

EA02-027

FORD 8/5/03

LETTER TO ODI

APPENDIX A

5 BOXES

BOX 1 OF 5

PART 2 OF 3

ER02-027 14874

Potential Audit Subjects

Financial related:

Financial information (expenses); budget request; variances between estimates and actual performance.

Internal controls: compliance with corporate regulations; financial reporting and/or safeguarding assets (including computer systems).

Potential Audit Subjects

Economy and Efficiency related:

Following sound procurement practices

Acquiring the appropriate type, quality, and amount of resources at an appropriate cost

Properly protecting and maintaining resources

Avoiding duplication of effort by employees and work that serves little or no purpose

Avoiding idleness and overstaffing

Using efficient operating procedures

Potential Audit Subjects

Economy and Efficiency related (continued):

Using the optimum amount of resources (staff, equipment, and facilities) in producing or delivering the appropriate quantity and quality of goods or services on schedule.

Complying with requirements of Corporate regulations that could significantly affect the acquisition, protection, and use of resources.

Management control system for measuring, reporting, and monitoring a program's economy and efficiency.

Reported measures of economy and efficiency are valid and reliable.

Potential Audit Subjects

Program Related:

Assess whether the objectives of a new, or ongoing program are proper, suitable, or relevant.

Determine the extent to which a program achieves a desired level of program results.

Assess the effectiveness of the program and/or of individual program components.

Identify factors inhibiting satisfactory performance.

Determine whether management has considered alternatives for carrying out the program that might yield desired results more effectively or at a lower cost.

Potential Audit Subjects

Program Related:

Determine whether the program complements, duplicates, overlaps, or conflicts with other related programs.

Identify ways of making programs work better.

Assess compliance with corporate regulations applicable to the program.

Assess the adequacy of the management control system for measuring, reporting, and monitoring a program's effectiveness.

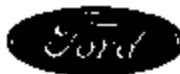
Determine whether management has reported measures of program effectiveness that are valid and reliable.

Interview Hints

- Be prepared.
- Be cordial and courteous.
- Answer all questions factually. ***Don't give opinions.***
- Be honest in your answers. If you don't know something, say so.
- Answer questions that only pertain to your area of responsibility.
- Only answer the questions asked. Don't add information.
- Don't try to lead the auditor. He/she may sense you are trying to hide something.
- If you disagree with the auditor, give facts for your position, don't get emotional.

Interview Hints

- **Project Reporting – PTPRP Lite; Health Charts**
- **Security – Ford Land; Building Card Access; eRoom coordinator access; SRL Health and Safety Web site -**
<http://www.srl.ford.com/frlsfty/frlhm4a.htm>
- **Project Information – eRoom; Shared Drive; Project Supervisor**
- **Vehicles – GVUS; Corporate Policy on Vehicles**
- **PTR&D Home Page - <http://www.srl.ford.com/appte/> – Information Links; Organization Charts**
- **Central File – Custodian L. Mickel; Special Contracts; Confidentiality Agreements**
- **Purchasing – CPARS; GPIRS; Corporate Credit Card**
- **Business Plan – eRoom (see Adam Gryglak for access)**



MEETING ANNOUNCEMENT / WORKING TEAM MEETING

Objective: To Achieve Vehicle Issues Resolution by addressing vehicle issues leading to decision if IS/IS NOT Root Cause with delegation of assignments and collection of data to bring to conclusion

Meeting Logistics

Subject:	Kavlico TM dPFE Sensor Vehicle Issues Resolution.	
Dates:	July 22, 2002	
Time:	1-3:00 p.m.	
Location:	POBE, conference rm.E103A, (pillar L10)	
Called By:	Jon Janda, Team Leader 24(8-2589)	
Next Meeting (s):	July 29, 2002, Core Team Meeting	
Conference Call-In Number(s):		

Core Team Participants

Black Belt	Kavlico	V-Engine	Quality Office	EESE
Mark Freeland	Mary Atkins	Jim Maurer	Mahmoud Awad	Sheran Alias
Shri Akolkar		Freeman Gates		Robert Rossi
Jim McCoy		Amy Poma		
		Paul Plante		
Team Leader	Vinson	Carol Verner		
Jon Janda	John Jahshan			

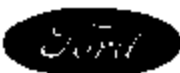
Meeting Agenda - 7/22/02

Order of Agenda Items	Person(s) Responsible	Time Allocated
1. Best/Worse exhaust pressure and temperature update.	Shri Akolkar	15 minutes
2. Quality report update.	Mahmoud Awad	15 minutes
3. Zero resistance spark plug test.	Sheran Alias	10 minutes
4. Electrical data update	Robert Rossi	15 minutes
5. Walk Ins	All	

Other Open Issues for Discussion	Person(s) Responsible	Time Estimated

Jim Maurer/cp: 7/30/02
Kavlico dPFE Sensor Core Team

8882-827 1-6978



MEETING ANNOUNCEMENT / WORKING TEAM MEETING

Objective: Establish and implement corrective and containment actions for Kavlico TM dPFE Sensor

Meeting Logistics

Subject: Kavlico TM dPFE Sensor Core Team
Dates: July 25, 2002
Time: 1-3:00 p.m.
Location: POER, DI-196 (FMBI War Room)
Called By: Jim Maurer, Team Leader: (313) 39-03672
Next Meeting (s): August 1, 2002

Conference Call-In Number(s): 9-1-954-1149 (inside Ford); 847-619-6158 (outside) Passcode: 688 1436#
 Kavlico Fax: 805-523-7125

Core Team Participants

<u>Black Belts</u>	<u>Kavlico</u>	<u>V-Engine</u>	<u>Quality Office</u>	<u>BESE</u>	<u>Purchasing</u>
Mark Froeland	Mary Akins	Jim O'Neill	Mahmoud Awad	Sheran Allen	Chris Nielsen
Shri Akolkar	Don Ayers	Freeman Gates		Robert Rossi	Bill McCarty
Jon Janda	Kyong Park	Amy Poens			Shri Reddy
		Paul Plante		<u>PCSE</u>	
<u>Team Leader</u>	<u>Visteon</u>	Carol Verner		Ken Arnold	
Jim Maurer	John Jahshan			Brian Perry	

Meeting Agenda - 7/25/02

<u>Order of Agenda Items</u>	<u>Cont. Issue #</u>	<u>Person(s) Responsible</u>	<u>Time Allocated</u>
1. Ramon spectroscopy conclusions.	13, A13	Dairene Uy	15 minutes
2. Analytical Solutions Failure Analysis report questions (July 18 email from Paul Plant to Kyong, Sheran and Ed Sickafus.		Sheran Allen	15 minutes
3. Confirm Kavlico's visit to Ford tentative dates 8/8-8/9.		All	5 minutes
4. Issues Resolution overview.		Jon Janda	10 minutes
5. Vehicle Testing updates.	16, A7	Jim McCoy	10 minutes
6. Parylene Coating for fleet testing update		Carol Verner	15 minutes
7. Walk Ins		All	

<u>Proposed Next Meeting Agenda 7/25/02</u>	<u>Person(s) Responsible</u>	<u>Time Estimated</u>

Notes

Bring handouts (paper copies) for all presentations
 Provide electronic copies of presentations to apoma2 (no later than 1 hour prior to the meeting)
 Please be on time as we have a full agenda

Jim Maurer/cp: 7/30/02
 Kavlico dPFE Sensor Core Team

E902-027 14877

Freeland, Mark (M.)

From: Poma, Amy (A.)
Sent: Tuesday, July 30, 2002 8:41 AM
To: Akins, Mary (M.); Akolkar, Shrikant (S.V.); Albrecht, Guenter (G.K.); Altes, Sharon (S.A.); Arnold, Kenneth (K.M.); Auller, Jim (J.E.); Awad, Mahmoud (M.I.); Ayers, Don; Bandoaka, Peter (P.F.); Bansek, Catherine (C.K.); Bensudar, Lee (L.C.); Blassi, Gerry (G.); Bronni, Mark (M.J.); Bugaj, Barry; Danes, Adam (A.V.); Davies, Brady; Deeb, Joe (J.S.); Douglass, Jim (J.B.); Freeland, Mark (M.); Galante, Chris (C.R.); Gates, Freeman (F.C.); Giordano, Mike (M.A.); Godlewski, Ed (E.V.); Hargas, Jon (.); Jahahan, John; Janda, Jon (J.M.); Johnson, Joe (J.H.); Karazi, Karen (K.J.); Koszewnik, John (J.J.); Kunda, Olof (O.); Masura, Gordon (G.P.); Maurer, James (J.B.); McCarty, Bill (W.D.); Muter, Doreen (D.J.); Nielsen, Christian (C.A.); O'Neill, Jim (J.D.); Oswalt, Greg (G.G.); Park, Kyong; Pascary, Ken (K.M.); Perry, Brian (B.J.); Plante, Paul (P.G.); Poma, Amy; Popoff, Daniel (D.M.); Requespau, Aldan (A.P.); Reddy, Srikanth; Rossi, Roberto (R.A.); Schieding, Kurt (K.J.); Shore, John (J.); Tamashiro, Terry; Trujillo, Thomas (T.G.); Verner, Carol (C.J.); Williamson, Richard (E.)
Subject: August 1, 2002 1:00-3:00 Ford/Kavlico mtg. CANCELLED

Please be advised that the Thursday August 1, 2002 1:00-3:00 call in meeting is cancelled. You will be notified when the next meeting will be scheduled.

*Amy Poma
V-Engine Engineering-Project Mgmt.
POEE Building, FMEI Cube CO162
phone-313-390-8849, fax: 313-390-4084
apomaz@ford.com*

Freeland, Mark (M.)

From: Mike Sparhawk (msparhawk@ctparts.com)
Sent: Friday, September 20, 2002 2:03 PM
o: Freeland
Subject: Re: Shopping Cart Order

Mr. Feeland,

For tracking purposes, do you have a name of a project that you are working on? I will have your request processed today, thank you for your interest in Central Technologies inductive components.

Cordially,

Michael Sparhawk
Regional Business Development Manager
Central Technologies
800-684-5322
888-812-0281 Direct
949-735-6217 Cellular
msparhawk@ctparts.com

"Check Out Our New Products at www.CTPARTS.com !"

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

From: Freeland <mfreela1@ford.com>
To: CTParts.com <weborders@ctparts.com>
Sent: Friday, September 20, 2002 5:18 PM
Subject: Shopping Cart Order

> Merchant Notification of Sale
>
> Order Number: 1603
> Order amount: \$0.00
> ShippingCost: \$0.00
> Shipping Method: UPS Ground
> Tax: \$0.00
> Discount: \$0.00
> Handling: \$0.00
>
> Payment Type: No payment required
> Date of Order: Sep 20 2002
> Phone: (313) 594-7645
> E-mail: mfreela1@ford.com
>
> Ford Motor Company
>
> The Customer is:
> Ford Motor Company
> Mark Freeland
> SRL Rm.1517, 2101 Village Road
> Dearborn, MI 48121-2053
> USA
> Products Ordered:

>
>
> CT KIT 14
>
> CPLL1005FB Series (Multi-Layer Chip)
>
> Inductance: 1.0nH - 120nH
>
> Current: 100mA - 300mA
>
> 6 Values (10 each)
> 1005 Package Size
> : 1
>
> CT KIT 12
>
> CTMC1210 Series (Molded Chip)
> Inductance: 0.005 μ H - 470 μ H
> Current: 25mA - 450mA
> 12 Values (5 each)
> 1210 Package Size
>

> CTMC1812 Series (Molded Chip)
> Inductance: 0.1 μ H - 1,000 μ H
> Current: 30mA - 800mA
> 12 Values (5 each)
> 1812 Package Size
> : 1
>
>
>

Freeland, Mark (M.)

From: CTParts.com [weborders@ctparts.com]
Sent: Friday, September 20, 2002 1:18 PM
to: Mark Freeland
Subject: Shopping Cart Order

Customer Confirmation of Sale

Order Number: 1603
Order amount: \$0.00
ShippingCost: \$0.00
Shipping Method: UPS Ground
Tax: \$0.00
Handling: \$0.00

Payment Type: No payment required
Date of Order: Sep 20 2002
Phone: (313) 594-7645
E-mail: mfreela1@ford.com

Ford Motor Company

The Customer is:

Ford Motor Company
Mark Freeland
9RL Rm.1517, 2101 Village Road
Warren, MI 48121-2053
USA

Products Ordered:

CT KIT 14

CTML1005FH Series (Multi-Layer Chip)

Inductance: 1.0nH - 120nH

Current: 100mA - 300mA

6 Values (10 each)
1005 Package Size
: 1

CT KIT 12

CTMC1210 Series (Molded Chip)

Inductance: 0.005 μ H - 470 μ H

Current: 25mA - 450mA

12 Values (5 each)

1210 Package Size

CTMC1812 Series (Molded Chip)

Inductance: 0.1 μ H - 1,000 μ H

Current: 30mA - 800mA
12 Values (5 each)
1812 Package Size
: 1



MEETING ANNOUNCEMENT / WORKING TEAM MEETING

Objective:	Establish and implement corrective and containment actions for Kavlico TM dPPE Sensor		
Meeting Logistics			
Subject:	Kavlico TM dPPE Sensor Core Team		
Date:	March 7, 2002		
Time:	1-3:00 p.m.		
Location:	POEE, DI-196 (FMEI War Room)		
Called By:	Jim Maurer, Team Leader: (313) 39-03672		
Next Meeting (s):	March 12, 2002, DI-196, 1-2:30 p.m. March 14, 2002, Technical Offsite #2		
Conference Call-in Number(s):	9-1-954-1149 (inside Ford); 847-619-6158 (outside) Password: 6881436# Kavlico Fax: 805-531-6574		

Core Team Participants					
Black Belts	Kavlico	Y-Engine	Quality Office	ESSE	Purchasing
Mark Freeland	Mary Atkins	Jim O'Neill	Mahmoud Awad	Sheran Alias	Joe Smythe
Shri Akolkar	Don Ayers	Fresnan Gates	Kurt Schieding	Robert Rossi	Chris Nielsen
Jon Janda		Chris Panaretos			
		Paul Plante		PCSE	
Team Leader		Carol Verner		Ken Arnold	
Jim Maurer				Brian Perry	

Meeting Agenda - 3/7/02				
Order of Agenda Items	Cont. Item #	Person(s) Responsible	Time Allocated	
1. Introductions		All	5 minutes	
2. Overlay of Kavlico and Ford changes on stack chart	I6, A2	Mahmoud Awad	20 minutes	
3. Update from Kavlico on part RML8760-184; Full report/matrix. update of teardown analysis	I3, A1,	Terry Tamashiro	20 minutes	<i>Mahmoud to email Terry</i>
4. Status on Norfolk and St. Thomas returns	<i>The Base Report</i> I3, A3	Terry Tamashiro	10 minutes	
5. Comparison report of UPAD to Acid Test	I5, A6	Kyong Park	10 minutes	
6. Update on Vehicle Electrical Testing	I6, A1 & I12, A6	R. Ross	20 minutes	
7. Kavlico service part capacity/Motorola coordination	I16, all	All	10 minutes	
8. Agenda for 2-Day Technical Review (3/14 Offsite) - Revise	I3, A7	All	10 minutes	
9. Walk-in's		All	10 minutes	
10. Next meeting (3/12) agenda		All	5 minutes	

Proposed Next Meeting Agenda 3/12/02	Person(s) Responsible	Time Estimated

Notes

Bring handouts (paper copies) for all presentations
 Provide electronic copies of presentations to CPANARHT (no later than 1 hour prior to the meeting)
 Please be on time as we have a full agenda

St Thomas return. in for SEM on HELGA PORTION
Norfolk return. No i email Ho staff.

Jim Maurer: 3/7/02
 Kavlico dPPE Sensor Core Team

EM02-027 15006

Tom - 2 Parts here are opened
& are ready to be microscoped

6:15 PM

Rm 2141 Computer Rm

Color Printer

Tim,

When you have a few minutes could you
do a test on each of these 5 Parts, & engrave
them with the ~~set~~# from the sheets.

Two are TNE warranty

Two are "New" built parts with 8/23/00 Die in them

One is the one from Bill Weber's car.

Thanks

Mark



MEETING ANNOUNCEMENT / WORKING TEAM MEETING

Objective:	Establish and implement corrective and containment actions for Kavlico TM dPFE Sensor
Meeting Logistics	
Subject:	Kavlico TM dPFE Sensor Core Team
Dates:	March 26, 2002
Time:	1-2:30 p.m.
Location:	POEE, DI-196 (FMEI War Room)
Called By:	Jim Maurer, Team Leader: (313) 39-03672
Next Meeting (s):	March 28, 2002, Core Team Meeting April 2, 2002, Core Team Meeting
Conference Call-In Number(s):	9-1-954-1149 (inside Ford); 847-619-6158 (outside) Passcode: 6881436# Kavlico Fax: 805-531-6574

Core Team Participants					
Black Belt	Kavlico	V-Engine	Quality Office	EESE	Purchasing
Mark Freeland	Mary Akina	Jim O'Neill	Mahmoud Awad	Sheran Alles	Chris Nielsen
Shri Akolkar	Don Ayers	Freeman Gates		Robert Rossi	Bill McCarty
Jon Janda		Chris Panaretos			Patrice White-Johnson
		Paul Plante		PCSE	
Team Leader		Carol Verner		Ken Arnold	
Jim Maurer				Brian Perry	

Meeting Agenda - 3/26/02			
Order of Agenda Items	Corr. Item #	Person(s) Responsible	Time Allocated
1. Introductions		All	5 minutes
2. Results / Comments from Technical Review	11, A4	Jim Maurer, Paul Plante	10 minutes
3. Discussion of Outside Sources to use for analysis	15, A5	Jim Maurer	10 minutes
4. Update from EESE on testing / establish date when findings available.	Various	R. Rossi, S. Alles	20 minutes
5. Review of High-Priority open issues	Various	All	15 minutes
6. Walk-In's		All	15 minutes
7. Next Agenda Items / Discussion		All	10 minutes

Proposed Next Meeting Agenda 3/28/02	Person(s) Responsible	Time Estimated

Notes

Bring handouts (paper copies) for all presentations
 Provide electronic copies of presentations to CPANARET (no later than 1 hour prior to the meeting)
 Please be on time as we have a full agenda

Jim Maurer/cp: 3/26/02
 Kavlico dPFE Sensor Core Team

E982-027 15104

Freeland, Mark (M.)

From: Akolkar, Shrikant (S.V.)
Sent: Thursday, March 21, 2002 5:42 PM
To: Freeland, Mark (M.)
Co: Pandolfi, Pete (P.G.); Maurer, James (J.B.); Janda, Jon (J.M.); Danas, Adam (A.V.)
Subject: Y=f(x)

Mark,

Pl. find attached the ppt file. Pl. mark or list in email the Xs that have production process variations analyzed. This will avoid any duplication of efforts. Pl. send me the summary report to keep track & file in the evidence book. Thanks



0978-27x.ppt

With Regards,

SHRIKANT Akolkar
sakolkar@ford.com Ph:(313) 594-1908 Fax:(313) 390-1229
Ford Motor Co. POEB AQ077 P.O.Box 2053 MD#36
Dearborn MI 48124 U.S.A.

Y & X Relationship: Y=f(x)

Ford
6σ Project

$$Y = f(X1 \text{ to } X6)$$

Y=Customer Vehicle stalls, surge, Hesitation, Mil Light
X1=Sensors, X2=Wiring Harnesses, X3=PCM/EEC, X4= Calibration
X5=Actuators, X6=EVAP

$$Y_{se} = f(X1 \text{ to } X5)$$

Y_{se}=Sensor related customer failures
X1= TM DPFE, X2=CID, X3=MAF, X4=CPS, X5=TPS

$$Y_0 = f(X1 \text{ to } X6)$$

Y₀=TM DPFE induced customer failures
X1=Kevilco Process, X2=Environment, Noise,
X3=PCM/Calibration, X4=Other Systems, X5=Vehicle
lines, Dr.Cycle, X6=Electrical/Harnesses

Y₀=All failure modes=Y1+Y2+Y3+Y4
Y1=V transient (Xs?), Y2=other type (Xs?),
Y3=Unprotected area Damage (Xs?),
Y4=mask misalignment (Xs?)

Sensor Malfunction modes: (Define Xs)
Y_a=Slow Ramp up, Y_b=slope error, Y_c=High current
draw, Y_d=Unstable signal, Y_e= Locked signal,
Y_f=Exceed LS signal, Y_g=DP low signal, Y_h=Exceed
high signal, Y_i=DP high signal

ENG-827 15187

Y & X Relationship: Y=f(x)

Ford

Top Values up to 5 from C& E Matrix listed in order of importance.

6σ Project

Y1= f(Xs)

Voltage Transient

Control- *Reset Volts, Supply V.Error, Signal Return, High Tension SDS, EMC Spec, Wiring Insulation, Connector grease, C90 Conn.Leak, Poor conn. Pr.die wafer variation, Non std.process, MOV, Capacitor, Resister, Grounding, H.Routing/Ties, CMOS process, Die dicing,*
Noise- *Sensor Mfg.date, Sensor TIS, Veh.mfg.date, Veh.systems, vibrations, Focus, 3L Escape, 2L Escape, 4.2L F Series & 17 other car lines, 6 drive cycles, Under hood temp, Amb. Temp.*

Y2= f(Xs)

Other-TBD

Control- *Die Surface mount composition, Mishan Die, Attach pressure die,*
Noise- *Exh.Leak, Back fire, 21 Car & Truck lines, 6 drive cycles, Under hood temp, Amb. Temp. Sensor Mfg.date, Sensor TIS, Veh.mfg.date, Veh.systems, vibrations,*

Failed part investigation is in progress. Analysis of process variation, Gage R&R comparative, benchmark etc. studies TBD

Y & X Relationship: Y=f(x)

Ford

Top Values up to 5 from C&E Matrix listed in order of importance.

6σ Project

Y3= f(Xs)

UPAD

Control- Pr.die wafer variation, Non std.process, Die dicing, Die protection gel, **gold wire bonding**, Al thin film variation @ die pad, Metalization/ Passivation process, **Die gold process**, PCB plasma clean, **PCB gold wire bonding**, Die protection gel, Plasma clean, Chimney gel cure, Pressure die Adhesive

Noise- Exh.Gas acids, Exh.gas composition, Exh.pulsations, 21 Car & Truck lines, 6 drive cycles, Under hood temp, Amb. Temp. Humidity, **Sensor Mfg.date**, **Sensor TIS**, **Veh.mfg.date**,

Y4= f(Xs)

Mask Misalignment

Control- Pr.die wafer variation, Non std.process, CMOS process variation, PCM reset volts, Die dicing, Die protection gel, **gold wire bonding**, Al thin film variation @ die pad, Metalization/ Passivation process, **Die gold process**, PCB plasma clean, **PCB gold wire bonding**, Die protection gel, Plasma clean, Chimney gel cure, Pressure die Adhesive

Noise- Under hood temp, **Sensor Mfg.date**, **Sensor TIS**, **Veh.mfg.date**

Failed part investigation is in progress. Analysis of process variation, Gage R&R, comparative, benchmark etc. studies TBD

Working Draft Memorandum of the Director
Office of Management and Administration
U.S. Department of State
Washington, D.C.

August 19 -
August 25

August 2002							September 2002						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7	1	2	3	4	5	6	7
8	9	10	11	12	13	14	8	9	10	11	12	13	14
15	16	17	18	19	20	21	15	16	17	18	19	20	21
22	23	24	25	26	27	28	22	23	24	25	26	27	28
29	30	31					29	30	31				

Monday, August 19	Tuesday, August 20
<p>1:00pm 3:00pm Issues Resolution (POEE EL03A-pillar L30)</p> <p>8:00pm 11:00pm Saratoga Board Mtg.</p>	<p>12:00am 9:00am Children</p> <p>10:00am 11:00am Stu Evans DPFE Repeat Repairs (POEE D138)</p> <p>10:00am 11:00am Weekly Meeting Notice (WSAP Lynn)</p> <p>1:00pm 3:00pm Kavlico dPFE Sensor Teams meeting (POEE Bldg. FMEI War Room CR 01-196)</p>

Wednesday, August 21	Thursday, August 22
<p>10:00am 10:30am Updated: Discuss V Engine's Desires Regarding 6 Sigma Support on the Kavlico dPFE Issue Meeting with Mark Freshard, Jim O'Neil, Bruce Bryant, Dave Amos & Jeff Helms. (PDC Conf Rm 1V-F75)</p> <p>1:00pm 2:30pm Kavlico dPFE Sensor Core Team Meeting (POEE 01-196 (War Room in FMEI Dept.))</p> <p>1:00pm 2:00pm FRL Black Belt Council (SR. Conf Room 3433 (20))</p> <p>2:00pm 3:00pm dPFE with John Kozarnik, his meeting room, see separate email from John</p> <p>3:00pm 5:00pm Kavlico dPFE (A's desk)</p>	

Friday, August 23	Saturday, August 24
<p>11:00am 12:00pm Group Meeting (SRL CR 3621)</p> <p>3:00pm 4:00pm Updated: GCD August Department Meeting (C/R 1127, SRL)</p> <p>5:00pm 12:00am Children</p>	

Freeland, Mark (M.)

From: Poma, Amy (A.)
Sent: Friday, August 02, 2002 9:09 AM
To: Maurer, James (J.B.)
Co: Freeland, Mark (M.)
Subject: Uninterruptable power supply

Jim,

Mark Freeland is asking me to see if I can help locate these units that Tim Potter ordered and had sent to Jim McCoy. Jim M. is on vacation until next week and Mark wanted to try to get one of the six of these if I could locate. The others in Jim M.'s area are also out, so I can't ask any questions. If you know anything, please let myself or Mark know. Thanks.

*Amy Poma
V-Engine Engineering-Project Mgmt.
POEE Building, FMEI Cube CO162
phone-313-390-8849, fax: 313-390-4084
apomaz@ford.com*

Freeland, Mark (M.)

From: Uy, Dairns (D.)
Sent: Friday, August 23, 2002 9:41 AM
to: Freeland, Mark (M.); Gates, Freeman (F.C.); 'Park, Kyong'
Subject: a little update on SRL332

I just wanted to share a small observation on the ref die of SRL 332, which is the die I heated up to 320C in Argon/H₂O.

The wire bonds easily fell off when Mark tried to remove the potting gel. Also, some of the bond pads showed strong silicon peaks at the center of the pad, indicating that the gold and aluminum have been removed. This was also the case with the Kevflo sample treated with sulfuric acid; wire bonds fell off upon ultrasonic cleaning and silicon is seen in the center of the bond pad.

Dairns

Dairns Uy
Physical and Environmental Sciences Department
Ford Research Laboratory
Mail Drop 3088/SRL, PO Box 2053
Dearborn, MI 48121

Phone: 313-594-1649
Fax: 313-822-7044
Email: duy@ford.com

Freeband, Mark (M.)

Subject: FW: Staffs Potential Root Cause
Location: John Koszewnik Conference Room POEE AA140

Start: Fri 8/30/02 4:00 PM
End: Fri 8/30/02 5:00 PM
Show Time As: Tentative

Recurrence: (none)

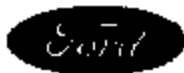
Meeting Status: Not yet responded

Optional Attendees: Davis, George (G.C.)

George, this is the meeting we discussed this morning.

—Original Appointment—

From: Porosky, Sue (S.E.) On Behalf Of Koszewnik, John (J.J.)
Sent: Wednesday, August 28, 2002 10:04 AM
To: Koszewnik, John (J.J.); Wolfe, Brian (B.C.); Aulier, Jim (J.E.); Samardzich, Raul (R.J.); Freeband, Mark (M.)
Subject: Staffs Potential Root Cause
When: Friday, August 30, 2002 4:00 PM-5:00 PM (GMT-05:00) Eastern Time (US & Canada).
Where: John Koszewnik Conference Room POEE AA140



MEETING ANNOUNCEMENT / WORKING TEAM MEETING

Objective: Establish and implement corrective and containment actions for Kavlico TM dPF8 Sensor

Meeting Logistics

Subject: Kavlico TM dPF8 Sensor Core Team
Date: July 18, 2002
Time: 1-3:00 p.m.
Location: POER, DI-196 (FMRI War Room)
Called By: Jim Maurer, Team Leader: (313) 39-03672
Next Meeting (s): July 25, 2002

Conference Call-In Number(s): 9-1-954-1149 (inside Ford); 847-619-6158 (outside) Passcode: 6881436#
 Kavlico Fax: 805-523-7125

Core Team Participants

Black Belt	Kavlico	V-Engine	Quality Office	HESH	Purchasing
Mark Proeland	Mary Akins	Jim O'Neill	Mahmoud Awad	Sheran Alles	Chris Nielsen
Shri Akolkar	Don Ayers	Freeman Gates		Robert Roest	Bill McCarty
Jon Janda	Kyong Park	Amy Poma			Shri Reddy
		Paul Plasto		PCSE	
Team Leader	Visitor	Carol Verner		Ken Arnold	
Jim Maurer	John Johnson			Brian Ferry	

Meeting Agenda - 7/18/02

<u>Order of Agenda Items</u>	<u>Corr. Issue #</u>	<u>Person(s) Responsible</u>	<u>Time Allocated</u>
1. Raman spectroscopy results from SRL.	13, A13	Dalrene Uy	20 minutes
2. Ongoing vehicle testing update.	16, A7	Jim McCoy	10 minutes
3. Issues Resolution July 15 mtg. Overview		Jon Janda	10 minutes
4. Kavlico's Agenda items for future meeting-when data will be available regarding: - Status of sensor w/Parylene Coating for fleet testing - Kavlico visit w/Ford for onsite 14D mtg. In August		All	5 minutes
5. Kavlico's report out on Motorola returns		Kyong Park	10 minutes
6. Kavlico's report out on Escape 2001.		Kyong Park	10 minutes
7. Walk Ins		All	

<u>Proposed Next Meeting Agenda 7/25/02</u>	<u>Person(s) Responsible</u>	<u>Time Estimated</u>

Notes

Bring handouts (paper copies) for all presentations
 Provide electronic copies of presentations to spoma2 (no later than 1 hour prior to the meeting)
 Please be on time as we have a full agenda

Jim Maurer/cp: 8/1/02
 Kavlico dPF8 Sensor Core Team

Freeland, Mark (M.)

From: Freeland, Mark (M.)
Sent: Friday, August 02, 2002 10:34 AM
To: Yeung, Lem (.)
Subject: Spark Plug Issues

Lem,

I am a 6 Sigma BB in FRL working on a stalls issue. I heard from the Escape stalls team that you are working on a spark plug issue, which may have some connection to the project I am working on.

Would you be prepared to meet with me and fill me in on the details of the spark plug issue?

Regards

Mark Freeland

6-Sigma Black Belt
Engine Research Department
Ford Research Laboratory
P.O. Box 2053
MD 2629 - SRL - Room 1517
Dearborn, MI 48121-2053 USA
email: mfreela1@ford.com
Tel.: (313) 594-7645

Freeland, Mark (M.)

From: Jensen, Ted (T.E.)
Sent: Monday, August 05, 2002 12:12 PM
To: Dalbo, Bob (B.J.)
Co: Freeland, Mark (M.)
Subject: dPFE warranty

Bob,

I have examined the dPFE warranty data for the 3.0L Escape and for the Focus. The shape of the warranty curves are the same. The magnitude and fingerprint are also very similar. There is a dramatic drop in the warranty at the 2002MY change and warranty has remained low since then for both vehicles. The improved more robust sensor was not in production until January of 2002. This indicates that some model year change reduced the failure rate of the pre robustness improvement sensor.

I have learned that the early claims on the Motorola dPFE for the 2003 MY Focus are not zero, they are climbing. This is at low mileage and zero to one month in service. The expected reduction in warranty may not be realized. There is a possibility that the same trend will be seen with the Escape/Tribute.

Ted

1/2/02

Escape 2001
Focus 2001
Escape 2002
Focus 2002
Escape 2003
Focus 2003

Escape 2001
Focus 2001
Escape 2002
Focus 2002
Escape 2003
Focus 2003

ESP Code:	* Emission Code:	C/B - C/B
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Tier):	* Emission Decal Suffix:	HR Y
ESP Flea Year:	* Engine Family:	1FMYV025VDS
ESP Signature Date:		

Any comments? You can contact



webmaster

Kavlico TM dPFE Sensor
Technical Offsite Meeting
FTDC – Room
March 14, 2002
8:30-5:00

Agenda

Is/Is Not and Fishbone	Shri Akolkar, Jon Janda, Team	1.5 hours
Break		10 minutes
Cause/Effect Analysis	Team	2.5 hours
Break for Lunch – FTDC Cafeteria		50 minutes
Analysis from Kavlico Returns	Loay Saliach, Mahmoud Awad	.5 hours
Discussion of UPAD – Results from FRL	Mark Freeland	1 hour
Break		10 minutes
Summary of Investigations to Date: Corrosion Analysis	Freeman Gates	1 hour
Final Summary		.5 hours

Kavlico TM dPFE Sensor
Technical Offsite Meeting
FTDC - Room
March 14, 2002
8:30-5:00

Agenda

Discussion of UPAD - Results from FRL	<i>Mark Freeland</i>	1 hour
Break		10 minutes
Summary of Investigations to Date: Corrosion Analysis	<i>Freeman Gates</i>	1 hour
Analysis from Kavlico Returns	<i>Loay Saliash, Mahmoud Awad</i>	.5 hour
Discussion of Outside help and Management Support	<i>Jim O'Neill</i>	.5 hour
Break for Lunch - FTDC Cafeteria		50 minutes
Is/Is Not and Fishbone	<i>Shri Akolkar, Jon Janda, Team</i>	1.5 hours
Break		10 minutes
Cause/Effect Analysis	<i>Team</i>	2.5 hours
Final Summary		.5 hours

Freeland, Mark (M.)

From: Koczewnik, John (J.J.)
Sent: Sunday, August 18, 2002 5:10 PM
To: Freeland, Mark (M.)
Cc: Porosky, Sue (S.E.)
Subject: Wednesday, August 21st Meeting

Mark,

As promised, I would very much like to meet with you one-on-one to discuss your work to date on potential DPFE failure modes.

Let's do it in my office at 5:00 p.m. on Wednesday, August 21st, if you're available. It's my last meeting of the day... so I will be willing to stay as long as you require.

Thanks in advance.

John Koczewnik
Chief Engineer
V-Engine Engineering
Ph. 32-28873
Fx. 24-86087
jkoczewn@ford.com

Meeting Minu Powertrain PQR

Meeting Date: 8/14/02
 Recorder: Doran Oboza

Topic	Presenter	Discussion	Actions/Requests	Responsible	Due By	Next Update
Team Updates		<ol style="list-style-type: none"> 1. Team has not seen much support at the PQR from the OCM or Production for the last several weeks. 2. As of 8/15/02 the Detent Vision System was still NOT tied to the line. It is catching failures but the line keeps moving. 3. Team is still waiting for the electricians to complete training on the Detent vision system. Have been waiting since early June. 4. Detent adjust is the top repair for no start in R8. If the vision system was tied to the line these failures could be repaired before R8. 5. Brad Gilmore's request for funding of DC Nutrunners has been rejected again. These nutrunners, if tied to the line, would ensure positive connections of starter motor cables to the starter and battery cables to the battery. Both of these are root causes of no starts and do occur in the field. 				
No Start	D. Oboza	<ol style="list-style-type: none"> 1. CSO not connected - there have been 8 occurrences in the field for July Build Month. There have been 2 CSO not connected found in the yard during random audits completed last week. 				
Manual Trans Adjust	K. Arszulowicz	<ol style="list-style-type: none"> 1. Latest yard audits show that the issue is improving. 2. Inspectors have been trained what to look for. 3. Still have a C/1000 of about 8-10 (down from 35 C/1000) during current yard audits 				
Coolant Leaks	J. Florence	<ol style="list-style-type: none"> 1. Still finding clamps not activated in warranty and yard audits. 2. Still finding lower rad hoses with pin holes in warranty. 3. 4 of the hoses in question have been returned to WSAP. 4. 2 of the 4 were returned to Hutchinson and 2 were sent to scientific research - Mike Zubeck. 5. Hutchinson initial analysis is that the holes were made from screwdrivers. 				

Freeland, Mark (M.)

From: Alles, Sheran (S.A.)
Sent: Friday, August 23, 2002 7:32 AM
To: Freeland, Mark (M.)
Subject: FW: TMDP Samples - No Gel on Hybrid

Hello Mark,

As discussed yesterday, let's meet monday. I have cleared up the morning for our continued robustness review. It was a long but successful day at Delphi yesterday, so hopefully no "job stoppers" will show up on monday. Would like to see the latest ideas from your discussions with Al. Once the "no-gel" sensors reach us, we could do some scoping to confirm.

Thanks
-Sheran

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

From: O'Neill, Jim (J.D.)
Sent: Thursday, August 22, 2002 2:22 PM
To: Alles, Sheran (S.A.); Gates, Freeman (F.C.); Maurer, James (J.B.)
Subject: FW: TMDP Samples - No Gel on Hybrid

Info - will forward to you Sheran when they arrive.

J. D. O'Neill
Manager, Fuel Metering, Emissions, and Ignition Dept
7-Engine Engineering, Ford Motor Company
joneall@ford.com, 313-322-6839

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

From: Tackman, Karen [mailto:KTackman@kavlico.com]
Sent: Wednesday, August 21, 2002 6:41 PM
To: joneall@ford.com
Cc: Park, Kyong
Subject: TMDP Samples - No Gel on Hybrid

We have shipped today ten special samples per your request via Fed Ex.

Sincerely,

Karen Tackman
Administrative Assistant
for Kyong Park
Vice President, Research & Development

Freeland, Mark (M.)

From: Maurer, James (J.B.)
Sent: Thursday, August 01, 2002 1:33 PM
To: Freeland, Mark (M.); McCoy, James (J.D.); Gates, Freeman (F.C.); Plants, Paul (P.G.); Allee, Sheran (S.A.)
Cc: Bryant, Bruce (B.D.)
Subject: RE: High Current Events experienced on Mountaineer

I do not see the value of doing this without making many more measurements on Mark's vehicle. The measurement system needs to be proven good first. Then all the inputs to the sensor need to be recorded along with internal signals within the sensor to get a better idea of what is happening. Witnessing the event and then speculating on the cause of the event without the data show in detail what is happening is of no value.

This is the sort of time and effort that we are trying to eliminate by refocusing the team.

Regards,

Jim Maurer

James B. Maurer
V-Engine 6-Sigma Team Leader
Fuel Metering Dept. V Engine Engineering
Phone (313) 390-3872, Fax (313) 390-4084
Text Page: (313) 795-5219
Email: jmaurer@Ford.com

—Original Message—

From: Freeland, Mark (M.)
Sent: Thursday, August 01, 2002 12:52 PM
To: McCoy, James (J.D.); Maurer, James (J.B.); Gates, Freeman (F.C.); Plants, Paul (P.G.); Allee, Sheran (S.A.)
Cc: Bryant, Bruce (B.D.)
Subject: High Current Events experienced on Mountaineer

On several occasions now I have experienced dPFE high current events on my Lease Evaluation Mountaineer.

The first was observed on Saturday 7/13/2002., and most recent was on 7/30 on my home from work. During the 7/30 drive the event repeated many times, during almost every tip in.

The magnitude of current I have seen is anything from a few extra mA through as high as 200 mA. On each occasion the current indicated on the DVM has risen progressively during the tip in and fallen immediately I ease up on the load. As the rate of rise was relatively slow (hundreds of mSec to a couple seconds) nothing was observed on the Pearson Ring signal.

Also, I did not have the Vref or Vout signals connected to the oscilloscope during these events. This was because I have found that the noise signal observed by the Pearson ring is substantially reduced when the probes are connected, especially to the Vref line.

I am hoping that both Sheran Allee and Jim McCoy can spend some time with me driving the vehicle so that they can witness the events also.

Regards

Mark Freeland

1-Sigma Black Belt
Engine Research Department

Ford Research Laboratory
P.O. Box 2053
MD 2629 - SRL - Room 1517
Dearborn, MI 48121-2053 USA
Email: mfreela1@ford.com
Tel: (313) 594-7645

Freeland, Mark (M.)

From: Maurer, James (J.B.)
Sent: Thursday, August 01, 2002 1:23 PM
To: Freeland, Mark (M.)
Subject: RE: Buy Back Focus

Mark,

I had that vehicle instrumented with pressure transducers and thermocouples in addition to the normal scope set up. It is going to be running at MPG on the chassis rolls so that I can get real information on what the inputs to the sensor are and so I can see what the sensor really has to survive.

I need this vehicle to run the test it was set up to do. If a voltage transient occurs that causes an issue, it will be captured along with the other inputs.

John Jahshan has a Focus that he is driving that I would suggest could be used. However, if your personal vehicle has experienced a real issue, actually identifying what is happening would be more productive.

We need very badly to have better data on real world vehicles, and since the data on your vehicle was inconclusive, it should be clarified, or thrown out. High confidence in the measurement is needed. If you are going to say very high frequency noise is an issue, we should make sure that it affects the sensor by running a test injecting the actual noise measured and seeing if it causes the sensor to latch on the bench. If it doesn't, then it should be ignored.

From what I gather, I am to make design changes to the sensor for potential issues and no longer need to identify root causes.

Regards,

Jim Maurer

James B. Maurer
V-Engine 6-Sigma Team Leader
Fuel Metering Dept. V Engine Engineering
Phone (313) 390-3872, Fax (313) 390-4084
Text Page: (313) 795-5219
Email: jmaurer@Ford.com

—Original Message—

From: Freeland, Mark (M.)
Sent: Thursday, August 01, 2002 12:30 PM
To: Maurer, James (J.B.)
CC: O'Neall, Jim (J.D.); Helms, Jeffrey (J.H.); Bryant, Bruce (B.D.)
Subject: Buy Back Focus

Jim,

I have just had a conversation with Jim O'Neall regarding my involvement on the team and what I can currently best do to further the teams efforts.

Amongst other things discussed Jim indicated that:

- a) He is travelling to Kavlico tomorrow and will be discussing future team make up, and that my continued participation is on the agenda.
- b) Ford's efforts in looking for the elusive electrical signature which may be affecting the dPFE sensor are going to be reduced, within Powertrain Operations and within EESE.

I still feel, based on the high current events on my Management Lease Vehicle First observed 7/13/2002,

where the current indicated by the DVM increased to as high as 200 mA during heavy acceleration and then fell back to the normal level after I eased off on the load, that electrical noise generated by the ignition system probably has a key role to play in the failure of the dPFE.

I asked Jim if anyone on the team has looked at the electrical noise on the Alan Ford Green Buy Back Focus, VIN # 1FAFP36381W115569, to date. Jim thought that as of this time no one had.

If any of the vehicles we have in hand are going to reveal the secret of what causes the high current events, this is the one, as it is the only vehicle we have which has had a confirmed high current event which caused the engine to stop and not restart. I made the offer to Jim O'Neal, that I would look at the electrical noise on this vehicle to see if we can get some conclusive data. Jim O'Neal had no objection to this, and suggested that I contact you and ask if the vehicle could be made available to me for this work.

Please let me know:

- a) if I may have the vehicle
- b) to what level the vehicle is instrumented
- c) when it would be available to me
- d) what are the driving restrictions, (my name is not on the list of approved weekend drivers for any of the test vehicles which Amy sent out).

If the instrumentation has not been installed FRL will be happy to install it, if you can provide the equipment with the vehicle.

Thank you

Regards

Mark Freeland

6-Sigma Black Belt
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Tel.: (313) 594-7645



Wayne Stamping & Assembly Operations
Thursday, August 15, 2002

VOR AGENDA

<u>Time</u>	<u>Event</u>	<u>Presentation</u>
Arrival -- 9:00 am	Introductions	All/Escort Conf Room
9:00 -- 9:05 am	Agenda Overview	Bruce Hattie
9:05 -- 9:35 am	MCR <ul style="list-style-type: none">▪ Change control process▪ Labor/freight/packaging	M. Duffy/C. Stone/T. Patch
9:35 -- 9:40 am	Walk to Quality Lab	All
9:40 -- 10:00 am	External Indicator Performance <ul style="list-style-type: none">▪ Warranty, GQRS, JD Power▪ GQRS Deep Dive▪ O MIS - Warranty	All/Chart Room Andrea Campbell Mike Williams Shawn Milne/Teanille Smith
10:00 -- 10:30 am	Powertrain	George MacDonald
10:30 -- 11:00 am	Electrical	Ron Wepler
11:00 -- 11:30 am	Interior Trim	Tom Mayer
11:30 -- 12:00 pm	Chassis	Barb Fike
12:00 -- 1:00 pm	LUNCH	
1:00 -- 1:30 pm	H/L/M	Sam Skiba
1:30 -- 2:00 pm	Paint	Randy Miller
2:00 -- 2:30 pm	Sheet Metal	Sean Anderson
2:30 -- 2:35 pm	Walk to Escort Room	All
2:35 -- 3:35 pm	Supplier Incoming Quality <ul style="list-style-type: none">▪ Tower▪ Webasto▪ Gedin▪ Visteon	Roger Sands
3:35 -- 4:05 pm	JD Power Action Plan Review	Campbell, Williams/BH office

Freeland, Mark (M.)

From: Maurer, James (J.B.)
Sent: Tuesday, August 13, 2002 12:55 PM
To: Freeland, Mark (M.)
Subject: RE: Ongoing Vehicle Testing Spreadsheet

No, vehicle testing is continuing. I don't have any vehicle issues meetings scheduled. If something occurs, we can check into it at that time.

Regards,

Jim Maurer

James B. Maurer
V-Engine 6-Sigma Team Leader
Fuel Metering Dept. V Engine Engineering
Phone (313) 390-3672, Fax (313) 390-4084
Text Page: (313) 785-5219
Email: jmaurer@Ford.com

—Original Message—

From: Freeland, Mark (M.)
Sent: Tuesday, August 13, 2002 12:34 PM
To: Maurer, James (J.B.)
Subject: FW: Ongoing Vehicle Testing Spreadsheet

Jim,

Is this true, that the vehicle testing has been discontinued?

Regards

Mark Freeland

6-Sigma Black Belt
Engine Research Department
Ford Research Laboratory
P.O. Box 2053
MD 2629 - SRL - Room 1517
Dearborn, MI 48121-2053 USA
email: mfreela1@ford.com
Tel: (313) 594-7645

—Original Message—

From: Poma, Amy (A.)
Sent: Tuesday, August 13, 2002 11:49 AM
To: Freeland, Mark (M.)
Subject: RE: Ongoing Vehicle Testing Spreadsheet

I was advised that the vehicle testing has been discontinued. You might want to check with Jim Maurer if info needs to still be tracked on your Mountaineer. Let me know if you still need it.

Amy Poma

*V-Engine Engineering-Project Mgmt.
POEE Building, FMEI Cube CO162*

*phone-313-390-8849, fax: 313-390-4084
apoma2@ford.com*

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

From: Freeland, Mark (M.)
Date: Tuesday, August 13, 2002 11:25 AM
To: Poma, Amy (A.)
Subject: Ongoing Vehicle Testing Spreadsheet

Amy,

Could you please send me the latest copy of the vehicle test workbook, so that I may update it and send you my new information on the Mountaineer.

Thank you

Regards

Mark Freeland

**6-Sigma Black Belt
Engine Research Department
Ford Research Laboratory
P.O. Box 2053
MD 2629 - SRL - Room 1517
Dearborn, MI 48121-2053 USA
email: mfreela1@ford.com
Tel.: (313) 594-7645**

Freeland, Mark (M.)

From: Poma, Amy (A.)
Int: Tuesday, August 13, 2002 11:49 AM
To: Freeland, Mark (M.)
Subject: RE: Ongoing Vehicle Testing Spreadsheet

I was advised that the vehicle testing has been discontinued. You might want to check with Jim Maurer if info needs to still be tracked on your Mountaineer. Let me know if you still need it.

*Amy Poma
V-Engine Engineering-Project Mgmt.
POEE Building, FMEI Cube CO162
phone-313-390-8849, fax: 313-390-4084
apomaz@ford.com*

—Original Message—

From: Freeland, Mark (M.)
Sent: Tuesday, August 13, 2002 11:25 AM
To: Poma, Amy (A.)
Subject: Ongoing Vehicle Testing Spreadsheet

Amy,

Could you please send me the latest copy of the vehicle test workbook, so that I may update it and send you my new information on the Mountaineer.

Thank you

Regards

Mark Freeland

6-Sigma Black Belt
Engine Research Department
Ford Research Laboratory
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email: mfreela1@ford.com
Tel: (313) 594-7645

Freeland, Mark (M.)

From: Oboza, Doran (D.)
Sent: Wednesday, August 07, 2002 1:03 PM
To: Freeland, Mark (M.)
Subject: RE: Future Powertrain PQR Agendas

Hello Mark,

We had a VERY high level update on the DPFE at today's PQR.

This is what I can tell you.

- 1 - The issue is still Zetec only
- 2 - Harmo has not seen the issue as of yet, but they are 2 weeks behind in production
- 3 - Kansas City has not seen the issue yet
- 4 - We did have an EVR hose routing issue here at the plant, which was causing the EVR hose to come in contact with the EGR tube, the result being melted EVR hoses.
- 5 - The MIL Codes being recorded in the field are P0401 - Insufficient Flow
- 6 - There have been 2-3 cases of multiple repairs
- 7 - One of the multiple repairs originally had the DPFE replaced, came back 2 days later and it was determined the hoses were melted.
- 8 - 4 of the returned parts have passed an initial electrical bench test and are undergoing further testing - (all are currently considered functional)
- 9 - It is NOT blatantly obvious if the hoses are indeed melted, and could be missed if just swapping the DPFE

Two guys who know more than me

James Shopp (jshopp) - Focus Engine

Mark Bronni (mbronni) - Motorola engineer

—Original Message—

From: Freeland, Mark (M.)
Sent: Wednesday, August 07, 2002 12:45 PM
To: Oboza, Doran (D.)
Subject: RE: Future Powertrain PQR Agendas

Doran,

Can you give me any information you have on the issue with the Motorola dPFE falling on the 2.0L Zetec Focus.
Thanks

Regards

Mark Freeland

6-Sigma Black Belt
Engine Research Department
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P.O. Box 2053
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Dearborn, MI 48121-2053 USA
email: mfreelal@ford.com
Tel: (313) 594-7645

—Original Message—

From:
Sent:
To:

Oboza, Doran (D.)

Thursday, August 01, 2002 1:13 PM

Agarwal, Apoorva (A.); Banks, Marnina (M.B.); Coryea, Kevin (K.W.); Cvetkovic, Peter (P.); Deegan, Mike (M.D.); Falls, Stephen (S.W.); Fashina, Ayodeji (A.); Fodera, Michael (M.J.); Foust - Smith, Susan (S.L.); Fraaland, Mark (M.); Glanville, Armand (A.A.); Gilmour, Brady (B.A.); Ivanitsyn, Teri (T.E.); Kalamdani, Rajeev (R.S.); Matt Morin; Morton, Michael (M.F.); Motley, Lela (L.M.); Norman, Ingrid (I.); Odum, Iles (I.C.); Prater, Joseph (J.A.); Rasmee, John (J.H.); Selleck, Beth (B.); Stearns, Parn (P.V.); Tedone, Damien (D.J.); Tobis, Bruce (B.J.); Trombetta, Christopher (C.B.); Winekoff, Bryan (B.D.); Zuback, Michael (M.W.); Acuff Jr., Melvin (M.); Ahmed, Kamal (K.); Ajulufoh, Bart (B.O.); Anderson, Johnny (J.D.); Arszulowicz, Ken (K.J.); August, Dan (D.); Baum, Joe (J.M.); Bednarek, Mark (M.P.); Boalner, Deryla (D.R.); Brian Johnson; Brocketta, Ronald (R.K.); Brosid, James (J.W.); Brown, Mark (M.D.); Campbell, Andrea (A.M.); Campbell, Donald (D.C.); Caruso, Barry (B.); Casella, William (W.C.); Castellan, William (W.G.); Candive, James (J.C.); Cervantes, Eduardo (E.J.); Chris Campbell; Clochanowski, Mark (M.S.); Cugston, Shane (S.A.); Coats, Richard (R.M.); Colatruccio, Vince (V.E.); Cox, Tom (T.T.); D'Agostino, Antonio (A.); Davis, Jerry (J.W.); Debbie Pollack; Dhalwal, Dave (D.S.); Duneka, Dennis (D.R.); Dyson, Simon (S.C.); Eggert, Daniel (D.C.); Filas, Barbara (B.G.); Florence, Jeremy (J.D.); Fuker, James (J.A.); Fowlkes, Michael (M.S.); Francisco Fernandez (E-mail); Franklin, Taj (T.); Gamble, Craig (C.R.); Gaudack, Timothy (T.A.); Gerke, David (D.W.); Giles, Anthony (A.T.); Gilmer, David (D.C.); Giordano, Mike (M.A.); Goulet, Michele (M.A.); Grace, John (J.E.); Granados, Rodolfo (R.); Groom, Raphael (R.); Gucciardo, Steve (S.P.); Hagde, Damodar (D.M.); Helmsdorfer, Donald (D.G.); Hettle, Bruce (B.W.); Holloway, Scott (S.S.); Hopkins, Harry (H.S.); J. Sowards; Jahshara, John; Jeff Palmer; King, Steve (S.J.); Kinke, Brian (B.W.); Kircal, Ish (I.G.); Kline, Denise (D.M.); Koch, Thomas (T.P.); Kunde, Olaf (O.); Landzabal, Sergio (S.); Liotta, Brian (B.W.); Longwell, Christine (C.); Lorus, Brett (B.R.); Lubo Djuric; MacDonald, George (G.F.); Madaj Jr., Stan (S.P.); Majzoub, Mafek (Z.); Manac, Lance (L.D.); Matthews, Gary (G.); Matysiewicz, Edwin (E.J.); McCowan, Enoch (E.G.); Mihora, Bob (R.S.); Mitchell, Carole (C.A.); Morabito, Mike (M.P.); Moses, Edwin (E.D.); Nemeeth, Steve (S.L.); Nguyen, Trien (T.M.); O'Connor, Jim (James W.); Palal, Pratul (P.J.); Plasencia, David (D.B.); Poek-barnes, Donna (D.F.); Popenas, Michael (M.J.); Pufels, Ananth (A.); Purvis, Bruce; Ramsey, George (G.); Reichenbach, Ronald (R.W.); Rossman, Michael (M.D.); Saminy, Bahman (B.); Sands, Roger (R.P.); Sheridan, Richard (R.D.); Shopp, James (J.J.); Singley, Rogers (R.W.); Smith, David (D.A.); Smith, Tarnille (T.C.); Souffere, James (J.K.); Spaniak, Terrance (T.E.); Stevenson, Ethel (E.E.); Stojov, Tony (T.); Stump, Steven (S.M.); Swick, Curt (C.); Szczepaniak, Gerard (G.); Tarasiewicz, Alexander (A.S.); Thomas, Ken (K.C.); Torosian, David (D.A.); Tourco, Lyle (L.W.); Tucker, Sharline (S.M.); Tyrell, Larry (L.J.); Vangovoku, Sreedhar (S.); Vinogradov, Alex (A.); Walker, Cheryl (C.); Walsh, Gerald (G.); Washington, Eric (E.D.); Wegryn, Michael (M.J.); Wepler, Ron (R.L.); White, Christopher (C.); White, Joseph (J.M.); Williams, Anthony (A.J.); Williams, Elizabeth (E.P.); Williams, Michael (M.T.); Williams, Robert (R.L.); Wilks, Dean (D.G.); Zgier, Brad (B.T.)

Subject:

Future Powertrain PQR Agendas

Agenda for 8/7/02

TF - CS9 Connector
TF - MTX Shift Cable Adjust
Shifter Knob Quality Issue
Yard Audit Review
Motorola DPFE Update
New Warranty Data

A. D'Agostino (Updates on Cost and Timing)
K. Arszulowicz
B. Ajulufoh/GHSP
J. Florence/K. Arszulowicz
TBD
D. Oboza

Agenda for 8/14/02

VRG Leader Report Outs
Yard Audit Review
Coolant Leaks Update
Detent Adjust/Vision System
EVAP Warranty Review

Team
J. Florence/K. Arszulowicz
J. Florence
J. Florence
C. Whiteley

Agenda for 8/21/02

FACTS Update
ATX Shifter Quality
Water Pump Pulley Loose
Valve Train Loose
Yard Audit Review

R. Wepler/C. White
B. Tobis
G. MacDonald
J. Broski
J. Florence/K. Arszulowicz

Agenda for 8/28/02

ATX Trans Contamination
Battery Improvement Actions
Yard Audit Review
More Added

L. Motley/S. Falls
M. Morton
J. Florence/K. Arszulowicz

Doran Oboza

Powertrain Quality Analyst - Wayne Assembly Plant
Phone - 734-467-0804
Fax - 734-296-5439
email - doboza1@ford.com

"I would rather wake up in the middle of nowhere, than in any city in the world."

Steve McQueen

Freeland, Mark (M.)

From: Simko, Steven (S.J.)
Sent: Friday, June 07, 2002 9:02 AM
To: Freeland, Mark (M.); Hargas, Jon (.)
Subject: Media Reports of Focus Stalling

Mark,

I heard on the radio today that NHTSA is opening two investigations on Focus, one for engine stalls. The radio report quoted Clarence Ditlow, from the Center for Auto Safety, a plaintiff's attorney's clearing-house for lawsuits concerning auto safety. He is extremely good at stirring up negative publicity in auto safety cases. I checked the clip sheet this morning looking for more information about NHTSA's investigation and found the following article. It suggests plugged fuel lines as the cause for stalling (see highlighted region). I just thought you should know this information.

Steve Simko

Government opens new safety investigations into Ford Focus over engine, suspension

Associated Press Newswires 06/06/02
author: Nedra Pickler
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WASHINGTON (AP) — Safety officials have opened two new investigations into the Ford Focus, this time amid complaints the engine can suddenly stall and the front suspension can collapse.

Hurd,
cannot
time.

The government has begun six investigations into the popular subcompact this year. Tim a spokesman for the National Highway Traffic Safety Administration, said Thursday he recall the government's ever having as many investigations into one vehicle at the same

Seventy-two people told NHTSA that the Focus stalled while they were driving, including seven who crashed. Seven people reported the front suspension control arm fractured while they were driving, leading to six crashes.

years,

The investigation into engine stall involves 674,700 cars from the 2000 and 2001 model the first two years of production. The suspension investigation also includes the 2002 model year.

The Focus is the country's fifth-best-selling car, trailing only the Honda Accord, Toyota Camry, Ford Taurus and Honda Civic. But it has been plagued with safety problems, already having been recalled eight times for problems ranging from faulty seat latches and windshield wipers to a throttle that can stick open.

Two of NHTSA's other open investigations involve possible air bag malfunctions, while the remaining were prompted by reports the rear wheel bearings could fall and the engine could catch fire.

NHTSA investigators said the alleged engine stall problem may be caused by debris accumulating in the gas tank, blocking fuel from being delivered to the engine.

were
NHTSA also is stepping up its investigation into nearly half a million General Motors Corp. vehicles after 28 crashes were blamed on a possible steering problem. More than 1,200 people have complained that the steering rack and pinion suddenly locked up while they driving.

Grand
The investigation involves the 1996 Oldsmobile Intrigue and 1997 models of the Pontiac Prix, Pontiac Tran Sport, Chevrolet Venture, Chevrolet Malibu, Oldsmobile Silhouette and Oldsmobile Outlass.

The problem can cause the driver to lose steering control. GM reported six crashes in which eight people were hurt, but no injuries or deaths were reported in the other 22 crashes.

NHTSA opens any investigation with a preliminary inquiry, in which the agency and the manufacturer exchange paperwork. That is the stage of the Focus investigations.

vehicle in
The agency can upgrade the case to an engineering analysis if it wants to examine the detail for a possible safety defect. The GM investigation is in this stage.

NHTSA's investigations can lead to a recall, but many are dropped.

Spokesmen for Ford and General Motors would not comment on the investigations except to say the companies are cooperating with the agency.

the
NHTSA also opened a preliminary investigation into about 75,000 Toyota T100 pickups from the 1993 through 1998 model years. Fourteen people have complained to the agency that clutch pedal mounting bracket or the firewall where it attaches will fracture while driving.

increase.
The problem would stop the clutch from disengaging when the pedal is pressed and could cause the vehicle to move unintentionally, the engine to stall or stopping distances to

The CTO Itinerary is for information purposes only. American Express will email you an Itinerary for the FAA and Travel Expense Reports.

Confirmation

Page Printed Thu May 18 23:32:17 2002

Detroit (DTW) to Albuquerque (ABQ)

Sunday, May 19

Review Vendor	Date	Information	Price
American Airlines 1883	May 19 1:18 pm depart DTW		
Fokker 100	May 19 3:09 pm arrive DFW	Seats Requested: 17A	Class: Coach
← American Airlines 2055	May 19 4:07 pm DFW		
McDonnell Douglas MD-80	May 19 5:07 pm arrive ABQ	Seats Requested: 27F	Class: Coach

Albuquerque (ABQ) to Detroit (DTW)

Tuesday, May 21

American Airlines 2810 (Tue)	May 21 8:45 am depart ABQ		
McDonnell Douglas MD-80	May 21 12:01 pm arrive STL	Seats Requested: 27F	Class: Coach
← American Airlines 2816 (Tue)	May 21 1:16 pm STL		
McDonnell Douglas MD-80	May 21 3:58 pm arrive DTW	Seats Requested: 17A	Class: Coach

We are unable to display your previous airlines online. Please contact your travel agent for fare information.

Itinerary Information

Workday Record: 2MVBEE4
Locator: AA-GNVLCK
Airline Locator 1: AA-GNVLCK

Delivery Information

Name: Mark Freeland
Address: 2101 Village Road
Dearborn, MI 48121-6063
Email: MREELAI@km.com
Business Phone: 1-313-5947848
Card type: Visa
Card issuer/bank: Mark Freeland

Passenger Information

Passenger 1: MARK FREELAND (standard meal)

Instructions

Agency Contact Information

Agency: American Express
Address: 4 Parklane Blvd
City: Dearborn
State / Zip: MI 48128
Phone:
Regular Business Hours:

Emergency Contact

Contact Name: Lesley Freeland
Country: USA
Contact Phone: (248) 788-7887

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May 13 - May 19

May 2002							June 2002						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3	4						1
5	6	7	8	9	10	11	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22
26	27	28	29	30	31		23	24	25	26	27	28	29
							30						

Monday, May 13		Thursday, May 16	
<p>8:00am 9:00am OCM 6 Sigma Presentation next week</p> <p>9:00am 10:30am Kavlico dPFE meeting (SRL Conf Room 2243 (10))</p> <p>9:00am 10:00am Canceled: Group Meeting (SRL CR 3521)</p> <p>10:30am 1:00pm Kavlico dPFE meeting (SRL Conf Room 2543 (12))</p> <p>10:30am 1:00pm Selection of dPFEs for the outside lab (SRL Conf Room 2543 (12))</p> <p>1:00pm 3:00pm DPFE Sensor Vehicle Issues Meeting (POEE, E103A (PBar L10))</p>		<p>8:30am 9:00am OCM 6 Sigma Presentation next week</p> <p>10:00am 11:00am Weekly Meeting Notice (WSAP Lyric)</p> <p>1:00pm 3:00pm Kavlico dPFE Sensor Core Team Meeting (POEE DI186 (War Room in FMEI Dept.))</p> <p>3:00pm 5:00pm Updated: Gasket Sealing - Problems Solving Room 1529 (SRL - SCIENTIFIC RESEARCH LABORATORY)</p> <p>7:30pm 10:00pm P EAA Chapter meeting</p>	
Tuesday, May 14		Friday, May 17	
<p>8:30am 9:00am OCM 6 Sigma Presentation next week</p> <p>1:00pm 2:30pm Kavlico dPFE Sensor Core Team Meeting (POEE DI186 (War Room in FMEI Dept.))</p> <p>3:30pm 4:00pm Updated: Need to discuss Mark Freeland's project on dPFE sensor (SRL CR 2243)</p>		<p>8:30am 9:00am OCM 6 Sigma Presentation next week</p>	
Wednesday, May 15		Saturday, May 18	
<p>8:30am 9:00am OCM 6 Sigma Presentation next week</p> <p>4:00pm 6:00pm Leave on time to pick children up for normal Wednesday night</p>			
		Sunday, May 19	

DATA REQUIRED

V_{REF} , V_{OUT} , I_{REF}

POWER SUPPLY

CURRENT SOURCE, VOLTAGE LIMITED

Variables:

NOISE BACK PRESSURE

NOISE PULSATION (P

ENVIRONMENT TEMP

① CHEMISTRY / FUEL

② CURRENT

③ TEMPERATURE

④



MARY Wala IS THE FALL
TIME PERSON IN CA?

MEETING ANNOUNCEMENT / WORKING TEAM MEETING

Objective: Establish and implement corrective and containment actions for Kavlico TM dPPE Sensor

Meeting Logistics

Subject: Kavlico TM dPPE Sensor Core Team
Date: January 22, 2002
Time: 1-2:30 p.m.
Location: POEE, DI-196 (FMHI War Room)
Called By: Karen Owens, Team Leader: (313) 84-55770
Next Meeting (s): January 24, 2002, 1-3:00 p.m., POEE DI-196
 January 29, 2002, 1-2:30 p.m., POEE DI-196
Conference Call-in Number(s): 9-1-954-1149 (inside Ford); 847-619-6158 (outside) Passcode: 68814368

Core Team Participants

Black Belt Mark Freeland	Kavlico Mary Atkins Don Ayers	V-Engine Jim O'Neill Freeman Gates Chris Panaretos Paul Pines Carol Verner	Quality Office Mahmoud Awad Kurt Schieding	ESSE Sharon Allen Robert Rossi	Purchasing Joe Smytho Chris Nielsen
Team Leader Karen Owens				PCSE Ken Arnold Brian Perry	

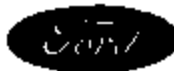
Meeting Agenda - 1/22/02

<u>Order of Agenda Items</u>	<u>Person(s) Responsible</u>	<u>Time Allocated</u>
1. Introductions	All	1 minute
2. Agenda Review	All	1 minute
3. Corrections to last meeting minutes	All	3 minutes
4. Purchasing issues and overview	John Shore	25 minutes
5. J. Padilla review summary	Freeman Gates	10 minutes
6. Field returns analysis	Mark Freeland, Don Ayers	10 minutes
7. Wiring Harness noise concerns	Brian Perry, Sharon Allen	15 minutes
8. Technical Office agenda (1/31/02)	Freeman Gates	5 minutes
9. Kavlico sensor field service parts availability and old stock purge status	All	5 minutes
10. Open Issues/Assignments list items	All	5 minutes
11. Walk-in's	All	5 minutes
12. Next Meeting Agenda Items	All	5 minutes

Notes

Bring handouts (paper copies) for all presentations
 Provide electronic copies of presentations to CPANARET
 Please be on time as we have a full agenda

K. Owens/tp: 1/22/02
Kavlico dPPE Sensor Core Team



MEETING ANNOUNCEMENT / WORKING TEAM MEETING

Objective: Establish and implement corrective and containment actions for Kavlico TM dPPE Sensor

Meeting Logistics

Subject: Kavlico TM dPPE Sensor Core Team
Date: January 10, 2002
Time: 1:00 – 3:00 p.m.
Location: POEE, DI-196 (FMET War Room)
Called By: Karen Owens, Team Leader: (313) 84-55770
Next Meeting (s): January 15, 2002, 12:00-2:00 p.m., POEE DI-196 (War Room)
 January 17, 2002, 1-3:00 p.m., POEE DI-196

Core Team Participants

Black Belt	Kavlico	V-Band	Quality Office	EESE	PTSE
Mark Freeland	Mary Akins Don Ayers	Jim O'Neall Freeman Gates Chris Panaretos Paul Plante Carol Verner	Mahmoud Awad Kurt Schladig Joe Smythe	Sheran Allos Robert Ross	Kea Arnold
Team Leader					
Karen Owens					

Meeting Agenda – 1/10/02

Order of Agenda Items	Person(s) Responsible	Time Allocated
1. Corrections to last meeting minutes	All	5 minutes
2. Kavlico field return parts analysis/training	Mark Freeland, Mary Akins	15 minutes
3. Clean Data/Part No. for Transient Voltage Spike Protection Sensor	Mary Akins	10 minutes
4. "Best of the Best: 2002 MY 4.0L Explorer and Stalls	Mahmoud Awad	10 minutes
5. Technical Office Date (1/24/02 or 1/31/02)	All	10 minutes
6. Website Information	Dave Tyler, Karen Owens	5 minutes
7. John Koszownik Agenda review: 1/15/02, 12-2:00 pm., War Room	All	15 minutes
8. Walk Ins	All	15 minutes
9. Next Meeting Agenda Items	All	10 minutes

Notes

Bring handouts (paper copies) for all presentations
 Provide electronic copies of presentations to CPANARET

K. Owens/cp: 1/10/02
 Kavlico dPPE Sensor Core Team



MEETING ANNOUNCEMENT / WORKING TEAM MEETING

Objective: Establish and implement corrective and containment actions for Kavlico TM dPFE Sensor

Meeting Logistics

Subject: Kavlico TM dPFE Sensor Core Team
Date: January 17, 2002
Time: 1-3:00 p.m.
Location: POBE, DI-196 (FMEI War Room)
Called By: Karen Owens, Team Leader: (313) 84-55770
Next Meeting (s): January 22, 2002, 1-3:00 p.m., POBE DI-196
 January 24, 2002, 1-3:00 p.m., POBE DI-196
Conference Call-in Number: 9-1-954-1149 (inside Ford); 847-619-6158 (outside)

Core Team Participants

Black Bolt Mark Freeland	Kavlico Mary Akias Don Ayers	Y-Engine Jim O'Neill Freeman Gates Chris Panaretos Paul Plants Carol Verner	Quality Office Mahmoud Awad Kurt Schioding	ERSE Sheran Alles Robert Rossi	Purchasing Joe Smythe Chris Nielsen
Team Leader Karen Owens				PTSE Ken Arnold	

Meeting Agenda - 1/17/02

<u>Order of Agenda Items</u>	<u>Person(s) Responsible</u>	<u>Time Allocated</u>
1. Introductions	All	5 minutes
2. Agenda Review	All	5 minutes
3. Corrections to last meeting minutes	All	5 minutes
4. STA Issues and Kavlico Trip (1/22-1/25/02) Overview	Joe Smythe	30 minutes
5. Technical Office 1/31/02: Agenda and Facilities	Freeman Gates	30 minutes
6. Kavlico Update: Return parts analysis	Don Ayers	10 minutes
7. Engine Plant Issue: 1/7/02 sensor release procedure	Joe Johnson	5 minutes
8. Open Issues and Assignments timing due Friday 1/18 (for 1/22 agenda)	Paul Plants	5 minutes
9. Walk-in's	All	20 minutes
10. Next Meeting Agenda Items	All	5 minutes

Notes

Bring handouts (paper copies) for all presentations
 Provide electronic copies of presentations to CPANARET

K. Owens/cp: 1/16/02
 Kavlico dPFE Sensor Core Team

Kavlico Tm DPFE Systems Technical Offsite

January 31, 2002 - 8:00 AM FTDC RM TBD

1. EGR System Overview – Freeman Gates 1.5 HR
 - System Function
 - Sensor overview
 - QA
2. OBD II Function/Calibration - Gary Danhoff .5 HR
 - QA
- Break 15 minutes
3. Black- Belt Presentation – Mark Freeland 1.5 HR
 - ~~WARRANTY ANALYSIS~~ - BREAKDOWN.
 - Transient Voltage
 - ~~TRUCK MILEAGE~~
 - Unprotected Area Damage
 - QA
- LUNCH
4. Reliability Analysis - Mamhoud Awad 1.5 HR
 - Trend charts
 - Reliability Matrix
 - Fish bone Chart
 - QA
- Break
5. Brain Storming session - Facilitator 1.5 HR
6. Wrap-up --Freeman Gates .5 HR

Kavlico TM dPFE Sensor
14D Core Team Meeting
Tuesday, January 8, 2002
Time: 1-2:30 p.m.
Conf. Room: DI-196

Agenda

1. Introduce new members
2. Overview discussion of issue for new members from Summary One Pager (attached)
3. Bob Dalbo review of S.O.L. Escape stalls concern. Discussion of generic documents such as "Is-Is Not", Fishbone etc
4. Follow Up from 1/3/02 agenda:
 - A) Pick "best of best" comparator vehicle (Mahmoud)
 - B) Kavlico field return parts analysis/binning (Mark/Mary)
 - C) Other
5. Leaders issues
6. Walk in issues
7. Next meeting agenda items

2A07B is first date of
Transit voltage unfused part.
(Jan 7th 2002)

created: 12/11/01

2000-2002 Kavlico TM dPFE Sensor
Team Roster by Organization/Department

Revision Date: 1/7/02

Kavlico TM dPFE Sensor								
Team Roster								
^ Denotes Core Team Member								
LAST NAME	FIRST NAME	PHONE NO.	ORG./Dept.	TITLE/FUNCTION	COMPANY	LOCATION	E-MAIL	FAX NUMBER
			V-Engine	FMEI Tech Spec/Technical Lead	Ford	POEE	footea@ford.com	313-39-04084
			V-Engine	FMEI Supervisor	Ford	POEE	lowens@ford.com	313-84-55770
			V-Engine	Proj. Mgt. Analyst	Proj.Solution	POEE	openeast@ford.com	313-32-29265
			V-Engine	Campaign Manager	Ford	POEE	ncisaria@ford.com	
			V-Engine	FMEI Engineer	Ford	POEE	evemer@ford.com	313-39-04084
			V-Engine	Service Engineer	Ford	POEE	calbrech@ford.com	313-82-14387
			V-Engine	FMEI CPMT Eng./WEFs concerns	Ford	POEE	cbaneast2@ford.com	313-39-04084
			V-Engine	FMEI Section Supv.	Ford	POEE	johnson@ford.com	313-39-04084
			V-Engine	FMEI AWS Analyst	Ford	POEE	kgrezi@ford.com	313-84-53189
			V-Engine	FMEI Dept. Mgr.	Ford	POEE	jonell@ford.com	313-39-04084
			Quality Office	Reliability Engineer/ Field Data Leader	Ford	POEE	mawad@ford.com	313-39-02315
			Quality Office	Reliability Supervisor	Ford	POEE	kachled@ford.com	313-39-02314
			Purchasing	STA Engineer (Leader)	Ford	PTE	tamthe@ford.com	313-33-72804
			Purchasing	Production Buyer	Ford	Purchasing	ymocart1@ford.com	313-59-44875
			Purchasing	Service Buyer	Ford	FCSD	srloisad@ford.com	
			Purchasing	STA Site Manager	Ford	AVTS	pwthio@ford.com	313-83-82804
			PT Elec Appl	4.6 F150 Supv./Leader	Ford	POEE	lcarnold@ford.com	313-32-38743
			PT Elec Appl	3.0L 4V Esc/Taurus Supv.	Ford	POEE	klesb@ford.com	313-39-03830
			PT Elec Appl	2.0L Zetec Focus/Escape Supv.	Ford	POEE	bperry@ford.com	313-39-03830
			PTSE	Chief Engineer	Ford	POEE	kauler@ford.com	
			CAPE	AVT Chief Engineer	Ford	POEE	clapp1@ford.com	
			Motorola	On-Site Rep.	Motorola	POEE	mbrenni@ford.com	313-39-04084
			Kavlico	On-Site Rep.	Kavlico	POEE	malina@ford.com	313-39-04084
			Kavlico	Program Manager/Technical Leader	Kavlico	CA	slavers@kavlico.com	805-523-8475
			Kavlico	Director MEMS Technology	Kavlico	CA	bdavies@kavlico.com	805-523-7125
			Kavlico	VP Research and Dev't	Kavlico	CA	lmark@kavlico.com	805-523-7125
			Kavlico	Warranty Analysis	Kavlico	CA	ttamashim@kavlico.com	805-523-7125
			FPL	6-Sigma Black Belt	Ford	FPL	mfreola1@ford.com	313-82-10348

created: 12/11/01

2000-2002 Kavlico TM dPFE Sensor
Team Roster by Organization/Department

Revision Date: 1/7/02

Kavlico TM dPFE Sensor								
Team Roster								
* Denotes Core Team Member								
LAST NAME	FIRST NAME	PHONE NO.	ORGL/Dept.	TITLE/FUNCTION	COMPANY	LOCATION	E-MAIL	FAX NUMBER
			Focus	C&P Supervisor	Ford	VPC		
			Focus	PT Focus Program Mgr.	Ford	VPC		
			Focus	C&P Quality Eng (Leader)	Ford	VPC		
			FCSD	Recall Program Manager	Ford	DECI		
			FCSD	FQE Supervisor	Ford	TWCTDR		
			FCSD	ECI Supervisor	Ford	TWCTDR		
			FCSD	Recall Analyst	Ford	FCSD		
			FCSD	PS&L Recall Mgr.	Ford	FCSD		
			FCSD	ECI Prod.Con.Anal.	Ford	FCSD		
			EPRC	Leader	Ford	FPB4		
			EPRC	Critical Con. Mgr.	Ford	FCSD		
			EESE	AVT Wiring Specialist	Ford	AVT5		
			EESE	Wiring CPS - EESE Leader	Ford	Bldg. #1		
			EESE	Chief Engineer	Ford	AVT6		

2002-027 10120

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Fuel Metering, Emissions & Ignition Department

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Author: Dave Tyler

Last Update: 02/01/2001

AND

Welcome To The Kavlico Tube Mounted dPFE Sensor Homepage

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▶ [Attendance](#)

▶ [Supporting Documents](#)

▶ [Click Here For Kavlico Meeting Minutes](#)
4files (.pdf)

▶ [Click Here For Kavlico Meeting Agenda](#)
4files (.pdf)

Contact Person: Chris Panaretos

Webmaster: Dave Tyler

Last Revised: 01/10/2002

FMEI Homepage

Kavlico Tube Mounted dPFE Sensor Supporting Documents

- ▶ [Workplan Status \(.pdf\)](#)
- ▶ [PE01-043 Resume \(.doc\)](#)
- ▶ [Field Action Summary Paper \(.pdf\)](#)
- ▶ [EGR Sensor Risk Assessment \(.ppt\)](#)
- ▶ [Phantom Stall Fishbone Diagram \(.pdf\)](#)
- ▶ [Field Service Action Evaluation Paper \(.doc\)](#)
- ▶ [2001-2002 Escape/Tribute Stalls Update \(.pdf\)](#)
- ▶ [Problem Statement: U204 2001 Escape/Tribute Stalling \(.pdf\)](#)
- ▶ [Kavlico dPFE Sensor Program Issues Tracking System \(.mdb\)](#)
- ▶ [14D Vehicles Affected Update 1702 \(.pdf\)](#)
- ▶ [Click Here For 14-D Open Items List](#) 4files (.pdf)

Contact Person: Chris Panaretos

Webmaster: Dava Tyler

Last Revised: 01/10/2002

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MEETING ANNOUNCEMENT / WORKING TEAM MEETING

Objective: Establish and implement corrective and containment actions for Kavlico TM dPFE Sensor

Meeting Logistics

Subject: Kavlico TM dPFE Sensor Core Team
Dates: February 19, 2002
Time: 1-2:30 p.m.
Location: POEE, DI-196 (FMEI War Room)
Called By: Jim Maurer, Team Leader: (313) 39-03672
Next Meeting (s): February 21, 2002, DI-196, 1-3:00 p.m.
 February 26, 2002, DI-196, 1-2:30 p.m.
Conference Call-in Number(s): 9-1-954-1149 (inside Ford); 847-619-6158 (outside) Passcode: 6881436#

Core Team Participants

Black Belts	Kavlico	V-Engine	Quality Office	EESE	Purchasing
Mark Freeland	Mary Akias	Jim O'Neill	Mahmoud Awad	Sheran Altes	Joe Smythe
Shri Akulkar	Don Ayers	Freeman Gates	Kurt Schieding	Robert Rossi	Chris Nielsen
Jon Janda		Chris Panaretos			
		Paul Plante		PCSE	
Team Leader		Carol Verner		Kon Arnold	
Jim Maurer				Brian Perry	

Meeting Agenda - 2/19/02

<u>Order of Agenda Items</u>	<u>Corr. Issue #</u>	<u>Person(s) Responsible</u>	<u>Time Allocated</u>
1. Introductions		All	5 minutes
2. Update on correlation between mask mis-alignment and stalls on 250 claims	11, A1	Mahmoud Awad	20 minutes
3. Review of Kavlico corrective action plan for UPAD	13, A1	Don Ayers	20 minutes
4. Review of EESE and Kavlico workplans to verify the contribution of poor ground connection	16, A1	R. Rossi, S. Altes / Don Ayers	10 minutes
5. Update on interim (containment) actions and/or permanent corrective actions	110	Jim Maurer	10 minutes
6. Review of remaining "high priority" open issues		All	10 minutes
7. Walk-in's		All	10 minutes
8. Next Meeting (2/21/02) Agenda Items		All	5 minutes

<u>Proposed Next Meeting Agenda 2/21/02</u>	<u>Person(s) Responsible</u>	<u>Time Estimated</u>

Notes

Bring handouts (paper copies) for all presentations
 Provide electronic copies of presentations to CPANARET (no later than 1 hour prior to the meeting)
 Please be on time as we have a full agenda

Jim Maurer/ep: 2/19/02
 Kavlico dPFE Sensor Core Team

Freeland, Mark (M.)

From: Williamson, Richard (E.)
Sent: Tuesday, February 19, 2002 10:42 AM
To: Awad, Mahmoud (M.I.)
Cc: Plante, Paul (P.G.); Blesi, Gerry (G.); Storms, Michael (M.); Freeland, Mark (M.)
Subject: DPFE Conclusions
Importance: High
Follow Up Flag: Follow up
Flag Status: Flagged

Hi Mahmoud,

Enclosed please find an Excel file and a Word document. The word document contains our conclusions as to the investigation concerning DPFE sensors.

Please read over the document and let me know if this is what you wanted.

Also, I want to thank Mike Storms for all his help on this concern.

Regards,

RICK WILLIAMSON
Product Concern Analyst-Powertrain
Enhanced Concern Identification
313-248-6348
rwill110@ford.com

3/29/01 RML 8930-004
 2/1/01 RML 8802-004

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 3FAFP91361R103897	Vehicle Line: C/AK - FOCUS (CW176) (99-02)	Eng Serial No: *
Model Year: 2001	Market Derivat: C/F - FORD DIVISION DERIVATIVE	Body Style: *
Vehicle Type: C	Drive Code: C/A - 2 WHL L/H FRONT DRIVE	Engine: CBQ - ZETEC 2.0L DOHC I
Inv. Dealer: 05346	Body Cab Style: C/DA - 3 DOOR SEDAN-4 LITE	Transmission: C/D2 - 4-SPD AUTO TRAN
	Version/Section: C/DH - SERIES 23	

BUILD INFORMATION:

Region: NA - #00000000 Plant: A3 - HERMOSELLO PLANT BUILD
 Country: MEX - #00000000 Prod Date: 06-SEP-2000

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 171019 - *
 Country: USA - #00000000 Selling Div: BU/Prov CA
 Buyer BU/Prov CA

Arrival Date: 29-SEP-2000 Red Carpet Lease: *
 Sale Date: 20-DEC-2000 Fleet/Rental/Co. Lease: R
 Warranty Start Date: 20-DEC-2000 Modified Vehicle: *
 Orig Warranty Date: 20-DEC-2000 Recaptured Vehicle: * Vehicle Export Flag: N

VOCEQC:

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

1111103897 45 0 2 2124374 BY 2 20000907 07 21243 1 712895 2V 0A DMC 3

3FAFP 4 05346 7

INSTALLED OPTION INFORMATION:

Air Conditioning: CB - MANUAL AIR CONDITIONER	GVW Code: *- [NA]
Alternator Amp Rating: A	GVW Class Code: F
Audio Deck: *- [NA]	Instrumentation: AB - TACHOMETER INSTRUMENTATION
Axle Ratio: *- [NA]	Mirror(Driver Side): AD - DRIVER POWER MIRROR
Axle Type: *- [NA]	Mirror(Outer Side): AD - PASS POWER CONVEX MIRROR
Battery Amp Rating: B3	Paint: FNAAA - EBONY SOLID CC
Brake Code: PEAA8 - 4 WHL ANTI-LOCK BRAKES	Power Antenna: *- [NA]
Brake Code(Service): *- [NA]	Rails: BQ -
Calibration Code: 1AK1AZZA	Steering System: *- [NA]
Color(Assmnt): *- [NA]	Steering System Axle: *- [NA]
Color(Finish): *- [NA]	Tire Brand: AC - FIRESTONE
Delivery Type: 0	Tire Size: D3IAQ - 205/50VR-16 BSW RUN FLAT
Drivetrain Code: *	Traction Control: AB - ANTI-SPIN TRACT BRAKES W/O FVD
Front Seat: *- [NA]	Wheel Base: *- [NA]
Fuel Type: *- [NA]	

TIRE DOT INFORMATION:

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

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: CC - CC
ESP Coverage(Miles): * Emission Cert Type: C
ESP Coverage(Time): * Emission Decal Status: HMI
ESP Plan Year: * Engine Family: 19MCKV12DV12
ESP Signature Date:

Any comments? You can contact



webmaster

Freeland, Mark (M.)

From: Matysiewicz, Edwin (E.J.)
Sent: Friday, November 30, 2001 12:00 PM
To: Gates, Freeman (F.C.); Hermann, Thomas (T.J.); 'sparting@viateon.com'
Cc: Perry, Brian (B.J.); Seboid, Lynn (L.A.); 'jahahean@viateon.com'; Camargo, John (J.F.); 'jrey1@viateon.com'; 'mussell@viateon.com'
Subject: RE: Fairlane Ford Focus w/ multiple DPFE sensor replacements

Tom and Freeman:

I don't but I am sure that Al Partington [the design supervisor, 755-1687] does over at viateon.

Al, can you please help out on the production Focus PCM questions, with EMC data?

Thanks.

Ed.

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

From: Gates, Freeman (F.C.)
Sent: Friday, November 30, 2001 11:43 AM
To: Matysiewicz, Edwin (E.J.)
Cc: Hermann, Thomas (T.J.)
Subject: FW: Fairlane Ford Focus w/ multiple DPFE sensor replacements

Ed,

Do you have this info??

Freeman Gates

Senior EGR Systems Technical Specialist
Tel (313)22-24807 Fax (313)22-04084
PCBE Rm D-138 GM-173

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

From: Hermann, Thomas (T.J.)
Sent: Friday, November 30, 2001 11:40 AM
To: Gates, Freeman (F.C.); Freeland, Mark (M.); Johnson, Joe (J.H.); Aldra, Mary (M.); Verner, Carol (C.J.); Owens, Karen (K.E.)
Cc: Schieding, Kurt (K.J.); Koosmeyer, Ken (K.P.); Giordano, Mike (M.A.); Popoff, Daniel (D.M.); Altes, Sheran (S.A.); Kunda, Cliff (C.)
Subject: RE: Fairlane Ford Focus w/ multiple DPFE sensor replacements

Does anyone have the part # for the PCMs used on these vehicles? I want to get the component EMC data from the supplier.

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

From: Gates, Freeman (F.C.)
Sent: Friday, November 30, 2001 11:15 AM
To: Gates, Freeman (F.C.); Freeland, Mark (M.); Johnson, Joe (J.H.); Aldra, Mary (M.); Verner, Carol (C.J.); Owens, Karen (K.E.)
Cc: Schieding, Kurt (K.J.); Koosmeyer, Ken (K.P.); Giordano, Mike (M.A.); Popoff, Daniel (D.M.); Hermann, Thomas (T.J.); Altes, Sheran (S.A.); Kunda, Cliff (C.)
Subject: RE: Fairlane Ford Focus w/ multiple DPFE sensor replacements

We were successful in securing the vehicle over the weekend for further analysis by providing the customer with a rental. Sheran Altes and I will be picking up the car early this afternoon.

Freeman Gates

Senior EGR Systems Technical Specialist
Tel (313)22-24807 Fax (313)22-04084
PCBE Rm D-138 GM-173

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

From: Gates, Freeman (F.C.)

From:
To:
CC:
Subject:

Thursday, November 25, 2004 3:17 PM
Prestand, Mark (M.); Johnson, Joe (J.H.); Akina, Mary (M.); Verner, Carol (C.L.); Owens, Karen (K.E.)
Schieding, Kurt (K.J.); Koestermayer, Ken (K.P.); Glordana, Mike (M.A.); Popoff, Daniel (D.M.)
Fairlane Ford Focus w/ multiple DPFE sensor replacements

As a result of the special service message we have initiated to the field, I just got a call from Fairlane Ford on Michigan Ave. here in Dearborn. This vehicle has had 4 DPFE sensor replacements, all P0401 codes MIL only, no driveability complaints. The mileage and dates of repair are as follows:

Aug 7 - 8158 ml.
Oct 2 - 10,899 ml.
Oct 17 - 11,816 ml.
Today - 14,783 ml.

The vehicle is still at the dealer awaiting instructions for disposition. Additionally, the service tech. has replaced the sensor again (4th) but came across the special service message and decided to call before he gave the vehicle back to the customer.

Since the failure interval is very short, I am tempted to supply the dealer with the revised sensor (anti-latch) and keep track of the performance. We also potentially have the option of locking at the vehicle to examine the wiring etc... to supplement the work that has been done on the other "buyback" vehicles.

Any comments??

Freddie Gator

Senior EGR Systems Technical Specialist
Tel (313)22-64507 Fax (313)22-04084
POB Rm D-128 CM-178

Freeland, Mark (M.)

From: Coan, Michael (M.W.)
Sent: Thursday, October 25, 2001 1:55 PM
To: Blasi, Gerry (G.); Barnhart, Jeffrey (J.D.); Kochis, Susan (S.D.); Coan, Michael (M.W.); Storme, Michael (M.); Welch, Darnell (D.); Williamson, Richard (E.); Freeland, Mark (M.)
Co: Setili, Frank (F.E.)
Subject: RE: Focus Owners (00Y)

FYI,

Rick Williamson is working on this one.

There is an SSM 14977 that addresses this issue and due to the failure rate (most of the parts that were going to fail should have already) I would suggest we close this one to the SSM. The shorted DPFE seems to sometimes cause no start, odometer reads all dashes as well as a communication issue with the PCM per the SSM.

Most of the claims in AWS do not indicate a problem with the odometer (4-6 do out of 125 vins). It may be the case that the tech. may not be including the odometer detail in the claim as the no start condition seems to be the most important trouble.

Please contact Rick Williamson for additional information on this issue.

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

From: Blasi, Gerry (G.)
Sent: Thursday, October 25, 2001 8:48 AM
To: Barnhart, Jeffrey (J.D.); Kochis, Susan (S.D.); mcoen; Storme, Michael (M.); Welch, Darnell (D.); Williamson, Richard (E.)
Co: Setili, Frank (F.E.)
Subject: FW: Focus Owners (00Y)

Team,

Please notify Frank if you have reviewed this issue.

Gerry Blasi
Supervisor, Enhanced Concern Identification
Vehicle Service & Programs Office, FCSD

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

From: Setili, Frank (F.E.)
Sent: Thursday, October 25, 2001 7:23 AM
To: Blasi, Gerry (G.)
Co: Trzeciak, Robert (R.T.); Lysak, Kevin (K.M.)
Subject: FW: Focus Owners (00Y)

Gerry, could you ask your guys if they have seen or reviewed this issue?

2001/2002 Focus stalls and will not crank/start, and Odometer/trip meter displays all dashes.

Frank E. Setili
Enhanced Concern Identification
Phone 313-248-7439
Fax 313-248-6624
CDSID FSETILJ

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

From: Lysak, Kevin (K.M.)

From: Wednesday, October 24, 2001 10:52 AM
To: Seill, Frank (F.E.)
Subject: FW: Focus Owners (001)

rank: Could you check to see if someone in your area has seen these issues in ECI? - Kevin Lyell.

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

From: Wilkins, Robert (R.M.)
Sent: Wednesday, October 24, 2001 10:39 AM
To: Freeland, Mark (M.)
Subject: Focus Owners (001)

The Focus Quality and Reliability Team is in the process of collecting information from Focus owners about a No Crank/No Start concern. If you own or lease a Model Year 2001 or 2002 Focus with 2.0L Zetec engine and have experienced a No Crank/No Start concern exhibiting the following conditions:

* Engine stalls then will not crank or start

and at the same time

* Odometer/trip meter displays all dashes

Please contact Mark Freeland cde MFREELA1 (313) 594-7645. Thank you for your time and assistance in our data collection effort.

*****Please Do Not Respond To Rwilkin3

Freedland, Mark (M.)

From: Oboza, Doran (D.)
Sent: Friday, October 05, 2001 2:52 PM
To: Acuff Jr., Melvin (M.); Agarwal, Apoorva (A.); Ahmed, Kamal (K.); Ajulufoh, Bart (B.O.); Anderson, Johnny (J.D.); Arszulowicz, Ken (K.J.); Aechoff, Marty (M.); August, Dan (D.); Auteh, Michael (M.V.); Baum, Joe (J.M.); Ball, Linda (L.F.); Bosner, Darryle (D.R.); Brian Johnson; Brockett, Ronald (R.K.); Broski, James (J.W.); Brown, Mark (M.D.); Bruns, Al (A.A.); Campbell, Donald (D.C.); Caruso, Barry (B.); Cassisa, William (W.C.); Castleman, William (W.G.); Centivrs, James (J.C.); Cervantes, Eduardo (E.J.); Chigas Jennifer (E-mail); Chris Campbell; Clugston, Shane (S.A.); Colstruplo, Vince (V.E.); Cox, Tom (T.T.); Cvetkovski, Peter (P.); D'Agostino, Sarahlynn (S.P.); Davis, Jerry (J.W.); Dhaliwal, Dave (D.S.); Dunaske, Dennis (D.R.); Eggert, Daniel (D.C.); Fike, Barbara (B.G.); Florence, Jeremy (J.D.); Fluker, James (J.A.); Francisco Fernandez (E-mail); Franklin, Taj (T.); Freedland, Mark (M.); Gamble, Craig (C.R.); Gary Nichols (G.S.) (E-mail); Gavin, Steven (S.D.); Gazdecki, Timothy (T.A.); Gerke, David (D.W.); Glennamora, Armand (A.A.); Giles, Anthony (A.T.); Gilmer, David (D.C.); Gilmour, Brady (B.A.); Giordano, Mike (M.A.); Goulet, Michele (M.A.); Granada, Rodolfo (R.); Green, Ron (R.R.); Groom, Reginald (R.); Grow, Jim (J.S.); Gucciardo, Steve (S.P.); Gwozdek, Tom (T.M.); Holloway, Scott (J.S.); Hopkins, Harry (H.S.); J. Sowards; Jahshan, John; Jankowski, Todd (T.J.); John Dzbaneki (E-mail); Jordan, Frances (F.J.); JWILL182 was deleted 20010818; King, Steve (S.J.); Kinzie, Brian (B.W.); Kunde, Olaf (O.); Lee, Henry (H.A.); Lizotte, Brian (B.W.); Lorus, Brett (B.R.); MacDonald, George (G.F.); Madaj Jr., Stan (S.P.); Majzoub, Malek (Z.); Marsac, Lance (L.D.); Matysiewicz, Edwin (E.J.); McCowin, Enoch (E.G.); Mihora, Bob (B.S.); Miller, Melinda (M.S.); Mingo IV, Horace (H.C.); Mitchell, Carole (C.A.); Morabito, Mike (M.P.); Moses, Edwin (E.D.); Nemeth, Steve (S.L.); Oboza, Doran (D.); O'Connor, Jim (James W.); Patel, Praful (P.J.); Post-bames, Donna (D.F.); Popenas, Michael (M.J.); Pulela, Ananth (A.); Ramsay, George (G.); Ralby, George (G.R.); Rezaee, John (J.H.); RGANAPAT was deleted 20010807; Rollin, Anthony (A.D.); Rozema, Thomas (T.M.); Sands, Roger (R.P.); Schneider, Jeff; Sellers, Gary (G.T.); Seron Sr., Andrew (A.F.); Sheridan, Richard (R.D.); Shopp, James (J.J.); Singley, Rogers (R.W.); Skipper, Daniel (D.P.); Smith, David (D.A.); Smith, Tennille (T.C.); Soulliers, James (J.K.); Spanski, Terrence (T.E.); Stevenson, Ethel (E.E.); Stojov, Tony (T.); Stump, Steven (S.M.); Sturgeon, Bill (W.); Swick, Curt (C.); Tarszkiewicz, Alexandre (A.S.); Thomas, Ken (K.C.); Tobie, Bruce (B.J.); Toroslan, David (D.A.); Tourco, Lyle (L.W.); Trombetta, Christopher (C.B.); Tucker, Charles (S.M.); Vengavoku, Sreedhar (S.); Walsh, Gerald (G.); Washington, Eric (E.D.); Wegryn, Michael (M.J.); Wepler, Ron (R.J.); Whang, Sonjae (S.); White, Christopher (C.); Whitworth, Rudy (A.R.); Wiatr, Joseph (J.M.); Wilkins, Robert (R.M.); Williams, Anthony (A.J.); Williams, Elizabeth (E.P.); Williams, Michael (M.T.); Williams, Robert (R.L.); Wills, Dean (D.G.)
Subject: October Agendas For Powertrain

Agenda for 10/10/01
Containment Review
ECATS
Top ECATS (TBD)
Top ECATS MIL
New 1 & 3 Data
VFG Leader Report-outs
Speed Sensor
MTX Difficult to Shift
VFG 43 - Overview
Battery Project
Electrical Grounds
Rough Idle Update
Roadmap Update
Lambert Low BB Project

Kinnie/Rollin/MacDonald
Kinnie/Rollin
Kinnie/Rollins/Majzoub/Poirier
Oboza/Singley/August
D. Oboza
All VFG Team Leaders
B. Ajulufoh/E. Moses
I. Odum/H. Lee/E. Moses
R. Wilkins/M. Giordano
B. Caruso/R. Wilkins
T. Gwozdek/P. Cvetkovski
C. Trombetta
D. Oboza
A. Glennamora

Agenda for 10/17/01
Containment Review

Kinnie/Rollin/MacDonald

ECATS
Top ECATS (TBD)
Top ECATS MIL
MIL - IAC
Trans Oil Cooler Leak
Auto Shifter Issues
VFG 41 Overview
Zetec Surge
Spark Plugs and Wires
VFG 40 - Top Issue
VFG 42 - Fuel Pump

Kinnie/Rollin
Kinnie/Rollins/Majzoub/Poirier
Oboza/Singley/August
K. Cornea
J. Centivra/M. Zubeck
H. Lee/B. Tobis
B. Ajulufoh
A. Agarwal/B. Ajulufoh
P. Cvetkovski/J. Florence
J. Florence
M. Giordano/J. Schneider

Agenda for 10/24/01
Containment Review
ECATS
Top ECATS (TBD)
Top ECATS MIL
MIL - P0706
VFG 43 - Overview
Battery Project
Battery/Starter Cable
Unusual Engine Noise
Engine Leaks Oil
D50 - Overview
Electrical Grounds
Speed Sensor - Zetec Manual

Kinnie/Rollin/MacDonald
Kinnie/Rollin
Kinnie/Rollins/Majzoub/Poirier
Oboza/Singley/August
J. Rezaee
R. Wilkins/M. Giordano
B. Caruso/R. Wilkins
B. Gilmour
B. Mihora
B. Lizotte/G. Madaz/J. Broski
G. MacDonald
T. Gwozdek/P. Cvetkovski
B. Ajulufoh/E. Moses

Agenda for 10/31/01
Containment Review
ECATS
Top ECATS (TBD)
Top ECATS MIL
Tail Light Grounds
VFG 41 - Top Issue
VFG 49 - Top Issue
Additional Topics to be Added

Kinnie/Rollin/MacDonald
Kinnie/Rollin
Kinnie/Rollins/Majzoub/Poirier
Oboza/Singley/August
J. Rezaee/S. King/L. Marsac
B. Ajulufoh
B. Mihora

Doran Oboza

Powertrain Quality Analyst - Wayne Assembly Plant
Phone - 734-467-0804
Pager - 734-298-5439
email - doboza1@ford.com

"I would rather wake up in the middle of nowhere, than in any city in the world."

Freeland, Mark (M.)

From: Don Ayers [DAyers@kavico.com]
Sent: Tuesday, October 08, 2001 8:48 PM
To: Mark Clifford
Cc: Roger Houston; Naushad Hossain; 'Freeland, Mark (M.)'
Subject: RE: Blackbelt Freeland Latch Up Res Test.xls

Thank you.

> -----Original Message-----

> **From:** Mark Clifford
> **Sent:** Tuesday, October 09, 2001 4:14 PM
> **To:** Don Ayers
> **Cc:** Roger Houston; Naushad Hossain; 'Freeland, Mark (M.)'
> **Subject:** RE: Blackbelt Freeland Latch Up Res Test.xls

> I talked to Mark Freeland and he identified the three units as #37,
> #75,
> and #114. I pulled these out of the population so they would not be
> shipped. I am holding them at my desk. We can decide what additional
> testing should be done on these three parts later this week.

> Mark

> -----Original Message-----

> **From:** Don Ayers
> **Sent:** Tuesday, October 09, 2001 3:08 PM
> **To:** Freeland, Mark (M.)
> **Cc:** Roger Houston; Naushad Hossain; Mark Clifford
> **Subject:** RE: Blackbelt Freeland Latch Up Res Test.xls

> Mark -

> The parts are on the way. I haven't had time today (until now)

> to glance at my emails so I apologize. Which 3 were they? It's possible
> they weren't included in the shipment. If they were, we'll get normal
> replacements out tomorrow.

> Don

> -----Original Message-----

> **From:** Freeland, Mark (M.) [SMTP:mfreelal@ford.com]
> **Sent:** Monday, October 08, 2001 8:37 AM
> **To:** 'Don Ayers'
> **Cc:** Roger Houston (E-mail); Naushad Hossain

(E-mail);

> Mark Clifford (E-mail)
> **Subject:** RE: Blackbelt Freeland Latch Up Res
> Test.xls

> Don,

> Thank you for the impedance raw data (forward bias) on
> the
> 114 V Transient Protection parts.

>
> When you have a chance I would also like the reverse
> polarity data also added as separate cols at the end of the worksheet.
>

> The data is very interesting. There are three parts
which
> do not belong to the normal population! I will forward the statistics
> separately.
>

> We need to discuss this with Roger & Mark before the
parts
> are shipped to Ford. Please call me as soon as you can get a Mark,
Roger
> and yourself on the phone together.
>


>
> Regards

> Mark Freeland

> > 6-Sigma Black Belt Candidate
> > Physics Department
> > Ford Research Laboratory
> > P.O. Box 2053
> > MD 3028 - SRL - Room 1517
> > Dearborn, MI 48121-2053 USA
> > email: mfreela1@ford.com
> > Tel.: (313) 594-7645
>

Freeland, Mark (M.)

From: Mark Clifford [MClifford@kavlico.com]
Sent: Wednesday, September 19, 2001 4:28 PM
To: Mark Freeland (E-mail)
Subject: Ceramic Delta P Transient data


Ceramic Plastic Delta P
Transi... Mark:

This is the information that you requested. We tested approximately 30 devices to destruction. The thresholds were very repeatable. We have the hand-written data if you need it. Please call me if you have questions or concerns.

<<Ceramic Plastic Delta P Transient Immunity.doc>>

Best Regards,

Mark Clifford

CQIS Report Number: 1DXH3016 Program Type: E Orig Rpt #:
 Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 04/24/2001

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

VEHICLE: 2001 FOCUS, SE, SEDAN VIN : 1FAPP14381W117292
 Engine : 2.0L DOHC STECH Odometer: 1 MILES
 Operating Environ: WCC : 2G01
 Vehicle Use : Rep. Act:

SYMPTOM: 6 03 3 00 DRIVABILITY CRANKS/NO START
 START ENG TRND OTHER (CODE NOT AVAILABLE)

Additional Symptom: NO COMMUNICATION WITH PCM

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

Causal Component: 12A550 PROCESSOR ASSY
 Causal Factor: Features: Loc:
 Causal Condition: Photo: Images: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: NO Customer satisfied?: Repair Effectiveness (%):

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

-----TYPE----- COMMENT TEXT -----
 REPAIR TECH STATES VEHICLE CAME IN WITH NO START CONCERN. TECH STATES IS
 UNABLE TO COMMUNICATE WITH PCM AND ICM DISPLAYS DASHES. TECH TRIED
 A NEW PCM AND STILL CAN NOT COMMUNICATE. TECH STATES 914 AND 915 ARE
 NOT SHORTED TO GUTTER OR GROUND. 914 HAS 4 VOLTS AND 915 HAS 0.0 VOLTS
 RECOMM CAN NOT ENTER IN MILEAGE BECAUSE ODOMETER DISPLAYS DASHES. ADVISED
 TECH TO CHECK FOR SHORTED VFER IF NOT SHORTED TO CHECK PCM POWERS
 AND GROUNDS, ADVISED TECH TO DISCONNECT ICM AND TRY TO COMMUNICATE
 WITH PCM.
 REPAIR 04/25/2001 02:18PM MATTHEW SCHMIDT MSS - PCSD - TECH SVC HOTLINE
 TECH STATES THE NEW PCM CANNOT COMMUNICATE EITHER. HE HAS PUT THE KEY
 IN AND HE STATES THE THEFT LIGHT FLASHED A COUPLE TIMES AND WENT OUT.
 HE HAS NO COMMUNICATION AND IT WON'T CRANK. HE IS LOOKING FOR HELP.
 RECOMM ADVISED TECH TO TRY PROGRAMMING ANOTHER KEY INTO THE PCM. SOUNDS LIKE
 IT IS STILL IN KEY LEARN MODE. PLACE THE 1ST KEY IN TO RUN FOR 3
 SECONDS, THEN PUT A SECOND KEY IN FOR 3 SECONDS. HE SHOULD THEN BE
 ABLE TO START THE VEHICLE AND COMMUNICATE.
 REPAIR 05/24/2001 03:23PM BLAINE HELSSER MSS - PCSD - TECH SVC HOTLINE
 TECH STILL HAS NO COMMUNICATION. HAS VOLTAGE AT PINS 55, 71, & 97 OF
 PCM. HAS 0 VOLTS AT PINS 24, 28, 51, 77, & 103. HAS 5 VOLTS AT PIN 90
 OF PCM. CRT 914 & 915 HAS CONTINUITY FROM PCM TO DLC. CRTS HAVE NO
 SHORTS TO POWER, GROUND, OR EACH OTHER. TECH STILL CANNOT COMMUNICATE
 WITH PCM. TECH HAS REPLACED PCM ONCE, AND SWAPPED ANOTHER PCM FROM ANO
 THER VEHICLE WITH SAME RESULTS. DLC HAS GROUND AT PINS 4 & 5. ALSO HAS
 VOLTAGE AT PIN 16 OF DLC.
 RECOMM REPORT #: 1A8A9004 NO ACTION NO PROBLEM FOUND (NRTM AMER)
 ADV TECH FROM PAST LIKEL REPORT WHICH IS CURRENTLY UNRESOLVED, AND
 EVERY POSSIBLE CHECK PERFORMED REGAIN COMMUNICATION, WILL TAR REPORT.
 HOTLINE HAS EXHAUSTED RESOURCES. ADV TECH TO EXPECT CONTACT FROM HOME
 ON THIS CONCERN.
 REPAIR 05/30/2001 09:13AM ROBERT LYTLE MSS - PCSD - TECH SVC HOTLINE
 TECH STATES HE STILL HAS NOT GOT A CALL FROM THE ZONE REP. TECH STATES
 THE CUSTOMER IS GETTING VERY UPSET.
 RECOMM ISM 01-05-003 CK (PCM) VOLTAGE REFERENCE SHORTED TO GROUND, SEE BELOW
 ADV TECH TO REFLASH THE PCM TO A PART NUMBER OF 184F-ADG. AFTER
 REFLASH THE CAR STARTED. ADV TECH THE PCM PART NUMBER SHOWS TO BE FOR
 STECH AND A SPI ENGINE. ADV TO TEST DRIVE THE CAR AND CALL BACK TO
 LET US KNOW IF EVERYTHING IS OK.
 ADD-ON 06/05/2001 07:53PM TIMOTHY KENON (PSE) MSS - PCSD - REG - ORLANDO
 I CONTACTED DEALER AND WAS ADVISED BY TECH THAT PCM HAD BEEN ORDERED.
 THE PCM WAS TO BE INSTALLED ON 6/1/01 AND TECH WAS TO CALL MY CELL
 PHONE IF FURTHER ASSISTANCE WAS REQUIRED. I RECONTACTED DEALER ON

CQIS Report Number: 10XK3016 Program Type: R Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 04/24/2001

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

-----TYPE----- COMMENT TEXT -----
 6/4/01 AND WAS TOLD TECH WAS ON VACATION. THIS VEHICLE IS BEING
 6/4/01 AND WAS TOLD TECH WAS ON VACATION. THIS VEHICLE IS BEING
 REQUIRED DUE TO DAYS OUT OF SERVICE. THIS MAY WILL BE GIVEN TO THE
 REGION FOR REVIEW FOR POSSIBLE CHARGEBACK DUE TO DAYS OUT.
 ADD-ON 06/05/2001 07:56PM TIMOTHY KERON(FSR) MSS - FCSD - REG - ORLANDO
 VEHICLE WAS IN DEALER FOR CONCERN BEGINNING ON 4/24, AND MAT WAS NOT
 NOTIFIED UNTIL 5/26/01.

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

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

Symp. Verif?: Base of Diagnosis: Level of Assistance: E1
 Comp. Timing: Base Timing : MIL light on?
 Test Stand : Road Test : SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOEO: KOEC:
 KOER: CB:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
NOY	12A650	SERVICE	PROCESSOR ASSY	YES

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

Vehicle Build Date: 09/11/2000 Warranty Start Date: 11/04/2000
 Date of Sale: 11/04/2000 Selling Dlr (Mkt, Dlr, Sub): 02938
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 2.0L DOHC BTECH Tag: 1G 790 AA
 Sld Dt: Calb: 1AK1AB0 A Serial #:

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

Trans: FN 4 SPEED ATK Part #:
 Sld Dt: Serial #:
 Model: Flt: Shift:

----- A X L E -----

Axle: 3.904 FWD TRANSAXLE Id Tag Code: Sld Dt:
 Serial #: Plt:

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

Tire : 185/65R14R NEW Brand :
 Radio : A/C : MANUAL AIR CONDITIONER
 Paint : BLUE-GREEN EXT PAINT FAMILY : AMARON GREEN PEARL CLEAR COAT

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : KEVIN PHILLIPS Title: TECHNICIAN
 Phone :

Repair Dlr: 04808 - Kelly Ford Pch: (321) 354-4283
 City: Melbourne State : Florida

Page: 03

CQIS DETAIL REPORT

06/18/01 13:01:09

CQIS Report Number: 1DXH3016 Program Type: E Orig Rpt #:
Report Source: M88 - PCSD - TBCM SVC HOTLINE Report Date: 04/24/2001

Country: UNITED STATES Region : Orlando - 24

Claim #/Date : 164639

Specialist's
Name : KEITH MERTGEN

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
04/25/2001	1DYAD585	CACVOC	ELECT.		04808
05/14/2001	1ENAA117	CACVOC	ELECT.		04808

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 18FF3021 Program Type: NBL Orig Rpt #:
Report Source: MMS - FCSD - TECH SVC ROUTINE Report Date: 06/06/2001

REPORT SUMMARY

Vehicle: 2001 FOCUS, SE, SEDAN VIN: 1FAFP34341W130217
Engine: 2.0L DOHC ETCH Odometer: 17,991 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

Symp: 6 03 3 93 DRIVEABILITY CRANKS/NO START
START ENG TEMP ALL ENGINE TEMPERATURES

Add Symptom: ALL DASHES DISPLAYED
Other Veh. with Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: --- Return Loc:
Vehicle Fixed?: Customer Satisfied?: Repair Effectiveness (%):

COMMENTS

Type Comments
REPAIR TECH STS HAS VEHICLE THAT WONT START AND HAS DASHES DISPLAYED O DASH
AND HAS REPLACED PCM PER RTDA AND STILL NO START AND IS SEEKING KNOWN
FOR CONCERN
RECOMM ISM 01-05-003 CK (PCM) VOLTAGE REFERENCE SHORTED TO GROUND, SEE BELOW
ADVISE TECH WHILE ON PHONE TO DISCONNECT DPFE AND VERIFY IF DASHES GO
AWAY AND THEY DO AND VEHICLE STARTS AND CONTINUES TO RUN

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Assistance Level: E1
Comp. Timing: Base Timing: MIL Light on?:
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOEC:
KOER: CB:

SERVICE ACTIONS

NO SERVICE ACTION AVAILABLE

VEHICLE DETAILS

Vehicle Build Date: 09/20/2000 Warranty Start Date: 10/05/2000
Date of Sale: 10/05/2000 Selling Dlr (Mkt, Dlr, Sub): 07933
Dealer Special Order: Gross Vehicle Weight:
LE/RE Drive:

ENGINE

Engine: 2.0L DOHC ETCH Tag: IG 780 AA
Bld Dt: Calh: 1AXL20 A Serial #: Plt:

TRANSMISSION

Trans: FN 4 SPEED ATX Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

AXLE

Axle: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

Handwritten notes: RETURNS, PART, GOES WITH

Handwritten asterisk: *

CQIS Report Number: 1FFF3021 Program Type: NHL Orig Rpt #:
Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 06/06/2001

----- VEHICLE DETAILS -----

----- ADDITIONAL -----

Tire: 185/65R14R WSW Brand:
Radio: A/C: MANUAL AIR CONDITIONER
Paint: NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller: ROSS HARS Title: TECHNICIAN
Phone: - -

Repair Dir: 10346 - Downey Lincoln Mercury Ph#: (562) 861-0721
City: Downey State : California
Country: UNITED STATES Region : Los Angeles - 71
Claim #/Date: 72418

Specialist's
Name: KENNETH HERBSTRIET

----- CQIS VIN HISTORY -----

NO VIN HISTORY AVAILABLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

CQIS Report Number: 1FFF3021 Program Type: NBL Orig Rpt #:
 Report Source: NSS - FCSD - TECH SVC HOTLINE Report Date: 06/06/2001

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

Vehicle: 2001 FOCUS, SE , SEDAN VIN: 1FAPP34341W130217
 Engine: 2.0L DOHC ETCH Odometer: 17,991 MILHS
 Operating Environ: WCC:
 Vehicle Use: Rep. Act:

Symp: 6 03 3 93 DRIVEABILITY CRANKS/NO START
 START ENG TEMP ALL ENGINE TEMPERATURES

Addl Symptom: ALL DASHES DISPLAYED
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

Causal Component:
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Images: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: Customer Satisfied?: Repair Effectiveness (%):

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

Type	Comments
REPAIR	TECH STS HAS VEHICLE THAT <u>WONT START AND HAS DASHES DISPLAYED O DASH</u> <u>AND HAS REPLACED PCM PER RTDA AND STILL NO START AND IS SEEKING KNOWN</u> <u>FOR CONCERN</u>
RECOMM	ISM 01-05-003 CK (PCM) VOLTAGE REFERENCE SHORTED TO GROUND, SEE BELOW ADVISE TECH WHILE ON PHONE TO DISCONNECT DPFH AND VERIFY IF DASHES GO AWAY AND THEY DO AND VEHICLE STARTS AND CONTINUES TO RUN

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: E1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCS KOEO: KOEC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 09/20/2000 Warranty Start Date: 10/05/2000
 Date of Sale: 10/09/2000 Selling Dlr (Mkt, Dlr, Sub): 07933
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 2.0L DOHC ETCH Tag: 1G 780 AA
 Bld Dt: Calb: 1AKL80 A Serial #: Plt:

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

Trans: FN 4 SPEED ATK Part #:
 Bld Dt: Serial #:
 Model: Plt: Shift:

----- A X L E -----

Axle: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

CQIS Report Number: 1FFF3021 Program Type: NKL Orig Rpt #:
Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 06/06/2001

----- VEHICLE DETAILS -----

----- ADDITIONAL -----

Tire: 185/65R14R NSW Brand:
Radio: A/C: MANUAL AIR CONDITIONER
Paint: NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller: ROSS MAAS Title: TECHNICIAN
Phone: - -

Repair Dir: 10346 - Downey Lincoln Mercury Ph#: (562) 861-0721
City: Downey State: California
Country: UNITED STATES Region: Los Angeles - 71
Claim #/Date: 72418

Specialist's
Name: KENNETH HEBSTRIET

----- CQIS VIN HISTORY -----

NO VIN HISTORY AVAILABLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

COIS Report Number: 1DXR3016 Program Type: R Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 04/24/2001

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

VEHICLE: 2001 FOCUS, SE , SEDAN VIN : 1FAPP14381W117292
Engine : 2.0L DOHC STECH Odometer: 1 MILES
Operating Environ: WCC : 2001 BAD DATA
Vehicle Use : Rap. Act:

SYMPTOM: 6 03 3 00 DRIVEABILITY CRANKS/NO START
START ENG TEMP OTHER (CODE NOT AVAILABLE)

Additional Symptom: NO COMMUNICATION WITH PCM
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 12A550 PROCBEHC ASSY
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: NO Customer satisfied?: Repair Effectiveness (%):

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

- TYPE-- COMMENT TEXT

REPAIR TECH STATES VEHICLE CAME IN WITH NO START CONCERN. TECH STATES IS UNABLE TO COMMUNICATE WITH PCM AND ICM DISPLAYS DASHES. TECH TRIED A NEW PCM AND STILL CAN NOT COMMUNICATE. TECH STATES 914 AND 915 ARE NOT SHORTED TO GROUND. 914 HAS 4 VOLTS AND 915 HAS 0.0 VOLTS

RECOMM CAN NOT ENTER IN MILEAGE BECAUSE ODOMETER DISPLAYS DASHES. ADVISED TECH TO CHECK FOR SHORTED VWR IF NOT SHORTED TO CHECK PCM POWERS AND GROUNDS, ADVISED TECH TO DISCONNECT ICM AND TRY TO COMMUNICATE WITH PCM.

REPAIR 04/26/2001 02:18PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE
TECH STATES THE NEW PCM CANNOT COMMUNICATE EITHER. HE HAS PUT THE KEY IN AND HE STATES THE THEFT LIGHT FLASHED A COUPLE TIMES AND WENT OUT. HE HAS NO COMMUNICATION AND IT WON'T CRANK. HE IS LOOKING FOR HELP.

RECOMM ADVISED TECH TO TRY PROGRAMMING ANOTHER KEY INTO THE PCM. SOUNDS LIKE IT IS STILL IN KEY LEARN MODE. PLACE THE 1ST KEY IN TO RUN FOR 3 SECONDS, THEN PUT A SECOND KEY IN FOR 3 SECONDS. HE SHOULD THEN BE ABLE TO START THE VEHICLE AND COMMUNICATE.

REPAIR 05/24/2001 03:23PM BLAINE HEISLER MSS - FCSD - TECH SVC HOTLINE
TECH STILL HAS NO COMMUNICATION. HAS VOLTAGE AT PINS 58, 71, & 97 OF PCM. HAS 0 VOLTS AT PINS 24, 25, 51, 77, & 103. HAS 5 VOLTS AT PIN 90 OF PCM. CRT 914 & 915 HAS CONTINUITY FROM PCM TO DLC. CRTS HAVE NO SHORTS TO POWER, GROUND, OR EACH OTHER. TECH STILL CANNOT COMMUNICATE WITH PCM. TECH HAS REPLACED PCM ONCE, AND SWAPPED ANOTHER PCM FROM ANO THER VEHICLE WITH SAME RESULTS. DLC HAS GROUND AT PINS 4 & 5. ALSO HAS VOLTAGE AT PIN 16 OF DLC.

RECOMM REPORT #: 12A59004 NO ACTION NO PROBLEM FOUND (WITH AMER)
ADV TECH FROM PAST LIKEL REPORT WHICH IS CURRENTLY UNRESOLVED, AND EVERY POSSIBLE CHECK PERFORMED REGAIN COMMUNICATION, WILL TAR REPORT. HOTLINE HAS EXHAUSTED RESOURCES. ADV TECH TO EXPECT CONTACT FROM SOME ON THIS CONCERN.

REPAIR 05/30/2001 09:33AM ROBERT LITTLE MSS - FCSD - TECH SVC HOTLINE
TECH STATES HE STILL HAS NOT GOT A CALL FROM THE ZONE RNF. TECH STATES THE CUSTOMER IS GETTING VERY URGENT.

RECOMM ISM 01-05-003 CR (PCM) VOLTAGE REFERENCE SHORTED TO GROUND, SEE BELOW
ADV TECH TO REFLASH THE PCM TO A PART NUMBER OF 184F-ADG. AFTER REPLACE THE CAR STARTED. ADV TECH THE PCM PART NUMBER SHOWS TO BE FOR STECH AND A SPI ENGINE, ADV TO TEST DRIVE THE CAR AND CALL BACK TO LET US KNOW IF EVERYTHING IS OK.

ADD-ON 06/05/2001 07:53PM TIMOTHY KROHN(FSE) MSS - FCSD - REG - ORLANDO
I CONTACTED DEALER AND WAS ADVISED BY TECH THAT PCM HAD BEEN ORDERED. THE PCM WAS TO BE INSTALLED ON 6/1/01 AND TECH WAS TO CALL MY CELL PHONE IF FURTHER ASSISTANCE WAS REQUIRED. I RECONTACTED DEALER ON

CQIS Report Number: 1DXH3016 Program Type: N Orig Rpt #:
 Report Source: M88 - FCSD - TECH SVC HOTLINE Report Date: 04/24/2001

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

--TYPE-- ----- COMMENT TEXT -----

6/4/01 AND WAS TOLD TECH WAS ON VACATION. THIS VEHICLE IS BEING

* * * 6/4/01 AND WAS TOLD TECH WAS ON VACATION. THIS VEHICLE IS BEING
 REACQUIRED DUE TO DAYS OUT OF SERVICE. THIS RAV WILL BE GIVEN TO THE
 REGION FOR REVIEW FOR POSSIBLE CHARGEBACK DUE TO DAYS OUT.

ADD-ON 06/05/2001 07:56PM TIMOTHY KREOR(FSE) M88 - FCSD - R88 - ORLANDO
 VEHICLE WAS IN DEALER FOR CONCERN BEGINNING ON 4/24, AND MAT WAS NOT
 NOTIFIED UNTIL 5/26/01.

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

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

Symp. Verif? :	Base of Diagnosis:	Level of Assistance: E1
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	SD Number:
Prior Repair Attempts:		Repair Prior to Call: NO
DTCs KOBO:	KOBC:	
KOBR:	CB:	
Equipment/Procedure Used	Effective?	Equipment/Procedure Used Effective?

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
BUY	12A650	SERVICE	PROCESSOR ASSY	YES

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

Vehicle Build Date: 09/11/2000 Warranty Start Date: 11/04/2000
 Date of Sale: 11/04/2000 Selling Dlr (Mkt, Dlr, Sub): 02938
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 2.0L DOHC ITECH Tag: 1G 780 AA
 Bld Dt: Calb: 1A1L80 A Serial #:

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

Trans: FM 4 SPEED ATX Part #:
 Bld Dt: Serial #:
 Model: Plt: Shift:

----- A X L E -----

Axle: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

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

Tire : 185/65R14R NSW Brand :
 Radio : A/C : MANUAL AIR CONDITIONER
 Paint : BLUE-GREEN EXT PAINT FAMILY ----- AMAZON GREEN PEARL CLEAR COAT

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : KEVIN PHILLIPS Title: TECHNICIAN
 Phone : - - - - -

Repair Dlr: 04808 - Kelly Ford Ph#: (321) 254-4283
 City: Melbourne State : Florida

CQIS Report Number: LDXH3016 Program Type: N Orig Ept #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 04/24/2001

Country: UNITED STATES Region : Orlando - 24

Claim #/Date : 164839

Specialist's

Name : KEITH MERTGEN

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
04/23/2001	1DYAD885	CACVOC	ELECT.			04808
05/14/2001	1HRAA117	CACVOC	ELECT.			04808

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 1E3E4017 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 05/29/2001

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

VEHICLE: 2001 FOCUS, SE , SEDAN VIN : 1FAFP34331W121086
 Engine : 2.0L DOHC ZTECH Odometer: 1 MILE BAD DATA
 Operating Environ: WCC :
 Vehicle Use : Rsp. Act:

SYMPTOM: 6 01 3 93 DRIVEABILITY NO CRANK(CAUSE UNKNOWN)
 START ENG TEMP ALL ENGINE TEMPERATURES
 Additional Symptom: NO CRANK/SELF-TEST/COMMS
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Images: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT
 REPAIR TECH STATES THAT VEHICLE WILL NOT CRANK/SELF TEST AND NO COMMS WITH
 PCM WITH ODOMETER SHOWING DASHES. TECH STATES THAT HE HAS GOOD VREF
 AND IS SEEKING KNOWNS. ?
 RECOMM ISM 00-10-048 SEE SUGGESTIONS BELOW
 ADVISED TECH TO CHECK COMPONENTS PER ISM 00-10-048, REPLACE PCM IF ALL
 CHECKS ARE GOOD.
 REPAIR 05/29/2001 02:09PM BRADLEY KRIBIN MSS - FCSD - TECH SVC HOTLINE
 TECH STS THAT HE STILL HAS NO COMMUNICATION AND THE INSTRUMENT CLUSTER
 READS IN DASHES. TECH STS THAT HE HAS BATTERY VOLTAGE AT THE MAP.
 TECH IS UNSURE WHAT CIRCUITS SHOULD HAVE 5VOLTS V-REF.
 RECOMM ISM 00-10-048 SEE SUGGESTIONS BELOW
 ADVISED THE TECH TO CHECK THE POWERS AND GROUNDS AT THE PCM USING
 BOB. ALSO CHECK FOR SVOLT REFERENCE AT PIN 90, THE CHT SENSOR.
 ADVISED THE TECH TO CHECK FOR COMMUNICATION OF ANY OTHER MODULES.
 ADVISED TECH THAT THE PCM IS MOST LIKELY AT FAULT.
 REPAIR 05/29/2001 04:28PM STEVEN SOBETSKI MSS - FCSD - TECH SVC HOTLINE
 TECH CALLED BACK STS ONLY HAS 2V ON VREF AND SEEKING ADV
 RECOMM ADV TECH TO UNPLUG DPFE AND FOUND VREF CAME BACK AND COMUNICATION
 BACK

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

----- D I A G N O S T I C I N F O R M A T I O N -----
 Symp. Verif?: Base of Diagnosis: Level of Assistance: E1
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOEO: KOEC:
 KOER: CB:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 09/12/2000 Warranty Start Date: 10/19/2000

CQIS Report Number: 1E3E4017 Program Type: H Orig Rpt #:
Report Source: M88 - PCSD - TECH SVC HOTLINE Report Date: 05/29/2001

Date of Sale: 10/19/2000 Selling Dir (Mkt,Dir,Sub): 03848
Dealer Special Order: Gross Vehicle Weight:
LM/RE Drive:

Engins: 2.0L DOHC STECH Tag: 1G 780 AA
Bld Dt: Calb: 1AK1A20 A Serial #:
Trans: FN 4 SPEED ATX Part #:
Bld Dt: Serial #:
Model: Flt: Shift:

Axis: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Flt:

Tire : 185/65R14R NSW Brand :
Radio : A/C : MANUAL AIR CONDITIONER
Paint : GREEN-YELLOW EXT PAINT FAMILY EBONY SOLID C/C

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : ALLEN SMITH Title: TECHNICIAN
Phone :

Repair Dir: 05584 - Pearson Ford Ph#: (619) 511-2480
City: San Diego State : California
Country: UNITED STATES Region : Los Angeles - 71

Claim #/Date : 185367

Specialist's
Name : CHOU LOH

----- CQIS VIN HISTORY -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

CQIS Report Number: 188FY023 Program Type: NHL Orig Rpt #:
 Report Source: M88 - FCSD - TECH SVC HOTLINE Report Date: 05/08/2001

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

Vehicle: 2001 FOCUS, SE , SEDAN VIN: 1FAFP34341W118424
 Engine: 2.0L DOHC ETech Odometer: 9,482 MILES
 Operating Environ: WCC:
 Vehicle Use: Rep. Act:

Symp: 6 01 3 93 DRIVEABILITY NO CRANK(CAUSE UNKNOWN)
 START ENG TEMP ALL ENGINE TEMPERATURES

Add Symptom: NO CRANK/NO COMMUNICATION

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

Causal Component:

Causal Factor: Feature: Loc:
 Causal Condition: Photo: Images: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: Customer Satisfied?: Repair Effectiveness (%):

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

Type	Comments
REPAIR	TECH STS HAS NO CRANK AND NO COMMUNICATION WITH PCM. HAS ALL DASHES ON CLUSTER. SEEKING ADVICE
RECOMM	ADV TECH TO CHECK RESISTANCE OF NETWORK FROM DLC TO PCM. IF OPEN, CHECK C61/C63. ISM 00-10-048 SEE SUGGESTIONS BELOW
REPAIR	05/09/2001 09:56AM RYAN MORRISON M88 - FCSD - TECH SVC HOTLINE TECH STATES THAT THE VEH STILL HAS A NO CRANK NO COMMUNICATION CONCERN, ALL PCM POWER AND GROUNDS ARE GOOD, BUT VREF ON PIN 90 IS ONLY 1.2V. CALLING FOR KNOWNS, OR SUGGESTIONS.
RECOMM	ADVISED THE TECH TO UNPLUG THE DPFE, SENSOR WHILE I WAIT, AND SEE IF THE CONCERN GOES AWAY. THE TECH DID THIS AND STATES THAT THE CLUSTER CAME BACK, HE COULD NOT START THE VEH DUE TO SOME COMPONENTS UNPLUGGED BUT THE CONCERN APPEARS T BE RESOLVED. ADVISED THE TECH TO REPLACE THE DPFE SOLENOID. ISM 00-10-048 SEE SUGGESTIONS BELOW

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: E1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOEO: KOBC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 09/11/2000 Warranty Start Date: 10/12/2000
 Date of Sale: 10/12/2000 Selling Dlr (Mkt, Dlr, Sub): 00931
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

CQIS Report Number: 1EHFY023 Program Type: NHL Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 05/08/2001

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

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

Engine: 2.0L DOHC ETECH Tag: 1G 780 AA
 Bld Dt: Calb: 1AKLAE0 A Serial #: Plt:

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

Trans: FW 4 SPEED ATX Part #:
 Bld Dt: Serial #:
 Model: Plt: Shift:

-----A X L E-----

Axle: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

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

Tire: 185/65R14R WSW Brand:
 Radio: A/C: MANUAL AIR CONDITIONER
 Paint: YELLOW EXT PAINT FAMILY A HARVEST GOLD C/C

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

Orig/Caller: AARON DIXON Title: TECHNICIAN
 Phone: - -

Repair Dlr: 00931 - Earl Tindol Ford, Inc. Ph#: (704) 867-8341
 City: Gastonia State : North Carolina
 Country: UNITED STATES Region : Atlanta - 21
 Claim #/Date: 137102

Specialist's

Name: JONATHAN OWENS

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

Date	CQIS Report #	Frog Type	Symp Cat	Causal Part	Desc.	Dealer ID
05/02/2001	1EHAD088	CACVOC	ELECT.			00931
05/03/2001	1ECRA084	CACVOC	ELECT.			00931
05/08/2001	1EHAB794	CACVOC	ENGINE			00931
05/15/2001	1EOP2017	NHLPCM	DRVABL			00931

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

SURVEY HAS BEEN SENT

CQIS Report Number: 1BKCT011 Program Type: EP
Report Source: MSS - TSO - PCM RTDA

Orig Rpt #:
Report Date: 05/24/2001

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

VEHICLE: 2001 FOCUS,SE ,SEDAN VIN : 1FAFP34391W123439
Engins : 2.0L DOHC 2TECH Odometer: 11,056 MILES
Operating Environ: WCC :
Vehicle Use : Resp. Act:

CALL BACK

SYMPTOM: 6 03 2 00 DRIVEABILITY CRANKS/NO START
START ENG TEMP OTHER (CODE NOT AVAILABLE)

Additional Symptom: P10XP NO COMMUNICATION

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

Causal Component:
Causal Factor: Features: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT
REPAIR TECH HAS NO COMMUNICATION WITH ANY MODULE, ODOMETER ALL DASHED LINES
RECOMM BASED ON TECHS RESULTS APPROVAL GIVEN
TECH TO CALL BACK WITH CORRECT MILEAGE
AUDIT 05/24/2001 01:44PM KERRY CORPOLOGO MSS - TSO - PCM RTDA
ODOMETER 1 CHANGED TO 11056 BY KCCRPOLO

DPFE

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

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

Symp. Verif?: Base of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOEC:
KOBR: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 09/13/2000 Warranty Start Date: 10/08/2000
Date of Sale: 10/08/2000 Selling Dir (Mkt,Dir,Sub): 07750
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- E N G I N E -----
Engine: 2.0L DOHC 2TECH Tag: 1G 7B0 AA
Bld Dt: Calb: 1AK1A20 A Serial #:

----- T R A N S M I S S I O N -----
Trans: FN 4 SPEED ATX Part #:
Bld Dt: Serial #:
Model: Plt: Shift:

----- A X L E -----
Axle: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

----- A D D I T I O N A L -----
Tire : 185/65R14R WSW Brand :
Radio : A/C : MANUAL AIR CONDITIONER

CQIS Report Number: 1EXCT011 Program Type: HP
 Report Source: MSS - TSO - PCM RTDA

Orig Rpt #:
 Report Date: 05/24/2001

Paint : NEUTRAL EXT PAINT FAMILY B ----- SILVER FROST C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : DACK OWENS Title: TECHNICIAN
 Phone : - - - - -

Repair Dir: 07750 - ED WITTMER FORD LINC-MERC Ph#: (510) 896-1792
 City: Chico State : California
 Country: UNITED STATES Region : San Francisco - 72

Claim #/Date : 813308 04/27/2001

Specialist's
 Name : KERRY CORPOLONGO

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
05/02/2001	1EBG6D07	NEL	DEVABL			07750

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

COIS Report Number: 1EFPW020 Program Type: E Orig Rpt #:
Report Source: NSS - FCSD - TECH SVC HOTLINE Report Date: 05/16/2001

REPORT SUMMARY

VEHICLE: 2001 FOCUS, SE, WAGON VIN: 1FAPP36321W103420
Engine: 2.0L DOHC STECH Odometer: 14,490 MILES
Operating Environ: NCC
Vehicle Use: 1 Asp. Act:

Handwritten note: 'Call back' with a signature.

SYMPTOM: 6 01 3 93 DRIVEABILITY NO CRANK(CAUSE UNKNOWN)
START ENG TEMP ALL ENGINE TEMPERATURES
Additional Symptom: NO CRANK NO COMMUNICATION
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

- TYPE-- COMMENT TEXT
REPAIR VEHICLE WAS BROUGHT IN FOR A STALL AND NOW IT IS A NO CRANK
NO COMMUNICATION WITH PCM. ODOMETER READS ALL DASHES.
RECOMM ADVISED TECH TO DISCONNECT BFFE AND VERIFY CONCERN. POSSIBLE
INTERNAL SHORT TO GROUND IN DFFE. REPLACE AS NECESSARY.
REPAIR 05/24/2001 06:01PM ROBERT HUTCHINSON NSS - FCSD - TECH SVC HOTLINE
TECH STS ABS LIGHT AND BRAKE LIGHT ON AFTER CLUSTER REPLACEMENT. TECH S
TS HE TRIED TO RETRIEVE BACKUP DATA BUT THE PCM WAS REPLACED AND BACKU
P DATA IS NOT CORRECT.
RECOMM FAXED TECH PATH TO INSTALL DATA INTO CLUSTER MANUALLY. GAVE TECH THE AS
-BUILT CODES FOR THIS VEHICLE. ADVISED TECH THAT IT IS CRITICAL THAT N
UMBERS BE ENTERED CORRECTLY. ADVISED TECH TO CALL BACK IF PROBLEMS PER
SIST.
REPAIR 05/29/2001 11:31AM ROBERT STEFANOVICH NSS - FCSD - TECH SVC HOTLINE
TECH STATES ABS AND BRAKE LIGHT STILL ON AFTER CLUSTER REPLACEMENT. PC
M DOES NOT HAVE BACK UP DATA BECAUSE IT WAS REPLACED. AS BUILT DATA IS
NOT ACCEPTED BY NGS.
RECOMM ADVISED TECH ON PROCEDURE FOR USING WDS TO RETRIEVE DATA FROM A SIMILI
AR VEHICLE.

CONCERN DETAILS

DIAGNOSTIC INFORMATION
Synp. Verif?: Ease of Diagnosis: Level of Assistance: H1
Comp. Timing: Base Timing: MIL light on?
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CR:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 08/26/2000 Warranty Start Date: 09/16/2000
Date of Sale: 09/16/2000 Selling Dlr (Mkt, Dlr, Sub): 03711
Dealer Special Order: Gross Vehicle Weight:
LB/RH Drive:

CQIS Report Number: 1EPFW020 Program Type: H Orig Rpt #:
Report Source: NSS - PCSD - TECH SVC HOTLINE Report Date: 05/16/2001

ENGINE

Engine: 2.0L DOHC ETECH Tag: 1G 780 AA
Bld Dt: Calb: 1AK1A0 A Serial #:

TRANSMISSION

Trans: FN 4 SPEED ATX Part #:
Bld Dt: Serial #:
Model: Plt: Shift:

AXLE

Axle: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

ADDITIONAL

Tire : 185/65R14R WSW Brand :
Radio : A/C : MANUAL AIR CONDITIONER
Paint : BLUE-GREEN EXT PAINT FAMILY AMAZON GREEN PEARL CLEAR COAT

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : DAVE MORRIS Title: TECHNICIAN
Phone : - -

Repair Dlr: 28533 - Dan Buckey Ford, Inc. Ph#: (845) 352-3704
City: Chestnut Ridge State : New York
Country: UNITED STATES Region : New York -13

Specialist's
Name : ROLF STEGMANN

CQIS VIN HISTORY

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000

SURVEY HAS BEEN SENT

Page: 02

CQIS DETAIL REPORT

05/04/01 13:01:10

CQIS Report Number: 1ER61005 Program Type: H Orig Rpt #:
Report Source: NBS - FCSD - TECH SVC HOTLINE Report Date: 05/18/2001

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : SCOTT LINDGREN Title: TECHNICIAN
Phone : - -

Repair Dlr: 01613 - Metro Ford Sales & Service, In Ph#: (773) 776-7600
City: Chicago State : Illinois
Country: UNITED STATES Region : Chicago - 41

Specialist's
Name : RON LUSK

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

CQIS Prog
Date Report # Type Symp Cat Causal Part Description Dealer Id
05/14/2001 1ENAA777 CACVOC ELECT. 01613

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

SURVEY HAS BEEN SENT

COIS Report Number: 180EM029 Program Type: R Orig Rpt #:
Report Source: MSS - BCSD - TECH SVC HOTLINE Report Date: 05/15/2001

REPORT SUMMARY

VEHICLE: 2001 FOCUS, SR, SEDAN VIN: 1FAFP343B1W154777
Engine: 2.0L DOHC ZTECH Odometer: 5,001 MILES
Operating Environ: WCC
Vehicle Use: Imp. Act:

Call back

Left message

SYMPTOM: 6 03 3 93 DRIVEABILITY CRANKS/NO START
START ENG TEMP ALL ENGINE TEMPERATURES
Additional Symptom: NO START AND ALL DASHES
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

REPAIR TECH STS HAS VEHICLE IN AND HAS NO COMMUNICATION FROM PCM AND ALSO HAS ALL DASHES ON ODOMETER DISPLAY SEEKING KNOWN
RECOMM TSB 01-06-02 NO START OR CRANK, REFER TO TSB PATS DIAG
ISM 00-10-049 SEE SUGGESTIONS BELOW
NO CRANK/NO PCM COMM/ODOMETER DISPLAYS ALL DASHES
SOME 2000-2001 FOCUS MAY HAVE AN INTERMITTENT NO CRANK CONCERN, WITH NO COMMUNICATION, AND THE ODOMETER DISPLAYS ALL DASHES. FOR THIS CONCERN FOR PCM POWER AND GROUND CONCERNS, SPECIFICALLY AT THE POWER DISTRIBUTION BOX, AND THE MAIN BLOCK GROUND. THE 13MM NUT ATTACHING THE MAIN POWER TO THE POWER DISTRIBUTION BOX MAY BECOME LOOSE, THE PCM DIODE MAY HAVE CONNECTION, ALSO LOOK FOR PIN PUSH-OUTS AT THE FUSES AND RELAYS. LOOK HARNESS CHAFES, POOR CONNECTIONS OR CONTAMINATION OF C95, C96, AND C12 PCM VREF SIGNAL, IF LESS THAN 5 VOLTS CHECK FOR SHORTED SENSORS OR HAR CHAFES. IF ALL THIS CHECKS OUT THE PCM ITSELF MAY BE BAD.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing: MIL light on?
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOEC:
KOEK: CE:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 10/12/2000 Warranty Start Date: 12/09/2000
Date of Sale: 12/09/2000 Selling Dir (Mkt, Dir, Sub): 02405
Dealer Special Order: Gross Vehicle Weight:
LE/RE Drive:

Engine: 2.0L DOHC ZTECH Tag: 1G 780 AA
Bld Dt: Calb: 1AK1A20 A Serial #:

CQIS Report Number: 180EM029 Program Type: H Orig Rpt #:
Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 05/15/2001

TRANSMISSION

Trans: FN 4 SPEED ATX Part #:
Bld Dt: Serial #:
Model: Flt: Shift:

AXLE

Axle: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Flt:

ADDITIONAL

Tire : 185/65R14R WSW Brand :
Radio : A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY B SILVER FROST C/C

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : JEFF RENBARGER Title: SHOP FOREMAN
Phone :

Repair Dlr: 02405 - Park Cities Ford Ph#: (214) 358-8800
City: Dallas State : Texas
Country: UNITED STATES Region : Southwest - 52

Specialist's Name : KENNETH HUBSTRIET

CQIS VIN HISTORY

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000

SURVEY HAS BEEN SENT

COIS Report Number: 1ECA2004 Program Type: H Orig Rpt #:
Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 06/03/2001

REPORT SUMMARY

VEHICLE: 2001 FOCUS, SE, SEDAN VIN: 1FAFP34391N115924
Engine: 2.0L D0RC STRECH Odometer: 10,000 MILES
Operating Environ: WCC:
Vehicle Use: Rsp. Act: GUESS?

CALL BACK

Left Message

SYMPTOM: 6 03 3 93 DRIVEABILITY CRANKS/NO START
START ENG TEMP ALL ENGINE TEMPERATURES
Additional Symptom: NO START, NO COMMUNICATION
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

REPAIR TECH STATES NO START, THEFT LITE COMES ON THEN OFF. TECH STATES NO COM
MUNICATION WITH PCM OR INSTRUMENT CLUSTER. DID NOT CHECK VREF OR PCM
POWERS OR GROUNDS. INSTRUMENT CLUSTER HAS ALL DASHES AND DOTS WHEN COM
CERN IS PRESENT.
RECOMM ADVISED TECH TO CHECK FOR VREF AT TP SENSOR, CHECK PCM POWERS AND GROU
NDS. CHECK INSTRUMENT CLUSTER POWER AND GROUNDS. CHECK 914,915 FROM DC
L TO PCM AND INSTRUMENT CLUSTER. IF ALL OK, DISCONNECT INSTRUMENT CLUS
TER AND TRY TO COMMUNICATE WITH PCM, OR DISCONNECT PCM AND TRY TO
COMMUNICATE WITH INSTRUMENT CLUSTER.
REPAIR 05/10/2001 12:01PM STEVEN SOBETSKI MSS - PCSD - TECH SVC HOTLINE
TECH STA HAS REPLACED PCM FOR NO COMMUNICATION CONCERN AND STILL UNABLE
TO COMMUNICATE FOUND VREF @ 1.0V SEEKING ADV
RECOMM ISM 00-02-014 CK FOR LOOSE/WATER INTRUSION C90 BELOW VMV
ADV TECH TO CHECK C90 FOR CONCERNS AND TO CHECK FOR SHORTE TO GROUND
ON VREF CKT OR SHORTED SENSORS (TP,FRP,DPFE,FTP)

CONCERN DETAILS

DIAGNOSTIC INFORMATION
Symp. Verify?: Ease of Diagnosis: Level of Assistance: H1
Comp. Timing: Base Timing: MIL light on?
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOED: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 08/30/2000 Warranty Start Date: 09/25/2000
Date of Sale: 09/25/2000 Selling Dlr (Mkt, Dlr, Sub): 08890
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:
ENGINE
Engine: 2.0L D0RC STRECH Tag: 1G 780 AA
Bld Dt: Calb: 1AK1A20 A Serial #:

CQIS Report Number: 1HCA2004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 05/03/2001

--- TRANSMISSION ---

Trans: FN 4 SPEED ATK Part #:
Bld Dt: Serial #:
Model: Flt: Shft:

--- AXLE ---

Axle: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Flt:

--- ADDITIONAL ---

Tire : 185/65R14R NSW Brand :
Radio : A/C : MANUAL AIR CONDITIONER
Paint : GREEN-YELLOW EXT PAINT FAMILY ----- EBONY SOLID C/C

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : HORACIO CERQUIERA Title: TECHNICIAN
Phone :

Repair Dlr: 08890 - Rodman Ford Sales Inc Ph#: (508) 543-3333
City: Foxboro State : Massachusetts
Country: UNITED STATES Region : Boston -11

Claim #/Date : 260445

Specialist's

Name : KENNETH PISTREAK

----- CQIS VIN HISTORY -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

Bill

OCIS Report Number: IC4G012 Program Type: H Orig Rpt #:
 Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 03/30/2001

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

VEHICLE: 2001 FOCUS, SE WAGON VIN ---: 1FAPP36341W129324
 Engine: 2.0L DOHC ETHCH Odometer: -- 5,000 MILES
 Operating Environ: WCC : G u e s s ?
 Vehicle Use : Resp. Act:

SYMPTOM: 6 03 3 93-DRIVEABILITY CRANKS/NO START
 -START ENG TEMP ALL ENGINE TEMPERATURES
 Additional Symptom: SPEEDO DISPLAYS ALL DASHES
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Images: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT
 REPAIR TECH STS HAS CKED POWER AND GROUNDS AND BLOCKY GROUNDS AND SEEKING KWO
 MNS
 RECOMM ISM 00-10-048 SEE SUGGESTIONS BELOW
 ADVISED TECH OF ISM AD WHAT TO CK

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
 Comp. Timing: Base Timing: MIL light on? :
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOBD: KOBC:
 KOBR: CB:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 09/13/2000 Warranty Start Date: 09/14/2000
 Date of Sale: 09/14/2000 Selling Dlr (Mkt, Dlr, Sub): 00871
 Dealer Special Order: Gross Vehicle Weight:
 LR/RH Drive:

----- E N G I N E -----
 Engine: 2.0L DOHC ETHCH Tag: 1G 780 AA
 Bld Dt: Calb: 1AK1A20 A Serial #:
 ----- T R A N S M I S S I O N -----
 Trans: FN 4 SPEED ATX Part #:
 Bld Dt: Serial #:
 Model: Plt: Shift:

----- A X L E -----
 Axle: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

----- A D D I T I O N A L -----
 Tire : 185/55R14R MSW Brand :
 Radio : A/C : MANUAL AIR CONDITIONER
 Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID CC

CQIS Report Number: 1046C012 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 03/30/2001

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
- Orig/Caller : FRED MOLINA Title: TECHNICIAN
Phone : - - - - -

Repair Dlr: 04871 - METRO FORD INC Fh#: (305) 751-9711
City: Miami State : Florida
Country: UNITED STATES Region : Orlando - 24

Specialist's
Name : KENNETH HESTRINT

----- C Q I S V I N H I S T O R Y -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

CQIS Report Number: 1EGFW007 Program Type: NBL Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 05/07/2001

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

Vehicle: 2001 FOCUS,SE ,SEDAN VIN: 1FAPP34331W114896
 Engine: 2.0L DOHC ZTECH Odometer: 9,900 MILES
 Operating Environ: WCC:
 Vehicle Use: Resp. Act:

Symp: 6 01 3 00 DRIVEABILITY NO CRANK (CAUSE UNKNOWN)
 START ENG TEMP OTHER (CODE NOT AVAILABLE)

Add Symptom: DIED WHILE DRIVING NO COMMUNIC
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

Causal Component:
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Images: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: Customer Satisfied?: Repair Effectiveness (%):

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

Type	Comments
REPAIR	TECH STATES THE VEHICLE DIED WHILE DRIVING DOWN THE ROAD. IT HAS NO PCM COMMUNICATION AND THE DASH DISPLAYS ALL DASHES. HE IS LOOKING FOR KNOWN.
RECOMM	ADVISED SF TO CHECK V BPP WHILE ON THE PHONE. <u>IT WAS AT 1.9V</u> . ALSO ADVISED TO UNPLUG THE DFPB WHILE ON THE PHONE. RR STATES HE NOW HAS COMMUNICATION. ADVISED TO REPLACE SENSOR AND RETEST.

