

KLINE & SPECTER

A PROFESSIONAL CORPORATION

ATTORNEYS AT LAW

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2009 APR 14 AM 11:02

SHANIN SPECTER

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FAX: 215-772-1359

March 30, 2009

Ronald L. Medford
Acting Deputy Administrator
U.S. Department of Transportation
NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Dear Mr. Medford:

We represent [REDACTED]'s wife, [REDACTED], in a products liability suit brought against Ford Motor Company and McCrackin Ford, Inc. On September 29, 2004, [REDACTED] lost his life after the parking brake in his 2002 Ford F-350 truck spontaneously disengaged, running him over. A copy of the complaint is attached hereto as Exhibit "A." On March 19, 2009, a jury in Allegheny County found Ford liable to the [REDACTED]

[REDACTED] an experienced tow truck operator, was attempting to tow a Ford Ranger from 5000 Centre Avenue in Pittsburgh to his client [REDACTED] home. The Ford Ranger, though driveable, was leaking power steering fluid. [REDACTED] hooked the Ranger to his tow truck in the lower lot of the parking garage, and planned to drive up the steep ramp to the street, where he would follow [REDACTED] wife to the couples' home. A photo of the garage is attached hereto as Exhibit "B."

[REDACTED] could not make the turn on the ramp with the Ranger attached. The position where he stopped the tow truck with the Ranger attached is circled in red on Exhibit "B." In order to complete the tow, he engaged his parking brake, and with the tow truck in neutral, engaged the power take off and lowered the Ranger to the ground. [REDACTED] then got in the Ranger and backed it off the L-arms of the tow truck. A photo of the L-arms is attached hereto as Exhibit "C." A few seconds after the Ranger cleared the L-arms, [REDACTED]'s truck began to roll. Mr. [REDACTED] was looking behind him as he backed down the ramp, and did not see [REDACTED] get run over. [REDACTED] was found under the tow truck immediately after the impact, and the cause of death was declared to be mechanical asphyxiation.

Plaintiff's liability experts, Robert A. Nocivelli and Dr. Campbell Laird, conducted extensive inspections of the subject parking brake and numerous exemplar brakes, and made the determination that this brake is defective. The expert reports of Mr. Nocivelli and Dr. Laird are attached hereto as

March 30, 2009

Page 2

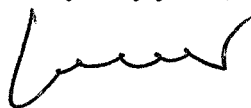
Exhibit "D." Specifically, the lock pinion in the parking brake controller is capable of skipping out of place at its point of engagement with the lock sector stop, creating slack in the rear brake cables. A skip out is possible at this point due to damaged pinion teeth and the misalignment of the lock sector and pinion, allowing for a vertical "wobble" between the pinion and sector. A photograph of the misalignment is attached hereto as Exhibit "E." The pinion teeth are capable of being damaged through normal parking brake application, and the teeth can skip out of place at that point of engagement when damaged. Photographs of the damaged pinion teeth in the subject vehicle are attached hereto as Exhibit "F." Slack in the rear cables resulting from a skip out allows the brake shoes to separate from the drums in the rear of the vehicle, allowing the rear axles to turn and the truck to roll away.

The brake on the subject vehicle, which was installed on all 1999-2004 Ford Super Duty F-series trucks, is missing several features which would have prevented [REDACTED]'s death, including a self adjusting drum in hat assembly, a more robust bump stop, more robust pinion teeth, a collar to secure the engagement of the pinon and the sector, and an encapsulated take up spring.

Ford was aware of the problems with this parking brake system well before the time of Mr. [REDACTED] death. At trial, 28 Master Owner Relations System ("MORS") and Control Quality Indicator System ("CQIS") reports were introduced, each of which represented a complaint Ford received about the F-series super duty parking brakes failing and the vehicles rolling away. Each of these reports was substantially similar to [REDACTED]'s accident. See Exhibit "G." Yet, Ford failed to take any action to warn the drivers of its vehicles about the known problems with these brakes. Ford's design engineers were familiar with these problems, and re-designed the 2005 brake well before [REDACTED]'s death to fix these problems. In his deposition, Mr. David Pauken, a parking brake design engineer, explained that the 1999-2004 brakes had a variable mechanical advantage of 3.7 to 1 and 4.0 to 1, while the 2005 design had a mechanical advantage of 8 to 1 and 12 to 1. See trial transcript dated March 12, 2009 at 32-36, excerpts attached hereto as Exhibit "H." The 2005 brakes also had a more robust bump stop, a collar, and an encapsulated take up spring, as explained by Dr. Laird at trial. See trial transcript dated March 12, 2009 at 67-72, excerpts attached hereto as Exhibit "I."

Based on the evidence unearthed in this case alone, it seems clear that there are serious safety concerns with this parking brake system. I request that NHTSA investigate this parking brake system and order a recall if appropriate.

Very truly yours,



SHANIN SPECTER

IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA

[REDACTED], Individually
and as Administratrix of the Estate of
[REDACTED], Deceased
Allison Park, Pennsylvania [REDACTED]

Plaintiffs,

v.

FORD MOTOR COMPANY
c/o C T Corporation System
1635 Market Street
Philadelphia, Pennsylvania 19103
and
MCCRACKIN FORD, INC.
7209 McKnight Road
Pittsburgh, Pennsylvania 15237

Defendants.

CIVIL DIVISION

G.D. No.
Code 004

PLEADING:

COMPLAINT

FILED

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PROTHONOTARY
ALLEGHENY COUNTY

NOTICE TO DEFEND

"NOTICE"

You have been sued in court. If you wish to defend against the claims set forth in the following pages, you must take action within twenty (20) days after this complaint and notice are served, by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money or property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER (OR CANNOT AFFORD ONE), GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW TO FIND OUT WHERE YOU CAN GET LEGAL HELP. THIS OFFICE CAN PROVIDE YOU WITH INFORMATION ABOUT HIRING A LAWYER.

IF YOU CANNOT AFFORD TO HIRE A LAWYER, THIS OFFICE MAY BE ABLE TO PROVIDE YOU WITH INFORMATION ABOUT AGENCIES THAT MAY OFFER LEGAL SERVICES TO ELIGIBLE PERSONS AT A REDUCED FEE OR NO FEE.

Lawyer Referral Service
Room 920, City County Building
Pittsburgh, PA 15219
(412) 261-2088

"AVISO"

Le han demandado en corte. Si usted quiere defenderse contra las demandas nombradas en las paginas siguientes, tiene veinte (20) dias a partir de recibir esta demanda y notificacion para entablar personalmente o por un abogado una comparecencia escrita y tambien para entablar con la corte en forma escrita sus defensas y objeciones a las demandas contra usted. Sea avisado que si usted no se defiende, el caso puede continuar sin usted y la corte puede incorporar un juicio contra usted sin previo aviso para conseguir el dinero demandado en el pleito o para conseguir cualquier otra demanda o alivio solicitados por el demandante. Usted puede perder dinero o propiedad u otros derechos importantes para usted.

USTED DEBE LLEVAR ESTE DOCUMENTO A SU ABOGADO INMEDIATAMENTE. SI USTED NO TIENE ABOGADO (O NO TIENE DINERO SUFICIENTE PARA PAGAR A UN ABOGADO), VAYA EN PERSONA O LLAME POR TELEFONO LA OFICINA NOMBRADA ABAJO PARA AVERIGUAR DONDE SE PUEDE CONSEGUIR ASISTENCIA LEGAL. ESTA OFICINA PUEDE PROPORCIONARLE LA INFORMACION SOBRE CONTRATAR A UN ABOGADO.

SI USTED NO TIENE DINERO SUFICIENTE PARA PAGAR A UN ABOGADO, ESTA OFICINA PUEDE PROPORCIONARLE INFORMACION SOBRE AGENCIAS QUE OFRECEN SERVICIOS LEGALES A PERSONAS QUE CUMPLEN LOS REQUISITOS PARA UN HONORARIO REDUCIDO O NINGUN HONORARIO.

Lawyer Referral Service
Room 920, City County Building
Pittsburgh, PA 15219
(412) 261-2088

IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA

██████████ Individually
and as Administratrix of the Estate of
██████████, Deceased
Allison Park, Pennsylvania ██████████

Plaintiffs,

v.

FORD MOTOR COMPANY
c/o C T Corporation System
1635 Market Street
Philadelphia, Pennsylvania 19103
and
MCCRACKIN FORD, INC.
7209 McKnight Road
Pittsburgh, Pennsylvania 15237

Defendants.

CIVIL DIVISION

G.D. No.
Code 004

PLEADING:

COMPLAINT

Filed on behalf of Plaintiff

Counsel for Record for this Party:

Shanin Specter, Esquire
Identification No. 40928
David J. Caputo, Esquire
Identification No. 79317
KLINE & SPECTER,
A PROFESSIONAL CORPORATION
1525 Locust Street, 19th Floor
Philadelphia, PA 19102
(215) 772-1000

Cynthia Danel, Esquire
Identification No. 34527
EDGAR, SNYDER & ASSOCIATES, LLC
Firm No. 1605
US Steel Tower, 10th Floor
600 Grant Street
Pittsburgh, PA 15219-2705

[REDACTED] Individually :
 and as Administratrix of the Estate of : CIVIL DIVISION
 [REDACTED], Deceased :
 [REDACTED] :
 Allison Park, Pennsylvania [REDACTED] : G.D. No.
 : Code 004

V.

Defendants.

deceased, complains of defendants as follows:

THE PARTIES

1. Plaintiff [REDACTED] is an adult person and citizen of the Commonwealth of Pennsylvania, residing therein at [REDACTED] Allison Park, Pennsylvania, [REDACTED]
2. Plaintiff is the Administratrix of the Estate of [REDACTED] Deceased, having been so appointed by the Register of Wills of Allegheny County on December 9, 2005. See Letters of Administration attached hereto as Exhibit "A."
3. Plaintiff's decedent is her husband.

4. Defendant, Ford Motor Company (hereinafter, "Ford"), is a Delaware corporation, having its principal place of business in Michigan, and at all times relevant hereto Ford has regularly conducted business in Allegheny County, Pennsylvania. Ford's registered agent is C T Corporation System, 1635 Market Street, Philadelphia, Pennsylvania 19103.

5. Defendant Ford is the corporation that manufactured, assembled, sold and distributed the vehicle which is the subject of this lawsuit, namely, a 2000 Ford F-350, Vehicle Identification Number 1FTCR10U1PT [REDACTED] (hereinafter, the "F-350").

6. Defendant McCrackin Ford, Inc. (hereinafter, "McCrackin") is a Delaware corporation having its principal place of business at 7209 McKnight Road, Pittsburgh, Pennsylvania 15237. McCrackin sold and distributed the F-350.

7. At all material times hereto, defendants acted by themselves and by and through their agents, servants and employees, including actual and/or apparent agents.

8. Venue properly lies in Allegheny County pursuant to, inter alia, Pa. R. Civ. P. 2179(a)(2) in that defendants Ford and McCrackin regularly conduct business in Allegheny County.

OPERATIVE FACTS

9. On September 29, 2004, plaintiff's decedent, [REDACTED] was operating the subject F-350 at a parking lot at 5000 Centre Avenue, Pittsburgh, Pennsylvania.

10. [REDACTED] stopped the vehicle on an uphill grade, applied the parking brake and exited the vehicle.

11. The parking brake failed to hold the F-350, which rolled down the grade and over [REDACTED]

12. Defendant Ford knew or should have known that the subject F-350 could be parked on an uphill grade and that the F-350 could be used in the manner that [REDACTED] was using it, and therefore, Ford had a duty to design and manufacture the vehicle in a way that would not pose a substantial risk of serious bodily injury under such circumstances. In particular, defendant Ford knew or should have known that the F-350 had to be designed and manufactured in a way that the truck would not roll away when it was parked on a grade.

13. At the time of the accident described above, the parking brake of the F-350 failed to hold the vehicle while it was parked on a grade.

14. As a direct and proximate result of the conduct of all defendants, as set forth herein, jointly and severally, [REDACTED] died after enduring excruciating pain and suffering.

FIRST CAUSE OF ACTION: WRONGFUL DEATH ACT

15. The allegations set forth above are incorporated herein by reference as if set forth in full.

16. Plaintiff, [REDACTED] Administratrix of the Estate of [REDACTED] brings this action on behalf of the beneficiaries under and by virtue of the Wrongful Death Act, 42 Pa. C.S.A. §8301, and the applicable Rules of Civil Procedure and decisional law.

17. [REDACTED] left surviving him the following persons who are beneficiaries under the Wrongful Death Act:

[REDACTED] (wife)
[REDACTED] (daughter)
[REDACTED] (daughter)

18. As a result of the conduct of all defendants, jointly and severally, as set forth herein, plaintiff's decedent was caused grave injuries and death resulting in the entitlement to damages by the beneficiaries under the Wrongful Death Act.

19. Plaintiff, [REDACTED], Administratrix of the Estate of [REDACTED], claims all expenses recoverable under the Wrongful Death Act, including, but not limited to, damages for medical, funeral and burial expenses and expenses of administration necessitated by reason of injuries causing decedent's death.

20. On behalf of the Wrongful Death Act beneficiaries, the Administratrix claims damages for monetary support that decedent would have provided to the beneficiaries during decedent's lifetime, including, but not limited to, the support provided or which could have been expected to have been provided to the beneficiaries.

21. On behalf of the Wrongful Death Act beneficiaries, the Administratrix claims damages for services provided or which could have been expected to have been performed in the future by decedent.

22. On behalf of the Wrongful Death Act beneficiaries, the Administratrix claims damages for the loss of companionship, comfort, society, guidance, solace, and protection of decedent.

23. On behalf of the Wrongful Death Act beneficiaries, the Administratrix claims damages for all pecuniary loss suffered by the beneficiaries.

24. On behalf of the Wrongful Death Act beneficiaries, the Administratrix claims damages for the full measure of damages allowed under the Wrongful Death Act of Pennsylvania and decisional law interpreting said Act.

WHEREFORE, plaintiff demand damages against defendants, jointly and severally, in an amount in excess of Fifty Thousand Dollars (\$50,000.00), and in excess of the prevailing arbitration limits under the Wrongful Death Act, exclusive of prejudgment interest, post-judgment interest and costs.

SECOND CAUSE OF ACTION: SURVIVAL ACT

25. The allegations set forth above are incorporated herein by reference as if set forth in full.

26. Plaintiff, [REDACTED] Administratrix of the Estate of [REDACTED] brings this Survival Action on behalf of the Estate of [REDACTED] under and by virtue of 42 Pa.C.S.A. §8302, and the applicable Rules of Civil Procedure and decisional law.

27. The persons who are entitled to the Estate of [REDACTED] are:

[REDACTED] (wife)
[REDACTED] (daughter)
[REDACTED] (daughter)

28. As a result of the conduct of all defendants, jointly and severally, as set forth herein, plaintiff's decedent was caused grave injuries and death resulting in the entitlement to damages by the beneficiaries under the Survival Act.

29. On behalf of the Survival Act beneficiaries, the Administratrix claims damages for the amount of lost earnings of decedent between the time of injury and death.

30. On behalf of the Survival Act beneficiaries, the Administratrix claims damages for loss of earnings and economic loss to decedent's estate, including, but not limited to, decedent's total estimated future earning power less his cost of personal maintenance as a result of decedent's death.

31. On behalf of the Survival Act beneficiaries, the Administratrix claims damages for all loss of income, retirement, and Social Security income as a result of decedent's death.

32. On behalf of the Survival Act beneficiaries, the Administratrix claims damages for the pain, suffering, and inconvenience endured by decedent prior to his death, including, but not limited to, physical pain and suffering, mental pain and suffering, and the fright and mental suffering attributed to the peril leading to decedent's death.

33. Plaintiff claims the full measure of damages under the Survival Act and decisional law interpreting said Act.

WHEREFORE, plaintiff demands damages against all defendants, jointly and severally, in an amount in excess of Fifty Thousand Dollars (\$50,000.00), and in excess of the prevailing arbitration limits under the Survival Act, exclusive of prejudgment interest, post-judgment interest and costs.

COUNT I
PLAINTIFF v. FORD MOTOR COMPANY
(STRICT LIABILITY)

34. The allegations set forth above are incorporated herein by reference as if set forth in full.

35. At all times relevant hereto, Ford was engaged in the business of design, manufacture and sale of motor vehicles, and had designed, manufactured and sold the F-350 that was operating at the time of the accident.

36. The F-350 was defective at the time it was manufactured and sold by Ford and at the time of the accident, in that it was equipped with a parking brake that failed under foreseeable conditions, such as when the F-350 was parked on a grade, rendering the F-350 unsafe to the ultimate user or consumer for the purpose for which it was intended.

37. The F-350 was expected to, and did, reach plaintiff's decedent without substantial relevant change in the condition in which was sold by Ford.

38. Plaintiff's decedent's injuries and death were caused by the defective F-350 and, in particular, its parking brake.

39. At the time the F-350 left Ford's possession and control, it was in a defective condition to plaintiff's decedent and others.

40. By reason of its designing, manufacturing and distributing the F-350 in a defective condition, Ford is strictly liable to plaintiffs for their injuries and losses.

41. As a direct and proximate result of the defective condition of the F-350, plaintiff has sustained and will continue to sustain significant injuries and damages.

42. Ford knew of problems of this nature and a similar nature with its parking brakes and acted in conscious disregard of a known risk to public safety, and its conduct was wanton, wilful, and reckless, warranting the imposition of punitive damages.

WHEREFORE, plaintiff demands judgment against defendant Ford Motor Company in an amount in excess of Fifty Thousand Dollars (\$50,000.00).

COUNT II
PLAINTIFF v. FORD MOTOR COMPANY
(BREACH OF WARRANTIES)

43. The allegations set forth above are incorporated herein by reference as if set forth in full.

44. At the time of the subject accident, the F-350, including the parking brake thereof, was being used for the particular and the ordinary purpose for which it was intended to be used.

45. Ford was aware of the use to which the F-350 and parking brake would be put and expressly and impliedly warranted that it was of merchantable quality and fit for the ordinary and the particular purposes for which it was intended to be used.

46. The injuries and damages sustained by plaintiff were caused or enhanced by the breach of one or more of the expressed and implied warranties made by Ford and imposed by law with regard to the F-350 and parking brake.

47. Ford knew of problems of this nature and a similar nature with its parking brakes and acted in conscious disregard of a known risk to public safety, and its conduct was wanton, wilful, and reckless, warranting the imposition of punitive damages.

WHEREFORE, plaintiff demands judgment against defendant Ford Motor Company in an amount in excess of Fifty Thousand Dollars (\$50,000.00).

COUNT III
PLAINTIFFS v. FORD MOTOR COMPANY
(NEGLIGENCE)

48. The allegations set forth above are incorporated herein by reference as if set forth in full.

49. Ford was negligent in its design, development, manufacture and distribution of the F-350 and in the representations that it made regarding this vehicle in that it:

- a. failed to use reasonable and proper care in the design, development and manufacture of the F-350 so as to avoid the risk of serious bodily injury from a reasonably foreseeable use;
- b. failed to use reasonable and proper care in providing warnings regarding the risks attendant to the use of the F-350, in particular, the risk of serious bodily injury resulting from the failure of the parking brake to hold the vehicle when parked on a grade;
- c. failed to perform adequate testing and to make necessary design modifications so as to ensure the safety of the F-350 and its users in the event that the vehicle was parked on a grade;
- d. failed to recall the F-350 or to otherwise act to timely and properly alert the public, including plaintiff's decedent, to the dangerous propensities of the F-350 after Ford knew or should have known about the unsafe condition of the vehicle;
- e. failed to use reasonable and proper care in designing the vehicle such that its parking brake could hold the vehicle when parked on a grade; and
- f. failed to use reasonable and proper care in designing and manufacturing a vehicle that was safe for its intended use.

50. As a direct and proximate result of Ford's negligence, plaintiff has sustained and will continue to sustain significant injuries and damages as described herein.

51. Ford knew of problems of this nature and a similar nature with its parking brakes and acted in conscious disregard of a known risk to public safety, and its conduct was wanton, wilful, and reckless, warranting the imposition of punitive damages.

WHEREFORE, plaintiff demands judgment against defendant Ford Motor Company in an amount in excess of Fifty Thousand Dollars (\$50,000.00).

COUNT IV
PLAINTIFFS v. MCCRACKIN FORD, INC.
(STRICT LIABILITY)

52. The allegations set forth above are incorporated herein by reference as if set forth in full.

53. At all times relevant hereto, McCrackin was a retail automobile dealer, engaged in the business of selling motor vehicles, including F-350's, and was the seller of the F-350 that plaintiff's decedent was using at the time of the accident.

54. The F-350 was defective at the time it was sold by McCrackin and at the time of the accident, in that it was equipped with a parking brake that failed under foreseeable conditions, such as when the F-350 was parked on a grade, rendering the F-350 unsafe to the ultimate user or consumer for the purpose for which it was intended.

55. The F-350 was expected to, and did, reach plaintiff's decedent without substantial relevant change in the condition in which was sold by McCrackin.

56. Plaintiff's decedent's injuries and death were caused by the defective F-350 and, in particular, its parking brake.

57. At the time the F-350 left McCrackin's possession and control, it was in a defective condition to plaintiff's decedent and others.

58. By reason of its distributing the F-350 in a defective condition McCrackin is strictly liable to plaintiffs for their injuries and losses.

59. As a direct and proximate result of the defective condition of the F-350, plaintiff has sustained and will continue to sustain significant injuries and damages.

WHEREFORE, plaintiff demands judgment against defendant McCrackin Ford, Inc. in an amount in excess of Fifty Thousand Dollars (\$50,000.00).

COUNT V
PLAINTIFFS v. MCCRACKIN FORD, INC.
(BREACH OF WARRANTIES)

60. The allegations set forth above are incorporated herein by reference as if set forth in full.

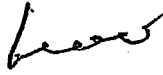
61. At the time of the subject accident, the F-350, including the parking brake thereof, was being used for the particular and the ordinary purpose for which it was intended to be used.

62. McCrackin was aware of the use to which the F-350 and parking brake would be put and expressly and impliedly warranted that it was of merchantable quality and fit for the ordinary and the particular purposes for which it was intended to be used.

63. The injuries and damages sustained by plaintiff were caused or enhanced by the breach of one or more of the expressed and implied warranties made by McCrackin and imposed by law with regard to the F-350 and parking brake.

WHEREFORE, plaintiff demands judgment against defendant McCrackin Ford, Inc. in an amount in excess of Fifty Thousand Dollars (\$50,000.00).

KLINE & SPECTER,
A Professional Corporation

By: 

Shanin Specter, Esquire
David J. Caputo, Esquire
1525 Locust Street - 19th Floor
Philadelphia, PA 19102
215/772-1000

EDGAR, SNYDER & ASSOCIATES, LLC

By: Cynthia Danel, Esquire
US Steel Tower, 10th Floor
600 Grant Street
Pittsburgh, PA 15219-2705
412/394-1000

Attorneys for Plaintiff

VERIFICATION

I, [REDACTED] hereby verify that I am the plaintiff in this action, and that the statements made in the foregoing Civil Action Complaint are true and correct to the best of my knowledge, information and belief. I understand that false statements are made subject to the penalties of 18 Pa.C.S. §4904 relating to unsworn falsification to authorities.

[REDACTED]

VERIFICATION

I, [REDACTED], hereby verify that I am the plaintiff in this action, and that the statements made in the foregoing Civil Action Complaint are true and correct to the best of my knowledge, information and belief. I understand that false statements are made subject to the penalties of 18 Pa.C.S. §4904 relating to unsworn falsification to authorities.







PLAINTIFF'S
EXHIBIT

tabbles

2

BRAN group

337 Tracy Lane
Building 2
Apollo, PA 15613-9238
(724) 335-2853 FAX (724) 335-9806
Mobile Phone (412) 849-5019

December 3, 2008

Kline and Specter
Attention: Kila B. Baldwin, Esq.
1525 Locust Street, 19th Floor
Philadelphia, PA 19102

Re: [REDACTED] *Individually and as Administrator of the Estate of* [REDACTED] *Deceased vs. Ford Motor Company and McCrackin Ford, Inc.*

Dear Ms. Baldwin:

Acting in accordance with your request, I am providing you with a report regarding my examination of a vehicle and the testing and research that I have performed on that vehicle and related components. I will also comment on relevant case information that I have been provided.

