FR 495259		
	6		XO-5W20-QSP	OIL - E 498179		
					TOTAL - PARTS	0.00

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 OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD. WARRANTY REPAIRS TO BE PERFORMED AT THE SELLER'S PLACE OF BUSINESS.

JOB# 1 TOTALS **JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL** 0.00

JOB# 2 CHARGES **JOB# 2 JOURNAL PREFIX FOC5 JOB# 2 TOTAL** 0.00

LABOR

Added Operation (DONNAG @ 06/13/2011 11:03)
FORD GOODWILL RENTAL

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.

JOB# 2 TOTALS **JOB# 3 CHARGES** **JOB# 3 JOURNAL PREFIX FOC5 JOB# 3 TOTAL** 0.00

LABOR

The Reynolds and Reynolds Company, ENH02R114E 00244320 07/10



SOUTH SHORE MOTORS, CORP.

www.sayvilleford.com

5686 Sunrise Highway

SAYVILLE, NY 11782

631-567-3800 Fax: 631-589-6445

N.Y.S. State Repair Shop No. R1520176



service@fordglant.com

Parts Department

Sales

631-589-4786

631-589-4800



0101FOCS579615

CUSTOMER NO 58671	ADVISOR STACEY VILARDI	TAG NO. 59160	INVOICE DATE 08/09/11	CELL#
	LIC. NO. 117.50	MILEAGE 8,128	COLOR BLACK/	STOCK NO. FOCS579615
BRENTWOOD, NY	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150/SUPERCAB 4X2 STY	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1FTEX1CM7BE	SELLING DEALER NO. SMITHTOWN	PRODUCTION DATE	
	R.T.E. NO.	R.U. DATE 08/01/11		
COMMENT#				

JOB# 1 CHARGES

LABOR
J# 1 12FOZ CHECK ENGINE DIAG TECH(S): 400164 WARRANTY
 OWNER STATES CHECK ENGINE LIGHT IS ON AND VEHICLE IS BUCKING
 TEST CODES P0306 PINPOINT TEST IGNITION SYSTEM. REPLACE
 #3 cylinder coil pack. RETEST AND ROAD TEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	7T4Z-12029-E	COIL AS 241167			0.00
JOB# 1 TOTALS						0.00

COMMENTS
SEE CHRIS A

TOTALS

 HAVE YOU REGISTERED YOUR VEHICLE ON WWW.FORDOWNER.COM
 BY ENROLLING, YOU CAN:
 TRACK SERVICE HISTORY
 SCHEDULE SERVICE APPOINTMENTS
 RECEIVE MAINTENANCE UPDATES
 TAKE ADVANTAGE OF SPECIAL OFFERS
 MAKE PAYMENTS TO YOUR LOAN ACCOUNT
 SEE YOUR SERVICE ADVISOR FOR DETAILS

MO: 8135

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE RETAILER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

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CUSTOMER SIGNATURE _____

***** DUPLICATE INVOICE *****

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.

The Reynolds and Reynolds Company, DAYTON, OH 45424-0001



SOUTH SHORE MOTORS, CORP.

www.sayvilleford.com
5688 Sunrise Highway
SAYVILLE, NY 11782

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



service@fordgiant.com

Parts Department
631-589-4786

Sales
631-589-4800

01011FOCS580480

8/24/11 @ 2:09 - \$2000 to Customer

CUSTOMER NO. 58671	ADVISOR LISA GRAY	TAG NO. 105698	INVOICE DATE 08/24/11	STOCK NO. FOCS580480
LABOR RATE 117.50	LICENSE NO.	MILEAGE 145	COLOR BLACK	DELIVERY MILES
YEAR / MAKE / MODEL 11/FORD TRUCK/F-150/SUPERCAB 4X2 STY	DELIVERY DATE	VEHICLE I.D. NO. 1FTEX1CM7BF	SELLING DEALER NO. SMITHTOWN	PRODUCTION DATE
BRENTWOOD, NY	R.T.C. NO.	R.O. NO.	R.O. DATE 08/22/11	

COMMENTS MO: 9907

JOB# 1 CHARGES

LABOR
JOB# 1 12F0Z CHECK ENGINE DIAG TECH(S): 400164 WARRANTY

OWNER STATES THAT CHECK ENGINE LIGHT IS ON
TECH HOOKED UP IDS FOR CODES P0306 EC ACM CYL#6-
MISFIRE - TECH FOUND FAULTLY SPARK PLUG CYLINDER
#6- TECH REPLACED #6 SPARK PLUG- E

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	SP-520	SPARK P 480204			
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR
JOB# 2 97F0Z CAR RENTAL TECH(S): 400164 WARRANTY

GOODWILL RENTAL \$50 PER DAY UP TO \$1000 AS PER CYNTHIA
RENTAL CAR

JOB# 2 TOTALS	JOB# 2 JOURNAL PREFIX	FOCS	JOB# 2 TOTAL	WARRANTY
				0.00

ESTIMATE

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

COMMENTS

CYNTHIA APPROVED LARGE RENTAL
HERTZ HAS BILLE UNDER LAVALLE
DELETED OPERATION(S)
26F0Z99P MULTIPOINT INSPECT

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE RETAILER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

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 PERFORMED 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.

SAYVILLE FORD

FREE EXTERIOR WASH

OR NEW VEHICLE SERVICE. EXPIRES 30 DAYS FROM DATE OF SERVICE.
\$3.00 PER HOUR. MUST BE STAMPED OR PAID DISCOUNT TO BE VALID.

Compliments of **Auto Clean Car Wash**

1261 LAKELAND AVE. - BAHAMON, NY • 631.593.0271
260 MIDDLE COUNTRY RD. - CORAM, NY • 631.451.2340

The Reynolds and Reynolds Company, EVR1001113, C02-24820, 08/11



SOUTH SHORE MOTORS, CORP.

www.sayvilleford.com
5686 Sunrise Highway
Sayville, NY 11782

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



service@fordgiant.com

Parts Department
631-589-4786

Sales
631-589-4800

0101.FOCS560480

Customer information form including fields for Customer No. (58671), Advisor (LISA GRAY), Invoice Date (08/24/11), and Vehicle Description (11/FORD TRUCK/F-150/SUPERCAB 4X2 STY).

Table with columns for Labor Rate (117.50), Mileage (9,901), and various taxes. Total Invoice amount is 0.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER...

CUSTOMER SIGNATURE

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

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.

The Reynolds and Reynolds Company, 616A-17514E 000002 0 0011



ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

BENNY GEORGE, ESQ.
LICENSED IN LOUISIANA
EXTENSION: 1063
E-MAIL: BGEORGE@LEMONLAWINFO.COM

1010 COMMON STREET, SUITE 1740
NEW ORLEANS, LA 70112

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

PLEASE DIRECT ALL CORRESPONDENCE TO
CORPORATE OFFICE

December 26, 2012

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

RECEIVED
JAN 04 2013

RE: [REDACTED] v. Ford Motor Company
NOTICE OF CONSUMER WARRANTY LAW VIOLATION
Our Client: [REDACTED]
Vehicle: 2011 Ford F-150
VIN: 1FTFW1CT8BF [REDACTED]
Date of purchase: 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;**
2. **Hard shift;**
3. **Engine;**
4. **Loss of power;**
5. **Rough idle;**
6. **Steering;**
7. **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

CC:



TERREBONNE MOTOR CO., INC.

339 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 #: [REDACTED]

415836

INVOICE

PAGE 2



THIBODAUX, LA

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		10348/10348	T2572

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30	09JAN13	0.00	CASH	12JAN13

R.O. OPENED	READY	OPTIONS:	STK:11T970	DLR:.
08:11	09JAN13	14:56	11JAN13	ENG:ECOBOOST 3.5L V6 ENGINE 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

3410 GEORGE, CODY LIC#: [REDACTED]

WF40

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

10348 GOT FSI OUT AND FOUND WAS NORMAL

D** C/S WHILE DRIVING DOWN SHIFTS HARD

CAUSE: .

MISC NO PROBLEM FOUND

3410 GEORGE, CODY LIC#: [REDACTED]

WF40

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

10348 NO PROBLEM FOUND

DISCLAIMER OF WARRANTIES	DESCRIPTION	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 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." X CUSTOMER'S SIGNATURE	LABOR AMOUNT
PARTS AMOUNT		0.00
GAS, OIL, LUBE		0.00
SUBLET AMOUNT		0.00
MISC. CHARGES		0.00
TOTAL CHARGES		0.00
LESS INSURANCE		0.00
SALES TAX		0.00
PLEASE PAY THIS AMOUNT		0.00
CUSTOMER SIGNATURE		

CUSTOMER COPY

PE13-018 001770LC

TERREBONNE MOTOR CO., INC.

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 #: [REDACTED]

415836

*** INVOICE ***

PAGE 1



THIBODAUX, LA [REDACTED]
 HOME [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		10348/10348	T2572

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30 09JAN13		0.00	CASH	12JAN13

R.O. OPENED	READY	OPTIONS:
08:11 09JAN13	14:56 11JAN13	STK:11T970 DLR:. ENG:ECOBOOST 3.5L V6 ENGINE TRN:ELECTRONIC 6-SPD AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	PSS	ENGR	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)
(N/C)

1 AL3Z*1661710*A TRACK ASY - SEAT 288

63100A2C TRACK ASSEMBLY-FRONT SEAT - REPLACE (61704/61710/61711/617C80) - L

1590 WF40

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 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 INSPECTION

3410 GEORGE, CODY LIC#: [REDACTED]

CASH

0.00 0.00

GBATT BATTERY TESTED O.K.

3410 GEORGE, CODY LIC#: [REDACTED]

CASH

0.00 0.00

GBK BRAKES CHECKED AND O.K.

3410 GEORGE, CODY LIC#: [REDACTED]

CASH

0.00 0.00

GTIRE TIRES CHECKED AND O.K.

3410 GEORGE, CODY LIC#: [REDACTED]

CASH

0.00 0.00

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

10348 PMPI

"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
 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 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.

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

X
 CUSTOMER'S SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER COPY

PE13-018 001771LC

p.03

98522234554

EXTERRAN/ANS-HOUMA, LA

06/28/13 01:37PM

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CUSTOMER #:

422700

INVOICE

THIBODAUX, LA

PAGE 1



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

SERVICE ADVISOR: 7172 DEARRY SMILEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	11	FORD F150	1FTFW1CT8BF		13633/13633	T7635
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JUL11	DD30MAY11		17:30 18JUN13		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:11T970 DLR: .				
		ENG: ECOBOOST 3.5L V6 ENGINE				
		TRN: ELECTRONIC 6-SPD AUTO				
14:05 18JUN13	13:03 28JUN13					

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

A	(SPECIAL)	PERFORM MULTI-POINT INSPECTION					
	99P (SPECIAL)	PERFORM MULTI-POINT INSPECTION					
		2792CASHX				0.00	0.00
	GBATT	BATTERY TESTED O.K.				0.00	0.00
		2792CASHX				0.00	0.00
	GBK	BRAKES CHECKED AND O.K.				0.00	0.00
		2792CASHX				0.00	0.00
	GTIRE	TIRES CHECKED AND O.K.				0.00	0.00
		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		
	2792 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 from Ford Motor Co. in the next few days. If for any reason you cannot grade us as "completely satisfied", please contact Tony Palmisano in the Service Dept.
 Thank You!
 TERREBONNE MOTOR CO., INC.
 (985) 872-5600

hereinafter set forth to be done along with that you are not responsible for any delay in vehicle in case of fire, theft or for any delays caused by the supplier or your employees permission to streets, highways or elsewhere. An express mechanic's lien is to secure the amount of repairs

DISCLAIMER OF WARRANTIES
 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 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 sold products.

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

Track still. T.Dies Rough and Shifts Hard

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CUSTOMER #: [REDACTED]

417276

INVOICE

PAGE 1



THIBODAUX, LA

HOME: [REDACTED]

CONT:N/A

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 5643 KIP LAPEYROUSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		10739/10739	T3599

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30 14FEB13		0.00	CASH	21FEB13

R.O. OPENED	READY	OPTIONS:
12:04 13FEB13	10:02 21FEB13	STK:11T970 DLR: . ENG:ECOBOOST 3.5L V6 ENGINE TRN:ELECTRONIC 6-SPD AUTO

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

A DIAG OIL LEAK MABEY FROM TRANS FRONT SEAL
 CAUSE: .

MISC CHECKED TRANS FOR LEAK FOUNN BLUE ASSY LUBE
 HAD MELTED LEAKIGN ON BELL HOUSING CLEANED
 OFF AND VERIFIED WITH CUSTOMER NO LEAKS
 PRESENT

3410 GEORGE, CODY LIC#: [REDACTED]
 WF40

(N/C)

MISC TMC LONAER INV C11403 BILL ACCT 417276
 WF40

(N/C)

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

10739 CHECKED TRANS FOR LEAK FOUNN BLUE ASSY LUBE HAD MELTED
 LEAKING ON BELL HOUSING CLEANED OFF AND VERIFIED WITH CUSTOMER NO LEAKS
 PRESENT

B (SPECIAL) PERFORM MULTI-POINT INSPECTION
 99P (SPECIAL) PERFORM MULTI-POINT INSPECTION
 3410 GEORGE, CODY LIC#: [REDACTED]
 CASH

0.00 0.00

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

C** ALTERNATE TRANSPORTATION
 CAUSE: .

AT ALTERNATE TRANSPORTATION
 999 HOUSE TECH LIC#: 9999
 WF40

(N/C)

MISC TMC LOANER INV C11403 ACCT [REDACTED]
 WF40

(N/C)

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

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

X CUSTOMER'S SIGNATURE

CUSTOMER SIGNATURE

Rough Idle Has Never Been Fixed!
 d.00

CUSTOMER COPY

985223454 EXPRAN/MS-HOUMA, LA

PE13-018 001773LC

06/28/90 13:23PM

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CUSTOMER #: [REDACTED]

416020

INVOICE

PAGE 1



THIBODAUX, LA

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

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	11	FORD F150	1FTFWICT8BF [REDACTED]		10444/10452	T2705

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30 14JAN13		0.00	CASH	14JAN13

R.O. OPENED	READY	OPTIONS:	STK:11T970 DLR:.
08:11 14JAN13	15:30 14JAN13	ENG:ECOBOOST 3.5L V6 ENGINE	TRN:ELECTRONIC 6-SPD AUTO

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

A C/S AIR BAG LIGHT COMAE ON AFTER SETA FRAME WAS CHANGED OUT

MISC RESET PASS SEAT

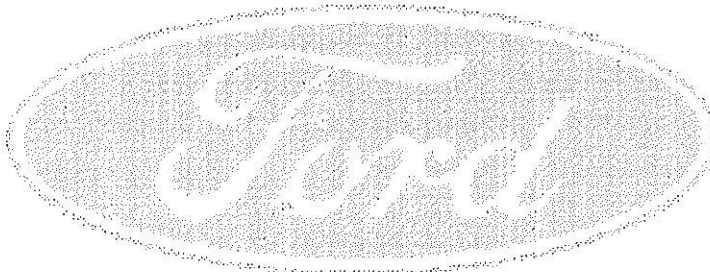
7061 TROUT, ERNIE LIC#: [REDACTED]

CASH

0.00 0.00

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

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



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	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 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.	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
		CUSTOMER'S SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER COPY

PE13-018 001774LC

p.04

98522234554

EXTERRAN/MS-HOUMA, LA

06/28/13 01:23PM

(N/C)
0.00

D*
CAL

3410

PARTS: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
1034

CUSTOMER #:

THIBODAUX LA
HOME:
BUS:
COLOR: YEAR: CONT: N/A
CELL: MAKE/

415836

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INVOICE

PAGE 1

SERVICE ADVISOR: 4380 KENNETH WILLIAMS
VIN LICENSE MILEAGE IN/OUT TAG

DEL DATE	11	FORD F150	PROMISED	1FTFWICT8BF	RATE	10348/10348	T2572
01JUL11	DD30MAY11	PROD. DATE	WARR. EXP.	17:30 09JAN13	0.00	PAYMENT	INV. DATE
R.O. OPENED	READY	OPTIONS:	STK: 11T970 DLR:	ENG: ECOBOOST 3.5L V6 ENGINE	CASH	12JAN13	
08:11 09JAN13	14:56 11JAN13	TRN: ELECTRONIC 6-SPD AUTO					

CAUSE:	LIST	NET	TOTAL
63100AR SEAT ASSEMBLY - FRONT - REMOVE AND INSTALL (63100) - L 1590 WF40			(N/C)
1 AL3Z*1661710*A TRACK ASY - SEAT 288			(N/C)
63100A2C TRACK ASSEMBLY-FRONT SEAT - REPLACE (61704/61710/61711/617C80) - L 1590 WF40			(N/C)
0.00 LABOR:			
0.00 OTHER:			
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 INSPECTION
GEORGE, CODY LIC#: [REDACTED]
CASH 0.00 0.00

GBATT BATTERY TESTED O.K.
GEORGE, CODY LIC#: [REDACTED]
CASH 0.00 0.00

GBK BRAKES CHECKED AND O.K.
GEORGE, CODY LIC#: [REDACTED]
CASH 0.00 0.00

GTIRE TIRES CHECKED AND O.K.
GEORGE, CODY LIC#: [REDACTED]
CASH 0.00 0.00

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

10348 PMP1

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

CUSTOMER COPY

PE13-018 001775LC

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HOUMA, LOUISIANA 70360

SERVICE PH. (985) 872-5800

FAX (985) 872-3200

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CUSTOMER #: [REDACTED]

400883

INVOICE

PAGE 1

THIBODAUX, LA [REDACTED]

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 1465 DONNA PRICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		4251/4251	TET	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PONO	RATE	PAYMENT	INV DATE
01JUL11	DD30MAY11		17:30 02FEB12		0.00	CASH	16FEB12
R/O OPENED		READY	OPTIONS: STK:11T970 DLR:.				
08:40 02FEB12		07:40 16FEB12	ENG:ECOBOOST 3.5L V6 ENGINE				
			TRN:ELECTRONIC 6-SPD AUTO				

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

A DIAG RT MIRROR IS DISCOLORING

CAUSE: R&R RT SIDE DOOR MIRROR.ACES CODE--PAAFZ, CONTACT ID#105114439

17682C MIRROR-REAR VIEW OUTSIDE-SAIL MOUNT

ELECTRIC - REPLACE (17682) - L

2225WF40B

(N/C)

1 BL3Z*17682*FAPTM MIRROR ASY - REAR VIEW

OUTER

(N/C)

287U ERIC HAS

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

4251 MIRROR DISCOLORED R&R RT SIDE DOOR MIRROR.ACES CODE--PAAFZ, CONTACT ID#105114439

B DIAG PAINT MISSING ON HOOD

CAUSE: SANDING SCRATCHES IN COLOR UNDER CLEAR COAT.SAND, TAPE, SPOT &

BLEND RT FRT CORNER OF HOOD.ACES CODE--PAAHN, CONTACT

ID#105140178

P101 BASIC PAINT OPERATION - ONE COLOR - L

2225WF40B

(N/C)

P8C HOOD PAINT AND REFINISHING (16612) - L

2225WF40B

(N/C)

P8D HOOD - (DETRIM) - L

2225WF40B

(N/C)

MISC PAINT & MATERIALS

WF40B

(N/C)

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

4251 PAINT MISSING ON HOOD SANDING SCRATCHES IN COLOR UNDER CLEAR COAT.SAND, TAPE, SPOT & BLEND RT FRT CORNER OF HOOD.ACES CODE--PAAHN, CONTACT ID#105140178

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

X

CUSTOMER'S SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER COPY

PE13-018 001776LC

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HOUMA, LOUISIANA 70360

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FAX (985) 872-3200

www.terrebonneford.com



CUSTOMER #: [REDACTED]

400893

INVOICE

PAGE 2

THIBODAUX, LA

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 6975 MICHAEL ESCUDE SR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		4251/4273	T7472

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL11	DL30MAY11		17:30 02FEB12		0.00	CASH	16FEB12

R.O. OPENED READY OPTIONS: STK:11T970 DLR:.
 09:35 02FEB12 16:34 15FEB12 ENG:ECOBOOST 3.5L V6 ENGINE
 TRN:ELECTRONIC 6-SPD AUTO

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

4251 TEST DROVE COULD NOT VERFI SHIFTING HARD AT THIS TIME

D (SPECIAL) PERFORM MULTI-POINT INSPECTION

99P (SPECIAL) PERFORM MULTI-POINT INSPECTION

4950 CASH

0.00 0.00

GBATT BATTERY TESTED O.K.

4950 CASH

0.00 0.00

GBK BRAKES CHECKED AND O.K.

4950 CASH

0.00 0.00

YTIRE TIRES MAY REQUIRE FUTURE ATTENTION.

4950 CASH

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 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

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 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	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 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 sold products.	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

X CUSTOMER'S SIGNATURE

CUSTOMER SIGNATURE

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PE13-018 001777LC

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

CUSTOMER #: [REDACTED]

400893

INVOICE

THIBODAU, LA

PAGE 1



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

SERVICE ADVISOR: 6975 MICHAEL ESCUDE SR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		4251/4273	T7472	
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30 02FEB12		0.00	CASH	16FEB12
R.O OPENED		READY	OPTIONS: STK:11T970 DLR:.				

09:35 02FEB12 16:34 15FEB12
 ENG: ECOBOOST 3.5L V6 ENGINE
 TRN: ELECTRONIC 6-SPD AUTO

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 X05W20QSP 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 OUTPUTS GOOD COULD NOT VERIFY ROUGH IDLE AT THIS TIME

7061 TROUT, ERNIE LIC#: 7061

WF40

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

7061

(N/C)

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

[REDACTED] TROUT, ERNIE LIC#: [REDACTED]

CASHX

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	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

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 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.

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

X
 CUSTOMER'S SIGNATURE

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CUSTOMER #: [REDACTED]

412236

INVOICE

PAGE 4



THIBODAUX, LA [REDACTED]

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL11	DD30MAY11		17:30 15OCT12		0.00	CASH	26OCT12
RO OPENED	READY	OPTIONS: STK:11T970 DLR:.					
14:37 15OCT12	09:13 26OCT12	ENG: ECOBOOST 3.5L V6 ENGINE					
		TRN: ELECTRONIC 6-SPD AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	7000A	AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L					
		[REDACTED] GEORGE, CODY LIC#: [REDACTED]					
		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) - L					
		[REDACTED] GEORGE, CODY LIC#: [REDACTED]					
		WF40					(N/C)
	7000AXQ	AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME FOR POST ROAD TEST. (AFTER					
		[REDACTED] GEORGE, CODY LIC#: [REDACTED]					
		WF40					(N/C)
PARTS:	0.00	LABOR:	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. FOUNN SSM 22064 PERF CHECK PID AND FOUNN SHUDDER WAS ON A 2-1 SHIFT REMOVE TRANSMISSION AND DISASY. REPALCE THE C-CLUTCH FRICTION PLATES AS PERF SSM. RE ASY TRANSMISSION AND INSTALLED TRANSMISSION AJUSTED FLUID LEAVEL AND ROAD TESTED AND TESTED GOOD.

DISCLAIMER OF WARRANTIES		DESCRIPTION	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 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	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00
		X	CUSTOMER'S SIGNATURE

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INVOICE

PAGE 3



THIBODAUX, LA

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

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL11	DD30MAY11		17:30 15OCT12		0.00	CASH	26OCT12
R.O OPENED		READY	OPTIONS: STK:11T970 DLR: .				
14:37 15OCT12		09:13 26OCT12	ENG:ECOBOOST 3.5L V6 ENGINE				
			TRN:ELECTRONIC 6-SPD AUTO				
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

F (SPECIAL) PERFORM MULTI-POINT INSPECTION
 99P (SPECIAL) PERFORM MULTI-POINT INSPECTION

[REDACTED] GEORGE, CODY LIC#:	[REDACTED]					
CASH					0.00	0.00
GBATT BATTERY TESTED O.K.						
[REDACTED] GEORGE, CODY LIC#:	[REDACTED]					
CASH					0.00	0.00
GBK BRAKES CHECKED AND O.K.						
[REDACTED] GEORGE, CODY LIC#:	[REDACTED]					
CASH					0.00	0.00
GTIRE TIRES CHECKED AND O.K.						
[REDACTED] GEORGE, CODY LIC#:	[REDACTED]					
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

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:

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

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CUSTOMER #: [REDACTED]

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PAGE 2

THIBODAUX, LA [REDACTED]
 HOME: [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4380 KENNETH WILLIAMS



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL11	DD30MAY11		17:30 15OCT12		0.00	CASH	26OCT12

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:11T970 DLR:.
 ENG: ECOBOOST 3.5L V6 ENGINE
 TRN: ELECTRONIC 6-SPD AUTO

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

TEST - L

[REDACTED] TROUT, ERNIE LIC#: [REDACTED]
 WF40 (N/C)
 12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST -

L

[REDACTED] TROUT, ERNIE LIC#: [REDACTED]
 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 BALANCE DID NOT DETECT ANY MISSING COMPAIRED IDLE QUALITY 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	DESCRIPTION	TOTALS
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PARTS AMOUNT		
GAS, OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS INSURANCE		
SALES TAX		
PLEASE PAY THIS AMOUNT		

X
 CUSTOMER'S SIGNATURE

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CUSTOMER #: [REDACTED]

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INVOICE

THIBODAUX, LA [REDACTED]

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL11	DD30MAY11		17:30 15OCT12		0.00	CASH	26OCT12

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), WHEEL(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							
7061 TROUT, ERNIE LIC#: 7061							
WF40 (N/C)							
2 XT*10*QLVC OIL - AUTOMATIC TRANSMISSION (N/C)							
THIS ONLY TO CODY							
12650D47 RELATIVE COMPRESSION/POWER BALANCE -							

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

X	CUSTOMER'S SIGNATURE	CUSTOMER SIGNATURE
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CUSTOMER #: [REDACTED]

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INVOICE

PAGE 4



THIBODAUX, LA [REDACTED]
 HOME: [REDACTED] CONT: N/A
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30 15OCT12		0.00	CASH	26OCT12
R.O. OPENED	READY	OPTIONS:					
14:37 15OCT12	09:13 26OCT12	STK:11T970 DLR:. ENG:ECOBOOST 3.5L V6 ENGINE TRN:ELECTRONIC 6-SPD AUTO					

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

7000A AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE
 AND INSTALL OR REPLACE (7000) - L

[REDACTED] GEORGE, CODY LIC#: [REDACTED]
 WF40

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

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) - L

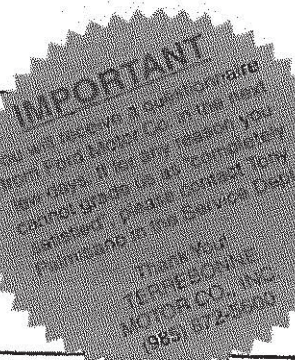
[REDACTED] GEORGE, CODY LIC#: [REDACTED]
 WF40 (N/C)

7000AXQ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE
 AND INSTALL OR REPLACE (7000) - L EXTRA TIME
 FOR POST ROAD TEST. (AFTER

[REDACTED] GEORGE, CODY LIC#: [REDACTED]
 WF40 (N/C)

PARTS: 0.00 LABOR: 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. FOUNDN SSM 22064 PERF CHECK PID AND FOUNDN SHUDDER WAS ON A 2-1 SHIFT REMOVE TRANSMISSION AND DISASY. REPALCE THE C-CLUTCH FRICTION PLATES AS PERF SSM. RE ASY TRANSMISSION AND INSTALLED TRANSMISSION AJUSTED FLUID LEAVEL AND ROAD TESTED AND TESTED GOOD.



"I hereby agree to the terms and conditions set forth in this invoice. I understand that I am responsible for the amount of repairs and I agree to pay for the repairs. I understand that I am responsible for the amount of repairs and I agree to pay for the repairs."	DISCLAIMER OF WARRANTIES	DESCRIPTION	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 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.	LABOR AMOUNT	0.00
X CUSTOMER'S SIGNATURE	CUSTOMER SIGNATURE	PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00	

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CUSTOMER #: [REDACTED]

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INVOICE

PAGE 2



THIBODAUX, LA [REDACTED]
 HOME: [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFWICT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL11	DE30MAY11		17:30 15OCT12		0.00	CASH	26OCT12
R.O. OPENED	READY	OPTIONS: STK:11T970 DLR: . ENG:ECOBOOST 3.5L V6 ENGINE TRN:ELECTRONIC 6-SPD AUTO					

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

TEST - L

[REDACTED] TROUT, ERNIE LIC#: [REDACTED]
 WF40

12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST - (N/C)

L

[REDACTED] TROUT, ERNIE LIC#: [REDACTED]
 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 BALANCE DID NOT DETECT ANY MISSING COMPAIED IDLE QUALITY 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.T. PROGRAM

1590 CASH

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

1 BL3Z*9942528*E NAME PLATE

HAS

(N/C)

(N/C)

"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

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 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.

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

X

CUSTOMER'S SIGNATURE

CUSTOMER SIGNATURE

TERREBONNE MOTOR CO., INC.

339 ST. CHARLES ST. * P.O. BOX 589
 PHONE (985) 876-5100
 HOUMA, LOUISIANA 70380
 SERVICE PH. (985) 872-5600
 FAX (985) 872-3200
 www.terrebonneford.com

CUSTOMER #: [REDACTED]

412236

INVOICE

PAGE 1



THIBODAUX, LA
 HOME: [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30 15OCT12		0.00	CASH	26OCT12

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:11T970 DLR:.
 ENG: ECOBOOST 3.5L V6 ENGINE
 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
 1 9L3Z*17626*A PANEL
 TAGGED

(N/C)
 (N/C)

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), WHEEL(S), AND/OR VALVE STEM(S) -
 REMOVE AND INSTALL OR REPLACE
 (1007/1015/1700/TIRE/TWC01) - L
 1907 WF40
 4 AL3Z*1007*F WHEEL ASY
 KARL TR
 4 9L3Z*1700*A KIT - VALVE
 TR

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

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
 [REDACTED] TROUT, ERNIE LIC#: [REDACTED]
 WF40

(N/C)
 (N/C)

2 XT*10*QLVC OIL - AUTOMATIC TRANSMISSION
 THIS ONLY TO CODY

12650D47 RELATIVE COMPRESSION/POWER BALANCE -

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



Louisiana Department of
Public Safety and Corrections
Office of Motor Vehicles
PO Box 64888
Baton Rouge, LA 70896

REGISTRATION CERTIFICATE

33/ TTXCODE		LICENSE PLATE		06/2016 EXPIRATION	1F1FW1CT08F V.I.N.	01/04/2013 DATE	2910 DOMICILE
FORD MAKE	010000 MODEL/WEIGHT	PK BODY	SIL/ COLOR	2011 YEAR	000826 ODOMETER	05601762 DL/EIN	CITY LIMITS
2 EQD	NHTA DEALER CODE	42AS CLASS	B4 SPEC CODES	PRIV TRUCK USE	OLD EXP	CITATION DATE	
VEHICLE IS SUBJECT TO LIEN(S) AS FOLLOWS							
FORD MOTOR CREDIT COMPANY PO BOX 195704 ATLANTA GA 30348		07/14/2011 Lien Date					
OWNER'S NAME				PREVIOUS TITLE STATE		OLD LIC NO EXP	
THIBODAUX LA							
N N/I		05/30/2011 DATE ACQUIRED		EAPR CURRENT LA TITLE		TAXABLE VAL MANUF TAX DATE EFFECTIVE DATE	
38642.00 \$PON OR VALUE		TRADE VALUE		REBATE		TAXABLE VALUE	
071 OFFICE NUMBER		REPRINT		HCBT		TAX & FEE INFORMATION	
0104 14244 37 OPER/PID SEQ #		MICROFILM #		BATCH/SEQ #		ST SALES TAX ST TAX PHLT ST INTEREST ST TAX CREDIT ST PHLT CREDIT ST VNDRS COMP NET ST TAX TOURISM P/M SALES TAX P/M TAX PHLT P/M INTEREST P/M VNDR TX CREDIT P/M PHLT CREDIT P/M VNDRS COMP WHEELCHAIR LIFT NET P/M TAX TOTAL TAX	
THIBODAUX LA		WT: 1				LIC FEE TOW FEE LIC CREDIT LIC PHLT LIC TRANSFER LIC PHLT CREDIT NET LIC FEE PARISH FEE MTO FEE MISC FEE SERVICE HNDL TITLE FEE TITLE HNDL EXP TITLE FEE ADMIN FEE S.P. FEE TOTAL FEES	
						4.80 8.00 12.00	
				TOTAL: 12.00		REMITTANCE:	

DISCARD

INSTRUCTIONS:
 1) Remove decal by bending along dotted line.
 2) Lift edge of decal and slow
 3) See back side for instructions

NT:

STATUS:

THIS REGISTRATION CERTIFICATE MUST BE CARRIED IN THE VEHICLE AT ALL TIMES
 SEE REVERSE SIDE FOR IMPORTANT INFORMATION

TERREBONNE MOTOR CO., INC.

