

EA02022

**FORD LETTER TO ODI
DATED 12/6/02**

BOOK 1 OF 2

**ATTACHMENT ELECTRONIC
APPENDICES, D, & E**

Electronic

Appendices

GRANT BEATRICE 2002

1596632062 SDR

ER02-822 1147

1596252002



KIMMEL & SILVERMAN

P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

*ALSO MEMBER OF NEW YORK AND NEW JERSEY BARS
**ALSO MEMBER OF NEW YORK BAR
*ALSO MEMBER OF NEW JERSEY BAR

30 EAST BUTLER PLACE
AMBLER, PA 19002

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JACQUELINE C. HERRITT*
ROBERT A. RABKIN*
VIVIAN BENZ PRICHT*
AMY D. COX*
LUTS DOBL JR*
SILANON M. RYAN*
DANA TARQUIN*

GLENN I. GEBLICK
of Counsel

July 25, 2002

VIA TELEFAX ONLY
(313) 845-5555

Matt Wycaver
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: [REDACTED] v. Ford
2000 Ford Focus
VIN: 1FAFP3434YW313255
Zip Code: 18301
Selling Dealer: Englewood Ford

MAT 7/25/02
1596252002

Dear Mr. Wycaver:

Please take notice that I represent the captioned individual in his claim against Ford. Please take the steps necessary to advise all Ford Personnel and dealership personnel that I am [REDACTED]'s counsel and there should be no contact with my client, except for contact necessary to implement current repair attempts. I am writing this letter as an effort to work out a pre-litigation settlement and any attempts to contact my client directly will result in the immediate filing of suit and a request for an injunction and sanctions.

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Englewood Ford for a chronic stalling concern and a fuel pump problem.

NEW JERSEY OFFICE • 49 MADISON AVENUE NORTH • MADISONFIELD, NJ 08033
P (856) 429-8334

JUL 25 2002 15:01

EA02-022 1148

Matt Wycrover
July 25, 2002
Page -2-

Plaintiff hereby demands the statutory repurchase of his vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,500.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal Ford Customer.

Please be advised that suit will be filed if we have not reached a settlement on or before 8/3/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,


Robert M. Silverman

RMSU:h

8/1
Donna Warner SM

- tech hot line - CSM - not involved

Replaced 6/24/02 6594.7 ^{miles} fuel pump

exhaust leak -

stalling - with AC on - fuel pump

AWS Dealer Report

June, 2000

VIN	AWS VL	WERS VL	MKT DEL	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COO	PRD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
AWS Chain Key:	AK	CYAK	CF	CFC	C/D/E	C/A	AZ	C/D2	C/EQ	02-05-00	30-06-00	113144	USA	9	*	*	*	*	SXX	V00	*	*	
Dir-Cd-Sub Cd:	00826	Name: RAY PRICE STROUD FORD		Trx Code:		00820	Labr Hrs:	6	Labr Cost:	32.75	Matr Cost:	70	Total Cost:	108.21	Reg Cd: NA		Repr Date: 02-MAR-2001	DIST		(Mile): 23711			
Cost Comments:	RECALL 00820 A PILLAR																						
Tech Comments:	RECALL 00820 REPLACE A PILLAR																						
AWS Chain Key:	AK	CYAK	CF	CFC	C/D/E	C/A	AZ	C/D2	C/EQ	02-05-00	30-06-00	113144	USA	20	Q68	SH04	*	*	SXX	V00	*	*	
Dir-Cd-Sub Cd:	00826	Name: RAY PRICE STROUD FORD		Trx Code:		01885	Labr Hrs:	1.1	Labr Cost:	42.00	Matr Cost:	43.72	Total Cost:	105.8	Reg Cd: NA		Repr Date: 25-JAN-2002	DIST		(Mile): 37844			
Cost Comments:	RECALL 01885 REAR WHEEL BEARING																						
Tech Comments:	PERFORMED RECALL 01885 REAR WHEEL BEARINGS																						
AWS Chain Key:	AK	CYAK	CF	CFC	C/D/E	C/A	AZ	C/D2	C/EQ	02-05-00	30-06-00	113144	USA	20	*	*	*	*	SXX	V00	*	*	
Dir-Cd-Sub Cd:	00826	Name: RAY PRICE STROUD FORD		Trx Code:		01824	Labr Hrs:	7	Labr Cost:	39.51	Matr Cost:	10.5	Total Cost:	55.65	Reg Cd: NA		Repr Date: 25-JAN-2002	DIST		(Mile): 37844			
Cost Comments:	RECALL 01824 WIPER MOTOR GEAR COVER																						
Tech Comments:	PERFORMED RECALL 01824 WIPER MOTOR GEAR COVER																						

Any comments? You can contact

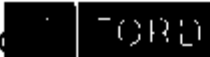


ENR2-RZZ 1181

RAY PRICE STROUD FORD

301 N. NINTH STREET
STROUDSBURG, PA 18380
570-420-1100

L&L4H
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CUSTOMER NO. 313285	LICENSE # DKK9416	BOOK #	DEALER #	WARRANTY DATE 10/18/00	WARRANTY # 041546
CUSTOMER NAME & ADDRESS	RELEASE IN 10239	RELEASE OUT 10239	LOT #/PLAT # 311	COLOR BLUE	DELIVERY DATE / /
	YEAR/MAKE/MODEL 00FORD FOCUS			MSRP / /	P.O.D.# 10/18/00
	VEHICLE ID # 1FAFP34342W013285			TRUCK #	P.O.#
	CHASSIS	ENGINE/TYPE/HP 4040		L. W. WT. IN.	
	MODEL #	DEDUCTIBLE 0.00	ADDITIONAL #	ADDRESS	
SERVICE CENTER DELIVERY SIGNATURE					

QTY	A.S. NAME	ACT CODE	UNIT PRICE	AMOUNT/EXTENSION	TAX	CHARGE

A	0.5	0.5	CFDRO OIL AND FILTER CHANGE	8.70		8.70
		6887C	8.70			
			OIL AND FILTER CHANGE CHECKED ALL BELTS, FLUIDS, HOSES, AND ADJ USTED TIRE PRESSURE			
		3.80	5.25	1 YL	2005	FILTER ANY-OIL
		4.48	6.00	5	5W30	MOTOR OIL
			1.20			Sales Tax
B	0.0	0.0	CFDHW HAZARDOUS WASTE REMOVAL FEE	0.00		0.00
		6887C	0.00			
			HAZARDOUS WASTE REMOVAL FEE			
			0.30			Hazard/Disposal/Unit Tax
C	0.5	0.5	CFDRO ROTATE TIRES	16.95		16.95
		6887C	16.95			
			ROTATE AND BALANCE ALL TIRES			
			1.02			Sales Tax
D	0.0	0.0	WFDRO BRAKES SQUEAK	0.00		0.00
		6887W	0.00			
		0.0	Labor Op. Failure Code .			
			REMOVED REAR WHEELS AND CLEANED REAR BRAKE DRUMS AND SHOES			

REMEMBER ALL CUSTOMERS WITH THE RAY PRICE NAME ON THEIR

ALL RETURNS ARE SUBJECT TO 20% HANDLING CHARGE.
NO REFUNDS ON ELECTRICAL AND SPECIAL ORDER PARTS

OUTSIDE WARRANTY FEE 0.00	FACTORY WARRANTY FEE 0.00	ALL LABOR CHARGES ARE BILLED ON FLAT RATE POINTS UNLESS OTHERWISE NOTED	FINAL TOTAL	TOTAL CUSTOMER PAY 39.42
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Customer
Signature X _____

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RAY PRICE STROUD FORD

301 N. NINTH STREET
 STROUDSBURG, PA 18960
 570-420-1100

ARCHIVE COPY

CUSTOMER NO. 313255	LOAN # DKM9416	STOCK #	DEALER #	INVOICE DATE 03/02/01	INVOICE # 045412
[REDACTED]	MANAGER 23711	MANAGER OUT 23711	LOT #/NAT # 3144	COLOR BLACK	DEALER CALL / /
	YEAR/MONTH/VEHICLE 00FORD FORD			PROD. DATE / /	R.O. DATE 03/02/01
	VEHICLE # 1FA7P3436YN313255			TECH #	P.O. #
	OVERSEAS	SERVICE WRITE UP 4040		I. W. N. #	
	POLICY #		EXCESSIBLE 0.00	ALLOCATION #	ADJUSTOR
	SERVICE WHEN DEALER REMAINS				

SA	PA	ADJ	TAX	DISCOUNT	TOTAL

A	0.6	0.6	MFDCO RECALL 00S20 A PILLAR	32.75
		4055W	32.75	
		0.6	Labor Op. 00S20B Failure Code	
			RECALL 00S20 REPLACE A PILLAR	
		50.00	70.00	
		5.46	1 Y84Z 5403898	
			ADMIN 1 0	
			ADD ANY W/S GARNISH	70.00
B	0.0	0.0	FORD BRAKES SQUEAK	0.00
		4065C	0.00	
			BRAKE DUST	

REMEMBER ALL CUSTOMERS WITH THE RAY PRICE NAME ON THEIR

ALL RETURNS ARE SUBJECT TO 20% HANDLING CHARGE
 NO REFUNDS ON ELECTRICAL AND SPECIAL ORDER PARTS

STANDARD WARRANTY PAY 0.00	FACTORY WARRANTY PAY 105.21	ALL LABOR CHARGES ARE BILLED ON FLAT RATE SERVICE CALLER CHARGES NOTED	TAX, FEES	TOTAL CUSTOMER PAY 0.00
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Customer
 Signature X _____

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RAY PRICE STROUD FORD

301 N. NINTH STREET
 STROUDSBURG, PA 18960
 570-420-1100

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Customer NO. 313288	License # DF29614	Stock #	Dealer #	Invoice Date 01/25/02	Invoice # 055679	
CUSTOMER NAME & ADDRESS	Vehicle # 57844	Invoice # 87844	Lot #/Day # 2832	Color BLUE	Dealer City	
	Year/Make/Model 00FORD FOCUS		Rec. Date / /	R.O. Date 01/25/02		
	Vehicle ID # 1FAFP3434YW313288			ECN #	P.O.#	
	Customer	Invoice Unit # 4040	E.W. No. BR.			
	Policy #	Production	0.00	Authorization #	Address	
Service Order Delay Reason						

DL	QTY	LABOR	ACTY	QTY	LABOR	DESCRIPTION	QTY	LABOR
A	1.1	1.1	4065W	62.08	62.08	WFDRO RECALL 01885 REAR WHEEL BEARING		
		1.1				Labor Op. 01885B Failure Code .		
						PERFORMED RECALL 01885 REAR WHEEL BEARINGS		
	31.23	43.72				1 IMSE 4A013 VV W/BRG KIT		43.72
B	0.7	0.7	4065W	39.51	39.51	WFDRO RECALL 01824 WIPER MOTOR GEAR COVER		
		0.7				Labor Op. 01824C Failure Code .		
						PERFORMED RECALL 01824 WIPER MOTOR GEAR COVER		
	7.50	10.50				1 XE4E 17D532 BA COVER WIPER MTR		10.50
		5.64				ADMIN 1 0		

REMEMBER ALL CUSTOMERS WITH THE RAY PRICE NAME ON THEIR

ALL RETURNS ARE SUBJECT TO 20% HANDLING CHARGE.
 NO REFUNDS ON ELECTRICAL AND SPECIAL ORDER PARTS

ORDERED VEHICLE #	INVOICE VEHICLE #	ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS UNLESS OTHERWISE NOTED	TOTAL ORDER #	0.00
0.00	161.45			

Customer Signature X _____

RAY PRICE STROUD FORD

301 N. NINTH STREET
STROUDSBURG, PA 18380
570-420-1100

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CUSTOMER NO. 313255	MODEL # DXN9416	STOCK #	ORIGIN #	INVOICE DATE 08/19/02	INVOICE # 060192
	MSRP # 65827	MSRP # 65827	LOT #/WZ # 1990	COLOR BLUE	DELIVERY DATE / /
	YEAR/MAKE/MODEL 00 FORD FOCUS		MSRP / /	P.O. DATE 08/19/02	
	VEHICLE ID # 1FAPF3434YW313255		WCH #	P.O.#	
	COUNTRY	SEALING # 8616	E.V. IN. WT.		
	POLICY #	DEDUCTIBLE 0.00	AUTHORITY #	ADDRESS	
SERVICE WRITER DEARBY SIGNATURE					

CP LA H&O ADD CHG REP STOR COMMENTS/REMARKS CHAS

QTY	LA H&O	ADD CHG	REP STOR	COMMENTS/REMARKS	CHAS
99.18	165.30			2 YS4Z 1125 DM DISC-FRT WHL BR	165.30
82.18	79.37			1 YS4Z 2001 AA KIT-FRT BRK PAD	79.37
	19.81			Sales Tax	19.81
F 0.5	0.5	CFDR0		PERFORM STATE INSPECTION	19.95
	9881C	19.95		PERFORM STATE INSPECTION TIRES 11/32 BRAKES FRONT 128 REAR 58 PSI# 7119138	
				1.20 Sales Tax	1.20
G 0.5	0.5	CFDR0		REPLACE 2 LICENCE PLATE BULBS, AND LEFT REAR BRAKELAMP	5.00
	9881C	5.00		REPLACE 2 LIC. PLATE BULBS AND LEFT REAR BRAKE LAMP BULB FOR INSPECTION	
	0.99	1.98		1 P4CE 13466 A BLS ANY LF	1.98
	1.48	2.96		2 P5RE 13466 C BULB TYPE FESTO	2.96
		0.60		Sales Tax	0.60

REMEMBER ALL CUSTOMERS WITH THE RAY PRICE NAME ON THEIR

ALL RETURNS ARE SUBJECT TO 20% HANDLING CHARGE.
NO REFUNDS ON ELECTRICAL AND SPECIAL ORDER PARTS

BONDED WARRANTY PAY 0.00	FACTORY WARRANTY PAY 0.00	ALL LABOR CHARGES ARE BASED ON RAY RATE YOUR LABOR CHARGES VARY	FINAL BIDDY	TOTAL CUSTOMER PAY 1278.92
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Customer
Signature X _____

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RAY PRICE STROUD FORD

301 N. NINTH STREET
 STROUDSBURG, PA 16860
 570-420-1100

ARCHIVE COPY

CUSTOMER NO. 313255	LICENSE # DND9416	STOCK #	DEALER #	INVOICE DATE 06/19/02	INVOICE # 060192
MEMBER # 65827	MEMBER CMT 65827	LOT #/MOY # 1990	COLOR BLUE	DELIVERY DATE	
YEAR/MAKE/MODEL 00FORD FOCUS		MOB. DATE / /		R.D. DATE 06/19/02	
VEHICLE # 1FAFP3434YH313255		TECH #		P.O.#	
OWNER	SALES/UNIT # 8616	S. M. NO. BR.			
POLICY #		DISCOUNT 0.00	ALLOCATION #	ADDITION	
SERVICE UNDER DELIVERY WARRANTY					

QTY	P.L. QUANTITY	UNIT COST	QTY	UNIT COST	DESCRIPTION	QTY	UNIT COST	DESCRIPTION	
A	1.5	1.8	9681C	93.00	CFDRG CUSTOMER STATES THAT CAR STALLS WHEN A/C IS ON AND GOING UP ROAD TEST, VEHICLE HAS EXHAUST LEAK, REMOVE HEAT SHIELD FROM EXHAUST MANIFOLD, FOUND EGR TUBE CAME OFF, INSTALL EGR TUBE AND TIGHTEN, ROCKUP WDS RUN RORO ON DEMAND TEST, OK, TEST DRIVE, OK			93.00	
				5.58	Sales Tax			5.58	
B	5.7	5.7	9681C	333.40	CFDRG PERFORM 60,000 MILE SERVICE 60,000 MILE SERVICE, INCLUDES, OIL & FILTER, REPLACE AIR, FUEL, F. ILTER, REPLACE PVC VALVE, MULTIPOINT INSPECTION, INCLUDES EXHAUST, SUSPENSION, COOLING SYSTEM, ROSES, CLAMPS ECT. TRANS SERVICE			333.40	
				3.80	5.28	1 FL 2005		FILTER ASY-OIL	5.28
				4.45	6.00	8		MOTOR OIL	6.00
				7.22	16.04	1 FC 986	B	SPEC FUEL FLTR	16.04
				4.82	10.71	1 FA 1498		FLTR-AIR CLEANR	10.71
				4.56	10.13	1 EV 280	A	VALVE ASY-CRANK	10.13
				18.95	21.85	1		TRANS. KIT	21.85
				28.32	52.00	18		MERCON 5 FLUID	52.00
					28.52			Sales Tax	28.52
C	0.0	0.0	9681C	0.00	CFDRW HAZARDOUS WASTE REMOVAL FEE HAZARDOUS WASTE REMOVAL FEE			0.00	
				0.30				Hazard/Disposal/Unit Tax	0.30
D	1.6	1.6	9681C	40.00	CFDRG REPLACE 4 TIRES REPLACE 4 TIRES, MOUNT AND BAL.			40.00	
				195.96	239.80	4 9002 1543422	0000 P195/60R16 78	239.80	
					16.79			Sales Tax	16.79
E	2.0	2.0	9681C	80.58	CFDRG REPLACE FRONT BRAKES AND ROTORS ALL RETURNS ARE SUBJECT TO 20% HANDLING CHARGE. BEING SUPPLIED BY SPECIAL ORDER PARTS			80.58	

Customer Signature X _____

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RAY PRICE STROUD FORD

301 N. NINTH STREET
 STROUDSBURG, PA 18360
 570-420-1100

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CUSTOMER NO. 311255	LICENSE # DKK9416	BOOK #	ORDER #	ISSUE DATE 08/24/02	WAGER # 040318
	WEIGHT IN 45947	WEIGHT OUT 48947	LET #/MAY # 3553	COLOR BLUE	ORDER DATE / /
	YEAR/MAKE/MODEL 00 FORD FOCUS		PROD. DATE / /	R.C. DATE 08/24/02	
	VEHICLE ID # 1FAPP3414YW112288			TRM #	P.O. #
	OWNER	ENGINE/VEHICLE # 5618		S. W. NO. ET.	
	POLICY #	DEDUCTIBLE 0.00	ADMINISTRATOR'S	ADDRESS	
OFFICE USE ONLY DELIVER SIGNATURE					

QTY	P.A. HOUR	ACQ. COST	TYPE #/DESC	DESCRIPTION/REMARKS	EST. PRICE	ACT. PRICE	REMARKS
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A	2.5	1.5	CPDRO	CUSTOMER STATES THAT THE CAR WHEN THE AC IS ON WILL STALL SO	93.00		
		3661C	93.00	ROAD TEST, COULD NOT VERIFY, HOOKUP WDS, NO CODES, LET CAR RUN F			
				OR 2.5 HOURS WITH A/C ON, CAR STALLED, RESTART AND LET RUN, MON			
				ITOR FUEL PRESSURE, 52 PSI DROP TO 19PSI STALLED, REPLACE FUEL F			
		3.36	5.17	1 Y842 9276	AA	GSKT-FU/TKR SDR	5.17
		157.40	242.15	1 LMS2 98307	AA	INDR & PUMP ASY	242.15
			20.42			Sales Tax	20.42

REMEMBER ALL CUSTOMERS WITH THE RAY PRICE NAME ON THEIR

ALL RETURNS ARE SUBJECT TO 20% HANDLING CHARGE.
 NO REFUNDS ON ELECTRICAL AND SPECIAL ORDER PARTS

VEHICLE WARRANTY PAY 0.00	FACTORY WARRANTY PAY 0.00	ALL LINE CHARGES ARE BILLED ON PLAN DATE NOTE: VEHICLE CHARGES NOTED	TAX CHARGE	TOTAL CHARGE PAY 360.74
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Customer
 Signature X

FAX COVER SHEET

Ray Price Stroud Ford
301 N. 8th Street
Stroudsburg, PA 18380

(570) 420-1100
Sales Fax 570-420-8288
Service Fax 570-421-8120

SEND TO Company name	[Redacted]
ADDRESS	[Redacted]
DATE	8/1/02
PHONE	570-420-1100
CLASS	Service

Urgent
 Reply ASAP
 Please comment
 Please review
 For your information

Total pages, including cover: 7

COMMENTS

Copies of Rudolph Grant

Action Detail

VIN: 1FAEP3430YW313255

Year: 2000

Model: FOCUS

Case: 1596652062

Name: [REDACTED]

Owner Status: Original

WSD: 2000-06-30

Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP

Primary Phone:

Reason Desc: LEGAL - OTHER ATTORNEY DEMAND

Secondary Phone:

Issue Type: 07 LEGAL

Issue Status: ACKNOWLEDGE

Dealer: RAY PRICE STROUD FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

P & A Code: 00626

Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Odometer: 57844 MI

Comm Type: MAIL

Action Date: 07/25/2002

Action Time: 16:34:25:350

Action Date: Yes

Analyst Name: Beasley, Alicia

Analyst: ABEASLE1

COMMENTS: *****ATTORNEY DEMAND LETTER***** REC 07/25/02 ATTORNEY ALLEGES: ATTORNEY ALLEGES THAT HIS CLIENT VEHICLE HAS SEVERAL PROBLEMS WITH THE FUEL PUMP AND STALLING CONCERNS. **ATTORNEY DEMANDS THAT FORD BUY BACK HIS CLIENTS VEHICLE.**

Action Detail

VIN: 1FAFP3434YW313255	Year: 2000	Model: FOCUS	Case: 1596652062
Name: [REDACTED]	Owner Status: Original	WSD:	
Symptom Desc: STALL/QUIT'S ACCELERATION ALL ENGINE TEMP		Primary Phone:	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: RAY PRICE STROUD FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 00828	
Action Desc: DENY ASSISTANCE - BEYOND WARRANTY			
Odometer: 57844 MI	Comm Type: OTHER		
Action Date: 08/01/2002	Action Time: 14:18:21:347	Action Data: No	
Analyst Name: Valma Sanders (VSANDERS)	Analyst: VSANDERS		

COMMENTS: LPA CONTACTED SM AT DEALERSHIP..RAY PRICE STROUD FORD. SM DONNA WARNER ADVISED: REPAIR FOR CUSTOMER CONCERNS WERE FIRST PERFORMED AT APPROX 85K MILES..RECEIVED FAX'D COPIES OF CUSTOMER REPAIR ORDERS UNIT FAR BEYOND 3/38..WILL DENY ASSISTANCE..FAXED LETTER TO CUSTOMER ATTORNEY TO ADVISE

Sanders, Valma (V.K.)

From: Sanders, Valma (V.K.)
Sent: Thursday, August 01, 2002 10:47 AM
To: Rouse, Eric (E.E.)
Subject: Legal Case

Eric,

FYI.....Our office has received a legal case for our review. If you have been involved with this customer's concerns and have information that you feel would be helpful, please respond to this note. If you have not been involved, it is not necessary for you to respond. Thanks!

VIN: 1FAPP3434YW313255	Year: 2000	Model: FOCUS	Case: 1506652062
Name: [REDACTED]	Owner Status: Original	WSD:	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP			Primary Phone:
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND			Secondary Phone:
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: RAY PRICE STROUD FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION			P & A Code: 00628
Odometer: 57844 MI	Comm Type: MAIL		
Action Date: 07/25/2002	Action Time: 18:34:25:350	Action Date: Yes	
Analyst Name: ALICIA BEASLEY	Analyst: ABEASLE1		

COMMENTS: *****ATTORNEY DEMAND LETTER***** REC 07/25/02 ATTORNEY ALLEGES: ATTORNEY ALLEGES THAT HIS CLIENT VEHICLE HAS SEVERAL PROBLEMS WITH THE FUEL PUMP AND STALLING CONCERNS. **ATTORNEY DEMANDS THAT FORD BUY BACK HIS CLIENTS VEHICLE.**

Valma K. Sanders

Consumer Affairs

Legal Analyst - Philadelphia Region

Phone: 313 845 5515 Fax: 313 845 5668

e mail: vsanders@ford.com

Update This Information In Stars

FCSD Region	Sales Region	Sales Zone	Dealer Detail		P&A Code	Sales Code
10-SDR	16-PHILADELPHIA	G	Market	C1	00826	F16479

Dealer Name: RAY PRICE STROUD FORD
 Dealer Main Phone: 717-420-1100

Dealer Service Phone: 717-420-1100

-- 570-420-1100

Position	Employee Name
SALES MANAGER	KATHERINE M RANDO
SERVICE MANAGER	DONNA WARNER

CSM - ERIC ROUSE

EA02-Q22 1102

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FAPP344YW313255 **Vehicle Line:** C/AK - FOCUS (CW170) (99-03) **Eng Serial No: ***
Model Year: 2000 **Market Workunit:** C/F - FORD DIVISION DERIVATIVE **Body Style:** *
Vehicle Type: C **Drive Config:** C/A - 2 WHL L/H FRONT DRIVE **Engine:** C/EQ - ZETEC 2.0L DOHC EFI NA M G*LC
Inv. Number: 03498 **Body Cab Style:** C/F - 4 DOOR SEDAN-6 LITE **Transmission:** C/E2 - 4 SPD AUTO TRANS 4F27E
Version/Serial: C/AE - SERIES 25

BUILD INFORMATION:

Region: NA - 00000000 **Plant:** AZ - WAYNE PLANT BUILD
Country: USA - 00000000 **Prod Date:** 02-MAY-2000

SALE INFORMATION:

Region: NA - 00000000 **Selling Dealer:** 113144 - *
Country: USA - 00000000 **Selling Dir/SU/Prov:** NJ
Buyer SU/Prov: PA
Arrival Date: 22-MAY-2000 **Red Carpet Lease:** *
Sale Date: 30-JUN-2000 **Fleet/Resale/Ch. Lease:** R
Warranty Start Date: 30-JUN-2000 **Modified Vehicle:** *
Orig Warranty Date: 30-JUN-2000 **Recaptured Vehicle:** * **Vehicle Export Flag:** N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

P14YMJ13255YK46 2 10A3065 BA R 20MM 3E 4 J K1LA BT 1 13H144 1 X6 EAZ J 31
 FAF4 0 1 93M4 1R

INSTALLED OPTION INFORMATION:

Air Conditioning: C/B - MANUAL AIR CONDITIONER **GVW Code:** * - [N/A]
Alternator Amp Rating: EQ **GVW Class Code:** F
Audio Disk: * - [N/A] **Instrumentation:** AE - TACHOMETER INSTRUMENTATION
Axle Ratio: * - [N/A] **Mirror(Driver Side):** AD - DRIVER POWER MIRROR
Axle Type: * - [N/A] **Mirror(Passr Side):** AD - PASS POWER CONVEX MIRROR

ENR2-022 1183

Battery Amp Rating:	BB	Paint:	PNNRJB - ATLANTIC BLUE CC
Brake Code:	* - [N/A]	Power Windows:	* - [N/A]
Brake Code(Service):	* - [N/A]	Railtie:	BQ -
Calibration Code:	OAK15ZDA	Speed System:	* - [N/A]
Color(Account):	* - [N/A]	Steep Tandem Axle:	* - [N/A]
Color(Trim):	000S2 -	Tire Manufacturer:	CC -
Delivery Type:	0	Tire Brand:	* -
Drivetrain Code:	*	Tire Size:	E2GNY - 195R08113-S BSW
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF: * BF: *

LR: * BR: *

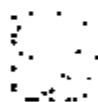
LI: * BL: *

SPARE: * DOT Plant Manufacturer: * . *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	CC - CC
ESP Coverage(Miles):	* Emission Cert Type:	S
ESP Coverage(Time):	* Emission Decal Serial:	GHT
ESP Plan Year:	* Engine Family:	YFMXYVZ0VP3
ESP Signature Date:		

Any comments? You can contact



webmaster

VEHICLE DETAIL

VIN: 1FAFP3434YW313255 Engine: ZETEC 2.0L DOHC EFI NA 14 G*LC
 Make: FORD Transmission: 4 SPD AUTO VANDYKE FN TRANS A
 Model: FOCUS Paint Code/Color: ATLANTIC BLUE C/C
 Year: 2000 Calibration: 0AK15ZDA
 Pay Lead: Max Towing Weight:
 GVWR: 00000 Axle Ratio:
 WheelBase: YK4 Warranty Start Date: 6/30/2000
 GCWR: Vehicle Build Date: 5/2/2000
 PEP Code:

Selling Dealers Name: FORD OF ENGLEWOOD INC
 Selling Dealers P & A Code: 03698 Selling Dealers Sales Code: F13144
 Selling Dealers Main Phone: 201-569-6500 Selling Dealers Service Phone: 201-569-3106

Vehicle Order Image

12345678910 12345678920 12345678930 12345678940 12345678950
 P34YW31325 5YK46 2 10A3065 BA E 2DAE 38
 12345678960 12345678970 12345678980 12345678990 123456789100
 4 J K3LA BT 1 1 3H144 1 K6 EA2 J 31
 123456789110 123456789120 123456789130 123456789140 123456789150
 FAF4 0 1 9 3ANJ
 123456789160

6082-622 1169

OASIS Results:1FAFP3434YW31325507/29/2002
13:57:44**VEHICLE INFORMATION**

Vehicle: 2000 FOCUS

Body: 4 DR SEDAN SE

Engine: 2.0L EFI DOHC
ZETEC

Calib: OAK15ZDA

Trans: AUTOMATIC

Axle: AXLE CD: WW

OPEN CAMPAIGNS AND SPECIAL SERVICE INSTRUCTIONS

There are no recalls associated with this vehicle

GENERAL WARRANTY INFORMATIONWARRANTY START DATE 08/30/2000
START ODOM 00009

BUILD DATE 05/02/2000

Special Message:

LESS THAN TWO DEALER APPROVED AWA REPAIR
VISITS PAID TO DATE VERIFY STATE
REGISTRATION. VIN MAY BE ELIGIBLE FOR
CALIFORNIA EMISSIONS WTY

MORSH:

*THIS VEHICLE HAS AN OPEN CUDLMORS LEGAL
CONTACT**EXTENDED SERVICE PLAN**

There is no Extended Service Plan information associated with this vehicle

WARRANTY HISTORY

01/26/2002 DEALER:Ray Price Stroud Ford

WARRANTY CLAIM NUMBER: 055679

ODOMETER: 057844 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
1B5Z 4A019V	SPINDLE NUB	001	01886		

COMMENTS: PERFORMED RECALL 01886 REAR WHEEL BEARINGS

01/26/2002 DEALER:Ray Price Stroud Ford

WARRANTY CLAIM NUMBER: 055679

ODOMETER: 057844 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
X84Z 17D328A	COVER WIPER MOTOR GE	001	01824		

COMMENTS: PERFORMED RECALL 01824 WIPER MOTOR GEAR COVER

ESP PART NUMBER INFORMATION

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for1FAFP3434YW313255

VIN: 1FAFP3434YW313255

No ESP information for this VIN

Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
00S20	S	FMVSS 201	COMPLETE	2001-03-02	00828
01B85	O	WHEEL BEARING	COMPLETE	2002-01-25	00828
01S24	S	WINDSH WIP	COMPLETE	2002-01-25	00828

DMS-022 1187

VIN
1FAFP3434YW313255

Year Model
2000 FOCUS
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Original Owner

Vehicle Info
Ovals
Warranty History

EA02-022 1108

Date	Origin	Description	Action List
07/25/02	CALGL	OPEN LEGAL CONTACT - ATTORNEY DEMAND	
07/29/02	CALGL	MAKE OUTBOUND CALL TO ATTORNEY	

EM02-022 1109

Customer Info

Customer:	[REDACTED]	Secondary Phone:	
Address:	[REDACTED]		NY 10030-2710
Country:	USA	Language:	EN
Cell Phone:		Pager:	
Preferred Contact method:		Fax:	
Preferred Contact Time:		Email:	

EMC2-022 1170

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
07/26/2002 ACKNOWLED	[REDACTED] LEGAL - OTHER ATTORNEY DEMAND	1FAFP3434YW313255 1586652062	2000 FOCUS	07

8002-822 1171

Action Detail

VIN: 1FAPP3434YW313255	Year: 2000	Model: FOCUS	Case: 1596652062
Name: [REDACTED]	Owner Status: Original	WSD:	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone:	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: RAY PRICE STROUD FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 00828	
Action Desc: CREATE CLOSED INFO CONTACT			
Odometer: 57844 MI	Comm Type: PHONE		
Action Date: 07/31/2002	Action Time: 11:28:14:127	Action Data: No	
Analyst Name: Valma Sanders (VSANDERS)	Analyst: VSANDERS		

COMMENT: LPA TALKED TO CUSTOMER ATTY CLERK AT KIMMEL & SILVERMAN. LORI ADVISED SHE DOES NOT HAVE THE CORRECT INFORMATION FOR THIS CASE. LPA HAD NO CHOICE BUT TO END INVESTIGATION... SENT LETTER TO CUSTOMER ATTY ADVISING LP NEEDS THE CORRECT INFO TO REOPEN INVESTIGATION...

Ford Motor Company

Consumer Affairs

Sent Via Fax
(215) 540-8817

July 31, 2002

Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002
Attn: Robert Silverman

RE: [REDACTED]
VIN: 1FAFP3434YW313255
Englewood Ford

Dear Mr. Silverman:

We have been unable to obtain the information needed to investigate this case. The vehicle identification number, dealership and customer information do not match what we have in our files. On July 31, I spoke with Lori Harrison your legal secretary and she advised she did not have any information for this client. Therefore, the case has been closed. When the correct information is found, please forward it to this office.

If you have any questions, please feel free to contact me at (313) 845-5515.

Respectfully yours,


Valma K. Sanders
Consumer Affairs

Ford Motor Company

Consumer Affairs

Sent via Fax
(215) 540-8817

August 1, 2002

Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002
Attn: Robert Silverman

RE: [REDACTED]
2000 Ford Focus
VIN: 1FAPP3434YW313255
Zip Code: 18301
Selling Dealer: Ford of Englewood

Dear Mr. Silverman:

This letter is in response to your letter dated July 25, 2002 regarding the above-mentioned client.

Ford Motor Company has reviewed your client's repair history and based on the available information we cannot honor your request to repurchase your client's vehicle. Therefore, we must deny assistance in this matter.

Thank you for the opportunity to review this concern.

Respectfully yours,



Valma K. Sanders
Consumer Affairs
Phone: 313 845 5515
Fax: 313 845 5668

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	OPD#	STATUS
31	08/01	14:46	215 540 8817	EC-S	00'18"	001		OK

2002

1584392062 PHILADELPHIA

8002-822 1178

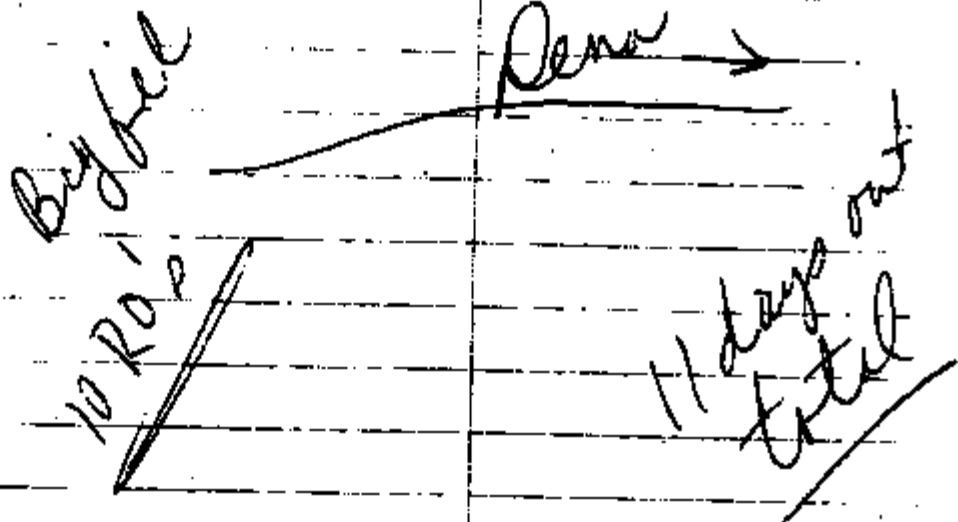
No CSM involvement

(4 repairs 2002)

(not 20 days out total)

- does not remember cost

- ft - Jim Bailey



1584392062

KIMMEL & SILVERMAN
PC

DEPT. M. SILVERMAN
10 THOR KIMMEL

30 EAST BUTLER PLACE
AMBLER, PA 19002

1-800-LEMON LAW
P (215) 540-8888
F (215) 540-8817

www.kimmelsilver.com

JACQUELINE C. HERRITT*
ROBERT A. RAPKIN
VIVIAN BENE PASKIN*
AMY D. COCK*
LOUIS DOBI, JR.*
SHANNON M. RYAN*
DANA TARQUINI*

MEMBER OF NEW YORK AND NEW JERSEY BARS
MEMBER OF NEW YORK BAR
MEMBER OF NEW JERSEY BAR

July 25, 2002

GLENN T. OSBORN
of Counsel

VIA TELEFAX ONLY
(313) 845-5555

Matt Wycaver
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: [REDACTED] v. Ford
2000 Ford Focus
VIN: 1FAPP33P8YW101611
Zip Code: 08215
Selling Dealer: Chapman Ford

Dear Mr. Wycaver:

Please take notice that I represent the captioned individual in her claim against Ford. Please take the steps necessary to advise all Ford Personnel and dealership personnel that I am Miss. [REDACTED]'s counsel and there should be no contact with my client, except for contact necessary to implement current repair attempts. I am writing this letter as an effort to work out a pre-litigation settlement and any attempts to contact my client directly will result in the immediate filing of suit and a request for an injunction and sanctions.

