

PROOF OF CLAIM AND RELEASE FORM

In re: MyFord Touch Consumer Litigation

United States District Court
Northern District of California

Case No. 13-cv-03072

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INSTRUCTIONS

Please review the following instructions before proceeding. Please note that you may choose only one of the three claim options. If multiple options are completed or your claim is not accompanied by the required documentation, your claim may be rejected.

Supporting documentation is required depending on the claim option you select. You must attach all required documentation with this Claim Form or email to the Settlement Administrator at Administrator@MyFordTouchClassAction.com. **If you use the online filing system, you may be able to provide less or no required documentation, depending on the claim option.** Required documentation is further explained below.

Proof of Membership in Settlement Class (required for Options 1, 2, and 3): You must submit documentation proving that you purchased or leased your Class Vehicle from an Authorized Ford Dealer before August 9, 2013, in California, Massachusetts, New Jersey, North Carolina, Ohio, Virginia, or Washington state.

Some examples of the kinds of documents you can use to show that you purchased a Class Vehicle include: vehicle title, purchase or lease agreement, automobile insurance documentation, financing documentation, or vehicle registration.

Please contact the Settlement Administrator at 1-833-402-1732 for any questions about what kind of documentation qualifies. Please note that the documentation must include the Vehicle Identification Number (VIN), location of purchase, name of selling dealer, and the date of purchase.

Proof of Ownership/Lease at Time of Repair (required for Options 1 and 2): You must submit documentation proving that you owned or leased your vehicle at the time of (or before) the first repair for which you are seeking compensation AND at the time of (or after) the last repair for which you are seeking compensation.

Some examples of the kinds of documents you can use to show that you owned/leased the vehicle at the time of this repair include: vehicle title, purchase or lease agreement, automobile insurance documentation (i.e. your insurance card), financing documentation, vehicle registration, or a vehicle repair invoice or vehicle service record showing you as vehicle owner/lessee.

Please contact the Settlement Administrator at 1-833-402-1732 for any questions about what kind of documentation qualifies. Please note that the documentation must include the Vehicle Identification Number (VIN), location of purchase, and the date of purchase.

Proof of Repair (required for Options 1 and 2): You must submit documentation, like an invoice or service record from the dealership or other repair facility sufficient to show the description of the repair, the repair date, and the identity of the service provider who performed the repair.

Proof of Payment (required for Option 2): You must submit documentation showing that you paid for the repair.

Common documents with this information include the invoice marked "paid in full," a contemporaneous credit card receipt, an entry for the repair amount on your monthly credit card statement, or a cancelled check.

I. CLAIMANT CONTACT INFORMATION

Please provide the below information:

Name

Mailing Address – Line 1

Mailing Address – Line 2 (If Applicable)

City

State

Zip Code

Telephone Number

Email Address

II. VEHICLE INFORMATION

Vehicle Identification Number (VIN)

Model Year / Vehicle Model

Date purchased/leased

State where vehicle was purchased/leased

Purchased/leased new or used?

Do you still own or lease your vehicle? YES / NO

If no, please indicate the month and year sold/lease terminated

To submit a claim, you must have purchased or leased your vehicle from an Authorized Ford Dealership before August 9, 2013, in any of the following states: California, Massachusetts, New Jersey, North Carolina, Ohio, Virginia, or Washington state. If you do not meet this criteria, you are not eligible to submit a claim.

III. MONETARY COMPENSATION OPTIONS

Every eligible class member may be entitled to receive a monetary payment under the Settlement Agreement. If you elect to submit a claim the amount could range from \$45 to \$400 depending on which option you choose below and the ownership and repair information associated with your vehicle. If you elect not to submit a claim, and you are the original owner or lessee of a Class Vehicle for which no claim is submitted, you will automatically receive a payment of \$55 if Ford's records show your vehicle received one or more MFT Software Warranty Repairs, or \$20 if Ford's records show your vehicle did not receive any MFT Software Warranty Repairs.