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CUSTOMER #: [REDACTED]

412236

INVOICE

PAGE 3



THIBODAUX, LA
 HOME: [REDACTED] CONT: N/A
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30 15OCT12		0.00	CASH	26OCT12

R.O. OPENED	READY	OPTIONS:	STK:11T970	DLR:.		
14:37 15OCT12	09:13 26OCT12	ENG: ECOBOOST 3.5L V6 ENGINE	TRN: ELECTRONIC 6-SPD AUTO			
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

F (SPECIAL) PERFORM MULTI-POINT INSPECTION
 99P (SPECIAL) PERFORM MULTI-POINT INSPECTION

[REDACTED] GEORGE, CODY LIC#: [REDACTED]	CASH	0.00	0.00
GBATT BATTERY TESTED O.K.	[REDACTED] GEORGE, CODY LIC#: [REDACTED]	CASH	0.00 0.00
GBK BRAKES CHECKED AND O.K.	[REDACTED] GEORGE, CODY LIC#: [REDACTED]	CASH	0.00 0.00
GTIRE TIRES CHECKED AND O.K.	[REDACTED] GEORGE, CODY LIC#: [REDACTED]	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

[REDACTED] 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:

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		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
		CUSTOMER'S SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

TERREBONNE MOTOR CO., INC.

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

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HOUMA, LOUISIANA 70360

SERVICE PH. (985) 872-5800

FAX (985) 872-3200

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CUSTOMER #: [REDACTED]

413168

INVOICE

PAGE 1



THIBODAUX, LA

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		8633/8633	T8771	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL11	DD30MAY11		17:30 05NOV12		0.00	CASH	10NOV12

RO OPENED	READY	OPTIONS:	STK:11T970 DLR:.
09:15 05NOV12	09:34 10NOV12	ENG:ECOBOOST 3.5L V6 ENGINE	TRN:ELECTRONIC 6-SPD AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	AFTER RIMS WERE REPLACED LAST WEEK C/S TRUCK SHAKES WHILE DRIVING REAL BAD					

RF ROAD FORCED BALANCED AT NO CHARGE PER T.P.
 1907CASHM 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

8633 DAIG/ FOUND CUST. CONCERN/ TRUCK WAS SHAKING ALIL/ PERF. ROAD FORCE FOUND WHEEL WEIGH FELL OFF/ LEADERMEN TEST DROVE FOUND VEH. OK/ NO CHARGE PER T.P.

 B C/S WHILE DRIVING AND TRUCK DOWN SHIFTS STILL HITS HARD
 MISC ROAD TESTED AND DID NOT VEF AT THIS TIME
 CONTACTED HOTLINE AND THEY MAY BE
 3410 GEORGE, CODY LIC#: 3410
 CASH 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

8633 ROAD TESTED AND DID NOT VEF AT HIS TIME CONTED HOTLINE AND THEY SAD THIS MAY BE AQ NORMAL TO TRUCK.

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

CUSTOMER COPY



FERRERONNE MOTOR CO., INC.
 P.O. BOX 589
 339 St. Charles St. Telephone 876-5100
 HOUMA, LA 70361

DATE 30 JUN 2011	SOLD TO ADDRESS [REDACTED]	INVOICE NO. 60541
THEODORE LAFOURCHE LA [REDACTED]		

CUST NO	STOCK NO	YEAR-MAKE	MODEL	NEW OR USED	SERIAL NO	KEY NO	SALESMAN
32	111976	11 FORD	F150 SILVER	NEW	1FTFM1CT8DP [REDACTED]	0719K	R-2010-0010 RICHARD GEM E. 07100471

INSURANCE COVERAGE INCLUDES		PRICE OF CAR	30542.00
<input type="checkbox"/> FIRE AND THEFT	<input type="checkbox"/> PUBLIC LIABILITY - AMT.	FREIGHT AND HANDLING	
<input type="checkbox"/> COLLISION - AMT. DEDUCT	<input type="checkbox"/> PROPERTY DAMAGE - AMT.	OPTIONAL EQUIP. & ACCESS	

OPTIONAL EQUIPMENT AND ACCESSORIES			WILLAGE - 25
GROUP	DESCRIPTION	PRICE	TIRE FEE

BY: FORD MOTOR CREDIT CO.	ROTARY FEE	15.00
	DOC FEE	100.00
	SALES TAX @ 7.0000	1743.65
	LICENSE AND TITLE	96.50
	TOTAL CASH PRICE	40495.15

	FINANCING INSURANCE	
	TOTAL TIME PRICE	

	SETTLEMENT:	
	REBATE	3500.00
	04	
	FORD	12189.43
	F3500R	
TRADE GROSS: 15000.00	1FTFM1ZP3AC [REDACTED]	
PAYOFF: 2010.97		

DISCLAIMER OF WARRANTIES
 Any warranties on this product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller further assumes such warranties any other person or person or any liability in connection with the sale of said product.

ALWAYS SHOW SERIAL, ENGINE AND KEY NUMBERS

TERREBONNE MOTOR CO., INC.

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 PHONE (985) 876-5100
 HOUMA, LOUISIANA 70380
 SERVICE PH. (985) 872-5600
 FAX (985) 872-3200
 www.terrebonneford.com

CUSTOMER #: [REDACTED]

412236

INVOICE

PAGE 4



THIBODAUX, LA

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30 15OCT12		0.00	CASH	26OCT12
R.O. OPENED	READY	OPTIONS: STK:11T970 DLR: .					
14:37 15OCT12	09:13 26OCT12	ENG: ECOBOOST 3.5L V6 ENGINE					
LINE OPCODE TECH TYPE HOURS					TRN: ELECTRONIC 6-SPD AUTO		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
7000A							
AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L							
[REDACTED] GEORGE, CODY LIC#: [REDACTED] WF40							
5	6L2Z*7B164*BA						(N/C)
							(N/C)
1	6L2Z*7A248*AA						(N/C)
1	AL3Z*7A248*A						(N/C)
13	6L2Z*7N134*BA						(N/C)
7000A2							
AUTOMATIC TRANSMISSION ASSEMBLY - OVERHAUL (7000/7C391) - L							
[REDACTED] GEORGE, CODY LIC#: [REDACTED] WF40							
7000AXQ							(N/C)
AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME FOR POST ROAD TEST. (AFTER							
3410 GEORGE, CODY LIC#: 3410 WF40							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE H:	(N/C) 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. FOUNDN SSM 22064 PERF CHECK PID AND FOUNDN SHUDDER WAS ON A 2-1 SHIFT REMOVE TRANSMISSION AND DISASY. REPALCE THE C-CLUTCH FRICTION PLATES AS PERF SSM. RE ASY TRANSMISSION AND INSTALLED TRANSMISSION AJUSTED FLUID LEAVEL AND ROAD TESTED AND TESTED GOOD.

IMPORTANT
 I hereby agree to the terms and conditions of the warranty set forth in the text of this invoice. I understand that any action for breach of warranty shall be limited to the amount of the purchase price of the vehicle. I understand that the amount of the purchase price of the vehicle is hereby acknowledged.
 Thank you!
 TERREBONNE MOTOR CO. INC.
 (985) 876-5100

set forth to be done along with the amount of the purchase price of the vehicle. I understand that the amount of the purchase price of the vehicle is hereby acknowledged. I understand that the amount of the purchase price of the vehicle is hereby acknowledged. I understand that the amount of the purchase price of the vehicle is hereby acknowledged.

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

CUSTOMER'S SIGNATURE

CUSTOMER SIGNATURE

TERREBONNE MOTOR CO., INC.

339 ST. CHARLES ST. * P.O. BOX 589
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 HOUMA, LOUISIANA 70360
 SERVICE PH. (985) 872-5600
 FAX (985) 872-3200
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CUSTOMER #: [REDACTED]

412236

INVOICE

PAGE 2



THIBODAUX, LA
 HOME: [REDACTED] CONT: N/A
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30 15OCT12		0.00	CASH	26OCT12

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:11T970 DLR: .
 ENG: ECOBOOST 3.5L V6 ENGINE
 TRN: ELECTRONIC 6-SPD AUTO

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

TEST - L

[REDACTED] TROUT, ERNIE LIC#: [REDACTED]
 WF40

12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST -

(N/C)

L

[REDACTED] TROUT, ERNIE LIC#: [REDACTED]
 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 BALANCE DID NOT DETECT ANY MISSING COMPARED IDLE QUALITY WITH ANOTHER ECOBOOST TRUCK AND WAS THE SAME COULD NOT VERIFY 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.T. PROGRAM

1590 CASH

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 REPAIR

E DIAG ECOBOOST EMBLEM ON THE DRIVERSIDE FRONT IS DISCOLORED CAUSE: .

MT REPLACED EMBLEM
 1590 WF40

1 BL3Z*9942528*E NAME PLATE HAS

(N/C)
 (N/C)

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		PARTS AMOUNT		
		GAS, OIL, LUBE		
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		TOTAL CHARGES		
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		SALES TAX		
		PLEASE PAY THIS AMOUNT		

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CUSTOMER #: [REDACTED]

412236

INVOICE

PAGE 1



THIBODAUX, LA

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30 15OCT12		0.00	CASH	26OCT12
R.O. OPENED	READY	OPTIONS: STK:11T970 DLR:.					
		ENG:ECOCOBOOST 3.5L V6 ENGINE					
		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), WHEEL(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 (N/C)
 4 9L3Z*1700*A KIT - VALVE TR (N/C)

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 BEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
 [REDACTED] TROUT, ERNIE LIC#: [REDACTED] WF40 (N/C)
 2 XT*10*QLVC OIL - AUTOMATIC TRANSMISSION (N/C)
 THIS ONLY TO CODY

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

"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."

X
 CUSTOMER'S SIGNATURE

DISCLAIMER OF WARRANTIES
 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 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

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 FAX (985) 872-3200
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CUSTOMER #: [REDACTED]

412236

INVOICE

PAGE 3



THIBODAUX, LA
 HOME [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30 15OCT12		0.00	CASH	26OCT12

R.O. OPENED	READY	OPTIONS:	STK:11T970	DLR:.	LIST	NET	TOTAL
14:37 15OCT12	09:13 26OCT12	ENG:ECOBOOST 3.5L V6 ENGINE					
LINE OPCODE TECH TYPE HOURS		TRN:ELECTRONIC 6-SPD AUTO					
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

7988 INSPECTED FOUND EMBLEM DISCOLORED REPLACED ECOBOOST EMBLEM DRIVERS SIDE

F (SPECIAL) PERFORM MULTI-POINT INSPECTION
 99P (SPECIAL) PERFORM MULTI-POINT INSPECTION

[REDACTED] GEORGE, CODY LIC#:	CASH			0.00	0.00
GBATT BATTERY TESTED O.K.	[REDACTED] GEORGE, CODY LIC#:	CASH		0.00	0.00
GBK BRAKES CHECKED AND O.K.	[REDACTED] GEORGE, CODY LIC#:	CASH		0.00	0.00
GTIRE TIRES CHECKED AND O.K.	[REDACTED] GEORGE, CODY LIC#:	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

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:

<p>"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."</p> <p>X</p>	DISCLAIMER OF WARRANTIES	DESCRIPTION	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 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.	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	

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CUSTOMER #: [REDACTED]

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INVOICE

PAGE 4



THIBODAUX, LA [REDACTED]

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BE [REDACTED]		7975/8021	T8120	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL11	DD30MAY11		17:30 15OCT12		0.00	CASH	26OCT12
RO OPENED	READY	OPTIONS: STK:11T970 DLR:.					
14:37 15OCT12	09:13 26OCT12	ENG:ECOBOOST 3.5L V6 ENGINE					
		TRN:ELECTRONIC 6-SPD AUTO					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

7000A AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE
AND INSTALL OR REPLACE (7000) - L
3410 GEORGE, CODY LIC#: 3410

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) - L
3410 GEORGE, CODY LIC#: 3410

(N/C)

7000AXQ AUTOMATIC TRANSMISSION ASSEMBLY - REMOVE
AND INSTALL OR REPLACE (7000) - L EXTRA TIME
FOR POST ROAD TEST. (AFTER
[REDACTED] GEORGE, CODY LIC#: [REDACTED])
WF40

(N/C)

PARTS: 0.00 LABOR: 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. FOUNN SSM 22064 PERF CHECK PID AND FOUNN SHUDDER WAS ON A 2-1 SHIFT REMOVE TRANSMISSION AND DISASY. REPALCE THE C-CLUTCH FRICTION PLATES AS PERF SSM. RE ASY TRANSMISSION AND INSTALLED TRANSMISSION AJUSTED FLUID LEAVEL AND ROAD TESTED AND TESTED GOOD.

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		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
	CUSTOMER'S SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

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INVOICE

PAGE 1



THIBODAUX, LA

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		8633/8633	T8771	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL11	DD30MAY11		17:30 05NOV12		0.00	CASH	10NOV12

R.O. OPENED	READY	OPTIONS:	STK:11T970 DLR:.
09:15 05NOV12	09:34 10NOV12	ENG:ECOBOOST 3.5L V6 ENGINE	TRN:ELECTRONIC 6-SPD AUTO

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

A C/S AFTER RIMS WERE REPLACED LAST WEEK C/S TRUCK SHAKES WHILE DRIVING
 REAL BAD
 RF ROAD FORCED BALANCED AT NO CHARGE PER T.P.

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

8633 DAIG/ FOUND CUST. CONCERN/ TRUCK WAS SHAKING ALL/ PERF. ROAD
 FORCE FOUND WHEEL WEIGH FELL OFF/ LEADERMEN TEST DROVE FOUND VEH. OK/
 NO CHARGE PER T.P.

B C/S WHILE DRIVING AND TRUCK DOWN SHIFTS STILL HITS HARD
 MISC ROAD TESTED AND DID NOT VEF AT THIS TIME
 CONTACTED HOTLINE AND THEY MAY BE

3410 GEORGE, CODY LIC#: 3410

CASH

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

8633 ROAD TESTED AND DID NOT VEF AT HIS TIME COMPTED HOTLINE AND
 THEY SAD THIS MAY BE AQ NORMAL TO TRUCK.

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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 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.	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

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INVOICE

PAGE 3



THIBODAUX, LA [REDACTED]

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL11	DD30MAY11		17:30 15OCT12		0.00	CASH	26OCT12
R.O. OPENED	READY	OPTIONS: STK:11T970 DLR:.					
14:37 15OCT12	09:13 26OCT12	ENG:ECOBOOST 3.5L V6 ENGINE					
LINE OPCODE TECH TYPE HOURS		TRN:ELECTRONIC 6-SPD AUTO					

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

7988 INSPECTED FOUND EMBLEM DISCOLORED REPLACED ECOBOOST EMBLEM DRIVERS SIDE

F (SPECIAL) PERFORM MULTI-POINT INSPECTION

99P (SPECIAL) PERFORM MULTI-POINT INSPECTION

[REDACTED] GEORGE, CODY LIC#: [REDACTED]

CASH

0.00 0.00

GBATT BATTERY TESTED O.K.

[REDACTED] GEORGE, CODY LIC#: [REDACTED]

CASH

0.00 0.00

GBK BRAKES CHECKED AND O.K.

[REDACTED] GEORGE, CODY LIC#: [REDACTED]

CASH

0.00 0.00

GTIRE TIRES CHECKED AND O.K.

[REDACTED] GEORGE, CODY LIC#: [REDACTED]

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

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: .

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	X	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 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.	LABOR AMOUNT
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
CUSTOMER'S SIGNATURE		CUSTOMER SIGNATURE	

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CUSTOMER #: [REDACTED]

412236

INVOICE

THIBODAUX, LA

PAGE 2

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

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL11	DE30MAY11		17:30 15OCT12		0.00	CASH	26OCT12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			TEST - L				

[REDACTED] TROUT, ERNIE LIC#: [REDACTED]
 WF40 (N/C)
 12650D45 EEC SYSTEM - DIAGNOSTIC PIN POINT TEST -

L [REDACTED] TROUT, ERNIE LIC#: [REDACTED]
 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 BALANCE DID NOT DETECT ANY MISSING COMPARED IDLE QUALITY WITH ANOTHER ECOBOOST TRUCK AND WAS THE SAME COULD NOT VERIFY 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	DESCRIPTION	TOTALS
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PARTS AMOUNT		
GAS, OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS INSURANCE		
SALES TAX		
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [REDACTED]

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INVOICE

PAGE 1

THIBODAUX, LA

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

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		7975/8021	T8120	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL11	DD30MAY11		17:30 15OCT12		0.00	CASH	26OCT12
R/O OPENED		READY	OPTIONS: STK:11T970 DLR:.				
14:37 15OCT12		09:13 26OCT12	ENG:ECOBOOST 3.5L V6 ENGINE 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), WHEEL(S), AND/OR VALVE STEM(S) -
 REMOVE AND INSTALL OR REPLACE
 (1007/1015/1700/TIRE/TWC01) - L (N/C)
 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
 [REDACTED] TROUP, ERNIE LIC#: [REDACTED] (N/C)
 WF40 (N/C)
 2 XT*10*QLVC OIL - AUTOMATIC TRANSMISSION
 THIS ONLY TO CODY
 12650D47 RELATIVE COMPRESSION/POWER BALANCE -

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

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INVOICE

PAGE 1



THIBODAUX, LA

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 1465 DONNA PRICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		4251/4251	TET	
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL11	DD30MAY11		17:30 02FEB12		0.00	CASH	16FEB12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A DIAG RT MIRROR IS DISCOLORING							
CAUSE: R&R RT SIDE DOOR MIRROR.ACES CODE--PAAFZ, CONTACT ID#105114439							
17682C MIRROR-REAR VIEW OUTSIDE-SAIL MOUNT							
ELECTRIC - REPLACE (17682) - L							
2225WF40B (N/C)							
1 BL3Z*17682*FAPTM MIRROR ASY - REAR VIEW							
OUTER (N/C)							
287U ERIC HAS							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

4251 MIRROR DISCOLORED R&R RT SIDE DOOR MIRROR.ACES CODE--PAAFZ, CONTACT ID#105114439

B DIAG PAINT MISSING ON HOOD							
CAUSE: SANDING SCRATCHES IN COLOR UNDER CLEAR COAT.SAND, TAPE, SPOT & BLEND RT FRT CORNER OF HOOD.ACES CODE--PAAHN, CONTACT ID#105140178							
P101 BASIC PAINT OPERATION - ONE COLOR - L							
2225WF40B (N/C)							
P8C HOOD PAINT AND REFINISHING (16612) - L							
2225WF40B (N/C)							
P8D HOOD - (DETRIM) - L							
2225WF40B (N/C)							
MISC PAINT & MATERIALS							
WF40B (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

4251 PAINT MISSING ON HOOD SANDING SCRATCHES IN COLOR UNDER CLEAR COAT.SAND, TAPE, SPOT & BLEND RT FRT CORNER OF HOOD.ACES CODE--PAAHN, CONTACT ID#105140178

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

X
CUSTOMER'S SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER COPY

PE13-018 001799LC

TERREBONNE MOTOR CO., INC.

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.terrabonneford.com

CUSTOMER #: [REDACTED]

400893

INVOICE

THIBODAUX, LA

PAGE 2



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

SERVICE ADVISOR: 6975 MICHAEL ESCUDE SR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		4251/4273	T7472	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL11	DD30MAY11		17:30 02FEB12		0.00	CASH	16FEB12
R.O. OPENED		READY		OPTIONS:			
09:35 02FEB12		16:34 15FEB12		STK:11T970 DLR:.			
				ENG:ECOBOOST 3.5L V6 ENGINE			
				TRN:ELECTRONIC 6-SPD AUTO			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

4251 TEST DROVE COULD NOT VERFI SHIFTING HARD AT THIS TIME

D (SPECIAL) PERFORM MULTI-POINT INSPECTION

99P (SPECIAL) PERFORM MULTI-POINT INSPECTION

4950 CASH

0.00 0.00

GBATT BATTERY TESTED O.K.

4950 CASH

0.00 0.00

GBK BRAKES CHECKED AND O.K.

4950 CASH

0.00 0.00

YTIRE TIRES MAY REQUIRE FUTURE ATTENTION.

4950 CASH

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 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

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 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. X	DISCLAIMER OF WARRANTIES	DESCRIPTION	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 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.	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
	CUSTOMER'S SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER COPY

TERREBONNE MOTOR CO., INC.

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



CUSTOMER #: [REDACTED]

400893

INVOICE

PAGE 1

THIBODAUX, LA [REDACTED]
 HOME: [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL:

SERVICE ADVISOR: 6975 MICHAEL ESCUDE SR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF [REDACTED]		4251/4273	T7472	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL11	DD30MAY11		17:30 02FEB12		0.00	CASH	16FEB12
R.O. OPENED		READY		OPTIONS: STK:11T970 DLR:.			
09:35 02FEB12		16:34 15FEB12		ENG:ECOBOOST 3.5L V6 ENGINE			
				TRN:ELECTRONIC 6-SPD AUTO			

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 X05W20QSP 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 OUTPUTS GOOD COULD NOT VERIFY ROUGH IDLE AT THIS TIME

7061 TROUT, ERNIE LIC#: 7061
 WF40

FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 7061

(N/C)

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

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

DISCLAIMER OF WARRANTIES	DESCRIPTION	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 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		
MISC. CHARGES		
TOTAL CHARGES		
LESS INSURANCE		
SALES TAX		
PLEASE PAY THIS AMOUNT		

X
 CUSTOMER'S SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER COPY

PE13-018 001801LC

TERREBONNE MOTOR CO., INC.

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

PHONE (985) 876-5100

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SERVICE PH. (985) 872-5800

FAX (985) 872-3200

www.terrebonneford.com

CUSTOMER #:

415836

INVOICE

THIBODAUX, LA

PAGE 1



HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF		10348/10348	T2572	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30	09JAN13	0.00	CASH	12JAN13
R.O. OPENED	READY	OPTIONS:	STK:	DLR:			
08:11	09JAN13	14:56	11JAN13	ENG: ECOBOOST 3.5L V6 ENGINE	TRN: ELECTRONIC 6-SPD AUTO		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	PSS	ENGR	SIDE LOOSE WHEN SITTING IN SEAT WILL ROCK BACK AND FORWARD			

CAUSE:

63100AR SEAT ASSEMBLY - FRONT - REMOVE AND INSTALL (63100) - L
1590 WF40

1 AL3Z*1661710*A TRACK ASY - SEAT
288

(N/C)
(N/C)

63100A2C TRACK ASSEMBLY-FRONT SEAT - REPLACE
(61704/61710/61711/617C80) - L
1590 WF40

(N/C)
0.00**PARTS:**

0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

10348 TEST DROVE WITH SOMEONE DRIVING WHILE IN PASSENGER RIGHT FRONT SEAT SHAKES AND ROCKS BACK AND FORTH. INSPECTED FOUND SEAT TRACK HAS TOO MUCH SLACK, REPLACED SEAT TRACK ASSY 1590

B (SPECIAL) PERFORM MULTI-POINT INSPECTION
99P (SPECIAL) PERFORM MULTI-POINT INSPECTION

GEORGE, CODY LIC#: [REDACTED]
CASH

0.00 0.00

GBATT BATTERY TESTED O.K.

GEORGE, CODY LIC#: [REDACTED]
CASH

0.00 0.00

GBK BRAKES CHECKED AND O.K.

GEORGE, CODY LIC#: [REDACTED]
CASH

0.00 0.00

GTIRE TIRES CHECKED AND O.K.

GEORGE, CODY LIC#: [REDACTED]
CASH

0.00 0.00

PARTS:

0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

10348 PMPI

IMPORTANT

"I hereby authorize Terrebonne Motor Co., Inc. to use my name and photograph in its advertising and promotional materials, without any compensation, and to use my name and photograph in its website and other electronic media, without any compensation. My authorization is hereby granted to Terrebonne Motor Co., Inc. and its subsidiaries and affiliates. I understand that my authorization is irrevocable and may be used in perpetuity. I agree to indemnify and hold Terrebonne Motor Co., Inc. and its subsidiaries and affiliates harmless from all claims, damages, and expenses, including reasonable attorneys' fees, that may be asserted against or incurred by Terrebonne Motor Co., Inc. and its subsidiaries and affiliates in connection with the use of my name and photograph in its advertising and promotional materials, website, and other electronic media. My authorization is made for the purpose of the above and is hereby granted to Terrebonne Motor Co., Inc. and its subsidiaries and affiliates." X

Thank You
TERREBONNE
MOTOR CO., INC.
(985) 872-5800

NATURE

DISCLAIMER OF WARRANTIES

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 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.

DESCRIPTION TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

PE13-018 001802LC

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CUSTOMER #:

415836

INVOICE

PAGE 2



SERVICE ADVISOR: 4380 KENNETH WILLIAMS

THIBODAUX, LA

HOME CONT: N/A

BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF		10348/10348	T2572	
DEL DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30	09JAN13	0.00	CASH	12JAN13
R.O. OPENED	READY	OPTIONS: STK:11T970 DLR:.					
08:11	09JAN13	14:56	11JAN13	ENG: ECOBOOST 3.5L V6 ENGINE			
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

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

10348 GOT FSI OUT AND FOUND WAS NORMAL

D** C/S WHILE DRIVING DOWN SHIFTS HARD

CAUSE:

MISC NO PROBLEM FOUND

GEORGE, COBY LIC#: WF40

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

10348 NO PROBLEM FOUND

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X

CUSTOMER'S SIGNATURE

DISCLAIMER OF WARRANTIES

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 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

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

TERREBONNE MOTOR CO., INC.

339 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 #: [REDACTED]

416020

INVOICE

THIBODAUX, LA

PAGE 1



HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4380 KENNETH WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	FORD F150	1FTFW1CT8BF		10444/10452	T2705	
DEL DATE	PRD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL11	DD30MAY11		17:30 14JAN13		0.00	CASH	14JAN13
R.O. OPENED	READY	OPTIONS:					
08:11 14JAN13	15:30 14JAN13	STK:11T970 DLR:. ENG:ECOBOOST 3.5L V6 ENGINE TRN:ELECTRONIC 6-SPD AUTO					

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

A C/S AIR BAG LIGHT COMAE ON AFTER SETA FRAME WAS CHANGED OUT
 MISC RESET PASS SEAT

7061 TROUT, ERNIE LIC#: 7061
 CASH

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

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



"I hereby
 with
 loss
 any
 uns
 tra
 op
 fo
 is
 the

IMPORTANT

Thank You
 TERREBONNE
 MOTOR CO., INC
 (985) 872-5100

hereinafter set forth to be done along
 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
 rest, highways or elsewhere
 . An express mechanic's lien
 secure the amount of repairs

DISCLAIMER OF WARRANTIES

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 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.

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

X [Signature] SIGNATURE

CUSTOMER SIGNATURE



WA

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

KAREN LINDHOLDT, ESQ.
LICENSED IN WASHINGTON
EXTENSION: 1077
EMAIL: KAREN@LEMONLAWINFO.COM

1020 NORTH WASHINGTON
SPOKANE, WA 99201

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

PLEASE DIRECT ALL CORRESPONDENCE
TO CORPORATE OFFICE

April 9, 2012

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

12 MAY -2 10:23

m

FORD MOTOR COMPAN
RECEIVED
CLAIMS UNIT

MAY 03 2012

OFFICE OF THE
GENERAL COUNSEL

RE: [REDACTED] v. Ford Motor Company

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client: [REDACTED]
Vehicle: 2011 Ford F-150
VIN: 1FTFW1ET0BF [REDACTED]
Date of purchase: 12/16/11
Our File No.: 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;**
3. **Check engine light;**
4. **Loss of power;**
5. **Vehicle vibration;**
6. **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.

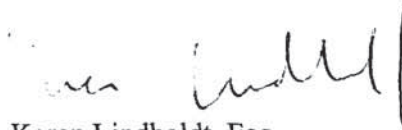
If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-513, that you file a termination statement within ten days to terminate your security interest and forward a copy to this 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.

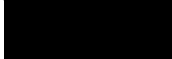
Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

A handwritten signature in black ink, appearing to read "Karen Lindholdt". The signature is written in a cursive style with a vertical line at the end.

Karen Lindholdt, Esq.
Attorney at Law

CC:



Repair Order Detail - Customer Copy

RO Number: 35195

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 1FTFW1ET0BF [REDACTED]

Main: [REDACTED]

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

A CUSTOMER REPORTS UP HILLS WITH CRUISE ON 50MPH JERKS ON HARD ACCELL LOW SPPED ENGINE LACKS POWER THEN GAINS POWER BACK ON ITS OWN NO INDICATOR LIGHTS

12650D W EEC SYSTEM DIAGNOSIS (QUICK TEST) - L N/C

Tech(s): 960

12650D81 W PID RECORDER/MONITOR TEST WITH ROAD TEST - L N/C

Tech(s): 960

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 1131 ROAD TESTED MULTIPLE TIMES, DID NOT VERIFY CONCERN. EEC TESTED, NO CODES PRESENT. TESTED MODE 6 DATA, NO MISFIRE MONITORS PRESENT. ALL HAVE PASSED. RAN OASIS, NO SSMS OR TSBS PRESENT AT THIS TIME. NO PROBLEMS FOUND AT THIS TIME.

B RENTAL PER MATT

70FOZ W SUBLET N/C

Tech(s): 960

SUBL W RENTAL N/C

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Customer Pay

Labor 0.00

Parts 0.00

Lube 0.00

Sublet 0.00

Miscellaneous/Shop Charge 0.00

Deductible 0.00

Total Charges 0.00

Less Insurance/Adjustment 0.00

Sales Tax 0.00

Total 0.00

Repair Order Detail - Customer Copy

RO Number: 36001

RO Status: CLOSED

Customer: [REDACTED]
Phone(s): Contact: [REDACTED]
Vehicle: 1FTFW1ET0BF [REDACTED]

Main: [REDACTED]
2011 F150

Cell:

Mileage: 2,814
Service advisor: 136370
Tag number: T688

Payment type: CASH
Promised time: 05:00 PM
Promised date: 01/24/2012

Waiter: No
Estimate: 0.00

A CUSTOMER REPORTS FROM STOP HE PUNCHED IT ON ACCELL ENGINE CHUGED FOR 30SECONDS THEN TOOK OFF

12650D W EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L N/C

Tech(s): 1212

MT W RR CANISTER N/C

Tech(s): 1212

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 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 KOEO 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.

