

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

**COVERAGE FOR 2013 MODEL VEHICLES (GVWR OF 14,000 LBS. OR LESS)
UNDER LONG TERM DEFECTS WARRANTY**
(Coverage for up to 7 years/70,000 miles, whichever first occurs)

Part Name	Engine Size/Vehicle Line														
	1.6L Escape	2.0L Edge	2.0L Escape	2.0L Explorer	2.0L Focus	2.5L Escape	3.0L Edge	3.5L Explorer	3.5L Flex	3.5L Fusion	3.7L Edge	3.7L Explorer	3.7L Mustang	5.0L Mustang	5.0L Mustang
Catalytic Converter	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Cara Timing Assembly	X	X	X	X	X	X	X(1)	X(1)	X(1)	X	X	X	X	X	X
Variable Camshaft Timing Kit							X(2)	X(2)	X(2)						
Variable Camshaft Timing Hardware (Right Hand)							X(2)	X(2)	X						
Variable Camshaft Timing Hardware (Left Hand)							X(2)	X(2)	X						
Variable Camshaft Timing Solenoid								X	X						
Variable Camshaft Timing Assembly		X	X	X	X		X	X(1)	X(1)	X(1)	X	X	X		
Thermostat	X	X	X	X	X			X	X	X					
Charge Air Cooler		X			X			X							
Transmission Control Module				X(2)	X(2)		X	X	X	X	X				
Transmission Solenoid Assembly					X										
Fuel Tank	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Fuel Tank Straps	X						X				X				
Fuel Tank Vapor Tube												X			
Fuel Supply Manifold Assembly							X(2)	X(2)	X(2)						
Fuel Delivery Module				X	X			X	X	X		X			
Fuel Pump Assembly							X(4)		X(2)						
Fuel Pump To Fuel Rail Tube								X	X	X					
Thermostat Control Solenoid								X(2)	X(2)						
Intake Manifold								X	X	X					X
Exhaust Manifold (Right-Hand)								X	X	X					X
Exhaust Manifold (Left-Hand)								X	X	X					X
Exhaust Manifold Gasket								X	X	X					X
Exhaust Vacuum Connector										X					
Fuel Injector								X(2)	X(2)	X(2)					
Fuel Injector Fuel Supply Manifold									X	X					
Instrument Cluster (3)	X		X	X		X		X					X		
Powertrain Control Wiring Harness				X	X			X	X	X		X			
Powertrain Control Module (PCM) Engine Control Module (ECM)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Main Body Wiring Harness (4)		X		X	X		X	X	X	X	X	X	X	X	X
Dash (Fuel) & Headlamp Junction Wiring Assembly (4)				X	X			X		X		X			
Main Wiring Assembly (4)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

(1) For non-Earthstar engine only
 (2) For Earthstar Engine only
 (3) For Service Engine Stop/Idle-on-Demand battery charge (SIL) functionality covers only
 (4) For IHL illumination only

Important Information about List of Parts

There may be additional coverage for these parts through the Bumper to Bumper, Powertrain, or Diesel Engine limited warranties. In any case, the warranty with the broadest coverage applies.

Also covered by this warranty are all emissions-related bulbs, hoses, clamps, brackets, tubes, gaskets, seals, belts, connectors, non diesel fuel lines, and wiring harnesses that are used with components on the list of parts above.

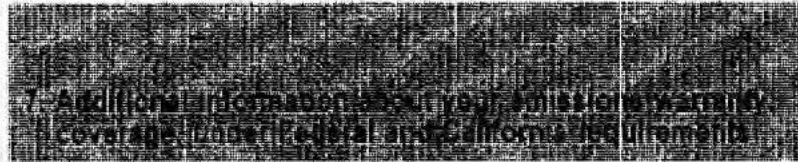
Concerning parts that should be replaced on a certain maintenance schedule: these parts remain under warranty until the first required replacement time that is specified in your **Owner's Manual**.

NOTE: If the diagnosis does not reveal a defect, the Defects Warranty does not apply.

Your Ford Motor Company dealer maintains a complete list of covered parts. For more details about the specific parts that are covered by the Defects Warranty, contact your dealer.

WHAT IS NOT COVERED?

Ford Motor Company may deny you emissions warranty coverage if your vehicle or a part does not contain a defect that affects emissions or has failed because of abuse, neglect, improper maintenance, unapproved modifications, or any items included in **What Is Not Covered?**, pages 12-15.



HOW DO I GET WARRANTY SERVICE?

To get service under your emissions warranties, take your vehicle to any Ford Motor Company dealer as soon as possible after illumination of the Malfunction Indicator Light or it has failed an EPA-approved test or a California Smog Check inspection. Be sure to show the dealer the document that says your vehicle has failed the test.

Your dealer will determine whether the repair is covered by the warranty. If the dealer has a question about Emissions Performance Warranty coverage, it will forward the question to Ford Motor Company, which must make a final decision within 30 days after you bring your vehicle in for repair. (The decision will be made within a shorter time if state, local, or federal law requires you to have the vehicle repaired more quickly in order to avoid additional penalties.) The deadline for a determination about Emissions Performance Warranty Coverage does not need to be met if you request a delay, agree to a delay in writing, or if the delay is caused by an event for which neither Ford nor your dealer is responsible. If a question about Emissions Performance Warranty coverage is referred to Ford Motor Company, you will be notified by Ford Motor Company in writing if your claim for warranty coverage is denied. The notice will explain the basis for denying your claim. If you fail to receive this notice within a timely manner, as determined above, Ford will perform the warranty repair for you free of charge.

HOW DO I HANDLE EMERGENCY REPAIRS?

If your vehicle needs an emergency warrantable repair and a Ford Motor Company dealer is not available, or if a Ford Motor Company dealer cannot perform warrantable repair(s) within 30 days of you bringing your vehicle to the dealer, repairs may be performed at any service establishment or by you using Ford equivalent replacement parts.

Ford will reimburse you for the cost of these warranty repairs including diagnosis, if you take the part(s) that are replaced and the repair receipt(s) to a Ford Motor Company dealer. The reimbursement shall not exceed Ford's suggested retail price for the warranted parts that are replaced and labor charges based on Ford's recommended time allowance for the warranty repair and the geographically appropriate hourly rate.

WHAT REPLACEMENT PARTS SHOULD I USE?

Ford Motor Company recommends that you use genuine Ford replacement parts. However, when you are having non-warranty work done on your vehicle, you may choose to use non-Ford parts. If you decide to use non-Ford parts, be sure they are equivalent to Ford parts in performance, quality, and durability. If you use replacement parts that are not equivalent to Ford parts, your vehicle's emissions control systems may not work as effectively, and you may jeopardize your emissions warranty coverage.

For vehicles within the warranty period, Ford will repair at no cost to the owner, under the Federal Emissions Warranty, covered emission failures caused by properly installed Ford parts or non-Ford parts that have been certified by the U.S. Environmental Protection Agency (EPA). Ford is not responsible for the cost of repairing any emission failures caused by non-Ford parts that have not been certified by the EPA.

The maintenance, replacement, or repair of emissions control devices or systems can be performed by any automotive repair establishment or individual using Ford replacement parts or EPA certified parts without voiding your federal warranty coverage for future repairs during the warranty period.

PROPER MAINTENANCE PRESERVES YOUR WARRANTY

If you do not maintain your vehicle properly, Ford may have the right to deny you warranty coverage.

To have repairs made under this warranty, you may have to show that you have followed Ford's instructions on properly maintaining and using your vehicle. You will find these instructions in your **Owner's Manual**. Be sure to save your service receipts and to keep accurate records of all maintenance work.

CUSTOMER ASSISTANCE

If you are not satisfied with the handling of a warranty matter, see **Customer Assistance**, on the inside front cover, and **Better Business Bureau (BBB) AUTO LINE** program, page 33.



NOISE EMISSIONS WARRANTY FOR CERTAIN LIGHT TRUCKS

Ford Motor Company warrants to the first person who purchases this vehicle for purposes other than resale and to each subsequent purchaser that this vehicle as manufactured by Ford, was designed, built and equipped to conform at the time it left Ford's control with all applicable U.S. EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built and equipped by Ford Motor Company, and is not limited to any particular part, component or system of the vehicle as manufactured by Ford. Defects in design, assembly or in any part, component or system of the vehicle as manufactured by Ford, which, at the time it left Ford's control, caused noise emissions to exceed Federal standards, are covered by this warranty for the life of the vehicle.

THE NOISE EMISSIONS WARRANTY OBLIGATIONS DO NOT APPLY TO:

- loss of time, inconvenience, loss of use of the vehicle, commercial loss or, other consequential damages.
- any vehicle which is not covered by the U.S. EPA Medium and Heavy Trucks Noise Emission Standards (40 C.F.R. Part 205, Subpart B). Among the non-covered vehicles are those lacking a partially or fully enclosed operator's compartment, such as a basic stripped chassis, those having a Gross Vehicle Weight Rating of 10,000 pounds or less, and those sold outside the United States and its territories. To the extent permitted by law, THIS WARRANTY IS EXPRESSLY INSTEAD of any express or implied warranty, condition, or guarantee, agreement, or representation, by any person with respect to conformity of this vehicle with the U.S. EPA Noise Control Regulations, including ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS.



MORE PROTECTION FOR YOUR VEHICLE

You can get additional protection for your new car or light truck by purchasing a Ford Extended Service Plan (Ford ESP). Ford ESP service contracts are backed by Ford Motor Company and they provide:

- additional benefits during the warranty period depending on the plan you purchase (such as: alternative transportation and coverage for certain maintenance and wear items; coverage for certain maintenance and wear items); and
- extended protection after your Bumper to Bumper Warranty expires.

You may purchase Ford ESP from any Ford Motor Company dealer or visit our website at Ford-ESP.com. There are several Ford ESP plans available in various time, distance and deductible combinations. Each plan is tailored to fit your own driving needs, including reimbursement for towing and rental vehicles.

When you purchase Ford ESP, you receive peace-of-mind protection throughout the United States and Canada, provided by a network of more than 4,600 Ford Motor Company dealers.

This information is subject to change. Ask your dealer for complete details about Ford ESP coverage.



Your satisfaction is important to Ford Motor Company and to your dealer. If a warranty concern has not been resolved using the three-step procedure outlined on the first page of the Customer Assistance section, you may be eligible to participate in the BBB AUTO LINE program.

The BBB AUTO LINE program consists of two parts — mediation and arbitration. During mediation, a representative of the BBB will contact both you and Ford Motor Company to explore options for settlement of the claim. If an agreement is not reached during mediation and your claim is eligible, you may participate in the arbitration process. An arbitration hearing will be scheduled so that you can present your case in an informal setting before an impartial person. The arbitrator will consider the testimony provided and make a decision after the hearing.

You are not bound by the decision, but should you choose to accept the BBB AUTO LINE decision, Ford must abide by the accepted decision as well. Disputes submitted to the BBB AUTO LINE program are usually decided within forty days after you file your claim with the BBB.

BBB AUTO LINE Application: Using the information provided below, please call or write to request a program application. You will be asked for your name and address, general information about your new vehicle, information about your warranty concerns, and any steps you have already taken to try to resolve them. A Customer Claim Form will be mailed that will need to be completed, signed, and returned to the BBB along with proof of ownership. Upon request, the BBB will review the claim for eligibility under Program Summary Guidelines.

You can get more information by calling BBB AUTO LINE at 1-800-955-5100, or writing to:

**BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, Virginia 22203-1833**

BBB AUTO LINE applications can also be requested by calling the Ford Motor Company Customer Relationship Center at 1-800-392-3673.

Note: Ford Motor Company reserves the right to change eligibility limitations, modify procedures, or to discontinue this process at any time without notice and without obligation.

11. State warranty enforcement laws

These state laws - sometimes called lemon laws - allow owners to receive a replacement vehicle or a refund of the purchase price, under certain circumstances. The laws vary from state to state.

To the extent your state law allows, Ford Motor Company requires that you first send us a written notification of any defects or non-conformities that you have experienced with your vehicle. (This will give us the opportunity to make any needed repairs before you pursue the remedies provided by your state's law.)

In all other states where not specifically required by state law, Ford Motor Company requests that you give us the written notice. Send your written notification to:

**Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126**

12. Important information about ambulance conversions

Ford vehicles are suitable for producing ambulances only if equipped with the **Ford Ambulance Prep Package**. In addition, Ford urges ambulance manufacturers to follow the recommendations of the **Ford Incomplete Vehicle Manual** and the **Ford Truck Body Builders Layout Book** (and pertinent supplements).

Using a Ford vehicle without the Ford Ambulance Prep Package to produce an ambulance could result in elevated underbody temperatures, fuel overpressurization, and the risk of fuel expulsion and fires. Such use also voids the Ford Bumper to Bumper Warranty and may void the Emissions Warranties.

You may determine whether the vehicle is equipped with the **Ford Ambulance Prep Package** by inspecting the information plate on the driver's rear door pillar.

You may determine whether the ambulance manufacturer has followed Ford's recommendations by contacting the ambulance manufacturer of your vehicle.

fordowner.com
ford.ca



DW7J19T201 AA | January 2012 | First Printing | Warranty Guide | Litho in U.S.A.

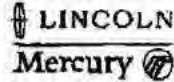
**COMPOSITE
EXHIBIT “C”**

LINCOLN MERCURY OF GAINESVILLE

2201 North Main Street
 GAINESVILLE, FL 32609
 352-372-4261
 www.GvilleAuto.com

CUSTOMER #:

INVOICE



PAGE 1

BRANFORD, FL

HOME: N/A

BUS:

SERVICE ADVISOR

2145 WILLIAM 'BILL' STOUF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7F81DG		450/450	T2039	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
07JUL12 DL			17:00 18JUL12			CASH	30JUL12
R.O. OPENED	READY	OPTIONS: BTK: DLR: 25051		ENG: 3.5_Liter_Ti-VCT TRN: AUTO			
10:41 18JUL12	10:00 30JUL12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST SAYS THAT CARPET IS PULLING OUT BY SCUFF PLATE ON PASS FRONT

FLOOR

CAUSE: LOOSE

00 REPAIRED

9999

WP

(N/C)

FC: B74 33

PART#: 7813001

COUNT:

CLAIM TYPE:

AUTH CODE:

SUBL CARPET REPAIR INV. 426908

PO#110041

WP

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

B CUST SAYS THAT THERE IS AN AREA ON PASS FRONT SEAT CUSHION-OUTER AREA THAT UPHOLSTERY STITCHING IS SHOWING A GAP-POSSIBLY NOT IN PROPER PLACE

CAUSE: SPLIT SEAMS

00 REPAIRED

9999

WP

(N/C)

FC: S50 31

PART#: 78632A23

COUNT:

CLAIM TYPE:

AUTH CODE:

SUBL SEAT REPAIR INV. 426908

PO#110041

WP

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

TERMS: STRICTLY CASH

NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE
 I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from flooding due to lack of anti-freeze or any other cause beyond your control.
 The only warranties on the products sold under repair order are those warranties made by the manufacturer. The Seller LINCOLN MERCURY OF GAINESVILLE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and LINCOLN MERCURY OF GAINESVILLE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products. This disclaimer by the Seller, LINCOLN MERCURY OF GAINESVILLE in no way affects the terms of the manufacturer's warranty.

*This charge represents costs and profit to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
 ***PG 403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ***PG 403.7105 mandates a \$1.00 fee for each year of replacement lead-acid battery sold in the State of Florida.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

X

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

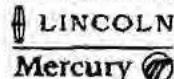
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LINCOLN MERCURY OF GAINESVILLE

2201 North Main Street
 GAINESVILLE, FL 32609
 352-372-4251
 www.GvilleAuto.com

CUSTOMER # [REDACTED]

INVOICE



PAGE 2

BRANFORD, FL

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED]

SERVICE ADVISOR: 2145 WILLIAM 'BILL' STOUF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IW/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7F81DG [REDACTED]		450/450	T2039	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL12 DD			17:00 18JUL12			CASH	30JUL12
R.O. OPENED	READY	OPTIONS:	STK:	DLR:			
10:41 18JUL12	10:00 30JUL12	ENG:3.5_Liter_Ti-VCT	[REDACTED]	25051	TRN:AUTO		
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	FORD RENTAL						

CAUSE:

TAP1 TAP ASSISTANCE FOR FORD AND MERCURY VEHICLES

9999 NP

(N/C)

FC: A99 82

PART#: TAP1

COUNT:

CLAIM TYPE: TAP1

ADTH CODE:

SUBL LOANER ENTERPRISE INV. 340083

PO#109999

WLNR

(N/C)

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

D Ford Multi-Point Inspection Report Card

00

9999 ISP

(N/C)

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

MV-51269

Handwritten signature

TERMS: STRICTLY CASH

NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs therein. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from flooding due to leak of anti-freeze or any other cause beyond your control.

The only warranties on the products sold under repair order are those warranties made by the manufacturer. The Seller LINCOLN MERCURY OF GAINESVILLE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and LINCOLN MERCURY OF GAINESVILLE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products. This disclaimer by the Seller, LINCOLN MERCURY OF GAINESVILLE in no way affects its terms of the manufacturer's warranty.

*This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
 ***FS 403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ***FS 403.718 mandates a \$1.00 fee for each new or remanufactured battery sold in the state of Florida.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

X

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

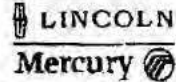
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LINCOLN MERCURY OF GAINESVILLE

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 GAINESVILLE, FL 32609
 352-372-4251
 www.GvllieAuto.com

CUSTOMER #:

INVOICE



PAGE 1

BRANFORD, FL

CONT:N/A

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKE

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7F81DG		2225/2225	T3727	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
07JUL12 DL			WAIT 11SEP12			AE	11SEP12
R.O. OPENED	READY	OPTIONS: STK: DLR:25051					
08:38 11SEP12	13:02 11SEP12	ENG:3.5 Liter Ti-VCT TRN:AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A INSTALL VENT VISORS							
00	DOOR VISOR INSTALL					0.00	0.00
	1054 CP						
	1	BB5Z*18246*A KIT - WINDOW SHADE			117.70	117.70	117.70
PARTS:	117.70	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	117.70

2225 COMPLETE

B INSTALL BUG SHIELD							
00	INSTALL HOOD DEFLECTOR						(N/C)
	1054 INC						(N/C)
	1	BB5Z*16C900*A DEFLECTOR					
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

2225 COMPLETE

MV-51269

Thank You

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	117.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	117.70
LEGS INSURANCE	0.00
SALES TAX	7.06
PLEASE PAY THIS AMOUNT	124.76

TERMS: STRICTLY CASH
 NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE
 I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from flooding due to lack of anti-freeze or any other cause beyond your control.
 The only warranties on the products sold under repair order are those warranties made by the manufacturer. The Seller LINCOLN MERCURY OF GAINESVILLE hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and LINCOLN MERCURY OF GAINESVILLE neither endorses nor authorizes any other person to assume for it any liability in connection with the sale of these products. This disclaimer by the Seller, LINCOLN MERCURY OF GAINESVILLE in no way affects the terms of the manufacturer's warranty.
 *This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
 FS.403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. *FS 403.7105 mandates a \$1.50 fee for each new or remanufactured battery sold in the state of Florida.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

X

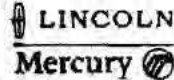
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LINCOLN MERCURY OF GAINESVILLE

2201 North Main Street
 GAINESVILLE, FL 32609
 352-372-4251
 www.GvilleAuto.com

CUSTOMER #:

INVOICE



BRANFORD FL

CONT:N/A

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKE

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7F		7249/7255	T5015	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
07JUL12 DC			17:00 30APR13			CASH	31JUL13
R.O. OPENED	READY	OPTIONS:		STK:	DLR:		
09:46 23APR13	14:00 31JUL13	ENG:3.5_Liter_Ti-VCT		25051		TRN:AUTO	

LINE	OPCODE	TRCH	TYPE	HOURS	LIST	NET	TOTAL
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A MULTIPOINT INSPECTION
 CAUSE: MULTIPOINT INSPECTION COMPLETED
 99P MULTIPOINT INSPECTION
 9844 ISP 0.00 (N/C)
 GBATT BATTERY CONDITION IS GOOD
 9844 ISP 0.00 (N/C)
 GBK BRAKES GOOD AT THIS TIME OVER 5MM DISC OR 2MM DRUM
 9844 ISP 0.00 (N/C)
 GTIRE TIRES GOOD AT THIS TIME
 9844 ISP 0.00 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B GAS & GO 7500 MILE INTERVAL LOF & TIRE ROTATION
 CAUSE: .
 M75 GAS & GO 7500 MILE INTERVAL LOF & TIRE ROTATION
 9844 ISP 0.00 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CS WHINNING NOISE FROM ENGINE AREA ON ACCEL
 CAUSE: MISALIGNED
 00 REPOSITION BRAKE AND TRANSMISSION COOLER LINES
 6551 ISP 0.00 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

7255 MISALIGNED ROADTEST TO VERIFY. RUN OASIS. FOUND SSM 22519. BRAKE LINE MAKING CONTACT WITH TRANS COOLER LINE. REPOSITION BRAKE LINE. RETEST OK.

D CS BAD ODOR FROM BKHAUST, WORSE ON HEAVY ACCEL
 CAUSE:

TERMS: STRICTLY CASH
 NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE
 I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my shop. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs therein. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from flooding due to lack of anti-flooding or any other cause beyond your control.
 The only warranties on the products sold under repair order are those warranties made by the manufacturer. The Seller LINCOLN MERCURY OF GAINESVILLE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and LINCOLN MERCURY OF GAINESVILLE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products. This disclaimer by the Seller, LINCOLN MERCURY OF GAINESVILLE in no way affects the terms of the manufacturer's warranty.
 *This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
 ***FS-409.718 mandates a \$1.00 fee for each repair tire sold in the State of Florida. ***FS-409.718 mandates a \$1.50 fee for each new or re-manufactured battery sold in the state of Florida.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

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

X

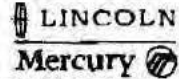
CUSTOMER COPY II

CUSTOMER #:

LINCOLN MERCURY OF GAINESVILLE

2201 North Main Street
GAINESVILLE, FL 32609
352-372-4251
www.GvilleAuto.com

INVOICE



BRANFORD FL

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a white 2013 Ford Explorer with VIN [redacted], license [redacted], and mileage 7249/7255. Includes dates for delivery (07JUL12) and R.O. opening (09:46 23APR13).

Table with columns: LINE, OP CODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Line 00: NO ABNORMAL EXHAUST ODOR AT THIS TIME. Total: 0.00 (N/C).

7255 ROADTEST TO VERIFY. NO ABNORMAL SMELLS DETECTED. DO SMELL NORMAL CATALYST SMELL FROM A NEW VEH.

E TAP ASSISTANCE FOR FORD AND MERCURY VEHICLES

Table with columns: LINE, OP CODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Line E: TAP1 TAP ASSISTANCE FOR FORD AND MERCURY VEHICLES. Total: 0.00 (N/C).

F** CS LT FRT SEAT BACK IS COMING APART AT LEFT LOWER SIDE

Table with columns: LINE, OP CODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Line F: CS LT FRT SEAT BACK IS COMING APART AT LEFT LOWER SIDE. Total: 0.00 (N/C).

MV-51269

TERMS: STRICTLY CASH
NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE
I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from freezing due to lack of anti-freeze or any other cause beyond your control.
The only warranties on the products sold under repair order are those warranties made by the manufacturer. The Seller LINCOLN MERCURY OF GAINESVILLE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and LINCOLN MERCURY OF GAINESVILLE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products. This disclaimer by the Seller, LINCOLN MERCURY OF GAINESVILLE in no way affects the terms of the manufacturer's warranty.
*This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
FS 400.710 mandates a \$1.00 fee for each new tire sold in the State of Florida. *FS 400.7103 mandates a \$1.50 fee for each new or reconditioned battery sold in the state of Florida.
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED
X

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, and PLEASE PAY THIS AMOUNT (0.00).

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INVOICE



PAGE 1

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7F81DG		7249/7249	T3997	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL12	DD		17:00 27JUN13			CASH	31JUL13

R.D. OPENED	READY	OPTIONS: E	DLR: 25051
07:06 25JUN13	14:00 31JUL13	ENG: 3.5 Liter Ti-VCT	TRN: AUTO

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

A PERFORM LUBE, OIL AND FILTER CHANGE AND ROTATE TIRES PER OWNERS MANUAL.

CAUSE: MAINT
 MBASIC BASIC MAINTENANCE SERVICE - K
 9844 WP 0.80 (N/C)
 1 AA5Z*6714*A FILTER ASY - OIL (N/C)
 5 XO*5W20*BSP OIL - ENGINE (N/C)
 MBASIC1 ENGINE OIL AND OIL FILTER - REPLACE
 (6731) - L
 9844 WP 0.20 (N/C)
 FC: A99 82
 PART#: MAINT
 COUNT:
 CLAIM TYPE: QCM
 AUTH CODE:

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

7249 MPLETED SERVICE

B CS WHINNING NOISE FROM ENGINE AREA ON ACCEL
 CAUSE: SSM 22519
 MT22519 REPOSITION BRAKE AND COOLER LINES
 6551 WP 1.00 (N/C)
 FC: N11 42
 PART#: 7R081
 COUNT:
 CLAIM TYPE:
 AUTH CODE:

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

7249 ROAD TEST TO VERIFY RUN OASIS FOUND SSM 22519 BRAKE LINE
 MAKING CONTACT WITH TRANS COOLER LINE REOSTIONS LINES RETEST OK

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

NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE
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 *This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
 **FS.403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. **FS 403.7103 mandates a \$1.50 fee for each new or remanufactured battery sold in the state of Florida.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED
 X

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LINCOLN MERCURY OF GAINESVILLE

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CUSTOMER # [REDACTED]

INVOICE

LINCOLN

Mercury

BRANFORD FL [REDACTED]

PAGE 2

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	13	FORD EXPLORER	1FMSK7F81D [REDACTED]	[REDACTED]	7249/7249	T3997	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL12 DD			17:00 27JUN13			CASH	31JUL13
R.O. OPENED	READY	OPTIONS:	STR [REDACTED] DLR: 25051				
07:06 25JUN13	14:00 31JUL13	ENG:3.5_Liter_Ti-VCT TRN:AUTO					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

C CS BAD ODOR FROM EXHAUST, WORSE ON HEAVY ACCEL

CAUSE:

00

PARTS: 6551 ISP 0.00 (N/C)
 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D TAP ASSISTANCE FOR FORD AND MERCURY VEHICLES

CAUSE: TAP

TAP1 TWO DAYS AND VISITS

9999 WP 0.00 (N/C)

FC: A99 82

PART#: TAP1

COUNT:

CLAIM TYPE: TAP1

AUTH CODE:

SUBL LOANER ENTERPRISE

PO#118505

WLNR

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

7249 ENTERPRISE INV. 356716

E CS LT FRT SEAT BACK IS COMING APART AT LT BOTTOM CORNER

CAUSE:

63100AL SEAT ASSEMBLY - FRONT - REMOVE AND

INSTALL (63100) - L

6399 WP 0.60 (N/C)

1 BBSZ*7864417*FB COVER ASY - SEAT BACK (N/C)

63100A6 TRIM COVER-FRONT SEAT BACK - REPLACE

(64416) L (N/C)

6399 WP 0.70 (N/C)

FC: S15 42

TERMS: STRICTLY CASH
 NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE
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"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal."
 ***FS-409.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ***FS 403.716 mandates a \$1.00 fee for each new or remanufactured battery sold in the state of Florida.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

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

X

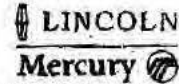
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CUSTOMER #:

INVOICE



PAGE 3

BRANFORD FL

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7F81D	BBXG94	7249/7249	T3997	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
07JUL12 DD			17:00 27JUN13			CASH	31JUL13
R.O. OPENED	READY	OPTIONS: STK DLR:25051					
07:06 25JUN13	14:00 31JUL13	ENG:3.5_Liter_Ti-VCT TRN:AUTO					

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

PART#: BB5Z*7864417*FB
 COUNT:
 CLAIM TYPE:
 AUTH CODE: PAA76
 006399

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

7249 R&I SEAT, REMOVED SIDE PANELS, SEPERATED SEAT BACK FROM SEAT BOTTOM. REPLACED SEAT BACK COVER. REASSEMBLED SEAT. REINSTALLED IN VEHICLE. OK

 MV-51269

Thank You!

TERMS: STRICTLY CASH
NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE
 I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from freezing due to lack of anti-freeze or any other cause beyond your control.
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 *This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
 FS-403.716 mandates a \$1.00 fee for each new tire sold in the State of Florida. *FS 403.716 mandates a \$1.60 fee for each new or remanufactured battery sold in the state of Florida.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

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 COPY II

CUSTOMER #: [REDACTED]

PARKS FORD/LINCOLN of GAINESVILLE

[REDACTED]
INVOICE

3333 North Main Street Gainesville, Florida 32609
352-372-4251

www.ParksOfGainesville.com
Florida Registration: MV1298

BRANFORD, FL 32609

PAGE 1

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	13	FORD EXPLORER	1FM5K7F81DG [REDACTED]	[REDACTED]	11622/11622	T3786
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT
07JUL12 DD			17:00 03FEB14			CASH
R.O. OPENED	READY	OPTIONS:	STK: [REDACTED]	DLR: 25051		
13:10 03FEB14	14:25 04FEB14	ENG: 3.5 Liter Ti-VCT	TRN: AUTO			

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

A MULTIPOINT INSPECTION

CAUSE: MULTIPOINT INSPECTION COMPLETED
00 SEE ATTACHED

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

B GAS & GO 7500 MILE INTERVAL LOP & TIRE ROTATION

CAUSE:

MBASIC BASIC MAINTENANCE SERVICE

9844 WP

1 AA5Z*6714*A FILTER ASY - OIL

6 XO*5W20*BSE MOTOR OIL SAE 5W-20 API GF-S

MBASIC1 ENGINE OIL AND OIL FILTER - REPLACE

(6731) - L

9844 WP

FC: A99 82

PART#: MAINT

COUNT:

CLAIM TYPE: QCM

AUTH CODE:

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

11622 COMPLETE SERVICE AS REQUESTED

C CS EXHAUST ODOR ON ACCEL WHEN GETTING ON HWY

CAUSE:

00 ORDER PARTS TSB 12.12.4

1054 ISP

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

MV-51269

TERMS: STRICTLY CASH

NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE

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This charge represents costs and profit to the repair vehicle repair facility for miscellaneous shop supplies or waste disposal.

FS 403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. *FS 403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the state of Florida.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS OR 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 II

CUSTOMER #:

PARKS FORD/LINCOLN of GAINESVILLE

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www.ParksOfGainesville.com
Florida Registration: MV1298

BRANFORD FL

PAGE 1

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7F81DG		7300/7300	TORD	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO ND	RATE	PAYMENT	INV DATE
07JUL12 DD			17:00 05AUG13			CASH	28AUG13
R.O. OPENED	READY	OPTIONS: STK:FN74171 DLR:25051 ENG:3.5 Liter T1-VCT TRN:AUTO					
16:53 01AUG13	17:07 28AUG13						

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

A MULTIPOINT INSPECTION

CAUSE: MULTIPOINT INSPECTION COMPLETED

99P MULTIPOINT INSPECTION

9999 ISP 0.00

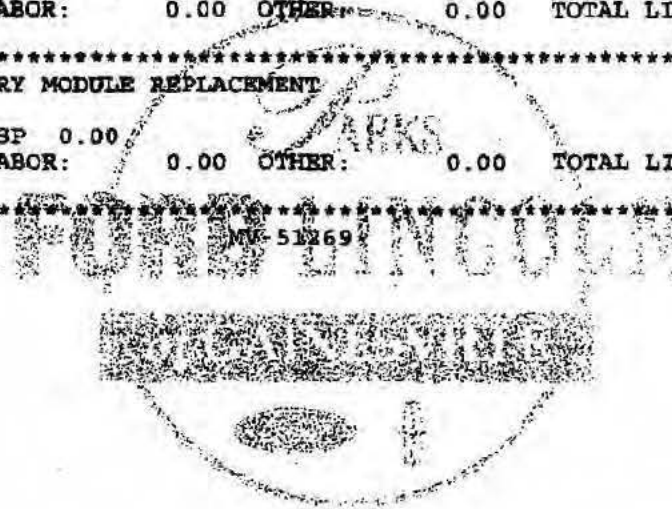
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	(N/C) 0.00
--------	------	--------	------	--------	------	---------------	------------

B 13S04 FUEL DELIVERY MODULE REPLACEMENT

00

9999 ISP 0.00

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



Thank You!

TERMS: STRICTLY CASH

NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE
I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my fleet. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from freezing due to lack of anti-freeze or any other cause beyond your control.

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ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

X

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

CUSTOMER COPY II

Ford Case #



LINCOLN MERCURY OF GAINESVILLE

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CUSTOMER #:



INVOICE

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Mercury

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PAGE 1

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7F81DG		8766/8766	T3008	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
07JUL12 DD			WAIT 06AUG13			CASH	15AUG13
RO. OPENED	READY	OPTIONS: ST	DLR:25051				
10:18 05AUG13	10:56 15AUG13	ENG:3.5 Liter Ti-VCT	TRN:AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A MULTIPOINT INSPECTION							
CAUSE: M.P.							
99P MULTIPOINT INSPECTION							
	7248	ISP		0.00			(N/C)
GBATT BATTERY CONDITION IS GOOD							
	7248	ISP		0.00			(N/C)
GBK BRAKES GOOD AT THIS TIME OVER 5MM DISC OR 2MM DRUM							
	7248	ISP		0.00			(N/C)
GTIRE TIRES GOOD AT THIS TIME							
	7248	ISP		0.00			(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

8766 M.P. M.P.

B CUSTOMER STATES:13S04

CAUSE: 13S04

- 13S04B REPALCE FUEL PUMP
- 7248 WP 2.10
- 1 DB5Z*9A407*A PUMP ASY - FUEL
- 1 4L3Z*9276*AA GASKET

FC: PART#: COUNT:
CLAIM TYPE: 13S04
AUTH CODE:

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

8766 13S04 PERFORM 13S04 REPLACE FUEL DELIVERY MODULE. 7248 (W)

C TAP ASSISTANCE FOR FORD AND MERCURY VEHICLES

CAUSE: TAP ASSISTANCE

- TAP1 TAP ASSISTANCE FOR FORD AND MERCURY VEHICLES
- 9999 WP 0.00

FC: A99 82

(N/C)

NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE
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 ***FS-403.718 mandates a \$1.00 fee for cash now the sold in the State of Florida. ***FS 403.718 mandates a \$1.00 fee for each new or remanufactured battery sold in the state of Florida.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

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

X

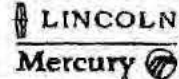
CUSTOMER COPY II

CUSTOMER #:

LINCOLN MERCURY OF GAINESVILLE

2201 North Main Street
GAINESVILLE, FL 32609
352-372-4261
www.GVillieAuto.com

INVOICE



BRANFORD, FL

PAGE 2

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7F81DG		8766/8766	T3008	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
07JUL12 DD			WAIT 06AUG13			CASH	15AUG13
R.O. OPENED	READY	OPTIONS:	DLR:	TRN:			
10:18 06AUG13	10:56 15AUG13	ENG:3.5 Liter Ti-VCT	25051	AUTO			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PART#: TAP1
COUNT:
CLAIM TYPE: TAP1
AUTH CODE:

SUBL LOANER ENTERPRISE
PO#119575

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

8766 ENTERPRISE INV. 358544

CONTACT: WILL WAIT... MV-51269

Thank you!

TERMS: STRICTLY CASH

NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from flooding due to leak or anti-freeze or any other cause beyond your control.

The only warranties on the products sold under repair order are those warranties made by the manufacturer. The Seller LINCOLN MERCURY OF GAINESVILLE hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and LINCOLN MERCURY OF GAINESVILLE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products. This disclaimer by the Seller, LINCOLN MERCURY OF GAINESVILLE in no way affects the terms of the manufacturer's warranty.

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

***FS-403.718 mandates a \$1.00 fee for each hour the sold in the State of Florida. **FS-403.716 mandates a \$1.50 fee for each new or remanufactured battery sold in the state of Florida.*

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

X

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 II

CUSTOMER #:

PARKS FORD/LINCOLN of GAINESVILLE

INVOICE

3333 North Main Street - Gainesville, Florida 32609
352-372-4251

www.ParksOfGainesville.com
Florida Registration: MV1295

BRANFORD, FL

PAGE 1

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7F81DG		17287/17287	T3700	
DEL DATE	ROD DATE	WARR EXP	PROMISED	PG NO	DATE	PAYMENT	INV DATE
07JUL12 DD			18:00	28AUG14		CASH	28AUG14
R.O. OPENED	READY	OPTIONS:		STK:	DLR:		
10:30	26AUG14	12:06	28AUG14	ENG:3.5_Liter_Ti-VCT	TRN:AUTO	25051	

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

A .CS HEAVY EXHAUST ODOR ON ACCEL
 00 UNABLE TO DUPLICATE NO SSM OR NEW TSB, LATEST REPAIR (TSB 14-01-30) TEST DROVE WITH CUSTOMER 8.26.14 UNABLE TO DUPLICATE CONCERN
 5632 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 17287 DID NOT WORK ON. ADVISOR NFP.

B .CS BACK UP CAM IS NOT COMING IN AT TIMES
 00 WORKING OK AT THIS TIME, UNABLE TO VERIFY CONCERN
 5632 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 17287 DID NOT WORK ON. ADVISOR NFP.

C** TAP ASSISTANCE FOR FORD AND MERCURY VEHICLES
 CAUSE:
 TAP1 TAP ASSISTANCE FOR FORD AND MERCURY VEHICLES
 9999 WP (N/C)
 SUBL FORD LOANER PO#128864
 WP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** CS ADD WHEN STARTING VEH VERY MUSTY ODOR FROM AC VENTS
 CAUSE:
 00 DEODORIZED SYSTEM
 5632 WP (N/C)
 1 YN*29* DEODORIZER - AIR CONDITIONER (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
 17287 CHK VENTILATION SYSTEM FOR MUSTY ODOR. DEODORIZE EVAP CASE PER WORKSHOP MANUAL. OK.

MV-51269

Thank You!

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

TERMS: STRICTLY CASH
 NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE
 I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from flooding due to lack of anti-freeze or any other cause beyond your control.
 The only warranties on the products sold under repair order are those warranties made by the manufacturer. The Seller PARKS FORD LINCOLN OF GAINESVILLE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and PARKS FORD LINCOLN OF GAINESVILLE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products. This disclaimer by the Seller, PARKS FORD LINCOLN OF GAINESVILLE in no way affects the terms of the manufacturer's warranty.
 *This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
 FS-403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. *FS 403.718B mandates a \$1.50 fee for each new or remanufactured battery sold in the state of Florida.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

CUSTOMER COPY

CUSTOMER #:

PARKS FORD/LINCOLN of GAINESVILLE

INVOICE

3339 North Main Street Gainesville, Florida 32609

352-372-4251

www.ParksofGainesville.com

Florida Registration: MV1296

BRANFORD, FL

PAGE 1

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7F81DG		16461/16461	T3399	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
07JUL12 DE			18:00 30JUL14			CASH	07AUG14
R.O. OPENED	READY	OPTIONS:	STK	DLR:	TRN:		
10:42 30JUL14	16:33 07AUG14	ENG:3.5 Liter		25051	AUTO		

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A MULTIPOINT INSPECTION

999 MULTIPOINT INSPECTION						
8138 ISP						(N/C)
GBATT BATTERY CONDITION IS GOOD						
8138 ISP						(N/C)
GBK BRAKE LININGS ARE OK						
8138 ISP						(N/C)
GTIRE TIRES GOOD AT THIS TIME						
8138 ISP						(N/C)

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

B GAS & GO 7500 MILE INTERVAL LOF & TIRE ROTATION

CAUSE:						
MBASIC BASIC MAINTENANCE SERVICE - K						
8138 WP						(N/C)
1 FL*500*S FILTER ASY - OIL						(N/C)
6 XO*5W20*BSP MOTORCRAFT SAE 5W-20 API GF-5						(N/C)
MBASIC1 ENGINE OIL AND OIL FILTER - REPLACE						
(6731) - L						
8138 WP						(N/C)

FC: A99 82
PART#: MAINT
COUNT:
CLAIM TYPE: QCM
AUTH CODE:
008138

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

16451 COMPLETE SERVICE AS REQUESTED

C EXHAUST ODOR IN CABIN WHEN ACCEL TO HWY SPEEDS

CAUSE:						
00 140130B 2.0						
1365 ISP						(N/C)
1 BB5Z*7829164*AA MOULDING						(N/C)

TERMS: STRICTLY CASH
NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE
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The only warranties on this product sold under repair order are those warranties made by the manufacturer. The Seller PARKS FORD LINCOLN OF GAINESVILLE hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and PARKS FORD LINCOLN OF GAINESVILLE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products. This disclaimer by the Seller, PARKS FORD LINCOLN OF GAINESVILLE in no way affects the terms of the manufacturer's warranty.
*This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
**FS-400-718 mandates a \$1.00 fee for each new tire sold in the State of Florida. **FB-403-798 mandates a \$1.50 fee for each new or remanufactured battery sold in the state of Florida.
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

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 COPY II

CUSTOMER

PARKS FORD/LINCOLN of GAINESVILLE

INVOICE

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BRANFORD, FL

PAGE 2

www.ParksOfGainesville.com
Florida Registration: MV1280

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7F81DG		16461/16461	T3399	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
07JUL12 DD			18:00 30JUL14			CASH	07AUG14
R.O. OPENED	READY	OPTIONS:	STK:	DLR:			
10:42 30JUL14	16:33 07AUG14	ENG:3.5 Liter		25051	TRN:AUTO		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	BB52*7829165*AA		MOULDING				(N/C)
2	4M8Z*54280B62*A		VALVE ASY - AUTO DRAIN				(N/C)
1	TA*2*		ADHESIVE				(N/C)
1	08881		UNDERCOATING				(N/C)
1	BB52*61280B62*B		GRILLE ASY-VENT				(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00					TOTAL LINE C:		0.00

TSB 14-01-30 (B) 2.0
 PERFORM TSB 14-01-30 PROCEDURE (B) REPRM HVAC MODULE, REPLACED AIR
 EXTRACTOR, BOTH REAR FENDER MOULDINGS, SEAL THE BODY AND INSTALL
 LIFTGATE DRAIN VALVES.

D CS BACK UP CAM WILL NOT MOVE AT TIMES, CUSTOMER RESTART VEH TO BLACK
 SCREEN, RADIO WOULDNT TURN OFF NO RESPONSE WITH BUTTONS, TOWO
 DAY LATER THE RADIO WOULD NOT COME ON TWO DAYS LATER

CAUSE: .
 00 SEE LINE H
 1054 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
 16461 12A04 UPDATE IS CORRECT THIS CONCERN

E TAP ASSISTANCE FOR FORD AND MERCURY VEHICLES
 CAUSE: .
 TAP1 TAP ASSISTANCE FOR FORD AND MERCURY VEHICLES (N/C)
 1054 WP
 FC: A99 82
 PART#: TAP1
 COUNT:
 CLAIM TYPE: TAP1
 AUTH CODES:

SUBL FORD LOANER
 PO#128148 WP (N/C)

TERMS: STRICTLY CASH	DESCRIPTION	TOTALS
NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE	LABOR AMOUNT	
I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at any time. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from freezing due to lack of anti-freeze or any other cause beyond your control.	PARTS AMOUNT	
The only warranties on the products sold under repair order are those warranties made by the manufacturer. The Seller PARKS FORD LINCOLN OF GAINESVILLE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and PARKS FORD LINCOLN OF GAINESVILLE neither assumes nor substitutes any other person to assume for it any liability in connection with the sale of these products. This disclaimer by the Seller, PARKS FORD LINCOLN OF GAINESVILLE in no way affects the terms of the manufacturer's warranty.	GAS OIL LUBE	
	SUBLET AMOUNT	
	MISC CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

*This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
 FS 403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. *FS 403.7185 mandates a \$1.00 fee for each new or remanufactured battery sold in the state of Florida.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

CUSTOMER COPY II

CUSTOMER # [REDACTED]

PARKS FORD/LINCOLN of GAINESVILLE

INVOICE

3333 North Main Street Gainesville, Florida 32609
352-372-4251

BRANFORD, FL

PAGE 3

www.ParksOfGainesville.com
Florida Registration: MV1296

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7P81D [REDACTED]	[REDACTED]	16461/16461	T3399	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
07JUL12 DD			18:00 30JUL14			CASH	07AUG14
R.O. OPENED	READY	OPTIONS:	STK	DLR:	25051		
10:42 30JUL14	16:33 07AUG14	ENG:3.5 Liter Ti-VCT		TRN:	AUTO		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
16461 REQUEST REIMBURSEMENT FOR TAP RENTAL FOR WARRANTY REPAIRS ON LINE C D & H							

F .KEYLESS ENTRY 74357 IS INOP MOST OF THE TIME, 5-6 BUTTON NOT WORKING AT TIMES IN DRIVE

CAUSE:

- 23943A TRIM PANEL - FRONT DOOR - REMOVE AND INSTALL (23942/23943) - L 1054 WP (N/C)
- 1 BB52*7820555*AA MOULDING - DOOR OUTSIDE (N/C)
- 23943A6L LATCH ASSEMBLY - FRONT DOOR - REPLACE (21812/21813/219264/219265) - L 1054 WP (N/C)
- 12651D BODY / CHASSIS / ELECTRICAL (BCE) - TEST L 1054 WP (N/C)
- MT MT7820555 .3 REPL KEYLESS ENTRY PAD 1054 WP (N/C)

FC: L20 42
PART#: BB52*7820555*AA
COUNT:
CLAIM TYPE:
AUTH CODE:
001054

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00
16461 VERIFIED CONCERN PERFORM ELECTRICAL DIAG FOUND KEYLESS DOOR PAD NOT RESPONDING ON NUMBERS 5-6 . R&I DOOR PANEL AND LATCH REMOVE KEY PAD AND CLEAN TWO SIDED TAP FROM DOOR. REASSEMBLY RETEST AND VERIFIED REPAIR							

G .REAR OF LT FRT SEAT SEEM NOT TO BE GOING DOWN AS MUCH
CAUSE:

00 SEAT WORKING OK AT THIS TIME

TERMS: STRICTLY CASH

NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from freezing due to lack of anti-freeze or any other cause beyond your control.

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

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
 FS-403.718 mandates a \$1.00 fee for each new tire used in the State of Florida. *FS-403.7105 mandates a \$1.00 fee for each new or remanufactured battery sold in the state of Florida.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

X

CUSTOMER COPY II

CUSTOMER #:

PARKS FORD/LINCOLN of GAINESVILLE

INVOICE

3333 North Main Street #Gainesville, Florida 32609
352-372-4251

BRANFORD, FL

PAGE 4

www.ParksOfGainesville.com
Florida Registration: MV1298

SERVICE ADVISOR: 1041 DWIGHT 'ERIC' DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FMSK7F81DG		16461/16461	T3399	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
07JUL12 DD			18:00 30JUL14			CASH	07AUG14
R.O. OPENED	READY	OPTIONS: STK: DLR:25051		ENG:3.5 Liter Ti-VCT TRN:AUTO			
10:42 30JUL14	16:33 07AUG14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
		1054	ISP				(N/C)	
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00
16461 SEAT IS WORKING AS DESIGNED								

H** 12A04 SYNC UPDATE
CAUSE:

12A04B REPROGRAM APIM

1054 WP

PC: PART#: COUNT:

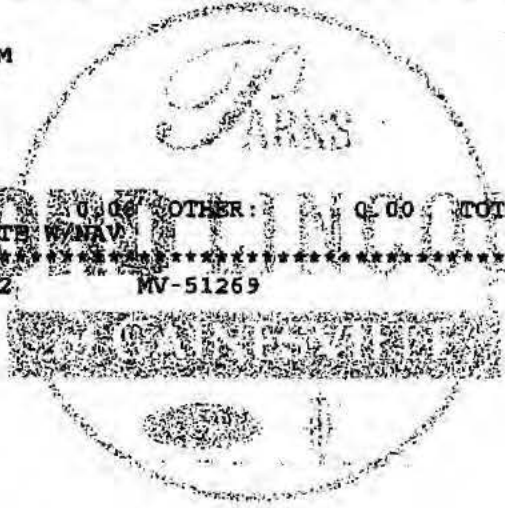
CLAIM TYPE: 12A04

AUTH CODE:

001054

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE H:	0.00
16461 COMPLETE 12A04 UPDATE W/NAV							

TEMP CONTACT: 3869351742 MV-51269



Customer Thank You

TERMS: STRICTLY CASH

NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereon. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from flooding due to lack of anti-flooding or any other cause beyond your control.

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ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

X

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 II

CUSTOMER #:

PARKS FORD/LINCOLN of GAINESVILLE

INVOICE

3333 North Main Street - Gainesville, Florida 32609
352-372-4251

BRANFORD, FL

PAGE 1

www.ParksofGainesville.com
Florida Registration: MV1296

SERVICE ADVISOR: 1041 ERIC DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7F81DG		19738/19738	T3232	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
07JUL12 DE			18:00 05FEB15			CASH	05FEB15
R/D: OPENED	READY	OPTIONS:	STK:	DLR:			
14:29 05FEB15	16:20 05FEB15	ENG:3.5 Liter_Ti-VCT		25051	TRN:AUTO		

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

A MULTIPPOINT INSPECTION
 99P MULTIPPOINT INSPECTION
 1365 ISP (N/C)
 GBATT BATTERY BATTERY CONDITION IS GOOD
 1365 ISP (N/C)
 GBK BRAKE LININGS ARE OK
 1365 ISP (N/C)
 GTIRE TIRES GOOD AT THIS TIME
 1365 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B PERFORM LUBE, OIL AND FILTER CHANGE AND ROTATE TIRES PER OWNERS MANUAL.
 CAUSE:
 QCM PERFORM LUBE, OIL AND FILTER CHANGE AND ROTATE TIRES PER OWNERS MANUAL.
 1365 WP (N/C)
 1 FL*500*S FILTER (N/C)
 6 XO*5W20*BSP MOTOR OIL (N/C)
 1 FP*68* FILTER - ODOUR AND PARTICLES (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C .CUST SAYS THAT ON ACCELERATION HARDER ACEL THERE IS A BURNING/EXHAUST ODOR
 00 NO REPAIR PER FORD AT THIS TIME
 1365 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D .CUST SAYS THAT THERE IS A MUSTY ODOR FROM HVAC
 00 RESCHL FOR EVAP CASE ASSY
 1365 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

TEMP CONTACT: 3869351742 MV-51269

TERMS: STRICTLY CASH
 NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE
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 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

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 COPY

PE16-008 000721 LC

CUSTOMER #:

PARKS FORD/LINCOLN of GAINESVILLE

INVOICE

3333 North Main Street - Gainesville, Florida 32609
352-372-4251

DUPLICATE 1
PAGE 1

www.ParksofGainesville.com
Florida Registration: MV1296

BRANFORD, FL

SERVICE ADVISOR: 1041 ERIC DUKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	13	FORD EXPLORER	1FM5K7F81D		19870/19870	T3263	
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
07JUL12 DC			18:00 09FEB15			CASH	17FEB15
R.O. OPENED	READY	OPTIONS:					
12:09 09FEB15	14:27 17FEB15	STK: [REDACTED] DLR:25051		ENG:3.5_Liter_Ti-VCT TRN:AUTO			
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A .CS BAD MUSTY ODOR WHEN AC IS TURNED ON
CAUSE: EVAP CASE

00 REPLACE EVAP CASE

1395 WP

1 DGLZ*19850*B EVAPORATOR ASY

1 VC*3*B ANTI-FREEZE

(N/C)
(N/C)
(N/C)
0.00

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

19870 EVAP CASE EVACUATED A\C DRAINED COOLANT. REMOVED BOTH FRONT SEATS, CENTER CONSOLE, FRONT CARPET, COWL, WINDSHIELD WIPERS, DASH, EVAP BOX. INSTALLED NEW EVAP BOX. RECHARGED A\C FILLED COOLANT. PUT ALL PARTS BACK ON TRUCK. AS PER HOT LINE REQUEST AFTER 2 TREATMENTS OF DEODORIZER AND AN OZONE TREATMENT DID NOT REMOVE ODOR.

B .CS ON ACCEL, PASSBOR GETTING ON HWY THERE IS A BAD CHEMICAL ODD INSIDE

00 NO REPAIR FOR CONCERN AT THIS TIME, ALL SSM

AND TSB HAVE BEEN COMPLETED

1395 ISP

(N/C)

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

19870

0.00

C TAP ASSISTANCE FOR FORD AND MERCURY VEHICLES

TAP1 TAP ASSISTANCE FOR FORD AND MERCURY VEHICLES

9999 WP

(N/C)

SUBL FORD LOANER PO#132911

WP

(N/C)

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

0.00

MV-51269

Thank You!

TERMS: STRICTLY CASH

NO PERSONAL CHECKS ACCEPTED UNLESS ARRANGEMENTS MADE
I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from freezing due to lack of anti-freeze or any other cause beyond your control.
The only warranties on the products sold under repair order are those warranties made by the manufacturer. The Seller PARKS FORD LINCOLN OF GAINESVILLE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and PARKS FORD LINCOLN OF GAINESVILLE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these products. This disclaimer by the Seller, PARKS FORD LINCOLN OF GAINESVILLE in no way affects the terms of the manufacturer's warranty.

"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal."
***FS.403.718 mandates a \$1.00 fee for each new job sold in the State of Florida. ***FS 403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the state of Florida.
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

X

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

EXHIBIT “D”



BBB AUTO LINE PROGRAM SUMMARY

Ford Motor Company – Florida

Ford Motor Company has agreed to arbitrate certain warranty claims through BBB AUTO LINE. Ford's participation in BBB AUTO LINE covers Ford, Lincoln, and Mercury vehicles.

This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE. Please also see *Claims That Are Not Eligible* below for a description of the types of claims that will not be handled by BBB AUTO LINE.

Please note that although most customers choose to represent themselves in the BBB AUTO LINE process, customers may also be represented by an attorney at their own expense.

AGE/MILEAGE REQUIREMENTS

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

Claims not covered by the Florida lemon law and seeking repurchase or replacement of a **Ford** or **Mercury** vehicle must be filed with BBB AUTO LINE within three years or 36,000 miles – whichever occurs first – after the vehicle's warranty start date.

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

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

ELIGIBLE CLAIMS

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

ELIGIBLE VEHICLES

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

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

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

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

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

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

BBB AUTO LINE REMEDIES

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ A Ford Extended Service Plan for the customer's current vehicle.
- ♦ Reimbursement for money the customer paid to repair the vehicle if those repairs should have been covered by the Ford New Vehicle Limited Warranty.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle.

REPAIRS/REIMBURSEMENT FOR REPAIRS

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

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

REPURCHASE/REPLACEMENT

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

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

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

Repurchase of an Owned Vehicle

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

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

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

Repurchase of a Leased Vehicle

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

To the lessee:

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

To the lessor:

The *Lease Price* MINUS the *Lessee Cost*.

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

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

Replacement

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

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

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

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

Deductions/Exclusions from a Repurchase or Replacement Award

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

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

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

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

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

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

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

CUSTOMER RESPONSIBILITIES

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

CLAIMS THAT ARE NOT ELIGIBLE

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

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

EXHIBIT “E”



Lemon Law Reasons for Decision

Submitted Date: 05/11/15

VIN: 1FM5K7FB1D [REDACTED]

Customer: Mr. [REDACTED] - Hearing Date: 03/14/15

Arbitrator: Dwayne B. Clark Sr.

Question 1

Fact Sheet

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

a. Problem(s) (as listed on Agreement to Arbitrate):

Exhaust System, Engine, Interior Upholstery, Fuel Pump and Air Conditioning System

b. Does each problem exist now? (Please explain)

Customer states that all of the above problems still exist. The manufacturer does not deny if the defects currently exist. However, the vehicle has exceeded the time period for filing under the Florida Lemon Law.

c. Number of repair attempts for each problem:

According to the Customer, the Exhaust System was seen five times; the Engine was seen twice; the Interior Upholstery was seen four times (NOTE: Repair Order Number [REDACTED] has an Invoice in the amount of \$117.70 for the installation of a Window Shade after purchase.

This is not covered by this Arbitration proceeding).

The fuel pump had two repair attempts and the Air Conditioning System had two repair attempts. The manufacturer does not refute how many times the defects have attempted to be repaired. However, the vehicle has exceeded the time period for filing under the Florida Lemon Law.

d. Number of days out of service:

The Customer reports the vehicle was out of service for over 176 days. The Manufacturer has not challenged this.

Question 2

For each problem listed on the Fact Sheet (question 1), please explain whether or not you believe the problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty. Please explain how you reached your conclusion.

A review of the submitted Work Orders illustrates the following: Exhaust Systems has four work orders (the Arbitrator could not find the fifth as stated by the Customer). Engine has two work orders. The Interior Upholstery has two work orders NOTE: Repair Order Number [REDACTED] has an Invoice in the amount of \$117.70 for the installation of a Window Shade after purchase.

This is not covered by this Arbitration proceeding.

There are two work orders for the Fuel Pump. Air Conditioning system has two work orders. The manufacturer has stated that they had not been given a "Final Repair Opportunity" and the vehicle has exceeded the time for filing under the Florida Lemon Law. However, the vehicle is covered by the non-Lemon Law Warranty per the Manufacturer's Guidelines.

Question 3

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

A review of the submitted Work Orders illustrates the following: Exhaust Systems has four work orders (the Arbitrator could not find the fifth as stated by the Customer). Engine has two work orders. The Interior Upholstery has two work orders NOTE: Repair Order Number [REDACTED] has an Invoice in the amount of \$117.70 for the installation of a Window Shade after purchase. This is not covered by this Arbitration proceeding.

There are two work orders for the Fuel Pump. Air Conditioning system has two work orders. The manufacturer has stated that they had not been given a "Final Repair Opportunity" and the vehicle has exceeded the time for filing under the Florida Lemon Law. However, the vehicle is covered by the non-Lemon Law Warranty per the Manufacturer's Guidelines.

The use, value and safety (health issues) of this vehicle has been irreparably harmed.

Question 4

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

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

176 days per the Customer, The Manufacturer did not challenge this mileage.

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

N/A, The vehicle is beyond filing more than 26 month old has passed since purchase therefore it cannot be covered under the Florida Lemon Law.

- c Please explain how you reached this conclusion.

Review of the Florida Lemon Law. However, the vehicle is still covered by the Manufacturer's non-Florida Law Guidelines.

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

Repurchase, Repair order numbered as follows clarifies why a repurchase is required: RO # [REDACTED] they ordered parts which were installed by RO # [REDACTED] Ordered on July 10, 2014 and installed on August 07, 2014 some 28 days later. RO# repeats this defect dated August 26, 2014, which they deodorized the vehicle. RO# [REDACTED] reports this defect a third time; parts were ordered and installed on RO # [REDACTED] that same day. The customer reports that this defect is still on-going. This vehicle has been seen a total of five times for the same defect twice for ordering parts and three repair attempts.

The use, value and safety (health issues) of this vehicle has been irreparably harmed. The Customer is entitled to repurchase.

Question 5

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

Repurchase is based upon the following: RO # [REDACTED] they ordered parts which were installed by RO # [REDACTED] Ordered on July 10, 2014 and installed on August 07, 2014 some 28 days later. RO# repeats this defect dated August 26, 2014, which they deodorized the vehicle. RO# [REDACTED] reports this defect a third time; parts were ordered and installed on RO # [REDACTED] that same day. The customer reports that this defect is still on-going. This vehicle has been seen a total of five times for the same defect twice for ordering parts and three repair attempts.

The use, value and safety (if someone has health issues) of this vehicle has been irreparably harmed. The Customer is entitled to repurchase.

Question 6

If awarding a repurchase or replacement:

- a Show the formula you used for making a reasonable use deduction and the amount deducted, or explain why no reasonable use deduction was made.
Mileage of 19,870 - 100 miles / 100,000 X \$39,748.95 = \$7,858.37
- b List any damage to the vehicle beyond normal wear and tear, and explain how you arrived at any amount deducted for the damage.
None noted
- c If you've decided not to award all collateral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason for doing so.
Not Applicable in this case.

Question 7

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

- a Materials/Documents Submitted by Customer
Agreement to Arbitrate, Customer Claim Form*, Customer Invoice, Customer Repair orders*, [REDACTED] Consumer's written response by their Attorney* (7)
- b Materials/Documents Submitted by Manufacturer
Manufacturer's Response Form*, Manufacturer's Settlement Offer*

Question 8

Please identify the mileage on the vehicle at the time of the hearing/inspection:
19870

CASE [REDACTED]
Arbitrator: Dwayne E. Clark Sr.

Customer: Mr. [REDACTED]
Date: 05/11/15



Repurchase Decision (Owned Vehicle)

Submitted Date: 05/11/15

VIN: 1FM5K7F81D8 [REDACTED]

Customer: Mr. [REDACTED] - Hearing Date: 03/14/15

Arbitrator: Dwayne E. Clark Sr.

Question 1

Vehicle (Year, Make, Model):

2013, Ford, Explorer

Question 2

For the following amounts, the manufacturer shall repurchase the above ("vehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision:

- a The actual price paid for the vehicle
\$39,748.95 (\$43,277.21 cash price - \$2,528.26 sales tax - \$1,000.00 rebate)
- b Reasonable use deduction, if any (explained in the Reasons for Decision)
\$7,858.37
- c Deduction based on vehicle damage not attributable to normal use, if any
n/a
- d Deduction based on negative equity, if any
n/a
- e SUBTOTAL
\$31,890.58

Question 3

Other eligible amounts:

- a Description/Amount
Sales tax (\$2,528.26), GAP Insurance (\$799.00), Official fees to government agencies (\$8.50), Doc stamps (\$166.25), Taxes not included in cash price (\$209.64),
- b Description/Amount
License & reg fees (\$453.85), Service contract (\$1,690.00), Road Hazard (\$499.00), Maint Plan (\$1,305.00)
- c TOTAL AMOUNT (2a + 3a + 3b)
\$39,550.08 (Earned finance charges are to be determined and added)

At the time of the repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. Vehicle shall be in a similar condition as it was at the time of the hearing, allowing for normal usage

Customer must also comply with all additional requirements in the section of the applicable manufacturer Program Summary that sets out customer responsibilities if a repurchase is awarded.

If there is a lienholder, payment of the amount set out above shall be made by the manufacturer to the customer and lienholder as their respective interests appear on the records of ownership. The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

CASE [REDACTED]
Arbitrator: Dwayne E. Clark Sr.

Customer: Mr. [REDACTED]
Date: 05/11/15

KL FO

LAW OFFICES OF STEVEN VEINGER, P.A.
Consumer Protection Attorneys

Steven Veinger¹
Mark P. Romano²
Steven G. Stancroff³

20801 Biscayne Blvd., Suite 304
Aventura, FL 33180
Telephone (877) 575-3666
Facsimile (877) 575-9666
sveinger@rslemontlaw.com

¹ Admitted in NY, AZ, CA, FL, NJ and TX only

² Admitted in CA, MI, and WI only

³ Admitted in MI and NC only

November 6, 2014

Ford Motor Company FCSD - Consumers Affairs
16800 Executive Plaza Drive
Suite 3N-333
Mail Drop 3NE-B
Dearborn, MI 48126-4207

Re:

2013 Ford Explorer

VIN 1FM5K7F81DG [REDACTED]

Dear Sir/Madam:

1FM5K7F81D [REDACTED]

Please be advised that this office represents the above named individual regarding claims against Ford Motor Company concerning defects with the above listed vehicle. This letter shall serve as notice of Mr. [REDACTED] claim. At this time, we have been authorized to attempt to resolve this matter without filing a lawsuit by submitting this claim to you.

Mr. [REDACTED] has experienced numerous problems with this vehicle. The limited written warranty provides that Ford Motor Company or its authorized dealerships will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that Ford Motor Company's inability to repair this vehicle is a violation of the Florida Lemon Law and Magnuson-Moss Warranty Act. As such, Mr. [REDACTED] respectfully requests that Ford Motor Company **comply with the above statutes and pay all attorney fees and costs.**

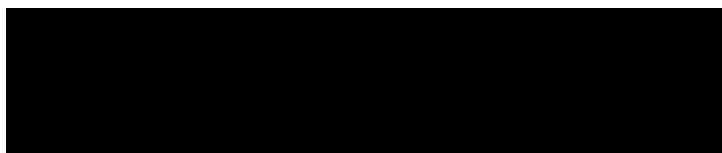
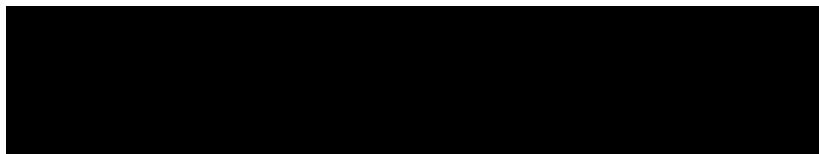
Please be further advised that all communication regarding this matter must be directed to my office. This offer and all of its contents are for settlement purposes only. Thank you for your time and attention. I look forward to hearing from you.

Very truly yours

Law Offices of Steven Veinger, P.A.


Steven Veinger

OGC Lit
Consumer Claims



TX

LAW OFFICES OF STEVEN VEINGER, P.A.

Consumer Protection Attorneys

Steven Veinger¹
Mark P. Romano²
Steven G. Stancroff³

401 Congress Avenue, Suite 1540
Austin, TX 78701
Telephone (877) 575-3666
Facsimile (877) 575-9666
www.Texas-Lemon-Law-Attorney.com
sveinger@rslemonlaw.com

¹ Admitted in AZ, CA, FL, NY, NJ, and TX only
² Admitted in CA, MI, and WI only
³ Admitted in MI and NC only

September 23, 2013

Ford Motor Company FCSD - Consumers Affairs
16800 Executive Plaza Drive
Suite 3N-333
Mail Drop 3NE-B
Dearborn, MI 48126-4207

13 SEP 26 09:08

CONSUMER AFFAIRS
SECTION

Re: [REDACTED]
2013 Ford Explorer
VIN 1FM5K7F85DG [REDACTED]

Dear Sir/Madam:

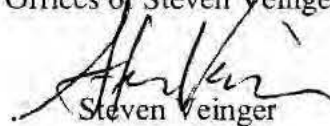
Please be advised that this office represents the above named individual regarding claims against Ford Motor Company concerning defects with the above listed vehicle. This letter shall serve as notice of Mr. [REDACTED] claim. At this time, we have been authorized to attempt to resolve this matter without filing a lawsuit by submitting this claim to you.

Mr. [REDACTED] has experienced numerous problems with this vehicle. The limited written warranty provides that Ford Motor Company or its authorized dealerships will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that Ford Motor Company's inability to repair this vehicle is a violation of the Texas Lemon Law and Magnuson-Moss Warranty Act. As such, Mr. [REDACTED] respectfully requests that Ford Motor Company **comply with the above statutes and pay all attorney fees and costs.**

Please be further advised that all communication regarding this matter must be directed to my office. This offer and all of its contents are for settlement purposes only. Thank you for your time and attention. I look forward to hearing from you.

Very truly yours

Law Offices of Steven Veinger, P.A.


Steven Veinger

CUSTOMER #:

INVOICE



7201 S. IH35 P.O. BOX 710 GEORGETOWN, TEXAS 78627
TELEPHONE: 512-930-FORD GEORGETOWN OR AUSTIN
www.machaikfin.com

LAGO VISTA TX

PAGE 1

HOMES: - CONT:N/A

BUS: CELL: -

SERVICE ADVISOR: 686 JAMES DAVILA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BROWN	13	FORD EXPLORER	1FM5K7F85DG		6544/6551	T4920

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN13	DE14JAN13		12:12 30JUL13		0.00	CASH	31JUL13

R.O. OPENED	READY	OPTIONS:	STK:	DLR:
08:47 29JUL13	17:20 31JUL13	ENG:998 3.5L V6 TIVCT ENGINE		07670
		TRN:44C 6-SPEED AUTO TRANSMISSION	AXL:302A	

LINE	CPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	SMELLING	EXHAUST/BURNING	ODOR	COMMING INTO CAB OF VEHICLE WHEN UNDER ACCELERATION AND VEHICLE IS AT OPERATING TEMPERATURE JIM VERIFIED CONCERN		

CAUSE:

121204A TSB

1170 WF97 1.90

1 8B5Z*61280B62*A GRILLE - AIR INLET (N/C)

1 8B5Z*7829164*AA MOULDING (N/C)

1 8B5Z*7829165*AA MOULDING (N/C)

2 4M8Z*54280B62*A VALVE ASY - AUTO DRAIN (N/C)

1 TA*2* ADHESIVE (N/C)

1 5525 UNDERCOATING (N/C)

PC: E41 07

PART#: 8B5Z*61280B62*A

COUNT:

CLAIM TYPE:

AUTH CODE:

004133

6551 54280B62 07 PERFORMED TSB 12-12-04 FOR EXHAUST SMELL ON ACCELERATION.

Hi, my name is Edwin Holmstrom, Service Manager at Mac Haik Ford Lincoln Mercury. I would like to thank you for servicing your vehicle with us today. Should you have any comments or concerns, please feel free to call me on my direct line at 512-930-6255. I look forward to speaking with you. Have a great day!

EXCLUSION OF WARRANTIES	DESCRIPTION	TOTALS	
<small>Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.</small>	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
			0.00

Notice Pursuant to 470.001 Texas Property Code
I, the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract, understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

Signature of Person Responsible for Agent for Person Responsible

CUSTOMER #: [REDACTED]

[REDACTED]



INVOICE

7201 S. IH35 - P.O. BOX 710 - GEORGETOWN, TEXAS 76627
TELEPHONE: 512-930-FORD GEORGETOWN OR AUSTIN
www.machaikfilm.com

LAGO VISTA, TX

PAGE 1

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

SERVICE ADVISOR: 686 JAMES DAVILA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BROWN	13	FORD EXPLORER	1FM5K7F85DG [REDACTED]		7028/7028	T4702

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN13	DD14JAN13		07:48 19AUG13		0.00	CASH	22AUG13

R.O OPENED READY OPTIONS: STK: [REDACTED] DLR: 07670
 ENG: 998 3.5L V6 TIVCT ENGINE
 15:49 14AUG13 15:22 22AUG13 TRN: 44C 6-SPEED AUTO TRANSMISSION AXL: 302A

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

A D50 C/S SMELLING EXHAUST/BURNING ODOR COMING INTO CAB OF VEHICLE
 WHEN UNDER ACCELERATION AND VEHICLE IS AT OPERATING TEMPERATURE
 PERFORMED ED CONCERN. PERFORMED TSB 12-12-04 ON LAST VIST AND
 SMELL HAS NOT GONE AWAY CK AND ADVISE
 NWD SEE LINE C

1170INTSV 0.00 (N/C)

B RECHECK LINE MAKE SURE AND PREASSIGN TO SHOP FOREMAN FOR REVIEW
 RCK RECHECK LINE MAKE SURE AND PREASSIGN TO SHOP
 FOREMAN FOR REVIEW

999INTSV 0.00 (N/C)

C** (ASR) REPLACE POLLEN FILTER

CAUSE: C

MBASIC4 CABIN AIR FILTER - REPLACE (19N619) - L
 1815 WFQL 0.10
 1 AE9Z*19N619*A FILTER - ODOUR AND PARTICLES

(N/C)
(N/C)

FC: A99 82
 PART#: AE9Z*19N619*A
 COUNT:
 CLAIM TYPE: P18
 AUTH CODE:
 005008

7028 REPLACED POLLEN FILTER

Hi, my name is Edwin Holmstrom, Service Manager at Mac Haik Ford Lincoln Mercury. I would like to thank you for servicing your vehicle with us today. Should you have any comments or concerns, please feel free to call me on my direct line at 512-930-6255. I look forward to speaking with you. Have a great day!

Notice Pursuant to §70.001 Texas Property Code I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.	EXCLUSION OF WARRANTIES	DESCRIPTION	TOTALS
	Signature of Person Responsible or Agent for Person Responsible	Any warranties of the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	LABOR AMOUNT
	CUSTOMER SIGNATURE	PARTS AMOUNT	0.00
		GAS OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #: [REDACTED]

19 Days
(Paul)
10/2/13

Leif Johnson Ford

Still the Leader
501 E Koenig
Austin, TX 78751
www.buyford.com
Main: 512.454.3711
Service: 512.454.3767
Wrecker: (512) 454-0042

INVOICE

PAGE 1

NEED
AUSTIN, TX
HOME:
BUS:

CONT:N/A
CELL:

SERVICE ADVISOR: 9172 RANDY FILIPPUZZI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BROWN	13	FORD EXPLORER	1FM5K7P85DG [REDACTED]		7442/7442	T518Y

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12DEC12 IS							
12DEC12 DD	12DEC12		18:00 17SEP13		0.00	CASH	17SEP13

R.O. OPENED	READY	OPTIONS:
12:28 29AUG13	9/16/13	DLR:04465 ENG:3.5 Liter Ti-VCT

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

A C/S EXHAUST FUMES COMING INTO REAR CABIN, ANOTHER DEALER PERFORMED
 TSB 12-12-4
 08 BRAKES-EXHAUST SYS
 9273 WF (N/C)
 1 TA*2* ADHESIVE (N/C)
 1 MMM08883 RUB UNDERCOATING (N/C)
 2 TA*32* SEALANT - SILICONE (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B C/S LEAK ON FLOOR AT MID VEHICLE
 02 GAS ENG.DRIVEABILITY
 9273 WF (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C QUALITY CARE REPORT CARD--\$32.95 VALUE
 00FOZZ99P QUALITY REPORT CARD
 9273 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** RENT CAR
 99 RENT CAR
 999 WF (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

STATEMENT OF DISCLAIMER	TERMS: STRICTLY CASH	NOTICE PURSUANT TO PROPERTY CODE, §70.001	DESCRIPTION	TOTALS
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.	I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS AND COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKE OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OF THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

CUSTOMER #:

Leif Johnson Ford

Still the Leader
 501 E Koenig
 Austin, TX 78751
 www.buyford.com
 Main: 512.454.3711
 Service: 512.454.3767
 Wrecker: (512) 454-0042

INVOICE

PAGE 2

NEED
 AUSTIN, TX
 HOME:
 BUS:

CONT:N/A
 CELL:

SERVICE ADVISOR: 9172 RANDY FILIPPUZZI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BROWN	13	FORD EXPLORER	1FM5K7F85DGC		7442/7442	T518Y	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12DEC12 IS							
12DEC12 DC	12DEC12		18:00 17SEP13		0.00	CASH	17SEP13
R.O. OPENED	READY	OPTIONS: DLR:04465 ENG:3.5_Liter_Ti-VCT					
12:28 29AUG13	08:21 17SEP13						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

The Leif Johnson family wishes to thank you for your business.

