

- A. Declaring acceptance has been properly revoked by Plaintiff and for damages incurred in revoking acceptance;
- B. For a refund of the purchase price paid by Plaintiff for the 2015 F-150;
- C. To cancel Plaintiff's retail installment contract and pay off the balance of the contract;
- D. For consequential, incidental and actual damages;
- E. Costs, interest and attorneys' fees;
- F. To rescind the contract; and
- G. Such other relief this Court deems appropriate.

COUNT IX
BREACH OF IMPLIED WARRANTY UNDER
MAGNUSON-MOSS WARRANTY ACT

82. Plaintiff incorporates herein by reference each and every allegation contained in Paragraphs 1 through 81 as though herein fully stated and realleged.

83. The above-described actions on the part of the Seller and Manufacturer constitute a breach of the implied warranties of merchantability actionable under the Warranty Act, 15 USC 2301(7), 2308, 2310(d)(1) and (2).

WHEREFORE, Plaintiff prays for judgment against Manufacturer and Seller:

- A. Declaring acceptance has been properly revoked by Plaintiff and for damages incurred in revoking acceptance;
- B. For a refund of the purchase price paid by Plaintiff for the 2015 F-150;
- C. To cancel Plaintiff's retail installment contract and pay off the balance of the contract;
- D. For damages caused by the breach of an implied warranty;

- E. For consequential, incidental and actual damages;
- F. For costs, interest and attorneys' fees;
- G. To rescind the contract; and
- H. Such other relief this Court deems appropriate.

JURY DEMAND

Plaintiff demands trial by jury on all issues triable as such.

Respectfully submitted,

CONSUMER LEGAL SERVICES, P.C.

By:

STEVEN S. TOTH P-44487
RONALD J. BOLZ P-43897
CHRISTOPHER A. WINKLER P-57431
Attorneys for Plaintiff
30928 Ford Road
Garden City, MI 48135
(734) 261-4700

Dated: June 21, 2017

3484 North US 31 South | Traverse City, MI 49684
Ph (231) 922-2000 | Toll Free (800) 950-3541
www.foxgrandtraverse.com

(SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS)

15. TOTAL AMOUNT OF AGREEMENT \$ 41508.1

PE18-011 000059 LCPV

MICHIGAN VEHICLE RETAIL INSTALLMENT CONTRACT

DATE 12/01/2015

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)

CREDITOR (Seller Name and Address)

[REDACTED]
Traverse City, MI 49686 GRAND TRAVERSE
N/A

Fox Grand Traverse, LLC
3484 NORTH UNITED STATES 31 SOUTH
TRAVERSE CITY, MI 49684

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described in this contract for cash or on credit. The cash price is shown below as "Total Cash Price." The credit price is shown on page 2 as "Total Sale Price." By signing this contract, you choose to buy the vehicle on credit under the agreements in this contract.

New/Used	Mileage	Year and Make	Model	Vehicle Identification Number	Use For Which Purchased
New	183	2015 Ford	F-150	1FTFX1EG7F[REDACTED]	☒ Personal ☐ Commercial ☐ Agricultural

ITEMIZATION OF AMOUNT FINANCED

1. Cash Price

(a) Vehicle	\$ 45,371.52
(b) Accessories and Installation	\$ N/A
(c) Documentary Fee	\$ 210.00
(d) Sales Tax	\$ 2,735.33
(e) * N/A	\$ N/A
(f) * Service Plan	\$ 2,480.00
(g) * N/A	\$ N/A
(h) * N/A	\$ N/A
(i) * N/A	\$ N/A
(j) * N/A	\$ N/A
Total Cash Price	\$ 50,777.85(1)

2. Down Payment

Third Party Rebate Assigned to Creditor				\$	2,250.00
Cash Down Payment				\$	12,450.00
N/A				\$	N/A
Trade-In				\$	N/A
Year and Make				Gross Allowance	Amount Owng
N/A				\$	N/A

Total Down Payment	\$ 14,710.00(2)
3. Unpaid Balance of Cash Price (1 minus 2)	\$ 36,067.85(3)

4. Amounts paid on your behalf *

To Insurance Companies for:	
Credit Life Insurance	\$ N/A
Credit Disability Insurance	\$ N/A
N/A	\$ N/A
N/A	\$ N/A
N/A	\$ N/A
To N/A for GAP Waiver	\$ N/A
To Public Officials (i) for license (\$ N/A), title (\$ 15.00), & registration (\$ 8.00), fees \$ N/A;	
(ii) for filing fees \$ N/A; (iii) for taxes (not in Cash Price) \$ N/A	
To CVR for Electronic Filing Fee	\$ 23.00
To N/A for N/A	\$ 24.00
To N/A for N/A	\$ N/A
To N/A for N/A	\$ N/A
To N/A for N/A	\$ N/A
To N/A for N/A	\$ N/A
To N/A for N/A	\$ N/A
To N/A for N/A	\$ N/A
To N/A for N/A	\$ N/A
Total	\$ 47.00(4)

5. Amount Financed (3 plus 4)	\$ 36,114.85(5)
-------------------------------	-----------------

* Seller may be retaining a portion of these amounts

0-17621-SI 17621-B-SI (FEB 15)

True and Accurate Completed Copy - UCC Non-Authentic Copy

03/20/2017
13:39:09

HISTORY LISTING

PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 1FTFX1EG7FF [REDACTED]
R.O NO. : [REDACTED] R.O DATE : 01/30/2017 R.O TYPE : Q
MILEAGE : 22354 ADVISOR NO. : 191

JOB NUMBER : 1 OPERATION 00FOZ001 OP. DESC. *Oil & Filter Chg
SALE TYPE : C TECHNICIAN NO(S). 196 520
COMPLAINT : Perform lube, oil, & filter change as recommended. Set tire pressures and top off washer fluid, transmission fluid, p/s fluid, & engine coolant as required.
CAUSE : Recommended Maintenance
CORRECTION : Completed oil & filter change. Lube chassis as required. Set tire pressures & topped off fluids.

JOB NUMBER : 2 OPERATION 00FO99P OP. DESC. *Multipoint Inspect
SALE TYPE : C TECHNICIAN NO(S). 196
COMPLAINT : Complimentary Vehicle Report Card Inspection
CORRECTION : Completed Vehicle Report Card Inspection.
Please See Your Service Advisor About Report Card Results.

JOB NUMBER : 3 OPERATION 00FOZ2GBATT OP. DESC. *Green Battery
SALE TYPE : C TECHNICIAN NO(S). 196
COMPLAINT : MULTIPPOINT BATTERY LOAD TEST
CORRECTION : BATTERY PASSED LOAD TEST WITH MID-TRONICS TESTER

JOB NUMBER : 4 OPERATION 00FOZ2GTIRE OP. DESC. *Green Tire
SALE TYPE : C TECHNICIAN NO(S). 196
COMPLAINT : QCM INSPECTION OF TIRE TREAD DEPTH
CAUSE : 7/32 OR GREATER TREAD DEPTH
CORRECTION : GREEN, TIRES OK AT THIS VISIT

JOB NUMBER : 5 OPERATION 10FO215 OP. DESC. *AIR FILTER
SALE TYPE : C TECHNICIAN NO(S). 196
COMPLAINT : Motorcraft Air Filter, Installed. Excludes diesel vehicles. Taxes extra. See Service Advisor for vehicle applications and details
CAUSE : ROUTINE MAINTENANCE
CORRECTION : Motorcraft Air Filter

COMMENTS : 10% OFF COUPON

R.O NO. : [REDACTED] R.O DATE : 11/01/2016 R.O TYPE : Q
MILEAGE : 15904 ADVISOR NO. : 191

JOB NUMBER : 1 OPERATION 00FOZ001 OP. DESC. *Oil & Filter Chg
SALE TYPE : C TECHNICIAN NO(S). 196
COMPLAINT : Perform lube, oil, & filter change as recommended. Set tire pressures and top off washer fluid, transmission fluid, p/s fluid, & engine coolant as required.
CAUSE : Recommended Maintenance
CORRECTION : Completed oil & filter change. Lube chassis as required. Set tire pressures & topped off fluids.

JOB NUMBER : 2 OPERATION 00FO99P OP. DESC. *Multipoint Inspect
SALE TYPE : C TECHNICIAN NO(S). 196
COMPLAINT : QUALITYCARE COMPLIMENTARY MULTI POINT INSPECTION
PLEASE SEE YOUR REPORT CARD FOR DETAILS
CAUSE : COMPLIMENTARY INSPECTION
CORRECTION : PERFORMED QUALITY CARE INSPECTION
PLEASE SEE REPORT CARD FOR CONDITIONS

JOB NUMBER : 3 OPERATION 00FOZ2GBATT OP. DESC. *Green Battery
SALE TYPE : C TECHNICIAN NO(S). 196
COMPLAINT : MULTIPPOINT BATTERY LOAD TEST
CORRECTION : BATTERY PASSED LOAD TEST WITH MID-TRONICS TESTER

EXHIBIT B

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HISTORY LISTING

PAGE 2

JOB NUMBER : 4 OPERATION 00FOZZGTIRE OP. DESC. *Green Tire
SALE TYPE : C TECHNICIAN NO(S). 196
COMPLAINT : QCM INSPECTION OF TIRE TREAD DEPTH
CAUSE : 7/32 OR GREATER TREAD DEPTH
CORRECTION : GREEN, TIRES OK AT THIS VISIT

R.O NO. : R.O DATE : 05/04/2016 R.O TYPE : Q
MILEAGE : 5269 ADVISOR NO. : 191

JOB NUMBER : 1 OPERATION 00FOZ001 OP. DESC. *Oil & Filter Chg
SALE TYPE : C TECHNICIAN NO(S). 196 193
COMPLAINT : Perform lube, oil, & filter change as recommended. Set tire pressures and top off washer fluid, transmission fluid, p/s fluid, & engine coolant as required.
CAUSE : Recommended Maintenance
CORRECTION : Completed oil & filter change. Lubed chassis as required. Set tire pressures & topped off fluids.