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: R1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOEO: KOEC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 08/30/2000 Warranty Start Date: 10/13/2000
 Date of Sale: 10/13/2000 Selling Dlr (Mkt, Dlr, Sub): 20640
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 2.0L DOHC ZTECH Tag: 1G 780 AA
 Bld Dt: Calb: 1AK1AK0 A Serial #: Plt:

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

Trans: FM 4 SPEED ATX Part #:
 Bld Dt: Serial #:
 Model: Plt: Shft:

----- A X L E -----

Axle: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

CQIS Report Number: 1EGFW007 Program Type: NHL Orig Rpt #:
Report Source: MES - FCSD - TECH SVC HOTLINE Report Date: 05/07/2001

----- VEHICLE DETAILS -----

----- ADDITIONAL -----

Tire: 185/65R14R NSW Brand:
Radio: A/C: MANUAL AIR CONDITIONER
Paint: GREEN-YELLOW EXT PAINT FAMILY ----- EBONY SOLID C/C

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller: SCOT SIMONS Title: SHOP FOREMAN
Phone: - -
NEW PHONE NUMBER PHONE: (908) 782 - 3673
Repair Dir: 04216 - Ditschman/Flemington Ford-Linc Ph#:
City: Flemington State : New Jersey
Country: UNITED STATES Region : New York -13
Claim #/Date: 55460

Specialist's
Name: MATTHEW SCHMIDT

----- CQIS VIN HISTORY -----

NO VIN HISTORY AVAILABLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

CQIS Report Number: 1FKDJ010 Program Type: MEL Orig Rpt #:
 Report Source: MSS - PCED - TECH SVC HOTLINE Report Date: 06/11/2001

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

Vehicle: 2001 FOCUS, SR , SEDAN VIN: 1FAPP34311W119224
 Engine: 2.0L DOHC ZTECH Odometer: 5,102 MILES
 Operating Environ: WCC:
 Vehicle Use: Rep. Act:

Symp: 6 23 0 00 DRIVEABILITY EMISSIONS COMPLIANCE
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

Add Symptom: CODE P0401

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

Causal Component:

Causal Factor: Feature: Loc:

Causal Condition: Photo: Images: 0

Component Test Status: ---- Return Loc:

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

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

Type	Comments
REPAIR	TECH STATES VEHICLE WAS TOWED TO THE SHOP. CONCERN WAS VEHICLE WON'T START AND ODOMETER ALL DASH CONCERN. WHEN TECH TRIED TO START THE VEHICLE, VEHICLE STARTED. TECH STS THE DPFE IS FULL OF WATER. TECH SEEKING KNOWNS ON THE NO START CONCERN. TECH STS THE DPFE WAS REPLACED FOR CODE P0401
RECOMM	ADVISED TECH TO REPLACE THE DPFE AND GIVE VEHICLE BACK TO THE CUSTOMER ADV. TECH THAT THE DPFE WAS SHORTING OUT V-REP. ADVISED TECH TO ALSO FILL OUT A EDGR FOR CONCERN. ALSO ADVISED TECH A SSM SHOULD COME OUT FOR THIS CONCERN.

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: E1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOEO: KOEC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 09/07/2000 Warranty Start Date: 12/29/2000
 Date of Sale: 12/29/2000 Selling Dlr (Mkt, Dlr, Sub): 82335
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 2.0L DOHC ZTECH Tag: 1G 785 AA
 Bld Dt: Calb: 1AKZAO A Serial #: Flt:

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

Trans: MTX 75 MAN (EURO) Part #:
 Bld Dt: Serial #:
 Model: Flt: Shift:

CQIS Report Number: 1FKDJ010 Program Type: NHL Orig Rpt #:
Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 06/11/2001

----- VEHICLE DETAILS -----

-----A X L E-----
Axle: 3.82 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

-----A D D I T I O N A L-----
Tire: 185/65R14R NSW Brand:
Radio: A/C: MANUAL AIR CONDITIONER
Paint: GREEN-YELLOW EXT PAINT FAMILY ----- EBONY SOLID C/C

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller: MARIO HUOT Title: TECHNICIAN
Phone: - -

Repair Dlr: B2402 - PLAMONDON AUTO (1990) INC. Ph#: (418) 265-3311
City: Cap Sante Province: Quebec
Country: CANADA Region : 02 PCSD REGION-CANADA
Claim #/Date: WF25487

Specialist's
Name: STEPHANE ROUSSEL

----- C Q I S V I N H I S T O R Y -----
NO VIN HISTORY AVAILABLE

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

SURVEY HAS NOT BEEN SENT

CQIS Report Number: 1FFACT739 Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: 412462
Report Date: 06/06/2001

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

VEHICLE: 2001 FOCUS, EK3 , COUPE VIN : 3FAPP31321R113066
Engine : 2.0L DOHC 2TECH Odometer: 13 MILES
Operating Environ: WCC : LH03 **BAD DATA**
Vehicle Use : Rep. Act:

SYMPTOM: 6 07 6 00 DRIVEABILITY AT CRUISE
STALL/QUIT/RESTARTS
OTHER (CODE NOT AVAILABLE)

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

Causal Component: 9J460 SENSOR ASY EGR FR VL
Causal Factor: Feature: Lcc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Lcc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%): 100

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

--TYPE-- COMMENT TEXT

CONCERN THE VEHICLE DIED WHILE DRIVING.
TECH/C COULD NOT COMMUNICATE WITH PCM, APPEARED TO HAVE HAD JUMPER CABLES
HOOKED UP BACKWARDS DIRECTED BY AUNDEE AT HOTLINE TO UNPLUG DPFE
SENSOR. VEHICLE NOW STARTS & RUNS NORMALLY. LOOKING FORWARD TO BSM OR
TSB RELATING TO THIS SOON.

AUDIT SYMPTOM_CODE 603300 CHANGED TO 607600 BY D9TELTER

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	9J460	SERVICE	SENSOR ASY EGR FR VL	YBS

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

Vehicle Build Date: 09/06/2000 Warranty Start Date: 09/23/2000
Date of Sale: 09/23/2000 Selling Dlr (Mkt, Dlr, Sub): 03092
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

Engine: 2.0L DOHC 2TECH Tag: 1G 780 AA
Bld Dt: Calb: 1AKL20 A Serial #:

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

Trans: 5N 4 SPEED ATX Part #:
Bld Dt: Serial #:
Model: Plt: Shift:

----- A X L E -----
Axle: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Pit:

CQIS Report Number: 1FFAC739 Program Type: Q
Report Source: MSH - FCSD - Q8FS

Orig Rpt #: 412462
Report Date: 06/06/2001

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

Tire : 205/50VR-16 BSW Brand :
Radio : A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : PHIL LAWRENCE Title:
Phone : - - -

Repair Dlr: 08595 - Gig Harbor Ford, Inc. Ph#: (206) 858-9981
City: Gig Harbor State : Washington
Country: UNITED STATES Region : Northwest - 74

Claim #/Date : 839511

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal	Part	Description	Dealer Id
05/04/2001	1FDRS011	NEL	DRVABL					08595

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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
08606	02/22/2001	055203	8889	1		184	54613B91	AA	00855B

CQIS Report Number: 1FGDE001 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 06/07/2001

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

VEHICLE: 2001 FOCUS, ZTS , SEDAN VIN : 1FAFF38211W110906
 Engine : 2.0L DOHC STTECH Odometer: 2,445 MILES
 Operating Environ: WCC :
 Vehicle Use : Resp. Act:

SYMPTOM: 6 03 3 00 DRIVEABILITY CRANKS/NO START
 START ENG TEMP OTHER (CODE NOT AVAILABLE)
 Additional Symptom: STALLS TOWED RUNS 10 MINS
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
 Causal Factor: Feature: LOC:
 Causal Condition: Photo: Images: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT
 REPAIR STALLS, TOWED. RUNS A FEW MINUTES THEN QUILTS, NO PCM COMMUNICATION,
 ODOMETER DISPLAYS DASHES.
 RECOMM ISM 01-05-003 CK (PCM) VOLTAGE REFERENCE SHORTED TO GROUND, SEE BELOW
 ISM 00-06-037 CK & R&R THE FDM AND FUEL FILTER
 SSM 14747 FOLLOW NORM DIAG FOR (FEDM), CONNS, HARNESS, ETC...
 ISM 00-02-014 CK FOR LOOSE/WATER INTRUSION C90 BELOW VMV
 INSPECT VEHICLE WIRING HARNESSES, CONNECTORS AND GROUND POINTS.
 WHEN FAULT IS DUPLICATED TEST FOR VREF SHORTED, LOW, SUSPECT DPF'S
 DISCONNECT SENSORS STARTING WITH DPF.
 FUEL PUMP/PICK-UP ISSUE ALSO REVIEWED.

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

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

Symp. Verif?: Base of Diagnosis: Level of Assistance: B1
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOEO: KOEC: P1000
 KOER: CB:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 09/12/2000 Warranty Start Date: 05/07/2001
 Date of Sale: 05/07/2001 Selling Dlr (Mkt, Dlr, Sub): 02710
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 2.0L DOHC STTECH Tag: 1G 780 AA
 Bld Dt: Calb: 1AK1A20 A Serial #:
 ----- T R A N S M I S S I O N -----
 Trans: 5N 4 SPEED ATX Part #:
 Bld Dt: Serial #:
 Model: Plt: Shft:

COIS Report Number: 1FGGFP001 Program Type: E Orig Rpt #:
Report Source: MSB - FCSD - TECH SVC HOTLINE Report Date: 06/07/2001

AXLE: 3.904 FWD TRANAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

Tire : 205/50VR-16 BSW Brand :
Radio : A/C : MANUAL AIR CONDITIONER
Paint : RED EXTERIOR PAINT FAMILY VERMILION SOLID C/C

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : STEVE SCARBROUGH Title: TECHNICIAN
Phone :

Repair Dlr: 02887 - Haggin-Winberley Ford Inc Ph#: (616) 965-7771
City: Battle Creek State : Michigan
Country: UNITED STATES Region : Detroit - 48

Claim #/Date : 95409

Specialist's
Name : WIN DOW

COIS VIN HISTORY

Table with columns: Date, COIS Report #, Prog Type, Symp Cat, Causal Part, Description, Dealer Id. Row 1: 06/07/2001, 1FGA0014, CACVOC, DRVABL, 02887

SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000

SURVEY HAS BEEN SENT

VEHICLE'S WARRANTY HISTORY (365 days only)

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: 1FEBY001 Program Type: FF
Report Source: M88 - FCSD - REG - NEW YORK

Orig Rpt #:
Report Date: 06/05/2001

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

VEHICLE: 2001 FOCUS, EX3 , COOPE VIN : 3FAFP31391R113453
Engine : 2.0L DOHC STRECH Odometer: 11,281 MILES
Operating Environ: WCC : 1K03
Vehicle Use : Rep. Act:

SYMPTOM: 6 01 0 00 DRIVABILITY NO CRANK (CAUSE UNKNOWN)
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

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

Causal Component: 9F489 EGR PRESSURE VALVE
Causal Factor: Feature: LOC:
Causal Condition: Photo: Images: 0
Component Test Status: --- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT

RECOM VEH WAS TOWED IN WITH NO CRANK CONCERN. CUSTOMER STATED VEHICLE
STALLED AND THEN WOULD NOT CRANK. VEHICLE HAS AFTERMARKET REMOTE
START AND ALARM SYSTEM INSTALLED. THERE IS NO COMMUNICATION WITH
THE PCM. ALL DASH LIGHTS COME ON NORMALLY BUT THEFT LIGHT DOES NOT
PROVE OUT BUT IS NOT RAPIDLY FLASHING.

ADD-ON 06/05/2001 11:08PM TIMOTHY BENIGENBURG M88 - FCSD - REG - NEW YORK
FSE INSPECTED VEHICLE WITH TECH. FOUND THAT ALL POWERS AND GROUNDS
WERE GOOD TO THE PCM. FOUND THAT VREF WAS AT 0V. THERE WAS NO
COMMUNICATION WITH THE PCM. UNPLUGGED DPFE AND VREF WAS RESTORED.
FOUND WATER IN DPFE. DPFE WAS REPLACE TO RECTIFY THE CONCERN.

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Coop. Timing: Base Timing: MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOED: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

Repair Type	Component Number	Number	Description	Causal
RPL	9F489	SERVICE	EGR PRESSURE VALVE	YES

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

Vehicle Build Date: 05/20/2000 Warranty Start Date: 11/18/2000
Date of Sale: 11/18/2000 Selling Dlr (Mct, Dlr, Sub): 03700
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- E N G I N E -----
Engine: 2.0L DOHC STRECH Tag: 1G 780 AA
Bld Dt: Calb: 1A1LAX0 A Serial #:

----- T R A N S M I S S I O N -----
Trans: 5N 4 SPEED ATX Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

CQIS Report Number: 1F8EY001 Program Type: FF
 Report Source: MSB - PCSD - REG - NEW YORK

Orig Rpt #:
 Report Date: 06/05/2001

----- A X L E -----
 Axle: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

----- A D D I T I O N A L -----
 Tire : 205/50VR-16 BSW Brand :
 Radio : A/C : MANUAL AIR CONDITIONER
 Paint : GREEN-YELLOW HIT PAINT FAMILY ----- HBODY SOLID C/C

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

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
 Orig/Caller : TIM HENIGENBURG Title: FIELD SERVICE ENGINEER
 Phone : - - - - -

Repair Dlr: 03700 - J & S FORD INC Ph#: (201) 432-7272
 City: Jersey City State : New Jersey
 Country: UNITED STATES Region : New York -13

Specialist's
 Name : TIMOTHY HENIGENBURG

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

Date	CQIS Report #	Prog	Symp	Cat	Causal	Part Description	Dealer Id
05/29/2001	1E3AB942	CACVOC	DRVABL				03700
05/31/2001	1E5AB144	CACVOC	ENGINE				03700

--- S U P P L E M E N T A L S U R V E Y : MSB ---

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rpr Mhr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
03700	03/12/2001	159838	7089	1		184	54613B91	AA	00655B
03700	05/21/2001	163980	11428	1	42		OSP		12650D
03700	05/21/2001	163980	11428	1	42	YS4	90460	AA	12650D45
03700	05/21/2001	163980	11428	1	42				12650D9
03700	05/21/2001	163980	11428	1	42				12650D84
03700	05/21/2001	163980	11428	1	42				15607C
03700	05/21/2001	163980	11428	1	42				MT12650
03700	05/21/2001	163980	11428	2	68		19850		MT19850

CGIS Report Number: 1FHAC915 Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: 412112
Report Date: 06/05/2001

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

VEHICLE: 2001 FOCUS,STB ,SEDAN VIN : 1FADP38331W118983
Engine : 2.0L DURC STBCH Odometer: 8,558 MILES
Operating Environ: WCC : LH03
Vehicle Use : Resp. Act:

SYMPTOM: 6 07 6 00 DRIVEABILITY AT CRUISE STALL/QUIT/RESTARTS
OTHER (CODE NOT AVAILABLE)

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

Causal Component: 9J460 SENSOR ASY BGR FR VL
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%): 100

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

--TYPE-- COMMENT TEXT
CONCER VEHICLE STALLED WHILE DRIVING, WILL NOT RESTART AND NO READING ON
COMPUTER.
TECH/C NO COMMUNICATION WITH PCM, PPT AS PER PCED, SHORT CIRCUIT. REPLACE DPF
SENSOR AND ROAD TEST. OK.
ADDIT SYMPTOM_CODE 607000 CHANGED TO 607600 BY RCOUSH2

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

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

Symp. Verif?: Base of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : ED Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	9J460	SERVICE	SENSOR ASY BGR FR VL	YES

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

Vehicle Build Date: 09/08/2000 Warranty Start Date: 04/06/2001
Date of Sale: 04/06/2001 Selling Dlx (Mkt,Dlx,Sub): A2375
Dealer Special Order: Gross Vehicle Weight:
LH/RE Drive:

----- E N G I N E -----
Engine: 2.0L DURC STBCH Tag: 1G 784 AA
Bld Dt: Calb: 1AKLAE0 A Serial #:
----- T R A N S M I S S I O N -----
Trans: FN 4 SPEED ATX Part #:
Bld Dt: Serial #:
Model: Flt: Shft:
----- A X L E -----
Axle: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Flt:

CQIS Report Number: 1FEAC915 Program Type: Q
Report Source: MBS - FCSD - QSPS

Orig Rpt #: 412112
Report Date: 06/05/2001

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

Tire : 205/50VR-16 BSW Brand :
Radio : A/C : MANUAL AIR CONDITIONER
Paint : MAEDA BLUE EXT PAINT FAMILY ----- TWILIGHT BLUE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : GEMME LUC Title:
Phone : - -

Repair Dlr: B2236 - P. E. BOISVERT AUTO LTEE Ph#: (450) 688-1301
City: Boucherville Province : Quebec
Country: CANADA Region : 02 FCSD REGION-CANADA

Claim #/Date : 247826

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y : N O N E ---

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
B2236	06/05/2001	247826	8588	1	46	Y84	9J460	AA	12650D
B2236	06/05/2001	247826	8588	1	46				12650D45
B2236	06/05/2001	247826	8588	1	46				12650D9
B2236	06/05/2001	247826	8588	1	46				MT9460A
B2236	06/05/2001	247826	8588	1	46				12650DX1

CQIS Report Number: 1DKF2013 Program Type: M Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 04/11/2001

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

VEHICLE: 2001 FOCUS,EX3 ,COUPE VIN : 3FAFP31361R105178
 Engine : 2.0L DOHC STECH Odometer: 182 MILES
 Operating Environ: WCC :
 Vehicle Use : Esp. Act:

SYMPTOM: 6 03 1 NO DRIVEABILITY CRANKS/NO START
 START ENG TEMP OTHER (CODE NOT AVAILABLE)
 Additional Symptom: NO PCM COMM/ ODO ALL DASHES
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Images: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT
 REPAIR TECH STS HAS NO COMMUNICATION TO PCM WITH ALL DASHES ON ODOMETER. TECH
 HAS CHECKED NETWORK WIRES AND THEY ARE OK. SEEKING ADVICE
 RECOMM ISM 00-10-048 SEE SUGGESTIONS BELOW
 ADV TECH TO CHECK PCM POWERS AND GROUNDS, CHECK POWER DIST. BOX. CHECK
 VREF. TECH STS HAS POWER AND GROUND TO PCM. THE MIL IS ON AND HAS 4.45
 VREF. ADV TECH TO BACK OUT PINS 15 AND 16 OF PCM AND HOOK SCAN TOOL
 DIRECTLY TO PCM. SHOULD COMMUNICATE, IF SO, UNPLUG MODULES TO ISOLATE
 CONCERN.

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

----- D I A G N O S T I C I N F O R M A T I O N -----
 Symp. Verif?: Base of Diagnosis: Level of Assistance: E1
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : ED Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs MOBO: KOBC:
 MOBR: CB:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/31/2000 Warranty Start Date: 02/22/2001
 Date of Sale: 02/22/2001 Selling Dlr (Mkt, Dlr, Sub): 05100
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

----- E N G I N E -----
 Engine: 2.0L DOHC STECH Tag: 1G 780 AA
 Bld Dt: Calb: 1AK1AED A Serial #:
 ----- T R A N S M I S S I O N -----
 Trans: PW 4 SPEED ATX Part #:
 Bld Dt: Serial #:
 Model: Flt: Shift:
 ----- A X L E -----
 Axle: 3.904 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Flt:

CQIS Report Number: 1DKFZ013 Program Type: H Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 04/11/2001

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

Tire : 205/50VR-16 BSW Brand :
 Radio : A/C : MANUAL AIR CONDITIONER
 Paint : NEUTRAL EXT PAINT FAMILY B ----- SILVER FROST C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : ROB HILL Title: TECHNICIAN
 Phone : - - -

Repair Dlr: 05100 - BLUE SPRINGS FORD INC Ph#: (816) 224-0076
 City: Blue Springs State : Missouri
 Country: UNITED STATES Region : Kansas City - 53

Claim #/Date : 436499

Specialist's

Name : JONATHAN OWENS

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causal Cond.	Service Pfx	Part Base	Part Number	Labor Sfx	Operation
05100	02/07/2001	431167		7	1		1B4	54613B91 AA		00855B
05100	04/07/2001	436499	150	1	28		1B4	12A650 ADG		MT12A650
05100	04/07/2001	436499	150	1	28			OSP		
05100	05/04/2001	439009	1500	1	42		YS4	5J460 AA		12650D9
05100	05/04/2001	439009	1500	1	42					12650D
05100	05/04/2001	439009	1500	1	42					12650DHL
05100	05/04/2001	439009	1500	1	42					12650D80
05100	05/04/2001	439009	1500	1	42					12650D49

GORS Verbatims

Keyword Search (not case-sensitive)		ALL Fields
Find <input type="text"/>	in <input type="text"/>	CCC
		Build Date
		VIN
		Verbatim
		Technician Comment

(Vehicle Model = "ESCAPE", 2001 MY, 2001 MY, CCC = "D02")

28 verbatims matched your criteria.

(download)

CCC	Model	MY	VIN	Build Dt.	Plant
D02	ESCAPE	2001 MY	1FMYU03121KD93366	01-JUL-00	KANSAS CITY, MO
Verbatim: I had a bad starter that has been replaced.					
Tech. Comments:		08-DEC-00	INFO FOR NO START FOUND AFTER PINPOINT TEST LOOSE CONNECTION AT THE STARTER REMOVED WITH REMOVED THE STARTER FOUND A STRIPPED BOLT ON THE SOLENOID INSTALLING NEW STARTER AND FOUND IT WAS MISSING A BOLT REMOVED THAT STARTER AND SWITCH		
D02	ESCAPE	2001 MY	1FMYU08101KD97642	01-JUL-00	KANSAS CITY, MO
Verbatim: Had trouble with cold start on more than one occasion.					
D02	ESCAPE	2001 MY	1FMYU04161KD92610	01-JUL-00	KANSAS CITY, MO
Verbatim: We needed to reprogram theft system. Engine light went on and service center couldnt locate problem.					
D02	ESCAPE	2001 MY	1FMYU02141KE60146	01-AUG-00	KANSAS CITY, MO
Verbatim: About some 4 times since I bought the vehicle would not start under normal conditions.					
D02	ESCAPE	2001 MY	1FMCU04191KE85115	01-SEP-00	KANSAS CITY, MO
Verbatim: Have had many problems with car. EGR valve broke-took 1 week to get fixed. Then accelerator pedal was really hard-they had to replace it. Then pedal would not come back up when I took foot off....					
D02	ESCAPE	2001 MY	1FMYU011K1KE85988	01-SEP-00	KANSAS CITY, MO
Verbatim: On several occasions, I've put key in, engine would not turn over the first time. Took to service department and left overnight; service manager said they found nothing; also stated he didnt kn...					
D02	ESCAPE	2001 MY	1FMYU03101KE76181	01-SEP-00	KANSAS CITY, MO
Verbatim: The Dealership failed to turn off the lights in the vehicle before they showed it to us and it would not start. We also had a loud noise a few times when we started the engine (loud thumps).					
D02	ESCAPE	2001 MY	1FMYU04171KE96538	01-SEP-00	KANSAS CITY, MO
Verbatim: When cold, engine hesitates to start/run. Once started, the gas must be depressed to keep the engine running.					
D02	ESCAPE	2001 MY	1FMYU02181KF09607	01-OCT-00	KANSAS CITY, MO
Verbatim: Engine wouldnt turn over on 7 different occasions. Reported when car was taken in. Tried to start car and it wouldnt turn over. Stopped, waited a few seconds, repeated, would not start. End ...					
Tech. Comments:		14-JAN-01	TW08130 COULD NOT DUPLICATE PROBLEM CHECKED BATTERY CHECKED EPC SYSTEM CHECKED OARS FOUND NO CODES EVERYTHING CHECKED OUT ON POSSIBLE ALARM WAS LARDED WHEN CUSTOMER WAS HAVING PROBLEM.		
D02	ESCAPE	2001 MY	1FMYU03101KF32734	01-OCT-00	KANSAS CITY, MO
Verbatim: This really upsets me. It hasnt been fixed because I have an other vehicle and the dealer isnt willing to give me a rental for even a few hours. I do not trust this vehicle to go very far from...					
D02	ESCAPE	2001 MY	1FMYU03171KF20869	01-OCT-00	KANSAS CITY, MO
Verbatim: It sometimes takes a couple of key turns before it starts.					
D02	ESCAPE	2001 MY	1FMYU04161KF36074	01-OCT-00	KANSAS CITY, MO
Verbatim: Had to replace a starter within the first week after purchasing.					
Tech. Comments:		20-NOV-00	HAD TO DRAIN COOLANT REMOVE GOOSENECK ABOVE STARTER TO REPLACE STARTER		

D02	ESCAPE	2001 MY	1FMYU03121KF69929	01-NOV-00	KANSAS CITY, MO
Verbatim:		Vehicle failed to start four times during the first two months after purchase, vehicle was towed to dealership each time, problem was intermittent and difficult to correct. Dealership finally rep...			
Tech. Comments:		18-DEC-00	MODULE MODULE INSTALLATION RECHECKED WIRING FROM PCM AND TRANSCRIVER CIRCUITS PROGRAMMED 2 NEW KEYS AND CHECK OPERATION OK NOTE 2 NEW KEYS WERE PROGRAMMED WHEN THE TRANSCRIVER WAS REPLACED PER ROUTINE ATTEMPTED TO START VEHICLE THE FOLLOWING DAY NORMAL OPERATION		
D02	ESCAPE	2001 MY	1FMYU03101KA14526	01-DEC-00	KANSAS CITY, MO
Verbatim:		Car would not start once. Then when driving, cd or radio would not play, but when I braked, cd or radio would play.			
Tech. Comments:		22-DEC-01	CHECK AND REPLACE STRATER		
D02	ESCAPE	2001 MY	1FMYU03111KF61997	01-DEC-00	KANSAS CITY, MO
Verbatim:		Battery leaked acid out slowly until it had eaten a small hole in it. Enough of the acid leaked out so that it would not start. Only had the Escape two months.			
D02	ESCAPE	2001 MY	1FMYU01121KA29970	01-JAN-01	KANSAS CITY, MO
Verbatim:		On about three occasions car would not turn over. Dealership checked but could not find problem.			
D02	ESCAPE	2001 MY	1FMYU03131KA14942	01-JAN-01	KANSAS CITY, MO
Verbatim:		It wouldn't start. I accidentally hit the gas and it blew the PCP valve off, but I got it taken care of.			
D02	ESCAPE	2001 MY	1FMYU04121KA99626	01-MAR-01	KANSAS CITY, MO
Verbatim:		On one occasion the engine didn't start. I don't know why, but it hasn't happened again.			
D02	ESCAPE	2001 MY	1FMYU02161KB83550	01-MAY-01	KANSAS CITY, MO
Verbatim:		Engine would not start once, but started five minutes later.			
D02	ESCAPE	2001 MY	1FMYU03101KB62191	01-MAY-01	KANSAS CITY, MO
Verbatim:		At 39 miles auto stopped in traffic on extremely high traffic highway. Defective alternator.			

20 verbatims matched your criteria.

(Vehicle Model = "ESCAPE", 2002 MY, 2001 MY, CCC = "D02*")

 (download)

11/12/2001 09:53:46

GQRS Verbatims

Keyword Search (not case-sensitive)

Find in

ALL Fields
 CCC
 Build Date
 VIN
 Verbatim
 Technician Comment

(Vehicle Model = "ESCAPE", 2002 MY, 2001 MY, CCC = "D21")

19 verbatims matched your criteria.

(download)

CCC	Model	MY	VIN	Build Dt.	Plant
D21	ESCAPE	2001 MY	1FMCU03131KE77982	01-SEP-00	KANSAS CITY, MO
<p>Verbatim: I was driving and the engine cut off with the engine light on. I had to coast to the side of the road, totally out the car off, and crank back up. That was only about one week after I bought this...</p>					
D21	ESCAPE	2001 MY	1FMDU01B31KD93614	01-SEP-00	KANSAS CITY, MO
<p>Verbatim: Can smell burning oil inside & outside NOV. Engine stalls every so often, not too often.</p>					
D21	ESCAPE	2001 MY	1FMYU03171KE97559	01-SEP-00	KANSAS CITY, MO
<p>Verbatim: The engine has stalled on occasion.</p>					
D21	ESCAPE	2001 MY	1FMYU031X1KE84952	01-SEP-00	KANSAS CITY, MO
<p>Verbatim: engine has shut off 3 times while going downhill at 30-35 MPH. Fuel odor.</p>					
D21	ESCAPE	2001 MY	1FMYU04191KE97853	01-SEP-00	KANSAS CITY, MO
<p>Verbatim: The car has stalled four to five times. Took it into dealer and they could not find anything wrong.</p>					
D21	ESCAPE	2001 MY	1FMYU03101KF32734	01-OCT-00	KANSAS CITY, MO
<p>Verbatim: this really upsets me. It hasn't been fixed because I have no other vehicle and the dealer isn't willing to give me a rental for even a few hours. I do not trust this vehicle to go very far from...</p>					
Tech Comments:		24-SEP-01	PERFORM REVV TEST. ALL PASS CODES. MONITOR PIDS WHILE OPERATING. ALL VALVES WITHIN NORMAL RANGE. REMOVE MAIN CONTROL COVER TO VERIFY SOLENOID BUILT DATA GOOD. REASSEMBLE		
D21	ESCAPE	2001 MY	1FMCU04131KF44577	01-NOV-00	KANSAS CITY, MO
<p>Verbatim: On a couple of occasions car had difficulty starting and stalled.</p>					
D21	ESCAPE	2001 MY	1FMYU04101KF43201	01-NOV-00	KANSAS CITY, MO
<p>Verbatim: Engine occasionally stalls when backing up in reverse gear. Gas pedal also sticks and will jump when depressed to take off.</p>					
D21	ESCAPE	2001 MY	1FMYU03151KF87227	01-JAN-01	KANSAS CITY, MO
<p>Verbatim: Upon starting heard loud backfire, engine kept stalling. Car was towed to dealer and repairs done. Mileage at time of incident 2,316 miles.</p>					
Tech Comments:		12-MAY-01	CC 42;SECAL MDS DIAG MEO TEST PASS PASS DCL DLEP MONITORED PIDS IGNITION SYSTEM DIAG FUEL SYSTEM DIAG RELATIVE COMPRES		
D21	ESCAPE	2001 MY	1FMYU04111KF93556	01-JAN-01	KANSAS CITY, MO
<p>Verbatim: Repeatedly stalls at stop signs, stop lights, etc. Sometimes hesitates on pull outs (may be same problem), problems started after only 2-3 1/2 months of ownership.</p>					
Tech Comments:		21-JUN-01	ALL PASS CODES IN SYSTEM OR AT THIS TIME.		
Tech Comments:		25-JUL-01	WAS TRYING REPLACE AIR BY PASS VALVE AND REPROGRAM PCM PARTS# D21 42		
D21	ESCAPE	2001 MY	1FMCU04151KA64458	01-FEB-01	KANSAS CITY, MO
<p>Verbatim: Have had vehicle stall once while it was shifting. Not sure if it is engine, but car makes a lot of clicking and other noises after it is shut off.</p>					
D21	ESCAPE	2001 MY	1FMYU04171KA45237	01-FEB-01	KANSAS CITY, MO
<p>Verbatim: Stalls out when I first start the engine.</p>					
D21	ESCAPE	2001 MY	1FMCU03181KA98167	01-MAR-01	KANSAS CITY, MO
<p>Verbatim: The engine stalled one time at a stop light, but the problem has not occurred again.</p>					

D21	ESCAPE	2001 MY	1FMCU04161KA98389	01-MAR-01	KANSAS CITY, MO
Verbatim:		The engine stalled once while drifting down a hill at 40 MPH. Had trouble with a fuel smell leak which Ford knew about, but wouldn't fix until I complained about the problem.			
D21	ESCAPE	2001 MY	1FMYU031K1KA99939	01-MAR-01	KANSAS CITY, MO
Verbatim:		A week after I bought the car, while going 45 MPH in sunny weather, I went down and then up a hill and suddenly all interior dash light icons came on. Car stalled and steering wheel locked up. I ...			
Tech. Comments:		13-OCT-01	INDY INC (QUICK TEST) DIAGNOSIS		
D21	ESCAPE	2001 MY	1FMCU03131KB27591	01-APR-01	KANSAS CITY, MO
Verbatim:		After five days of owning this vehicle that I special ordered and was fresh off of the truck, it stalled in the middle of the street. They claimed the computer read nothing.			
D21	ESCAPE	2001 MY	1FMYU03151KB24150	01-APR-01	KANSAS CITY, MO
Verbatim:		Air valve had to be replaced.			
Tech. Comments:		11-JUN-01	SEC TEST ESCC P1111 DCL DISPLAY ON MDS ROAD TEST WITH MDS IN RECORDER MONITOR MDS PINPOINT TEST REPLACED IAC VALVE ROAD TEST.		
D21	ESCAPE	2001 MY	1FMYU04121KB70839	01-MAY-01	KANSAS CITY, MO
Verbatim:		Today when I was going to work the engine stalled for no reason. This is the only time this happened.			
D21	ESCAPE	2001 MY	1FMYU04191KB60874	01-MAY-01	KANSAS CITY, MO
Verbatim:		Air intake sensor failed at approximately 1600 miles. It caused the car to shut off while idling.			
Tech. Comments:		18-JUL-01	PERFORM SEC TESTS REPLACED IAC AND RESET.		

19 verbatims matched your criteria.

 (download)

(Vehicle Model = "ESCAPE", 2002 MY, 2001 MY, CCC = "D21")

11/12/2001 09:37:01

Kavlico dPFE Sensor
Technical Office
February 1, 2002
8:00 - 5:00
FTDC - Room 161 South

Attendees: Mary Akias, Sheran Allos, Mahmoud Awad, Don Ayers (Kavlico), Brady Davies (Kavlico), Mark Fraeland, Freeman Gates, Jon Hargas, Jim O'Neill, Chris Panarota, Kyong Park (Kavlico), Anup Patel, Brian Perry, Paul Plasta, Kurt Schieding, Carol Verner, Loay Salhish (Student), Barry Bugaj (Kavlico), Gary Dankhoff, Jim Maurer.

Introductions: 8:15-8:30

1. EGR System Overview - Freeman Gates 8:30-9:00
 - Assignment: Does vehicle temperature information of silicon exist for applications with high dPFE warranty? (R. Ross)

2. Conventional dPFE EGR Sensor - Gary Dankhoff 9:00-9:40
 - Assignment: Provide team with pictures of each functional failure mode. (Mark Fraeland)
 - Assignment: File compare for 21 vehicles 2001 MY calibration assoc. w/issue for voltage trip value. (Gary Dankhoff)
 - Assignment: Provide team with a parse of the AWS EGR codes for the "S" applications - 2001 MY. (Gary Dankhoff)

Break: 9:40 - 10:00

3. PCM Discussion - Anup Patel, Brian Perry 10:00 - 10:40
 - Assignment: For all 21 applications: Identify PCM part number and current draw required, incremental to normal, to put PCM into reset. Include standard deviation (8 platforms to study: measurement on 5 and best vehicles, start with Focus). Collect data on power spike, then do more in depth analysis. (Brian Perry, Anup Patel)
 - Parking Lot: Sheran give more detail with regard to wiring to PCM at Thursday's meeting (next week).

3. Sensor Overview - Don Ayers 10:40 - 12:00

- Assignment: Identify date of change from extended gold one to extended gold two design. (Brady Davies)
- Assignment: Give Mahmoud Awad exact dates for Kavlico changes. (Don Ayers)

Lunch Break 12-1:00

3. Sensor Overview - Don Ayers (continued) 1:00 - 2:20
 - Assignment: Compare failure mechanisms of the current production acid tested parts vs. warranty UPAD parts. (Brady Davies)
 - Assignment: Provide Mark Fraeland 6 parts with corrosion from pre-Au parts. (Brady Davies)
 - Parking Lot: Paralys coating: Root cause determination

Break: 2:20-2:30

4. Warranty Summary – Taurus: Mahmood Awad 2:30 – 2:45
- by application and Focus: Mark Froeland 2:45 – 3:05

5. Technical Presentation – Mark Froeland 3:05 – 3:35

Transient Voltage
UPAD

6. Technical Presentation – John Hangan 3:45 – 4:15

UAD

- Freeman asked if he could replicate the testing that he has done.

7. Wrap-up 4:15-4:30:

Notes: Presenters need to send out copies of all presentations to Chris. Before sending documents, please mark 'confidential'. Paul Plants asked that if you want a copy of everything, to e-mail CPANARET.

Freeman added that the objectives of the technical presentations were met; focus of core team should be to cover UPAD root cause and bench and vehicles. Keep in mind that Kavlico is switching suppliers from SMI to Zaelink.

Assignment: Provide DV Plan for new Tier-2 Supplier (Mary Akins). Need reliability engineer dedicated from Ford to work with Mary.

Will continue discussions at Tuesday/Thursday meetings.

Project Search Criteria



Keyword: dpfe sensor

Sponsoring CRG: All

Sponsoring GEC: All

Home Organization: All

1 - 3 of 3 projects selected

PROJECT #	TITLE	PROJECT CRG	PROJECT GEC	BLACK BELTS
4150	Focus EGR DPFE Sensor Failure	NAC	PTOGEC	RGRAHAM
 5228	EGR DPFE Sensor Shorts Out PCM Vref	PTO	PDGBD-Ford Research Lab	MFREELA1
 7163	EGR TH DPFE Sensor Unprotected Area Damage	PTO	PDGBD-Ford Research Lab	MFREELA1

1 - 3 of 3 projects selected

Date Executed: 04-Feb-2008 10:57:48 EST
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 Contact: E-Sigma

Freeland, Mark (M.)

From: Panaretos, Christine (C.M.)
Sent: Monday, December 17, 2001 10:02 AM
To: Aldre, Mary (M.); Albrecht, Guenter (G.K.); Auller, Jim (J.E.); Awad, Mahmoud (M.I.); Ayers, Don; Balint, Gary (G.S.); Banasek, Catherine (C.K.); Barsuder, Lee (L.C.); Blisal, Garry (G.); Bronni, Mark (M.J.); Davies, Brady; Freeland, Mark (M.); Gates, Freeman (F.C.); Giordano, Mike (M.A.); Johnson, Joe (J.H.); Kapp, Dan (Daniel R.); Kenzi, Karen (K.J.); Kunde, Ofaf (O.); Masura, Gordon (G.P.); McCarty, Bill (W.D.); Nielsen, Christian (C.A.); O'Neill, Jim (J.D.); Oswalt, Greg (G.G.); Owens, Karen (K.E.); Panaretos, Christine (C.M.); Park, Kyong; Plante, Paul (P.G.); Popoff, Daniel (D.M.); Rosel, Roberto (R.A.); Schleding, Kurt (K.J.); Shore, John (J.); Smythe, Joseph (J.M.); Verner, Carol (C.J.); White-Johnson, Patrice (P.); Williamson, Richard (E.); Wilson, Cary (C.A.)
Subject: FW: Kavlico dPFE Sensor Issue Update

Chris Panaretos
Project Manager, Project Solutions, LLC.
Ford POEE, Components "B"
(313) 24-89337
Fax: (313) 32-29265

—Original Message—
From: Plante, Paul (P.G.)
Sent: Monday, December 17, 2001 9:39 AM
To: Panaretos, Christine (C.M.)
Cc: Owens, Karen (K.E.)
Subject: FW: Kavlico dPFE Sensor Issue Update

Chris, please forward to all team members on roster, thanks.

—Original Message—
From: Koszewnik, John (J.J.)
Sent: Sunday, December 16, 2001 1:24 PM
To: Plante, Paul (P.G.); Owens, Karen (K.E.)
Cc: Paschi, Frank (F.); O'Neill, Jim (J.D.)
Subject: RE: Kavlico dPFE Sensor Issue Update

Paul and Karen,

- All manpower and facilities are approved as top priority for this issue. Let me know if you encounter any roadblocks here... and we'll bust them down.
- Suggest you bring this into a DQR meeting or Joint Staff meeting, in which Frank and/or I can advise the managers of the importance of this issue.
I suspect they already know... but it never hurts to reinforce the message.
- I already sent a note to Jim Auller, Dan Kapp, and Cary Wilson soliciting their help. Let me know soon if you don't hear from their organizations.
- I'll be happy to attend any Tuesday meeting you tell me to. Hopefully, we can coordinate agendas for your meeting and the MPIM so that I'm not getting pulled in different directions at the same time.
- We'll still need to talk further about your strategic suggestions. Set up a half hour meeting with Frank and me after the New Year please to do so.

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

From: Plante, Paul (P.G.)
Sent: Friday, December 14, 2001 12:14 PM
To: Koszewnik, John (J.J.); Fendel, Frank (F.)
Cc: Plante, Paul (P.G.); Owens, Karen (K.E.)
Subject: Kavlico dPFE Sensor Issue Update

Attached is a one page overview of this issue compiled by the core working team. You are the first to see it. It will be distributed to all affected starting Monday 12/17/01. The 14D is complete (preliminary), and will also be shared with select people on a need to know basis. The working team is complete except for a single PCM POC from PT (I discussed this with Dan Kepp Thursday, he will see John. I will pursue also). Key team documents are established including team roster, open issues/assignments list, and 14D. Core working team meetings will be every Tuesday and Thursday 1:00-3:00 PM ongoing starting now. Technical full day offsite is proposed for 1/24/02. John/Frank review set for 1/15/02.

Your assistance is requested in:

- 1) Approving manpower and facilities as top priority for this issue.
- 2) Advising managers of importance of this issue, and participating in core group, not separate initiatives.
- 3) Assisting with priority requirements from EESE (Body wiring) and PCM (PTSE) organizations.

Strategic suggestion:

- 1) Establish one section for all Warranty Analysts. Put P. Plante, Warranty Analysts and V Service Engineering in the same department.
- 2) Review all lists of Field Failure concerns. Prioritize, and man based on highest impact (R/1000, cost safety, etc) to V Engine. Assign Warranty Analysts to verify magnitude of each concern.

<< File: dpfesum.doc >>

Paul Plante
V Engine Campaign Prevention Specialist
POEE Building, Drop 20, Cube BG049, Pillar D5
Tele. 313-84-54139; Fax 39-02513
Text Pager: 734-298-1905
E Mail: pplante@ford.com (CDS ID PPLANTE)

Freeland, Mark (M.)

From: Potter, Timothy (T.J.)
Sent: Monday, December 10, 2001 10:55 AM
To: Freeland, Mark (M.)
Subject: The Mozurkewich Focus

Mark,

Here is Ellen Mozurkewich's VIN: 1FAPP38301W196354, and estimated mileage: 11320mi.

She says there have been no "No Starts" or "Hard Starts."

Tim.

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

From: Freeland, Mark (M.)
Sent: Monday, December 10, 2001 8:39 AM
To: Potter, Timothy (T.J.)
Subject: RE: I'll take the car.

Tim,

How did the weekend drive go?

I'll be over at powertrain all morning, back early afternoon.

Mark

created: 12/11/01
 revised: 12/17/01

2000-2002 Kavlico TM dPFE Sensor
 Roster

12/17/01

Please:								
- Initial the box to the left of your name to indicate your attendance.								
- Make any corrections to the detail associated with your name.								
- If your name is not on this list, please write it in at the bottom including the appropriate detail.								
Initial for attendance	LAST NAME	FIRST NAME	PHONE NUMBER	TITLE/FUNCTION	COMPANY	LOCATION	E-MAIL	FAX NUMBER
				Kavlico On-Site Rep.	Kavlico	POEE		
				V-Engine Svc. Eng.	Ford	POEE		
				PTSE Chief Engineer	Ford	POEE		
				Reliability Engineer/ Field Data Leader	Ford	ATNPC		
				Kavlico Program Manager/Technical Leader	Kavlico	CA		
				FCSD	Ford	DSCN		
				FMEI CPMT Eng./WEPs concerns	Ford	POEE		
				FCSD ECI Supervisor	Ford	TWCTDR		
				Motorola Rep.	Motorola	POEE		
				FCSD FOE Supervisor	Ford	TWCTDR		
				Director MEMS Technology	Kavlico	CA		
				6-Sigma Black Belt	Ford	FRL		
				FMEI Tech Spec./Technical Lead	Ford	POEE		
				Focus CBP Supervisor	Ford	VPC		
				FMEI Section Supv.	Ford	POEE		
				PTSE AVT Chief Engineer	Ford	POEE		
				FMEI AWS Analyst	Ford	POEE		
				PT Focus Program Mgr.	Ford	VPC		
				EPRC Leader	Ford	FPB4		
				Production Buyer	Ford	Purchasing		
				Service Buyer	Ford	FCSD		
				FMEI Dept. Mgr.	Ford	POEE		
				Critical Con. Mgr.	Ford	FCSD		
				FMEI Supervisor	Ford	POEE		
				Proj. Mgt. Analyst	Project Solutions	POEE		
				VP Research and Dev't	Kavlico	CA		
				Campaign Manager	Ford	POEE		

8982-027 17236

created: 12/11/01
 revised: 12/17/01

2000-2002 Kavlico TM dPFE Sensor
 Roster

12/17/01

Please:								
- Initial the box to the left of your name to indicate your attendance.								
- Make any corrections to the detail associated with your name.								
- If your name is not on this list, please write it in at the bottom including the appropriate detail.								
Initial for attendance	LAST NAME	FIRST NAME	PHONE NUMBER	TITLE/FUNCTION	COMPANY	LOCATION	E-MAIL	FAX NUMBER
				Focus C&P Quality Eng (Leader)	Ford	VPC		
				EESE Wiring CPS	Ford	Bldg. #1		
				Reliability Supervisor	Ford	POEE		
				PS&L Recall Mgr.	Ford	FCSD		
				STA Engineer (Leader)	Ford	PTE		
				FMEI Engineer	Ford	POEE		
				STA Site Manager	Ford	AVTS		
				ECI Prod.Con.Anal.	Ford	FCSD		
				EESE Chief Engineer	Ford	AVTS		

EMO-027 17287

From: Bhojwani, Kamal (K.)
Sent: Monday, September 10, 2001 9:16 AM
To: 'ajones8@visteon.com'; Altoonlan, Don (D.J.); Amenda, Harry (H.F.); Badgley, Joel (J.K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Faschetti, Bob (R.J.); Faumelle, Gilbert (G.); Gokhale, Renuka (R.V.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Inoue, Takashi (T.); 'jmcdo3@visteon.com'; Jordan, Donald (D.E.); Kanai, Shinji (S.); King, Robert (R.F.); Kwon, Soon (S.K.); Limfaco, Steven (.); Linde, Peter (P.A.); Liu, Jane (J.); Marck, Edmond (E.C.); Matsua, John (J.); Mezzalle, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tom; Nematollahi, Sonya (S.); Raquepau, Alden (A.P.); Stilgenbauer, Jeffrey (J.R.); Vecchio, Anne Marie (A.); Wakenell, Ray (R.A.)
Subject: Meeting minutes from 9/6/01 stall meeting

Let me know if you have any questions/concerns.



Vehicle Stall
Meeting Minutes ...

Thanks and have a nice weekend!

Regards,

Kamal Bhojwani

U204 3.0L Powertrain Calibration

TEB, Suite 1AE30

Phone: (313) 39-01969

Fax: (313) 32-31786

08/06/01 MEETING MINUTES

Attendees: (please let me know if I left anyone out)

Bob Fascetti (Outfitters Calibration Manager)
Bob Dalbo (3.0L PT Calibration)
Kamal Bhojwani (3.0L PT Calibration)
Gilbert Fournelle (3.0L PT Calibration)
John Matrea (3.0L PT Calibration)
John Bogema (3.0L PT Calibration)
Sandra Corbett (P/T QRT)
Don Altomian (P/T QRT)
Joel Badgley (P/T QRT)
Scott Moorhouse (KCAP)
Anne-Marie Vecchio (FCSD)
John McDonald (Visteon)
Bernie Nikolai (Visteon)
Tom Morgan (Lear)
Ed Marck (MNAO)
Larry Mooney (MNAO)
Darrel Chin (MNAO)

Meeting Minutes:

- **Scott Moorhouse experienced first stall on production unit on 9/6/01, at 6:15 am. Stall details:**
 - 38 miles on unit, 71 deg F ambient, light rain
 - stall occurred during moderate downhill decel.
 - vehicle speed ~35 mph
 - stall occurred after ~ 7 miles of driving in the morning
 - IAC reading 48% (neutral), 41% with A/C
 - ¼ tank of gas
 - battery light and check engine light came on after stall

- **Next steps for this unit:**
 - Grounds checked, No problem found
 - EEC Relay and PDB inspected, No problem found
 - Vehicle being driven with VDR.

- **Stall re-occurrence in Jefferson City Tribute. Scott Moorhouse will follow up. Consider having the customer drive with a VDR. Scott will contact customer through Darrel Chin at MNAO.**

- **Some stalling units (Escape's) have been identified in Kentucky and Nebraska region. Local FSE's have been provided with a copy of the vehicle checklist and will go out to dealers to evaluate units.**

- **The plan to roll out the vehicle checklist to all FSE has been put on hold. Currently the list is being provided to FQE's (Ford Quality Engineer's) only. Anne Marie Vecchio will contact MNAO for appropriate arrangements.**

- **Customer questionnaire is also being provided to FQE's, to gather data from customer's as they come in with a stall complaint (Ann Marie Vecchio).**

- **Electrical:**
 - Relay/PDB: KCAP has not seen any issues since 8D on PDB and relay change.
 - Tom Morgan discussed the findings on the returned wiring harness from a South Carolina stalling unit. One pin was found to exceed the top of the tolerance by 0.04 mm. Need to get pin number of out-of-spec pin.
 - John McDonald updated on the South Carolina EEC unit. No problem found to date. The EEC is back on a unit for evaluation. Bernie Nikolai will provide pin measurements for next meeting.
 - Second set of suspect EEC/Harness sent to Tyco. Need to get timing from Tom Morgan.
 - Three EMC addresses sent to Tom Harman (EMC section supervisor) appear to have no known equipment that could be contributing to the stalls. Three additional locations (from Kauai) forwarded to Tom Blackburn.
 - Tom Morgan also addressed (refer to email sent by Don Jordan to entire distr. list for more details on wiring list below)
 - Connectors in LH kick-panel
 - Window switch ground
 - Ground connections below battery tray and EEC main ground
- **Current studies being done by PTSE:**
 - Torque reduction strategy in the transmission calibration and liquid fuel passing through the swap system (problem seen on Ranger). These functions are also being evaluated on the Escape (John Matesa, Bob Dalbo, Kamal Bhojwani).
 - DFFE sensors (Gilbert Fournelle)
 - IAC Valves (Kamal Bhojwani, Gilbert Fournelle)
 - TP setting (Kamal Bhojwani, John Matesa)
 - Three buyback's evaluated on dyno at MNAO facility in Flat Rock. No problem found.
- **Next meeting: Tuesday, September 11, 2001.**
Time: 12:00pm - 1:00pm (EST)
TEE Building, Conference Room 2
Dial in: 1-800-559-1235 or Fordnet: 9-1-954-1129
Passcode: 7510576#

From: Bhojwani, Kamal (K.)
Sent: Friday, August 10, 2001 5:26 PM
To: Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Linde, Peter (P.A.); Kwon, Soon (S.K.); Dalbo, Bob (R.J.); Corbett, Sandra (S.M.); Moorhouse, Scott (S.R.); Altonian, Don (D.J.); Lintacco, Steven (.); Marck, Edmond (E.C.); King, Robert (R.F.); Vecchio, Anna Marie (A.); Mazzella, Gary (G.R.); Inoue, Takeshi (T.); Badgley, Joel (J.K.); Holmes, Jeffrey (J.R.); Herr, George (G.J.); Nematollahi, Sonya (S.); Amenda, Harry (H.F.); Jordan, Donald (D.E.); jmccona3@visteon.com; sjones8@visteon.com; Blackburn, Thomas (T.J.); Liu, Jane (J.); Kerei, Shingi (S.)
Subject: Meeting Minutes from 8/10/01 Vehicle Stalls

Attached are the meeting minutes from today's meeting.
Please feel free to contact me if you have any questions/comments.



Vehicle Stall
Meeting Minutes ...

Have a nice weekend!

Regards,

Kamal Bhojwani

U204 3.0L Powertrain Calibration

TEE, Suite 1AE30

Phone: (313) 39-01969

Fax: (313) 32-31786

08/10/01 MEETING MINUTES

Attendee's: (please let me know if I've left anyone out)

Bob Fascetti
Michael Hofman
Soon Kwon (P/T)
Bob Dalbo
Kamal Bhojwani (3.0L PT Calibration)
Sandra Corbett (PT QRT)
Scott Moorhouse (KCAP)
Don Altoonian
Steven Lintiacco (MNAO)
Gary Mazzella (Black Belt)
Shirji Kanai (KCAP)
John McDonald (Visteon)
Bernie Nickolai ?? (Visteon)
Tom Morgan (Lear)
Gary Blankford ?? (PT Control Program Management)
Thomas Blackburn (NAT BE Systems)

Meeting Minutes:

- MNAO has bought back 20 units as of 8/3/01. Three (1 from TN, 1 from LA, 1 from GA) are being shipped back to Dearborn for evaluation (Steven Lintiacco).
- Units with stalling issue scattered at dealerships across the country. Dealerships visited to this point
 - Don Altoonian will pick up one unit and evaluate a stall unit in Pittsburgh.
 - Scott Moorhouse will follow up with dealer in Jackson City, MO
 - Kamal Bhojwani will follow up with Jorgensen Ford in Detroit and Palmer Ford in Chelsea on Monday 8/13/01.
 - Don Altoonian evaluated a unit in Denver and found a loose ground connector below the battery, and installed a modified EEC relay. Vehicle was returned to customer. Don will follow up with dealership to make sure that problem was fixed.
 - John Hockaday evaluated a unit in South Carolina and found some arcing at pin #76 and 77 on the EEC wiring harness. Both PCM and Harness were replaced. PCM already returned to Dearborn and harness was shipped back on Thursday. Upon return of the harness there will be a follow up meeting with Lear and Visteon to the returned parts.
- Potential Root Causes considered at this point:
 - EEC Power Relay (pin push-out in power dist. box), change already active at KCAP
 - Arcing of pins in PCM & Harness
 - DPFE sensor (Vref shorted to ground)
 - Canister Purge Reset (purge strategy)
 - Connectors in Left Kick-Panel
 - Idle Air Bypass Valve
 - Wiring (connectors, grounds...)
 - Coil Power Driver Quality in EEC (intermittent on U152)??
 - 2X320W Cooling Fans Drive Voltage Drop (likely not a root cause in this case, stalled vehicle with this problem would likely not re-start).
- Kamal Bhojwani, Don Altoonian, and John Hockaday to compile a checklist for the Dealer Hotline.
- Next meeting: Tuesday, August 14, 2001, 12:00 – 1:00pm, TEB Bld Conf Room #2

From: Bhojwani, Kamal (K.)
Sent: Monday, October 01, 2001 8:05 PM
To: Benz, Greg (G.H.); Deeb, Joe (J.S.); Baskins, Robert (R.S.); jvicos@visteon.com; Altonian, Don (D.J.); Amanda, Harry (H.F.); 'Andy Jones'; Badgley, Joel (J.K.); 'Bernie Nikolai'; Blackburn, Thomas (T.J.); Bogema, John (P.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Fasceiti, Bob (R.J.); Fournelle, Gilbert (G.); Gokhale, Renuka (R.V.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Inoue, Takashi (T.); 'John McDonald'; Jordan, Donald (D.E.); Kamal, Shhji (S.); King, Robert (R.F.); Kwon, Soon (S.K.); Limfeco, Steven (.); Linda, Peter (P.A.); Liu, Jane (J.); Marck, Edmond (E.C.); Metasa, John (J.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tom; Nematollahi, Sonya (S.); Raquepau, Alden (A.P.); Stilgenbauer, Jeffrey (J.R.); Vecchio, Anna Marie (A.); Wakenell, Ray (R.A.); Williams, Les (LHW.)
Subject: Meeting Minutes from 8/28 Wiring review and Agenda for 10/2 Stall Meeting



Vehicle Stall U204 Stall Issue
Wiring_EEC Revis... Meeting Agend...

Regards,

Kamal Bhojwani

U204 3.0L Powertrain Calibration

TBB, Suite 1AE30

Phone: (313) 39-01969

Fax: (313) 32-31786

09/28/01 WIRING/EEC REVIEW MEETING MINUTES

Attendees:

Bob Dalbo (3.0L PT Calibration)
Kamal Bhojwani (3.0L PT Calibration)
Gilbert Fournelle (3.0L PT Calibration)
Bernie Nikolai (Visteon)
John Visos (Visteon)
Jos Deeb (P/T Electronics)
Greg Benz (P/T Electronics)
Bob Baskins
Don Jordan (EESE)
Tom Morgan (Lear)

Meeting Minutes:

The team reviewed the data from the captured stall on the buy-back Tribute (VIN: LKM14486)

Questions from the data that are being reviewed:

1. RPM drops from 695 to 87 in 60 msec. Is this possible? (PTSE)
2. RPM just before trigger stayed at 695 for 3 samples (probably no PIP signal for 3 samples). What could cause this? (John Visos)
3. There is approx. $\frac{1}{2}$ sec before the stall without a PIP. What happened? (John Visos)
4. Should Vbat drop after stall? It stayed at 14.8125 throughout.
5. What causes KAMRF1 & 2 to go to 1 after the stall? (PTSE)
6. Should an EEC reset, cause a reset of ATMR1? (John Visos)
7. What can cause an EEC reset? (Bernie Nikolai)

A review of the wiring guidelines pointed out the following discrepancies which are being reviewed:

1. One eyelid for the EEC Case Ground instead of two.
2. Several sensors going to Power ground instead of Signal Return. Power ground is typically much noisier than Signal Return.
3. B+ routed parallel to KAM sensor on 3.0L (noise).

All questions have been directed to the appropriate people. Follow up during Tuesday's stall meeting.

From: Conigliaro, Janet (J.)
Sent: Monday, February 24, 2003 9:29 AM
To: Hopkins, Justin (J.W.)
Subject: FW: stalls 3 of 9

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

From: Kwon, Soon (S.K.)
Sent: Friday, February 21, 2003 5:54 PM
To: Conigliaro, Janet (J.)
Subject: stalls 3



3.0L U204 Stall
Issue Status



Location for stalls
meeting 2/...



Meeting Agenda for
10/9/01 Pha...



Meeting Minutes:
EMC PSW Resul...



Meeting Minutes 10/
18/01



Meeting minutes 11/
6/01



Meeting Minutes 11/
8/01



Meeting Minutes
from 10/2/01 S...



Meeting Minutes
from 10/4 Stal...



Meeting Minutes
from 8/10/01 V...



Meeting Minutes
from 9/28 Wrl...



Meeting minutes
from 9/6/01 et...



Meeting Minutes
Nov_1_2001



MINI INSPECTION
CLINIC, KCAP, ...



Minutes from
today's (9/25) st...



PRQS's
restigation Results



Phantom Stall
<Meeting Minutes ...



Phantom Stall
Meeting Minutes ...



Phantom Stall
Meeting Minutes ...



Phantom Stall
Meeting Minutes ...



Phantom Stall
Meeting Minutes ...



Phantom stall
meeting minutes ...



Phantom Stall
Meeting Minutes ...



RE: ISM1 DraR2



RE: '01 3.0L
SCAPE EEC HARNES



RE: 2001 Escape
3.0L E.M.C Tes...



RE: 97-4373 TSB
Escape 3.0L - ...



RE: Canister assy
to NY



Re: DPFE EGR Part
Concern



RE: Engine stall
CANADA



RE: Engine stall

Regards,
Soon Kwon
Supervisor, U368/388 PTSE
2G121, Building 3, Dearborn 48126
Phone (313) 322-6844, Fax
Pager (313) 785-1536, email: skwon@ford.com

From: Bhojwani, Kamal (K.)
Sent: Tuesday, September 04, 2001 6:59 PM
To: Altoonlan, Don (D.J.); Amenda, Harry (H.F.); Badgley, Joel (J.K.); Blackburn, Thomas (T.J.); Chin, Darral (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Gokhale, Renuka (R.V.); Harr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Inoue, Takashi (T.); Jones, Andy; Jordan, Donald (D.E.); Kanai, Shinji (S.); King, Robert (R.F.); Kwon, Soon (S.K.); Limtiaco, Steven (.); Linde, Peter (P.A.); Liu, Jane (J.); Marck, Edmond (E.C.); Matassa, John (J.); Mazzella, Gary (G.R.); McDonald, John; Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tom; Nematollahi, Sonya (S.); Raquepau, Aiden (A.P.); Vecchio, Anne Marie (A.)
Subject: 9/4 Stall Meeting Minutes

Attached are the meeting minutes from today's stalls meeting. Let me know if you have any questions/comments.

Thanks!



Vehicle Stall
Meeting Minutes ...

Regards,
Kamal Bhojwani
U204 3.0L Powertrain Calibration
TBE, Suite 1A30
Phone: (313) 39-01969
Fax: (313) 32-31786

09/04/01 MEETING MINUTES

Attendees: (please let me know if I left anyone out)

Bob Fascetti (Outfitters Calibration Manager)
Bob Dalbo (3.0L PT Calibration)
Kamal Bhojwani (3.0L PT Calibration)
Gilbert Fournelle (3.0L PT Calibration)
Don Altoonian (P/T QRT)
Joel Badgley (P/T QRT)
Scott Moorhouse (KCAP)
Don Jordan (EE Supervisor)
Tom Morgan (Lear)
Larry Mooney (MNAO)
Darrel Chin (MNAO)

Meeting Minutes:

- CCRG & VQR update:
 - Issue Resolution Sheet presented to CCRG committee. CCRG wants update in 2-3 weeks
 - CCRG requested Mazda's official stand on the stall issue (Larry Mooney, Ed Marck)
 - Stalls not presented at VQR
- Vehicle status
 - Stall re-occurrence in Jefferson City Tribute. Scott Moorhouse will follow up.
 - Stall unit at dealership in Kentucky (4 stalls in 10000 miles). Checklist provided to FSE in Cincinnati region (John Centa) to evaluate vehicle. Set up interview with customer to get details on stall events (Kamal Bhojwani).
 - Darrel Chin discussed 2 stall units where the bolts for the main ground wire from the PCM to the bulkhead were stripped. Known issue at KCAP. More details to follow.
- Electrical:
 - Report received from Omron comparing the load on the EEC relay while driving vs. impact loading of the relay. Let me know if anyone needs a copy.
 - Scott will evaluate current production relay's (Hella) at KCAP for comparison
 - Tom Morgan discussed the findings on the returned wiring harness from a South Carolina stalling unit. One pin was found to exceed the top of the tolerance by 0.04 mm. The harness has been sent to Tyco? (supplier of the connector) for further evaluation.
 - Update required from Visteon on EEC that was returned (John McDonald)
 - Second set of suspect EEC/Harness provided to Tom Morgan for evaluation.
 - Possible EMC locations have been forwarded to BMC supervisor Tom Herman. Follow up next meeting (Tom Blackburn)
 - Don Jordan and Jeff Stilgenbauer will look into issues with:
 - Connectors in LH kick-panel
 - Window switch ground
 - Ground connections below battery tray and EEC main ground
- Customer questionnaire developed to interview buy-back and current customers experiencing stalls. Interviews will be coordinated through Larry Mooney and Darrel Chin.
- Stall on Ranger. The Ranger team experienced some stalls due to a torque reduction strategy in the transmission calibration and liquid fuel passing through the evap system. These functions are also being evaluated on the Escape (John Matzsa, Bob Dalbo, Kamal Bhojwani).

From: Williams, Les (LHW.)
Sent: Thursday, January 03, 2002 3:32 PM
To: Moorhouse, Scott (S.R.)
Cc: Cebadas, Craig (C.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Kwon, Soon (S.K.); Limitaco, Steven (.); Alconian, Don (D.J.)
Subject: Engineering flashcards for KCAP for the 7 different calibrations

Hello Scott:

I gave you a page today (you are probably putting out 1,000 fires at the plant!) regarding the NGS flashcards. Craig has no problem preparing the flashcards for us (thx Craig). The cards will contain the updated calibrations using the 'Engineering' Method. By this, I mean that it does not matter what previous calibrations the 17 pcms you will be using had on them. For example, you could take a PCM that had an old ROW severe calibration and flash on the updated Ford LEV with no problem at all. The Engineering method allows us to overwrite any previous existing calibration on the PCM.

If we did not use this method, you would have to be specific as to what the previous calibrations were on each of the 17 PCMs (Big time save for you Scott). Craig will use approx 3 flashcards and group similar updates on each card (i.e. ROW and ROW severe on one card, Ford LEV and Mazda LEV on another, etc) and you just chose the calibration needed for the corresponding U204 on the NGS screen.

The important thing to remember is to make sure that you put the correct updated calibration PCM in the correct corresponding vehicle (ie you have your 6 Ford LEV U204s identified beforehand, your 6 MAZDA LEVs identified, your 1 CAA, your 1 ROW, etc...).

I have your address on Logwood circle Scott, and I'll keep you posted on the progress of the flashcards.

Regards,
Les Williams
For More, Count on Les
U204 3.0L Powertrain Calibration
Truck Engine Engineering, Suite 1AE20
Phone: (313)33-72503
Fax: (313) 32-31786

From: Plattenberger, Karl (K.J.)
Sent: Thursday, August 23, 2001 1:15 PM
To: Corbett, Sandra (S.M.)
Cc: Dalbu, Bob (R.J.); Bogema, John (P.); Bhojwani, Karnal (K.); Kwon, Soon (S)
Subject: FW: Concern C11226316

You may want to check this concern out if it is related to stalls.

Karl Plattenberger

U204 PTSE 2002 MY Project Management
West Park Center 453C
Tel.: 313-380-4466
kplatten@ford.com

---Original Message---

From: Jordan, Donald (D.E.)
Sent: Thursday, August 23, 2001 1:12 PM
To: Plattenberger, Karl (K.J.)
Cc: Jordan, Donald (D.E.)
Subject: FW: Concern C11226316

Karl, about Mass air flow sensor and engine stumbling.

Donald E. Jordan
Electrical Systems, USPS & U204
(DJORDAN1) 313-24-84823(pdc), 322-5147(wpc)
Pager: T 313-795-4342

---Original Message---

From: Diez, Timothy (T.P.)
Sent: Wednesday, August 22, 2001 4:52 PM
To: Nematollahi, Sonya (S.); Gokhale, Renuka (R.V.); Jordan, Donald (D.E.)
Subject: Concern C11226316

I wrote this concern back in May. It never left working status. It deals with the MAF sensor and the engine stumbling.

Sincerely,
Timothy Diez
Cross Vehicle EMC Technology Applications
313-32-38927, Fax: 313-322-1892
e-mail: tdiez@ford.com

From: Diaz, Timothy (T.P.)
Sent: Tuesday, April 16, 2002 2:01 PM
To: Kwon, Soon (S.K.)
Subject: RE: 4/11 FORD/MAZDA OPD MEETING

Soon,

I do not support this earthing change. I will be unable to make the 7:00am meeting. Please reschedule for Friday.

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

From: Kwon, Soon (S.K.)
Sent: Tuesday, April 16, 2002 11:01 AM
To: Diaz, Timothy (T.P.); Lewis, Dennis (D.J.); Williamson, David (D.E.); Plattenberger, Karl (K.J.); Fournelle, Gilbert (G.)
Cc: Ichikawa, Jiyunichiro (J.); Takubo, Hiroichi (H.)
Subject: FW: 4/11 FORD/MAZDA OPD MEETING

Tim, Dennis, can you please join us for 7:00Am audio meeting with Mazda tomorrow morning? Mazda would like to discuss EMC plan/status (Tim Diaz) and also discuss the DPFE white paper of impact on JOB0 (Dennis Lewis). I sent the note from Dennis and Gilbert to Ichikawa-san already.

Karl, address the EGR tube test issue.
Dave, discuss the missing parts list.

Thanks.

Regards,
Soon Kwon
Escape/Tribute P/T OPD Supervisor
Compact Utility PTSE, TVC
2FB39, MD 406, PDC Dearborn 48126
Phone (313) 322-6844, Fax .
Pager (313) 795-1536, email: skwon@ford.com

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

From: tani.h@mazda.co.jp [<mailto:tani.h@mazda.co.jp>]
Sent: Tuesday, April 16, 2002 7:37 AM
To: ichikawa.j@mazda.co.jp; toda2@ford.com; kszczepa@ford.com; shiraishi.n@pt.mazda.co.jp; dwilli29@ford.com; bmcgee@ford.com; takubo.h@mazda.co.jp; hamano.n@mazda.co.jp; inoue.t@mazda.co.jp; miyamoto.n@mazda.co.jp; sakakibara.n@elec.mazda.co.jp; skwon@ford.com; kplatten@ford.com; aoki.m@mazda.co.jp; okamoto.n@mazda.co.jp
Cc: kagawa.y@dev.mazda.co.jp; yamamoto.n@mazda.co.jp; izumi.ky@mazda.co.jp

hirai.ta@mazda.co.jp
Subject: RE: 4/11 FORD/MAZDA OPD MEETING

To T e a m

Attached file is the information about earthing
on J14/U204 RHD and LHD vehicle.
[4/11 meeting Agenda 1)-(b)]

Regards,
Hideki Tani
Wiring Harness Engineer
Mazda Motor Corporation

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

From: Ichikawa Junichirou (市川 潤一郎)
Sent: Thursday, April 11, 2002 2:02 PM
To: 'Core Team; Oda-san (E-mail)'; 'Core Team; 燕子さん (E-mail)';
Shiraishi Masaru (白石 肇); 'Ford PT OPD;Williamson-san (E-mail)'; 'Ford
Resident Egnr.;McGee-san (E-mail)'; Takubo Hiroichi (田福 博一); Hamano
Naoumi (濱野 直生); Inoue Takeshi (井上 武); Miyamoto Noriaki (宮本 聡
明); Sakakibara Manabu (榊原 肇); 'U204 Kwon Seon' (E-mail)'; 'U204
Plattenberger Karl' (E-mail)'; Tani Hideki (谷 英樹); Aoki Motoi (青木
基); Okamoto Naoyuki (岡本 尚之)
Cc: Kagawa Yasuo (香川 八州男); Yamamoto Nobuhiro (山本 修弘); Izumi
Kyouji (泉 恭二); Hirai Takashi (平井 孝司)
Subject: 4/11 FORD/MAZDA OPD MEETING

To Team
I would like to provide the agenda for 4/11 OPD Meeting that Mazda want
to discuss about.

Sakakibara-san, Tani-san, Inoue-san
Please attend this meeting.
I apologize my lately e-mail to you.

[Agenda]

1. DPFE Sensor Supplier Change
 - 1) RHD Wiring Harness
 - a) Did Ford verify that the noise level (electrical noise, e.g.,
electro-magnetic interference) between
the DPFE and the PCM is acceptable? For example, that the signal
between the DPFE sensor and
the PCM is clear (and clean).
 - b) Tani-san, will forward you a copy of the Mazda related MES for
this test. He will also forward to you

the RSD ground diagram -- he would like to request that Ford review this to see if they see any issues with the DPFE change.

2) PCM

a) The OBD information of Duratec PCM for JPN that Mazda requested since few weeks ago.

3) New EGR tube connection to the catalyst for Zetec

a) Can you give us an update on the testing status?

(tests completed and planned -- e.g., sealing, looseness, etc.)

4) Propose from Mazda

a) Would you explain the attached power-point?

We would like to know clearly the root cause and effect of this improvement.

b) Mazda would like to keep one New EGR Tube for Zetec.

Would you please send one piece to us when you have some extra parts ?

2. V max change for 2003MY

a) How should we control Missing parts (See Attached File)

3. Walk-In

[Date/Location]

USA 11-April-2002 AM 7:00-8:30 Location Unknown

JPN 11-April-2002 PM 8:00-9:30 MAZDA # 253TV Conference

Room

Domestic: 866-721-6237
Ford Net: 854-1116
International: 630-424-2356

Pass code: 6110816#
Moderator code: 1161816#

Thank you.

Junichirou Ichikawa

PT Program Develop. Promotion Gr.

E-mail : ichikawa.j@pt.mazda.co.jp

Phone : +81-82-287-4932 (Ex. 28215)

Fax : +81-82-287-5115

From: Wettach, Bill (B.)
Sent: Monday, April 15, 2002 1:09 PM
To: Kosko, Jeff (J.R.); Jensen, Ted (T.E.)
Cc: Dalbo, Bob (R.J.); Kwon, Soon (S.K.); Yeung, Lem (.); Wettach, Bill (B.)
Subject: RE: U204-Idle air control (IAC) valve on 3.0L engine

Ted, you might have an opinion about the effects of leaded fuel on contamination as to whether or not it increases the nasty portion of contamination. Over the years I have not seen an effect from offshore leaded fuel countries for warranty, but the returns have been very limited. About the only thing really bad were parts back from China were the fuel quality was reported to be very very poor were we saw a significant amount of contamination in low mileage 4.6L-2V Crown Vic/Town Car applications.

As far as the cleaning using with the brake cleaner, Hitachi did some tests a few years ago and did not see an adverse effects. We have not recommended this because of the chance that it would get out of hand at Dealers i.e. if a little is good then a lot is even better. The quick spray into the valve should not effect the diaphragm material , but long term soaking is unknown. Additionally, just spraying into the valve may not remove all the contamination but only rearrange it and just be a short term fix.

Regards,
Bill Wettach
Design Release -IACV, CMCV, IMRC, & IMTV
Components B - Intakes II
V-Engine Engineering
Phone 313.32.21695
Fax 313.32.29265
POEE BB103 wwettach@ford.com

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

From: Kosko, Jeff (J.R.)
Sent: Monday, April 15, 2002 11:49 AM
To: Wettach, Bill (B.)
Subject: FW: U204-Idle air control (IAC) valve on 3.0L engine

Bill, I believe there are several IAC applications in Gulf States which use leaded fuel without issues, please provide your insights and experiences to Bob Dalbo and myself.

thanks
Jeff Kosko

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

From: Dalbo, Bob (R.J.)
Sent: Monday, April 15, 2002 11:33 AM
To: Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Yeung, Lem (.); Hoshino, Jun (J.)
Cc: McGee, Brett (B.L.); Giuliano, Mark (M.P.); Kuhnd, Noel (N.); Fukushima, Takashi (T.); 'takeda.t@mazda.co.jp'; King, Robert (R.F.); Linde, Peter (P.A.); Hamano, Naoumi (N.)

Subject: RE: U204-Idle air control (IAC) valve on 3.0L engine

Soon,

I have no idea what the effect of leaded fuel is on IACVs. Jeff Kosko may know.

Bob Dalbo

3.0L Calibration Supervisor

Outfitters Calibration, NAT

Phone: (313) 24-84947 Fax: (313) 32-31786

Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Kwon, Soon (S.K.)

Sent: Monday, April 15, 2002 9:35 AM

To: Dalbo, Bob (R.J.); Yeung, Lem (.); Hoshino, Jun (J.)

Cc: McGee, Brett (B.L.); Giuliano, Mark (M.P.); Kuhnd, Noel (N.);

Fukushima, Takashi (T.); 'takeda.t@mazda.co.jp'; King, Robert (R.F.);

Linde, Peter (P.A.); Hamano, Naoumi (N.)

Subject: RE: U204-Idle air control (IAC) valve on 3.0L engine

Bob, Lem, your thoughts please on the contaminated IAC valve from Vietnam with Leaded gasoline ?

Jun, Brett, is CKD 3.0L same as Escape engine ?

Thanks.

Regards,

Soon Kwon

Escape/Tribute P/T OPD Supervisor

Compact Utility PTSE, TVC

2FB39, MD 405, PDC Dearborn 48126

Phone (313) 322-6844, Fax

Pager (313) 795-1536, email: skwon@ford.com

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

From: Hoshino, Jun (J.)

Sent: Monday, April 15, 2002 7:50 AM

To: Kwon, Soon (S.K.)

Cc: McGee, Brett (B.L.); Giuliano, Mark (M.P.); Kuhnd, Noel (N.);

Fukushima, Takashi (T.); 'takeda.t@mazda.co.jp'; King, Robert (R.F.);

Linde, Peter (P.A.); Hamano, Naoumi (N.)

Subject: RE: U204-Idle air control (IAC) valve on 3.0L engine

Soon,

Ford Vietnam has reported 27 cases (one case from the plant) of the IAC valve related issues on their CKD 3.0L vehicles.

Symptoms are; high idle speed or rolling idle between 700rpm and lower than 700rpm.

Concern was eliminated when the IAC valve was cleaned with spray. (I am requesting further information to Vietnam)

I know, Ford engineering is working on this issue, however occurrence ratio in Vietnam is very high. They built about 400 units so far. Vietnam is using leaded gasoline for Escape.

- Q1. Is using the leaded gasoline effect the number of occurrence. (I know, IAC locates upstream of injectors. How about blow by gas?)
Q2. If Vietnam uses parts cleaner (such as brake cleaner) for IAC cleaning, Does it affect IAC valve?
(If parts cleaner affects IAC, I have to tell them)
Q3. What is the engineering recommendation when vehicle needs to service for this issue. Just replace?

Jun Hoshino

RHD Escape/Maverick FCSD PVT Program Manager
PVT & Field Support, Vehicle Service & Programs
Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

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

From: Pham Ngoc Ba [mailto:bapn@ford.netnam.vn]
Sent: Friday, March 29, 2002 1:55 PM
To: hyamagu4@ford.com
Cc: Tran Quang Vinh; Nguyen Hoai Nam; Dinh Quang Phai; Vu Dinh Dong
Subject: U204-Idle air control (IAC) valve

Dear Mr. Yamaguchi.

FVL have some concern about (IAC). 26 unit from field and lunit in plant have problem with Idle air control valve .

Symptom : - Idle speed is too high .

- Engine speed fluctuates between specified idle speed and lower speed , and engine shakes.

Action : Remove the IAC valve and spray to clean IAC valve .

results : OK .

Please provide us information about it.

Thank you.

From: Wineland, Richard (R.J.)
Sent: Thursday, July 05, 2001 12:03 PM
To: Dalbo, Bob (R.J.); Kwon, Soon (S.K.)
Cc: Pawlak, Greg (G.J.); Bogema, John (P.); Wettach, Bill (B.)
Subject: RE: Engine stall

I agree with Bob, very unlikely the ISC is sucked closed. Bill, your thoughts?

Richard Wineland
rwinelan@ford.com
Supervisor, U204 Duratec Engine Systems
313-337-5439 (phone and fax)
Text Page: 313-861-3592

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 04, 2001 11:03 AM
To: Kwon, Soon (S.K.)
Cc: Wineland, Richard (R.J.); Pawlak, Greg; Bogema, John
Subject: RE: Engine stall

Soon,

This may be a case of hardware variability. Steve Lintieco sent me a similar note. I have reservations about the IAC valve getting "sucked closed"; the valve should operate independently of vacuum. Nevertheless, the "same spot" theory is intriguing from a number of perspectives; maybe we should take a mix of vehicles (stallers and non-stallers) to this spot and see what is going on.

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, North American Truck
Phone: (313)24-84947 Fax: (313)32-31786
Pager: (313)795-2869 E-mail: rdalbo@ford.com

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

From: Kwon, Soon (S.K.)
Sent: Monday, July 02, 2001 8:14 AM
To: Dalbo, Bob (R.J.)
Cc: Wineland, Richard (R.J.)
Subject: FW: Engine stall

Bob, a likely story ? What 's your development experience ?
Another development vs. production vehicle difference ?

Thanks.

Regards,

Soon Kwon

Escape/Tribute P/T OPD Supervisor

Compact Utility PTSE, TVC

452F WPC, 5111 Auto Club Drive, Dearborn 48126

Phone (313) 322-6844, Fax (313) 323-1153

Pager (888) 375-6922, email: skwon@ford.com

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

From: Shinji Kanai [<mailto:kanai.sh@sv.mazda.co.jp>]

Sent: Saturday, June 30, 2001 3:06 PM

To: 'S. Moorhouse'

Cc: 'Kwon, Soon (S.K.)'

Subject: Engine stall

FYI

Following information came from MNAO FQS and TSD. If you have any question, please contact to Steven Lintisco.

As we are reported that there were two vehicles in the GU Region (Tennessee) that were stalling almost in the same exact spot (two different customers who happen to go to the same place), we started the investigation. According to the investigation by Region, the IAC valve is getting sucked closed by high intake vacuum (like on long down hill decel) causing a lack of bypass air. This lack of bypass causes the engine to stall when a load is applied to the engine (i.e. steering, brakes, A/C, etc.). The region requested that the dealer disconnect the IAC valve and adjust the base idle (adjusting the Throttle Stop Screw) to 450~475 rpms. Adjusting the base idle to 450~475 rpm you create enough bypass air to keep the engine from stalling. We are trying to coordinate a visit to this area to investigate these vehicles with Region & TSD.

Shinji Kanai

Manager, Tribute Plant QA

Mazda North American Operations

Ford Kansas City Assembly Plant

Plant Vehicle Team

8121 N.E. Hwy. 69, Claycomo, MO 64119 USA

Tel: 816-459-1623/ Fax: -1726/ e-mail: kanai.sh@sv.mazda.co.jp

Local Text Pager: 9135677156@alphapage.airtouch.com

From: Peppone, Gil (J.)
Sent: Thursday, June 27, 2002 2:11 AM
To: Johnson, Jim (J.S.); Bilicki, John (J.R.); Corbett, Sandra (S.M.); Altoonlan, Don (D.J.); Aynessazian, Kam (K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Chick, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); De Pena, Juan (J.E.); Diez, Timothy (T.P.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Grimes, Jeff (J.R.); Hansan, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jyunichiro (J.); Jensen, Tad (T.E.); McDonald II, John (J.M.); Jordan, Donald (D.E.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Lintacco, Steven (.); Linde, Peter (P.A.); Liu, Jane (J.); Mandziuk, Roger (R.); Marck, Edmond (E.C.); Matea, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Nematollahi, Sonya (S.); Noteboom, Jim (J.E.); Ortmann, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shiralahi, Masaru (M.); Stigenbauer, Jeffrey (J.R.); Suarez, Rhae (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wakenek, Ray (R.A.); Wattach, Bill (B.); Williams, Lee (L.H.W.); Young, Lam (.); Benintende, Robert (R.F.); Goering, Kimberly (K.L.); Suarez, Rhae (R.); Terzas, Laura (L.D.); Martin, Mike (M.S.); Wexler, Mark (M.A.); Amely, Felix (F.A.); Bradley, Joe (J.C.); Linde, Peter (P.A.); Goering, Kimberly (K.L.); Terzas, Laura (L.D.); Benintende, Robert (R.F.); Wexler, Mark (M.A.); Amely, Felix (F.A.)
Cc: Peppone, Gil (J.); DiAngelo, Renaldo (R.); Beranter, Joel (J.R.); Surti, P. J. (P.J.); Noteboom, Jim (J.E.)
Subject: PFQS's Investigation Results of Virgin Islands Escape Driveability Concerns
Importance: High

Good evening everyone:

Here's my report on my trip.



Results of Virgin
Island Escap...

I will be calling in on the Conference all at 2pm today.

Call-In Info: 1-877-870-3529 or Ford net 9-1-954-1144

International Participants: 1-630-693-1704

Passcode: 7673536, then hit #

I thank the Team for all their assistance.

Gil Peppone
Powertrain Field Quality Specialist-"PFQS" in
South Florida
Office/Answering Machine: 954-753-9989
Cell Phone 954-242-2066
"With Warranty you are Paying for the Sins of the Past"

**Results of St. Croix/St. Thomas Virgin Island
Investigation of 3.0L Escape**

Executive Summary

A total of 22 Concern Units were inspected by Powertrain Field Quality (PFQS) Gil Peppone from 6/15-6/25/02.

18% of inspected vehicles with certain key Service Actions applied and containing uncontaminated fuel were fully resolved for the "Stalling during Deceleration" Concern, as reported by Owners.

The vehicle population which had prior repair attempts, (55%) did not have TSB/Oasis SSM Service repairs fully applied for various reasons, including test data mis-interpretation, component ordering wait time, WDS test equipment procedures/hardware issues, and "Repair Holds" for pending Engineering visitation.

However, 67% Units had **contaminated fuel and restricted fuel filters**, which may have been a contributor to the unverified Deceleration Stalling issue.

A second Driveability Concern (which included Units that contained the latest calibration level) of **Hesitation during moderate engine temp** was listed as a Concern for 32% of the Units. The Hesitation Concern was then verified and data /reviewed or recorded by PFQS. However, resolution was not determined. Local fuel volatility and/or PCM calibration may root cause, but this is speculation. Further investigation is in progress.

An omission of a Diagnostic procedure in TSB 02-8-6 was found, involving the requirement for a drive cycle in order to prompt the start of the Purge Cycle for proper EVAP System evaluation.

The surface blistering of multiple MAF sensor's plastic case was reported, with a sample captured.

A second MAF related issue of tight MAF retaining nuts resulted in airbox lid breakage.

A third MAF sensor related issue of missing Part Number imprint was found on two Units.

Idle Air Control (IAC) Duty Cycles were found in 27% Units to be on the high end of the spec. In some cases, IAC replacements did not reduce DC. Also, there is a need for multiple improved IAC diagnostic procedures for TSB 02-8-6.

PFQS recommendations are listed at the end of this report.

Background

PFQS was contacted in early June to inspect and resolve the reported Decell Stalling Concern on a minimum of 10 3.0L 2001/02 Escapes on the Islands of St. Croix and St. Thomas, U.S. Virgin Islands. Both dealerships use the same name of Metro Motors.



Figure 1 Metro Motors, St. Croix, VI



Figure 2 Burnette Matto, Service Manager



Figure 3 Isaac, Driveability Technician

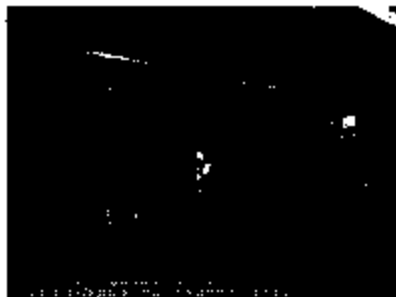


Figure 4 Service area at Metro Motors



Figure 5 Service area, alternate view

A review of Service records and Oasis repair histories as compared to the actual PFQS inspection of the 22 Units, indicated that corrective Service procedures were only partially performed on 55% of Units.

However, 18% of Units had been fully serviced per the existing Service Communications.

The remaining percentile involved Units which had not been to the Dealership for the Decell Stalls Concern prior to the Inspection period.

Both Islands are small (St. Croix, the larger, is 28x7 miles). The terrain is very hilly, with some considerable grade angles. The

Concern of Decell Stall for 3.0L Escape is reported as most common in uneven topography as evidenced from a prior PFQS review of North American CQIS data.

Of the 22 Units inspected, 20 were at the St. Croix location, while two were done in St. Thomas. A total of four Units were originally scheduled for St. Thomas, but two were no-shows. The majority of this report's data stems from the St. Croix Dealership.

Investigation of Decell Stall

PFQS arrived on Saturday, 6/15. Basic inspection and VDR recorder Drive Testing began that day and throughout the weekend for the three high priority Units as designated by the Dealership.

PFQS's original plan was to first verify the Drive Concern, but soon realized that Concern replication was difficult. None of the Units ever exhibited a Stall in any drive mode during PFQS use.

On 6/17, the Inspection worksheet,



Shortcut to St. Croix Escape Vehicle Inspection Worksheet

, was started to be used.

Over the course of the investigation, some Units (18%) had arrived to the Dealership that had been "Owner Determined" as resolved because of prior service actions performed by the St. Croix Metro Motors.

Being a small Island, word of the "Ford Rep" presence prompted some Owners to return to the Dealership for a "Health Check" on their prior resolved Units.

Only one Unit was found by PFQS with the known Concern of "spider web" EVAP line restriction.

As cited, some Units had only part of the necessary Service actions completed. Also, interpretation of some data was either misunderstood, or the existing TSB diagnostics required additional

description. On this last point, details are provided throughout Sections below.

Fuel Quality Issues

The first priority Unit investigated was described as having a different Drive Concern of "Hesitation after Cold Start".

Note that this Unit did NOT have the Concern of Decell Stall as part of the original listed complaint.

The heavy hesitation {lasting about 3 seconds} from a dead stop on a 30 degree upgrade acceleration, during a moderate engine temp range {approx 100F-160F} was replicated by PFQS. A fuel gauge had been installed along with a WDS VDR recorder. All parameters, including both fuel pressure and volume were confirmed as acceptable.

However, because this was a Returnless Fuel application, PFQS felt that his old method to check volume {filling 12oz bottle in 15 sec at idle} may not be valid.

As a result, the fuel filter was removed and blew backwards into a glass bottle:



Figure 6 Contaminated fuel, after sitting overnight



Figure 7 Bottom view of the fuel sample-Nasty Stuff



Figure 8 This is the fuel sample after the bottle is shaken, not stirred. This is what it looks like after you blow out the fuel filter.

PFQE then realized that perhaps local fuel is a negative influence in the generation of Decell Stalls, as well as possibly contributing to the Hesitation Concern.

From that point on, every Unit was inspected for restricted fuel filter/dirty fuel. 67% of inspected Units had restricted fuel filters and dirty fuel.

However, 32% of the Units which had "Complete Service Actions" (see below), PLUS a new fuel filter, were STILL verified by PFQS for the Hesitation Concern.

Note that the latest PCM flash is included, and this includes some Units of which had the latest PCM Flash prior to PFQS visitation: the need for Adaptive Learning Strategy was NOT a factor for some of the repeatable Hesitation Concern Units.

It appears that the replacement of the restricted fuel filter did not resolve the Hesitation Concern.

However, filter replacement may be a positive factor in resolving the Decell Stalls Concern.

In defining "Complete Service Actions", PFQS includes a PCM Reflash to the latest available calibration level, the latest level EEC Relay, the latest level DPFE, a complete check of ALL grounds and connectors, proper evaluation of the EVAP Purge D.C. vs. FTP sensor voltage data and conformation of acceptable IAC D.C. values when observed during the PROPER conditions. Note that MAF replacement is not included unless the Owner cited a specific,

repetitive location during the Decell Stall event, implying local electrical "noise" generation (i.e. radio towers, etc).

New Concern of Moderate Engine Temp Hesitation discovered

PFQS then concluded: this repeatable Hesitation Concern could possibly be caused by one of two items, or perhaps both.

- a. Local Fuel Quality (suspect volatility, not just the "dirt factor")
- b. PCM Calibration

Please note that PFQS has no proof to indict either suspected root cause. PFQS is in communications with the St. Croix Service Manager for feedback of alternate fuel brand usage as recommended in an attempt to resolve those Units with the unresolved Hesitation Concern.

PFQS welcomes Engineering feedback on possible calibration issues and is willing to assist further.

In addition, a VDR recording was captured in this Hesitation drive mode on 8/25 on one Unit, which had all "Complete Service Actions" and a clean fuel filter. This data will be shared with Engineering in the very near future.

Procedural Omission in TSB 02-8-6

The Repairing Tech described the following prior repair effort.

The Tech stated that while following Step #4 of the above TSB, the EVAPVM (VMV Duty Cycle) percentage was not seen to change from Zero % at idle (as specified by the TSB) after a one hour idle.

PFQS was able to replicate this scenario on the same Unit and also for a second Unit. The fuel tanks were above ¼ full.

During discussions with Engineering during his visitation, it was suggested that the vehicle be driven to prompt the Purge Process. As a result, the purge cycle started to increase.

While Step #4 described Purge Cycle function over 84%, it's diagnostic do not describe what must be done if the value does not change from Zero% while at prolonged idle.

The Tech's interpretation of the lack of VMV Duty Cycle change from Zero % at Idle resulted in the ordering of a VMV. The Tech mentioned that if VMV replacement did not prompt a purge cycle DC increase from Zero%, a PCM would have been considered for order. Potential TNI Warranty for both the VMV (9C915) and the PCM (12A650) exists.

MAF and Related Hardware Issues

Three different issues were experienced during this inspection. Please note that none involved the actual FUNCTION of the MAF. DTCs were NOT set, nor were inappropriate MAF voltage values witnessed.

However, Warranty, TNI and Real, have been generated as a result.

Item #1: The Tech described prior MAF replacements based upon the observation of the blistering of the MAF's Sensor's Surface:



Figure 9 Blister on the MAF sensor's Case



Figure 10 Close up of the Blister

The Tech cited two replacements. The Parts Dept search only produced the one item photographed here. The Tech said the other one was "worst" with multiple blisters present.

Item #2: During PFQS inspection, one of the 3.0L Escapes MAF was found to be missing the Imprinted part number on the sensor's plastic body:

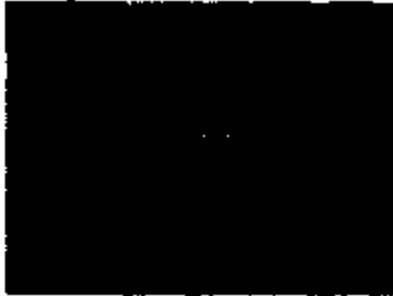


Figure 11 MAF without a Imprinted part number

A second Unit, a lone 2.0L Zetec Escape was presented for inspection. This Unit (which was not supposed to be part of the Study) was reviewed as a courtesy. It too did not have a PN imprinted on it. It was not replaced. However, the Tech felt it should be, because of the uncertainty of the level of the MAF component. This indicates that TNI Warranty may result for MAF due to the missing PN.

Item #3: During the removal of the MAF for one Unit for updates per the TSB (Owner reported Stalls in one particular location), the retaining nuts were found very tight. Hand tools, not power tools were used.

During the attempted removal, the studs started to unscrew from the airbox lid. One of the plastic bosses of the airbox stud broke as a result:



Figure 12 Airbox lid that contains MAF retaining studs



Figure 13 As stud walked out, it broke the case's boss



Figure 14 This is the rear view of the case's boss



Figure 15 A second stud walked out, but the case did not break. The witness marks are pliers on the threads.

At first PFQS suspected the nuts as over torque. A subsequent inspection found "Lock Tite" substance on the fine thread end of the studs. It is possible the adhesive is too strong.

As these MAFs are being replaced per the TSB, it is possible Warranty will be generated for the YL8U-8643-BC Airbox Lid.

Intake Airflow Control (IAC) Solenoid Duty Cycle Value Results

As part of requested Engineering data, IAC Duty Cycle values were monitored per Step #1 of TSB 02-8-8. Note that awareness of proper

conditions to determine acceptable IAC D.C. were not understood by all repair Techs interviewed. While IACs had been replaced on some Units, those were probably changed mainly as part of a general repair attempt, and not necessarily due to data acquisition.

As a result, some repeat Concern Units (48%) required IAC and in some instances, Throttle Body (TB) replacement.

Pls note, however, TBs were not available at the Dealership, and Engineering shipment did not arrive during PFQS visitation. The Engineering shipment of IACs did arrive and most were used.

Idle Air Control (IAC) Duty Cycles were found in 27% Units to be on the high end (greater than 40%) of the allowable spec.

30% of Units with IAC replacement did NOT realize a substantial change (less than 1%) for IAC D.C. value.

Other Units (8%) realized a desired small decrease in D.C., but their final value was still above acceptable range of 40% per the TSB, which would then require a TB replacement.

The high airflow D.C. after IAC replacement indicates either initial throttle body airflow set and/or plate sludge build-up.

Mileage range for unchanging D.C. values after IAC replacement were 2K-18K.

If the pending shipment of TBs arrive at Metro Motors St. Croix, PFQS is to be contacted. Concern Units will be requested for return and their TB will be replaced and then sent to PFQS, who in turn will return same to Engineering.

Additional IAC Diagnostic improvements are provided below in the Recommendations Section.

Recommendations

1. A Market directed "Info Only" Oasis Broadcast Message should be generated to emphasize fuel filter/fuel quality as part of routine inspection when diagnosing all Driveability Concerns. Locations could include the Caribbean Islands and other

Markets were local Service Facilities practices come into question.

2. A review of TSV 02-8-6, Step #4 should be conducted for consideration of the inclusion of a drive cycle prior to inspection of EVAP Purge VMV Duty Cycle values. This drive cycle would only be used for those Units which do not show an increase from 0% at Idle. A time factor should be provided to aid the Tech on when he should perform the drive cycle.

Also, if fuel tank level is an influencing factor for valid EVAP evaluation, an acceptable fill range should be included in any TSB revision.

3. The three issues cited which involve MAF should be investigated by Ford Engineering and Visteon. MAF Sensor blistering, missing MAF PN's, and tight MAF retaining nut on airbox studs are subject.

4. A review of TSB 02-8-6, step #1 should be conducted to clarify and emphasize the definition of "no purge flow". This subtle reference was overlooked by all Techs interviewed. Specific reference, similar to Step #4 wording, which involves a PID definition and values (i.e.: observe IAC D.C. while EVAPVM is Zero%) is necessary to enable ALL Techs to properly diagnose the true need for IAC replacement.

If there is confusion, the part will be replaced on an assumption, and not the result of data acquisition.

Also, the converse is true: some Units will quickly START the purge cycle, before IAC D.C. could be read under proper conditions. A work around can be done by shutting off ignition and immediately restarting, and then waiting for all other conditions (RPM to return to 750) to be proper before reading IAC D.C. This additional procedure should be considered for inclusion to any TSB revision.

A reference to the Catalyst Protection of a 50 RPM increase for a base Idle of 800RPM should be included. Also, instructions to apply throttle briefly to reduce this RPM value to return to 750

RPM is necessary to allow the Techs to determine true IAC D.C. and is recommended for TSB revision inclusion.

5. A review for the need to spray insect/spider removal agent should be conducted. It is conceivable that the above TSB's Step #5 will temporarily remove a spider from the EVAP fresh air line, but there is nothing to prevent the return of another spider. Should we use something to stop the potential cycle of web build up?

I will be calling into the "Escape Stalls Team" 2PM conference call on 6/27/02 to discuss my inspection.

South Florida

Gil Peppone
Powertrain Field Quality Engineer In

gpeppone@ford.com
Office 954-753-9989
Cell 954-242-2066

From: Peptone, Gil (J.)
Sent: Thursday, June 27, 2002 2:11 AM
To: Johnson, Jim (J.S.); Billicki, John (J.R.); Corbett, Sandra (S.M.); Altoonlan, Don (D.J.); Aynessazian, Kern (K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Chick, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweller, Daniel (D.); De Pena, Juan (J.E.); Diez, Timothy (T.P.); Faacetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jyunichiro (J.); Jensen, Ted (T.E.); McDonald II, John (J.M.); Jordan, Donald (D.E.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Limtiaco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Mandzuk, Roger (R.S.); Merck, Edmond (E.C.); Metasa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Nematollahi, Sonya (S.); Notboom, Jim (J.E.); Ortman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Sanders, Muriel (M.S.); Shah, Kran (K.C.); Shiraiishi, Masaru (M.); Stilgenbauer, Jeffrey (J.R.); Suarez, Rhee (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veestra, Tim (T.W.); Wakonell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.); Yeung, Lam (.); Benintende, Robert (R.F.); Goering, Kimberly (K.L.); Suarez, Rhee (R.); Terzas, Laura (L.D.); Martin, Mike (M.S.); Wexler, Mark (M.A.); Amely, Felix (F.A.); Bradley, Joe (J.C.); Linde, Peter (P.A.); Goering, Kimberly (K.L.); Terzas, Laura (L.D.); Benintende, Robert (R.F.); Wexler, Mark (M.A.); Amely, Felix (F.A.)
Cc: Peptone, Gil (J.); DiAngelo, Renaldo (R.); Berenter, Joel (J.R.); Surti, P. J. (P.J.); Notboom, Jim (J.E.)
Subject: PFQS's Investigation Results of Virgin Islands Escape Driveability Concerns
Importance: High

Good evening everyone:

Here's my report on my trip.



Results of Virgin
Island Escap...

I will be calling in on the Conference all at 2pm today.

Call-In Info: 1-877-870-3529 or Ford net 9-1-954-1144
International Participants: 1-630-693-1704
Passcode: 7873538, then hit #

I thank the Team for all their assistance.

Gil Peptone
Powertrain Field Quality Specialist-"PFQS" in
South Florida
Office/Answering Machine: 954-753-9989
Cell Phone 954-242-2066
"With Warranty you are Paying for the Sins of the Past"

**Results of St. Croix/St. Thomas Virgin Island
Investigation of 3.0L Escape**

Executive Summary

A total of 22 Concern Units were inspected by Powertrain Field Quality (PFQS) Gil Pepitone from 6/15-6/25/02.

18% of inspected vehicles with certain key Service Actions applied and containing uncontaminated fuel were fully resolved for the "Stalling during Deceleration" Concern, as reported by Owners.

The vehicle population which had prior repair attempts, {55%} did not have TSB/Oasis SSM Service repairs fully applied for various reasons, including test data mis-interpretation, component ordering wait time, WDS test equipment procedures/hardware issues, and "Repair Holds" for pending Engineering visitation.

However, 87% Units had **contaminated fuel and restricted fuel filters**, which may have been a contributor to the unverified Deceleration Stalling issue.

A second Driveability Concern {which included Units that contained the latest calibration level} of **Hesitation during moderate engine temp** was listed as a Concern for 32% of the Units. The Hesitation Concern was then verified and data /reviewed or recorded by PFQS. However, resolution was not determined. Local fuel volatility and/or PCM calibration may root cause, but this is speculation. Further investigation is in progress.

An omission of a Diagnostic procedure in TSB 02-8-6 was found, involving the requirement for a drive cycle in order to prompt the start of the Purge Cycle for proper EVAP System evaluation.

The surface blistering of multiple MAF sensor's plastic case was reported, with a sample captured.

A second MAF related issue of tight MAF retaining nuts resulted in airbox lid breakage.

A third MAF sensor related issue of missing Part Number imprint was found on two Units.

Idle Air Control (IAC) Duty Cycles were found in 27% Units to be on the high end of the spec. In some cases, IAC replacements did not reduce DC. Also, there is a need for multiple improved IAC diagnostic procedures for TSB 02-8-6.

PFQS recommendations are listed at the end of this report.

Background

PFQS was contacted in early June to inspect and resolve the reported Decell Stalling Concern on a minimum of 10 3.0L 2001/02 Escapes on the Islands of St. Croix and St. Thomas, U.S. Virgin Islands. Both dealerships use the same name of Metro Motors.



Figure 1 Metro Motors, St. Croix, VI

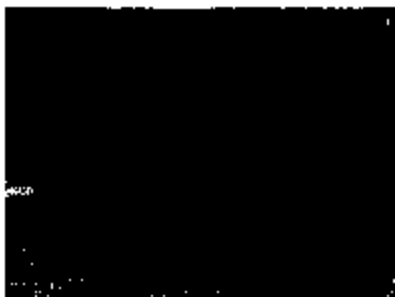


Figure 2 Burnete Matto, Service Manager



Figure 3 Isaac, Drivability Technician



Figure 4 Service area at Metro Motors



Figure 5 Service area, alternate view

A review of Service records and Oasis repair histories as compared to the actual PFQS inspection of the 22 Units, indicated that corrective Service procedures were only partially performed on 55% of Units.

However, 18% of Units had been fully serviced per the existing Service Communications.

The remaining percentile involved Units which had not been to the Dealership for the Decell Stalls Concern prior to the inspection period.

Both Islands are small (St. Croix, the larger, is 28x7 miles). The terrain is very hilly, with some considerable grade angles. The

Concern of Decell Stall for 3.0L Escape is reported as most common in uneven topography as evidenced from a prior PFQS review of North American CQIS data.

Of the 22 Units Inspected, 20 were at the St. Croix location, while two were done in St. Thomas. A total of four Units were originally scheduled for St. Thomas, but two were no-shows. The majority of this report's data stems from the St. Croix Dealership.

Investigation of Decell Stall

PFQS arrived on Saturday, 6/15. Basic inspection and VDR recorder Drive Testing began that day and throughout the weekend for the three high priority Units as designated by the Dealership.

PFQS's original plan was to first verify the Drive Concern, but soon realized that Concern replication was difficult.

None of the Units ever exhibited a Stall in any drive mode during PFQS use.

On 6/17, the inspection worksheet,



Shortcut to St. Croix Escape Vehicle Inspection Sheet link

, was started to be used.

Over the course of the investigation, some Units {18%} had arrived to the Dealership that had been "Owner Determined" as resolved because of prior service actions performed by the St. Croix Metro Motors.

Being a small Island, word of the "Ford Rep" presence prompted some Owners to return to the Dealership for a "Health Check" on their prior resolved Units.

Only one Unit was found by PFQS with the known Concern of "spider web" EVAP line restriction.

As cited, some Units had only part of the necessary Service actions completed. Also, interpretation of some data was either misunderstood, or the existing TSB diagnostics required additional

description. On this last point, details are provided throughout Sections below.

Fuel Quality Issues

The first priority Unit investigated was described as having a different Drive Concern of "Hesitation after Cold Start".

Note that this Unit did **NOT** have the Concern of **Decell Stall** as part of the original listed complaint.

The heavy hesitation {lasting about 3 seconds} from a dead stop on a 30 degree upgrade acceleration, during a moderate engine temp range {approx 100F-160F} was replicated by PFQS. A fuel gauge had been installed along with a WDS VDR recorder. All parameters, including both fuel pressure and volume were confirmed as acceptable.

However, because this was a Returnless Fuel application, PFQS felt that his old method to check volume {filling 12oz bottle in 15 sec at idle} may not be valid.

As a result, the fuel filter was removed and blew backwards into a glass bottle:



Figure 6 Contaminated fuel, after sitting overnight



Figure 7 Bottom view of the fuel sample-Nasty Stuff



Figure 8 This is the fuel sample after the bottle is shaken, not stirred. This is what it looks like after you blow out the fuel filter.

PFQE then realized that perhaps local fuel is a negative influence in the generation of Decell Stalls, as well as possibly contributing to the Hesitation Concern.

From that point on, every Unit was inspected for restricted fuel filter/dirty fuel. 67% of Inspected Units had restricted fuel filters and dirty fuel.

However, 32% of the Units which had "Complete Service Actions" (see below), PLUS a new fuel filter, were STILL verified by PFQS for the Hesitation Concern.

Note that the latest PCM flash is included, and this includes some Units of which had the latest PCM Flash prior to PFQS visitation: the need for Adaptive Learning Strategy was NOT a factor for some of the repeatable Hesitation Concern Units.

It appears that the replacement of the restricted fuel filter did not resolve the Hesitation Concern.

However, filter replacement may be a positive factor in resolving the Decell Stalls Concern.

In defining "Complete Service Actions", PFQS includes a PCM Reflash to the latest available calibration level, the latest level EEC Relay, the latest level DPFE, a complete check of ALL grounds and connectors, proper evaluation of the EVAP Purge D.C. vs. FTP sensor voltage data and conformation of acceptable IAC D.C. values when observed during the PROPER conditions. Note that MAF replacement is not included unless the Owner cited a specific,

repetitive location during the Decell Stall event, implying local electrical "noise" generation (i.e. radio towers, etc).

New Concern of Moderate Engine Temp Hesitation discovered

PFQS then concluded: this repeatable Hesitation Concern could possibly be caused by one of two items, or perhaps both.

- a. Local Fuel Quality {suspect volatility, not just the "dirt factor"}
- b. PCM Calibration

Please note that PFQS has no proof to indict either suspected root cause. PFQS is in communications with the St. Croix Service Manager for feedback of alternate fuel brand usage as recommended in an attempt to resolve those Units with the unresolved Hesitation Concern.

PFQS welcomes Engineering feedback on possible calibration issues and is willing to assist further.

In addition, a VDR recording was captured in this Hesitation drive mode on 8/25 on one Unit, which had all "Complete Service Actions" and a clean fuel filter. This data will be shared with Engineering in the very near future.

Procedural Omission in TSB 02-8-6

The Repairing Tech described the following prior repair effort.

The Tech stated that while following Step #4 of the above TSB, the EVAPVM {VMV Duty Cycle} percentage was not seen to change from Zero % at idle {as specified by the TSB} after a one hour idle.

PFQS was able to replicate this scenario on the same Unit and also for a second Unit. The fuel tanks were above ¼ full.

During discussions with Engineering during his visitation, it was suggested that the vehicle be driven to prompt the Purge Process. As a result, the purge cycle started to increase.

While Step #4 described Purge Cycle function over 84%, it's diagnostic do not describe what must be done if the value does not change from Zero% while at prolonged idle.

The Tech's interpretation of the lack of VMV Duty Cycle change from Zero % at idle resulted in the ordering of a VMV. The Tech mentioned that if VMV replacement did not prompt a purge cycle DC increase from Zero%, a PCM would have been considered for order. Potential TNI Warranty for both the VMV {9C915} and the PCM {12A650} exists.

MAF and Related Hardware Issues

Three different issues were experienced during this inspection. Pls note that none involved the actual FUNCTION of the MAF. DTCs were NOT set, nor were inappropriate MAF voltage values witnessed.

However, Warranty, TNI and Real, have been generated as a result.

Item #1: The Tech described prior MAF replacements based upon the observation of the blistering of the MAF's Sensor's Surface:



Figure 9 Blister on the MAF' sensor's Case



Figure 10 Close up of the Blister

The Tech cited two replacements. The Parts Dept search only produced the one item photographed here. The Tech said the other one was "worst" with multiple blisters present.

Item #2: During PFQS inspection, one of the 3.0L Escapes MAF was found to be missing the imprinted part number on the sensor's plastic body:



Figure 11 MAF without a Imprinted part number

A second Unit, a lone 2.0L Zetec Escape was presented for inspection. This Unit {which was not supposed to be part of the Study} was reviewed as a courtesy. It too did not have a PN imprinted on it. It was not replaced. However, the Tech felt it should be, because of the uncertainty of the level of the MAF component. This indicates that TNI Warranty may result for MAF due to the missing PN.

Item #3: During the removal of the MAF for one Unit for updates per the TSB {Owner reported Stalls in one particular location}, the retaining nuts were found very tight. Hand tools, not power tools were used.

During the attempted removal, the studs started to unscrew from the airbox lid. One of the plastic bosses of the airbox stud broke as a result:



Figure 12 Airbox lid that contains MAF retaining studs



Figure 13 As stud walked out, it broke the case's boss



Figure 14 This is the rear view of the case's boss



Figure 15 A second stud walked out, but the case did not break. The witness marks are pillars on the threads.

At first PFQS suspected the nuts as over torque. A subsequent inspection found "Lock Tite" substance on the fine thread end of the studs. It is possible the adhesive is too strong.

As these MAFs are being replaced per the TSB, it is possible Warranty will be generated for the YL8U-9643-BC Airbox Lid.

Intake Airflow Control (IAC) Solenoid Duty Cycle Value Results

As part of requested Engineering data, IAC Duty Cycle values were monitored per Step #1 of TSB 02-8-6. Note that awareness of proper

conditions to determine acceptable IAC D.C. were not understood by all repair Techs interviewed. While IACs had been replaced on some Units, those were probably changed mainly as part of a general repair attempt, and not necessarily due to data acquisition.

As a result, some repeat Concern Units {46%} required IAC and in some instances, Throttle Body {TB} replacement.

Pls note, however, TBs were not available at the Dealership, and Engineering shipment did not arrive during PFQS visitation. The Engineering shipment of IACs did arrive and most were used.

Idle Air Control {IAC} Duty Cycles were found in 27% Units to be on the high end {greater than 40%} of the allowable spec.

30% of Units with IAC replacement did NOT realize a substantial change {less than 1%} for IAC D.C. value.

Other Units {8%} realized a desired small decrease in D.C., but their final value was still above acceptable range of 40% per the TSB, which would then require a TB replacement.

The high airflow D.C. after IAC replacement indicates either initial throttle body airflow set and/or plate sludge build-up.

Mileage range for unchanging D.C. values after IAC replacement were 2K-18K.

If the pending shipment of TBs arrive at Metro Motors St. Croix, PFQS is to be contacted. Concern Units will be requested for return and their TB will be replaced and then sent to PFQS, who in turn will return same to Engineering.

Additional IAC Diagnostic Improvements are provided below in the Recommendations Section.

Recommendations

1. A Market directed "Info Only" Oasis Broadcast Message should be generated to emphasize fuel filter/fuel quality as part of routine inspection when diagnosing all Driveability Concerns. Locations could include the Caribbean Islands and other

Markets were local Service Facilities practices come into question.

2. A review of TSV 02-8-6, Step #4 should be conducted for consideration of the inclusion of a drive cycle prior to inspection of EVAP Purge VMV Duty Cycle values. This drive cycle would only be used for those Units which do not show an increase from 0% at idle. A time factor should be provided to aid the Tech on when he should perform the drive cycle.
Also, if fuel tank level is an influencing factor for valid EVAP evaluation, an acceptable fill range should be included in any TSB revision.
3. The three issues cited which involve MAF should be investigated by Ford Engineering and Visteon. MAF Sensor blistering, missing MAF PN's, and tight MAF retaining nut on airbox studs are subject.
4. A review of TSB 02-8-6, step #1 should be conducted to clarify and emphasize the definition of "no purge flow". This subtle reference was overlooked by all Techs interviewed. Specific reference, similar to Step #4 wording, which involves a PID definition and values {i.e.: observe IAC D.C. while EVAPVM is Zero%} is necessary to enable ALL Techs to properly diagnose the true need for IAC replacement.
If there is confusion, the part will be replaced on an assumption, and not the result of data acquisition.

Also, the converse is true: some Units will quickly START the purge cycle, before IAC D.C. could be read under proper conditions. A work around can be done by shutting off ignition and immediately restarting, and then waiting for all other conditions {RPM to return to 750} to be proper before reading IAC D.C. This additional procedure should be considered for inclusion to any TSB revision.

A reference to the Catalyst Protection of a 50 RPM increase for a base idle of 800RPM should be included. Also, instructions to apply throttle briefly to reduce this RPM value to return to 750

RPM is necessary to allow the Techs to determine true IAC D.C. and is recommended for TSB revision inclusion.

5. A review for the need to spray insect/spider removal agent should be conducted. It is conceivable that the above TSB's Step #5 will temporarily remove a spider from the EVAP fresh air line, but there is nothing to prevent the return of another spider. Should we use something to stop the potential cycle of web build up?

I will be calling into the "Escape Stalls Team" 2PM conference call on 6/27/02 to discuss my inspection.

Gil Peplone
Powertrain Field Quality Engineer in

South Florida

gpeplon@ford.com
Office 954-753-9989
Cell 954-242-2066

From: Peppone, Gil (J.)
Sent: Tuesday, June 11, 2002 3:27 PM
To: Peppone, Gil (J.); Johnson, Jim (J.S.); Bilicki, John (J.R.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Fernandez, Ruben (R.)
Cc: Moorhouse, Scott (S.R.)
Subject: RE: Escape stall in St. Croix

Hi once again, everyone. Whew....

Mr. Scott Moorhouse contacted me with an offer to supply the needed parts.

I'm now all set thanks to the Team.

Gil Peppone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: 954-753-9989

Cell Phone 954-242-2086

"With Warranty you are Paying for the Sins of the Past"

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

From: Peppone, Gil (J.)

Sent: Tuesday, June 11, 2002 1:28 PM

To: Johnson, Jim (J.S.); Bilicki, John (J.R.); 'jannis@attglobal.net'; Corbett, Sandra (S.M.); Altonian, Don (D.J.); Fernandez, Ruben (R.)

Cc: Peppone, Gil (J.)

Subject: RE: Escape stall in St. Croix

Importance: High

Hello again, everyone: **Please cease your search for the request parts.**

I have good news. I appears that will be able to obtain nearly all requested parts locally. While I will not able to prevent it incurring a cost (I was hoping for vendor freebies), at least I will show up prepared this Saturday.

One of my local Dealers have 115 DPFEs in stock!!! This gives you a since of the scope of the problem with that part...

I will sort thru the batch this afternoon and obtain 15 pieces.

As for the VMV and IAC, I will take one of each and rotate onto Units as necessary.

The flapper valve, however, is another story: Since it comes as part of an entire EVAP canister assembly, it would be wasteful to order one since I only need the small flapper viv in it's center. Instead, I will check for potential spider web restrictions, clean out as needed and confirm the flapper viv itself is not too far off it's seat.

If I find any that are really off center, I will swap a good one from another Unit and redrive.

I would then ask the Dealership to order that entire assembly once I confirm that it's fixed..

It looks like all the pieces to the puzzle and now together.

Thank you,

Gil Peppone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: 954-753-9989

Cell Phone 954-242-2086

"With Warranty you are Paying for the Sins of the Past"

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

From: Peptone, Gil (J.)

Sent: Tuesday, June 11, 2002 1:01 PM

To: Bilicki, John (J.R.); 'jannis@attglobal.net'; Corbett, Sandra (S.M.); Altoonian, Don (D.J.)

Cc: Johnson, Jim (J.S.); Fernandez, Ruben (R.); Peptone, Gil (J.)

Subject: RE: Escape stall in St. Croix

Importance: High

Hi John: thanks for trying. I'm hoping Don Altoonian and his Supervisor, Sandy Corbett will come thru in the 11th hr.

I have not asked Mr. Annis for any ordering since I assumed there was no guarantee that he would receive known good parts, in particular the DPFEs, which I see the most critical if I do not find any physical evidence (i.e. low TB airflows, restricted EVAP line-read spider's webs, etc).

I will call Joe right now and ask him to order the DPFEs and take my chances.

Unless, of course, some else comes to the rescue...

Helpppppp.....

Gil Peptone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: 954-753-8989

Cell Phone 954-242-2068

"With Warranty you are Paying for the Sins of the Past"

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

From: Bilicki, John (J.R.)

Sent: Tuesday, June 11, 2002 12:48 PM

To: Peptone, Gil (J.)

Cc: Johnson, Jim (J.S.); Fernandez, Ruben (R.)

Subject: RE: Escape stall in St. Croix

Gil,

So far no luck on the parts request. Do you know if Joe Annis was asked to order any parts from the service depot? If not, we may want to pursue this course of action as well. I am not sure what is in the depot but I think at this point it is or best bet.

Regards,

John R. Bilicki

(bilicki@ford.com)

Product Concerns Supervisor

Customer Service-Worldwide Direct Market Operations

1555 Fairlane Drive, FBP 3, 142A, MD 74

Phone: 313/59-42672 Fax: 313/84-53817

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

From: Peptone, Gil (J.)

Sent: Tuesday, June 11, 2002 11:32 AM

To: Corbett, Sandra (S.M.); Altoonian, Don (D.J.)

Cc: Peptone, Gil (J.); Bilicki, John (J.R.); Johnson, Jim (J.S.)

Subject: RE: Escape stall in St. Croix
Importance: High

Hi Sandra and Don: NOPE! I do not have the parts I need... I may be involved with 15 UNITS. The DPFEs are the most critical, and I would for-go the other stuff at this point. But the more that I have, the better chances of getting ALL these fixed, the better..

Any help would get great. Timing is really tight.... I will be at the airport this Saturday at 630 am.

Pls continue to push...

Gil Peppone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: 954-753-9989

Cell Phone 954-242-2066

"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Corbett, Sandra (S.M.)

Sent: Tuesday, June 11, 2002 10:33 AM

To: Altoonlan, Don (D.J.)

Cc: Peppone, Gil (J.)

Subject: FW: Escape stall in St. Croix

Importance: High

Does Gil have the requested parts?

Sandy Corbett

Escape Powertrain QRT

Phone/Fax: (313)59-44351

Product Development Center 2H-E66

---Original Message---

From: Terzes, Laura (L.D.)

Sent: Monday, June 10, 2002 6:09 PM

To: Hofman, Michael (M.V.); Corbett, Sandra (S.M.)

Subject: FW: Escape stall in St. Croix

Importance: High

I did not see your names on this note.

---Original Message---

From: Peppone, Gil (J.)

Sent: Monday, June 10, 2002 4:40 PM

To: Bilick, John (J.R.); 'jannis@attglobal.net'; Johnson, Jim (J.S.)

Cc: DiAngelo, Renaldo (R.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Altoonlan, Don (D.J.); BenIntende, Robert (R.F.); Moorhouse, Scott (S.R.); Terzes, Laura (L.D.); Linda, Peter (P.A.); Peppone, Gil (J.); Bradley, Joe (J.C.); Goering, Kimberly (K.L.); Suarez, Rhac (R.); Powers, Ken (K.W.); Terzes, Laura (L.D.); Fernandez, Ruben (R.); Martin, Mike (M.S.); Weder, Mark (M.A.); Amely, Felix (F.A.)

Subject: RE: Escape stall in St. Croix

Importance: High

Good afternoon Everyone: I have confirmed my air reservations as cited below. I have secured hotel reservations as well.

Mr. Annis: please arrange to have Ms. Matto meet me at American Airlines, Flight # 5288 from San Juan at 1PM this Saturday, June 15th.

I wish to then go directly to your Dealership to start my work. Hopefully, some of the Concern Units will be available then so I may start the Process.

The last item to be addressed are my request for the necessary components, as outlined in my prior notes.

Would anyone wish to step forward to assist me my efforts to acquire these parts? I would not mind having the parts shipped directly to my home and take them to St. Croix. This will save the Company shipping cost to St. Croix and also ensure that the parts have arrived on time. See the note directly below which lists quantity and type of items.

My address is:

10775 NW 5th Place
Coral Springs, Fla, 33071

Please advise: the timing is now very tight and above all, I would really like to have the "good" DPFes w/ the white dot and/or a build date of 2A07 or later.

Pls advise asap...

Gil Peppone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: 954-753-8989

Call Phone 954-242-2088

"With Warranty you are Paying for the Sins of the Past"

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

From: Peppone, Gil (J.)

Sent: Monday, June 10, 2002 11:30 AM

To: Bilicki, John (J.R.); 'jannis@attglobal.net'; Johnson, Jim (J.S.)

Cc: DiAngelo, Renaldo (R.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Peppone, Gil (J.);

Benintende, Robert (R.F.); Moorhouse, Scott (S.R.); Terzes, Laura (L.D.); Linde, Peter (P.A.); Bradley, Joe (J.C.); Goering,

Kimberly (K.L.); Suarez, Rhae (R.); Powers, Ken (K.W.); Terzes, Laura (L.D.); Fernandez, Ruben (R.); Martin, Mike (M.S.);

Wexler, Mark (M.A.); Amely, Felix (F.A.)

Subject: RE: Escape stall in St. Croix

Importance: High

Good morning everyone: I just got off the phone with Mr. Joe Annis. I asked the projected number of Units which will need my inspection/resolution. He guesstimated 15 Units. The potential for even more Units is possible.

I am formally requesting that 15 sets of the know good parts (In particular, DPFes with either a White Dot or a BD date code from 2A07 on is requested) be sent directly to Metro Motors this week.

I tentatively have the following flight schedule. I have NOT made formal reservations, I am awaiting approval from Mr. Johnson, per my note sent yesterday:
Arrive on American Airline Jun 15h (this Sat) In St. Croix at 1pm
Depart St. Croix on Jun 25th (Tues) at 10:30am.

Mr. Annis has agreed to have the Service Manager, Ms. Bette Matto pick me up at the Airport this Saturday, once I have confirmed these flight times to him, via e-mail.

I am asking for conformation of the requested Part Send.
I am requesting final approval of the time span suggested for this trip.

Pls advise asap: I want to ensure I get those flights at the great rate {\$486.40} and also get the low hotel rate for the place recommended to me.

Thank you,

Gil Peppone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: 954-753-9989

Cell Phone 954-242-2066

"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Bilicki, John (J.R.)

Sent: Monday, June 10, 2002 10:42 AM

To: Altoonlan, Don (D.J.)

Cc: DiAngelo, Renaldo (R.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Peppone, Gil (J.); Johnson, Jim (J.S.)

Subject: RE: Escape stall In St. Croix

Don,

Gil Peppone has requested the following parts to support his trip to St. Croix:

Vapor Management Valves (VMV)

Known Good "White Dot" DPFE sensors

EVAP "Flapper" Valves

Known good Idle Speed Control (ISC a.k.a IAC) valves

Gil and I are not sure if ALL parts in service stock are at the latest quality level. Please advise if we should pursue known good parts from an alternate source or should current service stock be adequate? If need be can you provide known good parts?

Regards,

John R. Bilicki

(jbilicki@ford.com)

Product Concerns Supervisor

Customer Service-Worldwide Direct Market Operations

1555 Fairlane Drive, FBP 3, 142A, MD 74

Phone: 313/59-42672

Fax: 313/84-53817

---Original Message---

From: Peppone, Gil (J.)

Sent: Saturday, June 08, 2002 9:06 PM

To: Johnson, Jim (J.S.); jannis@attglobal.net; Bilicki, John (J.R.)

Cc: Peppone, Gil (J.); DiAngelo, Renaldo (R.); Fernandez, Ruben (R.); Benintende, Robert (R.F.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.)
Subject: RE: Phone Numbers
Importance: High

Hi Joe: great info. I will do as I think you suggest. Firstly, I will request to those cc'ed for the parts below be shipped directly to your Dealership.

However, I'm a little confused on your reply concerning the tools handling. Here's a repaste:
When leaving the main land into St. Croix you will not go through customs with your checked luggage. Leaving St. Croix is another story. Your luggage will go through customs but you should not have any problems with tools and such as long as they are check..

Do I understand you correctly: I should carry my tools with me (My NGS, DVOM, flashlight, small drill/bits) since I will not be going thur Customs on my way into St. Croix.

But when LEAVING St. Croix, I should put tools in my checked luggage. Would I then tell them about the tools, thus I would get them "checked"?

Is this correct?? Sorry for any misunderstanding on my part...I do not want to be delayed..

Hi Jim/John: would/could you arrange/request to have the list of components sent directly to the Dealership? That list was provided on a prior note, but I will repaste for your convenience:

Vapor Management Valves (VMV)

Known Good "White Dot" DPFE sensors

EVAP "Flapper" Valves

Known good Idle Speed Control (ISC a.k.a IAC) valves

Pls note that I used plurals for my parts request. I do NOT know how many Units I will be inspecting. I would be nice to have multiple sets of the above parts in hand, or sent to Metro Motors directly before I arrive.

Would someone (Mr. Joe Annis??) pls advise? I do not want to burn up Company \$\$ waiting for known good parts to arrive.

Pls note my reference for knowing in advance the Number of Units involved, so I may not only know how many "sets" of the above parts to have delivered, but also so I may know how long to may my stay for: obviously, the more cars to fix, the longer the stay.

Joe: would you be able to advise us on the number of cars I will be involved with??

Thank you,
Gil Peppone
Powertrain Field Quality Specialist-"PFQS"
Answering Machine: 954-753-9989
Non-Text Beeper: 1888-375-1981
"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Joe Annis [mailto:jannis@viford.com]
Sent: Friday, June 07, 2002 6:27 PM
To: Peppone, Gil (J.); Johnson, Jim (J.S.)
Cc: Peppone, Gil (J.); DiAngelo, Renaldo (R.)
Subject: Re: Phone Numbers

HI GI

When leaving the main land into St. Croix you will not go through customs with your checked luggage. Leaving St. Croix is another story. Your luggage will go through customs but you should not have any problems with tools and such as long as they are check.

If you are shipping small parts, etc. It is best to have them shipped to the dealership via US Mail, using the over night service. If you are flying in with checked luggage, you should be able to bring tools with you. Any thing you need shipped back we can do from the dealership. Give me a call if I can be of any help. Best number to use is my cell [REDACTED]

Thanks
Joe Annis

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

From: Pepitone, Gil (J.) <mailto:gpepito@ford.com>
To: Johnson, Jim (J.S.) <mailto:johns21@ford.com> ; 'jannis@attglobal.net' <mailto:jannis@attglobal.net>
Cc: Pepitone, Gil (J.) <mailto:gpepito@ford.com> ; DiAngelo, Renaldo (R.) <mailto:rdiangel@ford.com>
Sent: Friday, June 07, 2002 6:49 PM
Subject: RE: Phone Numbers

Hi Jim: I will take your direction regarding making the reservations at the Buccaneer Hotel. However, am I correct in understand that I may make them directly, and not thru the Ford Travel Website? Pls advise.

Hi Joe: I intend on calling you Monday afternoon. I'm waiting till then so I may know if my prior note's request regarding the importing of Parts and my tools is a Go.

Based on the pending timing of shipment of known good parts, I will make my flight reservations. Unless, Jim, you would want me to leave BEFORE parts are sent out. Please advise. I'm way flexible...

As for my personal transportation, I agree with the approach that I should drive the Concern Units. I want to load the WDS VDR and record the Stalls, if I'm lucky enough to have them Stall for me..

Thank you,
Gil Pepitone
Powertrain Field Quality Specialist-"PFQS"
Answering Machine: 954-753-8989
Cell # 954-242-2066
"With Warranty you are Paying for the Sins of the Past"

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

From: Johnson, Jim (J.S.)
Sent: Friday, June 07, 2002 3:09 PM
To: Pepitone, Gil (J.)
Subject: FW: Phone Numbers

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

From: Joe Annis [mailto:jannis@attglobal.net]
Sent: Friday, June 07, 2002 12:43 PM

To: Johnson, Jim (J.S.)
Subject: Re: Phone Numbers

Jim

If he need a car we could let him drive an Escape the time he is here. I have two that are on our list and I think we have done the TSB on them. Just let me know his flights and we will have him picked up at the Air Port and go from there.

Thanks
Joe

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

From: Johnson, Jim (J.S.) <mailto:jjohns21@ford.com>
To: 'Joe Annis' <mailto:jannis@attglobal.net>; Peplone, Gil (J.) <mailto:gpepton@ford.com>
Cc: Benintende, Robert (R.F.) <mailto:beninte@ford.com>
Sent: Friday, June 07, 2002 2:23 PM
Subject: RE: Phone Numbers

Joe, sorry for the confusion, Gil is going to St. Croix. Do you recommend Gil rent a car?
Please advise.

Gil, Joe Annis (The dealer Principal) recommends the Buccaneer Hotel, phone 340-773-2100 he has a preferred rate of approximately \$100.00 per night vs. the rack rate of \$200.00. You have to tell them your working on Ford Motor Company business at Metro Motors and request the Metro Motors rate.

Also please forward your flight details when you get a chance. Joe will meet you at the airport.

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

From: Joe Annis [mailto:jannis@attglobal.net]
Sent: Friday, June 07, 2002 10:09 AM
To: Johnson, Jim (J.S.)
Subject: Phone Numbers

Jim

My cell number is [REDACTED] my home number in St. Thomas is [REDACTED] and in St. Croix the home is [REDACTED] I think. In your note you said that the person would be going to St. Thomas. We have a lot of Escapes in St. Croix and a much better service department to work in.

Thanks
Joe

From: Pepitone, Gil (J.)
Sent: Tuesday, June 11, 2002 1:28 PM
To: Johnson, Jim (J.S.); Bllickl, John (J.R.); 'jannis@attglobal.net'; Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Fernandez, Ruben (R.)
Cc: Pepitone, Gil (J.)
Subject: RE: Escape stall in St. Croix

Importance: High

Hello again, everyone: **Please cease your search for the request parts.**

I have good news. I appears that will be able to obtain nearly all requested parts locally. While I will not able to prevent it incurring a cost (I was hoping for vendor freebees), at least I will show up prepared this Saturday.

One of my local Dealers have 115 DPFEs in stock!!! This gives you a since of the scope of the problem with that part..

I will sort thru the batch this afternoon and obtain 15 pieces.

As for the VMV and IAC, I will take one of each and rotate onto Units as necessary.

The flapper valve, however, is another story: Since it comes as part of an entire EVAP canister assembly, it would be wasteful to order one since I only need the small flapper viv in it's center. Instead, I will check for potential spider web restrictions, clean out as needed and confirm the flapper viv itself is not too far off it's seat.

If I find any that are really off center, I will swap a good one from another Unit and redrive. I would then ask the Dealership to order that entire assembly once I confirm that it's fixed..

It looks like all the pieces to the puzzle and now together.

Thank you,

Gil Pepitone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: 954-753-9989

Cell Phone 954-242-2088

"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Pepitone, Gil (J.)

Sent: Tuesday, June 11, 2002 1:01 PM

To: Bllickl, John (J.R.); 'jannis@attglobal.net'; Corbett, Sandra (S.M.); Altoonian, Don (D.J.)

Cc: Johnson, Jim (J.S.); Fernandez, Ruben (R.); Pepitone, Gil (J.)

Subject: RE: Escape stall in St. Croix

Importance: High

Hi John: thanks for trying. I'm hoping Don Altoonian and his Supervisor, Sandy Corbett will come thru in the 11th hr.

I have not asked Mr. Annis for any ordering since I assumed there was no guarantee that he would receive known good parts, in particular the DPFEs, which I see the most critical if I do not find any physical evidence (i.e. low TB airflows, restricted EVAP line-read spider's webs, etc).

I will call Joe right now and ask him to order the DPFEs and take my chances.

Unless, of course, some else comes to the rescue...

Helppppp.....

Gil Peplone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: 954-753-9989

Cell Phone 954-242-2086

"With Warranty you are Paying for the Sins of the Past"

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

From: Bilick, John (J.R.)

Sent: Tuesday, June 11, 2002 12:48 PM

To: Peplone, Gil (J.)

Cc: Johnson, Jim (J.S.); Fernandez, Ruben (R.)

Subject: RE: Escape stall in St. Croix

Gil,

So far no luck on the parts request. Do you know if Joe Annis was asked to order any parts from the service depot? If not, we may want to pursue this course of action as well. I am not sure what is in the depot but I think at this point it is or best bet.

Regards,

John R. Bilicki

(jbilicki@ford.com)

Product Concern Supervisor

Customer Service-Worldwide Direct Market Operations

1555 Fairlane Drive, FBP 3, 142A, MD 74

Phone: 313/59-42672 Fax: 313/84-53817

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

From: Peplone, Gil (J.)

Sent: Tuesday, June 11, 2002 11:32 AM

To: Corbett, Sandra (S.M.); Alcornian, Don (D.J.)

Cc: Peplone, Gil (J.); Bilick, John (J.R.); Johnson, Jim (J.S.)

Subject: RE: Escape stall in St. Croix

Importance: High

Hi Sandra and Don: NOPE! I do not have the parts I need... I may be involved with 15 UNITS. The DPFEs are the most critical, and I would for-go the other stuff at this point. But the more that I have, the better chances of getting ALL these fixed, the better..

Any help would get great. Timing is really tight.... I will be at the airport this Saturday at 630 am.

Pls continue to push...

Gil Peplone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: 954-753-9989

Cell Phone 954-242-2086

"With Warranty you are Paying for the Sins of the Past"

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

From: Corbett, Sandra (S.M.)
Sent: Tuesday, June 11, 2002 10:33 AM
To: Altoonian, Don (D.J.)
Cc: Peppone, Gil (J.)
Subject: FW: Escape stall in St. Croix
Importance: High

Does Gil have the requested parts?

Sandy Corbett

Escape Powertrain QRT

Phone/Fax: (313)59-44351
Product Development Center 2H-B66

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

From: Terzes, Laura (L.D.)
Sent: Monday, June 10, 2002 6:09 PM
To: Hofman, Michael (M.V.); Corbett, Sandra (S.M.)
Subject: FW: Escape stall in St. Croix
Importance: High

I did not see your names on this note.

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

From: Peppone, Gil (J.)
Sent: Monday, June 10, 2002 4:40 PM
To: Bilicki, John (J.R.); 'jannis@attglobal.net'; Johnson, Jim (J.S.)
Cc: DiAngelo, Renaldo (R.); Dalbo, Bob (R.J.); Sanders, Murtel (M.S.); Altoonian, Don (D.J.); BenIntende, Robert (R.F.); Moorhouse, Scott (S.R.); Terzes, Laura (L.D.); Linde, Peter (P.A.); Peppone, Gil (J.); Bradley, Joe (J.C.); Goering, Kimberly (K.L.); Suarez, Rhae (R.); Powers, Ken (K.W.); Terzes, Laura (L.D.); Fernandez, Ruben (R.); Martin, Mike (M.S.); Waxler, Mark (M.A.); Amely, Felix (F.A.)
Subject: RE: Escape stall in St. Croix
Importance: High

Good afternoon Everyone: I have confirmed my air reservations as cited below. I have secured hotel reservations as well.

Mr. Annis: please arrange to have Ms. Matto meet me at American Airlines, Flight # 6288 from San Juan at 1PM this Saturday, June 15th.

I wish to then go directly to your Dealership to start my work. Hopefully, some of the Concern Units will be available then so I may start the Process.

The last item to be addressed are my request for the necessary components, as outlined in my prior notes.

Would anyone wish to step forward to assist me my efforts to acquire these parts? I would not mind having the parts shipped directly to my home and take them to St. Croix. This will save the Company shipping cost to St. Croix and also ensure that the parts have arrived on time. See the note directly below which lists quantity and type of items.

**My address is:
10775 NW 5th Place
Coral Springs, Fla, 33071**

Please advise: the timing is now very tight and above all, I would really like to have the "good" DPFes w/ the white dot and/or a build date of 2A07 or later.

Pls advise asap...

**Gil Peptone
Powertrain Field Quality Specialist-"PFQS"
Answering Machine: [REDACTED]
Call Phone [REDACTED]**

"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Peptone, Gil (J.)

Sent: Monday, June 10, 2002 11:30 AM

To: Bilicki, John (J.R.); 'jannis@attglobal.net'; Johnson, Jim (J.S.)

Cc: DiAngelo, Renaldo (R.); Dalbo, Bob (R.J.); Sanders, Mufel (M.S.); Altoonian, Don (D.J.); Peptone, Gil (J.); Benintende, Robert (R.F.); Moorhouse, Scott (S.R.); Terzes, Laura (L.D.); Linde, Peter (P.A.); Bradley, Joe (J.C.); Goering, Kimberly (K.L.); Suarez, Rhae (R.); Powers, Ken (K.W.); Terzes, Laura (L.D.); Fernandez, Ruben (R.); Martin, Mike (M.S.); Wexler, Mark (M.A.); Arney, Felix (F.A.)

Subject: RE: Escape stall in St. Croix

Importance: High

Good morning everyone: I just got off the phone with Mr. Joe Annis. I asked the projected number of Units which will need my inspection/resolution. He guesstimated 15 Units. The potential for even more Units is possible.

I am formally requesting that 16 sets of the know good parts {In particular, DPFes with either a White Dot or a BD date code from 2A07 on is requested} be sent directly to Metro Motors this week.

**I tentatively have the following flight schedule. I have NOT made formal reservations yet, as I am awaiting approval from Mr. Johnson, per my note sent yesterday:
Arrive on American Airline Jun 15h {this Sat} in St. Croix at 1pm
Depart St. Croix on Jun 25th {Tues} at 10:30am.**

Mr. Annis has agreed to have the Service Manager, Ms. Bette Matto pick me up at the Airport this Saturday, once I have confirmed these flight times to him, via e-mail.

**I am asking for conformation of the requested Part Send.
I am requesting final approval of the time span suggested for this trip.**

Pls advise asap: I want to ensure I get those flights at the great rate {\$486.40} and also get the low hotel rate for the place recommended to me.

**Thank you,
Gil Peptone
Powertrain Field Quality Specialist-"PFQS"
Answering Machine: [REDACTED]**

Cell Phone [REDACTED]

"With Warranty you are Paying for the Sins of the Past"

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

From: Bilicki, John (J.R.)

Sent: Monday, June 10, 2002 10:42 AM

To: Altoonian, Don (D.J.)

Cc: DiAngelo, Renaldo (R.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Peppone, Gil (J.); Johnson, Jim (J.S.)

Subject: RE: Escape stall in St. Croix

Don,

Gil Peppone has requested the following parts to support his trip to St. Croix:

Vapor Management Valves (VMV)

Known Good "White Dot" DPFE sensors

EVAP "Flapper" Valves

Known good Idle Speed Control (ISC a.k.a IAC) valves

Gil and I are not sure if ALL parts in service stock are at the latest quality level. Please advise if we should pursue known good parts from an alternate source or should current service stock be adequate? If need be can you provide known good parts?

Regards,

John R. Bilicki

(jbilicki@ford.com)

Product Concern Supervisor

Customer Service-Worldwide Direct Market Operations

1555 Fairlane Drive, BOP 3, 142A, MD 74

Phone: 313/59-42672 Fax: 313/84-53817

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

From: Peppone, Gil (J.)

Sent: Saturday, June 08, 2002 9:06 PM

To: Johnson, Jim (J.S.); jannis@attglobal.net; Bilicki, John (J.R.)

Cc: Peppone, Gil (J.); DiAngelo, Renaldo (R.); Fernandez, Ruben (R.); Benintende, Robert (R.F.); Dalbo, Bob (R.J.);

Sanders, Muriel (M.S.)

Subject: RE: Phone Numbers

Importance: High

Hi Joe: great info. I will do as I think you suggest. Firstly, I will request to those cc'ed for the parts below be shipped directly to your Dealership.

However, I'm a little confused on your reply concerning the tools handling. Here's a repaste:

When leaving the main land into St. Croix you will not go through customs with your checked luggage. Leaving St. Croix is another story. Your luggage will go through customs but you should not have any problems with tools and such as long as they are checked..

Do I understand you correctly: I should carry my tools with me (My NGS, DVOM, flashlight, small drill/bits) since I will not be going thur Customs on my way into St. Croix.

But when LEAVING St. Croix, I should put tools in my checked luggage. Would I then tell them about the tools, thus I would get them "checked"?

Is this correct?? Sorry for any misunderstanding on my part...I do not want to be delayed..

Hi Jim/John: would/could you arrange/request to have the list of components sent directly to the Dealership? That list was provided on a prior note, but I will repaste for your convenience:

Vapor Management Valves (VMV)

Known Good "White Dot" DPFE sensors

EVAP "Flapper" Valves

Known good Idle Speed Control (ISC a.k.a IAC) valves

Please note that I used plurals for my parts request. I do NOT know how many Units I will be inspecting. I would be nice to have multiple sets of the above parts in hand, or sent to Metro Motors directly before I arrive.

Would someone (Mr. Joe Annis??) please advise? I do not want to burn up Company \$\$ waiting for known good parts to arrive.

Please note my reference for knowing in advance the Number of Units involved, so I may not only know how many "sets" of the above parts to have delivered, but also so I may know how long to may my stay for: obviously, the more cars to fix, the longer the stay.

Joe: would you be able to advise us on the number of cars I will be involved with??

Thank you,

Gil Pepitone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: 954-753-9989

Non-Text Beeper: 1888-376-1981

"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Joe Annis [mailto:janais@viford.com]

Sent: Friday, June 07, 2002 6:27 PM

To: Pepitone, Gil (J.); Johnson, Jim (J.S.)

Cc: Pepitone, Gil (J.); DiAngelo, Renaldo (R.)

Subject: Re: Phone Numbers

Hi Gil

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If you are shipping small parts, etc. it is best to have them shipped to the dealership via US Mail, using the over night service. If you are flying in with checked luggage, you should be able to bring tools with you. Any thing you need shipped back we can do from the dealership. Give me a call if I can be of any help. Best number to use is my cell 340 880 2406.

Thanks

Joe Annis

--- Original Message ---

From: Pepitone, Gil (J.) <mailto:gpepito@ford.com>

To: Johnson, Jim (J.S.) <mailto:johns21@ford.com> ; 'lannis@attglobal.net' <mailto:'lannis@attglobal.net'>

Cc: Peppone, Gil (J.) <mailto:gpeyton@ford.com> ; DiAngelo, Renaldo (R.) <mailto:rdiangel@ford.com>
Sent: Friday, June 07, 2002 6:49 PM
Subject: RE: Phone Numbers

Hi Jim: I will take your direction regarding making the reservations at the Buccaneer Hotel. However, am I correct in understand that I may make them directly, and not thru the Ford Travel Website? Pls advise.

Hi Joe: I intend on calling you Monday afternoon. I'm waiting till then so I may know if my prior note's request regarding the importing of Parts and my tools is a Go.

Based on the pending timing of shipment of known good parts, I will make my flight reservations. Unless, Jim, you would want me to leave BEFORE parts are sent out. Please advise. I'm way flexible...

As for my personal transportation, I agree with the approach that I should drive the Concern Units. I want to load the WDS VDR and record the Stalls, if I'm lucky enough to have them Stall for me..

Thank you,
Gil Peppone
Powertrain Field Quality Specialist-"PFQS"
Answering Machine: [REDACTED]
Cell [REDACTED]
"With Warranty you are Paying for the Sins of the Past"

---Original Message---
From: Johnson, Jim (J.S.)
Sent: Friday, June 07, 2002 3:09 PM
To: Peppone, Gil (J.)
Subject: FW: Phone Numbers

---Original Message---
From: Joe Annis [mailto:jannis@attglobal.net]
Sent: Friday, June 07, 2002 12:43 PM
To: Johnson, Jim (J.S.)
Subject: Re: Phone Numbers

Jim

if he need a car we could let him drive an Escape the time he is here. I have two that are on our list and I think we have done the TSB on them. Just let me know his flights and we will have him picked up at the Air Port and go from there.

Thanks
Joe

--- Original Message ---
From: Johnson, Jim (J.S.) <mailto:jjohns21@ford.com>
To: 'Joe Annis' <mailto:jannis@attglobal.net> ; Peppone, Gil (J.) <mailto:gpeyton@ford.com>
Cc: BenIntende, Robert (R.F.) <mailto:beninte@ford.com>
Sent: Friday, June 07, 2002 2:23 PM

Subject: RE: Phone Numbers

Joe, sorry for the confusion, Gil is going to St. Croix. Do you recommend Gil rent a car?
Please advise.

Gil, Joe Annis (The dealer Principal) recommends the Buccaneer Hotel, phone 340-773-2100 he has a preferred rate of approximately \$100.00 per night vs. the rack rate of \$200.00. You have to tell them your working on Ford Motor Company business at Metro Motors and request the Metro Motors rate.

Also please forward your flight details when you get a chance. Joe will meet you at the airport.

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

From: Joe Annis [mailto:jannis@attglobal.net]

Sent: Friday, June 07, 2002 10:09 AM

To: Johnson, Jim (J.S.)

Subject: Phone Numbers

Jim

My cell number is [REDACTED] my home number in St. Thomas is [REDACTED] and in St. Croix the home is [REDACTED] think. In your note you said that the person would be going to St. Thomas. We have a lot of Escapes in St. Croix and a much better service department to work in.

Thanks

Joe

From: Pepitone, Gil (J.)
Sent: Tuesday, June 11, 2002 1:01 PM
To: Billick, John (J.R.); jannis@attglobal.net; Corbett, Sandra (S.M.); Altoonian, Don (D.J.)
Cc: Johnson, Jim (J.S.); Fernandez, Ruben (R.); Pepitone, Gil (J.)
Subject: RE: Escape stall in St. Croix

Importance: High

Hi John: thanks for trying. I'm hoping Don Altoonian and his Supervisor, Sandy Corbett will come thru in the 11th hr.

I have not asked Mr. Annis for any ordering since I assumed there was no guarantee that he would receive known good parts, in particular the DPFEs, which I see the most critical if I do not find any physical evidence ((i.e. low TB airflows, restricted EVAP line-read spider's webs, etc).