B RENTAL CAR

70FOZ WESP 1ST DAY RENTAL N/C

Tech(s): 1212

SUBL WESP RENTAL N/C

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 2814 SEE TERRY BARB

C CUSTOMER REPORTS POOR FUEL MILEAGE GETS 14 1/2 HWY 15 COMBINED

10FOZ ILD DRIVEABILITY N/C

Tech(s): 1212

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 2814 CHECKED OASIS, 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

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

Story: 2814 DASH LIGHTS CAN BE TURNED DOWN AND DIMMED BUT NOT

Repair Order Detail - Customer Copy

RO Number: 36001 RO Status: CLOSED

Customer: [REDACTED]
Phone(s): Contact: [REDACTED]
Vehicle: 1FTFW1ET0BF [REDACTED]

Main: [REDACTED]
2011 F150

Cell:

Mileage: 2,814
Service advisor: 136370
Tag number: T688

Payment type: CASH
Promised time: 05:00 PM
Promised date: 01/24/2012

Waiter: No
Estimate: 0.00

TURNED OFF

Customer Pay

Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

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CUSTOMER #: [REDACTED]

36932

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OLYMPIA, WA 98508

MONTESANO, WA [REDACTED]

PAGE 1

HOME [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF [REDACTED]		4294/4309	T180	
DEL. DATE	PRD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC11 IS			17:00 15FEB12			CASH	17FEB12
R.O. OPENED	READY	OPTIONS: STK:111233 ENG:3.5_Liter_GTDI					
15FEB12	17FEB12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A.	CUSTOMER REPORTS 50MPH ENGINE LIGHT CAME ON ENGIE LACKED POWER STATRED SHAKING LIKE FLAT TIRE PULLED OVER TURNED CAR OFF RESTATRED LIGHT WENT OFF CHECK AND ADVISE 10FOZ DRIVEABILITY						
				1212 W	0.00		(N/C) 0.00

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

4294 NO LIGHTS ON AT THIS TIME. TEST DROVE, UNABLE TO DUPLICATE CUSTOMER CONCERN. PERFORMED EEC TEST, PASS CONTINUOUS MEMORY, KOBO, AND KOER SELF TEST. CHECKED OASIS, FOUND SSM 21925 REFERRING TO CHAFFED WIRES FROM MAIN WIRING HARNESS NEAR TAKE OUT TO HEGO SENSOR HARNESS ON TRANS. REMOVED ENGINE/TRANSMISSION SHIELD FOR ACCESS. INSPECTED HARNESS ALONG TRANS CASE AND HEGO SENSOR FOR DAMAGE, NONE FOUND. CHECKED OASIS, TSB 12-02-10 REFERRING TO VARIOUS DRIVEABILITY CONCERNS AND POSSIBLE CHECK ENGINE LIGHT. TSB REPERFS TO REPROGRAMMING PCM. NO LATER PCM CALIBRATION AVAILABLE FOR THIS VEHICLE. A READY AT LATEST VERSION. ROAD TESTED WITH IDS AND FOUND THE RECOMMENDATIONS TO CHECK THROTTLE POSITION SENSORS. CONTACTED FORD HOTLINE WITH ALL INFO AND FINDINGS FROM RECORDINGS. HOTLINE SAID TO DISREGARD ANY PID READINGS AT THIS TIME IF PROBLEM IS PRESENT. REMOVED LEFT AND RIGHT CAC TUBES FROM CAC TO CHECK FOR CONDENSATION AS PER HOTLINE, NONE FOUND. CHECKED GROUND G 105. NECESSARY TO REMOVE FRONT DRIVESHAFT FOR ACCESS TO CHECK G105. LOOSENED AND RETIGHTENED G105 AS PER HOTLINE. UPDATED IDS TO 77.03A. CHECKED PCM FOR UPDATES, FOUND LATER CALIBRATION AVAILABLE. REPROGRAMMED PCM AS PER HOTLINE. CONTACTED FORD HOTLINE FOR A 20 MINUTE PHONE CALL. HOTLINE RECOMMEND PERFORMING NEUTRAL PROFILE CORRECTION PROCEDURE WITH IDS. TEST DROVE, NO PROBLEMS FOUND. NO OTHER REPAIRS NEEDED AT THIS TIME.

B RENTAL CAR
70FOZ SUBLET
1212 W 0.00
SUBL RENTAL PO# 1619
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

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

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

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

Completely Satisfied is our Goal!
Thank you for this opportunity to serve you. It is our goal for you, the customer to be Completely Satisfied with the repairs on your Vehicle. If for any reason you are not Completely Satisfied with your service visit, please contact your Team Service Manager or our Service Director at (360) 943-9300

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

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

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

36932



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MONTESSANO, WA

PAGE 2

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

SERVICE ADVISOR: 136370 TERRY BARB.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF [REDACTED]		4294/4309	T180	
DB DATE	PROD DATE	WARR EXP	PROMISED	RD NO	RATE	PAYMENT	INV DATE
16DEC11 IS			17:00 15FEB12			CASH	17FEB12
R.O. OPENED	READY	OPTIONS: STK:111233 ENG:3.5 Liter GTDI					
15FEB12	17FEB12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
4294	SEE	TERRY	BARB.				

C OIL CHANGE
00FOZ601 OIL CHANGE
1212 IFF 0.40
GOG1 MOTORCRAFT SYNTHETIC BLEND
1 FL*500*SB12 FILTER ASY - OIL
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

INTERNAL PAY SHOP CHARGE FOR REPAIR ORDER (N/C)

COMPANY NAME ESP
COMPANY PHONE
POLICY NUMBER TBD
POLICY TERM 84
EFFECTIVE DATE 16 DEC 2011
DEDUCTIBLE 100.00
MILEAGE LIMIT
BEGIN MILES 215
END MILES 100000
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 HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	<p><u>Completely Satisfied is our Goal</u></p> <p>Thank you for this opportunity to serve you. It is our goal for you, the customer to be Completely Satisfied with the repairs on your Vehicle. If for any reason you are not Completely Satisfied with your service visit, please contact your Team Service Manager or our Service Director at (360) 943-9300</p> <p>A minimal charge has been added where applicable to your repair order for the disposal of or use of materials, chemicals or wastes.</p>	<p>STATEMENT OF DISCLAIMER</p> <p>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p>	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			
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00		

CUSTOMER #: [REDACTED]

38285



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PAGE 1

MONTESANO, WA

HOME

CONT

BUS:

CELL:

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF	[REDACTED]	5938/5921	T594	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
16DEC11 IS							
16DEC11 DI			17:00 21MAR12			CASH	22MAR12
R.O. OPENED	READY	OPTIONS: STK:111233 ENG:3.5_Liter GTDI					
21MAR12	22MAR12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER REPORTS LACKS POWERS AND STATRS SHAKING AFTER 30MPH CUSTOMER LETS ENGINE IDLE FOR ABOUT 10MIN'S BEFORE STARTING OFF. CONCERN IS INTERMITT. 11FOZ ENGINE MINOR						
				1212 W	0.00		(N/C) 0.00

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

5921 PERFORMED EEC TEST, PASS CONTINUOUS MEMORY, KOER, AND KOEO. SELF TEST. CHECKED OASIS, FOUND SSM 21769 AND SSM 22246 REFERRING TO USING THE BRAKE AND GAS PEDAL AT THE SAME TIME CAUSING DRIVABILITY CONCERNS. CALLED CUSTOMER TO REVIEW SSM AND SEE IF CUSTOMER DRIVES WITH BOTH FEET. CUSTOMER STATED THIS DOESN'T APPLY TO HIS DRIVING HABITS. REVIEWED VEHICLE HISTORY, NO NEW MESSAGES FOR THIS CONCERN. ROAD TESTED AND MONITORED POWER BALANCE FOR MISFIRE, NONE FOUND. TEST DROVE AND MONITORED PIDS, NO FAULTS INDICATED. RECORDED MODE SIX DATA, NO MISFIRES RECORDED ON ANY CYLS. CONTACTED FORD HOTLINE FOR ASSISTANCE. HOTLINE WANTED TO TAKE AND SEND FOR IS AND OASIS. TOOK FUEL SAMPLE AND MIXED WITH WATER AS DESCRIBED BY HOTLINE, FUEL SAMPLE CHECKS OK AT THIS TIME. CONTACTED FORD HOTLINE WITH FINDINGS, HOTLINE REFERRED TO SSM 22225 REFERRING TO THIS BEING A KNOWN CONCERN AND IS BEING REVIEWED BY AN ENGINEERING TEAM. SERVICE DIRECTOR DROVE VEHICLE AFTER A 15 MINUTE WARM UP PRIOR TO RELEASING VEHICLE TO TO CUSTOMER, ALSO UNABLE TO DUPLICATE ANY OF THE CUSTOMER COMPLAINTS. NO VERIFY AT THIS TIME. WILL NEED TO MONITOR OASIS FOR FUTURE UPDATES REGARDING THIS CONCERN. NO REPAIRS MADE AT THIS TIME. COMPLETED NPF WORKSHEET.--CALLED @12:48 3/22/12 REVIEWED DIAG WITH HIM AND THAT FORD WAS US TO KEEP MONITORING OASIS HE STATED HE WANTED THE TRUCK FIXED OR ANOTHER TRUCK THAT IT JUST ABOUT KILLED HIM LAST TIME IT ACTED UP CALLED RON BACK 1:16 HE WILL NOT TAKE TRUCK BACK UNTILL IT IS FIXED STATES IT IS A LEMON @1:17 3/22/12 CESAR AND TERRY TALKED TO STEVE CUSTOMER SERVICE @1:55 3/22/12 HE WAS GOING TO DO SOME RESEARCH AND GET BACK TO US RON CALLED @4:43 STATED HE WAS GOING TO PICK UP THE CAR HE HAD TALKED TO SOMEONE AT FORD

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

B RENTAL CAR.

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 Satisfied is our Goal! Thank you for this opportunity to serve you. It is our goal for you, the customer to be Completely Satisfied with the repairs on your Vehicle. If for any reason you are not Completely Satisfied with your service visit, please contact your Team Service Manager or our Service Director at (360) 943-9300. A minimal charge has been added where applicable to your repair order for the disposal of or use of materials, chemicals or wastes.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/item.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INBURANCE SALES TAX PLEASE PAY THIS AMOUNT	TOTALS
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

CUSTOMER #: [REDACTED]

38285



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MONTESSANO, WA [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 2

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF [REDACTED]		5938/5921	T594	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
16DEC11 IS							
16DEC11 DD			17:00 21MAR12			CASH	22MAR12
R.O. OPENED	READY	OPTIONS:					
21MAR12	22MAR12	STK:111233 ENG:3.5_Liter_GTDI					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	70FOZ	SUBLET					(N/C)
			1212	W 0.00			
		SUBL RENTAL	PO#17440				(N/C)
			W				(N/C)
		PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
			5921	SEE TERRY BARB.		TOTAL LINE B:	0.00

COMPANY NAME ESP
 COMPANY PHONE
 POLICY NUMBER TBD
 POLICY TERM 84
 EFFECTIVE DATE 16 DEC 2011
 DEDUCTIBLE 100.00
 MILEAGE LIMIT 21000
 BEGIN MILES 10000
 END MILES
 COMPONENTS

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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

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 COPY

CUSTOMER #: [REDACTED]

35195

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Business (360) 352-9300

ACCOUNTING

PAGE 1

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MONTESSANO, WA

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF [REDACTED]		1131/1167	T860	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC11 IS							
16DEC11 DD			17:00 29DEC11			CASH	30DEC11
R.O. OPENED	READY	OPTIONS: STK:111233 ENG:3.5_Liter_GTDI					
29DEC11	30DEC11						

LINE OPCODE TECH TYPE A/HRS S/HRS LIST NET TOTAL
 A CUSTOMER REPORTS UP HILLES WITH CRUSE ON 50MPH JERKS ON HARD ACCELL
 LOW SPPEED ENGINE LACKS POWER THEN GAINS POWER BACK ON ITS OWN
 NO INDICATOR LIGHTS

CAUSE: .

CONCERN CODE:

12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
 960 W 1.16 0.20 19.84 19.84
 COST/SALE/COMP: 530 1984
 12650D81 PID RECORDER/MONITOR TEST WITH ROAD TEST
 - L
 960 W 0.00 0.50 49.59 49.59
 COST/SALE/COMP: 1325 4959

FC: D36 82
 PART#: DIAG
 COUNT: 0 0 TPARTS
 CLAIM TYPE:
 AUTH CODE:
 00076

1855 6943 TLABOR

PARTS: 0.00 LABOR: 69.43 OTHER: 0.00 TOTAL LINE A: 69.43

1131 ROAD TESTED MULTIPLE TIMES, DID NOT VERIFY CONCERN. EEC
 TESTED, NO CODES PRESENT. TESTED MODE 6 DATA, NO MISFIRE MONITORS
 PRESENT. ALL HAVE PASSED. RAN OASIS, NO SSMS OR TSBS PRESENT AT THIS
 TIME. NO PROBLEMS FOUND AT THIS TIME.

B RENTAL PER MATT

CAUSE: .

CONCERN CODE:

70FOZ SUBLET
 960 W 0.00 0.00 0.00 0.00
 COST/SALE/COMP: 0 0

FC: A99 82
 PART#: TAP1
 COUNT: 0 0 TPARTS
 CLAIM TYPE: TAP1
 AUTH CODE:

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

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

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

35195

**Olympia's
ALL STAR FORD**

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

ACCOUNTING

PAGE 2

www.olyford.com
Send Remittance to:
PO BOX 11899
OLYMPIA, WA 98508

MONTESANO, WA [REDACTED]

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

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF [REDACTED]		1131/1167	T860	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC11 IS			17:00 29DEC11			CASH	30DEC11
16DEC11 DD							
R.O. OPENED	READY	OPTIONS: STK:111233 ENG:3.5_Liter_GTDI					
29DEC11	30DEC11						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
00076						0 TLABOR		
SUBL RENTAL PO#15749								
			W				28.36	28.36
COST/SALE/COMP:				2836	2836			
PARTS:		0.00 LABOR:		0.00 OTHER:		28.36	TOTAL LINE B:	28.36

COMPANY NAME ESP
 COMPANY PHONE
 POLICY NUMBER TBD
 POLICY TERM 84
 EFFECTIVE DATE 16 DEC 2011
 DEDUCTIBLE 100.00
 MILEAGE LIMIT
 BEGIN MILES 215
 END MILES 100000
 COMPONENTS

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-30-11	08:55	10:05	1.16	W	960	A	

ACCOUNT	SALE	COST	CONTROL
5720	6943	1855	
5751	2836	2836	
5480	000	000	0
1140	9779	*****	

COST/SALE/COMP TOT: 4691 9779 0

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

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 Satisfied is our Goal!
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 A minimal charge has been added where applicable to your repair order for the disposal of or use of materials, chemicals or wastes.

STATEMENT OF DISCLAIMER
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 CUSTOMER SIGNATURE

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

CUSTOMER #: [REDACTED]

36001

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MONTESANO, WA

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

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF [REDACTED]		2814/2912	T688	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC11 IS							
16DEC11 DD			17:00 24JAN12			CASH	30JAN12
R.O. OPENED	READY	OPTIONS: STK:111233 ENG:3.5_Liter_GTDI					
23JAN12	30JAN12						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
A								

A CUSTOMER REPORTS FROM STOP HE PUNCHED IT ON ACCELL ENGINE CHUGED FOR 30SECONDS THEN TOOK OFF

CAUSE: .

CONCERN CODE:

12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L
1212 W 1.79 0.20

COST/SALE/COMP: 480 1984 19.84 19.84
MT RR CANISTER

1212 W 0.00 1.20 119.02 119.02

COST/SALE/COMP: 2880 11902
FC: D13 82 PART#: NPF COUNT: 0 0 TPARTS

CLAIM TYPE:

AUTH CODE:

00362

3360

13886 TLABOR

PARTS: 0.00 LABOR: 138.86 OTHER: 0.00 TOTAL LINE A: 138.86

2814 TEST DROVE AND MONITORED PIDS AND POWER BALANCE, UNABLE TO DUPLICATE CUSTOMER CONCERN. PERFORMED EEC TEST, PASS CONTINUOUS MEMORY AND KOER AND KOEO 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.

B RENTAL CAR

CAUSE: .

CONCERN CODE:

70FOZ 1ST DAY RENTAL

1212 WESP 0.00 0.00

0.00 0.00

COST/SALE/COMP: 0 0

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	A minimal charge has been added where applicable to your repair order for the disposal of or use of materials, chemicals or wastes.	CUSTOMER SIGNATURE	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX	PLEASE PAY THIS AMOUNT

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

CUSTOMER #: [REDACTED]

36001

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ACCOUNTING

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MONTESANO, WA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF [REDACTED]		2814/2912	T688	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC11 IS							
16DEC11 DD			17:00 24JAN12			CASH	30JAN12
R.O. OPENED	READY	OPTIONS: STK:111233 ENG:3.5_Liter_GTDI					
23JAN12	30JAN12						

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

FC: A99 42

PART#: RENTAL

COUNT:

0

0 TPARTS

CLAIM TYPE: ESP

AUTH CODE:

00362

0

0 TLABOR

SUBL RENTAL PO#16130

WESP

85.08

85.08

COST/SALE/COMP: 8508 8508

PARTS: 0.00 LABOR: 0.00 OTHER: 85.08

TOTAL LINE B:

85.08

2814 SEE TERRY BARB

C CUSTOMER REPORTS POOR FUEL MILEAGE GETS 14 1/2 HWY 15 COMBINED

CONCERN CODE:

10FOZ DRIVEABILITY

1212 ILD 0.20 0.20

0.00

0.00

COST/SALE/COMP: 480 0

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE C:

0.00

2814 CHECKED OASIS, 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???

CONCERN CODE:

51FOZ BODY ELECTRICAL

1212 ILD 0.00 0.00

0.00

0.00

COST/SALE/COMP: 0 0

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE D:

0.00

2814 DASH LIGHTS CAN BE TURNED DOWN AND DIMMED BUT NOT TURNED OFF.

COMPANY NAME ESP

COMPANY PHONE

POLICY NUMBER TBD

POLICY TERM 84

EFFECTIVE DATE 16 DEC 2011

DEDUCTIBLE 100.00

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	<p>Completely Satisfied is our Goal!</p> <p>Thank you for this opportunity to serve you. It is our goal for you, the customer to be Completely Satisfied with the repairs on your Vehicle. If for any reason you are not Completely Satisfied with your service visit, please contact your Team Service Manager or our Service Director at (360) 943-9300</p> <p>A minimal charge has been added where applicable to your repair order for the disposal of or use of materials, chemicals or wastes.</p>	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT		

CUSTOMER #: [REDACTED]

36001

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MONTESANO, WA

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF[REDACTED]		2814/2912	T688	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC11 IS							
16DEC11 DD			17:00 24JAN12			CASH	30JAN12
R.O. OPENED	READY	OPTIONS: STK:111233 ENG:3.5_Liter_GTDI					
23JAN12	30JAN12						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
MILEAGE LIMIT								
BEGIN MILES				215				
END MILES				100000				
COMPONENTS								

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-24-12	09:49	10:32	0.71	W	1212	A	
	10:32	10:44	0.20	W	1212	C	
01-26-12	08:06	09:11	1.08	W	1212	A	

ACCOUNT	SALE	COST	CONTROL
[REDACTED]	13886	3360	
	8508	8508	
	000	000	
	0	480	
	22394	*****	
	0	*****	

COST/SALE/COMP TOT: 12348 22394 0

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

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36932

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MONTESANO, WA [REDACTED]

HOME [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF [REDACTED]		4294 / 4309	T180	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC11 IS							
16DEC11 DD			17:00 15FEB12			CASH	28FEB12
R.O. OPENED	READY	OPTIONS: STK:111233 ENG:3.5_Liter_GTDI					
15FEB12	28FEB12						

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

A CUSTOMER REPORTS 50MPH ENGINE LIGHT CAME ON ENGIE LACKED POWER
STATRED SHAKING LIKE FLAT TIRE PULLED OVER TURNED CAR OFF
RESTATERD LIGHT WENT OFF CHECK AND ADVISE

CAUSE: .

CONCERN CODE:

12650D EEC SYSTEM DIAGNOSIS - (QUICK TEST) - L								
1212 W 5.74 0.20						19.84		19.84
COST/SALE/COMP:	480		1984					
MT RR SHEILD								
1212 W 0.00 0.20						19.84		19.84
COST/SALE/COMP:	480		1984					
MT INSPECT WIRING PER SSM 21925								
1212 W 0.00 0.80						79.34		79.34
COST/SALE/COMP:	1920		7934					
12650D81 PID RECORDER/MONITOR TEST WITH ROAD TEST								
- L								
1212 W 0.00 0.50						49.59		49.59
COST/SALE/COMP:	1200		4959					
MT RR CAC TUBES								
1212 W 0.00 0.30						29.75		29.75
COST/SALE/COMP:	720		2975					
4602B DRIVESHAFT ASSEMBLY - FRONT (4X4) - REMOVE								
AND INSTALL OR REPLACE (4A376) - L								
1212 W 0.00 0.40						39.67		39.67
COST/SALE/COMP:	960		3967					
MTDIAG HOTLINE DIAG RECOMM								
1212 W 0.00 1.00						99.18		99.18
COST/SALE/COMP:	2400		9918					
00 EXTRA TECH PAY								
1212 ILD 0.00 1.20						0.00		0.00
COST/SALE/COMP:	2880		0					
MTDIAG PERF NEUTRAL PROFILE CORRECT WITH IDS								
1212 W 0.00 1.00						99.18		99.18
COST/SALE/COMP:	2400		9918					

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		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		PLEASE PAY THIS AMOUNT		

CUSTOMER #: [REDACTED]

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MONTESANO, WA [REDACTED]

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

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF [REDACTED]		4294/4309	T180	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC11 IS			17:00	15FEB12		CASH	28FEB12
16DEC11 DD							
R.O. OPENED	READY	OPTIONS: STK:111233 ENG:3.5_Liter_GTDI					
15FEB12	28FEB12						

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

FC: D42 42
PART#: 14401
COUNT:
CLAIM TYPE:
AUTH CODE:
00362

0 0 TPARTS
10560 43639 TLABOR

PARTS: 0.00 LABOR: 436.39 OTHER: 0.00 TOTAL LINE A: 436.39

4294 NO LIGHTS ON AT THIS TIME. TEST DROVE, UNABLE TO DUPLICATE CUSTOMER CONCERN. PERFORMED EEC TEST, PASS CONTINUOUS MEMORY, KOEO, AND KOER SELF TEST. CHECKED OASIS, FOUND SSM 21925 REFERRING TO CHAFFED WIRES FROM MAIN WIRING HARNESS NEAR TAKE OUT TO HEGO SENSOR HARNESS ON TRANS. REMOVED ENGINE/TRANSMISSION SHIELD FOR ACCESS. INSPECTED HARNESS ALONG TRANS CASE AND HEGO SENSOR FOR DAMAGE, NONE FOUND. CHECKED OASIS, TSB 12-02-10 REFERRING TO VARIOUS DRIVEABILITY CONCERNS AND POSSIBLE CHECK ENGINE LIGHT. TSB REFERS TO REPROGRAMMING PCM. NO LATER PCM CALIBRATION AVAILABLE FOR THIS VEHICLE, ALREADY AT LATEST VERSION. ROAD TESTED WITH IDS AND CAPTURED THREE RECORDINGS OF VARIOUS PIDS REGARDING THROTTLE POSITION SENSORS. CONTACTED FORD HOTLINE WITH ALL INFO AND FINDINGS FROM RECORDINGS. HOTLINE SAID TO DISREGARD ANY PID READINGS AT THIS TIME IF PROBLEM IS PRESENT. REMOVED LEFT AND RIGHT CAC TUBES FROM CAC TO CHECK FOR CONDENSATION AS PER HOTLINE, NONE FOUND. CHECKED GROUND G 105. NECESSARY TO REMOVE FRONT DRIVESHAFT FOR ACCESS TO CHECK G105. LOOSENED AND RETIGHTENED G105 AS PER HOTLINE. UPDATED IDS TO 77.03A. CHECKED PCM FOR UPDATES, FOUND LATER CALIBRATION AVAILABLE. REPROGRAMMED PCM AS PER HOTLINE. CONTACTED FORD HOTLINE FOR A 20 MINUTE PHONE CALL. HOTLINE RECOMMEND PERFORMING NEUTRAL PROFILE CORRECTION PROCEDURE WITH IDS. TEST DROVE, NO PROBLEMS FOUND. NO OTHER REPAIRS NEEDED AT THIS TIME.

B RENTAL CAR

CAUSE: .

CONCERN CODE:

TAP1 TAP RENTAL CAR DURING WARRANTY REPAIRS

1212 W 0.00 0.00

0.00 0.00

COST/SALE/COMP: 0 0

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	A minimal charge has been added where applicable to your repair order for the disposal of or use of materials, chemicals or wastes.	CUSTOMER SIGNATURE	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]

36932

Olympia's ALL STAR FORD

ACCOUNTING

Eastside - I-5 Exit 107
3121 Pacific Ave SE
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Tacoma (253) 572-3755

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OLYMPIA, WA 98508

PAGE 3

MONTESSANO, WA [REDACTED]

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

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF [REDACTED]		4294/4309	T180	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC11 IS			17:00 15FEB12			CASH	28FEB12
16DEC11 DD							
R.O. OPENED	READY	OPTIONS: STK:111233 ENG:3.5_Liter_GTDI					
15FEB12	28FEB12						

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

FC: A99 82								
PART#: TAP1								
COUNT:				0		0 TPARTS		
CLAIM TYPE: TAP1								
AUTH CODE:								
00362				0		0 TLABOR		
SUBL RENTAL PO#16679								
			W				56.72	56.72
COST/SALE/COMP:		5672		5672				
PARTS: 0.00 LABOR:				0.00 OTHER:		56.72	TOTAL LINE B:	56.72
4294 SEE TERRY BARB.								

C OIL CHANGE
CONCERN CODE:

00FOZ601 OIL CHANGE								
1212 IFF 0.63 0.40							12.00	12.00
COST/SALE/COMP:		960		1200				
GOG1 MOTORCRAFT SYNTHETIC BLEND							14.25	14.25
COST/SALE/COMP:		1305		1425				
D2A PARTS PROMO							-2.74	-2.74
COST/SALE/COMP:		749		-274				
1 FL*500*SB12 FILTER ASY - OIL						8.69	7.49	7.49
COST/SALE/COMP:		391		749		0		
PARTS: 7.49 LABOR:				12.00 OTHER:		11.51	TOTAL LINE C:	31.00
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								

COMPANY NAME ESP
 COMPANY PHONE
 POLICY NUMBER TBD
 POLICY TERM 84
 EFFECTIVE DATE 16 DEC 2011
 DEDUCTIBLE 100.00
 MILEAGE LIMIT

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

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 CUSTOMER SIGNATURE

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

CUSTOMER #: [REDACTED]

36932

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PAGE 4

MONTESANO, WA

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

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF [REDACTED]		4294/4309	T180	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC11 IS			17:00 15FEB12			CASH	28FEB12
16DEC11 DD							
R.O. OPENED	READY	OPTIONS: STK:111233 ENG:3.5_Liter_GTDI					
15FEB12	28FEB12						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
BEGIN	MILES				215			
END	MILES				100000			
COMPONENTS								

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-16-12	08:38	09:17	0.65	W	1212	A	
	09:17	09:30	0.22	W	1212	A	
	09:30	10:08	0.63	W	1212	C	
	10:08	10:55	0.79	W	1212	A	
	11:23	11:58	0.59	W	1212	A	
	12:28	13:35	1.11	W	1212	A	
	13:35	14:15	0.67	W	1212	A	
	14:15	14:46	0.52	W	1212	A	
	14:46	15:42	0.93	W	1212	A	
	15:42	15:56	0.23	W	1212	A	
02-17-12	14:28	14:30	0.03	W	1212	A	

ACCOUNT	SALE	COST	CONTROL
[REDACTED]	43639	10560	
	1200	3840	
	5672	5672	
	000	000	
	1425	1305	
	-274	749	
	749	391	
	49311	*****	
	0	*****	
	3100	*****	

COST/SALE/COMP TOT: 22517 52411 0

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

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CUSTOMER #: [REDACTED]

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MONTESANO, WA [REDACTED]

PAGE 1

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

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF [REDACTED]		4/5921	T594	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC11 IS			17:00 21MAR12			CASH	30MAR12
R.O. OPENED		READY	OPTIONS: STK:111233 ENG:3.5_Liter_GTDI				
21MAR12		30MAR12					

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

A CUSTOMER REPORTS LACKS POWERS AND STATRS SHAKING AFTER 30MPH CUSTOMER LETS ENGINE IDLE FOR ABOUT 10MIN'S BEFORE STARTING OFF. CONCERN IS INTERMITT.

CAUSE: .

CONCERN CODE:

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

1212 W 1.68 0.20

19.84 19.84

COST/SALE/COMP: 480 1984

12650D81 PID RECORDER/MONITOR TEST WITH ROAD TEST

- L

1212 W 0.00 0.50

49.59 49.59

COST/SALE/COMP: 1200 4959

00 EXTRA TECH PAY

1212 ILD 0.00 1.00

0.00 0.00

COST/SALE/COMP: 2400 0

FC: D42 82

PART#: DIAG

COUNT:

0 0 TPARTS

CLAIM TYPE:

AUTH CODE:

00362

1680

6943 TLABOR

PARTS: 0.00 LABOR: 69.43 OTHER: 0.00 TOTAL LINE A: 69.43

5921 PERFORMED EEC TEST, PASS CONTINUOUS MEMORY, KOER, AND KOEO SELF TEST. CHECKED OASIS, FOUND SSM 21769 AND SSM 22246 REFERRING TO USING THE BRAKE AND GAS PEDAL AT THE SAME TIME CAUSING DRIVABILITY CONCERNS. CALLED CUSTOMER TO REVIEW SSM AND SEE IF CUSTOMER DRIVES WITH BOTH FEET. CUSTOMER STATED THIS DOESN'T APPLY TO HIS DRIVING HABITS. REVIEWED VEHICLE HISTORY, NO NEW MESSAGES FOR THIS CONCERN. ROAD TESTED AND MONITORED POWER BALANCE FOR MISFIRE, NONE FOUND. TEST DROVE AND MONITORED PIDS, NO FAULTS INDICATED. RECORDED MODE SIX DATA, NO MISFIRES RECORDED ON ANY CYLS. CONTACTED FORD HOTLINE FOR ASSISTANCE. HOTLINE WANTED A FUEL SAMPLE TAKE AND CHECKED FOR E85 AND QUALITY. TOOK FUEL SAMPLE AND MIXED WITH WATER AS DESCRIBED BY HOTLINE, FUEL SAMPLE CHECKS OK AT THIS TIME. CONTACTED FORD HOTLINE WITH FINDINGS, HOTLINE

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		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]

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MONTESANO, WA

PAGE 2

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

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF [REDACTED]		4 / 5921	T594	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC11 IS							
16DEC11 DD			17:00 21MAR12			CASH	30MAR12
R.O. OPENED	READY	OPTIONS: STK:111233 ENG:3.5_Liter_GTDI					
21MAR12	30MAR12						

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

REFERRED TO SSM 22225 REFERRING TO THIS BEING A KNOWN CONCERN AND IS BEING REVIEWED BY AN ENGINEERING TEAM. SERVICE DIRECTOR DROVE VEHICLE AFTER A 15 MINUTE WARM UP PRIOR TO RELEASING VEHICLE TO TO CUSTOMER, ALSO UNABLE TO DUPLICATE ANY OF THE CUSTOMER COMPLAINTS. NO VERIFY AT THIS TIME. WILL NEED TO MONITOR OASIS FOR FUTURE UPDATES REGARDING THIS CONCERN. NO REPAIRS MADE AT THIS TIME. COMPLETED NPF WORKSHEET. --CALLED [REDACTED] @12:48 3/22/12 REVIEWED DIAG WITH HIM AND THAT FORD WAS US TO KEEP MONITERING OASIS HE STATED HE WANTED THE TRUCK FIXED OR ANOTHER TRUCK THAT IT JUST ABOUT KILLED HIM LAST TIME IT ACTED UP CALLED RON BACK 1:16 HE WILL NOT TAKE TRUCK BACK UNTILL IT IS FIXED STATES IT IS A LEMON @1:17 3/22/12 CESAR AND TERRY TALKED TO STEVE CUSTOMER SERVICE @1:55 3/22/12 HE WAS GOING TO DO SOME RESEARCH AND GET BACK TO US RON CALLED @4:43 STATED HE WAS GOING YTO PICK UP THE CAR HE HAD TALKED TO SOMEONE AT FORD

B RENTAL CAR.

