

EA02-022

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

APPENDIX A

EA02-022: Engine Stalling

Owner Reports

As the agency is aware, within FCSD's North American Customer Service Operations, there is a Customer Relationship Center (CRC) that is responsible for facilitating communication between customers, dealerships and Ford Motor Company. Among other things, the CRC handles telephonic, electronic, and written inquiries, suggestions, informational requests, and concerns ("contacts") from Ford and Lincoln-Mercury vehicle owners about their vehicles or sales and service experience. The contacts are handled by CRC customer service representatives who enter a summary of the customer contact into a database known as CuDL (Customer Data Link). Certain contacts, such as letters from customers, are entered into the CuDL database. Those that were entered into the earlier MORS II system were also microfilmed. More recently, the records in MORS III/CuDL are imaged and stored electronically.

The CRC assigns to each vehicle-related contact report a "symptom code" or category that generally reflects the nature of the customer contact or vehicle concern, as described by the owner. The CRC does not undertake to confirm the accuracy of the description provided by the owner; they simply record what is reported. Therefore, given the complexity of the modern motor vehicle, it is Ford's experience that a significant percentage of owner contacts do not contain sufficient information to make a technical assessment of the condition of the vehicle or the cause of the event reported. Accordingly, although MORS contact reports may be useful in identifying potential problems and trends, the records are not the empirical equivalent of confirmed incidents and/or dealership's diagnosis. In the interest of responding promptly to this inquiry, Ford has not undertaken to gather the electronic images related to these contacts because of the largely duplicative nature of the information contained in the images, as well as the time and the burden associated with locating and producing those documents. The pertinent information related to those contacts generally would be included in the contact reports obtained from the CuDL system. To the extent that those documents exist, they are reflected in the comments of MORS III contact reports. Upon request, Ford will attempt to locate any specific items that are of interest to the agency.

In responding to this information request, Ford electronically searched CuDL using the following criteria:

Model year(s): 2000, 2001, 2002

Subject Vehicle(s): Ford Focus

Search cut-off date: October 2, 2002 through June 30, 2003

Types of contacts: All, including suspended data, canceled contacts and inquiries

MORS II Symptom Code(s): Not Applicable

MORSII Inquiry Code: Not Applicable

Symptom code(s) for MORS III:

MORS III Symptom Code Descriptions:

Engine and Driveability

| | | |
|---------------------|--|--------|
| FUEL SYSTEM | FUEL SYSTEM NOISE | 404300 |
| | FUEL SYSTEM NOISE PUMP ASY | 404330 |
| | FUEL SYSTEM NOISE TANK AREA | 404332 |
| | FUEL SYSTEM ATTACHMENT FILTER | 404530 |
| | FUEL SYSTEM INDICATOR | 404800 |
| | FUEL SYSTEM INDICATOR LOW FUEL | 404831 |
| STARTING | CRANKS/NO START ENGINE TEMP COLD | 603391 |
| | CRANKS/NO START ENGINE TEMP HOT | 603392 |
| | CRANKS/NO START ALL ENGINE TEMP | 603393 |
| | NO START ENGINE TEMP COLD | 606391 |
| | NO START ENGINE TEMP HOT | 606392 |
| | NO START ALL ENGINE TEMP | 606393 |
| STALLS/QUITS | STALL/QUITS AT IDLE COLD ENGINE | 607491 |
| | STALL/QUITS AT IDLE HOT ENGINE | 607492 |
| | STALL/QUITS AT IDLE ALL ENGINE TEMP | 607493 |
| | STALL/QUITS ACCELERATION COLD ENGINE | 607591 |
| | STALL/QUITS ACCELERATION HOT ENGINE | 607592 |
| | STALL/QUITS ACCELERATION ALL ENGINE TEMP | 607593 |
| | STALL/QUITS AT CRUISE COLD ENGINE | 607691 |
| | STALL/QUITS AT CRUISE HOT ENGINE | 607692 |
| | STALL/QUITS AT CRUISE ALL ENGINE TEMP | 607693 |
| | STALL/QUITS DECELERATION COLD ENGINE | 607791 |
| | STALL/QUITS DECELERATION HOT ENGINE | 607792 |
| | STALL/QUITS DECELERATION ALL ENGINE TEMP | 607793 |
| RUNS ROUGH | RUNS ROUGH AT IDLE COLD ENGINE | 608491 |
| | RUNS ROUGH AT IDLE HOT ENGINE | 608492 |
| | RUNS ROUGH AT IDLE ALL ENGINE TEMP | 608493 |
| | RUNS ROUGH ACCELERATION COLD ENGINE | 608591 |
| | RUNS ROUGH ACCELERATION HOT ENGINE | 608592 |
| | RUNS ROUGH ACCELERATION ALL ENGINE TEMP | 608593 |
| | RUNS ROUGH AT CRUISE COLD ENGINE | 608691 |
| | RUNS ROUGH AT CRUISE HOT ENGINE | 608692 |
| | RUNS ROUGH AT CRUISE ALL ENGINE TEMP | 608693 |
| MISSES | MISSES AT IDLE COLD ENGINE | 609491 |
| | MISSES AT IDLE HOT ENGINE | 609492 |
| | MISSES AT IDLE ALL ENGINE TEMP | 609493 |
| | MISSES ACCELERATION COLD ENGINE | 609591 |
| | MISSES ACCELERATION HOT ENGINE | 609592 |
| | MISSES ACCELERATION ALL ENGINE TEMP | 609593 |
| | MISSES AT CRUISE COLD ENGINE | 609691 |
| | MISSES AT CRUISE HOT ENGINE | 609692 |
| | MISSES AT CRUISE ALL ENGINE TEMP | 609693 |

| | | |
|---------------------------|--|--------|
| BUCK/JERK | BUCK/JERK ACCELERATION COLD ENGINE | 610591 |
| | BUCK/JERK ACCELERATION HOT ENGINE | 610592 |
| | BUCK/JERK ACCELERATION ALL ENGINE TEMP | 610593 |
| | BUCK/JERK AT CRUISE COLD ENGINE | 610691 |
| | BUCK/JERK AT CRUISE HOT ENGINE | 610692 |
| | BUCK/JERK AT CRUISE ALL ENGINE TEMP | 610693 |
| | BUCK/JERK DECELERATION COLD ENGINE | 610791 |
| | BUCK/JERK DECELERATION HOT ENGINE | 610792 |
| | BUCK/JERK DECELERATION ALL ENGINE TEMP | 610793 |
| HESITATION/STUMBLE | HES/STUMBLE ACCELERATION COLD ENGINE | 611591 |
| | HES/STUMBLE ACCELERATION HOT ENGINE | 611592 |
| | HES/STUMBLE ACCELERATION ALL ENGINE TEMP | 611593 |
| LOSS OF POWER | LOSS OF POWER ACCELERATION COLD ENGINE | 614591 |
| | LOSS OF POWER ACCELERATION HOT ENGINE | 614592 |
| | LOSS OF POWER ACCELERATION ALL ENGINE TEMP | 614593 |
| | LOSS OF POWER AT CRUISE COLD ENGINE | 614691 |
| | LOSS OF POWER AT CRUISE HOT ENGINE | 614692 |
| | LOSS OF POWER AT CRUISE ALL ENGINE TEMP | 614693 |
| | LOSS OF POWER ON HILLS/GRADES COLD ENGINE | 614791 |
| | LOSS OF POWER ON HILLS/GRADES HOT ENGINE | 614792 |
| | LOSS OF POWER ON HILLS/GRADES ALL TEMP | 614793 |

MORS III Reason Code(a):

| | |
|------|---|
| 0702 | LEGAL – ALLEGED INJURY NOT RELATED TO SRS |
| 0703 | LEGAL - ALLEGED SERIOUS INJURY |
| 0709 | LEGAL - FIRE CLAIM |
| 0714 | LEGAL - GENERAL/OTHER |
| 0771 | LEGAL - FIRE&PERSONAL/PROPERTY DAMAGE CLAIM |
| 0772 | LEGAL – ACCIDENT |
| 0773 | LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE |
| 0774 | LEGAL - INSURANCE COMPANY SETTLEMENT |
| 0775 | LEGAL - PERSONAL/PROPERTY DAMAGE CLAIM |
| 0778 | LEGAL – REFER TO INSURANCE COMPANY |
| 0792 | LEGAL - ACCIDENT / FIRE |
| 0793 | LEGAL – ALLEGED – NON-SERIOUS INJURY |

Pursuant to an April 18, 2002 agreement (modified on July 1, 2003) with the NHTSA, the reports located using the above described search were then searched using the Electronic Data Download system using a two step key word process. Those reports that were identified by one or the other key word searches were manually reviewed for relevance. The searches were as follows:

First Key Word Search

stall
die
quit
stop
fuel module
fuel sender
fuel pump
fuel filter
9H307
FDM
Shut off (July 1, 2003 modification)

Second Key Word Combination Search

For reports that did not contain a term from the first key word search, a second search was used. To qualify for review using the second search, reports must contain a term in the left column and any one term in the right column of the following list:

| | |
|------------|------------|
| Hesitat | Accident |
| Loss | Inj |
| Lost | Coll |
| Rough | Crash |
| Miss | Hit |
| Buck | Rear-ended |
| Jerk | Rear ended |
| Lose | skid |
| Shudder* | Struck |
| Sputter* | bruise |
| Stumbling* | hurt |
| Surge* | pain |
| Shake* | lacerat |
| | wound |
| | strand |
| | stuck |
| | abandon |

* July 1, 2003 modification

ADDITIONAL SEARCHES DONE BY FORD

Ford also word searched the remaining reports that contained none of the key words terms from the first search list or from the left column of the second search using the terms accident, inj, coll, or crash. Although this was not part of the April 18, 2002 agreement, Ford conducted this search to be over-inclusive. Any located reports were then manually reviewed.