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Chapman Ford for a chronic loss of power, defective fuel pump and brakes.

NEW JERSEY OFFICE • 29 HADDON AVENUE NORTH • HADDONFIELD, NJ 08033
P (856) 428-8334

JUL 25 2002 14:56

ER02-022 1178

Matt Wycaver
July 25, 2002
Page -2-

Plaintiff hereby demands the statutory repurchase of her vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,500.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal Ford Customer.

Please be advised that suit will be filed if we have not reached a settlement on or before 8/8/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS:lh

STANDARD ADMIN LIST

AWS Define Report

12/12/02

10/28/02

Rep: 01/28/02

Note: All Costs are in US Dollars

VIN	AWS VL	WBS VL	MCT DER	BODY CAB	YER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TBI QRT	WCC	PREF	BASE	SUFF	VRT	VPG	CCC	CD	
1F1FP33P8YW101611	AK	C/AK	CF	CFC	C/DK	C/A	AZ	C/RN	C/BY	13-08-99	28-10-00	116331	USA	3					5XX	V00			
AWS Claim Key:	512808	Doc #:	1310661	Tax Code:	00S31	Labour Hrs:	4	Labour Cost:	25.31	Material Cost:	2.8	Total Cost:	34.44										
Dir Cd-Sub Cd:	01349-P	Name:	CHAPMAN FORD, INC.	Pl:	609-6462000	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	27-DEC-2000									DIST(Mkt):3136	
Cost Comments:	00S31 REAR WHEEL																						
Tech Comments:	RECALL INSTALLED WHEEL KIT																						
1F1FP33P8YW101611	AK	C/AK	CF	CFC	C/DK	C/A	AZ	C/RN	C/BY	13-08-99	28-10-00	116331	USA	3					5XX	V00			
AWS Claim Key:	512807	Doc #:	13101603	Tax Code:	00S20	Labour Hrs:	6	Labour Cost:	37.96	Material Cost:	70	Total Cost:	114.29										
Dir Cd-Sub Cd:	01349-P	Name:	CHAPMAN FORD, INC.	Pl:	609-6462000	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	27-DEC-2000									DIST(Mkt):3136	
Cost Comments:	00S20 A PILLAR TRIM																						
Tech Comments:	RECALL ORDERED PANEL																						
1F1FP33P8YW101611	AK	C/AK	CF	CFC	C/DK	C/A	AZ	C/RN	C/BY	13-08-99	28-10-00	116331	USA	4					5XX	V00			
AWS Claim Key:	6033161	Doc #:	13223302	Tax Code:	00S90	Labour Hrs:	7	Labour Cost:	44.29	Material Cost:	39.66	Total Cost:	89.68										
Dir Cd-Sub Cd:	01349-P	Name:	CHAPMAN FORD, INC.	Pl:	609-6462000	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	31-JAN-2001									DIST(Mkt):4158	
Cost Comments:	00S90 REAR DECKLID																						
Tech Comments:	RECALL INSTALLED HARNESS																						
1F1FP33P8YW101611	AK	C/AK	CF	CFC	C/DK	C/A	AZ	C/RN	C/BY	13-08-99	28-10-00	116331	USA	4	Q31	6R01	YS4Z	61611C46	AA	S08	V05	S25	01
AWS Claim Key:	6033162	Doc #:	13223304	Tax Code:	2	Labour Hrs:	7	Labour Cost:	44.29	Material Cost:	21	Total Cost:	65.29										
Dir Cd-Sub Cd:	01349-P	Name:	CHAPMAN FORD, INC.	Pl:	609-6462000	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	31-JAN-2001										DIST(Mkt):4158
Cost Comments:	PASS SIDE INTERIOR PANEL IS LOOSE BY SEATBELT																						
Tech Comments:	1 B PILLARS ON ORDER. REPLACED SEATBELT AND RETRACTOR																						
1F1FP33P8YW101611	AK	C/AK	CF	CFC	C/DK	C/A	AZ	C/RN	C/BY	13-08-99	28-10-00	116331	USA	6	Q20	6M02	YS4Z	5424557	CAB	S08	V74	T90	13
AWS Claim Key:	8013483	Doc #:	13782201	Tax Code:	2	Labour Hrs:	5	Labour Cost:	31.64	Material Cost:	31.46	Total Cost:	63.1										
Dir Cd-Sub Cd:	01349-P	Name:	CHAPMAN FORD, INC.	Pl:	609-6462000	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	21-APR-2001										DIST(Mkt):7012
Cost Comments:	CHECK FOR SOP FOR DRIVER SIDE SEAT BELT PANEL.																						
Tech Comments:	INSTALLED SOP FOR DRIVER SIDE SEAT BELT PANEL.																						
1F1FP33P8YW101611	AK	C/AK	CF	CFC	C/DK	C/A	AZ	C/RN	C/BY	13-08-99	28-10-00	116331	USA	9	Q67	SS13		9030		S10	V25	B68	D6
AWS Claim Key:	9345362	Doc #:	14119601	Tax Code:	907	Labour Hrs:	5	Labour Cost:	39.21	Material Cost:	0	Total Cost:	67.25										
Dir Cd-Sub Cd:	01349-P	Name:	CHAPMAN FORD, INC.	Pl:	609-6462000	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	30-JUN-2001										DIST(Mkt):10023
Cost Comments:	CUST STATES CK ENG LIGHT ON CK ENG LIGHT ON KOBD TEST CODE P0442, EVAP SYSTEM KOBD TEST																						
Tech Comments:	VISUAL INSPECTION EVAL SYSTEM FOUND FUEL FILLER CAP NOT SECURED EVAP TEST WITH WDS PASS CLEARED CODE ROAD TEST OK 1																						

Recall

1

2

3

4

ENR2-622 1180

13-08-99 28-10-00 116331 USA 15 Q68 SH04 * * * 5XK V00 *
AWS Claim Key: 13851317 Doc #: 15391602 Trx Code: 01B85 Labor Hrs: 1.1 Labor Cost: 71.96 Material Cost: 43.72 Total Cost: 115.68
Dir Cl-Sub Cl: 01349-9 Name: CHAPMAN FORD, INC. Pk: 609-6462000 St: NJ Cty Cl: USA Reg Cl: NA Repr Date: 08-JAN-2002 DIST (Mile): 22100
Cost Comments: 01B85 REAR WHEEL BEARING
Tech Comments: PROGRAM 01B85 REPLACED WHEEL BEARING KIT

5

13-08-99 28-10-00 116331 USA 15 Q76 SUB9 * NFF * 510 V21 N17 82
AWS Claim Key: 13851316 Doc #: 15391603 Trx Code: EM4 Labor Hrs: .5 Labor Cost: 32.71 Material Cost: 0 Total Cost: 32.71
Dir Cl-Sub Cl: 01349-9 Name: CHAPMAN FORD, INC. Pk: 609-6462000 St: NJ Cty Cl: USA Reg Cl: NA Repr Date: 08-JAN-2002 DIST (Mile): 22100
Cost Comments: BRAKES MAKE NOISE ON APPLICATION
Tech Comments: CC N17 82 INSPECTED BRAKES, OK, BENDI METALLIC NOISE IS A CHARACTERISTIC OF THE BRAKES

13-08-99 28-10-00 116331 USA 20 T07 2004 * DIAG * 511 V42 D21 82
AWS Claim Key: 16709626 Doc #: 16368902 Trx Code: 507 Labor Hrs: .9 Labor Cost: 60.18 Material Cost: 0 Total Cost: 60.18
Dir Cl-Sub Cl: 01349-9 Name: CHAPMAN FORD, INC. Pk: 609-6462000 St: NJ Cty Cl: USA Reg Cl: NA Repr Date: 17-JUN-2002 DIST (Mile): 32494
Cost Comments: WHILE MAKING A RIGHT TURN THE CAR CUTS OFF WHILE DRIVING
Tech Comments: DIAGNOSED, NO CODES, CAN NOT VERIFY AT THIS TIME

6

13-08-99 28-10-00 116331 USA 20 Q30 608 Y34Z 5422600 AA 506 V07 L16 01
AWS Claim Key: 16687539 Doc #: 16368903 Trx Code: EM4 Labor Hrs: 2 Labor Cost: 13.37 Material Cost: 41.57 Total Cost: 110.94
Dir Cl-Sub Cl: 01349-9 Name: CHAPMAN FORD, INC. Pk: 609-6462000 St: NJ Cty Cl: USA Reg Cl: NA Repr Date: 17-JUN-2002 DIST (Mile): 32494
Cost Comments: YOU HAVE TO PLAY WITH PASS SIDE DOOR TO GET IT TO LOCK. SOMETIMES WHEN USING REMOTE TO UNLOCK THE LOCKS RE LOCK
Tech Comments: CAUSAL 2260 CC L16 01 VERIFIED AND REPLACED BROKEN DOOR HANDLE

13-08-99 28-10-00 116331 USA 21 Q67 2E06 1MSZ 91D07 AA 511 V42 D21 42
AWS Claim Key: 17076949 Doc #: 16367101 Trx Code: 507 Labor Hrs: 2.1 Labor Cost: 148.4 Material Cost: 295.14 Total Cost: 443.54
Dir Cl-Sub Cl: 01349-9 Name: CHAPMAN FORD, INC. Pk: 609-6462000 St: NJ Cty Cl: USA Reg Cl: NA Repr Date: 15-JUL-2002 DIST (Mile): 33624
Cost Comments: DRIVING DOWN THE ROAD THE CAR CUT OUT, DRIVER HAD HER CHILDREN IN CAR.
Tech Comments: DIAGNOSED WITH WDS, TESTED FUEL PSI, PSI IS 15, DROPPED FUEL TANK AND REPLACED FUEL PUMP.

7

Any comments? You can contact

webmaster

ENR2-022 1101

Action Detail

VIN: 1FAEP33P8YW101611

Year: 2001

Model: FOCUS

Case: 1584392062

Name: [REDACTED]

Owner Status: Original

WSD:

Symptom Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP

Primary Phone: [REDACTED]

Reason Desc: LEGAL - OTHER ATTORNEY DEMAND

Secondary Phone: [REDACTED]

Issue Type: 07 LEGAL

Issue Status: ACKNOWLEDGE

Dealer: CHAPMAN FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

P & A Code: 01349

Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Odometer: 33624 MI

Comm Type: MAIL

Action Date: Yes

Action Date: 07/25/2002

Action Time: 16:13:59:737

Analyst Name: Beasley, Alicia

Analyst: ABEASLE1

COMMENTS: *****ATTORNEY DEMAND LETTER***** REC 07/25/02 ATTORNEY ALLEGES: ATTORNEY ALLEGES THAT HIS CLIENTS VEHICLE HAS SEVERAL PROBLEMS WITH LOSS OF POWER, FUEL PUMP AND BRAKES. **ATTORNEY DEMANDS THAT FORD BUY BACK HIS CLIENTS VEHICLE**

EP02-022 1102

Action Detail

VIN: 1FAFR33P90NH04811	Year: 2000	Model: FOCUS	Case: 1584392062
Name: M [REDACTED]	Owner Status: Original	WSD:	
Symptoms Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: CHAPMAN FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 01349	
Action Desc: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND			
Odometer: 33824 MI	Comm Type: OTHER		
Action Date: 06/02/2002	Action Time: 11:02:47:243	Action Date: No	
Analyst Name: Valma Sanders (VSANDERS)	Analyst: VSANDERS		

COMMENTS: LPA RECEIVED COPIES OF REPAIR ORDERS REVIEWED CUSTOMER CONCERNS. ALSO DISCUSSED WITH SM JIM BAILEY. DETERMINED NO PRODUCT DEFECT FOUND. WILL DENY ASSISTANCE. LETTER FORWARDED TO CUSTOMER ATTY TO ADVISE...

...:47.243&Dealer=F16331&Case=1584392062&SympC=614593&Reason=0785&IssTyp=07&C:8/2/02

Sanders, Valma (V.K.)

From: Sanders, Valma (V.K.)
Sent: Monday, July 29, 2002 2:33 PM
To: Kiker, Jessica (J.)
Subject: Legal Case

Jessica,

FYI.....Our office has received a legal case for our review. If you have been involved with this customer's concerns and have information that you feel would be helpful, please respond to this note. If you have not been involved, it is not necessary for you to respond. Thank!

VIN: 1FAPP33P8YW101611	Year: 2000	Model: FOCUS	Case: 1584382082
Name: MS [REDACTED]	Owner Status: Original	WSD:	
Symptom Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP			Primary Phone: [REDACTED]
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND			Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: CHAPMAN FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION			P & A Code: 01340
Odometer: 33824 MI	Comm Type: MAIL		
Action Date: 07/25/2002	Action Time: 16:13:59:737	Action Date: Yes	
Analyst Name: ALICIA BEASLEY	Analyst: ABEASLE1		

COMMENTS: *****ATTORNEY DEMAND LETTER***** REC 07/25/02 ATTORNEY ALLEGES: ATTORNEY ALLEGES THAT HIS CLIENTS VEHICLE HAS SEVERAL PROBLEMS WITH LOSS OF POWER, FUEL PUMP AND BRAKES. "ATTORNEY DEMANDS THAT FORD BUY BACK HIS CLIENTS VEHICLE."

Litigation Prevention Analyst
FCSD - Consumer Affairs
Phone: 313 845 5515
Fax: 313 845 5668
e mail: vsanders@ford.com



CHAPMAN FORD SALES, INC.

FOCS163689

6740 - 6744 - 6750 Black Horse Pike
 EGG HARBOR TWP., NEW JERSEY 08224
 (609) 648-2000

MAINTENANCE PLAN
 Guaranteed Quality Care

E-Mail: chapman648@aol.com

www.chapmanford.net
www.chapmanfi.com



FOCS163689

1 YEAR/100,000 MILE LIMITED WARRANTY COVERS THE ENGINE AND TRANSMISSION WITH NO DEDUCTIBLE. SEE OWNER'S MANUAL FOR COMPLETE DETAILS.

DSG17FOCS163689

30348	TECHNICIAN TIM McMANUS	DATE 06/19/02	WORK ORDER NO. FOCS163689
	VEHICLE NO. 678 865	PRICE 32,494	SALES RAINFORREST
	SALES NO. HOY335	DATE OF SALE 10/28/00	SALES PRICE 260
	VEHICLE MAKE/MODEL 00/FORD/FOCUS/FOCUS LX 4 DOOR		SALES PERSON CHAPMAN
	VIN 1FAFP33P8YW101611		SALES DATE 06/17/02
	NO: 32494		

JOB # 1: MAINTENANCE NEWS - HOURS: TECH(S):360 .8.00

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1:	1	FL-400-S	FILTER - OIL A	8.31	6.00	8.00
JOB # 1	9	9830	OIL	1.25	1.25	6.25
JOB # 1 TOTAL PARTS						12.25
JOB # 1 TOTAL LABOR & PARTS						18.25

JOB # 2: OARPE ENGINE REPAIRS HOURS: 0.90 TECH(S):360 WARRANTY
 WHILE MAKING A RIGHT TURN THE CAR CUTS OFF WHILE DRIVING
 DIAGNOSED, NO GUIDES, CAN NOT VERIFY AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

JOB # 3: OARPE DOOR LOCK REPAIR HOURS: 3.00 TECH(S):360 WARRANTY
 YOU HAVE TO PLAY WITH PASS SIDE DOOR TO GET IT TO LOCK,
 SOMETIMES WHEN USING REMOTE TO UNLOCK THE LOCKS RE LOCK
 BY THEMSELVES, BUT NOT ALL THE TIME.
 CAUSAL 22890 (E-116/01)
 VERIFIED AND REPLACED BROKEN DOOR HANDLE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	7542-9482900-AA	HANDLE ASY DOO			0.00
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

SUBLET POS VEND ID# INV DATE DESCRIPTION WARRANTY
 JOB # 3 163689 878 06/19/02 RENTAL TOTAL - SUBLET 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 1	192	ISA PARTS DISCOUNT		-1.84
TOTAL - MISC				-1.84



CHAPMAN FORD SALES, INC.

FOCS165471

6740 - 6744 - 6750 Black Horse Pike
EGG HARBOR TWP., NEW JERSEY 08234
(609) 848-2000

E-Mail: chapman648@aol.com

www.chapmanford.net
www.chapmannj.com



FOCS165471

IN THE EVENT THIS CHECK IS DEPOSITED INTO YOUR BANK ACCOUNT WITHOUT YOUR SIGNATURE, YOU WILL BE RESPONSIBLE FOR THE FULL AMOUNT OF THE CHECK.

03071608165471

WORK ORDER NO. 30348	OWNER TIM HONANUS	PHONE NO. 678 858	WORK DATE 07/16/02	WORK NO. FOCS165471
ADDRESS [REDACTED]	LOCATION HOY355	PHONE 33,624	DEALER RAINFOREST	WORKING NO. FC243
VEHICLE MAKE 00/FORD/FOCUS/FOCUS LX 4 DOOR	VEHICLE YEAR 10/28/00	VEHICLE COLOR 268	VEHICLE VIN 1FAFP33P8YW101611	VEHICLE TYPE CHAPMAN
VEHICLE REG. NO. [REDACTED]	VEHICLE LICENSE [REDACTED]	VEHICLE TITLE [REDACTED]	VEHICLE MAKE 07/16/02	VEHICLE MAKE [REDACTED]
				MO: 33624

JOB # 0492 **ENGINE REPAIRING** **HOY355** **HOY355**
 DRIVING DOWN THE ROAD THE CAR CUT OUT. DRIVER AND HER CHILDREN
 WERE IN CAR.
 CAUSAL 9007 CC-DEL/48
 DIAGNOSED WITH MDS. TESTED FUEL PSI. PSI IS 15. DROPPED FUEL
 TANK AND REPLACED FUEL PUMP.

PARTS	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	1983-9007-AA	SNR & PLUP AS		
JOB # 1	1	YS42-0276-AA	SECT-PL/TNK SD		
JOB # 1	1	FBR2-9158-A	SPEC FUEL FLTR		
JOB # 1 TOTAL PARTS					6.00
JOB # 1 TOTAL LABOR & PARTS					0.00

SUBLET	PO#	VENO	INVT	INV DATE	DESCRIPTION	WARRANTY
JOB # 1	165471	678		07/16/02	RENTAL	0.00
TOTAL - SUBLET						0.00

TOTALS

***** PLEASE CHECK THE APPROPRIATE PAYMENT METHOD *****

* CASH [] CHECK [] CHECK # [] *
 * VISA/MC [] AMEX [] DISCOVER [] *
 * A/R CUSTOMER [] *
 * CASHIERS INITIALS [] DATE / / *
 * SERVICE HRS 7:30 AM - 6:00 PM MON - FRI *
 * SATURDAYS FROM 8:00 A.M. - 2:00 P.M. *

TOTAL LABOR... 0.00
 TOTAL PARTS... 6.00
 TOTAL SUBLET... 0.00
 TOTAL S.O.C... 0.00
 TOTAL MISC CHG... 0.00
 TOTAL MISC DISC... 0.00
 TOTAL TAX... 0.00
TOTAL INVOICE \$ 6.00

CHAPMAN FORD IS A AAA APPROVED AUTO REPAIR FACILITY

CUSTOMER SIGNATURE _____

9350 B 03
 9155 M 04
 9350 E 14

Fuel pump is 0 Rupture
 Pump and
 filter

Customer Name: W. Sullivan
Vehicle: 1987 Oldsmobile
VIN: 1G4JL 146
License: 15 JLN 124

TIME	CLOCK	FLAPS	TIME
1			ON
2			OFF
3			ON
4			OFF
5			ON
6			OFF
7			ON
8			OFF
9			ON
10			OFF
11			ON
12			OFF
13			ON
14			OFF
15			ON
16			OFF
17			ON
18			OFF
19			ON
20			OFF
21			ON
22			OFF
23			ON
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85			ON
86			OFF
87			ON
88			OFF
89			ON
90			OFF
91			ON
92			OFF
93			ON
94			OFF
95			ON
96			OFF
97			ON
98			OFF
99			ON
100			OFF

MECHANIC'S FRIENDS AND MERCHANTS

Lead to perform w/ding

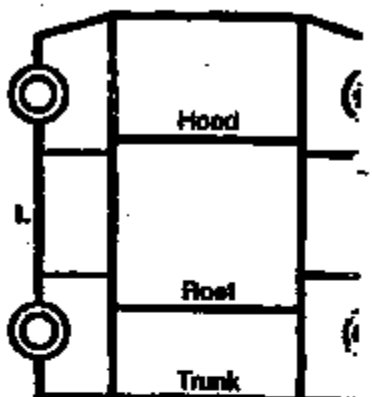
No codes

Fuel pressure

data logger, found fuel pressure drops to 15 PSI.

Remove tank, replace tank pump

Replaced pump filter



Place X on Damaged Area

Glass () Bumpers () Trim ()

Inside _____

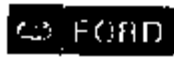
Additional Comments:

Vin: 1FAL

CUSTOMER NAME:

ARE YOU THE PRINCIPAL DRIVER: YES NO

PHONE: 214-8306



QUALITY CARE Where the Quality Counts



E-Mail: chapman648@aol.com

CHAPMAN FORD SALES, INC.

6740 - 6744 - 6750 Black Horse Pike
EGG HARBOR TWP., NEW JERSEY 08224
(609) 648-2000

FOCS166001



FOCS166001

CHAPMAN FORD SERVICE DEPT. 6740 - 6744 - 6750 BLACK HORSE PIKE, EGG HARBOR TWP., NJ 08224
0001FOCS166001

DATE/TIME 30348	TECHNICIAN TIM MCNAMUS	VEHICLE 678	PRICE .760	DATE/TIME 07/26/02	PHONE NO. FOCS166001
CUSTOMER CC-827442	LICENSE NO. HOY355	REGISTRATION 34,097	DEALER RAINFOREST	ORDER NO. FC243	ORDER DATE 768
VEHICLE/MAKE 00/FORD/FOCUS/FOCUS LX 4 DOOR			DATE/TIME 10/28/00	WARRANTY 268	
VIN 1FAFP33P8YV101611			SALES DEPARTMENT CHAPMAN	WARRANTY DATE 07/24/02	
CORPORATION			NO: 34097		

LABOR & PARTS
JOB # 1 1695Z BRAKE SYSTEM HOURS: TECH(S):076

BRAKES SOUL EXCESSIVELY
CC-827442
VERIFIED AND REPLACED FRONT DISC PADS AND ROTORS.

PARTS	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	2	YS42-1125-08	DISC-FRONT W/ S			
JOB # 1	1	BR-1274	KIT - BRK FR.			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

JOB # 2 02FOZ TIRES AND WHEELS HOURS: TECH(S):076

WHEN TRAVELLING AT 65 MPH THERE IS AN AIRPLANE TYPE NOISE THAT COMES FROM FRONT WHEELS
CAUSAL 44013 CC-888/38
VERIFIED AND REPLACED REAR WHEEL BEARINGS

PARTS	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	1HE2-48213-W	KIT WHL RET RR			
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		1.00

JOB # 3 06PACCI ACCESSORIES INSTALL HOURS: TECH(S):076

TOTALLY TORX
REPLACED NIPPERS

PARTS	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	1	MM-1911	BLD ASY-W/SPR	9.95	9.95	9.95
JOB # 3	1	MM-2211	BLADE ASY WIND	11.95	11.95	11.95
				JOB # 3 TOTAL PARTS		21.90
				JOB # 3 TOTAL LABOR & PARTS		21.95

SUBLET	POP	VOID	INVTY	DATE	DESCRIPTION	WARRANTY
JOB # 1	166801	678		07/24/02	RENTAL	
JOB # 1	166801	678		07/24/02	RENTAL	
					TOTAL - SUBLET	0.00

2001 BF 06
2001 BF 01
2001 BT 01
CK and find
excessive run out
on rotors replaced

01B85 B11

CHAPMAN FORD SERVICE DEPT
 644 - 2000
 5001 FOCUS 16001

E-Mail: chapman848@aol.com

www.chapmanf.com

I HERBY WARRANT YOU AGAIN WITHIN THREE MONTHS FROM TODAY AND THAT YOU WILL HAVE THE CAR

INVOICE NO 30348	PERSON TIM MCMAHUS	DOB 678	PRICE .750	ORDER DATE 07/26/02	WORK ORDER FOCS166001
	ADDRESS HOY355	PHONE 34,097	ORDER RAINFORREST	STOCK NO. PC243	
	VEHICLE MAKE 00/FORD/FOCUS/FOCUS LX 4 DOOR	DELIVERY DATE 10/28/00	DEALER CHAPMAN	DELIVERY MILE 268	
	VEHICLE NO. 1PAPP33P8YW101811	REGISTRATION 07/24/02			
					MD: 34097

TOTALS

PLEASE CHECK THE APPROPRIATE PAYMENT METHOD

* CASH [] CHECK [] CHECK # []

* VISA/MC [] AMEX [] DISCOVER []

* A/R CUSTOMER []

* CASHIERS INITIALS [] DATE / /

* SERVICE HRS 7:30 AM - 6:00 PM MON - FRI

* SATURDAYS FROM 8:00 A.M. - 2:00 P.M.

CHAPMAN FORD IS A AAA APPROVED AUTO REPAIR FACILITY

TOTAL LABOR..... 2.05
 TOTAL PARTS..... 21.98
 TOTAL SUPPLY..... 0.00
 TOTAL S.O.S..... 0.00
 TOTAL MISC CHG..... 0.00
 TOTAL MISC DISC..... 0.00
 TOTAL TAX..... 1.44

TOTAL INVOICE \$ 25.38

CUSTOMER SIGNATURE

For Payment Please Contact Chapman Ford Service Dept. 644-2000 AF 10/02/02



CHAPMAN FORD SALES, INC.

FOCS163689

6740 - 6744 - 6750 Black Horse Pike
EGG HARBOR TWP., NEW JERSEY 08224
(800) 646-2000



E-Mail: chapman646@aol.com

www.chapmanford.net
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FOCS163689

30348-FC-816889

INVOICE NO: 30348	NAME: TIM MCNAMUS	DOB: 678	NO IN: 865	DATE: 06/19/02	ASSOC: FOCS163689
CUSTOMER: [REDACTED]	ADDRESS: NOV355	PRICE: 32,494	COLOR: RAINFOREST	TRUCK: FC243	
VEHICLE/DESC: 00/FORD/FOCUS/FOCUS LX 4 DOOR	WARRANTY: 10/28/00	SALE: 268			
MODEL NO: 3FAFP33P8YM101611	DEALER: CHAPMAN	PROCESSOR: [REDACTED]			
P.L.N.O.:	P.O. NO.:	DATE: 06/17/02			
COMMENTS:	NO: 32494				

PLEASE CHECK THE APPROPRIATE PAYMENT METHOD(S)

CASH [] CHECK [] CHECK # []

VISA/MC [] AMEX [] DISCOVER []

A/R CUSTOMER []

CASHIERS INITIALS [] DATE / /

SERVICE HRS 7:30 AM - 6:00 PM MON - FRI
SATURDAYS FROM 8:00 A.M. - 2:00 P.M.

TOTAL LABOR....	3.91
TOTAL PARTS....	12.28
TOTAL SUBLET....	6.00
TOTAL S.O.B....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DESC....	-1.84
TOTAL TAX.....	5.92
TOTAL INVOICE \$	14.34

800 - 646 - 2000

CHAPMAN FORD IS A AAA APPROVED AUTO REPAIR FACILITY

CUSTOMER SIGNATURE _____

DUPLICATE INVOICE



QUALITY CARE
From the Quality
Construction



CHAPMAN FORD SALES, INC.

5740 - 5744 - 5750 Black Horse Pike
EGG HARBOR TWP., NEW JERSEY 08224
(800) 646-2000

FOCS153916

E-Mail: chapman@408@aol.com

www.chapmanford.net
www.chapmannj.com



FOCS153916

000111 CC#153916

UNIFORM NO.	30348	OWNER	TRM MCHANUS	DATE	01/08/02	SALES NO.	FOCS153916
LAST NAME	MCCHANUS	ADDRESS	HOYSS	DATE	10/28/00	SALES NO.	EC743
VEHICLE MAKE	DO/DODG/DODG/DODG LX 4 DOOR	VEHICLE YEAR	10/28/00	VEHICLE PRICE	268	SALES NO.	EC743
VEHICLE NO.	1EAF33P8YM101611	SALES NO.	CHAPMAN	DATE	01/08/02	SALES NO.	
SALES NO.		SALES NO.		SALES NO.		SALES NO.	
SALES NO.		SALES NO.		SALES NO.		SALES NO.	

MO: 22100

LABOR & PARTS
 JOB # 1 01F0Z MAINTENANCE SERVICE
 LOF 13.95

PARTS	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	FL-480-S	FILTER - OIL, A	4.95	4.95	
JOB # 1	5	50W	OIL	2.34	1.07	
JOB # 1 TOTAL PARTS				10.34		
JOB # 1 TOTAL LABOR & PARTS				13.95		

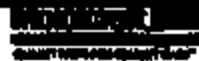
JOB # 2 2ZP0Z
 REAR WHEEL BEARING NOISE
 REPLACED WHEEL BEARING KIT

PARTS	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	JHEZ-44813-TV	KIT WHL RET DR			0.00
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

JOB # 3 16P0Z
 BRAKES MAKE NOISE ON APPLICATION
 CC-W17/88
 INSPECTED BRAKES. OR. SOME METALLIC NOISE IS A CHARACTERISTIC OF THE BRAKES. NPF-5

PARTS	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	WARRANTY
JOB # 2	ADM	ADMIN RECALL FEE		0.00
TOTAL - MISC				0.00



E-Mail: chpmanfd@att.com

www.chpmanfd.net
www.chpmanfd.com



3010

1 (PRINT) INVOICE ONLY OTHER SERVICE ORDERS MUST BE PRINTED FROM SYSTEM AND PRINTED FROM SERVICE ORDER ONLY FROM

INVOICE NO. 30348	OWNER TIM MCMAHUS	DATE 01/08/02	INVOICE NO. F0CS153916
DATE TIME	ORDER NO. HOY355	ORDER 22,100	ORDER RAINFOREST
VEHICLE MODEL 00/FORD/FOCUS/FOCUS LX 4 DOOR	DELIVERY DATE 10/28/00	DELIVERY MILE 268	DELIVERY MILE
VEHICLE NO. 1EAPP33PEYM101611	DEALER NAME CHAPMAN	DEALER PHONE	DEALER ADDRESS
DATE TIME	DATE TIME	DATE TIME 01/08/02	
INVOICE NO.			NO: 22100

TOTALS

***** PLEASE CHECK THE APPROPRIATE PAYMENT METHODS *****

* CASH [] CHECK [] CHECK # []

* VISA/MC [] AMEX [] DISCOVER []

* A/R CUSTOMER []

* CASHIERS INITIALS [] DATE / /

* SERVICE HRS 7:30 AM - 6:00 PM MON - FRI

* SATURDAYS FROM 8:00 A.M. - 2:00 P.M.

***** 689 - 646 - 2000 *****

CHAPMAN FORD IS A AAA-APPROVED AUTO REPAIR FACILITY

TOTAL LABOR....	3.00
TOTAL PARTS....	10.00
TOTAL SUBLET....	0.00
TOTAL S.O.C....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.84
TOTAL INVOICE \$	14.79

 CUSTOMER SIGNATURE



CHAPMAN FORD SALES, INC.

FOCS141196

6740 - 6744 - 6750 Black Horse Pike
 BOG HARBOR TWP., NEW JERSEY 08234
 (609) 645-2000



E-Mail: chapman546@aol.com

www.chapmanford.net
 www.chapmanfj.com



FOCS141196

I CERTIFY THAT THIS VEHICLE IS BEING REPAIRED BY THE QUALITY CARE PROGRAM AND THAT THE REPAIRS ARE BEING DONE BY A QUALITY CARE TECHNICIAN

0301FOCS141196

30348		OWNER: ROBERT P. SCUBBA 363	VEHICLE NO: 0092	DATE: 06/19/01	FOCUS NO: FOC141196
		CLASSIFICATION: 10,023	MODEL: RAINFOREST	VEHICLE IDENTIFICATION: FC243	
		YEAR/MAKE/MODEL: 00/FORD/FOCUS/FOCUS LX 4 DOOR	REGISTRATION: 10/28/00	SALES TAX: 258	
		VIN: 1PAPF33P8YW101611	WELFARE DEBIT: 06/18/01		
					NO: 10024

EMISSIONS SHOP REPAIR HOURS: 4.00 TRUCK/MYR 10000 Le. WARRANTY
 CUSTOMER STATES CK ENG LIGHT ON
 CK ENG LIGHT ON ROAD TEST CODE P0442, EVAP SYSTEM LEAK TEST 4030
 VISUAL INSPECTION EVAP SYSTEM FOUND FUEL FILLER CAP NOT SECURED
 REID EVAP TEST WITH MDS PASS CLEARED CODE ROAD TEST OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1 TOTAL PARTS 0.00						
JOB # 1 TOTAL LABOR & PARTS 0.00						
JOB # 2	QSPFCZ		MAINTENANCE-REGULAR-9000 HOURS- YEARS: 790			1.70
QUALITY CARE RAIN A-1 LOP						
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	FL-400-S	FILTER - OIL A	6.00	6.00	6.00
JOB # 2	5	SMO	OIL	2.18	1.25	6.25
JOB # 2 TOTAL PARTS 12.25						
JOB # 2 TOTAL LABOR & PARTS 13.95						
SUBLET	PO#	VENO	INW	INV. DATE	DESCRIPTION	
JOB # 1	13690			06/19/01	RENTAL	0.00
TOTAL - SUBLET						0.00
TOTALS						

PLEASE CHECK THE APPROPRIATE PAYMENT METHODS		TOTAL LABOR...	1.70
* CASH []	CHECK [] CHECK # []	TOTAL PARTS...	12.25
* VISA/MC []	AMEX [] DISCOVER []	TOTAL SUBLET...	0.00
* A/R CUSTOMER []		TOTAL B.O.B.	0.00
* CASHIERS INITIALS [] DATE / /		TOTAL MISC CHG.	0.00
* SERVICE HRS 7:30 AM - 6:00 PM MON - FRI		TOTAL MISC DISC.	0.00
* SATURDAYS FROM 8:00 A.M. - 2:00 P.M.		TOTAL TAX	0.05
		TOTAL INVOICE \$	14.00

609 - 645 - 2000
 CHAPMAN FORD IS A AAA APPROVED AUTO REPAIR FACILITY

CUSTOMER SIGNATURE



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Where the Quality Counts™

CHAPMAN FORD SALES, INC.