CAUSE: .

CONCERN CODE:

TAP1 TAP RENTAL CAR DURING WARRANTY REPAIRS

1212 W 0.00 0.00

0.00 0.00

COST/SALE/COMP: 0 0

FC: A99 82

PART#: TAP1

COUNT: 0

0 TPARTS

CLAIM TYPE: TAP1

AUTH CODE:

00362

0

0 TLABOR

SUBL RENTAL PO#17440

W

56.72

56.72

COST/SALE/COMP: 5672 5672

PARTS: 0.00 LABOR: 0.00 OTHER: 56.72

TOTAL LINE B: 56.72

56.72

5921 SEE TERRY BARB.

COMPANY NAME

ESP

COMPANY PHONE

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CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

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

CUSTOMER #: [REDACTED]

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MONTESSANO, WA [REDACTED]

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

SERVICE ADVISOR: 136370 TERRY BARB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE PLAT	11	FORD F-150	1FTFW1ET0BF [REDACTED]		4/5921	T594	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16DEC11 IS			17:00 21MAR12			CASH	30MAR12
16DEC11 DD							
R.O. OPENED	READY	OPTIONS: STK:111233 ENG:3.5_Liter_GTDI					
21MAR12	30MAR12						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
	POLICY NUMBER					TBD		
	POLICY TERM					84		
	EFFECTIVE DATE			16 DEC 2011				
	DEDUCTIBLE			100.00				
	MILEAGE LIMIT							
	BEGIN MILES			215				
	END MILES			100000				
	COMPONENTS							

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-21-12	14:57	16:38	1.68	W	1212	A	

ACCOUNT	SALE	COST	CONTROL
[REDACTED]	6943	1680	
[REDACTED]	0	2400	
[REDACTED]	5672	5672	
[REDACTED]	000	000	
[REDACTED]	12615	*****	
[REDACTED]	0	*****	

COST/SALE/COMP TOT: 9752 12615 0

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

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CUSTOMER SIGNATURE

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

MONTESANO WA [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE IN	DATE IN/TIME	R.O. NO.	
		1FTFW1ET0BF [REDACTED]		7423	04/20/2012 00:00	35962	
		Year	Make	Model	Color	Tag NO.	
11		FORD	F150			0	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	IN-SERV DATE	SERV. ADV.	PROMISED
			(000) 000-0000		00/00/0000	687	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	OTHER PHONE		MILES OUT	RO COMMENT	
	00/00/00						
LN	TYPE	OP-CODE	TECH	HOURS	AMOUNT		
A	Warranty	10	A01	1.50	\$137.58		
Complaint CUST STATES SURGE/SHAKE FELT 20-27MPH, ON SEVERAL OCCASIONS WHEN PULLING OUT INTO TRAFFIC VEHICLE HAS SLOW OR NO THROTTLE RESPONSE AND VEHICLE STARTS TO SHAKE.REPORT							
Cause ROAD TEST,PCM SELF TEST PASS,KOEO KOER PASS,PID DATA MONITOR OK,RESETKAM,CHECK OASIS,SSM 22246 REGARDING BRAKE OVER ACCELERATION CONCERN;CAN DUPLICATE CONCERN IF BRAKE PEDAL IS APPLIED WHILE ACCELERATING							
Correction CONCERN UNDER INVESTIGATION TSB 12-2-10 ADVISE							
Line Total,...					\$137.58		

DEALERSHIP USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA

TECHNICIAN'S COMMENTS INCLUDE DESCRIPTION OF CAUSE

✓ History report

#01 Customer States Surge Shudder

STRAIGHT TIME (HOURS)	FLAT RATE	RO NO. 35762	TIME	OFF
	Wanna FWD	OPER. NO.	1.6	
	Emp. No. 01			

CAUSE: around 20-27 mph.

CORRECTION: hesitation, lacks power when getting into traffic. Excessive roadster

CAUSE: Ran self test. paras. Koco. Kora pass. Cost.

CORRECTION: pid data monitor ok. - made 6 o.h. Reset Kora.

CAUSE: Ran oad's. Ser 22246 For BOA. brake on Acceleration if double Footing is present. You will have above

CORRECTION: Symptoms present Surge, Shudder, hesitation. Lacks power.

CAUSE: Could only duplicate concerns when brake pedal was applied with Accelerator called hotline

CORRECTION: Message back Under investigation

CAUSE: Need to monitor oad's for further updates. Ser. 22225 to 12-2-12

CORRECTION: Under Investigation

PROGRAM CODE		ACTIVATION NUMBER		COMMITMENT NUMBER	
PAID SUB TOTAL	ALLOWANCE	P. USE PRICE CAT	LESS REC	TOTAL PARTS	TOTAL LABOR
DATE INVOICED			SERVICE INVOICED PARTS		RECEIVED MESSAGE
NO.	DATE	TIME	QTY	UNIT PRICE	AMOUNT
CLEANUP PARTICIPATION		EQUIPMENT MAINTENANCE OR SPECIAL		PARTS AND LABOR PERCENT	
LABOR PERCENT		EQUIPMENT MAINTENANCE OR SPECIAL		PARTS AND LABOR PERCENT	

CAUSE:

CORRECTION:

FLUIDS:

TOWING:

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTFW1ET0BF	██████	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	02-NOV-2011	174517	USA	-1	6Y20 *	TAP1 *	F09	SXX	V99	A99	82		
AWS Claim Key:		<u>2161494</u>	Doc #: 035195B	Trx Code:		TAP1	Labor Hrs: 0	Labor Cost: 0	Material Cost: 0	Total Cost: 28.36													
Dir Cd-Sub Cd:		03976-*	Name: ALL STAR FORD	Ph: 360-9439300		St: WA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 29-DEC-2011	DIST(Mile): 1131													
Cust Comments:		RENTAL PER MATT																					
Tech Comments:		RENTAL DURING WARR REPAIRS																					
1FTFW1ET0BF	██████	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	D36	82		
AWS Claim Key:		<u>2126085</u>	Doc #: 035195A	Trx Code: 2		Labor Hrs: .7	Labor Cost: 69.43	Material Cost: 0	Total Cost: 69.43														
Dir Cd-Sub Cd:		03976-*	Name: ALL STAR FORD	Ph: 360-9439300		St: WA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 29-DEC-2011	DIST(Mile): 1131													
Cust Comments:		CUSTOMER REPORTS UP HILLES WITH CRUSE ON 50MPHJERKS ON HARD ACCCELL LOW SPPEED ENGINE LACKS POWERTHEN GAINS POWER BACK ON ITS OWN NO INDICATORLIGHTS																					
Tech Comments:		ROAD TESTED MULTIPLE TIMES, DID NOT VER IFYCONCERN, EEC TESTED, NO CODES PRESENT. TESTEDMODE 6 DATA, NO MISFIRE MONITORS PRESENT. ALLHAVE PASSED. RAN OASIS, NO SSMS OR TSBS PRESENTAT THIS TIME. NO PROBLEMS FOUND AT THIS TIME.																					
1FTFW1ET0BF	██████	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	02-NOV-2011	174517	USA	-1	1G88 *	NPF *	F04	S11	V44	D50	82		
AWS Claim Key:		<u>2814511</u>	Doc #: 036001A	Trx Code: 2		Labor Hrs: 1.4	Labor Cost: 138.85	Material Cost: 0	Total Cost: 223.93														
Dir Cd-Sub Cd:		03976-*	Name: ALL STAR FORD	Ph: 360-9439300		St: WA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 23-JAN-2012	DIST(Mile): 2814													
Cust Comments:		HARD EXCELL AND VEH JUST CHUGGED THEN TOOK OFF																					
Tech Comments:		TST DROVE MON PIDS AND POWER BLANCE UNABLE TO DUPL PERF EEC PASS CHECK SSM 22192 COULDNOT DUPLICATE ENG ARE INVESTIGATING CONCERN. SERVICE MANAGER RD TST HOME WITH NO PROBLEMS PER HL CHECK EVAP CANISTER FOR RAW FUEL NONE NOTED RD TST PER HL ANDMADE RECORDING PIDS AND COMP TO NORMAL RANGE OK																					

IFTFW1ET0BF [REDACTED] 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 82
AWS Claim Key: 2738557 **Doc #:** 036932B **Trx Code:** TAPI **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 56.72
Dir Cd-Sub Cd: 03976-* **Name:** ALL STAR FORD **Ph:** 360-9439300 **St:** WA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 15-FEB-2012 **DIST(Mile):** 4294
Cust Comments: RENTAL CAR DURING WARR REPAIRS
Tech Comments: SEE TERRY BARB. DURING WARR REPAIRS

IFTFW1ET0BF [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 02-NOV-2011 174517 USA -1 7S02 * 14401 * F04 S11 V52 D42 X1
AWS Claim Key: 3018036 **Doc #:** 036932A **Trx Code:** S07 **Labor Hrs:** 4.8 **Labor Cost:** 476.06 **Material Cost:** 0 **Total Cost:** 476.06
Dir Cd-Sub Cd: 03976-* **Name:** ALL STAR FORD **Ph:** 360-9439300 **St:** WA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 15-FEB-2012 **DIST(Mile):** 4294
Cust Comments: CS 50MPH ENG LIGHT CAME ON AND ENG LACKED POWER STARTED SHAKING LIKE FLAT TIRE PULLED OVER TURNED CAR OFF RESTARED AND LIGHT WENT OFF
Tech Comments: NO LIGHTS ON AT THIS TIME TST DROVE UNABLE TO DUPLICATE. PERF EEC PASS CHECK SSM 21925 RR SHIELD MT FOR ACCESS INSPCT HARNESS MT WIRING NON DAMAGE FOUND CHECK TSB 120210 PCM UP TO DATE. RD TST WITH IDS AND C APTURED 3 RECORDINGS OF VARIOUS PIDS FOR TPS CONTACT HL TOLD TO DISREGARD PID READINGS RR LEFT AND RIGHT CAC TUBES M TIME TO CHECK FOR CONDENSATION PER HL. NONE FOUND CHECK GROUND G1405 RR FR

IFTFW1ET0BF [REDACTED] 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 82
AWS Claim Key: 3115049 **Doc #:** 038285A **Trx Code:** 2 **Labor Hrs:** .7 **Labor Cost:** 69.43 **Material Cost:** 0 **Total Cost:** 69.43
Dir Cd-Sub Cd: 03976-* **Name:** ALL STAR FORD **Ph:** 360-9439300 **St:** WA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 21-MAR-2012 **DIST(Mile):** 4295
Cust Comments: CUSTOMER REPORTS LACKS POWERS AND STATRS SHAKINGAFTER 30MPH CUSTOMER LETS ENGINE IDLE FOR ABOUT10MIN
Tech Comments: PERFORMED EEC TEST, PASS CONTINUOUS MEMORY, KOER,AND KOEO SELF TEST. CHECKED OASIS, FOUND SSM21769 AND SSM 22246 REFERRING TO USING THE BRAKEAND GAS PEDAL AT THE SAME TIME CAU SINGDRIVABILITY CONCERNS. CALLED CUSTOMER TO REVIEWSSM AND SEE IF CUSTOMER DRIVES WITH BOTH FEET.CUSTOMER STATED THIS DOESNT APPLY TO HIS DRIVINGHABITS. REVIEWED VEHICLE HISTORY, NO NEW MESSAGESFOR THIS CONCERN. ROAD TESTED

IFTFW1ET0BF [REDACTED] 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 82
AWS Claim Key: 3115048 **Doc #:** 038285B **Trx Code:** TAPI **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 56.72
Dir Cd-Sub Cd: 03976-* **Name:** ALL STAR FORD **Ph:** 360-9439300 **St:** WA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 21-MAR-2012 **DIST(Mile):** 4295
Cust Comments: RENTAL CAR DURING WARR REPAIRS RENTAL C AR.
Tech Comments: RENTAL TAP DURING WARR REPAIRS

IFTFW1ET0BF [REDACTED] 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 82
AWS Claim Key: 3312315 **Doc #:** 035962A **Trx Code:** 2 **Labor Hrs:** 1.5 **Labor Cost:** 137.58 **Material Cost:** 0 **Total Cost:** 137.58
Dir Cd-Sub Cd: 01369-* **Name:** FIVE STAR DEALERSHIPS, INC. **Ph:** 360-5333673 **St:** WA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 20-APR-2012 **DIST(Mile):** 7423

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 VEHICLE 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

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

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Attachments: 0

Report# : CAYHM006 NHL **Received:** 01/25/2012
CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2011,F150 4X4 ,F150 ,SUP **Build Date:** 11/02/2011
 CRW,STYSD ,1FTFW1ET0BF **Calibration:** BF613C0A
Odometer : 7,423 M **Engine:** 3.5L-GTDI **A/C:** YES
Transmission: 6R80E **Axle:** 3800F3.55L **Phone#:** (360) 538-8624
Dealer: USA 01369 Five Star Dealerships, Inc. **Country :** USA
City: Aberdeen **State:** Washington
Originator: WILLIAM MULLINS
Symptom: 5 50 2 02 DRV PERF,RUNS ROUGH,ACCEL,ALWAYS
Status:
VFG: V52 DRIVEABILITY
Additional Symptom: SLUGGISH ACCELERATION
Fix: **Causal Component :**
Condition Code:

Hotliner: DRIDOLF2

Phone: 000 248-8241

Regn Cd: W5 Seattle

Engineering:

Phone:

TAR:

Dir Contact: WILLIAM MULLINS

Phone: 360 943-9300

Title Cde: T

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 QUESTION: 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 NOT 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 QUESTION: 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 CONCERN, 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.

REPAIR 03/22/2012 11:32AM CHARLES GAMMON MSS - FCSD - TECH SVC HOTLINE

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 [REDACTED] TO REVIEW. 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
BRKOVDR_POSS 205 AND BRKOVDR_ACTION 2. PARTS REPLACED: NONE
INITIAL QUESTION: DOES THE BRKOVDR_POSS 205 AND BRKOVDR_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.

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

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/SSM.ASP?SSM=22225 TARGET='_BLANK'>SSM 22225, AND

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

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Requester: LBINGHAM

Report Summary

Server: FCWS686

Ford Proprietary, Private

4-May-2012

Retention: None

All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET0BF [REDACTED]	Year: 2011	Model: F-SERIES	Case: [REDACTED]
Name: [REDACTED]	Owner Status: Original	WSD: 2011-12-16	
Symptom Desc: RUNS ROUGH AT CRUISE HOT ENGINE		Primary Phone: [REDACTED]	
Reason Desc: CLP - IN - FINANCIAL ASSISTANCE - AT RISK		Secondary Phone: [REDACTED]	
Issue Type: 04 REGION	Issue Status: CLOSED		
Initial Customer Contact: 03/30/2012			

Action: TIER ONE OPEN ISSUE		Origin Desc: TIER ONE - MELBOURNE
Dealer: 03976 ALL STAR FORD		
Odometer: 5500 MI	Comm Type: PHONE	
Analyst Name: KRIZ, TIMOTHY	Analyst: TKRIZ	
Action Date: 03/29/2012	Action Time: 13.59.31.636	Action Data: No

Comments ==CUST SAYS== -VEH HAS BEEN IN THE SHOP FOR TIMES, AND THE DLR DOES NOT KNOW HOW TO FIX IT-CUST HAS TRIED TO TRADE IT OFF-CUST HAS ATTEMPTED TO LEFT FORD -CUST SAYS HE PICKED UP THE VEH ON 3/22/12 BUT THE DLR SAYS THEY CANNOT FIX THE VEH SO HIS VEH HAS NEVER BEEN FIXED-PER TL JOEL AND AMBER, REOPENING CASE BECAUSE THE CUSTOMERS CONCERNS WERE NOT PROPERLY ADDRESSED -LOCAL DLR ALL STAR FORD 3121 PACIFIC AVE. OLYMPIA WA 98502(800) 285-0385 -CRC ADVSIED "I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM SO THEY CAN INVESTIGATE YOUR CONCERN. A SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DAYS.-BEST TIME TO CALL FRIDAY ANYTIME OR MONDAY AFTER 4 PM, BEST NUMBER [REDACTED] VEH IS WITH CUST

Action: CREATE FOLLOW UP		Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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	Action Data: Yes

Comments CSM STEVE EXT 77725 OBC TO DLRSHPO SPOKE TO S/M CEASAR AND HE SAID THAT HOTLINE ADVISED ON THE LAST VISIT TO MONITOR OASIS FOR UPDATES AND THAT THEY ARE WORKING ON A REPAIR..

Data Element Name	Data Value
-----	-----
DATE OF FOLLOW UP:	04-02-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: CREATE FOLLOW UP		Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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	Action Data: Yes

Comments CSM STEVE EXT 77725 OBC TO CUST SPOKE TO MR VETTER HE SAID THAT THE DLR SAID THAT THEY HAVE SEVERAL TRUCKS THAT HAVE SAME PROBLEM,CUST SAID THAT IT IS ALL OVER THE INTERNET.,CUST ASKED DLR TO TRADE TRUCK,DLR CLDNT FIND THE 2011 VEH CUST WANTS TO GET THE BEST INTEREST RATES,CUST ASKED FORD TO HELP HIM WITH TRADE,I ADVISED CUST THAT THE DLR IS WHO SELLS VEH NOT FORD COEP.CUST ASKED TO SPEAK TO MY BOSS..

Data Element Name	Data Value
-----	-----
DATE OF FOLLOW UP:	04-06-2012
TIME OF FOLLOW UP (HH:MM):	20:00

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

N
Y

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

[Print](#)

VIN: 1FTFW1ET0BF[REDACTED]	Year: 2011	Model: F-SERIES	Case: [REDACTED]
Name: [REDACTED]	Owner Status: Original	WSD: 2011-12-16	
Symptom Desc:		Primary Phone: [REDACTED]	
Reason Desc: CORRESPONDENCE - CORRESPONDENCE		Secondary Phone: [REDACTED]	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: ADD ATTACHMENT TO ISSUE

Dealer:

Origin Desc: MANUAL - CORRESPONDENCE
CSR

Odometer: 5500 MI

Comm Type: SURVEY

Analyst Name: RICHARDSON
(KRICHA41),KATHY

Analyst: KRICHA41

Action Date: 04/03/2012

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

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET0B[REDACTED]	Year: 2011	Model: F-SERIES	Case [REDACTED]
Name: [REDACTED]	Owner Status: Original	WSD: 2011-12-16	
Symptom Desc: LOSS OF POWER ACCELERATION		Primary Phone [REDACTED]	
Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK		Secondary Phone [REDACTED]	
Issue Type: 04 REGION	Issue Status: CLOSED		
Initial Customer Contact: 03/19/2012			

Action: TIER II ESCALATION - CUSTOMER PERCEIVES MULTIPLE REPAIR
Dealer: 01369 FIVE STAR DEALERSHIPS, INC. **Origin Desc:** US CONCERN CASE BASE
Odometer: 5500 MI **Comm Type:** PHONE
Analyst Name: MORONTO, ARIEL **Analyst:** AMORONTA
Action Date: 03/16/2012 **Action Time:** 13.25.13.346 **Action Data:** Yes

Comments CUSTOMER SAID: FIRST TIME THE VEH HAD ISSUES WAS AT 500 MILES-WENT TO PULL OUT IN TO TRAFFIC VEH LOST POWER AND SHOOK VERY HARD--TOOK IT TO THE DLRSHP COULD NOT DUPLICATE- SECOND TIME THE SAMETHING IT LOST POWER WHILE I WAS TRYING TO PASS SOMEONE-DLRSHP COULD NOT DUPLIC ATE ISSUE THIS TIME EITHER-THIRD TIME IT SHOOK WORSE AND LOST POWER AS WELL -THE ENGINE LIGHT CAME ON THAT THIRD TIME -TOOK IT TO THE DLRSHP AND THE REPROGRAMED THE COMPUTER TIGHTED THE COILS AND A FEW OTHER THINGS THIS WAS AT 2700 MILES-I DO NOT FEEL SAFE IN THIS VEH ANY MORE WHAT CAN FORD DO FOR ME -THE FOURTH TIME IT HAPPENED WAS RECENTLY AND IT DID THE SAMETHING -THE DLRSHP HAS IT ME ON THE SCHED FOR TUESDAY3/20/2012CRC ADVISED: I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM. A SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DAYS.***NOTE TO CCR: IF THE VEHICLE IS CURRENTLY NOT AT THE DEALERSHIP, PLEASE ADVISE THE CUSTOMER TO SCHEDULE A SERVICE APPOINTMENT FOR THEIR VEHICLEADVISED CUST OF ABOVE -CUST LTV 89-FIVE STAR DEALERSHIPS, INC. FORD CODE: 74W494 LM CODE: 57W401 DEALER PROFILE 711 EAST WISHKAHABERDEEN, WA 98520 TEL:(360) 637-6863FAX:(360) 533-8659DISTANCE: 31.61 MILES

Data Element Name	Data Value
-----	-----
ESTIMATED COST OF REPAIR:	00

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: 03/19/2012 **Action Time:** 13.16.36.973 **Action Data:** No

Comments CSM JUDY X7743 CASE REVIEW CUST HAS 2011 F-150 ECOBOOST, WSD 12/16/11, VIN 1FTFW1ET0B[REDACTED] CURRENT MILEAGE 5500 -- LTV SCORE 89 - \$378 SPEND IN WARRANTY REPAIRS, VEH BOUGHT AT DLR NO __ NO ESP 'S -- AWS 12/11 JERKS UP HILL, RENTAL; 1/12 HARD ACCELERATION; 2/12 RENTAL -1 NHL CONTACT - OBC DLR @ 360-533-3673 LFT MSG FOR S/M JOHN TO CALL ME REGARDING CASE

Action: CREATE FOLLOW UP
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: 03/19/2012 **Action Time:** 16.29.07.194 **Action Data:** Yes

Comments OBC DLR @ 360-533-3673 SPOKE WITH S/A RICK AND ADVISED OF TSB 12-2-10__ CUST HAS APPOINTMENT FOR 3/20 __ OBC CUST @ [REDACTED] CSM ADVISED I AM CALLING ON A RECORDED LINE FOR QUALITY AND TRAINING PURPOSES AND REGARDING CASE # [REDACTED] CSM SAYS YOU CONTACTED OUR CUSTOMER RELATIONSHIP CENTER AND THEY ESCALATED YOUR CASE TO ME AS I AM THE CSM FOR FORD FOR I WORK WITH OUR DLRS AND CUSTS TO ADDRESS YOUR CONCERNS CSM SAYS I SEE THAT YOU ARE HAVING IN INTERMITTENT CONCERN WITH LOSS OF POWER __ CUST SAYS YES AND SHACKING ALSO __ CSM

SAYS I ALSO SEE THAT YOU HAVE AN APPOINTMENT FOR 3/20 __ MAY WE GIVE THE DLR THE OPPORTUNITY TO DIAGNOSIS 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. Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Odometer: 5500 MI Comm Type: PHONE
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. 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: 17.14.44.275 Action Data: No

Comments VM FROM DLR __ OBC DLR @ 360-533-3673 SPOKE S/M JOHN CUST HAS NOT SHOWN UP __ OBC CUST @ [REDACTED] CSM ADVISED I AM CALLING ON A RECORDED LINE FOR QUALITY AND TRAINING PURPOSES AND REGARDING CASE # [REDACTED] 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 __ OBC CUST @ [REDACTED] CSM ADVISED I AM CALLING ON A RECORDED LINE FOR QUALITY AND TRAINING PURPOSES AND REGARDING CASE # [REDACTED] 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 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: 17.15.16.265 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
Odometer: 5500 MI
Analyst Name: DUROCHER, STEPHEN
Action Date: 03/21/2012
Comm Type: PHONE
Analyst: SDUROCHE
Action Time: 17.34.40.511
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Action Data: Yes

Comments CSM STEVE EXT 77725 OBC TO DLRSHPO 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

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	03-22-2012
TIME OF FOLLOW UP (HH:MM):	20:00

Action: TAR--CLOSE SME TECHNICAL ASSISTANCE REQUEST
Dealer: 03976 ALL STAR FORD
Odometer: 5500 MI
Analyst Name: BASHIR, SAYYED
Action Date: 03/22/2012
Comm Type: INBOUND EMAIL-OTHER
Analyst: SBASHIR5
Action Time: 16.26.05.801
Origin Desc: REGIONAL ESCALATION SPECIALIST
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

<u>Data Element Name</u>	<u>Data Value</u>
CSM - OPEN FSE REQUEST?	NO

Action: CREATE FOLLOW UP
Dealer: 03976 ALL STAR FORD
Odometer: 5500 MI
Analyst Name: DUROCHER, STEPHEN
Action Date: 03/22/2012
Comm Type: PHONE
Analyst: SDUROCHE
Action Time: 19.20.40.844
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Action Data: Yes

Comments CSM STEVE EXT 77725 OBC TO DLRSHPO 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
Odometer: 5500 MI
Analyst Name: DUROCHER, STEPHEN
Action Date: 03/23/2012
Comm Type: PHONE
Analyst: SDUROCHE
Action Time: 18.38.31.948
Action Data: Yes
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

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)	Y

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET0BF [REDACTED] Year: 2011
Name: [REDACTED] Owner Status: Original
Symptom Desc: LOSS OF POWER ACCELERATION
Reason Desc: CRC RELATED - F/M CSR FOLLOWING CONTACT
Issue Type: 01 INQUIRY Issue Status: CLOSED

Model: F-SERIES Case: [REDACTED]
WSD: 2011-12-16
Primary Phone: [REDACTED]
Secondary Phone: [REDACTED]

Action: CALLBACK ADD ADDITIONAL COMMENTS

Dealer:

Origin Desc: US CONCERN CASE
BASE

Odometer: 5500 MI

Comm Type: INBOUND CUSTOMER
EMAIL

Analyst Name: REYES, CHARLES
ALLAN

Analyst: CREYES31

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

OASIS RESULT: 1FTFW1ET0BF

USA: EN-US

04-JUNE-2012 / 09:17:58 EST/ APP1
Local Time: 4-JUNE-2012 / 9:17:59 AM

VEHICLE INFORMATION

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

BODY STYLE: F-150 SUPERCREW 4X4
AXLE CODE: H9
PAINT CODE: UG
WHEEL SIZE: 20 X 8.5" POLISHED ALUM WHL
VHR ACTIVATED: Y

ENGINE: 3.5L DOHC 4V V6 GTDI
ENGINE CALIBRATION: BF613C0A
RADIO: AM/FM STRO/CD/DVD/NAV SYSTEM
FRONT TIRE: P275/55R20 A/T OWL
GROSS VEHICLE WEIGHT: 7200 LB. GVW

Click here for CUDL

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

New Vehicle Base Warranty

SALE MILEAGE: 00215

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

Competitive make ESP part verification

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

OPTIONS: 1ST,DY,RNT
RENTAL: 30 UP TO 10 DAYS
ESP CONTRACT START DATE: 16-DECEMBER-2011

WARRANTY REPAIR HISTORY

20-APRIL-2012

DEALER: Five Star Dealerships, Inc.

WARRANTY CLAIM NUMBER

ODOMETER: 007423M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
NPF	NO PROBLEM FOUND (NR)	000	NPF	82	FREIGHT/POSTAGE/MAINTENANCE

ROAD TEST PCM SELF TEST PASS,KOEO KOER PASS,PID DATA MONITOR OK,RESET KAM,CH ECK 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 OASIS, FOUND SSM21769 AND SSM 22246 REFERRING TO USING THE BRAKEAND GAS PED AL AT THE SAME TIME CAU SINGDRIVABILITY CONCERNS. CALLED CUSTOMER TO REVIEWS SM AND SEE IF CUSTOMER DRIVES WITH BOTH FEET CUSTOMER STATED THIS DOESNT 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	MTWRING		
		000	12650D81		
		000	MTCAC		
		000	4602B		
		000	MTDIAG		

NO LIGHTS ON AT THIS TIME TST DROVE UNABLE TO DUPLICATE. PERF EEC PASS CHECK SSM 21925 RR SHIELD MT FOR ACCESS INSPCT HARNESS MT WRING NON DAMAGE FOUND CHECK TSB 120210 PCM UP TO DATE. RD TST WITH IDS AND C CAPTURED 3 RECORDINGS OF VARIOUS PIDS FOR TPS CONTACT HL TOLD TO DISREGARD PID READINGS RR LEFT AND RIGHT CAC TUBES M TIME TO CHECK FOR CONDENSATION PER HL. 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

WARRANTY CLAIM NUMBER [REDACTED] ODOMETER: 002814M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
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

29-DECEMBER-2011

DEALER: All Star Ford

WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 001131M

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

ROAD TESTED MULTIPLE TIMES, DID NOT VERIFY CONCERN. EEC TESTED, NO CODES PRE SENT. TESTED MODE 6 DATA, NO MISFIRE MONITORS PRESENT. ALL HAVE PASSED. RAN OASIS. NO SSMS OR TSBS PRESENT AT THIS TIME. NO PROBLEMS FOUND AT THIS TIME.

29-DECEMBER-2011

DEALER: All Star Ford

WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 001131M

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

RENTAL DURING WARR REPAIRS

[Click Here for Full Warranty History](#)

| Report a Vehicle Concern | On-line 1878

END OF OASIS REPORT FOR 1FTFW1ET0BF [REDACTED]

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CERTIFIED TRUE COPY

Obauvais

FILED
OREGON JUDICIAL DEPARTMENT
WASHINGTON COUNTY
2012 DEC 17 AM 11:37

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

[Redacted] and
[Redacted]
Plaintiffs,
vs.
FORD MOTOR COMPANY
Defendant.

Case No. [Redacted]
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. Beauvais, Esq.
5635 NE Elam Young Pkwy
Suite 300
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
(503) 681-2005 Facsimile
Danielle@GoLemonLaw.com

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Plaintiffs allege as follows:

PARTIES

1.

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

2.

Defendant Ford Motor Company (hereafter referred to as "Ford"), is a business corporation authorized to do business in the State of Oregon and, at all times relevant hereto, was engaged in the manufacture, sale, and distribution of Ford motor vehicles and related equipment, and at all times relevant hereto carried on a continuous and systematic portion of its business throughout the State of Oregon, including 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 F-150 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 [REDACTED] 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

Danielle R. Beauvais, Esq.
5635 NE Elam Young Pkwy
Suite 300
Hillsboro, Oregon 97124
(503) 681-2008 Telephone
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2 registration charges, document fees and related costs and fees, finance charges and other
3 collateral expenses, totaled at least \$43,000. See Exhibit A.

4 5.

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

7 6.

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

11 7.

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

16 8.

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

19 9.

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

24 10.

25 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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use.

11.

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.

12.

The vehicle has not been effectively repaired despite at least five visits to a Ford-authorized 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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2 an apparent agent of Ford for purposes of selling Ford vehicles, such as the vehicle sold to
3 Plaintiffs, and performing warranty repairs under Ford's new vehicle express written warranty.

4 24.

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

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

18 25.

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

21 26.

22 The authorized dealer is not an independent merchant who buys vehicles from Ford
23 and resells them to third parties; rather, the authorized dealer sells vehicles on Ford's behalf,
24 uses Ford's logo in advertising and on its warranty repair orders, and posts its sign for the
25 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
16 the sale or lease of a motor vehicle, such as:

- 17 (a) A sales, property or use tax;
- 18 (b) A license, registration or title fee;
- 19 (c) A finance charge;
- 20 (d) A prepayment penalty;
- 21 (e) A charge for undercoating, rustproofing or factory or dealer installed
22 options; and
- 23 (f) The cost of an aftermarket item purchased within 20 days after
24 delivery of the motor vehicle.