Legal Contacts

Within FCSD, there is also a Consumer Affairs Department that manages customer concerns, which cannot be resolved by the Customer Relationship Center (CRC). Among other things, the Consumer Affairs Department has a section, known as "Litigation Prevention," which handles a

variety of informal (i.e., non-litigation) claims, such as property damage claims or attorney demand claims. Also, the Litigation Prevention section does not handle claims from insurance companies asserting subrogation rights arising out of payments made to insured. The Litigation Prevention section has been centralized in the Consumer Affairs Department since 1995, in Dearborn, Michigan. Prior to that time, Litigation Prevention personnel operated on a regional basis. For matters that the Litigation Prevention section handles, there are typically paper files that reflect the handling, investigation and resolution of property damage claims. The claims, known as "Legal Contacts" within FCSD, are entered into the CuDL database in the same manner that the CRC enters other customer communications into the CuDL database. When a customer contact is designated as a Legal Contact, it is so indicated near the top of the contact report.

ICCD Information

Ford performed a search of the Intensified Customer Concern Definition (ICCD) database for potentially responsive owner reports. The ICCD program was designed to solicit and address customer concerns for 1998 and subsequent model year vehicles. ICCD is a customer survey program that was implemented at Ford's assembly plants during 1997. ICCD representatives located at each plant make random telephone calls to customers who purchased a vehicle assembled at that plant. The ICCD representatives record the customer contact in a database maintained by a Ford supplier. Most customer concerns that are recorded in the ICCD database are also forwarded to the CRC for entry into CuDL. Any search, therefore, of the ICCD database will largely duplicate customer contacts recorded in MORIS. However, it is possible that some ICCD contacts that may be considered responsive to a NHTSA inquiry are not entered into CuDL. For example, a customer concern that was recently addressed by the customer's dealership and which requires no further CRC assistance would not be forwarded to the CRC for entry into CuDL. For model years 1998 through 2000, the supplier that maintains the ICCD database provides the customer survey information (excluding owner names) to Ford in Excel format through Ford's intranet. When the supplier converts the data into Excel format, some of the text associated with customer comments may be truncated because of Excel's inherent limitation of 255 text characters per cell. For model years subsequent to 2000, the survey information is contained in a database accessible through the Ford Intranet and contains all survey information. Although a search of the ICCD database may produce only duplicative reports of customer contacts retrieved from CuDL, in an abundance of caution, Ford has undertaken to separately search the ICCD database for responsive contacts concerning 1998 and subsequent model year vehicles.

In order to review the potentially responsive ICCD customer comments related to this inquiry, including the truncated data that is not in Ford's possession, Ford requested ICCD data from its supplier using the following search criteria:

Model Year(s): 2000, 2001, 2002

Subject Vehicle(s): Ford Focus

Date Parameters: October 2, 2002 through June 30, 2003

Customer Concern Codes:

| |
|--|
| |
|--|

| GCC Code | Description |
|----------|---|
| D02 | ENGINE WOULD NOT START |
| D03 | ENGINE DIFFICULT OR SLOW TO START |
| D21 | ENGINE STALLS |
| D13 | ENGINE IDLES ROUGH |
| D35 | EXCESSIVE FUEL CONSUMPTION |
| D36 | ENGINE HESITATES/SURGES WHEN ACCELERATING |
| D41 | ENGINE HESITATES/SURGES AT STEADY SPEED |
| D42 | POOR PERFORMANCE/LACKS POWER |
| D50 | OTHER ENGINE TROUBLES |
| G29 | OTHER WARNING LIGHT/GAUGE TROUBLES(vol/amp) |
| L69 | FUEL GAUGE TROUBLES |

Potentially responsive ICCD data was provided to Ford in Adobe Portable Document Format. Ford manually reviewed the PDF data for information related to this inquiry regarding the engine stalling.

Fleet Test Database

Ford's Product Analysis and Verification Test Operations tests Ford Motor Company components, systems, and vehicles within the private sector, and specifically on fleet vehicles that accumulate high mileage in a short period of time. These fleets in turn provide Ford with feedback on the parts placed on the vehicles for testing. Ford performed a search of its Fleet Test Database for potentially responsive reports using the following search criteria:

- Model Year(s):** 2000, 2001, 2002
- Subject Vehicle(s):** Ford Focus
- Part Number:** Fuel Delivery Module – 9H307

Field Reports

Within FCSD, there is a Vehicle Service & Programs Office that has overall responsibility for vehicle service and technical support activities, including the administration of field actions. That Office is the primary source within Ford of vehicle concern information originating from Ford and Lincoln-Mercury dealerships, field personnel, and other sources. The information is maintained in a database known as the Common Quality Indicator System (CQIS). The CQIS database includes reports compiled from more than 40 Company sources (e.g., Company-owned vehicle surveys, service technicians, field service and quality engineers, and technical hot line reports, etc.) providing what is intended to be a comprehensive concern identification resource. As with MORS contact reports, CQIS reports are assigned a "symptom code" or category that generally reflects the nature of the concern.

In responding to this information request, Ford electronically searched CQIS using the following criteria:

Model Year(s): 2000, 2001, 2002
Subject Vehicle(s): Ford Focus
Date Parameters: October 2, 2002 through June 30, 2003
Symptom Code(s):

Engine and Driveability

| | | |
|--|--|--------|
| FUEL SYSTEM | FUEL SYSTEM NOISE | 404300 |
| | FUEL SYSTEM NOISE PUMP ASY | 404330 |
| | FUEL SYSTEM NOISE TANK AREA | 404332 |
| | FUEL SYSTEM ATTACHMENT FILTER | 404530 |
| | FUEL SYSTEM INDICATOR | 404800 |
| | FUEL SYSTEM INDICATOR LOW FUEL | 404831 |
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| | | |
|---------------------------|--|--------|
| | MISSES ACCELERATION COLD ENGINE | 609591 |
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| | MISSES AT CRUISE ALL ENGINE TEMP | 609693 |
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| | BUCK/JERK DECELERATION HOT ENGINE | 610792 |
| | BUCK/JERK DECELERATION ALL ENGINE TEMP | 610793 |
| HESITATION/STUMBLE | HES/STUMBLE ACCELERATION COLD ENGINE | 611591 |
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| | LOSS OF POWER ACCELERATION ALL ENGINE TEMP | 614593 |
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| | LOSS OF POWER ON HILLS/GRADES HOT ENGINE | 614792 |
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Word Searches:

Pursuant to an April 18, 2002 agreement (modification on July 1, 2003) with the NHTSA, the reports located using the above described search were then searched using the Electronic Data Download system using a two step key word process. Those reports that were identified by one or the other key word searches were manually reviewed for relevance. The searches were as follows:

First Key Word Search

stall
die
quit
stop
fuel module
fuel sender
fuel pump
fuel filter

9H307
FDM
Shut off (July 1, 2003 modification)

Second Key Word Combination Search

For reports that did not contain a term from the first key word search, a second search was used. To qualify for review using the second search, reports must contain a term in the left column and any one term in the right column of the following list:

| | |
|------------|------------|
| Hesitat | Accident |
| Loss | Inj |
| Lost | Coll |
| Rough | Crash |
| Miss | Hit |
| Buck | Rear-ended |
| Jerk | Rear ended |
| Lose | skid |
| Shudder* | Struck |
| Sputter* | bruise |
| Stumbling* | hurt |
| Surge* | pain |
| Shake* | lacerat |
| | wound |
| | strand |
| | stuck |
| | abandon |

* July 1, 2003 modification

ADDITIONAL SEARCHES DONE BY FORD

Ford also word searched the remaining reports that contained none of the key words terms from the first search list or from the left column of the second search using the terms accident, inj, coll, or crash. Although this was not part of the April 18, 2002 agreement, Ford conducted this search to be over-inclusive. Any located reports were then manually reviewed.

OASIS Messages

FCSD is responsible for communicating a variety of vehicle and service information, such as warranty information for up to the past 360 days, Extended Service Plan part coverage information, and technical repair information, to North American Ford and Lincoln Mercury dealers. This information is communicated primarily through OASIS, which serves as an electronic link between Ford Motor Company and the dealers. OASIS covers all North American Ford and Lincoln Mercury cars and light trucks, and medium and heavy-duty Ford trucks, for the ten most current model years. Technical diagnostic and repair information on OASIS is contained in Special Service Messages (SSMs) and Technical Service Bulletin (TSBs) titles and brief summaries. It should be noted that dealers cannot access brief summaries.

SSMs and TSB titles are coded in OASIS by model year and vehicle line, and may be coded to other specific vehicle attributes (body style, engine code, or vehicle identification number) and one or more OASIS Service Code(s). The dealers with access to OASIS usually search for information on the database by entering a VIN and the applicable Service Codes. SSMs and

TSB titles that become inactive or superseded continue to be accessible by Ford employees, but no longer are accessible by the dealers. Dealers also are able to determine the recalls applicable to a particular vehicle by searching a particular VIN in OASIS. Recall information available on OASIS cannot be searched by Service Codes.

