

**IN THE UNITED STATES DISTRICT COURT  
FOR THE NORTHERN DISTRICT OF CALIFORNIA**

In re:

MYFORD TOUCH CONSUMER LITIGATION

CASE NO. 3:13-cv-03072-EMC

**DECLARATION OF JENNIFER M. KEOUGH REGARDING  
NOTICE ADMINISTRATION**

I, Jennifer M. Keough, declare and state as follows:

1. I am Chief Executive Officer (“CEO”) of JND Legal Administration (“JND”). I have more than 20 years of legal experience creating and supervising notice and claims administration programs and have personally overseen over 500 matters.

2. As CEO of JND, I am involved in all facets of our Company’s operations, including monitoring the implementation of our notice and claims administration programs.

3. The following statements are based on my personal knowledge and information provided to me by counsel and experienced JND employees working under my supervision and, if called on to do so, I could and would testify competently thereto.

**EXPERIENCE RELEVANT TO THIS CASE**

4. JND is a leading legal administration services provider with headquarters located in Seattle, Washington. We employ over 100 people in multiple offices throughout the United States. JND’s class action administration division provides all services necessary for the effective implementation of class action settlements, and we are consistently called upon to handle some of the most complex settlements in the areas of antitrust, consumer, employment and securities matters, among others.

5. The principals of JND, including me, collectively have over 75 years of experience in class action legal and administrative fields. We have personally overseen some of the largest legal administration matters in the country's history including, among many others, the BP Deepwater Horizon settlements, the Gulf Coast Claims Facility, Cobell Indian Trust Settlement (the largest government class action settlement of all time), Visa/Mastercard Antitrust settlement, Auction Houses Antitrust settlements and the Worldcom securities settlements. Our notice campaigns are regularly approved by courts throughout the United States.

**DIRECT NOTICE AND EMAIL NOTICE**

6. Ford provided JND with a list of 1,342,189 Vehicle Identification Numbers ("VINs"), representing all MFT-equipped vehicles sold in the United States before August 9, 2013. Ford also supplied data showing the state in which each vehicle was originally sold. JND used this data to obtain owner name and address information from vehicle registration data maintained by state Departments of Motor Vehicles. Through this process, JND identified 384,985 unique VINs that were (1) listed in Ford's records as being originally sold in California, Massachusetts, New Jersey, North Carolina, Ohio, Virginia, or Washington, or (2) were listed as registered in one of those states.

7. From May 10, 2019 through June 10, 2019, JND mailed the Short Form Class Notice,<sup>1</sup> via the United States Postal Service ("USPS"), to 387,902 potential Settlement Class Members associated with the 384,985 unique VINs. In cases where a VIN was associated with multiple name/address records, the Short Form Class Notice was mailed to each unique name/address combination. Prior to the mailing,

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<sup>1</sup> Capitalized terms used and not otherwise defined herein shall have the meanings given such terms in the February 2019 Stipulation and Agreement of Settlement.

JND used the United States Postal Service National Change of Address (“NCOA”) database<sup>2</sup> to update addresses. A sample copy of the Short Form Class Notice is attached hereto as Exhibit A.

8. As of October 31, 2019, JND tracked 29,543 Short Form Class Notices that were returned to JND as undeliverable. Of the undeliverable Short Form Class Notices, JND re-mailed to 4,108 forwarding addresses provided by the USPS. For the remaining undeliverable Short Form Class Notices, JND performed advanced address/skip-trace research and re-mailed the Short Form Class Notice to 13,508 Settlement Class Members. In total, 373,596 Short Form Class Notices were mailed and not returned to JND as undeliverable.

9. As of June 10, 2019, JND emailed 166,097 Email Notices. Of the 166,097 Email Notices that were sent, 23,911 were returned as undeliverable.

#### **SETTLEMENT WEBSITE**

10. On or around May 10, 2019, JND updated the dedicated case website, [www.MyFordTouchClassAction.com](http://www.MyFordTouchClassAction.com) (the “Settlement Website”), to provide information to Settlement Class Members and answer frequently asked questions. The Settlement Website included important dates related to the claims process, contact information, information about how to file a claim and important case-related documents. The Settlement Website provided the capability to download copies of the Long Form Class Notice, the Claim Form, and the Exclusion Form. The Settlement Website also featured the ability to submit claims and exclusion requests online with document upload capabilities for claim submission. Claimants could also submit documentation by taking a picture of the documents and emailing it to JND.