You may receive a survey from Ford Motor Co. If for any reason you cannot respond "COMPLETELY SATISFIED" please call Thomas Ledford at (512)454-3767.

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.

TERMS: STRICTLY CASH
 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.

NOTICE PURSUANT TO PROPERTY CODE, 170.001
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS AND COMMERCE CODE, §2.509, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OF THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

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

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

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Report Detail Section : [View Details](#)

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Report# :	DHOAU001 NHL	Received:	08/15/2013
CCRG/EPRC:		Date:	
Vehicle:	2013,EXPLORER 4X2 (U502) ,LIMITED,4 DOOR ,MPV ,1FM5K7F85DG [REDACTED]	Build Date:	01/15/2013
Odometer :	7,442 M	Engine:	3.5L CYCLO
Transmission:	6F55	Axle:	
Dealer:	USA 04465 Leif Johnson Ford	Calibration:	DUB1SN0A
City:	Austin	A/C:	YES
Originator:	JIMMY TURNER	Phone#:	(512) 454-3767
Symptom:	1 14 2 39 COMF/ENT,INTERIOR ODOR ,CHEMICAL,INTERMITTENT		
Status:			
VFG:	V74 HARD TRIM/SOFT TRIM/OVERHEAD S		
Additional Symptom:	EXHAUST ODOR ON ACCELL		
Fix:	Causal Component :		
Condition Code:			

Hotliner: JFERRAIU

Phone: 000 248-2921

Regn Cd: C2 Houston

Engineering:

Phone:

TAR:

Dir Contact:

Phone:

Title Cde: T

KOEO:

KOEC:

KOER:

Comments:

REPAIR 08/15/2013 07:46AM JEFF FERRAIUOLO MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES SMELL OF EXHAUST IN VEHICLE
WHEN ACCELERATING, DIAGNOSTICS: VERIFIED CONCERN PARTS REPLACED:
PERFORMED TSB#12-12-04 ON LAST VISIT TECH QUESTION: ANY OTHER KNOWN
CONCERNS OR FURTHER DIAG STEPS?

RECOMM 08/15/2013 07:46AM JEFF FERRAIUOLO MSS - FCSD - TECH SVC HOTLINE
JIMMY, IF TSB 12-12-4 HAS BEEN COMPLETED CORRECTLY, THEN PLEASE
VERIFY THE FOLLOWING: - VERIFY PROPER BODY SEALING AS PER SECTION
501-00 BODY SYSTEM — GENERAL INFORMATION OF THE WORKSHOP MANUAL. -
INSPECT THE AIR EXTRACTORS FOR POSSIBLE DAMAGE OR IMPROPER
SEALING. - INSPECT THE STEERING COLUMN SHAFT BOOT SEAL. -
INSPECT FOR EVIDENCE OF BODY REPAIRS AND ENSURE THAT THERE ARE NO
MISSING OR POORLY SEATED BODY PLUGS IN THE FLOOR PAN OR ENGINE
COMPARTMENT BULKHEAD. - VERIFY THE LIFT GATE SEAL FOR DAMAGE AND
PROPER FIT/CONTACT PATTERN. ENSURE THAT THE LIFT GATE PLUGS ARE IN
PLACE IN THE DRAIN HOLES. - USE ROTUNDA 134-R0135 LEAK DETECTOR (OR
EQUIVALENT) TO LOCATE LEAK POINTS/SEAL OPENINGS. IF TSB 12-12-4 HAS
BEEN COMPLETED CORRECTLY AND THERE ARE NO CONCERNS IDENTIFIED WITH THE
ABOVE INSPECTIONS, PLEASE BE ADVISED THAT THIS CONCERN IS CURRENTLY
UNDER INVESTIGATION. PLEASE MONITOR OASIS FOR UPDATES REGARDING THIS
CONCERN. -----

-----ISM 13-07-010 2011-2014 EXPLORER - EXHAUST ODOR IN VEHICLE
AFTER TSB 12-12-4

REPAIR 09/03/2013 12:52PM BRINTON DAVIS MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER SMELL EXHAUST FUMES IN PASSENGER
COMPARTMENT DIAGNOSTICS: TSB 12-12-4 WAS PERFORMED AT ANOTHER
DEALER PARTS REPLACED: N/A TECH QUESTION: SINCE TSB HAS ALREADY
BEEN PERFORMED, WHAT ID THE RECOMENDED REPAIR FOR THIS VEHICLE?

RECOMM 09/03/2013 12:52PM BRINTON DAVIS MSS - FCSD - TECH SVC HOTLINE

VICTOR, THE MAJORITY OF EXHAUST FUME ISSUES ON THESE VEHICLES ARE CAUSED BY CONTINUED BODY LEAKS IN THE REAR OF THE VEHICLE AFTER THE TSB HAS BEEN PERFORMED. BEFORE PROCEEDING, PLEASE PERFORM A VISUAL INSPECTION OF THE POWERTRAIN AND EXHAUST FOR FLUID OR EXHAUST LEAKAGE AND ADDRESS ANY FAULTS FOUND. IF NO LEAKS CAN BE DETECTED, PLEASE REMOVE THE REAR BUMPER COVER FOLLOWING THE SERVICE INFORMATION IN SECTION 501-19 OF THE ONLINE WORKSHOP MANUAL TO ALLOW FOR TESTING AND REPAIR. INSPECT THE BODY AIR EXTRACTOR FLAPS FOR PROPER FUNCTION AND APPE OVER THE AIR EXTRACTORS ON BOTH SIDES OF THE VEHICLE TO SEAL THE PASSENGER COMPARTMENT. TURN THE FRONT HVAC BLOWER ON HIGH IN FRESH AIR MODE AND CLOSE ALL DOORS AND WINDOWS. USING A SPRAY BOTTLE OF SOAPY WATER, PLEASE SPRAY AROUND THE REAR OF THE VEHICLE, PAYING CLOSE ATTENTION TO BODY SEAMS. BE SURE TO SPRAY UNDERNEATH THE REAR OF THE VEHICLE AS WELL. SPRAY AROUND THE LIFTGATE TO CHECK FOR SEALING ISSUES. IT MAY BE NECESSARY TO VISUALLY INSPECT THE LIFTGATE SEAL FOR PROPER CONTACT. CORRECT ANY BODY AIR LEAKS DETECTED AND RE-EVALUATE THE CONCERN.

AUDIT 09/03/2013 12:52PM BRINTON DAVIS MSS - FCSD - TECH SVC HOTLINE
ODOMETER 7028 M CHANGED TO 7442 M BY BDAVI181

AUDIT 09/03/2013 12:52PM BRINTON DAVIS MSS - FCSD - TECH SVC HOTLINE
DEALER 07670, , , USA CHANGED TO 04465, , , USA BY BDAVI181

REPAIR 09/09/2013 09:58AM RONLEY GUTH MSS - FCSD - TECH SVC HOTLINE
WE HAVE REMOVED REAR BUMPER COVER AND USING SPRAY BOTTLE, IDENTIFIED ANY LEAKS AND SEALED THEM. AFTER COMPLETING THIS REPAIR, MAKING SURE THAT NO LEAKS COULD BE IDENTIFIED, ROAD TESTED VEHICLE AND CAN STILL SMELL EXHAUST WHEN ACCELERATING FROM A STOP. WHAT IS THE NEXT RECOMMENDED PROCEDURE? THANK YOU

RECOMM 09/09/2013 09:58AM RONLEY GUTH MSS - FCSD - TECH SVC HOTLINE
VICTOR, SINCE THE EXHAUST ODOR IS STILL PRESENT AND ANOTHER DEALER PERFORMED TSB 12-12-4 IT IS RECOMMENDED THAT YOU VERIFY THAT THE TSB WAS PERFORMED CORRECTLY. IF THE DEALER SKIPPED ANY OF THE STEPS IN THE TSB IT IS POSSIBLE FOR THE ODOR TO CONTINUE. IF THE EXHAUST ODOR IS STILL PRESENT AFTER RE-SEALING THE REAR OF THE VEHICLE IT IS

RECOMMENDED THAT YOU INSPECT THE AIR EXTRACTOR THAT WAS INSTALLED FROM TSB 12-12-4. IT IS POSSIBLE THAT THE NEW EXTRACTOR IS NOT SEALING CORRECTLY OR IS DAMAGED. IF THE EXTRACTOR IS NOT SEALING CORRECTLY IT IS RECOMMENDED THAT YOU REPLACE THE EXTRACTOR AGAIN AND USE A SEALER TO HOLD IT IN PLACE. IF THE EXTRACTOR IS OPERATING CORRECTLY PLEASE CHECK THE STEERING COLUMN SHAFT BOOT SEAL. IT IS POSSIBLE FOR THIS SEAL TO FAIL AND ALLOW UNWANTED ODORS INTO THE VEHICLE. IF THE SEAL APPEARS TO BE DAMAGED IT IS RECOMMENDED THAT YOU REPLACE THE SEAL AND RE-EVALUATE THE CONCERN. IF THE ODOR IS STILL PRESET PLEASE CONTINUE TO PRESSURIZE THE CABIN OF THE VEHICLE AND USE SOAPY WATER TO LOCATE A BODY SEAL LEAK. IN ADDITION TO USING SOAPY WATER, ROTUNDA 134-R0135 LEAK DETECTOR (OR EQUIVALENT) CAN BE USED TO LOCATE LEAK POINTS/SEAL OPENINGS. PLEASE NOTE THAT ENGINEERING IS INVESTIGATING THIS CONCERN. IF YOU ARE NOT ABLE TO LOCATE ANY LEAKS USING THE METHODS DESCRIBED PLEASE MONITOR OASIS FOR UPDATES. ===== ISM 13-07-010 2011-2014 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 12-12-4

REPAIR 09/16/2013 02:29PM JEFF FERRAIUOLO MSS - FCSD - TECH SVC HOTLINE
AFTER PRESSUREIZING CABIN AND SEALING ALL LEAKS FOUND WITH SOAPY WATER, VEHICLE STILL HAS STRONG EXHAUST SMELL ON MODERATE TO HEAVY ACCEL. ROAD TESTED WITH CUSTOMER AFTER REPAIRS THEY INDICATED ODER IS STILL VERY STRONG. PLEASE ADVISE ON ANY RECOMMENDED REPAIRS THANK YOU

RECOMM 09/16/2013 02:29PM JEFF FERRAIUOLO MSS - FCSD - TECH SVC HOTLINE
VICTOR, IF ALL THE ABOVE WAS CHECKED AND NO ISSUES WERE FOUND THEN NO FURTHER REPAIRS ATTEMPTS SHOULD BE MADE AT THIS TIME AS THIS CONCERN IS CURRENTLY UNDER INVESTIGATION. THERE IS CURRENTLY NO ETA AS TO WHEN THE FIX FOR THE CONCERN WILL BE AVAILABLE AS ENGINEERING IS STILL IN THE PROCESS OF DETERMINING THE CAUSE. PLEASE MONITOR OASIS FOR UPDATES ON THIS CONCERN.

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ISM 13-07-010 2011-2014 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 12-12-4

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Requester: LBINGHAM

Report Summary

Server: ECCVWS962

Ford Proprietary, Private

30-Sep-2013

Retention: None

Case Print Report

Case Number [REDACTED]-X4J6J3

Case Opened Date 8/14/2013 3:13 PM

Case Closed Date 9/26/2013

Case Status Resolved

Case Last Modified 9/26/2013 3:47 PM

Responsible Team Social Media

Case Classification Vehicle Concern > Request Repair Only

Customer Name [REDACTED]

Customer Number [REDACTED]

3811 CAPITOL AVE

LAGO VISTA TX [REDACTED]

Email [REDACTED]

Dealer Leif Johnson Ford

VIN 1FM5K7F85DG [REDACTED]

Year 2013 Make FORD

Model EXPLORER Body Style K7F - LTD FWD 4-DR

Symptom

Level 1 Comfort & Entertainment

Level 2 Interior Odor

Level 3 Chemical

Level 4 Intermittent

Case Print Report

Case Number [REDACTED]-X4J6J3

Agent Name	Note Last Modified
------------	--------------------

FordCRMAppUserAccount CRM	8/28/2013 10:23 AM
---------------------------	--------------------

www.explorerforum.com

-cust states there is a burnt oil/exhaust smell when accelerating

-veh has been to dlr and is returning to dlr today

-requesting veh to be repaired

Mac Haik Ford Lincoln
7201 South IH-35
Georgetown, TX 78626
(800) 720-3079

-adv cust I have escalated his concern and a cust care specialist will contact him

FordCRMAppUserAccount CRM	8/28/2013 10:23 AM
---------------------------	--------------------

2013 explorer wsd 1/31/13 prem care 5-75
1 prior tsb exhaust smell

[REDACTED] obc cust

taking veh to dlr today.

FordCRMAppUserAccount CRM	8/28/2013 10:23 AM
---------------------------	--------------------

ibem sm - Eberling is here and we could not verify the concern. We defiantly did when he came in the first time. We are going to put a new cabin filter in for him to make sure none of the exhaust smell is stuck in it. We are doing that at no charge to the customer. We are going to offer to go on a test drive with him.

FordCRMAppUserAccount CRM	8/28/2013 10:23 AM
---------------------------	--------------------

(936)244-0028 obc cust - lmvn requesting return call if further concerns.

per sm edwin did not go on test drive.

FordCRMAppUserAccount CRM	8/28/2013 10:23 AM
---------------------------	--------------------

ibc sm - cust states that smelled smell under harder than normal acceleration

per sm cust had veh over 3500 rpm's

ibc cust - cust states the veh is over 3500 rpm

Case Print Report

Case Number [REDACTED] X4J6J3

FordCRMAppUserAccount CRM 8/28/2013 10:23 AM

ibc sm - cust states that smelled smell under harder than normal acceleration.

per sm cust had veh over 3500 rpm's

ibc cust - cust states the veh is over 3500 rpm .

FordCRMAppUserAccount CRM 8/28/2013 10:23 AM

obc leif johnson for 2nd opinion . lmvm requesting thomas contact cust for test drive

FordCRMAppUserAccount CRM 8/28/2013 10:23 AM

explorerforum com

-cust posted publicly that the exhaust smell is still present; requesting follow-up call from CSM
-adv cust I would request a call on his behalf

[REDACTED] 8/28/2013 2:26 PM

[REDACTED] obc cust - per cust leif johnson sm did not return cust call.

cust states going over 3500 rpm's is a daily occurrence going over hills and entering freeway.

appt 8/29

f/u 8/30

[REDACTED] 8/30/2013 2:33 PM

OBC CUST [REDACTED] - VEH DROPPED OFF WITH SA RANDY FILLIPIZZI YESTERDAY
per customer randy is concerned veh might have a fuel leak?

obem sm mike for add'l info

f/i 9/3.

[REDACTED] 9/3/2013 11:17 AM

obc sa randy and sm thomas for status update.

[REDACTED] 9/4/2013 11:59 AM

OBC CUST [REDACTED] - LMVM REQUESTING RETURN CALL. 2ND F/U 9/6

PER SM MIKE SMALL AND SF VICTOR THERE IS NO FUEL LEAK AND DLR WILL INVITE CUST
DOWN TO DUPLICATE CONCERN FOR DLR.

Deborah Estes 9/5/2013 12:10 PM

obc sm - redoing tsb - sf victor saw some gaps . veh should be delieverd on friday. f/u 9/10

Deborah Estes 9/9/2013 2:54 PM

LMVM FOR VICTOR - REGARDING STATUS OF REPAIRS.

PER CASHIER VEH IS STILL AT DLR.

Case Print Report

Case Number CAS- [REDACTED] X4J6J3

[REDACTED] 9/10/2013 11:01 AM

DHOAU001 NHL per sm mike - hot line requested dlr perform tsb again and to check various seals if odor is still present - engineering is investigating. and return veh.

[REDACTED] 9/12/2013 2:26 PM

per sm mike, - sf will invite cust in today to ride with cust. dlr has followed nhl recommendations. sm will update csm when veh is returned.

[REDACTED] 9/16/2013 12:08 PM

per sm mike - Leif Johnson still has this veh even though engineering is investigating. Per SF Victor smell is really bad under normal acceleration. Veh has been at Leif Johnson for over 2 weeks.

obem fse brett and Zm jimmie

[REDACTED] 9/16/2013 2:49 PM

recommendation of last week which was to use an ultrasonic leak detector to find any leaks. There is no ETA for the revised fix and since it seems to entail a revised PCM calibration among other things, I do not expect this to be available very soon. In fact, it appears that this issue just started to get engineering attention.

Carbon monoxide (CO) production by modern vehicles that are operating normally is very minimal. CO is odorless so smelling combusted hydrocarbons does not remotely mean that one is exposed to CO. The average person will receive much greater doses of CO while cooking on a charcoal grill or mowing their lawn one time than driving their vehicle over the entire course of a year. The average SUV produces approximately 10 grams of CO per mile of driving at highway speeds which in terms of the amount of air space in the cabin and rate of replenishment, is a very small amount. CO does not do long term harm to the human body, it merely takes the place of oxygen in the bloodstream

[REDACTED] 9/16/2013 2:51 PM

csm advised sm mike to perform ultrasonic leak detector test and return veh. csm advised dlr will need to split cost of rental with csm due to delays.

[REDACTED] 9/16/2013 2:52 PM

obc cust [REDACTED] lmvm requesting return call.

[REDACTED] 9/16/2013 4:02 PM

IBC SM MIKE- HAS SPOKEN TO CUST AND CUST IS PICKING UP VEH. SM EXPLAINED TO CUST THAT ULTRA SOUND LEAK TOOL MIGHT MAKE SOME FURTHER PROGRESS, DISCUSSED WITH CUST ENG IS WORKING ON FIX. CUST CONFIRMED MESSAGE FROM CSM. WILL PICK UP VEH TODAY AND CONTACT CSM PER SM MIKE

[REDACTED] 9/17/2013 12:46 PM

IBC CUST [REDACTED] - [REDACTED] CELL [REDACTED] CUST WILL BE PICKING UP VEH LATER TODAY. ADVISED CUST THAT NEED TO GO BACK TO MAC HAIK. F/U BY 9/19

obc sm edwin - requesting if have ultras sonic leak machine. per sm edwin can bring in any time. authorized rental

obc cust - advised to bring in at cust convience. cust will contact edwin after speaking with wife.

Case Print Report

Case Number [REDACTED]-X4J6J3

[REDACTED] 9/20/2013 10:59 AM

[REDACTED] obc cust - cust was unable to meet with fse last night. cust was waiting for dlr to call back so cust could ride with fse.

obc dlr conf call with sa James, - confirmed fse not avail today. cust will pick up veh and csm will f/u by 9/27 to verify repairs.

per fse - veh is ready for delivery last night .

this is not an issue in terms of the function of the vehicle or the safety of this vehicle. believe this to be a normal and acceptable condition.

[REDACTED] 9/25/2013 2:18 PM

OBC CUST [REDACTED] LMVM REQUESTING RETURN CALL IF FURTHER CONCERNS

[REDACTED] 9/26/2013 3:21 PM

obc cust [REDACTED] LMVM REQUESTING RETURN CALL IF FURTHER CONCERNS

Case Print Report

Case Number [REDACTED] X4J6J3

Activity Modified By	Activity Last Modified	Activity Type	Activity Subject
SYSTEM	8/28/2013 10:23 AM	fmc_closecase	Close Case
FordCRMAppUserAccount CRM	8/28/2013 10:23 AM	fmc_transferescalate	Transfer / Escalate
FordCRMAppUserAccount CRM	8/28/2013 10:23 AM	incidentresolution	Case Resolution
FordCRMAppUserAccount CRM	8/28/2013 10:23 AM	fmc_closecase	Close Case
FordCRMAppUserAccount CRM	8/28/2013 10:23 AM	fmc_reopencase	Re-Open Case
FordCRMAppUserAccount CRM	8/28/2013 10:23 AM	fmc_schedulefollowup	f/u 8/16 social media
FordCRMAppUserAccount CRM	8/28/2013 10:23 AM	fmc_closecase	Close Case
FordCRMAppUserAccount CRM	8/28/2013 10:23 AM	fmc_closecase	Close Case
FordCRMAppUserAccount CRM	8/28/2013 10:23 AM	phonecall	CALL From - 8326618335
[REDACTED]	8/28/2013 2:23 PM	fmc_transferescalate	Transfer / Escalate
[REDACTED]	8/29/2013 3:00 PM	fmc_closecase	Close Case
[REDACTED]	9/10/2013 11:02 AM	appointment	2nd opinion exhaust smell 9/10
[REDACTED]	9/12/2013 2:22 PM	phonecall	CALL From - [REDACTED]
[REDACTED]	9/12/2013 2:31 PM	appointment	2nd opinion exhaust smell 9/12
[REDACTED]	9/16/2013 12:08 PM	appointment	2nd opinion exhaust smell 9/16
[REDACTED]	9/17/2013 1:13 PM	appointment	2nd opinion exhaust smell 9/17
[REDACTED]	9/19/2013 1:52 PM	appointment	2nd opinion exhaust smell 9/17
[REDACTED]	9/25/2013 2:18 PM	phonecall	CALL From - [REDACTED]
[REDACTED]	9/26/2013 3:47 PM	appointment	2nd opinion exhaust smell 9/20
[REDACTED]	9/26/2013 3:47 PM	fmc_closecase	Close Case
[REDACTED]	9/26/2013 3:47 PM	fmc_schedulefollowup	2nd opinion exhaust smell 9/27
[REDACTED]	9/26/2013 3:47 PM	incidentresolution	Case Resolution

Case Print Report

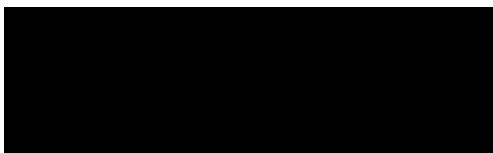
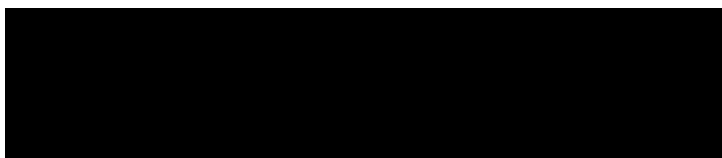
Case Number [REDACTED]-X4J6J3

[REDACTED]

9/26/2013 3:47 PM

appointment

2nd opinion exhaust
smell 9/27



GA

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

ALEX SIMANOVSKY, ESQ.
EXTENSION 1012
DIRECT DIAL 678-751-1012
E-MAIL: ALEX@LESMVSNLAWFIRM.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

RECEIVED

June 16, 2015

1-23-2015

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

RE: [REDACTED] v. Ford Motor Company

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client: [REDACTED]
Vehicle: 2013 Ford Explorer
VIN: 1FM5K7B89DC [REDACTED]
Date of purchase: 07/25/13
Our File No.: [REDACTED]

OFFICE:
Consumer Protection

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. **Exhaust system;**
2. **Exhaust odor in vehicle cabin;**
3. **Serious safety defect.**

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.

You are hereby notified that if Ford Motor Company wishes to exercise its opportunity to cure pursuant to the Magnusson-Moss Warranty Act and/or the Uniform Commercial Code, such arrangements must be made through the undersigned and this law firm within a reasonable time from your receipt of this letter. If such arrangements are not made, it will be assumed that Ford Motor Company has waived their right to cure.

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, Esq.
Attorney at Law

AS/ld

LL GA

ROBERT L. CROWE, P.C.

Attorney at law
601 "F" Street
Post Office Box 1891

Brunswick, Georgia 31521-1891
email: robertlcrowepc@bellsouth.net

telephone: (912) 265-8989

facsimile: (912) 262-0072

August 6, 2014

Certified Mail: [REDACTED]
Ford Motor Company
Customer Relations
P.O. Box 6248
Dearborn, MI 48126

14
10/11
2014

RE: Your Customer: [REDACTED]
Vehicle: 2013 Ford Truck Explore/Base FWD
VIN: 1FM5K7B89DG [REDACTED]
Date of Delivery: July 25, 2013

Dear Ford:

This letter is being sent pursuant to O.C.G.A. § 10-1-784 (Lemon Law).

Mr. [REDACTED] purchased the above state vehicle from Robbie Roberson Ford Dealership in Waycross, Georgia with delivery on July 25, 2013.

On January 24, 2014 Mr. [REDACTED] took said vehicle to Lilliston Ford of Kingsland and complained that there is an exhaust smell on hard acceleration and a rattle noise in the cab of the vehicle (a copy of said invoice is enclosed).

On July 8, 2014 Mr. [REDACTED] returned the vehicle to Robbie Roberson Ford complaining of the same problems and again the problem was not resolved.

On July 29, 2014 Mr. [REDACTED] took said vehicle back to Robbie Roberson dealership in Waycross, Georgia and after several attempts to repair the problems it was unable to be repaired (copy of invoice enclosed).

Please let me know Ford Motor Company's position as Mr. [REDACTED] is tired of having a new vehicle that is not operating correctly.

Sincerely,


Robert L. Crowe

OGC Lit
Consumer Claims

RLC/kh

Enclosures



2825 Memorial Drive • P.O. Box 1377
 WAYCROSS, GEORGIA 31503
 (012) 283-3131
 888-939-3131

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ADAM COX	4929	TAB. NO. W109	INVOICE DATE 07/29/14	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 9,875	COLOR TUX BLACK M	[REDACTED]
KINGSLAND, GA	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/BASE FWD	DELIVERY DATE 07/25/13	DELIVERY MILES 370	VEHICLE I.D. NO. 1FM5K7B89DG	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	F.T.E. NO.	P.O. NO.	R.O. DATE 07/08/14
					MO: 9939

LABOR & PARTS

CUSTOMER STATES: CAN STILL SMELL GAS FUMES REALLY STRONG WHEN FAST ACCELERATION. EXH ODOR PRESENT IN VEH WHEN PERFORMING A HEAVY ACCEL WITH RPM ABOVE 4K. WITH REAR AC OFF. FRONT AC ON MAX WITH RECIRC SELECTED. CONCERN WILL NOT OCCUR IF FRESH AIR AC IS SELECTED. TSB 12-12-4 PERFORMED ON PREVIOUS VISIT. REFER TO HOTLINE 107610324. INSPECT VEH... NO BODY PLUGS/SEALS MISSING OR DAMAGED. PRESSURIZE CABIN... NO AIR LEAKS FOUND. USE MASKING AND TAPE OFF REAR LIFT GATE AREA. RETEST... CONCERN STILL PRESENT. COMPARE TO LIKE UNITS UNDER SAME DRIVING CONDITIONS... SAME CONCERN OCCURS. REMOVE REAR BUMPER AND INSPECT PER HOTLINE... TSB 12-12-4 PERFORMED CORRECTLY. TAPE OVER AIR EXTRACTORS AND ROAD TEST... CONCERN STILL PRESENT. APPLY ADDITIONAL UNDERCOATING IN LOCATIONS DESIGNATED IN TSB 12-12-4 AND RETEST... CONCERN STILL PRESENT. REFER BACK TO HOTLINE WITH RESULTS... INSTRUCTED TO PERFORM TSB 14-0130. REFLASHED HVAC. REPLACE AIR EXTRACTOR WITH UPDATED PART NUMBER. REPLACE WHEEL MOULDINGS AGAIN AND ROAD TEST... CONCERN STILL PRESENT. REFER BACK TO HOTLINE AGAIN AND WAS INFORMED THAT ENGINEERING IS AWARE OF THE CONCERN. UNDER INVESTIGATION AND NOT TO PERFORM ANY MORE REPAIRS TO VEH AT THIS TIME. RELEASE VEHICLE BACK TO CUSTOMER AND WILL CONTINUE TO MONITOR OASIS FOR UPDATES FOR CONCERN.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	2	OSP	UC101 UNDERCOATING	OSP			WARRANTY
JOB # 1	1	BB5Z-7829164-AA	MOULDING				WARRANTY
JOB # 1	1	BB5Z-7829165-AA	MOULDING				WARRANTY
JOB # 1	1	BB5Z-61280862-B					WARRANTY
JOB # 1 TOTAL PARTS						0.00	
JOB # 1 TOTAL LABOR & PARTS						0.00	

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TOTALS

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

THANK YOU FOR LETTING US SERVE YOU

CASH CHARGE CHECK
 MASTER CARD VISA
 AMERICAN EXPRESS

CUSTOMER SIGNATURE _____



2030 Highway 40 East
Kingsland, Georgia 31548
Phone (912) 510-3673

www.lillistonfordofkingsland.com



SERVICE INVOICE

R/O	VIN	11242	1FM5K7B90DG			DATE IN	06/16/14
YEAR	MAKE	MODEL				CLOSED	15:47
2013	FORD	EXPLORER					13:49
MILES IN	MILES OUT	FIRST USE	LIC.	KINGSLAND		DATE	06/19/14
10414	10425	00/00/00	GA			WATER	2304
SEE ALSO							

CALL WHEN READY

- (1) CUSTOMER STATES YOU HAVE TO SHUT THE LEFT FRO DOOR 5 OR 6 TIMES BEFORE THE DOME LIGHT GOES OUT
DRIVERS DOOR AJAR LIGHT STAYS ON REMOVED DOOR PANEL AND LATCH CLEANED AND GREASED DOOR AJAR SWITCH RETEST OK
Warranty Claim Repair Type: -
(77-1177 RED TEAM-) A(Warranty)..... Labor T77
- (2) CUSTOMER STATES THERE IS A RATTLE IN THE DASH WHILE DRIVING - INTERMITTENTLY. PLEASE CHECK. ROADTEST UNABLE TO VERIFY CONCERN NO RATTLES HEARD
Warranty Claim Repair Type: -
(77-1177 RED TEAM-) A(Warranty)..... Labor T77
- (3) MULTI POINT INSPECTION PERFORMED INSPECTION INFORMED CUSTOMER OF ANY CONCERNS
(77-1177 RED TEAM-) A
99P T77 .00
GBATT T77
GTIRE T77
Total Repair (Customer)00
- (4) ENTERPRISE RENT-A-CAR
(77-1177 RED TEAM-) A
Labor T77 .00
Total Repair (Customer)00

Next Service APR '15 Lube-Oil-Filter	TERMS No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days or without this invoice.	W.C.	INT	CUSTOMER
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller 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 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 Sublet .00 Waste Dispos .00 Oil/Grease .00 Sub Total .00 .00 Tax .00 Total .00
Page 1 of 1	Job 1130			
Customer Copy				

912-283-3131
888-939-3131



2825 Memorial Drive
P.O. Box 1377
WAYCROSS, GEORGIA 31501

DATE 07/25/13

SOLD TO:
ADDRESS

KINGSLAND GA

CAMDEN

INVOICE NO.

DEAL # 37543

CUST. NO.	STOCK NO.	YEAR-MAKE	MODEL	NEW OR USED	SERIAL NO.	KEY NO.	SALESMAN
	3T161	2013 FORD TRUCK	EXPLORER	NEW	1FM5K7B89D6	63767	

INSURANCE COVERAGE INCLUDES

- FIRE AND THEFT
- COLLISION - AMT. DEDUCT
- PUBLIC LIABILITY - AMT.
- PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE
	LIENHOLDER: FORD MOTOR CREDIT CO P.O. BOX 105704 ATLANTA GA 30348-5704	
	STATE FARM 1100 SHADOWLAWN DR. ST. MARYS GA 31558	
	WE ARE APPLYING FOR TITLE. WARRANTY START DATE IS _____ VEHICLE SOLD AS IS EXCEPT FOR REMAINDER OF FACTORY BUMPER TO BUMPER WARRANTY WHICH EXPIRES OR _____ MILES WHICHEVER COMES FIRST	

SALES TAX	1609.63
DELIVERY AND PROCESSING	399.50
LICENSE AND TITLE	57.50
TOTAL CASH PRICE	31933.63
EXT SERVICE PLAN	2240.00
GAP	650.00
FINANCING	3661.01
INSURANCE	N/A
TOTAL TIME PRICE	38484.64
SETTLEMENT:	
DEPOSIT	N/A
CASH ON DELIVERY	1000.00
USED CAR	4500.00
TYPE 2004 FORD TRUCK EXPLORER	
SERIAL NO. 1FMZU63K04ZA8558	
ENGINE NO.	
PAYMENTS	
72 @ 459.12	32984.64
TOTAL	38484.64

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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

ALWAYS SHOW SERIAL, ENGINE AND KEY NUMBERS

The Reynolds and Reynolds Company 00082051 0 (07/08)

Customer Completed Copy - 13709873

LAW 553-GA-ARB-e 1/08

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Dealer Number _____ N/A _____ Contract Number _____ N/A _____

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address)
[REDACTED]	[REDACTED]	ROBBIE ROBERSON FORD 2825 MEMORIAL DRIVE WAYCROSS, GA 31503

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements in this contract. You agree to pay the Creditor-Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
New	2013	Ford Explorer	1F5K7B89DC [REDACTED]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural <input type="checkbox"/> N/A

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
3.90 %	\$ 3,561.01	\$ 28,323.83	\$ 32,984.64	\$ 5,500.00 is \$ 38,484.64

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 458.12	Monthly beginning 09/08/2013

Or As Follows:
N/A

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 50.00 or 5 % of the part of the payment that is late, whichever is less.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

Returned Check Charge: You agree to pay a charge equal to the greater of \$30 or 5% of the check amount if any check you give us is dishonored and we make written demand that you do so.

VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only if the "personal, family or household" box in the "Primary Use for Which Purchased" section of this contract is checked. Unless expressly authorized under the Georgia Motor Vehicle Sales Finance Act, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

True and Accurate Completed Copy - UCC Non-Authoritative Copy

True and Accurate Completed Copy - UCC Non-Authoritative Copy

Customer Completed Copy - 13709873

True and Accurate Completed Copy - UCC Non-Authoritative Copy

True and Accurate Completed Copy - UCC Non-Authoritative Copy

ITEMIZATION OF AMOUNT FINANCED

1	Cash Price (including \$ <u>N/A</u> sales tax)	\$ <u>29,884.00</u> (1)
2	Total Downpayment -	
	Trade-In <u>2004</u> <u>Ford</u> <u>Explorer</u>	
	(Year) (Make) (Model)	
	Gross Trade-In Allowance	\$ <u>4,500.00</u>
	Less Pay Off Made By Seller	\$ <u>0.00</u>
	Equals Net Trade In	\$ <u>4,500.00</u>
	+ Cash	\$ <u>N/A</u>
	+ Other Manuf. Rebate	\$ <u>1,000.00</u>
	(if total downpayment is negative, enter "0" and see 4 below)	\$ <u>5,500.00</u> (2)
3	Unpaid Balance of Cash Price (1 minus 2)	\$ <u>24,364.00</u> (3)
4	Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A	Cost of Optional Credit Insurance Paid to Insurance Company or Companies:	
	Life \$ <u>N/A</u>	\$ <u>N/A</u>
	Disability \$ <u>N/A</u>	\$ <u>N/A</u>
B	Vendor's Single Interest Insurance Paid to Insurance Company	\$ <u>N/A</u>
C	Other Optional Insurance Paid to Insurance Company or Companies	\$ <u>N/A</u>
D	Optional Gap Contract	\$ <u>650.00</u>
E	Official Fees Paid to Government Agencies	\$ <u>N/A</u>
	to State of Georgia for Warranty Rights Act	\$ <u>3.00</u>
	to N/A for N/A	\$ <u>N/A</u>
	to N/A for N/A	\$ <u>N/A</u>
F	Government Taxes Not Included in Cash Price	\$ <u>1,609.63</u>
G	Government License and/or Registration Fees	\$ <u>N/A</u>
H	Government Certificate of Title Fees	\$ <u>57.50</u>
I	Other Charges (Seller must identify who is paid and describe purpose)	
	to N/A for Prior Credit or Less Balance	\$ <u>N/A</u>
	to RR FORD for Documentary Fee	\$ <u>399.50</u>
	to Ford Extended Service Plan (Efor Service Plan	\$ <u>2,240.00</u>
	to N/A for N/A	\$ <u>N/A</u>
	to N/A for N/A	\$ <u>N/A</u>
	to N/A for N/A	\$ <u>N/A</u>
	to N/A for N/A	\$ <u>N/A</u>
	Total Other Charges and Amounts Paid to Others on Your Behalf	\$ <u>4,959.63</u> (4)
5	Amount Financed (3 + 4)	\$ <u>29,323.63</u> (5)

OPTION: You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A Year N/A, SELLER'S INITIALS N/A

NO COOLING OFF PERIOD
 State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 72 Mos. Safe-Guard Products Internatio
 Name of Gap Contract

I want to buy a gap contract

Buyer Signs X [Redacted]

Insurance. You may buy the physical damage insurance this contract requires from anyone you choose who is authorized to sell such insurance in Georgia. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:
Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

Premium:
 Credit Life \$ N/A
 Credit Disability \$ N/A

Insurance Company Name N/A
 Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

N/A N/A
 Type of Insurance Term
 Premium \$ N/A
 Insurance Company Name N/A
 Home Office Address N/A

N/A N/A
 Type of Insurance Term
 Premium \$ N/A
 Insurance Company Name N/A
 Home Office Address N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X B N/A N/A
 Buyer Signature Date
 X B N/A N/A
 Co-Buyer Signature Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.



2030 Highway 40 East
Kingsland, Georgia 31548
Phone (912) 510-3673

www.lillistonfordofkingsland.com



CASE# [REDACTED]

SERVICE INVOICE

Header section containing VIN (1FM5N8B89D0), dates (TUES 2/24/14, WED 2/24/14), times (11:19), and other identification codes like 2013 FORD EXPLORES.

(1) THE WORKS - OIL CHANGE, TIRE ROTATION AND MULTI - POINT INSPECTION. COMPLETED THE WORKS PACKAGE
(77-1177 RED TEAM-) A

Table listing items for item 1: WRKS FL500SB12 (FILTER ASY - O) 1 (5.95), XO5W20BSP (MOTORCRAFT SAE) 6 (19.50), Total Labor (19.20), Total Parts (25.45), Total Repair (Customer) (44.65).

(2) MULTI POINT INSPECTION PERFORMED INSPECTION INFORMED CUSTOMER OF ANY CONCERNS
(77-1177 RED TEAM-) A

Table listing items for item 2: 99P (T77, .00), GBATT (T77, .00), GBK (T77, .00), GTIRE (T77, .00), Total Repair (Customer) (.00).

(3) CUSTOMER STATES THERE IS EXSUST SMELL ON HARD ACELLERATION *INSPECTED FOR EXHAUST LEAKS NONE FOUND
(77-1177 RED TEAM-)

Table listing items for item 3: Labor (T77, .00), Total Repair (Customer) (.00).

(4) CUSTOMER STATES THERE IS A RATAL NOISE IN CAB *ROADTEST 5 MILES UNABLE TO VERIFY
(77-1177 RED TEAM-)

Table listing items for item 4: Labor (T77, .00), Total Repair (Customer) (.00).

(5) THANK YOU FOR YOUR BUSINESS. YOUR COMPLETE SATISFACTION IS OUR GOAL! RIGHT PRICE, RIGHT PARTS & RIGHT PEOPLE
(77-1177 RED TEAM-) A

Table listing items for item 5: Labor (T77, .00), Total Repair (Customer) (.00).

Check: (3613) 51.57

Summary table with columns W.C., INT., and CUSTOMER. Includes rows for Next Service (Lube-Oil-Filter), Terms (No returns on electrical or special order items), and a list of charges: Labor (19.20), Parts (25.45), Sublet (.00), Waste Dispos (4.80), Oil/Grease (.00), Sub Total (49.45), Tax (.00), Total (Cash) (51.57).

Page 1 of 1 Job 2537 Reprint (2) Customer Copy

Lilliston Ford Mercury

2030 Highway 40 East
Kingsland, GA 31548
(912) 729-5605

REG	VIN	1 FM5K7B89DG		DATE IN	01/24/14
YEAR	MAKE	MODEL	COLOR	TIME IN	07:17
2013	FORD	EXPLORER		CLOCKED	01/24/14 11:19
MSRN	MSLN (MI)	PRINTUM	LIC	OFF	
5139	5139	00/00/00		WV	(912)
OFF	SEL			SEL	
				WRITER	EUGENEI

(1) THE WORKS - OIL CHANGE, TIRE ROTATION AND MULTI - POINT INSPECTION COMPLETED THE WORKS PACKAGE (77-1177 RED TEAM) A	WORKS FL500SB12 (FILTER ASY) 5 19.20 X06V20BSP (MOTORCRAFT SA) 1 5.95 X06V20BSP (MOTORCRAFT SA) 6 19.50 Total Labor 19.20 Total Parts 25.45 Total Repair (Customer) 44.65
(2) MULTI POINT INSPECTION PERFORMED INFORMED CUSTOMER OF ANY CONCERNS (77-1177 RED TEAM) A	99P [77] .00 GBATT [77] GBK [77] GTI RE [77] Total Repair (Customer)00
(3) CUSTOMER STATES THERE IS EXHAUST SWELL ON HARD ACCELERATION *INSPECTED FOR EXHAUST LEAKS NONE FOUND (77-1177 RED TEAM)	Labor [77] .00 Total Repair (Customer)00
(4) CUSTOMER STATES THERE IS A RATTAL NOISE IN CAB *ROADTEST 5 MILES UNABLE TO VERIFY (77-1177 RED TEAM)	Labor [77] .00 Total Repair (Customer)00
(5) THANK YOU FOR YOUR BUSINESS. YOUR COMPLETE SATISFACTION IS OUR GOAL! RIGHT PRICE, RIGHT PARTS & RIGHT PEOPLE (77-1177 RED TEAM) A	Labor [77] .00 Total Repair (Customer)00

	--C/P--	--WC--	--INT--	-Total-
Labor Time	5	0	0	5
Total Labor	19.20	.00	.00	19.20
Total Parts	25.45	.00	.00	25.45 (N/A)
Total G/G	.00	.00	.00	.00
Total Sublet	.00	.00	.00	.00
Total R/O	44.65	.00	.00	44.65 (N/A)

	WC	INT	CUSTOMER
Labor	.00	.00	19.20
Parts	.00	.00	25.45
Sublet	.00	.00	.00
Warr Deduct	.00	.00	.00
Waste Disposal	.00	.00	4.80
Oil/Grease	.00	.00	.00
Less Disc.	.00	.00	.00
Total	.00	.00	49.45
Tax	.00	.00	2.12
Tax2	.00	.00	.00
Tire Tax	.00	.00	.00
TOTAL (CHRG)	.00	.00	.00



2030 Highway 40 East
Kingsland, Georgia 31548
Phone (912) 510-3673

www.lillistonfordofkingsland.com



PARTS INVOICE

CUSTOMER NO. 1 FM5K7B89DG				DATE 01/24/14
2013	FORD	EXPLORER		07:17
5139	5139	00/00/00	GA	11:19
				01/24/14
				2304
				EUGENE

CALL WHEN READY

(1) THE WORKS - OIL CHANGE, TIRE ROTATION AND MULTI - POINT INSPECTION. COMPLETED THE WORKS PACKAGE	WRKS T77	19.20
	FL500SB12 (FILTER ASY - 0) 1	5.95
	X05W20BSP (MOTORCRAFT SAE) 6	19.50
	Total Labor	19.20
	Total Parts	25.45
(77-1177 RED TEAM-) A	Total Repair (Customer)	44.65
(2) MULTI POINT INSPECTION PERFORMED INSPECTION INFORMED CUSTOMER OF ANY CONCERNS	99P T77	.00
	GBATT T77	
	GBK T77	
	GTIRE T77	
(77-1177 RED TEAM-) A	Total Repair (Customer)	.00
(3) CUSTOMER STATES THERE IS EXHAUST SMELL ON HARD ACCELERATION *INSPECTED FOR EXHAUST LEAKS NONE FOUND (77-1177 RED TEAM-)	Labor T77	.00
	Total Repair (Customer)	.00
(4) CUSTOMER STATES THERE IS A RATAL NOISE IN CAB *ROADTEST 5 MILES UNABLE TO VERIFY (77-1177 RED TEAM-)	Labor T77	.00
	Total Repair (Customer)	.00
(5) THANK YOU FOR YOUR BUSINESS. YOUR COMPLETE SATISFACTION IS OUR GOAL! RIGHT PRICE, RIGHT PARTS & RIGHT PEOPLE (77-1177 RED TEAM-) A	Labor T77	.00
	Total Repair (Customer)	.00

PAID

Next Service	Lube-Oil-Filter	Labor	19.20
		Parts	25.45
		Sublet	.00
		Waste Dispos	4.80
		Oil/Grease	.00
		Sub Total	49.45
		Tax	2.12
		Total (Cash)	51.57

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller 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 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.

TERMS
No returns on electrical or special order items. Restocking charge applied on all merchandise returned for credit or refund. No returns after 30 days or without this invoice.

Page 1 of 1 Job 2537
Customer Copy





2030 Highway 40 East
Kingsland, Georgia 31548
Phone (912) 510-3673

www.lillistonfordofkingsland.com



PARTS INVOICE

CUSTOMER NO. 1 FM5K7B89DGC				DATE 01/24/14
2013	FORD	EXPLORER		07:17
5139	5139	00/00/00	GA	11:19
				01/24/14
				2304
				EUGENE

CALL WHEN READY

(1) THE WORKS - OIL CHANGE, TIRE ROTATION AND MULTI - POINT INSPECTION. COMPLETED THE WORKS PACKAGE (77-1177 RED TEAM-) A	WRKS T77 FL5008B12 (FILTER ASY - O) 1 X05W20BSP (MOTORCRAFT SAE) 6 Total Labor Total Parts Total Repair (Customer)	19.20 5.95 19.50 19.20 25.45 44.65
(2) MULTI POINT INSPECTION PERFORMED INSPECTION INFORMED CUSTOMER OF ANY CONCERNS (77-1177 RED TEAM-) A	99P T77 GBATT T77 GBK T77 GTIRE T77 Total Repair (Customer)00 .00 .00 .00 .00
(3) CUSTOMER STATES THERE IS EXSUST SMELL ON HARD ACCELERATION *INSPECTED FOR EXHAUST LEAKS NONE FOUND (77-1177 RED TEAM-)	Labor T77 Total Repair (Customer)00 .00
(4) CUSTOMER STATES THERE IS A RATAL NOISE IN CAB *ROADTEST 5 MILES UNABLE TO VERIFY. (77-1177 RED TEAM-)	Labor T77 Total Repair (Customer)00 .00
(5) THANK YOU FOR YOUR BUSINESS. YOUR COMPLETE SATISFACTION IS OUR GOAL. RIGHT PRICE, RIGHT PARTS & RIGHT PEOPLE (77-1177 RED TEAM-) A	Labor T77 Total Repair (Customer)00 .00

PAID

Next Service	Lube-Oil-Filter	Labor	19.20
		Parts	25.45
		Sublet	.00
		Waste Dispos	4.80
		Oil/Grease	.00
		Sub Total	49.45
		Tax	2.12
		Total (Cash)	51.57

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and 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.

TERMS
No returns on electrical or special order items. Restocking charge applied on all merchandise returned for credit or refund. No returns after 30 days or without this invoice.





2825 Memorial Drive • P.O. Box 1377
WAYCROSS, GEORGIA 31503
(912) 283-3131
888-939-3131

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR ADAM COX	4929	TAG. NO. W109	INVOICE DATE 07/08/14	INVOICE NO.
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 9,717	COLOR TOX BLACK M	[REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 13 / FORD TRUCK / EXPLORER / BASE FWD	DELIVERY DATE 07/25/13	DELIVERY MILES 370	VEHICLE NO. 1FM5K7B89DG	PRODUCTION DATE
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE 07/02/14		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 9717		

LABOR & PARTS

CUSTOMER STATES: A/C IS NOT COOLING LIKE IT SHOULD, UNABLE TO DUPLICATE CONCERN

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

CUSTOMER STATES: SMELLS EXHAUST FUMES WHILE RIDING DOWN THE ROAD. VERIFIED CONCERN SMELLS EXHAUST FUMES WHILE DRIVING DOWN ROAD FOUND TSB 12-12-4. PERFORMED SERVICE PROCEDURE IN TSB.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	BB5Z-61280B62-A	GRILLE - AIR I			WARRANTY
JOB # 2	1	BB5Z-7829164-AA	MOULDING			WARRANTY
JOB # 2	1	BB5Z-7829165-AA	MOULDING			WARRANTY
JOB # 2	2	4M8Z-54280B62-A	VALVE ASY - AU			WARRANTY
JOB # 2	1	TA-2	ADHESIVE			WARRANTY
JOB # 2	1	OSP	OSP			WARRANTY
		08882 UNDERCOATING				
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES

TOTALS

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

THANK YOU FOR LETTING US SERVE YOU

CASH CHARGE CHECK
 MASTER CARD VISA
 AMERICAN EXPRESS

CUSTOMER SIGNATURE _____

Lilliston Ford Mercury

2030 Highway 40 East
Kingsland, GA 31548
(912) 729-5605

VIN: 1FM5K7B89DGC37705				DATE IN	08/18/14
YEAR	MAKE	MODEL	COLOR	TIME IN	15:47
2013	FORD	EXPLORER		CLOSED	08/19/14 16:00
SALES #	INVENTORY	FIRST USE	LID	WRITER	EUGENEI
10414	10425	00/00/00			

(1) CUSTOMER STATES YOU HAVE TO SHUT THE LEFT FRONT DOOR 5 OR 6 TIMES BEFORE THE DOME LIGHT GOES OUT. DRIVER'S DOOR AJAR LIGHT STAYS ON REMOVED DOOR PANEL AND LATCH CLEANED AND GREASED DOOR AJAR SWITCH RETEST OK. BP 1021813 (77-1177 RED TEAM) A

23943A	42	L19	[77]	3	24.77
23943A2			[77]	2	16.51
ENTERPRISE 224504					30.00
Total Labor					41.28
Total Sublet					30.00
Total Repair (Warranty)					71.28

(2) CUSTOMER STATES THERE IS A RATTLE IN THE DASH WHILE DRIVING - INTERMITTENTLY. PLEASE CHECK. ROADTEST UNABLE TO VERIFY CONCERN NO RATTLES HEARD. (77-1177 RED TEAM) A

Labor	[77]	.00
Total Repair (Customer)		.00

(3) MULTI POINT INSPECTION PERFORMED INFORMED CUSTOMER OF ANY CONCERNS. (77-1177 RED TEAM) A

99P	[77]	.00
GBATT	[77]	.00
GTR	[77]	.00
Total Repair (Customer)		.00

(4) ENTERPRISE RENT-A-CAR. (77-1177 RED TEAM) A

Labor	[77]	.00
Total Repair (Customer)		.00

	--C/P--	--W/C--	--INT--	-Total-	
Labor Time	0	5	0	5	
Total Labor	.00	41.28	.00	41.28	
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	
Total Sublet	.00	30.00	.00	30.00	
Total R/O	.00	71.28	.00	71.28	(N/A)

	W/C	DI	CUSTOMER
Labor	41.28	.00	.00
Parts	.00	.00	.00
Sublet	30.00	.00	.00
Warr Deduct			.00
Waste Disposal	.00	.00	.00
Oil/Grease	.00	.00	.00
Less Disc.	.00	.00	.00
Total	71.28	.00	.00
Tax	.00	.00	.00
Tax2	.00	.00	.00
Tire Tax	.00	.00	.00
TOTAL (CHRG)	71.28	.00	.00



2825 Memorial Drive • P.O. Box 1377
WAYCROSS, GEORGIA 31503
(912) 283-3131
888-839-3131

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR MARTIN SYMONS	TAG NO. 0922	INVOICE DATE 09/12/14
[REDACTED]	LABOR RATE	LICENSE NO.	COLOUR TUX BLACK M
[REDACTED]	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/BASE FWD	MILEAGE 10,957	DELIVERY DATE 07/25/13
[REDACTED]	VEHICLE I.D. NO. 1FM5K7B89DG	SELLING DEALER NO.	DELIVERY MILES 370
[REDACTED]	F.T.E. NO.	P.O. NO.	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE 09/11/14
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 10972

LABOR & PARTS

CUSTOMER STATES: EXHAUST ODOR COMES INTO VEHICLE AFTER PERFORMING A WIDE OPEN THROTTLE EVENT AND THEN LETTING OFF OF ACCELERATOR. ALSO AC SYSTEM MUST BE ON RECIRC FOR CONCERN TO OCCUR.
 PER FSE BRIAN REEVES: RAISE VEHICLE AND REMOVE REAR BUMPER COVER FOR ACCESS. TAPE OFF AREAS AS INSTRUCTED BY FSE. PRESSURIZE VEHICLE CABIN AND SPRAY BODY SEAMS WITH SOAPY SOLUTION AND INSPECT FOR PRESENCE OF BUBBLES THAT WOULD INDICATE LEAKS IN BODY SEAMS/SEALING.
 APPLY BODY SEAM SEALER AT ALL POINTS WHERE BUBBLES WERE SEEN. REPRESSURIZE AND INSPECT TO ENSURE NO MORE BUBBLES WERE SEEN. REINSTALL REAR BUMPER COVER AND ROAD TEST VEHICLE TO SEE IF CONCERN IS STILL PRESENT. EXHAUST ODOR STILL ENTERS CABIN OF VEHICLE DURING WOT OPERATION AND WITH HVAC IN RECIRC POSITION.

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	OSP	OSP			WARRANTY
		03681	MASKING TAPE			
JOB # 1	1	OSP	OSP			WARRANTY
		550	SEAM SEALER			
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

CUSTOMER STATES: AT TIMES THE DRIVER'S DOOR MUST BE OPENED AND RESHUT SEVERAL TIMES FOR DOME LIGHT TO GO OFF AND DOOR AJAR LIGHT TO GO OUT.
 VERIFY CONCERN. RAN OASIS AND TSB 14-0154 APPLIES.
 HOOK IDS TO VEH AND IDENTIFY LEFT FRONT DOOR AJAR INDICATES OPEN WHEN CLOSED.
 ACCESS AND REMOVE LEFT FRONT DOOR LATCH ASSY. HOOK ESST 501-408 TO VEHICLE AND LATCH. ACTUATE DOOR LATCH FROM THE OPEN TO CLOSE POSITION A MINIMUM OF 20 TIMES. REINSTALL DOOR LATCH AND RECHECK OPERATION. DOOR AJAR LIGHT NOW OFF WHEN DOOR IS SHUT.

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



2825 Memorial Drive • P.O. Box 1377
WAYCROSS, GEORGIA 31503
(912) 283-3131
888-939-3131

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MARTIN SYMONS	TAG. NO. 0922	INVOICE DATE 09/12/14
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 10,957
[REDACTED]	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/BASE FWD	DELIVERY DATE 07/25/13	DELIVERY MILES 370
[REDACTED]	VEHICLE I.D. NO. 1 F M 5 K 7 B 8 9 D G	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	R.T.E. NO.	P.O. NO.	A.O. DATE 09/11/14
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 10972

TOTALS

THANK YOU FOR LETTING US SERVE YOU

CASH CHARGE CHECK
 MASTER CARD VISA
 AMERICAN EXPRESS

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

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

CUSTOMER SIGNATURE _____



2825 Memorial Drive • P.O. Box 1377
 WAYCROSS, GEORGIA 31503
 (912) 283-3131
 888-939-3131

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ADAM COX	4929	TAG NO. W109	INVOICE DATE 07/08/14
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 9,873	COLOR BLACK M
[REDACTED]	YEAR / MAKE / MODEL 13 / FORD TRUCK / EXPLORER / BASE FWD	DELIVERY DATE 07/25/13	DELIVERY MILES 370	
	VEHICLE ID NO. 1 F M 5 K 7 B 8 9 D G	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/08/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 9873	

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
LABOR & PARTS						
CUSTOMER STATES: PERFORM LUBE, OIL AND FILTER SERVICE. CHECK ALL FLUID LEVELS AND TIRE PRESSURES. COMPLETED LOF SERVICE AND VEHICLE INSPECTION.						
JOB # 1	1	PK26	FL500 & 6 QTS	25.06	25.06	25.06
JOB # 1	1	AA5Z-6714-B	FILTER ASY - 0	****	****	****
JOB # 1	6	XO-5W20-BSP	OIL - ENGINE	****	****	****
JOB # 1 TOTAL PARTS						25.06
JOB # 1 TOTAL LABOR & PARTS						37.06

CUSTOMER STATES: PERFORM TIRE ROTATION. PERFORMED ROTATION.						
PARTS						
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

TECH STATES: BATTERY CONDITION IS GOOD.						
PARTS						
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

TECH STATES: BRAKE LININGS ARE OK AT THIS TIME						
PARTS						
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00

TECH STATES: TIRE TREAD AND WEAR IS OK AT THIS TIME.						
PARTS						
JOB # 5 TOTAL PARTS						0.00
JOB # 5 TOTAL LABOR & PARTS						0.00

MISC						
JOB # A	HAZ	HAZARDOUS WASTE	CONTROL NO.			3.00
JOB # A	FSS	SHOP SUPPLIES				1.00
TOTAL - MISC						4.00

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.



2825 Memorial Drive • P.O. Box 1377
WAYCROSS, GEORGIA 31503
(912) 283-3131
888-839-3131

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADDRESS ADAM COX	4929	TAG NO. W109	INVOICE DATE 07/08/14	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 9,873	COLOR BLACK M	[REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 13 / FORD TRUCK / EXPLORER / BASE FWD			DELIVERY DATE 07/25/13	DELIVERY MILES 370
[REDACTED]	VEHICLE I.D. NO. 1 F M 5 K 7 B 8 9 D		[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	R.T.E. NO.	R.O. NO.	R.O. DATE 07/08/14		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
					MO: 9873

TOTALS

THANK YOU FOR LETTING US SERVE YOU

CASH CHARGE CHECK
 MASTER CARD VISA
 AMERICAN EXPRESS

TOTAL LABOR....	12.00
TOTAL PARTS....	25.06
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.83
TOTAL INVOICE \$	42.89

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CUSTOMER SIGNATURE _____



2825 Memorial Drive • P.O. Box 1377
 WAYCROSS, GEORGIA 31503
 (912) 283-3131
 888-939-3131

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR ADAM COX	4929	TAG. NO. W109	INVOICE DATE 07/29/14
	LABOR RATE	LICENSE NO.	MILEAGE 9,875	COLOR TOX BLACK M
	YEARS / MAKE / MODEL 13 / FORD TRUCK/EXPLORER/BASE FWD		DELIVERY DATE 07/25/13	DELIVERY MILES 370
	VEHICLE I.D. NO. 1 F M 5 K 7 B 8 9 D G		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/08/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 9939	

LABOR & PARTS

CUSTOMER STATES: CAN STILL SMELL GAS FUMES REALLY STRONG WHEN FAST ACCELERATION. EXH ODOR PRESENT IN VEH WHEN PERFORMING A HEAVY ACCEL WITH RPM ABOVE 4K. WITH REAR AC OFF, FRONT AC ON MAX WITH RECIRC SELECTED. CONCERN WILL NOT OCCUR IF FRESH AIR AC IS SELECTED. TSB 12-12-4 PERFORMED ON PREVIOUS VISIT. REFER TO HOTLINE 107610324. INSPECT VEH... NO BODY PLUGS/SEALS MISSING OR DAMAGED. PRESSURIZE CABIN... NO AIR LEAKS FOUND. USE MASKING AND TAPE OFF REAR LIFT GATE AREA. RETEST... CONCERN STILL PRESENT. COMPARE TO LIKE UNITS UNDER SAME DRIVING CONDITIONS... SAME CONCERN OCCURS. REMOVE REAR BUMPER AND INSPECT PER HOTLINE... TSB 12-12-4 PERFORMED CORRECTLY. TAPE OVER AIR EXTRACTORS AND ROAD TEST... CONCERN STILL PRESENT. APPLY ADDITIONAL UNDERCOATING IN LOCATIONS DESIGNATED IN TSB 12-12-4 AND RETEST... CONCERN STILL PRESENT. REFER BACK TO HOTLINE WITH RESULTS... INSTRUCTED TO PERFORM TSB 14-0130. REFLASHED HVAC. REPLACE AIR EXTRACTOR WITH UPDATED PART NUMBER. REPLACE WHEEL MOULDINGS AGAIN AND ROAD TEST... CONCERN STILL PRESENT. REFER BACK TO HOTLINE AGAIN AND WAS INFORMED THAT ENGINEERING IS AWARE OF THE CONCERN, UNDER INVESTIGATION AND NOT TO PERFORM ANY MORE REPAIRS TO VEH AT THIS TIME. RELEASE VEHICLE BACK TO CUSTOMER AND WILL CONTINUE TO MONITOR OASIS FOR UPDATES FOR CONCERN.

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PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	2		OSP	OSP			
			UC101 UNDERCOATING				
JOB # 1	1		BB5Z-7829164-AA	MOULDING			WARRANTY
JOB # 1	1		BB5Z-7829165-AA	MOULDING			WARRANTY
JOB # 1	1		BB5Z-61280B62-B				WARRANTY
JOB # 1 TOTAL PARTS						0.00	
JOB # 1 TOTAL LABOR & PARTS						0.00	

TOTALS

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

THANK YOU FOR LETTING US SERVE YOU
 CASH CHARGE CHECK
 MASTER CARD VISA
 AMERICAN EXPRESS

CUSTOMER SIGNATURE _____



2030 Highway 40 East
Kingsland, Georgia 31548
Phone (912) 510-3673

www.lillistonfordofkingsland.com



CASE # [REDACTED]

SERVICE INVOICE

R/O	VW	DATE IN
VEHICLE MAKE	VEHICLE MODEL	DATE OUT
2013	2013	01/24/14
5139	5139	00/00/00
SEE ALSO	C: [REDACTED]	CLOSED / 11:19
		DATE
		01/24/14
		EUGENE

(1) THE WORKS - OIL CHANGE, TIRE ROATATION AND MULTI - POINT INSPECTION. COMPLETED THE WORKS PACKAGE (77-1177 RED TEAM-) A	WRKS FL500SB12 (FILTER ASY - O) 1 X05W20BSP (MOTORCRAFT SAE) 6 Total Labor Total Parts Total Repair (Customer)	T77 19.20 5.95 19.20 25.45 44.65
(2) MULTI POINT INSPECTION PERFORMED INSPECTION INFORMED CUSTOMER OF ANY CONCERNS (77-1177 RED TEAM-) A	99P GBATT GBK GTIRE Total Repair (Customer)	T77 T77 T77 T77 .00 .00
(3) CUSTOMER STATES THERE IS EXSUST SMELL ON HARD ACELLERATION *INSPECTED FOR EXHAUST LEAKS NONE FOUND (77-1177 RED TEAM-)	Labor Total Repair (Customer)	T77 .00 .00
(4) CUSTOMER STATES THERE IS A RATAL NOISE IN CAB *ROADTEST 5 MILES UNABLE TO VERIFY (77-1177 RED TEAM-)	Labor Total Repair (Customer)	T77 .00 .00
(5) THANK YOU FOR YOUR BUSINESS. YOUR COMPLETE SATISFACTION IS OUR GOAL! RIGHT PRICE, RIGHT PARTS & RIGHT PEOPLE (77-1177 RED TEAM-) A	Labor Total Repair (Customer)	T77 .00 .00

Check: (3613) 51.57

Next Service	Lube-Oil-Filter	TERMS				
DISCLAIMER OF WARRANTIES		No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days or without this invoice.	Labor	19.20		
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and 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.			Parts	25.45		
			Sublet	.00		
			Waste Dispos	4.80		
			Oil/Grease	.00		
			Sub Total	49.45		
			Tax	2.12		
			Total (Cash)	51.57		

Customer Copy



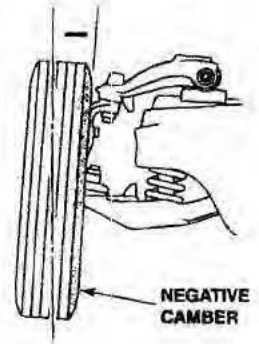
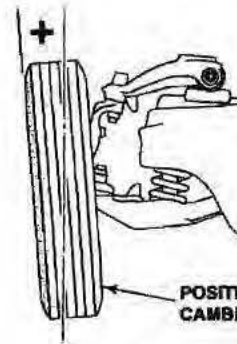
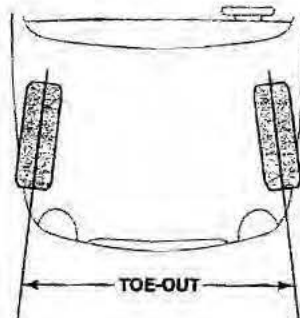
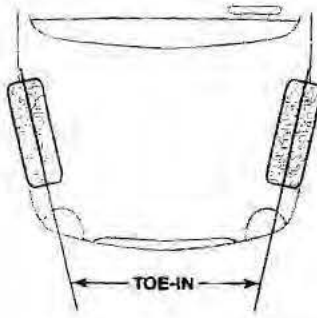
TOE WEAR

"Feathered" tread wear pattern suggests that tires are turned in or out too far. Signals need for alignment. May be caused by worn shocks/struts.

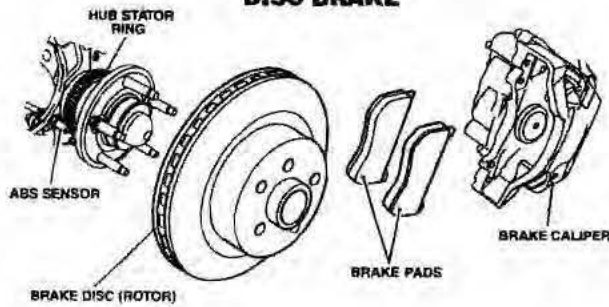


CAMBER WEAR

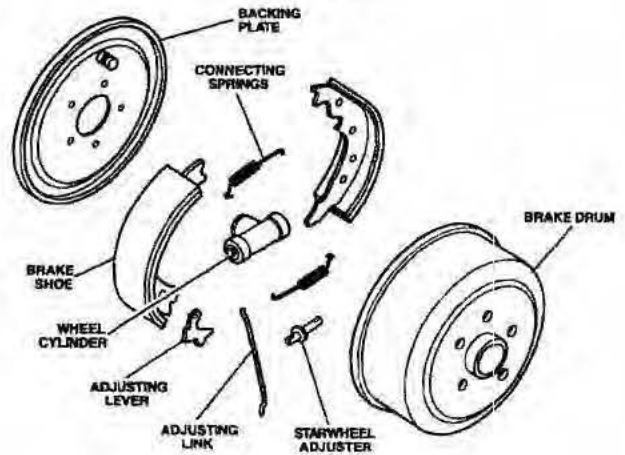
Exaggerated wear on inner or outer edge of tire indicates that tires are tilted in or out too far (from vertical). Signals need for alignment. May be caused by worn shocks/struts.



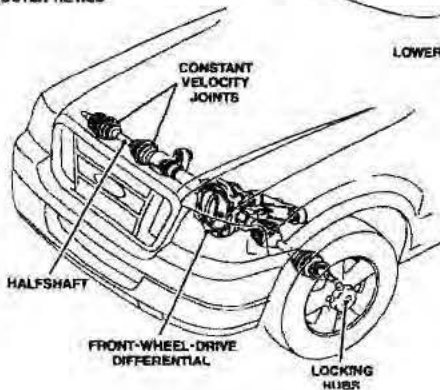
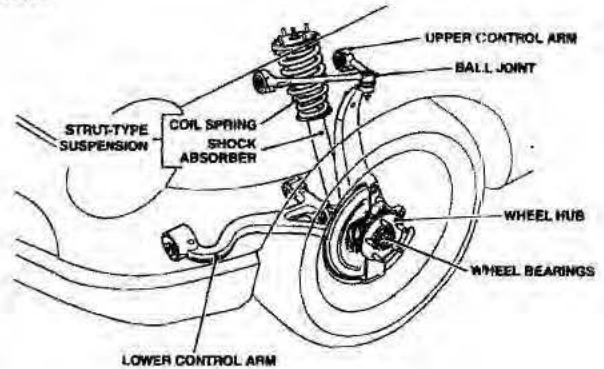
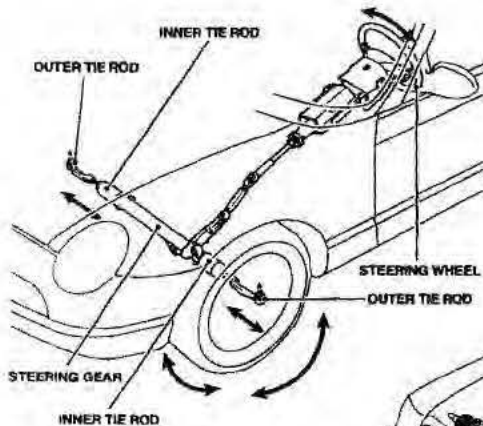
DISC BRAKE



DRUM BRAKE



SUSPENSION



Robbie Roberson Ford, Inc.
2825 Memorial Drive
Waycross, GA. 31503
(912) 283-3131

1FM5K7B89DGC
7/8/14 1:45 PM



Ford 2013-14 Explorer 4X2
Before Measurements

Left Front



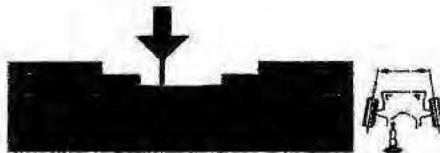
Camber



Right Front



Camber



Total Toe

- All angles on the front axle are within manufacturer's specifications.

Left Rear



Camber



Right Rear



Camber



Total Toe

- All angles on the rear axle are within manufacturer's specifications.

ROBBIE ROBERSON FORD
2825 MEMORIAL DR
WAYCROSS, GA 31563
912-283-3131
5436845556170677



2825 Memorial Drive • P.O. Box 1377
WAYCROSS, GEORGIA 31503
(912) 283-3131
888-939-3131

Merchant ID: 555617067700

Ref #: 0008

Sale

XXXXXXXXXX
VISA

Entry Method: Swiped

Total: \$ 42.89

07/08/14 14:39:53
Inv #: [REDACTED] Appr Code: 541737
Transaction ID: [REDACTED]
Apprvd: Online Batch#: 000468

Customer Copy
THANK YOU

ADVISOR ADAM COX	4929	TAG NO. W109	INVOICE DATE 07/08/14	CELL: [REDACTED]
LABOR RATE	LICENSE NO.	MILEAGE 9,873	COLOR TUX BLACK M	[REDACTED]
YEAR / MAKE / MODEL 13 / FORD / TRUCK/EXPLORER/BASE FWD	DELIVERY DATE 07/25/13	DELIVERY MILES 370		
VEHICLE I.D. NO. 1FM5K7B89DG	SELLING DEALER NO.	PRODUCTION DATE		
F.T.E. NO.	P.O.	R.O. DATE 07/08/14		
NE	COMMENTS	MO: 9873		

CUSTOMER STATES: PERFORM LUBE, OIL AND FILTER SERVICE. CHECK
ALL FLUID LEVELS AND TIRE PRESSURES
COMPLETED LOF SERVICE AND VEHICLE INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	PK26	FL500 & 6 QTS	25.06	25.06	25.06
JOB # 1	1	AASZ-6714-B	FILTER ASY - 0	****	****	****
JOB # 1	6	XO-5W20-BSP	OIL - ENGINE	****	****	****
JOB # 1 TOTAL PARTS						25.06
JOB # 1 TOTAL LABOR & PARTS						37.06

CUSTOMER STATES: PERFORM TIRE ROTATION.
PERFORMED ROTATION.

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

TECH STATES: BATTERY CONDITION IS GOOD.

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

TECH STATES: BRAKE LININGS ARE OK AT THIS TIME

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

TECH STATES: TIRE TREAD AND WEAR IS OK AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5 TOTAL PARTS						0.00
JOB # 5 TOTAL LABOR & PARTS						0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	HAZ	HAZARDOUS WASTE		3.00
JOB # A	FSS	SHOP SUPPLIES		1.00
TOTAL - MISC				4.00

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2825 Memorial Drive • P.O. Box 1377
 WAYCROSS, GEORGIA 31503
 (912) 283-3131
 888-939-3131

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ADAM COX	4929	TAG. NO. W109	INVOICE DATE 07/08/14
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 9,873	COLOR TUX BLACK M
[REDACTED]	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/BASE FWD			DELIVERY DATE 07/25/13
[REDACTED]	VEHICLE ID. NO. 1 F M 5 K 7 B 8 9 D G			DELIVERY MILES 370
[REDACTED]	F.T.E. NO.	R.O.	[REDACTED]	SELLING DEALER NO.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE 07/08/14
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 9873

LABOR & PARTS

CUSTOMER STATES:PERFORM LUBE,OIL AND FILTER SERVICE.CHECK ALL FLUID LEVELS AND TIRE PRESSURES COMPLETED LOF SERVICE AND VEHICLE INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	PK26	FL500 & 6 QTS	25.06	25.06	25.06
JOB # 1	1	AASZ-6714-B	FILTER ASY - 0	****	****	****
JOB # 1	6	XO-5W20-BSP	OIL - ENGINE	****	****	****
JOB # 1 TOTAL PARTS						25.06
JOB # 1 TOTAL LABOR & PARTS						37.06

CUSTOMER STATES:PERFORM TIRE ROTATION. PERFORMED ROTATION.

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

TECH STATES:BATTERY CONDITION IS GOOD.

