

1           A       Well, I would hope -- if I was having my car  
2   serviced by a mechanic, I would hope that he  
3   understood what he was doing and had sufficient  
4   knowledge that he would recognize the difference  
5   between the original part and replacement parts.

6 Q Okay. Let's talk about replacement parts  
7 for a minute. If I could borrow from you, Ms. Hines,  
8 Miscellaneous 14 and 15.

9 I think Ms. Hines had you read a section in  
10 this book or in these books that basically read to the  
11 effect of when repairs or replacements are necessary,  
12 it is important that you get genuine Ford parts.

13           You indicated that you were familiar with  
14   that language.

15           A     Oh, yes.

16 Q How are you familiar with that language?

17           A    You find it everywhere.

18 Q Okay.

19           A       GM went through multimillion-dollar  
20   advertising program a few years back on that.

21 It is certainly a profitable business to