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<sup>2</sup> The NCOA database is the official United States Postal Service (“USPS”) technology product which makes change of address information available to mailers to help reduce undeliverable mail pieces before mail enters the mail stream. This product is an effective tool to update address changes when a person has completed a change of address form with the USPS. The address information is maintained on the database for 48 months.

11. The Short Form Class Notice contained claimant-specific IDs and PINs that Settlement Class Members were able to use to log in to their unique claim forms, which contained prepopulated data, as well as repairs identified by Ford. Once logged in, Settlement Class Members were able to review the data associated with their claims and make changes as necessary. If Class Members did not have their claimant-specific IDs or PINs, or only had partial information to log on to their unique online claim forms, but entered a valid VIN, they still had the opportunity to review and select the repairs associated with that VIN.

12. As of this date of the Declaration, the website has had 44,845 unique visitors and 262,833 page-views.

13. JND also maintains an email address, administrator@MyFordTouchClassAction.com (“Settlement Email Address ”), that permits Settlement Class Members to submit e-mail inquiries, submit claim forms, submit exclusion requests, or object to the Settlement, among other correspondence. As of October 31, 2019, the Settlement Email Address has received and responded to 1,579 communications. JND will continue to maintain the Settlement Email Address throughout the Settlement Administration process.

#### **TOLL-FREE TELEPHONE ASSISTANCE PROGRAM**

14. On or around May 10, 2019, JND updated the toll-free telephone number that Settlement Class Members may call to include information about the Settlement. Callers have the option to listen to an Interactive Voice Response (“IVR”) system, or to speak to a live agent. The toll-free number is accessible 24 hours a day, 7 days a week, with an option to speak directly with call center associates during business hours.

15. As of the date of this Declaration, the toll-free number has received 3,718 calls.

### **OBJECTIONS**

16. The Short Form Class Notice and Email Notice informed Settlement Class Members that anyone who wanted to object to the approval of the Settlement could do so by submitting a written statement to the Court on or before September 20, 2019. As of October 31, 2019, JND has not received any objections but is aware of one Objection filed with the Court by an individual named Queen Searles. Queen Searles submitted an Option Three claim, however, she will receive \$100 as she is eligible for payment under Option One for one eligible MFT Software Repair.

### **REQUESTS FOR EXCLUSION**

17. The Notice informed Settlement Class Members that anyone who wanted to exclude themselves from the Settlement could do so by submitting a written request for exclusion (“opt-out”) to JND, received on or before September 20, 2019. As of October 31, 2019, JND has received requests for exclusion from 121 Settlement Class Members that were received by September 20, 2019, and that contain 1) the Settlement Class Member's full name, address, and telephone number; 2) the year, model, and vehicle identification number of a Class Vehicle; 3) a specific and unambiguous statement of the Settlement Class Member's desire to be excluded from the Settlement Class, and 4) the personal signature of the Settlement Class Member (and, if the Settlement Class Member is represented by a lawyer, the signature of that lawyer).

18. An additional 45 requests for exclusion received by September 20, 2019, contained all of the above information except for the Settlement Class Member’s telephone number, or the vehicle’s model, model year, and/or VIN. Counsel for Ford and Class Counsel agreed that these requests should be counted as valid Requests for Exclusion.

19. A total of 166 Settlement Class Members submitted valid requests for exclusion as described in Paragraphs 15-16 above. A list of the names, cities, and states associated with those Settlement Class Members is attached to this declaration as Exhibit B.

20. A total of four (4) Settlement Class Members, submitted requests for exclusion that were not received by September 20, 2019, did not include the Settlement Class Member's address, a specific and unambiguous statement of the Settlement Class Member's desire to be excluded from the Settlement Class, or the personal signature of the Settlement Class Member. Two (2) other Settlement Class Members submitted both a Request for Exclusion and a claim under the Settlement Agreement. Counsel for Ford and Class Counsel agreed that these requests should not be counted as valid Requests for Exclusion.

21. Additionally, 103 Requests for Exclusion were submitted for vehicles that were not equipped with a MFT or were originally sold after August 9, 2013 according to Ford's records.