I will call Joe right now and ask him to order the DPFEs and take my chances.

Unless, of course, some else comes to the rescue...

Helpppppp.....

Gil Pepitone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: 854-753-9989

Cell Phone 854-242-2086

"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Billick, John (J.R.)

Sent: Tuesday, June 11, 2002 12:48 PM

To: Pepitone, Gil (J.)

Cc: Johnson, Jim (J.S.); Fernandez, Ruben (R.)

Subject: RE: Escape stall in St. Croix

Gil,

So far no luck on the parts request. Do you know if Joe Annis was asked to order any parts from the service depot? If not, we may want to pursue this course of action as well. I am not sure what is in the depot but I think at this point it is or best bet.

Regards,

John R. Billick

(jbillick@ford.com)

Product Concern Supervisor

Customer Service-Worldwide Direct Market Operations

1555 Fairlane Drive, FBP 3, 142A, MD 74

Phone: 313/59-42672

Fax: 313/84-53817

---Original Message---

From: Pepitone, Gil (J.)

Sent: Tuesday, June 11, 2002 11:32 AM

To: Corbett, Sandra (S.M.); Altoonian, Don (D.J.)

Cc: Pepitone, Gil (J.); Billick, John (J.R.); Johnson, Jim (J.S.)

Subject: RE: Escape stall in St. Croix
Importance: High

Hi Sandra and Don: NOPE! I do not have the parts I need... I may be involved with 15 UNITS. The DPFEs are the most critical, and I would for-go the other stuff at this point. But the more that I have, the better chances of getting ALL these fixed, the better..

Any help would get great. Timing is really tight.... I will be at the airport this Saturday at 630 am.

Please continue to push...

Gil Peppone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: 954-753-9989

Cell Phone 954-242-2068

"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Corbett, Sandra (S.M.)

Sent: Tuesday, June 11, 2002 10:33 AM

To: Altoonian, Don (D.J.)

Cc: Peppone, Gil (J.)

Subject: FW: Escape stall in St. Croix

Importance: High

Does Gil have the requested parts?

Sandy Corbett

Escape Powertrain QRT

Phone/Fax: (313)59-44351

Product Development Center 2H-B66

---Original Message---

From: Terzes, Laura (L.D.)

Sent: Monday, June 10, 2002 6:09 PM

To: Hofman, Michael (M.V.); Corbett, Sandra (S.M.)

Subject: FW: Escape stall in St. Croix

Importance: High

I did not see your names on this note.

---Original Message---

From: Peppone, Gil (J.)

Sent: Monday, June 10, 2002 4:40 PM

To: Bilicki, John (J.R.); 'jannis@attglobal.net'; Johnson, Jim (J.S.)

Cc: DiAngelo, Renaldo (R.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Altoonian, Don (D.J.); BenIntende, Robert (R.F.);

Moorhouse, Scott (S.R.); Terzes, Laura (L.D.); Linde, Peter (P.A.); Peppone, Gil (J.); Bradley, Joa (J.C.); Goering, Kimberly

(K.L.); Suarez, Rhae (R.); Powers, Ken (K.W.); Terzes, Laura (L.D.); Fernandez, Ruben (R.); Martin, Mike (M.S.); Weder,

Mark (M.A.); Amely, Felix (F.A.)

Subject: RE: Escape stall in St. Croix

Importance: High

Good afternoon Everyone: I have confirmed my air reservations as cited below. I have secured hotel reservations as well.

Mr. Annis: please arrange to have Ms. Matto meet me at American Airlines, Flight # 5288 from San Juan at 1PM this Saturday, June 15th.

I wish to then go directly to your Dealership to start my work. Hopefully, some of the Concern Units will be available then so I may start the Process.

The last item to be addressed are my request for the necessary components, as outlined in my prior notes.

Would anyone wish to step forward to assist me my efforts to acquire these parts? I would not mind having the parts shipped directly to my home and take them to St. Croix. This will save the Company shipping cost to St. Croix and also ensure that the parts have arrived on time.

See the note directly below which lists quantity and type of items.

My address is:

10775 NW 5th Place
Coral Springs, Fla, 33071

Please advise: the timing is now very tight and above all, I would really like to have the "good" DPFEs w/ the white dot and/or a build date of 2A07 or later.

Pls advise asap...

Gil Peppone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: 954-753-9989

Cell Phone 954-242-2086

"With Warranty you are Paying for the Sins of the Past"

—Original Message—

From: Peppone, Gil (J.)

Sent: Monday, June 10, 2002 11:30 AM

To: Bilick, John (J.R.); 'jannis@attglobal.net'; Johnson, Jim (J.S.)

Cc: DiAngelo, Renaldo (R.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Altonian, Don (D.J.); Peppone, Gil (J.);

Benintende, Robert (R.F.); Moorhouse, Scott (S.R.); Terzes, Laura (L.D.); Linda, Peter (P.A.); Bradley, Joe (J.C.); Goering,

Kimberly (K.L.); Suarez, Rhae (R.); Powers, Ken (K.W.); Terzes, Laura (L.D.); Fernandez, Ruben (R.); Martin, Mike (M.S.);

Wexler, Mark (M.A.); Amely, Felix (F.A.)

Subject: RE: Escape stall in St. Croix

Importance: High

Good morning everyone: I just got off the phone with Mr. Joe Annis. I asked the projected number of Units which will need my inspection/resolution. He guesstimated 15 Units. The potential for even more Units is possible.

I am formally requesting that 15 sets of the know good parts (In particular, DPFEs with either a White Dot or a BD date code from 2A07 on is requested) be sent directly to Metro Motors this week.

I tentatively have the following flight schedule. I have NOT made formal reservations yet, as I am awaiting approval from Mr. Johnson, per my note sent yesterday:
Arrive on American Airline Jun 15h (this Sat) in St. Croix at 1pm
Depart St. Croix on Jun 25th (Tues) at 10:30am.

Mr. Annis has agreed to have the Service Manager, Ms. Bette Matto pick me up at the Airport this Saturday, once I have confirmed these flight times to him, via e-mail.

I am asking for conformation of the requested Part Send.
I am requesting final approval of the time span suggested for this trip.

Pls advise asap: I want to ensure I get those flights at the great rate {\$486.40} and also get the low hotel rate for the place recommended to me.

Thank you,

Gil Pepitone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: 954-753-9989

Cell Phone 954-242-2066

"With Warranty you are Paying for the Sins of the Past"

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

From: Bilick, John (J.R.)

Sent: Monday, June 10, 2002 10:42 AM

To: Altoonlan, Don (D.J.)

Cc: DiAngelo, Renaldo (R.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Pepitone, Gil (J.); Johnson, Jim (J.S.)

Subject: RE: Escape stall in St. Croix

Don,

Gil Pepitone has requested the following parts to support his trip to St. Croix:

Vapor Management Valves (VMV)

Known Good "White Dot" DPFE sensors

EVAP "Flapper" Valves

Known good Idle Speed Control (ISC a.k.a IAC) valves

Gil and I are not sure if ALL parts in service stock are at the latest quality level. Please advise if we should pursue known good parts from an alternate source or should current service stock be adequate? If need be can you provide known good parts?

Regards,

John R. Bilicki

(jbilicki@ford.com)

Product Concern Supervisor

Customer Service-Worldwide Direct Market Operations

1555 Fairlane Drive, FBP 3, 142A, MD 74

Phone: 313/59-42672

Fax: 313/84-53817

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

From: Pepitone, Gil (J.)

Sent: Saturday, June 08, 2002 9:06 PM

To: Johnson, Jim (J.S.); 'jannis@attglobal.net'; Bilick, John (J.R.)

Cc: Pepitone, Gil (J.); DiAngelo, Renaldo (R.); Fernandez, Ruben (R.); Benintende, Robert (R.F.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.)
Subject: RE: Phone Numbers
Importance: High

Hi Joe: great info. I will do as I think you suggest. Firstly, I will request to those cc'ed for the parts below be shipped directly to your Dealership.

However, I'm a little confused on your reply concerning the tools handling. Here's a repaste:
When leaving the main land into St. Croix you will not go through customs with your checked luggage. Leaving St. Croix is another story. Your luggage will go through customs but you should not have any problems with tools and such as long as they are checked.

Do I understand you correctly: I should carry my tools with me (My NGS, DVOM, flashlight, small drill/bits) since I will not be going thru Customs on my way into St. Croix.

But when LEAVING St. Croix, I should put tools in my checked luggage. Would I then tell them about the tools, thus I would get them "checked"?

Is this correct?? Sorry for any misunderstanding on my part...I do not want to be delayed..

Hi Jim/John: would/could you arrange/request to have the list of components sent directly to the Dealership? That list was provided on a prior note, but I will repaste for your convenience:

Vapor Management Valves (VMV)

Known Good "White Dot" DPFE sensors

EVAP "Flapper" Valves

Known good Idle Speed Control (ISC a.k.a IAC) valves

Please note that I used plurals for my parts request. I do NOT know how many Units I will be inspecting. I would be nice to have multiple sets of the above parts in hand, or sent to Metro Motors directly before I arrive.

Would someone (Mr. Joe Annis??) please advise? I do not want to burn up Company \$\$ waiting for known good parts to arrive.

Please note my reference for knowing in advance the Number of Units Involved, so I may not only know how many "sets" of the above parts to have delivered, but also so I may know how long to may my stay for: obviously, the more cars to fix, the longer the stay.

Joe: would you be able to advise us on the number of cars I will be involved with??

Thank you,

Gil Pepitone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: [REDACTED]

Non-Text Beeper [REDACTED]

"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Joe Annis [mailto:jannis@viford.com]

Sent: Friday, June 07, 2002 6:27 PM

To: Pepitone, Gil (J.); Johnson, Jim (J.S.)

Cc: Pepitone, Gil (J.); DiAngelo, Renaldo (R.)

Subject: Re: Phone Numbers

Hi Gil

When leaving the main land into St. Croix you will not go through customs with your checked luggage. Leaving St. Croix is another story. Your luggage will go through customs but you should not have any problems with tools and such as long as they are checked.

If you are shipping small parts, etc. it is best to have them shipped to the dealership via US Mail, using the over night service. If you are flying in with checked luggage, you should be able to bring tools with you. Any thing you need shipped back we can do from the dealership. Give me a call if I can be of any help. Best number to use is my cell 340 890 2406.

Thanks
Joe Annis

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

From: Peptone, Gil (J.) <mailto:gpepton@ford.com>
To: Johnson, Jim (J.S.) <mailto:johns21@ford.com> ; 'jannis@attglobal.net' <mailto:'jannis@attglobal.net'>
Cc: Peptone, Gil (J.) <mailto:gpepton@ford.com> ; DIAngelo, Renaldo (R.) <mailto:rdiangel@ford.com>
Sent: Friday, June 07, 2002 6:49 PM
Subject: RE: Phone Numbers

Hi Jim: I will take your direction regarding making the reservations at the Buccaneer Hotel. However, am I correct in understand that I may make them directly, and not thru the Ford Travel Website? Pls advise.

Hi Joe: I intend on calling you Monday afternoon. I'm waiting till then so I may know if my prior note's request regarding the Importing of Parts and my tools is a Go.

Based on the pending timing of shipment of known good parts, I will make my flight reservations. Unless, Jim, you would want me to leave BEFORE parts are sent out. Please advise. I'm way flexible...

As for my personal transportation, I agree with the approach that I should drive the Concern Units. I want to load the WDS VDR and record the Stalls, if I'm lucky enough to have them Stall for me..

Thank you,
Gil Peptone
Powertrain Field Quality Specialist-"PFQS"
Answering Machine
Cell # [REDACTED]
"With Warranty you are Paying for the Sins of the Past"

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

From: Johnson, Jim (J.S.)
Sent: Friday, June 07, 2002 3:09 PM
To: Peptone, Gil (J.)
Subject: FW: Phone Numbers

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

From: Joe Annis [mailto:jannis@attglobal.net]
Sent: Friday, June 07, 2002 12:43 PM

To: Johnson, Jim (J.S.)
Subject: Re: Phone Numbers

Jim

If he need a car we could let him drive an Escape the time he is here. I have two that are on our list and I think we have done the TSB on them. Just let me know his flights and we will have him picked up at the Air Port and go from there.

Thanks
Joe

— Original Message —

From: Johnson, Jim (J.S.) <mailto:jjohns21@ford.com>
To: 'Joe Annis' <mailto:jannis@attglobal.net> ; Peplone, Gil (J.) <mailto:gpeplon@ford.com>
Cc: Benintende, Robert (R.F.) <mailto:rbeninte@ford.com>
Sent: Friday, June 07, 2002 2:23 PM
Subject: RE: Phone Numbers

Joe, sorry for the confusion, Gil is going to St. Croix. Do you recommend Gil rent a car?
Please advise.

Gil, Joe Annis (The dealer Principal) recommends the Buccaneer Hotel, phone 340-773-2100 he has a preferred rate of approximately \$100.00 per night vs. the rack rate of \$200.00. You have to tell them your working on Ford Motor Company business at Metro Motors and request the Metro Motors rate.

Also please forward your flight details when you get a chance. Joe will meet you at the airport.

---Original Message---

From: Joe Annis [mailto:jannis@attglobal.net]
Sent: Friday, June 07, 2002 10:09 AM
To: Johnson, Jim (J.S.)
Subject: Phone Numbers

Jim

My cell number is [REDACTED] my home number in St. Thomas is [REDACTED] and in St. Croix the home is [REDACTED] I think. In your note you said that the person would be going to St. Thomas. We have a lot of Escapes in St. Croix and a much better service department to work in.

Thanks
Joe

From: Papitone, Gil (J.)
Sent: Tuesday, June 11, 2002 11:32 AM
To: Corbett, Sandra (S.M.); Altoonian, Don (D.J.)
Cc: Papitone, Gil (J.); Bllick, John (J.R.); Johnson, Jim (J.S.)
Subject: RE: Escape stall in St. Croix

Importance: High

Hi Sandra and Don: NOPE! I do not have the parts I need... I may be involved with 15 UNITS. The DPFEs are the most critical, and I would for-go the other stuff at this point. But the more that I have, the better chances of getting ALL these fixed, the better..

Any help would get great. Timing is really tight.... I will be at the airport this Saturday at 630 am.

Pls continue to push...

Gil Papitone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: [REDACTED]

Cell Phone: [REDACTED]

"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Corbett, Sandra (S.M.)
Sent: Tuesday, June 11, 2002 10:33 AM
To: Altoonian, Don (D.J.)
Cc: Papitone, Gil (J.)
Subject: FW: Escape stall in St. Croix
Importance: High

Does Gil have the requested parts?

Sandy Corbett

Escape Powertrain QRT

Phone/Fax: (313)59-44351

Product Development Center 2H-E66

---Original Message---

From: Terzes, Laura (L.D.)
Sent: Monday, June 10, 2002 6:09 PM
To: Hofman, Michael (M.V.); Corbett, Sandra (S.M.)
Subject: FW: Escape stall in St. Croix
Importance: High

I did not see your names on this note.

---Original Message---

From: Papitone, Gil (J.)
Sent: Monday, June 10, 2002 4:40 PM

To: Bilicki, John (J.R.); 'jannis@attglobal.net'; Johnson, Jim (J.S.)
Cc: DiAngelo, Renaldo (R.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Benintende, Robert (R.F.); Moorhouse, Scott (S.R.); Terzes, Laura (L.D.); Linde, Peter (P.A.); Peppone, Gil (J.); Bradley, Joe (J.C.); Goering, Kimberly (K.L.); Suarez, Rhea (R.); Powers, Ken (K.W.); Terzes, Laura (L.D.); Fernandez, Ruben (R.); Martin, Mike (M.S.); Wexler, Mark (M.A.); Amely, Felix (F.A.)
Subject: RE: Escape stall in St. Croix
Importance: High

Good afternoon Everyone: I have confirmed my air reservations as cited below. I have secured hotel reservations as well.

Mr. Annis: please arrange to have Ms. Matto meet me at American Airlines, Flight # 5288 from San Juan at 1PM this Saturday, June 15th.
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See the note directly below which lists quantity and type of items.

My address is:

[REDACTED]
Coral Springs, Fla, [REDACTED]

Please advise: the timing is now very tight and above all, I would really like to have the "good" DPFEs w/ the white dot and/or a build date of 2A07 or later.

Pls advise asap...

Gil Peppone

Powertrain Field Quality Specialist-"PFQS"

Answering Machine: [REDACTED]

Cell Phone [REDACTED]

"With Warranty you are Paying for the Sins of the Past"

—Original Message—

From: Peppone, Gil (J.)

Sent: Monday, June 10, 2002 11:30 AM

To: Bilicki, John (J.R.); 'jannis@attglobal.net'; Johnson, Jim (J.S.)

Cc: DiAngelo, Renaldo (R.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Peppone, Gil (J.); Benintende, Robert (R.F.); Moorhouse, Scott (S.R.); Terzes, Laura (L.D.); Linde, Peter (P.A.); Bradley, Joe (J.C.); Goering, Kimberly (K.L.); Suarez, Rhea (R.); Powers, Ken (K.W.); Terzes, Laura (L.D.); Fernandez, Ruben (R.); Martin, Mike (M.S.); Wexler, Mark (M.A.); Amely, Felix (F.A.)

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Answering Machine: [REDACTED]

Cell Phone [REDACTED]

"With Warranty you are Paying for the Sins of the Past"

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Sent: Monday, June 10, 2002 10:42 AM

To: Altoonlan, Don (D.J.)

Cc: DiAngelo, Renaldo (R.); Dalbo, Bob (R.J.); Sanders, Murtel (M.S.); Peppone, Gil (J.); Johnson, Jim (J.S.)

Subject: RE: Escape stall in St. Croix

Don,

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Known good Idle Speed Control {ISC a.k.a IAC} valves

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Regards,

John R. Bilicki

(bilicki@ford.com)

Product Concern Supervisor

Customer Service-Worldwide Direct Market Operations

1555 Fatelans Drive, FBP 3, 142A, MD 74

Phone: 313/59-42672

Fax: 313/84-53817

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Sent: Saturday, June 08, 2002 9:06 PM

To: Johnson, Jim (J.S.); 'jannis@attglobal.net'; Bilicki, John (J.R.)

Cc: Peplone, Gil (J.); DiAngelo, Renaldo (R.); Fernandez, Ruben (R.); Benintende, Robert (R.F.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.)

Subject: RE: Phone Numbers

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Thank you,

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Powertrain Field Quality Specialist-"PFQS"

Answering Machine: [REDACTED]

Non-Text Beeper: [REDACTED]

"With Warranty you are Paying for the Sins of the Past"

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Cc: Peppone, Gil (J.); DiAngelo, Renaldo (R.)
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Thanks
Joe Annis

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

From: Peppone, Gil (J.) <mailto:gpepton@ford.com>
To: Johnson, Jim (J.S.) <mailto:jjohns21@ford.com>; 'jannis@attglobal.net' <mailto:jannis@attglobal.net>
Cc: Peppone, Gil (J.) <mailto:gpepton@ford.com>; DiAngelo, Renaldo (R.) <mailto:rdiangel@ford.com>
Sent: Friday, June 07, 2002 6:49 PM
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Answering Machine: [REDACTED]
Cell [REDACTED]
"With Warranty you are Paying for the Sins of the Past"

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To: Peppone, Gil (J.)
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To: Johnson, Jim (J.S.)
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To: 'Joe Annis' <mailto:jannis@attglobal.net> ; Pepitone, Gil (J.) <mailto:gpepito@ford.com>
Cc: Benintende, Robert (R.F.) <mailto:rbeninta@ford.com>
Sent: Friday, June 07, 2002 2:23 PM
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Please advise.

Gil, Joe Annis (The dealer Principal) recommends the Buccaneer Hotel, phone 340-773-2100 he has a preferred rate of approximately \$100.00 per night vs. the rack rate of \$200.00. You have to tell them your working on Ford Motor Company business at Metro Motors and request the Metro Motors rate.

Also please forward your flight details when you get a chance. Joe will meet you at the airport.

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

From: Joe Annis [mailto:jannis@attglobal.net]
Sent: Friday, June 07, 2002 10:09 AM
To: Johnson, Jim (J.S.)
Subject: Phone Numbers

Jim

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Thanks
Joe

From: Altoonian, Don (D.J.)
Sent: Tuesday, May 07, 2002 3:57 PM
To: Corbett, Sandra (S.M.)
Subject: FW: Report #: 2EBFC008

There are a lot more of them out there than we think!

---Original Message---

From: Price, Martin (M.)
Sent: Friday, May 03, 2002 8:16 AM
To: Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweller, Daniel (D.); Suarez, Rhas (R.)
Cc: Sanders, Murel (M.S.)
Subject: FW: Report #: 2EBFC008

FYI

CSQI105 CQIS Indicator Summary Entry 05/03/02 08:14:13 Call#: 002
==>
Caller Name: DAVE WRIGHTSNAN (FS) Report#: 2EBFC008 NHL
Call Type (G/N/C): C Print Rpt(S/D): Ctl #: Date: 05/03/2002
Dealer ID: 00274 CHEROKEE FORD Phone: (404) 592-0090
OASIS NOT Contacted Oasle History: _ Grid: _ _ _
Symptom: 6 07 0 00 DRVABL STALL/QUITS
Addl Sym: STALLING ON DECEL Causal Cond: _ How/When Code: _ _ _
Vehicle: 2001 ESCAPE 4X4,XLT WAGON 1FMCU04151KA34006 Bld: 01/23/2001
Engine: 3.0L DUR Serial: 756274087 Cal: 0M11A30 A/C: A Odom: 17880 M
Trans: CD4E E Serial: YL8PFBU110080 Body Conv: _ _ _

05/02/2002 11:17AM THOMAS BRUGGER MSS - FCSD - TECH SVC HOTLINE
FSE STATES THAT THE CONCERN IS STALLING ON DECEL, AND KEY CYLINDER HAS
BEEN DETERMINED AT FAULT. FSE STATES THAT THE CYLINDER FEELS AS
THOUGH THERE IS LITTLE TENSION HOLDING THE KEY IN PLACE, AND THE KEY
CAN BE WIGGLED SLIGHTLY CAUSING THE ENGINE TO STALL.

05/02/2002 11:17AM THOMAS BRUGGER MSS - FCSD - TECH SVC HOTLINE
ISM 02-01-070 INT STALL,PERFORM SSM 15589,CK VMV STICKING,TEST EVAP
ADVISED FSE TO COMPARE KEY CYLINDER TO OTHER LIKE UNITS, REPLACE IF
FOUND DEFECTIVE. ADVISED I WOULD FORWARD THIS REPORT TO THE DURATEC
SME.

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com <<mailto:mprice28@ford.com>> ph. (313)317-9133

---Original Message---

From: Brugger, Thomas (T.)
Sent: Thursday, May 02, 2002 11:36 AM
To: Price, Martin (M.)
Cc: Schmidt, Matthew (M.)
Subject: Report #: 2EBFC008

Report #: 2EBFC008

FSE confirmed key cylinder as cause of stall. Feels that the key cylinder is way too sloppy, not enough tension to keep the key from turning backwards on decel. Likely related to the weight of the key chain. FSE feels that a revised key cylinder would likely resolve many of these concerns.

Tom Brugger

Technical Service Engineer

Ford Technical Service Hotline

tbrugger@ford.com <mailto:tbrugger@ford.com>

313-317-4384

From: Dalbo, Bob (R.J.)
Sent: Tuesday, April 23, 2002 3:47 PM
To: Corbett, Sandra (S.M.)
Subject: FW: D21 Engine Stalls - F/1000 Performance

FYI - from Carrie Walker.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 796-2859 Email: rdalbo@ford.com

—Original Message—

From: Linde, Peter (P.A.)
Sent: Monday, April 22, 2002 5:09 PM
To: Dalbo, Bob (R.J.)
Subject: FW: D21 Engine Stalls - F/1000 Performance

Bob,
I'm afraid there isn't a lot of good news in the attached file.

Pete Linde

ENGINEERING SUPERVISOR
ESCAPE/TRIBUTE PVT
8121 US HIGHWAY 69
CLAYCOMO, MO 64119
816-459-1865
816-459-1726 (FAX)

—Original Message—

From: Walker, Carrie (C.J.)
Sent: Monday, April 22, 2002 4:06 PM
To: Linde, Peter (P.A.)
Subject: D21 Engine Stalls - F/1000 Performance

Pete,

Here is the file I was preparing for Ken for the May 9th VQR. I have highlighted Engine Stalls, and there is a month-by-month breakdown for 01 & 02 MY. The data is expressed in F/1000.

If you need anything else please let me know.



ICCD Printer
Charts.xls

Thanks,
Carrie J. Walker
ICCD - Customer Relations Specialist
Kansas City Assembly Plant
Ph# 816-414-5557
Fax# 816-459-1970

From: Schmidt, Gregory (G.A.)
Sent: Wednesday, June 12, 2002 9:51 AM
To: Corbett, Sandra (S.M.)
Subject: FW: U204 Stall Meeting Agenda - 5/9/02



case damage
6-5-02.jpg



battery analysis
report.jpg



battery analysis
report -2.jpg...

FYI

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

From: Noteboom, Jim (J.R.)
Sent: Tuesday, June 11, 2002 5:44 PM
To: Bushman, Thomas (T.S.); Conroy, Jerry (J.R.); Hummel, Jeff (J.L.); Klawitter Jr., Edward (E.D.); McGregor, Brian (B.R.); Patel, Cawas (C.K.); Sankovich, Perry (.); Schmidt, Gregory (G.A.); Yagley, Barb (B.A.)
Subject: FW: U204 Stall Meeting Agenda - 5/9/02

FYI

Jim Noteboom
Powertrain Field Quality Specialist/Denver
Phone: 303.674.4015 FAX: 303.674.5730
Cell: 303.921.2076

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

From: Ray.L.Ponder@jci.com [mailto:Ray.L.Ponder@jci.com]
Sent: Wednesday, June 05, 2002 10:29 AM
To: djordan1@ford.com; jnoteboo@ford.com; msander6@ford.com; ray.l.ponder@jci.com; rdiangel@ford.com; rgokhale@ford.com
Cc: rponder@ford.com; kkeckan@ford.com; mkaler@myexcel.com; Michael.W.Leonard@jci.com
Subject: RE: U204 Stall Meeting Agenda - 5/9/02

Don

Here are the results. The battery container (bottom corner) has a hole which allowed the acid to seep thru into battery tray and eventually caused the corrosions identified by technicians. Potentially there was something within the installation of this battery or some type of debris in the tray to puncture the container. Please review with team to recommended actions.

(See attached file: case damage 6-5-02.jpg) (See attached file: battery analysis report.jpg) (See attached file: battery analysis report -2.jpg)

Regards

Ray L. Ponder

Senior Engineer (Battery Group)
Johnson Controls Inc.
Tel: 313-621-3111
Fax: 313-390-5327

"Challenges makes you discover things about yourself that you never really knew. They're what make the instrument stretch-what make you go beyond the norm."

-Cicely Tyson

rponder@ford.com
To: jnoteboo@ford.com,
djordan1@ford.com, mkaler@myexcel.com
06/03/02 12:50
cc: msander6@ford.com,
rgokhale@ford.com, rdiangelo@ford.com, ray.l.ponder@jci.com
Subject: RE: U204 Stall Meeting
PM
Agenda - 5/9/02

Jim

We have completed our analysis on the battery I will forward photos and summary by EOB Tuesday.

Regards

Ray L. Ponder
Ford Resident Senior Engineer
Ford AVT EESE
Johnson Controls, Inc.
Office: 313-621-3111 Fax: 313-390-5327

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

From: Noteboom, Jim (J.E.)
Sent: Friday, May 24, 2002 2:44 PM
To: Ponder, Ray (R.L.); Jordan, Donald (D.E.); 'mkaler@myexcel.com'
Cc: Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.); DiAngelo, Renaldo (R.)
Subject: RE: U204 Stall Meeting Agenda - 5/9/02

The battery was shipped yesterday via Yellow. Tracking # is: 202 DEN 063 348238 0. Phone # for tracking is 1-800-610-6500.

It was pricey, \$180 to ship. Is this normal?

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

From: Ponder, Ray (R.L.)
Sent: Thursday, May 16, 2002 8:49 AM
To: Jordan, Donald (D.E.); Noteboom, Jim (J.E.); 'mkaler@myexcel.com'

Cc: Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.)
Subject: RE: U204 Stall Meeting Agenda - 5/9/02

Jim

I have been informed that you have a battery that was involved in a stall out. I would like for you to ship the battery to our lab to have it analyzed. Please ship RO info on vehicle if available.

The shipping location:
Cross and Black
24510 Capitol Rd
Redford, MI 48239
Attn: U204 Battery (Denver)

Regards

Ray L. Ponder
Ford Resident Senior Engineer
Ford AVT EESE
Johnson Controls, Inc.
Office: 313-621-3111 Fax: 313-390-5327

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

From: Jordan, Donald (D.E.)
Sent: Thursday, May 16, 2002 10:36 AM
To: Ponder, Ray (R.L.)
Cc: Jordan, Donald (D.E.); Sanders, Muriel (M.S.); Gokhale, Renuka (R.V.)
Subject: FW: U204 Stall Meeting Agenda - 5/9/02

Veh talking about, leaky battery. Please keep me posted.
thanks,

Donald E. Jordan
U204 OPD E/E Systems & EDS
(313) 32-25147
Pager: T (djordan1) or 313-795-4342

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

From: Noteboom, Jim (J.E.)
Sent: Thursday, May 16, 2002 9:57 AM
To: Jordan, Donald (D.E.)
Cc: Sanders, Muriel (M.S.); Altoonian, Don (D.J.)
Subject: RE: U204 Stall Meeting Agenda - 5/9/02

We inspected the batt but could not see any evidence of leakage except for some light residue on the top.

I can get the batt. if you would like to inspect it or get me details for a thorough inspection at the dealer.

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

From: Jordan, Donald (D.E.)
To: Noteboom, Jim (J.E.)
Cc: Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Jordan, Donald (D.E.)
Sent: 5/14/02 5:23 PM
Subject: RE: U204 Stall Meeting Agenda - 5/9/02

Jim, you list battery acid in the tray had seeped down onto grounds G-104 & 105 w/some corrosion evident. Low mileage veh shouldn't have acid in tray. Was battery taken out of tray and looked at, crack, puncture on bottom from sitting on an object, etc.. Talking with FSS battery engineer and have seen battery installed on screw, bolt, etc. in tray and that would crack case and get leaking, but other than that.....

Can you get veh to look at, was the battery crack on the bottom or was there acid expelled from vent caps and running down?

Thanks,

Donald E. Jordan

U204 OPD E/E Systems & EDS

(313) 32-25147

Pager: T (djordan1) or 313-795-4342

> -----Original Message-----

>From: Noteboom, Jim (J.E.)
>Sent: Thursday, May 09, 2002 3:46 PM
>To: Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Sadgley, Joel
>(J.K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas
>(T.J.); Bogema, John (P.); 'Cary Powell'; Chick, John (J.); Chih,
>Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob
>(R.J.); 'Dan Rothweiler'; De Pena, Juan (J.E.); Diez, Timothy (T.F.);
>Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.);
>Giles, Stuart (S.); Gokhale, Renuka (R.V.); Grimes, Jeff (J.R.);
>Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.);
>Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.);
>'John McDonald'; 'Jones, Andy'; Jordan, Donald (D.E.); Kanai, Shinji
>(S.); King, Robert (R.F.); Klostermann, Eric (E.); Kosko, Jeff (J.R.);
>Kwon, Soon (S.K.); Limtiaco, Steven (S.); Linde, Peter (P.A.); Liu,
>Jane (J.); Marck, Edmond (E.C.); Matesa, John (J.); Maurer, James
>(J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott
>(S.R.); 'Morgan, Tom'; Morishima, Shigeki (S.); 'Naveed Khan';
>Nematollahi, Sonya (S.); 'Nikolai, Bernie'; Ortman, James (J.W.);
>Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Shah,
>Kiran (K.C.); Shiraiishi, Masaru (M.); Stilgenbauer, Jeffrey (J.R.);
>Suarez, Rhae (R.); Sullivan, Jamie (J.P.); Takasawa, Keith (K.D.);
>Takubo, Hiroichi (H.); Vecchio, Anne Marie (A.); Wakenell, Ray (R.A.);
>Wettach, Bill (B.); Williams, Les (LHW.); Williamson, David (D.E.);
>Yeung, Lem (.)
>Subject: RE: U204 Stall Meeting Agenda - 5/9/02

> Inspection results of '02 Escape VIN: 1FMYU0414KCL19492

>LOCATION: John Elway West, Denver
>OWNER: Mike Cochran (JEW Service Mgr.)
>MILEAGE: 3342
>BUILD DATE: 1-29-02

>COMPLAINT: Stalled while driving approx. 50 mph. Noticed dash lights
>came on and steering became stiff, coasted to side of
> road, went to crank (did not turn key off) and the engine
>restarted. Occured at around 2500 miles and has not
> happened since.

>DIAGNOSTICS: Went through the latest TSB/ISM draft, no concerns were
>found except for the following:

>* There was battery acid in the batt. tray that had seeped down
>onto grounds G-104 and 105; some corrosion was evident.

>* The customer's key chain contained several oz. of additional
>weight.

>

>

>Jim Noteboom

>Powertrain Field Quality Specialist/Denver

>Phone: 303.674.4015 FAX: 303.674.5730

>Page: 1.888.375.1980

>

BATTERY ANALYSIS REPORT

Lab Location CBI
 REQUEST NO# C3-1662 R.O. DATE _____ REC'D DATE _____
 ID NO# 1 DATE OF ANALYSIS _____ GARAGE _____
 GROUP SIZE 402 DATE OF VEH SALE _____ CONTACT _____
 CCA 875 VIN NO# _____ CONTACT # _____
 MFG DATE CODE ZALBVID VEH YEAR/TYPE 2002 Escape Field RETURN Form
 SHIP DATE CODE 2024050 VEH MILES 3909 John Elway
 VENDOR JCI MONTHS IN SERVICE _____ Ford
 PLANT _____ DISCREPANCY CODE _____

AS RECEIVED CONDITION/REMARKS:

+ PICTURE: YES _____ NO _____
 COVER SPRW CODE CONDITION 0
 POST CONDITION POSITIVE WET _____ NEGATIVE WET _____
 DRY _____ DRY _____
 CORRODED _____ CORRODED _____
 (H2O) ACID LEVELS ALL CELLS 1 3 3 4 5 6 ACID LEVEL BELOW NPN ALL CELLS 1 2 3 4 5 6
 DAMAGE DESCRIPTION TOP_ BOTTOM_ FRONT_ BACK_ LEFT END_ RIGHT END_ HOLD DOWN AREA_
 EYE CONDITION GREEN X YELLOW_ RED_ BLACK_ CLEAR_ N/A_

CELLS	REC'D SPG	F.B. SPG BEFORE RC	F.B. SPG AFTER 100	F.B. SPG BEP. 3 DAY STAND	MFO AFTER 3 DAY STAND	F.B. HOC 2ND RC
POS	1.275					
1	1.277					
2	1.275					
3	1.275					
4	1.275					
5	1.275					
NEG	-					
DATE	5-31-02					
TEMP	26°C					
OCV	12.65					

PRESSURE TEST FOR LEAKAGE COVER _____ CASE _____ CASE/COVER SEAL _____ INTERCELL LEAK _____ Wt. (lbs) _____
 CELL#1 _____ CELL#2 _____ CELL#3 _____ CELL#4 _____ CELL#5 _____ CELL#6 _____ LEAK TEST OK _____ AS IS RC _____

EYE CONDITION AFTER BOOST GREEN _____ YELLOW _____ RED _____ BLACK _____ N/A _____
 RESERVE CAPACITY INITIAL TEMP _____ ACTUAL MINUTES _____ SPEC MINUTES _____
 NO TEST _____ FINAL TEMP _____ CORRECTED MINS _____ RC UNIT _____

ROOM TEMP 1/2 CCA TEST 15 SEC VOLTS _____ 30 SEC VOLTS _____ SPEC VOLTS _____
 601A DISCHARGE @ 80 DEG F OCV _____ 5 SEC VOLTS _____
 ADDITIONAL TESTS:
 2ND R.C. INITIAL TEMP _____ ACTUAL MINUTES _____ SPEC MINUTES _____
 FINAL TEMP _____ CORRECTED MINS _____

COMMENTS: M490 PRIOR TO CHG 12.65 Good Battery ACES _____ DTC _____
 M490 DEALERSHIP _____ ACES _____ DTC _____
 GRI CHARGER _____
 SNAP ON _____
 KAL3 _____

TECH _____ DAMAGED CASE - Hole in cell #6
 ENGR _____ Lower CORNER. APPEARS To Be a small CVT
OF THE CASE

CUSTOMER #: 721130
 KAREN L COCHRAN
 COCHRAN, MICHAEL E
 11004 W. GRAND PL.
 LITTLETON, CO 80127
 HOME: 303-979-1727 BUS: 303-421-5350

215209
 WORKORDER
 PAGE 2

**JOHN ELWAY
 FORD WEST**
 275b Wedaworth Blvd - Wheat Ridge, CO 80033
 Phone (303) 421-5350

SERVICE ADVISOR: 1718 REGINA SEDAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	EXPIRE MONTH	FAO	
RED	02	FORD ESCAPE	1FMZU64142KC19492	3909/		T588	
DEL DATE	PROD. DATE	WARR. EN.	PROMISED	PO NO.	RATE	PAID AMT	FIN. DATE
08FEB2002			15:00 22MAY02			CASH	
22MAY2002 06:51		OPTIONS: STR: 2KC19492					
LINE OR CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS					
# A CR999	2995 W94	DRIVEABILITY CONCERNS					

17 14.2 101E NO LOAD
 57 14.0 " LOAD
 100 FF

Note: Oil in both may
 open

FP Transducer
 C-263 Kick panel - NPF
 C-134 (47) pin under batt.
 - NPF
 C-133 - NPF

DATE	TIME	MILEAGE	TECHNICIAN	CUSTOMER	WORK ORDER		BY	DATE
					NO.	DESCRIPTION		

WORK ORDER
 (If you authorize I have been given a vehicle to be repaired as to the total estimated cost of repair, including any tax and license charges.)
 I am not able to return my vehicle, unless written in text, or until I am notified by text, before repair is complete.
 I authorize you to use any equipment, unless written in text, or until I am notified by text, before repair is complete.
 I authorize you to use any equipment, unless written in text, or until I am notified by text, before repair is complete.

WORK ORDER
 I authorize you to use any equipment, unless written in text, or until I am notified by text, before repair is complete.

From: Bogema, John (P.)
Sent: Tuesday, August 13, 2002 7:28 PM
To: Dalbo, Bob (R.J.); Inoue, Hiroshi (H.)
Cc: Shiraihi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Balzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Inoue-san,

the Ford part numbers are on the left, the Mazda are on the right. The Mazda part numbers have a 18881 base number that is not shown and the Ford parts have a 12a850 base that is not shown.

3.0L	CD4E	LEV	3L8A-BB	AJ71 - A
3.0L	CD4E	CAA	3L8A-CB	AJ74 - A
3.0L	CD4E	EURO-Ford	3L8A-BB	AJ86 - A
3.0L	CD4E	EURO-Mazda	3L8A-AHB	AJ73 - A
3.0L	CD4E	JAPAN	3L8A-FB	AJ94 - A
3.0L	CD4E	JAPAN	3L8A-HB	AJ93 - A
3.0L	CD4E	ROW	3L8A-JB	AJ75 - A
3.0L	CD4E	LEADED (GCC)	3L8A-GB	AJ76 - A

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

From: Dalbo, Bob (R.J.)
Sent: Tuesday, August 13, 2002 7:22 PM
To: Inoue, Hiroshi (H.); John Bogema
Cc: Shiraihi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Balzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Inoue-san,

Hofu will experience the same initial-build high-RPM issue as KCAP if this change is NOT implemented. Again, this only affects vehicles that are not idled for more than 25 seconds after being started with an immature keep-alive-memory. Once the vehicle has been idled for 25 seconds there will be absolutely no difference between R10 and R11.

Ford part number suffixes will be incremented. John Bogema will add the current Mazda part numbers and applications.

Bob Dalbo

3.0L Calibration Supervisor
 Outfitters Calibration, NAT
 Phone: (313) 24-84847 Fax: (313) 32-31788
 Pager: (313) 796-2888 Email: rdalbo@ford.com

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

From: Inoue, Hiroshi (H.)
Sent: Tuesday, August 13, 2002 4:31 PM
To: Dalbo, Bob (R.J.)
Cc: Shiraihi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Balzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Per conversation with Keith, I give you Hofu approval on C11402381 in condition that you will give the data showing no impact on Hofu/KD to Takubo-san et al. in next week.

In order to reply your question, please advise me if Ford part number will be changed by C11402381 or not.

- If no change on Ford part number, Mazda number can stay.

- If Ford part number will be changed, please give me the current Mazda part number. I'll advise you a new Mazda number.

Hiroshi Inoue
Mazda Tribute Chief Engineer
Phone: 313-845-8179
Fax: 313-248-7059
Cellular: 248-320-7870

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: 2002年6月13日 15:49
To: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.)
Cc: Shiraishi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jiyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belyt, Rossano (R.); Krohn, Maggie (M.M.); Bob Fascetti
Subject: Bug in 3.0L H204 Stall Fix Calibrations - C11402381
Importance: High

There is a software error in the 3.0L R10 calibrations that may result in a high idle for roughly 25 seconds after the first start with a new PCM or the first start after the battery has been disconnected. After 25 seconds of operation the issue will not recur.

Emissions are not affected by this issue.

This issue results from a failure to initialize a Keep Alive Memory parameter. Adding this initialization process will completely resolve this issue.

To address this issue, concern C11402381 must be approved as soon as possible to implement a solution. Please help expedite the processing of this concern.

Inoue-san/Kanai-san/Shiraishi-san,
How will the Mazda part numbers change?

Bob Dalbo

3.0L Calibration Supervisor
Outfitare Calibration, NAT
Phone: (818) 841-8417, Fax: (818) 88-8478
Pager: [REDACTED]

From: Bogema, John (P.)
Sent: Thursday, August 01, 2002 11:56 AM
To: Inoue, Hiroshi (H.); Yamamoto, Nobuhiko (N.)
Co: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraishi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.)
Subject: RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

For this concern, yes.

---Original Message---

From: Inoue, Hiroshi (H.)
Sent: Thursday, August 01, 2002 10:36 AM
To: Yamamoto, Nobuhiko (N.); Bogema, John (P.)
Co: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraishi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.)
Subject: RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

Yamamoto-san,
Please lead Mazda internal actions and also be the single contact window for this subject.

John,
You are the single contact window in Ford side, right?

Hiroshi Inoue
Mazda Tribute Chief Engineer
Phone: [REDACTED]
Fax: [REDACTED]
Cellular: [REDACTED]

---Original Message---

From: Bogema, John (P.)
Sent: 2002年8月1日 10:00
To: Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraishi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)
Co: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.)
Subject: RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

At this morning's OPD PMT it was discussed that the Mazda part numbers still have not been added to WERS due to lack of access on the Mazda side.

Therefore, here are the Ford part numbers for the 2001 and 2002 service modules from the concern. Please assign Mazda part numbers. This is the only remaining obstacle to getting this out to the customers.

NEW C/W	NEW CAL #	NEW Ford P/N	OLD C/W	OLD CAL #	OLD Ford P/N
NSFO	2M11A30510	2U7A 12A650 CZA	BUS3	2M11A30510	2L8A 12A650 AD
PVNO	2M11B30510	2U7A 12A650 CPA	ERZ3	2M11B30510	2L8A 12A650 BD
RKGO	2M11C30510	2U7A 12A650 CRA	HQP3	2M11C30510	2L8A 12A650 CD
SGGO	2M11A30E10	2U7A 12A650 CSA	JTM3	2M11A30E10	2L8A 12A650 GD
THSO	2M11A30J11	2U7A 12A650 CTA	LUX4	2M11A30J11	2L8A 12A650 HE
UJBO	2M11B30J11	2U7A 12A650 CUA	CKQ4	2M11B30J11	2L8A 12A650 JE
VFNO	2M11A30X10	2U7A 12A650 CVA	SQO3	2M11A30X10	2L8A 12A650 KD
XANO	2M11B30X10	2U7A 12A650 CXA	CFD3	2M11B30X10	2L8A 12A650 MD

YWC0	2M11A30G10	2U7A	12A650	CYA	MQR3	2M11A30G10	2L8A	12A650	LD
ATF2	0M11A30512	1U7A	12A650	AXC	ATF1	0M11A30512	1U7A	12A650	AXB
SJA2	0M11C30512	1U7A	12A650	AYC	SJA1	0M11C30512	1U7A	12A650	AYB
ESG2	0M11B30512	1U7A	12A650	AZC	ESG1	0M11B30512	1U7A	12A650	AZB
FGB2	0M11A30E12	1U7A	12A650	BBC	FGB1	0M11A30E12	1U7A	12A650	BBB
QPR2	0M11A30J14	1U7A	12A650	BCC	QPR1	0M11A30J14	1U7A	12A650	BCB
TDA2	0M11B30J14	1U7A	12A650	BDC	TDA1	0M11B30J14	1U7A	12A650	BDB
RIL2	0M11A30K11	1U7A	12A650	BEC	RIL1	0M11A30K11	1U7A	12A650	BBB
XHR2	0M11A30G13	1U7A	12A650	APC	XHR1	0M11A30G13	1U7A	12A650	APB

John P. Bogema

3.0L Escape Calibration Engineering

Phone: [REDACTED]

Location: TEE 1AE22

Email: JBOGEMA@FORD.COM

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 31, 2002 3:25 PM
To: Waud, Sachiko (S.); Shirahashi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Ehsumika (S.); Hamano, Naomichi (N.)
Cc: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonlan, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Bob Fascetti; Gilbert Fournelle; John Bogema
Subject: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling
Importance: High

Waud-san,

Concern C11390580, which releases 2001MY and 2002MY service calibrations and PCMs to address stalling on Escapes and Tributes, needs to have Mazda part numbers inserted in order to proceed. Since the concern has been approved by program management, please input the Mazda part numbers as soon as possible.

Bob Dalbo

3.0L Calibration Supervisor

Outfitters Calibration, NAT

Phone: [REDACTED]

Pager: [REDACTED]

From: Bogema, John (P.)
Sent: Thursday, August 01, 2002 10:00 AM
To: Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shirahshi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)
Cc: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Faccetti, Bob (R.J.); Fournelle, Gilbert (G.)
Subject: RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

At this morning's OPD PMT it was discussed that the Mazda part numbers still have not been added to WERS due to lack of access on the Mazda side.

Therefore, here are the Ford part numbers for the 2001 and 2002 service modules from the concern. Please assign Mazda part numbers. This is the only remaining obstacle to getting this out to the customers.

NEW C/W	NEW CAL #	NEW Ford P/N	OLD C/W	OLD CAL #	OLD Ford P/N
NBFO	2M11A30510	2U7A 12A650 CZA	BUS3	2M11A30510	2L8A 12A650 AD
PVNO	2M11B30510	2U7A 12A650 CPA	ZRZ3	2M11B30510	2L8A 12A650 BD
RKGO	2M11C30510	2U7A 12A650 CRA	HQP3	2M11C30510	2L8A 12A650 CD
SGGO	2M11A30E10	2U7A 12A650 CSA	JTM3	2M11A30E10	2L8A 12A650 GD
TRHO	2M11A30J11	2U7A 12A650 CTA	LJX4	2M11A30J11	2L8A 12A650 HE
UJBO	2M11B30J11	2U7A 12A650 CUA	CKQ4	2M11B30J11	2L8A 12A650 JE
VPNO	2M11A30X10	2U7A 12A650 CVA	SQO3	2M11A30X10	2L8A 12A650 KD
XANO	2M11B30X10	2U7A 12A650 CXA	CFD3	2M11B30X10	2L8A 12A650 MD
YWC0	2M11A30G10	2U7A 12A650 CYA	MQE3	2M11A30G10	2L8A 12A650 LD
ATF2	0M11A30512	1U7A 12A650 AXC	ATF1	0M11A30512	1U7A 12A650 AXB
SJA2	0M11C30512	1U7A 12A650 AYC	SJA1	0M11C30512	1U7A 12A650 AYB
BSG2	0M11B30512	1U7A 12A650 AZC	BSG1	0M11B30512	1U7A 12A650 AZB
FGB2	0M11A30E12	1U7A 12A650 BBC	FGB1	0M11A30E12	1U7A 12A650 BBB
QPR2	0M11A30J14	1U7A 12A650 BCC	QPR1	0M11A30J14	1U7A 12A650 BCB
TDA2	0M11B30J14	1U7A 12A650 BDC	TDA1	0M11B30J14	1U7A 12A650 BDB
RIL2	0M11A30X11	1U7A 12A650 BEC	RIL1	0M11A30X11	1U7A 12A650 BEB
XHR2	0M11A30G13	1U7A 12A650 APC	XHR1	0M11A30G13	1U7A 12A650 APB

John P. Bogema

3.0L Escape Calibration Engineering

Phone [REDACTED]

Location: TEE 1AE22

Email [REDACTED]

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 31, 2002 3:26 PM
To: Waud, Sachiko (S.); Shirahshi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)
Cc: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Bob Faccetti; Gilbert Fournelle; John Bogema
Subject: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling
Importance: High

Waud-san,

Concern C11390580, which releases 2001MY and 2002MY service calibrations and PCMs to address stalling on Escapes and Tributes, needs to have Mazda part numbers inserted in order to proceed. Since the concern has been approved by program management, please input the Mazda part numbers as soon as possible.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT

Phone:
Pager:



From: Dalbo, Bob (R.J.)
Sent: Wednesday, September 04, 2002 6:10 PM
To: Veenstra, Tim (T.W.); Piazza, Joanne (J.)
Cc: Rusu, Jessica (J.L.); Takasawa, Keith (K.D.); Corbett, Sandra (S.M.); Suarez, Rhee (R.)
Subject: RE: 02 Escape Calibration Concern

Joanne/Tim,

With these new calibrations, this valve should be used for service of all model years. FCSD will release part information indicating that recalibration is required for 2001/2002 vehicles and the part packaging will also be labelled to inform customers that recalibration is necessary with this part. This is part of the stall fix.

Thanks again for your prompt assistance,

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT

Phone: [REDACTED]

Pager: [REDACTED]

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

From: Veenstra, Tim (T.W.)
Sent: Wednesday, September 04, 2002 5:11 PM
To: Piazza, Joanne (J.)
Cc: Rusu, Jessica (J.L.); Dalbo, Bob (R.J.); Takasawa, Keith (K.D.); Corbett, Sandra (S.M.); Takasawa, Keith (K.D.)
Subject: FW: 02 Escape Calibration Concern
Importance: High

Please approve C11390555 for 2003RC service only. Does not affect Hofu or KCAP and you should be able to raise to A. I have already added my approval to the d-screen. Thanks.

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, September 04, 2002 4:47 PM
To: Harris, Lisa (L.A.); Suarez, Rhee (R.); Limbaco, Steven (S.); Rothweller, Daniel (D.); Moorhouse, Scott (S.R.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Kanai, Shirji (S.); Shirahiri, Masaru (M.); Nobeboom, Jim (J.E.); Veenstra, Tim (T.W.)
Cc: Belote, Paul (P.S.); Daniluk Sr., John (J.J.); Bullard, Dawn (D.); Corlew, Randall (R.L.); Terzes, Laura (L.D.); Hoffman, Michael (M.V.); Peters, Robin (R.S.); Takasawa, Keith (K.D.); Marianos, Tom (T.E.); Bob Faccetti
Subject: RE: 02 Escape Calibration Concern
Importance: High

Thanks to extraordinary efforts by the multitude of people involved in the release process:

- 2003 MY NA market calibrations will go into production 9/10.
- 2003 MY market calibrations were released on Fordstar 8/30 and are currently available (WDS version B20.11)
- 2001/2002 MY NA market service calibrations are just now available on Fordstar (WDS B20.12).
- 2001/2002 MY service calibrations will be available via Internet by 9/8.

Tim,

Please approve concern C11390555 (with Keith's concurrence) to release the finned-pintle IACV for service as the necessary calibrations are now available.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT

Phone: [REDACTED]

Pager: [REDACTED]

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

From: Harris, Lisa (L.A.)
Sent: Wednesday, September 04, 2002 10:10 AM
To: Dalbo, Bob (R.J.)
Cc: Belote, Paul (P.S.); Daniluk Sr., John (J.J.); Bullard, Dawn (D.); Corlew, Randall (R.L.)
Subject: RE: 02 Escape Calibration Concern

Bob,

I can only imagine the pressure your team is under. As a member of the field and having our team members face customers on this issue, we really need your support. We have a dealer who has told Ford Division they will not order any Escapes until this problem has been fixed and their customer complaint list is GROWING. This same dealer is considering contacting as many Ford dealers as he can and sending a note to Jim O'Connor stating their refusal to order Escapes. Like most of us the dealers are frustrated however they see these customers more than either of us. Is there any way you can assist us so we can put this "call to arms" by our dealers to rest? If sharing this information with your team/superiors will enable us to avoid Jim O from getting directly involved (as the dealers plan to make him).. It would help all of us. Can Pittsburgh be your 1st test market or part of a test in 2 markets (besides Detroit dealers)?

Thanks and let us know. I know we are all trying to do what is best.

Lisa

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

From: Corlew, Randall (R.L.)
Sent: Tuesday, September 03, 2002 5:14 PM
To: Dalbo, Bob (R.J.)
Cc: Belote, Paul (P.S.); Daniluk Sr., John (J.J.); Harris, Lisa (L.A.); Bullard, Dawn (D.)
Subject: RE: 02 Escape Calibration Concern

Bob,

Thanks for letting me know that the update is not available until release.
Can you at least let me know the software level (WDS software level number) and when it is confirmed that the release will occur?

Thank you,

Randy Carlson

Ford Motor Company
FSE-Pittsburgh Region

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

From: Dalbo, Bob (R.J.)
Sent: Tuesday, September 03, 2002 5:04 PM
To: Corlew, Randall (R.L.)
Cc: Daniluk Sr., John (J.J.); Belote, Paul (P.S.)
Subject: RE: 02 Escape Calibration Concern

There isn't any way that I can provide an advanced version. Sorry.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: [REDACTED]
Pager: [REDACTED]

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

From: Corlew, Randall (R.L.)
Sent: Wednesday, August 28, 2002 10:33 PM
To: Dalbo, Bob (R.J.)
Cc: Daniluk Sr., John (J.J.); Belobe, Paul (P.S.)
Subject: RE: 02 Escape Calibration Concern

Bob,
Any chance of getting an advance copy of the calibration? I have a lot of people in rental cars! Time is getting short and more vehicles every day are nearing lemon law time limits.

Thank you,

Randy Carlson

Ford Motor Company
FSE-Pittsburgh Region

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, August 28, 2002 2:27 PM
To: Eenigenburg, Timothy (T.J.); Suarez, Rhae (R.); Fournelle, Gilbert (G.); Corlew, Randall (R.L.)
Subject: RE: 02 Escape Calibration Concern

The latest calibration to address stalling concerns will be available on Fordstar Monday, September 9, per the emergency release meeting held at 10:00 today. This presumes a successful review with the CPE at 6:30 PM tomorrow.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: [REDACTED]
Pager: [REDACTED]

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

From: Eenigenburg, Timothy (T.J.)
Sent: Thursday, August 22, 2002 10:45 PM
To: Dalbo, Bob (R.J.); Suarez, Rhae (R.); Fournelle, Gilbert (G.)
Cc: Eenigenburg, Timothy (T.J.)
Subject: RE: 02 Escape Calibration Concern

Gentlemen,

I worked with the technician on this vehicle. The TSB 02-11-06 was followed step by step first and then ISM 02-06-025 was also followed. All of the listed grounds have been inspected and the PCM pins were not burnt. The MAF and DPFE were replaced. The vehicle stalled on the customer after the TSB and ISM were performed. Any help you can offer would be greatly appreciated.

Regards,

Timothy J. Eenigenburg

Ford Motor Company
Field Service Engineer
N.Y. Region
Phone: [REDACTED]
Fax: [REDACTED]

teenigen@ford.com

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

From: Dalbo, Bob (R.J.)
Sent: Thursday, August 22, 2002 9:05 AM
To: Suarez, Rhae (R.); Fournelle, Gilbert (G.)
Cc: Eenigenburg, Timothy (T.J.)
Subject: RE: 02 Escape Calibration Concern

Rhae,
Please confirm that every step in the TSB and ISM have been performed. We will investigate getting an advanced copy of the new calibration.

Bob Dalbo

3.0L Calibration Supervisor
Outfitting Calibration, NAT
Phone: [REDACTED]
Pager: [REDACTED]

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

From: Suarez, Rhae (R.)
Sent: Wednesday, August 21, 2002 7:59 AM
To: Fournelle, Gilbert (G.); Dalbo, Bob (R.J.)
Cc: Eenigenburg, Timothy (T.J.)
Subject: FW: 02 Escape Calibration Concern

Bob/Gilbert,

Can we help Tim out and save from a Buyback? Any suggestions?

Thanks!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: [REDACTED]
Fac: [REDACTED]
Email: rsuarez28@ford.com

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

From: Eenigenburg, Timothy (T.J.)
Sent: Tuesday, August 20, 2002 11:15 PM
To: Suarez, Rhae (R.)
Cc: Chiarello, Paul (P.J.); Eenigenburg, Timothy (T.J.)
Subject: 02 Escape Calibration Concern

Rhae,

I am forwarding you the information on the Escape that we spoke about earlier. The vehicle is part of a large fleet that purchases many products from us. The customer has been complaining about an intermittent stalling concern since about 4000 miles. The vehicle now has 25308 miles. The vehicle stalls on decel and the TSB and ISM recommendations have been followed. The calibration was loaded from the TSB but the stalling has continued.

The technician at Hackettstown tried to update the PCM this morning but the update was not available on B20.8. The customer has involved our Ford Division Fleet Manager and Customer Service Manager. The vehicle is well within Lemon Law and we stand to lose a good fleet customer. Is it possible to receive a copy of the new stall fix calibration to get this customer back on the road with a repaired vehicle? I realize that the calibration was removed from Foristar due to a concern if the battery would be disconnected. I will work it out with the customer to get the vehicle back in for the final revision when it becomes available, but the customer will not

take the vehicle back without the "stall fix".

The vehicle information is as follows:

VIN: 1FMCU04101KA64304

Mileage: 25308 miles

Dealer: Hackettstown Ford, P&A: 02815

Please contact me at [REDACTED] or on my cell phone at [REDACTED]. I appreciate your assistance in this situation.

Regards,

Timothy J. Sentzenberg

Ford Motor Company

Field Service Engineer

N.Y. Region

[REDACTED]

From: Dalbo, Bob (R.J.)
Sent: Tuesday, August 13, 2002 7:44 PM
To: Inoue, Hiroshi (H.); Bogema, John (P.)
Cc: Shirahashi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jiyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Inoue-san,
We will of course explain in detail at the OPD audio with MC Japan.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: [REDACTED]
Pager: [REDACTED]

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

From: Inoue, Hiroshi (H.)
Sent: Tuesday, August 13, 2002 7:32 PM
To: Dalbo, Bob (R.J.); Bogema, John (P.)
Cc: Shirahashi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jiyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

I understood your conceptual explanation, but I suppose Hofu PT professionals will need deeper investigations than mine.
Since Keith committed me to give Mazda professionals any data/info in next week, please respect his direction.

For Mazda part number, please advance the last digit (most right side) alphabet by one step.
Example: If the last digit alphabet is "C" for R10, change to "D" for R11.

Hiroshi Inoue
Mazda Tribute Chief Engineer
[REDACTED]

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

From: Dalbo, Bob (R.J.)
Sent: 2002年8月13日 19:22
To: Inoue, Hiroshi (H.); John Bogema
Cc: Shirahashi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jiyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Inoue-san,
Hofu will experience the same initial-build high-RPM issue as KCAP if this change is NOT implemented.
Again, this only affects vehicles that are not idled for more than 25 seconds after being started with an immature keep-alive-memory. Once the vehicle has been idled for 25 seconds there will be absolutely no difference between R10 and R11.

Ford part number suffixes will be incremented. John Bogema will add the current Mazda part numbers and applications.

Bob Dalbo

3.0L Calibration Supervisor

Outfitters Calibration, NAT

Phone:

Pager:

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

From: Inoue, Hiroshi (H.)
Sent: Tuesday, August 13, 2002 4:31 PM
To: Dalbo, Bob (R.J.)
Cc: Shiraiishi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jiyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Per conversation with Keith, I give you Hofu approval on C11402381 in condition that you will give the data showing no impact on Hofu/KD to Takubo-san et al. in next week.

In order to reply your question, please advise me if Ford part number will be changed by C11402381 or not.

- If no change on Ford part number, Mazda number can stay.
- If Ford part number will be changed, please give me the current Mazda part number. I'll advise you a new Mazda number.

Hiroshi Inoue

Mazda Tribute Chief Engineer

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

From: Dalbo, Bob (R.J.)
Sent: 2002年8月13日 15:48
To: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.)
Cc: Shiraiishi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jiyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belyt, Roseann (R.); Krohn, Maggie (M.M.); Bob Fascetti
Subject: Bug in 3.0L U204 Stall Fix Calibrations - C11402381
Importance: High

There is a software error in the 3.0L R10 calibrations that may result in a high idle for roughly 25 seconds after the first start with a new PCM or the first start after the battery has been disconnected. After 25 seconds of operation the issue will not recur.

Emissions are not affected by this issue.

This issue results from a failure to initialize a Keep Alive Memory parameter. Adding this initialization process will completely resolve this issue.

To address this issue, concern C11402381 must be approved as soon as possible to implement a solution. Please help expedite the processing of this concern.

Inoue-san/Kanai-san/Shiraiishi-san,
How will the Mazda part numbers change?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT



From: Dalbo, Bob (R.J.)
Sent: Tuesday, August 13, 2002 7:22 PM
To: Inoue, Hiroshi (H.); Bogema, John (P.)
Cc: Shiraihi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jiyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Inoue-san,
Hofu will experience the same initial-build high-RPM issue as KCAP if this change is NOT implemented. Again, this only affects vehicles that are not idled for more than 25 seconds after being started with an immature keep-alive-memory. Once the vehicle has been idled for 25 seconds there will be absolutely no difference between R10 and R11.

Ford part number suffixes will be incremented. John Bogema will add the current Mazda part numbers and applications.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: 
Pager: 

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

From: Inoue, Hiroshi (H.)
Sent: Tuesday, August 13, 2002 4:31 PM
To: Dalbo, Bob (R.J.)
Cc: Shiraihi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jiyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Per conversation with Keith, I give you Hofu approval on C11402381 in condition that you will give the data showing no impact on Hofu/KD to Takubo-san et al. in next week.

In order to reply your question, please advise me if Ford part number will be changed by C11402381 or not.

- If no change on Ford part number, Mazda number can stay.
 - If Ford part number will be changed, please give me the current Mazda part number.
- I'll advise you a new Mazda number.

Hiroshi Inoue
Mazda Tribute Chief Engineer


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

From: Dalbo, Bob (R.J.)
Sent: 2002年8月13日 15:49
To: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.)
Cc: Shiraihi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jiyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Bob Fascetti
Subject: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Importance: High

There is a software error in the 3.0L R10 calibrations that may result in a high Idle for roughly 25 seconds after the first start with a new PCM or the first start after the battery has been disconnected. After 25 seconds of operation the issue will not recur.

Emissions are not affected by this issue.

This issue results from a failure to initialize a Keep Alive Memory parameter. Adding this initialization process will completely resolve this issue.

To address this issue, concern C11402381 must be approved as soon as possible to implement a solution. Please help expedite the processing of this concern.

Inoue-san/Kanai-san/Shiraishi-san,
How will the Mazda part numbers change?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT



From: Dalbo, Bob (R.J.)
Sent: Tuesday, August 13, 2002 3:49 PM
To: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.)
Cc: Shiraishi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jiyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.)
Subject: Bug In 3.0L U204 Stall Fix Calibrations - C11402381
Importance: High

There is a software error in the 3.0L R10 calibrations that may result in a high idle for roughly 25 seconds after the first start with a new PCM or the first start after the battery has been disconnected. After 25 seconds of operation the issue will not recur.

Emissions are not affected by this issue.

This issue results from a failure to initialize a Keep Alive Memory parameter. Adding this initialization process will completely resolve this issue.

To address this issue, concern C11402381 must be approved as soon as possible to implement a solution. Please help expedite the processing of this concern.

Inoue-san/Kanai-san/Shiraishi-san,
How will the Mazda part numbers change?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT



From: Fournelle, Gilbert (G.)
Sent: Saturday, August 17, 2002 6:51 PM
To: Moorhouse, Scott (S.R.); Fowler, Bernie (B.W.); Himes, Bob (R.S.); Takasawa, Keith (K.D.); Fascetti, Bob (R.J.); Powers, Ken (K.W.); Hofman, Michael (M.V.); Sevchetz, David (D.W.); McDaniel, Keith (R.K.); Busby, Wray (G.W.); Gardner, Pete (.); Fox, Bryan (B.J.); Fox, Bryan (B.J.); Alvarado, OJ (O.J.); Clawson, Randy (R.R.); Wilson, Doug (D.A.); Oswaldel, Ken (K.J.); Crowley, Eric (E.); McKinzie, Brenda (B.); Ball, Dale (D.S.); Dalbo, Bob (R.J.); O'Brien, Mark (M.A.); Edens, James (J.D.); Fox, Bryan (B.J.); Corbett, Sandra (S.M.); Backstrom, Stephanie (S.L.); Bogema, John (P.); Taylor, Perry (P.Allen.); 'CTaverner@vistson.com'; Kanai, Shinji (S.)
Subject: RE: Escape/Tribute Stop Ship- calibration implementation - reflash progress

Final update from the reflash team:

Additional checking of the Allied lots at the plant resulted in 10 more vehicles which were reflashed. This means that 60 vehicles are still unaccounted for. Cloyd Taverner has kept some NGS flashcards and NGS tools to rework the remaining units as they are identified at the plant or shipping yards.

Sincerely,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
[REDACTED]

From: Fournelle, Gilbert (G.)
Sent: Saturday, August 17, 2002 11:37 AM
To: Moorhouse, Scott (S.R.); Fowler, Bennie (B.W.); Himes, Bob (R.S.); Takasawa, Keith (K.D.); Fascetti, Bob (R.J.); Powers, Ken (K.W.); Hoffman, Michael (M.V.); Savchetz, David (D.W.); McDaniel, Keith (R.K.); Busby, Wray (G.W.); Gardner, Pete (.); Fox, Bryan (B.J.); Fox, Bryan (B.J.); Alvarado, OJ (O.J.); Clawson, Randy (R.R.); Wilson, Doug (D.A.); Oswaldel, Ken (K.J.); Crowley, Eric (E.); McKinzie, Brenda (B.); Bell, Dale (D.S.); Dalbo, Bob (R.J.); O'Brien, Mark (M.A.); Edens, James (J.D.); Fox, Bryan (B.J.); Corbett, Sandra (S.M.); Backstrom, Stephanie (S.L.); Bogema, John (P.); Taylor, Perry (P.Allen.); "CTavonne@viateon.com"; Kanai, Shinji (S.)
Subject: RE: Escape/Tribute Stop Ship- calibration implementation - refresh progress

We finished the lot along hwy 210 this morning in the rain. The total number of vehicles reflashed after checking all lots is 1740. Currently we have all but 72 units accounted for. It is unclear where the remaining units are located. We will check through the plant lot and the allied lot once more before leaving this afternoon.

Sincerely,

Gilbert Fournelle
V6 U204 Calibration Engineering
1A27 Truck Engine Engineering (TEE)
[REDACTED]

From: Grzincic, Karen (K.M.)
Sent: Tuesday, August 13, 2002 4:25 PM
To: Bogema, John (P.); 'bnikolai@viateon.com'
Cc: Dalbo, Bob (R.J.); Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Shiraiishi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jiyunichiro (J.); Kawasaki, Shunsuke (S.); Veestra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.)
Subject: RE: Bug In 3.0L U204 Stall Fix Calibrations - C11402381

Before the concern can be authorized, I need to completed the APED worksheet to reflect the cost associated with this release. After talking to Robin Peters, she thought that this may be a "zero" cost release. I need someone to indicate this on the concern ASAP so that I can complete the worksheet. Thanks.

Karen M. Grzincic
PCM Engineering Change Specialist
TEL: [REDACTED]
FAX: [REDACTED]
E-MAIL: [REDACTED]

---Original Message---

From: Peters, Robin (R.S.)
Sent: Tuesday, August 13, 2002 3:51 PM
To: Grzincic, Karen (K.M.)
Subject: FW: Bug In 3.0L U204 Stall Fix Calibrations - C11402381
Importance: High

Info

Robin Peters
Truck PCM Timing Coordinator
Emissions Compliance Dept.
Phone: [REDACTED]

---Original Message---

From: Dalbo, Bob (R.J.)
Sent: Tuesday, August 13, 2002 3:49 PM
To: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.)
Cc: Shiraiishi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jiyunichiro (J.); Kanai, Shiroji (S.); Kawasaki, Shunsuke (S.); Veestra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Bob Fascetti
Subject: Bug In 3.0L U204 Stall Fix Calibrations - C11402381
Importance: High

There is a software error in the 3.0L R10 calibrations that may result in a high idle for roughly 25 seconds after the first start with a new PCM or the first start after the battery has been disconnected. After 25 seconds of operation the issue will not recur.

Emissions are not affected by this issue.

This issue results from a failure to initialize a Keep Alive Memory parameter. Adding this initialization process will completely resolve this issue.

To address this issue, concern C11402381 must be approved as soon as possible to implement a solution. Please help expedite the processing of this concern.

Inoue-san/Kanai-san/Shiraiishi-san,
How will the Mazda part numbers change?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT

Phone:

Pager:



Paint Affinity Team Project Update

Note: This topic should demonstrate the Affinity Team's Objectives, Progress and Next Steps. Length: 1-2pgs. MAX

- Identify Team's focus and priorities
- Customer Metrics being used and background on why the team uses these metrics
- Affinity Team Progress (relate to what dealers should see in showrooms/shops)
- Next Steps

From: Hansen, George (G.C.)
Sent: Tuesday, December 10, 2002 3:34 PM
To: Moorhouse, Scott (S.R.)
Cc: Corbett, Sandra (S.M.)
Subject: FW: 3.0L Stalling Claims

This was Don's encounter with the dealership in Pittsburgh....strikingly similar....

--
George Hansen
Escape, PTQRT
2H-D83, PDC
(313) 84-51800
ghansen4

-----Original Message-----
From: Altoonien, Don (D.J.)
Sent: Monday, December 02, 2002 12:19 PM
To: Hansen, George (G.C.)
Subject: RE: 3.0L Stalling Claims

Sandra, I called Mc Crackin Ford in Pittsburgh Pa. this morning about a stall on a 2003 Escape vehicle built after the magic date of 9/11/03. The tech told me that the vehicle had not stalled. He said that he brings in all sold units, I didn't ask him if by all he only meant Escape's, or all vehicles, and checks them for codes as well as compliance to the latest service publications

-----Original Message-----
From: Hansen, George (G.C.)
Sent: Tuesday, November 26, 2002 2:28 PM
To: Altoonien, Don (D.J.)
Subject: FW: 3.0L Stalling Claims

Scott is going to cover the MO Vehicle. Take a look at the Pittsburgh stuff and let me know what you think. Thanks.

--
George Hansen
Escape, PTQRT
2H-D83, PDC
[REDACTED]
ghansen4

-----Original Message-----
From: Hansen, George (G.C.)
Sent: Tuesday, November 26, 2002 10:53 AM
To: Moorhouse, Scott (S.R.)
Subject: RE: 3.0L Stalling Claims

Here is the file.

<< File: POST 02_09_11 FIX.xls >>

--
George Hansen
Escape, PTQRT
2H-D83, PDC
[REDACTED]
ghansen4

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

From: Fascetti, Bob (R.J.)
Sent: Tuesday, November 26, 2002 10:49 AM
To: Hansen, George (G.C.); Corbett, Sandra (S.M.); Hofman, Michael (M.V.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Cc: Altoonian, Don (D.J.); Moorhouse, Scott (S.R.)
Subject: RE: 3.0L Stalling Claims

Relative to our problem, this is actually good news. Our issue has never been one of infant mortality.

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

From: Hansen, George (G.C.)
Sent: Tuesday, November 26, 2002 10:47 AM
To: Corbett, Sandra (S.M.); Hofman, Michael (M.V.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Fascetti, Bob (R.J.)
Cc: Altoonian, Don (D.J.); Moorhouse, Scott (S.R.)
Subject: 3.0L Stalling Claims

There are 5 Stalling Claims since 9/11/02.

- VIN 1FMYU93183KA90308 / 10/14/02 Build Date; 10/18/02 Repair Date; 10 Miles on Vehicle; Customer Comment: "ON TEST DRIVE BEFORE PDI VEHICLE LOST POWER AND DIED RESTARTED BUT RAN ROUGH AND HAD NO POWER". Technician Diagnosed a Faulty Mass Air Sensor. No further repairs on Vehicle.

- VIN 1FMYU03173KA90389 / 10/2/02 Build Date; 10/11/02 Repair Date; 52 Miles on Vehicle; Customer Comment: "CHECK ENGINE STALL". Technician Diagnosed a Fuel Sender Circuit Fault. Second Repair on 10/17/02 for a PATS Issue.

-VIN 1FMYU03143KA91418 / 10/3/02 Build Date; 10/18/02 Repair Date; 220 Miles on Vehicle; Customer Comment: "CUSTOMER STATES TRUCK CUT OFF AT STOP LIGHT, NOW IT IS RUNNING ROUGH AND SMELLS LIKE SOMETHING IS BURNING.". Technician Diagnosed an EGR Valve Stuck Open. No further repairs on Vehicle.

- VIN 1FMYU93163KA78880 / 9/24/02 Build Date; 9/27/02 Repair Date; 4 Miles on Vehicle; Customer Comment: "CHECK FOR STALLING 12A850 42 D21 12850D 0.2 12860D56 0.3", Technician Comment: "PERFORM DIAG; LITE ON N; CODES ALL PASS; CLEANED AND TIGHTEN CONNECTORS". Don Altoonian will follow up with Dealership on Monday 12/2/02.

- VIN 1FMCU03143KA80342 / 9/24/02 Build Date; 10/7/02 Repair Date; 12 Miles on Vehicle; Customer Comment: "CK VEHICLE STALLS". Technician Comment: "CHECK VEHICLE FOR STALLING CONCERN,WDS EEC TEST,KOEO,KOER PASS.DCL DISPLAY CHECK ALL PIDS.CHK IAC 32 PERC,TP OK,EVAP SYSTEM OK,ALL GROUNDS OK,DPFE OK,PCM CALIBRATION OK.ROADTEST OK." Don Altoonian will follow up with Dealership on Monday 12/2/02.

Don can update the Team after he has contacted the dealerships.

George Hansen
Escape, PTQRT
2H-D83_PDC
ghansen4

From: Hansen, George (G.C.)
Sent: Tuesday, October 01, 2002 1:28 PM
To: Corbett, Sandra (S.M.)
Subject: FW: 2003 Stall

CQIS Reports

--
George Hansen
Escape, PTQRT
2H-D63, PDC

ghansen4

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

From: Suarez, Rhea (R.)
Sent: Tuesday, October 01, 2002 1:25 PM
To: Hansen, George (G.C.)
Subject: 2003 Stall

Rpt#: ZIEEN003 NHL Rpt: 09/05/2002 Odom: 336 M
Rvwd: Y File: _ Folder: 02009332 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2003 ESCAPE 4X4,LIMITED,MPV 1FMCU941X3KA08054 Bld: 07/31/2002
Engine: 3.0L DUR Calb: Trans: CD4E E Axle: 3800F2.73L A/C:
Dealer Id: 03423 Woodhouse Ford, Inc. Ph#: (402) 426-4126
State: Nebraska City: Blair Orig/Caller: DON CASE
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INTERMITTENT STALL CONCERN St: CCRG/EPRC: _ Rvwd: Dt:
Fbx: N Caus. Comp: -- Condition Code:
Hotliner: KMENTGEN Phone: 313 317-7049 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR TECH STATES THE CUSTOMER IS COMPLAINING OF INTERMITTENT STALL.
CUSTOMER STATES VEHICLE HAS STALLED 2 TIMES. TECH STATES HE
CAN NOT VERIFY THE STALL CONCERN.
RECOMM ADVISED TECH THERE IS A REFLASH EXPECTED FOR THE CONCERN IN
THE NEAR FUTURE, ADVISED TECH TO MONITOR OASIS FOR THE UPDATE.
TECH/C 09/23/2002 09:13AM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE
WAITING FOR UPDATE FOR PCM TO BE RELEASED

Rpt#: ZIRJ3002 NHLPCM Rpt: 09/18/2002 Odom: 1,921 M
Rvwd: Y File: _ Folder: 02009332 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2003 ESCAPE 4X4,XLT ,MPV 1FMYU93153KA02637 Bld: 07/26/2002
Engine: 3.0L DUR Calb: Trans: CD4E E Axle: 3800F2.73L A/C:
Dealer Id: 03297 Sill-TerHar Motors, Inc. Ph#: (303) 469-1801
State: Colorado City: Broomfield Orig/Caller: KEVIN KLEIN
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: P1085 *H* DECEL STALL St: CCRG/EPRC: _ Rvwd: Dt:
Fbx: Caus. Comp: -- Condition Code:

Region Code: 56 Region Name: Denver - 56

REPAIR TECH HAS NOT BEEN ABLE TO DUPLICATE CONCERN,JIM NOTEBOOK FIELD QUALITY
ENGINEER ASKING FOR PCM REPLACEMENT,TSB 02-11-06
RECOMM BASED ON RECOMMENDATION FROM FQE APPROVAL GIVEN

TECH TO SHIP PCM TO KERRY CORPOLONGO FOR ANALYSIS

Rpt#: 2IZFO011 NHL Rpt: 09/26/2002 Odom: 1,414 M
Rvwd: Y File: _ Folder: 02009332 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2003 ESCAPE 4X4,XLT ,MPV 1FMYU93103KA06451 Bld: 08/01/2002
Engine: 3.0L DUR Callb: Trans: CD4E E Axle: 3800F2.73L A/C:
Dealer Id: 20176 Velde Ford Sales, Inc. Ph#: (309) 347-3111
State: Illinois City: Pekin Orig/Caller: TONY WATSON
Symptom: 6 07 7 92 DRVABL,STALL/QUITS,DECELERATION,HOT ENGINE
Addl Sym: STALL ON DECEL St: CCRG/EPRC: _ Rvwd: Dt:
Fic: Caus. Comp: -- Condition Code:
Hotliner: BHEISNER Phone: 313 317-7060 Regn Cd: 41 Chicago - 41
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR ONE TIME STALL ON DECEL NO CODES. SEEKING KNOWNS.
RECOMM ISM 02-09-007 REPROGRAM PCM

Rpt#: 2I1EN006 NHL Rpt: 09/27/2002 Odom: 67 M
Rvwd: Y File: _ Folder: 02009332 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2003 ESCAPE 4X4,XLS ,MPV 1FMYU02183KA42515 Bld: 09/09/2002
Engine: 3.0L DUR Callb: Trans: CD4E E Axle: 3800F2.73C A/C:
Dealer Id: 01431 Chapman Ford Sales, Inc. Ph#: (215) 676-3636
State: Pennsylvania City: Philadelphia Orig/Caller: STEVEN FELDMAN
Symptom: 6 07 7 93 DRVABL,STALL/QUITS,DECELERATION,ALL ENGINE TEMP
Addl Sym: INTERMITTENT STALLING CONCE St: CCRG/EPRC: _ Rvwd: Dt:
Fic: Caus. Comp: -- Condition Code:
Hotliner: JCHACON3 Phone: 313 317-7047 Regn Cd: 16 Philadelphia -16
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR THE TECHNICIAN WORKING ON THIS VEHICLE STATES: "THE ENGINE HAS AN
INTERMITTENT STALLS AND QUILTS, ANY UPDATES, THE CONCERN CANNOT BE
DUPLICATED AT THIS TIME." REQUESTING TECHNICAL ADVISE.
RECOMM ISM 02-09-007 REPROGRAM PCM
ADVISED THE TECHNICIAN:
REVIEWED ISN 02-09-007 NO UPDATES ON THIS REPAIR UNTIL A NEW
CALIBRATION IS RELEASED.

From: Inoue, Hiroshi (H.)
Sent: Tuesday, August 13, 2002 7:35 PM
To: Bogema, John (P.); Dalbo, Bob (R.J.)
Cc: Shiraiishi, Masaru (M.); Takubo, Hiroichi (H.); Ichikawa, Jyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Pls change the suffix "A" to "B" of the Mazda part numbers for R11, if your table shows the numbers for R10.

Hiroshi Inoue
Mazda Tribute Chief Engineer



—Original Message—

From: Bogema, John (P.)
Sent: 2002年8月13日 19:26
To: Dalbo, Bob (R.J.); Inoue, Hiroshi (H.)
Cc: Shiraiishi, Masaru (M.); Takubo, Hiroichi (H.); Ichikawa, Jyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Inoue-san,

the Ford part numbers are on the left, the Mazda are on the right. The Mazda part numbers have a 18881 base number that is not shown and the Ford parts have a 12a650 base that is not shown.

3.0L	CD4E	LEV	3L8A-BB	AJ71 - A
3.0L	CD4E	CAA	3L8A-CB	AJ74 - A
3.0L	CD4E	EURO-Ford	3L8A-BB	AJ86 - A
3.0L	CD4E	EURO-Mazda	3L8A-AHB	AJ73 - A
3.0L	CD4E	JAPAN	3L8A-FB	AJ94 - A
3.0L	CD4E	JAPAN	3L8A-HB	AJ93 - A
3.0L	CD4E	ROW	3L8A-JB	AJ75 - A
3.0L	CD4E	LEADED (GCC)	3L8A-CB	AJ76 - A

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Tuesday, August 13, 2002 7:22 PM
To: Inoue, Hiroshi (H.); John Bogema
Cc: Shiraiishi, Masaru (M.); Takubo, Hiroichi (H.); Ichikawa, Jyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Inoue-san,

Hofu will experience the same initial-bulld high-RPM issue as KCAP if this change is NOT implemented. Again, this only affects vehicles that are not idled for more than 25 seconds after being started with an immature keep-alive-memory. Once the vehicle has been idled for 25 seconds there will be absolutely no difference between R10 and R11.

Ford part number suffixes will be incremented. John Bogema will add the current Mazda part numbers with applications.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT

Phone: [REDACTED]
Pager: [REDACTED]

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

From: Inoue, Hiroshi (H.)
Sent: Tuesday, August 13, 2002 4:31 PM
To: Dalbo, Bob (R.J.)
Cc: Shirahishi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jiyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takaawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Per conversation with Keith, I give you Hofu approval on C11402381 in condition that you will give the data showing no impact on Hofu/KD to Takubo-san et al. in next week.

In order to reply your question, please advise me if Ford part number will be changed by C11402381 or not.

- If no change on Ford part number, Mazda number can stay.
- If Ford part number will be changed, please give me the current Mazda part number. I'll advise you a new Mazda number.

Hiroshi Inoue
Mazda Tribute Chief Engineer

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

From: Dalbo, Bob (R.J.)
Sent: 2002年8月13日 15:49
To: Takaawa, Keith (K.D.); Inoue, Hiroshi (H.)
Cc: Shirahishi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jiyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Bob Fascetti
Subject: Bug in 3.0L U204 Stall Fix Calibrations - C11402381
Importance: High

There is a software error in the 3.0L R10 calibrations that may result in a high idle for roughly 25 seconds after the first start with a new PCM or the first start after the battery has been disconnected. After 25 seconds of operation the issue will not recur.

Emissions are not affected by this issue.

This issue results from a failure to initialize a Keep Alive Memory parameter. Adding this initialization process will completely resolve this issue.

To address this issue, concern C11402381 must be approved as soon as possible to implement a solution. Please help expedite the processing of this concern.

Inoue-san/Kanai-san/Shirahishi-san,
How will the Mazda part numbers change?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT



From: Inoue, Hiroshi (H.)
Sent: Tuesday, August 13, 2002 7:32 PM
To: Dalbo, Bob (R.J.); Bogema, John (P.)
Cc: Shiraihi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

I understood your conceptual explanation, but I suppose Hofu PT professionals will need deeper investigations than mine.
Since Keith committed me to give Mazda professionals any data/info in next week, please respect his direction.

For Mazda part number, please advance the last digit (most right side) alphabet by one step.
Example: if the last digit alphabet is "C" for R10, change to "D" for R11.

Hiroshi Inoue
Mazda Tribute Chief Engineer

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

From: Dalbo, Bob (R.J.)
Sent: 2002年8月13日 19:22
To: Inoue, Hiroshi (H.); John Bogema
Cc: Shiraihi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Inoue-san,
Hofu will experience the same initial-build high-RPM issue as KCAP if this change is NOT implemented. Again, this only affects vehicles that are not idled for more than 25 seconds after being started with an immature keep-alive-memory. Once the vehicle has been idled for 25 seconds there will be absolutely no difference between R10 and R11.

Ford part number suffixes will be incremented. John Bogema will add the current Mazda part numbers and applications.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT

Phone: [REDACTED]
Pager: [REDACTED]

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

From: Inoue, Hiroshi (H.)
Sent: Tuesday, August 13, 2002 4:31 PM
To: Dalbo, Bob (R.J.)
Cc: Shiraihi, Masaru (M.); Takubo, Hirochi (H.); Ichikawa, Jyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)

Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Per conversation with Keith, I give you Hofu approval on C11402381 in condition that you will give the data showing no impact on Hofu/KD to Takubo-san et al. In next week.

In order to reply your question, please advise me if Ford part number will be changed by C11402381 or not.

- If no change on Ford part number, Mazda number can stay.
- If Ford part number will be changed, please give me the current Mazda part number. I'll advise you a new Mazda number.

Hiroshi Inoue
Mazda Tribute Chief Engineer



---Original Message---

From: Dalbo, Bob (R.J.)
Sent: 2002年8月13日 15:49
To: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.)
Cc: Shiraishi, Masaru (M.); Takubo, Hiroichi (H.); Ichikawa, Jiyunichiro (J.); Kanai, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.Y.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Bob Pascoetti
Subject: Bug in 3.0L U204 Stall Fix Calibrations - C11402381
Importance: High

There is a software error in the 3.0L R10 calibrations that may result in a high idle for roughly 25 seconds after the first start with a new PCM or the first start after the battery has been disconnected. After 25 seconds of operation the issue will not recur.

Emissions are not affected by this issue.

This issue results from a failure to initialize a Keep Alive Memory parameter. Adding this initialization process will completely resolve this issue.

To address this issue, concern C11402381 must be approved as soon as possible to implement a solution. Please help expedite the processing of this concern.

Inoue-san/Kanai-san/Shiraishi-san,
How will the Mazda part numbers change?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: 
Pager: 

From: Inoue, Hiroshi (H.)
Sent: Tuesday, August 13, 2002 4:31 PM
To: Dalbo, Bob (R.J.)
Cc: Shiraiishi, Masaru (M.); Takubo, Hiroichi (H.); Ichikawa, Jiyunichiro (J.); Kanel, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Fascetti, Bob (R.J.); Takasawa, Keith (K.D.); Kodama, Masaki (M.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Per conversation with Keith, I give you Hofu approval on C11402381 in condition that you will give the data showing no impact on Hofu/KD to Takubo-san et al. in next week.

In order to reply your question, please advise me if Ford part number will be changed by C11402381 or not.

- If no change on Ford part number, Mazda number can stay.
- If Ford part number will be changed, please give me the current Mazda part number. I'll advise you a new Mazda number.

Hiroshi Inoue
Mazda Tribute Chief Engineer



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

From: Dalbo, Bob (R.J.)
Sent: 2002年8月13日 15:49
To: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.)
Cc: Shiraiishi, Masaru (M.); Takubo, Hiroichi (H.); Ichikawa, Jiyunichiro (J.); Kanel, Shinji (S.); Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe (Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Bob Fascetti
Subject: Bug in 3.0L U204 Stall Fix Calibrations - C11402381
Importance: High

There is a software error in the 3.0L R10 calibrations that may result in a high idle for roughly 25 seconds after the first start with a new PCM or the first start after the battery has been disconnected. After 25 seconds of operation the issue will not recur.

Emissions are not affected by this issue.

This issue results from a failure to initialize a Keep Alive Memory parameter. Adding this initialization process will completely resolve this issue.

To address this issue, concern C11402381 must be approved as soon as possible to implement a solution. Please help expedite the processing of this concern.

Inoue-san/Kanel-san/Shiraiishi-san,
How will the Mazda part numbers change?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT



From: Inoue, Hiroshi (H.)
Sent: Friday, August 02, 2002 12:33 PM
To: Bogema, John (P.)
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraishi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.); Yamamoto, Nobuhiro (N.); Fujoka, Kenji (K.)
Subject: RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

Per Mazda Internal discussion, let me change Mazda single window to Fujoka-san: KFUJIOK1.

Hiroshi Inoue
 Mazda Tribute Chief Engineer

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

From: Bogema, John (P.)
Sent: 2002年8月1日 11:55
To: Inoue, Hiroshi (H.); Yamamoto, Nobuhiro (N.)
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraishi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.)
Subject: RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

For this concern, yes.

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

From: Inoue, Hiroshi (H.)
Sent: Thursday, August 01, 2002 10:36 AM
To: Yamamoto, Nobuhiro (N.); Bogema, John (P.)
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraishi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.)
Subject: RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

Yamamoto-san,
 Please lead Mazda internal actions and also be the single contact window for this subject.

John,
 You are the single contact window in Ford side, right?

Hiroshi Inoue
 Mazda Tribute Chief Engineer

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

From: Bogema, John (P.)
Sent: 2002年8月1日 10:00
To: Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraishi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)
Cc: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian,

Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Pascetti, Bob (R.J.); Fo
(G.)

Subject: RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

At this morning's OPD PMT it was discussed that the Mazda part numbers still have not been added to WERS due to lack of access on the Mazda side.

Therefore, here are the Ford part numbers for the 2001 and 2002 service modules from the concern. Please assign Mazda part numbers. This is the only remaining obstacle to getting this out to the customers.

NEW C/W	NEW CAL #	NEW Ford P/N	OLD C/W	OLD CAL #	OLD Ford P/N
NSFO	2M11A30510	2U7A 12A650 CZA	BUS3	2M11A30510	2L8A 12A650 AD
PVNO	2M11B30510	2U7A 12A650 CPA	ZRZ3	2M11B30510	2L8A 12A650 BD
REGO	2M11C30510	2U7A 12A650 CRA	HQP3	2M11C30510	2L8A 12A650 CD
SGGO	2M11A30E10	2U7A 12A650 CSA	JTM3	2M11A30E10	2L8A 12A650 GD
THEO	2M11A30J11	2U7A 12A650 CTA	LUX4	2M11A30J11	2L8A 12A650 HE
UJBO	2M11B30J11	2U7A 12A650 CUA	CKQ4	2M11B30J11	2L8A 12A650 JE
VFN0	2M11A30X10	2U7A 12A650 CVA	SQO3	2M11A30X10	2L8A 12A650 KD
XAN0	2M11B30X10	2U7A 12A650 CXA	CFD3	2M11B30X10	2L8A 12A650 MD
YWC0	2M11A30G10	2U7A 12A650 CYA	MQE3	2M11A30G10	2L8A 12A650 LD
ATF2	0M11A30512	1U7A 12A650 AXC	ATF1	0M11A30512	1U7A 12A650 AXB
SJA2	0M11C30512	1U7A 12A650 AYC	SJA1	0M11C30512	1U7A 12A650 AYB
ESG2	0M11B30512	1U7A 12A650 AZC	ESG1	0M11B30512	1U7A 12A650 AZB
FGB2	0M11A30E12	1U7A 12A650 BHC	FGB1	0M11A30E12	1U7A 12A650 BBB
QPR2	0M11A30J14	1U7A 12A650 BCC	QPR1	0M11A30J14	1U7A 12A650 BCB
TDA2	0M11B30J14	1U7A 12A650 BDC	TDA1	0M11B30J14	1U7A 12A650 BDB
RIL2	0M11A30X11	1U7A 12A650 BEC	RIL1	0M11A30X11	1U7A 12A650 BEB
XHR2	0M11A30G13	1U7A 12A650 APC	XHR1	0M11A30G13	1U7A 12A650 APB

John P. Bogema

3.0L Escape Calibration Engineering

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 31, 2002 3:26 PM
To: Waud, Sachiko (S.); Shirahashi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)
Cc: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Vanstra, Tim (T.W.); Corbett, Sandra (S.M.); Alkoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Bob Pascetti; Gilbert Fournelle; John Bogema
Subject: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling
Importance: High

Waud-san,

Concern C11390580, which releases 2001MY and 2002MY service calibrations and PCMs to address stalling on Escapes and Tributes, needs to have Mazda part numbers inserted in order to proceed. Since the concern has been approved by program management, please input the Mazda part numbers as soon as possible.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT

Phone: [REDACTED]
Pager: [REDACTED]

From: Inoue, Hiroshi (H.)
Sent: Thursday, August 01, 2002 10:38 AM
To: Yamamoto, Nobuhiro (N.); Bogema, John (P.)
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraiishi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.); Kodama, Masaki (M.)
Subject: RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

Yamamoto-san,
Please lead Mazda internal actions and also be the single contact window for this subject.

John,
You are the single contact window in Ford side, right?

Hiroshi Inoue
Mazda Tribute Chief Engineer

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

From: Bogema, John (P.)
Sent: 2002年8月1日 10:00
To: Dalbo, Bob (R.J.); Waud, Sachiko (S.); Shiraiishi, Masaru (M.); Ichikawa, Jiyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)
Cc: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.)
Subject: RE: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling

At this morning's OPD PMT it was discussed that the Mazda part numbers still have not been added to WERS due to lack of access on the Mazda side.

Therefore, here are the Ford part numbers for the 2001 and 2002 service modules from the concern. Please assign Mazda part numbers. This is the only remaining obstacle to getting this out to the customers.

NEW C/W	NEW CAL #	NEW Ford P/N	OLD C/W	OLD CAL #	OLD Ford P/N
N9F0	2M11A30510	2U7A 12A650 CZA	BUS3	2M11A30510	2L8A 12A650 AD
PVN0	2M11B30510	2U7A 12A650 CVA	ZRE3	2M11B30510	2L8A 12A650 BD
RKG0	2M11C30510	2U7A 12A650 CRA	HQP3	2M11C30510	2L8A 12A650 CD
SGG0	2M11A30E10	2U7A 12A650 CSA	JTM3	2M11A30E10	2L8A 12A650 GD
THE0	2M11A30J11	2U7A 12A650 CTA	LUX4	2M11A30J11	2L8A 12A650 HE
UJB0	2M11B30J11	2U7A 12A650 CUA	CKQ4	2M11B30J11	2L8A 12A650 JE
VFN0	2M11A30X10	2U7A 12A650 CVA	SQO3	2M11A30X10	2L8A 12A650 KD
XAN0	2M11B30X10	2U7A 12A650 CXA	CFD3	2M11B30X10	2L8A 12A650 MD
YWC0	2M11A30G10	2U7A 12A650 CYA	MQE3	2M11A30G10	2L8A 12A650 LD
ATF2	0M11A30512	1U7A 12A650 AXC	ATF1	0M11A30512	1U7A 12A650 AXB
BJA2	0M11C30512	1U7A 12A650 AYC	BJA1	0M11C30512	1U7A 12A650 AYE
ESG2	0M11B30512	1U7A 12A650 AZC	ESG1	0M11B30512	1U7A 12A650 AZB
FGB2	0M11A30E12	1U7A 12A650 BBC	FGB1	0M11A30E12	1U7A 12A650 BBB
QPR2	0M11A30J14	1U7A 12A650 BCC	QPR1	0M11A30J14	1U7A 12A650 BCB
TDA2	0M11B30J14	1U7A 12A650 BDC	TDA1	0M11B30J14	1U7A 12A650 BDB
RIL2	0M11A30X11	1U7A 12A650 BRC	RIL1	0M11A30X11	1U7A 12A650 BEB
XHR2	0M11A30G13	1U7A 12A650 APC	XHR1	0M11A30G13	1U7A 12A650 APB

John P. Bogema

3.0L Escape Calibration Engineering



---Original Message---

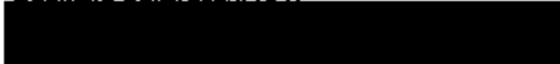
From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 31, 2002 3:26 PM
To: Waud, Sachiko (S.); Shirahashi, Masaru (M.); Ichikawa, Jyunichiro (J.); Takubo, Hirochi (H.); Kawasaki, Shunsuke (S.); Hamano, Naoumi (N.)
Cc: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.); Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Alkoonian, Don (D.J.); Peters, Robin (R.S.); Sanders, Muriel (M.S.); Bob Fascetti; Gilbert Fournelle; John Bogema
Subject: Need Mazda Part Numbers for Service Calibration Release for Escape/Tribute Stalling
Importance: High

Waud-san,

Concern C11390580, which releases 2001MY and 2002MY service calibrations and PCMs to address stalling on Escapes and Tributes, needs to have Mazda part numbers inserted in order to proceed. Since the concern has been approved by program management, please input the Mazda part numbers as soon as possible.

Bob Dalbo

3.0L Calibration Supervisor
Outfitting Calibration, NAT



From: Inoue, Hiroshi (H.)
Sent: Wednesday, July 24, 2002 3:46 PM
To: Fascetti, Bob (R.J.)
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.); Takasawa, Keith (K.D.)
Subject: RE: (2) stalls robustness CR's

Bob,

I expect your information will get understanding of Mazda engineers shortly.

Just for clarification: Kanai-san and Steve Limtiaco are Quality folks and NOT powertrain engineer for this CR. In US, the right contacts is Shiraishi-san in this case.

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

From: Fascetti, Bob (R.J.)
To: Inoue, Hiroshi (H.); Takasawa, Keith (K.D.)
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.)
Sent: 02/07/24 14:17
Subject: RE: (2) stalls robustness CR's

We need these concerns approved at this Thursday morning meeting. Mazda has had the white papers for these concerns for over a week (sent to Ichikawa-san). All of these concerns have been discussed at our weekly stall meeting, that Kanai-san, and MNAO (Steve Limtiaco) attend.

Takasawa-san has already directed that these concerns be approved. I understand that Mazda gets some time to approve concerns, and that's why we sent the white paper early.

Please come prepared to approve this concern at this meeting. We have now lost two full days of progress due to waiting.

Please address this matter urgently.

Thank you,
Bob Fascetti
Outfitters Calibration Manager

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

From: Inoue, Hiroshi (H.)
Sent: Tuesday, July 23, 2002 12:06 PM
To: Takasawa, Keith (K.D.)
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.)
Subject: RE: (2) stalls robustness CR's

Takasawa-san,

Per your approval for KCAP, now Hofu change control process starts officially for these CRs.
At this moment, both of C11390580 and C11371349 are "Black Box" for Mazda engineers.

In order to get Hofu approval quickly, please have relating Ford folks give information to Mazda engineers ASAP. Shiraishi-san will set up a engineering meeting in this week.

The major point to be confirmed is any impact on Certification/Homologation in countries out side US.
I sincerely don't want make you get problems of regulatory recall.

Hiroshi Inoue
Mazda Tribute Chief Engineer

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

From: Takasawa, Keith (K.D.)
Sent: 2002777227 16:28
To: Corbett, Sandra (S.M.)
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr, Jerry (G.T.)
Subject: RE: (2) stalls robustness CR's

Due to the critical nature of these changes and the need to proceed immediately with next steps, I have directed Tim Veenstra to approve the 2 referent CRs. We will follow-up with further information as required.

Regards,
Keith Takasawa
Escape/Tribute Chief Engineer
PDC 2HJ64
MD401
PH: [REDACTED]
FAX: [REDACTED]
E-MAIL: [REDACTED]
TEXT PAGE: [REDACTED]

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

From: Corbett, Sandra (S.M.)
Sent: Monday, July 22, 2002 3:59 PM
To: Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.)
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)
Subject: (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status for the emergency release for stalls robustness actions:

C11390580- calibration change

-Mazda (Shiraishi-san) indicates they need final white paper, Dalbo will forward

-KCAP (John O'Callaghan) indicates that a plant trial is required...we cannot provide parts until the concern is authorized by Prog. Mgmt....Prog Mgmt (Jessica Rusu) indicates that cr cannot be authorized until trial is complete...HELP/NEXT STEPS???

C11371349- capacitor change

-Mazda (Shiraishi-san) is also requesting white paper--THERE IS NO FUNCTIONAL CHANGE, THEREFORE NO WHITE PAPER WILL BE PROVIDED

-Need Mazda (Fujioaka-san and Waud-san) to approve (currently rejected by Mazda)

Tin,

Will there be change control Tuesday at 8am or will these covered at PST?

Sandy Corbett

Escape Powertrain QRT

Phone/Fax: (313)59-44351

Product Development Center 2H-866

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

From: Bob Dalbo (1-313-2484947)

[mailto:viwrk014@drbn004.dearborn.ford.com]

Sent: Monday, July 22, 2002 3:01 PM

To: SCORBETT

Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until concerns

(C11390580 & C11371349) are approved.

From: Inoue, Hiroshi (H.)
Sent: Tuesday, July 23, 2002 12:06 PM
To: Takasawa, Keith (K.D.)
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Pascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Klarr, Jerry (G.T.); Corbett, Sandra (S.M.)
Subject: RE: (2) stalls robustness CR's

Takasawa-san,
Per your approval for KCAP, now Hofu change control process starts officially for these CRs.
At this moment, both of C11390580 and C11371349 are "Black Box" for Mazda engineers.

In order to get Hofu approval quickly, please have relating Ford folks give information to Mazda engineers ASAP. Shiraishi-san will set up a engineering meeting in this week.

The major point to be confirmed is any impact on Certification/Homologation in countries out side US.
I sincerely don't want make you get problems of regulatory recall.

Hiroshi Inoue
Mazda Tribute Chief Engineer




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

From: Takasawa, Keith (K.D.)
Sent: 2002777227 16:28
To: Corbett, Sandra (S.M.)
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Pascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linde, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr, Jerry (G.T.)
Subject: RE: (2) stalls robustness CR's

Due to the critical nature of these changes and the need to proceed immediately with next steps, I have directed Tim Veenstra to approve the 2 referent CRs. We will follow-up with further information as required.

Regards,
Keith Takasawa
Escape/Tribute Chief Engineer
PDC 2HJ64
MD401



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

From: Corbett, Sandra (S.M.)
Sent: Monday, July 22, 2002 3:59 PM
To: Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.)
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)
Subject: (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status for the emergency release for stalls robustness actions:

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-Mazda (Shiraishi-san) indicates they need final white paper, Dalbo will forward

-KCAP (John O'Callaghan) indicates that a plant trial is required...we cannot provide parts until the concern is authorized by Prog. Mgmt....Prog Mgmt (Jessica Rusu) indicates that or cannot be authorized until trial is complete...HELP/NEXT STEPS???

C11371349- capacitor change

-Mazda (Shiraishi-san) is also requesting white paper--THERE IS NO FUNCTIONAL CHANGE, THEREFORE NO WHITE PAPER WILL BE PROVIDED

-Need Mazda (Fujioka-san and Waud-san) to approve (currently rejected by Mazda)

Tim,

Will there be change control Tuesday at 8am or will these covered at PST?

Sandy Corbett
Escape Powertrain CRT
Phone/Fax: [REDACTED]
Product Development Center 2H-E66

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

From: Bob Dalbo (1-313-2484947)
[mailto:viwrk014@drbn004.dearborn.ford.com]
Sent: Monday, July 22, 2002 3:01 PM
To: SCORBETT
Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until concerns (C11390580 & C11371349) are approved.

From: Johnson, Valerie (V.D.)
Sent: Tuesday, July 23, 2002 11:11 AM
To: Stassen, Tamara (T.M.); Morgan, Dan (W.D.)
Cc: Dalbo, Bob (R.J.); Corbett, Sandra (S.M.); Peters, Robin (R.S.); Johnson, Valerie (V.D.)
Subject: RE: (2) stalls robustness CR's

Tamara/Dan, Keith Takasawa wants to bypass the HOFU process on this change. A note from Pete Linde, which I have attached, explains that if the concern is a "time critical" issue (Dan concurred on this process), then we can bypass the process with a note of explanation to HOFU. I believe this fits in this category. Sachiko/Junko, I have taken concern to 'A'.

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

From: Corbett, Sandra (S.M.)
Sent: Tuesday, July 23, 2002 10:56 AM
To: Johnson, Valerie (V.D.); Peters, Robin (R.S.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: (2) stalls robustness CR's

Val,

Based on the attached note from Takasawa-san, we should not have to wait for Hofu to proceed with anything...I'm on an OK to Ship meeting currently and will call when it is complete.

Sandy Corbett
Escape Powertrain PMT & QRT
Phone/Fax: (313)68-44351
Product Development Center 2H-E66

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

From: Johnson, Valerie (V.D.)
Sent: Tuesday, July 23, 2002 10:19 AM
To: Peters, Robin (R.S.)
Cc: Dalbo, Bob (R.J.); Corbett, Sandra (S.M.)
Subject: RE: (2) stalls robustness CR's

Robin, that's not what triggers the 'A'. It has to be physically taken to 'A' status. A notice can be pulled whether concern is in 'A' status or 'T'. However, we are waiting HOFU to respond before concern can be taken to 'A'

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

From: Peters, Robin (R.S.)
Sent: Tuesday, July 23, 2002 9:59 AM
To: Johnson, Valerie (V.D.)
Cc: Dalbo, Bob (R.J.); Corbett, Sandra (S.M.)
Subject: FW: (2) stalls robustness CR's

Hi Val,

Can you put a date in the Program Management Authorization field on the "C" screen of G11390580. Although the description screen says approved, we will be unable to pull the notice without the date to trigger the "I" status to "A".

Thank!

Robin Peters
Truck PCM Timing Coordinator
Emissions Compliance Dept.
Phone: [REDACTED]

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

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 23, 2002 9:53 AM
To: Peters, Robin (R.S.)
Subject: FW: (2) stalls robustness CR's

FYI - Escape Platform CPE directed approval of these concerns.

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: [REDACTED]
Pager: [REDACTED]

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

From: Takasawa, Keith (K.D.)
Sent: Monday, July 22, 2002 4:28 PM
To: Corbett, Sandra (S.M.)
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shirahashi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujikawa, Kenji (K.); Linda, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Kiarr, Jerry (G.T.)
Subject: RE: (2) stalls robustness CR's

Due to the critical nature of these changes and the need to proceed immediately with next steps, I have directed Tim Veenstra to approve the 2 referent CRs. We will follow-up with further information as required.

Regards,
Keith Takasawa
Escape/Tribute Chief Engineer
PDC 2HJ64
MD401
[REDACTED]

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

From: Corbett, Sandra (S.M.)
Sent: Monday, July 22, 2002 3:59 PM
To: Shirahashi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujikawa, Kenji (K.)
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)
Subject: (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status for the emergency release for stalls robustness actions:

C11390580- calibration change

-Mazda (Shirahashi-san) indicates they need final white paper, Dalbo will forward
-KCAP (John O'Callaghan) indicates that a plant trial is required...we cannot provide parts until the concern is authorized by Prog. Mgmt...Prog Mgmt (Jessica Rusu) indicates that or cannot be authorized until trial is complete...HELP/NEXT STEPS???

C11371349- capacitor change

-Mazda (Shirahsi-san) is also requesting white paper--THERE IS NO FUNCTIONAL CHANGE, THEREFORE NO WHITE PAPER WILL BE PROVIDED

-Need Mazda (Fujioka-san and Waud-san) to approve (currently rejected by Mazda)

Tim,

Will there be change control Tuesday at 8am or will these covered at PST?

Sandy Corbett

Escape Powertrain QRT

Phone/Fax: (313)59-44351

Product Development Center 2H-E66

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

From: Bob Dalbo (1-313-2484847)

[mailto:vtwrk014@drbn004.dearborn.ford.com]

Sent: Monday, July 22, 2002 3:01 PM

To: SCORBETT

Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until concerns (C11390580 & C11371349) are approved.

From: Johnson, Valerie (V.D.)
Sent: Tuesday, July 23, 2002 10:19 AM
To: Peters, Robin (R.S.)
Cc: Dalbo, Bob (R.J.); Corbett, Sandra (S.M.)
Subject: RE: (2) stalls robustness CR's

Robin, that's not what triggers the 'A'. It has to be physically taken to 'A' status. A notice can be pulled whether concern is in 'A' status or 'I'. However, we are waiting HOFU to respond before concern can be taken to 'A'

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

From: Peters, Robin (R.S.)
Sent: Tuesday, July 23, 2002 9:59 AM
To: Johnson, Valerie (V.D.)
Cc: Dalbo, Bob (R.J.); Corbett, Sandra (S.M.)
Subject: FW: (2) stalls robustness CR's

Hi Val,

Can you put a date in the Program Management Authorization field on the "C" screen of C11390580. Although the description screen says approved, we will be unable to pull the notice without the date to trigger the "I" status to "A".

Thanks!

Robin Peters
Truck PCM Timing Coordinator
Emissions Compliance Dept.
Phone: [REDACTED]

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

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 23, 2002 9:53 AM
To: Peters, Robin (R.S.)
Subject: FW: (2) stalls robustness CR's

FYI - Escape Platform CPE directed approval of these concerns.

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: [REDACTED]
Pager: [REDACTED]

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

From: Takasawa, Keith (K.D.)
Sent: Monday, July 22, 2002 4:28 PM
To: Corbett, Sandra (S.M.)
Cc: Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.); Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.); Linda, Peter (P.A.); Rusu, Jessica (J.L.); Inoue, Hiroshi (H.); Klarr,

Jerry (G.T.)
Subject: RE: (2) stalls robustness CR's

Due to the critical nature of these changes and the need to proceed immediately with next steps, I have directed Tim Veenstra to approve the 2 referent CRs. We will follow-up with further information as required.

Regards,
Keith Takasawa
Escape/Tribute Chief Engineer
PDC 2HJ64
MD401

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

From: Corbett, Sandra (S.M.)
Sent: Monday, July 22, 2002 3:59 PM
To: Shiraishi, Masaru (M.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.); Hofman, Michael (M.V.); Ichikawa, Jiyunichiro (J.); Waud, Sachiko (S.); Fujioka, Kenji (K.)
Cc: Takasawa, Keith (K.D.); Veenstra, Tim (T.W.); Moorhouse, Scott (S.R.)
Subject: (2) stalls robustness CR's

I am struggling to get these items ready for release. Here is status for the emergency release for stalls robustness actions:

C11390580- calibration change

-Mazda (Shiraishi-san) indicates they need final white paper, Dalbo will forward

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C11371349- capacitor change

-Mazda (Shiraishi-san) is also requesting white paper--THERE IS NO FUNCTIONAL CHANGE, THEREFORE NO WHITE PAPER WILL BE PROVIDED

-Need Mazda (Fujioka-san and Waud-san) to approve (currently rejected by Mazda)

Tim,
Will there be change control Tuesday at 8am or will these covered at PST?

Sandy Corbett
Escape Powertrain QRT
Phone/Fax: (313)59-44351
Product Development Center 2H-E66

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

From: Bob Dalbo (1-313-2484947)

[mailto:viwrk014@drbn004.dearborn.ford.com]
Sent: Monday, July 22, 2002 3:01 PM
To: SCORETT
Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until concerns (C11390580 & C11371349) are approved.

From: Johnson, Valerie (V.D.)
Sent: Tuesday, July 23, 2002 6:48 AM
To: Waud, Sachiko (S.); Murakami, Junko (J.); Veenstra, Tim (T.W.)
Co: Takasawa, Keith (K.D.); Fascetti, Bob (R.J.); Stassen, Tamara (T.M.); Morgan, Dan (W.D.); Johnson, Valerie (V.D.); Corbett, Sandra (S.M.)
Subject: RE: Backup note to the PAGE

Tim, C11371349 was approved on 7/11 w/approval from HOFU on 7/23 (delay due to rejection on 7/18). However, C11390580 was not approved. I have now approved C11390580. Sachiko/Junko, please review for HOFU approval. Per notes below, this is a critical issue and needs approval right away. Thanks!

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

From: Veenstra, Tim (T.W.)
Sent: Monday, July 22, 2002 4:01 PM
To: Johnson, Valerie (V.D.)
Subject: FW: Backup note to the PAGE
Importance: High

Please note KDT direction....This is very critical A change. Please move to A for Program Management TODAY! Thanks.

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

From: Takasawa, Keith (K.D.)
Sent: Monday, July 22, 2002 2:58 PM
To: Veenstra, Tim (T.W.)
Subject: FW: Backup note to the PAGE
Importance: High

Please over-ride and approve both of these. Thanks.

Regards,
Keith Takasawa
Escape/Tribute Chief Engineer
PDC 2HJ64
MD401

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

From: Fascetti, Bob (R.J.)
Sent: Monday, July 22, 2002 3:26 PM
To: Takasawa, Keith (K.D.)
Subject: FW: Backup note to the PAGE

Keith,
The concern for the stalla calibration is C11390580.
The second concern is for the capacitor change in the module (EMC robustness).
C11371349
Both concerns need to be approved by Mazda. Ford has already approved them.

Bob Fascetti

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

From: Bob Delbo

[mailto:vtwrk014@drbn004.dearborn.ford.com]
Sent: Monday, July 22, 2002 3:01 PM
To: BFASCETT
Subject: Backup note to the PAGE

Robin Peters postponed the stall fix emergency release meeting until concerns (C11390580 & C11371349) are approved.

From: Kino, Mie (M.)
Sent: Thursday, September 19, 2002 4:07 AM
To: Corbett, Sandra (S.M.)
Cc: Singh, Bikram (B.); Mataushita, Kohel (K.)
Subject: Escape/Tribute Stall Issue

Corbett-san,

Hi, I am Mie Kino, Duratec Quality Liaison at Powertrain Office in Hiroshima/Japan, and handling field quality issues from Mazda.

Your name is given by Jeff Grimes and I hope you can help me.

I have some open field issues regarding engine stall for J14 Tribute and I am trying to get information enough to close them.

I know that a cross-functional team is working for stall issues in US, but I have no idea what the latest findings are.

Could you provide me with whatever (information, data, reports, etc.) seems helpful to close the stall issues?

Your kind support and advice will be greatly appreciated.

Best regards,

Mie Kino

Duratec Quality Liaison
Ford Powertrain Hiroshima



From: Krohn, Maggie (M.M.)
Sent: Thursday, July 25, 2002 12:20 PM
To: Corbett, Sandra (S.M.)
Cc: Peters, Robin (R.S.); DeBrule, Peter (P.E.)
Subject: RE: Backup note to the PAGE - APED E-11390580-000

Hooray and Thank you. I have sent the notice to Pete Debrule for telegram 12:15 pm.

Maggie Krohn
PCM Engineering Change Specialist
BG-199 POEE
[REDACTED]

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

From: Corbett, Sandra (S.M.)
Sent: Thursday, July 25, 2002 12:05 PM
To: Peters, Robin (R.S.); Krohn, Maggie (M.M.); Dalbo, Bob (R.J.)
Subject: FW: Backup note to the PAGE

I'm not sure who else needs to be aware of this to make the timing plan work.

Sandy Corbett
Escape Powertrain PMT & ORT
Phone/Fax: [REDACTED]
Product Development Center 2H-B66

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

From: Rusu, Jessica (J.L.)
Sent: Thursday, July 25, 2002 11:43 AM
To: Corbett, Sandra (S.M.)
Cc: Veenstra, Tim (T.W.)
Subject: FW: Backup note to the PAGE

Val probably paged you, but just in case...

THE CALIBRATION CONCERN IS FINALLY APPROVED "A" !!!!!!!

Jessica Rusu
2003 MY Escape/Tribute Program Management
Product Development Center, 2H-G47
[REDACTED]

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

From: Valerie Johnson [REDACTED]

[mailto:viwrk015@drbn004.dearborn.ford.com]
Sent: Thursday, July 25, 2002 11:37 AM
To: JRUSU
Subject: Backup note to the PAGE

Tim, C11390580, has been authorized.

From: Dalbo, Bob (R.J.)
Sent: Thursday, May 09, 2002 5:22 PM
To: Dakhlallah, Hassan (H.A.); Fascetti, Bob (R.J.); Corbett, Sandra (S.M.); Dennis, Matt (M.A.); Sabin, Scott (S.M.)
Subject: RE: Engine Stalls Cause and Effect Summary Matrix

Hassan,
The MAFS feedback implemented on the Escape is a different feature than derivative air. If the distinction is important we should make it a separate line item.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT

—Original Message—

From: Dakhlallah, Hassan (H.A.)
Sent: Wednesday, May 08, 2002 7:11 PM
To: Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Corbett, Sandra (S.M.); Dennis, Matt (M.A.); Sabin, Scott (S.M.)
Subject: Engine Stalls Cause and Effect Summary Matrix

Attached is the Engine Stalls Cause and Effect Summary Matrix agreed upon at today's affinity team meeting. Please review, update, and send back to me by COB Thursday 5/9/02.

Sandra, As a reminder, Please send me the 3.0L Escape Anotated Engine Stalls trend chart by COB Thursday as well so that I can have overhead slides ready for the Jerry Klarr Meeting on Friday. Thanks!!

<< File: Engine_Stalls_CE_Matrix.xls >>

Regards,
Hassan Dakhlallah (HDAKHLAL)
Explorer PTQRT Supervisor

From: Shah, Kiran (K.C.)
Sent: Friday, June 21, 2002 1:24 PM
To: Takasawa, Keith (K.D.)
Cc: Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Veenstra, Tim (T.W.); Fascetti, Bob (R.J.); Moorhouse, Scott (S.R.); Linde, Peter (P.A.); Powers, Ken (K.W.); Chih, Ming-Niu (M.N.); De Pena, Juan (J.E.); Jammoul, Ali (A.)
Subject: RE: Next Steps from 6/19 Canister Vent Line Change Review

Keith:

Attached is a 1-pager on the "Canister Vent Line Change".

To answer your question related to plans for PSW parts from the previous note, I want to assure you that Ming & I have been working closely with suppliers from the design stage for robust design and monitoring their PSW plans & progress.

If you have any further questions, please let me know.



CANISTER VENT
LINE CHANGE.doc

Regards,

Kiran C. Shah

Supervisor - U204/283 Fuel Systems Engineering
North American Truck - Outfitters

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

From: Takasawa, Keith (K.D.)
Sent: Thursday, June 20, 2002 8:31 AM
To: Shah, Kiran (K.C.); Chih, Ming-Niu (M.N.)
Cc: Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Veenstra, Tim (T.W.); Fascetti, Bob (R.J.); Moorhouse, Scott (S.R.); Linde, Peter (P.A.); Powers, Ken (K.W.)
Subject: RE: Next Steps from 6/19 Canister Vent Line Change Review

Please make sure the PSW plans at all affected suppliers are bullet-proof. That's my major concern at this point.

Thanks,

Regards,

Keith Takasawa

Escape/Tribute Chief Engineer

PDC 2HJ84

MD401

5800-833-24923

---Original Message---

From: Dalbo, Bob (R.J.)

Sent: Wednesday, June 19, 2002 5:55 PM

To: Shah, Kiran (K.C.); Chih, Ming-Niu (M.N.); Veenstra, Tim (T.W.); Takasawa, Keith (K.D.); Powers, Ken (K.W.);
Linde, Peter (P.A.); Moorhouse, Scott (S.R.); Bob Fascetti

Cc: Sanders, Muriel (M.S.)

Subject: Next Steps from 6/19 Canister Vent Line Change Review

1) Ming Chih / Kiran Shah to update one-pager to include:

- Parts being changed
- Vendors involved

and forward to Tim Veenstra and Keith Takasawa.

2) Scott Moorhouse to update D-screen of concern C11326381 with results of last week's trial and agreements stemming from the trial, e.g. agree to implement ASAP and add tear tape at future date.

3) Tim Veenstra to send Mazda a note asking for expedited concurrence on concern.

4) Visteon to provide the last remaining PSW timing at 6/21 10:00 meeting.

5) Ming Chih to invite Bob Dalbo and Bob Fascetti to 6/21 meeting. (DONE)

6) Scott Moorhouse to contact Mark Carrier with PSW timing to determine introduction date for revised vent line.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT



8882-827 21824

From: Takasawa, Keith (K.D.)
Sent: Thursday, June 20, 2002 8:31 AM
To: Shah, Kiran (K.C.); Chih, Ming-Niu (M.N.)
Cc: Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Veenstra, Tim (T.W.); Fascetti, Bob (R.J.); Moorhouse, Scott (S.R.); Linde, Peter (P.A.); Powers, Ken (K.W.)
Subject: RE: Next Steps from 6/18 Canister Vent Line Change Review

Please make sure the PSW plans at all affected suppliers are bullet-proof. That's my major concern at this point.

Thanks.

Regards,

Keith Takasawa

Escape/Tribute Chief Engineer

PDC 2HJ64

MD401



—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Wednesday, June 19, 2002 5:55 PM
To: Shah, Kiran (K.C.); Chih, Ming-Niu (M.N.); Veenstra, Tim (T.W.); Takasawa, Keith (K.D.); Powers, Ken (K.W.);
Linde, Peter (P.A.); Moorhouse, Scott (S.R.); Bob Fascetti
Cc: Sanders, Muriel (M.S.)
Subject: Next Steps from 6/18 Canister Vent Line Change Review

- 1) Ming Chih / Kiran Shah to update one-pager to include:
 - Parts being changed
 - Vendors involvedand forward to Tim Veenstra and Keith Takasawa.
- 2) Scott Moorhouse to update D-screen of concern CI1326381 with results of last week's trial and agreements stemming from the trial, e.g. agree to implement ASAP and add tear tape at future date.
- 3) Tim Veenstra to send Mazda a note asking for expedited concurrence on concern.
- 4) Virxon to provide the last remaining PSW timing at 6/21 10:00 meeting.
- 5) Ming Chih to invite Bob Dalbo and Bob Fascetti to 6/21 meeting. (DONE)
- 6) Scott Moorhouse to contact Mark Carrier with PSW timing to determine introduction date for revised vent line.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT

ERG2-627 21025



From: Dalbo, Bob (R.J.)
Sent: Wednesday, June 19, 2002 5:56 PM
To: Shah, Kiran (K.C.); Chih, Ming-Niu (M.N.); Veenstra, Tim (T.W.); Takasawa, Keith (K.D.); Powers, Ken (K.W.); Linde, Peter (P.A.); Moorhouse, Scott (S.R.); Bob Fascetti
Cc: Sanders, Muriel (M.S.)
Subject: Next Steps from 6/19 Canlater Vent Line Change Review

- 1) Ming Chih / Kiran Shah to update one-pager to include:
 - Parts being changed
 - Vendors involvedand forward to Tim Veenstra and Keith Takasawa.
- 2) Scott Moorhouse to update D-screen of concern C11326381 with results of last week's trial and agreements stemming from the trial, e.g. agree to implement ASAP and add tear tape at future date.
- 3) Tim Veenstra to send Mazda a note asking for expedited concurrence on concern.
- 4) Visteon to provide the last remaining PSW timing at 6/21 10:00 meeting.
- 5) Ming Chih to invite Bob Dalbo and Bob Fascetti to 6/21 meeting. (DONE)
- 6) Scott Moorhouse to contact Mark Carrier with PSW timing to determine introduction date for revised vent line.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT



From: Cassar, Tim (T.C.) [tcassar@visteon.com]
Sent: Friday, June 14, 2002 2:42 PM
To: Moorhouse, Scott (S.R.); Powell, Cary (C.M.); Krieger, Norman (N.); Marshall, Scott (S.N.)
Co: Powers, Ken (K.W.); Linde, Peter (P.A.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Veenstra, Tim (T.W.); Shah, Kiran (K.C.); Syed, Shaheen (Q.); Chih, Ming-Niu (M.N.)
Subject: RE: Participation required for Escape/Tribute vent line change in corporation

Correction Scott. I'll be on my way to Bedford on Monday and will not be able to participate. Cary Powell should be in attendance.


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

From: Moorhouse, Scott (S.R.) [mailto:smoorhou@ford.com]
Sent: Friday, June 14, 2002 2:29 PM
To: 'cpowell3@visteon.com'; 'TCassar@visteon.com'; 'nkrieger@visteon.com'; 'smarshal@visteon.com'
Cc: Powers, Ken (K.W.); Linde, Peter (P.A.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Veenstra, Tim (T.W.); Shah, Kiran (K.C.); Syed, Shaheen (Q.); Chih, Ming-Niu (M.N.); Moorhouse, Scott (S.R.)
Subject: Participation required for Escape/Tribute vent line change in corporation

Visteon did not participate in our meeting today to insure timely incorporation of the above referenced change. All other suppliers have drawings released and have work plans to complete PSW in a timely fashion. We are still awaiting Visteon's drawings, and have no Visteon plan for PSW completion.

Please plan to attend conference call Monday (10:00 EST) with both product and manufacturing represented.

Scott Moorhouse
U204 PTSE Resident Engineer
Kansas City Assembly Plant



From: Cassar, Tim (T.C.) [tcassar@visteon.com]
Sent: Friday, June 14, 2002 2:39 PM
To: 'Moorhouse, Scott (S.R.); Powell, Cary (C.M.); Krieger, Norman (N.); Marshall, Scott (S.N.)
Cc: Powers, Ken (K.W.); Linda, Peter (P.A.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Veenstra, Tim (T.W.); Shah, Kiran (K.C.); Syed, Shaheen (Q.); Chih, Ming-Niu (M.N.)
Subject: RE: Participation required for Escape/Tribute vent line change in corporation

My apologies Scott. I tried calling in this morning at 9am just as the note had requested and waited for the host with no success. Unfortunately since the meeting information did not come to me as a meeting notice the time change did not get considered. I'll be on line on Monday.

Subject: Timing for Co-ordinated Change to Carbon Canister/Fuel Bundle & Pipe Assy Fuel Fill (Conf Call)
> **When:** Occurs every Monday, Wednesday, and Friday effective 6/14/02 until 7/15/02 from 9:00 AM to 10:00 AM (GMT-06:00) Central Time (US & Canada).

Tim Cassar
Supervisor-Truck Applications
Visteon Fuel Systems
[REDACTED]

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

From: Moorhouse, Scott (S.R.) [mailto:smoorhou@ford.com]
Sent: Friday, June 14, 2002 2:29 PM
To: 'cpowell3@visteon.com'; 'TCassar@visteon.com';
'nkrieger@visteon.com'; 'smarshal@visteon.com'
Cc: Powers, Ken (K.W.); Linda, Peter (P.A.); Fascetti, Bob (R.J.);
Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Veenstra, Tim (T.W.); Shah,
Kiran (K.C.); Syed, Shaheen (Q.); Chih, Ming-Niu (M.N.); Moorhouse,
Scott (S.R.)
Subject: Participation required for Escape/Tribute vent line change
in corporation

Visteon did not participate in our meeting today to insure timely incorporation of the above referenced change. All other suppliers have drawings released and have work plans to complete PSW in a timely fashion. We are still awaiting Visteon's drawings, and have no Visteon plan for PSW completion.

Please plan to attend conference call Monday (10:00 EST) with both product and manufacturing represented.

Scott Moorhouse
U204 PTSE Resident Engineer
Kansas City Assembly Plant
[REDACTED]

From: Moorhouse, Scott (S.R.)
Sent: Friday, June 14, 2002 2:28 PM
To: 'cpowell3@visteon.com'; 'TCaasar@visteon.com'; 'nkrieger@visteon.com'; 'amareha1@visteon.com'
Co: Powers, Ken (K.W.); Linde, Peter (P.A.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Veenstra, Tim (T.W.); Shah, Kiran (K.C.); Syed, Shahsan (Q.); Chih, Ming-Niu (M.N.); Moorhouse, Scott (S.R.)
Subject: Participation required for Escape/Tribute vent line change incorporation

Visteon did not participate in our meeting today to insure timely incorporation of the above referenced change. All other suppliers have drawings released and have work plans to complete PSW in a timely fashion. We are still awaiting Visteon's drawings, and have no Visteon plan for PSW completion.

Please plan to attend conference call Monday (10:00 EST) with both product and manufacturing represented.

Scott Moorhouse
U204 PTSE Resident Engineer
Kansas City Assembly Plant


From: Williams, Lee (LHW.)
Sent: Wednesday, March 13, 2002 10:48 AM
To: Sanders, Muriel (M.S.)
Subject: FW: Photos



CV0208 Visteon VCV
Returns Ph...

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

From: Powell, Cary (C.M.) [mailto:cpowell3@visteon.com]
Sent: Wednesday, February 20, 2002 11:53 AM
To: 'lwilli73@ford.com'; 'mchih@ford.com'; 'rdalbo@ford.com'
Cc: Cassar, Tim (T.C.); Ammons, Ed (E.A.)
Subject: FW: Photos

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


From: Ray Gregory [mailto:Rgregory@stantinc.com]
Sent: Tuesday, February 19, 2002 5:49 PM
To: cpowell3@visteon.com
Cc: Tim King
Subject: Photos

Attached are photos for your review. Cary could you forward the warranty detail regarding the two sample returned for evaluation along with what Ford is currently see relating to a stall condition?

I received the canister assembly today our engineering group is developing a test plan. I will keep you posted on the status.

Thanks

Ray E. Gregory
Plant Quality Manager
Connersville Assembly Plant
1620 Columbia Ave.
Connersville IN. 47331



ER02-027 21035

From: Williams, Les (LHW.)
Sent: Thursday, March 07, 2002 11:02 AM
To: Dalbo, Bob (R.J.); Sanders, Muriel (M.S.)
Subject: FW: 3/5 Updated Investigation



CV0806 Watson VCV
return.doc...


FYI

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

From: Ray Gregory [mailto:Rgregory@stantinc.com]
Sent: Thursday, March 07, 2002 8:52 AM
To: lwill173@ford.com
Subject: 3/5 Updated Investigation

Cary i think the plan is to conduct the canister evals on 3/12 and you confirm
Have you had an opportunity to review the sample I sent you?

Ray E. Gregory
Plant Quality Manager
Connersville Assembly Plant
1620 Columbia Ave.
Connersville IN. 47331

A large black rectangular redaction box covering several lines of text at the bottom of the contact information.

EP02-027 21834

From: Powell, Cary (C.M.) [cpowell3@visteon.com]
Sent: Tuesday, April 16, 2002 6:11 PM
To: 'Sanders, Muriel (M.S.)'
Cc: Dalbo, Bob (R.J.); Chih, Ming-Niu (M.N.); Cassar, Tim (T.C.); Colunga, James (J.S.); Ammons, Ed (E.A.)
Subject: RE: U204 Check Valve



RE: U204
Dust Evaluat...



Field return dust boxes.

Muriel,

Here is the dust box evaluation. I sent the information to Les Williams when he was managing this information and I thought he would have passed it on to you. Sorry for the delay.

Cary Powell
Visteon Fuel Systems

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

From: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]
Sent: Monday, April 15, 2002 1:44 PM
To: 'cpowell3@visteon.com'; Chih, Ming-Niu (M.N.)
Cc: Dalbo, Bob (R.J.)
Subject: U204 Check Valve

Hi Cary & Ming,

We have not had a check valve update in a couple of weeks. I listed below my notes from the 3/28/02 meeting (last update). Please plan to update us at this week's stall meeting. Thanks.

Check Valve Updates

- * Cary Powell to send Muriel Sanders the results from the dust boxes.
- * Cary Powell has contacted Avon sales rep., but has not received a response.
- * Cary Powell still needs check valves from Stant

Have a good week.

- > Muriel Sanders
- > U204 3.0L Calibration
- > Ford Motor Company

>

From: Powell, Cary (C.M.) [cpowell3@visteon.com]
Sent: Tuesday, April 16, 2002 5:07 PM
To: 'gregory@stanc.com'
Cc: Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Chih, Ming-Niu (M.N.); Cassar, Tim (T.C.); Colunga, James (J.S.); Ammons, Ed (E.A.)
Subject: RE: U204 Check Valve

Ray,

Please provide shipping information for the rejected check valves that you intended to send to me. I never received any packages from you. Could you provide the address that you shipped to and the tracking information?

Cary Powell
Visteon Fuel Systems
[REDACTED]

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

From: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]
Sent: Monday, April 15, 2002 1:44 PM
To: 'cpowell3@visteon.com'; Chih, Ming-Niu (M.N.)
Cc: Dalbo, Bob (R.J.)
Subject: U204 Check Valve

Hi Cary & Ming,

We have not had a check valve update in a couple of weeks. I listed below my notes from the 3/28/02 meeting (last update). Please plan to update us at this week's stall meeting. Thanks.

Check Valve Updates

- * Cary Powell to send Muriel Sanders the results from the dust boxes.
- * Cary Powell has contacted Avon sales rep., but has not received a response.
- * Cary Powell still needs check valves from Stant

Have a good week.

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
[REDACTED]

>
>

ENG-827 21838

From: Sanders, Muriel (M.S.)
Sent: Monday, April 15, 2002 1:44 PM
To: 'cpowell3@wiateon.com'; Chih, Ming-Niu (M.N.)
Cc: Dalbo, Bob (R.J.)
Subject: U204 Check Valve

Hi Cary & Ming,

We have not had a check valve update in a couple of weeks. I listed below my notes from the 3/28/02 meeting (last update). Please plan to update us at this week's stall meeting. Thanks.

Check Valve Updates

- * Cary Powell to send Muriel Sanders the results from the dust boxes.
- * Cary Powell has contacted Avon sales rep., but has not received a response.
- * Cary Powell still needs check valves from Stant

Have a good week.

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company



>
>

From: Williams, Lee (LHW.)
Sent: Monday, February 26, 2002 4:10 PM
To: Sanders, Muriel (M.S.)
Subject: FW: Avon contact

—Original Message—

From: Williams, Lee (LHW.)
Sent: Monday, February 25, 2002 3:11 PM
To: 'cpowell3@visteon.com'
Cc: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Altonian, Don (D.J.)
Subject: Avon contact

Hello Cary:

Is there a contact at Avon to provide us with more information on the conditions of check valves at their facility? Where is the facility located? I would be interested in possibly taking a drive over there and seeing some of the processes if it is local.

Thank!

Regards,
Lee Williams
For More, Count on Lee
U204 3.0L Powertrain Calibration
Truck Engine Engineering, Suite 1AE20


EM2-827 21045

From: Williams, Lee (LHW.)
Sent: Wednesday, August 14, 2002 8:41 AM
To: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Sanders, Muriel (M.S.); Bogema, John (P.)
Subject: 8 Stalls in Hershey Penn

Greetings TEE:

Hope your summer has been going well. Maria Lovelace, works with the FQEs, called me this AM. Russ Sunger, a Service Manager at a Ford dealership has 8 Escapes stalling on decel. One recently stalled vehicle has only 4,000 miles on it. He used TSB and vehicles still stall.

Maria mentioned that he called someone at Ford and they told him that another TSB is in the works, and last I heard this is valid. His number is 717-838-4300.

Is there anyway that I can be of assistance in this matter (ie relay information to him)? If not, I'll leave it in your hands since the team is more up to date with the issues.

PS: I understand Muriel is leaving soon...pls take her to a soul food joint on the East Side. Good luck on your next rotation Muriel.

Regards,

Lee Williams

For More, Count on Lee

Cyclone V8 Cylinder Block-Component A

Powertrain Operations Engine Engineering (POEE)

Suite AU041



ENG-027 21048

From: Suarez, Rhae (R.)
Sent: Tuesday, August 13, 2002 7:41 AM
To: Sanders, Muriel (M.S.); Dafbo, Bob (R.J.); Fournelle, Gilbert (G.); Altoonlan, Don (D.J.)
Cc: Fast, Mathew (M.F.)
Subject: FW: Stall - VDR

FYI - VDR stall vehicle.

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

From: Fast, Mathew (M.F.)
Sent: Tuesday, August 13, 2002 6:43 AM
To: Suarez, Rhae (R.)
Subject: Stall - VDR

CSQI500 CQIS Indicator Summary 08/13/02 06:40:35

5 of 9

====>====
Rpt#: 2HLCJ009 NHL Rpt: 08/12/2002 Odom: 18,423 M
Rvw: _ File: _ Folder: 02008217 2 Images: 0 Print Smy/Diap Detail(P/D): _
Vehicle: 2001 ESCAPE 4X4,XLT ,WAGON 1FMYU04181KB02934 Bld: 03/21/2001
Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: A/C: YES
Dealer Id: 03134 Phil Long Ford of Chapel Hills Ph#: (718) 572-2300
State: Colorado City: Colorado Springs Orig/Caller: JOHN MCGRAY
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: REPEAT STALLS, VDR SHOWS EV St: CCRG/EPRG: _ Rvw: Dt:
Fix: Caus. Comp: - Condition Code:
Hotliner: KAVERY3 Phone: 913 317-8358 Regn Cd: 56 Denver - 56
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

REPAIR TECH STATES REPEAT STALLING CONCERN, HAS 4 VDR RECORDINGS AND IN EACH ONE THE VEH IS AROUND 40-43 MPH, ON DECEL, AND APPEARS TO BE GOING DOWN A HILL, STATES ONCE VMV IS COMMANDED THE CONCERN OCCURS AND IAC STAYS AROUND 26% AND DOESN'T COMPENSATE FOR THE RPM LOSS, STATES TSB HAS BEEN PERFORMED, SEEKING KNOWNS.
RECOMM ADV TECH POSSIBLE CALIBRATION COMING FOR CONCERN, ADV WAIT FOR CAL IF TSB HA BEEN COMPLETED.

Mathew J. Fast



Fast, Mathew
M.F.J.vcf

Full Name: Fast, Mathew (M.F.)
Last Name: Fast
First Name: Mathew
Job Title: Home Office Engineer
Department: 2480251 - Outfitters Customer Servl
Company: FCSD - Ford Customer Service Division

Business Address: DSC II, cube 541
ALLEN PARK, MI 48101

Business:
Business 2:
Home:
Home 2:
Mobile:



E-mail:

FORD COLLEGE GRADUATE PROGRAM
text pager=

From: Steven Lintiac [SLintiac@mazdausa.com]
Sent: Tuesday, August 06, 2002 6:56 PM
To: 'msander8@ford.com'
Cc: 'rdalbo@ford.com'; Dan Rothwaller; 'rsuarez8@ford.com'
Subject: Engine Quit Field Report

Muriel & Bob,

FYI only...got this one in today. Thought you'd be interested. The PCM connector check is listed in the TSB draft already.

Steve Lintiac
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slintiac@mazdausa.com

S20ACM1 PRODUCT QUALITY INFORMATION (PQI) REVIEW1 08/06/02
15:50:13
P444 CRPP253

PQI Ref No: 0066825 PQI Status: PE ENTERED Entry Date: 08/06/02

Subject Descr: ENGINE QUIT AT IDLE REV-DRIVE WIRE HARNESS @PCM

VIN.....: 4F2YU08111KM50606 Mdl/yr: TRX ES A /01 Prod Date:
03/26/01
Miles.....: 17163 Problem Date:
07/29/02
Category.....: F FUEL AND EMISSION Repair Compl Date:
08/06/02

Reported By...: DAVE SCOTT Job Code: MC30 NON-MMA/REGION QA SP

Reporting Loc: PA54 WESTERN SUPPORT AND TRAIN

Hotline Ref #:

PQI Location.: 10102 UNIVERSITY MAZDA Telephone: (206)
634-1191
City.....: SEATTLE ST: WA

Describe Symptoms and Conditions:
CUSTOMER COMPLAINS THAT THE ENGINE WILL QUIT AT TIME AFTER BACKING UP AND

PUTTING VEHICLE IN DRIVE

Describe Causes of the Symptoms:

ROOT CAUSE, GREY/YELLOW WIRE AT PCM PIN 22 HAD POOR CRIMP/BROKEN WIRES AT THE PCM CONNECTOR. GY/Y WIRE IS CKP INPUT. DID NOT SET ANY CODES.

Corrective Action Taken:

REPAIRED HARNESS CONNECTOR WITH TERM REPAIR KIT

Writer's Comments:

TECH FOUND THE WIRE AT THE PCM CONNECTOR BENT OVER SEVERLY, STILL HAD A FEW STRANDS OF WIRE MAKING CONTACT, DID NOT SET CKP CODES

From: Steven Limtiaco [SLimtiac@mazdausa.com]
Sent: Friday, July 19, 2002 12:01 PM
To: 'rsuarez8@ford.com'; 'msander6@ford.com'; 'rdalbo@ford.com'; Dan Rothweller
Subject: FW: ty

Everyone,

Some ISM information. (Nothing we don't already know, but nice to have confirmation.)

Steve Limtiaco
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slimtiac@mazdausa.com

> -----Original Message-----

> From: Bob Caughill
> Sent: Friday, July 19, 2002 7:04 AM
> To: Steven Limtiaco
> Subject: fyi

>
> S20CPM1 HOTLINE RECORD (REVIEW4) 07/19/02
> 07:00:05
> P400
> CRPP400
> Hotline Ref No.: 0266711 Status: NF NO FIX MDL/YR: TRB ES 2A /02
>
> PQI Ref No.....: Caller: PAUL GEIGER
>
> Location.....: 23778 ED MORSE MAZDA Phone: 727 862 - 5411 Ext:
>
> Hotline Subject: F X2 LD 07/16/02 ENGINE WILL STALL AFTER RI
>
> Effectiveness Comments.:
>
> 7/19 RC TECH STS FOUND GROUND 4&6 NEAR BATTERY HELD ON BY A THREAD OR TWO
>
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>
> Was the problem solved?: (Y or N)
>
> Additional Suggestions.:
>
>

2002-027 21053

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V Closing Date.....
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V SVCD0001I Function Completed
V

From: Suarez, Rhee (R.)
Sent: Monday, July 08, 2002 3:00 PM
To: Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)
Cc: Terzes, Laura (L.D.)
Subject: stall customer

FYI - we need to fix this concern.....

read the comments that started the thread.

<http://www.escape-central.com/1forum/showthread.php?threadid=3081&referrerid=1436>

From: Dalbo, Bob (R.J.)
Sent: Wednesday, June 19, 2002 6:40 PM
To: Altoonian, Don (D.J.); Moorhouse, Scott (S.R.); Kanai, Shinji (S.)
Co: Freeland, Mark (M.); Sanders, Muriel (M.S.)
Subject: RE: One example of Engine quit

Don/Scott,
If you folks work on Kanai's truck for him, please send any take-off parts to Muriel.

Thanks,
Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: [REDACTED]
Pager: [REDACTED]

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

From: Freeland, Mark (M.)
Sent: Wednesday, June 19, 2002 11:40 AM
To: Dalbo, Bob (R.J.)
Subject: RE: One example of Engine quit

Bob,

I don't want to get in the middle to mess things up, but if they suspect the dPFE is causal part, then could you please get it back for me to test. Thanks

Regards

Mark Freeland

> 6-Sigma Black Belt
> Engine Research Department
> Ford Research Laboratory
> P.O. Box 2053
> MD 2629 - SRL - Room 1517
> Dearborn, MI 48121-2053 USA
email: [REDACTED]
Tel.: [REDACTED]

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, June 19, 2002 10:58 AM
To: Kanai, Shinji (S.); Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Aynessazian, Kam (K.); 'Badgley, Joel (J.K.)'; Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); 'Cary Powell'; Chick, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.);

Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.);
Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.);
'John McDonald'; 'Jones, Andy'; Jordan, Donald (D.E.); Kanai, Shinji
(S.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.);
Limtiaco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Mandziuk,
Roger (R.S.); Marck, Edmond (E.C.); Matesa, John (J.); Maurer, James
(J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott
(S.R.); 'Morgan, Tom'; Morishima, Shigeki (S.); 'Naveed Khan';
Nematollahi, Sonya (S.); 'Nikolai, Bernie'; Noteboom, Jim (J.E.);
Ortman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau,
Alden (A.P.); Shah, Kiran (K.C.); Shiraishi, Masaru (M.); Stilgenbauer,
Jeffrey (J.R.); Suarez, Rhae (R.); Takasawa, Keith (K.D.); Takubo,
Hiroichi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill
(B.); Williams, Les (LHW.); Yeung, Lem (.)
Subject: RE: One example of Engine quit

Kanai-san,

This is the exact problem we have been working on. If your dealer services your vehicle per the TSB and ISM we have released, we believe your issue should be resolved.

Mr. Limtiaco,

Can you please help ensure Kanai-san's vehicle is properly serviced?

Bob Dalbo

3.0L Calibration Supervisor

Outfitters Calibration, NAT

Phone: [REDACTED]

Pager: [REDACTED]

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

From: Shinji Kanai [mailto:kanai.sh@av.mazda.co.jp]

Sent: Wednesday, June 19, 2002 10:05 AM

To: 'Sanders, Muriel (M.S.)'; 'Altoonian, Don (D.J.)'; 'Aynessazian, Kam
(K.)'; 'Badgley, Joel (J.K.)'; 'Bauer, Scott (S.C.)'; 'Bhojwani, Kamal
(K.)'; 'Blackburn, Thomas (T.J.)'; 'Bogema, John (P.)'; 'Cary Powell';
'Chick, John (J.)'; 'Chih, Ming-Niu (M.N.)'; 'Chin, Darrel (D.)';
'Corbett, Sandra (S.M.)'; 'Dalbo, Bob (R.J.)'; 'Dan Rothweiler'; 'De
Pena, Juan (J.E.)'; 'Diez, Timothy (T.P.)'; 'Fascetti, Bob (R.J.)';
'Fournelle, Gilbert (G.)'; 'Freeland, Mark (M.)'; 'Giles, Stuart (S.)';
'Gokhale, Renuka (R.V.)'; 'Grewal, Bill (B.S.)'; 'Grimes, Jeff (J.R.)';
'Hansen, George (G.C.)'; 'Herr, George (G.J.)'; 'Hofman, Michael
(M.V.)'; 'Holmes, Jeffrey (J.R.)'; 'Ichikawa, Jiyunichiro (J.)';
'Jensen, Ted (T.E.)'; 'John McDonald'; 'Jones, Andy'; 'Jordan, Donald
(D.E.)'; 'Kanai, Shinji (S.)'; 'King, Robert (R.F.)'; 'Kosko, Jeff
(J.R.)'; 'Kwon, Soon (S.K.)'; 'Limtiaco, Steven (S.)'; 'Linde, Peter
(P.A.)'; 'Liu, Jane (J.)'; 'Mandziuk, Roger (R.S.)'; 'Marck, Edmond
(E.C.)'; 'Matesa, John (J.)'; 'Maurer, James (J.B.)'; 'Mazzella, Gary
(G.R.)'; 'Mooney, Larry (L.)'; 'Moorhouse, Scott (S.R.)'; 'Morgan, Tom';
'Morishima, Shigeki (S.)'; 'Naveed Khan'; 'Nematollahi, Sonya (S.)';
'Nikolai, Bernie'; 'Noteboom, Jim (J.E.)'; 'Ortman, James (J.W.)';
'Powers, Ken (K.W.)'; 'Price, Martin (M.)'; 'Raquepau, Alden (A.P.)';
'Shah, Kiran (K.C.)'; 'Shiraishi, Masaru (M.)'; 'Stilgenbauer, Jeffrey
(J.R.)'; 'Suarez, Rhae (R.)'; 'Takasawa, Keith (K.D.)'; 'Takubo,
Hiroichi (H.)'; 'Veenstra, Tim (T.W.)'; 'Wakenell, Ray (R.A.)';
'Wettach, Bill (B.)'; 'Williams, Les (LHW.)'; 'Yeung, Lem (.)'
Subject: One example of Engine quit

2002-027 21057

My lease vehicle 2002MY Tribute experienced engine quit last night.

4F2YU08172KM28336 Build 12/11/2001, Retail 1/11/2002
Mileage: 7360 miles Event: 6/18/2002

After 25 minutes Freeway driving, I exited and stopped traffic signal.
About 30 sec. later I started moving to left turn and stopped at traffic signal again about 50m later.