JOB NUMBER : 2 OPERATION 00FO99P OP. DESC. *Multipoint Inspect
SALE TYPE : C TECHNICIAN NO(S). 196
COMPLAINT : QUALITYCARE COMPLIMENTARY MULTI POINT INSPECTION
PLEASE SEE YOUR REPORT CARD FOR DETAILS
CAUSE : COMPLIMENTARY INSPECTION
CORRECTION : PERFORMED QUALITY CARE INSPECTION
PLEASE SEE REPORT CARD FOR CONDITIONS

JOB NUMBER : 3 OPERATION 00FOZZGBATT OP. DESC. *Green Battery
SALE TYPE : C TECHNICIAN NO(S). 196
COMPLAINT : MULTIPPOINT BATTERY LOAD TEST
CORRECTION : BATTERY PASSED LOAD TEST WITH MID-TRONICS TESTER

JOB NUMBER : 4 OPERATION 00FOZZGTIRE OP. DESC. *Green Tire
SALE TYPE : C TECHNICIAN NO(S). 196
COMPLAINT : QCM INSPECTION OF TIRE TREAD DEPTH
CAUSE : 7/32 OR GREATER TREAD DEPTH
CORRECTION : GREEN, TIRES OK AT THIS VISIT

R.O NO. : R.O DATE : 03/30/2016 R.O TYPE : B
MILEAGE : 4342 ADVISOR NO. : 89691

JOB NUMBER : 1 OPERATION 96FOZ OP. DESC. BODY REPAIR
SALE TYPE : I TECHNICIAN NO(S). 834
COMPLAINT : SUBLET REPAIR

COMMENTS : BODY REPAIR/ INTERNAL

R.O NO. : R.O DATE : 02/02/2016 R.O TYPE : S
MILEAGE : 2599 ADVISOR NO. : 866

JOB NUMBER : 1 OPERATION 60FOZ OP. DESC. TRIM
SALE TYPE : I TECHNICIAN NO(S). 769
COMPLAINT : LEFT REAR DOOR STUCK AT TOP AND WILL NOT OPEN HEARD LOUD NOISE BEFORE FIRST VISIT THEN CONCERNS WITH DOORS STARTED HAPPENING
CORRECTION : BODYSHOP INSPECTED WITH SERVICE SUBLET TO B/S

JOB NUMBER : 2 OPERATION 60FOZ03 OP. DESC. Exterior Body/Trim
SALE TYPE : I TECHNICIAN NO(S). 769
COMPLAINT : RIGHT REAR DOOR NOT OPENING AT TIMES SEE HISTORY CK ALL DOORS
CORRECTION : SUBLET TO B/S

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13:39:09

HISTORY LISTING

PAGE 3

JOB NUMBER : 3 OPERATION 70FOZ03 OP. DESC. *Rental Vehicle
SALE TYPE : I TECHNICIAN NO(S). 769
COMPLAINT : Rental Vehicle Requested By Customer
CORRECTION : Rental Vehicle Supplied To Customer And Returned by Customer

COMMENTS : BODY REPAIR/ WARRANTY

R.O NO. : R.O DATE : 01/20/2016 R.O TYPE : B
MILEAGE : 1905 ADVISOR NO. : 89691

JOB NUMBER : 1 OPERATION 96FOZ
SALE TYPE : W TECHNICIAN NO(S). 100 OP. DESC. BODY REPAIR
COMPLAINT : P18 LOANER VEHICLE
CORRECTION : P18 LOANER FOR CUSTOMER SATISFACTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 2 OPERATION 96FOZ01 OP. DESC. GENERAL BODY REPAIR
SALE TYPE : W TECHNICIAN NO(S). 100
COMPLAINT : CUSTOMER STATES LEFT REAR DOOR IS OUT OF ALIGNMENT AND RUBBING AGAINST LEFT UNI SIDE STRUCTURE, UPPER LATCH STRIKER IS BENT
CAUSE : LEFT REAR DOOR NOT PROPERLY ALIGNED AND IS RUBBING AGAINST LEFT UNI SIDE, R&I REAR BUMPER, BEDLINER, BOX, REAR DOOR W/STRIP APPLIQUE, BELT MLDG, PARTIAL REMOVAL OF SEATBELT TO ADJUST DOOR HINGE, R&I SCUFF PLATE, REAR PILLAR TRIM, REPLACED UPPER STRIKER DOOR WILL NOT ALIGN WITH NEW STRIKER, HAD TO R&I BOTH LEFT DOORS, DETRIMMED LEFT UNISIDE FOR CAB MEASUREMENTS, MEASURED 11 LOCATIONS FOR CAB MEASUREMENTS TO ENSURE CAB WAS NOT OUT OF FORD SPEC BEFORE CONTINUING FURTHER, ALIGNED BOTH LEFT DOORS TO FRONT FENDER AND UNISIDE, MISALIGNMENT SCRAPPED PAINT OFF LEFT REAR DOOR AND LEFT CAB, REPAIRED, CLEANED, PREPPED, SANDED LEFT REAR DOOR AND CAB SIDE, MASKED, PRIMED, METAL ETCHD BARE ALUMINUM, PREPPED FOR REFINISH, COLOR TINT, SEAL, BASECOAT CLEARCOAT, WETBAND, BUFF PANELS. REASSY ALL REMOVED TRIM. ROADTEST TO VERIFY NO WINDNOISE, ALL GOOD. B. TIME FOR MEASUREMENTS OF CAB AND ALSO FOR REPAIRS NEEDED TO PAINT.
CORRECTION : DETRIM LEFT REAR DOOR ASSEMBLY AND REPAIR/REFINISH, DETRIM LEFT UNI SIDE REPAIR/REFINISH, REPLACE LEFT REAR UPPER LATCH ASSEMBLY

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

COMMENTS : BODY REPAIR/ WARRANTY

R.O NO. : R.O DATE : 01/11/2016 R.O TYPE : S
MILEAGE : 1735 ADVISOR NO. : 866

JOB NUMBER : 1 OPERATION 60FOZ03 OP. DESC. Exterior Body/Trim
SALE TYPE : W TECHNICIAN NO(S). 769
COMPLAINT : RIGHT REAR DOOR WILL NOT OPEN AT TOP
CORRECTION : VERIFIED. REMOVE TRIM PANEL FROM INSIDE. INSPECT AND FOUND RELEASE CABLE NOT ATTACHED TO HANDLE. INSTALL AND VERIFY CABLE STAYS. CONFIRM OPERATION.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 2 OPERATION 51FOZ OP. DESC. *Minor Electrical
SALE TYPE : W TECHNICIAN NO(S). 769
COMPLAINT : RIGHT FRONT WINDOW WILL NOT GO DOWN
CORRECTION : VERIFIED. REMOVE TRIM PANEL. FOUND REAR WINDOW RUN OBSTRUCTING GLASS, ADJUST REAR RUN AND RETEST. WINDOW OPERATION IS NORMAL.

03/20/2017
13:39:09

HISTORY LISTING

PAGE 4

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
JOB NUMBER : 3 OPERATION 60FOZ01 OP. DESC. INT TRIM CONCERN
SALE TYPE : I TECHNICIAN NO(S). 769
COMPLAINT : LEFT REAR DOOR WILL NOT SHUT AT TIMES
CORRECTION : COULD NOT DUPLICATE. INSPECT LATCHES AND HINGES. ALL LOOK OK.

JOB NUMBER : 4 OPERATION 51FOZ1 OP. DESC. *Keypad Code
SALE TYPE : I TECHNICIAN NO(S). 769
COMPLAINT : Customer Requests Key Pad Code Retrieval
-Requires Drivers License & Registration Verification
WANTS CODE 08066
CAUSE : Per Customer Request
CORRECTION : RETRIEVE 71711. SET TO 08066.

JOB NUMBER : 5 OPERATION 51FOZ02 OP. DESC. BODY ELECT CONCERN
SALE TYPE : I TECHNICIAN NO(S). 769
COMPLAINT : PLEASE TURN OFF AUTO BRIGHT LIGHTS AND RUNNING LIGHTS COMING ON WHEN WASHING
CORRECTION : DEACTIVATE AUTO HIGH BEAM. RAN WATER ON VEHICLE, COULD NOT DUPLICATE.

R.O NO. : 439063 R.O DATE : 12/01/2015 R.O TYPE : P
MILEAGE : 160 ADVISOR NO. : 473

JOB NUMBER : 1 OPERATION 90FOZ02 OP. DESC. *NC Detailing
SALE TYPE : I TECHNICIAN NO(S). 833
COMPLAINT : Ford/Lincoln/Mercury Clean For Delivery
CAUSE : Requested By Sales Manager
CORRECTION : Completed Requested Service

JOB NUMBER : 2 OPERATION 90FOZ03 OP. DESC. *PolySteel Protect
SALE TYPE : I TECHNICIAN NO(S). 833
COMPLAINT : Perform Interior and Exterior PolySteel Protection
CORRECTION : Completed PolySteel Application Process and Prepared Vehicle for Customer Delivery

COMMENTS : MARTY, TUE SPOT DELIVERY

R.O NO. : R.O DATE : 11/02/2015 R.O TYPE : P
MILEAGE : 160 ADVISOR NO. : 473

JOB NUMBER : 1 OPERATION 90FOZ02 OP. DESC. *NC Detailing
SALE TYPE : I TECHNICIAN NO(S). 920
COMPLAINT : Perform Clean For Showroom
CAUSE : Requested By Sales Manager
CORRECTION : Completed Requested Service

R.O NO. : R.O DATE : 09/26/2015 R.O TYPE : S
MILEAGE : 160 ADVISOR NO. : 198

JOB NUMBER : 1 OPERATION 10FOZ06 OP. DESC. *CHECK ENGINE LIGHT
SALE TYPE : W TECHNICIAN NO(S). 451
COMPLAINT : CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON, PERFORM ELECTRONIC ENGINE DIAGNOSIS & ADVISE
CAUSE : FAILED BANK 1 AND 2 CATALYST
CORRECTION : VERIFIED CEL ON. RETRIEVED DTCS P0430 AND P0420. PERFORMED PPT HF. CLEARED DTCS. FILLED VEHICLE WITH KNOWN GOOD FUEL. PERFORMED CATALYST MONITOR DRIVE CYCLE. BOTH CODES RETURNED. CONTACTED HOTLINE DUE TO LOW VEHICLE MILEAGE. NO LEAN OR RICH CONDITIONS FOUND. NO CONSUMPTION OF OIL OR COOLANT FOUND. REMOVED AND REPLACED BOTH CATALYTIC CONVERTERS.

