

EA02-025

FORD
OCTOBER 27, 2003

APPENDIX N
BOOKS 59 OF 61

PART 4 OF 4

h. N/A
 i. N/A
 Total \$ 2,116.71

Total \$ 2,116.71

- a. Gross capitalized cost. The agreed-upon value of the vehicle is 17,815.00 and any items you pay over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) (Itemized below):
- b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash that you pay that reduces the gross capitalized cost:
- c. Sales tax. The amount of sales tax on the vehicle and any items you pay over the lease term.
- d. License fee. The value of the vehicle at the end of the lease used in calculating your base monthly payment.
- e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term.
- f. Interest. The amount charged in addition to the depreciation and any amortized amounts.
- g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge.
- h. Lease term. The number of months in your lease.
- i. Base monthly payment.
- j. Monthly sales tax.
- k. N/A
- l. N/A
- m. Total monthly payment.

17,815.00
 1,337.50
 17,477.50
 10,806.75
 6,670.75
 5,434.17
 6,600.58
 28
 2537
 1
 1

4. Excess-mileage penalty. You may be charged for excess miles based on our standards for normal use. At the scheduled end of the lease, the vehicle will be inspected. You must pay to Capco 15 cents per mile for each mile in excess of 60,000 miles shown. See items 15 and 23 on back for additional excess-mile and use terms.

5. Extra Mileage Option Credit

Mileage Bands. When you purchase excess mileage bands, each mileage band equals 2500 miles you have purchased. At the scheduled end of this lease, you will receive a credit of N/A for each completed unused mileage band between N/A miles less any amounts you owe under this lease. At the scheduled end of this lease, you will receive a prorated credit for any partially used band. You will not receive any credit if the vehicle is destroyed, if the term of this lease ends, or if you purchase a new vehicle or are in default of the credit.

10. Purchase Option at End of Lease Term

10,806.75 plus original lease and taxes is your lease end purchase option price. You have the option to purchase the vehicle from Capco for the purchase option price at the end of this lease. You do not have the option to purchase the vehicle if you are in default of this lease.

Information on early termination, purchase responsibility, insurance, late and default, and security interests, if applicable.

11. WARRANTY. The vehicle is covered by the warranty described within the service contract included below:

- ☐ Standard new vehicle warranty provided by the manufacturer or distributor of the vehicle.
- ☒ **PREMIUM**

36 MOS./75,000 MILES

A copy of the full warranty policy for premium and the terms of the standard warranty are included in the vehicle's lease agreement. The vehicle will be covered for the full term of the lease. The full terms of the warranty are included in the vehicle's lease agreement. The full terms of the warranty are included in the vehicle's lease agreement.

12. OFFICIAL FINANCIAL STATEMENT

The estimated cash amount you will pay for this lease is 2,116.71. This amount includes the sales tax, license fee, and any other charges. The amount is subject to change if you make any changes to your lease. Whether included, this amount is not a guarantee of the amount you will pay.

13. LIFE, DISABILITY AND OTHER INSURANCE. The life, disability and other insurance will not be provided unless it is obtained by Lessee. The coverages are shown in a table for the term of this lease.

Life Insurance N/A
 Health Insurance N/A
 Disability Insurance N/A
 Life Insurance N/A
 Health Insurance N/A
 Disability Insurance N/A
 Life Insurance N/A
 Health Insurance N/A
 Disability Insurance N/A

26. DEPT. of NY
 State NY
 County NY
 City NY
 Zip NY
 If you are a vehicle owner, you have the right to a credit ref. return.

3718 7474

Julie Baywell
Ford Motor Credit
Page 2

When I did not hear from you after a week I have managed arrangements to acquire a F-150 from someone else as of 10/6/99. With all the additional questions I am due a refund.

Since I did not have usage of my truck I do expect reimbursement for my rental car since it was expected that I make payments.

Also, what is the deal with the odometer? I bought the vehicle with 312 miles on it and now it has 360 miles on it and I drove it from Atlanta home to Panama City, Florida. I believe the odometer was cut off before I got the truck and it is worn out. What do you think?

Very truly yours,


3716 7476

100-443887-100

The image is a severely degraded scan of a document. It is characterized by extreme contrast, being almost entirely black with heavy white noise and speckling. Faint vertical lines and some illegible characters are visible, suggesting a document with a table or list structure. No specific text or figures can be discerned.

EMERSON & SON
TAN
LITTONGLOW

NAME	DATE	TIME	DAY
RECEIVED FOR CASH DEPOSIT			
AMOUNT			
DATE			
TIME			
DAY			
MONTH			
YEAR			

92-100

TIME 00:30:00.000 IN 7:30:00
 DATE 09/09/00 00:00:00 SA 01/0000

[illegible]

3718 7477

ADDITIONAL STIPULATIONS ON REVERSE

1999

DATE: 11/17/73
 TIME: 11:00 AM
 BY: LARRY L. LAWYER

TOTAL		11.00
TAX		0.00
TOTAL DUE		11.00
PAID		0.00
BALANCE		11.00
DATE PAID		
BY		
REMARKS		

TOTAL		11.00
TAX		0.00
TOTAL DUE		11.00
PAID		0.00
BALANCE		11.00
DATE PAID		
BY		
REMARKS		

TOTAL		11.00
TAX		0.00
TOTAL DUE		11.00
PAID		0.00
BALANCE		11.00
DATE PAID		
BY		
REMARKS		

TOTAL		11.00
TAX		0.00
TOTAL DUE		11.00
PAID		0.00
BALANCE		11.00
DATE PAID		
BY		
REMARKS		

TOTAL		11.00
TAX		0.00
TOTAL DUE		11.00
PAID		0.00
BALANCE		11.00
DATE PAID		
BY		
REMARKS		

TOTAL		11.00
TAX		0.00
TOTAL DUE		11.00
PAID		0.00
BALANCE		11.00
DATE PAID		
BY		
REMARKS		

TOTAL		11.00
TAX		0.00
TOTAL DUE		11.00
PAID		0.00
BALANCE		11.00
DATE PAID		
BY		
REMARKS		

TOTAL		11.00
TAX		0.00
TOTAL DUE		11.00
PAID		0.00
BALANCE		11.00
DATE PAID		
BY		
REMARKS		

COPY - ADDITIONAL STIPULATIONS ON REVERSE



PAID BY	CASH	CHECK	CY. CASH	AMOUNT
RECEIPT FOR CASH REFUND				
DATE RECEIVED BY	AMOUNT			
CLASS INFORMATION				
POL. OR CL. #				
HND.				
LESS DATE	REF. (DATE)			
FROM	(DATE)			
REMARKS (OR)				
TYPE CAR				

Enterprise

3718 7481

CALENDAR

ENTERPRISE LEASING COMPANY - SOUTH CENTRAL, INC.
607 WEST 20TH STREET
DALLAS, TEXAS 75201
800-747-1110

PAUL

75-751

RENTAL TYPE TYPE: <i>ENTERPRISE</i> DATE: <i>11/20/97</i> TIME: <i>10:15 AM</i>		DRIVER'S LICENSE NAME: <i>[REDACTED]</i> ADDRESS: <i>[REDACTED]</i> CITY: <i>[REDACTED]</i> STATE: <i>[REDACTED]</i> EXPIRATION: <i>[REDACTED]</i>	
VEHICLE INFORMATION MAKE: <i>[REDACTED]</i> MODEL: <i>[REDACTED]</i> YEAR: <i>[REDACTED]</i> VIN: <i>[REDACTED]</i> LICENSE: <i>[REDACTED]</i>		LOCATION ADDRESS: <i>[REDACTED]</i> CITY: <i>[REDACTED]</i> STATE: <i>[REDACTED]</i> ZIP: <i>[REDACTED]</i>	
ADDITIONAL DRIVER NAME: <i>[REDACTED]</i> ADDRESS: <i>[REDACTED]</i> CITY: <i>[REDACTED]</i> STATE: <i>[REDACTED]</i> EXPIRATION: <i>[REDACTED]</i>		VEHICLE DAMAGE DAMAGE: <i>[REDACTED]</i> DAMAGE: <i>[REDACTED]</i> DAMAGE: <i>[REDACTED]</i>	
PERMISSION GRANTED FOR VEHICLE TO LEAVE THE STATE YES ☐ NO ☐		TOTAL CHARGES CHARGE: <i>[REDACTED]</i> CHARGE: <i>[REDACTED]</i> CHARGE: <i>[REDACTED]</i>	
DEPOSITS DEPOSIT: <i>[REDACTED]</i> DEPOSIT: <i>[REDACTED]</i> DEPOSIT: <i>[REDACTED]</i>		REFUNDS REFUND: <i>[REDACTED]</i> REFUND: <i>[REDACTED]</i> REFUND: <i>[REDACTED]</i>	
PAID BY CASH ☐ CHECK ☐ CREDIT ☐		RECEIPT FOR CASH REFUND DATE: <i>[REDACTED]</i> AMOUNT: <i>[REDACTED]</i>	
CLAIM INFORMATION FILED FOR CLAIM ☐		LOSS DATE DATE: <i>[REDACTED]</i> TIME: <i>[REDACTED]</i>	
ADDITIONAL INFORMATION AIRBAGS CAN CAUSE DEATH OR INJURY IF MANUFACTURER'S RECOMMENDATIONS ARE NOT FOLLOWED. SEE COLLATERAL NOTICE OR DRIVER'S MANUAL.		INVOICE <i>PAID TO SET UP TB</i>	

100-5599259
624 7499/dry

PW
POL
DATE
TIME

TOTAL CHARGES

DEPOSITS

REFUNDS

PAID BY CASH CHECK CREDIT

RECEIPT FOR CASH REFUND

DATE RECEIVED

CLAIM INFORMATION

FILED FOR CLAIM

INVO

LOSS DATE

TIME

INVOICE

TYPE

FAX

Date

9.20.99

9-16-99

Number of pages including
cover sheet

TO:

Julie Ann Bawol

Phone

Fax Phone

313-8455668

CC:

FROM:

Beaudry Ford
141 Piedmont Road at Ellis
Atlanta, GA 30303

Phone

404-659-3673

Fax Phone

404-659-1939

REMARKS:



Urgent



For your review



Reply ASAP



Please Comment

1-2

09/20/1999 at 09:36 AM
11937

Job Number:

BEAUDRY FORD, INC.
BEAUDRY BODY SHOP
141 PIEDMONT AVE.
ATLANTA, GA 30303
(404)526-8220 Fax: (404)522-1703

UNRELATED PRIOR DAMAGE ESTIMATE ~~10/10/99~~
(Informational Only)

Written by: Randall Wilson
Adjuster:

Insured:

Owner:

Address:

PANAMA CITY, FL

Day:

Claim #

Policy #

Deductible:

Date of Loss:

Type of Loss:

Point of Impact: 1. Right Front

Inspect

Location:

Insurance

Company:

Days to Repair

99 FORD RANGER 4X2 SUPERCAB XLT 6-3.0L-FI 2D P/U BLACK Int:GREY

VIN: 1FTYR14V8XP8

Lic: D. O.

Prod Date: 04/1999 Odometer: 395

Air Conditioning

Intermittent Wipers

Dual Mirrors

Clear Coat Paint

Stone Guard

Power Steering

Power Brakes

Anti-lock Brakes (2)

Driver Airbag

Passenger Airbag

Cloth Seats

Split Bench Seats

Rear Step Bumper

Styled Steel Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT SUSPENSION					
2	Repl LT Hub & rotor 2 whl ABS		1	105.00	m	0.9 M	
3	Repl RT Spindle		1	277.30	m	1.2 M	
4	Repl RT Upper cntrl arm		1	96.50	m	0.8 M	

2-2

09/20/1999 at 09:36 AM
11937

Job Number:

UNRELATED PRICE DAMAGE ESTIMATE

99 FORD RANGER 4X2 SUPERCAB XLT 6-3.0L-FI 2D P/U BLACK Int:GREY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
5	Repl	RT Lower cntrl arm	1	139.63	m	1.5	M
6	Repl	Stabilizer bar	1	74.10	m	0.9	M
7	Repl	RT Link assy	1	7.85			M
Subtotals ==>				700.38		5.3	0.0

Parts 700.38
Mechanical Labor 5.3 hrs @ \$ 63.00/hr 333.90

SUBTOTAL \$ 1034.28
Sales Tax \$ 700.38 @ 7.0000% 49.03

~~1083.31~~
\$1083.31

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Non-asterisk(*) items are derived from the Guide DR2MD98. Database Date 7/1999. Double asterisk(**) items indicate parts supplied by a supplier other than the original equipment manufacturer. Pound sign (#) items indicate manual entries. CAPA items have been certified for fit and finish by the Certified Auto Parts Association. NAGS Part Numbers, Prices and Labor Times are provided from National Auto Glass Specifications, Inc.

Pathways - A product of CCC Information Services Inc.