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(609) 646-2000

FOCS137082



FOCS137082



E-Mail: chapman@46.com

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0101FOCS137082

INVENTORY NO. 30348	OWNER WAYNE RICHARDSON	PLATE NO. 719 689	ACQUISITION DATE 04/11/01	INVOICE NO. FOCS137082
	LABORATORY	LICENSE NO.	WEIGHT 7,012	STOCK NO. FC743
	VEHICLE MAKE/MODEL 00/FORD/FOCUS/FOCUS LX 4 DOOR		RECEIVED DATE 10/28/00	RECORD PRICE 268
	VIN 1FAFP33P8YW101611		REGISTRATION DATE 04/11/01	REGISTRATION FEE
	NO: 7012			

LABOR & PARTS
JOB # 1 27902 **REAR BELT ASSEMBLY - W/SHOULDER STRAPS** (TRM31-091) WARRANTY
CHECK FOR SOP FOR DRIVER SIDE SEAT BELT PANEL.
INSTALLED SOP FOR DRIVER SIDE SEAT BELT PANEL

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	YS42-6424867-CAB	COVER ASY-CTR			WARRANTY
JOB # 1	1	YS42-6424156-CAB	COVER ASY-CTR			WARRANTY
JOB # 1	6	M700257-5302				WARRANTY
JOB # 1	8	M704195-5301	CLIP 2-7.2X1.2X			WARRANTY
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

JOB # 2 02902 **TIRES AND WHEELS** (WHEELS: TIRMS1-091) 0.00
CHECK PASS SIDE FRONT TIRE, L/W. PLEASE ADJUST PSI
ADJUSTED PSI IN TIRES

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	

TOTALS

PLEASE CHECK THE APPROPRIATE PAYMENT METHODS	TOTAL LABOR	0.00
CASH [] CHECK [] CHECK # []	TOTAL PARTS	0.00
VISA/MC [] AMEX [] DISCOVER []	TOTAL SUBLET	0.00
A/R CUSTOMER []	TOTAL B.O.B.	0.00
CASHIERS INITIALS [] DATE / /	TOTAL MISC CHG	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00
	TOTAL INVOICE \$	0.00

SERVICE HRS 7:30 AM - 6:00 PM MON - FRI
SATURDAYS FROM 8:00 A.M. - 2:00 P.M.
609 - 646 - 2000
CHAPMAN FORD IS A AAA APPROVED AUTO REPAIR FACILITY

CUSTOMER SIGNATURE _____

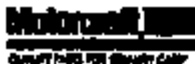


CHAPMAN FORD SALES, INC.

FOC8135786

6740 - 6744 - 6750 Black Horse Pike
EGG HARBOR TWP., NEW JERSEY 08234
(808) 848-2000

FOC8135786



E-Mail: chapman@48@aol.com

www.chapmanford.net
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1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

WORK ORDER NO: 30348	NAME: MAYNE RICHARDSON	DATE: 219 3	DATE: 03/21/01	NO: FOC8135786
LABOR RATE	LEASING	MODEL: 6,615	PLANT: RAINFOREST	VEHICLE NO: FC248
VEHICLE YEAR / MAKE / MODEL	00 / FORD / FOCUS / FOCUS LX 4 DOOR		DATE OF PURCHASE: 10/28/00	MONTHS WARR: 268
VEHICLE VIN	1FAPP33P8YW101611		REGISTRATION NO	REGISTRATION DATE
P.T.E. NO.	P.T.E. NO.		03/21/01	
COPIES				NO: 6615

SEAT BELT ADJUSTER PANEL
 CHECK DRIVER SIDE SEAT BELT, WHERE BELT GOES INTO PANEL
 THERE IS A CRACK THERE. CHECK

ORDERED DRIVER SIDE SEAT BELT ADJUSTER PANEL

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	0	YS42-61611C48-AA	ADJUSTER-ASY-F			
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
					JOB # 1 TOTAL PARTS	7.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

PERFORM FAST LUBE
 11.95 CHECK FLUIDS AND PSI IN TIRES
 PERFORMED FAST LUBE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	FL-480-S	FILTER - OIL A	6.39	4.95	4.95
JOB # 2	6	5800	OIL	2.38	1.07	6.35
					JOB # 2 TOTAL PARTS	18.30
					JOB # 2 TOTAL LABOR & PARTS	18.98

TOTALS

PLEASE CHECK THE APPROPRIATE PAYMENT METHODS

CASH []	CHECK []	CHECK # []	TOTAL LABOR	5.65
VISA/MC []	AMEX []	DISCOVER []	TOTAL PARTS	10.30
A/R CUSTOMER []			TOTAL SUBLET	0.00
CASHIERS INITIALS []	DATE / /		TOTAL G.O.B.	0.00
			TOTAL REPAIR CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX	0.84
			TOTAL INVOICE \$	14.79

SERVICE HRS 7:30 AM - 6:00 PM MON - FRI
 SATURDAYS FROM 8:00 A.M. - 2:00 P.M.
 808 - 848 - 2000
 CHAPMAN FORD IS A AAA APPROVED AUTO REPAIR FACILITY

CUSTOMER SIGNATURE

STANDARD TIME (HRS)	FLY RATE PRICE	P.O. NO.	135786		TIME	21 MAR 127
						21 MAR 118
3	✓					

NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO

NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO





CHAPMAN FORD SALES, INC.

FOCS132233

6740 - 6744 - 6750 Black Horse Pike
 EGG HARBOR TWP., NEW JERSEY 08234
 (808) 848-2000



E-Mail: chapman64@aol.com

www.chapmanford.net
 www.chapman64.com



FOCS132233

1. VERIFY WORKING - FIVE (5) MINUTE SERVICE CHECK. VERIFY ALL FLUIDS AND TIGHTENING FROM PREVIOUS WORK. VERIFY ALL SYSTEMS.

0304/FOCS132233

DATE: 30348	NAME: ILM MCMANUS	PLATE: 678 BB1	MOBILITY: 01/18/01	WARRANTY: FOC132233
	ADDRESS:	PHONE: 4.158	COLOR: RAIN FOREST	INSTRUMENT: PC243
	DESCRIPTION: 00/FORD/FOCUS/FOCUS LX 4 DOOR		DELIVERY DATE: 10/28/00	DELIVERY MILE: 258
	VIN: 1FAFP33P8YH101611		MOBILITY DATE: 01/18/01	
				NO: 4158

LABOR & PARTS

RECALL
 RECALLED A PILLAR

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	YS42-648258-AM	ASY H/S GARNIS			
JOB # 1	1	E707-13466-D	BLB TYPE REST			
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

RECALL
 RECALLED NEAR DOCKED
 INSTALLED HARNESS

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	YS42-14630-KA	GR ASY-DOOR L			
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

RECALL
 RECALLED CLUTCH PEDAL SPRING
 PROGRAM
 NO PROBLEM WITH SPRING

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

RECALL
 RECALLED SIDE INTERIOR PANEL IS LOOSE BY SEATBELT B-PILLARS ON ORDER.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4	1	YS42-61811046-AA	ADJUSTED-ASY-F			
JOB # 4	1	YS42-6424867-CAB	COVER ASY-CTR			
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
JOB # 4	0	YS42-6424896-CAB	COVER ASY-CTR			
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
JOB # 4	0	-N703557-3302				
PART ON SPECIAL ORDER						
** QUANTITY 6 IS SPECIAL ORDERED **						
JOB # 4	0	-N704193-3900				
PART ON SPECIAL ORDER						
** QUANTITY 6 IS SPECIAL ORDERED **						
JOB # 4 TOTAL PARTS						0.00

Done
 13/10/06
 12/28



SALES, INC. NO. 253 2.23
 6740 - 6744 - 6750 Black Horse Pike
 EGG HARBOR TWP., NEW JERSEY 08234
 (609) 646-2000

FOCS132233

E-Mail: chapman648@aol.com

www.chapmanford.net
 www.chapmanj.com

30348

NAME TIM MCHANIS	DOB 678	DRIVE 881	MOBILE 01/18/01	INVOICE NO FOCS132233
VEHICLE #	VEHICLE #	VEHICLE #	4.158	RAINFOREST FC243
00/FOUR/FOCUS/FOCUS LX 4 DOOR			10/28/00	268
LEAFP33PSYW101511			01/18/01	

NO: 4158

MISC CODE	DESCRIPTION	CONTROL NO	TOTAL - MISC	WARRANTY
JOB # 1	ADM ADMIN RECALL FEE			0.00
TOTALS				0.00
PLEASE CHECK THE APPROPRIATE PAYMENT METHOD CASH [] CHECK [] CHECK # [] VISA/MC [] AMEX [] DISCOVER [] A/R CUSTOMER [] CUSTOMER INITIALS [] DATE / / SERVICE HRS 7:30 AM - 6:00 PM MON - FRI SATURDAYS FROM 9:00 A.M. - 2:00 P.M.				
			TOTAL LABOR...	0.00
			TOTAL PARTS...	0.00
			TOTAL SUBLET...	0.00
			TOTAL S.O.B...	0.00
			TOTAL MISC CHG...	0.00
			TOTAL MISC DISC...	0.00
			TOTAL TAX...	0.00
			TOTAL INVOICE \$	0.00

CHAPMAN FORD IS A AAA APPROVED AUTO REPAIR FACILITY

CUSTOMER SIGNATURE

Copyright © 1999, 2000 by Chapman Ford Sales, Inc.

PAGE 2 OF 2

SERVICE FILE COPY

[END OF INVOICE | 12:41:08

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99	1
100	1
TOTAL	

00520 A Pillar Replace
 Order New B Pillars (Broken)

00550 Rear Harvested Replace

00359 Brake + clutch Pedals
 have no problem.

Seat Belt Retractor (asy) 4FS
 replace Giveaway Jack

PLATE NO. 990
 REG. NO. 32222
 EXPIRES 18 JAN 12
 18 JAN 98

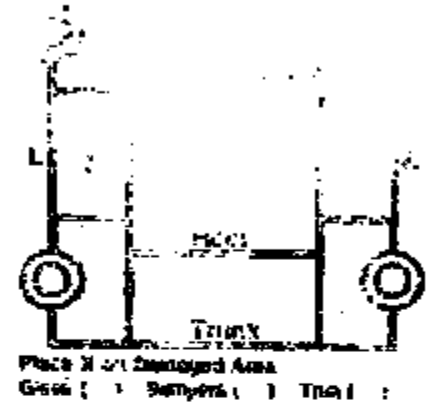
DESCRIPTION

MECHANIC'S NAME & NUMBER

DISPATCH

DATE

CORRECTION



Place X on Damaged Area
 Gear () Battery () Tire ()

LINE#

Additional Comments:

LABOR RATE	LICENSING NO.	RELEASE IN	DATE OF	BOOK NO.
		3136	TRIM 2-L:	F034
VEHICLE MAKE		VEHICLE MODEL		DELIVERY MODEL
00/FORD/FOCUS/FOCUS LX 4 DOOR		10/28/00		20
VEHICLE YEAR		BILLING DEALER VEH.		PRODUCTION DATE
00		00		
ETA NO.	PO NO.	NO. OF	DATE NOTED	
		12/21/00		
		DATE COMPLETED	ZONE NO.	
			NO. 313	

CHAPMAN FORD SALES, INC. • 603 HARBOR TWP., N.J. 08234

LABOR & PARTS
 JOB # 1 23FDZ RECALL
 00S31 REAR WHEEL
 RECALL
 INSTALLED WHEEL KIT **B 4** HOURS TECH(S):113

PARTS
 JOB # 1 QTY 1 FP NUMBER Y54Z-1A154-AA DESCRIPTION KIT WHL RET RR LIST PRICE UNIT PRICE
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 01FDZ MAINTENANCE MEMU HOURS: TECH(S):692
 LOF 13.95

PARTS
 JOB # 2 QTY 4 FP NUMBER 5M30 DESCRIPTION OIL LIST PRICE UNIT PRICE
 2.18 1.07
 JOB # 2 QTY 1 FP NUMBER FL-400-S DESCRIPTION FILTER - OIL A LIST PRICE UNIT PRICE
 4.37 4.50
 JOB # 2 TOTAL PARTS 6.00
 JOB # 2 TOTAL LABOR & PARTS 13.95

JOB # 3 23FOZ1 RECALL
 00S20 A PILLAR TRIM **B 6** HOURS TECH(S):113
 RECALL
 ORDERED PANEL

PARTS
 JOB # 3 QTY 1 FP NUMBER Y54Z-1A154-AA DESCRIPTION KIT WHL RET RR LIST PRICE UNIT PRICE
 0.00 0.00
 JOB # 3 QTY 0 FP NUMBER PART ON SPECIAL ORDER LIST PRICE UNIT PRICE
 0.00 0.00
 JOB # 3 TOTAL PARTS 0.00
 TOTAL LABOR & PARTS 0.00



JOB # 4 23FOZ91636 FRONT
 00890 DECALID HARNERS ORDERED PART TECH(S):113

PARTS
 JOB # 4 QTY 0 FP NUMBER Y54Z-1A430-KA DESCRIPTION GIR ASY-DOOR C LIST PRICE UNIT PRICE
 0.00 0.00
 PART ON SPECIAL ORDER
 ** QUANTITY 1 IS SPECIAL ORDERED **
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 0.00

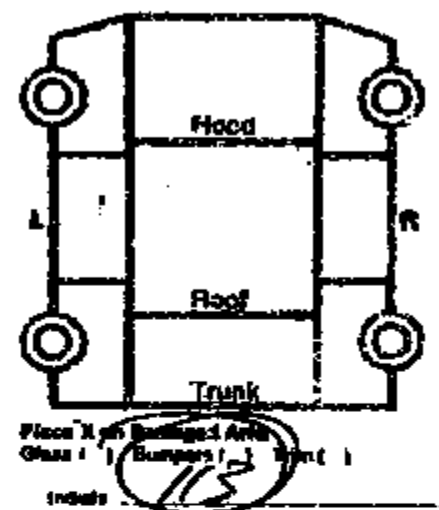
MISC
 JOB # 1 CUBE ADM DESCRIPTION ADMN RECALL FEE CONTROL NO.
 TOTAL - MISC 0.00

TECHNICIAN CERTIFICATION
 113
 DRIVER B. LISBY
 137366033

PLG 01 2002 15:19

TIME CLOCK	DATE
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
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ON	
OFF	

TRANSMISSION NUMBER															
DATE LABOR PERFORMED	REAR AXLE NUMBER														
VIN SECT	BODY NUMBER														
L & M # NUMBER	PART NUMBER														
DATE PART SOLD	TRIM NUMBER														
ACCUMULATED MILEAGE	SELLING DEALER														
MITCH NUMBER	SERIAL NUMBER														
DETAILS OF FAILURES & CORRECTIONS															
Recall 00531 Install Lock Nut.															
+ Rear Wheel															
Recall 00520 Trim Headliner +															
Install A Pillar Trim pieces															
<table border="1" data-bbox="1220 1220 1937 1316"> <tr> <td>ESTIMATED TIME</td> <td>FLAT RATE PRICE</td> <td>P.O. NO.</td> <td>131016</td> <td>TIME</td> <td>OFF</td> <td>CC : 13</td> </tr> <tr> <td>10</td> <td>2</td> <td>[REDACTED]</td> <td>[REDACTED]</td> <td>[REDACTED]</td> <td>[REDACTED]</td> <td>CC : 11</td> </tr> </table>		ESTIMATED TIME	FLAT RATE PRICE	P.O. NO.	131016	TIME	OFF	CC : 13	10	2	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CC : 11
ESTIMATED TIME	FLAT RATE PRICE	P.O. NO.	131016	TIME	OFF	CC : 13									
10	2	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CC : 11									
NO.	DATE	TIME	BY	INITIALS											
10	1/10/02	10:30	[REDACTED]	[REDACTED]											



Additional Comments:

EA02-022 1205

07/31/2002
15:55:29

SUMMARY HISTORY DISPLAY

1180
PAGE 1

CUSTOMER NAME DENISE N TORRENO SERIAL NO. 1FAPF732742101411
TOTAL R/O'S 10 TOTAL SERV. DATES 11 MAKE TO FORD

LAB NO.	NO.	DATE	MILE	AMT/CHG	JR	T	OPERATION	COCH.	DESCRIPTION
1	100001	07/24/2002	34097	A					
					T	878	1 W 1070H		BRAKE SYSTEM
					T	878	2 W 0270E		TIRES AND WHEELS
					T	878	3 C 0670A00Z		ACCESSORIES INST
2	100471	07/18/2002	32024	A					
					T	388	1 W 0470E		ENGINE REPAIRS
3	101499	06/17/2002	32434	A					
					T	388	1 C 0170H		MAINTENANCE INFO
					T	388	2 W 0470E		ENGINE REPAIRS
					T	388	3 W 2170E		DOOR LOCK REPAIR
4	102916	01/08/2002	24209	A					
					T	891	1 C 0270E		MAINTENANCE INFO
					T	891	2 W 2370E		SCALL
					T	891	3 W 1070E		BRAKE SYSTEM
5	101196	02/12/2002	10082	A					
					T	798	1 W 1070E		EMISSION SYSTEM
					T	798	2 C 0170E		MAINTENANCE INFO
6	107002	04/12/2002	7012	A					
					T	891	1 W 2770E		TIRES W/VALV SA
					T	891	2 C 0270E		TIRES AND WHEELS
7	100706	02/01/2002	6019	A					
					T	892	1 W 2770E		TIRES W/VALV SA
					T	892	2 C 0170E/0170E		FRONT LANE
8	102917	01/18/2002	4258	A					
					T	415	1 W 2370E		SCALL
					T	415	2 W 2370E2		SCALL
					T	415	3 W 2470E/0100		FRONT BRAKE ROTR
					T	415	4 W 2470E		INTERIOR
9	101010	12/27/2000	3120	A					
					T	113	1 W 2370E		SCALL
					T	113	2 C 0170E		MAINTENANCE INFO
					T	113	3 W 2370E1		SCALL
					T	113	4 W 2370E/0100		FRONT BRAKE ROTR
10	20140	04/14/2000	0	A					
					T	3	1 X 0470E		

Report of invoice missing hand copy.



CHAPMAN FORD SALES, INC

8740-8744-8750 Black Horse Pike
Egg Harbor Township, New Jersey
08234

Fax Transmittal Form

To Velma

Name: _____

Organization Name/Dept _____

Phone number: _____

Fax number: _____

From Dina Kennedy
609-641-5602 FAX
609-646-2000 phone
x236

- Urgent
- For Review
- Please Comment
- Please Reply

Date sent: 8/1/02
Time sent: _____
Number of pages including cover page: 23

Message: Sorry For the Delay!

OASIS Results:1FAFP33P8YW101611

07/29/2002
11:44:00

VEHICLE INFORMATION

Vehicle: 2000 FOCUS Body: 4 DR SEDAN LX Engine: 2.0L EFI SOHC Callb: OAK25SDA
 Trans: I5 5-SPD MAN TRANSAXLE Axle: AXLE CD: II
 SPI

OPEN CAMPAIGNS AND SPECIAL SERVICE INSTRUCTIONS

There are no recalls associated with this vehicle

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 10/28/2000
 START ODOM

BUILD DATE 08/13/1999

Special Message: LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY
 *THIS VEHICLE HAS AN OPEN CUDLMORS LEGAL CONTACT

MORSI:

EXTENDED SERVICE PLAN

CODE: 758
 USA NEW 72/60,000 EXTRACARE W/ROADSIDE ASSISTANCE
 STANDARD DEDUCTIBLE: 50 USD
 OWNER NAME: DIEDRE TOWNSEND
 OPTIONS:
 EXPIRATION DATE: 10/28/2006 DISTANCE: 60,000
 RENTAL: 28 USD UP TO 5 DAYS TOWING: 0 USD
 CONTRACT SOLD BY: USA 01349

WARRANTY HISTORY

07/16/2002 DEALER:Chapman Ford, Inc.

WARRANTY CLAIM NUMBER: 165471

ODOMETER: 033624 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
1M02 91307AA	SENDER/ELEC PUMP	001	9300B		
YS42 9278AA	GASRET FUEL GAUGE	001	9155A		
F802 0190A	FILTER ASY FUEL	001	9300C		

COMMENTS:DIAGNOSED WITH WDS,TESTED FUEL PSI,PSI IS 15.DROPPED FUEL TANK AND REPLACED FUEL PUMP.
 CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

08/17/2002 DEALER:Chapman Ford, Inc.

EN02-022 1205

WARRANTY CLAIM NUMBER: 163689

ODOMETER: 032494 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
DIAG	DIAGNOSIS	000	9350H		
		000	12850D		
		000	12028J00		
		000	12050H02		

COMMENTS:DIAGNOSED,NO CODES,CAN NOT VERIFY AT THIS TIME CONDITION CODE AND DESC = B2
FREIGHT/POSTAGE/MAIN

06/17/2002 DEALER:Chapman Ford, Inc.

WARRANTY CLAIM NUMBER: 163689

ODOMETER: 032494 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
Y84Z B12800AA	HANDLE DR INSIDE	001	2280A		

COMMENTS:CAUSAL 22800 CC-L18-01 VERIFIED AND REPLACED BROKEN DOOR HANDLE CONDITION CODE AND DESC = 01
BROKEN/CRACKED

01/06/2002 DEALER:Chapman Ford, Inc.

WARRANTY CLAIM NUMBER: 153916

ODOMETER: 022100 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
8P2 Z8713V	SPINDLE R/BOTH	001	81883B		

COMMENTS:PROGRAM 01B85 REPLACED WHEEL BEARING KIT

01/06/2002 DEALER:Chapman Ford, Inc.

WARRANTY CLAIM NUMBER: 153916

ODOMETER: 022100 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
NPF	NO PROBLEM FOUND (NR)	000	NPF		

COMMENTS:CC-N17-82 INSPECTED BRAKES,OK,SEMI METALLIC NOISE IS A CHARACTERISTIC OF THE BRAKES. CONDITION
CODE AND DESC = B2 FREIGHT/POSTAGE/MAIN

► ESP PART NUMBER INFORMATION

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for1FAFP33P8YW101611

VIN: 1FAFP33P8YW101611

Contract: 1 Of

Status: Active

-----ESP Purchase Details-----

Purchaser: DIEDRE TOWNSEND

Expiration Date: 2006-10-28

Plan Type: USA NEW 7260,000 EXTRACARE W/ROADSIDE ASSISTANCE

Plan Year: 2001

Expiration Miles: 60,000

Selling Dealer: CHAPMAN FORD, INC.

Rental: 28

Deductible: 50

Towing Allowance:

Purchase Type: N

Options:

-----ESP Calculation Details-----

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

-----Recall Information-----

-----Campaign-----					
Number	Type	Description	Status	Status Date	Dealer Code
00B59	O	CLUTCH SEAL	RELEASED FOR MAILING	2000-12-13	116331
00S20	S	FR/VSS 201	COMPLETE	2000-12-27	01349
00S31	S	WHL BEARING	COMPLETE	2000-12-27	01349
00S50	S	DECKLID WIRE	COMPLETE	2001-01-31	01349
01B85	O	WHEEL BEARNG	COMPLETE	2002-01-08	01349

ENR2-022 1210

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	PEA Code	Sales Code
16-PHILADELPHIA	16-PHILADELPHIA	D	D1	01349	F16331
Dealer Name:	CHAPMAN FORD, INC.			Dealer Service Phone:	609-646-2000
Dealer Main Phone:	800-848-2000				

Position	Employee Name
DEALER/PARTNER	WILLIAM H. KASSNER
PARTS MANAGER	CHARLES FREELAND
PARTS & SERVICE DIRECTOR	JAMES B. BAILEY
SALES MANAGER	MICHAEL SMON

ENR2-022 1211

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FA1P2P9SYW101611 **Web Line:** C/AK - FOCUS (CW170) [99-03] **Eng Serial No:** *
Model Year: 2000 **Market Derived:** C/F - FORD DIVISION DERIVATIVE **Body Style:** *
Vehicle Type: C **Drive Code:** C/A - 2 WHL L/R FRONT DRIVE **Engine:** C/BY - CVH 2.0L SOHC DP BFI NA I4 GAS
Inv. Dealer: 20589 **Body Cab Style:** C/FC - 4 DOOR SEDAN-4 LITE **Transmission:** C/RN - 3 SPD MAN TRANS A EAO B5 LBS
Version/Series: C/DR - SERIES 22

BUILD INFORMATION:

Region: NA - ~~www.ford.com~~ **Plant:** AZ - WAYNE PLANT BUILD
Country: USA - ~~www.ford.com~~ **Prod Date:** 13-ALG-1999

SALE INFORMATION:

Region: NA - ~~www.ford.com~~ **Selling Dealer:** 116331 - *
Country: USA - ~~www.ford.com~~ **Selling Dlr Suffix:** NJ
Buyer Suffix: NJ
Arrival Date: 21-DEC-1999 **Std Carpet Lanes:** *
Sale Date: 28-OCT-2000 **Fleet/Retail/Cs. Lanes R:**
Warranty Start Date: 29-OCT-2000 **Modified Vehicle:** *
Orig. Warranty Date: 28-OCT-2000 **Recognized Vehicle:** * **Vehicle Export Flag:** N

VOC/EOC:

-----3-----4-----5-----6-----7-----8-----9-----0-----
 FORD FOCUS 2.0 2300003 38 K 2 M1E 301 K2L BT 130504 1 JU 1302 01
 PAGE 1 79603

INSTALLED OPTION INFORMATION:

Vin Condition:	C/D - MANUAL A/C CONDITIONER	GYW Code:	* - [N/A]
Alternator Amp Rating:	BY	GYW Class Code:	F
Audio Basic:	* - [N/A]	Instrumentation:	* - [N/A]
Air Radio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Air Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	85	Paint:	PNPEI - AMAZON GREEN PEARL CLEAR COAT
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AX - ELETR PREM AM/FM STRO/DISC/CLK
Calibration Code:	0AK2550A	Sound System:	* - [N/A]
Color(Access):	* - [N/A]	Stamps Tandem Axle:	* - [N/A]
Color(Trim):	* - [N/A]	Tire Manufacturer:	CC -
Delivery Type:	D	Tire Brand:	* -
DriveShaft Code:		Tire Size:	DJQNY - 195/60R15-S BSW
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF: * MF: *
LR: * RR: *
LS: * RI: *
SPARE: * DOT Plant Manufacturer: * * *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	C/C - C/C
ESP Coverage(Miles):	• Emission Cert Type:	5
ESP Coverage(Time):	• Emission Decal Suffix:	GG8
ESP Plan Year:	• Engine Family:	YFMXV020VF2
ESP Signature Date:		

Any comments? You can contact

webmaster

VEHICLE DETAIL

VIN: 1F AFP33P8YW101611 Engine: CVH 2.0L SOHC DP EFI NA H GAS
 Make: FORD Transmission: 5 SPD MAN TRANS A EAO 65/85 M
 Model: FOCUS Paint Code/Color: AMAZON GREEN PEARL CLEAR COAT
 Year: 2000 Calibration: 0AK25SDA
 Pay Load: Max Towing Weight:
 GVWR: 00000 Axle Ratio:
 WheelBase: Y 4 Warranty Start Date: 10/29/2000
 GCWR: Vehicle Build Date: 8/13/1999
 PEP Code:

Selling Dealer Name: CHAPMAN FORD, INC.

Selling Dealers P & A Code: 01349

Selling Dealers Sales Code: F16331

Selling Dealers Main Phone: 609-646-2000 Selling Dealers Service Phone: 609-646-2000

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 P33YW10161 1Y 42 2 23H0003 3E E 2 MB 3B
 1 2 3 4 5 6 7 8 9 00 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 K2L BT 1 3L584 1 SU EW2 P1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 FAFB 8 7 PMNJ
 1 2 3 4 5 6 7 8 9 160

EMD-022 1214

VIN
1FAPP33P8YW101611

Year Model
2000 FOCUS
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Original Owner

Vehicle Info
Oasis
Warranty History

0902-022 1318

Ford Motor Company

Consumer Affairs

Sent via Fax
(215) 540-8817

August 2, 2002

Kimnel & Silverman
30 East Butler Pike
Ambler, PA 19002
Attn: Robert Silverman

RE: [REDACTED]
2000 Ford Focus
VIN: 1FAPP33PSYW101611
Zip Code: 08315
Selling Dealership: Chapman Ford

Dear Mr. Silverman:

This letter is in response to your letter dated July 25, 2002 regarding the above-mentioned client.

Ford Motor Company has reviewed your client's repair history and based on the available information we cannot honor your request to repurchase your client's vehicle. Therefore, we must deny assistance in this matter.

Thank you for the opportunity to review this concern.

Respectfully yours,


Valina K. Sanders
Legal Analyst - Philadelphia Region
Consumer Affairs
Phone: 313 845 5515 Fax: 313 845 5668

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHGR	STATUS
08	08/02	14119 215 548 8817	EC-S	00'19"	001	001	OK

Ford Motor Company

Consumer Affairs

Sent via Fax
(215) 540-8817

August 2, 2002

Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002
Attn: Robert Silverman

RE: [REDACTED]
2000 Ford Focus
VIN: LFAPP23PEYW101611
Ely Code: 00218
Selling Dealership: Chapman Ford

Dear Mr. Silverman:

This letter is in response to your letter dated July 15, 2002 regarding the above-mentioned client.

Ford Motor Company has reviewed your client's repair history and based on the available information we cannot honor your request to repurchase your client's vehicle. Therefore, we must deny assistance in this matter.

Thank you for the opportunity to review this concern.

Respectfully yours,



Valera L. Sanders
Legal Analyst - Philadelphia Region
Consumer Affairs
Phone: 313 845 5315 Fax: 313 845 5448



1552751752

0982-822 1216



18 527 5752

KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

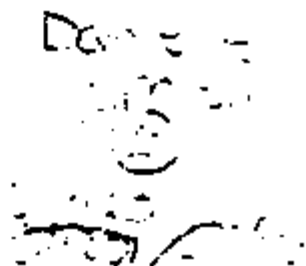
70 EAST BUTLER FICE
AMBLER, PA 19002

1-800-LEMON LAW
P (215) 540-8888
F (215) 540-8817

www.lemonlaw.com

June 20, 2002

* ALSO MEMBER OF NEW YORK AND NEW JERSEY BARS
** ALSO MEMBER OF NEW YORK BAR
*** ALSO MEMBER OF NEW JERSEY BAR



SHANNON M. RYAN*
DANA TARQUINI*

IT*
IN
IT*
IT*
IT*

GLENN J. GERBER
of Counsel

VIA TELEFAX ONLY
(313) 845-5555

Danielle Smith
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: [REDACTED] v. Ford
2000 Ford Focus
VIN: TBS
Zip Code: 19128
Selling Dealer: Conshohocken Ford

Dear Ms. Smith:

Please take notice that I represent the captioned individual in her claim against Ford. Please take the steps necessary to advise all Ford Personnel and dealership personnel that I am Miss. Serbin's counsel and there should be no contact with my client, except for contact necessary to implement current repair attempts. I am writing this letter as an effort to work out a pre-litigation settlement and any attempts to contact my client directly will result in the immediate filing of suit and a request for an injunction and sanctions.

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Conshohocken Ford for a chronic stalling concern.

NEW JERSEY OFFICE • 88 HADDON AVENUE NORTH • HADDONFIELD, NJ 08033
P (201) 429-8834

Danielle Smith
June 20, 2002
Page -2-

Plaintiff hereby demands the statutory repurchase of her vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,500.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal Ford Customer.

Please be advised that suit will be filed if we have not reached a settlement on or before 7/3/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,


Robert M. Silverman

RMS/ih

==>

VIN: 1FAPP34F7YW3S5311 Year: 2000 Model: FOCUS
 Owner Status: ORIGINAL WSD: 08/04/00
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: Case: 1552751752 Day Ph:
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: JOHN KENNEDY FORD
 Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
 Comm Type: FX FAX Odometer Reading: 20861 MI
 Analyst: MKELSEY2 MOLLY KELSEY Document Number:
 Action Date: 06/24/02 Action Data: Y Action Time: 15:21:15 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Comments: *****ATTORNEY DEMAND LETTER*****

REC'D 06/24/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE HAS A CHRONIC STALLING CONCERN.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 MORE COMMENTS AVAILABLE

LPREL49

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FAFP34P7YW355111	Vehicle Line: C/AK - FOCUS (CW170) (99-03)	Eng Serial No: *
Model Year: 2000	Market Derivat: C/P - FORD DIVISION DERIVATIVE	Body Shell: *
Veh Type: C	Drive Code: C/A - 2 WHL L/R FRONT DRIVE	Engine: C/BY - CVH 2.0L SOHC I
Inv. Dealer: 81201	Body Cab Style: C/FC - 4 DOOR SEDAN-6 LITE	Transmission: C/D2 - 4-SPD AUTO TRAN
	Version/Series: C/DE - SERIES 25	

BUILD INFORMATION:

Region: NA - ~~INDONESIA~~ Plant: AZ - WAYNE PLANT BUILD
 Country: USA - ~~INDONESIA~~ Prod Date: 24-MAY-2000

SALE INFORMATION:

Region: NA - ~~INDONESIA~~ Selling Dealer: 116036 - *
 Country: USA - ~~INDONESIA~~ Selling Div S/Prov: PA
 Buyer S/Prov: PA
 Arrival Date: 04-JUN-2000 Red Carpet Lease: *
 Sale Date: 04-AUG-2000 Fleet/Lease/Cs. Lease: R
 Warranty Start Date: 04-AUG-2000 Modified Vehicle: *
 Orig Warranty Date: 04-AUG-2000 Resequenced Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1	2	3	4	5	6	7	8	9

834Y095511Y 42	2 10A2045	3D K 22AM 29	J K3LA BT	16A033	1 E4	EB2	E1	
2A7 7	3PAFA		1R					

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	BY	GVW Class Code:	F
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Auto Radio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Auto Type:	* - [N/A]	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	BE	Paint:	FNEGC - VERMILION SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	BQ -
Calibration Code:	0AK15DA	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Steep Tread Axle:	* - [N/A]
Color(Tyres):	* - [N/A]	Tire Manufacturer:	CC -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	*	Tire Size:	DJGNY - 195/60R15-8 BSW
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LI: * RI: *

SPARE: * DOT Plant Manufacturer: * * *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	C/C - C/C
ESP Coverage(Miles):	* Emission Cert Type:	3
ESP Coverage(Time):	* Emission Decal Suffix:	GGS
ESP Plan Year:	* Engine Family:	YFMCV920VF4
ESP Signature Date:		

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 25-JUN-2002

Note: All Costs are in US Dollars

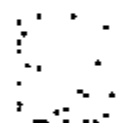
VIN	AWS VL	WERS VL	MET DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FADP34P7YW355311	AK	CYAK	CF	CFC	CDE	C/A	AZ	C/D2	C/BY	24-05-00	04-05-00	116036	USA	0	Q45	7M01	*	18C318	*	SXX	V99	A99	42
AWS Claim Key:		2655382	Doc #:	01E3110E	Trx Code:	2	Labr Hrs:	0	Labr Cost:	0	Matr Cost:	43	Total Cost:	43	Material Cost: 0		Total Cost:		125				
Dir Cd-Sub Cd:		67748-*	Name:	H&R AUTO RADIO SERVICE, INC			Pl:	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	14-JUL-2000		DIST(Mile):		3				
Tech Comments:		REQUESTING DEALER'S PA CODE 01363																					
1FADP34P7YW355311	AK	CYAK	CF	CFC	CDE	C/A	AZ	C/D2	C/BY	24-05-00	04-05-00	116036	USA	0	Q45	7M01	*	18C331	*	S89	V81	A02	42
AWS Claim Key:		2175592	Doc #:	14862801	Trx Code:	2	Labr Hrs:	5	Labr Cost:	33.58	Matr Cost:	0	Total Cost:	33.58	Material Cost: 0		Total Cost:		33.58				
Dir Cd-Sub Cd:		01363-*	Name:	JOHN KENNEDY FORD			Pl:	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	14-JUL-2000		DIST(Mile):		22				
Cost Comments:		RADIO DOES NOT WORK																					
Tech Comments:		REMOVE RADIO FOR REPAIR, REINSTALL AFTER REPAIR.																					
1FADP34P7YW355311	AK	CYAK	CF	CFC	CDE	C/A	AZ	C/D2	C/BY	24-05-00	04-05-00	116036	USA	10	Q30	6M07	YSKZ	5443280	AA	S01	V31	B15	42
AWS Claim Key:		5189051	Doc #:	16932701	Trx Code:	2	Labr Hrs:	4	Labr Cost:	26.67	Matr Cost:	67.1	Total Cost:	93.77	Material Cost: 67.1		Total Cost:		93.77				
Dir Cd-Sub Cd:		01363-*	Name:	JOHN KENNEDY FORD			Pl:	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	03-MAY-2001		DIST(Mile):		8909				
Cost Comments:		TRUNK LID WONT CLOSE																					
Tech Comments:		REPLACED TRUNK LATCH																					
1FADP34P7YW355311	AK	CYAK	CF	CFC	CDE	C/A	AZ	C/D2	C/BY	24-05-00	04-05-00	116036	USA	10	T85	2B05	FR92	9155	A	S11	V42	D31	49
AWS Claim Key:		5189158	Doc #:	16932702	Trx Code:	2	Labr Hrs:	1.1	Labr Cost:	73.89	Matr Cost:	9.35	Total Cost:	83.24	Material Cost: 9.35		Total Cost:		83.24				
Dir Cd-Sub Cd:		01363-*	Name:	JOHN KENNEDY FORD			Pl:	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	03-MAY-2001		DIST(Mile):		8909				
Cost Comments:		CUSTOMER STATES VEHICLE STALLS AND HESITATES,																					
Tech Comments:		PERFORMED DIAGNOSIS. NO CODES, TEST DROVE DID NOT DUPLICATE. AT SERVICE MANAGERS REQUEST, REMOVED FUEL FILTER AND CHECKED NO PROBLEM FOUND, DID NOT WANT TO REINSTALL OLD FILTER, REPLACED WITH NEW FUEL FILTER. TEST DROVE OVER 100 MILES																					
1FADP34P7YW355311	AK	CYAK	CF	CFC	CDE	C/A	AZ	C/D2	C/BY	24-05-00	04-05-00	116036	USA	10	*	*	*	*	*	SXX	V99	*	*
AWS Claim Key:		1189049	Doc #:	16932703	Trx Code:	08520	Labr Hrs:	4	Labr Cost:	40.3	Matr Cost:	70	Total Cost:	110.3	Material Cost: 70		Total Cost:		110.3				
Dir Cd-Sub Cd:		01363-*	Name:	JOHN KENNEDY FORD			Pl:	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	03-MAY-2001		DIST(Mile):		8909				
Cost Comments:																							
Tech Comments:																							
1FADP34P7YW355311	AK	CYAK	CF	CFC	CDE	C/A	AZ	C/D2	C/BY	24-05-00	04-05-00	116036	USA	15	Q67	2E86	IMS2	9H307	AA	S11	V42	D21	42
AWS Claim Key:		12550753	Doc #:	18193901	Trx Code:	507	Labr Hrs:	1.9	Labr Cost:	131.96	Matr Cost:	219.68	Total Cost:	351.64	Material Cost: 219.68		Total Cost:		351.64				

E902-022 1234

Bkr Cd-Sub Cd: 01361-0 Name: JOHN KENNEDY FORD Plc: 610-2791700 St: PA Ctry: USA Reg Cd: NA Rpr Date: 25-OCT-2001 DIST (Mile): 12461
 Cust Comments: TOW TO SHOP, HESITATES AND STALLS WHILE DRIVING
 Tech Comments: FUEL PUMP INOP ROAD TESTED, ~~DO NOT DUPLICATE CONCERN~~. NGS TEST PASSED. PERFORMED FUEL PRESSURE TEST. FUEL PRESSURE FLUCTUATES.