### **CLAIMS PROCESS**

22. The Notice informed Settlement Class Members that anyone who wanted to submit a valid Claim Form and any required supporting documentation to claim a higher level of monetary compensation could do so by submitting a claim form by September 24, 2019. As of October 31, 2019, JND received 64,903 timely claim forms and five (5) late claim forms.

23. Of the claim forms received, 17,445 were submitted on behalf of vehicles that were equipped with the MyFord Touch system and were sold prior to August 9, 2013. JND continues to validate and receive responses from Settlement Class Members whose claims were initially deemed deficient. As of the date of this Declaration, JND has completed its review of 14,560 claims, and has determined that at least 3,143 are eligible for payment, and 159 are not eligible for payment. JND will submit an updated declaration seven days before the Fairness Hearing with updated figures.

24. Throughout the entirety of the Settlement administration process, JND maintained a dedicated post office box to accept objections, requests for exclusion, claim forms, supporting documentation, address change forms, deficiency documentation, and returned mail.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on the 7th day of November 2019, at Seattle, Washington.

By: Jennifer M. Keough  
Jennifer M. Keough

# **EXHIBIT A**





**LEGAL NOTICE BY ORDER OF THE UNITED STATES DISTRICT COURT  
FOR THE NORTHERN DISTRICT OF CALIFORNIA**

*A federal court authorized this notice. This is not a solicitation from a lawyer.*

**IF YOU PURCHASED OR LEASED A MYFORD TOUCH-EQUIPPED FORD VEHICLE OR MYLINCOLN  
TOUCH-EQUIPPED LINCOLN VEHICLE FROM A FORD OR LINCOLN DEALERSHIP BEFORE  
AUGUST 9, 2013, A CLASS ACTION SETTLEMENT MAY AFFECT YOUR RIGHTS**

**YOU MAY BE ENTITLED TO RECEIVE UP TO \$400**

This Notice contains information about a class action settlement. More detailed information can be found at:

[www.myfordtouchclassaction.com](http://www.myfordtouchclassaction.com)

Questions? Call 1-833-402-1732

If the Settlement is approved by the Court and you do not exclude yourself, you must complete or download a claim form on [www.myfordtouchclassaction.com](http://www.myfordtouchclassaction.com) and follow the instructions on that form to submit a claim.

Para ver este aviso en español, visite:  
[www.myfordtouchclassaction.com](http://www.myfordtouchclassaction.com)

Postal Service: Please do not mark barcode



\*\*\*\*\*AUTO\*\*MIXED AADC 980



NAME

STREET ADDRESS

CITY STATE ZIP



MFT  
677  
2180111

**How do I exclude myself from the Settlement?** If you do not want to receive a payment or be bound by the Settlement, you must send an exclusion request so that it is received by **September 20, 2019** by mailing a letter to MyFord Touch Settlement Exclusions, P.O. Box 91241, Seattle, WA 98111, or by submitting it at [www.myfordtouchclassaction.com](http://www.myfordtouchclassaction.com). Your letter must include all the information specified in the Long Form Notice that is available on the website or by calling 1-833-402-1732. *If you were a member of the Litigation Class certified in this case, and you previously excluded yourself from the Litigation Class, you are already excluded from this Settlement Class and need not take further action.*

**How do I object to the Settlement?** If you do not exclude yourself from the Settlement but you wish to object to it, you may object by **September 20, 2019** by following the procedures in the Long Form Notice.

**What happens next?** The Court, located in San Francisco, CA, will hold a hearing on **November 21, 2019 at 1:30 p.m.** on whether to approve the Settlement, including the amount of Class Counsel's attorneys' fees and expenses (up to \$16,000,000 to be paid by Ford) and what Service Award, if any, should be given to the Class Representatives. Plaintiffs will ask the Court to award \$9,000 for each of the named plaintiffs remaining in the lawsuit. You or your attorney also may ask permission to speak at the hearing at your own cost. The date and time of this hearing may change without further notice to the class. Please check the settlement website or the Court's PACER site for updates.

**Who represents me?** The Court has appointed attorneys Steve W. Berman, Craig Spiegel, Catherine Y. N. Gannon, Roland Tellis, Mark Pfitko, Adam J. Levitt, John E. Tangern, Nicholas E. Chmicles, Benjamin F. Johns, and the law firms Hagens Berman Sobol Shapiro LLP, Baron & Budd, P.C., D'Cellio Levitt Gutler LLC, and Chmicles Schwartz Kriner & Donaldson-Smith LLP as Class Counsel to represent the Class. You will not be charged for these attorneys, and you may hire another attorney to represent you at your own expense. Hagens Berman Sobol Shapiro LLP may be contacted at 1301 2nd Ave., Suite 2000, Seattle, WA 98101 or at (206) 623-7292. The remaining Class Counsel's contact information can be found in the Long Form Notice.