25 44.

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

29 45.

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

31 (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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Defendant Ford in the amount of \$43,000, plus incidental costs and reasonable attorney's fees; or such other relief as the Court may deem appropriate, plus reasonable attorney's fees and costs.

PRAYER FOR RELIEF

WHEREFORE, Plaintiffs pray for judgment against Defendant as follows:

1. On the first claim, for violation of the Oregon Lemon Law, against Ford in the amount of \$43,000, plus collateral charges, incidental costs, plus attorney's fees and costs.
2. On the second claim, for violation of the Magnuson Moss Warranty Act, against Ford in the amount of \$43,000, plus incidental costs and reasonable attorney's fees; or such other relief as the Court may deem appropriate, plus reasonable attorney's fees and costs;
3. For such other relief that the court deems just and equitable, such as restitution, plus incidental costs and reasonable attorney's fees.

DATED this 15th day of December, 2012

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



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 FAX (503) 251-3449

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CLOSED KH

FEB 21 2012

0101IFOC346216

CUSTOMER NO. 152014	ADVISOR KERRY COPELAND	TAG NO. 5F5	INVOICE DATE 02/14/12	INVOICE NO. FOCS346216
LABOR RATE	LICENSE NO.	MILEAGE 5,261	COLOR PALE ADOBE	
YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/SUPERCREW	DELIVERY DATE 11/02/11	DELIVERY MILES 15		
VEHICLE I.D. NO. 1 F T F W 1 E T 4 B F	SELLING DEALER NO.	PRODUCTION DATE		
R.T.E. NO.	P.O. NO.	R.O. DATE 02/13/12		
COMMENTS			MO: 5261	

JOB# 1 CHARGES-----

LABOR-----
 J# 1 1BFOZ08 WONT START TECH(S) 236 0:00
 CUSTOMER REMOTE STARTED VEHICLE WHEN TURNING KEY ENGINE
 CRANKED BUT WOULD NOT START CUSTOMER TRIED OTHER KEY BUT
 IT DID NOT WORK. AFTER 20+ TRYS ENGINE DID START CHECK
 AND ADVISE
 CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.
 NO PROBLEM FOUND NO REPAIRS MADE AT THIS TIME

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

LABOR-----
 J# 2 00FOZZ99P REPORT CARD TECH(S) 236 0:00
 MULTI-POINT INSPECTION REPORT CARD
 MULTI-POINT INSPECTION REPORT CARD

JOB# 2 TOTALS-----

JOB# 3 CHARGES-----

LABOR-----
 J# 3 01FOZ RECOMMENDED MAINT TECH(S) 236 WARRANTY
 PREM MAINT(M&W) 7.5K INTERVAL
 PERFORMED AS PER ESP LIST

PARTS	QTY	PP. NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	ARSZ 6710R	FILTER ASY - OIL		
	6	X05W30B	OIL		
TOTAL - PARTS					0.00

SUBLET-----
 PO# 346216 VEND INV# INV DATE DESCRIPTION RENTAL
 TOTAL - SUBLET WARRANTY 0.00

JOB# 3 TOTALS-----

JOB# 4 CHARGES-----

LABOR-----
 J# 4 00FOZZG-BATT BATTERY O.K. TECH(S) 236 0:00
 CHECK BATTERY OPERATION
 BATTERY OPERATION O.K.

JOB# 4 TOTALS-----

YOUR SATISFACTION IS OUR GOAL
 Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; If not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND COURTESY FORD AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

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

Shop Supplies and Hazardous Waste Disposal Charges
 A standard charge for supplies, materials and expenses related to the handling and disposal of toxic and hazardous materials and wastes generated and used in vehicle repair is made on each repair order. The amount of this charge will be 10% of the total parts & labor charged, up to a maximum of \$75.00. This charge represents costs and profits to the motor vehicle repair facility and will appear as a charge on the repair invoice.
 ALL PARTS NEW UNLESS OTHERWISE INDICATED

QUALITY CARE SERVICE FILE

EXHIBIT E

Thank You

The Reynolds and Reynolds Company SRANTINE



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T-UCS346216

CUSTOMER NO. 152014	ADVISOR KERRY COPELAND	TRUCK NO. 1522	TRUCK NO. 5F5	INVOICE DATE 02/14/12	INVOICE NO. FOCS346216
	LABOR RATE	LICENSE NO.	MILEAGE 5,261	COLOR PALE ADOBE	STOCK NO.
FAIRVIEW, OR	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/SUPERCREW	DELIVERY DATE 11/02/11		DELIVERY MILES 15	
NONE	VEHICLE LG. NO. 1 F T F W 1 E T 4 B F	SELLING DEALER NO.		PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 02/13/12		
COMMENTS					MO: 5261

JOB# 5 CHARGES-----
 LABOR-----
 J# 5+00FOZZGTIRE TIRE CONDITION TECH(S) 236 0:00
 PERFORM TIRE INSPECTION
 QCM INSPECTION
 TIRES GOOD AT THIS TIME

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

JOB# 6 CHARGES-----
 LABOR-----
 J# 6+00FOZZGBK BRAKE CONDITION TECH(S) 236 0:00
 INSPECT BRAKE WEAR
 QCM INSPECTION
 ASK ABOUT OUR LIFETIME BRAKES
 "BRAKES CHECKED AND OK"

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

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE FOR \$0.00 (TAX)
 TOTALS-----

***** SPECIAL ORDER PARTS AUTHORIZATION *****
 THIS IS TO ADVISE YOU THAT IF SPECIAL ORDER PARTS ARE REQUIRED TO REPAIR YOUR VEHICLE, BY SIGNING THIS INVOICE YOU ARE ACKNOWLEDGING THE ORDERING OF THESE PARTS. YOU ARE ALSO AGREEING TO RETURN TO COURTESY FORD WHEN NOTIFIED OF THE PARTS ARRIVAL TO HAVE SAID PARTS INSTALLED IN YOUR VEHICLE.

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUELET	0.00
TOTAL G. O. C.	0.00
TOTAL MISC. CHG.	0.00
TOTAL MISC. DISC	0.00
TOTAL TAX	0.00

THANK YOU FOR YOUR COOPERATION AND GIVING US THE OPPORTUNITY TO EARN YOUR TRUST AND BUSINESS. **TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE *Top Award For Customer Satisfaction*

X-----

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

YOUR SATISFACTION IS OUR GOAL
 Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND COURTESY FORD AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

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

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ALL PARTS NEW UNLESS OTHERWISE INDICATED

Thank You
 The Reynolds and Reynolds Company EPA/INTIVE

QUANTITY CARI SERVICE FII

02:12pm

EXHIBIT E



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FOCS354807

JUN - 7 2012

01011FOCS354807

CUSTOMER NO. 152014	ADVISOR SARAH	1636	TAG NO. 4553	INVOICE DATE 06/06/12	INVOICE NO. FOCS354807
	LABOR RATE	LICENSE NO.	MILEAGE 10,652	COLOR PALE ADOBE	STOCK NO.
FAIRVIEW, OR	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/SUPERCREW		DELIVERY DATE 11/02/11	DELIVERY MILES 15	
NONE	VEHICLE ID. NO. 1FTFW1ET4BF		SELLING DEALER NO.	PRODUCTION DATE	
	K.T. & NO.	P.O. NO.	P.O. DATE 06/06/12		
					MO: 10652
LABOR # 1 00FOZ FAST LUBE PERFORM 15K SERVICE OCM NORMAL MAINTENANCE ENGINE OIL & FILTER CHANGED ; CHASSIS LUBED AS REQUIRED			TECH(S): 1333 WARRANTY:		<p>YOUR SATISFACTION IS OUR GOAL Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; If not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND COURTESY FORD AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.</p> <p>DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</p> <p>Shop Supplies and Hazardous Waste Disposal Charges A standard charge for supplies, materials and expenses related to the handling and disposal of toxic and hazardous materials and wastes generated and used in vehicle repair is made on each repair order. The amount of this charge will be 10% of the total parts & labor charged, up to a maximum of \$75.00. This charge represents costs and profits to the motor vehicle repair facility and will appear as a charge on the repair invoice. ALL PARTS NEW UNLESS OTHERWISE INDICATED</p> <p style="font-size: 2em; text-align: center;">Thank You</p> <p style="font-size: 0.8em; text-align: center;">The Reynolds and Reynolds Company 65447-REV 0 3/02/08 G (12/09)</p>
PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE 1 AA5Z-6714-B FILTER ASY - 0 1 X05M30B OIL 1 7C3Z-9601-A ELEMENT ASY			WARRANTY WARRANTY WARRANTY TOTAL - PARTS 0.00		
JOB# 1 TOTALS			JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00		
JOB# 2 CHARGES			JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00		
LABOR # 2 00FOZZ99P REPORT CARD MULTI-POINT INSPECTION REPORT CARD MULTI-POINT INSPECTION REPORT CARD PERFORMED MULTI POINT INSPECTION			TECH(S): 1333 WARRANTY:		
JOB# 3 CHARGES			JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00		
LABOR # 3 46FOZ04 ROTATE TIRES CUSTOMER REQUESTS TIRE ROTATION PERFORMED TIRE ROTATION			TECH(S): 1333 WARRANTY:		
JOB# 4 CHARGES			JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00		
LABOR # 4 00FOZZG-BATT BATTERY O.K. CHECK BATTERY OPERATION BATTERY OPERATION O.K.			TECH(S): 1333 WARRANTY:		
JOB# 5 CHARGES			JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL 0.00		
LABOR # 5 00FOZZG8K BRAKE CONDITION INSPECT BRAKE WEAR OCM INSPECTION ASK ABOUT OUR LIFETIME BRAKES			TECH(S): 1333 WARRANTY:		



FOCS354807 (503) 255-1771 Vanc. 695-1771 FAX (503) 251-3449

FOCS354807

1313 N.E. 122nd Ave. Portland, Oregon 97230 / P.O. Box 30653 Portland, Oregon "Schedule Your Next Appointment at www.courtesyford.com"

0101IFOC354807

Customer information form including fields for CUSTOMER NO. (152014), ADVISOR (SARAH), TAXI NO. (4553), INVOICE DATE (06/06/12), INVOICE NO. (FOCS354807), LABOR RATE, LICENSE NO., MILEAGE (10,652), COLOR (PALE ADOBE), YEAR/MAKE/MODEL (11/FORD TRUCK/F-150 SERIES/SUPERCREW), DELIVERY DATE (11/02/11), DELIVERY MILES (15), VEHICLE I.D. NO. (1FTFW1ET4BF), SELLING DEALER NO., PRODUCTION DATE, F.T.E. NO., P.O. NO., R.O. DATE (06/06/12), and COMMENTS ("BRAKES CHECKED AND OK").

Job summary table with columns for JOB#, CHARGES, LABOR, and TOTALS. Includes entries for JOB# 5 TOTALS, JOB# 6 CHARGES, and JOB# 6 TOTALS. A large handwritten '0' is present over the table.

YOUR SATISFACTION IS OUR GOAL. Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends: If not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND COURTESY FORD AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

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

***** SPECIAL ORDER PARTS AUTHORIZATION ***** THIS IS TO ADVISE YOU THAT IF SPECIAL ORDER PARTS ARE REQUIRED TO REPAIR YOUR VEHICLE BY SIGNING THIS INVOICE YOU ARE ACKNOWLEDGING THE ORDERING OF THESE PARTS () YOU ARE ALSO AGREEING TO RETURN TO COURTESY FORD WHEN NOTIFIED OF THE PARTS ARRIVAL TO HAVE SAID PARTS INSTALLED IN YOUR VEHICLE.

THANK YOU FOR YOUR COOPERATION AND GIVING US THE OPPORTUNITY TO EARN YOUR TRUST AND BUSINESS.

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

Ford's Top Award For Customer Satisfaction

EXHIBIT CARE MAINTENANCE SERVICE FILE COPY [END OF INVOICE] 02:18pm

PAGE 2 OF 2

PAGE 2 OF 2

Shop Supplies and Hazardous Waste Disposal Charges. A standard charge for supplies, materials and expenses related to the handling and disposal of toxic and hazardous materials and wastes generated and used in vehicle repair is made on each repair order. The amount of this charge will be 10% of the total parts & labor charged, up to a maximum of \$75.00. This charge represents costs and profits to the motor vehicle repair facility and will appear as a charge on the repair invoice. ALL PARTS NEW UNLESS OTHERWISE INDICATED

Thank You

The Reynolds and Reynolds Company EXHIBIT



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

10:53:42Z

1313 N.E. 122nd Ave. Portland, Oregon 97230 / P.O. Box 30653 Portland, Oregon
"Schedule Your Next Appointment at www.courtesyford.com"

0101IFOC357429

CUSTOMER NO. 152014	ADVISOR KERRY COPELAND 1522	TSB NO. F	INVOICE DATE 07/25/12	INVOICE NO. FOCS357429
	LABOR RATE	LICENSE NO.	MILEAGE 12,928	COLOR PALE ADOBE
	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/SUPERCREW	DELIVERY DATE 11/02/11	DELIVERY MILES 15	STOCK NO. C94553
FAIRVIEW, OR	VEHICLE ID. NO. 1FTFW1ET4BF	SELLING DEALER NO.	PRODUCTION DATE	
NONE	R.T.E. NO.	P.O. NO.	R.O. DATE 07/10/12	
	COMMENTS			

MO: 12928

JOB# 1 CHARGES		WARRANTY	
LABOR	J# 1 10FOZ06	CHECK ENGINE LIGHT ON	0.00
CUSTOMER STATES CHECK ENGINE LIGHT ON AT 55-65 THE CHECK ENGINE LIGHTS FLASHED AND ENGINE MISFIRED CHECK AND ADVISE VERIFIED ECC CHECK P0305 CHECKED OASIS FOUND TSB 102-06-04. INSTALLED SHIELD AND REPROGRAMMED PCM AS PER TSB. RETEST OK AFTER REPAIRS			
PARTS	QTY	FP NUMBER	DESCRIPTION
	1	CL3Z-19E672-A	DEFLECTOR - A1
	2	-W711281-S300	PIN - TRIM
			UNIT PRICE
			TOTAL - PARTS
			WARRANTY
			0.00
SUBLET	PO#	VEND INV#	INV. DATE
	357429		
			DESCRIPTION
			RENTAL
			TOTAL - SUBLET
			WARRANTY
			0.00
JOB# 1 TOTALS		0.00	
JOB# 2 CHARGES		JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00	
LABOR	J# 2 00FOZZ99	REPORT CARD	0.00
MULTI-POINT INSPECTION REPORT CARD			
MULTI-POINT INSPECTION REPORT CARD			
JOB# 2 TOTALS		0.00	
JOB# 3 CHARGES		JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00	
LABOR	J# 3 00FOZZG	BATT BATTERY O.K.	0.00
CHECK BATTERY OPERATION			
BATTERY OPERATION O.K.			
JOB# 3 TOTALS		0.00	
JOB# 4 CHARGES		JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00	
LABOR	J# 4 00FOZZG	TIRE CONDITION	0.00
PERFORM TIRE INSPECTION			
QCM INSPECTION			
TIRES GOOD AT THIS TIME			
JOB# 4 TOTALS		0.00	

YOUR SATISFACTION IS OUR GOAL
Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND COURTESY FORD AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

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

Shop Supplies and Hazardous Waste Disposal Charges
A standard charge for supplies, materials and expenses related to the handling and disposal of toxic and hazardous materials and wastes generated and used in vehicle repair is made on each repair order. The amount of this charge will be 10% of the total parts & labor charged, up to a maximum of \$75.00. This charge represents costs and profits to the motor vehicle repair facility and will appear as a charge on the repair invoice.
ALL PARTS NEW UNLESS OTHERWISE INDICATED

Thank You



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

FOCS357429

1313 N.E. 122nd Ave. Portland, Oregon 97230 / P.O. Box 30653 Portland, Oregon "Schedule Your Next Appointment at www.courtesyford.com"

01011FOCS357429

Customer information form including fields for CUSTOMER NO. 152014, ADVISOR KERRY COPELAND, INVOICE DATE 07/25/12, INVOICE NO. FOCS357429, LABOR RATE, LICENSE NO., MILEAGE 12,928, COLOR PALE ADOBE, YEAR/MAKE/MODEL 11/FORD TRUCK/F-150 SERIES/SUPERCREW, DELIVERY DATE 11/02/11, DELIVERY MILES 15, VEHICLE I.D. NO. 1FTFW1ET4BF, BELONGING DEALER NO., R.O. DATE 07/10/12, COMMENTS, and MO: 12928.

JOB# 5 CHARGES LABOR # 5+00FOZZGBK BRAKE CONDITION INSPECT BRAKE WEAR QCM INSPECTION ASK ABOUT OUR LIFETIME BRAKES "BRAKES CHECKED AND OK"

YOUR SATISFACTION IS OUR GOAL Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND COURTESY FORD AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

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

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

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

***** SPECIAL ORDER PARTS AUTHORIZATION ***** THIS IS TO ADVISE YOU THAT IF SPECIAL ORDER PARTS ARE REQUIRED TO REPAIR YOUR VEHICLE BY SPECIAL ORDER PARTS YOU ARE ACKNOWLEDGING THE ORDERING OF THESE PARTS. YOU ARE ALSO AGREEING TO RETURN TO COURTESY FORD WHEN NOTIFIED OF THE PARTS ARRIVAL TO HAVE SAID PARTS INSTALLED IN YOUR VEHICLE. THANK YOU FOR YOUR COOPERATION AND GIVING US THE OPPORTUNITY TO EARN YOUR TRUST AND BUSINESS.

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

CUSTOMER SIGNATURE [Signature]

CUSTOMER SIGNATURE

Ford's Top Award For Customer Satisfaction

Shop Supplies and Hazardous Waste Disposal Charges A standard charge for supplies, materials and expenses related to the handling and disposal of toxic and hazardous materials and wastes generated and used in vehicle repair is made on each repair order. The amount of this charge will be 10% of the total parts & labor charged, up to a maximum of \$75.00. This charge represents costs and profits to the motor vehicle repair facility and will appear as a charge on the repair invoice. ALL PARTS NEW UNLESS OTHERWISE INDICATED

Thank You



FOCS359666
(503) 255-1771
 Vanc. 695-1771
 FAX (503) 251-3449

1313 N.E. 122nd Ave. Portland, Oregon 97230 / P.O. Box 30653 Portland, Oregon
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CUSTOMER NO. 152014	ADVISOR KERRY COPELAND	1522	TAB NO. H8H	INVOICE DATE 08/08/12	INVOICE NO. FOCS359666
	LABOR RATE	LICENSE NO.	MILEAGE 14,204	COLOR PALE ADOBE	STOCK NO.
	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/SUPERCREW			DELIVERY DATE 11/02/11	DELIVERY MILES 15
FAIRVIEW, OR	VEHICLE ID. NO. 1FTFW1ET4B			SELLING DEALER NO.	PRODUCTION DATE
NONE	R.T.E. NO.	R.O. NO.	R.O. DATE 08/07/12		

MO: 14235

JOB# 1 CHARGES
 LABOR: **DDOTA** **D36 / 42** **PAA:HW ESTFV**
 J# 1 10FOZ DRIVEABILITY TECH(S): 1302 WARRANTY:
 CUSTOMER STATES THERE IS A HESITATION AT 60/65MPH WHEN ACCELERATING, ALSO GOING DOWN HILL AT 40/45MPH SAME FEEL CHECK AND ADVISE VERIFIED ECG CHECK NO CODES, PASS CODE, TEST DROVE FOUND CYLINDER #6 MISFIRING FOLLOW PPT JB1-JB10 FOUND COIL #6 TOO HIGH RESISTANCE 6300 OHM'S, R&R COIL AND SPRK PLUG DUE TO MISFIRE FOULING PLUG. RETEST PASS PRIOR APPROVAL CODE PAHWM NOTE REC TO PERFORM IGNITION TEST AS PER PPT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	BL3Z-12029-C	COIL ASY - IGN		0.00
	1	CVFS-12-Y3	SPARK PLUG		0.00
TOTAL - PARTS					0.00

SUBLET: PO# 359666 VEND INV# 460505678 INV. DATE 08/09/12 DESCRIPTION RENTAL TOTAL - SUBLET 0.00

JOB# 1 TOTALS 0.00

JOB# 2 CHARGES
 LABOR: J# 2 00FOZZ99P REPORT CARD TECH(S): 1302 WARRANTY: 0.00
 MULTI-POINT INSPECTION REPORT CARD
 MULTI-POINT INSPECTION REPORT CARD

JOB# 2 TOTALS 0.00

JOB# 3 CHARGES
 LABOR: J# 3+00FOZZG-BATT BATTERY O.K. TECH(S): 1302 WARRANTY: 0.00
 CHECK BATTERY OPERATION
 BATTERY OPERATION: O.K. *and For Customer Satisfaction*

JOB# 3 TOTALS 0.00

JOB# 4 CHARGES
 LABOR: J# 4+00FOZZGTIRE TIRE CONDITION TECH(S): 1302 WARRANTY: 0.00
 PERFORM TIRE INSPECTION
 OCM INSPECTION
 TIRES GOOD AT THIS TIME

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 Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND COURTESY FORD AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

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

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ALL PARTS NEW UNLESS OTHERWISE INDICATED

Thank You

The Reynolds and Reynolds Company EPA/MSRP



FOCS359666 (503) 255-1771 Vanc. 695-1771 FAX (503) 251-3449

1313 N.E. 122nd Ave. Portland, Oregon 97230 / P.O. Box 30653 Portland, Oregon "Schedule Your Next Appointment at www.courtesyford.com"

01011FOCS359666

Customer information form including fields for CUSTOMER NO. 152014, ADVISOR KERRY COPELAND, TAG NO. H8H, INVOICE DATE 08/08/12, INVOICE NO. FOC359666, LABOR RATE, LICENSE NO., MILEAGE 14,204, COLOR PALE ADOBE, STOCK NO., YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/SUPERCREW, DELIVERY DATE 11/02/11, DELIVERY MILES 15, VEHICLE I.D. NO. 1FTFW1ET48F, SELLING DEALER NO., PRODUCTION DATE, R.T.E. NO., P.O. NO., R.O. DATE 08/07/12, COMMENTS, and MO: 14235.

Table of repair jobs and charges. Includes JOB# 4 TOTALS, JOB# 5 CHARGES (LABOR J# 5+00FOZZGBK BRAKE CONDITION, INSPECT BRAKE WEAR, OCM INSPECTION, ASK ABOUT OUR LIFETIME BRAKES, "BRAKES CHECKED AND OK"), JOB# 5 TOTALS, JOB# 6 CHARGES (LABOR J# 6+01FOZ RECOMMENDED MAINT, PREM MAINT(M&W) 7.5K INTERVAL (22,500 MILE) COMPLETED), PARTS (AA5Z-6714-B FILTER ASY, X0-5K20-BSP OIL TIGHTEN), JOB# 6 TOTALS, and ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX).

YOUR SATISFACTION IS OUR GOAL. Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND COURTESY FORD AS A PLACE TO PURCHASE AND SERVICE A VEHICLE. DISCLAIMER OF WARRANTIES: Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Shop Supplies and Hazardous Waste Disposal Charges. A standard charge for supplies, materials and expenses related to the handling and disposal of toxic and hazardous materials and wastes generated and used in vehicle repair is made on each repair order. The amount of this charge will be 10% of the total parts & labor charged, up to a maximum of \$75.00. This charge represents costs and profits to the motor vehicle repair facility and will appear as a charge on the repair invoice. ALL PARTS NEW UNLESS OTHERWISE INDICATED.

Thank You

The Reynolds and Reynolds Company ERAINTIVE



FOCS359666
(503) 255-1771
 Vanc. 695-1771
FAX (503) 251-3449

1313 N.E. 122nd Ave. Portland, Oregon 97230 / P.O. Box 30653 Portland, Oregon
 "Schedule Your Next Appointment at www.courtesyford.com"

01011FOCS359666

CUSTOMER NO 152014	ADVSR KERRY COPELAND	1522	TAG NO. H8H	INVOICE DATE 08/08/12	INVOICE NO. FOCS359666
	LABOR RATE	LICENSE NO.	MILEAGE 14,204	COLOR PALE ADOBE	STOCK NO.
FAIRVIEW, OR	YEAR / MAKE / MODEL 11/FORD TRUCK/F-150 SERIES/SUPERCREW			DELIVERY DATE 11/02/11	DELIVERY MILES 15
	VEHICLE I.D. NO. 1FTFW1ET4BF			SELLING DEALER NO.	PRODUCTION DATE
NONE	P.T.E. NO.	P.C. NO.	R.O. DATE 08/07/12		
COMMENTS					MO: 14235

TOTALS

***** SPECIAL ORDER PARTS AUTHORIZATION *****	TOTAL LABOR....	0.00
THIS IS TO ADVISE YOU THAT IF SPECIAL ORDER PARTS ARE	TOTAL PARTS....	0.00
REQUIRED TO REPAIR YOUR VEHICLE. BY SIGNING THIS INVOICE	TOTAL SUBLET...	0.00
YOU ARE ACKNOWLEDGING THE ORDERING OF THESE PARTS. YOU	TOTAL G.O.G....	0.00
ARE ALSO AGREEING TO RETURN TO COURTESY FORD WHEN	TOTAL MISC CHG.	0.00
NOTIFIED OF THE PARTS ARRIVAL TO HAVE SAID PARTS INSTALLED	TOTAL MISC DISC	0.00
IN YOUR VEHICLE.	TOTAL TAX.....	0.00
THANK YOU FOR YOUR COOPERATION AND GIVING US THE OPPORTUNITY	TOTAL INVOICE \$	0.00
TO EARN YOUR TRUST AND BUSINESS.		

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 Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND COURTESY FORD AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES
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CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****



From This Award For Customer Satisfaction

Shop Supplies and Hazardous Waste Disposal Charges
 A standard charge for supplies, materials and expenses related to the handling and disposal of toxic and hazardous materials and wastes generated and used in vehicle repair is made on each repair order. The amount of this charge will be 10% of the total parts & labor charged, up to a maximum of \$75.00. This charge represents costs and profits to the motor vehicle repair facility and will appear as a charge on the repair invoice.
ALL PARTS NEW UNLESS OTHERWISE INDICATED

Thank You



1999 E Powell Blvd
Gresham, OR 97080
Toll Free: 800-283-8731
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				
9/10/12	6288966/				
R/O Close Date	Status				
9/15/12	Reprint				
Message ID	Message Code				
16031	16111				
Service Advisor: TSP#					
SCOTT FERGUSON/1245					
Vehicle Identification Number					
1FTFW1ET4BF					
Payment Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2011	FORD	F-150	4WD SUPERCREW 145		

FAIRVIEW, OR

Year	Make	Model	Body	Color	License Number
2011	FORD	F-150	4WD SUPERCREW 145		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - BS Customer Reports: BETWEEN 55-70 HAS A SURGE Corrected by : Work performed by STEVE JOHNSON(T05) CHECK OUT PERFORMED EEC DIAG, HAS NO DTC AND PERFORM ROAD TEST CAN NOT VERIFY CUSTOMER CONCERN AT THIS TIME.HAS HAD PCM REPROGRAMED BEFORE PER T.S.B NOTE THERE IA A MESSAGE FOR BOA INFORMATION ON BOA. BOA IS ON 2011-2013 FORD AND LINCOLN PRODUCTS BUILT AFTER 1/1/2011. PRIOR TO DIAGNOSING THE FOLLOWING CUSTOMER CONCERNS: LOSS OF POWER, HESITATION, ENGINE SURGE, AND/OR LACK OF THROTTLE RESPONSE WITHOUT DIAGNOSTIC TROUBLE CODES, REVIEW THE BOA FUNCTION WITH THE CUSTOMER. THE CUSTOMER MAY BE CONTACTING THE BRAKE AND ACCELERATOR PEDAL AT THE SAME TIME, MOST COMMONLY ASSOCIATED WITH TWO FOOT DRIVING. PEFRORMED MORE ROAD TESTING CAN NOT VERIFY CUSTOMER CONCERN AT THIS TIME	Warranty
#3 * BS Customer Reports: RENTAL Work performed by (T99) Work performed by HERTZ : () ***** * Coming Soon... A new * * look, a new location, same great service, look for us * * across the street at 1999 E Powell Starting in * * October, 2012 *	Internal Internal

TERMS. STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained hereon does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	NO RO FOR
TOTAL DUE	

Oct 16 - t/s present
same problem
can't find it

NO RETURN ON ELECTRIC
X
© 1999 GM Corp. All Rights Reserved. Diagnostic Application Sheet 100

EXHIBIT I



1999 E Powell Blvd
Gresham, OR 97080
Toll Free: 800-283-6731
Local: 503-666-0101

SERVICE DEPARTMENT HOURS
7:00 a.m. to 8:00 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m. Saturday

PO Order Date	10/16/12	PO Number	6290728/1
Invoice Date	11/06/12	Status	Pre-Invoice
Invoice In	18075	Invoice Amt	18188
Service Order No.		SCOTT FERGUSON/1354	
Sales Order No.		1FTFW1ET4BF	
Vehicle Code		Invoice Date	
Year	2011	Make	FORD
Model	F-150	Body	4WD SUPERCREW 145
ESP PREM MAINT PLAN Exp: 76000 or 11/02/17 Ded: 0			

FAIRVIEW, OR

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: HAS A SURGE-VIBRATION BETWEEN 55-70 Work performed by DOUG PETTINA (T01) Caused by 6K775 / 42 ROAD TESTED WITH THE CUSTOMER TO VERIFY THE CONCERN. COMPARED TO A LIKE VEHICLE, THE OTHER VEHICLE DID NOT EXHIBIT THE CONCERN. EEC TESTED, NO DTCS. POWER BALANCE TEST, FOUND #4 CYLINDER LOW. CHECKED MODE 6 DATA, #4 CYL HAD 35 MISFIRE COUNTS. RELATIVE COMPRESSION SHOWED #4 CYL 1% LOW. REPLACE #4 COIL AND SPARK PLUG. CONCERN STILL PRESENT.	Warranty
Work performed by DOUG PETTINA (T01) Installed CYFS 12 Y3 :SPARK PLUG Qty: 6 Installed BL3Z 12029 C :COIL ASY - IGNITION Qty: 1 Installed BL3Z 9F593 B :INJECTOR ASY Qty: 1 Installed BL3Z 9439 A :GASKET - INTAKE MANIFOLD Qty: 2 Installed 7T4Z 8527 A :SEAL Qty: 2 Installed AA5Z 9439 A :GASKET - INTAKE MANIFOLD Qty: 6 Installed BL3Z 9229 B :KIT - "O" RING Qty: 1 Installed CL3Z 9J323 A :TUBE ASY Qty: 1 Installed BL3Z 6K775 B :INTERCOOLER Qty: 1	Warranty Warranty Warranty Warranty Warranty Warranty Warranty Warranty
CONTACTED HOTLINE (CONTACT ID # 105837083) CHECKED CAT CONVERTOR BACK PRESSURE, OK. CHECKED FUEL QUALITY, OK. SWAPPED ALL COILS, NO CHANGE. CHECKED MECHANICAL COMPRESSION. REPLACED #4 INJECTOR PER HOTLINE. STILL NO CHANGE. INSTALLED UPDATED CAC. PERFORMED EXTENSIVE ROAD TESTING WITH THE FSE. REPLACED ALL SPARK PLUGS PER FSE. COMPARED TO A	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

EXHIBIT J
PAGE 1 OF 2

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
X



1999 E Powell Blvd
Gresham, OR 97080
Toll Free: 800-283-6731
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				
10/16/12	6290728/2				
R.O. Order Date	Status				
11/06/12	Pre-Invoice				
mileage in	mileage out				
18075	18188				
Service Advisor: T.J.P.					
SCOTT FERGUSON/1354					
Vehicle Identification Number					
1FTFW1ET4BF					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2011	FORD	F-150	4WD SUPERCREW 145		
ESP PREM MAINT PLAN Exp: 76000 or 11/02/17 Ded: 0					

FAIRVIEW, OR

Work Phone

Home Phone

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
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.	
#2 - Q99P: VEHICLE INSPECTION PERFORMED USE PAYMENT CODE Q Work performed by George Border (T48)	Serv Contr
#3 * BASIC: OIL CHANGE BASIC MAINTUP TO 5 QUARTS OIL AND OIL FILTER AND TIRE ROTATES \$42.00 Work performed by George Border (T48) Installed E4FZ 6731 AB : FILTER ASY - OIL Qty: 1 Installed XO 5W30 DSP : OIL - ENGINE Qty: 7	Serv Contr Serv Contr Serv Contr
#4 * GTIRE: TIRE CONDITION "CHECKED AND OK"	
#5 * GBK: BRAKE CONDITION CHECKED AND OK	
#6 * GBATT: BATTERY CHECKED OK	

* Coming Soon... A new *	
* look, a new location, same great service, look for us *	
* across the street at 1999 E Powell Starting in *	
* October, 2012 *	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

EXHIBIT J
PAGE 2 OF 2

All Action Details for Issue

Print

VIN: 1FTEW1ET4RE [REDACTED] Year: 2011 Model: F-SERIES Case: [REDACTED]
 Name: [REDACTED] Owner Status: Original WSD: 2011-11-02
 Symptom Desc: HES/STUMBLE ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEMON LAW, CUST MENTIONS - MR WITHIN 24/24 Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 10/02/2012

Action: FIELD - OPEN REGION ISSUE Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Dealer: 08572 GRESHAM FORD
 Odometer: 14000 MI Comm Type: OTHER
 Analyst Name: PARSELS,WENDY Analyst: WPARSELS
 Action Date: 09/14/2012 Action Time: 12.29.06.833 Action Data: No

Comments COM SCOTT REQUESTED CSM OPEN A CASE FOR A SUP ESCALATION - CUST HAS CALLED IN "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."