In 1998, the OASIS system was upgraded from the "OASIS 2" system to the new "Global OASIS." At that time, OASIS 2 was removed from service and is no longer used to communicate with dealers. During the upgrade, inactive information (such as inactive SSMs or superseded TSB titles) was not transferred to Global OASIS.

In responding to this information request, Ford searched Global OASIS for active, inactive, and superseded TSB titles and SSMs using the following search criteria:

Model Year(s): 2000, 2001, 2002

Subject Vehicle(s): Ford Focus

OASIS Service Code(s):

| | |
|-----------------------|--------|
| Fuel Systems Concerns | 404000 |
| No Start | 603300 |
| Stalls/Quits | 607000 |
| Runs Rough | 608000 |
| Misses | 609000 |
| Buck/Jerk | 610000 |
| Hesitation/Stumble | 611000 |
| Lack/Loss of Power | 614000 |

OASIS 2 was not included in the search because it is not likely to contain information on 2000, 2001, and 2002 model year vehicles. OASIS 2 and Global OASIS are not capable of performing electronic word searches, so the search results are reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

The OASIS database also contains Broadcast Messages. Typically, these messages are directed to all dealerships and either are notifications of new SSMs/TSBs, or announcements with non-technical information (for example, "the Dealer Hotline will be closed today"). Broadcast Messages cannot be searched by OASIS service codes, and can be retrieved only while active (approximately 2 to 4 days). Ford has not undertaken to search for Broadcast Messages because Ford expects that any responsive information obtained with such a search generally would be non-substantive in nature or duplicative of the information obtained with the TSB title and SSM search described above.

Internal Service Messages

FCSD, as part of its technical support activities, maintains fleet and technical telephone "hotlines." During the early stages of Ford's efforts to identify and resolve potential vehicle concerns, hotline personnel may draft Internal Service Messages (ISMs) on CQIS for their internal use. The ISMs are assigned a CQIS "symptom code" or category that generally reflects the nature of the concern. An ISM can form the basis for an oral response over the technical hotline to an inquiry from an individual dealer or fleet technician. The ISMs, however, are not made available electronically to fleets and dealers. Therefore, although ISMs are not "issued" to dealers like OASIS messages, Ford is construing this request broadly to include ISMs that may be related to the alleged defect in the subject vehicles.

In responding to this information request, Ford searched CQIS for active ISMs using the following search criteria:

Model Year(s): 2000, 2001, 2002
Subject Vehicle(s): Ford Focus
Date Parameters: October 2, 2002 through June 30, 2003
CQIS Symptom Code(s): Symptom codes as provided for field report search above.

The CQIS database in which the ISMs reside is not capable of performing word searches, so the search results were reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

Field Review Committee

Ford's Field Review Committee reviews all potential field service actions, including safety recalls and customer satisfaction programs, and recommends appropriate actions to corporate management. A Vehicle Service & Programs representative serves as Secretary to the Field Review Committee. Following approval of a field service action, the Vehicle Service & Programs Office prepares and launches the action. A representative copy of the communication to Ford's dealers, fleets, and Regional offices announcing the field service action is maintained in the Field Review Committee files.

Warranty

Ford's Analytical Warranty System (AWS) contains warranty claims and vehicle information for model years 1991 and forward for North America, and model years 1992 and forward for Europe and Jaguar.

Ford performed a search of AWS for potentially responsive reports using the following search criteria:

Vehicle Line: Ford Focus

Model Years: 2000, 2001, 2002

Country Sold: United States and its territories

Base Part Number: 9H307

Load Date Limit: Greater than October 1, 2002 through June 30, 2003.

Pursuant to an April 18, 2002 agreement (modification on July 1, 2003) with the NHTSA, the reports located using the above described search were then searched using the Electronic Data Download system using a two step key word process. Those reports that were identified by one or the other key word searches were manually reviewed. The searches were as follows:

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die
quit
stop
Shut off (July 1, 2003 modification)

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|------------|------------|
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| Loss | Inj |
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| Rough | Crash |
| Miss | Hit |
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| Shudder* | Struck |
| Sputter* | bruise |
| Stumbling* | hurt |
| Surge* | pain |
| Shake* | lacerat |
| | wound |
| | strand |
| | stuck |
| | abandon |

* July 1, 2003 modification

ADDITIONAL SEARCHES DONE BY FORD

Ford also word searched the remaining reports that contained none of the key words terms from the first search list or from the left column of the second search using the terms accident, inj, coll, or crash. Although this was not part of the April 18, 2002 agreement, Ford conducted this search to be over-inclusive.

CUSTOMER CONCERN CODE (CCC)

| <u>CUSTOMER CONCERN CODE</u> | <u>CUSTOMER CONCERN DESCRIPTION</u> |
|-------------------------------------|--|
| A02 | STEREO/RADIO RECEPTION |
| A04 | STEREO/RADIO SOUND QUALITY |

| | |
|-----|--|
| A06 | SPEAKER TROUBLES |
| A07 | OTHER AUDIO TROUBLES |
| A15 | TAPE PLAYER/CD TROUBLES |
| A25 | SPEED CONTROL ENGAGEMENT TROUBLES |
| A26 | SPEED CONTROL DISENGAGEMENT TROUBLES |
| A27 | SPEED CONTROL DOES NOT MAINTAIN A CONSISTENT SPE |
| A30 | SPEEDOMETER NOT WORKING AT ALL |
| A31 | SPEEDOMETER NOISY |
| A32 | SPEEDOMETER INACCURATE |
| A33 | CLOCK TROUBLES |
| A34 | HORN TROUBLES |
| A85 | OTHER ELECTRICAL ACCESSORY TROUBLES |
| A86 | CELLULAR PHONE TROUBLES |
| A87 | CIGARETTE LIGHTER/POWERPOINT TROUBLES |
| A88 | WIRING TROUBLES |
| A99 | ADMINISTRATIVE (PARTS RETURN/ETC.) |
| B01 | BODY PANEL DENTS, DINGS |
| B02 | BODY PANEL FITS POORLY |
| B04 | PICK-UP CAB-TO-BOX ALIGNMENT |
| B05 | BODY PANELS HARD TO OPEN |
| B06 | BUMPER DENTS, DINGS |
| B07 | BUMPER FITS POORLY |
| B09 | BODY PANEL/HINGE SQUEAK/RATTLE |
| B15 | BODY PANEL HARD TO CLOSE |
| B19 | OTHER BODY PANEL TROUBLES (NOT INCLUDING TRIM) |
| B43 | LOOSE, POOR FIT, WARPED, WRINKLED |
| B44 | TEARS, SNAGS, CRACKS - DOOR PANEL |
| B45 | FADED, DISCOLORED - DOOR PANEL |
| B47 | BLISTERED/BUBBLED/PEELED - DOOR PANEL |
| B50 | SPLIT SEAMS - DOOR PANEL |
| B53 | LOOSE, POOR FIT, WARPED, WRINKLED IP/DASHBOARD |
| B54 | LOOSE, POOR FIT, WARPED, WRINKLED-CENTER FLR CONS |
| B62 | MOLDINGS, EXTERIOR TRIM CORRODED |
| B63 | MOLDINGS, EXTERIOR TRIM LOOSE/MISSING |
| B64 | MOLDINGS, EXTERIOR TRIM POORLY ALIGNED OR FIT |
| B65 | WHEEL/HUBCAP TROUBLES |
| B66 | OTHER EXTERIOR TRIM TROUBLES |
| B69 | OTHER BUMPER TROUBLES |
| B73 | LOOSE, POOR FIT, WARPED, WRINKLED |
| B74 | LOOSE, POOR FIT, WARPED, WRINKLED-CARPET/FLOOR M |
| B75 | LOOSE, POOR FIT, WARPED, WRINKLED-TRNK&CARGO INTE |
| B78 | INTERIOR ODOR |
| B81 | TEARS, SNAGS, CRACKS - IP/DASHBOARD |
| B82 | FADED, DISCOLORED - IP/DASHBOARD |
| B84 | BLISTERED/BUBBLED/PEELED - IP/DASHBOARD |
| B85 | GLOVEBOX DOOR GAPS, FIT POOR, DIFFICULT TO OPN/CLS |
| B91 | TEARS, SNAGS, CRACKS - CENTER FLOOR CONSOLE |
| B92 | FADED, DISCOLORED - CENTER FLOOR CONSOLE |
| B94 | BLISTERED/BUBBLED/PEELED - CENTER FLOOR CONSOLE |
| B95 | OTHER INSTRUMENT PANEL/CONSOLE TROUBLES |