In preparation for this report I have reviewed the following documents and performed the research and related tasks described:

- Commonwealth of PA, Police Crash Report Form, Dated: 9/29/2004, Marked: Pittsburgh Bureau of Police, Incident No.: 04-172310;
- City of Pittsburgh Coroners Report, Dated: 9/30/04;
- Edlin Automotive Services Maintenance documents pertaining to the subject vehicle identified as Unit #112;
- Jerr Dan Wheel Lift Wrecker Body Information and Operation Documents;
- 2002 Ford F-350 Operators (Owners) Manual (Incomplete and Complete Vehicle);
- 2002 Ford F-350 Service Manual;
- ALLDATA System Technical Information pertaining to the F-Series Ford truck;

- Numerous Design specification and concern details for parking brake assemblies, that included brake lining and drum specifications;
- Ford PEARS Register;
- Ford Warranty Claim Detail Reports;
- MORS Documents produced by Ford;
- Common Durability Incident Reports produced by Ford;
- Ford Brake Service Guide;
- Ford Warranty Policy Manual;
- Transcript of Deposition of Philip Beuckelaere;
- Transcript of Deposition of David M. Pauken;
- Transcript of Deposition of James Hamblin;
- Transcript of Deposition of Tony Lusardi;
- Transcript of Deposition of Roger Barbosa;
- Examined and measured the subject Edlin Automotive tow truck identified as Unit #112;
- Examination and actuation of selected components on and off of the subject vehicle;
- Examination of previously failed parking brake controllers and cable from the subject vehicle;
- Procurement of several new and used exemplar parking brake controllers;
- Examined, testing and measured exemplar new and used parking brake components from Ford F-Series trucks;
- Reviewed witness statements and news videos regarding the accident;
- Transcript of Deposition of Andrew James Walendziewicz;
- Transcripts of Deposition (Volume I and II of Edward Butler);
- Transcript of Deposition of Linda Butler;
- Transcript of Deposition of Jeannette Blumer;
- Transcript of Deposition of Ross Lockwood;
- Photographs of the parking brake controller from White v. Ford;
- Information regarding the parking brake controller in Bobb v. Ford;

Brief Description of the Accident

The City of Pittsburgh police accident report and witness testimony has provided information regarding the events of the accident that occurred on September 29, 2004. At approximately 14:30 on the above date a tow truck operated by [REDACTED] owned by Edlin Towing, was in the process of towing a vehicle from a parking lot of a warehouse located off Center Avenue in the "East End" of Pittsburgh, PA. During the towing procedure employed by [REDACTED] the subject tow truck parking brake failed to hold, releasing the vehicle from a stationary work position. [REDACTED] was then run over and succumbed to the injuries that he received.

Examination of the Subject Vehicle

The subject vehicle is a 2002 Ford F-350, two (2) wheel drive (4 X 2) tow truck identified as Unit #112. The wrecker body and wheel lift assembly is a Jerr Dan Model 0808S and HPL-35, respectively. The subject vehicle seventeen digit alpha-numeric VIN (Vehicle Identification Number) 1FDWF36F32E [REDACTED] was confirmed at the time of my initial examination on October 8, 2004 at the City of Pittsburgh Auto Pound. DOCUMENTS A, B, and C and photograph 1 in the Photograph and Document Catalog that accompanies this report provide for the reader a view of the VIN identification (Descriptive Decoding Chart) and the VIN decal on the left door opening. The door decal and the "Descriptive Decoding Chart" indicate, the subject vehicle was manufactured by Ford as an "incomplete vehicle" with a GVWR (Gross Vehicle Weight Rating) of 12,500 lb. further identified as "F36" (Regular Cab Chassis Cab) 4 X 2 dual rear wheel with a Code F, 7.3 Liter Turbo Diesel engine. The electronic odometer reading on the subject vehicle (at the time of my examination) was 137,662 miles. Photographs 2, 3 and 4 show the Edlin Automotive Service wrecker as I initially observed it at the city auto pound on October 8, 2004. Photographs 5 and 6 provide views of the Parking Brake Controller assembly as I found it. The pedal application arm was at the end of the travel limit, slightly above the rubber mat on the floorboard. It should be noted that the "take-up spring" (that is part of the controller assembly) marked with an arrow in photograph 6, was found resting behind the parking brake cable within the stamped steel frame of the controller assembly. Videotape frame captures marked as photographs 7 and 8 provide additional views of the subject "take-up spring". The subject tow truck was then "hooked up (from the rear) to a McGann and Chester tow truck for transport to Edlin Automotive Services garage. Towing the subject tow truck from the rear was selected specifically to prevent unwanted rotation of the rear wheels, and related driveline components wherein the disc brake rotor and parking brake drum assembly ("drum in hat") are located. Photograph 11 shows the subject tow truck covered at the Edlin facility on the night of the

move from the city pound. Further examination and testing was then scheduled to begin at the Edlin facility the following morning.

DRAWINGS A through F in the Photograph and Document Catalog will assist the reader to understand the basic placement of the parking brake components of interest marked accordingly with arrows. Photographs 12 through 16 provide views of the front parking brake cable, properly connected to the equalizer and the left and right rear parking brake cables and conduits connected securely to the equalizer and the brake shoe actuating levers on the backing plates. During test procedures¹ the parking brake was actuated and released, resulting in movement of the cables described above. The movement of the cables #4 and #5 in DRAWING C, (photograph 12) and the levers on the backing plate (photographs 15 and 16) were smooth and crisp in both directions without binding, however, excessive slack was observed in the parking brake intermediate cable (Item #6 in DRAWING - C). The intermediate cable excessive slack observable in the video was a result of the tension "take-up spring" disengagement within the controller. Additional information regarding the "take-up spring" function will subsequently be addressed in this report. Photographs 17 through 20 show the L/R (Left Rear) and R/R (Right Rear) parking brake assemblies within the "drum-in hat" rear rotors. The 8 (eight) inch diameter (bonded) brake lining was found to be generally 3/32 of an inch in thickness on the 4 (four) brake shoes (left and right side). The star wheel adjusters² displayed thread and were found to turn free when manual force was applied by grasping with a thumb and forefinger. The cage clearance³ (adjustment) measured .038" (left) and .035" (right). The brake lining contact surface on the drums was unscored, not cracked or contaminated and adequately thick on both the left and right machined friction surface. The views provided for the reader in photographs 21, 22 and 23 show the basic examination procedure (of the rear parking brake assemblies) that occurred at the direction of this writer at the Edlin facility on October 9, 2004.

It is appropriate to discuss the general operational characteristics of the "self adjusting" parking brake system on the subject vehicle. The parking brake system is cable-actuated and controlled by an independent (remote) foot operated parking brake control mechanism that is located in the left foot well area of the cab, below the dashboard⁴. The parking brake system that is described by Ford as "self adjusting" is actuated when a force is applied to the parking brake control pedal. The parking brake controller is designed to apply self adjusted tension to

¹ Refer to the DVD, that accompanies this report.

² Arrows in photographs 19 and 20.

³ Clearance between brake shoe lining and drum.

⁴ Refer to photograph 6 and DRAWING - A (#s 1 and 2).

the front parking brake cable (within the conduit), the parking brake intermediate cable, the parking brake cable equalizer and the rear cables left and right. The parking brake cable equalizer is coupled to the RH (Right Hand) parking brake rear cable within the conduit and the LH (Left Hand) parking brake rear cable within the conduit. The respective rear parking brake assemblies (within the "drum-in hat" are then applied to prevent rear wheel rotation when a force is applied to the parking brake pedal. It is important to note that the subject tow truck utilizes a 6 (six) speed manual transmission and therefore does not have a "Park" position (as an automatic transmission employs) to prevent rear wheel rotation and secure the vehicle when parked or positioned for work. The Jerr Dan Wrecker assembly installed on the subject vehicle is a hydraulic unit that requires a PTO (Power Take-Off) to run the hydraulic pump that actuates the boom and wheel-lift. When the subject tow truck is positioned for work to "hook-up" a vehicle to tow, it is necessary for the engine to be running. The PTO is then engaged and the transmission must be placed in the neutral ("N") position. With the transmission in neutral the vehicle solely relies on the parking brake system to hold the vehicle in the "work" position. It is common knowledge that a PTO cannot operate the hydraulic pump (to run the wheel lift) with the transmission in gear, and the clutch engaged or the vehicle will stall. Without a "Park" position as a vehicle with an automatic transmission incorporates, the subject vehicle (with a manual transmission) is not equipped with an OEM (Original Equipment Manufacturer) back-up system to prevent the vehicle from moving. Aftermarket brake holding systems are available, however are not offered by the manufacturer of the subject vehicle.

The subject vehicle parking brake controller and detached "take-up spring" were removed from the tow truck, appropriately preserved and sent to the legal counsel for Edlin Automotive Services by Ed Butler (photographs 24, 25 and 26). Subsequent examinations of the subject parking brake controller (observable in selected photographs 27 through 30) has revealed, in addition to the disengaged "take-up spring", the following physical evidence indicative of a defect in the subject parking brake controller:

- Excessive masticated ("chunked out") wear on the drive pinion gear teeth, particularly in the synchronous area where the gear teeth contact the end of the sector teeth that is additionally utilized as the travel stop⁵;
- Excessive lateral "wobble" in the drive sector that results in misalignment of the drive sector and pinion;

⁵ Refer to the components indicated by the arrows in photograph 30 and indicated in DRAWING - H #32.

- "Skip-out" (disengagement) of the drive sector from the pinion at the synchronous point as a result of the looseness ("wobble") and chunked out teeth described above;
- A radial scraping mark⁶ on the drive sector that indicates contact with a raised area of the controller subassembly (frame) as a result of the excessive "wobble" described above;
- A consistent pattern of pinion teeth wear to the outer area of the teeth, away from the pinion, as a result of the misalignment propagated by the wobble and repetitive oblique pedal applications during normal use;

It should be noted that previous and subsequent failed parking brake controllers on the subject tow truck display specifically similar wear characteristics (photographs 31, 32, and 33). In addition to the wear characteristics, several of the failed controllers provide supportive physical evidence that indicates the physical migration (before disengagement) of the "take-up spring" from the grooved raised boss on the sector arm⁷.

Summary, Opinions and Conclusions

The information expressed above is based on the information, examinations and research I have performed and have been provided with at this time. The specialized knowledge that I possess has enabled me to develop the following opinions to within a reasonable degree of technical and professional certainty.

The subject 2002 Ford F-350 series tow truck service brakes are of a (4) four wheel disc design with an integrated parking brake drum as part of the rear disc brake rotors. This design is described as a "drum-in hat" system. As a consequence of the design characteristic of this system, the parking brake shoes and drum are limited by the size of the rotor. Despite the subject tow trucks considerable size and weight, the rear parking brake shoes are smaller than those that would be customarily employed in such a vehicle and smaller than those utilized in larger F-Series Ford vehicles. The "drum-in hat" design could have incorporated larger brake shoes with greater surface area by increasing the width of the shoes. Significantly, although the parking brake controller utilizes a self-adjusting mechanism that is designed to compensate for stretching of the parking brake cables, the rear parking brake shoes are not self-adjusting. According to Mr. Philip Beuckelaere (a Ford engineer) the parking brake was so designed because parking brake shoes would not be expected to wear under "normal" use. However, testimony has been obtained from Mr. David Pauken⁸ (a Ford engineer) that parking brake shoes can become worn if the operator

⁶ Refer to white arrow in photograph 29.

⁷ Refer to photographs 34, 35 and 36 and the red arrow on DRAWING - H.

⁸ Deposition Testimony of Pauken / page 20, lines 15 - 20 and page 22, lines, 3 - 18.

of the vehicle drives a relatively short distance with the parking brake engaged. In addition, parking brake shoes can become worn if the brake cables on the parking brake controller do not release properly. Ford had knowledge that the parking brake shoes would be subject to such wear. In day to day activities in the real world, people often drive with the parking brake inadvertently engaged, a fact that is reflected in Ford CDIR (Common Durability Incident Reports) which detail hundreds of cases in which Ford engineers were made aware of parking brake shoes becoming worn. This is confirmed by the testimony of a number of Ford engineers, including Mr. Pauken and Mr. Beuckelaere.

██████████ in the moments before the accident occurred, would have had to have applied the parking brake after placing the transmission in neutral to operate the Power Take-Off, to operate the wheel lift. In doing so, the parking brake would have had to have held the tow truck in place as he exited the vehicle to place wooden chocks behind the rear wheels⁹. At some point during ██████████'s activity outside of the tow truck the parking brake controller released, as it has been confirmed, that the subject vehicle was found with the engine running, the transmission in neutral and the parking brake released.

When the parking brake shoes become somewhat worn, they may not make adequate surface contact with the brake drums. In order to compensate for the mis-adjustment (excessive cage clearance) it is intuitive to the operator (and would be an activity that is required) to press the parking brake pedal further down and with greater force in an attempt to set the parking brake so it will stop further rotational movement of the rear wheels and hold the vehicle in place. The design of the parking brake system invites the operator to apply greater and greater force as the brake shoes become worn. The additional effort subjects the brake pedal arm and the drive sector and pinion assembly within the controller to excessive stresses and subsequent distortion as the end position of the sector teeth is reached and begins to "skip out" of engagement with the drive pinion teeth. It is the design intent of the manufacture for the end of the teeth to be utilized as a "pedal stop" mechanism during activation. This will ultimately lead to the failure mechanism of the parking brake controller when the brake pedal is applied with the greater force necessary to hold the vehicle stationary. It should also be noted that Mr. Beuckelaere, in his deposition, conceded that the operator would be required to depress the parking brake pedal further to compensate for any mis-adjustment. The physical evidence of the "skip out" defect described above was observed on the subject

⁹ Refer to Walendziewicz Deposition, page 30, lines 1 through 25.

parking brake controller as; excessive wear on the pinion teeth; excessive wobble; a radial scraping mark; and a constant pattern of pinion teeth wear and "skip out" as a result of pinion and sector misalignment.

The parking brake shoe cage clearance must be adjusted manually by removing a small cover in the backing plate for access, then turning a "star-wheel assembly" located within the brake drum assembly that is integral to the rear brake rotors (DRAWING -- F and photographs 18, 19, and 20). The "star-wheel" is essentially a thread bolt that expands, as it is turned (for adjustment) moving the brake shoes into closer contact with the drum. The fact that Ford incorporated an adjustment mechanism reflects Ford's recognition of the need for the brake shoes to be adjusted from time to time as they become worn. Because of the known propensity for the parking brake shoes to become worn the Ford F-350 parking brake shoes should have employed a rudimentary self-adjusting mechanism, such as a self adjusting pawl or mechanical adjustment strut (arm) that would automatically actuate (by increasing in length [i.e.] adjusting) to expand the brake shoes within the drum brake assembly as brake lining material wears and the cage clearance expands. A simple self-adjusting feature was entirely feasible, would have added only minimal cost to each vehicle and would serve to provide the parking brake system with the ability to actually function as a true completely self-adjusting system. The technology for such a brake shoe self-adjusting system is currently employed in the Ford Contour and Ford Focus within the rear brake drums that utilized eight (8) and nine (9) inch brake drums that are dimensionally the same as the Ford F-Series parking brake assemblies. Ford's failure to incorporate such a self-adjusting mechanism within the drum in rear parking brake assembly and its failure to have a substantial pedal travel stop within the controller (that is essentially dedicated to prevent the "sector lift out" described earlier in this report) left the vehicle lacking two important elements that are crucial to the operation and critically necessary to make the F-350 safe for its intended use.

The "take-up spring" described earlier in this report directly serves as the device that controls the tension (adjustment) on the parking brake cables. While it does not produce an effect on the parking brake lining adjustment (cage clearance) described previously in this report, if it were to disengage or break, the cable adjustment mechanism would be subsequently effected and the parking brake system would not keep the vehicle stationary. The "take-up spring" could disengage, break or malfunction either because of distortion (caused by the application of forces specifically invited by the lack of a self-adjusting mechanism in the rear brake shoe assemblies) or simply because it was defectively manufactured. The cumulative effect of the defects described in the subject parking

brake controller, including the "skip out" occurrence, caused the subject vehicle to roll resulting in the death of [REDACTED]

The Ford CQIS and MORS Report demonstrate without question that Ford was aware of the problem with its parking brake on the F-Series vehicles. The quantity of reported incidents reflected in the CQIS and MORS Reports are significant and should have prompted a revision of the design, a Technical Service Bulletin or Recall before [REDACTED] accident to prevent the known risk of harm to the public. The warranty rate replacement confirms the fact that the parking brake failures were not a statistical aberration. Moreover, the data shows that the problem would be particularly associated and observed in trucks with a manual transmission (without a park pawl). While only approximately 15% of the F-Series Ford trucks were equipped with manual transmissions, those trucks disproportionally accounted for roughly two thirds of all warranty replacement of the parking brake controllers. Ford acted in a outrageous and reckless manner in not redesigning the parking brake or sending warning advisories regarding the parking brake controller. The tooth on tooth "skip out" described above is substantially similar to the tooth on pawl "skip out" observed in the subject parking brake controllers at issue in *White v. Ford* and *Bobb v. Ford*.

The 2005 Ford F-Series (Super Duty) trucks employ a substantially redesigned parking brake controller. The new controller (identified as P/N 7C3Z-2780-AB) utilizes a base frame that incorporates the same mounting pattern as the 1999 through 2004 controller (identified as P/N F81Z-2780-AA). The new controller is provided with a front cable and is sold as an assembly. The "take-up spring" within the controller (that serves as the cable tension adjustment device) is now completely encapsulated with a machined aluminum device which is more robust¹⁰ than the previous design and serves to prevent the unwanted disengagement of the "take-up spring". The pedal travel "stop" has been significantly redesigned in that it now employs a substantial solid bushing that is horizontally mounted and serves as a positive termination to the travel at the upper (released) and lower (applied) end of the pedal arm movement. The firmness and location of the pedal "stop" provides a stout "bumper" (when released) and a sturdy supportive cradle like device when contacted by the pedal arm (during application) that will absorb a portion of the force that it receives from the foot actuation by the operator. In addition to the absorption of a portion of the force transmitted through the pedal arm, the "stop" transmits the remaining force through the controller frame into the bulkhead structure. During an application of the parking brake pedal, the 2005 design is configured in a

¹⁰ Pauken Deposition, page 112, lines 19 and 20 "in the 05 we made it a machined aluminum, which is more robust".

manner wherein the drive sector is actually directed into a more desirable alignment of the teeth in the drive pinion / clutch assembly and not forced into a direction of disengagement that can lead to distortion, disengagement and subsequent failure of the parking brake controller assembly. The new design is unlike the 1999 through 2004 controllers wherein the greater forces that were required (on the pedal) to hold the truck distorted the device with the leverage gained through the "self destructive", repetitive mechanical actuation of the controller during expected use. The 2005 parking brake controller was designed with a significantly reduced mechanical advantage¹¹ to modulate the excessive force applied by the operator of the vehicle during a parking brake application wherein the truck would not hold as a direct result of the parking brake lining being out of adjustment in a parking brake system that is described as self-adjusting. The design changes that were implemented were apparently necessary and had to have been in the stream of engineering well before the actual production of the 2005 F-Series vehicles. Ford, however apparently held off fixing the "known" defects in the parking brake system that could have been corrected by implementing a technical advisory wherein the dangerously defective parking brake controller would be replaced and a proper brake adjustment would be performed.

The parking brake controller at issue contained manufacturing defects in addition to the design structure problems that I have described in this report. I would expect the parking brake controller to last the life of the vehicle. It is obvious that the Ford parking brake controller was not designed this way and therefore defective. Through my mechanical knowledge and review of the service history of the subject Edlin Automotive Services tow truck it is evident that the useful life of the parking brake controller is approximately 15,000 miles. Ford knew this through the CQIS Reports and reports of warranty repairs completed at their service facilities. Ford recommends that the users check the parking brake system every 15,000 miles. However, a technical advisory (Technical Service Bulletin) should have been issued regarding a specific examination of the controller pinion teeth and drive (rack) sector and, if found worn, to replace the parking brake control assembly. That is to say, Ford acted in an outrageously reckless manner in the design of the parking brake controller on the subject vehicle and other 1999 through 2004 Ford F-Series trucks, as it is designed in a manner in which when repetitively actuated, as is necessary

¹¹ Pauken Deposition: page 114, lines 10 - 17:

Q. "Okay, how do you reduce the load that goes into the front cable?"

A. "By reducing your ratio in the controller."

Q. "And in this case the ratio in the controller was reduced to what, 4 to 1?"

A. "3.7 to 1 and 4.0 to 1."

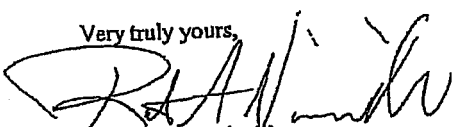
Page 115, lines 1 and 2

A. "told numbers as high as 8 to 1 and a high as 12 to 1.", (Referring to previous question.)

in a vehicle with a manual transmission, will basically self destruct and subsequently fail releasing the vehicle from a stationary (parked) work position. Ford had knowledge of the parking brake controller failures and consciously chose to disregard the obvious danger to the public.

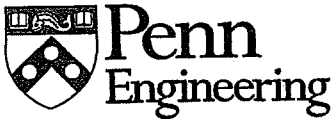
If additional physical evidence or substantiated factual evidence become available relative to this matter, I will consider it in a further analysis and respond accordingly by offering additional opinions of necessary.

Very truly yours,



Robert A. Nocivelli
RAN group

Enclosures



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December 3, 2008

RE: [REDACTED] v. FORD MOTOR CO.

Dear Ms. Baldwin:

You asked me to investigate the failure of a parking brake controller on a Ford F350 tow truck, which performed an unexpected roll-away during service at a towing operation adjacent to 5000 Center Av., Pittsburgh. [REDACTED] the tow truck operator, was standing behind the truck manipulating the controls for the tow wheel lift at the moment of the roll-away, which occurred in reverse because the truck was situated on a steep incline and facing uphill. The truck ran over [REDACTED], causing him fatal injuries. Witnesses were at hand to summon help and, unlike a similar case with which I was involved (Griffith v. Ford), an experienced investigator, Mr. Robert Nocivelli, had an early opportunity to examine the vehicle and to protect the evidence. The focus of the investigation became the parking brake (p/b) controller. The tow truck was returned to service and was used in recovery operations to a high mileage in the business of [REDACTED]'s employer. During this service history, there were repeated failures of the p/b controller requiring its replacement. The affected parts were retained and sent to Mr. Nocivelli for examination and safe-keeping. I have examined the incident controller on two occasions, various exemplar controllers and the other system components back to the hat section rear drum brake used for the park brake, and 10 other controllers recovered from the incident truck during its post-incident service. I have also examined the incident truck and the incident scene. I have photographed all these controllers, documenting their condition, and these photographs should be considered part of my report. In addition I have reviewed a large number of documents and photographs taken by other investigators. Based on all this information, I offer the following report.

DOCUMENTS REVIEWED

I received and reviewed the following documents:

- Please see the copy of the index of documents sent to me at an early stage of investigation, attached as Appendix A.
- Documents produced by Ford referenced by Bates Nos. 00001 through 05655, consisting generally of the following:
 - Engineering Drawings for the p/b Controller and P/B system
 - CQIS Detail Reports
 - MORS documents
 - Ford Answers to Interrogatory 6C concerning Critical Concern Documents
 - Ford Advertisements
 - Vehicle and Engineering Specifications
 - Owner and Incomplete Vehicle Manuals, Warranty and Policy Manuals
 - Municipality Reports, Police, Coroner, etc., including photographs
 - Ford – Supplier Intercommunications
 - NHTSA – Ford Correspondence
 - Ford 2002 Recall TSB 02S34.
 - Deposition transcripts of witnesses in the subject case: specifically, [REDACTED] and [REDACTED] (two volumes).
- Deposition transcripts of witnesses taken in the case of Griffith v. Ford, namely, [REDACTED]
- Scene, trucks (tow-er and towed) and controller photographs

INCIDENT

[REDACTED] on his way to work, driving his Ford Ranger, suffered a failure in his power steering high pressure line. He parked in the lower lot at 5000 Center Ave and in due course called AAA for help, with the plan of having his Ranger towed to his home. The call was answered by [REDACTED] driving a 2002 diesel powered F 350 Super Duty Ford truck, VIN. 1FTCR10U1PT[REDACTED], which had been supplied as an incomplete vehicle and was subsequently equipped with a tow truck back end and controls. [REDACTED] hitched up the Ranger in the lower parking lot, using his wheel lift, and attempted to exit the lot.

The parking lot exit drive slopes steeply upwards and has a sharp right hand turn half way up to the main road. The tow truck became stuck on the steep grade entering the turn and [REDACTED] and his customer agreed to a change of plan. The Ranger was still drivable, so the plan was to unhitch the Ranger, allow the tow truck to drive to top of the exit and have the Ranger then drive up to be re-hitched. Accordingly [REDACTED] unhitched the Ranger from the wheel lift. To accomplish this operation he needed the use of the PTO on his truck and had therefore to leave his diesel engine running. Accordingly, he left his truck, equipped with manual transmission, in neutral gear and with the parking brake engaged (which would have obviously been required because of the steep slope) while he used the lift controls at the rear of the truck, where

he could see and operate the wheel lift mechanism. The tow truck is equipped with lift controls at both rear corners of the vehicle. [REDACTED] was using those controls on the driver's side. He succeeded in unhitching the Ranger and invited [REDACTED] to reverse a way, while he secured the lift. [REDACTED] turned to look rearwards as he reversed and almost immediately felt his vehicle being struck on the left front. Turning to face the front, he observed that the tow truck had rolled backwards down the slope to strike his vehicle and the concrete/piping fence at the left side of the drive. Mr. [REDACTED] used the Ranger's brakes to stop the rearwards motion of the truck, an action that was assisted by the tow truck driver's door, which had been left open, striking the fence.

[REDACTED] was not in sight, but was soon found lying under the truck. A passing witness and [REDACTED] raised the alarm, and emergency personnel were soon on the scene. [REDACTED] in his deposition, was confident that one chock was used on the driver's side. Apparently its use was ineffective in securing the truck, and none of the witnesses knew what happened to that chock later. The vehicle was chocked post incident on all wheels by emergency personnel.