Action: CCS SUPERVISOR ESCALATION Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Dealer: 08572 GRESHAM FORD
 Odometer: 14000 MI Comm Type: OTHER
 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	Data Value
SUPERVISOR'S CDSID:	SJOHN500
SUPERVISOR'S NAME:	JOHNSON, SCOTT

Action: CREATE FOLLOW UP Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
 Dealer: 08572 GRESHAM FORD
 Odometer: 14000 MI Comm Type: PHONE
 Analyst Name: PARSELS,WENDY Analyst: WPARSELS
 Action Date: 09/14/2012 Action Time: 13.02.51.572 Action Data: Yes

Comments - CSM WENDY X77810 - 2011 F150 - (LTV 87, WSD: 2011-11-02, 14K) - OBC TO SM CHER TO CK ON THIS VEH, LVM - OBC TO CUST, [REDACTED] RETURNING HIS CALL - HE IS HAVING A DIFFICULT TIME BELIEVING THAT THIS CONCERN IS A CHARACTERISTIC OF THE VEH WHEN THEY HAD NOT SEEN THIS UNTIL 13K MILES WHERE THE DLR PREFORMED TSB 12 06 04 - CUST STATES IT HAS BEEN ACTING UP SINCE THEN - CSM CK'D THE THL REPORT AND SEE THAT THEY HAD SUGGESTED TAKING CUST IN A LIKE VEH TO DETERMINE IF THEY BEHAVE THE SAME - CUST STATES THIS NEVER TOOK PLACE - CSM ADVISED CUST THAT I HAD A CALL INTO SM CHER AT GRESHAM AND WOULD GO OVER THIS INFO AND SEE WHAT WE COULD DO TO ARRANGE THIS DRIVE/RIDE - CUST WAS VERY PLEASED WITH MY ASSISTANCE AGAIN - CSM ALSO ADVISED THAT THE SUPERVISOR REQUEST HE HAD MADE HAS BEEN PUT THROUGH - CUST UNDERSTANDS - CSM F/U ON 9/18

Data Element Name	Data Value
DATE OF FOLLOW UP:	09-18-2012
TIME OF FOLLOW UP (HH:MM):	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 [REDACTED] == CUSTOMER IS FRUSTRATED THAT THE VEH IS HESITATING 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 **Origin Desc:** ALLIANCE TEAM
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 UPDATING 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 **Origin Desc:** DEALER
Odometer: 14000 MI **Comm Type:** PHONE
Analyst Name: CHER MARLOWE **Analyst:** C-MARLO3
Action Date: 09/18/2012 **Action Time:** 16.01.11.651 **Action Data:** No

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 **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Odometer: 14000 MI **Comm Type:** OTHER
Analyst Name: PARSELS, WENDY **Analyst:** WPARSELS
Action Date: 09/18/2012 **Action Time:** 19.29.33.506 **Action Data:** Yes

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

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

Action: CREATE FOLLOW UP
Dealer: 08572 GRESHAM FORD
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 09/19/2012

Comm Type: PHONE
Analyst: WPARSELS
Action Time: 18.01.02.324

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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

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

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 08572 GRESHAM FORD
Odometer: 14000 MI
Analyst Name: CHER MARLOWE
Action Date: 09/19/2012

Comm Type: VISIT
Analyst: C-MARLO3
Action Time: 19.31.55.913

Origin Desc: DEALER
Action Data: No

Comments CUSTOMER AND TECH DROVE LIKE VEHICLE. NOTHING WAS FELT. WHEN DRIVING CUSTOMER'S VEHICLE THE TECH AND CUSTOMER COULD FEEL 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
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 09/21/2012

Comm Type: PHONE
Analyst: WPARSELS
Action Time: 18.16.19.865

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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

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

Action: CREATE FOLLOW UP
Dealer: 08572 GRESHAM FORD
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 09/25/2012
Comm Type: PHONE
Analyst: WPARSELS
Action Time: 19.33.09.284
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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

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

Action: CREATE FOLLOW UP
Dealer: 08572 GRESHAM FORD
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 09/27/2012
Comm Type: PHONE
Analyst: WPARSELS
Action Time: 16.17.00.688
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	10-01-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 08572 GRESHAM FORD
Odometer: 14000 MI
Analyst Name: CHER MARLOWE
Action Date: 09/27/2012
Comm Type: PHONE
Analyst: C-MARLO3
Action Time: 21.08.02.799
Origin Desc: DEALER
Action Data: No

Comments SPOKE WITH [REDACTED] 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 [REDACTED] 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
Dealer: 08572 GRESHAM FORD
Odometer: 14000 MI
Analyst Name: ALBRIGHT (MALBRIG5),MARY
Action Date: 10/02/2012
Comm Type: OTHER
Analyst: MALBRIG5
Action Time: 14.57.51.054
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 10/10/2012

Comm Type: PHONE
Analyst: WPARSELS
Action Time: 18.26.48.369

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 10/16/2012

Comm Type: PHONE
Analyst: WPARSELS
Action Time: 20.41.50.661

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 10/17/2012

Comm Type: PHONE
Analyst: WPARSELS
Action Time: 18.49.44.553

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Action Data: Yes

Comments CSM WENDY X77810 - - IBC FROM CUST [REDACTED] 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

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	10-22-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: CREATE FOLLOW UP
Dealer: 08572 GRESHAM FORD
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 10/22/2012

Comm Type: PHONE
Analyst: WPARSELS
Action Time: 18.06.29.076
Action Data: Yes

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

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.

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	10-23-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: CREATE FOLLOW UP
Dealer: 08572 GRESHAM FORD
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 10/23/2012

Comm Type: PHONE
Analyst: WPARSELS
Action Time: 14.31.17.974
Action Data: Yes

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

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

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

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 08572 GRESHAM FORD
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 10/24/2012

Comm Type: PHONE
Analyst: WPARSELS
Action Time: 18.49.16.684
Action Data: No

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

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 [REDACTED] - 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 THEM 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 [REDACTED] =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 DLRSH

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

Comm Type: PHONE

Analyst Name: HERRERA, MARK Analyst: MHERRE47

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 | 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 ADVISED 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
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 11/05/2012
Comm Type: PHONE
Analyst: WPARSELS
Action Time: 20.06.42.527
Action Data: Yes
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

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

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	11-07-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 08572 GRESHAM FORD
Odometer: 14000 MI
Analyst Name: CHER MARLOWE
Action Date: 11/05/2012
Comm Type: PHONE
Analyst: C-MARLO3
Action Time: 20.38.13.913
Action Data: No
Origin Desc: DEALER

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
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 11/07/2012
Comm Type: PHONE
Analyst: WPARSELS
Action Time: 13.16.55.261
Action Data: Yes
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comments - CSM WENDY X77810 - IBC FROM CUST THAT I MISSED - OBC TO CUST, [REDACTED] 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

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF FOLLOW UP:	11-08-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 08572 GRESHAM FORD
Odometer: 14000 MI
Analyst Name: CHER MARLOWE
Action Date: 11/08/2012
Comm Type: VISIT
Analyst: C-MARLO3
Action Time: 10.34.40.583
Action Data: No
Origin Desc: DEALER

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

Action: CREATE FOLLOW UP
Dealer: 08572 GRESHAM FORD
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 11/08/2012
Comm Type: OTHER
Analyst: WPARSELS
Action Time: 16.41.17.519
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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 Element Name	Data Value
DATE OF FOLLOW UP:	11-12-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: CREATE FOLLOW UP
Dealer: 08572 GRESHAM FORD
Odometer: 14000 MI
Analyst Name: BECK, TRACIE
Action Date: 11/12/2012
Comm Type: PHONE
Analyst: TBECK20
Action Time: 14.48.04.768
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Action Data: Yes

Comments CSM TRACIE X77807 ASSISTING CSM WENDY (X77810) == OBC TO CUST [REDACTED] WHEN CSM 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 ADV THAT 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
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 11/13/2012
Comm Type: OTHER
Analyst: WPARSELS
Action Time: 19.52.36.559
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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 DLR'S 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
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DATE OF FOLLOW UP: 11-14-2012
TIME OF FOLLOW UP (HH:MM): 21:00

Action: CONCERN ADDRESSED
Dealer: 08572 GRESHAM FORD
Odometer: 14000 MI
Analyst Name: PARSELS,WENDY
Action Date: 11/21/2012
Comm Type: PHONE
Analyst: WPARSELS
Action Time: 17.51.37.756
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
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.

<u>Data Element Name</u>	<u>Data Value</u>
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)	Y
-ESTIMATED REPAIR COST(@WARR RATES) (\$)	763.86
-CUSTOMER'S SHARE OF REPAIR COST (\$)	0
-DEALER'S SHARE OF REPAIR COST-P18 (\$)	0
-DEALER'S SHARE OF REPAIR COST-OTHER(\$)	0
-FORDS'S SHARE OF REPAIR COST-P11 (\$)	763.86
CLP FINANCIAL ASSIST DENIED? (Y/N)	N
NONE OF THE ABOVE (Y/N)	N

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET4BF [REDACTED] Year: 2011 Model: F-SERIES Case: [REDACTED]
 Name: [REDACTED] Owner Status: Original WSD: 2011-11-02
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: CRC RELATED - SUPERVISOR REQUEST SUBMITTED Secondary Phone: [REDACTED]
 Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: SUPERVISOR REQUEST CALL BACK Origin Desc: TIER ONE - MELBOURNE
 Dealer: 08572 GRESHAM FORD
 Odometer: 1400 MI Comm Type: PHONE
 Analyst Name: CARBON (ACARBON),ASHLEY Analyst: ACARBON
 Action Date: 09/12/2012 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 BOULEVARD GRESHAM OR 97080(503) 665-0101 BEST TIME TO CONTACT: ANYTIME-BEST CONTACT NUMBER: [REDACTED] * 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 Origin Desc: TIER ONE - MELBOURNE
 Dealer: 08572 GRESHAM FORD
 Odometer: 1400 MI Comm Type: PHONE
 Analyst Name: VANRAEMDONCK (JVANRAEM),JEREMY 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

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET4BF [REDACTED] Year: 2011 Model: F-SERIES Case: [REDACTED]
 Name: [REDACTED] Owner Status: Original WSD: 2011-11-02
 Symptom Desc: RUNS ROUGH AT CRUISE HOT ENGINE Primary Phone: [REDACTED]
 Reason Desc: DEALERSHIP - MULTIPLE REPAIR Secondary Phone: [REDACTED]
 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 Comm Type: PHONE
 Analyst Name: PARSELS,WENDY Analyst: WPARSELS
 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
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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
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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

<u>Data Element Name</u>	<u>Data Value</u>
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

<u>Data Element Name</u>	<u>Data Value</u>
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 **Comm Type:** PHONE
Analyst Name: PARSELS,WENDY **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, [REDACTED] - 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 VERIFIED 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 [REDACTED] - 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 ITS "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 INTERNAL DEPTS FOR STATUS

Data Element Name	Data Value
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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 **Comm Type:** PHONE
Analyst Name: PARSELS,WENDY **Analyst:** WPARSELS
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
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DATE OF FOLLOW UP:	09-04-2012
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: 08/31/2012 **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
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, [REDACTED] 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
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DATE OF FOLLOW UP:	09-07-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: CONCERN ADDRESSED
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: 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. [REDACTED] TO ADVISE [REDACTED] 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

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET4BF [REDACTED] Year: 2011 Model: F-SERIES Case: 563180472
 Name: [REDACTED] Owner Status: Original WSD: 2011-11-02
 Symptom Desc: HES/STUMBLE ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - FIN ASSIST - PARTS DELAY Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 07/17/2012

Action: TIER ONE OPEN ISSUE
 Dealer: 08502 COURTESY FORD LINCOLN Origin Desc: CRC TIER ONE - FLEET
 Odometer: 12000 MI Comm Type: PHONE
 Analyst Name: MARBLE, EARL Analyst: EMARBLE4
 Action Date: 07/17/2012 Action Time: 19.30.03.475 Action Data: No

Comments -1FTFW1ET4BF [REDACTED]-12000M-LTV 88-VEH WAS MISSING-TOOK TO DLRSHD-DLRHP HAD TO ORDER A PART-THE PART IS ON BACKORDER --DLRSHD HAS PROVIDED ME WITH A RENTAL-CUST TOOK VEH IN LAST TUESDAY AND LEFT VEH AT THE DLRSHD-CUST WANTS ANSWERS ON WHY I HAVE TO LEAVE MY VEH AT THE DLRSHD-BEST CONTACT NUMBER 5038106433-COURTESY FORD LINCOLN-1313 NE 122ND-PORTLAND, OR 97230-TEL:(888) 883-6737 --ADVISED CUST-"I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM SO THEY CAN INVESTIGATE YOUR CONCERN. A SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DAYS.

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: 07/18/2012 Action Time: 18.42.54.801 Action Data: Yes

Comments - CSM WENDY X77810 - (LTV 88, WSD: 2011-11-02, 12K MI) - OBC TO SA KERRY, STATES THE CUSTS BIGGEST CONCERN WAS THAT THEY NEEDED SOMETHING TO TOW WITH AND THAT WAS ARRANGED TODAY - OBC TO CUST, LEFT MSG ABOUT THIS CONCERN THAT THE VEH HAD TO BE LEFT TO PREVENT DAMAGE TO CAT CONV AND ABOUT THE TOW VEH - LEFT MY CONTACT INFO AND ESCALATED THE PARTS - F/U ON 7/24

Data Element Name	Data Value
DATE OF FOLLOW UP:	07-24-2012
TIME OF FOLLOW UP (HH:MM):	21:00

Action: SUPERVISOR REQUEST CALL BACK
 Dealer: 08502 COURTESY FORD LINCOLN Origin Desc: LINCOLN CALL CENTER
 Odometer: 12000 MI Comm Type: PHONE
 Analyst Name: LUKASIK (MLUKASI2),MELISSA Analyst: MLUKASI2
 Action Date: 07/20/2012 Action Time: 15.18.16.680 Action Data: Yes

Comments CUST SAYS:- AT THIS TIME THE CUST IS CHECKING RECALLS FOR HIS VEH.-- AT THIS TIME THE VEH IS AT THE DLR AND AT THIS TIME THERE A BULLTIN ABOUT HIS PROBLEM- THE VEH HAS BEEN AT THE DLR FOR ELEVEN DAYS AT THIS TIME AND IT WAS ADVS BY CSM THAT ITS GOING TO BE TWO MORE WKS.-- AT THIS POINT THE CUST IS GETTING VERY FRUSTRATED AND WANTS TO SPEAK TO SOMEONE HIGHER THAN WENDY TODAY. *****CCS:- ADVS THE CUST THAT THE REQU HAS BEEN SUBMITTED BUT IT WILL BE 24 TO 48 TILL THERE IS A CALL BACK BECAUSE WE DO NOT HAVE A LIVE ESCL QUE- AT THAT TIME THE CUST BECAME VERY COMBATIANT AND DEMANDED TO BE CALLED TODAY.- CUST HUNG UP THE CALL.

Data Element Name	Data Value
SUPERVISOR'S CDSID:	LWELCH14

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 #:	11334794
PART NUMBER:	CL3Z-19E672-A
PART DESCRIPTION:	FLAT PLATE WITH PUSH PINS
CRS ESCALATION? (Y/N):	
WHY DELAYED?:	D99
IS CUSTOMER IN RENTAL VEHICLE? (Y/N):	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 @ ██████████ CUST 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 **Origin Desc:** DEALER
Odometer: 12000 MI **Comm Type:** VISIT
Analyst Name: JOHN COOK **Analyst:** J-COOK52
Action Date: 07/31/2012 **Action Time:** 12.47.31.888 **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 **Comm Type:** OTHER
Analyst Name: PARSELS,WENDY **Analyst:** WPARSELS
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 **Comm Type:** PHONE
Analyst Name: PARSELS,WENDY **Analyst:** WPARSELS
Action Date: 08/01/2012 **Action Time:** 15.09.12.983 **Action Data:** Yes

Comments - CSM WENDY X77810 - OBC TO [REDACTED] - 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
CUSTOMER'S LTV SCORE	88
PARTS ESCALATION USED? (Y/N)	Y
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

All Action Details for Issue

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VIN: 1FTFW1ET4BF [REDACTED] Year: 2011 Model: F-SERIES Case: [REDACTED]
Name: [REDACTED] Owner Status: Original WSD: 2011-11-02
Symptom Desc: MISSES ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
Reason Desc: MISC INQUIRY - GENERAL/OTHER Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: TIER ONE CLOSE ISSUE
Dealer: 08502 COURTESY FORD LINCOLN Origin Desc: TIER ONE - MELBOURNE
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. [REDACTED] CALL ANYTIME.

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET4BF [REDACTED] Year: 2011 Model: F-SERIES Case: [REDACTED]
Name: [REDACTED] Owner Status: Original WSD: 2011-11-02
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
Reason Desc: CRC RELATED - ALLOW FOLLOW UP TIME TO OCCUR Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: TIER ONE CLOSE ISSUE
Dealer: Origin Desc: TIER ONE - MELBOURNE
Odometer: 12000 MI Comm Type: PHONE
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.

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET4BF [REDACTED] Year: 2011 Model: F-SERIES Case: [REDACTED]
Name: [REDACTED] Owner Status: Original WSD: 2011-11-02
Symptom Desc: Primary Phone: [REDACTED]
Reason Desc: DEALER GENERATED INFORMATION ISSUE Secondary Phone: [REDACTED]
Issue Type: 02 INFORMATION Issue Status: CLOSED

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

Dealer: 08502 COURTESY FORD LINCOLN

Origin Desc: DEALER

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

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 [REDACTED] 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 DONT 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 [REDACTED] 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 COMPANY, [REDACTED] AT ALLRITE TOWING 503-482-3747 2058 NW BURNSIDE ROAD, GRESHAM OR 97080

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET4BF [REDACTED] Year: 2011 Model: F-SERIES Case: 563180472
Name: [REDACTED] Owner Status: Original WSD: 2011-11-02
Symptom Desc: NO START ALL ENGINE TEMP Primary Phone: [REDACTED]
Reason Desc: ROADSIDE ASSISTANCE - COVERAGE INQUIRY Secondary Phone: [REDACTED]
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: ADVISE CUSTOMER THE FEEDBACK HAS BEEN DOCUMENTED
Dealer: Origin Desc: US INQUIRY CASE BASE
Odometer: 5200 MI Comm Type: PHONE
Analyst Name: TERRAGLIO, MEGAN 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 DLRSH- 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 DAYS. SCRC ADVISED: BASED UPON YOUR REQUEST, I HAVE DOCUMENTED YOUR COMMENTS. THANK YOU FOR CALLING FORD MOTOR COMPANY

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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 NA	VRT ROW	VFG	CCC	CD
1FTFW1ET4BF[REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	13-SEP-2011	02-NOV-2011	174013	USA	4	6Y05 *	MAINT *		F09	SXX	V99	A99	82	
AWS Claim Key:		<u>2634885</u>	Doc #: 34621603	Trx Code:		0968S	Labor Hrs: .9	Labor Cost: 31.63		Material Cost: 32.03		Total Cost: 63.66											
Dlr Cd-Sub Cd:		08502-*	Name: COURTESY FORD LINCOLN		Ph: 503-2551771	St: OR	Ctry Cd: USA	Reg Cd: NA	Repr Date: 13-FEB-2012		DIST(Mile): 5261												
Cust Comments:		PREM MAINT(M&W) 7.5K INTERVAL																					
Tech Comments:		PERFORMED AS PER ESP LIST																					
1FTFW1ET4BF[REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	13-SEP-2011	02-NOV-2011	174013	USA	4	6Y20 *	TAP1 *		F09	SXX	V99	A99	82	
AWS Claim Key:		<u>2638684</u>	Doc #: 34621601	Trx Code:		TAP1	Labor Hrs: 0	Labor Cost: 0		Material Cost: 0		Total Cost: 60											
Dlr Cd-Sub Cd:		08502-*	Name: COURTESY FORD LINCOLN		Ph: 503-2551771	St: OR	Ctry Cd: USA	Reg Cd: NA	Repr Date: 13-FEB-2012		DIST(Mile): 5261												
Cust Comments:		CUSTOMER REMOTE STARTED VEHICLE WHEN TURNING KEY ENGINE CRANKED BUT WOULD NOT START CUSTOMER TRIED OTHER KEY BUT IT DID NOT NOT WORK, AFTER 20+ TRYS ENGINE DID START CHECK AND ADVISE																					
Tech Comments:		CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME. NO PROBLEM FOUND NO REPAIRS MADE AT THIS TIME																					
1FTFW1ET4BF[REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	13-SEP-2011	02-NOV-2011	174013	USA	8	6Y05 *	MAINT *		F09	SXX	V99	A99	82	
AWS Claim Key:		<u>3906709</u>	Doc #: 35480701	Trx Code:		0968S	Labor Hrs: 1.2	Labor Cost: 43.52		Material Cost: 45.11		Total Cost: 88.63											
Dlr Cd-Sub Cd:		08502-*	Name: COURTESY FORD LINCOLN		Ph: 503-2551771	St: OR	Ctry Cd: USA	Reg Cd: NA	Repr Date: 06-JUN-2012		DIST(Mile): 10652												
Cust Comments:		PERFORM 15K SERVICE QCM																					
Tech Comments:		NORMAL MAINTENANCE PERFORMED 15K MILE QCM SERVICE																					
1FTFW1ET4BF[REDACTED]	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	13-SEP-2011	02-NOV-2011	174013	USA	9	6Y20 *	TAP1 *		F09	SXX	V99	A99	82	

AWS Claim Key: 4496980 **Doc #:** 35742906 **Trx Code:** TAP1 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 140
Dir Cd-Sub Cd: 08502-* **Name:** COURTESY FORD LINCOLN **Ph:** 503-2551771 **St:** OR **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 10-JUL-2012 **DIST(Mile):** 12928
Cust Comments: TAP RENTAL
Tech Comments: TAP RENTAL

1FTFW1ET4B1 [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 13-SEP-2011 02-NOV-2011 174013 USA 9 1F01 * 6K775 * F04 S11 V29 E29 42
AWS Claim Key: 4591554 **Doc #:** 35742901 **Trx Code:** S07 **Labor Hrs:** .5 **Labor Cost:** 51.81 **Material Cost:** 10.74 **Total Cost:** 362.55
Dir Cd-Sub Cd: 08502-* **Name:** COURTESY FORD LINCOLN **Ph:** 503-2551771 **St:** OR **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 10-JUL-2012 **DIST(Mile):** 12928
Cust Comments: CUSTOMER STATES CHECK ENGINE LIGHT ON AT 55 65 THE CHECK ENGINE LIGHTS FLASHED AND ENGINE MISFIRED CHECK AND ADVISE
Tech Comments: VERIFIED EDD CHECK P0305 CHECKED OASIS FOUND TSB 12 06 04. INSTALLED SHIELD AND REPROGRAMMED PCM AS PER TSB. RETEST OK AFTER REPAIRS

1FTFW1ET4B1 [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 13-SEP-2011 02-NOV-2011 174013 USA 10 2B02 BL3Z 12029 C F04 S11 V52 D36 42
AWS Claim Key: 4876788 **Doc #:** 35966601 **Trx Code:** S07 **Labor Hrs:** 1.5 **Labor Cost:** 155.44 **Material Cost:** 64.05 **Total Cost:** 519.49
Dir Cd-Sub Cd: 08502-* **Name:** COURTESY FORD LINCOLN **Ph:** 503-2551771 **St:** OR **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 07-AUG-2012 **DIST(Mile):** 14204
Cust Comments: CUSTOMER STATES THERE IS A HESITATION AT 60 65MPH WHEN ACCELERATING. ALSO GOING DOWN HILL AT 40 45MPH SAME FEEL CHECK AND ADVISE
Tech Comments: VERIFIED ECC CHECK NO CODES, PASS CODE, TEST DROVE FOUND CYLINDER #6 MISFIRING FOLLOW PPT JB1 JB10 FOUND COIL #6 TOO HIGH RESISTANCE 6300 OHM S. R&R COIL AND SPRAK PLUG DUE TO MISFIRE FOULING PLUG. RETEST PASS PRIOR APPROVAL CODE PAHHW NOTE REC TO PERFORM IGNITION TEST AS PER PPT

1FTFW1ET4B1 [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 13-SEP-2011 02-NOV-2011 174013 USA 10 6Y05 * MAINT * F09 SXX V99 A99 82
AWS Claim Key: 4876787 **Doc #:** 35966606 **Trx Code:** 0968S **Labor Hrs:** .9 **Labor Cost:** 32.64 **Material Cost:** 43.23 **Total Cost:** 75.87
Dir Cd-Sub Cd: 08502-* **Name:** COURTESY FORD LINCOLN **Ph:** 503-2551771 **St:** OR **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 07-AUG-2012 **DIST(Mile):** 14204
Cust Comments: PREM MAINT(M&W) 7.5K INTERVAL (22.500 MILE)
Tech Comments: PERFORMED 22.5K SERVICE

1FTFW1ET4B1 [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 13-SEP-2011 02-NOV-2011 174013 USA 12 2B02 * 12029 * F09 SXX V99 A99 82
AWS Claim Key: 5751842 **Doc #:** 29072809 **Trx Code:** P11 **Labor Hrs:** 0 **Labor Cost:** 0 **Material Cost:** 0 **Total Cost:** 763.86
Dir Cd-Sub Cd: 08572-* **Name:** GRESHAM FORD **Ph:** 503-6650101 **St:** OR **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 16-OCT-2012 **DIST(Mile):** 18075
Cust Comments: CUSTOMER REFUND ON REPAIR

1FTFW1ET4B1 [REDACTED] F6 T/F6 F T/BC T/AM T/E AF T/C3 T/KW 13-SEP-2011 02-NOV-2011 174013 USA 12 1F01 BL3Z 6K775 B F04 S11 V52 D41 42
AWS Claim Key: 5716697 **Doc #:** 29072801 **Trx Code:** S07 **Labor Hrs:** 20.4 **Labor Cost:** 1974.72 **Material Cost:** 538.51 **Total Cost:** 2513.23

0

CUSTOMER #: [REDACTED]

806805



1313 N.E. 122nd Ave. • P.O. Box 30653
Portland, OR 97230
Phone (503) 255-1771
Fax (503) 261-3448

INVOICE

PAGE 1

SERVICE ADVISOR: 1522 KERRY COPELAND

FAIRVIEW, OR
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

REG	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PALE-ADOBE	11	FORD F-150	1FTFW1ET4BF [REDACTED]	[REDACTED]	20528/20576	15749	
REG DATE	REG RATE	WARR	PROVIDED	TRM	RATE	PAYMENT	INV DATE
02NOV11 IS							
02NOV11 DD		02NOV2017	17:00	05FEB13		CASH	11FEB13
REG. GREENED	REACH	OPTIONS: STK:C94553 ENG:3.5_LITER_GTDI					
12:21	07JAN13	17:30	11FEB13				

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 CUSTOMER STATES CRUISING SPEED ON FREEWAY ENGINE VIBES LIKE THE
 MISFIRING CHECK AND ADVISE
 CAUSE: 9
 10FOZ DRIVEABILITY
 FC: PART#: COUNT: (N/C)
 CHAIN TYPE:
 AUTH CODE:
 SUBL RENTAL VEHICLE PO#3181

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 BEST DROVE WITH CUSTOMER, TECHNICIAN AND ENGINEER IN CUSTOMER
 VEHICLE AND SIMILAR VEHICLE, CHARACTERISTIC FELT HAS NO REPAIRS
 AVAILABLE AT THIS TIME. CUSTOMER AWARE OF CONDITION AND THAT NO REPAIRS
 WERE MADE THIS VISIT.

B FORD ACE VEHICLE INSPECTION
 99F FORD ACE VEHICLE INSPECTION
 1302 C
 TIRE tread and wear is ok at this time 0.00 0.00
 1302 C
 BK Brake linings are bk at this time 0.00 0.00
 1302 C
 CHASSIS body condition is good 0.00 0.00
 1302 C
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

COMPANY NAME UNKNOWN
 COMPANY PHONE
 POLICY NUMBER
 POLICY TERM
 EFFECTIVE DATE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	*SHOP SUPPLY COSTS: We have added a charge equal to 6.75% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES * TOTAL CHARGES LESS INSURANCE SALES TAX	TOTALS
	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	PLEASE PAY THIS AMOUNT	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	



1999 E Powell Blvd
Gresham, OR 97080
Toll Free: 800-263-6731
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				
10/16/12	6290728/1				
R/O Close Date	Status				
11/08/12	Reprint				
Message #	Message Cat				
18075	18188				
Service Advisor / Log #					
SCOTT FERGUSON/1354					
Vehicle Identification Number					
1FTFW1ET4B1					
Delivery Date	In Service Date				
Year	Make	Model	Body	Color	License Number
2011	FORD	F-150	4WD SUPERCREW 145		
ESP PREM MAINT PLAN Exp: 76000 or 11/02/17 Ded: 0					

Work Phone			Vehicle Identification Number		
Home Phone			Delivery Date		
			In Service Date		
			License Number		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - BS Customer Reports: HAS A SURGE-VIBRATION BETWEEN 55-70 Corrected by : Work performed by DOUG PETTINA(T01) Caused by 6K775 / 42 ROAD TESTED WITH THE CUSTOMER TO VERIFY THE CONCERN. COMPARED TO A LIKE VEHICLE, THE OTHER VEHICLE DID NOT EXHIBIT THE CONCERN. EEC TESTED, NO DTCS. POWER BALANCE TEST, FOUND #4 CYLINDER LOW. CHECKED MODE 6 DATA, #4 CYL HAD 35 MISFIRE COUNTS. RELATIVE COMPRESSION SHOWED #4 CYL 1% LOW. REPLACE #4 COIL AND SPARK PLUG. CONCERN STILL PRESENT.	Warranty
Work performed by DOUG PETTINA(T01)	Warranty
Work performed by DOUG PETTINA(T01)	Warranty
Installed CYFS 12 Y3 :SPARK PLUG Qty: 6	Warranty
Installed BL3Z 12029 C :COIL ASY - IGNITION Qty: 1	Warranty
Installed BL3Z 9F593 B :INJECTOR ASY Qty: 1	Warranty
Installed BL3Z 9439 A :GASKET - INTAKE MANIFOLD Qty: 2	Warranty
Installed 7T4Z 8527 A :SEAL Qty: 2	Warranty
Installed AA5Z 9439 A :GASKET - INTAKE MANIFOLD Qty: 6	Warranty
Installed BL3Z 9229 B :KIT - "O" RING Qty: 1	Warranty
Installed CL3Z 9J323 A :TUBE ASY Qty: 1	Warranty
Installed BL3Z 6K775 B :INTERCOOLER Qty: 1	Warranty
CONTACTED HOTLINE (CONTACT ID # 105837083) CHECKED CAT CONVERTOR BACK PRESSURE, OK. CHECKED FUEL QUALITY, OK. SWAPPED ALL COILS, NO CHANGE. CHECKED MECHANICAL COMPRESSION. REPLACED #4 INJECTOR PER HOTLINE. STILL NO CHANGE. INSTALLED UPDATED CAC.	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter 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 the 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 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. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
X



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: [REDACTED], Ford Motor Company

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client: [REDACTED]
Vehicle: 2012 Ford F-150
VIN: 1FTFW1ETXCF [REDACTED]
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;**
2. **Stalling;**
3. **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

A handwritten signature in black ink, appearing to be 'AS' with a stylized flourish extending to the right.