09/20/1999 at 09:35 AM
11937

Job Number:

BEAUDRY FORD, INC.
BEAUDRY BODY SHOP
141 PIEDMONT AVE.
ATLANTA, GA 30303
(404)526-8220 Fax: (404)522-1703

PRELIMINARY ESTIMATE

Written by: Randall Wilson #
Adjuster:

Insured:	[REDACTED]	Claim #
Owner:	[REDACTED]	Policy #
Address:	[REDACTED]	Deductible:
	PANAMA CITY, FL [REDACTED]	Date of Loss:
Day:	[REDACTED]	Type of Loss:
		Point of Impact: 1. Right Front

Inspect
Location:

Insurance
Company:

Days to Repair

99 FORD RANGER 4X2 SUPERCAB XLT 6-3.0L-FI 2D P/U BLACK Int:GREY
VIN: 1FTYR14V8XPR [REDACTED] Lio: D. O. Prod Date: 04/1999 Odometer: 393
Air Conditioning Intermittent Wipers Dual Mirrors
Clear Coat Paint Stone Guard Power Steering
Power Brakes Anti-Lock Brakes (2) Driver Airbag
Passenger Airbag Cloth Seats Split Bench Seats
Rear Step Bumper Styled Steel Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2		O/H front bumper			1.0	
3		Repl Bumper assy chrome	1	320.31	Incl.	
4		Repl RT Bumper assy bracket	1	9.58	Incl.	
5		Repl RT Bumper assy reinforcement	1	26.43		

09/20/1999 at 09:35 AM
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Job Number:

PRELIMINARY ESTIMATE

99 FORD RANGER 4X2 SUPERCAB XLT 6-3.0L-FI 2D P/U BLACK Int:GREY

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
6	Repl	RT Filler	1	9.18	0.3	
7*	Repl	Valance panel w/o Splash model	1	49.00	0.6	0.0
8	Repl	License bracket	1	3.76	0.3	
9		GRILLE				
10	Repl	Grille XLT 2WD	1	90.84	Incl.	
11	Repl	Front panel	1	106.61	2.6	1.5
12		Add for Clear Coat				0.6
13		FRONT LAMPS				
14	Repl	RT Park/marker lamp	1	35.58	Incl.	
15	Repl	RT Bulb park lamp	1	1.65		
16	Repl	RT Bulb marker lamp	1	1.94		
17		COOLING				
18*	Rpr	Radiator support			2.0	0.5
19		HOOD				
20*	Rpr	Hood			1.0	2.3
21		Overlap Major Adj. Panel				-0.4
22		Add for Clear Coat				0.5
23		FENDER				
24	Repl	RT Fender w/o wheel opening mo	1	250.00	1.8	2.5
25		Overlap Major Adj. Panel				-0.4
26		Add for Clear Coat				0.4
27		Add for Stone Guard				0.5
28		Add for Edging				0.5
29		Add for Clear Coat				0.1
30	Repl	RT Apron panel	1	26.28	0.6	
31	Repl	RT Support brace	1	10.22		
32	Repl	RT Splash guard 2WD	1	33.33	0.2	
33	Repl	RT Splash guard bracket 2WD	1	16.74		
34	Repl	RT Nameplate RANGER XLT	1	6.36	0.2	
35*	Rpr	RT Inner panel w/o wheel lip			2.0	1.2
36		CAB				
37	Repl	RT Rocker panel	1	56.95	5.5	1.3
38		Overlap Major Adj. Panel				-0.4
39		Add for Clear Coat				0.2

09/20/1999 at 09:35 AM
11937

Job Number:

PRELIMINARY ESTIMATE

99 FORD RANGER 4X2 SUPERCAB XLT 6-3.0L-FI 2D P/U BLACK Int:GREY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
40		PICK UP BOX					
41*	Rpr	RT Side panel				4.0	2.9
42		Overlap Major Non-Adj. Panel					-0.2
43		Add for Clear Coat					0.5
44		Add for Stone Guard					0.3
45#		FULL FRAME SET UP	1			2.0	
46#		PULL FULL FRAME	1			5.0 F	
47#		PIN STRIPE TAPE	1	15.00			0.5
48#		MAY HAVE HIDDEN DAMAGE	1				
49#	Repl	FIRESTONE P225 70 R15	1	67.95		0.4 M	
50		WHEELS					
51*	Repl	RT/Front Wheel, steel type 3 1	1	101.56	m	0.0 M	
52	Repl	RT/Front Wheel cap type 3 6 15	1	18.99			
53#		FOUR WHEEL ALIGN	1	60.00	x		
54#		CORROSION PROTECTION	1	6.00		0.3	
55#		SEAM SEAL	1	10.00		0.5	
Subtotals -->				1334.26		30.3	15.4

Parts		1274.26
Body Labor	24.9 hrs @ \$ 32.00/hr	796.80
Paint Labor	15.4 hrs @ \$ 32.00/hr	492.80
Mechanical Labor	0.4 hrs @ \$ 63.00/hr	25.20
Frame Labor	5.0 hrs @ \$ 45.00/hr	225.00
Paint Supplies	15.4 hrs @ \$ 20.00/hr	308.00
Sublet/Misc.		60.00

SUBTOTAL		\$ 3182.06
Sales Tax	\$ 2071.06 @ 7.0000%	144.97

~~GRAND TOTAL~~ 3327.03

ADJUSTMENTS:

Deductible 0.00

09/20/1999 at 09:35 AM
11937

Job Number:

PRELIMINARY ESTIMATE

99 FORD RANGER 4X2 SUPERCAB XLT 6-3.0L-FI 2D P/U BLACK Int:GREY

CUSTOMER PAY	\$ 0.00
INCHARGE	\$ 0.00

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Non-asterisk(*) items are derived from the Guide DR2ND98. Database Date 7/1999. Double asterisk(**) items indicate parts supplied by a supplier other than the original equipment manufacturer. Pound sign (#) items indicate manual entries. CAPA items have been certified for fit and finish by the Certified Auto Parts Association. NACS Part Numbers, Prices and Labor Times are provided from National Auto Glass Specifications, Inc.

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9/20/99

- LPA received the requested revised estimate(s) for the body damage
- reviewed w/ Andrew, will go w/ the estimate that excludes the warranty part, but will make adjustments w/ the dealer if needed

9/22/99

- LPA made c/c to Jim Clark @ Blaudrey Ford to inquire about the customer's receipts for storage fees paid
- Per Jim: will call customer to get information and it will be faxed to LPA tomorrow.
- LPA advised complete offer for repairs and reimbursement for storage fees will be put in writing w/ the release and faxed to the dealer ~~by tomorrow~~: 9/23/99
- Jim Clark advised he is leaving to go out of town tomorrow @ 4pm, gave LPA cell phone # (404) 408 2808.

9/27 left msg AGAIN on cust's answering machine

9/29

Call to Jim Clark, dealer principal.

-left msg on vcm

-called on cell phone (404) 408 2808

↳ he advised he will call back

FAX

Date 9-16-99

Number of pages including
cover sheet _____

TO: Julie Ann Bawol

FROM: Beaudry Ford
141 Piedmont Road at Ellis
Atlanta, GA 30303

Gym Club

Phone _____
Fax Phone 313-8455668

Phone 404-659-3673
Fax Phone 404 659-1939

CC: [REDACTED]

REMARKS: ☐ Urgent ☒ For your review ☐ Reply ASAP ☐ Please Comment

09/16/1999 at 04:37 PM
11937

Job Number:

BEAUDRY FORD, INC.
BEAUDRY BODY SHOP
141 PIEDMONT AVE.
ATLANTA, GA 30303
(404)526-8220 Fax: (404)522-1703

PRELIMINARY ESTIMATE

Written by: Randall Wilson #
Adjuster:

Insured:	[REDACTED]	Claim #	
Owner:	[REDACTED]	Policy #	
Address:	[REDACTED]	Deductible:	
	PANAMA CITY, FL [REDACTED]	Date of Loss:	
Day:	[REDACTED]	Type of Loss:	
		Point of Impact:	1. Right Front

Inspect
Location:

Insurance
Company:

Days to Repair

99 FORD RANGER 4X2 SUPERCAB XLT 5-3.0L-FI 2D P/U BLACK Int:GREY
VIN: 1FTYR14VBXP[REDACTED] L4: D. O. Prod Date: 04/1999 Odometer: 395
Air Conditioning Intermittent Wipers Dual Mirrors
Clear Coat Paint Stone Guard Power Steering
Power Brakes Anti-Lock Brakes (2) Driver Airbag
Passenger Airbag Cloth Seats Split Bench Seats
Rear Step Bumper Styled Steel Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER					
2		O/H front bumper				1.0	
3		Repl Bumper assy chrome	1	320.31		Incl.	
4		Repl RT Bumper assy bracket	1	9.58		Incl.	
5		Repl RT Bumper assy reinforcement	1	26.43			

09/16/1999 at 04:37 PM
11937

Job Number:

PRELIMINARY ESTIMATE

99 FORD RANGER 4X2 SUPERCAB XLT 6-3.0L-FI 2D P/U BLACK Int.:GREY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
6	Repl	RT Filler	1		9.18	0.3	
7*	Repl	Valance panel w/o Splash model	1		49.00	0.6	<u>0.0</u>
8	Repl	License bracket	1		3.76	0.3	
9		GRILLE					
10	Repl	Grille XLT 2WD	1		90.84	Incl.	
11	Repl	Front panel	1		106.61	2.6	1.5
12		Add for Clear Coat					0.6
13		FRONT LAMPS					
14	Repl	RT Park/marker lamp	1		35.58	Incl.	
15	Repl	RT Bulb park lamp	1		1.65		
16	Repl	RT Bulb marker lamp	1		1.94		
17		COOLING					
18*	Rpr	Radiator support				<u>2.0</u>	<u>0.5</u>
19		HOOD					
20*	Rpr	Hood				<u>1.0</u>	2.8
21		Overlap Major Adj. Panel					-0.4
22		Add for Clear Coat					0.5
23		FENDER					
24	Repl	RT Fender w/o wheel opening mo	1		250.00	1.8	2.5
25		Overlap Major Adj. Panel					-0.4
26		Add for Clear Coat					0.4
27		Add for Stone Guard					0.5
28		Add for Edging					0.5
29		Add for Clear Coat					0.1
30	Repl	RT Apron panel	1		26.28	0.6	
31	Repl	RT Support brace	1		10.22		
32	Repl	RT Splash guard 2WD	1		33.33	0.2	
33	Repl	RT Splash guard bracket 2WD	1		16.74		
34	Repl	RT Nameplate RANGER XLT	1		6.36	0.2	
35*	Rpr	RT Inner panel w/o wheel lip				<u>2.0</u>	1.2
36		CAB					
37	Repl	RT Rocker panel	1		56.95	5.5	1.3
38		Overlap Major Adj. Panel					-0.4
39		Add for Clear Coat					0.2

09/16/1999 at 04:37 PM
11937

Job Number:

PRELIMINARY ESTIMATE

99 FORD RANGER 4X2 SUPERCAB XLT 6-3.0L-P1 2D P/O BLACK Int:GREY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
40		PICK UP BOX					
41*	Rpr	RT Side panel			4.0		2.9
42		Overlap Major Non-Adj. Panel					-0.2
43		Add for Clear Coat					0.5
44		Add for Stone Guard					0.3
45		FRONT SUSPENSION					
46	Repl	RT Hub & rotor 2 whl ABS	1	105.00	m	0.9	M
47	Repl	RT Spindle	1	277.30	m	1.2	M
48	Repl	RT Upper cntrl arm	1	96.50	m	0.8	M
49	Repl	RT Lower cntrl arm	1	139.63	m	1.5	
50	Repl	Stabilizer bar	1	74.10	m	0.9	M
51	Repl	RT Link assy	1	7.85			M
52#		FULL FRAME SET UP	1			2.0	
53#		PULL FULL FRAME	1			5.0	P
54#		PIN STRIPE TAPE	1	15.00			0.5
55#		MAY HAVE HIDDEN DAMAGE	1				
56		WHEELS					
57	Repl	RT/Front Wheel, steel type 3 1	1	101.56	m	0.3	M
58	Repl	RT/Front Wheel cap type 3 6 15	1	18.99			
59#		FOUR WHEEL ALIGN	1	60.00	X		
60#		CORROSION PROTECTION	1	6.00		0.3	
61#		SEAM SEAL	1	10.00		0.5	

Subtotals ==>

1966.69 35.5 15.4

Parts		1906.69
Body Labor	26.4 hrs @ \$ 32.00/hr	844.80
Paint Labor	15.4 hrs @ \$ 32.00/hr	492.80
Mechanical Labor	4.1 hrs @ \$ 63.00/hr	258.30
Frame Labor	5.0 hrs @ \$ 45.00/hr	225.00
Paint Supplies	15.4 hrs @ \$ 20.00/hr	308.00
Sublet/Misc.		60.00

09/16/1999 at 04:37 PM
11937

Job Number:

PRELIMINARY ESTIMATE

99 FORD RANGER 4X2 SUPERCAB XLT 6-3.0L-FI 2D P/U BLACK Int:GREY

SUBTOTAL	\$ 4095.59
Sales Tax	\$ 2751.49 @ 7.0000% 192.60

GRAND TOTAL	\$ 4288.19
ADJUSTMENTS:	
Deductible	0.00

CUSTOMER PAY	\$ 0.00
INSURANCE PAY	\$ 4288.19

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Non-asterisk(*) items are derived from the Guide DR2MD99. Database Date 7/1999. Double asterisk(**) items indicate parts supplied by a supplier other than the original equipment manufacturer. Pound sign (\$) items indicate manual entries. CAPA items have been certified for fit and finish by the Certified Auto Parts Association. NAGS Part Numbers, Prices and Labor Times are provided from National Auto Glass Specifications, Inc.

