

EA02-022

08/18/03

**ATTACHMENT TO FORD
8/18/03 LETTER TO ODI**

**ATTACHMENT
C, & D**

C

2003

0621122281 PHILADELPHIA

1602-023.2 0001

CASE: 4/14
62112281



KIMMEL & SILVERMAN

Region: 16

ROBERT M. SILVERMAN *
CRAIG THOR KIMMEL **

30 EAST BUTLER PLACE
AMSTER, PA 19002

TT
ROBERT A. RAPKIN
VIVIAN BENZ FRECKY
AMY D. COX
LOUIS DOST, JR.*
SHANNON M. RYAN
DANA TARQUENT
MAYLEE M. MEEKINS
LINDSAY D. HOFFMAN

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

L-880-LEMON LAW
P (215) 540-8888
F (215) 540-8817

www.kimmel.com

April 10, 2003

VIA TELEFAX ONLY
(313) 845-5555

Mr. Vince Kirksey
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: [REDACTED], Ford Motor Company
2000 Ford Focus
VIN: 1FAPP33P7YW57300
Zip Code: 19148
Selling Dealer: Enterprise

Dear Mr. Kirksey:

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. Iaconelli '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 Ford for chronic fuel pump defects.

Vince Kirskey
April 10, 2003
Page -2-

Plaintiff hereby demands the statutory repurchase of the 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 4/25/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,



Robert M. Silverman

RMS:vas

Pace, Gennifer (G.)

From: Pace, Gennifer (G.)
Sent: Tuesday, April 22, 2003 9:28 AM
To: Casares, Pacifica (P.)
Subject: Legal Case
Importance: High

Hi Pacifica:

Please be advised of the below legal case in your region. Please provide any and all information you have regarding this customer to be included in the legal file. Thank you in advance for your assistance.

VIN: 1FAPP33P7YW167800	Year: 2000	Model: FOCUS	Case: 621122281
Name: MR [REDACTED]	Owner Status: Subsequent	WBD: 1999-11-02	
Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: PACIFICO FORD, INC.	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 01378	
Odometer: 54058 MI	Comms Type: FAX		
Action Date: 04/11/2003	Action Time: 12:44:08:697	Action Date: Yes	
Analyst Name: CHERE LEICH	Analyst: CLEICH		

COMMENTS: *****ATTORNEY DEMAND***** FAX RECEIVED 4-10-03 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR CHRONIC FUEL PUMP DEFECTS. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Gennifer Pace
 Legal Analyst - Philadelphia Region
 Ford Motor Company - Consumer Affairs
 (313) 848-6287 ph.
 (313) 848-6885 fax.
gpaces5@ford.com

Action Detail

VIN: 1FAFP33P7YW157300	Year: 2000	Model: FOCUS	Case: 621122261
Name: MR [REDACTED]	Owner Status: Subsequent	WBD: 1900-11-02	
Symptom Desc: STALL/DUTS/W/ IDLE ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: PACIFICO FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 01378	
Action Desc: FINAL CASE DISPOSITION			
Odometer: 64068 MI	Comm Type: OTHER		
Action Date: 04/16/2003	Action Time: 16:24:06:117	Action Date: No	
Analyst Name: GENNIFER PACE	Analyst: GPACE5		
COMMENTS: CASE CLOSED ON 4/16/03. UNABLE TO PROVIDE ASSISTANCE AT THIS TIME.			

E902-622.2 0005

Ford Motor Company

Consumer Affairs

Sent Via Facsimile

April 22, 2003

Robert Silverman
Attorney at Law
30 East Butler Law
Ambler, PA 19002

Re: [REDACTED]
2000 Ford Focus
VIN: 1FAPP33P7YW157360

Dear Mr. Silverman

Our office has reviewed your clients concern.

We sincerely regret the circumstances you described. Unfortunately, we are sorry to inform you that we will be unable to offer your client assistance beyond the warranty period.

Thank you for the opportunity to review this matter.

Respectfully yours,



Jennifer Pace
Consumer Affairs

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	POS	CHN	STATUS
15	04/22	14:16	215 540 8817	EC-B	01'25"	909	078	OK

Ford Motor Company
Executive Office
1800 Executive Plaza Drive
Mail Drop 375-B
Dearborn, MI 48120



Fax Cover Sheet

To	Robert Siveman	From	Gennifer Pace (313) 645-8287
Page	215-540-8817	Pages	0
Phone	215-540-8888	Date	4/22/03
Re	Legal Cases		

Urgent For Review Please Comment Please Reply Please Recycle


Please find attached decision letters for the below customers. Should you have any questions, please contact me at (313)645-8287. Thank you.

 - 2002 Expedition - VIN: 1FMCZU7280ZZA18064

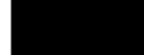
 - 2001 Explorer - VIN: 1FMFU70E71UC78619

 - 2002 Focus - VIN: 1FAFP34P22W132237

 - 2000 Cougar - VIN: 1ZWF751L3Y800008

 - 2000 Focus - VIN: 1FAFP3438YA239716

 - 2000 Focus - VIN: 1FAFP33P7YV167300

 - 2001 Focus - VIN: 3FAFP31361R248808

 - 2001 Windsor - VIN: 2FMDA82481B882982

Dealer Information

PCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
16-PHILADELPHIA	16-PHILADELPHIA	A	B1	01378	F16007
Dealer Name:		PACIFICO FORD, INC.			
Dealer Address:		6701 ESSINGTON AVENUE PHILADELPHIA PA 19153			
Dealer Main Phone:		215-492-1700	Dealer Service Phone:		215-492-5335

Position	Employee Name
DEALERPARTNER	JOSEPH D PACIFICO
DEALERPARTNER	JOSEPH R PACIFICO JR
DEALERPARTNER	MARIA PACIFICO-SHORE
DEALERPARTNER	KERRY PACIFICO
GENERAL MANAGER	BILL LERARO
GENERAL MANAGER	WILLIAM M ALTMAR
PARTS MANAGER	JOHN CASTELLANO
SALES MANAGER	SKIP C HAMMES
SALES MANAGER	JOSEPH MCCORMACK
SALES MANAGER	HARRY J BECKER
SALES MANAGER	BERNARD HENDERSON
SALES MANAGER	JAMES BYRNE
SALES MANAGER	DAVID WAZLAWIK
SERVICE MANAGER	JOSEPH RAUH
SERVICE MANAGER	ROBERT L MOYTA

Service Hours MON & FRI 7:30 TO 8:00 T-W-TH 7:30-7:00 SAT 8-1:00
 Directions.
 Trained Y
 Additional Information LSG ENROLLED TOWING: 215-492-8470 JOE ROSE TOWING

*Pacifico
Casano
(CSM)*

Customer Info

Customer:

Address:

Country:

Cell Phone:

Preferred Contact method:

Preferred Contact Time:

Fax:

Email:



EP02-022.2 0000

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FAPP33P7YW157300	2000	FOCUS	INDIVIDUAL RTL	Subsequent Owner	Case Warranty History

EM2-022.2 0010

ESP / Recall Information

VIN: 1FAFP33P7YW157300

No ESP information for this VIN

Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
00820	S	FMVSS 201	COMPLETE	2001-02-27	01378
00531	S	WHL BEARING	COMPLETE	2001-02-27	01378
00960	S	DECKLID WIRE	COMPLETE	2001-02-27	01378
01885	O	WHEEL BEARING	COMPLETE	2001-12-04	01378
02541	S	PINCH/BATT	COMPLETE	2003-02-21	01378

ENR-522.2 8011

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 15-APR-2003

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	QCI	WOC	PREF	BASE	SURF	VRT	VEH	COU	CD
1FAFP33P7YW157300	AK	C/AK	CF	CFC	CDR	C/A	AZ	CR2	CRV	12-10-99	13-12-99	116045	USA	12	*	3801	*	7A850	*	211	V44	L72	42
AWS Claim Key:	44311E3	Doc #:	0083451	Trx Code:	EB4	Labour Hrs:	7	Labour Cost:	45.31	Material Cost:	0	Total Cost:	45.31										
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Ph:	215-4921700	St PA	City CA:	USA	Reg Cd:	NA	Repr Date:	21-NOV-2000	DIST(088)24344										
Cost Comments:	CUST STATES CHECK FOR OIL LEAK																						
Tech Comments:	COOLER LINE LEAKING CK FOR OIL LEAKS AND REPAIR COOLER LINE HOSE CLAMPS, REFILL FLUID																						
1FAFP33P7YW157300	AK	C/AK	CF	CFC	CDR	C/A	AZ	CR2	CRV	12-10-99	13-12-99	116045	USA	15	*	*	*	*	*	200	V80	*	*
AWS Claim Key:	65842B1	Doc #:	00839250	Trx Code:	00E20	Labour Hrs:	6	Labour Cost:	39.60	Material Cost:	70	Total Cost:	114.3										
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Ph:	215-4921700	St PA	City CA:	USA	Reg Cd:	NA	Repr Date:	27-FEB-2001	DIST(088)24344										
Cost Comments:	00E20 RECALL																						
Tech Comments:	RECALL 00E20 PERFORM RECALL 00E20 PER LETTER																						
1FAFP33P7YW157300	AK	C/AK	CF	CFC	CDR	C/A	AZ	CR2	CRV	12-10-99	13-12-99	116045	USA	15	*	*	*	*	*	200	V80	*	*
AWS Claim Key:	65842B2	Doc #:	00839252	Trx Code:	00E31	Labour Hrs:	4	Labour Cost:	26.46	Material Cost:	2.8	Total Cost:	25.87										
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Ph:	215-4921700	St PA	City CA:	USA	Reg Cd:	NA	Repr Date:	27-FEB-2001	DIST(088)24344										
Cost Comments:	00E31 RECALL																						
Tech Comments:	RECALL 00E31 PERFORM RECALL 00E31 PER LETTER																						
1FAFP33P7YW157300	AK	C/AK	CF	CFC	CDR	C/A	AZ	CR2	CRV	12-10-99	13-12-99	116045	USA	15	*	*	*	*	*	200	V80	*	*
AWS Claim Key:	65842B5	Doc #:	00839253	Trx Code:	00E30	Labour Hrs:	7	Labour Cost:	46.31	Material Cost:	39.66	Total Cost:	91.96										
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Ph:	215-4921700	St PA	City CA:	USA	Reg Cd:	NA	Repr Date:	27-FEB-2001	DIST(088)24344										
Cost Comments:	00E30 RECALL																						
Tech Comments:	RECALL 00E30 PERFORM RECALL 00E30 PER LETTER																						
1FAFP33P7YW157300	AK	C/AK	CF	CFC	CDR	C/A	AZ	CR2	CRV	12-10-99	13-12-99	116045	USA	15	*	7D97	PSRZ	13466	C	200	V77	L25	46
AWS Claim Key:	65842B4	Doc #:	00839254	Trx Code:	EB3	Labour Hrs:	3	Labour Cost:	19.85	Material Cost:	1.01	Total Cost:	21.86										
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Ph:	215-4921700	St PA	City CA:	USA	Reg Cd:	NA	Repr Date:	27-FEB-2001	DIST(088)24344										
Cost Comments:	CUST STATES LIC. PLATE LIGHT OUT																						
Tech Comments:	BULE BLEW INSPECT AND REPLACE LICENSE PLATE BULB NO LAB OP AVAIL																						

RMS-022.2 0812

1FAFP3P7Y1W157300	AK	CIAK	CF	CPC	COR	CIA	AZ	COR	CRV	18-10-99	13-12-99	116045	USA	19	*	6982	YS4Z	17B733	AA	808	V74	T90	33	
AWS Chain Key:	256535	Doc #:	01784451	Trx Code:	EM	Labour Hrs:	2	Labour Cost:	13.68	Material Cost:	3.81	Total Cost:	17.49											
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Ph:	215-4921700	St PA	City CA:	USA	Reg Cd:	NA	Repr Date:	16-JUN-2001	DIST@hlp:25755											
Cust Comments:	CUST STATES CK KNOB FOR MIRROR FELL OFF																							
Tech Comments:	MISSING REPLACE MISSING KNOB ON DRIVERS SIDE																							
1FAFP3P7Y1W157300	AK	CIAK	CF	CPC	COR	CIA	AZ	COR	CRV	18-10-99	13-12-99	116045	USA	21	*	7001	YS4Z	1308	EC	809	V77	L20	08	
AWS Chain Key:	1045301	Doc #:	02132751	Trx Code:	EM	Labour Hrs:	1.2	Labour Cost:	82.08	Material Cost:	333.08	Total Cost:	415.16											
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Ph:	215-4921700	St PA	City CA:	USA	Reg Cd:	NA	Repr Date:	11-AUG-2001	DIST@hlp:31301											
Cust Comments:	CUST STATES CHECK FOR BOTH FRONT HEADLIGHT BEALS SPLITTING																							
Tech Comments:	SPLITTING BAR BOTH HEADLIGHTS NO LAB OF AVAIL.																							
1FAFP3P7Y1W157300	AK	CIAK	CF	CPC	COR	CIA	AZ	COR	CRV	18-10-99	13-12-99	116045	USA	21	*	6100	YS4Z	11582	AA	806	V77	L13	09	
AWS Chain Key:	1045302	Doc #:	02132753	Trx Code:	EM	Labour Hrs:	4	Labour Cost:	373.6	Material Cost:	54.64	Total Cost:	428.24											
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Ph:	215-4921700	St PA	City CA:	USA	Reg Cd:	NA	Repr Date:	11-AUG-2001	DIST@hlp:31301											
Cust Comments:	CUST STATES CHECK FOR KEY WILL NOT TURN AT TIMES																							
Tech Comments:	BENDING BAR STEERING COLUMN ASSY IN TIME TO R AND R STRG ASSY, LOWER DASH PANEL STRG WHEEL DRILL OUT IGN KEY ASSY AND REPLACE																							
1FAFP3P7Y1W157300	AK	CIAK	CF	CPC	COR	CIA	AZ	COR	CRV	18-10-99	13-12-99	116045	USA	24	*	7802	9BAZ	10546	FARM	809	V83	G29	28	
AWS Chain Key:	12619310	Doc #:	02754751	Trx Code:	EM	Labour Hrs:	1.2	Labour Cost:	82.08	Material Cost:	150.77	Total Cost:	232.85											
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Ph:	215-4921700	St PA	City CA:	USA	Reg Cd:	NA	Repr Date:	05-NOV-2001	DIST@hlp:34534											
Cust Comments:	CUST STATES CHECK FOR BATTERY LIGHT COMES ON AT TIMES WHEN LIGHT COMES ON CAR WILL STALL																							
Tech Comments:	REPLACED OPEN ALTERNATOR																							
1FAFP3P7Y1W157300	AK	CIAK	CF	CPC	COR	CIA	AZ	COR	CRV	18-10-99	13-12-99	116045	USA	24	*	6800	2S4Z	11582	AA	806	V87	L13	09	
AWS Chain Key:	1260251	Doc #:	02754752	Trx Code:	EM	Labour Hrs:	4	Labour Cost:	273.6	Material Cost:	61.84	Total Cost:	335.44											
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Ph:	215-4921700	St PA	City CA:	USA	Reg Cd:	NA	Repr Date:	05-NOV-2001	DIST@hlp:34534											
Cust Comments:	CUST STATES CHECK FOR IG KEY STARTING TO GET STUCK AGAIN																							
Tech Comments:	BENDING REPLACED IGN CYLINDER, REPLACED KEY, REPROGRAM NEW KEY IN TIME TO R AND R STEERING WHEEL, CLOCK SPRING, LOWER DASH PANEL, STRG COLUMN COVER, STRG ASSY, DRILL OUT BROKEN IGN CYLINDER AND REPLACE FOCUS IGNITION PROBLEM, PERFORMED NEW PROCEDURE OF REPROGRAMMIGN SWITCH																							
1FAFP3P7Y1W157300	AK	CIAK	CF	CPC	COR	CIA	AZ	COR	CRV	18-10-99	13-12-99	116045	USA	25	*	5804	*	*	*	806	V80	*	*	
AWS Chain Key:	13111004	Doc #:	0290048	Trx Code:	01ER5	Labour Hrs:	1.1	Labour Cost:	75.24	Material Cost:	41.72	Total Cost:	116.96											
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Ph:	215-4921700	St PA	City CA:	USA	Reg Cd:	NA	Repr Date:	04-DEC-2001	DIST@hlp:35779											
Cust Comments:	GRINDS REAR WHEEL BEARINGS																							
Tech Comments:	RECALL PERFORM RECALL																							
1FAFP3P7Y1W157300	AK	CIAK	CF	CPC	COR	CIA	AZ	COR	CRV	18-10-99	13-12-99	116045	USA	25	*	2806	1M4Z	9E307	AA	811	V42	D21	42	
AWS Chain Key:	13330416	Doc #:	0290051	Trx Code:	EM	Labour Hrs:	3	Labour Cost:	205.2	Material Cost:	215.48	Total Cost:	420.68											

EPR3-022-2 0013

Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Plc:	215-4921700	St: PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	04-DEC-2001	DEST(48):	15379									
Cost Comments:	STALLS ON TURNS																						
Tech Comments:	VERIFIED, REPLACED LOW PRESSURE FUEL PUMP																						
IFAFP33P7YW157300	AK	C/AK	CF	C/FC	C/DR	C/A	AZ	C/D2	C/BY	12-10-99	13-12-99	116045	USA	39	*	2E06	1MSZ	9H907	AA	S11	V42	D21	42
AWS Claim Key:	19214786	Doc #:	05916851	Trx Code:	POS	Labr Hrs:	1.4	Labr Cost:	181.67	Material Cost:	225.23	Total Cost:	406.90										
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Plc:	215-4921700	St: PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	27-JAN-2003	DEST(48):	51876									
Cost Comments:	CUSTOMER STATES VEHICLE CUTS OFF																						
Tech Comments:	REPLACED INCF FUEL BENDER																						
IFAFP33P7YW157300	AK	C/AK	CF	C/FC	C/DR	C/A	AZ	C/D2	C/BY	12-10-99	13-12-99	116045	USA	39	*	2E06	1MSZ	9H907	AA	S11	V41	D26	42
AWS Claim Key:	19222215	Doc #:	05924951	Trx Code:	POS	Labr Hrs:	1.4	Labr Cost:	181.67	Material Cost:	225.23	Total Cost:	406.90										
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Plc:	215-4921700	St: PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	28-JAN-2003	DEST(48):	51280									
Cost Comments:	CUSTOMER STATES CAR LOSTS POWER, STALLS OUT AT TIMES																						
Tech Comments:	OPEN FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS REPLACED OPEN FUEL BENDER																						
IFAFP33P7YW157300	AK	C/AK	CF	C/FC	C/DR	C/A	AZ	C/D2	C/BY	12-10-99	13-12-99	116045	USA	39	*	*	*	*	*	SXX	V08	*	*
AWS Claim Key:	1927121	Doc #:	06079650	Trx Code:	02541	Labr Hrs:	2	Labr Cost:	14.32	Material Cost:	0	Total Cost:	14.32										
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Plc:	215-4921700	St: PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	21-FEB-2003	DEST(48):	32623									
Cost Comments:	02541 RECALL																						
Tech Comments:	RECALL RECALL																						
IFAFP33P7YW157300	AK	C/AK	CF	C/FC	C/DR	C/A	AZ	C/D2	C/BY	12-10-99	13-12-99	116045	USA	41	*	2E06	1MSZ	9H907	AB	S11	V43	D43	42
AWS Claim Key:	20301811	Doc #:	06387752	Trx Code:	POS	Labr Hrs:	1.7	Labr Cost:	123.46	Material Cost:	225.23	Total Cost:	348.69										
Dir Cd-Sub Cd:	01376-*	Name:	PACIFIC FORD, INC.	Plc:	215-4921700	St: PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	20-MAR-2003	DEST(48):	54058									
Cost Comments:	CUSTOMER STATES CHECK FOR CRANKS NO START																						
Tech Comments:	OPEN FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS																						

Any comments? You can contact

webmaster

0002-022.2 0014

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FAPP33P7YW137308	Vehicle Line:	GAZ - FOCUS (CW170) [99-03]	Body Shell:	*
Model Year:	2000	Market Derivat:	CP - FORD DIVISION DERIVATIVE	Trans Eng Serial No:	*
Year Type:	C	Drive Config:	G/A - 2 WHL L/H FRONT DRIVE	Engine:	CBY - CVR 2.0L SOBC DP EFI NA 4 GAS
Inv. Dealer:	01232	Body Cab Style:	- 4 DOOR SEDAN-6 LITE	Transmission:	OD2 - 4 SPD AUTO TRANS 427E
Vehicle Status Code:	000	Version/Option:	CVR - SERIES 23		
Trans Eng Serial No:					

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

NA

Trace Trans Serial No

NA

BUILD INFORMATION:

Region:	NA - 00000000	Plant:	AZ - WAYNE PLANT BUILD
Country:	USA - 00000000	Prod Date:	18-OCT-1999

SALE INFORMATION:

Region:	NA - 00000000	Selling Dealer:	116045 - *
Country:	USA - 00000000	Selling Div:	SA
		Buyer Software:	MD
Arrival Date:	13-DEC-1999	Red Carpet Lease:	*
Rate Date:	02-NOV-1999	Resale/Trade-In Lease:	F
Warranty Start Date:	13-DEC-1999	Modified Vehicle:	* Vehicle Count Flag
Orig Warranty Date:	02-NOV-1999	Reacquired Vehicle:	* Vehicle Report Flag N

EP02-028.2 0915

VOC/EOC:

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

V3370657300 2 320673118 XR R 2 RRR 7L AXL 03 Y18045 3 M8 2R 87

EXLT 6 2 A 2FA25 RR01 4R

INSTALLED OPTION INFORMATION:

Air Conditioning:	CB - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	BY	GVW Class Code:	F
Audio Disc:	*-[N/A]	Instrumentation:	*-[N/A]
Auto Radio:	*-[N/A]	Mirror(Driver Side):	*-[N/A]
Auto Type:	*-[N/A]	Mirror(Passg Side):	*-[N/A]
Battery Amp Rating:	BE	Paint:	PN00B - ATLANTIC BLUE CC
Brake Code:	*-[N/A]	Power Antenna:	*-[N/A]
Brake Code(Service):	*-[N/A]	Radio:	AX - FLYER PREM AM/FM STRODISCK
Calibration Code:	BAK1SS0A	Seat System:	*-[N/A]
Color(Account):	*-[N/A]	Suspension Axle:	
Color(Trip):	*-[N/A]	Tire Manufacturer:	AG -
Battery Type:	4	Tire Brand:	*-
Driveshaft Code:	"	Tire Size:	D0BL1 - 185/60R14-8 HSW
Front Seat:	*-[N/A]	Traction Control:	*-[N/A]
Rear Type:	*-[N/A]	Wheel Size:	

TIRE DOT INFORMATION:

LF: * R#

LR: * R#

LE: * R#

RF: * R#

SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	CC - CC
ESP Coverage(Mile):	* Emission Cert Type:	5
ESP Coverage(Year):	* Emission Descr Suffix:	GCS
ESP File Year:	* Engine Family:	YFMKV020VF2
ESP Signature Date:		

Any comments? You can contact

EMV-022.2 0018



webmaster

DNM-022.2 0017

1390312500 NEW YORK

7210

EMERGENCY 2 0918

Action Detail

VIN: 1FAPP38P7YH341281	Year: 2000	Model: FOCUS	Case: 1390312500
Name: NISSA	Owner Status: Original	WBO: 2000-08-28	
Symptom Desc: STALL/QUIT/DECELERATION ALL ENGINE TEMP		Primary Phone:	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: ELMWOOD AUTO SALES INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 20885	
Action Desc: LITIGATION OCCURRED?			
Odometer: 23880 MI	Comm Type: OTHER		
Action Date: 08/30/2003	Action Time: 14:31:16-910	Action Date: Yes	
Analyst Name: KIRKSEY, VINCE (V.)	Analyst: WORKSE1		

COMMENTS: ***LPA COMMENTS*** LITIGATION HAS OCCURED. LPA HAS FORWARDED THE CASE TO OGC FOR REVIEW.

2003

CASE:
 1390312500
 Region: 13
 MATT

ER02-022.2 0819

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHG#	STATUS
14	03/17	16:02	215 540 8817	EC-S	00:27	002	136	OK



Facsimile Cover Sheet

Fax Number: (215) 540-8817

To: Robert M. Silverman

From: [REDACTED]

Location: Ford Motor Company, Consumer Affairs

Address: 16800 Executive Plaza Drive, MIDWAY-B,
Suite 339, Dearborn, MI 48126-4207

Fax number: (313) 845-5555

Phone number: (313) 845-6254

Date: 03/17/2003

Number of Pages 2 (including the cover)

Re: [REDACTED]

2000 Ford Focus
VIN-1FAFP33P7YW341261

Additional Comments:

Vincent D. Kirksey

Kirksey, Vince (V.)