**How do I get more information?** For more information, including the Long Form Notice, Claim Forms, Motions for Approval and Attorneys' Fees, and Settlement Agreement, go to [www.myfordtouchclassaction.com](http://www.myfordtouchclassaction.com), call 1-833-402-1732, or contact Class Counsel. You may also access the Court docket in this case, for a fee, through the Court's Public Access to Court Electronic Records (PACER) system at <https://ecf.cand.uscourts.gov>, or by visiting the office of the Clerk of the Court for the United States District Court for the Northern District of California, 450 Golden Gate Avenue, San Francisco, CA 94102, between 9:00 a.m. and 4:00 p.m., Monday through Friday, excluding Court holidays.

PLEASE DO NOT TELEPHONE THE COURT OR THE COURT CLERK'S OFFICE TO INQUIRE ABOUT THIS SETTLEMENT OR THE CLAIM PROCESS.

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**What is this notice for?** A proposed Settlement has been reached in a lawsuit against Ford Motor Company. The case concerns certain model year 2010-2013 Ford and Lincoln vehicles ("Class Vehicles"). The lawsuit alleges defects in the in-vehicle information and entertainment systems called MyFord Touch or MyLincoln Touch ("MFT"). Ford denies these allegations. This Settlement resolves the case and makes relief available to all Class Members who do not exclude themselves from the Settlement, including monetary payments to many Class Members.

**Who is included?** You are a Class Member if you purchased or leased a Class Vehicle from a Ford or Lincoln Dealer before August 9, 2013 in California, Massachusetts, New Jersey, North Carolina, Ohio, Virginia, or Washington.

**What can I get?** If the Settlement is approved by the Court, all Class Members will be entitled to a free dealer-installed or self-installed update to the most current compatible MFT software version. Class Members who submit a valid Claim Form (which may be completed and submitted online) and any required supporting documentation may choose one of the following types of monetary compensation from Ford for certain repairs or unsatisfactory performance: (1) If you received one or more eligible MFT Software repairs, reimbursement amounts range from \$100-\$400, depending on the number of repairs received; (2) out-of-warranty repair costs incurred within one year of the expiration of the MFT Extended Warranty may be reimbursed in full; (3) other customers who experienced unsatisfactory performance may receive a \$45 payment. Class Members who are the original owner/lessee of a Class Vehicle for which no claim is submitted will receive payments of \$55 if the vehicle received an eligible MFT repair or \$20 if it did not receive such repairs. The Long Form Notice fully describes all reimbursement options and eligibility criteria.


**What are my options?** You can stay in the case, exclude yourself, or object to the settlement. If you do not exclude yourself, and the Court approves the settlement, you will be bound by the Court's orders and judgments, even if you do not file a claim.

**How do I file a claim?** Go to [www.myfordtouchclassaction.com](http://www.myfordtouchclassaction.com) by **September 24, 2019** to complete or download a Claim Form. Claims will not be paid until the Settlement becomes effective. You may not file a claim if you exclude yourself from the Settlement, but you may file a claim if you object to the Settlement. To file a claim, you will need to use your Claimant ID: XXXXX-XXXXX and PIN XXXXXX.

**What are some SYNC/MyFord Touch issues at issue in this lawsuit?** Some of the most frequent issues reported by Plaintiffs include: (1) MFT system screens freezing, crashing, restarting or blacking out; (2) MFT backup cameras freezing, crashing, or blacking out; (3) MFT systems failing to respond to touch and/or voice commands; (4) MFT systems playing or changing music without prompting; (5) MFT systems that fail to properly connect or to recognize phones, iPods or USB jump drives.

**How do I update my address?** To make sure your information remains up to date in our records, please confirm your address by filling out the return address of the attached postcard and depositing it in the U.S. Mail.