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| C01 | A/C SLOW TO COOL |
| C02 | A/C NOT COLD ENOUGH |
| C03 | HEATER-SLOW TO HEAT |
| C04 | HEATER-NOT HOT ENOUGH |
| C05 | A/C DOES NOT WORK |
| C06 | W'SHIELD/DEFROST UNEVEN CLEARING |
| C07 | HEATER-DOES NOT WORK |
| C08 | A/C HEATER/DEFROSTER ODOR ONLY AT STARTUP |
| C09 | HEATER, DEFROSTER OR A/C NOISE |
| C10 | A/C HEATER/DEFROSTER ODOR CONTINUOUS |
| C11 | W'SHIELD DEFROST/DEFOGGING SLOW TO CLEAR |
| C12 | W'SHIELD DEFROST/DEFOGGING DOES NOT WORK |
| C13 | SIDE WINDOW DEFROST/DEFOGGING UNEVEN CLEARING |
| C14 | SIDE WINDOW DEFROST/DEFOGGING SLOW TO CLEAR |
| C15 | SIDE WINDOW DEFROST/DEFOGGING DOES NOT WORK |
| C16 | BACK WINDOW DEFROST/DEFOGGING UNEVEN CLEARING |
| C17 | BACK WINDOW DEFROST/DEFOGGING SLOW TO CLEAR |
| C18 | BACK WINDOW DEFROST/DEFOGGING DOES NOT WORK |
| C19 | REGISTER/VENT ADJUSTMENT TROUBLES |
| C20 | OTHER TEMPERATURE CONTROL TROUBLES |
| C24 | A/C WATER LEAK/CONDENSATION TROUBLES |
| C25 | DEAD BATTERY |
| C26 | WEAK OR LOW ELECTRICAL POWER |
| C27 | POWER SUPPLY TROUBLES |
| C50 | OTHER STEERING/HANDLING AND RIDE TROUBLES |
| D02 | ENGINE WOULD NOT START |
| D03 | ENGINE DIFFICULT OR SLOW TO START |
| D10 | ENGINE IDLES TOO SLOW |
| D11 | ENGINE IDLES TOO FAST |
| D13 | ENGINE IDLES ROUGH |
| D21 | ENGINE STALLS |
| D33 | ENGINE RUNS WITH KEY OFF |
| D35 | EXCESSIVE FUEL CONSUMPTION |
| D36 | ENGINE HESITATES/SURGES WHEN ACCELERATING |
| D41 | ENGINE HESITATES/SURGES AT STEADY SPEED |
| D50 | OTHER ENGINE TROUBLES |
| E23 | ENGINE OVERHEATS/RADIATOR TROUBLES |
| E26 | EXCESSIVE OIL CONSUMPTION |
| E29 | "CHECK ENGINE" LIGHT TROUBLE |
| E35 | OTHER CHASSIS TROUBLES |
| E40 | ELECTRONIC MODULE TROUBLES |
| E50 | ENGINE BELT BREAKING/SLIPPING/SQUEALING |
| E65 | SLOW FUEL TANK FILL/SPITBACK |
| E68 | FUEL TANK LEAK/ODOR |
| F04 | THIN/NO PAINT (EXCLUDES TRIM/BUMPER) |
| F05 | SAGS/RUNS IN PAINT (EXCLUDES TRIM/BUMPER) |
| F06 | PEELED PAINT (EXCLUDES TRIM/BUMPER) |
| F09 | OTHER EXTERIOR PAINT TROUBLES (EXCL TRIM/BUMPER) |
| F10 | PAINT SPRAY OVER BODY FINISH (EXCL TRIM/BUMPER) |
| F11 | BODY RUST/CORROSION (NOT PERFORATION,EXCL BUMPI |

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| F12 | STAINED/SPOTTED PAINT (EXCLUDES TRIM/BUMPER) |
| F13 | FADED/DULL PAINT (EXCLUDES TRIM/BUMPER) |
| F15 | DETAIL PAINT OR TAPE STRIPE COMING OFF (EXCL BUMPER) |
| F20 | DIRT IN PAINT (EXCLUDES TRIM/BUMPER) |
| F25 | RUST (PERFORATION) (EXCLUDES TRIM/BUMPER) |
| F26 | RUST PERFORATION (CANADA ONLY) |
| F30 | UNEVEN COLOR/COLOR DIFFERENT BETWEEN BODY PANEL |
| F33 | BUMPER FADED/DULL PAINT |
| F34 | BUMPER SAGS/RUNS IN PAINT |
| F35 | BUMPER THIN/NO PAINT |
| F36 | BUMPER STAINED/SPOTTED PAINT |
| F37 | BUMPER DIRT IN PAINT |
| F38 | UNEVEN COLOR/COLOR DIFFERENCES BTW. BUMPER PANEL |
| F39 | BUMPER RUST/CORROSION |
| F40 | OVERSPRAY ON BUMPER FINISH |
| F41 | BUMPER PEELED PAINT |
| F99 | INSUFFICIENT FLUID |
| G02 | GLASS BROKEN/CHIPPED/CRACKED/DISTORTED |
| G05 | WINDOW OPENING, CLOSING TROUBLES-MANUAL |
| G07 | WINDOW OPENING, CLOSING TROUBLES-POWER |
| G09 | WINDOW (SQUEAK/RATTLE/SCRAPE) |
| G29 | OTHER WARNING LIGHT/GAUGE TROUBLES (VOLT/AMP) |
| H02 | BRAKES GRAB OR LOCK-UP |
| H04 | PARKING BRAKE TROUBLES |
| H05 | EXCESSIVE "BRAKE PEDAL EFFORT" REQUIRED |
| H06 | VEHICLE PULLS LEFT WHILE BRAKING |
| H07 | VEHICLE PULLS RIGHT WHILE BRAKING |
| H15 | BRAKE PEDAL SPONGY |
| H16 | BRAKES TOO SENSITIVE |
| H19 | BRAKE-ABS WARNING LIGHT TROUBLES |
| H20 | OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES) |
| H21 | STEERING HAS EXCESSIVE FREE PLAY/WANDER |
| H22 | STEERING REQUIRES EXTRA OR UNEVEN EFFORT |
| H24 | STRG WHL SPOKES NOT CORRECTLY POSITIONED WHEN I |
| H25 | CONSTANT PULL TO LEFT |
| H26 | CONSTANT PULL TO RIGHT |
| H44 | HARSH RIDE |
| H45 | MUSHY RIDE |
| H50 | STEERING GEAR/PUMP TROUBLES |
| H62 | IMPROPER TIRE WEAR |
| J03 | SUN/MOON/CONVERTIBLE/T-TOP ROOF FITS POORLY |
| J04 | SUN/MOON/CONVERTIBLE/T-TOP DIFFICULT TO OPN/CLS |
| L06 | EXT. DOOR LOCK/LATCH CONTROLS - MANUAL |
| L07 | EXT. DOOR LOCK/LATCH CONTROLS - POWER |
| L08 | EXTERIOR DOOR HANDLE TROUBLES |
| L10 | FUEL-FILLER DOOR TROUBLES |
| L13 | IGNITION SWITCH TROUBLES |
| L14 | ANTI-THEFT/ALARM SYSTEM TROUBLES |
| L15 | OTHER LOCK/MECHANISM TROUBLES |
| L16 | INT. DOOR LOCK CONTROLS - MANUAL |

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| L17 | INT. DOOR LOCK CONTROLS - POWER |
| L18 | INTERIOR DOOR HANDLE TROUBLES |
| L19 | DOOR AJAR WARNING LIGHT TROUBLES |
| L20 | REMOTE/KEYLESS ENTRY TROUBLES |
| L22 | HEADLAMP AIM/ALIGNMENT |
| L25 | LIGHTS NOT WORKING-INTERIOR |
| L26 | LIGHTS NOT WORKING-EXTERIOR |
| L29 | OTHER LIGHTING TROUBLES (INCL. LEAKS/CONDENSATION) |
| L63 | BRAKE FLUID LEAK |
| L65 | ENGINE LEAKS OIL |
| L66 | EXHAUST SYSTEM TROUBLE |
| L68 | POWER STEERING FLUID LEAK |
| L69 | FUEL GAUGE TROUBLES |
| L72 | TRANSMISSION/CLUTCH FLUID LEAKS |
| L85 | UNDETERMINED ENGINE LEAK |
| L86 | OTHER AXLE/TRANSFER CASE TROUBLES |
| M05 | EXTERIOR MIRROR TROUBLES |
| M06 | INTERIOR MIRROR TROUBLES |
| M10 | OTHER MIRROR TROUBLES |
| N11 | UNUSUAL ENGINE NOISE AT IDLE |
| N12 | UNUSUAL ENGINE NOISE WHILE DRIVING |
| N17 | BRAKES NOISY |
| N18 | UNUSUAL TRANSMISSION NOISE |
| N22 | VEHICLE VIBRATES WHEN DRIVING BELOW 45 MPH |
| N23 | STEERING WHEEL VIBRATION/SHIMMY BELOW 45 MPH |
| N24 | STEERING WHEEL VIBRATION/SHIMMY ABOVE 45 MPH |
| N25 | VEHICLE VIBRATES WHEN DRIVING ABOVE 45 MPH |
| N27 | VIBRATION OR SHUDDER WHILE BRAKING |
| N30 | OVERHEAD CONSOLE SQUEAK/RATTLE |
| N31 | CENTER FLOOR CONSOLE SQUEAK/RATTLE |
| N32 | GLOVE BOX DOOR SQUEAK/RATTLE |
| N33 | INSTRUMENT PANEL/DASHBOARD SQUEAK/RATTLE |
| N40 | FRONT SIDE DOOR SQUEAK/RATTLE |
| N41 | REAR SIDE DOOR SQUEAK/RATTLE |
| N42 | TRUNK,H'BACK,T'GATE,REAR CARGO DOOR SQUEAK/RATTLE |
| N43 | SUN/MOON,T-TOP, CONVERTIBLE ROOF SQUEAK/RATTLE |
| N50 | SQUEAK/RATTLE VEHICLE EXTERIOR-FRONT |
| N51 | SQUEAK/RATTLE VEHICLE EXTERIOR-REAR |
| N57 | STEERING COLUMN/WHEEL SQUEAK/RATTLE |
| N58 | STEERING NOISY |
| N59 | OTHER SQUEAK/RATTLE (EXCLUDING WIND NOISE) |
| P01 | DIFFICULT TO OPERATE SHIFT LEVER,CHANGE GEARS |
| P09 | OTHER MANUAL TRANSMISSION TROUBLES |
| P22 | CLUTCH CHATTERS/GRABS/SLIPS/JERKS |
| P23 | CLUTCH REQUIRES TOO MUCH OR UNEVEN EFFORT |
| P24 | OTHER CLUTCH TROUBLES |
| P31 | MANUAL-4-WHEEL/ALL WHEEL DRIVE TROUBLES |
| P51 | DIFFICULT TO OPERATE SHIFT LEVER |
| P59 | OTHER AUTOMATIC TRANSMISSION TROUBLES |
| P66 | SHIFTS ROUGH OR JERKY WHILE DRIVING |