To: Henthorn, Chris (C.W.)
Cc: Kirksey, Vince (V.)
Subject: FW: Thompson-Casell-1390312500

Chris,

I was wondering if you could provide me some additional information regarding the above vehicle. The customer has contact and attorney who is seeking to file Lemon Law in the state of New Jersey for number of repair attempts. (3 or more).

Customer: [REDACTED]
MORIS Case Number: 1390312500

Dealer: Elmwood Auto Sales
Dealer P&A: 20665-Market D1

Vehicle: 2000 Ford Focus
VIN#-1FAFP33P7YW341281

Concern: Several Concerns.

Our office has received a legal case for our handling. If you have been previously involved with this customer and would like to provide some insight, please respond to this note.

Vincent DePaul Kirksey

FCSD-Consumer Affairs
Litigation Prevention Analyst-Washington DC; Kansas City Region
301 E-3329 Regent Court Building
Phone: (313) 84-54679
Fax: (313) 84-52688
Profile: VIKR02E1



Facsimile Cover Sheet

Fax Number: (215) 540-8817

To: Robert M. Silverman

From: Vincent D. Kirksey

Location: Ford Motor Company, Consumer Affairs

Address: 16800 Executive Plaza Drive, MD#3NE-B,
Suite 339, Dearborn, MI 48126-4207

Fax number: (313) 845-5555

Phone number: (313) 845-6254

Date: 03/17/2003

Number of Pages 2 (including the cover)

Re: [REDACTED]
2000 Ford Focus
VIN#-1FAPP33P7YW341281

Additional Comments:

Vincent D. Kirksey

Ford Motor Company

Consumer Affairs

Sent Via Facsimile

March 17, 2003

Mr. Robert M. Silverman
Kimmel & Silverman P.C.
30 East Butler Pike
Amber, PA 19002

RE: [REDACTED]
2000 Ford Focus
VIN#-1FAFP33P7YW341281

Dear Mr. Silverman:

This letter is in response to your letter dated March 05, 2003 regarding the above-mentioned client.

Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,



Vincent D. Kirksey
Consumer Affairs



KIMMEL & SILVERMAN

—PC—

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
 AMELIA, PA 19002

1-800-LITTON LAW
 P (215) 548-8988
 F (215) 548-8817

www.littonlaw.com

JACQUELINE C. MERRITT
 ROBERT A. RAPIEN
 VIVIAN BENZ PERKIN
 AMY D. COX
 LOUIS DOBI, JR.
 SHANNON M. RYAN
 DANA TARQUINI
 MAYLIE M. MEEKINS
 LINDSAY D. HOFFMAN

March 5, 2003

VIA TELEFAX ONLY
 (313) 845-5555

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

RE: [REDACTED] v. Ford/Motor Company
 2000 Ford Focus
 VIN: 1FAPP33P7YW341281
 Zip Code: 07501
 Selling Dealer: Gene Dengg 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 Ms. Thompson'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 Gene Dengg Ford for chronic stalling, fuel pump defects, mirror knobs and truck latch malfunction.

NEW JERSEY OFFICE - 88 MADISON AVENUE NORTH - MADISON HILL, NJ 08053
 P (908) 429-4104 - F (908) 214-7344

ER62-822.2 0024

Matt Wycaver

March 5, 2003

Page-2-

Plaintiff hereby demands the statutory repurchase of the 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 3/19/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,



Robert M. Silverman

RMS:vas

Customer Info

Customer
Address
Country
Cell Phone



Preferred Contact method:
Preferred Contact Time:

Fax:
Email:

ENR2-022.2 0028

Date
03/14/03

Origin
CALGFD

Description
OPEN LEGAL CONTACT - ATTORNEY DEMAND

Action List

1002-021.2 0027

VIN
1FMYU24E8WU658100

1FAPP33P7YK341281

Year Model
1998 EXPLORER

No Open Issues
2000 FOCUS
Open Issues Exist

Vehicle List

Sales Type
INDIVIDUAL RCL

INDIVIDUAL RTL

Owner Status
Original Owner

Original Owner

Vehicle Info

Costs
Warranty History
Costs
Warranty History

EMC-922.2 8028

Update This Information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	PLA Code	State Code
13-NEW YORK	13-NEW YORK	H	01	20885	F13151

Dealer Name: ELMWOOD AUTO SALES INC
Dealer Address: 30 BROADWAY RT 4
ELMWOOD PARK NJ 07407
Dealer Main Phone: 201-791-3700

Dealer Service Phone: 201-791-3700

Position	Employee Name
DEALER/PARTNER	GENE DENGG
GENERAL MANAGER	JILL HEALY
PARTS MANAGER	GREG DADAIAN
SALES MANAGER	DENNIS CROWLEY
SERVICE MANAGER	KEVIN MARK I

ENR02-0221.2 0000

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 17-MAR-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WGRS VL	MKT DER	BODY CAS	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PKF	BASE	SUFP	VRT	YFG	CCC	CD
1FAFP33P7YW341281	AK	CI/AK	CF	CPC	CDR	C/A	AZ	CRN	CBY	28-04-00	28-08-00	113151	USA	5	*	*	*	*		SDX	V00	*	*
AWS Claim Key:	<u>3916973</u>	Doc #:	16679801	Trx Code:	08E31	Labour Hrs:	4	Labour Cost:	30.17	Material Cost:	2.8	Total Cost:	40.51										
Dr-Cl-Sub Cl:	20665-P	Name:	ELMWOOD AUTO SALES INC	Ph:	201-7913700	St:	NY	City:	USA	Reg Cl:	NA	Repr Date:	25-OCT-2000	DIST(MH):3102									
Cost Comments:	RECALL 00831 LEFT REAR WHEEL																						
Tech Comments:	PERFORMED RECALL 00831																						
1FAFP33P7YW341281	AK	CI/AK	CF	CPC	CDR	C/A	AZ	CRN	CBY	28-04-00	28-06-00	113151	USA	5	*	2806	YS4Z	9E307	BB	S10	V25	L69	42
AWS Claim Key:	<u>3916972</u>	Doc #:	16679803	Trx Code:	507	Labour Hrs:	1.5	Labour Cost:	113.15	Material Cost:	198.77	Total Cost:	311.92										
Dr-Cl-Sub Cl:	20665-P	Name:	ELMWOOD AUTO SALES INC	Ph:	201-7913700	St:	NY	City:	USA	Reg Cl:	NA	Repr Date:	25-OCT-2000	DIST(MH):3102									
Cost Comments:	CUSTOMER STATES THE LOW FUEL LIGHT COMES ON ALSO TAKES TWO DAYS TO REGISTER AFTER THE FUEL TANK IS FILLED UP																						
Tech Comments:	CHECKED AND DIAGNOSED DROPPED THE FUEL TANK FOR ACCESS TO																						
1FAFP33P7YW341281	AK	CI/AK	CF	CPC	CDR	C/A	AZ	CRN	CBY	28-04-00	28-06-00	113151	USA	8	*	*	*	*		SDX	V00	*	*
AWS Claim Key:	<u>3924270</u>	Doc #:	17128002	Trx Code:	00S28	Labour Hrs:	6	Labour Cost:	43.26	Material Cost:	70	Total Cost:	122.8										
Dr-Cl-Sub Cl:	20665-P	Name:	ELMWOOD AUTO SALES INC	Ph:	201-7913700	St:	NY	City:	USA	Reg Cl:	NA	Repr Date:	25-JAN-2001	DIST(MH):5993									
Cost Comments:	RECALL 00S28 A PILLAR TRIM																						
Tech Comments:	PERFORMED RECALL 00S28																						
1FAFP33P7YW341281	AK	CI/AK	CF	CPC	CDR	C/A	AZ	CRN	CBY	28-04-00	28-06-00	113151	USA	8	*	6302	*	17B733	*	S07	V13	M18	42
AWS Claim Key:	<u>3924269</u>	Doc #:	17128001	Trx Code:	1	Labour Hrs:	1	Labour Cost:	15.00	Material Cost:	0	Total Cost:	15.00										
Dr-Cl-Sub Cl:	20665-P	Name:	ELMWOOD AUTO SALES INC	Ph:	201-7913700	St:	NY	City:	USA	Reg Cl:	NA	Repr Date:	25-JAN-2001	DIST(MH):5993									
Cost Comments:	INTERIOR OF SIDEVIEW MIRROR IS INOPERATIVE																						
Tech Comments:	REPLACED WIRING																						
1FAFP33P7YW341281	AK	CI/AK	CF	CPC	CDR	C/A	AZ	CRN	CBY	28-04-00	28-06-00	113151	USA	16	*	2002	*	9F472	*	S11	V42	D81	42
AWS Claim Key:	<u>1154292</u>	Doc #:	17437001	Trx Code:	507	Labour Hrs:	4	Labour Cost:	30.17	Material Cost:	0	Total Cost:	30.17										
Dr-Cl-Sub Cl:	20665-P	Name:	ELMWOOD AUTO SALES INC	Ph:	201-7913700	St:	NY	City:	USA	Reg Cl:	NA	Repr Date:	26-MAR-2001	DIST(MH):7571									
Cost Comments:	CUSTOMER STATES VEHICLE SHUTS OFF AT IDLE																						
Tech Comments:	ROADTESTED COULD NOT VERIFY THE CUSTOMER COMPLAINT TESTED SYSTEM FOR CODES ON THE SMDS NO CODES PRESENTED NO PROBLEM FOUND																						

0902-022, 2 0031

1FAFP33P7YW341281	AK	C/AK	C/F	C/P	C/D	C/A	AZ	C/RN	C/BY	26-04-00	26-06-00	113151	USA	10	*	5V02	*	2001	*	S10	V21	N17	42
AWB Chain Key:	<u>7154708</u>	Doc #:	17437802	Trx Code:	1	Labour Hrs:	7	Labour Cost:	32.8	Material Cost:	0	Total Cost:	32.8										
Dir Cd-Sub Cd:	20665-A	Name:	ELMWOOD AUTO SALES INC	Ph:	201-7913700	St: HI		City Cd:	USA	Reg Cd:	NA	Repr Date:	24-MAR-2001	DBST (Mile): 7371									
Cust Comments:	CUSTOMER STATES THE BRAKES ARE SQUEAKING ALL THE TIME																						
Tech Comments:	ROADTESTED CHECKED AND DIAGNOSED CLAIMED AND ADJUSTED THE REAR BRAKES AND LUBRICATED THE BACKING PLATES																						
1FAFP33P7YW341281	AK	C/AK	C/F	C/P	C/D	C/A	AZ	C/RN	C/BY	26-04-00	26-06-00	113151	USA	16	*	6J09	Y64Z	11582	AA	S06	V07	L13	69
AWB Chain Key:	<u>12099926</u>	Doc #:	18542801	Trx Code:	EM4	Labour Hrs:	1	Labour Cost:	77.99	Material Cost:	54.64	Total Cost:	272.63										
Dir Cd-Sub Cd:	20665-A	Name:	ELMWOOD AUTO SALES INC	Ph:	201-7913700	St: HI		City Cd:	USA	Reg Cd:	NA	Repr Date:	12-OCT-2001	DBST (Mile): 10390									
Cust Comments:	C S IGNITION WILL NOT UNLOCK(TURN)																						
Tech Comments:	DRAG BAR IGNITION LOCK CYLINDER																						
1FAFP33P7YW341281	AK	C/AK	C/F	C/P	C/D	C/A	AZ	C/RN	C/BY	26-04-00	26-06-00	113151	USA	16	*	*	*	*	*	SXX	V00	*	*
AWB Chain Key:	<u>12099993</u>	Doc #:	18542802	Trx Code:	91S24	Labour Hrs:	7	Labour Cost:	54.99	Material Cost:	7	Total Cost:	69.98										
Dir Cd-Sub Cd:	20665-A	Name:	ELMWOOD AUTO SALES INC	Ph:	201-7913700	St: HI		City Cd:	USA	Reg Cd:	NA	Repr Date:	12-OCT-2001	DBST (Mile): 10300									
Cust Comments:	C S PERFORM RECALL # 91S24 (WIPE MOTOR GEAR COVER)																						
Tech Comments:	PERFORM RECALL AS NEEDED																						
1FAFP33P7YW341281	AK	C/AK	C/F	C/P	C/D	C/A	AZ	C/RN	C/BY	26-04-00	26-06-00	113151	USA	16	*	2E06	1M5Z	91D07	AA	S10	V25	L69	42
AWB Chain Key:	<u>12099994</u>	Doc #:	18542803	Trx Code:	EM1	Labour Hrs:	1.4	Labour Cost:	109.19	Material Cost:	219.68	Total Cost:	328.87										
Dir Cd-Sub Cd:	20665-A	Name:	ELMWOOD AUTO SALES INC	Ph:	201-7913700	St: HI		City Cd:	USA	Reg Cd:	NA	Repr Date:	12-OCT-2001	DBST (Mile): 10500									
Cust Comments:	CUSTOMER STATES FUEL GAUGE DOES NOT REGISTER PROPERLY																						
Tech Comments:	SERVICE INSTALL TO RD #166706 ACC ME 9019 DIAG PERFORM KNR INTAKE FUEL PUMP																						
1FAFP33P7YW341281	AK	C/AK	C/F	C/P	C/D	C/A	AZ	C/RN	C/BY	26-04-00	26-06-00	113151	USA	17	*	6302	Y64Z	178733	AA	S07	V13	M10	01
AWB Chain Key:	<u>13133309</u>	Doc #:	1864101	Trx Code:	EM4	Labour Hrs:	2	Labour Cost:	15.6	Material Cost:	7.60	Total Cost:	23.22										
Dir Cd-Sub Cd:	20665-A	Name:	ELMWOOD AUTO SALES INC	Ph:	201-7913700	St: HI		City Cd:	USA	Reg Cd:	NA	Repr Date:	27-OCT-2001	DBST (Mile): 11211									
Cust Comments:	CUSTOMER STATES INTERIOR MANUAL MIRRORS (TOP HANDLES BROKE LEFT AND RIGHT SIDES																						
Tech Comments:	VERIFIED COMPLAINT ORDERED AND INSTALLED BOTH LEFT AND RIGHT MIRROR HANDLES																						
1FAFP33P7YW341281	AK	C/AK	C/F	C/P	C/D	C/A	AZ	C/RN	C/BY	26-04-00	26-06-00	113151	USA	19	*	5B04	*	*	*	SXX	V00	*	*
AWB Chain Key:	<u>14023030</u>	Doc #:	17046983	Trx Code:	078B3	Labour Hrs:	7.1	Labour Cost:	83.79	Material Cost:	45.72	Total Cost:	129.51										
Dir Cd-Sub Cd:	20665-A	Name:	ELMWOOD AUTO SALES INC	Ph:	201-7913700	St: HI		City Cd:	USA	Reg Cd:	NA	Repr Date:	12-JAN-2002	DBST (Mile): 14238									
Cust Comments:	PERFORM RECALL 078B3 REAR WHEEL BEARINGS																						
Tech Comments:	PERFORMED RECALL 078B3																						
1FAFP33P7YW341281	AK	C/AK	C/F	C/P	C/D	C/A	AZ	C/RN	C/BY	26-04-00	26-06-00	113151	USA	24	*	5V01	*	1125	*	S10	V21	N17	14
AWB Chain Key:	<u>16372636</u>	Doc #:	19787804	Trx Code:	EM4	Labour Hrs:	1.4	Labour Cost:	109.18	Material Cost:	0	Total Cost:	109.18										
Dir Cd-Sub Cd:	20665-A	Name:	ELMWOOD AUTO SALES INC	Ph:	201-7913700	St: HI		City Cd:	USA	Reg Cd:	NA	Repr Date:	28-MAY-2002	DBST (Mile): 17376									
Cust Comments:	CUSTOMER STATES BRAKES NOISEY WHEN APPLIED																						

2002-022 2 0022

Tech Comments: CK AS NEEDED DIAG MACHINE FRONT ROTORS

1FAPP3P7YW341281 AK CIAK C/P C/P C/R C/A AZ C/RN C/BY 28-04-00 28-06-00 113151 USA 25 * 2804 YUZZ 12259 AA B11 V44 D50 42
 AWS Claim Key: 1702602 Doc #: 20027201 Trx Code: 807 Labor Hrs: 1.1 Labor Cost: 87.67 Material Cost: 19.94 Total Cost: 107.61
 Mr C/S-Sub C/S: 20665-P Name: ELMWOOD AUTO SALES INC Ph: 201-7913700 St: NJ City: USA Reg C/S: NA Reg Date: 19-JUL-2002 DIST (VIN): 19280
 Cust Comments: CUSTOMER STATES MISS IN ENGINE WHEN ACCELERATING
 Tech Comments: NGR PERFORM ALL NEEDED TEST DIAG RNR IGN WIRE SET

1FAPP3P7YW341281 AK CIAK C/P C/P C/R C/A AZ C/RN C/BY 28-04-00 28-06-00 113151 USA 25 * 606 * 5404A42 * S01 V31 B04 07
 AWS Claim Key: 1702602 Doc #: 20027302 Trx Code: 804 Labor Hrs: 1 Labor Cost: 15.94 Material Cost: 0 Total Cost: 15.94
 Mr C/S-Sub C/S: 20665-P Name: ELMWOOD AUTO SALES INC Ph: 201-7913700 St: NJ City: USA Reg C/S: NA Reg Date: 10-JUL-2002 DIST (VIN): 19200
 Cust Comments: CUSTOMER STATES TRUNK DOES NOT CLOSE PROPERLY
 Tech Comments: CK AND ADJ LATCH

1FAPP3P7YW341281 AK CIAK C/P C/P C/R C/A AZ C/RN C/BY 28-04-00 28-06-00 113151 USA 28 * 606 1542 5443150 AD S01 V31 B15 42
 AWS Claim Key: 18013625 Doc #: 20413801 Trx Code: 804 Labor Hrs: 7 Labor Cost: 55.79 Material Cost: 88 Total Cost: 143.79
 Mr C/S-Sub C/S: 20665-P Name: ELMWOOD AUTO SALES INC Ph: 201-7913700 St: NJ City: USA Reg C/S: NA Reg Date: 19-SEP-2002 DIST (VIN): 20452
 Cust Comments: CUSTOMER STATES TRUNK HARD TO CLOSE DOES NOT ALWAYS LATCH
 Tech Comments: CONFIRM CONCERN RNR REAR TRUNK LATCH AND ADJ AS NEEDED

1FAPP3P7YW341281 AK CIAK C/P C/P C/R C/A AZ C/RN C/BY 28-04-00 28-06-00 113151 USA 28 * 5W11 * 7003 * S11 V47 P09 42
 AWS Claim Key: 18013624 Doc #: 20413802 Trx Code: 804 Labor Hrs: 5 Labor Cost: 39.86 Material Cost: 0 Total Cost: 39.86
 Mr C/S-Sub C/S: 20665-P Name: ELMWOOD AUTO SALES INC Ph: 201-7913700 St: NJ City: USA Reg C/S: NA Reg Date: 19-SEP-2002 DIST (VIN): 20452
 Cust Comments: CUSTOMER STATES CK MANUAL TRANS OPERATION STATES HARD TO GET INTO 2ND GEAR
 Tech Comments: ROAD TEST AND CK MANUAL TRANS OPERATION C/C CONCERN AT THIS TIME

1FAPP3P7YW341281 AK CIAK C/P C/P C/R C/A AZ C/RN C/BY 28-04-00 28-06-00 113151 USA 28 * 7007 EBYV 13466 D S09 V77 L26 46
 AWS Claim Key: 18181975 Doc #: 20486001 Trx Code: 803 Labor Hrs: 2 Labor Cost: 15.94 Material Cost: 2 Total Cost: 17.94
 Mr C/S-Sub C/S: 20665-P Name: ELMWOOD AUTO SALES INC Ph: 201-7913700 St: NJ City: USA Reg C/S: NA Reg Date: 01-OCT-2002 DIST (VIN): 20471
 Cust Comments: CUSTOMER STATES DOME LIGHT INOP
 Tech Comments: DIAG AS NEEDED RNR INTERIOR DOME LIGHTBULB

1FAPP3P7YW341281 AK CIAK C/P C/P C/R C/A AZ C/RN C/BY 28-04-00 28-06-00 113151 USA 29 * 6L17 Y54Z 2A713 BAA S10 V21 B04 33
 AWS Claim Key: 1831192 Doc #: 2032281 Trx Code: 804 Labor Hrs: 1 Labor Cost: 15.94 Material Cost: 7.52 Total Cost: 23.46
 Mr C/S-Sub C/S: 20665-P Name: ELMWOOD AUTO SALES INC Ph: 201-7913700 St: NJ City: USA Reg C/S: NA Reg Date: 25-OCT-2002 DIST (VIN): 21327
 Cust Comments: CUSTOMER STATES EMERGENCY BRAKE BOOT LOOSE
 Tech Comments: CK TO CONFIRM CUSTOMERS CONCERN RNR BRAKE HANDLE BOOT

1FAPP3P7YW341281 AK CIAK C/P C/P C/R C/A AZ C/RN C/BY 28-04-00 28-06-00 113151 USA 33 * 2806 1M5Z 96507 AA S11 V42 D21 42
 AWS Claim Key: 19653146 Doc #: 21990901 Trx Code: 807 Labor Hrs: 2.2 Labor Cost: 175.35 Material Cost: 348.27 Total Cost: 523.62

0002-022, 2 0003

Dir-Cd-Sub-Cd: 20665-0 Name: ELMWOOD AUTO SALES INC Pk: 201-7913700 St: NJ City: USA Reg Cd: NA Rptg Date: 11-FEB-2003 DIST (018)c23880
 Cust Comments: CUST STS STALLS ON DECEL TO STOP
 Tech Comments: TEST SYSTEM PERFORM TO FUEL PUMP AND BLE AIR CONTROL VALVE REPLACE FUEL PUMP AND BLE AIR CONTROL VALVE AND RETEST AND ROADTEST

1FAFP33P7YW341281 AK C/AE C/P C/P/C C/DK C/A AZ C/RN C/BY 28-04-00 28-06-00 113151 USA 33 * 7D67 F4CZ 13466 A 309 V77 L26 46
 AWS Chain Keys: 19653345 Doc #: 21090904 Trn Code: 083 Labor Hrs: 2 Labor Cost: 13.94 Material Cost: 1.77 Total Cost: 17.71
 Dir-Cd-Sub-Cd: 20665-0 Name: ELMWOOD AUTO SALES INC Pk: 201-7913700 St: NJ City: USA Reg Cd: NA Rptg Date: 11-FEB-2003 DIST (018)c23880
 Cust Comments: CUST STS BRAKE LIGHT OUT
 Tech Comments: BULB ELECT FAIL REPLACE LEFT REAR BRAKE LIGHT BULB

1FAFP33P7YW341281 AK C/AE C/P C/P/C C/DK C/A AZ C/RN C/BY 28-04-00 28-06-00 113151 USA 33 * 7F62 Y84Z 17528 BD 309 V16 W05 33
 AWS Chain Keys: 19653344 Doc #: 21090905 Trn Code: 089 Labor Hrs: 2 Labor Cost: 13.94 Material Cost: 11.58 Total Cost: 27.52
 Dir-Cd-Sub-Cd: 20665-0 Name: ELMWOOD AUTO SALES INC Pk: 201-7913700 St: NJ City: USA Reg Cd: NA Rptg Date: 11-FEB-2003 DIST (018)c23880
 Cust Comments: CUST STS RIGHT SIDE WIPER BLADE LOOSE AND COMES OFF AND LOOSE
 Tech Comments: RIGHT WIPER BLADE LOOSE PART WARRANTY REPLACE RIGHT WIPER BLADE DO 204130 9 19 02 ACCRDED MILES 3428

Any comments? You can contact

webmaster

ENG-022.2 0004

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FAPP33P7YW341281	Vehicle Line:	CAF - FOCUS (CWTW) (99-03)	Body Style:	*
Model Year:	2000	Market Derivat:	CF - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	*
Vehicle Type:	C	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Engine:	CBY - CVT 2.0L SOHC DP EPT NA M GAS
Inv. Dealer:	20665	Body Cab Style:	- 4 DOOR SEDAN-5 LITE	Transmission:	CRN - 5 SPD MAN TRANS A BAO BMTS
Vehicle Status Code:	800	Version/Series:	CAF - SERIES 22		
Trace Key Serial No:					