INCIDENT CONTROLLER TYPE

The PHN131 Park Brake Assembly, known as the controller, was used in the F series Super Duty Ford light trucks for p/b application. It consists of a planar container holding a complex piece of machinery, consisting of: a foot pedal for brake application, a drive sector and cable guide, a means of attaching the cable for tensioning the rear parking brakes, a mechanism for obtaining a mechanical advantage in brake application, a pinion and torsion spring, a lock sector and retention mechanism, a brake release mechanism, a brake release lever and cable (physically separate but connected), a self-adjusting mechanism and spring for taking up slack in the brake cable, a bumper for limiting pedal travel and a switch to indicate when the brake is applied. The covers comprising the controller are riveted together and the mechanism is not intended for easy maintenance. The controller contains many components subject to failure and they can cause the controller not to operate. If the controller fails to operate properly, the recommended repair method is simply to replace it. This was done by the Butler business on some occasions before the incident and many times after it. Most of the workings can be seen through the ends of the plane of the container but diagnosis of problems can be obscure without careful examination and, perhaps, taking the controller apart, which destroys it.

The controller is expected to apply the p/b with a force of 125 lbs and to retain the loaded truck on a 20% slope. In fact Ford engineers subscribed in their depositions to a 30% slope (Beuckelaere p. 304, Barbosa pp. 74,126, Hamblin 107,108, and Pauken 122). The controller is also expected to withstand the application of 300lbf of force to the pedal without deforming any of its components. This is essentially a static performance standard. No documents available to me indicate its fatigue durability or indeed if tests were performed to investigate its fatigue performance (although Mr. Pauken hinted in his deposition that cyclic tests had been performed), but if 300 lbf is a

measure of its yield load, it can be expected that components will be subject to stress within the finite life regime, especially when the mechanical advantage within the system is high, as in the incident controller. A large man can apply a force of 300 lbf to the p/b pedal, and probably will do so when faced with as difficult and stubborn a controller as the subject controller, especially if he is frustrated and applies force dynamically. This controller was thus designed to self-destruct.

INCIDENT CONTROLLER EXAMINATION

Mr. James Holman, one of the emergency responders to the incident scene, attempted to secure the tow truck by putting it in gear and applying the p/b, pushing on the brake pedal of the p/b controller with his left foot. On page 41 of his deposition he testified that the pedal went down "real easy" and that there was "not a lot of hold in the brake". Most significantly Mr. Nocivelli, in his early investigation, found the controller take-up spring lying between the cable and the side panel of the bulkhead, implying that something serious had gone wrong with the controller.

Visual examination of the incident controller (destructive testing has not been carried out, at least to the time of my last examination) showed that there was much wrong with it, as follows.

- The take-up spring which adjusts the tension in the brake cable and takes up slack as the cable stretches had been released from its retention slot. This is caused by the exercise of the mechanism every time the brake is operated and released. During these processes the end piece of the spring that is intended to engage the retention slot walks out of the slot by gradual stages. There is room for the spring to disengage by too great a clearance between the spring and the controller housing and the absence of a positive means for holding the spring in place.
- When the take-up spring is released there is nothing to hold the cable in the necessary configuration and the brake cannot be applied effectively.
- The pinion gear needed to rotate with the brake cam and thus to secure the tension of the brake cable, has worn teeth, making its engagement with its rack insecure over time/usage. This rack, which is linked to the brake pedal, the downward motion of which tensions the brake cable, is limited in its range of motion by a stop consisting of an abrupt termination in the teeth in the rack. Thus, every time the brake is applied as far as the stop in the rack, the stop is forced out of synchrony with the pinion teeth and wears them.
- The brake pedal is offset with respect to the body of the controller to give the driver access to it with his foot. Since the controller is fitted in the leftward region of the driver's feet space, the driver has a tendency to push on it with an outward component of force. This misaligned pedal loading tilts the rack with respect to the pinion, causing wear.

- The rubber bumper stop is badly worn. It is interesting that the brake pedal pad, the component of the controller most obvious to the truck operator, shows little or no wear, indicating excellent material for this application. Unfortunately, it could lead a driver into a false sense of security about the durability of the controller. The rubber bumper stop is connected with the excitation of the p/b warning light, which has more than one role, and uncertain operation associated with bumper wear could give ambiguous information to the driver.
- A dimple is impressed in the body of the housing to keep the rack and pinion in alignment, but the dimple allows too much clearance, and the rack operates with misalignment, wearing the pinion teeth. Further, the dimple has a rather sharp point on it that digs into the rack and causes wear, seen as a scoring mark on the rack with associated wear on the dimple, increasing the clearance and promoting still more wear in the pinion teeth.
- The axle of the pinion clutch, which allows the brake mechanism to be released, is misaligned because of deformation in the pinion retention system. The rack/pinion misalignment and repeated brake application have produced this deformation.
- If a dimple was used for alignment of the rack, why was one not used in the controller housing plate adjacent to the hub of the take-up spring to prevent the spring from walking out of its retention slot? This would have provided a cheap method of retaining the spring, the failure of which was crucial in the malfunction of the controller and a significant cause of the subject incident.

In summary, the subject controller malfunctioned in normal operation and was inadequate by design. Steep hills exist in many US cities and rural areas. It should be robust enough to cope with the tough commercial environment. Such an environment would be expected for a "Super Duty" truck series advertised for rugged applications and claimed to be built "Ford Tough". If a diesel engine truck fitted with a manual transmission is capable of serving a tow truck application for over a quarter of a million miles, as the subject vehicle did, the parking brake controller, a crucial safety component, should be robust enough for the life of the truck. Concern on the part of Ford engineers concerning p/b system robustness (specifically this term) appears frequently in the documents produced by Ford, e.g., Bates 01470, dated 8/26/99, while, in the same time frame, the controller supplier was being pressured by Ford for cost reduction (e.g., Bates 01443). Such a contradiction does not make sense.

Just how the controller malfunctioned in the incident can be inferred from the circumstances. It is impossible for a driver of a truck, equipped with a manual transmission, on a steep hill, with the gears in neutral, and requiring the use of the PTO, to exit his vehicle without engaging the parking brake. From the fact that the truck was initially stationary, he must have been convinced that the brake was working and the pedal was most likely locked in place with rack and pinion engaged. However, the engagement was located where the teeth were worn and thus the system was teetering on

the brink of disaster. Vibrations induced either by engine knock or wheel lift manipulation caused a "skip-out" of the worn teeth and sudden release of the p/b. The shock of this event then shook the walked-out cable retention spring from its slot and the collapse of the p/b system was complete.

Ford has previously experienced the skip-out type of failure with the Orscheln p/b controller, a predecessor of the incident controller. In particular I investigated a similar skip-out mechanism of failure in the cases of Bobb v. Ford and White v. Ford. In that controller model, the wear of the pinion teeth was subtle and more difficult to observe than in the subject controller. This required the controller to be disassembled for proper investigation. In the subject case, the wear of the teeth is much greater and easily seen with the naked eye without disassembly of the controller. Given the sad history of the previous controller, Ford should have been much more alert and active about the design problems of the subject controller.

The design defectiveness of the subject controller was well known to Ford as indicated by the large number of CQIS reports, (which cover a wide range of problems, including wrongly-sized brake shoes, burnished brake pads, seized brake adjusters, and multiple cable problems). An excessive number involve the controller, reported to be inoperative, most but not all being associated with vehicles equipped with manual transmissions. Also the documents give the appearance of an effort to correct the system problems, but these efforts were half-hearted.

Further evidence of controller defectiveness is shown by the history of the subject vehicle. Mr. Butler testified in his deposition that there were at least two failures of controllers, requiring the controllers to be replaced, before the incident. The incident controller was a replacement according to a repair document (Butler deposition, Vol. II, ED0373) dated May 6, 2004, at which point the truck odometer was recorded as showing a mileage of 116,136. Post incident, when the incident controller was replaced on October 12, 2004, the odometer reading was 137,662 (Bates ED0392). Accordingly the life of the incident controller was 21,526 miles. As noted above a further 10 controllers needed replacement after the incident during the remaining life of the truck. The failure modes of these controllers can be seen in my photographs and in the controllers themselves. An abbreviated report of their condition is provided in the following section:

POST-INCIDENT CONTROLLER FAILURES IN THE SUBJECT VEHICLE

The 10 controllers sent to me by Mr. Nocivelli were boxed in typical controller cartons and were identified by the truck mileage at the time of replacement as well as the date of replacement in most cases. Some of the controllers were accompanied by the Edlin work order. The dates and mileages of the controllers are listed as follows along with brief notes of their failure mechanisms:

Failure No.	Mileage	Date	Defects Noted
1	176,021	01/05	Take-up spring on verge of detachment; pinion

2	176,952	08/02/05	misaligned. Spring missing; pinion teeth worn and guide deformed.
3	178,467	?	Spring missing, rivet deformation.
4	202,376	?	Spring walked off; worn and broken cable.
5	210,729	04/14/06	Spring detached; misaligned pinion and teeth worn.
6	212,363	05/01/06	Displaced spring, misaligned pinion, teeth worn.
7	244,322	02/06/07(?)	Spring somewhat displaced, pinion teeth nearly worn off, rack difficult to engage with pinion; pedal returns without needing release.
8	247,878	?	Spring walked off; pinion teeth nearly worn off. Rack misaligned and teeth engagement poor.
9	259,950	07/07/06(?)	Spring in place. Minor pinion teeth wear, rack misaligned.
10	292,756	08/26/07	Spring walked out. Pinion teeth worn.

It is apparent that most of these controllers failed in a similar manner to the failure of the incident controller, that is, by component degradation and spring escape. E.g., degradation of other members associated with general robustness deficiency preceded the escape of the spring, incapacitated the controller and rendered it prone to catastrophic failure by skip-out. The average service life of these post accident controllers can be computed as about 15,500 miles, showing that the incident controller, with a life of 21,526 miles, calculated above, lies a little above the middle of the distribution. Systematic failures of the kind seen here are typical of design defectiveness.

DISCUSSION

In order to perform a failure analysis of this type of controller, it is necessary to determine two related matters: a) what are the forces acting on the components of the affected part and how frequently are they applied; and b) how strong are these components in resisting the acting forces upon them, particularly when applied many times. The Ford documents repeatedly demonstrated that the forces expected in application were too large for the subject controller to sustain e.g., TSB 02S34. The Ford documents and particularly the deposition transcript of Mr. David Pauken, one of the best-informed of the Ford witnesses, show that the design was not adequate to the frequency of the application of these forces. The 1999 design was apparently based on the assumption that a history of 30,000 p/b applications is typical and the design requirement has been doubled for the 2005 re-design. Given the huge scatter typical of fatigue behavior, and the fact that 60,000 p/b applications can easily be expected in a 10 year life expectancy, even this number is inadequate. One CQIS report cites a p/b complaint from a user who was in the business of emptying latrines which required him to make frequent p/b applications in each workday. In the case of Griffith v. Ford the

subject F350 roll-away truck was used for propane deliveries and had to operate in a hilly part of Pennsylvania, requiring frequent brake applications. There is a record (Bates 00599) that the owner of another wrecker truck, involving a 2001 F350, complained that the p/b was ineffective. The fact that Ford sells many F350 units as incomplete vehicles shows that Ford knew that such vehicles would be used in commerce. Moreover, the Owner's Manual discusses the PTO, which is part and parcel of commercial applications. The history of the subject controller design clearly shows that its service forces were too high and brake applications could easily be too many for reasonably expectable service conditions.

With regard to the second part of the failure analysis, determining the strength of the actual parts of the controller, the evidence from the numerous controller failures of the subject truck is overwhelming that critical controller components were inadequate for a truck equipped with manual transmission and subject to multiple uses of the p/b during the work day. The incident controller failed by a skip-out mechanism and subsequent release of the walked-out take-up spring at a critical moment.

Fixing the combination of defects in the subject p/b system requires a number of modifications. The most important is to maintain the integrity of the rack and pinion engagement. For example, Mr. Nocivelli has suggested the use of a collar arrangement to maintain the alignment of the rack and pinion and to offset the misaligned pedal loading. The clearance-induced misalignment of the rack aligning dimple could be handled by reducing the aggressiveness of the dimple point and employing a low friction pad to eliminate dimple/rack wear. Whether the pad could be applied to the blunted dimple or to the circular track on the rack (or to both) would require optimization investigation. A possible solution to the spring escape problem would have been to indent the cover plate to reduce the volume required for the spring to escape. In the 2005 re-design of the F-series controller, a special chamber ("encapsulation") has been introduced to contain the spring. A better system of stopping the rack travel should have been employed, rather than having the rack stop mangle the pinion teeth. Further, other parts of the system interact with the controller, quite apart from cable problems. For example, the p/b drum brake is equipped with a manual brake shoe adjuster, which may be subject to neglect and which will make more demands on pedal throw, stressing the controller. Brake self-adjusters have been used in drum brakes for decades. It is unconscionable that a vehicle as valuable as the subject F 350 should not be equipped with self-adjusters. It would be appropriate to warn the vehicle owner in the Manual that the p/b lacks a self-adjuster and needs to be attended to periodically, but I could find no such information.

Given the serious defects in the subject controller, bad news of the inadequacy of the controller was received by Ford early on. The response of Ford to the information about defective controllers being fed back to the corporation has been interesting and has shown a systematic chronological change. In the early stages of the unfolding of the disaster, the response was lackadaisical. For example, in CQIS report No. YJYAC638, 2000 time frame, the complaint is reported: "The E-brake will not hold the truck from moving. Adjustment is correct and shoes are in good condition. No

problem found." It is necessary to figure out the basis of the problem, but no effective investigation of the controller was apparently performed at this stage. If there was such an investigation, the results were suppressed. On the basis of past experience with the Orscheln controller, Ford should have become suspicious of the subject controller. CQIS report No. YJYAC645 reports the complaint: "The E-brake will not hold. Found E-brake shoes in good condition and adjustment correct. Seems to be a weak design". Thus Ford not only received the news early but also understood that it had a big problem. The initial response seems to have been to blame lubricant leaking onto the p/b shoes and it performed a recall along this line. This recall became a defensive line that Ford used for shelter in subsequent proceedings – see numerous CQIS and other reports. Subsequently TSB 02S34 was prepared but its application was too limited to the 1999 time frame and it should have been more widely disseminated and acted upon.

Bad news about the controller flowed in steadily, eg., CQIS XCXAA125 dated 03/24/1999 expresses the concern: "The E-brake would not set. Repair: E-brake release lever spring came unseated. Adjusted the mounting flange to hold release spring in place". CQIS YGNAA426 dated 07/14/2000; "Concern: Customer reports this diesel will roll away whether or not the engine is running and the vehicle has the E-brake set. It will not hold. Tech/C: We have replaced the E-brake shoes, turned the drum-in-hat surface, and have installed an aftermarket cable shortener to raise the pedal engagement height. This seems to be a situation where it holds most of the time, but rolls some times. Puts me in mind of the old F150 ratchet problem". (My emphasis). Clearly an intelligent mechanic is sending Ford a message. CQIS 2BXAA038 dated 02/24/2002: "Concern: Customer states p/b is inoperative. Tech/C: Performed diagnosis. Replaced p/b complete pedal assembly due to latches would not engage to detents. Retest, OK". Another concern also arises: the engine braking is inadequate: CQIS XGLAC872, dated 07/12/1999, states: "When at a stop in 1st gear with the p/b set the truck will roll away. The V-10 will not hold against compression and has a tendency to start rolling". Other concerns were revealed about the controller, eg., CQIS 1AQIK001 dated 01/17/2001: "Red E-brake indicator light stays on at times: Repair: Verified Concern: Noted that when p/b pedal is all the way up and touch brake pedal, p/b pedal would fall by itself and red brake light would come on. Inspection of p/b assembly showed that the wheel/guide section of assembly is coming apart. Press fit of the two pieces coming apart in several locations. . . . ". This CQIS had an interesting "add-on": Noting that the controller had a high mechanical advantage and a 300 lbf input load, the commentator stated that a new p/b system is being investigated (N. B. early 2001) to limit the mechanical advantage to 4:1 and to minimize the load the driver is capable of generating. The analysis is reported to be done by two people, Elsener and Arnold, and the affected part is being returned to a Karen Colasinski. This means that Ford already knew they had a problem and were working on it while keeping the news from their customers and dealers. It would appear that this re-design ultimately became the controller for the 2005 F-series of trucks. For another example, consider CQIS 1JRCA014, dated 10/18/2001: "Concern: P/b controller broke. Repair: Tech. states that the vehicle has a repeat parking brake pedal failure. States that it was replaced once at another dealer. States that the spring has popped out. (My emphasis) Seeking knowns." Recomm: Advised tech. of no knowns. . . . Advised to replace pedal assembly again". Thus Ford was lying to its dealers and recommended

continuing to use the current bad controller. Repeated controller failures were part of the history of both Danko F 350's in the Griffith case, the 2002 and 2003 units.

With further passage of time, Ford becomes more evasive in its relations with its dealers, starts blaming the customers, and makes disgraceful and absurd suggestions; I offer the following examples drawn from CQIS reports:

- CQIS 2GIFU012 dated 07/09/2002: "Repair: Service Manager states that p/b will not hold and is seeking any knowns. Recomm. Advised SM that the p/b is used solely for assistance with the trans or chaulks (sic)". My comment: So Ford has given up on p/b 's. However, the transmission is useless for vehicles with manual transmissions and Ford now relies on chocks. I can find no indication that Ford performed a recall by sending chocks to its customers.
- CQIS 2CFD3017, dated 03/06/2002: "Repair: Tech states that p/b assy does not work intermittently and the lamp stays on when released. Tech states that mechanism has been replaced previously for the same concern. . . . Recomm: Advised no knowns or updated parts. Advised that it is possible that the tech [is right that the] customer is damaging the mechanism by applying the brake too hard". My comment: The user frequently cannot apply the p/b in this system without pressing the pedal too hard. This apparently is what Ford wishes to say about "Ford tough" in their "Super Duty" series.
- CQIS 4FBDE007, dated 06/02/2004: "Repair: Tech states repeat concern of p/b assembly failure. Pedal is sticking down. . . .Recomm: Advised tech to find out if there are multi drivers in veh. Find out if driver is attempting to use p/b to keep veh still, instead of chaulking (sic) tires. No issues of repeat p/b assembly pedal failure. . . ." My comment: Does Ford actually expect us to use the p/b on our vehicles? Four years after receiving notice of repeated p/b controller failures, Ford continues to deny them!
- CQIS 4HKE6016, dated 08/11/2004: "Repair: Tech states p/b does not hold. Tech has replaced the ratchet assy. . . . Recomm: Advise p/b designed only to hold vehicle on level surface, use wheel chocks. . ." My comment: Ford is apparently willing to ignore its moral and legal requirements with regard to its p/b.

CONCLUSIONS

Based on my examination of the incident truck and its controllers and the voluminous documentary record, I have sufficient facts on which to base my conclusions, reliably arrived at on failure analytical principles. I offer the following opinions and conclusions with a reasonable degree of engineering certainty:

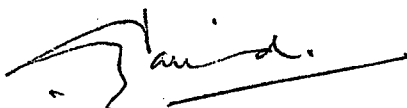
- The Edlin F350 tow truck operated by [REDACTED] made an unauthorized downhill roll-away after the driver had made a conscientious attempt to immobilize it by engaging the p/b and chocking the wheel. It would have been impossible to park on the hill and to initiate wheel lift operations without engaging the p/b.

- The rollaway was caused by a malfunction of the p/b controller, particularly a skip-out in the rack/pinion system followed by escape of the cable take-up spring. The cause of the malfunction was the gross under-design of the controller, constituting a design defect resulting in catastrophic skip-out events in the brake retention system. Specific defects identified include the following: a) the cable take-up spring can (and did) walk out of its retention slot, b) the cable relies on the take-up spring staying in place, c) the stop on the rack mangles the pinion teeth, d) misaligned pedal loading tilts the rack with respect to the pinion, causing wear, and there is no positive mechanism for maintaining the integrity of the rack/pinion interaction, e) the mechanical advantage of the mechanism is too high, overly stressing the components, f) the rubber bumper is not durable enough, g) the controller body dimple used for aligning the rack and pinion has too much clearance, and is too aggressive, allowing operational misalignment, h) the pinion gears axle retention is not sufficiently robust, and there was no device to prevent the take-up spring walking out of its retention slot. The controller was in general not robust enough, as admitted by Ford's own documents, for the foreseeable service environment. Also the drum brakes lacked self-adjusters, indirectly stressing the controller. Information should have been provided in the Owner's Manual that the shoes needed manual adjustment. It is not sufficient to recommend service if the brake does not seem to be working properly.
- Given the repeated failure of the PHN131 controller in the subject truck, by similar mechanisms, the frequency of OSI's, and the numerous CQIS reports, the evidence for the design defectiveness of the controller is overwhelming. Even if the p/b was serviced according to the Owner's Manual (checking the brake), the inaccessibility of the controller prevents detection of the approach to failure. Further, there is no advice given of possible failure modes, nor a warning how to check for the optimum time for controller replacement.
- The design defects of the controller directly caused the roll-away and the death of
- Ford knew years ahead of the incident and before the incident F 350 was manufactured that its p/b controller was defective. Ford failed to develop, manufacture and make available for sale an improved controller although much time was available to do so. Ford also failed to warn their public of the problem.
- The Ford response to dealing with the controller problem was feeble and disgraceful. Significant improvements have been introduced in the 2005 design. These improvements are noted above, involve standard well-known mechanical principles and could have been introduced much earlier if Ford had the will to do so. Ford's conduct has been reckless and outrageous.
- The design defects identified in the incident controller existed at the time of manufacture and sale of that controller and controllers subsequently supplied as

replacement parts. The controller failed under foreseeable conditions within normal operational limits.

I reserve the right to supplement my report if new evidence is forthcoming or if alternative theories for the failure analysis are offered.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read "Campbell Laird", with a long horizontal line extending from the end of the signature.