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| P67 | SHIFTS OCCUR TOO EARLY, TOO LATE, TOO OFTEN |
| P68 | TRANSMISSION SHIFTS ROUGH OR JERKY FROM PARK |
| P69 | GEAR CHANGES TAKE TOO LONG TO COMPLETE |
| P82 | AUTOMATIC - 4-WHEEL/ALL -WHEEL DRIVE TROUBLES |
| R01 | WATER LEAK AROUND WINDSHIELD |
| R02 | WATER LEAK AROUND FRONT SIDE DOOR/WINDOW |
| R03 | WATER LEAK AROUND REAR SIDE DOOR/WINDOW |
| R04 | WATER LEAK AROUND BACK WINDOW |
| R05 | WATER LEAK AROUND SLIDING REAR WINDOW |
| R06 | WATER LEAK AROUND TRUNK/HATCHBK/LIFTGT/RR CARGO |
| R08 | WATER LEAK AROUND NON-SLIDING REAR WINDOW |
| R09 | WATER LEAK AROUND SUN/MOON/CONVERTIBLE/T-TOP RO |
| R10 | OTHER WATER LEAKS (SEALING ISSUES ONLY) |
| R21 | WIND NOISE AROUND WINDSHIELD |
| R22 | WIND NOISE AROUND FRONT SIDE DOOR/WINDOW |
| R23 | WIND NOISE AROUND REAR SIDE DOOR/WINDOW |
| R24 | WIND NOISE AROUND BACK WINDOW |
| R25 | WIND NOISE AROUND SLIDING REAR WINDOW |
| R26 | WIND NOISE AROUND TRUNK/HATCHBK/LIFTGT/RR CARGO |
| R28 | WIND NOISE AROUND NON-SLIDING REAR WINDOW |
| R29 | WIND NOISE AROUND SUN/MOON/CONVERTIBLE/T-TOP RO |
| R30 | OTHER WIND NOISE TROUBLES (TURBULENCE) |
| R31 | OTHER GASKET/SEALING TROUBLES |
| R50 | UNDERBODY RUST/CORROSION |
| R51 | ENGINE COMPARTMENT RUST/CORROSION |
| S03 | FRONT SEAT LOOSE |
| S04 | REAR SEAT LOOSE |
| S06 | SEAT ADJUSTMENT OPERATION - FRONT MANUAL CONTR |
| S07 | SEAT ADJUSTMENT OPERATION - REAR SEAT |
| S08 | SEAT LOOSE THIRD ROW |
| S09 | FRONT SEAT SQUEAK/RATTLE |
| S10 | OTHER SEATING TROUBLES |
| S12 | INTEGRATED CHILD SAFETY SEAT TROUBLES |
| S15 | SEAT ADJUSTMENT OPERATION TROUBLE-FRONT POWER |
| S16 | THIRD ROW SEAT SQUEAK/RATTLE |
| S17 | REAR SEAT SQUEAK/RATTLE |
| S21 | SEAT BELT SOILED/DIRTY |
| S25 | SEAT BELT COIL/UNCOIL TROUBLES |
| S38 | AIR BAG (SRS) TROUBLES |
| S39 | AIR BAG WARNING LIGHT TROUBLES |
| S40 | OTHER RESTRAINT TROUBLES |
| S50 | LOOSE, POOR FIT, WARPED, WRINKLED-SEAT UPHOLSTER |
| S52 | TEARS, SNAGS, CRACKS - SEAT UPHOLSTERY |
| S53 | FADED, DISCOLORED - SEAT UPHOLSTERY |
| S55 | SPLIT SEAMS - SEAT UPHOLSTERY |
| T02 | TEARS, SNAGS, CRACKS - ROOF LINING MATERIAL |
| T03 | FADED, DISCOLORED - ROOF LINING MATERIAL |
| T05 | SPLITTING SEAMS - ROOF LINING MATERIAL |
| T12 | TEARS, SNAGS, CRACKS - CARPET/FLOOR COVERING |
| T13 | FADED, DISCOLORED - CARPET/FLOOR COVERING |

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| T15 | SPLITTING SEAMS - CARPET/FLOOR COVERING |
| T22 | TEARS, SNAGS, CRACKS - TRUNK/CARGO INTERIOR |
| T23 | FADED, DISCOLORED - TRUNK/CARGO INTERIOR |
| T25 | SPLITTING SEAMS - TRUNK/CARGO INTERIOR |
| T50 | CUPHOLDER TROUBLES |
| T51 | SUN VISOR TROUBLES |
| T52 | ASHTRAY TROUBLES |
| T53 | INTERIOR MOLDINGS FIT POORLY |
| T90 | OTHER INTERIOR TRIM TROUBLES |
| W03 | FRONT WINDSHIELD WASHER TROUBLES |
| W04 | REAR WINDOW WASHER TROUBLES |
| W05 | FRONT WIPERS TROUBLES |
| W06 | REAR WINDOW WIPERS TROUBLES |
| W10 | OTHER WIPER/WASHER TROUBLES (INCLUDING LEAKS) |

CONDITION

CODE CONDITION

| | |
|----|---|
| 1 | BROKEN/CRACKED |
| 2 | BENT/BUCKLED/KINKED |
| 3 | ADHESIVE FAILURE/MISSING |
| 5 | POOR METAL FINISHING |
| 6 | DENTED/DINGED |
| 7 | IMPROPERLY ADJUSTED/FITS POORLY |
| 8 | OTHER/UNKNOWN (NO APPROPRIATE COND. CODE) |
| 10 | IMPROPERLY SEWN |
| 11 | INCORRECT SIZE |
| 12 | IMPROPER ASSEMBLY |
| 13 | OUR OF ROUND |
| 14 | SURFACE ROUGH/UNEVEN |
| 15 | DEAD/WEAK BATTERY |
| 16 | INCORRECT SIZE |
| 17 | HOLE INCOMPLETE, OUT OF POSITION/OMIT |
| 19 | THREADS STRIPPED |
| 27 | FLAW IN MATERIAL |
| 28 | OPEN CIRCUIT (NOT WIRING) |
| 29 | CUT/TORN/FRAYED |
| 30 | CHAFED, EXCESSIVE WEAR, FRAYED |
| 31 | SEWING FAILURE/SPLIT SEAMS |
| 32 | SOILED/DIRTY |
| 33 | LOOSE |
| 34 | DISTORTED/WRINKLED/WAVY |
| 36 | MISALIGNED/OUT OF POSITION |
| 38 | WRONG PART |
| 39 | MISSING PART/COMPONENT |
| 41 | STICKS/BINS/GRABS |
| 42 | DOES NOT OPERATE PROPERLY |

43 IMPROPERLY ROUTED
44 CONNECTOR PARTIALLY MATED
46 BURNED OUT
48 POROSITY
49 CONTAMINATED/FOREIGN
51 INSUFFICIENT FLUID (PREDELIVERY ONLY)
53 AIR IN SYSTEM
55 PLUGGED/RESTRICTED
56 NOISY OPERATION
57 LOOSE FASTENER/CLAMP
58 BROKEN FASTENER/CLAMP
59 MISSING/INCORRECT FASTENER/CLAMP
61 WELD DEFECTIVE/BROKEN
63 WEAK/SOFT/SAGGED (INSUFFICIENT PRESSURE)
68 SEALER MISSING OR SKIPPED
70 NICKED/CHIPPED/SCRATCHED
71 COLLAPSED
75 BLISTERED/BUBBLED/PEELING
77 FAILED GASKET/SEAL (CAUSE UNKNOWN)
78 HARDENED/DRIED-OUT
79 SPECIAL CODE: USE ONLY AS INSTRUCTED
81 TARNISHED/FADED
82 FREIGHT/POSTAGE/MAINTENANCE
84 CORRODED/RUSTED
85 MELTED
87 TEETH DAMAGED
91 BURRS, SHARP EDGES
92 OUT OF BALANCE
93 POOR CONTACT/POOR GROUND
94 DISCONNECTED
95 INSULATION DAMAGE
96 CROSSED WIRE/CIRCUIT
97 DAMAGED TERMINAL/CONNECTOR
A1 DIRT IN PAINT
A2 OVERSPRAY
A3 THIN/NO PAINT
A4 RUNS/SAGS/DRIPS
A5 COLOR MISMATCHED/MOTTLED
A6 SEALER/ADHESIVE ON PAINT SURFACE
A7 STAINED/DISCOLORED
A8 STONE PECKING
A9 FADED/CHALKED/DULLED
B1 CRACKED/CRAZED
B2 ORANGE PEEL
B3 SEALER/DEADENER UNDER PAINT
B4 PINCHED/DAMAGED WIRE
B5 BATTERY ACID/FLUID DAMAGE
B7 EXCESSIVE TRANSIT COATING
B8 POOR BRUSH TOUCH-UP