II A P P P YW 355311	AK	C/AK	C/P	C/P	C/DL	C/A	AZ	C/D2	C/BY	24-05-00	04-08-00	116036	USA	15	*	*	*	*	820X	V00	*	*	
AWS Claim Key:	12319050	Doc #:	18197902	Trs Code:	81S24	Labour Hrs:	.7	Labour Cost:	48.62	Material Cost:	7	Total Cost:	62.57										
Bkr Cd-Sub Cd:	01361-0	Name:	JOHN KENNEDY FORD	Plc:	610-2791700	St:	PA	Ctry:	USA	Reg Cd:	NA	Rpr Date:	25-OCT-2001	DIST (Mile): 12461									
II A P P P YW 355311	AK	C/AK	C/P	C/P	C/DL	C/A	AZ	C/D2	C/BY	24-05-00	04-08-00	116036	USA	19	T10	1B01	*	7A030	*	S11	V44	L72	D8
AWS Claim Key:	14843088	Doc #:	18973981	Trs Code:	E84	Labour Hrs:	.7	Labour Cost:	48.62	Material Cost:	0	Total Cost:	48.62										
Bkr Cd-Sub Cd:	01361-0	Name:	JOHN KENNEDY FORD	Plc:	610-2791700	St:	PA	Ctry:	USA	Reg Cd:	NA	Rpr Date:	14-FEB-2002	DIST (Mile): 20861									
Cust Comments:	TOWED TO SHOP, TRANS LEAK.																						
Tech Comments:	TRANS COOLER LINES LEAKING TIGHTENED FITTINGS, TOPPED OFF FLUID, TEST DRIVEN OK.																						

Any comments? You can contact



webmaster

ENR2-022 1225

==>

VEHICLE ID: 1FYW355311 (WWYF555555) **Via:** 1FAFP34P7YW355311 **Div:** 1 **Status:** 800
Vehicle Line: CAK **Conv Deliv:** 060400 **Orig P-Lvl:** 032 **Selling Dlr:** 16B036
Order Recpt: 041100 **ShipTo Stat:** **Curr P-Lvl:** 032 **Sale Date:** 080400
Orig Sched: **Rls-To Stat:** PA **Order Dlr/Reg:** 16033/16 **Demo Dt:**
Inv Prep: 051500 **Orig Int St:** 053000 **Orig Rls Dlr:** 16033 **Deliv Type:** 0
Prod Date: 052400 **Curr Int St:** 053000 **Rls Dlr P&A:** 01201 **Sales Prd:** 000082
Rls Date: 052400 **Dlrfin Ext:** 062200 **Warr Start:** 080400 **Cancel Sl:**
Memo Consgn: **P&C Ext:** 062200 **Warrs-Ind:** **Sale Status:** G
Orig Ptlbus: 052500 **Advert Ext:** 052200 **-Date- -Dealer- -Region-**
Curr **Japan SS#:** 163327525 **Shipped:** 052500
T/Name: SERBIN **Curr Stock:** 063000 16B036 16
Addr: **State:** PA **1st-Prior:** 052500 16033
City: ARDMORE **N/A-Rcpt:** 081400 **2nd-Prior:**
Zip: 19003 **Warr-Ins-Ind:** U **3rd-Prior:**
V.O. #1 2 3 4 5 6 7 8
123452345678901234567890123456789012345678901234567890123456789012345678901234
F34YWY 42 2 10A2045 BD E 2RAC 3B J K3LA BT 16A033 1 E4
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
EH2 P1FAP7 7 9PAPA
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

LPREL49

SFCHREMA

Recall/ONP Information

06/25/02 14:15:5

==>

VIN: 1FAPP34P7YW355311 Year: 2000 Model: FOCUS
WSD: 08/04/00 Build Date: 05/24/00

A	-----Campaign-----			Status	Dealer
C	Number	Type	Description	Status	Code
-	-----	-	-----	-----	-----
	00S20	S	FMVSS 201	COMPLETE	05/03/01 01363
	01B85	O	WHEEL BEARNG	RELEASED FOR MAILING	11/22/01 116036
	01S24	S	WINDSHD WIP	COMPLETE	10/25/01 01363

F1=Help F7=Prev F8=Next F11=Menu F12=Return
MORE RECORDS AVAILABLE

LPREL49

==>

Name:

Address:

Address:

City: PHILADELPHIA

Zip/Postal: 19128 3502

Home Phone: [REDACTED]

Day Phone:

State/Prov: PA

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	-----	-----	-----	-----
	1FAFP34P7YN355311	2000	FOCUS	Individual Rtl
	ORIGINAL			Y

F1-Help

F2-IssueList

F5-AddIssue

F7-Prev

F8-Next F9-ESP

F10-WarrHistory

F11-Menu

F12-Return

F13-Recall/ONP

F14-SpecialCoverage

NO MORE RECORDS AVAILABLE

LPREL49

VIN: 1FAFP34P7YN355311 Year: 2000 Model: FOCUS
 Name: XXXXXXXXXX
 Trmt: XXXXXXXXXX Case: 1552751752
 Issue Type: 07 LEGAL Issue Status: C ACKNOWLEDG
 Comm Type: FX FAX Odometer Reading: 20661
 Dealer: 01363 JOHN KENNEDY FORD Odometer Type: MI
 Symptom Desc: STALL/QUITS ACCELERATION ALL E Document Number: _____
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Legal Issue Type: _____
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code: _____
 Action Desc: FINAL CASE DISPOSITION CAN Award Code: _____
 Comments: LPA REVIEWED VEHICLE HISTORY. CONCERN COULD NOT BE VERIFIED
 . CUSTOMER HAS NOT BEEN BACK IN FOR CONCERN SINCE OCT. 2001.
 BASED ON INFORMATION OBTAINED LPA IS DENYING REPURCHASE OF
 VEHICLE. LETTER FAXED TO ATTY. NO FURTHER ACTION. _____

F1=Help F2=ActionList F5=Add F6=DealerInfo
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
 UPDATE SUCCESSFUL LPREL49

CONSUMER AFFAIRS

	DATE	TIME	TD/FROM	MODE	MIN/SEC	PAGE	CMDR	STATUS
15	06/28	12:28	215 540 6817	EC-S	00'27"	002	L81	OK

Ford Motor Company
 Executive Offices
 18000 Executive Plaza Drive
 Mail Drop 3000-5
 Dearborn, MI 48126



Facsimile transmittal

To:	Robert Silverman	From:	Danielle Smith
Fax:	(216) 640-6817	Pages:	2
Fax:	(216) 640-6838	Date:	06/28/02
For:	Nicole Berlin	Chk:	NA

Urgent
 For Review
 Please Comment
 Please Reply
 Please Recycle

Comments



Ford Motor Company
Executive Offices
16500 Executive Plaza Drive
Mail Drop 30E-5
Dearborn, MI 48126

Ford Motor Company

Facsimile transmittal

To: Robert Silverman	From: Daniela Smith
Fax: (215) 540-8817	Pages: 2
Phone: (215) 540-8888	Date: 6/28/02
Re: [REDACTED]	CC: N/A

Urgent For Review Please Comment Please Reply Please Recycle

• Comments



Ford Motor Company

Consumer Affairs

Sent via Fax Only

June 28, 2002

Mr. Robert Silverman, ESQ
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, P.A. 19002

RE: [REDACTED]
2000 Focus
VIN: 1FAFP34P7YW355311

Dear Mr. Silverman:

This letter is in response to your letter dated June 20, 2002 regarding the above-mentioned client.

Ford Motor Company has reviewed your client's repair history and based on the available information we cannot honor your request to repurchase your client's vehicle. Therefore, we must deny assistance in this matter.

Thank you for the opportunity to review this concern.

Respectfully yours,


Danielle Smith
Consumer Affairs

-----Original Message-----

From: Boals, Sandra (S.L.) [mailto:sboals@ford.com]
Sent: Monday, February 11, 2002 4:41 PM
To: Hinds, Brett (B.S.); Williamson, David (D.E.); 'Khan, Naveed (N.A.)'
'; Suarez, Rhae (R.)
Cc: Oda, Tamaki (T.); Dalbo, Bob (R.J.)
Subject: RE: Mazda drawing/part numbers (C11299286)

Brett or Naveed,

Dave Williamson is out of the office today and Tuesday. I will be out of the office on Tuesday.

Can you pickup the drawings from Dave's desk and take them to Oda-san's desk at 2H-B52 ASAP.

Thanks,
Sandy

-----Original Message-----

From: Williamson, David (D.E.)
To: 'Khan, Naveed (N.A.)'; Boals, Sandra (S.L.); Williamson, David (D.E.); Suarez, Rhae (R.)
Cc: Oda, Tamaki (T.); Dalbo, Bob (R.J.)
Sent: 2/11/02 1:33 PM
Subject: RE: Mazda drawing/part numbers (C11299286)
Importance: High

Sandra, please take marked up drawing to Oda-san so she can collect Mazda information for us (she's doing us a favor).

Naveed, make sure you have ALL service parts marked on drawing. We want this submitted only ONE time (not like zip tube which was submitted & resubmitted 3 times).

Thank you.

-----Original Message-----

From: Khan, Naveed (N.A.)
To: 'Boals, Sandra (S.L.)'; Williamson, David (D.E.); Khan, Naveed (N.A.); Suarez, Rhae (R.)
Cc: Oda, Tamaki (T.); Dalbo, Bob (R.J.)
Sent: 2/8/02 6:02 PM
Subject: RE: Mazda drawing/part numbers (C11299286)

Sandy,

Ford Motor Company

Consumer Affairs

*Sent via U.S. Mail

September 10, 2002



RE: 2000 Ford Focus
VIN: 1FAFP34P3YW430196

Dear Ms. [REDACTED]:

Thank you for contacting us regarding your 2000 Focus. We are sorry that the incident occurred. Your insurance carrier normally handles a situation such as the one you described. We suggest that you follow the directions of your insurance carrier. If they determine that Ford Motor Company is liable, they have the right to file a subrogation claim.

We appreciate the opportunity to review your concerns.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs

PO Box 6248, MD3NE-B, Dearborn, Michigan 48126 USA

E002-022 1234

All Action Details for Issue

VIN: 1FAFP22000M120105 Year: 2000 Model: FOCUS Case: 1618272282
 Name: [REDACTED] Owner Status: Subsequent WSD: 0001-01-01
 Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Dealer: 00601 WEST-HERR FORD INC

Origin Desc: US CONCERN CASE BASE

Odometer: 18903 MI

Comm Type: PHONE

Analyst Name: PEARL SILVERBERG

Analyst: PSILVERB

Action Date: 08/22/2002

Action Time: 2:40 PM

Action Date: Yes

Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments: VLD082CUSTOMER SAYS: *****AS PER HISTORICAL***** LOTS OF PROBLEMS WITH THIS CAR =PURCHASED FOR HIS DAUGHTER =POWER STEERING WENT OUT AND WOUND UP HITTING THE BUILDING =BEEN BACK TO DLRSHP 3 TIMES = VEH WAS STALLING VALVES WERE STICKING =WINDSHIELD WIPER MOTOR BLEW OUT = STALLING ON THRU WAY COMING @ MPH = POWER STEERING GOES OUT =DAUGHTER LOVES THE VEHICLE =DAUGHTER HAVING MANY PROBLEMS WITH IT =SPOKE TO THE DLR REGARDING TRADE = TOOK IT TO 2 DIFFERENT DLRS TO FIX IT =DOES NOT MIND LOSING A FEW HUNDRED = 2ND TIME WAS STALLING AGAIN =WILL BE TAKING IT IN ON MONDAY TO A COLLISION SHOP =WILL MAKE AN APPT WITH THE DLR TO SEE IF THEY CAN SOLVE THE PROBLEM PER CUSTOMER, 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. =OBC TO CUST =SPOKE TO CINDY CONFIRMED WITH CUST THAT REPAIRS WERE DENIED UNDER WARRANTY = ADVISED HER SENDING THE INFORMATION TO CONSUMER AFFAIRS AND SHE WILL BE CONTACTED IN A FEW BUSINESS DAYS. INFERENCE CASE ID: 5349

Date Element Name

Date Value

FIRE/ACCIDENT

A

Action: REFER TO INSURANCE CARRIER-NO FORD PRODUCT DEFECT FOUND

Dealer: 00601 WEST-HERR FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 18903 MI

Comm Type: PHONE

Analyst Name: CASSANDR JONES

Analyst: CJONES

Action Date: 08/22/2002

Action Time: 4:58 PM

Action Date: No

Comments: VEH HAS BEEN INSPECTED AND DETERMINED NO LIABILITY. CUST HAS BEEN REFERRED TO THEIR INSURANCE CO BY THE DLR. LPA IS SUPPORTING DLR DECISION. LETTER OF CLOSING WILL BE SENT.

EM02-022 1235

All Action Details for Issue

VIN: 1FAEP3MP2YWM30186 Year: 2000 Model: FOCUS Case: 1619272282
 Name: [REDACTED] Owner Status: Subsequent WSD: 0001-01-01
 Symptom Desc: STRG/HANDLING STEERING COLUMN FUNCTION Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Dealer: 00801 WEST-HERR FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: MOLLY KELSEY Analyst: MKELSEY2
 Action Date: 08/20/2002 Action Time: 9:13 AM Action Date: No
 Comments: *****DEALER REQUEST***** 08/20/02 DEALERSHIP CONTACT: KEVIN GALLIGAN 718 649 5640 CUSTOMER ALLEGES HER POWER STEERING IS DEFECTIVE. "CUSTOMER REQUESTS FORD PAY FOR REPAIRS TO HER VEHICLE."

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 00801 WEST-HERR FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: CASSANDR JONES Analyst: CJONES
 Action Date: 08/20/2002 Action Time: 4:19 PM Action Date: Yes
 Comments: SPOKE TO DLR CONTACT, KEVIN GALLIGAN. HE STD THAT THE CUST WILL BE IN FOR INSPECTION ON 8/21. ADVISED THAT HE LET LPA KNOW OF HIS FINDINGS

Data Element NameData Value

CONTACT PERSON

KEVIN GALLIGAN

Action: FINAL CASE DISPOSITION

Dealer: 00801 WEST-HERR FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: CASSANDR JONES Analyst: CJONES
 Action Date: 08/22/2002 Action Time: 4:54 PM Action Date: No
 Comments: VEH HAS BEEN INSPECTED BY THE SRV MANAGER FOR DLR. HE STATED THAT ALL CONCERNS WERE A RESULT OF THE ACCIDENT. DLR HAS REFERRED CUST TO THEIR INSURANCE COMPANY FOR ASSISTANCE. WILL SUPPORT REGION DECISION, SENDING LETTER OF CLOSING

E802-022 1236

Customer Info

Customer:	[REDACTED]	Secondary Phone:	
Address:	[REDACTED]		NY 14220-1800
Country:	USA	Language:	EN
Call Phone:		Pager:	
Preferred Contact method:		Fax:	
Preferred Contact Time:		Email:	

ENR2-022 1237

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FAFP3P1YWG0196	Vehicle Line:	CAK - FOCUS (CW176) [99-03]	Eng Serial No.:	*
Model Year:	2000	Market Derivat:	CF - FORD DIVISION DERIVATIVE	Body Style:	*
Vehicle Type:	C	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Engine:	C/BY - CVH 2.0L SOHC DP EFI NA I4 GAS
Inv. Dealer:	00579	Body Cab Style:	CRC - 4 DOOR SEDAN-4 LITE	Transmission:	DD2 - 4-SPD AUTO TRANS 4P2TE
		Version/Package:	ODE - SERIES 25		

BUILD INFORMATION:

Region: NA - 000000000 Plant: AZ - WAYNE PLANT BUILD
 Country: USA - 000000000 Prod Date: 21-AUG-2000

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 144120 - *
 Country: USA - 000000000 Selling Dtr. St/Prov: NY
 Buyer St/Prov: NY

Arrival Date: 29-AUG-2000 Red Carpet Lease: *
 Sale Date: 11-SEP-2000 Fleet/Lease/Co. Lease R
 Warranty Start Date: 11-SEP-2000 Modified Vehicle: *
 Orig Warranty Date: 11-SEP-2000 New/Used Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----

040700201307 02 2 1620196 EE E 2 ANN 30 J KILA T 64P016 2 28 000 P

30273 3 0000 10

ENR2-02Z 1230

INSTALLED OPTION INFORMATION:

Air Conditioning:	C8 - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	BY	GVW Class Code:	F
Askle Blk:	* - [N/A]	Instrumentation:	* - [N/A]
Askle Ratio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Askle Type:	* - [N/A]	Mirror(Pass Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	SE	Paint:	PNZIF - SILVER FROST CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AX - ELETR PREM AMFM STRONG/SCLK
Calibration Code:	OAK1SS0A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Suspension Axle:	* - [N/A]
Color(Trip):	* - [N/A]	Tire Brand:	CC - FIRESTONE/GOODYEAR
Delivery Type:	A	Tire Size:	D0GNY - 195/60R15-S BSW
Driveshaft Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LL:	*	RL:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	CC - CC
ESP Coverage(Miles):	* Emission Cert Type:	3
ESP Coverage(Thrs):	* Emission Decal Model:	G05
ESP Plant Year:	* Engine Family:	YFMXV020V72
ESP Signature Date:		

ESP02-022 12/00

Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TLS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TRF	WCC	CPSC_6	PREP	BASE	SUFF	CCC	CD	DIST (Index)
1FAFP3M1Y1W400196	C/AK	CF	CRC	CDE	C/A	AZ	OD2	C/BY	21-AUG-2000	11-SEP-2000	144120	USA	0	7514	199103	*	14814	*	P01	B4	4
AWS Claim Keys		2790395	Trx Code:	1	Labour Hrs	2.5															
Dir Cl-Sub Cls		0079-*	Name:	JACK ADKINS FORD, INC.		Ph:	716-8246800	St:	NY	City Cls	USA	Reg Cls	NA	Repr Date:	30-AUG-2000	Doc	#014081D1				
Cust Comments		CANT SHIFT OUT OF PARK BUTTON WONT PUSH IN FAR ENOUGH																			
Tech Comments		CIR 15.5 AND 6 ON VE GR RD VERIFY CONCERN AND FOUND SHIFT INTERLOCK INOP AND NO BRAKE LITES AFTER EXTENSIVE TESTING FOUND																			
1FAFP3P3Y1W40196	C/AK	CF	CRC	CDE	C/A	AZ	OD2	C/BY	21-AUG-2000	11-SEP-2000	144120	USA	5	1A01	030000	Y54Z	6049	DA	E29	60	1896
AWS Claim Keys		658424	Trx Code:	507	Labour Hrs	10.9															
Dir Cl-Sub Cls		00801-*	Name:	WEST-HERR FORD, INC.		Ph:	716-6495640	St:	NY	City Cls	USA	Reg Cls	NA	Repr Date:	04-FEB-2001	Doc	#051012A				
Cust Comments		CK ENGINE LIGHT ON AND STALLS AT STOPS E29																			
Tech Comments		OIL PERF BEC TST DATA LOGGER, PWR BAL FUEL PRESSURE LEAKDOWN REL INJECTOR CLEAN 2 CANS OF COMBUSTION CLEANER THROUGH ENGINE PER NOTLINE FREE UP SEIZED VALVE IN HEAD TO RUN CLEANER THROUGH, EXTRA TIME ACAND RR BATTERY VALVE STICKING IN CYL, LOCK OASIS, SSM 14572, RELATIVE COMPRESSION TEST. RAN 2 CANS OF COMBUSTION CHAMBER CLEANER THROUGH ENGINE AND TEST DRIVE PER HOT LINE, NO CHANGE. REPLACE																			
1FAFP3P3Y1W400196	C/AK	CF	CRC	CDE	C/A	AZ	OD2	C/BY	21-AUG-2000	11-SEP-2000	144120	USA	11	7P03	011605	Y54Z	17506	CA	W03	42	6063
AWS Claim Keys		281395	Trx Code:	2	Labour Hrs	4															
Dir Cl-Sub Cls		00601-*	Name:	WEST-HERR FORD, INC.		Ph:	716-6495640	St:	NY	City Cls	USA	Reg Cls	NA	Repr Date:	26-JUL-2001	Doc	#077666A				
Cust Comments		CUSTOMER STATES WIPERS INOP																			
Tech Comments		6943 WIPER MOTOR BURNED OUT TESTED AND REPLACED WIPER MOTOR.																			
1FAFP3P3Y1W400196	C/AK	CF	CRC	CDE	C/A	AZ	OD2	C/BY	21-AUG-2000	11-SEP-2000	144120	USA	19	SC07	150400	Y54Z	3A331	ZF	L85	DR	13351
AWS Claim Keys		1540762	Trx Code:	1	Labour Hrs	1.3															
Dir Cl-Sub Cls		00579-*	Name:	JACK ADKINS FORD, INC.		Ph:	716-8246800	St:	NY	City Cls	USA	Reg Cls	NA	Repr Date:	29-MAR-2002	Doc	#03049001				
Cust Comments		CHECK C V BOOT RT FRT HAS GREASE ALL OVER																			
Tech Comments		CHECK AND VERIFY AND FOUND INNER AND OUTER C V JOINT BOOTS LEAKING GREASE AND REMOVED HALF SHAFT AND																			

EPR2-022 1240

1FAFP34P3YW430196	CP	CPC	CDE	CA	AZ	CYD2	C8Y	21-AUG-2000	11-SEP-2000	144120	USA	19	6R01	012001	*	54613R84	*	540	41	13351
AWS Claim Key: 15407166 Trx Codes: 1 Labor Hrs: 2																				
Dir: CA-Sub Ctl: 00579-* Name: JACK ADKINS FORD, INC. Pte: 716-8246800 St: NY City Ctl: USA Reg Ctl: NA Regr Date: 29-MAR-2002 Doc #: 03869002																				
Cust Comments: RT REAR SEAT BELT BUMP																				
Tech Comments: VERIFY AND REMOVE AND UNTANGLE BELT IN RETRACTOR OPERATES NOW																				
1FAFP34P3YW430196	CP	CPC	CDE	CA	AZ	CYD2	C8Y	21-AUG-2000	11-SEP-2000	144120	USA	19	2E06	100401	1MSZ	9H07	AA	D21	D4	13351
AWS Claim Key: 15407165 Trx Codes: 507 Labor Hrs: 1.7																				
Dir: CA-Sub Ctl: 00579-* Name: JACK ADKINS FORD, INC. Pte: 716-8246800 St: NY City Ctl: USA Reg Ctl: NA Regr Date: 29-MAR-2002 Doc #: 03869003																				
Cust Comments: CHECK FOR STALLING MORE SO ON TURNS																				
Tech Comments: ROAD TEST AND VERIFY STALLING PROBLEM RUN OASIS AND ROAD TEST AND MONITOR PIDS AND FOUND AND REPLACED																				
1FAFP34P3YW430196	CP	CPC	CDE	CA	AZ	CYD2	C8Y	21-AUG-2000	11-SEP-2000	144120	USA	19	5H04	*	*	*	*	*	*	13351
AWS Claim Key: 15407164 Trx Codes: 01005 Labor Hrs: 1.1																				
Dir: CA-Sub Ctl: 00579-* Name: JACK ADKINS FORD, INC. Pte: 716-8246800 St: NY City Ctl: USA Reg Ctl: NA Regr Date: 29-MAR-2002 Doc #: 03869004																				
Cust Comments: PERFORM CAMPAIGN FOR BSI REPLACEMENT OF REAR WHEEL BEARINGS																				
Tech Comments: I RECALL COMPLETE																				

EN02-022 1241

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PLA Code	Sales Code
44-PITTSBURGH	44-PITTSBURGH	F	B1	00601	F44120
Dealer Name:		WEST HERR FORD INC			
Dealer Main Phone:		716-649-5840	Dealer Service Phone:		716-649-5701

Position	Employee Name
DEALER/PARTNER	SCOTT BIELER
GENERAL MANAGER	JOHN A WABICK
PARTS MANAGER	JAMES OLIVERI
PARTS & SERVICE DIRECTOR	ROBERT LARRABEE
SALES MANAGER	MICHAEL S BOLEA
SERVICE MANAGER	KEVIN G GALLIGAN

Service Hours

MON-FRI 7 AM TO 1 AM SATURDAY 8 AM TO 6 PM

Directions

CORNER OF ROUTE 75 & ROUTE 20 IN HAMBURG N.Y.

Trained

Y

Additional Information

TOWING: 849-5014 HOMIES TOW SVC; DIESEL ENGINE CERT

ENR2-022 1242

Kelsey, Molly (M.M.)

1619272282

From: kgalligan@weatherr.com
Sent: Monday, August 19, 2002 4:55 PM
To: fordcalp@ford.com
Subject: Dealer Request For Consumer Affairs Review

Rich
(initials)

Dealership Name: West-Herr Ford Inc
Requesting Dealer: West-Herr Ford Inc
P&A Code: 00601,00601
Region: 44
State: NY
Contact Person: KEVIN GALLIGAN
Contact Phone: (716)649-5640

WSD: 09/11/2000
Year: 2000
Model: FOCUS
VIN: 1FAPP34P3YW430196
Mileage: 0
Customer Name: [REDACTED]
Customer Address: [REDACTED]
Customer City: BUFFALO
Customer County: ERIE
Customer State: New York
Customer Zip: 14220
Customer Home Phone: [REDACTED]
Customer Work Phone: [REDACTED]
Customer Region: Pittsburgh Region

Accident: Yes

Date of Incident: 08/16/2002
Is customer alleging a component defect caused the incident: Yes
If yes, what type and details: CUSTOMER STATED THAT THE POWER STEERING STOPPED WORKING AND THEY HIT BUILDING
Police Report Filed: No
If yes, where:
Has the Insurance Company been contacted: No
What did the insurance company advise:
Name and phone number of owner's insurance company & agent's name:
If the vehicle is a conversion unit, who is the coach builder:
City:
State:
Zip:

Resolution that customer is seeking: FORD TO PAY FOR REPAIRS
Comments: I ADVISED CUSTOMER TO CONTACT THEIR INSURANCE COMPANY

CUSTOMER STATED THE VEHICLE HAS SCRATCHES AND A MIRROR BROKEN BUT NO INJURIES
CUSTOMER HAS AN APPOINTMENT ON 8/21/02 FOR US TO LOOK AT VEHICLE



2002

1334893521 PHILADELPHIA

92002-022 1245

1334 89/3552



KIMMEL & SILVERMAN

P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

* ALSO MEMBER OF NEW YORK AND NEW JERSEY BARS
** ALSO MEMBER OF NEW YORK BAR
* ALSO MEMBER OF NEW JERSEY BAR

30 EAST BUTLER PIKE
AMBLER, PA 19002

1-800-LEMON LAW
F (215) 340-8888
F (215) 340-8817

www.kimmelaw.com

JACQUELINE C. HERRITT*
ROBERT A. RAPKIN
VIVIAN BENZ PERKIN*
AMY D. COX*
LOUIS DOBL JR*
SHANNON M. RYAN*
DANA TARQUINT*

GLENN I. GERBER
of Counsel

April 2, 2002

VIA TELEFAX ONLY

Kelly T. Shack, Esquire
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: [REDACTED] Ford
2001 Ford F-350
VIN: TBS
Zip Code: 19149
Selling Dealer: Chapman Ford

Dear Mr. Shack:

Please take notice that I represent the captioned individual in her claim against Ford. Please take the steps necessary to advise all Ford Personnel and dealership personnel that I am Mrs. Middleton's counsel and there should be no contact with my client, except for contact necessary to implement current repair attempts. I am writing this letter as an effort to work out a pre-litigation settlement and any attempts to contact my client directly will result in the immediate filing of suit and a request for an injunction and sanctions.

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Chapman Ford for a chronic stalling concern.

Kelly T. Shack, Esquire
April 2, 2002
Page -2-

Plaintiff hereby demands the statutory repurchase of her vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,500.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal Ford Customer.

Please be advised that suit will be filed if we have not reached a settlement on or before 4/16/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS/uh

CONSUMER AFFAIRS

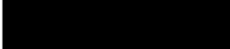
	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CDM#	STATUS
01	04/09	15:48	215 540 8817	EC--S	00'26"	002	079	OK

Ford Motor Company

FORD CUSTOMER SERVICE DIVISION

FAX TRANSMITTAL

DATE: April 5, 2002
TO: Robert Silverman
COMPANY: Kimmel & Silverman
PHONE: (215) 540-8888
FAX: (215) 540-8817

RE: 

FROM: Molly Kelsey
COMPANY: Ford Motor Co. - Consumer Affairs
DEPARTMENT: Litigation Prevention
PHONE: (313) 845-5676
FAX: (313) 845-5669

Thank you!!

NUMBER OF PAGES INCLUDING FAX COVER SHEET: 2

Ford Motor Company

FORD CUSTOMER SERVICE DIVISION
FAX TRANSMITTAL

DATE: April 5, 2002
TO: Robert Silverman
COMPANY: Kimmel & Silverman
PHONE: (215) 540-8888
FAX: (215) 540-8817

RE: [REDACTED]

FROM: Molly Kelsey
COMPANY: Ford Motor Co. – Consumer Affairs
DEPARTMENT: Litigation Prevention
PHONE: (313) 845-5676
FAX: (313) 845-5669

Thank you!!

NUMBER OF PAGES INCLUDING FAX COVER SHEET: 2

Ford Motor Company

Consumer Affairs

Sent Via Fax

April 5, 2002

Robert Silverman
30 East Butler Pike
Ambler, PA 19002

RE: [REDACTED] eton
2001 Ford F-350
VIN: N/A

Dear Mr. Silverman:

We are in need of the vehicle identification number (VIN) of your client's vehicle to follow up on your contact with Ford Motor Company. In order to conduct a complete review, please contact me at (313) 845-5676 as soon as possible between the hours of 7:30 a.m. and 4:00 p.m. Eastern Time.

If we do not hear from you within 10 business days of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed.

Respectfully yours,

Molly Kelsey
Consumer Affairs

SFCHADMA

Action Detail

04/30/02 12:11:5

==>
 VIN: 3FAPP31391R244107 Year: 2001 Model: FOCUS
 Owner Status: ORIGINAL WSD: 08/25/01
 Name: MISS C Hm Ph: [REDACTED]
 Trmt: Case: 1334893521 Day Ph: [REDACTED]
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: CHAPMAN FORD SALES, INC.
 Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
 Comm Type: FX FAX Odometer Reading: 11195 MI
 Analyst: MKELSEY2 MOLLY KELSEY Document Number:
 Action Date: 04/30/02 Action Data: Y Action Time: 09:40:46 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Comments: *****ATTORNEY DEMAND LETTER*****

REC'D 04/30/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE SUFFERS FROM A CHRONIC STALLING CONCERN.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 MORE COMMENTS AVAILABLE

LPREL49

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	3FAFP31391R244107	Vehicle Line:	C AK - FOCUS (CW170) [99-02]	Eng Serial No:	*
Model Year:	2001	Market Derivat:	C F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	C	Drive Cycle:	C A - 2 WHL L H FRONT DRIVE	Engine:	C EQ - ZETEC 2.0L DURAC
Inv. Dealer:	01431	Body Cab Style:	C DA - 3 DOOR SEDAN-4 LITE	Transmission:	C D2 - 4-SPD AUTO TRAN
		Version/Serial:	C DR - SERIES 22		

BUILD INFORMATION:

Region: NA - ~~*****~~ Plant: AJ - HERMOSILLO PLANT BUILD
Country: MEX - ~~*****~~ Prod Date: 30-JUL-2001

SALE INFORMATION:

Region: NA - ~~*****~~ Selling Dealer: 116019 - *
Country: USA - ~~*****~~ Selling Div/Prov: PA
Buyer Div/Prov: PA

Arrival Date: 15-AUG-2001 Red Carpet Lease: 1
Sale Date: 25-AUG-2001 Fleet/Retail/Co. Lease: R
Warranty Start Date: 25-AUG-2001 Modified Vehicle: *
Orig Warranty Date: 25-AUG-2001 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

.....

.....