CAMPBELL LAIRD



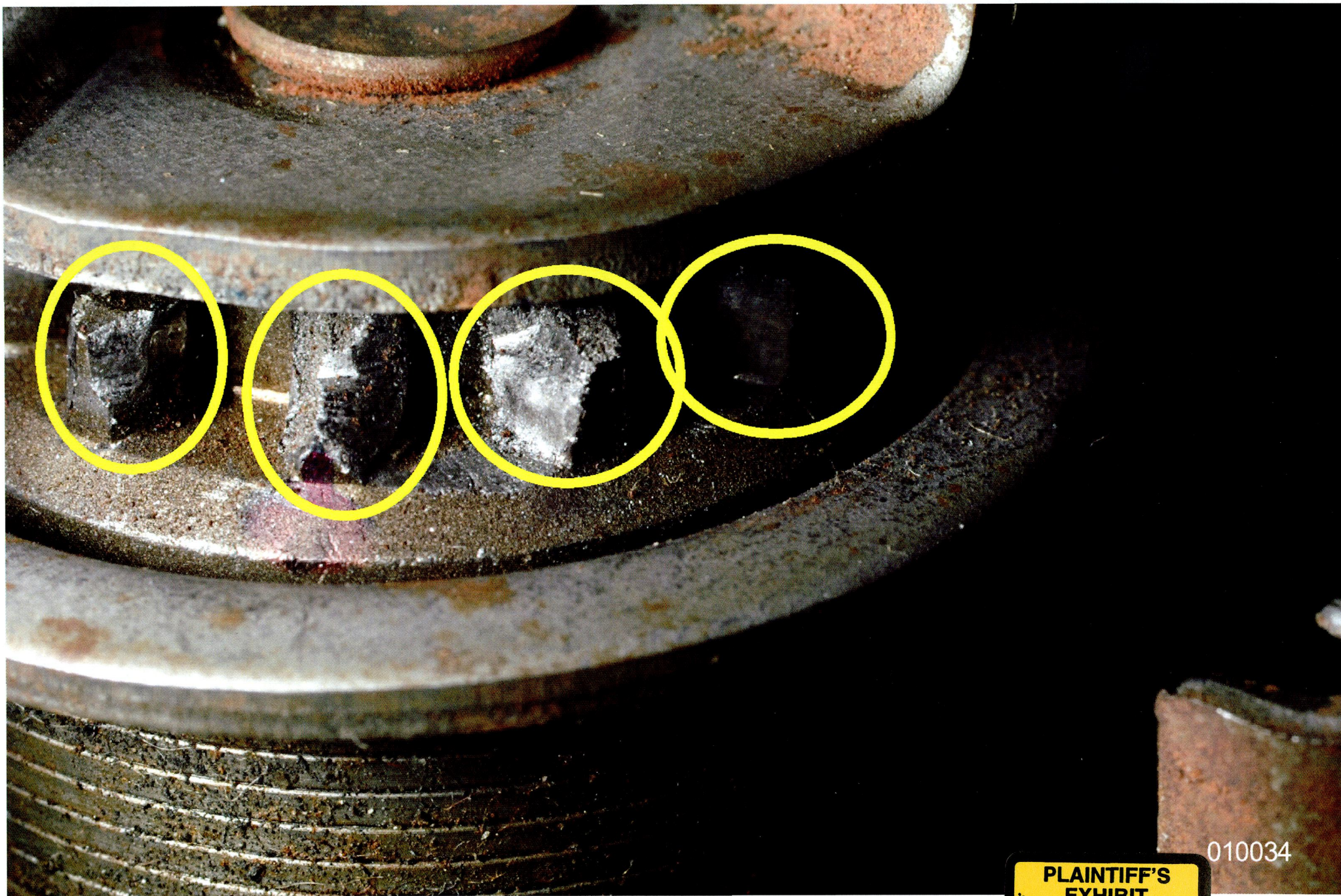
PLAINTIFF'S
EXHIBIT
011 418

011418



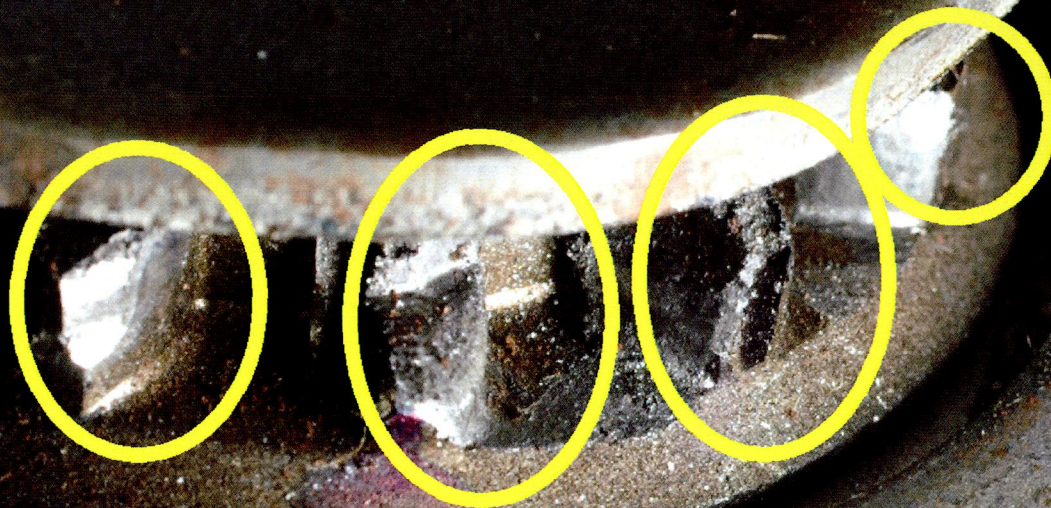
tabbles
**PLAINTIFF'S
EXHIBIT**
16

010043



010034





010036

tabbles
**PLAINTIFF'S
EXHIBIT**
18

Page: 01 CQIS DETAIL REPORT 11/15/06 10:10:59
CQIS Report Number: YGNAA426 Program Type: Q Orig Rpt #: 348425
Report Source: MSS - FCSD - QSFS Report Date: 07/14/2000

----- R E P O R T S U M M A R Y -----
VEHICLE: 2000 F250 4X4, SUP CAB, PICKUP VIN : 1FTNX21F2YE
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 26,579 MILES
Operating Environ: WCC : 5Y02
Vehicle Use : Rsp. Act:
SYMPTOM: 3 02 0 00 CHASSIS PARKING BRAKE SYSTEM
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

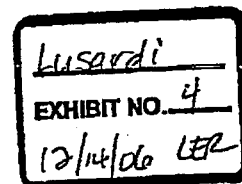
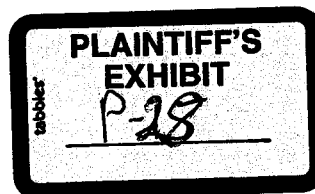
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:
Causal Component: 2200 SHOE LINING REAR BRA
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attachments: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: NO Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER THE CUSTOMER REPORTS THIS DIESEL VEHICLE WILL ROLL AWAY WHETHER OR NOT
THE ENGINE IS RUNNING AND THE VEHICLE HAS THE EMERGENCY BRAKE SET. IT
WILL NOT HOLD.
TECH/C WE HAVE REPLACED THE EMERGENCY BRAKE SHOES, TURNED THE DRUM IN HAT
SURFACE, AND HAVE EVEN INSTALLED AN AFTERMARKET CABLE SHORTENER TO
RAISE THE PEDAL ENGAGEMENT HEIGHT. THIS SEEMS TO BE A SITUATION WHERE
IT HOLDS MOST OF THE TIME, BUT ROLLS SOME TIMES. PUTS ME IN MIND OF
THE OLD F150 RATCHET PROBLEM.

----- C O N C E R N D E T A I L S -----
----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

KOEO:
KOEC:
KOER:
CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective
----- S E R V I C E A C T I O N S -----
Repair Number Causal
Type Component Number Type Description Comp.
RPR 2200 SERVICE SHOE LINING REAR BRA YES

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 08/05/1999 Warranty Start Date: 08/27/1999
Date of Sale: 08/27/1999 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 07343
Dealer Special Order: Gross Vehicle Weight: 880 LBS
LH/RH Drive:



Page: 01

CQIS DETAIL REPORT

10/23/06 14:01:13

CQIS Report Number: 4GSFI001 Program Type: LP
Report Source: MSS - FCSD - LITIGATION PREV

Orig Rpt #:
Report Date: 07/19/2004

----- R E P O R T S U M M A R Y -----

VEHICLE: 2003 F350 4X4,SUPCAB ,PICKUP
Engine : 6.8L SOHC 2V EFI
Operating Environ:
Vehicle Use :

VIN : 1FTWX33S23E
Odometer: 20,830 MILES
WCC :
Rsp. Act:

SYMPTOM: 3 02 4 01 CHASSIS
INOP/INEFFECTIVE

PARKING BRAKE SYSTEM
MECHANICAL

Additional Symptom: 396461954

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

OWNER CUSTOMER SAYS HE PARKED TRUCK, PLACED IN FIRST GEAR, APPLIED THE
PARKING BRAKE AND WENT TOWARD THE HOUSE. WHEN THE CUSTOMER ARRIVED AT
THE FRONT DOOR OF THE LOCATION HE WAS AT, HE HARD A LOUD POP AND WHEN
HE LOOKED AROUND HE SAW THE TRUCK GOING DOWN THE MOUNTAIN. AFTER THE
ACCIDENT, CUSTOMER WAS ABLE TO DRIVE THE TRUCK OUT OF THE WOODS, BUT
HE STATED THAT THE CLUTCH WAS SMOKING AND THE FRONT END HAD A POPPING
NOISE.

TECH/C 07/19/2004 09:03AM KDUNLAP

PARKING BRAKE CABLE BECAME DISCONNECTED FROM CABLE END AT PARKING
BRAKE FOOT ASSEMBLY.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: YES Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

KOEO:

KOEC:

KOER:

CB:

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 10/10/2002 Warranty Start Date: 01/13/2003

PRODUCED BY FORD 06483

Page: 02

CQIS DETAIL REPORT

10/23/06 14:01:13

CQIS Report Number: 4GSFI001 Program Type: LP Orig Rpt #:
Report Source: MSS - FCSD - LITIGATION PREV Report Date: 07/19/2004

Date of Sale: 01/13/2003 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08262
Dealer Special Order: Gross Vehicle Weight: 1120 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 6.8L SOHC 2V EFI Tag: 2E 663 AB
Bld Dt: Calb: Serial #: 2E 663 AB
- - - T R A N S M I S S I O N - - -
Trans: 6 SPD MAN 5.4 & 6.8 Part #:
Bld Dt: Serial #:
Model: Shift:

- - - A X L E - - -
Axle: 8250# FORD 4.30 LOCKE Id Tag Code: Bld Dt:
Serial #:

- - - A D D I T I O N A L - - -
Tire : LT235/85R-16E OWL A-T Brand :
Radio : AM/FM STRO/CD CHANGER/CLK A/C : AC B-????????????????????
Paint : PN3-?? SONIC BLUE W/B

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : BARRY SIGMON Title: DIAGNOSTIC SPECIALIST
Phone : - - -

Rpr Dlr:USA 01075 - Ken Wilson Ford Inc Ph#:(828) 648-2313
City: Canton State : North Carolina
Country: United States Region : Southeast

Customer name : LOVIN CURTIS City :
Specialist's
Name : KDUNLAP -????????????????????????????????

----- C Q I S V I N H I S T O R Y -----
CQIS Prog
Date Report # Type Symp Cat Causal Part Description Dealer Id
07/13/2004 4GMAH535 CACSFE BODY USA 01075

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: 01

CQIS DETAIL REPORT

10/23/06 14:01:06

CQIS Report Number: 3KXD3017 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 11/24/2003

----- R E P O R T S U M M A R Y -----

VEHICLE: 2003 F250 4X4, SUP CAB, PICKUP VIN : 1FTNX21F63E
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 29,803 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 02 4 01 CHASSIS PARKING BRAKE SYSTEM
INOP/INEFFECTIVE MECHANICAL

Additional Symptom: PARKING BRAKE FAILED

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

REPAIR TECH STATES PARKING BRAKE FAILED ON VEHICLE AND VEHICLE ROLLED
DOWN AND WAS IN ACCIDENT. TECH STATES TEETH WERE STRIPPED OFF OF
PARKING BRAKE ASSEMBLY. TECH STATES SEEKING HOW TO GET PAID
FOR BODY DAMAGE ON VEHICLE.

RECOMM ADV TECH THAT HOTLINE DOES NOT HANDLE WARRANTY CLAIMS ON BODY DAMAGE.
ADV TECH TO CALL REGION ON CONCERN.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

KOEO:

KOEC:

KOER:

CB:

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 09/09/2002 Warranty Start Date: 09/30/2002
Date of Sale: 09/30/2002 Selling Dlr (Geo/Mkt, Dlr, Sub):
aler Special Order: Gross Vehicle Weight: 880 LBS
_A/RH Drive:

----- E N G I N E -----

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: CE 001 AA
Bld Dt: Calb: Serial #: S1922301

PRODUCED BY FORD

Page: 02

CQIS DETAIL REPORT

10/23/06 14:01:06

CQIS Report Number: 3KXD3017 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 11/24/2003

- - - T R A N S M I S S I O N - - -

Trans: ZF M6HD 6SP Part #:
Bld Dt: Serial #: 2
Model: Shift:

- - - A X L E - - -

Axle: 6084# FORD 3.73 CONVE Id Tag Code: Bld Dt:
Serial #:

- - - A D D I T I O N A L - - -

Tire : LT235/85R-16E BSW A-S Brand :
Radio : ELECTRONIC AM/FM/STRO/CLOCK A/C : AC B-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE WB C/C-W/B

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Orig/Caller : JIM ALEXANDER Title: TECHNICIAN
Phone : - -

Rpr Dlr:USA 08511 - SOUND FORD INC Ph#:(425) 277-1345
City: Renton State : Washington
Country: United States Region : Mountain West

Claim #/Date : 94459

Specialist's
Name : DSTARK3 -????????????????????

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
12/17/2003	3LQAA482	CACSFE	CHASS.		USA 08511

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y 2 0 0 0 ---

SURVEY HAS BEEN SENT

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: 01 CQIS DETAIL REPORT 09/14/05 09:00:40
CQIS Report Number: YCWE7018 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 03/23/2000

REPORT SUMMARY

VEHICLE: 1999 F350 4X4,REGCAB,CHASCAB VIN : 1FDWF37F7XE
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 14,000 MILES

Operating Environ: WCC :
Vehicle Use : SERVICE/UTILITY BODY Rsp. Act:
SYMPTOM: 3 02 4 01 CHASSIS PARKING BRAKE SYSTEM
INOP/INEFFECTIVE MECHANICAL

Additional Symptom: PARKING BRAKE DIDN'T HOLD
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0

Component Test Status: --- Return Loc:

Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE-- COMMENT TEXT

REPAIR DISPATCHER STATES THAT CUST CONCERN IS THEY PULLED UP TO THERE GATE AD
N PUT THE VEHICLE IN NEUTRAL WITH THE ENGINE RUNNING AND SET THE PARKI
NG BRAKE ON A HILL, THEN JUST AS THEY GOT OUT OF THE VEHICLE THE VEHIC
LE ROLLED AND RAN HIM OVER...STATES THAT THE CUST GOT UP AND CHASED TH
E VEHICLE AND WAS ABLE TO GET IT STOPPED AND THEN THE PARKING BRAKE HE
LD FINE...STATES THAT HAS NOT BEEN ABLE TO DUPLICATE CONCERN..SEEKING
KNOWN.

RECOMM ADVISED DISPATCHER TO CHECK CABLE TENSION...ADVISED TO CHECK PARKING B
RAKE CONTROLLER...ADVISED TO CHECK HOW STEEP OF A GRADE VEHICLE WAS ON
...ADVISED TO REFER TO RECALL 96257 FOR PARKING BRAKE SPECS.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1

Comp. Timing: Base Timing : MIL light on? :

Test Stand : Road Test : 8D Number:

Prior Repair Attempts: Repair Prior to Call: NO

DTCs KOEO: KOEC:

KOER: CB:

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 06/01/1998 Warranty Start Date: 06/30/1998

Date of Sale: 06/30/1998 Selling Dlr(Geo/Mkt,Dir,Sub):USA 05613

Dealer Special Order: Gross Vehicle Weight:

LH/RH Drive:

Page: 02 CQIS DETAIL REPORT 09/14/05 09:00:40
CQIS Report Number: YCWE7018 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 03/23/2000

---ENGINE---

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: JE 001 DN

Bld Dt: Calb: Serial #: 0762312F

---TRANSMISSION---

Trans: ZF M6HD 6SP Part #:

Bld Dt: Serial #:

Model: Shift:

---AXLE---

Axle: 9750# FORD 3.73 CONVE Id Tag Code: Bld Dt:

Serial #:

---ADDITIONAL---

Tire : LT235/85R-16E BSW A-S Brand :

Radio : ELETR AM/FM/STRO/CSTE/CLOCK A/C : MANUAL AIR CONDITIONER

PRODUCED BY FORD

Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE WB C/C-W/B
 ----- AFTER MARKET MODIFICATIONS -----
 NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE
 ----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : JERRY HERRON Title: OTHER
 Phone : - -
 Rpr Dir:USA 02785 - Town & Country Ford of Clevela Ph#:(423) 472-5454
 City: Cleveland State : Tennessee
 Country: United States Region : Atlanta - 21
 Specialist's
 Name : BPREUSSE-????????????????????
 ----- CQIS VIN HISTORY -----
 CQIS Prog
 Date Report # Type Symp Cat Causal Part Description Dealer Id
 05/04/1999 XEDBY002 NHL DRVLIN USA 02785
 --- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---
 SURVEY HAS BEEN RECEIVED
 ----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
 Repair Repair Odometer Rp Caus Service Part Number Labor
 Dealer ID Date Order (Miles) Nr Cond Pfx Base Sfx Operation

 USA 03938 04/04/05 102628 143143 1 42 2C3 2780 AA 2780A

PRODUCED BY FORD

Page: 01

CQIS DETAIL REPORT

10/23/06 14:01:11

CQIS Report Number: 3KNDT001 Program Type: H
Report Source: MSS - FCSD - TECH SVC HOTLINE

Orig Rpt #:
Report Date: 11/14/2003

----- R E P O R T S U M M A R Y -----

VEHICLE: 2001 F350 4X4, REG CAB, CHASCAB VIN : 1FDWF37F41E
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 33,883 MILES
Operating Environ: WCC :
Vehicle Use : STOCK Rsp. Act:

SYMPTOM: 3 02 4 01 CHASSIS PARKING BRAKE SYSTEM
INOP/INEFFECTIVE MECHANICAL

Additional Symptom: ALLEGED PARK BRAKE NOT HOLDING

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:

Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0

Component Test Status: ---- Return Loc:

Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
REPAIR DEALER STATES CUSTOMER ALLEGES PARK BRAKE DID NOT HOLD VEHICLE WHILE
PARKED ON AN INCLINE. MOTOR IDLING.. VEHICLE ALLEGEDLY ROLLED & HIT
A TREE. DEALER IS ALLEGING PARK BRAKE ADJUSTER WAS MISSING FROM
L/R WHEEL. (CUSTOMER IS NEIGHBOR OF DEALER SM)
RECOMM ADVISE TECH OF NO SIMILAR CASES OR TSB'S. REC: TECH REPAIR PARKING
BRAKE MECHANISM AS NEEDED.
SEE 2001 F-SUPER-DUTY OWNER MANUAL PAGE 133.
(VEHICLE WAS RUNNING IN NEUTRAL WHEN CONDITION OCCURRED)

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

KOEO:

KOEC:

KOER:

CB:

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 01/21/2001 Warranty Start Date: 10/11/2001
Date of Sale: 10/11/2001 Selling Dlr (Geo/Mkt, Dlr, Sub):
Dealer Special Order: Gross Vehicle Weight: 1250 LBS
LH/RH Drive:

PRODUCED BY FORD
06218

Page: 02

CQIS DETAIL REPORT

10/23/06 14:01:11

CQIS Report Number: 3KNDT001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 11/14/2003

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: BE 001 AB
Bld Dt: Calb: 1F729Q0 A Serial #: 1551893F

Trans: ZF M6HD 6SP Part #:
Bld Dt: Serial #:

Model: Shift:
Tire : LT235/85R-16E BSW A-S Brand :
Radio : ELETR AM/FM/STRO/CSTE/CLOCK A/C : AC B-????????????????????
Paint : RED EXTERIOR PAINT FAMILY ----- VERMILION WB C/C-W/B

----- A D D I T I O N A L -----

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : TOM BLADES Title: SERVICE MANAGER
Phone : - -

Rpr Dlr:USA 05693 - B. F. Evans Ford, Inc. Ph#:(270) 278-2376
City: Livermore State : Kentucky
Untry: United States Region : Midwest

Claim #/Date : 17623

Specialist's
Name : WILLIAM LEIBENGOOD

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.46.40

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REGION:	INFORMATION ISSUE	CASE NBR: 1409631244
VIN: 1FTSX31S82E	ZONE:	OPENED: 05/03/2004
ENGINE: S	VEH TYPE: T	CLOSED: 05/03/2004

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LAST NAME:	STATUS: CLOSED
TITLE:	FIRST NAME:
MI:	

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ADDRESS:

CITY: LEBANON	STATE: VA	ZIP: 24266
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HOME PHONE:

MODEL YEAR: 2002	MODEL: F350 4X4 SUPERCAB PICKUP
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MILEAGE: 34000

DEALER NAME:	SALES CODE:	P & A:
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REASON CODE: 1706 PRODUCT - NEGATIVE FEEDBACK

SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE

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ORIGIN: CACI08 - US INQUIRY CASE BASE COMMUNICATION: PHONE
ACTION: 623 - ADVISE CUSTOMER THE FEEDBACK HAS BEEN DOCUMENTED
DOCUMENT: ANALYST: ZGILL1 GILL ZANAIB
ACTION DATA/COMMENTS:

2004/05/03

19.49.48 CUSTOMER SAID: CUST CLAIMS--- -VEH WAS PARKED IN DRIVEWAY AND BY ITSELF IT MOVED OFF THE DRIVEWAY AND THERE WAS DAMAGE TO THE BUMPER AND REAR END OF VEH -CUST CLAIMS HE HEARD THIS IS COMMON PROBLEM -VEH IS AT INDEPENDENT BODY SHOP BEING REPAIRED BY INSURANCE COMPANY -CLAIMS HE HAS HEARD THIS IS A COMMON PROBLEM WITH THESE TRUCKS -CUST IS CALLING TO FILE A COMPLAINT AGAINST THE VEH DEALER SAID: -SERV MGR ADVISED TO CALL CRC AND FILE A COMPLAINT CRC ADVISED: THANK YOU FOR PROVIDING FORD MOTOR COMPANY WITH YOUR THOUGHTS; YOUR OPINIONS ARE VALUABLE TO US. I HAVE DOCUMENTED YOUR FEEDBACK AND THE INFORMATION YOU PROVIDED REGARDING YOUR EXPERIENCE WITH OUR PRODUCT. THIS INFORMATION IS FORWARDED TO VARIOUS DEPARTMENTS WITHIN FORD TO CONTINUOUSLY IMPROVE OUR PRODUCTS AND SERVICES. YOU WILL ONLY BE CONTACTED IF A SPECIFIC DEPARTMENT REQUIRES ADDITIONAL INFORMATION OR CLARIFICATION.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

1

PRODUCED BY FORD

06130

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.36.20

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LEGAL ISSUE	CASE NBR: 0396801474		
REGION: CE CENTRAL	ZONE: C1	OPENED: 05/26/2004	
VIN: 1FTWW32S04E	ENGINE: S	VEH TYPE: T	CLOSED: 05/26/2004

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: CAIRO	STATE: NE	ZIP: 68824
HOME PHONE:		
MODEL YEAR: 2004	MODEL: F350 DRW 4X2 CREWCAB PICKUP	
MILEAGE: 4400		
DEALER NAME: ANDERSON FORD LINCO	SALES CODE: F53027	P & A: 07116
REASON CODE: 0792	LEGAL - ACCIDENT / FIRE	
SYMPTOMS: 301600	SERVICE BRAKE INOP/INEFFECTIVE	

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: NBROWN12 NATALIE BROWN
ACTION DATA/COMMENTS:

2004/05/26

11.01.08 FIRE/ACCIDENT

A

CUSTOMER SAYS: =THIS MORNING A NEW TRAILOR WAS HOOKED UP TO THE TRUCK AND THE VEHICLE WAS ON A SLIGHT INCLINE =THE VEHICLE WAS OFF IN PARK AND EMERGENCY BREAK WAS ON =THE VEHICLE ROLLED ABOUT 400-500 FEET AND JACKED NIFE THE TRAILOR =CAUSED SERIOUS DAMAGE TO THE TRUCK AND THE TRAILOR =NO POLICE REPORT WAS FILLED THE ACCIDENT WAS ON PRIVATE PROPERTY =THE CUSTOMER =CUST FEELS THAT THE VEHICLE HAS A FAULTY BREAK SYSTEM =CUST HAS CONTACTED THE INSURANCE COMPANY =CUST FEELS THAT THIS IS A FORD ISSUE THAT NEEDS FORDS ATTENTION RIGHT AWAY PER CUSTOMER, DEALER SAYS: NONE ANDERSON BROS. FORD LINCOLN MERCURY 120 DIERS AVENUE GRAND ISLAND, NE 68803 TEL: (308) 384-1700 CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOME BODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: TROQUEMO ROQUEMORE (TROQUEMO),TANYA
ACTION DATA/COMMENTS:

2004/05/27

09.52.57 CONTACT PERSON
LPA LEFT MESSAGE.

J T INVESTMENTS

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.36.20

PRODUCED BY FORD

06135

LEGAL ISSUE CASE NBR: 0396801474
REGION: CE CENTRAL ZONE: C1 OPENED: 05/26/2004
VIN: 1FTWW32S04E ENGINE: S VEH TYPE: T CLOSED: 05/27/2004

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP422 - INFORMATION CALL/FAX WITH DEALER
DOCUMENT: ANALYST: TROQUEMO ROQUEMORE (TROQUEMO), TANYA
ACTION DATA/COMMENTS:

2004/05/27

10.46.45 LPA CONTACTED THE SM AND REQUESTED THAT A FSE INSPECT BRAKE SYSTEM WHEN IT ARRIVES.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP311 - RECEIVE INBOUND CALL FROM CUSTOMER
DOCUMENT: ANALYST: TROQUEMO ROQUEMORE (TROQUEMO), TANYA
ACTION DATA/COMMENTS:

13.40.34 CONTACT PERSON JOHN BELLAMY
CUSTOMER CALLED AND STATED LOCATION OF VEHICLE. CUSTOMER HAD TO CONTACT INSURANCE COMPANY, BUT NO CLAIM IS FILED. INSURANCE COMPANY SAID FMC IS RESPONSIBLE FOR FAULTY BRAKE SYSTEM. CUSTOMER WILL NOT DRIVE VEHICLE BECAUSE OF BRAKE PROBLEM. NO INJURY CLAIMS. CUSTOMER WANTS THE DEALERSHIP TO PICK UP VEHICLE AND DELIVER TO DEALERSHIP FOR INSPECTION.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP422 - INFORMATION CALL/FAX WITH DEALER
DOCUMENT: ANALYST: TROQUEMO ROQUEMORE (TROQUEMO), TANYA
ACTION DATA/COMMENTS:

13.46.47 LPA LEFT MESSAGE FOR SM.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP422 - INFORMATION CALL/FAX WITH DEALER
DOCUMENT: ANALYST: TROQUEMO ROQUEMORE (TROQUEMO), TANYA
ACTION DATA/COMMENTS:

14.36.52 SM PROVIDED PHONE NUMBER FOR VEHICLE TO BE TOWED TO THE DEALERSHIP.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP423 - INFORMATIONAL CALL/FAX WITH CUSTOMER
DOCUMENT: ANALYST: TROQUEMO ROQUEMORE (TROQUEMO), TANYA
ACTION DATA/COMMENTS:

14.44.19 LPA CONTACTED CUSTOMER AND PROVIDED PHONE NUMBER FOR TOWING.

CONSUMER AFFAIRS 10/27/2006 MMFAXPRG

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10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.36.20

LEGAL ISSUE CASE NBR: 0396801474
REGION: CE CENTRAL ZONE: C1 OPENED: 05/26/2004

PRODUCED BY FORD

06136

VIN: 1FTWW32S04E [REDACTED] ENGINE: S VEH TYPE: T CLOSED: 06/01/2004

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP422 - INFORMATION CALL/FAX WITH DEALER
DOCUMENT: ANALYST: TROQUEMO ROQUEMORE (TROQUEMO),TANYA
ACTION DATA/COMMENTS:

2004/06/01

13.26.18 LPA SPOKE WITH SM. BRAKE SYSTEM SEEMS FINE. STILL WAITING FOR FSE FOR FINAL DETERMINATION. LPA LEFT MESSAGE FOR FSE TO CONTACT DEALERSHIP.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP424 - INFORMATIONAL CALL/FAX WITH OTHER PARTY
DOCUMENT: ANALYST: TROQUEMO ROQUEMORE (TROQUEMO),TANYA
ACTION DATA/COMMENTS:

2004/06/08

11.40.26 FSE INFORMED LPA THAT BRAKES SYSTEM IS FINE. CUSTOMER HAS TURNED CONCERN OVER TO INSURANCE COMPANY.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP508 - REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
DOCUMENT: ANALYST: TROQUEMO ROQUEMORE (TROQUEMO),TANYA
ACTION DATA/COMMENTS:

11.46.45 LPA CONTACTED CUSTOMER AND INFORMED HIM OF FSE RESULTS. CUSTOMER STATES THAT HE JUST DOESN'T WANT ANYONE TO GET HURT. ALSO STATED THAT HE WILL CONTACT CRC IF VEHICLE DUPLICATES CONCERN. SENDING LETTER TO WORK WITH INSURANCE COMPANY. EXPLAIN SUBROGATION PROCESS.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

1

PRODUCED BY FORD

06137

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.36.20

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INFORMATION ISSUE	CASE NBR: 0348662570
REGION: MS MID SOUTH	ZONE: B4
OPENED: 09/13/2000	
VIN: 1FTWW32FX1E	ENGINE: F
VEH TYPE: T	CLOSED: 09/13/2000

=====

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LAST NAME:	STATUS: CLOSED		
TITLE:	FIRST NAME:	MI:	
ADDRESS:			
CITY:	GRAVETTE	STATE:	AR
ZIP:	72736		
HOME PHONE:			
MODEL YEAR:	2001	MODEL:	F350 DRW 4X2 CREWCAB PICKUP
MILEAGE:	1068		
DEALER NAME: LEWIS FORD SALES, I			
SALES CODE: F23211			
P & A: 05075			
REASON CODE: 0774			
LEGAL - INSURANCE COMPANY SETTLEMENT			
SYMPTOMS:			

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 588 - ADVISE CUST THAT YOUR INSURANCE COMPANY MAY SUBROGATE
DOCUMENT: ANALYST: ASTANLEY ASHA STANLEY
ACTION DATA/COMMENTS:

2000/09/13

09.38.25 CUSTOMER SAYS: ACCIDENT HAPPENED SUNDAY, AUG 27/00 ACCIDENT HAPPENED IN MT PLEASANT, TEXAS CUST PULLED INTO RESTAURANT, SET THE PARKING BRAKES, GOT OUT OF VEH AND IT ROLLED DOWN THE HILL AND HIT SOME TREES POLICE WERE CONTACTED; POLICE REPORT # 2000-14065 CUST DOES NOT KNOW WHAT THE FINDINGS OF REPORT WERE INSURANCE CO IS COVERING ALL OF THE EXPENSES CUST KNOWS A FEW OTHER PEOPLE THAT THIS HAS HAPPENED TO NO ONE WAS INJURED VEH IS CURRENTLY AT A BODY SHOP FOR REPAIRS CUST WANTST TO MAKE FORD AWARE OF WHAT HAPPENED PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - REFER TO INSURANCE COMPANY (INSURANCE CO. HAS THE RIGHT TO SUBROGATE FORD)
- UNABLE TO INVESTIGATE VEHICLE AS REPAIRS HAVE BEEN PERFORMED
MED INFERENCE CASE ID: 21

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

1

PRODUCED BY FORD

06042

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.36.20

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REGION:	INFORMATION ISSUE	CASE NBR: 1424650461
VIN: 1FTNX21F81E	ZONE:	OPENED: 02/24/2001
	ENGINE: F	VEH TYPE: T
		CLOSED: 02/24/2001

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: ARNOLD	STATE: CA	ZIP: 95223
HOME PHONE:		
MODEL YEAR: 2001	MODEL:	F250 4X4 SUPERCAB PICKUP
MILEAGE: 4500		
DEALER NAME:	SALES CODE:	P & A:
REASON CODE: 0774 LEGAL - INSURANCE COMPANY SETTLEMENT		
SYMPTOMS:		

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 588 - ADVISE CUST THAT YOUR INSURANCE COMPANY MAY SUBROGATE
DOCUMENT: ANALYST: EMILLS EMILY MILLS
ACTION DATA/COMMENTS:

2001/02/24

18.11.46 CUSTOMER SAYS: *SEE HISTORICAL, SURVEY -HAPPENED IN NOVEMBER AROUND THANKSGIVING -GOT IN AN ACCIDENT, PARKING BRAKE FAILED AND VEH ROLLED INTO A TREE DOWN A HILL AFTER IDLING -CONTACTED INSURANCE COMPANY -TOOK VEH TO FORD DLR BUT SAID THE PARKING BRAKE HAD NOT MALFUNCTIONED -WOULD LIKE TO KNOW IF THERE IS A RECALL A RELATED TO THIS CONCERN PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - REFER TO INSURANCE COMPANY (INSURANCE CO. HAS THE RIGHT TO SUBROGATE FORD)
- UNABLE TO INVESTIGATE VEHICLE AS REPAIRS HAVE BEEN PERFORMED -NO OPEN RECALLS AT THIS TIME INFERENCE CASE ID: 21

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

1

PRODUCED BY FORD

06045

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.46.40

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CONCERN ISSUE	CASE NBR: 1455671981		
REGION: MT MOUNTAIN WES	ZONE: S3	OPENED: 07/17/2001	
VIN: 1FTSW31F31E	ENGINE: F	VEH TYPE: T	CLOSED: 07/17/2001

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: CLE ELUM	STATE: WA	ZIP: 98922
HOME PHONE:		
MODEL YEAR: 2001	MODEL: F350 4X4 CREWCAB PICKUP	
MILEAGE: 20000		
DEALER NAME: KELLEHER MOTOR COMP SALES CODE: F74477 P & A: 08550		
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER		
SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE		

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MMATZANK MARLITT MATZANKE
ACTION DATA/COMMENTS:

2001/07/17

11.39.00 CUSTOMER SAYS: THE VEHICLE WAS PARKED ON A SLIGHT HILL ABOVE 7 DEGREES THE VEHICLE WAS PUT INTO PARK THE EMERGENCY BRAKE WAS PUT ON THE VEHICLE ROLLED DOWN THE HILL THE CUSTOMER IS CONCERNED THAT THIS IS A SAFETY CONCERN PER CUSTOMER, DEALER SAYS: CAC ADVISED: - ADVISED CUST THAT THE CONCERN HAS BEEN DOCUMENTED - ADVISED CUST TO TAKE THE VEHICLE TO THE DEALER - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4905

=====

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC102 - CUSTOMER DOES NOT WISH TO ADDRESS CONCERN AT THIS TIME
DOCUMENT: ANALYST: 3025RT ROBIN TANSIL
ACTION DATA/COMMENTS:

2001/08/09

16.56.59 ***R. TANSIL, CSM***
PER JERRY, SVC MGR, CUSTOMER HAS NOT BROUGHT VEHICLE IN AS OF YET.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

1

PRODUCED BY FORD

06046

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.43.44

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LEGAL ISSUE	CASE NBR: 0396922181		
REGION: CE CENTRAL	ZONE: C1	OPENED: 08/07/2001	
VIN: 3FTNW21FX1M	ENGINE: F	VEH TYPE: T	CLOSED: 08/07/2001

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY:	NORTH PLATTE	STATE: NE ZIP: 69101
HOME PHONE:		
MODEL YEAR: 2001	MODEL:	F250 4X4 CREWCAB PICKUP
MILEAGE: 4000		
DEALER NAME: ANDERSON FORD LINCO SALES CODE: F53025 P & A: 07192		
REASON CODE: 0772 LEGAL - ACCIDENT		
SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 697 - ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: SEDWARDS SHERENE EDWARDS
ACTION DATA/COMMENTS:

2001/08/07

16.30.29 CUSTOMER SAYS: - RECEIVED MESSAGE TO CALL BACK - SENT EMA
IL - - ACCIDENT OCCURRED 07/15/01 - NO POLICE REPORT FILE
D - INSURANCE CO - INVESTIGATING AT THE MOMENT - CUST IS A
LLEDGING A DEFECT CAUSED THIS - VEH WAS PARKED AT THE TIME
- EMERGENCY BRAKES WERE APPLIED BUT DID NOT WORK - I REC
ENTLY BOUGHT A NEW FORD F-250 TRUCK WITH A MANUAL TRANSMIS
SION. A FEW WEEKS AGO B MY TRUCK ROLLED OUT OF MY DRIVEWAY
AND INTO A NEARBY CREEK BY MY DRIVEWAY. THE EMERGENCY W
AS FULLY APPLIED. AFTER TWO TOW TRUCKS PULLED MY TRUCK FRO
M THE CREEK IT WAS VERIFIED THAT THE BRAKE WAS FULLY APPLI
ED AND DID NOT WORK. IT COULD BE PUSHED DOWN AND THE LIGH
T WOULD COME ON BUT IT WAS DEFECTIVE - VEH NOW AT ANDERSON
FORD - LINCOLN. NEB - ATTEMPTING TO REPAIR THE DAMAGE DONE
TO THE BODY OF THE VEH PER CUSTOMER, DEALER SAYS: ***S
EWARD FORD - REPLACED THE EMERGENCY BRAKES CAC ADVISED:
- THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIR
S DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AF
FAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABL
E - PLEASE MAKE SURE YOU NOTIFY YOUR INSURANCE CARRIER AND
REPORT THE INCIDENT - NOTE TO CSR: IF CUSTOMER IS WORKING
WITH A NON-FORD DEALERSHIP, PLEASE ASSIGN THE NEAREST FORD D
EALERSHIP TO THE CONTACT] INFERENCE CASE ID: 4740

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: TCHABOT CHABOT, THOM (T.)
ACTION DATA/COMMENTS:

2001/08/08

09.54.04 CONTACT PERSON RYAN DUNN
L/M ON CUSTOMER HOME ANSWERING MACHINE. ALSO L/M FOR SM> CA

CONSUMER AFFAIRS 10/27/2006 MMFAXPRG

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10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.43.44

PRODUCED BY FORD

06047

LEGAL ISSUE CASE NBR: 0396922181
REGION: CE CENTRAL ZONE: C1 OPENED: 08/07/2001
VIN: 3FTNW21FX1M ENGINE: F VEH TYPE: T CLOSED: 08/08/2001

2001/08/08

09.54.04 RLTON AT DEALERSHIP.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP1901 - UPDATE/ADDCO CASE
DOCUMENT: ANALYST: 8469CP CATHERIN PAPALIA
ACTION DATA/COMMENTS:

15.47.44 LPA SPOKE WITH DEALERSHIP AND DEALERSHIP VERIFIED THERE WAS
A DEFECT WITH THE PARKING PARK.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: 8469CP CATHERIN PAPALIA
ACTION DATA/COMMENTS:

2001/08/09

10.48.31 LPA SPOKE WITH CUSTOMER AND ADVISED CUSTOMER TO CONTINUE CUS
TOMER TO CONTINUE WORKING WITH THEIR INSURANCE COMPANY.

CONSUMER AFFAIRS

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06048

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.46.40

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LEGAL ISSUE	CASE NBR: 0363983331		
REGION: NE NORTHEAST	ZONE: S2	OPENED: 11/29/2001	
VIN: 1FTSX31F12E	ENGINE: F	VEH TYPE: T	CLOSED: 11/29/2001

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: TOLLAND	STATE: CT	ZIP: 06084
HOME PHONE:		
MODEL YEAR: 2002	MODEL: F350 4X4 SUPERCAB PICKUP	
MILEAGE: 4000		
DEALER NAME: BACKUS MOTORS INC	SALES CODE: F11401	P & A: 09052
REASON CODE: 0792	LEGAL - ACCIDENT / FIRE	
SYMPTOMS: 302400	PARKING BRAKE INOP/INEFFECTIVE	

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: EHUNTE EARL HUNTE
ACTION DATA/COMMENTS:

2001/11/29

10.05.53 FIRE/ACCIDENT A
CUSTOMER SAYS: - THE CUST STATES THAT PUT THE HAND BRAKE ON THE VEH AND THE VEH JUST TOOK OFF THE CUST. - THE CUST STATES THAT THE HANED BRAKE JUST KICK OUT. - THE CUST STATES THAT THE DLRSHIP TOLD THE CUST TO GO THROUGH THE INSURANCE COMPANY. PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: ADROEGE DROEGE,AMY
ACTION DATA/COMMENTS:

2001/11/30

08.47.51 CONTACT PERSON DANFORD CARON
LPA MADE AN OUTBOUND CALL TO THE CUSTOMER, DANFORD CARON. THE CUSTOMER HAS PRIVACY MANAGER. LPA LEFT A VOICE MESSAGE REQUESTING THEY CONTACT LPA AT 313-845-5515.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP423 - INFORMATIONAL CALL/FAX WITH CUSTOMER
DOCUMENT: ANALYST: ADROEGE DROEGE,AMY
ACTION DATA/COMMENTS:

2001/12/03

10.39.32 LPA SPOKE WITH THE CUSTOMER, DANFORD CARON. HE STATED ON 11-22-01 HE PULLED INTO HIS DRIVEWAY TO GATHER SOME ADDITIONAL PAPERWORK. HE PUT THE HANDBRAKE ON THE VEHICLE, SHUT THE D

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06056

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MASTER OWNER RELATIONS SYSTEM III

09.43.44

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REGION: MA MID ATLANTIC	ZONE: E2	CASE NBR: 1410810102	OPENED: 01/10/2002
VIN: 1FTNF21F01E	ENGINE: F	VEH TYPE: T	CLOSED: 01/10/2002

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LAST NAME:	FIRST NAME:	STATUS: CLOSED
TITLE:	MI:	
ADDRESS:		
CITY: MANASSAS	STATE: VA	ZIP: 20111
HOME PHONE:		
MODEL YEAR: 2001	MODEL: F250 4X4 STYLESIDE PICKUP	
MILEAGE: 15000		
DEALER NAME: RICK HUNT FORD-LINC SALES CODE: F27428	P & A: 00005	
REASON CODE: 2354 DSB - APPLICATION REQUEST		
SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: LMC GARRE LAVERNE
ACTION DATA/COMMENTS:

2002/01/10

12.37.37 CUSTOMER SAYS: -THE VEH WAS PARKED ON AN INCLINE AND ROLLED INTO A TREE -THE INSURANCE COMPANY IS GOING TO SEND OUT AN ADJUSTER TO REVIEW THE CLAIM -CUST BELIEVES THE PARKING BRAKE WAS NOT FUNCTIONING PROPERLY -THE DLR SHP FOUND NO PROBLEMS WITH THE EMERGENCY BRAKE SYSTEM -CUST DOES NOT WANT TO KEEP THE VEH AND WOULD LIKE IT TAKEN BACK BY FORD -CUST HAS CONTACTED THE STATE AND THE BETTER BUSINESS BUREAU PER CUSTOMER, DEALER SAYS: RICK HUNT FORD CAC ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION - OBC TO DEALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DSB ESCALATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE *****OBC TO DLR***** -SPOKE TO THE CRM MARY TARR AND ADVISED HER OF THE CUSTS INTENT IN TAKING THIS ACTION TO GET HER VEH BOUGHT BACK -MARY WILL INFORM THE SERVICE MGR OF THE SITUATION AS WELL INFERENCE CASE ID: 105

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: SCLEMONS CLEMONS, SHELVA (S.T.)
ACTION DATA/COMMENTS:

2002/02/20

18.21.17 FSE INVOLVED, G. PROFITT, THE SERVICE MANAGER INVOLVED, AND THE CUSTOMER'S INSURANCE COMPANY WAS INVOLVED. CUSTOMER CLAIMED THE EMERGENCY BRAKE FAILED. THE INSURANCE COMPANY INVESTIGATED AND PAID FOR REPAIR. DEALERSHIP HAS NOT HEARD FROM CUSTOMER SINCE.

CONSUMER AFFAIRS

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PRODUCED BY FORD

06060

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.46.40

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LEGAL ISSUE	CASE NBR: 1735530802		
REGION: SW SOUTHWEST	ZONE: S1	OPENED: 03/23/2002	
VIN: 1FTWX33S72E	ENGINE: S	VEH TYPE: T	CLOSED: 03/23/2002

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LAST NAME:	STATUS: CLOSED		
TITLE:	FIRST NAME:	MI:	
ADDRESS:			
CITY: DAVIS	STATE: OK	ZIP: 73030	
HOME PHONE:			
MODEL YEAR: 2002	MODEL:	F350 DRW 4X4 SUPERCAB PICKUP	
MILEAGE: 7000			
DEALER NAME: CHARLES ALLEN FORD SALES CODE: F52618 P & A: 06875			
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE			
SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE			

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: DWALTON4 DENISE WALTON
ACTION DATA/COMMENTS:

2002/03/23

14.19.36 CUSTOMER SAYS: =CUST MOTHER WAS DRIVING THE VEH AND PARKED
THE VEH ON TOP OF A HILL THE EMERGENCY BRAKE WAS ENGAGED A
ND THE VEH ROLLED DOWN AND HIT ANOTHER VEH AS WELL AS IT HIT
CUST TRAILER =VEH WAS TOWED TO DLR SHP =CUST WOULD LIKE
THE DAMAGE ON VEH FROM THE IMPACT OF HITTING THE OTHER VEH'
S TO BE REPAIRED AT FORD'S COST =DATE FEB.23,2002 =CUST IS
ALLEGING THE PRODUCT DEFECT CAUSED THE ACCIDENT THE RACHET
THAT HOLDS THE EMERGENCY BRAKE WHEN ENGAGED GAVE AWAY =LOCA
TION MURRAY COUNTY FAIR =NO POLICE REPORT WAS FILED =CUST
HAS NOT CONTACTED INSURANCE COMPANY THIS IS NOT AN INSURANC
E ISSUE STATES CUST =VEH IS REPAIRABLE PER CUSTOMER, DEALE
R SAYS: VEH IS AT DLR CAC ADVISED: - I WILL FORWARD THI
S INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM
CONSUMER AFFAIRS WILL CONTACT YOU IN 7- 10 BUSINESS DAYS. P
LEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT
- CUST WILL NOT CONTACT INSURANCE CARRIER UNLES FORD STATE
S THEY ARE NOT GOING TO REPAIR THE VEH AT FORD'S COST INFERE
NCE CASE ID: 5349

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DWALTON4 DENISE WALTON
ACTION DATA/COMMENTS:

14.55.11 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO DLR CSR SPOKE TO LARRY THE GENERAL MANAGER WHO S
TATES THAT THE EMERGENCY BRAKE REPAIR HAS BEEN PERFORMED

CONSUMER AFFAIRS 10/27/2006 MMFAXPRG

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06061

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LEGAL ISSUE	CASE NBR: 1648771452		
REGION: CE CENTRAL	ZONE: B4	OPENED: 05/25/2002	
VIN: 1FTSF31S81E	ENGINE: S	VEH TYPE: T	CLOSED: 05/25/2002

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: HILLSBORO	STATE: MO	ZIP: 63050
HOME PHONE:		
MODEL YEAR: 2001	MODEL:	F350 4X4 REGCAB PICKUP
MILEAGE: 34470		
DEALER NAME: FRANK TALBERT FORD	SALES CODE: F53334	P & A: 08030
REASON CODE: 0792	LEGAL - ACCIDENT / FIRE	
SYMPTOMS: 302400	PARKING BRAKE INOP/INEFFECTIVE	

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: CBAPTIST CHAD JN. BAPTISTE
ACTION DATA/COMMENTS:

2002/05/25

18.01.13 FIRE/ACCIDENT A
CUSTOMER SAYS: -EMERGENCY PARKING BRAKE WAS APPLIED BUT DID NOT WORK -VEH WAS PARKED ON A SLIGHT INCLINE IN DRIVEWAY AND ROLLED 50 TO 60 FT BACK -THE RIGHT BACK END HIT CEDAR TREE WHICH DESTROYED BUMPER AND BED OF VEH -VEH WAS PARKED IN DRIVE WAY FOR 3 MINUTES -THE PARKING BRAKE IS STILL ENGAGED -CUST PLACED A CLAIM WITH INSURANCE COMPANY PER CUSTOMER, DEALER SAYS: CAC ADVISED: -I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 7- 10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFORMATION CASE ID: 5349

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: BBILLUPS BILLUPS, BILL (B.)
ACTION DATA/COMMENTS:

2002/05/28

15.32.25 CONTACT PERSON MICHAEL HUSKEY
-LPA MADE OBC TO THE CUSTOMER AND LEFT MSG ON VOICE MAIL.

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: BBILLUPS BILLUPS, BILL (B.)
ACTION DATA/COMMENTS:

2002/06/05

16.26.27 CONTACT PERSON MICHAEL HUSKEY
-LPA MADE SECOND OBC TO THE CUSTOMER AND LEFT MSG ON VOICE MAIL.

CONSUMER AFFAIRS 10/27/2006 MMFAXPRG

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PRODUCED BY FORD

06065

LEGAL ISSUE CASE NBR: 1648771452
REGION: CE CENTRAL ZONE: B4 OPENED: 05/25/2002
VIN: 1FTSF31S81E ENGINE: S VEH TYPE: T CLOSED: 06/18/2002
=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: FAX
ACTION: LP508 - REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
DOCUMENT: ANALYST: BBILLUPS BILLUPS, BILL (B.)
ACTION DATA/COMMENTS:

2002/06/18

15.39.36 -LPA MAILED THE CUSTOMER A LETTER REFERRING THEM TO THEIR INSURANCE CARRIER. INFORMATION PROVIDED BY THE CRC INDICATES THAT THE INSURANCE CARRIER IS ALREADY INVOLVED. LPA HAS BEEN UNABLE TO REACH THE CUSTOMER BY PHONE AND HAS LEFT TWO PREVIOUS MSGS. WE PROPOSE NO FURTHER ACTION.

CONSUMER AFFAIRS

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06066

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.35.46

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LEGAL ISSUE	CASE NBR: 0478181892		
REGION: SW SOUTHWEST	ZONE: A1	OPENED: 07/08/2002	
VIN: 1FTWW32F31E	ENGINE: F	VEH TYPE: T	CLOSED: 07/08/2002

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LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: GREENVILLE STATE: TX ZIP: 75401
HOME PHONE:
MODEL YEAR: 2001 MODEL: F350 DRW 4X2 CREWCAB PICKUP
MILEAGE: 26000
DEALER NAME: GREENVILLE FORD LIN SALES CODE: F52417 P & A: 02484
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE
SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: AKHOUNNA ANNA KHOUNNARAJ
ACTION DATA/COMMENTS:

2002/07/08

13.15.51 FIRE/ACCIDENT

A

CUSTOMER SAYS: -THE VEH WAS PARKED IN THE DRIVEWAY. -THE EMERGENCY BRAKE DID NOT HOLD -STARTED TO ROLL BACK AND HIT A TREE AND OTHER VEH. -NO ONE WAS HURT. -THE DATE OF THE ACCIDENT IS JULY 06,2002 ON SATURDAY NIGHT, -THE LOCATOR WAS HOME -NO POLICE WAS NOT CALLED. -THE INSURANCE WAS NOT CALL AS OF YET -THE OTHER VEH THAT WAS DAMAGED WAS THE FOCUS, -CUST WANTS TO KNOW IF THERE IS ANY RECALLS ON THE EMERGENCY BRAKES. PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. -ADVISED OF THE RECALL ON THE SEAT BELT ...01S21 INFERENCE CASE ID: 5349

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: 9626LF LOURDES FONSECA
ACTION DATA/COMMENTS:

2002/07/09

14.17.07 CONTACT PERSON

NA

LPA ATTEMPTED TO CALL CUSTOMER BUT THEY HAVE CALL MANAGEMENT ON THEIR PHONE SYSTEM. LPA WILL SEND LETTER APPROVED BY MARK RATAJACK.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.35.46

PRODUCED BY FORD

06070

LEGAL ISSUE CASE NBR: 0478181892
REGION: SW SOUTHWEST ZONE: A1 OPENED: 07/08/2002
VIN: 1FTWW32F31E ENGINE: F VEH TYPE: T CLOSED: 07/10/2002
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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP613 - DENY ASSISTANCE - REFER TO INSURANCE CARRIER
DOCUMENT: ANALYST: 9626LF LOURDES FONSECA
ACTION DATA/COMMENTS:

2002/07/10
11.42.22 LPA REFERRED CUSTOMER TO THE INSURANCE COMPANY.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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PRODUCED BY FORD

06071

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.46.40

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LEGAL ISSUE	CASE NBR: 0446362672
REGION: NE NORTHEAST	ZONE: C1
VIN: 1FDWX37F51E	ENGINE: F VEH TYPE: T
	OPENED: 09/24/2002
	CLOSED: 09/24/2002

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LAST NAME:	STATUS: CLOSED
TITLE:	FIRST NAME:
ADDRESS:	MI:
CITY: BAINBRIDGE	STATE: NY
HOME PHONE:	ZIP: 13733
MODEL YEAR: 2001	MODEL: F350 DRW 4X4 SUPERCAB CHASSIS
MILEAGE: 36000	
DEALER NAME: SMITH CAIRNS FORD	O SALES CODE: F13118
REASON CODE: 0792	LEGAL - ACCIDENT / FIRE
SYMPTOMS: 302400	PARKING BRAKE INOP/INEFFECTIVE

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: JTAYLOR JULLIAN TAYLOR
ACTION DATA/COMMENTS:

2002/09/24

12.23.43 FIRE/ACCIDENT

A

CUSTOMER SAYS: F350 -2001 THE EMERGENCY BRAKE RELEASE - AND THE VEH ROLLED =THERE WAS DAMAGE TO THE VEH AND PROPERTY DAMAGE =VEH IS CURRENTLY AT MY PLACE =SAW INFO ON THE INTERNET THERE WAS A RECALL =THIS HAPPEND ON SEPT 17TH =SHERRIFF CAME BUT THERE IS NO REPORT =HAVE NOT CONTACTED INSURANCE COMPANY =THE VEH IS REPAIRABLE =THERE WERE SOME DAMAGES TO MAILBOXES BUT THOSE HAVE BEEN TAKEN CARE OF PER CUSTOMER, DEALER SAYS: =NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. IN REFERENCE CASE ID: 5349

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: MWYSCAVE MATTHEW WYSCAVER (MWYSCAVE)
ACTION DATA/COMMENTS:

13.21.56 CONTACT PERSON
MADE OBC TO CUSTOMER.

DONALD NICKERSON

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: MWYSCAVE MATTHEW WYSCAVER (MWYSCAVE)
ACTION DATA/COMMENTS:

2002/10/17

16.26.02 CUSTOMER DID NOT TAKE VEHICLE INTO DEALERSHIP FOR INSPECTION
. CUSTOMER WAS WORKING WITH THEIR INSURANCE COMPANY.