IN

Trace Trans Serial No:

IN

BUILD INFORMATION:

Region:	NA - MICHIGAN	Plant:	AZ - WAYNE PLANT BULD
Country:	USA - MICHIGAN	Prod Date:	25-APR-2000

SALE INFORMATION:

Region:	NA - MICHIGAN	Selling Dealer:	113151 - *
Country:	USA - MICHIGAN	Selling Div/Prov:	MI
		Buyer Div/Prov:	MI
Arrival Date:	15-MAY-2000	Red Carpet Lease:	*
Sale Date:	25-JUN-2000	Plant/State/Ch. Lease:	R
Warranty Start Date:	25-JUN-2000	Modified Vehicle:	* Vehicle Credit Flag:
Orig Warranty Date:	25-JUN-2000	Reacquired Vehicle:	* Vehicle Export Flag: N

EMR-822.2 8003

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0-----1
F31VW341281L 2 2 10A2236 0D N 2 N11 71 KSL NS LTR51 1 RZ RW P1
VIN 7 6 9588V 48

INSTALLED OPTION INFORMATION:

Air Conditioning:	CB - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	BY	GVW Class Code:	F
Audio Deck:	* - [N/A]	Instrumentation:	* - [N/A]
Audio Radio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Audio Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	85	Paint:	FRBQ - HARVEST GOLD CC
Brake Color:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Servic):	* - [N/A]	Radio:	BQ -
Calibration Code:	0AK2398A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Steep Traction Axles:	
Color(Trip):	* - [N/A]	Tire Manufacturer:	AG -
Delivery Type:	0	Tire Brand:	* -
Exhaust Code:	*	Tire Size:	D3EL1 - 185/65R14-8 BW
Frost Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Size:	

TIRE DOT INFORMATION:

LF: * BF: *
LR: * BF: *
LE: * BF: *
SPARE: * DOT Fleet Manufacturer: * * *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	F	Emission Code:	CC - CC
ESP Coverage(Mile):	060	Emission Cert Type:	3
ESP Coverage(Time):	072	Emission Decal (Mile):	GCS
ESP File Year:	2000	Engine Family:	YFMKV920VF2
ESP Signature Date:	25-JUN-2000		

Any comments? You can contact

EM62-822 2 0035

All Action Details for Issue

Print

VIN: 1FAFP33P7YW341281 Year: 2000 Model: FOCUS Case: 1390312800
 Name: MISS [REDACTED] Owner Status: Original WSD: 2000-05-25
 Symptom Desc: STALL/QUITS DECELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 20685 ELMWOOD AUTO SALES INC Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 23880 MI Comm Type: FAX
 Analyst Name: CHERIE LEICH Analyst: CLEICH
 Action Date: 03/14/2003 Action Time: 11.42.43.763 Action Data: Yes

Comments *****ATTORNEY DEMAND***** FAX RECEIVED 3-8-03 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR CHRONIC STALLING, FUEL PUMP DEFECTS, MIRROR KNOBS AND TRUNK LATCH MALFUNCTION. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	KIMMEL & SILVERMAN
ATTORNEY NAME	ROBERT M. SILVERMAN
ATTORNEY PHONE NUMBER	2165408868

Action: MAKE OUTBOUND CALL TO ATTORNEY
 Dealer: 20688 ELMWOOD AUTO SALES INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 23880 MI Comm Type: MAIL
 Analyst Name: VINCE - KIRKSEY Analyst: VKIRKSE1
 Action Date: 03/17/2003 Action Time: 15.38.00.984 Action Data: Yes

Comments ***LPA COMMENTS*** LPA ACKNOWLEDGES RECEIPT OF THE ATTORNEY DEMAND LETTER SENT ON BEHALF OF MS. DOROTHY THOMPSON. THE ATTORNEY BELIEVES HIS CLIENT MEETS THE PRESUMPTION OF THE LAW, AND HAS REQUESTED FMC PROVIDE HIS CLIENT WITH A REFUND OR REPLACEMENT.

Data Element Name	Data Value
CONTACT PERSON	ROBERT SILVERMAN

Action: INFORMATIONAL CALL/FAX WITH OTHER PARTY
 Dealer: 20688 ELMWOOD AUTO SALES INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 23880 MI Comm Type: EMAIL
 Analyst Name: VINCE KIRKSEY Analyst: VKIRKSE1
 Action Date: 03/17/2003 Action Time: 15.38.57.184 Action Data: No

Comments ***LPA COMMENTS*** LPA HAS SENT AN E-MAIL TO THE CSM REQUESTING ADDITIONAL INFORMATION ON THE CUSTOMER'S VEHICLE CONCERNS.

EM02-822.2 0837

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND

Dealer: 20885 ELMWOOD AUTO SALES INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 23880 MI

Comm Type: FAX

Analyst Name: VINCE
KIRKSEY

Analyst: VKIRKSE1

Action Date: 03/17/2003

Action Time:
15.38.22.776

Action Desc: No

Comments ***LPA COMMENTS*** LPA HAS REVIEWED THE ATTORNEY REQUEST. UNFORTUNATELY, WE WILL BE UNABLE TO HONOR THEIR REQUEST FOR ASSISTANCE, AND PROPOSE NO FURTHER ACTION.

2003

1481192211 WASHINGTON

ES02-822.2 0000

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGB	CHW	STATUS
24	01/24	TTT: 215 5:48 0017	EC-0	00'21"	001	017	OK

Ford Motor Company

Consumer Affairs

Send via fax

January 24, 2003

Mr. Robert Silverman
 Attorney at Law
 30 East Pine Butler Rd.
 Ambler, PA 19002

RE: [REDACTED]
 2000 Ford Focus
 VIN: 1FAPP3432YW108226

Dear Mr. Silverman:

We are writing in response to your letter of January 20, 2003.

We are sorry to learn of your client's dissatisfaction with the decision made by the Dispute Settlement Board (DSB). The Board's decision was made only after careful and complete review of information submitted by your client, the dealership and Ford Motor Company representatives.

The DSB finding is final and not subject to negotiation. We trust that you understand, in order to maintain its effectiveness, we must adhere to this policy. Ford Motor Company is bound by this determination, whether it favors the consumer, dealer or Company. Your client may elect to pursue other remedies that are available under State or Federal law.

We regret the circumstances that prompted your correspondence but appreciate the time taken to bring this matter to our attention.

Respectfully yours,


 Christy Jones-McBryde
 Consumer Affairs

Ford Motor Company

Consumer Affairs

Sent via fax

January 24, 2003

Mr. Robert Silverman
Attorney at Law
30 East Pike Butler Rd.
Ambler, PA 19002

RE: [REDACTED]
2000 Ford Focus
VIN: 1FAPP3432YW108226

Dear Mr. Silverman:

We are writing in response to your letter of January 20, 2003.

We are sorry to learn of your client's dissatisfaction with the decision made by the Dispute Settlement Board (DSB). The Board's decision was made only after careful and complete review of information submitted by your client, the dealership and Ford Motor Company representatives.

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We regret the circumstances that prompted your correspondence but appreciate the time taken to bring this matter to our attention.

Respectfully yours,


Cassandra Jones-McBryde
Consumer Affairs

CASE :
1481192211

KIMMEL & SILVERMAN Reg. in: 27
PC

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

30 EAST BUTLER POCK
AMSTER, PA 19002

1-800-LENSON LAW
P (215) 340-8888
F (215) 340-8817

www.lensons.com January 20, 2003

CASSANORA

UTT
BLANCKE A. KAPFEN
VIVIAN BIRGE PERKIN
AMY D. COX
LOUIS DOW, JR.
SHARON M. RYAN
DANA TARQUIN
MAYLOR MCKENZIE

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

CLARENCE I. GIBSON
of Counsel

VIA TELEFAX ONLY
(313) 845-5555

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

RE: [REDACTED] v. Ford Motor Company
2000 Ford Focus
VIN: 1FAPP3432YW108226
Zip Code: 19963
Selling Dealer: Hertich Ford

Dear Mr. Wysover:

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 Ms. Hart'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 Hertich Ford for chronic problems including: abnormal brake wear, fuel pump failure, door hinge malfunctions, engine stalling, multiple defective CD players, weather stripping disfunction and mold.

NEW JERSEY OFFICE • 19 HADDON AVENUE NORTH • HADDONFIELD, NJ 08033
P (856) 429-8334

Matt Wycaver
January 20, 2003
Page -2-

Plaintiff hereby demands the statutory repurchase of the 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 2/10/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,


Robert M. Silverman

RMS:vas

All Action Details for Issue

Print

VIN: 1FAPP3432YW108225 Year: 2000 Model: FOCUS Case: 1481192211
 Name: MF [REDACTED] Owner Status: Original WSD: 2000-07-12
 Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 02818 HERTTRICH'S F-L-M OF MILFORD Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 34806 MI Comm Type: FAX
 Analyst Name: CHERIE LEICH Analyst: CLEICH
 Action Date: 01/21/2003 Action Time: 10.22.58.826 Action Date: Yes

Comments *****ATTORNEY DEMAND***** FAX RECEIVED 1-20-03 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR ABNORMAL BRAKE WEAR, FUEL PUMP FAILURE, DOOR HINGE MALFUNCTIONS, ENGINE STALLING, MULTIPLE DEFECTIVE CD PLAYERS, WEATHER STRIPPING DISFUNCTION AND MOLD. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	KIMMEL & SILVERMAN
ATTORNEY NAME	ROBERT M. SILVERMAN
ATTORNEY PHONE NUMBER	2155408888

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY
 Dealer: 02818 HERTTRICH'S F-L-M OF MILFORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 34806 MI Comm Type: MAIL
 Analyst Name: CASSANDR JONES Analyst: CJONES
 Action Date: 01/22/2003 Action Time: 15.14.40.187 Action Date: Yes

Comments THERE IS A PENDING DSB CASE. LPA CAN NOT INTERVENE IN DSB ABRITATION. SENDING LETTER OF CLOSING TO ATTY.

Data Element Name	Data Value
CERTIFIED LETTER #	FAX

Action: CREATE CLOSED INFO CONTACT
 Dealer: 02818 HERTTRICH'S F-L-M OF MILFORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 34806 MI Comm Type: FAX
 Analyst Name: CASSANDR JONES Analyst: CJONES
 Action Date: 01/22/2003 Action Time: 15.15.37.571 Action Date: No

Comments LETTER OF CLOSING SENT TO ATTY.

E982-822.2 8044

Customer Info

Customer: [REDACTED]
Address: [REDACTED]
Country: [REDACTED]
Cell Phone: [REDACTED] Pager: [REDACTED]
Preferred Contact method: [REDACTED] Fax: [REDACTED]
Preferred Contact Time: [REDACTED] Email: [REDACTED]

EM2-822.2 8545

Standard Claims List For Model Year 2000

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TYS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPS6	PREF	BASE	SUFF	CCX	CD	DIST (Miles)		
1FAPP3432YW108226	C7AK	CP	C7C	C7E	C7A	AZ	C7D	C7Q	09-AUG-1999	12-JUL-2000	127617	USA	0	*	*	*	*	*	*	*	0		
AWS Claims Key:		229110	Trx Code:		06E0	Labour Hrs:		4															
Dr. Cd-Sub Cd:		02818*	Name:		HERTRICH'S F.L.M OF MILFORD	Ph:		302-4228071	St:		DE	City Cd:		USA	Reg Cd:		NA	Repr Dates:		1-APR-2000	Doc #:		03049301
Cust Comments:		EMISSION RECALL 06E0 INJECTOR PRESSURE SENSOR REPLACEMENT																					
Tech Comments:		THE INJECTOR PRESSURE SENSOR MAY BECOME CONTAMINATED WITH WATER AND CAN CAUSE IFS MEMBRANE TO CRACK OR BURST, REPLACED INJECTOR PRESSURE SENSOR (IFS) 4																					
1FAPP3432YW108226	C7AK	CP	C7C	C7E	C7A	AZ	C7D	C7Q	09-AUG-1999	12-JUL-2000	127617	USA	1	0Q02	041902	*	17K855	*	F41	F5	1004		
AWS Claims Key:		2346236	Trx Code:		1	Labour Hrs:		0															
Dr. Cd-Sub Cd:		02818*	Name:		HERTRICH'S F.L.M OF MILFORD	Ph:		302-4228071	St:		DE	City Cd:		USA	Reg Cd:		NA	Repr Dates:		31-JUL-2000	Doc #:		03395001
Cust Comments:		CUSTOMER STATES PAINT AROUND BOTH TAIL LIGHTS IS PEELING OFF																					
Tech Comments:		SUBLET TO TECHNIQUES TO REPAIR AND REFINISH PEELING PAINT ON REAR BUMPER COVER, ALSO REPAIRS RUN IN CLEAR COAT ON RIGHT FRONT DOOR.																					
1FAPP3432YW108226	C7AK	CP	C7C	C7E	C7A	AZ	C7D	C7Q	09-AUG-1999	12-JUL-2000	127617	USA	1	3A10	070501	YS42	7A2L3	BA	T90	34	1084		
AWS Claims Key:		2346032	Trx Code:		1	Labour Hrs:		4															
Dr. Cd-Sub Cd:		02818*	Name:		HERTRICH'S F.L.M OF MILFORD	Ph:		302-4228071	St:		DE	City Cd:		USA	Reg Cd:		NA	Repr Dates:		31-JUL-2000	Doc #:		03395004
Cust Comments:		CUSTOMER STATES COVER AROUND SHIFT INDICATOR IS WARPED SCRATCHED																					
Tech Comments:		BEZEL WARPED, VERIFY ACCESS AND REPLACE SHIFTER INDICATOR BEZEL. ASY CHECK OPERATIONS OK																					
1FAPP3432YW108226	C7AE	CP	C7C	C7E	C7A	AZ	C7D	C7Q	09-AUG-1999	12-JUL-2000	127617	USA	4	*	*	*	*	*	*	*	4068		
AWS Claims Key:		2290724	Trx Code:		06S31	Labour Hrs:		4															
Dr. Cd-Sub Cd:		02818*	Name:		HERTRICH'S F.L.M OF MILFORD	Ph:		302-4228071	St:		DE	City Cd:		USA	Reg Cd:		NA	Repr Dates:		25-OCT-2000	Doc #:		03449201
Cust Comments:		SAFETY RECALL 06S31 LEFT REAR WHEEL RETENSION																					
Tech Comments:		SOME VEH MYA HAVE INSUFFICIENT WHEEL BEARING CLAMP LOAD, ALLOWING LT RE WHEEL AND DRUM ASSY TO SEPARATE FROM VEH, INSPECTED BOTH REAR WHEEL BEARINGS FOR PLAY AND INSTALLED LEFT REAR WHEEL RETENSION KIT.																					

0303-022 2 0848

1FAFP3432YW108226 C/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	09-AUG-1999	12-JUL-2000	127617	USA	5	6P07	110301	YS4Z	542286	AB	B07	43	4615
AWS Claim Key:		4466078	Trx Codes:		1	Labor Hrs:		5												
Dir Cl-Sub Cl:	02818*	Name:	HERTRICH'S F-L-M OF MILFORD			Ph:	302-4228071	St:	DE	City Cl:	USA	Reg Cl:	NA	Reg Date:	14-NOV-2000	Doc #:	03723601			
Cost Comments:	CUSTOMER STATES PASS FRONT DOOR MAKES NOISE WHEN OPENING 80P HERE																			
Tech Comments:	NOISY OPERATION, REPLACED RIGHT FRONT DOOR CHECK CHECK OPERATIONS OK																			
1FAFP3432YW108226 C/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	09-AUG-1999	12-JUL-2000	127617	USA	5	5Y02	060282	YS4Z	2200	BB	N17	42	4615
AWS Claim Key:		4466072	Trx Codes:		1	Labor Hrs:		1.5												
Dir Cl-Sub Cl:	02818*	Name:	HERTRICH'S F-L-M OF MILFORD			Ph:	302-4228071	St:	DE	City Cl:	USA	Reg Cl:	NA	Reg Date:	14-NOV-2000	Doc #:	03723602			
Cost Comments:	CUSTOMER STATES NOISE FROM BRAKES.																			
Tech Comments:	ROAD TEST VERIFY CONCERN FMPPOINT TO REAR BRAKES ACCESS AND PERFORM REAR BRAKE INSPECTION REPLACED REAR BRAKE SHIPS AS PER SSM #14C31 RETEST OK																			
1FAFP3432YW108226 C/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	09-AUG-1999	12-JUL-2000	127617	USA	5	5Y02	060302	YS4Z	2801	AA	N17	42	4680
AWS Claim Key:		4621825	Trx Codes:		1	Labor Hrs:		1.3												
Dir Cl-Sub Cl:	02818*	Name:	HERTRICH'S F-L-M OF MILFORD			Ph:	302-4228071	St:	DE	City Cl:	USA	Reg Cl:	NA	Reg Date:	08-NOV-2000	Doc #:	03723601			
Cost Comments:	CUSTOMER STATES EXCESSIVE BRAKE NOISE JUST SERVICED LAST WEEK																			
Tech Comments:	ROAD TEST VERIFY CONCERN FMPPOINT TO FRONT BRAKES REPLACE FRONT BRAKE PADS AND MACHINE BOTH FRONT ROTORS UTILIZING ON THE VEHICLE BRAKE LATHE RETEST OK																			
1FAFP3432YW108226 C/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	09-AUG-1999	12-JUL-2000	127617	USA	6	5Y02	060302	YS4Z	2300	BB	N17	D4	5735
AWS Claim Key:		5232801	Trx Codes:		893	Labor Hrs:		1.4												
Dir Cl-Sub Cl:	02818*	Name:	HERTRICH'S F-L-M OF MILFORD			Ph:	302-4228071	St:	DE	City Cl:	USA	Reg Cl:	NA	Reg Date:	20-DEC-2000	Doc #:	03723601			
Cost Comments:	CUSTOMER STATES BRAKES HAVE HIGH PITCH MOAN RESONATING FROM REAR OF VEHICLE WHEN BRAKING ESPECIALL																			
Tech Comments:	EXCESSIVE METAL CONTENT IN BRAKE SHIPS CAUSING NOISE AND DRUM WEAR, REPLACED BOTH REAR BRAKE DRUMS AND BRAKE SHIPS.																			
1FAFP3432YW108226 C/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	09-AUG-1999	12-JUL-2000	127617	USA	12	*	*	*	*	*	*	*	11201
AWS Claim Key:		5212882	Trx Codes:		0828B	Labor Hrs:		.7												
Dir Cl-Sub Cl:	02818*	Name:	HERTRICH'S F-L-M OF MILFORD			Ph:	302-4228071	St:	DE	City Cl:	USA	Reg Cl:	NA	Reg Date:	25-JUN-2001	Doc #:	0442301			
Cost Comments:	SAFETY RECALL 0828B DECKLID WIRE HARNESS REPLACEMENT.																			

E002-022 2 0047

Tech Comments:		MOVEMENT OF THE DECKLID MAY CAUSE ONE OR MORE WIRES WITHIN THE HARNESS TO FATIGUE AND BREAK CAUSING LOSS OF LAMPS, REPLACED DECKLID WIRING HARNESS. (7 H).																			
IFAFP3432YW108226	C7AK	CF	C7C	CDE	C/A	AZ	C/D2	C/EQ	09-AUG-1999	12-JUL-2000	127617	USA	12	*	*	*	*	*	11201		
AWS Claim Keys:		9212961	Trx Codes		60520	Labor Hrs		4													
Dir Cl-Sub Ctl:		02818-A	Name:		HERTRICH'S F-L-M OF MILFORD	Ph:	302-4228071	St:	DE	City Ctl:		USA	Reg Ctl:		NA	Repr Date:		25-JUN-2001	Doc:	8-04421303	
Cust Comments:		SAFETY RECALL 085281 A PILLAR TRIM REPLACEMENT.																			
Tech Comments:		IN THE EVENT OF AN ACCIDENT, AN OCCUPANT CONTACTING THAT LOCATION MAY NOT GET THE INTENDED IMPACT PROTECTION, REPLACED BOTH PILLAR TRIM PANELS. (A B).																			
IFAFP3432YW108226	C7AK	CF	C7C	CDE	C/A	AZ	C/D2	C/EQ	09-AUG-1999	12-JUL-2000	127617	USA	14	6P04	010301	YS4Z	5422886	CA	D99	42	12196
AWS Claim Keys:		10182134	Trx Codes		EM	Labor Hrs		9													
Dir Cl-Sub Ctl:		02818-A	Name:		HERTRICH'S F-L-M OF MILFORD	Ph:	302-4228071	St:	DE	City Ctl:		USA	Reg Ctl:		NA	Repr Date:		08-AUG-2001	Doc:	8-04578101	
Cust Comments:		CUSTOMER STATES LEFT FRONT DOOR CREAKS WHEN OPENING AND CLOSING INSTALL SOP																			
Tech Comments:		VERIFY CUST CONCERN, FOUND DOOR CHECK MAKING EXCESSIVE NOISE REPLACED DOOR CHECK RECHECK OPERATION																			
IFAFP3432YW108226	C7AK	CF	C7C	CDE	C/A	AZ	C/D2	C/EQ	09-AUG-1999	12-JUL-2000	127617	USA	14	5Y0Z	060302	1M5Z	2200	AA	N17	42	12196
AWS Claim Keys:		10182132	Trx Codes		ES0	Labor Hrs		1.4													
Dir Cl-Sub Ctl:		02818-A	Name:		HERTRICH'S F-L-M OF MILFORD	Ph:	302-4228071	St:	DE	City Ctl:		USA	Reg Ctl:		NA	Repr Date:		08-AUG-2001	Doc:	8-04578102	
Cust Comments:		CUST STATES VEHICLE HAS INTERMIT BRAKE MOAN																			
Tech Comments:		VERIFY CUST CONCERN, TALKED TO FORD TECH LINE PER TECH LINE, INSTALL REVISED REAR SHOES PER SSM 13082, INSTALLED REVISED REAR SHOE PER SERVICE PART WARRANTY, INDICATED, 12 30 00, AT 5733 MILES.																			
IFAFP3432YW108226	C7AK	CF	C7C	CDE	C/A	AZ	C/D2	C/EQ	09-AUG-1999	12-JUL-2000	127617	USA	19	5H04	*	*	*	*	*	20513	
AWS Claim Keys:		1386632	Trx Codes		01B55	Labor Hrs		1.1													
Dir Cl-Sub Ctl:		02818-A	Name:		HERTRICH'S F-L-M OF MILFORD	Ph:	302-4228071	St:	DE	City Ctl:		USA	Reg Ctl:		NA	Repr Date:		08-JAN-2002	Doc:	8-03867401	
Cust Comments:		CUSTOMER SATISFACTION PROGRAM 01B55 REPLACEMENT OF REAR WHEEL BEARINGS.																			
Tech Comments:		IN HIGH CORROSION AREAS, WHERE SALT IS USED ON ROADWAYS IN THE WINTER, THE REAR WHEEL BEARING SEAL RACTS MAY CORRODE, REPLACED REAR WHEEL BEARINGS AND SEALS ON VEHICLE EQUIPPED WITH REAR DRUMS.																			
IFAFP3432YW108226	C7AK	CF	C7C	CDE	C/A	AZ	C/D2	C/EQ	09-AUG-1999	12-JUL-2000	127617	USA	19	6R09	012006	YS4Z	148056	BB	539	42	20513
AWS Claim Keys:		1386651	Trx Codes		EM	Labor Hrs		1													