About 30 sec. later I started moving 20m and right turn.

Then I gave throttle accelerating vehicle up to 35 MPH - 40MPH at slight up hill about 200m.

Then road switched down hill, I released throttle. Usually vehicle slight increase speed up to 45MPH about 200m.

I applied throttle gently after changing road up hill. Few seconds later I realized that vehicle kept down speed and three warning lamp illuminated about 40MPH.

I did not calm enough.

I turned key to start position, but engine did not start because shifter was stayed D range.

I cycled key OFF and ON again, all warning lamp illuminated about 25MPH.

I applied brake to reduce speed and turned vehicle to left.

I shifted N range and cranked. Small gear noise (starter engagement ?) was heard but Engine started normally about 10 MPH.

I remember engine rpm dropped twice on this vehicle during last 6 month.

Possibly engine rpm drop might happen more than two, but I recognized twice.

One is same location same direction, another one was opposite direction almost same location.

No ECM like building or equipment near there, as far as I know.

This is my first V6-4WD model. Previous Tribute was I4-4WD.

I will bring this vehicle to dealer for usual scheduled (7,500 miles) maintenance this week.

I will ask dealer to reflash PCM calibration and continue to monitor.

If you have any question or comment, please feel free to contact to me.

Shinji Kanai
Manager, Tribute Plant QA
Mazda North American Operations

Ford Kansas City Assembly Plant
Plant Vehicle Team
8121 N.E. Hwy. 69, Claycomo, MO 64119 USA
Tel: [REDACTED]
Loc: [REDACTED]

From: Dalbo, Bob (R.J.)
Sent: Wednesday, June 19, 2002 5:39 PM
To: Sanders, Muriel (M.S.)
Cc: Moorhouse, Scott (S.R.)
Subject: RE: One example of Engine quit

Muriel,
Please send Scott the St. Croix dealer's address.

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

-----Original Message-----
From: Moorhouse, Scott (S.R.)
Sent: Wednesday, June 19, 2002 1:15 PM
To: Dalbo, Bob (R.J.)
Cc: Altoonian, Don (D.J.)
Subject: RE: One example of Engine quit

No problem as far as T-bodies, pls shoot me an address and I will get them out today . With regard to Kanai's vehicle, we will review tomorrow (with Kanai's blessing).

Scott Moorhouse
U204 PTSE Resident Engineer
Kansas City Assembly Plant
(ph) 816-459-1965 (fax) 816-459-1728
smoorhou@ford.com

-----Original Message-----
From: Dalbo, Bob (R.J.)
Sent: Wednesday, June 19, 2002 10:25 AM
To: Altoonian, Don (D.J.); Moorhouse, Scott (S.R.)
Cc: Limtiaco, Steven (S.); Kanai, Shinji (S.)
Subject: RE: One example of Engine quit

Superb! I'd love to get this one done right.

BTW, Scott, can you ship a couple of throttle bodies to St. Croix? There are so many people out of the office up here that we haven't been able to get any. At this point we haven't seen a need for all 8, but one or two would be nice. We hope to get our hands on some shortly.

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: XXXXXXXXXX
Pager: XXXXXXXXXX

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

From: Moorhouse, Scott (S.R.)
Sent: Wednesday, June 19, 2002 11:14 AM
To: Dalbo, Bob (R.J.)
Subject: RE: One example of Engine quit

Bob, Altoonian is here. Do you want him to perform all except the reflash to insure that it is completed properly? Your call.

Scott Moorhouse
U204 PTSE Resident Engineer
Kansas City Assembly Plant
(ph) 816-459-1965 (fax) 816-459-1728
smoorhou@ford.com

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, June 19, 2002 9:58 AM
To: Kanai, Shinji (S.); Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Aynessazian, Kam (K.); 'Badgley, Joel (J.K.)'; Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); 'Cary Powell'; Chick, John (J.); Chih, Ming-Miu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); De Pena, Juan (J.E.); Diez, Timothy (T.P.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Ranuka (R.V.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); 'John McDonald'; 'Jones, Andy'; Jordan, Donald (D.E.); Kanai, Shinji (S.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Lintiac, Steven (S.); Linda, Peter (P.A.); Liu, Jane (J.); Mandziuk, Roger (R.S.); Marck, Edmond (E.C.); Matesa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); 'Morgan, Tom'; Morishima, Shigeki (S.); 'Naveed Khan'; Nematollahi, Sonya (S.); 'Nikolai, Bernie'; Noteboom, Jim (J.E.); Ortman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Shah, Kiran (K.C.); Shiraishi, Masaru (M.); Stilgenbauer, Jeffrey (J.R.); Suarez, Rhae (R.); Takasawa, Keith (K.D.); Takubo, Hiroichi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.); Yeung, Lem (.)
Subject: RE: One example of Engine quit

Kanai-san,

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Mr. Lintiac,

Can you please help ensure Kanai-san's vehicle is properly serviced?

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT

Phone: [REDACTED]
Pager: [REDACTED]

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

From: Shinji Kanai [mailto:kanai.sh@sv.mazda.co.jp]
Sent: Wednesday, June 19, 2002 10:05 AM
To: 'Sanders, Muriel (M.S.)'; 'Altoonian, Don (D.J.)'; 'Aynessazian, Kam (K.)'; 'Badgley, Joel (J.K.)'; 'Bauer, Scott (S.C.)'; 'Bhojwani, Kamal (K.)'; 'Blackburn, Thomas (T.J.)'; 'Bogema, John (P.)'; 'Cary Powell'; 'Chick, John (J.)'; 'Chih, Ming-Niu (M.N.)'; 'Chin, Darrel (D.)'; 'Corbett, Sandra (S.M.)'; 'Dalbo, Bob (R.J.)'; 'Dan Rothweiler'; 'De Pena, Juan (J.E.)'; 'Diez, Timothy (T.P.)'; 'Fascetti, Bob (R.J.)'; 'Fournelle, Gilbert (G.)'; 'Freeland, Mark (M.)'; 'Giles, Stuart (S.)'; 'Gokhale, Renuka (R.V.)'; 'Grewal, Bill (B.S.)'; 'Grimes, Jeff (J.R.)'; 'Hansen, George (G.C.)'; 'Herr, George (G.J.)'; 'Hofman, Michael (M.V.)'; 'Holmes, Jeffrey (J.R.)'; 'Ichikawa, Jiyunichiro (J.)'; 'Jensen, Ted (T.E.)'; 'John McDonald'; 'Jones, Andy'; 'Jordan, Donald (D.E.)'; 'Kanai, Shinji (S.)'; 'King, Robert (R.F.)'; 'Kosko, Jeff (J.R.)'; 'Kwon, Soon (S.K.)'; 'Limtiaco, Steven (S.)'; 'Linde, Peter (P.A.)'; 'Liu, Jane (J.)'; 'Mandziuk, Roger (R.S.)'; 'Marck, Edmond (E.C.)'; 'Matesa, John (J.)'; 'Maurer, James (J.B.)'; 'Mazzella, Gary (G.R.)'; 'Mooney, Larry (L.)'; 'Moorhouse, Scott (S.R.)'; 'Morgan, Tom'; 'Morishima, Shigeki (S.)'; 'Naveed Khan'; 'Nematollahi, Sonya (S.)'; 'Nikolai, Bernie'; 'Noteboom, Jim (J.E.)'; 'Ortman, James (J.W.)'; 'Powers, Ken (K.W.)'; 'Price, Martin (M.)'; 'Raquepau, Alden (A.P.)'; 'Shah, Kiran (K.C.)'; 'Shiraishi, Masaru (M.)'; 'Stilgenbauer, Jeffrey (J.R.)'; 'Suarez, Rhae (R.)'; 'Takasawa, Keith (K.D.)'; 'Takubo, Hiroichi (H.)'; 'Veenstra, Tim (T.W.)'; 'Wakenell, Ray (R.A.)'; 'Wettach, Bill (B.)'; 'Williams, Les (LHW.)'; 'Yeung, Lem (.)'
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About 30 sec. later I started moving 20m and right turn.
Then I gave throttle accelerating vehicle up to 35 MPH - 40MPH at slight up hill about 200m.
Then road switched down hill, I released throttle. Usually vehicle slight increase speed up to 45MPH about 200m.
I applied throttle gently after changing road up hill. Few seconds later I realized that vehicle kept down speed and three warning lamp illuminated about 40MPH.
I did not calm enough.
I turned key to start position, but engine did not start because shifter was stayed D range.
I cycled key OFF and ON again, all warning lamp illuminated about 25MPH.
I applied brake to reduce speed and turned vehicle to left.
I shifted N range and cranked. Small gear noise (starter engagement ?) was heard but Engine started normally about 10 MPH.

I remember engine rpm dropped twice on this vehicle during last 6 month.
Possibly engine rpm drop might happen more than two, but I recognized twice.

One is same location same direction, another one was opposite direction almost same location.
No ECM like building or equipment near there, as far as I know.
This is my first V6-4WD model. Previous Tribute was I4-4WD.
I will bring this vehicle to dealer for usual scheduled (7,500 miles) maintenance this week.
I will ask dealer to reflash PCM calibration and continue to monitor.

If you have any question or comment, please feel free to contact to me.

Shinji Kanai
Manager, Tribute Plant QA
Mazda North American Operations

Ford Kansas City Assembly Plant
Plant Vehicle Team
8121 N.E. Hwy. 69, Claycomo, MO 64119 USA
Tel: [REDACTED]
Loca [REDACTED]

From: Dalbo, Bob (R.J.)
Sent: Wednesday, June 19, 2002 10:58 AM
To: Kanai, Shinji (S.); Sanders, Muriel (M.S.); Altoonlan, Don (D.J.); Aynessazian, Kam (K.); Badgley, Joel (J.K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell; Chick, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); De Pena, Juan (J.E.); Diez, Timothy (T.P.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); John McDonald; Jones, Andy; Jordan, Donald (D.E.); Kanai, Shinji (S.); King, Robert (R.F.); Kosko, Jeff (J.F.); Kwon, Soon (S.K.); Limtiaco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Mandzuk, Roger (R.S.); Marck, Edmond (E.C.); Matesa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tom; Morishima, Shigeki (S.); Naveed Khan; Nematollahi, Sonya (S.); Nikolai, Bernie; Noteboom, Jim (J.E.); Ortman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquespau, Aiden (A.P.); Shah, Kran (K.C.); Shirahahi, Masaru (M.); Stilgenbauer, Jeffrey (J.R.); Suarez, Rhee (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Lee (LFW.); Yeung, Lem (.)
Subject: RE: One example of Engine quit

Kanai-san,
This is the exact problem we have been working on. If your dealer services your vehicle per the TSB and ISM we have released, we believe your issue should be resolved.

Mr. Limtiaco,
Can you please help ensure Kanai-san's vehicle is properly serviced?

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: [REDACTED]
Pager: [REDACTED]

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

From: Shinji Kanai [mailto:kanai.sh@av.mazda.co.jp]
Sent: Wednesday, June 19, 2002 10:05 AM
To: 'Sanders, Muriel (M.S.)'; 'Altoonlan, Don (D.J.)'; 'Aynessazian, Kam (K.)'; 'Badgley, Joel (J.K.)'; 'Bauer, Scott (S.C.)'; 'Bhojwani, Kamal (K.)'; 'Blackburn, Thomas (T.J.)'; 'Bogema, John (P.)'; 'Cary Powell'; 'Chick, John (J.)'; 'Chih, Ming-Niu (M.N.)'; 'Chin, Darrel (D.)'; 'Corbett, Sandra (S.M.)'; 'Dalbo, Bob (R.J.)'; 'Dan Rothweiler'; 'De Pena, Juan (J.E.)'; 'Diez, Timothy (T.P.)'; 'Fascetti, Bob (R.J.)'; 'Fournelle, Gilbert (G.)'; 'Freeland, Mark (M.)'; 'Giles, Stuart (S.)'; 'Gokhale, Renuka (R.V.)'; 'Grewal, Bill (B.S.)'; 'Grimes, Jeff (J.R.)'; 'Hansen, George (G.C.)'; 'Herr, George (G.J.)'; 'Hofman, Michael (M.V.)'; 'Holmes, Jeffrey (J.R.)'; 'Ichikawa, Jiyunichiro (J.)'; 'Jensen, Ted (T.E.)'; 'John McDonald'; 'Jones, Andy'; 'Jordan, Donald (D.E.)'; 'Kanai, Shinji (S.)'; 'King, Robert (R.F.)'; 'Kosko, Jeff (J.R.)'; 'Kwon, Soon (S.K.)'; 'Limtiaco, Steven (S.)'; 'Linde, Peter (P.A.)'; 'Liu, Jane (J.)'; 'Mandzuk, Roger (R.S.)'; 'Marck, Edmond (E.C.)'; 'Matesa, John (J.)'; 'Maurer, James (J.B.)'; 'Mazzella, Gary (G.R.)'; 'Mooney, Larry (L.)'; 'Moorhouse, Scott (S.R.)'; 'Morgan, Tom'; 'Morishima, Shigeki (S.)'; 'Naveed Khan'; 'Nematollahi, Sonya (S.)'; 'Nikolai, Bernie'; 'Noteboom, Jim (J.E.)'; 'Ortman, James (J.W.)';

'Powers, Ken (K.W.)'; 'Price, Martin (M.)'; 'Raquepau, Alden (A.P.)';
'Shah, Kiran (K.C.)'; 'Shiraishi, Masaru (M.)'; 'Stilgenbauer, Jeffrey
(J.R.)'; 'Suarez, Rhae (R.)'; 'Takasawa, Keith (K.D.)'; 'Takubo,
Hiroichi (H.)'; 'Veenstra, Tim (T.W.)'; 'Wakenell, Ray (R.A.)';
'Wettach, Bill (B.)'; 'Williams, Les (LHW.)'; 'Yeung, Lem (.)'
Subject: One example of Engine quit

My lease vehicle 2002MY Tribute experienced engine quit last night.

4F2YU08172KM28336 Build 12/11/2001, Retail 1/11/2002
Mileage: 7360 miles Event: 6/18/2002

After 25 minutes Freeway driving, I exited and stopped traffic signal.
About 30 sec. later I started moving to left turn and stopped at traffic signal
again about 50m later.
About 30 sec. later I started moving 20m and right turn.
Then I gave throttle accelerating vehicle up to 35 MPH - 40MPH at slight up hill
about 200m.
Then road switched down hill, I released throttle. Usually vehicle slight
increase speed up to 45MPH about 200m.
I applied throttle gently after changing road up hill. Few seconds later I
realized that vehicle kept down speed and three warning
lamp illuminated about 40MPH.
I did not calm enough.
I turned key to start position, but engine did not start because shifter was
stayed D range.
I cycled key OFF and ON again, all warning lamp illuminated about 25MPH.
I applied brake to reduce speed and turned vehicle to left.
I shifted N range and cranked. Small gear noise (starter engagement ?) was heard
but Engine started normally about 10 MPH.

I remember engine rpm dropped twice on this vehicle during last 6 month.
Possibly engine rpm drop might happen more than two, but I recognized twice.
One is same location same direction, another one was opposite direction almost
same location.
No ECM like building or equipment near there, as far as I know.
This is my first V6-4WD model. Previous Tribute was I4-4WD.
I will bring this vehicle to dealer for usual scheduled (7,500 miles) maintenance
this week.
I will ask dealer to reflash PCM calibration and continue to monitor.

If you have any question or comment, please feel free to contact to me.

Shinji Kanai
Manager, Tribute Plant QA
Mazda North American Operations

Ford Kansas City Assembly Plant
Plant Vehicle Team
8121 N.E. Hwy. 69, Claycomo, MO 64119 USA

From: Shinji Kanai [kanai.sh@sv.mazda.co.jp]
Sent: Wednesday, June 10, 2002 10:05 AM
To: 'Sanders, Muriel (M.S.); Aitoonian, Don (D.J.); Aynessazian, Kam (K.); Badgley, Joel (J.K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell; Chick, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Dan Rothweiler; De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Gilles, Stuart (S.); Gokhale, Renuka (R.V.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); John McDonald; Jones, Andy; Jordan, Donald (D.E.); Kanai, Shinji (S.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Limtiaco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Mandzlik, Roger (R.S.); Marck, Edmond (E.C.); Matassa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhous, Scott (S.R.); Morgan, Tom; Morishima, Shigeki (S.); Navsed Khan; Nematollahi, Sonya (S.); Nikolai, Bernie; Noteboom, Jim (J.E.); Orman, James (J.W.); Powers, Ken (K.W.); Pries, Martin (M.); Raquepau, Aken (A.P.); Shah, Kran (K.C.); Shiralehi, Masaru (M.); Stigenbauer, Jeffrey (J.R.); Suarez, Rhea (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veensira, Tim (T.W.); Wakenell, Ray (R.A.); Wetach, Bill (B.); Williams, Les (LHW.); Yeung, Lem (.)'
Subject: One example of Engine quit

My lease vehicle 2002MY Tribute experienced engine quit last night.

4F2YU08172KM28336 Build 12/11/2001, Retail 1/11/2002
Mileage: 7360 miles Event: 6/18/2002

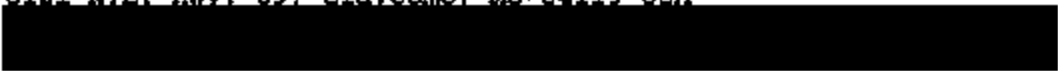
After 25 minutes Freeway driving, I exited and stopped traffic signal.
About 30 sec. later I started moving to left turn and stopped at traffic signal again about 50m later.
About 30 sec. later I started moving 20m and right turn.
Then I gave throttle accelerating vehicle up to 35 MPH - 40MPH at slight up hill about 200m.
Then road switched down hill, I released throttle. Usually vehicle slight increase speed up to 45MPH about 200m.
I applied throttle gently after changing road up hill. Few seconds later I realized that vehicle kept down speed and three warning lamp illuminated about 40MPH.
I did not calm enough.
I turned key to start position, but engine did not start because shifter was stayed D range.
I cycled key OFF and ON again, all warning lamp illuminated about 25MPH.
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Possibly engine rpm drop might happen more than two, but I recognized twice.
One is same location same direction, another one was opposite direction almost same location.
No ECM like building or equipment near there, as far as I know.
This is my first V6-4WD model. Previous Tribute was I4-4WD.
I will bring this vehicle to dealer for usual scheduled (7,500 miles) maintenance this week.
I will ask dealer to reflash PCM calibration and continue to monitor.

If you have any question or comment, please feel free to contact to me.

Shinji Kanai
Manager, Tribute Plant QA
Mazda North American Operations

Ford Kansas City Assembly Plant
Plant Vehicle Team
8121 N.E. Hwy. 69, Claycomo, MO 64119 USA



From: Dalbo, Bob (R.J.)
Sent: Monday, June 17, 2002 6:16 PM
To: Moorhouse, Scott (S.R.); Goodhart II, Dennis (D.P.); Powers, Ken (K.W.)
Cc: Terzes, Laura (L.D.); Suarez, Rhea (R.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Bauer, Scott (S.C.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Fascetti, Bob (R.J.)
Subject: RE: Hot Issue on 2002 Escape allegedly stalling

Ford Motor Company apparently has a quandry in that we expect technicians to verify the stalling issue before replacing any parts, but the Escape/Tribute stalls have been impossible to verify. This is preventing the deployment of the fixes in the TSB (all of which have proven to be effective against their intended issues) as well as those in the ISM (which are potential contributors whose likelihood of occurrence is assumed to be low).

The stall team's recommendation is the same as Scott's (surprise - he is on the team). Performing all the actions in the TSB and ISM will fix the vast majority of the stall complaints.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: [REDACTED]
Pager: [REDACTED]

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

From: Moorhouse, Scott (S.R.)
Sent: Monday, June 17, 2002 5:18 PM
To: Goodhart II, Dennis (D.P.)
Cc: Powers, Ken (K.W.); Terzes, Laura (L.D.); Suarez, Rhea (R.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Dalbo, Bob (R.J.)
Subject: FW: Hot Issue on 2002 Escape allegedly stalling

Dennis,

Our direction is to perform both the TSB and ISM on the vehicles in question, regardless if whether the dealer has been able to duplicate the concern or not. Due to the intermittent nature of this failure, it is not surprising to hear that the dealers could not duplicate the concern (most dealers have not).

The TSB and ISM represent those failure modes identified on vehicles evaluated in the field, and all items are in the process of being incorporated into the build process here at KCAP.

Please call with any other questions, I will be happy to discuss.

Scott Moorhouse
U204 PTSE Resident Engineer
Kansas City Assembly Plant
[REDACTED]

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

From: Powers, Ken (K.W.)
Sent: Monday, June 17, 2002 10:20 AM
To: Moorhouse, Scott (S.R.); Corbett, Sandra (S.M.)
Subject: FW: Hot Issue on 2002 Escape allegedly stalling

Ken Powers

Escape/Tribute PVT Manager, KCAP

Ph: [REDACTED]

---Original Message---

From: Goodhart II, Dennis (D.P.)
Sent: Monday, June 17, 2002 7:35 AM
To: Powers, Ken (K.W.)
Subject: FW: Hot Issue on 2002 Escape allegedly stalling

Ken-

I still have not heard from any of your counterparts on this.

Serve the customer. Serve the customer. Serve the customer.

Bernard Marcus C.E.O. Home Depot

Regards-

Dennie P. Goodhart II
Field Engineer, Pittsburgh Region

Ford Motor Company FCSD

---Original Message---

From: Goodhart II, Dennis (D.P.)
Sent: Tuesday, June 11, 2002 9:59 PM
To: Powers, Ken (K.W.)
Cc: Orbolt, Thomas (T.W.)
Subject: Hot Issue on 2002 Escape allegedly stalling

Ken-

I have an issue here that I could use some help with. We have a customer in our market that was bought out of an Escape recently and put into this 2002 model. His original vehicle was required due to a verified stalling concern. He now has approx. 1500 miles on his new unit and is now complaining of the same stall. The stall is allegedly occurring on decal going down hill. To date the concern has not been verified by the dealership. The dealer has gone through TSB's 02-08-06 and 02-11-06 but replaced no parts because the concern has not been duplicated yet. Being as this may result in another buyback, I don't want them to replace parts (proving that there is a problem) unless those parts being replaced will prove to be a robust fix for the concern.

I spoke to the tech service hotline who advised of a revised DPFE sensor starting with part number "2F" or being marked with a white dot on top, and also they advised me of some possible issues of RFI getting into the MAF causing a stall. I am reluctant to replace parts without some assurance that it will fix the concern not having verified the concern on this particular vehicle yet. This is where I am looking to you for assistance. Is there anything coming down the pipe as to another fix for this concern. Can you recommend any repair procedures or parts replacements that should be a robust fix? If you have any recommendations I will gladly follow them to a "T", even without verifying the concern to try to prevent another buyback, I just need some reassurance that anything I do to the vehicle will prove to be robust. The customer has filed a DSB case and they will most likely buy it back without even sending it to the board for review based on the unfortunate history of this concern with this line, thus we have somewhat of a short timeframe to take action. Any help would be greatly appreciated. Thanks much in advance for your assistance. Here is the VIN number for you.

1FMYU04192KC99684.

Serve the customer. Serve the customer. Serve the customer.

Bernard Marcus C.E.O. Home Depot

Regards-

Dennis P. Goodhart II
Field Engineer, Pittsburgh Region

Ford Motor Company, FCSD



From: Noteboom, Jim (J.E.)
Sent: Thursday, June 13, 2002 1:18 PM
To: Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Hansen, George (G.C.); Miller, Brian (B.J.); Sanders, Muriel (M.S.); Suarez, Rhea (R.); Wakenell, Ray (R.A.)
Cc: DiAngelo, Renaldo (R.); Papitone, Gil (J.); Surti, P. J. (P.J.)
Subject: '02 2.0L ESCAPE WITH LOOSE/MISSING WATER PUMP BOLTS

I tried to get the pulley/water pump easy. from this concern but unfortunately the customer was in a hurry so the tech just replaced the one bolt and torqued the two others.

Rpt#: 2FMKX001 PTOFSE Rpt: 06/13/2002 Odom: 15,484 M
Rvw: File: _ Folder: _ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLS ,WAGON 1FMYU02B82KB37582 Bid: 11/27/2001
Engine: 2.0L ZTECH Calb: 0M12A20A Trans: G6M Axs: 3800F2.73L A/C: YES
Dealer Id: 03130 Phil Long Ford of Denver, LLC Ph#: (303) 932-2277
State: Colorado City: Denver Orig/Caller: J. NOTEBOOM
Symptom: 4 06 7 99 ENGINE,ACCESSORY DRIV,NOISE,NOT LISTED
Addl Sym: St: CCRG/EPRC: _ Rvw: Dt:
Fix: Caus. Comp: PUMP ASY WATER -- RPR Condition Code: 59
JNOTEBOO (303) 674-4015 FAX: MIL? N ABA? Symp V? Survey? N
EO: EC: Prt St
ER: CB: Intmit? N

CONCER "THERE IS A LOUD TAPPING SOUND HEARD FROM THE ENGINE AT IDLE AND ON ACCELERATION."

**REPAIR THE NOISE WAS EVIDENT AS RECIEVED. IT WAS TRACED TO THE WATER PUMP PULLEY WHERE ONE BOLT FOR THE PULLEY TO WATER PUMP WAS MISSING, THE SECOND BOLT WAS LOOSE AND THE THIRD WAS TIGHT. THE CUSTOMER WAS IN A HURRY FOR THEIR VEHICLE SO THE ONE BOLT WAS REPLACED AND THE OTHER TWO WERE TORQUED.
THE NOISE CONCERN WAS CORRECTED.**

Jim Noteboom
Powertrain Field Quality Specialist/Denver

ER02-027 21877

From: Souchock, Peter (P.D.)
Sent: Wednesday, June 12, 2002 3:48 PM
To: Sanders, Muriel (M.S.)
Subject: RE: Survey of Escape Owners

Muriel, I updated with my survey results, please review to ensure it includes all of Bob's dept input.
Thanks



Focus Survey
Summary.xls

Pete Souchock

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

From: Sanders, Muriel (M.S.)
Sent: Tuesday, April 09, 2002 3:37 PM
To: Souchock, Peter (P.D.)
Cc: Bauer, Scott (S.C.); Dalbo, Bob (R.J.)
Subject: RE: Survey of Escape Owners

I inserted a summary of each phone call made last night into the phone list spreadsheet. Please let me know if you would like the original survey sheets.

<< File: Polk List - Summary.xls >>

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company

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

From: Dalbo, Bob (R.J.)
Sent: Monday, April 08, 2002 3:55 PM
To: Klostermann, Eric (E.); Sanders, Muriel (M.S.); Kamal Bhojwani; Gilbert Fournelle
Cc: Souchock, Peter (P.D.); Bauer, Scott (S.C.)
Subject: FW: Survey of Escape Owners

Pete,

I assume we are only calling the people with numbers listed in the attached file.

If so, could the following people please contact the people within the following line numbers in the attached list. These ranges represent about 5 people each. We need to complete these calls tonight.

Range:	Caller:
44 - 52	Gilbert Fournelle
52 - 69	Eric Klostermann
70 - 90	Muriel Sanders
91 - 106	Kamal Bhojwani
106 - 125	Bob Dalbo

The list of names and the questions are attached. Thanks for your help.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT



—Original Message—

From: Souchock, Peter (P.D.)
Sent: Monday, April 06, 2002 1:56 PM
To: Dalbo, Bob (R.J.); Bauer, Scott (S.C.)
Subject: Survey of Escape Owners

Bob,

Attached is a copy of the phone survey and the list of people to call. I am planning on calling the people on the first page No. 1-43. Will you, and your people, please call No. 44-125. Note we do not have all the phone no., just call those that we have. We are trying to get the other phone numbers on the list. We want to get 100 + responses so please try to call as many as possible. Can your group get started tonite? Please let me know. I tried to return your call but you were out.

Thanks,

Pete Souchock
External Investigations Manager
Automotive Safety Office



Suite 500, FPS

<< File: Telephone Survey Dialogue.doc >> << File: Polk Returned List 43 Phone Nos.xls >>

From: Duffy, Timothy (T.J.)
Sent: Monday, April 22, 2002 5:39 PM
To: Sanders, Muriel (M.S.); King, Robert (R.F.); Suarez, Rhae (R.)
Subject: RE: Requested Service Record

As Muriel indicated earlier, the dealership has never been able to repeat or verify the concern on either of Mr. Chen's Escapes.

Hope this helps,

Tim Duffy

**FCSD Market Manager
Southwest Region-Austin K2**




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

From: Sanders, Muriel (M.S.)
Sent: Monday, April 22, 2002 2:23 PM
To: King, Robert (R.F.); Suarez, Rhae (R.)
Cc: Duffy, Timothy (T.J.)
Subject: RE: Requested Service Record

To my knowledge, the dealer has never been able to repeat a stall on either of Mr. Chen's Escapes. Thanks for your help.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company



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

From: King, Robert (R.F.)
Sent: Monday, April 22, 2002 2:43 PM
To: Suarez, Rhae (R.)
Cc: Sanders, Muriel (M.S.); Duffy, Timothy (T.J.)
Subject: RE: Requested Service Record

No CQIS or AWS...nothing we can do. I don't know what the dealers repair to reclept date turn-around is. Has the concern been verified?

Ford "The Most Wanted Car on the American Road" circa 1992

Robert King
LHD Escape/Maverick FCSD Program Manager
PVT & Field Support, Vehicle Service & Programs
Kansas City Assembly Plant (816) 459-1872, fax 459-1726

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

From: Suarez, Rhae (R.)
Sent: Monday, April 22, 2002 11:20 PM
To: Sanders, Muriel (M.S.)

EA02-027 21886

Cc: King, Robert (R.F.)
Subject: RE: Requested Service Record

Muriel I contacted Tim and Wes on what they knew about the vehicle in question. Hopefully there is some new information for you that Tim gave me. As you can see at the end of Tim's note, Mr. Chen got a copy of the RO with a list of the all the items replaced. I am not sure what else can be done at this time.

Bob - any suggestions?

I already checked the AWS stuff on line and there isn't any reports at this time (probably some lag time) and there are no OQIS reports either.

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

From: Duffy, Timothy (T.J.)
Sent: Friday, April 19, 2002 1:40 PM
To: Suarez, Rhoe (R.)
Cc: Malik, Wesley (W.K.)
Subject: RE: Stalls vehicle

Rhoe,

I'll go ahead and pretty much start from the beginning and give you all of the information that I have on this customer--hopefully it will be of some assistance!

The customer, [REDACTED] brought in his first vehicle with a known stalling concern (one that he knew had no published fix), but we could not verify it. He brought it in multiple times, but knew that there was no published way to identify the concern (and the dealership never could identify the concern, even after driving it for over two weeks at one time), and wanted to get reimbursed for his vehicle. He knew that this would be a candidate for the Lemon Law in the state of Texas--as did we--so we agreed to repurchase it for an exchange unit--any Ford or Lincoln-Mercury product.

The customer was concerned with getting a unit that would be the cheapest (he knew that he would have to pay a mileage charge, and did not want to have to pay more to get into a unit), and really liked the Sport Trac, but thought that it would cost more. He really kept pushing to get a refund, but we indicated that we would only exchange his unit. Even though he liked the Sport Trac better and it would end of costing about the same as the Escape, he decided to ORDER an Escape (because they didn't have the one that he wanted), remaining in the vehicle he claimed was unsafe to drive that stalled many times (he stated). He waited for over 8 weeks for his unit to come in, and although he had multiple concerns within a short time period before the RAV, he never came back with any concerns that the vehicle had been exhibiting the stalling issue. Basically the vehicle had the stalling concern that we couldn't address many times before he was issued the option for a new vehicle, but after he ordered it, the stalling incidents stopped.

On to the second vehicle...

[REDACTED] got his second vehicle, stated that it stalled twice within 5 days, and brought it in immediately. We contacted Muriel Sanders and she gave us the unpublished, but official set of tests to run on the vehicle to determine if a problem existed and where. We ran all the tests she gave us--not once--but twice. The first set of tests was run by one of the dealership's technicians, and the second time was handled personally by the shop foreman. After both tests, the vehicle checked out as normal--nor were there any codes in the PCM that would indicate that there had ever been a stalling issue. After there was no problem found with the vehicle, [REDACTED] again pushed for us to refund his money for the vehicle at MSRP. He said that he would accept nothing else, and that was final (it should be noted that he got his vehicle on the Z Plan--the same price as the A Plan).

As far as when the claim will show up, I am unaware of when that will hit the system. However, the customer was given an RO with the exact items that were performed on his Escape by the service department at the dealership.

I hope that this helps. Hopefully this can be resolved soon.

Take care, and have a great weekend!

Tim Duffy

FCSD Market Manager

Southwest Region-Austin #2

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

From: Sanders, Muriel (M.S.)
Sent: Monday, April 22, 2002 1:12 PM
To: Suarez, Rhae (R.)
Subject: Requested Service Record

Hi Rhae,

I hope you had a good weekend! Did you get the chance to get the service record I spoke with you about on Thursday? This was the customer who had a 2001 that stalled and Ford bought back and now he is saying that the 2002 he has is stalling. He took it in for repairs and I have been asked to verify that all repairs were done. I listed the vehicle info below. Let me know if you need further information or if you can't get the service record. Thanks.

2002 Ford Escape
VIN: 1FMCU04172KC27712
Customer: Edwin Chen

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company

From: King, Robert (R.F.)
Sent: Monday, April 22, 2002 2:43 PM
To: Suarez, Rhae (R.)
Cc: Sanders, Muriel (M.S.); Duffy, Timothy (T.J.)
Subject: RE: Requested Service Record

No CQIS or AWS...nothing we can do. I don't know what the dealers repair to receipt date turn-around is. Has the concern been verified?

Ford "The Most Wanted Car on the American Road" circa 1992

Robert King
LHD Escape/Maverick FCSD Program Manager
PVT & Field Support, Vehicle Service & Programs
Kansas City Assembly Plant (816) 459-1872, fax 459-1726

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

From: Suarez, Rhoe (R.)
Sent: Monday, April 22, 2002 12:20 PM
To: Sanders, Muriel (M.S.)
Cc: King, Robert (R.F.)
Subject: RE: Requested Service Record

Muriel I contacted Tim and Wes on what they knew about the vehicle in question. Hopefully there is some new information for you that Tim gave me. As you can see at the end of Tim's note, [REDACTED] got a copy of the RO with a list of the all the items replaced. I am not sure what else can be done at this time.

Bob - any suggestions?

I already checked the AWS stuff on line and there isn't any reports at this time (probably some lag time) and there are no CQIS reports either.

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

From: Duffy, Timothy (T.J.)
Sent: Friday, April 19, 2002 1:40 PM
To: Suarez, Rhoe (R.)
Cc: Malik, Wesley (W.K.)
Subject: RE: Stella vehicle

Rhoe,

I'll go ahead and pretty much start from the beginning and give you all of the information that I have on this customer--hopefully it will be of some assistance!

The customer, [REDACTED] brought in his first vehicle with a known stalling concern (one that he knew had no published fix), but we could not verify it. He brought it in multiple times, but knew that there was no published way to identify the concern (and the dealership never could identify the concern, even after driving it for over two weeks at one time), and wanted to get reimbursed for his vehicle. He knew that this would be a candidate for the Lemon Law in the state of Texas--as did we--so we agreed to repurchase it for an exchange unit--any Ford or Lincoln-Mercury product.

The customer was concerned with getting a unit that would be the cheapest (he knew that he would have to pay a mileage charge, and did not want to have to pay more to get into a unit), and really liked the Sport Trac, but thought that it would cost more. He really kept pushing to get a refund, but we indicated that we would only exchange his unit. Even though he liked the Sport Trac better and it would end of costing about the same as the Escape, he decided to ORDER an Escape (because they didn't have the one that he wanted), remaining in the vehicle he claimed was unsafe to drive that stalled many times (he stated). He waited for over 8 weeks for his unit to come in, and although he had multiple concerns within a short time period before the RAV, he never came back with any concerns that the vehicle had been exhibiting the stalling issue. Basically the vehicle had the stalling concern that we couldn't address many times before he was issued the option for a new vehicle, but after he ordered it, the stalling incidents stopped.

On to the second vehicle...

[REDACTED] got his second vehicle, stated that it stalled twice within 5 days, and brought it in immediately. We contacted Muriel Sanders and she gave us the unpublished, but official set of tests to run on the vehicle to determine if a problem existed and where. We ran all the tests she gave us--not once--but twice. The first set of tests was run by one of the dealership's technicians, and the second time was handled personally by the shop foreman. After both tests, the vehicle checked out as normal--nor were there any codes in the PCM that would indicate that there had ever been a stalling issue. After there was no problem found with the vehicle, [REDACTED] again pushed for us to refund his money for the vehicle at MSRP. He said that he would accept nothing else, and that was final (it should be noted that he got his vehicle on the Z Plan--the same price as the A Plan).

As far as when the claim will show up, I am unaware of when that will hit the system. However, the customer

was given an RO with the exact items that were performed on his Escape by the service department at the dealership.

I hope that this helps. Hopefully this can be resolved soon.

Take care, and have a great weekend!

Tim Duffy

FC&D Market Manager

Southwest Region-Austin E2

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

From: Sanders, Muriel (M.S.)
Sent: Monday, April 22, 2002 1:12 PM
To: Suarez, Rhae (R.)
Subject: Requested Service Record

Hi Rhae,

I hope you had a good weekend! Did you get the chance to get the service record I spoke with you about on Thursday? This was the customer who had a 2001 that stalled and Ford bought back and now he is saying that the 2002 he has is stalling. He took it in for repairs and I have been asked to verify that all repairs were done. I listed the vehicle info below. Let me know if you need further information or if you can't get the service record. Thanks.

2002 Ford Escape
VIN: 1FMCU04172KC27712
Customer: Edwin Chen

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company

From: Suarez, Rhee (R.)
Sent: Monday, April 22, 2002 1:47 PM
To: Sanders, Muriel (M.S.)
Subject: RE: Requested Service Record

let me know what comes out of your talk with Dalbo. You can try talking to Wes or Tim about getting a copy of the RO. Maybe even the dealership if you know the service manager. I can do it tomorrow if you want me to..... I am out of the office today. I have email but really no phone.

---Original Message---

From: Sanders, Muriel (M.S.)
Sent: Monday, April 22, 2002 1:44 PM
To: Suarez, Rhee (R.)
Subject: RE: Requested Service Record

Thanks Rhee! I was aware that [REDACTED] got a copy of a receipt after he took the vehicle in. He called me shortly after and said he didn't think the dealer did all the repairs that were listed. Specifically, he didn't think they did a test drive at the end. (The test drive is only to verify repairs.) I told him that I didn't have any reason to doubt the dealer and that I'm sure they did everything, but I guess he didn't agree because this issue keeps coming back to us. Apparently, the Ford person that [REDACTED] knows keeps e-mailing Bob, so Bob asked me to get the service records and verify that everything has been done. I forwarded your note to Bob and I'll discuss it with him today.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company

[REDACTED]

---Original Message---

From: Suarez, Rhee (R.)
Sent: Monday, April 22, 2002 1:20 PM
To: Sanders, Muriel (M.S.)
Cc: King, Robert (R.F.)
Subject: RE: Requested Service Record

Muriel I contacted Tim and Wes on what they knew about the vehicle in question. Hopefully there is some new information for you that Tim gave me. As you can see at the end of Tim's note, Mr. Chen got a copy of the RO with a list of all the items replaced. I am not sure what else can be done at this time.

Bob - any suggestions?

I already checked the AWS stuff on line and there isn't any reports at this time (probably some lag time) and there are no CQIS reports either.

---Original Message---

From: Duffy, Timothy (T.J.)
Sent: Friday, April 19, 2002 1:40 PM
To: Suarez, Rhee (R.)
Cc: Malik, Wesley (W.K.)
Subject: RE: Stalls vehicle

Rhee,

8002-827 21805

I'll go ahead and pretty much start from the beginning and give you all of the information that I have on this customer--hopefully it will be of some assistance!

The customer [REDACTED] brought in his first vehicle with a known stalling concern (one that he knew had no published fix), but we could not verify it. He brought it in multiple times, but knew that there was no published way to identify the concern (and the dealership never could identify the concern, even after driving it for over two weeks at one time), and wanted to get reimbursed for his vehicle. He knew that this would be a candidate for the Lemon Law in the state of Texas--as did we--so we agreed to repurchase it for an exchange unit--any Ford or Lincoln-Mercury product.

The customer was concerned with getting a unit that would be the cheapest (he knew that he would have to pay a mileage charge, and did not want to have to pay more to get into a unit), and really liked the Sport Trac, but thought that it would cost more. He really kept pushing to get a refund, but we indicated that we would only exchange his unit. Even though he liked the Sport Trac better and it would end of costing about the same as the Escape, he decided to ORDER an Escape (because they didn't have the one that he wanted), remaining in the vehicle he claimed was unsafe to drive that stalled many times (he stated). He waited for over 8 weeks for his unit to come in, and although he had multiple concerns within a short time period before the RAV, he never came back with any concerns that the vehicle had been exhibiting the stalling issue. Basically the vehicle had the stalling concern that we couldn't address many times before he was issued the option for a new vehicle, but after he ordered it, the stalling incidents stopped.

On to the second vehicle...

[REDACTED] got his second vehicle, stated that it stalled twice within 5 days, and brought it in immediately. We contacted Muriel Sanders and she gave us the unpublished, but official set of tests to run on the vehicle to determine if a problem existed and where. We ran all the tests she gave us--not once--but twice. The first set of tests was run by one of the dealership's technicians, and the second time was handled personally by the shop foreman. After both tests, the vehicle checked out as normal--nor were there any codes in the PCM that would indicate that there had ever been a stalling issue. After there was no problem found with the vehicle, [REDACTED] again pushed for us to refund his money for the vehicle at MSRP. He said that he would accept nothing else, and that was final (it should be noted that he got his vehicle on the Z Plan--the same price as the A Plan).

As far as when the claim will show up, I am unaware of when that will hit the system. However, the customer was given an RO with the exact items that were performed on his Escape by the service department at the dealership.

I hope that this helps. Hopefully this can be resolved soon.

Take care, and have a great weekend!

Tim Duffy

FCSD Market Manager

[REDACTED]

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

From: Sanders, Muriel (M.S.)
Sent: Monday, April 22, 2002 1:12 PM
To: Suarez, Rhac (R.)
Subject: Requested Service Record

Hi Rhac,

I hope you had a good weekend! Did you get the chance to get the service record I spoke with you about on Thursday?

This was the customer who had a 2001 that stalled and Ford bought back and now he is saying that the 2002 he has is stalling. He took it in for repairs and I have been asked to verify that all repairs were done. I listed the vehicle info below. Let me know if you need further information or if you can't get the service record. Thanks.

2002 Ford Escape
VIN: 1FMCU04172KC27712
Customer: Edwin Chen

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company

From: Suarez, Rhae (R.)
Sent: Monday, April 22, 2002 1:20 PM
To: Sanders, Muriel (M.S.)
Cc: King, Robert (R.F.)
Subject: RE: Requested Service Record

Muriel I contacted Tim and Wes on what they knew about the vehicle in question. Hopefully there is some new information for you that Tim gave me. As you can see at the end of Tim's note, [REDACTED] got a copy of the RO with a list of the all the items replaced. I am not sure what else can be done at this time.

Bob - any suggestions?

I already checked the AWS stuff on line and there isn't any reports at this time (probably some lag time) and there are no CQIS reports either.

---Original Message---

From: Duffy, Timothy (T.J.)
Sent: Friday, April 19, 2002 1:40 PM
To: Suarez, Rhae (R.)
Cc: Malik, Wesley (W.K.)
Subject: RE: Stalls vehicle

Rhae,

I'll go ahead and pretty much start from the beginning and give you all of the information that I have on this customer—hopefully it will be of some assistance!

The customer, [REDACTED] brought in his first vehicle with a known stalling concern (one that he knew had no published fix), but we could not verify it. He brought it in multiple times, but knew that there was no published way to identify the concern (and the dealership never could identify the concern, even after driving it for over two weeks at one time), and wanted to get reimbursed for his vehicle. He knew that this would be a candidate for the Lemon Law in the state of Texas—as did we—so we agreed to repurchase it for an exchange unit—any Ford or Lincoln-Mercury product.

The customer was concerned with getting a unit that would be the cheapest (he knew that he would have to pay a mileage charge, and did not want to have to pay more to get into a unit), and really liked the Sport Trac, but thought that it would cost more. He really kept pushing to get a refund, but we indicated that we would

only exchange his unit. Even though he liked the Sport Trac better and it would end of costing about the same as the Escape, he decided to ORDER an Escape (because they didn't have the one that he wanted), remaining in the vehicle he claimed was unsafe to drive that stalled many times (he stated). He waited for over 8 weeks for his unit to come in, and although he had multiple concerns within a short time period before the RAV, he never came back with any concerns that the vehicle had been exhibiting the stalling issue. Basically the vehicle had the stalling concern that we couldn't address many times before he was issued the option for a new vehicle, but after he ordered it, the stalling incidents stopped.

On to the second vehicle...

[REDACTED] got his second vehicle, stated that it stalled twice within 5 days, and brought it in immediately. We contacted Muriel Sanders and she gave us the unpublished, but official set of tests to run on the vehicle to determine if a problem existed and where. We ran all the tests she gave us--not once--but twice. The first set of tests was run by one of the dealership's technicians, and the second time was handled personally by the shop foreman. After both tests, the vehicle checked out as normal--nor were there any codes in the PCM that would indicate that there had ever been a stalling issue. After there was no problem found with the vehicle, [REDACTED] again pushed for us to refund his money for the vehicle at MSRP. He said that he would accept nothing else, and that was final (it should be noted that he got his vehicle on the Z Plan--the same price as the A Plan).

As far as when the claim will show up, I am unaware of when that will hit the system. However, the customer was given an RO with the exact items that were performed on his Escape by the service department at the dealership.

I hope that this helps. Hopefully this can be resolved soon.

Take care, and have a great weekend!

Tim Duffy

FCSD Market Manager

Southwest Region-Austin E2

---Original Message---

From: Sanders, Muriel (M.S.)
Sent: Monday, April 22, 2002 1:12 PM
To: Suarez, Rhea (R.)
Subject: Requested Service Record

Hi Rhea,

I hope you had a good weekend! Did you get the chance to get the service record I spoke with you about on Thursday? This was the customer who had a 2001 that stalled and Ford bought back and now he is saying that the 2002 he has is stalling. He took it in for repairs and I have been asked to verify that all repairs were done. I listed the vehicle info below. Let me know if you need further information or if you can't get the service record. Thanks.

2002 Ford Escape
VIN: 1FMCU04172KCC27712
Customer: Edwin Chen

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company

[REDACTED]

From: Dalbo, Bob (R.J.)
Sent: Thursday, April 18, 2002 1:51 PM
To: Sanders, Muriel (M.S.)
Subject: RE: Escape-ing

Rhae Suarez should be able to help. Let me know if he can't. It would be nice to know if our dealer body is doing the things we are asking them to. They are in general independent businesses and don't necessarily have to do so.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31788
Pager: (313) 786-2868 Email: rdalbo@ford.com

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

From: Sanders, Muriel (M.S.)
Sent: Thursday, April 18, 2002 1:48 PM
To: Dalbo, Bob (R.J.)
Subject: RE: Escape-ing

I don't have any service records. The FSE I dealt with on this was Wesley Malik and the FCSD person was Tim Duffy. I believe the dealership performed the tests on [REDACTED] vehicle. I sent the TSB draft and the ISM items to both Wesley and Tim with instructions to perform each step. Tim assured me that they had checked everything we suggested.

This was the information I got from Tim Duffy after checking [REDACTED] Escape.

[REDACTED] vehicle checked out as normal on all accounts this past week. We ran the test not once, but twice to ensure that all systems were OK."

I don't know how to get the service records, but let me know how and I'll take a look at them.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company

[REDACTED]

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

From: Dalbo, Bob (R.J.)
Sent: Thursday, April 18, 2002 1:36 PM
To: Sanders, Muriel (M.S.)

Cc: Moses, Edwin (E.D.)
Subject: RE: Escape-ing

Do you have service records from this truck? Can we verify whether the vent line was cleared or check valve changes?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT

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

From: Moses, Edwin (E.D.)
Sent: Thursday, April 18, 2002 1:12 PM
To: Dalbo, Bob (R.I.)
Subject: FW: Escape-ing

more, in answer to my request for info

Edwin Moses

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

From: Edwin.Chen@mba03.bus.utexas.edu [mailto:Edwin.Chen@mba03.bus.utexas.edu]
Sent: Wednesday, April 17, 2002 5:10 PM
To: emoses@ford.com
Subject: RE: Escape-ing

Hi Mr Moses:

Thanks for the email. Vehicle was built Week of 2/4/2002. VIN:1FMCU04172KC27712

The service engineer did not actually examine the vehicle (to my knowledge), but evidently called the engineer in Dearborn to discuss. He is based out of Texas, but I never received his name.

Please let me know if you need any other information.
Thanks again,
Edwin

From: Dalbo, Bob (R.J.)
Sent: Thursday, April 18, 2002 1:38 PM
To: Sanders, Muriel (M.S.)
Cc: Moses, Edwin (E.D.)
Subject: RE: Escape-Ing

Do you have service records from this truck? Can we verify whether the vent line was cleared or check valve changes?

Bob Dalbo


3.0L Calibration Supervisor
Outfitters Calibration, NAT



---Original Message---

From: Moses, Edwin (E.D.)
Sent: Thursday, April 18, 2002 1:12 PM
To: Dalbo, Bob (R.J.)
Subject: FW: Escape-Ing

more, in answer to my request for info



---Original Message---

From: Edwin.Chen@mba03.bus.utexas.edu [mailto:Edwin.Chen@mba03.bus.utexas.edu]
Sent: Wednesday, April 17, 2002 5:10 PM
To: emoses@ford.com
Subject: RE: Escape-Ing

Hi Mr Moses:

Thanks for the email. Vehicle was built Week of 2/4/2002. VIN:1FMCU04172KC27712
The service engineer did not actually examine the vehicle (to my knowledge), but evidently called the engineer in Dearborn to discuss. He is based out of Texas, but I never received his name.

Please let me know if you need any other information.
Thanks again,
Edwin

From: Sanders, Muriel (M.S.)
Sent: Thursday, May 23, 2002 1:07 PM
To: Doneth, Anthony (A.G.)
Subject: RE: Sister Escape

Has the vehicle stalled since the PCM was re-programmed on 5/3/02? There are several potential causes of a stall on the Escape. The updated calibration fixes many of the vehicles, but not all. We released a TSB (technical service bulletin) at the end of April on this issue. We also have an ISM for the dealer hotline. The reference numbers are TSB 02-08-06 and ISM 02-05-043. These include all our recommended repairs and test procedures. The Escape may never stall again, but it is up to your sister if she would like to go ahead and have the dealer perform the repairs in the TSB and ISM. If the vehicle has stalled since the PCM re-programming, I would definitely have her take the vehicle in since there is obviously still a problem. Feel free to give the dealer my name and number if they have questions. Also, please keep me up-to-date if possible. Thanks for the information and please feel free to contact me if you have more questions.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company



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

From: Doneth, Anthony (A.G.)
Sent: Monday, May 20, 2002 5:22 PM
To: Sanders, Muriel (M.S.)
Subject: Sister Escape

Here is what has been done to the vehicle
>Muriel, here is a list of the things that my sister has had done to her Escape.
Thanks
for your help. Tony

since I purchased on 11/01/01.
> VIN #1FMCU04182KB12245
> Has date of being assembled 10/25/01 & 10/26/01
> 12/19/01 Odometer 1054-Tires were replaced by Dealer
> 01/05/02 Odometer 1509-Oil change by Dealer
> 01/09/02 Odometer 1547-Engine died while coasting uphill at 40mph, vehicle
> restarted after stopping. Dealer replaced a relay, part #FMC* FOAZ 14n089
> A.
> 01/28/02 Odometer 1899-Leaking power steering fluid, Dealer replaced the
> steering gear assembly.
> 05/03/02 Odometer 3949-Engine died again when at 40 mph, within 3 blocks
of
> previous spot of earlier episode. Started right up after coasting to a
> stop. Dealer said "they changed the program". Checked again with Dealer
> because we were under the impression that idle settings has been changed,
> Dealer informed us that "version of program" had been changed instead.
> Dealer is checking with the "Tech" to make sure what was really done.
>

> I think that covers it. If you need anything else let me know. We do have
> copies of the invoices that have all the Ford "codes" of what was done.

From: Doneth, Anthony (A.G.)
Sent: Monday, May 20, 2002 5:22 PM
To: Sanders, Muriel (M.S.)
Subject: Sister Escape


Here is what has been done to the vehicle
>Muriel, here is a list of the things that my sister has had done to her Escape.
Thanks
for your help. Tony

since I purchased on 11/01/01.
> VIN #1FMCU04182KB12245
> Has date of being assembled 10/25/01 & 10/26/01
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> 01/05/02 Odometer 1509-Oil change by Dealer
> 01/09/02 Odometer 1547-Engine died while coasting uphill at 40mph, vehicle
> restarted after stopping. Dealer replaced a relay, part #FMC* FOAZ 14n089
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> steering gear assembly.
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> of
> previous spot of earlier episode. Started right up after coasting to a
> stop. Dealer said "they changed the program". Checked again with Dealer
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> Dealer is chacking with the "Tech" to make sure what was really done.
>
> I think that covers it. If you need anything else let me know. We do
have
> copies of the invoices that have all the Ford "codes" of what was done.

From: Sanders, Muriel (M.S.)
Sent: Friday, May 17, 2002 9:57 AM
To: Donath, Anthony (A.G.)
Subject: FW: Request for information

Hi Tony,

I am part of the team that is working on the Escape stalling issue. From your e-mail I see that the dealership has already replaced the relay. Have there been any other repairs done on your sister's vehicle? Also, do you know approximately when she last had the vehicle serviced?

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company


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

From: Dalbo, Bob (R.J.)
Sent: Thursday, May 16, 2002 5:53 PM
To: Benz, Greg (G.H.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: Request for information

Muriel Sanders is currently the point person in my group for this issue. She can contact Tony to facilitate getting the latest fixes onto this vehicle.

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT


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

From: Benz, Greg (G.H.)
Sent: Thursday, May 16, 2002 6:22 AM
To: Dalbo, Bob (R.J.)
Subject: FW: Request for information

Bob-

Who is handling questions on the V6 for this?

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

From: Donath, Anthony (A.G.)
Sent: Wednesday, May 15, 2002 9:06 PM
To: Benz, Greg (G.H.)
Subject: Request for information

Hi, I am trying to find out some information about the 2002 3.0L stalling problem and if there is a fix. My sister bought a 2002 Escape in November and loves it. Twice now it has stalled a 40 mph. The dealer first tried relay replacement and that did not help. I

see from web sites that this is a fairly common complaint. Any help you could give me would be appreciated. She loves the truck but is looking to get rid of it if they can't fix it. Thanks Tony

From: Dalbo, Bob (R.J.)
Sent: Thursday, May 16, 2002 5:53 PM
To: Benz, Greg (G.H.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: Request for information

Muriel Sanders is currently the point person in my group for this issue. She can contact Tony to facilitate getting the latest fixes onto this vehicle.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT



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

From: Benz, Greg (G.H.)
Sent: Thursday, May 16, 2002 8:22 AM
To: Dalbo, Bob (R.J.)
Subject: FW: Request for information

Bob-

I don't know why Tony is approaching me with this question, I don't think I've even met him. Who is handling questions on the V8 for this?

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

From: Doneth, Anthony (A.G.)
Sent: Wednesday, May 15, 2002 9:06 PM
To: Benz, Greg (G.H.)
Subject: Request for information

Hi, I am trying to find out some information about the 2002 3.0L stalling problem and if there is a fix. My sister bought a 2002 Escape in November and loves it. Twice now it has stalled a 40 mph. The dealer first tried relay replacement and that did not help. I see from web sites that this is a fairly common complaint. Any help you could give me would be appreciated. She loves the truck but is looking to get rid of it if they can't fix it. Thanks Tony

From: Woytowich, Richard (R.A.)
Sent: Tuesday, July 09, 2002 3:04 PM
To: Sanders, Muriel (M.S.)
Co: Woytowich, Richard (R.A.); Cipriano, Jim (J.); Barrera, Robin (R.M.)
Subject: FW: ESCAPES Stalling Issue

BACKGROUND

Over the past few months you have been kind in providing me with the latest technical information regarding the Escape stalling issue. I just received the attached e-mail from one of our dealers. We at the regional office are currently in the process of buying back all three vehicles mentioned below due to stall returning after several repair attempts. All three customers have described the stall as primarily occurring during a 35-45 mph deceleration. This condition was also verified by the service manager.

I have provided this dealership with the latest information (TSB 02-11-06 and ISM 02-06-025) and stressed the importance of following the TSB and ISM. Two of the vehicles in question were repaired for about 5,000 miles before the concern reappeared.

CONCERN

The dealership, John Kennedy Ford of Feasterville is owned by Michael Kennedy. Michael is the Chairman of the Ford National Dealer Council. He is attending a meeting next week in Dearborn with the top management of our company and plans to review with them the repair history of these vehicles. Can you provide any additional information or have any interest in having someone look at these vehicles before Michael goes to Dearborn next week.

Thanks!

RICHARD WOYTOWICH
DEALER OPERATIONS MANAGER
FCSD - PHILA. R.O.
(856) 727-3674 (Office)
(856) 952-9406 (cell)
(856) 727-3729 (fax)

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

From: JIMMYM001@aol.com [mailto:JIMMYM001@aol.com]
Sent: Tuesday, July 09, 2002 2:00 PM
To: RWOYTOWI@FORD.COM
Subject: ESCAPES

WE HAD THREE ESCAPES IN BEGINNING OF MARCH ONE VIN IS 1FMYU03162KA27220 AND THE SECOND 1FMYU041X2KB65597 THE THIRD VIN I CAN'T FIND AT PRESENT TIME ALL THE PROCEDURES IN THE TSB AND ANY OTHER TECH MATERIAL PROVIDED HAS BE CHECKED AND ANY APPLICABLE PARTS HAVE BEEN REPLACE UNFORTUNATLY THE FIRST VIN IS BACK IN FOR THIRD TIME AND FORD IS PRESENTLY BUYING CAR BACK THE SECOND VIN IS IN FOR SECOND TIME THE FIRST TIME THE VEHICLE ONLY HAD 1800 MILES ON IT THE CUSTOMER IS DEFTLY AFRAID OF VEHICLR PLEASE HELP

ERG2-027 21101

From: Fournelle, Gilbert (G.)
Sent: Monday, July 08, 2002 7:09 AM
To: Sanders, Muriel (M.S.)
Subject: FW: Stalling Escapes in Hawaii

Importance: High

Could you please contact Joe and give him the TSB and ISM information. I will be on vacation until tomorrow.

Thanks,

Gilbert

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

From: Whitehead, Joe (J.P.)
To: Fournelle, Gilbert (G.)
Sent: 7/5/02 8:23 PM
Subject: FW: Stalling Escapes in Hawaii

Gilbert, I got Bob Dalbo's out of office message. Please give me some help fixing stalling Escapes. Thanks,

Joe Whitehead
4.0L Ranger Calibration
(313) 33-74063
Email: JWHITEH4@FORD.COM

> -----Original Message-----

> **From:** Whitehead, Joe (J.P.)
> **Sent:** Friday, July 05, 2002 8:19 PM
> **To:** Dalbo, Bob (R.J.); Stelmazozak, Robert (R.)
> **Cc:** Ward, Sheila (S.A.); Perlick, Don (D.A.)
> **Subject:** Stalling Escapes in Hawaii

>
> Bob Dalbo,
> I'm vacationing in Honolulu and have volunteered to go to a neighbor
> island, Kauai, to investigate a Explorer Sport with a stalling problem.
> I called the general manager today to verify the customer vehicle will
> be available on Tuesday. Not only will the Explorer be available, the
> dealer has two 3.0L Escapes that customers are refusing to pick up
> because of repeated stalls problems. The general manager also
> mentioned some number (14?) of Tributes which have bought back by Mazda
> for stalls. He would like me to stick around some extra days to help
> fixing the two customer vehicles. The dealer info is:
> MIDPAC AUTO CENTER, INC. 3050 HOOLAKO STREET, LIHUE, HI 96766 USA
> Phone 808 2453673
> The contact is Rupert Nation, the Service Manager,

>
> I remember the Escape presentation about the purge valve/spider nest
> problems which caused stalls. I seem to remember some wiring
> (grounds?) problems. If you could contact me with things to check (a
> RCON will be available, send vrf & mcs), I'll try to fix the Escapes.
> Bugs and moisture & salt driven corrosion are available in Hawaii in
> spades. Summer is very humid.

>

>You can call me in Honolulu after noon EST @ 808 946-4792. I can also
>be reached on my cell phone @ 734 972-3724 (best time to call the cell
>is between 11:30 & 1pm EST). If a development processor, ENGENUIS, or
>other test equipment might be required; please ship overnight to the
>dealer. Sheila Ward and Dan Perlick have both worked with this dealer
>setting things up and are have shipped test equipment. They can help
>you with background info. Give me a call. Thanks,

>
>Bob Stelmaszcak,

>
>Given the growing "to do" list, I'll fly to Kauai on Monday and visit
>the dealer Monday and Tuesday. Will hope to return to Oahu on
>Wednesday. Our return flights are scheduled for Thursday afternoon.
>I'll contact you from Kauai to discuss progress and if the need to
>extent exists. Aloha,

>
>Joe Whitehead
>4.0L Ranger Calibration

>
>
>
>
>

From: Fascetti, Bob (R.J.)
Sent: Thursday, May 30, 2002 10:53 AM
To: Sanders, Muriel (M.S.)
Subject: FW: my escape

Muriel,
what did we find out on this.?

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

From: Patil, Prabhakar (P.B.)
Sent: Thursday, May 30, 2002 9:09 AM
To: Fascetti, Bob (R.J.); Karr, Jerry (G.T.)
Cc: Takasawa, Keith (K.D.)
Subject: FW: my escape

Thanks for the flw up.

Prabhakar Patil
Chief Engineer, Escape HEV
Room 1R821, PDC
32-32374, fax: 62-16656
Pls visit our website at
www.hybridFord.com

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

From: Kadakia, Jagruti (J.S.)
Sent: Thursday, May 30, 2002 7:46 AM
To: Sanders, Muriel (M.S.); Altounian, Don (D.J.); Patil, Prabhakar (P.B.); Fascetti, Bob (R.J.)
Subject: RE: my escape

Hello!

I would like to take this opportunity to thank Muriel and Don for working on my escape and giving me enough information to take it to dealer.

I can drive my escape without fear now.
Thanks again for all the work and help.

Special thanks to Prabhakar for connect me with right person.
Thanks a lot.

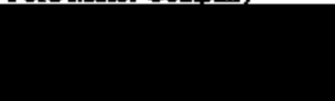
I really appreciate everybody's help in this matter.

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

From: Sanders, Muriel (M.S.)
Sent: Friday, May 17, 2002 12:12 PM
To: Kadakia, Jagruti (J.S.)
Subject: FW: my escape

Hello. I am part of a team that is working on Escape stalls and we would like to look at your vehicle for a couple of days. Please let me know if this would be possible. Thank you.

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company



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

From: Fascetti, Bob (R.J.)
Sent: Friday, May 17, 2002 12:05 PM
To: Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.)
Subject: FW: my escape

Muriel,
please contact this person and see if we can get his vehicle for a few days.

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

From: Klarr, Jerry (G.T.)
Sent: Thursday, May 16, 2002 7:35 PM
To: Patil, Prabhakar (P.B.)
Cc: Takasawa, Keith (K.D.); Coenza, Pat (P.D.); Watson, Tom (T.M.); Gokhale, Renuka (R.V.); Corbett, Sandra (S.M.); Fascetti, Bob (R.J.)
Subject: RE: my escape

Sounds like one of our stall issues. Sandy - pls work with Bob's team to f/u on this.

G. T. Klarr (Jerry)
P/T Chief Engineer: PH: 32-26689/Cube: 1BA45
PDC/MD #205/FAX: 62-18083/gklarr@ford.com

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

From: Patil, Prabhakar (P.B.)
Sent: Thursday, May 16, 2002 2:45 PM
To: Klarr, Jerry (G.T.)
Cc: Takasawa, Keith (K.D.); Coenza, Pat (P.D.); Watson, Tom (T.M.); Gokhale, Renuka (R.V.)
Subject: FW: my escape
Importance: High

Is this a known issue ? Thanks.

Prabhakar Patil
Chief Engineer, Escape HEV
Room 1B821, PDC

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

From: [REDACTED]
Sent: Thursday, May 16, 2002 2:38 PM
To: Patil, Prabhakar (P.B.)
Subject: my escape
Importance: High

Dear Mr. Patil,

I own escape for last 1 year and 5 months.

I wanted to share a scary incident happened with me on Tuesday morning while I was driving to my work. A good friend of mine who is a manager in PDC suggested me to send you an e-mail and let you know.

I was on the ramp from 96 to Southfield and my car speed was about 30 mph. Suddenly I noticed that no gas is going even though I am pressing hard. Within fraction of second I couldn't steer at all and couldn't apply the break. (It seems like my engine stalled)

I end up driving into the shoulder and car stopped by itself. It was completely out of my control.

I sat in the car for two min and restart my car and it worked.

I experienced similar few days before but on a milder scale so I didn't pay much attention to it. I was in the middle lane of Southfield and going back home with bumper to bumper traffic.

I am curious to know if it is a known issue or any body else is experiencing anything like that.

Please let me know.

I am going to send my car to dealer tomorrow.

I am very scared to drive that car now.

Thanks.

regards,

Jagruti Kadakia !!! Change Is A Way Of Life !!!

Manufacturing Engineering

GSPAS - DBA

VOGO-Bo1

(313)93-75195

From: Kadakia, Jagruti (J.S.)
Sent: Thursday, May 30, 2002 7:48 AM
To: Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Patil, Prabhakar (P.B.); Fasoetti, Bob (R.J.)
Subject: RE: my escape

Hello!

I would like to take this opportunity to thank Muriel and Don for working on my escape and giving me enough information to take it to dealer.

I can drive my escape without fear now.

Thanks again for all the work and help.

Special thanks to Prabhakar for connect me with right person.

Thanks a lot.

I really appreciate everybody's help in this matter.

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

From: Sanders, Muriel (M.S.)
Sent: Friday, May 17, 2002 12:12 PM
To: Kadakia, Jagruti (J.S.)
Subject: FW: my escape

Hello. I am part of a team that is working on Escape stalls and we would like to look at your vehicle for a couple of days. Please let me know if this would be possible. Thank you.

Muriel Sanders

U204 3.0L Calibration

Ford Motor Company



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

From: Fascetti, Bob (R.J.)
Sent: Friday, May 17, 2002 12:05 PM
To: Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.)
Subject: FW: my escape

Muriel,
please contact this person and see if we can get his vehicle for a few days.

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

From: Klarr, Jerry (G.T.)
Sent: Thursday, May 16, 2002 7:35 PM
To: Patil, Prabhakar (P.B.)
Cc: Takasawa, Keith (K.D.); Cosenza, Pat (P.D.); Watson, Tom (T.M.); Gokhale, Renuka (R.V.); Corbett, Sandra (S.M.); Fascetti, Bob (R.J.)
Subject: RE: my escape

Sounds like one of our stall issues. Sandy - pls work with Bob's team to f/u on this.

G. T. Klarr (Jerry)
P/T Chief Engineer: PH: 32-28668/Cube: 1BA45
PDC/MD #205/FAX: 82-18063/gklarr@ford.com

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

From: Patil, Prabhakar (P.B.)
Sent: Thursday, May 16, 2002 2:45 PM
To: Klarr, Jerry (G.T.)
Cc: Takasawa, Keith (K.D.); Cosenza, Pat (P.D.); Watson, Tom (T.M.); Gokhale, Renuka (R.V.)
Subject: FW: my escape
Importance: High

Is this a known issue ? Thanks.

Prabhakar Patil
Chief Engineer, Escape HEV
Room 1B821, PDC

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

From: Kadakia, Jagrut (J.S.)
Sent: Thursday, May 16, 2002 2:38 PM
To: Patil, Prabhakar (P.B.)
Subject: my escape
Importance: High

Dear Mr. Patil,

I own escape for last 1 year and 5 months.

I wanted to share a scary incident happened with me on Tuesday morning while I was driving to my work. A good friend of mine who is a manager in PDC suggested me to send you an e-mail and let you know.

I was on the ramp from 98 to Southfield and my car speed was about 30 mph. Suddenly I noticed that no gas is going even though I am pressing hard. Within fraction of second I couldn't steer at all and couldn't apply the break. (It seems like my engine stalled)

8082-827 21187

I end up driving into the shoulder and car stopped by itself. It was completely out of my control.

I sat in the car for two min and restart my car and it worked.

I experienced similar few days before but on a milder scale so I didn't pay much attention to it. I was in the middle lane of Southfield and going back home with bumper to bumper traffic.

I am curious to know if it is a known issue or any body else is experiencing anything like that.

Please let me know.

I am going to send my car to dealer tomorrow.

I am very scared to drive that car now.

Thanks.

regards,

[REDACTED]
Manufacturing Engineering
GSPAS - DBA
VOGO-Bo1
[REDACTED]

From: Sanders, Muriel (M.S.)
Sent: Tuesday, May 28, 2002 4:09 PM
To: Kadakia, Jagruti (J.S.)
Subject: List of Repairs to Escape

Hi. Here is the work we performed last week on your Escape (VIN# 1FMYU03181KF77601). Please let me know if you have any questions.

- Ran diagnostic tests for DTC and MILs -- None present
- Checked MAF sensor gasket before and after replacement -- OK
- Checked grounds G100, G101, G300, G104/105 -- OK
- Checked PCM pins -- OK
- Checked Purge cycle -- OK
- Checked long and short term fuel trims -- OK
- Replaced IAC sensor. PN = YF1E-9F715-AB
- Replaced Throttle Body. PN = YL8B-9B926-DA
- Changed dPFE sensor. old PN = YF1E-9J460-AD, new PN = 2F1E-9J460-AA
- Changed BEC Relay from Omron to Hella. PN = FOAB-14B192-AA
- Changed MAF sensor. old PN = XF2F-12B570-AA, new PN = 1L2F-12B570-BA
- Warned customer of heavy key chains and demonstrated best way to insert the key in the ignition.
- Customer will need to have dealer update the calibration.

Thanks for letting us look at your vehicle.

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
[REDACTED]

ENG2-027 21106

E-mail: msander6@ford.com

From: Kadakia, Jagruti (J.S.)
Sent: Friday, May 17, 2002 9:43 PM
To: Sanders, Muriel (M.S.)
Subject: RE: my escape

Thanks for the reply.

I come to work around 7:20 on Monday.

If you are there at that time than I can come directly

or it will be good if you can come and pick it up and bring me pull car.

I will pick it up when it is done.

Let me know.

Thanks.


---Original Message---

From: Sanders, Muriel (M.S.)
Sent: Friday, May 17, 2002 3:11 PM
To: Kadakia, Jagruti (J.S.)
Subject: RE: my escape

I would like to get your vehicle sometime on Monday. I am in the TEE building which is across 94 from VO. Please let me know if you would rather drop your Escape off or have me come get it. I do not have a preference either way. Let me know what you prefer and what time is good for you. I have a meeting from 10-11 on Monday, but other than that I am available.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company



---Original Message---

From: Kadakia, Jagruti (J.S.)
Sent: Friday, May 17, 2002 2:08 PM
To: Patil, Prabhakar (P.B.)
Cc: Gokhale, Renuka (R.V.); Corbett, Sandra (S.M.); Sanders, Muriel (M.S.)
Subject: RE: my escape

Thanks.

Sanders, Muriel send me an e-mail that she is working on Escape Stall team and would like to look at my car for few days.

I responded back with yes and still waiting for her to advice me further.

Also Don from power train left a message for me to find out who my dealer is so that he can explain him.

But I will have Muriel look at my car.

Thanks again.

---Original Message---

From: Patil, Prabhakar (P.B.)
Sent: Friday, May 17, 2002 1:59 PM
To: Kadakia, Jagruti (J.S.)
Cc: Gokhale, Renuka (R.V.); Corbett, Sandra (S.M.)

ER02-027 21100

Subject: FW: my escape

Looks like Sandy may be able to help you on this. I missed this note earlier.

Prabhakar Patil
Chief Engineer, Escape HEV
Room 1B821, PDC

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

From: Klarr, Jerry (G.T.)
Sent: Thursday, May 16, 2002 7:35 PM
To: Patil, Prabhakar (P.B.)
Cc: Takasawa, Keith (K.D.); Cosenza, Pat (P.D.); Watson, Tom (T.M.); Golchale, Renuka (R.V.); Corbett, Sandra (S.M.); Fascetti, Bob (R.J.)
Subject: RE: my escape

Sounds like one of our stall issues. Sandy - pls work with Bob's team to f/u on this.

G. T. Klarr (Jerry)
P/T Chief Engineer:
PDC/MD #205/FAX:

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

From: Patil, Prabhakar (P.B.)
Sent: Thursday, May 16, 2002 2:45 PM
To: Klarr, Jerry (G.T.)
Cc: Takasawa, Keith (K.D.); Cosenza, Pat (P.D.); Watson, Tom (T.M.); Golchale, Renuka (R.V.)
Subject: FW: my escape
Importance: High

Is this a known issue ? Thanks.

Prabhakar Patil
Chief Engineer, Escape HEV
Room 1B821, PDC

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

From: Kadakia, Jagrut (J.S.)
Sent: Thursday, May 16, 2002 2:38 PM
To: Patil, Prabhakar (P.B.)
Subject: my escape
Importance: High

Dear Mr. Patil,

I own escape for last 1 year and 5 months.

I wanted to share a scary incident happened with me on Tuesday morning while I was driving to my work. A good friend of mine who is a manager in PDC suggested me to send you an e-mail and let you know.

I was on the ramp from 98 to Southfield and my car speed was about 30 mph. Suddenly I noticed that no gas is going even though I am pressing hard. Within fraction of second I couldn't steer at all and couldn't apply the break. (It seems like my engine stalled)

I end up driving into the shoulder and car stopped by itself. It was completely out of my control.

I sat in the car for two min and restart my car and it worked.

I experienced similar few days before but on a milder scale so I didn't pay much attention to it. I was in the middle lane of Southfield and going back home with bumper to bumper traffic.

I am curious to know if it is a known issue or any body else is experiencing anything like that.

Please let me know.

I am going to send my car to dealer tomorrow.

I am very soared to drive that car now.

Thanks.

regards,

From: Kadakla, Jagruti (J.S.)
Sent: Friday, May 17, 2002 2:08 PM
To: Patil, Prabhakar (P.B.)
Cc: Gokhale, Renuka (R.V.); Corbett, Sandra (S.M.); Sanders, Muriel (M.S.)
Subject: RE: my escape

Thanks.

Sanders, Muriel send me an e-mail that she is working on Escape Stall team and would like to look at my car for few days.

I responded back with yes and still waiting for her to advice me further.

Also Don from power train left a message for me to find out who my dealer is so that he can explain him.

But I will have Muriel look at my car.

Thanks again.

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

From: Patil, Prabhakar (P.B.)
Sent: Friday, May 17, 2002 1:59 PM
To: Kadakla, Jagruti (J.S.)
Cc: Gokhale, Renuka (R.V.); Corbett, Sandra (S.M.)
Subject: FW: my escape

Looks like Sandy may be able to help you on this. I missed this note earlier.

Prabhakar Patil
Chief Engineer, Escape HEV
Room 1BS21, PDC

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

From: Karr, Jarry (G.T.)

ER62-827 21111

Sent: Thursday, May 16, 2002 7:35 PM
To: Patil, Prabhakar (P.B.)
Cc: Takasawa, Keith (K.D.); Cosenza, Pat (P.D.); Watson, Tom (T.M.); Gokhale, Renuka (R.V.); Corbett, Sandra (S.M.); Fascetti, Bob (R.J.)
Subject: RE: my escape

Sounds like one of our stall issues. Sandy - pls work with Bob's team to f/u on this.

G. T. Klarr (Jerry)
P/T Chief Engineer: PH: 32-28889/Cube: 1BA45
PDC/MD #205/FAX: 62-18063/gklarr@ford.com

-----Original Message-----
From: Patil, Prabhakar (P.B.)
Sent: Thursday, May 16, 2002 2:45 PM
To: Klarr, Jerry (G.T.)
Cc: Takasawa, Keith (K.D.); Cosenza, Pat (P.D.); Watson, Tom (T.M.); Gokhale, Renuka (R.V.)
Subject: FW: my escape
Importance: High

Is this a known issue ? Thanks.

Prabhakar Patil
Chief Engineer, Escape HEV
Room 1B821 PDC


-----Original Message-----
From: Kadalka, Jagruti (J.S.)
Sent: Thursday, May 16, 2002 2:38 PM
To: Patil, Prabhakar (P.B.)
Subject: my escape
Importance: High

Dear Mr. Patil,

I own escape for last 1 year and 5 months.

I wanted to share a scary incident happened with me on Tuesday morning while I was driving to my work. A good friend of mine who is a manager in PDC suggested me to send you an e-mail and let you know.

I was on the ramp from 96 to Southfield and my car speed was about 30 mph.

Suddenly I noticed that no gas is going even though I am pressing hard.

Within fraction of second I couldn't steer at all and couldn't apply the break.

(It seems like my engine stalled)

I end up driving into the shoulder and car stopped by itself. It was completely out of my control.

I sat in the car for two min and restart my car and it worked.

I experienced similar few days before but on a milder scale so I didn't pay much attention to it.

I was in the middle lane of Southfield and going back home with bumper to bumper traffic.

I am curious to know if it is a known issue or any body else is experiencing anything like that.

Please let me know.

I am going to send my car to dealer tomorrow.

I am very scared to drive that car now.

Thanks.

regards,



From: Kadakla, Jagruti (J.S.)
Sent: Friday, May 17, 2002 12:27 PM
To: Sanders, Muriel (M.S.)
Subject: RE: my escape

That sounds okay.
Let me know what you want me to do. (when to bring car, etc..)
Thanks.

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

From: Sanders, Muriel (M.S.)
Sent: Friday, May 17, 2002 12:20 PM
To: Kadakla, Jagruti (J.S.)
Subject: RE: my escape

We have a Mazda Tribute that you can use while we have your car.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company



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

From: Kadakla, Jagruti (J.S.)
Sent: Friday, May 17, 2002 12:16 PM
To: Sanders, Muriel (M.S.)
Subject: RE: my escape

Is it possible to make an arrangement for pull car or something like that if I need to keep car for overnight.
Please let me know.
Thanks.

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

From: Sanders, Muriel (M.S.)
Sent: Friday, May 17, 2002 12:12 PM
To: Kadakla, Jagruti (J.S.)
Subject: FW: my escape

Hello. I am part of a team that is working on Escape stalls and we would like to look at your vehicle for a couple of days.
Please let me know if this would be possible. Thank you.

8002-827 21113

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company

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

From: Fascetti, Bob (R.J.)
Sent: Friday, May 17, 2002 12:05 PM
To: Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.)
Subject: FW: my escape

Muriel,
please contact this person and see if we can get his vehicle for a few days.

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

From: Klarr, Jerry (G.T.)
Sent: Thursday, May 16, 2002 7:35 PM
To: Patil, Prabhakar (P.B.)
Cc: Takasawa, Keith (K.D.); Cosenza, Pat (P.D.); Watson, Tom (T.M.); Gokhale, Renuka (R.V.); Corbett, Sandra (S.M.); Fascetti, Bob (R.J.)
Subject: RE: my escape

Sounds like one of our stall issues. Sandy - pls work with Bob's team to f/u on this.

G. T. Klarr (Jerry)

P/T Chief Engineer: PH: 32-26669/Cube: 1BA45
PDC/MD #205/FAX: 62-18063/gklarr@ford.com

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

From: Patil, Prabhakar (P.B.)
Sent: Thursday, May 16, 2002 2:45 PM
To: Klarr, Jerry (G.T.)
Cc: Takasawa, Keith (K.D.); Cosenza, Pat (P.D.); Watson, Tom (T.M.); Gokhale, Renuka (R.V.)
Subject: FW: my escape
Importance: High

Is this a known issue ? Thanks.

Prabhakar Patil
Chief Engineer, Escape HEV
Room 1BS21, PDC

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

From: Kadakia, Jagrud (J.S.)
Sent: Thursday, May 16, 2002 2:38 PM
To: Patil, Prabhakar (P.B.)
Subject: my escape
Importance: High

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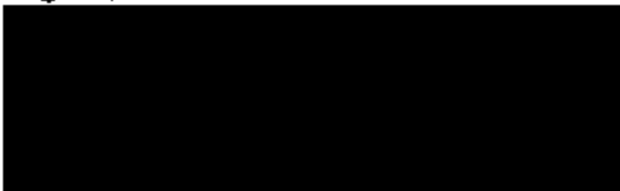
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Thanks.

regards,



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Sent: Friday, May 17, 2002 12:16 PM
To: Sanders, Muriel (M.S.)
Subject: RE: my escape

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Please let me know.
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Sent: Friday, May 17, 2002 12:12 PM
To: Kadakia, Jagrut (J.S.)
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Please let me know if this would be possible. Thank you.

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company



EA62-027 21115

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

From: Fascetti, Bob (R.J.)
Sent: Friday, May 17, 2002 12:05 PM
To: Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.)
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Muriel,
please contact this person and see if we can get his vehicle for a few days.

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

From: Klarr, Jerry (G.T.)
Sent: Thursday, May 16, 2002 7:35 PM
To: Patil, Prabhakar (P.B.)
Cc: Takasawa, Keith (K.D.); Cosenza, Pat (P.D.); Watson, Tom (T.M.); Gokhale, Renuka (R.V.); Corbett, Sandra (S.M.); Fascetti, Bob (R.J.)
Subject: RE: my escape

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G. T. Klarr (Jerry)
P/T Chief Engineer: PH: 32-26689/Cube: 1BA45
PDC/MD #205/FAX: 62-18063/gklarr@ford.com

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

From: Patil, Prabhakar (P.B.)
Sent: Thursday, May 16, 2002 2:45 PM
To: Klarr, Jerry (G.T.)
Cc: Takasawa, Keith (K.D.); Cosenza, Pat (P.D.); Watson, Tom (T.M.); Gokhale, Renuka (R.V.)
Subject: FW: my escape
Importance: High

Is this a known issue ? Thanks.

Prabhakar Patil
Chief Engineer, Escape HEV
Room 1R821, PDC

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

From: Kadakia, Jagraj (J.S.)
Sent: Thursday, May 16, 2002 2:38 PM
To: Patil, Prabhakar (P.B.)
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I end up driving into the shoulder and car stopped by itself. It was completely out of my control.

I sat in the car for two min and restart my car and it worked.

I experienced similar few days before but on a milder scale so I didn't pay much attention to it. I was in the middle lane of Southfield and going back home with bumper to bumper traffic.

I am curious to know if it is a known issue or any body else is experiencing anything like that.

Please let me know.

I am going to send my car to dealer tomorrow.

I am very scared to drive that car now.

Thanks.

regards,

From: Fascetti, Bob (R.J.)
Sent: Friday, May 17, 2002 12:05 PM
To: Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.)
Subject: FW: my escape

Muriel,
please contact this person and see if we can get his vehicle for a few days.

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

From: Karr, Jerry (G.T.)
Sent: Thursday, May 16, 2002 7:35 PM
To: Patel, Prabhakar (P.B.)
Cc: Takasawa, Keith (K.D.); Cosenza, Pat (P.D.); Watson, Tom (T.M.); Gokhale, Renuka (R.V.); Corbett, Sandra (S.M.); Fascetti, Bob (R.J.)
Subject: RE: my escape

Sounds like one of our staff issues. Sandy - pls work with Bob's team to f/u on this.

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

From: Patel, Prabhakar (P.B.)
Sent: Thursday, May 16, 2002 2:45 PM
To: Karr, Jerry (G.T.)
Cc: Takasawa, Keith (K.D.); Cosenza, Pat (P.D.); Watson, Tom (T.M.); Gokhale, Renuka (R.V.)
Subject: FW: my escape
Importance: High

Is this a known issue ? Thanks.

ERG2-827 21117

Prabhakar Patil
Chief Engineer, Escape HEV
Room 1BS21, PDC

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

From: Kadekta, Jagruti (J.S.)
Sent: Thursday, May 16, 2002 2:38 PM
To: Patil, Prabhakar (P.B.)
Subject: my escape
Importance: High

Dear Mr. Patil,

I own escape for last 1 year and 5 months.

I wanted to share a scary incident happened with me on Tuesday morning while I was driving to my work. A good friend of mine who is a manager in PDC suggested me to send you an e-mail and let you know.

I was on the ramp from 96 to Southfield and my car speed was about 30 mph.

Suddenly I noticed that no gas is going even though I am pressing hard.

Within fraction of second I couldn't steer at all and couldn't apply the break.

(It seems like my engine stalled)

I end up driving into the shoulder and car stopped by itself. It was completely out of my control.

I sat in the car for two min and restart my car and it worked.

I experienced similar few days before but on a milder scale so I didn't pay much attention to it.

I was in the middle lane of Southfield and going back home with bumper to bumper traffic.

I am curious to know if it is a known issue or any body else is experiencing anything like that.

Please let me know.

I am going to send my car to dealer tomorrow.

I am very scared to drive that car now.

Thanks.

Regards

EP02-027 21118

From: Grossmann, Richard (R.A.)
Sent: Wednesday, July 24, 2002 10:19 AM
To: Sanders, Muriel (M.S.); Terzæ, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Haleson, Kevin (K.J.); Dalbo, Bob (R.J.); Bogema, John (P.); Fascetti, Bob (R.J.)
Subject: RE: Stalling Escapes

Muriel,

Per our conversation this morning, the correct VIN for the Metro Ford vehicle is 1FMCU04102KB85206. In addition, I have also requested a PCM for the stalling Escape at Bill Woods Ford. Thanks.

---Original Message---

From: Sanders, Muriel (M.S.)
Sent: Tuesday, July 23, 2002 1:42 PM
To: Grossmann, Richard (R.A.); Terzæ, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Haleson, Kevin (K.J.); Dalbo, Bob (R.J.); Bogema, John (P.); Fascetti, Bob (R.J.)
Subject: RE: Stalling Escapes

Richard Grossmann's e-mail (red text) referenced VIN 1FMCU03172KB22346 which is at Metro Ford. When I spoke to the Metro Ford Service Manager, Cory Thompson, he was under the impression that we are sending a PCM to that dealership for VIN 1FMCU04102KB85206. The mailing information below is for Bill Woods Ford.

Please clarify where I should send the PCM and the VIN number of the vehicle the PCM is intended for. Thanks.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company



---Original Message---

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 23, 2002 1:49 PM
To: Sanders, Muriel (M.S.); Bogema, John (P.)
Cc: Terzæ, Laura (L.D.); MacRitchie, Janice (J.V.); Haleson, Kevin (K.J.); Grossmann, Richard (R.A.)
Subject: RE: Stalling Escapes

John,

Please program a PCM with the 2003 calibration and contact Sheila Ward for info on the necessary exemption.

Muriel,

Once John has the module ready please ship it to the dealer per the directions below. Also, please contact the dealer and identify everything that has been done to the truck.

Thanks,

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT



ER82-827 21118

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

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 23, 2002 11:08 AM
To: Dalbo, Bob (R.J.)
Cc: Terzes, Laura (L.D.); MacRitchie, Janice (J.V.); Helleson, Kevin (K.J.)
Subject: RE: Stalling Escapes

Bob,

I just found out the Escape mentioned below from Bill Woods Ford has just returned again for intermittent stalling. We might be able to save a buy back on this one if you could send an experimental PCM to the dealer. Please send it to:

Bill Woods Ford
5025 N.E. Antioch
Kansas City MO 64119

ATTENTION: MIKE HAWES

Thanks.

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 17, 2002 5:10 PM
To: Grossmann, Richard (R.A.)
Cc: Fast, Mathew (M.F.); Suarez, Rhae (R.); Karr, Jerry (G.T.); Terzes, Laura (L.D.); Fascetti, Bob (R.J.); Corbett, Sandra (S.M.)
Subject: RE: Stalling Escapes

Rick,

We can get you an experimental PCM (with our latest, not-quite-released changes) late next week. This would have to be replaced with the released version in a month or two. Would the customer be interested in this arrangement?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT

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

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 16, 2002 5:53 PM
To: Corbett, Sandra (S.M.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)
Cc: Fast, Mathew (M.F.); Suarez, Rhae (R.); Karr, Jerry (G.T.)
Subject: FW: Stalling Escapes

Sandra, Bob or Bob: Please let Rick Grossman the FSE know directly (copy to me) if you want to utilize this vehicle to test the newest fix (calibration and h/w chgs.). I confirmed with Rick, the dealer has performed the latest TSB 02-11-06 and ISM 02-05-043, and the stalling concern has returned. One other troubling point, this customer is in their 2nd Escape. We bought back the first vehicle for the same concern. A quick response would be helpful, as Rick needs to decide how to manage the customer and dealer. I have conveyed to him, the approximate new calibration timing. PLS. ADVISE.

Laura Terzes

Manager, Outfitters Concerns
FGSD, Customer Service Engineering
PDG TVC 1JF58

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

EA82-027 21129

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 16, 2002 5:02 PM
To: Terzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Helleson, Kevin (KJ.)
Subject: FW: Stalling Escapes

Laura,

Neither service manager has been contacted by anyone at the Kansas City Assembly Plant, so I assume someone has received this concern and does not need to inspect any vehicles. However, the final resolution has not been communicated to our dealers. This is a problem because the customer that owns Escape 1FMCU09172KB22348 reports the vehicle still stalls and we don't know how to repair it. We need immediate help on this or we will be buying this vehicle back. You may contact me by E-mail, by phone at cell phone 816-678-8004 or directly contact Metro Ford Service Manager Cory Thompson at 816-254-8800. Thank you.

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

From: Terzes, Laura (L.D.)
Sent: Thursday, June 13, 2002 7:30 AM
To: Grossmann, Richard (R.A.); Suarez, Rhae (R.)
Subject: RE: Stalling Escapes

Richard, there is a conf. call today on Escape Stalls, we will bring this info into the mtg. and Rhae has sent same to the engineers working on the Stalls team, Powertrain engineers at KCAP. You should hear something soon regarding further investigation of these units. Thanks for the help. We really need more hands on to get the final root cause.

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF68

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 11:56 PM
To: Suarez, Rhae (R.)
Cc: Terzes, Laura (L.D.)
Subject: FW: Stalling Escapes

Rhae,

Since Bob is out, you may be interested in this.

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 10:53 PM
To: Terzes, Laura (L.D.); King, Robert (R.F.)
Cc: MacRitchie, Janice (J.V.)
Subject: Stalling Escapes

Bob and Laura,

Cory Thompson, service manager at Metro Ford (816-254-8800), tells me the Escape listed below is in the process of being required since it has been to the dealer multiple times for stalling. TSB 02-05-043 and ISM 02-05-043 have been performed on the vehicle.

Mike Hawes, service manager at Bill Woods Ford (816-454-4200), reports he has an Escape that reportedly stalls after TSB 02-05-043 and ISM 02-05-043 have been performed. Please see the CQIB report listed below. I asked Mike to put the VDR on that vehicle and try to get a recording of the stall.

As both of these vehicles are close to the Kansas City Assembly Plant, and both reports indicate the latest fix is not effective, I thought you might be interested in taking a look at them.

Please let me know if you wish to inspect these vehicles.

Rpt#: 2E3CY004 NHL Rpt: 05/29/2002 Odom: 2,615 M
Rvwd: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X2,XLT ,WAGON 1FMCU03172KB22346 Bld: 11/09/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES
Dealer Id: 05158 Metro Ford, Inc. Ph#: (816) 254-9803
State: Missouri City: Independence Orig/Caller: JOHN LARGENT
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: ALLEDGED STALLS St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: - Condition Code:
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR VEHICLE WAS BROUGHT IN FOR A STALL CONCERN EVE AFTER TSB 02-08-06
WAS PERFORMED. TECH IS UNABEL TO DUPLICATE CONCERN. SEEKING ADVICE.
RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
SUGGESTED OF ISM ABOVE.
ADD-ON 06/12/2002 11:32PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY
SERVICE MANAGER CORY THOMPSON REPORTS AFTER DILLEGENTLY PERFORMING TSB
02-08-06 AND ISM 02-05-043, CUSTOMER REPORTS VEHICLE STILL INTERMITTE
NTLY STALLS. DUE TO THE NUMBER OF TIMES IN FOR THIS CONCERN, CORY REPO
RTS THE COMPANY HAS AGREED TO RAV THE VEHICLE.

1 of 1

Rpt#: 2FFA7020 NHL Rpt: 06/08/2002 Odom: 2,163 M
Rvwd: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04192KD11746 Bld: 04/11/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 05079 Bill Woods Ford Ph#: (816) 454-4200
State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT STALLS, NO CODES St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: KAVERY3 Phone: 313 317-8358 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR TECH STATES CUST ALLEGES INT STALLS, CANNOT GET FROM CUST ANY DETAILS
AS TO CONDITIONS WHEN VEHICLE STALLS, DID TSB 02-11-06 AND CANNOT
VERIFY, PASSES TSB, SEEKING KNOWNS.
RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
ADV TECH NO FURTHER KNOWNS, ADV TRY TO DETERMINE VEH SPEED AT TIME OF
CONCERN, IF ACCEL/DECEL/CRUISE, AND IF GOING DOWNHILL/UPHILL/LEVEL
GROUND.
REPAIR 06/08/2002 09:33PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE
SM IS CALLING BACK AND HAD REMEMBERED SOME OTHER GROUNDS AND STUFF
THAT WE HAVE TOLD THEN TO CHECK ON.
RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
ADVISED THE SM OF THE INFO LISTED IN THE ABOVE ISM.

Rick Grossmann

ER02-027 21122

Field Service Engineer
913-541-4883

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 23, 2002 1:48 PM
To: Sanders, Muriel (M.S.); Bogema, John (P.)
Cc: Terzas, Laura (L.D.); MacFitchie, Janice (J.V.); Haleson, Kevin (K.J.); Grossmann, Richard (R.A.)
Subject: RE: Stalling Escapes

John,
Please program a PCM with the 2003 calibration and contact Shella Ward for info on the necessary exemption.

Muriel,
Once John has the module ready please ship it to the dealer per the directions below. Also, please contact the dealer and identify everything that has been done to the truck.

Thanks,

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT


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

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 23, 2002 11:08 AM
To: Dalbo, Bob (R.J.)
Cc: Terzas, Laura (L.D.); MacFitchie, Janice (J.V.); Haleson, Kevin (K.J.)
Subject: RE: Stalling Escapes

Bob,

I just found out the Escape mentioned below from Bill Woods Ford has just returned again for intermittent stalling. We might be able to save a buy back on this one if you could send an experimental PCM to the dealer. Please send it to:

Bill Woods Ford
5025 N.E. Antloch
Kansas City MO 64119

ATTENTION: MIKE HAWES

Thanks.

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 17, 2002 5:10 PM
To: Grossmann, Richard (R.A.)
Cc: Fast, Matthew (M.F.); Suarez, Rhea (R.); Karr, Jerry (G.T.); Terzas, Laura (L.D.); Pasotti, Bob (R.J.); Corbett, Sandra (S.M.)
Subject: RE: Stalling Escapes

Rick,

We can get you an experimental PCM (with our latest, not-quite-released changes) late next week. This

would have to be replaced with the released version in a month or two. Would the customer be interested in this arrangement?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT

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

From: Terzes, Laura (L.D.)
Sent: Tuesday, July 16, 2002 5:53 PM
To: Corbett, Sandra (S.M.); Faacetti, Bob (R.J.); Dalbo, Bob (R.J.)
Cc: Fast, Matthew (M.F.); Suarez, Rhae (R.); Klarr, Jerry (G.T.)
Subject: FW: Stalling Escapes

Sandra, Bob or Bob: Please let Rick Grossman the FSE know directly (copy to me) if you want to utilize this vehicle to test the newest fix (calibration and h/w chgs.). I confirmed with Rick, the dealer has performed the latest TSB 02-11-06 and ISM 02-05-043, and the stalling concern has returned. One other troubling point, this customer is in their 2nd Escape. We bought back the first vehicle for the same concern. A quick response would be helpful, as Rick needs to decide how to manage the customer and dealer. I have conveyed to him, the approximate new calibration timing. PLS. ADVISE.

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF56

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

From: Grossmann, Richard (R.A.)
Sent: Tuesday, July 16, 2002 5:02 PM
To: Terzes, Laura (L.D.)
Cc: MacRitchie, Janice (J.V.); Helgeson, Kevin (K.J.)
Subject: FW: Stalling Escapes

Laura,

Neither service manager has been contacted by anyone at the Kansas City Assembly Plant, so I assume someone has resolved this concern and does not need to inspect any vehicles. However, the final resolution has not been communicated to our dealers. This is a problem because the customer that owns Escape 1FMCU03172KB22348 reports the vehicle still stalls and we don't know how to repair it. We need immediate help on this or we will be buying this vehicle back. You may contact me by E-mail, by phone at cell phone 816-678-8004 or directly contact Metro Ford Service Manager Cory Thompson at 816-254-9800. Thank you.

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

From: Terzes, Laura (L.D.)
Sent: Thursday, June 13, 2002 7:30 AM
To: Grossmann, Richard (R.A.); Suarez, Rhae (R.)
Subject: RE: Stalling Escapes

Richard, there is a conf. call today on Escape Stalls, we will bring this info into the mtg. and Rhae has sent same to the engineers working on the Stalls team, Powertrain engineers at KCAP. You should hear something soon regarding further investigation of these units. Thanks for the help. We really need more hands on to get the final root cause.

Laura Terzes

Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF56

EA02-027 21124

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 11:56 PM
To: Suarez, Rhae (R.)
Cc: Terzes, Laura (L.D.)
Subject: FW: Stalling Escapes

Rhae,

Since Bob is out, you may be interested in this.

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 10:53 PM
To: Terzes, Laura (L.D.); King, Robert (R.F.)
Cc: MacRitchie, Janice (J.V.)
Subject: Stalling Escapes

Bob and Laura,

Cory Thompson, service manager at Metro Ford (816-254-9800), tells me the Escape listed below is in the process of being required since it has been to the dealer multiple times for stalling. TSB 02-05-043 and ISM 02-05-043 have been performed on the vehicle.

Mike Hawes, service manager at Bill Woods Ford (816-454-4200), reports he has an Escape that reportedly stalls after TSB 02-05-043 and ISM 02-05-043 have been performed. Please see the CQIS report listed below. I asked Mike to put the VDR on that vehicle and try to get a recording of the stall.

As both of these vehicles are close to the Kansas City Assembly Plant, and both reports indicate the latest fix is not effective, I thought you might be interested in taking a look at them.

Please let me know if you wish to inspect these vehicles.

Rpt#: 2E3CY004 NHL Rpt: 05/29/2002 Odom: 2,815 M
Rvwrd: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X2,XLT ,WAGON 1FMCU03172KB22348 Bid: 11/09/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES
Dealer Id: 06158 Metro Ford, Inc. Ph#: (816) 254-9803
State: Missouri City: Independence Orig/Caller: JOHN LARGENT
Symptom: 8 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: ALLEGED STALLS St: CORG/EPRC: _ Rvwrd: Dt:
Fix: Cause: Comp: - Condition Code:
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR VEHICLE WAS BROUGHT IN FOR A STALL CONCERN EVE AFTER TSB 02-08-06
WAS PERFORMED. TECH IS UNABEL TO DUPLICATE CONCERN. SEEKING ADVICE.
RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
SUGGESTED OF ISM ABOVE.
ADD-ON 06/12/2002 11:32PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY
SERVICE MANAGER CORY THOMPSON REPORTS AFTER DILLEGENTLY PERFORMING TSB
02-08-06 AND ISM 02-05-043, CUSTOMER REPORTS VEHICLE STILL INTERMITTE
NTLY STALLS. DUE TO THE NUMBER OF TIMES IN FOR THIS CONCERN, CORY REPO
RTS THE COMPANY HAS AGREED TO RAV THE VEHICLE.

==> Rpt#: 2FFA7020 NHL Rpt: 06/06/2002 Odom: 2,163 M

Rvwrd: File: Folder: _____ Images: 0 Print Smy/Diap Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04192KD11746 Bld: 04/11/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 05079 Bill Woods Ford Ph#: (816) 454-4200
State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT STALLS, NO CODES St: CCRG/EPRC: _ Rvwrd: Dt:
Ftx: Caus. Comp: - Condition Code:
Hotliner: KAVERY3 Phone: 313 317-9358 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

REPAIR TECH STATES CUST ALLEGES INT STALLS, CANNOT GET FROM CUST ANY DETAILS AS TO CONDITIONS WHEN VEHICLE STALLS, DID TSB 02-11-06 AND CANNOT VERIFY, PASSES TSB, SEEKING KNOWNS.

RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
ADV TECH NO FURTHER KNOWNS, ADV TRY TO DETERMINE VEH SPEED AT TIME OF CONCERN, IF ACCEL/DECEL/CRUISE, AND IF GOING DOWNHILL/UPHILL/LEVEL GROUND.

REPAIR 06/06/2002 03:35PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE
SM IS CALLING BACK AND HAD REMEMBERED SOME OTHER GROUNDS AND STUFF THAT WE HAVE TOLD THEN TO CHECK ON.

RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
ADVISED THE SM OF THE INFO LISTED IN THE ABOVE ISM.

Rich Grossmann

Field Service Engineer
[REDACTED]

From: Terzes, Laura (L.D.)
Sent: Thursday, June 13, 2002 8:00 PM
To: Sanders, Muriel (M.S.)
Subject: RE: KANSAS CITY REGION (2)-Stalling Escapes

Yes, I forgot to mention that we think Grossman made a typo cause he used same # for ISM and TSB. Either way, it is good your team will investigate.

Laura Terzes
Manager, Outfitters Concerns
FCBD, Customer Service Engineering
PDC TVC 1JF86
[REDACTED]

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

From: Sanders, Muriel (M.S.)
Sent: Thursday, June 13, 2002 4:51 PM
To: Terzes, Laura (L.D.)
Cc: Altoonian, Don (D.J.)
Subject: RE: KANSAS CITY REGION (2)-Stalling Escapes

Laura,

Don is planning on going to take a look at these vehicles.

The TSB referenced in Richard Grossman's email is incorrect. The latest TSB is 02-11-06. The TSB mentioned in the CQIS reports is ok since the only difference between TSB 02-08-06 and the latest one is some calibration wording. The repair procedure is the same for them both.

Muriel Sanders

U204 3.0L Calibration

Ford Motor Company

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

From: Terzes, Laura (L.D.)
Sent: Thursday, June 13, 2002 4:38 PM
To: Sanders, Muriel (M.S.)
Subject: FW: KANSAS CITY REGION (2)-Stalling Escapes

FYI.

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

From: Moorhouse, Scott (S.R.)
Sent: Thursday, June 13, 2002 3:21 PM
To: Grossmann, Richard (R.A.)
Cc: Terzes, Laura (L.D.); Suarez, Rhae (R.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Corbett, Sandra (S.M.); Altoonian, Don (D.J.)
Subject: FW: Stalling Escapes

Rick, any way that we can get access to these two vehicles next week? I will have a PTQRT engineer this week, and we would very much like to review the vehicles. PLs let me know.

Scott Moorhouse

U204 PTSE Resident Engineer

Kansas City Assembly Plant

(ph) 816-459-1965 (fax) 816-459-1728

smoorhou@ford.com

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

From: Suarez, Rhae (R.)
Sent: Thursday, June 13, 2002 7:14 AM
To: Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Linda, Peter (P.A.); Miller, Brian (B.J.); Moorhouse, Scott (S.R.)
Cc: Grossmann, Richard (R.A.)
Subject: FW: Stalling Escapes

Hi everyone.

Here is an email from Richard Grossman. He is a FSE in the KC area. He has 2 Escapes that has had the TSB and ISM procedures done to the car. Both vehicles still exhibit the stall concern. If anyone is interested in getting to these vehicles please contact myself or Richard Grossman to coordinate.

Thanks,

Rhae M. Suarez

Rhae Michael Suarez

Product Concern Engineer - Escape / Tribute / Mevarkit

PVT & Field Support / ECSD

Original Message
From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 11:56 PM
To: Suarez, Rhae (R.)
Cc: Terzes, Laura (L.D.)
Subject: PW: Stalling Escapes

Rhae,

Since Bob is out, you may be interested in this.

Original Message
From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 10:53 PM
To: Terzes, Laura (L.D.); King, Robert (R.F.)
Cc: MacRitchie, Janice (J.V.)
Subject: Stalling Escapes

Bob and Laura,

Cory Thompson, service manager at Metro Ford (816-254-9800), tells me the Escape listed below is in the process of being required since it has been to the dealer multiple times for stalling. TSB 02-05-043 and ISM 02-05-043 have been performed on the vehicle.

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As both of these vehicles are close to the Kansas City Assembly Plant, and both reports indicate the latest fix is not effective, I thought you might be interested in taking a look at them.

Please let me know if you wish to inspect these vehicles.

Rpt#: 2E3CY004 NHL Rpt: 05/29/2002 Odom: 2,615 M
Rvwd: File: _ Folder: _ Images: 0 Print Smy/Diep Detail(P/D): _
Vehicle: 2002 ESCAPE 4X2,XLT ,WAGON 1FMCU03172KB22346 Bld: 11/09/2001
Engine: 3.0L DUR Calt: 2M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES
Dealer Id: 05158 Metro Ford, Inc. Ph#: (816) 254-9800
State: Missouri City: Independence Orig/Callr: JOHN LARGENT
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: ALLEDGED STALLS St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR VEHICLE WAS BROUGHT IN FOR A STALL CONCERN EVE AFTER TSB 02-08-06
WAS PERFORMED. TECH IS UNABEL TO DUPLICATE CONCERN. SEEKING ADVICE.
RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
SUGGESTED OF ISM ABOVE.
ADD-ON 06/12/2002 11:32PM RICK GROSSMAN(FSE) MSS - FGSD - REG - KANSAS CTY
SERVICE MANAGER CORY THOMPSON REPORTS AFTER DILLEGENTLY PERFORMING TSB
02-08-06 AND ISM 02-05-043, CUSTOMER REPORTS VEHICLE STILL INTERMITTE
NTLY STALLS. DUE TO THE NUMBER OF TIMES IN FOR THIS CONCERN, CORY REPO
RTS THE COMPANY HAS AGREED TO RAV THE VEHICLE.

Rpt#: 2FFA7020 NHL Rpt: 06/06/2002 Odom: 2,163 M
 Rvw: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04192KD11746 Bld: 04/11/2002
 Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
 Dealer Id: 05079 B&I Woods Ford Ph#: (816) 454-4200
 State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF
 Symptom: 8 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
 Addl Sym: INT STALLS, NO CODES St: CCRG/EPRC: Rvw: Dt:
 Fix: Caus. Comp: Condition Code:
 Hotlner: KAVERY3 Phone: 313 317-9356 Regn Cd: 53 Kansas City - 53
 Engineering: Phone: TAR:
 Dir Contact: Phone: Title Cde: T
 REPAIR TECH STATES CUST ALLEGES INT STALLS, CANNOT GET FROM CUST ANY DETAILS
 AS TO CONDITIONS WHEN VEHICLE STALLS, DID TSB 02-11-06 AND CANNOT
 VERIFY, PASSES TSB, SEEKING KNOWNS.
 RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
 ADV TECH NO FURTHER KNOWNS, ADV TRY TO DETERMINE VEH SPEED AT TIME OF
 CONCERN, IF ACCEL/DECEL/CRUISE, AND IF GOING DOWNHILL/UPHILL/LEVEL
 GROUND.
 REPAIR 06/06/2002 09:33PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE
 SM IS CALLING BACK AND HAD REMEMBERED SOME OTHER GROUNDS AND STUFF
 THAT WE HAVE TOLD THEN TO CHECK ON.
 RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
 ADVISED THE SM OF THE INFO LISTED IN THE ABOVE ISM.

Rich Grossmann

Field Service Engineer

From: Terzes, Laura (L.D.)
 Sent: Thursday, June 13, 2002 4:38 PM
 To: Sanders, Muriel (M.S.)
 Subject: FW: KANSAS CITY REGION (2)-Stalling Escapes

FYI.

—Original Message—

From: Moorhouse, Scott (S.R.)
 Sent: Thursday, June 13, 2002 3:21 PM
 To: Grossmann, Richard (R.A.)
 Cc: Terzes, Laura (L.D.); Suarez, Rhae (R.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Corbett, Sandra (S.M.); Altonian, Don (D.J.)
 Subject: FW: Stalling Escapes

Rich, any way that we can get access to these two vehicles next week? I will have a PTQRT engineer this week, and we would very much like to review the vehicles. PLs let me know.

Scott Moorhouse
 U204 FTSE Resident Engineer
 Kansas City Assembly Plant

ER02-027 21129

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

From: Suarez, Rhae (R.)
Sent: Thursday, June 13, 2002 7:14 AM
To: Sanders, Muriel (M.S.); Alkonian, Don (D.J.); Linds, Peter (P.A.); Miller, Brian (B.I.); Moorhouse, Scott (S.R.)
Cc: Grossmann, Richard (R.A.)
Subject: FW: Stalling Escapes

Hi everyone.

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Thanks,

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
D&C II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 11:56 PM
To: Suarez, Rhae (R.)
Cc: Terzes, Laura (L.D.)
Subject: FW: Stalling Escapes

Rhae,

Since Bob is out, you may be interested in this.

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 10:53 PM
To: Terzes, Laura (L.D.); King, Robert (R.F.)
Cc: MacRitchie, Jenica (J.V.)
Subject: Stalling Escapes

Bob and Laura,

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As both of these vehicles are close to the Kansas City Assembly Plant, and both reports indicate the latest fix is not effective, I thought you might be interested in taking a look at them.

Please let me know if you wish to inspect these vehicles.

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Dealer Id: 05158 Metro Ford, Inc. Ph#: (816) 254-9803
State: Missouri City: Independence Orig/Caller: JOHN LARGENT
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: ALLEDGED STALLS St: CCRG/EPRC: _ Rvwrd: Dt:
Fix: Caus. Comp: -- Condition Code:
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1 of 1

Rpt#: 2FFA7020 NHL Rpt: 06/06/2002 Odom: 2,163 M
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Dealer Id: 05079 Bill Woods Ford Ph#: (816) 454-4200
State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT STALLS, NO CODES St: CCRG/EPRC: _ Rvwrd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: KAVERY3 Phone: 313 317-8956 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR TECH STATES CUST ALLEGES INT STALLS, CANNOT GET FROM CUST ANY DETAILS
AS TO CONDITIONS WHEN VEHICLE STALLS, DID TSB 02-11-06 AND CANNOT
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Rick Grossman

Field Service Engineer

From: Moorhouse, Scott (S.R.)
Sent: Thursday, June 13, 2002 3:21 PM
To: Grossmann, Richard (R.A.)
Cc: Terzes, Laura (L.D.); Suarez, Rhae (R.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Corbett, Sandra (S.M.); Altonian, Don (D.J.)
Subject: FW: Stalling Escapes

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Kansas City Assembly Plant



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Thanks,

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101



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Sent: Wednesday, June 12, 2002 11:56 PM
To: Suarez, Rhae (R.)
Cc: Terzes, Laura (L.D.)
Subject: FW: Stalling Escapes

Rhae,

Since Bob is out, you may be interested in this.

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From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 10:53 PM
To: Terzes, Laura (L.D.); King, Robert (R.F.)
Cc: MacRitchie, Janice (J.V.)

EA82-827 21132

Subject: Stalling Escapes

Bob and Laura,

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Dealer Id: 05158 Metro Ford, Inc. Ph#: (816) 254-9809
State: Missouri City: Independence Orig/Caller: JOHN LARGENT
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Add Sym: ALLEDGED STALLS St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
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Fix: Caus. Comp: -- Condition Code:
Hotliner: KAVERY3 Phone: 313 317-8356 Regn Cd: 53 Kansas City - 53
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

REPAIR TECH STATES CUST ALLEGES INT STALLS, CANNOT GET FROM CUST ANY DETAILS AS TO CONDITIONS WHEN VEHICLE STALLS, DID TSB 02-11-06 AND CANNOT VERIFY, PASSES TSB, SEEKING KNOWNS.

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Rich Grossmann

Field Service Engineer
[REDACTED]

From: Suarez, Rhae (R.)
Sent: Thursday, June 13, 2002 8:14 AM
To: Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Linde, Peter (P.A.); Miller, Brian (B.J.);
Moorhouse, Scott (S.R.)
Cc: Grossmann, Richard (R.A.)
Subject: FW: Stalling Escapes

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Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 648) / 1800 Fairlane Dr. / Allen Park, MI 48101
[REDACTED]

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

From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 11:56 PM
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Cc: Terzani, Laura (L.D.)
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From: Grossmann, Richard (R.A.)
Sent: Wednesday, June 12, 2002 10:53 PM

2002-027 21134

To: Terzes, Laura (L.D.); King, Robert (R.F.)
Cc: MacRitchie, Janice (J.V.)
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State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF
Symptom: 8 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
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Rich Grossmann

Field Service Engineer
[REDACTED]

From: Williams, Les (LHW.)
Sent: Wednesday, June 26, 2002 4:36 PM
To: Bogema, John (P.); Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: 2001 Ford Escape

gas tank was 3/4 to full...

she was coming off a highway doing about 55...never had the time to go below 40 for the time you prescribed... soon after exiting the highway she started going up and down the hills at around 30 mph...then going down the hill she slowed down closed throttle decal and was doing approx 25 mph...then vehicle would hesitate, mil lights on, emergency brk light on, stall would occur.

The car did soak for a considerable amount of time before she started driving.

The last time she took car in for Fuel pump/iac replacement was Fall of 2001. Has not been back since, although she started stalling again in May and June.

Weather, interesting huh?

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

From: Bogema, John (P.)
Sent: Wednesday, June 26, 2002 4:30 PM
To: Williams, Les (LHW.); Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: 2001 Ford Escape

Interesting, Les what were the conditions???

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

From: Williams, Les (LHW.)
Sent: Wednesday, June 26, 2002 4:19 PM
To: Bogema, John (P.); Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: 2001 Ford Escape

Update:

Here conditions did not meet Bogema's Specs. I called Bill at Sands Ford and he will perform TSB 02-11-06. He was very cordial about the issue. She is setting up a time to bring her car in this week.

ALSO:

Bill mentioned that they got a few escapes with the Heater Hose rubbing the top of the starter solenoid (vehicles had less than 100 miles). Antifreeze was leaking as a result of the hose rupturing due to the heat.

Bill repositioned the hose and wrapped the hose with insulation (used 'heat tape'). Problem was

fixed.v I'll forward this to Sventickas, seeing as this may not be a cal issue. We may be able to nip a potential issue in the bud.

thx..

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

From: Bogema, John (P.)
Sent: Wednesday, June 26, 2002 3:40 PM
To: Williams, Les (LHW.); Sanders, Muriel (M.S.)
Subject: RE: 2001 Ford Escape

Soak is allowing the vehicle to sit for a period of time with the key removed. (engine off, no accessories)

May hit road blocks, I would target 4 weeks minimum.

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

From: Williams, Les (LHW.)
Sent: Wednesday, June 26, 2002 3:38 PM
To: Bogema, John (P.); Sanders, Muriel (M.S.)
Subject: RE: 2001 Ford Escape
Importance: High

Gameplan:

First I'm going to call Gail and see if her symptoms come close to Bogema's description.

IF THEY DO MEET BOGEMA'S SPECS:

I will instruct her that an updated cal will be coming in 3 weeks (will we hit a roadblock Bogema with sign-offs, red tape, etc?).

IF THEY DO NOT MEET BOGEMA'S SPECS:

I will call dealer and make sure they performed all TSB items, and suggest them performing ISM 02-06-025. I will emphasize evap system as well, and ensure ISCDTY is cool.

John: What does soaking a vehicle mean (read your desc. below)?

Muriel: When the ISM mentions the YF... part #'s with the white dot, they are referring to the Finned Pintle ISC correct?

thx..

Lee,

The issue we are currently investigating goes like this:

The vehicle has to have 5/8 - 1/4 tank of gas.

ERR2-027 21135

The vehicle needs to have soaked for greater than 6 hours.

While driving the vehicle under 40 MPH for more than 5.5 minutes but less than 40 minutes, drive the vehicle uphill and watch the pg_dc, it should be above 75% percent. On the downhill, give the vehicle just enough gas to get it to break 40 mph and then back off the throttle. Observe engine rpm.

As you can see there are alot of conditions to match here. It might be helpful to get an exact verbatim from her and see if it matches this driving condition. Then in 3-4 weeks when we are approved for release of a calibration that fixes this issue, I suggest that she is the first customer to get the new calibration an that one of us call her monthly for updates.

How often is she stalling? Once a month, every other month?

John P. Bogema

3.0L Escape Calibration Engineering

Phone:313.33.75133

Location:TEE 1AE22

Email:JBOGEMA@FORD.COM

—Original Message—

From: Williams, Les (LHW.)

Sent: Tuesday, June 25, 2002 7:15 PM

To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Bogema, John (P.)

Subject: FW: 2001 Ford Escape

Hey Gang:

Per my calling 2 months ago, a customer name [REDACTED] still has stalling problem even with updated cal.

She is very helpful and interested in getting her vehicle fixed, and she says stalling is occurring in same place (hilly area) and it seemed to increase in frequency w/ warm weather the past month. I am thinking it could be an evap issue b/c of the weather's influence on the purge cycle.

I talked to the head tech at Sands Ford (Bill)and he was very helpful and glad I chated with him.

I was going to give Bill a call tomorrow and suggest taking a look at the evap system (I think he performed TSB, when I talked with him he said he updated cal...could have been the SSM he did. He said he had trouble repeating the stall...could spell trouble, that means he would not perform the TSB per our discussion with Scott B. 2 weeks ago).

BOGEMA: I know you found some new developments with your work. ANY suggestions?

—Original Message—

From: [REDACTED]

Sent: Wednesday, June 19, 2002 6:42 AM

To: 'Williams, Les (LHW.)'

Subject: RE: 2001 Ford Escape

Lee:

EA02-027 21139

Yes, it is Sands Ford (formerly Pottsville Ford) and their number is (570) 622-1991. Also, I have not reported the latest problems to them - so they will not be aware of the new occurrences. Just an FYI, I purchased the vehicle at B&L Ford in Ashland, PA. The first time I had the problem I had the car sent towed to them and they could not find anything wrong. I contacted them several times and they were unable to assist me in any manner. I finally started working with Sands Ford (which is about 1 mile from my work place.) I think the gentleman I always spoke with there was Bill. He is their head maintenance person.

Thanks for your help and please let me know if I should contact Sands Ford as well.

Gail

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

From: Williams, Les (LHW.) [mailto:lwll173@ford.com]

Sent: Tuesday, June 18, 2002 9:27 AM

To: [REDACTED]

Subject: RE: 2001 Ford Escape

Yes, that would be great [REDACTED]. It has taken me a long time to respond to your request b/c I am in the process of switching buildings. I am not sure when phone service will be provided. Could you provide me with their phone number, or if you tell me the dealership I can get the number. Actually, is it Sands Ford as stated in your earlier email? I can give them a call and see if I can be of assistance.

Have a great day.

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

From: [REDACTED]

Sent: Monday, June 17, 2002 7:44 AM

To: 'Williams, Les (LHW.)'

Subject: RE: 2001 Ford Escape

Les:

Thank you for your quick response.

All I can tell you is that the vehicle was in the garage several times. They first changed the idle control valve and that did not fix the problem. They then kept the vehicle for several days and hooked a computer up to it while driving. That is when they discovered the problem and recommended a special order fuel pump. I thought this was the fix as I did not experience the problem for several months.

If you need specific details I could contact the Ford dealership that worked on the vehicle and ask them to contact you. They have been very helpful and cooperative - just unable to fix the problem permanently.

Thank you again.

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

From: Williams, Les (LHW.) [mailto:lwll173@ford.com]

Sent: Friday, June 14, 2002 5:04 PM

To: [REDACTED]

Subject: RE: 2001 Ford Escape

Hello Gail:

8082-827 21148

When they corrected the problem the first time, what did they do? Did they ever perform a TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
Les

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

From: [REDACTED]
Sent: Tuesday, June 11, 2002 1:06 PM
To: 'Ford Engineer'
Subject: 2001 Ford Escape

Dear Ford Engineer:

My name is [REDACTED] and I am an owner of a 2001 Ford Escape. You called me a few months ago to get a status on the problems I was having with my Ford Escapes. At that time I told you the problem was corrected and I appreciated the call and would keep your e-mail address in the event I incurred any future problems. I guess I am happy I kept this address and hope that you may be of assistance.

In the past two weeks my Escape has stalled 4 times. It had not done this for several months. I have had the idle control valve replaced and a new special order fuel pump installed at Pottsville Ford (now Sands Ford in Pottsville, PA). Do you know if there are any other options for me to have this problem fixed? In the beginning I explored applying for the PA Lemon Law - but was so glad that I did not have to go that route - and thought the problem was fixed.

I would really appreciate a response from you - as I am now exploring the possibility of trading in my Escape with no hopes of having it fixed permanently.

Thank you.

[REDACTED]

ER02-027 21141

From: Bogema, John (P.)
Sent: Wednesday, June 26, 2002 4:30 PM
To: Williams, Les (LHW.); Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: 2001 Ford Escape

Interesting, Les what were the conditions???

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

From: Williams, Les (LHW.)
Sent: Wednesday, June 26, 2002 4:19 PM
To: Bogema, John (P.); Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: 2001 Ford Escape

Update:

Here conditions did not meet Bogema's Specs. I called Bill at Sands Ford and he will perform TSB 02-11-06. He was very cordial about the issue. She is setting up a time to bring her car in this week.

ALSO:

Bill mentioned that they got a few escapes with the Heater Hose rubbing the top of the starter solenoid (vehicles had less than 100 miles). Antifreeze was leaking as a result of the hose rupturing due to the heat.

Bill repositioned the hose and wrapped the hose with insulation (used 'heat tape'). Problem was fixed. I'll forward this to Sventickas, seeing as this may not be a cal issue. We may be able to nip a potential issue in the bud.

thx...

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

From: Bogema, John (P.)
Sent: Wednesday, June 26, 2002 3:40 PM
To: Williams, Les (LHW.); Sanders, Muriel (M.S.)
Subject: RE: 2001 Ford Escape

Soak is allowing the vehicle to sit for a period of time with the key removed. (engine off, no accessories)

May hit road blocks, I would target 4 weeks minimum.

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

From: Williams, Les (LHW.)
Sent: Wednesday, June 26, 2002 3:38 PM
To: Bogema, John (P.); Sanders, Muriel (M.S.)
Subject: RE: 2001 Ford Escape
Importance: High

ESP2-027 21142

Gameplan:

First I'm going to call Gail and see if her symptoms come close to Bogema's description.

IF THEY DO MEET BOGEMA'S SPECS:

I will instruct her that an updated cal will be coming in 3 weeks (will we hit a roadblock Bogema with sign-offs, red tape, etc?).

IF THEY DO NOT MEET BOGEMA'S SPECS:

I will call dealer and make sure they performed all TSB items, and suggest them performing ISM 02-06-025. I will emphasize evap system as well, and ensure ISCDTY is cool.

John: What does soaking a vehicle mean (read your desc. below)?

Muriel: When the ISM mentions the YF... part #'s with the white dot, they are referring to the Finned Pintle ISC correct?

thx..

Les,

The issue we are currently investigating goes like this:

The vehicle has to have 5/8 - 1/4 tank of gas.

The vehicle needs to have soaked for greater than 8 hours.

While driving the vehicle under 40 MPH for more than 5.5 minutes but less than 40 minutes, drive the vehicle uphill and watch the pg_dc, it should be above 75% percent. On the downhill, give the vehicle just enough gas to get it to break 40 mph and then back off the throttle. Observe engine rpm.

As you can see there are a lot of conditions to match here. It might be helpful to get an exact verbatim from her and see if it matches this driving condition. Then in 3-4 weeks when we are approved for release of a calibration that fixes this issue, I suggest that she is the first customer to get the new calibration and that one of us call her monthly for updates.

How often is she stalling? Once a month, every other month?

John P. Bogema

3.0L Escape Calibration Engineering

Phone:313.33.75133

Location:TEE 1AE22

Email:JBOGEMA@FORD.COM

—Original Message—

ERR2-027 21143

From: Williams, Les (LHW.)
Sent: Tuesday, June 25, 2002 7:15 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Bogema, John (P.)
Subject: FW: 2001 Ford Escape

Hey Gang:

Per my calling 2 months ago, a customer name [REDACTED] still has stalling problem even with updated cal. She is very helpful and interested in getting her vehicle fixed, and she says stalling is occurring in same place (hilly area) and it seemed to increase in frequency w/ warm weather the past month. I am thinking it could be an evap issue b/c of the weather's influence on the purge cycle.

I talked to the head tech at Sands Ford (Bill) and he was very helpful and glad I chated with him.

I was going to give Bill a call tomorrow and suggest taking a look at the evap system (i think he performed TSB, when I talked with him he said he updated cal...could have been the SSM he did. He said he had trouble repeating the stall...could spell trouble, that means he would not perform the TSB per our discussion with Scott B. 2 weeks ago).

BOGEMA: I know you found some new developments with your work. ANy suggestions?

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

From: [REDACTED]
Sent: Wednesday, June 19, 2002 6:42 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Yes, it is Sands Ford (formerly Pottsville Ford) and their number is (670) 622-1891. Also, I have not reported the latest problems to them - so they will not be aware of the new occurrences. Just an FYI, I purchased the vehicle at B&L Ford in Ashland, PA. The first time I had the problem I had the car sent towed to them and they could not find anything wrong. I contacted them several times and they were unable to assist me in any manner. I finally started working with Sands Ford (which is about 1 mile from my work place.) I think the gentleman I always spoke with there was Bill. He is their head maintenance person.

Thanks for your help and please let me know if I should contact Sands Ford as well.

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

From: Williams, Les (LHW.) [mailto:lwill73@ford.com]
Sent: Tuesday, June 18, 2002 9:27 AM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Yes, that would be great [REDACTED]. It has taken me a long time to respond to your request b/c I am in the process of switching buildings. I am not sure when phone service will be provided. Could you provide me with their phone number, or if you tell me the dealership I can get the number. Actually, is it Sands Ford as stated in your earlier email? I can give them a call and see if I can be of assistance.

Have a great day.

EA82-027 21144

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

From: [REDACTED]
Sent: Monday, June 17, 2002 7:44 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Thank you for your quick response.

All I can tell you is that the vehicle was in the garage several times. They first changed the idle control valve and that did not fix the problem. They then kept the vehicle for several days and hooked a computer up to it while driving. That is when they discovered the problem and recommended a special order fuel pump. I thought this was the fix as I did not experience the problem for several months.

If you need specific details I could contact the Ford dealership that worked on the vehicle and ask them to contact you. They have been very helpful and cooperative - just unable to fix the problem permanently.

Thank you again.

[REDACTED]
-----Original Message-----

From: Williams, Les (LHW.) [mailto:lwill173@ford.com]
Sent: Friday, June 14, 2002 5:04 PM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Hello [REDACTED]

When they corrected the problem the first time, what did they do? Did they ever perform a TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
Les

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

From: [REDACTED]
Sent: Tuesday, June 11, 2002 1:06 PM
To: 'Ford Engineer'
Subject: 2001 Ford Escape

Dear Ford Engineer:

My name is [REDACTED] and I am an owner of a 2001 Ford Escape. You called me a few months ago to get a status on the problems I was having with my Ford Escape. At that time I told you the problem was corrected and I appreciated the call and would keep your e-mail address in the event I incurred any future problems. I guess I am happy I kept this address and hope that you may be of assistance.

In the past two weeks my Escape has stalled 4 times. It had not done this for several months. I have had the idle control valve replaced and a new special order fuel pump installed at Pottsville Ford (now Sands Ford in Pottsville, PA). Do you know if there are any other options for me to have this problem fixed? In the beginning I explored applying for the PA Lemon Law - but was so glad that I did not have to go that route - and thought the problem was fixed.

I would really appreciate a response from you - as I am now exploring the possibility of trading in my Escape with no hopes of having it fixed permanently.

Thank you.

From: Williams, Les (LHW.)
Sent: Wednesday, June 26, 2002 4:19 PM
To: Bogema, John (P.); Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: 2001 Ford Escape

Update:

Here conditions did not meet Bogema's Specs. I called Bill at Sands Ford and he will perform TSB 02-11-06. He was very cordial about the issue. She is setting up a time to bring her car in this week.

ALSO:

Bill mentioned that they got a few escapes with the Heater Hose rubbing the top of the starter solenoid (vehicles had less than 100 miles). Antifreeze was leaking as a result of the hose rupturing due to the heat.

Bill repositioned the hose and wrapped the hose with insulation (used 'heat tape'). Problem was fixed. I'll forward this to Sventickas, seeing as this may not be a cal issue. We may be able to nip a potential issue in the bud.

thx...

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

From: Bogema, John (P.)
Sent: Wednesday, June 26, 2002 3:40 PM
To: Williams, Les (LHW.); Sanders, Muriel (M.S.)
Subject: RE: 2001 Ford Escape

Soak is allowing the vehicle to sit for a period of time with the key removed. (engine off, no accessories)

May hit road blocks, I would target 4 weeks minimum.

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

ES02-027 21148

From: Williams, Les (LHW.)
Sent: Wednesday, June 26, 2002 3:38 PM
To: Bogema, John (P.); Sanders, Muriel (M.S.)
Subject: RE: 2001 Ford Escape
Importance: High

Gameplan:

First I'm going to call Gail and see if her symptoms come close to Bogema's description.

IF THEY DO MEET BOGEMA'S SPECS:

I will instruct her that an updated cal will be coming in 3 weeks (will we hit a roadblock Bogema with sign-offs, red tape, etc?).

IF THEY DO NOT MEET BOGEMA'S SPECS:

I will call dealer and make sure they performed all TSB items, and suggest them performing ISM 02-06-025. I will emphasize evap system as well, and ensure ISCDTY is cool.

John: What does soaking a vehicle mean (read your desc. below)?

Muriel: When the ISM mentions the YF... part #'s with the white dot, they are referring to the Finned Pintle ISC correct?

thx..

Lee,

The issue we are currently investigating goes like this:

The vehicle has to have 5/8 - 1/4 tank of gas.

The vehicle needs to have soaked for greater than 8 hours.

While driving the vehicle under 40 MPH for more than 5.5 minutes but less than 40 minutes, drive the vehicle uphill and watch the pg_dc, it should be above 75% percent. On the downhill, give the vehicle just enough gas to get it to break 40 mph and then back off the throttle. Observe engine rpm.

As you can see there are alot of conditions to match here. It might be helpful to get an exact verbatim from her and see if it matches this driving condition. Then in 3-4 weeks when we are approved for release of a calibration that fixes this issue, I suggest that she is the first customer to get the new calibration and that one of us call her monthly for updates.

How often is she stalling? Once a month, every other month?

John P. Bogema
3.0L Escape Calibration Engineering

EN02-027 21147

Phone:313.33.75133
Location:TEE 1AE22
Email:JBOGEMA@FORD.COM

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

From: Williams, Les (LHW.)
Sent: Tuesday, June 25, 2002 7:15 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Bogema, John (P.)
Subject: FW: 2001 Ford Escape

Hey Gang:

Per my calling 2 months ago, a customer named Gall still has stalling problem even with updated cal. She is very helpful and interested in getting her vehicle fixed, and she says stalling is occurring in same place (hilly area) and it seemed to increase in frequency w/ warm weather the past month. I am thinking it could be an evap issue b/c of the weather's influence on the purge cycle.

I talked to the head tech at Sands Ford (Bill) and he was very helpful and glad I chatted with him.

I was going to give Bill a call tomorrow and suggest taking a look at the evap system (I think he performed TSB, when I talked with him he said he updated cal...could have been the SSM he did. He said he had trouble repeating the stall...could spell trouble, that means he would not perform the TSB per our discussion with Scott B. 2 weeks ago).

BOGEMA: I know you found some new developments with your work. ANY suggestions?

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

From: [REDACTED]
Sent: Wednesday, June 19, 2002 6:42 AM
To: Williams, Les (LHW.)
Subject: RE: 2001 Ford Escape

Les:

Yes, it is Sands Ford (formerly Pottsville Ford) and their number is (570) 622-1991. Also, I have not reported the latest problems to them - so they will not be aware of the new occurrences. Just an FYI, I purchased the vehicle at B&L Ford in Ashland, PA. The first time I had the problem I had the car sent towed to them and they could not find anything wrong. I contacted them several times and they were unable to assist me in any manner. I finally started working with Sands Ford (which is about 1 mile from my work place.) I think the gentlemen I always spoke with there was Bill. He is their head maintenance person.

Thanks for your help and please let me know if I should contact Sands Ford as well.

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

From: Williams, Les (LHW.) [mailto:lwili73@ford.com]
Sent: Tuesday, June 18, 2002 9:27 AM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Yes, that would be great [REDACTED] It has taken me a long time to respond to your request b/c I am in the process of switching buildings. I am not sure when phone service will be provided. Could you

provide me with their phone number, or if you tell me the dealership I can get the number. Actually, is it Sands Ford as stated in your earlier email? I can give them a call and see if I can be of assistance.

Have a great day.

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

From: [REDACTED]
Sent: Monday, June 17, 2002 7:44 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Thank you for your quick response.

All I can tell you is that the vehicle was in the garage several times. They first changed the idle control valve and that did not fix the problem. They then kept the vehicle for several days and hooked a computer up to it while driving. That is when they discovered the problem and recommended a special order fuel pump. I thought this was the fix as I did not experience the problem for several months.

If you need specific details I could contact the Ford dealership that worked on the vehicle and ask them to contact you. They have been very helpful and cooperative - just unable to fix the problem permanently.

Thank you again.

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

From: Williams, Les (LHW.) [mailto:lwlll73@ford.com]
Sent: Friday, June 14, 2002 5:04 PM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Hello [REDACTED]

When they corrected the problem the first time, what did they do? Did they ever perform a TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
Les

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

From: [REDACTED]
Sent: Tuesday, June 11, 2002 1:06 PM
To: 'Ford Engineer'
Subject: 2001 Ford Escape

Dear Ford Engineer:

My name is [REDACTED] and I am an owner of a 2001 Ford Escape. You called me a few months ago to get a status on the problems I was having with my Ford Escape. At that time I told you the problem was corrected and I appreciated the call and would keep your e-mail address in the event I incurred any future problems. I guess I am happy I kept this address and hope that you may be of assistance.

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I would really appreciate a response from you - as I am now exploring the possibility of trading in my Escape with no hopes of having it fixed permanently.

Thank you.

From: Bogema, John (P.)
Sent: Wednesday, June 26, 2002 3:40 PM
To: Williams, Les (LHW.); Sanders, Muriel (M.S.)
Subject: RE: 2001 Ford Escape

Soak is allowing the vehicle to sit for a period of time with the key removed. (engine off, no accessories)

May hit road blocks, I would target 4 weeks minimum.

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

From: Williams, Les (LHW.)
Sent: Wednesday, June 26, 2002 3:38 PM
To: Bogema, John (P.); Sanders, Muriel (M.S.)
Subject: RE: 2001 Ford Escape
Importance: High

Gameplan:

First I'm going to call Gail and see if her symptoms come close to Bogema's description.

IF THEY DO MEET BOGEMA'S SPECS:

I will instruct her that an updated cal will be coming in 3 weeks (will we hit a roadblock Bogema with sign-offs, red tape, etc?).

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thx..

Les,

The issue we are currently investigating goes like this:

The vehicle has to have 5/8 - 1/4 tank of gas.

The vehicle needs to have soaked for greater than 6 hours.

While driving the vehicle under 40 MPH for more than 5.5 minutes but less than 40 minutes, drive the vehicle uphill and watch the pg_dc, it should be above 75% percent. On the downhill, give the vehicle just enough gas to get it to break 40 mph and then back off the throttle. Observe engine rpm.

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How often is she stalling? Once a month, every other month?

John P. Bogema

3.0L Escape Calibration Engineering

Phone:313.33.75133

Location:TEE 1AE22

Email:JBOGEMA@FORD.COM

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

From: Willems, Les (LHW.)

Sent: Tuesday, June 25, 2002 7:15 PM

To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Bogema, John (P.)

Subject: FW: 2001 Ford Escape

Hey Gang:

Per my calling 2 months ago, a customer named Gail still has stalling problem even with updated cal.

She is very helpful and interested in getting her vehicle fixed, and she says stalling is occurring in same place (hilly area) and it seemed to increase in frequency w/ warm weather the past month. I am thinking it could be an evap issue b/c of the weather's influence on the purge cycle.

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BOGEMA: I know you found some new developments with your work. Any suggestions?

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

From: [REDACTED]
Sent: Wednesday, June 19, 2002 6:42 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Yes, it is Sands Ford (formerly Pottsville Ford) and their number is (570) 822-1991. Also, I have not reported the latest problems to them - so they will not be aware of the new occurrences. Just an FYI, I purchased the vehicle at B&L Ford in Ashland, PA. The first time I had the problem I had the car sent towed to them and they could not find anything wrong. I contacted them several times and they were unable to assist me in any manner. I finally started working with Sands Ford (which is about 1 mile from my work place.) I think the gentlemen I always spoke with there was Bill. He is their head maintenance person.

Thanks for your help and please let me know if I should contact Sands Ford as well.

Gail

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

From: Williams, Les (LHW.) [mailto:lwili73@ford.com]
Sent: Tuesday, June 18, 2002 9:27 AM
To: 'Buffington, Gail'
Subject: RE: 2001 Ford Escape

Yes, that would be great Gail! It has taken me a long time to respond to your request b/c I am in the process of switching buildings. I am not sure when phone service will be provided. Could you provide me with their phone number, or if you tell me the dealership I can get the number. Actually, is it Sands Ford as stated in your earlier email? I can give them a call and see if I can be of assistance.

Have a great day.

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

From: [REDACTED]
Sent: Monday, June 17, 2002 7:44 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Thank you for your quick response.

All I can tell you is that the vehicle was in the garage several times. They first changed the idle control valve and that did not fix the problem. They then kept the vehicle for several days and hooked a computer up to it while driving. That is

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Thank you again.

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

From: Williams, Les (LHW.) [mailto:lw@173@ford.com]
Sent: Friday, June 14, 2002 5:04 PM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Hello Gail:

When they corrected the problem the first time, what did they do? Did they ever perform a TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
Les

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

From: [REDACTED]
Sent: Tuesday, June 11, 2002 1:06 PM
To: 'Ford Engineer'
Subject: 2001 Ford Escape

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My name is [REDACTED] and I am an owner of a 2001 Ford Escape. You called me a few months ago to get a status on the problems I was having with my Ford Escape. At that time I told you the problem was corrected and I appreciated the call and would keep your e-mail address in the event I incurred any future problems. I guess I am happy I kept this address and hope that you may be of assistance.

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I would really appreciate a response from you - as I am now exploring the possibility of trading in my Escape with no hopes of having it fixed permanently.

Thank you.

From: Williams, Lea (LHW.)
Sent: Wednesday, June 28, 2002 3:38 PM
To: Bogema, John (P.); Sanders, Muriel (M.S.)
Subject: RE: 2001 Ford Escape

Importance: High

Gameplan:

First I'm going to call Gall and see if her symptoms come close to Bogema's description.

IF THEY DO MEET BOGEMA'S SPECS:

I will instruct her that an updated cal will be coming in 3 weeks (will we hit a roadblock Bogema with sign-offs, red tape, etc?).

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John: What does soaking a vehicle mean (read your desc. below)?

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thx..

Lea,

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As you can see there are alot of conditions to match here. It might be helpful to get an exact verbatim from her and see if it matches this driving condition. Then in 3-4 weeks when we are approved for release of a calibration that fixes this issue, I suggest that she is the first customer to get the new calibration an that one of us call her monthly for updates.

How often is she stalling? Once a month, every other month?

John P. Bogema

3.0L Escape Calibration Engineering

Phone:313.33.75133

Location:TEE 1AE22

Email:JBOGEMA@FORD.COM

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

From: Williams, Les (LHW.)

Sent: Tuesday, June 25, 2002 7:15 PM

To: Sanders, Murkl (M.S.); Dalbo, Bob (R.J.); Bogema, John (P.)

Subject: FW: 2001 Ford Escape

Hey Gang:

Per my calling 2 months ago, a customer named Gall still has stalling problem even with updated cal.

She is very helpful and interested in getting her vehicle fixed, and she says stalling is occurring in same place (hilly area) and it seemed to increase in frequency w/ warm weather the past month. I am thinking it could be an evap issue b/c of the weather's influence on the purge cycle.

I talked to the head tech at Sands Ford (Bill) and he was very helpful and glad I chatted with him.

I was going to give Bill a call tomorrow and suggest taking a look at the evap system (I think he performed TSB, when I talked with him he said he updated cal...could have been the SSM he did. He said he had trouble repeating the stall...could spell trouble, that means he would not perform the TSB per our discussion with Scott B. 2 weeks ago).

BOGEMA: I know you found some new developments with your work. ANY suggestions?

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

From: [REDACTED]

Sent: Wednesday, June 19, 2002 6:42 AM

To: 'Williams, Les (LHW.)'

Subject: RE: 2001 Ford Escape

Les:

Yes, it is Sands Ford (formerly Pottsville Ford) and their number is (570) 622-1991. Also, I have not reported the latest problems to them - so they will not be aware of the new occurrences. Just an FYI, I purchased the vehicle at B&L Ford in Ashland, PA. The first time I had the problem I had the car sent towed to them and they could not find anything wrong. I contacted them several times and they were unable to assist me in any manner. I finally started working with Sands Ford (which is about 1 mile from my work place.) I think the gentleman I always spoke with there was Bill. He is their head maintenance person.

Thanks for your help and please let me know if I should contact Sands Ford as well.

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

From: Williams, Les (LHW.) [mailto:lwll73@ford.com]

Sent: Tuesday, June 18, 2002 9:27 AM

To: [REDACTED]

Subject: RE: 2001 Ford Escape

Yes, that would be great. [REDACTED] It has taken me a long time to respond to your request b/c I am in the process of switching buildings. I am not sure when phone service will be provided. Could you provide me with their phone number, or if you tell me the dealership I can get the number. Actually, is it Sands Ford as stated in your earlier email? I can give them a call and see if I can be of assistance.

Have a great day.

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

From: [REDACTED]
Sent: Monday, June 17, 2002 7:44 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Thank you for your quick response.

All I can tell you is that the vehicle was in the garage several times. They first changed the idle control valve and that did not fix the problem. They then kept the vehicle for several days and hooked a computer up to it while driving. That is when they discovered the problem and recommended a special order fuel pump. I thought this was the fix as I did not experience the problem for several months.

If you need specific details I could contact the Ford dealership that worked on the vehicle and ask them to contact you. They have been very helpful and cooperative - just unable to fix the problem permanently.

Thank you again.

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

From: Williams, Les (LHW.) [mailto:lwili73@ford.com]
Sent: Friday, June 14, 2002 5:04 PM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Hello [REDACTED]

When they corrected the problem the first time, what did they do? Did they ever perform a TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
Les

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

From: [REDACTED]
Sent: Tuesday, June 11, 2002 1:06 PM
To: 'Ford Engineer'

Subject: 2001 Ford Escape

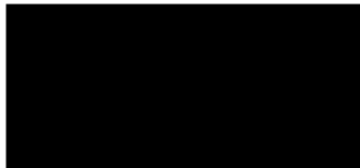
Dear Ford Engineer:

My name is [REDACTED] and I am an owner of a 2001 Ford Escape. You called me a few months ago to get a status on the problems I was having with my Ford Escape. At that time I told you the problem was corrected and I appreciated the call and would keep your e-mail address in the event I incurred any future problems. I guess I am happy I kept this address and hope that you may be of assistance.

In the past two weeks my Escape has stalled 4 times. It had not done this for several months. I have had the idle control valve replaced and a new special order fuel pump installed at Pottsville Ford (now Sanda Ford in Pottsville, PA). Do you know if there are any other options for me to have this problem fixed? In the beginning I explored applying for the PA Lemon Law - but was so glad that I did not have to go that route - and thought the problem was fixed.

I would really appreciate a response from you - as I am now exploring the possibility of trading in my Escape with no hopes of having it fixed permanently.

Thank you.



From: Bogerna, John (F.)
Sent: Wednesday, June 26, 2002 6:29 AM
To: Williams, Les (LHW.); Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: RE: 2001 Ford Escape

Les,

The issue we are currently investigating goes like this:

The vehicle has to have 5/8 - 1/4 tank of gas.

The vehicle needs to have soaked for greater than 6 hours.

While driving the vehicle under 40 MPH for more than 5.5 minutes but less than 40 minutes, drive the vehicle uphill and watch the pg_dc, it should be above 75% percent. On the downhill, give the vehicle just enough gas to get it to break 40 mph and then back off the throttle. Observe engine rpm.

As you can see there are alot of conditions to match here. It might be helpful to get an exact verbatim from her and see if it matches this driving condition. Then in 3-4 weeks when we are approved for release of a calibration that fixes this issue, I suggest that she is the first customer to get the new calibration and that one of us call her monthly for updates.

How often is she stalling? Once a month, every other month?

ERR2-027 21157

John P. Bogema

3.0L Escape Calibration Engineering
Phone:313.33.75133
Location:TEE 1AE22
Email:JBOGEMA@FORD.COM

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

From: Williams, Les (LHW.)
Sent: Tuesday, June 25, 2002 7:15 PM
To: Sanders, Murtel (M.S.); Dalbo, Bob (R.J.); Bogema, John (P.)
Subject: FW: 2001 Ford Escape

Hey Gang:

Per my calling 2 months ago, a customer named Gail still has stalling problem even with updated cal. She is very helpful and interested in getting her vehicle fixed, and she says stalling is occurring in same place (hill area) and it seemed to increase in frequency w/ warm weather the past month. I am thinking it could be an evap issue b/c of the weather's influence on the purge cycle.

I talked to the head tech at Sands Ford (Bill) and he was very helpful and glad I chatted with him.

I was going to give Bill a call tomorrow and suggest taking a look at the evap system (I think he performed TSB, when I talked with him he said he updated cal...could have been the SSM he did. He said he had trouble repeating the stall...could spell trouble, that means he would not perform the TSB per our discussion with Scott B. 2 weeks ago).

BOGEMA: I know you found some new developments with your work. ANY suggestions?

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

From: [REDACTED]
Sent: Wednesday, June 19, 2002 6:42 AM
To: Williams, Les (LHW.)
Subject: RE: 2001 Ford Escape

Les:

Yes, it is Sands Ford (formerly Pottsville Ford) and their number is (570) 822-1991. Also, I have not reported the latest problems to them - so they will not be aware of the new occurrences. Just an FYI, I purchased the vehicle at B&L Ford in Ashland, PA. The first time I had the problem I had the car sent towed to them and they could not find anything wrong. I contacted them several times and they were unable to assist me in any manner. I finally started working with Sands Ford (which is about 1 mile from my work place.) I think the gentlemen I always spoke with there was Bill. He is their head maintenance person.

Thanks for your help and please let me know if I should contact Sands Ford as well.

Gail

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

From: Williams, Les (LHW.) [mailto:lwlll73@ford.com]
Sent: Tuesday, June 18, 2002 9:27 AM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

8002-827 21198

Yes, that would be great. It has taken me a long time to respond to your request b/c I am in the process of switching buildings. I am not sure when phone service will be provided. Could you provide me with their phone number, or if you tell me the dealership I can get the number. Actually, is it Sands Ford as stated in your earlier email? I can give them a call and see if I can be of assistance.

Have a great day.

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

From: [REDACTED]
Sent: Monday, June 17, 2002 7:44 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Thank you for your quick response.

All I can tell you is that the vehicle was in the garage several times. They first changed the idle control valve and that did not fix the problem. They then kept the vehicle for several days and hooked a computer up to it while driving. That is when they discovered the problem and recommended a special order fuel pump. I thought this was the fix as I did not experience the problem for several months.