INSTALLED OPTION INFORMATION:

Air Conditioning:	C B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	A	GVW Class Code:	F
Audio Disk:	* - [N/A]	Instrumentation:	AJ - HIGH SERIES ANALOG CLUSTER
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Axle Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	88	Paint:	FNZ/F - SILVER FROST C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	BQ -
Calibration Code:	1AK1AZ0A	Sound System:	* - [N/A]
Color(Accents):	* - [N/A]	Susp Tandem Axle:	* - [N/A]
Color(Trim):	000S2 -	Tire Manufacturer:	AC - FIRESTONE
Delivery Type:	R	Tire Brand:	W2W11TB - FIREHAWK GTA-02 86H
Driveshaft Code:	*	Tire Size:	D3JAQ - 205/30VR-16 BSW R/LN PLAT
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF: W2W11TB2301 RF: W2W11TB2301
LR: W2W11TB2301 RR: W2W11TB2301
LI: * RE: *

SPARE: PDP5H4E0901 DOT Plant Manufacturer: W2 - BRIDGESTONE FIRESTONE INC : WILSON ; NORTH CAROLINA ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: L Emission Code: C B - C B
ESP Coverage(Miles): 0.0 Emission Cert Type: 5
ESP Coverage(Time): 0.0 Emission Descal Suffix: HLG
ESP Plan Year: 2001 Engine Family: I F M X V 0 2 D V F 3
ESP Signature Date: 25-ALG-2001

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 30 APR 2002

Note: All Costs are in US Dollars

VIN	AWS VI	WERS VI	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENCL CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS QRT	WCU	PRFI	BASE	SHIF	VRT	VRG	CCU	CD
3FAFP1301R24410	AK	CYAK	CF	C7DA	C7DR	C7A	A3	C7D2	C7EQ	30-07-01	25-08-01	116019	USA	4	T04	1103	YS4Z	9J460	AA	S11	V41	E29 42
AWS Claim Key:		642204	Doc #:	4606601	Trs Code:		S07	Labor Hrs:		.9	Labor Cost:		63.16	Material Cost:		51.83	Total Cost:		198.99			
Dir Ctl-Sub Ctl:		01431*	Name:				CHAPMAN FORD SALES, INC.	Ph:	215-6987000	St:	PA	City Ctl: USA		Reg Ctl:		NA	Repr Date:		15-MAR-2001	DIST (Mile): 6456		
Cmt Comments:		CHECK ENGINE LIGHT ON																				
Tech Comments:		1 SHDS TEST ROAD TEST REPLACE DPFE SENSOR E29 42,91460.																				
3FAFP1301R24410	AK	CYAK	CF	C7DA	C7DR	C7A	A3	C7D2	C7EQ	30-07-01	25-08-01	116019	USA	5	Q67	2E36	1M5Z	91107	AA	S11	V42	D21 42
AWS Claim Key:		6450611	Doc #:	48752101	Trs Code:		S07	Labor Hrs:		2.9	Labor Cost:		203.3	Material Cost:		338.49	Total Cost:		625.99			
Dir Ctl-Sub Ctl:		01431*	Name:				CHAPMAN FORD SALES, INC.	Ph:	215-6987000	St:	PA	City Ctl: USA		Reg Ctl:		NA	Repr Date:		29-MAR-2001	DIST (Mile): 6456		
Cmt Comments:		CAR WOULD NOT ACCEL AND STALLED OUT																				
Tech Comments:		9350421021 DIAGNOSE AND REPAIR FUEL PUMP AND FURTHER CLEAN TANK																				
3FAFP1301R24410	AK	CYAK	CF	C7DA	C7DR	C7A	A3	C7D2	C7EQ	30-07-01	25-08-01	116019	USA	7	T04	1103	YS4Z	9J460	AA	S11	V41	E29 42
AWS Claim Key:		715795	Doc #:	49280001	Trs Code:		191	Labor Hrs:		.9	Labor Cost:		63.16	Material Cost:		51.83	Total Cost:		114.99			
Dir Ctl-Sub Ctl:		01431*	Name:				CHAPMAN FORD SALES, INC.	Ph:	215-6987000	St:	PA	City Ctl: USA		Reg Ctl:		NA	Repr Date:		13-MAR-2002	DIST (Mile): 11193		
Cmt Comments:		CHECK ENGINE LIGHT ON																				
Tech Comments:		R0401 SHDS TEST REPLACE DPFE SENSOR E29 42,91460.																				

OK F038 Light

OK F038 Light

Any comments? You can contact



webmaster

ENR2-022 1294

```

==>
VEHICLE ID: 3F1R244107 (WVYFBBB) VIN: 3FAFP31391R244107 DIV: 1 Status: 800
Vehicle Line: CAK Convy Deliv: 081501 Orig P-Lvl: 145 Selling Dir: 16B019
Order Recpt: 051601 ShipTo Stat: Curr P-Lvl: 145 Sale Date: 082501
Orig Sched: 071601 Rls-To Stat: PA Order Dlr/Reg: 16019/16 Demo Dt:
Inv Prep: 071601 Orig Int St: 081701 Orig Rls Dlr: 16019 Deliv Type: R
Prod Date: 073001 Curr Int St: 081701 Rls Dlr P&A: 01431 Sales Prd: 001083
Rls Date: 073101 Dlrfin Ext: 082201 Warr Start: 082501 Cancel Sl:
Memo Consgn: P&C Ext: 082201 WarrS-Ind: Sale Status: G
Orig Pltbus: 073101 Advert Ext: 082201 -Date- -Dealer- -Region-
Curr Pltbus: 073101 Slpsn SS#: 200469699 Shipped: 073001
T/Name [REDACTED] Curr Stock: 073101 16B019 16
Addr: [REDACTED] 1st-Prior:
City: PHILA N/A-Rcpt: 082801 2nd-Prior:
Zip: 19149 Warr-Ins-Ind: U 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
P311RYA 6 8 2 24EN248 GE E A2 3SP4P K3L E 1 16B019 2 TS
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
DA 33FAF9 1 1 93APA
F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3

```

LPREL49

==>

VIN: 3FAFP31391R244107

Year: 2001

Model:

FOCUS

WSD: 08/25/01

Build Date:

07/30/01

A	-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Date	Code
-	-----	-----	-----	-----	-----	-----

F1=Help

F7=Prev

F8=Next

F11=Menu

F12=Return

NO DETAIL RECORDS FOUND

LPREL49

Name: [REDACTED]
 Address: [REDACTED]
 Address: [REDACTED]
 City: PHILA
 Zip/Postal: 19149 2702

Home Phone: [REDACTED]
 Day Phone: [REDACTED]
 State/Prov: PA
 Country: USA

A	VIN/ C Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
-	----- 3FAPP31391R244107 ORIGINAL	----- 2001	----- FOCUS	----- Individual Rtl Y