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13:39:09

HISTORY LISTING

PAGE 5

CLEARED DTCS. PERFORMED CATALYST MONITOR DRIVE CYCLE AGAIN.
MONITOR PASSES. OPERATION CHECKS OKAY.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

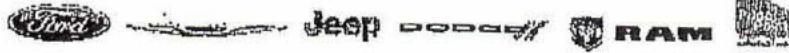
JOB NUMBER : 2 OPERATION 85FQZ04 OP. DESC. RUNNING BOARDS
SALE TYPE : I TECHNICIAN NO(S). 451
COMPLAINT : INSTALL RUNNING BOARDS
CORRECTION : RUNNING BOARDS INSTALLED

R.O NO. : R.O DATE : 04/16/2015 R.O TYPE : S
MILEAGE : 12 ADVISOR NO. : 473

JOB NUMBER : 1 OPERATION 75FQZ
SALE TYPE : I TECHNICIAN NO(S). 951 OP. DESC. *NEW CAR PREP
COMPLAINT : PREP VEHICLE
CORRECTION : NEW VEHICLE PREP COMPLETED

BILL MARSH

Kalkaska



Bill Marsh Ford Chrysler Dodge Jeep Ram
Phone: (231) 258-9192 | Fax: (231) 258-4383
Email: service@billmarsh.com | Facility # F161923

Site Address:
408 West Mile Rd.
Kalkaska, MI 49646

Mailing Address:
PO Box 6647
Traverse City, MI
49646-6647

Promised: 01/13/2017 5:00:00 PM

REPRINT

Fleet:
Tag #:

Cashiered Date: 01/17/2017 3:12:39 PM

* Service Invoice Customer Copy *

SO #:

Page 1

Customer No:	Advisor: James Marsh	Invoice Date: 01/17/2017	Term: CASH
Traverse City, MI	License No	Odometer In	Odometer Out
Home: (000) 000-0000	21471	21473	Delivery Date
Cell: (000) 000-0000 Today	Year Make	Model	Stock No
Email:	2015 FORD	F-150	Color
	Vehicle ID No	Selling Dealer	SO Date
	1FTFX1EG7FF		01/13/2017
	Engine Size	3.5L V6 ECOBOOST	Fleet#

Request/Concern	Type	CSR#	Amount
1 2000 CS THAT ALL OF THE DOORS WILL NOT ALWAYS CLOSE IN COLD WEATHER. CHECK FOR TSB AND ADVISE. DOOR ADJAR LIGHT WILL RANDOMLY COME ON WHILE DRIVING			
2000 CS THAT ALL OF THE DOORS WILL NOT ALWAYS CLOSE IN COLD WEATHER. CHECK FOR TSB AND ADVISE	W	2993	
0 FL3Z 1521979 C SHIELD - DOOR LOCK	WR		
0 FL3Z 1521978 C SHIELD - DOOR LOCK	WR		
0 FL3Z 1521852 AB ROD	WR		
0 W714972 S300 CLIP	WR		
0 FL3Z 1521853 AB ROD	WR		
0 XL 5 A GREASE - CHASSIS LUBRICATION	WR		
Technician 3065 Mark Hanna M127012			

Correction: PARTS ORDERES AS PER TSB 16-0155 Request Total 0.00

PARTS ARE ON BACK ORDER. PER FORD, PARTS ARE EXPECTED TO BE AVAILABLE ON 3-31-2017. CLOSING RO, NEW RO WILL BE CREATED WHEN PARTS ARRIVE

2 2000 CS WHILE BACKING UP, THE MONITOR SYSTEM WILL TELL HIM THERE IS AN OBSTRUCTION ON HIS LEFT SDIE WHEN THERE IS NOT ANYTHING BEHIND HIM			
2000 CS THAT THE REAR BLIND SPOT MONITORING SYSTEM IS NOT WOKRING ALL THE TIME.	W	2993	
Technician 3065 Mark Hanna M127012			

Correction: NO DTC'S STORED, CLEANED SENSORS AND CHECKED OPERATION Request Total 0.00

3 RENTAL RENTAL			
RENTAL RENTAL	W	2993	
SUBLET THRIFTY BILL MARSH AUTO RENTAL/KF SERVICE SUBLET REPAIRS	WSUB	2993	
Technician 3065 Mark Hanna M127012			

ACCEPTANCE OF ESTIMATE AND STATEMENT OF DISCLAIMER: I HEREBY AUTHORIZE THE REPAIR WORK SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS 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. I HEREBY GRANT YOU AND YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED FOR THE PURPOSES OF TESTING AND/OR INSPECTION. FURTHERMORE I UNDERSTAND THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE GOODS AND SERVICES PROVIDED AND THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE WITH REGARD TO LABOUR PROVIDED AND PARTS INSTALLED. TO THE EXTENT A CLAIM FOR NEGLIGENCE REPAIR IS MADE AGAINST DEALER I UNDERSTAND DEALER SHALL BE LIMITED TO REPAIR AND/OR REPLACEMENT OF THE PART AND/OR ACCESSORY. DEALER SHALL NOT BE LIABLE FOR DIRECT OR INDIRECT, EXEMPLARY, PUNITIVE OR OTHER CONSEQUENTIAL DAMAGES. NO EMPLOYEE OF DEALER MAY MODIFY, CHANGE, ALTER OR ASSUME LIABILITY FOR DEALER WITH REGARD TO THE WORK PERFORMED OR THE PARTS PROVIDED. I UNDERSTAND THE CUSTOMER LABOUR RATE STATED ABOVE IS BASED A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED. FURTHERMORE I ACKNOWLEDGE THAT 10% OF THE TOTAL LABOUR COST IS INCLUDED (MAXIMUM \$25.00) FOR SHOP SUPPLIES USED ON THE REPAIR VEHICLE.

CUSTOMER SIGNATURE

BILL MARSH
Kalkaska



Bill Marsh Ford Chrysler Dodge Jeep Ram
Phone: (231) 258-9192 | Fax: (231) 258-4383
Email: service@billmarsh.com | Facility # F161923

Site Address:
408 West Mile Rd.
Kalkaska, MI 49646

Mailing Address:
PO Box 6647
Traverse City, MI
49646-6647

PRIORITY: 0
Promised: COMEBACK

**REPRINT
WORK ORDER**

SHOP: K1 Fleet Type: Printed: 03/20/2017 1:30:51 PM Page: 1

Customer No:	Adylor: James Marsh	Date : 03/08/2017	Time: 9:24 AM	SO #:
Traverse City, MI	License No	Odometer In	Delivery Date	InServ Date
Today:	2016	FORD	F-150	Model No
Home:	Vehicle ID No	Selling Dealer	Extended Warranty	Location
Cell:	1FTFX1EG7FF	Engine Size	3.5L V6 ECOBOOST	Fleet#
Email:				

Request/Concern
1 2000

CS AFTER THE TSB WAS DONE FOR FREEZING
DOOR LATCHES, THE DRIVER FRONT DOOR
WILL NOT LATCH IN COLD TEMPS IT WILL
BOUNCE BACK ONCE YOU TRY AND CLOSE IT.

Tech
3065
Type
W

Request/Concern
2 2000

CS THE REAR DOOR LATCHES ON THE BOTTOM
ARE NOT CLOSING.

Tech
3065
Type
W

Added Operation

Request/Concern
3 2000

CS THEY WOULD LIKE FORD TO PAY A VEHICLE
PAYMENT OF 577.52

Tech
Type
W

Added Operation

Request/Concern
4 2000

CS THAT AT 15MPH OR LESS THERE IS A
WHISTLING NOISE PRESENT., CUSTOMER IS
UNSURE WHERE ITS COMING FROM .

Tech
3065
Type
W

Added Operation

ACCEPTANCE OF ESTIMATE AND STATEMENT OF DISCLAIMER: I HEREBY AUTHORIZE THE REPAIR WORK SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS 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. I HEREBY GRANT YOU AND YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED FOR THE PURPOSES OF TESTING AND/OR INSPECTION. FURTHERMORE I UNDERSTAND THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE GOODS AND SERVICES PROVIDED AND THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE WITH REGARD TO LABOUR PROVIDED AND PARTS INSTALLED. TO THE EXTENT A CLAIM FOR NEGLIGENCE REPAIR IS MADE AGAINST DEALER I UNDERSTAND DEALER SHALL BE LIMITED TO REPAIR AND/OR REPLACEMENT OF THE PART AND/OR ACCESSORY. DEALER SHALL NOT BE LIABLE FOR DIRECT OR INDIRECT, EXEMPLARY, PUNITIVE OR OTHER CONSEQUENTIAL DAMAGES. NO EMPLOYEE OF DEALER MAY MODIFY, CHANGE, ALTER OR ASSUME LIABILITY FOR DEALER WITH REGARD TO THE WORK PERFORMED OR THE PARTS PROVIDED. I UNDERSTAND THE CUSTOMER LABOUR RATE STATED ABOVE IS BASED A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED. FURTHERMORE I ACKNOWLEDGE THAT 10% OF THE TOTAL LABOUR COST IS INCLUDED (MAXIMUM \$25.00) FOR SHOP SUPPLIES USED ON THE REPAIR VEHICLE.

CUSTOMER SIGNATURE

BILL MARSH

Kalkaska



Jeep

Dodge

RAM



Bill Marsh Ford Chrysler Dodge Jeep Ram

Phone: (231) 258-9192 | Fax: (231) 258-4383
Email: service@billmarsh.com | Facility # F161923

Site Address:
408 West Mille Rd.
Kalkaska, MI 49646

Mailing Address:
PO Box 6647
Traverse City, MI
49646-6647

PRIORITY: 0
Promised: COMEBACK

REPRINT
WORK ORDER

SHOP: K1 Fleet Type: Printed: 03/20/2017 1:30:51 PM Page: 2

Customer No:	Advisor: James Marsh	Date : 03/06/2017	Time: 9:24 AM	SO #:
Traverse City, MI	License No	Odometer In	Delivery Date	InServ Date
	23911	00/00/0000	00/00/0000	Stock No
Today:	Year	Make	Model	Model No
Home:	2015	FORD	F-150	X1E
Cell: (000) 000-0000	Vehicle ID No	Selling Dealer	Extended Warranty	Location
Email:	1FTFX1EG7FF			
	Engine Size	3.5L V6 ECOBOOST	Fleet#	

Service History

Date Out	SO#	MileOut	OP Code	Description	Tech	CSR
03/02/2017	23821	2000		CS THAT THE TAILGATE WILL OPEN ON IT OWN WHILE DRIVING	3065	2993
03/02/2017	23821	2000		CUSTOMER STATES: AT TIMES, THE BACK-UP TONES WILL BE A SOLID TONE WHEN THERE IS NOTHING BEHIND TRUCK	3065	2993
03/02/2017	23821	2000		CUSTOMER STATES: THAT THERE SEEMS TO BE EXCESSIVE WIND NOISE ON DRIVERS SIDE DOOR	3065	2993
03/02/2017	23821	2000		CUSTOMER STATES: THE DOORS WONT OPEN IN FREEZING TEMPS.	3065	2993
01/17/2017	21473	2000		CS THAT AT TIMES THE REAR TAILGATE WILL NOT CLOSE, HAS COME OPEN WILL DRIVING	3065	2993