CONSUMER AFFAIRS

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PRODUCED BY FORD

06081

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.36.20

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INFORMATION ISSUE	CASE NBR: 1406112842		
REGION: MW MIDWEST	ZONE: G1	OPENED: 11/06/2002	
VIN: 1FTWW33F82E	ENGINE: F	VEH TYPE: T	CLOSED: 11/06/2002

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: GOSHEN	STATE: KY	ZIP: 40026
HOME PHONE:		
MODEL YEAR: 2002	MODEL: F350 DRW 4X4 CREWCAB PICKUP	
MILEAGE: 14		
DEALER NAME: STAR FORD AT OXMOOR SALES CODE: F47020	P & A: 05659	
REASON CODE: 0786 LEGAL - CUSTOMER WAITING FOR ACKNOWLEDGEMENT		
SYMPTOMS:		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 476 - CB-ADVISE CUST WE WILL NOTIFY THE DEPT SOMEBODY WILL BE IN TOUCH
DOCUMENT: ANALYST: MMATZANK MARLITT MATZANKE
ACTION DATA/COMMENTS:

2002/11/06

10.54.15 VLC097UCUSTOMER SAYS: THE CUST IS ALSO STILL CONCERN PARKING BRAKE ISSUE AND A DAMAGED GARAGE DOOR HE HAS NOT HEARD BACK FROM LEGAL ON THIS* ADVISED THAT HE HAS LEFT THREE MESSAGES ON THE NUMBER PROVIDED HIM ON THE VOICE MAIL 313-845-4637.* THERE WAS NO RESPONSE* CUST FEELS THAT THE GARAGE DOOR SHOULD BE FORDS RESPONSABILITY AND NOT HIS INSURANCE * PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - VERIFIED THE LGL NUMBER ON FILE WITH THE NUMBER CUST HAS BEEN CALLED - ADVISED THAT ACCORDING TO DOCUMENTATION THERE WAS A DEPOSITION SENT OUT TO HIM THANK YOU FOR PROVIDING US WITH THIS INFORMATION IN RELATION TO YOUR CASE. I WILL FORWARD THIS TO OUR CONSUMER AFFAIRS DEPARTMENT, AND I HAVE REQUESTED THAT THEY CONTACT YOU WITHIN TWO BUSINESS DAYS. INFERENCE CASE ID: 1571

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ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC103 - UNABLE TO CONTACT CUSTOMER - INCORRECT CUSTOMER INFORMATION
DOCUMENT: ANALYST: R-SOARDS SOARDS,RICK
ACTION DATA/COMMENTS:

2003/02/27

10.33.39

CONSUMER AFFAIRS

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PRODUCED BY FORD

06082

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.35.46

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LEGAL ISSUE	CASE NBR: 1406112842		
REGION: MW MIDWEST	ZONE: G1	OPENED: 10/11/2002	
VIN: 1FTWW33F82E	ENGINE: F	VEH TYPE: T	CLOSED: 10/11/2002

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: GOSHEN	STATE: KY	ZIP: 40026
HOME PHONE:		
MODEL YEAR: 2002	MODEL: F350 DRW 4X4 CREWCAB PICKUP	
MILEAGE: 17900		
DEALER NAME: STAR FORD AT OXMOOR	SALES CODE: F47020	P & A: 05659
REASON CODE: 0792	LEGAL - ACCIDENT / FIRE	
SYMPTOMS: 302400	PARKING BRAKE INOP/INEFFECTIVE	

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: CGRAHAM CHURNLEY GRAHAM
ACTION DATA/COMMENTS:

2002/10/11

11.16.20 FIRE/ACCIDENT A
VLC097UCUSTOMER SAYS: =LAST WEEK VEH PARKING BRAKES FAILED
AND VEH RAN THROUGH CUST'S GARAGE DOOR AT HOME ADDRESS 3700
RED OAK DR, LAGRANGE, KENTUCKY 40031 +++ =THIS WAS HAPPEN
ING INTERMITTENTLY PRIOR WHERE THE BRAKE PEDAL WOULD POP OUT
BY ITSELF =NO ONE WAS IN THE VEH AND NO ONE GOT HURT =C
UST TOOK VEH TO DLR BUT THEY FOUND NO PROBLEM +++ =DLR DI
D DO THE REPAIRS ON VEH =THEY REPLACED VEH'S PARKING BRAKE
CONTROL =CUST SEEKS TO KNOW WHO WILL PAY +++ =DATE: SEP
TEMBER 26/2002 =POLICE REPORT NOT FILED =NO INSURANCE CLA
IM FILED =VEH ALREADY REPAIRED PER CUSTOMER, DEALER SAY
S: CALL CRC CAC ADVISED: - I WILL FORWARD THIS INFORMAT
ION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER A
FFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY Y
OUR INSURANCE CARRIER AND REPORT THIS INCIDENT. +++ =ADVIS
ED CUST OF ESP AVAILABILITY AND THAT F&I MGR AT DLR WILL BE
ABLE TO PROVIDE ADDITIONAL ESP INFO ON PRICING ETC. =GAVE C
UST ESP PURCHASE #1-800-367-3377 INFERENCE CASE ID: 5349

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: LTURN32 TURNER,LATISIA
ACTION DATA/COMMENTS:

2002/10/15

08.59.43 CONTACT PERSON CUSTOMER
***LPA CALLED AND LEFT A MESSAGE ON CUSTOMER'S HOME VOICEMAIL
L TO CONTACT ME AT 313-845-4637.

CONSUMER AFFAIRS 10/27/2006 MMFAXPRG

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10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.35.46

PRODUCED BY FORD

06083

LEGAL ISSUE CASE NBR: 1406112842
REGION: MW MIDWEST ZONE: G1 OPENED: 10/11/2002
VIN: 1FTWW33F82E ENGINE: F VEH TYPE: T CLOSED: 10/29/2002
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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: LTURN32 TURNER, LATISIA
ACTION DATA/COMMENTS:

2002/10/29

09.10.54 ***CUSTOMER STATES VEHICLE HAS DEFECT WITH THE PARKING BRAKE
. CUSTOMER'S VEHICLE HAS BEEN REPAIRED AT DEALERSHIP UNDER
WARRANTY. LPA SENT THE CUSTOMER A CLOSING LETTER DATED 10/2
9/02.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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PRODUCED BY FORD

06084

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.46.40

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LEGAL ISSUE	CASE NBR: 1466813392		
REGION: MW MIDWEST	ZONE: G2	OPENED: 12/05/2002	
VIN: 1FTSF31F71E	ENGINE: F	VEH TYPE: T	CLOSED: 12/05/2002

=====

=====

LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: GREENUP	STATE: KY	ZIP: 41144
HOME PHONE:		
MODEL YEAR: 2001	MODEL: F350 4X4 REGCAB PICKUP	
MILEAGE: 29900		
DEALER NAME: MAN-O-WAR FORD	SALES CODE: F47302	P & A: 03689
REASON CODE: 0792	LEGAL - ACCIDENT / FIRE	
SYMPTOMS: 302400	PARKING BRAKE INOP/INEFFECTIVE	

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: MEBRAHIM MOHAMED EBRAHIM
ACTION DATA/COMMENTS:

2002/12/05

12.57.44 FIRE/ACCIDENT

A

CUSTOMER SAYS: THE EMERGENCY BRAKE DOES NOT HOLD. THE VEH
ROLLED DOWN AND HIT A STUMP WHILE THE VEH WAS IN GEAR AND H
AD THE BRAKES DOWN. THE VEH IS DAMAGED. WOULD LIKE TO FIND
OUT IF FORD WILL REPAIR THIS DAMAGE WHICH WAS CAUSED BY THE
DEFECTIVE EMERGENCY BRAKES. = 12/02/2002 = DUE TO DEFECTIV
E EMERGENCY BRAKES THAT DID NOT HOLD = LAVALETTE IN WEST VI
RGINIA ON SHAMROCK DRIVE = THERE WAS NO POLICE REPORT FILED
= CUST INFORMED INSURANCE CO BUT HAS NOT FILED CLAIM YET.
WANTS TO KNOW WHAT FORD WILL DO. = THE VEH IS REPAIRABLE
PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I WILL FOR
WARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBO
DY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS
. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCI
DENT. INFERENCE CASE ID: 5349

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: 2224VK VINCE KIRKSEY
ACTION DATA/COMMENTS:

2002/12/09

10.27.43 CONTACT PERSON

DEVIN FLOYD

LPA COMMENTS

LPA MADE OUTBOUND CALL TO THE CUSTOMER BUT THEY WERE NOT
AVAILABLE. LPA WILL RE-CONTACT THE CUSTOMER AT A LATER DATE
REGARDING THEIR CONCERN.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.46.40

PRODUCED BY FORD

06088

LEGAL ISSUE CASE NBR: 1466813392
REGION: MW MIDWEST ZONE: G2 OPENED: 12/05/2002
VIN: 1FTSF31F71E ENGINE: F VEH TYPE: T CLOSED: 01/09/2003
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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP613 - DENY ASSISTANCE - REFER TO INSURANCE CARRIER
DOCUMENT: ANALYST: LTURN32 TURNER, LATISIA
ACTION DATA/COMMENTS:

2003/01/09

15.01.12 ***CUSTOMER STATES PARKING BRAKE ON VEHICLE DID NOT HOLD CAU
SING THE VEHICLE TO HIT A STUMP. CUSTOMER HAS BEEN INVOLVED
WITH THEIR INSURANCE COMPANY WHICH IS IN THE PROCESS OF REP
AIRING HIS VEHICLE. LPA ADVISED THE CUSTOMER TO CONTINUE WOR
KING WITH HIS INSURANCE COMPANY AND EXPLAINED SUBROGATION. L
PA SENT THE CUSTOMER A CLOSING LETTER DATED 1/10/03.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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PRODUCED BY FORD

06089

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.46.40

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LEGAL ISSUE	CASE NBR: 1466813392		
REGION: MW MIDWEST	ZONE: G2	OPENED: 01/02/2003	
VIN: 1FTSF31F71E	ENGINE: F	VEH TYPE: T	CLOSED: 01/02/2003

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=====

LAST NAME:	FIRST NAME:	STATUS: CANCEL
TITLE:	MI:	
ADDRESS:		
CITY: GREENUP	STATE: KY	ZIP: 41144
HOME PHONE:		
MODEL YEAR: 2001	MODEL: F350 4X4 REGCAB PICKUP	
MILEAGE: 31000		
DEALER NAME: MAN-O-WAR FORD	SALES CODE: F47302	P & A: 03689
REASON CODE: 0775	LEGAL - PERSONAL/PROPERTY DAMAGE CLAIM	
SYMPTOMS: 302300	PARKING BRAKE HIGH EFFORTS	

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 697 - ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: CEVANS CAROLETTE EVANS
ACTION DATA/COMMENTS:

2003/01/02

15.48.53 CUSTOMER SAYS: ---TRANSFERRED BY URJII 2080 -CUST IS UP
SET BECAUSE NO ONE FROM CONSUMER AFFAIRS CALLED HIM BACK -T
HE EMERGENCY BRAKE IS NOT WORKING AND IT STOPPED ON THE FIRS
T OF DECEMBER -CUST HAS FILLED A CLAIM WITH THE INSURANCE C
O A WEEK AGO -THE INSURANCE COMPANY HAS NOT CALLED THE CUST
YET EITHER -WHEN CUST CALLS FOR SALES HE GETS A CALL BACK
IN MINUTES ADN THE SERVICE DEPT. DOES NOT CALL BACK -THEY O
NLY CALL WHEN THEY WANT MONEY PER CUSTOMER, DEALER SAYS:
-NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OU
R CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WI
LL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSUR
ANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5
351

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: DSB910 - CANCEL ISSUE
DOCUMENT: ANALYST: VKIRKSE1 KIRKSEY VINCE
ACTION DATA/COMMENTS:

2003/01/03

10.22.45 ***LPA COMMENTS*** THE ABOVE CASE IS A DUPLICATE, AND WAS OP
EN IN ERROR BY THE CUSTOMER RELATION CENTER-CRC. NO ACTION I
S NEEDED ON THE ABOVE CASE.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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PRODUCED BY FORD

06090

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.35.46

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INFORMATION ISSUE		CASE NBR: 0648180233
REGION: MT MOUNTAIN WES	ZONE: B4	OPENED: 01/23/2003
VIN: 3FTNX21S51M	ENGINE: S	VEH TYPE: T
		CLOSED: 01/23/2003

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: GREAT FALLS	STATE: MT	ZIP: 59406
HOME PHONE:		
MODEL YEAR: 2001	MODEL:	F250 4X4 SUPERCAB PICKUP
MILEAGE: 23000		
DEALER NAME: BISON MOTOR COMPANY SALES CODE: F74671 P & A: 04079		
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE		

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SBARTELL BARTELLA, SANDRA
ACTION DATA/COMMENTS:

2003/01/23

17.59.58 CUSTOMER SAYS: THIS HAPPENED WHEN I PURCHASED VEH IT IT
HAS A MANUAL TRANSMISSION THE VEH ROLLS BACKWARDS THE DL
R STATED SET THE EMERGENCY BRAKE I DID DO THAT BUT I DO NO
T KNOW WHAT HAPPENS I HAD THE VEH IN DEC 31/2002 AND THEY
ADVISED I HAVE TO SET THE PARKING BRAKE AND PUT IT IN FIRST
GEAR I HAVE HAD IT LOOKED AT BY COURTESY FORD AND HE LAST
TIME IT WAS AT 7 BISON MOTOR CO. AND THEY ARE ALL ADVISING T
HE SAME INFO I DO NOT WANT IT TO ROLL BACKWARDS AND SEEKIN
G CLARIFICATION PER CUSTOMER, DEALER SAYS: I HAVE TO
SET THE PARKING BRAKE AND PUT IT IN FIRST GEAR CAC ADVISE
D: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEAL
ERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD C
ONTACT CRM/SERV MGR *****
***** NO FSA OR CSP ADVISED CUS
T HE IS ENTITLED TO GET A SECOND OPINION FROM A DIFFERENT DL
R CSR PROVIDED CUST WITH A DIFFERENT DLR INFERENCE CASE I
D: 4591

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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PRODUCED BY FORD

06092

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.35.46

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INFORMATION ISSUE	CASE NBR: 0480720913		
REGION: MT MOUNTAIN WES	ZONE: B2	OPENED: 04/01/2003	
VIN: 1FDWF37FX2E	ENGINE: F	VEH TYPE: T	CLOSED: 04/01/2003

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: RAPID CITY	STATE: SD	ZIP: 57702
HOME PHONE:		
MODEL YEAR: 2002	MODEL: F350 DRW 4X4 REGCAB CHASSIS	
MILEAGE: 12000		
DEALER NAME: MCKIE FORD LINCOLN	SALES CODE: F56427	P & A: 03105
REASON CODE: 0424	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	
SYMPTOMS: 302400	PARKING BRAKE INOP/INEFFECTIVE	

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: LSSONKO LEONARD SSONKO
ACTION DATA/COMMENTS:

2003/04/01

13.20.55 CUSTOMER SAYS: =CUST SAYS THAT HE IS REPORTING HIS CONCERN WITH HIS VEH. =CUST SAYS THAT HE WAS IDLING WITH THE VEHICLE HAND BRAKE ENGAGED. =CUST SAYS THAT THE HAND BRAKES DISENGAGED AND ROLLED BACKWARD INTO A CHILD PARK BUT LUCKILY THERE WAS NO CHILD IN THE PARK. =CUST ALSO LET HIS DEALERSHIP KNOW. =CUST JUST WANTED TO KNOW IF FORD HAS ANY OTHER RECORD OF THIS CONCERN. PER CUSTOMER, DEALER SAYS: =NONE CONTACTED CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THEY WOULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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PRODUCED BY FORD

06095

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.46.40

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LEGAL ISSUE	CASE NBR: 0654882113		
REGION: SE SOUTHEAST	ZONE: S3	OPENED: 07/30/2003	
VIN: 1FDWX37F92E	ENGINE: F	VEH TYPE: T	CLOSED: 07/30/2003

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: MARS HILL	STATE: NC	ZIP: 28754
HOME PHONE:		
MODEL YEAR: 2002	MODEL: F350 DRW 4X4 SUPERCAB CHASSIS	
MILEAGE: 37500		
DEALER NAME: SMITH'S HIGH COUNTR SALES CODE: F21670	P & A: 03266	
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE		
SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: SBROWN48 BROWN STACEY
ACTION DATA/COMMENTS:

2003/07/30

18.11.04 FIRE/ACCIDENT

A
CUSTOMER SAYS: >>PARKED VEH IN DRIVEWAY >>PARKING BRAKES WERE ON...WHEN CUSTOMER CAME BACK OUT OF HIS HOUSE, THE VEH ROLLED DOWN INTO A FIELD >>CUST STATES THAT THE PARKING BRAKE FAILED >>THE VEH FRONT END IS DAMAGED (LEFT PANEL FRONT IS GONE) >>TRIED TAKING VEH OUT OF GEAR AND APPLYING THE PARKING BRAKE, AND IT DID NOT WORK >>VEH HAS BEEN PULLED OUT OF THE AREA BY A TOW COMPANY, BUT VEH IS STILL IN CUST POSSESSION >>NO ARRANGEMENTS HAVE BEEN MADE FOR THE VEH TO GO TO THE DLR...WILL BE TOWING TO HIGH COUNTRY FORD >>CUST STATE S THAT NO ONE WAS INJURED PER CUSTOMER, DEALER SAYS: HIGH COUNTRY HIGHWAY 19 EAST BURNSVILLE, NC 28714 CAC ADVISED : - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: CJACKS84 JACKSON (CJACKS84),CELESTE
ACTION DATA/COMMENTS:

2003/07/31

14.32.01 CONTACT PERSON

FEMALE AND V-MAIL

LPA COMMENTS: LEFT MESSAGE WITH FEMALE AT PRIMARY NUMBER AND LEFT V-MAIL MESSAGE AT CELL NUMBER REQUESTING A RETURN PHONE CALL.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.46.40

PRODUCED BY FORD

06101

LEGAL ISSUE CASE NBR: 0654882113
REGION: SE SOUTHEAST ZONE: S3 OPENED: 07/30/2003
VIN: 1FDWX37F92E ENGINE: F VEH TYPE: T CLOSED: 08/06/2003
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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP613 - DENY ASSISTANCE - REFER TO INSURANCE CARRIER
DOCUMENT: ANALYST: CJACKS84 JACKSON (CJACKS84),CELESTE
ACTION DATA/COMMENTS:

2003/08/06

15.11.52 LPA COMMENTS: RECEIVED CALL FROM RON WILLIAMS AND HE RE-STAT
ED ALLEGED CONCERN AS RECORDED IN PREVIOUS COMMENTS. STATES
THAT VEHICLE ROLLED BACKWARDS THEN ROLLED FORWARD AND HIT A
TREE. STATES THAT THERE WAS NO INJURY AND THAT THE INSURANCE
COMPANY DETERMINED THAT THERE WAS \$3085 WORTH OF DAMAGE. LP
A ADVISED NO RECALLS AND EXPLAINED SUBROGATION.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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PRODUCED BY FORD

06102

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.43.44

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LEGAL ISSUE	CASE NBR: 1448132253		
REGION: MW MIDWEST	ZONE: S1	OPENED: 08/13/2003	
VIN: 1FTNW21F41E	ENGINE: F	VEH TYPE: T	CLOSED: 08/13/2003

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: ABINGDON	STATE: VA	ZIP: 24211
HOME PHONE:		
MODEL YEAR: 2001	MODEL: F250 4X4 CREWCAB PICKUP	
MILEAGE: 23000		
DEALER NAME: BOSTIC FORD SALES, SALES CODE: F47483	P & A: 01979	
REASON CODE: 0775 LEGAL - PERSONAL/PROPERTY DAMAGE CLAIM		
SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 697 - ADVISE CUSTOMER INFORMATION FORWARDED TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: LALOUCHE LIZ ALOUCHE
ACTION DATA/COMMENTS:

2003/08/13

12.25.56 CUSTOMER SAYS: -THE VEH WAS UNTIL LAST SATURDAY -I TOOK
THE VEH TO THE LAKE TO GO SWIMMING WITH MY KIDS -WHEN I GO
T BACK TO THE VEH THE VEH WAS IN THE LAKE -THE PARK BRAKE
DID NOT HOLD -NO ONE WAS INJURED -THE VEH HASN'T BEEN TA
KEN TO THE DLRSHIP YET BECAUSE I KNOW THAT THIS WASN'T A WAR
RANTY PROBLEM -I CALLED THE DLRSHIP ABOUT THIS CONCERN -
I KNOW ENOUGH ABOUT THE VEH BECAUSE I AM A CERIFIED MECHANIC
-I CALLED THE INSURANCE COMPANY AND THEY FEEL THAT THEY HA
VE TO TOTAL THE TRUCK BECAUSE OF THE DEPTH THE VEH WENT -I
WOULD PERFERR NOT TO TOTAL OUT THE VEH -I WANTED TO MAKE A
FORMAL COMPLAINT TO FORD IN CASE THE INSURNACE COMPANY HAS
TO PAY FOR THE VEH AND IF A RECALL COMES OUT IN THE FUTURE T
HEY CAN GET THEIR MONEY BACK AND I COULD GET HELP WITH MY PR
EMIUM -I DO NOT FEEL THAT THIS IS MY FAULT OR THE INSURANC
E COMPANIES FAULT BUT I FEEL THAT I HAVE NO CHOICE -I AM W
ORRIED ABOUT THE ELECTRICAL SYSTEM IN THE VEH -I WOULD BE
HAPPY IF THE VEH COULD BE REPAIRED -CUST SEEKS REPAIR PE
R CUSTOMER, DEALER SAYS: -DLRSHIP STATED THAT THERE WERE N
O RECALLS ON THE VEH CAC ADVISED: -I WILL FORWARD THIS I
NFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CON
SUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE N
OTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFER
ENCE CASE ID: 5351

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: JSCHWAGL SCHWAGLE,JEFF
ACTION DATA/COMMENTS:

2003/08/14

13.37.54 *** LPA COMMENTS *** - LPA LEFT MESSAGE FOR ATTORNEY ACKNOWL

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.43.44

PRODUCED BY FORD

06103

LEGAL ISSUE CASE NBR: 1448132253
REGION: MW MIDWEST ZONE: S1 OPENED: 08/13/2003
VIN: 1FTNW21F41E ENGINE: F VEH TYPE: T CLOSED: 08/14/2003

2003/08/14

13.37.54 EDGING RECEIPT OF COMPLAINT

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: MAIL
ACTION: LP508 - REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
DOCUMENT: ANALYST: JSCHWAGL SCHWAGLE,JEFF
ACTION DATA/COMMENTS:

2003/08/18

14.02.42 *** LPA COMMENTS *** - CUSTOMER INDICATES THAT HE HAS NOTIFIED HIS INSURANCE COMPANY OF THIS SITUATION - LPA ADVISED CUSTOMER THAT HIS INSURANCE COMPANY MAY SUBROGATE FORD MOTOR COMPANY IF THEY SO CHOOSE - LPA RECOMMENDS NO FURTHER ACTION AT THIS TIME

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

1

PRODUCED BY FORD

06104

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.46.40

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LEGAL ISSUE	CASE NBR: 1722112733		
REGION: CA CALIFORNIA	ZONE: B4	OPENED: 09/30/2003	
VIN: 1FTSX31F51E	ENGINE: F	VEH TYPE: T	CLOSED: 09/30/2003