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

TECH STATES:BRAKE LININGS ARE OK AT THIS TIME

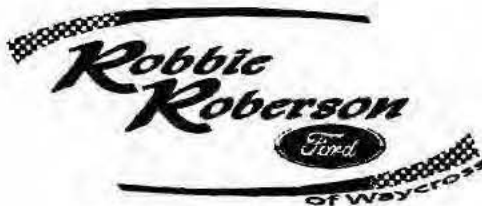
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00

TECH STATES:TIRE TREAD AND WEAR IS OK AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5 TOTAL PARTS						0.00
JOB # 5 TOTAL LABOR & PARTS						0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	HAZ	HAZARDOUS WASTE		3.00
JOB # A	FSS	SHOP SUPPLIES		1.00
TOTAL - MISC				4.00

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2825 Memorial Drive • P.O. Box 1377
 WAYCROSS, GEORGIA 31503
 (912) 283-3131
 888-939-3131

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ADAM COX	4929	TAG. NO. W109	INVOICE DATE 07/08/14	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 9,873	COLOR BLACK M	[REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/BASE FWD			DELIVERY DATE 07/25/13	DELIVERY MILES 370
[REDACTED]	VEHICLE I.D. NO. 1 F M 5 K 7 B 8 9 D G			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.		P.O. NO.	R.O. DATE 07/08/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 987

TOTALS

THANK YOU FOR LETTING US SERVE YOU

- CASH CHARGE CHECK
 MASTER CARD VISA
 AMERICAN EXPRESS

TOTAL LABOR....	12.00
TOTAL PARTS....	25.06
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.83
TOTAL INVOICE \$	42.89

CUSTOMER SIGNATURE _____

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REPORT CARD



FORD SERVICE

21-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

RO/Tag #: _____

Year/Make/Model: _____

VIN #: _____ Plate #: _____

Odometer: _____ Inspect. Month: _____

Owner Advantage Rewards® #: _____ Service Balance: _____

Ford Extended Service Plan: YES NO

SYNC® MyFord Touch version current: YES NO N/A

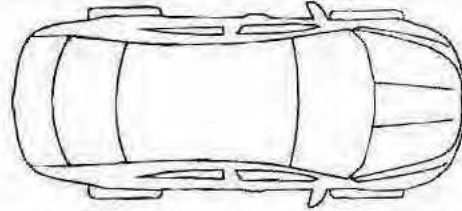
LEGEND May contribute to vehicle efficiency and promote a greener environment

Checked and OK at this time

May require future attention

Requires immediate attention

EXTERIOR BODY



Note any existing exterior body damage or defects on diagram

SYSTEMS / COMPONENTS

LIGHTS / WINDSHIELD

<input type="checkbox"/>	<input type="checkbox"/>	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	<input type="checkbox"/>	SERVICE
<input type="checkbox"/>	<input type="checkbox"/>	Windshield for cracks, chips and pitting	<input type="checkbox"/>	SERVICE

BELTS / HOSES / MOUNTS

<input type="checkbox"/>	<input type="checkbox"/>	HVAC system and hoses / lines for leaks and/or damage	<input type="checkbox"/>	SERVICE
<input type="checkbox"/>	<input type="checkbox"/>	Engine Cooling System, radiator, hoses and clamps	<input type="checkbox"/>	SERVICE
<input type="checkbox"/>	<input type="checkbox"/>	Accessory drive belt(s)	<input type="checkbox"/>	SERVICE

BRAKE SYSTEM

<input type="checkbox"/>	<input type="checkbox"/>	Brake system (including lines, hoses, and parking brake)	<input checked="" type="checkbox"/>	SERVICE
--------------------------	--------------------------	--	-------------------------------------	---------

STEERING / SUSPENSION

<input type="checkbox"/>	<input type="checkbox"/>	Shocks / struts and other suspension components for leaks and/or damage	<input type="checkbox"/>	SERVICE
<input type="checkbox"/>	<input type="checkbox"/>	Steering, steering linkages and ball joints (visual)	<input type="checkbox"/>	SERVICE

EXHAUST SYSTEM

<input type="checkbox"/>	<input type="checkbox"/>	Exhaust system and heat shield (leaks, damage, loose parts)	<input checked="" type="checkbox"/>	SERVICE
--------------------------	--------------------------	---	-------------------------------------	---------

TRANSMISSION / DRIVE AXLE

<input type="checkbox"/>	<input type="checkbox"/>	Clutch operation (if equipped)	<input type="checkbox"/>	SERVICE
<input type="checkbox"/>	<input type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped)	<input type="checkbox"/>	SERVICE
<input type="checkbox"/>	<input type="checkbox"/>	Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	<input type="checkbox"/>	SERVICE

SCHEDULED MAINTENANCE ITEMS*			
DUE	SERVICED	DUE	SERVICED
<input type="checkbox"/> THE WORKS	<input type="checkbox"/>	<input type="checkbox"/> Engine Air Filter <input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Oil Change & Filter <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine Coolant	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tire Rotation <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Transmission Fluid &/or Filter	<input type="checkbox"/>
<input checked="" type="checkbox"/> Multi-Point Inspection <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Cabin Air Filter <input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input type="checkbox"/> Spark Plugs <input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> _____ K Scheduled Maintenance	<input type="checkbox"/>		<input type="checkbox"/>

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle-specific maintenance requirements.

FLUID LEVELS				SERVICED
<input type="checkbox"/>	<input type="checkbox"/>	Oil and/or fluid leaks		<input type="checkbox"/>
<input checked="" type="checkbox"/> OK	<input checked="" type="checkbox"/> FILL	<input checked="" type="checkbox"/> OK	<input checked="" type="checkbox"/> FILL	<input checked="" type="checkbox"/> OK
<input checked="" type="checkbox"/>	Engine Oil	<input checked="" type="checkbox"/>	Power Steering	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Brake Reservoir	<input checked="" type="checkbox"/>	Window Washer	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Transmission (if equipped with dipstick)	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Coolant Recovery Reservoir	<input checked="" type="checkbox"/>

WIPER BLADES				SERVICED
<input checked="" type="checkbox"/>	Test Performed	<input type="checkbox"/>	Front	<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>	Rear	<input type="checkbox"/>

BATTERY		SERVICED
<input type="checkbox"/>	State of Health	<input type="checkbox"/>
<input type="checkbox"/>	Battery Condition	<input type="checkbox"/>
0%		100%
Factory spec cold cranking amps 540		Actual cold cranking amps 540

TIRE / BRAKE WEAR

TIRE TREAD	4/32" to 6/32"	3 to 5mm or 4/32" to 7/32" (Disc) or 1.61 to 2mm (Drum) or 2/32" to 3/32"	Less than 3mm or 4/32" (Disc) or 1.61 or 2/32" or less (Drum)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TIRE WEAR INDICATES	SERVICED	LEFT FRONT	SERVICED	RIGHT FRONT	SERVICED
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Tire Tread Depth 9 / 32"	Tire Age _____	Tire Tread Depth 9 / 32"	Tire Age _____
<input type="checkbox"/>	<input type="checkbox"/>	Tire Wear Pattern / Damage		Tire Wear Pattern / Damage	
<input type="checkbox"/>	<input type="checkbox"/>	Tire Pressure set to factory-recommended PSI		Tire Pressure set to factory-recommended PSI	
<input type="checkbox"/>	<input type="checkbox"/>	Brake Lining 10 mm / 32"		Brake Lining 10 mm / 32"	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Tire Tread Depth 9 / 32"	Tire Age _____	Tire Tread Depth 9 / 32"	Tire Age _____
<input type="checkbox"/>	<input type="checkbox"/>	Tire Wear Pattern / Damage		Tire Wear Pattern / Damage	
<input type="checkbox"/>	<input type="checkbox"/>	Tire Pressure set to factory-recommended PSI		Tire Pressure set to factory-recommended PSI	
<input type="checkbox"/>	<input type="checkbox"/>	Brake Lining 10 mm / 32"		Brake Lining 10 mm / 32"	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Tire Pressure set	Tire Age _____	Tire Pressure set	Tire Age _____

Comments: _____

One site for all your vehicle needs

Advisor: _____
 Customer Signature: _____

Technician: *Michael M...*

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

GCQIS Report Analysis

Report Summary

Report 1 of 2

Query Name: REPORT RETRIEVAL

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Report Detail Section : View Details

Attachments: 0

Report# :	EG3BQ660 CACVOC--or-- C1 0003167167MS	Received:	08/07/2014
CCRG/EPRC:		Date:	
Vehicle:	2013,EXPLORER 4X2 (U502) ,BASE ,4 DOOR ,MPV ,1FM5K7B89D	Build Date:	03/08/2013
Odometer :	9,800 M	Engine:	3.5L CYCLO
Transmission:	6F50	Axle:	
Dealer:	USA 03939 Robbie Roberson Ford, Inc.	Calibration:	DUB1SN0A
City:	Waycross	A/C:	YES
Originator:		Phone#:	912-283-3131
Symptom:	4 47 0 00 ST/RN/MV,ODOR,UNKNOWN,UNKNOWN	State:	Georgia
Status:		Country :	USA
VFG:	V25 FUEL FILLING & DELIVERY		
Additional Symptom:			
Fix:	Causal Component :		
Condition Code:			
Cust:	CAROL ENGLISH	Home Phone:	()
Work Phone:	()	Region:	S3 Orlando
Case Status:	Date: 00 / 00 / 0000	Vehicle Paint:	TUXEDO BLACK METALLI

KOEO:

KOEC:

KOER:

Comments:

No Comments available

Folder Number:

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Requester: FARMSTR8

Report Summary

Server: FCVWS96Z

18-Aug-2014

Retention: None

Ford Proprietary, Private

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[Indicator Summary](#)

[Help](#) [Exit](#)

GCQIS Report Analysis

Report Summary

Report 2 of 2

Query Name: REPORT RETRIEVAL

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Report Detail Section : [View Details](#)

[Attachments: 0](#)

Report# : EGLAM001 NHL

CCRG/EPRC:

Reviewed Status:

Received: 07/12/2014

Date:

Vehicle: 2013,EXPLORER 4X2 (U502) ,BASE ,4 DOOR ,MPV ,1FM5K7B89DC

Build Date: 03/08/2013

Odometer : 9,875 M

Engine:

3.5L
CYCLO

Calibration: DUB1SN0A

Transmission: 6F50

Axle:

A/C: YES

Dealer: USA 03939 Robble Roberson Ford, Inc.

Phone#: 912-283-3131

City: Waycross

State:

Georgia

Country : USA

Originator: SHULLA MORGAN

Symptom: 1 14 2 39 COMF/ENT,INTERIOR ODOR ,CHEMICAL,INTERMITTENT

Status:

VFG: V74 HARD TRIM/SOFT TRIM/OVERHEAD S

Additional Symptom: ODOR AFTER 12-12-04

Fix: **Causal Component :**

Condition Code:

Hotliner: JKOLTZ

Phone: --3179356

Regn Cd: S3 Orlando

Engineering:

Phone:

TAR:

Dir Contact:

Phone:

Title Cde: T

KOEO: P1000:00

KOEC:

KOER:

Comments:

REPAIR 07/12/2014 07:47AM JAMES KOLTZ MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: EXHAUST ODOR COMING FROM A/C VENT AFTER PERFORMING A HEAVY ACCEL (RPM ABOVE 4K , PASSING MANEUVER). CONCERN OCCURS WITH AUX A/C OFF , MAX A/C ON , RECIRC ON . SMELL WILL NOT OCCUR IF A/C SET TO FRESH AIR . DIAGNOSTICS: VERIFIED CONCERN , PERFORM TSB 12-12-04 . NO CHANGE IN ODOR . NO BODY PLUGS , SEALS FOUND FAULTY. COMPARED TO A LIKE VEHICLE WITH MORE MILES . UNDER SAME CONDITIONS SAME ODOR PRESENT . THIS IS NOT AN OVERPOWERING GAS / EXHAUST ODOR , DOES SMELL SULFERY . PARTS REPLACED: 12-12-04 PERFORMED TECH QUESTION: ANY KNOWN CONCERNS ? COURSE OF ACTION ?

RECOMM 07/12/2014 07:47AM JAMES KOLTZ MSS - FCSD - TECH SVC HOTLINE

HI SHULLA, THERE HAVE BEEN A FEW REPORTS OF A CONTINUING ODOR AFTER COMPLETING TSB 12-12-04 ON THESE VEHICLES. PLEASE BE SURE TO REVISIT THE TSB TO ENSURE NONE OF THE STEPS MAY HAVE BEEN OVERLOOKED. IF THE BULLETIN WAS COMPLETED IN ITS ENTIRETY, PLEASE INSPECT THE FOLLOWING: - VERIFY PROPER BODY SEALING AS PER SECTION 501-00 BODY SYSTEM GENERAL INFORMATION OF THE WORKSHOP MANUAL. - INSPECT THE AIR EXTRACTORS FOR POSSIBLE DAMAGE OR IMPROPER SEALING. - INSPECT THE STEERING COLUMN SHAFT BOOT SEAL. - INSPECT FOR EVIDENCE OF BODY REPAIRS AND ENSURE THAT THERE ARE NO MISSING OR POORLY SEATED BODY PLUGS IN THE FLOOR PAN OR ENGINE COMPARTMENT BULKHEAD. - VERIFY THE LIFT GATE SEAL FOR DAMAGE AND PROPER FIT/CONTACT PATTERN. ENSURE THAT THE LIFT GATE PLUGS ARE IN PLACE IN THE DRAIN HOLES. - USE ROTUNDA 134-R0135 LEAK DETECTOR (OR EQUIVALENT) TO LOCATE LEAK POINTS/SEAL OPENINGS. NOTE: SELECTING FRESH AIR HVAC MODE WILL INCREASE CABIN PRESSURES WHICH MAY ASSIST WITH DIAGNOSTICS AND CAN HELP TO REDUCE THE OVERALL CONCERN.

=====ISM 13-07-010 2011-2014 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 12-12-4

REPAIR 07/17/2014 11:15AM KIMBERLY HORVATH MSS - FCSD - TECH SVC HOTLINE

TSB 12-12-04 COMPLETED CORRECTLY , STEER COLUMN SEAL OK, NO OBVIOUS SIGNS OF BODY REPAIR , PRESSURIZE CABIN WITH A/C IN FRESH AIR , NO AIR LEAKS , MASKING TAPE LIFT GATE AREA , ROAD TEST , CONCERN STILL PRESENT . COMPARED TO ANOTHER VEHICLE , SAME CONDITIONS , SAME CONCERN .

RECOMM 07/17/2014 11:15AM KIMBERLY HORVATH MSS - FCSD - TECH SVC HOTLINE

HELLO SHULLA, THANK YOU FOR PROVIDING THE DETAILED CONFIRMATION OF ALL DIAGNOSTIC STEPS AND COMPARISON RESULTS FROM THE LIKE VEHICLE. ALTHOUGH THE CONCERN IS ALSO PRESENT ON THE LIKE

UNIT A SIMILAR CONCERN ON BOTH VEHICLES EXHIBITING AN EXHAUST ODOR IS PRESENT. THE MOST LIKELY LOCATION FOR THIS CONCERN THAT HAS NOT SPECIFICALLY BE REFERENCED IN YOUR PREVIOUS RESPONSE IS THE BODY SEAM SEALS LOCATED RIGHT ABOVE THE EXHAUST AT AND AROUND THE LEFT SIDE REAR BODY VENT (PART OF THE REAR QUARTER PANEL) . IT IS RECOMMENDED TO APPLY ADDITIONAL BODY SEAM SEALER TO THE SEAMS IN THIS AREA AND AFTER THE SEAM SEALER HAS PROPERLY CURED, RE-EVALUATE. IF NOT ALREADY DONE SO, INSPECT THE BODY VENTS THEMSELVES FOR PROPER FITMENT, SEALING AROUND THE VENTS AND ENSURE THE VENTS ARE OPERATIONAL. REPAIR, RESEAL OR REPLACE THE BODY VENTS AS NECESSARY SHOULD ANY CONCERNS BE IDENTIFIED.

ADD-ON 07/17/2014 11:15AM KIMBERLY HORVATH MSS - FCSD - TECH SVC HOTLINE

CONSULT GREG SHIMSHOCK

REPAIR 07/22/2014 11:48AM STEVEN PERRY MSS - FCSD - TECH SVC HOTLINE

REMOVED REAR BUMPER , LOWERED EXHAUST , APPLIED UNDERCOAT @ SEAMS , APPLIED ADDITIONAL COAT TO SEAMS REFERED IN TSB . MASKING TAPE BOTH REAR VENTS , REINSTALLED BUMPER , RETEST . CONCERN STILL PRESENT . NO OBVIOUS ENTRY POINT LOCATED .

RECOMM 07/22/2014 11:48AM STEVEN PERRY MSS - FCSD - TECH SVC HOTLINE

SHULLA, THANK YOU FOR THE UPDATE. SINCE YOU HAVE PERFORMED TSB 12-12-4, AS WELL AS CHECKING AND SEALING THE ADDITIONAL AREAS DESCRIBED, BUT THE EXHAUST ODOR IS PRESENT IN THE VEHICLE, IT IS RECOMMENDED THAT YOU REFER TO [TSB 14-0130](#) TO ADDRESS THIS CONDITION. TSB 14-0130 IS AN UPDATE TO TSB 12-12-4 TO INCLUDE UP TO MODEL YEAR 2015 EXPLORERS. THE AREAS TO INSPECT HAVE NOT CHANGED BETWEEN THE TWO ARTICLES. HOWEVER, THE MAIN DIFFERENCE BETWEEN THEM IS THAT THE FIRST STEP OF THE NEW ARTICLE HAS YOU REPROGRAMMING THE HVAC MODULE TO ITS LATEST CALIBRATION LEVEL USING THE LATEST IDS VERSION, AT THE TIME OF THIS WRITING IS VERSION 91.02A. THIS CALIBRATION OF THE HVAC MODULE HAS A NEW STRATEGY FOR THE REAR AIR EXTRACTORS TO AID IN KEEPING THE EXHAUST ODOR OUT OF THE VEHICLE. TO BETTER ASSIST YOU WITH ANY WARRANTY RELATED QUESTIONS REGARDING WORK DONE BETWEEN THE ARTICLES, THE TECHNICAL SERVICE HOTLINE RECOMMENDS THAT YOU REFER TO THE DEALERSHIP WARRANTY ADMINISTRATOR, THE WARRANTY AND POLICY MANUAL, OR YOU MAY CONTACT THE WARRANTY ASSISTANCE CENTER FOR CLARIFICATION.

=====

ADD-ON 07/22/2014 11:48AM STEVEN PERRY MSS - FCSD - TECH SVC HOTLINE

CONSULTED SME NICK LAMILZA ON TSB 14-0130

REPAIR 07/25/2014 05:48PM KIMBERLY HORVATH MSS - FCSD - TECH SVC HOTLINE

PERFORMED TSB 14-0130 , HVAC REFLASHED , NEW AIR EXTRACTOR INSTALLED . CONCERN STILL PRESENT . THERE ARE NO OBVIOUS BODY SEALING CONCERNS . WHEN CONCERN OCCURS THE AUX A/C IS NOT ON .

RECOMM 07/25/2014 05:48PM KIMBERLY HORVATH MSS - FCSD - TECH SVC HOTLINE

HI SHULLA, BASED ON THE INFORMATION PROVIDED IN [TSB 14-0130](#) PARTS LIST REPLACEMENT OF THE

RIGHT AND LEFT WHEEL LIP MOLDING IS LISTED FOR REPLACEMENT WHEN PERFORMING THIS TSB. IF NOT ALREADY DONE SO, IT WOULD BE RECOMMENDED TO REVIEW THE NEWLY RELEASED TSB PARTS AND SERVICE PROCEDURE. IF THE WHEEL LIP MOLDINGS WERE NOT REPLACED AND THE TSB PERFORMED PRECISELY AS INDICATED A REPEAT CONCERN MAY OCCUR. IF THE ODOR RETURNS AFTER PROPER COMPLETION OF THE TSB ANOTHER BODY SEAM, DOOR SEAL, OR MISSING BODY PLUG MAY BE ALLOWING FUMES TO ENTER THE VEHICLE WITH OR WITHOUT AN EXHAUST LEAK. IF NOT ALREADY DONE SO IT WOULD BE RECOMMENDED TO PRESSURIZE THE CABIN AREA BY PLACING THE VEHICLE'S HVAC SYSTEM ON HIGH, HVAC SET TO FRESH AIR, BODY VENTS TAPED OFF AND ALL WINDOWS AND DOORS CLOSED. ALLOW THE VEHICLE TO BUILD CABIN PRESSURE. NOW SPRAY AROUND ALL BODY SEAMS, SEALS, DOORS, WEATHER STRIPPING, BODY PLUGS ETC WITH SOAPY WATER. IF BUBBLES ARE LOCATED THIS WILL INDICATE A LEAKING SEAL OR COMPONENT THAT MAY ALLOW EXHAUST FUMES TO ENTER THE VEHICLE. RESEAL OR REPLACE THE INDICATED COMPONENT AS NECESSARY AND THEN RE-EVALUATE FOR THE ODOR CONCERN.

REPAIR 07/28/2014 10:36AM DEANDRE DAVIS MSS - FCSD - TECH SVC HOTLINE

INBOUND CALL FROM TECHNICIAN SHULLA MORGAN. SHULLA CONFIRMED THAT TSB 12-12-04(14-0130) WAS PERFORMED AS OUTLINED AND THE AUXILIARY AIR CONDITIONING WAS NOT RUNNING WHEN THE CONCERN IS PRESENT. SHULLA ALSO CONFIRMED THAT THE CONCERN WAS ONLY PRESENT WHEN IN RECIRC MODE, AND THE EXHAUST SMELL COULD NOT BE DETECTED IN FRESH AIR MODE. SHULLA VERIFIED THAT THE CONCERN COULD ONLY BE DUPLICATED UNDER HEAVY ACCELERATION WHEN PERFORMING A PASSING MANEUVER.

RECOMM 07/28/2014 10:36AM DEANDRE DAVIS MSS - FCSD - TECH SVC HOTLINE

HI SHULLA, THANK YOU FOR THE DETAILED INFORMATION PROVIDED. SINCE CONFIRMED THAT TSB 14-0130 HAS BEEN PROPERLY PERFORMED AND THIS CONCERN IS COMPARABLE TO SEVERAL LIKE UNITS. THIS CONCERN SHOULD BE CONSIDERED A NORMAL CHARACTERISTIC AT THIS TIME. PLEASE UNDERSTAND THAT ENGINEERING IS AWARE OF THIS CONCERN AND IS THIS CONCERN IS CURRENTLY UNDER INVESTIGATION. AT THIS TIME, IT IS RECOMMENDED TO RETURN THE VEHICLE TO THE CUSTOMER AND PLEASE INFORM THE CUSTOMER TO OPERATE THE VEHICLE IN FRESH AIR MODE. THIS WILL INCREASE CABIN PRESSURES WHICH AND HELP REDUCE THE OVERALL CONCERN.

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Requester: FARMSTR8

Report Summary

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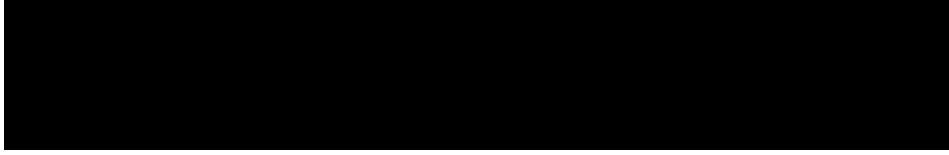
Ford Proprietary, Private

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18-Aug-2014

Retention: None

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**Service of Process
Transmittal**

11/18/2015

CT Log Number 528188389

TO: Chris Dzbanski
Ford Motor Company
1 American Rd, Whq 421-E6
Dearborn, MI 48126-2798

RE: Process Served in Indiana

FOR: Ford Motor Company (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED], Pltfs. vs. Ford Motor Company, Dft.

DOCUMENT(S) SERVED: Summons, Appearance and Demand, Complaint, Exhibit(s)

COURT/AGENCY: Fountain County Superior Court, IN
Case # [REDACTED] 6

NATURE OF ACTION: Product Liability Litigation - Lemon Law - 2014 Ford Explorer, VIN# 1FM5K8D83EG [REDACTED]

ON WHOM PROCESS WAS SERVED: C T Corporation System, Indianapolis, IN

DATE AND HOUR OF SERVICE: By Certified Mail on 11/18/2015 postmarked on 11/13/2015

JURISDICTION SERVED : Indiana

APPEARANCE OR ANSWER DUE: Within 23 days from the date of receipt

ATTORNEY(S) / SENDER(S): Scott M. Cohen
Krohn & Moss, Ltd.
10 North Dearborn Street, 3rd Floor
Chicago, IL 60602
312-578-9428

ACTION ITEMS: CT has retained the current log, Retain Date: 11/19/2015, Expected Purge Date: 11/24/2015

Image SOP

Email Notification, Chris Dzbanski cdzbansk@ford.com

Email Notification, Mary Ann MacKinnon mmackin1@ford.com

SIGNED: C T Corporation System
ADDRESS: 150 West Market Street
Suite 800
Indianapolis, IN 46204
TELEPHONE: 312-345-4336

PLEASE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL



Krohn & Mo
10 N Dearbor
Chicago IL 6

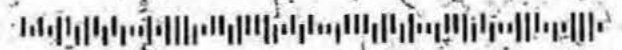
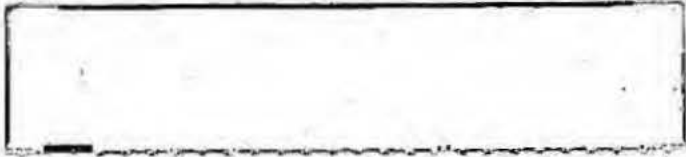


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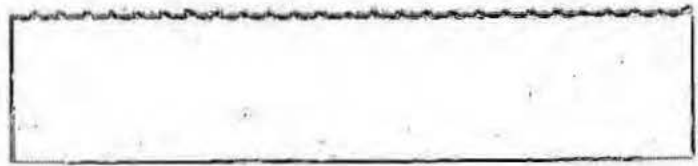


06280000704567

30383



Ford Motor Company
c/o CT Corporation System
150 West Market Street, Suite 800
Indianapolis IN 46204-2814



FILED

NOV 10 2015

Jessica Woodrow
CLERK FOUNTAIN CIRCUIT COURT

STATE OF INDIANA)
) S.S.
COUNTY OF FOUNTAIN)

Fountain County Clerk's Office
PO Box 183
Covington, IN 47932
(765) 793-2192

[REDACTED]

Plaintiff(s)

Cause No: [REDACTED]

FORD MOTOR COMPANY

Defendant(s)

SUMMONS

THE STATE OF INDIANA TO THE DEFENDANT:

Ford Motor Company
c/o CT Corporation System
150 W. Market Street, Suite 800
Indianapolis, IN 46204

You have been sued by the person(s) identified as "Plaintiffs" in the Court stated above.

The nature of the suit against you is stated in the COMPLAINT which is attached to this SUMMONS. It also states the demand which Plaintiffs have made against you.

You must either personally or by your attorney file your written answer to the COMPLAINT with the Clerk within twenty (20) days commencing the day after this SUMMONS and the COMPLAINT were personally served upon you or your agent or left for you by the Sheriff or other process server.

In the event the SUMMONS and COMPLAINT were left for you and you then receive by first class mail (not certified) a copy of the SUMMONS alone, this mailing is merely a confirmation that the SUMMONS and COMPLAINT were previously left for you. You should not consider the date on which you receive the mailed SUMMONS as the commencement date for the time period allowed for your answer. Rather, the time period allowed for your written answer commences on the date when the SUMMONS and COMPLAINT were first personally served upon you or your agent or left for you by the Sheriff or other process server.

However, if you or your agent first received the SUMMONS and the COMPLAINT by certified mail, you have twenty-three (23) days from the date of receipt to file your written answer with the Clerk.

If you fail to answer the COMPLAINT of the Plaintiffs within the times prescribed herein, judgment will be entered against you for the Plaintiffs have demanded.

If you claim against the Plaintiffs arising from the same transaction or occurrence, you may be required to assert such claim in writing together with your written answer.

The following manner of service is hereby designated: Certified Mail by attorney

KROHN & MOSS, LTD.
Scott M. Cohen
Attorney for Plaintiffs
10 North Dearborn Street, 3rd Floor
Chicago, Illinois 60602
(312) 578-9428
Attorney No. 21489-45

Date: 11/10/15

CLERK OF THE FOUNTAIN CIRCUIT AND SUPERIOR COURTS

By: *Jessica Woodrow*
Deputy Clerk

IN THE SUPERIOR COURT
FOUNTAIN COUNTY, INDIANA

FILED

NOV 10 2015

Jessica Woodrow
CLERK FOUNTAIN CIRCUIT COURT

[REDACTED]

Plaintiffs,

v.

FORD MOTOR COMPANY,

Defendant.

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No. [REDACTED]

COMPLAINT

COME NOW the Plaintiffs, [REDACTED], by and through Plaintiffs' attorneys, KROHN & MOSS, LTD., and for their Complaint against Defendant, FORD MOTOR COMPANY, allege and affirmatively state as follows:

PARTIES

1. Plaintiffs, [REDACTED] ("Plaintiff"), are individuals who at all times relevant hereto resides in the State of Indiana.
2. Defendant, FORD MOTOR COMPANY ("Manufacturer"), is a foreign corporation authorized to do business in the State of Indiana and is engaged in the manufacturer 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 Warrick Motor Co. ("Seller"). Manufacturer does business in all counties of the State of Indiana.

BACKGROUND

3. On or about July 9, 2014, Plaintiffs purchased from Seller a 2014 Ford Explorer ("Explorer"), Vehicle Identification No. 1FM5K8D83EG [REDACTED] for valuable consideration. (A copy of Plaintiffs' purchase contract is attached hereto and marked as Exhibit "A").
4. The price of the Explorer, excluding registration charges, document fees, sales

tax, and other collateral charges, such as bank and finance charges, totaled approximately \$43,639.42.

5. In consideration for the purchase of the Explorer, Manufacturer issued and supplied to Plaintiffs several written warranties, including a three (3) year or thirty-six thousand (36,000) mile bumper to bumper factory warranty, five (5) year or sixty thousand (60,000) mile powertrain warranty, as well as other standard warranties fully outlined in the Manufacturer's written warranty booklet.

6. Manufacturer engages in nationwide advertising campaigns to sell and/or distribute vehicles, including the subject vehicle, to the public through a system of authorized selling agents of Manufacturer, including Seller herein.

7. Manufacturer's authorized selling agents, including the Seller herein, are required by Manufacturer to post Manufacturer's name and logo on a sign outside of the Seller's place of business.

8. Manufacturer's authorized selling agents, including the Seller herein, are required by Manufacturer to produce to Seller's customers brochures for the sale of Manufacturer's vehicles that are printed and authored by Manufacturer.

9. Manufacturer's authorized selling agents, including the Seller herein, are required by Manufacturer to enter into written sales and servicing agreements with Manufacturer.

10. Manufacturer requires all authorized selling agents, including Seller herein, to provide customers, including Plaintiffs herein, with Manufacturer's written warranty described above at the time of sale.

11. In requiring Seller to provide Manufacturer's written warranty, Manufacturer undertakes, at the time of sale, the responsibility of repairing its vehicles, including the subject vehicle herein, and makes the accompanying promise to repair in consideration for the sale of the

vehicle.

12. Manufacturer issues and supplies to consumers, including Plaintiffs herein, its written warranty described above as an inducement for the sale of the subject vehicle.

13. Manufacturer provides Seller with a hidden rebate/commission after Plaintiffs' purchase of the subject vehicle that is not reflected on Plaintiffs' purchase documents as an incentive to Seller selling Manufacturer's automobiles as an agent to Manufacturer.

14. On or about July 9, 2014, Plaintiffs took possession of the Explorer and shortly thereafter experienced the various defects and/or non-conformities listed below that substantially impair the use, value and/or safety of the Explorer.

15. Plaintiffs brought the Explorer to Seller and/or other authorized service dealers of Manufacturer for various defects and non-conformities, including but not limited to the following:

- a. Defective engine and/or exhaust system as evidenced by an exhaust/sulfur smell in the passenger cabin, a ticking noise, the ignition hard to turn, and difficulty starting the vehicle;
- b. Defective transmission and/or suspension system as evidenced by a shimmy and vibration condition;
- c. Defective electrical system as evidenced by the display cluster intermittently coming on, the battery prematurely draining, and the digital speedometer failing to match the dial speedometer when in cruise control;
- d. Defective body and trim as evidenced by the driver's side panel rear door sticking out past the rear body panel; and
- e. Any additional complaints made by Plaintiffs that are contained in Defendant's records or on any dealer repair orders.

16. The defects and/or non-conformities in the vehicle render it unfit for its ordinary purpose in that the Explorer did not provide Plaintiffs with reliable transportation and the vehicle was not substantially free from defects and/or non-conformities.

17. Manufacturer was unable and/or failed to adequately repair the Explorer after

being afforded a reasonable number of attempts to do so.

18. The limited repair or replacement of defective parts remedy contained in Manufacturer's warranty failed of its essential purpose pursuant to I.C. 26-1-2-719(2) due to Manufacturer's failure to repair the Explorer within a reasonable time.

19. Manufacturer was unable and/or failed to adequately repair the defects and/or non-conformities in the Explorer as provided in Manufacturer's warranty after being afforded a reasonable opportunity to do so pursuant to 15 U.S.C. § 2310(e).

20. Plaintiffs justifiably lost confidence in the Explorer's safety and/or reliability, and said defects have substantially impaired the value of the Explorer to Plaintiffs.

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

22. Per the directive in Manufacturer's written warranty as described above, Manufacturer designated its authorized dealers as the entities to receive notice of defects in the Explorer for purposes of performing repairs on the vehicle.

23. Manufacturer was further notified of the defects in Plaintiffs' vehicle as a result of Manufacturer's approval of warranty claims on the vehicle and reimbursement to its dealers of the same.

24. As a result of the defects and non-conformities in the Explorer and Manufacturer's failure to timely repair the same, on October 15, 2015, Plaintiffs notified Manufacturer of the defects in writing and revoked acceptance of the vehicle. (A copy of said letter is attached hereto and marked as Exhibit "B").

25. At the time of revocation, the Explorer was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear.

26. Manufacturer refused Plaintiffs' demand for revocation and has refused to provide Plaintiffs with the remedies to which Plaintiffs are entitled upon revocation.

27. The Explorer remains in a defective and unmerchantable condition, and continues to exhibit the above mentioned defects and/or non-conformities that substantially impair its use, value and/or safety.

28. Plaintiffs have been and will continue to be financially damaged due to Manufacturer's failure to comply with the provisions of its written and implied warranties.

29. Plaintiffs did not submit their claims for informal dispute resolution, since Defendant does not maintain an informal dispute resolution program in the State of Indiana that is certified by the Indiana Attorney General and because Defendant does not require the same per the plain language of its written warranty. (See Letter from the Indiana Attorney General attached as Exhibit "C" identifying that Defendant does not maintain a certified IDR program).

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

30. Plaintiffs re-allege and incorporate by reference as though fully set forth herein, paragraphs 1-29 of this Complaint.

31. Plaintiffs are purchasers of a consumer product who received the Explorer during the duration of a written warranty period applicable to the Explorer and who are entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

32. Manufacturer is a person engaged in the business of making a consumer product directly available to Plaintiffs.

33. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

34. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiffs' Complaint in that the Explorer was manufactured, distributed, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

35. Plaintiffs' purchase of the Explorer was accompanied by written factory warranties for any non-conformities or defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the Explorer to repair the Explorer or take other remedial action free of charge to Plaintiffs with respect to the Explorer in the event that the Explorer failed to meet the specifications set forth in said undertaking.

36. Said warranties were the basis of the bargain of the contract between the Plaintiffs and Manufacturer for the sale of the Explorer to Plaintiffs.

37. Said purchase of Plaintiffs' Explorer was induced by, and Plaintiffs relied upon, these written warranties.

38. Plaintiffs have met all of their obligations and preconditions as provided in the written warranties.

39. As a direct and proximate result of Manufacturer's failure to comply with its written warranties, Plaintiffs have suffered damages and, in accordance with 15 U.S.C. § 2310(d), Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief.

WHEREFORE, Plaintiffs pray for judgment against Manufacturer as follows:

- a. Return of all monies paid or in the alternative applicable damages pursuant to section 2-714 of the Commercial Code, and all incidental and consequential damages incurred;
- b. Incurred and/or needed costs of repair;
- c. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred by the Plaintiffs; 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

40. Plaintiffs re-allege and incorporate by reference as though fully set forth herein, paragraphs 1-29 of this Complaint.

41. The Explorer purchased by Plaintiffs was subject to an implied warranty of merchantability as defined in 15 U.S.C. § 2301(7) running from the Manufacturer to the intended consumers, Plaintiffs herein.

42. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly available to Plaintiffs.

43. 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.

44. Pursuant to 15 U.S.C. § 2308, Plaintiffs' Explorer was impliedly warranted to be substantially free of defects and non-conformities in both material and workmanship, and thereby fit for the ordinary purpose for which the Explorer was intended.

45. The Explorer was warranted to pass without objection in the trade under the contract description, and was required to conform to the descriptions of the vehicle contained in the contracts and labels.

46. The above described defects in the Explorer render the Explorer unfit for the ordinary and essential purpose for which the Explorer was intended.

47. As a result of the breaches of implied warranty by Manufacturer, Plaintiffs have suffered and continues to suffer various damages.

WHEREFORE, Plaintiffs pray for judgment against Manufacturer as follows:

- a. Return of all monies paid or in the alternative applicable damages pursuant to section 2-714 of the Commercial Code, and all incidental and consequential damages incurred;
- b. Incurred and/or needed costs of repair;
- c. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred by the Plaintiffs; and,
- d. Such other and further relief that the Court deems just and appropriate.

COUNT III
REVOCATION OF ACCEPTANCE PURSUANT TO SECTION 2310(d)
OF THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

48. Plaintiffs re-allege and incorporate by reference as though fully set forth herein, paragraphs 1-29 of this Complaint.

49. Manufacturer's tender of the Explorer was substantially impaired to Plaintiffs.

50. Manufacturer's tender of the Explorer, which was substantially impaired to Plaintiffs, constitutes a violation of 15 U.S.C. § 2310(d).

WHEREFORE, Plaintiffs pray for judgment against Manufacturer as follows:

- a. Return of all monies paid, satisfaction of all liens, and all incidental and consequential damages incurred;
- b. Incurred and/or needed costs of repair;
- c. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred by the Plaintiffs; and,
- d. Such other and further relief that the Court deems just and appropriate.

COUNT IV
INDIANA MOTOR VEHICLE PROTECTION ACT

51. Plaintiffs re-allege and incorporate by reference as though fully set forth herein, paragraphs 1-29 of this Complaint.

52. Plaintiffs have presented the Explorer to Seller and/or other authorized service dealers of Manufacturer within the term of protection and have tendered the subject vehicle four (4) or more times for the same defects and/or non-conformities, and those defects and/or non-

conformities continue to exist and/or the Explorer have been out of service for thirty (30) business days and the non-conformities continued to exist after the thirtieth (30th) business day.

53. Pursuant to the Act, the Explorer does not conform to the express warranties issued to Plaintiffs by Manufacturer.

54. Pursuant to the Act, Plaintiffs are entitled to a refund of the full price of the vehicle, including all collateral charges and finance charges, and/or a replacement vehicle, plus all attorneys' fees and costs.

WHEREFORE, Plaintiffs pray for judgment against Manufacturer as follows:

- a. At the Plaintiffs' option per I.C. § 24-5-13-10, Plaintiffs pray for either the return of the Explorer's purchase price together with all collateral charges made for the Explorer, including but not limited to sales tax, finance interest charges, document fees, registration charges, use tax, and other taxes; or, a comparable replacement vehicle;
- b. Incidental and consequential damages incurred by Plaintiffs;
- c. All reasonable attorneys' fees, witness fees, court costs and other fees incurred by the Plaintiffs, and;
- d. Such other and further relief that this Court deems just and appropriate.

JURY DEMAND

* Plaintiffs demand trial by jury on all issues in this action.

Respectfully Submitted,
PAIGE GALLOWAY
STACEY GALLOWAY

By: 
Scott M. Cohen

KROHN & MOSS, LTD.
Attorneys for Plaintiffs
10 North Dearborn St, 3rd Floor
Chicago, Illinois 60602
(312) 578-9428
Attorney No: 21489-45

EXHIBIT A

WARRICK MOTOR CO., INC.

141 South Stringtown Road

COVINGTON, IN 47932

765-793-2233

765-793-2225



DATE	7/9/2014	SALESPERSON	MIKE PATTI
[REDACTED]			

CITY	Covington, IN
RESIDENCE PHONE	[REDACTED]
BUSINESS PHONE	[REDACTED]

PLEASE ENTER MY ORDER FOR THE FOLLOWING:
 NEW USED DEMONSTRATOR CAR TRUCK

YEAR	2014	MAKE	FORD	SERIES	EXPLORE 2	TYPE	WAGON
COLOR	WHITE	UPPER		TRIM		FACT ORDER #	
STOCK NO.	5584	V.I.N. #	1FMSK8D839E4 [REDACTED]		TO BE DELIVERED ON OR ABOUT	07/09/14	
PRICE OF VEHICLE	\$ 41,046.19						
ACCESSORIES							
FREIGHT							

USED CAR TRADE-IN AND/OR OTHER CREDITS

MAKE OF TRADE-IN	FORD	YEAR	2003	BODY TYPE	4 DR
SERIES	EXPEDITION EDDIE SAUER		COLOR	White	
VEHICLE I.D. NUMBER	[REDACTED]				
BALANCE OWED (Good Until)) \$ N/A				
BALANCE OWED TO	VERIFIED BY:				
TRADE-IN ALLOWANCE	\$ 4,000.00				
CASH DEPOSIT WITH ORDER (RECEIPT #)) \$ 1.00				
TOTAL CREDITS (Transfer To Left Column)	\$ 4,000.00				

Purchaser is responsible for and shall pay the amount, if any, by which the Balance Owed on the Trade-In exceeds the Trade-In Allowance.

WARRANTY INFORMATION

NEW OR DEMONSTRATOR: If the Vehicle is a new or demonstrator vehicle, the only written warranty provided with respect to the Vehicle and factory installed accessories is the most recent applicable printed warranty which is made solely by the Manufacturer of the Vehicle.

Dealer installed Accessories are not included in the Manufacturer's warranty on the Vehicle and may or may not be included in separate written warranties which are made solely by Manufacturers of the Accessories.

USED IF THIS AGREEMENT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

ALL VEHICLES: WHETHER THE VEHICLE IS NEW, A DEMONSTRATOR OR USED, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY THE DEALER ON HIS OWN BEHALF, DEALER DISCLAIMS ALL WARRANTIES, WRITTEN, EXPRESS OR IMPLIED, INCLUDING ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND DEALER EXPRESSLY DISCLAIMS ANY LIABILITY TO PURCHASER FOR ANY CONSEQUENTIAL DAMAGES, LOSS OF TIME OR INCONVENIENCE ARISING OUT OF THE PURCHASE OR OPERATION OF THE VEHICLE.

Terms of Payment of Balance Due on Delivery:
 CASH \$ CONSUMER CREDIT FINANCING BY OR THROUGH DEALER

THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE OF THIS ORDER ARE INCORPORATED BY REFERENCE AND ARE A PART OF THIS ORDER.

\$ 41,046.19	TOTAL SALES PRICE	\$ 41,046.19
4,000.00	Less: Trade-In Allowance	
\$ 37,046.19	Trade Difference - Indiana Tax Price	
	Sales Tax (Computed in Indiana on Tax Price)	\$ 2,593.23
	DOC	\$ 50.00
		\$ N/A
		\$ N/A
	TOTAL DELIVERED PRICE, Rebates:	\$ 1,500.00
	Plus: Balance Owed on Trade-In	\$ N/A
	LESS: TOTAL CREDITS (Transferred From Rt. Column)	\$ 4,000.00
	BALANCE DUE ON DELIVERY	\$ 38,139.42

TRADE-IN CERTIFICATION THE CUSTOMER CERTIFIES HIS/HER TRADE-IN VEHICLE HAS NEVER BEEN TITLED UNDER A STATE OR FEDERAL "BRAND" SUCH AS "DEFECTIVE", "REBUILT", "SALVAGE", "FLOOD" ETC. (INITIAL) [REDACTED]

Purchaser acknowledges that the Additional Terms and Conditions printed on the reverse side of this Order are a part of this Order. Both sides of this Order constitute a single agreement which supersedes any prior agreement or understanding between Dealer and Purchaser. Purchaser acknowledges receipt of a completed and signed copy of this Order. This Order shall not be valid unless signed by Dealer or an authorized representative of Dealer.

ACCEPTED BY: [Signature] TITLE: F.W. McGee

PURCHASE [REDACTED] PURCHASE [REDACTED]

THIS ORDER IS AN OFFER BY PURCHASER TO BUY THE VEHICLE. IF THE OFFER IS ACCEPTED BY THE DEALER IT BECOMES A COMPLETE CONTRACT OF SALE AND THE DEALER HAS NO OBLIGATIONS OR RESPONSIBILITIES NOT EXPRESSLY SET FORTH IN THE ORDER. BEFORE SIGNING THIS ORDER READ IT CAREFULLY.

EXHIBIT B

Krohn & Moss, Ltd.

Main Office
10 N. Dearborn St., 3rd Floor
Chicago, IL 60602
www.krohnandmoss.com

Writer's Direct Number
(312) 578-9428 Ext. 252
Writer's Direct Facsimile
(866) 431-5575
Writer's Direct E-Mail
jbarker@consumerlawcenter.com

Writer licensed to practice
only in:
California
Illinois
Indiana
Missouri
Texas

October 15, 2015

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

RE: [REDACTED] v. Ford Motor Company

Vehicle: 2014 Ford Explorer
VIN: 1FMSK8D83EG [REDACTED]
Our File No: [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individuals regarding claims against your company pursuant to the Indiana 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 clients 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 clients requires payment of our attorneys' fees. If you settle directly with our clients 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 clients' 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/exhaust system as evidenced by an exhaust/sulphur smell and exhaust leaking into the passenger cabin, a ticking noise, the ignition hard to turn, a slow start;

2. Defective Transmission/Suspension system as evidenced by a shimmy and vibration;
3. Defective electrical system as evidenced by display cluster intermittently comes on and battery goes down and the digital speedometer failing to match the dial speedometer when in cruise control;
4. Defective body/trim as evidenced by the driver's side panel rear door sticking out past the rear body panel; and
5. Any additional complaints made by our clients that 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 clients have 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. [REDACTED]

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.

My clients' 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. [REDACTED] v. Chevrolet Motor Division, [REDACTED].

Therefore, you are hereby notified that my clients are revoking acceptance of this vehicle. My clients have 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 clients have 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 clients will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your

October 15, 2015

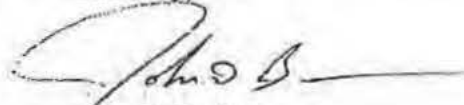
damages. Moreover, my clients need return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial 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 clients have 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 clients by your failure to do so.

Our attorneys' fees are minimal at this stage and we would prefer to resolve this case 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,



John D. Barker
Attorney at Law

JDB/jb

cc: [REDACTED]

EXHIBIT C



STATE OF INDIANA

OFFICE OF THE INDIANA ATTORNEY GENERAL

CONSUMER PROTECTION DIVISION

302 W. WASHINGTON STREET, 5TH FLOOR • INDIANAPOLIS, IN 46204-2770

www.IndianaConsumer.com

GREG ZOELLER
INDIANA ATTORNEY GENERAL

PHONE: 317.232.6330
FAX: 317.233.4393

February 12, 2015

John Barker
Krohn & Moss
10 N. Dearborn St., 3rd Floor
Chicago, IL 60602

RE: Indiana Lemon Law Certified Informal Dispute Resolution Programs

Dear Mr. Barker:

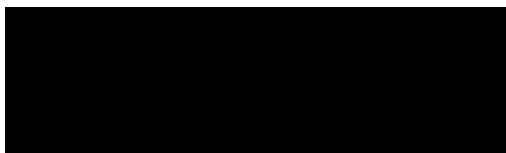
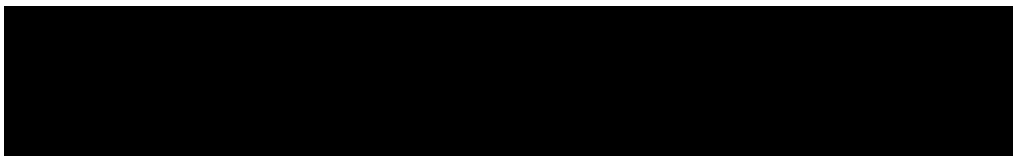
Per your request, the informal dispute resolution programs currently certified by the Indiana Attorney General's office pursuant to Indiana Code §24-5-13-19, are:

General Motors, including Saturn;
Volkswagen of America;
Mitsubishi Motors of America;
Kia Motors America;
Isuzu Motors America;
Honda, including Acura;
Nissan, including Infiniti;
Hyundai Motor America.

If I can provide additional information, feel free to call me at (317) 234-6784.

Sincerely,

Mark Snodgrass
Deputy Attorney General
Consumer Protection Division
Mark.Snodgrass@atg.in.gov



OH



KAHN & ASSOCIATES
L.L.C.

6200 Rockside Woods Blvd. · Suite 215 · Independence, Ohio 44131
Phone: (216) 621-6101 · Fax: (216) 621-6006
www.KahnAndAssociates.com

OGC 13
Consumer 13

August 14, 2015

VIA FIRST CLASS U.S. MAIL

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

RECEIVED
AUG 24 2015

Re:	Revocation of Acceptance
Our Client:	██████████ ██████████ ██████████
Vehicle:	2015 Ford Explore
Date of Purch/Lease:	July, 2014
VIN:	1FM5K8D87FG ██████████
Current Mileage:	18000
Our File No:	150407LL / ██████████ ██████████ V. FORD

Dear Sir/Madam:

Please be advised that this office has been retained by Mr. & Mrs. ██████████ ██████████ regarding the above-referenced vehicle which was obtained from Klagen Ford (1089 W Main St, Kent, Ohio 44240). Since that time, our client's vehicle has undergone repeated repair attempts for a number of defects and nonconformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and nonconformities include, but are not limited to, the following:

1. Exhaust System;
2. Odors;
3. Any and all additional complaints actually made, whether contained on company invoices or otherwise.

These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the Ohio Lemon Law, the Magnuson-Moss Warranty Act and the Ohio Uniform Commercial Code. Because the "purchase of a new car is a major investment [which is] rationalized by the peace of mind that flows from its dependability and safety..." these defects have understandably caused our client to

lose all faith and confidence in the vehicle's integrity. Zabriskie Chevrolet, Inc. v. [REDACTED]
(N.J. Super. Ct. 1968).

Therefore, you (and the authorized dealer) are hereby notified that [REDACTED] is revoking acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our client may return the vehicle and recoup these expenses. **DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO ONE OF OUR LAW OFFICES.**¹

If you wish to resolve this matter expeditiously or merely apprise us of your position, please contact this office as soon as possible. Knowing we have to wait up to forty (40) days for an arbitration decision prior to filing with the court, we will be preparing the arbitration application immediately. If we do not hear anything from you and/or we receive an unfavorable decision from the arbitration panel, we have been directed to commence formal legal proceedings against you.²

Sincerely,



Steve Ipri
Attorney for Jacob and Amy Garretson

cc: [REDACTED]

¹Until this matter is resolved, Mr. & Mrs. [REDACTED] reserves the right to make appointments to have current and future defects repaired by any authorized dealer of the consumer's choice, especially while the vehicle remains under warranty.

² However, if the consumer has already completed the informal arbitration process, we will begin preparing a formal complaint to be filed with the Court in fourteen (14) days.

From: Klaben Ford Lincoln Service

330 873 9518

08/19/2015 09:40

#983 P.007/007



Klaben Ford Lincoln, Inc
1089 West Main St
Kent, Ohio 44240
Phone: (330) 873-3139
Tel Free: 1-800-688-3139

Quick Lane
1080 West Main St
Kent, Ohio 44240
Phone: (330) 593-6800
Fax: (330) 593-6836

Warranty Statement & Disclaimer. The only warranty on parts and products sold in conjunction with repairs performed by Klaben Ford Lincoln, Inc. are those of the manufacturer or supplier of the parts and products. Klaben Ford Lincoln, Inc. hereby expressly disclaims all warranties either express 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 Klaben Ford Lincoln, Inc. in connection with such parts and products. Klaben Ford Lincoln, Inc. warrants its workmanship and labor performed in conjunction with repairs for 90 days or 4,000 miles, whichever comes first. If there is a failure within the stated period due to our workmanship, we will perform the necessary labor to remedy the failure.

In the event that you, the customer, authorize commencement but do not authorize completion of a repair service, a charge will be imposed for disassembly, reassembly or partially completed work. Such a charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

Form containing vehicle information (VIN: 1FMSK8D87FG), customer details (KENT OH), service dates (07/25/14), and a statement of disclaimer. Includes fields for license, phone, work phone, and various codes.

CUSTOMER COPY - PAGE 02

From: Klaben Office

330 677 2876

08/19/2015 09:53

8236 P.001/001

(330) 673-3139

RETAIL LEASE ORDER

(800) 686-3139



KLABEN FORD LINCOLN, INC.

www.klaben.com email: ford@klaben.com
1069 W. MAIN STREET • RT.66 • KENT, OHIO 44240



Control # 213915 Deal # 0301112 email [redacted] Date 07/25/2014

Customer [redacted] Phone [redacted]

Address [redacted] City KENT State OH Zip [redacted]

Pursuant to the terms and conditions listed herein, the undersigned lessee hereby agrees to lease the listed vehicle from a third party if Dealer can obtain third party approval.

Stock No. FN6010P	Year 2015	Make FORD	Model EXPLORER XLT	Body Style WAGON 4 DOOR
Color DARK SIDE ME	Interior CHARCOAL BLA	Serial Number 11P1N151K1A1D1A1751G [redacted]		

Documents incorporated herein:
 Promised Warranty
 Vehicle Delivery Report
 Arbitration Agreement
 See STATEMENT OF WARRANTY On Reverse Side

REMARKS:

ADDITIONAL GOODS & SERVICES:
 NON REFUNDABLE LOYALTY LINK
 \$319

ODOMETER STATEMENT
 The odometer of the above described vehicle now reads 12 miles/kilometers and is accurate unless checked below.
 Odometer mileage is not accurate. Refer to the Federal Odometer Statement for full disclosure.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY)
 THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF LEASE.

TRADE-IN INFORMATION 1

Year	Make	Model
Body Style	Mileage	Color
Serial		

TRADE-IN INFORMATION 2

Year	Make	Model
Body Style	Mileage	Color
Serial		

TRADE-IN FINANCIAL SUMMARY

Allowance 1) \$ NA 2) \$ NA
 Lease Payoff 1) \$ NA 2) \$ NA
 Equity (Negative Equity) 1) \$ NA 2) \$ NA

NEGATIVE EQUITY DISCLOSURE & CONSENT
 The Customer acknowledges and requests that \$ NA be added into the "Total Cash Price" because the balance owed on the trade-in vehicle(s) or the amount owed on the lease turn-in vehicle(s) exceeds the trade-in allowance(s) from Dealer by this same amount, known as negative equity.
 Signature [redacted]

1. (a) BASE MONTHLY PAYMENT	\$ 344.92
(b) SALES OR USE TAX (County PORTAGE Rate 7.00%)	\$ NA
(c)	\$ NA
(d) TOTAL MONTHLY PAYMENT	\$ 344.92

2. (a) TERM# OF LEASE PAYMENTS	34
(b) MILEAGE ALLOWANCE	27000
(c) CHARGE PER EXCESS MILE	30
(d) PURCHASE OPTION PRICE	\$ 28061.50

3. (a) CAPITALIZED COST/CASH PRICE OF VEHICLE	\$ 40664.00
(b) DOCUMENTARY FEE	+ \$ 250.00
(c) ACQUISITION FEE	+ \$ 845.00
(d) CAPITALIZED SALES TAX	+ \$ 574.44
(e) NEGATIVE EQUITY	+ \$ NA
(f) PRIOR LEASE BALANCE	+ \$ NA
(g) ADD'L EQUIPMENT (LISTED TO LEFT)	+ \$ 344.92
(h)	+ \$ NA
(i) GROSS CAPITALIZED COST/TOTAL CASH PRICE	= \$ 42756.84
(j) CASH DOWN PAYMENT } CAPITALIZED	- \$ 4390.84
(k) EQUITY IN TRADE-IN(S) } COST REDUCTION	- \$ NA
(l) ADJUSTED CAPITALIZED COST	= \$ 38366.00

4. (a) CASH DOWN PAYMENT	\$ 4290.84
(b) REBATE(S)/FACTORY INCENTIVE(S)	+ \$ 1000.00
(c) SALES TAX PAID UP FRONT	+ \$ 650.34
(d) EQUITY IN TRADE-IN	+ \$ NA
(e) SECURITY DEPOSIT	+ \$ NA
(f) 1ST MONTH'S ADVANCE PAYMENT	+ \$ 344.92
(g) TITLE/REGISTRATION FEES	+ \$ 83.75
(h)	+ \$ NA
(i)	+ \$ NA
(j) TOTAL PAYMENT DUE AT INCEPTION	= \$ 10419.87

5. (a) EQUITY IN TRADE-IN(S)	1000 / 700 / 400	\$ NA
(b) INITIAL PAYMENT/CASH DOWN	4390 / 6119.87 / 4390	- \$ 4419.87
(c) OTHER CREDITS		+ \$ NA
(d) REBATE(S)	5000	+ \$ 1000.00
(e) TOTAL CASH & EQUITY (MUST EQUAL 4 (j))		= \$ -10419.87

Notice to the Customer: (1) Do not sign this agreement before you read it, or if it contains any blank spaces to be filled in. (2) This agreement supersedes all previous agreements between Dealer and Customer. (3) The front and back of this Agreement and all other documents signed by the customer in connection with this lease, which are incorporated into this retail lease order, comprise the entire Agreement pertaining to this lease. The Customer has read the matter printed on the back hereof and agrees to it as part of the Document the same as if it were printed above Customer signature. (4) The Customer agrees that the Customer is not relying on any verbal representations concerning this vehicle and that all statements, representations or promises, oral or written, are accurately reflected in and integrated into this Document. (5) The Customer certifies that (a) he is 18 years of age or older. RECEIPT OF A FILLED-IN COPY OF THIS AGREEMENT IS HEREBY ACKNOWLEDGED BY THE CUSTOMER.

[redacted] DEALER OR HIS AUTHORIZED REPRESENTATIVE.
 Date 07/25/2014
 Signature [redacted]

Salesperson (Other Agrees) MATT RYB Accepted By: Klaben Ford Lincoln, Inc. [Signature]

RECEIVED 08/19/2015 10:30 3302969802

TRI-WAY REBAR INC.

From: Klaben Ford Lincoln Service

330 673 9518

08/19/2015 09:40

#983 P.006/007

KLABEN AUTO STORES

Klaben Ford Lincoln, Inc
1089 West Main St
Kent, Ohio 44240
Phone: (330) 673-3139
Toll Free: 1-800-686-3139

Quick Lane
1089 West Main St
Kent, Ohio 44240
Phone: (330) 593-8800
Fax: (330) 583-6836

Warranty Statement & Disclaimer: The only warranty on parts and products sold in conjunction with repairs performed by Klaben Ford Lincoln, Inc are those of the manufacturer or supplier of the parts and products. Klaben Ford Lincoln, Inc hereby expressly disclaims all warranties either written 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 a party liability in connection with said parts and products. Klaben Ford Lincoln, Inc warrants its workmanship and labor performed in conjunction with repairs for 90 days or 4,000 miles, whichever comes first. There is a labor credit when the stated period due to our willingness, we will perform the necessary labor to remedy the failure.

In the event, that you, the customer, authorize commencement but do not authorize completion of a repair service, a charge will be imposed for diagnostic reassembly, or partially completed work. Such a charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

VEHICLE IDENTIFICATION		REGISTRATION	EXPIRE DATE	TITLE NO.
1FM5K8D87FG		3509	10/24/14	
YEAR	MAKE	MODEL	COLOR	TAG NO.
15	FORD	EXPLORER X	DARK SIDE	04382
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.
213915				FN6010F
				DEPT. DATE
				06/26/14
				SERV. ADV.
				740
				TERMS
				CASH
CUST. LABOR RATE	DEPT. DATE	DEPT. MILES	MESSAGE NO.	WORK DATE
	07/25/14	12	3508	10/14/14
				07/25/14

THANK YOU FOR LETTING US SERVICE YOUR VEHICLE.
SOON YOU MAY RECEIVE A SURVEY FROM FORD, WE HOPE WE'VE
COMPLETELY SATISFIED YOU AND EXCEEDED YOUR EXPECTATIONS.

IF SO, WE WISH YOU WOULD GIVE US EXCELLENT MARKS. IF YOU
ARE NOT SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR OR
A MEMBER OF OUR SERVICE MANAGEMENT TEAM AT 330-673-3139.

LINE	OF CODE	PREL. TO	TECH	HOURS	BY	TYPE	AMOUNT
A *							
Com EXHAUST/CONVERTERS Customer states that there is an exhaust smell when heat is on and vehicle is being driven highway speeds (60 mph). CCC=E41							
Cau see tsb 14-0130-attached							
CAUS=61280B62 CCC=E41 CC=07							
Cor checked tsbs/ssms-ordered part per recall 14-0130-attached removed rear bumper and replaced left body vent, reassembled bumper and cleaned sealed all seams, undercoated repair and installed drain valves per tsb.							
Ford Motors Data							
ClnTyp: 11 CstCrn: E41 MilInd: CondCd: 07 ManRev: HidInd:							
= NOT AVAILABLE 2.00 140130B F29							
45 F29 W							
IA 2 ADHESIVE 1 W							
BB5Z 7829164 AA MOULDING 1 W							
BB5Z 7829165 AA MOULDING 1 W							
4M8Z 54280B62 A VALVE ASY - 2 W							
X BB5Z 61280B62 B GRILLE ASY - 1 W							
Line Total.....							

E +
Com LINE ADDED TO CLAIM TRANSPORTATION ASSISTANCE PROGRAM DAYS
Cau tap 1, claim 2 days

CUSTOMER COPY - PAGE 01

<p>STATEMENT OF DISCLOSURE</p> <p><input type="checkbox"/> CASH <input type="checkbox"/> CHECK CHECK NO. _____</p> <p><input type="checkbox"/> VISA MASTERCARD AMERICAN EXP. DISCOVER</p> <p><input type="checkbox"/> DEBIT CARD <input type="checkbox"/> FORD CREDITCARD</p> <p>_____ CUSTOMER SIGNATURE</p>	<p>BY SIGNING OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES COVERED UNDER WARRANTY WERE PERFORMED AT NO CHARGE TO OWNER. THERE HAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE, OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) THIRTY (30) DAYS FROM THE DATE OF THIS WORK NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REP.</p> <p>_____ (SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>
---	--

RECEIVED 08/19/2015 10:30 3302969802

TRI-WAY REBAR INC.

From: Klaben Ford Lincoln Service

330 673 9518

08/19/2015 09:39

8983 P.004/007



Klaben Ford Lincoln, Inc
1089 West Main St
Kent, Ohio 44240
Phone: (330) 673-3138
Tel Free: 1-800-686-3139

Quick Lane
1080 West Main St
Kent, Ohio 44240
Phone: (330) 593-6800
Fax: (330) 593-6836

Warranty Statement & Disclaimer: The only warranty on parts and products used in connection with repairs performed by Klaben Ford Lincoln, Inc. are those of the manufacturer or supplier of the parts and products.

In the event that you, the customer, authorize someone other than us to authorize completion of a repair service, a charge will be assessed for diagnostic, reassembly, or partially completed work.

Form with fields for VEHICLE IDENTIFICATION, MILEAGE OUT, DATE OUT, INVOICE NO., YEAR, MAKE, MODEL, COLOR, TAG NO., CUST. NO., LICENSE, HOME PHONE, WORK PHONE, STOCK NO., BIRTH DATE, SERVICE ADV., TERMS, CUST. LABOR RATE, DELIV. DATE, DELIV. MILES, MILEAGE TO, DATE IN, and SERVICE DATE.

WE STRIVE TO PROVIDE YOU WITH A GREAT EXPERIENCE. FORD MOTOR COMPANY MAY BE SENDING YOU A SURVEY. PLEASE RESPOND AND LET US KNOW HOW WE DID.

THANK YOU FOR LETTING US SERVICE YOUR VEHICLE.

Com check for source of exhaust burning smell from exhaust happens after the vcar has been driven awhile...
Cau TEST DROVE ON RTE 261 FOR 5 MILES WHILE TRYING TO VERIFY THE SMELL COMING FROM EXHAUST. COULD NOT VERIFY ON THAT TEST DRIVE. CHECKED FOR ISB AND SSM NONE APPLIED AT THIS TIME. RAISED ON HOIST AND INSPECTED EXHAUST FOR ANY LEAKS AND LOOKED FOR ANY FLUID LEAKS ALSO. NO EXHAUST OR OIL LEAKS. TEST DROVE AGAIN AFTER LETTING CAR SIT AND COOL DOWN AND TEST DROVE ON INTERSTATE 76 TO GILHCREST RD AND BACK TO RTE 43 AND TO DEALER. STILL NOT NOT VERIFY THE CONCERN.
Cor TEST DROVE LAST NIGHT AND STILL NO SMELL. CHECKED FOR CODES IN HVAC NO CODES. TECH COULD NOT VERIFY CONCERN AT THIS TIME. RECOMMEND TRYING A DIFFRENT FUEL IS SULFUR IS WHAT BEING SMELLED.
45 F67 I
Line Total.....

E +
Com RENTAL VEHICLE WHILE CAR IS IN FOR SERVICE WORK
Cau P18 Rental Car
Cor LOANER WHILE IN FOR SERVICE
Ford Motors Data
CimTyp: 13 CstCrn: A99 MilInd: CondCd: 82 ManRev: HldInd:

CUSTOMER COPY - PAGE 01

Form with sections for STATEMENT OF DISCHARGE (CASH, CHECK, VISA, MASTERCARD, AMERICAN EXP, DISCOVER, DEBIT CARD, YOUNG CITICARD) and ON BEHALF OF SERVICE DEALER (SIGNATURE, DEALER GENERAL MANAGER OR AUTHORIZED PERSON).

From: Klaben Ford Lincoln Service

330 673 9518

08/19/2015 09:39

9883 P.003/007

[REDACTED]		1FM5K8D87FG		15754	15754	05/22/15 10:15	06/23/16
15	FORD	EXPLORER X	DARK SIDE	02251	PARTIAL-COMPLETE-P		
	06/25/14	07/25/14	07/25/14	12	No Charge		
213915	(330) 328-4863	(330) 328-4863	(330) 328-4863	FN6010F	Jason Demarco (365)		

[REDACTED]

.....
 * [] CASE [] CHECK CHECK NO. []
 * [] VISA, MASTERCARD, AMERICAN EXP, DISCOVER
 * [] DEBIT CARD [] FORD CITYCARD
 *

[REDACTED]

CUSTOMER SIGNATURE

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

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

05/20/15 08:54

INVOICE

OFFICE COPY

Page 2 of 2

KLABEN AUTO STORES

Klaben Ford Lincoln, Inc
1080 West Main St
Kent, Ohio 44240
Phone: (330) 873-3139
Tel Fax: 1-800-886-3139

Quick Lane
1080 West Main St
Kent, Ohio 44240
Phone: (330) 593-8800
Fax: (330) 593-8336

Warranty Disclaimer & Coverage: The only warranty on parts and products sold in connection with repairs performed by Klaben Ford Lincoln, Inc. are those of the manufacturer or supplier of the parts and products. Klaben Ford Lincoln, Inc. hereby expressly disclaims all warranties, written or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither Klaben Ford Lincoln, Inc. nor any of its employees or agents, in connection with such parts and products. Klaben Ford Lincoln, Inc. warrants its workmanship and labor performed in conjunction with repairs for 90 days or 4,000 miles, whichever comes first. If there is a failure within the stated periods due to our workmanship, we will perform the necessary labor to remedy the failure.

In the event that you, the customer, authorize commencement but do not authorize completion of a repair service, a charge will be assessed for diagnosis, assessment, or partially completed work. Such a charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

[REDACTED]		VEHICLE IDENTIFICATION	MILEAGE ODS	DATE INP	WARRANTY NO.
[REDACTED]		1FMSK8D87E [REDACTED]	10355	03/27/15	[REDACTED]
KENT	OH	YEAR	MAKE	MODEL	COLOR
		15	FORD	EXPLORER X	DARK SIDE
					TAG NO.
					04654
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	VEHICLE NO.	PROD. DATE
213915		[REDACTED]	-	FNG0102	06/26/14
					WARRANTY ADV.
					TERMS
					CASH
CUST. LABOR RATE	DEPTV. DATE	DEPTV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE
	07/25/14	12	10287	03/20/15	07/25/14
WE STRIVE TO PROVIDE YOU WITH A GREAT EXPERIENCE. FORD MOTOR COMPANY MAY BE SENDING YOU A SURVEY. PLEASE RESPOND AND LET US KNOW HOW WE DID.			**THANK YOU FOR LETTING US SERVICE YOUR VEHICLE.**		
LINE	OR CODE	PAID-CD	TECH	HOURS/WT	TRIP
	CauPrt: RENTAL				
	59P18				
Code	Misc Charge	Inv#/Info	Days	Hours	
REN	Rental	34726	1	1.0 W	
Line Total.....					
Warranty Claim Type: F			Authorization Code:		
TOTAL-CUSTOMER,			NoCharge		
CUSTOMER COPY - PAGE 02					
STATEMENT OF DISCLAIMER			ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED		
HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES COVERED UNDER WARRANTY			WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEAR		
CASH CHECK CHECK NO.			ANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS		
VISA MASTERCARD AMERICAN EXP. DISCOVER			CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE, OR PRODUCT		
DEBIT CARD FORD CREDITCARD			RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) TRAIL FROM THE DATE OF EACH		
.....			EFFECT NOTIFICATION AT THE SERVICE DEALER UPON INSPECTION BY MANUFACTURER'S REP.		
CUSTOMER SIGNATURE			(SIGNATURE) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		

[REDACTED]

[REDACTED]

Report# : G62G6920 CACVOC--or-- C1 0008102879MS
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2014,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV ,1FM5K7D84EG [REDACTED]
Odometer : 41,331 M **Engine:** 3.5L CYCLO
Transmission: 6F55 **Axle:**
Dealer: USA 00905 Parkway Ford Lincoln **Phone#:** 336-724-5921
City: Winston Salem **State:** North Caroli **Country :** USA
Originator:
Symptom: 8 89 2 34 SAFE/SEC,SMOKE/ODOR,PASSNGR AREA,HOT
Status:
VFG: V99 ALL OTHER
Additional Symptom:
Fix: **Causal Component :**
Condition Code:

Cust: WALLACE GASTLEY

Home Phone: ()

Work Phone: ()

Region: S2 Charlotte

Case Status: **Date:** 00 / 00 / 0000

Vehicle Paint: RUBY RED TC

KOEO:

KOEC:

KOER:

OWNREL 06/28/2016 06:20PM

"By Brian Miller" - I spoke to Ms. [REDACTED] today. She stated they took a trip over the weekend. within an hour of driving they noticed exhaust fumes in the passenger area. It seems to be coming through the a/c vents. She stated by the time they arrived at their destination the passengers felt dizziness and headaches. She feels the vehicle is unsafe and wants this to be repaired or replaced with a new one. The vehicle has had 3 repairs for this concern. On December 2015 we installed a redesigned muffler assembly. Per Hotline it was designed specifically to correct this issue. I have her scheduled to bring the vehicle in tomorrow morning for us to inspect her concern. I also submitted a request for OGC review.

Requester: ATAYLO29
Report Summary
Server: ECCVWS962

Ford Proprietary, Private
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30-Jun-2016
Retention: None

Report# : F9IDC012 NHL
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2014,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV ,1FM5K7D84EG [REDACTED]
Odometer : 26,800 **Engine:** 3.5L CYCLO
Transmission: 6F55 **Axle:**
Dealer: USA 00905 Parkway Ford Lincoln
City: Winston Salem **State:** North Caroli **Country :** USA
Originator: MIKE SCOTT
Symptom: 8 89 2 39 SAFE/SEC,SMOKE/ODOR,PASSNGR AREA,INTERMITTENT
Status:
VFG: V99 ALL OTHER
Additional Symptom: EXHAUST SMELL UNDER ACCEL
Fix: **Causal Component :**
Condition Code:

Hotliner: CBROW497 **Phone:** 001-313-3179349 **Regn Cd:** S2 Charlotte
Engineering: **Phone:** **TAR:**
Dir Contact: MIKE SCOTT **Phone:** **Title Cde:** T

KOEO:
KOEC:
KOER:

CONCER 09/09/2015 03:10PM CLEOPHAS BROWN MSS - FCSD - TECH SVC HOTLINE

Web Form Data Description of Vehicle Concern: STRONG EXHAUST ODOR INSIDE OF VEHICLE WHILE DRIVING, ESPECIALLY ON HARD ACCEL Please list any diagnostics already performed: VERIFIED CONCERN, TSB 14-0130 HAS ALREADY BEEN PERFORMED. INSPECTED FOR SKIPS IN SEAM SEALER ANYWAY, NONE FOUND. INSPECTED LR AIR EXTRACTOR FOR MISALIGNMENT OR DAMAGE, NONE FOUND. INSPECTED AND FOUND BOTH LIFTGATE DRAIN VALVES ARE ALSO INCORRECT LOCATION Parts Replaced: NONE Your Question: ANY KNOWN ISSUES WITH SIMILAR COMPLAINTS? REPAIR ADVICE?

RECOMM 09/09/2015 03:10PM CLEOPHAS BROWN MSS - FCSD - TECH SVC HOTLINE

Mike, Some degree of odor may be characteristic, if it only occurs after a hard acceleration or Wide Open Throttle. However, if the concern is excessive, then we also know that this concern is due to exhaust entering the vehicle through openings. If you have revisited TSB 14-0130 and determined that it was performed properly, we recommend that you use Masking Tape to seal the rear air extractors. Next, start the vehicle, turn the A/C on (Fresh Air), and set the Blower Motor to high speed. Close all Doors and Windows,then use soapy water in a spray bottle in the following areas - Underbody Seams and Rubber Grommets - Rear Wheel Well and Tail light Seams - Rear Deck Lid and Side Glass Panel Seals - the License Plate area Mark any areas found to have leaks through the presence of air

bubbles and turn the vehicle and AC off. Clean and dry all marked areas, then seal using Motorcraft Seam Sealer TA-2. Allow 20 minutes to dry, then remove the masking tape from the extractors. Verify the Liftgate Seal contact pattern, and inspect the seal for damage. Lastly, use the IDS to enter Module Programming and attempt to reflash the HVAC Module to the latest calibration. Be sure to answer YES to get the latest calibration.

ADD-ON 09/09/2015 03:10PM CLEOPHAS BROWN MSS - FCSD - TECH SVC HOTLINE

Article ISM 1507013 SOME 2011-2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 14-0130 HAS BEEN COMPLETED.

CONCER 12/03/2015 10:17AM SAUL PAREDONES MSS - FCSD - TECH SVC HOTLINE

Web Form Data Description of Vehicle Concern: C-S under acceleration there is an exhaust smell coming inside the passenger area with the aux climate control on. Please list any diagnostics already performed; We performed TSB 14-0130 twice and concern returned. Parts Replaced: Parts from TSB. Your Question: The concern is still present after TSB. Is there a fix for this concern?