ACCEPTANCE OF ESTIMATE AND STATEMENT OF DISCLAIMER: I HEREBY AUTHORIZE THE REPAIR WORK SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS 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. I HEREBY GRANT YOU AND YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED FOR THE PURPOSES OF TESTING AND/OR INSPECTION. FURTHERMORE I UNDERSTAND THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE GOODS AND SERVICES PROVIDED AND THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR USE WITH REGARD TO LABOUR PROVIDED AND PARTS INSTALLED. TO THE EXTENT A CLAIM FOR NEGLIGENCE REPAIR IS MADE AGAINST DEALER I UNDERSTAND DEALER SHALL BE LIMITED TO REPAIR AND/OR REPLACEMENT OF THE PART AND/OR ACCESSORY. DEALER SHALL NOT BE LIABLE FOR DIRECT OR INDIRECT, EXEMPLARY, PUNITIVE OR OTHER CONSEQUENTIAL DAMAGES. NO EMPLOYEE OF DEALER MAY MODIFY, CHANGE, ALTER OR ASSUME LIABILITY FOR DEALER WITH REGARD TO THE WORK PERFORMED OR THE PARTS PROVIDED. I UNDERSTAND THE CUSTOMER LABOUR RATE STATED ABOVE IS BASED A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED. FURTHERMORE I ACKNOWLEDGE THAT 20% OF THE TOTAL LABOUR COST IS INCLUDED (MAXIMUM \$25.00) FOR SHOP SUPPLIES USED ON THE REPAIR VEHICLE.

CUSTOMER SIGNATURE

BILL MARSH
Kalkaska



Bill Marsh Ford Chrysler Dodge Jeep Ram
Phone: (231) 258-9192 | Fax: (231) 258-4383
Email: service@billmarsh.com | Facility # F161923

Site Address:
408 West Mile Rd.
Kalkaska, MI 49646

Mailing Address:
PO Box 6647
Traverse City, MI
49646-6647

Promised: 04/11/2017 5:00:00 PM

** In Progress **



Page 2

Fleet:
Tag #:

* Service Invoice Customer Copy *

SO #: [REDACTED]

Customer No: [REDACTED]	Advisor: James Marsh	Invoice Date: 04/11/2017	Term: CASH
[REDACTED]	License No	Odometer In 25656	Odometer Out 25658
Traverse City, MI [REDACTED]	Year 2015	Make FORD	Model F-150
Home: [REDACTED] Bus: (000) 000-0000	Vehicle ID No	Selling Dealer	Model No X1E
Cell: (000) 000-0000 Today: [REDACTED]	1FTFX1EG7FF [REDACTED]	SO Date 04/11/2017	InServ Date
Email: [REDACTED]	Engine Size 3.5L V6 ECOBOOST	Fleet#	Location

Request/Concern	Type	CSR#	Amount
4 RENTAL RENTAL			
RENTAL RENTAL	W	2993	
Cause: 1 DAY			

Request Total	0.00
LABOR	\$0.00
PARTS	\$0.00
SUPPLIES	\$0.00
SUBTOTAL	\$0.00
TAX	\$0.00
TOTAL INVOICE	\$0.00

ACCEPTANCE OF ESTIMATE AND STATEMENT OF DISCLAIMER: I HEREBY AUTHORIZE THE REPAIR WORK SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS 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. I HEREBY GRANT YOU AND YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED FOR THE PURPOSES OF TESTING AND/OR INSPECTION. FURTHERMORE I UNDERSTAND THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE GOODS AND SERVICES PROVIDED AND THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY OF FITNESS FOR USE WITH REGARD TO LABOUR PROVIDED AND PARTS INSTALLED, TO THE EXTENT A CLAIM FOR NEGLIGENCE REPAIR IS MADE AGAINST DEALER I UNDERSTAND DEALER SHALL BE LIMITED TO REPAIR AND/OR REPLACEMENT OF THE PART AND/OR ACCESSORY. DEALER SHALL NOT BE LIABLE FOR DIRECT OR INDIRECT, EXEMPLARY, PUNITIVE OR OTHER CONSEQUENTIAL DAMAGES. NO EMPLOYEE OF DEALER MAY MODIFY, CHANGE, ALTER OR ASSUME LIABILITY FOR DEALER WITH REGARD TO THE WORK PERFORMED OR THE PARTS PROVIDED. I UNDERSTAND THE CUSTOMER LABOUR RATE STATED ABOVE IS BASED A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED. FURTHERMORE I ACKNOWLEDGE THAT 10% OF THE TOTAL LABOUR COST IS INCLUDED (MAXIMUM \$25.00) FOR SHOP SUPPLIES USED ON THE REPAIR VEHICLE.

CUSTOMER SIGNATURE

RONALD J. BOLZ
CHRISTOPHER M. LOVASZ
STEVEN S. TOTH
CHRISTOPHER A. WINKLER

CONSUMER
Legal
Services, P.C.
ATTORNEYS AND COUNSELORS
www.LemonAuto.com

30928 FORD ROAD
GARDEN CITY, MI 48135
(734) 261-4700
FAX (734) 261-4737

June 15, 2017

Fox Grand Traverse, LLC
c/o Monica R. Sekulich
200 Ottawa Ave. NW, Ste. 800
Grand Rapids, MI 49503

Ford Motor Company
c/o The Corporation Company
40600 Ann Arbor Rd. E, Suite 201
Plymouth, MI 48170

RE: **2015 Ford F-150**
VIN: 1FTFX1EG7FF [REDACTED]

To Whom it May Concern:

Please be advised that I represent [REDACTED] regarding the sale of the above-referenced vehicle purchased at Fox Grand Traverse, LLC on or about December 1, 2015. Mr. [REDACTED] pursuant to the Michigan Uniform Commercial Code, which covers breach of express and implied warranties, revocation of acceptance and other rights and remedies, the Michigan New Motor Vehicle Warranties Act (commonly referred to as the "Lemon Law"), the Federal Magnuson-Moss Warranty Act and other rights and remedies, does hereby revoke acceptance of the 2015 Ford F-150, and is prepared to file suit to effect revocation of acceptance, cancellation of the sale, return of the vehicle, and payment to him of all monies expended, putting him back in the position he was prior to the contract.

Mr. [REDACTED] intends to hold Fox Grand Traverse, LLC and Ford Motor Company liable for all other foreseeable damages due to the nonconforming vehicle and breach of warranty, including attorneys' fees incurred with enforcing his rights pursuant to the following: M.C.L.A. 440.2313, M.C.L.A. 440.2314, 15 USC 2310(d)(2), M.C.L.A. 257.1407(2), M.C.L.A. 440.2715(1), [REDACTED] v. Dick Loehr's, 100 Mich App 543; 299 NW2d 69 (1980).

EXHIBIT C

Fox Grand Traverse, LLC
Ford Motor Company
June 15, 2017
Page Two

Since the date Mr. [REDACTED] took delivery, the 2015 Ford F-150 has been in for repairs on numerous occasions and been out of service due to defects for an excessive amount of time. If you do not contact us in writing within 7 days of this letter and acknowledge your breach of warranties and sale of a nonconforming good, we will bring an action seeking all remedies available under the law.

If I do not hear from you within 7 days, I will assume that you refuse to acknowledge your breach of warranty and the nonconforming nature of the vehicle. Please be advised that if you do not allow return of the vehicle, my client will be forced to continue to use the vehicle to mitigate his damages. However, if you wish for Mr. [REDACTED] to discontinue use of the vehicle and thereby increase his damages, please advise me in writing immediately. If I do not hear otherwise, I will assume that you authorize his continued use of the vehicle to minimize his damages.

Please be advised that we are asserting an attorney's lien on any and all proceeds in this matter. All further communications with Mr. [REDACTED] must be directed through my office.

Thank you for your anticipated cooperation.

Very truly yours,

CONSUMER LEGAL SERVICES, P.C.

[REDACTED]
Steven S. Toth, Esq. [REDACTED]

SST/klw

cc: [REDACTED]



Case Print Report

Case Number CAS- [REDACTED]

Case Opened Date 4/26/2018 10:02 AM

Case Closed Date 4/26/2018 10:44 AM

Case Status Resolved

Case Last Modified 4/26/2018 10:44 AM

Responsible Team Tier 1 Inbound

Case Classification Legal > Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect > Insurance Company Contacted/ settlement > Requests Financial Assistance

Customer Name [REDACTED]

Customer Number [REDACTED]

[REDACTED]

BALLSTON SPA NY [REDACTED]

Email [REDACTED]M

Dealer New Country Ford, Inc.

VIN 1FTFW1EG3GF [REDACTED]

Year 2016 **Make** FORD

Model F-SERIES **Body Style** W1E - F150 4X4 CREWCAB
STYLESIDE

Symptom

Level 1 Fit/Finish/Body

Level 2 Body Panels

Level 3 Tailgate

Level 4 Loose/Attachment

Case Print Report

Case Number CAS- [REDACTED]

Agent Name	Note Created On
Happy Villanueva	4/26/2018 10:06 AM

CUST SAYS:

cust having problems with tail gate, an accident happened the tail gate fail and hit another car and right when he make a turn the tail gate fail and suddenly hit the car. now the car that was being hitted needs to be repair the door repiar cost is around \$552. cust already called his insurance company and as per the insurance company cust need to call fmc in regards to the accident.

PER CUST, DLR SAYS:

n/a

CRC ADVISED:

1. Has the customer filed a claim with their insurance company?

-No. but he already contatced the insurance

2. If a claim has been filed with their insurance company, what is the status of the claim?

3. Is the vehicle repairable?

4. Were any injuries

sustained? If yes, provide the first and last name of all injured parties.

-No

5. What are you seeking from Ford Motor Company?

-he wants to be paid back since this is not his fault

6. What was the date of the accident?

7. What product defect is alleged to have caused the accident?

8. What is the city and state where the accident occurred?

9. Was a police report filed?

10. If a police report was filed, what were the findings?

11. What is the police report number and in what city and county was the report filed?

12. What is the name and address of the customer's attorney (Ask this question only if the customer mentions they have sought/retained an attorney)?