ENR2-822.2 0048

Dir Cd-Sub Cd:	02818*	Name:	HERTRICK'S F-L-M OF MILFORD	Ph:	302-4228071	St:	DE	City Cd:		USA Reg Cd:	NA	Repr Dates:	08-JAN-2002	Doc:	#05067402						
Com Comments:	CUSTOMER STATES, THAT THE AIR BAG LIGHT HAS REMAINED ON WHILE DRIVING, HAS BEEN ON FOR 2 WEEKS NOW.																				
Tech Comments:	VERIFIED CUST CONCERN, FOUND CODE B1342 ECU DEFECT ORDERED AND INSTALLED NEW ECU MODULE AND VERIFIED PROPER AIR SYSTEM OPERATION																				
IFAPP3432YW108226	CIAC	OF	CFC	CDE	C/A	AZ	CYD2	CYBQ	09-AUG-1999	12-JUL-2000	127617	USA	22	3H04	060382	IMSZ	4A013	VY	NS1	42	23985
AWB Chain Key:	1299823	Trx Code:	EM	Labour Hrs:	6																
Dir Cd-Sub Cd:	02818*	Name:	HERTRICK'S F-L-M OF MILFORD	Ph:	302-4228071	St:	DE	City Cd:		USA Reg Cd:	NA	Repr Dates:	01-MAY-2002	Doc:	#05449308						
Com Comments:	CUSTOMER STATES, THERS A RUM WHICH APPEARS TO BE COMING FROM THE REAR OF THE VEHICLE, CAN BE HEARD FROM PARKING																				
Tech Comments:	VERIFY CUST CONCERN, FOUND REAR BEARING MAKING EXCESSIVE NOISE REPLACED REAR WHEEL BEARING																				
IFAPP3432YW108226	CIAC	OF	CFC	CDE	C/A	AZ	CYD2	CYBQ	09-AUG-1999	12-JUL-2000	127617	USA	25	6P06	016301	YSAZ	5432886	CA	B03	49	28645
AWB Chain Key:	1716268	Trx Code:	EM	Labour Hrs:	6																
Dir Cd-Sub Cd:	02818*	Name:	HERTRICK'S F-L-M OF MILFORD	Ph:	302-4228071	St:	DE	City Cd:		USA Reg Cd:	NA	Repr Dates:	22-JUL-2002	Doc:	#05715201						
Com Comments:	CUSTOMER STATES, VERIFIED, BOTH FRONT DOORS ARE HARD TO OPEN BIND, STICK, CREAKS FROM HINGE AREA																				
Tech Comments:	LUBED BOTH, ORDERED REPLACEMENT RIGHT SIDE DOOR CHECK VERIFIED CONCERN, LUBED BOTH SIDE DOOR CHECKS, ORDERED AND REPLACED THE RIGHT SIDE DOOR CHECK, RECHECKED OK																				
IFAPP3432YW108226	CIAC	OF	CFC	CDE	C/A	AZ	CYD2	CYBQ	09-AUG-1999	12-JUL-2000	127617	USA	26	7C01	01X00X *	14028 *		L17	33	29634	
AWB Chain Key:	1733348	Trx Code:	B81	Labour Hrs:	7																
Dir Cd-Sub Cd:	02818*	Name:	HERTRICK'S F-L-M OF MILFORD	Ph:	302-4228071	St:	DE	City Cd:		USA Reg Cd:	NA	Repr Dates:	07-AUG-2002	Doc:	#05779301						
Com Comments:	CUSTOMER STATES, THAT THE PASSENGERS SIDE WINDOW CONTROL BUTTON IS HARD TO OPERATE, STICKS WHEN OPENING, BINDS																				
Tech Comments:	REPOSITIONED THE PASSENGERS WINDOW LIFT CONTROL CONFIRMED, REPOSITIONED THE PASSENGERS WINDOW LIFT CONTROL BUTTON, RECHECKED OPERATION, OK																				
IFAPP3432YW108226	CIAC	OF	CFC	CDE	C/A	AZ	CYD2	CYBQ	09-AUG-1999	12-JUL-2000	127617	USA	28	2E06	180101	IMSZ	98307	AA	D02	42	32369
AWB Chain Key:	18371634	Trx Code:	S07	Labour Hrs:	3																
Dir Cd-Sub Cd:	02818*	Name:	HERTRICK'S F-L-M OF MILFORD	Ph:	302-4228071	St:	DE	City Cd:		USA Reg Cd:	NA	Repr Dates:	14-OCT-2002	Doc:	#06033201						
Com Comments:	CRANK NO START, VEHICLE TRIED TO START AFTER SITTING 3 HOURS THEN SHUT OFF, VEHICLE TOWED IN.																				
Tech Comments:	RETRIEVED CMDCS FROM PCM P1297, FUEL PUMP SECONDARY CKT MAL FUNCTION, RAN PPTS KB47,KB48,KB49,KB50,KB51,KB52, REPLACED FUEL PUMP, ROAD TESTED, OK																				

E993-022, 2 0048

1FAFP3432YW108226 CIAK	CF	CPC	CDE	CIA	AZ	CYD	CYD	09-AUG-1999	12-JUL-2000	127617	USA	28	7D01	170101	YS4Z	13008	AC	L39	DA	32269
AWS Claim Keys: 18371633 Tax Code: E83 Labor Hrs: 3																				
Dir Ctl-Sub Ctl: 02818-* Name: HERTZSCH'S F-L-M OF MILFORD Ph: 302-4228071 St: DE City Ctl: USA Reg Ctl: NA Rptg Date: 14-OCT-2002 Doc: #06035284																				
Cust Comments: HEADLIGHT LEAKING																				
Tech Comments: NEEDS HEADLIGHT SBAL. REPLACED HEADLIGHT SEAL.																				
1FAFP3432YW108226 CIAK	CF	CPC	CDE	CIA	AZ	CYD	CYD	09-AUG-1999	12-JUL-2000	127617	USA	28	7M46	158408	*	18C315	*	AM7	42	32269
AWS Claim Keys: 18371632 Tax Code: E83 Labor Hrs: 0																				
Dir Ctl-Sub Ctl: 67701-* Name: VISTEON AFTERMARKET-ELS. Ph: ** St: MI City Ctl: USA Reg Ctl: NA Rptg Date: 16-OCT-2002 Doc: #12232109																				
Tech Comments: REQUESTING DEALER'S PIA CODE 02818																				
1FAFP3432YW108226 CIAK	CF	CPC	CDE	CIA	AZ	CYD	CYD	09-AUG-1999	12-JUL-2000	127617	USA	29	6H19	010702	YS4Z	5451832	AB	T00	87	33245
AWS Claim Keys: 18652983 Tax Code: E84 Labor Hrs: 1																				
Dir Ctl-Sub Ctl: 02818-* Name: HERTZSCH'S F-L-M OF MILFORD Ph: 302-4228071 St: DE City Ctl: USA Reg Ctl: NA Rptg Date: 12-NOV-2002 Doc: #06145981																				
Cust Comments: WEATHERSTRIP SEAL SEPERATED.																				
Tech Comments: VERIFIED SEPERATED AT REAR DOOR. PASSENGER SIDE. REPLACED WEATHERSTRIP ON PASSENGER SIDE.																				
1FAFP3432YW108226 CIAK	CF	CPC	CDE	CIA	AZ	CYD	CYD	09-AUG-1999	12-JUL-2000	127617	USA	29	5Y02	040502	18L5Z	2208	AA	N17	42	33245
AWS Claim Keys: 18652982 Tax Code: E84 Labor Hrs: 7																				
Dir Ctl-Sub Ctl: 02818-* Name: HERTZSCH'S F-L-M OF MILFORD Ph: 302-4228071 St: DE City Ctl: USA Reg Ctl: NA Rptg Date: 12-NOV-2002 Doc: #06145982																				
Cust Comments: BRAKE SQUEAL. INTERMITTENT. PARKING LOT SPEED.																				
Tech Comments: REPLACED REAR BRAKE SHIMS AS PER TSB 15301. ADJUSTED REAR PARK BRAKE.																				
1FAFP3432YW108226 CIAK	CF	CPC	CDE	CIA	AZ	CYD	CYD	09-AUG-1999	12-JUL-2000	127617	USA	30	2B04	034300	XS4Z	9C002	AA	E29	42	33989
AWS Claim Keys: 18378015 Tax Code: S07 Labor Hrs: 21																				
Dir Ctl-Sub Ctl: 02818-* Name: HERTZSCH'S F-L-M OF MILFORD Ph: 302-4228071 St: DE City Ctl: USA Reg Ctl: NA Rptg Date: 09-DEC-2002 Doc: #06212901																				
Cust Comments: CUSTOMER STATES CHECK ENGINE LIGHT IS ON. VEHICLE SURGES.																				
Tech Comments: RBC DTC P0402. EVAP LEAK DETECTED. RAN EVAP TEST WITH WDS. FAILED. REMOVED EXHAUST, REAR SHIELD, AND FUEL TANK. FOUND LEAK WITH SMOKE TEST AT LF CORNER OF TANK. FOUND TANK TRANSDUCER LEAKING. REPLACED FUEL TANK TRANSDUCER AND RE-SMOKE.																				

8002-022-2 8000

1FAPP3432YW108226 C/AK	CP	CNC	CDE	C/A	AZ	CHD	CBQ	09-AUG-1999	12-JUL-2000	127617	USA	30	7505	1-30403	*	1-4301	*	C26	MS	34012
AWS Claim Key:		19031983	Trx Code:	883	Labour Hrs:	2														
Dir Cd-Sub Cd:	02818*	Name:	HERTRICH'S F.L.M OF MILFORD Pk:			303-4228071	St:	DE	City Cd:		USA	Reg Cd:	NA	Reg Date:	11-DEC-2002	Doc:	9-06346301			
Cost Comment:	CUST STATES VEHICLE WILL NOT START																			
Tech Comment:	VERIFY CUST CONCERN FOUND NEG BATTERY CABLE NOT MAKING PROPER CONNECTION CLEANED NEG BATTERY CABLE RECHECK OPERATION VEHICLE IS WORKING NORMAL AT THIS TIME																			
1FAPP3432YW108226 C/AK	CP	CNC	CDE	C/A	AZ	CHD	CBQ	09-AUG-1999	12-JUL-2000	127617	USA	30	7604	15048	*	18C813	*	A07		34686
AWS Claim Key:		19142328	Trx Code:	883	Labour Hrs:	3														
Dir Cd-Sub Cd:	02818*	Name:	HERTRICH'S F.L.M OF MILFORD Pk:			303-4228071	St:	DE	City Cd:		USA	Reg Cd:	NA	Reg Date:	13-DEC-2002	Doc:	9-06281901			
Cost Comment:	RADIO FACE READS SQUARES																			
Tech Comment:	NOT OPERATING PROPERLY, REMOVED AND REPLACED RADIO WARRANTY ORDER #713352																			

EPR3-022.2 0001

Dealer Information

PCSD Region	Sales Region	Sales Zone	Market	PIA Code	Sales Code
27-WASHINGTON	27-WASHINGTON	H	D1	02818	F27617

Dealer Name: HERTTRICH'S F-L-N OF MILFORD
Dealer Address: 605 NORTH DUPONT BLVD
 MILFORD DE 19063

Dealer Main Phone: 302-422-8071 **Dealer Service Phone:** 302-422-8071

Position	Employee Name
DEALER/PARTNER	FRED HERTTRICH IV
GENERAL MANAGER	CHRIS JAMISON
PARTS MANAGER	WILLIAM C TARBOX
SALES MANAGER	JOSEPH COVERDALE
SERVICE MANAGER	JANICE N MACKEY

Service Hours: 7:30 AM - 5:30 PM FAX: 302 424-5270

Directions:

Trained: N

Additional Information: LSG ENROLLED

EM02-022.2 0002

Jones-McBryde, Cassandr (C.L.)

From: Jones-McBryde, Cassandr (C.L.)
Sent: Friday, January 24, 2008 10:47 AM
To: Hyman, Darryn (D.)
Subject: Legal contact for Richard/Tiffany Hart

Hi Darryn,

FYI:

VIN: 1FAFP3432YH108228 **Year:** 2000
Name: [REDACTED] **Owner Status:** Original
Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
Issue Type: 07 LEGAL **Issue Status:** CLOSED

Model: FOCUS **Case:** 1481192211
WSD: 2000-07-12
Primary Phone: [REDACTED]
Secondary Phone: [REDACTED]

Cassandra Jones-McBryde
Ford Motor Company
Legal Analyst-Washington D.C. and Orlando
Phone: (313)248-1100
Fax: (313) 845-5558
cjones@ford.com

1497051682 ORLANDO

DP12-022.2 0004

Ford Motor Company

Consumer Affairs

*Sent Via U.S. Mail

May 14, 2003



RE: 2000 Ford Focus
VIN: 1FAFP3435YW380348

Dear Ms. 

Thank you for contacting us regarding your vehicle.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after the purchase. We understand, however, that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they determine that Ford Motor Company is responsible. Therefore, at this time, Ford proposes no further action.

Thank you for giving us the opportunity to review your concern.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FAPP0495YW380348	Year: 2000	Model: FOCUS	Case: 1497051682
Name: [REDACTED]	Owner Status: Original	WSD: 2000-07-13	
Symptom Desc: PANEL/BUNBODY DENTING		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS	Origin Desc: US CONCERN CASE BASE
Dealer: 04820 MARDONE FORD OF MARGATE	
Odometer: 8000 MI	Comms Type: PHONE
Analyst Name: JACINTA DECHAUSAY	Analyst: JOECHAUS
Action Date: 05/07/2003	Action Time: 16:28:52.100
	Action Date: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
MEGAN		LINDRIGAN		CHILD

Comments CUSTOMER SAYS: ---DATE OF ACCIDENT: OVER A YEAR AGO, CUST IS NOT SURE OF THE DATE ---ALLEGES: ABOUT A YEAR AGO, WHEN THE FUEL PUMP FAILED FOR THE 2ND TIME, THE VEH SLOWED DOWN AND STALLED @ 50 MPH AND SHE HAD TO HIT A CURB TO AVOID AN ACCIDENT. - CARS WERE IN FRONT AND BEHIND OF HER AND THE SIDE OF THE VEH GOT DENTED WHEN SHE HIT THE CURB ---LOCATION: PALM METTEL RD ---A POLICE REPORT WAS NOT FILED ---DID CONTACT THE INSURANCE COMPANY ---THE VEH HAS NOT BEEN REPAIRED ---NO INJURIES WERE SUSTAINED PER CUSTOMER, DEALER SAYS: (MARDONE FORD OF DELRAY, DELRAY BEACH) -REPAIR COST FOR THE DENT \$2000 CAG ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 6349

Date Element Name

Date Value

FIRE/ACCIDENT

A

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER	Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Dealer: 04820 MARDONE FORD OF MARGATE	
Odometer: 8000 MI	Comms Type: MAIL
Analyst Name: CASSANDRA JONES	Analyst: C.JONES
Action Date: 05/09/2003	Action Time: 07:38:07.731
	Action Date: Yes

Comments CUST MUST CONTINUE TO WORK WITH INSURANCE CO., TOO MUCH TIME HAS PASSED TO ADDRESS CONCERN. LETTER OF CLOSING WILL BE SENT TO CUST.

ENR2-022-2 0008

Data Element Name

CERTIFIED LETTER #

Data Value

USMAIL

Action: FINAL CASE DISPOSITION
Dealer: 04820 MARDONE FORD OF MARSATE
Odometer: 8000 MI
Analyst Name: CASSANDRA JONES
Action Date: 05/09/2003

Comm Type: MAIL
Analyst: CJONES
Action Time: 09.08.28.001

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments: LETTER OF CLOSING SENT TO CUSTOMER.

EMR-022.2 0007

All Action Details for Issues

Print

VIN: 1FAFP3435YW380348 Year: 2000 Model: FOCUS Case: 1497051682
 Name: MS [REDACTED] Owner Status: Original WSD: 2000-07-13
 Symptom Desc: START/CHARGE CHARGING SYSTEM Primary Phone: [REDACTED]
 Reason Desc: AWA - AWA DENIED Secondary Phone: [REDACTED]
 Issue Type: O2 INFORMATION Issue Status: CLOSED

Action: ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
 Dealer: 04820 MAROONE FORD OF MARGATE Origin Desc: US CONCERN CASE BASE
 Odometer: 60000 MI Contact Type: PHONE
 Analyst Name: JACINTA DECHAUSAY Analyst: JDECHAUS Action Date: No
 Action Time: 17.40.55.356

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
WILLIAM		LUNDIRIGAN		SPOUSE

Comments CUSTOMER SAYS: -SPOKE TO ANDREW EARLIER AND WAS TOLD WOULD BE CONTACTED BY A SRV MGR IN AN HOUR, BUT WADS NOT -VEH WAS NOT STARTING AND AFTER DRIVING A FEW MILES, THE PART HAS FAILED FOR THE 3RD TIME -AN INDEPENDENT MECHANIC STATES, THE OIL HAS NOTHING TO DO WITH THE FUEL LINE AND THE MAINTENANCE WAS FINE -HER DAD HAS CALLED THE NEWS AND HER MOM IS GOING TO CALL HER ATTORNEY -VEH ALMOST GOT INTO AN ACCIDENT ABOUT A YEAR AGO, WHEN THE FUEL PUMP FAILED FOR THE 2ND TIME, IT SLOWED DOWN AND STALLED @ 60 MPH AND SHE HAD TO HIT A CURB TO STOP AVOID AN ACCIDENT, CARS WERE IN FRONT AND BEHIND OF HER AND THE SIDE OF THE VEH GOT DENTED -CALLED THE CONSUMERS AFFAIRS DEPT, HER MOTHER WANTS TO TRADE THE VEH -SPOKE TO CHARLES, SRV ADV, JOE AND THE SRV MGR DONT RECALL HER NAME -SEEKING FIN. ASST PER CUSTOMER, DEALER SAYS: - (MAROONE FORD OF MARGATE) -THE FUEL PUMP AND LINE HAS TO BE REPLACED -IT IS LACK OF MAINTENANCE -REPAIR COST \$800 CAC ADVISED: ---OBC TO CUST, ADVISED AS PER; - I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSACSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR. ---AS PER DLR CUDDLE CONTACT --- PLS DONT DISCLOSE WITH CUST--- CUST HAS NOT PERFORMED ANY SERV- MAINT OR WARR @THIS DEALER. VEH HAS BEEN @ DELRAY STORE...NOT SURE IF ANY MAINT HAS BEEN PERFORMED ON VEH. AS PER MAINT GUIDE LINES, CUST WOULDVE REPLACED FUEL FILTER ATLEAST TWICE (MAX EVERY 30K)...NOT REPLACING FILTER, WILL CAUSE STRESS ON PUMP... NO ASSIT @THIS TIME. CLOSE ISSUE. SEE CASE# 1477851273 ---ADVISED CUST--- BTB IS FOR 3YRS OR 36,000 MILES WHICH EVER OCCURS FIRST FROM THE WSD -VEH HAS NO ESP REGISTERED -IF THE VEH IS REPAIRED @ THE DLR SHP POSSIBLY 12/12 PART WARRANTY, DLR WILL DETERMINE INFERENCE CASE ID: 5413

04/22-022.2 04/22

Customer Info

Customer
Address
Country
Cell Phone



Preferred Contact method:
Preferred Contact Time:

Fax:
Email:

ENR02-822.2 0000

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
24-ORLANDO	24-ORLANDO	B	A1	04820	F24015

Dealer Name:	MARCOINE FORD OF MARGATE	
Dealer Address:	5401 WEST COPANS ROAD MARGATE FL 33069	
Dealer Main Phone:	954-972-7200	Dealer Service Phone: 954-972-7200

Position	Employee Name
CUST RELATIONS MGR	KIRK R SHERIDAN
GENERAL MANAGER	SCOTT S NICOLAS
PARTS MANAGER	CHARLES M RAUCH
PARTS MANAGER	MARSHALL D WELLS
PARTS & SERVICE DIRECTOR	TIMOTHY S WELLS
SALES MANAGER	JOSEPH A TROTTA
SALES MANAGER	MIKE J COSTANZA
SALES MANAGER	ERIC R KRIECHBAUM
SALES MANAGER	SCOTT C FOSTER
SALES MANAGER	SCOTT BOLCZAM
SALES MANAGER	MOLSEN ETESHAMI
SERVICE MANAGER	ELEAZAR RAUSSED

Service Hours	MON-FRI:7AM-7PM SAT/SUN:CLOSED
Directions	
Taxied	Y
Additional Information	REFER ALL NO DEALER CONTACT CONCERNS TO OUR APPOINTMENT OFF

04/02-02/2 2 0000

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FAFP3433YW780346 Vch Line: C7AK - FOCUS (CW170) (91-00) Body Style: *
 Model Year: 2000 Market Derivat: CF - FORD DIVISION DERIVATIVE Trans Reg Serial No: *
 Vch Type: C Drive Code: CIA - 2 WHL LH FRONT DRIVE Engine: C7BQ - 257HC 2.0L DOHC EFI NA H O'LC
 Inv. Dealer: 04E35 Body Cde Style: - 4 DOOR SEDAN-6 LITE Transmission: C0D2 - 4 SPD AUTO VANDYKE FN TRANS
 Vehicle Status Code: 800 Vendor/Serial: CODE - SERIES 25
 Trans Reg Serial No:

NA

Trans Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - 000000000 Plant: AZ - WAYNE PLANT BUILD
 Country: USA - 000000000 Prod Date: 26-JUN-2000

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 124217 - *
 Country: USA - 000000000 Selling Div: 66/Trans FL
 Super Sd/Prov: FL
 Arrival Date: 07-JUL-2000 Red Carpet Lease: 1
 Sale Date: 13-JUL-2000 Fleet/Trade/Co, Lease: X
 Warranty Start Date: 13-JUL-2000 Disabled Vehicle: * Vehicle Export Flag: N
 Orig Warranty Date: 13-JUL-2000 Recaptured Vehicle: * Vehicle Export Flag: N

YOC/EOC:

1FAFP3433YW780346 02 0 2 18A2215 00 0 0000 38A 0 0 0 0000 00 1 26JUN2000 2 98 000 31
 0005 0 0 00000 10

INSTALLED OPTION INFORMATION:

Air Conditioning: C7B - MANUAL AIR CONDITIONER GVW Code:

Alternator Amp Rating: FQ
 Audio Disk: * - [N/A]
 Axle Ratio: * - [N/A]
 Axle Type: * - [N/A]
 Battery Amp Rating: 80
 Brake Code: * - [N/A]
 Brake Code(Service): * - [N/A]
 Calibration Code: 0AK1520A
 Color(Access): * - [N/A]
 Color(Trim): * - [N/A]
 Delivery Type: R
 Drivetrain Code: *
 Front Seat: * - [N/A]
 Fuel Type: * - [N/A]

GVW Class Code: F
 Instrumentation: * - [N/A]
 Mirror(Driver Side): AD - DRIVER POWER MIRROR
 Mirror(Pass Side): AD - PASS POWER CONVEX MIRROR
 Paint: PNL2P - SILVER FROST CC
 Power Windows: * - [N/A]
 Radio: AX - ELETR PREM A MP3M STROYDMSOCLK
 Sound System: * - [N/A]
 Super Tractor Axle
 Tire Manufacturer: CC-
 Tire Brand: * -
 Tire Size: D3QNY - 195/60R15-5 RSW
 Traction Control: * - [N/A]
 Wheel Base:

TIRE DOT INFORMATION:

LF: * RF: *
 LH: * RH: *
 LI: * RI: *
 SPARE: * DOT Plant Manufacturer: **

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: CB - CB
 ESP Coverage(Miles): * Emission Cert Type: S
 ESP Coverage(Years): * Emission Serial Prefix: GET
 ESP Plan Year: * Engine Family: YFMXV02DF3
 ESP Signature Date:

Any comments? You can contact



webmaster

ESP-022.2 0002

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 14-MAY-2003

Note: All Costs are in US Dollars

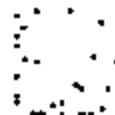
VIN	AWS VL	WERS VL	MKT TRER	BODY CAB	VEH SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COI	PROD DATE	WARR DATE	SHLJNG DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VYG	CCC	CD	
1FAPP3435YW380348	AK		C/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	26-06-00	13-07-00	124217	USA	13	*	2E06	YS4Z	9E007	EA	S11	V43	D03	42
AWS Claim Key:		9725312	Doc #:	026145A	Trx Code:		509	Labor Hrs:	2.3	Labor Cost:			153.8	Material Cost:	195.66	Total Cost:	349.46							
Dir Cd-Sub Cd:		04835-A	Name:	MAROONE FORD OF DELRAY			Ph:	561-2780303	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Dates:	21-JUL-2001								DIST (Mtlc):22454
Cmt Comments:		D02 CLST STATES ACR TOWED IN...CRANKS...NO START...CHECK AND ADVISE.																						
Tech Comments:		22454 TECH 677 TEST. SYSTEM PASS,TEST FUEL PRESSURE FAIL,TEST FUEL PUMP,FAIL,REPLACE FUEL PUMP,ROADTEST,BETES OK AT THIS TIME-42																						
1FAPP3435YW780348	AK		C/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	26-06-00	13-07-00	124217	USA	35	*	2E06	1M5Z	9E007	AC	S11	V44	E29	42
AWS Claim Key:		20619321	Doc #:	590155A	Trx Code:		P05	Labor Hrs:	3.6	Labor Cost:			179.45	Material Cost:	262.79	Total Cost:	442.24							
Dir Cd-Sub Cd:		04835-A	Name:	MAROONE FORD OF MAROATE			Ph:	954-9727200	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Dates:	07-MAY-2003								DIST (Mtlc):64328
Cmt Comments:		E29 CHECK CLST CONCERN STATES ENGINE LIGHT STAYS ON ALL TIMES, STATES VEH INTERMITTENTLY STALLS.																						
Tech Comments:		6431 SVC.5.8 I.D PERFORM DIAG AND PINPOINT TEST 2.8 REPLACE FUEL PUMP 0.5 REPLACE FUEL PWS REG 0.5 X21 FUEL FILTER 0.8 REPLACE PCV HOSE 0.5 S1 RESET KAM 0.5 REPROGRAM PCM																						
1FAPP3435YW380348	AK		C/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	26-06-00	13-07-00	124217	USA	35	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:		20619522	Doc #:	590155B	Trx Code:		00820	Labor Hrs:	.5	Labor Cost:			41.41	Material Cost:	70	Total Cost:	111.41							
Dir Cd-Sub Cd:		04828-A	Name:	MAROONE FORD OF MAROATE			Ph:	954-9727200	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Dates:	07-MAY-2003								DIST (Mtlc):64528
Cmt Comments:		A99 PERFORM RECALL 00820 A PILLAR TRIM.																						
Tech Comments:		64531 W PREFORM RECALL 00820																						
1FAPP3435YW380348	AK		C/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	26-06-00	13-07-00	124217	USA	35	*	5F04	*	*	*	SXX	V00	*	*
AWS Claim Key:		20619523	Doc #:	590155C	Trx Code:		01885	Labor Hrs:	1.1	Labor Cost:			75.92	Material Cost:	51.5	Total Cost:	127.22							
Dir Cd-Sub Cd:		04828-A	Name:	MAROONE FORD OF MAROATE			Ph:	954-9727200	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Dates:	07-MAY-2003								DIST (Mtlc):64528
Cmt Comments:		A09 PERFORM RECALL 01885 REAR WHEEL BEARINGS.																						
Tech Comments:		64531 W PREFORM RECALL 01885 REPLACE WHEEL BEARINGS IN REAR																						
1FAPP3435YW380348	AK		C/AK	CF	CFC	CDE	C/A	AZ	C/D2	C/EQ	26-06-00	13-07-00	124217	USA	35	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:		20619524	Doc #:	590155D	Trx Code:		D1524	Labor Hrs:	.7	Labor Cost:			48.31	Material Cost:	10.5	Total Cost:	65.71							
Dir Cd-Sub Cd:		04828-A	Name:	MAROONE FORD OF MAROATE			Ph:	954-9727200	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Dates:	07-MAY-2003								DIST (Mtlc):64528
Cmt Comments:																								
Tech Comments:																								

2002-022 2 0003

Tech Comments: 64531 W PREFORM RECALL 02542

IFAPP3435YW380348 AK	QAK	DF	CPC	CYD	CA	AZ	CDJ	CFO	36-06-00	13-07-08	124217	USA	35	*	*	*	*	SXX	V60
AWS Chain Keys	20619525	Doc #:	590155E	Trk Code:	82542	Labour Hrs:	5	Labour Cost:	41.41	Material Cost:	3.78	Total Cost:	52.09						
Dir Cd-Sub Cd	04820*	Name:	MARCIONE FORD OF MARGATE	Ph:	954-9727200	St:	FL	City Cd:	USA	Reg Cd:	NA	Recr Date:	07-MAY-2003						DEPT (Mktg#6452)
Cost Comments	A59 PERFORM RECALL 02542 NICH BOLT TORQUE AND BATTERY CABLE BOLTING.																		
Tech Comments	64531 W PREFORM RECALL 02542																		

Any comments? You can contact



webmaster

0002-822 2 0004

0352081633 PITTSBURGH

ENR2-022.2 0000

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	POS	CHG	STATUS
21	06/30	10:48	215 540 0917	EC--S	00' 17"	001	248	.OK

Ford Motor Company

Consumer Affairs

Sent via Fax

June 30, 2003

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

RE: [REDACTED]
2000 Ford Focus
VIN- 1EAFP34P7YW196774

Dear Mr. Silverman:

This letter is in response to your letter dated May 30, 2003 (correct information received June 11, 2003) regarding the above-mentioned defect.

Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

Ruth Davis

Ruth Davis
Consumer Affairs

Ford Motor Company

Consumer Affairs

Sent via Fax

June 30, 2003

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

RE: [REDACTED]
2000 Ford Focus
VIN: 1FAFP34P7YW196774

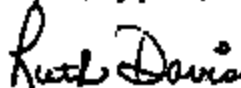
Dear Mr. Silverman:

This letter is in response to your letter dated May 20, 2003 (correct information received June 11, 2003) regarding the above-mentioned client.

Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,



Ruth Davis
Consumer Affairs

VIN: 1FAPP34P7YW186774

Year: 2000

Model: FOCUS

W90: 2000-01-19

Name: [REDACTED]

Primary Phone: 617-400-1200

Secondary Phone:

Address: [REDACTED]

Case Number: 352081633

Issue Type: 07-LEGAL

Reason: LEGAL - OTHER ATTORNEY DEMAND

Symptom: STALL/QUITS AT IDLE ALL ENGINE TEMP

Dealer: F44208 - CHAMPION FORD S

Comm Type: FAX

Current Odometer Reading: 34500 MI

Action Category: REDIRECT/REFERRAL/FINAL CASE DISPOSITION

Odometer Reading: 34509

Action: FINAL CASE DISPOSITION(C)

Caller Information if different from vehicle owner

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Relationship: Select One

Phone: [REDACTED]

Comments:

deny assistance - send attorney letter

Warranty History

ESP/Recall

Case

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 12/11/03

Note: All Costs are in US Dollars

VIN	AWS VL	WHES VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG CDD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TBS	QRT	WCC	PKFP	BASE	SUPP	VKT	VPS	OCC	CD	
1FAFP34P7YW196774	AK	CAK	CF	CPC	CDE	C/A	AZ	OD2	CRV	30-11-99	13-01-00	144	USA	10	EXX	V00	.	.	
AWS Claim Key:	348643	Doc #:	03701801	Tax Code:	08831	Labour Hour:	4						21.89	Material Cost:	2.5	Total Cost:	30.41							
Dir Cl-Sub Cl:	02184*	Name:	DAVE HALLMAN FORD, INC.	Plc:	814-7341616								Mag Cl:	NA	Repr Date:	27-OCT-2000								
Cost Comments:	08831 LEFT REAR WHEEL RETENTION KIT RECALL																							
Tech Comments:	INSTALLED LEFT REAR WHEEL RETENTION KIT PER RECALL																							
1FAFP34P7YW196774	AK	CAK	CF	CPC	CDE	C/A	AZ	OD2	CRV	30-11-99				13	EXX	V00	.	.	
AWS Claim Key:	308211	Doc #:	03868001	Tax Code:	08830	Labour Hour:	5							Material Cost:	70	Total Cost:	108.66							
Dir Cl-Sub Cl:	02184*	Name:	DAVE HALLMAN FORD, INC.	Plc:	814-7341616	St PA								NA	Repr Date:	20-JAN-2001								
Cost Comments:	08830 A PILLAR TRIM RECALL																							
Tech Comments:	REPLACED A PILLAR TRIM PER RECALL																							
1FAFP34P7YW196774	AK	CAK	CF	CPC	CDE	C/A	AZ	OD2	CRV	30-11-99	13-01-00	144500	USA	12	EXX	V00	.	.	
AWS Claim Key:	308212	Doc #:	03868002	Tax Code:	08830	Labour Hour:	7						38.66	Material Cost:	39.05	Total Cost:	83.24							
Dir Cl-Sub Cl:	02184*	Name:	DAVE HALLMAN FORD, INC.	Plc:	814-7341616	St PA								NA	Repr Date:	20-JAN-2001								
Cost Comments:	08830 REAR DECKLID WIRING HARNESS																							
Tech Comments:	REPLACED REAR DECKLID WIRE HARNESS																							
1FAFP34P7YW196774	AK	CAK	CF	CPC	CDE	C/A	AZ	OD2	CRV	30-11-99	13-01-00	144500	USA	25	.	SPH4*	.	.	.	EXX	V00	.	.	
AWS Claim Key:	13916647	Doc #:	04713304	Tax Code:	01883	Labour Hour:	1.1						62.82	Material Cost:	43.72	Total Cost:	106.54							
Dir Cl-Sub Cl:	02184*	Name:	DAVE HALLMAN FORD, INC.	Plc:	814-7341616	St PA								NA	Repr Date:	11-JAN-2002								
Cost Comments:	REAR WHEEL BEARING RECALL 01883																							
Tech Comments:	REPLACED THE REAR WHEEL BEARINGS PER RECALL																							
1FAFP34P7YW196774	AK	CAK	CF	CPC	CDE	C/A	AZ	OD2	CRV	30-11-99	13-01-00	144500	USA	32	.	1B06	1M6Z	9FD97	AA	511	V42	D21	42	
AWS Claim Key:	17616333	Doc #:	13025301	Tax Code:	807	Labour Hour:	3.1						197.9	Material Cost:	235.17	Total Cost:	433.07							
Dir Cl-Sub Cl:	08865*	Name:	CHAMPION FORD SALES, INC.	Plc:	814-6782500	St PA								NA	Repr Date:	21-AUG-2002								
Cost Comments:	CUSTOMER STATES THE VEHICLE JUST DIED OUT HAPPENED 2 TIMES																							
Tech Comments:	ROAD TESTED VERIFIED CONCERN REC TESTED PERFORMED POINT TEST LED TO FUEL PUMP FAILURE REPLACED PUMP AND FILTER POST REPAIR ROAD TEST VERIFIED REPAIR																							

Handwritten initials

1200 / year

ENR0-822.2 0888

1FAFP34P7YW196774 AK C/AK CP CFC CDE CA AZ CDE CBY 30-11-99 13-01-00 144500 USA 34 * ZENG LMSZ 98DW AA 811 V41 D42 42
 AWS Claim Key: 18612184 Doc #: 1548500 Trx Code: B91 Labor Hrs: 3.6 Labor Cost: 229.82 Material Cost: 225.25 Total Cost: 455.05
 Dir Ctl-Sub Ctl: 08765-# Name: CHAMPION FORD SALES, INC. Ptn: 814-8782500 Sls PA City Ctl: USA Reg Ctl: NA Rptg Date: 23-OCT-2002 DIST (800) 331057
 Cust Comments: CUSTOMER STATES VEHICLE DIES OUT EX AND WHEN IT DID NOT STALL IT DID NOT WANT TO ACCEL PROPERLY
 Tech Comments: DIAGNOSED AND DETERMINED A FUEL PUMP FAILURE REPLACED UNIT... (2) ST

1FAFP34P7YW196774 AK C/AK CP CFC CDE CA AZ CDE CBY 30-11-99 13-01-00 144500 USA 36 * 7P61 Y54E L334I AA 809 V77 L26 42
 AWS Claim Key: 19029038 Doc #: 1582989 Trx Code: B83 Labor Hrs: .9 Labor Cost: 57.45 Material Cost: 17.54 Total Cost: 74.99
 Dir Ctl-Sub Ctl: 08765-# Name: CHAMPION FORD SALES, INC. Ptn: 814-8782500 Sls PA City Ctl: USA Reg Ctl: NA Rptg Date: 13-DEC-2002 DIST (800) 331057
 Cust Comments: CUSTOMER STATES TURN SIGNAL GONGS ON OFF BY ITSELF LEFT SIDE KEEPS TICKING
 Tech Comments: VERIFIED AND REPLACED FAILED SWITCH RECHECKED AND VERIFIED REPAIRS

1FAFP34P7YW196774 AK C/AK CP CFC CDE CA AZ CDE CBY 30-11-99 13-01-00 144500 USA 39 * * * * * 8XX V01 * *
 AWS Claim Key: 19922251 Doc #: 1628198 Trx Code: 02841 Labor Hrs: .2 Labor Cost: 12.77 Material Cost: 0 Total Cost: 12.77
 Dir Ctl-Sub Ctl: 08765-# Name: CHAMPION FORD SALES, INC. Ptn: 814-8782500 Sls PA City Ctl: USA Reg Ctl: NA Rptg Date: 01-MAR-2003 DIST (800) 343303
 Cust Comments: RECALL 02841
 Tech Comments: RETORQUED FINCH BOLT AS PER 02841 SFI ENGINE

Any comments? You can contact

webmaster

ENR2-028.2 0078

Davis, Ruth (R.I.)

From: Manick, Mike (M.G.)
Sent: Sunday, June 15, 2003 9:03 PM
To: Davis, Ruth (R.I.)
Subject: RE: Rogers

I have not been involved with this customer. There are no hotline reports and the last warranty repair I see was on 10/23/02 at 31057 miles. Let me know if you want me to get involved.

Mike Manick
Field Service Engineer
Pittsburgh Region
Phone 716-308-5526
Fax 716-937-1737
mmanick@ford.com

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

From: Davis, Ruth (R.I.)
Sent: Friday, June 13, 2003 12:30 PM
To: Wetts, Jim (J.)
Cc: Manick, Mike (M.G.)
Subject: Rogers

Hi,

I have received an attorney demand for lemon law on this vehicle. If you have any information about this vehicle that would assist me with a decision, please let me know.

VIN: 1FAPP34PT7YH196774	Year: 2000	Model: FOCUS	Case: 352081633
Name:	Owner Status: Original	WSD: 2000-01-13	
Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE		

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
Dealer: 00765 CHAMPION FORD SALES, INC. Origin Desc: CA-LITIGATION PREVENTION-FRONT

DESK

Odometer: 34509 MI	Comm Type: FAX		
Analyst Name: LEIGH,CHERIE	Analyst: CLEICH		
Action Date: 06/12/2003	Action Time: 09:45:48.176	Action Date: Yes	

Comments *****ATTORNEY DEMAND***** FAX RECEIVED 5-11-03 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR CHRONIC FUEL PUMP DEFECTS, IGNITION IRREGULARITIES AND LACK OF POWER. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Ruth Davis
Litigation Prevention Analyst
Pittsburgh Region
Phone 313-845-5539
Fax 313-845-5555

Customer Info

Customer:	[REDACTED]
Address:	[REDACTED]
Country:	[REDACTED]
Call Phone:	Pager:
Preferred Contact method:	Fax:
Preferred Contact Time:	Email:

EP02-022.2 0072

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info Costs Warranty History
1FAFP34P7YW168774	2000	FOCUS	INDIVIDUAL RTL	Original Owner	

ENR2-022.2 0073

ESP / Recall Information

VIN: 1FAPP34P7YW196774

No ESP information for this VIN

Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
00920	S	FMVSS 201	COMPLETE	2001-01-20	02184
00931	S	WHL BEARING	COMPLETE	2000-10-27	02184
00950	S	DECKLID WIRE	COMPLETE	2001-01-20	02184
01B85	O	WHEEL BEARING	COMPLETE	2002-01-11	02184
02941	S	PINCHBATT	COMPLETE	2003-03-01	00795
03M02	O	COIL SPRING	RELEASED FOR MAILING	2003-06-07	F44500

Update This Information In Stars

		Dealer Detail			
FGSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
44-PITTSBURGH	44-PITTSBURGH	D	B1	00786	F44208
Dealer Name:		CHAMPION FORD SALES, INC.			
Dealer Address:		2802 WEST 28TH STREET ERIE PA 16506			
Dealer Main Phone:		814-878-2800	Dealer Service Phone:		814-878-2825
		Position	Employee Name		
		DEALER/PARTNER	DAVID HALLMAN		
		GENERAL MANAGER	MARK WINKLER		
		PARTS MANAGER	CARL L. PEIFFER		
		SALES MANAGER	JOE BARBARO		
		SALES MANAGER	JOHN NORTHROP		
		SERVICE MANAGER	ROBERT P BARONTI		
		SERVICE MANAGER	DAVID B KNAPP		

All Action Details for Issue

Print

VIN: 1FAPP34P7YW106774 Year: 2000 Model: FOCUS Case: 362001633
 Name: [REDACTED] Owner Status: Original WSD: 2000-01-13
 Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Dealer: 00785 CHAMPION FORD SALES, INC.
 Odometer: 34508 MI Comm Type: FAX
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 08/12/2003 Action Time: 09:48:48.178 Action Data: Yes

Comments *****ATTORNEY DEMAND***** FAX RECEIVED 6-11-03 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR CHRONIC FUEL PUMP DEFECTS, IGNITION IRREGULARITIES AND LACK OF POWER. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	KIMMEL & SILVERMAN
ATTORNEY NAME	ROBERT M. SILVERMAN
ATTORNEY PHONE NUMBER	2155408868

Action: MAKE OUTBOUND CALL TO ATTORNEY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 00785 CHAMPION FORD SALES, INC.
 Odometer: 34508 MI Comm Type: PHONE
 Analyst Name: DAVIS,RUTH Analyst: RDAVIS98
 Action Date: 08/12/2003 Action Time: 13:39:08.065 Action Data: Yes

Comments ATTORNEY AWARE OF RECEIPT OF CASE

Data Element Name	Data Value
CONTACT PERSON	VICTORIA

ESR2-022.2 0878

Davis, Ruth (R.I.)

To: Watson, Jim (J.)
Cc: Manold, Mike (M.G.)
Subject: Rogers

Hi,

I have received an attorney demand for lemon law on this vehicle. If you have any information about this vehicle that would assist me with a decision, please let me know.

VIN: 1FAPP34P7YW196774	Year: 2000	Model: FOCUS	Case: 362081633
Manufacturer: Ford Motor Co	Owner Status: Original	MOB: 2000-01-13	
Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE		

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND			
Dealer: 00766 CHAMPION FORD SALES, INC.		Origin Desc: CA-LITIGATION PREVENTION-FRONT	
DESK			

Odometer: 34500 MI	Comm Type: FAX		
Analyst Name: LEICH, CHERIE	Analyst: CLEICH		
Action Date: 08/12/2003	Action Time: 08:46:48.178	Action Date: Yes	

Comments: ***** ATTORNEY DEMAND ***** FAX RECEIVED 8-11-03 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR CHRONIC FUEL PUMP DEFECTS, IGNITION IRREGULARITIES AND LACK OF POWER. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Ruth Davis
Litigation Prevention Analyst
Pittsburgh Region
Phone 313-845-5539
Fax 313-845-5555

Ford Motor Company

CASE:

352081633

Region: 44 Bl
Auth

Consumer Affairs

Sent Via Fax

May 21, 2003

Kimmel & Silverman
30 East Butler Pike
Ambler PA 19002

RE: [REDACTED]
2000 Focus

VIN: 1FAFP34P74W19677

This VIN number is correct. Please check your records again. Thanks

[REDACTED]
2000 Ford Focus
VIN: 1FAFP34P74W196774
Zip Code: 16302
Selling Dealer: Halman Ford

Date Checked: 6/10/03

Dear Robert Silverman:

Our records indicate the Vehicle Identification Number (VIN) you have provided is incorrect. Please provide us with a valid VIN and the customer's full home address to enable us 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 8:00 a.m. and 4:30 p.m. Eastern Time or fax the information to my attention at 313-845-5669.

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,

Cherie Leich
Consumer Affairs

ORIGINAL RECEIVED BY TELETYPE REGISTRATION OFFICE
 DATE: NOV 21, 2003 VALID: 11/20/02
 TIME: 11:43:30
 FROM: [REDACTED]
 TO: [REDACTED]
 SUBJECT: [REDACTED]

William J. Kingel
William J. Silverman
 SIGNATURE

I hereby acknowledge this copy has been received
 within of the provisions of Section 2709 of the Virginia
 Code.



June 10, 2003

Our records indicate (based on the VIN provided) that this vehicle belongs to another individual. In order for us to transfer our records to your customer, we need the customer's entire home address and a copy of the vehicle registration, title, or purchase order. If the vehicle is company owned by your customer, please provide the name of the business the vehicle would be listed under.

1. [REDACTED]

VIN: 3FAPP31322R163533

THIRD REQUESTS

We need the VIN for the following customer.

1. [REDACTED]

The VINs provided for the following customers are incorrect.

1. [REDACTED]

VIN: 1FAFP33PP91W295118

2. [REDACTED]

VIN: 1FAFP34P7W198774

3. [REDACTED]

VIN: 5LMFU28R93LJ02623

Our records indicate (based on the VIN provided) that this vehicle belongs to another individual. In order for us to transfer our records to your customer, we need the customer's entire home address and a copy of the vehicle registration, title, or purchase order. If the vehicle is company owned by your customer, please provide the name of the business the vehicle would be listed under.

2. [REDACTED]

VIN: 1FTYR10V0XTA19804

3. [REDACTED]

VIN: 1FMDU84P5YZA49855

VIN: 1FAFP3837YW403767

VIN: 1FTNW21P33EB35797

FORTH REQUEST

We need a VIN for the following customer.

1. [REDACTED]

FIFTH REQUEST

Our records indicate (based on the VIN provided) that this vehicle belongs to another individual. In order for us to transfer our records to your customer, we need the customer's entire home address and a copy of the vehicle registration, title, or purchase order. If the vehicle is company owned by your customer, please provide the name of the business the vehicle would be listed under.

1. [REDACTED]

VIN: 1FDSE35F42HA74448

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGE	CHG	STATUS
31	06/18	12:17	215 540 8817	EC-B	04:08	021	094	OK

(Click here and type return address and phone and fax number)

Ford Motor Company

Fax

To:	Robert Silverman	From:	Chris Litch - Ford Consumer Affairs
Fax:	215-540-8817	Pages:	21 including cover sheet
Phone:	215-540-8888	Date:	6/10/03
Re:	See below	CC:	

Urgent
 For Review
 Please Comment
 Please Reply
 Please Replyto

The comments below is a list of customer that I need additional information on and the explanation why the information is needed. Letters for each are enclosed. If there are customers you are no longer working with, please let me know so that we can purge them from our files.

FIRST REQUEST:

Our records indicate (based on the VIN provided) that this vehicle belongs to another individual. In order for us to transfer our records to your customer, we need the customer's entire home address and a copy of the vehicle registration, title, or purchase order. If the vehicle is company owned by your customer, please provide the name of the business the vehicle would be listed under.

- | | | |
|----|------------|------------------------|
| 1. | [REDACTED] | VIN: 1FTFW31PXYED43481 |
| 2. | [REDACTED] | VIN: 1FMZU74E822A20548 |
| 3. | [REDACTED] | VIN: 1FAPP086YQ313587 |

We need the original request for this customer:

- | | |
|---------------------|-----------------------|
| 1. Monica Colquhoun | VIN: 14nu18L63LA13737 |
|---------------------|-----------------------|

The VIN provided for the following customer is incorrect.

- | | |
|---------------|------------------------|
| 1. [REDACTED] | VIN: 1FMZU74E822B70104 |
|---------------|------------------------|

We need the VIN for the following customer:

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]

SECOND REQUEST

Ford Motor Company

Consumer Affairs

Sent Via Fax

June 10, 2003

Kimel & Silverman
30 East Butler Pike
Ambler PA 19002

RE: [REDACTED]
2000 Focus
VIN: 1FAFP34P7w196774

THIRD REQUEST

Dear Robert Silverman:

Our records indicate the Vehicle Identification Number (VIN) you have provided is incorrect. Please provide us with a valid VIN and the customer's full *home address* to enable us 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 8:00 a.m. and 4:30 p.m. Eastern Time or fax the information to my attention at 313-845-5669.

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,

Cherie Leich

Cherie Leich
Consumer Affairs

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHDN	STATUS
14	05/30	09:58	215 548 8817	EC-8	02:38	013	026	OK



Fax

To	Mr. Robert Sherman	From	Cherie Litch - Ford Consumer Affairs
Fax	215-640-8817	Pages	13 including cover sheets
Phone	215-640-8888	Date	5/28/03
Re	See below	cc	

Urgent
 For Review
 Please Comment
 Please Reply
 Please Recycle

* Comments below is a list of customers that I need additional information on and the explanation why the information is needed. Letters for each are enclosed. If there are customers you are no longer working with, please let me know so that we can purge them from our files.

FIRST REQUEST

Our records indicate (based on the VIN provided) that this vehicle belongs to another individual. In order for us to transfer our records to your customer, we need the customer's entire home address and a copy of the vehicle registration, title or purchase order. If the vehicle is company owned by your customer, please provide the name of the business the vehicle would be listed under.