Pathways - A product of CCC Information Services Inc.

** CONFIRMATION REPORT **

TRANSMISSION

TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION	PGS	STATUS	MODE
918	SEP. 13 18:00	914046591939	0' 00' 28"	001	OK	N ECM

FOR:

Date: 09/13/99
Julie Ann Bessel
Atlanta Region

Number of Pages: 01
(including cover sheet)

TO: Jim Clark
LOCATION: Beaudry Ford, Inc.
FAX: (404) 659-1939
PHONE: (404) 572-4211
SUBJECT: [REDACTED]
1999 Ford Ranger/Accident
VIN: 1FTYR14V8XP [REDACTED]

MESSAGE: Hello Jim! This is to confirm our conversation which took place today. I have received the requested letter from Ike indicating that he is no longer being represented by his attorney, Bill Hutto. It is my understanding that the vehicle is currently at your dealership on a rented flat bed tow trailer via U-Haul. In order to assist the customer in this matter, we are in need of a repair estimate from your dealership. Therefore, I am requesting that you remove the vehicle from the tow trailer to provide us

9/16/99
made call to dealer,
left msg on voice
me to Jim / received msg.
call tomorrow.
setting 2 ests due
to the warranty
part.

3718 7496



FORD CONSUMER AFFAIRS DIVISION

FAX TRANSMITTAL

Date: 09/13/99

*Julie Ann Bawel
Atlanta Region*

Number of Pages: 01
(including cover sheet)

TO: Jim Clark
LOCATION: Beaudry Ford, Inc.
FAX: (404) 659-1939
PHONE: (404) 572-4211
SUBJECT: [REDACTED]
1999 Ford Ranger/Accident
VIN: 1FTYR14V8XP [REDACTED]

MESSAGE: Hello Jim! This is to confirm our conversation which took place today. I have received the requested letter from Ike indicating that he is no longer being represented by his attorney, Bill Hutto. It is my understanding that the vehicle is currently at your dealership on a rented flat bed tow trailer via U-Haul. In order to assist the customer in this matter, we are in need of a repair estimate from your dealership. Therefore, I am requesting that you remove the vehicle from the tow trailer to provide us with an accurate estimate. It has been confirmed between yourself and [REDACTED] that the trailer will subsequently be returned to U-Haul by your dealership as a courtesy to the customer. You advised that the costs associated with this rental from U-Haul will be settled between yourself and [REDACTED]. I truly appreciate your assistance in this matter. Once an estimate for the body damage is complete, please forward this information to my attention via facsimile at the number as listed below. Have a great evening! ☺

Julie Ann Bawel
Ford Motor Company
16800 Executive Plaza Drive
MDW3NE-B, Suite 343
Dearborn, MI 48126-4207

Phone: (313) 845-5681
Facsimile: (313) 845-5668

3716 7497

Fax To: 313-845-5668

To: Julie BAWOL

From: [REDACTED]

RE: 1999 Ford Ranger

Vehicle # 1FTYR14V8XPB [REDACTED]

To whom It may Concern:

Per our Phone Conversation

Bill Hurto No Longer Represent
me in regard to this vehicle
I Am Representing Myself.

Very truly Yours,
[REDACTED]

9/13/99

lead → 360 miles

Salvador Alder
Asst PO

401659-
3073

get it on trailer in Atlanta rep. CTM
Panama City

Blanchard Ford, Mr. Nye, Jim Clark

wants a replacement vehicle
~~360~~ 360 miles

Hutto doesn't want rep. cust. anything

Don Hunt
Bridges
Frankie
Willson
Hutto

Uhaul
star-belt
from street
plain

spoke 4 customers.

- vehicle is now in Atlanta on a flat
- storage place / tow place released it after paying the \$1,xxx. ^{all for tow} for storage fees.
- Atty doesn't want to talk to anyone from Ford
- Currently working w/ Blandney Ford, GA.
- spoke rep said if the dealer repairs it they can offer up to a \$3000 one.
- summary → Jim Clark
- Cust. had 360 miles on vehicle @ time of accident
- inspector advised there may be manufact. liability
- no estimate due to the storage place not releasing the vehicle

[REDACTED]

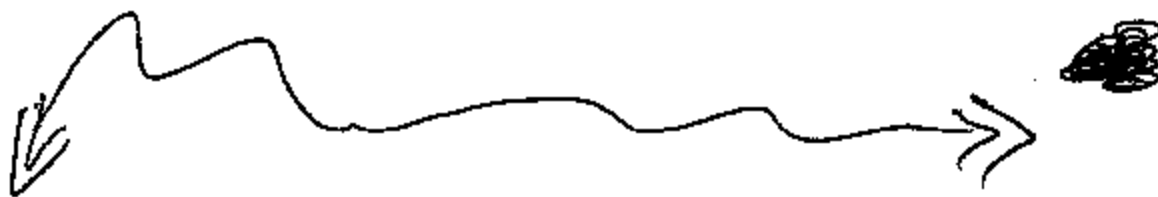
[REDACTED]

8/25/99

msg from atty
will file a
lawsuit.

- has been to a vehicle
- 1999 Ford Ranger
- where is the vehicle?

left msg for atty & cust



Bill,

Mr. Hults, attorney, was out of the office when I called him this afternoon. I left him a message. Soooo he maybe calling you in the Morning.

Thanks,
Michele

Vehicle is at
Wrecker where
he is storing the
vehicle
Cook Whitehead
Ford

JOE Moore
Body shop
Manager

Vehicle is not at
dealership
Bill all - confirm veh at dealer.
Get estimate
to repair in writing to
attor
• Release, etc

Replace if big deal

Spoke with Lynn 8/10/99

8/9 cont...

Bill Hutto

Bill Hutto, Attorney - Panama City, Florida @ 850-763-0723.

Represents: [REDACTED]

'99 Banger VIN: 1FTYR14V8XPB [REDACTED]

Simply
requesting
vehicle
replacement

States he has written to Tracey and left voice message on many occasions and she has yet to respond...

Problems Crack in steering column. Airbag did not deploy. His client simply requesting a vehicle replacement.

Vehicle has approx 300 Miles on it.

Currently driving a rental, I. And he's tired of it.

** Expects a call from me tomorrow or will start legal proceedings

→ Per Tracey he called twice. She
Offer to him repairs only.
First occurrence.
Talk to Laurene
Send Letter

Call atty
advise again of
only
Reaffirm in
writing

DEALER: 124553 COOK-WHITEHEAD FORD INC
Address: PANAMA CITY
City: PANAMA CITY
State/Prov: FL ZIP/Postal: 32402
Country: USA Trained: Y
Dlr Phone: 850 784 0400
Svc Phone: 850 784 0400
Svc Hours: 7:30 AM - 5:30 PM M-F SAT 8AM TO 1PM
Directions: _____

P&A Code: 04910
Sales Region: 24 ORLANDO
Sales Zone: H
FCSD Region: 24 ORLANDO
Market: F2
Market Area: _____

A

C POSITION	Employee Name
DEALER/PARTNER	WHITEHEAD, CHARLES A
FINANCE & INSUR MANAGER	MENFI, RICHARD
GENERAL MANAGER	ANDERSON, WILLIAM C
PARTS MANAGER	VINSON, JOHN
SALES MANAGER	BASS, PERRY J
SERVICE MANAGER	CRAIN, DAVID

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL67

8/13: spoke with Bill Anderson who indicated that repairing the vehicle would not be a problem. The Attorney was contacted and told to call Joe Moore (Body Shop Manager) to provide location of truck. Truck will be towed to dealer & an estimate will be provided before repairs are done.

Auto
850-703-0723

BEAUDRY FORD

0002

HUTTO AND BODIFORD

ATTORNEYS AT LAW

980 WICKHAM AVENUE

PANAMA CITY, FLORIDA 32401

BILL E. HUTTO
LARRY A. BODIFORD

CERTIFIED EQUITABLE COURT MEDIATORS

REPLY TO
POST OFFICE BOX 2540
PANAMA CITY, FLORIDA 32401
18501 763-0743
FAX 18501 872-8402

June 14, 1999

0392481759
(66) E 12-8402

Beaudry Ford, Inc.
141 Piedmont Avenue NE
Atlanta, GA 30303

Re: [REDACTED] v. Beaudry Ford and
Ford Motor Co.

Gentlemen:

Please be advised the undersigned has the pleasure of representing [REDACTED]. In this regard, he leased a vehicle from you on June 5, 1999, said vehicle being a Ford Ranger bearing vehicle identification number 1FTYR14VAXPB[REDACTED]. The following day the vehicle was involved in an accident which was caused by a break in conjunction with the ball joint which in turn caused a rupture in the brake line. As a result of the foregoing, [REDACTED] lost control of the vehicle and was not able to stop the vehicle. The vehicle has been viewed at Cook Whitehead Ford in Panama City and they denied the claim. We request a Ford representative to immediately look at the vehicle. It can be seen by contacting Fleming Wrecker Service in Panama City, Florida at 850/832-0433.

Your failure to inspect the vehicle and acknowledge the manufacturing defect within ten days of the date of this letter will leave us no alternative but to file suit against Beaudry Ford, Inc. and Ford Motor Company under the express and implied warranties.

[REDACTED] suffered some injuries in the accident but is willing to waive that claim if the vehicle is exchanged immediately. I might add the air safety bags failed to deploy during the impact. Accordingly, he does not feel safe in the vehicle and this is part of the reason for the request to exchange vehicles.

3718 7505

Beaudry Ford, Inc.
June 14, 1999
Page Two

You will received no further notification from this office
prior to suit being filed.

Sincerely,



Bill R. Hutto

BRK/lja

3718 7506

FLORIDA TRAFFIC CRASH REPORT

NARRATIVE / DIAGRAM

MAIL TO: DEPT. OF HIGHWAY SAFETY & MOTOR VEHICLES
TRAFFIC CRASH RECORDS
TALLAHASSEE, FLORIDA 32399-0500

DO NOT WRITE IN THIS SPACE

CRASH TYPE FATAL ONLY	TIME-DATE NOTIFIED	AM PM	TIME-DATE ARRIVED	AM PM	COUNTY / CITY CODE	DATE OF CRASH	INVEST. AGENCY	REPORT NUMBER	HEAVY CRASH REPORT NUMBER
					93/50	06-06-99	1379599	56528825	

NARRATIVE / ADDITIONAL PASSENGERS

DRIVER OF VEHICLE #1 STATED THAT HIS VEHICLE
VEERED OUT OF CONTROL, LEFT THE ROADWAY
AND STRUCK THE FENCE. IT APPEARED THAT
THE RIGHT FRONT WHEEL ASSEMBLY COLLAPSED
CAUSING THE SUDDEN UNCONTROLLABLE VEER.

8718 7508

REL.	REL.	PASSENGER NAME	ADDRESS	CITY & STATE	ZIP	Age	Sex	Wt.	Height	Eye

RELATIONSHIP	FL. STATUTE NUMBER	NAME	ADDRESS	CITY & STATE	ZIP
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S. LARSON

3.4

3718 7508

DIAGRAM

NOT TO SCALE

INDICATE NORTH
WITH ARROW

11TH STREET

1025
RABBIT
AVE

← HARRISON AVE.

3718 7510

4 4 4

39 2881759
Drew/32408
BB 21

Rec:

11 Based on your experience of
Stearns Ford Inc., would you...

- a. Recommended your company
- b. Recommended your company as a place to work or place to visit
- c. Recommended a Ford Motor Company product

12 Would you recommend your 1988 Ford Ranger?

13 How was your 1988 Ford Ranger paid for, excluding any deposit or trade-in?
(Check all that apply)

- Cash only
- Bank/finance company/other dealer
- Stearns Ford Inc. (Ford Credit)
- Other source (specify)

14 Where did you purchase your 1988 Ford Ranger?

- a. Ford Motor Company (Ford Credit)
- b. Ford Motor Company (Ford Credit)
- c. Other (specify)

15 Your gender:

16 Your age:

17 Your education: please check one category

High school graduate

Some college

College graduate

Postgraduate

Other (specify)

Other (specify)

Other (specify)

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28 Dec 88
Ford Motor
4000-500

VIEWPOINT

Stearns Ford Inc.

Stearns Ford Inc.

Thank you for your recent loan of a 1988 Ford Ranger from Stearns Ford Inc.

As a valued customer, your opinions about your vehicle and dealership experience are extremely important to us.

Please take a few moments to complete this survey.