F1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
 F10=WarrHistory F11=Menu F12=Return F13=Recall/CNP F14=SpecialCoverage
 NO MORE RECORDS AVAILABLE LPREL49

```

VIN: 3FAFP31391R244107 Year: 2001 Model: FOCUS
Name: MISS [REDACTED]
Trmt:
Issue Type: 07 LEGAL Case: 1334893521
Comm Type: FX FAX Issue Status: C ACKNOWLEDG
Dealer: 01431 CHAPMAN FORD SALES, Odometer Reading: 11195
Symptom Desc: STALL/QUITS ACCELERATION ALL E Odometer Type: MI
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Document Number:
Origin Desc: CONSUMER AFFAIRS - LITIGATION Legal Issue Type:
Action Desc: FINAL CASE DISPOSITION CAN.Court Code:
Comments: LPA REVIEWED VEHICLE HISTORY. BASED ON INFORMATION OBTAINED
LPA IS DENYING ASSISTANCE. LETTER FAXED TO ATTY. NO FURTH
ER ACTION.

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F1=Help F2=ActionList F5=Add F6=DealerInfo
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL49

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CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGE	CHG#	STATUS
16	05/01	09:00	215 540 0017	EC-S	00'27"	002	057	OK

Ford Motor Company
 Executive Offices
 18000 Executive Plaza Drive
 Mail Drop 3411-B
 Dearborn, MI 48120



Facsimile transmittal

To:	Robert Silverman	From:	Carolee Smith
Fax:	(215) 540-0017	Pages:	2
Phone:	(215) 540-0000	Date:	5/1/02
Re:	[REDACTED]	Obj:	N/A

Urgent For Review Please Comment Please Reply Please Recycle

• Comments



Ford Motor Company
Executive Offices
16500 Executive Plaza Drive
Mail Drop 3NE-5
Dearborn, MI 48126

Ford Motor Company

Facsimile transmittal

To: Robert Silverman	From: Danielle Smith
Fax: (215) 540-8817	Pages: 2
Phone: (215) 540-8888	Date: 5/1/02
Re: [REDACTED]	CC: N/A

Urgent For Review Please Comment Please Reply Please Recycle

• Comments:



Ford Motor Company

Consumer Affairs

Sent via Fax Only

May 1, 2002

Mr. Robert Silverman, ESQ
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, PA 19002

RE: [REDACTED]
2001 F-Series
VIN: 3FAFP31391R244107

Dear Mr. Silverman:

This letter is in response to your letter dated April 2, 2002 regarding the above-mentioned client.

Ford Motor Company has reviewed your client's repair history and based on the available information we cannot honor your request to repurchase your client's vehicle.

Thank you for the opportunity to review this concern.

Respectfully yours,



Danielle Smith
Consumer Affairs

0540082542

2002

Southwest

ER62-022 1212

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHN	STATUS
29	10/24 15:28	912107379358	EC-S	00'25"	002	005	OK



Fax Cover Sheet

TO: Tina Torres
COMPANY:
PHONE:
FAX: (210) 737-9358

FROM: Maureen Pawelek-Murray
COMPANY: Ford Motor Company, Consumer Affairs Office
PHONE: (313) 845-5477
FAX: (313) 845-5668

Date: 10/24/02
NUMBER OF PAGES: 2
(including cover)

COMMENTS: Original will follow by mail.

==>
 VIN: 1FAPP34371W257852 Year: 2001 Model: FOCUS
 Owner Status: ORIGINAL WSD: 04/30/01
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: [REDACTED] Case: 540082542 Day Ph:
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: GILLESPIE FORD
 Issue Type: 07 LEGAL Issue Status: C CLOSED
 Comm Type: ML MAIL Odometer Reading: 20578 MI
 Analyst: TRAINEES TRAINEE FIVE Document Number:
 Action Date: 09/11/02 Action Data: Y Action Time: 15:00:08 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Comments: *****ATTORNEY DEMAND LETTER*****
 REC 09/10/02

ATTORNEY ALLEGES:

ATTORNEY ALLEGES THAT HIS CLIENTS VEHICLE HAS PROBLEMS WITH

F1-Help F2-AddAction F4-PrevAction F5-NextAction F6>ActionData
 F9-PrevComments F10-NextComments F11-Menu F12-Return F13-ESP
 MORE COMMENTS AVAILABLE

LPREL19

VIN: 1FAPP34371W257852 Year: 2001 Model: FOCUS
Owner Status: ORIGINAL WSD: 04/30/01
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 540082542 Day Ph: [REDACTED]
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
Dealer: GILLESPIE FORD
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 20578 MI
Analyst: TRAINEES TRAINEE FIVE Document Number:
Action Date: 09/11/02 Action Data: Y Action Time: 15:00:08 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
Comments: ATTORNEY ALLEGES THAT HIS CLIENTS VEHICLE HAS PROBLEMS WITH
VEHICLE STALLING.

**ATTORNEY DEMANDS THAT A FORD REPRESENTATIVE CONTACT HIM TO
DISCUSS THIS MATTER.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

LPREL19

==>

VIN: 1FAFP34371N257852 Year: 2001 Model: FOCUS
 Name: XXXXXXXXXX
 Trmt:
 Issue Type: 07 LEGAL Case: 540082542
 Comm Type: ML MAIL Issue Status: C INVESTIGAT
 Dealer: 04545 GILLESPIE FORD Odometer Reading: 20578
 Symptom Desc: STALL/QUITS ACCELERATION ALL E Odometer Type: MI
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Document Number:
 Origin Desc: CONSUMER AFFAIRS - LITIGATION Legal Issue Type:
 Action Desc: FINAL CASE DISPOSITION CAN Court Code:
 Comments: SENDING LETTER TO ATTORNEY ADVISING THAT VEHICLE HAS BEEN
 REPAIRED AND FORD PROPOSES NO FURTHER ACTION IN THIS MATTER.

F1=Help F2=ActionList F5=Add F6=DealerInfo
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
 UPDATE SUCCESSFUL LPREL19



Fax Cover Sheet

TO: Tina Torres
COMPANY:
PHONE:
FAX: (210) 737-9358

FROM: Maureen Pawelek-Murray
COMPANY: Ford Motor Company, Consumer Affairs Office
PHONE: (313) 845-5477
FAX: (313) 845-5668

Date: 10/24/02
NUMBER OF PAGES: 2
(including cover)

COMMENTS: Original will follow by mail.

Ford Motor Company

1/1/01

Consumer Affairs

*Sent Via Fax & U.S. Mail

October 24, 2002

Tina Torres
Attorney at Law
454 Soledad, Suite 200
San Antonio, TX 78205

RE: [REDACTED]
2001 Focus
VIN: 1FAFP34371W257852

Dear Ms. Torres:

Your client's vehicle was inspected on October 22 by the Ford Field Service Engineer, and the fuel pump has been replaced.

At this time, the vehicle is repaired and Ford proposes no further action.

Should you have any questions regarding this matter, please contact me at (313) 845-5477.

Respectfully yours,

Maureen Pawelek-Murray
Consumer Affairs

Pawelek, Maureen (M.L.)

From: Malik, Wesley (W.K.)
Sent: Wednesday, October 23, 2002 8:43 PM
To: Pawelek, Maureen (M.L.)
Subject: RE: Inspection at Gillespie

ADD-ON 10/23/2002 08:39PM [REDACTED] MSS - FCSD - REG - SOUTHWEST
INSPECTED VEHICLE 10/22/02 AT GILLESPIE FORD, SAN ANTONIO, TEXAS.
UNIT CURRENTLY HAS 23247MILES. NO CODES IN EEC SYSTEM-ALL PASS CODES.
FUEL PUMP LOW ON PRESSURE. REPLACED FUEL PUMP MODULE. INSPECTED ALL
GROUNDS PER SPECIAL SERVICE MESSAGE. UNIT ROAD TESTED APPROX 45 MILES
AFTER REPAIR WITH NO DRIVEABILITY CONCERNS.

Was Malik

Field Service Engineer
San Antonio/Austin Markets
CDS I.D. wmalik@ford.com
210-288-8066

—Original Message—

From: Pawelek, Maureen (M.L.)
Sent: Tuesday, October 15, 2002 2:06 PM
To: Malik, Wesley (W.K.)
Subject: Inspection at Gillespie

Hi Wes:

Following is the info on that Focus you're going to look at on Tuesday, 10/22:

Customer: [REDACTED]
Vehicle: 2001 Focus
VIN: 1FAFP34371W257852

Main vehicle concern is a stalling problem. Duppetadt says vehicle has been to dealer six times for the problem, although there are only two repair orders that mention it. Vehicle will be at Gillespie by 8:30 on Tuesday, 10/22.

As always, thanks for your help!

Maureen Pawelek
Legal Analyst/Southwest Region
Phone: (313) 845-5477
Fax: (313) 845-5668
e-mail: mpawelek@ford.com

Pawelek, Maureen (M.L.)

From: Pawelek, Maureen (M.L.)
Sent: Tuesday, October 15, 2002 3:05 PM
To: Malik, Wesley (W.K.)
Subject: Inspection at Gillespie

Hi Wes:

Following is the info on that Focus you're going to look at on Tuesday, 10/22:-

Customer: [REDACTED]
Vehicle: 2001 Focus
VIN: 1FAFP34371W257852

Main vehicle concern is a stalling problem. Dupstadt says vehicle has been to dealer six times for the problem, although there are only two repair orders that mention it. Vehicle will be at Gillespie by 8:30 on Tuesday, 10/22.

As always, thanks for your help!

Maureen Pawelek
Legal Analyst/Southwest Region
Phone: (313) 845-5477
Fax: (313) 845-5668
e-mail: mpawelek@ford.com

Ken Bragg
Gillespie Ford
7111 NW Loop 410
San Antonio, TX 78238
(210) 509-1038
Fax (210) 521-0083



Fax

To: MARCO From: Brandy Campos

Fax: (313) 845-5668 Date: 9-16-02

Phone: _____ Pages: (including cover) 11

Fax: _____

- Urgent
- For Review
- Please Comment
- Please Reply
- Please Recycle

-Comments-

- Fuel pump
- battery cables
- grounds for PCM

10/02 - use



7111 N.W. LOOP 410 • SAN ANTONIO, TEXAS 78238
(210) 509-1070

NOTICE PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT... THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS... ON A CREDIT CARD TRANSACTION IS STOPPED, DISCONTINUED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE NUMBER ON BACK OF THE CHECK OR THE CREDIT CARD HOLDER HAS NO ACCOUNT ON THE ACCOUNT UPON WHICH THE CHECK OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

PROGRAM AUTHORIZATION Department P&A 5000
SERVICE RECALLED PARTS
DATE INSTALLED APPROVED HOLDERS OVERSIC, A.C. NUMBER

P&A 5000
04646

FORWARD TO APPROVED BODY
DATE PARTS LABOR TOTAL

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE... I HAVE READ, UNDERSTOOD AND ACCEPT ALL PROVISIONS OF THE WARRANTY STATEMENT...

SIGNATURE OF THE PERSON RESPONSIBLE FOR AGENT ACTION... I hereby authorize the repair work hereunder and forth in the items listed with you necessary repairs... you are not responsible for loss or damage to vehicle or contents left in vehicle...

IN THE EVENT OF REPOSSESSION OF THE VEHICLE, I AGREE TO PAY THE FULL RETAINABLE AMOUNT OF FINANCING... ALL THE ONLY VEHICLE SUBJECT TO THIS PURCHASE AGREEMENT MAY BE REFINANCED BY THE CREDITORS... I HAVE READ, UNDERSTOOD AND ACCEPT ALL PROVISIONS OF THE WARRANTY STATEMENT...

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X



FOR OFFICE USE
VIN 1FAPP34371M257822 LICENSE NUMBER TX 01 F881
METER IN 20578 BEST: 1/8
DATES BEGIN: 07/22/02 END: 07/28/02
DATES INVOICE: 08/30/02 PRODUCTION: 08/24/02 SOLD: 04/02/02

CONCERN 51 CUSTOMER STATES SHAKING FELT IN STEERING WHEEL AFTER COMING TO A STOP
FELT ON YAKES/F89 THEN SHUTS OFF VEH ON WHILE DRIVING
CAUSE MOTOR MOUNTED LOOSE
CORRECTION PERFORMED MAIN DIAGNOSIS, REPAIRED ENGINE MOUNTS, PERFORMED A/C STA
51-1 IMBULATOR - ENGINE UPPER SUPPORT - REPLACE
51-2 SWITCH NEEDLE-VALVE COMPRESSOR CLUTCH CYCLING PRESSURE - RE
51-3 PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CHARGE AIR 120
COMMENT SHOCKS, REPLACED CYLINDER SWITCH

OPERATION	TECH	HOURS
20070	110	
40988	110	
19561A	110	
19700A	110	

PART NUMBER	QTY	LTGT	SELL
PAC 1542 4038 BA	10	76.70	67.85
PAC 1612 19261 AA	1	12.44	2.71
PAC 1612 19261 AA	10	.82	.32

FACTORY TECH 110 - CHEVRS 4479, RD
SVC PART : X
PROG CODE : N
LINE WITH DJ 072402 08:58
CONCERN CD: 390
SOLD CODE : 33
51-1 PROG CODE : N
51-2 PROG CODE : N
51-3 PROG CODE : N
CONCERN CD: 850
CONCERN CD: 850
CONCERN CD: 856
SOLD CODE : 42
SOLD CODE : 33
SOLD CODE : 33

CONCERN 52 CUSTOMER STATES LEFT FRONT ENGINE AREA RATTLE ON ANY ACCELERATION
CAUSE X
CORRECTION WOULD NOT RESOLVE CUSTOMER CONCERN
OPERATION CN
TECH 110
HOURS 8

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford Motor Company. We want to give you the best service available. If you do not feel you can grade us as "satisfied" please call your service advisor immediately. Thank You. Grand #V849:0142002 19 16

0802-022 1272



7111 N.W. LOOP 4th SAN ANTONIO, TEXAS 78238
(210) 508-1070

PROGRAM	AUTHORITY	CLASSIFICATION	PAGE NO
			0484
SERVICE BELLER CENTER			
DATE RECEIVED	ADDRESS	CUSTOMER NO. NUMBER	

ORDER (1) PARTS/REPAIRS

DATE	QUANTITY	PRICE	TOTAL

On behalf of SERVICE BELLER, I hereby certify that the information furnished herein is correct to the best of my knowledge and belief. I understand that this information is being furnished to you for your records and that you may use it for any purpose. I understand that you may use this information for any purpose, including but not limited to, for the purpose of determining the amount of any refund or rebate to which you may be entitled. I understand that you may use this information for any purpose, including but not limited to, for the purpose of determining the amount of any refund or rebate to which you may be entitled. I understand that you may use this information for any purpose, including but not limited to, for the purpose of determining the amount of any refund or rebate to which you may be entitled.

NOTICE PURSUANT TO PROPERTY CODE, §71.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION BY ACCORDANCE WITH SUBSECTION 9.03(b) OF THE VEHICLE CODE, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, COUNTERFEITED, OR OTHERWISE INVALID. NO FUNDS ON ACCOUNT OF THE ACCOUNT DROPPED IF THE CREDIT CARD HOLDER HAS NO ACCOUNT ON THE ACCOUNT UPON WHICH IT IS DRAWN ON THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

STATE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR REPAIR

I hereby certify that I am the person responsible for the repair of the motor vehicle and that I am not responsible for any damage to the motor vehicle or any other property of the owner of the motor vehicle. I understand that you may use this information for any purpose, including but not limited to, for the purpose of determining the amount of any refund or rebate to which you may be entitled. I understand that you may use this information for any purpose, including but not limited to, for the purpose of determining the amount of any refund or rebate to which you may be entitled. I understand that you may use this information for any purpose, including but not limited to, for the purpose of determining the amount of any refund or rebate to which you may be entitled.

In the event of any dispute of this bill, I agree to pay the reasonable cost of attorney's fees, including reasonable attorney's fees, court costs and costs of collection, which shall be my responsibility and not that of the owner.

All the work performed on this motor vehicle may be covered by the manufacturer's warranty. The dealer does not warrant the quality of workmanship, parts, or materials used in the repair. The dealer is not responsible for any damage to the motor vehicle or any other property of the owner of the motor vehicle. I understand that you may use this information for any purpose, including but not limited to, for the purpose of determining the amount of any refund or rebate to which you may be entitled. I understand that you may use this information for any purpose, including but not limited to, for the purpose of determining the amount of any refund or rebate to which you may be entitled. I understand that you may use this information for any purpose, including but not limited to, for the purpose of determining the amount of any refund or rebate to which you may be entitled.

I have read, understood and accept the provisions of the Warranty Statement covering the Ford Motor Company vehicle under repair.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

DRIVER/OWNER INFORMATION -- INVOICE RECEIPT

FOR OFFICE USE: [Redacted] [Redacted]

DATE: 09/24/2002 09:29:25 AM 01 FORDS BLUE LICENSE NUMBER: TX 080808

FACTORY: TSBM 110 - CUEWAB 4473, 30 SUC PART : X PROG CODE : X

CONCERN CODE: 862- LONG CODE: 1-3

TYPE: M

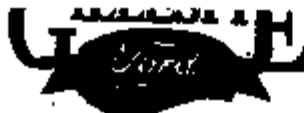
SUMMARY OF CHARGES FOR INVOICE #11811

PARTS	74.90	LABOR MECHANICAL	121.60	TOTAL CHARGE	196.50
-------	-------	------------------	--------	--------------	--------

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST: ESP - ESP

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JAMES K. BRETTLER

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford Motor Company. We want to give you the best service available. If you do not feel you can grade us as completely satisfied call your office advisor immediately. Thank You. Greco Duco



7111 N.W. LOOP 410 • SAN ANTONIO, TEXAS 78238
(210) 508-1070

PROGRAM	AUTHORIZATION	COMMITMENT
SERVICE INSTALLED PARTS		
DATE INSTALLED	AMOUNT BILLED	CREDIT A.C. NUMBER
NO.	DATE	NO.

PEACODE
04848

CHECKS (BY PROGRAM'S CODE)		
<input type="checkbox"/> CASH	<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> CHECK
AMOUNT	AMOUNT	AMOUNT
PAYEE	LABOR	TOTAL

ON BEHALF OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED ON THIS INVOICE IS TRUE AND CORRECT. I AM NOT PROVIDING SERVICE TO ANY OTHER VEHICLE AT THIS TIME. I AM NOT PROVIDING SERVICE TO ANY OTHER VEHICLE AT THIS TIME. I AM NOT PROVIDING SERVICE TO ANY OTHER VEHICLE AT THIS TIME.

NOTICE PURSUANT TO PROPERTY CODE, §70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §240.01, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, BOUNCED, OR BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR EXHAUSTING THE AMOUNT OR DRAWDOWN OF THE ORDER OR THE CREDIT CARD. I UNDERSTAND NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN ON THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

I, hereby authorize the repair work described and listed in the above order and agree that you and the employees of the motor vehicle subject to the repair agreement shall be held responsible for loss or damage to vehicle or property left in vehicle in care of you, such as any other vehicle owned, leased, or any other damage caused by unavailability of parts or delay in part shipment to the supplier or otherwise. I hereby grant you and your employees permission to examine the vehicle records, including all records, to determine the cause of the vehicle's condition. All repairs shall be made by the use of the latest available parts and materials.

In the event of completion of the job, I agree to pay any reasonable cost of storage, including reasonable delivery fees, shipping fees and such costs, which shall be my duty to pay unless otherwise stated in the invoice.
All the other warranties supplied in this order are those which may be obtained by the manufacturer. The dealer does not warrant the quality of materials, other material of quality, including any limited warranty of workmanship or fitness for a particular purpose, and neither warrants nor represents any other person to accept for a any other, in connection with the sale of the parts, parts or services. Dealer will not be obliged to return any of the parts or services if the dealer is not responsible for the damage to the vehicle. Dealer will not be responsible for damage caused by the use of parts or services, or by the dealer's negligence, negligence, fault or any other cause for damage caused by the use of parts or services or damage to property.

I have read, understood and accept all provisions of the Warranty Statement covering this Ford Motor Company vehicle under certain parts.
I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

FOR OFFICE USE
TAX: 2089 ADV: 309 BRETLER, INVOICE: 09/26/02 WBR M AG
TAX RILEY: WTRM INVOICE: 09/26/2002 09956426
ADDRESS IN: 21834
DATE: 09/27/02 DONE: 09/28/02

VEHICLE INFORMATION
VIN: 1F8PP04371N220982 LICENSE NUMBER: TX 762000
02 FORD FORD SE 486 500 BLR
STOCK# 00289802
DATE: 09/27/02 PRODUCTION: 089101 REG: 09/03/02

CONCERN IS	CUSTOMER STATES VEHICLE STARTS JERKING AND THEN IT LIGHS POWER ALSO ENGINE STALLED WHO'S DRIVING	OPERATION	TRCH	AMOUNT
ORISE	X	MC	144	X .00
CORRECTION	NO CHANGE			
FACTORY	TECH 144 - CONTOLES, 4863 IVE PART : X			
		CONSTRN CR: X21	COND CODE : X	
		SUBTOTAL		
		TOTAL CHARGE FOR CONCERN .00		
		PAYMENT DISTRIBUTION FOR INVOICE 09/27/02		
		FAC WARRANTY .00		
		TOTAL CHARGE .00		

IF YOU HAVE ANY QUESTIONS PLEASE SEE JAMES K. BRETLER

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford Motor Company. We want to give you the best service available. If you do not feel you can rank us as completely satisfied, please contact your service advisor immediately.
Thank You. Green 20021111 91:08

ENG-022 1274



7111 N.W. LOOP 410 • SAN ANTONIO, TEXAS 78238
(210) 508-1070

NOTICE PUBLIANT TO PROPERTY CODE, §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPAIRS BY THE REPAIR AGREEMENT WITH BUSINESS A COMMENCE CODE, SALES, OR PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD. THEREFORE, I HAVE STOPPED, CANCELLED, REFUSED, OR WITHHELD FUNDS, NO FUNDS, BY CHECK, MONEY ORDER, OR CREDIT CARD, FROM THE CREDIT CARD HOLD OR HAS NO ACCOUNT OR THE SALES OR PAYMENT OF THE MOTOR OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF THE PERSON RESPONSIBLE FOR REPAIR FOR FINANCE OR PAYMENT

I hereby authorize the repair work hereunder any work in the future along with the necessary materials and labor, and I am not responsible for any damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond my control or for any consequences or responsibility of parts of vehicle in possession by the repairer or his employees. I hereby grant the repairer permission to operate the vehicle during the repair process. I hereby authorize the repairer to use the vehicle for the purpose of making other repairs. An express warranty is hereby made on any vehicle to secure the vehicle of repair items.

In the event of completion of the job, I agree to pay any additional cost of material, including reasonable handling fee, storage fee and cost of labor, which shall be my duty to pay for the duration of the contract.

All the work specified herein is to be done in the shop with all the necessary materials and labor. The repairer hereby warrants that all work is completed, other express or implied, including any implied warranty of workmanship of parts for a specified purpose, and labor and materials for the repair of the vehicle. I am not responsible for any damage to vehicle or for any consequences or responsibility of parts of vehicle in possession by the repairer or his employees. I hereby grant the repairer permission to operate the vehicle during the repair process. I hereby authorize the repairer to use the vehicle for the purpose of making other repairs. An express warranty is hereby made on any vehicle to secure the vehicle of repair items.

I have read, understood and accept all conditions of the Motor Vehicle Repair Agreement. The Motor Vehicle Repairer shall provide parts.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

REPAIR	AUTHORIZATION	COMMITMENT
SERVICE INSTALLED PARTS		
DATE INSTALLED	APPROVED RELEASE	ORIGINAL S.S. NUMBER

P.L. NUMBER
04045

PERSON'S APPROVED SIGNATURE

NAME: _____ LAST: _____ FIRST: _____

ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT, I HEREBY AUTHORIZE THE REPAIRER TO OPERATE THE VEHICLE DURING THE REPAIR PROCESS. I HEREBY AUTHORIZE THE REPAIRER TO USE THE VEHICLE FOR THE PURPOSE OF MAKING OTHER REPAIRS. AN EXPRESS WARRANTY IS HEREBY MADE ON ANY VEHICLE TO SECURE THE VEHICLE OF REPAIR ITEMS.

[Signature]



DATE: 05/26/02 TIME: 10:30 AM

VEHICLE MAKE: FORD MODEL: FORD

VEHICLE YEAR: 2002

VEHICLE COLOR: BLACK

VEHICLE VIN: 1F3P06C722D000000

VEHICLE LICENSE: 257852

VEHICLE MAKE: FORD MODEL: FORD

VEHICLE YEAR: 2002

VEHICLE COLOR: BLACK

VEHICLE VIN: 1F3P06C722D000000

VEHICLE LICENSE: 257852

DESCRIPTION OF WORK: LUBRICATION STATES ENGINE OIL CHANGE AS PER OWNER AT 50-60 MPH AT 12000

OPERATION: 1000

RE: 144

VEHICLE YEAR: 2002

VEHICLE MAKE: FORD

VEHICLE MODEL: FORD

VEHICLE YEAR: 2002

VEHICLE COLOR: BLACK

VEHICLE VIN: 1F3P06C722D000000

VEHICLE LICENSE: 257852

TOTAL CHARGE FOR LABOR: \$144

DESCRIPTION OF WORK: LUBRICATION STATES FULL SERVICE/FLUID NO POWER BR PUMP FROM A SHOP AT 12000

OPERATION: 1000

RE: 144

VEHICLE YEAR: 2002

VEHICLE MAKE: FORD

VEHICLE MODEL: FORD

VEHICLE YEAR: 2002

VEHICLE COLOR: BLACK

VEHICLE VIN: 1F3P06C722D000000

VEHICLE LICENSE: 257852

TOTAL CHARGE FOR LABOR: \$144

DESCRIPTION OF WORK: LUBRICATION STATES AT A SHOP IN GAIN FULL STEERING WORKING AT 12000

OPERATION: 1000

RE: 144

VEHICLE YEAR: 2002

VEHICLE MAKE: FORD

VEHICLE MODEL: FORD

VEHICLE YEAR: 2002

VEHICLE COLOR: BLACK

VEHICLE VIN: 1F3P06C722D000000

VEHICLE LICENSE: 257852

TOTAL CHARGE FOR LABOR: \$144

DESCRIPTION OF WORK: LUBRICATION STATES WORK AS PER OWNER AT 50-60 MPH (ENGINE OIL CHANGE)

OPERATION: 1000

RE: 144

VEHICLE YEAR: 2002

VEHICLE MAKE: FORD

VEHICLE MODEL: FORD

VEHICLE YEAR: 2002

VEHICLE COLOR: BLACK

VEHICLE VIN: 1F3P06C722D000000

VEHICLE LICENSE: 257852

TOTAL CHARGE FOR LABOR: \$144

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford Motor Company. We want to give you the best service available. If you do not feel you can give us a "satisfied" rating, please contact your service advisor immediately.

Thank You, Gillespie Ford

ENG-022 1275



7111 N.W. LOOP 410 • SAN ANTONIO, TEXAS 78238
(214)508-1070

NOTICE PURSUANT TO PROPERTY CODE, §79.001

I AM THE PERSON OR AGENT/ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE SERVICE OF THE MOTOR VEHICLE DELIVERED TO THE PERSON ABOVEMENTIONED. I UNDERSTAND THAT THE PERSON IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS A COMMERCIAL CODE, BASED UPON THE MOTOR VEHICLE BEING FINANCED BY A CREDIT MONEY ORDER. ON A CREDIT CARD TRANSACTION IS STOPPED, DISCONTINUED OR CANCELED OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

STATE OF THE PERSON RESPONSIBLE ON ABBY PAUL MILLER

I hereby authorize the dealer with knowledge and intent to pay upon being with the necessary receipt and agreement you are not responsible for title or damage to vehicle or articles left in vehicle's care of the dealer or any other person beyond your control or the only person entitled to possession of parts or damage to parts or damage to the vehicle's equipment. I hereby grant you authority to take possession of the vehicle and to take possession of the vehicle's equipment for the purpose of taking such repairs. An express warranty for a vehicle is hereby acknowledged as to the vehicle to which the dealer is repairing.

In the event of repossession of this car, I agree to pay any reasonable cost of collection, attorney's reasonable collection fees, storage fees and insurance, which shall in any event be not less than one-third of the purchase price.

All the only warranties appearing on this page are those which may be offered by the manufacturer. The dealer shall have no liability for any defects in materials, workmanship or design, including any defects not covered by the manufacturer's warranty for a particular purpose, and shall not be held responsible for any other defects or damages to the vehicle or its equipment with the exception of the dealer's obligation to correct the vehicle's condition to meet the manufacturer's warranty. The dealer shall not be held responsible for any other defects or damages to the vehicle or its equipment, including any defects not covered by the manufacturer's warranty. The dealer shall not be held responsible for any other defects or damages to the vehicle or its equipment, including any defects not covered by the manufacturer's warranty.

I have read, understood and accept all provisions of the Warranty Agreement covering this Ford Motor Company vehicle and its service parts.

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

PROGRAM	ALLOCATION	COMMENT
SERVICE BLENDED PARTS		
DATE INSTALLED	ALLOCATION	SYSTEM NO. NUMBER

P&A CODE
04548

DATE	LABOR	TOTAL
------	-------	-------

ON BEHALF OF SERVICE PARTS, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS TRUE AND CORRECT. I HAVE READ AND UNDERSTAND THE WARRANTY AGREEMENT AND I AGREE TO BE BOUND BY ITS TERMS. I HAVE READ AND UNDERSTAND THE WARRANTY AGREEMENT AND I AGREE TO BE BOUND BY ITS TERMS. I HAVE READ AND UNDERSTAND THE WARRANTY AGREEMENT AND I AGREE TO BE BOUND BY ITS TERMS.

CONNECTION	TEST	UNIT	DESCRIPTION	QTY	UNIT PRICE	TOTAL	REMARKS
34-1	PUMP - FUEL INJECTION	1	174.00	1	174.00		
34-2	SOLENOID VALVE - INJECTION	1	35.25	1	35.25		
FACTORY							
34-1	SOLENOID VALVE - INJECTION	1	35.25	1	35.25		
34-2	SOLENOID VALVE - INJECTION	1	35.25	1	35.25		
CONNECTION							
34-1	SOLENOID VALVE - INJECTION	1	35.25	1	35.25		
34-2	SOLENOID VALVE - INJECTION	1	35.25	1	35.25		
FACTORY							
34-1	SOLENOID VALVE - INJECTION	1	35.25	1	35.25		
34-2	SOLENOID VALVE - INJECTION	1	35.25	1	35.25		

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford Motor Company. We want to give you the best service available. If you do not feel you can grade us as "satisfied," please advise immediately. Thank You, Great Times

FORM-822 1276



7111 N.W. LOOP 410 • SAN ANTONIO, TEXAS 78238
 (214) 509-1070

PROGRAM	ALLOCATION	CREDIT	P & A CODE	
SERVICE INSTALLED PARTS				DATE
DATE INSTALLED	INSTALLER	APPROVAL A.S. GROUP		
APPROVED BY APPROVED SIGNATURE <input type="checkbox"/> APPROVED <input type="checkbox"/> DISAPPROVED <input type="checkbox"/> YES <input type="checkbox"/> NO				
NOV	NOV	NOV	TOTAL	

On receipt of SERVICE ORDER, I hereby certify that the information furnished herein is accurate to the best of my knowledge and belief. I understand that the vehicle or equipment described hereon may be used for other than the intended purpose, and I agree to hold Lillespie responsible for any damage or loss to the vehicle or equipment caused by such use. I understand that the vehicle or equipment described hereon may be used for other than the intended purpose, and I agree to hold Lillespie responsible for any damage or loss to the vehicle or equipment caused by such use.

NOTICE PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR ORDER SUBJECT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH THE TEXAS PROPERTY CODE, §68.03, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED, BOUNCED, OR UNDEPOSITED FUNDS, NO FUNDS OR BECAUSE THE MAJOR DRIVER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT ON THE ACCOUNT UPON WHICH IT IS CHARGED OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of the Person Responsible on Account for Repair
 I hereby certify that the repair work described on the order being filled by me was done in accordance with the estimate and repair order and that I am responsible for repair charges if the vehicle is not repaired in accordance with the estimate or repair order. I understand that the vehicle is subject to repossession in accordance with the Texas Property Code, §68.03, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored, bounced, or undeposited funds, no funds or because the major driver of the order or the credit card holder has no account on the account upon which it is charged or the credit card account has been closed. An unpaid repair bill is a lien against the vehicle and may be enforced by the creditor.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