RECOMM 12/03/2015 10:17AM SAUL PAREDONES MSS - FCSD - TECH SVC HOTLINE

Brian, If the TSB 14-0130 has already been performed then make sure that the lift gate is properly sealing with the body. The lift gate striker can be adjusted in order to get a better seal, it is important to makes sure of a good seal at the lift gate due to the exhaust fumes can be entering the cabin causing the exhaust smell. Also if not done so already attempt to reprogram the HVAC module to the latest calibration, a later calibration may be available since the TSB 14-0130 was performed. If the smell is still present after the lift gate seal has been confirmed to be a good tight seal and the HVAC module to the latest calibration then, install new updated muffler assembly part EB5Z-5230-A and retest. Removal and installation can be found in section 309-00 of the online workshop manual (WSM).

ADD-ON 12/03/2015 10:17AM SAUL PAREDONES MSS - FCSD - TECH SVC HOTLINE

Article ISM 1507013 SOME 2011-2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 14-0130 HAS BEEN COMPLETED.

CONCER 12/03/2015 10:19AM

We have made sure it is sealing. Do we replace both mufflers with the same part#?

RECOMM 12/03/2015 10:32AM BRADLEY RAMM MSS - FCSD - TECH SVC HOTLINE

Brian, The complete rear exhaust should come as a unit. Starting at in front of the muffler and ending at the rear tail pipes.

Requester: ATAYLO29

Report Summary

Server: ECCVWS962

Ford Proprietary, Private

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30-Jun-2016

Retention: None

From: DCPFORM, FMCDealer (.)
Sent: Tuesday, June 28, 2016 2:09:49 PM (UTC-05:00) Eastern Time (US & Canada)
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: bmiller@parkwayford.com
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: Parkway Ford Lincoln

Requesting Dealer Fleet: Parkway Ford Lincoln

PA Code: 00905

Contact Person: Brian Miller

Title: Service Director

Phone Number: 336-724-5921

Fax Number: 336-631-5785

Email: bmiller@parkwayford.com

Region: Charlotte

Address: 2104 Peters Creek Pkwy

City: Winston Salem

State: North Carolina

Zip Code: 27127

CUSTOMER VEHICLE INFORMATION:

Warranty Start Date: 08/26/2013

Vehicle Year: 2014

Vehicle Model: Explorer

Vehicle VIN: 1FM5K7D84EG [REDACTED]

Mileage: 41331

customer Fleet N [REDACTED]

Street Address: [REDACTED]

City : Clemmons

State : North Carolina

Zip Code : [REDACTED]

Home Phone [REDACTED]

Work Phone [REDACTED]

Customer Region: [REDACTED]

DETAILS OF INCIDENT:

Medical Attention Sought

Date of Incident: 2016-06-25

County incident occurred: Forsyth

Is customer alleging a component defect CAUSED the incident? YES

Details: Exhaust fumes in passenger area. Causing headaches and dizziness.

Was a police report filed? NO

Details :

Has the insurance company been contacted? NO

Insurance company advised:

Insurance company contact information:

Coach builder:

City :

State :

Zip Code :

Vehicle Location: Customer's address

Attorney information:

CVO Contact:

Resolution Customer is seeking: Have vehicle repaired or replaced

Comments:

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AZ

Pryor, Ramirez & Amar LLC

attorneys at law

Luis Ramirez, Esq. 40 W. Baseline Rd., Suite 203 Tempe, AZ 85283
(480) 947-7755 (phone) (866) 663-3497 (fax) lramirez@pryorandamar.com

November 16, 2015

Sent Via US Mail to:

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

RECEIVED

RE: [REDACTED] v. Ford Motor Company
Vehicle: 2013 Ford Explorer VIN # 1FM5K7D83DG [REDACTED]
Our File Number: PA201500151

OGG 115
Consumer Claims

Dear Sir/Madam:

Pryor, Ramirez & Amar, LLC represents [REDACTED] in their claims against Ford Motor Company pursuant to the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301 *et seq.* ("MMWA") and Arizona warranty law. The claims pertain to our clients' 2013 Ford Explorer VIN #1FM5K7D83DG [REDACTED] ("Explorer"). Please direct all future contacts and correspondence to Pryor, Ramirez & Amar, LLC as listed above.

The Explorer has experienced severe and repeated defects throughout its warranty. According to our clients and the vehicle repair records, the Explorer was subject to repairs for the following defects and conditions: noxious condition wherein exhaust fumes enter the cab (7 repair attempts), seat (2 repair attempts), cup holder panel (2 repair attempts), engine, rear park assist light, front end, sync system, and rear door child safety lock. The vehicle has also been out of service 34 days due to its attempted repairs. This repair history is unreasonable.

The repair history exceeds what statute and common law define as unreasonable. See [REDACTED] *v. Fletcher Jones Imports*, [REDACTED]; [REDACTED] *v. Monaco*, [REDACTED]; [REDACTED] *v. Winnebago Indus.*, [REDACTED] (D. Ariz. 2004); [REDACTED] *v. Winnebago*, [REDACTED] (D. Ariz. 2004); [REDACTED] *v. Burroughs Corp.*, [REDACTED] (Ariz. App. 1980); [REDACTED] *v. Morgensen Motors*, [REDACTED] (Ariz. App. 1982). Further, Ford has admitted the

defective nature of the conditions within the F-250 by authorizing repairs under warranty. See [REDACTED] (“[b]y attempting to repair the rear window seal and the brakes under warranty, [the manufacturer] admitted the defective nature of these conditions”).

The defects and repair history have caused substantial impairment in the use and value of the subject vehicle to our clients. Moreover, the repeated repairs are not consistent with the Ford name and expectation of quality. As such, after giving your authorized dealership repair agents more than a reasonable opportunity to resolve these defects and conditions, our clients have no other option but to pursue legal recourse. This letter constitutes additional direct written notification of the nonconformities in Mr. and Mrs. [REDACTED] Explorer and of our clients’ intent to pursue claims under 15 U.S.C. § 2301 *et seq.* and Arizona law.

To avoid litigation, our clients request a reasonable monetary settlement, plus payment of their attorneys’ fees pursuant to the fee-shifting provisions of the MMWA and Arizona Law. See 15 U.S.C. § 2310(d). Our clients would prefer to resolve this matter at this early stage and save the parties the burden and extra expense of litigation.

Accordingly, please contact our office within fourteen (14) days if you wish to resolve this matter. If we are not contacted within that time, we will be forced file a formal claim in Court. It is our desire, however, to work out these issues with Ford Motor Company efficiently and in a manner that is best for all parties involved. Thank you for your attention and expected cooperation.

Sincerely,



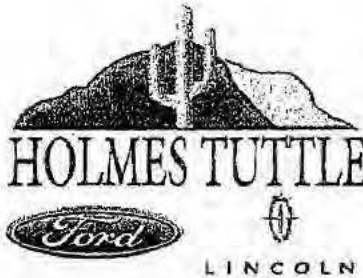
Luis Ramirez, Esq.

Cc: [REDACTED]



ALL MAKES, ALL MODELS

660 W. Auto Mall Drive
Tucson, AZ 85705
PHONE: (520) 292-3675
Toll Free: (877) 787-7164
www.holmestuttle.com



Medium Duty/Motor Home
Truck Service Center

HOURS:
Monday through Friday
7:00am to 7:00pm
Saturday
7:00am to 6:00pm
20337

CUSTOMER NO.	ADVISOR	TAGI NO.	INVOICE DATE	INVOICE AMT
[REDACTED]	LESTER BALLESTEROS	4643 H8	09/27/13	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
[REDACTED]			12,364	RED RUBY ME
[REDACTED]	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
[REDACTED]	13/FORD TRUCK/EXPLORER/4DR FWD XLT	02/16/13	26	
TUCSON, AZ	VEHICLE ID. NO.	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	1 F M 5 K 7 D 8 3 D G	NOT USED		
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE	
[REDACTED]			09/27/13	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 12364	

LABOR & PARTS
J# 1 97FOZ PAINTLESS DENT REPAIR TECH(S):1102 INTERNAL
PDR- LT QTR

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

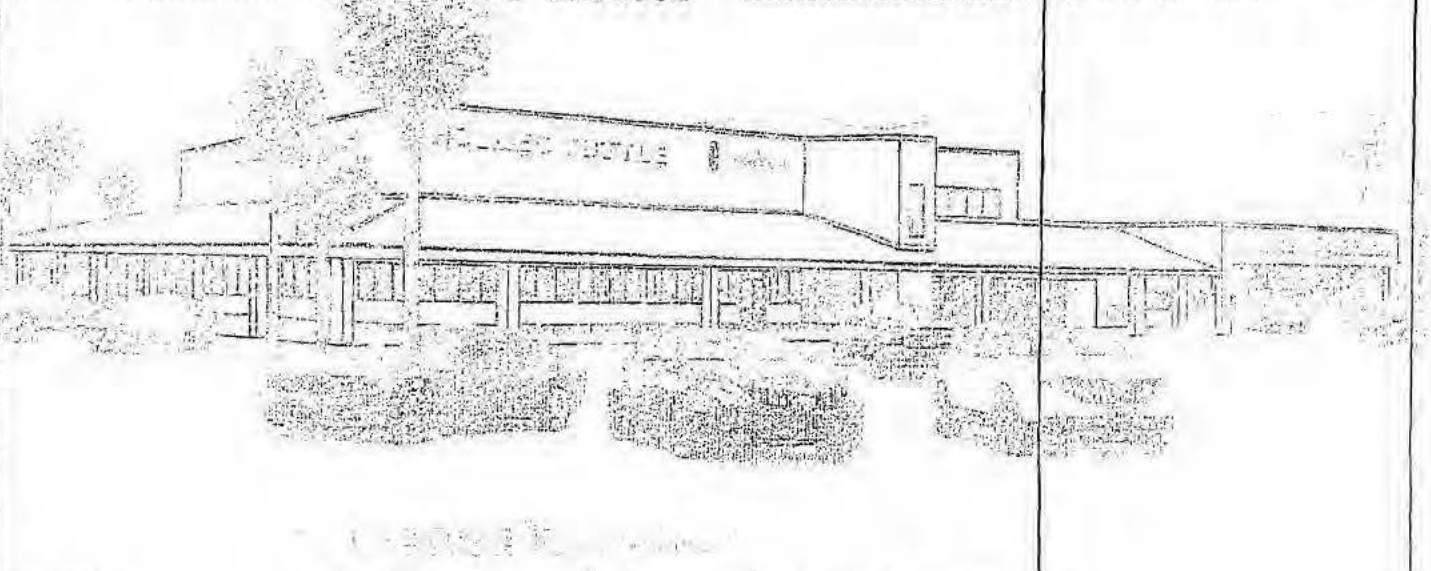
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TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those of 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.

LIMITED WARRANTY
Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.

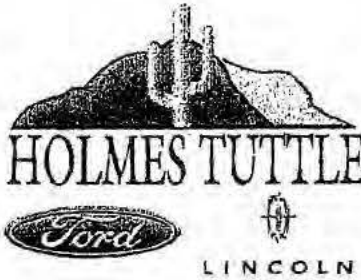
CUSTOMER SIGNATURE *****
DUPLICATE INVOICE *****





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Saturday
7:00am to 5:00pm
20337

CUSTOMER NO.	ADVISOR JIMMY DABOUL	TAG NO. 2943 720J	INVOICE DATE 01/17/14
	LABOR RATE	LICENSE NO.	MILEAGE 19,766
	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/4DR FWD XLT	COLOR RED RUBY ME	DELIVERY DATE 02/16/13
	VEHICLE I.D. NO. 1 F M 5 K 7 D 8 3 D G	SELLING DEALER NO.	DELIVERY MILES 26
	R.T.E. NO.	R.C. NO.	PRODUCTION DATE NOT USED
	BUSINESS PHONE	COMMENTS	R.O. DATE 01/17/14

MO: 19766

LABOR & PARTS
 J# 1 66FOZ-Q99P MULTIPOINT INSPECT TECH(S):7604 0.00
 PERFORM QCM MULTIPOINT INSPECTION
 ---FREE TO CUSTOMER---
 MAINTENANCE
 Gas Vehicle Multi-Point Inspection All Gas

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 66FOZ*2013*MAL MAINTENANCE-4 LIFE TECH(S):7604 11.20
 GAS ENGINE --- MAINTENANCE FOR LIFE ---
 CHANGE OIL AND FILTER- ROTATE TIRES (EXCLUDES DUAL REAR
 WHEELS)- CHECK TIRE PRESSURES- VEHICLE INSPECTION.
 IN ACCORDANCE TO THE MANUFACTURER'S "NORMAL USE/ LESS SEVERE
 USE" SERVICE INTERVAL RECOMMENDATION LISTED IN THE OWNER'S
 MANUAL.
 MAINTENANCE
 PERFORMED LUBE, OIL AND FILTER CHANGE
 PERFORMED TIRE ROTATION

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 2 1 FL-500-S FILTER ASY - 0 8.45 4.39 4.39
 JOB # 2 5 XO-5W20-QSP ENGINE OIL SAE 4.50 3.10 15.50
 JOB # 2 TOTAL PARTS 19.89
 JOB # 2 TOTAL LABOR & PARTS 31.09

J# 3 66FOZ-MISCL QUICK LANE GAS TECH(S):7604 0.00
 CUSTOMER STATES THEY SMELL A BURNING ODOR WHEN OVERTAKING
 A CAR BETWEEN 45-60MPH. INSPECT FOR ANY OIL CAUSING ODOR
 NO OIL LEAKS FOUND. EXHAUST HAS NO APPARENT LEAKS.
 NO PROBLEMS FOUND

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

J# 4+00E0Z-GBK GREEN BRAKES TECH(S):7604 0.00
 Added Operation (MELISSAL @ 01/17/2014 09:29)
 MEASURED BRAKE PADS/DR SHOES
 BRAKES ARE GOOD AT THIS TIME
 INSPECTION PERFORMED

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

J# 5+00FOZ-GTIRE TIRES GOOD TECH(S):7604 0.00
 Added Operation (MELISSAL @ 01/17/2014 09:29)
 TIRE MEASUREMENTS ARE GOOD AT THIS TIME

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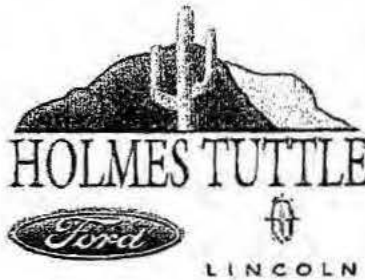
LIMITED WARRANTY
 Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.

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CUSTOMER NO.	ADVISOR JIMMY DABOUL	TAG NO. 2943 72QJ	INVOICE DATE 01/17/14
	LABOR RATE	LICENSE NO.	MILEAGE 19,766
	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/4DR FWD XLT	COLOR RED RUBY ME	
TUCSON, AZ	VEHICLE I.D. NO. 1 F M 5 K 7 D 8 3 D G	DELIVERY DATE 02/16/13	DEBIT PRICE 26
	R.T.E. NO.	P.O. NO.	SELLING DEALER NO. NOT USED
	BUSINESS PHONE	COMMENTS	R.O. DATE 01/17/14

MO: 19766

INSPECTION PERFORMED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5 TOTAL PARTS						0.00
JOB # 5 TOTAL LABOR & PARTS						0.00
J# 6+00F02-GBATT			GREEN BATTERY			0.00
Added Operation (IMELISSAL @ 01/17/2014 09:29)						
BATTERY TESTED						
BATTERY TESTED GOOD AT THIS TIME						
NO BATTERY ATTENTION NEEDED AT THIS TIME						

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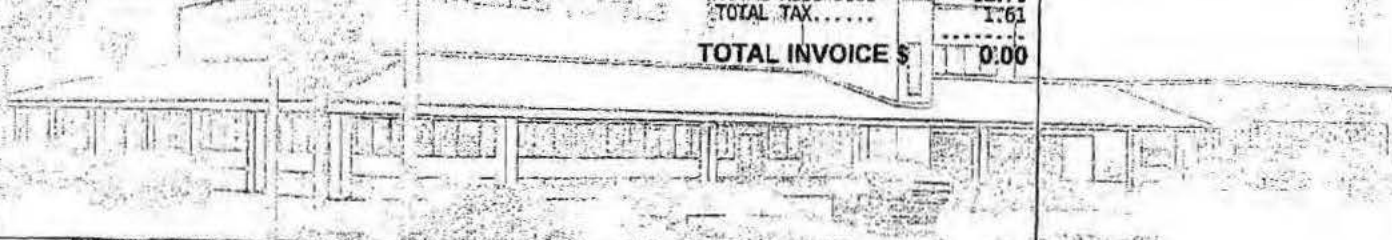
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 6 TOTAL PARTS						0.00
JOB # 6 TOTAL LABOR & PARTS						0.00

LIMITED WARRANTY
Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 1	HMFL	HTFLM MAINT FOR LIFE		-32.70
TOTAL - MISC				-32.70

COMMENTS	WAITER	
	BOOKED ML	
	CLOSED 1.17.14 ML	
TOTALS		
TOTAL LABOR	11.20	
TOTAL PARTS	19.89	
TOTAL SUBLET	0.00	
TOTAL G.O.G.	0.00	
TOTAL MISC CHG.	0.00	
TOTAL MISC DISC	-32.70	
TOTAL TAX	1.61	
TOTAL INVOICE \$	0:00	

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CUSTOMER SIGNATURE

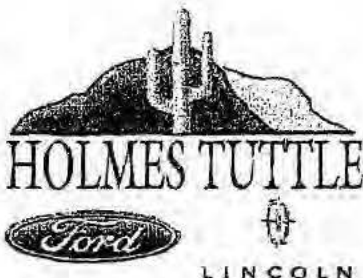
DUPLICATE INVOICE

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CUSTOMER NO.	ADVISOR JIMMY DABOUL	TAG NO. 2943	INVOICE DATE 01/23/14
	LABOR RATE	LICENSE NO.	MILEAGE 20,209
	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/4DR FWD XLT	DELIVERY DATE 02/16/13	COLOR RED RUBY ME
TUCSON, AZ	VEHICLE I.D. NO. 1 F M 5 K 7 D 8 3 D G	SELLING DEALER NO.	PRODUCTION DATE 26
	F.T.E. NO.	R.O. NO.	NOT USED
	BUSINESS PHONE	COMMENTS	R.O. DATE 01/23/14
			REPRINT# 1

MO: 20209

LABOR & PARTS
 J# 1 74F0ZWAR1 FRONT END SPECIALTY TECH(S):2944
 FACTORY WARR/CUSTOMER STATES -
 LEFT REAR SHOCK LEAKING UPON LAST SERVICE INSPECTION
 VERIFIED CUSTOMER CONCERN THAT LR SHOCK IS LEAKING.
 REPLACED LR SHOCK.

WARRANTY:

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	DB5Z-18125-F	SHOCK ABSORBER		
JOB # 1	1	CG1Z-18197-A	INSULATOR		

WARRANTY

JOB # 1 TOTAL PARTS

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 72F0ZCUS2 GENERAL REPAIR TECH(S):2944
 CUSTOMER STATES - UPON ACCEL CUSTOMER SMELLS AN ODOR FROM IN
 SIDE THE CAR FROM THE FRONT REGISTERS.
 VERIFIED CUSTOMER CONCERN OF AN UNUSUAL ORDR COMING FROM
 FRONT VENTS.
 SPRAYED FRIGI FRESH TYPE ODOR NEUTRALIZING SPRAY INTO
 VENTS TO REMOVE ANY BACTERIA OR OTHER CAUSE OF THE SMELL.
 VERIFIED CUSTOMER CONCERN IS NO LONGER PRESENT AT THIS TIME.

0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1	MT3109	DUCT CLEANER	8.02	8.02

8.02

JOB # 2 TOTAL PARTS

8.02

JOB # 2 TOTAL LABOR & PARTS

8.02

J# 3+66FOZ-CABINFLTR *CABIN AIR FILTERS TECH(S):2944 16:30
 Added Operation (1JIMMY @ 01/23/2014 10:46)
 REPLACE CABIN AIR FILTER
 MAINTENANCE
 Replace Cabin Air Filter 11/14

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 3	1	AE9Z-19N619-A	FILTER - ODOUR	24.98	24.98

24.98

JOB # 3 TOTAL PARTS

24.98

JOB # 3 TOTAL LABOR & PARTS

41.28

COMMENTS:
 CALL WHEN READY 975-3662
 (BC)01/23/14 12:17
 CLOSED 1/23/14 ML

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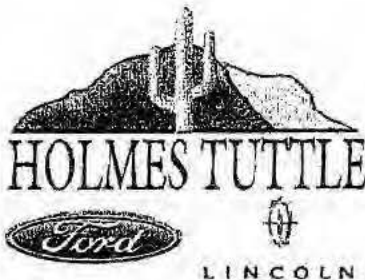
LIMITED WARRANTY
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203.37

CUSTOMER NO.	ADVISOR JIMMY DABOUL	TAG NO. 2943	J972	INVOICE DATE 01/23/14	INVOICE NO.
	LABOR RATE	LICENSE NO.	MESSAGE 20,209	COLOR RED RUBY ME	
	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/4DR FWD XLT	DELIVERY DATE 02/16/13		DELIVERY MILES 26	
TUCSON, AZ	VEHICLE I.D. NO. 1 F M 5 K 7 D 8 3 D G	SELLING DEALER NO. NOT USED		PRODUCTION DATE	
	F.T.E. NO.	R.O. NO.		R.O. DATE 01/23/14	REPRINT# 1
BUSINESS PHONE	COMMENTS				MO: 20209

TOTALS

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TOTAL LABOR....	16.30
TOTAL PARTS....	33.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX,.....	2.67

TOTAL INVOICE \$ 51.97

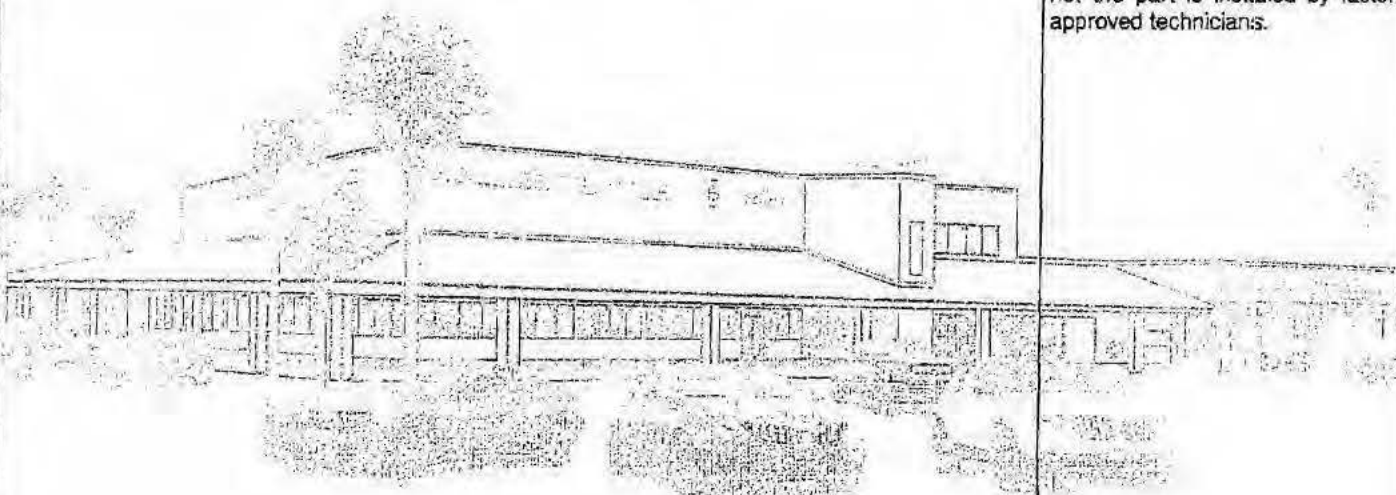
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Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the 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.

LIMITED WARRANTY
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ESTIMATE GOOD FOR 30 DAYS

CUSTOMER SIGNATURE

DUPLICATE INVOICE

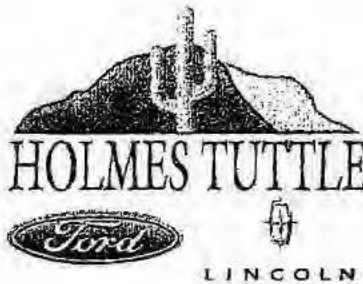


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CUSTOMER NO.	ADVISOR JIMMY DABOUL	TAG NO. 2943 J972	INVOICE DATE 02/20/14	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 21,385	COLOR RED RUBY ME
TUCSON, AZ	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/4DR FWD XLT	DELIVERY DATE 02/16/13	DELIVERY MILES 26	
	VEHICLE I.D. NO. 1 F M 5 K 7 D 8 3 D G	SELLING DEALER NO. NOT USED	PRODUCTION DATE	
	F.T.E. NO.	R.O. NO.	R.O. DATE 02/11/14	
BUSINESS PHONE	COMMENTS	MO: 21390		

LABOR & PARTS
 J# 1 74FOZ FRONT END SPECIALTY TECH(S):2944 WARRANTY
 CUSTOMER STATES EXHAUST ODOR IS PRESENT. REF. TSB 12-12-4
 TEST DROVE VEHICLE. UNABLE TO VERIFY CUSTOMER CONCERN. TOOK
 ADVISOR ON TEST DRIVE. HE WAS ALSO UNABLE TO SMELL ANY
 ABNORMAL ODOR UNDER ANY DRIVING CONDITION.
 NO REPAIRS OR ANY CORRECTIONS RECOMMENDED AT THIS TIME. TSB
 DOES NOT APPLY.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 78FOZWAR1 HEAT-A/C SPECIALTY TECH(S):2944 WARRANTY
 FACTORY WARR/CUSTOMER STATES
 WHILE A/C FAN SPEED WAS ON LOW, THEY HEARD A FASTER FAN
 SPEED NOISE FROM INSIDIE THE DASH AREA FOR A FEW SECONDS.
 TEST DROVE VEHICLE. UNABLE TO VERIFY CUSTOMER CONCERN AT
 THIS TIME. ALL FUNCTIONS OF HEAT/AC OPERATING PROPERLY AT
 TIME OF INSPECTION. NO ABNORMAL NOISE HEARD.
 NO REPAIRS OR ANY CORRECTIONS RECOMMENDED AT THIS TIME.

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
 CALL WHEN DONE 975-3662
 YP 2.11.14
 CLOSED 2.20.14 ML
 DELETED OPERATION(S)
 93FOZCWW COURTESY WASH/VAC

TOTALS
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 Marketing and/or other general information.

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

TOTAL INVOICE \$ 0.00

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 hereby are those of the manufacturer.
 The seller hereby expressly disclaims
 all warranties, either express or implied,
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 chantability or fitness for a particular
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 nor authorizes any other person to
 assume for it any liability in connection
 with the sale of said products. Any
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 apply where prohibited by law.

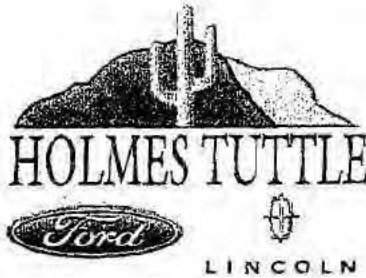
LIMITED WARRANTY
 Please request a copy of your limited
 warranty from your service advisor.
 Note that coverage varies based on
 year, make, model and whether or
 not the part is installed by factory
 approved technicians.

CUSTOMER SIGNATURE ***** DUPLICATE INVOICE *****



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CUSTOMER NO.	ADVISOR JIMMY DABOUL	TAG NO. 2943	INVOICE DATE 12/19/14
	LABOR RATE	LICENSE NO.	MILEAGE 39,405
	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/4DR FWD XLT	COLOR RED RUBY ME	DELIVERY DATE 02/16/13
TUCSON, AZ	VEHICLE I.D. NO. 1FM5K7D83DG	DELIVERY MILES 26	SELLING DEALER NO.
	R.T.E. NO.	P.O. NO.	PRODUCTION DATE NOT USED
	BUSINESS PHONE	COMMENTS	R.O. DATE 12/17/14

MO: 39405

LABOR & PARTS
 J# 1 72FOZCUS1 GENERAL REPAIR. TECH(S):2947 WARRANTY
 CUSTOMER STATES WHEN THEY SMELL AN ODOR WHEN ACCELERATING
 BETWEEN 45-65MPH. SMELLS LIKE EXHAUST SEE TSB 14-0130
 PERFORMED REPROGRAMMED HVAC REPLACED EXTRACTORS. BOTH REAR FE
 DER MOLDINGS, SEAL BODY AND LIFT GATE DRAINS. 140130B

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	8B5Z-61280B62-B	GRILLE ASY - V			
JOB # 1	1	8B5Z-7829164-AA	MOULDING			
JOB # 1	1	8B5Z-7829165-AA	MOULDING			
JOB # 1	2	4M8Z-54280B62-A	VALVE ASY - AU			
JOB # 1	1	TA-2-B	ADHESIVE			
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

J# 2 66FOZ-Q99P MULTIPOINT INSPECT TECH(S):7472 0.00
 PERFORM QCM MULTIPOINT INSPECTION
 ---FREE TO CUSTOMER---
 MAINTENANCE
 Gas Vehicle Multi-Point Inspection All Gas

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

J# 3 66FOZ*2013*M4L MAINTENANCE FOR LIFE TECH(S):7472 11.20
 GAS ENGINE --- MAINTENANCE FOR LIFE ---
 CHANGE OIL AND FILTER- ROTATE TIRES (EXCLUDES DUAL REAR
 WHEELS)- CHECK TIRE PRESSURES- VEHICLE INSPECTION.
 IN ACCORDANCE TO THE MANUFACTURER'S "NORMAL USE/ LESS SEVERE
 USE" SERVICE INTERVAL-RECOMMENDATION-LISTED IN THE OWNER'S
 MANUAL.
 MAINTENANCE
 2013 & Newer-Maintenance for Life - Gas Only Gas only

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	FL-500-S	FILTER ASY - 0	8.45	4.39	4.39
JOB # 3	6	X0-5W30-QSP	MOTOR OIL 5W30	4.50	3.10	18.60
JOB # 3 TOTAL PARTS						22.99
JOB # 3 TOTAL LABOR & PARTS						34.19

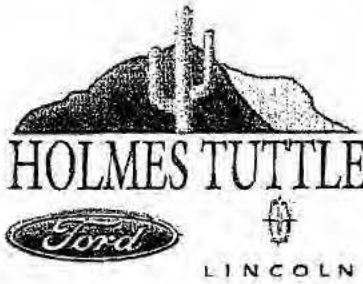
J# 4+66FOZ-BATT-REPL *BATTERY REPLACE TECH(S):7472 19.95
 Added Operation (T7472 @ 12/17/2014 11:24)
 UPON INSPECTION TECHNICIAN FOUND THAT BATTERY TESTED BELOW
 FACTORY SPECIFICATIONS
 DEAD CELLS
 Battery. r&r 11/14 BXT-59

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4	1	BXT-59	BATTERY	137.95	137.95	137.95



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CUSTOMER NO.	ADVISOR JIMMY DABOUL	TAG NO. 2943	INVOICE DATE 12/19/14	INVOICE NO.
	LABOR RATE	LICENSE NO.	RELEASE 39,405	COLOR RED RUBY ME
	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/4DR FWD XLT	DELIVERY DATE 02/16/13	DELIVERY MILES 26	
TUCSON, AZ	VEHICLE ID NO. 1 F M 5 K 7 D 8 3 D G	SELLING DEALER NO. NOT USED	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/17/14	
BUSINESS PHONE	COMMENTS			MO: 39405

JOB # 4 TOTAL PARTS 137.95

JOB # 4 TOTAL LABOR & PARTS 157.90

J# 5+66FOZ-AIRFILTER AIR FILTER R&R TECH(S):7472 0.00
 Added Operation (T7472 @ 12/17/2014 11:32)
 UPON INSPECTION TECHNICIAN FOUND ENGINE AIR FILTER TO BE
 DIRTY AND RESTRICTED.
 RECOMMEND IMMEDIATE REPLACEMENT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5	1	FA-1884	ELEMENT ASY	19.95	19.95	19.95
JOB # 5 TOTAL PARTS						19.95
JOB # 5 TOTAL LABOR & PARTS						19.95

J# 6+66FOZ-COOLFLUSH *COOLING SYSTEM FLUSH TECH(S):7472 65.00
 Added Operation (IJJMMD @ 12/17/2014 12:58)
 PERFORM MOC COOLING SYSTEM FLUSH
 PERFORMED COOLING SYSTEM FLUSH

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 6	1	0116LE	COOLANT FLUSH	22.25	22.25	22.25
JOB # 6	1	VC-3-B	ANTI-FREEZE	22.35	22.35	22.35
JOB # 6 TOTAL PARTS						44.60
JOB # 6 TOTAL LABOR & PARTS						109.60

J# 7+66FOZ-CABINFLTR *CABIN AIR FILTER RE TECH(S):7472 25.00
 Added Operation (IJJMMD @ 12/17/2014 12:58)
 REPLACE CABIN AIR FILTER
 MAINTENANCE
 Replace Cabin Air Filter 11/14

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 7	1	AE9Z-19N619-A	FILTER - ODOUR	24.98	24.98	24.98
JOB # 7 TOTAL PARTS						24.98
JOB # 7 TOTAL LABOR & PARTS						49.98

J# 8+31FOZ-RENTAL RENTAL VEHICLE TECH(S):2947 WARRANTY
 Added Operation (2ANNAT @ 12/22/2014 13:03)
 RENTAL VEHICLE FOR CUSTOMER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 8 TOTAL PARTS						0.00
JOB # 8 TOTAL LABOR & PARTS						0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 8	1092138	50BAD0199	12/19/14	CAR RENTAL	0.00
TOTAL - SUBLET					0.00

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those of 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.

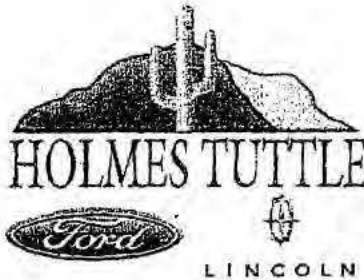
LIMITED WARRANTY
 Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.

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Saturday
7:00am to 5:00pm
20337

CUSTOMER NO.	ADVISOR JIMMY DABOUL	TAG NO. 2943	INVOICE DATE 12/19/14	INVOICE NO.
	LABOR RATE	LICENSE NO.	39.405	COLOR RED RUBY ME
	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/4DR FWD XLT	DELIVERY DATE 02/16/13		26
TUCSON, AZ	VEHICLE I.D. NO. 1 F M 5 K 7 D 8 3 D G	SELLING DEALER NO.	NOT USED	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	12/17/14	
BUSINESS PHONE	COMMENTS	MO: 39405		

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	1HW	HAZARDOUS WASTE DISPOSAL		4.00
JOB # A	1SS	SHOP SUPPLIES		6.06
JOB # 1	HMFL	HTFLM MAINT FOR LIFE		-36.05
TOTAL - MISC				-25.99

COMMENTS
TAKE MONEY ON DEPOSIT LEAVE RO OPEN UNTIL PARTS ARE IN. JIMD
(TM)12.19.14 1545

TOTALS

The Tuttle-Click Automotive Group would like your permission to contact you using the phone number that you provided. BY SIGNING THIS FORM, YOU AGREE TO RECEIVE AUTOMATED TEXTS AND/OR PRE-RECORDED VOICE MESSAGES AT THE NUMBER PROVIDED ON THIS FORM. This may include relevant Sales, Service, Marketing and/or other general information.

TOTAL LABOR....	121.15
TOTAL PARTS....	250.47
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.06
TOTAL MISC DISC	-36.05
TOTAL TAX.....	21.10

TOTAL INVOICE \$ 366.73

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those of 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.

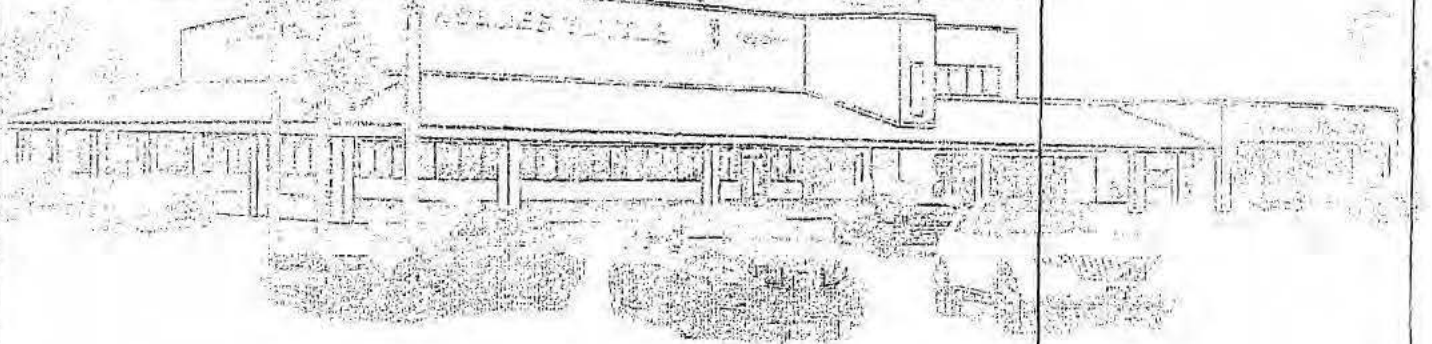
LIMITED WARRANTY

Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.

ESTIMATE GOOD FOR 30 DAYS

CUSTOMER SIGNATURE

DUPLICATE INVOICE

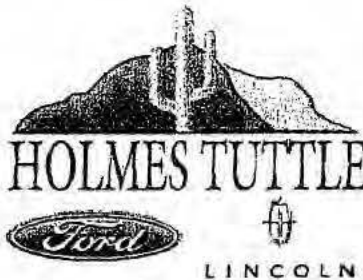


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Saturday
7:00am to 5:00pm
20337

CUSTOMER NO.	ADVISOR GABE GONZALEZ	TAG NO. 4889 8103	INVOICE DATE 06/10/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 49,291	COLOR RED RUBY ME
	YEAR/MAKE/MODEL 13/FORD TRUCK/EXPLORER/4DR FWD XLT	VEHICLE I.D. NO. 1 F M 5 K 7 D 8 3 D G	DELIVERY DATE 02/16/13	DELIVERY MILES 26
TUCSON, AZ	R.T.E. NO.	R.O. NO.	SELLING DEALER NO. NOT USED	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS	R.O. DATE 06/01/15	REPRINT# 1

MO: 49323

LABOR & PARTS
 J# 1 72FOZ GENERAL REPAIR TECH(S):1249 INTERNAL
 THERE IS A A EXHAUST SMELL WHEN RPMS ARE AT 3,000.
 CHECK AND ADVISE
 PREVIOUS HISTORY SHOWS TSB 14-0130 DONE FOR CONCERN
 TEST DROVE -NO EXHAUST SMELL NOTED
 REPLACED LEFT REAR AIR EXTRACTOR/INSTALLED LEFT REAR
 HATCH AUTO DRAIN/SEALED BODY SEAMS
 TEST DROVE AGAIN -NO EXHAUST SMELL NOTICED
 TEST DRIVER/MANGER DROVE -PASS/NO EXHAUST SMELL

DISCLAIMER OF WARRANTIES
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PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
JOB # 1	1	BB5Z-61280B62-B	GRILLE ASY - V			INTERNAL
JOB # 1	1	BB5Z-7829164-AA	MOULDING			INTERNAL
JOB # 1	1	BB5Z-7829165-AA	MOULDING			INTERNAL
JOB # 1	1	4M8Z-54280B62-A	VALVE ASY - AU			INTERNAL
JOB # 1	1	TA-2-B	ADHESIVE			INTERNAL
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

J# 2 66FOZ*1M4LGAS MAINTENANCE 4 LIFE TECH(S):1249 12:00
 GAS ENGINE --- MAINTENANCE FOR LIFE ---
 INCLUDES LUBE, OIL AND FILTER CHANGE AND TIRE ROTATION...
 PLEASE ISSUE LOF REMINDER STICKER FOR 5,000 MILES
 MAINTENANCE
 PERFORMED LUBE, OIL AND FILTER CHANGE
 PERFORMED TIRE ROTATION

LIMITED WARRANTY
 Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
JOB # 2	1	FL-500-S	FILTER ASY - O	8.45	4.39	4.39
JOB # 2	5	XO-5W20-QSP	ENGINE OIL SAE	4.50	3.00	15.00
				JOB # 2 TOTAL PARTS	19.39	
				JOB # 2 TOTAL LABOR & PARTS	32.29	

J# 3 72FOZCUS1 GENERAL REPAIR TECH(S):1249/2947 INTERNAL
 CUSTOMER STATES
 REAR PARK ASSIT LIGHT COMES ON AFTER LAST VEHICLE REPAIR
 INSPECT AND VERIFIED -RETRIEVED CODE B1844/B1848 -LEFT AND
 RIGHT PARK SENSORS CIRCUIT FAULT -PINPOINT TEST -FOUND
 UNPLUGGED SENSORS
 REMOVED REAR BUMPER COVER FOR ACCESS -CLEANED/PLUGGED IN
 SENSORS -REINSTALLED BUM PER COVER -CLEARED CODES
 RETEST -PASS/WORKING AS DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
				JOB # 3 TOTAL PARTS	0:00	
				JOB # 3 TOTAL LABOR & PARTS	0:00	

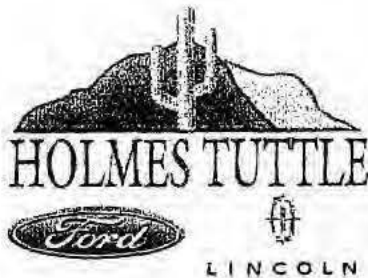
J# 4 72FOZPARTNERS1 GENERAL REPAIR TECH(S):1249 0:00
 PARTNERS EXTD WARR/CUSTOMER STATES -
 PASS SIDE FRONT SEAT WILL NOT ADJUST UPWARD. CHECK AND ADVIS

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Saturday
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20337

CUSTOMER NO.	ADVISOR GABE GONZALEZ	TAG NO. 4889 8874	INVOICE DATE 06/26/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 50,604	COLOR RED RUBY ME
	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/4DR FWD XLT	DELIVERY DATE 02/16/13	DELIVERY MILCS 26	
TUCSON, AZ	VEHICLE I.D. NO. 1 FM 5 K 7 D 8 3 D G	SELLING DEALER NO. NOT USED	PRODUCTION DATE	
	R.T.E. NO.	R.O. NO.	R.O. DATE 06/22/15	
BUSINESS PHONE	COMMENTS	MO: 50604		

LABOR & PARTS
 J# 1 72FOZCUS1 GENERAL REPAIR TECH(S):3228 0.00

CUSTOMER STATES -
 STILL HAVING EXHAUST SMELL
 RIGHT SIDE AIR EXTRACTOR BEHIND BUMPER COVER IS OPEN ALL THE
 TIME, WHEN PASSENGER COMPARTMENT IS UNDER PRESSURE OR NOT.
 TEST DROVE VEHICLE APPROXIMATELY 50 MILES WITHOUT
 DUPLICATION OF CONCERN. RECHECK REPAIR PERFORMED AS PER
 TECHNICAL SERVICE BULLETIN, ALL ASPECTS OF REPAIR WERE PER-
 FORMED AS DESCRIBED IN BULLETIN. TEST DROVE VEHICLE AGAIN TO
 VERIFY CONCERN AND WAS ABLE TO PICK UP A "SULFUR" ODOR FOR
 A SHORT PERIOD. PARTIALLY REMOVE BUMPER COVER AND FOUND THAT
 RIGHT SIDE AIR EXTRACTOR IS OPEN WHEN CLIMATE CONTROL IS
 BEING USED WITH RECIRCULATE OR NO CLIMATE CONTROL OPERATION
 AT ALL. REPLACED AIR EXTRACTOR ON RIGHT SIDE, RECHECK OPER-
 ATION WITH BUMPER COVER REMOVED. AIR EXTRACTOR NOW OPERATES
 AS EXPECTED. TEST DROVE APPROXIMATELY 30 MILES AND DO NOT
 HAVE AN EXHAUST SMELL INSIDE OF VEHICLE AT THIS TIME. TECHNICAL ASSISTANCE REFERENCE # [REDACTED] TECHNICAL ASSISTANCE REPRESENTATIVE HAS STATED THAT THIS CONCERN IS CURRENTLY UNDER INVESTIGATION.
 ALL DIAGNOSIS, REPAIR AND TEST DRIVES HAVE BEEN PERFORMED UNDER DIRECT SUPERVISION OF ASSISTANT SERVICE MANAGER.

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LIMITED WARRANTY
 Please request a copy of your limited warranty from your service advisor. Note that coverage varies based on year, make, model and whether or not the part is installed by factory approved technicians.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
JOB # 1	1	8B5Z-61280B62-B	GRILLE ASY - V			0.00
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

J# 2 72FOZPARTNERS1 GENERAL REPAIR TECH(S):2435 197.47

CUSTOMER STATES
 PASS SIDE FRONT SEAT WONT ADJUST UPWARD INSTALL SOP
 PER PRIOR DIAG. R&R-PASS SEAT AND REPLACED SEAT TRACK
 ASSEMBLY WITH NEW PART PER MANUAL. TESTED SEAT OPERATION
 NORMAL MOVEMENT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
JOB # 2	1	DB5Z-9661710-C	TRACK ASY - SE	418.52	351.55	351.55
JOB # 2 TOTAL PARTS						351.55
JOB # 2 TOTAL LABOR & PARTS						549.02

J# 3 31FOZ RENTAL VEHICLE TECH(S):2758 INTERNAL

RENTAL VEHICLE FOR CUSTOMER
 OKAY PER TIM F
 RENTAL VEHICLE WITH ENTERPRISE

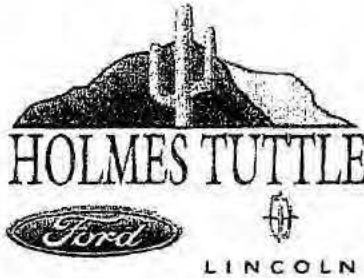
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

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Saturday
7:00am to 5:00pm
20337

CUSTOMER NO.	ADVISOR GABE GONZALEZ	TAG NO. 4889	INVOICE DATE 06/26/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 50,604	COLOR RED RUBY ME
	YEAR / MAKE / MODEL 13/FORD TRUCK/EXPLORER/4DR FWD XLT	DELIVERY DATE 02/16/13	DELIVERY MILES 26	
TUCSON, AZ	VEHICLE I.D. NO. 1FM5K7D83DG	SELLING DEALER NO. NOT USED	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/22/15	
	BUSINESS PHONE	COMMENTS		

MO: 50604

LABOR & PARTS
 J# 4+66F0Z FORD WASH COMP VEH WASH TECH(S): 7602 0.00
 Added Operation (2GABEG @ 06/25/2015 17:43)
 COURTESY WASH EXTERIOR, VACUUM INTERIOR AND CLEAN WINDOWS
 PERFORMED COMPLIMENTARY WASH AND VACUUM OF INTERIOR.

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

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	INTERNAL
JOB # 3	1100992	50JCD1194	06/29/15	OKAY PER TIM F.	0.00
TOTAL - SUBLET					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	INTERNAL
JOB # 1	7750	POLICY ADJUSTMENT		INTERNAL
JOB # 2	3PAR	PARTNERS PAY AMOUNT	383813	-477.50
JOB # 3	3PAR	PARTNERS PAY AMOUNT	383813	INTERNAL
TOTAL - MISC				-477.50

COMMENTS
 CALL 975-3662
 CUSTOMER OKAYED TIM F. SERVICE MANAGER TO TAKE VEHICLE HOME FOR THE
 EVENING FOR A EXTENDED TEST DRIVE ON 6-25-15 4:19PM. E

TECHNICIAN CERTIFICATION
 3228 TIM FRYDENLUND 5800

TOTALS

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TOTAL LABOR	197.47
TOTAL PARTS	351.55
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-477.50
TOTAL TAX	28.48

TOTAL INVOICE \$ 100.00



CUSTOMER SIGNATURE ***** DUPLICATE INVOICE *****

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[REDACTED]

[REDACTED]

[REDACTED]

Report# : FCKEN011 NHL
Received: 03/11/2015
CCRG/EPRC:S **Reviewed Status:** **Date:**
Vehicle: 2015,EXPLORER 4X4 (U502) ,XLT ,4 DOOR ,MPV ,1FM5K8D88FG [REDACTED] **Build Date:** 10/25/2014
Odometer : 417 **Engine:** 3.5L CYCLO **Calibration:** EUB1SNOA
Transmission: 6F55 **Axle:** **A/C:** YES
Dealer: USA 01542 Art Hill Ford Lincoln **Phone#:** 219-738-5300
City: Merrillville **State:** Indiana **Country :** USA
Originator: RJ Bohling
Symptom: 4 47 1 39 ST/RN/MV,ODOR,CHEMICAL,INTERMITTENT
Status:
VFG: V53 EXHAUST SYSTEM FUNCTION
Additional Symptom: odor in vehicle
Fix: **Causal Component :**
Condition Code:

Hotliner: SPERRY56 **Phone:** **Regn Cd:** G1 Chicago
Engineering: **Phone:** **TAR:**
Dir Contact: RJ Bohling **Phone:** **Title Cde:** T

KOEO:
KOEC:
KOER:

CONCER 03/11/2015 07:15PM STEVEN PERRY MSS - FCSD - TECH SVC HOTLINE

Web Form Data Description of Vehicle Concern: Customer states when driving all the pasengers say that they get light headed and hard to breathe after about 10 min of driving. We have driven the vehicle and have not duplicated the concern. customer states he did research and found tsb 14-0130 that addresses a similar concern customer is not happy that we did not verify concern at this time and states he is afraid for his family and his health to drive it Please list any diagnostics already performed: Checked for HVAC update per tsb 14-0130, which it is up to date Parts Replaced: none Your Question: should we perform tsb 14-0130 even if concern is not duplicated hvac module is up to date

RECOMM 03/11/2015 07:15PM STEVEN PERRY MSS - FCSD - TECH SVC HOTLINE

RJ, With the customer stating that they are becoming light heading and are having a hard time breathing after operating the vehicle, but this has not been able to be verified, it may be necessary to confirm with the customer any additional conditions that are present when the concern occurs and operate the vehicle under those conditions. These can be ambient and vehicle operating conditions. This will allow for the best possible chance at duplicating the concern. In addition, confirm if an odor is present, and if it an exhaust or a natural gas type odor, as well as when the odor is detected, when the vehicle is being accelerated or at idle after being driven. If it is a natural gas/propane type odor that is detected at idle after being driven, it is recommended to confirm the condition of the Power Transfer Unit (PTU). The fluid used in the PTU can create a propane type odor as it breaks down. The odor may make its way out of the PTU vent, or through a leaking seal.

If no leaks are found, but a propane type odor can be detected in that area, change the PTU fluid and re-evaluate the concern. Reference SSM 44649 for the appropriate seals to use if a leak is found, as well as changing the fluid. If the odor can still be detected after addressing any leaks, the PTU should be replaced as outlined in Workshop Manual (WSM) 308-07B>Removal and Installation>PTU. If the PTU appears to have no fluid in it, the fluid has likely congealed. If this is the case, the PTU has likely sustained internal damage due to the lack of lubrication, and should be replaced for this condition. If the odor is an exhaust type odor, TSB 14-0130 should be performed to address the condition. There does appear to be a slight error in the publication, as instructs you to replace only the Left Air Extractor, but the Labor Operation describes replacing 'Extractors,' which is correct ensure to replace both the Left and Right Air Extractors per step 3 of the procedure, following the remainder of the steps as outlined and re-evaluate the concern.

ADD-ON 03/11/2015 07:15PM STEVEN PERRY MSS - FCSD - TECH SVC HOTLINE
 Article SSM 44649 2007-2015-MULTIPLE VEHICLES EQUIPPED WITH ALL WHEEL DRIVE-PTU JOB AID IN SERVICE TIPS Article TSB 140130 2011-2015 - EXPLORER EXHAUST ODOR IN VEHICLE

CONCER 03/13/2015 03:27PM T ECHHOT MSS - FCSD - TECH SVC HOTLINE
 CHECK HVAC MODULE NO UPDATES AVAILABLE AT LATEST CALIBRATION,CHECK PTU NO LEAKS CHECK FLUID GOOD NO SIGNS OF PREMATURE BREAKDOWN SYSTEM IS FULL ROADTESTED SEVERAL MILES UNABLE TO DUPLICATE CUSTOMERS CONCERN OF FEELING LIGHTHEADED AND NAUSEA WHEN DRIVING ANY OTHER SUGGESTIONS OR DIAGNOSIS CUSTOMER VERY UNHAPPY AND STATES FEELS UNSAFE DRIVING VEHICLE .. THANKS

RECOMM 03/13/2015 04:11PM BRIAN BREISACHER MSS - FCSD - TECH SVC HOTLINE
 RJ, We have escalated this concern to the Technical Service Hotline s Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer s concern. Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner. If we have exhausted all of our resources and are still unable to resolve the customer s concern through these additional steps, the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request. Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail. Thank you in advance.

ADD-ON 03/13/2015 04:11PM BRIAN BREISACHER MSS - FCSD - TECH SVC HOTLINE
 Escalated because of a lack of technical progress. The customer states that all of the passengers get light headed and experience difficulty breathing after driving the vehicle for about 10 minutes. The dealer has yet to verify any health or odor concerns. The vehicle was inspected with no issues found. The customer is very unhappy with the vehicle and does not feel safe driving the vehicle. Consulted Evan Boyd.

ADD-ON 03/13/2015 04:11PM BRIAN BREISACHER MSS - FCSD - TECH SVC HOTLINE
 Reason For Escalation: Technical Progress

CONCER 03/17/2015 03:40PM NATHANIEL BEAMER MSS - FCSD - TECH SVC

HOTLINE

Outbound call to dealer; spoke with RJ. The customer has claimed that the vehicle concern has caused lightheadedness and nausea. The dealer has not duplicated this concern.

RECOMM **03/17/2015 03:40PM NATHANIEL BEAMER MSS - FCSD - TECH SVC
HOTLINE**

RJ, When you have a concern alleging a fire, accident, injury, property damage and/or burn has occurred due to an alleged product defect, pursuant to the Warranty and Policy Manual, no repairs should be performed. See below:

-**U.S. Dealerships** should complete a **Dealer/Fleet Request for OGC Review** found on FMCDealer.com - Parts & Service Tab - Customer Satisfaction link.

NOTE: The Technical Service Hotline will not be able to provide further assistance with this issue until after the OGC review.

ADD-ON **03/17/2015 03:40PM NATHANIEL BEAMER MSS - FCSD - TECH SVC
HOTLINE**

Refer to OGC.

Requester: ATAYLO29

Report Summary

Server: FCVWS962

Ford Proprietary, Private

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19-Mar-2015

Retention: None

Title

"By Timothy Schafer" - HAVE A VEHICLE THAT WAS DROPPED LAST NIGHT AT THE SHOP. CUSTOMER IS GETTING NAUSEOUS AFTER DRIVING IN THE VEHICLE FOR A PERIOD OF TIME. WE DROVE VEHICLE AND DID NOT GET ANY OF THE SYMPTOMS THE CUSTOMER FELT. FOUND TSB 14-0130 WHICH PERTAINS TO THIS ISSUE BUT NEVER GOT THE VEHICLE TO ACT UP ON US WE WERE GIVEN THE OK TO DRIVE THE VEHICLE AND MONITOR WITH A CO2 DETECTOR. CUSTOMER IS NOT HAPPY THAT WE HAVE NOT GOTTEN THE VEHICLE TO ACT UP NEED TO KNOW IF WE SHOULD PERFORM TSB EVEN IF CONCERN WAS NOT DUPLICATED

Regarding



File Attachment

File name:

Title Note created on 03/13/2015 08:33 AM by Jeffrey Slone, Default Team: Tier 2 CCT

OBC TO DLR
SPOKE WITH S/M TIM

WAS ADV HAD FINALLY DETECTED ODOR LAST NIGHT

YECH IS DRIVING VEH HOME AND WIL RE-EVALUATE TODAY

CSM SETTING 3-18 F/U

Regarding



File Attachment

File name:

From: DCPFORM, FMCDealer (.)
Sent: Tuesday, March 17, 2015 5:45:12 PM (UTC-05:00) Eastern Time (US & Canada)
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: TIMSCHAFFER7@GMAIL.COM
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: Art Hill Ford Lincoln
Requesting Dealer Fleet: ART HILL
PA Code: 01542
Contact Person: TIM SCHAFFER
Title: PARTS AND SRV DIRECTOR
Phone Number: 2197385300
Fax Number: 2197550038
Email: TIMSCHAFFER7@GMAIL.COM
Region: CHICAGO
Address: 901 W LINCOLN HWY
City: MERRILLVILLE
State: Indiana
Zip Code: 46410

CUSTOMER VEHICLE INFORMATION:

WSD: 12/18/2014
Vehicle Year: 2015
Vehicle Model: EXPLORER
Vehicle VIN: 1FM5K8D88FG [REDACTED]
Mileage: 417
customer Fleet Name: [REDACTED]
Street Address: [REDACTED]
City : ST JOHN
State : Indiana
Zip Code : [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: [REDACTED]

DETAILS OF INCIDENT:

Medical Attention Sought
Date of Incident: 2015-03-10
County incident occurred: LAKE
Is customer alleging a component defect CAUSED the incident? YES
Details: CUSTOMER AND FAMILY ARE GETTING SICK WHEN DRIVING THE VEHICLE HAS A ODOR WHEN DRIVING VEHICLE CUSTOMER AND FAMILY ARE GETTING NAUSEOUS AFTER THEY HAVE BEEN DRIVING IN VEHICLE
Was a police report filed? NO

Details :

Has the insurance company been contacted? NO

Insurance company advised:

Insurance company contact information:

Coach builder:

City :

State :

Zip Code :

Vehicle Location: ART HILL FORD 901 W LINCOLN HWY MERRILLVILLE,IN 46410

Attorney information:

CVO Contact:

Resolution Customer is seeking: JUST WANTS VEHICLE FIXED OR REPLACED

Comments:

Copyright 2015 Ford Motor Company

Fleet Request for Office of the General Counsel Review

Email the completed form to Jessica Clark @ jclar401@ford.com

All fields are required and must be filled in accordingly before sending this form.

Date: 3/2/16

Case #: _____ (n/a but Hotline #109666204)

Supporting documents included in fax? (circle one) ~~XXXX~~ No (#Pages _____)

FLEET INFO

Fleet Name: Jefferson County (WA)

Contact: Matt Stewart

Address: PO Box 1200

Title: Manager, Fleet Services

Port Hadlock WA 98339

Phone: 360-385-0890

Is this a Fleet Managed vehicle? (circle one) ~~XXXX~~ No

If yes, please provide the following:

MANAGED FLEET INFO

Fleet Name: _____

Contact: _____

Address: _____

Title: _____

Phone: _____

Who will be the single point of contact? Primary Fleet contact person ~~XXXXXX~~ ~~Managed Fleet Contact Person~~

***There Can Only Be One Single Point of Contact For A Claim ***

VEHICLE INFORMATION

Vehicle Year: 2013

Vehicle Model: Utility Interceptor

VIN: 1FM5K8AR5DG XXXXXXXXXX

Warranty Start Date: 26-JUNE-2012

CURRENT VEHICLE LOCATION

Name of Business or Dealer: Jefferson County (WA)

Address: 371 Chimacum Rd, Port Hadlock WA 98339

Contact: Gayle Schenk

Title: Technician

DETAILS OF INCIDENT

Incident Involves:

Accident Fire Injury Medical Attention Sought

Description of Incident: ** Exhaust smell in vehicle. Operator complained of headache.

* Do not request investigation if repairs have been completed.

Was a Police/Fire report made? (circle one) ~~XXXX~~ No

ORD MOTOR COMPANY
RECEIVED
ELEMENT
MAR 03 2016
OFFICE OF THE
GENERAL COUNSEL

What is the alleged defect: We are attempting to work with the Technical Hotline to establish this.

Has the alleged defective part been repaired or replaced? (circle one) ~~XXXX~~No

What was the city, state and date of occurrence: Unincorporated Jefferson County, Washington, ongoing on and before 1/19/16

What was the mileage at time of occurrence: 67556

List all after market additions or modifications that were made to the vehicle

Standard law-enforcement upfitting -- interior plus rooftop lightbar.

Was the engine running? (circle one) Yes ~~XXXXX~~

Were the keys in the ignition? (circle one) Yes ~~XXXXX~~

Has an insurance company been advised of this incident? ~~XXX~~ No

If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

FORD FLEET REPRESENTATIVE CONTACT

Name: _____ CDS ID: _____

Phone: _____ Fax: _____

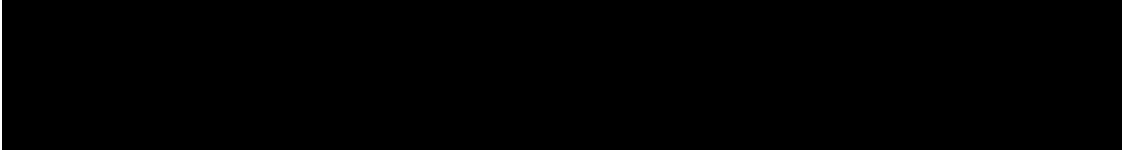
ATTORNEY INFORMATION

Attorney Involved? (circle one) ~~XXXX~~No

If yes, Attorney's Name: _____ Phone #: _____

ADDITIONAL COMMENTS/INSTRUCTIONS:

Technical Hotline has required that we complete this form prior to their providing assistance with regard to diagnosis of this problem, which has been assigned Hotline request number 109666204.





Come Back...
Come Back To
Your Legacy!

P.O. Box 248 - 413 Industrial Boulevard
McDonough, Georgia 30253
(770) 814-2800 FAX: (770) 814-2835

P & A CODE: 00264

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 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.

(CHECK (✓) APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
--	--	--

\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature And Date

ON BEHALF OF SERVING 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 SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED)

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

(DATE)

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE

MONTICELLO GA

MONTICELLO GA

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 5570 ADV: 904 MURRAY, J INVOICE: PRELIM WAR W C JM VIN 1FMSK7F85E LICENSE NUMBER: GA GA
TAX RULES: NUNNY INVOICED: 05/28/2014 16:23:15 14 FORD EXPLORER LIMITD FWD 4DR SUV
ODOMETER IN: 2800 DIST: 1FT DATES INSERVICE: 042914 PRODUCTION: 120613
DATES BEGIN: 05/27/14 DONE: 05/28/14

CONCERN	S1	C/S WHEN ACCELLARATING HARD SOMETIMES CAN SMELL EXHAUST FLAMES INSIDE CABIN	OPERATION	TECH	HOURS	AMOUNT
			CTC	464	.0	.00

CAUSE NA

CORRECTION COULD NOT DUPLICATE CONCERN

WE HAVE USED EVERY MEANS POSSIBLE TO DUPLICATE YOUR CONCERN BUT WE WERE UNABLE TO FIND A PROBLEM. WE WILL BE HAPPY TO TEST DRIVE WITH YOU IN ORDER TO IDENTIFY YOUR CONCERN.

FACTORY TECH: 464 - PHILLIPS, SCOTT
CONCERN CD: A99

TYPE: W LINE FLAGS: NOS

----- SUBTOTAL -----
TOTAL CHARGE FOR CONCERN .00

SUMMARY OF CHARGES FOR INVOICE W11102
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE W11102
FAC WARRANTY .00
TOTAL CHARGE .00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
CUS - CUSTOMERPAY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JUSTIN MURRAY

PAGE 1
LAST PAGE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"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."

CUSTOMER'S SIGNATURE X

CUSTOMER



P.O. Box 248 • 413 Industrial Boulevard
McDonough, Georgia 30253
(770) 914-2800 FAX: (770) 914-2635

Come Back...
Come Back To
Your Legacy!

P & A CODE: 00264

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 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.

(CHECK (✓) APPROPRIATE BOX)

CLAIMS REVIEW
 AUTHORIZATION TO SUBMIT CLAIM
 PARTS SCRAP OUT

\$ _____ PARTS \$ _____ LABOR \$ _____ TOTAL _____ Authorized Signature And Date

ON BEHALF OF SERVING 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 SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED)

DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON

(DATE)

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE

MONTECELLO GA

MONTECELLO GA

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 5570 ADV: 904 MURRAY, J INVOICE: PRELIM CUS W C JM
 TAX RULES: NY2NY INVOICED: 05/28/2014 16:23:15
 ODOMETER IN: 2800 DIST: 1FT
 DATES BEGIN: 05/27/14 DONE: 05/28/14

VIN 1FMSK7F85EG LICENSE NUMBER: GA GA
 14 FORD EXPLORER LIMITD FWD 4DR SUV
 DATES INSERVICE: 042914 PRODUCTION: 120613

CONCERN	OPERATION	TECH	AMOUNT
02	PERFORM MULTI-POINT INSPECTION	99P	464
CORRECTION	PERFORM MULTI-POINT INSPECTION		

YOUR SCHEDULED MAINTENANCE IS DUE EVERY 5,000 MILES.
 WE APPRECIATE YOUR BUSINESS!!!
 FOR TIRES FOR LIFE CUSTOMERS, JUST A REMINDER, ALIGNMENTS ARE 1 YEAR/OR 15K
 WHICHEVER COMES FIRST. ALSO TIRE ROTATIONS ARE EVERY 5000 MILES, AND MUST
 BE PERFORMED AT LEGACY FORD HYUNDAI OF MCDONOUGH

FACTORY TECH: 464 - PHILLIPS, SCOTT
 COND CODE : NA

TYPE: C	TOTAL CHARGE FOR CONCERN	.00
----- GRAND TOTALS -----		

SUMMARY OF CHARGES FOR INVOICE C11102		PAYMENT DISTRIBUTION FOR INVOICE C11102	
TOTAL CHARGE	.00	CASH DOE	.00
		TOTAL CHARGE	.00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
 WAR - WARRANTY
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE JUSTIN MURRAY

PAGE 1
LAST PAGE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"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."

CUSTOMER'S SIGNATURE X

CUSTOMER

CUSTOMER #: [REDACTED]

INVOICE



6790 Mt. Zion Blvd.
Morrow, GA 30260
Phone: (678) 364-3673
www.vigilford.com

MONTICELLO, GA

PAGE 1

SERVICE DEPARTMENT HOURS

Monday - Friday Saturday

7:00 a.m. to 7:00 p.m. 7:00 a.m. to 6:00 p.m.

HOME: CONT:N/A

BUS: CELL: [REDACTED]

SERVICE ADVISOR: 8814 STANLEY L HARRIS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: GRAY, 14, FORD EXPLORER, 1FM5K7F85EG, [REDACTED], 12317/12321, TM2338

Table with columns: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 01JAN14 DD, [REDACTED], [REDACTED], 19:00 18SEP14, [REDACTED], 0.00, CASH, 25SEP14

Table with columns: R.O. OPENED, READY, OPTIONS. Row 1: 12:36 17SEP14, 16:11 25SEP14, [REDACTED]

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES SHE SMELLS EXHAUST FUMES WHEN ACCELERATING

DRIVEABILITY DIAGNOSIS WAS \$99.95 NOW \$59.95

CAUSE: OUT OF POSITION

140130B TSB 14-0130

- 8052 W (N/C)
1 BB5Z*61280B62*B GRILLE ASY - VENT AIR OUTER (N/C)
1 BB5Z*7829164*AA MOULDING (N/C)
1 BB5Z*7829165*AA MOULDING (N/C)
2 4M8Z*54280B62*A VALVE ASY - AUTO DRAIN (N/C)
1 TA*2* ADHESIVE (N/C)
1 @OSP 3M UNDERCOATING (N/C)

FC: D50 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

007897

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

Verified the customer concern of a exhaust smell in the vehicle. Ran Oasis and found TSB 14-0130. Performed TSB. I reprogrammed the HVAC module. Removed the rear bumper cover and replaced the left side rear air extractor. Replaced the right and left rear wheel lip mouldings. Installed drain valves on each of the liftgate drain holes. I sealed the seams on the left and right rear sides of the vehicle and sprayed rubberized undercoating around the auxiliary air conditioning lines and seam sealer areas. Retest. Road test. Ok at this time.

8052/5696/61280B62/07

B RENTAL FOR CUSTOMER FORD APPROVED CAS-5211361-P1Z3T0 . WILL NEED

APPROVAL CODE FROM CRC AFTER REPAIRS COMPLETED.

CAUSE: LOANER VEHICLE

RENTAL XXX

XX

XX

99 W

(N/C)

FC: A99 PART#: COUNT:

Table with columns: TERMS, DISCLAIMER OF WARRANTIES, DESCRIPTION, TOTALS. Includes sections for labor amount, parts amount, gas/oil/lube, sublet amount, misc charges, total charges, less insurance, sales tax, and a 'PLEASE PAY THIS AMOUNT' section.

CUSTOMER #: [REDACTED]

INVOICE



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Morrow, GA 30260
Phone: (678) 364-3673
www.vigilford.com

MONTICELLO, GA

PAGE 2

SERVICE DEPARTMENT HOURS

Monday - Friday

Saturday

7:00 a.m. to 7:00 p.m.

7:00 a.m. to 8:00 p.m.

HOME:

CONT:N/A

SERVICE ADVISOR:

8814 STANLEY L HARRIS

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	14	FORD EXPLORER	1FM5K7F85EG		12317/12321	TM2338	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			19:00 18SEP14		0.00	CASH	25SEP14
R.O. OPENED	READY	OPTIONS:					
12:36 17SEP14	16:11 25SEP14						
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

CLAIM TYPE:
AUTH CODE:

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

C CUSTOMER STATES REAR A/C VENT CLOSES WHEN A/C IS ON HIGH IN
ELECTRICAL DIAGNOSIS \$99.95

CAUSE: NO RESISTANCE

19893AL REGISTER-HEATER/AIR CONDITIONER - REPLACE
(19893) - L
8075 W

1 BB5Z*19893*CA 108 RE/ASZ VENT AIR

(N/C)
(N/C)

FC: C20 PART#: COUNT
CLAIM TYPE:
AUTH CODE:
001305

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
INSPECT AC VENTS CLOSE WHEN AC BLOWER IS ON HIGH. RUN OASIS, NO
MESSAGES FOUND. FOUND AC VENT ON MIDDLE ROW LEFT SIDE HAS NO RESISTANCE
IN VENT ALLOWING IT TO CLOSE WHEN AIR FLOWS AGAINST IT. REPLACE VENT
AND RETEST OK. 8075/1305/19893/42

EST: 219.90 17SEP14 12:35 SA: 8814

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE.	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
"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."	Any warranties on the product sold hereby are those made by the manufacturer. The seller ALLAN VIGIL FORD LINCOLN, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALLAN VIGIL FORD LINCOLN, INC., 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 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 #:



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Morrow, GA 30260
Phone: (678) 364-3673
www.vigilford.com

INVOICE



DUPLICATE 1
PAGE 1

SERVICE DEPARTMENT HOURS

Monday - Friday Saturday

7:00 a.m. to 7:00 p.m. 7:00 a.m. to 8:00 p.m.

MONTICELLO, GA

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 8838 REGINALD A BALDWIN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: GRAY, 14, FORD EXPLORER, 1FM5K7F85EG, 13995/14002, TG1459.

Table with columns: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 01JAN14 DD, 19:00 21OCT14, 0.00, CASH, 24OCT14.

Table with columns: R.O. OPENED, READY, OPTIONS.

12:02 21OCT14 13:59 24OCT14
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES SMELL (LIKE EXHAUST/BURNING FUMES) NOTICED UNDER HEAVY ACCELERATION. WHEN IT GETS IN, SMELL NOTICED IN REAR OF VEHICLE FIRST. \$59.95

CAUSE: NO PROBLEM FOUND
NPF NO PROBLEM FOUND
7262 W (N/C)
FC: F99 PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
001334

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
TEST DROVE BY SHOP FOREMAN AND WAS UNABLE TO REPRODUCE A BURNING ODOR AT THIS TIME. CHECKED OASIS, NO RELATED SSM OR TSB. CHECKED FOR ANY FLUID LEAKS AND FOUND NONE AT THIS TIME. CONCERN IS UNDER INVESTIGATION BY FORD AT THIS TIME. 7262/1334/NPF

C RENTALHERE - PER AUTUMN FROM FORD.

CAUSE: LOANER VEHICLE
RENTALHERE RENTALHERE
99 W (N/C)
FC: A99 PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

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

EST: 104.41 21OCT14 12:01 SA: 8838

Table with columns: TERMS, DISCLAIMER OF WARRANTIES, DESCRIPTION, TOTALS. Includes sections for 'TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE.' and 'DISCLAIMER OF WARRANTIES'. Description items include LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc.

CUSTOMER #.



6790 Mt. Zion Blvd. Morrow, GA 30260 Phone: (678) 364-3673 www.vigilford.com

INVOICE

DUPLICATE 2 PAGE 1

SERVICE DEPARTMENT HOURS

Monday - Friday Saturday

7:00 a.m. to 7:00 p.m. 7:00 a.m. to 8:00 p.m.

SERVICE ADVISOR: 8838 REGINALD A BALDWIN

MONTICELLO, GA HOME: BUS: CONT: CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a Gray 2014 Ford Explorer with VIN 1FM5K7F85EG.

Table with columns: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes date 01JAN14 DD and 16JUN15.

11:06 01JUN15 08:48 16JUN15
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES THAT THERE ARE EXHAUST FUMES STILL COMING INTO VEHICLE. CONFIRMED BY SHOP FOREMAN. MOST NOTICEABLE AFTER VEHICLE SITS, THEN WHEN ACCELLING. SEE HISTORY CAUSE: FUMES ENTERING VEHICLE EXHAUST REPAIR 8052 W (N/C)

FC: E41 PART#: COUNT: CLAIM TYPE: AUTH CODE: 007897

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

THE SHOP FOREMAN VERIFIED THE CUSTOMER CONCERN. I GOT ANOTHER CAN OF THE RUBBERIZED UNDERCOATINGS AND SPRAYED ALL AROUND THE PAC LINES AT THE REAR OF THE VEHICLE AND ALL THE RUBBER DRAIN PLUGS. PERFORMED ROAD TEST. I DID SMELL ANY FUMES DURING THE ROAD TEST. I WILL HAVE THE SHOP FOREMAN ROAD TEST AGAIN. 8052/5696 ** SHOP FOREMAN RE-INSPECTED AFTERWARD AND WAS UNABLE TO DUPLICATE AN ODOR. CALLED FORD HOTLINE AND WAS TOLD THAT THE CONCERN IS CURRENTLY UNDER INVESTIGATION BY FORD ENGINEERING. 7262/1334

B CUSTOMER DRIVERS SIDE REAR VENT CLOSES WHEN ON HIGH SEE HISTORY CAUSE: VENT DEFECTIVE

MT19893 REPLACE REAR AIR VENT 8075 W (N/C)
1 BBSZ*19893*CA LOUVRE ASY - VENT AIR (N/C)

FC: C19 PART#: COUNT: CLAIM TYPE: AUTH CODE: 001305

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

DRIVERS SIDE MIDDLE ROW ROOF VENT CLOSES WHEN BLOWER IS ON HIGH, RUN OASIS, NO MESSAGES FOUND, INSPECT AND FOUND NO TENSION ON VENT MECHANISM, REPLACE DRIVERS SIDE MIDDLE ROW ROOF VENT, VERIFY REPAIR *****

Table with columns: TERMS, DISCLAIMER OF WARRANTIES, DESCRIPTION, TOTALS. Includes sections for 'STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE' and 'DISCLAIMER OF WARRANTIES'.