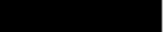
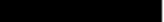
-  VIN: 3FAPP31322R163833

SECOND REQUESTS

We need the VIN for the following customer.

- 

The VIN provided for the following customers are incorrect.

-  VIN: 6LMFUB8R33L132823
-  VIN: 1FAPP33PP9TW28E118
-  VIN: 1FAPP34P74N168774

1FAPR34P74N196774

Our records indicate (based on the VIN provided) that this vehicle belongs to another individual. In order for us to transfer our records to your customer, we need the customer's entire home address and a copy of the vehicle registration, title or purchase order. If the vehicle is company owned by your customer, please provide the name of the business the vehicle would be listed under.

Ford Motor Company

Consumer Affairs

Sent Via Fax

May 29, 2003

Kimmel & Silverman
30 East Butler Pike
Ambler PA 19002

RE: [REDACTED]
2000 Ford Focus
VIN: 1FAPP34P74W196774

SECOND REQUEST

Dear Robert Silverman:

Our records indicate the Vehicle Identification Number (VIN) you have provided is incorrect. Please provide us with a valid VIN and the customer's full *home address* to enable us 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 8:00 a.m. and 4:30 p.m. Eastern Time or fax the information to my attention at 313-845-5669.

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,

Cherie Leich
Cherie Leich
Consumer Affairs

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	COND	STATUS
05	05/21 14:59	215 548 8817	EC--S	01'03"	000	078	OK

Ford Motor Company-Consumer Affairs
 1800 Executive Plaza Drive
 PO Box 6246, MD 346-6
 Dearborn, MI 48128

Ford Motor Company

Fax

To:	Robert Sherman	From:	Cherie Litch-Ford Consumer Affairs
Fax:	215-640-8817	Pages:	5 (including cover page)
Phone:	215-640-8888	Date:	5/21/03
Ref:	Please see below	OO:	


Urgent For Review Please Comment Please Reply Please Recycle

*** Comments:**

Below is a list of customer's that I need additional information and the explanation why the information is needed. Letters for each are enclosed. If there are customers you are no longer working with, please let me know so that we can purge them from our files.

FIRST REQUESTS

The VIN provided for these customer's are incorrect.

1. 
2. 
3. 

Our records indicate (based on the VIN) that this vehicle belongs to another individual. In order for us to transfer our records to your customer, we need the customer's entire home address and a copy of the vehicle registration, title or purchase order. If the vehicle is company owned by your customer, please provide the name of the business the vehicle would be listed under.

1. Carey Stals

Ford Motor Company

Consumer Affairs

Sent Via Fax

May 21, 2003

Kimmel & Silverman
30 East Butler Pike
Ambler PA 19002

RE: [REDACTED]
2000 Focus
VIN:

Dear Robert Silverman:

Our records indicate the Vehicle Identification Number (VIN) you have provided is incorrect. Please provide us with a valid VIN and the customer's full *home address* to enable us 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 8:00 a.m. and 4:30 p.m. Eastern Time or fax the information to my attention at 313-845-5669.

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,

Cherie Leich
Consumer Affairs

KIMMEL & SILVERMAN
P.C.

Region:
Case:
no cust.

ROBERT M. SILVERMAN *
CRAIG THOR KIMMEL **

20 EAST BUTLER PIKE
AMBLER, PA 19002

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F (215) 540-8817

www.lincolnlaw.com

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VIVIAN BIRGE PERKIN
AMY D. COY
LOUIS DOBA, JR.
SHANNON M. RYAN
DANA TARQUINI
MAYLEE M. MERRINS
LINDSAY D. HOFFMAN

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

May 20, 2003

VIA TELEFAX ONLY
(313) 845-5555

Mr. Vince Kirksey
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE [REDACTED] v. Ford Motor Company
2000 Ford Focus
VIN: 1FAPP34P74W196774
Zip Code: 16502
Selling Dealer: Halbman Ford

Dear Mr. Kirksey:

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 Ms. [REDACTED] 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 Halbman Ford for chronic fuel pump defects, ignition irregularities and lack of power.

3 MAY 21 11:44
CONSUMER AFFAIRS
SECTION

NEW JERSEY OFFICE • 88 MADDOX AVENUE NORTH • MADDOXVILLE, NJ 08053
P (856) 430-8334 • F (856) 314-7344

Vinco Kircsey
May 20, 2003
Page -2-

Plaintiff hereby demands the statutory repurchase of the 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 6/30/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,


Robert M. Silverman

RMS:vas

Previously Opened
6/12/03
Ruth

Case:
352081633

KIMMEL & SILVERMAN
PC

ROBERT M. SILVERMAN *
CRAIG THOM 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
ALLEN, PA 19008

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F (313) 540-0817

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VIVIAN BING PERLIN
AMY D. COX
LOUIS DOBI, JR.
SHANNON M. RYAN
DANA TARQUINI
MAYLE M. HEDDING
LENDAY D. HOFFMAN

May 20, 2003

VIA TELEFAX ONLY
(313) 845-5555

Mr. Vince Kirksey
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: [REDACTED] v. Ford Motor Company
2000 Ford Focus
VIN: 1FAFP34P74W196774
Zip Code: 16502
Selling Dealer: Hallman Ford

Dear Mr. Kirksey:

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 Ms. [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 Hallman Ford for chronic fuel pump defects, ignition irregularities and lack of power.

06/30/2003 10:40 FAX

KINNEL & SILVERMAN

001

06/24/2003 12:33 FAX

KINNEL & SILVERMAN

001

TX REPORT

TRANSMISSION OK

TX/RX NO	4748	1212848800
CONNECTION TEL		
CONNECTION ID		
ST. TIME	06/24 12:19	
USAGE T	00'44	
PGS. SENT	2	
RESULT	OK	

MAY 28 2003 09:51 FR CONSUMER AFFAIRS 313 845 5669 TO 912128488017 P.07/13

Ford Motor Company

Customer Address

Sent Via Fax

May 29, 2003

Kinnel & Silverman
30 East Butler Pike
Ambler PA 19002

This VIN number is correct. Please check your records again. Thanks

2000 Ford Focus
VIN: 1FAFP34P7YW196774
Zip Code: 16502
Selling Dealer: Halman Ford

Date Checked:	6/24/03
---------------	---------

RE: [REDACTED]
2000 Ford Focus
VIN: 1FAFP34P7YW196774

SECOND REQUEST

Dear Robert Silverman:

Our records indicate the Vehicle Identification Number (VIN) you have provided is incorrect. Please provide us with a valid VIN and the customer's full home address to enable us 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 8:00 a.m. and 4:30 p.m. Eastern Time or fax the information to my attention at 313-845-5669.

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,

Chasie L. L...

TIN 03 2003 10150

EN02-022.2 0001

06/20/2003 08:42 FAX

KIMMEL & SILVERMAN

0002/003

06/20/2003 10:47 FAX

KIMMEL & SILVERMAN *F2 dx 6/9*

0001

TX REPORT

TRANSMISSION OK

TX/RX NO	2822	1313848888
CONNECTION TEL		
CONNECTION ID		
ST. TIME	06/20 10:48	
USAGE T	00'38	
PGS. SENT	1	
RESULT	OK	



KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN *
CRAIG THOR KIMMEL **

20 EAST WYOMING
ANN ARBOR, MI 48102

JACQUELINE C. HENRITT*
ROBERT A. HAPEN*
VIVIAN ERIC PERLIN*
AMY D. COX*
LOUIE DONLIT*
SHANNON M. RYAN*
DANA TARQUENT*
MAYLEE M. MERRICK*
LINDSAY D. BOSTMAN*

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

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F (715) 540-8817

www.kimmelsilver.com

May 20, 2003

VIA TELEFAX ONLY
(313) 845-5555

Mr. Vance Kitchey
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: [REDACTED] v. Ford Motor Company

2000 Ford Focus
VIN: 1FAFP34P74W196774
Zip Code: 16502
Selling Dealer: Halman Ford

Dear Mr. Kitchey:

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 Ms. [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

initiation of suit and a request for an injunction and sanctions.

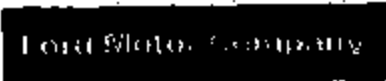
JUN 30 2003 10:08

F000-022.2 0002

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHG#	STATUS
13	06/27	10:10	215 540 8817	EC-E	03:11	016	226	OK

[Click here and type return address and phone and fax numbers]



Fax

To:	Robert Oliverson	From:	Charlie Letch - Ford Consumer Affairs
Fax:	215-640-8817	Pages:	16 including cover sheets
Phone:	215-640-8888	Date:	06/27/03
Re:	See below	CC:	

Urgent For Review Please Comment Please Reply Please Reply

• Comments below is a list of customers that I need additional information on and the explanation why the information is needed. Letters for each are enclosed. If there are customers you are no longer working with, please let me know so that we can purge them from our files.

FIRST REQUEST:

Our records indicate (based on the VIN provided) that the vehicle belongs to another individual. In order for us to transfer our records to your customer, we need the customer's entire home address and a copy of the vehicle registration, title, or purchase order. If the vehicle is company owned by your customer, please provide the name of the business the vehicle would be listed under.

- | | |
|---------------|------------------------|
| 1. [Redacted] | VIN: 1FMYJ70E74JAB8845 |
| 2. [Redacted] | VIN: 1FACJL7783HUB8838 |
| 3. [Redacted] | VIN: 1FACJLJH181K07888 |
| 4. [Redacted] | VIN: 1FAPP2L8Y/A114029 |
| 5. [Redacted] | VIN: 6LAPL88R83LJ0822 |

We need the original request for this customer.

- | | |
|---------------|------------------------|
| 1. [Redacted] | VIN: 1FAPP26P74M108774 |
|---------------|------------------------|

The VIN provided for the following customer is incorrect.

- | | |
|---------------|-------------------------|
| 1. [Redacted] | VIN: 3FA4P31881R1124810 |
|---------------|-------------------------|

We need the VINs for the following customers.

- [Redacted]
- [Redacted]

SECOND REQUEST

June 27, 2003

Our records indicate (based on the VIN provided) that this vehicle belongs to another individual. In order for us to transfer our records to your customer, we need the customer's entire home address and a copy of the vehicle registration, title, or purchase order. If the vehicle is company owned by your customer, please provide the name of the business the vehicle would be listed under.

1. [REDACTED] VIN: 1LNH82WYY836194

The VINs provided for the following customers are incorrect.

1. [REDACTED] VIN: 1FAPP40431F20030
2. [REDACTED] VIN: 1FTWW33P83FB79624

The VIN provided for the following customer is a competitive make vehicle.

1. [REDACTED] VIN: 1HGEJ8642YL066811

FORTH REQUEST

The VIN provided for the following customer is incorrect.

1. [REDACTED] VIN: 1FAPP33PP01W295118

Ford Motor Company

Consumer Affairs

Sent Via Fax

June 27, 2003

Kimmel & Silverman
30 East Butler Pike
Ambler PA 19002

RE: [REDACTED]
2000 Ford Focus
VIN: 1FAFP34P74W196774

Dear Robert Silverman:

Our records indicate we have not received the *original* request for the above customer. Please provide us with the original request so we can take action on your issue. In order to conduct a complete review, please contact me at (313) 845-5676 as soon as possible between the hours of 8:00 a.m. and 4:30 p.m. Eastern Time or fax the information to my attention at 313-845-5669.

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,

Cherie Leich

Cherie Leich
Consumer Affairs

KIMMEL & SILVERMAN
PC

NOT
OPENED

ROBERT M. SILVERMAN *
CRAIG THOM KIMMEL **

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

30 RAFT BUTLER PLACE
AMSTER, PA 19001

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GREGORY A. RAPIEN
TAN BERG FRIED
AMY D. COOK
LOUIS DOEL, JR.
HARRISON M. RYAN
DANA TANQUAM
LYLE M. WELLS
.../DEAN D. MOFFMAN

June 20, 2003

VIA TELEFAX ONLY
(313) 845-5555

Mr. Vince Kirksey
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: [REDACTED] v. Ford Motor Company
2000 Ford Focus
VIN: 1FAPP54P74W196774
Zip Code: 16502
Selling Dealer: Hallman Ford

Dear Mr. Kirksey:

Please accept this letter as confirmation that your client has made no offer in the above matter. Therefore, I have no choice but to place this matter in suit as soon as possible. Unless I hear from you, I will assume your offer remains unchanged. Although we may not be able to settle this case, I nevertheless appreciate the time you took to review the facts and discuss settlement with me.

Please be advised that suit will be filed if we have not reached a settlement on or before 6/27/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS:ves

003

0388541703 PHILADELPHIA

MSD-022.2 007

Action Detail

VIN: 1FAEP34PXM06554	Year: 2000	Model: FOCUS	Case: 388541703
Name: [REDACTED]	Owner Status: Original	WBD: 2000-08-05	
Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER/TORNEY DEMAND		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: JOHN KENNEDY FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 01363	
Action Desc: FINAL CASE DISPOSITION			
Odometer: 80356 MI	Comm Type: OTHER		
Action Date: 08/23/2003	Action Time: 10:01:17:227	Action Date: No	
Analyst Name: PACE, GENNIFER (G.)	Analyst: GPACE		

COMMENTS: CASE CLOSED ON 8/23/03. VEHICLE BEYOND WARRANTY. UNABLE TO PROVIDE ASSISTANCE AT THIS TIME. REQUEST FOR REFUND DENIED.

Ford Motor Company

Consumer Affairs

SENT VIA FACSIMILE

July 3, 2003

Robert Silverman
Attorney at Law
30 East Butler Pike
Ambler, PA 19002

Re: [REDACTED]
2000 Ford Focus
VIN: 1FAFP34PXYW483334

Dear Mr. Silverman:

This letter is in response to your letter dated June 17, 2003 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,


Jennifer Pace
Consumer Affairs

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHK	STATUS
06	07/03	11736 215 540 8817	EO-B	02' 14"	015	128	OK

Ford Motor Company
 Executive Office
 19900 Executive Plaza Drive
 Mail Drop 308-B
 Dearborn, MI 48126



Fax Cover Sheet

To	Robert Silverman	From	General Pace (313) 540-8887
Fax	215-540-8817	Pages	10
Phone	215-540-8880	Date	7/3/03
Re	Decision Letters		

Urgent
 For Review
 Please Comment
 Please Reply
 Please Recycle



CASE: 6/20
388541703
Region: 14

KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN *
CRAIG THOR KIMMEL **

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AMBLER, PA 19002

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SHANNON M. RYAN
DANA TARQUINI
MAYLEE M. KERRIGAN
LINDSAY D. HOFFMAN

June 17, 2003

VIA TELEFAX ONLY
(313) 845-5555

Mr. Vince Kirksey
Ford Consumer Affairs
16800 Executive Plaza Drive SNE-301
Dearborn, Michigan 48126

RE: [REDACTED] v. Ford Motor Company
2000 Ford Focus
VIN: 1FAPP34PXW405554
Zip Code: 19473
Selling Dealer: Kennedy Ford

Dear Mr. Kirksey:

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. [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 Kennedy Ford for chronic stalling condition, fuel pump defects, tank and fuel line issues and interior trim irregularities.

Vince Kirksey
June 17, 2003
Page -2-

Plaintiff hereby demands the statutory repurchase of the 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 7/7/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,


Robert M. Silverman

RMS:vms



KIMMEL & SILVERMAN
P.C.

388541703

ROBERT
CRAIG TR

* ALSO NAME
** ALSO NAME
* ALSO NAME

GENNIFER

30 EAST BUTLER PIKE
AMBLER, PA 19008

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T (215) 549-8888
F (215) 549-8877

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JACQUELINE C. HEWITT*
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VIVIAN BINGE PERDIN*
AMY D. COOK*
LOUIS DOBE, JR.*
SHANNON M. RYAN*
DANA TARQUER*
MAYLE M. BREEDY*
LINDSEY D. HOFFMAN

June 24, 2003

VIA TELEFAX ONLY
(313) 845-5555

Mr. Vince Kirksey
Ford Consumer Affairs
16800 Executive Plaza Drive 3NB-301
Dearborn, Michigan 48126

RE: [REDACTED] v. Ford Motor Company
2000 Ford Focus
VIN: 1FAFP34PKYW405554
Zip Code: 19473
Selling Dealer: Kennedy Ford

Dear Mr. Kirksey:

Please accept this letter as confirmation that your client has made no offer in the above matter. Therefore, I have no choice but to place this matter in suit as soon as possible. Unless I hear from you, I will assume your offer remains unchanged. Although we may not be able to settle this case, I nevertheless appreciate the time you took to review the facts and discuss settlement with me.

Please be advised that suit will be filed if we have not reached a settlement on or before 7/1/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS:vas

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 23-JUN-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WORKS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TYS	QRT	WCC	PREF	BASE	SUPP	VRT	VFG	CCC	CD		
1FAFP34PXYW405554	AK		C/AK	C/F	C/P	C/D	C/A	AZ	C/D2	C/BY	28-07-00	05-08-00	116036	USA	2	*	6C30	YS4Z	5427407	BAC	S90	V74	T90	12	
AWS Claim Key:		4219624	Doc #:	15349281	Trx Code:		1	Labor Hrs:	1	Labor Cost:			67.17	Material Cost:	264.73	Total Cost:	331.9								
Dir Cd-Sub Cd:		01363-*	Name:	JOHN KENNEDY FORD	Ph:	610-2791700	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	05-SEP-2000	INST (Mile):	5833									
Cust Comments:		DOOR PANELS (WRONG COLOR)																							
Tech Comments:		REPLACE BOTH DOOR LEFT SIDE DOOR PANELS.																							
1FAFP34PXYW405554	AK		C/AK	C/F	C/P	C/D	C/A	AZ	C/D2	C/BY	28-07-00	05-08-00	116036	USA	15	*	ZB6	1M5Z	9H307	AA	S11	V42	D21	42	
AWS Claim Key:		12161462	Doc #:	1835801	Trx Code:		807	Labor Hrs:	2.1	Labor Cost:			145.85	Material Cost:	214.98	Total Cost:	478.33								
Dir Cd-Sub Cd:		01363-*	Name:	JOHN KENNEDY FORD	Ph:	610-2791700	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	04-OCT-2001	INST (Mile):	26594									
Cust Comments:		CUSTOMER STATES ENG RUNNING ROUGH AND STALLS WHEN TRYING TO ACCELERATE.																							
Tech Comments:		EBC TEST, PID MONITOR, REPLACE FUEL PUMP																							
1FAFP34PXYW405554	AK		C/AK	C/F	C/P	C/D	C/A	AZ	C/D2	C/BY	28-07-00	05-08-00	116036	USA	15	*					SXX	V80	*	*	
AWS Claim Key:		12161461	Doc #:	1835802	Trx Code:		91524	Labor Hrs:	7	Labor Cost:			48.62	Material Cost:	7	Total Cost:	62.57								
Dir Cd-Sub Cd:		01363-*	Name:	JOHN KENNEDY FORD	Ph:	610-2791700	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	04-OCT-2001	INST (Mile):	26594									
Cust Comments:																									
Tech Comments:																									
1FAFP34PXYW405554	AK		C/AK	C/F	C/P	C/D	C/A	AZ	C/D2	C/BY	28-07-00	05-08-00	116036	USA	15	*	7D07	P4CZ	13466	A	S99	V77	L26	46	
AWS Claim Key:		12161460	Doc #:	1835803	Trx Code:		983	Labor Hrs:	2	Labor Cost:			13.89	Material Cost:	1.39	Total Cost:	15.28								
Dir Cd-Sub Cd:		01363-*	Name:	JOHN KENNEDY FORD	Ph:	610-2791700	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	04-OCT-2001	INST (Mile):	26594									
Cust Comments:		LBS LEFT BRAKE LIGHT BULB IS INOP																							
Tech Comments:		REPLACED BRAKE LIGHT BULB																							
1FAFP34PXYW405554	AK		C/AK	C/F	C/P	C/D	C/A	AZ	C/D2	C/BY	28-07-00	05-08-00	116036	USA	17	*	S804	*	*	*	SXX	V80	*	*	
AWS Claim Key:		12635424	Doc #:	1860082	Trx Code:		01885	Labor Hrs:	1.1	Labor Cost:			76.4	Material Cost:	43.72	Total Cost:	120.12								
Dir Cd-Sub Cd:		01363-*	Name:	JOHN KENNEDY FORD	Ph:	610-2791700	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	19-DEC-2001	INST (Mile):	20711									
Cust Comments:																									
Tech Comments:																									
1FAFP34PXYW405554	AK		C/AK	C/F	C/P	C/D	C/A	AZ	C/D2	C/BY	28-07-00	05-08-00	116036	USA	34	*					SXX	V00	*	*	
AWS Claim Key:		28211303	Doc #:	04044101	Trx Code:		02542	Labor Hrs:	2	Labor Cost:			13.87	Material Cost:	0	Total Cost:	20.81								
Dir Cd-Sub Cd:		01492-*	Name:	KEYSER & MILLER FORD INC	Ph:	610-499366	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	25-APR-2003	INST (Mile):	18410									
Cust Comments:																									
Tech Comments:																									

6/23/03 2 0104

Cost Comments: PERFORM RECALL 8254Z PINCH BOLT TORQUE
Tech Comments: COMPLETED RECALL

1FAFP34PXYW405554 AK C/AK CF C/PC CDE C/A AZ C/D2 C/BY 22-07-00 05-08-00 116036 USA 34 * Z896 1M5Z 9E87 AB S11 V43 D02 42
AWS Chain Key: 28511305 Doc #: 04964102 Trx Code: 0797D Labor Hrs: 2.1 Labor Cost: 145.68 Material Cost: 235.34 Total Cost: 381.02
Dir Ctl-Sub Ctl: 01492-* Name: KEYSER & MILLER FORD INC Pk: 610-4899346 St: PA City: USA Reg Ctl: NA Regr Date: 25-APR-2003 DIST (484)53610

Cost Comments: NO STARTED CONDITION
Tech Comments: TEST FUEL PRESSURE REPLACE FUEL PUMP REPLACE FUEL FILTER

1FAFP34PXYW405554 AK C/AK CF C/PC CDE C/A AZ C/D2 C/BY 22-07-00 05-08-00 116036 USA 34 * Z896 1M5Z 9E87 AB S11 V42 D01 42
AWS Chain Key: 28792009 Doc #: 21981301 Trx Code: SPW Labor Hrs: 2.4 Labor Cost: 177.6 Material Cost: 235.34 Total Cost: 412.94
Dir Ctl-Sub Ctl: 01363-* Name: JOHN KENNEDY FORD Pk: 610-2791780 St: PA City: USA Reg Ctl: NA Regr Date: 19-MAY-2003 DIST (484)59791

Cost Comments: CUSTOMER STATES STALLS, RESTARTS, KLING BOLAHEL
Tech Comments: PERFORMED DIAGNOSIS REPLACED FUEL PUMP AND FILTER SPW CLAD4, ORIG #49641, 4 25 03, ELAPSED MILES 1301

1FAFP34PXYW405554 AK C/AK CF C/PC CDE C/A AZ C/D2 C/BY 22-07-00 05-08-00 116036 USA 35 * Z896 1M5Z 9E87 AC S11 V43 D03 42
AWS Chain Key: 28882251 Doc #: 05103401 Trx Code: SPW Labor Hrs: 2.1 Labor Cost: 150.78 Material Cost: 235.85 Total Cost: 386.63
Dir Ctl-Sub Ctl: 01492-* Name: KEYSER & MILLER FORD INC Pk: 610-4899346 St: PA City: USA Reg Ctl: NA Regr Date: 03-JUN-2003 DIST (484)58256

Cost Comments: VEHICLE WHEN HOT DIES OUT WONT RUN CRANK NO START PART WARRANTY 80-49641 DATE 04 23 03 58 489 0 MILEAGE CUT IS 69 390
Tech Comments: VERIFY CONCERN DROP FUEL TANK TO CHECK CONNECTIONS CLEAN OUT TANK REPLACE FUEL PUMP AND FUEL FILTER

Any comments? You can contact


webmaster

DN02-022.2 0100

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FAPP34PXW465554	Vehicle Line:	CAF - FOCUS (CW176) [99-03]	Body Style:	*
Model Year:	Z06	Market Derivat:	CF - FORD DIVISION DERIVATIVE	Trace Key Serial No:	*
Vehicle Type:	C	Drive Code:	CA - 2 WEL. LH FRONT DRIVE	Engine:	CAFY - CYB 2.0L I4 DOHC EP EFI NA M GAS
Inv. Number:	01363	Body Chg Style:	-4 DOOR SEDAN-S LITE	Transmission:	CD2 - 4 SPD AUTO TRANS 4F2TE
Vehicle Status Code:	BD	Version/Serial:	CDR - SERIAL 25		
Trace Key Serial No:					

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

IN

Trace Trace Serial No:

IN

BUILD INFORMATION:

Region:	NA - 00000000	Plant:	AZ - WAYNE PLANT BUILD
Country:	USA - 00000000	Prod Date:	24-JUL-2009

SALE INFORMATION:

Region:	NA - 00000000	Selling Dealer:	116035 - *
Country:	US - 00000000	Selling Div SOTY:	PA
		Buyer SOTY:	PA
Arrival Date:	04-AUG-2009	Red Carpet Lease:	*
Sale Date:	05-AUG-2009	Must/Ret/AC/Lease:	R
Warranty Start Date:	05-AUG-2009	Modified Vehicle:	* Vehicle Control Flag:
Orig Warranty Date:	05-AUG-2009	Recaptured Vehicle:	* Vehicle Report Flag: N

EM02-022.2 0108

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----10-----

V311W05554Y 42 2 1002100 WE 8 20000 300 8 7 KSLAS BT 100036 2 02 002 P1

PAGE 1

00000

10

INSTALLED OPTION INFORMATION:

Air Conditioning:	CM - MANUAL AIR CONDITIONER	GVW Codes	
Alternator Amp Rating:	BY	GVW Class Code:	F
Anti Skid:	* - [N/A]	Instrumentation:	* - [N/A]
Anti Theft:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Anti Type:	* - [N/A]	Mirror(Pass Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	3E	Paint:	PHARQ - HARVEST GOLD CC
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Rails:	BQ -
Calibration Code:	0AK1500A	Sound System:	* - [N/A]
Color(Access):	* - [N/A]	Sweep Tandem Axle:	
Color(Tire):	* - [N/A]	Tire Manufacturer:	CC -
Delivery Type:	0	Tire Brand:	* -
Default Code:	*	Tire Size:	D00TY - P1340001 5-5 BSW
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: * MF: *

LR: * RH: *

LL: * BL: *

SPARE: * DOT Tread Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	CC - CC
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Test Soft:	GCS
ESP Plan Year:	* Engine Family:	YF0K0620V2
ESP Signature Date:		

Any comments? You can contact

EM02-022.2 0187

<http://www.quality.ford.com:247/aws/cgi-bin/jlu/vehinfo.pl>

6/23/03



webmaster

ENC-022.2 0100

<http://www.quality.ford.com/247/aws/cgi-bin/jln/vehinfo.pl>

6/23/03


Customer Info

Customer: [REDACTED]
Address: [REDACTED]
Country: [REDACTED]

Cell Phone:
Preferred Contact method:
Preferred Contact Time:

Pager:
Fax:
Email:

0002-022-2 0100

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
 1FAPP11J3PW389351	1999	ESCORT	INDIVIDUAL RTL	Subsequent Owner	Cash Warranty History
1FAFP34PXYW406664	No Open Issues 2000	FOCUS	INDIVIDUAL RTL	Original Owner	Cash Warranty History

ESP / Recall Information

VIN: 1FAPP34PXYW405684

Status: Active

Contract: 1 Of

ESP Purchase Details

Purchase:

Expiration Date: 2005-08-08

Plan Type: USA NEW 60/75,000 EXTRACARE W/ROADSIDE ASSISTANCE

Plan Year: 2001

Expiration Miles: 75,000

Selling Dealer: JOHN KENNEDY FORD

Deductible: 100

Towing Allowance:

Rental: 28

Purchase Type: N

Options: \$100,DED.