13. What mailing address would you like our Office of General Council to send your written response to (Document the full address)?

additional notes:

to next rep please complete the template because cust will be calling us back. this will be a legal concern and cust is requesting for a financial assistance since there's an accident happened.

Case Print Report

Case Number CAS- [REDACTED] - [REDACTED]

Rafeal Peterson

4/26/2018 10:41 AM

CUST SAYS: Got a case number was going to call back when i got home , Had issue with tail gate , CAS- [REDACTED] I was making a turn and the tailgate came down and a bucket came out and hit a car , insurance doesn't want to touch it cause its a ford problem so i had to pay out of pocket to get the woman's car fixed so i want my money back , this is a known problem with Ford and its all online.

PER CUST ; DLR SAYS: N/A

AGENT ADVISED: I will forward your information to Ford's Office of the General Counsel. You should receive a written response within 15 Days business days to your concern.

Rafeal Peterson

4/26/2018 10:44 AM

ACCIDENT/INJURY TEMPLATE

1. Has the customer filed a claim with their insurance company?

-Yes

2. If a claim has been filed with their insurance company, what is the status of the claim? Closed

3. Is the vehicle repairable? Yes

4. Were any injuries

sustained? If yes, provide the first and last name of all injured parties.

-No

5. What are you seeking from Ford Motor Company?

-he wants to be paid back since this is not his fault

6. What was the date of the accident? 2/21/18

7. What product defect is alleged to have caused the accident? The tailgate

8. What is the city and state where the accident occurred? HOOSICK FALLS , NY

9. Was a police report filed? No

10. If a police report was filed, what were the findings? N/A

11. What is the police report number and in what city and county was the report filed? N/A

12. What is the name and address of the customer's attorney (Ask this question only if the customer mentions they have sought/retained an attorney)? N/A

13. What mailing address would you like our Office of General Council to send your written response to (Document the full address)? [REDACTED] BALLSTON SPA NY

Case Print Report

Case Number CAS- [REDACTED]

Activity Modified By	Activity Last Modified	Activity Type	Activity Subject
Happy Villanueva	4/26/2018 10:02 AM	phonecall	CALL From - T2474#1
Rafeal Peterson	4/26/2018 10:29 AM	phonecall	CALL From - [REDACTED]
Rafeal Peterson	4/26/2018 10:44 AM	fmc_closecase	Close Case
Rafeal Peterson	4/26/2018 10:44 AM	incidentresolution	Case Resolution

From: [Ordcalp, F \(F.\)](#)
To: [Clark, Jessica \(J.E.\)](#)
Subject: FW: Dealer/Fleet Request for OGC Review
Date: Wednesday, May 09, 2018 2:23:46 PM

From: DCPFORM, FMCDealer (.)
Sent: Wednesday, May 9, 2018 2:23:44 PM (UTC-05:00) Eastern Time (US & Canada)
To: Ordcalp, F (F.)
Cc: kconroy@newcountry.com
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: New Country Ford, Inc.
Requesting Dealer Fleet: new country ford
PA Code: 20551
Contact Person: kurt conroy
Title: service manager
Phone Number: 518-584-7272
Fax Number:
Email: kconroy@newcountry.com
Region: northeast
Address: 3002 rt 50
City: saratoga springs
State: New York
Zip Code: 12866

CUSTOMER VEHICLE INFORMATION:

Warranty Start Date: 5/21/16
Vehicle Year: 2016
Vehicle Model: f150
Vehicle VIN: 1FTFW1EG3GF [REDACTED]
Mileage: 45704
customer Fleet Name: [REDACTED]
Street Address: [REDACTED]
City : malta
State : New York
Zip Code : [REDACTED]
Home Phone: [REDACTED]
Work Phone: unknown
Customer Region: northeast

DETAILS OF INCIDENT:

Accident
Date of Incident: 2018-02-21
County incident occurred: hoosick falls,ny
Is customer alleging a component defect CAUSED the incident? YES

Details: tailgate came open on its own

Was a police report filed? NO

Details :

Has the insurance company been contacted? YES

Insurance company advised: repair door

Insurance company contact information: unknown

Coach builder: no conversion

City :

State :

Zip Code :

Vehicle Location: customer has truck

Attorney information:

CVO Contact:

Resolution Customer is seeking: financial reimbursement. approx.552.00 dollars according to fmc360 case

Comments: this is all the info we have concerning this. as to whether or not repairs were made I do not know.

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

Copyright 2018 Ford Motor Company



OGC Lit
Product Claims

Ford Motor Company
15031 Commerce Drive S
Dearborn, MI 48120

JUL 27 2018

CONSUMER AFFAIRS SECTION
2018 JUL 25 AM 9:31

P.L.

CEO OFFICE 18 JUL 25 AM 11:08

Mr. James Hackett,

I regretfully am contacting your team with direction on how to rectify an issue. My name is [REDACTED] this my third Ford Pick-up and I have had no complaints prior to this. I did research on line some feedback on FORD ENTHUSIASTS and found that others have experienced the same issue.

What I have experienced is while driving the vehicle the tailgate releases and comes down on its own. I was traveling down the highway and this happened resulting in the tailgate hitting my trailer hitch causing damage to both the trailer and the tailgate.

The fords I have owned in the past had this issue and the suggestion given to me was to dis-assemble the wiring to the automatic tail gate. I do not wish to do that as it is a function of the vehicle that should operate correctly. Also, I take excellent care of my vehicles and the truck could be harmed by allowing dis-assembling of wiring, not to mention my lease agreement.

My 2018 F150 Lariat, the tailgate releases when the truck is in motion. It does not alarm me that the tailgate has opened. This malfunction has now caused damage that I was hoping to get paid for by the dealership. I returned to New Country Ford, 3002 Route 50 Saratoga Springs NY 12866 (see the attachment). They took the truck for three days and I was advised they will not be paying for the damage since the tailgate is not releasing while on their lot. It was explained to me that they drove the truck and without seeing it themselves they cannot support that this is happening.

I was directed to Ford Headquarters to dispute my complaint. They advised if Ford Motors agreed to pay for the damage they would then complete the repairs. The truck damage would not be quoted by the dealer and my trailer damages were approximately \$400.00.

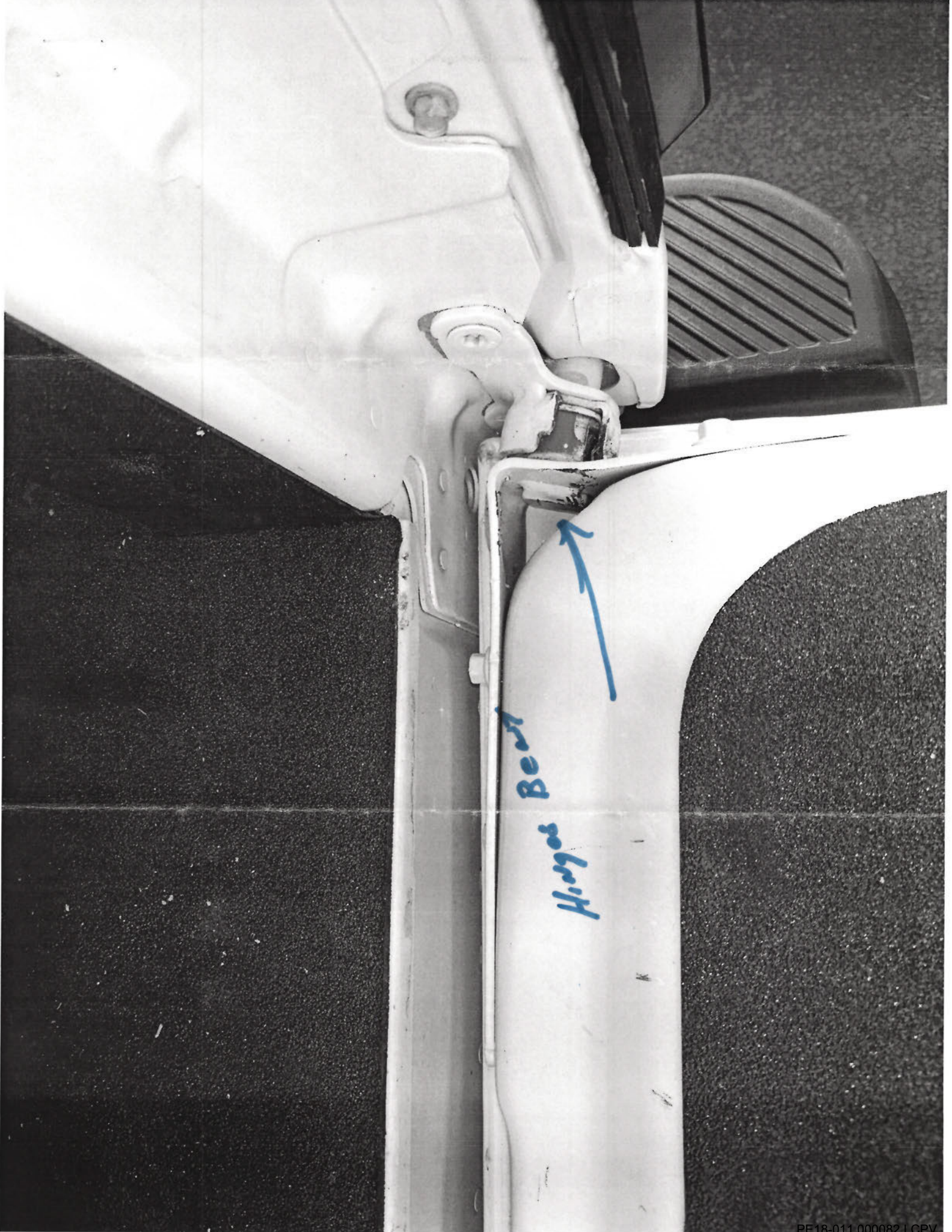
I appreciate your time and look forward to hearing from you. I can be contacted at [REDACTED] or by email [REDACTED]