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: KEAUHOU	STATE: HI	ZIP: 96739
HOME PHONE:		
MODEL YEAR: 2001	MODEL:	F350 4X4 SUPERCAB PICKUP
MILEAGE: 101000		
DEALER NAME: ORCHID ISLE AUTO CE SALES CODE: F72414	P & A: 07761	
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE		
SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: SSULIMA1 SUSAN SULIMANI
ACTION DATA/COMMENTS:

2003/09/30

20.02.23 CUSTOMER SAYS: =AT 4:00 AM ,APPROX 5 DAYS AGO, THE VEH WAS IN PARK THE FRONT HOBBS WERE LOCKED IN LOCKING POSITION WITH THE EMERGENCY BRAKE ON , THE TRAILER WAS IN THE WATER , ENG WAS OFF, THE TRUCK MADE A CRUNCHING SOUND (LIKE SOMETHING HAD LET GO)) ANDTRUCK BEGAN TO ROLL BACK ALL THE BACK UNTILL THE ENTIRE VEH ROLLED UNDER THE WATER, I GOT PULLED DOWN WITH IT AND IT KNOCKED ME OFF THE TRAILER TO THE RIGHT HAND SIDE AND PINNED ME UP BETWEEN THE TRUCK AND THE DOCK AND THEN PULLED ME DOWN WITH IT UNDER , I GOT A MINOR INJURY: BROKE N ELBOW AND SOME OTHER INJURY =LOCATION: HANOUKAU , HARBOUR, HAWAII= THERE WAS A POLICE REPORT FILED=NO FINDINGS THAT I AM AWARE OF=I HAD TOWED THE VEH TOWED TO ORCHID ISLE AUTO =I NSURANCE DOES NOT COVER IT= I DONOT HAVE THE POLICE REPORT FILE INFO=I HAVE FILED A CLAIM WITH MY INSURANCE CO.=I HAD NO COVERAGE ON THE TRUCK , I ONLY HAD COVERAGE IF I HIT SOMEBODY=INSURANCE COMPANY TOLD ME TO CLAIM IT WITH FMC =I THINK THERE IS SOMETHING IN THE TRUCK THAT CAUSED IT , MANUFACTURER ERROR =I THINK THE VEH IS NOT REPAIRABLE BECAUSE IT WAS COMPLETELY UNDER THE WATER =DLR SAYS THAT I SHOULD GO TO MY INSURANCE COMPANY =VEH IS AT DLR NOW=I AM GENERALLY HAPPY WITH FORD VEHs , BUT SINCE THIS ACCIDENT CAUSED BY MFR DEFECT, I JUST WANT TO GET ANOTHER VEH IN RETURN =====

===== PER CUSTOMER, DEALER SAY
S: =NONE =ORCHID ISLE AUTO , 1030 KANOELEHUA AVENUE HIL
O, HI 96720 , TEL: (808) 935-1191 =====

===== CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

===== =CSR AD
VSD CUST OF THE ABOVE INFERENCE CASE ID: 5349

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.46.40

PRODUCED BY FORD

06108

LEGAL ISSUE CASE NBR: 1722112733
REGION: CA CALIFORNIA ZONE: B4 OPENED: 09/30/2003
VIN: 1FTSX31F51E ENGINE: F VEH TYPE: T CLOSED: 10/01/2003

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP300 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: VSANDERS SANDERS (VSANDERS),VALMA
ACTION DATA/COMMENTS:

2003/10/01

15.04.51 LPA CONTACTED DEALERSHIP SPOKE WITH LARRY, SM 808-326 5655..
ADVISED UNIT IS THERE UNIT WAS TOTALLY SUBMERGED IN SALT WATER UP TO THE DASH BOARD..LPA ADVISED WILL CONTACT CUSTOMER WILL ADVISE NO RECALLS/ONP'S FOR BRAKES, HUBS WILL REDIRECT CUSTOMER TO INSURANCE COMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP510 - REFER TO INSURANCE CARRIER-NO FORD PRODUCT DEFECT FOUND
DOCUMENT: ANALYST: VSANDERS SANDERS (VSANDERS),VALMA
ACTION DATA/COMMENTS:

15.10.28 LPA ATTEMPTED TO CONTACT CUSTOMER LEFT MESSAGE ON VOICE MAIL
..WILL SEND LETTER TO ADVISE CUSTOMER TO CONTACT INSURANCE COMPANY

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP616 - DENY ASSISTANCE - BEYOND WARRANTY
DOCUMENT: ANALYST: VSANDERS SANDERS (VSANDERS),VALMA
ACTION DATA/COMMENTS:

2003/10/03

17.28.51 LPA SPOKE WITH CUSTOMER..ADVISED UNIT SUBSTANTIALLY BEYOND WARRANTY..NO RECALLS OR ONP'S FOR PARKING BRAKE..FORD WILL NOT ASSIST. REFERED CUSTOMER TO INS COMP FOR INFO AND DIRECTIO

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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PRODUCED BY FORD

06109

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.46.40

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LEGAL ISSUE	CASE NBR: 0363983331		
REGION: NE NORTHEAST	ZONE: S2	OPENED: 10/14/2003	
VIN: 1FTSX31F12E	ENGINE: F	VEH TYPE: T	CLOSED: 10/14/2003

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: TOLLAND	STATE: CT	ZIP: 06084
HOME PHONE:		
MODEL YEAR: 2002	MODEL: F350 4X4 SUPERCAB PICKUP	
MILEAGE: 1		
DEALER NAME: BACKUS MOTORS INC	SALES CODE: F11401	P & A: 09052
REASON CODE: 0772	LEGAL - ACCIDENT	
SYMPTOMS: 302400	PARKING BRAKE INOP/INEFFECTIVE	

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ORIGIN: CALGFD - CONSUMER AFFAIRS - LITIGATION PREVENTION-FD COMMUNICATION: EMAIL
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: CLEICH LEICH CHERIE
ACTION DATA/COMMENTS:

2003/10/14

09.20.51 *****PRODUCT LIABILITY*****
FAX RECEIVED 10-10-03. DEALER CONTACT: TOM PAOLINI. CUST
OMER ALLEGES HE LEFT VEHICLE RUNNING WITH PARKING BRAKE ENGA
GED. PARKING BRAKE DID NOT HOLD AND VEHICLE ROLLED DOWN A H
ILL AND HIT A ROCK. CUSTOMER REQUESTS CONTACT FROM FORD REP
RESENTATIVE.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: ESMITH68 SMITH,ERIK (E.L.)
ACTION DATA/COMMENTS:

2003/10/16

16.09.57 CONTACT PERSON CUST
LFT MSG

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: ESMITH68 SMITH,ERIK (E.L.)
ACTION DATA/COMMENTS:

2003/10/17

15.20.29 PER CUDL HISTORY, CASE IS NOW FILED IN SMALL CLAIMS. NO RES
PONSE WILL BE SENT TO THE CUST. LPA WILL CONTACT DLR.

CONSUMER AFFAIRS 10/27/2006 MMFAXPRG

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.46.40

PRODUCED BY FORD

06111

LEGAL ISSUE CASE NBR: 0363983331
REGION: NE NORTHEAST ZONE: S2 OPENED: 10/14/2003
VIN: 1FTSX31F12E ENGINE: F VEH TYPE: T CLOSED: 12/18/2003
=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP1901 - UPDATE/ADDCO CASE
DOCUMENT: ANALYST: ESMITH68 SMITH, ERIKA (E.L.)
ACTION DATA/COMMENTS:

2003/12/18

09.56.29 LIT PREV MGR (MARK) RECEIVED CORR REGARDING THIS CASE. AN A
TTNY REPRESENTING THE CUST CONTACTED THE BAC. ATTN REQUEST
ED THAT THE DLR REQUEST FORM AND DATE THAT IT WAS RECEIVED B
Y THE DEPARTMENT BE SENT TO HIS OFFICE. COPY OF THE CORR IS
INCLUDED IN THE FILE. LPA PROVIDED LIT PREV MGR A COPY OF
THE DLR REQUEST THAT WAS RECEIVED. REFER TO PREVIOUS COMMEN
TS REGARDING CASE HANDLING.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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06112

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.36.20

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LEGAL ISSUE	CASE NBR: 0426043603		
REGION: MA MID ATLANTIC	ZONE: A3	OPENED: 12/26/2003	
VIN: 1FTWW33F72E	ENGINE: F	VEH TYPE: T	CLOSED: 12/26/2003

=====

LAST NAME: STATUS: CLOSED
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: PORT ROYAL STATE: PA ZIP: 17082
HOME PHONE:
MODEL YEAR: 2002 MODEL: F350 DRW 4X4 CREWCAB PICKUP
MILEAGE: 130000
DEALER NAME: LEIDY FORD SALES CODE: F16529 P & A: 00680
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE
SYMPTOMS: 301600 SERVICE BRAKE INOP/INEFFECTIVE

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: PRICHA54 RICHARDSON PAUL
ACTION DATA/COMMENTS:

2003/12/26

11.50.03 FIRE/ACCIDENT

A

CUSTOMER SAID: THE VEHICLE TOOK OFF WITH OUT ANYONE IN THE T
RUCK THE PARKING BRAKE WAS ENGAGED AND THE CUSTOMER IS LOOK
ING FOR INSIGHT INTO THE MATTER. CUSTOMER HAS TALKED TO THE
INSURANCE COMPANY -THERE WERE NO INJURIES ONLY DAMGE TO TH
E TAILGATE AND BUMPER OF THE VEHICLE.CRC ADVISED: - I WILL F
ORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOME
BODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DA
YS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS IN
CIDENT.

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP423 - INFORMATIONAL CALL/FAX WITH CUSTOMER
DOCUMENT: ANALYST: GPACE5 PACE,GENNIFER (G.)
ACTION DATA/COMMENTS:

2003/12/29

14.23.42 LPA LEFT A MESSAGE FOR CUSTOMER TO GIVE A CALL BACK REGARDIN
G DETAILS OF INCIDENT.

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP311 - RECEIVE INBOUND CALL FROM CUSTOMER
DOCUMENT: ANALYST: GPACE5 PACE,GENNIFER (G.)
ACTION DATA/COMMENTS:

2003/12/31

10.04.11 CONTACT PERSON

CHARLES ORRIF

CUSTOMER CALLED AND STATED HIS VEHICLE JUMP OUT OF PARK ON 1
2/25/03 AND HIT A FRIEND'S GARAGE. HE STATES THE VEHICLE WAS
PARKED ON A HILL WITH THE PARKING BRAKE IN THE ON POSITION.
HE STATES THERE WERE NO INJURIES, HOWEVER, HIS VEHICLE IS D

CONSUMER AFFAIRS 10/27/2006 MMFAXPRG

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PRODUCED BY FORD

06118

LEGAL ISSUE CASE NBR: 0426043603
REGION: MA MID ATLANTIC ZONE: A3 OPENED: 12/26/2003
VIN: 1FTWW33F72E ENGINE: F VEH TYPE: T CLOSED: 12/31/2003

2003/12/31

10.04.11 AMAGED. CUSTOMER STATES THE VEHICLE IS CURRENTLY AT PRECISIO
N AUTO BODY. HE STATES HIS INSURANCE COMPANY IS INVOLVED. LP
A ADVISED CUSTOMER TO CONTINUE TO WORK WITH INSURANCE COMPAN
Y AND EXPLAINED THE SUBROGATION PROCESS.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP508 - REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
DOCUMENT: ANALYST: GPACE5 PACE,GENNIFER (G.)
ACTION DATA/COMMENTS:

10.05.17 CASE CLOSED ON 12/31/03. CUSTOMER'S INSURANCE COMPANY ALREAD
Y INVOLVED. LPA ADVISED CUSTOMER TO CONTINUE TO WORK WITH IN
SURANCE COMPANY AND EXPLAINED THE SUBROGATION PROCESS.

CONSUMER AFFAIRS

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06119

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.35.46

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LEGAL ISSUE	CASE NBR: 1613930264		
REGION: FL FLORIDA	ZONE: A1	OPENED: 01/26/2004	
VIN: 1FTNX21P43E	ENGINE: P	VEH TYPE: T	CLOSED: 01/26/2004

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: FLORIDA CITY	STATE: FL	ZIP: 33034
HOME PHONE:		
MODEL YEAR: 2003	MODEL: F250 4X4 SUPERCAB PICKUP	
MILEAGE: 6000		
DEALER NAME: WORLD FORD/KENDALL SALES CODE: F24005 P & A: 04920		
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE		
SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: KPerez3 PEREZ KAREEM
ACTION DATA/COMMENTS:

2004/01/26

17.03.12 FIRE/ACCIDENT

CUSTOMER SAID: - 1FTNX21P43E CUST WAS GOING FISHING,
VEH WAS PARKED ON HILL IN PARK AND PARKING BRAKE WAS ENGAGE
D - VEH WENT INTO THE WATER AND IS NOW TOTALLED, CUST IS SEE
KING INVESTIGATION DEALER SAID: - NONE CRC ADVISED: - I WILL
FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SO
MEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS
DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS
INCIDENT.

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP302 - SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
DOCUMENT: ANALYST: CJONES CASSANDRA JONES
ACTION DATA/COMMENTS:

2004/01/28

16.38.11 CERTIFIED LETTER #

LPA CONSULTED WITH TL, CUST MUST CONTINUE TO WORK WITH INSUR
ANCE CO FOR ASSISTANCE. LETTER OF CLOSING SENT TO CUSTOMER

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: CJONES CASSANDRA JONES
ACTION DATA/COMMENTS:

16.38.35 LETTER OF CLOSING SENT TO CUSTOMER

CONSUMER AFFAIRS

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PRODUCED BY FORD

06122

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.46.40

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LEGAL ISSUE	CASE NBR: 0353121474
REGION: MA MID ATLANTIC ZONE: E3	OPENED: 05/26/2004
VIN: 1FTSX31P63E [REDACTED] ENGINE: P	VEH TYPE: T CLOSED: 05/26/2004

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: BLACKSBURG	STATE: VA	ZIP: 24060
HOME PHONE:		
MODEL YEAR: 2003	MODEL:	F350 4X4 SUPERCAB PICKUP
MILEAGE: 19000		
DEALER NAME: SHELOR MOTOR MILE SALES CODE: F27505 P & A: 00662		
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE		
SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: KFERRARO FERRARO KRISTINA
ACTION DATA/COMMENTS:

2004/05/26

09.48.30 FIRE/ACCIDENT

A

CUSTOMER SAID: =VEH WAS PARKED ON FATHER-IN-LAW'S DRIVEWAY W
HICH IS ON A SLOPE =VEH WAS PARKED IN 1ST GEAR & THE PARKING
BRAKE WAS DEPRESSED BUT NOT ALL THE WAY =A LADY KNOCKED ON
THE DOOR CLAIMING THE VEH ROLLED DOWN THE DRIVEWAY, ACROSS T
HE FREEWAY & HIT HER VERIZON VAN =THERE WAS A CABLE BOX JUST
BEFORE THE VERIZON VAN THAT TRUCK HIT WHICH HELPED VEH SLOW
DOWN =CUST SPOKE TO INSURANCE CO. & THEY WILL PAY FOR THE V
ERIZON VAN & CABLE BOX =HUSBAND CHECKED THE VEH TO SEE IF IT
WAS IN GEAR & THE PARKING BRAKE WAS ON - BRAKE MADE A CLICK
ING NOISE WHEN HE RELEASED IT =BACK BUMPER WAS DENTED ON TRU
CK =DETAILS OF ACCIDENT - DATE: SAT. MAY 22/04 - LOCATION: 1
837 CAMP CARRYSBROOK (RINER, VA) - TIME: 1:300M (EST) - NO I
NJURIES - POLICE CALLED BUT NO REPORT FILED. POLICE STATE I
TS AN INCIDENT, NOT ACCIDENT - INSURANCE CO.: NATIONWIDE INS
URANCE 1-888-866-9961 (ARLENE X.1013) - CLAIM #:657812 - VEH
IS REPAIRABLE =CUST WANTS FORD TO INVESTIGATE THE BRAKING S
YSTEM ON HER TRUCKDEALER SAID: SHELOR MOTOR MILE 2265 ROANOK
E STREET CHRISTIANSBURG, VA 24073CRC ADVISED: - I WILL FORWA
RD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY
FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS.
PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDE
NT. =ADVISED CUST INFORMATION WILL BE FORWARDED TO APPROPRI
ATE DEPTS. WITHIN FORD FOR HANDLING

CONSUMER AFFAIRS

10/27/2006 MMFAFPRG

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.46.40

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06138

LEGAL ISSUE CASE NBR: 0353121474
REGION: MA MID ATLANTIC ZONE: E3 OPENED: 05/26/2004
VIN: 1FTSX31P63E ENGINE: P VEH TYPE: T CLOSED: 05/27/2004

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: CJONES CASSANDRA JONES
ACTION DATA/COMMENTS:

2004/05/27

15.19.05 CONTACT PERSON

LPA CALLED CUSTOMER TO ADVISE OF SUBROGATION, CALL INTERCEPT
WOULD NOT ALLOW LPA TO LEAVE MESSAGE. LETTER OF CLOSING SEN
T ADVISING THE SAME.

=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: CJONES CASSANDRA JONES
ACTION DATA/COMMENTS:

15.19.28 LPA CALLED CUSTOMER TO ADVISE OF SUBROGATION, CALL INTERCEPT
WOULD NOT ALLOW LPA TO LEAVE MESSAGE. LETTER OF CLOSING SEN
T ADVISING THE SAME.

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: ZKHAN7 KHAN, ZUBAIR
ACTION DATA/COMMENTS:

2004/06/14

12.16.01 FIRE/ACCIDENT

A
CUSTOMER SAID: CUST NEW PHONE NUMBER [REDACTED] BACK IN MAY
/28/04 VEH WAS INVOLVED IN AN ACCIDENT CUST CONTACTED THE CRC
AND HAVE THIS INCIDENT DOCUMENTED, CUST WAS TOLD THAT CONSU
MER AFFAIRS WILL CONTACT CUST WITHIN 2 BUSINESS DAYS -CUST H
AVE NOT HEARD ANYTHING YET, CUST STATED THAT CUST PHONE NUMB
ER HAS BEEN CHANGED SO THAT COULD BE THE REASON FORD CONSUME
R AFFAIRS COULD NOT CONTACT CUST WITHIN 2 BUSINESS DAYS.-THE
VEH WAS PARKED IN THE FIRST GEAR AND THE EMERGENCY BRAKES W
ERE PUSHED BUT VEH ROLLED DOWN AND HIT ANOTHER VEH, THE BACK
BUMPER GOT DAMAGE. VEH HAS NOT BEEN FIXED YET CUST STATED TH
AT CURRENTLY THE AIRBAG INDICATOR IS ON VEH HAS NOT BEEN DIA
GNOSSED YET -CUST WANTS TO HAVE THE FIXED WOULD LIKE FORD TO
FIX THE BUMPER AND THE AIRBAG INDICATOR. DEALER SAID: SHELOR
MOTOR MILE 2265 ROANOKE STREET CHRISTIANSBURG, VA 24073 DISTAN
CE: 8.99 MILES TEL: (540) 381-8417 FAX: (540) 381-8402 CRC AD
VISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFF
AIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU
IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER A
ND REPORT THIS INCIDENT.-ADVISED CUST PHONE NUMBERS HAVE BEE
N UPDATED

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.46.40

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LEGAL ISSUE CASE NBR: 0353121474
REGION: MA MID ATLANTIC ZONE: E3 OPENED: 05/26/2004

PRODUCED BY FORD

06139

VIN: 1FTSX31P63E [REDACTED] ENGINE: P VEH TYPE: T CLOSED: 06/15/2004

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: CJONES CASSANDRA JONES
ACTION DATA/COMMENTS:

2004/06/15

18.01.51 LPA HAS NEW PHONE # FOR CUSTOMER. LPA WILL CALL TO DISCUSS CONCERN.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: OTHER
ACTION: LP1901 - UPDATE/ADDCO CASE
DOCUMENT: ANALYST: CJONES CASSANDRA JONES
ACTION DATA/COMMENTS:

2004/07/01

14.39.25 LPA ATTEMPTED TO CALL CUSTOMER AGAIN. VM IS FULL NOT ALLOWING LPA TO LEAVE MESSAGE.

CONSUMER AFFAIRS

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PRODUCED BY FORD

06140

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.35.46

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REGION: CA CALIFORNIA	ZONE: E3	CASE NBR: 1688451734	OPENED: 07/27/2004
VIN: 1FTWW33P04E	ENGINE: P	VEH TYPE: T	CLOSED: 07/27/2004

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LAST NAME:	STATUS: CLOSED		
TITLE:	FIRST NAME:	MI:	
ADDRESS:			
CITY: IDYLLWILD	STATE: CA	ZIP: 92549	
HOME PHONE:			
MODEL YEAR: 2004	MODEL: F350 DRW 4X4 CREW/CAB PICKUP		
MILEAGE: 323			
DEALER NAME: GOSCH FORD LINCOLN- SALES CODE: F71426 P & A: 05418			
REASON CODE: 25RA CI - REGIONAL ASSISTANCE			
SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE			

=====

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC072 - WARRANTY REPAIR DENIED - "OTHER" (DESCRIBE IN COMMENTS)
DOCUMENT: ANALYST: BWILSO59 BRADFORD WILSON (BWILSO59)
ACTION DATA/COMMENTS:

2004/07/27

19.46.31 CUSTOMER BELEIVES FORD DEFECT IN PARKING BRAKE CAUSED THE VE
HICLE TO ROLL BACK OUT OF THE DRIVEWAY AND HIT TREE AND FIRE
HYDRANT. CUSTOMER WANTS FORD TO COVER UNDER WARRANTY. FOR
D INSPECTOR FOUND NO FORD DEFECTS AND DECLINED WARRANTY REPA
IRS. CUSTOMER WANTS HIS INSURANCE COMPANY TO SEND INSPECTOR
, BELIEVES FORD INSPECTOR MAY BE BIASED. REQUEST THAT CONSU
MER AFFAIRS CALLS CUSTOMER AND SET UP WITH INSURANCE COMPANY
FOR THIRD PARTY INSPECTOR, ASAP.
THIS CUSTOMER IS NOT GOING TO GIVE UP. HISTORY OF PAINTING
LEMONS ON HIS VEHICLES AND DRIVING IN FRONT OF DEALERSHIP.
PLEASE CONTACT CUSTOMER AND WORK WITH INSURANCE COMPANY TO H
AVE 3RD PARTY INSPECTION.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

PRODUCED BY FORD

06142

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.35.46

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INFORMATION ISSUE	CASE NBR: 1688451734		
REGION: CA CALIFORNIA	ZONE: E5	OPENED: 06/25/2004	
VIN: 1FTWW33P04E	ENGINE: P	VEH TYPE: T	CLOSED: 06/25/2004

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LAST NAME:	STATUS: CLOSED		
TITLE:	FIRST NAME:	MI:	
ADDRESS:			
CITY: IDYLLWILD	STATE: CA	ZIP: 92549	
HOME PHONE:			
MODEL YEAR: 2004	MODEL: F350 DRW 4X4 CREWCAB PICKUP		
MILEAGE: 314			
DEALER NAME: SUNSET FORD	SALES CODE: F71034	P & A: 05517	
REASON CODE: 2002 WARRANTY - COVERAGE INQUIRY			
SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE			

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 698 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
DOCUMENT: ANALYST: RSUGIJOT SUGIJOTO RATNA
ACTION DATA/COMMENTS:

2004/06/25

19.02.46 CUSTOMER SAID: - AS SOON AS HE GOT THE TRUCK HOME AND PARKED IT ON HIS DRIVEWAY, IT ROLLED DOWN THE HILL AND HIT A TREE. VEH WAS TOWED TO GOSCH FORD, HEMET, CA. - DLR LOOKED AT THE VEH, CHECKED THE PARKING BRAKES, AND DETERMINED THAT IT WORKED PROPERLY. GOSCH FORD DLR ADVISED HIM THAT IT SHOULD NOT HAVE DONE THAT AND THAT HE SHOULD CONTACT HIS SELLING DLR SHP. - DLR ESTIMATES THE DAMAGE TO BE \$8000. - VEH WAS BOUGHT FROM SUNSET FORD. CUST WILL HAVE THE VEH TOWED TO SUNSET FORD FOR FURTHER DIAGNOSIS. DEALER SAID: SUNSET FORD 5440 GARDEN GROVE BLVD. WESTMINSTER, CA 92683. CRC ADVISED: POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR CONCERN. - PLEASE TAKE YOUR VEHICLE TO THE F/L/M DEALERSHIP OF YOUR CHOICE TO HAVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WARRANTY/ESP WILL BE APPLICABLE

CONSUMER AFFAIRS

10/27/2006 MMFA XPRG

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PRODUCED BY FORD

06143

10/27/2006

MASTER OWNER RELATIONS SYSTEM III

09.46.40

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INFORMATION ISSUE	CASE NBR: 0675362084
REGION: CA CALIFORNIA	ZONE: D1
VIN: 1FTSW31F82E	ENGINE: F VEH TYPE: T
	CLOSED: 07/30/2004

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: BEND	STATE: OR	ZIP: 97702
HOME PHONE:		
MODEL YEAR: 2002	MODEL:	F350 4X4 CREWCAB PICKUP
MILEAGE: 54000		
DEALER NAME: PASADENA FORD, INC.	SALES CODE: F71037	P & A: 04223
REASON CODE: 3025	PROD/COMP DUR/PERF - VEHICLE QUALITY	
SYMPTOMS: 302400	PARKING BRAKE INOP/INEFFECTIVE	

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: DSHEORAT SHEORATTAN, DEONARINE
ACTION DATA/COMMENTS:

2004/07/30

13.37.06 CUSTOMER SAID: -ON SUNDAY JULY 25 /2004 WE WENT TO THE LAKE
..MY HUSBAND PARKED THE VEH NEAR THE LAKE AND PUT ON THE E
-BRAKE ..WE CAME OUT OF THE VEH AND NOTICE THE VEH WAS ROLL
ING BACK ..THE VEH ROLLED BACK INTO THE LAKE ..THE WATER G
OT AS FAR AS THE PASSENGER COMPARTMENT ..WE CALLED DLR MOND
AY AND SPOKE TO THE SALES MNG ABOUTN GETTING OUT OF THE VEH
...HE SAID HE WOULD WORK OUT SOMETHING TO GET US OUT OF VE
H , SOMETHING TO THE EXTENT TO PAY \$1000 TO GET OUT OF VEH
AND THEN GET US INTO A ANOTHER VEH SIMILIAR TO THIS..DLR T
HEN CALLED YESTERDAY AND ADVISED THE ONLY WAY TO GET OUT OF
THE LEASE IS TO PAY \$4000...I WANT TO GET OUT OF THIS VEH .
..MY HUSBAND HAS LOOKEDAT BRAKES AND DID NOT FIND ANY THING
WRONG..-A FORD DLR HAS NOT LOOKED AT THE EMERGENCY BRAKE CO
NERN YET ...DEALER SAID: -ON SUNDAY JULY 25 /2004 WE WENT T
O THE LAKE ..MY HUSBAND PARKED THE VEH NEAR THE LAKE AND P
UT ON THE E-BRAKE ..WE CAME OUT OF THE VEH AND NOTICE THE V
EH WAS ROLLING BACK ..THE VEH ROLLED BACK INTO THE LAKE ..-
THE WATER GOT AS FAR AS THE PASSENGER COMPARTMENT ..WE CALL
ECRC ADVISED: WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD
/LM DEALERSHIP- INFORMATION WILL BE SENT TO DLR, CUSTOMER SH
OULD CONTACT CRM/SERV MGR-ADVISE CX ?IT IS FORD'S GOAL TO PR
OPERLYREPAIR YOUR VEHICLE.-ADVISE CX BTB IS EXPIRED..