SEATTLE WA 98111-9341  
PO BOX 91241  
C/O JND LEGAL ADMINISTRATION  
MYFORD TOUCH CLASS ACTION SETTLEMENT



CLAIMANT ID: XXXXX-XXXXX

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Name: \_\_\_\_\_  
Current Address: \_\_\_\_\_  
*Carefully separate this Address Change Form at the perforation*

PLACE  
STAMP  
HERE



# **EXHIBIT B**

**MYFORD TOUCH CLASS ACTION SETTLEMENT  
(USDC NORTHERN DISTRICT OF CALIFORNIA, SAN FRANCISCO DIVISION, CASE No. 3:13-cv-03072-EMC)**

**POTENTIALLY VALID EXCLUSIONS**

	<u>NAME</u>	<u>CITY/STATE</u>	<u>RECEIVED DATE</u>
1.	Acord, Lanette	Huron, OH	September 19, 2019
2.	Akers, Roberta	Vina, CA	June 4, 2019
3.	Anderson, Jane	La Quinta, CA	May 21, 2019
4.	Andrade, Carol	San Pedro, CA	September 18, 2019
5.	Andrade, Mario	San Pedro, CA	September 18, 2019
6.	Armlin, Charlotte	South Lake Tahoe	September 18, 2019
7.	Arnold, Carlos	Tacoma, WA	May 20, 2019
8.	Ashbury, Reecy	Wise, VA	May 28, 2019
9.	Atwell, John	Wilmington, NC	May 20, 2019
10.	Bair, Leo	Woodland, CA	September 18, 2019
11.	Balestreri, Peter	Novato, CA	September 18, 2019
12.	Baum, Barbara	Sandusky, OH	June 7, 2019
13.	Beaudoin, Sharon	Valley Springs, CA	May 28, 2019
14.	Bloom, Donna	Coto de Caza, CA	September 18, 2019
15.	Bravard, Thomas	Bethel, OH	July 23, 2019
16.	Brennan, Michael	Concord, CA	May 28, 2019
17.	Broaddus, Clem	Richmond, VA	July 11, 2019
18.	Bryant, Chad	Charlotte, NC	May 19, 2019
19.	Bryant, Karen	Charlotte, NC	May 19, 2019
20.	Bundle, Angela	Spring Valley, CA	September 18, 2019
21.	Burkholder, Barry	Stephenson, VA	June 27, 2019
22.	Burns, Corinne	Hamersville, OH	September 16, 2019
23.	Bye, A	Redmond, WA	June 25, 2019
24.	Bye, Barbara	Redmond, WA	June 25, 2019
25.	Carpenter, Jazmin Gabriela	Los Angeles, CA	September 18, 2019
26.	Carpenter, Robert A	Los Angeles, CA	September 18, 2019
27.	Castro, Richard	Hollister, CA	September 20, 2019
28.	Christensen, Sandra	Clovis, CA	May 21, 2019
29.	Clark, Cathye	Camarillo, CA	May 28, 2019
30.	Claud Townsley Inc	Gardena, CA	May 20, 2019
31.	Cline, Linda	Shelby, OH	June 5, 2019
32.	Conejo, Richard	Los Angeles, CA	August 1, 2019
33.	Cross, Michael	Rancho Palos Verdes, CA	May 28, 2019
34.	Davey, Thomas	Mill Valley, CA	May 28, 2019
35.	Davis, Paula	Murrieta, CA	September 20, 2019
36.	Davis, Ronald	Murrieta, CA	September 20, 2019
37.	Dwyer, Cynthia	Cincinnati, OH	May 22, 2019
38.	Escalante, Kevin	Chino Hills, CA	September 18, 2019