B9 PEELING-COLORCOAT FROM COLORCOAT
C1 PEELING-COLORCOAT FROM PRIMER
C2 THREADS STRIPPED
C5 ETCHED/ENVIRONMENTAL FALLOUT DAMAGE
C6 METAL FILINGS IN PAINT (RUSTY SPOTS)
C8 INDUSTRIAL/ENVIRONMENTAL FALLOUT
D1 POROSITY
D2 BLISTERED/BUBBLED
D4 FLAW IN MATERIAL
D5 PEELING-TO BARE METAL
D7 CORROSION (PERFORATION)
D8 FAILED GASKET/SEAL
D9 OUT OF BALANCE
H1 MISSING PART - FUSE, CIRCUIT BREAKER
H2 CORROSION OR WATER ENTRY
H3 MELTED WIRE HARNESS OR CONNECTOR
H4 ELECTRICAL SCREW OR NUT NOT TIGHT
H5 OTHER OR UNKNOWN - DESCRIBE THE TYPE
LL SERVICE LOANER REIMBURSEMENT
N1 NO PROBLEM FOUND
P1 POLISH REPAIR (PAINT)
P2 SPOT REPAIR (PAINT)
P3 SPRAY PANEL REPAIR (PAINT)
PP LOANER CAR
RM ESP REMANUFACTURED PART
TX TAX ON ESP REPAIR
V1 DISCONNECTED VACUUM LINE
V2 VACUUM LINE REPAIRED
V3 KINKED/CUT/MISROUTED VACUUM LINE
W5 WHEEL ALIGNMENT WITHIN SPECIFICATION
W6 WHEEL ALIGNMENT OUT OF SPECIFICATION
X1 POOR GROUND
X2 CONNECTION POOR/NOT MADE
X3 UNLOCKED METAL TERMINAL-'PUSH OUT'
X4 DAMAGED TERMINAL
X5 WIRE IMPROPERLY CRIMPED TO METAL TERMINAL
X6 BROKEN WIRE/ BROKEN SPLICE/ WIRE CUT

EA02-022

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

APPENDIX D

NHTSA EAD2-022
2000-2002 Ford Focus
Fuel Delivery Module
NHTSA Request for additional search for new time period 10/2/02 - 6/30/03
LAWSUITS AND CLAIMS

| | | | | | | | | | | | | | | | | | | |
|---|-------------------------|----------------------|----|-------|------|-------------------|---|----------|----------|------------|---------|---|-----|-----|--|------------|--------|-----|
| 1 | Suit Class Action | Bourcui, Carole | NJ | Focus | 2000 | 1FAFP33P2YW411613 | a | 08/08/00 | 10/30/00 | Unknown | unknown | Plaintiff alleges a fuel delivery module defect. | N/A | N/A | United States District Court for the District of NJ, Case No D2-2404 (DMC) | 04/17/02 | Open | N/A |
| 1 | SUIT | BILLET VERONICA E | PA | Focus | 2001 | 1FAFP34P0YW239268 | a | 01/24/00 | 06/28/00 | 12/17/2001 | 18,724 | Plaintiff alleges vehicle stalls. | No | No | Common Pleas Court, Philadelphia Co, PA Case No. 001404 | 12/12/2002 | Closed | N/A |
| 2 | SUIT | BLANFORD SCOTT | GA | Focus | 2000 | 1FAFP343XYW273040 | a | 09/06/00 | 09/21/00 | 11/26/2001 | 24,757 | Plaintiff alleges various defects including stalling, engine, rear end noise, surging, gas gauge, steering, and failure to diagnose and repair defects. | No | No | State Court of Cobb Co, GA Case No. 2003A-6260-3 | 06/20/2003 | OPEN | N/A |
| 3 | SUIT | BOLLARD DINA | NY | Focus | 2001 | 3FAFP31361R237809 | b | 09/26/01 | 08/03/01 | 6/1/2002 | 20,133 | Plaintiff alleges defective vehicle with vehicle continually hesitating and bucking | No | No | Superior Ct of NJ, Law Division, Ocean Co, Case No. OGN-L-3718-02 | 12/11/2002 | OPEN | N/A |
| 4 | SUIT | BROOKS JANEEN | PA | Focus | 2001 | 3FAFP31391R119950 | a | 08/16/00 | 01/26/01 | 10/29/2002 | 25,013 | Plaintiff alleges defects or non-conformities in the following components: (1) the car was inspected for surging and a hard start situation, and (2) fuel pump and fuel pressure systems. | No | No | Common Pleas Court, Philadelphia Co, PA Case No. 001306 | 12/12/2002 | Closed | N/A |
| 6 | SUIT | BROOKS JEREMY | TX | Focus | 2002 | 3FAFP34342R233285 | a | 06/28/02 | 07/30/02 | 8/27/2002 | 1,470 | Plaintiff alleges breach of contract and warranty, including engine and stalling problems, faulty mirror, paint chips, gas tank rusted out, etc. | No | No | 200th JDC, Travis Co, TX, Case No. GNS00030 | 03/31/2003 | OPEN | N/A |
| 6 | SUIT | BRUNER DANIELLE | PA | Focus | 2001 | 1FAFP34P61W302105 | a | 04/26/01 | 08/20/01 | 3/7/2003 | 26,482 | Plaintiff alleges loss of power while driving up hills, as well as other concerns. | No | No | Common Pleas Court, Philadelphia Co, PA Case No. 001376 | 06/12/2003 | OPEN | N/A |

NHTSA EAD2-022
 2000-2002 Ford Focus
 Fuel Delivery Module
 NHTSA Request for additional search for new time period 10/2/02 - 6/30/03
 LAWSUITS AND CLAIMS

| | | | | | | | | | | | | | | | | | | |
|----|------|-------------------------|----|-------|------|-------------------|---|----------|----------|---|---------------------------------------|---|----|----|--|------------|--------|-----|
| 7 | SUIT | BURGER-BROWN DEBORIS | PA | Potus | 2000 | 3FAFP3132YR186819 | a | 02/26/00 | 04/07/00 | 10/8/2002 | 43,372 | Plaintiff alleges various defects and nonconformities, as more fully described in the attached repair orders. | No | No | Common Pleas Court, Philadelphia Co, PA Case No. 002840 | 02/21/2003 | OPEN | N/A |
| 8 | SUIT | DUDLEY CHRISTINA E | OH | Potus | 2001 | 1FAFP38371W247171 | a | 02/26/01 | 06/31/01 | 7-02-02 at the time of FOM replacement. Multiple stalling complaints. | 14,818 at the time of FOM replacement | Plaintiff alleges a defective engine, as evidenced by the vehicle stalling, losing power, and the illumination of the check engine light. | No | No | Common Pleas of Cuyahoga County, OH Case No. CV-03-487831 | 04/04/2003 | Closed | N/A |
| 9 | SUIT | ENDELLIGATE LEONARD | GA | Potus | 2002 | 3FAFP31332L178400 | a | 03/16/02 | 04/04/02 | 8-27-02 at the time of FOM replacement. | 2,802 at the time of FOM replacement | Plaintiff alleges stalling. | No | No | State Court of Cobb Co., GA Case No. 2002A-8835-1. | 10/30/2002 | Closed | N/A |
| 10 | SUIT | FLETCHER ROBERT | OH | Potus | 2000 | 1FAFP34F8YV141X03 | a | 10/04/00 | 12/01/00 | 6/26/2002 | 24,681 | Plaintiff alleges a defective engine as evidenced by the illumination of the check engine light, the vehicle stalling and losing power, in addition to other system defects. | No | No | Court of Common Pleas, Hamilton Co, OH Case No. A 0304038 | 06/03/2003 | OPEN | N/A |
| 11 | SUIT | FRANK THOMAS MIL. | IL | Potus | 2001 | 1FAFP34341W258876 | a | 03/08/01 | 08/26/01 | 12/10/2002 | 18,227 | Plaintiff alleges breach of warranties due to defective engine (vehicle quits), brakes, suspension (rattling), etc. | No | No | Circuit Ct of Cook Co, IL, First Dist, Case No 03M1126344 | 04/30/2003 | OPEN | N/A |
| 12 | SUIT | GARDEREWICZ WEISLAW | PA | Potus | 2000 | 1FAFP3631YW408538 | a | 08/06/00 | 10/21/00 | | | Plaintiff alleges illumination of the check engine light, premature brake wear, rasp attempt to the wiper motor, and other defects as more fully described in the attached repair orders. | No | No | Common Pleas Court, Philadelphia Co, PA Case No. 000816 | 02/10/2003 | OPEN | N/A |