If you need specific details I could contact the Ford dealership that worked on the vehicle and ask them to contact you. They have been very helpful and cooperative - just unable to fix the problem permanently.

Thank you again.

Gall

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

From: Williams, Les (LHW.) [mailto:lwill73@ford.com]
Sent: Friday, June 14, 2002 5:04 PM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Hello [REDACTED]

When they corrected the problem the first time, what did they do? Did they ever perform a TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
Les

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

From: [REDACTED]
Sent: Tuesday, June 11, 2002 1:06 PM
To: 'Ford Engineer'
Subject: 2001 Ford Escape

ERG2-627 21159

Dear Ford Engineer:

My name is [REDACTED] and I am an owner of a 2001 Ford Escape. You called me a few months ago to get a status on the problems I was having with my Ford Escape. At that time I told you the problem was corrected and I appreciated the call and would keep your e-mail address in the event I incurred any future problems. I guess I am happy I kept this address and hope that you may be of assistance.

In the past two weeks my Escape has stalled 4 times. It had not done this for several months. I have had the idle control valve replaced and a new special order fuel pump installed at Pottsville Ford (now Sands Ford in Pottsville, PA). Do you know if there are any other options for me to have this problem fixed? In the beginning I explored applying for the PA Lemon Law - but was so glad that I did not have to go that route - and thought the problem was fixed.

I would really appreciate a response from you - as I am now exploring the possibility of trading in my Escape with no hopes of having it fixed permanently.

Thank you.



From: Williams, Les (LHW.)
Sent: Tuesday, June 25, 2002 7:15 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Bogema, John (P.)
Subject: FW: 2001 Ford Escape

Hey Gang:

Per my calling 2 months ago, a customer named Gail still has stalling problem even with updated cal. She is very helpful and interested in getting her vehicle fixed, and she says stalling is occurring in same place (hilly area) and it seemed to increase in frequency w/ warm weather the past month. I am thinking it could be an evap issue b/c of the weather's influence on the purge cycle.

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I was going to give Bill a call tomorrow and suggest taking a look at the evap system (I think he performed TSB, when I talked with him he said he updated cal...could have been the SSM he did. He said he had trouble repeating the stall...could spell trouble, that means he would not perform the TSB per our discussion with Scott B. 2 weeks ago).

BOGEMA: I know you found some new developments with your work. Any suggestions?

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

From: [REDACTED]
Sent: Wednesday, June 19, 2002 6:42 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

ERS2-027 21188

Les:

Yes, it is Sands Ford (formerly Pottsville Ford) and their number is (570) 822-1991. Also, I have not reported the latest problems to them - so they will not be aware of the new occurrences. Just an FYI, I purchased the vehicle at B&L Ford in Ashland, PA. The first time I had the problem I had the car sent towed to them and they could not find anything wrong. I contacted them several times and they were unable to assist me in any manner. I finally started working with Sands Ford (which is about 1 mile from my work place.) I think the gentlemen I always spoke with there was Bill. He is their head maintenance person.

Thanks for your help and please let me know if I should contact Sands Ford as well.

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

From: Williams, Les (LHW.) [mailto:lwlll73@ford.com]

Sent: Tuesday, June 18, 2002 9:27 AM

To: [REDACTED]

Subject: RE: 2001 Ford Escape

Yes, that would be great. [REDACTED] It has taken me a long time to respond to your request b/c I am in the process of switching buildings. I am not sure when phone service will be provided. Could you provide me with their phone number, or if you tell me the dealership I can get the number. Actually, is it Sands Ford as stated in your earlier email? I can give them a call and see if I can be of assistance.

Have a great day.

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

From: [REDACTED]

Sent: Monday, June 17, 2002 7:44 AM

To: Williams, Les (LHW.)

Subject: RE: 2001 Ford Escape

Les:

Thank you for your quick response.

All I can tell you is that the vehicle was in the garage several times. They first changed the idle control valve and that did not fix the problem. They then kept the vehicle for several days and hooked a computer up to it while driving. That is when they discovered the problem and recommended a special order fuel pump. I thought this was the fix as I did not experience the problem for several months.

If you need specific details I could contact the Ford dealership that worked on the vehicle and ask them to contact you. They have been very helpful and cooperative - just unable to fix the problem permanently.

Thank you again.

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

From: Williams, Les (LHW.) [mailto:lwlll73@ford.com]

Sent: Friday, June 14, 2002 5:04 PM

To: [REDACTED]

Subject: RE: 2001 Ford Escape

Hello [REDACTED]

When they corrected the problem the first time, what did they do? Did they ever perform a TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
Les

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

From: [REDACTED]
Sent: Tuesday, June 11, 2002 1:06 PM
To: 'Ford Engineer'
Subject: 2001 Ford Escape

Dear Ford Engineer:

My name is [REDACTED] and I am an owner of a 2001 Ford Escape. You called me a few months ago to get a status on the problems I was having with my Ford Escape. At that time I told you the problem was corrected and I appreciated the call and would keep your e-mail address in the event I incurred any future problems. I guess I am happy I kept this address and hope that you may be of assistance.

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I would really appreciate a response from you - as I am now exploring the possibility of trading in my Escape with no hopes of having it fixed permanently.

Thank you.

[REDACTED]

From: Dalbo, Bob (R.J.)
Sent: Thursday, May 02, 2002 2:05 PM
To: Grimes, Jeff (J.R.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: Stalls

You bet! Get Muriel Sanders the contact details and we'll see what we can do - if it's a lease car, we can walk the garage tech through the TSB if nothing else.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Grimes, Jeff (J.R.)
Sent: Thursday, May 02, 2002 12:19 PM
To: Dalbo, Bob (R.J.)
Subject: Stalls

Bob, I have a local contact (Ford MR) with a 3.0L Escape which has stalled on a couple of occasions...Are we interested in talking to her, possibly putting a VDR on the vehicle...borrowing it???

Jeff R.Grimes

Duratec Engine Programs

Ph: (313) 32-25237 Fax: (313) 59-47323
email: jgrimes1@ford.com

3802-827 21153

From: Cless, Craig (C.M.)
Sent: Friday, May 17, 2002 8:07 AM
To: Sanders, Muriel (M.S.)
Subject: FW: Action Req: Escape EMF

Muriel,

The dealership is in New Holland, PA and the 1800 number is 1800-842-8605.

I do not have any further info at this time. If you want more I can get it from my family in PA. Talk to you later.

Craig M. Cless

Ford Motor Company

GCE - TASE - Heat Management Technical Specialist

- Location: AEC Cube 4507, Mail Drop 88
- Phone : 313-84-84188
- Fax : 313-88-08082
- E-Mail : cmcless@ford.com
- TASE Web: <http://www-tase.ford.com>
- HM Web : <http://www-heat.ford.com/heatinfo>

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

From: Dalbo, Bob (R.J.)
Sent: Thursday, May 16, 2002 5:54 PM
To: Sanders, Muriel (M.S.); Cless, Craig (C.M.)
Cc: Takasawa, Keith (K.D.); Powers, Ken (K.W.); Bodnar, Les (L.R.); Diaz, Timothy (T.P.); Cless, Craig (C.M.); Nematollahi, Sonya (S.); Lips, Jeffrey (J.A.)
Subject: RE: Action Req: Escape EMF

Muriel,

Please get the details on the dealer from Craig Cless and arrange for the appropriate team members to ensure that the TSB and ISM actions are clear or that there are other issues we need to investigate.

Bob Dalbo

3.0L Calibration Supervisor

Outfitters Calibration, NAT

Phone: (313) 24-84947 Fax: (313) 32-31786

Pager: (313) 796-2859 Email: rdalbo@ford.com

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

From: Nematollahi, Sonya (S.)
Sent: Wednesday, May 15, 2002 3:46 PM
To: Lips, Jeffrey (J.A.); Dalbo, Bob (R.J.)
Cc: Takasawa, Keith (K.D.); Powers, Ken (K.W.); Cless, Craig (C.M.); Bodnar, Les (L.R.); Diaz, Timothy (T.P.); Cless, Craig (C.M.)
Subject: RE: Action Req: Escape EMF

Jeff,

There is a Stall team (cross functional) addressing all stall issues, Powertrain is leading those meetings, Electrical have been supporting when needed. Number of root causes have been identified for the stall issues, we have taken some actions and the team is still working on this issue. I have attached a couple of meeting minutes and a note from our EMC engineer regarding this issue.

Bob, can someone from your team contact this dealership and request more information to ensure that this is not a new issue. Please let me know. Thanks.

<< Message: Summary of EMC results on Powertrain's Engine Stall Issue >> << Message: U204 Stalls Meeting Minutes - 4/25/02 >> << Message: U204 Stall Meeting Minutes - 5/09/02 >>

Sonya Nematollahi

Escape/Tribute/Maverick Electrical Team Leader
Phone: 33-79869
Pager: Text, 313-795-8332
email: snematol@ford.com

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

From: Lipa, Jeffrey (J.A.)
Sent: Monday, May 13, 2002 8:51 AM
To: Bochar, Les (L.R.); Nematollahi, Sonya (S.)
Cc: Takasawa, Keith (K.D.); Powers, Ken (K.W.); Gess, Craig (C.M.)
Subject: Action Req: Escape EMF

Sonya/Les,
Can you please investigate these vehicles with the dealer and assess if we have an issue lurking?

Jeffrey A. Lipa
Escape Vehicle Engineering Manager
Phone: 313-89-48010
Pager: 313-813-1488

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

From: [REDACTED]
Sent: Monday, May 13, 2002 8:45 AM
To: Lipa, Jeffrey (J.A.)
Subject: Escape EMF

Jeff,

I got your name from the U204 website and thought that you might like to know about this.

I am sending you this note because a relative of mine informed me that a dealership in New Holland, PA has found that there were several vehicles that they had to tow into the service department because they stalled on the road. The funny thing is that they all stalled in the same area, near a water tower. After looking at the vehicles and having them restart when they got back to the dealership, they believe that there is an EMF near the tower that is shutting the ignition systems down. Just thought that you should know about this. If you have further questions, please let me know and I will get you any information that I can. Thanks for your time and effort.

ER02-827 21171

From: Nematollahi, Sonya (S.)
Sent: Thursday, May 16, 2002 9:34 PM
To: Dalbo, Bob (R.J.); Sanders, Muriel (M.S.)
Subject: RE: Action Req: Escape EMF

Thanks Bob. Please see the attached note or the dealership phone #.



RE: Action Req:
Escape EMF

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Thursday, May 16, 2002 5:54 PM
To: Sanders, Muriel (M.S.); Class, Craig (C.M.)
Cc: Takasawa, Keith (K.D.); Powers, Ken (K.W.); Bodnar, Les (L.R.); Diez, Timothy (T.P.); Class, Craig (C.M.); Nematollahi, Sonya (S.);
Lipa, Jeffrey (J.A.)
Subject: RE: Action Req: Escape EMF

Muriel,

Please get the details on the dealer from Craig Class and arrange for the appropriate team members to ensure that the TSB and ISM actions are clear or that there are other issues we need to investigate.

Bob Dalbo

3.0L Calibration Supervisor
Outfiters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31788
Pager: (313) 795-2668 Email: rdalbo@ford.com

—Original Message—

From: Nematollahi, Sonya (S.)
Sent: Wednesday, May 15, 2002 3:48 PM
To: Lipa, Jeffrey (J.A.); Dalbo, Bob (R.J.)
Cc: Takasawa, Keith (K.D.); Powers, Ken (K.W.); Class, Craig (C.M.); Bodnar, Les (L.R.); Diez, Timothy (T.P.); Class, Craig (C.M.)
Subject: RE: Action Req: Escape EMF

Jeff,

There is a Stall team (cross functional) addressing all stall issues, Powertrain is leading those meetings, Electrical have been supporting when needed. Number of root causes have been identified for the stall issues, we have taken some actions and the team is still working on this issue. I have attached a couple of meeting minutes and a note from our EMC engineer regarding this issue.

Bob, can someone from your team contact this dealership and request more information to ensure that this is not a new issue. Please let me know. Thanks.

<< Message: Summary of EMC results on Powertrain's Engine Stall Issue >> << Message: U204 Stalls Meeting Minutes - 4/25/02 >> << Message: U204 Stall Meeting Minutes - 5/09/02 >>

Sonya Nematollahi

Escape/Tribute/Maverick Electrical Team Leader
Phone: 33-79969
Pager: Text, 313-795-8332
email: snematol@ford.com

---Original Message---

From: Lips, Jeffrey (J.A.)
Sent: Monday, May 13, 2002 6:51 AM
To: Bodnar, Lea (L.R.); Nematollahi, Sonya (S.)
Cc: Takasawa, Keith (K.D.); Powers, Ken (K.W.); Class, Craig (C.M.)
Subject: Action Req: Escape EMF

Sonya/Lea,
Can you please investigate these vehicles with the dealer and assess if we have an issue lurking?

Jeffrey A. Lips
Escape Vehicle Engineering Manager
Phone: 313-58-43010
Pager: 313-813-1488

---Original Message---

From: Class, Craig (C.M.)
Sent: Monday, May 13, 2002 8:45 AM
To: Lips, Jeffrey (J.A.)
Subject: Escape EMF

Jeff,

I got your name from the U204 website and thought that you might like to know about this.

I am sending you this note because a relative of mine informed me that a dealership in New Holland, PA has found that there were several vehicles that they had to tow into the service department because they stalled on the road. The funny thing is that they all stalled in the same area, near a water tower. After looking at the vehicles and having them restart when they got back to the dealership, they believe that there is an EMF near the tower that is shutting the ignition systems down. Just thought that you should know about this. If you have further questions, please let me know and I will get you any information that I can. Thanks for your time and effort.

Craig M. Class
Ford Motor Company
GCE - TASE - Heat Management Technical Specialist
• Location: AEC Cube 4807, Mail Drop 88
• Phone : 313-84-64158
• Fax : 313-99-06069
• E-Mail : cmclass@ford.com
• TASE Web: <http://www.tase.ford.com/>
• HN Web : <http://www-tase.ford.com/heatmgp>

From: Cless, Craig (C.M.)
Sent: Monday, May 13, 2002 9:10 AM
To: Bodnar, Les (L.R.); Nematollahi, Sonya (S.)
Cc: Takasawa, Keith (K.D.); Powers, Ken (K.W.)
Subject: RE: Action Req: Escape EMF

Just so that you all know, It could be either RF or EMF and the dealership is New Holland Ford (1-800-642-8605)

Craig M. Cless

Ford Motor Company

GCE - TASE - Heat Management Technical Specialist

- Location: ABC Gate 4607, Mail Drop 69
- Phone : 313-84-84158
- Fax : 313-30-06082
- E-Mail : cmccless@ford.com
- TASE Web: www.tase.ford.com
- HM Web : <http://www.ford.com/hm/index>

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

From: Lips, Jeffrey (J.A.)
Sent: Monday, May 13, 2002 8:51 AM
To: Bodnar, Les (L.R.); Nematollahi, Sonya (S.)
Cc: Takasawa, Keith (K.D.); Powers, Ken (K.W.); Cless, Craig (C.M.)
Subject: Action Req: Escape EMF

Sonya/Les,

Can you please investigate these vehicles with the dealer and assess if we have an issue lurking?

Jeffrey A. Lips

Escape Vehicle Engineering Manager

Phone: 313-50-48010

Pager: 313-813-1482

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

From: Cless, Craig (C.M.)
Sent: Monday, May 13, 2002 8:45 AM
To: Lips, Jeffrey (J.A.)
Subject: Escape EMF

Jeff,

I got your name from the U204 website and thought that you might like to know about this.

I am sending you this note because a relative of mine informed me that a dealership in New Holland, PA has found that there were several vehicles that they had to tow into the service department because they stalled on the road. The funny thing is that they all stalled in the same area, near a water tower. After looking at the vehicles and having them restart when they got back to the dealership, they believe that there is an EMF near the tower that is shutting the ignition systems down. Just thought that you should know about this. If you have further questions, please let me know and I will get you any information that I can. Thanks for your time and effort.

Craig M. Cless

ERG2-627 21174

From: Bogema, John (P.)
Sent: Thursday, August 01, 2002 5:27 PM
To: Sanders, Muriel (M.S.)
Subject: Exemption stickers

Muriel,

Just because I thought of it now, can I get a copy of all the information you have on the 2 vehicles. I need them for my "EPA Required" folders on the matter.

John P. Bogema

3.0L Escape Calibration Engineering
Phone:813.83.75133
Location:TEE 1AE22
Email:JBOGEMA@FORD.COM

From: CORY THOMPSON [cory.thompson@kcmetroford.net]
Sent: Tuesday, July 30, 2002 12:36 PM
To: Muriel Sanders
Subject: pcm

Dear Muriel,

I Cory Thompson promise to return the experimental pcm and the exemption sticker to Ford Motor Company upon the receipt of the new calibration to update the customers original pcm.

Thank You

Cory Thompson
Metro Ford
816-254-9800

ER02-027 21175

Ford Motor Company

GCE - TASE - Heat Management Technical Specialist

- Location: AEC Cube 4607, Mail Drop 88
- Phone : 313-64-54168
- Fax : 313-69-08362
- E-Mail : smallhooce@ford.com
- TASE Web : <http://www-tase.ford.com>
- HM Web : <http://www-hm.ford.com/heatmgmt>

From: Dalbo, Bob (R.J.)
Sent: Thursday, May 16, 2002 5:54 PM
To: Sanders, Muriel (M.S.); Cless, Craig (C.M.)
Cc: Takasawa, Keith (K.D.); Powers, Ken (K.W.); Bodnar, Les (L.R.); Diaz, Timothy (T.P.); Cless, Craig (C.M.); Nematollahi, Sonya (S.); Lipa, Jeffrey (J.A.)
Subject: RE: Action Req: Escape EMF

Muriel,
Please get the details on the dealer from Craig Cless and arrange for the appropriate team members to ensure that the TSB and ISM actions are clear or that there are other issues we need to investigate.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

---Original Message---

From: Nematollahi, Sonya (S.)
Sent: Wednesday, May 15, 2002 3:48 PM
To: Lipa, Jeffrey (J.A.); Dalbo, Bob (R.J.)
Cc: Takasawa, Keith (K.D.); Powers, Ken (K.W.); Cless, Craig (C.M.); Bodnar, Les (L.R.); Diaz, Timothy (T.P.); Cless, Craig (C.M.)
Subject: RE: Action Req: Escape EMF

Jeff,

There is a Stall team (cross functional) addressing all stall issues, Powertrain is leading those meetings, Electrical have been supporting when needed. Number of root causes have been identified for the stall issues, we have taken some actions and the team is still working on this issue. I have attached a couple of meeting minutes and a note from our EMC engineer regarding this issue.

Bob, can someone from your team contact this dealership and request more information to ensure that this is not a new issue. Please let me know. Thanks.

<< Message: Summary of EMC results on Powertrain's Engine Stall Issue >> << Message: U204 Stalls Meeting Minutes - 4/25/02 >> << Message: U204 Stall Meeting Minutes - 5/09/02 >>

Sonya Nematollahi

Escape/Tribute/Maverick Electrical Team Leader
Phone: 33-79969
Pager: Text, 313-795-8332
email: snematol@ford.com

---Original Message---

From: Lipa, Jeffrey (J.A.)
Sent: Monday, May 13, 2002 8:51 AM
To: Bodnar, Les (L.R.); Nematollahi, Sonya (S.)

EA82-627 21177

Cc: Takasawa, Keith (K.D.); Powers, Ken (K.W.); Cless, Craig (C.M.)
Subject: Action Req: Escape EMF

Sonya/Lea,
Can you please investigate these vehicles with the dealer and assess if we have an issue lurking?

Jeffrey A. Lipa
Escape Vehicle Engineering Manager
Phone: 313-59-43010
Pager: 313-813-1482

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

From: Cless, Craig (C.M.)
Sent: Monday, May 13, 2002 8:45 AM
To: Lipa, Jeffrey (J.A.)
Subject: Escape EMF

Jeff,

I got your name from the U204 website and thought that you might like to know about this.

I am sending you this note because a relative of mine informed me that a dealership in New Holland, PA has found that there were several vehicles that they had to tow into the service department because they stalled on the road. The funny thing is that they all stalled in the same area, near a water tower. After looking at the vehicles and having them restart when they got back to the dealership, they believe that there is an EMF near the tower that is shutting the ignition systems down. Just thought that you should know about this. If you have further questions, please let me know and I will get you any information that I can. Thanks for your time and effort.

Craig M. Cless

Ford Motor Company
GCE - TASE - Heat Management Technical Specialist

- Location: ABC Cube 4607, Mail Drop 04
- Phone : 313-84-54166
- Fax : 313-89-08082
- E-Mail : cmhello.cless@ford.com
- TASE Web : <http://www.tase.ford.com>
- HM Web : <http://www.tase.ford.com/heatmgt>

EA02-827 21178

From: McGill, Shatannica (S.)
Sent: Monday, April 08, 2002 9:58 AM
To: Sanders, Muriel (M.S.)
Co: Nematollahi, Sorya (S.); Dalbo, Bob (R.J.)
Subject: RE: 2002 Mazda Tribute (VIN # 4F2CU08152KM08922)

Thank you for your help. I appreciate the quick response and the descriptive update list. I'll let you know if I encounter the problem again. Thanks again!

Regards,

*Shatannica McGill
Research Engineer
Distributed Intelligence Technology
SRL Ford Motor Company
Phone: 313.322.0858
E-mail: smcgill1@ford.com*

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

From: Sanders, Muriel (M.S.)
Sent: Friday, April 05, 2002 3:19 PM
To: McGill, Shatannica (S.)
Subject: 2002 Mazda Tribute (VIN # 4F2CU08152KM08922)

Hi Shatannica,

Here's what we did today. If you have any questions feel free to e-mail or call me. Please let me know if it stalls again or if it doesn't. Thanks.

1. Replace Idle Air Control Valve (IAC) with a new part. (Same part number, YF1E-9F715-AB)
2. Replace Mass Air Flow (MAF) with a newer part. (Old PN = XF2R-12B579-AA, New PN = 1L2F-12B579-BA)
3. Updated the calibration to DOAR43t.hex
4. Checked the purge duty cycle. Functioning properly so no action needed.
5. Checked the EEC Relay. Already has new Halla relay so no action needed.
6. Checked for any error codes (DTC codes) already on PCM. None there
7. Performed standard diagnostic tests.
8. Checked connectors and hoses to verify everything was attached properly.
9. Performed road test to verify corrective actions.

*Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com*

EP82-827 21178

From: Nematollahi, Sonya (S.)
Sent: Tuesday, April 02, 2002 11:32 PM
To: McGill, Shatannica (S.)
Co: Macsek-Carver, Laurie (L.A.); Gokhale, Renuka (R.V.); Jordan, Donald (D.E.); Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: RE: Problem with 02 Mazda Tribute

Shatannica,

Your problem has been seen on other Escape/Tribute vehicles, a cross functional team has been put in place to investigate this issue. The team has identified number of root causes. Muriel Sanders/Bob Dalbo from Powertrain are leading the engine stall issue. Perhaps they can provide more detailed info to you.

Bob, can someone from Powertrain examine Shatannica's vehicle to see if we can duplicate the stall issue? We have taken some actions such as EEC relay change from Omron to Hella and DPFE change from Kavlico to Motorola, MAF sensor change, Calibration update,.....and some other actions are planned for the 2003MY. Can we update Shatannica's vehicle to resolve the issue?

Sonya. Nematollahi

Escape/Tribute/Maverick Electrical Team Leader
Phone: 33-79969
Pager: Text, 313-795-8332
email: snematol@ford.com

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

From: Gokhale, Renuka (R.V.)
Sent: Tuesday, April 02, 2002 3:17 PM
To: Jordan, Donald (D.E.)
Co: Macsek-Carver, Laurie (L.A.); Nematollahi, Sonya (S.)
Subject: FW: Problem with 02 Mazda Tribute

Don,

I would appreciate it, if you could forward the name of the person who is leading the engine stall issue to Shatannica. Thanks.

Renuka Gokhale

U204 - E/E Engineering Supervisor
NAT -EESE
Phone: 313-922-1275

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

From: Macsek-Carver, Laurie (L.A.)
Sent: Tuesday, April 02, 2002 3:12 PM
To: Nematollahi, Sonya (S.); Gokhale, Renuka (R.V.)
Subject: FW: Problem with 02 Mazda Tribute

This is for you - thank goodness

Laurie Macsek-Carver

Job 1 & Job 2 222/228 Electrical PMT leader
Expedition Nameplate Lead - Electrical

ER02-027 21168

39-03269 lnsacek@ford.com
cell phone (734)260-8502

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

From: [REDACTED]
Sent: Tuesday, April 02, 2002 2:15 PM
To: Macek-Carver, Laurie (L.A.)
Cc: Jablonick, Gary (G.F.); Chacko, John (J.M.)
Subject: Problem with 02 Mazda Tribute

My mentor [REDACTED] said I should e-mail regarding a problem with my new Tribute. Since its purchase in November, it has cut-off twice while in the process of making a turn. There were no warning indicators prior to either occurrence. The engine falls during the turn and the oil light and engine light comes on. There is no problem with restarting the vehicle after this instance; however, I have been fortunate that there was no on-coming traffic.

Perhaps, you have come across this problem or know whom I should contact to get this problem resolved. I took the vehicle to the dealership after the first incident, but the problem does not occur regularly and there appears to be no pattern for easy duplication. Any help would be appreciated. Thank!

Regards,

[REDACTED]

From: Suarez, Rhae (R.)
Sent: Tuesday, June 11, 2002 3:59 PM
To: Sanders, Muriel (M.S.)
Subject: RE: Stalling Escape

No CQIS either. But when I went to the online AWS it says it can't find the VIN. My suggestion is to double check the VIN so we can check more on it.

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

From: Sanders, Muriel (M.S.)
Sent: Tuesday, June 11, 2002 3:52 PM
To: Suarez, Rhae (R.)
Subject: Stalling Escape

Hi Rhae,

One of my friends at Ford sent me this information since he knew I was working on the Escape stalls. Can you look up the warranty/CQIS information on this vehicle? I tried the AWS online and didn't have any luck. The owner, Missy Thomas has been to the dealer 5 times and her Escape still stalls (see e-mails below). I'd appreciate your help, if possible. Thanks.

VIN #: 1FMYU03161KA95371

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
> E-mail: msander6@ford.com
>

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

From: [REDACTED]
Sent: Saturday, June 08, 2002 10:11 AM
To: jcolwell@ford.com
Subject: Re: FW: Response

Jason,

I will let you know if I receive a response. I have already contacted Ford customer service three times. They do not do anything. They just document the concerns and forward them to the dealership. (so they tell me). The dealership told me there is nothing else they can do at this point because they can't duplicate the problem. Everyone is just passing it by. I will keep trying though.

Thanks again for your help and input.
[REDACTED]

ERR2-827 21182

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

From: [REDACTED]
Sent: Friday, June 07, 2002 9:21 AM
To: jcolwell@ford.com
Subject: Re: missy's escape

Jason,
Good morning. Thanks for your help regarding my car. It has stalled in various types of weather- hot, cold sunny, etc... I was not accelerating or doing anything specific when it has quit. It has been when I am driving around town, not highway. I am usually driving at around 35-50 mph. I have taken it to the dealer 5 times. This past time they had it for three weeks. They told me they were going to try to duplicate the problem by driving it around town every day. They drove it a total of 53 miles in three weeks and told me they could not do anything for me since they did not duplicate the problem. They supposedly brought in an engineer to look at it and he said he could not find anything wrong and to give the car back to the owner. They also recalibrated the computer several months ago. They claim they received an internal memo regarding this problem w/ escapes and that Ford recommended this procedure. The next day the car quit again 2 times. Needless to say, I am quite frustrated and quite nervous about driving my car. I have looked at various web sites and other escape owners are definitely having the same problem.
Thanks again,
[REDACTED]

From: Colwell, Jason (J.A.)
Sent: Tuesday, June 11, 2002 10:04 AM
To: Sanders, Muriel (M.S.)
Subject: FW: FW: Response

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

From: [REDACTED]
Sent: Saturday, June 08, 2002 10:11 AM
To: jcolwell@ford.com
Subject: Re: FW: Response

Jason,
I will let you know if I receive a response. I have already contacted Ford customer service three times. They do not do anything. They just document the concerns and forward them to the dealership. (so they tell me). The dealership told me there is nothing else they can do at this point because they can't duplicate the problem. Everyone is just passing it by. I will keep trying though.
Thanks again for your help and input.
[REDACTED]

ERR2-027 21183

From: Colwell, Jason (J.A.)
Sent: Tuesday, June 11, 2002 10:03 AM
To: Sanders, Muriel (M.S.)
Subject: FW: [REDACTED]

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

From: [REDACTED]
Sent: Friday, June 07, 2002 9:21 AM
To: jcolwell@ford.com
Subject: Re: [REDACTED]

Jason,
Good morning. Thanks for your help regarding my car. It has stalled in various types of weather- hot, cold sunny, etc... I was not accelerating or doing anything specific when it has quit. It has been when I am driving around town, not highway. I am usually driving at around 35-50 mph. I have taken it to the dealer 5 times. This past time they had it for three weeks. They told me they were going to try to duplicate the problem by driving it around town every day. They drove it a total of 53 miles in three weeks and told me they could not do anything for me since they did not duplicate the problem. They supposedly brought in an engineer to look at it and he said he could not find anything wrong and to give the car back to the owner. They also recalibrated the computer several months ago. They claim they received an internal memo regarding this problem w/ escapes and that Ford recommended this procedure. The next day the car quit again 2 times. Needless to say, I am quite frustrated and quite nervous about driving my car. I have looked at various web sites and other escape owners are definitely having the same problem.
Thanks again,
[REDACTED]

From: Colwell, Jason (J.A.)
Sent: Tuesday, June 11, 2002 10:03 AM
To: Sanders, Muriel (M.S.)
Subject: FW: [REDACTED]

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

From: [REDACTED]
Sent: Friday, June 07, 2002 2:41 PM
To: jcolwell@ford.com
Subject: Re: missy's escape

Jason,
I had forgotten a number. Here it is again. Let me know if it goes through.
[REDACTED]

1FMYU03161KA95371

ER02-027 21100

From: Hammack, Dan (D.W.)
Sent: Saturday, May 04, 2002 9:12 AM
To: Sanders, Muriel (M.S.)
Subject: RE: Andrew Qualls --210-558-8972

Muriel, there is a Wes Malkk, FSE, that lives in San Antonio. His phone # is 210-269-8065. I am sure he could go look at this unit. I live in Houston and would have to have permission from my supervisor, Lee Bersuder, to go to San Antonio. Sorry, I am late with this reply, but I have been in Dearborn this past week. I am sure you can find Wes in the Outlook directory. Thanks

---Original Message---

From: Sanders, Muriel (M.S.)
Sent: Thursday, May 02, 2002 12:02 PM
To: Hammack, Dan (D.W.)
Subject: FW: Andrew Qualls --210-558-8972

Hi Dan,

I work in the 3.0L Escape calibration group. We are heading up the Escape/Tribute stall investigation. There is a customer in San Antonio that has some unusual problems along with the stall issue (reference red text below for details). We would like a FSE to take a look at this vehicle if possible. I understand you are in the Dallas area, but is it possible to have you go look at this vehicle?

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

---Original Message---

From: Altoonian, Don (D.J.)
Sent: Friday, April 26, 2002 7:01 PM
To: Sanders, Muriel (M.S.)
Subject: FW: Andrew Qualls --210-558-8972

Muriel, no one in San Antonio, maybe you could have one from Dallas go over.

---Original Message---

From: Trower, Ron (R.D.)
Sent: Friday, April 26, 2002 3:02 PM
To: Altoonian, Don (D.J.)
Subject: RE: Andrew Qualls --210-558-8972

We have two guys in the Dallas area. Dan Hammack and Lynn Sorenson.

---Original Message---

From: Altoonian, Don (D.J.)
Sent: Thursday, April 25, 2002 8:04 AM
To: Trower, Ron (R.D.)
Cc: Sanders, Muriel (M.S.)
Subject: FW: Andrew Qualls --210-558-8972

Ron, do you have any FCSD rep's in San Antonio area? If yes who might he be?

---Original Message---

From: Sanders, Muriel (M.S.)
Sent: Wednesday, April 24, 2002 2:07 PM
To: Altoonian, Don (D.J.)
Subject: FW: Andrew Qualls --210-558-8972

Hi Don,

Bob suggested I contact to see if you knew a FSE in the San Antonio area that could take a look at this vehicle. It has some unusual problems along with the stall. See Les's note below for more info.

Muriel Sanders

U204 3.0L Calibration

Ford Motor Company

Phone: 313-32-27307

Fax: 313-32-31786

E-mail: msander6@ford.com <<mailto:msander6@ford.com>> <<<mailto:msander6@ford.com>>>

---Original Message---

From: Williams, Les (LHW.)
Sent: Wednesday, April 10, 2002 8:25 PM
To: Dalbo, Bob (R.J.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: Andrew Qualls --210-558-8972

After a long day of referencing planar geometry, I like to kick back and share info with my old cal. buddies.

Andrew Qualls --210-558-8972 Red Macomb Ford in San Antonio, TX (he took it to another dealer also, I forgot the name)

His wife is principle driver. Car stalled 4 times going 35-45 mph going down a hill closed throttle decel. Conditions were very humid each time car died.

1st time- Dealer had no fix

2nd time- EEC Relay replaced

3rd time- Throttle body or IAC valve replaced, PCM was reprogrammed

4th time- a loose wire was found by tech and fixed, they never explained to Andrew what it was. The PCM was updated again

Since the update, the car has been sitting in the driveway. In TX, once a vehicle goes past a certain mileage it can no longer be lemon lawed so he has Escape sitting in garage till he figures out what to do. He does not want wife driving car. The first time it stalled, he pulled over to side of road and heard a high pitched noise coming from battery compartment.

He is aware of the investigation via the web.

Other problems: His battery light comes off and on, and his hazards blink off and on at weird intervals. Doesn't know what's up (sneak path? ha ha). Also he has a fuel smell problem at startup Very vocal individual, we talked for 30 minutes.

---Original Message---

From: Dalbo, Bob (R.J.)
Sent: Wednesday, April 10, 2002 11:30 AM
To: Williams, Les (LHW.); Sanders, Muriel (M.S.)
Subject: RE: Andrew Qualls --210-558-8972

EA82-827 21187

CAD boy ;),
Send the details and we'll sic someone on it.

Bob Dalbo

S.O.L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2868 Email: rdalbo@ford.com <<mailto:rdalbo@ford.com>> <<mailto:rdalbo@ford.com>>

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

From: Williams, Les (LHW.)
Sent: Tuesday, April 09, 2002 7:33 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: Andrew Qualls --210-558-8972

What's up gang:

I spent 25 minutes on the phone last night with a customer who went into GREAT detail on his stalling issue. It was almost 10 PM EST so I had to tell him I had to run home to take care of my family just to politely get off the phone.

He is aware of the investigation via the website and is upset b/c his dealers do not seem to be of any assistance. Should we get in contact with the dealer...Red Macomb in San Antonio? Is this our place to intervene to help this particular customer out? I wanted to do so as a good-natured gesture, but I wanted to see what your thoughts are b/c I am no longer heading up the stalls effort, I am just a consultant (ha ha!).

His vehicle has stalled 4 times, going 35-45 mph closed throttle decel down a hill. He has had the PCM reprogrammed twice. His wife does not want to touch it, it is sitting in their garage. Ford Customer Service has been remiss in calling him back in a timely fashion. I told him I would try to dig into the issue more.

Let me know your thoughts on the plan of action.

CAD Boy.

From: Hammack, Dan (D.W.)
To: Sanders, Muriel (M.S.)
Sent: Thursday, May 02, 2002 4:20 PM
Subject: Read: Andrew Qualls --210-558-8972

Your message

To: Hammack, Dan (D.W.)
Subject: FW: Andrew Qualls --210-558-8972
Sent: 5/2/02 1:02 PM

was read on 5/2/02 4:20 PM.

E902-627 21188

From: Altoonian, Don (D.J.)
Sent: Friday, April 26, 2002 7:01 PM
To: Sanders, Muriel (M.S.)
Subject: FW: Andrew Qualls -210-558-8972

Muriel, no one in San Antonio, maybe you could have one from Dallas go over.

---Original Message---

From: Trower, Ron (R.D.)
Sent: Friday, April 26, 2002 3:02 PM
To: Altoonian, Don (D.J.)
Subject: RE: Andrew Qualls --210-668-8972

We have two guys in the Dallas area. Dan Hammack and Lynn Sorenson.

---Original Message---

From: Altoonian, Don (D.J.)
Sent: Thursday, April 25, 2002 8:04 AM
To: Trower, Ron (R.D.)
Cc: Sanders, Muriel (M.S.)
Subject: FW: Andrew Qualls --210-558-8972

Ron, do you have any FCSD rep's in San Antonio area? If yea who might he be?

---Original Message---

From: Sanders, Muriel (M.S.)
Sent: Wednesday, April 24, 2002 2:07 PM
To: Altoonian, Don (D.J.)
Subject: FW: Andrew Qualls --210-558-8972

Hi Don,

Bob suggested I contact to see if you knew a FSE in the San Antonio area that could take a look at this vehicle. It has some unusual problems along with the stall. See Lea's note below for more info.

Muriel Sanders

U204 3.0L Calibration

Ford Motor Company

Phone: 313-32-27307

Fax: 313-32-31786

E-mail: msander6@ford.com <<mailto:msander6@ford.com>> <<<mailto:msander6@ford.com>>>

---Original Message---

From: Williams, Lea (LHW.)
Sent: Wednesday, April 10, 2002 8:25 PM
To: Delbo, Bob (R.J.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: Andrew Qualls -210-558-8972

After a long day of referencing planar geometry, I like to kick back and share info with my old cal. buddies.

Andrew Qualls -210-558-8972 Red Macomb Ford in San Antonio, TX (he took it to another dealer also, I forgot the name)

ER02-027 21100

His wife is principle driver. Car stalled 4 times going 35-45 mph going down a hill closed throttle decel. Conditions were very humid each time car died.

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4th time- a loose wire was found by tech and fixed, they never explained to Andrew what it was. The PCM was updated again

Since the update, the car has been sitting in the driveway. In TX, once a vehicle goes past a certain mileage it can no longer be lemon lawed so he has Escape sitting in garage till he figures out what to do. He does not want wife driving car. The first time it stalled, he pulled over to side of road and heard a high pitched noise coming from battery compartment.

He is aware of the investigation via the web.

Other problems: His battery light comes off and on, and his hazards blink off and on at weird intervals. Doesn't know what's up (sneak path? ha ha). Also he has a fuel smell problem at startup. Very vocal individual, we talked for 30 minutes.

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, April 10, 2002 11:30 AM
To: Williams, Les (LHW.); Sanders, Muriel (M.S.)
Subject: RE: Andrew Qualls -210-558-8972

CAD boy ;),
Send the details and we'll sic someone on it.

Bob Dalbo

3.0L Calibration Supervisor
Outfitara Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31788
Pager: (313) 796-2859 Email: rdalbo@ford.com <<mailto:rdalbo@ford.com>> <<mailto:rdalbo@ford.com>>

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From: Williams, Les (LHW.)
Sent: Tuesday, April 09, 2002 7:33 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: Andrew Qualls -210-558-8972

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He is aware of the investigation via the websites and is upset b/c his dealers do not seem to be of any assistance. Should we get in contact with the dealer...Red Macomb in San Antonio? Is this our place to intervene to help this particular customer out? I wanted to do so as a good-natured gesture, but I wanted to see what your thoughts are b/c I am no longer heading up the stalle effort, I am just a consultant (ha ha).

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CAD Boy.

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Cc: Sanders, Muriel (M.S.)
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Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com <<mailto:msander6@ford.com>>

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

From: Williams, Lee (LHW.)
Sent: Wednesday, April 10, 2002 8:25 PM
To: Dalbo, Bob (R.J.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: Andrew Qualls --210-558-8972

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can no longer be lemon lawed so he has Escape sitting in garage till he figures out what to do. He does not want wife driving car. The first time it stalled, he pulled over to side of road and heard a high pitched noise coming from battery compartment.

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—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Wednesday, April 10, 2002 11:30 AM
To: Williams, Les (LHW.); Sanders, Muriel (M.S.)
Subject: RE: Andrew Qualls --210-558-8972

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Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: bdalbo@ford.com <<mailto:bdalbo@ford.com>>

—Original Message—

From: Williams, Les (LHW.)
Sent: Tuesday, April 09, 2002 7:33 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: Andrew Qualls --210-558-8972

What's up gang:

I spent 25 minutes on the phone last night with a customer who went into GREAT detail on his stalling issue. It was almost 10 PM EST so I had to tell him I had to run home to take care of my family just to politely get off the phone.

He is aware of the investigation via the websites and is upset b/c his dealers do not seem to be of any assistance. Should we get in contact with the dealer...Red Macomb in San Antonio? Is this our place to intervene to help this particular customer out? I wanted to do so as a good-natured gesture, but I wanted to see what your thoughts are b/c I am no longer heading up the stalls effort, I am just a consultant (ha ha).

His vehicle has stalled 4 times, going 35-45 mph closed throttle decel down a hill. He has had the PCM reprogrammed twice. His wife does not want to touch it, it is sitting in their garage. Ford Customer Service has been remiss in calling him back in a timely fashion. I told him I would try to dig into the issue more.

Let me know your thoughts on the plan of action.

CAD Boy.

ER82-827 21182

From: Williams, Lea (LHW.)
Sent: Wednesday, April 10, 2002 8:25 PM
To: Dalbo, Bob (R.J.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: Andrew Qualls --210-558-8972

After a long day of referencing planar geometry, I like to klock back and share info with my old oal. buddies.

Andrew Qualls --210-558-8972 Red Macomb Ford in San Antonio, TX (he took it to another dealer also, I forgot the name)

His wife is principle driver. Car stalled 4 times going 35-45 mph going down a hill closed throttle dead. Conditions were very humid each time car died.

1st time- Dealer had no fix

2nd time- EEC Relay replaced

3rd time- Throttle body or IAC valve replaced, PCM was reprogrammed

4th time- a loose wire was found by tech and fixed, they never explained to Andrew what it was. The PCM was updated again

Since the update, the car has been sitting in the driveway. In TX, once a vehicle goes past a certain mileage it can no longer be lemon lawed so he has Escape sitting in garage till he figures out what to do. He does not want wife driving car. The first time it stalled, he pulled over to side of road and heard a high pitched noise coming from battery compartment.

He is aware of the investigation via the web.

Other problems: His battery light comes off and on, and his hazards blink off and on at weird intervals. Doesn't know what's up (sneak path? ha ha). Also he has a fuel smell problem at startup Very vocal individual, we talked for 30 minutes.

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, April 10, 2002 11:30 AM
To: Williams, Lea (LHW.); Sanders, Muriel (M.S.)
Subject: RE: Andrew Qualls --210-558-8972

CAD boy :),

Send the details and we'll sic someone on it.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-91788
Pager: (313) 786-2858 Email: rdalbo@ford.com

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

From: Williams, Lea (LHW.)
Sent: Tuesday, April 09, 2002 7:33 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)

ENG2-827 21103

Subject: Andrew Qualls --210-558-8972

What's up gang:

I spent 25 minutes on the phone last night with a customer who went into GREAT detail on his stalling issue. It was almost 10 PM EST so I had to tell him I had to run home to take care of my family just to politely get off the phone.

He is aware of the investigation via the websites and is upset b/c his dealers do not seem to be of any assistance. Should we get in contact with the dealer...Red Macomb in San Antonio? Is this our place to intervene to help this particular customer out? I wanted to do so as a good-natured gesture, but I wanted to see what your thoughts are b/c I am no longer heading up the stalls effort, I am just a consultant (ha ha).

His vehicle has stalled 4 times, going 35-45 mph closed throttle decel down a hill. He has had the PCM reprogrammed twice. His wife does not want to touch it, it is sitting in their garage. Ford Customer Service has been remiss in calling him back in a timely fashion. I told him I would try to dig into the issue more.

Let me know your thoughts on the plan of action.

CAD Boy.

From: Dalbo, Bob (R.J.)
Sent: Wednesday, April 10, 2002 11:30 AM
To: Williams, Lee (LHW.); Sanders, Muriel (M.S.)
Subject: RE: Andrew Qualls --210-558-8972

CAD boy :),
Send the details and we'll sic someone on it.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2859 Email: rdalbo@ford.com

---Original Message---

From: Williams, Lee (LHW.)
Sent: Tuesday, April 09, 2002 7:33 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: Andrew Qualls --210-558-8972

What's up gang:

I spent 25 minutes on the phone last night with a customer who went into GREAT detail on his stalling issue. It was almost 10 PM EST so I had to tell him I had to run home to take care of my family just to politely get off the phone.

He is aware of the investigation via the websites and is upset b/c his dealers do not seem to be of any assistance. Should we get in contact with the dealer...Red Macomb in San Antonio? Is this our place to intervene to help this particular customer out? I wanted to do so as a good-natured gesture, but I wanted to see what your thoughts are b/c I am no longer heading up the stalls effort, I am just a consultant (ha ha).

His vehicle has stalled 4 times, going 35-45 mph closed throttle decel down a hill. He has had the PCM reprogrammed twice. His wife does not want to touch it, it is sitting in their garage. Ford Customer Service

has been remiss in calling him back in a timely fashion. I told him I would try to dig into the issue more.

Let me know your thoughts on the plan of action.

CAD Boy.

From: Williams, Lee (LHW.)
Sent: Tuesday, April 09, 2002 7:33 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: Andrew Qualls --210-658-8972

What's up gang:

I spent 25 minutes on the phone last night with a customer who went into GREAT detail on his stalling issue. It was almost 10 PM EST so I had to tell him I had to run home to take care of my family just to politely get off the phone.

He is aware of the investigation via the websites and is upset b/c his dealers do not seem to be of any assistance. Should we get in contact with the dealer...Red Macomb in San Antonio? Is this our place to intervene to help this particular customer out? I wanted to do so as a good-natured gesture, but I wanted to see what your thoughts are b/c I am no longer heading up the stalle effort, I am just a consultant (he hal).

His vehicle has stalled 4 times, going 35-45 mph closed throttle decel down a hill. He has had the PCM reprogrammed twice. His wife does not want to touch it, it is sitting in their garage. Ford Customer Service has been remiss in calling him back in a timely fashion. I told him I would try to dig into the issue more.

Let me know your thoughts on the plan of action.

CAD Boy.

From: Suarez, Rhae (R.)
Sent: Thursday, August 08, 2002 8:49 AM
To: Corlew, Randall (R.L.)
Cc: Sanders, Muriel (M.S.); Marlanos, Tom (T.E.)
Subject: RE: Provide us information as soon as it come available on the Escape stall issue/calibration due friday.

Randy,

Sorry we weren't able to get you the cal before hand. There were many obstacles with the approvals from Mazda. I have also been told that the calibration will be on Ford star on Friday so hopefully you can still catch many of these trouble vehicles in your area.

Muriel - how do we determine what WDS software level will have the new calibration?

Tom - any input?

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-788-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

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

From: Corlew, Randall (R.L.)
Sent: Wednesday, August 07, 2002 10:42 PM
To: Suarez, Rhae (R.)
Cc: pbelote@ford.com
Subject: RE: Provide us information as soon as it come available on the Escape stall issue/calibration due friday.

Rhae,

I just heard that the new Escape calibration is going to be out on Fordstar to the dealers WDS machines this friday per Muriel Sanders - 3.0L Calibration.

I thought someone was going to let me in on a early release (if possible) but it was not to be. Anyway what I need it the software level on WDS and any other instructions needed to update the vehicles. Please let me know as soon as possible. I have a # of these waiting for the final update and we will be repurchasing them soon if this gets delayed.

Thank you,

Randy Corlew
Cell # 724-910-3459
Ford Motor Company
FSE-Pittsburgh Region

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

From: Suarez, Rhae (R.)
Sent: Friday, July 26, 2002 9:05 AM
To: Corlew, Randall (R.L.)
Subject: RE: Provide us information as soon as it come available on the Escape stall issue.

EM02-827 21288

Thanks for the update!

If you have time, we can stop by with the Calibration guys and rough them up a little so they can get you an early copy ASAP. =)

I'll let you know as soon as I hear info about getting you a CD with the new cal. Their management is also aware that you are in need of this cal and they are trying their best to get a CD available.

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

From: Corlew, Randall (R.L.)
Sent: Thursday, July 25, 2002 8:17 PM
To: Suarez, Rhea (R.)
Subject: RE: Provide us information as soon as it come available on the Escape stall issue.

Rhea,
The customer, (per Paul Belote - CSM market A2 in Pittsburgh) does not want the vehicle anymore if it cannot be fixed before Monday. The customer is ready to call an attorney that deals with Lemon Law concerns. Since we cannot get the new calibration before Monday Paul will take it back and trade them into a new vehicle. I also have another one at C.Harper Ford in Belle Vernon, Pa. which the customer has refused to take the vehicle until it's fixed. Everything was done per the TSB and ISM I have been told by the service manager 2 weeks ago. The vehicle was returned to the customer and it stalled again. The customer returned the vehicle to the dealership. This customer is in a loaner car and is a week into the 2nd repair. Another week I can live with but if it's 2 more weeks we will be very close to lemon law position on it also. My request is that I get any and all information on this stall concern as fast as possible.

Thank you,

Randy Carlson

Ford Motor Company
FSE-Pittsburgh Region

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

From: Suarez, Rhea (R.)
Sent: Thursday, July 25, 2002 2:22 PM
To: Ricks, Kevin (K.J.)
Cc: Konyha, Andrew (A.D.); King, Robert (R.F.); Corlew, Randall (R.L.); Lusardi, Tony (T.K.); Terzes, Laura (L.D.)
Subject: RE: FSE roundtable Request for Input

Not sure who is writing this....

Stalls info for Randy: I have spoken with Randy and engineering about getting the new calibration early. We can't give anything out just yet because we are awaiting sign off from Mazda to get approvals. The last update I heard was that this should be happening very shortly.

Randy - get back with me next week and we might be able to get you something.

Tony: Do you have the CQIS reports for the vehicle(s) with chafe harness issue. I would like to get this info into engineering's hands. As for the thump noise, if you have that CQIS report number please forward it to me as well. I think I have it filed but I want to make sure in case we see any more similar concerns. At this time that report is the only one that I am aware of with this issue.

If you have any more questions please feel free to contact me.

Thanks!

ED62-827 21286

Rhee M. Suarez

Rhee Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-798-6242
Fax: 313-33-78337
Email: rsuarezB@ford.com

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

From: Ricks, Kevin (K.J.)
Sent: Thursday, July 25, 2002 1:52 PM
To: Suarez, Rhee (R.)
Cc: Konyha, Andrew (A.D.); King, Robert (R.F.); Corlew, Randall (R.L.); Lusardi, Tony (T.K.); Ricks, Kevin (K.J.); Terzes, Laura (L.D.)
Subject: PSE roundtable Request for Input
Importance: High

Rhee, I am sending this note from Kevin's computer during the meeting.

Rhee, this note is from Kevin's FSE roundtable:

Randy Corlew from Pittsburg has a high viability Escape with a stall concern, (owned by a TV reporter). Randy is looking for a "new" reflash which may be available. Randy is in town today.

Tony Lusardi from Chicago:

2002 Escapes Harness chafe near connector #110 which may cause a stall, PCM failure. Has seen more than one

Thump noise - turn left/right changes just like a wheel bearing, 4x4, 3 mph and up//replaced wheel bearings//1/2 shafts replaced with no change. Fix - Found tires cupped very slightly. Tony has tires available for inspection.

From: Suarez, Rhee (R.)
Sent: Friday, July 26, 2002 7:44 AM
To: Dalbo, Bob (B.J.); Sanders, Muriel (M.S.); Terzes, Laura (L.D.)
Subject: FW: Provide us information as soon as it come available on the Escape stall issue.

FYI -

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

From: Corlew, Randall (R.L.)
Sent: Thursday, July 25, 2002 8:17 PM
To: Suarez, Rhee (R.)
Subject: RE: Provide us information as soon as it come available on the Escape stall issue.

Rhee,

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My request is that I get any and all information on this stall concern as fast as possible.

Thank you,

ER02-027 21267

Randy Corlew

Ford Motor Company
FSE-Pittsburgh Region

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

From: Suarez, Rhea (R.)
Sent: Thursday, July 25, 2002 2:22 PM
To: Ricks, Kevin (K.J.)
Cc: Koryha, Andrew (A.D.); King, Robert (R.F.); Corlew, Randall (R.L.); Lusardi, Tony (T.K.); Terzes, Laura (L.D.)
Subject: RE: FSE roundtable Request for input

Not sure who is writing this....

Stalls info for Randy: I have spoken with Randy and engineering about getting the new calibration early. We can't give anything out just yet because we are awaiting sign off from Mazda to get approvals. The last update I heard was that this should be happening very shortly.

Randy - get back with me next week and we might be able to get you something.

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If you have any more questions please feel free to contact me.

Thanks!

Rhea M. Suarez

Rhea Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSB
D&C II (room 648) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

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

From: Ricks, Kevin (K.J.)
Sent: Thursday, July 25, 2002 1:52 PM
To: Suarez, Rhea (R.)
Cc: Koryha, Andrew (A.D.); King, Robert (R.F.); Corlew, Randall (R.L.); Lusardi, Tony (T.K.); Ricks, Kevin (K.J.); Terzes, Laura (L.D.)
Subject: FSE roundtable Request for input
Importance: High

Rhea, I am sending this note from Kevin's computer during the meeting.

Rhea, this note is from Kevin's FSE roundtable:

Randy Corlew from Pittsburg has a high visibility Escape with a stall concern, (owned by a TV reporter). Randy is looking for a "new" reflash which may be available. Randy is in town today.

Tony Lusardi from Chicago:

2002 Escapes Harness chafe near connector #110 which may cause a stall, PCM failure. Has seen more than one

Thump noise - turn left/right changes just like a wheel bearing, 4x4, 3 mph and up//replaced wheel bearings//1/2 shafts replaced with no change. Fix - Found tire cupped very slightly. Tony has tire available for inspection.

From: Corlew, Randall (R.L.)
Sent: Wednesday, July 24, 2002 8:56 PM
To: Sanders, Muriel (M.S.)
Cc: Corlew, Randall (R.L.)
Subject: Escape calibration - request update copy.

Muriel,

We talked a few days ago on the concern with the Escape stall issue. I have a new Escape that is a very hot one. The owner works for KDKA which is the largest and most popular radio and TV stations in the Pittsburgh area. They also have another friend in V-Engine engineering which is Chris Galante and he might contact you. I need help.

Is there any way I can get a copy on C/D of the new calibration. I am in Detroit till Friday pm. I could stop by and pick it up after class or during lunch.

Please call my cell phone and let me know if you can help me or at the very least when the calibration will be out.

My cell # is [REDACTED]

Thank you,

Randy Corlew

Ford Motor Company
FSE-Pittsburgh Region

From: Suarez, Rhoe (R.)
Sent: Wednesday, July 24, 2002 12:05 PM
To: Sanders, Muriel (M.S.); Corlew, Randall (R.L.)
Subject: RE: TECHNICAL ASSISTANCE REQUEST

Randy - do you have the CQIS report numbers for the vehicles you are working on that are in need of the new calibration?

Muriel - here is the one from below that Randy is suppose to go look at.

Rpt#: 2GBBY002 NHL Rpt: 07/02/2002 Odom: 10,930 M
Rvwd: Y File: _ Folder: 01014758 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X2,XLT ,WAGON 1FMYU03192KA46554 Bld: 09/13/2001
Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: 3800F2.73C A/C: YES
Dealer Id: 07608 BEGLIN MOTOR SALES INC Ph#: (724) 775-1330
State: Pennsylvania City: Beaver Orig/Caller: SAM FOX
Symptom: 6 07 6 00 DRVABL,STALL/QUITS,AT CRUISE,OTHER-CODE NA
Addl Sym: INT. STALL. St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 44 Pittsburgh - 44
Engineering: Phone: TAR: 0-30
Dlr Contact: Phone: Title Cde: SM
REPAIR VEHICLE WAS BROUGHT IN FOR A STALL CONCERN. TECH HAS ALREADY PERFORMED
THE TSB AND EVERYTHING CHECKED OUT FINE. SEEKING ANY KNOWNS BESIDES

TSB.
RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS
REFERED SM TO ISM ABOVE.
AUDIT 07/23/2002 04:10PM RANDALL CORLEW(FSE) MSS - FCSD - REG - PITTSBURGH
APPROVED FOR TECH ASSIST REFERRAL PROCESSING BY RCORLEW

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

From: Sanders, Muriel (M.S.)
Sent: Wednesday, July 24, 2002 11:13 AM
To: Suarez, Rhae (R.)
Subject: RE: TECHNICAL ASSISTANCE REQUEST

Rhae, can you send me the CQIS reports for this vehicle. Thanks.

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
> E-mail: msander6@ford.com
>

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

From: Suarez, Rhae (R.)
Sent: Wednesday, July 24, 2002 10:43 AM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Cc: Corlew, Randall (R.L.)
Subject: FW: TECHNICAL ASSISTANCE REQUEST

Is there anything that can be done to help Randy Corlew (PSE) out? He has been working on many high exposure Escape vehicles that have the Stall concern. In the best interest of Ford (esp in that location), he would like to fix these vehicles ASAP. If getting Randy a copy of the latest Calibration is possible in anyway please let me or Randy know.

Thank you for you assistance.
Rhae

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

From: Corlew, Randall (R.L.)
Sent: Wednesday, July 24, 2002 10:32 AM
To: Suarez, Rhae (R.)
Cc: Galante, Chris (C.R.); Belote, Paul (P.S.); Daniluk Sr., John (J.J.); Nigra, Joe (J.)
Subject: RE: TECHNICAL ASSISTANCE REQUEST

Rhae,
Per our phone conversation, I would like to request an early copy of the calibration for the Escape stall issue. I will be in Detroit Thursday and Friday. If I can get a CD with the calibration it would be very helpful. Please call my cell phone when/if this is possible. [REDACTED]

Thank you,

Randy Corlew

Ford Motor Company
FSE-Pittsburgh Region

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

From: Suarez, Rhae (R.)
Sent: Wednesday, July 24, 2002 9:44 AM
To: Corlew, Randall (R.L.)
Subject: RE: TECHNICAL ASSISTANCE REQUEST

I saw both of these TAR CQIS reports. Sounds like you got them. Let me know if you need any assistance.

Thanks!

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: [REDACTED]
Fax: [REDACTED]
Email: rsuarez8@ford.com

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

From: vipdist6@drbn004.dearborn.ford.com
[mailto:vipdist6@drbn004.dearborn.ford.com]
Sent: Tuesday, July 23, 2002 11:35 PM
To: techtime@ford.com
Subject: TECHNICAL ASSISTANCE REQUEST

TECHTIME
MSS - FCSD - TAR DISTRIBUTION

The Technical Service Hotline has been contacted by:

SAM FOX
Dealer ID: 07608 Name: BEGLIN MOTOR SALES INC

with a concern on:

2002 ESCAPE 4X2
VIN: 1FMYU03192KA46554

It is filed under CQIS report number: 2GBBY002. Together we have been unable to resolve the concern.

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that they will be contacted by someone from the Region in the near future. This letter is notification of the referral. The technical hotline report will be in the CQIS region in-basket for your review.

THANK YOU, FROM THE TECHNICAL SERVICE HOTLINE TEAM

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

From: vipdist6@drbn004.dearborn.ford.com
[mailto:vipdist6@drbn004.dearborn.ford.com]
Sent: Tuesday, July 23, 2002 11:35 PM
To: techtime@ford.com
Subject: TECHNICAL ASSISTANCE REQUEST

TECHTIME

MSS - FCSD - TAR DISTRIBUTION

The Technical Service Hotline has been contacted by:

SAM FOX
Dealer ID: 07508 Name: BEGLIN MOTOR SALES INC

with a concern on:

2002 ESCAPE 4X2
VIN: 1FMYU03192KA46554

It is filed under CQIS report number: 1JVGI013. Together we have been unable to resolve the concern.

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that they will be contacted by someone from the Region in the near future. This letter is notification of the referral. The technical hotline report will be in the CQIS region in-basket for your review.

THANK YOU, FROM THE TECHNICAL SERVICE HOTLINE TEAM

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 24, 2002 11:15 AM
To: Suarez, Rhae (R.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)
Cc: Corlew, Randall (R.L.)
Subject: RE: TECHNICAL ASSISTANCE REQUEST

Randy/Rhae,

We can't get the software out since Mazda has not approved the concern yet. Hopefully in a week.

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Suarez, Rhae (R.)
Sent: Wednesday, July 24, 2002 10:43 AM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Cc: Corlew, Randall (R.L.)
Subject: FW: TECHNICAL ASSISTANCE REQUEST

Is there anything that can be done to help Randy Corlew (FSE) out? He has been working on many high exposure Escape vehicles that have the Stall concern. In the best interest of Ford (esp in that location), he would like to fix these vehicles ASAP. If getting Randy a copy of the latest Calibration is possible in anyway please let me or Randy know.

Thank you for you assistance.
Rhae

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

From: Corlew, Randall (R.L.)
Sent: Wednesday, July 24, 2002 10:32 AM
To: Suarez, Rhae (R.)
Cc: Galante, Chris (C.R.); Belote, Paul (P.S.); Daniluk Sr., John (J.J.); Nigra, Joe (J.)
Subject: RE: TECHNICAL ASSISTANCE REQUEST

Rhae,
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Thank you,

Randy Corlew

Ford Motor Company
FSE-Pittsburgh Region

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Sent: Wednesday, July 24, 2002 9:44 AM
To: Corlew, Randall (R.L.)
Subject: RE: TECHNICAL ASSISTANCE REQUEST

I saw both of these TAR CQIS reports. Sounds like you got them. Let me know if you need any assistance.

Thanks!

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

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

From: vipdist6@drbn004.dearborn.ford.com

EA02-027 21213

[mailto:vipdist6@drbn004.dearborn.ford.com]
Sent: Tuesday, July 23, 2002 11:35 PM
To: techtime@ford.com
Subject: TECHNICAL ASSISTANCE REQUEST

TECHTIME
MSS - FCSD - TAR DISTRIBUTION

The Technical Service Hotline has been contacted by:

SAM FOX
Dealer ID: 07608 Name: BEGLIN MOTOR SALES INC

with a concern on:

2002 ESCAPE 4X2
VIN: 1FMYU03192KA46554

It is filed under CQIS report number: 2GBHY002. Together we have been unable to resolve the concern.

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that they will be contacted by someone from the Region in the near future. This letter is notification of the referral. The technical hotline report will be in the CQIS region in-basket for your review.

THANK YOU, FROM THE TECHNICAL SERVICE HOTLINE TEAM

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

From: vipdist6@drbn004.dearborn.ford.com
[mailto:vipdist6@drbn004.dearborn.ford.com]
Sent: Tuesday, July 23, 2002 11:35 PM
To: techtime@ford.com
Subject: TECHNICAL ASSISTANCE REQUEST

TECHTIME
MSS - FCSD - TAR DISTRIBUTION

The Technical Service Hotline has been contacted by:

SAM FOX
Dealer ID: 07608 Name: BEGLIN MOTOR SALES INC

with a concern on:

2002 ESCAPE 4X2
VIN: 1FMYU03192KA46554

It is filed under CQIS report number: 1JVG1013. Together we have been unable to resolve the concern.

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that they will be contacted by someone from the Region in the near future. This letter is notification of the referral. The technical hotline report will be in the CQIS region in-basket for your review.

THANK YOU, FROM THE TECHNICAL SERVICE HOTLINE TEAM

ER62-027 21214

From: Suarez, Rhae (R.)
Sent: Wednesday, July 24, 2002 10:43 AM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Cc: Corlew, Randall (R.L.)
Subject: FW: TECHNICAL ASSISTANCE REQUEST

Is there anything that can be done to help Randy Corlew (FSE) out? He has been working on many high exposure Escape vehicles that have the Stall concern. In the best interest of Ford (esp in that location), he would like to fix these vehicles ASAP. If getting Randy a copy of the latest Calibration is possible in anyway please let me or Randy know.

Thank you for you assistance.
Rhae

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

From: Corlew, Randall (R.L.)
Sent: Wednesday, July 24, 2002 10:32 AM
To: Suarez, Rhae (R.)
Cc: Galante, Chris (C.R.); Belote, Paul (P.S.); Daniluk Sr., John (J.J.); Nigra, Joe (J.)
Subject: RE: TECHNICAL ASSISTANCE REQUEST

Rhae,

Per our phone conversation, I would like to request an early copy of the calibration for the Escape stall issue. I will be in Detroit Thursday and Friday. If I can get a CD with the calibration it would be very helpful. Please call my cell phone when/if this is possible. [REDACTED]

Thank you,

Randy Corlew

Ford Motor Company
FSE-Pittsburgh Region

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

From: Suarez, Rhae (R.)
Sent: Wednesday, July 24, 2002 9:44 AM
To: Corlew, Randall (R.L.)
Subject: RE: TECHNICAL ASSISTANCE REQUEST

I saw both of these TAR CQIS reports. Sounds like you got them. Let me know if you need any assistance.

Thanks!

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101

ES02-027 21216

Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

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

From: vipdist6@drbn004.dearborn.ford.com
[mailto:vipdist6@drbn004.dearborn.ford.com]
Sent: Tuesday, July 23, 2002 11:35 PM
To: techtime@ford.com
Subject: TECHNICAL ASSISTANCE REQUEST

TECHTIME
MSS - FCSD - TAR DISTRIBUTION

The Technical Service Hotline has been contacted by:

SAM FOX
Dealer ID: 07608 Name: BEGLIN MOTOR SALES INC

with a concern on:

2002 ESCAPE 4X2
VIN: 1FMYU03192KA46554

It is filed under CQIS report number: 2GBBY002. Together we have been unable to resolve the concern.

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that they will be contacted by someone from the Region in the near future. This letter is notification of the referral. The technical hotline report will be in the CQIS region in-basket for your review.

THANK YOU, FROM THE TECHNICAL SERVICE HOTLINE TEAM

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

From: vipdist6@drbn004.dearborn.ford.com
[mailto:vipdist6@drbn004.dearborn.ford.com]
Sent: Tuesday, July 23, 2002 11:35 PM
To: techtime@ford.com
Subject: TECHNICAL ASSISTANCE REQUEST

TECHTIME
MSS - FCSD - TAR DISTRIBUTION

The Technical Service Hotline has been contacted by:

SAM FOX
Dealer ID: 07608 Name: BEGLIN MOTOR SALES INC

with a concern on:

2002 ESCAPE 4X2
VIN: 1FMYU03192KA46554

It is filed under CQIS report number: 1JVG1013. Together we have been unable

to resolve the concern.

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that they will be contacted by someone from the Region in the near future. This letter is notification of the referral. The technical hotline report will be in the CQIS region in-basket for your review.

THANK YOU, FROM THE TECHNICAL SERVICE HOTLINE TEAM

From: Orzechowski, Betty (B.A.)
Sent: Monday, August 12, 2002 6:27 AM
To: Sanders, Muriel (M.S.)
Subject: RE: Customer Vehicle Problem - Escape

Paul Belote left me a message. Thanks for all your involvement. I don't know the customer, but I know how important it is to deal with an issue like the one he has with his vehicle. The person who gave me the information is also very grateful to see the quick response and the effort that is going into [REDACTED] problem.....

Regards,

Betty Orzechowski

BORZECHO
U/P207 Release/Pre-Prod, 32-30324,
Cube GC-F40 - PDC Bldg.

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

From: Sanders, Muriel (M.S.)
Sent: Friday, August 09, 2002 12:55 PM
To: Veestra, Tim (T.W.); Orzechowski, Betty (B.A.)
Cc: Corbett, Sandra (S.M.); Belote, Paul (P.S.)
Subject: RE: Customer Vehicle Problem - Escape

I talked to the FSE and CSM involved with this vehicle. They have been working several weeks with the dealer and customer to resolve this concern. I understand that there is currently a buyback offer on the table so I am going to let the CSM, Paul Belote, handle any issues regarding this vehicle. I can assure you that the FSE and CSM are working to satisfy this customer.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Veestra, Tim (T.W.)
Sent: Wednesday, August 07, 2002 8:50 AM
To: Sanders, Muriel (M.S.)
Cc: Corbett, Sandra (S.M.)
Subject: FW: Customer Vehicle Problem - Escape

FYI - Please review and you may want to discuss at the today's stall meeting. Thanks.

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

From: Morgan, Dan (W.D.)
Sent: Wednesday, August 07, 2002 8:40 AM
To: ; Veestra, Tim (T.W.)
Subject: RE: Customer Vehicle Problem - Escape

Tim, see note at the bottom concerning serious customer complaint.

Any recommendation who to contact in a situation like this?

EP82-027 21218

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

From: Orzechowski, Betty (B.A.)
Sent: Wednesday, August 07, 2002 8:34 AM
To: Morgan, Dan (W.D.)
Subject: FW: Customer Vehicle Problem - Escape

Dan, I haven't a clue how to forward this note to FCS. As Jean suggested, do you have a contact this note can be forwarded to?

Regards,

Betty Orzechowski

BDRZCNO
U/P207 Release/Pre-Prod, 32-30324,
Cube GC-F40 - PDX Bldg.

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

From: Montle, Jean (S.J.)
Sent: Wednesday, August 07, 2002 8:02 AM
To: Orzechowski, Betty (B.A.)
Subject: RE: Customer Vehicle Problem - Escape

I would send them to Ford Customer Service, or possible Dan Morgan might have a contact since he is the PPM Escape supervisor.

Jean Montle (jmontle) << OLE Object: Picture (Metafile) >>

***MPAL Program & Pre-
Production Management
ph: 390-4006 fax 345-4487***

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

From: Orzechowski, Betty (B.A.)
Sent: Wednesday, August 07, 2002 6:30 AM
To: Montle, Jean (S.J.)
Subject: Customer Vehicle Problem - Escape

Jean, do you know who I could send this note to regarding a serious problem a customer is having with his Escape vehicle?

Ted Ruscliff

Research@Ted3.Com <mailto:Research@Ted3.Com>

On-Air Research

24 Woodland Road • Sewickley, PA 15143

Voice: (412) 741-2920 • Fax: (412) 741-8866

1. Ten days after purchase, with about 600 miles, the engine quit at 65 mph on I-79 at night, in heavy traffic. With no brakes and no power steering, my daughter was thankfully able to get the car out of traffic without being hit. A PA state trooper helped her off the road. It would not restart, so the car was towed to the nearest Ford dealer, who was unable to repair it. It was then towed all the way home to the selling dealer, who replaced the entire engine.

2. At about 8,000 miles, the engine quit again, but was able to be restarted uneventfully.

3. In June, at about 10,000 miles, the engine quit again --- this time in heavy traffic. A police officer helped her push it off the road, and when he heard that this happened before, he lectured her about not driving the car until it was fixed. His quote is "if this happened at night around a curve, it would be extremely hazardous." It was towed to the selling dealer.

4. The dealer worked on the car and drove it for a week, but could not duplicate the problem.

5. Since [redacted] was now afraid to drive the car, I began driving the Escape. At about 11,000 miles, the engine quit on my way to the airport. It would not restart the first time, but started on a subsequent attempt. The dealer has had the car ever since, and has driven it 700 miles but the problem has not recurred.

Current status: Ford says that since they can't duplicate the problem, there must not be a problem. The Ford dealer and regional people are stonewall say "just drive the car. There's nothing we can do." [redacted] in tears.

When the engine quits, there is no warning --- just a complete loss of power, steering and brakes. Fortunately, no one has gotten hurt yet. But a car that stalls at highway speed is an accident waiting to happen.

Regards,

[redacted]

From: [redacted]
Sent: Wednesday, August 07, 2002 10:16 AM
To: Sanders, Muriel (M.S.)
Subject: RE: Customer Vehicle Problem - Escape

The information I have for the Escape owner, [redacted] is included in the note below describing the problem. His phone number is (412) 741-2920.

Regards,

[redacted]

---Original Message---

From: Sanders, Muriel (M.S.)
Sent: Wednesday, August 07, 2002 9:37 AM
To: Orzechowski, Betty (B.A.)
Subject: RE: Customer Vehicle Problem - Escape

I would prefer not to give my e-mail address out to non-Ford people. You can give them my phone number [redacted] or if you have their number I can call them. Thanks,

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786

8002-027 21220

E-mail: msander6@ford.com

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

From: Orzechowski, Betty (B.A.)
Sent: Wednesday, August 07, 2002 9:34 AM
To: Sanders, Muriel (M.S.)
Subject: RE: Customer Vehicle Problem - Escape

Muriel, this isn't my vehicle. I will have to contact the person. Can they respond directly to you? This vehicle owner lives in Pennsylvania.....

Regards,

Betty Orzechowski

BORZECHO
U/P207 Release/Pre-Prod, 32-30324,
Cube GC-F40 - PDC Bldg.

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

From: Sanders, Muriel (M.S.)
Sent: Wednesday, August 07, 2002 9:22 AM
To: Orzechowski, Betty (B.A.)
Cc: Veenstra, Tim (T.W.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.)
Subject: FW: Customer Vehicle Problem - Escape

Hi Betty,

I am part of a stall investigation team for Escapes. Will you please send me the VIN number and model year for your Escape. This information will assist me in determining what repairs have been performed, or need to be performed. Thanks.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Veenstra, Tim (T.W.)
Sent: Wednesday, August 07, 2002 8:50 AM
To: Sanders, Muriel (M.S.)
Cc: Corbett, Sandra (S.M.)
Subject: FW: Customer Vehicle Problem - Escape

FYI - Please review and you may want to discuss at the today's stall meeting. Thanks.

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

From: Morgan, Dan (W.D.)
Sent: Wednesday, August 07, 2002 8:40 AM
To: Orzechowski, Betty (B.A.); Veenstra, Tim (T.W.)
Subject: RE: Customer Vehicle Problem - Escape

Tim, see note at the bottom concerning serious customer complaint.

Any recommendation who to contact in a situation like this?

ES02-037 21221

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

From: Orzechowski, Betty (B.A.)
Sent: Wednesday, August 07, 2002 6:34 AM
To: Morgan, Dan (W.D.)
Subject: FW: Customer Vehicle Problem - Escape

Dan, I haven't a clue how to forward this note to FCS. As Jean suggested, do you have a contact this note can be forwarded to?

Regards,

Betty Orzechowski

BORZECHO
U/P207 Release/Pre-Prod, 32-30324,
Cube GC-F40 - PDC Bldg.

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

From: Montie, Jean (S.J.)
Sent: Wednesday, August 07, 2002 6:02 AM
To: Orzechowski, Betty (B.A.)
Subject: RE: Customer Vehicle Problem - Escape

I would send them to Ford Customer Service, or possible Dan Morgan might have a contact since he is the PPM Escape supervisor.

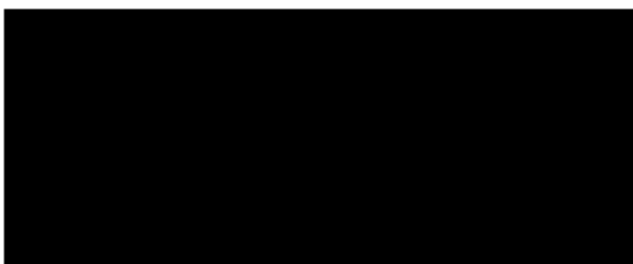
Jean Montie (jmontie) <<OLE Object: Picture (Metafile) >>

***MP&L Program & Pre-
Production Management
ph: 390-4004 fax 345-4487***

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

From: Orzechowski, Betty (B.A.)
Sent: Wednesday, August 07, 2002 6:30 AM
To: Montie, Jean (S.J.)
Subject: Customer Vehicle Problem - Escape

Jean, do you know who I could send this note to regarding a serious problem a customer is having with his Escape vehicle?



1. Ten days after purchase, with about 600 miles, the engine quit at 65 mph on I-79 at night, in heavy traffic. With no brakes and no power steering, my daughter was thankfully able to get the car out of traffic without being hit. A PA state trooper helped her off the road. It would not restart, so the car was towed to the nearest Ford dealer, who was unable to repair it. It was then towed all the way home to the selling dealer, who replaced the entire engine.

2. At about 8,000 miles, the engine quit again, but was able to be restarted uneventfully.

3. In June, at about 18,000 miles, the engine quit again -- this time in heavy traffic. A police officer helped her push it off the

road, and when he heard that this happened before, he lectured her about not driving the car until it was fixed. His quote is "if this happened at night around a curve, it would be extremely hazardous." It was towed to the selling dealer.

4. The dealer worked on the car and drove it for a week, but could not duplicate the problem.

5. Since [REDACTED] was now afraid to drive the car, I began driving the Escape. At about 11,000 miles, the engine quit on my way to the airport. It would not restart the first time, but started on a subsequent attempt. The dealer has had the car ever since, and has driven it 700 miles but the problem has not recurred.

Current status: Ford says that since they can't duplicate the problem, there must not be a problem. The Ford dealer and regional people are stonewall say "just drive the car. There's nothing we can do." [REDACTED] is tears.

When the engine quits, there is no warning -- just a complete loss of power, steering and brakes. Fortunately, no one has gotten hurt yet. But a car that stalls at highway speed is an accident waiting to happen.

From: Orzechowski, Betty (B.A.)
Sent: Wednesday, August 07, 2002 9:34 AM
To: Sanders, Muriel (M.S.)
Subject: RE: Customer Vehicle Problem - Escape

Muriel, this isn't my vehicle. I will have to contact the person. Can they respond directly to you? This vehicle owner lives in Pennsylvania.....

Regards,

Betty Orzechowski

BORZECHO
U/P207 Release/Pre-Prod, 32-30324,
Cube GC-F40 - PDC Bldg.

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

From: Sanders, Muriel (M.S.)
Sent: Wednesday, August 07, 2002 9:22 AM
To: Orzechowski, Betty (B.A.)
Cc: Veestra, Tim (T.W.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.)
Subject: FW: Customer Vehicle Problem - Escape

Hi Betty,

I am part of a stall investigation team for Escapes. Will you please send me the VIN number and model year for your Escape. This information will assist me in determining what repairs have been performed, or need to be performed. Thanks.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Veenstra, Tim (T.W.)
Sent: Wednesday, August 07, 2002 8:50 AM
To: Sanders, Muriel (M.S.)
Cc: Corbett, Sandra (S.M.)
Subject: FW: Customer Vehicle Problem - Escape

FYI - Please review and you may want to discuss at the today's stall meeting. Thanks.

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

From: Morgan, Dan (W.D.)
Sent: Wednesday, August 07, 2002 8:40 AM
To: Orzechowski, Betty (B.A.); Veenstra, Tim (T.W.)
Subject: RE: Customer Vehicle Problem - Escape

Tim, see note at the bottom concerning serious customer complaint.

Any recommendation who to contact in a situation like this?

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

From: Orzechowski, Betty (B.A.)
Sent: Wednesday, August 07, 2002 8:34 AM
To: Morgan, Dan (W.D.)
Subject: FW: Customer Vehicle Problem - Escape

Dan, I haven't a clue how to forward this note to FCS. As Jean suggested, do you have a contact this note can be forwarded to?

Regards,

Betty Orzechowski

WORZECHO
U/P207 Release/Pre-Prod, 32-30324,
Cube GC-F40 - PDC Bldg.

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

From: Montle, Jean (S.J.)
Sent: Wednesday, August 07, 2002 8:02 AM
To: Orzechowski, Betty (B.A.)
Subject: RE: Customer Vehicle Problem - Escape

I would send them to Ford Customer Service, or possible Dan Morgan might have a contact since he is the PPM Escape supervisor.

Jean Montle (jmontle) << OLE Object: Picture (Metafile) >>
MP&L Program & Pre-
Production Management
pin 390-4004 fax 848-4487

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

From: Orzechowski, Betty (B.A.)
Sent: Wednesday, August 07, 2002 6:38 AM
To: Montle, Jean (S.J.)
Subject: Customer Vehicle Problem - Escape

Jean, do you know who I could send this note to regarding a serious problem a customer is having with his Escape vehicle?

[REDACTED]

1. Ten days after purchase, with about 600 miles, the engine quit at 65 mph on I-79 at night, in heavy traffic. With no brakes and no power steering, my daughter was thankfully able to get the car out of traffic without being hit. A PA state trooper helped her off the road. It would not restart, so the car was towed to the nearest Ford dealer, who was unable to repair it. It was then towed all the way home to the selling dealer, who replaced the entire engine.

2. At about 8,000 miles, the engine quit again, but was able to be restarted uneventfully.

3. In June, at about 10,000 miles, the engine quit again -- this time in heavy traffic. A police officer helped her push it off the road, and when he heard that this happened before, he lectured her about not driving the car until it was fixed. His quote is "if this happened at night around a curve, it would be extremely hazardous." It was towed to the selling dealer.

4. The dealer worked on the car and drove it for a week, but could not duplicate the problem.

5. Since [REDACTED] was now afraid to drive the car, I began driving the Escape. At about 11,000 miles, the engine quit on my way to the airport. It would not restart the first time, but started on a subsequent attempt. The dealer has had the car ever since, and has driven it 700 miles but the problem has not recurred.

Current status: Ford says that since they can't duplicate the problem, there must not be a problem. The Ford dealer and regional people are stonewall say "just drive the car. There's nothing we can do." [REDACTED] in tears.

When the engine quits, there is no warning -- just a complete loss of power, steering and brakes. Fortunately, no one has gotten hurt yet. But a car that stalls at highway speed is an accident waiting to happen.

Regards,

Betty Orzechowski

BORZECHO
U/P207 Release/Pre-Prod, 32-30324,
Cube GC-F40 - PDC Bldg.

From: Veenstra, Tim (T.W.)
Sent: Wednesday, August 07, 2002 8:50 AM
To: Sanders, Muriel (M.S.)
Cc: Corbett, Sandra (S.M.)
Subject: FW: Customer Vehicle Problem - Escape

FYI - Please review and you may want to discuss at the today's etall meeting. Thanks.

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

From: Morgan, Dan (W.D.)
Sent: Wednesday, August 07, 2002 8:40 AM
To: Orzechowski, Betty (B.A.); Veenstra, Tim (T.W.)
Subject: RE: Customer Vehicle Problem - Escape

Tim, see note at the bottom concerning serious customer complaint.

Any recommendation who to contact in a situation like this?

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

From: Orzechowski, Betty (B.A.)
Sent: Wednesday, August 07, 2002 8:34 AM
To: Morgan, Dan (W.D.)
Subject: FW: Customer Vehicle Problem - Escape

Dan, I haven't a clue how to forward this note to FCS. As Jean suggested, do you have a contact this note can be forwarded to?

Regards,

Betty Orzechowski

ORZECHEW
U/P207 Release/Pre-Prod, 32-30324,
Cube GC-F40 - PDC Bldg.

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

From: Montle, Jean (S.J.)
Sent: Wednesday, August 07, 2002 8:02 AM
To: Orzechowski, Betty (B.A.)
Subject: RE: Customer Vehicle Problem - Escape

I would send them to Ford Customer Service, or possible Dan Morgan might have a contact since he is the PPM Escape supervisor.

Jean Montle (Jmontle) << OLE Object: Picture (Metafile) >>
MP&L Program & Pre-
Production Management
ph 800-4004 fax 845-4487

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

From: Orzechowski, Betty (B.A.)
Sent: Wednesday, August 07, 2002 6:30 AM
To: Montle, Jean (S.J.)
Subject: Customer Vehicle Problem - Escape

Jean, do you know who I could send this note to regarding a serious problem a customer is having with his Escape vehicle?

1. Ten days after purchase, with about 600 miles, the engine quit at 45 mph on I-79 at night, in heavy traffic. With no brakes and no power steering, my daughter was thankfully able to get the car out of traffic without being hit. A PA state trooper helped her off the road. It would not restart, so the car was towed to the nearest Ford dealer, who was unable to repair it. It was then towed all the way home to the selling dealer, who replaced the entire engine.

2. At about 3,000 miles, the engine quit again, but was able to be restarted uneventfully.

3. In June, at about 10,000 miles, the engine quit again -- this time in heavy traffic. A police officer helped her push it off the road, and when he heard that this happened before, he lectured her about not driving the car until it was fixed. His quote is "if this happened at night around a curve, it would be extremely hazardous." It was towed to the selling dealer.

4. The dealer worked on the car and drove it for a week, but could not duplicate the problem.

5. Since [redacted] was now afraid to drive the car, I began driving the Escape. At about 11,000 miles, the engine quit on my way to the airport. It would not restart the first time, but started on a subsequent attempt. The dealer has had the car ever since, and has driven it 700 miles but the problem has not recurred.

Current status: Ford says that since they can't duplicate the problem, there must not be a problem. The Ford dealer and regional people are stonewall say "just drive the car. There's nothing we can do," [redacted] in tears.

When the engine quits, there is no warning -- just a complete loss of power, steering and brakes. Fortunately, no one has gotten hurt yet. But a car that stalls at highway speed is an accident waiting to happen.

Regards,

Betty Orzechowski

BORZECHO
U/P207 Release/Pra-Prod, 32-30324,
Cube GC-F40 - PDC Bldg.

From: Williams, Les (LHW.)
Sent: Wednesday, April 24, 2002 8:58 AM
To: Dalbo, Bob (R.J.); Sanders, Muriel (M.S.)
Subject: FW: 2001 Ford Escape - Response to your phone call 4/3/02

Hey Guys/gals:

Looks like I may have goofed on a response to this woman. I was trying to be diplomatic, but things didn't work out. This came as a result from my numerous phone calls to customers in the field for the NHTSA investigation. On some occasions, I gave my email to customers who may need further assistance, yes looking back this may not have been the best of ideas...I realize I am not FCSD. Some expressed their concern b/c they called FCSD but they were being brushed off, so I gave them my email in case their problem was not solved (I figure I could get it pushed through the system faster via Rhae and his people).

Sorry to be a thorn in your side folks, but next steps?

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

From: [REDACTED]
Sent: Tuesday, April 23, 2002 3:17 PM
To: Williams, Les (LHW.)
Cc: Sanders, Muriel (M.S.)
Subject: Re: 2001 Ford Escape - Response to your phone call 4/3/02

Dear Mr. Williams,

This is one of the most unprofessional responses I have every received regarding an issue I have experienced either on a personal level or professional level.

It was my understanding, per your telephone conversation with my father, that you had some insight as to the issue I have experienced with my vehicle. It is quite evident from your response that you do not have any value or information to add to the matter.

With regards to Mr. Gelb, I do not believe that you have had any interaction with him as a customer and therefore, I think that it is a little presumptuous of you to describe to me his competency. I believe that any dealer/service department that would tell a customer that "they know that this is a very dangerous defect" and then hand the keys back to the customer has not only incompetent employees but also lacks the care and concern that I thought were core to Ford.

Sincerely,
[REDACTED]

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

From: Williams, Les (LHW.) <mailto:lwlll73@ford.com>
To: [REDACTED]
Cc: Sanders, Muriel (M.S.) <mailto:msander6@ford.com>; 'cgelb@hondruauto.com' <mailto:'cgelb@hondruauto.com'>
Sent: Tuesday, April 23, 2002 1:57 PM
Subject: RE: 2001 Ford Escape - Response to your phone call 4/3/02

Hello [REDACTED]

Thanks for your note :-). After discussing the issue with Chris Gelb, a tech working on your car, he has made efforts to fix the problem with your vehicle. I understand that he addressed the high

temperature problem as well, correct? If Chris has any concerns he will keep me posted on any issues facing your vehicle, should you decide to bring it into the dealership again for service. You are in great hands [REDACTED] Chris is extremely competent with the workings of the vehicle. Pls continue to keep an eye on your rpm/temp readings to see if your problems persist.

Thanks

---Original Message---

From: [REDACTED]
Sent: Thursday, April 18, 2002 6:49 PM
To: LW11173@Ford.com
Subject: 2001 Ford Escape - Response to your phone call 4/3/02

Dear Mr. Williams,

My name is [REDACTED] and on April 3, 2002 you contacted my home at approximately 7pm and spoke with my father, [REDACTED] concerning issues I have experienced with my 2001 Ford Escape.

During this conversation, you had asked about the problems I have had and if they had been fixed by the Ford Technicians at Phillips Ford located in Manheim, Pennsylvania. I had the car serviced on 3/11/02 and at that time, the technician wrote that he had "HOOKED UP WDS PULLED CODES ALL PASS CHECKED OASIS SSM 15589 REFLASHED PCM PER SSM INSTALLED A REVISED EEC POWER RELAY AND CLEANED OUT EVAP LINE TEST DROVE AFTER REPAIRS OK AT THIS TIME CCC-D21 CC-42 CP12A650." After this service, I did drive the car, but not very often due to the fact that I am currently being transferred with my company and have been back and forth between home and my new location. However, in the brief time that I did have the chance to drive the car right after it was serviced, I noted that the RPM's dropped very low, almost "bottomed out" but the car did not stall. As you mentioned during your phone call, I was driving approximately 40mph. All of my earlier experiences (and there were three of them) with the car stalling occurred when I was coming down a hill.

I drove the car again the past few days, after again returning from a two week absence, and noted that the engine sounded loud. Today, 4/18/02, I again noted that the car engine sounded loud and noted that the temperature gauge was at high. In saying this, it was past the red line that denotes the high hot temperature. In addition, the rpm's are still running low. I do not believe that Phillips has fixed the problem, nor do I feel that with out some guidance from Ford's engineers, that they will be able to resolve the issues I have been experiencing. The vehicle is currently at their garage.

Any assistance you can provide in this matter will be appreciated.
Sincerely,

[REDACTED]

From: [REDACTED]
Sent: Tuesday, April 23, 2002 3:17 PM
To: Williams, Lee (LHW.)
Cc: Sanders, Muriel (M.S.)
Subject: Re: 2001 Ford Escape - Response to your phone call 4/3/02

Dear Mr. Williams,

This is one of the most unprofessional responses I have every received regarding an issue I have experienced either on a personal level or professional level.

It was my understanding, per your telephone conversation with my father, that you had some insight as to the issue I have experienced with my vehicle. It is quite evident from your response that you do not have any value or information to add to the matter.

With regards to Mr. Geib, I do not believe that you have had any interaction with him as a customer and therefore, I think that it is a little presumptuous of you to describe to me his competency. I believe that any dealer/service department that would tell a customer that "they know that this is a very dangerous defect" and then hand the keys back to the customer has not only incompetent employees but also lacks the care and concern that I thought were core to Ford.

Sincerely,
[REDACTED]

— Original Message —

From: Williams, Lee (LHW.) <mailto:lwill73@ford.com>
To: [REDACTED]
Cc: Sanders, Muriel (M.S.) <mailto:msander6@ford.com>; 'cgeib@hondruauto.com' <mailto:cgeib@hondruauto.com>
Sent: Tuesday, April 23, 2002 1:57 PM
Subject: RE: 2001 Ford Escape - Response to your phone call 4/3/02

Hello [REDACTED]

Thanks for your note :-). After discussing the issue with Chris Geib, a tech working on your car, he has made efforts to fix the problem with your vehicle. I understand that he addressed the high temperature problem as well, correct? If Chris has any concerns he will keep me posted on any issues facing your vehicle, should you decide to bring it into the dealership again for service. You are in great hands [REDACTED] Chris is extremely competent with the workings of the vehicle. Ple continue to keep an eye on your rpm/temp readings to see if your problems persist.

Thanks

— Original Message —

From: [REDACTED]
Sent: Thursday, April 18, 2002 6:49 PM
To: LWill73@Ford.com
Subject: 2001 Ford Escape - Response to your phone call 4/3/02

Dear Mr. Williams,

My name is [REDACTED] and on April 3, 2002 you contacted my home at approximately 7pm and spoke with my father, [REDACTED] concerning issues I have experienced with my 2001 Ford Escape.

During this conversation, you had asked about the problems I have had and if they had been fixed by the Ford

Technicians at Phillipa Ford located in Manheim, Pennsylvania. I had the car serviced on 3/11/02 and at that time, the technician wrote that he had "HOOKED UP WDS PULLED CODES ALL PASS CHECKED OASIS SSM 15589 REFLASHED PCM PER SSM INSTALLED A REVISED EEC POWER RELAY AND CLEANED OUT EVAP LINE TEST DROVE AFTER REPAIRS OK AT THIS TIME CCC-D21 CC-42 CP12A850." After this service, I did drive the car, but not very often due to the fact that I am currently being transferred with my company and have been back and forth between home and my new location. However, in the brief time that I did have the chance to drive the car right after it was serviced, I noted that the RPM's dropped very low, almost "bottomed out" but the car did not stall. As you mentioned during your phone call, I was driving approximately 40mph. All of my earlier experiences (and there were three of them) with the car stalling occurred when I was coming down a hill.

I drove the car again the past few days, after again returning from a two week absence, and noted that the engine sounded loud. Today, 4/18/02, I again noted that the car engine sounded loud and noted that the temperature gauge was at high. In saying this, it was past the red line that denotes the high hot temperature. In addition, the rpm's are still running low. I do not believe that Phillipa has fixed the problem, nor do I feel that with out some guidance from Ford's engineers, that they will be able to resolve the issues I have been experiencing. The vehicle is currently at their garage.

Any assistance you can provide in this matter will be appreciated.

Sincerely,

From: Williams, Lea (LHW.)
Sent: Tuesday, April 23, 2002 1:57 PM
To: [REDACTED]
Cc: Sanders, Muriel (M.S.); 'ogelb@hondruauto.com'
Subject: RE: 2001 Ford Escape - Response to your phone call 4/3/02

Hello [REDACTED]

Thanks for your note :-). After discussing the issue with Chris Gelb, a tech working on your car, he has made efforts to fix the problem with your vehicle. I understand that he addressed the high temperature problem as well, correct? If Chris has any concerns he will keep me posted on any issues facing your vehicle, should you decide to bring it into the dealership again for service. You are in great hands [REDACTED] Chris is extremely competent with the workings of the vehicle. Pls continue to keep an eye on your rpm/temp readings to see if your problems persist.

Thanks

---Original Message---

From: [REDACTED]
Sent: Thursday, April 18, 2002 6:49 PM
To: LWJ1173@Ford.com
Subject: 2001 Ford Escape - Response to your phone call 4/3/02

Dear Mr. Williams,

My name is [REDACTED] and on April 3, 2002 you contacted my home at approximately 7pm and spoke with my father [REDACTED] concerning issues I have experienced with my 2001 Ford Escape.

During this conversation, you had asked about the problems I have had and if they had been fixed by the Ford Technicians at Phillipa Ford located in Manheim, Pennsylvania. I had the car serviced on 3/11/02 and at that time, the technician wrote that he had "HOOKED UP WDS PULLED CODES ALL PASS CHECKED OASIS SSM 15589 REFLASHED PCM PER SSM INSTALLED A REVISED EEC POWER RELAY AND CLEANED OUT EVAP LINE TEST DROVE AFTER REPAIRS

OK AT THIS TIME CCC-D21 CC-42 CP12A850." After this service, I did drive the car, but not very often due to the fact that I am currently being transferred with my company and have been back and forth between home and my new location. However, in the brief time that I did have the chance to drive the car right after it was serviced, I noted that the RPM's dropped very low, almost "bottomed out" but the car did not stall. As you mentioned during your phone call, I was driving approximately 40mph. All of my earlier experiences (and there were three of them) with the car stalling occurred when I was coming down a hill.

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Any assistance you can provide in this matter will be appreciated.

Sincerely,

From: Williams, LHW (Lee) [lwll73@ford.com]
Sent: Friday, April 19, 2002 10:51 AM
To: Muriel Sanders (MSANDER8); Muriel Sanders (MSANDER8)
Subject: [Fwd: 2001 Ford Escape - Response to your phone call 4/3/02]

Hey Muriel...I don't mean to pile extra work on ya, but here is another issue I faced with a concerned customer. There were few who asked for my email and we talked for quite a while, so in these cases I did give out my email address (most were generally very friendly).

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

Subject: 2001 Ford Escape - Response to your phone call 4/3/02
Date: Thu, 18 Apr 2002 18:48:36 -0400
From: [REDACTED]
To: <LWll73@Ford.com>

Dear Mr. Williams, My name is [REDACTED] and on April 3, 2002 you contacted my home at approximately 7pm and spoke with my father, [REDACTED] concerning issues I have experienced with my 2001 Ford Escape. During this conversation, you had asked about the problems I have had and if they had been fixed by the Ford Technicians at Phillips Ford located in Manheim, Pennsylvania. I had the car serviced on 3/11/02 and at that time, the technician wrote that he had "HOOKED UP WDS PULLED CODES ALL PASS CHECKED OASIS SSM 16589 REFLASHED PCM PER SSM INSTALLED A REVISED EEC POWER RELAY AND CLEANED OUT EVAP LINE TEST DROVE AFTER REPAIRS OK AT THIS TIME CCC-D21 CC-42 CP12A850." After this service, I did drive the car, but not very often due to the fact that I am currently being transferred with my company and have been back and forth between home and my new location. However, in the brief time that I did have the chance to drive the car right after it was serviced, I noted that the RPM's dropped very low, almost "bottomed out" but the car did not stall. As you mentioned during your phone call, I was driving approximately 40mph. All of my earlier experiences (and there were three of them) with the car stalling occurred when I was coming down a hill. I drove the car again the past few days, after again returning from a two week absence, and noted that the engine sounded loud. Today, 4/18/02, I again noted that the car engine sounded loud and noted that the temperature gauge was at high. In saying this, it was past the red line that denotes the high hot temperature. In addition, the rpm's are still running low. I do not believe that Phillipa has fixed the problem, nor do I feel that with out some guidance from Ford's engineers, that they will be able to resolve the issues I have been experiencing. The vehicle is currently at their garage. Any assistance you can provide in this matter will be appreciated. Sincerely, [REDACTED]

ERR2-027 21232

From: Johnson, Jim (J.S.)
Sent: Thursday, August 01, 2002 4:10 PM
To: Peptone, Gil (J.); Fournelle, Gilbert (G.)
Cc: Altoonian, Don (D.J.); Sanders, Muriel (M.S.)
Subject: RE: Throttle Bodies

I am going to drop the returned throttle bodies off to Don Altoonian now.

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

From: Peptone, Gil (J.)
Sent: Wednesday, July 10, 2002 10:35 AM
To: Johnson, Jim (J.S.); Fournelle, Gilbert (G.)
Cc: Martin, Mike (M.S.); DiAngelo, Renaldo (R.); Altoonian, Don (D.J.); Sanders, Muriel (M.S.); Peptone, Gil (J.); Blitch, John (J.R.)
Subject: RE: Throttle Bodies

Hi Jim: I just received a call from SM Ms. Matto and Drive Tech Isaac Edward at Metro Motors in St. Croix.

Two of the four Units have had their TB replaced. The IAC DC had dropped considerably to about 29%. Please recall that I had replaced their IAC Vibs during my prior visit, as detailed below. The other two Units are scheduled later this week.

The one St. Thomas Unit TB has been shipped to the other Metro Motors.

Isaac mentioned that on one of the two Units he has just completed, that the EVAP purge cycle would now cycle MUCH faster.

Question: would increase TB airflow increase the EVAP cycle frequency?? I'm curious, and I owe an answer to Isaac. Pls advise.

As for the recommendation of a change of fuel to address the Mod Engine Temp HESITATION (not decell stalls) issue, I am to receive feedback from Ms. Matto.

Hi Gilbert: did you get a chance to look at the VDR data I sent you? The jury is still out if it's fuel or calibration for this new issue I found in the Islands.

Lastly: I THINK I caught a big Fish regarding the 2.0L Zetec in the Escape. I will detail in another note today/tomorrow. It involves the PCV system, TB airflows, lean DTC and Idle quality concerns....the convo with Isaac made me realize a complex relationship which is costing the Company \$\$ and upsetting Owners. Stay tuned..

Thank you,
Gil Peptone
Powertrain Field Quality Specialist-"PFQS" in
South Florida
Office/Answering Machine: 954-759-9889
Cell Phone 954-242-2088
"With Warranty you are Paying for the Sins of the Past"

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

From: Johnson, Jim (J.S.)
Sent: Friday, June 28, 2002 10:51 AM
To: Peptone, Gil (J.)
Cc: Martin, Mike (M.S.); DiAngelo, Renaldo (R.); Altoonian, Don (D.J.); Sanders, Muriel (M.S.)
Subject: RE: Throttle Bodies

Handled, Don I will drop the extra off at your desk next week.

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

EN82-827 21239

From: Pepitone, Gil (J.)
Sent: Friday, June 28, 2002 9:35 AM
To: Johnson, Jim (J.S.)
Cc: Pepitone, Gil (J.); Martin, Mike (M.S.); DiAngelo, Ronaldo (R.); Altoonian, Don (D.J.); Sanders, Muriel (M.S.)
Subject: RE: Throttle Bodies
Importance: High

Hi Jim: I just got your recent note about you sending out six Throttle Bodies to St. Croix.

Pls hold the send if possible, for I wish to include the following VINs and specific mailing instructions. Also, pls only send five TBs. I suggested that they are tagged to insure four stay in St. Croix and only one goes to St. Thomas.

Please send attention Ms. Brunette Matto, Service Manager, at St. Croix Metro Motors. She will make sure it happens. Ricky, the Parts Manager is just as capable, but he would not necessarily be involved with the scheduling the return of the Units back to the Dealer, nor the actual installation of these TBs.

This first VIN is the Unit in ST. THOMAS Metro Motors:

1FMYU02142KB40441, 2430 MILES, As received it has a IAC DC of 45.5%. I personally installed a new IAC (As I did for all of them), but very oddly the IAC DC actually WENT UP to 47.65% under the same conditions. I think this TB is the most interesting of the bunch, since it's the lowest mileage Unit w/ high air flow.

The next four go on St. CROIX Metro Motor Units:

1FMYU041X1KC17227, 18,844 MILES. As received, 44.1% DC, replaced IAC, went down to 40.2%. Still slightly over spec.

1FMYU03162KA32210, 13,653 MILES, As received, 46.6%, went down to 40.3%.

1FMYU04161KF02450, 15,405 MILES, As received, 39%, stayed the SAME, 39%, after IAC installation. (Engineering wanted Units swapped above 38%).

1FMYU04132KA70783, 8813, MILES, As received 40.62%, stayed the SAME, 40%, after IAC installation.

Also, pls provide a direct shipping address for the return of these TBs back to Engineering, and not to me. They may think that they should be sent to me, as I had already provided my home address before I left.

Make sure that the return address is provided for BOTH Metro Motor locations for the TWO Islands. This would prevent a delay from St. Thomas, who may assume to return their lone TB to St. Croix, rather back directly to the States.

Thank you
Gil Pepitone
Powertrain Field Quality Specialist-"PFQS" in
South Florida
Office/Answering Machine: 954-753-8989
Cell Phone 954-242-2088
"With Warranty you are Paying for the Sins of the Past"

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

From: Johnson, Jim (J.S.)
Sent: Thursday, June 27, 2002 3:39 PM
To: Pepitone, Gil (J.)
Subject: Throttle Bodies

Gil, Don Altoonian is going to provide me with five Throttle Bodies, please advise the vin numbers of the units you want them changed on. I will ship them to the dealer tomorrow.

From: Peppone, Gil (J.)
Sent: Monday, July 15, 2002 3:42 PM
To: Johnson, Jim (J.S.); Fournelle, Gilbert (G.)
Cc: Altoonlan, Don (D.J.); Sanders, Muriel (M.S.); Blicke, John (J.R.); Peppone, Gil (J.); DiAngelo, Renaldo (R.)
Subject: RE: Throttle Bodies

Hi Jim: thax for helping. However, Ms. Sanders kindly supplied a reply, which does not appear to support Isaac's observation that the replaced TB will prompted increased Purge cycling.

From: Muriel Sanders
sent: Thu 7/11/02 9:13 AM

A vehicle that has recently been re-flashed will take much longer to start purging than a vehicle with a learned KAM. FYL..We're moving the purge checks to the beginning of the TSB to reduce the wait time. I don't believe the throttle body would have a significant affect on the wait time in this situation.

However, and more importantly, is my question regarding the new Concern I discovered regarding the evaluation of the Data I provided to Gilbert which were obtained while I was in St. Croix.

This is really what I need to know from Mr. Fournelle:

Do those Moderate Engine Temp Accel WDB VDR recordings I supplied in a separate note show anything which would cause the heavy hesitation I experienced on a number of Units?

I would like to think root cause was local fuel quality, but I'm starting to think that it may be calibration, since it's dependent of engine temp: a dead cold start/heavy load accel did NOT exhibit the Concern.

The engine had to be between about 100F-180F. That points to a lean fuel delivery for the moderate temp range.

Please note that with my FLAT roadways/lack for grades (as opposed to the islands), I do NOT see this concern here in South Florida.

I wonder if hilly sections of the Nation are reporting this Concern. Does NHL data reflect this link?

Please advise.

Gil Peppone
Powertrain Field Quality Specialist-"PFQS" in
South Florida
Office/Answering Machine: 954-753-0880
Cell Phone 954-242-2066
"With Warranty you are Paying for the Sins of the Past"

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

From: Johnson, Jim (J.S.)
Sent: Monday, July 15, 2002 3:21 PM
To: Fournelle, Gilbert (G.)
Cc: Altoonlan, Don (D.J.); Sanders, Muriel (M.S.); Peppone, Gil (J.); Blicke, John (J.R.)
Subject: FW: Throttle Bodies

Gilbert, can you or did you answer this question for Gil?

Question: would increase TB airflow increase the EVAP cycle frequency?? I'm curious, and I owe an answer to Isaac. Pls advise.

-----Original Message-----
From: Peppone, Gil (J.)

ENG2-027 21235

Sent: Wednesday, July 10, 2002 10:35 AM
To: Johnson, Jim (J.S.); Fournelle, Gilbert (G.)
Cc: Martin, Mike (M.S.); DiAngelo, Renaldo (R.); Alizonian, Don (D.J.); Sanders, Muriel (M.S.); Pepitone, Gil (J.); Ellick, John (J.R.)
Subject: RE: Throttle Bodies

Hi Jim: I just received a call from SM Ms. Matto and Drive Tech Isaac Edward at Metro Motors in St. Croix.

Two of the four Units have had their TB replaced. The IAC DC had dropped considerably to about 29%. Please recall that I had replaced their IAC Vlbs during my prior visit, as detailed below. The other two Units are scheduled later this week.

The one St. Thomas Unit TB has been shipped to the other Metro Motors.

Isaac mentioned that on one of the two Units he has just completed, that the EVAP purge cycle would now cycle MUCH faster.

Question: would increase TB airflow increase the EVAP cycle frequency?? I'm curious, and I owe an answer to Isaac. Pls advise.

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Hi Gilbert: did you get a chance to look at the VDR data I sent you? The jury is still out if it's fuel or calibration for this new issue I found in the Islands.

Lastly: I THINK I caught a big Fish regarding the 2.0L Zetec in the Escape. I will detail in another note today/tomorrow. It involves the PCV system, TB airflows, lean DTC and Idle quality concerns....the convo with Isaac made me realize a complex relationship which is costing the Company \$\$ and upsetting Owners. Stay tuned..

Thank you,
Gil Pepitone
Powertrain Field Quality Specialist-"PFQS" in
South Florida
Office/Answering Machine: 954-753-8989
Cell Phone 954-242-2066
"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Johnson, Jim (J.S.)
Sent: Friday, June 28, 2002 10:51 AM
To: Pepitone, Gil (J.)
Cc: Martin, Mike (M.S.); DiAngelo, Renaldo (R.); Alizonian, Don (D.J.); Sanders, Muriel (M.S.)
Subject: RE: Throttle Bodies

Handled, Don I will drop the extra off at your desk next week.

---Original Message---

From: Pepitone, Gil (J.)
Sent: Friday, June 28, 2002 9:35 AM
To: Johnson, Jim (J.S.)
Cc: Pepitone, Gil (J.); Martin, Mike (M.S.); DiAngelo, Renaldo (R.); Alizonian, Don (D.J.); Sanders, Muriel (M.S.)
Subject: RE: Throttle Bodies
Importance: High

Hi Jim: I just got your recent note about you sending out six Throttle Bodies to St. Croix.

Pls hold the send if possible, for I wish to include the following VINs and specific mailing instructions. Also, pls only send five TBs. I suggested that they are tagged to insure four stay in St. Croix and only one goes to St. Thomas.

Please send attention Ms. Brunette Matto, Service Manager, at St. Croix Metro Motors. She will make sure it happens. Ricky, the Parts Manager is just as capable, but he would not necessarily be involved with the scheduling the return of the Units back to the Dealer, nor the actual installation of these TBs.

This first VIN is the Unit in **ST. THOMAS** Metro Motors:

1FMYU02142KB40441, 2430 MILES, As received it has a IAC DC of 45.5%. I personally installed a new IAC (As I did for all of them), but very oddly the IAC DC actually WENT UP to 47.65% under the same conditions. I think this TB is the most interesting of the bunch, since it's the lowest mileage Unit w/ high air flow.

The next four go on St. CROIX Metro Motor Units:

1FMYU041X1KC17227, 18,844 MILES. As received, 44.1% DC, replaced IAC, went down to 40.2%. Still slightly over spec.

1FMYU03182KA32210, 13,853 MILES, As received, 46.8%, went down to 40.3%.

1FMYU04181KF02460, 15,405 MILES, As received, 39%, stayed the SAME, 38%, after IAC installation. (Engineering wanted Units swapped above 38%).

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Cell Phone 954-242-2088
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Sent: Thursday, June 27, 2002 3:39 PM
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From: Fournelle, Gilbert (G.)
Sent: Monday, July 15, 2002 3:38 PM
To: Johnson, Jim (J.S.)
Cc: Altoonian, Don (D.J.); Sanders, Muriel (M.S.); Peppone, Gil (J.); Blickl, John (J.R.)
Subject: RE: Throttle Bodies

Jim,

The throttle body airflow should not increase EVAP cycle frequency. If anything, there could be a potential decrease in Evap cycle frequency.

Sincerely,

Gilbert Fournelle

V8 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

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Cc: Altoonian, Don (D.J.); Sanders, Muriel (M.S.); Peppone, Gil (J.); Blickl, John (J.R.)
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Cell Phone 954-242-2088
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Subject: RE: Throttle Bodies

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Cc: Pepitone, Gill (G.); Martin, Mike (M.S.); DiAngelo, Renaldo (R.); Altoonian, Don (D.J.); Sanders, Muriel (M.S.)
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1FMYU04161KF02460, 15,405 MILES, As received, 39%, stayed the SAME, 39%, after IAC installation. (Engineering wanted Units swapped above 38%).

1FMYU04132KA70783, 8613, MILES, As received 40.62%, stayed the SAME, 40%, after IAC installation.

Also, pls provide a direct shipping address for the return of these TBs back to Engineering, and not to me.

They may think that they should be sent to me, as I had already provided my home address before I left.

Make sure that the return address is provided for BOTH Metro Motor locations for the TWO Islands. This would prevent a delay from St. Thomas, who may assume to return their lone TB to St. Croix, rather back directly to the States.

Thank you
Gil Peppone
Powertrain Field Quality Specialist-"PFQS" in
South Florida
Office/Answering Machine: 954-753-9989
Cell Phone 954-242-2066
"With Warranty you are Paying for the Sine of the Past"

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

From: Johnson, Jim (J.S.)
Sent: Thursday, June 27, 2002 3:39 PM
To: Peppone, Gil (G.)
Subject: Throttle Bodies

Gil, Don Altoonian is going to provide me with five Throttle Bodies, please advise the vin numbers of the units you want them changed on. I will ship them to the dealer tomorrow.

From: Johnson, Jim (J.S.)
Sent: Monday, July 15, 2002 3:21 PM
To: Fournelle, Gilbert (G.)
Cc: Altoonian, Don (D.J.); Sanders, Muriel (M.S.); Peppone, Gil (G.); Bilicki, John (J.R.)
Subject: FW: Throttle Bodies

Gilbert, can you or did you answer this question for Gil?

Question: would increase TB airflow increase the EVAP cycle frequency?? I'm curious, and I owe an answer to Isaac. Pls advise.

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

From: Peppone, Gil (G.)
Sent: Wednesday, July 10, 2002 10:35 AM
To: Johnson, Jim (J.S.); Fournelle, Gilbert (G.)
Cc: Martin, Mike (M.S.); DiAngelo, Renaldo (R.); Altoonian, Don (D.J.); Sanders, Muriel (M.S.); Peppone, Gil (G.); Bilicki, John (J.R.)
Subject: RE: Throttle Bodies

Hi Jim: I just received a call from SM Ms. Matto and Drive Tech Isaac Edward at Metro Motors in St. Croix.

Two of the four Units have had their TB replaced. The IAC DC had dropped considerably to about 29%. Please recall that I had replaced their IAC Vibs during my prior visit, as detailed below. The other two Units are scheduled later this week.

The one St. Thomas Unit TB has been shipped to the other Metro Motors.

Isaac mentioned that on one of the two Units he has just completed, that the EVAP purge cycle would now cycle MUCH faster.

Question: would increase TB airflow increase the EVAP cycle frequency?? I'm curious, and I owe an answer to Isaac. Pls advise.

As for the recommendation of a change of fuel to address the Mod Engine Temp HESITATION (not decell stalls) issue, I am to receive feedback from Ms. Matto.

Hi Gilbert: did you get a chance to look at the VDR data I sent you? The jury is still out if it's fuel or calibration for this new issue I found in the Islands.

Lastly: I THINK I caught a big Fish regarding the 2.0L Zetec in the Escape. I will detail in another note today/tomorrow. It involves the PCV system, TB airflows, lean DTC and Idle quality concerns....the convo with Isaac made me realize a complex relationship which is costing the Company \$\$ and upsetting Owners. Stay tuned..

Thank you,
Gil Peppone
Powertrain Field Quality Specialist-"PFQS" in
South Florida
Office/Answering Machine: 954-753-9989
Cell Phone 954-242-2068
"With Warranty you are Paying for the Sins of the Past"

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

From: Johnson, Jim (J.S.)
Sent: Friday, June 28, 2002 10:51 AM
To: Peppone, Gil (J.)
Cc: Martin, Mike (M.S.); DiAngelo, Renaldo (R.); Altonian, Don (D.J.); Sanders, Muriel (M.S.)
Subject: RE: Throttle Bodies

Handled, Don I will drop the extra off at your desk next week.

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

From: Peppone, Gil (J.)
Sent: Friday, June 28, 2002 9:35 AM
To: Johnson, Jim (J.S.)
Cc: Peppone, Gil (J.); Martin, Mike (M.S.); DiAngelo, Renaldo (R.); Altonian, Don (D.J.); Sanders, Muriel (M.S.)
Subject: RE: Throttle Bodies
Importance: High

Hi Jim: I just got your recent note about you sending out six Throttle Bodies to St. Croix.

Pls hold the send if possible, for I wish to include the following VINs and specific mailing instructions. Also, pls only send five TBs. I suggested that they are tagged to insure four stay in St. Croix and only one goes to St. Thomas.

Please send attention Ms. Brunette Matto, Service Manager, at St. Croix Metro Motors. She will make sure it happens. Ricky, the Parts Manager is just as capable, but he would not necessarily be involved with the scheduling the return of the Units back to the Dealer, nor the actual installation of these TBs.

This first VIN is the Unit in **ST. THOMAS** Metro Motors:

1FMYU02142KB40441, 2430 MILES. As received it has a IAC DC of 45.6%. I personally installed a new IAC (As I did for all of them), but very oddly the IAC DC actually WENT UP to 47.65% under the same conditions. I think this TB is the most interesting of the bunch, since it's the lowest mileage Unit w/ high air flow.

The next four go on St. CROIX Metro Motor Units:

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1FMYU04161KF02460, 15,405 MILES, As received, 39%, stayed the SAME 39%, after IAC installation. (Engineering wanted Units swapped above 38%).

1FMYU04132KA70789, 8815, MILES, As received 40.62%, stayed the SAME, 40%, after IAC installation.

Also, pls provide a direct shipping address for the return of these TBs back to Engineering, and not to me. They may think that they should be sent to me, as I had already provided my home address before I left.

Make sure that the return address is provided for BOTH Metro Motor locations for the TWO Islands. This would prevent a delay from St. Thomas, who may assume to return their lone TB to St. Croix, rather back directly to the States.

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Office/Answering Machine: 954-753-9989
Cell Phone 954-242-2088
"With Warranty you are Paying for the Sins of the Past"

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

From: Johnson, Jim (J.S.)
Sent: Thursday, June 27, 2002 3:39 PM
To: Peppone, Gil (G.)
Subject: Throttle Bodies

Gil, Don Attoonian is going to provide me with five Throttle Bodies, please advise the vin numbers of the units you want them changed on. I will ship them to the dealer tomorrow.

From: Peppone, Gil (G.)
Sent: Wednesday, July 10, 2002 10:35 AM
To: Johnson, Jim (J.S.); Fournelle, Gilbert (G.)
Cc: Martin, Mike (M.S.); DiAngelo, Renaldo (R.); Attoonian, Don (D.J.); Sanders, Muriel (M.S.); Peppone, Gil (G.); Bilick, John (J.R.)
Subject: RE: Throttle Bodies

Hi Jim: I just received a call from SM Ma. Matto and Drive Tech Isaac Edward at Metro Motors in St. Croix.

Two of the four Units have had their TB replaced. The IAC DC had dropped considerably to about 29%. Please recall that I had replaced their IAC Vibs during my prior visit, as detailed below. The other two Units are scheduled later this week.

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Hi Gilbert: did you get a chance to look at the VDR data I sent you? The jury is still out if it's fuel or calibration for this new issue I found in the Islands.

Lastly: I THINK I caught a big Fish regarding the 2.0L Zetec in the Escape. I will detail in another note

today/tomorrow. In Involves the PCV system, TB airflows, lean DTC and Idle quality concerns....the convo with Isaac made me realize a complex relationship which is costing the Company \$\$ and upsetting Owners. Stay tuned..

Thank you,
Gil Peppone
Powertrain Field Quality Specialist-"PFQS" in
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Office/Answering Machine: 954-753-9989
Cell Phone 954-242-2088
"With Warranty you are Paying for the Sins of the Past"

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

From: Johnson, Jim (J.S.)
Sent: Friday, June 28, 2002 10:51 AM
To: Peppone, Gil (J.)
Cc: Martin, Mike (M.S.); DiAngelo, Renaldo (R.); Altonian, Don (D.J.); Sanders, Muriel (M.S.)
Subject: RE: Throttle Bodies

Handled, Don I will drop the extra off at your desk next week.

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

From: Peppone, Gil (J.)
Sent: Friday, June 28, 2002 9:35 AM
To: Johnson, Jim (J.S.)
Cc: Peppone, Gil (J.); Martin, Mike (M.S.); DiAngelo, Renaldo (R.); Altonian, Don (D.J.); Sanders, Muriel (M.S.)
Subject: RE: Throttle Bodies
Importance: High

Hi Jim: I just got your recent note about you sending out six Throttle Bodies to St. Croix.

Pls hold the send if possible, for I wish to include the following VINs and specific mailing instructions. Also, pls only send five TBs. I suggested that they are tagged to insure four stay in St. Croix and only one goes to St. Thomas.

Please send attention Ms. Brunetta Matto, Service Manager, at St. Croix Metro Motors. She will make sure it happens. Ricky, the Parts Manager is just as capable, but he would not necessarily be involved with the scheduling the return of the Units back to the Dealer, nor the actual installation of these TBs.

This first VIN is the Unit in **ST. THOMAS** Metro Motors:
1FMYU02142KB40441, 2430 MILES, As received It has a IAC DC of 46.5%. I personally installed a new IAC (As I did for all of them), but very oddly the IAC DC actually WENT UP to 47.85% under the same conditions. I think this TB is the most interesting of the bunch, since it's the lowest mileage Unit w/ high air flow.

The next four go on St. CROIX Metro Motor Units:

1FMYU041X1KC17227, 18,844 MILES. As received, 44.1% DC, replaced IAC, went down to 40.2%. Still slightly over spec.

1FMYU03162KA32210, 13,653 MILES, As received, 46.6%, went down to 40.3%.

1FMYU04161KF02480, 15,405 MILES, As received, 39%, stayed the SAME, 39%, after IAC installation. (Engineering wanted Units swapped above 38%).

1FMYU04132KA70783, 8619, MILES, As received 40.62%, stayed the SAME, 40%, after IAC installation.

Also, pls provide a direct shipping address for the return of these TBs back to Engineering, and not to me. They may think that they should be sent to me, as I had already provided my home address before I left.

Make sure that the return address is provided for BOTH Metro Motor locations for the TWO Islands. This would prevent a delay from St. Thomas, who may assume to return their fone TB to St. Croix, rather back directly to the States.

Thank you
Gill Peppone
Powertrain Field Quality Specialist-"PFQS" In
South Florida
Office/Answering Machine: 954-753-9989
Cell Phone 954-242-2088
"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Johnson, Jim (J.S.)
Sent: Thursday, June 27, 2002 3:39 PM
To: Peppone, Gill (J.)
Subject: Throttle Bodies

Gill, Don Altoonian is going to provide me with five Throttle Bodies, please advise the vin numbers of the units you want them changed on. I will ship them to the dealer tomorrow.

From: Johnson, Jim (J.S.)
Sent: Friday, June 28, 2002 10:51 AM
To: Peppone, Gill (J.)
Cc: Martin, Mike (M.S.); DiAngelo, Renaldo (R.); Altoonian, Don (D.J.); Sanders, Muriel (M.S.)
Subject: RE: Throttle Bodies

Handled, Don I will drop the extra off at your deek next week.

---Original Message---

From: Peppone, Gill (J.)
Sent: Friday, June 28, 2002 9:33 AM
To: Johnson, Jim (J.S.)
Cc: Peppone, Gill (J.); Martin, Mike (M.S.); DiAngelo, Renaldo (R.); Altoonian, Don (D.J.); Sanders, Muriel (M.S.)
Subject: RE: Throttle Bodies
Importance: High

Hi Jim: I just got your recent note about you sending out six Throttle Bodies to St. Croix.

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slightly over spec.

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1FMYU04161KF02460, 15,405 MILES, As received, 39%, stayed the SAME, 39%, after IAC Installation. (Engineering wanted Units swapped above 38%).

1FMYU04132KA70783, 8613, MILES, As received 40.62%, stayed the SAME, 40%, after IAC installation.

Also, pls provide a direct shipping address for the return of these TBs back to Engineering, and not to me. They may think that they should be sent to me, as I had already provided my home address before I left.

Make sure that the return address is provided for BOTH Metro Motor locations for the TWO Islands. This would prevent a delay from St. Thomas, who may assume to return their lone TB to St. Croix, rather back directly to the States.

Thank you
Gil Peppone
Powertrain Field Quality Specialist-"PFQS" in
South Florida
Office/Answering Machine: 954-753-9009
Cell Phone 954-242-2066
"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Johnson, Jim (J.S.)
Sent: Thursday, June 27, 2002 3:39 PM
To: Peppone, Gil (J.)
Subject: Throttle Bodies

Gil, Don Altoonian is going to provide me with five Throttle Bodies, please advise the vin numbers of the units you want them changed on. I will ship them to the dealer tomorrow.

From: Peppone, Gil (J.)
Sent: Friday, June 28, 2002 9:35 AM
To: Johnson, Jim (J.S.)
Cc: Peppone, Gil (J.); Marth, Mike (M.S.); DiAngelo, Renaldo (R.); Altoonian, Don (D.J.); Sanders, Muriel (M.S.)
Subject: RE: Throttle Bodies
Importance: High

Hi Jim: I just got your recent note about you sending out six Throttle Bodies to St. Croix.

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1FMYU04181KF02460, 15,405 MILES. As received, 39%, stayed the SAME, 39%, after IAC installation. (Engineering wanted Units swapped above 38%).

1FMYU04132KA70783, 8613, MILES. As received 40.82%, stayed the SAME, 40%, after IAC installation.

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Powertrain Field Quality Specialist-"PFQS" in
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Office/Answering Machine: 954-753-9989
Cell Phone 954-242-2066
"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Johnson, Jim (J.S.)
Sent: Thursday, June 27, 2002 3:39 PM
To: Pepitone, Gil (J.)
Subject: Throttle Bodies

Gil, Don Altoonlan is going to provide me with five Throttle Bodies, please advise the vin numbers of the units you want them changed on. I will ship them to the dealer tomorrow.

From: Johnson, Jim (J.S.)
Sent: Thursday, June 27, 2002 9:12 AM
To: Pepitone, Gil (J.); Bilicki, John (J.R.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Aynessazian, Kam (K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Chik, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); De Pena, Juan (J.E.); Diez, Timothy (T.P.); Fascetti, Bob (R.J.); Fomelle, Gilbert (G.); Freeland, Mark (M.); Glea, Stuart (S.); Gokhale, Renuka (R.V.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Harr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); Modonald II, John (J.M.); Jordan, Donald (D.E.); King, Robert (R.F.); Koeko, Jeff (J.R.); Kwon, Soon (S.K.); Limtiaco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Mandzuk, Roger (R.S.); Marck, Edmond (E.C.); Matasa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Nematollahi, Sonya (S.); Noteboom, Jim (J.E.); Ortmann, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquesau, Alden (A.P.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shirahel, Masaru (M.); Stigenbauer, Jeffrey (J.R.); Suarez, Rhas (R.); Takasawa, Keith (K.D.); Takubo, Hiroshi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Lea (L.H.W.); Yeung, Lam (L.); Suarez, Rhas (R.); Terzes, Laura (L.D.); Martin, Mike (M.S.); Amely, Felix (F.A.); Bradley, Joe (J.C.); Linde, Peter (P.A.); Goerling, Kimberly (K.L.); Terzes, Laura (L.D.); Bernter, Robert (R.F.); Kaercher, Don (D.F.)
Cc: DiAngelo, Renaldo (R.); Bernter, Joel (J.R.); Surti, P. J. (P.J.); Noteboom, Jim (J.E.)
Subject: RE: PFQS's Investigation Results of Virgin Islands Escape Drivability Concerns

Gil, thanks for the report and supporting WDMO on the trip. It appears you identified a few items that will benefit the group.

I did research Air Box replacements for the 2.0 and 3.0 engines and found the following.

3.0L PN, YL6Z-9600-BA - SALES	2.0L PN, YL8Z-9600-AE - SALES
2002 - 529	2002 - 80
2001 - 642	2001 - 104
2000 - 103	2000 - 52

It appears that YL6Z-9600-BA is in the process of being replaced by 2L8Z-9600-BA.

---Original Message---

From: Pepitone, Gil (J.)
Sent: Thursday, June 27, 2002 2:11 AM
Cc: Pepitone, Gil (J.); DiAngelo, Renaldo (R.); Bernter, Joel (J.R.); Surti, P. J. (P.J.); Noteboom, Jim (J.E.)
Subject: PFQS's Investigation Results of Virgin Islands Escape Drivability Concerns
Importance: High

Good evening everyone:

Here's my report on my trip.

<< File: Results of Virgin Island Escape Decell Stalls Investigation.doc >>

I will be calling in on the Conference all at 2pm today.

Call-In Info: 1-877-870-3529 or Ford net 9-1-954-1144
International Participants: 1-630-693-1704
Passcode: 7673538, then hit #

I thank the Team for all their assistance.

Gil Pepitone
Powertrain Field Quality Specialist-"PFQS" in

EN62-627 21253

South Florida

Office/Answering Machine: 954-753-0900

Cell Phone 954-242-2066

"With Warranty you are Paying for the Sine of the Past"

From: Peppone, Gil (J.)
Sent: Thursday, June 27, 2002 2:11 AM
To: Johnson, Jim (J.S.); Bilokid, John (J.R.); Corbett, Sandra (S.M.); Altocrihan, Don (D.J.); Ayneaszian, Karn (K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Chio, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweller, Daniel (D.); De Pena, Juan (J.E.); Diez, Timothy (T.P.); Faacetti, Bob (F.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Gilles, Stuart (S.); Gokhale, Renuka (R.V.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); McDonald II, John (J.M.); Jordan, Donald (D.E.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Lintacco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Mandziuk, Roger (R.S.); Marok, Edmond (E.C.); Matassa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Nematollah, Sonya (S.); Notaboom, Jim (J.E.); Ortman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Aidan (A.P.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shirashi, Masaru (M.); Stigenbauer, Jeffrey (J.R.); Suarez, Rhae (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (L.H.W.); Yeung, Lam (L.); Benintende, Robert (R.F.); Goering, Kimberly (K.L.); Suarez, Rhae (R.); Terzes, Laura (L.D.); Martin, Mike (M.S.); Wexler, Mark (M.A.); Amely, Felix (F.A.); Bradley, Joe (J.C.); Linde, Peter (P.A.); Goering, Kimberly (K.L.); Terzes, Laura (L.D.); Benintende, Robert (R.F.); Wexler, Mark (M.A.); Amely, Felix (F.A.)
Cc: Peppone, Gil (J.); DiAngelo, Renaldo (R.); Beranter, Joel (J.R.); Surti, P. J. (P.J.); Notaboom, Jim (J.E.)
Subject: PFQS's Investigation Results of Virgin Islands Escape Driveability Concerns
Importance: High

Good evening everyone:

Here's my report on my trip.



Results of Virgin Islands
Recap...

I will be calling in on the Conference all at 2pm today.

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International Participants: 1-630-693-1704
Passcode: 7673538, then hit #

I thank the Team for all their assistance.

Gil Peppone
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South Florida
Office/Answering Machine: 954-753-9988
Cell Phone 954-242-2088
"With Warranty you are Paying for the Sins of the Past"

ER82-827 21258

**Results of St. Croix/St. Thomas Virgin Island
Investigation of 3.0L Escape**

Executive Summary

A total of 22 Concern Units were Inspected by Powertrain Field Quality (PFQS) Gil Pepitone from 6/15-6/25/02.

18% of Inspected vehicles with certain key Service Actions applied and containing uncontaminated fuel were fully resolved for the "Stalling during Deceleration" Concern, as reported by Owners.

The vehicle population which had prior repair attempts, {55%} did not have TSB/Oasis SSM Service repairs fully applied for various reasons, including test data mis-interpretation, component ordering wait time, WDS test equipment procedures/hardware Issues, and "Repair Holds" for pending Engineering visitation.

However, 67% Units had **contaminated fuel and restricted fuel filters**, which may have been a **contributor** to the unverified Deceleration Stalling Issue.

A second Driveability Concern (which included Units that contained the latest calibration level) of **Hesitation during moderate engine temp** was listed as a Concern for 32% of the Units. The Hesitation Concern was then verified and data /reviewed or recorded by PFQS. However, resolution was not determined. Local fuel volatility and/or PCM calibration may root cause, but this is speculation. Further investigation is in progress.

An omission of a Diagnostic procedure in TSB 02-8-6 was found, involving the requirement for a drive cycle in order to prompt the start of the Purge Cycle for proper EVAP System evaluation.

The surface blistering of multiple MAF sensor's plastic case was reported, with a sample captured.
A second MAF related issue of tight MAF retaining nuts resulted in airbox lid breakage.

A third MAF sensor related issue of missing Part Number imprint was found on two Units.

Idle Air Control (IAC) Duty Cycles were found in 27% Units to be on the high end of the spec. In some cases, IAC replacements did not reduce DC. Also, there is a need for multiple improved IAC diagnostic procedures for TSB 02-8-6.

PFQS recommendations are listed at the end of this report.

Background

PFQS was contacted in early June to inspect and resolve the reported Decell Stalling Concern on a minimum of 10 3.0L 2001/02 Escapes on the Islands of St. Croix and St. Thomas, U.S. Virgin Islands. Both dealerships use the same name of Metro Motors.



Figure 1 Metro Motors, St. Croix, VI

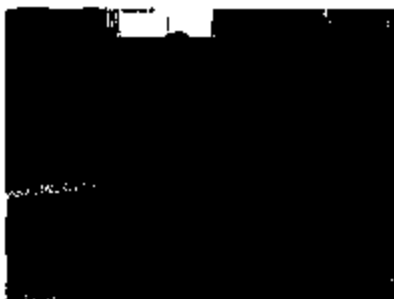


Figure 2 Bumate Natto, Service Manager



Figure 3 Issac, Driveability Technician



Figure 4 Service area at Metro Motors



Figure 5 Service area, alternate view

A review of Service records and Oasis repair histories as compared to the actual PFQS inspection of the 22 Units, indicated that corrective Service procedures were only partially performed on 55% of Units.

However, 18% of Units had been fully serviced per the existing Service Communications.

The remaining percentile involved Units which had not been to the Dealership for the Decell Stalls Concern prior to the Inspection period.

Both islands are small (St. Croix, the larger, is 28x7 miles). The terrain is very hilly, with some considerable grade angles. The

Concern of Decell Stall for 3.0L Escape is reported as most common in uneven topography as evidenced from a prior PFQS review of North American CQIS data.

Of the 22 Units inspected, 20 were at the St. Croix location, while two were done in St. Thomas. A total of four Units were originally scheduled for St. Thomas, but two were no-shows. The majority of this report's data stems from the St. Croix Dealership.

Investigation of Decell Stall

PFQS arrived on Saturday, 6/15. Basic Inspection and VDR recorder Drive Testing began that day and throughout the weekend for the three high priority Units as designated by the Dealership.

PFQS's original plan was to first verify the Drive Concern, but soon realized that Concern replication was difficult.

None of the Units ever exhibited a Stall in any drive mode during PFQS use.

On 6/17, the Inspection worksheet,



Shortcut to St. Croix Escape Vehicle Inspection Sheet.xls

, was started to be used.

Over the course of the investigation, some Units (18%) had arrived to the Dealership that had been "Owner Determined" as resolved because of prior service actions performed by the St. Croix Metro Motors.

Being a small island, word of the "Ford Rep" presence prompted some Owners to return to the Dealership for a "Health Check" on their prior resolved Units.

Only one Unit was found by PFQS with the known Concern of "spider web" EVAP line restriction.

As cited, some Units had only part of the necessary Service actions completed. Also, interpretation of some data was either misunderstood, or the existing TSB diagnostics required additional

description. On this last point, details are provided throughout Sections below.

Fuel Quality Issues

The first priority Unit investigated was described as having a different Drive Concern of "Hesitation after Cold Start".

Note that this Unit did **NOT** have the Concern of **Decell Stall** as part of the original listed complaint.

The heavy hesitation (lasting about 3 seconds) from a dead stop on a 30 degree upgrade acceleration, during a moderate engine temp range (approx 100F-160F) was replicated by PFQS. A fuel gauge had been installed along with a WDS VDR recorder. All parameters, including both fuel pressure and volume were confirmed as acceptable.

However, because this was a Returnless Fuel application, PFQS felt that his old method to check volume (filling 12oz bottle in 15 sec at idle) may not be valid.

As a result, the fuel filter was removed and blew backwards into a glass bottle:



Figure 6 Contaminated fuel, after sitting overnight .



Figure 7 Bottom view of the fuel sample-Nasty Stuff



Figure 8 This is the fuel sample after the bottle is shaken, not stirred. This is what it looks like after you blow out the fuel filter.

PFQE then realized that perhaps local fuel is a negative influence in the generation of Decell Stalls, as well as possibly contributing to the Hesitation Concern.

From that point on, every Unit was inspected for restricted fuel filter/dirty fuel. 67% of inspected Units had restricted fuel filters and dirty fuel.

However, 32% of the Units which had "Complete Service Actions" (see below), **PLUS** a new fuel filter, were **STILL** verified by PFQS for the Hesitation Concern.

Note that the latest PCM flash is included, and this includes some Units of which had the latest PCM Flash prior to PFQS visitation: the need for Adaptive Learning Strategy was **NOT** a factor for some of the repeatable Hesitation Concern Units.

It appears that the **replacement** of the restricted fuel filter did not resolve the Hesitation Concern.

However, **filter replacement** may be a **positive factor** in resolving the Decell Stalls Concern.

In defining "Complete Service Actions", PFQS includes a PCM Reflash to the latest available calibration level, the latest level EEC Relay, the latest level DPFE, a complete check of ALL grounds and connectors, proper evaluation of the EVAP Purge D.C. vs. FTP sensor voltage data and conformation of acceptable IAC D.C. values when observed during the PROPER conditions. Note that MAF replacement is not included unless the Owner cited a specific,

repetitive location during the Decell Stall event, implying local electrical "noise" generation (i.e. radio towers, etc).

New Concern of Moderate Engine Temp Hesitation discovered

PFQS then concluded: this repeatable Hesitation Concern could possibly be caused by one of two items, or perhaps both.

- a. Local Fuel Quality (suspect volatility, not just the "dirt factor")
- b. PCM Calibration

Please note that PFQS has no proof to indict either suspected root cause. PFQS is in communications with the St. Croix Service Manager for feedback of alternate fuel brand usage as recommended in an attempt to resolve those Units with the unresolved Hesitation Concern.

PFQS welcomes Engineering feedback on possible calibration issues and is willing to assist further.

In addition, a VDR recording was captured in this Hesitation drive mode on 6/25 on one Unit, which had all "Complete Service Actions" and a clean fuel filter. This data will be shared with Engineering in the very near future.

Procedural Omission in TSB 02-8-6

The Repairing Tech described the following prior repair effort.

The Tech stated that while following Step #4 of the above TSB, the EVAPVM (VMV Duty Cycle) percentage was not seen to change from Zero % at idle (as specified by the TSB) after a one hour idle.

PFQS was able to replicate this scenario on the same Unit and also for a second Unit. The fuel tanks were above ¼ full.

During discussions with Engineering during his visitation, it was suggested that the vehicle be driven to prompt the Purge Process. As a result, the purge cycle started to increase.

While Step #4 described Purge Cycle function over 84%, it's diagnostic do not describe what must be done if the value does not change from Zero% while at prolonged idle.

The Tech's interpretation of the lack of VMV Duty Cycle change from Zero % at idle resulted in the ordering of a VMV. The Tech mentioned that if VMV replacement did not prompt a purge cycle DC increase from Zero%, a PCM would have been considered for order. Potential TNI Warranty for both the VMV (9C915) and the PCM (12A650) exists.

MAF and Related Hardware Issues

Three different issues were experienced during this inspection. Please note that none involved the actual FUNCTION of the MAF. DTCs were NOT set, nor were inappropriate MAF voltage values witnessed.

However, Warranty, TNI and Real, have been generated as a result.

Item #1: The Tech described prior MAF replacements based upon the observation of the blistering of the MAF's Sensor's Surface:

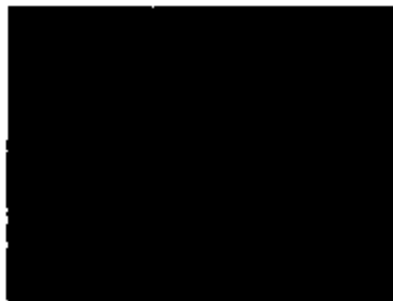


Figure 9 Blister on the MAF sensor's Case

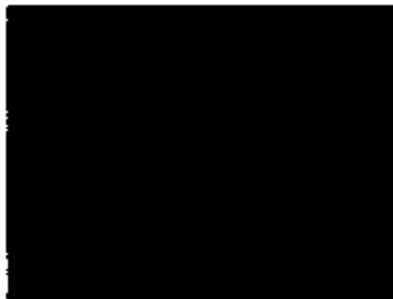


Figure 10 Close up of the Blister

The Tech cited two replacements. The Parts Dept search only produced the one item photographed here. The Tech said the other one was "worst" with multiple blisters present.

Item #2: During PFQS inspection, one of the 3.0L Escapes MAF was found to be missing the imprinted part number on the sensor's plastic body:

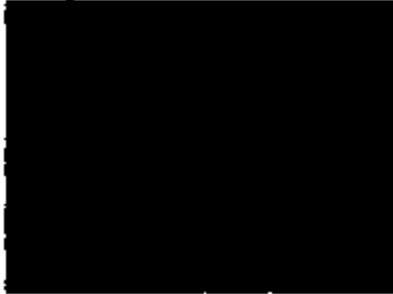


Figure 11 MAF without a imprinted part number

A second Unit, a lone 2.0L Zetec Escape was presented for inspection. This Unit (which was not supposed to be part of the Study) was reviewed as a courtesy. It too did not have a PN imprinted on it. It was not replaced. However, the Tech felt it should be, because of the uncertainty of the level of the MAF component. This indicates that TNI Warranty may result for MAF due to the missing PN.

Item #3: During the removal of the MAF for one Unit for updates per the TSB (Owner reported Stalls In one particular location), the retaining nuts were found very tight. Hand tools, not power tools were used.

During the attempted removal, the studs started to unscrew from the airbox lid. One of the plastic bosses of the airbox stud broke as a result:

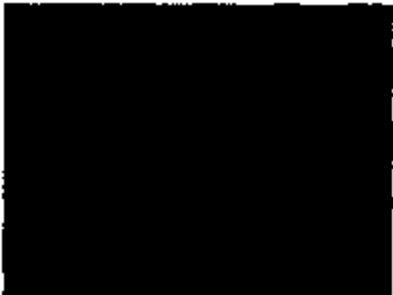


Figure 12 Airbox lid that contains MAF retaining studs

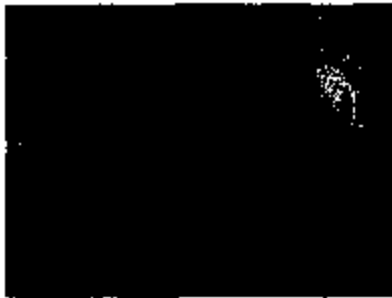


Figure 13 As stud walked out, it broke the case's boss



Figure 14 This is the rear view of the case's boss



Figure 15 A second stud walked out, but the case did not break. The witness marks are pilots on the threads.

At first PFQS suspected the nuts as over torque. A subsequent inspection found "Lock Tite" substance on the fine thread end of the studs. It is possible the adhesive is too strong.

As these MAFs are being replaced per the TSB, it is possible Warranty will be generated for the YL8U-9643-BC Airbox Lid.

Intake Airflow Control (IAC) Solenoid Duty Cycle Value Results

As part of requested Engineering data, IAC Duty Cycle values were monitored per Step #1 of TSB 02-8-6. Note that awareness of proper

conditions to determine acceptable IAC D.C. were not understood by all repair Techs interviewed. While IACs had been replaced on some Units, those were probably changed mainly as part of a general repair attempt, and not necessarily due to data acquisition.

As a result, some repeat Concern Units (46%) required IAC and in some instances, Throttle Body (TB) replacement.

Pls note, however, TBs were not available at the Dealership, and Engineering shipment did not arrive during PFQS visitation. The Engineering shipment of IACs did arrive and most were used.

Idle Air Control (IAC) Duty Cycles were found in 27% Units to be on the high end (greater than 40%) of the allowable spec.

30% of Units with IAC replacement did NOT realize a substantial change (less than 1%) for IAC D.C. value.

Other Units (8%) realized a desired small decrease in D.C., but their final value was still above acceptable range of 40% per the TSB, which would then require a TB replacement.

The high airflow D.C. after IAC replacement indicates either initial throttle body airflow set and/or plate sludge build-up.

Mileage range for unchanging D.C. values after IAC replacement were 2K-18K.

If the pending shipment of TBs arrive at Metro Motors St. Croix, PFQS is to be contacted. Concern Units will be requested for return and their TB will be replaced and then sent to PFQS, who in turn will return same to Engineering.

Additional IAC Diagnostic Improvements are provided below in the Recommendations Section.

Recommendations

1. A Market directed "Info Only" Oasis Broadcast Message should be generated to emphasize fuel filter/fuel quality as part of routine inspection when diagnosing all Driveability Concerns. Locations could include the Caribbean Islands and other

Markets were local Service Facilities practices come into question.

2. A review of TSV 02-8-6, Step #4 should be conducted for consideration of the inclusion of a drive cycle prior to inspection of EVAP Purge VMV Duty Cycle values. This drive cycle would only be used for those Units which do not show an increase from 0% at idle. A time factor should be provided to aid the Tech on when he should perform the drive cycle.
Also, if fuel tank level is an influencing factor for valid EVAP evaluation, an acceptable fill range should be included in any TSB revision.
3. The three issues cited which involve MAF should be investigated by Ford Engineering and Visteon. MAF Sensor blistering, missing MAF PNs, and tight MAF retaining nut on airbox studs are subject.
4. A review of TSB 02-8-6, step #1 should be conducted to clarify and emphasize the definition of "no purge flow". This subtle reference was overlooked by all Techs interviewed. Specific reference, similar to Step #4 wording, which involves a PID definition and values (i.e.: observe IAC D.C. while EVAPVM is Zero%) is necessary to enable ALL Techs to properly diagnose the true need for IAC replacement.
If there is confusion, the part will be replaced on an assumption, and not the result of data acquisition.

Also, the converse is true: some Units will quickly START the purge cycle, before IAC D.C. could be read under proper conditions. A work around can be done by shutting off ignition and immediately restarting, and then waiting for all other conditions (RPM to return to 750) to be proper before reading IAC D.C. This additional procedure should be considered for inclusion to any TSB revision.

A reference to the Catalyst Protection of a 50 RPM increase for a base idle of 800RPM should be included. Also, instructions to apply throttle briefly to reduce this RPM value to return to 750

RPM is necessary to allow the Techs to determine true IAC D.C. and is recommended for TSB revision inclusion.

5. A review for the need to spray insect/spider removal agent should be conducted. It is conceivable that the above TSB's Step #5 will temporarily remove a spider from the EVAP fresh air line, but there is nothing to prevent the return of another spider. Should we use something to stop the potential cycle of web build up?

I will be calling into the "Escape Stalls Team" 2PM conference call on 6/27/02 to discuss my inspection.

Gil Pepitone
Powertrain Field Quality Engineer In

South Florida

gpepito@ford.com
Office 954-753-9989
Cell 954-242-2066

From: Dalbo, Bob (R.J.)
Sent: Friday, June 14, 2002 5:29 PM
To: Peppone, Gil (J.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: Inspection Sheet for St. Croix Vehicle Inspection

Gil,
Please don't drill out any throttle plates. For one thing, it's not approved practice, and for another, we'd like to get back any you have problems with.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 786-2658 Email: rdalbo@ford.com

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

From: Peppone, Gil (J.)
Sent: Friday, June 14, 2002 3:23 PM
To: Johnson, Jim (J.S.); Bilicki, John (J.R.); Corbett, Sandra (S.M.); DiAngelo, Renaldo (R.); Altoonian, Don (D.J.); Aynessazian, Kam (K.); Bauer, Scott (S.C.); Bhojwani, Kamel (K.); Blackburn, Thomas (T.J.); Bogama, John (P.); Chick, John (J.); Chin, Ming-Miu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Faacetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hoffman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); McDonald II, John (J.M.); Jordan, Donald (D.E.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Limtaco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Mandziuk, Roger (R.S.); Marck, Edmond (E.C.); Matasa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigetl (S.); Nemotohshi, Sonya (S.); Noteboom, Jim (J.E.); Ortmann, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquasou, Alden (A.P.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shirahshi, Masaru (M.); Stigenbauer, Jeffrey (J.R.); Suarez, Rhae (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Vaenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Lee (LHW.); Yeung, Lam (L.); Beninkende, Robert (R.F.); Fernandez, Ruben (R.); Bradley, Joe (J.C.); Goering, Kimberly (K.L.); Suarez, Rhae (R.); Terzes, Laura (L.D.); Martin, Mike (M.S.); Weder, Mark (M.A.); Amely, Felix (F.A.)
Cc: Peppone, Gil (J.)
Subject: Inspection Sheet for St. Croix Vehicle Inspection

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I intend on extensively driving these Units until I deem it impossible for Concern replication.

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<< File: St. Croix Escape Vehicle Inspection Sheet.doc >>

FYI...

Gil Peppone
Powertrain Field Quality Specialist-"PFQS" in
South Florida
Office/Answering Machine: 954-753-9989
Cell Phone 954-242-2066
"With Warranty you are Paying for the Sins of the Past"

From: Steven Lintiac [SLintiac@mazdausa.com]
Sent: Friday, June 14, 2002 4:48 PM
To: 'msander6@ford.com'
Cc: 'rdalbo@ford.com'
Subject: FW: Inspection Sheet for St. Croix Vehicle Inspection



St. Croix Escape
Vehicle Inspe...