The information you provide will be used by Ford Motor Company and Stearns Ford Inc. to continuously improve our products and services. For your convenience, a postage-paid reply envelope has been provided.

Thank you in advance for your time in completing this survey.

Sincerely,

James B. O'Connor

James B. O'Connor
President, Ford Credit
Ford Motor Company

P.S. If you did not loan a 1988 Ford Ranger from Stearns Ford Inc., please return this uncompleted survey in the enclosed postage-paid envelope.

Help Us Update Our Records

Name

Address

City

State

Zip

Phone

Please make corrections to your name, address or phone number here.

Name

Address

City

State

Zip

Phone

800-424-0129

800-424-0129

800-424-0129

800-424-0129

800-424-0129

800-424-0129

800-424-0129

Thank you. Please return to the postage-paid envelope provided.

Yes

1 This always should be completed by the person most familiar with the issue of the 1998 Ford Ranger.

Is the manufacturer's representative in the present situation the Ford representative?

2 How satisfied are you with...

- 1. Your relationship with the manufacturer's representative
- 2. The manufacturer's representative's knowledge of the Ford Ranger
- 3. The manufacturer's representative's ability to provide you with information in the future

3 How would you rate the manufacturer's representative in terms of...

- 1. Promptly returning your telephone calls
- 2. Taking your telephone calls when you call
- 3. Never working on a problem until you are satisfied
- 4. Being honest and straightforward with you
- 5. Being knowledgeable about the Ford Ranger
- 6. Being honest about the Ford Ranger's performance
- 7. Being honest about the Ford Ranger's reliability
- 8. Being honest about the Ford Ranger's safety
- 9. Being honest about the Ford Ranger's value
- 10. Being honest about the Ford Ranger's resale value

- 1. Being honest about the Ford Ranger's performance
- 2. Being honest about the Ford Ranger's reliability
- 3. Being honest about the Ford Ranger's safety
- 4. Being honest about the Ford Ranger's value
- 5. Being honest about the Ford Ranger's resale value
- 6. Being honest about the Ford Ranger's performance
- 7. Being honest about the Ford Ranger's reliability
- 8. Being honest about the Ford Ranger's safety
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- 1. Being honest about the Ford Ranger's performance
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- 6. Being honest about the Ford Ranger's performance
- 7. Being honest about the Ford Ranger's reliability
- 8. Being honest about the Ford Ranger's safety
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- 1. Being honest about the Ford Ranger's performance
- 2. Being honest about the Ford Ranger's reliability
- 3. Being honest about the Ford Ranger's safety
- 4. Being honest about the Ford Ranger's value
- 5. Being honest about the Ford Ranger's resale value
- 6. Being honest about the Ford Ranger's performance
- 7. Being honest about the Ford Ranger's reliability
- 8. Being honest about the Ford Ranger's safety
- 9. Being honest about the Ford Ranger's value
- 10. Being honest about the Ford Ranger's resale value

No

4 Having any questions or comments?

- 1. Do you have any questions or comments about the Ford Ranger?
- 2. Do you have any questions or comments about the Ford Ranger's performance?
- 3. Do you have any questions or comments about the Ford Ranger's reliability?
- 4. Do you have any questions or comments about the Ford Ranger's safety?
- 5. Do you have any questions or comments about the Ford Ranger's value?
- 6. Do you have any questions or comments about the Ford Ranger's resale value?

5 How satisfied are you with the manufacturer's representative's knowledge of the Ford Ranger?

- 1. Being honest about the Ford Ranger's performance
- 2. Being honest about the Ford Ranger's reliability
- 3. Being honest about the Ford Ranger's safety
- 4. Being honest about the Ford Ranger's value
- 5. Being honest about the Ford Ranger's resale value
- 6. Being honest about the Ford Ranger's performance
- 7. Being honest about the Ford Ranger's reliability
- 8. Being honest about the Ford Ranger's safety
- 9. Being honest about the Ford Ranger's value
- 10. Being honest about the Ford Ranger's resale value

6 What part of the manufacturer's representative's performance is most important to you?

- 1. Being honest about the Ford Ranger's performance
- 2. Being honest about the Ford Ranger's reliability
- 3. Being honest about the Ford Ranger's safety
- 4. Being honest about the Ford Ranger's value
- 5. Being honest about the Ford Ranger's resale value
- 6. Being honest about the Ford Ranger's performance
- 7. Being honest about the Ford Ranger's reliability
- 8. Being honest about the Ford Ranger's safety
- 9. Being honest about the Ford Ranger's value
- 10. Being honest about the Ford Ranger's resale value

7 Thinking only about your recent lease experience at the Ford Ranger...

- 1. Being honest about the Ford Ranger's performance
- 2. Being honest about the Ford Ranger's reliability
- 3. Being honest about the Ford Ranger's safety
- 4. Being honest about the Ford Ranger's value
- 5. Being honest about the Ford Ranger's resale value
- 6. Being honest about the Ford Ranger's performance
- 7. Being honest about the Ford Ranger's reliability
- 8. Being honest about the Ford Ranger's safety
- 9. Being honest about the Ford Ranger's value
- 10. Being honest about the Ford Ranger's resale value

8 If you received a follow-up call...

- 1. How long after the lease did you receive the follow-up call?
- 2. How long after the lease did you receive the follow-up call?
- 3. How long after the lease did you receive the follow-up call?
- 4. How long after the lease did you receive the follow-up call?
- 5. How long after the lease did you receive the follow-up call?
- 6. How long after the lease did you receive the follow-up call?
- 7. How long after the lease did you receive the follow-up call?
- 8. How long after the lease did you receive the follow-up call?
- 9. How long after the lease did you receive the follow-up call?
- 10. How long after the lease did you receive the follow-up call?

9 Please rank the 3 most important reasons that you initially decided to lease at the Ford Ranger...

- 1. Being honest about the Ford Ranger's performance
- 2. Being honest about the Ford Ranger's reliability
- 3. Being honest about the Ford Ranger's safety
- 4. Being honest about the Ford Ranger's value
- 5. Being honest about the Ford Ranger's resale value
- 6. Being honest about the Ford Ranger's performance
- 7. Being honest about the Ford Ranger's reliability
- 8. Being honest about the Ford Ranger's safety
- 9. Being honest about the Ford Ranger's value
- 10. Being honest about the Ford Ranger's resale value

10 Please rank the 3 most important reasons why you leased a vehicle from Ford.

- 1. Being honest about the Ford Ranger's performance
- 2. Being honest about the Ford Ranger's reliability
- 3. Being honest about the Ford Ranger's safety
- 4. Being honest about the Ford Ranger's value
- 5. Being honest about the Ford Ranger's resale value
- 6. Being honest about the Ford Ranger's performance
- 7. Being honest about the Ford Ranger's reliability
- 8. Being honest about the Ford Ranger's safety
- 9. Being honest about the Ford Ranger's value
- 10. Being honest about the Ford Ranger's resale value

Please use any extra space...

FAX

COVER SHEET

Date: JULY 13, 1999

Send to: Ford Motor Company
16800 Executive Plaza Drive
3NE-B 343
Dearborn, Mi. 48126
Attn: Tracey D. Woods

Fax Number: (313)845-5669

Comments: Litigation Prevention - Case 392881759
VIN - 1FTYR14V8XP

PHOTOS + HARD COPY TO FOLLOW BY MAIL

From: W. J. McCortney, E.A.A.
Fax and Phone Number (850) 934-8468

Number of Pages (incl. Cover) 8

PRODUCT INVESTIGATION REPORT

Date of Incident June 6, 1999 Hour 7:50 AM

I. OWNER-DRIVER-CLAIMANT

Owner name [REDACTED] Address [REDACTED] Panama City Beach, FL. Phone No. [REDACTED]
Driver Name [REDACTED] Address [REDACTED] Phone No. [REDACTED]
Claimant Name same as above Address [REDACTED] Phone No. () [REDACTED]
Is claimant represented by an attorney? ☒ Yes ☐ No
If "Yes", give name and address unknown

II. VEHICLE

Make Ford V.I.N. 1FTYR14V8XPB [REDACTED] Year 1999 Model Ranger
Mileage 395 Trans. Type [REDACTED] Axle Type [REDACTED] Engine Type [REDACTED]
Delivery Date 06/05/99 New Used or Demo new Lic. No. none State [REDACTED]
Dealer Beaudry Ford Inc. Address ATLANTA, GA.
Inspection Sticker No. none Inspection Station No. [REDACTED] Exp. Date [REDACTED]
Principal use(s) of vehicle personal/pleasure
Special vehicle features, equipment, modifications none
If vehicle is a truck, state gross pay load and location and description of load at time of incident. no load
Nature and extent of damages to vehicle and estimated cost of repairs. (Attach copy of estimate.) Estimate \$1500.00 to \$2000.00

Is vehicle subject to any recall campaign(s)? ☐ Yes ☐ No If "Yes", identify [REDACTED]
Was campaign performed? ☐ Yes ☐ No

III. PROPERTY DAMAGE

Was another vehicle involved? no Year, make and model [REDACTED]
Other vehicle speed estimate [REDACTED] MPH By whom [REDACTED]
Owner name and address [REDACTED]
Driver name and address [REDACTED]
Extent of damage [REDACTED]
Was property (other than a motor vehicle) damaged? (state nature and extent of damage, name of owner) Yes
Fence and chain link double gate. Customer has already reimbursed
property owner \$350.00

IV. **BODILY INJURY**

Indicate following on injuries and whether the injured person(s) were riding in (A) owner's vehicle, (B) other vehicle, (C) pedestrian or (D) other:

- (1) Name and address _____
 Age _____ Code A, B, C or D _____ Seating position _____
 Nature of injuries _____
- (2) Name and address _____
 Age _____ Code A, B, C or D _____ Seating position _____
 Nature of injuries _____
- (3) Name and address _____
 Age _____ Code A, B, C or D _____ Seating position _____
 Nature of injuries _____

Where were injured treated and by whom _____

V. **INVESTIGATION**

How, when, and by whom was manufacturer notified of incident? Letter from attorney

Location of incident (specify exact location) Harrison Avenue 250 feet south of 11th Street

Road type concrete gravel X asphalt crushed rock dirt

Road condition wet dry icy other

Shoulder type curbed concrete gravel asphalt crushed rock dirt

Shoulder condition wet dry icy other

Name and address of dealer who towed (include tow driver's name), stored and/or provided temporary service to damaged vehicle Flaming Wrecker Service, 3012 W. 17th St., Panama City, FL

Where are vehicle to be seen? Flaming Wrecker Station

Did vehicle turn over? ☐ Yes ☒ No Vehicle speed estimate 25 MPH Posted speed limit 30 MPH

Source of speed estimate police report Brand and size tires original (Firestone)

Tire condition R.F. ☒ Good ☐ Poor ☐ Flat L.R. ☒ Good ☐ Poor ☐ Flat

L.F. ☒ Good ☐ Poor ☐ Flat L.R. ☒ Good ☐ Poor ☐ Flat

Other (truck or spare) _____

Did your search of the vehicle service history produce service repair orders? ☐ Yes ☐ No If "Yes", attach copies of all R.O.'s. (Indicate how many _____) If "No", explain New vehicle delivered out of state

Police report attached? ☒ Yes ☐ No If "No", what station or officer made report? ☐ No report filed

Witness names and addresses Joseph W. Smith, III, 1025 Harrison Ave, Panama City FL

Photos taken? ☒ Yes ☐ No If "Yes", how many 23 By whom (name and address) J. McCortney

Note: Furnish photos to _____

Name of insurance representative, if present, at the investigation _____

VI. CLAIM DESCRIPTION

Driver's description of incident and statement of cause. Vehicle was being driven south on Harrison Ave. in downtown Panama City at approximately 25 mph. Vehicle veered out of control (to the right), left the roadway and struck a fence. It appeared that the right front wheel assembly collapsed causing the sudden uncontrolled veer.

Did you personally speak with driver? ☐ Yes ☒ No If "No", give source of driver's description. Police report and confirmed by wrecker driver (Cliff Fleming) and witness

Was vehicle inspected? ☒ Yes ☐ No If "Yes", identify all parties W. J. McCortney and Cliff Fleming.

What vehicle components are allegedly defective? Right front SPINDLE ASSEMBLY

Who made allegation? Owner's attorney and witnesses.

If the alleged defective part has been removed from the vehicle, indicate exact part(s), present location and custodian. Alleged defective part is still on vehicle.

Information from further investigation of incident, including examination of vehicle and scene of incident. The scene was inspected and photographed. There are still marks on the curb and sidewalk showing where the tire scuffed and suspension dragged.

NOTE: TOW TRUCK DRIVER SAYS SPINDLE SHOWED MOST DAMAGE THAN 1/2 OF CUBBY WHEN HE SAW VEHICLE IMMEDIATELY AFTER THE ACCIDENT. (TOW TRUCK DRIVER WAS CLIFF FLEMING).

IMPORTANT: DO NOT DISCUSS YOUR FINDINGS WITH THE CLAIMANT/CUSTOMER!

DATE OF INVESTIGATION 7/19/99

PRINTED NAME Willett McCortney, E.A.A.