NHTSA EAD2-022
2000-2002 Ford Focus
Fuel Delivery Module
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| 13 | SUIT | GMYS BRIAN T | PA | Pass | 2001 | 3FAPP313611R239234 | b | 06/27/01 | 10/11/01 | 4/18/2003 | 16,747 | Plaintiff alleges stalling while driving and at start. | No | No | Common Pleas Court, Philadelphia County, PA Case No. 000612 | 10/10/2002 | Closed | N/A |
| 14 | SUIT | GRAVELY PEARLINE | CA | Pass | 2001 | 3FAPP31311R232257 | a | 06/08/01 | 08/04/01 | 11-2-02 at the time of FDM replacement. | 16,796 at the time of FDM replacement. | Plaintiff alleges vehicle stalling and loss of power. | No | No | Superior Court of CA, County of San Diego Case No. GIC802820 | 01/06/2003 | Closed | N/A |
| 15 | SUIT | HARRELL TERRY R | MI | Pass | 2001 | 1FAFP34P81W322173 | a | 06/08/01 | 10/28/01 | 1/7/2003 | 23,874 | Plaintiff alleges defective vehicle, including engine performance defects (power cuts out while at idle, stalls on hard turn), blower defects, fog light defects | No Personal injury; possible property damage to another vehicle | When power cut out, driver in back of this vehicle ran into a ditch | 62-3 District Ct., MI Case No. 03 002724CP | 05/27/2003 | OPEN | N/A |
| 16 | SUIT | HARRISON JUDE | GA | Pass | 2002 | 1FAHP34P82W362106 | a | 07/30/02 | 10/31/02 | 11/18/2002 | 732 | Plaintiff alleges stalling. | No | No | State Court of Cobb Co, GA Case No 2003A-448-5 | 01/30/2003 | OPEN | N/A |

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| 17 | SUIT | HART RICHARD P | PA | Pass | 2000 | 1FAPP3432YW108226 | a | 08/08/00 | 07/12/00 | 10/14/2002 | 32,269 | Plaintiff alleges an abnormal rattle noise from passenger floor, abnormal squeaks in passenger front door and squeal in the brakes. | No | No | Common Pleas Court, Philadelphia Co, PA Case No. 003406 | 06/27/2003 | OPEN | N/A |
| 18 | SUIT | HERRIN BRIAN | MO | Pass | 2001 | 1FAPP3331W360609 | b | 08/03/01 | 08/29/01 | 8-23-02 at time of FDM replacement | 7,714 at time of FDM replacement | Plaintiff alleges a defective engine, as evidenced by stalling. | No | No | Circuit Court, St. Louis County, MO Case No. 02CC004612 PCV | 11/25/2002 | Closed | N/A |
| 19 | SUIT | HOFFMAN CHERYL | OH | Pass | 2002 | 1FAPP38312W164157 | a | 12/20/01 | 04/29/02 | 7-17-02 at time of FDM replacement | 4,227 at time of FDM replacement | Plaintiff alleges a defective engine as evidenced by the vehicle stalling and a hard-start condition. | No | No | Court of Common Pleas, Lucas County, OH | 03/26/2003 | Closed | N/A |
| 20 | SUIT | IACONELLI, CHRISTOPHER | PA | Pass | 2000 | 1FAPP3337YW157300 | a | 10/18/00 | 11/02/00 | 12-4-01 at time of first FDM replacement | 36378 at time of first FDM replacement | Plaintiff alleges an abnormal oil leak, an engine tap on start up, a defective mirror, headlight assembly and steering column assembly, as well as other defects and malfunctions as attached to his complaint. | No | No | Common Pleas Court, Philadelphia Co, PA Case No. 000723 | 07/11/2003 | OPEN | N/A |
| 21 | SUIT | JIMENEZ-SILVERMAN JANICE | PA | Pass | 2001 | 1FAPP34391W148986 | a | 10/06/00 | 10/11/00 | 6/24/2002 | 31,644 | Plaintiff alleges a defective engine. | No | No | Common Pleas Court, Philadelphia County, PA Case No. 0000668 | 10/10/2002 | Closed | N/A |

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| 22 | SUIT | KATZ NICHOLAS | FL | Focus | 2000 | 3FAPP3136YR157551 | a | 01/12/00 | 04/20/00 | 10/13/2001 | 16,026 | Plaintiff alleges a defective engine/fuel system. | No | No | Broward County Court, FL Case No. 03-1748-GACE-03 | 01/29/2003 | Closed | N/A |
| 23 | SUIT | KENSHNER PAUL | PA | Focus | 2000 | 1FAPP3438YW306437 | a | 03/31/00 | 05/17/00 | 07/14/2002 | 31,766 | Plaintiff alleges a stalling condition. | No | No | Common Pleas Court, Philadelphia Co., PA Case No. 003986 | 12/02/2002 | Closed | N/A |
| 24 | SUIT | LEMESH TRACY A | PA | Focus | 2000 | 1FAPP3379YW121513 | a | 03/07/00 | 11/01/00 | 4/16/2002 | 26,414 | Plaintiff alleges chronic stalling and hesitation, a defective fuel pump and chronic hard start, among other concerns. | No | No | Common Pleas Court, Philadelphia Co., PA Case No. 002132 | 05/09/2003 | OPEN | N/A |
| 25 | SUIT | LOTT JERNAL D | CA | Focus | 2000 | 1FAPP337XYW217523 | a | 12/23/00 | 01/23/00 | 1/16/2003 | 42,832 | Plaintiff alleges defects and nonconformities including engine jerks, brake grind, check engine light illumination, engine vibration, and a stalling condition. | No | No | Superior Court of CA, County of Los Angeles, Case No. YC048108 | 03/21/2003 | Closed | N/A |
| 26 | SUIT | MARTINEZ RODOLFO G | TX | Focus | 2001 | 1FAPP34371W257852 | a | 03/21/01 | 04/30/01 | 10/22/2002 | 23,247 | Plaintiff alleges problems that lead to vehicle sputtering and stalling. | No | No | CCL 3, Bexar County, TX Case No. 278266 | 12/09/2002 | Closed | N/A |
| 27 | SUIT | MCGALL MARSHA | PA | Focus | 2000 | 1FAPP3374YW189136 | a | 11/22/00 | 01/07/00 | 2/8/2000 | 1,676 | Plaintiff alleges "lemon law act", including vehicle allegations including an inoperative speedometer, and stall concerns | No | No | Common Pleas Ct., Phila CO., PA Case No 002718 | 01/22/2003 | OPEN | N/A |
| 28 | SUIT | MELENDEZ MICHELLE | OH | Focus | 2001 | 1FAPP383X1W372600 | b | 08/17/01 | 08/16/01 | | | Plaintiff alleges various defects including defective engine as evidenced by the illumination of the check engine light, excessive noise, and the vehicle stalling, as well other defects. | No | No | Court of Common Pleas, Montgomery Co, OH Case No. 2002 CV 07263 | 11/05/2002 | Closed | N/A |
| 29 | SUIT | MORROW SUSAN | ND | Focus | 2001 | 1FAPP33771W176113 | a | 11/03/00 | 03/13/01 | 1/3/2003 | 33,740 | Plaintiff alleges defective vehicle, including chronic hesitation, window, stalling, no start, headlight, radio, fuel pipe, etc. | No | No | Superior Ct of New Jersey, Law Division, Monmouth Co, Case # L 1696-03 | 03/02/2003 | OPEN | N/A |

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| 30 | SUIT | MOBS ERICA A | MO | Povus | 2001 | 1FAFP33781W296616 | a | 04/11/01 | 06/04/01 | 11/8/2002 | 18,600 | Plaintiff alleges a breach of warranty, including defective engine (stalling on dying); electrical system; power steering; brakes, etc. | No | No | Circuit Court, St. Louis County, MO Case No. 03CG000080 ECV | 01/14/2003 | OPEN | N/A |
| 31 | SUIT | MUJACIC ALMA | MI | Povus | 2000 | 1FAFP34377W385731 | a | 06/26/00 | 07/20/00 | 1/7/2002 | 10,676 | Plaintiff alleges drivability defects, including vehicle stalls and hesitation upon acceleration. | No | No | 18th District Court, MI Case No. 02-17886-GC | 10/25/2002 | Closed | N/A |
| 32 | SUIT | MYKOLENKO ANATOLIJ | MI | Povus | 2000 | 1FAFP3636YW197344 | a | 12/16/99 | 01/27/00 | 10/10/2000 | 18,886 | Plaintiff alleges various concerns including loss of power and stalling without restart and intermittent stalls. | No | No | 18TH District Court, MI Case No. 02GC-76360 | 10/11/2002 | Closed | N/A |
| 33 | SUIT | OLKUS SHANE | PA | Povus | 2002 | 1FAHP38312W150719 | b | 11/27/01 | 03/26/02 | 1/7/2003 | 13,664 | Plaintiff alleges non-conformities with vehicle, including chronic engine hesitation, faulty sunroof motor, coilpack, sparkplugs and wires. | No | No | Common Pleas Ct., Phila Co., PA Case No. 001255 | 04/16/2003 | OPEN | N/A |
| 34 | SUIT | PAONE JOSEPH A | PA | Povus | 2000 | 1FAHP34347W366482 | a | 06/08/00 | 11/18/00 | 3/28/2002 | 14,086 | Plaintiff alleges defects and nonconformities including a defective engine and stalls while driving. | No | No | Common Pleas Court, Philadelphia Co, PA Case No. 004748 | 10/02/2002 | Closed | N/A |