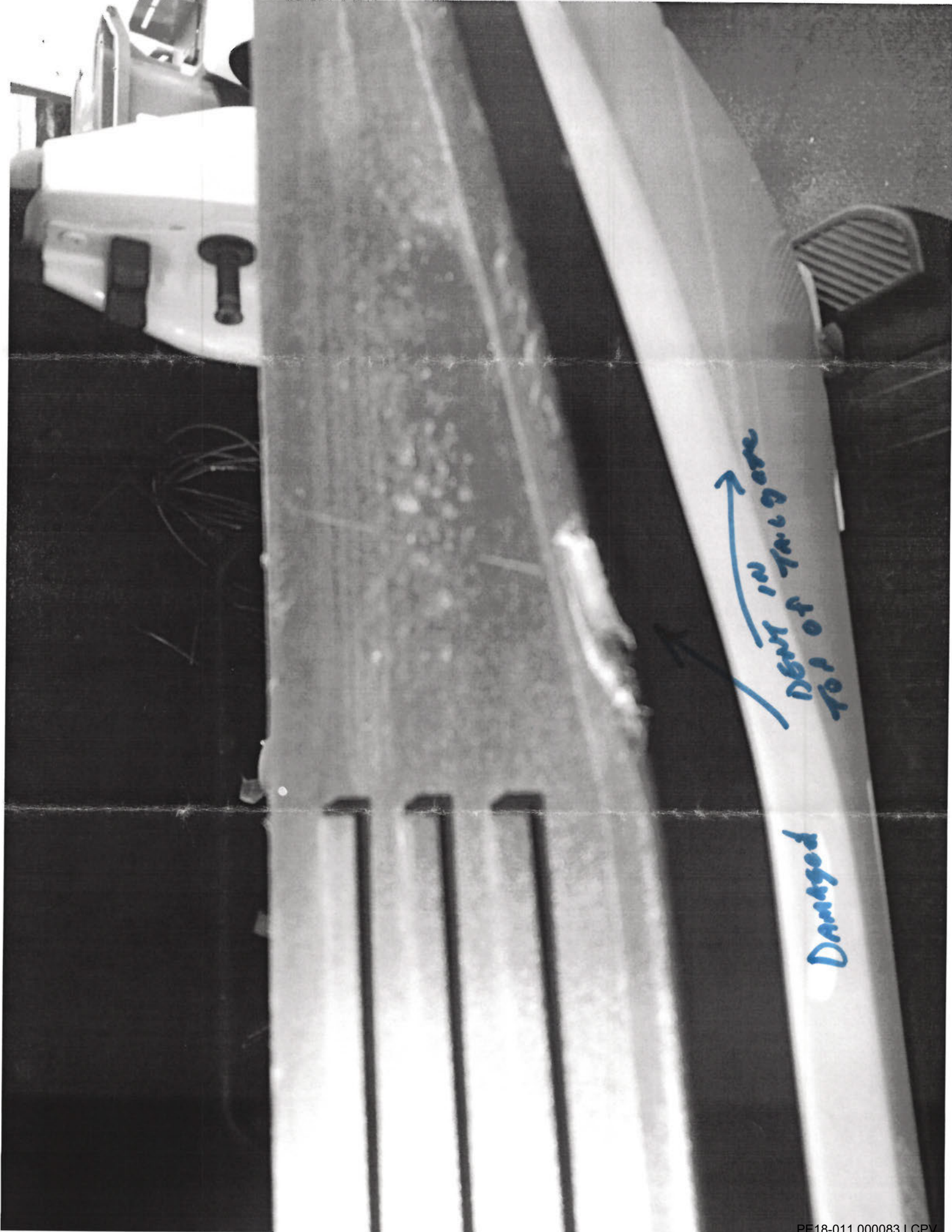
If you need additional information or would like to discuss my complaint and options please contact me.

[REDACTED]
Ballston Spa NY [REDACTED]

TRAILER
Damage
From Tailgate
Hitting Trailer









Tailgate Not
Tailer Lift Handled
Tailer opened
when it

CUSTOMER #:

SARATOGA SPGS, NY

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]WORKORDER
REPRINT
PAGE 2**NEW
COUNTRY
FORD-SUBARU**3002 Route 50 · Saratoga Springs, NY 12866
Service/Sales: (518) 584-7272Parts: (518) 584-8808/8209 Fax: (518) 584-0155
Dealer Codes Ford # 20551, Subaru # 02225 · NYS Reg. Shop # R3460023

SERVICE ADVISOR: 510 COON, JEFF

BUS:		CELL:		SERVICE ADVISOR: 510 COUN, SER:			
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT	TAG
WH	18	FORD F-150		1FTEW1EG2JF		7994/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JAN18 DD			18:00 25JUN18		VARI	CASH	
R.O. OPENED		READY	OPTIONS: SOLD-STK:				

05JUN2018 15:02

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A	85		CUSTOMER STATES: WHILE DRIVING AND TOUCHING PRESET BUTTONS OR LOCK OR UNLOCK BUTTON WILL CAUSE REAR TAIL GATE TO OPEN ON ITS OWN CHECK AND ADVISE CUSTOMER STATES:
CS	85	WF	

B

CUSTOMER STATES: WHEN TAIL GATE CAME DOWN ON ITS OWN

CUSTOMER #:

SARATOGA SPGS, NY

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]WORKORDER
REPRINT
PAGE 2**NEW
COUNTRY
FORD-SUBARU**3002 Route 50 · Saratoga Springs, NY 12866
Service/Sales: (518) 584-7272Parts: (518) 584-8808/8209 Fax: (518) 584-0155
Dealer Codes Ford # 20551, Subaru # 02225 · NYS Reg. Shop # R3460023

SERVICE ADVISOR: 510 COON, JEFF

BUS: CELL: SERVICE ADVISOR: 510 COON/CLF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WH	18	FORD F-150	1FTEW1EG2JF		7994/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JAN18 DD			18:00 25JUN18		VARI	CASH	
R.O. OPENED		READY	OPTIONS: SOLD-STK:				

05JUN2018 15:02

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A	85		CUSTOMER STATES: WHILE DRIVING AND TOUCHING PRESET BUTTONS OR LOCK OR UNLOCK BUTTON WILL CAUSE REAR TAIL GATE TO OPEN ON ITS OWN CHECK AND ADVISE CUSTOMER STATES:
CS	85	WF	

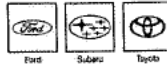
B

CUSTOMER STATES: WHEN TAIL GATE CAME DOWN ON ITS OWN

PE18-011 000085 LCPV

NEW
COUNTRY®

SARATOGA AUTO PARK



EXIT 15

Jeff Coon

Service Advisor

Ford-Subaru

Discover the Difference

3002 Route 50 • Saratoga Springs, NY 12866

NEW
COUNTRY®

SARATOGA AUTO PARK



EXIT 15

Jeff Coon

Service Advisor

Ford-Subaru

Discover the Difference

3002 Route 50 • Saratoga Springs, NY 12866

NEW COUNTRY FORD-SUBARU

3002 Route 50 • Saratoga Springs, NY 12888
 Service/Sales: (518) 584-7272
 Parts: (518) 584-8808/8200 Fax: (518) 884-0156
 Dealer Code: Ford # 1090 / Subaru # 02228 - NY State Reg. # 03480023

WORKORDER
 REPRINT
 PAGE 1

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

SERVICE ADVISOR: 610 COON, JEFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	18	FORD F-150	1FTFW1EG2JF		7994		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
15 JAN 18	DD		18 00 25 JUN 18		VARI	CASH	
R.O. OPENED	READY	OPTIONS	SOLD-STR				
05 JUN 2018	15:02						

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	TECH...	TYPE DESCRIPTION
	516	5636	25 APR 18		
		18S10A	584	WF	INSPECT TRANSMISSION SELECTOR LEVER CA
		99P	584	CF3	OCR MULTIPPOINT INSPECTION
		GEATT	584	CF3	BATTERY CHECKS OK AT THIS TIME
		NBK	584	CF3	BRAKE INSPECTION NOT PERFORMED THIS V
		GTIRE	584	CF3	TIRE INSPECTION, CHECKED OK
	920	15	20 JAN 18		
		3	42		ITNY NEW YORK STATE VEHICLE SAFETY INSPECTI
		CFD	99		IFNIT Clean For Delivery

HOLD PARTS-RETURN ELIGIBLE PARTS TO CUSTOMERS YES NO *WARRANTY AND PARTS WITH CORE CHARGES ARE NOT ELIGIBLE.

EXCLUSION OF WARRANTIES
 All 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, expressed 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 from such purchase. The undersigned purchaser further agrees that the warranties excluded by this purchase, 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.

PRELIMINARY ESTIMATE \$ 0.00

AUTHORIZATION FOR REPAIRS
 I authorize the repair work herein set forth to be done with the necessary material and labor, and I am not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause. I understand my insurance is primary. I also warrant that the vehicle is covered by comprehensive insurance including but not limited to fire and theft. I agree to hold the dealer harmless for damages from freezing due to lack of antifreeze. I agree to hold the dealer harmless for the purpose of testing and/or inspection. I acknowledge that the dealer is not responsible for damages to the vehicle or its parts or systems by the manufacturer or its dealer caused by availability of parts or delays in part's shipments by the manufacturer and/or its dealer. I agree to hold the dealer harmless for damages to the vehicle or its parts or systems by the manufacturer and/or its dealer caused by availability of parts or delays in part's shipments by the manufacturer and/or its dealer. I agree to hold the dealer harmless for damages to the vehicle or its parts or systems by the manufacturer and/or its dealer caused by availability of parts or delays in part's shipments by the manufacturer and/or its dealer.