Alex Simanovsky
Attorney at Law

AS/ld

CC: [REDACTED]

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	CD
IFTFW1ETXCF [REDACTED]	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	*	9034	*	F04	S11	V25	E33	42
AWS Claim Key:	<u>816031</u>	Doc #:	926957A	Trx Code:	S07	Labor Hrs:	.9	Labor Cost:	83.75	Material Cost:	0	Total Cost:	83.75										
Dlr Cd-Sub Cd:	02923-*	Name:	MAXWELL FORD	Ph:	512-4435000	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	18-APR-2012	DIST(Mile):	3								
Cust Comments:	C S FUEL NECK HOUSING NOT INSTALL PROPERLY																						
Tech Comments:	VERIFIED CONCERN. REMOVED FUEL NECK HOUSIN AND FILLER NECK. REINSTALLED CORRECTLY.																						
IFTFW1ETXCF [REDACTED]	6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	07-APR-2012	03-SEP-2012	152068	USA	7	6Y20	*	PATSKEY	*	F08	S07	V75	L10	42
AWS Claim Key:	<u>4357848</u>	Doc #:	566267B	Trx Code:	E84	Labor Hrs:	.7	Labor Cost:	63.46	Material Cost:	111.99	Total Cost:	175.45										
Dlr Cd-Sub Cd:	04584-*	Name:	AUTONATION FORD CORPUS CHRISTI	Ph:	361-9946200	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	27-MAR-2013	DIST(Mile):	16605								
Cust Comments:	C/S REMOTE START INOP																						
Tech Comments:	VERIFIED REMOTE START INOP. PERFORMED PINPOINT TEST E1-E6 PERFORMED TCM CBM SELF TEST NO DTC ACESSED PID FOR REMOTE NO SIGNAL FROM REMOTE REPLACED PATS KEY WITH BUTTONS PROGRAMED PATS KEY RETEST PA SS OSP CLAIMED FOR REMOTE																						
IFTFW1ETXCF [REDACTED]	6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	07-APR-2012	03-SEP-2012	152068	USA	7	1F01	BL3Z	6K775	B	F04	S11	V29	E29	42
AWS Claim Key:	<u>4357849</u>	Doc #:	566267A	Trx Code:	S07	Labor Hrs:	1	Labor Cost:	90.67	Material Cost:	226.87	Total Cost:	377.54										
Dlr Cd-Sub Cd:	04584-*	Name:	AUTONATION FORD CORPUS CHRISTI	Ph:	361-9946200	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	27-MAR-2013	DIST(Mile):	16605								
Cust Comments:	C/S CHECK ENGINE LIGHT ON, FEEL SHUDDER ON TAKE OFF AT TIME S																						
Tech Comments:	MIL ON RETRIEVED CONT. DTC P0300 P0304 P0305 P0306 REPROGRAMED PCM REPLACED INTERCOOLER AND INSTALLED SHIELD PER TSB 13-03-30																						

Rpt. Analysis Home

Report Mgmt Primary

Report Mgmt Query

Report Mgmt

Indicator Summary

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Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

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Report Detail Section : [View Details](#)

[Attachments:](#) 0

Report# : DE4G8008 NHL

Received: 05/30/2013

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle: 2012,F150 4X4 ,F150 ,SUP
CRW,STYSD ,1FTFW1ETXCF

Build Date: 04/07/2012

Odometer : 21,257 M

Engine:

3.5L-
GTDI

Calibration: CF613C0A

Transmission: 6R80E

Axle:

A/C: YES

Dealer: USA 04584 AutoNation Ford Corpus Christi

Phone#: (361) 994-
6200

City: Corpus Christi

State: Texas

Country : USA

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:

Dlr 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 HARD
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.

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Mail Report

Requester: LBINGHAM

Report Summary

Ford Proprietary, Private

14-Jun-2013

Retention: None



COMMONWEALTH OF KENTUCKY
FLOYD CIRCUIT COURT
CIVIL DIVISION
NO. _____

[REDACTED]

Plaintiff

vs.

COMPLAINT

FORD MOTOR COMPANY,

Serve: C T Corporation System
306 W. Main St.
Suite 512
Frankfort, KY 40601

NO. 12-CI-0857 DIV. II
FILED 14 DAY OF AUG 20 Defendant D
SUMMONS AND 1cm COPIES ISSUED
FLOYD CIRCUIT & DISTRICT COURT
BY C. Leggaty D.C.

* * * * *

NOW COMES the Plaintiff, [REDACTED] 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, [REDACTED] ("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

3. 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.

4. 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 [REDACTED] 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”).

9. 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.

11. 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:

- a. Defective engine as evidenced by engine misfiring, excessive engine noise, engine running rough, hesitation during acceleration and poor gas mileage; and
- b. Any additional complaints made by Plaintiff, whether or not contained on any authorized dealer repair orders.

14. 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.

29. 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:

- a. Revocation of acceptance of the vehicle in accordance with 15 U.S.C. §2310(d) and KRS § 355.2-608;
- b. 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
- d. 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:

- a. Revocation of acceptance of the vehicle in accordance with 15 U.S.C. §2310(d) and KRS § 355.2-608;
- b. 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
- d. 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.


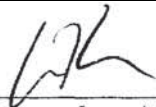
52. As a result of said non-conformity, Plaintiff is without the reasonable value of the F-150.

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
- b. Repurchase of the vehicle with a full refund of the purchase price of the vehicle, including all collateral charges incurred; and
- c. 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

All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET5BF [REDACTED] Year: 2011 Model: Case [REDACTED]
Name [REDACTED] Owner Status: Original WSD: 2011-11-26
Symptom Desc: FUEL SYSTEM LEAKS Primary Phone: [REDACTED]
Reason Desc: DRP-VEHICLE REPURCHASE REQUEST Secondary Phone: [REDACTED]
Issue Type: 06 BBB AUTO LINE/DACO Issue Status: CLOSED

Action: OPEN - PENDING ELIGIBILITY
Dealer: 04001 FREEDOM FORD Origin Desc: BETTER BUSINESS BUREAU
Odometer: 6473 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 06/07/2012 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 Origin Desc: BETTER BUSINESS BUREAU
Odometer: 6473 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 06/07/2012 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 Comm Type: OTHER
Analyst Name: WATSON, MICHEL Analyst: MWATSO90
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 Comm Type: OTHER
Analyst Name: WATSON, MICHEL Analyst: MWATSO90
Action Date: 06/08/2012 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 Comm Type: OTHER
Analyst Name: WATSON, 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
REGION RESPONDED TO DSB E-MAIL (Y/N)	YES

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 04001 FREEDOM FORD Origin Desc: BETTER BUSINESS BUREAU
Odometer: 6473 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT 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 Origin Desc: BETTER BUSINESS BUREAU
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 Origin Desc: BETTER BUSINESS BUREAU
Odometer: 6473 MI Comm Type: MAIL
Analyst Name: COSTELLO, MATT Analyst: M-COSTE3
Action Date: 07/11/2012 Action Time: 21.05.19.429 Action Data: Yes

Comments REQUESTS TE 07/10/12

Data Element Name	Data Value
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Action: ARBITRATION-AWA DRS SPENDING**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:** 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)

TREVEY, DAVID

DENIAL DECISION (Y=YES, N=NO)

Y

VEHICLE PAYMENT

VEHICLE REIMBURSEMENT

ESP (Y=YES, N=NO)

PLAN NAME

PLAN TIME

PLAN MILEAGE

RAV (Y=YES, N=NO)

RAV TYPE

FURTHER REPAIR (Y=YES, N=NO)

Action: ARBITRATION DECISION-DENIAL**Dealer:** 04001 FREEDOM FORD**Origin Desc:** BETTER BUSINESS BUREAU**Odometer:** 6473 MI**Comm Type:** MAIL**Analyst Name:** COSTELLO, MATT**Analyst:** M-COSTE3**Action Date:** 07/26/2012**Action Time:** 11.05.11.703**Action Data:** No**Comments** ARBITRATION DECISION-DENIAL ARBITRATED RESULTING IN A DENIAL

Action: ASSUMED REJECTION OF DECISION**Dealer:** 04001 FREEDOM FORD**Origin Desc:** BETTER BUSINESS BUREAU**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

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET5BF [REDACTED] Year: 2011 Model: Case: [REDACTED]
 Name: [REDACTED] Owner Status: Original WSD: 2011-11-26
 Symptom Desc: BUCK/JERK ACCELERATION Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 05/23/2012

Action: TIER II ESCALATION - BUYBACK
 Dealer: 04001 FREEDOM FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 6000 MI Comm Type: PHONE
 Analyst Name: ALEXIS, NYISHA 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 SOUTHVEL 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 REOPENED.-

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 (\$)	

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

N
Y

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All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET5BF [REDACTED] Year: 2011
Name: [REDACTED] Owner Status: Original
Symptom Desc: FUEL ECONOMY COMPLAINT MODE ALL CONDITIONS
Reason Desc: CLP - IN - BUYBACK - MULTIPLE REPAIRS
Issue Type: 04 REGION Issue Status: CLOSED
Initial Customer Contact: 03/28/2012

Model: Case: [REDACTED]
WSD: 2011-11-26
Primary Phone: [REDACTED]
Secondary Phone: [REDACTED]

Action: TIER II ESCALATION - BUYBACK
Dealer: 04001 FREEDOM FORD Origin Desc: US CONCERN CASE BASE
Odometer: 4400 MI Comm Type: PHONE
Analyst Name: ERO, LYNETTE Analyst: LERO
Action Date: 03/28/2012 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 SOUTHVEL KY 41642(888) 203-2425CRC ADVISED: NOTE: CUSTOMER IS REQUESTING A BUYBACK I HAVE DOCUMENTED YOUR CONCERNS AND AM SENDING YOUR INFORMATION TO OUR CUSTOMER CARE SOLUTIONS TEAM. YOU WILL BE CONTACTED BY A SPECIALIST TO DISCUSS YOUR ISSUE WITHIN 2 BUSINESS DAYS. THIS DOES NOT GUARANTEE THAT FORD WILL BUYBACK YOUR VEHICLE. FORD'S COMMITMENT IS TO HONOR THE NEW VEHICLE LIMITED WARRANTY.

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 04001 FREEDOM FORD Origin Desc: CUSTOMER CARE 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	Middle Initial	Last Name	Day Phone	Relationship
SM		[REDACTED]		DEALER

Comments CSM NATASHA X77701 - LTV A/Z - 1 ORIG OWNED VEH - ACTIVE PREM. MAINT, NO RECALLS - 1 RELATED REPAIR - OBC TO SM [REDACTED] 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 SOLENOID 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 @ [REDACTED] - 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

Comm Type: OTHER

Analyst Name: NATASHA BELL
(NBELL24)

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:

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)	Y
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
Action Date: 05/16/2012
Comm Type: PHONE
Analyst: RALLE192
Action Time: 08.50.19.981
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM
Action Data: Yes

Comments CSM ROB EXT 77700 == OBC TO CUST = ██████████ = CSM CALLING TO GET CORRECT ADDRESS == CUST PROVIDED == F ██████████ KY ██████████ == 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)	Y

All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET5BF [REDACTED] Year: 2011 Model: Case: 1334910482
 Name: [REDACTED] Owner Status: Original WSD: 2011-11-26
 Symptom Desc: FUEL ECONOMY COMPLAINT MODE ALL CONDITIONS Primary Phone: [REDACTED]
 Reason Desc: PROD/COMP DUR/PERF - VEHICLE CHARACTERISTIC Secondary Phone: [REDACTED]
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 02/20/2012

Action: DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE CONCERN
 Dealer: 04001 FREEDOM FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 3500 MI Comm Type: PHONE
 Analyst Name: VICKERS, LISA Analyst: LVICKER6
 Action Date: 02/17/2012 Action Time: 09.24.10.767 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
[REDACTED]		[REDACTED]	[REDACTED]	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 MISSEDEALER SAID: -FREEDOM FORD 7223 U.S. HIGHWAY 23 SOUTHVEL 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 [REDACTED]

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 [REDACTED] * 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
Odometer: 3500 MI
Analyst Name: SANTIAGO,SHANNA
Action Date: 02/22/2012

Comm Type: PHONE
Analyst: SSANTIA4
Action Time: 16.51.03.718 Action Data: Yes

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Comments OBC TO DEALER: SM BRAD GONE FOR THE DAY. * S/A CHAD SAYS THAT THE TSB WAS PERFORMED AND RETURNED TO THE CUSTOMER YESTERDAY. *** OBC TO WIFE [REDACTED]@ [REDACTED] CUSTOMER SAYS THAT THERE HAVE BEEN NO CHANGES TO HOW THE VEHICLE DRIVES. * CALLED THE DEALER AND SPOKE WITH S/A. * S/A SAYS MACHINE INDICATES ITS HAS FUEL ECONOMY OF 20MPG. * CUSTOMER SAYS INDICATOR SHOWS THE VEHICLE GOES ABOUT 14MPG. * CSM ENCOURAGED CUST TO CALL DEALER AND RESCHEDULE AN APPT. * OBC TO DEALER: SPOKE WITH TECH STEVEN CONFIRMS THAT THE THERE IS A BUMP WHILE IN CRUISE THAT WAS VERIFIED. * WAS IN THE PROCESS OF PERFORMING REPAIRS WHEN FORD HOTLINE INSTRUCTED HIM TO WAIT UNTIL A REPAIR PROCEDURE WAS AVAILABLE AS THEY ARE WORKING FOR A FIX. * OBC TO CUSTOMER @ [REDACTED] SPOKE WITH CUST. * CSM ADVISED OF CONVERSATION WITH TECH. * RECOMMENDED CUST REMAIN IN CONTACT WITH DEALER FOR A REPAIR PROCEDURE. * CSM OFFERED A PREM MAINTENANCE PLAN FOR 3/45K MILES. * CUST ACCEPTED. * CUST APPLYING MAINTENANCE PLAN ON 02-24-2012.

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

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

Action: CREATE FOLLOW UP
Dealer: 04001 FREEDOM FORD
Odometer: 3500 MI
Analyst Name: SANTIAGO,SHANNA
Action Date: 02/24/2012

Comm Type: PHONE
Analyst: SSANTIA4
Action Time: 10.18.41.798 Action Data: Yes

Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

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
Odometer: 3500 MI
Analyst Name: SANTIAGO, SHANNA
Action Date: 02/29/2012
Comm Type: PHONE
Analyst: SSANTIA4
Action Time: 10.37.49.108
Action Data: Yes
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

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)	Y

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: 04001 FREEDOM FORD
Odometer: 3500 MI
Analyst Name: NATASHA BELL (NBELL24)
Action Date: 03/29/2012
Comm Type: PHONE
Analyst: NBELL24
Action Time: 16.49.04.411
Action Data: No
Origin Desc: CUSTOMER CARE SOLUTIONS TEAM

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
SM				DEALER

Comments SM [REDACTED] 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

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET5BF [REDACTED] Year: 2011
Name: [REDACTED] Owner Status: Original
Symptom Desc: BUCK/JERK ACCELERATION
Reason Desc: PROD/COMP DUR/PERF - VEHICLE CHARACTERISTIC
Issue Type: 04 REGION Issue Status: CLOSED
Initial Customer Contact:

Model: Case: [REDACTED]
WSD: 2011-11-26
Primary Phone: [REDACTED]
Secondary Phone: [REDACTED]

Action: CLOSE - DOCUMENT MULTIPLE SYMPTOMS
Dealer: 04001 FREEDOM FORD Origin Desc: US CONCERN CASE BASE
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
[REDACTED]		[REDACTED]		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 MISSES DEALER SAID: - FREEDOM FORD 7223 U.S. HIGHWAY 23 SOUTHVEL 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 [REDACTED]

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 1FTFW1ET5BF [REDACTED] Year: 2011
Name: [REDACTED] Owner Status: Original
Symptom Desc:
Reason Desc: MISC INQUIRY - CHANGE OF ADDRESS
Issue Type: 02 INFORMATION Issue Status: CLOSED

Model: Case: [REDACTED]
WSD: 2011-11-26
Primary Phone: [REDACTED]
Secondary Phone: [REDACTED]

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
Action Time: 09.18.11.659

Origin Desc: MANUAL - PHONE CSR
Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial
[REDACTED]	

Last Name	Day Phone	Relationship
[REDACTED]		SPOUSE

Comments CUSTOMER PROFILE UPDATE

Ford Confidential

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 CNT	TIS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTFW1E15BF	██████	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 *	RECALEM *	F04	S11	V52	D36	04	
AWS Claim Key:	2646481		Doc #: 145403A		Trx Code:		S07	Labor Hrs: .4		Labor Cost:		28.8	Material Cost: 0		Total Cost: 28.8								
Dir Cd-Sub Cd:	04001-*		Name: FREEDOM FORD				Ph:	606-4781234	St: KY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 21-FEB-2012		DIST(Mile): 4152							
Cust Comments:	CUST STATES VEHICLE MISSES,NOISEY AND POOR FUEL ECONOMY																						
Tech Comments:	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 MPG, OK NOW																						

1FTFW1E15BF	██████	F6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	30-AUG-2011	26-NOV-2011	147544	USA	5	2D01	BL3Z	9K378	A	F04	S11	V52	D36	49
AWS Claim Key:	3418764		Doc #: 145896A		Trx Code:		S07	Labor Hrs: .7		Labor Cost:		50.4	Material Cost: 16.97		Total Cost: 67.37									
Dir Cd-Sub Cd:	04001-*		Name: FREEDOM FORD				Ph:	606-4781234	St: KY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 28-MAR-2012		DIST(Mile): 5052								
Cust Comments:	CK MISSES AT RED LIGHTS,TAIL PIPE HAS EXCESS BLACK LIKE A DIESEL,GETS 13 TO 15 MILES PER GALLON																							
Tech Comments:	CK OUT HAD HESITATION AND MISS, REPLACED TURBO VACUUM REGULATOR SOLENOID AND REPROGRAMMED COMPUTER PER TSB 12 03 14 RETEST DROVE NO MISS OR HESITATION																							

Any comments? You can contact



webmaster

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number: _____

File Report To This Folder

File Report To A Folder

Exists in Folder(s)

Add Comments

Previous

Next

Save

Mail Report

Download Options

Report Detail Section : View Details

Attachments: 0

Report# : CAYDA016 NHL

Received: 01/25/2012

CCRG/EPRC:

Reviewed Status:

Date:

Vehicle:

2011,F150 4X4 ,F150 ,SUP
CRW,STYSD ,1FTFW1ET5BF [REDACTED]

Build Date: 08/30/2011

Odometer :

3,517 M

Engine:

3.5L-GTDI

Calibration: BF613CON

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 Symptom:

SLIGHT MISS WHILE DRIVING

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 "ON" TO "OFF" 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.

Folder Number: _____

File Report To This Folder

File Report To A Folder Exists in Folder(s)

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 [REDACTED] vs Ford Motor Corporation 1FTFW1ET5B [REDACTED]

Dear Madam/Sir:

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

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

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

August 9, 2012

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

Re: FRD1220958 [REDACTED] vs Ford Motor Corporation 1FTFW1ET5BF [REDACTED]

Dear Madam/Sir:

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

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

Sincerely,

Edith Newton at Extension 512

Council of Better Business Bureaus, Inc.

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



BBB AUTO LINE

July 26, 2012

[REDACTED] C/O ERIC KACZANDER
[REDACTED]
CHICAGO IL [REDACTED]

Re: FRD1220958 [REDACTED] vs Ford Motor Corporation 1FTFW1ET5BF [REDACTED]

Dear [REDACTED] 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



BBB AUTO LINE

July 26, 2012

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

Re: FRD1220958 [REDACTED] vs Ford Motor Corporation 1FTFW1ET5BF [REDACTED]

Dear Madam/Sir:

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

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

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

Sincerely,

Edith Newton at Extension 512



ACCEPTANCE OR REJECTION OF DECISION

Date: 07/26/12

Case Number: [REDACTED]

Customer: [REDACTED]

State: KY

Business: Ford Motor Company

Mfr-Info: 6700 KY 1FTFW1ET5BF [REDACTED]

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

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

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

Please check one of the following.

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

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

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

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

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

Date: _____

Council of Better Business Bureaus, Inc.

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



Denial Decision

Submitted Date: 07/26/12

VIN: 1FTFW1ET5BF [REDACTED]

Customer: [REDACTED] Hearing Date: 07/09/12

Arbitrator: David A. Trevey

Question 1

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

Repurchase

CASE: [REDACTED]
Arbitrator: David A. Trevey

Customer: [REDACTED]
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 alleged 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 non-conformity 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 non-conformity 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 complaints 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 complaint, 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: [REDACTED]
Arbitrator: David A. Trevey

Customer: [REDACTED]
Date: 07/26/12



Technical Expert Request Form

Submitted Date: 07/10/12

VIN: 1FTFW1ET5BF [REDACTED]

Customer [REDACTED]

Arbitrator: David A. Trevey

a Bureau:

b Staff contact: Jim Gurganious ext. 521

c Customer Address:

d Daytime Phone:

e Evening Phone:

f Dates Customer Not Available:

g Vehicle Location:

Question 2

Vehicle Information (Completed by BBB)

a Year/Make/Model:

FORD F150

b Mileage:

7587

c VIN:

1FTFW1ET5B [REDACTED]

d Date Sent to Inspection Company:

e Date Must be Returned by:

f Special Instructions (if any):

g 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)

Question 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 uncharacteristically 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)

- 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 6

Other questions to be addressed by the Technical Expert (to be completed by the Arbitrator):

- a Does the vehicle hesitate on takeoff/pulling away from stops?

- b

- c

- d

- e

- f

CASE: [REDACTED]
Arbitrator: David A. Trevey

Customer: [REDACTED]
Date: 07/10/12



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [REDACTED]

Case Number: [REDACTED]

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.

Council of Better Business Bureaus, Inc.

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

3. Witnesses for Company

Name of Witness

Summary of Relevant and Material Testimony

_____	_____
_____	_____
_____	_____
_____	_____

4. Impartial technical expert or other witnesses

Name of Witness

Summary of Relevant and Material Testimony

_____	_____
_____	_____
_____	_____
_____	_____

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

Record filled out by: _____

(Signature)

(Printed Name)

(Date)



BBB AUTO LINE

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

Date: 06/27/12

Case Number: [REDACTED]
Customer: [REDACTED]

Manufacturer: Ford Motor Company
Mfr Info: 6700 KY 1FTFW1ET5BF [REDACTED]

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.

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

Inspection Report

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

Manufacturer: _____

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

Location of Inspection: _____

Vehicle Information: Make: _____ Model: _____

Year: _____ Mileage: _____ VIN: _____

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

Conditions or Components Inspected:

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

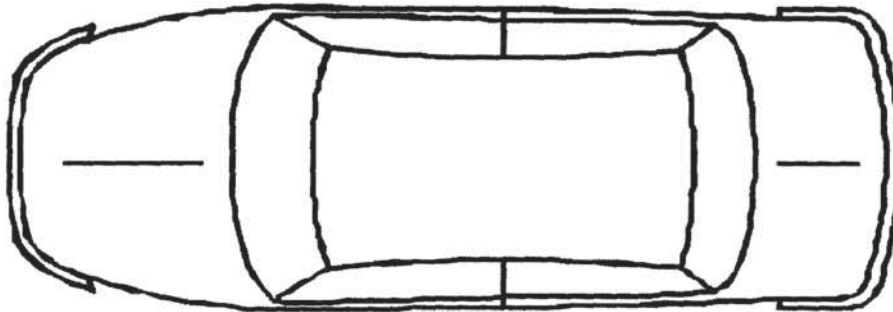
Aftermarket Items to be Removed, If Applicable. (For Example: Cellular Telephone, Modified Wheels):

Exterior

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

What damage is beyond normal wear and tear?

Please indicate damage below:



Interior

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

What damage is beyond normal wear and tear?



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [REDACTED]

Case Number: [REDACTED]

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.

Council of Better Business Bureaus, Inc.

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



BBB AUTO LINE

June 27, 2012

[REDACTED] C/O ERIC KACZANDER
[REDACTED]
CHICAGO IL [REDACTED]

Re: [REDACTED] vs Ford Motor Corporation 1FTFW1ET5BF [REDACTED]

Dear [REDACTED] 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



BBB AUTO LINE

June 27, 2012

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

Re: [REDACTED] vs Ford Motor Corporation 1FTFW1ET5BF [REDACTED]

Dear Madam/Sir:

Enclosed are:

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

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



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [REDACTED]

Case Number: [REDACTED]

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.

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Arbitrator's Biography:

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BBB AUTO LINE

June 25, 2012

[REDACTED] C/O ERIC KACZANDER
[REDACTED]
CHICAGO, IL [REDACTED]

Re [REDACTED] vs Ford Motor Corporation 1FTFW1ET5BF [REDACTED]

Dear [REDACTED] 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



MANUFACTURER RESPONSE FORM

Will participate - In Writing By Phone

Case Number: [REDACTED]
Customer Name: [REDACTED]
VIN: 1FTFW1ET5BF [REDACTED]
Vehicle year/model: 2011 F-SERIES
Current mileage: 6,473

State: KY
Warranty Start Date: 11/26/2011

Purchased: New Used (mileage and date of purchase) Leased (terms of lease)
This claim is: IN BTB Warranty IN Diesel Warranty In Powertrain Warranty OUT of all Warranties
Extended Service Plan: NO YES (3 year / 45,000 mile) Maintenance.

SETTLEMENT INFORMATION

What, if anything, was offered to the customer to settle this dispute?

Ford offered our customer an inspection to be completed by our Field Service Engineer (FSE) to address their concerns. Ford additionally offered our 5 year / 75,000 mile Premium Care ESP upon satisfaction of any resulting completed repair from this inspection.

Please indicate the customer's response below:

- The customer rejected the offer on _____
- The customer has not indicated a response to the offer.

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 # [REDACTED] **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.
- Lubed door and retested, ok now.
- Synced phone for customer.

Invoice # [REDACTED] **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)).

DOCUMENTATION PROVIDED

- Technical Service Bulletins
- Recall Notices
- Ford Field Service Engineer Report
- Dealer Report
- Other: AWS Warranty Repairs, Repair Orders, Window sticker

List amount of any over allowance /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

DRB-003253 MI 220110830 1029
 9 NORMAL, NB, 103253, E3E3, 00000533E 2L2ND

UTC D R BM C X
 CERT CERT CERT TRD RAMP SURF CAMP BOOK REV ESCP

1FTFW1ET5 BF [REDACTED] NB



www.fordvehicles.com

VEHICLE DESCRIPTION

F-150



2013 F-150 0X4 SUPERCREW
 145" WHEELBASE
 ECOBOOST 3.5L V6 ENGINE
 ELECTRONIC 6-SPD AUTO

EXTERIOR
 RED CANDY METALLIC TINTED C
 INTERIOR
 GRAY CLOTH 40/20/40

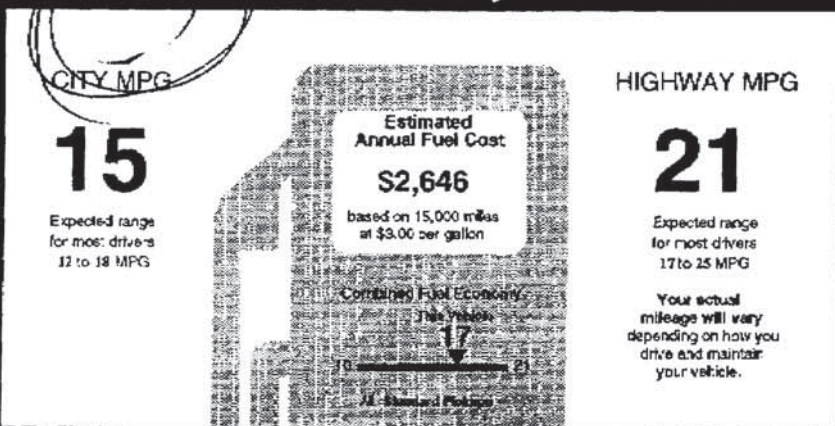
- STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE**
- EXTERIOR**
- AUTOLAPP-AUTO ON/OFF HDLMP
 - FRONT TOW HOOKS
 - LOCKING REMOVABLE TAILGATE W/ LIFT ASSIST
 - REAR PRIVACY GLASS
 - SPARE TIRE & WHEEL LOCK
 - FOG LAMPS
- INTERIOR**
- AIR CONDITIONING - MANUAL
 - COLOR COORD CARPET & MATS
 - COVERD VISOR VANITY MIRRORS
 - CRUISE CONTROL/TILT WHEEL
 - OUTSIDE TEMP/COMPASS DS-PLY
- FUNCTIONAL**
- 2-SPD TRANSFER CASE
 - AUXILIARY POWER POINT
 - CARGO BOW TIE DOWN HOOKS
 - EASY FUEL CARLESS FILLER
 - ELECTR SHUT-OFF-FLY SWA SYS
- SAFETY/SECURITY**
- FAIL-SAFE COOLING SYSTEM
 - FULLY BOXED FRAME
 - POWER RACK&PINTON STEERING
 - POWER WINDOWS/LDCKS/MIRRORS
 - TIRE PSURE MONITORING SYS
 - TRAILER SWAY CONTROL
 - 4-WHEEL DISC BRAKES W/ABS
 - ADVANCED TRAC W/
 - ROLL-OVER STABILITY CONTROL
 - AIRBAGS FRONT SIDE SEAT
 - REAR HIGH MOUNT STOP LAMP
 - SAFETY CANOPY
 - SECURILOCK ANTI THEFT ICM
- WARRANTY**
- 3YR/36,000 BUMPER / BUMPER
 - 5YR/60,000 POWERTRAIN
 - 5YR/60,000 ROADSIDE ASSIST

PRICE INFORMATION

Manufacturer's Suggested Retail Price

STANDARD VEHICLE PRICE	\$36,525.00
OPTIONAL EQUIPMENT	
2011 MODEL YEAR	
RED CANDY METALLIC TINTED CC	395.00
PREFERRED EQUIPMENT PKG.507A	
-XLT SERIES	
AM/FM STEREO/CLOCK/SINGLE CD	
ECOBOOST 3.5L V6 ENGINE	750.00
LT275/65R18 OWL ALL-TERRAIN	275.00
7200# GVWR PACKAGE	
SELECT SHIFT TRANSMISSION	
26 GALLON FUEL TANK	
FULL COVERAGE RUBBER MATS	95.00
TRAILER TOW PACKAGE	323.00
OFF ROAD PACKAGE	695.00
3.73 ELECTRONIC LOCK RR AXLE	
-SKID PLATES	
XLT CONVENIENCE PACKAGE	950.00
POWER ADJUSTABLE PEDALS	
SYNC VOICE ACTIVATED SYSTEMS	
POWER SIGNAL HEATED MIRRORS	
PWR DRIVER SEAT	
XLT PLUS PACKAGE	495.00
POWER SLIDING REAR WINDOW	
REAR DEFROSTER/DEFOGGER	
REVERSE SENSING SYSTEM	
XLT CHROME PACKAGE	1,595.00
CHROME STEP BAR	
18" CHROME CLAD WHEELS	195.00
SAT RADIO W/6 MOS SERVICE	
TOTAL OPTIONS	5,820.00
TOTAL VEHICLE & OPTIONS	42,345.00
DESTINATION & DELIVERY	995.00
TOTAL BEFORE DISCOUNTS	43,340.00
XLT CONVENIENCE CHROME	- 1,500.00
TOTAL SAVINGS	- 1,500.00

EPA Fuel Economy Estimates



TOTAL MSRP \$41,840.00

GOVERNMENT SAFETY RATINGS

Frontal Crash	Driver	★★★★
	Passenger	★★★
Star ratings based on the risk of injury in a frontal impact. Frontal ratings should ONLY be compared to other vehicles of similar size and weight.		
Side Crash	Front seat	★★★★★
	Rear seat	★★★★★
Star ratings based on the risk of injury in a side impact.		
Rollover		★★★
Star ratings based on the risk of rollover in a single vehicle crash.		
Star ratings range from 1 to 5 stars (★★★★★), with 5 being the highest. Source: National Highway Traffic Safety Administration (NHTSA).		
www.safercar.gov or call 1-888-327-4235		

See the FREE Fuel Economy Guide at dealers or www.fueleconomy.gov

SOLD TO	ONE	DEALER NO.	METHOD OF TRANSFER
	CM59		CONVOY
SHIP TO	TWO		ITEM #
			48-0572 OVT 2
SAP THROUGH	FINAL ASSEMBLY POINT	1FTFW1ET5 [REDACTED]	
	DEARBORN	BH231 N RB 2X 135 003253 08 23 11	

EXTENDED SERVICE PLAN
 Ford Extended Service Plan is the only service contract backed by Ford and honored at all Ford and Lincoln Mercury Dealers. Ask your dealer for prices and additional details or see our website at www.ford-esp.com.