DATE SIGNED 7/19/99

SIGNED

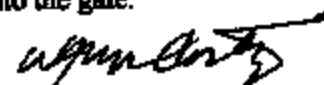
Note: Continue answers on another sheet if necessary.

PHOTOGRAPH IDENTIFICATION LIST - Case 392881759 - Duren

PHOTOS TAKEN BY - W.J.MCCORTNEY, E.A.A. CONSUMER AFFAIRS
SECTION

Total - 23 photos

<u>Photo #</u>	<u>Description</u>	'99 JUL 27 AM 12:25
1.	Right front corner of vehicle showing collapsed suspension.	
2.	Front of vehicle showing some sheetmetal (airdam) damage.	
3.	Left front of vehicle on (on jack stand).	
4.	Left side viewed from left rear corner.	
5.	Rear view.	
6.	Left rear corner. Exhaust pipe was bent upward.	
7.	Left interior showing steering wheel and LP.	
8.	Left interior showing floor pan and knee blockers.	
9.	Right front corner view with wheel and tire removed to show collapsed suspension and broken spindle.	
10.	Close-up of broken spindle.	
11.	Close-up of brake line. Damage and cut to the line is in the center of the photo.	
12.	Close-up of spindle at the hub end showing break in casting.	
13.	Steering linkage at right front hub.	
14.	Right front rotor and hub.	
15.	View of both pieces of the broken spindle.	
16.	Front right corner.	
17.	Front right suspension.	
18.	Front right suspension.	
19.	Front right suspension.	
20.	Accident scene - vehicle just missed the palm tree and utility pole in the rear of photo.	
21.	Accident scene - vehicle slid between the two utility poles, onto the driveway and into the gate at the right center of photo.	
22.	Accident scene looking North on Harrison Ave. toward 11 th Street. The gate impacted by the vehicle is in the extreme left of photo.	
23.	Accident scene - vehicle just missed the palm tree, sliding up the driveway to the left of the tree and into the gate.	


W. J. McCortney, E.A.A.
July 19, 1999

FLORIDA TRAFFIC CRASH REPORT

☒ LONG FORM ☐ SHORT FORM

MAIL TO: DEPT. OF HIGHWAY SAFETY & MOTOR VEHICLES
TRAFFIC CRASH RECORDS
TALLAHASSEE, FLORIDA 32309-0500

DO NOT WRITE IN THIS SPACE

DATE OF CRASH 06/06/99		TIME OF CRASH 7:50 AM		TIME OFFICER NOTIFIED 7:50 AM		TIME OFFICER ARRIVED 7:50 AM		INVEST. AGENCY REPORT NUMBER 13795.99		CRASH REPORT NUMBER 56528825	
COUNTY / CITY CODE 23/50		FED. OR STATE		CITY OR TOWN PANAMA CITY		COUNTY		BAY			
AT NODE NO.		FEET / MILES FROM NODE NO.		NEXT NODE NO.		NO. OF LANES		DIVIDED / UNDIVIDED		ON STREET / ROAD OR HIGHWAY HARRISON AVE	
AT INTERSECTION OF		FEET / MILES		CITY OR TOWN		STREET		11TH STREET			
DRIVER ACTION 1. Phlebotomy 2. HR & PLS 3. N/A		YEAR 99		MAKE FORD		TYPE 0301		VEHICLE LICENSE NUMBER 1A7R4V8X P05444		POINT OF IMPACT CIRCLE AREA OF DAMAGE 2	
TRAILER OR TOWED VEHICLE INFORMATION		TRAILER TYPE		VEHICLE DAMAGE 1. Dents 2. Functional 3. No Damage		EST. VEHICLE DAMAGE 25		EST. TRAILER DAMAGE 1			
VEHICLE TRAVELING ON		HARRISON AVE		EST. MPH 30		EST. VEHICLE DAMAGE 25		EST. TRAILER DAMAGE 1			
INSURANCE COMPANY (LIABILITY OR PIP)		POLICY NUMBER		VEHICLE RECOVERED BY		1. Tow Station Unit 2. Tow Owner's Request 3. Driver 4. Other		2			
OWNER'S FULL NAME (Check if Owner)		CURRENT ADDRESS (Number and Street)		CITY AND STATE		ZIP CODE					
OWNER'S FULL NAME (Trailer or Towed Vehicle)		CURRENT ADDRESS (Number and Street)		CITY AND STATE		ZIP CODE					
DRIVER (Check if on Driver License) / Pedestrian		CURRENT ADDRESS (Number and Street)		CITY & STATE / ZIP CODE		DATE OF BIRTH					
DRIVER LICENSE NUMBER		STATE		SEX		HAIR		EYES		SKIN	
HAZARDOUS MATERIALS BEING TRANSPORTED		PLACARDED		RECOMMEND RE-EXAM		1. Yes 2. No		1. Yes 2. No		1. Yes 2. No	
PASSENGER'S NAME (Additional on Conclusion Page)		CURRENT ADDRESS		CITY & STATE / ZIP		AGE		LOC.		SEX	

OWNER ACTION 1 Plan 2 Report 3 File		YEAR	MAKE	TYPE	USE	VEH. LICENSE NUMBER	STATE	VEHICLE IDENTIFICATION NUMBER	POINT OF IMPACT CIRCLE AREA OF DAMAGE	
TRAILER OR TOWED VEHICLE INFORMATION		TRAILER TYPE		VEHICLE TRAVELING ON		EST. MPH	Rated Speed	EST. VEHICLE DAMAGE	1 Missing 2 Functional 3 No Damage	EST. TRAILER DAMAGE
INSURANCE COMPANY (LIABILITY OR PIP)		POLICY NUMBER		VEHICLE RECOVERED BY:		1 Tow Station List 2 Tow Owner's Request 3 Driver 4 Other				
OWNER'S FULL NAME (Check if Owner)		CURRENT ADDRESS (Number and Street)		CITY AND STATE		ZIP CODE				
OWNER'S FULL NAME (Trailer or Towed Vehicle)		CURRENT ADDRESS (Number and Street)		CITY AND STATE		ZIP CODE				
DRIVER (Specify as in Owner License) / Permitted		CURRENT ADDRESS (Number and Street)		CITY & STATE / ZIP CODE		DATE OF BIRTH				
DRIVER LICENSE NUMBER		STATE	SEX	HAIR	EYES	SKIN	DOB	REL	EDUC	EXERC
HARDWARE MATERIALS BEING TRANSPORTED		FLUORIDES		RECOMMEND		IF YES, Explain		OWNER'S PHONE NO.		
PASSENGER'S NAME (Indicated on Confirmation Page)		CURRENT ADDRESS		CITY & STATE / ZIP		AGE		LOC	REL	EDUC
PROPERTY DAMAGES - OTHER THAN VEHICLES		EST. AMOUNT		OWNER'S NAME		ADDRESS		CITY	STATE	ZIP
1 CHAIN LINK FENCE & GATE		\$1500.00		JOSEPH W. SUMMERS		1234 Main St		FL	32401	
2										
CONTRIBUTING CAUSES - DRIVER / PED.		VEHICLE DEFECT		VEHICLE MOVEMENT		VEHICLE SPECIAL FUNCTIONS				
01 No Impaired Driving/Action 02 Careless Driving 03 Failed to Yield Right-of-Way 04 Improper Backing 05 Improper Lane Change 06 Improper Turn 07 Alcohol/Under Influence 08 Drugs/Under Influence 09 Alcohol & Drugs/Under Influence 10 Followed Too Closely 11 Disappeared Traffic Signal 12 Exceeded Safe Speed Limit 13 Disappeared Stop Sign 14 Failed to Maintain Safe Vehicle 15 Improper Passing 16 Drove Left of Center 17 Exceeded Stated Speed Limit 18 Changing Traffic		01 No Defects 02 Def. Brakes 03 Worn/Brake Free 04 Defective/Improper Lights 05 Poor Vision/Blurred 06 Steering Malfunction 07 Windshield Wipers 08 Equipment/Vehicle Defect 77 All Other (Specify)		01 Straight Ahead 02 Stopping/Stopped/Blocked 03 Making Left Turn 04 Backing 05 Making Right Turn 06 Changing Lanes 07 Stopping/Stopping Parking Space 08 Forward Parking 09 Improperly Parked 10 Moving U-Turn		1-None 2-Push 3-Pull 4-Pull/Push 5-Reverse 6-Emergency Operation 7-Other (Specify)				
LOCATION ON ROADWAY		PERCENTAGE ACTION		LOCATION TYPE						
1 On Road 2 Not On Road 3 Shoulder 4 Median 5 Turn Lane 6 Safety Zone		01 Crossing at Intersection 02 Crossing at Mid-Block Crosswalk 03 Crossing at Intersection 04 Making Left Turn With Traffic 05 Making Right Turn Against Traffic 06 Stopping in Lane		07 Other Making Left Turn 08 Making Right Turn 09 Stopping in Lane 10 Other (Specify)		1 Privately Owned 2 Publicly Owned 3 Open County				
FIRST / SUBSEQUENT HARMFUL EVENT		ROAD SYSTEM DEFECTOR		LIGHTING CONDITION						
01 Collision With MV in Transport (Front-end) 02 Collision With MV in Transport (Rear-end) 03 Collision With MV in Transport (Side) 04 Collision With MV in Transport (Left Turn) 05 Collision With MV in Transport (Right Turn) 06 Collision With MV in Transport (Backward) 07 Collision With MV in Transport (Backward Turn) 08 Collision With Pedestrian 09 Collision With Object 10 Collision With Roadway 11 Collision With Structure 12 Collision With Object (Off Road) 13 Collision With Object (Off Road) 14 Collision With Object (Off Road)		01 Collision With Animal 02 Collision With Object 03 Collision With Object 04 Collision With Object 05 Collision With Object 06 Collision With Object 07 Collision With Object 08 Collision With Object 09 Collision With Object 10 Collision With Object 11 Collision With Object 12 Collision With Object 13 Collision With Object 14 Collision With Object		01 Illumination 02 U.S. 03 State 04 County 05 Local 06 Temporary/Tail 07 All Other (Specify)		01 Daylight 02 Dark 03 Dusk 04 Dark Street Light 05 Dark No Street Light 06 Unknown				
CONTRIBUTING CAUSES - ROAD		CONTRIBUTING CAUSES - ENVIRONMENT		TRAFFIC CONTROL		SITE LOCATION		THROUGHWAY CHARACTERISTICS		
01 No Defects 02 Obstruction With/Without Warning 03 Road Under Repair/Construction 04 Loose Surface Materials 05 Shoulder - Soft/Uneven/High 06 Holes/Ruts/Uneven Pavement Edge 07 Standing Water 08 Voids/Fallen Road Surface 77 All Other (Specify)		01 Vision Not Observed 02 Adverse Weather 03 Faded/Blurred Vision 04 Poor/Compromised Vision 05 Lost on Vehicle 06 Backed/Blind Object 07 Signs/Markings 08 Fog 09 Smoke 10 Other		01 No Control 02 School Zone 03 Traffic Signal 04 Stop Sign 05 Yield Sign 06 Flashing Light 07 Redundant Signal 08 Other/Signal/Signage 09 Posted No U-Turn 10 Posted Speed Zone		01 Not At Intersection / RR Xing / Bridge 02 At Intersection 03 Intersection by Intersection 04 Highway Access 05 Highway Crossing 06 Bridge 07 Entrance Ramp 08 Exit Ramp 09 Parking Lot - Public 10 Private Lot - Private		1 Single Lane 2 Single Lane/Shoulder 3 Two Lane 4 Two Lane/Shoulder 5 Three Lane 6 Four Lane 7 Other (Specify)		
VIOLATION		STATUTE NUMBER		NAME		CHARGE		CITATION		

FLORIDA TRAFFIC CRASH REPORT

NARRATIVE / DIAGRAM
MAIL TO: DEPT. OF HIGHWAY SAFETY & MOTOR VEHICLES
TRAFFIC CRASH RECORDS
TALLAHASSEE, FLORIDA 32309-0500

DO NOT WRITE IN THIS SPACE

ENR INFO FATALS ONLY	TIME-DATE NOTIFIED	AM PM	TIME-DATE ARRIVED	AM PM	COUNTY / CITY CODE	DATE OF CRASH	INVEST. AGENCY REPORT NUMBER	HIGH CRASH REPORT NUMBER
					23/50	06-06-99	1379599	56528825

NARRATIVE / ADDITIONAL PASSENGERS
DRIVER OF VEHICLE #1 STATED THAT HIS VEHICLE
VEERED OUT OF CONTROL, LEFT THE ROADWAY
AND STRUCK THE FENCE. IT APPEARED THAT
THE RIGHT FRONT WHEEL ASSEMBLY COLLAPSED
CAUSING THE SUDDEN UNCONTROLLABLE VEER.