Muriel,

Gil mentions drilling out throttle plate openings in his attached form. Is this a Ford recommended repair? I thought there should be no modification of parts in the field. Please comment. Thanks!

Steve Lintiac
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slintiac@mazdausa.com

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

From: Pepitone, Gil (J.) [mailto:gpepiten@ford.com]
Sent: Friday, June 14, 2002 12:23 PM
To: Johnson, Jim (J.S.); Bilicki, John (J.R.); Corbett, Sandra (S.M.); DiAngelo, Renaldo (R.); Altoonian, Don (D.J.); Aynessazian, Kam (K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Chick, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); De Pena, Juan (J.E.); Diez, Timothy (T.P.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Ranuka (R.V.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); McDonald II, John (J.M.); Jordan, Donald (D.E.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Lintiac, Steven (S.); Linde, Peter (P.A.); Liu, Jana (J.); Mandziuk, Roger (R.S.); Marck, Edmond (E.C.); Matesa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Nematollahi, Sonya (S.); Noteboom, Jim (J.E.); Ortman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shiraishi, Masaru (M.); Stilgenbauer, Jeffrey (J.R.); Suarez, Rhae (R.); Takasawa, Keith (K.D.); Takubo, Hiroichi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.); Yeung, Lem (L.); Benintende, Robert (R.F.); Fernandez, Ruben (R.); Bradley, Joe (J.C.); Goering, Kimberly (K.L.); Suarez, Rhae (R.); Terzas, Laura (L.D.); Martin, Mike (M.S.); Wexler, Mark (M.A.); Amaly, Felix (F.A.)
Cc: Pepitone, Gil (J.)
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<<St. Croix Escape Vehicle Inspection Sheet.doc>>

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"With Warranty you are Paying for the Sins of the Past"

**Escape Stalls Concern Vehicle Inspection Data
In St. Croix by Gil Peppone 6/15/-8/24/2002**

Date:

Owner:

VIN:

M.Y.:

Mileage:

**Conditions during Owner's experience, including heavy
keys/radio towers?**

Calibration level:

**DTCs? If P1000, check OBD monitor status/measure KAM Pin 55
If OBD is dumb:**

DPFE level {2A07 or later}

MAF level {BA?}

Relay PN level OK? {White letters NG} /Terminals go/no go?

PCM Hardware level/ "160" or "161"?:

Connectors/Grounds in order of inspection flow

C270b

G300

G104

G105

G101

C110

C133

G100

C270c

C270d

CPS pigtail contacting A/C pulley?

Rattle Ignition key/engine cuts out?

Stabilized RPM Value in Park, Fan off, A/C off, no Purge flow, not prolonged Idle time:

Stabilized IAC Duty Cycle Percentage in P/N, A/C off:

TPS voltage {Bogle .9 \pm .05}:

Relationship of EVAP % value vs. FTP Voltage ok?

If no OK, what were values?

If relation not ok, did tapping on VMV make FTP voltage jump/engine's reaction?

Position of Flapper Valve ok?

PFQS drive results/Verified?

If verified, what were conditions?

Repairs/adjustments to vehicle:

H2O witness marks/Rust in Left Kickpanel?

Restricted EVAP line?/Blew out??

Replaced Flapper Viv if web found?

Drilled out TB plate holes? If so, what size drill bit?/New IAC

D.C.?

Tightened any Ground/stalled connectors?
Changed DPFE?
Changed IAC?
Changed MAF?

Additional Comments:

From: Peppone, Gil (J.)
Sent: Friday, June 14, 2002 3:23 PM
To: Johnson, Jim (J.S.); Bilicki, John (J.R.); Corbett, Sandra (S.M.); DiAngelo, Renaldo (R.); Altoonian, Don (D.J.); Aynessazian, Kam (K.); Bauer, Scott (S.C.); Bhojwani, Karnal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Chick, John (J.); Chih, Ming-Miu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweller, Daniel (D.); De Pena, Juan (J.E.); Diez, Timothy (T.P.); Fascetti, Bob (R.J.); Fomelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); McDonald II, John (J.M.); Jordan, Donald (D.E.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Lintjaco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Mandziuk, Roger (R.S.); Marck, Edmond (E.C.); Mateoa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Nematollahi, Sonya (S.); Noteboom, Jim (J.E.); Ortman, James (J.W.); Powers, Ken (K.W.); Price, Marlin (M.); Raquepau, Aidan (A.P.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shiraiishi, Masaru (M.); Stiggenbauer, Jeffrey (J.R.); Suarez, Rhea (R.); Takasawa, Keith (K.D.); Takubo, Hiroichi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Les (L.H.W.); Yeung, Lem (L.); Benintande, Robert (R.F.); Fernandez, Ruben (R.); Bradley, Joe (J.C.); Goering, Kimberly (K.L.); Suarez, Rhea (R.); Terzes, Laura (L.D.); Martin, Mike (M.S.); Wexler, Mark (M.A.); Amely, Felix (F.A.)
Cc: Peppone, Gil (J.)
Subject: Inspection Sheet for St. Croix Vehicle Inspection

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St. Croix Escape
Vehicle Insp...

FYI...

Gil Peppone

Powertrain Field Quality Specialist-"PFQS" in

South Florida

Office/Answering Machine: 954-753-9989

Cell Phone 954-242-2060

"With Warranty you are Paying for the Sins of the Past"

EA02-027 21200

**Escape Stalls Concern Vehicle Inspection Data
in St. Croix by Gil Peppone 6/15/-6/24/2002**

Date:

Owner:

VIN:

M.Y.:

Mileage:

**Conditions during Owner's experience, including heavy
keys/radio towers?**

Calibration level:

**DTCs? If P1000, check OBD monitor status/measure KAM Pin 55
If OBD is dumb:**

DPFE level {2A07 or later}

MAF level {BA?}

Relay PN level OK? {White letters NG} /Terminals go/no go?

PCM Hardware level/ "160" or "161"?:

Connectors/Grounds in order of inspection flow

C270b

G300

G104

**G105
G101
C110
C133
G100
C270c
C270d
CPS pigtail contacting A/C pulley?**

Rattle Ignition key/engine cuts out?

Stabilized RPM Value in Park, Fan off, A/C off, no Purge flow, not prolonged Idle time:

Stabilized IAC Duty Cycle Percentage in P/N, A/C off:

TPS voltage (Bogle .9 \pm .05):

Relationship of EVAP % value vs. FTP Voltage ok?

If no OK, what were values?

If relation not ok, did tapping on VMV make FTP voltage jump/engine's reaction?

Position of Flapper Valve ok?

PFQS drive results/Verified?

If verified, what were conditions?

Repairs/adjustments to vehicle:

H2O witness marks/Rust in Left Kickpanel?

Restricted EVAP line?/Blew out??

Replaced Flapper Vlv If web found?

**Drilled out TB plate holes? If so, what size drill bit?/New IAC
D.C.?**

Tightened any Ground/stalled connectors?
Changed DPFE?
Changed IAC?
Changed MAF?

Additional Comments:

Rpt#: 1LQIM002 NHL Rpt: 12/17/2001 Odom: 332 M
Rvwd: Y File: _ Folder: _ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4_XLT ,WAGON 1FMYU04152KA70784 Bld: 10/05/2001
Engine: 3.0L DUR Calb: Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: F0W44 Metro Motors S.C. Inc. Ph#: (340) 773-2121
Country: VIRGIN ISLAN City: Christiansted, S Orig/Caller: JOSÉ FLORES
Symptom: 6 07 7 93 DRVABL,STALL/QUITS,DECELERATION,ALL ENGINE TEMP
Addl Sym: INTERMITTENT STALLS/QUITS. St: CCRG/EPRC: S Rvwd: A Dt: 03/14/2002
Fix: Caus. Comp: - Condition Code:
Hotliner: JCHACON3 Phone: 313 317-7047 Regn Cd: 9A FCSD REGION-9A
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

REPAIR SPANISH SPEAKER/HABLA ESPAÑOL

THE TECHNICIAN WORKING ON THIS VEHICLE STATES THE ENGINE CUTS OUT AT TIMES, UNABLE TO DUPLICATE THE CONCERN. THE EBC-V POWER RELAY WAS REPLACED BUT IT SEEMS TO MAKE NO DIFFERENCE. ANY KNOWNS? REQUESTING TECHNICAL ADVISE.

RECOMM REPORT #: 1KIFU001

ISM 01-10-031 TAP TEST EEC PWR RELAY, REPLACE IF NECESSARY
SSM 15434 R&R EEC PWD RELAY W/ F0AZ-14N089-A, CK CONN PINS ALSO ADVISED THE TECHNICIAN FOR THIS CONCERN SUGGEST TO TRY TO DUPLICATE THE CONCERN BEFORE ANY REPAIR ATTEMPT. RE-RUN OASIS AND REVIEW SPECIAL SERVICE MESSAGE 15434.

REPAIR 03/12/2002 08:20AM JOSE CHACON MSS - FCSD - TECH SVC HOTLINE
THE TECHNICIAN AND FIELD SERVICE ENGINEER (RUBEN, FERNANDEZ) ARE CURRENTLY WORKING ON THIS VEHICLE WITH AN STALL CONCERN AT IDLE, THEY ARE CURRENTLY LOOKING FOR UPDATES.

RECOMM ISM 02-01-070 INT STALL,PERFORM SSM 15589,CK VMV STICKING,TEST EVAP
SSM 15589 REFLASH (PCM) W WDS VERSION B17.1 OR LATER ADVISED THE TECNICIAN AND FIELD SERVICE REPRESENTATIVE TO RBVIEW SSM 15589. ADVISED THE FIELD SERVICE ENGINEER TO REFER TO THE CQIS SYSTEM AND REVIEW THE ABOVE LISTED ISM. PROVIDED ALL THE INFORMATION TO THE TECHNICIAN ON WHAT TO LOOK FOR, AS DESCRIBED PER ISM 02-01-070.

REPAIR 03/27/2002 02:57PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE
TECH STATES THE VEHICLE IS BACK AGAIN FOR A STALL CONCERN. HE STILL CANNOT DUPLICATE THE CONCERN. HE HAS CHECKED ALL THAT WAS RECOMMENDED. HE IS SEEKING ANY UPDATES

RECOMM ISM 02-01-070 INT STALL,PERFORM SSM 15589,CK VMV STICKING,TEST EVAP
ADIVSED TECH OF ABOVE ISM INFORMATION.

Rpt#: 2DBA002 EXPORT Rpt: 04/02/2002 Odom: 2,551 M
Rvwd: Y File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04152KA70784 Bld: 10/05/2001
Engine: 3.0L DUR Calb: Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: F0W44 Metro Motors S.C. Inc. Ph#: (340) 773-2121
Country: VIRGIN ISLAN City: Christiansted, S Orig/Caller: DESIREE ILLIDGEZ
Symptom: 6 07 6 00 DRVABL,STALL/QUITS,AT CRUISE,OTHER-CODE NA
Addl Sym: St: CCRG/EPRC: S Rvwd: A Dt: 04/12/2002
Fix: Caus. Comp: PROCESSOR ASSY -- RPR Condition Code:
Cust Sat? Prt St: MIL? ABA? Air Temp: Survey? N
EO: EC: Intmit?
ER: CB: Sym Vt?
CONCER WHILE DRIVING THE STEERING WHEEL GETS HARD AND VEHICLE CUTS OUT WHILE
DRIVING.
REPAIR 2L8A-12A630-AD REPROGRAM PCM, CHECK GROUND G-300, G100, G104, G105.
REMOVED BATTERY AND BATTERY TRAY TO ISPECT GROUND. REMOVED DRIVER S
SEAT TO INSPECT G-308 GROUND. CALLED HOTLINE # 1LAIM002.
ADD-ON 05/06/2002 10:46AM FAMIKA JACKSON MSS - FCSD - EDSRADMIN
PLEASE NOTE CORRECTION OF HOTLINE NUMBER. SHOULD BE 1LQIM002.

Rpt#: 2E1AE033 EXPORT --K 200200014187 Rpt: 05/09/2002 Odom: 5,290 M
Rvwd: Y File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04152KA70784 Bld: 10/05/2001
Engine: 3.0L DUR Calb: Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: F0W44 Metro Motors S.C. Inc. Ph#: (340) 773-2121
Country: VIRGIN ISLAN City: Christiansted, S Orig/Caller: DESIREE ILLIDGEZ
Symptom: 6 07 6 00 DRVABL,STALL/QUITS,AT CRUISE,OTHER-CODE NA
Addl Sym: St: CCRG/EPRC: _ Rvwd: Dt:
Fix: N Caus. Comp: -- Condition Code:
Cust Sat? Prt St: MIL? ABA? Air Temp: A Survey? N
EO: EC: Intmit?
ER: CB: Sym Vt?
CONCER VEHICLE SHUTS OFF WHILE DRIVING.
TECH/C ROAD TEST VEHICLE, CANNOT VERIFY CUSTOMER COMPLAINT, BECV DIAGNOSTIC
TEST, NO DTC, MONITOR TEST, VACUUM LEAK TEST, FUEL PRESSURE TEST,
IGNITION TEST, REPROGRAM PCM, CHECK PCM RELAY, MAP SENSOR, IAC VALVE
SENSOR, GROUND G-300, G-100, G-104, G-105, 5-101. NO PROBLEM FOUND.
CALLED HOTLINE FOR ASSISTANCE. 1LQIM002.

From: Williams, Les (LHW.)
Sent: Wednesday, April 10, 2002 8:18 PM
To: Dalbo, Bob (R.J.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: Having too much fun...

Her Name is [REDACTED]. On the sheet Scott gave me I do not have her VIN, she lives in EL Paso, TX. She went to 'Casa Ford' (Excellent, excellent service she said) and the service tech who helped her is named Flick.

Hope this helps big dawg.

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Wednesday, April 10, 2002 12:04 PM
To: Williams, Les (LHW.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: Having too much fun...

Les,
If you have the customer's name and VIN and the dealer name, address, etc. we should be able to track it down.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 786-2858 Email: rdalbo@ford.com

—Original Message—

From: Williams, Les (LHW.)
Sent: Wednesday, April 10, 2002 11:39 AM
To: Dalbo, Bob (R.J.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: Having too much fun...

I don't know, I asked her and she wasn't sure which wire...what I will do is call her again and ask her to track down her paperwork so she can get back to me. I'll keep you posted...

—Original Message—

From: Dalbo, Bob (R.J.)
Sent: Wednesday, April 10, 2002 11:23 AM
To: Williams, Les (LHW.); Sanders, Muriel (M.S.)
Subject: RE: Having too much fun...

Fascinating - especially the hesitation thing! How do we track down what wire was rubbing?

I'm glad you're finally getting some joy out of this stall flaccid

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 786-2858 Email: rdalbo@ford.com

—Original Message—

EP82-827 21284

From: Williams, Les (LHW.)
Sent: Tuesday, April 09, 2002 8:01 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: Having too much fun...

dammit I gotta share this with ya'll...

I'm talkin' on the phone with an elderly lady from TX, and it turns out her car never stalled just hesitated b/c an insulated wire was touching a component and causing vehicle to hesitate on acceleration (if wire was not insulated it would have shut vehicle off). She said this has been a prob on many escapes, and her situation is cool now. Had a great convo about Mexican food.

From: Dalbo, Bob (R.J.)
Sent: Wednesday, April 10, 2002 12:04 PM
To: Williams, Les (LHW.)
Co: Sanders, Muriel (M.S.)
Subject: RE: Having too much fun...

Les,

If you have the customer's name and VIN and the dealer name, address, etc. we should be able to track it down.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Williams, Les (LHW.)
Sent: Wednesday, April 10, 2002 11:39 AM
To: Dalbo, Bob (R.J.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: Having too much fun...

I don't know, I asked her and she wasn't sure which wire...what I will do is call her again and ask her to track down her paperwork so she can get back to me. I'll keep you posted...

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, April 10, 2002 11:23 AM
To: Williams, Les (LHW.); Sanders, Muriel (M.S.)
Subject: RE: Having too much fun...

Fascinating - especially the hesitation thing! How do we track down what wire was rubbing?

I'm glad you're finally getting some joy out of this stall fiasco!

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Williams, Les (LHW.)
Sent: Tuesday, April 09, 2002 8:01 PM

2002-027 21286

To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: Having too much fun...

dammit I gotta share this with ya'll...

I'm talkin' on the phone with an elderly lady from TX, and it turns out her car never stalled just hesitated b/c an insulated wire was touching a component and causing vehicle to hesitate on acceleration (if wire was not insulated it would have shut vehicle off). She said this has been a prob on many escapes, and her situation is cool now. Anyways, we get into a cool conversation about TX and she asked me to make her car payments. I said only if you cook my dinner for the next 5 yrs. She says no prob, and asked if I like Mexican. We get into this long conversation about how sunny it is down there and she says, 'Man I have a great Tan from all this weather, you gotta get out of MI and move down south' I go, 'I got you beat lady, I'm BLACK...I have a permanent tan.' We laugh for about 3 minutes non-stop. I'm having too much fun (and not getting enough sleep).

From: Williams, Lee (LHW.)
Sent: Wednesday, April 10, 2002 11:39 AM
To: Dalbo, Bob (R.J.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: Having too much fun...

I don't know, I asked her and she wasn't sure which wire...what I will do is call her again and ask her to track down her paperwork so she can get back to me. I'll keep you posted...

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

From: Dalbo, Bob (R.J.)
Sent: Wednesday, April 10, 2002 11:23 AM
To: Williams, Lee (LHW.); Sanders, Muriel (M.S.)
Subject: RE: Having too much fun...

Fascinating - especially the hesitation thing! How do we track down what wire was rubbing?

I'm glad you're finally getting some joy out of this stall fiasco!

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 785-2858 Email: rdalbo@ford.com

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

From: Williams, Lee (LHW.)
Sent: Tuesday, April 09, 2002 8:01 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: Having too much fun...

dammit I gotta share this with ya'll...

I'm talkin' on the phone with an elderly lady from TX, and it turns out her car never stalled just hesitated b/c an insulated wire was touching a component and causing vehicle to hesitate on acceleration (if wire was not insulated it would have shut vehicle off). She said this has been a prob on many escapes, and her situation is cool now. Anyways, we get into a cool conversation about TX and she asked me to make her car payments. I said only if you cook my dinner for the next 5 yrs. She says no prob, and asked if I like Mexican. We get into this long conversation about how sunny it is down there and she says, 'Man I have a great Tan from all this weather, you gotta get out of MI and move down south' I go, 'I got you beat lady, I'm BLACK...I have a permanent tan.' We laugh for about 3 minutes non-stop. I'm having too much fun (and not getting enough sleep).

From: Dalbo, Bob (R.J.)
Sent: Wednesday, April 10, 2002 11:23 AM
To: Williams, Lee (LHW.); Sanders, Muriel (M.S.)
Subject: RE: Having too much fun...

Fascinating - especially the hesitation thing! How do we track down what wire was rubbing?

I'm glad you're finally getting some joy out of this stall fiasco!

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

—Original Message—

From: Williams, Lee (LHW.)
Sent: Tuesday, April 09, 2002 8:01 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: Having too much fun...

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I'm talkin' on the phone with an elderly lady from TX, and it turns out her car never stalled just hesitated b/c an insulated wire was touching a component and causing vehicle to hesitate on acceleration (if wire was not insulated it would have shut vehicle off). She said this has been a prob on many escapes, and her situation is cool now. ANYways, we get into a cool conversation about TX and she asked me to make her car payments. I said only if you cook my dinner for the next 5 yrs. She says no prob, and asked if I like Mexican. We get into this long conversation about how sunny it is down there and she says, 'Man I have a great Tan from all this weather, you gotta get out of MI and move down south' I go, 'I got you beat lady, I'm BLACK...I have a permanent tan.' We laugh for about 3 minutes non-stop. I'm having too much fun (and not getting enough sleep).

From: Bhojwani, Kamal (K.)
Sent: Wednesday, April 24, 2002 8:05 AM
To: Wojcik, Karl (K.W.)
Cc: Dalbo, Bob (R.J.); Sanders, Murlal (M.S.)
Subject: FW: Escape/Tribute Stall

Karl,
Bob Dalbo's team has the lead on this issue. I worked for him on this issue for some time last year, but he can probably provide you with more current information.

Regards,

Kamal Bhojwani

Escape/ Tribute Vehicle Integration
Product Development Center, Suite 2H-C48
Phone: (313) 32-21532
Fax: (313) 24-87059

---Original Message---

From: Wojcik, Karl (K.W.)
Sent: Wednesday, April 24, 2002 7:38 AM
To: Bhojwani, Kamal (K.)
Cc: Gardner, William (W.M.); Hayden, John (J.T.)
Subject: Escape/Tribute Stall

Kamal,

Last week Tuesday, I was driving to work in my Tribute and when entering the I-94 freeway from I-75 my vehicle stalled and the service engine light and the charging system light came on. I took the vehicle to the R&E service center immediately that morning. They had sent it to Livonia Mazda for them to look at. Livonia Mazda wasn't able to find anything wrong with it and returned it back to me yesterday. I was out in the R&E parking lot with Danny (team leader at service center) and I just tapped lightly on the PCM relay with the JB cover and the engine stalled. I did this twice.

I was also mentioning this to Bill Gardner who has an Escape, and he said the same thing happened to him the following day. We did the same test on his relay and stalled his vehicle twice. I also tried this on my Mountaineer and was unable to stall the engine.

Bill and I discussed this with John Hayden (relay engineer) and he said that he was familiar with this issue and that powertrain had taken over this investigation.

I have three questions: How long does power need to drop-out before the engine will stall?
What is being done about this and has dealers been made aware of this? Livonia Mazda was not aware of this situation. What can I do to make sure this doesn't happen again?


Karl Wojcik


Technical Specialist, Body E/E Subsystems
and Modules - Ford Motor Company Building 5, Cube 1D055

✉ (e-mail): kwojcik@ford.com

(Pager) 313 814-3378

EP82-027 21312

 (phone/fax): 1 313 32-21619

 (alternate fax): 1 313 32-32923

From: Moorhouse, Scott (S.R.)
Sent: Wednesday, July 24, 2002 8:21 AM
To: Fascetti, Bob (R.J.); Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: FW: fopa repeat stall vehicle

Scott Moorhouse
U204 PTSE Resident Engineer
Kansas City Assembly Plant
(ph) 816-459-1985 (fax) 816-459-1728
smoorhou@ford.com

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

From: Stigenbauer, Jeffrey (J.R.)
Sent: Wednesday, July 24, 2002 7:59 AM
To: Moorhouse, Scott (S.R.)
Cc: New, Michael (M.D.); Ray, Charles (C.); Gokhale, Renuka (R.V.); Jordan, Donald (D.E.); Linde, Peter (P.A.); Backstrom, Stephanie (S.L.); Rockett, Royce (R.R.); thaney@lear.com
Subject: RE: fopa repeat stall vehicle

Scott, This fastener is not designated as an inverted delta. I have written engineering change concern C11394835 to revise the designation. I have also pulled an alert A11394835 for the plant to start controlling the torque of this fastener as an inverted delta. I discussed this Reggie Hamilton this morning. He will add this fastener to his route.

Jeff Stigenbauer
U204 PVT Electrical Engineer
Phone/FAX: 816-459-1875

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

From: Moorhouse, Scott (S.R.)
Sent: Wednesday, July 24, 2002 6:01 AM
To: Stigenbauer, Jeffrey (J.R.); New, Michael (M.D.); Ray, Charles (C.)
Subject: fopa repeat stall vehicle

Vehicle was determined to have a loose ground on the right fenderwell down by the throat of the washer bottle. This is a double wire eyelet that grounds to the body. Chassis repairmen have seen no-starts resulting from this ground being loose. Can you tell me what the designation is for that eyelet? I will proceed to get it a delta designation.

Scott Moorhouse
U204 PTSE Resident Engineer
Kansas City Assembly Plant
(ph) 816-459-1985 (fax) 816-459-1728
smoorhou@ford.com

From: Noteboom, Jim (J.E.)
Sent: Tuesday, August 06, 2002 5:12 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: FW: U204 Stall Investigation, 7-26-02—Signal return wiring issues.

You probably are already aware of this but I noticed you were not on the distribution of this note.

FYI

Jim Noteboom
Powertrain Field Quality Specialist/Denver
Phone: 303.674.4015 FAX: 303.674.5730
Cell: 303.921.2078

---Original Message---

From: Goodwin, William (W.R.)
Sent: Tuesday, July 30, 2002 3:21 PM
To: Noteboom, Jim (J.E.); Moorhouse, Scott (S.R.)
Cc: Yeung, Lam (.); Benz, Greg (G.H.)
Subject: RE: U204 Stall Investigation, 7-26-02—Signal return wiring issues.

We have data from Kelvin Dobbins in advanced controls suggesting that there is a wiring harness error on the signal return circuit on U204 production vehicles. This could be part of some field issues you are experiencing on the vehicle. The intended configuration for the signal return is supposed to be a clean ground circuit. On the U204, I am told that this circuit is grounded to both engine block and the PCM ground location. This basically couples significant ignition noise (and other noise sources) into any device using signal return.

I do not know enough about your control system to speculate on the potential problems of this design. If nothing else, this should be corrected for all production harnesses as soon as it can be reasonably implemented. I have no information that this is related to the problems below, but I believe there should be an assessment a potential interaction effect.

Here is Kelvin Dobbins note:

We have also checked this out on a vehicle. Although we see the common mode noise problem on the cld signal on the vehicle as well, we are only getting one simultaneous fuel pulse before the start of sefl.



vehicle checkout.doc

The tiff preview images in the Word file are a little crude. If you want a higher resolution image, you can either print it out on a postscript printer or create a pdf file using adobe distiller.

Kelvin Dobbins
Senior Technical Specialist
Powertrain Controls Research and Development
Ford Research Laboratories
Gas Turbine Laboratory, Rm. 1115
Phone: 313-322-0457
Fax: 313-917-7404
email: kdobbins@ford.com

Please contact me if you would like to discuss further.

Regards,

EA02-027 21338

Bill Goodwin

Product Design Engineer, Ignition Systems

V Engine Engineering, Ford Motor Company

Tel: 313 337-9579 Fax: 313 360-4084

email: wgoodwin@ford.com

textpage mailto:3137960571@alphapage.a1r1ouch.com

—Original Message—

From: Noteboom, Jim (J.E.)
Sent: Tuesday, July 30, 2002 11:27 AM
To: Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); 'Cary Powell'; Chick, John (J.); Chih, Ming-Nliu (M.N.); Chin, Darrel (D.); Czubelt, Sandra (S.M.); Dalbo, Bob (R.J.); 'Dan Rothweiler'; De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Duwall, Allen (A.W.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Frestland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Goodwin, William (W.R.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Jiyunkhiro (J.); Jensen, Ted (T.E.); 'John McDonald'; 'Jones, Andy'; Jordan, Donald (D.E.); Kanal, Shihji (S.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Le, Dzung (D.H.); Limitaco, Steven (S.); Linda, Peter (P.A.); Liu, Jane (J.); Mandzduk, Roger (R.S.); Marck, Edmond (E.C.); Matasa, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); McGee, Brett (B.L.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); 'Morgan, Tom'; Morishima, Shigeki (S.); 'Naveed Khan'; Nematollahi, Sonya (S.); 'Nkolali, Bernier'; Orman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Aiden (A.P.); Shah, Kiran (K.C.); Shiraishi, Masaru (M.); Shigenbauer, Jeffrey (J.R.); Suarez, Rhea (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Lea (LHW.); Yeung, Lem (.)
Subject: RE: LZ04 Stall Investigation, 7-26-02

VEH: '02 Escape VIN: 1FMCU04112KD11749 BUILT: 4-11-02 MILES: 1650

CUSTOMER: [REDACTED] LOCATION: Northglenn, Colo.

COMPLAINT: Starts in slow trans. Note: the stall occurs in the same location (80th between Wadsworth and 36) as the previous vehicle; checked this out and there are high tension lines crossing the road there.

TSB and SSM results:

- IAC=34%
- EVAP system passed.
- DPFE and EEC relay are the latest.
- Keys do not have excessive weight.
- All related grounds were secure.

Based on the stall location and the possibility of RFI, the MAF was updated to a 1L2Z-BA.

Also on this vehicle the battery was leaking from the seam on the corner opposite the negative post (see photos). The customer stated that when the vehicle was purchased, the original batt. was dead and was replaced. This batt. was not a service piece but looked like original equipment so it's history is in question. A new service batt. was installed.

<< File: MVC-038F.JPG >>
Serial no.

<< File: MVC-040F.JPG >>
Acid drip from seam.

Jim Noteboom
 Powertrain Field Quality Specialist/Denver
 Phone: 303.674.4015 FAX: 303.674.5730
 Cell: 303.921.2076

ER02-027 21330

From: Dalbo, Bob (R.J.)
Sent: Wednesday, July 31, 2002 5:27 PM
To: Benz, Greg (G.H.); Gould, Robert (R.M.); Deeb, Joe (J.S.); Bernie Nikolai (E-mail); Andy Jones (E-mail); Bodnar, Les (L.R.); Maxwell, Jerry (J.F.); Lindbauer, Kenneth (K.J.); Moorhouse, Scott (S.R.); Nematollahi, Sonya (S.); Goodwin, William (W.R.)
Cc: Andrew Woodings; Gilbert Fournelle; Hockaday Jr., John (J.C.); John Bogema; John Matesa; Milkota, Dennis (D.P.); Muriel Sanders; Robert Hurley; Roger Marczuk
Subject: RE: U204 Stall Investigation, 7-26-02--Signal return wiring issues.

Don/Greg,

When we reviewed the wiring harness drawings against the Ford wiring guidelines, I don't recall discussion of this issue. In fact, just by searching through the service manual we couldn't find the engine block/PCM ground loop discussed in this paper.

We have seen noisy cam position sensor signals on multiple (non-stalling) vehicles. If there is an opportunity to clean up these signals with a simple wiring change, I'd like to include it in the Job #2 release, if possible.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31788
Pager: (313) 795-2858 Email: rdalbo@ford.com

—Original Message—

From: Benz, Greg (G.H.)
Sent: Wednesday, July 31, 2002 8:08 AM
To: Gould, Robert (R.M.); Deeb, Joe (J.S.); Bernie Nikolai (E-mail); Andy Jones (E-mail); Bodnar, Les (L.R.); Maxwell, Jerry (J.F.); Lindbauer, Kenneth (K.J.); Dalbo, Bob (R.J.)
Subject: FW: U204 Stall Investigation, 7-26-02--Signal return wiring issues.

—Original Message—

From: Goodwin, William (W.R.)
Sent: Tuesday, July 30, 2002 5:21 PM
To: Natsboom, Jim (J.E.); Moorhouse, Scott (S.R.)
Cc: Young, Lam (.); Benz, Greg (G.H.)
Subject: RE: U204 Stall Investigation, 7-26-02--Signal return wiring issues.

We have data from Kelvin Dobbins in advanced controls suggesting that there is a wiring harness error on the signal return circuit on U204 production vehicles. This could be part of some field issues you are experiencing on the vehicle. The intended configuration is for the signal return is supposed to be a clean ground circuit. On the U204, I am told that this circuit is grounded to both engine block and the PCM ground location. This basically couples significant ignition noise (and other noise sources) into any device using signal return.

I do not know enough about your control system to speculate on the potential problems of this design. If nothing else, this should be corrected for all production harnesses as soon as it can be reasonably implemented. I have no information that this is related to the problems below, but I believe there should be an assessment a potential interaction effect.

Here is Kelvin Dobbins note:

We have also checked this out on a vehicle. Although we see the common mode noise problem on the old signal on the vehicle as well, we are only getting one simultaneous fuel pulse before the start of sefl.

<< File: vehicle checkout.doc >>

EA82-027 21340

The tiff preview images in the Word file are a little crude. If you want a higher resolution image, you can either print it out on a postscript printer or create a pdf file using adobe distiller.

Kevin Dobbins
Senior Technical Specialist
Powertrain Controls Research and Development
Ford Research Laboratories
Gas Turbine Laboratory, Rm. 1115
Phone: 313-322-0457
Fax: 313-317-7404
email: kdobbins@ford.com

Please contact me if you would like to discuss further.

Regards,

Bill Goodwin
Product Design Engineer, Ignition Systems
V Engine Engineering, Ford Motor Company
Tel: 313 397-9578 Fax: 313 390-4054
email: wgoodwin@ford.com
faxpage mailto:3137980571@alpage.airtouch.com

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

From: Nobsboom, Jim (J.E.)
Sent: Tuesday, July 30, 2002 11:27 AM
To: Sanders, Muriel (M.S.); Alzoniani, Don (D.J.); Bauer, Scott (S.C.); Bhojwani, Karnal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell; Child, John (J.); Chin, Ming-Miu (M.N.); Chin, Darral (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Dan Rothweiler; De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Duval, Allen (A.W.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Friesend, Mark (M.); Giles, Stuart (S.); Gokhale, Ranuja (R.V.); Goodwin, William (W.R.); Grevat, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hoffman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Jyunichiro (J.); Jensen, Ted (T.E.); John McDonald; Jones, Andy; Jordan, Donald (D.E.); Kanel, Shirji (S.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); La, Dzung (D.H.); Limbach, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Mandzuk, Roger (R.S.); Marck, Edmond (E.C.); Matasa, John (J.); Maurer, James (J.B.); Mazaella, Gary (G.R.); McGee, Brett (B.L.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tom; Morishima, Shigeaki (S.); Naveed Khan; Nematollahi, Somya (S.); Nikolai, Bernie; Ortman, James (J.W.); Powers, Ken (K.W.); Pries, Martin (M.); Raquepau, Aiden (A.P.); Shah, Kiren (K.C.); Shirahishi, Masaru (M.); Stigenbauer, Jeffrey (J.R.); Suarez, Rhea (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Vasandra, Tim (T.W.); Wakeland, Ray (R.A.); Wettach, Bill (B.); Williams, Les (LHW.); Young, Lam (.)
Subject: RE: U304 Stall Investigation, 7-26-02

VEH: '02 Escape VIN: 1FMCU04112KD11749 BUILT: 4-11-02 MILES: 1650
CUSTOMER: Carol Segety / 303-252-8278 (home) LOCATION: Northglenn, Colo.
COMPLAINT: Stalls in slow traffic. Note: the stall occurs in the same location (80th between Wadsworth and 36) as the previous vehicle; checked this out and there are high tension lines crossing the road there.

TSB and SSM results:

- IAC=34%
- EVAP system passed.
- DPF and EEC relay are the latest.
- Keys do not have excessive weight.
- All related grounds were secure.

Based on the stall location and the possibility of RFI, the MAF was updated to a 1L2Z-BA.

Also on this vehicle the battery was leaking from the seam on the corner opposite the negative post (see photos). The customer stated that when the vehicle was purchased, the original batt. was dead and was replaced. This batt. was not a service piece but looked like original equipment so its history is in question. A new service batt. was installed.

ENR2-827 21341

<< File: MVC-039F.JPG >>
Serial no.

<< File: MVC-040F.JPG >>
Acid drip from seam.

Jim Noteboom
Powertrain Field Quality Specialist/Denver
Phone: 303.674.4015 FAX: 303.674.5730
Cell: 303.921.2076

From: Williams, Les (LHW.)
Sent: Friday, May 31, 2002 9:58 AM
To: Sanders, Muriel (M.S.)
Cc: Jayakumar, Subrahmany (S.)
Subject: RE: John the Janitor--Key Ignition Recap

Thanks Muriel! Yes, the first email was the one I was referring to. Subrahmany, if you scroll down to the bottom of that email it has all the original information on it that will be of interest to you. Just so you know, right now the janitor has not experienced any more stalls after decreasing the amount of keys on his keyring to a few keys.

---Original Message---

From: Sanders, Muriel (M.S.)
Sent: Friday, May 31, 2002 9:29 AM
To: Williams, Les (LHW.)
Cc: Jayakumar, Subrahmany (S.)
Subject: RE: John the Janitor--Key Ignition Recap

Les, is this the e-mail that you were referring to???

<< Message: RE: IGNITION Design REVIEW #2 -U204 Meeting Minutes 2/6/02 >>

Here is the e-mail from Mark Freeland regarding his Mountaineer. The key chain weight he had was 285grams.

<< Message: RE: U204 Stall Meeting Agenda - 5/2/02 >>

Here's another e-mail that may be of interest on this issue.

<< Message: RECAP: Key Change to Prevent Phantom Stalls and Ignition Switch. >>

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

---Original Message---

From: Williams, Les (LHW.)
Sent: Friday, May 31, 2002 9:01 AM
To: Sanders, Muriel (M.S.)
Cc: Jayakumar, Subrahmany (S.)
Subject: John the Janitor--Key Ignition Recap

Good Morning Muriel!

I'm going to miss my Tributal. Subrahmany was interested in finding out a little bit more information on the Key Ignition problem. There was an email I may have forwarded you a while back about the issue (discussed the incident in detail as well as the actions we were taking regarding replacing the lock cylinder, etc). Do you have that old email on you by any chance? If so, could you send it his/my way?

Subrahmany:

There was an incident of a Mountaineer stalling after an employee yanked on the keychain while driving to see

if he could duplicate a stall. His name is Mark Freeland. There were a couple of reports of Tributes doing this on the west coast. Steve Limtlaco of Mazda has more info on this. Don Altoonian investigated this condition on a customer's Escape a couple of months ago in TN. All of these three people can be found on ods. While Muriel and I look for this detailed email, you may try contacting them to get more background info.

As for the Janitor at MI truck [REDACTED], his wife also experienced stalls on the vehicle b/c she has a heavy keychain as well. [REDACTED] said there is another janitor who experienced stalls on an Escape but we were never able to verify that source.

**Regards,
Les Williams
Cyclone V6 Computer Aided Design
Tel: 313-33-71902
Fax: 313-84-52269
For More, Count on Les**

From: Williams, Les (LHW.)
Sent: Friday, May 31, 2002 9:01 AM
To: Sanders, Muriel (M.S.)
Co: Jayakumar, Subrahmany (S.)
Subject: JOhn the Janitor-Key Ignition Recap

Good Morning Muriel!

I'm going to miss my Tribute! Subrahmany was interested in finding out a little bit more information on the Key Ignition problem. There was an email I may have forwarded you a while back about the issue (discussed the incident in detail as well as the actions we were taking regarding replacing the lock cylinder, etc). Do you have that old email on you by any chance? If so, could you send it his/my way?

Subrahmany:

There was an incident of a Mountaineer stalling after an employee yanked on the keychain while driving to see if he could duplicate a stall. His name is Mark Freeland. There were a couple of reports of Tributes doing this on the west coast. Steve Limtlaco of Mazda has more info on this. Don Altoonian investigated this condition on a customer's Escape a couple of months ago in TN. All of these three people can be found on ods. While Muriel and I look for this detailed email, you may try contacting them to get more background info.

As for the Janitor at MI truck [REDACTED] his wife also experienced stalls on the vehicle b/c she has a heavy keychain as well. [REDACTED] said there is another janitor who experienced stalls on an Escape but we were never able to verify that source.

**Regards,
Les Williams
Cyclone V6 Computer Aided Design
Tel: 313-33-71902
Fax: 313-84-52269
For More, Count on Les**

ERG2-627 21345

From: Sanko, Michael (M.T.)
Sent: Wednesday, May 08, 2002 10:38 AM
To: Sanko, Michael (M.T.); Sullivan, Jamie (J.P.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Van Slambrouck, James (J.M.); Jayakumar, Subrahmany (S.); Prasad, Sharmila (S.); Rajalingham, Narain (N.); Williams, Lee (LHW.); Porter, Alan (A.J.); Bedi, Bobby (B.S.); Mehta, Raj (R.M.); Lee, Jin (.); Levine, Julie (J.A.); Aynessazian, Kam (K.); Klocek, Walter (W.); Altoonian, Don (D.J.); Corbett, Sandra (S.M.)
Subject: INFO -- Key Change to Prevent Phantom Stalls

Hello all,
Sandra Corbett asked that I pass this along to the team... more reports of key-cylinder related phantom stalls (see below).

Thank!

---Original Message---

From: Corbett, Sandra (S.M.)
Sent: Wednesday, May 08, 2002 10:35 AM
To: Sanko, Michael (M.T.); Aynessazian, Kam (K.); Sullivan, Jamie (J.P.)
Cc: Altoonian, Don (D.J.)
Subject: FW: Report #: 2EBFC006

Here's is another indication of the key cylinder as the contributor to stalls. We need to continue to push for robustness changes to key/cylinder design.

Mike,
Can you send this to the participants of last weeks meeting. Thanks.

Sandy Corbett
Escape Powertrain QRT
Phone/Fax: (313)59-44351
Product Development Center 2H-E66

---Original Message---

From: Altoonian, Don (D.J.)
Sent: Tuesday, May 07, 2002 3:57 PM
To: Corbett, Sandra (S.M.)
Subject: FW: Report #: 2EBFC006

There are a lot more of them out there than we think!

---Original Message---

From: Price, Martin (M.)
Sent: Friday, May 03, 2002 8:15 AM
To: Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweller, Daniel (D.); Suarez, Rhoe (R.)
Cc: Sanders, Muriel (M.S.)
Subject: FW: Report #: 2EBFC006

FYI

CSQI105 CQIS Indicator Summary Entry 05/03/02 08:14:13

⇒ _____ Call#: 002

Caller Name: DAVE WRIGHTSNAN (FS) Report#: 2EBFC006 NHL
Call Type (G/N/C): C Print Rpt(S/D): Ctl #: Date: 05/03/2002
Dealer ID: 00274 CHEROKEE FORD Phone: (404) 582-0090
OASIS NOT Contacted Oasis History: Grid: _____
Symptom: 6 07 0 00 DRVABL STALL/QUITS

EN02-027 21348

Addl Sym: STALLING ON DECEL Causal Cond: ___ How/When Code: ___
Vehicle: 2001 ESCAPE 4X4,XLT ,WAGON 1FMCU04151KA34005 Bld: 01/23/2001
Engine: 3.0L DUR Serial: 756274087 Cal: 0M11A30 A/C: A Odom: 17880 . M
Trans: CD4E E Serial: YL8PFBU110080 Body Conv: ___

05/02/2002 11:17AM THOMAS BRUGGER MSS - FCSD - TECH SVC HOTLINE
FSE STATES THAT THE CONCERN IS STALLING ON DECEL, AND KEY CYLINDER HAS
BEEN DETERMINED AT FAULT. FSE STATES THAT THE CYLINDER FEELS AS
THOUGH THERE IS LITTLE TENSION HOLDING THE KEY IN PLACE, AND THE KEY
CAN BE WIGGLED SLIGHTLY CAUSING THE ENGINE TO STALL.

05/02/2002 11:17AM THOMAS BRUGGER MSS - FCSD - TECH SVC HOTLINE
ISM 02-01-070 INT STALL,PERFORM 88M 18689,CK VMV STICKING,TEST EVAP
ADVISED FSE TO COMPARE KEY CYLINDER TO OTHER LIKE UNITS, REPLACE IF
FOUND DEFECTIVE. ADVISED I WOULD FORWARD THIS REPORT TO THE DURATEC
SME.

Martin Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com <<mailto:mprice28@ford.com>> ph. (313)317-9133

---Original Message---

From: Brugger, Thomas (T.)
Sent: Thursday, May 02, 2002 11:36 AM
To: Price, Martin (M.)
Cc: Schmidt, Matthew (M.)
Subject: Report #: ZEBFC006

Report #: 2EBFC006

FSE confirmed key cylinder as cause of stall. Feels that the key cylinder is way too sloppy, not enough tension to keep the key from turning backwards on decel. Likely related to the weight of the key chain. FSE feels that a revised key cylinder would likely resolve many of these concerns.

Tom Brugger

Technical Service Engineer
Ford Technical Service Hotline
tbrugger@ford.com <<mailto:tbrugger@ford.com>>
313-317-4384

EA82-827 21347

From: Price, Martin (M.)
Sent: Monday, August 12, 2002 3:24 PM
To: Lintiac, Steven (S.); Price, Martin (M.); Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Suarez, Rhae (R.)
Subject: RE: Interim ISM

We've been recommending all these things for quite awhile without any success here (call volume wise). I mostly want to get the new calibration info out till the TSB is released. We haven't seen any connector or ground problems in a very long time. Remember it will be changed again after the TSB is released.

Marti Price
Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Steven Lintiac [mailto:SLintiac@mazdausa.com]
Sent: Monday, August 12, 2002 3:14 PM
To: 'Price, Martin (M.)'; Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Dan Rothweiler; Sanders, Muriel (M.S.); Suarez, Rhae (R.)
Subject: RE: interim ISM

Hi Marti,

The revised MAF is the only part that is not addressed in the bulletin so you might want to keep this in the message. Also, include all ground checks, central junction box (CJB) connector checks, and possible water leaks above the CJB. Thanks,

Steve Lintiac
Mazda North American Operations
Tribute Product Support
949-442-5514 (phone)
949-442-5599 (fax)
e-mail: slintiac@mazdausa.com

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

From: Price, Martin (M.) [mailto:mprice28@ford.com]
Sent: Monday, August 12, 2002 5:23 AM
To: Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Suarez, Rhae (R.)
Cc: Lintiac, Steven (S.)
Subject: interim ISM

Here is the draft for the interim ISM. Should I still include the revised MAF, IAC & DPFE parts? Please have all responses in today by 4:00 so I can submit it!!!!

<<Escape Stall ISM.doc>>

Marti Price
Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

From: Steven Lintiac [SLintiac@mazdausa.com]
Sent: Monday, August 12, 2002 3:14 PM
To: 'Price, Martin (M.); Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Dan Rothweiler; Sanders, Muriel (M.S.); Suarez, Rhae (R.)
Subject: RE: Interim ISM

Hi Marti,

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Steve Lintiac
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slintiac@mazdausa.com

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

From: Price, Martin (M.) (mailto:mprice28@ford.com)
Sent: Monday, August 12, 2002 5:23 AM
To: Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Sanders, Muriel (M.S.); Suarez, Rhae (R.)
Cc: Lintiac, Steven (S.)
Subject: interim ISM

Here is the draft for the interim ISM. Should I still include the revised MAF, IAC & DPFE parts? Please have all responses in today by 4:00 so I can submit it!!!!

<<Escape Stall ISM.doc>>
Marti Price
Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

ENG2-027 21358

From: Price, Martin (M.)
Sent: Friday, July 12, 2002 3:27 PM
To: Suarez, Rhae (R.); Sanders, Muriel (M.S.)
Subject: ISM to dealers?

Muriel, Rhae we would like to keep the term ISM away from the public, ie: dealers. The information can be provided to them but not the term ISM or #. It makes it look like we are keeping secrets from them, and they don't like that. Plus then the public can get hold of these and the response won't be good. Thanks.

Marti Price

Cleveland Engine Specialist, DSC 1 #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Wills, Jeff (J.E.)
Sent: Friday, July 12, 2002 3:13 PM
To: Price, Martin (M.)
Subject: RE: Escape Stall

TERRY WOOD
King Charlie Hillard Ford
Ft Worth, TX
(817)370-5000 posted July 12, 2002 2:24 PM ET (US)

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

From: Price, Martin (M.)
Sent: Friday, July 12, 2002 3:11 PM
To: Wills, Jeff (J.E.)
Subject: RE: Escape Stall

I don't know, probably FSE. DO you know who posted the message?

Marti Price

Cleveland Engine Specialist, DSC 1 #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Wills, Jeff (J.E.)
Sent: Friday, July 12, 2002 2:33 PM
To: Price, Martin (M.)
Subject: Escape Stall

Marti,

I was cruising the message boards and found this. I wondering how the tech got this ISM. Maybe a FSE or CSM gave it to them?

Author Topic: Escape stalling

STEVE MYERS
Family Ford Inc

ERG2-827 21385

Netcong,NJ
(973)347-3000 posted July 12, 2002 8:22 AM ET (US)

Has anyone come up with a definite fix for the stalling/ quits running concern yet? I have one that I can't verify, went through the most recent TSB, 02-11-06, and found nothing. Any suggestions? Customer insists that the vehicle stalls, very intermittently.

ERNEST WITMER
Palmer H Reed Motor Sales
Valley View,PA
(570)862-3874 posted July 12, 2002 12:15 PM ET (US)

What year? Right now I am working on a 02 with the same symptoms and also doing the tsb. My customer owned a 01 with the same problem. It was verified and Lemon Lawed. Hope I surely find the problem with this one. This is going to be repair attempt #1.

Joe Maharg
Friendly Ford, Inc.
Springfield,MO
(417)863-4330 posted July 12, 2002 1:41 PM ET (US)

WE HAVE HAD 3 OF THE 02 ESCAPES WITH A DYING CONCERN AT 30-40MPH. UNFORTUNATLY, IT ONLY HAPPEN EVERY 1200-1500 MILES. WE HAVE PERFORMED TSB 02-11-06 ON ALL OF THEM AND SET THEM LOOSE. *** THIS WEEK A (FSE) TOLD ME THAT THIS TSB IS NOT GOING TO FIX THE PROBLEM. ??????????????

TERRY WOOD
King Charlie Hillard Ford
Ft Worth, TX
(817)370-5000 posted July 12, 2002 2:24 PM ET (US)

ISM ARTICLE#02-06-026 8/17/02 FROM RAY SOME 2001-2001 ESCAPES MAY EXHIBIT AN INTERMITTENT STALL, VERIFY TSB 02-11-06 HAS BEEN DONE AND PERFORM THE FOLLOWING , DISCONNECT AND INSPECT PCM HARNESS FOR BURNT OR BENT PINS. INSPECT MAF GASKET. IF STALL IS RELATED TO RFI(IE; RADIO TOWER/2WAY RADIO)REPLACE MAF W/ 1LSZ-12B578-BA, INSPECT DPFE SENSOR, IF PART # YF1E-9J480-AD AND NO WHITE DOT PRESENT (NOTE COULD BE ANY WHERE ON SENSOR) REPLACE WITH A YF1Z-9J480-AD WITH A WHITE DOT OR 2F1Z-9J480-AA(NO DOT REQUIRED). INSPECT C270B,C,D,C110,C133 FOR WATER INTRUSION-PINPROBLEMS, INSPECT G300,G100, REMOVE BATTERY TRAY AND INSPECT G104/105,G101. INSPECT CKP HARNESS NEAR COMPRESSOR. GOOD LUCK TW

Jeffrey Willis
Service Engineer
Engine Prior Approval Group
Ford Technical Hotline
(313) 248-8204

EP62-027 21385

From: Price, Martin (M.)
Sent: Friday, April 28, 2002 2:30 PM
To: Sanders, Muriel (M.S.)
Cc: Altonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Suarez, Rhas (R.)
Subject: RE: SSM 15589

I cannot get either of the dpfe part#'s to work in our parts system. Are the numbers correct? What are the service part#'s?

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Sanders, Muriel (M.S.)
Sent: Wednesday, April 24, 2002 10:09 AM
To: Price, Martin (M.)
Cc: Suarez, Rhas (R.); Rothweiler, Daniel (D.); Altonian, Don (D.J.); Dalbo, Bob (R.J.)
Subject: RE: SSM 15589

The table in the attachment lists what I think should be kept, added, or removed from the current ISM. Let me know if you have any questions or disagree with what I list.

<< File: Info for Revised ISM.xls >>

Thanks.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Price, Martin (M.)
Sent: Wednesday, April 24, 2002 9:17 AM
To: Sanders, Muriel (M.S.)
Cc: Suarez, Rhas (R.); Rothweiler, Daniel (D.); Altonian, Don (D.J.); Dalbo, Bob (R.J.)
Subject: RE: SSM 15589

let me know what all you want to add and I will write a draft.

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Sanders, Muriel (M.S.)
Sent: Wednesday, April 24, 2002 9:03 AM
To: Suarez, Rhas (R.); Price, Martin (M.)
Cc: Dalbo, Bob (R.J.); Altonian, Don (D.J.); Rothweiler, Daniel (D.)

EP82-827 21388

Subject RE: SSM 15589

The long-term plan is to have an ISM & TSB (the TSB for major causes, the ISM for less frequent causes). The ISM will need to be changed to remove items already in the TSB and add any potential causes of stalls not in the TSB. What needs to be done to revise the ISM?

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Suarez, Rhae (R.)
Sent: Wednesday, April 24, 2002 8:56 AM
To: Price, Martin (M.)
Cc: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Altoonien, Don (D.J.); Rothweiler, Daniel (D.)
Subject: RE: SSM 15589

The SSM should have been turned off. I'll look into it.

As for the ISM - that's the team's call. I know we can take out some of the stuff that is in the TSB but as for adding anything ???

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

From: Price, Martin (M.)
Sent: Wednesday, April 24, 2002 8:53 AM
To: Suarez, Rhae (R.)
Cc: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Altoonien, Don (D.J.); Rothweiler, Daniel (D.)
Subject: SSM 15589

Now that the TSB is out we can turn off the SSM right? Do you want the ISM revised?

Martin Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

From: Price, Martin (M.)
Sent: Friday, April 26, 2002 10:14 AM
To: Sanders, Muriel (M.S.)
Subject: RE: SSM 15589

Just curious, did removing KAM cause the idle to stumble or stall? I should have a draft by Monday or Tuesday, I'll forward it to everyone and wait a couple of days before submitting, once submitted it'll probably only take a day to become active.

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

—Original Message—

From: Sanders, Muriel (M.S.)
Sent: Friday, April 26, 2002 9:13 AM
To: Price, Martin (M.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: SSM 15589

Sorry it took so long to get this answer. The PCM will set a code for the KAM so we don't need to include that in the ISM. Thanks for catching that. Is that all you need for the ISM? Can you give me a time estimate for when the ISM will be out?

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

—Original Message—

From: Price, Martin (M.)
Sent: Wednesday, April 24, 2002 10:47 AM
To: Sanders, Muriel (M.S.)
Cc: Alconian, Don (D.J.); Dalbo, Bob (R.J.); Rothweller, Daniel (D.); Suarez, Rhee (R.)
Subject: RE: SSM 15589

I don't believe we need to check KAM voltage, the PCM should set a DTC for it. If they have an old dpfe sensor can they just order the new part#? Why would we keep the old part# or is it just a stocking issue?

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

—Original Message—

From: Sanders, Muriel (M.S.)
Sent: Wednesday, April 24, 2002 10:09 AM
To: Price, Martin (M.)
Cc: Suarez, Rhee (R.); Rothweller, Daniel (D.); Alconian, Don (D.J.); Dalbo, Bob (R.J.)
Subject: RE: SSM 15589

6862-827 21371

The table in the attachment lists what I think should be kept, added, or removed from the current ISM. Let me know if you have any questions or disagree with what I list.

<< File: Info for Revised ISM.xls >>

Thanks.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Price, Martin (M.)
Sent: Wednesday, April 24, 2002 9:17 AM
To: Sanders, Muriel (M.S.)
Cc: Suarez, Rhee (R.); Rothweiler, Daniel (D.); Altonian, Don (D.J.); Dalbo, Bob (R.J.)
Subject: RE: SSM 15589

let me know what all you want to add and I will write a draft.

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Sanders, Muriel (M.S.)
Sent: Wednesday, April 24, 2002 9:03 AM
To: Suarez, Rhee (R.); Price, Martin (M.)
Cc: Dalbo, Bob (R.J.); Altonian, Don (D.J.); Rothweiler, Daniel (D.)
Subject: RE: SSM 15589

The long-term plan is to have an ISM & TSB (the TSB for major causes, the ISM for less frequent causes). The ISM will need to be changed to remove items already in the TSB and add any potential causes of stalls not in the TSB. What needs to be done to revise the ISM?

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Suarez, Rhee (R.)
Sent: Wednesday, April 24, 2002 8:56 AM
To: Price, Martin (M.)
Cc: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Altonian, Don (D.J.); Rothweiler, Daniel (D.)
Subject: RE: SSM 15589

The SSM should have been turned off. I'll look into it.

As for the ISM - that's the team's call. I know we can take out some of the stuff that is in the TSB but as for adding

anything ???

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

From: Price, Martin (M.)
Sent: Wednesday, April 24, 2002 8:53 AM
To: Suarez, Rhae (R.)
Cc: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Altoonian, Don (D.J.); Rothweiler, Daniel (D.)
Subject: SSM 15589

Now that the TSB is out we can turn off the SSM right? Do you want the ISM revised?

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

From: Price, Martin (M.)
Sent: Wednesday, April 24, 2002 10:47 AM
To: Sanders, Muriel (M.S.)
Cc: Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); Suarez, Rhae (R.)
Subject: RE: SSM 15589

I don't believe we need to check KAM voltage, the PCM should set a DTC for it. If they have an old dpfs sensor can they just order the new part#? Why would we keep the old part# or is it just a stocking issue?

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Sanders, Muriel (M.S.)
Sent: Wednesday, April 24, 2002 10:09 AM
To: Price, Martin (M.)
Cc: Suarez, Rhae (R.); Rothweiler, Daniel (D.); Altoonian, Don (D.J.); Dalbo, Bob (R.J.)
Subject: RE: SSM 15589

The table in the attachment lists what I think should be kept, added, or removed from the current ISM. Let me know if you have any questions or disagree with what I list.

<< File: Info for Revised ISM.xls >>

Thanks.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Price, Martin (M.)

Sent: Wednesday, April 24, 2002 9:17 AM
To: Sanders, Muriel (M.S.)
Cc: Suarez, Rhae (R.); Rothweiler, Daniel (D.); Altoonian, Don (D.J.); Dalbo, Bob (R.J.)
Subject: RE: SSM 15589

let me know what all you want to add and I will write a draft.

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Sanders, Muriel (M.S.)
Sent: Wednesday, April 24, 2002 9:03 AM
To: Suarez, Rhae (R.); Price, Martin (M.)
Cc: Dalbo, Bob (R.J.); Altoonian, Don (D.J.); Rothweiler, Daniel (D.)
Subject: RE: SSM 15589

The long-term plan is to have an ISM & TSB (the TSB for major causes, the ISM for less frequent causes). The ISM will need to be changed to remove items already in the TSB and add any potential causes of stalls not in the TSB. What needs to be done to revise the ISM?

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Cc: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Altoonian, Don (D.J.); Rothweiler, Daniel (D.)
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Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

From: Suarez, Rhaa (R.)
Sent: Tuesday, March 26, 2002 3:54 PM
To: Sanders, Muriel (M.S.)
Subject: ISM

Next/Previous Article (N/P): _ Article #: ISM 02-01-070 Date: 01/31/2002
Symptom: 6 07 DRVABL STALL/QUITS
Year Vt Fm Vi Mdl Trans Engine Calib Axle
Criteria: 2001 T MR

INT STALL,PERFORM SSM 15589,CK VMV STICKING,TEST EVAP

ESCAPE STALL AFTER SSM 15589 ***UPDATED BY MPRICE28 2/6/02***

SOME 2001-2002 ESCAPES MAY EXHIBIT AN INTERMITTENT STALL, VERIFY SSM 15589 HAS BEEN DONE AND PERFORM THE FOLLOWING CHECKS. FOR STALLING OVER BUMPS WIGGLE IGNITION KEY TO TRY TO DUPLICATE, IF CUTS OUT THEN MAKE SURE CUSTOMERS KEY RING WEIGHS LESS THAN 8OZ AND REPLACE IGNITION SWITCH IF NECESSARY. DISCONNECT AND INSPECT PCM HARNESS FOR BURNED OR BENT PINS. INSPECT VMV FOR STICKING, PERFORM WDS EVAP TEST OR SMOKE TEST. IF STALL IS RELATED TO RFI(IE: RADIO TOWER/2-WAY RADIO) REPLACE MAF W/1L2Z-12B579-BA. CHECK IAC%(<38% W/NO PURGE FLOW). INSPECT IAC AND THROTTLE BODY FOR CARBON OR SLUDGE, IF PRESENT REPLACE W/YF1Z-9F715-AA(IAC), YL8Z-9E926-DA(THROTTLE BODY). INSPECT C270B, C, D, C110, C133 FOR WATER INTRUSION/PIN PROBLEMS. INSPECT G300, G100, REMOVE BATTERY TRAY AND INSPECT G104/105, G101.

AUTHOR: MARTIN PRICE (MPRICE28) 79133

From: Suarez, Rhae (R.)
Sent: Thursday, August 15, 2002 3:02 PM
To: Suarez, Rhae (R.); Goering, Kimberly (K.L.); Logel, Jay (J.D.); Yu, Dave (D.); Souchock, Peter (P.D.); Sweeney, Stephanie (S.L.)
Cc: Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Terzes, Laura (L.D.)
Subject: RE: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Sorry, the call in is today. I put the wrong date below.

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

From: Suarez, Rhae (R.)
Sent: Thursday, August 15, 2002 2:58 PM
To: Goering, Kimberly (K.L.); Logel, Jay (J.D.); Yu, Dave (D.); Souchock, Peter (P.D.); Sweeney, Stephanie (S.L.)
Cc: Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Terzes, Laura (L.D.)
Subject: FW: Bug in 3.0L U204 Stall Fix Calibrations - C11402381

Laura Terzes has asked me to check with you on what your thoughts are for the Escape Stall concern. Recently we released a new calibration that would address RPM dips during a decel maneuver. Most of our complaints occur during this time. It was discovered that if a new PCM or if the vehicle battery is disconnected with the new cal it will require time to reset itself. During this time the vehicle will either have a very high idle or immediately stall. This only happens for a short period (approx. 25 secs) and the vehicle will perform properly. This new calibration has been used on a small number of vehicles that have come in for service (through FSE knowledge and ISM - Internal Service Message). Once this issue was discovered about the calibration the ISM was deleted. Yet, a few FSE's have heard about the calibration and may be suggesting to dealers to use it to address vehicles. To stop this, the calibration is in process of being pulled off Fordstar.

My question is what should we do with those vehicles out in the field?

If you have an opportunity to call into the Management Escape Stall meeting and present some ideas it would be greatly appreciated. I know this is very short notice so if you have any input please feel free to contact me.

Call-in info:
3:00pm (8/21)
Phone number: 954-1118 / 888-867-5805 / 630-424-2358
Passcode: 6456211#

Thank you,

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

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

From: Dalbo, Bob (R.J.) [mailto:rdalbo@ford.com]
Sent: Tuesday, August 13, 2002 12:49 PM
To: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.)
Cc: Masaru Shiraishi; Takubo, Hiroichi (H.); Ichikawa, Jiyunichiro (J.);
Shinji Kanai; Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe
(Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra
(S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Bob Fascetti
Subject: Bug in 3.0L U204 Stall Fix Calibrations - C11402381
Importance: High

There is a software error in the 3.0L R10 calibrations that may result in a high idle for roughly 25 seconds after the first start with a new PCM or the first start after the battery has been disconnected. After 25 seconds of operation the issue will not recur.

Emissions are not affected by this issue.

This issue results from a failure to initialize a Keep Alive Memory parameter. Adding this initialization process will completely resolve this issue.

To address this issue, concern C11402381 must be approved as soon as possible to implement a solution. Please help expedite the processing of this concern.

Inoue-san/Kanai-san/Shiraishi-san,
How will the Mazda part numbers change?

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

From: Suarez, Rhse (R.)
Sent: Thursday, August 15, 2002 2:58 PM
To: Goering, Kimberly (K.L.); Logel, Jay (J.D.); Yu, Dave (D.); Souchock, Peter (P.D.); Sweeney, Stephanie (S.L.)
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Thank you,

Rhae Michael Suarez

Product Concern Engineer - Escape / Tribute / Maverick

PVT & Field Support / FCSD

DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101

Phone: 313-32-23344 Pager: 313-796-6242

Fax: 313-33-78337

Email: rsuarez8@ford.com

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Sent: Tuesday, August 13, 2002 12:49 PM

To: Takasawa, Keith (K.D.); Inoue, Hiroshi (H.)

Cc: Masaru Shiraishi; Takubo, Hiroichi (H.); Ichikawa, Jiyunichiro (J.);

Shinji Kanai; Kawasaki, Shunsuke (S.); Veenstra, Tim (T.W.); Juan, Joe

(Y.); Peters, Robin (R.S.); Hofman, Michael (M.V.); Corbett, Sandra

(S.M.); Belzyt, Roseann (R.); Krohn, Maggie (M.M.); Bob Fascetti

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Inoue-san/Kanai-san/Shiraishi-san,

How will the Mazda part numbers change?

Bob Dalbo

3.0L Calibration Supervisor

Outfitters Calibration, NAT

Phone: (313) 24-84947 Fax: (313) 32-31786

Pager: (313) 795-2859 Email: rdalbo@ford.com

From: Suarez, Rhae (R.)
Sent: Wednesday, July 24, 2002 8:13 AM
To: Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Price, Martin (M.); Altoonlan, Don (D.J.)
Subject: Stall

I am still a little worried about all the steps we have in the TSB. Here is another example of the tech doing the TSB but because they were unable to duplicate the concern nothing was changed.

Rpt#: 2GWCM008 NHL Rpt: 07/23/2002 Odom: 3,705 M
Rvw: _ File: _ Folder: 02005769 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04102KB67309 Bld: 12/21/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3B00F2.73L A/C: YES
Dealer Id: 02744 Campbell Ford Lincoln-Mercury, Ph#: (616) 687-0130
State: Michigan City: Niles Orig/Caller: ANDREW LEE
Symptom: 6 07 5 00 DRVABL,STALL/QUITS,ACCELERATION,OTHER-CODE NA
Addl Sym: ST: CCRG/EPRC: _ Rvw: Dt:
Fix: Caus. Comp: - Condition Code:
Hotliner: RSTEGEMA Phone: 313 317-0000 Regn Cd: 48 Detroit - 48
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR VEHICLE WAS BROUGHT IN FOR STALL CONCERN. TECH HAS YET TO DUPLICATE
HAS CHECKED ALL THE ISSUES MENTIONED ON TSB. THIS IS THE SECOND TIME
VEHICLE COMES IN FOR SAME CONCERN.
RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
SUGGESTED TO REPLACE THROTTLE BODY, IAC, DPFEAND VMV. CHECK G104 AND
G105 AND CKP HARNESS NEAR AC COMPRESSOR.

From: Mentgen, Keith (K.)
Sent: Monday, July 22, 2002 3:53 PM
To: Suarez, Rhae (R.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: 2001 escape stall

Did you get all the information you needed on this vehicle? Currently I believe the dealer is just waiting for the new revised TSB for the stall. If I can be any more assistance please let me know.

Keith Mentgen
Service Engineer 345
Ford Technical Hotline
kMentgen@ford.com
313-317-7049

-----Original Message-----
From: Suarez, Rhae (R.)
Sent: Monday, July 22, 2002 1:18 PM
To: Sanders, Muriel (M.S.)
Cc: Mentgen, Keith (K.)
Subject: RE: 2001 escape stall

Here is some added info on the CQIS report...

ADD-ON 07/03/2002 11:20AM KEITH MENTGEN MSS - FCSD - TECH SVC HOTLINE
CALLING TECH BACK AND STATED THE AND STATES THAT THERE IS ANOTHER
TSB IN THE WRITING STAGE WHICH WILL INCLUDE PCM REFLASH TO
HELP THIS CONCERN.

ADD-ON 07/12/2002 04:28PM ROBERT KOTHS MSS - FCSD - TECH SVC HOTLINE
FSE CALLING IN TO CHECK ON STATUS OF THE UP & COMING TSB FOR THE
STALLING CONCERN.

---Original Message---

From: Sanders, Muriel (M.S.)
Sent: Monday, July 22, 2002 12:38 PM
To: Suarez, Rhae (R.); Mentgen, Keith (K.)
Subject: RE: 2001 escape stall

Do y'all know what the follow-up to this vehicle was? The hotline was to call the tech back...

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

---Original Message---

From: Suarez, Rhae (R.)
Sent: Tuesday, July 02, 2002 12:58 PM
To: Fournelle, Gilbert (G.); Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Altonian, Don (D.J.); Corbett, Sandra (S.M.); Price, Martin (M.)
Cc: Mentgen, Keith (K.)
Subject: FW: 2001 escape stall

Here is some stall info from our Hotline (see CQIS and email). If you have any questions please contact Keith or myself.

Thanks,

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez28@ford.com

Rpt#: ZGBC2003 NHL Rpt: 07/02/2002 Odom: 24,808 M
Rvw: File: _ Folder: _ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2001 ESCAPE 4X4,XLT ,WAGON 1FMCU04161KD85053 Bld: 06/08/2000
Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: A/C: YES
Dealer Id: 07766 Marty Franch Ford Lincoln-Mer Ph#: (831) 722-4181
State: California City: Watsonville Orig/Caller: DAVID SALIVA
Symptom: 6 07 7 93 DRVABL,STALL/QUITS,DECELERATION,ALL ENGINE TEMP
Addl Sym: INTERMITTENT STALL VMV 73% St: CORG/EPRC: _ Rvw: Dt:
Fix: Caus. Comp: _ Condition Code:
Hotliner: JOWENS28 Phone: 313 317-4276 Regn Cd: 72 San Francisco - 72
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR TECH STATES THE CUSTOMER IS IN FOR THE 3RD TIME AND HAS A STALL ON
DECELERATION. TECH STATES HE FOLLOWED TSB 02-11-06. TECH STATES HE DID

ERR2-827 21388

VERIFY THE CONCERN. TECH STATES HE DIDN'T LOOSE THE RPM PID. TECH STATES THE ENGINE STALLED ON DECELERATION WHEN THE VMV REACHED 73%. TECH STATES THE EVAP LINES ARE CLEAR. SEEKING ADVICE

RECOMM ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM) ADVISE TECH OF THE LISTED TSB AND ISM. ADVISE TECH SINCE THE VEHICLE STALLED WHEN THE VMV WAS AT 73% AND THE LINES ARE CLEAN, INSPECT THE CANISTER FOR RAW FUEL. IF THE CANISTER IS FINE, REPLACE THE VMV AND RETEST.

REPAIR 07/02/2002 10:46AM KEITH MENTGEN MSS - FCSD - TECH SVC HOTLINE TECH STATES HE IS ABLE TO VERIFY THE CONCERN ON DECELERATION ON A SLIGHT GRADE, ABOUT 1/4 TO 1/2 MILE LONG. TECH STATES HE MADE RECORDS AND NOTED THAT THE RPM WILL DROP DOWN TO 172 AND AT THAT TIME THE IAC IS ONLY 21.87%, 40 MPH, .87 VOLTS STEADY T.P. TECH STATES HE DID FIND THAT THIS LAST TIME CONCERN WAS PRESENT THE VMV WAS NOT ON, PID SHOWS 0.0%.

RECOMM ADVISED TECH THE PCM SHOULD TRY TO RESPOND FOR THE LOW RPM BY INCREASING THE IAC% BUT THIS IS NOT HAPPENING, INDICATION THE PCM IS POSSIBLY RESPONSABLE FOR THE CONCERN, ADVISED TECH I WOULD TRY OUT MORE INFORMATION AND CONTACT BACK AT 831-722-4181

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

From: Mentgen, Keith (K.)
Sent: Tuesday, July 02, 2002 11:24 AM
To: Suarez, Rhee (R.)
Cc: Huspen, Timothy (T.F.)
Subject: 2001 escape stall

Hello Rhee,

I just got a call back on a 2001 Escape with a stall on deceleration that the dealer is able to verify. The dealer made a recording of the event and found on the deceleration the RPM is dropping down to 180 rpms and the IAC is only at 21.78% and not going up, which indicates to me the PCM is not even trying to respond to the stall event. Other pids showed mph 40, and throttle position was .87 volts and steady during the event. I also verified the latest calibration and the PCM part number is 1U7A-AXB. The TSB has been performed and the IAC is 37% at idle, hot engine. The CQIS report number is 2GBC2003.

I remember a few months ago you were investigating this concern, if you have any more information that might apply please let me know.

Thanks

Keith Mentgen

Service Engineer 345
Ford Technical Hotline
kMentgen@ford.com
313-317-7049

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Subject: FW: 2001 escape stall

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Rhae M. Suarez

Rhae Michael Suarez
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PVT & Field Support / FCSD
DSC II (room 546) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-798-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

Rpt#: 2GBC2D03 NHL Rpt: 07/02/2002 Odom: 24,808 M
Rvw: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _

EP82-827 21382

Vehicle: 2001 ESCAPE 4X4,XLT ,WAGON 1FMCUJ04161KD8S053 Bld: 06/08/2000
Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: A/C: YES
Dealer Id: 07766 Marty Franch Ford Lincoln-Mer Ph#: (831) 722-4181
State: California City: Watsonville Orig/Caller: DAVID SALIVA
Symptom: 6 07 7 93 DRVABL,STALL,QUITS,DECELERATION,ALL ENGINE TEMP
Addl Sym: INTERMITTENT STALL VMV 73% St: CCRG/EPRC: _ Rwd: Dt:
Fb: Caus. Comp: - Condition Code:
Hotliner: JOWENS28 Phone: 313 317-4276 Regn Cd: 72 San Fransisco - 72
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

REPAIR TECH STATES THE CUSTOMER IS IN FOR THE 3RD TIME AND HAS A STALL ON DECELERATION. TECH STATES HE FOLLOWED TSB 02-11-06. TECH STATES HE DID VERIFY THE CONCERN. TECH STATES HE DIDN'T LOOSE THE RPM PID. TECH STATES THE ENGINE STALLED ON DECELERATION WHEN THE VMV REACHED 73%. TECH STATES THE EVAP LINES ARE CLEAR. SEEKING ADVICE

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Subject: 2001 escape stall

Hello Rhae,

I just got a call back on a 2001 Escape with a stall on deceleration that the dealer is able to verify. The dealer made a recording of the event and found on the deceleration the RPM is dropping down to 180 rpms and the IAC is only at 21.78% and not going up, which indicates to me the PCM is not even trying to respond to the stall event. Other pids showed mph 40, and throttle position was .87 volts and steady during the event. I also verified the latest calibration and the PCM part number is 1U7A-AXE. The TSB has been performed and the IAC is 37% at idle, hot engine. The CQIS report number is 2GBC2003.

I remember a few months ago you were investigating this concern, if you have any more information that might apply please let me know.

Thanks

Keith Mentgen

Service Engineer 345
Ford Technical Hotline
kMentgen@ford.com

EM02-027 21383

From: Fournelle, Gilbert (G.)
Sent: Monday, July 22, 2002 1:12 PM
To: Sanders, Muriel (M.S.)
Subject: RE: Escape Stalling

you're right. You don't need to check with Don.

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone: (313)3904968 Fax: (313)3231786

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

From: Sanders, Muriel (M.S.)
Sent: Monday, July 22, 2002 1:11 PM
To: Fournelle, Gilbert (G.)
Subject: RE: Escape Stalling

I thought the one that Don checked stalled during the evap step of the TSB. In AWS they claim to have inspected the vent line for this vehicle...

I'll double check with Don.

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
> E-mail: msander6@ford.com
>

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

From: Fournelle, Gilbert (G.)
Sent: Monday, July 22, 2002 12:54 PM
To: Sanders, Muriel (M.S.)
Subject: RE: Escape Stalling

Muriel,

I never heard anything else. Don Altoonian called this dealer (this is the one that said the TSB was done but he didn't blow out the vent line).

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone: (313)3904968 Fax: (313)3231786

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From: Sanders, Muriel (M.S.)
Sent: Monday, July 22, 2002 12:34 PM
To: Fournelle, Gilbert (G.)
Subject: RE: Escape Stalling

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> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
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From: Fournelle, Gilbert (G.)
Sent: Wednesday, July 03, 2002 7:28 AM
To: Suarez, Rhae (R.); Altoonian, Don (D.J.); Sanders, Muriel (M.S.);
Dalbo, Bob (R.J.); Price, Martin (M.)
Cc: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Packer, Ernest (E.G.);
Steckler, Mike (C.M.); Conroy, Don (D.C.)
Subject: RE: Escape Stalling

If this problem is repeatable, I would like to get a WDS recording of the event for analysis. This would be very important for us, since we still cannot repeat the concern ourselves.

I would like to see the following PIDS:

RPM
IAC
MAF
TP
LOAD
VSS
EGRVR
SPARKADV
EVAPVM
FLI
FUELPW1
FUELPW2
FTP
O2S11
O2S21
longft1
longft2
shrtft1
shrtft2
EGRVR
B+

Sincerely,

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Suarez, Rhae (R.)
Sent: Tuesday, July 02, 2002 2:11 PM
To: Altoonian, Don (D.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Price, Martin (M.)
Cc: East, Mathew (M.F.); Terzes, Laura (L.D.); Packer, Ernest (E.G.); Steckler, Mike (C.M.); Conroy, Don (D.C.)
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Team,

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Would any of you like to get this vehicle back if it gets bought back? Is there anything you can offer before the buyback occurs?

Thanks,

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

Rpt#: 2FQK6003 NHL Rpt: 06/17/2002 Odom: 3,774 M
Rvwd: Y File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(F/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCU04122KB77107 Bld: 01/12/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 00012 Kip Killmon's Tysons Ford Ph#: (703) 448-0100
State: Virginia City: Vienna Orig/Caller: SHAWN KRAMER
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT. STALLING, NO CODES St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: JCRUZ25 Phone: 313 248-8201 Regn Cd: 27 Washington - 27
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: T
REPAIR TECH STATES VEHICLE HAS AN INT. STALLING CONCERN. STATES THAT IT HAPPENED ON A DECEL. STATES HE HAS PERFORMED TSB 02-11-6 TO NO AVAIL. TECH STATES THE STALLING IS VERY INTERMITTENT, HE CANNOT VERIFY AND NO OTHER DRIVEABILITY CONCERNS, STATES HE MADE SURE IT HAS LATEST

CALIBRATION. CALLING FOR KNOWNs.

RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300, ADV. TECH OF ISM INFO. ADV. OF NO OTHER KNOWNs AT THIS TIME. CONSULTED SME MPRICE.

REPAIR 07/01/2002 11:07AM MICHAEL SCHMILLE MSS - FCSD - TECH SVC HOTLINE
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RECOMM ADVISED TECH THAT THAT IS THE LATEST CALIBRATION FOR THE VEHICLE. ADVISED TECH TO CHECK PIDS OR MAKE A VDR RECORDING OF THE STALL AND LOOK FOR ANYTHING ADNORMAL, DISCONNECT VMV, EGR, AND ADJUST IAC TO 34%. TECH MAY WANT TO INSTALL REVISED DPFE OR MAF.

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From: Steckler, Mike (C.M.)
Sent: Monday, July 01, 2002 5:11 PM
To: Conroy, Don (D.C.)
Cc: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Suarez, Rhae (R.)
Subject: RE: Escape Stalling

Don, if you all end up buying this car back let me know and I am going to send to engineering (don't do anything else to it).

Rhae, I assume you will be contacting the dealer or the FSE Ernie Packer to advise?

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE202
Phone (313) 390-4236 Fax (313) 845-5444
msteckl1@ford.com

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Sent: Monday, July 01, 2002 5:08 PM
To: Suarez, Rhae (R.)
Cc: Fast, Mathew (M.F.); Steckler, Mike (C.M.)
Subject: FW: Escape Stalling

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Mike, would it be possible to quarantine the veh? immediately after we buyback before any further repairs attempted? If the dealer has performed all the latest repair info, this veh. may be something engineering wants. Pls. advise.

Laura Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF56
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

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From: Steckler, Mike (C.M.)
Sent: Monday, July 01, 2002 10:47 AM
To: Terzes, Laura (L.D.)
Cc: dale@tysonsford.com; kipsbox@aol.com; 'rgautier1@juno.com'
Subject: RE: Escape Stalling

Laura, would you or someone on your team look at the repair history and contact Rod at Tyson's Ford....Look at the recent repair dates....Thanks

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE202
Phone (313) 390-4236 Fax (313) 845-5444
msteckl1@ford.com

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

From: rgautier1@juno.com [mailto:rgautier1@juno.com]
Sent: Thursday, June 27, 2002 11:55 AM
To: msteckl1@ford.com
Cc: dale@tysonsford.com; kipsbox@aol.com
Subject: Escape Stalling

Mike,

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Here's the latest 3 time loser:

James Dutton
1571 Brookshire Ct
Reston, Va. 20190

1FMCU04122KB77107

Repairs:

5/25/02 423 miles
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6/26/02 4211 miles

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EM02-027 21300

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Phone: 313-32-23344 Pager: 313-796-6242
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Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 00012 Kip Killmon's Tysons Ford Ph#: (703) 448-0100
State: Virginia City: Vienna Orig/Caller: SHAWN KRAMER
Symptom: 6 07 0 00 DRVAEL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT. STALLING, NO CODES St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:
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Engineering: Phone: TAR:
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Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division

RCB 3NE202
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msteckl1@ford.com

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Kip Killmon's Tysons Ford

From: Suarez, Rhae (R.)
Sent: Friday, July 19, 2002 2:29 PM
To: Sanders, Muriel (M.S.)
Subject: RE: Escape Stalling

No. Actually I talked to Ernie (FSE) about another issue yesterday and he didn't mention anything.

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

From: Sanders, Muriel (M.S.)
Sent: Friday, July 19, 2002 2:20 PM
To: Suarez, Rhae (R.)
Subject: RE: Escape Stalling

Did you ever here back on the messages you left regarding this vehicle?

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
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Dlr Contact: Phone: Title Cds: T
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Laura, would you or someone on your team look at the repair history and contact Rod at Tyson's Ford....Look at the recent repair dates....Thanks

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE202
Phone (313) 390-4236 Fax (313) 845-5444

msteckl1@ford.com

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

From: rgautier1@juno.com [mailto:rgautier1@juno.com]
Sent: Thursday, June 27, 2002 11:55 AM
To: msteckl1@ford.com
Cc: dale@tysonsford.com; kipsbox@aol.com
Subject: Escape Stalling

Mike,

How are you? The heat is on here. 100 degree days, high humidity and code red air quality. Along with the heat comes the return of the Escape stalling. Ernie Packer is here and he told me an interesting story that Mazda is doing something different with the idle speed. Any more news?

Here's the latest 3 time loser:

[REDACTED]
Reston, Va. [REDACTED]

1FMCU04122KB77107

Repairs:

5/25/02 423 miles
6/17/02 3744 miles
6/26/02 4211 miles

All of these have been unduplicated attempts to address the symptom with repairs either suggested by SSM or the hotline. This one qualifies for Lemon Law. Pass it on that we need some real fix to keep these on the road. You should see the panic in the customer's face when they come in after their car stalls out. This is getting ugly. Fire them up!

Rod Gautier
Fixed Operations Manager
Kip Killmon's Tysons Ford

From: Suarez, Rhae (R.)
Sent: Monday, July 15, 2002 7:59 AM
To: Sanders, Muriel (M.S.); Altoonian, Don (D.J.); Fournelle, Gilbert (G.)
Subject: FW: Stall concern

FYI - If someone is interested this might be a good one to call.

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

From: Fast, Mathew (M.F.)
Sent: Monday, July 15, 2002 7:48 AM
To: Suarez, Rhae (R.)
Subject: Stall concern

Rhae, interesting report. Technician claims vehicle stalled during TSB procedures.

CSQI500 CQIS Indicator Summary 07/15/02 07:48:05 3 of 6

Rpt#: 2GLBY003 NHL Rpt: 07/12/2002 Odom: 2,000 M
Rvw: Y File: _ Folder: 02008217 2 Images: 0 Print Smy/Diap Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04112KA71303 Bld: 10/11/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 01353 MANDERBACH FORD Ph#: (610) 929-3883
State: Pennsylvania City: Temple Orig/Caller: TODD HALLMAN
Symptom: 6 07 4 99 DRVABL,STALL/QUITS,AT IDLE,ALL ENGINE TEMP
Addl Sym: INT STALL St: CCRQ/EPRC: _ Rvw: Dt
Fix: Caus. Comp: - Condition Code:
Hotline: MPRICE28 Phone: 319 317-9133 Regn Cd: 18 Philadelphia -18
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
CONCER CUSTOMER STS THAT VEHICLE LOST BRAKES & STEERING AND ALL DASH LIGHTS CAME ON THEN ENGINE STALLED
REPAIR TECH WAS PERFORMING TSB AND VEHICLE STALLED DURING TESTING, NO DTC'S, ALL STEPS OF TSB PASS, REPROGRAMMED PCM, SEEKING KNOWN
RECOMM ISM 02-08-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
ADV TECH TO CHECK ITEMS PER ISM, NO OTHER KNOWN, CAN USE VDR TO TRY TO CAPTURE CONCERN

Mathew J. Fast



Fast, Mathew
(M.F.)vcf

Full Name: Fast, Mathew (M.F.)
Last Name: Fast
First Name: Mathew
Job Title: Home Office Engineer
Department: 2480251 - Outfitters Customer Servi
Company: FCSD - Ford Customer Service Division

Business Address: D8C II, cube 541
ALLEN PARK, MI 48101

Business: 3908300
Business 2: 1-313-3908300
Home: 1-800-5006778
Home 2: 1-313-7865506
Mobile: 07955506

E-mail: mfast@ford.com

FORD COLLEGE GRADUATE PROGRAM
text pager=1-313-3257243

From: Suarez, Rhae (R.)
Sent: Thursday, July 11, 2002 9:19 AM
To: Sanders, Muriel (M.S.)
Subject: RE: stall examples

good catch. The ISM was not recommended on that one. At least that's what it shows.

Talk to you later!

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

From: Sanders, Muriel (M.S.)
Sent: Thursday, July 11, 2002 9:04 AM
To: Suarez, Rhae (R.)
Subject: RE: stall examples

These definitely support adding the ISM fixes to the TSB.

I noticed the second one did not mention the ISM. Does that mean the items in it were never recommended? The reason I ask is because this one stalled at cruise instead of decel. That is more commonly a dPFE failure than the TSB stuff (not a guarantee, but just more likely). Also, by the build date it would have an old dPFE...

Thanks for the info!

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msanders6@ford.com

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

From: Suarez, Rhae (R.)
Sent: Thursday, July 11, 2002 8:39 AM
To: Fournelle, Gilbert (G.); Sanders, Muriel (M.S.); Altonen, Don (D.J.); Dalbo, Bob (R.J.)
Cc: Price, Martin (M.)
Subject: stall examples

This is what I was talking about. The techs perform the TSB but with no failures so nothing is done.....

Rpt#: ZGJGA008 NHL Rpt: 07/10/2002 Odom: 8,118 M
Rvwd: _ File: _ Folder: 02000944 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU041B2KB52671 Bld: 12/12/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 06725 GILLIAM MOTORS, INC. Ph#: (434) 983-2026
State: Virginia City: Dillwyn Orig/Caller: MARK BREVARD
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: INT STALL ON DECEL St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: MSCHMI56 Phone: 313 317-4280 Regn Cd: 27 Washington - 27
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR GILLIAMMTR@HOVAC.COM
TECH STATES THE VEHICLE HAS A STALL ON DECEL CONCERN. HE HAS FOLLOWED
THE TSB TO NO AVAIL. HE IS SEEKING DIRECTION.

RECOMM ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS ADVISED TECH OF ABOVE ISM INFORMATION. MAY NEED TO INSTALL THE VDR IF NO CONCERNS ARE FOUND.

Rpt#: 2GJF8007 NHL Rpt: 07/10/2002 Odom: 4,784 M
Rvwd: _ File: f Folder: 01013473 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04122KA90202 Bld: 10/15/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800FZ.73L A/C: YES
Dealer Id: A6050 WOODRIDGE L/M SALES LIMITED Ph#: (403) 253-2200
Province Alberta City: Calgary Orig/Caller: BRUCE DOWDIE
Symptom: 6 07 6 92 DRVABL,STALL/QUITS,AT CRUISE,HOT ENGINE
Addl Sym: ALLEGED STALLING AT CRUISE St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: - Condition Code:
Hotliner: BHEISNER Phone: 313 317-7060 Regn Cd: 06 06 FCSD REGION-CANADA
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

REPAIR TECH STS VEHICLE HAS A REPEAT STALLING CONCERN AT CRUISE. NO CODES IN ANY MODULES. TECH COMPLETED ALL STEPS OF TSB 02-11-06 WITH NO CONCERNS FOUND. SEEKING NEXT STEP.

RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
ADV TECH TO INSTALL VDR FLIGHT RECORDER AND DRIVE VEHICLE IN ATTEMPT TO DUPLICATE STALL. POSSIBLE TO RELEASE VEHICLE WITH VDR RECORDER.

RECOMM 07/10/2002 01:34PM CALEB PERRITON MSS - FCSD - TECH SVC HOTLINE

Rpt#: 2GJCS004 NHL Rpt: 07/10/2002 Odom: 978 M
Rvwd: Y File: _ Folder: 02005769 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCJ04142KC59324 Bld: 03/15/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 01474 Maguire's Ford, Inc. Ph#: (717) 834-3111
State: Pennsylvania City: Duncannon Orig/Caller: BILL REEVER
Symptom: 6 07 5 93 DRVABL,STALL/QUITS,ACCELERATION,ALL ENGINE TEMP
Addl Sym: STALLS AT CRUISE St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: BUFINZEF Phone: 313 317-7067 Regn Cd: 16 Philadelphia -16
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

REPAIR CUSTOMER STATES THE VEHICLE HAS A STALL AT CRUISE. TECH HAS PERFORMED TSB FOR STALL A FEW WEEKS AGO AND CUSTOMER STATES STALLS AT CRUISE. SEEKING DIRECTION. HAS NOT DUPLICATED.

RECOMM ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS SUGGEST TECH TO CK ALL CONNECTIONS AS ISM ABOVE.

REPAIR 07/10/2002 01:21PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE
TECH HAS GONE THROUGH ALL OF THE OTHER CHECKS. HE DID FIND THAT THE BARO IS 10 HZ LOW AT 147. HAS DISCONNECTED THE BATTERY AND REDROVE THE VEHICLE AND THE BARO IS STILL LOW. SEEKING FURTHER ASSISTANCE.

RECOMM ADVISED THE TECH TO CHECK FOR ANY VACUUM LEAKS, EXHAUST RESTRICTIONS, ETC. IF NONE ARE FOUND REPLACE THE MAF WITH THE REVISED ONE.

From: Suarez, Rhas (R.)
Sent: Thursday, July 11, 2002 8:39 AM
To: Fournelle, Gilbert (G.); Sanders, Muriel (M.S.); Altonian, Don (D.J.); Dalbo, Bob (R.J.)
Co: Price, Martin (M.)
Subject: stall examples

This is what I was talking about. The techs perform the TSB but with no failures so nothing is done.....

Rpt#: 2GJGA008 NHL Rpt: 07/10/2002 Odom: 8,118 M
Rvwd: _ File: _ Folder: 02000944 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04182KB52671 Bld: 12/12/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 06725 GILLIAM MOTORS, INC. Ph#: (434) 983-2026
State: Virginia City: Dillwyn Orig/Caller: MARK BREVARD
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: INT STALL ON DECEL St: CCRG/EPRC: _ Rvwd: Dc:
Fix: Caus. Comp: - Condition Code:
Hotliner: MSCHM156 Phone: 313 317-4280 Regn Cd: 27 Washington - 27
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR GILLIAMMTR@HOVAC.COM

TECH STATES THE VEHICLE HAS A STALL ON DECEL CONCERN. HE HAS FOLLOWED THE TSB TO NO AVAIL. HE IS SEEKING DIRECTION.

RECOMM ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, OK PCM HARNESS ADVISED TECH OF ABOVE ISM INFORMATION. MAY NEED TO INSTALL THE VDR IF NO CONCERNS ARE FOUND.

Rpt#: 2GJF8007 NHL Rpt: 07/10/2002 Odom: 4,784 M
Rvwd: _ File: f Folder: 01013473 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04122KA90202 Bld: 10/15/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: A6050 WOODRIDGE L/M SALES LIMITED Ph#: (403) 253-2200
Province Alberta City: Calgary Orig/Caller: BRUCE DOWNIE
Symptom: 6 07 6 92 DRVABL,STALL/QUITS,AT CRUISE,HOT ENGINE
Addl Sym: ALLEGED STALLING AT CRUISE St: CCRG/EPRC: _ Rvwd: Dc:
Fix: Caus. Comp: - Condition Code:
Hotliner: BHEISNER Phone: 313 317-7060 Regn Cd: 06 06 FCSD REGION-CANADA
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

REPAIR TECH STS VEHICLE HAS A REPEAT STALLING CONCERN AT CRUISE. NO CODES IN ANY MODULES. TECH COMPLETED ALL STEPS OF TSB 02-11-06 WITH NO CONCERNS FOUND. SEEKING NEXT STEP.

RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
ADV TECH TO INSTALL VDR FLIGHT RECORDER AND DRIVE VEHICLE IN ATTEMPT TO DUPLICATE STALL POSSIBLE TO RELEASE VEHICLE WITH VDR RECORDER.

RECOMM 07/10/2002 01:34PM CALEB PERRITON MSS - FCSD - TECH SVC HOTLINE

Rpt#: 2GJCS004 NHL Rpt: 07/10/2002 Odom: 978 M
Rvwd: Y File: _ Folder: 02005769 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCU04142KC59324 Bld: 03/15/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 01474 Maguire's Ford, Inc. Ph#: (717) 834-3111
State: Pennsylvania City: Duncannon Orig/Caller: BILL REEVER
Symptom: 6 07 5 93 DRVABL,STALL/QUITS,ACCELERATION,ALL ENGINE TEMP

Add Sym: STALLS AT CRUISE St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: BUFIMZEF Phone: 313 317-7067 Regn Cd: 16 Philadelphia -16
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR CUSTOMER STATES THE VEHICLE HAS A STALL AT CRUISE. TECH HAS PERFORMED
TSB FOR STALL A FEW WEEKS AGO AND CUSTOMER STATES STALLS AT CRUISE.
SEEKING DIRECTION. HAS NOT DUPLICATED.
RECOMM ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS
SUGGEST TECH TO CK ALL CONNECTIONS AS ISM ABOVE.
REPAIR 07/10/2002 01:21PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE
TECH HAS GONE THOUGH ALL OF THE OTHER CHECKS. HE DID FIND THAT THE
BARO IS 10 HZ LOW AT 147. HAS DISCONNECTED THE BATTERY AND REDROVE
THE VEHICLE AND THE BARO IS STILL LOW. SEEKING FURTHER ASSISTANCE.
RECOMM ADVISED THE TECH TO CHECK FOR ANY VACUUM LEAKS, EXHAUST RESTRICTIONS,
ETC. IF NONE ARE FOUND REPLACE THE MAF WITH THE REVISED ONE.

From: Fast, Mathew (M.F.)
Sent: Wednesday, July 10, 2002 7:55 AM
To: Suarez, Rhee (R.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.);
Alhoonian, Don (D.J.); Price, Martin (M.)
Subject: RE: Stall repeater

And a 2001 repeater, FSE brought to my that this could be a regional concern. After quickly reviewing the
stalls folder their is a large representation of East coast states.

CSQI500 CQIS Indicator Summary 07/10/02 07:48:52 1 of 5

Rpt#: 2GIJ0004 NHL Rpt: 07/09/2002 Odom: 8,000 M
Rvwd: Y File: _ Folder: 02008217 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT WAGON 1FMYU04172KB54072 Bld: 12/10/2001
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 03029 Maguire's Ford Ph#: (717) 898-8300
State: Pennsylvania City: Palmyra Orig/Caller: RUSS UNGER
Symptom: 8 07 7 92 DRVABL,STALL/QUITS,DECELERATION,HOT ENGINE
Add Sym: INT STALL ON DECEL GOING DO St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: RKOTH9 Phone: 313 317-0000 Regn Cd: 16 Philadelphia -16
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: SF
REPAIR SF STATES THAT THE VEH HAS A REPEAT STALLING CONCERN ON DECEL WHEN
GOING DOWN A INCLINE. SF STATES THAT HE DID TSB 02-08-06 & DID TSB
02-11-06. HE STATES THAT THEY ADJUSTED THE BASE IDLE & THE IAC IS AT
28% & TP VOLTAGE IS .91VOLTS & IT WAS SET PER FSE. HE ALSO STATES THAT
THE PCM HAS THE LATEST CALIBRATION ALSO STATES THAT THE EVAP SYSTEM
CHECKED OUT OK PER THE TSB & HE DID REPLACE THE EEC RELAY & THE FUEL
PUMP RELAY WITH THE UPDATED ONE & HE STATES THAT THERE IS NO EXCESS
WEIGHT ON THE KEY RING. SF STATES THAT THEY DID CHECK ALL THE ENG
COMPARTMENT GROUNDS G300,G100,G104,G105,G101. HE ALSO STATES THAT HE
REPLACED THE MAF SENSOR WITH PART # 1L2Z-12B579-BA & HE REPLACED THE
DPFE SENSOR WITH PART # 2F1Z-9J480-AA. HE STATES THAT THEY HAVE NOT
BEEN ABLE TO DUPLICATE THE CONCERN HE STATES THAT THERE ARE NO CODES

HE ALSO STATES THAT THE VEH HAS BEEN TO THE DEALER 4X FOR THIS CONCERN & IT HAS NOT BEEN RESOLVED. SF LOOKING FOR KNOWNS.
RECOMM WENT THRU REPORTS WITH SF ALSO ADVISED HIM TO CHECK CONNECTORS C110, C133,C270B,C270C,C270D FOR WATER INTRUSION OR PIN PROBLEMS & TO CHECK THE CKP HARNESS BY THE A/C BRACKET & BY THE A/C LINE AT THE BULKHEAD & TO CALL BACK WITH RESULTS. ALSO WENT THRU THE CONCERN WITH THE SME MATT & HE STATED TO GO THRU THE TSB'S & THE ISM & IF HE DID ALL RECOMENDATIONS TO TAR THE REPORT.

---Original Message---

From: Suarez, Rhea (R.)
Sent: Wednesday, July 10, 2002 7:47 AM
To: Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Alboonian, Don (D.J.); Price, Martin (M.)
Cc: Fast, Mathew (M.F.)
Subject: Stall repeater

Team - Here is a repeater for stalls.

Rpt#: 2GIDK002 NHL Rpt: 07/09/2002 Odom: 11,500 M
Rvw: Y File: _ Folder: 01013473 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCU04172KA15148 Bld: 08/17/2001
Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 07551 MONONGAHELA FORD CO INC Ph#: (724) 258-8800
State: Pennsylvania City: Monongahela Orig/Caller: FRANK THOMAS
Symptom: 6 07 7 93 DRVABL,STALL/QUITS,DECELERATION,ALL ENGINE TEMP
Addl Sym: VEHICLE IN FOR 5TH TIME St: CCRG/EPRC: _ Rvw: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: RGARZA13 Phone: 313 317-7070 Regn Cd: 44 Pittsburgh - 44
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: SM

REPAIR WARRANTY SRECIALIST (FRANK THOMAS) STS THAT THIS VEHICLE HAS BEEN BROUGHT IN FOR THE 5TH TIME FOR STALLING CONCERN AND VEHICLE CONCERNS HAVE NOT BEEN CORRECTED.WS STS THAT CUSTOMER IS EXTREMELY IRATE AND DOES NOT TRUST THE VEHICLE ANYMORE.TO MY UNDERSTANDING, CUSTOMER DOES NOT WANT VEHICLE POSSESION ANYMORE.WS STS THAT HE HAS EXTENSIVE CONTACT WITH BRIAN DOMINICK AND REQUESTS A TECH ASSIST.WS SEEKING DIRECTION FOR LEMON LAW ASSIST.W/S STS THAT 2 CONVERSATIONS WITH BRIAN ARE UNVERIFIABLE ABOUT THIS VEHICLE.W/S STS THAT FSE WAS NOT ABLE TO HELP HIS CONCERNS.

RECOMM ADVISED W/S TO PERFORM TSB # 02-11-6 BEFORE PROCEEDING ANY FURTHER. W/S STS THAT HE FEELS THAT THIS TSB WILL NOT FIX THE CONCERN.W/S DID STATE THAT PARTS WERE ON ORDER FOR THIS TSB, BUT AGAIN, HE FELT THIS TSB WOULD NOT FIX THE CONCERN.ADVISED W/S THAT ALL TSB'S MUST BE PERFORMED TO CONFORM TO AVAILABLE REPAIRS WITHIN THEIR MEANS.ADVISED W/S TO CONTACT BRIAN DOMENICK OR MARTI PRICE FOR A TECH ASSIST.

From: Suarez, Rhae (R.)
Sent: Wednesday, July 10, 2002 7:47 AM
To: Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Fomelle, Gilbert (G.); Altocrihan, Don (D.J.); Price, Martin (M.)
Cc: Fast, Mathew (M.F.)
Subject: Stall repeater

Team - Here is a repeater for stalls.

Rpt#: 2GIDK002 NHL Rpt: 07/09/2002 Odom: 11,500 M
Rvwd: Y File: _ Folder: 01013473 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCUJ04172KA15148 Bld: 08/17/2001
Engine: 3.0L DUR Calb: 0M11A30A Trans: CDME E Axle: 3800F2.73L A/C: YES
Dealer Id: 07551 MONONGAHELA FORD CO INC Ph#: (724) 258-8800
State: Pennsylvania City: Monongahela Orig/Caller: FRANK THOMAS
Symptom: 6 07 7 93 DRVABL,STALL/QUITS,DECELERATION,ALL ENGINE TEMP
Addl Sym: VEHICLE IN FOR 5TH TIME St: CCRG/EPRC: _ Rvwd: Dt:
Fic: Caus. Comp: -- Condition Code:
Hotliner: RGARZA13 Phone: 313 317-7070 Regn Cd: 44 Pittsburgh - 44
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: SM

REPAIR WARRANTY SPECIALIST (FRANK THOMAS) STS THAT THIS VEHICLE HAS BEEN BROUGHT IN FOR THE 5TH TIME FOR STALLING CONCERN AND VEHICLE CONCERNS HAVE NOT BEEN CORRECTED.WS STS THAT CUSTOMER IS EXTREMELY IRATE AND DOES NOT TRUST THE VEHICLE ANYMORE.TO MY UNDERSTANDING, CUSTOMER DOES NOT WANT VEHICLE POSSESSION ANYMORE.WS STS THAT HE HAS EXTENSIVE CONTACT WITH BRIAN DOMINICK AND REQUESTS A TECH ASSIST.WS SEEKING DIRECTION FOR LEMON LAW ASSIST.W/S STS THAT 2 CONVERSATIONS WITH BRIAN ARE UNVERIFIABLE ABOUT THIS VEHICLE.W/S STS THAT PSE WAS NOT ABLE TO HELP HIS CONCERNS.

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ERG2-027 21486

From: Fournelle, Gilbert (G.)
Sent: Wednesday, July 03, 2002 7:28 AM
To: Suarez, Rhae (R.); Altoonian, Don (D.J.); Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Price, Martin (M.)
Cc: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Packer, Ernest (E.G.); Steckler, Mike (C.M.); Conroy, Don (D.C.)
Subject: RE: Escape Stalling

If this problem is repeatable, I would like to get a WDS recording of the event for analysis. This would be very important for us, since we still cannot repeat the concern ourselves.

I would like to see the following PIDS:

RPM
IAC
MAF
TP
LOAD
VSS
EGRVR
SPARKADV
EVAPVM
FLI
FUELPW1
FUELPW2
FTP
O2S11
O2S21
longft1
longft2
shrtft1
shrtft2
EGRVR
B+

Sincerely,

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone: (313)3904968 Fax: (313)3231786

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

From: Suarez, Rhae (R.)
Sent: Tuesday, July 02, 2002 2:11 PM
To: Altoonian, Don (D.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Price, Martin (M.)
Cc: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Packer, Ernest (E.G.); Steckler, Mike (C.M.); Conroy, Don (D.C.)
Subject: RE: Escape Stalling

Team,

EE82-827 21488

Here is the newest stall vehicle. From the email below you can read that it has been into the dealership 3 times now. I looked up the VIN in CQIS and the only report in the system is during the second visit. I tried to contact the FSE (Ernie Packer) but he is out on vacation during this week. I left a message with Rod Gautier (playing phone tag) at Kip Killmon's Tyson Ford to get more information on what was done to the vehicle. His direct number is (703) 442-7448 if any one would like to contact him directly.

Would any of you like to get this vehicle back if it gets bought back? Is there anything you can offer before the buyback occurs?

Thanks,

Rhas Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
FVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

Rpt#: 2FQK5003 NHL Rpt: 06/17/2002 Odom: 3,774 M
Rvwd: Y File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCU04122KB77107 Bld: 01/12/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3B00F2.73L A/C: YES
Dealer Id: 00012 Kip Killmon's Tysons Ford Ph#: (703) 448-0100
State: Virginia City: Vienna Orig/Caller: SHAWN KRAMER
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT. STALLING, NO CODES St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: JCRUZ25 Phone: 313 248-8201 Regn Cd: 27 Washington - 27
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: T

REPAIR TECH STATES VEHICLE HAS AN INT. STALLING CONCERN. STATES THAT IT HAPPENED ON A DECEL. STATES HE HAS PERFORMED TSB 02-11-6 TO NO AVAIL. TECH STATES THE STALLING IS VERY INTERMITTENT, HE CANNOT VERIFY AND NO OTHER DRIVEABILITY CONCERNS, STATES HE MADE SURE IT HAS LATEST CALIBRATION. CALLING FOR KNOWNS.

RECOMM ISM 02-05-043 VEH STALL APT TSB 02-08-06, R&R MAF, CK DPFE, CK G300, ADV. TECH OF ISM INFO. ADV. OF NO OTHER KNOWNS AT THIS TIME. CONSULTED SME MPRICE.

REPAIR 07/01/2002 11:07AM MICHAEL SCHMILLE MSS - FCSD - TECH SVC HOTLINE TECH IS CALLING BACK ON THE SAME CONCERN. TECH STATES THAT HE CAN VERIFY THE CONCERN. THE VEHICLE STALLS ON A APTER GETTING TO A TOP OF A HILL ON A DECELL. TECH STATES THE IAC IS 37%, TECH HAS 2L8A-AD IN THE PCM AND WANTED TO VERIFY THAT HE HAS THE LATEST CALIBRATION. TECH IS CALLING FOR FURTHER SUGGESTIONS.

RECOMM ADVISED TECH THAT THAT IS THE LATEST CALIBRATION FOR THE VEHICLE. ADVISED TECH TO CHECK PIDS OR MAKE A VDR RECORDING OF THE STALL AND LOOK FOR ANYTHING ADNORMAL, DISCONNECT VMV, EGR, AND ADJUST IAC TO 34%. TECH MAY WANT TO INSTALL REVISED DPFE OR MAF.

-----Original Message-----
From: Steckler, Mike (C.M.)

Sent: Monday, July 01, 2002 5:11 PM
To: Conroy, Don (D.C.)
Cc: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Suarez, Rhae (R.)
Subject: RE: Escape Stalling

Don, if you all end up buying this car back let me know and I am going to send to engineering (don't do anything else to it).

Rhae, I assume you will be contacting the dealer or the FSE Ernie Packer to advise?

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE202
Phone (313) 390-4236 Fax (313) 845-5444
msteckl1@ford.com

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

From: Terzes, Laura (L.D.)
Sent: Monday, July 01, 2002 5:08 PM
To: Suarez, Rhae (R.)
Cc: Fast, Mathew (M.F.); Steckler, Mike (C.M.)
Subject: FW: Escape Stalling

Rhae, need to follow up with dealer to make absolutely sure they have the latest service info. Then if they do, forward this information to engineering and ask if they would like the vehicle for investigation. Mike, would it be possible to quarantine the veh? immediately after we buyback before any further repairs attempted? If the dealer has performed all the latest repair info, this veh. may be something engineering wants. Pls. advise.

Laura Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF56
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

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

From: Steckler, Mike (C.M.)
Sent: Monday, July 01, 2002 10:47 AM
To: Terzes, Laura (L.D.)
Cc: dale@tysonsford.com; kipsbox@aol.com; 'rgautier1@juno.com'
Subject: RE: Escape Stalling

Laura, would you or someone on your team look at the repair history and contact Rod at Tyson's Ford....Look at the recent repair dates....Thanks

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE202
Phone (313) 390-4236 Fax (313) 845-5444

E082-827 21488

msteck11@ford.com

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

From: rgautier1@juno.com [mailto:rgautier1@juno.com]

Sent: Thursday, June 27, 2002 11:55 AM

To: msteck11@ford.com

Cc: dale@tysonsford.com; kipsbox@aol.com

Subject: Escape Stalling

Mike,

How are you? The heat is on here. 100 degree days, high humidity and code red air quality. Along with the heat comes the return of the Escape stalling. Ernie Packer is here and he told me an interesting story that Mazda is doing something different with the idle speed. Any more news?

Here's the latest 3 time loser:

[REDACTED]
Reston, Va. [REDACTED]

1FMCU04122KB77107

Repairs:

5/25/02 423 miles

6/17/02 3744 miles

6/26/02 4211 miles

All of these have been unduplicated attempts to address the symptom with repairs either suggested by SSM or the hotline. This one qualifies for Lemon Law. Pass it on that we need some real fix to keep these on the road. You should see the panic in the customer's face when they come in after their car stalls out. This is getting ugly. Fire them up!

Rod Gautier
Fixed Operations Manager
Kip Killmon's Tysons Ford

From: Suarez, Rhae (R.)
Sent: Tuesday, July 02, 2002 2:11 PM
To: Altocian, Don (D.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Price, Marh (M.)
Cc: Fast, Mathew (M.F.); Terzee, Laura (L.D.); Packer, Ernest (E.G.); Steckler, Mike (C.M.); Conroy, Don (D.C.)
Subject: RE: Escape Stalling

Team,

Here is the newest stall vehicle. From the email below you can read that it has been into the dealership 3 times now. I looked up the VIN in CQIS and the only report in the system is during the second visit. I tried to contact the FSE (Ernie Packer) but he is out on vacation during this week. I left a message with Rod Gautier (playing phone tag) at Kip Killmon's Tyson Ford to get more information on what was done to the vehicle. His direct number is (703) 442-7448 if any one would like to contact him directly.

Would any of you like to get this vehicle back if it gets bought back? Is there anything you can offer before the buyback occurs?

Thanks,

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

Rpt#: 2FQK6003 NHL Rpt: 06/17/2002 Odom: 3,774 M
Rvwd: Y File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCU04122KB77107 Bld: 01/12/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 00012 Kip Killmon's Tysons Ford Ph#: (703) 448-0100
State: Virginia City: Vienna Orig/Caller: SHAWN KRAMER
Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
Addl Sym: INT. STALLING, NO CODES St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: JCRUZ25 Phone: 313 248-8201 Regn Cd: 27 Washington - 27
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: T
REPAIR TECH STATES VEHICLE HAS AN INT. STALLING CONCERN. STATES THAT IT HAPPENED ON A DECEL. STATES HE HAS PERFORMED TSB 02-11-6 TO NO AVAIL. TECH STATES THE STALLING IS VERY INTERMITTENT, HE CANNOT VERIFY AND NO OTHER DRIVEABILITY CONCERNS, STATES HE MADE SURE IT HAS LATEST CALIBRATION. CALLING FOR KNOWNS.
RECOMM ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAP, CK DPFE, CK G300, ADV. TECH OF ISM INFO. ADV. OF NO OTHER KNOWNS AT THIS TIME. CONSULTED SME MPRICE.
REPAIR 07/01/2002 11:07AM MICHAEL SCHMILLE MSS - FCSD - TECH SVC HOTLINE

TECH IS CALLING BACK ON THE SAME CONCERN. TECH STATES THAT HE CAN VERIFY THE CONCERN. THE VEHICLE STALLS ON A AFTER GETTING TO A TOP OF A HILL ON A DECELL. TECH STATES THE IAC IS 37%, TECH HAS 2L8A-AD IN THE PCM AND WANTED TO VERIFY THAT HE HAS THE LATEST CALIBRATION. TECH IS CALLING FOR FURTHER SUGGESTIONS.

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

From: Steckler, Mike (C.M.)
Sent: Monday, July 01, 2002 5:11 PM
To: Conroy, Don (D.C.)
Cc: Fast, Mathew (M.F.); Terzes, Laura (L.D.); Suarez, Rhae (R.)
Subject: RE: Escape Stalling

Don, if you all end up buying this car back let me know and I am going to send to engineering (don't do anything else to it).

Rhae, I assume you will be contacting the dealer or the FSE Ernie Packer to advise?

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCH 3NE202
Phone (313) 390-4236 Fax (313) 845-5444
msteckl1@ford.com

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

From: Terzes, Laura (L.D.)
Sent: Monday, July 01, 2002 5:08 PM
To: Suarez, Rhae (R.)
Cc: Fast, Mathew (M.F.); Steckler, Mike (C.M.)
Subject: FW: Escape Stalling

Rhae, need to follow up with dealer to make absolutely sure they have the latest service info. Then if they do, forward this information to engineering and ask if they would like the vehicle for investigation. Mike, would it be possible to quarantine the veh? immediately after we buyback before any further repairs attempted? If the dealer has performed all the latest repair info, this veh. may be something engineering wants. Pls. advise.

Laura Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF56
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

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

From: Steckler, Mike (C.M.)
Sent: Monday, July 01, 2002 10:47 AM

ER02-027 21411

To: Terzes, Laura (L.D.)
Cc: dale@tysonsford.com; kipsbox@aol.com; 'rgautier1@juno.com'
Subject: RE: Escape Stalling

Laura, would you or someone on your team look at the repair history and contact Rod at Tyson's Ford....Look at the recent repair dates....Thanks

Mike Steckler
Consumer Affairs Operations Manager
Ford Customer Service Division
RCB 3NE202
Phone (313) 390-4236 Fax (313) 845-5444
msteckl1@ford.com

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

From: rgautier1@juno.com [mailto:rgautier1@juno.com]
Sent: Thursday, June 27, 2002 11:55 AM
To: msteckl1@ford.com
Cc: dale@tysonsford.com; kipsbox@aol.com
Subject: Escape Stalling

Mike,

How are you? The heat is on here. 100 degree days, high humidity and code red air quality. Along with the heat comes the return of the Escape stalling. Ernie Packer is here and he told me an interesting story that Mazda is doing something different with the idle speed. Any more news?

Here's the latest 3 time loser:


Reston, Va. 

1FMCU04122KB77107

Repairs:

5/25/02 423 miles
6/17/02 3744 miles
6/26/02 4211 miles

All of these have been unduplicated attempts to address the symptom with repairs either suggested by SSM or the hotline. This one qualifies for Lemon Law. Pass it on that we need some real fix to keep these on the road. You should see the panic in the customer's face when they come in after their car stalls out. This is getting ugly. Fire them up!

Rod Gautier
Fixed Operations Manager
Kip Killmon's Tysons Ford

EA82-827 21412

From: Suarez, Rhae (R.)
Sent: Tuesday, July 02, 2002 12:58 PM
To: Fournelle, Gilbert (G.); Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Atoonian, Don (D.J.); Corbett, Sandra (S.M.); Price, Martin (M.)
Cc: Mentgen, Keith (K.)
Subject: FW: 2001 escape stall

Here is some stall info from our Hotline (see CQIS and email). If you have any questions please contact Keith or myself.

Thanks,

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fabians Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

Rpt#: 2GBC2003 NHL Rpt: 07/02/2002 Odom: 24,808 M
Rvwd: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2001 ESCAPE 4X4,XLT ,WAGON 1FMCU04161KD85053 Bld: 06/08/2000
Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: A/C: YES
Dealer Id: 07766 Marty Franich Ford Lincoln-Mer Ph#: (831) 722-4181
State: California City: Watsonville Orig/Caller: DAVID SALIVA
Symptom: 6 07 7 93 DRVABL,STALL/QUITS,DECELERATION,ALL ENGINE TEMP
Addt Sym: INTERMITTENT STALL VMV 73% St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: - Condition Code:
Hotliner: JOWENS28 Phone: 313 317-4276 Regn Cd: 72 San Francisco - 72
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

REPAIR TECH STATES THE CUSTOMER IS IN FOR THE 3RD TIME AND HAS A STALL ON DECELERATION. TECH STATES HE FOLLOWED TSB 02-11-06. TECH STATES HE DID VERIFY THE CONCERN. TECH STATES HE DIDN'T LOOSE THE RPM PID. TECH STATES THE ENGINE STALLED ON DECELERATION WHEN THE VMV REACHED 73%. TECH STATES THE EVAP LINES ARE CLEAR. SEEKING ADVICE
RECOMM ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, OK PCM HARNESS TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM) ADVISE TECH OF THE LISTED TSB AND ISM. ADVISE TECH SINCE THE VEHICLE STALLED WHEN THE VMV WAS AT 73% AND THE LINES ARE CLEAN, INSPECT THE CANISTER FOR RAW FUEL. IF THE CANISTER IS FINE, REPLACE THE VMV AND RETEST.
REPAIR 07/02/2002 10:46AM KEITH MENTGEN MSS - FCSD - TECH SVC HOTLINE
TECH STATES HE IS ABLE TO VERIFY THE CONCERN ON DECELERATION ON A SLIGHT GRADE, ABOUT 1/4 TO 1/2 MILE LONG. TECH STATES HE MADE RECORDS AND NOTED THAT THE RPM WILL DROP DOWN TO 172 AND AT THAT TIME THE IAC IS ONLY 21.87%, 40 MPH, .87 VOLTS STEADY T.P. TECH STATES HE DID FIND THAT THIS LAST TIME CONCERN WAS PRESENT THE VMV WAS NOT ON, PID SHOWS 0.0%.
RECOMM ADVISED TECH THE PCM SHOULD TRY TO RESPOND FOR THE LOW RPM BY INCREASING THE IAC% BUT THIS IS NOT HAPPENING, INDICATION THE PCM IS POSSIBLY RESPONSIBLE FOR THE CONCERN, ADVISED TECH I WOULD TRY OUT MORE INFORMATION AND CONTACT BACK AT 831-722-4181

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

From: Mentgen, Keith (K.)
Sent: Tuesday, July 02, 2002 11:24 AM
To: Suarez, Rhae (R.)
Cc: Husper, Timothy (T.F.)
Subject: 2001 escape stall

Hello Rhae,
I just got a call back on a 2001 Escape with a stall on deceleration that the dealer is able to verify. The dealer made a recording of the event and found on the deceleration the RPM is dropping down to 180 rpms and the IAC is only at 21.78% and not going up, which indicates to me the PCM is not even trying to respond to the stall event. Other pids showed mph 40, and throttle position was .87 volts and steady during the event. I also verified the latest calibration and the PCM part number is 1U7A-AXB. The TSB has been performed and the IAC is 37% at idle, hot engine. The CQIS report number is 2GBC2003.

I remember a few months ago you were investigating this concern, if you have any more information that might apply please let me know.

Thanks

Keith Mentgen

Service Engineer 345
Ford Technical Hotline
kMentgen@ford.com
313-317-7049

From: Suarez, Rhae (R.)
Sent: Friday, June 28, 2002 2:40 PM
To: Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Altonian, Don (D.J.)
Subject: FW:

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

From: Price, Martin (M.)
Sent: Friday, June 28, 2002 2:38 PM
To: Suarez, Rhae (R.)
Subject:

I thought this was interesting about the throttle body and IAC.

C9QI105 CQIS Indicator Summary Entry 06/28/02 14:36:20

Call#: 002

Caller Name: BILL MULVILLE (T) Report#: 2EXHO003 NHL
Call Type (G/N/C): C Print Rpt(S/D): _ Cit #: Date: 06/28/2002
Dealer ID: 01471 Springfield Ford, Inc. Phone: (610) 544-0700
OASIS YES Contacted Oasis History: _ Grid: ___
Symptom: 6 07 6 00 DRVABL STALL/QUITS AT CRUISE
Addl Sym: INT STALL Causal Cond: ___ How/When Code: ____
Vehicle: 2001 ESCAPE 4X4,XLT ,WAGON 1FMYU04111KC21909 Bid: 06/19/2001
Engine: 3.0L DUR Serial: 988109087 Cal: 0M11A30 A/C: A Odom: 25258 M
Trans: CD4E E Serial: YLBPFBU111670 Body Conv: ___

05/24/2002 11:38AM RYAN MORRISON M88 - FCSD - TECH SVC HOTLINE
TECH STATES THAT THE VEH HAS AN INT STALL AT CRUISE THEY CAN NOT VERIF

Y THE CONCERN. THE ECC PWR RELAY WAS REPLACED AND THE BASE IDLE SEEMS OK. THEY CAN NOT VERIFY THE CONCERN, CALLING FOR KNOWN OR SUGGESTIONS.

05/24/2002 11:38AM RYAN MORRISON MSS - FCSD - TECH SVC HOTLINE
ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
TSB 02-08-06 3.0L DURATEC ONLY, PERFORM NORM DIAG,REFER TO CHECKLIST
ADVISED OF THE ABOVE.

06/28/2002 02:25PM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE
TECH STS THAT THIS WILL BE THE FORTH TIME THE VEHICLE IS IN FOR A STAL
LING CONCERN, TECH HAS NEVER BEEN ABLE TO DUPLICATE, REPLACED THE EEC RELAY,
REPROGRAMMED PCM AND BLEW OUT VENT LINE, VMV PASSES TSB TEST, IAC% WAS IN SPEC
PREVIOUSLY BUT THIS TIME IT WAS OUT(45%), TECH REPLACED IAC AND NO CHANGE, REPLACED
THROTTLE BODY AND NOW IAC IS 32-35%, ALSO REPLACED DPFE & MAF, SEEKING ANY OTHER
KNOWN

08/28/2002 02:25PM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE
ISM 02-08-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS
ADV TECH TO CHECK CJB CONNECTORS FOR WATER, G105/105/100/101/300, CKP
HARNESS

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

From: Suarez, Rhae (R.)
Sent: Thursday, June 27, 2002 9:00 AM
To: Altoonian, Don (D.J.); Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Price, Marlin (M.); Fournelle, Gilbert (G.)
Cc: Lintaco, Steven (S.)
Subject: stall concern

1) When is the earliest time you are all available to sit down to draft up a new TSB that says something like "If a customer complains of a stall perform these correctfns.....". This info would include both TSB and ISM. We can also talk about revising the ISM to say make sure all the parts in the TSB have been changed weather they pass each verification or not. This will buy us some time when the new TSB goes through approvals.

Also, if you can think of any one else that would help with the new draft please let me know.

2) FYI - Here is a repeat stall vehicle....

Rpt#: 2FYIC007 NHL Rpt: 06/25/2002 Odom: 1,650 M
Rvwd: Y File: _ Folder: 02006134 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04122KC29793 Bld: 02/19/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 01804 Midpac Auto Center, Inc. Ph#: (808) 245-3673
State: Hawaii City: Lihue Orig/Caller: RUPERT NATION
Symptom: 6 07 6 93 DRVABL,STALL/QUITS,AT CRUISE,ALL ENGINE TEMP
Addl Sym: STALL AT CRUISE St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:

Hotliner: JDEMEL1 Phone: 313 317-9363 Regn Cd: 72 San Francisco - 72
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: SM
REPAIR SM STATED THAT HAS A CONCERN OF A STALL- 02-08-06- 2 WEEKS AGO- NOW HAS
S SAME CONCERN HAVE NEVER BEEN ABLE TO VERIFY THE CONCERN. LOOKING FOR
ASSISTANCE.

SM HUNG UP AT END OF PHONE CALL- BEFORE CLOSING STATEMENT.
RECOMM ADVISED THE SM OF THE TSB- ISM- PREVIOUS REPORT
TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)
ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS
REPORT #: 2E4CS020
ISM 02-05-043 VEH STALL AFT TSB 02-08-06, R&R MAF, CK DPFE, CK G300,
REPORT #: 2DWA2014
ADVISED THE TECHNICIAN THE INFORMATION LISTED IN ISM 02-05-043. LOOK
FOR A WDS SOFTWARE RELEASE B19.3.

From: Terzes, Laura (L.D.)
Sent: Thursday, June 13, 2002 6:01 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Cc: Suarez, Rhae (R.)
Subject: FW:1FMYU04152KB76832- Pittsburgh Region- Escape Stalls Veh.

Murie/Bob: This is the VIN#1FMYU04152KB76832 (Pittsburgh Region) that I mentioned during our 3-4pm conf. call today. More of the info to plot and organize for the field investigation. Rhae Suarez will forward the repair history.

I will put in the minutes, and Jerry Klarr stated, he will contact the Quality office to obtain help with the analysis and consolidation. Just looking for you to be the keeper of the info until help arrives. I have another 1-2 emails I will forward with more VIN#s from other Regions.

Laura Terzes
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

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

From: Daniluk Sr., John (J.J.)
Sent: Thursday, June 13, 2002 3:29 PM
To: Terzes, Laura (L.D.)
Cc: Colatruglio, Vince (V.E.); Suarez, Rhae (R.); Goering, Kimberly (K.L.); Ricks, Kevin (K.J.); Conville, Andrew (A.M.); Corlew, Randall (R.L.); Brauer, Al (A.J.)
Subject: RE: Ford Escape Issue

My FSE, Randy Corlew will look at this vehicle tomorrow. The VIN is 1FMYU04152KB76832. The dealer put the customer in a Explorer rental vehicle to go on vacation next week. She is refusing to ever drive this Escape or any other Escape again since this is her second vehicle with this issue. Note: It is my understanding she is a purchasing agent for Fed Ex.

John J. Daniluk
Dealer Operations Manager
Ford Customer Service Division

ER02-027 21418

Pittsburgh Region

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

From: Terzee, Laura (L.D.)
Sent: Thursday, June 13, 2002 2:26 PM
To: Danluk Sr., John (J.J.)
Cc: Colstruglio, Vince (V.E.); Suarez, Rhae (R.); Goering, Kimberly (K.L.); Ricks, Kevin (K.J.); Conville, Andrew (A.M.)
Subject: RE: Ford Escape Issue

John, pls. be sure the dealer has performed latest TSB 02-11-08, just published 6/3/02. Also, there is an ISM 02-06-043. There is some difference between the two. I would like you to forward the VIN # for the concern veh. below ASAP, as we are tracking effectiveness of the latest fix, and working towards further root cause investigation on the STALLS concern. A task force is meeting weekly to discuss the technical issues, and another task force has just convened, to investigate field management of this issue, but reviewing all info released to date for consolidation and analysis. Thanks for sending in your concern. We are addressing this issue.

Laura Terzee
Manager, Outfitters Concerns
FCSD, Customer Service Engineering
PDC TVC 1JF58
(313) 32-36572 / fax (313) 24-86161 / lterzee.ford.com

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

From: Ricks, Kevin (K.J.)
Sent: Thursday, June 13, 2002 12:58 PM
To: Terzee, Laura (L.D.)
Cc: Colstruglio, Vince (V.E.)
Subject: FW: Ford Escape Issue

Laura or Bob King will need to respond to Escape. I am checking to see if we can provide some DPFE's for the RAV's on Focus.

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

From: Conville, Andrew (A.M.)
Sent: Wednesday, June 12, 2002 9:18 AM
To: Ricks, Kevin (K.J.)
Subject: FW: Ford Escape Issue

Kevin -

Think we talked about this earlier this week .. do we have a part or a fix we can give to randy.

Regards,

Andrew M. Conville
Field Operations Specialist
(313) 24-88395 W / Fax
ACONVILLE@FORD.COM

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

From: Danluk Sr., John (J.J.)
Sent: Wednesday, June 12, 2002 7:50 AM
To: Goering, Kimberly (K.L.)
Cc: Brauer, Al (A.J.); Corlew, Randall (R.L.); Danluk Sr., John (J.J.); Conville, Andrew (A.M.)
Subject: FW: Ford Escape Issue

Kim, this issue has not gone away. Please read this note from a customer who is on their 2nd Escape and now wants us to take this one back. It is scheduled to come in for it's 2nd repair attempt which will be supervised by my FSE, Randy Corlew. Do we have a 100% fix for every Escape? We really don't want to keep repurchasing these vehicles, but feel we have no choice.

John J. Daniluk
Dealer Operations Manager
Ford Customer Service Division
Pittsburgh Region

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

From: Tom Earles [mailto:tom@shultsautogroup.com]
Sent: Tuesday, June 11, 2002 1:53 PM
To: Daniluk Sr., John (J.J.)
Cc: tom@shultsautogroup.com
Subject: Fw: Ford Escape Issue

JOHN, I AM PUTTING HER INTO A RENTAL EXPLORER FOR HER VACATION. IT WOULD BE A VERY UNCOMFORTABLE SITUATION IF SOME ONE GOT HURT IN THAT VEHICLE. SHE WANTS OUT OF IT AND NOT TO BE REPAIRED AGAIN. SHE HAS BEEN EXTREMELY REASONABLE. THERE HAVE BEEN 6 ATTEMPTS BETWEEN BOTH HER ESCAPES AND SHE IS A FLEET MANAGER FOR FED EX. ANOTHER DIRECTION NEEDS TO BE TAKEN ASAP.

TOM EARLES
SHULTS AUTO GROUP
FIXED OPS --- Original Message ---

From: <karra.seekey@fedex.com>
To: <tom@shultsautogroup.com>
Sent: Tuesday, June 11, 2002 1:26 PM
Subject: Ford Escape Issue

> I am writing in response to my conversation on June 10, 2002 with Randy
> Corlew regarding my 2002 Ford Escape which shuts off when I am going
> downhill applying the brakes. As per Randy he wants me to bring the
> vehicle in again for repair stating that they have a fix for the problem.
> I have been hearing this since September 2001 with my first Escape.
> Each time I brought the vehicle in Ford stated that they had the fix and I
> drove the vehicle for awhile and it shut down again. Ford Motors
> purchased my original Escape. I turned it in on January 18th after 3
> separate repairs because they could not fix the vehicle. I picked up the
> 2002 Escape on Jan. 19, 2002 and it was fine until mid-April when it shut
> down. I was driving the vehicle on Mt. Nebo road which is a very windy
> road and there is no place to pull over and it shut off. As I continued
> down the hill with no power (brakes and steering), at the bottom of the
> hill there was a line of traffic with no stopping room. I did manage to
> stop the vehicle, but if someone else was driving this vehicle, (i.e. my
> mother) they probably would have been severely injured or even killed
> along
> with other people in the vehicles ahead of me. I brought it in to
> Schults Ford and as per the engineers at Ford they had the fix. Schults
> fixed the vehicle and I picked it up in the beginning of May. I drove
> the vehicle almost 1800 miles and on June 4th the vehicle shut down
> again.
> I do not feel safe driving this vehicle. Everytime I drive the vehicle I
> am extremely stressed wondering if this is the day it will shut down
> again!!!!
> I am constantly looking in my rear view mirror to make sure that another
> vehicle is not directly behind, or directly in front of me and that I have
> a place to pull over. Anytime I offer to drive anywhere neither my

- > family, friends or co-workers want to ride in my vehicle. I paid over
- > \$23,000 for this vehicle in May of 2001 and it has been over 9 months
- > since I have had a vehicle that I have any confidence in. I have given
- > Ford Motors ample opportunity to repair both vehicles and right now I do
- > not have alot of confidence in Ford to fix this problem. How many
- > chances
- > does Ford Motors require to repair this problem? Should they keep trying
- > until someone gets aeverly injured or killed? Personally I am not
- > interested in owning a Ford Escape. If I do not receive satisfaction
- > regarding this matter I will be contacting my attorney.
- >
- >
- >

From: Boals, Sandra (S.L.)
Sent: Wednesday, June 19, 2002 4:08 PM
To: Dalbo, Bob (R.J.); Sanders, Muriel (M.S.)
Cc: Woodings, Andrew (A.T.)
Subject: FW: U204 MAFS Gasket Costs

Bob, Muriel -

fyi- we still haven't received cost information from Visteon. As soon as they have the cost information I will schedule the next U204 MAFS Gasket meeting.

Sandy Boals

U204 PTSSE, Air Induction System D&R
Product Development Center (PDC), Cube 2F-E08
Phone: (313) 845-4661 / **FAX:** (313) 621-8320
Text Pager: (313) 684-2194

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

From: Boals, Sandra (S.L.)
Sent: Wednesday, June 19, 2002 4:06 PM
To: 'madame@visteon.com'
Cc: Hinds, Brett (B.S.); Woodings, Andrew (A.T.); Boals, Sandra (S.L.); 'hiken36@visteon.com'
Subject: U204 MAFS Gasket Costs

Mike,

Can you advise on when Visteon will have the cost information for the U204 MAFS gaskets so that I can schedule the next meeting. Our initial meeting was May 28th. At that meeting we agreed to have a report out the week of June 10th. It has now been 3 weeks. We would like to have the discussion ASAP.

Thanks,

Sandy Boals

U204 PTSSE, Air Induction System D&R
Product Development Center (PDC), Cube 2F-E08
Phone: (313) 845-4661 / **FAX:** (313) 621-8320
Text Pager: (313) 684-2194

EP82-827 21432

From: Dalbo, Bob (R.J.)
Sent: Thursday, May 09, 2002 5:07 PM
To: Boals, Sandra (S.L.); 'Bishop, Chris (C.B.)'
Cc: Sanders, Muriel (M.S.)
Subject: RE: U204 MAFS

Chris,

We received it and tested it, and found no problems. However, we today received information that Mazda found a stalling vehicle that behaved somewhat similarly to this one that had a folded gasket between the MAFS and the air cleaner such that the gasket was in front of the hot wire. We plan to retest with a similarly folded gasket to see if we can repeat the problem.

Sandy,

I know it's late, but we ought to look into some kind of formed-in-place seal to avoid this kind of issue.

I'd love to send you both the file with the photo showing the obstruction, but I can't afford the memory. Stop by if you'd like a hardcopy.

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Bishop, Chris (C.B.) [mailto:cbishop2@visteon.com]
Sent: Thursday, May 09, 2002 8:49 AM
To: 'rdalbo@ford.com'
Subject: U204 MAFS

Bob -

Did you get back the suspect MAFS that had the issue we reviewed last week? Just let me know and I'll drop by and pick it up. Thanks.

Chris Bishop
313 755-4029
Text Pager: 888-375-7674
Sensor Applications
Visteon

EA02-027 21442

From: Dan Rothweiler [DRothwei@mazdausa.com]
Sent: Tuesday, May 07, 2002 12:31 PM
To: 'Sanders, Muriel (M.S.)'
Cc: Don Alkonian; Steven Limtaco
Subject: RE: Defective MAF sensor

Muriel, I am now positive that this AFM is the correct one. Keep driving that truck. Unless there was some sort of foreign material inside the AFM it should act up for you. Remember it was very warm the day those recordings occurred. The fuel trim values that I saw were very real.....and they didn't go away until the AFM was replaced again.

Daniel H. Rothweiler
Mazda North American Operations
Fixed Operations Technical Specialist
Office: 732-868-2135
Fax: 214-442-5222
Cellular: 732-547-8578

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

From: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]
Sent: Tuesday, May 07, 2002 12:06 PM
To: Rothweiler, Daniel (D.)
Subject: RE: Defective MAF sensor

Dan, I checked the VIN number on the MAF tag and it matches what you gave me (4F2YU08151KM28303). Here's the other info from the tag

Dealer Name: East Coast
Dealer #: 51488
Date of Delivery: 2/2/00
Date of Repair: 4/9/02
Mileage: 16161
Claim No. 356751
Mazda Part No. 1F2213210A

So far it appears to operate fine. I'm going to try again this afternoon. I'll let you know if we find anything.

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
> E-mail: msander6@ford.com
>

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

From: Dan Rothweiler [mailto:DRothwei@mazdausa.com]
Sent: Wednesday, May 01, 2002 3:58 PM
To: 'Sanders, Muriel (M.S.)'

ERG2-827 21448

Cc: Steven Limtiaco
Subject: RE: Defective MAF sensor

I sent the MAF to your attention today for overnight delivery. Let me know that you got it.

Thanks,

Daniel H. Rothweiler
Mazda North American Operations
Fixed Operations Technical Specialist
Office: 732-868-2135
Fax: 214-442-5222
Cellular: 732-547-8578

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

From: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]
Sent: Tuesday, April 30, 2002 1:27 PM
To: Rothweiler, Daniel (D.)
Subject: RE: Defective MAF sensor

Here's my address. Thanks.

Muriel Sanders
Ford Motor Company
TEE Building
2000 Enterprise Dr
Allen Park, MI 48101

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
> E-mail: msander6@ford.com
>

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

From: Dan Rothweiler [mailto:DRothwei@mazdausa.com]
Sent: Tuesday, April 30, 2002 1:25 PM
To: 'Sanders, Muriel (M.S.)'
Subject: RE: Defective MAF sensor

How ironic. It just arrived at the region here. I can send it to you ASAP
Can I have your address again?

Daniel H. Rothweiler
Mazda North American Operations
Fixed Operations Technical Specialist
Office: 732-868-2135
Fax: 214-442-5222
Cellular: 732-547-8578

ER02-027 21447

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

From: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]
Sent: Tuesday, April 30, 2002 11:45 AM
To: Rothweiler, Daniel (D.)
Subject: Defective MAF sensor

Hi Dan,

Do you have the defective MAF sensor you found? This would be from the vehicle that you send us stall data on. If so, can we get it? The person from Vistaon expressed interest in looking at it.

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
> E-mail: msander6@ford.com
>
>

From: Dan Rothweiler [DRothwei@mazdausa.com]
Sent: Wednesday, May 01, 2002 3:58 PM
To: 'Sanders, Muriel (M.S.)'
Cc: Steven Lintaco
Subject: RE: Defective MAF sensor

I sent the MAF to your attention today for overnight delivery. Let me know that you got it.

Thanks,

Daniel H. Rothweiler
Mazda North American Operations
Fixed Operations Technical Specialist
Office: 732-868-2135
Fax: 214-442-5222
Cellular: 732-547-8578

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

From: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]
Sent: Tuesday, April 30, 2002 1:27 PM
To: Rothweiler, Daniel (D.)
Subject: RE: Defective MAF sensor

Here's my address. Thanks.

Muriel Sanders
Ford Motor Company

EA02-827 21448

TEE Building
2000 Enterprise Dr
Allen Park, MI 48101

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
> E-mail: msander6@ford.com
>

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

From: Dan Rothweiler [mailto:DRothwei@mazdausa.com]
Sent: Tuesday, April 30, 2002 1:25 PM
To: 'Sanders, Muriel (M.S.)'
Subject: RE: Defective MAF sensor

How ironic. It just arrived at the region here. I can send it to you ASAP
Can I have your address again?

Daniel H. Rothweiler
Mazda North American Operations
Fixed Operations Technical Specialist
Office: 732-868-2135
Fax: 214-442-5222
Cellular: 732-547-8578

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

From: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]
Sent: Tuesday, April 30, 2002 11:45 AM
To: Rothweiler, Daniel (D.)
Subject: Defective MAF sensor

Hi Dan,

Do you have the defective MAF sensor you found? This would be from the
vehicle that you send us stall data on. If so, can we get it? The person
from Visteon expressed interest in looking at it.

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
> E-mail: msander6@ford.com
>
>

From: Dan Rothweiler [DRothwei@mazdausa.com]
Sent: Tuesday, April 30, 2002 1:25 PM
To: 'Sanders, Muriel (M.S.)'
Subject: RE: Defective MAF sensor

How ironic. It just arrived at the region here. I can send it to you ASAP
Can I have your address again?

Daniel H. Rothweiler
Mazda North American Operations
Fixed Operations Technical Specialist
Office: 732-868-2135
Fax: 214-442-5222
Cellular: 732-547-8578

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

From: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]
Sent: Tuesday, April 30, 2002 11:45 AM
To: Rothweiler, Daniel (D.)
Subject: Defective MAF sensor

Hi Dan,

Do you have the defective MAF sensor you found? This would be from the
vehicle that you send us stall data on. If so, can we get it? The person
from Visteon expressed interest in looking at it.

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
> E-mail: msander6@ford.com
>
>

From: Steven Lintiaco [SLinti@mazdausa.com]
Sent: Thursday, April 11, 2002 7:50 PM
To: 'rdalbo@ford.com'; 'msander6@ford.com'
Cc: Dan Rothweiler
Subject: RE: Tribute Stall Recordings

Bob,

A ran across a problem opening up Dan's WDS recordings using the old version desktop software. I'll be shipping (via fed-ex) you a version B18 software that you will need to update your desktop. Please pass it around to everyone. (ETA by tomorrow, I hope)

Steve Lintiaco
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slinti@mazdausa.com

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

From: Steven Lintiaco
Sent: Thursday, April 11, 2002 9:05 AM
To: 'rdalbo@ford.com'; 'msander6@ford.com'
Cc: Dan Rothweiler
Subject: FW: Tribute Stall Recordings

Bob & Muriel,

Here are the WDS recordings from Dan on the Tribute stall that's had everything. I'll work getting the customer letter today.

Steve Lintiaco
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slinti@mazdausa.com

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

From: Dan [mailto:Mazdal@comcast.net]
Sent: Thursday, April 11, 2002 5:37 AM
To: slinti@mazdausa.com
Cc: ccapuzzo@mazdausa.com
Subject: Tribute Stall Recordings

Steve, Please forward these recordings to Bob when you get them today. Call me on my cell phone today to discuss. I will try to be on the call but I can't reach the call in info. in my Mazda mail. Let me know the number when

you call.

Thanks,

From: Steven Limtiaco [SLimtiac@mazdausa.com]
Sent: Thursday, April 11, 2002 12:05 PM
To: 'rdalba@ford.com'; 'msander6@ford.com'
Cc: Dan Rothweiler
Subject: FW: Tribute Stall Recordings



WDS_SessionArchive
-668888881K...



WDS_SessionArchive
-668888881K...

Bob & Muriel,

Here are the WDS recordings from Dan on the Tribute stall that's had everything. I'll work getting the customer letter today.

Steve Limtiaco
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slimtiac@mazdausa.com

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

From: Dan [mailto:Mazda1@comcast.net]
Sent: Thursday, April 11, 2002 5:37 AM
To: slimtiac@mazdausa.com
Cc: ccapuzzo@mazdausa.com
Subject: Tribute Stall Recordings

Steve, Please forward these recordings to Bob when you get them today. Call me on my cell phone today to discuss. I will try to be on the call but I can't reach the call in info. in my Mazda mail. Let me know the number when you call.

Thanks,

From: Bauer, Scott (S.C.)
Sent: Thursday, July 25, 2002 12:48 PM
To: Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.)
Subject: Service Incorporation Dates for PCM/IAC Updates

I have attached a copy of the appendix (Appendix X) from our March 15, 2002 response that contains a listing of the "Design/Manufacturing Process Changes for the EEC Power Relay, PCM,IAC Valve and DVR System." NHTSA would like the incorporation dates the service fix relating to the three PCM upgrades—listed as "N/A" on page 1 of the table. It was a slight oversight on our part for not including them. Can I get those dates before COB today?

Scott C. Bauer
Truck Safety Investigations
Automotive Safety Office
Ford Motor Company
Office: (313) 59-49786
Fax: (313) 59-42268
Fairlane Plaza South, Suite 500 East

EDS2-027 21483

From: Williams, Lea (LHW.)
Sent: Friday, March 15, 2002 10:27 AM
To: Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.)
Subject: FW: THX

FYI

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

From: Williams, Lea (LHW.)
Sent: Wednesday, March 13, 2002 9:35 AM
To: Moorhouse, Scott (S.R.)
Subject: RE: THX

Great. Thx.

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

From: Moorhouse, Scott (S.R.)
Sent: Wednesday, March 13, 2002 9:33 AM
To: Williams, Lea (LHW.)
Subject: RE: THX

Not exactly true on the relays. In that case, we had mixed stock for a period of time, and there is always the possibility of old stock being brought in (It was an exhaust change). VO plants aren't the best practitioners of FIFO, I am afraid, but we tried to use a date on the Hella relay introduction that was clean with all omron stock out.

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

From: Williams, Lea (LHW.)
Sent: Wednesday, March 13, 2002 8:27 AM
To: Moorhouse, Scott (S.R.)
Cc: Sanders, Muriel (M.S.)
Subject: THX

Thx for the voicemail regarding the PCMs :-). I assume the same point is raised for Hella Relays...when you switched to Hella you timed the Omrons so that you would be near empty by the time the Hellas were in the plant.

Regards,
Lea Williams
For More, Count on Lea
U204 3.0L Powertrain Calibration
Truck Engine Engineering, Suite 1AE20
Phone: (313)33-72503
Fax: (313) 32-31786

From: Williams, Les (LHW.)
Sent: Wednesday, March 13, 2002 9:27 AM
To: Moorhouse, Scott (S.R.)
Co: Sanders, Muriel (M.S.)
Subject: THX

Thx for the voicemail regarding the PCMs :-). I assume the same point is raised for Hella Relays...when you switched to Hella you timed the Omrons so that you would be near empty by the time the Hella's were in the plant.

Regards,
Lee Williams
For More, Count on Les
U204 3.0L Powertrain Calibration
Truck Engine Engineering, Suite 1AE20
Phone: (313)33-72503
Fax: (313) 32-31786

From: Diez, Timothy (T.P.)
Sent: Friday, May 24, 2002 9:21 AM
To: Huck, Dave (D.E.); Kwon, Soon (S.K.); Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.); Corbett, Sandra (S.M.); Shelton, Randy (R.); Lewis, Dennis (D.J.); Nematollahi, Sonya (S.); Bodnar, Les (L.R.); Gates, Freeman (F.C.)
Subject: RE: Ford/Mazda Meeting

Dave,

The WERS concern corrects the engine stall issue caused by the IAC circuitry. Before installing the new EEC, we ran the test with the new DPFE sensor installed. No codes were set.

We dwell at each frequency for 6 seconds. The engine cycles at idle many times in that range. Also, Freeman Gates informed me before the test that if no codes were set, the DPFE sensor passed. Thanks.

Sincerely,
Timothy Diez
Cross Vehicle EMC Technology Applications
313-32-39927, Fax: 313-322-1892
e-mail: tdiez@ford.com

---Original Message---

From: Huck, Dave (D.E.)
Sent: Thursday, May 23, 2002 6:16 PM
To: Kwon, Soon (S.K.); Sanders, Muriel (M.S.); Diez, Timothy (T.P.)
Cc: Dalbo, Bob (R.J.); Corbett, Sandra (S.M.); Shelton, Randy (R.); Lewis, Dennis (D.J.)
Subject: RE: Ford/Mazda Meeting

First, I want to caution people in relying on the setting of a code - most require the fault to be present on 2 consecutive drive cycles to illuminate the MIL. A pending code would set after one trip with a fault but that is what would need to be requested when interrogating the EEC. Secondly, many tests only run once per power up cycle and thus if successfully completed before the fault is induced, will NOT detect an error. The EGR monitor presently runs only once per drive cycle and I believe the IAC test does also. (The WERS notice adds a capacitor to correct an idle speed circuit noise issue yet the note below mentions the DPFE sensor not setting a code - need clarification.)

---Original Message---

From: Kwon, Soon (S.K.)
Sent: Thursday, May 23, 2002 10:38 AM
To: Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.); Corbett, Sandra (S.M.); Huck, Dave (D.E.)
Subject: FW: Ford/Mazda Meeting

Please review the concern as it concerns the stall issue.
Thanks.

Regards,
Soon Kwon
Escape/Tribute P/T OPD Supervisor
Compact Utility PTSE, TVC
2FB39, MD 405, PDG Dearborn 48128
Phone (313) 522-6844, Fax
Pager (313) 796-1539, email: skwon@ford.com

---Original Message---

From: Diez, Timothy (T.P.)

Sent: Wednesday, May 22, 2002 4:05 PM
To: Williamson, David (D.E.)
Cc: Kwon, Soon (S.K.); Gates, Freeman (F.C.)
Subject: RE: Ford/Mazda Meeting

No DPFE codes were set during RI testing of the Duratec or the Zetec U204's. Freeman Gates informed me sometime ago that a code would be set if the DPFE sensor "failed".

Please review concern 011371349 regarding the engine stall issue. We have a resolution to the EMC failures occurring at Romeo. This fix should be tried and tested on an I4.

Thanks.

Sincerely,
Timothy Diaz
Cross Vehicle EMC Technology Applications
313-32-39927, Fax: 313-322-1892
e-mail: tdiaz@ford.com

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

From: Williamson, David (D.E.)
Sent: Wednesday, May 22, 2002 4:00 PM
To: Diaz, Timothy (T.P.)
Cc: Kwon, Soon (S.K.)
Subject: RE: Ford/Mazda Meeting

Soon says he doesn't need you tomorrow but email reports today.