CUSTOMER #



Allan Vigil



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Morrow, GA 30260
Phone: (678) 364-3673
www.vigilford.com

INVOICE

DUPLICATE 2
PAGE 2

SERVICE DEPARTMENT HOURS

Monday - Friday Saturday

7:00 a.m. to 7:00 p.m. 7:00 a.m. to 6:00 p.m.

MONTICELLO, GA

HOME: CONT: [REDACTED]

BUS: CELL: [REDACTED]

SERVICE ADVISOR: 8838 REGINALD A BALDWIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	14	FORD EXPLORER	1FM5K7F85EG [REDACTED]		31400/31409	TM3382

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			11:06 11JUN15		0.00	CASH	16JUN15

R.O. OPENED	READY	OPTIONS:
11:06 01JUN15	08:48 16JUN15	

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

C FORD AUTHORIZED LOANER VEHICLE

CAUSE: RENTAL HERE

RENTALHERE FORD AUTHORIZED LOANER VEHICLE

99 W

(N/C)

FC: A99 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

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

RENTAL HERE FOR REPAIRS PERFORMED

D** CUSTOMER STATES FLUTTERING NOISE IS HEARD FROM ENGINE BAY AFTER A/C IS SWITCHED ON. CHECK AND ADVISE.

CAUSE: NOISY

19700A PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CHARGE AIR CONDITIONING SYSTEM.

DIAGNOSIS - L

8155 W

(N/C)

1 EB5Z*19703*B COMPRESSOR ASY

(N/C)

32 YN*19* REFRIGERANT - R-134A

(N/C)

1 YN*12*D OIL - COMPRESSOR - AIR CONDITI

(N/C)

19700A4 COMPRESSOR ASSEMBLY-AIR CONDITIONER -

REPLACE (19703/19V703) - L

8155 W

(N/C)

FC: C09 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

004658

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

ROAD TESTED BY TECH AND SHOP FOREMAN AND VERIFIED NOISE FROM AC COMPRESSOR, RAN OASIS AND FOUND NO TSB OR SSM RELATED TO CONCERN, REPLACED AC COMPRESSOR AND RETESTED AFTER REPAIR, OK AT THIS TIME.

8155/4658/19703/42

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE.	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
<p>"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."</p>	<p>Any warranties on the product sold hereby are those made by this manufacturer. The seller ALLAN VIGIL FORD LINCOLN, INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALLAN VIGIL FORD LINCOLN, INC. 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.</p>	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
		CUSTOMER SIGNATURE	

CUSTOMER #



INVOICE



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Morrow, GA 30260
Phone: (678) 354-3673
www.vigilford.com

DUPLICATE 2
PAGE 3

SERVICE DEPARTMENT HOURS

Monday - Friday

Saturday

7:00 a.m. to 7:00 p.m.

7:00 a.m. to 6:00 p.m.

SERVICE ADVISOR: 8838 REGINALD A BALDWIN

MONTICELLO, GA

HOME:

CONT:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	14	FORD EXPLORER	1FM5K7F85EG		31400/31409	TM3382	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14			11:06 11JUN15		0.00	CASH	16JUN15

R.O. OPENED	READY	OPTIONS:
11:06 01JUN15	08:48 16JUN15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST:	0.00			01JUN15 11:06	SA: 8814		

2Jun: Spoke to customer. Sealant on order, will be here tomorrow, vehicle will be done tomorrow w. Customer to pick up on Thurs. 4Jun: Spoke to customer after Cliff and I test drove veh to fix small concern. Still need to look at rear vent concern in the AM. 11Jun 1pm: Compressor on order, notified customer, will notify again when part gets here. 15Jun: Compressor is here, 8155 has vehicle. Will notify when finished.



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE.	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
<p>"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."</p>	<p>Any warranties on the product sold hereby are those made by the manufacturer. The seller ALLAN VIGIL FORD LINCOLN, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALLAN VIGIL FORD LINCOLN, INC., 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.</p>	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00
		CUSTOMER SIGNATURE	

CUSTOMER #: [REDACTED]



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INVOICE

MONTICELLO, GA [REDACTED]

PAGE 1

SERVICE DEPARTMENT HOURS

Monday - Friday

Saturday

7:00 a.m. to 7:00 p.m.

7:00 a.m. to 6:00 p.m.

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 8838 REGINALD A BALDWIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	14	FORD EXPLORER	1FM5K7F85EG [REDACTED]		35104/35108	TG2651	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			12:23 22JUL15		0.00	CASH	28JUL15
R.O. OPENED	READY	OPTIONS:					
12:23 21JUL15	11:24 28JUL15						

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

A CUSTOMER STATES THERE ARE EXHAUST FUMES STILL PRESENT COMING INTO VEHICLE. FORD HAS AN OPEN CASE ON THIS VEHICLE. CHECK AND ADVISE.

CAUSE: OUT OF CALIBRATION
NPF NO PROBLEM FOUND
7262 W
FC: E41 PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
001334

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
TEST DROVE AND INSPECTED BY SHOP FOREMAN AND VERIFIED EXHAUST ODOR IN VEHICLE. CHECKED OASIS, REFERRED TO TSB 14-0130. REPROGRAMMED THE HVAC MODULE AND TEST DROVE AFTERWARD OK AT THIS TIME. 7262/1334

B CUSTOMER STATES AC TAKES LONGER THAN USUAL TO GET COOL. COMPRESSOR WAS JUST REPLACED. CHECK AND ADVISE.

CAUSE: NO PROBLEM FOUND
NPF NO PROBLEM FOUND
8155 W
FC: C02 PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
004658

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
COULD NOT DUPLICATE AC CONCERN. RAN OASIS AND FOUND NO TSB OR SSM RELATED TO CONCERN. PRESSURE TESTED AC SYSTEM AND FOUND PRESSURES WITHIN SPEC. AC WILL TAKE MORE TO COOL IN 100 DEGREE WEATHER THAN 80 DEGREE WEATHER. 8155/4658/NPF

C 24 POINT INSPECTION
Q99P 24 POINT INSPECTION

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE.	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
* 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 vehicles to secure the amount of repairs thereon.	Any warranties on the product sold hereby are those made by the manufacturer. The seller ALLAN VIGIL FORD LINCOLN, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALLAN VIGIL FORD LINCOLN, INC., 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 AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT		

CUSTOMER #: [REDACTED]

INVOICE



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MONTICELLO, GA

PAGE 2

SERVICE DEPARTMENT HOURS

Monday - Friday

Saturday

7:00 a.m. to 7:00 p.m. 7:00 a.m. to 6:00 p.m.

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

SERVICE ADVISOR: 8838 REGINALD A BALDWIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	14	FORD EXPLORER	1FM5K7F85EG [REDACTED]		35104/35108	TG2651

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			12:23 22JUL15		0.00	CASH	28JUL15

R.O. OPENED	READY	OPTIONS:
12:23 21JUL15	11:24 28JUL15	

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

D RENTALHERE

CAUSE: RENTAL HERE

RENTALHERE RENTALHERE

99 W

(N/C)

FC: A99 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

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

RENTAL HERE FOR REPAIRS PERFORMED

EST: 319.50

21JUL15 12:23 SA: 8838

Allan Vigil

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.

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller ALLAN VIGIL FORD LINCOLN, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALLAN VIGIL FORD LINCOLN, INC., 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.

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 #: [REDACTED]

INVOICE



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Morrow, GA 30260
Phone: (678) 364-3673
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MONTICELLO, GA [REDACTED]

HOME:

CONT: [REDACTED]

BUS:

DUPLICATE 1
PAGE 1

SERVICE DEPARTMENT HOURS

Monday - Friday

Saturday

7:00 a.m. to 7:00 p.m.

7:00 a.m. to 8:00 p.m.

SERVICE ADVISOR: 8838 REGINALD A BALDWIN

COLOR	YEAR	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	14	FORD EXPLORER	1FM5K7F85EG [REDACTED]		35711/35711	TG2727

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			19:00 11AUG15		0.00	CASH	20AUG15

R.O. OPENED: READY OPTIONS:

15:17 05AUG15 11:39 20AUG15

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

A CUSTOMER STATES VEHICLE IS GETTING AN EXHAUST ODOR INSIDE, NOTICED IN THE REAR OF VEHICLE. CHECK AND ADVISE. CASE OPENED WITH FORD.

CAUSE: NA

DRIVE CUSTOMER STATES VEHICLE IS GETTING AN EXHAUST ODOR INSIDE, NOTICED IN THE REAR OF VEHICLE. CHECK AND ADVISE. CASE OPENED WITH FORD.

7262 W

(N/C)

FC: A99 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

001334

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

SERVICE ENGINEER, DAVE DRIPS, INSPECTED VEHICLE. PRESURIZED CABIN AND CHECKED FOR LEAKS. NOTHING FOUND, BUT ADDED ADDITIONAL SEALER. TEST DROVE, IT IS ADVISED UNDER AGGRESSIVE DRIVING, SOME OUTSIDE ODORS CAN ENTER THE VEHICLE BUT HAVE BEEN DETERMINED TO BE SAFE LEVELS. TO AVOID THIS, IT CAB BE TAKING OUT OF RECIRCULATE AND THEN MOVING THE BLOWER SPEED. OR, THE BLEND DOOR OPENS AT WIDE OPEN THROTTLE. IT IS NOTED REVISED EXHAUST TIPS MAY BE AVAILABLE IN A FEW WEEKS. - 20AUG - CUSTOMER CAME IN AND RODE WITH SHOP FOREMAN, BOTH CONFIRMED HINT OF SMELL IS STILL PRESENT. CUSTOMER TO TAKE VEHICLE AND MONITOR, UNTIL NEW EXHAUST TIPS ARRIVE. -AB

B 24 POINT INSPECTION

Q99P 24 POINT INSPECTION

7262 CPQ

0.00

0.00

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

C PURCHASED HERE, APPROVED PER VANESSA @ FORD.

RENTALHERE PURCHASED HERE, APPROVED PER VANESSA @ FORD.

99 W

(N/C)

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 product sold hereby are those made by the manufacturer. The seller ALLAN VIGIL FORD LINCOLN, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALLAN VIGIL FORD LINCOLN, INC., 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.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

CUSTOMER #:



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INVOICE

DUPLICATE 1
PAGE 2

SERVICE DEPARTMENT HOURS

Monday - Friday 7:00 a.m. to 7:00 p.m. Saturday 7:00 a.m. to 6:00 p.m.

MONTICELLO, GA
HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 8838 REGINALD A BALDWIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	14	FORD EXPLORER	1FM5K7F85EG		35711/35711	TG2727	
DEL DATE	PRGD. DATE	WARR. EXP.	PROMISED	PQ NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			19:00 11AUG15		0.00	CASH	20AUG15

R.O. OPENED	READY	OPTIONS:
15:17 05AUG15	11:39 20AUG15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL			
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

EST: 159.75 05AUG15 15:17 SA: 8838

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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE.	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
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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

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

GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number: [input] File Report To This Folder File Report To A Folder Exists in R

Add Comments Previous Next Save Mail Report

Report Detail Section : View Details Attachments: 0

Report# : EJWDU019 NHL Received: 10
CCRG/EPRC: S Reviewed Status: Date:
Vehicle: 2014,EXPLORER 4X2 (U502) ,LIMITED,4 DOOR ,MPV ,1FM5K7F85EG Build Date: 12
Odometer : 31,400 M Engine: 3.5L CYCLO Calibration: EU
Transmission: 6F50 Axle: A/C: YE
Dealer: USA 00509 Allan Vigil Ford Lincoln, Inc. Phone#: 67
City: Morrow State: Georgia Country : US
Originator: james shelle
Symptom: 4 47 1 39 ST/RN/MV,ODOR,CHEMICAL,INTERMITTENT
Status:
VFG: V53 EXHAUST SYSTEM FUNCTION
Additional Symptom: REPEAT EXHAUST ODOR COMPLAINT.
Fix: Causal Component :
Condition Code:

Hotliner: JSUTTO55 Phone: Regn Cd: S1 Atlanta
Engineering: Phone: TAR: 30-60
Dir Contact: JAMES SHELLE Phone: Title Cde: SF

KOEO:
KOEC:
KOER:

Comments:

CONCER 10/23/2014 05:57PM JOSEPH SUTTON MSS - FCSD - TECH SVC HOTLINE

Web Form Data - Concern: c/s that there is an exhaust type of odor that seems to come from the rear of the veh. seems to be noticed more on moderate acceleration. Diagnostics: tsb 14-0130 was done about 2 weeks ago. also body seams were sealed, and inspected for any missing body plugs, etc. Parts replaced: the left side rear air extractor as per the tsb Tech Question: The customer comes back with the same odor and has filed a ford complaint. I was reading a previous report on the self help tool (for the same complaint) that states that the concern is currently under

investigation. Is there any further updates or info about this at this time? Any further instructions?

RECOMM 10/23/2014 05:57PM JOSEPH SUTTON MSS - FCSD - TECH SVC HOTLINE

James, Some 2011-2015 Explorer vehicles may exhibit a repeat customer concern of exhaust odor inside the vehicle after TSB 14-0130 has been completed. If this is verified, ensure that TSB 14-0130 has been completed correctly, and verify the following: Verify proper body sealing as per Section 501-00 Body System General Information of the Workshop Manual. Inspect the air extractors for possible damage or improper sealing. Inspect the steering column shaft boot seal. Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead. Verify the lift gate seal for damage and proper fit/contact pattern. Ensure that the lift gate plugs are in place in the drain holes. Use Rotunda 134-R0135 Leak Detector (or equivalent) to locate leak points/seal openings. Note: Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern. If TSB 14-0130 has been completed correctly and there are no concerns identified with the above inspections, please be advised that this concern is currently under investigation. There are no new updates yet, it is advised to monitor OASIS for updates in the form of an SSM or TSB. There is no present ETA in regards to this concern.

ADD-ON 10/23/2014 05:57PM JOSEPH SUTTON MSS - FCSD - TECH SVC HOTLINE

Consulted Nathan Brooksby for escalation due to the open CRC case. Was advised not to escalate and to provide the SSM. Article ISM 1307010 2011-2015 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 14-0130

CONCER 06/04/2015 06:29PM WALTER SMITH MSS - FCSD - TECH SVC HOTLINE

Web Form Data Description of Vehicle Concern: customer still complains of a exhaust type odor in the rear of the vehicle during near WOT accelerations Please list any diagnostics already performed: performed tsb 14-0130 on a prior visit Parts Replaced: left side rear air extractor on last visit Your Question: the customers kids ride in the back and still complain of exhaust type odors, mainly in the rear of the veh. This only happens at Wot accelerations as per customer. We have resealed the areas again as outlined in the tsb this visit. I think they have a ford complaint open. do you have any further info on this concern? I don't smell any further odor, but not convinced that they will be satisfied

RECOMM 06/04/2015 06:29PM WALTER SMITH MSS - FCSD - TECH SVC HOTLINE

James, for a repeat complaint of exhaust odor after TSB 14-0130 has been performed. If this is verified ensure that the TSB has been performed correctly. (it is noted this inspection is being performed). Verify the body seals are sealing per the WSM 501-00 Body system General Information. Inspect the air extractor for possible damage or improper sealing. A bright light can be used to check for leaks. Inspect the steering column shaft boot seal. Inspect for signs of body repairs and verify there are no missing or poorly seated body plugs in the floor pan or bulk head. Verify all the wire harness boot seals are correctly installed. Inspect the liftgate seal for damage and proper fit/ check the contact pattern of the lift gate seal. Verify the liftgate plugs are in place in the drain holes. Use Rotunda 134A-Ro135 Leak Detector or equivalent to locate leaking seals. Note: Selecting Fresh Air HVAC mode will increase cabin pressure which may help with diag. and finding leaks. Please be advised Engineering is investigating this concern. Monitor Oasis for updates.

ADD-ON 06/04/2015 06:29PM WALTER SMITH MSS - FCSD - TECH SVC HOTLINE

Article ISM 1307010 2011-2015 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 14-0130

CONCER 08/11/2015 11:25AM T ECHHOT MSS - FCSD - TECH SVC HOTLINE

Customer has returned with vehicle again and complaining that it is still getting exhaust order in the vehicle. Customer has also opened FMC360 case. [REDACTED] [REDACTED] Agent has told customer they were going to request TAR. Called and spoke to local FSE David Drpps and he had us check for the latest Update in the HVAC module and it has the latest calibration. He recommended contacting Hotline because he said there was some new information on additional sealing that could be done and hotline had this information. Can you supply this to us so that we can repair this vehicle.

RECOMM 08/11/2015 12:33PM JACOB GITTELSON MSS - FCSD - TECH SVC HOTLINE

James, If the concern of an exhaust type odor is still present after performing Technical Service Bulletin TSB 14-0130 and ensuring it has been completed correctly, please perform the following Pressure Test Procedure: -Using masking tape, seal the rear air extractors and extractor areas. It is not necessary to mask the rear lip molding for vehicles that do not have the rear lip molding removed. -Start the vehicle, and set A/C to fresh air mode and set blower speed to max, closing all doors and ensuring the windows are up and fully sealed. -With the use soapy water in a spray bottle to help locate air leaks, spray around the following areas using the presence of air bubbles to identify Air Leaks: *Under body seams *Underbody rubber grommet *Rear wheel well seams *Rear tail light seam *Rear deck lid seals *Side panel glass seals *License plate area -Mark all areas identified to have air leaks. - Turn off A/C, then turn off vehicle -Clean and dry all areas marked earlier and Seal using Motorcraft Seam Sealer TA-2. Allow sealant to dry and retest (May take up to 20 minutes). -Remove the masking tape used in the first step of this procedure of the pressure test and inspect the air extractor for possible damage or improper sealing. Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead. If any are found to be missing they should be replaced. If they are leaking, they can either be replaced or they can be sealed using the TA-2 sealer. Verify the lift gate seal for damage and proper fit/contact pattern. Ensure that the lift gate plugs are in place in the drain holes. Using the IDS service tool enter Module Programming and attempt to reflash the HVAC module to the latest calibration, making sure that the IDS is connected to the internet. Technicians in North America should answer the HVAC programming question with a 'YES' to ensure they get the latest calibration. A later HVAC calibration may be available if TSB 14-0130 was completed before 7/7/15. Note: Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern. In addition, we have escalated this concern to the Technical Service Hotline Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer's concern. Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Escalated Handling Team is still unable to assist you in resolving the customer's concern through these additional steps, the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request. Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail. Thank you in advance.

ADD-ON 08/11/2015 12:33PM JACOB GITTELSON MSS - FCSD - TECH SVC HOTLINE

Escalation due to Time Down Consulted Josh Burtch Discussed ISM procedure, Time Down, Content of the HAR Form, FMC360 case Currently performing an additional sealing procedure outlined in ISM 15-07-013. Current cause is exhaust fumes/odor inside vehicle. Article ISM 1507013 SOME 2011-2015 EXPLORER VEHICLES MAY

EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 14-0130 HAS BEEN COMPLETED.

ADD-ON 08/11/2015 12:33PM JACOB GITTELSON MSS - FCSD - TECH SVC HOTLINE

Reason For Escalation: Time Down

CONCER 08/13/2015 09:36AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

An outbound call was placed to discuss this Exhaust odor concern with Technician James. It was stated at the time of the call that James was on a road test.

RECOMM 08/13/2015 09:36AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

Good Morning James, The Ford Motor Company Escalated Handling Team called to discuss the concern on this vehicle with you. However, at the time of the call, it was mentioned that you were on a road test. I will attempt to contact you again shortly.

ADD-ON 08/13/2015 09:36AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

Follow up call later this morning.

CONCER 08/13/2015 10:33AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

Another outbound call was made to speak with James about this vehicle and there was no one available in the Service Department to answer the call. The Dealer's receptionist was kind enough to give James a message to update this contact with an alternative phone number.

RECOMM 08/13/2015 10:33AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

James, Another attempt was made to discuss this concern with you. After not being able to speak with anyone in Service, the Dealer's receptionist was kind enough to give you a message to update this contact with an alternative phone number that may make it easier to discuss this concern with you.

ADD-ON 08/13/2015 10:33AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

Another follow up call will be attempted later this morning.

CONCER 08/13/2015 01:57PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

During this call, Service Manager Monty was kind enough to discuss this concern with me. Monty stated that their Field Service Engineer (FSE) has been unofficially involved with this Vehicle. Monty stated that they have resealed some areas of interest and the odor can still be duplicated entering the vehicle.

RECOMM 08/13/2015 01:57PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

Monty, Thank you for taking the time to update me on your progress. With the odor concern still occurring after resealing suspect areas, we are going to officially involve your FSE. With that said, we have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

ADD-ON 08/13/2015 01:57PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

A TAR has been opened on this vehicle due to an ongoing concern with exhaust odors entering the cabin area of this vehicle.

TAR 08/13/2015 01:58PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO AN ONGOING CONCERN REGARDING EXHAUST ODOR ENTERING THE CABIN OF THIS VEHICLE. THE DEALER STATED THAT YOU WERE UNOFFICIALLY INVOLVED WITH THIS VEHICLE. THE DEALER CONFIRMED THAT THE RECOMMENDED AREAS OF INTEREST WERE INSPECTED AND RESEALED. HOWEVER, THE DEALER IS STILL DUPLICATING THE ODOR. IF NOT KNOWN, THERE IS ALSO A CURRENT OPEN FMC360 CASE (CAS- [REDACTED]) FOR THIS CONCERN. THE VEHICLE IS AT

THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 2 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 3 THIS VISIT.

AUDIT 08/13/2015 01:58PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE
ODOMETER 31400 CHANGED TO 31400 M BY BGRAHA43

ADD-ON 08/14/2015 01:14PM DAVID DRIPPS (FSE) MSS - FCSD - REG ATL-ORLAND-MI
INSPECTED VEHICLE AND DID THE PRESSURIZATION OF THE CABIN PER THE ISM. DID NOT IDENTIFY ANY BUBBLES. HOWEVER RESEALED THE AREAS AS SHOWN AND TEST DROVE WITH NO CHANGE.

ADD-ON 08/14/2015 01:20PM DAVID DRIPPS (FSE) MSS - FCSD - REG ATL-ORLAND-MI
INSPECTED VEHICLE AND PERFORMED TESTING TO DETERMINE IF THERE WAS ANY AREAAS ALLOWING OUTSIDE AIR TO ENTER. NONE WERE FOUND, HOWEVER, RESEALED AREAS IN THE REAR TO ASSURE ALL WAS SEALED. HVAC AT LATEST LEVEL. TEST DROVE. IF SITTING IN THE BACK SEAT AND UNDER HEAVY ACCELERATION, LIKE UP A LENGTHY HILL, SOME FAINT EXHAUST COULD BE OBSERVED, WHICH IS NORMAL AS VEHICLES ARE NOT COMPLETELY AIR TIGHT. NO FURTHER ACTION AT THIS TIME. THERE MAY BE AN EXHAUST TIP AVAILABLE IN A FEW WEEKS BUT NOT AS OF YET. ADVISED DEALER TO HAVE THE CUSTOMER PICK UP THE CAR AS THIS IS CHARACTERISTIC OF THESE TYPE VEHICLES AND ANY OUTSIDE INTRUSION IS NO WORSE THAN BEING OUTSIDE AND ARE NOT AT UNSAFE LEVELS. TO MINIMIZ OCCURANCE, ADVISED THAT IF THE RECIRCULATE IS TURNED OFF (PRESS BUTTON OFF AND CHANGE BLOWER SPEED) THE DOOR WILL OPEN AND WILL ALSO OPEN AT WIDE OPEN THROTTLE OR ALMOST WIDE OPEN THROTTLE IF DRIVING AGGRESSIVELY.

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

Requester: KMCLEA16
Report Summary
Server: FCVWS962

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7-Oct-2015
Retention: None

DEALER 21V 715

VIN 1FM5K7F85EG

	Suggested Retail Price	Invoice Amount
K7FF EXPLORER LIMITED FWD 2014 MODEL YEAR	38100.00	35528.00
UJ STERLING GRAY METALLIC		
CL LT STONE COOLED PERF LTHR		
INCLUDED ON THIS VEHICLE EQUIPMENT GROUP 301A	2500.00	2269.00
VOICE ACTIVATED NAVIGATION		
LUXURY SEATING PACKAGE		
POWERFOLD THIRD ROW SEAT		
POWER LIFTGATE		
HEATED STEERING WHEEL		
PWR TILT/TELE STEERING WHEEL		
OPTIONAL EQUIPMENT		
998 .3.5L V6 TIVCT ENGINE	NC	NC
44J .6-SPEED SELECTSHIFT TRANS	NC	NC
173 2ND ROW DUAL BUCKET SEATS	750.00	655.00
439 DUAL-PANEL MOONROOF	1595.00	1392.00
51D 2ND ROW CONSOLE	100.00	87.00
60T CARGO SHADE *PIA*	135.00	118.00
JOB #2 ORDER		
SELECT SHIFT TRANSMISSION		
FLEXIBLE FUEL		
TOTAL OPTIONS	5180.00	4521.00
TOTAL VEHICLE & OPTIONS	43280.00	40049.00
DESTINATION & DELIVERY	895.00	895.00
TOTAL FOR VEHICLE	44175.00	
FUEL CHARGE		65.93
ADVERTISING ASSESSMENT		649.00
SHIPPING WEIGHT 4320 LBS.		
TOTAL	44175.00	41658.93

This invoice may not reflect the final cost of the vehicle in view of the possibility of future rebates, allowances, discounts and incentive awards from Ford Motor Company to the dealer

Sold to Ed Murdock Ford P.O. BOX 629 Lavonia		21V715 GA 30553		Order Type 1	Ramp Code CA02	Batch ID DL261	Price Level 415
Ship to (if other than above) Ed Murdock Ford Lavonia		21715 GA 30553		Date Inv. Prepared 11 26 13	Item Number 21-1564	Transit Days 12	Ship Through
Invoice & Unit Identification NO 1FM5K7F85EG	Final Assembly Point CHICAGO	Finance Company and/or Bank Ford Motor Credit 000001					

Total Holdback	Invoice Total	A & Z Plan	D Plan	X Plan	FPA
1299	41658.93	39985.93	40085.93	41767.29	433.00

This invoice to be used for the billing of vehicles only

Dealer's copy

PE16-008 000869 LC



VIN

1FM5K7F85EG [REDACTED]

Status

Active

General

VIN 1FM5K7F85EG [REDACTED]

Vehicle Specification 2014 > FORD > EXPLORER > K7F - EXPLORER LTD FWD 4-DR
Full Path

Warranty Start Date 4/29/2014 12:00 AM Tech Hotline No

Vehicle Details

Hours in Service		New/Used	
Estimated Mileage		Model Year	2014
Mileage	35,711	Make	FORD
Mileage Units	Miles	Model / Vehicle Line	EXPLORER
		Body Style	K7F - EXPLORER LTD FWD 4-DR
		Black Label Privileges	

Advanced Search Of Vehicle Ownership

Advanced Search

Search On Contact Search By

Detailed Info

Tag #		Vehicle Status Code	
Order Number		Vehicle Ownership Code	1
Acquisition Code		Acquisition Method Code	
Leased	No	Vehicle Ownership	[REDACTED]
Selling Dealer Code			

Initial Sales Information

Sales Type Code	K	Sale Date	4/29/2014
Vehicle Status Code		Warranty Date	
		Vehicle Line Code	

Cases

<input type="checkbox"/>	Case Number	VIN	Customer	Status	Case Classification Full Path
<input type="checkbox"/>	[REDACTED]	1FM5K7F85EG	[REDACTED]	Resolved	Consumer Intervention > OGC R
<input type="checkbox"/>	[REDACTED]	1FM5K7F85EG	[REDACTED]	Resolved	Dealer - Vehicle Concern > CSM
<input type="checkbox"/>	[REDACTED]	1FM5K7F85EG	[REDACTED]	Resolved	Sales > General/Other
<input type="checkbox"/>	[REDACTED]	1FM5K7F85EG	[REDACTED]	Resolved	Vehicle Concern > Repair Assista
<input type="checkbox"/>	[REDACTED]	1FM5K7F85EG	[REDACTED]	Resolved	Vehicle Concern > Repair Assista
<input type="checkbox"/>	[REDACTED]	1FM5K7F85EG	[REDACTED]	Resolved	Vehicle Concern > CVP Quick To
<input type="checkbox"/>	[REDACTED]	1FM5K7F85EG	[REDACTED]	Resolved	Vehicle Concern > FIN Assist Rei

1 - 7 of 7 (0 selected)

Page 1

Notes

Admin Info

Basic Audit Info

Created By	ford prload1	Modified By	Ronald Cirocco
Created On	5/24/2014 12:49 AM	Modified On	10/1/2015 11:08 AM

Status Active

Case

[REDACTED]

General Info

Overview

Case Number	[REDACTED]	Status	Resolved
Priority	High	Owner	Tier 2 CCT
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Phone		

Close Case

Close Case Info

Resolution Type	Addressed	Comments
Closure Type	Resolved	

Customer Info

Advanced Search

Search On	Contact	Search By
-----------	---------	-----------

Customer Name	[REDACTED]	Caller Type
Best Contact Method		Use for Reply-To
Best Daytime Phone		Customer Delegate
Customer Home Phone	[REDACTED]	Customer Delegate Phone
Customer Business Phone	[REDACTED]	Relationship
Customer Mobile Phone	[REDACTED]	
Vehicle Purchase Status	[REDACTED]	

Current CLP LTV Score 91

Customer Scores

Loyalty Score 90

Defector Score

CLP LTV Score 91

Dissat Score

In-Market 69

ESP Score

Likelihood to Service

Service Segments

Loyalty Segment - Mexico

Dealer Info

Dealer Info

Dealer Name  Allan Vigil Ford Lincoln, Inc.

Dealer PA Code 00509

Dealer Service Manager

Dealer Phone Number (678) 364-3673

More than one Service Manager Yes

Dealer Contact

Service Mgr Phone

Portal Status No New Message

FMCC Branch Code

Vehicle Info

Vehicle Info

VIN  1FM5K7F85EG [REDACTED] Mileage 35,227

Warranty Start Date 4/29/2014

Mileage Units Miles

Vehicle Modifications No

Hours in Service

Original Selling Dealer Wayne Morris Ford


Converted Mileage



Original Selling PA 04027



Days Out of Service


Number of Repairs


Vehicle Specification

Vehicle Specification  2014 > FORD > EXPLORER > K7F - EXPLORER LTD FWD 4-DR
 Full Path

Model Year  2014 Engines Specification  3.5L V6 CYCLONE TIVCT

Make  FORD Transmissions Specification  6 SPD AUTO TRANS 6F

Model / Vehicle Line  EXPLORER

Body Style  K7F - EXPLORER LTD FWD 4-DR

Case Classification

Classification

Responsible Team  Tier 1 Inbound

Case Classification  Vehicle Concern > Repair Assistance > CCT Criteria
 Full Path

Case Classification  Vehicle Concern
 Level 1

Case Classification  Repair Assistance
 Level 2

Case Classification  CCT Criteria
 Level 3

Case Classification
 Level 4

Classification

Initial Contact Target	Initial Contacted	No
Case Closure Target	8/28/2015 5:00 PM	Initial Contact Date

Symptom Code

Symptom Code  Comfort & Entertainment > Interior Odor > Chemical > Intermittent

Level 1  Comfort & Entertainment

Level 2  Interior Odor

Level 3  Chemical

Level 4  Intermittent

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0005728655

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities**All Activities**

Subject	Activity Type	Activity Status	Priority	Date Created
 Case Resolution	Case Resolution	Completed	Normal	9/2/2015 9:44...
 Close Case	Close Case	Completed	Normal	9/2/2015 9:44...
 Closing if I dont receive th...	Appointment	Completed	Normal	8/26/2015 1:50...
 Closing if I dont receive th...	Schedule Follow-Up	Completed	Normal	8/26/2015 1:49...
 Waiting on rental total	Appointment	Completed	Normal	8/20/2015 10:0...
 Waiting on rental total	Schedule Follow-Up	Completed	Normal	8/20/2015 10:0...
 CALL To - 7706525698	Phone Call	Completed	Normal	8/20/2015 9:47...
 CALL To - 6783643673	Phone Call	Completed	Normal	8/20/2015 9:41...
 Checking report	Appointment	Completed	Normal	8/14/2015 10:0...
 Checking report	Schedule Follow-Up	Completed	Normal	8/14/2015 10:0...

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Page 1

Notes & Article**Notes**

Title: Note created on 09/02/2015 09:44 AM by Michele Paramore, Default Team: Tier 2 CCT

ESP reflects in OASIS. closing case as I received no info regarding rental. I will provide approval code once SM provides me with the info

Michele Paramore 9/2/2015 9:44 AM

Title: Note created on 08/26/2015 01:49 PM by Michele Paramore, Default Team: Tier 2 CCT

Email to SD Jeff Jeff, CAS [REDACTED] I'm waiting on the RO and line number with the total for the rental so I can provide the approval code) Thanks

Michele Paramore 8/26/2015 1:49 PM

Title: Note created on 08/20/2015 10:00 AM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to SA Alex @ 6783643673 he stated the vehicle has not been picked up because the customer wants to talk to me. OBC to customer @ [REDACTED] She stated she wanted to talk to me about the warranty issue. I advised that I can add the ESP as it has been determine that this is of normal characteristics of her vehicle. I verified address and advised the customer that she would receive her contract in the mail within 2 weeks and that the ESP should reflect in 3 business days 35227 miles on vehicle. I advised her to give me a call if she ever have any questions

Michele Paramore 8/20/2015 10:00 AM

Title: Note created on 08/20/2015 09:58 AM by Michele Paramore, Default Team: Tier 2 CCT

ESP has been uploaded to RAV for approval

Michele Paramore 8/20/2015 9:58 AM

Title: Note created on 8/14/2015 1:20 PM by David Dripps, Default Team: Field Operations Service

inspected vehicle and performed testing to determine if there was any areas allowing outside air to enter. none were found however, resealed areas in the rear to assure all was sealed. hvac at latest level. test drove. if sitting in the back seat and under heavy acceleration, like up a lengthy hill, some faint exhaust could be observed, which is normal as vehicles are not completely air tight. no further action at this time. there may be an exhaust tip available in a few weeks but not as of yet. advised dealer to have the customer pick up the car as this is characteristic of these type vehicles and any outside intrusion is no worse than being outside and are not at unsafe levels. to minimiz occurance, advised that if the recirculate is turned off (press button off and change blower speed) the door will open and will also open at wide open throttle or almost wide open throttle if driving aggressively.

David Dripps 8/14/2015 1:20 PM

Title: Note created on 08/14/2015 10:01 AM by Michele Paramore, Default Team: Tier 2 CCT

I stated I will call her once I have an update

Michele Paramore 8/14/2015 10:01 AM

Title: Note created on 08/14/2015 10:01 AM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to customer @ [REDACTED] I advised her that the FSE was there on Wednesday and I'm waiting on his report to see what the next step will be. She wanted to know if there were able to duplicate the concerns and I advised that they were. Once I get the report I will know what the next step will be. I extended the rental and will F/U on 08/21/2015 but I will check back on report sooner.

Michele Paramore 8/14/2015 10:01 AM

Title: Note created on 08/14/2015 09:55 AM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to SA Alex @ (678) 364-3673 he stated the FSE was there Wednesday and they took the back of the car apart and there were some seams that were not sealed properly and its still not any better. There are some exhaust tips that will not be available for a couple of weeks and they have exhaust all repairs at this time. I advised that I will waiting on the FSE report and will extend the customers rental an additional 10 days. F/U set for 08/28/2015

Michele Paramore 8/14/2015 9:55 AM

Title: Note created on 08/12/2015 03:12 PM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to customer @ [REDACTED] I advised that I don't have an update as of yet but I see that my Expert has tried reaching out to SA Alex. I will call her back on Friday 08/14/2015 COB 4:30

Michele Paramore 8/12/2015 3:12 PM

Title: Note created on 8/7/2015 1:14 PM by Asad Bashir, Default Team: SME

placed OBC to speak with SA Alex, left message with service receptionist requesting a call back to discuss FSE assistance request 321-435-1192 - Asad

Asad Bashir 8/7/2015 1:14 PM

Title: Note created on 08/05/2015 10:14 AM by Michele Paramore, Default Team: Tier 2 CCT

Customer has also stated that she was able to smell it outside of her vehicle as well.

Michele Paramore 8/5/2015 10:14 AM

Title: Note created on 08/05/2015 10:13 AM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to customer @ [REDACTED] I advised her that she can bring the vehicle in and that a rental has been arranged. I advised that I can extend the rental if need be. I stated that I will call her once I hear back from FSE

Michele Paramore 8/5/2015 10:13 AM

Title: Note created on 08/05/2015 10:05 AM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to SA Alex @ (678) 364-3673 received voicemail OBC to Service Dept @ (678) 364-3673 I told him that I spoke to the customer and that I advised her that she can bring the vehicle in and will cover 5 days of rental but it could be extended if need be

Michele Paramore 8/5/2015 10:05 AM

Title: Note created on 08/05/2015 09:07 AM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to SA Alex @ (678) 364-3673 he is in a meeting. I advised the cashier that I need to arrange a rental for this customer for 5 days. I advised that I will call him back after meeting 9:30 AM

Michele Paramore 8/5/2015 9:07 AM

Title: Note created on 08/05/2015 09:01 AM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 IBC from customer I advised that I have placed a request for a FSE, she would like to take her vehicle to the dealership until that happens as she currently has 35675 miles on her vehicle and she is really concern. I advised her that I will provide a rental for 5 days but I will call and coordinate with the dir first and I will call her back. I advised her that she can contact me by email. I provided my email address

Michele Paramore 8/5/2015 9:01 AM

Title: Note created on 08/05/2015 08:21 AM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to customer @ [REDACTED] no answer left voicemail requesting a return call and I have placed a request for an FSE. Provided contact information F/U set for 08/06/2015

Michele Paramore 8/5/2015 8:21 AM

Title: FSE Technical Assistance Request Assignment for Case - CAS-7550108-K0Y3S1 CRM:00008000041166

Email Created On: 8/5/2015 8:18:57 AM From: FordCRMAppUserAccount CRM To: Asad Bashir Subject: FSE Technical Assistance Request Assignment for Case - CAS-7 [REDACTED] CRM:00008000041166 Please refer to the above regarding case for details about this FSE Technical Assistance Request

FordCRMAppUserAccount CRM 8/5/2015 8:19 AM

Title: Note created on 08/04/2015 06:22 PM by Linda Sturgeon, Default Team: Tier 1 Inbound

CUST SAYS: Cust said no-one will return her calls. She is going to see a lawyer. DLR SAYS -PER CUST: CRC ADV: I advised already escalated and I would transfer. She then said no one returns calls and she is contacting a lawyer.

Linda Sturgeon 8/4/2015 6:22 PM

Title: Note created on 08/04/2015 05:47 PM by Jordan Pahl, Default Team: Tier 1 Inbound

Cust Says: customer hasn't heard back from anyone and was looking to get an update n the case. per Cust,DLR says: CRC Adv: Advised I would update notes and transfered to 53796

Jordan Pahl 8/4/2015 5:47 PM

Title: Note created on 08/04/2015 04:10 PM by Pam Arvik, Default Team: Tier 1 Inbound

CONTACT VIA PHONE [REDACTED] CUST SAYS: He has an issue that Ford cannot fix. He is going to park the car and not move it. He wants extended warranty so this problem can be taken care of. They have tried to fix it five times. The exhaust smell is coming into the car. It makes his wife sick. CSM won't call him back. PER CUST DLR SAYS: N/A CRC ADVISED: Follow up set for today, 8-4, Document customer re-contact. Cust has corrected telephone number. Mr. [REDACTED] would like to be contacted (other phone number was his wife).

Pam Arvik 8/4/2015 4:10 PM

Title: Document Customer Re-contact activity Completed, CaseNumber: [REDACTED] CRM:08131000016305

Email Created On: 8/4/2015 3:57:41 PM From: FMC360 Email Subscription To: Michele Paramore, Scott Johnson Subject: Document Customer Re-contact activity Completed, CaseNumber: CAS-7550108-K0Y3S1. CRM:08131000016305 Document Customer Re-contact activity Completed

FordCRMAppUserAccount CRM 8/4/2015 3:57 PM

Title: Note created on 8/4/2015 3:47 PM by Simone Liburd, Default Team: Tier 1 Inbound

Cust says: customer is calling in because she was expecting a call from her CSM on Monday and never received it. per cust dir says: n/a CRC Advise: Let customer know that there is a follow up scheduled for today.

Simone Liburd 8/4/2015 3:47 PM

Title: Note created on 08/04/2015 11:51 AM by Elizabeth Harriage, Default Team: Tier 1 Inbound

Cust says: customer is calling in because she was expecting a call from her CSM on Monday and never received it. per cust dir says: n/a CRC Advise: Let customer know that there is a follow up scheduled for today.

Elizabeth Harriage 8/4/2015 11:51 AM

Title: Note created on 07/31/2015 08:14 AM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to customer @ [REDACTED] no answer left voicemail informing the customer that I left work early yesterday so I'm sorry I did not call, I will call her back on Monday 08/03/2015 COB 4:30

Michele Paramore 7/31/2015 8:14 AM

Title: SME Technical Assistance Request Assignment for Case - CAS-7550108-K0Y3S1 CRM:00008000040843

Email Created On: 7/31/2015 8:12:04 AM From: FordCRMAppUserAccount CRM To: Asad Bashir Subject: SME Technical Assistance Request Assignment for Case - CAS-7550108-K0Y3S1 CRM:00008000040843 Please refer to the above regarding case for details about this SME Technical Assistance Request

FordCRMAppUserAccount CRM 7/31/2015 8:12 AM

Title: Note created on 07/29/2015 02:34 PM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to customer @ [REDACTED] she stated when they are at heavy acceleration when she is passing a vehicle or getting into traffic. She stated it's not when she is steadily driving. When she is on 4,000 5,000 RPMS when she is starting to smell the smell. She stated that she is sick again after riding in her car after her headaches and she is 800 miles almost out of warranty. I advised her that I will talk to someone technical about this to see if this is normal or not but I know she is concern about the warranty so she stated she has the car with her and that she can provide the actualy mileage 35,227 miles currently on the vehicle. I advised her that I can only add the ESP on after the vehicle is completely repaired so I will call her back F/U set for 07/30/2015 COB 4:30 PM

Michele Paramore 7/29/2015 2:34 PM

Title: Note created on 07/29/2015 02:21 PM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to SA Alex @ (678) 364-3673 no answer, OBC to SA Alex @ (678) 364-3673. I was transferred to SA Melissa, they update TSB and test drove vehicle and they were unable to duplicate smell. I advised her that I will contact the customer and try to get an idea of what speeds they are going when this happens.

Michele Paramore 7/29/2015 2:21 PM

Title: Note created on 07/28/2015 04:47 PM by Robert Fuentes, Default Team: Tier 1 Inbound

CUST SAYS: I am having issues with my vehicle. I am having a problem with the exhaust smell into the cabin. My wife picked up the vehicle today and again with the same issue. They told us they had come up with a temporary fix. Our biggest concern is we could be getting carbon monoxide poisoning. We also have a newborn baby which we can not have ride in the vehicle. I want the vehicle fixed and I want FMC to put an extended warranty on the vehicle since they can not determine the cause. All they are doing is trying to place more foam in that portion of the vehicle they think the chemical smell is coming from. I need for FMC to come up with a fix and provide me with a rental while they figure out a fix since it has become a health hazard. PER CUST. DLR SAYS: We applied the new fix. CRC ADVISED: I advised the customer I would be adding this information to the case notes. I would be making Michele aware that the most recent fix has not solved the problem and of the customers concern that the vehicle will be out of warranty within 800 miles and he does not want to be left blowing in the wind regarding this issue.

Robert Fuentes 7/28/2015 4:47 PM

Title: Document Customer Re-contact activity Completed, CaseNumber: [REDACTED] CRM:08131000015493

Email Created On: 7/28/2015 4:46:53 PM From: FMC360 Email Subscription To: Michele Paramore, Scott Johnson Subject: Document Customer Re-contact activity Completed, CaseNumber: CAS-7550108-K0Y3S1. CRM:08131000015493 Document Customer Re-contact activity Completed

FordCRMAppUserAccount CRM 7/28/2015 4:46 PM

Title: SME Technical Assistance Request Assignment for Case [REDACTED] CRM:0008000040426

Email Created On: 7/27/2015 2:45:32 PM From: FordCRMAppUserAccount CRM To: Asad Bashir Subject: SME Technical Assistance Request Assignment for Case - [REDACTED] CRM:0008000040426 Please refer to the above regarding case for details about this SME Technical Assistance Request

FordCRMAppUserAccount CRM 7/27/2015 2:45 PM

Title: Note created on 07/27/2015 11:22 AM by Michele Paramore, Default Team: Tier 2 CCT

Email to customer Hello Mrs. [REDACTED] just wanted to touch basis with you regarding your current concern regarding the chemical order in your 2014 Ford Explorer. I have contacted your Service Advisor Alex and informed him that there is a Technical Service Bulletin that pertains to your current concern that was just released so the dealership will be working on that at the moment. I will touch basis with the dealership again on Wednesday to see if the issue has been resolved. Please let me know if you have any questions Thanks

Michele Paramore 7/27/2015 11:22 AM

Title: Note created on 07/27/2015 11:15 AM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to SA Alex @ (678) 364-3673 he stated the vehicle is still there and the shop Foreman. I informed him per my SME that a new fix was suppose to come out last Wednesday. I advised him of the new TSB 14-0130. He printed from PTS and stated he will provide it to the shop Foreman. I stated that I will call him back on Wednesday. 07/29/2015

Michele Paramore 7/27/2015 11:15 AM

Title: Note created on 07/24/2015 04:08 PM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to SA @ (678) 364-3673, I was advised that they was trying to find Alex I was on hold for over 5 min.

Michele Paramore 7/24/2015 4:08 PM

Title: Note created on 07/24/2015 10:46 AM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to SA Alex @ (678) 364-3673 no answer was on hold for over 7 minutes.

Michele Paramore 7/24/2015 10:46 AM

Title: Note created on 07/20/2015 09:18 AM by Michele Paramore, Default Team: Tier 2 CCT

Email to SA Melissa Melissa, [REDACTED] 1FM5K7F85EGE [REDACTED] (I know you said that Alex is the SA but I don't have his email address, so can you forward this to him advising him that the customer still has an odor and that she will be calling to make an appointment to bring the vehicle back in. I will provide a rental while the vehicle is at the dlr.)

Michele Paramore 7/20/2015 9:18 AM

Title: SME Technical Assistance Request Assignment for Case - CAS-7550108-K0Y3S1 CRM:0008000039765

Email Created On: 7/20/2015 9:15:31 AM From: FordCRMAppUserAccount CRM To: Asad Bashir Subject: SME Technical Assistance Request Assignment for Case [REDACTED] CRM:0008000039765 Please refer to the above regarding case for details about this SME Technical Assistance Request

FordCRMAppUserAccount CRM 7/20/2015 9:15 AM

Title: Note created on 07/20/2015 09:14 AM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to customer @ [REDACTED] she stated that she called Alex the SA the same day after the last repair 4 hours later and the smell is getting worse than before. She stated that smell makes her sick. She stated she wants it fix and she is getting close to her warranty. She stated the order is burnt exhaust fumes. She stated the she has taken the vehicle in 4 times. Once to Legacy and they were unable to smell it so she took it to Allan Vigil. I advised her that she will need to take the vehicle back in especially if it's making her sick. I will cover the rental for her while they check everything out. F/U set for 07/24/2015 COB 4 30 PM

Michele Paramore 7/20/2015 9:15 AM

Title: Note created on 07/20/2015 08:56 AM by Michele Paramore, Default Team: Tier 2 CCT

CSM Michele x 77796 OBC to SA Melissa @ (678) 364-3673 they were able to duplicate after 10,000 miles so they performed the TSB again and they were unable to duplicate after that. She stated the customer was concern about her BTB expiring and she would have to cover the cost after that. SA is Alex Baldwin

Michele Paramore 7/20/2015 8:56 AM

Title: Note created on 07/20/2015 08:39 AM by Michele Paramore, Default Team: Tier 2 CCT

2014 Explorer- 3.5L Cyclone V6 Petrol TIVCT-WARRANTY START DATE: 29-APRIL-2014 -12M02-No ESP-TSB 14-0130-Hotline contact recommendation made-TSB completed-1 previous warranty repair for current concern

Michele Paramore 7/20/2015 8:39 AM

Title: Note created on 07/20/2015 08:34 AM by Michele Paramore, Default Team: Tier 2 CCT

Ticket Number: CAS [REDACTED] Customer: [REDACTED] Business phone: [REDACTED] Home phone: [REDACTED] Mobile phone: [REDACTED] CLP LTV: 91 Dealer name: Allan Vigil Ford Lincoln, Inc. Dealer P&A: 00509 Dealer phone: (678) 364-3673 VIN: 1FM5K7F85EGB [REDACTED] Year: 2014 Make: FORD Model: EXPLORER Mileage: 34826

Michele Paramore 7/20/2015 8:35 AM

Title: Note created on 07/17/2015 04:47 PM by Kandace Hawkins, Default Team: Tier 1 Inbound

CONTACT CUSTOMER VIA PHONE [REDACTED] EMAIL [REDACTED]

Kandace Hawkins 7/17/2015 4:47 PM

Title: Note created on 07/17/2015 04:42 PM by Kandace Hawkins, Default Team: Tier 1 Inbound

Customer Says: Veh has been at the dealer for 4-6 times. they are trying different things, because they don't have a reason to really fix it. Customer is seeking repair assist. Per Customer, DLR Says: They will try an alternative fix. CRC Advised: I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is CAS [REDACTED]



Kandace Hawkins 7/17/2015 4:42 PM

Article

Article

Admin Info

Admin Info

Created By	 Kandace Hawkins	Modified By	 Michele Paramore
Created On	7/17/2015 4:41 PM	Modified On	9/2/2015 9:44 AM
Begin Date	7/17/2015	Case Type	
Title	CAS-7550108-K0Y3S1	Source Created By	

Case



General Info

Overview

Case Number	[REDACTED]	Status	Resolved
Priority	Urgent	Owner	Tier 2 CCT
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Web Portal		

Close Case

Close Case Info

Resolution Type	Addressed	Comments
Closure Type	Resolved	

Customer Info

Advanced Search

Search On	Contact	Search By
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Customer Name	[REDACTED]	Caller Type
Best Contact Method		Use for Reply-To
Best Daytime Phone		Customer Delegate
Customer Home Phone		Customer Delegate Phone
Customer Business Phone		Relationship
Customer Mobile Phone		
Vehicle Purchase Status		

Current CLP LTV Score 91

Customer Scores

Loyalty Score 89

Defector Score

CLP LTV Score 91

Dissat Score

In-Market 68

ESP Score

Likelihood to Service

Service Segments

Loyalty Segment - Mexico

Dealer Info

Dealer Info

Dealer Name  Allan Vigil Ford Lincoln, Inc.

Dealer PA Code

Dealer Service Manager

Dealer Phone Number

More than one Service Manager No

Dealer Contact  JEFF MURRELL

Service Mgr Phone

Portal Status No New Message

FMCC Branch Code

Vehicle Info

Vehicle Info

VIN  1FM5K7F85EG [REDACTED]

Mileage 35,711

Warranty Start Date

Mileage Units Miles

Vehicle Modifications No

Hours in Service

Original Selling Dealer

Converted Mileage

Original Selling PA

Days Out of Service






Number of Repairs

Vehicle Specification

Vehicle Specification Full Path	 2014 > FORD > EXPLORER > K7F - EXPLORER LTD FWD 4-DR		
Model Year	 2014	Engines Specification	 3.5L V6 CYCLONE TIVCT
Make	 FORD	Transmissions Specification	 6 SPD AUTO TRANS 6F
Model / Vehicle Line	 EXPLORER		
Body Style	 K7F - EXPLORER LTD FWD 4-DR		

Case Classification

Classification

Responsible Team	 Tier 2 CCT
Case Classification Full Path	 Dealer - Vehicle Concern > CSM Assistance Request > CLP / Lincoln Loyalty Assistance
Case Classification Level 1	 Dealer - Vehicle Concern
Case Classification Level 2	 CSM Assistance Request
Case Classification Level 3	 CLP / Lincoln Loyalty Assistance
Case Classification Level 4	

Classification

Initial Contact Target		Initial Contacted	No
Case Closure Target	10/20/2015 5:00 PM	Initial Contact Date	

Symptom Code

Symptom Code	 Start/Run/Move > Odor > OTHER > OTHER
Level 1	 Start/Run/Move
Level 2	 Odor
Level 3	 OTHER
Level 4	 OTHER

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0006013339

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities

All Activities

Subject	Activity Type	Activity Status	Priority	Date Created
Close Case	Close Case	Completed	Normal	9/8/2015 2:02 P...
Case Resolution	Case Resolution	Completed	Normal	9/8/2015 2:02 P...
RENTAL	CLP / Lincoln Loyalty Req...	Completed	Normal	9/5/2015 9:53...
Transfer / Escalate	Transfer/Escalation	Completed	Normal	9/5/2015 9:47...

1 - 4 of 4 (0 selected)

Page 1

Notes & Article

Notes

Title: Note created on 9/8/2015 2:02 PM by Jody Brown, Default Team: Tier 2 CCT
 OBC to dealer ***3374 - Spoke to Jeff SM - advised of code - P&A - 00509 RO - 224031 LINE - C TOTAL - 547.50 P11 CODE - T065J
 No further action is required from CSM - case closed ---
 Jody Brown 9/8/2015 2:02 PM

Title: Requestor/Approver Comments
 NEEDED RENTAL COVERAGE FOR CUSTOMER WHEN FSE WAS WORKING WITH ENGINEERING CONCER FOR EXHAUST ODER.
 SYSTEM 9/5/2015 9:53 AM

Title:
 "By JEFF MURRELL" - NEEDED CODE FOR RENTAL FOR CUSTOMER. NOW HAVE COPY OF RENTAL BILL, ADDED CLP REQUEST FOR RENTAL. PREVIOUS CASE # CAS-[REDACTED]
 CRM Admin Team 9/5/2015 9:47 AM



Article

Article

Admin Info

Admin Info

Created By CRM Admin Team

Modified By Jody Brown

Created On 9/5/2015 9:46 AM

Modified On 9/8/2015 2:02 PM

Begin Date 9/5/2015

Case Type Concern

Title



Source Created By

Case



General Info

Overview

Case Number	[REDACTED]	Status	Resolved
Priority		Owner	OGC
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Email		

Close Case

Close Case Info

Resolution Type	Addressed	Comments
Closure Type	Addressed	

Customer Info

Advanced Search

Search On	Contact	Search By
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Customer Name	[REDACTED]	Caller Type
Best Contact Method	Phone	Use for Reply-To
Best Daytime Phone	Mobile Phone	Customer Delegate
Customer Home Phone	[REDACTED]	Customer Delegate Phone
Customer Business Phone	[REDACTED]	Relationship
Customer Mobile Phone	[REDACTED]	
Vehicle Purchase Status	Original Owner	


Current CLP LTV Score 90

Customer Scores

Loyalty Score	89	Defector Score	
CLP LTV Score	90	Dissat Score	
In-Market	68	ESP Score	
Likelihood to Service		Service Segments	
Loyalty Segment - Mexico			

Dealer Info

Dealer Info

Dealer Name	 Allan Vigil Ford Lincoln, Inc.		
Dealer PA Code	00509	Dealer Service Manager	
Dealer Phone Number	(678) 364-3673	More than one Service Manager	Yes
Dealer Contact		Service Mgr Phone	
		Portal Status	No New Message
FMCC Branch Code			

Vehicle Info

Vehicle Info

VIN	 1FMSK7F85E [REDACTED]	Mileage	35,711
Warranty Start Date	4/29/2014	Mileage Units	Miles
Vehicle Modifications	No	Hours in Service	
Original Selling Dealer	Wayne Morris Ford	Converted Mileage	
Original Selling PA	04027	Days Out of Service	
		Number of Repairs	

Vehicle Specification

Vehicle Specification Full Path 2014 > FORD > EXPLORER > K7F - EXPLORER LTD FWD 4-DR
Model Year 2014 **Engines Specification** 3.5L V6 CYCLONE TVCT
Make FORD **Transmissions Specification** 6 SPD AUTO TRANS 6F
Model / Vehicle Line EXPLORER
Body Style K7F - EXPLORER LTD FWD 4-DR

Case Classification

Classification

Responsible Team OGC
Case Classification Full Path Consumer Intervention > OGC Request for Field
Case Classification Level 1 Consumer Intervention
Case Classification Level 2 OGC Request for Field
Case Classification Level 3
Case Classification Level 4

Classification

Initial Contact Target	10/2/2015 12:26 AM	Initial Contacted	No
Case Closure Target		Initial Contact Date	

Symptom Code

Symptom Code

Level 1
Level 2
Level 3
Level 4

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0006145886

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities

All Activities

Subject	Activity Type	Activity Status	Priority	Date Created
Close Case	Close Case	Completed	Normal	10/1/2015 11:0...
Case Resolution	Case Resolution	Completed	Normal	10/1/2015 11:0...
FW: 20157816-Request ha...	E-mail	Completed	Normal	10/1/2015 11:0...
FW: 20157816-Request ha...	E-mail	Completed	Normal	9/30/2015 3:08...
Field Involvement Assistan...	Field Involvement	Completed	Normal	9/30/2015 9:27...

1 - 5 of 5 (0 selected)

Page 1

Notes & Article

Notes

Title: FW: 20157816-Request has been assigned to DDRIPPS CRM:09019000001117

Email Created On: 10/1/2015 11:08:34 AM From: Ronald Girocco To: Subject: FW: 20157816-Request has been assigned to DDRIPPS CRM:09019000001117 Ford Motor Company © Ronald Girocco | Consumer Affairs Legal Analyst |Dispute Resolution Program RCIROCCO@ford.com| www.ford.com office: 866-567-6518 x77130 fax: 1-866-984-7089 From: Fosys, T (T.) Sent: Wednesday, September 30, 2015 3:02 PM To: Carey, John (J.P.); Girocco, Ronald (R.); Dripps, David (D.S) Subject: 20157816-Request has been assigned to DDRIPPS This is an auto generated e-mail from Technical Field Operations Assignment Management System. Please do not reply. Please click here to access this request Additional Comments Request Details Additions and/or changes made to the request are highlighted in red. Tracking Number 20157816 Status Assigned Currently assigned to DDRIPPS Request Type Legal. Document where requested Request Source Legal If Other request source, please explain Primary contact Tarsha Brooks Primary contact's phone number 313/323-7575 Primary contact's email address TBROOK69@FORD.COM Technician Name Technician certified in relevant speciality Dealership Name ALLAN VIGIL FORD LINCOLN, INC. PA Code 00509 Facing Region (SDR separate from

Contact Regions) S1 - ATLANTA Geographic Region (SDR combined with Contact Region) S1 - ATLANTA FCSD Sales Zone A10 FCSD Technical Zone T12 VIN 1FM5K7F85EGE [REDACTED] Vehicle year/model 2014 EXPLORER Vehicle mileage 35,711 Repair Order (R.O) # [REDACTED] Customer Name [REDACTED] Vehicle Down? N/A GCQIS Report # TAR Open? CuDL Case # CAS [REDACTED] Priority Medium Request description OGC REQUEST FSE ASSISTANCE FOR FRA BY 10/14/2015 CONTACT: TARSHA BROOKS 313/323-7575 or TBROOK69@FORD.COM ---Updated By---RCIROCCO--09/30/2015 02:41:53 PM-- GCQIS Comments FSE Comments Initial Contact Date Person Contacted Dealership visit planned? Visit date, if planned Did Visit Occur? Concern Summary for Technical Assistance Contact Report Inspection Comments for Technical Assistance Contact Report Primary Root cause for Technical Assistance Contact Report Other Root Causes Please explain if Other is root cause Recommendation for Technical Assistance Contact Report Missing tools/equipment(if identified) Missing tools/equipment ordered during visit? Total hours spent on request 0.0 Created by RCIROCCO Created date 30-Sep-2015 02:41:53 PM EST Last Revised by JCAREY Last revised date 30-Sep-2015 03:02:26 PM EST This e-mail notification has been generated by: JCAREY Thank you..

FordCRMAppUserAccount CRM 10/1/2015 11:08 AM

Title: FW: 20157816-Request has been submitted to dispatcher-JJOHNS21 CRM:09019000001106

Email Created On: 9/30/2015 3:08:01 PM From: Ronald Cirocco To: Subject: FW: 20157816-Request has been submitted to dispatcher-JJOHNS21 CRM:09019000001106 Ford Motor Company © Ronald Cirocco | Consumer Affairs Legal Analyst |Dispute Resolution Program RCIROCCO@ford.com| www.ford.com office: 866-567-6518 x77130 fax: 1-866-984-7089 From: Fosys, T (T.) Sent: Wednesday, September 30, 2015 2:42 PM To: Cirocco, Ronald (R.); Johnson, Jim (J.S.); Christoff, Donald (D.A.); Dripps, David (D.S.); Carey, John (J.P.) Subject: 20157816-Request has been submitted to dispatcher-JJOHNS21 This is an auto generated e-mail from Technical Field Operations Assignment Management System, Please do not reply. Please click here to access this request Additional Comments Request Details Additions and/or changes made to the request are highlighted in red. Tracking Number 20157816 Status Submitted Currently assigned to JJOHNS21 Request Type Legal; Document where requested Request Source Legal If Other request source, please explain Primary contact Tarsha Brooks Primary contact's phone number 313/323-7575 Primary contact's email address TBROOK69@FORD.COM Technician Name Technician certified in relevant speciality Dealership Name ALLAN VIGIL FORD LINCOLN, INC. PA Code 00509 Facing Region (SDR separate from Contact Regions) S1 - ATLANTA Geographic Region (SDR combined with Contact Region) S1 - ATLANTA FCSD Sales Zone A10 FCSD Technical Zone T12 VIN 1FM5K7F85EGE [REDACTED] Vehicle year/model 2014 EXPLORER Vehicle mileage 35,711 Repair Order (R.O) # [REDACTED] Customer Name [REDACTED] Vehicle Down? N/A GCQIS Report # TAR Open? CuDL Case # CAS-7967928-X1H8V4 Priority Request description OGC REQUEST FSE ASSISTANCE FOR FRA BY 10/14/2015. CONTACT: TARSHA BROOKS 313/323-7575 or TBROOK69@FORD.COM ---Updated By---RCIROCCO--09/30/2015 02:41:53 PM-- GCQIS Comments FSE Comments Initial Contact Date Person Contacted Dealership visit planned? Visit date, if planned Did Visit Occur? Concern Summary for Technical Assistance Contact Report Inspection Comments for Technical Assistance Contact Report Primary Root cause for Technical Assistance Contact Report Other Root Causes Please explain if Other is root cause Recommendation for Technical Assistance Contact Report Missing tools/equipment(if identified) Missing tools/equipment ordered during visit? Total hours spent on request 0.0 Created by RCIROCCO Created date 30-Sep-2015 02:41:53 PM EST Last Revised by RCIROCCO Last revised date 30-Sep-2015 02:41:53 PM EST This e-mail notification has been generated by: RCIROCCO Thank you

FordCRMAppUserAccount CRM 9/30/2015 3:08 PM

Title: Note created on 9/30/2015 2:42 PM by Ronald Cirocco, Default Team: Tier 3 DRP

TFOAMS #20157816 OPENED



Ronald Cirocco 9/30/2015 2:42 PM

Article

Article

Admin Info

Admin Info

Created By	 Diana Micu	Modified By	 Ronald Cirocco
Created On	9/30/2015 9:26 AM	Modified On	10/1/2015 11:08 AM
Begin Date	9/30/2015	Case Type	
Title	CAS-7967928-X1H8V4	Source Created By	



Case

[REDACTED]

General Info

Overview

Case Number	[REDACTED]	Status	Resolved
Priority		Owner	Tier 1 Inbound
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Phone		

Close Case

Close Case Info

Resolution Type	Close Issue	Comments	
Closure Type	Resolved		

Customer Info

Advanced Search

Search On	Contact	Search By	
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Customer Name	[REDACTED]	Caller Type	
Best Contact Method		Use for Reply-To	
Best Daytime Phone		Customer Delegate	[REDACTED]
Customer Home Phone	[REDACTED]	Customer Delegate Phone	[REDACTED]
Customer Business Phone	[REDACTED]	Relationship	Wife
Customer Mobile Phone	[REDACTED]		
Vehicle Purchase Status	Original Owner		

Current CLP LTV Score 92

Customer Scores

Loyalty Score 89

Defector Score

CLP LTV Score 92

Dissat Score

In-Market 66

ESP Score


Likelihood to Service

Service Segments

Loyalty Segment - Mexico

Dealer Info

Dealer Info

Dealer Name  Allan Vigil Ford Lincoln, Inc.

Dealer PA Code 00509

Dealer Service Manager

Dealer Phone Number (678) 364-3673

More than one Service Manager Yes

Dealer Contact

Service Mgr Phone

Portal Status No New Message

FMCC Branch Code

Vehicle Info

Vehicle Info

VIN  1FM5K7F85EG [REDACTED] Mileage 29,400

Warranty Start Date 4/29/2014 Mileage Units Miles

Vehicle Modifications No Hours in Service

Original Selling Dealer Wayne Morris Ford Converted Mileage

Original Selling PA 04027 Days Out of Service

Number of Repairs

Vehicle Specification

Vehicle Specification Full Path  2014 > FORD > EXPLORER > K7F - EXPLORER LTD FWD 4-DR

Model Year  2014 Engines Specification  3.5L V6 CYCLONE TVCT

Make  FORD Transmissions Specification  6 SPD AUTO TRANS 6F

Model / Vehicle Line  EXPLORER

Body Style  K7F - EXPLORER LTD FWD 4-DR

Case Classification

Classification

Responsible Team  Tier 1 Inbound

Case Classification Full Path  Vehicle Concern > Repair Assistance > Has not been to dealer

Case Classification Level 1  Vehicle Concern

Case Classification Level 2  Repair Assistance


Case Classification Level 3  Has not been to dealer


Case Classification Level 4


Classification


Initial Contact Target	Initial Contacted	No
Case Closure Target	Initial Contact Date	


Symptom Code

Symptom Code  Safe & Secure > Smoke/Odor > Exhaust > OTHER

Level 1  Safe & Secure

Level 2  Smoke/Odor

Level 3  Exhaust

Level 4  OTHER

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0005324399

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #





Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities

All Activities

Subject	Activity Type	Activity Status	Priority	Date Created
 CALL From - [REDACTED]	Phone Call	Completed	Normal	8/4/2015 11:44...
 Close Case	Close Case	Completed	Normal	5/6/2015 4:21 P...
 Case Resolution	Case Resolution	Completed	Normal	5/6/2015 4:21 P...
 CALL From - [REDACTED]	Phone Call	Completed	Normal	5/6/2015 4:06 P...

1 - 4 of 4 (0 selected)

Page 1

Notes & Article

Notes

Title: Note created on 05/06/2015 04:19 PM by Trina Jarvis, Default Team: Tier 1 Inbound

CUST SAYS: Vehicle has been at service department three times and the last time it was in they stated they were not able to fix the problem and there was a technical issue and they were in contact. This is about an odor in the vehicle. she first took it to Legacy Ford and they said they could not smell anything so she took it to Allan Vigil who advised they could smell it and they did a process that the engineering department advised and they know it did not fix the problem. This is an odor of exhaust fumes when you accelerate it fills the cabin with this. PER CUST. DLR SAYS: has not been since as they advised that they were waiting to see if FMC came up with a fix CRC ADVISED: Advised her that since she has not been in the last 30 days then she needs to take back to dealership and once diagnosed she can call back and they can reopen this case and escalate for assistance with this. Transferred her over to dealer to schedule.



Trina Jarvis 5/6/2015 4:20 PM

Article

Article

Admin Info

Admin Info

Created By	 Trina Jarvis	Modified By	 Trina Jarvis
Created On	5/6/2015 4:15 PM	Modified On	5/6/2015 4:21 PM
Begin Date	5/6/2015	Case Type	
Title	CAS-7131000-F4R9T7	Source Created By	

Case



General Info

Overview

Case Number	[REDACTED]	Status	Resolved
Priority		Owner	Maritz
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Phone		

Close Case

Close Case Info

Resolution Type	Comments
Closure Type	

Customer Info

Advanced Search

Search On	Contact	Search By
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Customer Name	Allan Vigil Ford Lincoln, Inc.	Caller Type
Best Contact Method		Use for Reply-To
Best Daytime Phone		Customer Delegate
Customer Home Phone		Customer Delegate Phone
Customer Business Phone		Relationship
Customer Mobile Phone		
Vehicle Purchase Status		

Current CLP LTV Score

Customer Scores

Loyalty Score

Defector Score

CLP LTV Score

Dissat Score

In-Market

ESP Score

Likelihood to Service

Service Segments

Loyalty Segment - Mexico

Dealer Info

Dealer Info

Dealer Name

Dealer PA Code

Dealer Service Manager

Dealer Phone Number

More than one Service Manager No

Dealer Contact

Service Mgr Phone

Portal Status No New Message

FMCC Branch Code

Vehicle Info

Vehicle Info

VIN

1FM5K7F85EC [REDACTED]

Mileage

Warranty Start Date

Mileage Units Miles

Vehicle Modifications No

Hours in Service

Original Selling Dealer

Converted Mileage

Original Selling PA

Days Out of Service






Number of Repairs

Vehicle Specification

Vehicle Specification  2014 > FORD > EXPLORER > K7F - EXPLORER LTD FWD 4-DR
Full Path
Model Year  2014 **Engines Specification**
Make  FORD **Transmissions Specification**
Model / Vehicle Line  EXPLORER
Body Style  K7F - EXPLORER LTD FWD 4-DR

Case Classification

Classification

Responsible Team  Maritz
Case Classification Full Path  Vehicle Concern > CVP Quick Touch > CRC Quick Touch
Case Classification Level 1  Vehicle Concern
Case Classification Level 2  CVP Quick Touch
Case Classification Level 3  CRC Quick Touch
Case Classification Level 4

Classification

Initial Contact Target	Initial Contacted	No
Case Closure Target 12/19/2014 5:00 PM	Initial Contact Date	

Symptom Code

Symptom Code

Level 1
 Level 2
 Level 3
 Level 4

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0003699447

Stars ID

Tech Hotline No

FSA Number

Campaign Number



Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #	Form Letter Code
ESP Contract #	Non-Ford ESP No

Activities**All Activities**

Subject	Activity Type	Activity Status	Priority	Date Created
 Case Resolution	Case Resolution	Completed	Normal	11/6/2014 2:10...
 Close Case	Close Case	Completed	Normal	11/6/2014 2:10...

1 - 2 of 2 (0 selected) Page 1

Notes & Article**Notes****Title:**

Service Hot Alert - Dealer Action Taken: CUSTOMER RETURNED, VEHICLE INSPECTED

ford prdload1 11/6/2014 2:20 AM

Title:

Service Hot Alert - Closed In Quick Touch System: You didn't know how to complete the repairs on my vehicle. Left in it still not fixed.

ford prdload1 11/6/2014 2:10 AM

Article**Article****Admin Info**



Admin Info

Created By	ford prdload1	Modified By	ford prdload1
Created On	11/6/2014 2:09 AM	Modified On	11/6/2014 2:10 AM
Begin Date	11/6/2014	Case Type	
Title		Source Created By	C UDLHELP

Brooks, Tarsha (T.)

From: Micu, Diana (D.)
Sent: Tuesday, October 20, 2015 10:59 AM
To: Brooks, Tarsha (T.)
Subject: FW: 20157816-Request Closed CRM:09019000001189

Diana Micu

Administrative Support
Consumer Litigation-OGC
Ford Motor Company
(313)594-2497
dmicu2@ford.com

From: Cirocco, Ronald (R.)
Sent: Monday, October 19, 2015 10:19 AM
To: Micu, Diana (D.)
Subject: FW: 20157816-Request Closed CRM:09019000001189

Ford Motor Company ®

Ronald Cirocco | Consumer Affairs Legal Analyst | Dispute Resolution Program
RCIROCCO@ford.com www.ford.com
office: 866-567-6518 x77130
fax: 1-866-984-7089



From: Fosys, T (T.)
Sent: Thursday, October 15, 2015 1:17 PM
To: Dripps, David (D.S.); Cirocco, Ronald (R.)
Subject: 20157816-Request Closed

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

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

Additional Comments

Request Details

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

Tracking Number	[REDACTED]
Status	Closed
Currently assigned to	DDRIPPS

Request Type	Legal; Document where requested
Request Source	Legal
If Other request source, please explain	
Primary contact	Tarsha Brooks
Primary contact's phone number	313/323-7575
Primary contact's email address	<u>TBROOK69@FORD.COM</u>
Technician Name	
Technician certified in relevant speciality	
Dealership Name	ALLAN VIGIL FORD LINCOLN, INC.
P&A Code	00509
Facing Region (SDR separate from Contact Regions)	S1 - ATLANTA
Geographic Region (SDR combined with Contact Region)	S1 - ATLANTA
FCSD Sales Zone	A10
FCSD Technical Zone	T12
VIN	1FM5K7F85EG [REDACTED]
Vehicle year/model	2014 EXPLORER
Vehicle mileage	35,711
Repair Order (R.O) #	[REDACTED]
Customer Name	[REDACTED]
Vehicle Down?	N/A
GCQIS Report #	
TAR Open?	
CuDL Case #	CAS [REDACTED]
Priority	Medium
Request description	OGC REQUEST FSE ASSISTANCE FOR FRA BY 10/14/2015. CONTACT: TARSHA BROOKS 313/323-7575 or <u>TBROOK69@FORD.COM</u> ---Updated By--- RCIROCCO--09/30/2015 02:41:53 PM--
GCQIS Comments	
FSE Comments	x ---Updated By---DDRIPPS--10/15/2015 01:17:05 PM--
Initial Contact Date	05-Oct-2015
Person Contacted	t brooks
Dealership visit planned?	Yes
Visit date, if planned	12-Oct-2015
Did Visit Occur?	Yes
Concern Summary for Technical Assistance Contact Report	
Inspection Comments for Technical Assistance Contact Report	
Primary Root cause for Technical Assistance Contact Report	
Other Root Causes	
Please explain if "Other" is root cause	
Recommendation for Technical Assistance Contact Report	
Missing tools/equipment(if identified)	
Missing tools/equipment ordered during visit?	
Total hours spent on request	4.0
Created by	RCIROCCO
Created date	30-Sep-2015 02:41:53 PM EST
Last Revised by	DDRIPPS
Last revised date	15-Oct-2015 01:17:05 PM EST

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

T.B. GA

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

RECEIVED

September 17, 2015

SEP 22 2015

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

RE: Bobby & Amanda Jones v. Ford Motor Company
NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client: [REDACTED]
Vehicle: 2014 Ford Explorer
VIN: 1FM5K7F85EC [REDACTED]
Date of purchase: 04/29/14
Our File No.: [REDACTED]

OGC Lit
Consumer Claims

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. **Exhaust system;**
2. **Exhaust fumes inside vehicle;**
3. **Serious safety defect;**
4. **A/C system;**
5. **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.