ESP Cancellation Details

Cancel Date:

Refund Percent:

Dealer Credited:

Process Date:

Dealer Received Date:

Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
01B88	0	WHEEL BEARING	COMPLETE	2001-12-19	01383
01S24	8	WINDSH WIP	COMPLETE	2001-10-04	01383
02842	8	PINCH/BATT	COMPLETE	2003-04-25	01492

ENC-822.2 8111

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	FSA Code	Sales Code
16-PHILADELPHIA	16-PHILADELPHIA	B	A1	01363	F16036
Dealer Name:		JOHN KENNEDY FORD			
Dealer Address:		1403 RIDGE PIKE CONSHOHOCKEN PA 19428			
Dealer Main Phone:		610-279-1700	Dealer Service Phone:		610-279-1700
		Position	Employee Name		
		DEALER/PARTNER	ROSS CHOATE		
		PARTS MANAGER	JAMES A MEADE		
		SALES MANAGER	VINCE GIANGATERINO		
		SALES MANAGER	MARK PESCATORE		
		SALES MANAGER	MATTHEW ARMSTRONG		
		SALES MANAGER	CHARLES H SCHOFIELD		
		SERVICE MANAGER	TIM GREGORE		

Service Hours

FAX 610 279 4621

Directions

Trained

Y

Additional Information

DEALERSHIP OPENED UNTIL 8 PM MON-THURS SATURDAY 8AM-12PM T

*Robin/Danette
(CSM)*

Pace, Gennifer (G.)

From: Pace, Gennifer (G.)
Sent: Monday, June 23, 2003 9:57 AM
To: Barrera, Robin (R.M.); Boykin, Danette (D.A.)
Subject: Open Legal Case
Importance: High

Robin/Danette:

I have an open legal case in Market area A1. Please advise if either one of you ladies have had any involvement with the below customer. Thanks!

VIN: 1FAFP34PXYW405554	Year: 2000	Model: FOCUS	Case: 388541703
Name: [REDACTED]	Owner Status: Original	WSD: 2003-08-05	
Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: JOHN KENNEDY FORD	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 01383	
Odometer: 80358 MI	Comm Type: FAX	Action Date: Yes	
Action Date: 08/19/2003	Action Time: 10:47:34:123		
Analyst Name: LEICH, CHERIE	Analyst: GLEICH		

COMMENTS: *****ATTORNEY DEMAND***** FAX RECEIVED 6-18-03. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR A CHRONIC STALLING CONDITION, FUEL PUMP DEFECTS, TANK AND FUEL LINE ISSUES AND INTERIOR TRIM IRREGULARITIES. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE. -

Gennifer Pace
 Legal Analyst - Philadelphia Region
 Ford Motor Company - Consumer Affairs
 (313) 845-5287 ph.
 (313) 845-5555 fax.
 gpace5@ford.com

Previously Open
6/23/03
Gennifer

Case:
388641703

KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN *
CRAIG THOR KIMMEL **

30 EAST BUTLER PIKE
AMBLER, PA 19002

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

1-800-LEWIS LAW
P (215) 240-8888
F (215) 240-8817

www.kimmelsilver.com

ROBERT A. RAPKIN
VIVIAN BENE FRIED
AMY D. COX
LOUIS DOBI, JR.
SHAMON M. RYAN
DANA TARQUINI
MATTHEW M. WICKING
LINDSEY D. HOFFMAN

June 17, 2003

VIA TELEFAX ONLY
(313) 845-5555

Mr. Vince Kirksey
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: [REDACTED] v. Ford Motor Company
2000 Ford Focus
VIN: TBA
Zip Code: 19473
Selling Dealer: Kennedy Ford

Dear Mr. Kirksey:

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. [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 Kennedy Ford for chronic stalling condition, fuel pump defects, tank and fuel line issues and interior trim irregularities.

Vince Kirksey
June 17, 2003
Page -2-

Plaintiff hereby demands the statutory repurchase of the 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 7/7/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,


Robert M. Silverman

RMS:vas

06/30/2003 10:43 FAX

KINDL & SILVERMAN

0603/002

2454765

REGISTRATION TO OF FURNITURE OR FURNITURE NOT CREDITED
EXPIRY: JAN 31, 2004 VALID: 120602

PLATE: FD4988
TITLE: 00448373001 00
VIN: 1FAFP34P9Y0400004
PL/MAKE: 2000 FORD
TYPE: SUV
REG: 02300 3900 00125-001

EXCESSIVE INSPECTION REQUIRED/SIGNAL ERROR



Scott S. Hyler
SIGNATURE

I hereby acknowledge that the first (1) transaction
shown on the purchase of Vehicle 2000 of the Vehicle
Code.



JUN 30 2003 11:01

ES02-022.2 0115

Ford Motor Company

Consumer Affairs

Sent Via Fax

June 27, 2003

Kimmel & Silverman
30 East Butler Pike
Ambler PA 19002

RE: [REDACTED]
2000 Ford Focus
VIN: Unknown

Dear Robert Silverman:

In order to process your request, we require the customer's Vehicle Identification Number (VIN). Please provide us with a valid VIN and the customer's full home address to enable us 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 8:00 a.m. and 4:30 p.m. Eastern Time or fax the information to my attention at 313-845-5669.

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,

Cherie Leich
Cherie Leich
Consumer Affairs

This VIN number is correct. Please check your records again. Thanks

RE: Scott Hughes
2000 Ford Focus
VIN: 1FAFP34PXW405554
Zip Code: 19473
Selling Dealer: Kennedy Ford

Date Checked:	6/30/03
---------------	---------

Ford Motor Company

Consumer Affairs

Sent Via Fax

June 27, 2003

Kimmel & Silverman
30 East Butler Pike
Ambler PA 19002

RE: [REDACTED]
2000 Ford Focus
VIN: Unknown

Dear Robert Silverman:

In order to process your request, we require the customer's Vehicle Identification Number (VIN). Please provide us with a valid VIN and the customer's full *home address* to enable us 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 8:00 a.m. and 4:30 p.m. Eastern Time or fax the information to my attention at 313-845-5669.

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,

Cherie Leich
Cherie Leich
Consumer Affairs



2002

0593142662 SOUTHWEST

ENG-022.2 0110

Action Detail

VIN: 1FAFP33P31W375797	Year: 2001	Model: FOCUS	Case: 593142592
Name: MS [REDACTED]	Owner Status: Original	WSD: 2001-08-29	
Symptom Desc: CRANKS/NO-START ALL-ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Ph: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: GILLESPIE FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 04545	
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND			
Odometer: 20653 MI	Comm Type: MAIL		
Action Date: 12/03/2002	Action Time: 11:28:21:ZTZ	Action Date: Yes	
Analyst Name:	Analyst: TRAINEEJ		

COMMENTS: ***ATTORNEY DEMAND LETTER DATE STAMPED 12-3-02*** ***ATTORNEY ALLEGES THAT HIS CLIENT'S VEHICLE IS DEFECTIVE.*** ***ATTORNEY REQUESTS CONTACT FROM A FORD REPRESENTATIVE.***

EWS-822.2 0120

Action Detail

VIN: 1FAFP33P31W375717	Year: 2001	Model: FOCUS	Case: 503142882
Name: ME [REDACTED]	Owner Status: Original	WSD: 2001-08-29	
Symptom Desc: CRANKS/NO START ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Piv: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: GILLESPIE FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 04848	
Action Desc: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND			
Odometer: 20853 MI	Cons Type: MAIL		
Action Date: 01/08/2003	Action Time: 18:04:58:193	Action Date: No	
Analyst Name: PAWELEK, MAUREEN (M.L.)	Analyst: MPAWELEK		

COMMENTS: VEHICLE HAS NOT BEEN BACK TO FORD DEALER SINCE SEPTEMBER FOR FUEL PUMP CONCERN. SENDING LETTER TO ATTORNEY ADVISING THAT WE ARE UNABLE TO COMPLY WITH REQUEST FOR RESCISSION OF CONTRACT.

EWS2-022.2 0121

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGB	CHK	STATUS
85	01/08	15:38	912167379398	EC-9	08:27	002	069	OK



Fax Cover Sheet

TO:
 COMPANY:
 PHONE:
 FAX:



FROM: Maureen Pawelak-Murray
 COMPANY: Ford Motor Company, Consumer Affairs Office
 PHONE: (313) 845-5477
 FAX: (313) 848-5668

Date: 1/8/02
 NUMBER OF PAGES: 2
 (including cover)

COMMENTS: Original will follow by mail.



Fax Cover Sheet

TO:
COMPANY:
PHONE:
FAX:



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

Date: 1/8/02
NUMBER OF PAGES: 2
(including cover)

COMMENTS: Original will follow by mail.

Ford Motor Company

Consumer Affairs

Sent via U.S. Mail and Fax

January 8, 2003

Rob Hughes, Jr.
Attorney at Law
454 Soledad, Suite 200
San Antonio, TX 78205

RE: [REDACTED]
2001 Focus
VIN: 1FAPP33P31W375787

Dear Mr. Hughes:

This is in response to your letter regarding the above clients.

Ford Motor Company has reviewed your clients' claim. According to our records, the vehicle has not been brought back for service since September of last year when the fuel pump concern you mentioned was repaired. Given this information, we are unable to comply with your request for rescission of the contract.

Thank you for the opportunity to review this concern.

Respectfully yours,

Maureen Pawelek-Murray
Consumer Affairs

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)

Maureen
Region: 52
P&A: 04545
Case: 0593142662

PETER TORRES, JR.
ATTORNEY AT LAW

BOARD CERTIFIED SPECIALIST
TEXAS BOARD OF LEGAL SPECIALIZATION

CIVIL TRIAL LAW
CONSUMER LAW/COMMERCIAL LAW

ROB HUGHES, JR.
ATTORNEY AT LAW

BOARD CERTIFIED SPECIALIST
TEXAS BOARD OF LEGAL SPECIALIZATION

CONSUMER LAW/COMMERCIAL LAW

TINA TORRES
ATTORNEY AT LAW

November 21, 2002

PAUL A. TORRES
ATTORNEY AT LAW

MAUREEN PAWELEK-MURRAY
FORD MOTOR COMPANY
16800 EXECUTIVE PLAZA DRIVE
MD.ANE-B
DEARBORN, MI 48126-4267

GILLESPIE FORD
7111 410 WEST
SAN ANTONIO, TEXAS 78238

ELLEN ZUNICH
FORD MOTOR CREDIT COMPANY
LEGAL OFFICE-THE AMERICAN ROAD
P.O. BOX 6044
DEARBORN, MI 48121-6044

2
FEB -3
AM 14

CONSUMER AFFAIRS
SECTION

RE: [REDACTED] AND THEIR PURCHASE OF A
2001 FORD FOCUS, VIN 1FAPP33P31W375787

Dear Sir/ Madam:

I represent Ms. [REDACTED] purchased the above referenced vehicle.

My clients' complaint is that you represented this vehicle to be a good quality vehicle, a dependable means of transportation and that any repair services would be done in a good and workmanlike manner pursuant to the manufacturer's warranty. However, this was not the case as my clients have experienced repeated problems with the fuel pump.

The actions stated above amount to violations of Sec. 17.46 (b) 5, 7, 9, 12, 19, 21, 23 and Sec. 17.50 (a) 1, 2 & 3 of the Texas Business and Commerce Code.

As a result of your actions, my clients have sustained damages in excess of \$10,000.00 and incurred attorney's fees to date in the amount of \$2,000.00

Further, my clients revoke acceptance of the vehicle pursuant to Sec. 2.608 of the Texas Business and Commerce Code and demand payment of their damages.

Pursuant to Chapter 17 of the Texas Business and Commerce Code, if this matter is not resolved within sixty (60) days, I will file suit on behalf of my clients seeking the above stated damages, any additional damages a jury may award and additional attorney's fees incurred because of litigation.

Sincerely,

**LAW OFFICE OF PETER TORRES, JR.
A PROFESSIONAL CORPORATION**



ROB HUGHES, JR.

CSQI002

CGIS Indicator Summary

01/08/03 14:34:50

==>

1 of 1

Rpt#: 2ISFR004 NHL Rpt: 09/19/2002 Odom: 20,494 M
 Rvwd: File: Folder: Attachmnts: 0 Print Say/Disp Detail (P/D):
 Vehicle: 2001 FOCUS, LX , SEDAN 1FAPP33P31W375787 Bld: 08/17/2001
 Engine: 2.0L SPI Calb: 1AKIAS0A Trans: FN 4SPD Axle: A/C: YES
 Dealer Id: 04545 Gillispie Ford Ph#: (210) 509-1000
 State: Texas City: San Antonio Orig/Callar: DANIEL MEJIA
 Symptom: 6 04 3 93 DRVABL, CRANKS/NO FUEL, START ENG TEMP, ALL ENGINE TEMP
 Addl Sym: REPEAT FUEL PUMP FAILURE St: CCRG/EPFC: Rvwd: Dt:
 Fix: Caus. Comp: Condition Code:
 Hotliner: ABARNE14 Phone: 313 317-9373 Regn Cd: 52 Southwest - 52
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: T

REPAIR TECH STATES THAT THE VEHICLE IS BACK WITH NO FUEL PRESSURE AND NO
 START. IF THE FUEL PUMP IS REPLACED IT WILL BE THE THIRD FUEL PUMP.
 THEY HAVE FAILED AROUND 2000 MILES. HAS CHECKED SSM'S 14747 AND 15947
 IN THE PAST TO NO AVAIL. HAS NOT CHECKED FOR ANY CODES IN THE PCM.
 SEEKING KNOWNS OR ADVICE.

RECOMM ADVISED THE TECH TO CHECK THE PCM CODES. IF THE CONCERN IS DIAGNOSED
 BACK DOWN TO THE FUEL PUMP, CLEAN OUT THE TANK AND INSTALL A NEW FUEL
 F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 10058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPR19

CSQI002

COIS Indicator Summary

01/08/03 14:35:15

-->

1 of 1

Rpt#: 2ISFR004 NHL Rpt: 09/19/2002 Odom: 20,494 M
 Rvw: File: Folder: Attachmnts: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 2001 FOCUS,LX ,SEDAN 1FAPP33P31W375787 Bld: 08/17/2001
 Engine: 2.0L SPI Calb: 1AK1ASOA Trans: FN 4SPD Axle: A/C: YES
 Dealer Id: 04545 -Gillespie Ford Ph#: (210) 509-1000
 State: Texas City: San Antonio Orig/Caller: DANIEL MEJIA
 Symptom: 6 04 3 93 DRVABL,CRANKS/NO FUEL,START ENG TEMP ,ALL ENGINE TEMP
 Addl Sym: REPEAT FUEL PUMP FAILURE St: CCRG/EPRC: Rvw: Dt:
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: ABARNE14 Phone: 313 317-9373 Regn Cd: 52 Southwest - 52
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: T

BACK DOWN TO THE FUEL PUMP, CLEAN OUT THE TANK AND INSTALL A NEW FUEL PUMP.

F1 Help	F3 Exit	F4 Last Cmts	F5 Add Cmts	F6 Add Fldr
F7 Bkwd	F8 Fwd	F9 Ind Corr	F10 Next Rpt	F11 Prev Rpt
IS018-BOTTOM OF DATA				F12 Return
				LPREL19

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FAPP33P31W373787	Yeh Line:	CHAE - FOCUS (CW170) [99-05]	Eng Serial No:	17515905
Model Year: 2001	Market District:	CP - FORD DIVISION DERIVATIVE	Body Style:	*
Yeh Type: C	Drive Code:	C/A - 2 WHL L/H FRONT DRIVE	Engine:	C/SY - CVH 2.0L SONC D
Inv. Dealer: 04343	Body Cab Style:	CFC - 4 DOOR SEDAN-4 LITS	Transmission:	C/D2 - 4-SPD AUTO TRAN
	Version/Series:	CDR - SERIES 22		

BUILD INFORMATION:

Region: NA - 00000000 Plant: AZ - WAYNE PLANT BUILD
Country: USA - 00000000 Prod Date: 17-AUG-2001

SALE INFORMATION:

Region: NA - 00000000 Selling Dealer: 132057 - *
Country: USA - 00000000 Selling St/Prov: TX
Buyer St/Prov: TX

Arrival Date: 27-AUG-2001 Est Carpet Lanes: 1
Sale Date: 29-AUG-2001 Floor/Retain/Co. Lanes: R
Warranty Start Date: 29-AUG-2001 Mod/Bod Vehicle: *
Orig Warranty Date: 29-AUG-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

```

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
70314070787Y  2 3183748  JK K  APF 71  NGL  0  B2007  2  YS  EA  F

19VJ5 2      39VZ2      JK
  
```

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/S - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	B	GVW Class Code:	F
Audio Disc:	* - [N/A]	Instrumentation:	* - [N/A]
Axis Ratio:	* - [N/A]	Mirror(Driver Side):	* - [N/A]
Axis Type:	* - [N/A]	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	8E	Paint:	PNYW3 - OXFORD WHITE SOLID C/C
Brake Code:	* - [N/A]	Power Windows:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AX - ELCTR PREM AM/FM STRO/DIBC/CLK
Calibration Code:	1AK1A80A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Suspension Axle:	
Color(Trip):	0002 -	Tire Brand:	AG - GOODYEAR
Delivery Type:	R	Tire Size:	D3EL1 - (15X67R14-5 B5W
Drivetrain Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

Lf: M677B3D 7777 Rf: M677B3D 7777
Lr: M677B3D 7777 Rr: M677B3D 7777
Lh: * Rr: *
SPARE: T772BAH 7777

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	F	Emission Code:	CB - CB
ESP Coverage(Miles):	060	Emission Cert Type:	S
ESP Coverage(Time):	060	Emission Descr Status:	HEM
ESP Plan Year:	1001	Engine Family:	1F80CV020V72
ESP Signature Date:	25-AUG-2001		

Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DEGRY	BODY CAR	VEH SERIES	DRIVE TYPE	PLT CD	TYS CD	BRG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TYS	WCC	CPSC_6	PREF	BASE	SUPP	CCC	CD	DEST (Miles)
1FAFP3P31W375787	04345*	CP	CPC	CDR	CIA	AZ	CD2	CBY	17-AUG-2001	29-AUG-2001	152057	USA	2	2002	031204	*	128579	*	D50	42	2328
AWS Claims Key: 2710223 Trx Code: 807 Labor Hrs: 1.4																					
Dlr Cd-Sub Cd: 04345* Name: GILLESPIE FORD Pk: 210-5891000 St: TX City Cd: USA Reg Cd: NA Reg Date: 01-OCT-2001 Doc #00277951																					
Card Comments: VEH JERKI W DRIVING																					
Tech Comments: VEHICLE SERVIC PERFORMED W/D, DATA LOGGER, POWER BALANCE, FUEL PRESSURE, INJECTOR FLOW																					
1FAFP3P31W375787	04345*	CP	CPC	CDR	CIA	AZ	CD2	CBY	17-AUG-2001	29-AUG-2001	152057	USA	11	2006	100101	1MSZ	9H387	AA	D02	42	18044
AWS Claims Key: 5624711 Trx Code: 807 Labor Hrs: 3.8																					
Dlr Cd-Sub Cd: 04345* Name: GILLESPIE FORD Pk: 210-5891000 St: TX City Cd: USA Reg Cd: NA Reg Date: 09-JUL-2002 Doc #00050151																					
Card Comments: CUSTOMER STATES VEH WONT START VEH DOES CRANK OVER																					
Tech Comments: FUEL PUMP PERFORMING W/D, DIAGNOS, DATA LOGGER, FUEL PRESSURE, PIN POINT, REPLACED																					
1FAFP3P31W375787	04345*	CP	CPC	CDR	CIA	AZ	CD2	CBY	17-AUG-2001	29-AUG-2001	152057	USA	12	2006	100101	1MSZ	9H387	AA	D02	42	18042
AWS Claims Key: 1051331 Trx Code: 801 Labor Hrs: 2.8																					
Dlr Cd-Sub Cd: 04345* Name: GILLESPIE FORD Pk: 210-5891000 St: TX City Cd: USA Reg Cd: NA Reg Date: 28-AUG-2002 Doc #01479431																					
Card Comments: CUSTOMER STATES VEHICLE CRANKS WILL NOT START																					
Tech Comments: FUEL PUMP PERFORMING W/D, DCL, PIN POINT, FUEL PRESSURE, REPLACED FUEL PUMP.																					
1FAFP3P31W375787	04345*	CP	CPC	CDR	CIA	AZ	CD2	CBY	17-AUG-2001	29-AUG-2001	152057	USA	13	2006	100101	1MSZ	9H387	AA	D02	42	20494
AWS Claims Key: 1068004 Trx Code: 801 Labor Hrs: 3.1																					
Dlr Cd-Sub Cd: 04345* Name: GILLESPIE FORD Pk: 210-5891000 St: TX City Cd: USA Reg Cd: NA Reg Date: 19-SEP-2002 Doc #01757151																					
Card Comments: TOW IN ENGINE CRANKS WONT FIRE UP																					
Tech Comments: PERFORMED W/D, DCL, PIN POINT, FUEL PRESSURE, CHECKED ALL CRANKS FOR BUSHING CRANKING REPLACED FUEL PUMP.																					
1FAFP3P31W375787	04344*	CP	CPC	CDR	CIA	AZ	CD2	CBY	17-AUG-2001	29-AUG-2001	152057	USA	14	2006	100101	1MSZ	9H387	AA	D02	42	20653
AWS Claims Key: 1098675 Trx Code: 801 Labor Hrs: 2.7																					
Dlr Cd-Sub Cd: 04344* Name: JED MCCORMICK FORD Pk: 210-3499999 St: TX City Cd: USA Reg Cd: NA Reg Date: 25-SEP-2002 Doc #03972401																					
Card Comments: ENGINE TURNS OVER BUT WILL NOT START DUE																					
Tech Comments: PERFORMED W/D, DCL, PIN POINT, APPROVAL CHECKS W/ST/W LIGHT OFF, P1000 P1001 P1002 P1003 P1004 TEST, DCL TEST, PINPOINT TEST, CRUISE CONTROL SYSTEM TEST, FUEL PRESSURE TEST, OPS, FUEL PUMP FAILED AS A RESULT OF CONT																					

1002-022.2 0131

www.ford.com



EMERGENCY 911

ESP / Recall Information

VIN: 1FAFP33P31W375787

Contract: 1 Of

Status: Cancel

ESP Purchase Details

Purchaser:

Expiration Date: 2008-08-29

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

Plan Year: 2001

Expiration MRes: 60,000

Selling Dealer: GILLESPIE FORD

Rental: 28

Deductible: 50

Towing Allowance:

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date: 2002-11-01

Process Date: 2002-11-01

Refund Percent:

Dealer Received Date: 2002-11-01

Dealer Credited: 04548

No Recall Information for this VIN

EM02-022.2 0133

1413670293 PHILADELPHIA

2003

1500-022.2 0140



CASE: 1/30
1413676293
Region: 16
Catherine

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

30 EAST BUTLER FREE
ANCHLER, PA 19002

1-800-LEMON LAW
P (215) 840-8888
F (215) 840-8817

www.kimmelsilver.com

SEBASTIAN*
RAPKIN*
E. FREED*
AMY D. COOK*
LOUIS DOBI, JR.*
SHANNON M. RYAN*
DANA ZABQUE*
MAYLEE MERRINS*

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

January 23, 2003

VIA TELEFAX ONLY
(313) 845-5555

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

OLIVIA L. GERRER
of Counsel

RE [REDACTED] v. Ford Motor Company
2002 Ford Focus
VIN: 1FAHP38312W150719
Zip Code: 19119
Selling Dealer: McGarity Ford

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 Mr. and Mrs. Olkus '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 McGarity Ford for chronic engine hesitation, loss of power, fuel pump and coil pack problems.