-----Original Appointment-----

From: Diaz, Timothy (T.P.)
Sent: Wednesday, May 22, 2002 3:58 PM
To: Williamson, David (D.E.)
Subject: Declined: Ford/Mazda Meeting
Where: Thursday, May 23, 2002 7:00 AM-8:30 AM (GMT-05:00) Eastern Time (US & Canada).
Where: Teleconference

From: Huok, Dave (D.E.)
Sent: Thursday, May 23, 2002 8:16 PM
To: Kwon, Soon (S.K.); Sanders, Muriel (M.S.); Diaz, Timothy (T.P.)
Cc: Dalbo, Bob (R.J.); Corbett, Sandra (S.M.); Shelton, Randy (R.); Lewis, Dennis (D.J.)
Subject: RE: Ford/Mazda Meeting

First, I want to caution people in relying on the setting of a code - most require the fault to be present on 2 consecutive drive cycles to illuminate the MIL. A pending code would set after one trip with a fault but that is what would need to be requested when interrogating the EEC. Secondly, many tests only run once per power up cycle and thus if successfully completed before the fault is induced, will NOT detect an error. The EGR monitor presently runs only once per drive cycle and I believe the IAC test does also. (The WERS notice adds a capacitor to correct an idle speed circuit noise issue yet the note below mentions the DPFE sensor not setting a code - need clarification.)

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

From: Kwon, Soon (S.K.)
Sent: Thursday, May 23, 2002 10:38 AM
To: Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.); Corbett, Sandra (S.M.); Huok, Dave (D.E.)
Subject: FW: Ford/Mazda Meeting

ES02-027 21471

Pls review the concern as it concerns the stall issue.
Thanks.

Regards,
Soon Kwon
Escape/Tribute P/T OPO Supervisor
Compact Utility PTSE, TVC
2FB98, MD 405, PDC Dearborn 48126
Phone (313) 322-6844, Fax
Pager (313) 795-1598, email: skwon@ford.com

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

From: Diaz, Timothy (T.P.)
Sent: Wednesday, May 22, 2002 4:05 PM
To: Williamson, David (D.E.)
Cc: Kwon, Soon (S.K.); Gates, Freeman (F.C.)
Subject: RE: Ford/Mazda Meeting

No DPFE codes were set during RI testing of the Duratec or the Zetec U204's. Freeman Gates informed me sometime ago that a code would be set if the DPFE sensor "failed".

Please review concern 01371348 regarding the engine stall issue. We have a resolution to the EMC failures occurring at Romeo. This fix should be tried and tested on an I4.

Thanks.

Sincerely,
Timothy Diaz
Cross Vehicle EMC Technology Applications
313-32-39627, Fax: 313-322-1892
e-mail: tdiaz@ford.com

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

From: Williamson, David (D.E.)
Sent: Wednesday, May 22, 2002 4:00 PM
To: Diaz, Timothy (T.P.)
Cc: Kwon, Soon (S.K.)
Subject: RE: Ford/Mazda Meeting

Soon says he doesn't need you tomorrow but email reports today.

-----Original Appointment-----

From: Diaz, Timothy (T.P.)
Sent: Wednesday, May 22, 2002 3:58 PM
To: Williamson, David (D.E.)
Subject: Declined: Ford/Mazda Meeting
When: Thursday, May 23, 2002 7:00 AM-8:30 AM (GMT-05:00) Eastern Time (US & Canada).
Where: Teleconference

From: Kwon, Soon (S.K.)
Sent: Thursday, May 23, 2002 10:38 AM
To: Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.); Corbett, Sandra (S.M.); Huok, Dave (D.E.)
Subject: FW: Ford/Mazda Meeting

Please review the concern as it concerns the stall issue.
Thanks.

Regards,
Soon Kwon
Escape/Tribute P/T OPD Supervisor
Compact Utility PTBE, TVC
2FB39, MD 405, PDC Dearborn 48126
Phone (313) 322-8844, Fax
Pager (313) 795-1536, email: skwon@ford.com

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

From: Diez, Timothy (T.P.)
Sent: Wednesday, May 22, 2002 4:05 PM
To: Williamson, David (D.E.)
Cc: Kwon, Soon (S.K.); Gates, Freeman (F.C.)
Subject: RE: Ford/Mazda Meeting

No DPFE codes were set during RI testing of the Duratec or the Zetec U204's. Freeman Gates informed me sometime ago that a code would be set if the DPFE sensor "failed".

Please review concern of 1371349 regarding the engine stall issue. We have a resolution to the EMC failures occurring at Romeo. This fix should be tried and tested on an I4.

Thanks.

Sincerely,
Timothy Diez
Cross Vehicle EMC Technology Applications
313-32-39927, Fax: 313-322-1892
e-mail: tdiez@ford.com

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

From: Williamson, David (D.E.)
Sent: Wednesday, May 22, 2002 4:00 PM
To: Diez, Timothy (T.P.)
Cc: Kwon, Soon (S.K.)
Subject: RE: Ford/Mazda Meeting

Soon says he doesn't need you tomorrow but email reports today.

-----Original Appointment-----

From: Diez, Timothy (T.P.)
Sent: Wednesday, May 22, 2002 3:58 PM
To: Williamson, David (D.E.)
Subject: Declined: Ford/Mazda Meeting
When: Thursday, May 23, 2002 7:00 AM-8:30 AM (GMT-05:00) Eastern Time (US & Canada).
Where: Teleconference

ER02-027 21473

From: Suarez, Rhae (R.)
Sent: Wednesday, August 07, 2002 12:44 PM
To: Dalbo, Bob (R.J.); Price, Martin (M.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Altoonian, Don (D.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Bogema, John (P.); Matessa, John (J.); Milkota, Dennis (D.P.); Sanders, Muriel (M.S.); Hurley, Robert (R.E.); 'bnikolai@visteon.com'
Subject: RE: repeat pcm failure

FYI - I dropped off the PCM with Bernie this morning.

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

From: Dalbo, Bob (R.J.)
Sent: Tuesday, August 06, 2002 3:59 PM
To: Suarez, Rhae (R.); Price, Martin (M.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Altoonian, Don (D.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Bogema, John (P.); Matessa, John (J.); Milkota, Dennis (D.P.); Sanders, Muriel (M.S.); Hurley, Robert (R.E.)
Subject: RE: repeat pcm failure

Rhae,
I'm OK with Bernie handling this one.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 796-2858 Email: rdalbo@ford.com

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

From: Suarez, Rhae (R.)
Sent: Tuesday, August 06, 2002 8:07 AM
To: Price, Martin (M.); Dalbo, Bob (R.J.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Altoonian, Don (D.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Bogema, John (P.); Matessa, John (J.); Milkota, Dennis (D.P.); Sanders, Muriel (M.S.); Hurley, Robert (R.E.)
Subject: RE: repeat pcm failure

I have also been trading emails with Bernie Nikolai about this PCM. Do you want it first? or should we give it to them?

<< Message: RE: PCM concerns >>

Thanks for your help!!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

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

From: Price, Martin (M.)

8962-827 21474

Sent: Tuesday, August 06, 2002 7:59 AM
To: Dalbo, Bob (R.J.); Suarez, Rhae (R.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Altoonian, Don (D.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Bogema, John (P.); Matasa, John (J.); Mikota, Dennis (D.P.); Sanders, Muriel (M.S.); Hurley, Robert (R.E.)
Subject: RE: repeat pcm failure

The U1262 means the ICM couldn't communicate with the PCM.

Marti Price

Cleveland Engine Specialist, DSC 1 #353
1700 Fairlane Dr, Allen Park, MI 48101
mprices28@ford.com ph. (313)317-9133

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

From: Dalbo, Bob (R.J.)
Sent: Monday, August 05, 2002 4:59 PM
To: Suarez, Rhae (R.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Price, Martin (M.); Altoonian, Don (D.J.); Gilbert Fournelle; Hockaday Jr., John (J.C.); John Bogema; John Matasa; Mikota, Dennis (D.P.); Muriel Sanders; Robert Hurley
Subject: RE: repeat pcm failure

Rhae,
Send it over; we can do the initial analysis and return it to Visteon if necessary. What, by the way, is a U1262 DTC?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2858 Email: rdalbo@ford.com

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

From: Suarez, Rhae (R.)
Sent: Monday, August 05, 2002 9:31 AM
To: Dalbo, Bob (R.J.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Price, Martin (M.)
Subject: FW: repeat pcm failure

Bob,

Are you the right person for this? We got a vehicle with a failed PCM and currently have no direction on what to do (see CQIS report below for more info). I have the part at my desk so it can be looked at. Let me know if I should get you the part or if there is a better person to contact.

Thank!!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FGSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-92-23944 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

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

From: Price, Martin (M.)

6862-027 21475

Sent: Monday, August 05, 2002 8:33 AM
To: Suarez, Rhea (R.)
Subject: repeat pcm failure

The tech did check the spot I recommended for chaffing but didn't find anything. Here's the report.

Caller Name: TOM WOODROOF (T) Report#: 2GXJ0007 NHL
Call Type (G/N/C): C Print Rpt(S/D): _ Cl #: Date: 08/05/2002
Dealer ID: 05079 Bill Woods Ford Phone: (816) 454-4200
OASIS NOT Contacted Oasis History: _ Grid: _ _
Symptom: 6 01 3 93 DRVABL NO CRANK START ENG TEMP ALL ENGINE TEMP
Addl Sym: REPEAT PCM FAILURE? Causal Cond: _ How/When Code: _
Vehicle: 2002 ESCAPE 4X4,XLT WAGON 1FMYU04182KB29228 Bld: 11/14/2001
Engine: 3.0L DUR Serial: 183302087 Cal: 2M11A3D A/C: A Odorn: 9998 M
Trans: CD4E E Serial: 2L8PFA8113160 Body Conv: _

07/24/2002 02:02PM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE
TECH STS THAT VEHICLE CAME IN PREVIOUSLY WITH NO CRANK NO COMMUNICATION WITH PCM,
PPT LED TO REPLACE PCM, THEY DID AND ENGINE STARTED AND RAN FINE, NOW IT IS BACK WITH
THE SAME CONCERN, HAS NO CRANK, U1262 IN ICM, HAS VREF, DISCONNECTED TP & DPFE,
CHECKED PCM GROUNDS, SEEKING KNOWNS

07/24/2002 02:02PM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE
ISM 02-08-025 VERIFY TSB 02-11-08 HAS BEEN PERFORMED, CK PCM HARNESS
ADV TECH NO KNOWNS, ADV TO INSTALL REVISED DPFE, ADV TO SWAP SUSPECT FAILED PCM
INTO KNOWN GOOD VEHICLE TO VERIFY IF PCM IS BAD, IF IS THEN CALL BACK SO WE CAN GET
THE PCM BACK AND TEST IT TO DETERMINE WHAT FAILED

07/24/2002 04:18PM BLAINE HEISNER MSS - FCSD - TECH SVC HOTLINE
SM MIKE HAWES CALLING BACK TO STATE THEY PLACED SUSPECT PCM INTO A
LIKE UNIT ON LOT AND ATTEMPTED TO PERFORM A SELF TEST. PCM WOULD NOT COMMUNICATE
OR SELF TEST. SEEKING TO SEND PCM BACK AS PER MARTI PRICE.

07/24/2002 04:18PM BLAINE HEISNER MSS - FCSD - TECH SVC HOTLINE
ADV SM I WOULD FAX A PARTS RETURN REQUEST FORM TO HIM. ADV SM TO
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07/30/2002 12:34PM BENJAMIN UFIMZEFF MSS - FCSD - TECH SVC HOTLINE
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08/01/2002 10:51AM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE
CONTACTED TECH BACK, ADV TO CHECK FOR SHORT ON VREF & COP/CAPACITOR POWER
CIRCUITS NEAR C134, IF FINDS FAULT PLEASE CALL BACK RESULTS

08/02/2002 04:25PM KEITH MENTGEN MSS - FCSD - TECH SVC HOTLINE
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ADVISED TECH WE HAVE EXHAUSTED ALL OF OUR RESEARCH ON THIS CONCERN, SPOKE WITH
TIM HUSPEN AND VEHICLE IS APPROVED FOR TAR.

ER02-027 21478

08/02/2002 05:43PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY
RICK GROSSMANN CELL PHONE 816-578-8004.

Marti Price

Cleveland Engine Specialist, DSC 1 #353
1700 Fairlane Dr. Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

From: Dalbo, Bob (R.J.)
Sent: Tuesday, August 06, 2002 3:59 PM
To: Suarez, Rhae (R.); Price, Martin (M.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Altoonian, Don (D.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Bogema, John (P.); Mateasa, John (J.); Mikota, Dennis (D.P.); Sanders, Muriel (M.S.); Hurley, Robert (R.E.)
Subject: RE: repeat pcm failure

Rhae,
I'm OK with Bernie handling this one.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Suarez, Rhae (R.)
Sent: Tuesday, August 06, 2002 8:07 AM
To: Price, Martin (M.); Dalbo, Bob (R.J.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Altoonian, Don (D.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Bogema, John (P.); Mateasa, John (J.); Mikota, Dennis (D.P.); Sanders, Muriel (M.S.); Hurley, Robert (R.E.)
Subject: RE: repeat pcm failure

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<< Message: RE: PCM concerns >>

Thanks for your help!!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

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

From: Price, Martin (M.)
Sent: Tuesday, August 06, 2002 7:59 AM

ER82-827 21477

To: Dalbo, Bob (R.J.); Suarez, Rhae (R.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Alcornian, Don (D.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Bogema, John (P.); Matasa, John (J.); Mikota, Dennis (D.P.); Sanders, Muriel (M.S.); Hurley, Robert (R.E.)
Subject: RE: repeat pcm failure

The U1262 means the IGM couldn't communicate with the PCM.

Martin Price

Cleveland Engine Specialist, DSC 1 #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Dalbo, Bob (R.J.)
Sent: Monday, August 05, 2002 4:59 PM
To: Suarez, Rhae (R.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Price, Martin (M.); Alcornian, Don (D.J.); Gilbert Fournelle; Hockaday Jr., John (J.C.); John Bogema; John Matasa; Mikota, Dennis (D.P.); Muriel Sanders; Robert Hurley
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Rhae,
Send it over; we can do the initial analysis and return it to Visteon if necessary. What, by the way, is a U1262 DTC?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Suarez, Rhae (R.)
Sent: Monday, August 05, 2002 9:31 AM
To: Dalbo, Bob (R.J.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Price, Martin (M.)
Subject: FW: repeat pcm failure

Bob,

Are you the right person for this? We got a vehicle with a failed PCM and currently have no direction on what to do (see CQIS report below for more info). I have the part at my desk so it can be looked at. Let me know if I should get you the part or if there is a better person to contact.

Thanks!!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC # (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-795-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

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

From: Price, Martin (M.)
Sent: Monday, August 05, 2002 8:33 AM

To: Suarez, Rhae (R.)
Subject: repeat pcm failure

The tech did check the spot I recommended for chaffing but didn't find anything. Here's the report.

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Call Type (G/N/C): C Print Rpt(S/D): _ Ctl #: Date: 08/05/2002
Dealer ID: 05079 Bill Woods Ford Phone: (816) 454-4200
OASIS NOT Contacted Oasis History: _ Grid: _ _
Symptom: 6 01 3 93 DRVABL NO CRANK START ENG TEMP ALL ENGINE TEMP
Addl Sym: REPEAT PCM FAILURE? Causal Cond: _ How/When Code: _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04182KB29228 Bld: 11/14/2001
Engine: 3.0L DUR Serial: 169902087 Cal: 2M11A30 A/C: A Odom: 9998 M
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08/02/2002 05:43PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY

5002-827 21479

RICK GROSSMANN CELL PHONE 816-578-6004.

Matti Price

Cleveland Engine Specialist, DSC I #353

1700 Fairlane Dr, Allen Park, MI 48101

mprice28@ford.com ph. (313)317-9133

From: Suarez, Rhae (R.)
Sent: Tuesday, August 06, 2002 8:07 AM
To: Price, Martin (M.); Dalbo, Bob (R.J.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Altoonian, Don (D.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Bogema, John (P.); Matessa, John (J.); Mikota, Dennis (D.P.); Sanders, Muriel (M.S.); Hurley, Robert (R.E.)
Subject: RE: repeat pcm failure

I have also been trading emails with Bernie Nikolai about this PCM. Do you want it first? or should we give it to them?



RE: PCM concerns

Thanks for your help!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
D8C II (room 648) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

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Sent: Tuesday, August 06, 2002 7:59 AM
To: Dalbo, Bob (R.J.); Suarez, Rhae (R.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Altoonian, Don (D.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Bogema, John (P.); Matessa, John (J.); Mikota, Dennis (D.P.); Sanders, Muriel (M.S.); Hurley, Robert (R.E.)
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The U1262 means the ICM couldn't communicate with the PCM.

Martin Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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From: Dalbo, Bob (R.J.)
Sent: Monday, August 05, 2002 4:59 PM
To: Suarez, Rhae (R.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Price, Martin (M.); Altoonian, Don (D.J.); Gilbert Fournelle; Hockaday Jr., John (J.C.); John Bogema; John Matessa; Mikota, Dennis (D.P.); Muriel Sanders; Robert Hurley
Subject: RE: repeat pcm failure

Rhae,
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ENG2-827 21481

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2659 Email: rdalbo@ford.com

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Rhea M. Suarez

Rhea Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 848) / 1900 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
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Symptom: 8 01 3 93 DRVABL NO CRANK START ENG TEMP ALL ENGINE TEMP
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EN82-827 21482

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RICK GROSSMANN CELL PHONE 816-578-6004.

Marti Price

Cleveland Engine Specialist, DSC 1 #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

From: Nikolai, Bernie (B.E.) [bnikolai@visteon.com]
Sent: Tuesday, August 06, 2002 6:43 AM
To: Price, Martin (M.); Suarez, Rhae (R.)
Cc: Grossmann, Richard (R.A.)
Subject: RE: PCM concerns

I could test the PCM and try to determine its condition. Could someone drop it off at VTC. Please call me to make arrangements.

Bernie Nikolai
Visteon Powertrain Control Systems
PH: 313-755-1401
FAX: 313-755-2857
bnikolai@visteon.com

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

From: Price, Martin (M.) [mailto:mprice28@ford.com]
Sent: Monday, August 05, 2002 3:33 PM
To: 'Nikolai, Bernie (B.E.)'; Suarez, Rhae (R.)
Cc: Price, Martin (M.); Grossmann, Richard (R.A.)
Subject: RE: PCM concerns

The U1262 was in the ICM. The dealer swapped the failed pcm to another vehicle & it did not work. They replace the pcm and it is fine for a while.

Marti Price
Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Nikolai, Bernie (B.E.) [mailto:bnikolai@visteon.com]
Sent: Monday, August 05, 2002 3:11 PM
To: 'Suarez, Rhae (R.)'
Cc: Price, Martin (M.); Grossmann, Richard (R.A.)
Subject: RE: PCM concerns

Rhae,

During the no crank/no PCM comm. condition, has anyone check that the PCM was indeed getting correct power? Also, what module had the U1262 code in memory?

Bernie Nikolai
Visteon Powertrain Control Systems
PH: 313-755-1401
FAX: 313-755-2857
bnikolai@visteon.com

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

6082-827 21484

From: Suarez, Rhae (R.) [mailto:rsuarez8@ford.com]
Sent: Monday, August 05, 2002 2:50 PM
To: 'jmc dona3@visteon.com'; 'bnikolai@visteon.com'
Cc: Price, Martin (M.); Grossmann, Richard (R.A.)
Subject: FW: PCM concerns

John/Bernie,

I was told that you might be able to help us with a PCM concern. If not, could you please direct me to the correct contact?

We have a return vehicle with a no crank, no PCM communication concern (see CQIS report below for more info). We got the part back for testing and was wondering if you could take a look at it and add any suggestion on what we may do to help this customer.

Thank you for your assistance,
Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-796-6242
Fax: 313-33-78337
Email: rsuarez8@ford.com

Rpt#: 2GXJ0007 NHL Rpt: 07/24/2002 Odom: 9,998

M
Rvwd: Y File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D):

Vehicle: 2002 ESCAPE 4X4, XLT , WAGON 1FMYU04182KB29228 Bld:
11/14/2001

Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C:
YES

Dealer Id: 05079 Bill Woods Ford Ph#: (816) 454-4200

State: Missouri City: Kansas City Orig/Caller: TOM WOODROOF

Symptom: 6 01 3 93 DRVABL, NO CRANK, START ENG TEMP , ALL ENGINE TEMP

Addl Sym: REPEAT PCM FAILURE? St: CCRG/EPRC: _ Rvwd: Dt:

Fix: . Caus. Comp: -- Condition Code:

Hotliner: MPRICE28 Phone: 313 317-9133 Regn Cd: 53 Kansas City - 53

Engineering: Phone: TAR: 0-30

Dir Contact: Phone: Title Cds: T

REPAIR TECH STS THAT VEHICLE CAME IN PREVIOUSLY WITH NO CRANK NO
COMMUNICATIO

N WITH PCM, PPT LED TO REPLACE PCM, THEY DID AND ENGINE STARTED AND
RA

N FINE, NOW IT IS BACK WITH THE SAME CONCERN, HAS NO CRANK, U1262
IN I

KNO CM, HAS VREF, DISCONNECTED TP & DPFE, CHECKED PCM GROUNDS, SEEKING
WNS

RECOMM ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM
HARNES ADV TECH NO KNOWNS, ADV TO INSTALL REVISED DPFE, ADV TO SWAP
SUSPECT F
AILED PCM INTO KNOWN GOOD VEHICLE TO VERIFY IF PCM IS BAD, IF IS
THEN CALL BACK SO WE CAN GET THE PCM BACK AND TEST IT TO DETERMINE WHAT
FAI
LED

REPAIR 07/24/2002 04:18PM BLAINE HRISNER MSS - FCSD - TECH SVC
HOTLINE SM MIKE HAWES CALLING BACK TO STATE THEY PLACED SUSPECT PCM INTO A
LIKE UNIT ON LOT AND ATTEMPTED TO PERFORM A SELF TEST. PCM WOULD
NOT COMMUNICATE OR SELF TEST. SEEKING TO SEND PCM BACK AS PER MARTI
PRICE.
RECOMM ADV SM I WOULD FAX A PARTS RETURN REQUEST FORM TO HIM. ADV SM TO
FOLLOW COVER SHEET INSTRUCTIONS TO RETURN PCM.

REPAIR 07/30/2002 12:34PM BENJAMIN UFIMZEFF MSS - FCSD - TECH SVC
HOTLINE TECH HAS HAS A NEW PCM READY TO INSTALL. SEEKING DIRECTION PRIOR TO
INSTALLATION TO PREVENT REPEAT FAILURE OF NEW PCM.

RECOMM SUGGEST TECH TO INSTALL THE NEW PCM. CK THE BEC HARNES FOR CHAFFING
CONCERNS, CK ALL POWERS AND GROUNDS INCLUDING VREF.

ADD-ON 08/01/2002 10:51AM MARTIN PRICE MSS - FCSD - TECH SVC
HOTLINE CONTACTED TECH BACK, ADV TO CHECK FOR SHORT ON VREF & COP/CAPACITOR
PO
WER CIRCUITS NEAR C134, IF FINDS FAULT PLEASE CALL BACK RESULTS

REPAIR 08/02/2002 04:25PM KEITH MENTGEN MSS - FCSD - TECH SVC
HOTLINE TECH CALLING BACK AND STATES HE CHECK THE HARNES BACK AT CONNECTOR
C134 BUT HE DID NOT SEE ANY ISSUE WITH CHAFFING. TECH REQUESTION
TECH ASSISTANCE.

RECOMM ADVISED TECH WE HAVE EXHAUSTED ALL OF OUR RESEARCH ON THIS CONCERN,
SPOKE WITH TIM HUSPEN AND VEHICLE IS APPROVED FOR TAR.

ADD-ON 08/02/2002 05:43PM RICK GROSMAN(FSE) MSS - FCSD - REG - KANSAS
CTY RICK GROSMANN CELL PHONE 816-578-6004.

892-027 21498

From: Price, Martin (M.)
Sent: Tuesday, August 06, 2002 7:59 AM
To: Dalbo, Bob (R.J.); Suarez, Rhae (R.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Aitounian, Don (D.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Bogema, John (P.); Matesa, John (J.); Mikota, Dennis (D.P.); Sanders, Muriel (M.S.); Hurley, Robert (R.E.)
Subject: RE: repeat pcm failure

The U1282 means the ICM couldn't communicate with the PCM.

Martin Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Dalbo, Bob (R.J.)
Sent: Monday, August 05, 2002 4:59 PM
To: Suarez, Rhae (R.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Price, Martin (M.); Aitounian, Don (D.J.); Gilbert Fournelle; Hockaday Jr., John (J.C.); John Bogema; John Matesa; Mikota, Dennis (D.P.); Muriel Sanders; Robert Hurley
Subject: RE: repeat pcm failure

Rhae,
Send it over; we can do the initial analysis and return it to Visteon if necessary. What, by the way, is a U1282 DTC?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2858 Email: rdalbo@ford.com

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

From: Suarez, Rhae (R.)
Sent: Monday, August 05, 2002 9:31 AM
To: Dalbo, Bob (R.J.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Price, Martin (M.)
Subject: FW: repeat pcm failure

Bob,

Are you the right person for this? We got a vehicle with a failed PCM and currently have no direction on what to do (see CQIS report below for more info). I have the part at my desk so it can be looked at. Let me know if I should get you the part or if there is a better person to contact.

Thanks!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-92-23344 Pager: 313-796-8242

EA82-827 21457

Fax: 313-33-78337
Email: rsuarez8@ford.com

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

From: Price, Martin (M.)
Sent: Monday, August 05, 2002 8:33 AM
To: Suarez, Rhae (R.)
Subject: repeat pcm failure

The tech did check the spot I recommended for chaffing but didn't find anything. Here's the report.

Caller Name: TOM WOODROOF (T) Report#: 2GXJ0007 NHL
Call Type (G/N/C): C Print Rpt(S/D): _ Ctl #: Date: 08/05/2002
Dealer ID: 05079 Bill Woods Ford Phone: (816) 454-4200
OASIS NOT Contacted Oasis History: _ Grid: ___
Symptom: 0 01 3 93 DRVABL NO CRANK START ENG TEMP ALL ENGINE TEMP
Add Sym: REPEAT PCM FAILURE? Causal Cond: ___ How/When Code: ___
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04182KB29228 Bld: 11/14/2001
Engine: 3.0L DUR Serial: 183302087 Cal: 2M11A30 A/C: A Odorn: 9898 M
Trans: CD4E E Serial: 2L8PFA8113160 Body Conv: ___

07/24/2002 02:02PM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE
TECH STS THAT VEHICLE CAME IN PREVIOUSLY WITH NO CRANK NO COMMUNICATION WITH PCM,
PPT LED TO REPLACE PCM, THEY DID AND ENGINE STARTED AND RAN FINE, NOW IT IS BACK WITH
THE SAME CONCERN, HAS NO CRANK, U1262 IN ICM, HAS VREF, DISCONNECTED TP & DPFE,
CHECKED PCM GROUNDS, SEEKING KNOWNS

07/24/2002 02:02PM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE
ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS
ADV TECH NO KNOWNS, ADV TO INSTALL REVISED DPFE, ADV TO SWAP SUSPECT FAILED PCM
INTO KNOWN GOOD VEHICLE TO VERIFY IF PCM IS BAD, IF IS THEN CALL BACK SO WE CAN GET
THE PCM BACK AND TEST IT TO DETERMINE WHAT FAILED

07/24/2002 04:18PM BLAINE HEISNER MSS - FCSD - TECH SVC HOTLINE
SM MIKE HAWES CALLING BACK TO STATE THEY PLACED SUSPECT PCM INTO A
LIKE UNIT ON LOT AND ATTEMPTED TO PERFORM A SELF TEST. PCM WOULD NOT COMMUNICATE
OR SELF TEST. SEEKING TO SEND PCM BACK AS PER MARTI PRICE.

07/24/2002 04:18PM BLAINE HEISNER MSS - FCSD - TECH SVC HOTLINE
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FOLLOW COVER SHEET INSTRUCTIONS TO RETURN PCM.

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08/01/2002 10:51AM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE
CONTACTED TECH BACK, ADV TO CHECK FOR SHORT ON VREF & COP/CAPACITOR POWER
CIRCUITS NEAR C134, IF FINDS FAULT PLEASE CALL BACK RESULTS

08/02/2002 04:25PM KEITH MENTGEN MSS - FCSD - TECH SVC HOTLINE

ER62-027 21488

TECH CALLING BACK AND STATES HE CHECK THE HARNESS BACK AT CONNECTOR C134 BUT HE DID NOT SEE ANY ISSUE WITH CHAFFING. TECH REQUESTION TECH ASSISTANCE.

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ADVISED TECH WE HAVE EXHAUSTED ALL OF OUR RESEARCH ON THIS CONCERN, SPOKE WITH TIM HUSPEN AND VEHICLE IS APPROVED FOR TAR.

08/02/2002 05:43PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY
RICK GROSSMANN CELL PHONE 816-578-8004.

Marth Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

From: Dalbo, Bob (R.J.)
Sent: Monday, August 05, 2002 4:59 PM
To: Suarez, Rhae (R.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Price, Martin (M.); Alfoonian, Don (D.J.); Gilbert Fournelle; Hookaday Jr., John (J.C.); John Bogema; John Matassa; Mikota, Dennis (D.P.); Muriel Sanders; Robert Hurley
Subject: RE: repeat pcm failure

Rhae,
Send it over; we can do the initial analysis and return it to Visteon if necessary. What, by the way, is a U1262 DTC?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31796
Pager: (313) 796-2859 Email: rdalbo@ford.com

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

From: Suarez, Rhae (R.)
Sent: Monday, August 05, 2002 9:31 AM
To: Dalbo, Bob (R.J.)
Cc: Corbett, Sandra (S.M.); Hansen, George (G.C.); Price, Martin (M.)
Subject: FW: repeat pcm failure

Bob,

Are you the right person for this? We got a vehicle with a failed PCM and currently have no direction on what to do (see CQIS report below for more info). I have the part at my desk so it can be looked at. Let me know if I should get you the part or if there is a better person to contact.

Thanks!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101

ERS2-827 21486

Phone: 313-32-25344 Pager: 313-788-8242
Fax: 313-33-76337
Email: reumrez8@ford.com

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

From: Price, Martin (M.)
Sent: Monday, August 05, 2002 6:33 AM
To: Suarez, Rhae (R.)
Subject: repeat pcm failure

The tech did check the spot I recommended for chaffing but didn't find anything. Here's the report.

Caller Name: TOM WOODROOF (T) Report#: 2GXJ0007 NHL
Call Type (G/N/C): C Print Rpt(S/D): _ Ctl #: Date: 08/05/2002
Dealer ID: 05079 Bill Woods Ford Phone: (816) 454-4200
OASIS NOT Contacted Oasie Hlstory: _ Grid: _____
Symptom: 6 01 9 83 DRVABL NO CRANK START ENG TEMP ALL ENGINE TEMP
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INSTALLATION TO PREVENT REPEAT FAILURE OF NEW PCM.

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TECH CALLING BACK AND STATES HE CHECK THE HARNESS BACK AT CONNECTOR C134 BUT HE
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08/02/2002 05:43PM RICK GROSSMAN(FSE) MSS - FCSD - REG - KANSAS CTY
RICK GROSSMANN CELL PHONE 816-578-8004.

Marti Price

Cleveland Engine Specialist, DSCI #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

From: Suarez, Rhoe (R.)
Sent: Monday, August 06, 2002 2:33 PM
To: Sanders, Muriel (M.S.)
Subject: PCM concerns

If we have a failed PCM who is the best person to get his part to? Dalbo? I sent him an email this morning but I haven't
heard back from him yet. Marti and I need some help to figure out what to do with the vehicle that the PCM came out of.

Thanks!
Rhoe

From: Dalbo, Bob (R.J.)
Sent: Tuesday, July 30, 2002 3:28 PM
To: Price, Martin (M.)
Cc: Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)
Subject: RE: repeat pcm failure

Marti,
I suggest sending it here:

Ford Motor Company
ATTN: R. Dalbo
TEE Building
2000 Enterprise Drive
Allen Park, MI 48101

along with a brief description of the failure and any concern numbers, etc. We'll try to confirm the failure mode
and return it to Visteon for analysis.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2859 Email: rdalbo@ford.com

ERS2-827 21481

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

From: Price, Martin (M.)
Sent: Tuesday, July 30, 2002 2:40 PM
To: Daibo, Bob (R.J.)
Subject: FW: repeat pcm failure

We are getting a pcm back from an Escape with repeat pcm failures. Who can we contact to have test the pcm to see how it failed?

Martin Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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

From: Suarez, Rhee (R.)
Sent: Tuesday, July 30, 2002 2:09 PM
To: Price, Martin (M.)
Subject: RE: repeat pcm failure

we can try Daibo and those guys. I am sure they can point us in the right direction if they aren't the ones.

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

From: Price, Martin (M.)
Sent: Tuesday, July 30, 2002 2:03 PM
To: Suarez, Rhee (R.)
Subject: repeat pcm failure

I guess that dealer who had the repeat pcm failure on the escape sent the failed part to us. We haven't received it yet but it's on the way. Who do I need to get in touch with to test it to see how it failed?

Martin Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

From: Young, Lem (.)
Sent: Thursday, August 15, 2002 7:42 AM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: RE: U204 Phantom Stall Meeting

I will be out of the office this afternoon and unable to attend. The only update I have is modified cam covers will be available to the calibration group by next Friday. Any information you can provide from APG on a speed/load condition or drive cycle which induces oil consumption would be a huge benefit. I do not recognize any other issues requiring updates from us. Let me know if I am incorrect.

Last week I heard we breezed through the poor ground issue. Is the Electrical team done investigating contributors to the stalls issue? What was done to address unclear ground signals and signal noise issues? I recall an added capacitor to the PCM and relay supplier change. Anything else or anything else needed?

W. Lem Young
Ford Motor Company
U204 Duratec Engine Systems Supervisor
Work 313-32-23844
Pager 313-796-2777
Fax 313-594-7323

-----Original Appointment-----

From: Sanders, Muriel (M.S.)
Sent: Monday, July 29, 2002 10:15 AM
To: Sanders, Muriel (M.S.); Altonian, Don (D.J.); Bauer, Scott (S.C.); Bhujwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell; Chick, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweller, Daniel (D.); De Pena, Juan (J.E.); Diez, Timothy (T.P.); Duvall, Allen (A.W.); Fescotti, Bob (R.J.); Fournelle, Gilbert (G.); Frelind, Mark (M.); Giles, Stuart (S.); Gokhale, Ranuka (R.V.); Goodwin, William (W.R.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hoffman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoehne, Jun (J.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); John McDonald; Jones, Andy; Jordan, Donald (D.E.); Kanai, Shiriji (S.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Le, Dzang (D.H.); Lintaco, Steven (S.); Linde, Peter (P.A.); Lu, Jane (J.); Mandzduk, Roger (R.S.); Marck, Edmond (E.C.); Matoss, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); McGee, Brett (B.L.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tom; Morishima, Shigeki (S.); Naveed Khatt; Namatollah, Sonya (S.); Nicolai, Bernie; Noteboom, Jim (J.E.); Orman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shirahji, Masaru (M.); Silgenbauer, Jeffrey (J.R.); Suarez, Rhoe (R.); Takasawa, Katti (K.D.); Takubo, Hirochi (H.); Veerstra, Tim (T.W.); Wakarrell, Ray (R.A.); Wettsch, Bill (B.); Williams, Lee (L.H.W.); Young, Lem (.)
Subject: Updated: U204 Phantom Stall Meeting
When: Thursday, August 15, 2002 2:00 PM-3:00 PM (GMT-05:00) Eastern Time (US & Canada).
Where: TEE Conf. Rm. 2

I extended the meeting notice a couple of more weeks. All other information remains the same.

Dial in: 1-877-870-3529 or Fordnet: 9-1-954-1144
International Participants # 1 (630) 693-1704
Passcode: 7673538#

EM02-027 21403

From: Pepitone, Gil (J.)
Sent: Monday, July 15, 2002 6:10 PM
To: Hansen, George (G.C.); Bak, Paul (P.E.); Alasha, Waheed (W.D.); Altoonlan, Don (D.J.); Anyanwu-Ebo, Ike (I.C.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Dubovec, Jan (J.D.); Grawal, Bill (B.S.); Grimes, Jeff (J.R.); Hale, Tony (A.S.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Inoue, Takashi (T.); Katina, Dana (D.J.); Kemerly-Finke, Nikki (K.); King, Robert (R.F.); Klarr, Jerry (G.T.); Kresovsky, Lee (L.P.); Mateas, John (J.); McGee, Brett (B.L.); Miller, Brian (B.J.); Moorhouse, Scott (S.R.); Oflfer, John (J.D.); Ondrejko, Rick (R.T.); Pharias, Richard (R.L.); Roncier, Philippe (P.); Shirahsi, Masaru (M.); Smith, Tony (T.R.); Suarez, Rhae (R.); Vecchio, Anne Marie (A.); Yeung, Lem (L.); Johnson, Jim (J.S.); Whitworth, Rudy (A.R.); Bilicki, John (J.R.); Aynessazian, Kam (K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Chlck, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Rothweiler, Daniel (D.); De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Fascetti, Bob (R.J.); Fomelle, Gilbert (G.); Freeland, Mark (M.); Gilles, Stuart (S.); Gokhale, Renuka (R.V.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jiyunichiro (J.); Jensen, Ted (T.E.); McDonald II, John (J.M.); Jordan, Donald (D.E.); King, Robert (R.F.); Koeko, Jeff (J.R.); Kwon, Soon (S.K.); Lintaco, Steven (S.); Linda, Peter (P.A.); Liu, Jane (J.); Mandziuk, Roger (R.S.); Marok, Edmond (E.C.); Maurer, James (J.B.); Mazzella, Gary (G.R.); Mooney, Larry (L.); Morgan, Tomiko (T.T.); Morshima, Shigeki (S.); Nematollahi, Sonya (S.); Ortman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Sanders, Muriel (M.S.); Shah, Kran (K.C.); Stlgenbauer, Jeffrey (J.R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wakerell, Ray (R.A.); Wettach, Bill (B.); Williams, Lee (LHW.); Yeung, Lem (L.); BenIntende, Robert (R.F.); Terzas, Laura (L.D.); Martin, Mike (M.S.); Wexler, Mark (M.A.); Amely, Felix (F.A.); Bradley, Joe (J.C.); Linda, Peter (P.A.); Goering, Kimberly (K.L.); BenIntende, Robert (R.F.); Amely, Felix (F.A.); Lee, Pamela (P.F.); mmkee@viateon.com; Hollister, Dave (D.); Ziegler, Brad (B.T.); Slump, Steven (S.M.); Giordano, Mike (M.A.); Zaghaf, Z. (Z.); Samardzich, Raul (R.J.)
Cc: Noteboom, Jim (J.E.); Pepitone, Gil (J.); DiAngelo, Renaldo (R.); Surti, P. J. (P.J.)
Subject: Collapsing PCV Hose on 2.0L Zetec for Focus and Escape causing Idle Concerns and/or MIL

Executive Summary

2.0L Zetec Applications can have Rolling Idle/Idle Stalls and "Check Engine" event due to the collapse of the YS4Z-6758-EA PCV hose. This same hose PN is used on both the Focus and Escape.

This Concern is difficult to diagnosis due to the intermittent nature of the failed state. High Idle vacuum causes the softened hose elbow rubber to collapse, which partially blocks airflow to the PCV valve. This restriction alters the calibration of the PCV valve, which allows crankcase airflow at Idle.

The two results are:

- a. Increased throttle body sludge due to increase oil presence within the zip tube. The resulting TB sludge decreases base idle air flow beyond IAC duty cycle compensation with a resulting Rolling/Hunting Idle.
- b. PCV airflow at Idle bias the HEGO sensor lean, which the MIL sets a Lean System DTC P0171.

The long term durability of the 2.0L Zetec intake sealing system may also be affected.

TSB/Oasis Communications is recommended.

Please note that this failure mode affects the 2.0L Zetec engine only. Also, this is not involve the "splitting" rubber elbow/vacuum leak issue reported recently.

Background

PCV hose/elbow material issues involving multiple engine applications is currently in investigation. An Oasis Message describing vacuum leaks which set lean DTCs P0171/P0174 and at the PCV elbow is currently being

drafted.

However, there is new failure mode with Involves the 2.0L Zetec only, which causes a Drive Concern of Rolling/Hunting Idle and/or MIL on with DTC P0171.

US Virgin Island 2.0L Zetec Escape

One of 23 Escape Units inspected recently was a 2.0L Zetec Escape exhibiting rolling idle. High IAC DC of 46% were observed.

Root cause was a sludge throttle body.

Further inspection revealed that the YS4Z-6758-EA PCV hose was deformed and collapsed at it's elbow area at Idle.

Local South Florida 2.0L Zetec Focus'

Recently, local Technicians have alerted PFQS to a growing Concern Trend. The 2000/01 2.0L Zetec Focus have been generating a MIL/DTC of P0171. However, instead of root cause of the above "split rubber elbow" concern as described above (this vacuum leak also affects the 2.0L SPI), the hose would be found collapsed at it's elbow.



Overview of subject
PCV hose &...



PCV soft elbow. Note
the slight...



Hose is easily pushed
in. R.L.

The Techs state that the setting of this lean DTC was common on the 2.0L Zetec Focus and replacement of this PCV hose resolved the Concern. They learned to inspect this hose due to the other failure scenario cited of rubber failure/splitting, which causes engine vacuum leak.

Investigation

PFQS (Powertrain Field Quality Specialist) pondered how a collapsed PCV hose could set a lean DTC. He then realized a system relationship.

Challenges to this theory are welcome, as are alternate suggestions as to the relationship of the subject collapsed PCV hose and the setting of the MIL with lean DTC P0171.

The PCV valve is normally closed at Idle, due to the high idle engine vacuum.

However, if the subject hose is restricted, this changes the ability of the engine's vacuum to fully close the PCV valve at Idle. The PCV valve's spring is calibrated to be overcome the application of the high engine idle vacuum.

With diminished Idle vacuum volume, the PCV valve remains partially open.

This results in unmetered airflow at idle, as supplied by the crankcase. The HEGO signal is now biased lean. Short Term Fuel Trims are now affected, which in turn sets the Check Engine Light, with the Lean System DTC of P0171 In Memory.

Also, not all of this additional crankcase idle is ingested back into the intake manifold. Some will migrate toward the throttle body and solidify in the form of sludge between the TB plate and bore.

This sludge will reduce the base airflow, increasing the IAC duty cycle. Over time, the IAC is not able to compensate.

The result is low Idle airflow, which results in Rolling/Hunting Idle.

The affect of Idle ingestion of crankcase airflow can adversely affect the intake manifold sealing system. A current example is 1999-2000 3.8L Windstar, in which PCV system improvements are part of the exhibiting TSB Service actions to resolve intake system leakage.

While not experienced on the above Concern Units, a low base airflows can result in Decell Engine Stalls.

Recommendation

An Oasis Message, both Broadcast and Symptom Code driven, should be generated. A TSB should also be generated, complete with an illustration.

Sample Oasis Message XXXX: 2000-2002 2.0L Zetec Focus, 2001/2002 Escape. Rolling/Hunting Idle and/or Check Engine Light with DTC P0171 may be caused by a soft/collapsed PCV hose, PN YS4Z-8758-EA, located at the intake manifold/bulkhead side of the engine. Inspect the elbow area for deformities. Note if the hose can easily be squeezed shut and remains in that state. If found, replace and check engine oil condition/change interval. Advise Owner that proper oil change intervals need to be maintained to ensure that oil degradation does not deteriorate rubber components.

PFQS volunteers to assist Engineering in creation of any resulting communications.

Feedback is requested.

Thank you,
Gil Peppone
Powertrain Field Quality Specialist-"PFQS" in
South Florida
Office/Answering Machine: 954-753-9989
Cell Phone 954-242-2066
"With Warranty you are Paying for the Sins of the Past"

From: Dalbo, Bob (R.J.)
Sent: Friday, April 26, 2002 1:54 PM
To: Ortman, James (J.W.); Grimes, Jeff (J.R.)
Cc: Sanders, Muriel (M.S.)
Subject: RE: Test Plan for Mazda Buyback Vehicle

Jim,

Of course we won't complain if we can pull ahead the date, but this timing is OK. We just need a credible date for our test completion.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Ortman, James (J.W.)
Sent: Friday, April 26, 2002 11:26 AM
To: Dalbo, Bob (R.J.); Grimes, Jeff (J.R.); Sanders, Muriel (M.S.)
Subject: RE: Test Plan for Mazda Buyback Vehicle

MPG reports the test will not be done until late next week. They have to do a safety inspection, set-up the equipment, collect the data, and then remove the equipment.

Is this timing going to cause a problem?

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

From: Dalbo, Bob (R.J.)
Sent: Thursday, April 25, 2002 5:29 PM
To: Ortman, James (J.W.); Grimes, Jeff (J.R.); Sanders, Muriel (M.S.)
Subject: Test Plan for Mazda Buyback Vehicle

Jeff/Jim,

The Mazda buyback vehicle we loaned you was previously used for some NVH evaluations. When analyzing the data, an RPM control issue was identified. We have been tasked with analyzing and resolving that issue.

We do not want to interrupt the PCV testing that vehicle is undergoing. We would like a timing plan for that testing so we can in turn develop issue resolution timing. Please provide an estimate of when your testing on that vehicle will be completed.

Muriel,

Please provide the vehicle number to clarify which truck we are concerned with.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

EP02-027 21499

From: Souchock, Peter (P.D.)
Sent: Tuesday, April 09, 2002 5:16 PM
To: Sanders, Muriel (M.S.)
Cc: Dalbo, Bob (R.J.); Bauer, Scott (S.C.)
Subject: RE: Survey of Escape Owners

Muriel,

Thanks, Please hold onto the original survey sheets. I would like to set up a meeting next week with all the callers to discuss the results. There does appear to be some patterns in the responses. I left a message with Bob asking that his group follow up on the no answers from last nite, we need a bigger response number for the NHTSA reply

Pete

---Original Message---

From: Sanders, Muriel (M.S.)
Sent: Tuesday, April 09, 2002 3:37 PM
To: Souchock, Peter (P.D.)
Cc: Bauer, Scott (S.C.); Dalbo, Bob (R.J.)
Subject: RE: Survey of Escape Owners

I inserted a summary of each phone call made last night into the phone list spreadsheet. Please let me know if you would like the original survey sheets.

<< File: Polk List - Summary.xls >>

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

---Original Message---

From: Dalbo, Bob (R.J.)
Sent: Monday, April 08, 2002 3:55 PM
To: Klostermann, Eric (E.); Sanders, Muriel (M.S.); Karnal Bhojwani; Gilbert Fournelle
Cc: Souchock, Peter (P.D.); Bauer, Scott (S.C.)
Subject: FW: Survey of Escape Owners

Pete,

I assume we are only calling the people with numbers listed in the attached file.

If so, could the following people please contact the people within the following line numbers in the attached list. These ranges represent about 5 people each. We need to complete these calls tonight.

Range:	Caller:
44 - 52	Gilbert Fournelle
52 - 69	Eric Klostermann
70 - 90	Muriel Sanders
91 - 105	Karnal Bhojwani
106 - 125	Bob Dalbo

The list of names and the questions are attached. Thanks for your help.

8002-027 21523

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2859 Email: rdalbo@ford.com

—Original Message—

From: Souchock, Peter (P.O.)
Sent: Monday, April 08, 2002 1:56 PM
To: Dalbo, Bob (R.J.); Bauer, Scott (S.C.)
Subject: Survey of Escape Owners

Bob,

Attached is a copy of the phone survey and the list of people to call. I am planning on calling the people on the first page No. 1-43. Will you, and your people, please call No. 44-125. Note we do not have all the phone no., just call those that we have. We are trying to get the other phone numbers on the list. We want to get 100 + responses so please try to call as many as possible. Can your group get started tonite? Please let me know. I tried to return your call but you were out.

Thanks,

Pete Souchock
External investigations Manager
Automotive Safety Office
Ph. 313 32-26887 Fax 313 59-42268
Suite 500, FPS

<< File: Telephone Survey Dialogue.doc >> << File: Polk Returned List 43 Phone Nos.xls >>

From: Steven Limtlaco [SLimtlac@mazdausa.com]
Sent: Thursday, May 09, 2002 6:14 PM
To: Ed Marck; Shinji Kanai
Cc: Dave Pace; Darrel Chin; Dave Nutt; Fred Sype; Hideki Nakano; 'MC_FQID Mr.Mito (E-mail)'; 'MC_TSD Mr.Aoyama (E-mail)'; 'MC_TSD Mr.Kido (E-mail)'; 'MC_TSD Mr.Kunimoto (E-mail)'; 'MC_TSD Mr.Matsumoto (E-mail)'; 'MC_TSD Mr.Tokunaga (E-mail)'; 'MC_TSD Mr.Umezaki (E-mail)'; 'MC_TSD Mr.Yata (E-mail)'; 'MC_TSD Ms.Inoue (E-mail)'; Fujio Hyodo; 'MME_PST Mr.Matsumoto (E-mail)'; 'MME_PST Mr.Tamura (E-mail)'; Ryu Shimizugawa; Tim Barnes; 'rdalbo@ford.com'; 'meander6@ford.com'; Takuji Shiba
Subject: RE: Tribute FQIR YU2-234 Engine No Start / No Crank Due to Connector X-263



YU2-234.w

(resending, just in case you did not receive)

Steve Limtlaco
Mazda North American Operations
Tribute Product Support
949-442-8514 (phone)
949-442-8599 (fax)
e-mail: slimtlac@mazdausa.com

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

From: Steven Limtlaco
Sent: Monday, May 06, 2002 1:35 PM
To: Ed Marck; Shinji Kanai
Cc: Dave Pace; Darrel Chin; Dave Nutt; Fred Sype; Hideki Nakano; MC_FQID Mr. Mito (E-mail); MC_TSD Mr.Aoyama (E-mail); MC_TSD Mr.Kido (E-mail); MC_TSD Mr.Kunimoto (E-mail); MC_TSD Mr.Matsumoto (E-mail); MC_TSD Mr.Tokunaga (E-mail); MC_TSD Mr.Umezaki (E-mail); MC_TSD Mr.Yata (E-mail); MC_TSD Ms.Inoue (E-mail); Fujio Hyodo; MME_PST Mr.Matsumoto (E-mail); MME_PST Mr.Tamura (E-mail); Ryu Shimizugawa; Tim Barnes; 'rdalbo@ford.com'; 'meander6@ford.com'; Takuji Shiba
Subject: Tribute FQIR YU2-234 Engine No Start / No Crank Due to Connector

ER62-827 21532

X-263

Dear Sirs,

Please find the attached FQIR.

Thank you,

Steve Lintiac
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slintiac@mazdausa.com

ENG2-627 21833


海外市場品質情報

Field Quality Information Report (FQIR)

YU2-234

Issued Date 2002 Yr 5 Mo 3 Day

Dist Code & Country Name		Accessories	
M101A	United States	Unknown	
Reporter	MNAO Technical Service Dept.		Information from
	S.Limleco	D.Chin	
			PQI

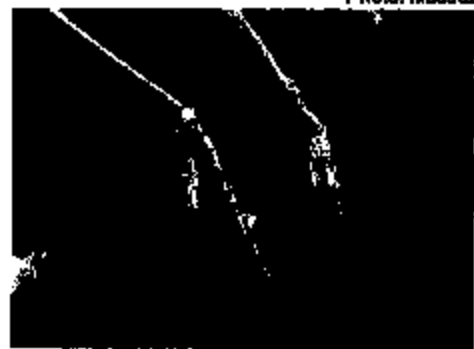
Subject		Model
Engine No Start / No Crank Due to Connector X-263		01MY TR2 DX A  CJD

Car Spec.	Eng. GE(DOHC/DOHC)/DE/RE	MT 3, 4, 5, 6 Gear	Differential	Parts	No Parts, Requested, MC Received
	Carburetor/BI/Turbocharger/LPG/Direct Injection	AT 3, 4 Gear	W/LSD, Normal	Photo	
	Steering System	Brake W/ABS, W/TCS	Suspension Type	Climate Control	No Photo, Requested, MC Received, Attached
	W/P/S, W/O P/S	Drum(Fr. Rr) Disc(Fr. Rr)	IRS, SLB	WAC, W/O AC	
Body	Sedan, Coupe, Hardtop, Hill Holder, Van, Pick Up		Others		

	Chassis No.	Mileage	Prod. Date	Retail Date	Repair Date	Engine No.	Remarks
1	4F2YU07101KM41252	21,357 mile	01/01/18	01/02/22	02/04/29		PQI= 65534
2	4F2YU08B21KM25449	8,520 mile	00/10/18	00/12/29	01/12/28		PQI= 64060

Problem Situation	Customer Complaint	VEHICLE WOULD NOT START
	Problem Description (SW-1H)	Vehicle with no start concern from connector X-263 is VIN 4F2CU08B21KM18887, 13,000 miles. Two (2) PCMs installed and both exhibited same symptoms as original PCM - engine would not crank and gear selector LED displayed horizontal lines after attempting to start vehicle.
	Condition (When, Where)	The concern was traced to the 5 volt reference voltage circuit which was measuring out of specification at 1.3v at pin 60 on the PCM (BRW wire). This was suspected to cause PCM burnout.

SA Result	Investigation Result	Further investigation revealed that root cause of concern was at connector X-263, at CJB. After disassembling connector, an electrical short was found between pin 12 (DL/Y) and pin 13 (BR/W). The short was caused by an electrical bridge that formed between the terminals. There were also signs of severe corrosion of the terminals, from water intrusion.
	Possible Cause	The water intrusion is suspected from leaks at the A pillar, or, from snow accumulation from customer shoes. Also, dissimilar materials of the DL/Y and BR/W terminals may have had an influencing effect to create the short. Note: All vehicles listed in this report had water leaks at the left "A" pillar, above the central junction box (CJB).

Dist. Comment	DLR/Dist. Disposal	Action	Replaced connector with new housing, and repaired damaged/corroded terminals.	 <p>Photo, Illustration</p>
		Result of repair	OK	
		Customer Satisfaction	Customer is satisfied with repair.	
		Parts Number	EC01-52-211E	

It is recommended to seal all connectors within the CJB to reduce these types of electrical concerns. Also, the BR/W circuit was the only 5v circuit on the left side of X-263 (the other circuits were 12 volts). It is recommended to relocate the BR/W circuit to pin 3, with the other 5v circuits located on the right side of X-263. Connector is available for shipping.

Current & Past Model Support Group

ERC2-827 21534

From: Williams, Les (LHW.)
Sent: Tuesday, April 09, 2002 7:42 PM
To: Wrightman, David (D.B.)
Cc: Sanders, Muriel (M.S.)
Subject: Escape Question

Hello David:

I am no longer with Escape Calibration. Which document did you need? Muriel Sanders may be able to assist you.

Thanks!

From: Sanders, Muriel (M.S.)
Sent: Tuesday, April 02, 2002 4:14 PM
To: Williams, Les (LHW.)
Subject: RE: coolant

FYI...I think I've already talked to this person. Bob gave me the name of Paul Stanowski at Visteon to help him.

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: meander6@ford.com

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

From: Williams, Les (LHW.)
Sent: Tuesday, April 02, 2002 1:11 PM
To: Sanders, Muriel (M.S.)
Subject: FW: coolant

FYI...I'm gonna give him a call later today HAPPY EGG DAY!

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

From: Kaitz, Gordie (G.)
Sent: Thursday, March 28, 2002 2:58 PM
To: Williams, Les (LHW.)
Subject: coolant

Les, I had a call from a local FSE and he has a escape 3.0 that sets a code because the coolant temp drops. Vehicle coolant will drop to 180 with the a/c on. Turn off the a/c coolant goes back up to 200. sets code p0125

They have replaced stat, housing from a known good vehicle, burped system, still has concern vehicle is in the third time for check engine light, vehicle has 14k on the clock. Vehicle is up for buy-back if we cannot fix it.

Thanks

Gordie Kaitz
FQE- Los Angeles/High Desert
661-722-7266 (office)
661-312-1068 (cell)

2882-027 21588

661-722-6738 (fax)

From: Williams, Les (LHW.)
Sent: Tuesday, April 02, 2002 1:11 PM
To: Sanders, Muriel (M.S.)
Subject: FW: coolant

FYI...I'm gonna give him a call later today HAPPY EGG DAY!

—Original Message—

From: Keltz, Gordie (G.)
Sent: Thursday, March 28, 2002 2:58 PM
To: Williams, Les (LHW.)
Subject: coolant

Les, I had a call from a local FSE and he has a escape 3.0 that sets a code because the coolant temp drops. Vehicle coolant will drop to 160 whith the a/c on. Turn off the a/c coolant goes back up to 200. sets code p0125

They have replaced stat, housing from a known good vehicle, burped aysytem, still has concern vehicle is in the third time for check engine light, vehicle has 14k on the clock. Vehicle is up for buy-back if we cannot fix it.

Thanks

Gordie Keltz

FQE- Los Angeles/High Desert

661-722-7296 (office)

661-912-1089 (cell)

661-722-6738 (fax)

Ford Employees		
	*= U204 3.0L V6 Calibration(TBE bldg)	
	**= Employee's car stalled/analyzed at six sigma garage	
	***= Field Quality Engineers	
	****= U204 2.0L I4 Calibration	
1	Allen, Dave (D.R.);	
2	Altonian, Don (D.J.);	
3	Alvarado, OJ (O.J.);	
4	Amenda, Harry (H.F.);	
5	Anyanwu-Ebo, Ike (I.C.);	
6	Atkinson, Art (A.W.);	
7	Austin, James (J.R.)	****
8	Bodgley, Joel (J.K.);	
9	Bagozi, Andrew (A.J.)	****
10	Baldwin, Stu (S.);	
11	Bauer, Scott (S.C.);	
12	Bersuder, Lee (L.C.)	***
13	Bhojward, Kamal (K.);	(mass email distributor)
14	Blackburn, Thomas (T.J.);	
15	Boardley, Brian (B.A.);	
16	Bogema, John (P.);	*
17	Brin, Bobby (R.L.);	
18	Brown, Mark (M.B.);	
19	Brunkow, Greg (G.L.);	
20	Buck, Jeffrey (J.)	****
21	Buck, Jamie (J.L.);	
22	Campbell, Wayne (C.W.)	
23	Chih, Ming-Niu (M.N.);	
24	Chicott, Michael (M.D.);	
25	Chin, Darrel (D.);	
26	Christoff II, Donald (D.A.)	***
27	Cianciolo, David (D.A.)	****
28	Claudepierre, Dale (D.E.);	
29	Clawson, Randy (R.R.);	
30	Citford, Michael (M.J.);	
31	Colarossi, Anthony (A.)	***
32	Cole, Joanne (J.);	
33	Corbett, Sandra (S.M.);	
34	Cosanza, Pat (P.D.);	
35	Cowbar, Terry (T.)	****
36	Cox, David (D.M.)	***
37	DeDeppo, Lynn (L.D.);	
38	Dalbo, Bob (R.J.);	*
39	Davis, Mark (M.L.)	**
40	De Pesa, Juan (J.E.);	
41	DiAngelo, Ronaldo (R.);	
42	Diez, Timothy (T.P.);	
43	Dionisi, Anthony (A.J.)	***
44	Domka, John (J.J.)	***

Originator: Lee Williams
 ml173@ford.com/313-337-2503
 Ford Employees List1

45	Downs, Melissa (M.A.);	
46	English, Loy (L.E.);	
47	Errick, Steven (S.);	
48	Fascetti, Bob (B.J.);	*
49	Fourwalle, Gilbert (G.);	*
50	Fregonese, Brian (B.J.)	****
51	Ganesan, Hari (S.)	**
52	Giles, Stuart (S.);	
53	Gokhale, Renuka (R.V.);	
54	Hager, Tim (TCH.)	**
55	Hals, Tony (A.S.);	
56	Hammack, Dan (D.W.)	***
57	Hansen, George (G.C.);	
58	Hayduk, Mark (M.S.)	***
59	Hecker, Thomas (T.P.)	***
60	Heinrichs, Harold (H.D.);	
61	Hermann, Thomas (T.J.)	
62	Herr, George (G.J.);	
63	Hlavaty, Robert (R.H.)	****
64	Hockaday Jr., John (J.C.)	*
65	Hoener, Janean (J.E.)	****
66	Hofman, Michael (M.V.);	
67	Holmes, Jeffrey (J.R.);	
68	Hoshino, Jun (J.);	
69	Howe, Brian (B.T.)	***
70	Hurley, Robert (R.E.);	
71	Ireland, Harry Ireland (H.K.)	***
72	Jablonski, Gary (G.F.);	
73	Jammoul, Ali (A.);	
74	Jensen, Ted (T.E.);	
75	Jin, Howard (Z.H.);	
76	Johnson, Ruth (R.);	
77	Jones, Andy;	
78	Jordan, Donald (D.E.);	
79	Kaltz, Gordie (G.)	***
80	Kapp, Dan (Daniel B.);	
81	Kathas, Dana (D.J.);	
82	Kemerly-Finke, Nikki (K.);	
83	Kielbasowski, Mark (M.D.)	****
84	King, Robert (R.F.);	
85	Klarr, Jerry (G.T.);	
86	Klostermann, Eric (E.);	*
87	Kozewnik, John (J.J.)	
88	Kuo, Benjamin (B.Y.);	
89	Kwon, Soon (S.K.);	
90	Lam, Anselm (A.Y.);	
91	Leap-Apolloni, Laurina (L.J.);	
92	Leas, Mark (M.G.)	**
93	Linde, Peter (P.A.);	
94	Lipa, Jeffrey (J.A.);	
95	Lin, Jane (J.);	
96	Lovelace, Maria (M.R.)	***

Originator: Les Williams
 will79@ford.com/313-557-2503
 Ford Employees Ljet1

97	Lowe, Bill (B.F.);	
98	Luehrs, Eric (E.A.);	
99	Madhavan, Ranganathan (R.);	
100	Maloney, Michelle (M.M.)	****
101	Marck, Edmond (E.C.);	
102	Mass, Noah (N.B.)	
103	Matson, John (J.);	*
104	Maurer, James;	
105	Mazzella, Gary (G.R.);	
106	Mazzella, Stephanie (S.R.)	****
107	McDaniel, Keith (K.K.);	
108	McGee, Brett (B.L.);	
109	Mikota, Dennis (D.P.)	*
110	Miller, Brian (B.J.);	
111	Miller, Chuck (C.A.);	
112	Moorhouse, Scott (S.R.);	
113	Morgan, Tom;	
114	Morishima, Shigeaki (S.);	
115	Myers, Dan (D.P.)	***
116	Nematollahi, Sooya (S.);	
117	Noteboom, Jim (J.E.);	
118	O'Her, John (J.D.);	
119	Ondrejko, Rick (R.T.);	
120	Ortman, James (J.W.);	
121	Owens, Karen (K.E.);	
122	Pawlak, Greg (G.J.)	
123	Peeler, Tom (T.H.)	***
124	Pepitone, Gil (J.);	
125	Pharis, Richard (R.L.);	
126	Plattenberger, Karl (K.J.);	
127	Powers, Ken (K.W.);	
128	Prabhu, Shesha (S.P.);	
129	Preston, Carla Traci (C.T.);	
130	Price, Martin (M.);	
131	Raquepau, Aiden (A.P.);	
132	Ricotta, Jim (J.M.)	****
133	Rockel, Royce (R.R.);	
134	Rodgers, David (D.L.);	
135	Rogers, Michelle (L.)	****
136	Roncher, Philippe (P.);	
137	Rusek, Ron (R.J.);	
138	Saralan, David (D.E.);	
139	Sarvar, Mel (M.M.);	
140	Saner, Robert (R.M.);	
141	Savchets, David (D.W.);	
142	Schlip, Robert (R.J.)	**
143	Scott, Francis (F.X.);	
144	Shah, Kiran (K.C.);	
145	Smith, Tony (T.R.)	*
146	Soderquist, Todd (T.);	
147	Sorensen, Lynn (R.L.)	***
148	Szilgenbauer, Jeffrey (J.R.);	

Originator: Lea Williams
 twill73@ford.com/313-337-2503
 Ford Employees List

149	Suarez, Rbas (R.);	
150	Sullivan, James (J.P.);	
151	Surtl, P. J. (P.J.);	
152	Svustickas, Ed (E.);	
153	Szczupak, Dave (D.T.)	
154	Takasawa, Keith (K.D.);	
155	Taylor, Perry (P.Allen.);	
156	Tarzes, Laura (L.D.);	
157	Tetrasant, James (J.P.);	
158	Trower, Ron (R.D.)	***
159	Van Slambrouck, James (J.M.);	
160	Vecchio, Anne Marie (A.);	
161	Van Foerster, Steve (S.);	
162	Wakenell, Ray (R.A.);	*
163	Walters, Alexander (A.M.);	
164	Williams, Les (L.H.W.);	*
165	Williamson, David (D.E.);	
166	Wilson, Doug (D.A.);	
167	Wineland, Richard (R.J.)	**
168	Woodings, Andrew	*
169	Wrobel, Mark (M.J.)	**
170	Wu, Chum (C.Y.);	
171	Yeung, Lem (.)	
172	Young, Dan (D.G.)	****
173	Yuen, Lucinda (.);	
174	Zagotta, Tom (T.)	**
175	Zamora, Andy (J.A.)	**

	Component	Part Number	Service type
1	EEC POWER RELAY	F0AZ-14N089-A	part
2	Power Distribution Box (Relay Connection)		repair
3	PCM Ground G104 & G105		repair
4	PCM Ground G101		repair
5	PCM Ground G100		repair
6	IAC Valve	YF1Z-9F715-AA	part
7	Connector C270B		repair
8	Connector C270C		repair
9	Connector C270D		repair
10	Connector C270E		repair

Current SSM:
Rhae Suarez (FCSD)

Next/Previous Article (N/P): _ Article #: SSM 15434 Date: 11/28/2001

Symptom: 6 07 DRVABL STALL/QUITS

Year Vt Fm VI Mdl Trans Engine Callb Axle

Criteria: 2002 T MR

R&R EEC PWD RELAY W/ FOAZ-14N089-A, CK CONN PINS ALSO

SOME 2001/2002 3.0L ESCAPES MAY EXHIBIT AN INTERMITTENT ENGINE QUIT CONDITION. THIS WILL BE TYPICALLY A 1 TIME EVENT, USUALLY DURING A DECEL, WITH NO DTC'S AND NO MIL. THE ENGINE WILL RESTART IMMEDIATELY. WHEN NORMAL DIAGNOSTICS DO NOT PIN POINT ROOT CAUSE, REPLACE THE EEC POWER RELAY WITH FOAZ-14N089-A (FOR LOCATION USE 2001 WIRING DIAGRAM SECTIONS 303-07B-00-1 CONNECTOR # C1016, 700-06-00-37 BATTERY JUNCTION BOX). CHECK RELAY CONNECTION FOR PIN PUSHOUT. CHECK FOR LOOSE PCM GROUNDS G104 & G105 UNDERNEATH BATTERY TRAY (REMOVE TRAY TO ACCESS GROUNDS), G101 ON TRANSMISSION UNDERNEATH BATTERY TRAY AND G100 ON BULKHEAD. CHECK THE IAC VALVE - IF PART NUMBER IS NOT YF1E-9F715AB REPLACE WITH YF1Z-9F715-AA. CHECK CONNECTORS C270B, C270C, C270D, & C270E FOR LOOSE CONNECTION, CORROSION, WATER INTRUSION, OR TERMINAL/PIN DAMAGE.

From: Price, Martin (M.)
Sent: Monday, February 11, 2002 7:26 PM
To: Williams, Lee (LHW.)
Subject: FW: ISM 02-01-070/94-1606 Escape Stall after SSM 15589

Here is the final. The black part is what is currently on CQIS, the red part will be modified when the CQIS programmer gets it done.

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

—Original Message—

From: Price, Martin (M.)
Sent: Monday, February 11, 2002 10:48 AM
To: VanHollebeek, Mike (M.C.)
Subject: ISM 02-01-070/94-1606 Escape Stall after SSM 15589

INT STALL,PERFORM SSM 15589,CK VMV STICKING,TEST EVAP

ESCAPE STALL AFTER SSM 15589 UPDATED BY MPRICE28 2/6/02
SOME 2001-2002 ESCAPES MAY EXHIBIT AN INTERMITTENT STALL, VERIFY SSM 15589 HAS BEEN DONE AND PERFORM THE FOLLOWING CHECKS. FOR STALLING OVER BUMPS WIGGLE IGNITION KEY TO TRY TO DUPLICATE, IF CUTS OUT THEN MAKE SURE CUSTOMERS KEYRING WEIGHS LESS THAN 8OZ AND REPLACE IGNITION SWITCH IF NECESSARY. DISCONNECT AND INSPECT PCM HARNESS FOR BURNED OR BENT PINS. INSPECT VMV FOR STICKING, PERFORM WDS EVAP TEST OR SMOKE TEST. IF STALL IS RELATED TO RFI(IE: RADIO TOWER/2-WAY RADIO) REPLACE MAF W/1L2Z-12B579-BA. CHECK IAC%(<38% W/NO PURGE FLOW). INSPECT IAC AND THROTTLE BODY FOR CARBON OR SLUDGE, IF PRESENT REPLACE W/YF1Z-9F715-AA(IAC), YL8Z-9E926-DA(THROTTLE BODY). INSPECT C270B,C,D, C110, C133 FOR WATER INTRUSION/PIN PROBLEMS. INSPECT G300, G100, REMOVE BATTERY TRAY AND INSPECT G104/105, G101.
AUTHOR: MARTIN PRICE (MPRICE28) 79133

Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

From: Sanders, Muriel (M.S.)
Sent: Friday, August 23, 2002 1:48 PM
To: Suarez, Rhae (R.); Badges, Robert (R.S.); Fournelle, Gilbert (G.)
Subject: RE: Escape Stall Info

Here's the chart from the 8/15/02 meeting . I updated the evap assembly implementation to 9/9/02. The calibration and fitted pintle IAC (service) is listed as TBD.

Gilbert, please update any other dates, if available.



KCAP Implementation
Timing...

Muriel Sanders

4.6L Car FBAD Systems
Ford Motor Company
Fax: 313-33-73813
E-mail: msander6@ford.com

—Original Message—

From: Suarez, Rhae (R.)
Sent: Friday, August 23, 2002 1:28 PM
To: Fournelle, Gilbert (G.); Sanders, Muriel (M.S.)
CC: Badges, Robert (R.S.)
Subject: Escape Stall Info

Gilbert/Muriel (I know you don't work on this anymore) -

Do you have an electronic copy of the last stall meeting minutes. The recall group would like the chart that keeps track of the implementations we have done.

Please send it to Bob and myself.

Thanks!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tribute / Maverick
PVT & Field Support / PCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-32-23344 Pager: 313-793-8242
Fax: 313-33-78337
Email: rsuarez8@ford.com

ENG2-827 21585

KCAP Actions	Concern #	Revised Part #
1. Ontron to Hella Relays	C11293441	No Change
2. Updated production calibration	C11299149	See concern
3. Inverted delta status- G101 ground		N/A
4. Inverted delta status- G100 ground	C11294758	N/A
5. Inverted delta status- G104/G105	C11294758	N/A
6. Implementation of robust MAP	C11299286	1L2F-12B579-BA
7. IAC change from Guide A to Finned Pinfile (CRP2 action)	C11252737	1L8B-9F715-AA
8. 3.0L dPFE change from Kavlico to Motorola	C11262413	2F1Z-9I460-AA
9. 2.0L dPFE change from Kavlico to Motorola	C11274132	2F1Z-9I460-AA
10. Revised vent line location	C11326381	
11. Technical Service Bulletin (TSB 02-08-06)	N/A	N/A
12. Special Service Message (SSM 15589)	N/A	N/A
13. Internal Service Message (ISM 02-01-070) - pre-TSB	N/A	N/A
14. ISM 02-05-017 - post-TSB	N/A	N/A
15. ISM 02-05-043 - Add MAP Gskt to ISM 02-05-017	N/A	N/A
16. TSB 02-11-06 - Modify Calibration Wording	N/A	N/A
17. ISM 02-06-025 - Update TSB Reference	N/A	N/A
18. TSB TBD - Incorporate some of ISM & improve wording	N/A	N/A
19. IAC change to Finned Pinfile for service	C11390555	1L8B-9F715-AA
20. Calibration Enhancements	C11390580	See concern
21. EBC w/modified capacitor - production	C11371349	See concern
22. EBC w/modified capacitor - service	C11350478	See concern
23. Inverted delta status - G102/103	C11394835	N/A

Implementation Timing
07/27/01
1/16/02 (3 out of 7)
01/15/02
05/30/02
8/28/02 Cleveland
07/22/02
07/22/02
9/09/02 Exp.
4/24/02
1/29/02
2/5/02
3/6/02
5/20/02
6/5/02
6/14/02
TBD
TBD
TBD
8/12/02 Est.
8/12/02 Est.
TBD

From: Sanders, Muriel (M.S.)
Sent: Friday, August 16, 2002 4:20 PM
To: Fournelle, Gilbert (G.); Shah, Kiran (K.C.)
Subject: Evap Assy

Gilbert - Kiran Shah left a voicemail message that the Evap Assy will be implemented on 9/9. I had it listed as TBD on the KCAP Implementation table.

Kiran - I am no longer working in the Escape calibration group. Gilbert is taking over the stalls investigation. Please contact him with any further questions or concerns.

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

From: Sanders, Muriel (M.S.)
Sent: Friday, August 16, 2002 11:33 AM
To: Bogema, John (P.); Dalbo, Bob (R.J.)
Subject: Randy Corlew

Will one of you please call Randy Corlew. He is a FSB in PA. He left a message on my voicemail on my TBE number, but I don't have a phone here yet. He had some questions regarding the 2003 MY Escapes. I guess the customer that owns the TV stations is being traded into a 2003 today and Randy is concerned about the possibility of it stalling. His cell number is 724-910-3459.

Thanks.

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

From: Sanders, Muriel (M.S.)
Sent: Thursday, August 15, 2002 11:12 AM
To: Fournelle, Gilbert (G.)
Subject: Stalls Info

Hi Gilbert,

Here's some stalls info for your reading pleasure. 1-) The 3 stalls binders are at your desk. If you have any questions or can't find something, send me an e-mail. (I probably won't have a phone for a couple of weeks.)

- The phone conference number expires today (8/15/02). To set-up a new number call 9-1-877-227-4343. You will need to specify meeting day, time, recurrence length, and the number of people calling in. I don't think there is a max number of callers, but for reference I had ~20.

- Distribution list



Phantom Stall
Distribution List...

- Here's the Stalls Summary. Items in blue are TBD.



USD4 Phantom Stall
Summary.doc...

- Outstanding Issues:

- PCV Oil Control Timing (Lem Yeung - systems, Jim Ortman - PCV)
 - They need to complete vehicle testing of modified covers
- KCAP Implementation
 - Finned pintle IAC - Aug 22?? Production
 - Finned pintle IAC - TBD service. See concern C11390555.
 - Revised Evap Assy - Sometime in Sept??
 - G102/103 inverted delta status - Implementation date???
 - TSB - written, waiting on finned pintle IAC service number and revised calibration part numbers. Rhae pulled the TSB from the approval system until the calibration is done. Let him know when to re-submit it. Also, the IAC box note needs to be changed to: 2001 and 2001 model year Escapes will require a calibration update (keep the TSB xx-xxx-xx references). Rhae will change the note when the TSB is re-submitted.
 - ISM will need revised once the TSB is released. See Stalls Summary for help on what to include. Marti Price will write the draft once you send him info on what to include.
- Low Resistance Spark Plugs from Mazda (Lem Yeung - systems, Bill Goodwin - ignition systems)
- Experimental PCMs sent to Metro Ford (Independence, KA) and Bill Woods Ford (KC, KA). The e-mail w/my notes along with copies of the paperwork sent with the PCMS is in the black binder under customers (John Bogema also has copies). The service managers should be sending the PCMs and exemption stickers back to you. I included my phone number and yours on the cover letter I sent. John B. has the assurance letters.
 - Metro Ford - Service Manager is Cory Thompson (816-254-9800 or 816-405-5422 cell), VIN 1FMCU04102KB85206, PCM sent 7/31/02
 - Bill Woods Ford - Service Manager is Mike Hawes (816-454-4200), VIN 1FMYU04192KD11746, PCM sent 8/2/02
- Andrew Woodings has the pricing information for the modified MAP gaskets. From what I understand, Visteon doesn't want to meet on this. Andrew will know more info...
- Calibration - you probably more than me on this. If not, John B. & Bob D. were working on this and can fill you

in if you have questions.

- Les had a hotmail account that he used for people on the chat boards whom he was helping. I never used it, but it does still have the e-mails sent to Les. I usually just went through it once in awhile to delete the junk mail and check if one of the people happened to send an email. You could probably get rid of this, but I'll leave that up to you.
 - Username = magicman00
 - password = atpeace
- There are three boxes of miscellaneous returned parts in the crib. Most are from Les's days. I think I got most of the parts from Les's desk, but there may be a few I missed.

I think that's it. Let me know if I forgot something.

Muxiel Sanders

U204 3.0L Calibration

Ford Motor Company

Phone: 313-32-27307

Fax: 313-32-31786

E-mail: msander6@ford.com

Distribution List Name: Phantom Stall Distribution List

Members:

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Bauer, Scott (S.C.)	sbauer@ford.com
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ERG2-027 21500

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Williams, Les (L.H.W.)	lwlll73@ford.com
Yeung, Lem (.)	lyeung@ford.com

From: Sanders, Muriel (M.S.)
Sent: Thursday, August 15, 2002 10:05 AM
To: Yeung, Lam (.)
Subject: RE: U204 Phantom Stall Meeting

I sent a separate note yesterday regarding the ground so I won't go into too much detail here. Lear & the Electrical team do not want to modify the ground on the 2003 unless we can offer data showing a problem. We do not have that data so there are not any actions planned at this time. My understanding is that this issue is closed unless someone has data correlating this issue with stalls.

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Yeung, Lam (.)
Sent: Thursday, August 15, 2002 7:42 AM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: RE: U204 Phantom Stall Meeting

I will be out of the office this afternoon and unable to attend. The only update I have is modified cam covers will be available to the calibration group by next Friday. Any information you can provide from APG on a speed/load condition or drive cycle which induces oil consumption would be a huge benefit. I do not recognize any other issues requiring updates from us. Let me know if I am incorrect.

Last week I heard we breezed through the poor ground issue. Is the Electrical team done investigating contributors to the stalls issue? What was done to address unclear ground signals and signal noise issues? I recall an added capacitor to the PCM and relay supplier change. Anything else or anything else needed?

W. Lam Yeung
Ford Motor Company
U204 Duratec Engine Systems Supervisor
Work 313-32-23844
Pager 313-795-2777
Fax 313-584-7323

-----Original Appointment-----

From: Sanders, Muriel (M.S.)
Sent: Monday, July 29, 2002 10:15 AM
To: Sanders, Muriel (M.S.); Altortian, Don (D.J.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell; Chick, John (J.); Chih, Ming-Niu (M.N.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rutwiler, Daniel (D.); De Pena, Juan (J.E.); Diez, Timothy (T.P.); Duvall, Allen (A.W.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Goodwin, William (W.R.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hoffman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Jyunichiro (J.); Jensen, Ted (T.E.); John McDonald; Jones, Andy; Jordan, Donald (D.E.); Kanai, Shiro (S.); King, Robert (R.P.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Le, Dzang (D.H.); Umbacco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Mandzuk, Roger (R.S.); Marck, Edmund (E.C.); Matea, John (J.); Maurer, James (J.B.); Mazzella, Gary (G.R.); McGee, Brett (B.L.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tom; Morishima, Shigeki (S.); Naveed Khan; Nematollahi, Sorya (S.); Nikolai, Bernie; Notaboom, Jim (J.E.); Ortmann, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquesau, Aiden (A.P.); Sanders, Muriel (M.S.); Shah, Kran (K.C.); Shirashi, Masaru (M.); Silgenbauer, Jeffrey (J.R.); Suarez, Rinae (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veerana, Tim (T.W.); Wakanell, Ray (R.A.); Wettsch, Bill (B.); Williams, Lee (L.H.W.); Yeung, Lam (.)
Subject: Updated: U204 Phantom Stall Meeting

When: Thursday, August 15, 2002 2:00 PM-3:00 PM (GMT-05:00) Eastern Time (US & Canada).
Where: TEE Conf. Rm. 2

I extended the meeting notice a couple of more weeks. All other information remains the same.

Dial in: 1-877-870-3529 or Fordnet: 9-1-954-1144
International Participants # 1 (630) 693-1704
Passcode: 7673538#

Laura,
How does FCSD manage coordinated parts changes like this IACV/calibration combination? Is that process already underway for this change?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2859 Email: rdalbo@ford.com

---Original Message---



From: Galante, Chris (C.R.)
Sent: Wednesday, August 07, 2002 10:47 AM
To: Dalbo, Bob (R.J.)
Subject: calibration change for Escape

Hi Bob.

We spoke earlier about the calibration change for Escape related to stalls, and you gave me a concern number (C11390555) which is related to the finned pintle IAC change. Does the IAC change require the calibration change??

The reason I ask is that service engineering is likely rejecting the concern for, among other reasons, the chance that a customer who has a vehicle out of warranty may change the IAC themselves and not be aware that a TSB exists requiring a reflash. Something I'm curious to know is that on the modular products, we introduced the finned pintle design without any calibration change. Why would the Escape be unique in this regard? If not, should we disassociate the calibration change and IAC change (i.e. have two separate concerns)?

Christopher R. Galante
cgalante@ford.com

 Fax: (313) 337-3813
 Phone: (313) 845-6067
Pager: (313) 795-2807

V-Engine Engineering - Ford Motor Co.

From: Sanders, Muriel (M.S.)
Sent: Wednesday, August 07, 2002 9:37 AM
To: Orzechowski, Betty (B.A.)
Subject: RE: Customer Vehicle Problem - Escape

I would prefer not to give my e-mail address out to non-Ford people. You can give them my phone number (313-322-7307) or if you have their number I can call them. Thanks.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Orzechowski, Betty (B.A.)
Sent: Wednesday, August 07, 2002 9:34 AM
To: Sanders, Muriel (M.S.)
Subject: RE: Customer Vehicle Problem - Escape

Muriel, this isn't my vehicle. I will have to contact the person. Can they respond directly to you? This vehicle owner lives in Pennsylvania.....

Regards,

Betty Orzechowski

WORZACHO
U/P207 Release/Pre-Prod, 32-30324,
Cube GC-F40 - PDC Bldg.

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

From: Sanders, Muriel (M.S.)
Sent: Wednesday, August 07, 2002 9:22 AM
To: Orzechowski, Betty (B.A.)
Cc: Yeestra, Tim (T.W.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.)
Subject: FW: Customer Vehicle Problem - Escape

Hi Betty,

I am part of a stall investigation team for Escapes. Will you please send me the VIN number and model year for your Escape. This information will assist me in determining what repairs have been performed, or need to be performed. Thanks.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Veestra, Tim (T.W.)
Sent: Wednesday, August 07, 2002 8:50 AM
To: Sanders, Muriel (M.S.)
Cc: Corbett, Sandra (S.M.)
Subject: FW: Customer Vehicle Problem - Escape

FYI - Please review and you may want to discuss at the today's stall meeting. Thanks.

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

From: Morgan, Dan (W.D.)
Sent: Wednesday, August 07, 2002 8:40 AM
To: Orzechowski, Betty (B.A.); Veestra, Tim (T.W.)
Subject: RE: Customer Vehicle Problem - Escape

Tim, see note at the bottom concerning serious customer complaint.

Any recommendation who to contact in a situation like this?

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

From: Orzechowski, Betty (B.A.)
Sent: Wednesday, August 07, 2002 8:34 AM
To: Morgan, Dan (W.D.)
Subject: FW: Customer Vehicle Problem - Escape

Dan, I haven't a clue how to forward this note to FCS. As Jean suggested, do you have a contact this note can be forwarded to?

Regards,

Betty Orzechowski

WORZCOW
U/P207 Release/Pre-Prod, 32-30324,
Cube GC-F40 - PDC Bldg.

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

From: Montle, Jean (S.J.)
Sent: Wednesday, August 07, 2002 8:02 AM
To: Orzechowski, Betty (B.A.)
Subject: RE: Customer Vehicle Problem - Escape


I would send them to Ford Customer Service, or possible Dan Morgan might have a contact since he is the PPM Escape supervisor.

Jean Montle (Jmontle) << OLE Object: Picture (Metafile) >>
MP&L Program & Pre-
Production Management
ph: 890-4004 fax 848-4487

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

From: Orzechowski, Betty (B.A.)
Sent: Wednesday, August 07, 2002 6:30 AM
To: Montle, Jean (S.J.)
Subject: Customer Vehicle Problem - Escape

Jean, do you know who I could send this note to regarding a serious problem a customer is having with his Escape vehicle?



1. Ten days after purchase, with about 600 miles, the engine quit at 65 mph on I-79 at night, in heavy traffic. With no brakes and no power steering, my daughter was thankfully able to get the car out of traffic without being hit. A PA state trooper helped her off the road. It would not restart, so the car was towed to the nearest Ford dealer, who was unable to repair it. It was then towed all the way home to the selling dealer, who replaced the entire engine.

2. At about 8,000 miles, the engine quit again, but was able to be restarted uneventfully.

3. In June, at about 10,000 miles, the engine quit again --- this time in heavy traffic. A police officer helped her push it off the road, and when he heard that this happened before, he lectured her about not driving the car until it was fixed. His quote is "If this happened at night around a curve, it would be extremely hazardous." It was towed to the selling dealer.

4. The dealer worked on the car and drove it for a week, but could not duplicate the problem.

5. Since [redacted] was now afraid to drive the car, I began driving the Escape. At about 11,000 miles, the engine quit on my way to the airport. It would not restart the first time, but started on a subsequent attempt. The dealer has had the car ever since, and has driven it 700 miles but the problem has not recurred.

Current status: Ford says that since they can't duplicate the problem, there must not be a problem. The Ford dealer and regional people are stonewall say "just drive the car. There's nothing we can do." [redacted] is tears.

When the engine quits, there is no warning --- just a complete loss of power, steering and brakes. Fortunately, no one has gotten hurt yet. But a car that stalls at highway speed is an accident waiting to happen.

Regards,

Betty Orzechowski

BORZECHO
U/P207 Release/Pre-Prod. 32-30324,
Cube GC-F40 - PDC Bldg.

From: Sanders, Muriel (M.S.)
Sent: Friday, August 02, 2002 1:51 PM
To: Jordan, Donald (D.E.)
Subject: FW: '02 3.0L ESCAPE WITH A LEAKING BATTERY

See Jim's note below regarding battery leak.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Noteboom, Jim (J.E.)
Sent: Friday, August 02, 2002 1:40 PM
To: Suarez, Rhea (R.); Altoonlan, Don (D.J.); Dalbo, Bob (R.J.); Hansen, George (G.C.); Miller, Brian (B.J.); Sanders, Muriel (M.S.);
Suarez, Rhea (R.); Wakenell, Ray (R.A.)
Cc: DiAngelo, Renaldo (R.); Peppone, Gil (J.); Surti, P. J. (P.J.)
Subject: '02 3.0L ESCAPE WITH A LEAKING BATTERY

Photos of the leak and the serial # are included below. I have the batt. in my possession for further analysis. The new battery fit in the tray with no problem. However, the vehicle will be brought back in for a battery tray inspection ASAP.

Rpt#: 2HBKC001 PTOFSE Rpt: 08/02/2002 Odom: 1,650 M
Rvw: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCU04112KD11749 Bid: 04/11/2002
Engine: 3.0L DUR Calb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 03294 O'MEARA FORD CENTER INC Ph#: (303) 264-6020
State: Colorado City: Northglenn Orig/Caller: J. NOTEBOOM
Symptom: 2 03 4 17 ELECT.,START/CHARGE,BATTERY,LEAKS
Addl Sym: St: CCRQ/EPRC: _ Rvw: Dt:
Flx: Caus. Comp: BATTERY - RPL Condition Code: B5
JNOTEBOO (303) 674-4015 FAX: MIL? N ABA? Symp V? Survey? N
EO: EC: Prt St O
ER: CB: Intmit? N

CONCER "ENGINE OIL LEAK."

REPAIR WHAT THE CUSTOMER THOUGHT WAS AN OIL LEAK TURNED OUT TO BE BATTERY ACID. INSPECTION OF THE BATTERY REVEALED A LEAK FROM THE SEAM ON THE CORNER OPPOSITE THE NEGATIVE POST. THE CUSTOMER STATED THAT WHEN THE VEHICLE WAS PURCHASED, THE ORIGINAL BATT. WAS DEAD AND WAS REPLACED. THIS BATT WAS NOT A SERVICE PIECE BUT LOOKED LIKE ORIGINAL EQUIPMENT SO IT'S HISTORY IS IN QUESTION. A NEW SERVICE BATT. WAS INSTALLED.



. MVC-039F.JPG



MTC-040F.JPG

Jim Noteboom
Powertrain Field Quality Specialist/Denver
Phone: 303.674.4016 FAX: 303.674.5730
Cell: 303.921.2076

EMRZ-027 21682

From: Sanders, Muriel (M.S.)
Sent: Friday, August 02, 2002 1:39 PM
To: Suarez, Rhae (R.)
Subject: RE: Safety stall meeting

I heard most of what was said. Are y'all going to send out a copy of the changes? If so, can you send it to me, please.

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

-----Original Message-----
From: Suarez, Rhae (R.)
Sent: Friday, August 02, 2002 1:08 PM
To: Sanders, Muriel (M.S.)
Subject: RE: Safety stall meeting

It's all the safety people if you want to call in. They will be hacking up our message so you might want to.
=)

-----Original Message-----
From: Sanders, Muriel (M.S.)
Sent: Friday, August 02, 2002 1:07 PM
To: Suarez, Rhae (R.)
Subject: RE: Safety stall meeting

I didn't get meeting notice. Bob should be...

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

-----Original Message-----
From: Suarez, Rhae (R.)
Sent: Friday, August 02, 2002 1:06 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Subject: Safety stall meeting

Are you guys calling into the meeting?

954-1118
6456211#

From: Sanders, Muriel (M.S.)
Sent: Thursday, August 01, 2002 12:15 PM
To: Fournelle, Gilbert (G.)
Subject: FW: Latest U204 Stall AWS Analysis

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Duvall, Allen (A.W.)
Sent: Thursday, August 01, 2002 12:11 PM
To: Sanders, Muriel (M.S.)
Cc: Le, Dzung (D.H.); Dalbo, Bob (R.L.)
Subject: Latest U204 Stall AWS Analysis

Hi Muriel: This is the latest. Please forward to Ford Personnel only!

Thanks!



Escape_Stall_Latest.p
of

Regards:

Allen DuVall
RIE, Outfilters Chassis Quality
✉ PDC, 1D-E57, MD-172
☎ (313)-84-64714

ERG2-027 21884

KCAP Actions	Concern #	Revised Part #
1. Omron to Hella Relays	C11293441	No Change
2. Updated production calibration	C11299149	See concern
3. Inverted delta status- G101 ground		N/A
4. Inverted delta status- G100 ground	C11294758	N/A
5. Inverted delta status- G104/G105	C11294758	N/A
6. Implementation of robust MAP	C11299286	1L2F-12B579-BA
7. IAC change from Guide A to Finned Pinle (CEP2 action)	C11252737	1L8E-9F715-AA
8. 3.0L dPFE change from Kavlico to Motorola	C11262413	2F1Z-9J460-AA
9. 2.0L dPFE change from Kavlico to Motorola	C11274132	2F1Z-9J460-AA
10. Revised vent line location	C11326381	
11. Technical Service Bulletin (TSB 02-08-06)	N/A	N/A
12. Special Service Message (SSM 15589)	N/A	N/A
13. Internal Service Message (ISM 02-01-070) - pre-TSB	N/A	N/A
14. ISM 02-05-017 - post-TSB	N/A	N/A
15. ISM 02-05-043 - Add MAF Gakt to ISM 02-05-017	N/A	N/A
16. TSB 02-11-06 - Modify Calibration Wording	N/A	N/A
17. ISM 02-06-025 - Update TSB References	N/A	N/A
18. TSB TBD - Incorporate some of ISM & Improve wording	N/A	N/A
19. IAC change to Finned Pinle for service	C11390555	1L8E-9F715-AA
20. Calibration Enhancements	C11390580	See concern
21. BEC w/modified capacitor - production	C11371349	See concern
22. BEC w/modified capacitor - service	C11350478	See concern
23. Inverted delta status - G102/103	C11394835	N/A

Implementation Timing
07/27/01
1/16/02 (3 out of 7)
01/15/02
05/30/02
8/26/02 Est.
07/22/02
07/22/02
Sept 2002 Est.
4/24/02
1/29/02
2/5/02
5/6/02
5/20/02
6/5/02
6/14/02
TBD
TBD
8/12/02 Est.
8/01/02 Est.
8/01/02 Est.
TBD

ENR2-827 21888

From: Sanders, Muriel (M.S.)
Sent: Tuesday, July 30, 2002 5:03 PM
To: Limtiaco, Steven (S.)
Subject: RE: TSB - Engine Quit

Thanks for the information, Steve. I'll keep you up-to-date on if we add it to the TSB. I want to run this by some of the other team members...

> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
> E-mail: msander6@ford.com
>

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

From: Steven Limtiaco [mailto:SLimtiac@mazdausa.com]
Sent: Tuesday, July 30, 2002 4:30 PM
To: 'msander6@ford.com'
Subject: FW: TSB - Engine Quit

Muriel,

Resending! (I typed your email address incorrectly...)

Steve Limtiaco
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slimtiac@mazdausa.com

> -----Original Message-----

> **From:** Steven Limtiaco
> **Sent:** Tuesday, July 30, 2002 1:16 PM
> **To:** 'msader6@ford.com'; 'rdalbo@ford.com'; 'rsuarez8@ford.com'
> **Cc:** Dan Rothwailer
> **Subject:** TSB - Engine Quit

> Muriel,

> Here is a field report that came in this morning. The stall in this case
> was caused by loose EEC relay pins (junction box side, female terminals).
> Note the late production date (4/25/02). We might want to consider adding
> a sentence in step 6 of the TSB to check for EEC relay pin tightness.

> Steve Limtiaco
> Mazda North American Operations
> Tribute Product Support
> 949-442-6514 (phone)

> 949-442-6599 (fax)
> e-mail: slintiac@mazdausa.com
>
> S20ACM1 PRODUCT QUALITY INFORMATION (PQI) REVIEW1 07/30/02
> 09:39:43
> F212
> CRPP253
> PQI Ref No: 0066731 PQI Status: PE ENTERED Entry Date:
> 07/29/02
> Subject Descr: VEHICLE STALLS WHEN LETTING OFF ACCELERATOR
>
>
>
> VIN.....: 4FZYU091X2KM51365 Mdl/yr: TRB LX 2A /02 Prod Date:
> 04/25/02
> Miles.....: 1727 Problem Date:
> 07/22/02
> Category.....: B PISTON ENGINE Repair Compl Date:
> 07/22/02
>
>
> Reported By.: RAY GRIFFIN Job Code: D302 SERVICE MANAGER
>
> Reporting Loc: 41901 MACK MASSEY MAZDA
>
>
> Hotline Ref #:
>
>
>
> PQI Location.: 41901 MACK MASSEY MAZDA Telephone: (915)
> 778-9381
> City.....: EL PASO ST: TX
>
>
>
> Describe Symptoms and Conditions:
>
> CUSTOMER STATES VEHICLE STALLS WHEN LETTING OFF ACCELERATOR AND COMING TO
> A
> STOP OR SLOWING FOR A CORNER:
>
> FOUND EEC RELAY PINS EXCESSIVLY LOOSE.
>
> NO CODES FOUND. REPLACED EEC RELAY FLASHED PCM. TEST DROVE AND IS
> OPERATING
> TO MANUFACTURE SPECS.
>
>
> Corrective Action Taken:
> RETRIVED CODES, NONE FOUND. REPLACED EEC RELAY AND FLASHED PCM. TEST DROVE
> VEHICLE AND OPERATING TO MANUFACTURE SPECS.
>

BEGINNING OF CONTACT
 06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

CONCERN ISSUE CASE NBR: 1416013311
 REGION: 13 NEW YORK ZONE: I1 OPENED: 11/27/2001
 VIN: 1FMCU04L71KB62360 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: NAUGATUCK STATE: CT ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 9500
 DEALER NAME: MILLER FORD INC SALES CODE: F13203 P & A: 03645
 REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: DPENDER DEBORAH PENDER
 ACTION DATA/COMMENTS:

2001/11/27
 11.28.00 CUSTOMER SAYS: -VEH IS STALLING -LOSES POWER BRAKES AND
 STEERING -HAS STALLED FOUR TIMES SINCE PUR. -VEH. IS AT DL
 RSHIP NOW -HAS NOT BEEN DIAGNOSED YET -HAS SEEN INFO. ON TH
 E INTERNET REGARDING OTHER PEOPLE HAVING THIS PROBLEM (WITH
 THIS VEH.) -SECOND TIME DLRSHIP HAS HAD VEH. -HAS ALL THE P
 AITH IN THE WORLD IN DLRSHIP PER CUSTOMER, DEALER SAYS:
 MILLER FORD INC. (203) 335 - 3181 -DLRSHIP DOESN'T SEEM TO K
 NOW WHAT IS WRONG WITH CAR (SER. MGR.)--FIRST REPAIR CA
 C ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD
 /LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER
 SHOULD CONTACT CRM/SERV MGR --CRM OBC DLRSHIP -UNABLE TO
 CONTACT CRM OR SER. MGR -CUST. IS IN FOLLOW-UP FOR THURS.
 AT 3:00 P.M. -WILL RECONTACT DLRSHIP IN REGARDS TO CUST. COM
 CERNS AFTER VEH. HAS BEEN DIAGNOSED INFERENCE CASE ID: 49
 05

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
 ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
 DOCUMENT: ANALYST: DEUDHOO DORIS BUDHOO
 ACTION DATA/COMMENTS:

2001/11/28
 09.51.38 CUSTOMER SAYS: CUST EMAIL AGAIN IN REGARDS TO PREVIOUS HIS
 TORY PER CUSTOMER, DEALER SAYS: NAUGATUCK, CT 06770 DAY
 TIME -- 860-241-3834 EVENING -- 203-723-4553 CAC ADVIS
 ED: CAC ADVISE CUST THERE HAS BEEN A SCHEDULE FOLOW-UP FOR
 THURS 03:00

ER82-027 21702

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	CONCERN ISSUE	CASE NBR: 1416013311
REGION: 13 NEW YORK	ZONE: 11	OPENED: 11/27/2001
VIN: 1FMCU04171KB62360	ENGINE: 1 VEH TYPE: T	CLOSED:

=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: DPENDER DEBORAH PENDER
ACTION DATA/COMMENTS:

2001/11/29

14.28.00 CUSTOMER SAYS: -SECOND TIME THERE-AT DLRSH -SPOKE TO DLR
SHP, YESTERDAY -HAS SEEN HUNDREDS OF OTHER PEOPLE ON WEBSIT
E STATING THE SAME PROBLEM (SPECIFICALL NHTSA WEBSITE--HAS O
VER ONE HUNDRED COMPLAINTS) -DOES NOT WANT TO DRIVE THE CAR
AGAIN UNTIL IT GETS FIXED -CUST. WANTED TO KNOW WHERE TO G
O FROM HERE IF VEH. DOES NOT GET FIXED PER CUSTOMER, DEALER
SAYS: MILLER FORD. (203) 335 - 3181 -CAN'T DUPLICATE THE
PROBLEM -EXPECTING A CALL FROM SER. MGR -WILL KEEP LOOKIN
G AT IT CAC ADVISED: OBC CUST. -ADVISED CUST. TO GIVE THE
DLRSH MORE TIME TO WORK ON VEH. -OFFERED TO CALL DLRSH O
N HER BEHALF -ADVISED CUST. SHE MAY REQUEST A REGIONAL REP.
FROM DLRSH IF PROBLEM IS NOT RESOLVED -ADVISED CUST. THAT
IT IS UP TO THE DLRSH TO GET ONE INVOLVED

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: R-VREELA ROBERT VREELAND
ACTION DATA/COMMENTS:

2001/12/05

14.18.41 REPLACED A RELAYFOR POWER DISTRIBUTION, PER TSB, AND DURING
ALL THE TIME DEALER HAD VEHICLE WE COULD NOT DUPLICATE CONCE
RN CUSTOMER PICKING UP 12/5/01

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	CONCERN ISSUE	CASE NBR: 1482891931
REGION:	ZONE:	OPENED: 08/29/2001
VIN: 1FMYU01121KD99378	ENGINE: 1 VEH TYPE: T	CLOSED: 08/29/2001

=====

LAST NAME: [REDACTED]
TITLE: [REDACTED]
ADDRESS: [REDACTED]

FIRST NAME: [REDACTED]

STATUS: CLOSED
MI:

EP82-327 21783

CITY: VIRGINIA BEACH STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE:
DEALER NAME: SALES CODE: P & A:
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

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

2001/08/29
12.42.14 CUSTOMER SAYS: =CUST SAID STALLS IN THE MIDDLE OF THE HIGH
WAY =CUST SAID VEH IS STILLING SHAKING PER CUSTOMER, DEALE
R SAYS: = CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERF
ORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO
DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID
: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-WILS37 RAY WILSON
ACTION DATA/COMMENTS:

2001/08/30
10.42.09 VEH IN SHOP NOW WILL TRY TO VERIFY CUSTOMER CONCERN AND COM
E TO A RESOLUTION TO RESOLVE ISSUE. THANKS RAY WILSON, SERVI
CE MGR.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: AHAUGHT2 ANGELAH HAUGHTON
ACTION DATA/COMMENTS:

16.16.58 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: ***** SUPERVISOR OBC (ANGELAH EXT.2041) ***** - O
BC TO CUST ON --(08/30/01 @ 3:42 PM EST)-- - 1ST ATTEMPT; L
EFT MSG; WILL TRY AGAIN.

1 CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19
===== CONCERN ISSUE CASE NBR: 14E2B91931
REGION: ZONE: OPENED: 08/29/2001
VIN: 1FMYU01121KD99378 ENGINE: 1 VEH TYPE: T CLOSED: 08/31/2001
=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: AHAUGHT2 ANGELAH HAUGHTON
ACTION DATA/COMMENTS:

2001/08/31
13.52.01 D: ***** SUPERVISOR OBC (ANGELAH EXT.2041) ***** - O
BC TO CUST ON --(08/31/01 @ 1:46 PM EST)-- - 2ND ATTEMPT; L
EFT MSG; WILL TRY AGAIN.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP

ERR2-927 21764

DOCUMENT: ANALYST: AHAUGHT2 ANGELAH HAUGHTON
ACTION DATA/COMMENTS:

18.20.03 D: ***** SUPERVISOR OBC (ANGELAH EXT.2041) ***** -OB
C TO CUST ON -(08/31/01 @ 5:46 PM EST) -UNABLE TO CONTACT C
UST -FINAL ATTEMPT TO CONTACT CUST -NEXT CSR PLEASE ADVISE
CUST THAT THE ISSUE HAS BEEN REVIEWED BY A SUPERVISOR -RE
SOLUTION IS: FORD WILL NTO BE ABLE TO PROVIDE A LOANER VEH W
HILE WAITING TO MEET WITH THE DSB, SINCE THE LOANER IS NOT P
ART OF THE BUMPER-TO-BUMPER WARRANTY. *****
*****ISSUE CLOSED*****
CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE

CONSUMER AFFAIRS

06/18/2002 MCFAXPRG

1

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

=====

REGION: 21 ATLANTA	CONCERN ISSUE	CASE NBR: 1612552061
VIN: 1FNVU03191KB73075	ZONE: B2	OPENED: 07/25/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 07/25/2001

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	COLUMBIA	STATE:	SC	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	1				
DEALER NAME:	BOB BENNETT FORD IN SALES CODE:	F21271	P & A:	00946	
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER				
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE				

ORIGIN: CAC138 ~ US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: TMASH TIANA MASH
ACTION DATA/COMMENTS:

2001/07/25

17.00.18 CUSTOMER SAYS: - CLAIM THE VEH SHUTT OFF ON HER.. - CLAIM
THAT VEH WAS CRANKING.. - CLAIM CALLED DEALERSHIP REQUESTI
NG .. - CLAIM WILL LIKE THE WORK DONE ON THE VEH... - CLAY
M SHE IS A NURSE, DOES NOT KNOW A SOLR IN THE CITY.. - SHE
NEEDS A LOANER.. PER CUSTOMER, DEALER SAYS: -NONE --
OBC TO BOB BENNETT FORD. - SPOKE TO SARA IN RESERVATION

ERR2-627 21765

... - APPOINTMENT FOR 07/27/2001 @ 7:20AM.. - A LOANER WILL BE PROVIDED..... - SARA WILL GET BACK TO CSR, IN FINDING OUT HOW LONG THE VEH IS NEEDED FOR. CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SRV MGR INFERENCE CASE ID: 4905

ORIGIN: CACMD2 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: TMASH TIANA MASH
ACTION DATA/COMMENTS:

2001/07/26
17.29.53 CUSTOMER SAYS: ==OBC TO CUST.. - NO ANSWER ON THE PHONE PER CUSTOMER, DEALER SAYS: CAC ADVISED: -- CSR WAS JUST FOLLOWING UP ON THE PREVIOUS ISSUE.. -- LOANER VEH, WHILE VEH IS IN THE SHOP.....

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-TINDAL JONI TINDALL
ACTION DATA/COMMENTS:

2001/07/27
13.57.29 WARRANTY REPAIR MADE ON 7/27/01 LOANER PROVIDED.

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 31 ATLANTA	CONCERN ISSUE	CASE NBR: 1612552061
VIN: 1FMYU03191KB73075	ZONE: B2	OPENED: 07/25/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 07/31/2001

=====

ORIGIN: CACMD2 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 208 - FOUND IN OUTSIDE SOURCE
DOCUMENT: ANALYST: TMASH TIANA MASH
ACTION DATA/COMMENTS:

2001/07/31
19.49.40 CUSTOMER SAYS: -NOW PER CUSTOMER, DEALER SAYS: CAC ADVISED: ==PLEASE BE INFORM DEALER WAS SUPPOSED TO GET BACK TO CSR, FOR HOW LONG THEY NEEDED THE LOANER FOR... - THEY NEVER DID SO UNTIL 07/31/2001 JONI TENDALL CONTACTED... - IT IS NOTATED ON 07/25/2001, CONVERSATION BETWEEN DEALER AND CSR....

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 47 CINCINNATI CONCERN ISSUE CASE NBR: 1650930502
VIN: 1FMYU02B21KD97377 ZONE: C2 OPENED: 02/19/2002
ENGINE: B VEH TYPE: T CLOSED: 02/19/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BRAZIL STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 1
DEALER NAME: TERRE HAUTE FORD IN SALES CODE: F47490 P & A: 02817
REASON CODE: 1105 ANA - W/N CRITERIA, REQUEST ANA AFTER REPAIR
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: TMENTORE TSHI MENTORE
ACTION DATA/COMMENTS:

2002/02/19

19.03.44 CUSTOMER SAYS: - HAS 2001 ESCAPE IS CURRENTLY EXP A CONCERN WITH - LOANER REQUEST - INTERMITTANT CONCERN - WHEN SLOWING DOWN THE VEH STARTS TO IDLE REALLY LOW TO THE POINT WHERE ALMOST PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? WILL BE CONTACTING CUST IN 24 HRS WAS ADVISED BY SPOUSE ANYTIME BETWEEN 8 AM AND 4 PM INFERENCE CASE ID: 5388

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TMENTORE TSHI MENTORE
ACTION DATA/COMMENTS:

2002/02/20

13.04.16 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: OBC TO DEALER SPOKE WITH RECEPTIONIST - S/M OR CRM ARE NOT AVAILABLE - LEFT MESSAGE FOR EITHER TO CALL ACK OBC TO CUST - ADVISED CUST STILL RESEARCHING ASSISTANCE WILL TRY AGAIN IN A COUPLE OF HOURS - CUST ADVISED TH AT DLRSHP WAS SUPPOSE TO CALLBACK CUST WITH INFO ON ANOTHER ISSUE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT

BR02-027 21757

ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: TMENTORE TSHI MENTORE
ACTION DATA/COMMENTS:

16.03.22 C ADVISED: OBC TO CUST -LEFT MESSAGE STATING THAT CONCERN

CONSUMER AFFAIRS

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 47 CINCINNATI	CONCERN ISSUE	CASE NBR: 1650930502
VIN: 1FMYU02B21KD97377	ZONE: C2	OPENED: 02/19/2002
	ENGINE: B	CLOSED: 02/20/2002
	VEH TYPE: T	

=====

2002/02/20

16.03.22 IS STILL BEING LOOKED AT AND WILL BE IN TOUCH IN 24 HRS

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: TMENTORE TSHI MENTORE
ACTION DATA/COMMENTS:

18.48.17 C ADVISED: *****NOTE TO CSR ***** -SORRY
FOR THE DOCUMENTATION.. CUST IS SEEKING A LOANER DUE THE RE
PAIR OF VEH..CONCERN VEH CURRENTLY WHEN APPROACHING A STOP
LIGHT OR SIGN, THE VEH WILL IDLE REALLY LOW TO THE POINT WHE
RE IT ALMOST QUITS..CUST IS ALSO EXPECTING A CALL BACK FROM
THE DLRSHP ABOUT A PART FOR THE AIRBAG (JUST MENTIONED IN CO
NVERSATION) AGAIN SORRY FOR THE DOCUMENTATION
CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DACD12 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-RENNAN TERRE HAUTE FORD
ACTION DATA/COMMENTS:

2002/03/01

08.25.06 CUSTOMER REQUESTED LOANER, NONE SUPPLIED UNDER FORD WARRANTY
CUST HAD NO ESP

CONSUMER AFFAIRS

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EP02-027 21785

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE
REGION: 47 CINCINNATI ZONE: C2 CASE NBR: 1650930502
VIN: 1FMYU02B21KD97377 ENGINE: B VEH TYPE: T OPENED: 02/25/2002
CLOSED: 02/25/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BRAZIL STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 29000
DEALER NAME: TERRE HAUTE FORD IN SALES CODE: F47490 P & A: 02817
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: THONI TINO SONI
ACTION DATA/COMMENTS:

2002/02/25

18.02.10 CUSTOMER SAYS: -CALLED A WEEK AGO TO REPORT A CONCERN REGA
RDING STALLING/IDLE PROBLEMS -PREVIOUS REP SAID THEY WOULD
FOLLOW UP TO TRY TO GET A LOANER FROM THE DLR -HAS NOT HEAR
D ANYTHING YET -THE SELLING DLR WENT OUT OF BUSINESS AND SO
CUST HAS NO ALTERNATIVE TO GO TO ANOTHER DLR (TERRE HAUTE F
ORD INC) -VEH IS SCHEDULED TO GO IN TOMMOROW REGARDING THIS
AND A REPAIR TO THE AIR BAG PER CUSTOMER, DEALER SAYS: T
ERRE HAUTE FORD INC CAC ADVISED: - ADVISE PER DEALERSHIP C
ONVERSATION - DECISION IS STILL UNDER REVIEW - WILL FORWAR
D INFORMATION TO CRM OR SERV MGR - REQUESTED CRM OR SERV MGR
R CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - PROVIDE NAME ,
NUMBER OF CRM OR SERV MGR =DEC TO DLR BY CRC= -SM/CRM NO
T AVAILABLE -SPOKE TO ASSISTANT SM RICK WEBER WHO STATED TH
E VEH HAS YET TO BE INSPECTED AND THEREFORE NO DECISION REGA
RDING LOANER VEH CAN BE MADE UNTIL IT IS DIAGNOSED -WILLING
TO USE A TAP DAY IF NEEDED INFERENCE CASE ID: 1585

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-RENNAN TERRE HAUTE FORD
ACTION DATA/COMMENTS:

2002/03/01

08.22.37 ORDERED PART CAME IN WAS INSTALLED CAR REPAIRED

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE
REGION: 24 ORLANDO ZONE: D1 CASE NBR: 1652333181
VIN: 1FMYU04101KP93757 ENGINE: 1 VEH TYPE: T OPENED: 11/14/2001
CLOSED: 11/14/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED] EA02-027 21700
ADDRESS: [REDACTED]

CITY: JACKSONVILLE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 15400
DEALER NAME: MIKE DAVIDSON FORD SALES CODE: F24206 P & A: 04864
REASON CODE: 2D10 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: KMUIRHEA KERRY-ANN MUIRHEAD
ACTION DATA/COMMENTS:

2001/11/14

18.07.45 CUSTOMER SAYS: - VEH IS STALLING WHEN IT IS IN REVERSE -
AT STALL TWICE WHEN CUST WAS AT THE STOP SIGN - CUST WANTS
VEH TO BE REPAIRED PER CUSTOMER, DEALER SAYS: NONE CAC
ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/L
M DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SH
OULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-PECKI MIKE DAVIDSON FORD
ACTION DATA/COMMENTS:

2001/11/16

05.35.18

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE CASE NBR: 1689733120
REGION: 47 CINCINNATI ZONE: D1 OPENED: 11/07/2000
VIN: 1FMYU04191KES1250 ENGINE: 1 VEH TYPE: T CLOSED: 11/07/2000

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FRENCH LICK STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2600
DEALER NAME: RIXER FORD-LINCOLN- SALES CODE: F47067 P & A: 05705
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED

EA02-027 21770

DOCUMENT: ANALYST: LGOUDIE LORNE GOUDE
ACTION DATA/COMMENTS:

2000/11/07
19.09.49

CUSTOMER SAYS: - WITH ALMOST 1000 MILES ON THE VEHICLE THE CUSTOMER HAD A ONE TIME INSTANCE WHERE THE ENGINE STALLED ON HER. - SHE WAS DRIVING AT ROUGHLY 30 MILES PER HOUR WHEN THE ENGINE QUIT. - THIS HAS NOT HAPPENED SINCE. - THE CUSTOMER USES 87 OCTANE FUEL. - SHE BELIEVES THE FUEL SHE HAD IN THE VEHICLE AT THE TIME WAS FROM MARATHON. - THE CUSTOMER HAS NOT BOUGHT GAS FROM THAT MARATHON STATION AGAIN. - THE CUSTOMER WAS ON A VERY SLIGHT UPHILL GRADE AT THE TIME. - SHE HAS SUBSEQUENTLY DRIVEN UP THE SAME HILL WITH NO PROBLEMS. - THE CUSTOMER DID NOT NOTICE WHAT THE RPM'S WERE AT THE TIME OF THE CONCERN. - THE ENGINE WAS WARM WHEN THIS HAPPENED. - THE WEATHER WAS DRY AND WARM AS WELL. - THE ENGINE STILL HAS THE ORIGINAL FACTORY INSTALLED FLUIDS. - THERE WERE NO WARNING LIGHTS THAT CAME ON AT THE TIME. - THE AIR CONDITIONING WAS NOT ON WHEN THIS HAPPENED. - THE VEHICLE RESTARTED RIGHT AWAY AFTER SHE STOPPED THE VEHICLE. PER CUSTOMER, DEALER SAYS: NO RECENT CONTACT CAC ADVISED: - THIS CUSTOMER WAS CONTACTED ON BEHALF OF THE ESCAPE ASSEMBLY PLANT THROUGH THE ICCD PROGRAM, AT WHICH TIME WE WERE MADE AWARE OF THIS CONCERN - WE HAVE DOCUMENTED THIS ISSUE ON BEHALF OF THE ESCAPE ENGINEERING TEAM ** PER DISCUSSION WITH CUSTOMER: - THE CUSTOMER FEELS IT MAY HAVE BEEN A ONE TIME OCCURRENCE - SHE WILL BRING THE CONCERN TO THE DEALERSHIP IF IT HAPPENS AGAIN - I HAVE GIVEN THE CUSTOMER MY PHONE NUMBER IN CASE THE CONCERN RECURS SO THAT I CAN LET THE ESCAPE ENGINEERS KNOW - OTHERWISE, WE WILL FOLLOW UP ON THE 30 DAY FOLLOW UP SURVEY ** TO THE DEALERSHIP: - THIS CONTACT IS TO BRING THE CUSTOMER'S CONCERN TO YOUR ATTENTION - SHOULD THE CUSTOMER HAVE THIS CONCERN ADDRESSED PLEASE DETAIL OASIS WITH SPECIFIC REPAIR INFORMATION AT YOUR EARLIEST CONVENIENCE - QUESTIONS/COMMENTS PLEASE CONTACT ME AT 1-888-933-4223 E

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 47 CINCINNATI	CONCERN ISSUE	CASE NBR: 1689733120
VIN: 1FMYU04191KE01250	ZONE: D1	OPENED: 11/07/2000
	ENGINE: 1	CLOSED: 11/07/2000
	VEH TYPE: T	

=====

2000/11/07

19.09.49 XT 3512 - THANK YOU IN ADVANCE FOR YOUR ASSISTANCE - SINCE RELY, LORNE

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: IC002 - ICCD CUSTOMER - UPDATE/INFORMATION ONLY
DOCUMENT: ANALYST: LGOUDIE LORNE GOUDE
ACTION DATA/COMMENTS:

2000/12/08

20.17.55 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: OBC TO CUSTOMER: - COMPLETED FOLLOW UP SURVEY - HAS BEEN VERY BUSY AND NOT REPORTED ISSUE TO DEALERSHIP YET - WILL DO SO JANUARY 03/2001 WHEN SHE HAS OIL CHANGED - WILL WILL FOLLOW UP AT THAT TIME

882-827 21771

CONSUMER AFFAIRS

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13.41.19

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REGION: 47 CINCINNATI	REGION ISSUE	CASE NBR: 1477492121	
VIN: 1FMYU04131KA45087	ZONE: A1	OPENED: 08/07/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 08/07/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	MI:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]						
ADDRESS:	[REDACTED]						
CITY:	SPRINGDALE	STATE:	OH	ZIP:	[REDACTED]		
HOME PHONE:	[REDACTED]						
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4				
MILEAGE:	5000						
DEALER NAME:	MONTGOMERY FORD	SALES CODE:	F47006	P & A:	06339		
REASON CODE:	2354 DSB - APPLICATION REQUEST						
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE						

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: ALFRED ALEX ALFRED
ACTION DATA/COMMENTS:

2001/08/07

10.39.41

CUSTOMER SAYS: -THE VEH HAS BEEN AT THE DEALER OVER A WEEK BUT THEY ARE UNABLE TO VERIFY THE CONCERN -THE CUSTOMER DOES NOT FEEL SAFE DRIVING THE VEH -SHE WOULD LIKE A DSB APPLICATION, AS WELL AS TRAVEL ASSISTANCE BECAUSE SHE WILL NOT DRIVE THE VEH -CUSTOMER BELIEVES THE PROBLEM TO BE ELECTRICAL PER CUSTOMER, DEALER SAYS: -DID NOT CONTACT CAC ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION - OBC TO DEALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DSB ESCALATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE -OBC TO KATHY AT THE DEALER - SHE SAID THAT THERE HAS BEEN NO PROBLEM FOUND WITH THE VEH AT ALL, THEY HAVE DONE NUMEROUS TESTS AND THE VEH SHOULD BE SAFE TO DRIVE, IT HAS NEVER STALLED ON THE DEALER INFERENC E CASE ID: 105

8082-827 21772

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: WMURPHY MURPHY, WALT (W.R.)
ACTION DATA/COMMENTS:

2001/08/27

17.31.28 INFORMED JUDY MCLAUGHLIN OF THE CONCERN AND REPAIR HISTORY.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: JMCLAUGHS MCLAUGHLIN, JUDY (J.B.)
ACTION DATA/COMMENTS:

2001/08/29

15.28.37 CUSTOMER STATES VEHICLE STALLED WHILE DRIVING AS WELL AS SET

CONSUMER AFFAIRS

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 47 CINCINNATI	REGION ISSUE	CASE NBR: 1477492121
VIN: 1FMYU04131KA45067	ZONE: A1	OPENED: 08/07/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 08/29/2001

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2001/08/29

15.28.37 TING STILL. FORD/DEALER OFFERED CUSTOMER A \$2,000 OAC TO TRA
DE OUT OF VEHICLE. CUSTOMER PURCHASED A NEW TAURUS.

1982-027 21773

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 72 SAN FRANCISCO   RAV ISSUE           CASE NBR: 0717B63551
VIN: 1FMCU03101KE98319   ZONE: A2           OPENED: 05/14/2002
ENGINE: 1   VEH TYPE: T   CLOSED: 05/14/2002
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LAST NAME: [REDACTED]           STATUS: CLOSED
TITLE: [REDACTED]             FIRST NAME: [REDACTED]   MI:
ADDRESS: [REDACTED]
CITY: HONOLULU                 STATE: HI               ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001               MODEL: ESCAPE XLT 4X2
MILEAGE: 7400
DEALER NAME: CUTTER FORD, INC. SALES CODE: F72204   P & A: 07908
REASON CODE: 0532 RAV - UNABLE TO REPAIR (SCRAP, DONATE ONLY)
SYMPTOMS: 507492 STALL/QUITTS AT IDLE HOT ENGINE
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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED
DOCUMENT: ANALYST: A-WEAKLA ANTHONY WEAKLAND
ACTION DATA/COMMENTS:
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2002/05/14

11.49.31 VEHICLE TO BE SCRAPPED ALL WARRANTIES CANCELLED

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: EHANSBER BYVETTE HANSBERRY
ACTION DATA/COMMENTS:
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2002/05/16

09.07.14

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

INQUIRY ISSUE CASE NBR: 1624050872
REGION: 10 SDR ZONE: D3 OPENED: 04/11/2002
VIN: 1FMYU04131KE58644 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MOOREFIELD STATE: WV ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE:
DEALER NAME: ROTH FORD, INC. SALES CODE: F27474 P & A: 00033
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 739 - ADVISE CUST CRC WILL INVESTIGATE-REFER TO RESEARCH
DOCUMENT: ANALYST: KWILLIA2 KURL WILLIAMS-SHEPARD
ACTION DATA/COMMENTS:

2002/04/11

17.21.46 CUSTOMER SAYS: - JUST GOT HTE VEH BACK YESTERDAY - VEH H
AD BEEN TO DLRSHIP 3 TIMES FOR SAME PROBLEM - VEH JUST JUST
STALL WHILE DRIVING - DLRSHIP HAS CALLED THE HOTLINE FOR E
NGINES, CHANGED THE COMPUTER AND FUEL LINE SENSOR -VEH STY
LL SHUTTING OFF , DLRSHIP REPROGRAMMED THE COMPUTER AND WEI
GHTED CUST KEYCHAIN AND CHECKED SOME GROUND WIRES - SINCE
PICKING UP VEH YESTERDAY VEH HAS STALLED 2 ALREADY WITHIN 4
HR - CONCERNED THAT HIS 4 YR OLD DAUGHTER IS A PASSENGER I
N THE VEH PER CUSTOMER, DEALER SAYS: CAC ADVISED: - A
DVISE CUSTOMER CRC WILL RESEARCH THE SITUATION FURTHER - A
RESEARCH ANALYST WILL CONTACT YOU WITHIN THREE BUSINESS DAY
S TO PROVIDE YOU WITH AN UPDATE - OBC TO DLRSHIP - SPOKE
WITH JERRY S\W - HAS ALREADY CONTACTED TECH HOTLINE - DID E
VERYTHIN AS DIRECTED - THE PCM LINE HAS ALREADY BEEN TIGHTEN
- WILL FOLLOW-UP WITH TECH HOTLINE - WILL FOLLOW-UP WITH DLR
SHIP - ADVISED CUST DLRSHIP WILL FOLLOW-UP TOMMORROW IN
FERENCE CASE ID: 5402

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 449 - RESEARCH REQUEST RECEIVED
DOCUMENT: ANALYST: MMLOPIN MIROSLAV MILUTINOVIC
ACTION DATA/COMMENTS:

2002/04/15

11.03.11 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D:

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INQUIRY ISSUE CASE NBR: 1624050872
REGION: 10 SDR ZONE: D3 OPENED: 04/11/2002
VIN: 1FMYU04131KE58644 ENGINE: 1 VEH TYPE: T CLOSED:

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 447 - NO REPAIR PROCEDURE: REGION

EM02-02T 21776

DOCUMENT: ANALYST: JQUEJADA JENNIFER QUEJADA
ACTION DATA/COMMENTS:

2002/04/16

16.08.13 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: - ISSUE HAS BEEN ESCALATED TO THE REGION - THIS IS NOW
AN ISSUE BETWEEN THE CUSTOMER, DEALERSHIP, AND REGION - NO
FURTHER ACTION FROM RESEARCH - OBC TO CUST - LEFT MESSAGE
ON CUST'S MACHINE - RCSR ADVISED THAT CUST'S ISSUE HAS BEEN
ESCALATED TO REGION - PURPOSE IS TO MAKE THEM AWARE OF CUS
T'S CONCERN & TO HOPEFULLY EXPEDITE A REPAIR PROCEDURE - ON
CE REGION RECEIVES RCSR'S CONTACT, THEY'LL BE CONTACTING CUS
T'S DLRSHIP - FROM THERE, DLRSHIP WILL BE CONTACTING CUST -
IF CUST DOES NOT HEAR FROM THEM WITHIN 48-72 HRS, PLEASE GIV
E THEM A CALL FOR AN UPDATE - PROVIDED CRC'S 1-800 NUMERR &
CUST'S FILE NUMBER

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 0302221592	
VIN: 1FMCU03101KB04690	ZONE: C1	OPENED: 06/11/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 06/11/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: ATLANTA	STATE: GA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 8800		
DEALER NAME: WORLD FORD SANDY SP SALES CODE: F21002	P & A: 00460	
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

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0602-027 21778

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

DOCUMENT: ANALYST: NWATSON NORDIA WATSON
ACTION DATA/COMMENTS:

2002/06/11

10.51.40 CUSTOMER SAYS: =CUSTOMER SAYS HE BOUGHT A VEH FOR HIS DAUGHTER AND THE VEH WAS BOUGHT IN MARCH. =CUSTOMER SAYS THAT ON APRIL THE VEH STALL WHILE HIS DAUGHTER WAS DRIVING. =CUSTOMER SAYS HE TOOK THE VEH TO THE DLRSHIP AND THEY FIXED THE VEH. =CUSTOMER SAYS 300 MILES LATER THE VEH STALLED WITH HIS DAUGHTER AGAIN AND THEY DLRSHIP HAD ANOTHER ESCAPE WITH THE SAME CONCERN. =CUSTOMER SAYS THE DLRSHIP WAS VERY GOOD AND HE IS CONCERNED THE VEH IS STALLING EVEN THOUGH IT STARTS UP AGAIN. =CUSTOMER SAYS THAT HE IS CALLING BEFORE THE STALLING CONCERNS. =CUSTOMER SAYS THAT THERE IS TSB ON THE VEH. PER CUSTOMER, DEALER SAYS: =NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPGR

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 10 SDR	INFORMATION ISSUE	CASE NBR: 0335802991
VIN: 1FMYU04111KC56871	ZONE: A2	OPENED: 10/26/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 10/26/2001

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: SEYMOUR	STATE: CT	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 2263		
DEALER NAME: FORD OF BRANFORD	SALES CODE: F13213	P & A: 07400
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

=====

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MBROWN1 MARK BROWN
ACTION DATA/COMMENTS:

2001/10/26

09.18.52 CUSTOMER SAYS: THE TRUCK WILL STALL FOR NO REASON. IT WAS AT THE DEALERSHIP 2 TIMES ALREADY IN 6 DAYS. THE VACUUM HOSE WAS REPLACED BUT THE PROBLEM IS STILL THERE. SHE WANTS FORD TO TAKE THE VEHICLE BACK. SHE WANTS THE NUMBER FOR FORDS APPEAL BOARD. PER CUSTOMER, DEALER SAYS: NONE =OBC TO DEALERSHIP. SPOKE TO CLIFF THE SERVICE ADVISOR. THE PROBLEM CANT

8882-827 21777

BE DUPLICATED. NO CODES IN THE SYSTEM. CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION:	INFORMATION ISSUE	CASE NBR: 0335802991
VIN: 1FMYU04111KC56871	ZONE:	OPENED: 11/07/2001
	ENGINE: 1	CLOSED: 11/07/2001
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	SEYMOUR	STATE:	CT	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	BESCAPE XLT 4X4		
MILEAGE:					
DEALER NAME:		SALES CODE:		P & A:	
REASON CODE:	30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: DBROOKER DANIELLE BROOKER
ACTION DATA/COMMENTS:

2001/11/07

09.17.59 CUSTOMER SAYS: ** CALL TRANSFERRED TO SUP ALLAN EXT 2707 *
** - CUST WANTS TO GO TO A NEW DLR - CLAMIS SHE CAN SHOW DLR HOW TO DUPLICATE STALL CONCERN - ADV CUST TO TAKE VEH TO FAMILY FORD - ADV CUST TO CALL CRC FROM DLR IF DLR STATES THERE IS A DIAGNOSTIC FEE PRIOR TO REPAIR. - CUST WANTS DLR TO HAVE FORD REP GET INVOLVE PER CUSTOMER, DEALER SAYS:
FORD OF BRANFORD CAC ADVISED: ** CALL TRANSFERRED TO SUP ALLAN EXT 2707 *** - CUST WANTS TO GO TO A NEW DLR - CLAMIS SHE CAN SHOW DLR HOW TO DUPLICATE STALL CONCERN - ADV CUST TO TAKE VEH TO FAMILY FORD - ADV CUST TO CALL CRC FROM DLR IF DLR STATES THERE IS A DIAGNOSTIC FEE PRIOR TO REPAIR. - CUST WANTS DLR TO HAVE FORD REP GET INVOLVED INFERENCE CASE ID: 4906

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP

8882-827 21778

DOCUMENT: ANALYST: AGOPAUL ALLAN GOPAUL
ACTION DATA/COMMENTS:

15.41.30 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: **** SUP OBC ALLAN EXT 2707 *** - CUST HAS SET UP APPT
AT NEW DLR - WILL CALL CRC IF THERE ARE ANY PROBLEMS

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 446 - AS PER SOS
DOCUMENT: ANALYST: AGREEN ALICIA GREEN
ACTION DATA/COMMENTS:

16.36.14 SOS NAME KEITH
CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: *****AB-AG*****

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 0335802991
REGION: ZONE: OPENED: 11/07/2001
VIN: 1FMYU04111KC56871 ENGINE: 1 VEH TYPE: T CLOSED: 11/07/2001
=====

2001/11/07

16.36.14 ***** SUP HISTORICAL ***** ** C
ALL TRANSFERRED TO SUP ALLAN EXT 2707 *** - CUST WANTS TO G
O TO A NEW DLR - CLAIMS SHE CAN SHOW DLR HOW TO DUPLICATE S
TALL CONCERN - ADV CUST TO TAKE VEH TO FAMILY FORD - ADV
CUST TO CALL CRC FROM DLR IF DLR STATES THERE IS A DIAGNOSTI
C FEE PRIOR TO REPAIR. - CUST WANTS DLR TO HAVE FORD REP GE
T INVOLVED -ESCALATED TO SUP -FOLLOW UP NO LONGER NEEDED FRO
M CRC

ERG2-827 21778

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BEGINNING OF CONTACT
 06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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	INFORMATION ISSUE	CASE NBR: 0349840572
REGION: 27 WASHINGTON	ZONE: A1	OPENED: 02/26/2002
VIN: 1FMCU04181KB61556	ENGINE: 1 VEH TYPE: T	CLOSED: 02/26/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	NORTH POTOMAC	STATE:	MD	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	21000			
DEALER NAME:	GURISMAN FORD COMPA	SALES CODE:	F27006	P & A: 00129
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY			
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION; PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: GBEAM GARTH BEAM
 ACTION DATA/COMMENTS:

2002/02/26
 09.42.38 CUSTOMER SAYS: == ENGINE STALLS OUT WHILE THE VEH IS RUNNI
 NG == SHORTLY AFTER THE DASH LIGHTS LIGHT UP & THE STEERIN
 G WHEEL GETS STIFF == == VEH HAS BEEN TO THE DLRSHIP ONCE FO
 R THE CONCERN == PROBLEM HAS RE-OCCURRED == == [IF CUST IS
 INJURED WHILE DRIVING THE VEH, CUST WILL PURSUE LEGAL ACTI
 ON] PER CUSTOMER, DEALER SAYS: == NONE == CAC ADVISED:
 - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LN DEALERSH
 IP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTA
 CT CRM/SERV MGR INFERENCE CASE ID: 4591

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 0358402741
REGION: 13 NEW YORK ZONE: I1 OPENED: 02/07/2002
VIN: 1PMYU04141KC40566 ENGINE: 1 VEH TYPE: T CLOSED: 02/07/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: BRONX STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 14000
DEALER NAME: QUALITY FORD OF MT SALES CODE: F13072 P & A: 03671
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 613 - CB-SUPPORT DEALERSHIP'S/REGION'S POSITION
DOCUMENT: ANALYST: JGONZA56 JESSICA GONZALEZ
ACTION DATA/COMMENTS:

2002/02/07
10.47.05 CUSTOMER SAYS: CUST HAS GONE THROUGH THE PROCES TO HAVE VE
H BOUGHT BACK CUST HAS BEEN GIVEN AN OFFER BY THE FORD REP;
CUST DOES NOT LIKE THE OFFER AND WANTS TO SPEAK TO SOMEONE O
VER THE FORE REGINAL REP PER CUSTOMER, DEALER SAYS: TOLD
CUST THAT THEY WILL GIVE HIM \$3500 OAC CAC ADVISED: - INF
ORMATION DOCUMENTED - FORD SUPPORTS DLR/REGION DECISION INF
ERENCE CASE ID: 1539

CONSUMER AFFAIRS 06/18/2002 NMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 0385763420
REGION: ZONE: OPENED: 10/12/2001
VIN: 1PMYU04171KE77438 ENGINE: 1 VEH TYPE: T CLOSED: 10/12/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED] ER02-027 21751
ADDRESS: [REDACTED]

CITY: WASHINGTON STATE: NJ ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1 SALES CODE: P & A:
DEALER NAME: REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
DOCUMENT: ANALYST: KDOCTROV KRISTA DOCTROVE
ACTION DATA/COMMENTS:

2001/10/12
11.57.41

CUSTOMER SAYS: - THE VEHICLE HAS BEEN BROUGHT BACK TO THE DEALER TWICE...CONTINUES TO STALL AT STOP LIGHTS\WHEN GOING FROM REVERSE TO DRIVE...THE DEALER HAS ACTUALLY EXPERIENCED THE PROBLEM AT ONE TIME - THEY FIRST TIME THEY COULDN'T FIND ANYTHING WRONG - SECOND TIME THEY REPLACED THE AIR CONTROL VALVE...MONDAY 8 OCT. 2001 - AS OF YESTERDAY, THE PROBLEM RETURN...CALLED THE DEALER AND THEY INDICATED THAT THEY'D HAVE TO CONTACT HIS REPS - LOOKING TO SEE IF FORD IS AWARE OF ANY TSB'S - LOOKING TO HAVE THIS ISSUE DOCUMENTED ON FILE AND SEE WHAT EXTRA CAN BE DONE PER CUSTOMER, DEALER SAYS: - GOING TO CONTACT THE ENGINEER TO SEE WHAT CAN BE DONE - NOTHING SHOWS UP ON THE COMPUTER ...DIAGNOSTIC MACHINE CAC ADVISED: - CRC UNABLE TO REACH DEALER - CRC WILL RE-CONTACT CUST\DEALER LATER TODAY - FOLLOW UP WITH CUSTOMER ***REMINDED CUST OF THE SAFETY RECALL FOR THE WINDSHIELD WIPER*** - ALSO ADVISED MR FEDON THAT A CONCERN CANN'T BE RESOLVED IF IT CAN'T BE DUPLICATED AT THE TIME OF SERVICE...S TAYING IN TOUCH WITH THE DEALER IS IMPORTANT... - WILL FOLLOW UP WITH HIM AT WORK AT 2PM INFERENCE CASE ID: 4909

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: KDOCTROV KRISTA DOCTROVE
ACTION DATA/COMMENTS:

15.20.36 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - OBC TO THE DEALER AND SPOKE TO NORM MONEY WHO WAS IN CONFERENCE WITH THE SERVICE MGR... - THEY'RE FAMILIAR WITH MR FEDON'S SITUATION AND LOOKING INTO IT FOR HIM - AS SOON AS INFORMATION IS FOUND OUT, HE'LL BE CONTACTED AND ASKED TO COME IN...NO APPOINTMENT WILL BE NECESSARY -

CONSUMER AFFAIRS 06/18/2002 HMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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 INFORMATION ISSUE CASE NBR: 0385763420
 REGION: ZONE: OPENED: 10/12/2001
 VIN: 1FMYU04171KE77438 ENGINE: 1 VEH TYPE: T CLOSED: 10/12/2001
 =====

2001/10/12

15.20.36 OBC TO THE CUSTOMER TO UPDATE HIM.....WASN'T AVAILABLE..... LEFT A MESSAGE ON HIS MACHINE.....SHOULD HE REQUIRE ANY FURTHER ASSISTANCE, HE'S WELCOME CONTACT THE CRC

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 10 SDR	INFORMATION ISSUE	CASE NBR: 0389400161
VIN: 1FMYU04171KD99727	ZONE: L2	OPENED: 01/22/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 01/22/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	HUNTINGTON	STATE:	IN	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	1				
DEALER NAME:	TRIER FORD LINCOLN	SALES CODE:	F48567	P & A:	04644
REASON CODE:	3025	PROG/COMP DUR/PERF -	VEHICLE QUALITY		
SYMPTOMS:	607493	STALL/QUITS AT IDLE	ALL ENGINE TEMP		

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 613 - CB-SUPPORT DEALERSHIP'S/REGION'S POSITION
DOCUMENT: ANALYST: VCLARKE VANESSA CLARKE
ACTION DATA/COMMENTS:

2001/01/22
11.05.38

CUSTOMER SAYS: WHILE WAITING IN LINE AT MY BANK DRIVE-UP, MY ESCAPE STALLED AGAIN. AS I WAS SITTING WAITING, I NOTICED THAT THE TACH WAS GRADUALLY DROPPING RPM'S JUST PRIOR TO THE STALL. IMMEDIATELY AFTER IT STALLED I TRIED IN VAIN TO RESTART THE ENGINE BUT IT JUST CRANKED. I ALSO NOTICED THAT I HAD HAD THE HEADLIGHTS ON AT THE TIME. SHORTLY AFTER IT STALLE

0982-827 21783

D, THE LIGHTS TURNED OFF ON THEIR OWN. I DID NOT KNOW THAT THE VEHICLE HAD THIS FEATURE. AFTER WAITING ABOUT FIVE MINUTES I ATTEMPTED TO RESTART THE ENGINE AND IT BEGAN TO RUN. THIS WAS THE FIFTH TIME THAT THIS HAS HAPPENED TO ME PERSONALLY. I HAVE AN APPOINTMENT WITH TRIER FORD TO HAVE IT LOOKED AT ON MONDAY, JANUARY 22ND. I AM GETTING VERY FRUSTRATED AND WAS QUITE EMBARRASSED AT THE BANK MAKING THE FOLLOWING CUSTOMERS WAIT WHILE I WAITED ON THE VEHICLE TO RUN AGAIN. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: WE APPRECIATE THE TIME YOU HAVE TAKEN TO WRITE US CONCERNING THE STALLING CONCERN THAT YOU ARE STILL EXPERINCING. WE ARE PLEASED TO HEAR THAT YOU HAVE AN APPOINTMENT TODAY WITH TRIER FORD. TOMORROW, WE WOULD LIKE YOU TO UPDATE US ON THE OUTCOME OF YOUR VEHICLE REPAIR, ONCE EVERYTHING IS COMPLETED. WE KNOW THAT THIS MUST HAVE BEEN A VERY FRUSTRATING TIME FOR YOU, AND WOULD LIKE TO THANK YOU FOR ALLOWING OUR SERVICE DEPARTMENT TO TRY AND ASSIST YOU ONCE AGAIN. INFERENCE CASE ID: 1539

CONSUMER AFFAIRS

06/18/2002 MKFAXDRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

 INFORMATION ISSUE CASE NBR: 0397760831
 REGION: 23 MEMPHIS ZONE: B1 OPENED: 10/15/2001
 VIN: 1FMYJ04131KF87273 ENGINE: 1 VEH TYPE: T CLOSED: 10/15/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: BROWNSVILLE STATE: KY ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 18000
 DEALER NAME: GREENWOOD FORD SALES CODE: F23052 P & A: 05672
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: SCABA SUSAN CABACUNGAN
 ACTION DATA/COMMENTS:

2001/10/15

13.43.16 CUSTOMER SAYS: - VEH KEPT ON QUITTING - VEH HAD BEEN TO 2 DIFF DLRSHPs FOR 4X IN THE PAST FOR THE SAME PROBLEM - YESTERDAY, THE VEH QUIT ON HER AND SHE TWISTED HER WRIST IN TAKING THE VEH OFF THE ROAD - CUST IS SEEKING PROPER REPAIR PER CUSTOMER, DEALER SAYS: - B F EVANS DLRSHP TOLD CUST THAT THEY COULD NOT FIND THE PROBLEM CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

BR02-027 21704

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0401923391
REGION:	ZONE:	OPENED: 12/08/2001
VIN: 1FMFU041K1KC38496	ENGINE: 1 VEH TYPE: T	CLOSED: 12/05/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	HARBOURSVILLE	STATE:	WV	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE 4LT 4X4	
MILEAGE:	5100			
DEALER NAME:		SALES CODE:	P & A:	
REASON CODE:	30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR			
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: OTHER
 ACTION: 524 - SUPPORT DEALER'S POSITION
 DOCUMENT: ANALYST: JJAMES1 JENNINE JAMES
 ACTION DATA/COMMENTS:

2001/12/05

11.49.26 CUSTOMER SAYS: EXT 144 -CUST STATES THAT THE VEH IS DYIN
 G -CUST STATES THAT THE VEH HAS BEEN @ THE DLRSHP 3X FOR T
 HE SAME CONCERN -CUST STATES THAT THE IAC VALVE AND PCM RE
 LAY HAVE BEEN REPLACED -CUST STATES THAT HE E-MAILED THE C
 RC AND RECEIVED A RESPONSE INDICATING TO CONTACT THE CRC P
 ER CUSTOMER, DEALER SAYS: ** TURNPIKE FORD ** -DLRSHP ST
 ATED THAT THEY CANNOT REPAIR THE VEH -DLRSHP STATED THAT I
 T IS A NATIONAL CONCERN CAC ADVISED: -MADE OBC TO DLRSHP
 SPOKE WITH MIKE (ASS. SER MGR) -MIKE INFORMED ME THAT IN 1
 0/01 THE CUST BROUGHT THE VEH IN AND THE REPLACED THE IAC VA
 LVE AND PCM RELAY -MIKE INFORMED ME THAT THERE HAVE BEEN O
 THER ESCAPES THAT HAVE BEEN IN FOR THE SAME CONCERN BUT REEL
 ACING THE IAV VALVE CORRECTED THE CONCERN WITH THEIR VEH -
 MIKE STATED THAT THE LAST TIME THE CUST VEH WAS IN (12/04/01
) THEY WERE UNABLE TO DUPLICATE THE CONCERN -MIKE INFORMED
 ME TO HAVE THE CUST COME IN AND THEY CAN ESCALTE IT TO SEE I
 F THEY CAN GET ASSISTANCE ON REPAIRING THE CONCERN - SOPPO
 RT REPAIR PROCEDURE COMPLETED BY DEALER INFERENCE CASE ID:
 4906

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: OTHER
 ACTION: 199 - VEHICLE INFORMATION
 DOCUMENT: ANALYST: MDMARSHAL MARSHA MARSHALL
 ACTION DATA/COMMENTS:

2001/12/05

ERG2-827 21705

15.10.35 CUSTOMER SAYS: - CUST IS CONCERNED FOR HIS FRIEND AND THE
VEHICLE IS STILL DYING - CUST WANTS TO GET IN CONTACT FOR
THE REGIONAL REP FOR HIS FRIEND - CUST IS A PURCHASING MGR
OF THE FORD DLR IN DEARBORN MICH AND IS A FRIEND OF THE CUS
TOMER - CUST WANTS TO HELP HIS FRIEND PER CUSTOMER, DEAL

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION:	INFORMATION ISSUE	CASE NBR: 0401923391
VIN: 1FMYU041X1KC38496	ZONE:	OPENED: 12/05/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 12/06/2001

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2001/12/06

15.10.35 ER SAYS: NONE CAC ADVISED: ADVISED THE CUST FORD CRC WI
LL DOCUMENT INFO AND FORWARD THE INFO TO THE APPROPRIATE DEPT
S WITHIN FORD BUT CRC CAN NOT CONTACT THE REGION AND MAKE AN
APPOINTMENT FOR THE REGIONAL REP TO LOOK AT HIS FRIENDS VEH
ICLE

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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8882-027 21786

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 53 KANSAS CITY	INFORMATION ISSUE	CASE NBR: 0404780792
VIN: 1FMCU04171KC55010	ZONE: A2	OPENED: 03/20/2002
	ENGINE: 1	CLOSED: 03/20/2002
	VEH TYPE: T	

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: KANSAS CITY	STATE: MO	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 7400		
DEALER NAME: BILL WOODS FORD	SALES CODE: P53007	P & A: 05079
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: GCHARLIC GEORGETTE NAO CHARLIECOMBE
ACTION DATA/COMMENTS:

2002/03/20

11.14.16 CUSTOMER SAYS: ----VEH DIED WHILE DRIVING LAST YEAR ----T
OOK VEH BACK TO DLR ----DLR REPLACED RELAY VALVE ----VEH
SHOT OFF AGAIN LAST WEEK ----DLR CALLED FORD AND REPROGRAMM
ED THE IDLE CONTROL VALVE AND THE VEH IS READY FOR PICK UP
PER CUSTOMER, DEALER SAYS: BILL WOODS FORD CAC ADVISED:
- WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERS
HIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONT
ACT CRM/SERV MGR ----CHR ADVISED CUST TO CALL THE CRC IF V
EH DIES AGAIN ----NO PSA'S ON VEH INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 10 SDR	INFORMATION ISSUE	CASE NBR: 0412342131
VIN: 1FMYU03131KE58399	ZONE: G1	OPENED: 08/01/2001
	ENGINE: 1	CLOSED: 08/01/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		

EM62-027 21767

CITY: SMACKOVER STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 15000
DEALER NAME: SMACKOVER MOTORS IN SALES CODE: F23282 P & A: 05890
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 683 - ADVISE CUSTOMER OF UPDATED INFORMATION
DOCUMENT: ANALYST: ADAWNS ANDRAE DAWNS
ACTION DATA/COMMENTS:

2001/08/01
11.17.45

CUSTOMER SAYS: - 2001 ESCAPE HAVING STALLING CONCERN - VEH STALLS FOR SEVERAL SECONDS AND HAS ALMOST BEEN BROAD-SIDE D/ KILLED ON MORE THAN ONE OCCASION - CUST STATES THAT DLR'S HP HAS BENT OVER BACKWARDS TO TRY AND HELP HER - SEEKING REPAIR FOR THE VEH - DANNY BIRCHFIELD, BUTCH WILKINS JAMES LANGLEY OWNER PER CUSTOMER, DEALER SAYS: AS PER DANNY, SERV MGR- FORD ENGINEER STATES THIS IS A SAFETY ISSUE - RECALIBRATION FOR THE COMPUTER CAC ADVISED: *****
OBC TO DLR ***** - SPK TO DANNY, SERV MGR, WHO INFORMED CAC THAT VEH IS A HAZARD - THEY ARE STILL WAITING FOR A FIX FROM FORD ENGINEERING - SEEMS AS THOUGH VEH NEEDS RECALIBRATION- FORD STILL WORKING ON IT *****
***** - INFORM CUSTOMER UPDATED INFORMATION FOUND - REQUEST CUSTOMER STAY IN CONTACT WITH DEALER INFORMENCE CASE ID: 4899

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: INFORMATION ISSUE CASE NR: 0422083160
ZONE: OPENED: 11/11/2000
VIN: 1FMYU03191KE77507 ENGINE: 1 VEH TYPE: T CLOSED: 11/11/2000

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SAN ANTONIO STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE:
DEALER NAME: SALES CODE: P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED

ENR2-827 21788

DOCUMENT: ANALYST: AMCCALLA ADRIAN MCCALLA
ACTION DATA/COMMENTS:

2000/11/11

11.44.02 CUSTOMER SAYS: THE VEHICLE SHUT DOWN COMPLETELY WHILE DRIVING. THIS HAS ONLY OCCURED ONCE AND IT WAS FIRST NOTICED 1 WEEK AGO. THE CUSTOMER HAS NOT USED ANY OIL SINCE PURCHASING THE VEHICLE. THE CUSTOMER USES REGULAR UNLEADED FUEL. THIS CONCERN OCCURED WHILE DRIVING ON A CITY STREET. THERE WERE NO NOISES ASSOCIATED WITH THE CONCERN. THE CUSTOMER WAS PRESSING ON THE GAS PEDAL WHEN THE VEHICLE JUST SHUT DOWN, ALL THE WARNING LIGHTS CAME ON. THE CUSTOMER TRIED TO START THE VEHICLE BUT THE VEHICLE WOULD NOT TURN OVER. THE CUSTOMER WAS ABLE TO START THE VEHICLE 20 MINUTES AFTER THE VEHICLE SHUT DOWN. THE CUSTOMER WAS DRIVING 30 MILES AN HOUR WHEN THE CONCERN OCCURED. THE ENGINE WAS WARM WHEN THIS CONCERN OCCURED. THIS CONCERN HAS ONLY OCCURED ONCE. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: THIS CUSTOMER WAS CONTACTED ON BEHALF OF THE ESCAPE ASSEMBLY PLANT THROUGH THE ICCD PROGRAM, AT WHICH TIME WE WERE MADE AWARE OF THIS CONCERN. -WE ARE SENDING YOU THIS CONTACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS THIS ISSUE AT YOUR DEALERSHIP IN THE NEAR FUTURE. -WE ARE TRACKING THIS ISSUE FOR THE ENGINEERING TEAM. -PLEASE DETAIL OASIS WITH SPECIFIC REPAIR INFORMATION AT YOUR EARLIEST CONVENIENCE. -IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CONTACT ME AT 1-888-933-4223 EXT 2661. -THANK YOU IN ADVANCE FOR YOUR ASSISTANCE. ***ADRIAN***

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICDD02 - ICCD CUSTOMER - UPDATE/INFORMATION ONLY
DOCUMENT: ANALYST: AMCCALLA ADRIAN MCCALLA
ACTION DATA/COMMENTS:

2000/12/13

16.18.02 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 0422083160
REGION: ZONE: OPENED: 11/11/2000
VIN: 1FMYU03191KE77507 ENGINE: 1 VEH TYPE: T CLOSED: 12/13/2000
=====

2000/12/13

16.18.02 D: OBC TO THE CUSTOMER -THE CUSTOMER WAS UNAVAILABLE. A MESSAGE WAS LEFT ON THE CUSTOMER'S ANSWERING MACHINE, REQUESTING THAT THE CUSTOMER CONTACT ME.