You are hereby notified that if Ford Motor Company wishes to exercise its opportunity to cure pursuant to the Magnusson-Moss Warranty Act and/or the Uniform Commercial Code, such arrangements must be made through the undersigned and this law firm within a reasonable time from your receipt of this letter. If such arrangements are not made, it will be assumed that Ford Motor Company has waived their right to cure.

Sincerely,

ALEX SIMANOVSKY & ASSOCIATES, LLC

A handwritten signature in black ink, appearing to be 'Alex Simanovsky', written over a faint rectangular stamp or box.

Alex Simanovsky, Esq.
Attorney at Law

AS/lid



11/24/2015

CT Log Number [REDACTED]

TO: Chris Dzbanski
Ford Motor Company
1 American Rd, Whq 421-E6
Dearborn, MI 48126-2798

RE: Process Served in California

FOR: Ford Motor Company (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED], Pltf. vs. Ford Motor Company, etc., et al., Dfts.

DOCUMENT(S) SERVED: Summons, Complaint, Notice(s), Instructions, Stipulations, Informal Discovery Conference

COURT/AGENCY: Los Angeles County - Superior Court - Hill Street, CA
Case # BC602113

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - 2015 Ford Explorer, VIN: 1FM5K7D89FG [REDACTED]

ON WHOM PROCESS WAS SERVED: C T Corporation System, Los Angeles, CA

DATE AND HOUR OF SERVICE: By Process Server on 11/24/2015 at 10:30

JURISDICTION SERVED : California

APPEARANCE OR ANSWER DUE: Within 30 days after service)

ATTORNEY(S) / SENDER(S): David N. Barry
The Barry Law Firm
11835 W. Olympic Blvd., Suite 440
Los Angeles, CA 90064
310-684-5859

REMARKS: Please note the process server underlined, circled, initiated and/or highlighted the entity name served at time of service at CT.

ACTION ITEMS: CT has retained the current log, Retain Date: 11/25/2015, Expected Purge Date: 11/30/2015

Image SOP

Email Notification, Chris Dzbanski cdzbansk@ford.com

Email Notification, Mary Ann MacKinnon mmackin1@ford.com

SIGNED: C T Corporation System
ADDRESS: 818 West Seventh Street
Los Angeles, CA 90017
TELEPHONE: 213-337-4615

000 LE 2015NOV25 PM 2:42

**SUMMONS
(CITACION JUDICIAL)**

NOTICE TO DEFENDANT:

(AVISO AL DEMANDADO):

FORD MOTOR COMPANY, A Delaware Corporation; and **DOES 1**
through 20, inclusive,

YOU ARE BEING SUED BY PLAINTIFF:

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)

**CONFORMED COPY
ORIGINAL FILED**
Superior Court of California
County of Los Angeles

NOV 24 2015

Sherri R. Carter, Executive Officer/Clerk
By: Judi Lara, Deputy

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (www.lawhelpcalifornia.org), the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), or by contacting your local court or county bar association. **NOTE:** The court has a statutory lien for waived fees and costs on any settlement or arbitration award of \$10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case. **AVISO!** Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información e continuación.

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales. **AVISO:** Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de \$10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

The name and address of the court is:
(El nombre y dirección de la corte es): **Stanley Mosk Courthouse**
111 N. Hill Street
Los Angeles, CA 90012

CASE NUMBER:
(Número del Caso):

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
David N. Barry, Esq. 11835 W. Olympic Blvd., Suite 440, Los Angeles, CA 90064 (310) 684-5859

DATE: (Fecha) _____
SHERRI R. CARTER Clerk, by **JUDI LARA** Deputy (Adjunto)
(Secretario)

(For proof of service of this summons, use Proof of Service of Summons (form POS-010).)
(Para prueba de entrega de esta citación use el formulario Proof of Service of Summons, (POS-010)).

(SEAL)

NOV 24 2015

NOTICE TO THE PERSON SERVED: You are served

- 1. as an individual defendant.
- 2. as the person sued under the fictitious name of (specify):
- 3. on behalf of (specify): **Ford Motor Company**
under: CCP 416.10 (corporation) CCP 416.60 (minor)
 CCP 416.20 (defunct corporation) CCP 416.70 (conservatee)
 CCP 416.40 (association or partnership) CCP 416.90 (authorized person)
 other (specify):
- 4. by personal delivery on (date): **11/24/15 @ 10:30 AM**

1 DAVID N. BARRY, ESQ. (SBN 219230)
2 THE BARRY LAW FIRM
3 11835 W. Olympic Blvd., Suite 440
4 Los Angeles, CA 90064
5 Telephone: 310.684.5859
6 Facsimile: 310.862.4539

7 Attorneys for Plaintiff, [REDACTED] [REDACTED]

CONFORMED COPY
ORIGINAL FILED
Superior Court of California
County of Los Angeles

NOV 24 2015

Sherri R. Carter, Executive Officer/Clerk
By: Judi Lara, Deputy

8 SUPERIOR COURT OF THE STATE OF CALIFORNIA
9 FOR THE COUNTY OF LOS ANGELES – STANLEY MOSK COURTHOUSE

10 [REDACTED], an individual;

11
12 Plaintiff,

13 v.

14
15 FORD MOTOR COMPANY, A Delaware
16 Corporation; and DOES 1 through 20,
17 inclusive,

18 Defendants.
19
20

Case No. [REDACTED]

COMPLAINT FOR DAMAGES

*Assigned for all purposes to the Hon.
in Dept.*

- 21 1. Breach of Implied Warranty of Merchantability under the Song-Beverly Warranty Act.
22 2. Breach of Express Warranty under the Song-Beverly Warranty Act.

23 JURY TRIAL DEMANDED.
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PLAINTIFF [REDACTED], an individual, hereby alleges and complains as follows:

GENERAL ALLEGATIONS COMMON TO ALL CAUSES OF ACTION

1. Plaintiff is an individual, residing in the County of Los Angeles, in the State of California.

2. Defendant, FORD MOTOR COMPANY (hereinafter referred to as "Manufacturer"), is a corporation doing business in the County of Los Angeles, State of California, and, at all times relevant herein, was/is engaged in the manufacture, sale, distribution, and/or importing of Ford motor vehicles and related equipment.

3. The true names and capacities, whether individual, corporate, associate, or otherwise, of the Defendants, Does 1 through 20, inclusive, are unknown to Plaintiff who therefore sues these Defendants by such fictitious names. Plaintiff will seek leave to amend this Complaint to set forth their true names and capacities when they have ascertained them. Further, Plaintiff is informed and believes, and thereon alleges, that each of the Defendants designated herein as a "Doe" is responsible in some manner for the events and happenings herein referred to and caused injury and damage to Plaintiff as herein alleged.

4. Plaintiff is informed and believes, and thereon alleges, that at all times herein mentioned, Defendants, and each of them, were the agents, servants, and/or employees of each of their Co-Defendants. Plaintiff is informed and believes, and thereon alleges, that in doing the things hereinafter alleged Defendants, and each of them, were acting in the course and scope of their employment as such agents, servants, and/or employees, and with the permission, consent, knowledge, and/or ratification of their Co-Defendants, principals, and/or employers.

5. On or about December 1, 2014, defendants Manufacturer and Does 1 through 20 inclusive, manufactured and/or distributed into the stream of commerce a new 2015 Ford Explorer, VIN 1FM5K7D89FG [REDACTED] (hereinafter referred to as the "Vehicle") for its eventual sale/lease in the State of California.

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///

1 6. On or about January 1, 2015, Plaintiff purchased, for personal, family, and/or
2 household purposes, the subject Vehicle from the Seller for a total consideration over the term of
3 the installment contract of approximately \$45,000.00. The purchase agreement is in the possession
4 of Defendants.

5 7. The subject Vehicle was/is a "new motor vehicle" under the Song-Beverly Warranty
6 Act.

7 8. Along with the purchase of the Vehicle, Plaintiff received written warranties and other
8 express and implied warranties including, but not limited to, warranties from Manufacturer and
9 Seller that the Vehicle and its components would be free from all defects in material and
10 workmanship; that the Vehicle would pass without objection in the trade under the contract
11 description; that the Vehicle would be fit for the ordinary purposes for which it was intended; that
12 the Vehicle would conform to the promises and affirmations of fact made; that Defendants, and
13 each of them, would perform any repairs, alignments, adjustments, and/or replacements of any
14 parts necessary to ensure that the Vehicle was free from any defects in material and workmanship;
15 that Defendants, and each of them, would maintain the utility of the Vehicle for Three (3) years or
16 36,000 miles and would conform the Vehicle to the applicable express warranties. (A copy of the
17 written warranty is in the possession of the Defendants).

18 9. Plaintiff has duly performed all the conditions on Plaintiff's part under the purchase
19 agreement and under the express and implied warranties given to plaintiff, except insofar as the
20 acts and/or omissions of the Defendants, and each of them, as alleged herein, prevented and/or
21 excused such performance.

22 10. Plaintiff has delivered the Vehicle to the Manufacturer's authorized service and
23 repair facilities, agents and/or dealers, including Seller, on at least Three (3) separate occasions
24 resulting in the Vehicle being out of service by reason of repair of nonconformities. Repair
25 Orders/Invoices are in the possession of Defendants.

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1 11. By way of example, and not by way of limitation, the defects, malfunctions,
2 misadjustments, and/or nonconformities with Plaintiff's Vehicle include the following: Plaintiff
3 has submitted the subject Vehicle for defects and malfunctions, specifically for issues with the
4 rotten smell from the engine.

5 12. Each time Plaintiff delivered the nonconforming Vehicle to a Manufacturer-
6 authorized service and repair facility, Plaintiff notified Defendants, and each of them, of the
7 defects, malfunctions, misadjustments, and/or nonconformities existent with the Vehicle and
8 demanded that Manufacturer or its representatives repair, adjust, and/or replace any necessary parts
9 to conform the Vehicle to the applicable warranties.

10 13. Each time Plaintiff delivered the nonconforming Vehicle to a Manufacturer-
11 authorized service and repair facility, Defendants, and each of them, represented to Plaintiff that
12 they could and would conform the Vehicle to the applicable warranties, that in fact they did
13 conform the Vehicle to said warranties, and that all the defects, malfunctions, misadjustments,
14 and/or nonconformities have been repaired; however, Manufacturer or its representatives failed to
15 conform the Vehicle to the applicable warranties because said defects, malfunctions,
16 misadjustments, and/or nonconformities continue to exist even after a reasonable number of
17 attempts to repair was given.

18 14. The amount in controversy exceeds TWENTY FIVE THOUSAND DOLLARS
19 (\$25,000.00), exclusive of interest and costs, for which Plaintiff seeks judgment against
20 Defendants, together with equitable relief. In addition, Plaintiff seeks damages from Defendants,
21 and each of them, for incidental, consequential, exemplary, and actual damages including interest,
22 costs, and actual attorneys' fees.

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1 **FIRST CAUSE OF ACTION**

2 **Breach of Implied Warranty of Merchantability under Song-Beverly Warranty Act**

3 **Against all Defendants**

4 15. Plaintiff realleges each and every paragraph (1-14) and incorporates them by this
5 reference as though fully set forth herein.

6 16. The distribution and sale of the Vehicle was accompanied by the Manufacturer
7 implied warranty that the Vehicle was merchantable.

8 17. Furthermore, Defendants, and each of them, impliedly warranted, inter alia, that the
9 Vehicle would pass without objection in the trade under the contract description; that the Vehicle
10 was fit for the ordinary purposes for which it was intended; that the Vehicle was adequately
11 assembled; and/or that the Vehicle conformed to the promises or affirmations of fact made to
12 Plaintiff.

13 18. As evidenced by the defects, malfunctions, misadjustments, and/or nonconformities
14 alleged herein, the Vehicle was not merchantable because it did not have the quality that a buyer
15 would reasonably expect, because it could not pass without objection in the trade under the contract
16 description; because it was not fit for the ordinary purposes for which it was intended; because it
17 was not adequately assembled; and/or because it did not or could not be conformed to the promises
18 or affirmations of fact made to Plaintiff.

19 19. Upon discovery of the Vehicle's nonconformities, Plaintiff took reasonable steps to
20 notify Defendants, and each of them, within a reasonable time that the Vehicle did not have the
21 quality that a buyer would reasonably expect and, further, justifiably revoked acceptance of the
22 nonconforming Vehicle.

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1 20. Plaintiff hereby gives written notice and justifiably revokes acceptance of the
2 nonconforming Vehicle under the Commercial Code sections 2607 and 2608. Plaintiff further
3 demands that the Manufacturer cancel the sale, take back the nonconforming Vehicle, refund all
4 the money expended, pay the difference between the value of the Vehicle as accepted and the value
5 the Vehicle would have had if it had been as warranted, and/or pay damages under the Commercial
6 Code sections 2711, 2714, and 2715. Defendants, and each of them, have, however, refused to
7 comply.

8 21. Plaintiff hereby gives written notice and makes demand upon Manufacturer for
9 replacement or restitution, pursuant to Song-Beverly. Defendants, and each of them, knew of their
10 obligations under Song-Beverly; however, despite Plaintiff's demand, Defendants and each of
11 them, have intentionally failed and refused to make restitution or replacement pursuant to Song-
12 Beverly.

13 22. As a result of the acts and/or omissions of the Defendants, and each of them, Plaintiff
14 has sustained damage in the amount actually paid or payable under the contract, plus prejudgment
15 interest thereon at the legal rate. Plaintiff will seek leave to amend this Complaint to set forth the
16 exact amount thereof when that amount is ascertained.

17 23. As a further result of the actions of Defendants, and each of them, Plaintiff has
18 sustained incidental and consequential damages in an amount yet to be determined, plus interest
19 thereon at the legal rate. Plaintiff will seek leave to amend this Complaint to set forth the exact
20 amount of incidental damages when that amount is ascertained.

21 24. As a further result of the actions of Defendants, and each of them, Plaintiff has
22 sustained damages equal to the difference between the value of the Vehicle as accepted and the
23 value the Vehicle would have had if it had been as warranted.

24 25. As a direct result of the acts and/or omissions of Defendants, and each of them, and
25 in pursuing Plaintiff's claim, it was necessary for Plaintiff to retain legal counsel. Pursuant to
26 Song-Beverly, Plaintiff, in addition to his other remedies, is entitled to the recovery of his
27 attorneys' fees based upon actual time expended and reasonably incurred, in connection with the
28 commencement and prosecution of this action.

1 **SECOND CAUSE OF ACTION**

2 **Breach of Express Warranty under Song-Beverly Warranty Act**

3 **Against all Defendants**

4 26. Plaintiff realleges each and every paragraph (1-25) and incorporates them by this
5 reference as though fully set forth herein.

6 27. The Vehicle had defects, malfunctions, misadjustments, and/or nonconformities
7 covered by the warranty that substantially impaired its value, use, or safety to Plaintiff.

8 28. Plaintiff delivered the Vehicle to Manufacturer or its authorized repair facilities for
9 repair.

10 29. Defendants, and each of them, failed to service or repair the Vehicle to match the
11 written warranty after a reasonable number of opportunities to do so.

12 30. The acts and/or omissions of Defendants, and each of them, in failing to perform the
13 proper repairs, part replacements, and/or adjustments, to conform the Vehicle to the applicable
14 express warranties constitute a breach of the express warranties that the Manufacturer provided to
15 Plaintiff, thereby breaching Defendants' obligations under Song-Beverly.

16 31. Defendants, and each of them, failed to perform the necessary repairs and/or service
17 in good and workmanlike manner. The actions taken by Defendants, and each of them, were
18 insufficient to make the Subject Vehicle conform to the express warranties and/or proper
19 operational characteristics of like Vehicles, all in violation of Defendants' obligations under Song-
20 Beverly.

21 32. Plaintiff hereby gives written notice and makes demand upon Manufacturer for
22 replacement or restitution, pursuant to Song-Beverly. Defendants and each of them, knowing their
23 obligations under Song-Beverly, and despite Plaintiff's demand, failed and refused to make
24 restitution or replacement according to the mandates of Song-Beverly. The failure of Defendants,
25 and each of them, to refund the price paid and payable or to replace the Vehicle was intentional and
26 justifies an award of a Civil Penalty in an amount not to exceed two times Plaintiff's actual
27 damages.

28 ///

1 33. As a result of the acts and/or omissions of Defendants, and each of them, and
2 pursuant to the provisions of the Song-Beverly, Plaintiff is entitled to replacement of the Vehicle or
3 restitution of the amount actually paid or payable under the contract, at Plaintiff's election, plus
4 prejudgment interest thereon at the legal rate. Plaintiff will seek leave of Court to amend this
5 Complaint to set forth the exact amount of restitution and interest, upon election, when that amount
6 has been ascertained.

7 34. Additionally, as a result of the acts and/or omissions of Defendants, and each of
8 them, and pursuant to Song-Beverly, Plaintiff has sustained and is entitled to consequential and
9 incidental damages in amounts yet to be determined, plus interest thereon at the legal rate. Plaintiff
10 will seek leave of the court to amend this complaint to set forth the exact amount of consequential
11 and/or incidental damages, when those amounts have been ascertained.

12 35. As a direct result of the acts and/or omissions of Defendants, and each of them, and
13 in pursuing Plaintiff's claim, it was necessary for Plaintiff to retain legal counsel. Pursuant to
14 Song-Beverly, Plaintiff, in addition to other remedies, is entitled to the recovery of his attorneys'
15 fees based upon actual time expended and reasonably incurred, in connection with the
16 commencement and prosecution of this action.

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PRAYER FOR RELIEF

WHEREFORE, Plaintiff prays for judgment against all Defendants, and each of them, as follows:

- A. For replacement or restitution, at Plaintiff's election, according to proof;
- B. For incidental damages, according to proof;
- C. For consequential damages, according to proof;
- D. For a civil penalty as provided in Song-Beverly, in an amount not to exceed two times the amount of Plaintiff's actual damages;
- E. For actual attorney's fees, reasonably incurred;
- F. For costs of suit and expenses, according to proof;
- G. For the difference between the value of the Vehicle as accepted and the value the Vehicle would have had if it had been as warranted;
- H. For remedies provided in Chapters 6 and 7 of Division 2 of the Commercial Code;
- I. For pre-judgment interest at the legal rate;
- J. Such other relief the Court deems appropriate.

Date: November 13, 2015

THE BARRY LAW FIRM

By: 

DAVID N. BARRY, ESQ.
Attorneys for Plaintiff,
JOE KIEFT

SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES
 NOTICE OF CASE ASSIGNMENT - UNLIMITED CIVIL CASE (NON-CLASS
 Case Number _____

THIS FORM IS TO BE SERVED WITH THE SUMMONS AND COMPLAINT

Your case is assigned for all purposes to the judge indicated below. There is more information on the reverse side of this form.

ASSIGNED JUDGE	DEPT	ROOM	ASSIGNED JUDGE	DEPT	ROOM
Hon. Kevin C. Brazile	1	534	Hon. Elizabeth Allen White	48	506
Hon. Barbara A. Meiers	12	636	Hon. Deirdre Hill	49	509
Hon. Terry A. Green	14	300	Hon. Teresa A. Beaudet	50	508
Hon. Richard Fruin	15	307	Hon. Michael J. Raphael	51	511
Hon. Rita Miller	16	306	Hon. Susan Bryant-Deason	52	510
Hon. Richard E. Rico	17	309	Hon. Steven J. Kleifield	53	513
Hon. Stephanie Bowick	19	311	Hon. Ernest M. Hiroshige	54	512
Hon. Dalila Corral Lyons	20	310	Hon. Malcolm H. Mackey	55	515
Hon. Robert L. Hess	24	314	Hon. Michael Johnson	56	514
Hon. Yvette M. Palazuelos	28	318	Hon. Rolf M. Treu	58	516
Hon. Barbara Scheper	30	400	Hon. Gregory Keosian	61	732
Hon. Samantha Jessner	31	407	Hon. Michael L. Stern	62	600
Hon. Mary H. Strobel	32	406	Hon. Mark Mooney	68	617
Hon. Michael P. Linfield	34	408	Hon. William F. Fahey	69	621
Hon. Gregory Alarcon	36	410	Hon. Suzanne G. Bruguera	71	729
Hon. Marc Marmaro	37	413	Hon. Ruth Ann Kwan	72	731
Hon. Maureen Duffy-Lewis	38	412	Hon. Rafael Ongkoko	73	733
Hon. Elizabeth Feffer	39	415	Hon. Teresa Sanchez-Gordon	74	735
Hon. Michelle R. Rosenblatt	40	414	Hon. Gail Ruderman Feuer	78	730
Hon. Holly E. Kendig	42	416			
Hon. Mel Red Recana	45	529	Hon. Emile H. Elias	324	CCW
Hon. Frederick C. Shaller	46	500	*Provisionally Complex Non-class Action Cases Assignment is Pending Complex Determination	324	CCW
Hon. Debra K. Weintraub	47	507			

***Complex**

All non-class action cases designated as provisionally complex are forwarded to the Supervising Judge of the Complex Litigation Program located in the Central Civil West Courthouse (600 S. Commonwealth Ave., Los Angeles 90005), for complex/non-complex determination pursuant to Local Rule 3.3(k). This procedure is for the purpose of assessing whether or not the case is complex within the meaning of California Rules of Court, rule 3.400. Depending on the outcome of that assessment, the case may be reassigned to one of the judges of the Complex Litigation Program or reassigned randomly to a court in the Central District.

Given to the Plaintiff/Cross-Complainant/Attorney of Record on _____ **SHERRI R. CARTER**, Executive Officer/Clerk

NOV 24 2015 By  Deputy Clerk

INSTRUCTIONS FOR HANDLING UNLIMITED CIVIL CASES

The following critical provisions of the Chapter Three Rules, as applicable in the Central District, are summarized for your assistance.

APPLICATION

The Chapter Three Rules were effective January 1, 1994. They apply to all general civil cases.

PRIORITY OVER OTHER RULES

The Chapter Three Rules shall have priority over all other Local Rules to the extent the others are inconsistent.

CHALLENGE TO ASSIGNED JUDGE

A challenge under Code of Civil Procedure section 170.6 must be made within 15 days after notice of assignment for all purposes to a judge, or if a party has not yet appeared, within 15 days of the first appearance.

TIME STANDARDS

Cases assigned to the Individual Calendaring Court will be subject to processing under the following time standards:

COMPLAINTS: All complaints shall be served within 60 days of filing and proof of service shall be filed within 90 days of filing.

CROSS-COMPLAINTS: Without leave of court first being obtained, no cross-complaint may be filed by any party after their answer is filed. Cross-complaints shall be served within 30 days of the filing date and a proof of service filed within 60 days of the filing date.

A Status Conference will be scheduled by the assigned Independent Calendar Judge no later than 270 days after the filing of the complaint. Counsel must be fully prepared to discuss the following issues: alternative dispute resolution, bifurcation, settlement, trial date, and expert witnesses.

FINAL STATUS CONFERENCE

The Court will require the parties at a status conference not more than 10 days before the trial to have timely filed and served all motions in limine, bifurcation motions, statements of major evidentiary issues, dispositive motions, requested jury instructions, and special jury instructions and special jury verdicts. These matters may be heard and resolved at this conference. At least 5 days before this conference, counsel must also have exchanged lists of exhibits and witnesses and have submitted to the court a brief statement of the case to be read to the jury panel as required by Chapter Eight of the Los Angeles Superior Court Rules.

SANCTIONS

The court will impose appropriate sanctions for the failure or refusal to comply with Chapter Three Rules, orders made by the Court, and time standards or deadlines established by the Court or by the Chapter Three Rules. Such sanctions may be on a party or if appropriate on counsel for the party.

This is not a complete delineation of the Chapter Three Rules, and adherence only to the above provisions is therefore not a guarantee against the imposition of sanctions under Trial Court Delay Reduction. Careful reading and compliance with the actual Chapter Rules is absolutely imperative.

VOLUNTARY EFFICIENT LITIGATION STIPULATIONS



Superior Court of California
County of Los Angeles

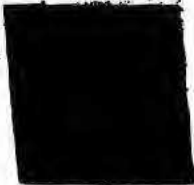


Los Angeles County
Bar Association
Litigation Section

Los Angeles County
Bar Association Labor and
Employment Law Section



Consumer Attorneys
Association of Los Angeles



Southern California
Defense Council



Association of
Business Trial Lawyers



California Employment
Lawyers Association

The Early Organizational Meeting Stipulation, Discovery Resolution Stipulation, and Motions in Limine Stipulation are voluntary stipulations entered into by the parties. The parties may enter into one, two, or all three of the stipulations; however, they may not alter the stipulations as written, because the Court wants to ensure uniformity of application. These stipulations are meant to encourage cooperation between the parties and to assist in resolving issues in a manner that promotes economic case resolution and judicial efficiency.

The following organizations endorse the goal of promoting efficiency in litigation and ask that counsel consider using these stipulations as a voluntary way to promote communications and procedures among counsel and with the court to fairly resolve issues in their cases.

◆ Los Angeles County Bar Association Litigation Section ◆

◆ Los Angeles County Bar Association
Labor and Employment Law Section ◆

◆ Consumer Attorneys Association of Los Angeles ◆

◆ Southern California Defense Council ◆

◆ Association of Business Trial Lawyers ◆

◆ California Employment Lawyers Association ◆

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:		STATE BAR NUMBER	Reserved for Court's File Stamp
TELEPHONE NO.:		FAX NO. (Optional):	
E-MAIL ADDRESS (Optional):			
ATTORNEY FOR (Name):			
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES			
COURTHOUSE ADDRESS:			
PLAINTIFF:			
DEFENDANT:			
STIPULATION - DISCOVERY RESOLUTION			CASE NUMBER:

This stipulation is intended to provide a fast and informal resolution of discovery issues through limited paperwork and an informal conference with the Court to aid in the resolution of the issues.

The parties agree that:

1. Prior to the discovery cut-off in this action, no discovery motion shall be filed or heard unless the moving party first makes a written request for an Informal Discovery Conference pursuant to the terms of this stipulation.
2. At the Informal Discovery Conference the Court will consider the dispute presented by parties and determine whether it can be resolved informally. Nothing set forth herein will preclude a party from making a record at the conclusion of an Informal Discovery Conference, either orally or in writing.
3. Following a reasonable and good faith attempt at an informal resolution of each issue to be presented, a party may request an Informal Discovery Conference pursuant to the following procedures:
 - a. The party requesting the Informal Discovery Conference will:
 - I. File a Request for Informal Discovery Conference with the clerk's office on the approved form (copy attached) and deliver a courtesy, conformed copy to the assigned department;
 - II. Include a brief summary of the dispute and specify the relief requested; and
 - III. Serve the opposing party pursuant to any authorized or agreed method of service that ensures that the opposing party receives the Request for Informal Discovery Conference no later than the next court day following the filing.
 - b. Any Answer to a Request for Informal Discovery Conference must:
 - I. Also be filed on the approved form (copy attached);
 - II. Include a brief summary of why the requested relief should be denied;

- iii. Be filed within two (2) court days of receipt of the Request; and
- iv. Be served on the opposing party pursuant to any authorized or agreed upon method of service that ensures that the opposing party receives the Answer no later than the next court day following the filing.
- c. No other pleadings, including but not limited to exhibits, declarations, or attachments, will be accepted.
- d. If the Court has not granted or denied the Request for Informal Discovery Conference within ten (10) days following the filing of the Request, then it shall be deemed to have been denied. If the Court acts on the Request, the parties will be notified whether the Request for Informal Discovery Conference has been granted or denied and, if granted, the date and time of the Informal Discovery Conference, which must be within twenty (20) days of the filing of the Request for Informal Discovery Conference.
- e. If the conference is not held within twenty (20) days of the filing of the Request for Informal Discovery Conference, unless extended by agreement of the parties and the Court, then the Request for the Informal Discovery Conference shall be deemed to have been denied at that time.
4. If (a) the Court has denied a conference or (b) one of the time deadlines above has expired without the Court having acted or (c) the Informal Discovery Conference is concluded without resolving the dispute, then a party may file a discovery motion to address unresolved issues.
5. The parties hereby agree that the time for making a motion to compel or other discovery motion is tolled from the date of filing of the Request for Informal Discovery Conference until (a) the request is denied or deemed denied or (b) twenty (20) days after the filing of the Request for Informal Discovery Conference, whichever is earlier, unless extended by Order of the Court.

It is the understanding and intent of the parties that this stipulation shall, for each discovery dispute to which it applies, constitute a writing memorializing a "specific later date to which the propounding [or demanding or requesting] party and the responding party have agreed in writing," within the meaning of Code Civil Procedure sections 2030.300(c), 2031.320(c), and 2033.280(c).
6. Nothing herein will preclude any party from applying ex parte for appropriate relief, including an order shortening time for a motion to be heard concerning discovery.
7. Any party may terminate this stipulation by giving twenty-one (21) days notice of intent to terminate the stipulation.
8. References to "days" mean calendar days, unless otherwise noted. If the date for performing any act pursuant to this stipulation falls on a Saturday, Sunday or Court holiday, then the time for performing that act shall be extended to the next Court day.

SHORT TITLE	CASE NUMBER
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The following parties stipulate:

Date: _____	➤ _____
(TYPE OR PRINT NAME)	(ATTORNEY FOR PLAINTIFF)
Date: _____	➤ _____
(TYPE OR PRINT NAME)	(ATTORNEY FOR DEFENDANT)
Date: _____	➤ _____
(TYPE OR PRINT NAME)	(ATTORNEY FOR DEFENDANT)
Date: _____	➤ _____
(TYPE OR PRINT NAME)	(ATTORNEY FOR DEFENDANT)
Date: _____	➤ _____
(TYPE OR PRINT NAME)	(ATTORNEY FOR _____)
Date: _____	➤ _____
(TYPE OR PRINT NAME)	(ATTORNEY FOR _____)
Date: _____	➤ _____
(TYPE OR PRINT NAME)	(ATTORNEY FOR _____)

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:		STATE BAR NUMBER	Reserved to Court's File Stamp
TELEPHONE NO.:		FAX NO. (Optional):	
E-MAIL ADDRESS (Optional):			
ATTORNEY FOR (Please):			
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES			
COURTHOUSE ADDRESS:			
PLAINTIFF:			
DEFENDANT:			
STIPULATION – EARLY ORGANIZATIONAL MEETING			CASE NUMBER:

This stipulation is intended to encourage cooperation among the parties at an early stage in the litigation and to assist the parties in efficient case resolution.

The parties agree that:

1. The parties commit to conduct an initial conference (in-person or via teleconference or via videoconference) within 15 days from the date this stipulation is signed, to discuss and consider whether there can be agreement on the following:
 - a. Are motions to challenge the pleadings necessary? If the issue can be resolved by amendment as of right, or if the Court would allow leave to amend, could an amended complaint resolve most or all of the issues a demurrer might otherwise raise? If so, the parties agree to work through pleading issues so that a demurrer need only raise issues they cannot resolve. Is the issue that the defendant seeks to raise amenable to resolution on demurrer, or would some other type of motion be preferable? Could a voluntary targeted exchange of documents or information by any party cure an uncertainty in the pleadings?
 - b. Initial mutual exchanges of documents at the "core" of the litigation. (For example, in an employment case, the employment records, personnel file and documents relating to the conduct in question could be considered "core." In a personal injury case, an incident or police report, medical records, and repair or maintenance records could be considered "core.");
 - c. Exchange of names and contact information of witnesses;
 - d. Any insurance agreement that may be available to satisfy part or all of a judgment, or to indemnify or reimburse for payments made to satisfy a judgment;
 - e. Exchange of any other information that might be helpful to facilitate understanding, handling, or resolution of the case in a manner that preserves objections or privileges by agreement;
 - f. Controlling issues of law that, if resolved early, will promote efficiency and economy in other phases of the case. Also, when and how such issues can be presented to the Court;
 - g. Whether or when the case should be scheduled with a settlement officer, what discovery or court ruling on legal issues is reasonably required to make settlement discussions meaningful, and whether the parties wish to use a sitting judge or a private mediator or other options as

SHORT TITLE	CASE NUMBER
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discussed in the "Alternative Dispute Resolution (ADR) Information Package" served with the complaint;

- h. Computation of damages, including documents, not privileged or protected from disclosure, on which such computation is based;
 - l. Whether the case is suitable for the Expedited Jury Trial procedures (see information at www.jasuperiorcourt.org under "CIV" and then under "General Information").
2. The time for a defending party to respond to a complaint or cross-complaint will be extended to _____ for the complaint, and _____ for the cross-complaint, which is comprised of the 30 days to respond under Government Code § 68616(b), and the 30 days permitted by Code of Civil Procedure section 1054(a), good cause having been found by the Civil Supervising Judge due to the case management benefits provided by this Stipulation. A copy of the General Order can be found at www.jasuperiorcourt.org under "CIV", click on "General Information", then click on "Voluntary Efficient Litigation Stipulations".
3. The parties will prepare a joint report titled "Joint Status Report Pursuant to Initial Conference and Early Organizational Meeting Stipulation, and if desired, a proposed order summarizing results of their meet and confer and advising the Court of any way it may assist the parties' efficient conduct or resolution of the case. The parties shall attach the Joint Status Report to the Case Management Conference statement, and file the documents when the CMC statement is due.
4. References to "days" mean calendar days, unless otherwise noted. If the date for performing any act pursuant to this stipulation falls on a Saturday, Sunday or Court holiday, then the time for performing that act shall be extended to the next Court day

The following parties stipulate:

Date: _____ (TYPE OR PRINT NAME)	>	_____ (ATTORNEY FOR PLAINTIFF)
Date: _____ (TYPE OR PRINT NAME)	>	_____ (ATTORNEY FOR DEFENDANT)
Date: _____ (TYPE OR PRINT NAME)	>	_____ (ATTORNEY FOR DEFENDANT)
Date: _____ (TYPE OR PRINT NAME)	>	_____ (ATTORNEY FOR DEFENDANT)
Date: _____ (TYPE OR PRINT NAME)	>	_____ (ATTORNEY FOR _____)
Date: _____ (TYPE OR PRINT NAME)	>	_____ (ATTORNEY FOR _____)
Date: _____ (TYPE OR PRINT NAME)	>	_____ (ATTORNEY FOR _____)

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:		DECK OR NUMBER	Reserved for Court's File Stamp
TELEPHONE NO.: E-MAIL ADDRESS (Optional): ATTORNEY FOR (Client):		FAX NO. (Optional):	
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES			COURT NUMBER:
COURTHOUSE ADDRESS:			
PLAINTIFF:			
DEFENDANT:			
INFORMAL DISCOVERY CONFERENCE (pursuant to the Discovery Resolution Stipulation of the parties)			

- This document relates to:
 - Request for Informal Discovery Conference
 - Answer to Request for Informal Discovery Conference
2. Deadline for Court to decide on Request: _____ (insert date 10 calendar days following filing of the Request).
3. Deadline for Court to hold Informal Discovery Conference: _____ (insert date 20 calendar days following filing of the Request).
4. For a Request for Informal Discovery Conference, **briefly** describe the nature of the discovery dispute, including the facts and legal arguments at issue. For an Answer to Request for Informal Discovery Conference, **briefly** describe why the Court should deny the requested discovery, including the facts and legal arguments at issue.

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:		SEAL OR NUMBER	Reserved for Court's File Stamp
TELEPHONE NO: E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):		FAX NO. (Optional):	
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES			
COURTHOUSE ADDRESS:			
PLAINTIFF:			
DEFENDANT:			
STIPULATION AND ORDER – MOTIONS IN LIMINE			CASE NUMBER:

This stipulation is intended to provide fast and informal resolution of evidentiary issues through diligent efforts to define and discuss such issues and limit paperwork.

The parties agree that:

1. At least ___ days before the final status conference, each party will provide all other parties with a list containing a one paragraph explanation of each proposed motion in limine. Each one paragraph explanation must identify the substance of a single proposed motion in limine and the grounds for the proposed motion.
2. The parties thereafter will meet and confer, either in person or via teleconference or videoconference, concerning all proposed motions in limine. In that meet and confer, the parties will determine:
 - a. Whether the parties can stipulate to any of the proposed motions. If the parties so stipulate, they may file a stipulation and proposed order with the Court.
 - b. Whether any of the proposed motions can be briefed and submitted by means of a short joint statement of issues. For each motion which can be addressed by a short joint statement of issues, a short joint statement of issues must be filed with the Court 10 days prior to the final status conference. Each side's portion of the short joint statement of issues may not exceed three pages. The parties will meet and confer to agree on a date and manner for exchanging the parties' respective portions of the short joint statement of issues and the process for filing the short joint statement of issues.
3. All proposed motions in limine that are not either the subject of a stipulation or briefed via a short joint statement of issues will be briefed and filed in accordance with the California Rules of Court and the Los Angeles Superior Court Rules.

SHORT TITLE	CASE NUMBER
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The following parties stipulate:

Date:

_____ (TYPE OR PRINT NAME)

Date:

_____ (TYPE OR PRINT NAME)

Date:

_____ (TYPE OR PRINT NAME)

Date:

_____ (TYPE OR PRINT NAME)

Date:

_____ (TYPE OR PRINT NAME)

Date:

_____ (TYPE OR PRINT NAME)

Date:

_____ (TYPE OR PRINT NAME)

> _____ (ATTORNEY FOR PLAINTIFF)

> _____ (ATTORNEY FOR DEFENDANT)

> _____ (ATTORNEY FOR DEFENDANT)

> _____ (ATTORNEY FOR DEFENDANT)

> _____ (ATTORNEY FOR _____)

> _____ (ATTORNEY FOR _____)

> _____ (ATTORNEY FOR _____)

THE COURT SO ORDERS.

Date:

JUDICIAL OFFICER

Case



General Info

Overview

Case Number	[REDACTED]	Status	Resolved
Priority		Owner	Minacs
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Phone		

Close Case

Close Case Info

Resolution Type	Comments
Closure Type	

Customer Info

Advanced Search

Search On	Contact	Search By
-----------	---------	-----------

Customer Name	[REDACTED]	Caller Type
Best Contact Method		Use for Reply-To
Best Daytime Phone		Customer Delegate
Customer Home Phone		Customer Delegate Phone
Customer Business Phone		Relationship
Customer Mobile Phone		
Vehicle Purchase Status		

Current LTV Score

Customer Scores

Loyalty Score	74	Defector Score	
LTV Score	64	Dissat Score	
In-Market	47	ESP Score	
Likelihood to Service		Service Segments	
Loyalty Segment - Mexico			

Dealer Info

Dealer Info








Dealer Name	
Dealer PA Code	Dealer Service Manager
Dealer Phone Number	More than one Service Manager No
Dealer Contact	Service Mgr Phone
	Portal Status No New Message
FMCC Branch Code	

Vehicle Info

Vehicle Info

VIN	1FM5K7D89FG	Mileage	11,000
Warranty Start Date		Mileage Units	Miles
Vehicle Modifications	No	Hours in Service	
Original Selling Dealer		Converted Mileage	
Original Selling PA		Days Out of Service	
		Number of Repairs	

Vehicle Specification

Vehicle Specification Full Path  2015 > FORD > EXPLORER > K7D - EXPLORER XLT FWD 4-DR
Model Year  2015 **Engines Specification**  3.5L V6 CYCLONE TIVCT
Make  FORD **Transmissions Specification**  6 SPD AUTO TRANS 6F
Model / Vehicle Line  EXPLORER
Body Style  K7D - EXPLORER XLT FWD 4-DR

Case Classification


Classification

Responsible Team  Minacs
Case Classification Full Path  Vehicle Concern > Buyback Request > California Vehicle > 12 Model Years or Newer
Case Classification Level 1  Vehicle Concern
Case Classification Level 2  Buyback Request
Case Classification Level 3  California Vehicle
Case Classification Level 4  12 Model Years or Newer

Classification

Initial Contact Target	11/2/2015 4:58 PM	Initial Contacted	No
Case Closure Target	11/20/2015 5:00 PM	Initial Contact Date	

Symptom Code

Symptom Code  Comfort & Entertainment > Interior Odor > Chemical > Intermittent
 Level 1
 Level 2
 Level 3
 Level 4

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0006320500

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities

All Activities

<input type="checkbox"/>	Subject	Activity Type	Activity Status	Priority	Date Created
<input type="checkbox"/>	fmc_calemonlawprocessing	CA Lemon Law Processing	Open	Normal	10/30/2015 3:0...
<input type="checkbox"/>	Customer Does Not Qualif...	Close Case	Completed	Normal	10/30/2015 1:5...
<input type="checkbox"/>	Case Resolution	Case Resolution	Completed	Normal	10/30/2015 1:5...

1 - 3 of 3 (0 selected)

Page 1

Notes & Article

Notes

Article

Article

Admin Info

Admin Info

Created By ford prdload1

Modified By ford prdload1



Created On 10/30/2015 1:58 AM

Modified On 10/30/2015 1:58 AM

Begin Date 10/30/2015

Case Type Buyback State LL

Title



Source Created By

Case



General Info

Overview

Case Number	[REDACTED]	Status	Resolved
Priority	High	Owner	Tier 2 CCT
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Phone		

Close Case

Close Case Info

Resolution Type	Comments
Closure Type	

Customer Info

Advanced Search

Search On	Contact	Search By
-----------	---------	-----------

Customer Name	[REDACTED]	Caller Type
Best Contact Method	Phone	Use for Reply-To
Best Daytime Phone	Home Phone	Customer Delegate
Customer Home Phone	[REDACTED]	Customer Delegate Phone
Customer Business Phone	[REDACTED]	Relationship
Customer Mobile Phone		
Vehicle Purchase Status	Original Owner	

Current LTV Score 62

Customer Scores

Loyalty Score 74

Defector Score

LTV Score 64

Dissat Score

In-Market 47

ESP Score

Likelihood to Service

Service Segments

Loyalty Segment - Mexico

Dealer Info

Dealer Info

Dealer Name  AutoNation Ford Torrance

Dealer PA Code 05524

Dealer Service Manager

Dealer Phone Number (310) 784-4700

More than one Service Manager No

Dealer Contact

Service Mgr Phone

Portal Status No New Message

FMCC Branch Code

Vehicle Info

Vehicle Info

VIN  1FM5K7D89FG [REDACTED]

Mileage 11,000

Warranty Start Date 11/1/2014

Mileage Units Miles

Vehicle Modifications No

Hours in Service

Original Selling Dealer Galpin Ford

Converted Mileage

Original Selling PA 05536

Days Out of Service

Number of Repairs

Vehicle Specification

Vehicle Specification Full Path 2015 > FORD > EXPLORER > K7D - EXPLORER XLT FWD 4-DR
Model Year 2015 **Engines Specification** 3.5L V6 CYCLONE TVCT
Make FORD **Transmissions Specification** 6 SPD AUTO TRANS 6F
Model / Vehicle Line EXPLORER
Body Style K7D - EXPLORER XLT FWD 4-DR

Case Classification

Classification

Responsible Team Tier 1 Inbound
Case Classification Full Path Vehicle Concern > Buyback Request > California Vehicle > 12 Model Years or Newer
Case Classification Level 1 Vehicle Concern
Case Classification Level 2 Buyback Request
Case Classification Level 3 California Vehicle
Case Classification Level 4 12 Model Years or Newer

Classification

Initial Contact Target	10/14/2015 7:34 AM	Initial Contacted	Yes
Case Closure Target	11/2/2015 5:00 PM	Initial Contact Date	10/13/2015 9:30 AM

Symptom Code

Symptom Code Comfort & Entertainment > Interior Odor > Chemical > Intermittent
Level 1 Comfort & Entertainment
Level 2 Interior Odor
Level 3 Chemical
Level 4 Intermittent

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0006215790

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities

All Activities

<input type="checkbox"/>	Subject	Activity Type	Activity Status	Priority	Date Created
<input type="checkbox"/>	 Case Resolution	Case Resolution	Completed	Normal	11/30/2015 12:...
<input type="checkbox"/>	 Close Case	Close Case	Completed	Normal	11/30/2015 12:...
<input type="checkbox"/>	 Ford/Lincoln Loyalty Reme...	Ford/Lincoln Loyalty Req...	Completed	Normal	11/30/2015 12:...
<input type="checkbox"/>	 Transfer / Escalate	Transfer/Escalation	Completed	Normal	11/30/2015 12:...
<input type="checkbox"/>	 Re-Open Case	Re-Open Case	Completed	Normal	11/30/2015 12:...
<input type="checkbox"/>	 Case Resolution	Case Resolution	Canceled	Normal	11/27/2015 3:0...
<input type="checkbox"/>	 Ford/Lincoln Loyalty Reme...	Ford/Lincoln Loyalty Req...	Completed	Normal	11/25/2015 4:5...
<input type="checkbox"/>	 11/27 Follow-Up	Appointment	Completed	Normal	11/25/2015 3:2...
<input type="checkbox"/>	 11/27 Follow-Up	Schedule Follow-Up	Completed	Normal	11/25/2015 3:2...
<input type="checkbox"/>	 11/25 Follow-Up	Appointment	Completed	Normal	11/19/2015 7:3...

1 - 10 of 62 (0 selected)

Page 1

Notes & Article

Notes

Title: Note created on 11/30/2015 12:08 PM by Mark Johnson, Default Team: Tier 2 CCT
 RO#400260 Ln#D Total repair cost \$780 Cust pay \$0, Dlr pay \$0, CLP \$780 Pay code M08E5 Program code P11
 Mark Johnson 11/30/2015 12:08 PM
Title: Requestor/Approver Comments

FLP

SYSTEM 11/30/2015 12:08 PM

Title: Note created on 11/27/2015 3:04 PM by Jessica Johnson, Default Team: Tier 2 CCT

CSM Jessica x77709 assisting CSM Mark J OBC- Cust [REDACTED] CSM left vm advising following up on vehicle and to see how it is after repairs

Jessica Johnson 11/27/2015 3:04 PM

Title: Note created on 11/27/2015 3:02 PM by Jessica Johnson, Default Team: Tier 2 CCT

CSM Jessica x77709 assisting CSM Mark, DLR has been provided with P11 code CSM closing case

Jessica Johnson 11/27/2015 3:02 PM

Title: Requestor/Approver Comments

FLP

SYSTEM 11/25/2015 5:01 PM

Title: Note created on 11/25/2015 05:01 PM by Mark Johnson, Default Team: Tier 2 CCT

Email from s/a Stewart to request loaner pay code: RO# Ln# Total repair cost \$780 Cust pay \$0, Dlr pay \$0, CLP \$780 Pay code Program code P11

Mark Johnson 11/25/2015 5:01 PM

Title: Note created on 11/25/2015 03:23 PM by Mark Johnson, Default Team: Tier 2 CCT

IBC from s/a Stew to say veh is repaired cust is picking up today. I requested loaner billing.

Mark Johnson 11/25/2015 3:23 PM

Title: Note created on 11/19/2015 07:34 PM by Mark Johnson, Default Team: Tier 2 CCT

OBC to s/a Stu @ (310) 784-4700 said veh will be ready for rtn on Tuesday, Cust was contacted by dlr and he is out of town and will pick up on 11/25.

Mark Johnson 11/19/2015 7:34 PM

Title: Note created on 11/16/2015 08:26 PM by Mark Johnson, Default Team: Tier 2 CCT

s/m Pat says he hopes to have the veh repaired by 11/18

Mark Johnson 11/16/2015 8:26 PM

Title: Note created on 11/16/2015 02:14 PM by Mark Johnson, Default Team: Tier 2 CCT

OBC to s/a Stu @ (310) 784-4700 and he is off today. Transferred to s/m Pat and rec'd v/m. Email to s/m Pat: Has this veh been repaired and returned to the customer?

Mark Johnson 11/16/2015 2:14 PM

Title: Note created on 11/11/2015 06:24 PM by Mark Johnson, Default Team: Tier 2 CCT

OBC to s/a Stu @ (310) 784-4700 said tech is out sick.

Mark Johnson 11/11/2015 6:24 PM

Title: Note created on 11/09/2015 04:59 PM by Mark Johnson, Default Team: Tier 2 CCT

Email to s/a Stu: Can you please provide me a repair status on this one? Thanks!

Mark Johnson 11/9/2015 4:59 PM

Title: Note created on 11/09/2015 04:58 PM by Mark Johnson, Default Team: Tier 2 CCT

OBC to cust @ [REDACTED] and rec'd v/m. I left my contact info and will follow up by 11/11.

Mark Johnson 11/9/2015 4:58 PM

Title: Note created on 11/05/2015 03:26 PM by Mark Johnson, Default Team: Tier 2 CCT

OBC to s/a Stu @ (310) 784-4700 said FSE was at the dlr and over a dozen leaks have been identified. OBC to cust @ [REDACTED] and rec'd v/m. I left my contact info and will follow up on 11/9.

Mark Johnson 11/5/2015 3:26 PM

Title: Note created on 11/05/2015 03:25 PM by Mark Johnson, Default Team: Tier 2 CCT

OBC to s/a Stu @ (310) 784-4700 said FSE was at the dlr and over a dozen leaks have been identified. OBC to cust @ [REDACTED] and rec'd v/m. I left my contact info and will follow up on 11/9.

Mark Johnson 11/5/2015 3:25 PM

Title: Note created on 11/04/2015 01:16 PM by Mark Johnson, Default Team: Tier 2 CCT

Emailing s/a Stu for current status of veh.

Mark Johnson 11/4/2015 1:16 PM

Title: Note created on 11/04/2015 01:13 PM by Mark Johnson, Default Team: Tier 2 CCT


OBC to s/a Stu @ (310) 784-4700 and he is with a customer, I asked for a status on the veh.

Mark Johnson 11/4/2015 1:13 PM

Title: Note created on 10/30/2015 01:42 PM by Mark Johnson, Default Team: Tier 2 CCT

OBC to s/a Stu @ (310) 784-4700 said cust has the veh; s/a called FSE to see when he is coming in to look at the veh. OBC to cust @ [REDACTED] and I shared buyback is declined but the dlr is arranging for a Ford tech to look at his veh sometime next week. He will be notified of the time to bring in the veh.

Mark Johnson 10/30/2015 1:42 PM

Title: File Attachment, Default Team: Minacs kieft.pdf

Charmayne Hill 10/28/2015 3:13 PM

Title: Note created on 10/27/2015 06:02 PM by Mark Johnson, Default Team: Tier 2 CCT

0968 - USA 2015 NEW 84/75,000 OR 3000 HRS PREM W/ROADSIDE, INSTALLED SOP PARTS FOR TSB #14-0130 RESEALED REAR OF VEHICLE One NHL contact for this issue, OBC to s/a Stuart @ (310) 784-4700 and was told veh is not at the dlr. OBC to cust @ [REDACTED] and rec'd v/m. I left my contact info and will follow up on 10/30. I am off tomorrow and already have a heavy run for Thursday.

Mark Johnson 10/27/2015 6:02 PM

Title: Note created on 10/27/2015 1:58 PM by Carmell Nickols, Default Team: Tier 3 DRP

Submitted RAV- Transfer to CCT

Carmell Nickols 10/27/2015 1:58 PM


Title: Note created on 10/27/2015 12:14 PM by Susan Aluia, Default Team: Tier 3 RES

Reviewed information. At this time Ford believes the vehicle does not qualify for repurchase or replacement under the CA State Lemon Law.

Susan Aluia 10/27/2015 12:14 PM

Title: File Attachment, Default Team: Tier 3 DRP


After review, at this time, it appears this vehicle does not meet the requirements for repurchase / replacement; transferred to RES for review

 10-13-15-JOSEPH-KIEFT-CAS-8037951-X6G3C1-CustomerReferenceInfo.doc

Carmell Nickols 10/23/2015 1:18 PM

Title: File Attachment, Default Team: Tier 3 DRP

-RECEIVED DEALER REPORT FROM AUTONATION FORD TORRANCE

 10-22-15-JOSEPH-KIEFT-CAS-8037951-X6G3C1-DealerReport-AutoNationTorrance-RecvDirRept.pdf

Carmell Nickols 10/23/2015 1:17 PM

Title: Note created on 10/23/2015 1:13 PM by Carmell Nickols, Default Team: Tier 3 DRP

-OBC AutoNation Torrance- spoke w/ SM Pat Patterson- inquired if there was an RO for the tech hotline contact made 09/22/15; he stated that the vehicle wasn't there at the time. The last visit was 10/03/15

Carmell Nickols 10/23/2015 1:13 PM

Title: Note created on 10/21/2015 2:58 PM by Carmell Nickols, Default Team: Tier 3 DRP

Dealer report / repair orders not received from AutoNation Ford Torrance, emailed DRP management for assistance

Carmell Nickols 10/21/2015 2:58 PM

Title: Note created on 10/19/2015 3:26 PM by Carmell Nickols, Default Team: Tier 3 DRP

Dealer report / repair orders not received from AutoNation Ford Torrance, emailed DRP management for assistance

Carmell Nickols 10/19/2015 3:26 PM

Title: Note created on 10/16/2015 3:09 PM by Carmell Nickols, Default Team: Tier 3 DRP

-Emailed SM Pat Patterson requesting dealer report and ROs needed

Carmell Nickols 10/16/2015 3:09 PM


Title: Note created on 10/15/2015 1:56 PM by Carmell Nickols, Default Team: Tier 3 DRP

-OBC AutoNation Ford Torrance- left vm for SM Pat Patterson requesting dealer report and ROs needed

Carmell Nickols 10/15/2015 1:56 PM

Title: File Attachment, Default Team: Tier 3 DRP

-EMAILED DEALER REPORT REQUEST TO AUTONATION FORD TORRANCE

 10-13-15-JOSEPH-KIEFT-CAS-8037951-X6G3C1-DealerReport-AutoNationTorrance-EmailDir.msg

Carmell Nickols 10/13/2015 9:30 AM

Title: Note created on 10/12/2015 4:41 PM by Robin Welch, Default Team: Tier 1 Inbound

CONTACT VIA phone CUST SAYS: I have this rotten egg sulfur smell in the veh. I have taken the veh to the dealer about this issue and they did all they can do but I still have the smell. At this time my family doesn't even want to get in the veh because the smell is so bad. I would like to look in to the lemon law. PRE CUST, DEALER SAYS: n/a CRC ADVISED: I will escalate your case/request to our Ford Specialist who will determine if your vehicle meets the State of California's lemon law guidelines for replacement. If your vehicle does not meet state guidelines, a Ford Customer Service Manager will phone you within 10 business days to assist with your repair needs. If your vehicle does meet state guidelines for replacement, you will receive an offer letter from Ford's Reacquired Vehicle Program Headquarters in approximately 15 business days. The letter will provide instructions regarding documents and information necessary to complete the replacement request. If for any reason you do not receive a contact from Ford Motor Company within 15 business days, please call (Mark Johnson) at 866-631-3788 (53716). Reference the following case number (cas-8037951)so they can further assist you.



Robin Welch 10/12/2015 4:41 PM

Article

Article

Admin Info

Admin Info

Created By	 Robin Welch	Modified By	 Mark Johnson
Created On	10/12/2015 4:34 PM	Modified On	11/30/2015 12:08 PM
Begin Date	10/12/2015	Case Type	
Title	[REDACTED]	Source Created By	



10/28/2015

[REDACTED]
TORRANCE CA [REDACTED]

Subject: 1FM5K7D89FG [REDACTED]

To: [REDACTED]

Ford Motor Company appreciates your recent contact to the Customer Relationship Center. We have reviewed your concern and find that your vehicle does not meet the eligibility requirements under the California lemon law. At this time, your file has been closed at Ford Motor Company and no further action will be taken. If you have any further concerns or questions, please contact (800) 392-3673.

Sincerely,

Ford Motor Company



Case Number: [REDACTED]
Customer Name: [REDACTED]
Warranty Start Date: 11/01/2014
Address: [REDACTED], TORRANCE, CA [REDACTED]
Phone: [REDACTED]

Vehicle: 2015 EXPLORER
VIN: 1FM5K7D89FG [REDACTED]
Mileage: 11,000

Purchased: New Used Leased (terms of lease)
This Vehicle is: IN BTB Warranty IN Powertrain Warranty IN Diesel Warranty No Warranties
Extended Service Plan: NO YES, 84/75,000 OR 3000 HRS PREM W/ROADSIDE

REVIEW INFORMATION:

After review, at this time, it appears that this vehicle does not meet the requirements for a repurchase/replacement under the California State Lemon Law either for repeat repairs or days down for warranty repairs.

There have been two repeat repairs for a/c odor concerns. The vehicle was not down for more than thirty days for warranty repairs.



DLR	DATE	MILEAGE	VEHICLE CONCERN	SERVICES PERFORMED / ACTIONS	DAYS DOWN
AutoNation Ford Torrance	07/03/15	8,216	• A/C smells like rotten egg	• Special order parts- rear well moldings	1
	07/08/15	8,377	• A/C smells like rotten egg- previous visit	• Per TSB 14-0130, installed SOP parts and resealed rear of vehicle	2
	10/03/15	10,955	• Vehicle smells like rotten egg	• Replaced right side air extractor and installed 2 check valves on liftgate, resealed body again with seam sealer	14
				Total days vehicle down	17
NHL and TAR details					
F9VFD008	09/22/15	10,200	Concern: rotten egg smell in car	Raymond, A rotten egg smell in the vehicle can be caused by a chemical leak. An exhaust odor in the vehicle can be caused by an exhaust leak or a body leak. It is important to determine if the odor is coming from the HVAC system vents or from the rear of the vehicle. If it is determined that the smell is indeed exhaust odor and not entering from the HVAC vents the TSB 14-0130 does indeed apply. There have been no recent updates to the TSB if already performed.	



Claims loaded through: 12-OCT-2015

AWS Online Report

IFMSK7D89F0	U2	T/UB	F	T/WD	T/EF	T/A	AD	T/WJ	T/KX	27-SEP-2014	01-NOV-2014	171040	USA	9	6Y20	*	RENTAL *	F09	F9	V99	A99	82	
AWS Claim Key:	<u>1414176</u>	Doc #:	392970C	FCC Auth:	B	Trx Code:	P18	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	60								
Dir Cd-Sub Cd:	05524-*	Name:	AUTONATION FORD TORRANCE	Ph:	310-7844700	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	03-JUL-2015	DIST(Mile):	8216								
Cust Comments:	RENTAL FOR CUSOTMER																						
Tech Comments:	RENTAL FOR CUSTOMER																						
IFMSK7D89F0	U2	T/UB	F	T/WD	T/EF	T/A	AD	T/WJ	T/KX	27-SEP-2014	01-NOV-2014	171040	USA	9	6N01	BB5Z	7829164	AA	F07	F7	V79	C05	49
AWS Claim Key:	<u>1451981</u>	Doc #:	393259A	FCC Auth:	1	Trx Code:	2	Labor Hrs:	2	Labor Cost:	230.64	Material Cost:	322.74	Total Cost:	553.38								
Dir Cd-Sub Cd:	05524-*	Name:	AUTONATION FORD TORRANCE	Ph:	310-7844700	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	08-JUL-2015	DIST(Mile):	8377								
Cust Comments:	CUST STATES THAT A/C SMELLS LIKE ROTTEN EGG ADV(INSTALL SOP PART)																						
Tech Comments:	INSTALLED SOP PARTS FOR TSB #14-0130 RESEALED REAR OF VEHICLE.																						

Ford Motor Co.
California Lemon Law Review

DATE:	10/13/15	
TO:	Service Manager:	PAT PATTERSON 424-253-4976
	Email:	pattersonp1@autonation.com
FROM:	Ford Analyst:	CARMELL NICKOLS
	Phone/Fax:	866-567-6518 x 77133/ 888-891-1682
RE:	Customer Name:	[REDACTED]
	FMC360 Case #:	[REDACTED]
	Vehicle Type:	2015 EXPLORER
	VIN:	1FM5K7D89FC [REDACTED]
	Summary of Concerns:	WARRANTY HISTORY
# OF PAGES:	4	

Your dealership has been identified as the servicing party in the above referenced case, and can best provide the information required to properly review and investigate this customer's request for repurchase / replacement.

Please return the following required documents, via fax/email, within the next 24 hours:

1. Complete all sections of the attached Dealer Report
2. Complete the Dealership Repair History Summary
3. Include accounting copies of all applicable repair orders, front and back (warranty, internal and retail) that may assist with our case review and response. (If the warranty concerns are not clear as listed above, please feel free to contact me).
4. Copies of technician notes and write-up sheets

It is very important we receive your report and supporting documents in order to complete a good faith review of the customers repurchase / replacement request.

We appreciate your assistance, if you have any questions; please feel free to contact me. Thank you!



Dealer Report and Repair Order Summary

Please Return To: Carmell Nickols

FAX 888-891-1682 or phone 866-567-6518 x 77133 or e-mail to: ckovacs5@ford.com

Attn: Service Manager - Immediate Action Required

*PLEASE FILL IN THE BLANKS WITH A * BY THEM*

*Your name:	<u>Pat Patterson</u>	*Your phone #:	<u>310 784 4700</u>
Dealership Name:	AUTONATION FORD TORRANCE		
Review Open Date:	<u>10/13/15</u>	FMC360 Case #:	<u>[REDACTED]</u>
Customer's Name:	<u>[REDACTED]</u>	Vin:	<u>1FM5K7D89FG [REDACTED]</u>
Year/Make/Model	<u>2015 EXPLORER</u>	*Current Mileage:	<u>11,000</u>

1. 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 5 or more vehicles owned by this customer, please advise.

2. Are there any modifications / additions to the vehicle such as: performance chip, wheels, tires (tire size), alarm, remote start, GPS tracking systems, use of insurance discount devices, snow plow, etc.? Yes No
- If yes, please list aftermarket item/s.

3. 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.

4. Do you know the Brake Over Accelerator PID values? Yes No
- If yes, please list the values.

5. Total number of days the vehicle has been out of service for Ford warranty repairs at your dealership? 16

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.

Signature: [Signature]

Title: Service Manager

Date: 10/27/15

Please attach any additional comments on a separate page

RETAIN A COPY FOR YOUR RECORDS

Dealership Repair History Summary

FMC160 case # _____ Customer: _____ VIN: _____

WARRANTY 3/36 Bumper to Bumper 4/50 Bumper to Bumper 5/100 PowerStroke Diesel Engine Warranty (\$100 Deductible)

FORD ESP PremiumCARE ExtraCARE BaseCARE PowertrainCARE RentalCARE MaintenanceCARE
 Expiration: Date _____ Miles _____

PLEASE INDICATE TYPE Goodwill ESP Customer purchased retail ESP Non-Ford ESP Name of Provider? _____

RO Number	Date In	Date Completed	Total Days	Mileage	Customer's Concern	Action Taken	How Paid? Warranty / AWA / ESP / Retail / Dealer Internal
	7/31/15	7/31/15	1	8216	A/C small Rotten EGG	Special order Parts Well Widdings	N/C
	7/28/15	7/29/15	2	8377	A/C Rotten EGG small	INSTALL SPECIAL ORDER PARTS - PERFORM TSB 14-0130	WARR
	10/31/15	10/26/15	13	10555	Rotten EGG small	Test & install check valves Per Tech Hot line	WARR

Please duplicate, as necessary and attach additional sheets.

CUSTOMER #: [REDACTED]

AutoNation

AutoNation Ford Torrance

3111 PACIFIC COAST HIGHWAY
TORRANCE, CA 90505

* INVOICE *

TORRANCE, CA

SERVICE DEPARTMENT (310) 784-4720

SERVICE ADVISOR: 1408 STEWART SANTOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	15	FORD EXPLORER	1FM5K7DB9FG		8216/8216	T5660	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DC			19:00 03JUL15			CASH	03JUL15
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter Ti-VCT					
09:11 03JUL15	13:25 03JUL15						

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

A MULTI POINT INSPECTION NOT COMPLETED THIS VISIT
 MULTI-N MULTI POINT INSPECTION NOT COMPLETED
 THIS VISIT
 3532 CF 0.00 0.00
 GTIRE TIRE TREAD AND WEAR IS OK AT THIS TIME
 3532 CF 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUST STATES THAT A/C SMELLS LIKE ROTTEN EGG CHECK AND DIAG
 AC001 Miscellaneous Air Conditioning and Heating
 - Repair
 3532 WF (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 8216 SPECIAL ORDER PART REAR WELL MOULDINGS

C RENTAL
 MA001 Miscellaneous Maintenance and Light Repair
 3532 WF (N/C)
 SUBL RENTAL
 PO#392970
 WF (N/C)
 FC: \$100
 SUBL RENTAL PO#1813525
 WF (N/C)
 FC: \$100
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

NOTE: BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. I hereby authorize the below work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer states no articles of personal property have been left in vehicle.	HAZARDOUS WASTE DISPOSAL: As a result of Federal and State Mandated Management Regulating, a small amount will be charged for disposal of hazardous waste generated by repair of your vehicle. Hazardous waste items are oil, oil filter, solvents, tires, batteries, asbestos, gasoline, antifreeze, etc.	DESCRIPTION	TOTALS
	TERMS: CASH OR VISA - MASTERCARD - DISCOVER	LABOR AMOUNT	0.00
	I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.	PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
	X _____ CUSTOMER SIGNATURE	SUBLET AMOUNT	0.00
		MISC CHARGES	0.00
	X _____ SMOG WAIVER	TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

B.A.R. LICENSE # AK 075576
 P & A # 056244
 EPA # CAL000140188

CUSTOMER COPY

CUSTOMER #:

AutoNation

AutoNation Ford Torrance

INVOICE

3111 PACIFIC COAST HIGHWAY
TORRANCE, CA 90505

PHONE (310) 784-4700 · FAX (310) 784-4758
SERVICE DEPARTMENT (310) 784-4720

TORRANCE, CA

PAGE 1

SERVICE ADVISOR: 1408 STEWART SANTOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	FORD EXPLORER	1FM5K7D89FG		8377/8377	T5680	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN15 DD			19:00 08JUL15			CASH	09JUL15
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter Ti-VCT					

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

A CUST STATES THAT A/C SMELLS LIKE ROTTEN EGG ADV (INSTALL SOP PART)

CAUSE:

X TSB 14-0130

3544 WF

1 BB5Z*7829164*AA MOULDING

1 BB5Z*7829165*AA MOULDING

1 BB5Z*61280B62*B GRILLE ASY - VENT AIR QUIET

2 4M8Z*54280B62*A VALVE ASY - AUTO DRAIN

1 TA*2*B ADHESIVE

1 08882 3M UNDERCOATING

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

PC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

009034

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

8377 INSTALLED SOP PARTS FOR TSB #14-0130 RESEALED REAR OF VEHICLE.

B "MULTI POINT INSPECTION NOT COMPLETED THIS VISIT"

MULTI-N "MULTI POINT INSPECTION NOT COMPLETED

THIS VISIT"

3544 CF

GTIRE TIRE TREAD AND WEAR IS OK AT THIS TIME

3544 CF

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

CC CREATED 2015-07-02

03:27:00PM TAKEN BY JOANN A

OLIVAS

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

NOTE: BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I hereby authorize the below work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer states no articles of personal property have been left in vehicle.

HAZARDOUS WASTE DISPOSAL: As a result of Federal and State Mandated Management Regulating, a small amount will be charged for disposal of hazardous waste generated by repair of your vehicle. Hazardous waste items are oil, oil filter, solvents, tires, batteries, asbestos, gasoline, antifreeze, etc.

TERMS: CASH OR VISA · MASTERCARD · DISCOVER

I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.

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

X CUSTOMER SIGNATURE

X SMOG WAIVER



Copyright 2000 ADR, Inc. SERVICE #40082 10/02

CUSTOMER COPY

B.A.R. LICENSE # AK 073576
P.S.A. # 055244
EPA # CAL000140168

CUSTOMER #: [REDACTED]

AutoNation

AutoNation Ford Torrance

3111 PACIFIC COAST HIGHWAY
TORRANCE, CA 90505
PHONE (310) 784-4700 - FAX (310) 784-4756
SERVICE DEPARTMENT (310) 784-4720

WARRANTY

DUPLICATE 1
PAGE 1

TORRANCE, CA [REDACTED]

SERVICE ADVISOR: 1408 STEWART SANTOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	FORD EXPLORER	1FM5K7D89FG [REDACTED]	[REDACTED]	10955/10955	T5299	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			19:00 07OCT15			CASH	22OCT15

R.O. OPENED	READY	OPTIONS:
11:19 03OCT15	17:17 16OCT15	ENG:3.5_Liter_Ti-VCT

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A C/S: CUST STATES THAT VEHICLE SMELLS LIKE ROTTEN EGG (TSS DONE) SEE
 FORD HOTLINE RESPONSE TECH#3532)

CAUSE:
 17835A COVER ASSEMBLY - REAR BUMPER - FASCIA -
 REPLACE (17810/17K835) - L
 3532 WF 1.50 172.98 172.98
 1 BB5Z*61280B62*B GRILLE ASY - VENT AIR OUTER 23.92 19.59 19.59
 2 4M8Z*542B0B62*A VALVE ASY - AUTO DRAIN 11.93 10.02 20.04
 1 TA*2*B ADHESIVE 45.00 37.80 37.80
 MTIME WRENCH LITE ON
 3532 WF 1.30 149.92 149.92
 FC: PART#: COUNT: 5531 7743 TPARTS
 CLAIM TYPE:
 AUTH CODE:
 Q06564 8611 32290 TLABOR

SALE-LBR: 322.90 PTS: 77.43 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 400.33

10955 CONTACT FORD HOTLINE FOR CLIENTS CONCERN PER FORD HOTLINE
 PRESSURE TESTED EXHAUST SYSTEM REPLACE RIGHT SIDE AIR EXTRACTOR AND
 INSTALLED 2 CHECK VALVES ON LIFTGATE RESEALED BODY AGAIN WITH SEAM
 SEALER ROAD TEST FOR 2DAYS AFTER WORK NO ROTTEN EGG SMELL

B C/S: RENTAL
 X DEFAULT
 3577 WF 0.00 0.00 0.00
 0 0 TPARTS
 0 0 TLABOR
 SUBL RENTAL PO#1856967
 WF 150.00 150.00
 EC: 5100

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 150.00 TOTAL 150.00

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

NOTE: BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.
 I hereby authorize the below work to be done along with the necessary materials. You and your employees may operate vehicles for purposes of testing, inspection or delivery. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer states no articles of personal property have been left in vehicle.

*HAZARDOUS WASTE DISPOSAL: As a result of Federal and State Mandated Management Regulating, a small amount will be charged for disposal of hazardous waste generated by repair of your vehicle. Hazardous waste items are oil, oil filter, solvents, tires, batteries, asbestos, gasoline, antifreeze, etc.
 TERMS: CASH OR VISA - MASTERCARD - DISCOVER
 I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.

X _____
 CUSTOMER SIGNATURE

X _____
 SMOG WAIVER



WARRANTY COPY

B.A.R. LICENSE # AK 073578
P.B.A # 055244
EPA # CAL000140188

CUSTOMER #: [REDACTED]

AutoNation

AutoNation Ford Torrance

3111 PACIFIC COAST HIGHWAY
TORRANCE, CA 90505
PHONE (310) 784-4700 FAX (310) 784-4756
SERVICE DEPARTMENT (310) 784-4720

WARRANTY

DUPLICATE 1
PAGE 2

SERVICE ADVISOR: 1408 STEWART SANTOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	FORD EXPLORER	1FM5K7D89FG [REDACTED]		10955/10955	T5299	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			19:00	07OCT15		CASH	22OCT15
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter Ti-VCT					
11:19	03OCT15	17:17	16OCT15				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CREATED 2015-09-25 02:07:00PM
TAKEN BY STEWART SANTOS

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

SALE-LBR: 322.90 PTS: 77.43 MSC: 0.00 LUB: 0.00 SUB: 150.00 TOTAL 550.33

COST, SALE, & COMP TOTALS 29142 55033 0

<p>NOTE: BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.</p> <p>I hereby authorize the below work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer states no articles of personal property have been left in vehicle.</p>	<p>*HAZARDOUS WASTE DISPOSAL: As a result of Federal and State Mandated Management Regulating, a small amount will be charged for disposal of hazardous waste generated by repair of your vehicle. Hazardous waste items are oil, oil filter, solvents, tires, batteries, asbestos, gasoline, antifreeze, etc.</p> <p>TERMS: CASH OR VISA · MASTERCARD · DISCOVER</p> <p>I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT.</p>	DESCRIPTION	TOTALS
		LABOR AMOUNT	322.90
		PARTS AMOUNT	77.43
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	150.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	550.33
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	550.33

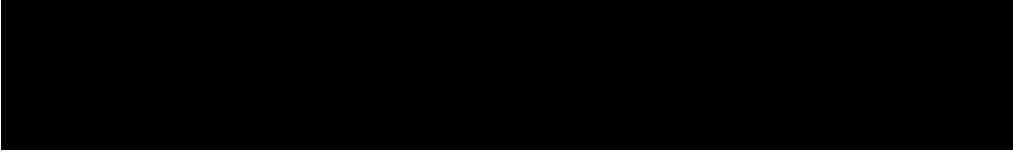
X _____
CUSTOMER SIGNATURE

X _____
SMOG WAIVER



WARRANTY COPY

B.A.R. LICENSE # AK 073578
P & A # 065244
EPA # CAL000140188



Report# : F8TCN014 NHL **Received:** 08/20/2015
CCRG/EPRC:S **Reviewed Status:** **Date:**
Vehicle: 2014,EXPLORER 4X4 (U502) ,LIMITED,4 DOOR ,MPV ,1FM5K8F82EG [REDACTED] **Build Date:** 11/20/2013
Odometer : 27,005 **Engine:** 3.5L CYCLO **Calibration:** EUB1SNOA
Transmission: 6F55 **Axle:** **A/C:** YES
Dealer: USA 00025 Preston Ford Lincoln **Phone#:** 410-673-7171
City: Hurlock **State:** Maryland **Country :** USA
Originator: Daniel Shivers
Symptom: 4 47 1 39 ST/RN/MV,ODOR,CHEMICAL,INTERMITTENT
Status:
VFG: V53 EXHAUST SYSTEM FUNCTION
Additional Symptom: EXHAUST ODOR WHILE ACCELERATING
Fix: **Causal Component :**
Condition Code:

Hotliner: AVANZOME **Phone:** 88093 **Regn Cd:** N4 Washington
Engineering: **Phone:** **TAR:**
Dir Contact: Daniel Shivers **Phone:** **Title Cde:** M

KOEO:
KOEC:
KOER:

CONCER 08/20/2015 02:02PM ALEX VAN ZOMEREN MSS - FCSD - TECH SVC HOTLINE

Web Form Data Description of Vehicle Concern: Customer states there is a burning odor after accelerating. Please list any diagnostics already performed: Road test, duplicated concern,checked TSBs found TSB 14-0130. Parts Replaced: None Your Question: The TSB states that the odor occurs with the aux A/C 'ON'. This vehicle exhibits an odor without the rear A/C on. Will the TSB correct this condition? The odor has been described by women as 'smells like a perm'. We have had a few Explorers lately with the same concern.