39.	Ewing, Cynthia	Renton, WA	July 18, 2019
40.	Ewing, Michael	Renton, WA	July 18, 2019
41.	Fannell, Tim	La Quinta, CA	September 18, 2019
42.	Fishel, Laura	Fayetteville, NC	May 20, 2019
43.	Francis, Edward	Irvine, CA	May 22, 2019
44.	Garcia, Ralph	Lincoln, CA	September 19, 2019
45.	Garcia, Sandra	Lincoln, CA	September 19, 2019
46.	Gaspiretti, Nancy	Phillipsburg, NJ	May 22, 2019
47.	Gifford, Linda	Lake Stevens, WA	June 7, 2019
48.	Gifford, Walter	Lake Stevens, WA	June 7, 2019
49.	Grell, Raymond	Sagamore Hills, OH	May 29, 2019
50.	Halpern, Joni	San Diego, CA	May 28, 2019
51.	Hamilton, Eleanore	Huber Heights, OH	June 6, 2019
52.	Harbert, Denise	Dearborn, MI	September 4, 2019
53.	Harville, Kevin	Folsom, CA	May 28, 2019
54.	Hastings, David	Bonita, CA	September 18, 2019
55.	Hernandez, Efren	Dana Point, CA	May 20, 2019
56.	Hernandez, Josephine	Dana Point, CA	May 20, 2019
57.	Herring, Edward	Kernersville, NC	June 11, 2019
58.	Heslop, Garin	Canyon Lake, CA	September 19, 2019
59.	Heslop, Kelly Renee	Temecula, CA	September 19, 2019
60.	Hiner, Charlotte	Rancho Cucamonga, CA	May 20, 2019
61.	Hitchrick, Lorraine and Michael	Santee, CA	May 20, 2019
62.	Hoffman, Donna	Lodi, CA	May 28, 2019
63.	Hoffman, Robert	Lodi, CA	May 28, 2019
64.	Holbrook, Terry	Calabasas, CA	August 19, 2019
65.	Hope, Longin	Sherman Oaks, CA	May 28, 2019
66.	Horn, Edith	Petaluma, CA	May 31, 2019
67.	Hoyt, Bill	Riverside, CA	May 28, 2019
68.	Humphrey, Renee	Berkeley, CA	May 28, 2019
69.	Hunter, Anthony	Fairfield, CA	September 18, 2019
70.	Hurley, William	Hickory, NC	May 20, 2019
71.	Ireson, Henry	Church Hill, TN	June 14, 2019
72.	Jacobsen, Karl	Valencia, CA	May 28, 2019
73.	Jeffords, Shirill	Virginia Beach, VA	June 14, 2019
74.	Jones, William	Oakdale, CA	May 28, 2019
75.	Juergens, Mary	West Chester, OH	May 25, 2019
76.	Juergens, Stanley	West Chester, OH	May 25, 2019
77.	Karatekeleli, Burak	Chico, CA	September 18, 2019
78.	Karatekeleli, Sandra Renee	Chico, CA	September 18, 2019
79.	Karatekeleli, Yildirim	Chico, CA	September 18, 2019
80.	Karman, Alexander	Annandale, VA	May 24, 2019
81.	Kelleher, Dennis	Woodland, CA	May 28, 2019
82.	King, James	Rancho Santa Margarita, CA	May 28, 2019
83.	Klemack, Donald	Huntersville, NC	May 28, 2019
84.	Krause, Katharina	Burlington, MA	May 15, 2019

85.	Larsen, Jennifer	Sioux City, IA	June 10, 2019
86.	Larsen, Michael	Sioux City, IA	June 10, 2019
87.	Leggitt, Jennifer	La Habra, CA	September 19, 2019
88.	Lentini, Cynthia	Northfield, NJ	May 28, 2019
89.	Llano, Monic	Sacramento, CA	May 28, 2019
90.	Love, Annette	Morgan Hill, CA	May 28, 2019
91.	Lovin, Sherri	Miamisburg, OH	June 10, 2019
92.	Lupkin, Joel	Calabasas, CA	May 21, 2019
93.	Maddox, Esther	Castalia, OH	May 20, 2019
94.	Mangiapane, Beth	Rancho Santa Margarita, CA	September 19, 2019
95.	Manley, Richard	San Diego, CA	July 19, 2019
96.	Martin, Angel	Sacramento, CA	May 28, 2019
97.	McCutchan, Jonell	Canton, OH	May 24, 2019
98.	McDowell, Janet	Tulare, CA	May 21, 2019
99.	McGinley, Anthony	Herndon, VA	August 15, 2019
100.	McGinley, Kristin	Herndon, VA	August 15, 2019
101.	Meyers, Barbara	Winlock, WA	June 6, 2019
102.	Meyers, Max	Winlock, WA	June 6, 2019
103.	Milburn, Tami	Fisherville, KY	June 7, 2019
104.	Miller, Wanda	Fife, WA	June 14, 2019
105.	Millican, Noel	Spring Valley, CA	September 18, 2019
106.	Montemayor, Jesse	Newhall, CA	September 18, 2019
107.	Montemayor, Rosanna	Newhall, CA	September 18, 2019
108.	Morr, Dennis	Tumwater, WA	May 19, 2019
109.	Murdoch, Cynthia	Palm Springs, CA	May 28, 2019
110.	Nash, Cynthia	Lancaster, OH	July 8, 2019
111.	Neal, Paul	New Albany, OH	May 24, 2019
112.	Nelson, Clifford	Napa, CA	May 20, 2019
113.	Northup, Thomas	Amanda Park, WA	June 13, 2019
114.	Novy, Michelle	Long Beach, CA	May 13, 2019
115.	Person, Roberta	Alexandria, VA	May 16, 2019
116.	Potter, Cheryl	Fort Wayne, IN	June 3, 2019
117.	Potter, James	Fort Wayne, IN	June 3, 2019
118.	Powell, Diane	Atascadero, CA	September 20, 2019
119.	Powell, Douglas	Atascadero, CA	September 20, 2019
120.	Powell, William Dennis	Fontana, CA	September 18, 2019
121.	Pratuch, Steven	Alamo, CA	May 28, 2019
122.	Price, Elizabeth	San Francisco, CA	August 5, 2019
123.	Purdon-Cook, Norene	North Ridgeville, OH	August 26, 2019
124.	Rademaker, Ann	Scottsdale, AZ	May 28, 2019
125.	Reimer, Louis	Riverside, CA	May 28, 2019
126.	Richards, William	Brick, NJ	May 20, 2019
127.	Robinson, Jerry	Sarahsville, OH	May 20, 2019
128.	Rogers, Steve	Visalia, CA	September 20, 2019
129.	Rose, Lara	San Diego, CA	September 19, 2019
130.	Ruiz, Daniel	Sacramento, CA	May 28, 2019