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| 36 | SUIT | PEIFFER WILLIAM R | PA | Power | 2002 | 1FAFP38382W341058 | a | 07/17/02 | 08/26/02 | 11/13/2002 | 3,248 | Plaintiff alleges violation of "lemon law act", with allegations that the vehicle has a surging and stalling condition. | No | No | Common Pleas Ct., Phila Co, PA Case No. 0000471 | 02/05/2003 | OPEN | N/A |
| 36 | SUIT | PERRY UNDOSEY M | PA | Power | 2000 | 1FAFP33375YW136381 | a | 09/24/00 | 10/12/00 | 09/2/2002 | 37,481 | Plaintiff alleges violation of "lemon law act", including defective CO player, wiper/washer, loose roof moulding chronic humming noise; chronic stalling, no start, defective trunk release, etc. | No | No | Common Pleas Ct., Phila Co., PA Case No. 000188 | 06/03/2003 | OPEN | N/A |
| 37 | SUIT | REINERT GLENN | PA | Power | 2001 | 1FAFP36341W288117 | a | 06/02/01 | 07/17/01 | 8/21/2001 | 2,086 | Plaintiff alleges violation of "lemon law act", including vehicle mis-fires and stalls | No | No | Common Pleas Ct., Phila Co, PA, Case No. 003668 | 03/28/2003 | OPEN | N/A |
| 38 | SUIT | REYNOLDS MICHAEL | PA | Power | 2002 | 3FAHP39572R185736 | a | 04/02/02 | 07/27/02 | 10/9/2002 | unknown | Plaintiff alleges violation of "lemon law act", including defective idle and 3rd gear, stalling issues, engine surges, misfires, defective spark plug settings and vacuum | No | No | Common Pleas Ct. Phila Co, PA, Case No. 002621 | 12/19/2002 | OPEN | N/A |
| 39 | SUIT | RICHMAN DAWN | PA | Power | 2000 | 1FAFP33371YW225526 | a | 01/07/00 | 02/03/00 | 3/16/2003 | 38,187 | Plaintiff alleges violation of "lemon law act", including chronic vibration, no start, key malfunctions, defective gas gauge and turn signals | No | No | Common Pleas Ct., Phila Co, PA Case No. 001088 | 06/10/2003 | OPEN | N/A |
| 40 | SUIT | RIES JESSICA | WI | Power | 2000 | 1FAFP33377YW376354 | a | 06/13/00 | 06/27/00 | 8/13/2002 | 36,387 | Plaintiff alleges breach of warranty for various defects, including defective engine (no start, fuel leak, oil leak, running rough); defective ignition system and radio, etc. | No | No | Waukesha Co, WI, Case No. 03CV660 | 03/05/2003 | Closed | Was a fleet vehicle under prior owner |

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| 41 | SUIT | RIVERA GUSTAVO | PA | Povus | 2000 | 1FAFP3631YW424844 | a | 08/17/00 | 10/16/00 | 6/1/2001, followed by 3 other occasions of stalling | 13,000 | Plaintiff alleges various defects, including chronic stalling, fuel pump, steering bushings, rear suspension, front suspension, brakes, wheels and hubs. | No | No | Court of Common Pleas, Philadelphia, PA No. 000370 | 01/09/2003 | Closed | N/A |
| 42 | SUIT | San Miguel, Lucia | TX | Povus | 2001 | 1FAFP33P31W375787 | b | 08/17/01 | 08/28/01 | 7/8/2002 at time of first FDM replacement | 16044 at time of first FDM replacement | Plaintiff alleges repeated problems with the fuel pump. | No | No | CC at Law #7, Bexar County, TX Case No. 280986 | 03/05/2003 | Closed | N/A |
| 43 | SUIT | SCOTT SHAUN | MI | Povus | 2000 | 1FAFP3836YW406952 | a | 07/26/00 | 08/18/00 | 7/18/2002 | 36,000 | Plaintiff alleges various defects including a no start condition, vehicle cuts off while driving, car will bog, lose power and stall, and replacement of the fuel pump. | No | No | 18th District Court, MI Case No. 02CG76487 | 10/25/2002 | Closed | N/A |
| 44 | SUIT | STEPHENS CHRISTOPHER | IN | Povus | 2000 | 1FAFP383XYW179524 | a | 11/10/99 | 11/22/99 | 1/10/2001 | 16,468 | Plaintiff alleges breach of warranty, including defective engine (runs rough, oil leak, vehicle dies out, noises, engine caught fire); defective brakes, windows, steering and inoperable door locks, and trunk latch, etc. | No | Plaintiff's Complaint alleges engine caught fire | Circuit Ct of Lawrence Co, IN, Case No. 470010304P L371 | 04/16/2003 | OPEN | N/A |
| 45 | SUIT | SUTTON CASSANDRA | IL | Povus | 2000 | 1FAHP33P1YW119022 | a | 08/27/99 | 08/02/99 | 9/26/1999 | 144 | Plaintiff alleges breach of warranty, including defective engine, steering, water pump, mirrors, head lamps, hinges, electrical system, trunk latch, seat belts, wiper motor, etc. | No | No | Circ Ct of Cook Co., IL, 1st Dist, Case No. 02M1165772 | 11/04/2002 | OPEN | N/A |
| 46 | SUIT | SYMONS RAYMOND | IN | Povus | 2001 | 1FAFP36331W372185 | b | 08/17/01 | 08/17/01 | 10/11/2001 | 1,678 | Plaintiff alleges a defective engine as evidenced by dying out, a hard start, hesitation, surging and shaking and other unrelated defects. | No | No | Logansport County Courts, Case No. 440010210P L13 | 10/18/2002 | Closed | N/A |
| 47 | SUIT | TAUSCHER JENNIFER | CA | Povus | 2002 | 1FAFP33P02W332588 | a | 06/24/02 | 07/06/02 | 12/31/2002 | 13,000 | Plaintiff alleges breach of contract, including a no start condition, stalling issues, noises when shifting gears and rack & pinion issues | No | No | Superior Ct of California, Tehama Co, Case # 62236 | 06/20/2003 | OPEN | N/A |

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| 48 | SUIT | TEVES ANA | NY | Power | 2000 | 1FAFP3634YW276598 | a | 03/16/00 | 06/03/00 | 6/16/2002 | 29,576 | Plaintiff alleges defective vehicle including brakes and engine resulting in stalling condition. | None alleged | None alleged | Superior Court of New Jersey, Law Division, Passaic County, No. L-1046-03 | 03/19/2003 | Closed | N/A |
| 49 | SUIT | THOMAS ANGIE | WI | Power | 2001 | 3FAFP31301R115494 | a | 09/01/00 | 09/21/00 | 10/6/00 (under prior owner); 4/3/02 (current owner) | 1768 (under prior owner); 26267 (current owner) | Plaintiff alleges breach of contract/warranty re engine stalling; overheating; power steering fluid leaking; ignition lock cylinder inoperable, etc. | None alleged | None alleged | State of Wisconsin, Milwaukee Co Circ Ct, No. 02CV010728 | 11/14/2002 | Closed | Was a fleet vehicle under prior owner |
| 50 | SUIT | THOMAS ELEANOR | PA | Power | 2000 | 1FAHP3435YW420081 | a | 09/08/00 | 09/28/00 | 10/2/2001 | 26,868 | Plaintiff alleges violation of "lemon law act", with allegations of chronic ignition failure, engine stalling, defective engine and electrical system | No | No | Common Pleas Ct, Phila Co, PA Case No. 033286 | 05/01/2003 | OPEN | N/A |
| 51 | SUIT | THOMPSON DOROTHY | NY | Power | 2000 | 1FAFP3377YW341281 | a | 04/28/00 | 06/26/00 | 10/26/2000 | 3,102 | Plaintiff alleges defective vehicle, including defective fuel pump, low fuel light, fuel gauge, mirror knobs, trunk lid, no start, carshute off, stalle, rough ride, etc. | No | No | Superior Ct of NJ, Law Division, Passaic Co. Case PAS L 001728-03 | 05/02/2003 | OPEN | N/A |
| 52 | SUIT | TOLIVER KELLI | AZ | Power | 2001 | 1FAFP36361W175771 | a | 11/21/00 | 10/07/01 | 6/6/2003 | 47,466 | Plaintiff alleges a defective engine and electrical system, among other components. | No | No | Superior Court, Maricopa County, AZ Case No. CV2003-081187 | 05/09/2003 | OPEN | N/A |
| 53 | SUIT | TOWNSEND DEIDRE | NY | Power | 2000 | 1FAFP3378YW101611 | a | 08/13/99 | 10/28/00 | 7/16/2002 | 33,624 | Plaintiff alleges defective vehicle, including loss of power, cuts off while driving, defective fuel pump, brakes, wheel bearings and door locks. | No | No | Superior Ct of NJ, Law Division, Atlantic Co. Case ATL - L-938-03 | 04/22/2003 | OPEN | N/A |
| 54 | SUIT | TROEHLER DEBORAH | MI | Power | 2000 | 1FAFP3375YW325872 | a | 04/28/00 | 06/18/01 | 7/31/2001 | 10,240 | Plaintiff alleges defective vehicle, including engine revving and bucking while driving; defective wiper motor cover, mirror, power window, trunk latch, fluid leaking, noises, transmission defects, etc. | No | No | State of Michigan, 18th Dist Ct., Wayne Co., MI No. 03CG78168 | 05/13/2003 | OPEN | N/A |

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| 55 | SUIT | WALSKI HELEN | PA | Focus | 2000 | 1FAPP34F1YW167092 | a | 10/18/00 | 02/26/00 | 09/26/00 | 8,887 | Plaintiff alleges violation of "lemon law act", including defective gas gauge, headlights, cassette, power locks, trunk releases, water leak, odor, noise, grinding, and no-start condition | No | No | Common Pleas Ct., Phila Co, PA, Case No. 002324 | 06/19/2003 | OPEN | N/A |
| 55 | SUIT | YABLONOSKY KELLY | PA | Focus | 2001 | 1FAPP34301W226636 | a | 07/10/01 | 06/18/01 | | | Plaintiff alleges a defective engine and idling condition, in addition to other concerns. | No | No | Common Pleas Court, Philadelphia County, PA Case No. 002756 | 11/27/2002 | OPEN | N/A |