RECOMM 08/20/2015 02:02PM ALEX VAN ZOMEREN MSS - FCSD - TECH SVC HOTLINE

Daniel, It is possible that the odor is present with the normal AC on as well. Please proceed with the TSB to see if the concern can be corrected. If the TSB does not correct the concern, also inspect the front of the vehicle to make sure that there are no fluids that are leaking or burning on any components. The PTU vent and fluid should be inspected. If it is leaking or is severely black then replacement of the PTU may be necessary as it could be overheating during operation.

CONCER 08/25/2015 11:39AM T ECHHOT MSS - FCSD - TECH SVC HOTLINE

Vehicle has returned after TSB was performed, still complaining of odor. Vehicle is FWD, no PTU. No signs of fluid leakage. Odor appears after accelerating. Any suggestions for diagnosis or repair?

RECOMM 08/25/2015 12:27PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

Daniel, Since the concern is still present after performing TSB 14-0130 and the HVAC was updated to the latest calibration level, engineering has recommended to perform the following Pressure Test Procedure: -Using masking tape, seal the rear air extractors and areas. It is not necessary to mask the rear lip molding for vehicle that do not have the rear lip molding removed -Start vehicle, set A/C to fresh air mode and set blower speed to max. -Close all doors and ensure windows are fully closed. -Use soapy water in a spray bottle to help locate air leaks. -Spray around the following areas: -Under body seams -Underbody rubber grommet -Rear wheel well seams -Rear tail light seams -Rear deck lid seals -Side panel glass seals -License plate area -Air leaks can be identified by the presence of air bubbles. -Mark all areas identified to have air leaks. -Turn off A/C -Turn off vehicle -Clean and dry all areas marked earlier -Seal using Motorcraft seam sealer TA-2 -Allow sealant to dry and retest (May take up to 20 minutes) -Remove the masking tape used in the first step of the pressure test -Inspect the air extractors for possible damage or improper sealing. -Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead. If any are found to be missing they should be replaced. If they are leaking, they can either be replaced or they can be sealed using the TA-2 sealer. -Verify the lift gate seal for damage and proper fit/contact pattern. Ensure that the lift gate plugs are in place in the drain holes.

ADD-ON 08/25/2015 12:27PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

Article ISM 1507013 SOME 2011-2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 14-0130 HAS BEEN COMPLETED.

CONCER 09/03/2015 09:21AM T ECHHOT MSS - FCSD - TECH SVC HOTLINE

HEY IT KENNY I'M LOOKING AT THIS CAR NOW AND NEED A PHONE NUMBER SO I CAN IN AND TALK TO SOMEONE.

RECOMM 09/03/2015 11:04AM ALEX VAN ZOMEREN MSS - FCSD - TECH SVC HOTLINE

Kenny, The phone number to call in is 1-800-826-4694. Please make sure that before calling in that the previous directions are followed. The previous directions have been found to be very successful and repairing the concern after the TSB has been done and there is still a concern.

CONCER 09/04/2015 09:34AM T ECHHOT MSS - FCSD - TECH SVC HOTLINE

(Comments added by Danny) Kenny noticed that the exhaust system didn't sit back far enough, the tailpipes were in a few inches below the rear bumper cover. Disconnecting the exhaust where it meets the flexpipe allowed the exhaust tips to exit properly. We replaced the flexpipe and now the exhaust tips exit properly. A road test revealed a decrease in the strength of the odor, but it is still present. Kenny also lined the rear hatch with fender covers, taped off the openings from the outside, and road tested the vehicle. The odor was greatly diminished. He adjusted the rear striker inward to tighten the hatch closure. He road tested with the customer, and the customer was happy with the vehicle. The rear hatch striker has very little room for adjustment, a revised striker or latch, or hatch weatherstrip with increased sealing ability may help resolve this concern. Revised exhaust tips or extensions may help also.

RECOMM 09/04/2015 10:48AM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

Danny and Kenny, Thank you for providing the results of the tests performed and the repairs made. This type of information is very helpful. Please also complete the survey at your convenience as well, as this will further ensure that the information you provided is documented and available to assist other technicians.

- ADD-ON 09/15/2015 10:48PM DARRELL HUFF (FSE) MSS - FCSD - REG PHI-WAS-CHA**
 IT WAS FOUND THAT EXHAUST GASES ENTER THE BACK OF THE VEHICLE WHEN ACCELERATING BECAUSE THE REAR LIFT GATE DOES NOT SEAL TIGHT AGAINST THE WEATHER STRIP. THE SMELL IS MOST PREVALENT DURING MODERATE ACCELERATION BECAUSE THE VEHICLE RUNS A LITTLE RICHER WHEN ACCELERATING AND THE AIR WHIPS AROUND THE LIFT GATE AREA. THE TECHNICIAN AT PRESTON FORD HAS A CO DETECTOR AND THE CO LEVEL WAS HIGH (INSIDE OF THE VEHICLE) NEAR THE LIFT GATE. IF TRACING GREASE IS PUT ON THE WEATHER STRIP?AFTER CLOSING THEN OPENING THE HATCH YOU CAN SEE THAT IT DOESN'T CONTACT ALONG THE BOTTOM OF THE WEATHER STRIP. FINALLY, IN THE BAY WITH THE LIFT GATE CLOSED WE CAN USE THE SMOKE MACHINE AND BLOW SMOKE AT THE CLOSED LIFT GATE FROM OUTSIDE OF THE VEHICLE (NO PRESSURE)?A PERSON INSIDE THE VEHICLE CAN SEE AND SMELL SMOKE FROM THE SMOKE MACHINE ENTERING THE VEHICLE GETTING PAST THE LIFT GATE WEATHER STRIP. TECHNICALLY THE LATCH FOR THE REAR LIFT GATE IS NOT ADJUSTABLE BUT WITH A LITTLE PERSUASION WE CAN GET IT TO MOVE 1/8 ? ? OF AN INCH AND THAT IS ENOUGH TO MAKE THE BOTTOM OF THE LIFT GATE CONTACT THE WEATHER STRIP. AFTER DOING THAT THE GREASE SHOWS CONTACT, NO MORE SMOKE ENTERS THE VEHICLE WHEN USING THE SMOKE MACHINE AND (MOST IMPORTANTLY)?THE EXHAUST ODOR INSIDE OF THE VEHICLE IS GONE AND THE INCREASED CO LEVEL IS ELIMINATED.
- CONCER 09/25/2015 01:58PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE**
 An outbound call was placed to the Dealer to speak with Kenny. Spoke with Service Manager Doug who advised that Kenny was not in at the time the call was placed.
- RECOMM 09/25/2015 01:58PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE**
 Kenny, It was noted when speaking with Ed that this odor is still present. Due to the odor that is still present after the repairs completed, we have escalated this concern to the Technical Service Hotline
 s Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer
 s concern. Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Escalated Handling Team is still unable to assist you in resolving the customer
 s concern through these additional steps, the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request. Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail. Thank you in advance.
- ADD-ON 09/25/2015 01:58PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE**
 Ed questioned this concern when visiting the Technical Assistance Center and advised that the concern is still present after repairing all leaks.
- ADD-ON 09/25/2015 01:58PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE**
 Reason For Escalation: Technical Progress
- CONCER 09/25/2015 03:10PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE**
 An outbound call was placed to the Dealer. Kenny advised that this odor has now been corrected. Kenny advised that no exhaust leaks were found. The leak was found at the liftgate and was corrected by moving the latch to cause more pressure on the liftgate seal. The leak was found using a smoke machine around

the liftgate.

RECOMM 09/25/2015 03:10PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Kenny, Per our conversation, thank you for providing this information on the leak found at the liftgate and the seal contact concern identified.

ADD-ON 09/25/2015 03:10PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

The leak at the liftgate was corrected and there is no odor at this time.

CONCER 11/25/2015 04:25PM JEAN CHARLES MSS - FCSD - TECH SVC HOTLINE

Web Form Data Description of Vehicle Concern: CUSTOMER HAS EXHAUST SMELL IN THE CAR UNDER ACCELERATION ONLY. Please list any diagnostics already performed: CHECKED FOR ALL PLUGS AND SEALS FOR THE CAR AND WERE THERE AND INTACKED. Parts Replaced: RECALL 14-0130 REAR LATCH AND DOOR SHOCK Your Question: THIS IS THE FOURTH TIME BACK AND KIDS GOT SICK FROM SMELL. I NEED A FORD ENGINNER TO COME OUT NOW SO WE CAN FIGURE THIS OUT PLEASE.

RECOMM 11/25/2015 04:25PM JEAN CHARLES MSS - FCSD - TECH SVC HOTLINE

Hello Kenny, Thank you for the additional information provided. If not done so already, recommend installing the updated Muffler assembly part EB5Z-5230- A. Then retest to see if the exhaust odor while accelerating concern is still present. We have escalated this concern to the Technical Service Hotlines Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer's concern. Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Escalated Handling Team is still unable to assist you in resolving the customer's concern through these additional steps, the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request. Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail. Thank you in advance.

ADD-ON 11/25/2015 04:25PM JEAN CHARLES MSS - FCSD - TECH SVC HOTLINE

Note to EH: Vehicle is being RE-Escalated due to time down. Vehicle was previously escalated for an exhaust odor concern. When previously escalated, last contact was at 9/25/2015. Consulted Joshua Burtch who provided: Its been down around 40 days between two contacts and has had at least two repair attempts with no FMC360 and we have some information available in the ISM to provide. I would continue with providing that information and 'escalate due to down time and this being at least the third repair attempt'. Article ISM 1507013 SOME 2011-2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 14-0130 HAS BEEN COMPLETED.

ADD-ON 11/25/2015 04:25PM JEAN CHARLES MSS - FCSD - TECH SVC HOTLINE

Reason For Escalation: Time Down

CONCER 11/27/2015 02:09PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

An outbound call was placed to the Dealer. Kenny advised that the odor has been duplicated. The comments of the kids getting sick was from the customer who stated the vehicle had to be left open 40 minutes for the odor to clear.

RECOMM 11/27/2015 02:09PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Kenny, Per our conversation, before proceeding with replacement of the muffler assembly and verifying all leaks are sealed, a request for OGC review should be completed. No repairs should be completed unless advised from OGC. When you

have a concern alleging a fire, accident, injury, property damage and/or burn has occurred due to an alleged product defect, pursuant to the Warranty and Policy Manual, no repairs should be performed. See below:

-**U.S. Dealerships** should complete a **Dealer/Fleet Request for OGC Review** found on FMCDDealer.com - Parts & Service Tab - Customer Satisfaction link.

NOTE: The Technical Service Hotline will not be able to provide further assistance with this issue until after the OGC review.

ADD-ON 11/27/2015 02:09PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

The Dealer is completing an OGC request and has been advised that no repairs should be completed unless OGC advises to continue with repairs.

Consulted N. Lamilza who verified an OGC request should be submitted and no repairs should be completed at this time.

Requester: ATAYLO29

Report Summary

Server: ECCVWS962

Ford Proprietary, Private

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1-Dec-2015

Retention: None

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

Dealer/Fleet Request For OGC Review

*****Note: this form is for Retail and Fleet vehicles*****

Pursuant to the W&P Manual, the service manager is required to complete a Dealer/Fleet Request for OGC Review form if he/she suspects legal action such as, alleged accidents or fires, may be taken. This form includes customer and vehicle information as well as a description of the allegations.

Note: All fields are required and must be filled in accordingly before submitting this form

NOTE: You also have the option of printing this form and then faxing the fully completed form to 313-845-5668 or 313-845-5555

DEALER INFORMATION

Dealership/Fleet Name:		Preston Ford Lincoln
Requesting Dealer/Fleet:		preston ford
P&A Code:		00025
Contact Person:	OGC Lit Product Claims	kenny allen
Title:		tech
Phone Number:		4106737171
Fax Number:		
Email Address:		kallen@prestonmotor.com
Region:		wash
Address:		4313 preston rd
City:		hurlock
State:		Maryland <input checked="" type="checkbox"/>
Zip Code:		21643

Allen
D12277

CUSTOMER/VEHICLE INFORMATION

WSD:		12/18/2013
Vehicle Year:		2014 <input checked="" type="checkbox"/>
Vehicle Model:		ford explorer
Vehicle VIN:		1FM5K8F82EG [REDACTED]
Mileage:		27005
Customer/Fleet Name:		[REDACTED]
Street Address:		[REDACTED]
City:		easton
State:		Maryland <input checked="" type="checkbox"/>

OFFICE OF THE
GENERAL COUNSEL

RECEIVED
JAN 2 2015

Zip Code:
Home Phone:
Work Phone:
Region:



wash

DETAILS OF INCIDENT

*****Note: DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL*****

*****NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM*****

Incident Involves:

Accident Fire Injury Medical Attention Sought

Date of Incident: 11/20/2015

County in which incident occurred: talbot

Is customer alleging a component defect CAUSED the incident? Yes No

exhaust fumes possible exhaust leaks.

If yes, what type & details:
If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap

Was a police report filed? Yes No

If yes, where:

Has the insurance company been contacted? Yes No

What did the insurance company advise?

Name and phone number of owner's insurance company & agent's name:

If the vehicle is a conversion unit, who is the coach builder?

City:

State:



Zip Code:

Vehicle Location:

shop

Attorney Information (if applicable):

CVO Contact (if applicable - Fleet Only):

RESOLUTION THAT CUSTOMER IS SEEKING:

FIND PROBLEM AND FIX

COMMENTS:

Submit Request



TA
M.A.

LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law
P.O. Box 191125
Dallas, TX 75219

Telephone (888) 415-0610
Facsimile (888) 809-7010

Email: info@lemonlawgrouppartners.com

D120940

November 5, 2015

M-1111

Ford Motor Company
P.O. Box 6248
Dearborn, MI 48126

Re: Brent Lanphier
Vehicle: 2015 Ford Explorer
VIN: 1FMSK8GT9FC [REDACTED]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [REDACTED] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client. The only exception is the dealership may communicate with the client is reference to future repairs. Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we may file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects and although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs pursuant to the Lemon Law you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608 and notice of defect under the Lemon Law. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

Respectfully submitted.

LEMON LAW GROUP PARTNERS PLC
By: s/n Adam Hamilton
Attorney for Plaintiff

CC: AutoNation Ford Corpus Christi

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

NOV 6 5 2015

OFFICE OF THE
GENERAL COUNSEL

PE16-008 000963 LC



Lemon Law Group Partners PLC
Aaron Todd
2775 Sunny Isles Boulevard
Suite 150
North Miami Beach FL 33160



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CM-0623-0872



FORD MOTOR COMPANY
PO BOX 6248
DEARBORN, MI 48121-6248



United States Postal Service®

CERTIFIED MAIL™

NOV - 9 2015
NOV - 9 2015

Aguilera, Maria (M.)

From: Micu, Diana (D.)
Sent: Monday, February 15, 2016 9:59 AM
To: Aguilera, Maria (M.)
Subject: FW: 20161252-Request Closed

Diana Micu

*Administrative Support
Consumer Litigation-OGC
Ford Motor Company
(313)594-2497
dmicu2@ford.com*

From: Diaz, Maria (M.)
Sent: Friday, February 12, 2016 3:32 PM
To: Micu, Diana (D.)
Subject: FW: 20161252-Request Closed

Ford Motor Company ®

*Maria Diaz | Consumer Affairs Legal Analyst | Dispute Resolution Program
mdiaz76@ford.com www.ford.com
office: 866-567-6518 x77294
fax: 866-319-0063*



From: Fosys, T (T.)
Sent: Friday, February 12, 2016 3:29 PM
To: Kindler, Kurt (K.); Diaz, Maria (M.)
Subject: 20161252-Request Closed

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

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

Additional Comments

Request Details

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

Tracking Number	[REDACTED]
Status	Closed
Currently assigned to	KKINDLE3

Request Type	Legal; Document where requested
Request Source	Legal
If Other request source, please explain	
Primary contact	Maria Aguilera
Primary contact's phone number	313-323-1601
Primary contact's email address	maguile8@ford.com
Technician Name	
Technician certified in relevant speciality	Yes
Dealership Name	AUTONATION FORD CORPUS CHRISTI
P&A Code	04584
Facing Region (SDR separate from Contact Regions)	C2 - HOUSTON
Geographic Region (SDR combined with Contact Region)	C2 - HOUSTON
FCSD Sales Zone	A04
FCSD Technical Zone	T10
VIN	1FM5K8GT9FG [REDACTED]
Vehicle year/model	2015 FORD EXPLORER
Vehicle mileage	0
Repair Order (R.O) #	[REDACTED]
Customer Name	[REDACTED]
Vehicle Down?	N/A
GCQIS Report #	
TAR Open?	
CuDL Case #	CAS- [REDACTED]
Priority	High
Request description	DATE ♦ Due date is 11/30/15 ♦ please provide available dates. ♦ OGC REQUEST: FSE assistance for an FRA involving exhaust fumes inside vehicle. For more information contact Maria Aguilera (maguile8@ford.com), 313-323-1601. ---Updated By---MDIAZ76--12/02/2015 00:08:18 PM--
GCQIS Comments	Available for FRA on 1/5/2016 or 1/12/2016 --- Updated By---KKINDLE3--12/15/2015 05:56:03 PM-- Available for FRA on 1/20/2016 or 2/03/2016 ---Updated By---KKINDLE3--01/15/2016 05:04:28 PM--
FSE Comments	07-Dec-2015
Initial Contact Date	Bobby Jack
Person Contacted	Yes
Dealership visit planned?	03-Feb-2016
Visit date, if planned	Yes
Did Visit Occur?	
Concern Summary for Technical Assistance Contact Report	
Inspection Comments for Technical Assistance Contact Report	
Primary Root cause for Technical Assistance Contact Report	
Other Root Causes	
Please explain if "Other" is root cause	
Recommendation for Technical Assistance Contact Report	
Missing tools/equipment(if identified)	
Missing tools/equipment ordered during visit?	N/A
Total hours spent on request	4.0

Created by	MDIAZ76
Created date	02-Dec-2015 00:08:18 PM EST
Last Revised by	KKINDLE3
Last revised date	12-Feb-2016 03:29:18 PM EST

This e-mail notification has been generated by: KKINDLE3
Thank you..

Case



General Info

Overview

Case Number	[REDACTED]	Status	Resolved
Priority	High	Owner	Tier 2 CCT
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Phone		

Close Case

Close Case Info

Resolution Type	Comments
Closure Type	

Customer Info

Advanced Search

Search On	Contact	Search By
-----------	---------	-----------

Customer Name	[REDACTED]	Caller Type
Best Contact Method	Phone	Use for Reply-To
Best Daytime Phone	Mobile Phone	Customer Delegate
Customer Home Phone	[REDACTED]	Customer Delegate Phone
Customer Business Phone	[REDACTED]	Relationship
Customer Mobile Phone	[REDACTED]	
Vehicle Purchase Status	Original Owner	


Current LTV Score 77

Customer Scores

Loyalty Score	Defector Score
LTV Score	Dissat Score
In-Market	ESP Score
Likelihood to Service	Service Segments
Loyalty Segment - Mexico	

Dealer Info

Dealer Info

Dealer Name	 AutoNation Ford Corpus Christi		
Dealer PA Code	04584	Dealer Service Manager	
Dealer Phone Number	(361) 994-6200	More than one Service Manager	Yes
Dealer Contact		Service Mgr Phone	
		Portal Status	No New Message
FMCC Branch Code			

Vehicle Info

Vehicle Info

VIN	 1FM5K8GT9FG [REDACTED]	Mileage	3,600
Warranty Start Date	3/21/2015	Mileage Units	Miles
Vehicle Modifications	No	Hours in Service	
Original Selling Dealer	AutoNation Ford Corpus Christi	Converted Mileage	
Original Selling PA	04584	Days Out of Service	
		Number of Repairs	

Vehicle Specification

Vehicle Specification Full Path	2015 > FORD > EXPLORER > K8G - EXPLORER SPORT 4WD 4-DR		
Model Year	2015	Engines Specification	3.5L-4V DOHC T/C V6 GAS 350HP
Make	FORD	Transmissions Specification	6 SPD AUTO TRANS 6F55
Model / Vehicle Line	EXPLORER		
Body Style	K8G - EXPLORER SPORT 4WD 4-DR		

Case Classification

Classification

Responsible Team	Tier 1 Inbound
Case Classification Full Path	Vehicle Concern > Repair Assistance > CCT Criteria
Case Classification Level 1	Vehicle Concern
Case Classification Level 2	Repair Assistance
Case Classification Level 3	CCT Criteria
Case Classification Level 4	

Classification

Initial Contact Target	10/7/2015 9:32 AM	Initial Contacted	No
Case Closure Target	11/17/2015 5:00 PM	Initial Contact Date	

Symptom Code

Symptom Code	Start/Run/Move > Odor > Not Listed > OTHER
Level 1	Start/Run/Move
Level 2	Odor
Level 3	Not Listed
Level 4	OTHER

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0006182837

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities

All Activities

Subject	Activity Type	Activity Status	Priority	Date Created
Case Resolution	Case Resolution	Completed	Normal	11/11/2015 10:...
Close Case	Close Case	Completed	Normal	11/11/2015 10:...
CALL To - [REDACTED]	Phone Call	Completed	Normal	11/11/2015 10:...
HTL REPORT UPDATE?	Appointment	Completed	Normal	11/6/2015 10:5...
HTL REPORT UPDATE?	Schedule Follow-Up	Completed	Normal	11/6/2015 10:5...
CALL To - [REDACTED]	Phone Call	Completed	Normal	11/6/2015 10:5...
PART MONTIOR	Appointment	Completed	Normal	10/30/2015 3:1...
PART MONTIOR	Schedule Follow-Up	Completed	Normal	10/30/2015 3:1...
CALL To - [REDACTED]	Phone Call	Completed	Normal	10/30/2015 3:0...
Parts SME Assistance Requ...	E-mail	Completed	Normal	10/30/2015 3:0...

1 - 10 of 25 (0 selected)

Page 1

Notes & Article

Notes

Title: Note created on 11/13/2015 10:19 AM by Amelia Davis, Default Team: Tier 2 CCT
 EMAIL FROM SM JACKIE: RENTAL COVERAGE RO [REDACTED] LINE B P11 CODE M07X9 FOR \$665.00
 Amelia Davis, 11/13/2015 10:19 AM
 Title: File Attachment, Default Team: Tier 2 CCT

2518-TX-A11112015123000.pdf

Amelia Davis 11/12/2015 8:52 AM

Title: Note created on 11/11/2015 10:11 AM by Amelia Davis, Default Team: Tier 2 CCT

CSM EXT 77747 OBC TO CUST@ [REDACTED] CSM explained that due to cust obtaining a lawyer and filing lemon law the rental veh has to be returned and the customer must continue to work with FORD OGC. Explained esp only covers rental for 10 days and fmc has been covering the remainder. Cust stated he tried to work with the dlr and fmc to fix the veh and it hasn't been fixed. Will take rental back to dlr today. NO FURTHER ACTION NEEDED > CLOSING CASE.

Amelia Davis 11/11/2015 10:11 AM

Title: Note created on 11/11/2015 09:59 AM by Amelia Davis, Default Team: Tier 2 CCT

CSM EXT 77747 OBC TO DLR#6200 SM JACKIE. Made a call to the customer and advised him to return rental. Cust thought esp was covering rental but he will bring the veh back and pick his up.

Amelia Davis 11/11/2015 9:59 AM

Title: Note created on 11/11/2015 09:33 AM by Amelia Davis, Default Team: Tier 2 CCT

EMAIL TO SM JACKIE: Please contact Mr. Lanphier and advise him to return the rental vehicle. I take it because he has filed on his own that he has obtained an attorney. You can also let him know if the rental vehicle is not returned he will incur rental charges.

Amelia Davis 11/11/2015 9:33 AM

Title:

"By JACQUELYN BAUMANN" - DEALERSHIP RECIEVED A LETTER SAYING THAT THE CUSTOMER HAS FILES LEMON LAW CASE. WE HAVE NOT HEARD BACK FROM THE ENGINEER SINCE THE PART WE WERE TOLD TO ORDER PART, RECEIVED PART AND IT DOES NOT FIT THE ECOBOOST VEHICLE.

CRM Admin Team 11/10/2015 3:58 PM

Title:

"By JACQUELYN BAUMANN" - ENGINNER CALLED AND SAID THAT THERE IS NO UPDATED PART FOR ECOBOOST.

CRM Admin Team 11/6/2015 11:27 AM

Title: Note created on 11/06/2015 10:56 AM by Amelia Davis, Default Team: Tier 2 CCT

CSM EXT 77747 OBC TO CUST [REDACTED]: CSM explained a part was expedited to the dlr and come to find out the part was the incorrect fit. Dlr working with Ford tech team in regards to the correct part. Follow up Fri 11/13.

Amelia Davis 11/6/2015 10:56 AM

Title: Note created on 11/06/2015 10:51 AM by Amelia Davis, Default Team: Tier 2 CCT

CSM EXT 77747 OBC TO DLR #6200 SM JACKIE: We got a part which is suppose to be a redesigned part but it does not fit this veh. We updated the hotline report to let them know and we are waiting on a response. The part escalated is the wrong fit for this veh.

Amelia Davis 11/6/2015 10:51 AM

Title:

"By JACQUELYN BAUMANN" - WE RECIEVED A PART THAT WAS SENT TO US VIA GIVEN TO US VIA TECH LINE, THE PART FITS 3.5 NOT ECOBOOST MOTOR. WE NEED CORRECT PART NUMBER FOR REDESIGNED PART. CUSTOMER IS STILL IN RENTAL. PLEASE ASSIST/

CRM Admin Team 11/5/2015 1:57 PM

Title: Note created on 10/30/2015 3:14 PM by Autumn Lewis, Default Team: Tier 2 CCT

ETA is TBD at this time 3 dlrs show in on hand D2D Paco has no indication of an ETA.

Autumn Lewis 10/30/2015 3:14 PM

Title: Note created on 10/30/2015 03:13 PM by Amelia Davis, Default Team: Tier 2 CCT

CSM EXT 77747 OBC TO CUST @ [REDACTED]: CSM advised parts needed for repair on b/p will continue to monitor. Will follow up Fri 11/6.

Amelia Davis 10/30/2015 3:13 PM

Title: Parts SME Assistance Request Assignment for Case - CAS- [REDACTED] CRM:00008000047801

Email Created On: 10/30/2015 3:07:15 PM From: FordCRMAppUserAccount CRM To: Chris Spaulding Subject: Parts SME Assistance Request Assignment for Case - CAS- [REDACTED] CRM:00008000047801 Please refer to the above regarding case for details about this Parts SME Assistance Request.

FordCRMAppUserAccount CRM 10/30/2015 3:07 PM

Title: Parts SME Assistance Request Assignment for Case - CAS- [REDACTED] CRM:00008000047801

Email Created On: 10/30/2015 3:07:15 PM From: FordCRMAppUserAccount CRM To: Chris Spaulding Subject: Parts SME Assistance Request Assignment for Case - CAS- [REDACTED] CRM:00008000047801 Please refer to the above regarding case for details about this Parts SME Assistance Request.

FordCRMAppUserAccount CRM 10/30/2015 3:07 PM

Title: Note created on 10/30/2015 02:16 PM by Amelia Davis, Default Team: Tier 2 CCT

CSM EXT 77747 OBC TO DLR #6200 SM JACKIE: The customer has been informed and he is in a rental veh.

Amelia Davis 10/30/2015 2:16 PM

Title:

"By JACQUELYN BAUMANN" - PACO 5235163, PART # EB525230A,DOR Q0740

CRM Admin Team 10/29/2015 11:34 AM

Title:

"By JACQUELYN BAUMANN" - engineer suggested we replace EB5Z-5230-A, WE HAVE PLACED ORDER BUT SHOWS RO BE OPN BACK ORDER, WILL DO PACO TODAY.

CRM Admin Team 10/29/2015 11:05 AM

Title:

"By JACQUELYN BAUMANN" - STILL WAITING ON A CALL FROM AN ENGINEER, HOTLINE CASE 109275087

CRM Admin Team 10/28/2015 11:21 AM

Title: Note created on 10/26/2015 12:06 PM by Amelia Davis, Default Team: Tier 2 CCT

CSM EXT. 77747 OBC TO CUST @ [REDACTED]; CSM advised dir working with Ford engineer. Waiting for update on concern. Will follow up Thurs 10/29

Amelia Davis 10/26/2015 12:06 PM

Title: Note created on 10/26/2015 11:38 AM by Amelia Davis, Default Team: Tier 2 CCT

CSM EXT 77747 OBC TO DLR @6200 SM JACKIE: The veh is here and we are waiting on contact from a Ford engineer.

Amelia Davis 10/26/2015 11:38 AM

Title: Note created on 10/20/2015 10:33 AM by Amelia Davis, Default Team: Tier 2 CCT

CSM EXT. 77747 OBC TO DLR #6200 SM JACKIE: There is only a oil change scheduled for 11/27. CSM EXT. 77747 OBC TO CUST [REDACTED]. Confirmed contact info. Conference dir and scheduled appt for FRI 10/23 @7am, Follow up MON 10/26

Amelia Davis 10/20/2015 10:33 AM

Title: Note created on 10/07/2015 10:00 AM by Amelia Davis, Default Team: Tier 2 CCT

CSM EXT. 77747 OBC TO CUST [REDACTED]. Confirmed contact info. Cust Stated having the same concern once again. Will be out of town for a week and wont be able to take the veh in until he returns. CSM advised will follow up Tues 10/20 to discuss next best steps.

Amelia Davis 10/7/2015 10:00 AM


Title: Note created on 10/07/2015 09:34 AM by Amelia Davis, Default Team: Tier 2 CCT

CSM EXT. 77747 OBC TO DLR #6200 SOM MARC: The veh hasn't been back in since August when we made repairs previously

Amelia Davis 10/7/2015 9:34 AM

Title: CASE REVIEW, Default Team: Tier 2 CCT

WSD: 21-MARCH-2015 LTV: N/S FSA: NO FSA TSB: NO TSB HTL: F8QC9007 NHL MILES: 3,600 OWNER STAT: ORIGINAL ESP: 2015 NEW 72/100000 OR 4000 HRS PREM W/ROADSIDE AWS: 2 RELATED ENGINE: GAS

 CAS-8004923-Z6F4S3 BRENT LANPHIER NAVIS.docx

Amelia Davis 10/7/2015 8:46 AM

Title: Note created on 10/6/2015 4:41 PM by Robin Welch, Default Team: Tier 1 Inbound

CONTACT VIA phone before 10/9 or after 10/16 CUST SAYS: The veh will smell of CO2. This has happen before and I called in and we got the issue taken care of the smell when away and the veh ran great, but now The smell will happen when the a/c recycles air from the inside and when I have to accelerate to go around cars. I tried called the csm but they didn't call me back PRE CUST, DEALER SAYS: n/a CRC ADVISED: I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is [REDACTED]



Robin Welch 10/6/2015 4:41 PM

Article

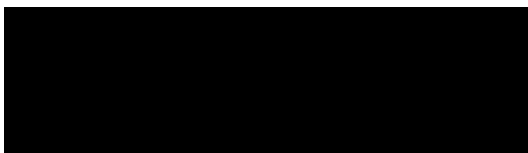
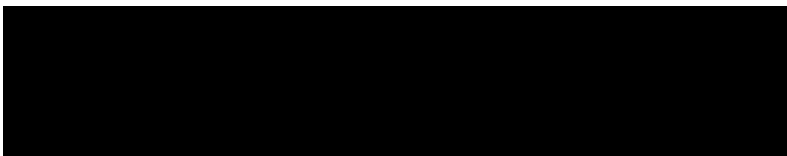
Article

Admin Info

Admin Info

Created By	 Robin Welch	Modified By	 Amelia Davis
Created On	10/6/2015 4:32 PM	Modified On	11/11/2015 10:11 AM
Begin Date	10/6/2015	Case Type	
Title	[REDACTED]	Source Created By	





This will be revolving around the following and unfortunately you have not allowed this to be handled outside of court and our obvious widely spread media outlets. We have found some very motivated bloggers that would like to run with this story once we receive a response.

██████████ - Loyal Customer:

Michelle.....It is a health risk, it is not SMELLY!!!!!! There are dangerous levels of carbon monoxide entering the vehicle and have been since the day we bought it. We have tested the levels in the car with a professional detector and have it on video (9 parts per million is the max a person is allowed by law to be exposed to, the car got to 22 parts per million in 6 minutes and it continues to grow the longer we are in the car, we have also gotten physically sick in this car, so have several of our friends that are more than willing to go on record about it. Do not trivialize the fact that this car has caused illness, not a slightly offensive smell. I am pregnant and had to get blood tests done because of the danger this has caused my child (we will not even know if it has damaged her until she is born, that is something fun for a person to deal with), this is not a SMELL ISSUE and I am disgusted that you are viewing it as if it was. This is FAR WORSE THAN THAT!!! I am literally speechless. I am glad you have children, would you put them at risk? Would you put yourself at risk? I highly doubt it. Nor would you be happy if a car company was holding \$32,000 of your money and making you put up with this.

The car has been out of commission for more than 30 days and we have been in and out of ford certified mechanics for the last 5 months. 5 times to be exact, and all the mechanics know there is an issue but can't fix it, so everyone just throws their hands in the air. We are eligible for both conditions of the lemon law at this time, not just one, maybe you should read Arizona Lemon Law ASAP, that is the law, not what ford deems appropriate. We have waited long enough and we have given ford ample time to get this fixed, it has not been fixed, it is not even CLOSE to a resolution and that is absurd, you have NOTHING for us and it has been over a week since took the day off and picked it up!!!! It is time to give us back our money and you can figure out what to do with the car going forward, although you cannot sell it to another family though, it is not safe.

Stop acting like you are doing me a favor by reimbursing me a payment. I am paying for a car that cannot be driven and though I have paid ford for a warranty to have a rental car I have not even been given that for the duration of this while you guys see what you can do. Nor was your towing my car that makes me ill to a certified dealer a favor. You will need to send another payment as well because I am not paying another \$425 on 11/15 as scheduled for a car that cannot be driven.

If this is not resolved by early next week we will get an attorney and also have news stations that are currently interested in this treatment, endangerment, and downright breaking of the law by ford. We are highly educated people with plenty of connections that can turn this into a public issue as handling it privately is certainly proving to be a waste of our time. We are more than happy to show our videos and the way we have been treated by Ford, Galpin Ford and at this point Chapman Ford. You need to stop dismissing this issue, our health is at risk and we would be happy to tell them about your ford explorer and the other cases that are also pending online, basically highlight that anyone who buys one is at risk of physical illness, this should be very impactful coming from a woman 7.5 months pregnant that has been dealing with this for 5

months and been dismissed and run around by Ford and Ford certified mechanics. You should be ashamed of yourself, this is disgusting.

Loren

From: Paramore, Michele (M.) [mailto:MPARAMO3@ford.com]

Sent: Thursday, October 30, 2014 1:52 PM

To: [REDACTED]

Cc: richardwebb@chapmanchoice.com

Subject: CAS-[REDACTED]CRM:08302000000211

Hello Ms. [REDACTED]

I definitely understand your frustration at this time, but I want you to know that I spoke to your husband on Tuesday and informed him that a request has been placed for a Field Service Engineer to come out and inspect your vehicle however I'm waiting on a date and time which you will be notified of as soon as we get the information. I have covered a reimbursement for your vehicle payment which should be available to you within the next two weeks. However I'm unable to provide you with any other vehicle payments.

I have kids so I'm very much aware of the sensitivity to smells, even the most minor smells can be difficult so I can only imagine an exhaust smell. However there is a process that has to take place when we are dealing with any type of concerns that has already been repaired and the problem still exist which requires a Field Service Engineer. As I stated to you before, Rick and I are working together to try and get this problem resolved

Thanks

Michele Paramore

Regional Customer Service Manager

Phoenix Arizona Zone A03 and C

866-631-3788 Ext. 77796 866-319-0059 Fax

Ford Motor Company ®

Case Print Report

Case Number CAS [REDACTED]

Case Opened Date 10/13/2014 1:53 PM

Case Closed Date 11/4/2014

Case Status Active

Case Last Modified 11/12/2014 9:11 AM

Responsible Team Tier 1 Inbound

Case Classification Vehicle Concern > Buyback Request > Non-California Vehicle > CCT Criteria

Customer Name [REDACTED]

Customer Number [REDACTED]

[REDACTED]
PRESCOTT VLY AZ [REDACTED]

Email [REDACTED]

Dealer Chapman Ford

VIN 1FM5K8GT0EG [REDACTED]

Year 2014 Make FORD

Model EXPLORER Body Style K8G - EXPLORER SPORT 4WD 4-DR

Symptom

Level 1 Comfort & Entertainment

Level 2 Interior Odor

Level 3 OTHER

Level 4 OTHER

Case Print Report

Case Number [REDACTED]

Agent Name	Note Created On
------------	-----------------

Stephanie Koons

10/13/2014 1:57 PM

Cust Says:

She has become physically ill because there was a gas/fuel leak inside her vehicle she is 7 months pregnant and her doctor told her she cant drive the vehicle anymore. Customer says that when she first bought the car there was a foul odor in the vehicle any time she would go uphill or accelerate. DLR couldn't find anything wrong with it anymore and then the next day ford issued a warning about the foul smell. Lips tingling, nausea, sick, headache. Customer says that she read on the internet that children are throwing up in the back seats all over the internet. Customer physically can not drive the vehicle. Customer says that she wants it towed to the selling dlr Chapman and she is afraid that this cant be fixed. Customer doesn't trust the vehicle she needs a family vehicle and doesn't want this vehicle anymore , if this vehicle can be fixed then she wants it fixed if there will be no fix then she wants it bought back. She is going to need a tow.

She wants what she paid for the car. She doesn't want to loose \$ on it when she has only had it for 4 months an it has been in the shop more than 5 times for this issue.

Per Cust, DLR Says:

dlr said that ford issues a warning about the odor smell. dlr said they couldn't smell or see any CO2. DLR said there is nothing else they can do they have done ford fixed.

CRC Advised:

Phone [REDACTED]

I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealership's management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is

CAS-[REDACTED]

Michele Paramore

10/13/2014 3:34 PM

Initial Case Review

2014 Explorer- 3.5L DOHC T/C V6 Gas- WARRANTY START DATE: 01-JUNE-2014- 0968 - USA
2014 NEW 84/75,000 PREMIUMCARE W/ROADSIDE-TSB 14-0130-1 previous warranty repair for current concern-customer is not registered owner of veh-LTV N/S

Michele Paramore

10/13/2014 4:18 PM

CSM Michele x 77796 OBC to customer @ [REDACTED] no answer left voicemail with contact information

Michele Paramore

10/13/2014 4:36 PM

CSM Michele x 77796 IBC from customer, returning my call, she stated that the previous dlr did not find anything wrong with the veh and they could not smell anything. She has brought the veh in the dlr 3 times and she stated that they finally complete the Ford requirements; she stated the smell is still there and that she got sick and she is 6 months pregnant and that she is right at the lemon law. I advised the my goal is to try and get the veh repaired and that I'm not the one that makes the decisions however I will contact Chapman to try and work out the tow because the customer states that she is not going to pay for the tow

Case Print Report

Case Number CAS [REDACTED]

Michele Paramore 10/13/2014 4:38 PM

CSM Michele x 77796 OBC to SM Rick @ (480) 946-3900 requesting a call back concerning the cost of this tow

Michele Paramore 10/17/2014 1:39 PM

CSM Michele x 77796 OBC to customer @ [REDACTED] no answer left voicemail stating that I have talked to the dlr and they are waiting on rear vent grills and hopefully they should have them soon and they will retest

Michele Paramore 10/22/2014 5:35 PM

Approval code M04KR

Michele Paramore 10/23/2014 1:16 PM

CSM Michele x 77796 OBC to customer @ [REDACTED] I advised that based on the information she is supposed to pick up her car today. I advised that I may be gone by that time but if she can call me and leave a message letting me know if it's repaired or I will call her tomorrow. She also wanted to know if Ford could cover a veh payment. I advised that I will check and I will let her know tomorrow

Michele Paramore 10/23/2014 1:46 PM

CSM Michele x 77796 IBC from customer vehicle payment is \$425.00 per month

Michele Paramore 10/23/2014 2:11 PM

Per COM Lenny customer is approved for 1 veh payment in the amount of \$425.00

FordCRMAppUserAccount CRM 10/24/2014 3:56 PM

Email Created On: 10/24/2014 3:56:54 PM

From: FordCRMAppUserAccount CRM

To: Henry Picco

Subject: FSE Technical Assistance Request Assignment for Case - CAS-5 [REDACTED]

CRM:00008000021870

Please refer to the above regarding case for details about this FSE Technical Assistance Request

Michele Paramore 10/28/2014 3:57 PM

CSM Michele x 77796 OBC to customer @ [REDACTED] I spoke to the husband and I informed him that I placed the request for a FSE on Friday so hopefully I should hear something soon. I advised that normally the FSE contacts the dlr first and then the arrangements are made through the dlr but I will be kept in the loop. I advised that I will let him know. He stated that was ok. I also informed him that the veh payment has been taken care of but please allow 2 weeks for the reimbursement through the dlr

Henry Picco 10/29/2014 3:01 PM

Please review FSE TAR in Activities.

Henry Picco 10/31/2014 12:07 PM

Please review FSE TAR in Closed Activities.

Case Print Report

Case Number CAS [REDACTED]

Michele Paramore 11/4/2014 11:11 AM

CSM Michele x 77796 OBC to SM Michael/ Dan Galpin Ford @ 8008211093, he stated that they completed the TSB and they put air quality device in the vehicle and they were unable to detect exhaust. I asked how long has the vehicle has been down, he stated that he would send me the RO's I provided my email address

Michele Paramore 11/4/2014 5:12 PM

CSM Michele x 77796 OBC to customer @ [REDACTED] I advised that this is a normal characteristics, he feels that he needs something in writing stating that this is normal. I advised that I can't provide that information. He stated that there cannot be any carbon monoxide in a vehicle and that it is normal. He stated that he would like for the FSE to call him today. I advised that I'm not sure how that would work and that this is the first time I have had this request but I will check into this and see.

Michele Paramore 11/4/2014 5:22 PM

CSM Michele x 77796 OBC to customer @ [REDACTED] advised that the vents have been replaced and that the dealership is unable to duplicate the concerns so it is operating under normal operation. I advised that I'm not sure which FSE was at the dlr at the time that the vehicle was looked at but that is a questions for Rick since he was there with him

Leonard Hendricks 11/5/2014 1:34 PM

Transfer to Melissa for sup

Melissa Cruz 11/5/2014 2:25 PM

Senior CSM Melissa Cruz, x 77770*

- CSM assigned Sup Esc; 2 day CB
- Cust will be contacted by COB (no later than 8 pm EST) on Thurs, 11/6

Melissa Cruz 11/6/2014 8:00 PM

Senior CSM Melissa Cruz, x 77770 - Sup Call

- OBC to cust @ [REDACTED] - was able to reach [REDACTED], husband - cust highly upset and interrupted CSM throughout the entire call - cust states Michelle is not doing her job - cust is demanding an engineer come out to talk to him and test drive his veh - cust states his gas analyzer is detecting elevated levels of CO2 and engineer has advised veh is operating normally - cust disagrees; states engineer never came out to inspect veh - i advised cust, per michelle's conversation with SM, concern could not be duplicated - i advised cust we must duplicate a concern prior to performing a repair and getting engineering involved - i suggested for cust to take his veh to another dlrshp for a second opinion - cust states he's already been to two dealerships who couldn't assist him - cust is demanding that a FSE come out and test drive the veh with him - i advised cust they are not a consumer resource and prior to getting an engineer involved, concern must be duplicated - cust requested to speak to my supervisor - advised cust my supervisor will provide him the same information - cust advises he will continue to go up the ladder till he gets the answers he wants - advised cust beyond my supervisor, there will be no further escalation - cust was persistent; CSM advised another supervisor will contact him within 2 business days (by COB on Mon, 11/10)

Melissa Cruz 11/6/2014 8:02 PM

Senior CSM submitted Sup Req to COM

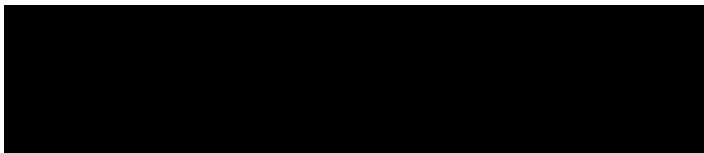
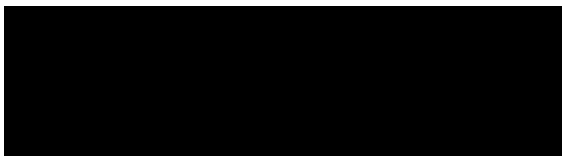
Case Print Report

Case Number CAS [REDACTED]

Dealie Lockett

11/12/2014 9:11 AM

OGC has advised that they are now handling this case. No further action from CCT.



Firth / Jones



JAMESMARK BUILDING
901 QUARRIER STREET
CHARLESTON, WV 25301

PHONE: (304) 344-0100
FAX: (304) 342-1545

600 NEVILLE STREET
SUITE 201
BECKLEY, WV 25801

PHONE: (304) 254-9300
FAX: (304) 255-5519

2414 CRANBERRY SQUARE
MORGANTOWN, WV 26508

PHONE: (304) 225-2200
FAX: (304) 225-2214

261 AIKENS CENTER
SUITE 301
MARTINSBURG, WV 25404

PHONE: (304) 260-1200
FAX: (304) 260-1208

REPLY TO: Charleston
SENDERS E-MAIL: gcullop@pffwv.com
www.pffwv.com

November 19, 2015

Jody Banciu, Esquire
Ford Motor Company
Office of General Counsel
One American Road
Suite 402-A4
Dearborn, MI 48126-2568

RE: **INDEMNIFICATION REQUEST**
[REDACTED] *v. Moses Ford, Inc.*
2013 Ford Explorer
VIN: 1FM5K8D7DC [REDACTED]

Dear Ms. Banciu:

Please be advised that the law firm of Pullin, Fowler, Flanagan, Brown & Poe, PLLC represents Moses Ford, Inc. relative to a 2013 Ford Explorer, VIN: 1FM5K8D7DC [REDACTED] purchased by [REDACTED] on or about June 16, 2013 from Moses Ford, Inc. Plaintiffs have filed a Complaint relative to the subject vehicle in the Circuit Court of Kanawha County, West Virginia. The case is before Judge Bloom and is Civil Action No. [REDACTED]. We have enclosed a copy of the Complaint for you review.

Please accept this letter as an official request for indemnification and defense relative to the above referenced individual and subject vehicle. It appears that this case is one wherein Ford Motor Company should provide Moses Ford with indemnity and a defense. Moses Ford makes this request pursuant to the provisions of the Ford Motor Company Dealer Litigation Assistance Program.

November 19, 2015
Page 2

We have enclosed with this letter a copy of the deal file and service records we possess relative to the subject vehicle.

Very truly yours,



Geoffrey Cullop

GAC
Enclosure(s): As stated.
cc: Keith Jones, Esq.

MOSES FORD, Inc.
 P.O. Box 1878 2001 McCorkle Ave. S.W.
 SAINT ALBANS WEST VIRGINIA 25177-1878
 (304) 722-4900

DATE: [REDACTED]
 CITY: [REDACTED] ZIP CODE: [REDACTED]

RESIDENCE PHONE: [REDACTED] BUSINESS PHONE: [REDACTED] SALES REPRESENTATIVE: [REDACTED]

Please enter my order for one
 COLOR: [REDACTED] MAKE: FORD MODEL: EXPLORER
 YEAR: 2003 TRIM: FORD STOCK NO: [REDACTED]
 MILEAGE: [REDACTED] TO BE DELIVERED ON OR ABOUT: [REDACTED]

Description of trade-in	Year	Make	Base price of vehicle	
Model	VIN	Mileage	200 Trade Miles: 14443	
Title No.			Additional Equipment (Options)	
Balance owed to				
Address				
Account No.	Good till	/ /		
Purchaser verifies that the official odometer mileage statement has been completed on trade in.				
Purchaser's signature				

SPOT AGREEMENT
 This "Spot Agreement" is attached to and made a part of the Retail Buyer's Order or Dealer's Third Party Lease Agreement (hereinafter the "Agreement"), dated this date between MOSES FORD, INC. (hereinafter the "Seller") and [REDACTED] as Buyer/Lessee (hereinafter "Buyer").

Buyer and Seller intend that Seller will attempt to arrange for financing through a third party for the Buyer's purchase or lease of the vehicle listed on the Agreement. Buyer understands that Seller may not be able to arrange for such financing. In the event the Seller is unable to obtain third party financing approval for Buyer's purchase or lease of the listed vehicle within [REDACTED] days of the date hereof, Buyer shall immediately upon notice from Seller, return the vehicle described in the Agreement to Seller or, in the case of a purchase, pay to Seller the balance due as reflected in the Retail Buyer's Order. If Buyer returns the vehicle, Seller shall refund all deposits made by Buyer. If the listed vehicle is immobilized or impounded while in Buyer's possession, Buyer agrees to take whatever steps are necessary to insure the return of the vehicle to Seller.

Seller: [Signature]
 Co-Buyer/Co-Lessee: [Signature]

THIS ORDER IS FOR A USED VEHICLE. THE FEDERAL TRADE COMMISSION WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY OTHER INFORMATION PROVIDED IN THE CONTRACT. THIS IS A SPOT AGREEMENT AND SUPERSEDES ANY AGREEMENT AT THE TIME OF THE SPOT AGREEMENT. THIS IS AN EXCLUSIVE STATEMENT OF THE TERMS OF THE AGREEMENT RELATING TO THE SPOT AGREEMENT COVERED HEREIN. THIS ORDER SHALL NOT BECOME BINDING UNLESS ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

Base price of vehicle	\$22,500 ⁰⁰	\$	
200 Trade Miles: 14443			
Additional Equipment (Options)			
Balance owed to	25,623.53		
Address			
Account No.	Good till	/ /	
Purchaser verifies that the official odometer mileage statement has been completed on trade in.			
Purchaser's signature			
SPOT AGREEMENT			
This "Spot Agreement" is attached to and made a part of the Retail Buyer's Order or Dealer's Third Party Lease Agreement (hereinafter the "Agreement"), dated this date between MOSES FORD, INC. (hereinafter the "Seller") and [REDACTED] as Buyer/Lessee (hereinafter "Buyer").			
Buyer and Seller intend that Seller will attempt to arrange for financing through a third party for the Buyer's purchase or lease of the vehicle listed on the Agreement. Buyer understands that Seller may not be able to arrange for such financing. In the event the Seller is unable to obtain third party financing approval for Buyer's purchase or lease of the listed vehicle within [REDACTED] days of the date hereof, Buyer shall immediately upon notice from Seller, return the vehicle described in the Agreement to Seller or, in the case of a purchase, pay to Seller the balance due as reflected in the Retail Buyer's Order. If Buyer returns the vehicle, Seller shall refund all deposits made by Buyer. If the listed vehicle is immobilized or impounded while in Buyer's possession, Buyer agrees to take whatever steps are necessary to insure the return of the vehicle to Seller.			
Seller: [Signature] Co-Buyer/Co-Lessee: [Signature]			
THIS ORDER IS FOR A USED VEHICLE. THE FEDERAL TRADE COMMISSION WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY OTHER INFORMATION PROVIDED IN THE CONTRACT. THIS IS A SPOT AGREEMENT AND SUPERSEDES ANY AGREEMENT AT THE TIME OF THE SPOT AGREEMENT. THIS IS AN EXCLUSIVE STATEMENT OF THE TERMS OF THE AGREEMENT RELATING TO THE SPOT AGREEMENT COVERED HEREIN. THIS ORDER SHALL NOT BECOME BINDING UNLESS ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.			
Documentary Fee			
Total Cash Price (1 thru 15)			
Less Trade-in	26,000 / 17,000		
Difference (16 minus *7)			
Total Taxable Amount			
Plus Balance Owed	25,623.53 / 22,500		
Privilege Tax			
Title Fee			
Lien Fee			
Transfer Fee			
License Fee			
Temporary Plate Fee			
Other			
Total Taxes & Fees (21 thru 27)	45.00		
Mechanical Service Contract			
Doc Fee (from Line 15)			
Tax - Service Contract - Luxury			
Total (20 plus 28-31)			
Rebates - Manufacturer			
Deposit (cash down payment)			
Balance (due on delivery or to be financed) (32 minus 33-35)			
Credit Life Disability Insurance			
Amount to be Financed (36 plus 37)			

DEAL NO
DATE
CUSTOMER

11187
16 JUN 2013
[REDACTED]

DEAL TYPE: PURCHASE
STOCK NO
CUSTOMER NUMBER



SALE TERM

NEW 2013 FORD EXPL INGT SILVER MP 1FMSK8D87D [REDACTED]

TRD 1

2011 FORD F150 PU 1FTFWJEF48 [REDACTED]
GROSS ALLOWANCE 25000.00 PAYOFF 25623.53 NET TRD: 376.47
MILEAGE TRD ACV 25000.00

TRD

2012 FORD ESCA MP 1FRCU0G075C [REDACTED]
GROSS ALLOWANCE 17000.00 PAYOFF 22500.00 NET TRD: -5500.00
MILEAGE TRD ACV 17000.00

BAID INFO

BBBI
TOT AMT FIN 41747.37 TERM 75
FIN. CHGS. 5588.15 MONTHLY PAYMENT 531.74
RDY RATE APR 2.04 TOT OF PAYMENTS 47848.50
SELL RATE APR 3.98

CASH DOWN
TOT TRADE DOWN -5123.53
REBATE DOWN 2000.00
TOTAL DOWN -3123.53
SLOMAN1 MARSHALL, JAMES H
SLOMAN 2
F&I MAN SEE HANDBOOK 158
SLS. MAN ROBERTS, ANDY

DESCRIPTION	SALES	COST	GROSS	COMM 1
VEHICLE 2013	37746.00	37746.10	-0.10	
COMM FEE				
CASH 2013				

TRD 1	25000.00	25623.53	-623.53	
TRD 2	17000.00	22500.00	-5500.00	
TOTAL VTRD PROF			-6123.53	

DEAL COST				
MP FEE				
HOLDING FEE				
TOTAL VTRD PROF				
SALES				
COST				
GROSS				
COMM 1				

Handwritten signature



GUARANTEED AUTO PROTECTION (GAP) Cancellation Request and Release

	VIN			
	City	State	Zip	
	Hurricane	WV		

Requested Date of Cancellation/	Reason For Cancellation
---------------------------------	-------------------------

Lender or Lessor Name		Lender or Lessor Telephone Number	
Address	City	State	Zip

Dealer Name		Dealer Telephone Number	
Address	City	State	Zip

REQUEST FOR CANCELLATION OF GAP AGREEMENT

By my signature below, I understand and acknowledge that:

1. The requested cancellation date and the reason for the cancellation are shown above;
2. Any refund payment made to the lienholder will be deducted from the finance agreement's principal balance and that any such deduction may not reduce my monthly payment;
3. The refund will be processed pursuant to the terms and conditions of cancellation identified in the GAP Agreement. State specific requirements shall take precedence over any terms of cancellation identified in the GAP Agreement;
4. In the event of total loss of my vehicle after the GAP Agreement has been cancelled, I will solely responsible for payment of the finance agreement's outstanding balance including any difference between the finance agreement's outstanding balance and any settlement payment made by my primary insurance carrier as well as the payment of a deductible, if applicable, and
5. An administrative fee may be applicable in accordance with the terms and conditions of the GAP Agreement.

I acknowledge that I have read and fully understand the terms and conditions of cancellation described herein. I understand that the GAP Agreement described above terminates once I sign and date this form.

I hereby terminate the GAP Agreement as of the requested date of cancellation above.

CONSUMER SIGNATURE(S)	DATE	DEALER SIGNATURE(S)	DATE
-----------------------	------	---------------------	------

NOTE: If this request is for other than a cancellation due to repossession, the consumer **MUST** sign this form. All requests for cancellation due to repossession must be accompanied by proof of repossession by the lender/lessor. Requested cancellation date cannot be any earlier than the date this form is completed and signed by the consumer. This form must be submitted to the Administrator identified below within thirty (30) days of the requested cancellation date.

**GAPCOVERAGE ADMINISTRATOR
P.O. BOX 23038
SAN DIEGO, CA 92193
888-768-0100**

COPY 1 - CONSUMER

COPY 2 - ADMINISTRATOR

COPY 3 - LENDER/LESSOR

COPY 4 - DEALER



FORD CREDIT

Deficiency Waiver Addendum

(Debt Cancellation Agreement)

FC-19972 8/11

CUSTOMER (BORROWER/LESSEE) INFORMATION

LAST NAME _____ FIRST NAME _____ MIDDLE INITIAL _____
 STREET ADDRESS _____ APT# _____
 CITY _____ STATE _____ ZIP CODE _____
 HOME PHONE# _____ BUS PHONE# _____

COVERED VEHICLE INFORMATION

MANUFACTURER _____ MODEL _____ YEAR _____
 VEHICLE ID NUMBER _____

CHARGE TO CUSTOMER FOR DEFICIENCY WAIVER ADDENDUM \$ _____ ORIGINAL DATE OF CONTRACT _____

INSTALLMENT SALES CONTRACT/BALLOON LEASE AMT FINANCED/ADV CAPITALIZED COST \$ _____ (SEE LIMITS BELOW) CONTRACT TERM IN MONTHS (MAX 84 MONTHS) _____ NEW VEHICLE USED VEHICLE

CONTRACT APP _____ MSRP/NADA RETAIL \$ _____ MILEAGE _____

DEALER# _____ DEALERSHIP _____

STREET ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

ASSIGNEE _____ INSTALLMENT SALES CONTRACT/LEASE ACCT # _____

STREET ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

In the event of a total loss, the amount covered will include the Customer's primary insurance deductible up to \$1,000. Any deductible amount in excess of \$1,000 is the responsibility of the Customer. This Addendum is not the Customer's responsibility.

I (CUSTOMER), WHOSE SIGNATURE APPEARS BELOW, ACKNOWLEDGE THAT THE INFORMATION CONTAINED ABOVE IS TO THE BEST OF MY KNOWLEDGE TRUE. I HAVE READ THIS DEFICIENCY WAIVER ADDENDUM (ADDENDUM) IN ITS ENTIRETY, AND AGREE TO ALL OF THE PROVISIONS HEREIN. I UNDERSTAND I MAY OBTAIN GAP PROTECTION FROM AN ALTERNATE SOURCE. I UNDERSTAND I MAY CANCEL THIS ADDENDUM AT ANY POINT DURING THE ORIGINAL TERM OF THE INSTALLMENT SALES CONTRACT OR LEASE PRIOR TO TOTAL LOSS. I UNDERSTAND THAT A CANCELLATION REQUESTED WITHIN SIXTY (60) DAYS OF PURCHASE IS ELIGIBLE FOR A FULL REFUND. I UNDERSTAND THAT A CANCELLATION REQUEST RECEIVED AFTER SIXTY (60) DAYS OF PURCHASE WILL BE REFUNDED PRO-RATA, UNLESS OTHERWISE REQUIRED BY APPLICABLE STATE LAW.

I WISH TO PURCHASE THE DEFICIENCY WAIVER ADDENDUM. THE PURCHASE OF THE DEFICIENCY WAIVER ADDENDUM IS VOLUNTARY. NEITHER THE EXTENSION OF CREDIT, THE TERMS OF THE CREDIT NOR THE TERMS OF THE RELATED MOTOR VEHICLE SALE ARE TO BE CONDITIONED UPON THE PURCHASE OF THIS ADDENDUM AND THE PURCHASE OF THE ADDENDUM IS NOT REQUIRED TO OBTAIN CREDIT.

DATE _____ CUSTOMER'S SIGNATURE _____ DEALER'S SIGNATURE _____

Notice: Customer will remain responsible for amounts due under Installment Sales Contract/Lease and not included in the Unpaid Net Balance as defined herein. Refer to the additional information on the back of this Addendum for complete details.

Waiver: Under this Addendum, the Dealer/Assignee agrees to waive a portion of the Customer's indebtedness in the event of a Total Loss of the Vehicle as defined herein. Such portion shall equal the Unpaid Net Balance less the Actual Cash Value of the Vehicle both defined herein. Any indebtedness not waived under this Addendum remains the Customer's responsibility. In addition, in the event debt is cancelled under this Addendum, the Dealer agrees to credit \$1000 toward the cost of a replacement new or used vehicle that is purchased with the Dealer listed on this Addendum. Replacement vehicle must be purchased within 90 days of a debt cancellation under this Addendum and Customer must notify GAP Coverage of the purchase of a replacement vehicle within 30 days of its financing.

Eligibility: Maximum Amount Financed: The lesser of \$125,000 or 150% of MSRP/NADA Retail. Maximum Contract Term: 84 months. This Addendum must be purchased at the time of execution of the Installment Sales Contract/Lease.

DECLINATION OF DEFICIENCY WAIVER ADDENDUM

I DO NOT CHOOSE TO PURCHASE THE DEFICIENCY WAIVER ADDENDUM. I UNDERSTAND THAT BY NOT ACCEPTING THIS DEFICIENCY WAIVER ADDENDUM, I AM NOT ENTITLED TO ANY OF THE BENEFITS IN THE EVENT OF A TOTAL LOSS OF THE VEHICLE.

DATE _____ CUSTOMER'S SIGNATURE _____ DEALER'S SIGNATURE _____

GAP Coverage
 PO Box 23879
 San Diego, CA 92193-3879
 1-888-768-0100

MOSES FORD

POWER OF ATTORNEY

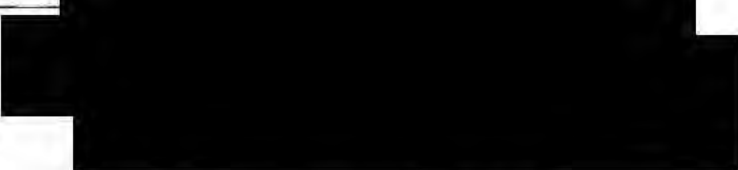
I/WE _____
(NAME OF FIRM OR INDIVIDUAL)

ADDRESS _____

TO ACT FOR ME/US IN ALL MATTERS RELATIVE TO TRANSFERRING THE OWNERSHIP
OF THE MOTOR VEHICLE CURRENTLY TITLED IN MY NAME AND DESCRIBED AS FOLLOWS

YEAR & MAKE _____

SERIAL NUMBER _____ TITLE # _____

SIGNED X 

SIGNED X _____

ADDRESS: _____

COUNTY OF _____

STATE OF _____

SUBSCRIBED AND SWORN TO BEFORE ME THIS _____ DAY OF

_____, 20 _____

NOTARY PUBLIC

MY COMMISSION EXPIRES

PERSON TO WHOM POWER OF ATTORNEY IS GRANTED MUST AFFIX SIGNATURE HERE

STATE OF WEST VIRGINIA
DEPARTMENT OF TRANSPORTATION
DIVISION OF MOTOR VEHICLES

- New Vehicle
- Used Vehicle

DEALER'S NOTICE OF LIEN

PURCHASER'S INFORMATION:

1 _____
(Purchaser Name) (Purchaser's Address)

(Co-Purchaser Name) (Co-Purchaser's Address)

VEHICLE DESCRIPTION:

2 _____
Make Year Body Type Vehicle Identification Number

NEW LIEN INFORMATION: (1)

3 Name _____ Amount of Lien _____
(Name of Lienholder)
Address _____ Kind of Lien _____ Date _____
(Street) (City) (State) (Zip Code) C S C D T S A

NEW LIEN INFORMATION: (2) (If applicable)

4 Name _____ Amount of Lien _____
(Name of Lienholder)
Address _____ Kind of Lien _____ Date _____
(Street) (City) (State) (Zip Code) C S C D T S A

DEALER INFORMATION:

5 Name of Dealership _____ Dealer Number _____
Address _____ Date of Sale _____
(Street) (City) (State) (Zip Code)

The purchaser(s) does (do) hereby acknowledge purchase of the vehicle described above and that the listed lienholder has a valid lien on that vehicle

6 (x) _____ Signature of Purchaser (x) _____ Signature of Dealer Representative
(x) _____ Signature of Co-Purchaser (x) _____ Printed Name of Representative

White Copy - Fax or mail copy/attach original to title work
Pink Copy - Dealer
Yellow Copy - Customer

LEMON LAW RIGHTS NOTIFICATION & ACKNOWLEDGMENT

ATTENTION: WEST VIRGINIA RESIDENTS

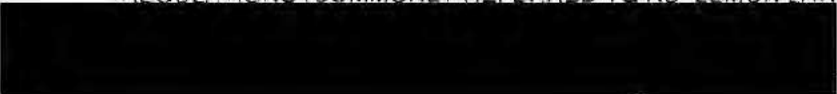
IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION. HOWEVER, TO BE ENTITLED TO A REPLACEMENT OR COMPENSATION, YOU MUST FIRST NOTIFY THE MANUFACTURER OF THE PROBLEM IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE. WRITTEN NOTIFICATION SHOULD BE SENT TO: CONSUMER AFFAIRS DEPT., P.O. BOX 6248, DEARBORN, MI 48126.

LEMON LAW RIGHTS ACKNOWLEDGMENT

VEHICLE MODEL: EXPLORER YEAR: 2004

IDENTIFICATION NUMBER: 1F85K8A427L 

I ACKNOWLEDGE RECEIPT OF THE EXPLANATION OF MY RIGHTS UNDER THE LAWS AND REGULATIONS (COMMONLY REFERRED TO AS "LEMON LAW") OF THE STATE OF WEST VIRGINIA.



Date: 06/15/06

MOSES OF ST. ALBANS
2001 MCCORKIE AVE. SW
ST. ALBANS, WV 25177

Stock # T3401

Consultant: Jim Marshall Date: 06/16/2013

Home Phone: _____

City HURRICANE State WV Zip

County _____ Cell Phone: _____ Work Phone: _____

New - Used - Program:

Total Price \$39,990.00

Yr 2013 Make Ford

\$0.00

Model Explorer Body 4WD Sport

\$0.00

Color INGOT SILVER Miles 3

\$0.00

VIN # 1FM5K8D87DG

Trade Allowance \$0.00

Trade:

Yr _____ Make _____

Difference \$39,990.00

Model _____ Body _____

Color _____ Miles _____

Payoff will be added to the trade difference plus all sales taxes, license fees and administration fee.

VIN # _____

Financed With: _____

Trade Payoff: _____

Acct #: _____

Payment Amount: _____

Payment Due Date: _____

Bank Recommended Down Payment
The financial institution may require a down payment based on your credit rating, the amount financed, or to qualify for incentive rates.

Payment Range Options

Payment ranges are based on a factor that measures the average payment taking into account all possible credit scores.

Privacy Policy:

Due to privacy disclosure concerns the dealership bank representatives are the only personnel authorized to quote exact payments based on credit beacon scores, down payment and amount financed.



Date Prepared: 6/17/2013

Prepared By: MP78420

Name	Address	SSN CHECK
[REDACTED]	[REDACTED]	HURRICANE, WV PASS
[REDACTED]	[REDACTED]	HURRICANE, WV PASS

KENNETH LYONS

Physical Verification Check	Yes	No	N/A
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Is there any indication of alteration or forgery on the customer provided identification?		X	
Are there any inconsistencies with the appearance of the applicant and the photograph or physical description on the provided identification?		X	
Is there any other information on the provided identification that is inconsistent with the information provided by the customer?		X	
If applicable, is the other information on the identification inconsistent with available information from any other source?		X	

Credit Bureau Check	Yes	No	N/A
---------------------	-----	----	-----

Did the dealership check the customer's credit bureau report?	X		
If a credit bureau was checked, does the report contain a fraud alert, active duty alert, or credit freeze?		X	
Are there any inconsistencies between the activity and history on the credit bureau report and that of the customer?		X	

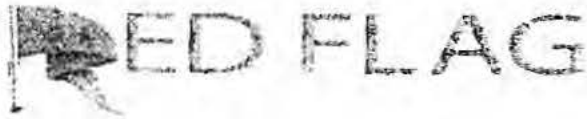
Additional Red Flags	Yes	No	N/A
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Is there any reason to believe that the personal identifying information provided is consistent with a known association with fraudulent activity?		X	
Is there any missing or incomplete personal identifying information normally required by the applicant as part of the credit application process?		X	

AMBER LYONS

Physical Verification Check	Yes	No	N/A
-----------------------------	-----	----	-----

Is there any indication of alteration or forgery on the customer provided identification?		X	
---	--	---	--



Date Prepared: 6/17/2013

Prepared By: MP78420

Are there any inconsistencies with the appearance of the applicant and the photograph or physical description on the provided identification?

Is there any other information on the provided identification that is inconsistent with the information provided by the customer?

If applicable, is the other information on the identification inconsistent with available information from any other source?

Credit Bureau Check **Yes** **No** **N/A**

Did the dealership check the customer's credit bureau report?

If a credit bureau was checked, does the report contain a fraud alert, active duty alert, or credit freeze?

Are there any inconsistencies between the activity and history on the credit bureau report and that of the customer?

Additional Red Flags **Yes** **No** **N/A**

Is there any reason to believe that the personal identifying information provided is consistent with a known association with fraudulent activity?

Is there any missing or incomplete personal identifying information normally required by the applicant as part of the credit application process?

CHECK CONTROL NO

174562

ISSUED BY: DEE_CARTE

MOSES FORD-LINCOLN-BMW-FIAT
St. Albans, WV 25177-1878

PAGE 10

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT ACCOUNT NO	NET AMOUNT
	061813		PAYOFF FOR [REDACTED] [REDACTED] SS [REDACTED] ON A 12 FORD ESCAPE LAST 6 OF VIN [REDACTED] PLEASE SEND TITLE TO MOSES FORD P O BOX 1878 ST. ALBANS, WV 25177			22,500.00
						0.00
				174562	1*10530	-22,500.00
				4122837	1*21801	22,500.00
				TOTAL	10030	22,500.00

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

MOSES FORD-LINCOLN-BMW-FIAT
 A MEMBER OF THE "MOSES" AUTOMOTIVE NETWORK
 2021 McCORKLE AVE. S.W. TEL. 722-4900
 St. Albans, WV 25177-1878



174562

58-1 VA
510

DATE
18JUN13

PAY THIS AMOUNT			
*****22,500	DOLLARS	00	CENTS

AMOUNT OF CHECK
*****22,500.00

FMCC

MOSES FORD-LINCOLN-BMW-FIAT

TO THE ORDER OF

FORD MOTOR CREDIT CO
 PO BOX 790119
 ST. LOUIS MO 63179

 BY *** NOT NEGOTIABLE ***
 BY *****
 AUTHORIZED SIGNATURE

CHECK CONTROL NO. 174561

ISSUED BY: DEE CARTE

MOSES FORD-LINCOLN-BMW-FIAT
St. Albans, WV 25177-1878

PAGE 10

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT/ACCOUNT NO.	NET AMOUNT
	061813		PAYOFF ON ACCT# [REDACTED] FOR [REDACTED] ON A 11 FORD F150 LAST 6 OF VIN [REDACTED] 0. PLEASE SEND TITLE TO MOSES FORD P O BOX 1878 ST. ALBANS, WV 25177			25,623.53
						0.00
				174561	1*10130	-25,623.53
				4122837	1*21501	25,623.53
				TOTAL	100.00	25,623.53

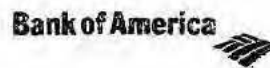
DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

MOSES FORD-LINCOLN-BMW-FIAT

A MEMBER OF THE "MOSES" AUTOMOTIVE NETWORK

2001 McCORKLE AVE. S.W. TEL. 722-4900
St. Albans, WV 25177-1878



174561

65-1
510 YA

DATE
18 JUN 13

PAY THIS AMOUNT			
*****25,623	DOLLARS	53	CENTS

AMOUNT OF CHECK	
*****25,623.53	

BBT

MOSES FORD-LINCOLN-BMW-FIAT

TO THE ORDER OF

BB&T
MC 100-50-02-57
PO BOX 2306
WILSON NC 27894

BY ~~NOT NEGOTIABLE~~

BY _____

AUTHORIZED SIGNATURE



BB&T Loan Payoff Information

Date: June 16, 2013
To: MOSES FORD
 PO BOX 1878
 1406 WASHINGTON ST E
 CHAROLESTON, WV 251770000
Phone: (304) 722-4900
Fax: (304) 722-4999

The following information represents a payoff confirmation requested for the BB&T customer below:

Customer Name:	[REDACTED]
Customer Account #:	[REDACTED]
VIN and Collateral Description:	11FORD F-150 28320
Payoff Amount:*	\$25,623.53
Payout valid if received by:**	June 28, 2013
Daily accrual after payoff date:	\$2.93
Tracking #:	5840234
Additional Information:	Payoff does not include any other outstanding liens.

Please mail this payoff confirmation and your payoff check directly to:

For U.S. Mail delivery:

For express mail only:

BB&T Loan Services
 MC 100-50-02-57
 2713 Forest Hills Road
 Wilson, N.C. 27893

Do You Want Your Title Sooner?