NEW JERSEY OFFICE - 19 HADDON AVENUE NORTH - HADDONFIELD, NJ 08033
P (908) 428-4334

Mark Wycaver
January 23, 2003
Page -2-

Plaintiff hereby demands the statutory repurchase of the 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 2/15/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,


Robert M. Silverman

RMS:vas

STANDARD CLAIMS LIST

AWS Online Report

PA
SM, Pat Cassidy

Run Date: 10-FEB-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WEEK VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG OOD	PKCD DATE	WARR DATE	SELLING DEALER	SELL CNT	TR QRT	WCC	PREP	BASE	SUFF	VRT	VFG	CCC	CD		
1FAHP38312W150719	AK	CAK	CF	CFC	CDF	CA	AZ	CXP	CBEQ	27-11-01	25-03-02	116020	USA	5	*	GUS	1572	13790	CA	806	V09	R04	42	
AWS Claim Key:		2152722	Doc #:	1103804	Trx Code:	2	Labour Hrs:	1.5	Labour Cost:	105.63	Material Cost:	291.47	Total Cost:	348.09										
Dir Cd-Sub Cd:		01236-P	Name:	MAGARITY FORD INC	Plc:	215-2423300	St: PA		Chy Cd: USA	Reg Cd:	NA	Reg Date:	07-AUG-2002	INSTNUM:	6793									
Cust Comments:		INSTALL SPECIAL ORDER UPDATED MOTOR FOR SUN ROOF																						
Tech Comments:		NOT WORKING PROPERLY WE REPLACED THE MOTOR WITH UPDATED P08000 REPLACEMENT PARTS																						
1EAHP38312W150719	AK	CAK	CF	CFC	CDF	CA	AZ	CXP	CBEQ	27-11-01	25-03-02	116020	USA	8	*	7P02	YS4Z	17526	BD	809	V16	W05	42	
AWS Claim Key:		3270293	Doc #:	1128602	Trx Code:	2	Labour Hrs:	.2	Labour Cost:	14.22	Material Cost:	19.94	Total Cost:	34.16										
Dir Cd-Sub Cd:		01236-P	Name:	MAGARITY FORD INC	Plc:	215-2423300	St: PA		Chy Cd: USA	Reg Cd:	NA	Reg Date:	01-NOV-2002	INSTNUM:	10274									
Cust Comments:		CHECK WIPERS																						
Tech Comments:		WIPERS NOISY SCRAPPING REPLACED NOISY WIPER BLADES																						
11AHP38312W150719	AK	CAK	CF	CFC	CDF	CA	AZ	CXP	CBEQ	27-11-01	25-03-02	116020	USA	10	*	2E06	1M5Z	91307	AA	811	V40	D13	42	
AWS Claim Key:		4022869	Doc #:	1145340	Trx Code:	807	Labour Hrs:	2.8	Labour Cost:	199.02	Material Cost:	235.34	Total Cost:	434.36										
Dir Cd-Sub Cd:		01236-P	Name:	MAGARITY FORD INC	Plc:	215-2423300	St: PA		Chy Cd: USA	Reg Cd:	NA	Reg Date:	07-JAN-2003	INSTNUM:	12554									
Cust Comments:		CHECK AND REPORT VEHICLE SEEMS TO RIN ROUGH INTERMITTANT BRUICKS HESITATES																						
Tech Comments:		PROBLEM VERIFIED TEST ENGINE CONTROLS WITH WDS INJECTOR FLOW PULSE WITH HIGH TEST INTAKE PUMP AND BENCH FUELTY PUMP AND INSTALLED NEW PUMP AND BENCHER NEW FUEL FILTER CLEAR CODES AND ROAD TEST RETEST OK AT THIS TIME																						
1FAHP38312W150719	AK	CAK	CF	CFC	CDF	CA	AZ	CXP	CBEQ	27-11-01	25-03-02	116020	USA	10	*	2E02	X5Z2	12029	AA	811	V44	D50	42	
AWS Claim Key:		4265452	Doc #:	1148540	Trx Code:	807	Labour Hrs:	.8	Labour Cost:	36.87	Material Cost:	39.43	Total Cost:	116.5										
Dir Cd-Sub Cd:		01236-P	Name:	MAGARITY FORD INC	Plc:	215-2423300	St: PA		Chy Cd: USA	Reg Cd:	NA	Reg Date:	17-JAN-2003	INSTNUM:	13980									
Cust Comments:		CUSTOMER STATES:THE ENGINE IS NOT RUNNING ON ALL CYLINDERS																						
Tech Comments:		COILPACK FAILURE WB TESTED THE ELECTRONICS AND REPLACED THE FAILED COILPACK AND ROADTESTED THE VEHICLE																						
1FAHP38312W150719	AK	CAK	CF	CFC	CDF	CA	AZ	CXP	CBEQ	27-11-01	25-03-02	116020	USA	11	*	2E04	X5Z2	12259	AA	811	V44	D50	42	
AWS Claim Key:		4225739	Doc #:	11491001	Trx Code:	807	Labour Hrs:	1.7	Labour Cost:	128.84	Material Cost:	51.39	Total Cost:	172.23										
Dir Cd-Sub Cd:		01236-P	Name:	MAGARITY FORD INC	Plc:	215-2423300	St: PA		Chy Cd: USA	Reg Cd:	NA	Reg Date:	28-JAN-2003	INSTNUM:	14101									
Cust Comments:		CHECK AND REPORT ON ENGINE MIS UNDER LOAD																						
Tech Comments:		PROBLEM VERIFIED ON ROAD TEST SETUP AND TEST WITH WDS P1090 KOEO P1090 KOER DO SPARK DURATION TEST REPLACED FAULTY SPARK PLUGS AND SPARKPLUGS ROAD TEST OK AT THIS TIME																						
1FAHP38312W150719	AK	CAK	CF	CFC	CDF	CA	AZ	CXP	CBEQ	27-11-01	25-03-02	116020	USA	11	*	1H03	2F1Z	83460	AA	809	V83	C58	42	
AWS Claim Key:		4420721	Doc #:	1152801	Trx Code:	807	Labour Hrs:	.3	Labour Cost:	21.32	Material Cost:	42.59	Total Cost:	63.91										
Dir Cd-Sub Cd:		01236-P	Name:	MAGARITY FORD INC	Plc:	215-2423300	St: PA		Chy Cd: USA	Reg Cd:	NA	Reg Date:	01-FEB-2003	INSTNUM:	14460									
Cust Comments:		THE SERVICE ENGINE SOON LIGHT OR CHECK ENGINE LIGHT IS ON CHECK AND REPORT																						

fuel pump

coil pack

spark plug

PFE sensor

M program

EMR-028 2 0102

Tech Comments:

PROBLEM VERIFIED ON ROAD TEST CHECK ENGINE LIGHT IS ON NO PERFORMANCE PROBLEM NOTED ON ROAD TEST CMTIC P001 KOEO PASS REPLACED DELTA FTS SENSOR CLEAR CODES AND ROAD TEST RETEST OK AT THIS TIME

Any comments? You can contact



webmaster

EM02-022.2 0153

All Action Details for Issue

Print

VIN: 1FAHP36312W159746 Year: 2002 Model: FOCUS Case: 1413670293
 Name: [REDACTED] Owner Status: Original WSD: 2002-03-26
 Symptom Desc: HESITUMBLE ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 01236 MAGARITY FORD INC Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 14101 MI Comm Type: FAX
 Analyst Name: CHERIE LEICH Analyst: CLEICH
 Action Date: 01/29/2003 Action Time: 11.29.27.011 Action Date: Yes

Comments *****ATTORNEY DEMAND***** FAX RECEIVED 1-23-03 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR A CHRONIC ENGINE HESITATION, LOSS OF POWER, FUEL PUMP AND COIL PACK CONCERNS. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	KIMMEL & SILVERMAN
ATTORNEY NAME	ROBERT M. SILVERMAN
ATTORNEY PHONE NUMBER	2155408688

Action: MAKE OUTBOUND CALL TO ATTORNEY
 Dealer: 01236 MAGARITY FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 14101 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS Analyst: VSANDERS
 Action Date: 01/30/2003 Action Time: 09.08.52.033 Action Date: Yes

Comments "KIMMEL & SILVERMAN"

Data Element Name	Data Value
CONTACT PERSON	ROBERT SILVERMAN

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND
 Dealer: 01236 MAGARITY FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 14101 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS Analyst: VSANDERS
 Action Date: 02/14/2003 Action Time: 14.49.23.351 Action Date: No

Comments LPA REVIEWED CASE WITH SM, PAT G. UNIT REPAIRED LAST VISIT 2/1/2003. LPA WILL DENY ASSISTANCE WILL FAX LETTER TO CUSTOMER ATTORNEY TO ADVISE

EM2-022.2 0104

Sanders, Valma (V.K.)

From: Sanders, Valma (V.K.)
Sent: Friday, February 14, 2003 2:47 PM
To: Barrera, Robin (R.M.)
Subject: Legal Case

Hi Robin,

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: 1FAHP28312M160718 **Year:** 2002 **Model:** FOCUS **Case:** 1413670293
Name: [REDACTED] **Owner Status:** Original **WBD:** 2002-03-28
Symptom Desc: HES/STUMBLE ACCELERATION ALL ENGINE TEMP **Primary Phone:** [REDACTED]

Reason Desc: LEGAL - OTHER ATTORNEY DEMAND **Secondary Press:**
Issue Type: 07 LEGAL **Issue Status:** ACKNOWLEDGE **Dealer:** MAGARITY FORD INC
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK **P & A Code:** 01234
Odometer: 14101 MI **Comm Type:** FAX
Action Date: 01/29/2003 **Action Time:** 11:29:27:010
Analyst Name: CHERIE LEICH **Analyst:** CLEICH

COMMENTS: ***** ATTORNEY DEMAND ***** ATTORNEY ALLEGES
CLIENT'S VEHICLE HAS BEEN SERVICED FOR A CHRONIC ENGINE HESITATION, LOSS OF POWER,
FUEL PUMP AND COIL PACK CONCERNS. ATTORNEY DEMANDS CONTACT FROM FORD
REPRESENTATIVE.

Valma K. Sanders

Legal Analyst - Philadelphia Region
Consumer Affairs
Phone: 313 848 8816 Fax: 313 848 8888
E mail: vsanders@ford.com

Customer Info

Customer	[REDACTED]
Address	[REDACTED]
Country	[REDACTED]
Cell Phone:	Pager:
Preferred Contact method:	Fax:
Preferred Contact Time:	Email:

0002-022.2 0156

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
<input type="checkbox"/> 1FAHP3832YW312401	2000	FOCUS	INDIVIDUAL RTL	Original Owner	Costs Warranty History
1FAHP38312W150719	2002	FOCUS	INDIVIDUAL RTL	Original Owner	Costs Warranty History

0002-022.2 0157

ESP / Recall Information

VIN: 1FAHP3832YW312401

Contract: 1 Of

Status: Active

ESP Purchase Details

Purchaser: XXXXXXXXXX
 Expiration Date: 2008-08-21
 Plan Type: USA NEW 7275,000 EXTRACARE WIRGADSIDE ASSISTANCE
 Plan Year: 2002
 Expiration Miles: 75,000
 Selling Dealer: MAGARITY FORD INC
 Rental: 26
 Deductible: 50
 Towing Allowance:
 Purchase Type: N
 Options: RD,HAZARD

ESP Cancellation Details

Cancel Date:
 Refund Percent:
 Dealer Credited:
 Process Date:
 Dealer Received Date:

Recall Information

Number	Type	Description	Status	Status Date	Dealer Code
00820	S	FMV88 201	COMPLETE	2001-03-27	01236
00831	S	WHL BEARING	COMPLETE	2000-11-28	01236
01885	O	WHEEL BEARING	COMPLETE	2002-01-03	01236
01924	S	WINDSH WIP	COMPLETE	2001-10-18	01236
02942	S	PNCHBATT	RELEASED FOR MAILING	2003-01-21	F18007

E902-022.2 0156

OASIS Results:1FAHP3832YW312401

03/14/2003
14:43:10

VEHICLE INFORMATION

Vehicle: 2000 FOCUS Body: 4 DR SEDAN ZTS Engine: 2.0L EFI DOHC ZETEC Call#: OAK2520A
Trans: MANUAL Axle: AXLE CD: UU

OPEN CAMPAIGNS AND SPECIAL SERVICE INSTRUCTIONS

02842 PINCH BOLT TORQUE AND ZETEC ENGINE BATTERY CABLE ROUTING

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 06/21/2000 BUILD DATE 04/20/2000
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
MORBI:

EXTENDED SERVICE PLAN

CODE: 756
USA NEW 72/75,000 EXTRACARE W/ROADSIDE ASSISTANCE
STANDARD DEDUCTIBLE: 50 USD
OWNER NAME: ZACHARY PRESTON
OPTIONS:
EXPIRATION DATE: 06/21/2006 DISTANCE: 75,000
RENTAL: 28 USD UP TO 10 DAYS TOWING: 0 USD
CONTRACT SOLD BY: USA 01236
THE ROAD HAZARD TIRE COVERAGE BENEFIT EXTENDED TO ELIGIBLE FORD MOTOR COMPANY VEHICLES IS ONLY IN EFFECT DURING THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

WARRANTY HISTORY

06/18/2002 DEALER:Magarity Ford Inc

WARRANTY CLAIM NUMBER: 108754 ODOMETER: 035041 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
12800	PROCESSOR ASSY	000	12800D		
		000	12800D1		
		000	12800D8		
		000	12800D9		
		000	12800D1		
		000	12800D4		

COMMENTS: PROBLEM VERIFIED ON ROAD TEST DIAG ENGINE CONTROLS WITH WDS PASS NO CODES ROAD TEST WITH NGS MONITOR MAF ECT LT FUEL ST REPROGRAM PCM AS PER 011603 RETEST R OAD TEST OK CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

04/11/2002 DEALER:Magarity Ford Inc

WARRANTY CLAIM NUMBER: 108678 ODOMETER: 033845 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
DRIVE	ENGINE ADJ	000	12800D		
		000	12800D1		
		000	12800D8		

COMMENTS:1 VERIFIED CHECK ENGINE LIGHT, PERFORMED WDS TESTING, CODE P0113,
MONITORED PIDS, NO PROBLEMS FOUND, CLEARED CODES CONDITION CODE AND
DESC = 42 DOES NOT OPERATE PRO

▶ **ESP PART NUMBER INFORMATION**

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for 1FAHP3832YW312401

EM02-002.2 0100

VEHICLE DETAIL

VIN: 1FAHP3832YW312401	Engine: ZETEC 2.0L DOHC EFI NA 14 9"LC
Make: FORD	Transmission: 5 SPD MAN TRANS A EAO MTX75 M
Model: FOCUS	Paint Code/Color: HARVEST GOLD C/C
Year: 2000	California: 0AK2520A
Pay Load:	Max Towing Weight:
GWR: 00000	Axle Ratio:
WheelBase: Y 4	Warranty Start Date: 9/21/2000
GCWR:	Vehicle Build Date: 4/20/2000
PEP Code:	

Selling Dealers Name: PACIFIC FORD, INC.
 Selling Dealers P & A Code: 01378 Selling Dealers Sales Code: F16007
 Selling Dealers Main Phone: 215-492-1700 Selling Dealers Service Phone: 215-492-5335

Vehicle Order Inage
 12345678910 12345678920 12345678930 12345678940 12345678950
 P38YW31240 1Y 46 8 2 10A1645 7M E 2R5D 38A
 12345678900 12345678970 12345678980 12345678990 123456789100
 P J2 K3BA E L 1 1 6A007 1 B2 8H2 31
 123456789110123456789120123456789130123456789140123456789180
 FAH2 0 9 35PA
 123456789180

EM2-022.2 0161

Dealer Information

FCBD Region 16-PHILADELPHIA	Sales Region 16-PHILADELPHIA	Sales Zone B	Market A1	PSA Code 01230	Sales Code F16020
Dealer Name: MAGARITY FORD INC					
Dealer Address: 8200 GERMANTOWN AVE PHILADELPHIA PA 19118					
Dealer Main Phone: 215-242-3300		Dealer Service Phone:		215-242-3300	

Position	Employee Name
DEALER/PARTNER	JOSEPH MAGARITY
PARTS MANAGER	DAVID BUCKWALTER
SALES MANAGER	ROBERT SHIELDS
SERVICE MANAGER	JOSEPH P CASSIDY JR

Service Hours

FAX 215-242-8426

Directions

Trained

N

Additional Information

VOC/EOC:

-----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-----

73R7L50719 M 6 B 2 04M2814 4R E 28900 30 47 J2 K10 B 1 148419 4 JL TRK 31

DM3 0 R 540A 3387A 1K

INSTALLED OPTION INFORMATION:

Air Conditioning:	CB - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	A	GVW Class Code:	H
Audio Blk:	* - [NA]	Instrumentation:	AJ - HIGH SEEMS ANALOG CLUSTER
Axle Ratio:	BQAKH - 3.82 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	* - [NA]	Mirror(Passgr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	80	Paint:	FWEA - MED. TORSEADOR GC
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antennae:	* - [NA]
Brake Control(Servo):	* - [NA]	Radio:	CK -
Calibration Code:	1AK2AZDA	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Access):	* - [NA]	Synch Transom Axle:	
Color(Tint):	6000P -	Tire Manufacturer:	AC - FIRESTONE
Battery Type:	8	Tire Brand:	WZV111TB - FIREHAWK GTA-02 85H
BrakeKit Code:	*	Tire Size:	D37QA - 285/50VR-16 85W
Front Seat:	C/B - SEAT-INDIVIDUAL-L/R DRVPASS	Traction Control:	AA - LESS ANTI-SPIN TRACTION BRAKES
Fuel Type:	* - [NA]	Wheel Base:	

TIRE DOT INFORMATION:

LF: WZV111TB777 MF: WZV111TB777
 LR: WZV111TB777 MR: WZV111TB777
 LE: * RE: *

SPARE: TP7BAK 777 DOT Plant Manufacturer: W2 - BRIDGESTONE/FIRESTONE INC ; WILSON ; NORTH CAROLINA ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* - *	Emission Cycle:	* - *
ESP Coverage(Mileage):		Emission Cert Type:	5
ESP Coverage(Time):		Engine Speed Rating:	JDF
ESP Plan Year:		Engine Family:	ZFACV020V15
ESP Signature Date:			

Any comments? You can contact

EM32-022 2 0104



FORM 2 2003-2004

Ford Motor Company

Consumer Affairs

Sent via Fax

February 14, 2003

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

RE: [REDACTED]
2002 Ford Focus
VIN: 1FAHP38312W150719
Zip Code: 19119
Selling Dealer: McGarrity Ford

Dear Mr. Silverman:

This letter is in response to your letter dated January 23, 2003 regarding the above-mentioned client.

Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,


Valma 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	PAGE	Q/DW	STATUS
15	02/16	18:28	12195498817	EC-S	00'18"	001	099	OK

Ford Motor Company

Consumer Affairs

Sent via Fax

February 14, 2003

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

RE: [REDACTED]
 2002 Ford Focus
 VIN: 1FAHP98312W150719
 Zip Code: 19119
 Selling Dealer: McGarrity Ford

Dear Mr. Silverman:

This letter is in response to your letter dated January 23, 2003 regarding the above-mentioned client.

Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,



Valmar K. Sanders
 Legal Analyst - Philadelphia Region
 Consumer Affairs
 Phone: (313) 845-3315
 Fax: (313) 845-5668

2

Title: Focus Fuel Gauge Does Not Read Full

Next/Previous Article (N/P): _ Article #: ISM 02-11-017 Date: 11/12/2002

Symptom:

Year Vt Fm Vt Mdl Trans Engine Calib Axle

Criteria:

00-03 FOCUS-FUEL GAGE DOES NOT READ FULL-DIAG. PROC.

REPLACES ISM 01-03-029

**SOME 2000-2003 FOCUS VEHICLE MAY EXHIBIT ERRATIC FUEL GAUGE READINGS OR THE FUEL GAGE NOT READING FULL. PLEASE FOLLOW SUGGESTED DIAGNOSIS BELOW. DRAIN AND REMOVE THE FUEL TANK. WITH THE FUEL PUMP SECURING NUT REMOVED AND THE TOP OF THE ASSEMBLY PULLED OUT OF THE WAY REACH IN AND LIFT UP THE FLOAT ARM TO THE TOP OF THE TANK. THE RESISTANCE VALUE MEASURED AT THE SENDER SHOULD BE 155-160 OHMS. IF NOT, CHECK FOR A MECHANICAL INTERFERENCE.
AUTHOR: RHUTCH13 3179294**

Title: Focus Fuel Gauge Dows Not Real Full

Next/Previous Article (N/P): _ Article #: ISM 01-03-029 Date: 03/27/2001

Symptom:

Year Vt Fm Vl Mdl Trans Engine Ctlb Axle

Criteria:

FOLLOW DIAG BELOW, MAY NEED TO REPLACE FUEL TANK

*******REPLACED BY ISM 02-11-017-DELETED 11/12/02 RAP*******

2000-2001 FORD FOCUS

FOR ISSUES WITH FUEL TANKS READING 3/4 WHEN FUEL TANK IS "FULL" FOLLOW STEPS AS OUTLINED:

HAVE THE TECH DRAIN AND REMOVE THE TANK. WITH THE FUEL PUMP ASSEMBLY SECURING NUT REMOVED AND THE TOP OF THE ASSEMBLY PULLED OUT OF THE WAY, REACH IN THE TANK AND LIFT THE FLOAT ARM UP ALL THE WAY AND MEASURE THE RESISTANCE OF THE SENDER. IF THE FLOAT ARM COMES IN CONTACT WITH THE TOP OF THE TANK AND THE RESISTANCE IS LESS THAN 160 OHMS, REPLACE THE TANK AND RECHECK.

AUTHOR: ROBERT EATON (REATON4) 79386