To claim your monetary payment:

Please review which of the following options best describes your situation. Once you have chosen the best option for you, complete the appropriate section of this claim form.

If multiple options are completed or your claim is not accompanied by the required documentation, your claim may be rejected.

Option 1: Compensation for MyFord Touch/MyLincoln Touch Repairs:

If, during the period of vehicle ownership or lease, your vehicle had at least one MFT Software Repair¹ from an Authorized Ford Dealer *prior to March 28, 2019*, you may receive a monetary payment as described below:

1 Repair:	\$100
2 Repairs:	\$250
3+ Repairs:	\$400

Because most Class Vehicles received at least one MFT Software Repair, choosing Option 1 is the best option for most people. This is also a good option even for those class members who may not have any service records relating to MFT Software Repairs if Ford's warranty records reflect such repairs.

¹ "MFT Software Repair" includes (1) installation of an updated version of MFT software by an Authorized Ford Dealer through Customer Satisfaction Programs 10B20, 11A01, 11A02, 11A03, 12A04, 12M01, 12M02, or 13A01; (2) service performed by an Authorized Ford Dealer in an effort to repair MFT software in response to a customer's complaint about an MFT malfunction or software problem during or within one year of the expiration of the warranty period that is evidenced by appropriate records showing that procedures with one or more of the following vehicle function codes or customer concern codes were performed on the Class Vehicle: V80, V81, V84, A02, A04, A06, A07, A08, A09, A14, A15, A16, A18, A33, A59, A60, A61, or A86; or (3) a repair undertaken to repair MFT software by an automobile repair service provider other than an Authorized Ford Dealer for which a Class Member paid out-of-pocket within one year after the expiration of the MFT Extended Warranty. An "MFT Software Repair" excludes any hardware-related repairs, including, for example, replacements or adjustments to cables, connections, modules, screens, or cameras. For the complete definition of "MFT Software Repair" please consult the Settlement Agreement available at www.MyFordTouchClassAction.com.

Option 2: Reimbursement of Costs for Post-Warranty MFT Software Repairs:

If you paid out-of-pocket for one or more software repairs to your MyFord Touch or MyLincoln Touch within one year after the expiration of your vehicle's related Extended Warranty, you may receive full reimbursement of the amount you paid for such repairs. Hardware repairs are not covered.

The extended warranty covers MyFord Touch or MyLincoln Touch software repairs in all new Ford vehicles for 5 years from first purchase or lease, and all Lincoln vehicles for 6 years from first purchase or lease.

Choose Option 2 if your out-of-pocket repair records indicate you paid more for your post-warranty software repairs than what you would receive under Option 1.

Option 3: Compensation for Unsatisfactory Performance:

Even if no MFT Software Repairs were made during the ownership or lease of your vehicle, you are still eligible to file a claim for \$45 in monetary compensation if you experienced two or more instances of "Unsatisfactory Performance" from your MyFord Touch or MyLincoln Touch before *March 28, 2019*. "Unsatisfactory performance" means the following types of malfunctions: (1) freezing up, (2) crashing, (3) blacking out, (4) failing to respond to touch and/or voice commands, or (5) a backup camera failure to display the rear camera properly or freezing on a previous image.

Option 1: Compensation for MyFord Touch Software Repairs:

If your vehicle received one or more eligible MFT Software Warranty Repairs, complete this form to receive a monetary payment described below:

- 1 Repair: \$100
- 2 Repairs: \$250
- 3+ Repairs: \$400

Because most Class Vehicles received at least one MFT Software Repair, choosing Option 1 is the best option for most people.

If you choose this option, please identify the repairs below, and attach the required repair and ownership documentation as described below.

	Description of Repair	Name of Service Provider	Repair Date
1			/ /
2			/ /
3			/ /

Required Documentation (see Instructions for more information):

1) Proof of Repair

You must submit documentation, like an invoice or service record from the dealership or other repair facility that shows:

- the description of the repair,
- the repair date, and
- the identity of the service provider who performed the repair.