To expedite the processing of this loan payoff and your title request, please include a copy of this facsimile which represents your payoff confirmation with your payoff check. If your loan payoff is by a check drawn on BB&T, we will release the title four (4) business days after processing the loan payoff. If your payoff check is drawn on another financial institution or you do not include this facsimile, we will release the title ten (10) business days after payment processing. Thank you.

Please do not take payoff check to a BB&T office as it will delay payoff processing and the accurate release of the title.

REMINDER: Please attach this form to your payoff check!

* The amount quoted is subject to change provided any prior payments are returned due to non-sufficient funds or account closure.
 ** This payoff quoted is valid for 10 business days after inquiry.

KENNETH LYONS

FT3401

CUSTOMER'S NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

General law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

MOSES FORI, INC.

(transferor's name, Print)

The odometer now reads 2 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, one of the following statements is checked.

- 1) I hereby certify that to the best of my knowledge the odometer reading is the amount of mileage in excess of its mechanical limits.
- 2) I hereby certify that the odometer reading is NOT the actual mileage. **ODOMETER DISCREPANCY**

IDENTIFICATION	MODEL	BODY TYPE
[REDACTED]		

VEHICLE IDENTIFICATION NUMBER

VEHICLE MAKE

TRANSFEROR'S ADDRESS (STREET)

STATE ZIP CODE

STATEMENT

TRANSFEROR'S SIGNATURE

NAME

ADDRESS NAME

TRANSFEROR'S ADDRESS (STREET)

STATE ZIP CODE

MV-52-TR NOTIFICATION OF TRANSFER OF LICENSE PLATES
 1/76 Date of Transfer _____
 License Plate Number _____ Expiration Date 5-1-1
 Issued to _____ Name _____
 Address _____ TRANSFERRED FROM _____
 Make Year _____ Serial No. _____ Title No. _____
 Make Year _____ Serial No. _____ Weight _____ Title No. _____
 Signature of Purchaser _____
 Trade or Corporate Name of Dealer or License Service _____ License Certificate Number _____
 By [Signature] Authorized Personnel Only
 Please Check One: Licensed West Virginia Dealer License Service
THIS FORM CAN ONLY BE EXECUTED BY A LICENSED WEST VIRGINIA DEALER OR LICENSE SERVICE

STATE OF WEST VIRGINIA
DEPARTMENT OF TRANSPORTATION
DIVISION OF MOTOR VEHICLES

- New Vehicle
- Used Vehicle

DEALER'S NOTICE OF LIEN

PURCHASER'S INFORMATION:

[Redacted] [Redacted] [Redacted] [Redacted] [Redacted]
((or Purchaser Name)) [Redacted] [Redacted] [Redacted] [Redacted]

VEHICLE DESCRIPTION:

2 FORD EXPLORE SE [Redacted] [Redacted]
Make Year Body Type Vehicle Identification Number

NEW LIEN INFORMATION: (1)

3 Name BEZEL (Name of Lienholder) Amount of Lien 41747.00
Address 10 FOX 1290 WHITEVILLE (City) (State) 26157 Kind of Lien Date
(Street) (City) (State) (Zip Code) C/S C D/T S/A

NEW LIEN INFORMATION: (2) (If applicable)

4 Name (Name of Lienholder) Amount of Lien
Address (Street) (City) (State) (Zip Code) Kind of Lien Date
(Street) (City) (State) (Zip Code) C/S C D/T S/A

DEALER INFORMATION:

5 Name of Dealership MOSES FORD INC Dealer Number
Address 10 FOX 1290 WHITEVILLE, WV 26157 Date of Sale
(Street) (City) (State) (Zip Code)

The purchaser(s) does (do) hereby acknowledge purchase of the vehicle described above and that the listed lienholder has a valid lien on



(x) Daniel Lee
Signature of Dealer Representative
(x) Hannah See
Printed Name of Representative

White Copy - Fax or mail copy/attach original to title work
Pink Copy - Dealer
Yellow Copy - Customer

DEALER 47L 205

VIN 1FMSK8D87D

	Suggested Retail Price	Invoice Amount
KBD1 EXPLORER XLT 4WD 2013 MODEL YEAR UX INGOT SILVER METALLIC BW CHARCOAL BLACK LEATHER	34680.00	32339.00
INCLUDED ON THIS VEHICLE EQUIPMENT GROUP 202A DRIVER CONNECT PACKAGE MYFORD TOUCH SYNC VOICE ACTIVATED SYSTEMS REAR VIEW CAMERA DUAL ZONE AUTO A/C PREMIUM PLUS SINGLE CD W/ MP3 COMFORT PACKAGE	2970.00	2591.00
OPTIONAL EQUIPMENT		
998 3.5L V6 TIVCT ENGINE	NC	NC
44C 6-SPEED AUTO TRANSMISSION	NC	NC
439 DUAL PANEL MOONROOF	1595.00	1392.00
52T TRAILER TOW PACKAGE	570.00	497.00
JOB #3 ORDER SELECT SHIFT TRANSMISSION FLEXIBLE FUEL		
TOTAL OPTIONS	5135.00	4480.00
TOTAL VEHICLE & OPTIONS	39815.00	36819.00
DESTINATION & DELIVERY	895.00	895.00
TOTAL BEFORE DISCOUNTS	40710.00	37714.00
##SPECIAL ADDED DISCOUNTS#	720.00	628.00
TOTAL FOR VEHICLE	39990.00	
FUEL CHARGE		74.10
ADVERTISING ASSESSMENT		586.00
SHIPPING WEIGHT 4661 LBS.		
TOTAL	39990.00	37746.10

This invoice may not reflect the final cost of the vehicle in view of the possibility of future rebates, allowances, discounts and incentive awards from Ford Motor Company or the dealer.

SOLD TO Moses Ford Inc 2001 MacCorkle Avenue St Albans 47L205 WV 25177		Order Type 2	Ramp Code CK06	Estor ID DD051	Price Level 335
Ship to (if other than address) [Redacted]		Date Inv Prepared 04 05 13	Item Number 47-0004	Transit Days 06	Ship Through [Redacted]
Invoice & Job Identification NO 1FMSK8D87D [Redacted]		Final Assembly Point CHICAGO		Finance Company and/or Bank BANK OF AMERICA 660055	

Total Holdback	Invoice Total	A & Z Plan	D Plan	X Plan
1173	37746.10	36262.10	36362.10	37870.12

This invoice to be used for the billing of vehicles only Dealer's copy

Buyer understands that the Retail Installment Contract (Security Agreement) which buyer signed on _____, 20____ requires buyer to provide and maintain insurance on the vehicle buyer is purchasing against the risks of loss or damage. This means buyer must carry Fire & Theft, Comprehensive and Collision coverages during the term of the loan contract. The insurance must be in an amount equal to the lesser of the unpaid amount under the Security Agreement or the value of the vehicle. **THE MAXIMUM DEDUCTIBLE AMOUNT IS \$500.** If buyer does not provide this insurance, the holder of the Security Agreement has the right to demand immediate payment in full or to obtain the required insurance at buyer's expense.

Buyer also understands that buyer may obtain this insurance from the agent or company of buyer's choice. Buyer has obtained a full comprehensive and collision insurance policy as listed below.

INSURED:

BUYER: (Complete only if different from Insured)

NAME First, Middle, Last	[REDACTED]	
ADDRESS Street, City State, Zip	[REDACTED]	
TELEPHONE Area Code/Number	HURRICANE NY [REDACTED]	

VEHICLE INSURED

Year	Make	Body	Model	Serial Number
2013	FORD	MP	EXPLORER	1E5L60700 [REDACTED]

INSURANCE AGENT:

INSURANCE COMPANY:

NAME:		NAME:	GMAC INC
ADDRESS Street		POLICY NUMBER	898-293-5108
CITY STATE ZIP CODE		EFFECTIVE DATE	From: 02-16-13 To: 08-31-13
TELEPHONE NUMBER		COVERAGE	<input type="checkbox"/> Fire-Theft <input type="checkbox"/> Comprehensive <input type="checkbox"/> Collision \$ _____ Deductible

[REDACTED SIGNATURE]

06/16/13
Date

CO-BUYER'S SIGNATURE

Date

DEALER CONFIRMATION

The above information was confirmed through Agent Insurance Carrier.

Confirmed by [Signature] for ROSES FORD INC Date: 06/16/13
 Dealer Representative Name of Dealership (Seller)

INSTALLMENT SALE CONTRACT AND SECURITY AGREEMENT (WEST VIRGINIA)

Last Name _____ First Name _____ Loan Number _____

Promise to Pay: You promise to pay us the Amount Financed shown below, with interest from the date of this contract at the Annual Percentage Rate shown below, until paid in full.

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate	FINANCE CHARGE The dollar amount the credit will cost you if you pay as scheduled	Amount Financed The amount of credit provided to you or on your behalf	Total Payments The amount you will have paid when you have made all payments as scheduled	Total Sale Price The total cost of your Purchase on credit, including your down payment of \$ _____
%	\$	\$	\$	\$

Payments: You will repay this contract in _____ consecutive monthly payments of \$ _____ commencing _____

Security Interest: You give us a security interest in the property being purchased.
Prepayment: If you pay off early, you will not have to pay a prepayment penalty.
Late Charge: If you fail to make any payment within 10 days after its due date, you will pay a late charge of 5% of the unpaid amount of the installment, not to exceed \$15.
Other Terms: You must refer to the reverse side of this form for additional information about nonpayment, default, and any required repayment of this obligation in full before the scheduled date.

Itemization of Amount Financed

1. Cash Price of Vehicle		4. Other Items Financed	
a. Vehicle Cash Price	\$ _____	(Seller may retain a portion of these amounts.)	
b. Sales Tax	\$ _____	a. To: _____	\$ _____
c. Title & Tags	\$ _____	(for negative trade equity)	
d. Other Official Fees	\$ _____	b. Credit Life Insurance	\$ _____
e. Total Cash Price	\$ _____	c. Accident & Health Insurance	\$ _____
2. Down Payment		d. Vendor's or Lender's Single Interest Insurance	\$ _____
a. Cash	\$ _____	e. Optional Service Contract	\$ _____
b. Trade-in Allowance	\$ _____	To: _____	
Less: Amount Owing	\$ _____	Term _____	Deductible _____
Net Trade-in: (If negative enter "0" and see 4a)	\$ _____	f. Debt Cancellation Coverage	\$ _____
Trade-in: _____		To: _____	
Make _____	Model _____	g. To: _____	\$ _____
Year _____			
c. Total Down Payment	\$ _____		
3. Unpaid Balance	\$ _____		
4. Total Other Items Financed	\$ _____		
5. Amount Financed	\$ _____		

Credit Life/Accident & Health Insurance: You are not required to purchase credit life or accident and health insurance.

Type	Premium	Signatures
Credit Life { Single Joint	\$ _____	By signing, you select credit life insurance. _____
	\$ _____	
Accident and Health	\$ _____	By signing, you select accident and health insurance. _____

Property Insurance: You may obtain property insurance from anyone acceptable to Seller.

Debt Cancellation Coverage: You are not required to purchase debt cancellation coverage. The fee for debt cancellation coverage is \$ _____ By signing, you request debt cancellation coverage.

Vendor's or Lender's Single Interest Insurance: You are required to obtain this insurance. You may obtain this insurance from any agent and insurer of your choice that is acceptable to us. If you obtain this insurance through us or someone of our choosing, you will pay \$ _____

Contract: You agree to purchase the following property, subject to the terms and conditions contained on both sides of this contract:

New Demo Used	Year Model	No. Cyl.	Make Trade Name	Model Number or Series	Manufacturer's Serial No.	Mileage

Radio Auto Trans Manual Trans Pwr Steering Pwr Brakes Pwr Windows Air Conditioning Key Number _____

This sale is contingent upon financing on terms which are satisfactory to the parties. You grant to the Seller a security interest in the form of a recorded first lien on the title to the property, or in accordance with the Uniform Commercial Code.

Used Car Buyers Guide: The information on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND

a. Cash \$ _____
 b. Trade-in Allowance \$ _____
 Less: Amount Owning \$ _____
 Net Trade-in (if purchase over 12 months see 4a) \$ _____
 Trade in Make Model Year
 c. Total Down Payment \$ _____
 3. Unpaid Balance \$ _____
 4. Total Other Items Financed \$ _____
 5. Amount Financed \$ _____

Interest Insurance \$ _____
 e. Optional Service Contract \$ _____
 To: _____
 Term Deductible
 f. Debt Cancellation Coverage \$ _____
 To: _____
 g. To: _____ \$ _____

Credit Life/Accident & Health Insurance: You are not required to purchase credit life or accident and health insurance

Type	Premium	Signature/Initials
Credit Life { Single Joint	\$ _____	By signing, you select credit life insurance.
	\$ _____	
Accident and Health	\$ _____	By signing, you select accident and health insurance.

Property Insurance: You may obtain property insurance from anyone acceptable to Seller.

Debt Cancellation Coverage: You are not required to purchase debt cancellation coverage. The fee for debt cancellation coverage is \$ _____ By signing, you request debt cancellation coverage.

Vendor's or Lender's Single Interest Insurance: You are required to obtain this insurance. You may obtain this insurance from any agent and insurer of your choice that is acceptable to us. If you obtain this insurance through us or someone of our choosing, you will pay \$ _____

Contract: You agree to purchase the following property, subject to the terms and conditions contained on both sides of this contract:

New Demo Used	Year Model	No. Cyl	Make Trade Name	Model Number or Series	Manufacturer's Serial No.	Mileage

Radio Auto Trans. Manual Trans. Pwr. Steering Pwr. Brakes Pwr. Windows Air Conditioning Key Number

This sale is contingent upon financing on terms which are satisfactory to the parties. You grant to the Seller a security interest in the form of a recorded first lien on the title to the property, or in accordance with the Uniform Commercial Code.

Used Car Buyers Guide: The information on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED.

Receipt: On _____ day of _____, you acknowledge that you have read and received an exact copy of this contract and you agree to be jointly and severally bound by its terms, including those that appear on the reverse side. Seller witnesses the following signatures and assigns the contract without recourse unless otherwise noted on the reverse side.

Seller _____	Buyer #1 Printed Name _____	Signature _____
By _____	Address _____	
Authorized Signature _____	Buyer #2 Printed Name _____	Signature _____
Address _____	Address _____	

Non-Buyer Co-Owner of Security: You agree to be fully bound by the security interest provisions of this contract, waive presentment, demand and notice of dishonor, and agree to any extension or extensions of time that may be granted in connection with this contract.

Printed Name _____ Signature _____ Street _____ City _____ State _____ Zip Code _____

Guaranty: By signing below, you guarantee payment and performance of all of the obligations set forth in this agreement, waive presentment, demand and notice of dishonor as to the property being purchased, and agree to any extension of time or other modifications that may be granted in connection with this agreement.

Guarantor #1 Printed Name _____ Signature _____ Street _____ City _____ State _____ Zip Code _____
 Guarantor #2 Printed Name _____ Signature _____ Street _____ City _____ State _____ Zip Code _____

Buyer #1 Home Phone (____) _____
 Buyer #2 Home Phone (____) _____
 Social Security Number - Buyer #1 _____
 Social Security Number - Buyer #2 _____

THIS DOCUMENT CONTAINS INVISIBLE FLUORESCENT FIBERS. HOLD DOCUMENTS UNDER BACKLIGHT TO VERIFY AUTHENTICITY.

Each of the undersigned hereby certifies to the best of his knowledge, information and belief under penalty of perjury that the vehicle is new and has not been registered in this State at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and herein filed to the vehicle.



DISTR. ASSIGN. NAME OF PURCHASER 1 ADDRESS 1 CITY 1 STATE 1 ZIP 1

DISTR. ASSIGN. NAME OF PURCHASER 2 ADDRESS 2 CITY 2 STATE 2 ZIP 2

DISTR. ASSIGN. NAME OF PURCHASER 3 ADDRESS 3 CITY 3 STATE 3 ZIP 3

DISTR. ASSIGN. NAME OF PURCHASER 4 ADDRESS 4 CITY 4 STATE 4 ZIP 4

DISTR. ASSIGN. NAME OF PURCHASER 5 ADDRESS 5 CITY 5 STATE 5 ZIP 5

DISTR. ASSIGN. NAME OF PURCHASER 6 ADDRESS 6 CITY 6 STATE 6 ZIP 6

DISTR. ASSIGN. NAME OF PURCHASER 7 ADDRESS 7 CITY 7 STATE 7 ZIP 7

DISTR. ASSIGN. NAME OF PURCHASER 8 ADDRESS 8 CITY 8 STATE 8 ZIP 8

DISTR. ASSIGN. NAME OF PURCHASER 9 ADDRESS 9 CITY 9 STATE 9 ZIP 9

DISTR. ASSIGN. NAME OF PURCHASER 10 ADDRESS 10 CITY 10 STATE 10 ZIP 10

DISTR. ASSIGN. NAME OF PURCHASER 11 ADDRESS 11 CITY 11 STATE 11 ZIP 11

DISTR. ASSIGN. NAME OF PURCHASER 12 ADDRESS 12 CITY 12 STATE 12 ZIP 12

DISTR. ASSIGN. NAME OF PURCHASER 13 ADDRESS 13 CITY 13 STATE 13 ZIP 13

DISTR. ASSIGN. NAME OF PURCHASER 14 ADDRESS 14 CITY 14 STATE 14 ZIP 14

DISTR. ASSIGN. NAME OF PURCHASER 15 ADDRESS 15 CITY 15 STATE 15 ZIP 15

DISTR. ASSIGN. NAME OF PURCHASER 16 ADDRESS 16 CITY 16 STATE 16 ZIP 16

DISTR. ASSIGN. NAME OF PURCHASER 17 ADDRESS 17 CITY 17 STATE 17 ZIP 17

DISTR. ASSIGN. NAME OF PURCHASER 18 ADDRESS 18 CITY 18 STATE 18 ZIP 18

DISTR. ASSIGN. NAME OF PURCHASER 19 ADDRESS 19 CITY 19 STATE 19 ZIP 19

DISTR. ASSIGN. NAME OF PURCHASER 20 ADDRESS 20 CITY 20 STATE 20 ZIP 20

DISTR. ASSIGN. NAME OF PURCHASER 21 ADDRESS 21 CITY 21 STATE 21 ZIP 21

DISTR. ASSIGN. NAME OF PURCHASER 22 ADDRESS 22 CITY 22 STATE 22 ZIP 22

B.3.9.7
 P.O. Box 1270, White Plains, NC 28772



Dealer Finance

Automobile Loan Approval

CHARLESTON
520 SIXTH AVE
S ALBANS, WV 25177
(888) 999-6829

DEALERSHIP MOSES FORD
ATTENTION ERIC COSTELLI (USED)

DATE: June 17, 2013
DEALER FAX#: (304) 727-7918

APPLICANT NAMES

GUARANTOR/CO-SIGNER



STATUS	APPROVED	APP ID#:	1966356
COLLATERAL YEAR/MAKE	2013 FORD	MODEL:	EXPLORER 4WD 4DR XL
AMOUNT	\$43,363.00	MAX TERM	72
BUY RATE	2.04%	MAX CONTRACT RATE:	4.04%

STIPULATIONS FOR APPROVAL:

COMMENTS:

Thanks ..

LOAN OFFICER: DENNA TAYLOR
PHONE NUMBER: (304) 722-0363

FUNDING CHECKLIST:

- Original signed application
- Signed Contract
- Agreement to Provide Insurance
- Copy of Invoice (new vehicles)
- Co-signer Agreement (as required)
- Copy of Application for Title
- Copy of Service Contract, Insurance, GAP, Certificates/Policy
- Terms of Service Contract Not Less Than Half of Contract Term

There's Opportunity Here - BB&T

Please return this confirmation with your contract documents.



APPLICATION STATEMENT (Please Print)

Series Use Only - Offering # _____
PRODUCT TYPE RETAIL LEASE OTHER

CHECK ONE APPLICABLE BOX (PRIMARY APPLICANT AND JOINT APPLICANTS MUST COMPLETE SEPARATE FORMS):
Primary Applicant Joint Applicant
Application is for joint credit with primary applicant or a guarantor.
Primary applicant is relying on me for income for alimony, child support, or separate maintenance or on my income or assets as the basis for repayment of the credit requested.

If Joint Applicant, Relationship to Applicant:
 S - Married P - Partner
 O - Other

[Redacted] Driver's License No. and State

Physical Address: [Redacted] City: HAWKLAND State: WV Zip Code: [Redacted]
Mailing Address: [Redacted] City: _____ State: _____ Zip Code: _____

Phone in Applicant's Home? Yes No Phone Number: [Redacted]
 Own Home Living with Relative Own/Buying Mobile Home
 Buying Home Leasing/Renting Lived There: 8 Yrs. Mos.

Name and Address of Landlord or Mortgage Holder: [Redacted] Phone Number of Landlord or Mortgage Holder: [Redacted] Rent or Mgt. Pmt.: 646
Lived There: _____ Yrs.

2 2-Year College Grad. 3 Special Training 4 Some College High School Grad? 5 Yes 6 No

Current Employer's Address: [Redacted]
Work Phone Number: 0590 Gross Monthly Salary: 5000 Time on Job: 4 1/2 Yrs. Mos.

*Alimony, child support or separate maintenance income need not be revealed if do not wish to have it considered as a basis for repaying this obligation.
Spouse of other income: V.A. / VOOLDH Other income: 700

Previous Employer's Name (if less than 5 years at current employer): [Redacted] City/State: _____
Name of Bank: [Redacted] 1 Checking & Savings 3 Savings Only
2 Checking Only 4 No Account

Have I Ever Had a Car or Other Merchandise Repossessed? No Yes. If Yes, When? _____
Have I Ever Filed Bankruptcy? No Yes. If Yes, When? _____

Creditor's Name and City/State	Date Opened	Monthly Pmt. Amount	Unpaid Balance	Creditor's Name and City/State	Date Opened	Monthly Pmt. Amount	Unpaid Balance
(1)			(b)	(Other Credit)			
(2)			(b)				

Name and Address of Applicant's Nearest Relatives/Friends Not in Household	Phone No. Area Code ()	Relationship
(1)	()	
(2)	()	
(3)	()	
(4)	()	

For the purpose of securing credit from you, I certify that the above information is true and complete to the best of my knowledge. I further certify that I have attained the age of majority. I authorize you to check my credit and employment history and to provide and/or obtain information about credit experience with me. I agree that you, your affiliates, agents and service providers may monitor and record telephone calls regarding my account to assure the quality of your service or for other reasons. I also expressly consent and agree to you, your affiliates, agents and service providers using written, electronic or verbal means to contact me. This consent includes, but is not limited to, contact by manual calling methods, prerecorded or artificial voice messages, text messages, emails and/or automatic telephone dialing systems. I agree you, your affiliates, agents and service providers may do so using any e-mail address or any telephone number I provide, now or in the future, including a number for a cellular phone or other wireless device, regardless of whether I incur charges as a result.

I acknowledge I have read side A and side B of this form including the state specific disclosures.
Date: 6-16-13

I intend to apply for joint credit. Initial here _____

NON-APPLICANT SPOUSE INFORMATION
 Married Unmarried Separated
Last Name: _____ First Name: _____ Middle Name: _____
Building Address: _____ City: _____ State: _____ Zip Code: _____

MARITAL PROPERTY AGREEMENT NOTICE
No provisions of any marital property agreement, unilateral statement under Section 766.59 Wisconsin Statutes Or Court Decree under Section 766.70 Wisconsin Statutes adversely affects the interest of Creditor unless Creditor, prior to the time the credit is granted, is furnished a copy of the agreement, statement or decree or has actual knowledge of the adverse provision when the obligation to Creditor is incurred.

STATEMENT OF MARITAL PURPOSE
I have applied for credit from _____ For the purpose of purchasing _____
This Obligation (check only one) is Being incurred in the interest of my marriage or family.
 is not

Signature: _____ DEALER



APPLICATION STATEMENT (Please Print)

Seller's Use Only - Offering #

PRODUCT TYPE: RETAIL LEASE OTHER

CHECK ONE APPLICABLE BOX (PRIMARY APPLICANT AND JOINT APPLICANTS MUST COMPLETE SEPARATE FORMS)
Primary Applicant
Joint Applicant
Application is for joint credit with primary applicant or a guarantor.
Primary applicant is relying on me for income for primary child support, or spousal maintenance or on my income or assets as the basis for repayment of the credit requested.

Joint Applicant Reason(s) to Approve
S - Married
P - Partner
O - Other



City State Zip Code

Mailing Address Number Street Apartment P.O. Box City State Zip Code

County Phone in Applicant's Home? Yes/No Phone Number Area Code
1 Own Home Outright 3 Living with Relative 5 Own/Buying Mobile Home
2 Buying Home 4 Leasing/Financing Lived There Yes/No

Cell Phone Number Area Code Other Phone Number Area Code Email Address - Personal Email Address - Business

Name and Address of Lender or Mortgage Holder Phone Number of Lender or Mortgage Holder Rent or Mortgage Paid (Live) There Yes/No

Previous Address (Street City State and Zip Code) (if less than 2 years at present address)

Level of Education (Age Under 27 Only) 1 4-Year College Grad 2 2-Year College Grad 3 Special Training 4 Some College High School Grad 5 Yes 6 No

Current Employer Name and Address

Annual Gross Monthly Salary \$1000 Time on Job 2 Weeks

Alimony child support or spousal maintenance income noted not be received 1 do not wish to have it considered as a basis for repaying this obligation

Previous Employer's Name (if less than 3 years at current employer) City/State

Name of Bank 1 Checking & Savings 2 Checking Only 3 Savings Only 4 No Account

Have I Ever Had a Car or Other Merchandise Financed? Yes/No Month Year Have I Ever Filed Bankruptcy? Yes/No Month Year

Table with columns: Creditor's Name and City/State, Date Opened, Monthly Pmt. Amount, Unpaid Balance, (Other Credit)

Table with columns: Name and Address of Applicant's Immediate Relative/Friend Not in Household, Phone No. Area Code, Relationship

For the purpose of securing credit from you, I certify that the above information is true and complete to the best of my knowledge. I further certify that I have attained the age of majority. I authorize you to check my credit and employment history and to provide and/or obtain information about credit experience with me. I agree that you, your affiliates, agents and service providers may monitor and record telephone calls regarding my account to assure the quality of your service or for other reasons. I also expressly consent and agree to you, your affiliates, agents and service providers using written, electronic or verbal means to contact me. This consent includes, but is not limited to, contact by manual calling methods, prerecorded or artificial voice messages, text messages, emails and/or automatic telephone dialing systems. I agree you, your affiliates, agents and service providers may do so using any e-mail address or any telephone number I provide, now or in the future, including a number for a cellular phone or other wireless device, regardless of whether I incur charges as a result.

I acknowledge I have read Applicant Signature Date: 6/16/13

I intend to apply for joint credit. Initial here

NON-APPLICANT SPOUSE INFORMATION
Married
Unmarried
Separated
Last Name, First Name, Middle Name, Mailing Address, City, State, Zip Code

MARITAL PROPERTY AGREEMENT NOTICE
No provisions of any marital property agreement, unilateral statement under Section 766.59 Wisconsin Statutes Or Court Decree under Section 766.70 Wisconsin Statutes adversely affects the interest of Creditor unless Creditor, prior to the time the credit is granted, is furnished a copy of the agreement, statement or decree or has actual knowledge of the adverse provision when the obligation to Creditor is incurred.

STATEMENT OF MARITAL PURPOSE
I have applied for credit from (Dealer) For the purpose of purchasing (Description of Vehicle)
This Obligation (check only one) is/is not Being Incurred in the Interest of my marriage or family.
Signature:

MOSES FORD INC 2001 MACCORKLE AVE St Albans WV 25177 304 7224900
 Your Credit Score and the Price You Pay for Credit

Credit Score For: KENNETH LYONS 214 VALLEY VIEW DRIVE Hurricane WV 25526

Your Credit Score																			
Your credit score	655 Source: EQUIFAX Date: 06/16/2013																		
Understanding Your Credit Score																			
What you should know about credit scores	Your credit score is a number that reflects the information in your credit report. Your credit report is a record of your credit history. It includes information about whether you pay your bills on time and how much you owe to creditors. Your credit score can change, depending on how your credit history changes.																		
How we use your credit score	Your credit score can affect whether you can get a loan and how much you will have to pay for that loan.																		
The range of scores	Scores range from a low of 250 to a high of 850. Generally, the higher your score, the more likely you are to be offered better credit terms.																		
How your score compares to the scores of other consumers	<table border="1"> <caption>FICO® Credit Score Range</caption> <thead> <tr> <th>Score Range</th> <th>Percentage of Consumers</th> </tr> </thead> <tbody> <tr> <td>250-499</td> <td>6%</td> </tr> <tr> <td>500-549</td> <td>10%</td> </tr> <tr> <td>550-599</td> <td>10%</td> </tr> <tr> <td>600-649</td> <td>10%</td> </tr> <tr> <td>650-699</td> <td>11%</td> </tr> <tr> <td>700-749</td> <td>12%</td> </tr> <tr> <td>750-799</td> <td>16%</td> </tr> <tr> <td>800-843</td> <td>25%</td> </tr> </tbody> </table> <p>Your credit score ranks higher than 37 percent of U.S. consumers.</p>	Score Range	Percentage of Consumers	250-499	6%	500-549	10%	550-599	10%	600-649	10%	650-699	11%	700-749	12%	750-799	16%	800-843	25%
Score Range	Percentage of Consumers																		
250-499	6%																		
500-549	10%																		
550-599	10%																		
600-649	10%																		
650-699	11%																		
700-749	12%																		
750-799	16%																		
800-843	25%																		
Checking Your Credit Report																			
What if there are mistakes in your credit report?	You have a right to dispute any inaccurate information in your credit report. If you find mistakes on your credit report, contact the consumer reporting agency. It is a good idea to check your credit report to make sure the information it contains is accurate.																		
How can you obtain a copy of your credit report?	Under federal law, you have the right to obtain a free copy of your credit report from each of the nationwide consumer reporting agencies once a year. To order your free annual credit report: — By telephone: Call toll-free 1-877-322-8228. By website: Visit www.annualcreditreport.com . Mail: For a complete, Annual Credit Report Request Form, which you must obtain from the Federal Trade Commission's web site at http://www.ftc.gov , by clicking on the link "Annual Credit Report Request Form" (link to http://www.ftc.gov/ftc/annualcreditreport/annualcreditreport.htm). Annual Credit Report Request Service P.O. Box 562881 Atlanta, GA 30348-8281																		
How can you get more information?	For more information about credit reports and your rights under federal law, visit the Federal Reserve's website at www.federalreserve.gov or the Federal Trade Commission's web site at www.ftc.gov .																		

Signature

[Redacted Signature]

Date

6-16-13

Your Credit Score and the Price You Pay for Credit

Hurricane WV

Your Credit Score

Your credit score

655

Source EQUifax

Date 06/16/2013

Understanding Your Credit Score

What you should know about credit scores

Your credit score is a number that reflects the information in your credit report.
 Your credit report is a record of your credit history. It includes information about whether you pay your bills on time and how much you owe to creditors.
 Your credit score can change, depending on how your credit history changes.

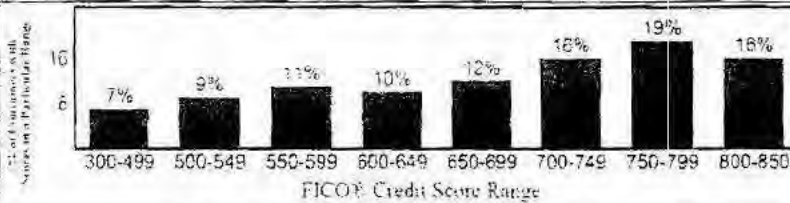
How we use your credit score

Your credit score can affect whether you can get a loan and how much you will have to pay for that loan.

The range of scores

Scores range from a low of 300 to a high of 850.
 Generally, the higher your score, the more likely you are to be offered better credit terms.

How your score compares to the scores of other consumers



Your credit score ranks higher than 39 percent of U.S. consumers.

Checking Your Credit Report

What if there are mistakes in your credit report?

You have a right to dispute any inaccurate information in your credit report. If you find mistakes on your credit report, contact the consumer reporting agency.
 It is a good idea to check your credit report to make sure the information it contains is accurate.

How can you obtain a copy of your credit report?

Under federal law, you have the right to obtain a free copy of your credit report from each of the national consumer reporting agencies once a year.

To order your free annual credit report —

By telephone Call toll-free 1-877-322-8228

On the web Visit www.annualcreditreport.com

By mail Mail your completed Annual Credit Report Request Form (which you can obtain in the Federal Trade Commission's web site) to:
http://www.ftc.gov/bip/cmr/resources/forms/cmr_request_credit_report.pdf

Annual Credit Report Request Service
 P.O. Box 102297
 Atlanta, GA 30316-5297

How can you get more information?

For more information about credit reports and your rights under federal law, visit the Federal Reserve Board's Consumer Commission's website at www.ftc.gov

Signature

[Redacted Signature]

Date

06/16/13

CHECK CONTROL NO. 175214

ISSUED BY: DEE_CARTE

MOSES FORD-LINCOLN-BMW-FIAT
St. Albans, WV 25177-1878

PAGE 10

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT ACCOUNT NO	NET AMOUNT
	070913		FOR TITLE, LIEN, TRASNFER FOR K LYONS			20.50
				175214	1*10030	-20.50
				4122837	1*21500	45.50
					1*88300	-25.00
				TOTAL	10030	20.50

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

MOSES FORD-LINCOLN-BMW-FIAT
A MEMBER OF THE "MOSES" AUTOMOTIVE NETWORK
2001 McCORKLE AVE. S.W. TEL. 722-4900
St. Albans, WV 25177-1878



175214 681VA
510

DATE
09JUL13

PAY THIS AMOUNT		
*****20	DOLLARS	50 CENTS

AMOUNT OF CHECK
*****20.50

TO THE ORDER OF

DIVISION OF MOTOR VEHICLES
PO BOX 17710
CHARLESTON WV 25317

DMV

MOSES FORD-LINCOLN-BMW-FIAT

BY *** NOT NEGOTIABLE ***
BY _____
AUTHORIZED SIGNATURE

DMV-1-TR
Rev. 6/2010

STATE OF WEST VIRGINIA
DEPARTMENT OF TRANSPORTATION
DIVISION OF MOTOR VEHICLES
CHARLESTON 25317

FOR DEPARTMENT USE ONLY
CLASS _____
NUMBER _____
EXP. DATE _____

Application for a Certificate of Title for a Motor Vehicle

TYPE OR PRINT IN BLUE OR BLACK INK

MAKE CHECKS PAYABLE TO DIVISION OF MOTOR VEHICLES

The applicant shall submit a properly made and captioned certificate of title for that vehicle and for that purpose state the following:

Year: [Redacted] Make: [Redacted] Model: [Redacted] VIN: [Redacted]
City: [Redacted] County: Putnam State: WV License: [Redacted]

VEHICLE DESCRIPTION

MAKE: [Redacted] YEAR: 2012 VIN: 1FNEK8D870G [Redacted]
STYLE OF BODY: [Redacted] WEIGHT: Passenger vehicle only TRUCKS Request: 2WV
Odometer Reading: [Redacted] (No Tenths)
Title Brands: SALVAGE RECONSTRUCTED
 OTHER

Purchase Price \$ 37746.00 Trade-in \$ 4000.00 Net Cost \$ -8254.00 5% Sales Tax 0.00
(Credit allowed only on vehicles registered in West Virginia and the tax paid thereon)

TRADE-IN DESCRIPTION

1) MAKE: [Redacted] YEAR: 2011 VIN: 1FTFW1EF48F [Redacted]
2) MAKE: [Redacted] YEAR: 2012 VIN: 1FMCU0D75CK [Redacted]

Registration Plan Transferred from: [Redacted] (Send copy of registration card both sides)
Make of vehicle: [Redacted] Weight: [Redacted] Serial Number: [Redacted] Title Number: [Redacted] License Number: [Redacted]

LIENS AND ENCUMBRANCES

1 Name: [Redacted] Amount: 4335.50
Mailing Address: [Redacted] State: [Redacted] City: [Redacted] State: [Redacted] Zip Code: [Redacted] Kind of Lien: S/A C/S/C: [Redacted] D/I: [Redacted] S/A: [Redacted]
2 Name: _____ Amount: _____
Mailing Address: _____ State: _____ City: _____ State: _____ Zip Code: _____ Kind of Lien: _____ C/S/C: _____ D/I: _____ S/A: _____

This vehicle is being sold as-is, with all the equipment and accessories on the date of sale, and the applicant warrants that the vehicle is in good condition and that the applicant is the legal owner of the vehicle.

TITLE APPLICATION MUST BE SIGNED BY OWNER
[Redacted Signature]

INSURANCE MUST BE IN EFFECT WHEN APPLICATION RECEIVED.
DEALER CERTIFICATION

The undersigned hereby certifies that the information furnished on this application is true and correct and that the applicant is the legal owner of the vehicle and that the vehicle is in good condition and that the applicant is the legal owner of the vehicle.

Dealer Name: [Redacted] Address: [Redacted] City: [Redacted] State: [Redacted] Zip: [Redacted]

MOSES FORD-LINCOLN

A MEMBER OF THE "MOSES" AUTOMOTIVE NETWORK

2001 McCORKLE AVE. S.W.

TEL. 722-4900

St. Albans, W. Va. 25177-1878

Service 722-4900

Body Shop 722-4906

ACCOUNTING

Page 1

HURRICANE, WV

HOME:

BUS:

SERVICE ADVISOR:

154 ROGER TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
INGOT SILV	13	FORD EXPLORER	1FM5K8D87DG		435 35	T93789

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUN13			17:00 24JUN13			CASH	27JUN13

R.O. OPENED	READY	OPTIONS:STK:PT3401 DLR:019896 ENG:3.3 Liter F-VCT
10:48 24JUN13	15:23 27JUN13	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A											
REPAIRED SCRATCHES ON BUMPER, PLACE ON PASSENGER REAR DOOR, CLIP BROKE ON RT FRONT STEP PLATE											
80 REPAIR AS PER ESTIMATE											
				523	IFBS	8.60	8.60	12900	25800	258.00	258.00
B											
REFINISH REAR BUMPER AND LEFT REAR DOOR											
79 REFINISH AS PER ESTIMATE											
				525	IFBS	7.40	7.40	11100	22200	222.00	222.00
MISC PAINT AND MATERIALS											
					IMBS			000	24780	247.80	247.80
INTERNAL PAY EPA AND SHOP SUPPLIE											
								0	2000		20.00

THANK YOU FOR USING MOSES FORD-BMW. IF YOU ARE NOT COMPLETELY SATISFIED LET US KNOW. WE NOW SELL ALL MAJOR TIRE BRANDS. WE WILL MEET ANY COMPETITORS PRICE ON THE SAME TIRE OR SERVICE OR YOUR NEXT OIL CHANGE IS FREE.

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/58400	48000	24000		1/58500	24780	000	
1/78700	2000	0		1/77500	50000	*****	
1/13100	24780	*****	FT3401				

COST, SALE, & COMP TOTALS 24000 74780 0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TERMS: STRICTLY CASH OR CREDIT CARD

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I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

X

ACCOUNTING COPY

PLEASE CALL FOR DAILY APPOINTMENTS

PE16-008 001015 LC

MOSES FORD-LINCOLN

A MEMBER OF THE "MOSES" AUTOMOTIVE NETWORK

2001 McCORKLE AVE. S.W.

TEL. 722-4900

St. Albans, W. Va. 25177-1878

Service 722-4900

Body Shop 722-4906

ACCOUNTING

VOIDED INVOICE

Page 1

HURRICANE, WV

HOME:

BUS:

SERVICE ADVISOR:

154 ROGER TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
INGOT_SILV	13	FORD EXPLORER	1FMSK8D87DG		2518	T9379

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUN13			17:00 20AUG13		0.00	CASH	29AUG14

R.O. OPENED	READY	OPTIONS:STK:FT3401 DLR:019896 ENG:3.5_Liter_T=VCT
14:11 20AUG13		

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

A CUSTOMER STATES THAT THERE ARE DEFECTS IN THE PAINT ON THE RIGHT REAR DOOR UNDER THE CLEAR COAT. PROBLEM IS LOCATED AROUND DOOR HANDLE

30 REPAIR AS PER ESTIMATE

B CUSTOMER STATES THAT LEFT REAR DOOR CORNER GLASS HAS A FAULTY RUBBER SEAL.

80 REPAIR AS PER ESTIMATE

C REFINISH AS PER ESTIMATE

79 REFINISH AS PER ESTIMATE

THANK YOU FOR USING MOSES FORD-BMW. IF YOU ARE NOT COMPLETELY SATISFIED LET US KNOW. WE NOW SELL ALL MAJOR TIRE BRANDS. WE WILL MEET ANY COMPETITORS PRICE ON THE SAME TIRE OR SERVICE OR YOUR NEXT OIL CHANGE IS FREE.

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT SALE COST CONTROL TRGT/ACCOUNT SALE COST CONTROL

COST, SALE, & COMP TOTALS

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X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
CAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

PLEASE CALL FOR DAILY APPOINTMENTS

ACCOUNTING COPY

PE16-008 001016 LC

MOSES FORD-LINCOLN

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2001 McCORKLE AVE. S.W.

TEL. 722-4900

St. Albans, W. Va. 25177-1878

Service 722-4900

Body Shop 722-4906

ACCOUNTING

Page 1

HURRICANE, WV

HOME:

BUS:

SERVICE ADVISOR:

123 MELISSA AYASH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
INGOT SILV	13	FORD EXPLORER	1FMSK8D87DG		5244 5244	T4010	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUN13			WAIT 15OCT13			CASH	15OCT13
R.O. OPENED	READY	OPTIONS: STK: DLR: 019896 ENG: 3.5 Liter T-VCT					
09:08 15OCT13	09:50 15OCT13						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A FREE LUBE OIL AND FILTER											
ICOMP FREE LUBE OIL AND FILTER											
				482	ICOMP	0.00	0.30	0	375	3.75	3.75
				1	FL*500*SB12 FILTER ASY						
					- OIL	391	469	0	8.69	4.69	4.69
				6	XC*SW20*BSP OIL-ENGINE	1494	1794	0	3.26	2.99	17.94
B MULTI-POINT INSPECTION											
99P MULTI-POINT INSPECTION											
				482	ISER	0.00	0.30	0	0	0.00	0.00
				482	CF	0.00	0.00	0	0	0.00	0.00
				482	CF	0.00	0.00	0	0	0.00	0.00
				482	CF	0.00	0.00	0	0	0.00	0.00

THANK YOU FOR USING MOSES FORD-BMW. IF YOU ARE NOT COMPLETELY SATISFIED LET US KNOW. WE NOW SELL ALL MAJOR TIRE BRANDS. WE WILL MEET ANY COMPETITORS PRICE ON THE SAME TIRE OR SERVICE OR YOUR NEXT OIL CHANGE IS FREE.

*** NO RC PUNCH TIMES ON FILE ***

TRGT/ACCUUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/57300	375	0		1/54700	2263	1885	
1/57000	0	0		1/90500	2638	*****	
1/77350	0	*****	236891	1/10100	0	*****	

COST, SALE, & COMP TOTALS 1885 2638 0

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	TERMS STRICTLY CASH OR CREDIT CARD.	DESCRIPTION	TOTALS
<p>Any warranties on the product(s) sold hereby are those warranties by the manufacturer, and/or those implied warranties required by state or federal law. Seller does not expressly warrant the product(s) sold hereby, but does provide those warranties required by West Virginia law. No oral warranties have been created by the seller, or its agents, employees, or representatives, and buyer(s) agrees and acknowledges that no oral statements inconsistent herewith have been made and shall not create any warranty or obligation on seller.</p> <p>I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.</p>		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		SHOP SUPPLIES	0.00
		TOTAL CHARGES	0.00
		DEDUCTIBLE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

X

PLEASE CALL FOR DAILY APPOINTMENTS

ACCOUNTING COPY

PE16-008 001017 LC

MOSES FORD-LINCOLN

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2001 McCORKLE AVE. S.W.

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St. Albans, W. Va. 25177-1878

Service 722-4900

Body Shop 722-4906

ACCOUNTING

DUPLICATE 1

Page 1

HURRICANE, WV

HOME:

BUS:

SERVICE ADVISOR: 7471 BILL WEAVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
INGOT SILV	13	FORD EXPLORER	1FM5K8D87DG		10897 10897	T6739	
DEL DATE	PROD DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUN13			17:00 13JUN14		0.00	CASH	14JUN14
R.O. OPENED	READY	OPTIONS STK.	DLR:019996 ENG:3.5 Liter VCC				
13:03 13JUN14	02:30 14JUN14						

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

A CHANGE ENG OIL AND FILTER											
1P CHANGE ENG OIL AND FILTER											
			469	CF	0.00	0.30	555	945		9.45	9.45
			1 FL*500*SB12 FILTER ASY								
			- OIL								
			6	NO*5W20*BSP	OIL-ENGINE		1494	1956	0	3.26	5.48
			6 NO*5W20*BSP OIL-ENGINE								
			1494 1956 0 3.26 5.48 5.48								

....VERSION 1 (EMP# 7471,13JUN14 15:19): 10897 CHANGED OIL AND FILTER

B CUST WANTS PASS FRONT TIRE CHECKED. THINKS BROKEN BELT

CAUSE: OUT OF BALANCE

10150D WHEEL AND TIRE ASSEMBLY - BALANCE

(ALBAL/FRBAL/RRBAL) - L

			469	WF4	0.89	0.40	740	3658		36.58	36.58
--	--	--	-----	-----	------	------	-----	------	--	-------	-------

FC: N25 D9

PART#: ALEAL

COUNT:

0

0 TPARTS

CLAIM TYPE:

AUTH CODE:

009890

740

3658 TLABOR

....VERSION 1 (EMP# 469,13JUN14 14:50): 10897 NO BROKEN BELT IN THIS

....TIRE

....VERSION 2 (EMP# 469,13JUN14 14:58): 10897 NO BROKEN BELT IN THIS

....TIRE. DOES HAVE A BAD SHAKE DUE TO TIRE IMBALANCE. ROAD FORCED ALL

....TIRES. LEFT FRONT HAD EXCESSIVE ROAD FORCE HAD TO INDEX. ALL OTHERS

....WERE WITHIN LIMITS. AFTER REBALANCING TEST DROVE=OK

C CUST STATES BURNING SMELL WHEN ACCEL FROM LOW SPEED TO HIGHER SPEED

IS ON INTERSTATE

00 NO CHARGE

			469	CF	0.00	0.00	0	0		0.00	0.00
--	--	--	-----	----	------	------	---	---	--	------	------

....VERSION 1 (EMP# 469,13JUN14 14:51): 10897 COULD NOT DUPLICATE

....CONCERN.

D CUST STATES RATTLE IN FRONT DASH ON INTERSTATE

00 NO CHARGE

			469	CF	0.00	0.00	0	0		0.00	0.00
--	--	--	-----	----	------	------	---	---	--	------	------

....VERSION 1 (EMP# 469,13JUN14 14:52): 10897 COULD NOT HEAR A RATTLE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TERMS: STRICTLY CASH OR CREDIT CARD.

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X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
DEDUCTIBLE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

PLEASE CALL FOR DAILY APPOINTMENTS

ACCOUNTING COPY

PE16-008 001018 LC

MOSES FORD-LINCOLN

A MEMBER OF THE "MOSES" AUTOMOTIVE NETWORK

2001 McCORKLE AVE. S.W.

TEL 722-4900

St. Albans, W. Va, 25177-1878

Service 722-4900

Body Shop 722-4906

ACCOUNTING

DUPLICATE 1

Page 2

HURRICANE, WV 25129

HOME:

BUS:

SERVICE ADVISOR: 7471 BILL WEAVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
INGOT SILV	13	FORD EXPLORER	1FMSK8D87DG		10897 10897	T6739	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
16JUN13			17:00 13JUN14		0.00	CASH	14JUN14
R/O OPENED		READY	OPTIONS:STX:FT3401 DLR:019896 ENG:3.5 Liter T-VCT				
13:03 13JUN14	02:30 14JUN14						

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
 IN DASH. BUT WHOLE VEHICLE WAS SHAKING DUE TO TIRE IMBALANCE.
 E CUST STATES PASS FRONT SEAT VIBRATES WHEN DRIVING
 00 NO CHARGE

469	CF	0.00	0.00	0	0	0.00	0.00
.... VERSION 1 (EMP# 469,13JUN14 14:53): 10897 DID VERIFY SEAT SHAKING WHILE DRIVING DUE TO TIRE IMBALANCE.							
.... VERSION 2 (EMP# 469,13JUN14 14:58): 10897 DID VERIFY SEAT SHAKING WHILE DRIVING DUE TO TIRE IMBALANCE. LEFT FRONT TIRE HAD TO BE INDEXED DUE TO EXCESSIVE ROAD FORCE. ROAD FORCED ALL TIRES.							
F** MULTI-POINT INSPECTION							
99F MULTI-POINT INSPECTION							
469	USER	0.00	0.30	555	0	0.00	0.00
GBK CHECKED BRAKES AND ARE OK							
469	CF	0.00	0.00	0	0	0.00	0.00
GTIRE CHECKED TIRES AND ARE OK							
469	CF	0.00	0.00	0	0	0.00	0.00
GBATT BATTERY TESTED GOOD							
469	CF	0.00	0.00	0	0	0.00	0.00
CUSTOMER PAY EPA AND SHOP SUPPLIE							
				0	57		0.57

THANK YOU FOR USING MOSES FORD-BMW. IF YOU ARE NOT COMPLETELY SATISFIED LET US KNOW. WE NOW SELL ALL MAJOR TIRE BRANDS. WE WILL MEET ANY COMPETITORS PRICE ON THE SAME TIRE OR SERVICE OR YOUR NEXT OIL CHANGE IS FREE.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-13-14	14:05	14:58	0.89	W	469	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/57000	945	555		1/54300	2504	1885	
1/57200	3658	740		1/57300	0	555	
1/77705	57	0		1/21500	210	0	
1/10100	3716	*****		1/11400	3658	*****	
1/77350	0	*****	247584				

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TERMS. STRICTLY CASH OR CREDIT CARD.

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X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
DEDUCTIBLE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

PLEASE CALL FOR DAILY APPOINTMENTS

ACCOUNTING COPY

PE16-008 001019 LC

MOSES FORD-LINCOLN

A MEMBER OF THE "MOSES" AUTOMOTIVE NETWORK

2001 McCORKLE AVE. S.W.

TEL. 722-4900

St. Albans, W. Va 25177-1878

Service 722-4900

Body Shop 722-4906

ACCOUNTING

DUPLICATE 1

Page 3

HURRICANE, WV
HOME:

BUS:

SERVICE ADVISOR: 7471 BILL WEAVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG					
INGOT SILV	13	FORD EXPLORER	1FM5K8D87DG		10897-10897	T6739					
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE				
16JUN13			17:00 13JUN14		0.00	CASH	14JUN14				
R.O. OPENED 13:03 13JUN14 READY 02:30 14JUN14											
OPTIONS:STK;PT3401 DLR:019896 ENG:3.5 Liter SUV											
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

COST, SALE, & COMP TOTALS 3735 7164 0

DESCRIPTION	TOTALS
LABOR AMOUNT	9.45
PARTS AMOUNT	25.04
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.57
TOTAL CHARGES	35.06
DEDUCTIBLE	0.00
SALES TAX	2.10
PLEASE PAY THIS AMOUNT	37.16

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X

ACCOUNTING COPY

PLEASE CALL FOR DAILY APPOINTMENTS

PE16-008 001020 LC

MOSES FORD-LINCOLN

A MEMBER OF THE "MOSES" AUTOMOTIVE NETWORK

2001 McCORKLE AVE. S.W.

TEL. 722-4900

St. Albans, W. Va 25177-1878

Service 722-4900

Body Shop 722-4906

ACCOUNTING

DUPLICATE 1

Page 1

HURRICANE, WV

HOME:

BUS:

SERVICE ADVISOR: 7471 BILL WEAVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
INGOT SILV	13	FORD EXPLORER	1FM5K8D87D		19942 9942	T379	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
16JUN13			17:00 14MAY15		0.00	CASH	15MAY15
R.O OPENED	READY	OPTIONS: SOLD-STK:		DLR:019896 ENG:3.5_Laser_V1-VCT			
13:05 14MAY15	11:29 15MAY15						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A SMELL EXH FUMES INSIDE CAB ON HARD ACCEL WITH MAX A/C ON											
00 NO CHARGE											
	423	CF		0.00	0.00	0	0			0.00	0.00
...VERSION 1 (EMP# 7471, 14MAY15 13:24): 19942 TECH TEST DROVE WITH											
...CUSTOMER AND VERIFIED ODOR INSIDE CAB											
...VERSION 2 (EMP# 7471, 15MAY15 11:26): 19942 TECH TEST DROVE WITH											
...CUSTOMER AND VERIFIED ODOR INSIDE CAB, CUSTOMER TO RETURN TO REPAIRING											
...DEALER											
B MULTI-POINT INSPECTION											
99P MULTI-POINT INSPECTION											
	423	ISER		0.00	0.30	615	0			0.00	0.00
GBR CHECKED BRAKES AND ARE OK											
	423	CF		0.00	0.00	0	0			0.00	0.00
GTIRE CHECKED TIRES AND ARE OK											
	423	CF		0.00	0.00	0	0			0.00	0.00
GBATT BATTERY TESTED GOOD											
	423	CF		0.00	0.00	0	0			0.00	0.00

THANK YOU FOR USING MOSES FORD-BMW. IF YOU ARE NOT COMPLETELY SATISFIED LET US KNOW. WE NOW SELL ALL MAJOR TIRE BRANDS. WE WILL MEET ANY COMPETITORS PRICE ON THE SAME TIRE OR SERVICE OR YOUR NEXT OIL CHANGE IS FREE.

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/57000	0	0		1/57300	0	615	
1/10100	0	*****		1/77350	0	*****	263421

COST, SALE, & COMP TOTALS 615 0 0

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

TERMS: STRICTLY CASH OR CREDIT CARD.

Any warranties on the product(s) sold hereby are those warranties by the manufacturer, and/or those implied warranties required by state or federal law. Seller does not expressly warrant the product(s) sold hereby, but does provide those warranties required by West Virginia law. No oral warranties have been created by the seller or its agents, employees, or representatives, and buyer(s) agrees and acknowledges that no oral statements inconsistent herewith have been made and shall not create any warranty or obligation on seller.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SMBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

PLEASE CALL FOR DAILY APPOINTMENTS

IN THE CIRCUIT COURT OF KANAWHA COUNTY, WEST VIRGINIA

[REDACTED]

PLAINTIFFS,

CIVIL ACTION NO. [REDACTED]

v.

FORD MOTOR COMPANY,
A foreign corporation, and
MOSES FORD, INC.,
A West Virginia corporation,

DEFENDANTS.

SUMMONS

To the above-named DEFENDANT:

IN THE NAME OF THE STATE OF WEST VIRGINIA: you are hereby summoned and are required to serve upon **Hoyt Glazer, Plaintiff's attorney**, whose address is: **Law Office of Hoyt Glazer, PLLC, 618 10th Street Suite 105, Huntington, West Virginia 25701** an answer, including any related counterclaim, or any other claim you may have to the complaint filed against you in the above-styled civil action, a true copy of which is herewith delivered to you. You are required to serve your answer within twenty (20) days after service of this summons upon you, exclusive of the date of service. If you fail to do so, judgment by default will be taken against you for the relief demanded in the complaint and you will be thereafter barred from asserting in another action any claim you may have which must be asserted by counterclaim, or any other claim in the above-styled action.

DATED: Nov 16, 2015

Cathy S. Gatson, Clerk

Clerk of Court

By Chugh

IN THE CIRCUIT COURT OF KANAWHA COUNTY, WEST VIRGINIA

[REDACTED]

CIVIL ACTION NO. [REDACTED]
JUDGE [REDACTED]

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15

PLAINTIFFS,

v.

FORD MOTOR COMPANY, a
foreign corporation, and
MOSES FORD, INC., a
West Virginia corporation,

DEFENDANTS.

COMPLAINT

I. INTRODUCTION

Your Plaintiffs, [REDACTED], seek money damages, and declaratory and injunctive relief under the West Virginia Consumer Protection Act, the Uniform Commercial Code, the Magnuson-Moss Warranty Act and all applicable common law theories of liability arising from the sale of an automobile to them by the Defendants, Ford Motor Company ("Manufacturer") and Moses Ford, Inc. ("Dealer"). Despite having made numerous and repeated attempts to have Defendants provide them with a properly functioning car, your Plaintiffs', Mr. and Mrs. [REDACTED], motor vehicle still does not conform to the express and implied warranties.

II. PARTIES

1. Your Plaintiffs [REDACTED], are husband and wife, and residents of Putnam County, West Virginia; under the West Virginia Consumer and Protection Act ("WVCCPA"), Plaintiffs are "consumers," and "buyers" under the Uniform Commercial Code.
2. Defendant Manufacturer is a foreign corporation licensed to do business and doing

business in West Virginia. Defendant Manufacturer is the “warrantor” of the motor vehicle that is the subject of this civil action.

3. Defendant Dealer is a West Virginia corporation licensed to do business in Kanawha County, West Virginia. Defendant Dealer is a “seller” and “merchant” pursuant to the Uniform Commercial Code, and a “person” and “authorized dealer” under the WVCCPA.
4. On information and belief, each Defendant was the principal, agent or employee of the other Defendant, and in acting as such principle or within the course and scope of such employment or agency, took some part in the acts and omissions set forth, by reason of which each Defendant is liable to the Plaintiffs for the relief sought here.

ALLEGATIONS

5. On or about June 16, 2013, your Plaintiffs entered into a motor vehicle purchase contract with the Dealer for a silver 2013 Ford Explorer (“Vehicle”) with a vehicle identification number 1FM5K8D7DC [REDACTED]
6. Plaintiffs purchased the Vehicle primarily for personal use.
7. Plaintiffs’ purchase of the Vehicle was accompanied by a manufacturer’s express warranty and warranty as defined under the WVCCPA; these warranties formed a basis of the bargain of the Plaintiffs’ contract for the purchase of the Vehicle.
8. The warranties covered any repairs or replacements needed during the warranty period resulting from defects in factory workmanship or materials. Any required adjustments would also be made during the basic coverage period. All warranty repairs and adjustments, including parts and labor, were to be made at no charge. Additional warranties were set forth in the warranty materials and the subject Vehicle’s owner’s manual.
9. After purchasing the subject Vehicle, Plaintiffs discovered and experienced repeated nonconformities that substantially impaired the use, value and/or safety of the vehicle.

10. In specific, the [REDACTED] have taken the Vehicle to the shop numerous times for repairs.
Problems with the Vehicle include being out of balance and bubbles and drips in the paint.
11. The problem that most concerns your Plaintiffs is the smell that enters the cabin of the Vehicle upon acceleration of the car and which, on information and belief, contains carbon monoxide. The smell enters through the air vents, and the [REDACTED] have taken the Vehicle in for repairs several times without success.
12. After taking the Vehicle to another dealer (Midway Ford), the other dealer discovered the problem—exhaust fumes from the Vehicle were entering through the vents. Midway Ford attempted to remedy the problem by placing some undercoating and new vents in the rear of the Vehicle, but, unfortunately, the attempts did not correct the problem.
13. Despite Plaintiffs' efforts to allow the Dealer an opportunity to repair the subject vehicle, Defendants failed to repair the vehicle so as to bring it into conformity with the warranties set forth here.
14. Plaintiffs notified Defendants of the defective conditions of the Vehicle.
15. Despite having notification of the defective conditions of the Vehicle, Defendants failed and refused to provide a comparable replacement vehicle and to reimburse Plaintiffs as required by law.
16. Defendants' actions were willful, wanton and/or carried out with reckless disregard for Plaintiffs' rights.
17. As a result of Defendants' actions, Plaintiffs suffered monetary loss, incidental, consequential, actual and compensatory damages, emotional and mental distress, loss of use, aggravation, anxiety, annoyance and inconvenience.

COUNT I: VIOLATION OF WEST VIRGINIA'S LEMON LAW

18. Plaintiffs incorporate the preceding paragraphs by reference.
19. The Vehicle is a "motor vehicle" pursuant to West Virginia Code § 46A-6A-2(4).
20. Defendant Manufacturer is a "manufacturer" under West Virginia Code § 46A-6A-2(2).
21. The express warranties described herein are each a "manufacturer's express warranty" and "warranty" pursuant to West Virginia Code § 46A-6A-2(3).
22. The Vehicle's defects substantially impaired the use and/or market value of the vehicle.
23. Your Plaintiffs adequately notified Defendants of the Vehicle's defects and gave them a reasonable number of opportunities to remedy the same.
24. The acts of Defendants in refusing or failing to repair Plaintiffs' Vehicle, so as to bring it into conformity with the express and implied warranties, deprived Plaintiffs of their rights under the express and implied warranties offered by Defendants, and of their rights pursuant to the provisions of West Virginia Code §46A-6A-1, *et seq.*
25. Defendants failed to repair Plaintiffs' defective Vehicle within a reasonable time period and did not conform said Vehicle to all warranties offered by Defendants.
26. Defendants also refused Plaintiffs' requests for a comparable vehicle.
27. Plaintiffs have performed each and every duty required of them under the terms of the warranty agreement, and under the provisions of West Virginia Code § 46A-6A-1, *et seq.*, except as may have been excused or prevented by the conduct of Defendants, as herein alleged.
28. Defendants' conduct constitutes a violation of the provisions of West Virginia Code § 46A-6A-1, *et seq.*

COUNT II: BREACH OF EXPRESS WARRANTIES

29. Plaintiffs incorporate the preceding paragraphs as if set forth here.

30. Defendants Dealer and Manufacturer expressly warranted that: (a) the subject Vehicle was free from defect, defective parts and workmanship; (b) the subject Vehicle was so engineered and designed as to function without requiring unreasonable maintenance and repairs; (c) in the event the subject Vehicle was not free from defects, defective parts, or workmanship, Defendants would repair or replace same without cost; and/or (d) any such defects or non-conformities would be cured within a reasonable time period.
31. Defendants further expressly warranted that all repairs were performed in a good and workmanlike manner, and that the Vehicle was fully repaired.
32. Defendants breached the aforementioned express warranties, and Plaintiffs seek relief as requested below.

COUNT III: BREACH OF IMPLIED WARRANTY OF MERCHANTABILITY

33. Plaintiffs incorporate the preceding paragraphs as if set forth here.
34. A warranty that the subject Vehicle was fit for the particular purpose for which it was intended was implied by law in the instant transaction pursuant to the Uniform Commercial Code and the West Virginia Consumer Credit and Protection Act. See, West Virginia Code § 46-2-315 and West Virginia Code § 46A-6-107.
35. The subject Vehicle was not fit for the particular purpose for which it was intended.
36. Defendants Manufacturer and Dealer breached the implied warranty that the motor vehicle was fit for the particular purpose implied by law in the instant transaction, and Plaintiffs seek damages as requested below.

COUNT IV: MAGNUSON-MOSS WARRANTY CLAIM

37. Plaintiffs incorporate the preceding paragraphs as if set forth here.
38. The subject Vehicle is a "consumer product" as that phrase is defined in §2301(1) of the Magnuson-Moss Warranty Act, 15 U.S.C. §2301, *et seq.*, because it is normally used for

personal purposes and it was, in fact, purchased primarily for personal use.

39. The Defendants are “warrantors” as that term is defined in §2301(5) of Magnuson-Moss, and the subject vehicle was manufactured after July 4, 1975.
40. Plaintiffs are “consumer[s]” as that term is defined in §2301(3) of Magnuson-Moss.
41. Defendants Manufacturer and Dealer are “suppliers” and “warrantors” as those terms are defined in the §2310(4) and (5) of Magnuson-Moss.
42. The subject vehicle’s express warranties constitute a “written warranty” as that phrase is defined in §2301(6) of Magnuson-Moss.
43. The actions of Defendants and each of them in failing to tender the subject Vehicle to Plaintiffs free of defects, and refusing to repair or replace the defective Vehicle tendered to Plaintiffs, constitute a breach of the written and implied warranties covering the new motor vehicle and are a violation of the Magnuson-Moss Warranty Act.
44. The Plaintiffs gave Defendants a reasonable opportunity to cure their failure to comply with said warranties and Defendants did not cure. Plaintiffs otherwise performed all things agreed to and required of them under the purchase agreement and warranty, except as may have been excused or prevented by the conduct of Defendants as alleged.

COUNT V: UNFAIR AND DECEPTIVE ACTS OR PRACTICES

45. Plaintiffs incorporate the preceding paragraphs as if set forth here.
46. Defendants Manufacturer and Dealer committed per se and general unfair deceptive acts and/or practices in the sale and/or repair of said new motor vehicle, including, but not limited to the following:
 - (a) Representing that the Vehicle has certain characteristics when it does not have such characteristics in violation of West Virginia Code § 46A-6-102(7)(E);
 - (b) Representing that the Vehicle was of a particular quality when it was not of said

quality in violation of West Virginia Code §§ 46A-6-104 and 46A-6-102(7)(G);

- (c) Engaging in conduct which creates a likelihood of confusion or misunderstanding in violation of West Virginia Code §§ 46A-6-104 and 46A-6-102(7)(L);
- (d) The act, use or employment of a deception, fraud, misunderstanding, or the concealment, suppression, or omission of any material fact in violation of West Virginia Code §§ 46A-6-104 and 46A-6-102(7)(M);
- (e) Selling a vehicle as being free of specific defects when, in fact, it was not free of specific defects;
- (f) Breaching the Vehicle's express and/or implied warranties; and
- (g) Failing to provide promised benefits, including, but not limited to, warranty repairs.

COUNT VI: COMMON LAW FRAUD AND MISREPRESENTATION

- 47. Plaintiffs incorporate the preceding paragraphs by reference as if set forth here.
- 48. At all times, Defendants had the duties to perform all repairs or cause repairs to be performed in a careful, good and workmanlike manner within a reasonable period of time.
- 49. Defendants had a further duty to disclose any defects or nonconformities that could not be cured within a reasonable period of time.
- 50. Defendants breached the aforesaid duty of disclosure by representing, either affirmatively or by omission, that the defects or nonconformities could be seasonably cured, when they knew, or in the exercise of reasonable care, should have known the same to be untrue.
- 51. Defendants further breached the aforesaid duty to disclose by representing, either affirmatively or by omission, that the Vehicle had been properly repaired when, in fact, the Vehicle had not been adequately or properly repaired.
- 52. Defendants made the aforesaid representations, knowing the same to be false or with reckless disregard as to whether they were true or false or, alternatively, innocently but with

the intent that Plaintiffs rely on same.

53. The information conveyed to Plaintiffs concerning the quality of the Vehicle, as outlined specifically, was false.
54. Plaintiffs reasonably and justifiably relied upon the Defendants' representations to their detriment.
55. Defendants benefitted from such reliance.
56. As a result of Defendants' fraud and misrepresentations, Plaintiffs suffered damages, including, but not limited to, monetary loss, consequential and incidental damages, compensatory damages, emotional and mental distress, loss of use, aggravation, anxiety, annoyance and inconvenience.
57. Defendants' conduct constitutes actual fraud, constructive fraud, innocent misrepresentation, and/or negligent misrepresentation.

COUNT VII: COMMON LAW NEGLIGENCE

58. The Plaintiffs incorporate the preceding paragraphs by reference.
59. Plaintiffs delivered the subject vehicle to Dealership Defendant for repair of the defective conditions covered under the express and implied warranties.
60. On each occasion that Plaintiffs returned the Vehicle for repair, Plaintiffs are informed and believe that Defendants attempted to repair the new motor Vehicle pursuant to its obligations under the express and implied warranties and under West Virginia Code § 46A-6A-1, *et seq.*
61. Defendants owed a duty of care to Plaintiffs to perform repairs on the subject vehicle in a good and workmanlike manner within a reasonable time period.
62. Defendants breached this duty.
63. Defendants' repair efforts were performed negligently, carelessly, and recklessly.

64. Nonetheless, when Plaintiffs picked up their vehicle after Defendants repair attempts, Defendants represented to Plaintiffs that the repairs were complete, or that no repairs were necessary.
65. A reasonable merchant in the same or similar circumstances would have performed the repairs in a proper, good and workmanlike fashion.

COUNT VIII: UNCONSCIONABILITY

66. Plaintiffs incorporate the preceding paragraphs by reference.
67. Given the condition of the Vehicle at the time of sale, the purchase price charged and paid for the Vehicle by the Plaintiffs was and is unconscionable.
68. Given the Defendants' conduct, the aforementioned allegations reveal that the subject transaction for the Vehicle was unconscionable or was induced by unconscionable conduct, and Plaintiffs seek relief as follows.

PRAYER

WHEREFORE, Plaintiffs respectfully pray for the following relief:

- a. That the contract involved for the Vehicle be declared canceled by rejection, rescission, or revocation of acceptance;
- b. That the Court enter a declaratory judgment pursuant to West Virginia Code [REDACTED] 1 *et seq.*, declaring the acts of the Defendants to be in violation of the WVCCPA, the Uniform Commercial Code, and/or the Magnuson-Moss Warranty Act;
- c. That the Court enter a permanent injunction against Defendants ordering them to establish an ongoing training program for its employees on the subject of consumer rights in West Virginia;
- d. That Plaintiffs be awarded damages against the Defendants, in an amount to be determined at trial, that fairly and reasonable compensates them for money lost as a


result of Defendants' unlawful acts;

- e. That Plaintiffs be awarded additional damages against the Defendant, in an amount to be determined at trial, that fairly and reasonably compensates them for emotional and mental distress, loss of use, aggravation, anxiety, annoyance and inconvenience suffered as a result of the Defendants' unlawful acts;
- f. That Plaintiffs be awarded consequential and incidental damages against the Defendants, in an amount to be determined at trial;
- g. That Plaintiffs be awarded actual damages or two hundred dollars, whichever is greater, pursuant to West Virginia Code § 46A-6-106 of the West Virginia Consumer Credit and Protection Act;
- h. That Plaintiffs, in addition to any actual damages, be awarded statutory penalties pursuant to West Virginia § [REDACTED], as adjusted for inflation pursuant to West Virginia Code § 46A-5-106 for each violation of the WVCCPA;
- i. That Plaintiffs be awarded punitive damages against the Defendants in an amount to be determined at trial, for the willful, wanton and/or reckless disregard for their legal rights;
- j. That Plaintiffs be awarded their costs—including a reasonable attorney fee—pursuant to West Virginia Code § [REDACTED], West Virginia Code § [REDACTED] the Magnuson-Moss Act, the common law and the general authority of this Court;
- k. That Plaintiffs be awarded any and all additional damages against the Defendants in an amount to be determined at trial;
- l. That Plaintiffs be awarded prejudgment and postjudgment interest on all of the damages, as allowed by law; and
- m. That Plaintiffs be awarded such further and general relief as this Court may deem

appropriate.

PLAINTIFFS DEMAND A JURY TRIAL OF ALL ISSUES SO TRIABLE.

AMBER AND KENNITH LYONS,
By counsel,






Hoyt Glazer, Esq. (WV Bar #6479)
Law Office of Hoyt Glazer, PLLC
618 Tenth Street, Suite 105
Huntington, West Virginia 25701
(681) 204-3914

STATE OF WV

COUNTY OF Kanawha TO-WIT:

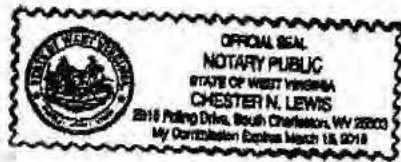
VERIFICATION

I,  after being duly sworn, say that the facts and allegations contained in this Complaint are true, except insofar as they are therein stated to be upon information and belief, and that insofar as they are therein stated, they are believed to be true.

 
PLAINTIFF

Taken, sworn to and subscribed before me this 4 day of November 2015.

My commission expires March 15 2019




Chester N. Lewis
NOTARY PUBLIC

STATE OF WV

COUNTY OF Kanawha, TO-WIT:

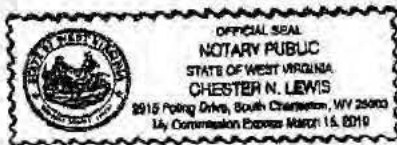
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Chester N Lewis
NOTARY PUBLIC



A

IN THE CIRCUIT COURT OF KANAWHA COUNTY, WEST VIRGINIA

[REDACTED]

PLAINTIFFS,

CIVIL ACTION NO.

v.

FORD MOTOR COMPANY,
A foreign corporation, and
MOSES FORD, INC.,
A West Virginia corporation,

DEFENDANTS.

SUMMONS

To the above-named DEFENDANT:

IN THE NAME OF THE STATE OF WEST VIRGINIA: you are hereby summoned and are required to serve upon **Hoyt Glazer, Plaintiff's attorney**, whose address is: **Law Office of Hoyt Glazer, PLLC, 618 10th Street Suite 105, Huntington, West Virginia 25701** an answer, including any related counterclaim, or any other claim you may have to the complaint filed against you in the above-styled civil action, a true copy of which is herewith delivered to you.

You are required to serve your answer within twenty (20) days after service of this summons upon you, exclusive of the date of service. If you fail to do so, judgment by default will be taken against you for the relief demanded in the complaint and you will be thereafter barred from asserting in another action any claim you may have which must be asserted by counterclaim, or any other claim in the above-styled action.

DATED: Nov 6, 2015

Cathy S. Gatson, Clerk

Clerk of Court

By *CPugh*

IN THE CIRCUIT COURT OF KANAWHA COUNTY, WEST VIRGINIA

copy

[REDACTED],

CIVIL ACTION NO.
JUDGE

2015 NOV
KA [REDACTED]

PLAINTIFFS,

v.

FORD MOTOR COMPANY, a
foreign corporation, and
MOSES FORD, INC., a
West Virginia corporation,

DEFENDANTS.

COMPLAINT

I. INTRODUCTION

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1. Your Plaintiffs, [REDACTED], are husband and wife, and residents of Putnam County, West Virginia; under the West Virginia Consumer and Protection Act ("WVCCPA"), Plaintiffs are "consumers," and "buyers" under the Uniform Commercial Code.
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ALLEGATIONS

5. On or about June 16, 2013, your Plaintiffs entered into a motor vehicle purchase contract with the Dealer for a silver 2013 Ford Explorer (“Vehicle”) with a vehicle identification number 1FMSK8D7DC [REDACTED].
6. Plaintiffs purchased the Vehicle primarily for personal use.
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9. After purchasing the subject Vehicle, Plaintiffs discovered and experienced repeated nonconformities that substantially impaired the use, value and/or safety of the vehicle.