AUTHORIZED BY X DATE

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:
 X

CUSTOMER SIGNATURE

REPRINTED COPY

FORD - SUBARU
 PE18-011 000007 10 P

NEW COUNTRY FORD-SUBARU

1002 Route 50 • Salisbury, MD 21804
 Phone: (410) 864-8300 • Fax: (410) 864-8300
 Email: sales@newcountryford.com

SALES: [REDACTED] SERVICE ADVISOR: 510 COON, JEFF
 50 UNION AVE APT [REDACTED]
 SALES: [REDACTED] VIN: [REDACTED]
 LIC: [REDACTED] MILEAGE IN/OUT: [REDACTED]
 COLOR: [REDACTED] YEAR: 18 MAKE/MODEL: FORD F-150
 WH: [REDACTED] PROD. DATE: [REDACTED] WARR. EXP: [REDACTED] PROMISED: [REDACTED]
 DEL. DATE: [REDACTED] RATE: [REDACTED] PAYMENT: [REDACTED] INV. DATE: [REDACTED]
 15 JAN 18 DD [REDACTED] READY: [REDACTED] OPTIONS: SOLD-5TK [REDACTED]
 R.O. OPENED: [REDACTED]

05 JUN 2018 15:02
 LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS
 # A 85 WF CUSTOMER STATES: WHILE DRIVING AND TOUCHING PRESET
 BUTTONS OR LOCK OR UNLOCK BUTTON WILL CAUSE REAR
 TAIL GATE TO OPEN ON ITS OWN CHECK AND ADVISE
 CUSTOMER STATES:

B
 CS 85 WF CUSTOMER STATES: WHEN TAIL GATE CAME DOWN ON ITS OWN
 TAIL GATE WAS DAMAGED DUE TO HAD TRAILOR ATTACHED TO
 TRUCK WHEN THIS HAPPENED. NEED TO TAKE PICTURES AND
 SUBMIT TO FORD
 CUSTOMER STATES:

C 99B CF3 QCR MULTIPPOINT INSPECTION

D * 99 WF LOANER (3 DAYS)
 LOANER LOANER

WWW.NEWCOUNTRY.COM

1-800-392-FORD
 3673

HOLD PARTS RETURN ELIGIBLE PARTS TO CUSTOMERS YES NO *WARRANTY AND PARTS WITH CORE CHARGES ARE NOT ELIGIBLE

EXCLUSION OF WARRANTIES

PRELIMINARY ESTIMATE \$ 0.00

Any warranty 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.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done 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, vandalism, or any other cause. I understand my insurance is primary. I also warrant that the vehicle is covered by comprehensive insurance including but not limited to fire and theft. I agree the dealership is not responsible for damages from freezing due to lack of antifreeze. 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. I acknowledge that you are not responsible for delays caused by availability of parts or delays in part's shipments by the supplier or transporter. If I do not claim the vehicle within seven days of its repair, I agree to pay storage charges thereafter and attorney's fees. An expressed mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto.

AUTHORIZED BY X

DATE

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

FORD - SUBARU

PARK AUTO BODY NEW COUNTRY

3002 Route 50, SARATOGA SPRINGS, NY 12866

Phone: (518) 691-1790, Fax: (518) 584-5307

Image Report

Owner:		Insurance:		Estimator:	WALTER MORRIS	Vehicle Out:
Job Number:		Claim Number:				
Year:	2018	Color:	WHITE	License Plate:		Production Date:
Make:	FORD	Body Style:	4D LONG	State:		Mileage In: 12,781
Model:	F-150 Lariat Super...	Engine:	6-3.5L Turbochar...	VIN:	1FTEW1EG2JF	Condition:



10/13/2018 E01
Comments:



10/13/2018 E01
Comments:



10/13/2018 E01
Comments:



10/13/2018 E01
Comments:



10/13/2018 E01
Comments:



10/13/2018 E01
Comments:

PARK AUTO BODY NEW COUNTRY

3002 Route 50, SARATOGA SPRINGS, NY 12866

Phone: (518) 691-1790, Fax: (518) 584-5307

Image Report

Owner:		Insurance:		Estimator:	WALTER MORRIS	Vehicle Out:
Job Number:		Claim Number:				
Year:	2018	Color:	WHITE	License Plate:		Production Date:
Make:	FORD	Body Style:	4D LONG	State:		Mileage In: 12,781
Model:	F-150 Lariat Super...	Engine:	6-3.5L Turbochar...	VIN:	1FTEW1EG2JF	Condition:



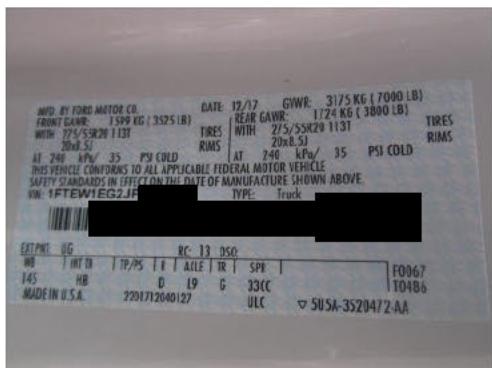
10/13/2018 E01

Comments:



10/13/2018 E01

Comments:



10/13/2018 E01

Comments:



10/13/2018 E01

Comments:



10/13/2018 E01

Comments:



10/13/2018 E01

Comments:

PARK AUTO BODY NEW COUNTRY

3002 Route 50, SARATOGA SPRINGS, NY 12866

Phone: (518) 691-1790, Fax: (518) 584-5307

Image Report

Owner:		Insurance:		Estimator:	WALTER MORRIS	Vehicle Out:	
Job Number:		Claim Number:					
Year:	2018	Color:	WHITE	License Plate:		Production Date:	
Make:	FORD	Body Style:	4D LONG	State:		Mileage In:	12,781
Model:	F-150 Lariat Super...	Engine:	6-3.5L Turbochar...	VIN:	1FTEW1EG2JF	Condition:	



10/13/2018 E01
Comments:



10/13/2018 E01
Comments:



10/13/2018 E01
Comments:

NEW YORK STATE INSURANCE IDENTIFICATION CARD

240 NY CENT MUT FIRE INS CO

Name & Address of Issuer The Connors Agency
PO Box 71
Mechanicville NY 12118

An authorized NEW YORK insurer has issued an Owner's Policy of
Liability Insurance complying with Article 6 (Motor Vehicle Financial
Security Act) of the NEW YORK Vehicle and Traffic Law to:

SARATOGA SPRING NY

Policy Number

Effective Date

01/15/2018

12:01 a.m.

(Not acceptable to obtain registration
after 45 days from effective date.)
Applicable with respect to the following
Motor Vehicle:

2018

Year

Expiration Date

03/01/2018

12:01 a.m.

FORD

Make

1FTEW1EG2JF

Vehicle Identification Number

REPLACEMENT VEHICLE

THIS ID CARD MUST BE CARRIED
IN THE INSURED VEHICLE FOR
PRODUCTION UPON DEMAND

WARNING: Any person who issues
or produces an ID card knowing that
an Owner's Policy of insurance is not in
effect may be committing a misdemeanor.
In addition, a person who presents
an ID card if insurance is not in
effect may be committing a
misdemeanor.

The name of the registrant and the
name of the insured must coincide.

REPLACEMENT VEHICLE NOTATION:
DMV WILL ONLY PROCESS A VEHICLE
CHANGE (RE-REGISTRATION) USING
THE REPLACED VEHICLE'S CURRENT
REGISTRATION.

Keep this document to show to the police and courts.

(1/15) NEW YORK STATE REGISTRATION DOCUMENT



G PAS

2018 FORD
PICK WH

NONTRANSFERABLE
1FTEW1EG2JE

G 6
Wt/Seats Fuel/Cyl

JAN 15 2018
DMH NCF1B4

Expires 01/05/19

REXFORD

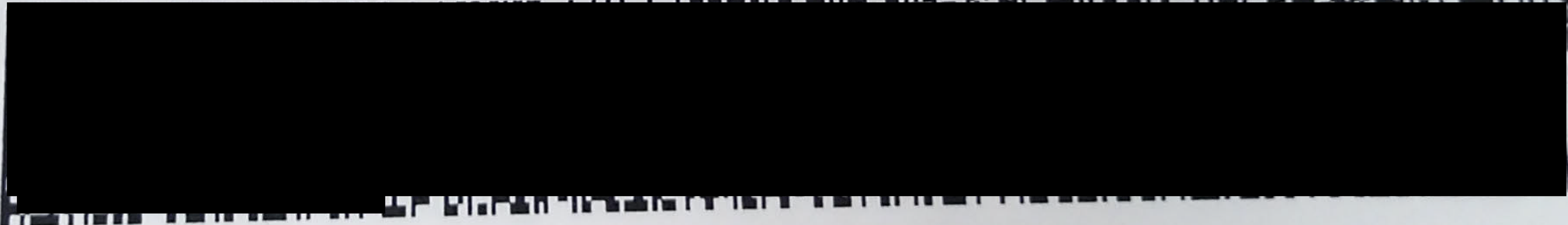
NY

43.25

ANNUAL CHG
AMT PAID (INCL ADD CHG)

72.00

VOID IF ALTERED EXCEPT FOR ADDRESS



PARK AUTO BODY NEW COUNTRY
3002 Route 50, SARATOGA SPRINGS, NY 12866
Phone: (518) 691-1790
FAX: (518) 584-5307

Workfile ID:
Federal ID:
License Number:



Preliminary Estimate

Customer: [REDACTED]

Job Number:

Written By: WALTER MORRIS

Insured: [REDACTED]
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:
[REDACTED]
[REDACTED] Cell

Inspection Location:
PARK AUTO BODY NEW COUNTRY
3002 Route 50
SARATOGA SPRINGS, NY 12866
Repair Facility
(518) 691-1790 Business

Insurance Company:

VEHICLE

2018 FORD F-150 Lariat SuperCrew 4WD w/6.5' Box 4D LONG 6-3.5L Turbocharged Gasoline Port/Direct Injection WHITE

VIN: 1FTEW1EG2JF [REDACTED]
License:
State:

Interior Color:
Exterior Color: WHITE
Production Date:

Mileage In: 12,781
Mileage Out:
Condition:
Job #:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Power Adjustable Pedals

DECOR

Dual Mirrors
Privacy Glass
Console/Storage

Overhead Console
Wood Interior Trim

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Telescopic Wheel
Climate Control
Backup Camera w/Parking Sensors

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

Auxiliary Audio Connection

Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device

SEATS

Leather Seats

Heated Seats

Ventilated Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps
Signal Integrated Mirrors

TRUCK

Rear Step Bumper
Power Rear Window
Trailer Hitch
Trailer Package
Power Trunk/Gate Release



Preliminary Estimate

Customer: [REDACTED]

Job Number:

2018 FORD F-150 Lariat SuperCrew 4WD w/6.5' Box 4D LONG 6-3.5L Turbocharged Gasoline Port/Direct Injection WHITE

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		REAR BUMPER					
2		O/H bumper assy				2.7	
3		REAR LAMPS					
4	R&I	RT Tail lamp				0.3	
5		TAIL GATE					
6	Repl	Tail gate w/o applique (ALU)	JL3Z9940700A	1	640.22	1.7	3.0
7		Add for Clear Coat					1.2
8	Repl	Handle w/trailer light, w/camera primed	JL3Z9943400MAPTM	1	143.00	Incl.	0.8
9		Overlap Minor Panel					-0.2
10		Add for Clear Coat					0.1
11	Repl	Tail gate mldg w/o flex step	FL3Z9941018AA	1	36.12	Incl.	
12	Repl	Nameplate "F150" XL, XLT, LARIAT SSV	FL3Z9942528L	1	35.40	0.1	
13		PICK UP BOX					
14	#	CORROSION PROTECTION		1	5.00 T	0.3	
15	*	Rpr RT Corner reinf (ALU)				<u>2.0</u>	<u>1.0</u>
16		Add for Clear Coat					0.2
17	#	CAR COVER		1	5.00 T	0.2	
18	#	HAZARDOUS WASTE REMOVAL		1	5.00 T		
19	#	Rpr WIRING HARNESS				1.0	
20	#	SEAM SEALER		1	17.00	0.5	
21	#	MISC BODY HARDWARE,CLIPS,AND BOLTS		1	15.00		
22	#	WET SAND AND BUFF REFINISHED PANEL(S)		1			1.0
SUBTOTALS					901.74	8.8	7.1