SEC #	NAME #	PASSENGER NAME	ADDRESS	CITY & STATE	ZIP	Age	Sex	INJ.	Minor Inj.	Other

VIOLATOR	FL. STATUTE NUMBER	NAME	ADDRESS	CITY & STATE	ZIP	CITATION #
VIOLATOR	FL. STATUTE NUMBER	NAME	ADDRESS	CITY & STATE	ZIP	CITATION #

WITNESS - NAME ADDRESS CITY & STATE ZIP

WITNESS - NAME ADDRESS CITY & STATE ZIP

FIRST AID GIVEN BY - NAME 1. Physician or Nurse 2. Paramedic or EMT 3. Police Officer

INVESTIGATION MADE AT SCENE? 1 YES 2 NO WHERE? IS INVESTIGATION COMPLETED? 1 YES 2 NO WHEN? DATE OF REPORT 06/06/99

INVESTIGATOR - NAME & SIGNATURE OFF. S. LARSON ID / BADGE NUMBER 90 DEPARTMENT PANAMA CITY

INVEST. AGENCY 1 YES 2 NO 3 OTHER PIP DO CPO OTHER

DIAGRAM

NOT TO SCALE



INDICATE NORTH
WITH ARROW

11TH STREET

1025
HARRISON
AVE



← HARRISON AVE.



Facsimile Cover Sheet

DATE: *July 15, 1999*

TO: *Willet McCortney*
COMPANY: *EA Associates*
PHONE: *(850)934-8468*
FAX: *(850)934-8468*

RE: [REDACTED]
1999 Ford Ranger
1FTYR14V8XPE [REDACTED]

CASE #: *392 881 759*

FROM: *Tracey D. Woods*
COMPANY: *Ford Motor Company*
16800 Executive Plaza Drive
SNE-B 343
Dearborn, MI 48126

PHONE: *(313)845-5681*
FAX: *(313)845-5669*

Number of Pages: *3 including cover sheet*

COMMENTS: *Hi Mr. McCortney, here is the information on the customer I spoke to you about this morning. The contact person is at the wrecker yard is Cliff Fleming. If you have any questions please give me a call. Thanks for your assistance.*

Tracey

** CONFIRMATION REPORT **

TRANSMISSION
TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION PGS	STATUS	MODE
406	JUL 15 13:59	904 872 8402	0' 00' 34" 002	OK	N EOK

~~Facsimile Transmitted~~

To: Bill Hunt

Fax: (850)872-8402

From: Tracey Woods - Ford Motor Company

Date: July 15, 1999

Fax:

Pages: 2

☐ Urgent☒ For Review☐ Please Comment☐ Please Reply☐ Please Recycle

Notes: [Click here and type any comments]

SENT VIA FAX ONLY!



To: Bill Hutto

Fax: (850)872-8402

From: Tracey Woods - Ford Motor Company

Date: July 15, 1999

Re: [REDACTED]

Pages: 2

☐ Urgent

☒ For Review

☐ Please Comment

☐ Please Reply

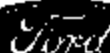
☐ Please Recycle

 (Click here and type any comments)

VIA FAX ONLY!

CONFIDENTIAL

3718 7524



Ford Motor Company

18800 Executive Plaza Drive
MD# ONE-B
Dearborn, Michigan 48126-4207

July 15, 1999

Mr. Bill R. Hutto
HUTTO & BODIFORD
620 McKenzie Avenue
Panama City, FL 32401

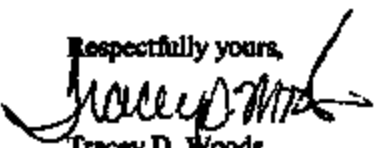
Re: [REDACTED]
1999 Ford Ranger
VIN: 1FTYR14V8XE [REDACTED]

Dear Mr. Hutto:

This letter serves as a follow-up to our conversation on June 28, 1999, regarding inspection of your client's vehicle.

To further investigate this issue, we have contacted an independent engineering firm to evaluate [REDACTED] vehicle. An inspection has been scheduled for Monday July 19, 1999 at 11:00a.m. If you have any questions please contact me at (313)845-5681.

Respectfully yours,


Tracey D. Woods
Consumer Affairs



** CONFIRMATION REPORT **

TRANSMISSION

INCOMPLETE: RETRANSMIT PAGE(S)

NO.	DATE/TIME	DESTINATION	DURATION	PQS	STATUS	MODE
401	JUL 15 10:55	918508402	000		BUSY	

**Facsimile Transmittal**

To: Bill Hurto

Fax: (850)872-8402

From: Tracey Woods - Ford Motor Company

Date: July 15, 1999

Re: [REDACTED]

Pages: 2

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Notes: [Click here and type any comments]

SENT VIA FAX ONLY!

** CONFIRMATION REPORT **

TRANSMISSION

TRANSACTION(S) COMPLETED

NO.	DATE/TIME	DESTINATION	DURATION PGS	STATUS	MODE
398	JUL 15 10:25	18509348468	0' 01' 07" 003	OK	N ECM

**Facsimile Cover Sheet****DATE:** July 15, 1999**TO:** Willett McCortney
COMPANY: EA Associates
PHONE: (850)934-8468
FAX: (850)934-8468**RE:** [REDACTED]
1999 Ford Ranger
1FTYR14V8XP [REDACTED]**CASE #:** 392 881 759**FROM:** Tracey D. Woods
COMPANY: Ford Motor Company
16800 Executive Plaza Drive
3NE-B 343
Dearborn, MI 48126

3718 7527

Ford Motor Company

Orlando Regional Office, 101 Southhall Lane, Suite 350

Maitland, Florida 32751



Date: 6/23/99

To: Ms. Fletcher

Re: Attorney Demand Letter

Phone:

Fax: 313-845-5669

CC:

From: Greg Champion
Office Operations Specialist

Phone: (407)875-7562

Fax phone: (407)875-7575

REMARKS:

☐ Urgent☒ For your review☐ Reply ASAP☐ Please comment

Ms. Fletcher,

Following is an attorney demand letter alleging an accident caused by faulty manufacture.

Thank you.

Greg Champion

==>

VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: 0 OPEN
Comm Type: FX FAX Odometer Reading: 1 MI
Analyst: DFLETCH6 MORSIII ID NEEDED FO Document Number:
Action Date: 06/24/99 Action Data: N Action Time: 10:54:48 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments: ***** ATTORNEY DEMAND LETTER *****
06/23/99

ATTORNEY ALLEGES DEFECTIVE VEHICLE. A RUPTURE IN THE BRAKE
LINE PROHIBITED CUSTOMER FROM STOPPING, CAUSING ACCIDENT AND
PERSONAL INJURIES. NOTE: AIR BAGS DID NOT DEPLOY.

*** ATTORNEY DEMANDS FORD EXCHANGE VEHICLE.***

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

LPREL25

VIN: 1FTYR14V8XPH Year: 1999 Model: RANGER
Name:
Trmt:
Issue Type: 07 LEGAL Case: 392881759
Comm Type: FX FAX Issue Status: INVESTIGAT
Dealer: 00449 BEAUDRY FORD INC Odometer Reading: 1
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE Odometer Type: NI
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PR Document Number:
Origin Desc: CONSUMER AFFAIRS - LITIGATION Legal Issue Type:
Action Desc: UPDATE/ADDCO CASE CAN Court Code:
Comments: ***LPA COMMENTS*** CAN Award Code:
THE VEHICLE IS LOCATED AT FLEMING WRECKER SERVICE

3012 W. 17TH STREET

PANAMA CITY, FL

(850)832-0433

CONTACT PERSON: CLIFF FLEMING

MR. FLEMING HAS REQUESTED THAT THE INSPECTOR CONTACT HIM AT
LEAST 30 MINUTES BEFORE HE IS TO ARRIVE.

F1=Help F2=ActionList F5=Add F6=DealerInfo
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL251

*** PLEASE REQUEST POLICE REPORT ***

=>

DEALER: 121001 BEAUDRY FORD INC
Address: 141 PIEDMONT AVENUE
City: ATLANTA
State/Prov: GA ZIP/Postal: 30303
Country: USA Trained: Y
Dlr Phone: 404 659 3673
Svc Phone: 404 659 3673
Svc Hours: 7:00 AM - 6:00 PM MON - FRI
Directions:

P&A Code: 00449
Sales Region: 21 ATLANTA
Sales Zone: A
PCSD Region: 21 ATLANTA
Market: A1
Market Area:

A

C POSITION

Employee Name

DEALER/PARTNER	BORN, J I
GENERAL MANAGER	OLIVER, JACK R
PARTS & SERVICE DIRECTOR	HALL, HEYDON
PARTS MANAGER	SKELTON, DAVID L
SALES MANAGER	GLASS, JR, FRED H
SERVICE MANAGER	BISHOP, LAWRENCE L

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE

LPREL25

VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99 Mileage: 1
Name: Hm Ph: [REDACTED]
Trmt: Case: 392881759 Day Ph:
Symptom: SERVICE BRAKE INOP/INEFFECTIVE
Reason: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
Issue Status: 0 OPEN CAN Award: MORSII Contact: N

A/C DATE Origin Description

06/24/99 CALGL OPEN LEGAL CONTACT - PRODUCT LIABILITY

F1=Help F2=AddAction
F7=Prev F8=Next
NO MORE RECORDS AVAILABLE

F4=ActionDetail
F9=ViewMORSII

F6=DealerInfo
F11=Menu

F12=Return

1PREL25

345

Cliff Fleming/Contact Person
3012 W. 17th Street
Call 30 minutes

next monday

11A.M.

==>

VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: FX FAX Odometer Reading: 1 MI
Analyst: DFLETCH6 DOLCINA FLETCHER Document Number:
Action Date: 06/24/99 Action Data: N Action Time: 10:54:48 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments: ***** ATTORNEY DEMAND LETTER *****

06/23/99

ATTORNEY ALLEGES DEFECTIVE VEHICLE. A RUPTURE IN THE BRAKE
LINE PROHIBITED CUSTOMER FROM STOPPING, CAUSING ACCIDENT AND
PERSONAL INJURIES. NOTE: AIR BAGS DID NOT DEPLOY.

*** ATTORNEY DEMANDS FORD EXCHANGE VEHICLE.***

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

LPREL231

==>
VIN: 1FTYR14V8XPH Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: FX FAX Odometer Reading: 1 MI
Analyst: 5008TW TRACEY WOODS Document Number:
Action Date: 06/28/99 Action Data: Y Action Time: 15:37:51 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: MAKE OUTBOUND CALL TO ATTORNEY
Comments: ***LPA COMMENTS***
LPA ADVISED CUSTOMER'S ATTORNEY BILL HUTTO THAT AN INDEPENDENT INSPECTOR WILL BE CONTACTED TO INSPECT HIS CLIENT'S VEHICLE.

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

LPREL231

==>

VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: FX FAX Odometer Reading: 1 MI
Analyst: 5008TW TRACEY WOODS Document Number:
Action Date: 07/15/99 Action Data: N Action Time: 11:15:37 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH EAA
Comments: ***LPA COMMENTS***
EAA INSPECTOR/WILLETT MCCORTNEY ADVISED THAT HE WOULD BE
ABLE TO PERFORM THE INSPECTION ON THE VEHICLE. HE WILL
INSPECT THE VEHICLE ON MONDAY JULY 19/11:00A.M. CUSTOMER
INFORMATION FAXED TO MR. MCCORTNEY AT (850)934-8468.

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

LPREL231

SFCHADMA

Action Detail

09/27/00 11:07:31

==>
VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: FX FAX Odometer Reading: 1 MI
Analyst: 5008TW TRACEY WOODS Document Number:
Action Date: 07/15/99 Action Data: N Action Time: 11:18:12 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: ***LPA COMMENTS***

THE VEHICLE IS LOCATED AT FLEMING WRECKER SERVICE
3012 W. 17TH STREET
PANAMA CITY, FL
(850)832-0433

CONTACT PERSON: CLIFF FLEMING

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

LPREL23

3718 7538

==>
VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: FX FAX Odometer Reading: 1 MI
Analyst: 5008TW TRACEY WOODS Document Number:
Action Date: 07/15/99 Action Data: N Action Time: 11:18:12 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: CONTACT PERSON: CLIFF FLEMING
MR. FLEMING HAS REQUESTED THAT THE INSPECTOR CONTACT HIM AT
LEAST 30 MINUTES BEFORE HE IS TO ARRIVE.

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

LPREL23

SFCHADMA

Action Detail

09/27/00 11:07:51

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VIN: 1FTYR14V8XPB54414 Year: 1999 Model: RANGER

Owner Status: ORIGINAL

WSD: 06/05/99

Name:

Hm Ph:

Trmt:

Case: 392881759

Day Ph:

Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE

Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE

Dealer: BEAUDRY FORD INC

Issue Type: 07 LEGAL

Issue Status: C CLOSED

Comm Type: FX FAX

Odometer Reading: 1 MI

Analyst: 5008TW TRACEY WOODS

Document Number:

Action Date: 07/16/99 Action Data: N

Action Time: 09:20:04 EST

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Desc: UPDATE/ADDCO CASE

Comments: ***LPA COMMENTS***

VOICEMAIL MESSAGE LEFT FOR ATTORNEY HUTTO, REQUESTING HIM
TO RECONTACT FMC REGARDING THIS MATTER. NAME & PHONE NUMBER
PROVIDE FOR RECONTACT.