FOR OFFICE USE

DATE: 10/17/79 TIME: 08:57 AM LOCATION: 06/20/2002 OYSTERS RD. UT 1-4256

DATE	DESCRIPTION	QTY	UNIT PRICE	TOTAL
10/17/79	REPAIR ORDER			
	FRONT WIPER BLADES	2	1.50	3.00
	FRONT WIPER	1	2.50	2.50
	FRONT WIPER	1	2.50	2.50
	FRONT WIPER	1	2.50	2.50
	FRONT WIPER	1	2.50	2.50
	FRONT WIPER	1	2.50	2.50
	FRONT WIPER	1	2.50	2.50
	FRONT WIPER	1	2.50	2.50

TOTAL	17.00
TOTAL	17.00
TOTAL	17.00

CALL 402-4666

ATTENTION: THE FOLLOWING PARTS AND LABOR LISTED BELOW ARE SUBJECT TO CHANGE WITHOUT NOTICE.

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JAMES W. ORGON

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford Motor Company. We want to give you the best service available. If you do not feel you can grade us as completely satisfied, contact your service advisor immediately.

Thank You. (214) 509-1070



7111 410 WEST • SAN ANTONIO, TEXAS 78238
(210) 509-2357

NOTICE PURSUANT TO § 70.001, Texas Property Code

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPAIR OR REPAIRS IN ACCORDANCE WITH A 2,000 Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DEPOSITED, OR CANCELED OF ANY CREDIT CARD, TO BE PAID ON BEHALF OF THE OWNER OF THE VEHICLE OR THE CREDIT CARD HOLDER HAS NO ACCOUNT ON THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

VEHICLE INFORMATION: MAKE, MODEL, YEAR, VIN, LICENSE NO., MAKE, MODEL, YEAR, VIN, LICENSE NO.

CONSUMER INFORMATION: I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE. I AGREE TO WAIVE ANY RIGHTS TO CANCEL THIS CONTRACT OR TO RETURN THE VEHICLE OR TO REFUND ANY PAYMENT MADE BY ME FOR THE REPAIR OF THE VEHICLE.

CONSUMER INFORMATION: I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE. I AGREE TO WAIVE ANY RIGHTS TO CANCEL THIS CONTRACT OR TO RETURN THE VEHICLE OR TO REFUND ANY PAYMENT MADE BY ME FOR THE REPAIR OF THE VEHICLE.

STATEMENT OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR DAMAGE

I HEREBY CERTIFY THE INFORMATION CONTAINED HEREIN TO BE TRUE AND CORRECT AND TO BE THE PROPERTY OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT.

IN THE EVENT OF CANCELLATION OF THIS AGREEMENT, I AGREE TO PAY ANY AMOUNT DUE TO THE REPAIR SHOP, INCLUDING REPAIRS AND MATERIALS, WITHOUT DELAY AND TO THE EXTENT OF THE AGREEMENT.

ALL THE ONLY WARRANTIES APPLYING TO THIS SERVICE ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE REPAIR SHOP DOES NOT WARRANT THE WORKMANSHIP OR THE QUALITY OF THE REPAIRS. THE REPAIR SHOP DOES NOT WARRANT THE WORKMANSHIP OR THE QUALITY OF THE REPAIRS.

I HAVE READ, UNDERSTOOD AND AGREE TO THE PROVISIONS OF THE WARRANTY STATEMENT CONTAINED ON THIS FORM AND I AGREE TO SIGN THIS FORM.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:



VEHICLE INFORMATION: VIN 1F102A31702000000, LICENSE NUMBER TX 0149, MAKE FORD, MODEL FOCUS, YEAR 01, MAKE FORD, MODEL FOCUS, YEAR 01, MAKE FORD, MODEL FOCUS, YEAR 01.

Table with columns: CONCERN, OPERATION, PRICE, PARTS. Includes description: OIL AND FILTER CHANGE, 3 THOUSAND MILE SERVICE INCLUDED THE FOLLOWING: CHANGE ENGINE OIL, REPLACE OIL FILTER AND LUBRICATE THE CHASSIS...

SUMMARY OF CHARGES FOR INVOICE C1087. PARTS 13.81, LAB-MECHANICAL 9.45, SERVICE SPECIAL ADJUSTMENT 3.31, TAX .83, TOTAL CHARGE 27.78.

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE.

No. 5974

Sep 16 2002 11:04AM

EN02-022 1278



7111 N.W. LOOP 410 • SAN ANTONIO, TEXAS 78238
(210) 808-1070

NOTICE PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION BY ADVISORANCE WITH SURRENDER OF COMMERCE CODE, §54.01, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, UNAUTHORIZED, BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE CHECK OR THE CREDIT CARD HOLDER HAS NO ACCOUNT WITH THE MAKER OR DRAWER OF THE CHECK OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON WHO IS OBLIGATED TO PAY

PROGRAM	AUTHORIZATION	COMMITMENT	P.A.C. CODE
VEHICLE REPAIRED PARTS			64648
DATE REPAIRED	ADDRESS PAID	VEHICLE REG. NUMBER	

VEHICLE INFORMATION

YEAR: MAKE: MODEL:

VEHICLE IDENTIFICATION NUMBER (VIN):

VEHICLE REGISTRATION NUMBER:

On behalf of customer, I hereby agree that the repair work shown on this invoice is the work that was performed on the vehicle. I understand that the repair work shown on this invoice is the work that was performed on the vehicle. I understand that the repair work shown on this invoice is the work that was performed on the vehicle.

[Signature]

I hereby authorize the repair work shown on this invoice to be done using any and all necessary materials and agree that you are not responsible for loss or damage to vehicle or contents left in vehicle in case of fire, theft or any other cause beyond your control or for any damage caused by unavailability of parts or delays in parts shipments by the supplier or by any other cause beyond your control. I understand that the repair work shown on this invoice is the work that was performed on the vehicle. I understand that the repair work shown on this invoice is the work that was performed on the vehicle.

In the event of replacement of the tire, I agree to pay my percentage cost of inflation, including reasonable inflation cost, through Ford and cover shop. Such cost is my cost as set into the standard of the account.

ME: The only warranties applying to the parts are those which may be offered by the manufacturer. The selling dealer hereby warrants that the parts are those which may be offered by the manufacturer. The selling dealer hereby warrants that the parts are those which may be offered by the manufacturer.

I have read, understood and accept all provisions of the Warranty Statement attached this Ford Motor Company vehicle repair invoice.

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW



DATE: 12/10/01 TIME: 12:10 PM INVOICE NUMBER: 12/10/01 1510124
 DATE: 12/10/01 TIME: 12:10 PM INVOICE NUMBER: 12/10/01 1510124
 DATE: 12/10/01 TIME: 12:10 PM INVOICE NUMBER: 12/10/01 1510124

LINE	DESCRIPTION	QTY	UNIT	PRICE	TOTAL	OPERATION	ITEM	AMOUNT
51	DRIVERS SIDE FOU LIGHT BULB					13466	225	
	REPLACED FOU LIGHT							
	PART NUMBER							
	13466 CR							
	PARTS QUANT	1						
	ALLIANCE			6.02				
	PLAN: 225 - 13466 CR, 7163							
	SWC PART: 1, 4							
	LABOR CODE: 1, 2							
	LABOR CODE: 1, 01							
	SUBTOTAL							
	PARTS				14.02			
	LABOR-REPAIRS				24.76			
	TOTAL CHARGE FOR REPAIR				38.78			

SUMMARY OF CHARGES FOR INVOICE #01025

PARTS	14.02	PAYMENT DISTRIBUTION FOR INVOICE #01025	
LABOR-REPAIRS	24.76	WTR. CHARGE	38.78
TOTAL CHARGE	38.78	PAC MEMORIAL	38.78

ATTENTION: OTHER REPAIR WORKERS ON THIS VEHICLE

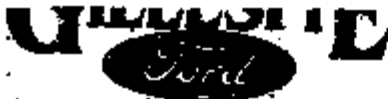
DATE OPENED FOR: 12/10/01
 DATE INVOICED: 12/10/01 (F)

IF YOU HAVE ANY QUESTIONS - PLEASE SEE COUNSELOR L. DE LA ROSA

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford Motor Company. We want to give you the best service available. If you do not feel you can grade us as completely satisfied, contact 1-800-4-A-Ford immediately.

Thank You, Green Drive

FORM-522 1278



7111 410 WEST • SAN ANTONIO, TEXAS 78238.
(210) 599-1070

PROGRAM	AUTOMOBILE	COMPONENT	FAUCODE
SERVICE DESCRIBED ABOVE			04848
NO.	DAY	HR.	NO. ITEMS

CHASSIS APPROVALS BOX

1	2	3
---	---	---

ON BEHALF OF FORD MOTOR COMPANY, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS CORRECT AND THAT THE INFORMATION CONTAINED HEREIN IS THE PROPERTY OF FORD MOTOR COMPANY AND IS NOT TO BE REPRODUCED OR TRANSMITTED IN ANY FORM OR BY ANY MEANS, ELECTRONIC OR MECHANICAL, INCLUDING PHOTOCOPYING, RECORDING, OR BY ANY INFORMATION STORAGE AND RETRIEVAL SYSTEM, WITHOUT THE WRITTEN PERMISSION OF FORD MOTOR COMPANY.

NOTICE PURSUANT TO § 70.001, Texas Property Code

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I HEREBY CERTIFY THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 29.002, Texas Property Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, BOUNCED, OR OTHERWISE UNAVAILABLE. NO AMOUNT ON BEHALF OF THE MAINTENANCE OR DRIVER OF THE MOTOR VEHICLE OR THE CREDIT CARD HOLDER HAS AN ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN DELETED.

STATEMENT OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

I hereby authorize my repair shop representative and staff to be able along with the necessary personnel and agree that you are not responsible for loss or damage to vehicle or contents left in vehicle in form of fuel, theft or any other matter beyond your control or for any damage caused by unauthorized persons or animals in your possession by the repairer or repairer's employees. I hereby grant you an air year warranty on the vehicle parts installed at your shop, including or otherwise by the presence of third party equipment. An express warranty fee is hereby acknowledged as shown on invoice and included in repair bill.

In the event of a replacement of any part, I agree to pay any reasonable cost of material, including reasonable shipping fees, always less any trade-in, when such is my own or my less than 90% of the amount.

NOTE: The only vehicles eligible for this program are those which are to be repaired by the manufacturer. The selling dealer hereby expressly disclaims all warranties, other than those of implied, including any implied warranties of merchantability or fitness for a particular purpose, and hereby waives all other claims for damages or injury to any property, to the extent of the repair order amount. Buyer shall not be deemed to contract for any other warranty or compensation for damage, except as expressly stated on the repair order, and any other such warranty or compensation shall be void and of no effect. All parts or materials of parts are provided by supplier or manufacturer.

I have read, accepted and accept all provisions of the Warranty Statement covering the Ford Motor Company's vehicle repair program.

INCLUDING RECEIPT OF THE PARTS AND LABOR LISTED ON INVOICE

INVOICE TO		UNEMPLOYED UNEMPLOYED -- INVOICE: 104750	
OFFICE USE		00287852	
TRUCK 2000	2000 429 CASTLE, TORRES, WELLS INT 1	VEHICLE IDENTIFICATION	
100 RELEASE	WORK IN PROGRESS 09/17/2001 00000170	VIN 1FA1P343100287852	
SPEEDOMETER 100 10		01 1000	0100
WORKS	09/17/01 10000 09/17/01	0100	0100
CONCERN 24	2 YEAR STATE INSPECTION	OPERATION	1000
CIRCULATION	2 YEAR STATE INSPECTION	1000	0100
CURRENT	100		
FACTORY	TRUCK 017 - WELLS 1111, 1000		
	1000		
TYPE 1		TOTAL CHARGE FOR CONCERN 100	
CONCERN 30	100	OPERATION	1000
CIRCULATION	100	100	0100
			1000
CURRENT	100		
FACTORY	TRUCK 017 - WELLS 1111, 1000		
	TRUCK 140 - WELLS, 1000-1000		
	1000		
TYPE 1		TOTAL CHARGE FOR CONCERN 100	
AMOUNT OF CHARGES FOR INVOICE 104750		PAYMENT SUBMISSION FOR INVOICE 104750	
LAW-TECHNICAL	10.00	INTERNAL	100
2ND CHARGE TO	10.00	TOTAL CHARGE	100
TOTAL CHARGE	20.00		

IF YOU HAVE ANY QUESTIONS - PLEASE SEE VICTOR O. CASTILLO

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford Motor Company. We want to give you the best service available. If you do not feel you can grade us as completely satisfied, please call 1-800-597-4669 or your service advisor immediately.

Thank You, Name: [REDACTED]

FORM-022 1280

20021106A9

PC 121 1002 31 005



Quality Care

THE FORD MOTOR COMPANY

#406 Blue Focus

SEP 16 2002 11:07AM

111FAEP34371W25705

CHASSIS

- A1 Battery state of charge. Place probe in red. Voltage should be between 12.4 volts or below.
- A2 Battery cables for tightness and proper assembly. Check for leaks, damage and routing. Battery Engine cooled and off. Check: Bolts, 1 and Steering. Unconductor coating. Air conditioning Bleeding gas, steering linkage. Air coupling and suspension for damage or loose fasteners and missing parts.
- A3 Part manual shut off valve for "E" position (Classify Fuel Vehicle, if equipped with valve)

TIRE PRESSURE (including spare)

- B1 Engine oil (Do not over fill)
- B2 Windshield washer washer reservoir
- B3 Brake cooling system (check)
- B4 Power steering fluid
- B5 Brake master cylinder
- B6 Check master cylinder
- B7 Automatic transmission/overdrive (Do not shift gears while cold. (Up and over 100) Not required for 2002 Focuses)

EXTERIOR

- C1 Wind front side seal spring spacer
- C2 Door slapping or rattle latchets - Tamers
- C3 Motor protection bags (if installed)
- C4 Keep bags on well assembly.
- C5 Rear seal side/rear seal system slapping sealers.

INTERIOR

- D1 Loose accessories (including hips removed in vehicle transport).

EXTERIOR

- E1 Tuck wheel caps (right back - rear wheel only)
- E2 Hotel De lid has impact on each to be full locking lug nuts

EXTERIOR

- F1 Safety belts
- F2 Benchback hinges

EXTERIOR

- G1 Light: Headlamps, tail lamps, fog lamps, hazard warning flashers, 11 volt lamps, 1 auxiliary lamp, 1 fog lamp (if equipped) - Inspected visually both when vehicle is running and light
- G2 No damage to the paint or appearance
- G3 No damage to the front end including light, horn, wipers, etc. (if equipped) - Inspected visually
- G4 No damage to the rear end including trunk lid, bumper, etc. (if equipped) - Inspected visually
- G5 No damage to the side including door, fender, etc. (if equipped) - Inspected visually
- G6 No damage to the bottom including undercarriage, etc. (if equipped) - Inspected visually
- G7 No damage to the top including roof, etc. (if equipped) - Inspected visually
- G8 No damage to the wheels including tires, etc. (if equipped) - Inspected visually
- G9 No damage to the body including hood, etc. (if equipped) - Inspected visually
- G10 No damage to the trim including moldings, etc. (if equipped) - Inspected visually

EXTERIOR

- H1 No damage to the front end including hood, bumper, etc. (if equipped) - Inspected visually
- H2 No damage to the rear end including trunk lid, bumper, etc. (if equipped) - Inspected visually
- H3 No damage to the side including door, fender, etc. (if equipped) - Inspected visually
- H4 No damage to the bottom including undercarriage, etc. (if equipped) - Inspected visually
- H5 No damage to the top including roof, etc. (if equipped) - Inspected visually
- H6 No damage to the wheels including tires, etc. (if equipped) - Inspected visually
- H7 No damage to the body including hood, etc. (if equipped) - Inspected visually
- H8 No damage to the trim including moldings, etc. (if equipped) - Inspected visually

EXTERIOR

- I1 Check exterior body damage and rust. If a problem exists, the dealer has to repair/replace or replace the body panel. Inspected visually
- I2 Check exterior body damage and rust. If a problem exists, the dealer has to repair/replace or replace the body panel. Inspected visually
- I3 Check exterior body damage and rust. If a problem exists, the dealer has to repair/replace or replace the body panel. Inspected visually
- I4 Check exterior body damage and rust. If a problem exists, the dealer has to repair/replace or replace the body panel. Inspected visually
- I5 Check exterior body damage and rust. If a problem exists, the dealer has to repair/replace or replace the body panel. Inspected visually
- I6 Check exterior body damage and rust. If a problem exists, the dealer has to repair/replace or replace the body panel. Inspected visually
- I7 Check exterior body damage and rust. If a problem exists, the dealer has to repair/replace or replace the body panel. Inspected visually
- I8 Check exterior body damage and rust. If a problem exists, the dealer has to repair/replace or replace the body panel. Inspected visually

EXTERIOR

- J1 No damage to the front end including hood, bumper, etc. (if equipped) - Inspected visually
- J2 No damage to the rear end including trunk lid, bumper, etc. (if equipped) - Inspected visually
- J3 No damage to the side including door, fender, etc. (if equipped) - Inspected visually
- J4 No damage to the bottom including undercarriage, etc. (if equipped) - Inspected visually
- J5 No damage to the top including roof, etc. (if equipped) - Inspected visually
- J6 No damage to the wheels including tires, etc. (if equipped) - Inspected visually
- J7 No damage to the body including hood, etc. (if equipped) - Inspected visually
- J8 No damage to the trim including moldings, etc. (if equipped) - Inspected visually

Customer Name: [Blank]

Address: [Blank]

City: [Blank] State: [Blank] Zip: [Blank]

Phone: [Blank]

Model Year: [Blank]

Vehicle ID: [Blank]

Signature: [Blank]

Date: [Blank]

Signature: [Blank]

Date: [Blank]

Signature: [Blank]

Date: [Blank]

Signature: [Blank]

Date: [Blank]

Signature: [Blank]

Date: [Blank]

==>

VIN: 1FAFP34371W257852 Year: 2001 Model: FOCUS
WSD: 04/30/01 Build Date: 03/21/01

A	-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Date	Code
-	-----	-	-----	-----	-----	-----
	01S13	S	SEAT BACK	COMPLETE	06/24/02	04545

F1=Help F7=Prev F8=Next F11=Menu F12=Return
MORE RECORDS AVAILABLE

LPREL19

SFCHEMMA
=>

Esp Information

09/16/02 10:37:41

VIN: 1FAPP34371W257852 Year: 2001 Model: FOCUS
Contract: 1 of 1 Status: ACTIVE

-----Purchase Details-----

Purchaser: [REDACTED]
Expiration Date: 04/30/05
Expiration Miles: 48000
Plan Type: USA NEW 48/48,000 BASECARE W/ROADSIDE ASSISTANCE
Plan Year: 2001
Selling Dealer: GILLESPIE FORD
Rental: 26
Deductible: 100
Towing Allowance:
Purchase Type:
Options: \$100,DED.

-----Cancellation Details-----

Cancel Date: Process Date:
Refund Percent: Dealer Received Date:
Dealer Credited:
F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return
RECORD FOUND LPREL19

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1RAPP3371W257852	Vehicle Line:	CAK - FOCUS (CW170) [99-03]	Eng Serial No:	*
Model Year:	2001	Market Segment:	CIF - FORD DIVISION DERIVATIVE	Body Style:	*
Vehicle Type:	C	Drive Codes:	C/A - 2 WHL LH FRONT DRIVE	Engine:	CSIQ - ZETEC 2.0L DOHC EFI NA M G*LC
Inv. Dealer:	64545	Body Color Style:	CFC - 4 DOOR SEDAN-4 LITE	Transmission:	CTD2 - 4-SPD AUTO TRANS 4F27E
		Version/Series:	CIDE - SERIES 25		

BUILD INFORMATION:

Region: NA - #00000000 Plant: AZ - WAYNE PLANT BUILD
 Country: USA - #00000000 Prod Date: 21-MAR-2001

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 132037 - *
 Country: USA - #00000000 Selling Div: TX
 Buyer State: TX

Arrival Date: 15-APR-2001 Red Carpet Lease: *
 Sale Date: 30-APR-2001 Fleet/Rental/Co. Lease: R
 Warranty Start Date: 30-APR-2001 Modified Vehicle: *
 Orig Warranty Date: 30-APR-2001 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

F341M257852YE46 H 2 12AA125 BA G DMZ 36 44 J K3LA T 52E057 D ME BAZ 31

PAF 2 33ATX 1A

ENR-022 1285

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	A	GVW Class Code:	F
Audio Disk:	* - [N/A]	Instrumentation:	AJ - HIGH SERIES ANALOG CLUSTER
Axis Ratio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axis Type:	* - [N/A]	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	SB	Paint:	FM088 - TWILIGHT BLUE C/C #2
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	BQ -
Calibration Code:	1AK1AZ0A	Sound System:	* - [N/A]
Color(Access):	* - [N/A]	Steering Tendon Asst:	* - [N/A]
Color(Trim):	000S2 -	Tire Manufacturer:	CC -
Delivery Type:	6	Tire Brand:	M6V9LNE -
Driveshaft Code:	*	Tire Size:	D3GNY - 195/60R15-8 BSW
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF:	*	RF:	M6V9LNE 0301
LR:	*	RR:	M6V9LNE 0301
LE:	*	RJ:	*

SPARE: T7PSBAH 0101 DOT Plant Manufacturer: M6 - THE GOODYEAR TIRE & RUBBER COMPANY ; LAWTON ; OKLAHOMA ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	C/B - C/B
ESP Coverage(Miles):	*	Emission Cert Type:	5
ESP Coverage(Thats):	*	Emission Recal Suffix:	HLG
ESP Plan Year:	*	Engine Family:	1F0CXV020VF3
ESP Signature Date:	*		

Any comments? You can contact



webmaster

EMR2-422 1286

0540082592

LAW OFFICE OF PETER TORRES, JR.
A PROFESSIONAL CORPORATION
454 SOLEDAD, SUITE 200
SAN ANTONIO, TEXAS 78205
210/737-2672 (TELEPHONE)
210/737-9358 (TELECOPY)

PETER TORRES, JR.
ATTORNEY AT LAW

BOARD CERTIFIED SPECIALIST
TEXAS BOARD OF LEGAL SPECIALIZATION

CIVIL TRIAL LAW
CONSUMER LAW/COMMERCIAL LAW

TINA TORRES
ATTORNEY AT LAW

ROB HUGHES, JR.
ATTORNEY AT LAW

BOARD CERTIFIED SPECIALIST
TEXAS BOARD OF LEGAL SPECIALIZATION

CONSUMER LAW/COMMERCIAL LAW

PAUL A. TORRES
ATTORNEY AT LAW

September 4, 2002

GILLESPIE MOTOR COMPANY
7111 N.W. LOOP 410
SAN ANTONIO, TEXAS 78238

BY CERTIFIED MAIL, RRR

MAUREEN PAWELEK-MURRAY
CONSUMER AFFAIRS
FORD MOTOR COMPANY
P.O. BOX 6248, MD#3NE-B
DEARBORN, MICHIGAN 48126-4207

BY CERTIFIED MAIL, RRR

BANC OF AMERICA
AUTO FINANCE CORP.
P.O. BOX 2269
BREA, CALIFORNIA 92822-2269

BY CERTIFIED MAIL, RRR

2
SEP 10 10:30 AM '02
CONSUMER AFFAIRS SECTION

Re: **[REDACTED] z. 2001 Ford Focus**
VIN 1FAFP34371W257852

Dear Sir/Madam:

This law firm represents **[REDACTED] z.**, who, on or about April 30, 2001, acquired the above-referenced vehicle from Gillespie Motor Company and Ford.

We write this letter to you pursuant to Chapter 17 of the Texas Business and Commerce Code and hereby place you on notice that if the matters about which our client complains are not settled within sixty (60) days, we will file suit seeking recovery of Mr. Martinez' economic and mental anguish damages, attorneys' fees, and any additional damages that a jury may award.

Our client's complaints are that he was purchasing the subject vehicle based upon the following and other representations:

- (1) That it was an excellent quality, dependable form of transportation; and

SEPTEMBER 4, 2002
PAGE TWO

- (2) That the vehicle was free of defects. In the unlikely event that the Focus had manufacturer-related problems, you assured Mr. [REDACTED] that any defects in material and workmanship would be repaired pursuant to the manufacturer's warranty in a good and workmanlike manner.

In spite of the above representations and warranties pertaining to the quality of the vehicle and the attributes of the Ford warranty, our client and his son (for whom the vehicle was acquired) have experienced a number of problems with the car. These problems include, but are not limited to, serious problems with the vehicle stalling.

Subsequent to signing all paperwork for what he believed was the purchase of the Focus, our client was also distraught to learn that rather than acquiring the Focus pursuant to a traditional retail installment contract (which Mr. [REDACTED] was led to believe he was signing), the vehicle had been transferred to our client via a lease.

Your conduct as described above amounts to violations of Sections 17.46(b) (2), (5), (7), (9), (12), (13), (20), (22), and (24), as well as Section 17.50 (a) (1), (2), and (3) of the Texas Business and Commerce Code.

As such, and by reason of the difficulties experienced by [REDACTED], pursuant to Section 2.608 of the Texas Business and Commerce Code, we hereby seek to revoke acceptance of the vehicle, rescind the transaction in question, and demand payment of \$25,000.00 to compensate Mr. [REDACTED] for his economic and mental anguish damages.

Mr. [REDACTED] has also incurred attorneys' fees to date in the amount of \$2,500.00.

As stated previously, we write to you pursuant to Section 17.505 of the Texas Business and Commerce Code. Accordingly, if this matter is not resolved within the sixty-day statutory period, we will have no alternative but to file suit seeking our client's economic and mental anguish damages, attorneys' fees, and any additional damages that a jury may award.

We trust that this matter will command your immediate attention.

Sincerely yours,

LAW OFFICE OF PETER TORRES, JR.
A PROFESSIONAL CORPORATION


BY: TINA TORRES

cc: Rodolfo G. Martinez

ER82-822 1288

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 16-SEP-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VPG	OCC	CD
1FAFP34371W257852	AK	CIAK	C/F	C/F	C/D6	C/A	AZ	C/D2	C/BQ	21-03-01	30-04-01	152057	USA	8	Q42	7D07	F54Z	83466	CB	S09	V77	L29	28
AWS Claim Key:	5812984	Doc #:	09109351	Trx Code:			I	Labour Hrs:		4	Labour Cost:		24.36	Material Cost:		14.07	Total Cost:		38.43				
Dir Cd-Sub Cd:	04545-*	Name: GILLESPIE FORD					Ph:	210-5091000	St:	TX	City Cd:	USA	Reg Cd:	NA	Repr Date: 18-DEC-2001					DIST (Mile): 11810			
Cost Comments:	DRIVERS SIDE FOG LIGHT BNOF																						
Tech Comments:	FOG LAMP BNOF REPLACED FOG LAMP																						
1FAFP34371W257852	AK	CIAK	C/F	C/F	C/D6	C/A	AZ	C/D2	C/BQ	21-03-01	30-04-01	152057	USA	15	Q62	S101	1M5Z	3A674	AARM	S05	V39	N59	42
AWS Claim Key:	9408931	Doc #:	00906954	Trx Code:			EM4	Labour Hrs:		2	Labour Cost:		128	Material Cost:		193.7	Total Cost:		461.7				
Dir Cd-Sub Cd:	04545-*	Name: GILLESPIE FORD					Ph:	210-5091000	St:	TX	City Cd:	USA	Reg Cd:	NA	Repr Date: 24-JUN-2002					DIST (Mile): 19528			
Cost Comments:	CUSTOMER STATES CHECK HUM NOISE FRONT AT ANY SPEED (POWER STEERING?) SEE JIM																						
Tech Comments:	POWER STEERING & SERPENTINE BELT TEST DROVE, PERFORMED DIAGNOSIS, R&R POWER STEERING PUMP AND SERPENT																						
1FAFP34371W257852	AK	CIAK	C/F	C/F	C/D6	C/A	AZ	C/D2	C/BQ	21-03-01	30-04-01	152057	USA	15	Q65	SC06	YS4Z	L215	AA	S05	V39	N59	42
AWS Claim Key:	9408932	Doc #:	00906953	Trx Code:			EM4	Labour Hrs:		2.5	Labour Cost:		160	Material Cost:		44.44	Total Cost:		204.44				
Dir Cd-Sub Cd:	04545-*	Name: GILLESPIE FORD					Ph:	210-5091000	St:	TX	City Cd:	USA	Reg Cd:	NA	Repr Date: 24-JUN-2002					DIST (Mile): 19528			
Cost Comments:	CUSTOMER STATES CHECK ROAR NOISE FRONT MORE SO AT SLOWER SPEEDS (TIRES? WHEEL BEARING?) SEE JIM																						
Tech Comments:	BOTH FRONT HUB BEARINGS TEST DROVE, INSPECTED FRONT END, FOUND NO PROBLEM, INSTALLED CHASSIS E																						
1FAFP34371W257852	AK	CIAK	C/F	C/F	C/D6	C/A	AZ	C/D2	C/BQ	21-03-01	30-04-01	152057	USA	15	*	*	*	*		SXX	V00	*	*
AWS Claim Key:	9408933	Doc #:	00906956	Trx Code:			01S13	Labour Hrs:		.9	Labour Cost:		57.6	Material Cost:		3.25	Total Cost:		67.25				
Dir Cd-Sub Cd:	04545-*	Name: GILLESPIE FORD					Ph:	210-5091000	St:	TX	City Cd:	USA	Reg Cd:	NA	Repr Date: 24-JUN-2002					DIST (Mile): 19528			
Cost Comments:	01S13 SEAT BACK RECLINER HANDLE SPRING																						
Tech Comments:	RECALL 01S13 PERFORMED RECALL 01S13																						
1FAFP34371W257852	AK	CIAK	C/F	C/F	C/D6	C/A	AZ	C/D2	C/BQ	21-03-01	30-04-01	152057	USA	15	T20	SU03	YS4Z	6038	BA	S10	V89	N23	33
AWS Claim Key:	9880752	Doc #:	01181151	Trx Code:			EM4	Labour Hrs:		1.9	Labour Cost:		121.6	Material Cost:		76.93	Total Cost:		310.53				
Dir Cd-Sub Cd:	04545-*	Name: GILLESPIE FORD					Ph:	210-5091000	St:	TX	City Cd:	USA	Reg Cd:	NA	Repr Date: 22-JUL-2002					DIST (Mile): 20578			
Cost Comments:	CUSTOMER STATES SHAKING FELT IN STEERING WHEEL AFTER COMING TO A STOP FELT ON TAKEOFFS THEN QUITS OFF AND ON WHILE DRIVING																						
Tech Comments:	MOTOR MOUNTS LOOSE PERFORMED NVH DIAGNOSIS, REPALCED ENGINE MOUNTS, PERFORMED A C DIA																						

ENR2-822 1289

Any comments? You can contact



webmaster

ENG2-822 1298

Pawelek, Maureen (M.L.)

From: Pawelek, Maureen (M.L.)
Sent: Monday, September 16, 2002 12:07 PM
To: Williams, Dawn (D.D.)
Subject: Legal Contact

Hi Dondi:

I have two legal contacts open in your market area at the moment:

Customer: [REDACTED]
Vehicle: 2001 Focus
VIN: 1FAFP34371W257852
Dealer: Gillespie Ford

Tina Torres, attorney, claims a stalling concern. Greg Duppatadt is sending me what he has on it, and says he thinks it probably needs a fuel pump, which they have not done as yet.

Second case is as follows:

Customer: Lupe Barros
Vehicle: 2001 Mustang
VIN: 1FAFP45X31F135321
Dealer: Jennings Anderson, Gillespie

Main concern here appears to be a water leak, which Gillespie has made two attempts on and Jennings Anderson has made one. I left a message for Jim Telfer to find out what he knows about it.

If you know anything about either of these situations, please let me know!

Thanks.

Maureen Pawelek
Legal Analyst/Southwest Region
Phone: (313) 845-5477
Fax: (313) 845-5668
e-mail: mpawelek@ford.com

==>

VIN: 1FAPP34371W257852 2001 FOCUS,SE ,SEDAN Ind Type: T

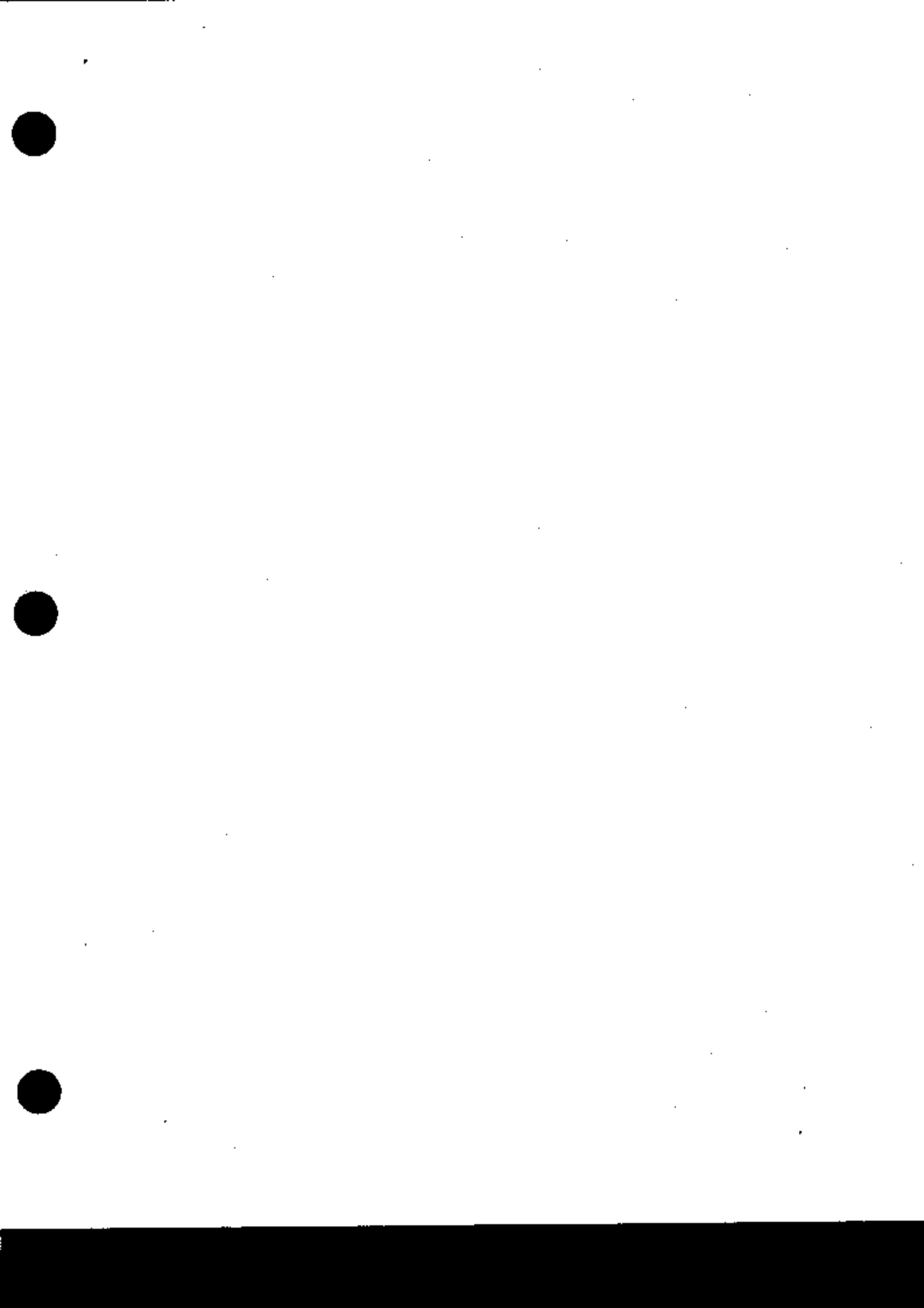
Sel	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Desc.	Dealer Id
-----	-----	-----	-----	-----	-----	-----	-----

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
LPREL191





2002

0770721702 NEW YORK

ENG-022 1203





Attorney Demand

Required Documents

	YES	NO
AWS Report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mora III Opening Screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mora III Closing Screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Email to CSM	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Attorney Demand Letter	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Offer/Denial letter	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Documents Required if Applicable

	YES	NO
R.A.V. Checklist	<input type="checkbox"/>	<input type="checkbox"/>
Team Leader Approval	<input type="checkbox"/>	<input type="checkbox"/>
EAA, FSE and/or Dealer Inspection	<input type="checkbox"/>	<input type="checkbox"/>
Recall History	<input type="checkbox"/>	<input type="checkbox"/>
NAVIS Report	<input type="checkbox"/>	<input type="checkbox"/>
Release Form	<input type="checkbox"/>	<input type="checkbox"/>
Service File	<input type="checkbox"/>	<input type="checkbox"/>
Sales File	<input type="checkbox"/>	<input type="checkbox"/>
Proof of ownership	<input type="checkbox"/>	<input type="checkbox"/>
Fax Confirmation	<input type="checkbox"/>	<input type="checkbox"/>

Customer Name: Sanpedro
Case # 770721702
VIN # YUW381700
DATE: 6/2002
Analyst: mthul

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FAPP3439YW381700	Vehicle Line:	C/AK - FOCUS (CW170) [99-03]	Eng Serial No:	*
Model Year:	2000	Market Derived:	C/P - FORD DIVISION DERIVATIVE	Body Shell:	*
Vehicle Type:	C	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Engine:	C/EQ - ZETEC 2.0L DOHC
Inv. Dealer:	00418	Body Cab Style:	C/C - 4 DOOR SEDAN-6 LTB	Transmission:	C/D2 - 4-SPD AUTO TRAN
		Version/Series:	C/DE - SERIES 25		

BUILD INFORMATION:

Region: NA - 000000000 Plant: AZ - WAYNE PLANT BUILD
 Country: USA - 000000000 Prod Date: 20-JUN-2000

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 113045 - *
 Country: USA - 000000000 Selling Dir St/Prov: NJ
 Buyer St/Prov: NJ

Arrival Date: 05-JUL-2000 Red Carpet Lease: *
 Sale Date: 11-AUG-2000 Fleet/Retail/Ca. Lease: R
 Warranty Start Date: 11-AUG-2000 Modified Vehicle: *
 Orig Warranty Date: 11-AUG-2000 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