131.	Rulnick, Barry	Murrieta, CA	May 28, 2019
132.	Ryan, B Snow	Long Beach, CA	May 28, 2019
133.	Safarian, Raymond	Granada Hills, CA	September 18, 2019
134.	Schatzman, Beth	Santa Cruz, CA	September 19, 2019
135.	Schneider, Kimberly	Big Bear City, CA	September 18, 2019
136.	Scoggins, Therese	Sacramento, CA	May 28, 2019
137.	Scudellari, Mitchelle	Highland Hts, OH	May 26, 2019
138.	Shoemaker, Keith	Princeton, NJ	May 23, 2019
139.	Simmons, Marie	San Diego, CA	September 18, 2019
140.	Sjoberg, Kristine	Maple Valley, WA	June 3, 2019
141.	Sjoberg, Mark	Maple Valley, WA	June 3, 2019
142.	Skinner, David	Avon, OH	May 20, 2019
143.	Starcks, David	Lake Forest, CA	September 18, 2019
144.	Starcks, Quinn	Lake Forest, CA	September 18, 2019
145.	Stauch, Leo	Puyallup, WA	May 21, 2019
146.	Stauch, Theresa	Puyallup, WA	May 21, 2019
147.	Steeg, Lucinda	Chino, CA	September 19, 2019
148.	Tanner, James	Livermore, CA	September 19, 2019
149.	Tanner, Shelley	Livermore, CA	September 19, 2019
150.	Tedrow, Addie	Glendora, CA	June 11, 2019
151.	Torres, Claudia	Ontario, CA	September 18, 2019
152.	Turf Care Supply Corp	Brunswick, OH	June 3, 2019
153.	Vandesteeg, Albert	Chino, CA	September 19, 2019
154.	Vasquez, Enrique	Long Beach, CA	September 12, 2019
155.	Vasquez, Maricela	Long Beach, CA	September 12, 2019
156.	Verry, Jeffrey	Chesapeake, VA	September 11, 2019
157.	Vick, Cherie	Fresno, CA	June 11, 2019
158.	Vincente Pacheco, Marcelo	Baldwin Park, CA	September 12, 2019
159.	Walters, Mary Ellen	Urbana, OH	June 11, 2019
160.	Webb, Wesley	Sherrills Ford, NC	June 5, 2019
161.	Wendel, Fred	Aurora, OH	June 10, 2019
162.	Wittkopf, Dale	Mansfield, OH	May 20, 2019
163.	Woodworth, Tiffani	Lompoc, CA	May 28, 2019
164.	Wright, Richard	Kilmarnock, VA	May 20, 2019
165.	Yang, Constant	Cincinnati, OH	June 6, 2019
166.	Yorke, Ruby	Waynesboro, VA	August 20, 2019