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

LPREL23

3718 7538

SFCHADMA

Action Detail

09/27/00 11:08:07

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Tmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: FX FAX Odometer Reading: 1 MI
Analyst: 5008TW TRACEY WOODS Document Number:
Action Date: 08/03/99 Action Data: N Action Time: 16:44:57 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: ***LPA COMMENTS***
VOICEMAIL MESSAGE LEFT FOR ATTORNEY HUTTO REQUESTING HIM TO
RECONTACT FMC REGARDING THIS MATTER. NAME & PHONE NUMBER
PROVIDED FOR RECONTACT.

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

LPREL23

SFCHADMA

Action Detail

09/27/00 11:08:35

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VIN: 1FTYR14V8XP Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: DFLETCH7 DOLCINA FLETCHER Document Number: 960998
Action Date: 08/05/99 Action Data: Action Time: 10:39:50 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: ADD IMAGE TO ISSUE
Comments: CUSTOMER SAYS: RECEIVED CONSUMER SURVEY FORM VIA IMAGE DAT
ED 8/5/99. PER CUSTOMER, DEALER SAYS: CAC ADVISED:

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

LPREL23

3718 7540

SPCHADMA

Action Detail

09/27/00 11:08:49

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 7508BB BILL BILLUPS Document Number:
Action Date: 08/13/99 Action Data: N Action Time: 14:31:21 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH ATTORNEY
Comments: -LPA MADE OUTBOUND CALL TO THE ATTORNEY AND LEFT MSG WITH
HIS SECRETARY FOR A RETURN PHONE CALL ASAP.

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

LPREL23

3716 7641

SPCHADMA

Action Detail

09/27/00 11:09:22

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VIN: 1FTYR14V8XPE [REDACTED] Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 392881759 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 7508BB BILL BILLUPS Document Number:
Action Date: 08/13/99 Action Data: N Action Time: 14:36:04 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: -LPA IS ATTEMPTING TO GET IN CONTACT WITH THE ATTORNEY TO ADVISE HIM THAT FORD WILL ONLY OFFER A FURTHER REPAIR. THIS IS THE FIRST OCCURANCE OF THE NON CONFORMITY. WE WILL NOT OFFER A VEHICLE REPLACEMENT. WE WILL ONLY OFFER A FURTHER REPAIR. LPA WILL CONTINUE TO ATTEMPT TO GET IN CONTACT WITH ATTORNEY.

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

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 7508BB BILL BILLUPS Document Number:
Action Date: 08/13/99 Action Data: N Action Time: 16:46:28 BST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH ATTORNEY
Comments: -LPA SPOKE WITH THE ATTORNEY WHO INDICATED THAT HIS CLIENT

WANTS THE VEHICLE REPAIRED AT COOK WHITEHEAD FORD INC. LPA
MADE OUTBOUND CALL TO THE DEALER AND SPOKE WITH THE GM. BILL
ANDERSON INDICATED THAT THE DEALER WOULD NOT HAVE A PROBLEM
REPAIRING THE VEHICLE. BILL INDICATED THAT JOE MOORE THE BO
Y SHOP MANAGER WOULD BE HANDLING THE REPAIRS. BILL STATED TH

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

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 7508BB BILL BILLUPS Document Number:
Action Date: 08/13/99 Action Data: N Action Time: 16:46:28 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH ATTORNEY
Comments: Y SHOP MANAGER WOULD BE HANDLING THE REPAIRS. BILL STATED TH
AT THEY WOULD NEED TO KNOW THE VEHICLE'S LOCATION TO TOW THE
VEHICLE INTO THE DEALER. LPA RECONTACTED THE ATTORNEY AND PR
OVIDED THE ATTORNEY WITH THE NAME AND PHONE NUMBER TO THE DE
ALER. LPA WILL AWAIT THE WRITTEN ESTIMATE FROM THE DEALER.

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

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 7873CJ CARRINGT JOHNSON Document Number:
Action Date: 08/20/99 Action Data: Y Action Time: 12:46:01 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: MAKE OUTBOUND CALL TO DEALER
Comments: **LPA SPOKE WITH JOE MOORE BODYSHOP MANAGER REGARDING HAVING
THE CUSTOMER'S VEHICLE TOWED FROM THE WRECKER SERVICE**
*
PER JOE THE WRECKER SERVICE WILL NOT TOW THE VEHICLE TO
THE DEALERSHIP UNTIL THEY RECEIVE A CHECK FOR \$968.00
*

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

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 7873CJ CARRINGT JOHNSON Document Number:
Action Date: 08/20/99 Action Data: Y Action Time: 12:46:01 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: MAKE OUTBOUND CALL TO DEALER
Comments: *
THIS AMOUNT INCLUDES: THE ORIGINAL TOW TO THE WRECKER SERVICE,
E, STORAGE FEES AND THE AMOUNT TO RE-TOW TO THE DEALERSHIP
*
LPA ADVISED:
- CUSTOMER IS RESPONSIBLE FOR STORAGE FEES AND THE TOW BILL
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL23

SFCHADMA

Action Detail

09/27/00 11:11:29

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 7873CJ CARRINGT JOHNSON Document Number:
Action Date: 08/20/99 Action Data: Y Action Time: 12:46:01 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: MAKE OUTBOUND CALL TO DEALER
Comments: - CUSTOMER IS RESPONSIBLE FOR STORAGE FEES AND THE TOW BILL
TO THE WRECKER SERVICE. NO ASSISTANCE WILL BE PROVIDED
UNTIL THAT BILL IS RESOLVED

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

LPRBL23

3718 7547

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VIN: 1FTYR14V8XPH Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 7873CJ CARRINGT JOHNSON Document Number:
Action Date: 08/20/99 Action Data: Y Action Time: 12:46:53 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: MAKE OUTBOUND CALL TO ATTORNEY
Comments:

*

LPA ADVISED:

- CUSTOMER IS RESPONSIBLE FOR STORAGE FEES AND THE TOW BILL

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

LPREL23

SFCHADMA

Action Detail

09/27/00 11:15:53

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 7873CJ CARRINGT JOHNSON Document Number:
Action Date: 08/20/99 Action Data: Y Action Time: 12:46:53 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: MAKE OUTBOUND CALL TO ATTORNEY
Comments: **LPA CALLED ATTORNEY AND INFORMED HIM CLIENT'S VEHICLE
WOULD NOT BE TOWED TO THE DEALERSHIP UNTIL HIS PREVIOUS
BILL WITH THE WRECKER SERVICE HAD BEEN SETTLED.**

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

LPREL23

3718 7540

SFCHADMA

Action Detail

09/27/00 11:17:13

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VIN: 1FTYR14V8XP Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Tmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 7873CJ CARRINGT JOHNSON Document Number:
Action Date: 08/20/99 Action Data: Y Action Time: 12:46:53 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: MAKE OUTBOUND CALL TO ATTORNEY
Comments: - CUSTOMER IS RESPONSIBLE FOR STORAGE FEES AND THE TOW BILL
TO THE WRECKER SERVICE. NO ASSISTANCE WILL BE PROVIDED
UNTIL THAT BILL IS RESOLVED

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

LPREL23

3718 7550

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 09/13/99 Action Data: N Action Time: 18:17:00 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH CUSTOMER
Comments: ***LPA RECEIVED AN INBOUND CALL FROM THE CUSTOMER ADVISING
THAT HE NEEDS TO TALK TO SOMEONE TODAY AND GET THIS MATTER
RESOLVED***HE IS WILLING TO FIRE HIS ATTY IF THAT IS WHAT
IT TAKES**LPA CALLED CUSTOMER BACK AND THEN CUSTOMER AND LPA
EXCHANGED PHONE MESSAGES SEVERAL TIMES TODAY**LPA THEN LEFT
A MESSAGE FOR THE ATTY AND ADVISED THAT HIS CLIENT IS TRYING
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BANOL Document Number:
Action Date: 09/13/99 Action Data: N Action Time: 18:17:00 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH CUSTOMER
Comments: A MESSAGE FOR THE ATTY AND ADVISED THAT HIS CLIENT IS TRYING
TO GET THE MATTER RESOLVED DIRECTLY W/ FORD**LPA THEN CALLED
THE DEALER IN PANAMA CITY, COOK-WHITEHEAD FORD, AND INQUIRED
ABOUT WHAT IS GOING ON WITH THE STORAGE FEES/RELEASE/VEHICLE
AND THE BODY SHOP MANAGER, JOE MOORE**IT HAS BEEN DETERMINED
THAT THERE WAS APP. \$1,000.00 IN STORAGE FEES AND THE PLACE
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 09/13/99 Action Data: N Action Time: 18:17:00 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH CUSTOMER
Comments: THAT THERE WAS APP. \$1,000.00 IN STORAGE FEES AND THE PLACE
WOULD NOT RELEASE THE VEHICLE UNLESS THIS WAS PAID**LPA WAS
TOLD BY THE DEALER THAT THEY WILL HAVE TO LOOK INTO EXACTLY
WHAT HAPPENED AND CALL LPA BACK**LPA RECEIVED AN INBOUND CAL
L FROM THE DEALER LATER, BUT DID NOT CALL BACK**LPA SUBSEQUEN
TLY SPOKE DIRECTLY WITH THE CUSTOMER AND FOUND THAT THE VEHI
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph: [REDACTED]
Trmt: Case: 392881759 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 09/13/99 Action Data: N Action Time: 18:17:00 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH CUSTOMER
Comments: TLY SPOKE DIRECTLY WITH THE CUSTOMER AND FOUND THAT THE VEHICLE IS NOW AT THE SELLING DEALER IN ATLANTA, BEAUDRY FORD** THE VEHICLE WAS PUT ON A FLAT BED TOW TRAILER RENTED FROM U-HAUL AND TAKEN AWAY FROM THE STORAGE PLACE AFTER THE CUSTOMER PAID THE AMOUNT IN FULL FOR THE VEHICLE TO BE RELEASED; HE HAS THE RECEIPT AT HOME AND HE WANTS TO BE REIMBURSED AND

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

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 09/13/99 Action Data: N Action Time: 18:17:00 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH CUSTOMER
Comments: E HAS THE RECEIPT AT HOME AND HE WANTS TO BE REIMBURSED AND
GET THIS MATTER RESOLVED; HE HAS BEEN WITHOUT HIS TRUCK FOR
A LONG TIME**LPA ADVISED THE CUSTOMER TO PUT IN WRITING THAT
HE IS NO LONGER BEING REPRESENTED BY THE ATTY AND THE CUSTOM
ER FAXED A LETTER AS REQUESTED**

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

LPREL23

SFCHADMA

Action Detail

09/27/00 12:55:34

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VIN: 1FTYR14V8XPB Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 09/13/99 Action Data: N Action Time: 18:24:03 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH CUSTOMER
Comments: ***CUSTOMER CALLED LPA WHILE SITTING AT THE DEALER AND ADVISED LPA THAT HE WOULD LIKE HIS VEHICLE REPLACED AT THIS POINT DUE TO THE LACK OF RESPONSE FROM FORD AND THE FACT THAT HIS VEHICLE WAS WRECKED AT ONLY 300 MILES**LPA ADVISED THAT IF THE VEHICLE IS REPAIRABLE, WE WOULD MORE THAN LIKELY JUST REPAIR IT AND WOULD CONSIDER HIS REQUEST FOR REIMBURSEMENT FOR

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

LPREL23

3718 7556

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph: [REDACTED]
Trmt: Case: 392881759 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 09/13/99 Action Data: N Action Time: 18:24:03 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH CUSTOMER
Comments: PAIR IT AND WOULD CONSIDER HIS REQUEST FOR REIMBURSEMENT FOR
RELEASE OF THE VEHICLE FROM THE STORAGE PLACE IN PANAMA PROV
IDED HE SENDS US THE PAID RECEIPT FOR OUR REVIEW***CUSTOMER
ADVISED THAT THE DEALER SAID THAT THE REGION OR SOMEONE FROM
THE DEALER WILL PROVIDE HIM WITH APP \$3000.00 TOWARDS THE PU
RCHASE OF A NEW VEHICLE; HE NO LONGER WANTS A VEHICLE FOR HI
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Tmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 09/13/99 Action Data: N Action Time: 18:24:03 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATIONAL CALL/FAX WITH CUSTOMER
Comments: RCHASE OF A NEW VEHICLE; HE NO LONGER WANTS A VEHICLE FOR HI
MSELF, HE WANTS AN EXPLORER FOR HIS DAUGHTER***LPA ADVISED
THAT THIS WILL BE LOOKED INTO BUT WE WILL NEED AN ESTIMATE
FOR THE REPAIRS FIRST**LPA RECEIVED THE CUSTOMER'S LETTER VI
A FACSIMILE STATING HE IS REPRESENTING HIMSELF.**