06/19/2012

2201108301029

PE13-018 001962LC

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 Case Open Date: 6/7/2012 **CuDL Case Number:** 1334910482
Customer's Name: [REDACTED]
VIN: 1FTFW1ET5BF [REDACTED] **Make/Model/Year:** 2011 F-SERIES **Mileage:** 6473

1. Have you or someone from your department spoken with the customer, inspected, and/or test driven the vehicle for/about the concern(s) listed on customer's application? Yes No
 Service Manager, Brian Damon
 (Please summarize conversations, dates, offers made, actions taken and the name of dealership personnel):

1/25/12 checked vehicle, confirmed hesitation had SSM that Ford is working on. Do not attempt repairs. 2/21/12, Performed TSB 12-2-10, Vehicle tested ok. 3/16/12 said vehicle shows rattle and hesitates. According to SSM 23225, engine is working on repair. Do not attempt repair. 3/28/12, TSB 12-03-14. Mixture of fuel injectors, fuel pipe has excess black, retested ok when driven. Only concern left was fuel mileage.

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

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

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

4. Does this vehicle show signs of abuse, miss use or lack of maintenance?

Yes No

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

5. Has the Technical Hotline been contacted?

Yes No

If yes, provide Dates and CQIS Tech Hotline #. _____

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

6. Has a Ford Market Area Team member (Zone Manager, FSE or Customer Care Team) been involved?

Yes No

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

7. Does the dealership believe that they have addressed and corrected all verifiable warranty concern(s)?

Yes No

If No, what concerns remains un-resolve?

Is (are) the customer's concern(s) normal operating characteristic(s)? If yes, explain why below.

Yes No

Yes and NO, his only concern left, is he is not getting the MPG the sticker said he should get. He gets from 13.9 to 15.2 mpg. He has done research online and says a lot of other people are having same concern.

Did you test drive the vehicle with the customer (s)?

Yes No

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

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

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

9. What is the total number of days the vehicle been out of service for Ford warranty repairs at your dealership? 8 days

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

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

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

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

13. Any Additional Comments:

~~Customer says he knows some one with Jack Roush and they have told him Ford over estimated gas mileage. He talks about seeing Ford (constantly). Says Jack Roush knows what's wrong and Ford won't do anything about it. If you drive vehicle the way owners manual tells you, and as I have pointed out to him, the vehicle averages 19 to 20 MPG. He says it's burning fuel out tail pipe.~~

Signature: Brian Dawson Title: Service Manager Date: 6/12/12

Please attach any additional comments on a separate page

RETAIN A COPY FOR YOUR RECORDS

1 Day

FREEDOM FORD-HONDA

CUSTOMER #: 114317

145403

45 Layne Brothers Drive - P.O. Box 210

INVOICE

IVEL, KY 41642

Phone: (606) 478-1234

Fax: (606) 478-9484

www.freedomfordhonda.com



BETSY LAYNE, KY
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 1468 CHAD MORRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	11	FORD F150 PICKUP	1FTFW1ET5BF [REDACTED]		4152/4152		
DEL DATE	PROG. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11	01		17:00	21FEB12	90.00	CASH	21FEB12
R.O. OPENED	READY	OPTIONS: STK:V20111230 DLR:01910					
09:02	21FEB12	13:17	21FEB12				

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

A CUST STATES VEHICLE MISSES, NOISEY AND POOR FUEL ECONOMY
 CAUSE: CK OUT VERIFIED, CK DTCS, REPROGRAM PER TSR 12-2-10 AND RETEST,
 DID FUEL ECONOMY TEST WITH IDS, AT 55 AVERAGING 21 MPG, AT 60
 MPH AVERAGING 20.
 170210A CK DTC'S. REPROGRAM PCM PER TSB 12-2-10
 921 W 0.40 (N/C)

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
 921 C 0.00 0.00 0.00

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

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 The factory warranty constitutes all of the warranties with respect to the sale of the vehicle. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.	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
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Original TSB

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.

1. If the vehicle exhibits DTC-P0430-replace the left 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 RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

PART NUMBER	PART NAME
BL3Z-5E212-E W520514-S440	Converter Assy Nuts

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 OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
120210A	2011-2012 F-150 3.5L GTDI: Check DTCs, And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	0.4 Hr.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedure should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

TSB 12-2-10 (Continued)

120210B 2011-2012 F-150 3.5L 1.0 Hr.
GTD: Check DTCs,
Reprogram The PCM, And
Replace The Left Catalytic
Converter (Do Not Use
With Any Other Labor
Operations)

DEALER CODING

**BASIC PART NO.
RECALEM**

**CONDITION
CODE
04**

CUSTOMER #. 114317

145896

FREEDOM FORD-HONDA

45 Layne Brothers Drive - P.O. Box 210

IVEL, KY 41642

Phone: (606) 478-1234

Fax: (606) 478-9484

www.freedomfordhonda.com



INVOICE

PAGE 1

SERVICE ADVISOR: 1468 CHAD MORRIS

BETSY LAYNE, KY
HOME
BUS:

CONT
CELL:

COLOR:	YEAR:	MAKE/MODEL:	VIN:	LICENSE:	MILEAGE IN/OUT:	TAG:
RED	11	FORD F150 PICKUP	1FTFW1ET5BF		5052/5052	
DEL DATE:	PROD. DATE:	WARR. EXP.:	PROMISED:	PO NO.:	RATE:	PAYMENT:
01JAN11 DC			17:00 31MAR12		90.00	CASH
H.O. OPENED:	READY:	OPTIONS:	STK:V20111230 DLR:01910			

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

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 HESITATION AND MISS, REPLACED TURBO VAC UUM REGULATOR SOLENOID AND REPROGRAMMED COMPUTER PER TSB 12-03-14 RETEST
 DROVE NO MISS. O
 120314A REPAIR AS PER TSB 120314 A
 921 C 0.00 (N/C)
 1 BL3Z*9K378*A SOLENOID ASY - TURBO CONTROL (N/C)
 PART#: BL3Z*9K378*A
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 0921

B** CK HESITATES ON TAKE OFF
 Z SEE REP 1
 921 C 0.00 0.00 0.00
 C** CK D/S FRONT DOOR SQUEAKS
 Z LUBED DOOR LATCHES
 921 C 0.00 0.00 0.00
 D** CK HOT SMELL IN TRUCK
 CND. COULD'VE DUPLICATE CONCERN
 9 C 0.00 0.00 0.00

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

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 The factory warranty constitutes all of the warranties with respect to the sale of this item/vehicle. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/vehicle.	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
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

Updated TSB

3.5L GTDI—MIL ILLUMINATED WITH DTC P0234—
BUILT ON OR BEFORE 1/17/2012

TSB 12-3-14

FORD:
2011-2012 F-150

ISSUE

Some 2011-2012 F-150 vehicles 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

1. 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.
3. Remove the turbocharger vacuum regulator solenoid mounted on the right side of the upper intake manifold. (Figure 1)

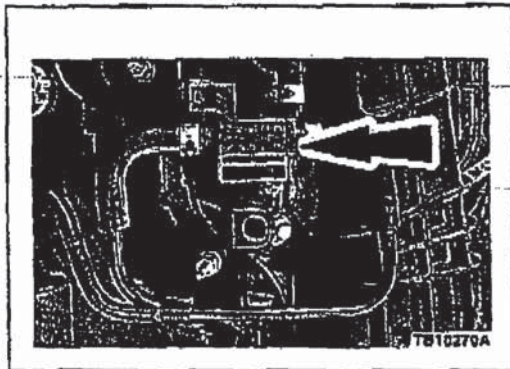


Figure 1 - Article 12-3-14

4. 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

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

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

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PAGE 1

TSB 12-3-14 (Continued)

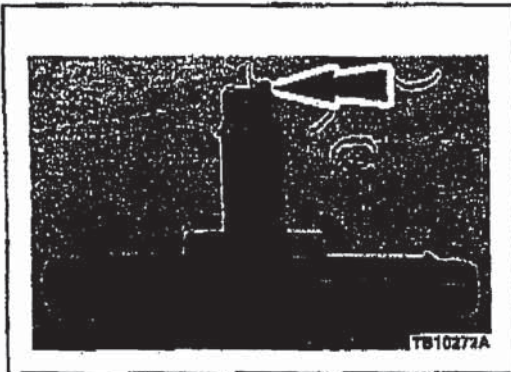


Figure 3 - Article 12-3-14

8. Install the vacuum tee and vacuum supply hose.
9. Install a new Turbocharger Vacuum Regulator Solenoid.

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	Turbocharger Vacuum Regulator Solenoid

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 OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
120314A	2011-2012 F-150 3.5L 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)	0.7 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
9K378	49

Server: **AWS Prod**
 Claims loaded through: **07-JUN-2012**

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 08/11/12

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	TJS	WCC	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD
1FTFW1ET5BF	6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	30-AUG-2011	26-NOV-2011	147544	USA	3	2005 *		RECALEM *	F04	S11	V52	D36	04	
AWS Claim Key:	<u>2646281</u>	Doc #: 145403A	Trx Code:	S07	Labor Hrs: 4	Labor Cost: 28.8	Material Cost: 0	Total Cost: 28.8															
Dir Cd-Sub Cd:	04001-*	Name: FREEDOM FORD	Ph: 606-4781234	St: KY	City Cd: USA	Reg Cd: NA	Repr Date: 21-FEB-2012	DIST(Mile): 4152															
Cust Comments:	CUST STATES VEHICLE MISSES, NOISEY AND POOR FUEL ECONOMY																						
Tech Comments:	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 MPG. OK NOW																						
1FTFW1ET5EJ	6	T/F6	F	T/BC	T/AM	T/E	AF	T/C3	T/KW	30-AUG-2011	26-NOV-2011	147544	USA	5	2D01	BL3Z	9K278	A	F04	S11	V52	D36	49
AWS Claim Key:	<u>3418261</u>	Doc #: 145896A	Trx Code:	S07	Labor Hrs: .7	Labor Cost: 50.4	Material Cost: 16.97	Total Cost: 67.37															
Dir Cd-Sub Cd:	04001-*	Name: FREEDOM FORD	Ph: 606-4781234	St: KY	City Cd: USA	Reg Cd: NA	Repr Date: 28-MAR-2012	DIST(Mile): 5052															
Cust Comments:	CK MISSES AT RED LIGHTS, TAIL PIPE HAS EXCESS BLACK LIKE A DIESEL, GETS 13 TO 15 MILES PER GALLON																						
Tech Comments:	CK OUT HAD HESITATION AND MISS, REPLACED TURBO VACUUM REGULATOR SOLENOID AND REPROGRAMMED COMPUTER PER TSB 12-03-14 RETEST DROVE NO MISS OR HESITATION																						

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 access 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

[REDACTED] C/O ERIC KACZANDER
[REDACTED]
CHICAGO IL [REDACTED]

Re: FRD1220958 [REDACTED] vs Ford Motor Corporation 1FTFW1ET5BF [REDACTED]

Dear [REDACTED] 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



Manufacturer Settlement Offer

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

Ford is prepared to offer [REDACTED] 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 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: [REDACTED]
CASE NUMBER: FRD1220958
VEHICLE: 2011 F-SERIES
VIN: 1FTFW1ET5BF [REDACTED]
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 applications, safety implements, audio components, and emissions.

Please advise of the customer's position.

Michel Watson
Dispute Resolution Specialist | Ford Customer Relationship Center



BBB AUTO LINE

June 7, 2012

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

Re: FRD1220958 [REDACTED] vs Ford Motor Corporation 1FTFW1ET5BF [REDACTED]

Dear Madam/Sir:

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

Enclosed please find the following information:

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

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

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

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

Council of Better Business Bureaus, Inc.

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

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

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

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

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

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

Sincerely,

Edith Newton at Extension 512



BBB AUTO LINE

June 7, 2012
Re: W-C2 FRD1220958: [REDACTED] vs Ford Motor Corporation
1FTFW1ET5BF [REDACTED]

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?

Council of Better Business Bureaus, Inc.

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 your initial submission 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: _____

If the arbitrator decides a repurchase or replacement is the appropriate remedy, the arbitrator will need accurate information about the vehicle's purchase price as well as any collateral costs, incidental charges and other expenses that your client seeks. Please submit an itemization of those fees, along with supporting information/documentation, so we may include these amounts in the *Agreement to Arbitrate* to permit the arbitrator to appropriately evaluate your client's request for relief.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business fourteen days from the date of this letter. On the following day, we will send each written position to the other party for comments. If we have not received the requested information from you, the correspondence and documents you have provided us thus far will serve as your written position. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

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

You may either mail your position to our office at 3033 Wilson Blvd., Suite 600, Arlington, Virginia 22201 or fax it to 703.247.9700. If you have any questions, please contact me at 800.955.5100.

Sincerely,

Edith Newton at Extension 512

**BBB AUTO LINE
Customer Claim Form**

Case number: FRD1220958
Contact Date: 06/06/12
Start Date: 06/07/12

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

SECTION 1: CUSTOMER INFORMATION

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

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: F-150 Truck	Year: 2011	Current mileage: 6473
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Same, Ivel, KY			
Primary Servicing dealer/city/state: FREEDOM FORD,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 01/01/11		Mileage at purchase/lease:	
First repair attempt date: 02/21/11		First repair attempt mileage: 4152	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

Repurchase plus attorney fees

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

VEHICLE IDENTIFICATION NUMBER 1FTFW1ET5B[REDACTED]
Lienholder/Leasing Company _____ Phone Number _____
Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
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 copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

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



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 06/07/2012

Case Number: FRD1220958

Customer: [REDACTED]

Business: Ford Motor Company

Mfr-Info: 6700 KY 1FTFW1ET5BF [REDACTED]

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

Model : F-150 Truck Year : 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 : Repurchase Manufacturer :

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

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

FRD 1220958

WRTGC

RE: [REDACTED] v. Ford Motor Company

Dear Mr. Umanzor,

Please find enclosed the corresponding documents for the referenced case. We are requesting a documents-only hearing (fax: 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

**BBB AUTO LINE
Customer Claim Form**

Case number:
Contact Date:
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

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

SECTION 2: VEHICLE INFORMATION

Make: Ford	Model: F-150	Year: 2011	Current mileage: 6,473
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Freedom Ford, Ivel KY			
Primary Servicing dealer/city/state: same			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: January 1, 2011	Mileage at purchase/lease: 125		
First repair attempt date: February 21, 2011	First repair attempt mileage: 4,152		
How often is the vehicle used for business purposes (percentage): %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

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

VIN: 1FTFW1ET5BF[REDACTED] / Vehicle Repurchase plus attorneys fees.

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

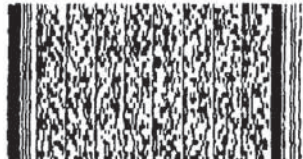
VEHICLE IDENTIFICATION NUMBER	
Lienholder/Leasing Company <u>Ford Motor</u>	Phone Number _____
Account Number _____	

Date of Repair	Mileage	Description of Problem/Repair	Defects
02/21/12	4,152	Vehicle misses, nolsy 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
		Hot smell in truck	Engine

**COMMONWEALTH OF KENTUCKY
TRANSPORTATION CABINET
CERTIFICATE OF TITLE**

TITLE NO. 113390360045	YEAR 11	MAKE FORD	MODEL NAME F150	VIN/HIN 1FTFW1ET5BF	TITLE TYPE ORIGINAL	MODEL NO.
BODY TYPE UT	COLOR RED	NO. CYL 08	ODOMETER 125	MOTOR NO.	WEIGHT 10	PREV. TITLE NO./STATE
KY NO.	BOAT TYPE	LENGTH	BEAM	CAPACITY	HULL MATERIAL	PROPULSION
OWNER(S) NAME	DATE OF ISSUE 12/12/11	FUEL	USAGE TAX PAID 2259.36			

TO
[REDACTED]
BETSY LAYNE KY



REMARKS

BRAND(S)

FIRST LIENHOLDER

SECOND LIENHOLDER

FORD MOTOR CREDIT
POB 17948
GREENVILLE
SC 29606

FIRST LIEN		SECOND LIEN	
Notation No.	County	Notation No.	County
114632	FLOY		
Filing Date	12-05-11	Filing Date	
Released By:		Released By:	
County Clerk's use Only	Date	County Clerk's use Only	Date

I certify that the Department of Vehicle Regulation has exercised due diligence in examining an application for a certificate of title for the above-described vehicle and to the best of our knowledge and belief the applicant whose name appears above is the lawful owner of the apparently legitimate vehicle described herein.

Thomas O. Zawalich (STATE SEAL)
Commissioner, Department of Vehicle Regulation

CONTROL NO. C1732335

49 USC SEC. 32705 AND KRS 190.300 REQUIRE THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE, OR PROVIDING FALSE STATEMENT, MAY RESULT IN PENALTIES.

FIRST DEALER ASSIGNMENT

The undersigned owner hereby certifies that the vehicle described in this title has been transferred to the following (print name and address of transferee):

D
E
A
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E
R
O
N
L
Y

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked.

*****CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK*****

1. The mileage stated is in excess of its mechanical limits.
 2. The odometer reading is not the actual mileage. WARNING-ODOMETER DISCREPANCY

Transferor(s) Signature(s)	(Seller) To be notarized	Transferee(s) Signature(s)	(Owner)
Transferor(s) Printed Name(s)	(Seller)	Transferee(s) Printed Name(s)	(Owner)
Date of Transfer	Seller Dealer No.	Purchasing Dealer No.	

Attesting Official _____ Title _____
 Subscribed and sworn before me this _____ day of _____ 20____. My commission expires _____ NOTARY PUBLIC

SECOND DEALER ASSIGNMENT

The undersigned owner hereby certifies that the vehicle described in this title has been transferred to the following (print name and address of transferee):

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked.

*****CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK*****

1. The mileage stated is in excess of its mechanical limits.
 2. The odometer reading is not the actual mileage. WARNING-ODOMETER DISCREPANCY

Transferor(s) Signature(s)	(Seller) To be notarized	Transferee(s) Signature(s)	(Owner)
Transferor(s) Printed Name(s)	(Seller)	Transferee(s) Printed Name(s)	(Owner)
Date of Transfer	Seller Dealer No.	Purchasing Dealer No.	

Attesting Official _____ Title _____
 Subscribed and sworn before me this _____ day of _____ 20____. My commission expires _____ NOTARY PUBLIC

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS, OR MUTILATIONS. MUST BE COMPLETED IN BLUE OR BLACK INK. 49 USC SEC. 32705 AND KRS 190.300 REQUIRE THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE, OR PROVIDING FALSE STATEMENT, MAY RESULT IN PENALTIES.

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS



Your Account Information

Account Number [REDACTED]
 Vehicle Description 2011 FORD F150
 VIN 1FTFW1ET5BF [REDACTED]
 Statement Date 05/21/2012
 Payoff Amt Good Thru \$ 33,027.14 06/10/2012
 Customer Service Center 1-800-727-7000
 Hours of Operation Mon-Fri 7am - 8pm CST
 Sat 7am - 5pm CST
 Website Address www.fordcredit.com

Refer to back of statement for additional contact information.

Your Transaction(s) Since Last Statement

DATE	DESCRIPTION	AMOUNT
05/04/2012	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	\$ 670.37
	TOTAL AMOUNT DUE	\$ 670.37

ACCOUNT MANAGER

Never worry about missing a payment.

Now you can set up text messages* and email alerts for payment reminders, statements available and payments received.

Enroll or log in to Account Manager at fordcredit.com to get started.

*Message and data rates may apply.

1392-01-0029732-0001-00294650

More power from every drop of fuel.

Ford EcoBoost Engine

Direct injection turbocharged technology in the 2012 Edge, Explorer, Taurus and F-150 with available EcoBoost 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 city/30 hwy/24 combined mpg, EcoBoost I-4. Explorer EPA-estimated 20 city/28 hwy/23 combined mpg, Taurus EPA-estimated 17 city/25 hwy/20 combined mpg, F-150 EPA-estimated 16 city/27 hwy/18 combined mpg, I-4.

DETACH AND RETURN REMITTANCE COUPON FOR EACH ACCOUNT PAID



FORD CREDIT

Customer Service Center
P.O. Box 542000
Omaha NE 68154-8000



0029732 01 AB 0.371 **AUTO T7 3 1392 41605-00888 -C01-P29761-11



BETSY LANE KY [REDACTED]

Account Number
Payment Due Date
TOTAL AMOUNT DUE

[REDACTED]
06/10/2012
\$ 670.37

ENTER TOTAL AMOUNT PAID ABOVE

SEND PAYMENT TO:



Ford Credit
P.O. Box 790093
St. Louis MO 63179-0093

14806300000000000004709353500067037001

CUSTOMER #: [REDACTED]

145896

FREEDOM FORD-HONDA

45 Layne Brothers Drive - P.O. Box 210

IVEL, KY 41642

Phone: (606) 478-1234

Fax: (606) 478-9484

www.freedomfordhonda.com



INVOICE

PAGE 1

BETSY LAYNE, KY

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1468 CHAD MORRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	11	FORD F150 PICKUP	1FTFW1ET5B[REDACTED]	[REDACTED]	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	TOTAL
------	--------	------	------	-------	------	-----	-------

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 HESITATION AND MISS, REPLACED TURBO VAC UUM REGULATOR SOLENOID AND REPROGRAMMED COMPUTER PER TSB 12-03-14 RETEST
 DROVE NO MISS O
 120314A REPAIR AS PER TSB 120314 A
 921 C 0.70 (N/C)
 1 BL3Z*9K378*A SOLENOID ASY - TURBO CONTROL (N/C)
 PC: D36 49
 PART#: BL3Z*9K378*A
 COUNT:
 CLAIM TYPE:
 AUTH CODE:
 0921

B** CK HESITATES ON TAKE OFF
 Z: SEE RPR 1
 921 C 0.00 0.00 0.00
 C** CK D/S FRONT DOOR SQUEAKS
 Z: LOBED DOOR LATCHES
 921 C 0.00 0.00 0.00
 D** CK HOT SMELL IN TRUCK
 CND COULD N DUPLICATE CONCERN
 9 C 0.00 0.00 0.00

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

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 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

145403

FREEDOM FORD-HONDA

45 Layne Brothers Drive - P.O. Box 210

IVEL, KY 41642

Phone: (606) 478-1234

Fax: (606) 478-9484

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INVOICE

PAGE 1

SERVICE ADVISOR: 1468 CHAD MORRIS

BETSY LAYNE, KY

HOME:

CONT:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	11	FORD F150 PICKUP	1FTFW1ET5BF		4152/4152		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
01JAN11			17:00 21FEB12		90.00	CASH	21FEB12
R.O. OPENED		READY	OPTIONS: STK:V20111230 DLR:01910				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

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
 921 W 0.40

(N/C)

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
 921 C 0.00

0.00 0.00

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

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

FREEDOM FORD-HONDA

45 Layne Brothers Drive - P.O. Box 210

IVEL, KY 41642

Phone: (606) 478-1234

Fax: (606) 478-9484

www.freedomfordhonda.com



CUSTOMER #: 114317

145724

INVOICE

PAGE 1

BETSY LAYNE, KY

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1468 CHAD MORRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	11	FORD F150 PICKUP	1FTFW1ET5BF [REDACTED]		4812/4812	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT
01JAN11 DD			17:00 16MAR12		90.00	CASH
R.O. OPENED	READY	OPTIONS: STK:V20111230 DLR:01910				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A. CK VEHICLE RUNS ROUGH AND IS ONLY GETTING 13.9 MPG							
Z ACCORDING TO SSM 22225, ENGINEERING IS WORKING							
ON A FLX DO NOT ATTEMPT REPAIR AT THIS TIME							
	921	C		0.00		0.00	0.00

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

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 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
PARTS AMOUNT	0.00		
GAS, OIL, LUBE	0.00		
SUBLET AMOUNT	0.00		
MISC. CHARGES	0.00		
TOTAL CHARGES	0.00		
LESS INSURANCE	0.00		
SALES TAX	0.00		
PLEASE PAY THIS AMOUNT	0.00		

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

CUSTOMER SIGNATURE

Print Page Click Here

Report a Problem

OASIS RESULT: 1FTFW1ET5BF

USA: EN-US

16-MARCH-2012 / 12:49:19 / FCXW5446

VEHICLE INFORMATION

VEHICLE DESCRIPTION: 2011 F-SERIES LD
TRANSMISSION: 6R80 6 SPD AUTO
PAINT COLOR: RED CANDY (2) TC
AXLE RATIO: 3.73 FINAL DRIVE RATIO
SYNC VERSION: V3

BODY STYLE: F-150 SUPERCREW 4X4
AXLE CODE: L5
PAINT CODE: RZ
WHEEL SIZE: 18X7.5" CHROME CLAD WHEEL
VHR ACTIVATED: X

ENGINE: 3.5L DOHC 4V V6 GTDI
ENGINE CALIBRATION: BFB13C0N
RADIO: ELETR PREM AM/FM STRO/DISC
FRONT TIRE: LT275/65R 18C A-T OWL
GROSS VEHICLE WEIGHT: 7200 LB. GVW

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

BUILD DATE: 30-AUGUST-2011

New Vehicle Base Warranty

SALE MILEAGE: 00126

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

Competitive make ESP part verification

EXTENDED COVERAGES

0995 - USA 2012 NEW 36/46K PREM MAINT(M&W) 5K INTERVAL

STANDARD DEDUCTIBLE: 0 USD

OWNER NAME:

EXPIRATION DATE: 26-NOVEMBER-2014

DISTANCE: 48000

TOWING: 0 USD

CONTRACT SOLD BY: USA 48996

OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY

OPTIONS:

RENTAL: 0 UP TO 0 DAYS

ESP CONTRACT START DATE: 26-NOVEMBER-2011

WARRANTY REPAIR HISTORY

21-FEBRUARY-2012

DEALER: Freedom Ford

WARRANTY CLAIM NUMBER: 146403

ODOMETER: 004182M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
REDALEM	ECU PROCESSOR RECAL	009	13010A	94	SOFTWARE REVISION/FLASH MODULE

CK OUT VERIFIED, CK OTCS, REP PROGRAM PER TSS 12-2-10 AND RETEST. DID FUEL ECONO MY TEST WITH IDS, AT 55 AVERAGING 21 MPG, AT 60 MPH AVERAGING 20 MPG, OK NOW

Click Here for Full Warranty History

SYMPTOM CODE INFORMATION

556**

Driving Performance > Poor Fuel Economy

SPECIAL SERVICE MESSAGES

21992 F-150 3.5L ECOBOOST CUSTOMER COMPLAINT OF POOR FUEL ECONOMY

SOME 2011 F-150 3.5L ECOBOOST ENGINE EQUIPPED VEHICLES MAY EXHIBIT A CUSTOMER 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: 02/20/2011

THERE ARE NO TSSs FOR SYMPTOM ENTERED

580**

Driving Performance > Runs Rough

SPECIAL SERVICE MESSAGES

21993 F-150 3.5L ECOBOOST INTERMITTENT SYMPTOMS - CYLINDER MISFIRE, STUMBLE ON HARD ACCELERATION AFTER EXTENDED HIGHWAY CRUISE, MIL ON

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

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 BE UNPLUGGED WHILE PERFORMING DIAGNOSTICS YOU MUST FIRST TURN OFF THE ENGINE.
EFFECTIVE DATE: 09/14/2011

21735 MODULE SWAP PRACTICES FROM VEHICLE TO VEHICLE, MAY CREATE A NON-RECOVERABLE MODULE CONDITION FOR 2010-2011 VEHICLES 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.
EFFECTIVE DATE: 02/09/2011

21887 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 BEFORE 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

1FTFW1ET5BF

AT THE LATEST LEVEL, VERIFY YOUR PART NUMBERS USING THE TECHNICIAN LOG VIEWER, OR MODE B DATA.
EFFECTIVE DATE: 12/17/2010

Already Done on PO# 145403

TECHNICAL SERVICE BULLETINS

12-02-10

2011-2012 F150 - 3.5L GTDI CALIBRATION UPDATE - VARIOUS ISSUES
SOME 2011-2012 F150 VEHICLES BUILT ON OR BEFORE 02/06/2012 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 DRIVABILITY CONCERNS. FOLLOW THE SERVICE PROCEDURE STEPS TO CORRECT THE CONDITION.
See TSB for complete details

Request Hotline Assistance | Prior Approval | Cost Cap | SuperDuty/Econ CLP | On-line 1878

END OF OASIS REPORT FOR 1FTFW1ET5BFC71818

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Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Kentucky, Minnesota, Missouri, Nevada, 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: [REDACTED] v. Ford Motor Company

Vehicle: 2011 Ford F150

VIN: 1FTFW1ET5BF [REDACTED]

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.

May 30, 2012

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.

Sincerely,



Eric Kaczander
Attorney at Law

EK/tm
CC:





BBB AUTO LINE PROGRAM SUMMARY

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.

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:

- ◆ 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:

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

- ◆ 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:

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

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

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

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

CUSTOMER RESPONSIBILITIES

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

CLAIMS THAT ARE NOT ELIGIBLE

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

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

STANDARDS OF THE 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;
3. 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.

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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:

1. 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.

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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.

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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,
2. 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.

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