Preliminary Estimate

Customer: [REDACTED]

Job Number:

2018 FORD F-150 Lariat SuperCrew 4WD w/6.5' Box 4D LONG 6-3.5L Turbocharged Gasoline Port/Direct Injection WHITE

ESTIMATE TOTALS

Category	Basis			Rate	Cost \$
Parts					886.74
Body Labor	8.8 hrs	@		\$ 60.00 /hr	528.00
Paint Labor	7.1 hrs	@		\$ 60.00 /hr	426.00
Paint Supplies	7.1 hrs	@		\$ 27.00 /hr	191.70
Miscellaneous					15.00
Subtotal					2,047.44
Sales Tax	\$ 2,047.44	@		7.0000 %	143.32
Grand Total					2,190.76
Deductible					0.00
CUSTOMER PAY					0.00
INSURANCE PAY					2,190.76

PAYMENTS MADE TO NEW COUNTRY IN EXCESS OF \$500.00 MUST BE IN THE FORM OF CERTIFIED FUNDS, CASH, OR CREDIT CARD. E JOB HAS STARTED. THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL WORK WHICH MAY BE REQUIRED AFTER THE JOB HAS STARTED. OCCASIONALLY, WORN, DAMAGED OR BROKEN PARTS MAY BE DISCOVERED WHICH WERE NOT EVIDENT ON FIRST INSPECTION. ALL PARTS PRICES ARE NOW CURRENT AND SUBJECT TO INVOICE.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, IN CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT MOTOR VEHICLE OR STATED CLAIM FOR EACH VIOLATION.

You are entitled to the return of all replaced parts, except warranty and exchange parts, but you must ask for them in writing before any work is done. If you authorize work by phone, the shop must keep any replaced parts, and make them available when you pick up the vehicle.

Preliminary Estimate

Customer: [REDACTED]

Job Number:

2018 FORD F-150 Lariat SuperCrew 4WD w/6.5' Box 4D LONG 6-3.5L Turbocharged Gasoline Port/Direct Injection WHITE

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR2MA15, CCC Data Date 10/9/2018, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2019 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070



October 2, 2018

RE: 2018 F-SERIES

VIN: 1FTEW1EG2JF [REDACTED]

Dear Mr. [REDACTED]

Thank you for submitting your client's claim related the Ford vehicle for review. Ford values its customers and strives to provide the best vehicles and world class customer service. Our goal is to handle your client's claim in a timely and fair manner.

Information About the Incident

Please provide the following information that may be helpful to us in evaluating this matter:

1. What vehicle part or parts is the subject of the claim?
 - **Tail gate, tailgate hinges, plastic molding,**
 - **Model :F150 Lariat**
2. Has that part been repaired or replaced since the time of the incident?
(circle one)
 - **No**
3. At the time of the incident:
 - **Mid afternoon**
4. What was the vehicle mileage?
 - **5,000**
5. Was the vehicle engine running? (circle one)
 - **Yes**
6. Were the keys in the ignition of the vehicle? (circle one)
 - **No**

List any after-market items installed on the vehicle (for example, alarms, remote starters or lift kits):

- **No**

Activity List
6/21/2018 to 6/21/2018

Action	Date/Time	By	Policy	Claim/Loss Date	Co	Policy Term	Exec	Tran	Effective	System Date
6/21/2018										
Center: Customer Name: [REDACTED]										
Telephone In	6/21/2018	[REDACTED]			N Y CENTRAL MUTUA	3/1/2018 - 3/1/2019	JHC	PCH	05/24/2018	6/21/2018 2:46:23PM
Type of Bus: Personal Lines										
Description: The tailgate on Jim's 2018 Ford F-150 opened by itself and damaged the utility trailer and the tailgate. [REDACTED] was taking a right hand turn when he heard a loud noise and he pulled over to find the damage. The tailgate can be opened by hand or with hitting the key fob twice, it should have been in the locked position. [REDACTED] thought Ford would take responsibility but they are giving him the runaround. I will give the message to Kevin. I don't know if his policy will or will not cover this. <mf>										

7. Where is the vehicle currently located?

- [REDACTED] Ballston Spa NY- my residence

Please provide copies of the following documents when you complete and return this form:

- The title, vehicle registration, and bill of sale;
- A police and/or fire report related to the incident;
- *Written verification from the insurance company that it is not paying for the same loss;*
- Documents indicating the vehicle service history.

Thank you for responding to my correspondence. If you need any additional information feel free to call me at [REDACTED] I appreciate it.

Providing Necessary Information

Thank you for bringing this claim to our attention. So that we can adequately review your client's claim, please provide the requested information within 90 days, or we will assume that you are not interested in pursuing a claim and will close our file.

Sincerely,

Marquis Morris

Marquis Morris
Email: mmorri20@ford.com
Fax: 1-866-380-3583

PE18-011

FORD

12/20/2018

Appendix D

Lawsuits and Claims

PE18-011 Peer Vehicles Log of
Lawsuits and Claims

Type	Practice_Area	Case_No	Vehicle_ID	Claimant_Name	Claimant_Address	Claimant_Phone	Rep_Name	Rep_Phone	Owner_Name	Owner_Address	Owner_Phone	Incident_State	Litigation	Jurisdiction	Docket_No	Incident_Date	Notice_Date	Make	Model	Mdl_Yr	VIN	Mileage	Allegation Code	Ford View	Disposition	Alleged_Crash	Alleged_Rollover	Alleged_Property Damage	Alleged_Fire	Alleged_Injury	Alleged_Fatalities	OGC_Category	OGC_Comments
Claim	Product				WOODSTOCK, MD					WOODSTOCK, MD		MD	N			2/26/2016	3/3/2016	Ford	F 150 (2004 Re design)	2016	1FTFW1EG7Gf	446	A2		CLSD	N	N	Y	N	0	0		
Claim	Product				THORP, WI					THORP, WI		WI	N			3/21/2016	3/21/2016	Ford	F 150 (2004 Re design)	2015	1FTEW1EF1F	12,966	B		CLSD	N	N	Y	N	0	0		
Claim	Product				BALLSTON SPA, NY					BALLSTON SPA, NY		NY	N			2/21/2018	4/26/2018	Ford	F 150 (2004 Re design)	2016	1FTFW1EG3Gf	45,704	A2		CLSD	N	N	Y	N	0	0		
Claim	Product				BALLSTON SPA, NY					BALLSTON SPA, NY		NY	N			7/25/2018		Ford	F 150 (2004 Re design)	2018	1FTEW1EG2J	7,994	A2		OPEN	N	N	Y	N	0	0		
Suit	Consumer				TRAVERSE CITY, MI		CONSUMER LEGAL SERVICES, P C	734 261 4700		TRAVERSE CITY, MI		MI	Y	WAYNE COUNTY CIRCUIT COURT			6/26/2017	Ford	F 150 (2004 Re design)	2015	1FTFX1EG7Ff	23,911	A		CLSD	N	N	N	N	0	0		

PE18-011

FORD

12/20/2018

Appendix D

Lawsuits and Claims

PE18-011 Subject Vehicles Log
of Lawsuits and Claims

Type	Practice_Area	Case_No	Vehicle_ID	Claimant_Name	Claimant_Address	Claimant_Phone	Rep_Name	Rep_Phone	Owner_Name	Owner_Address	Owner_Phone	Incident_State	Litigation	Jurisdiction	Docket	Incident_Date	Notice_Date	Make	Model	Mid_Yr	VIN	Mileage	Allegation_Code	Ford_View	Disposition	Alleged_Crash	Alleged_Rollover	Alleged_Property_Damage	Alleged_Retention	Alleged_Injury	Alleged_Fatalities	OGC_Category	OGC_Comments	
Claim	Product				CANA, VA					CANA, VA		VA	N			6/29/2017	7/6/2017	Ford	F 350 SD	2017	1FT8W3BT5H	5,700	A2		CLSD	N	N	Y	N	0	0			
Claim	Product				TRUSSVILLE, AB					TRUSSVILLE, AB		AL	N			10/13/2017	11/10/2017	Ford	F 250 SD	2017	1FT7W2BT1H	26,563	A2		CLSD	N	N	Y	N	0	0			
Claim	Product				FORT WORTH, TX					FORT WORTH, TX		TX	N			4/27/2018	5/1/2018	Ford	F 250 SD	2017	1FT7W2BT6H	7,383	A2		CLSD	N	N	Y	N	0	0			
Claim	Product				BRENTON, WV					BRENTON, WV		WV	N			6/20/2018	7/17/2018	Ford	F 350 SD	2017	1FT8W3BT1H	2,465	A2		OPEN	N	N	Y	N	0	0			
Claim	Product				HOUSTON, TX					HOUSTON, TX		TX	N			7/23/2018	8/7/2018	Ford	F 350 SD	2018	1FT8W3DT3J	3,545	A		OPEN	N	N	Y	N	0	0			
Claim	Product				WOODINVILLE, WA					WOODINVILLE, WA		WA	N			7/1/2018	8/9/2018	Ford	F 350 SD	2017	1FT8W3BT8H	39,333	A2		OPEN	N	N	Y	N	0	0			
Claim	Product				WESTFIELD, IN					WESTFIELD, IN		IN	N			7/17/2018	8/20/2018	Ford	F 250 SD	2017	1FT7W2B67H	18,878	A2		CLSD	N	N	Y	N	0	0			
Claim	Consumer				WAXAHACHE, TX		NAVAL PATEL	214 810 3120		WAXAHACHE, TX		TX	N				1/12/2018		Ford	F 250 SD	2017	1FT7W2BT1H	9,133	A		OPEN	N	N	N	N	0	0		
Claim	Consumer				ORANGE, TX		LEMON LAW GROUP	888 809 7010		ORANGE, TX		TX	N				4/16/2018		Ford	F 250 SD	2017	1FT7W2BT1H	11,451	A		CLSD	N	N	N	N	0	0		