2) Proof of Membership in Settlement Class

You must submit documentation proving that you purchased or leased your Class Vehicle from an Authorized Ford Dealer before August 9, 2013, in California, Massachusetts, New Jersey, North Carolina, Ohio, Virginia, or Washington state.

3) Proof of Ownership/Lease at Time of Repair:

You must submit documentation proving that you owned or leased your vehicle at the time of (or before) the first repair for which you are seeking compensation AND at the time of (or after) the last repair for which you are seeking compensation.

Option 2: Reimbursement of Costs for Post-Warranty MFT Software Repairs:

If you have had any Post-Warranty MFT Software Repairs that you had to pay for out-of-pocket, you can complete this form to be reimbursed for those expenses. If you choose to seek reimbursement by selecting this option, please attach the required repair and ownership documentation as described below.

	Description of Repair	Name of Service Provider	Repair Date	Amount Paid
1			/ /	\$
2			/ /	\$
3			/ /	\$

Required Documentation (see Instructions for more information):

1) Proof of Repair

You must submit documentation, like an invoice or service record from the dealership or other repair facility that shows:

- the description of the repair,
- the repair date, and
- the identity of the service provider who performed the repair.

2) Proof of Payment

You must submit documentation showing that you paid for the repair.

3) Proof of Membership in Settlement Class:

You must submit documentation proving that you purchased or leased your Class Vehicle from an Authorized Ford Dealer before August 9, 2013, in California, Massachusetts, New Jersey, North Carolina, Ohio, Virginia, or Washington state.

4) Proof of Ownership/Lease at Time of Repair:

You must submit documentation proving that you owned or leased your vehicle at the time of (or before) the first repair for which you are seeking compensation AND at the time of (or after) the last repair for which you are seeking compensation.

Option 3: Compensation for Unsatisfactory Performance

Even if no MFT Software Repairs were made to your vehicle during your period of ownership or lease, you can still submit a claim for a \$45 payment if you experienced two instances where you were dissatisfied with your MFT infotainment system.

To complete your claim form, please describe the nature and approximate date of two instances of Unsatisfactory MFT Performance and attach the required documentation as described below.

	Description of Unsatisfactory MFT Performance	Approximate Date (Month/Year)
1	<input type="checkbox"/> freezing up <input type="checkbox"/> crashing <input type="checkbox"/> blacking-out <input type="checkbox"/> failing to respond <input type="checkbox"/> backup camera failure	/
2	<input type="checkbox"/> freezing up <input type="checkbox"/> crashing <input type="checkbox"/> blacking-out <input type="checkbox"/> failing to respond <input type="checkbox"/> backup camera failure	/

Required Documentation (see Instructions for more information):

1) Proof of Membership in Settlement Class

You must submit documentation proving that you purchased or leased your Class Vehicle from an Authorized Ford Dealer before August 9, 2013, in California, Massachusetts, New Jersey, North Carolina, Ohio, Virginia, or Washington state.

IV. CERTIFICATION OF ACCURACY AND RELEASE OF CLAIM

To obtain reimbursement under this Settlement, you must attest to the following certification:

I have received notice of the Settlement, and I submit this Claim Form under the terms of the Settlement. I acknowledge that I am bound by any Court judgment that may be entered in this lawsuit and, upon the Effective Date of the Settlement, would release claims against Ford ("Released Claims") as set forth in the Settlement Agreement. I submit to the jurisdiction of the United States District Court for the Northern District of California with regard to my claim and for purposes of enforcing the release of claims. I acknowledge that all claims are subject to investigation, and any false claims may be subject to legal action.

I declare under penalty of perjury that the foregoing attestations and all other information I have provided, including the copies of the attached documents in support of my claim, are true and correct.

Signature of Claimant

Date

If you have questions about this Claim Form or the Settlement, visit www.MyFordTouchClassAction.com or call 1-833-402-1732.