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

LPREL23

SFCHADMA

Action Detail

09/27/00 14:01:58

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 09/13/99 Action Data: N Action Time: 18:26:23 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATION CALL/FAX WITH DEALER
Comments: ***LPA MADE OBC TO THE SELLING DEALER WHERE THE VEHICLE IS
AND THE DEALER PRINCIPLE, JIM CLARK, IS ASSISTING IN THIS
MATTER***JIM ADVISED LPA THAT THE CUSTOMER AND HE ARE GOING
TO SETTLE THE MONEY OWED TO THE U-HAUL CO. FOR RENTAL OF THE
FLAT BED TOW TRAILER**JIM REQUESTED THAT LPA SEND A FAX TO
THE DEALER GIVING THEM AUTHORIZATION TO REMOVE THE VEHICLE
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL23

3718 7559

SFCHADMA

Action Detail

09/27/00 14:02:05

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 09/13/99 Action Data: N Action Time: 18:26:23 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATION CALL/FAX WITH DEALER
Comments: THE DEALER GIVING THEM AUTHORIZATION TO REMOVE THE VEHICLE
FROM THE FLAT BED TOW TRAILER AND PERFORM AN ESTIMATE; LPA
PUT THIS IN WRITING AND FAXED IT TO THE DEALER W/ CONFIRM.**

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

LPREL23

3718 7660

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VIN: 1FTYR14V8XP Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 09/29/99 Action Data: N Action Time: 18:35:00 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATION CALL/FAX WITH DEALER
Comments: ***LPA LEFT MESSAGES FOR THE CUSTOMER ON THE FOLLOWING DATES
REGARDING THE RECEIPT FOR THE STORAGE FEES: 9/20/99, 9/22/9
9, AND 9/27/99**LPA RECEIVED 1 INBOUND MESSAGE FROM THE CUST
OMER ON 9/24/99**LPA MADE OBC TO JIM CLARK, DEALER PRINCIPA
L 9/29/99 AND INQUIRE ABOUT THE RECEIPT; JIM ADVISED THAT
THE CUSTOMER INFORMED HIM HE IS GETTING THE INFORMATION AND
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 09/29/99 Action Data: N Action Time: 18:35:00 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATION CALL/FAX WITH DEALER
Comments: THE CUSTOMER INFORMED HIM HE IS GETTING THE INFORMATION AND
LPA PROVIDED AN ALTERNATE FAX # AS THE PREVIOUS FAX# IS NOT
WORKING**LPA AWAITING RECEIPT, ADVISED JIM TO TELL THE CUST-
OMER THAT IF WE DO NOT RECEIVE THE RECEIPT WITHIN 5 BUSINESS
DAYS, WE ARE CLOSING OUR FILE**LPA WILL PUT OUR POSITION IN
WRITING ON 9/30/99 AND MAIL IT TO THE CUSTOMER AND CC THE
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL23

SFCHADMA

Action Detail

09/27/00 14:03:54

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BRAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 09/29/99 Action Data: N Action Time: 18:35:00 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: INFORMATION CALL/FAX WITH DEALER
Comments: WRITING ON 9/30/99 AND MAIL IT TO THE CUSTOMER AND CC THE
DEALER VIA FACSIMILE***

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

LPRKL23

3718 7563

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BANOL Document Number:
Action Date: 10/04/99 Action Data: N Action Time: 10:37:21 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: ***9/30/99: LPA SENT THE CUSTOMER OUR POSITION IN WRITING
REGARDING THE FORWARDING OF THE RECEIPT REQUESTED**CC'ED THE
DEALER VIA FACSIMILE AND SENT THE CUSTOMER HIS COPY VIA CERT
IFIED MAIL**ON 10/1/99, LPA RECEIVED AN INBOUND CALL FROM
THE CUSTOMER STATING THAT HE IS FAXING THE INVOICES AS REQUE
STED INCLUDING HOTEL, RENTAL, ATTY FEES, PAYMENTS MADE ON TH
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPREL23

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VIN: 1FTYR14V8XP Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 10/04/99 Action Data: N Action Time: 10:37:21 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: STED INCLUDING HOTEL, RENTAL, ATTY FEES, PAYMENTS MADE ON TH
E VEHICLE, AND THE STORAGE FEES**LPA ADVISED THAT WE CAN ONL
Y REVIEW THE DOCUMENTS AND PUT THE OFFER IN WRITING**LPA
ADVISED THAT IF HE PLANNED TO PAY ATTY FEES, HE WOULD NEED
TO RETAIN THE SERVICES OF HIS ATTY AS THE ATTY IS NOT SETTLI
NG THIS CASE ON HIS BEHALF***CUSTOMER BECAME IRATE AND TOLD
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 10/04/99 Action Data: N Action Time: 10:37:21 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: NG THIS CASE ON HIS BEHALF***CUSTOMER BECAME IRATE AND TOLD
LPA THAT HE WILL NOT SETTLE FOR ANYTHING LESS AND IT IS NOT
HIS FAULT THAT HIS ATTY'S CALLS HAVE BEEN IGNORED BY TRACEY
WOODS **LPA ADVISED THAT WE CAN ONLY REVIEW WHAT WE HAVE IN
ORDER TO PUT OUR OFFER IN WRITING.***

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

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 10/04/99 Action Data: N Action Time: 11:03:34 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: RECEIVE REQUESTED DOCUMENT FROM CUSTOMER
Comments: ***10/1/99: LPA RECEIVED THE DOCUMENTS FROM THE CUSTOMER
VIA FACSIMILE***CUSTOMER INCLUDED FOOD AND HOTEL RECEIPTS,
ITEMIZED STATEMENT FROM THE ATTY FEES, COPY OF LEASE AGREE-
MENT, STORAGE FEES, REPAIR TO DAMAGED FENCE, RENTAL RECEIPTS
AND COSTS ASSOCIATED WITH RETURNING THE TRUCK TO ATLANTA**
LPA REVIEWED THE DOCUMENTS WITH SUPERVISOR, LYNN BLACK, AND
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL23

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VIN: 1FTYR14V8XP Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 10/04/99 Action Data: N Action Time: 11:03:34 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: RECEIVE REQUESTED DOCUMENT FROM CUSTOMER
Comments: LPA REVIEWED THE DOCUMENTS WITH SUPERVISOR, LYNN BLACK, AND
HAVE DETERMINED THAT WE WILL OFFER TO REPAIR THE VEHICLE, RE
IMBURSE HIM FOR THE STORAGE FEES ASSOCIATED WITH THE CASE,
AND POSSIBLE REIMBURSEMENT FOR THE PROPERTY DAMAGE OF A FENC
E THAT WAS ALLEGEDLY DAMAGED AS A RESULT OF THE ACCIDENT**
OFFER IS PURELY A GESTURE OF GOODWILL**LYNN MADE OBC TO THE
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 87 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 10/04/99 Action Data: N Action Time: 11:03:34 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: RECEIVE REQUESTED DOCUMENT FROM CUSTOMER
Comments: OFFER IS PURELY A GESTURE OF GOODWILL**LYNN MADE OBC TO THE
CUSTOMER AND LEFT A MESSAGE FOR HIM ON VOICE MAIL ADVISING
THAT THIS IS WHAT WE ARE OFFERING AND HE WILL GET OUR OFFER
IN WRITING VIA FACSIMILE**LPA MADE OBC TO JIM CLARK AT THE
DEALER AND ADVISED HIM THAT THE OFFER WILL BE SENT TO HIM
VIA FACSIMILE AND IF HE COULD FORWARD THE LETTER AND RELEASE
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 10/04/99 Action Data: N Action Time: 11:03:34 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: RECEIVE REQUESTED DOCUMENT FROM CUSTOMER
Comments: VIA FACSIMILE AND IF HE COULD FORWARD THE LETTER AND RELEASE
TO THE CUSTOMER**JIM CLARK'S INFORMATION IS AS FOLLOWS: PH:
(404) 659 3673; FAX: (404) 659-5853**JIM ADVISED LPA THAT
THE CUSTOMER'S CONCERN WITH THE ODOMETER READING AT THE TIME
OF THE SALE WAS DUE TO THE DEALER TRYING TO HELP HIM OUT AS
HE WAS LEASING THE VEHICLE AND THE MILES TO PANAMA CITY ARE
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL23

SFCHADMA

Action Detail

09/27/00 14:06:06

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VIN: 1FTYR14V8XP Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 10/04/99 Action Data: N Action Time: 11:03:34 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: RECEIVE REQUESTED DOCUMENT FROM CUSTOMER
Comments: HE WAS LEASING THE VEHICLE AND THE MILES TO PANAMA CITY ARE
APP. 300 MILES; THE DEALER ADDED MORE MILES TO THE LEASE
THAN WHAT WAS THE ACTUAL ODOMETER READING AT THE TIME OF THE
SALE**LPA ADVISED THE DEALER THAT THE CUSTOMER IS SAYING
THAT HIS ODOMETER WAS BROKEN AT THE TIME OF SALE AND THE DEA
LER LET SOMEONE DRIVE THE VEHICLE AROUND**

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

LPREL23

3718 7671

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph: [REDACTED]
Trmt: Case: 392881759 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 10/04/99 Action Data: Y Action Time: 16:16:09 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OFFER
Comments: ***LPA PUT OFFER TO REPAIR THE VEHICLE AND REIMBURSE FOR PRO
PERTY DAMAGE AND STORAGE FEES IN WRITING AND SENT IT TO THE
DEALERSHIP VIA FACSIMILE TO GIVE TO THE CUSTOMER***THERE IS
A 5 BUSINESS DAY TIME LIMIT ON THE OFFER AND THE CUSTOMER
HAS TO SIGN AND NOTARIZE THE RELEASE FORM IN ORDER TO FORMAL
LY ACCEPT THE OFFER**SECTION REGARDING PROPERTY DAMAGE IS PE
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 10/04/99 Action Data: Y Action Time: 16:16:09 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OFFER
Comments: LY ACCEPT THE OFFER**SECTION REGARDING PROPERTY DAMAGE IS PENDING DUE TO NOT KNOWING IF CAPTAIN JOE (PROPERTY OWNER) WAS REIMBURSED FOR THE \$330 AS THE REPAIRING COMPANY ADVISED THAT CAPT. JOE ACTUALLY PAID FOR THE REPAIR OUT OF HIS OWN POCKET***

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

LPREL23

SFCHADMA

Action Detail

09/27/00 14:12:36

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 10/15/99 Action Data: Y Action Time: 11:12:27 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: CUSTOMER REJECTS OFFER DUE TO NO RESPONSE- CLOSE CASE
Comments: ***LPA CLOSING THE CASE AS THERE HAS BEEN NO RESPONSE FROM
THE CUSTOMER***WE PROPOSE NO FURTHER ACTION UNTIL FURTHER
COMMUNICATION FROM THE CUSTOMER***FINAL CASE DISPOSITION**

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

LPREL23

3718 7574

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 01/31/00 Action Data: N Action Time: 17:25:35 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: ***LPA LEFT A MESSAGE FOR THE CSM, JILL BLANCHETT, AND ADVISED HER TO CONTACT LPA TO GIVE AN UPDATE OF THE STATUS OF THE CASE**LPA THEN CONTACTED THE CUSTOMER WHO ADVISED LPA THAT HE NEVER RESPONDED TO LPA'S OFFER BECAUSE HE DOES NOT WANT TO SIGN A RELEASE FOR THE REPAIRS***HE ADVISED LPA THAT HE WAS NOT AWARE THAT EVERY TIME HE HAD A WARRANTY REPAIR THAT

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

LPREL23

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VIN: 1FTYR14V8XPE Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 6682JB JULIE BAWOL Document Number:
Action Date: 01/31/00 Action Data: N Action Time: 17:25:35 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: WAS NOT AWARE THAT EVERY TIME HE HAD A WARRANTY REPAIR THAT
A RELEASE WOULD HAVE TO BE SIGNED; LPA ADVISED THAT BECAUSE
THE CONCERN IS RELATED TO THE ACCIDENT, A RELEASE MUST BE
SIGNED***CUSTOMER THEN STATED THAT HE HAS TURNED THIS MATTER
OVER TO THE REGIONAL OFFICE AND HE HAS NOTHING TO SAY TO LPA
; LPA SAID THANK YOU AND RELEASED THE CALL***
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ZSP
NO MORE COMMENTS AVAILABLE

LPREL23

SPCHADMA

Action Detail

09/27/00 14:13:17

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VIN: 1PTYR14V8XP Year: 1999 Model: RANGER
Owner Status: ORIGINAL WSD: 06/05/99
Name: Hm Ph:
Trmt: Case: 392881759 Day Ph:
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE
Dealer: BEAUDRY FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: 0279LB LYNN BLACK Document Number:
Action Date: 02/17/00 Action Data: N Action Time: 14:23:59 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: UPDATE/ADDCO CASE
Comments: TEAM LEADER TALKED WITH CSM TODAY (JILL) AND REAFFIRMED
OUR POSITION THAT WE WILL REPAIR VEHICLE UNDER WARRANTY.
THE INCIDENTAL EXPENSES (STORAGE/FENCE) WOULD BE REIMBURSED
ONLY IF THE CUSTOMER SIGNS A RELEASE.

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

LPREL23

3718 7577