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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PRODUCED BY FORD

06148

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.47.03

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LEGAL ISSUE	CASE NBR: 0626682152		
REGION: CE CENTRAL	ZONE: S2	OPENED: 08/03/2002	
VIN: 1FTSX31S52E	ENGINE: S	VEH TYPE: T	CLOSED: 08/03/2002

=====

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: STORY	STATE: WY	ZIP: 82842
HOME PHONE:		
MODEL YEAR: 2002	MODEL: F350 4X4 SUPERCAB PICKUP	
MILEAGE: 10073		
DEALER NAME: HAINEN FORD, INC.	SALES CODE: F53364	P & A: 08238
REASON CODE: 0792	LEGAL - ACCIDENT / FIRE	
SYMPTOMS: 110334	SEALING APPEARANCE DOOR-HINGED	

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 719 - ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
DOCUMENT: ANALYST: CREPCHIK REPCHIK, CHRISTOPHER
ACTION DATA/COMMENTS:

2002/08/03

17.23.10 CUSTOMER SAYS: -VEH ROLLED BACKWARDS, AND IN DOING SO, THE FRONT DRIVERSIDE DOOR WAS ALMOST COMPLETELY SHEARED OFF FROM THE PASSENGER COMPARTMENT -DATE OF THE ACCIDENT - AUGUST 3RD 2002 -WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT - PARKING BRAKE FAILED TO PREVENT THE VEH FROM ROLLING BACKWARDS -LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED - 129 FISH HATCHERY BOX 422 -WHETHER OR NOT THERE WAS A POLICE REPORT FILED - NO -IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE - N/A -THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED - N/A -WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY - NOT AS OF YET -IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM - N/A -WHETHER OR NOT THE VEHICLE IS REPAIRABLE - THIS HAS YET TO BE DETERMINED PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP301 - MAKE OUTBOUND CALL TO CUSTOMER
DOCUMENT: ANALYST: 4825KK KATHY KECSKES
ACTION DATA/COMMENTS:

2002/08/05

10.59.58 OB CALL TO CUSTOMER TO ACKNOWLEDGE CALL TO CAC AND DISCUSS THE VEHICLE ROLLING BACKWARDS. NO RECALLS ON PARKING BRAKE THIS VEHICLE. NO PRIOR BRAKE CONCERNS. LEFT CUSTOMER A MESSAGE TO CALL ME BACK.

CONSUMER AFFAIRS 10/27/2006 MMFAFPRG

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10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.47.03

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PRODUCED BY FORD

06153

LEGAL ISSUE CASE NBR: 0626682152
REGION: CE CENTRAL ZONE: S2 OPENED: 08/03/2002
VIN: 1FTSX31S52E [REDACTED] ENGINE: S VEH TYPE: T CLOSED: 08/06/2002
=====

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP4000 - FINAL CASE DISPOSITION
DOCUMENT: ANALYST: 4825KK KATHY KECSKES
ACTION DATA/COMMENTS:

2002/08/06

10.48.57 LPA ADVISED CUSTOMER THAT HE NEEDS TO HAVE THE VEHICLE TOWED TO A FORD DEALERSHIP AT HIS EXPENSE. IF SERVICE MANAGER CALLS ME AND VERIFYS THAT THE PARKING BRAKE WAS DEFECTIVE AND CAUSED THE VEHICLE TO ROLL THEN LPA WILL AUTHORIZE REPAIRS TO THE DRIVERS DOOR. IF SERVICE BRAKE IS NOT DEFECTIVE THEN THE CUSTOMER WILL NEED TO FILE A CLAIM WITH THEIR INSURANCE COMPANY. NO RECALLS. NO PRIOR BRAKE CONCERNS. CLOSING LETTER SENT TO CUSTOMER. NOTE: CUSTOMER WANTS TO HAVE THE VEHICLE TOWED TO A DEALERSHIP 105 MILES AWAY FROM HIM BECAUSE HE DOES NOT LIKE THE LOCAL DEALERSHIP. NO FURTHER ACTION AT THIS TIME. PAY FOR REPAIRS WITH P53 CODE IF PRODUCT DEFECT IS FOUND.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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PRODUCED BY FORD

06154

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.47.03

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INFORMATION ISSUE		CASE NBR: 0626682152
REGION: CE CENTRAL	ZONE: S2	OPENED: 08/05/2002
VIN: 1FTSX31S52E	ENGINE: S	VEH TYPE: T
		CLOSED: 08/05/2002

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LAST NAME:	STATUS: CLOSED	
TITLE:	FIRST NAME:	MI:
ADDRESS:		
CITY: STORY	STATE: WY	ZIP: 82842
HOME PHONE:		
MODEL YEAR: 2002	MODEL:	F350 4X4 SUPERCAB PICKUP
MILEAGE: 10073		
DEALER NAME: HAINEN FORD, INC. SALES CODE: F53364 P & A: 08238		
REASON CODE: 0786 LEGAL - CUSTOMER WAITING FOR ACKNOWLEDGEMENT		
SYMPTOMS:		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 676 - CB-IT MAY TAKE 7 DAYS FOR CONSUMER AFFAIRS TO BEGIN INVESTIGATION
DOCUMENT: ANALYST: CSPENCE3 CHERYL SPENCE
ACTION DATA/COMMENTS:

2002/08/05

09.12.00 CUSTOMER SAYS: - EMERGENCY BRAKE FAILED, CAUSING THE TRUCK
TO ROLL RIPPING THE DOOR OFF. - NO SERIOUS INJURIES SUSTAI
NED.. I SUSTAINED A FEW MINOR BRUISEDS AND A MUSCLE STRAIN W
HILE TRYING TO STOP THE VEH. - I NEED TO GET THE VEH TO BE
TOWED TO A DLRSHIP TO GET IT FIXED. - CUST PREFERS TO BE CON
TACTED VIA TELEPHONE. PER CUSTOMER, DEALER SAYS: NONE C
AC ADVISED: - IT MAY TAKE UP TO 7 DAYS FOR CONSUMER AFFAIRS
TO BEGIN AN INVESTIGATION - CONSUMER AFFAIRS WILL CONTACT
YOU BY MAIL OR PHONE - DOCUMENTED INFORMATION, ADDED TO PRE
VIOUS FILE. INFERENCE CASE ID: 1572

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ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUNICATION: PHONE
ACTION: LP212 - CREATE CLOSED INFO CONTACT
DOCUMENT: ANALYST: 4825KK KATHY KECSKES
ACTION DATA/COMMENTS:

10.52.48 THIS CASE WAS JUST OPENED FRIDAY NIGHT. IT IS NOW MONDAY
MORNING. LPA WILL WORK CASE SHORTLY AND MAKE A DECISION.

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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PRODUCED BY FORD

06155

10/27/2006 MASTER OWNER RELATIONS SYSTEM III 09.36.20

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INFORMATION ISSUE	CASE NBR: 1434711132		
REGION: 10 SDR	ZONE: B6	OPENED: 04/23/2002	
VIN: 1FTNX21F41E	ENGINE: F	VEH TYPE: T	CLOSED: 04/23/2002

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LAST NAME:	STATUS: CLOSED				
TITLE:	FIRST NAME:	MI:			
ADDRESS:					
CITY:	WARM SPRINGS	STATE:	AR	ZIP:	72478
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	F250 4X4 SUPERCAB PICKUP		
MILEAGE: 22000					
DEALER NAME: POCAHONTAS FORD-MER SALES CODE: F23608 P & A: 05825					
REASON CODE: 0774 LEGAL - INSURANCE COMPANY SETTLEMENT					
SYMPTOMS: 104458 RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT					

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 718 - PROVIDE INFORMATION AS PER PHRASEOLOGY
DOCUMENT: ANALYST: MEABRAHIM MOHAMED EBRAHIM
ACTION DATA/COMMENTS:

2002/04/23

12.04.14 CUSTOMER SAYS: THE PARKING BRAKES WAS ON. THE VEH ROLLED DOWN HITTING A TREE AND THE AIR BAG DID NOT DEPLOY. HAD TO GET IT TOWED TO AN INDEPENDENT SHOP. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - SENSORS MUST BE TESTED AT A FORD DEALERSHIP AND THE CRC WILL SUPPORT THE DEALERSHIPS DECISION ONCE TESTING IS COMPLETED. CUSTOMER OR THE INSURANCE COMPANY WILL BE REQUIRED TO PAY FOR THE TESTING OF THE SENSORS. INFERENCE CASE ID: 5347

CONSUMER AFFAIRS

10/27/2006 MMFAXPRG

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PRODUCED BY FORD

06064

IN THE COURT OF COMMON PLEAS OF
ALLEGHENY COUNTY, PENNSYLVANIA

██████████
individually and as
Administratrix of the
ESTATE OF ██████████
Deceased,

Plaintiff,

vs.

FORD MOTOR COMPANY and
MCCRACKIN FORD, INC.,
Defendants.

CIVIL DIVISION

GD No. 06-007766

PROCEEDING:
Jury Trial

DATE:
March 12, 2009

FILED BY:
Noreen A. Re, CRR
Official Court Reporter

BEFORE: HONORABLE MICHAEL A. DELLA VECCHIA

COUNSEL PRESENT:

For the Plaintiff:

Kline & Specter
by Shanin Specter, Esq., and
Kila B. Baldwin, Esq.

For the Defendants Ford Motor Company and
McCrackin Ford, Inc.:

Campbell, Campbell, Edwards & Conroy
by William J. Conroy, Esq., and
Tiffany M. Alexander, Esq.
and
Dickie, McCamey & Chilcote
by Nancy R. Winschel, Esq., and
Brendan Berrey Kelly, Esq.

NOREEN A. RE (412) 350-5414

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13 [REDACTED] - MARCH 12 2009 - AM.txt
14 A. The old concept is a straight pull design.
15 Q. Uh-huh.
16 A. The new system is a conduit reaction.
17 Q. I see. And a "straight pull" meaning what?
18 A. Straight pull is how -- two different concepts --
19 is how you translate load back to the rear wheels.
20 That's how concepts differ. Straight pull you have
21 what's called an equalizer on your cables and so you
22 equally split your forces but you have less travel.
23 The park brake system is based on work,
24 which is force times linear distance. So work is
25 really what you are trying to get at. So you can do
 more travel or more force, right, because it is a

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1 multiplication of the two.
2 So the conduit reaction uses less travel
3 but they are splitting the forces between the
4 intermediate and the rear cables; whereas, a conduit
5 reaction, the two rear cables ride along with one
6 another but there is more travel in the cable
7 involved but less force required.
8 Q. why would -- what's the -- is there a benefit to the
9 need for less force?
10 A. That -- it's always good to have less force.
11 Q. why?
12 A. From a design standpoint everything can break if you
13 put enough force on it, so you don't have to build
14 parts as rigorous and it's just a more cost-

15 effective, smarter way to design.

16 Q. And when you say any part can break if you put more
17 force in it, at least with respect to a parking
18 brake system you are talking about the possibility
19 of breakage within the controller assembly as well
20 as the possibility of breakage in the rear brakes
21 themselves?

22 A. I'm talking about any component, anything even
23 outside of automotive. Anything that is mechanical,
24 the more load -- there's a certain threshold of load
25 that anything that you design can take because it is

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1 designed around certain loads. And so if you
2 ultimately exceed that load by a big enough factor,
3 then something will break. I don't know what and
4 how, but something will break. And that's just
5 basic -- it is based on physics.

6 MS. BALDWIN: We'll now start on
7 page 113.

8 Q. And, now, was one of your concerns when you are
9 designing a reduction in the amount of load forces
10 that would be transmitted through the parking brake
11 controller assembly?

12 A. No. Let me try to clarify and you tell me if I
13 answered your question correctly.

14 Q. Sure.

15 A. We're trying to reduce the load that goes into the

16 [REDACTED] - MARCH 12 2009 - AM.txt
front cable.

17 Q. Okay. How do you reduce the load that goes into the
18 front cable?

19 A. By reducing your ratio in the controller.

20 Q. And in this case the ratio in the controller was
21 reduced to what, 4 to 1?

22 A. 3.7 to 1 and 4.0 to 1.

23 Q. Uh-huh. And do you know what it had been before, in
24 the 1999 through 2004 model year?

25 A. Approximately I do.

NOREEN A. RE (412) 350-5414

35

1 Q. What was it?

2 A. It was a variable ratio and I had been given
3 numbers -- I have been told numbers as high as 8 to
4 1 and as high as 12 to 1.

5 Q. When you say you went -- would it be fair to say you
6 went from a variable ratio design to a constant
7 ratio design?

8 A. We went from a variable ratio to a -- what we call a
9 fixed ratio. But I think the constant and fixed are
10 pretty synonymous.

11 MS. BALDWIN: We'll now start on page
12 115, line 22 through 116, line 22.

13 Q. What did you hope to accomplish by changing from a
14 variable ratio to a fixed ratio?

15 A. Well, there was -- once you go to a conduit reaction
16 system, there is no need for a variable ratio pedal
17 anymore --

18 Q. Uh-huh.
19 A. -- because if you recall my testimony earlier, we
20 talked about, in general, the difference between the
21 two concepts and how the force is split on a
22 straight pull versus maintained at both wheels on a
23 conduit reaction.
24 So you are really getting -- say you have
25 no ratio at all at the controller. You are going to

NOREEN A. RE (412) 350-5414

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1 get twice the amount of output -- given the same
2 efficiency, you are going to get twice the amount of
3 output at the wheel ends on a conduit reaction as
4 you would on a straight pull. So you have
5 eliminated -- by going to a conduit reaction, you
6 have eliminated the need to increase the ratio that
7 much.

8 MS. BALDWIN: That concludes our
9 deposition designations.

10 THE COURT: Okay.

11 THE MINUTE CLERK: Doctor, you are
12 still under oath.

13 THE WITNESS: I understand, sir.

14 -----

15 CAMPBELL LAIRD, Ph.D.

16 a witness herein, having been previously duly sworn,
17 was examined and testified further as follows:

18 -----

IN THE COURT OF COMMON PLEAS OF
ALLEGHENY COUNTY, PENNSYLVANIA

██████████, individually and as Administratrix of the ESTATE OF ██████████, Deceased,	CIVIL DIVISION GD No. 06-007766 PROCEEDING: Jury Trial
Plaintiff,	DATE: March 12, 2009
vs.	FILED BY: Noreen A. Re, CRR Official Court Reporter
FORD MOTOR COMPANY and MCCRACKIN FORD, INC.,	
Defendants.	

BEFORE: HONORABLE MICHAEL A. DELLA VECCHIA

COUNSEL PRESENT:

For the Plaintiff:

Kline & Specter
by Shanin Specter, Esq., and
Kila B. Baldwin, Esq.

For the Defendants Ford Motor Company and
McCrackin Ford, Inc.:

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Tiffany M. Alexander, Esq.
and
Dickie, McCamey & Chilcote
by Nancy R. Winschel, Esq., and
Brendan Berrey Kelly, Esq.

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1 [REDACTED] - MARCH 12 2009 - AM.txt
THE COURT: Is that true?

2 MR. CONROY: Judge, what you said was
3 the evidence is -- what they contemplated
4 could be considered and he can talk about
5 that. Now he wants to actually show them
6 what they put in. It's by implication that
7 it was done, here it is. That's what is
8 improper.

9 THE COURT: Was the exemplar made prior
10 to the accident?

11 MR. SPECTER: I don't know if this
12 specific one was made one way or the other,
13 but I'm not going to put that into evidence.
14 This is simply an exemplar of that which was
15 contemplated before the accident.

16 THE COURT: If it was made before the
17 accident I'll let it in, if you can lay the
18 basis.

19 MR. CONROY: I can lay the basis this
20 one was contemplated before the accident. I
21 can do that.

22 THE COURT: But it was manufactured
23 after? Or you just don't know?

24 MR. SPECTER: I don't know. But there
25 is no dispute it's the same thing. There is

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Dr. Laird - Direct

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1 no dispute about that.

2 MR. CONROY: The prejudicial effect of
Page 63

3 this is overwhelming to the fact he can talk
4 about what was considered, what the design
5 changes that were -- what design ideas were
6 being considered is one thing. But now to
7 actually show them, that's the problem.

8 THE COURT: Don't show it unless you
9 can prove before. But he can discuss the
10 design changes.

11 MR. SPECTER: Thank you, sir.

12 -----
13 SIDEBAR DISCUSSION CONCLUDED.

14 -----
15 THE COURT: I want to see you.

16 (Sidebar discussion held but not
17 recorded.)

18 Q. Now, what I would like you to do, sir, is
19 methodically go through with the jury -- I think by
20 the way you mentioned in your first expert report on
21 the next to the last page each and every defect in
22 the subject parking brake and how each and every one
23 of these defects was addressed by Ford in the
24 parking brake contemplated before ██████'s
25 death.

□ NOREEN A. RE (412) 350-5414

 Dr. Laird - Direct

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1 A. Sure. If I may remind myself. One of the problems
2 that we discussed, which is half of the defect --
3 part of the defectiveness is the take-up spring

4 could migrate out of its location and walk out of
5 its retention slot. That has been taken care of in
6 the contemplated design.

7 what they've done is they've encapsulated
8 the take-up spring in a little aluminum casting so
9 that they completely prevented it from getting out.
10 And one good thing about that is that can
11 additionally grease it; because being encapsulated,
12 dirt can't get in. It's nice and lubricated and
13 works more efficiently.

14 You couldn't reach this one because it was
15 held in place by friction, and it would have gone
16 out even quicker if they had greased it. Dust and
17 grease don't mix. It converts the grease from a
18 lubricant to a grinding medium and it enhances wear.

19 Another feature about the subject
20 controller that I don't like is that the cable
21 relies on the take-up spring staying in place. That
22 is, the front cable is anchored at the end of the
23 channel.

24 Q. Was this addressed in the contemplated design?

25 A. Yes, it is. One aspect is that the contemplated

NOREEN A. RE (412) 350-5414

Dr. Laird - Direct

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1 design shows that the front cable is supplied with
2 the controller already installed so that the
3 installer doesn't have to do that. It make it
4 easier for him. But I don't think there is
5 significant change in that anchor.

6 The next defect is the stop on the lock
7 sector mangles the teeth on the lock pinion. And in
8 addition, of course, the return upon release allows
9 mangling by the other end.

10 Q. Was this addressed in the contemplated design?

11 A. Yes. It was handled in the contemplated design by
12 them introducing this nice firm robust stop separate
13 from any of the other mechanisms. It's a separate
14 stop that the pedal comes up against, and that's a
15 robust rubbery polymer to accept that impact.

16 And not only does it stop the return, but
17 it limits the travel, because on the mechanism of
18 the pedal arm behind the stop further up there is a
19 hook. So as the pedal goes down, the hook comes
20 into contact with the robust rubbery stop and
21 prevents it going any further. And that then
22 protects the sector and the pinion from grooving.

23 And it's interesting that the new design
24 shows that there isn't that shoulder at the end or
25 either end. It just has teeth. There are teeth

NOREEN A. RE (412) 350-5414

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Dr. Laird - Direct

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1 throughout the sector. So there never is that kind
2 of interaction.

3 Misaligned pedal loading tilts the rack
4 with respect to the pinion. The rack is the term I
5 was using in my report as the sector. And that
6 causes wear because it produces out of alignment.

7 That problem has been taken care of. In the old
8 controller, remember we had a dimple that was not
9 very satisfactory for controlling that.

10 And Mr. Nocivelli pointed out the use of a
11 collar which overlapped both sets of teeth and
12 prevented the teeth from escaping from one another
13 laterally.

14 Q. That was addressed in the contemplated design?

15 A. Yes. They installed in the contemplated design a
16 collar to do that.

17 Q. A collar?

18 A. Yes, similar to Mr. Nocivelli's suggestion. The
19 next mechanical advantage, the mechanism was too
20 high, which overly stressed the components. For a
21 given pressure of your foot, the loads in the
22 subject controller are much higher than in the new
23 design, and that was addressed in some of the
24 testimony that you read this morning.

25 Another problem is the rubber bumper has

NOREEN A. RE (412) 350-5414

□

Dr. Laird - Direct

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1 not been durable enough to the whacking return.
2 They made the bumper light switch the bumper stop in
3 the subject design. They took and put the bumper
4 stop somewhere else as a robust entity in itself.
5 That allowed them to put in an improved switch.

6 There is a sort of metal shoulder, a metal
7 cam. As the pedal returns, a metal cam rubs up
8 against a greased terminal on a different kind of

9 switch and turns it off. So it's a much more
10 controllable and more durable switch.

11 I listed the controller body dimple used
12 for lining the sector and pinion has too much
13 clearance. That, of course, is eliminated in the
14 new design because they have the collar that keeps
15 the sector and the pinion teeth in good alignment.

16 The retention of the pinion gears is not
17 sufficiently robust. In the controller, remember
18 the drive pinion was riveted from one side only.
19 It's like having an axle. If you can imagine an
20 axle and two wheels and, of course, you have springs
21 and things to keep the axle aligned. If you took
22 one of them away, you wouldn't be able to control
23 the car. In effect, that drive sector is a one-
24 sided retained axle and, therefore, is liable to
25 deformation.

NOREEN A. RE (412) 350-5414

□

Dr. Laird - Direct

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1 Q. And was that addressed in the contemplated design?

2 A. Yes. Because they completely redesigned the system
3 of stopping and freeing the clock spring to do its
4 take-out mechanism. They sort of integrated the
5 pinion with the clock spring pivot. So that problem
6 has been taken care of.

7 Oh, I don't know the question about the
8 self-adjusting.

9 Q. Any of the things you just described, were any of

10 [REDACTED] - MARCH 12 2009 - AM.txt
the things in the contemplated design not feasible
11 before 1999 when they put these brakes in these
12 vehicles?
13 A. No. All of them were feasible. It was just a
14 matter of imaginative design and really studying the
15 problem and doing it right. In fact, not only
16 feasibility with respect to mechanical ability, but
17 feasibility with respect to price. Mr. Varin, one
18 of the defense experts, has written in his report
19 that the new design actually was cost saving. So
20 not only did they make it better, but they reduced
21 the cost of making it.
22 Q. Now, I would like to turn, if we may, to the facts
23 of this accident here, sir, if we may. Please tell
24 the jury what happened mechanically to [REDACTED] s
25 truck when he passed away. What are the facts of

NOREEN A. RE (412) 350-5414

Dr. Laird - Direct

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1 the accident?
2 A. You mean the brake getting free, the truck running
3 down the hill? You wish me to review that?
4 Q. Yes.
5 A. The scenario, as I see it, was [REDACTED] went up
6 the hill with the Ranger in tow, raised on the
7 stinger and strapped on the L-arms. He had plenty
8 of power to get around that corner, but it was
9 geometrically too difficult.
10 So he had to stop. He was stuck. He put
11 the vehicle parking brake on. It was sufficient to