```

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
0240W381700Y 42 2 10A0227 25 2 23AMM 38 / K2CA BT 1 13M045 2 DR DM2 3

LFAF9 0 3ARJ 1R
  
```

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	BQ	GVW Class Code:	F
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Asie Rate:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Asie Type:	* - [N/A]	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	FB	Paint:	FN1AA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenn:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radiator:	BQ -
Calibration Code:	OAK1520A	Sound System:	* - [N/A]
Color(Accnt):	* - [N/A]	Susp Tandem Axle:	* - [N/A]
Color(Trim):	* - [N/A]	Tire Brand:	CC - FIRESTONE/GOODYEAR
Delivery Type:	0	Tire Size:	D3CNY - 195/60R15-5 BSW
DriverR Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LI:	*	RI:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	F	Emission Code:	C/C - CC
ESP Coverage(Miles):	000	Emission Cert Type:	5
ESP Coverage(Times):	000	Emission Decal Suffix:	GBT
ESP Plan Year:	2001	Engine Family:	YFMKV020VP3
ESP Signature Date:	11-AUG-2000		

Standard Claims List For Model Year 2000

VIN	VEH LINE	MRK DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TIS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC	4 PREP	BASE	STIFF	CCC	CD	DIST (Miles)		
1FAFP3439YW381700	CI/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	20-JUN-2000	11-AUG-2000	113045	USA	4	*	*	*	*	*	*	*	3302		
AWS Claim Key:		4791336	Trx Code:		00520	Labor Hrs:		4															
Dir Cl-Sub Cl:		00418*	Name:		OZZIE'S FORD STORE INC	Ph:		201-9987400	St:		NJ	City Cl:		USA	Reg Cl:		NA	Repr Date:		05-DEC-2000	Doc #:		02931802
Cust Comments:		CUSTOMER STATES RECALL 00520																					
Tech Comments:		A PILLAR TRIM MOD DISA RECALL REPLACE A PILLAR TRIM PANELS																					
1FAFP3439YW381700	CI/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	20-JUN-2000	11-AUG-2000	113045	USA	7	3801	070202	*	7A/D30	*	L72	33	5918		
AWS Claim Key:		7138545	Trx Code:		1	Labor Hrs:		4															
Dir Cl-Sub Cl:		00418*	Name:		OZZIE'S FORD STORE INC	Ph:		201-9987400	St:		NJ	City Cl:		USA	Reg Cl:		NA	Repr Date:		01-MAR-2001	Doc #:		03138104
Cust Comments:		CUSTOMER STATES TRANSMISSION FLUID LEAKING																					
Tech Comments:		COOLER LINE LEAKS PERFORM TRANS DIAG FOR LEAK REPAIR TRANS COOLER LINE RECHECK																					
1FAFP3439YW381700	CI/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	20-JUN-2000	11-AUG-2000	113045	USA	17	*	*	*	*	*	*	*	16219		
AWS Claim Key:		1398088	Trx Code:		01524	Labor Hrs:		7															
Dir Cl-Sub Cl:		00418*	Name:		OZZIE'S FORD STORE INC	Ph:		201-9987400	St:		NJ	City Cl:		USA	Reg Cl:		NA	Repr Date:		10-DEC-2001	Doc #:		03848901
Cust Comments:		CUSTOMER STATES PERFORM RECALL 01524 WIPER GEAR COVER																					
Tech Comments:		WIPER MOTOR COVER MOD DISA RECALL PERFORM WIPER MOTOR COVER MOD																					
1FAFP3439YW381700	CI/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	20-JUN-2000	11-AUG-2000	113045	USA	21	1H/D3	030804	F772	9M460	AB	E29	42	20429		
AWS Claim Key:		1573773	Trx Code:		587	Labor Hrs:		7															
Dir Cl-Sub Cl:		00418*	Name:		OZZIE'S FORD STORE INC	Ph:		201-9987400	St:		NJ	City Cl:		USA	Reg Cl:		NA	Repr Date:		16-APR-2002	Doc #:		04184501
Cust Comments:		CUST STATES CHECK ENGINE LIGHT ON AND STALLING																					
Tech Comments:		DPFE SENSOR OUT OF RANGE PERFORM NGS TEST PERFORM P/FPOINT TEST REPLACE DPFE SENSOR RPT TEST RPT TEST																					
1FAFP3439YW381700	CI/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	20-JUN-2000	11-AUG-2000	113045	USA	21	3H/D4	*	*	*	*	*	*	20429		
AWS Claim Key:		1573773	Trx Code:		01805	Labor Hrs:		1.1															
Dir Cl-Sub Cl:		00418*	Name:		OZZIE'S FORD STORE INC	Ph:		201-9987400	St:		NJ	City Cl:		USA	Reg Cl:		NA	Repr Date:		18-APR-2002	Doc #:		04184502
Cust Comments:		CUST STATES PERFORM 01805 PROGRAM REAR WHEEL BEARING																					
Tech Comments:		REAR WHEEL BEARING MOD 01805 PROGRAM PERFORM REAR WHEEL BEARING MOD																					

EPR2-0222 1297

SFCHADMA

Action Detail

07/02/02 16:06:31

==>

VIN: 1FAPP3439YW361700 Year: 2000 Model: FOCUS
 Owner Status: ORIGINAL WSD: 08/11/00
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: Case: 770721702 Day Ph: [REDACTED]
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: OZZIE'S FORD STORE INC
 Issue Type: 07 LEGAL Issue Status: C CLOSED
 Comm Type: FX FAX Odometer Reading: 20429 MI
 Analyst: MKELSEY2 MOLLY KELSEY Document Number:
 Action Date: 06/26/02 Action Data: Y Action Time: 10:24:10 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Comments: *****ATTORNEY DEMAND LETTER*****

REC'D 06/26/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE HAS A CHRONIC STALLING CONCERN.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 MORE COMMENTS AVAILABLE

LPREL30

==>

VIN: 1FAPP3439YW381700 Year: 2000 Model: FOCUS
 Owner Status: ORIGINAL WSD: 08/11/00
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: [REDACTED] Case: 770721702 Day Ph: [REDACTED]
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: OZZIE'S FORD STORE INC
 Issue Type: 07 LEGAL Issue Status: C CLOSED
 Comm Type: FX FAX Odometer Reading: 20429 MI
 Analyst: 9835MH MICHELLE HULL Document Number:
 Action Date: 06/26/02 Action Data: N Action Time: 17:01:29 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: FINAL CASE DISPOSITION
 Comments: ADVISED ATTORNEY WE WILL NOT REPURCHASE THE CUSTOMER'S VEHIC
 LE. THE CUSOTMER MAY BRING THE VEHICLE INTO THE DEALERSHIP F
 OR AN INSPECTION AND TO ADDRESS CUSOTMER'S CONCERNS. LETTER
 SENT ON 6/26/02

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 NO MORE COMMENTS AVAILABLE

LPREL30

Hull, Michelle (M.K.)

From: Hull, Michelle (M.K.)
Sent: Wednesday, June 26, 2002 5:00 PM
To: Mkrtchyan, Lusine (L.)
Subject: MR JUAN SANPEDRO Case: 770721702

Hi Lusine,

This customer is represented by an attorney. Have you had any previous involvement?

VIN: 1FAFP3439YW381700 Year: 2000 Model: FOCUS
Owner Status: ORIGINAL WSD: 08/11/00
Name: [REDACTED]
Trmt: [REDACTED]
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
Dealer: OZZIE'S FORD STORE INC
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: FX FAX Odometer Reading: 20429 MI
Analyst: MKELSEY2 MOLLY KELSEY Document Number:
Action Date: 06/26/02 Action Data: Y Action Time: 10:24:10 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
Comments: *****ATTORNEY DEMAND LETTER*****

REC'D 06/26/02
ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE HAS A CHRONIC STALLING CONCERN.

Litigation Prevention Operations Analyst
New York Region
Ph: (313) 845-6234
Fax: (313) 845-3333

Tracking:	Recipient	Delivery	Read
	Mkrtchyan, Lusine (L.)	Delivered: 6/26/02 5:00 PM	Read: 6/26/02 5:40 PM

0770721705



KIMMEL & SILVERMAN

PC

ROBERT M. SILVERMAN*
CRAIG THOM KIMMEL**

30 EAST BUTLER PIKE
AMRELM, PA 19001

1-800-LEMON LAW
P (215) 540-8188
F (215) 540-8817

www.kimmelsilver.com

Michele
6/25/02

DANA TARQUINI*

CLARENCE GIBBER
of Counsel

* ALSO MEMBER OF NEW YORK AND NEW JERSEY BARS
** ALSO MEMBER OF NEW YORK BAR
* ALSO MEMBER OF NEW JERSEY BAR

June 25, 2002

VIA TELEFAX ONLY
(313) 845-5555

Danielle Smith
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: [REDACTED] v. Ford
2000 Ford Escort
VIN: 1FAPP3439YW381700
Zip Code: 07032
Selling Dealer: Ozzie's Ford

Dear Ms. Smith:

Please take notice that I represent the captioned individual in his claim against Ford. Please take the steps necessary to advise all Ford Personnel and dealership personnel that I am Mr. Sampetro's counsel and there should be no contact with my client, except for contact necessary to implement current repair attempts. I am writing this letter as an effort to work out a pre-litigation settlement and any attempts to contact my client directly will result in the immediate filing of suit and a request for an injunction and sanctions.

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Ozzie's Ford for a chronic stalling concern.

NEW JERSEY OFFICE - 81 HADDON AVENUE NORTH - HADDONFIELD, NJ 08033
P (856) 439-8334

JUN 25 2002 16:33

ER02-022 1301

Danielle Smith
June 24, 2002
Page -2-

Plaintiff hereby demands the statutory repurchase of his vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,500.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal Ford Customer.

Please be advised that suit will be filed if we have not reached a settlement on or before 7/9/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMSulh .

2002-022 1303

Customer Info

Customer

Address

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:

Ford Motor Company

Consumer Affairs

Sent via U.S. Mail and Fax

June 26, 2002

Robert Silverman, Esq.
Kimmel and Silverman
30 East Butler Pike
Ambler, Pa 19002

RE: [REDACTED]
2000 Ford Escort
VIN: 1FAFP3439YW381700

Dear Mr. Silverman:

This is in response to your letter regarding the above-mentioned client.

Ford Motor Company has reviewed your client's repair history and based on the available information we cannot honor your request to repurchase your client's vehicle.

At Ford Motor Company, we commit substantial resources to satisfy our customers and ensure they are satisfied with the quality of their vehicle. We recognize the importance of retaining customer confidence and strive to resolve concerns that may develop. We ask that you allow us the opportunity to restore your client's confidence. Please have your client contact his servicing dealership to schedule an appointment. The dealership personnel would be happy to assist in resolving the concerns of one of their valued customers.

Thank you for the opportunity to review this concern.

Respectfully yours,

Michelle K. Hull
COPY

Michelle K. Hull
Consumer Affairs

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	QMDR	STATUS
15	07/02	16:12	215 548 0817	EC--S	00'21"	001	191	OK

Ford Motor Company

Consumer Affairs

Sent via U.S. Mail and Fax

June 26, 2002

Robert Silverman, Esq.
Kimmel and Silverman
30 East Butler Pike
Ambler, Pa 19002

RE: [REDACTED]
2000 Ford Escort
VIN: 1FAFP3439YW311700

Dear Mr. Silverman:

This is in response to your letter regarding the above-mentioned client.

Ford Motor Company has reviewed your client's repair history and based on the available information we cannot honor your request to repurchase your client's vehicle.

At Ford Motor Company, we commit substantial resources to satisfy our customers and assure they are satisfied with the quality of their vehicle. We recognize the importance of retaining customer confidence and strive to resolve concerns that may develop. We ask that you allow us the opportunity to restore your client's confidence. Please have your client contact his servicing dealership to schedule an appointment. The dealership personnel would be happy to assist in resolving the concerns of one of their valued customers.

Thank you for the opportunity to review this concern.

Respectfully yours,

Michelle Hill

Michelle K. Hill
Consumer Affairs

WARRANTY CLAIM NUMBER: 038480

ODOMETER: 016219 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
X84Z1Y03328A	COVER WIPER MOTOR GE	001	01S24C		

COMMENTS: WIPER MOTOR COVER MOD 01S24 RECALL PERFORM WIPER MOTOR COVER MOD

▶ **ESP PART NUMBER INFORMATION**

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for 1FAFP3439YW381700

ESP / Recall Information

VIN: 1FAPP3439YW381700

Contract: 1 Of

Status: Active

-----ESP Purchase Details-----

Purchaser: [REDACTED]

Expiration Date: 2005-08-11

Expiration Miles: 60,000

Plan Type: USA NEW 60/60,000 EXTRACARE W/ROADSIDE ASSISTANCE

Plan Year: 2001

Selling Dealer: OZZIE'S FORD STORE INC

Rental: 28

Deductible: 50

Towing Allowance:

Purchase Type: N

Options:

-----ESP Cancellation Details-----

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credit:

-----Recall Information-----

-----Campaign-----					
Number	Type	Description	Status	Status Date	Dealer Code
00520	S	FRVSS 201	COMPLETE	2000-12-05	00418
01886	O	WHEEL BEARING	COMPLETE	2002-04-18	00418
01524	S	WINDSHD WIP	COMPLETE	2001-12-10	00418

OASIS Results:1FAFP3439YW381700

08/26/2002
18:41:37

VEHICLE INFORMATION

Vehicle: 2000 FOCUS Body: 4 DR SEDAN SE Engine: 2.0L EFI DOHC ZETEC Callb: 0AK15Z0A
 Trans: AUTOMATIC Axle: AXLE CD: WW

OPEN CAMPAIGNS AND SPECIAL SERVICE INSTRUCTIONS

There are no recalls associated with this vehicle

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 08/11/2000 BUILD DATE 06/20/2000
 START ODOM Special Message: LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY
 MORSE: *THIS VEHICLE HAS AN OPEN CUDLMORSE LEGAL CONTACT

EXTENDED SERVICE PLAN

CODE: 707
 USA NEW 60/60,000 EXTRACARE W/ROADSIDE ASSISTANCE
 STANDARD DEDUCTIBLE: 50 USD
 OWNER NAME: [REDACTED]
 OPTIONS:
 EXPIRATION DATE: 08/11/2005 DISTANCE: 60,000
 RENTAL: 28 USD UP TO 5 DAYS TOWING: 0 USD
 CONTRACT SOLD BY: USA 00418

WARRANTY HISTORY

04/18/2002 DEALER:Ozzie's Ford Store Inc
 WARRANTY CLAIM NUMBER: 041845 ODOMETER: 020429 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
P772 BJA00AS	SENSOR ASY EGR PW VL	001	128000		
		000	128000A1		
		000	128000B		
		000	128000C		

COMMENTS:DPFE SENSOR OUT OF RANGE PERFORM NGS TEST PERFORM PINPOINT TEST REPLACE DPFE SENSOR RETEST RDTST CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

04/18/2002 DEALER:Ozzie's Ford Store Inc
 WARRANTY CLAIM NUMBER: 041845 ODOMETER: 020429 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
1MBZ 4AD13VV	SPINDLE RR&RH	001	01B85		

COMMENTS:REAR WHEEL BEARING MOD 01B85 PROGRAM PERFORM REAR WHEEL BEARING MOD

12/10/2001 DEALER:Ozzie's Ford Store Inc

E902-8ZZ 1309

VIN
1FAFP3438YW381700

Year Model
2000 FOCUS
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Original Owner

Vehicle Info
Oasis
Warranty History

VEHICLE DETAIL

VR# 1FAFP3439YW381700	Engine: ZETEC 2.0L DOHC EFI NA 4 G*LC
Make: FORD	Transmission: 4 SPD AUTO VANDYKE FN TRANS A
Model: FOCUS	Paint Code/Color: EBONY SOLID C/C
Year: 2000	Calibration: 0AK16Z0A
Pay Load:	Max Towing Weight:
GVWR: 00000	Axle Ratio:
WheelBase: Y 4	Warranty Start Date: 8/11/2000
GCWR:	Vehicle Build Date: 6/20/2000
PEP Code:	

Selling Dealers Name: OZZIE'S FORD STORE INC

Selling Dealers P & A Code: 00418

Selling Dealers Sales Code: F13045

Selling Dealers Main Phone: 201-998-7400 Selling Dealers Service Phone: 201-998-7400

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 20	1 2 3 4 5 6 7 8 9 30	1 2 3 4 5 6 7 8 9 40	1 2 3 4 5 6 7 8 9 50
P 3 4 Y W 3 8 1 7 0	0 Y 4 2	2 1 0 A 0 2 2 7	2 B E	2 R A E 3 6
1 2 3 4 5 6 7 8 9 60	1 2 3 4 5 6 7 8 9 70	1 2 3 4 5 6 7 8 9 80	1 2 3 4 5 6 7 8 9 80	1 2 3 4 5 6 7 8 9 100
J	K 3 L A	B T 1	1 3 K 0 4 6	2 U A
				E W 2 3 1
1 2 3 4 5 6 7 8 9 110	1 2 3 4 5 6 7 8 9 120	1 2 3 4 5 6 7 8 9 130	1 2 3 4 5 6 7 8 9 140	1 2 3 4 5 6 7 8 9 150
F A F 9 0		3 A N J		
1 2 3 4 5 6 7 8 9 160				

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	K	D1	00418	F13045

Dealer Name:	OZZIE'S FORD STORE INC	
Dealer Main Phone:	201-998-7400	Dealer Service Phone: 201-998-7400

Position	Employee Name
DEALER/PARTNER	AZAD KHUBANI
FINANCE & INSUR MANAGER	JOSEPH A KAREIVIS
PARTS MANAGER	EDDIE FARRAJ
PARTS & SERVICE DIRECTOR	DAVID A SCHROTER
SALES MANAGER	MANUEL D GRILLO
SERVICE MANAGER	RAYMOND MALDONADO

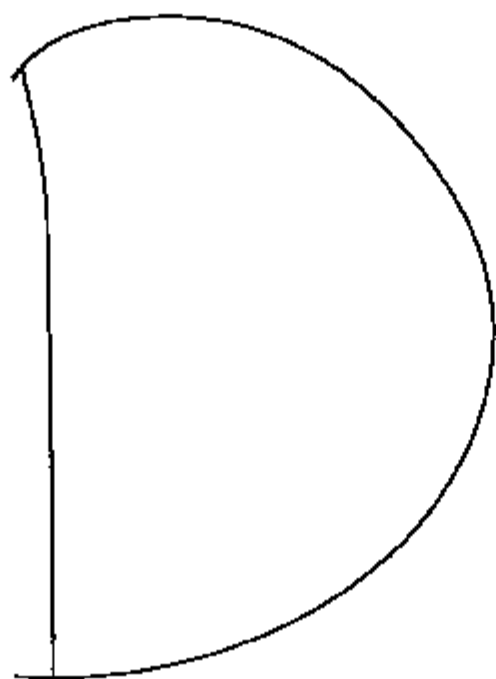
Service Hours	8:00 - 5:00 MON THRU FRI
Directions	
Trained	Y
Additional Information	FAX 201-998-1347

Action Detail

VIN: 1FAPP3438YW381700	Year: 2000	Model: FOCUS	Case: 770721702
Name: MR. [REDACTED]	Owner Status: Original	WSD: 2000-08-11	
Symptom Desc: STALL/QUITS DECELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: AWA - WIN CRITERIA, REQUEST AWA AFT		Secondary Phone: [REDACTED]	
Issue Type: 03 CONCERN	Issue Status: CLOSED	Dealer: OZZIE'S FORD STORE INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 00418	
Action Desc: PROVIDE CUST WITH APPROPRIATE RESPONSE			
Odometer: 22700 MI	Comm Type: PHONE		
Action Date: 08/20/2002	Action Time: 09:32:21:140	Action Date: No	
Analyst Name:	Analyst: ALINARES		

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
<p>COMMENT: CUSTOMER SAYS: CUST IS HAVING CONCERN WITH HER VEH. FOURTH TIME AT THE DEALERSHIP FOR THE SAME CONCERN. WHEN MAKING A TURN THE VEH STALLS. AFTER THREE DAYS AT THE DEALERSHIP SHE PICK IT UP YESTERDAY AND DROVE IT TO THE TURNPIKE WHERE IT ALWAYS STALLS AND IT HAPPENED AGAIN. CALLED DEALERSHIP FOR ROADSIDE ASSISTANCE AND HE WAS RUDE AND TOLD HER THAT HE WILL NOT ASSIST HER REGARDING ROADSIDE ASSISTANCE. MANNY SIAD TEST DROVE VEH WITH HER YESTERDAY DROVE TO THE TURNPIKE WHERE IT ALWAYS STALLS IT STALLED ON HIM. HE WAS SURPRISED AT THE VEH STALLING. THE SIAD TOLD TOW TRUCK DRIVER THAT VEH NEEDED FUEL SPOKE TO THE S/M AND HE WAS VERY RUDE TO HER. WAS ADVISED BY THE SALESPERSON JULIO THAT FORD HAS A POLICY THAT WHEN THE VEH IS NOT WORKING PROPERLY THEY WILL CHANGE THE VEH FOR ANOTHER. VEH IS AT DEALERSHIP WAITING FOR A FORD REP TO COME AND LOOK AT THE VEH VEH ALSO LOOSES POWER WHEN TRYING TO OVERTAKE ANOTHER VEH. CUST WOULD LIKE FORD TO BUY HER VEH BACK AS SHE IS NOT TOO HAPPY WITH THE STALLING CONCERN. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? == ADVISED CUST THAT FORD GOAL IS TO REPAIR THE VEH NOT BUY IT BACK. == CAC TO DEALERSHIP AND SPOKE TO TOM A/S/M AND HE ADVISED THAT THE THEY DID TSB/S/M ON WIRING PROBLEM ON VEH IT STALLED ON CUST AGAIN. CALLED TECH HOTLINE WAS ADVISED TO REPLACE FUEL PUMP ON VEH. ORDERED PARTS YESTERDAY AND BY 9:30 A.M. TODAY HE WILL KNOW IF THE WILL BE READY LATER TODAY. IF VEH WILL STAY AT THE DEALERSHIP OVERNIGHT TOM A/S/M WILL PROVIDE A LOANER TO CUST. == CUST HUNG UP ON CSR. INFERENCE CASE ID: 5388</p>				



**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC Code - Concern D21 - ENG STALLS

DATE: 10/10/2002

[REDACTED]

on Motor

GROUP: ENR

Cust. Contact Date: Concernment Status: Not Received 08/19/2002 Agent ID: pgrizzl

Concern Comment: Three weeks after the customer took possession of the vehicle, it stalled after using the gas pump. The customer uses 5W - 20 oil and 87 octane in the vehicle. The vehicle was parked at the time of this concern. The customer turned the key in the ignition three times before the vehicle started. This concern occurred one time. There were no noises associated with this concern, nor was the vehicle parked on an incline. The engine temperature was warm. The customer did not check the battery and there were no lights illuminated on the interior or exterior of the vehicle. The customer has a maintenance appointment tomorrow and will address this concern with them at that time.

SIF **: Champion: 1 (Low) NONE

ICCD - CONCERNS BY CATEGORIES
EA02-022

2002 FOCUS -

OC Code - Concern D21 - ENG STALLS

1EAPP04E77W118703 VIN:

Gender: Male

Cust. Contact Date: Containment Status: Not Contained 08/08/2002 Agent ID: prehana

Concern Comment: The customer says that the engine stalled while driving. This concern occurred a week after vehicle delivery. He hasn't changed his oil as of yet and uses SF motor oil in the vehicle. No noises were associated with this concern. Surprisingly the vehicle restarted itself. He is not sure how long the vehicle had sat since last being driven. The engine temperature was normal at the time and he did check the battery, which was fine. The eye of the battery was green. No interior or exterior lights were on at the time. This concern is intermittent and has only occurred twice which happened to be on the same day. He does plan on mentioning this concern to his dealership and will do so at his convenience.

SIF ***: Champion 6 (None) NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 50 D/S occurs at 1646 days in service and 60 D/S occurs at 4976 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC Code - Concern D21 - ENG STALLS

3FAFF31329R137104 VIN:

Gender: Male

Repair Documents Date Repair Order

02/05/2002 48 WARR 681 PLUS 1.2 HRS MT TIME PER R.T. VERIFY CONCERN. DIAGNOSIS. PINPOINT NOISE COMING FROM IDLER PULLEY AREA. REMOVE LOWER SPLASH SHIELD, REMOVE UPPER ENGINE MOUNT, REPLACE IDLER PULLEY AND SERP BELT. TEST DRIVE QUALITY INSPECTED BY 681 48 MILES 622389

02/05/2002 48 WARR 681 VERIFY CONCERN. DIAGNOSIS. PERFORM B4 BALANCE. FOUND LR,RL,RF TIRES HAVING 40 TO 55 LBS RPV. REPLACE 3 TIRES.

REMSAURE. NOW WITHIN SPECS. QUALITY INSPECTED BY 681 48 MILES DOT W3W1 ITB 2801. TREAD DEPTH 10-32 IN. 522389

02/19/2002 246 WARR 686 VERIFY CONCERN. PERFORM PRESSURE TEST FOUND RETURN COOLANT HOSE LEAKING REPLACE HOSE AND RETEST OK AT THIS

TIME. QUALITY INSPECTED BY TECH 686 246 MILES

624369

Cust. Contact Date: Containment Status: Not Contained 02/07/2002 Agent ID: rlad1

Concern Comment: The customer noticed that the engine has stalled 3 times since he took delivery of the vehicle. The customer has not changed the oil or refused since he took delivery of his vehicle. The concern happens at idle at any engine temperatures. There are no noises associated with the concern. According to the customer, he cannot feel a miss before the engine stalls. It seems as if the power just suddenly turns off while the vehicle is in neutral. The check engine light turns on when the engine stalls and then goes out immediately after the vehicle is restarted. The customer has not checked the battery. The customer has addressed this concern with his dealership where they have not been able to duplicate the problem.

SIP **: Champion 3 (High) NONE

*** Measurements: Satisfaction on 1-10 scale with 1-Completely Dissatisfied and 10-Completely Satisfied; Recommendation on a 1-10 scale with 1-Definitely Would Not and 10- Definitely Would.**

**** 90 D15 occurs at 1646 days in service and 80 D15 occurs at 4576 days in service.**

***** Satisfaction Impact Factor (SIP) scale is: 0-none, 1-low, 2-medium, 3-high.**

ICCD - CONCERNS BY CATEGORIES
EA02-022

2002 FOCUS

OC Code - Concern D21 - ENG STALLS

3EAPP212628110440 vvt



Gender: Male

Dist. Contact Date: Containment Status: Not Contained 08/01/2002 Agent ID: plus

Concern Comment: The customer said the vehicle had stalled after five minutes of driving and when he was at a red light. The customer has a manual transmission and it was on neutral when the concern occurred. The concern was first noticed about three weeks ago and had only happened once. The customer said he uses Super Plus fuel. There were no noises associated with the concern. The customer did not have a problem restarting his vehicle after the concern. The customer said the vehicle was not driven for about twelve hours. The customer did not notice any lights illuminated when the concern occurred. The interior and the exterior lights were all working at the time of concern, and the The engine temperature was warm at the time of concern. The customer did not check the battery. The customer will mention this with his dealership at his earliest convenience.

SIF ***: Champion: 8 (None) NONE

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC Code - Concern D21 - ENG STALLS

SEAF2373325140071 V88

Gender: Male

Cust. Contact Date: Containment Status: Not Contained 05/19/2002 Agent ID: rlad11

Concern Comment: Three days ago the customer noticed that the engine stalled when he had stopped at a stop light. According to the customer, he had been driving for 3 hours

on the freeway prior to stopping the vehicle and also mentioned that the stop light was on an incline. The customer uses 87 octane and has not yet changed the oil. There were no noises associated with this concern. The concern has only occurred once. The vehicle restarted immediately afterwards and the key was able to turn in the ignition. No warning lights illuminated when this happened. The engine temperature was warm. The customer has not checked the battery. The customer plans to address this concern with his dealership during his first scheduled maintenance appointment.

BIP ***: Champion: 1 (Low) NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with

1=Definitely Would Not and 10= Definitely Would.

** 50 DSI score at 1545 days in service and 92 DSI score at 4878 days in service.

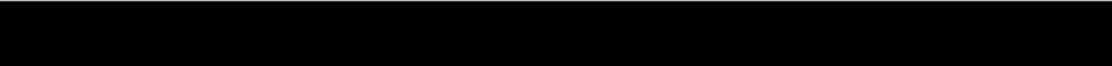
*** Satisfaction Impact Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.

ICCD - CONCERNS BY CATEGORIES
EA02-022

8002 FOCUS

CC CODE - CONCERN D38 - ENG HESITATION WHEN ACCEL

1FAFP34382W13860 VIN:



Ino

Cust. City: [REDACTED] Dealer Phone: Increase BAT to 9 or 10 NNA WOODLAND HILLS, CA 91367

Gender: Female

Cust. Contact Date: Containment Status: Not Contained 03/07/2008 Agent ID: khoucha

Concern Comment: The customer commented that while driving her vehicle off the lot, she incurred a problem getting up a hill. The vehicle would stall or hesitate. The customer would apply full pressure to her gas pedal in order to get on to the Freeway or up a hill. This concern would occur from a complete stop position from 0-85 miles per hour and while in motion 30-35 miles per hour. The customer has not mentioned this to his dealer, but if the problem persists, he will have it addressed at his earliest convenience. The customer was transferred to the Ford Customer Relationship Center for further assistance.

SRP ***: Champion: 3 (High) NCHS

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendations on a 1-10 scale with

1=Definitely Would Not and 10= Definitely Would.

** 30 DSI occurs at 1848 days in service and 60 DSI occurs at 4878 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HESITANTS WHEN ACCEL

1FAPP02P22W10076 VIN:



Gender: Female

Cust. Contact Date: Containment Status: Not Contained 02/22/2002 Agent ID: wmsulgrs

Concern Comment: Approximately two weeks ago the customer noticed that the vehicle hesitates when accelerating. This is a constant concern that occurs when traveling at lower speeds such as 20 mph. The heater is on when this concern occurs. The customer will mention this concern to her dealership at her earliest convenience.

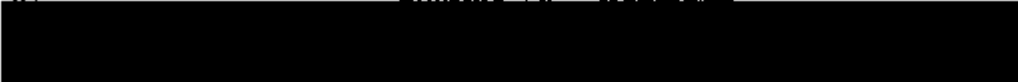
SIC ***: Champion: 0 (None) NONE

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D06 - ENG HES/SURGE WHEN ACCEL

1FAFP33P43W187373 VIN:



Gender: Female

Cust. Contact Date: Containment Status: Not Contained 02/27/2002 Agent ID: pgi/csl

Concern Comment: One week after the customer took possession of the vehicle, she noticed a hesitation when accelerating from 0 - 30 MPH. The vehicle has a manual transmission and this is the first time the customer has operated this type of vehicle. There are no weather or road conditions associated with this concern. This occurs at all engine temperatures. No warning lights have illuminated and the customer has not noticed any leakage. This is a constant concern. The customer will address this concern with her dealership at her earliest convenience.

SEI *** Champion: 1 (Low) NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 30 DWS occurs at 1846 days in service and 60 DWS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HESITURGE WHEN ACCEL.

1FAFP33PTZWT7Z18S V8c



Gender: Male

Repair Comments Date Repair Order

**12/27/2001 REFRESH AND REPR BUMPER, BASIC PAINT OP, ONE COLOR, REMOVE AND INSTALL BUMPER REPR TRANS DM3
D57400**

Cust. Contact Data: Containment Status: Not Contained 03/01/2002 Agent ID: pgr/csl

Concern Comment: One week after the customer took possession of the vehicle, he noticed a hesitation while accelerating up to 60 MPH. There are no vibrations or noises associated with this concern. No warning lights have illuminated and the customer has not noticed any leakage. The heating is on at the time of this concern and the fan is on level 1. The vehicle has an automatic transmission. This concern has occurred two times. The customer has addressed this with the dealership, however, he was told if no warning lights have illuminated not to be worried. If this concern re-occurs, the customer will address this with the dealership.

SIF **: Champion: 1 (Low) NONE

*** Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-99 scale with 1=Definitely Would Not and 10= Definitely Would.**

**** 30 DIB covers at 1348 days in service and 80 DIB occurs at 4575 days in service.**

***** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.**

ICCD - CONCERNS BY CATEGORIES
EA02-022

2002 FOCUS

CC CODE - Concern B36 - ENG HES/SURGE WHEN ACCEL

1EAFF32P23W140518 V04



Gender: Male

Dist. Contact Date: Containment Status: Not Contained 06/04/2002 Agent ID: smulgrn

Concern Comment: Last night the customer noticed that the vehicle hesitates when traveling uphill and accelerating. He was traveling at speeds of approximately 60 mph when this concern occurred, and the defect was not. The customer will mention this concern to his dealership at his earliest convenience.

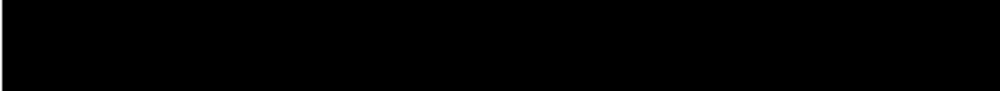
SIF ---, Chapter: 1 (Low) NONE

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HES/SURGE WHEN ACCEL

1EAP24P1ZV17E233 YHh



broke Pines

Gender: Female

Cust. Contact Desc: Containment Status: Contained 02/25/2002 Agent ID: plus

Concern Comment: The customer said the engine hesitates. The concern was first noticed a day after purchasing the vehicle. It is an intermittent concern that has occurred about ten times. The concern seems to occur when she is accelerating from 35-45 mph. The concern occurs with the A/C or defrost off. The customer will address this concern with her dealership at her own time.

SP #: Okamoto: 3 (High) NONE

Date Engineer Action Comments

02/27/2002 (4/1/02) Zesc throttle body material revision. Move robust material to reduce deformation causing stiction. (8/1/02) Black Belt Project- Engine hesitates due to low electrical power caused by fuse blowing to alternator. (9/1/02) Calibration change for 2003 model year Zesc to improve hesitation & surge. (2/1/02) ES project aimed to improve EOL testing robustness for idle stability by instituting power-balance test strategy.

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern 034 - ENG HES/SURGE WHEN ACCEL
1FAPP34P12W187047 V86



Lincoln Ford, Inc.

Gender: Female

Cust. Contact Data: Contactment Status: Not Contacted 05/04/2002 Agent ID: jreddy

Concern Comment: The customer has a concern with the engine hesitating when accelerating. This was noticed by the customer two weeks ago. This is an intermittent concern and has occurred twice. The customer says this concern comes when driving at a speed of less than 50 miles per hour. The customer says when she accelerates, the engine seems to be losing power momentarily for about 2-3 seconds and then picks up. The A/D is not on and the customer is not sure if the heater is on or not. The customer has not noticed the RPM reading. The customer is going to address the concern with the dealership if the concern persists.

SP ***: Complaint: 1 (Last) NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 30 DMS occurs at 1846 days in service and 60 DMS occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

**CC CODE - Concern DM - ENG HES/SUBOE WREN ACCEL
1EAB201220134202 USH**



LN BR Marsh Ford Inc

Gender: Male

Cust. Contact Date: Contacted Status: Not Contacted 01/02/2002 Agent ID: agowee

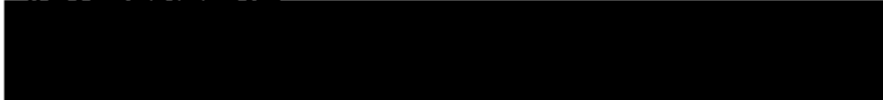
Concern Comment: When the customer accelerates on the gas the vehicle does not response fast enough and seems to be hesitating. The customer noticed the concern the day he took delivery of the vehicle. The concern is constant. The customer is travelling at slow speeds when the concern occurs. The AAC and Defrost is both off when the concern occurs. The customer is planning on monitoring the concern to the dealer on his next service visit.

BF *; Chemplos: 1 (Low) NONE**

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

**CC CODE - Concern B36 - ENG HESITANCE WHEN ACCEL
1EAF0303129018008 VIN:**



Ford Inc

Gender: Female

Cust. Contact Date: Containment Status: Not Contained 02/05/2002 Agent ID: N1001

Concern Comment: The customer advised that the vehicle hesitated for about 30 seconds before it accelerated from a full stop. The concern has only happened once last week. According to the customer, the concern happened on a particularly cold day after the vehicle had been parked outside for 8 hours. The customer does not recall how long she let the engine warm up before she tried to accelerate. The vehicle has an automatic transmission. There were no warning lights illuminated when this happened. The customer will only address this concern with her dealership if it happens again.

BP --- Champion: 1 (Low) NONE

* Measurements: Satisfaction on 1-10 scale with 1-Completely Dissatisfied and 10-Completely Satisfied; Recommendation on a 1-10 scale with 1-Deliberately Would Not and 10-Deliberately Would.

** 30 DWS occurs at 1546 days in service and 90 DWS occurs at 4878 days in service.

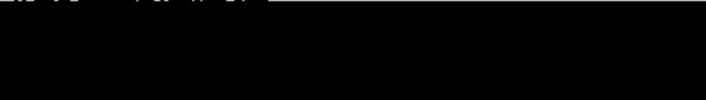
*** Satisfaction Impact Factor (SIF) scale has 0-none, 1-low, 2-medium, 3-high.

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HES/SURGE WHEN ACCEL

1FAH236320Y160100 VTE



1/2002
E AND BT Popular Ford Sales Inc
NY 11223

Customer Name

Dist. Contact Date: Containment Status: Not Contained 02/11/2002 Agent ID: agomas

Concern Comment: The customer noticed it couple days after taking delivery of the Focus, it appears to surge when accelerating from a dead stop. The concern appears to be pretty constant. The customer is travelling at very low speeds. The A/C or defroster is not on at the time the concern occurs. The customer is pleading on mentioning the concern to the dealer at his next visit.

SIF *: Champion: 2 (Medium) NONE**

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE -- Concern D36 -- ENG HES/SURGE WHEN ACCEL

1FAHP36572W163188 vpk

Gender: Female

Cust. Contact Date: Contacted Status: Not Contacted 09/13/2002 Agent ID: pgiizz

Concern Comment: Today the customer noticed a hesitation while accelerating. This concern was noticed when the customer was travelling at approximately 25 - 30 MPH and accelerating to 40 MPH. The heater was on at the time of this concern. This concern only occurred one time. There was no vibration or noise associated with this concern, the vehicle is generally parked inside a garage and the customer uses EP oil. There were no weather conditions associated. The customer has not checked her transmission fluid, nor has she noticed any leakage. This concern occurred when the engine was fully warm. The customer will address this concern with her dealership at her earliest convenience.

SRF ***: Complaint: 2 (Sellers) NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 20 DSI occurs at 1545 days in service and 25 DSI occurs at 4975 days in service.

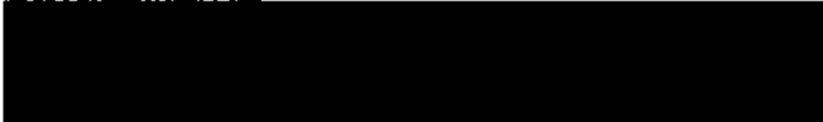
*** Satisfaction Impact Factor (SRF) scale is: 0-none, 1-low, 2-medium, 3-high.

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HISSBURGE WHEN ACCEL

SEAPP215328112071 V2b



N OAKS DR. APT 12 Emle Haire Ford

Cust. Contact Date: Complaint Status: Not Contained 01/02/2002 Agent ID: khoucha
Concern Comment: The customer commented that prior to November 13, 2001 survey he is still experiences a intermittent lag in acceleration at speeds between 45 and 55 miles per hour. The customer has not mentioned this to his dealer, but if the problem persists, he will have it addressed at his earliest convenience.

SEF *: Complaint: 3 (High) NONE**

*** Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitly Would.**

**** 90 DIB occurs at 16/95 days in service and 60 DIB occurs at 45/75 days in service.**

***** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.**

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D34 - ENG BBS/SURGE WHEN ACCEL

1FAFP3422W172708 VIN:

10/15/04, Build Date: 07/15/04, SEAN, LEVIZO, M, 05/05/04, D34

GENDER: Female

Dist. Contact Date: Containment Status: Not Contained 05/21/2008 Agent ID: plus

Concern Comment: The customer said that the engine had surged about four times since she purchased the vehicle. The concern was noticed when she was travelling at a steady speed at about 40 mph. According to the customer, the distress was on when the concern occurred. The customer has not checked the fluid levels on the vehicle. The customer will address this issue with her dealership at her earliest convenience.

BIF *; Champion: 1 (Low) NONE**

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HES/BURGE WHEN ACCEL

1FAFP33T32W144864 VIN



Way Ford & Mercury

Gender: Male

Cust. Contact Date: Containment Status: Not Contained 01/29/2002 Agent ID: plus

Concern Comment: The customer said the engine hesitates when the vehicle is in idle. The customer said the concern only occurred twice. The customer is unsure if the A/C or defrost was on or off when the concern occurred. The customer will address this concern with his dealership at his earliest convenience.

SIF **: Champion: 3 (High) NONE

*** Measurements:** Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

**** 30 DSI occurs at 15/46 days in service and 60 DSI occurs at 45/73 days in service.**

***** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.**

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HB/SURGE WHEN ACCEL

1EATP30000W124427100

Craft Ford Inc

Dealer: FORD

Repair Comments Date Repair Order

12/05/2001 TEST ON BBD8 N.P.F. 000083

12/05/2001 TEST WDS AN DCL DISPLAY N.P.F. 000083

Cust. Contact Date: Containment Status: Not Contained 0828/2002 Agent ID: plus

Concern Comment: The customer said about two weeks ago she noticed that the engine hesitates while driving at a steady speed. The concern has occurred about three times and this happens when she is travelling at 55 mph. According to the customer the fan or heater relay have been "ON" when the concern occurred. She has not checked the fluid levels. The customer will address this concern with her dealership if the concern persists.

SIF ***: Champion: 8 (High) NONE

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HES/SLUDGE WHEN ACCEL

1EA0203120100678 V04

[REDACTED]

pus Mtr Co

Gender: Female

Cust. Contact Date: Containment Status: Not Contained 02/19/2002 Agent ID: pgrizd

Concern Comment: Last week the customer noticed the vehicle hesitating just before coming to a complete stop. This concern occurs at all speeds. No warning lights have illuminated and the customer has not checked her engine/transmission fluid. The vehicle has an automatic transmission. The customer could not specify if there were any other electrical components in use at the time of this concern. There are no weather or road conditions coinciding with this concern. This is a constant concern. The customer will address this concern with her dealership at her earliest convenience.

SIP ***: Complaint: 1 (Low) NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 50 DIB occurs at 1045 days in service and 50 DIB occurs at 4570 days in service.

*** Satisfaction Impact Factor (SIP) scale is: 0-none, 1-low, 2-medium, 3-high.

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D26 - ENG HISS/BURGE WHEN ACCEL

1FAPP2E3E2W157700 VIN

Gender: Female

Dist. Contact Date: Containment Status: Not Contained 02/13/2008 Agent ID: jrdok1

Concern Comment: The customer said the vehicle is hissing when she is travelling 45 miles per hour. She first noticed this concern three weeks after delivery of the vehicle and there are no lights that illuminate on the instrument cluster when this is occurring. The customer said the heater is on when this concern occurs and she has not had the fluid levels checked. This is an intermittent concern and she will address this concern with her dealership if the concern persists.

BP *: Champion: 0 (None) NONE**

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HES/SURGE WHEN ACCEL.

TEAHD37822N18858 V18



V182002
D COLLIDGE RD < NOT AVAILABLE >
WESTER, NY 14622

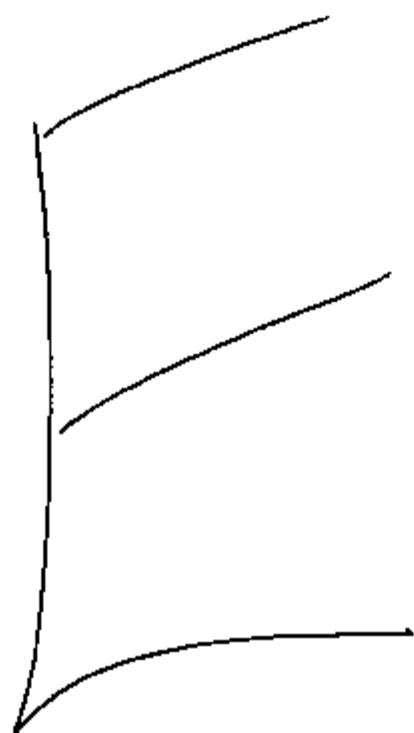
Concern Comment: The customer has a concern with the engine hesitating when driving at a steady speed. This was noticed by the customer three weeks ago when the vehicle had 1600 miles. This is an intermittent concern and has occurred three times. The customer says this concern occurs when driving at a steady speed of 40-45 miles per hour. The A/C or the defrost is off when this concern occurs however the heater is on. The customer has not noticed the RPM reading but has checked the fluid levels and they are fine. The customer is going to address the concern with the dealership when the vehicle is due for the first oil change.

SEP ***: Campaign: 1 (Low) NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 30 CH occurs at 15/60 days in service and 60 D36 occurs at 45/75 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC Code - Concern DE1 - ENG STALLS

1FAFP34322W184330 VIN:



IN AV8 Desert Motors
35

Gender: Male

Dist. Contact Date: Containment Status: Not Contained 08/12/2002 Agent ID: pgyzsd

Concern Comment: Three weeks after the customer took possession of the vehicle, it stalled after using the gas pump. The customer used 8W-80 oil and 87 octane in the vehicle. The vehicle was parked at the time of this concern. The customer turned the key in the ignition three times before the vehicle started. This concern occurred one time. There were no noises associated with this concern, nor was the vehicle parked on an incline. The engine temperature was warm. The customer did not check the battery and there were no lights illuminated on the interior or exterior of the vehicle. The customer has a maintenance appointment tomorrow and will address this concern with them at that time.

SIF ***: Champion: 1 (Low) NONE

ICCD - CONCERNS BY CATEGORIES
EA02-022

2002 FOCUS -

CC Code - Concern D21 - ENG STALLS

LEADS TO CONCERN BY



Ford-Mercury Inc

Gender: Male

Cost, Contact Date: Containment Status: Not Contained 02/25/2002 Agent ID: prehan

Concern Comment: The customer says that the engine stalled while driving. This concern occurred a week after vehicle delivery. He hasn't changed his oil as of yet and uses 87 octane fuel in the vehicle. No noises were associated with this concern. Surprisingly the vehicle restarted itself. He is not sure how long the vehicle had sat since last being driven. The engine temperature was warm at this time and he did check the battery, which was fine. The eye of the battery was green. No interior or exterior lights were on at this time. This concern is intermittent and has only occurred twice which happened to be on the same day. He does plan on monitoring this concern to his dealership and will do so at his convenience.

SIF ***; Champion: 0 (None) NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 30 D21 occurs at 1646 days in service and 00 D21 occurs at 4878 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0=none, 1=low, 8=medium, 3=high.

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC Code - Concern D21 - ENG STALLS

3FAFP21332R137104 VIN:



Mullinix Ford South

Gender: Male

Repair Order/Date Repair Order

0808/2002 48 WARR 881 PLUS 1.2 HRS MT TIME PER F.T. VERIFY CONCERN. DIAGNOSIS. PINPOINT NOISE COMING FROM IDLER PULLEY AREA. REMOVE LOWER SPLASH SHIELD, REMOVE UPPER ENGINE MOUNT, REPLACE IDLER PULLEY AND SERP BELT. TEST DRIVE QUALITY INSPECTED BY 681 48 MILES 52288

0808/2002 48 WARR 881 VERIFY CONCERN. DIAGNOSIS. PERFORM B4 BALANCE. FOUND ULRLR LF TIRES HAVING 40 TO 55 LBS INFL. REPLACE 3 TIRES.

REMEASURE. NOW WITHIN SPECS. QUALITY INSPECTED BY 681 48 MILES DOT W2W1 (TS 360). THREAD DEPTH (0-32 IN. 52288)

0816/2002 248 WARR 888 VERIFY CONCERN. PERFORM PRESSURE TEST FOUND RETURN COOLANT HOSE LEAKING REPLACE HOSE AND RETEST OK AT THIS TIME. QUALITY INSPECTED BY TECH 688 248 MILES 52438

Customer Contact Date: Containment Status: Not Contained 03/07/2002 Agent ID: madd1

Concern Comment: The customer noticed that the engine has stalled 3 times since he took delivery of the vehicle. The customer has not changed the oil or refused since he took delivery of the vehicle. The concern happens at idle at any engine temperature. There are no noises associated with the concern. According to the customer, he cannot feel a miss before the engine stalls, it seems as if the power just suddenly turns off while the vehicle is in neutral. The check engine light turns on when the engine stalls and then goes out immediately after the vehicle is restarted. The customer has not checked the battery. The customer has addressed this concern with his dealership where they have not been able to duplicate the problem.

SIF ***: Champion: 3 (High) NONE

* Measurements: Satisfaction on 1-10 scale with 1-Completely Dissatisfied and 10-Completely Satisfied; Recommendation on a 1-10 scale with 1-Definitely Would Not and 10-Definitely Would.

** 30 DIS occurs at 1045 days in service and 80 DIS occurs at 4871 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-High.

ICCD - CONCERNS BY CATEGORIES
EA02-022

2002 FOCUS

CC Code - Concern D21 - ENG STALLS

3FAFP21362R110440 VIN:

Veh. Product Quality Est. - 65 (N/A) Mileage: Dealer Name: B / NA Cust.

Cust. City: (864) 672-7200 Dealer Phone: Increase BAT to 9 or 10 NANA COCONUT CREEK, FL 33063

Gender: Male

Cust. Contact Date: Consideration Status: Not Considered 02/01/2003 Agent ID: plus

Concern Comments: The customer said the vehicle had stalled after five minutes of driving and when he was at a red light. The customer has a manual transmission and it was on neutral when the concern occurred. The concern was first noticed about three weeks ago and had only happened once. The customer said he uses Super Plus fuel. There were no noises associated with the concern. The customer did not have a problem restarting his vehicle after the concern. The customer said the vehicle was not driven for about twelve hours. The customer did not notice any lights illuminated when the concern occurred. The interior and the exterior lights were all working at the time of concern, and the The engine temperature was warm at the time of concern. The customer did not check the battery. The customer will monitor this with his dealership at his earliest convenience.

SEF ***: Champion: 0 (None) NONE

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC Code -- Concern 021 -- ENG STALLS

3FAFP37262R140071 VIN:



the Ford

Cast. Contact Date: Containment Status: Not Contained 09/18/2008 Agent ID: nlsdbt

Concern Comment: Three days ago the customer noticed that the engine stalled when he had stopped at a stop light.

According to the customer, he had been driving for 3 hours

on the freeway prior to stopping the vehicle and also mentioned that the stop light was on an incline. The customer uses 57 octane and has not yet changed the oil. There were no noises associated with this concern. The concern has only occurred once. The vehicle restarted immediately afterwards and the key was able to turn in the ignition. No warning lights illuminated when this happened. The engine temperature was warm. The customer has not checked the battery. The customer plans to address this concern with his dealership during his next scheduled maintenance appointment.

SEP *** Champion: 1 (Low) NQME

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with

1=Definitely Would Not and 10= Definitely Would.

** 30 DSI occurs at 1845 days in service and 60 DSI occurs at 4575 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ICCD - CONCERNS BY CATEGORIES
EA02-022

2002 FOCUS

CC CODE - CONCERN D35 - ENG HES/BURGE WHEN ACCEL

1EAP034702W120000 VIN:

[REDACTED] Ford Sales

Inc

Cust. City: (800) 802-0500 Dealer Phone: Increase SAT to 9 or 10 NWA WOODLAND HILLS, CA 91367

Gender: Female

Cust. Contact Date: Contacted State: Not Contacted 03/07/2002 Agent ID: Khoucha

Concern Comment: The customer commented that while driving her vehicle off the lot, she incurred a problem getting up a hill. The vehicle would stall or hesitate. The customer would apply full pressure to her gas pedal in order to get on to the freeway or up a hill. This concern would occur from a complete stop position from 0-45 miles per hour and while in motion 30-35 miles per hour. The customer has not mentioned this to his dealer, but if the problem persists, he will have it addressed at his earliest convenience. The customer was transferred to the Ford Customer Relationship Center for further assistance.

SIF ***: Champion: 3 (High) NONE

* Measurement Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitly Would.

** 90 D35 occurs at 15/45 days in service and 90 D35 occurs at 45/75 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

**JCCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D06 - ENG BLS/BURGE WHEN ACCEL

1FAFP33P22W100075 YB

[REDACTED] by Ford Lincoln-Merour

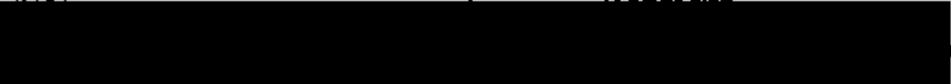
Doc. No: 10117 and user ID: 10117
Gender: Female
Cust. Contact Date: Containment Status: Not Contained 08/28/2002 Agent ID: 10117
Concern Comment: Approximately two weeks ago the customer noticed that the vehicle heitates when accelerating. This is a constant concern that occurs when traveling at lower speeds such as 20 mph. The heater is on when this concern occurs. The customer will mention this concern to her dealership at her earliest convenience.
SIF ***: Champion: 0 (None) NONE

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern 036 - ENG HISS/BURGE WHEN ACCEL

1FAFP33P42W187373 VIN:



d. inc

Gender: Female

Dist. Contact Date: Containment Status: Not Contained 03/27/2008 Agent ID: pgrical

Concern Comment: One week after the customer took possession of the vehicle, she noticed a hesitation when accelerating from 0 - 30 MPH. The vehicle has a manual transmission and this is the first time the customer has operated this type of vehicle. There are no weather or road conditions associated with this concern. This occurs at all engine temperatures. No warning lights have illuminated and the customer has not noticed any leakage. This is a constant concern. The customer will address this concern with her dealership at her earliest convenience.

SIF ***: Complaint: 1 (Low) NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 30 DSJ occurs at 18/16 days in service and 60 DSJ occurs at 45/75 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D34 - ENG BUBBLES WHEN ACCEL

1FAPP3P7ZWT1Z18 V06

Gender: Male

Repair Comments Date Repair Order

**12/27/2001 REFINISH AND REPR BUMPER, BASIC PAINT OF ONE COLOR, REMOVE AND INSTALL BUMPER REPR TRANS DMS
057400**

Cust. Contact Date: Complaint Status: Not Contained 03/01/2002 Agent ID: pgrzsl

Concern Comment: One week after the customer took possession of the vehicle, he noticed a hesitation while accelerating up to 60 MPH. There are no vibrations or noises associated with this concern. No warning lights have illuminated and the customer has not noticed any leakage. The heating is on at the time of this concern and the fan is on level 1. The vehicle has an automatic transmission. This concern has occurred two times. The customer has addressed this with the dealership, however, he was told if no warning lights have illuminated not to be worried. If this concern re-occurs, the customer will address this with the dealership.

SIP *: Complaint: 1 (Low) NONE**

*** Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.**

**** 30 D/S occurs at 1345 days in service and 80 D/S occurs at 4876 days in service.**

***** Satisfaction Impact Factor (SIP) scale is 0=None, 1=Low, 2=Medium, 3=High.**

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern DM - ENG HES/SURGE WHEN ACCEL

1FAPP33P62W140618 VIN:

[REDACTED] Ford

Gender: Male

Cust. Contact Date: Concernment Status: Not Contained 09/04/2002 Agent ID: wvu/gps

Concern Comment: Last night the customer noticed that the vehicle hesitates when traveling uphill and accelerating. He was traveling at speeds of approximately 60 mph when the concern occurred, and the defect was not. The customer will mention this concern to his dealership at his earliest convenience.

SIP ***: Champion 1 (Low) NONE

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HES/BURGE WHEN ACCEL

1FABR34P15M173263 100



Print

Gender: Female

Cont. Contact Date: Containment Status: Contained 06/25/2002 Agent ID: plsu

Concern Comment: The customer said the engine hesitates. The concern was first noticed a day after purchasing the vehicle. It is an intermittent concern that has occurred about ten times. The concern seems to occur when she is accelerating from 35-40 mph. The concern occurs with the A/C or defrost off. The customer will address this concern with her dealership at her own cost.

SW #1: Champion 3 (Rogue) NONE

Date Engineer Action Comments

06/27/2002 (4/1/02) Zetec throttle body material revision. More robust material to reduce deformation causing stiction. (8/1/02) Black Belt Project- Engine hesitates due to low electrical power caused by fuse blowing to alternator. (8/1/02) Calibration change for 2003 model year Zetec to improve hesitation & surge. (8/1/02) BB project aimed to improve EOL testing robustness for idle stability by instituting power-lance test strategy.

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG RES/SURGE WHEN ACCEL
1FAPP84P12W187947 V8L



, Inc.

Gender: Female

Cust. Contact Date: Containment Status: Not Contained 03/04/2002 Agent ID: preddy

Concern Comment: The customer has a concern with the engine hesitating when accelerating. This was noticed by the customer two weeks ago. This is an intermittent concern and has occurred twice. The customer says this concern occurs when driving at a speed of less than 60 miles per hour. The customer says when she accelerates, the engine seems to be losing power momentarily for about 2-3 seconds and then picks up. The A/C is not on and the customer is not sure if the heater is on or not. The customer has not noticed the RPM reading. The customer is going to address the concern with the dealership if the concern persists.

SP **; Champion: 1 (Low) NONE

* Measurement: Satisfaction on a 1-10 scale with 1-Completely Dissatisfied and 10-Completely Satisfied; Recommendations on a 1-10 scale with 1-Definitely Would Not and 10- Definitely Would.

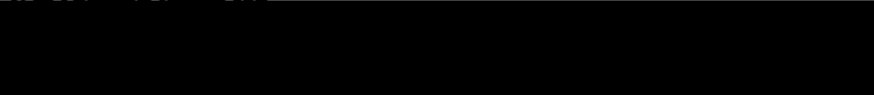
** DS DS occurs at 18/66 days in service and SP DS occurs at 48/75 days in service.

*** Satisfaction Impact Factor (SP) scale is: 0-low, 1-low, 2-medium, 3-high

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

**CC CODE - Concern D36 - ENG HES/BURGE WHEN ACCEL
LEAFER353727124201 VIN:**



Bill Marsh Ford Inc

Gender: Male

Cust. Contact Date: Containment Status: Not Contained 01/02/2002 Agent ID: aggrves

Concern Comment: When the customer accelerates on the gas the vehicle does not respond fast enough and seems to be hesitating. The customer noticed the concern the day he took delivery of the vehicle. The concern is constant. The customer is traveling at slow speeds when the concern occurs. The A/C and Defrost is both off when the concern occurs. The customer is planning on mentioning the concern to the dealer on his next service visit.

SIF *; Champion: 1 (Low) NONE**

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HES/BURGE WHEN ACCEL.
1FAPP2212W150015 VIN:

[REDACTED] 670

Garage: Foreign

Cost. Contact Date: Containment Status: Not Contained 02/05/2002 Agent ID: nlsed1

Concern Comment: The customer noticed that the vehicle hesitated for about 30 seconds before it accelerated from a full stop. The concern has only happened once last week. According to the customer, the concern happened on a particularly cold day after the vehicle had been parked outside for 6 hours. The customer does not recall how long she let the engine warm up before she tried to accelerate. The vehicle has an automatic transmission. There were no warning lights illuminated when this happened. The customer will only address this concern with her dealership if it happens again.

SIF ***: Chempion: 1 (Low) NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 30 DCS occurs at 1546 days in service and 60 DCS occurs at 4576 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern 006 - ENG BIDSURGE WHEN ACCEL

1FAHP28222W140106 VIN:



Ford Sales Inc

Gender: Male

Cust. Contact Date: Containment Status: Not Contained 08/11/2002 Agent ID: agomas

Concern Comment: The customer noticed a couple days after taking delivery of the Focus, it appears to surge when accelerating from a dead stop. The concern appears to be pretty constant. The customer is travelling at very low speeds. The A/C or defroster is not on at the time the concern occurs. The customer is planning on mentioning the concern to the dealer at his next visit.

SF **: Chapter: 2 (Skillsum) NONE

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HES/SURGE WHEN ACCEL

1FAHP36372W163166 vtc



id Inc

Gender: Female

Cust. Contact Data: Contactment Status: Not Contacted 02/13/2002 Agent ID: pgrizd

Concern Comment: Today the customer noticed a hesitation while accelerating. This concern was noticed when the customer was travelling at approximately 20 - 30 MPH and accelerating to 40 MPH. The heater was on at the time of this concern. This concern only occurred one time. There was no vibration or noise associated with this concern. the vehicle is generally parked inside a garage and the customer uses 87 octane. There were no weather conditions associated. The customer has not checked her transmission fluid, nor has she noticed any leakage. This concern occurred when the engine was fully warm. The customer will address this concern with her dealership at her earliest convenience.

SWI --- Champion: 8 (Millions) NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.

** 25 D36 occurs at 1545 days in service and 25 D36 occurs at 4575 days in service.

*** Satisfaction Impact Factor (SWI) scale is: 0-none, 1-low, 2-medium, 3-high.

**IGCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HES/SURGE WHEN ACCEL

3EAFB3137B113971 VIN:

Gender: Male

Cust. Contact Date: Containment Status: Not Contained 01/02/2002 Agent ID: Khoucha

Concern Comment: The customer commented that prior to November 13, 2001 survey he is still experiences a intermittent lag in acceleration at speeds between 45 and 55 miles per hour. The customer has not mentioned this to his dealer, but if the problem persists, he will have it addressed at his earliest convenience.

DSF *: Champaign: 3 (High) NONE**

*** Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.**

**** 30 DSF occurs at 1545 days in service and 60 DSF occurs at 4575 days in service.**

***** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-High.**

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern 036 - ENG HISS/SURGE WHEN ACCID.

1FAFP34322W172708 VIN:

Contest: Pending

Cust. Contact Date: Contestant Status: Not Contained 09/21/2002 Agent ID: plus

Concern Comment: The customer said that the engine had surged about four times since she purchased the vehicle. The concern was noticed when she was travelling at a steady speed at about 40 mph. According to the customer, the defroster was on when the concern occurred. The customer has not checked the fluid levels on the vehicle. The customer will address this issue with her dealership at her earliest convenience.

SIF --- Chempion: 1 (Low) NONE

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2008 FOCUS

CC CODE - Concern D36 - ENG BIDS/SURGE WHEN ACCEL

1FAFP36372W14084 Y8a



Gender: Male

Call Contact Date: Containment Status: Not Contained 01/28/2008 Agent ID: plau

Concern Comment: The customer said the engine hesitates when the vehicle is in idle. The customer said the concern only occurred twice. The customer is unsure if the A/C or defrost was on or off when the concern occurred. The customer will address this concern with his dealership at his earliest convenience.

SEI **: Campaign 3 (8/04) NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DSI occurs at 15465 days in service and 60 DSI occurs at 48775 days in service.

*** Satisfaction Impact Factor (SIF) scale for 0-none, 1-low, 2-medium, 3-high.

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HES/SURGE WHEN ACCEL

1EAER23322W124437 VIN-

Gender: Female

Repair Comments Date Repair Order

12/08/2001 TEST CN 8806 NPF. 000888

12/08/2001 TEST W08 AN DCL DISPLAY N.P.F. 000888

Cust. Contact Date: Containment Status: Not Contained 02/24/2002 Agent ID: plus

Concern Comment: The customer said about two weeks ago she noticed that the engine hesitates while driving at a steady speed. The concern has occurred about three times and this happens when she is travelling at 65 mph. According to the customer the fan or heater might have been "ON" when the concern occurred. She has not checked the fluid levels. The customer will address this concern with her dealership if the concern persists.

SW ***; Champion: 3 (High) NONE

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOGL0

CC CODE - Concern D36 - ENG HITS/SURGE WIBBY ACCEL

1FAPP33212W110073 VIN

Gender: Female

Cust. Contact Date: Complaint Status: Not Contained 09/18/2002 Agent ID: pgrtza

Concern Comment: Last week the customer noticed the vehicle hesitating just before coming to a complete stop. This concern occurs at all speeds. No warning lights have illuminated and the customer has not checked her engine/transmission fluid. The vehicle has an automatic transmission. The customer could not specify if there were any other electrical components in use at the time of this concern. There are no weather or road conditions coinciding with this concern. This is a constant concern. The customer will address this concern with her dealership at her earliest convenience.

SF ***: Complaint: 1 (Low) NONE

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** 30 DSI occur at 13448 days in service and 80 DSE occur at 45731 days in service.

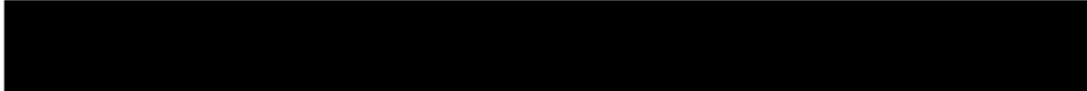
*** Satisfaction Impact Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HES/SURGE WHEN ACCEL

1FAFP38962W167700 VIN:



GENC: FANCI

Cust. Contact Date: Containment Status: Not Contained 02/13/2002 Agent ID: rzlcl1

Concern Comment: The customer said the vehicle is hesitating when she is travelling 45 miles per hour. She first noticed this concern three weeks after delivery of the vehicle and there are no lights that illuminate on the instrument cluster when this is occurring. The customer said the heater is on when this concern occurs and she has not had the fluid levels checked. This is an intermittent concern and she will address this concern with her dealership if the concern persists.

SR *: Champion: B (None) NONE**

**ICCD - CONCERNS BY CATEGORIES
EA02-022**

2002 FOCUS

CC CODE - Concern D36 - ENG HES/SURGE WHEN ACCEL

1EAHP33PZT180005 Vtk

Gender: Female

Cust. Contact Date: Contact Status: Not Contacted 03/05/2002 Agent ID: preddy

Concern Comment: The customer has a concern with the engine hesitating when driving at a steady speed. This was noticed by the customer three weeks ago when the vehicle had 1800 miles. This is an intermittent concern and has occurred three times. The customer says this concern occurs when driving at a steady speed of 40-45 miles per hour. The A/C or the defrost is off when this concern occurs however the heater is on. The customer has not noticed the RPM reading but has checked the fluid levels and they are fine. The customer is going to address the concern with the dealership when the vehicle is due for the first oil change.

SRP *: Concern: 1 (Low) NONE**

*** Measurements: Satisfaction on 1-10 scale with 1-Completely Dissatisfied and 10-Completely Satisfied; Recommendation on a 1-10 scale with 1-Definitely Would Not and 10- Definitely Would.**

**** 50 D36 occurs at 1545 days in service and 80 D36 occurs at 4573 days in service.**

***** Satisfaction Impact Factor (SRP) scale is: 0-none, 1-low, 2-medium, 3-high.**