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICDD02 - ICCD CUSTOMER - UPDATE/INFORMATION ONLY
DOCUMENT: ANALYST: AMCCALLA ADRIAN MCCALLA
ACTION DATA/COMMENTS:

2001/01/09

16.44.07 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: -OBC TO THE CUSTOMER IN REGARDS TO THE ENGINE STALL CONCERN THAT THEY MENTIONED. THE CUSTOMER WAS UNAVAILABLE, SO A MESSAGE WAS LEFT ON THE CUSTOMER'S ANSWERING MACHINE, REQUESTING THAT THEY CONTACT ME.

6932-027 21789

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 0443103171
VIN: 1FMCU04141KB02746	ZONE: B1	OPENED: 11/13/2001
	ENGINE: 1	CLOSED: 11/13/2001
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	ALPHARETTA	STATE:	GA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4x4		
MILEAGE:	4385				
DEALER NAME:	BILLY HOWELL FORD L SALES CODE: F21449	P & A:	00341		
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/11/13
12.18.30 NICOLE COUVREUR, CSM, ATLANTA
ATTN: RANDY MANKOVITCH

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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/11/26
16.30.21

8002-827 21700

CONSUMER AFFAIRS

06/18/2002 MMFAXPRQ

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 27 WASHINGTON	INFORMATION ISSUE	CASE NBR: 0447202981
VIN: 1FMYD04101KF78370	ZONE: E1	OPENED: 10/25/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 10/25/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	ARARAT	STATE:	NC	ZIP:	27007
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	17000				
DEALER NAME:	JOHNSON FAMILY FORD	SALES CODE:	F27512	P & A:	01364
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: SPONELL SHUSHANA POWELL
ACTION DATA/COMMENTS:

2001/10/25
12.24.18

CUSTOMER SAYS: CUST STATES THAT HIS DAUGHTER HAS A FORD ESCAPE THE VEH WAS BOUGHT IN JAN THE VEH LOST ALL POWER STEERING THE MOTOR STOPS RUNNING. CUST STATES 12 DAY LATER THE VEH DID THE SAME THING. A WEEK AN GO THE VEH DID THE SAME THING AGAIN CUST STATES THAT IF IT HAPPENS AGAIN IT COULD BE A SAFTY HAZARD. - CUST STATES HE HAS CONTACT THE GENERAL OFFICE. - CUST STATES HE HAS HAD THE VEH IN 4 TIMES JOHNSON FAMILY FORD IS WHERE THE VEH IS AT - PER CUSTOMER, DEALER SAYS: THE DRLSHIP STATES THERE ARE NO BAD CODES SHOWING THERE IS A PROBLEM. CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED== OBC TO DRLSHIP SPOKE WITH OBIE S/M THE ENGINE SHUT OFF SINCE JUNE THEY DROVE THE VEH COULD NOT VERIFY THE CONCERN. CALLED FORD AND THEY HAVE A CASE NUMBER H78 IK003. -BOBBIE STATES THAT THEY CAN NOT DUPLICATE THE CONCERN AND ITS AN INTERMEDIATE CONCERN. INFERENCE CASE ID:

4462

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 27 WASHINGTON	ZONE: E1	INFORMATION ISSUE	CASE NBR: 0447202981
VIN: 1FMYD04101KP78370	ENGINE: 1	VEH TYPE: T	OPENED: 12/07/2001
			CLOSED: 12/07/2001

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LAST NAME:	██████████	FIRST NAME:	██████████	STATUS:	CLOSED
TITLE:	██████████	MI:	██████████		
ADDRESS:	██████████				
CITY:	ARARAT	STATE:	NC	ZIP:	██████████
HOME PHONE:	██████████				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:					
DEALER NAME:	JOHNSON FAMILY FORD	SALES CODE:	F27512	P & A:	01364
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: SURVEY
 ACTION: 613 - CB-SUPPORT DEALERSHIP'S/REGION'S POSITION
 DOCUMENT: 2812466 ANALYST: VCLARKE VIVIANNE CLARKE
 ACTION DATA/COMMENTS:

2001/12/07

15.12.43 CUSTOMER SAYS: ==VP SURVEY== -CUST DESLIKES VEH -VEH HAS
 CUT OFF 4 TIMES, CUST FEELS UNSAFE -CUST STATED FORD DID N
 OT DEAL WITH PROBLEM IN A TIMELY MANNER -TOOK 3 DAYS TO GET
 RENTAL PER CUSTOMER, DEALER SAYS: JOHNSON FAMILY FORD-M
 ERC, INC CAC ADVISED: - INFORMATION DOCUMENTED - FORD SUP
 PORTS DLR/REGION DECISION INFERENCE CASE ID: 1539

ORIGIN: CACM03 - MANUAL - CORRESPONDENCE CSR COMMUNICATION: SURVEY
 ACTION: 335 - P7 - US - SUPPORT PREVIOUS DECISION MADE BY YOUR DEALER
 DOCUMENT: 2812466 ANALYST: VCLARKE VIVIANNE CLARKE
 ACTION DATA/COMMENTS:

CUSTOMER SAYS: CUSTOMER SAYS: ==VP SURVEY== -CUST DESL
 IKES VEH -VEH HAS CUT OFF 4 TIMES, CUST FEELS UNSAFE -CUST
 STATED FORD DID NOT DEAL WITH PROBLEM IN A TIMELY MANNER -
 TOOK 3 DAYS TO GET RENTAL PER CUSTOMER, DEALER S
 AYS: JOHNSON FAMILY FORD-MERC, INC CAC ADVISED: F7 - US
 - SUPPORT PREVIOUS DECISION MADE BY YOUR DEALER - INFORMATI
 ON DOCUMENTED - FORD SUPPORTS DLR/REGION DECISION INFERENC
 E CASE ID: 1539

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 16 PHILADELPHIA	INFORMATION ISSUE	CASE NBR: 0474002281	
VIN: 1FMCU04121KE56684	ZONE: D1	OPENED: 08/16/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 08/16/2001

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: NEWARK	STATE: DE	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 18000		
DEALER NAME: CHAPMAN FORD SALES	SALES CODE: F16213	P & A: 01402
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR, CONTACT CRM
DOCUMENT: ANALYST: CGAYAD CLINTON GAYADBEEN
ACTION DATA/COMMENTS:

2001/08/16
13.00.45

CUSTOMER SAYS: - VEH HAS BEEN EXPERIENCING A STALLING PROBLEM - HAVE TAKEN VEH TO DLR TWICE AND THEY CANNOT FIND ANYTHING WRONG - LOOKED ON INTERNET AND FOUND OUT THERE ARE OTHER USERS HAVING SAME CONCERN - SEEKING REPAIR ASSISTANCE FOR CUSTOMER, DEALER SAYS: CHAPMAN FORD CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/IM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4904

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 71 CALIFORNIA	INFORMATION ISSUE	CASE NBR: 0486060331	
VIN: 1FMYU03171KE70782	ZONE: A1	OPENED: 07/02/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 07/02/2001

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED	ERR2-827 21783
TITLE: [REDACTED]	MI: [REDACTED]		
ADDRESS: [REDACTED]			

CITY: BURBANK STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 34100
DEALER NAME: STAR FORD SALES CODE: F71031 P & A: 05537
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MPALOM MARIANO ABARACA-PALOM
ACTION DATA/COMMENTS:

2001/07/02
11.22.28

CUSTOMER SAYS: -LAST WEEK CUST VEH STALLED CUST WAS ABLR
TO PULL VEH OVER TO SIDE -VEH WAS BROUGHT TO CLOSEST DLR -
DLR COULD NOT DUPLICATE CONCERN -DLR SAID THAT IF CONCERN S
HOULD HAPPEN AGAIN VEH COULD BE BROUGHT TO DLR AGAIN FOR DIA
GNOSIS -WHEN CUST GOT HOME AND LOOKED AT HER PAPER WORK AND
FOUND THAT THERE WERE A WHOLE BUNCH OF THINGS THAT NEEDED T
O BE DONE -CUST WONDERED WHY DLR DIDN'T NOTIFY HER OF THIS
-CUST THEN TOOK VEH TO ORIGINAL SELLING DLR AND THEY SAID T
HERE WAS NOTHING WRONG -CUST DOESN'T FEEL SAFE IN THE VEH
PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - INFORM WH
Y THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT
DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUST
OMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN
IS NOTICED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: INFORMATION ISSUE CASE NBR: 0491023201
ZONE: OPENED: 11/16/2001
VIN: 1FMCU03181KD97464 ENGINE: 1 VEH TYPE: T CLOSED: 11/16/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: AUSTIN STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE:
DEALER NAME: SALES CODE: P & A:
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

2002-027 21784

DOCUMENT: ANALYST: MSUTHER MICHELLE SUTHERLAND
ACTION DATA/COMMENTS:

2001/11/16

13.38.12 CUSTOMER SAYS: >> PURCHASE A 2000 ESCAPE >> CONCERNS W/ STALLING INTERMITTENTLY >> DEALING W/ THIS A YEAR - DLRSHIP HAS TRIED TO REPAIR >> W/O WARNING ENGINE JUST CUTS OFF >> S/M MGR ADVISE PER CUSTOMER, DEALER SAYS: >>NOTHING CAN BE DONE << CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED >>> LEFT MESSAGE FOR CRM TO CONTACT US BACK - INFERENCE CASE ID: 4462

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: MAIL
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: MSUTHER MICHELLE SUTHERLAND
ACTION DATA/COMMENTS:

2001/11/19

10.22.51 CUSTOMER SAYS: >> NONE PER CUSTOMER, DEALER SAYS: >> NONE CAC ADVISED: >>> MESSAGE LEFT BY CRM - ADVISE TO CALL HER BACK MONDAY >> OBC TO DLRSHIP - CRM NOT AVAILABLE AS YET! WILL TRY AGAIN LATER

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: MAIL
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: MSUTHER MICHELLE SUTHERLAND
ACTION DATA/COMMENTS:

2001/11/26

11.04.31 CUSTOMER SAYS: >> NONE PER CUSTOMER, DEALER SAYS: >> NONE CAC ADVISED: >> CUST WAS ALREADY PROVIDED INFO IN REGARDS TO CONCERNS

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 21 ATLANTA INFORMATION ISSUE CASE NBR: 0544640872
VIN: 1FMYU03121RF56288 ZONE: C3 OPENED: 03/28/2002
ENGINE: 1 VEH TYPE: T CLOSED: 03/28/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: SC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 19000
DEALER NAME: JONES FORD, INC. SALES CODE: F21291 P & A: 01025
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: ALAWRENDC ANDREA LAWRENCE
ACTION DATA/COMMENTS:

2002/03/28

15.07.23 CUSTOMER SAYS: -VEH AS BEEN AT THE DLRSHIP TWICE FOR STALLING CONCERN WHILE ACCELERATING -STALLING HAPPENS MOSTLY WHEN VEH COMES TO A STOP AND IN THE MORNING -DOES NOT MATTER WHAT WEATHER CONDITION -ALSO CUST WOULD LIKE DLRSHIP TO CHECK LIGHT FOR THE GEAR SHIFT WILL NOT LIGHT UP -CUST HAS ESP ON VEH AND WOULD LIKE RENTAL PER CUSTOMER, DEALER SAYS: -

EP62-027 21700

LOWCOUNTRY FORD CAN NOT DUPLICATE CONCERN -VEH HAS BEEN AT DLRSHIP TWICE FOR THE SAME CONCERN CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO D UPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED -OBC TO RECEPTIONIST INFORMED ME THAT MR GARY HOOKS HAD LEFT FOR THE DAY -GAVE CUSTOMER NUMBER FOR DLRSHIP TO SETUP APPOINTMENT INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 44 PITTSBURGH          INFORMATION ISSUE          CASE NBR: 0555941202
VIN: 1F8KCU04181KD98001      ZONE: A2                  OPENED: 04/30/2002
                                ENGINE: 1          VEH TYPE: T          CLOSED: 04/30/2002
=====
LAST NAME: ██████████          STATUS: CLOSED
TITLE: ██████████             FIRST NAME: ██████████    MI: ██████████
ADDRESS: ██████████
CITY: NEW SALEM              STATE: PA                 ZIP: ██████████
HOME PHONE: ██████████
MODEL YEAR: 2001             MODEL: ESCAPE XLT 4X4
MILEAGE: 22000
DEALER NAME: WASHINGTON FORD INC SALES CODE: F44443      F & A: 07313
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASH BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: MMATZANK MARLITT MATZANKE
ACTION DATA/COMMENTS:

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2002/04/30

15.25.45

CUSTOMER SAYS: THERE IS A STALLING PROBLEM WITH THE VEHICLE. THE VEHICLE HAS BEEN IN FOR SERVICE ONCE SINCE THEN THE VEHICLE HAS STALLED OUT AGAIN DOES NOT FEEL SAFE IN THE VEHICLE. PER CUSTOMER, DEALER SAYS: ADVISED THEY ARE WAITING FOR A BULLETIN FROM TECH HOTLINE CAC ADVISED; ADVISED CUSTOMER THAT THIS IS A NO FIX ISSUE THAT THEY ARE WAITING ON A REPAIR PROCEDURE - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT FORD ENGINEERING IS CURRENTLY DEVELOPING A REPAIR PROCEDURE - PLEASE STAY IN CONTACT WITH YOUR DEALERSHIP FOR ANY UPDATES - THEY WILL CONTACT YOU AS SOON AS A REPAIR PROCEDURE BECOMES AVAILABLE - (NOTE TO CSR: IF CUSTOMER ASKS FOR TIMELINES, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINES, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) INFERENCE CASE ID: 5401

ER92-027 21706

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

	INFORMATION ISSUE	CASE NBR: 0574963101
REGION: 10 SDR	ZONE: K1	OPENED: 04/29/2002
VIN: 1FMYU03151KB22107	ENGINE: 1 VEH TYPE: T	CLOSED: 04/29/2002

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	BLOOMFIELD	STATE:	IN	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	22000				
DEALER NAME:	SULLIVAN FORD INC	SALES CODE:	F47605	F & A:	02788
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: KRIGHTY KAREN MIGHTY

ACTION DATA/COMMENTS:

2002/04/29

12.30.27

CUSTOMER SAYS: CUST HAS CONCERN WITH VEH STALLING HAS BEEN TO DLR FOUR TIMES IN LESS THAN A MONTH HAS BEEN HAVING CONCERN SINCE 05/01 IS NOT HAPPY WANTS TO HAVE VEH BOUGHT BACK CUST SAYS SHE WILL BE TAKING VEH TO DLR FOR THE LAST TIME AND PER CUSTOMER, DEALER SAYS: LINTON FORD @ (812) 847-5000 CUST ALLEGES DLR ADVISED VEH SHOULD BE REPLACED DLR H AS EMERGENCY ORDERED PARTS FOR VEH CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED > OBC TO DLR SPOKE WITH ARLA/CRM ADVISED DLR WAS NEVER ABLE TO DUPLICATE THE CONCERN WHEN VEH COMES INTO DLR SSM 15589 WAS ATTEMPTED AND CUST STILL HAS CONCERN THERE IS A NEW TSB OUT THAT SEEMS TO BE RELATING TO CUST CONCERN THEY HAVE ORDERED PARTS WHICH SHOULD BE ARRIVING TOMORROW 04/30/02 CUST CAN BRING VEH IN ON 05/01 SHOULD TAKE A DAY TO INSTALL PARTS CSR WILL COVER A LOANER VEH FOR CUST FOR TWO DAYS @ \$28/DAY DLR WILL ATTEMPT TO CORRECT PROB WITH VEH AS OPPOSED TO GOING THROUGH BUYBACK > OBC TO CUST ADVISED THAT PARTS FOR VEH SHOULD BE IN TOMORROW CAN BRING VEH IN TO DLR ON 05/01 WILL BE PROVIDED WITH A LOANER VEH FOR TWO DAYS WHILE VEH IS BEING REPLACED ADVISED CUST IF SHE DOES NOT WANT VEH ANYMORE SHE CAN CONTACT SERV MGR OR SLS MGR AT DLR TO DISCUSS HER OPTIONS AT FORD WE PREF

ERG2-827 21787

ER TO REPAIR OUR VEH AS OPPOSE TO REPLACING THEM * * * * *
*CSR ASSIGNING DLR ON FILE AS DLR IS NOT LISTED INFERENCE
CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUE CASE NBR: 0574963101
REGION: 10 SDR ZONE: K1 OPENED: 04/29/2002
VIN: 1FMYU03151KB22107 ENGINE: 1 VEH TYPE: T CLOSED: 04/29/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BLOOMFIELD STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE:
DEALER NAME: SULLIVAN FORD INC SALES CODE: F47605 P & A: 02788
REASON CODE: 1105 ANA - W/N CRITERIA, REQUEST ANA AFTER REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI3B - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 732 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: KNIGHTY KAREN MIGHTY
ACTION DATA/COMMENTS:

2002/04/29

12.30.30

CUSTOMER SAYS: CUST HAS CONCERN WITH VEH STALLING HAS BEEN TO DLR FOUR TIMES IN LESS THAN A MONTH HAS BEEN HAVING CONCERN SINCE 05/01 IS NOT HAPPY WANTS TO HAVE VEH BOUGHT BACK CUST SAYS SHE WILL BE TAKING VEH TO DLR FOR THE LAST TIME AND PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I HAVE REVIEWED THE SITUATION AND SINCE YOU ARE SUCH A VALUED CUSTOMER TO FORD AND THE DEALERSHIP, WE WOULD LIKE TO PROVIDE YOU WITH A LOANER VEHICLE. - PLEASE RETAIN YOUR ORIGINAL RECEIPTS FOR THE LOANER VEHICLE AND SUBMIT THEM TO (PROVIDE EMPLOYEE NAME) THE SM/CRM FOR REIMBURSEMENT ONCE YOUR SERVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF TOTAL PER DAY (\$28 F/M, \$36 L), NUMBER OF DAYS AS WELL AS TOTAL AMOUNT OF COMPENSATION. - PLEASE NOTE THAT FORD WILL NOT COVER FUEL, TAXES, INSURANCE OR MILEAGE COSTS. IF THE CUSTOMER RENTS A VEHICLE WITH A DAILY COST GREATER THEN THE DAILY LIMIT, THE CUSTOMER IS RESPONSIBLE FOR THE DIFFERENCE. INFERENCE CASE ID: 5384

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: MSUTHER MICHELLE SUTHERLAND
ACTION DATA/COMMENTS:

2002/05/16

13.59.41

RE CAC ADVISED: >> IBC FROM DLR ARALA HELDERMAN - SENT INFO FOR COMMITMENT ON 10TH AND HAVE NOT HEARD ANYTHING BACK AS YET >> SEEKING FURTHER ASSIST >> ADVISE WILL LOOK INTO THE ISSUE AND CONTACT HER BACK

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

ENR2-827 21786

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0574963101
REGION: 10 SDR	ZONE: K1	OPENED: 04/29/2002
VIN: 1FMYU03151KB22107	ENGINE: 1 VEH TYPE: T	CLOSED: 05/16/2002

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: MSUTHER MICHELLE SUTHERLAND
 ACTION DATA/COMMENTS:

2002/05/16
 15.39.45 E CAC ADVISED: >>NONE
 CUSTOMER SAYS: >>NONE PER CUSTOMER, DEALER SAYS: >>NONE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 821 - AWARD SERVICE LOANER
 DOCUMENT: ANALYST: LSTEPHEN LERICA STEPHEN
 ACTION DATA/COMMENTS:

2002/05/17
 12.52.15 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: ***SULLI
 VAN FORD INC.*** CAC ADVISED: PACODE: 0278
 8 REPAIR_ORDER: 7126 LINE_NUMBER: 02 AMOUNT:
 28 VIN: 1FMYU03151KB22107 CUDL
 : DOARJAY REPAIR_DATE: 03/29/2002 CSR
 _NAME: KMIGHTY DATE_OF_SUBMISSION: 05/16/2002 TI
 ME_OF_SUBMISSION: 1:50 PM EMAIL: EMAIL EMAIL_
 ADDRESS: LINTONFORD@CUSTOM.COM PHONE: PH
 ONE YOUR_NAME: ALARA HELDERMAN PHONE_NUMBER:
 8128475000 EXTENSION: COMMENTS: >> WAITIN
 G FOR A COMMITMENT CODE - SUBMITTED INFO ON THE 10TH OF THIS
 MONTH QCDEALER_NOT_EXHAUSTED_BECAUSE: HAVE NOT HEARD
 BACK FROM ANY YET - SUBMITTED INFO ON THE 10TH OF MAY /2002

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: MSUTHER MICHELLE SUTHERLAND
 ACTION DATA/COMMENTS:

2002/05/20
 17.30.54 CUSTOMER SAYS: >> NONE PER CUSTOMER, DEALER SAYS: >> N
 ONE CAC ADVISED: >> OBC TO DLRSHP SPOKE TO ALARA SHE DID
 RECEIVE COMMITMENT CODE - HAVEN'T PROCESSED THE CLAIM YET

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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	INFORMATION ISSUE	CASE NBR: 0574963101
REGION: 10 SDR	ZONE: K1	OPENED: 04/16/2002
VIN: 1FMYU03151KB22107	ENGINE: 1 VEH TYPE: T	CLOSED: 04/16/2002

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LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]

882-827 21799

CITY: BLOOMFIELD STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 22000
DEALER NAME: SULLIVAN FORD INC SALES CODE: F47605 P & A: 02788
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 66B - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: TMURRAY TERRELL MURRAY
ACTION DATA/COMMENTS:

2002/04/16
11.33.02

CUSTOMER SAYS: CUST DOES NOT THINK THAT THE LAST CSR - DID LAST CALL CORRECT. - CUST HAS HAD THE VEH QUITE ON HER 8 TIMES - CUST WOULD LIKE TO HAVE THIS CONCERN RESOLVED PER CUSTOMER, DEALER SAYS: - CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR - OBC TO DEALER SPOKE WITH CHUCK HE IS THE NEW SERVICE MANAGER - HE ADVISED ME THAT HE IS FAMILAR WITH THIS CUT, AND THE LAST S/M DIDI NOT FOLLOW TSB 15589 CORRECTLY - THEREFORE C HUCK WOULD LIKE THE CUSTOMER TO BRING THE VEH TO COMPLETE THIS TSB. -AS PER ROW LAST, THIS IS THE CASE BASE I AM TO USE. - OBC TO CUST AT WORK, ADVISED HER OF THE ABOVE. INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUE CASE NBR: 0577563211
REGION: 47 CINCINNATI ZONE: C2 OPENED: 08/09/2001
VIN: 1FMCU03151KE41243 ENGINE: 1 VEH TYPE: T CLOSED: 08/09/2001
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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CARMEL STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 21487
DEALER NAME: JERRY ALDERMAN FORD SALES CODE: F47027 P & A: 04671
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 523 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

EM2-027 21890

DOCUMENT: ANALYST: SVENTURE SELVIN VENTURE
ACTION DATA/COMMENTS:

2001/08/09

15.59.21 CUSTOMER SAYS: AT SPEEDS LESS THAN 10MPH THE VEH STALLS OUT AND QUILTS --CUST HAS TAKEN VEH INTO ALDERMAN FORD VARIOUS TIMES IN REGARDS TO RECEIVING ASSISTANCE BUT THE DLR WAS UNABLE TO DIAGNOSE AS THE COMPUTER SYSTEM DOES NOT PULL ANY CODES PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MNFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 11 BOSTON	INFORMATION ISSUE	CASE NBR: 0586202081	
VIN: 1FMYU04111KB61789	ZONE: F1	OPENED: 09/04/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 09/04/2001

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: OAKHAM	STATE: MA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 3785		
DEALER NAME: MILLBURY MOTOR COMP SALES CODE: F11213	P & A: 08951	
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: NREID NATISHA REID
ACTION DATA/COMMENTS:

2001/09/04

20.25.05 CUSTOMER SAYS: *CAR HAS JUST SHUT OFF AGAIN WHILE DRIVING *CALLED DLRSHIP AND THEY WERE CLOSED *WOULD LIKE TO KNOW WHAT TO DO *FEELS THAT CAR IS A LEMON PER CUSTOMER, DEALER SAYS: *HAS NO IDEA WHAT THE PROBLEM IS CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVIS

EP02-627 21001

BE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED *ADVISED CUST TO GO TO LOCAL LIBRARY REGARDING LEMON LAW *ADVISED CUST TO BRING VEH INTO DLRSHF AND SEE IF THEY CAN NOW DUPLICATE THE CONCERN SO THEY CAN REPAIR THE VEH INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAKFRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 13 NEW YORK INFORMATION ISSUE CASE NBR: 0614140611
ZONE: G1 OPENED: 03/07/2001
VIN: 1FMYU04151KF64111 ENGINE: 1 VEH TYPE: T CLOSED: 03/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: NETCONG STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1
DEALER NAME: FAMILY FORD INC SALES CODE: F13452 P & A: 20523
REASON CODE: 0404 DEALERSHIP - WORKMANSHIP
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 118 - ADVISE CUSTOMER WORKMANSHIP ISSUES MUST BE ADDRESSED BY DLR
DOCUMENT: ANALYST: LLEVANDE LECIA LLEVANDE
ACTION DATA/COMMENTS:

2001/03/07

18.44.53

CUSTOMER SAYS: == TOOK VEH INTO DLRSHF FOR ENGINE CONCERN/
DYING == CUST CLAIMS THAT THERE IS 300 MILES ON THE VEH ==
CUST CLAIMS THAT THE MILEAGE THAT THE VEH WAS IN AT 690 ==
CUST PICK UP THE VEH WITH 990 MILES == HOWEVER ON THE PAPER
WORK IT STATES OUT MILEAGE 711 == CUST CLAIMS THAT CUST J
UST LEFT THE DLRSHF 20 MINUTES AGO == THE DLRSHF WAS CLOSIN
G WHEN CUST WENT TO PICK UP THE VEH == ALSO ROAD TEST THE V
EH 17 MILES == CUST CLAIMS THAT CUST DOES NOT WANT TO BE R
RESPONSIBLE FOR ADDITIONAL MILEAGE ON LEASE PER CUSTOMER
R, DEALER SAYS: == NONE CAC ADVISED: - APOLOGIZE - WORK
MANSHIP ISSUES ARE NOT COVERED UNDER MANUFACTURER'S WARRANTY
- THIS ISSUE MUST BE RESOLVED WITH DEALER - CRM/SERV MGR
IS IN THE BEST POSITION TO ASSIST YOU INFERENCE CASE ID: 16
00

----- E002-027 21802

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 118 - ADVISE CUSTOMER WORKMANSHIP ISSUES MUST BE ADDRESSED BY DLR
DOCUMENT: ANALYST: LLEVANDE LECIA LEVANDE
ACTION DATA/COMMENTS:

2001/03/08

11.59.05 CUSTOMER SAYS: == == TOOK VEH INTO DLRSHF FOR ENGINE CONCERN/DYING == CUST CLAIMS THAT THERE IS 300 MILES ON THE VEH
== CUST CLAIMS THAT THE MILEAGE THAT THE VEH WAS IN AT 690
== CUST PICK UP THE VEH WITH 990 MILES == HOWEVER ON THE PAPER WORK IT STATES OUT MILEAGE 711 == CUST CLAIMS THAT CUST JUST LEFT THE DLRSHF 20 MINUTES AGO == THE DLRSHF WAS CLOSING WHEN CUST WENT TO PICK UP THE VEH == ALSO ROAD TEST THE VEH 17 MILES == CUST CLAIMS THAT CUST DOES NOT WANT TO BE RESPONSIBLE FOR ADDITIONAL MILEAGE ON LEASE PER CUSTOMER, DEALER SAYS: == CAC ADVISED: - APOLOGIZE - WOR

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 13 NEW YORK	ZONE: G1	ENGINE: 1	VEH TYPE: T	INFORMATION ISSUE	CASE NBR: 0614140611
VIN: 1FMYU04151KF64111					OPENED: 03/07/2001
					CLOSED: 03/08/2001

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2001/03/08

11.59.05 WORKMANSHIP ISSUES ARE NOT COVERED UNDER MANUFACTURER'S WARRANTY - THIS ISSUE MUST BE RESOLVED WITH DEALER - CRM/SERV MGR IS IN THE BEST POSITION TO ASSIST YOU INFERENCE CASE ID: 1600

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 0614240611
VIN: 1PMYU04151KP64111	ZONE: G1	OPENED: 03/07/2001
	ENGINE: 1	CLOSED: 03/07/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: NETCONG	STATE: NJ	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 1		
DEALER NAME: FAMILY FORD INC	SALES CODE: F13452	F & A: 20523
REASON CODE: 0445 DEALERSHIP - REPAIR PROCEDURE		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: LLEVANDE LECIA LEVANDE
ACTION DATA/COMMENTS:

2001/03/07

18.44.56 CUSTOMER SAYS: == TOOK VEH INTO DLRSHF FOR ENGINE CONCERN/
DYING == CUST CLAIMS THAT THERE IS 300 MILES ON TEH VEH ==
CUST CLAIMS THAT THE MILEAGE THAT THE VEH WAS IN AT 690 ==
CUST PICK UP THE VEH WITH 990 MILES == HOWEVER ON THE PAPER
R WORK IT STATES OUT MILEAGE 711 == CUST CLAIMS THAT CUST J
UST LEFT THE DLRSHF 20 MINUTES AGO == THE DLRSHF WAS CLOSIN
G WHEN CUST WENT TO PICK UP THE VEH == ALSO ROAD TEST THE V
EH 17 MILES == CUST CLAIMS THAT CUST DOES NOT WANT TO BE R
RESPONSIBLE FOR ADDITIONAL MILEAGE ON LEASE PER CUSTOMER, D
EALER SAYS: == FOUND NOTHING WRONG WITH THE VEH. CAC ADVI
SED: - APOLOGIZE - DEALERSHIP IS THE BEST TECHNICAL RESOU
RCE - SUPPORT DEALER'S DIAGNOSIS - DOCUMENTED CONCERN INFE
RENCE CASE ID: 1602

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: LLEVANDE LECIA LEVANDE
ACTION DATA/COMMENTS:

2001/03/08

11.59.06 CUSTOMER SAYS: - == TOOK VEH INTO DLRSHF FOR ENGINE CONCER
N/DYING == CUST CLAIMS THAT THERE IS 300 MILES ON TEH VEH
== CUST CLAIMS THAT THE MILEAGE THAT THE VEH WAS IN AT 690
== CUST PICK UP THE VEH WITH 990 MILES == HOWEVER ON THE PA
PER WORK IT STATES OUT MILEAGE 711 == CUST CLAIMS THAT CUST
JUST LEFT THE DLRSHF 20 MINUTES AGO == THE DLRSHF WAS CLOS
ING WHEN CUST WENT TO PICK UP THE VEH == ALSO ROAD TEST THE
VEH 17 MILES == CUST CLAIMS THAT CUST DOES NOT WANT TO BE
RESPONSIBLE FOR ADDITIONAL MILEAGE ON LEASE PER CUSTO
MER, DEALER SAYS: == NONE CAC ADVISED: - APOLOGIZE - D
EALERSHIP IS THE BEST TECHNICAL RESOURCE - SUPPORT DEALER'S

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0614140611
REGION: 13 NEW YORK	ZONE: G1	OPENED: 03/07/2001
VIN: 1FMYU04151KP64111	ENGINE: 1 VEH TYPE: T	CLOSED: 03/08/2001

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2001/03/08

11.59.06 DIAGNOSIS - DOCUMENTED CONCERN INFERENCE CASE ID: 1602

CONSUMER AFFAIRS

06/18/2002 MMPAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0614140611
REGION: 13 NEW YORK	ZONE: H1	OPENED: 03/02/2001
VIN: 1FMYU04151KP64111	ENGINE: 1 VEH TYPE: T	CLOSED: 03/02/2001

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LAST NAME:

TITLE:

ADDRESS:



FIRST NAME:



STATUS: CLOSED

MI:

ER02-027 21005

CITY: NETCONG STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE:
DEALER NAME: FULLERTON FORD SALES CODE: F13476 P & A: 20651
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 608 - ADVISE CUST THAT INFORMATION WILL BE DOCUMENTED; THANK/APOLOGIZE
DOCUMENT: ANALYST: YSPILLAN YENNA SPILLANE
ACTION DATA/COMMENTS:

2001/03/02
16.18.55

CUSTOMER SAYS: - IS A LOYAL CUST OF FORD HAS HAD AT LEAST 6 FORD VEH - CONTACTED THE DLRSHP - HAD A FUEL CONCERN, HAD A CONCERN WITH THE DOOR ALMOST FALLING OFF - TODAY WAS THE FIRST SNOWSTORM - THE ENGINE SHUT OFF WHEN SHE WAS GOING DOWN HILL THE HILL WAS ICY WENT DOWN HILL FIRST .. - WAS ON THE BRAKE AND HAD NEVER PUT HER FOOT ON THE GAS THE VEH WAS GOING INTO 4 WHEEL DRIVE - CUST COULD NOT BRAKE THE BOX THAT SHOWS YOU WHICH GEAR YOU WERE IN DISAPPEARED - THE EMERGENCY BRAKE WOULD NOT GO ON - THERE WAS A BUSY STREET AT THE END OF THE HILL - THE GEAR SELECTOR WAS MUSHY REALISED THAT THE VEH HAD STALLED - THERE WAS AN ODD BURNING SMELL WHEN SHE WAS DRIVING THE VEH AFTER THAT - CALL THE DLRSHP - THIS HAPPENED THIS MORNING - CUST IS NOT SURE IF SHE COULD SHOULD FILE UNDER THE LEMON LAW - HAD CHILDREN IN THE VEH - CUST STATES THAT SHE UNDERSTANDS THAT THIS IS A FIRST YEAR MODEL AND THERE WILL BE CONCERNS - CUST SEEKING SOMEONE TO LOOK INTO THIS AND THAT THIS IS SOMETHING THAT HAS NEVER HAPPENED BEFORE AND THAT IT SHOULD NOT HAPPEN AGAIN PER CUSTOMER, DEALER SAYS: - UNLESS WE CAN DUPLICATE THE CONCERN WE CAN NOT REPAIR IT - WE CAN NOT TELL YOU WHAT HAPPEN UNLESS WE CAN RECREATE THIS SITUATION IT IS HARD TO SAY WHAT HAPPENED CAC ADVISED: - INFORMATION HAS BEEN FORWARDED TO APPROPRIATE DEPARTMENTS - THANK YOU CUSTOMER FOR PROVIDING US THEIR FEEDBACK REFERENCE CASE ID: 4489

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 0614140611
VIN: 1FMYD04151KF64111	ZONE: EL	OPENED: 03/02/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 03/06/2001

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ORIGIN: CACM05 - MANUAL - TEAM LEADERS COMMUNICATION: MAIL
ACTION: 507 - ISSUE TRANSFERRED TO ANOTHER DEALER
DOCUMENT: ANALYST: CMCLEOD CATHY MCLEOD
ACTION DATA/COMMENTS:

2001/03/06

10.17.11 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D:

ERG2-827 21006

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 47 CINCINNATI	ZONE: A1	INFORMATION ISSUE	CASE NBR: 0620260852
VIN: 1FMYU041X1KC18099	ENGINE: 1	VEH TYPE: T	OPENED: 03/26/2002
			CLOSED: 03/26/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: CINCINNATI	STATE: OH	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 6350		
DEALER NAME: FULLER FORD INC	SALES CODE: F47003	F & A: 02097
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SMOCCALLA SIMONE MCCALLA
ACTION DATA/COMMENTS:

2002/03/26

17.11.33

CUSTOMER SAYS: I'M AN EMPLOYEE OF FULLER FORD AND WE'VE BEEN WORKING WITH THE FORD HOTLINE ON SEVERAL OCCASIONS TRYING TO SOLVE THIS PROBLEM. THE TRUCK STALLS WHEN DESCENDING HILLS ON OCCASIONS. WE'VE HAD FOUR IN OUR DEALERSHIP FOR THE SAME PROBLEM. EACH TIME OUR SERVICE MANAGER CALLS THE HOTLINE & THEY TELL US DIFFERENT THINGS TO TRY WHICH HAVEN'T SOLVED

8002-827 21007

THE PROBLEM. ANY HELP WOULD BE APPRECIATED. PER CUSTOMER,
DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE
CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAKFRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 0623190171
VIN: 1FMYU01191KE59298	ZONE: C3	OPENED: 01/17/2001
	ENGINE: 1	CLOSED: 01/17/2001
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		MI:		STATUS: CLOSED
TITLE:						
ADDRESS:						
CITY:	MOUNT PLEASANT	STATE:	SC	ZIP:		
HOME PHONE:						
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2			
MILEAGE:	3200					
DEALER NAME:	JONES FORD, INC.	SALES CODE:	F21291	P & A:	01025	
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN					
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP					

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: AYVEN AUDREY YEUN
ACTION DATA/COMMENTS:

2001/01/17

16.50.01

CUSTOMER SAYS: -STATES THAT SHE NO LONGER WANTS THE VEH
-VEH IS CURRENTLY AT THE DLRSH FOR A STALLING CONCERN THAT
THE DLRSH HAS NOT BEEN ABLE TO FIND -VEH HAS BEEN THERE F
OR 9 DAYS -STATES THAT THE DLRSH HAS BEEN GREAT BUT HER V
EH IS JUST NOT RELIABLE -ALSO THAT THERE HAS BEEN 2 RECALL
S ON THE VEH AND IT IS BRAND NEW -STATES THAT THERE WERE R
ECALLS ON THE VEH THAT THE DLRSH DID NOT ADVISE THE CUST OF
PER CUSTOMER, DEALER SAYS: *****QB
C TO DLRSH***** -SPOKE TO SUE WALLACE IN THE SERVICE DEPT
AND SHE STATED THAT THE VEH WILL NOT CRANK AND THAT THEY AR
E NOT ABLE TO DUPLICATE THE CONCERN -UNTIL THE VEH DUPLICA
TES THE CONCERN THEY CANNOT REPAIR IT CAC ADVISED: - INFO
RM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY C
ANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE
CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CO
NCERN IS NOTICED INFERENCE CASE ID: 4462

8992-027 21886

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 0633243390	
VIN: 1PMYU04151KD92629	ZONE: E1	OPENED: 08/09/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 08/09/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	MARTINSVILLE	STATE:	NJ	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:					
DEALER NAME:	BOOND BROOK FORD, I	SALES CODE:	F13059	P & A:	01770
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 526 - ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
DOCUMENT: ANALYST: FRICHARD PIERRE RICHARD
ACTION DATA/COMMENTS:

2001/08/09

17.09.06 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OBC TO DLR C
CUST HAS FILE FOR LEMON LAW NOTHING FURTHER CAN BE SAID OR DO
NE CAC ADVISED: - ADVISE CUSTOMER NO FINANCIAL ASSISTANCE
-ADVISE THE CUST THAT IF REQUIRES FURTHER INFO TO CONTACT T
HE DLR SHIP INFERENCE CASE ID: 5321

EP02-027 21889

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 13 NEW YORK INFORMATION ISSUE CASE NBR: 0633243390
ZONE: E1 OPENED: 09/25/2001
VIN: 1FMYU04151KD92629 ENGINE: 1 VEH TYPE: T CLOSED: 09/25/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS:
CITY: MARTINSVILLE STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 12260
DEALER NAME: FULLERTON FORD SALES CODE: F13476 P & A: 20651
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: TREEVES TRACIA REEVES
ACTION DATA/COMMENTS:

2001/09/25

12.23.47 CUSTOMER SAYS: CUSTOMER SAYS: -CUST SAY'S ENGINE STALLS
AND EVERYTHING SHUTS DOWN. -CUST SAY'S WHEN ENGINE STALLS
THE CHECK ENGINE LIGHT WILL BE ON , AND IF CUST TAKES VEH IN
TO DLRSHIP THE LIGHTS COME OFF. -DLRSHIP WILL NOT BE ABLE T
O DUPLICATE THE PROBLEM. -CUST SAY'S VEH HAS BEEN TO DLRSHI
P FOR THE SAME ISSUE AND DLRSHIP COULD NOT FIND THE PROBLEM.
-CUST SAID THIS ISSUE BEGAN ON THE 2ND DAY OF PURCHASE. =
CUST SAY'S VEH WAS AT DLRSHIP LAST THEN A MONTH. -CUST SAY
'S LIGHT WILL COME ON AND VEH STALLS QUITE FREQUENTLY. PER
CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - SUPPORT REPA
IR PROCEDURE COMPLETED BY DEALER =====CAC ADVISED=
===== OBC TO DLR. -CSR WAS ADVISED BY A SVR A
DVISOR OF REPAIRS DONE ON VEH. -DLRSHIP CONTACTED THE TECH
HOTLINE AND WAS INFORMED TO REPLACE THE IDLE AIR VALVE AND C
OLANT BOTTLE. THE WAS TEST DRIVEN ON AUG 13/01 BY A MGR FRO
M CHRYSLER, AND VEH WAS TES DRIVEN ON SEPT 10/01 AND DLRSHIP
COULD NOT DUPLICATE THE PROBLEM. =====CAC ADVISED=
===== -CSR LEFT MESSAGE WITH WIFE REGARDING F
EEDBACK TO CUST INQUIRY, AND WAS INFORMED THAT INFORMATION H
AS BEEN DOCUMENTED WITHIN SYSTEM . INFERENCE CASE ID: 4906

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 0643962611	
VIN: 1FMYU031X1KF00762	ZONE: E3	OPENED: 09/18/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 09/18/2001

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: JACKSONVILLE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 22000
DEALER NAME: PREMIER FORD LINCOLN SALES CODE: F21630 P & A: 00996
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 526 - ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
DOCUMENT: ANALYST: RVIEIRA1 RYAN VIEIRA
ACTION DATA/COMMENTS:

2001/09/18
17.53.19

CUSTOMER SAYS: -WAS TOWED TO A DLR OUT OF STATE AND THEY SAID THAT IT WAS BGR -THEY ORDERED THE PART IT AND INSTALLED IT AND IT STILL DOESN'T WORK -NOW THEY SAY THAT THE PROBLEM IS THE CATALYTIC CONVERTER -HASN'T HAD THE TRUCK FOR 30 DAYS AS -WANTS TO KNOW IF WE CAN GET IT TOWED BACK TO THE SELLING DLR. -CUST ALSO WANTS THE DLR TO BUY BACK THE VEH. -SHE SAYS THAT SHE FEARS FOR HER SAFETY IN THE VEH PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -TOLD CUST THAT WE CAN'T TOW THE CAR TO JACKSONVILLE AND THAT THE DLR IS THE BEST RESOURCE TO FIX THE DLR -ALSO TOLD HER THAT THE DLR HAS ALL OF THE TECH RESOURCES TO PROPERLY FIX HER CAR WITHIN FORD SPECS. -TOLD THE CUST ON THE ISSUE OF BUYING BACK THE VEH: OUR GOAL IS TO WORK WITH YOU AND YOUR SERVICING DEALERSHIP TO PROPERLY REPAIR YOUR VEHICLE. THE DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU WITH THIS AND OTHER CONCERNS. (CUSTOMER SEEMS THAT HER HUSBAND WILL CALL BACK AND TRY TO GET TRUCK BOUGHT BACK) INFERENCE CASE ID: 5324

CONSUMER AFFAIRS

06/18/2002 NMPAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 44 PITTSBURGH	INFORMATION ISSUE	CASE NBR: 0645603550	
VIN: 1FMYU04181KF16621	ZONE: C4	OPENED: 10/10/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 10/10/2001

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

EP82-027 21811

CITY: MENTOR STATE: OH ZIP: 44060
HOME PHONE: 440-9460420
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 19200
DEALER NAME: MULLINAX EAST INC SALES CODE: F44006 P & A: 02157
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RLARBIE RUTH LARBIE
ACTION DATA/COMMENTS:

2001/10/10

09.08.23 CUSTOMER SAYS: -CUST FEELS THAT VEH IS A DEATH TRAP -VEH
WILL DIE OUT -DLR HAS NOT BEEN ABLE TO DUPLICATE THE CONCER
N -CUST WANTS OUT OF THE VEH AND HER MONEY BACK -CUST IS
UNWILLING TO GO BACK ORIGINAL SELLING DLR -ADAM MASE SALE
S MANAGER THAT VERIFIED THE CONCERN PER CUSTOMER, DEALER S
AYS: WILL BE GIVEN \$2000 TOWARD AN OTHER VEHICLE CAC
ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/L
M DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SH
OULD CONTACT CRM/SERV MGR -OBC TO DLR AND SPOKE TO S\M AND
WAS ADVISED THAT CUST NEEDS TO GO BACK TO ORIGINAL SELLING D
LR INFERENCE CASE ID: 4904

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 13 NEW YORK INFORMATION ISSUE CASE NBR: 0646900321
ZONE: G1 OPENED: 02/02/2001
VIN: 1FMYU02151KE79952 ENGINE: 1 VEH TYPE: T CLOSED: 02/02/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORTH PLAINFIELD STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 1800
DEALER NAME: DITSCHMAN/FLEMINGTO SALES CODE: F13460 P & A: 04216
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 594 - CE-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

ERR2-027 21812

DOCUMENT: ANALYST: CSAJINES CORAZON SAJINES
ACTION DATA/COMMENTS:

2001/02/02
22.51.39

CUSTOMER SAYS: DAYTIME PHONE NO. WITH EXT 164; CUST HAS A 1 MONTH OLD VEH; PURCHASE LAST DEC 23, 2000 AND NOW IT HAS MAJOR PROBLEM; VEH BROKE DOWN; CUST PUT \$250.000 DEPOSIT FOR THIS CAR AND DLR HAVE TO PAY ONLY 4 DAYS LOANER AND THEY HAVE TO PAY 3 DAYS AND NEED TO PAY ADDITIONAL MONEY FOR THE VEH FOR DEPOSIT; COMPUTER FAIL AND PROCESSOR NEED TO BE REPLACED; THE VEH JUST CUT OFF AND TOOK THE VEH TO THE DLRSHIP AND THEY WERE PUT INTO A LOANER VEH; CUST HAS LOANER FOR 7 DAYS; VEH WENT ON FRIDAY NIGHT AND PART WAS ORDERED BY DLR ON MONDAY; VEH IS RUNNING PERFECTLY AND WAS RETURNED TO CUST 26 JAN. VEH IS AT THE SHOP 19 JAN 2000. PER CUSTOMER, DEALER SAYS: WE ONLY PAY FOR THE RENTAL AND ADDITIONAL WILL BE ON YOUR ADDITIONAL WARRANTY PLAN AS DITSCHEM FORD IN FLEMINGTON NEW JERSEY -ESP WILL PAY \$140 AND CUST WILL PAY THE \$110 CAC ADVISED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU - CONTACT CRM/SERV MGR FOR ADDITIONAL INFORMATION - DOCUMENTED INFORMATION -APOLOGIZE -ADVISED CUST THAT CALL BACK WILL BE MADE BY CSR MONDAY 05 FEB 2001 IN BETWEEN 10:00AM-11:00PM AFTER MAKING FOLLOW-UP AND CLARIFYING MATTERS WITH DLRSHIP INTERFERENCE CASE ID: 1586

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 0647420801
REGION: 47 CINCINNATI ZONE: A1 OPENED: 03/21/2001
VIN: 1FMYU04181KA73144 ENGINE: 1 VEH TYPE: T CLOSED: 03/21/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CINCINNATI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 800
DEALER NAME: MONTGOMERY FORD SALES CODE: F47006 P & A: 06339
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACT38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: AALFRED ALEX ALFRED
ACTION DATA/COMMENTS:

2001/03/21
17.58.19

CUSTOMER SAYS: -CUSTOMERS VEH STALLED AND THE DEALER REPLACED THE FUEL SHUT RELAY SWITCH -CUSTOMER STALLED AGAIN AND THE CUSTOMER ALMOST WAS IN AN ACCIDENT -DEALER WANTS CUSTOMER TO RETURN THE RENTAL -DEALER HAS HAD THE VEH FOR 6 DAYS PER CUSTOMER, DEALER SAYS: -DID NOT CONTACT -OBC TO DLR AT THE DEALER TO FIND OUT ABOUT THIS TRUCK CAC ADVISED:

ER62-027 21813

- INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN
IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE
- ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

INFORMATION ISSUE CASE NBR: 0652783470
REGION: ZONE: OPENED: 09/18/2001
VIN: 1FMYU02121KE74479 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PELHAM STATE: NH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 12000
DEALER NAME: SALES CODE: P & A:
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACT38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP

DOCUMENT: ANALYST: CLAM CHANTEILLE LAM

ACTION DATA/COMMENTS:

2001/09/18

11.45.22

CUSTOMER SAYS: HAD THE VEHICLE TOWED SEVERAL TIMES. DLRSHF SAID THEY CAN NOT FIX IT THEY ARE OFFERING A NEW VEHICLE IF CUST WOULD CONTRIBUTE \$5,000.00 CUST SAID HIS VEHICLE IS AL SO BRAND NEW AND IS STILL UNDER MANUFACTURE WARRANTY WHY WOULD HE HAS TO PAY EXTRA \$5,000.00 FOR A NEW VEHICLE -CUST WANTED THE VEHICLE FIXED. PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: - CRC UNABLE TO REACH DEALER LEFT MESSAGE FOR DLRSHF TO CALL BACK IF THERE IS ANY NEW REPAIR PROCEDURE FOR UND - CRC WILL RE-CONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER INFERENCE CASE ID: 490
9

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE

ACTION: 231 - OFFBOUND CALL TO FORD/MERCURY CUSTOMER

DOCUMENT: ANALYST: CLAM CHANTEILLE LAM

ACTION DATA/COMMENTS:

ERR2-827 21814

2001/09/19

12.05.44 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO CUST LEFT MESSAGE THAT REGION OFFICE IS HANDLING
THE CASE AS THEY TRIED TO CONTACT CUST BUT NOT AVAILABLE.

CONSUMER AFFAIRS

06/18/2002 MRFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

	INFORMATION ISSUE	CASE NBR: 0677142761
REGION: 27 WASHINGTON	ZONE: G1	OPENED: 11/09/2001
VIN: 1FKYU03181KE72301	ENGINE: 1 VER TYPE: T	CLOSED: 11/09/2001

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	YORKTOWN	STATE:	VA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	21000				
DEALER NAME:	FREEDOM FORD HAMPTO	SALES CODE:	F27062	P & A:	01686
REASON CODE:	30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
DOCUMENT: ANALYST: SCHURCH STEVEN CHURCH
ACTION DATA/COMMENTS:

2001/11/09

08.25.10 CUSTOMER SAYS: -CUSTOMER SAYS: ***AS PER CUST'S E-MAIL*
** -THIS IS MORE OF A COMMENT AND CONCERN. THE ESCAPES HAVE
BEEN HAVING STALLING ISSUES AND NOTHING HAS BEEN SENT TO TH
E OWNERS CONCERNING THIS PROBLEM. I HAD TO GO TO A WEBSITE T
O FIND A FIX BECAUSE MY DEALER (AND OTHERS FROM WHAT I GATHE
RED) EITHER DO NOT BELIEVE THE OWNER OR DON'T KNOW ANYTHING
ABOUT THIS PROBLEM. FORD NEEDS TO RESOLVE THIS ISSUE BEFORE
SOMEONE IS SERIOUSLY HURT DUE TO A STALLING ENGINE! -BEEN
TO DLR 4X -CUST CONSIDERING FILING LEMON LAW PER CUSTOMER,
DEALER SAYS: -REPLACED EEC MODULE AND CRANKSHAFT POSITION
SENSOR CAC ADVISED: - CRC UNABLE TO REACH DEALER - CRC W
ILL RE-CONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE -
FOLLOW UP WITH CUSTOMER INFERENCE CASE ID: 4909

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 72 SAN FRANCISCO	INFORMATION ISSUE	CASE NBR: 0708843091	
VIN: 1FMCU04171KES6972	ZONE: B1	OPENED: 11/05/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 11/05/2001

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LAST NAME:	[REDACTED]	FIRST NAME:		STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	LIVERMORE	STATE:	CA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	47000			
DEALER NAME:	HAYWARD FORD	SALES CODE:	F72013	P & A: 07729
REASON CODE:	1141 AWA - OUTSIDE CRITERIA, REQUESTING AWA			
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 526 - ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
DOCUMENT: ANALYST: AGOMES AMANDA GOMES
ACTION DATA/COMMENTS:

2001/11/05

19.41.17

CUSTOMER SAYS: -CUST HAD DIFFICULTY STARTING THE VEH -WHE
N THE VEH DOES START IT CUTS OFF -CUST BROTHER WENT TO PIC
K UP THE VEH AND THE RMP WAS REALLY LOW -CUST IS CONSIDERIN
G RETURNING THE VEH BECAUSE THEY THINK THE VEH IS DANGEROUS
-CUST CONSIDERS THE VEH TO BE A LIABILITY AND A RISK TO D
RIVE -CUST JUST WANTS THE VEH REPAIRED -CUST REALLY WANT
S TO RETURN HIS VEH TO FORD OR GET ANOTHER VEH AT EQUAL VALU
E PER CUSTOMER, DEALER SAYS: -THEY DON'T WANT TO PAY FOR
A CAR RENTAL -IF THEY DO PROVIDE CUST WITH A LOANER AND I
T IS DETERMINED THAT THE PROBLEM IS NOT COVERED UNDER WARRAN
TY CUST IS RESPONSIBLE FOR THE LOANER EXPENSE -THEY WOULD
NOT BE ABLE TO FIX THE VEH UNTIL WEDNESDAY OF THIS WEEK 11/0
7/2001 CAC ADVISED: - WARRANTY HAS EXPIRED, NO FINANCIAL A
SSISTANCE -ADVISE CUST IT IS FORD POLICY TO REPAIR OR FIX A
VEH BUT NOT TO BUY BACK A VEH -ADVISE CUST TO CONTACT THE
FINANCE MANAGER OR SALES MANAGER AT THE DLR FOR FURTHER ASS
ISTANCE WITH HIS CONCERN ABOUT TRADING IN HIS VEH INFERENCE
CASE ID: 5313

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

5002-027 21816

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 27 WASHINGTON	INFORMATION ISSUE	CASE NBR: 0719342191
VIN: 1FMCU04101KB40572	ZONE: A1	OPENED: 08/07/2001
	ENGINE: 1	CLOSED: 08/07/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: ERIN MI:
ADDRESS: [REDACTED]
CITY: FAIRFAX STATION STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2463
DEALER NAME: TED BRITT FORD SALE SALES CODE: F27042 P & A: 00048
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

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

2001/08/07
19.58.21

CUSTOMER SAYS: VEHICLE PURCHASED IN MAY VEHICLE HAS
STALLED 3 TIMES WHEN BEING DRIVEN STEERING WHEEL LOCK
S / ENGINE LIGHT COMES ON/VEHICLE STALLS
VEHICLE WAS TAKEN TO DEALER
JULY 26TH WAS PICKED UP AUG 3RD TODAY VEHICLE STALLE
D AGAIN CUST SAYS VEHICLE IS VERY UNSAFE AND DOES NO
T WANT THIS VEHICLE === PER CUSTOMER, DEALER SAYS: UNABL
E TO DETERMINE WHAT IS CAUSING THIS CONCERN CAC ADVIS
ED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN
IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVIC
E - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTER
MITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

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CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 23 MEMPHIS	INFORMATION ISSUE	CASE NBR: 0724322501
VIN: 1FMYU04141KB28110	ZONE: A2	OPENED: 09/07/2001
	ENGINE: 1	CLOSED: 09/07/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]

ERS2-827 21817

CITY: HOT SPRINGS STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 4235
DEALER NAME: RISER FORD LINCOLN SALES CODE: F23547 P & A: 07563
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: VSINGH VIKRAM SINGH
ACTION DATA/COMMENTS:

2001/09/07

19.52.58 CUSTOMER SAYS: - BEN TO THE DLR FOR 3 TIMES FOR STALLING
- FIRST TIME CONCERN NOTICED WAS AUG 8/01 WHILE DRIVING 30
00 MILES . - VEH IS AT THE DLRSHP NOW FOR A WEEK. - TECH H
AVE CONTACTED THE TECH. HOTLINE. - CUST SPOKE TO THE GENERA
L MANAGER & CUST WAS PROVIDED WITH A LOANER. - CUST. WILL
APPLY FOR LEMON LAW. - PER CUSTOMER, DEALER SAYS: - NO
NE CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOL
VE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT T
HE TIME OF SERVICE. - ADVISE CUSTOMER TO CONTACT DEALERSHIP
AS SOON AS (INTERMITTENT) CONCERN IS NOTICED. INFERENCE C
ASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 24 ORLANDO INFORMATION ISSUE CASE NBR: 0747323120
ZONE: D1 OPENED: 08/30/2001
VIN: 1FMYD03141KE57083 ENGINE: 1 VEH TYPE: T CLOSED: 08/30/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SAINT MARYS STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 38000
DEALER NAME: KINGSLAND FORD-MERC SALES CODE: F24474 P & A: 04895
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR, CONTACT CRM

ERG2-027 21818

DOCUMENT: ANALYST: JANGCO JAMES ANGCO
ACTION DATA/COMMENTS:

2001/08/30

19.52.29 CUSTOMER SAYS: IBC FROM CUST - VEH CUTS OFF AT LEAST THREE
TIMES A WEEK - AROUND 55MPH. IT GETS STUCK AND YOU NEED TO
PUSH THE GAS REALLY HARD - THE LAST TIME THE VEH WAS IN W
AS JULY 5TH - CUST IS SEEKING PROPER REPAIRS OR NEW VEHICLE
PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED; - WE RE
COMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - I
NFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/
SERV MGR INFERENCE CASE ID: 4904

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 1311030772
REGION: 21 ATLANTA ZONE: B1 OPENED: 03/18/2002
VIN: 1FMYU03111KF44536 ENGINE: 1 VEH TYPE: T CLOSED: 03/18/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: ALPHARETTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 22000
DEALER NAME: TEAM FORD AT NORTH SALES CODE: F21021 P & A: 03906
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MARNBY MELISSA HARNBY
ACTION DATA/COMMENTS:

2002/03/18

08.37.42 CUSTOMER SAYS: CUST SAYS HER VEH STALLS WITH NO REASON AT
ALL CUST SAY THE LAST TIME THIS HAPPENED BACK IN NOV THE V
EH WAS TAKEN INTO THE DLR FOR THIS THEY COULD NOT FIND ANYTH
ING. CUST SAYS THIS IS DANGEROUS AND VERY SCARY CUST SAYS
SHE WOULD LIKE SOMTHING DONE -CUST SAYS WHEN THE VEH TURNED
OFF ALL THE LIGHTS LIT UP ON THE DASH THEN THE VEH SHOT OFF

0002-027 21819

. CUST SAYS THE VEH STARTS RIGHT UP AGAIN CUST HAS AN APPO
INTMENT SCHEDULED FOR TODAY PER CUSTOMER, DEALER SAYS:
CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FO
RD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOME
R SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMVAXPRG

1

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 13 NEW YORK INFORMATION ISSUE CASE NBR: 1314631062
VIN: 1FMYU03121KA51934 ENGINE: 1 VEH TYPE: T OPENED: 04/23/2002
CLOSED: 04/23/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HOLBROOK STATE: MA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL, YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 21000
DEALER NAME: BOB THOMAS FORD INC SALES CODE: F13200 P & A: 03691
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 732 - PROVIDE ASSISTANCE

DOCUMENT: ANALYST: GBEAM GARTH BEAM

ACTION DATA/COMMENTS:

2002/04/23

12.14.48 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: == NONE CAC
ADVISED: == OBC TO DLRSHIP == ADVISED DLRSHIP THAT CRC WIL
L REIMBURST THE COST FOR THE UPTO \$28 FOR THE ONE DAY == D
LRSHIP IS WILL TO PROCESS P98 CODE FOR CUST ==
===== OBC TO CUST [DORRA CRUGNA
LE (PARENT)] == ADVISED CUST THAT FORD WILL REIMBURST HER F
OR THE ONE RENTAL CUST SATISFIED WITH THE OFFER ...

- I HAVE REVIEWED THE SITUATION AND SINCE YOU ARE
SUCH A VALUED CUSTOMER TO FORD AND THE DEALERSHIP, WE WOU
LD LIKE TO PROVIDE YOU WITH A LOANER VEHICLE. - PLEASE RETA
IN YOUR ORIGINAL RECEIPTS FOR THE LOANER VEHICLE AND SUBMIT
THEM TO (PROVIDE EMPLOYEE NAME) THE SM/CRM FOR REIMBURSEMENT
ONCE YOUR SERVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF
TOTAL PER DAY (\$28 F/M, \$36 L), NUMBER OF DAYS AS WELL AS T
OTAL AMOUNT OF COMPENSATION. - PLEASE NOTE THAT FORD WILL N
OT COVER FUEL, TAXES, INSURANCE OR MILEAGE COSTS. IF THE CU

ERG2-827 21828

STOMER RENTS A VEHICLE WITH A DAILY COST GREATER THEN THE DA
ILY LIMIT, THE CUSTOMER IS RESPONSIBLE FOR THE DIFFERENCE. I
NFERENCE CASE ID: 5384

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	ZONE: MI	INFORMATION ISSUE	CASE NBR: 1314631062
VIN: 1FMYU03121KA51934	ENGINE: 1	VEH TYPE: T	OPENED: 04/22/2002
			CLOSED: 04/22/2002

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LAST NAME: CRUONALE	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: HOLBROOK	STATE: MA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 21000		
DEALER NAME: BOB THOMAS FORD INC	SALES CODE: F13200	P & A: 03691
REASON CODE: 1140 AWA - WITHIN CRITERIA,	REQUESTING AWA	
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 725 - ADVISE CUST TO SUBMIT RECEIPTS TO DLR FOR REVIEW
DOCUMENT: ANALYST: GBEAM GARTH BEAM
ACTION DATA/COMMENTS:

2002/04/22

12.46.32

CUSTOMER SAYS: [REDACTED] [WORK] [REDACTED]
[HOME] == VEH SUDDENLY LOSS POWER THEN QUIT ==
WARN INDICATORS CAME ON THE DASH == VEH WAS REPAIRED BY B
OB THOMAS FORD == WAS CHARGE FOR A RENTAL VEH == FEELS T
HE RENTAL VEH SHOULD BE COVERED UNDER ESP == PER CUSTOMER,
DEALER SAYS: == NONE == CAC ADVISED: - FOR REIMBURSEMEN
T CONSIDERATION PLEASE SUBMIT YUR ORIGINAL RECEIPTS OT THE C
RM/SM OF YOUR LOCAL DEALER. THE DEALER WILL DETERMINE IF RE
IMBURSEMENT IS POSSIBLE OR NOT == OBC TO DLRSHF == SPOKE
WITH PAUL [SM] == DLR FEELS ITS A GOOD BUSINESS DECISION T
O ASSIST THE CUST INFERENCE CASE ID: 5358

0002-027 21821

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 10 SDR	INFORMATION ISSUE	CASE NBR: 1326590852
VIN: 1FMCU04181KF12000	ZONR: D3	OPENED: 03/26/2002
	ENGINE: 1	CLOSED: 03/26/2002
	VEH TYPE: T	

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: FORT ASHBY	STATE: WV	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 18000		
DEALER NAME: MARKWOOD FORD-MERCU SALES CODE: F44550	P & A: 02920	
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: SKNIGHTS SARRINA KNIGHTS
 ACTION DATA/COMMENTS:

2002/03/26

09.03.53

CUSTOMER SAYS: -VEH KEEPS SHUTTING OFF ON HER IN ALL CONDI
 TIONS -IT ALSO HAS A NO START PROBLEM -CUST ALMOST GOT
 INTO AN ACCIDENT BECAUSE OF THIS -CUST HAS NO STEERING WHE
 N THIS HAPPENS -CUST WANTS TO FIND OUT IF THERE IS A KNOWN
 PROBLEM WITH THIS -CUST WANTS THIS FIXED --CUST WOULD LI
 KE ANOTHER PHN # TO TALK TO SOMEONE AT THE CORPORATE OFFICE
 - AS NOT HAPPY WITH ANSWER PER CUSTOMER, DEALER SAYS:
 MARKWOOD - HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN -NO
 THING SHOWING ON THE DIAGNOSTIC -THEY SPOKE TO THEIR TECH
 HOTLINE STILL WAS UNABLE TO DUPLICATE CAC ADVISED: - FOR
 THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED
 TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHI
 P IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE
 CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY
 CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON
 AS (INTERMITTENT) CONCERN IS NOTICED =====INFORMED
 CUST THAT THE BEST THING THAT SHE WOULD NEED TO DO IS TO STA
 Y IN CONTACT WITH THE DLRESIP - AS THEY HAVE ACCESS TO THE T
 ECH HOT THAT WOULD GET THE INFO FIRST - ON HOW TO REPAIR VEH
 -INFORMED CUST THAT WE DONNOT HAVE A PHN # FOR THE CORPOR
 ATE OFFICE - ALL CUST RELATIONS ARE HANDLED AT THIS DEPT IN
 FERENCE CASE ID: 4463

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 44 PITTSBURGH	INFORMATION ISSUE	CASE NBR: 1358090562
VIN: 1FMYU04131KF92369	ZONE: A1	OPENED: 06/07/2002
	ENGINE: 1	CLOSED: 06/07/2002
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NEW KENSINGTON STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE:
DEALER NAME: CHARAPP FORD NORTH SALES CODE: F44475 P & A: 07320
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: INTERNET
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: GBUTLER1 GAVIN BUTLER
ACTION DATA/COMMENTS:

2002/06/07

14.22.13 CUSTOMER SAYS: THE CUSTOMER SAYS THAT THERE HAS BEEN AN ON
GOING STALLING CONCERN WITH THE VEHICLE. HE SAYS HE IS HAPPY
WITH THE DEALERSHIP SERVICE AND IS CONFIDENT THAT THEY WILL
BE ABLE TO RECTIFY THE PROBLEM. HE WANTS TO KNOW IF THE W
ARRANTY FOR THE CONCERN WILL BE EXTENDED PAST THE BUMPER TO
BUMPER WARRANTY PERIOD. PER CUSTOMER, DEALER SAYS: NONE
CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A F
ORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOM
ER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: INTERNET
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: GBUTLER1 GAVIN BUTLER
ACTION DATA/COMMENTS:

2002/06/10

11.28.24 CUSTOMER SAYS: THE CUSTOMER SAYS THAT THERE HAS BEEN AN O
NGOING STALLING CONCERN WITH THE VEHICLE. HE SAYS HE IS HAP
PY WITH THE DEALERSHIP SERVICE AND IS CONFIDENT THAT THEY WI
LL BE ABLE TO RECTIFY THE PROBLEM. HE WANTS TO KNOW IF THE
WARRANTY FOR THE CONCERN WILL BE EXTENDED PAST THE BUMPER TO
BUMPER WARRANTY PERIOD. PER CUSTOMER, DEALER SAYS: NONE
CAC ADVISED: LEFT MESSAGE FOR CUSTOMER. RESCHEDULING FOL
LOW UP.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 44 PITTSBURGH	INFORMATION ISSUE	CASE NBR: 1358090562
VIN: 1FMYU04131KF92369	ZONE: A1	OPENED: 06/07/2002
	ENGINE: 1	CLOSED: 06/11/2002
	VEH TYPE: T	

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: INTERNET
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER

ERR2-827 21823

DOCUMENT: ANALYST: GBUTLER1 GAVIN BUTLER
ACTION DATA/COMMENTS:

2002/06/11
12.34.31

CUSTOMER SAYS: THE CUSTOMER SAYS THAT THERE HAS BEEN AN ONGOING STALLING CONCERN WITH THE VEHICLE. HE SAYS HE IS HAPPY WITH THE DEALERSHIP SERVICE AND IS CONFIDENT THAT THEY WILL BE ABLE TO RECTIFY THE PROBLEM. HE WANTS TO KNOW IF THE WARRANTY FOR THE CONCERN WILL BE EXTENDED PAST THE BUMPER TO BUMPER WARRANTY PERIOD. CUSTOMER SAYS THAT HE IS FEELING ANXIOUS DRIVING THE VEHICLE. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: ADVISED CUSTOMER OF WARRANTY PROVISIONS. ADVISED CUSTOMER TO CONTACT US AGAIN IF THERE ARE ANY MORE PROBLEMS.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASH NBR: 1360991601	
VIN: 1FMYU0416LKE22311	ZONE: G1	OPENED: 05/08/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 05/08/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: KERVIL	STATE: NJ	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 13000		
DEALER NAME: JACK TREBOUR FORD	SALES CODE: F13450	P & A: 03701
REASON CODE: 0414 DEALERSHIP - UNABLE TO DUPLICATE CONCERN		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

EM62-627 21824

DOCUMENT: ANALYST: ELLIADIS BETTY LLIADIS
ACTION DATA/COMMENTS:

2002/05/08

12.17.16 CUSTOMER SAYS: IS DRIVING AT AROUND 40 M/HR AND SHUTTS OFF
-STEERING LOCKS UP -CUST SAID THIS OCCURED 2 -CUST BROUG
HT VEH TO FORD DLR AND DLR DID REPAIR IN OCTOBER 2001 -VEH
HAS STALLED AGAIN IN APRIL -CUST MADE APPOINTMENT BUT NOTIC
ED IN PAPER ITS SOMETHING HAPPENING TO FORD VEHs BUT NOT HER
S -CUST WANTED TIRES ROTATED, AND REAR LIGHT CHANGED -CUST
SAID WANTS TO KNOW IF ANYONE IN US HAS COMPLAINED ABOUT STA
LLING ISSUES -A/C WAS ON VEH WHEN IT STALLED NOW -CUST HAS
APPOINTMENT PER CUSTOMER, DEALER SAYS: TREBORD CAC ADVI
SED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD
FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST T
HE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT D
UPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAI
R WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALER
SHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE
CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION:	INFORMATION ISSUE	CASE NBR:
VIN: 1FMYU04141KF16728	ZONE: ENGINE: 1 VEH TYPE: T	1366011171 OPENED: 04/12/2001 CLOSED: 04/12/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	CANADA	STATE:	KY	BIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:					
DEALER NAME:		SALES CODE:		P & A:	
REASON CODE:	30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP

DOCUMENT: ANALYST: MILLER VERONICA MILLER

ACTION DATA/COMMENTS:

2001/04/12

11.52.55 CUSTOMER SAYS: - VEH DIED FOR THE THIRD TIME - DO NOT FE
EL SAFE IN VEH DO NOT FEEL SAFE DRIVING VEH - VEH B
ROKE DOWN 3 DAYS AFTER VEH WAS PURCHASED - 2ND TIME VEH BRO
KE WHILE MY SON WAS OPERATING VEH FOR THE THIRD TIME VEH S
TALLED ON ME AND THEN DIED . . THERE WAS NOT LIGHTS ON VEH D
ASKBOARD - PURCHASED VEH FROM LAYNE BROTHERS FORD, WHICH IS

ERG2-027 21025

WHERE THE VEH HAD BEEN SERVICED PER CUSTOMER, DEALER SAYS:
- LAYNE BROTHERS FORD - 1ST TIME ... HOSE HAD BLOW
N - 2ND TIME TRANSMISSION WAS REPLACED CAC ADVISED
: - CRC UNABLE TO REACH DEALER - CRC WILL RE-CONTACT DEALE
R NEXT BUSINESS DAY TO DISCUSS VEH IDELING ISSUE FOR
POSSIBLE RESOLUTION ... SUGGESTIONS AND GENERAL DLRSHIP
FEEDBACK - FOLLOW UP WITH CUSTOMER 04/16/2001 - ADVISED
CX OF RECALL 00S49 INFERENCE CASE ID: 4909

ORIGIN: CACND2 - MANUAL - PHONE CSR COMMUNICATION; PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: VMILLER VERONICA MILLER
ACTION DATA/COMMENTS:

2001/04/16

14.35.34 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
CAC ADVISED: ***** NOTE TO NEXT CSR, PLEASE ADVISED C
X OF BELOW INFO ***** - O.B.C TO CX TO FOLLOW-UP WI
TH DLRSHIP CONVERSATION LEFT MESSAGE TO CX T
O CONTACT CRC - O.B.C TO CX TO FOLLOW-UP WITH DLRSHIP CON
VERSATION - PLEASE INFORM CX TO REFER TO DLRSHIP TO CONCLUS
ION OF CURRENT VEH CONCERN SINCE AS PER DLRSHIP'S CONVERSATI
ON CX IS REQUESTING TO GET OUT OF VEH THIS WOULD B
E CONSIDERED A SALES ISSUE AT THIS POINT - O.B.C TO DLRSHIP
TO ADDRESS VEH STALLING CONCERN CX SEEKING RESO

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

INFORMATION ISSUE CASE NBR: 1366011171
REGION: ZONE: OPENED: 04/12/2001
VIN: 1PMYU04141KF16728 ENGINE: 1 VEH TYPE: T CLOSED: 04/16/2001

2001/04/16

14.35.34 IATION FOR CPNCERN - AS PER KATHY (SM) STATES : - VEH IS
CURRENTLY AT DLRSHIP WITH A WIRING CONCERN - A CONNECTOR
WENT OUT IN VEH - CX HAS EXPRESSED AT THIS POINT THAT SHE
WANTED OUT OF VEH

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 24 ORLANDO	INFORMATION ISSUE	CASE NBR: 1368033541	
VIN: 1FMYU03111KF63197	ZONE: A2	OPENED: 01/18/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 01/18/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: MIAMI	STATE: FL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 15000		
DEALER NAME: WORLD FORD/KENDALL	SALES CODE: F24005	P & A: 04920
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 732 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: KALLENI KEIRON ALLEN
ACTION DATA/COMMENTS:

2002/01/18

18.01.17 CUSTOMER SAYS: -CUST REQUESTING RENTAL VEH WHEN VEH IS BROUGHT TO DLRSHP FOR REPAIR - PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - I HAVE REVIEWED THE SITUATION AND SINCE YOU ARE SUCH A VALUED CUSTOMER TO FORD AND THE DEALERSHIP, WE WOULD LIKE TO PROVIDE YOU WITH A LOANER VEHICLE. - PLEASE RETAIN YOUR ORIGINAL RECEIPTS FOR THE LOANER VEHICLE AND SUBMIT THEM TO (PROVIDE EMPLOYEE NAME) THE SM/CRM FOR REIMBURSEMENT ONCE YOUR SERVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF TOTAL PER DAY (\$28 P/M, \$36 L), NUMBER OF DAYS AS WELL AS TOTAL AMOUNT OF COMPENSATION. - PLEASE NOTE THAT FORD WILL NOT COVER FUEL, TAXES, INSURANCE OR MILEAGE COSTS. ----- AS PER CONVERSATION WITH KEN S/M -FORD WILL PROVIDE RENTAL VEH FOR 2 DAYS AT \$28/DAY FOR 2 DAYS -KEN FEELS THAT WOULD BE A GOOD BUSINESS DECISION TO HELP CUSTOMER AND PROVIDE RENTAL ASSISTANCE FROM FORD INFERENCE CASE ID: 5364

ERR2-027 21827

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 10 SDR                INFORMATION ISSUE                CASE NBR: 1371872331
VIN: 1FMYU04101KD99407      ZONE: F3                OPENED: 08/21/2001
ENGINE: 1                    VEH TYPE: T            CLOSED: 08/21/2001
=====
LAST NAME: [REDACTED]        STATUS: CLOSED
TITLE: [REDACTED]          FIRST NAME: [REDACTED]  MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CORNELIUS             STATE: GA                ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001           MODEL: ESCAPE XLT 4X4
MILEAGE: 11774
DEALER NAME: CAIN FORD L-M OF CO SALES CODE: F21446    P & A: 00422
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP
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ORIGIN: CAC13B - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT#: ANALYST: RHYLTON ROSEMARIE HYLTON
ACTION DATA/COMMENTS:

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2001/08/21

10.08.01

CUSTOMER SAYS: -WORK EXT [REDACTED] -2001 ESCAPE HAS BEEN IN THE SHOP 5X FOR THE SAME THING -IT IS STALLING. IT HAS GONE DEAD ON THE HIGHWAY IN DRIVE, STOPPED AT A RED LIGHT, FROM PARK TO GEAR. -THERE ARE NO WARNING LIGHTS ILLUMINATED WHEN THE CONCERN OCCURS -THE VEH WAS AT THE DLR YESTERDAY...THEY DID A FUEL PRESSURE TEST, -THE DEALERSHIP HAS REPAIRED THE SYMPTOMS, BUT HAS NOT GUARANTEED HER THAT THE PROBLEM WILL NOT OCCUR AGAIN -SHE FEELS THE VEH SHOULD BE REPLACED IF FORD CAN NOT FIX IT. -SHE SPOKE TO THE GENERAL MGR, WHO ADVISED HER HE NEEDED TO HAVE DOCUMENTATION THRU HIS SERVICE DEPT. PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -SUPPORT REPAIR PROCEDURE COMPLETED BY DEALER -****OBC TO DLR...SPOKE TO CHARLIE SRV MGR...WHO STATES THEY FOUND LOOSE GROUND CONTACT, CORROSION,...NO GUARANTEE THAT THE CONCERN WILL NOT OCCUR AGAIN ---SPOKE TO GM CLIFF BUTTERNUCK WHO SAYS HE ASKED HER TO TRY IT OUT, IF THE PROBLEM PERSISTED HE WOULD CONTACT FRED MEYER, HIS CUST SERV REP AND SEE IF THERE WOULD BE TRADE ASSISTANCE -ADVISED CUST OF DLR COMMENTS.

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 1372870702	
VIN: 1FMYU031X1KB60903	ZONE: C1	OPENED: 03/11/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 03/11/2002

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: DULUTH STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 17000
DEALER NAME: GWINNETT PLACE FORD SALES CODE: F21025 P & A: 03573
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 507493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 66B - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: DPANDOO DEBBIE PANDOO
ACTION DATA/COMMENTS:

2002/03/11
10.05.00

CUSTOMER SAYS: -VEH STALLS 4 TIMES @ 30 MPH ANYTIME IN CITY -NO OTHER SYMPTOMS -DONT WANT VEH -WANTS VEH TAKEN A WAY/MONEY BACK OR GIVE ME ANOTHER VEH -LAST TIME DAUGHTER HAD TO HIT SOMETHING FOR VEH TO STOP - SHE COULD NOT CONTROL VEH -TOOK VEH TO GWINNETT PLACE FORD THIS MORNING PER CUSTOMER, DEALER SAYS: - SA/ TONY SAID WE FIXED IT - WE WILL TRY OUR BEST AND WORK WITH YOU CAC ADVISED: - INFORMATION DOCUMENTED - NO PSA - DLR HAS TO FIND/VERIFY PROBLEM TO RESOLVE - WILL CONTACT DLR FOR UPDATE AND FOLLOW UP
*****FOR CRC USE ONLY*****
- CRC NOTE: WEBSITE SHOWS VEH HAS NO FIX SSM 15434 INFERENCE CASE ID: 4591

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DPANDOO DEBBIE PANDOO
ACTION DATA/COMMENTS:

12.49.04 CUSTOMER SAYS: -VEH STALLS 4 TIMES @ 30 MPH ANYTIME IN CITY -NO OTHER SYMPTOMS -DONT WANT VEH -WANTS VEH TAKEN A WAY/MONEY BACK OR GIVE ME ANOTHER VEH -LAST TIME DAUGHTER HAD TO HIT SOMETHING FOR VEH TO STOP - SHE COULD NOT CONTROL VEH -TOOK VEH TO GWINNETT PLACE FORD THIS MORNING PER CUSTOMER, DEALER SAYS: - CRC NOTE: WEBSITE SHOWS VEH HAS NO FIX SSM 15434 CAC ADVISED: - OBC TO CRM CRAIG SAIDI DON'T WITH SPEAK WITH SERV WRITER- IF YOU HOLD ON I WILL TRANSFER YOU TO SERVICE BECAUSE I DONT KNOW WHO THE SERV WRITER IS - CALL TRANSFERRED TO SERV SHERRY - SHE SAID TO SPEAK WITH S/A TOMI DOLDANO - HOLD ON -I WILL TRANSFER YOU TO HER VOICE MAIL SHE IS NOT IN ***** LEFT VOICE MAIL FOR S/A TO NI TO CONTACT CRC WITH UPDATE

CONSUMER AFFAIRS

06/18/2002 MNFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 1372870702	
VIN: 1FMYU031X1KB60903	ZONE: C1	OPENED: 03/11/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 03/12/2002

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 204 - DEALER INFORMATION

ERR2-827 21829

DOCUMENT: ANALYST: DPANDOO DEBBIE PANDOO
ACTION DATA/COMMENTS:

2002/03/12

15.39.26 CUSTOMER SAYS: - I DONT WANT VEH ANY MORE - WILL CONTACT
LAWYER - VHE IS LEMON PER CUSTOMER, DEALER SAYS: CA
C ADVISED: - S/A TONI LEFT VOICE MAIL THAT WE CONTACT FORD
HOTLINE AND ARE REPROGRAMMING THE PROCESSOR - IF YOU HAVE A
NY QUESTIONS CALL ME - INFO ON LEMON LAW CAN BE FOUND IN L
OCAL LIBRARY - SPEAK WITH SALES DEPT ON SALES AND TRADE IN
ISSUES ***** - OBC TO CUST AND ADVISED AS PER DLR CONVE
RSATION

CONSUMER AFFAIRS

06/18/2002 MMFAKFRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 1386433541
VIN: 1FMYU01151KA59741	ZONE: C3	OPENED: 12/20/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 12/20/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	RINCON	STATE:	GA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2		
MILEAGE:	9500				
DEALER NAME:	J.C. LEWIS MOTOR CO	SALES CODE:	F21209	P & A:	04927
REASON CODE:	3017	PROD/COMP DUR/PRRF	- KNOWN/NO FIX AT PRESENT		
SYMPTOMS:	607493	STALL/QUITS AT IDLE ALL ENGINE TEMP			

ORIGIN: CACT38 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 683 - ADVISE CUSTOMER OF UPDATED INFORMATION

END-627 21838

DOCUMENT: ANALYST: SCABA SUSAN CABACUNGAN
ACTION DATA/COMMENTS:

2001/12/20
10.43.24

CUSTOMER SAYS: = VEH STALLS = BROUGHT THE VEH TO DLRSHF
2X FOR THE SAME PROBLEM = DLRSHF DID NOT REPAIR THE VEH AS
THERE IS NO FIX ON THE PROBLEM = VEH STILL STALLS AT AL
L ENGINE TEMPERATURE = CUST STATED THAT HE DOES NOT WANT T
O KEEP THIS VEH ANYMORE = CUST WOULD LIKE TO KNOW WHAT HIS
OPTIONS ARE PER CUSTOMER, DEALER SAYS: = S/M, ED TAYLOR
TOLD CUST THAT THERE IS NO FIX FOR THE PROBLEM AND WAITING
DIRECTIONS FROM FORD CAC ADVISED: - INFORM CUSTOMER UPDA
TED INFORMATION FOUND - REQUEST CUSTOMER STAY IN CONTACT WI
TH DEALER = ADV CUST NO CSP/PBA RELATED TO THE CONCERN ###
*****CRS UNABLE TO ACCE
SS ECH NO FIX INFO..... CALLED DLRSHF FOR INFO **** = OB
C TO CRM/SM, TERRY LANIER , ADV CRC THAT THEY WERE ABLE TO D
UPLICATED THE PROBLEM BUT THERE IS NO FIX FOR THE PROBLEM
YET, ENGINEERING IS AWARE AND DEVELOPING A REPAIR PROCEDURE
RIGHT NOW WHICH IS COMING SOON = CRM/SM, ADV CRC TO ADV CU
ST TO LET THE VEH WARM UP FIRST BEFORE TAKE OFF INFERENC
E CASE ID: 4899

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BEGINNING OF CONTACT

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13.41.19

INFORMATION ISSUE CASE NBR: 1388010382
REGION: 52 SOUTHWEST ZONE: A1 OPENED: 02/07/2002
VIN: 1FMY001B41KB24927 ENGINE: B VEH TYPE: T CLOSED: 02/07/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOUSTON STATE: TX ZIP: 77084
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 12000
DEALER NAME: LEADERSHIP FORD SALES CODE: F52006 P & A: 02490
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: JDECHAUS JACINTA DECHAUSAY
ACTION DATA/COMMENTS:

2002/02/07
10.43.90

CUSTOMER SAYS: VEH WILL NOT START AND DON'T THINK IT'S THE
BATTERY. THE STARTER IS NOT TURNING WOULD LIKE VEH TOWED
TO DLRSHF TO BE REPAIRED. PER CUSTOMER, DEALER SAYS: NON
E CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY
A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUS
TOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

EM82-827 21831

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION:	INFORMATION ISSUE	CASE NBR: 1395772951
VIN: 1FECU03111KB27041	ZONE:	OPENED: 10/22/2001
	ENGINE: 1	CLOSED: 10/22/2001
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	LOUISVILLE	STATE:	KY	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:					
DEALER NAME:		SALES CODE:		P & A:	
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: SURVEY
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: KDOCTROV KRISTA DOCTROVE
ACTION DATA/COMMENTS:

2001/10/23

10.58.27 CUSTOMER SAYS: - THE VEHICLE HAS BEEN TO THE DEALER 2 TIMES FOR STALLING CONCERNS - THE ENGINE WILL COMPLETELY STALL AND DIE....LOOSES ALL POWER STEERING...HAS TO MANUALLY RES TART THE VEHICLE TO GET IT GOING AGAIN..... - IN THE LAST 4 WEEKS THE VEH HAS STALLED 7 TIMES - THE VISIT TO THE DEALER WAS OCT. 15TH (2ND VISIT)...THE DEALER COULDN'T DUPLICATE THE PROBLEM AT THAT TIME - HASN'T BEEN HAVING ANY PROBLEMS LATELY....INTERMITTENT PROBLEM - WANTED TO CALL AND HAVE T HIS NOTED ON FILE PER CUSTOMER, DEALER SAYS: - AIR FLOW V AVLE AND IDLE REGULATOR HAVE REPLACED (OCT.11. 2001) CAC AD VISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (IN TERMITTENT) CONCERN IS NOTICED IMPERENCE CASE ID: 4462

5982-827 21832

ORIGIN: CACM03 - MANUAL - CORRESPONDENCE CSR COMMUNICATION: SURVEY

ACTION: 362 - CUSTOMER FOCUS - NO CONTACT REQUIRED/DECISION ALREADY RENDERED
DOCUMENT: 2790448 ANALYST: M HARNEY MELISSA HARNEY
ACTION DATA/COMMENTS:

2001/11/27

14.15.55 CUSTOMER SAYS: SURVEY -I HAVE HAD THE CAR IN TH SHOP 4 TI
MES FOR THE SAME PROBLEM WITHOUT RESOLUTION. THE PROBLEM IS
WITH THE ENGINE STALLING. THERE ARE APPROX 24 REGISTERED C
OMPLAINTS WITH NHTSA FOR THIS VERY PROBLEM. I AM NOT CONVIN
CED FORD KNOWS HOW TO CORRECT THE PROBLEM. THUS, IF THE PRO
BLEM IS NOT RESOLVED, I WILL FILE FOR THE LEMON LAW FOR THIS
VEHICLE PER CUSTOMER, DEALER SAYS: CAC ADVISED: - INF
ORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY
CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVIS
E CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) C

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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	INFORMATION ISSUE	CASE NBR: 1395772951
REGION:	ZONE:	OPENED: 10/22/2001
VIN: 1FMCU03111KB27041	ENGINE: 1 VEH TYPE: T	CLOSED: 11/27/2001

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2001/11/27

14.15.55 CONCERN IS NOTICED INFERENCE CASE ID: 4462

BEGINNING OF CONTACT

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REGION: 24 ORLANDO	INFORMATION ISSUE	CASE NBR: 1404492981
VIN: 1FMYU03101KA16003	ZONE: B1	OPENED: 10/26/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 10/26/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	LARGO	STATE:	FL	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	7500			
DEALER NAME:	WALKER FORD COMPANY	SALES CODE:	F24202	F & A: 04947
REASON CODE:	30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR			
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP			

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION; PHONE
 ACTION: 524 - SUPPORT DEALER'S POSITION
 DOCUMENT: ANALYST: MERONN1 MARK BROWN
 ACTION DATA/COMMENTS:

2001/10/26

10.30.42 CUSTOMER SAYS: THE CAR STALLS. SHE WAS TOLD THEY WOULD SWAP CARS WITH HER BUT THE FINAL PAPER WORK DOES NOT SHOW THIS. THEY ARE JUST TAKING THIS TRUCK IN AS A REGULAR TRADE. SHE WANTS THE CAR SWAPPED AND SHE DOES NOT PAY FOR ANYTHING. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - SUPPORT REPAIR PROCEDURE COMPLETED BY DEALER -IT IS FORDS POLICY TO REPAIR THE VEHICLE AS OPPOSED TO BUYING THE VEHICLE BACK. FORD WILL NOT BUY THE VEHICLE BACK. THE DEALERSHIP WILL REPAIR IT. -CUST HAS TO SPEAK TO DEALERSHIP ABOUT TRADING THE VEHICLE IN AND WHAT EVER AGREEMENT THEY REACH THE CRC CANNOT DO ANYTHING ABOUT IT. INFERENCE CASE ID: 4906

BEGINNING OF CONTACT
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REGION: 27 WASHINGTON	INFORMATION ISSUE	CASE NBR: 1436232761
VIN: 1FNYU04181KA34120	ZONE: E1	OPENED: 10/03/2001
	ENGINE: 1	CLOSED: 10/03/2001
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	PALMYRA	STATE:	VA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	9404				
DEALER NAME:	BRADY-BUSHEY FORD I	SALES CODE:	F27443	P & A:	00138
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: C-KEITHA CHRISTINA KEITH
ACTION DATA/COMMENTS:

2001/10/03
12.04.49 SHELVA CLEMENS, CSM, WASHINGTON, ATTN: R. MORRIS; AMOUNT DEV
IATION APPROVED BY EDNA ADELL, RAV COORDINATOR

=====

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REOPENED
DOCUMENT: ANALYST: C-KEITHA CHRISTINA KEITH
ACTION DATA/COMMENTS:

2001/10/10
11.51.30

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 1436312611
VIN: 1FMCU04161KA79177	ZONE: H2	OPENED: 10/09/2001
	ENGINE: 1	CLOSED: 10/09/2001
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				

6862-927 21835

CITY: GREER STATE: SC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 5000
DEALER NAME: FAIRWAY'S FIVE STAR SALES CODE: P21261 P & A: 02844
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: INTERNET
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MHORNE MICHEL HORNE
ACTION DATA/COMMENTS:

2001/10/09

17.02.35 CUSTOMER SAYS: I AM VERY CONCERNED ABOUT MY ENGINE STALLING AT 40-50 MPH. IT HAS HAPPENED 3 TIMES NOW. ITS ALWAYS BEEN AFTER WORK AT ABOUT THE SAME PLACE, BUT NEVER AT ANY OTHER TIME OR SPEED. THE ENGINE DIES BUT THE RADIO CONTINUES TO PLAY. THE ENGINE LIGHT COMES ON ORANGE, BUT THERE IS NO CODE LEFT IN THE COMPUTER. I'VE TAKEN IT BACK BOTH TIMES AND WE'RE GOING AGAIN MONDAY - DIFFERENT DEALER - MAYBE THEY WILL KNOW SOMETHING. THIS IS NOT A GOOD THING. WE ARE VERY DISAPPOINTED AND CONCERNED THAT THIS IS VERY DANGEROUS! WE REMAIN AWAITING FOR YOUR REPLY AS TO A RESOLUTION TO THIS PROBLEM.
PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED =====
-OBC TO DLR SPOKE TO SVC MGR MIKE -MIKE ADVISE THAT THEY HAVE TEST DROVE THE VEHICLE AND RAN TEST BUT CANNOT DUPLICATE THE CONCERN. -ADVISE CUST TO STAY IN CONTACT WITH THE DLR REGARDING THE ISSUE. INFERENCE CASE ID: 4462

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 47 CINCINNATI	ZONE: A1	INFORMATION ISSUE	CASE NBR: 1437531701
VIN: 1FMYU04181KB23783	ENGINE: 1	VEH TYPE: T	OPENED: 03/08/2002
			CLOSED: 03/08/2002

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CINCINNATI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 7900
DEALER NAME: WALT SWEENEY-WEST H SALES CODE: P47005 P & A: 01909
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

EM02-027 21838

DOCUMENT: ANALYST: ISMITHEN IESHA SMITHEN
ACTION DATA/COMMENTS:

2002/03/08

13.49.56 CUSTOMER SAYS: =STATES THAT VEH STALLS- NORMAL TEMP- INTERMITTENT- =STATES THAT SHE HAS BROUGHT VEH TO DLR FOR CONCERN =SEEKING FOR VEH TO BE REPAIRED OR VEH REPLACED ITSELF PER CUSTOMER, DEALER SAYS: =STATE THEY CANNOT DUPLICATE THE CONCERN =STATES THAT THEY CANNOT RETURN THE VEH CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED =CAC ADVISED CUST THAT DLR IS IN THE BEST POSITION TO ASSIST W/ TRADE IN OR BUYBACK INFERENCE CASE ID: 4462

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MASTER CONSUMER RELATIONS SYSTEM III

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REGION: 10 SDR	INFORMATION ISSUE	CASE NBR: 1455110372
VIN: 1FMYU041X1KA00051	ZONE: F3	OPENED: 02/28/2002
	ENGINE: 1	CLOSED: 02/28/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	TROY	STATE:	MI	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	8000				
DEALER NAME:	JACKY JONES LINCOLN SALES	CODE:	L26180	P & A:	10103
REASON CODE:	1114 AWA - AWA DENIED				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 526 - ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
DOCUMENT: ANALYST: GHEAM GARTH BEAM
ACTION DATA/COMMENTS:

2002/02/28

16.20.40 CUSTOMER SAYS: == VEH QUIT RUNNING == EXPERIENCED A BREA
K DOWN IN GAINSVILLE GEORGIA == VEH WAS TOWED TO THE DLRSH/
NOT SURE WHERE THE VEH WAS TOWED == CUST WAS GIVEN A RENTAL
VEH BY GREEN FORD IN GAINSVILLE GEORGIA == == HAS BEEN @ T
HE DLRSH SINCE DEC/27/01 == CUST DID NOT MAKE PAYMENT ON
THE VEH == CUST HAS NOT SPOKEN TO THE DLRSH SINCE THE VEH

8062-027 21837

WAS TOWED == CUST IS SEEKING ASSISTANCE == PER CUSTOMER, D
 DEALER SAYS: == NONE CAC ADVISED: - I HAVE REVIEWED YOUR
 AND UNFORTUNATELY, THERE ARE NO WARRANTIES, PSA/CSP ON YOUR
 VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR =====
 ===== == OBC TO GREENE FORD IN GAINVILLE GE
 ORGIA == DLR HAS NO RECORDS ON THE CUST == RECOMMEND THAT
 CRC CALL THE DLR ACCROSS THE STREET = =====
 ===== == OBC TO JACKY JONES L-M == SPOKE
 WITH NICK ALLEN == WAS ADVISED THAT THE VEH HAS BEEN REPOSE
 ES BY FORD CREDIT == VEH HAS BEEN IMPOUNDED BY THE POLICE D
 EPARTMENT BECAUSE THE CUST LEFT THE PARKED IN THE MIDDLE OF
 THE ROAD == =====
 INFERENCE CASE ID: 5411

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

=====
 INFORMATION ISSUE CASE NBR: 1464393541
 REGION: ZONE: OPENED: 12/20/2001
 VIN: 1FMYU04121KF10068 ENGINE: 1 VEH TYPE: T CLOSED: 12/20/2001
 =====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: TARRYTOWN STATE: NY ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XI/T 4X4
 MILEAGE: 30200
 DEALER NAME: SALES CODE: P & A:
 REASON CODE: 30NR PROD/COMP DUR/PERF - MULTIPLE REPAIR
 SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
 DOCUMENT: ANALYST: CBASDEO CINDY BASDEO
 ACTION DATA/COMMENTS:

2001/12/20

12.53.25

CUSTOMER SAYS: -PATRICIA WALKER -THE VEH STALLS OUT INTER
 MITTENTLY -DLR WAS UNABLE TO REPAIR THE VEH AFTER PARTS WE
 RE REPLACED -THE VEH IS AT THE DLRSHIP -THE CUST WOULD LIK
 E TO KNOW IF THE CONCERN CAN BE RESOLVED BEFORE THE WARRANTY
 IS UP AND THE VEH HAS BEEN TO THE DLR 5 TIMES PER CUSTOME
 R, DEALER SAYS: -DAN HUCKY FORD CHESNUT NY CAC ADVISED:
 - CRC UNABLE TO REACH DEALER - CRC WILL RE-CONTACT DEALER N
 EXT BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER
 *****OBC TO DLR ***** -LEFT A MESSAGE FOR CRM
 LINDA TO CALLBACK INFERENCE CASE ID: 4909

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 227 - INQUIRY FROM DEALER
 DOCUMENT: ANALYST: CBASDEO CINDY BASDEO
 ACTION DATA/COMMENTS:

EQ02-027 21836

16.21.17 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: -LINDA CRM CALLED BACK -NO CODES FOR THIS CONCERN FROM
THE COMPUTER -CANNOT BE DUPLICATED -NO FUTHER ACTION AT T
HIS TIME -CSR WILL FOLLOW UP WITH THE CUST

ORIGIN: CACMD2 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: CBASDEO CINDY BASDEO
ACTION DATA/COMMENTS:

2001/12/21

09.41.51 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: -OBC TO CUST -LEFT A MESSAGE TO CALL BACK -NEXT CSR PL
BASE ADVISE CUST THAT DLR UNABLE TO DUPLICATE CONCERNS -WHE
N CONCERN IS MORE NOTICEABLE CONTACT DLRSHIP -ALSO ADVISE C

CONSUMER AFFAIRS

06/18/2002 NMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 1464393541
REGION: ZONE: OPENED: 12/20/2001
VIN: 1FMYD04121KF10068 ENGINE: 1 VEH TYPE: T CLOSED: 12/21/2001

2001/12/21

09.41.51 UST OF DLR GENERATED INFO

2002-027 21838

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 47 CINCINNATI	ZONE: A1	INFORMATION ISSUE	CASE NBR: 1477492121
VIN: 1FMYU04131KA45087	ENGINE: 1	VEH TYPE: T	OPENED: 07/31/2001
			CLOSED: 07/31/2001

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: SPRINGDALE	STATE: OH	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 5000		
DEALER NAME: MONTGOMERY FORD	SALES CODE: F47006	F & A: 06339
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

=====

ORIGIN: CACT38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: RJOUZDAN ROZA JOUZDANI
 ACTION DATA/COMMENTS:

2001/07/31

13.14.26 CUSTOMER SAYS: - IT HAS BEEN TO THE DEALER 3 TIMES. - THE VEH IS AT THE DEALERSHIP SINCE THIS MORNING. - THE VEH STALLS AFTER 10 MINUTES DRIVING. - CUST DOESN'T FEEL SAFE DRIVING THIS VEH. - CUST FEELS THAT SHE IS GOING TO HAVE AN ACCIDENT. PER CUSTOMER, DEALER SAYS: - BOB WILLIAMS - THEY ARE GOING TO CONTACT SOMEONE @ FORD. - THE FIRST TIME THEY CHANGED SOME PARTS. - THEY ARE GOING TO KEEP THE VEH FOR A FEW DAYS. CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED -----OB C TO DEALER----- +++AS PER ROBBY, IN SER/M, - THEY HAVE TEST DRIVEN THE VEH BEOPR AND HAVE PUT IT ON DIAGNOSTIC MACHINE. - THEY CAN'T GET THE VEH TO ACT UP. - NOW TECHNICIAN IS GOING TO TEST DRIVE THE VEH FOR A FEW NIGHT AND HOPE THAT IT DOES WHAT THE CUST SAYS IT DOES. - IF THEY CAN'T FIND THE PROBLEM, THEY CAN'T FIX IT. --ADVISED CUST OF THE ABOVE-- INFERENCE CASE ID: 4462

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 27 WASHINGTON	INFORMATION ISSUE	CASE NBR: 1485771062	
VIN: 1FMCU04131KC65095	ZONE: B1	OPENED: 04/16/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 04/16/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	SILVER SPRING	STATE:	MD	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	8000				
DEALER NAME:	CENTURY FORD INC	SALES CODE:	F27043	F & A:	00130
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: APATEL ANISAH PATEL
ACTION DATA/COMMENTS:

2002/04/16

13.18.42 CUSTOMER SAYS: -THE VEH HAS STALLED 4 TIMES ALREADY AND IS CURRENTLY AT THE DLR. -DLR STATED THIS IS A KNOWN CONCERN AND THEY MAY KNOW WHAT NEEDS TO BE FIXED. CUST WANTS TO KNOW WHY FORD HASN'T DONE ANYTHING TO ADDRESS THE ISSUE YET IF W E'RE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR -OBC TO DLR-SPOKE WITH SVC ADV JIM COLLINS WHO INFORMED ME THERE WAS A TSB ISSUED TO REPROGRAM PCM AND THAT IS WHAT DLR IS DOING AS WELL AS ROAD TESTING VEH TO ENSURE N OTHING ELSE IS WRONG WITH THE VEH. -INFORMED CUST OF ABOVE. INFERENCE CASE ID: 4591

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 71 CALIFORNIA	INFORMATION ISSUE	CASE NBR: 1490550931	
VIN: 1FMCU04161KA98893	ZONE: B1	OPENED: 01/14/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 01/14/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				

ER02-827 21841

CITY: VENTURA STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 14000
DEALER NAME: R E BARBER FORD SALES CODE: F71457 P & A: 05599
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: VSINGH VIKRAM SINGH
ACTION DATA/COMMENTS:

2002/01/14

19.55.20 CUSTOMER SAYS: - VEH STALLED WHILE DRIVING 35-40 MPH & AF
TER MINUTE THE VEH STARTED. - CONCERN NOTICED FIRST TIME
VEH BEEN RUNNING FINE. - NOT DIAGNOSED BY THE DLR YET
. PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - WE
RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP
- INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTA
CT CRM/SERV MGR. - ADVISED CUST NO OPEN FSA/CSP RELATED TO
THE CONCERN. INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 44 PITTSBURGH ZONE: A2 CASE NBR: 1492972131
VIN: 1FMYU04121KB63776 ENGINE: 1 VEH TYPE: T OPENED: 08/01/2001
CLOSED: 08/01/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LISBON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 6000
DEALER NAME: COLUMBIANA FORD-MER SALES CODE: F44063 P & A: 02212
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

6282-027 21842

DOCUMENT: ANALYST: JSEYMOUR JOSHUA SEYMOUR
ACTION DATA/COMMENTS:

2001/08/01
13.39.51

CUSTOMER SAYS: ON JULY 4TH THE VEHICLE COMPLETELY STALLED ON ME I LOST BRAKES AND POWER AND ALMOST HIT A CAR THE DEALERSHIP MADE SOME ADJUSTMENTS BUT THE PROBLEM REOCCURRED YESTERDAY CUSTOMER STATES SHE DOES NOT FEEL SAFE DRIVING THE VEHICLE THE STEERING, ELECTRICAL, BRAKES ALL FAILED THE VEHICLE WAS STOPPED AND IT MUST BE RESTARTED PER CUSTOMER, DEALER SAYS: COLUMBIANA FORD-MERCURY ADVISED THE CUSTOMER CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 HMPAIPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 47 CINCINNATI	ZONE: A1	INFORMATION ISSUE	CASE NBR: 1496272571
VIN: 1FMCU04111KF42939	ENGINE: 1	VEH TYPE: T	OPENED: 09/14/2001
			CLOSED: 09/14/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	WEST CHESTER	STATE:	OH	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	16997				
DEALER NAME:	JOHN NOLAN FORD INC	SALES CODE:	F47009	P & A:	01954
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/09/14

13.47.07 JUDY MC LAUGHLIN, CSM, CINCINNATI
ATTN: ROBERT NOLAN

=====

ORIGIN:	DEALER - DEALER COMMUNICATION: PHONE
ACTION:	DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT:	ANALYST: S-DATTIL JOHN NOLAN FORD INC

5002-027 21843

ACTION DATA/COMMENTS:

2001/09/17

09.03.24 CUSTOMER WAS GIVEN AN OAC FOR 3000.00

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
 ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
 DOCUMENT: ANALYST: C-KEITH4 CHRISTINA KEITH
 ACTION DATA/COMMENTS:

2001/10/03

13.17.08

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 1497853171
REGION: 44 PITTSBURGH	ZONE: C2	OPENED: 11/30/2001
VIN: 1FMYDG4151KA34477	ENGINE: 1 VEH TYPE: T	CLOSED: 11/30/2001
=====		
LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: STRONGSVILLE	STATE: OH	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 10010		
DEALER NAME: WILLIAMS MOTOR CO.,	SALES CODE: F44130	P & A: 02173
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN		
SYMPTOMS: 507493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: SBROWN48 STACY BROWN
 ACTION DATA/COMMENTS:

2001/11/30

14.22.32

CUSTOMER SAYS: *STATES THAT HE SHOULD BE GETTING A CONTACT FROM A REGIONAL MGR ACCORDING TO PREVIOUS REP, BUT HAVE NOT HEARD BACK FROM THEM AS YET PER CUSTOMER, DEALER SAYS: WILLIAMS MOTOR CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED ++AS PER OBC TO DLR: -CRM (MARILYN) UNAVAILABLE...SPOKE TO GARY SMITH (SM)--HAVE NEVER BEEN TO VERIFY THE COMPLAINT...CUSTOMER CAME TO THEM WITH DOWNLOADED TECH DATA AND REQUESTED THE ESC RELAY GET REPLACED...THEY REPLACED IT, BUT IT DIDN'T TAKE CARE OF HIS PROBLEM *THIS CUSTOMER IS DUE TO COME BACK TO THE DLR NEXT WEEK AND AT THAT TIME THEY WILL RE-CHECK HIS CONCERNS... INFERENCE CASE ID: 4462

E982-027 21844

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

INFORMATION ISSUE
CASE NBR: 1502612991
REGION: 21 ATLANTA ZONE: B1 OPENED: 10/26/2001
VIN: 1FMYU03191KE84604 ENGINE: 1 VEH TYPE: T CLOSED: 10/26/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MARIETTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 14353
DEALER NAME: WADE FORD, INC. SALES CODE: F21004 P & A: 00478
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/10/26
13.57.41 NICOLE COUVREUR, CSM, ATLANTA
ATTN: CEDRIC RUFF

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC003 - SUBMIT OAC TO ALTERNATIVE NAME
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/10/29
09.55.33

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/11/14
13.40.27

ERG2-827 21845

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 53 KANSAS CITY	INFORMATION ISSUE	CASE NBR: 1504673010
VIN: 1FMYU04101KB00359	ZONE: A1	OPENED: 09/06/2001
	ENGINE: 1	CLOSED: 09/06/2001
	VEH TYPE: T	

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	BELTON	STATE:	MO	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE ILT 4X4	
MILEAGE:	9000			
DEALER NAME:	G R MILNER FORD SAL	SALES CODE:	F53406	P & A: 05105
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN			
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP			

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: SPALERMO SARRINA PALERMO
 ACTION DATA/COMMENTS:

2001/09/06

11.52.32 CUSTOMER SAYS: - IT HAS HAPPENED 5 TIMES NOW WHERE THE ENG
 INE SHOTS RIGHT OFF, IT STARTS RIGHT BACK UP WHEN I TRY TO S
 TART THE VEHICLE - IT IS AN INTERMITTENT CONCERN AND IT HAS
 ONLY HAPPENED 5 TIMES IN THE SPAN OF 11 MONTHS AND WEATHER
 CONDITIONS ARE NOT A FACTOR - THE DLRSHP SAYS THAT THEY CAN
 NOT DUPLICATE THE CONCERN, SO THEY CAN'T FIX IT - THIS IS
 SCARY AND IT COULD CAUSE ME TO GET INVOLVED IN A VEHICLE ACC
 IDENT ON THE FREEWAY - I WANT FOR TO BUY BACK THE VEHICLE A
 T NO PENALTY TO ME OF MY HUSBAND - I WILL BE CONTACTING MY
 LAWYER ON THIS ISSUE IF I DO NOT GET WHAT I WANT PER CUSTOM
 ER, DEALER SAYS: - THERE ARE NO CODES IN THE SYSTEM, AND W
 E CAN NOT DUPLICATE THE CONCERN =====
 ===== - OBC TO G R MILNER FORD, SPOKE TO T
 IM, SRV MGR, HE STATED TAHT SHE HAS BEEN IN ONCE FOR THIS CO
 NCERN AND THEY FOUND NO FAULT FOUND CAC ADVISED: - INFORM
 WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANN
 OT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CU
 STOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCE
 RN IS NOTICED - ADVISED THE CUSTOMER THAT FORD'S GOAL IS TO
 REPAIR THE VEHICLE UNDER THE B-T-B WARANTY SPECIFICATION, F
 ORD WILL NOT BUY BACK OR REPLACE THE VEHICLE FROM THE CUSTOM
 ER INFERENCE CASE ID: 4462

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 1508812781	
VIN: 1FMCU04151KB03341	ZONE: M1	OPENED: 10/05/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 10/05/2001

=====

LAST NAME:	██████████	FIRST NAME:	██████████	STATUS:	CLOSED
TITLE:	██████████	MI:	██████████		
ADDRESS:	██████████				
CITY:	SEYMOUR	STATE:	CT	ZIP:	██████████
HOME PHONE:	██████████				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	3500				
DEALER NAME:	HEALEY FORD LINCOLN	SALES CODE:	F13426	P & A:	03615
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: JTAYLOR JULLIAN TAYLOR
ACTION DATA/COMMENTS:

2001/10/05

14.05.31 CUSTOMER SAYS: -AT PARENTS HOME - PHONE NUMBER IS ██████████
██████████ -BOUGHT VEH FRM HALBY FORD IN APRIL -VEH HAS BEEN TO
DLR 3 TIMES FOR STALLING -STALLS AT DIFFERENT SPEEDS -VEH
HAS TO BE COASTED TO THE SIDE AND THEN PUT IT IN PARK THEN T
HE VEH WILL START -VEH IS CURRENTLY AT THE DLR FOR THE 3RD
TIME -THEY ARE GOING TO DO THE REPAIRS AND THEN GIVE IS BAC
K -THINK OF CONTACTING THE ATTORNEY GENERAL THINK IT IS A L
KMON -BEEN DEALING WITH THE SAME DLR FOR 17 YEARS -WANT TO
GET SOME SATISFACTION -JUST GOT OFF THE PHONE AND THE DLR
STILL DOES NOT KNOW WHAT IT IS -THINK THE DLR IS GUESSING
AT THE REPAIRS SHOULD BE - DLR HAS NOT FOUND ANY PROBLEMS W
ITH IT PER CUSTOMER, DEALER SAYS: -CANT FIND A PROBLEM -
CONTACTING FORD AND FORD GAVE THEM AUTHORIZATION TO REPLACE P
ARTS -THINK IT MAY BE THE SENSOR - IT WAS NOT IT -CURREN
TLY WAITING ON A PART WHEN THE PART IS IN THAT WILL BE IT TI
LL IT HAPPENDS AGAIN CAC ADVISED: - INFORM WHY THE DEA
LERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICAT
E THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO C
ONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTIC
ED -OBC TO DLR AND SPOKE WITH - RYAN (ASSISTANCE SERVICE
MGR) -RYAN ADVISED WE CONTACTED THE TECH HOTLINE - REPLAC
E SOME PARTS -THERE ARE NO CODE ON THE COMPUTER --CANNOT D
UPLICATE THE PROBLEM -UNTIL WE ARE ABLE TO DUPLICATE THE PR
OBLEM THERE IS NOTHING THAT WE CAN DO -CUST CAN LEAVE THE V
EH AND HAVE SOMEONE DRIVE IT AND TRY TO DUPLICATE IT OR BRIN
G IT BACK IT WHEN IT HAPPENDS AGAIN AND HAVE IT HOOKED UP TO
DIAGNOSTIC MACHINES INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 1529091432	
VIN: 1FMYU04191KF55203	ZONE: H1	OPENED: 05/23/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 05/23/2002

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

EP02-027 21847

CITY: GARRISON STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2000
DEALER NAME: FREEDOM FORD INC SALES CODE: F13536 P & A: 03636
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: JGONZA56 JESSICA GONZALEZ
ACTION DATA/COMMENTS:

2002/05/23
14.39.29

CUSTOMER SAYS: CUST HAS A PROBLEM WITH THE VEH STALLING IN
INTERMITTENTLY; CUST HAS BEEN TO THE DLRHSP; CUST IS UPSET BEC
AUSE DLRHSP HAS NOT FOUND PROBLEM AND REPAIR; CUST WANTS TO
KNOW IF THERE IS A RECALL PER CUSTOMER, DEALER SAYS: FR
EDOM FORD INC = TOLD CUST THAT THERE IS NOTHING WRONG CAC
ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP W
OULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSI
ST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANN
OT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO R
EPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DE
ALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERE
NCE CASE ID: 4452

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 48 DETROIT INFORMATION ISSUE CASE NBR: 1529410212
ZONE: E1 OPENED: 02/12/2002
VIN: 1FMYU04121KC40582 ENGINE: 1 VEH TYPE: T CLOSED: 02/12/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: WEST BLOOMFIELD STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11000
DEALER NAME: ALAN FORD INC SALES CODE: F48049 P & A: 03000
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 732 - PROVIDE ASSISTANCE

ER02-027 21648

DOCUMENT: ANALYST: DGERO DONNA GERO
ACTION DATA/COMMENTS:

2002/02/12
12.03.07

CUSTOMER SAYS: -CUST SAID THE VEHICLE IS BROKEN FOR THE 4TH TIME. -CUST SAID WHILE DRIVING THE RADIO GOES OUT AND THE VEHICLE STALLS WHILE DRIVING. -CUST SAID HE IS FOLLOWING THE PROVISIONS OF THE LEMON LAW SO HE IS CALLING TO INFORM FORD. --CUST IS SEEKING A LOANER/RENTAL VEHICLE PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I HAVE REVIEWED THE SITUATION AND SINCE YOU ARE SUCH A VALUED CUSTOMER TO FORD AND THE DEALERSHIP, WE WOULD LIKE TO PROVIDE YOU WITH A LOANER VEHICLE. - PLEASE RETAIN YOUR ORIGINAL RECEIPTS FOR THE LOANER VEHICLE AND SUBMIT THEM TO (PROVIDE EMPLOYEE NAME) THROUGH SM/CRM FOR REIMBURSEMENT ONCE YOUR SERVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF TOTAL PER DAY (\$28 F/M, \$36 L), NUMBER OF DAYS AS WELL AS TOTAL AMOUNT OF COMPENSATION. - PLEASE NOTE THAT FORD WILL NOT COVER FUEL, TAXES, INSURANCE OR MILEAGE COSTS. INFERENCE CASE ID: 5384

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 48 DETROIT	INFORMATION ISSUE	CASE NBR: 1529410212
VIN: 1FMY004121KC40582	ZONE: E1	OPENED: 02/11/2002
	ENGINE: 1	CLOSED: 02/11/2002
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	WEST BLOOMFIELD	STATE:	MI	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	11000				
DEALER NAME:	ALAN FORD INC	SALES CODE:	F48049	P & A:	03000
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INPO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: DGERO DONNA GERO
ACTION DATA/COMMENTS:

2002/02/11
11.58.24

CUSTOMER SAYS: -CUST SAID THE VEHICLE IS BROKEN FOR THE 4TH TIME. -CUST SAID WHILE DRIVING THE RADIO GOES OUT AND THE VEHICLE STALLS WHILE DRIVING. -CUST SAID HE IS FOLLOWING THE PROVISIONS OF THE LEMON LAW SO HE IS CALLING TO INFORM FORD. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP

ERG2-827 21849

- INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT C RM/SERV MGR.. ==OBC TO THE CRM/SM IN AN EFFORT TO GET THE CUST INTO A LOANER/RENTAL VEHICLE SINCE HE HAD TO TAKE THE VEHICLE INTO THE DL ON SEVERAL OCCASION. =LEFT MESSAGE FOR THE SM TO CONTACT ME AT # PROVIDED =CUST GOT CUT OFF BEFORE I CAN FINISH SPEAKING WITH HIM. OBC TO CUST AND ADVISE HIM TO TAKE THE PREVIOUS RECEIPTS TO THE DL AND SUBMIT FOR A RENTAL REFUND. INFERENCE CASE ID: 4591

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DGERO DONNA GERO
ACTION DATA/COMMENTS:

2002/02/12

11.47.17 D: OBC TO JIM LAWRENCE, LEFT MESSAGE FOR HIM TO RECONTACT ME.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DGERO DONNA GERO
ACTION DATA/COMMENTS:

12.03.09 D: OBC TO THE SM JIM LAWRENCE MR. LAWRENCE SAID IT IS A GOOD IDEA TO ASSIST THE CUST WITH A RENTAL =CUST WAS PROMIS

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 49 DETROIT	INFORMATION ISSUE	CASE NBR: 1529410212
VIN: 1FMYU04121KC40582	ZONE: E1	OPENED: 02/11/2002
	ENGINE: 1	VEH TYPE: T
		CLOSED: 02/12/2002

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2002/02/12

12.03.09 ED A RENTAL FOR 3 DAYS @ \$28. A DAY CUST WILL GIVE THE RECEIPTS TO THE DL ON THE RETURN OF THE VEHICLE. =SM SAID A NEW STARTER WAS ORDERED FOR THE CUST AND IT WILL TAKE 3 DAYS TO COMPLETE THE REPAIRS
CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 52 SOUTHWEST	INFORMATION ISSUE	CASE NBR: 1536800331	
VIN: 1FMYU03111KE58773	ZONE: E2	OPENED: 02/02/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 02/02/2001

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: AUSTIN STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 1705
DEALER NAME: COVERT FORD, INC. SALES CODE: F52302 P & A: 04437
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: SMILLE68 SUSAN MILLER
ACTION DATA/COMMENTS:

2001/02/02
14.54.39 LENORA LANDA CSM SOUTHWEST
ATTEN TRISH MORITA

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC003 - SUBMIT OAC TO ALTERNATIVE NAME
DOCUMENT: ANALYST: SMILLE68 SUSAN MILLER
ACTION DATA/COMMENTS:

15.03.53

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: SMILLE68 SUSAN MILLER
ACTION DATA/COMMENTS:

2001/02/13
17.36.52

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

 INFORMATION ISSUE CASE NBR: 1542472011
 REGION: ZONE: OPENED: 07/20/2001
 VIN: 1FMYU041X1KF18032 ENGINE: 1 VEH TYPE: T CLOSED: 07/20/2001

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: MARIETTA STATE: GA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 10000
 DEALER NAME: SALES CODE: P & A:
 REASON CODE: 8206 RENTAL/LOANER - RENTAL/LOANER REQUEST
 SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

 ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION; PHONE
 ACTION: 537 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; NO ASSISTANCE
 DOCUMENT: ANALYST: MMARSHAL MARSHA MARSHALL
 ACTION DATA/COMMENTS:

2001/07/20

15.58.03 CUSTOMER SAYS: CUST CALLS IN DEMANDING A SUPERVISOR BECAUSE HE FEELS THAT WAITING 2 WKS FOR AN ENGINEER TO LOOK AT THE VEH IS NOT EXCEPTABLE AND THAT HE SHOULD BE IN DANGER FOR HIS FAMILY BECAUSE HE CAN NOT GET A LOANER VEH TO DRIVE FROM THE DLR , OR SPEAK TO A REP THIS WEEKEND OR MONDAY. - VEH IS NOT AT THE DLR BUT IS AT THE CUST HOME, IT WAS NOT DECLARED NOT DRIVE-ABLE FROM THE DLR BECAUSE HE HAS THE VEH BUT HE REFUSES TO DRIVE THE VEH BECAUSE HE DOES NOT WANT TO GET HIS FAMILY IN AN UNSAFE VEH. CUST HAS A TSB FROM THE DLR STATING THAT THE VEH HAS NO FIX REPAIRS AND THAT FORD IS NOW LOOKING INTO WORKING ON THE VEHICLE REPAIRS - CUST FEELS THAT HE SHOULD NOT HAVE TO WAIT AND THAT IT IS NOT EXCEPTABLE TO HIM OR PROFESSIONAL CUST SERV - CUST WANTS TO SPEAK TO THE REP PERSONNALLY BECAUSE HE FEELS HE HAS AN EXCEPTIONAL SITUATION THAT NEEDS TO BE ADDRESSED IMMEDIATELY -- CUST IS SEEKING A SUPERVISOR----- PER CUSTOMER, DEALER SAYS: - JIM TIDWELL'S WORLD FORD CAC ADVISED: - ADVISE CUSTOMER THAT VEHICLE HAS NOT LOANER PROVISIONS. FORD WILL NOT PROVIDE ASSISTANCE FOR A LOANER VEHICLE. - ----- ADV THE CUST THAT A FORD REP WAS CONTACTED AND THE ENGINEER S, FOR DLR WILL CONTACT THE CUST WHEN THE ENGINEER IS AVAILABLE TO LOOK AT THE VEHICLE - NO NUMBER ARE PROVIDED FOR THE REP OR IS PROVIDED ----- INFERENCE CASE ID: 5326

 ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
 DOCUMENT: ANALYST: PSINGH5 PRIYA SINGH
 ACTION DATA/COMMENTS:

2001/07/25

10.25.41 -OBC TO CUST ON JULY 25, 10:24 AM -1ST ATTEMPT; LEFT MSG; W

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 1542472011
REGION:	ZONE:	OPENED: 07/20/2001
VIN: 1FMYU04LX1KF18032	ENGINE: 1 VEH TYPE: T	CLOSED: 07/25/2001

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2001/07/25

10.25.41 ILL TRY AGAIN

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
 DOCUMENT: ANALYST: PSINGHS PRIYA SINGH
 ACTION DATA/COMMENTS:

12.55.11 -OBC TO CUST ON JULY 25, 12:45 PM -2ND ATTEMPT, REACHED CUS
 T -CUST VERY UPSET, WILL NEVER BUY FORD AGAIN, WILL NOT HAV
 E NICE WORDS ABOUT FORD TO SAY TO ANYONE -ADVISED THAT WE S
 UPPORT PREVIOUS DECISION, FORD CRC CANNOT EXPEDITE APPTWT WI
 TH ENGINEER FROM FORD -APOLOGIZE FOR ISSUE, STAY IN TOUCH W
 ITH SERV MGR *****ISSUE CLOSED*****

 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
 D: *****SUPERVISOR OBC (PRIYA, EXT 2660)*****

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 1567510282
REGION: 41 CHICAGO	ZONE: A1	OPENED: 01/28/2002
VIN: 1FMYU01121KA58711	ENGINE: 1 VEH TYPE: T	CLOSED: 01/28/2002

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LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]

8902-827 21853

CITY: CHICAGO STATE: IL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 9500
DEALER NAME: WEBB FORD ON 95TH, SALES CODE: F41004 P & A: 02940
REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 69B - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
DOCUMENT: ANALYST: YJAFER YASMIN JAFFER
ACTION DATA/COMMENTS:

2002/01/28

15.32.44 CUSTOMER SAYS: CUST SAYS HE TOOK VEH TO BE SERVICED 3 TIME S FOR THE SAME PROBLEM-VEH IS STALLING-DURING ACCELARATION-W HEN SLOWING DOWN -CUST WANTS LOANER- PER CUSTOMER, DEALER SAYS: -WEBB FORD -PURCH DLRSHF-CHANGED PROCESSOR-DID NOT S OLVE PROBLEM -2ND TIME-DEC 7-HELD VEH FOR 7 DAYS-COUPLE DAY S VEH EXHIBITED SAME CONCERN -JAN15-WAS TAKEN TO DLRHSP-VEH EXHIBITED CONCERN AGAIN-ON 25TH THERSA GAVE CUST WRONG PAPER WORK AND WAS TOLD PAPER WORK AND HAS NOT RECEIVED PAPERWOR K CAC ADVISED: - PLEASE ALLOW THE DEALERSHIP THE OPPORTUNI TY TO INSPECT THE VEHICLE AND ADDRESS YOUR CONCERN. - UNTI L THE VEHICLE IS INSPECTED BY A FORD DEALERSHIP. - WE ARE U NABLE TO DISCUSS ANY FORM OF ASSISTANCE INFERENCE CASE ID: 5410

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: YJAFER YASMIN JAFFER
ACTION DATA/COMMENTS:

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: WEBB FORD J OSEPH GANNUSCIO SERVICE MANAGER PHONE: 708-423-3500
CAC ADVISED: -OBC TO DLRHSP TO SEE IF CUST COULD BE PR OVIDED WITH LOANER-ADVISED CUST THAT THERE ARE NO LOANER PRO VISIONS AND HE WAS UPSET-HUNG UP

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 16 PHILADELPHIA INFORMATION ISSUE CASE NBR: 1570370702
ZONE: A1 OPENED: 03/11/2002
VIN: 1FMYU04LKLKD92027 ENGINE: 1 VEH TYPE: T CLOSED: 03/11/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORRISTOWN STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 13800
DEALER NAME: FRED BEANS FORD LIN SALES CODE: F16410 P & A: 01203
REASON CODE: 3025 PROB/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

EP02-027 21804

DOCUMENT: ANALYST: CEDWARD CHARLENE EDWARDS
ACTION DATA/COMMENTS:

2002/03/11

15.49.34 CUSTOMER SAYS: - CUST IS HAVING INTERMITTENT STALLING PROBLEM - CUST S/A INFORMED CUST OF AN OASIS REPORT OF A SERVICE BULLETIN FOR THIS - S/A INFORMED CUST TO CALL CUSTOMER RELATIONS TO GET REPAIR AUTHORIZATION FOR SOMETHING LIKE THIS SINCE CUST WILL HAVE TO PAY IT WOULD NOT BE COVERED UNDER WARRANTY PER CUSTOMER. DEALER SAYS: FRED BEANS FORD SCOTT HAMER CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR >> CUST VEH IS UNDER WARRANTY, NO REASON WHY THIS WOULD NOT BE COVERED >> HOWEVER IF IT IS AN INTERMITTENT CONCERN THE CONCERN HAS TO BE SENT IN ORDER FOR THE DLR SHIP TO DUPLICATE THE PROBLEM IN ORDER TO REPAIR THE VEH INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 71 CALIFORNIA	ZONE: C3	INFORMATION ISSUE	CASE NBR: 1576671342
VIN: 1FMCU03131KB83398	ENGINE: 1	VEH TYPE: T	OPENED: 05/14/2002
			CLOSED: 05/14/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: PARAMOUNT	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: [REDACTED]		
DEALER NAME: CERRITOS FORD	SALES CODE: F71055	P & A: 05401
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: KINGRAM KERRY-ANN INGRAM
ACTION DATA/COMMENTS:

2002/05/14

15.51.22 CUSTOMER SAYS: >THE CUST IS CALLING BECAUSE THE VEH HAS BEEN IN AT THE DLR 6- 9 TIMES >THE VEH HAS BEEN @ THE DLR SINCE LAST WEEK >THE VEH'S PROBLEM IS THE COMPUTER SWITCH >THE VEH SHUTS OFF ON THE CUST ABOUT 3 TIMES >THE CUST STATES THAT SHE NO LONGER WANTS THE VEH AND SHE WANTS TO HAVE IT TRADED IN AND GIVEN A NEW VEH PER CUSTOMER, DEALER SAYS:

EA02-027 21885

NONE>>> CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR >>>>>OBC TO THE DLR AND SPOKE WITH THE SM JEFF PARSLEY WHO STATED THAT THERE IS NOTHING WRONG WITH THE VEH BUT THE CUST CAN COME IN AND SPEAK WITH THE CRM CHRISTY COLE WHO WOULD BE ABLE TO INFORM AS TO THE SAFTY OF THE VEH INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MNFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 72 SAN FRANCISCO	INFORMATION ISSUE	CASE NBR: 1599130912
VIN: 1FMCU04111KD85042	ZONE: A1	OPENED: 04/01/2002
	ENGINE: 1	CLOSED: 04/01/2002
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	TRUCKEE	STATE:	CA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XL/T 4X4		
MILEAGE:	19000				
DEALER NAME:	JONES-WEST FORD	SALES CODE:	F72404	P & A:	07809
REASON CODE:	1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL

ACTION: 738 - PROVIDE ASSISTANCE

DOCUMENT: ANALYST: MBROWN10 MICHAEL BROWN

ACTION DATA/COMMENTS:

2002/04/01

16.37.23

CUSTOMER SAYS: -CUST SEEKING LOANER VEH -THE VEH STALLED AND WAS TOWED TO THE DLRSHIP ON SATURDAY. PER CUSTOMER, D BAKER SAYS: JONES - WEST FORD 3600 KIETZKE LANE RENO, NV 89502 TEL: [REDACTED] CAC ADVISED: - I HAVE REVIEWED THE SITUATION WITH WITH YOUR DEALERSHIP AND THEY HAVE AGREED THAT DUE TO YOUR LOYALTY TO FORD AND THE DEALERSHIP THAT THEY WOULD LIKE TO PROVIDE YOU WITH A LOANER VEHICLE FOR "X" NUMBER OF DAYS. - PLEASE SPEAK TO (PROVIDE NAME) SM/CRM TO ARRANGE THE DETAILS OF THE ASSISTANCE -##OBC TO DLRSHIP -SPOKE WITH JAY (SRV ADVISOR) HE ADVISE THE CSR THAT THE CUST IS GOOD AND SHE CAN CONTACT THE DLRSHIP AND SPEAK TO BJ SRV ADVISOR. -JAY ALSO ADVISED THE CSR THAT THE CUST WILL GET A LOANER VEH FROM THE DLRSHIP. INFERENCE CASE ID: 5386

EP82-827 21856

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 1599552551
VIN: 1FMYU04121KB61574	ZONE: LI	OPENED: 09/12/2001
	ENGINE: 1	CLOSED: 09/12/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: WAVERLY	STATE: NY	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 3500		
DEALER NAME: SIMMONS ROCKWELL PO	SALES CODE: F13557	P & A: 02887
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN		
SYMPTOMS: 507493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: URAMRICK UMRSH RAMRICK
ACTION DATA/COMMENTS:

2001/09/12

16.38.29

CUSTOMER SAYS: -THE CUST SAYS THAT HER 2001 ESCAPE STALLS WHILE IN MOTION -THIS HAS OCCURRED THREE TIMES IN THE LAST THREE MONTHS -THE CUST FEELS VERY UNSAFE BECAUSE WHEN THE VEH STALLS SHE LOSES ALL BRAKING AND STERRING CONTROL -SHE HAS SEEN SEVERAL INSTANCES OF THIS OCCURENCE ON THE NHTSA WEB SITE PER CUSTOMER, DEALER SAYS: -THE DLR HAS BEEN UNABLE TO DUPLICATE THE PROBLEM CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

EP82-827 21857

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA          INFORMATION ISSUE          CASE NBR: 1622513480
VIN: 1FMYU02181KE77497    ZONE: E3                OPENED: 05/29/2001
ENGINE: 1                   VEH TYPE: T              CLOSED: 05/29/2001
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LAST NAME: [REDACTED]          FIRST NAME: [REDACTED]    STATUS: CLOSED
TITLE: [REDACTED]              MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GARNER                   STATE: NC                 ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001              MODEL: ESCAPE XLS 4X4
MILEAGE: 37500
DEALER NAME: CAPITAL FORD INC  SALES CODE: F21019      P & A: 00978
REASON CODE: 0404 DEALERSHIP - WORKMANSHIP
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP
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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 118 - ADVISE CUSTOMER WORKMANSHIP ISSUES MUST BE ADDRESSED BY DLR
DOCUMENT: ANALYST: MANTHONY WILLIAM ANTHONY
ACTION DATA/COMMENTS:

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2001/05/29

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10.47.49 CUSTOMER SAYS: - WHEN GOING INTO GEAR FROM NEUTRAL, VEH ST
ALLS - BEEN TO DLRSH 2 TIMES, THIS WOULD BE THIRD TIME -C
APITAL FORD PER CUSTOMER, DEALER SAYS: -GO TO SELLING DLR
SHF CAC ADVISED: - DEALERSHIPS ARE INDEPENDENTLY OWNED , O
PERATED - WORKMANSHIP ISSUES MUST BE ADDRESSED AT THE DEALE
R - ADVISE CUSTOMER TO CONTACT CRM/SERV MGR FOR ASSISTANCE
-----OBC DLRSHF SERVICE MANAGER- ANDY- HAVE NOT BEEN ABLE
TO DUPLICATE CONCERN, I FEEL THAT CAN NOT SATISFY CUST IN T
HAT HE DOES NOT WANT TO COME BACK TO DLRSHF INFERENCE CASE I
D: 4472

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 1622513480
VIN: 1FMYU02181KE77497	ZONE: E3	OPENED: 05/25/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 05/25/2001

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LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	GARNER	STATE:	NC	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X4		
MILEAGE:	37500				
DEALER NAME:	CAPITAL FORD INC	SALES CODE:	F21019	P & A:	00978
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: KROSS KIMBERLEE ROSS
ACTION DATA/COMMENTS:

2001/05/25
17.27.10

CUSTOMER SAYS: -CUST STATES THAT HE TOOK THE VEH TO THE DLR BECAUSE WHEN THE VEH CRANKS UP, IT CUTS OFF OR WHEN IN REVERSE -CUST STATES THAT WHEN HE TOOK IT TO THE DLR, THE EGR VALVE WAS REPLACED -CUST SAID THAT WHEN SHE PICKED UP THE VEH IT CUT OFF AGAIN THE DLR THEN REPLACED THE INTAKE GASKET -CUST STATES THAT HE ASKED THE DEALER FOR A LOANER VEH AND WAS TOLD BECAUSE HE DIDN'T PURCHASE HIS VEH THERE HE WILL NOT GET A LOANER -CUST STATES THAT HE CALLED HIS SELLING DEALER TO WORK ON HIS VEH AND WAS TOLD THAT THEY HAVE TO HAVE PERMISSION TO WORK ON HIS VEH -CUST STATES THAT HE WAS ADVISED BY HIS SELLING DEALER THAT HE HAS LOANER PROVISIONS -CUST STATES THAT HE DON'T WANT TO GO BACK TO CLASSIC FORD BECAUSE OF THE OVERALL SERVICE AND ATTITUDE THAT HE WAS GIVEN BY THE DEALER -CUST STATES THAT HE WANTS A SURVEY AND HIS SELLING DEALER TO WORK ON HIS VEH FOR HIM PER CUSTOMER, DEALER SAYS: -DLR TOLD CUST THAT BECAUSE HE DIDN'T PURCHASE HIS VEH THERE, HE CAN'T BE GIVEN A LOANER -DLR TOLD CUST THAT OVER 60 CUSTOMER'S COME IN TO THE DLR AND HAVE NO TIME TO CHECK TO SEE IF THEY HAVE ANY ESP WITH LOANER PROVISIONS -DLR TOLD CUST THAT HE WILL HAVE TO GO TO HIS SELLING DEALER FOR ASSISTANCE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE
CASE ID: 4904

CONSUMER AFFAIRS

06/18/2002 MMFAXPGR

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 1622513480
VIN: 1FMYU02181KE77497	ZONE: E3	OPENED: 05/25/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 05/29/2001

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

2002-027 21050

DOCUMENT: ANALYST: WANTHONY WILLIAM ANTHONY
ACTION DATA/COMMENTS:

2001/05/29
10.47.52

CUSTOMER SAYS: - WHEN GOING INTO GEAR FROM NUTRAL, VEH STA
LLE - BEEN TO DLRSH 2 TIMES, THIS WOULD BE THIRD TIME -
DOES NOT LIKE THE WAY CLASSIC FORD REPAIRED VEH PER CUSTOME
R. DEALER SAYS: -NONE CAC ADVISED: - WE RECOMMEND THE RE
PAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WIL
L BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFER
ENCE CASE ID: 4904

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 27 WASHINGTON	INFORMATION ISSUE	CASE NBR: 1653952401
VIN: 1FMCU041X1KE83230	ZONE: B1	OPENED: 08/28/2001
	ENGINE: 1	CLOSED: 08/28/2001
	VEH TYP: T	

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: COLUMBIA	STATE: MD	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 21236		
DEALER NAME: CRYSTAL FORD LTD	SALES CODE: F27002	P & A: 06677
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT		
SYMPTOMS: 687493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

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ER62-827 21880

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 685 - ADVISE CUSTOMER CRC WILL INVESTIGATE - REFER TO RESEARCH

DOCUMENT: ANALYST: NDOCKERY NICOLE DOCKERY
ACTION DATA/COMMENTS:

2001/08/28
17.35.21

CUSTOMER SAYS: -2001 FORD ESCAPE -15,525 MILES -ENGINE C
UT OUT ON ME THE OTHER DAY TWICE -ALMOST IN A HORRIFIC ACCI
DENT -TOOK INTO SRVC CENTER BUT PROBLEM WAS NOT REPAIRED -
TOLD TO COME PICK UP VEHICLE BUT SCARED TO DO SO SINCE I WAS
MADE AWARE BY SRVC DEPT THIS IS A NO FIX PROBLEM UNTIL FORD
FINDS A FIX FOR IT -MY FATHER OWNS THE DLRSHIP & I WORK TH
ERE ALSO MANAGE OTHER DLRSHIPS -I CAN CONTACT REGIONAL REP
BUT WANTED TO GO THROUGH PROPER CHANNELS FIRST -WILL BE GOI
NG THROUGH LEMON LAW HATE TO DO SO BUT IF I HAVE TO I WILL
-NO LONGER WANT THIS VEHICLE LOVE IT BUT SCARED PER CUSTOME
R, DEALER SAYS: -FORD INVESTIGATING PROBLEM -REPROGRAM VE
HICLE & GIVE BACK TO CUST -CAN DRIVE VEHICLE UNTIL FORD COM
ES OUT WITH A FIX/RECALL FOR PROBLEM CAC ADVISED: **OBC TO
SRVC DEPT SPOKE TO ROBERT SRVC ADVISOR WHO STATES HAVE BEEN
IN CONTACT WITH TECH HOT LINE HAVE DONE WHAT WE WERE TOLD B
UT IT IS NOT A FIX FOR THE VEHICLE INFORMED BY TECH HOTLINE
THERE IS NO FIX FOR THIS PROBLEM FORD IS INVESTIGATING IT
- INFORM CUSTOMER WE WILL RESEARCH ISSUE - CRC WILL RE-COM
TACT CUSTOMER WITH UPDATE INFERENCE CASE ID: 4900

ORIGIN: CACM04 - MANUAL - RESEARCH CSR COMMUNICATION: VISIT
ACTION: 402 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: KTHOMASL KAREN THOMAS-LITTLE
ACTION DATA/COMMENTS:

2001/08/29

14.55.35 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D:

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 27 WASHINGTON	ZONE: B1	CASE NBR: 1653952401
VIN: 1FMCU041K1KE93230	ENGINE: 1 VEH TYPE: T	OPENED: 08/28/2001
		CLOSED: 09/04/2001

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ORIGIN: CACM04 - MANUAL - RESEARCH CSR COMMUNICATION: VISIT
ACTION: 402 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: ACULTON ANGELA OULTON
ACTION DATA/COMMENTS:

2001/09/04

13.18.44 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: RESEARCH ADDCO: OBC TO DEALERSHIP SPOKE WITH KEITH -OW
NER'S STEP DAUGHTER OWNS THE VEHICLE -TECH WHO INSPECTED VE
HICLE AND CASSANDRA SERVICE ADVISOR WERE BOTH OUT OF DEALERS
HIP -WILL CALL BACK LATER TO CLARIFY ISSUE.

ORIGIN: CACM04 - MANUAL - RESEARCH CSR COMMUNICATION: VISIT
ACTION: 402 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: ACULTON ANGELA OULTON
ACTION DATA/COMMENTS:

2001/09/05

18.23.25 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: RESEARCH ADDCO: OBC TO DEALERSHIP SPOKE WITH CASSANDRA
-SAYS THAT SHE DOES NOT KNOW MUCH ABOUT THE SITUATION JUST
THAT THE VEHICLE HAS HAD SOME STALLING ISSUES AND THE SERVIC

EA02-027 21981

E DIRECTOR HAS ONE THAT IS DOING THE SAME -THEY HAVE BEEN CALLING HOTLINE AND DELAING WITH THEIR AREA REP ON THIS ISSUE
-SHE SUGGESTED I SPEAK TO BRETT DAVIS ABOUT THIS BUT HE IS NOT IN -WILL TRY HIM BACK TOMORROW.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: AOULTON ANGELA CULTON
ACTION DATA/COMMENTS:

2001/09/06

11.46.40 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: RESEARCH ADDCO: OBC TO DEALERSHIP SPOKE WITH BRETT DAVIS SERVICE DIRECTOR -THIS IS AN INTERMITTENT LOW SPEED STALL -SAYS TECH HAS CALLED HOTLINE AND CHECKED OASIS AND THIS IS A KNOWN CONCERN WITH THE V6 ENGINE -HE WILL BE CALLING ME BACK WITH MORE INFO TO SUPPORT THIS INFORMATION AS RCSR WAS UNABLE TO FIND ANY UPDATED INFORMATION -GAVE BRETT MY PH# TO C/B WITH INFO.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 1653952401
REGION: 27 WASHINGTON ZONE: B1 OPENED: 08/28/2001
VIN: 1FMCU041X1KE83230 ENGINE: 1 VEH TYPE: T CLOSED: 09/12/2001

ORIGIN: CACM04 - MANUAL - RESEARCH CSR COMMUNICATION: VISIT
ACTION: 402 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: AOULTON ANGELA CULTON
ACTION DATA/COMMENTS:

2001/09/12

11.43.54 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: RESEARCH ADDCO: -STILL WAITING TO HEAR BACK FROM SERVICE DIRECTOR RE CONCERN

ORIGIN: CACM04 - MANUAL - RESEARCH CSR COMMUNICATION: VISIT
ACTION: 403 - RESEARCH CONCLUDED - DEALER MUST CLOSE
DOCUMENT: ANALYST: AOULTON ANGELA CULTON
ACTION DATA/COMMENTS:

2001/09/13

09.51.09 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: RESEARCH ADDCO: NO FURTHER ACTION FROM RESEARCH AS DEALERSHIP HAS NOT RETURNED PHONE CALLS -RESEARCH UNABLE TO FIND ANY FURTHER UPDATES.

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-DAV13 CRYSTAL FORD
ACTION DATA/COMMENTS:

2001/09/24

11.04.05 CALLED TECH HOTLINE SPOKE TO JOSE. STILL UNDER INVESTIGATION BUT WOULD LIKE US TO CHECK GROUND 104,105 UNDER BATTERY TRAY AND REPLACE BEC CONTROL RELAY WITH UPDATED PART # POAZ-14N0 89-A. ALSO WANTS US TO CHECK VOLTAGE ANDAMPS BEING PUT OUT BY ALTERNATOR WITH FULL LOAD APPLIED.CUSTOMER HAS APPOINTMENT

8002-027 21852

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

1

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

 INFORMATION ISSUE CASE NBR: 1668572961
 REGION: 52 SOUTHWEST ZONE: C1 OPENED: 12/21/2001
 VIN: 1FMYU03171KC41082 ENGINE: 1 VEH TYPE: T CLOSED: 12/21/2001

 LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: HOUSTON STATE: TX ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XL/ 4X2
 MILEAGE: 4214
 DEALER NAME: TOMBALL FORD, INC. SALES CODE: F52055 F & A: 06042
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: CSAJINES CORAZON SAJINES
 ACTION DATA/COMMENTS:

2001/12/21
 13.45.34 CUSTOMER SAYS: VEH DIED 4X THIS WEEK SECURITY ALARM WILL
 BE DISCONNECTED TODAY THE VEH VIBRATES CUST PREPARE THAT
 PREVIOUS CSR TO CALL CELL PHONE; CONTACTED DLR TO SEEK LOA
 NER VEH WHILE DLR IS TRYING TO DUPLICATE CONCERN PER CUST
 OMER, DEALER SAYS: YOU HAVE TO PAY FOR A LOANER VEH WE HA
 VE TO KEEP YOUR VEH OR WE CAN CALL YOU WHEN THE MACHINE AR
 RIVE TO DIAGNOSE YOUR CONCERN CAC ADVISED: - DEALERSHIP I
 S IN THE BEST POSITION TO ASSIST YOU - CONTACT CRM/SERV MGR
 FOR ADDITIONAL INFORMATION - DOCUMENTED INFORMATION *****
 ***** P.S. CUST REQUEST TO BE CONTACTED ON HER CELL PHONE
 INSTEAD OF HER HOME NO. INFERENCE CASE ID: 1586

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 613 - CB-SUPPORT DEALERSHIP'S/REGION'S POSITION
 DOCUMENT: ANALYST: KGRKEM KAREN GREEN
 ACTION DATA/COMMENTS:

2002/01/10
 13.10.42 CUSTOMER SAYS: -VEH HAS DIED 5 TIMES WHILE DRIVING -ENGINE
 E TEMPERATURE DORSN'T MATTER -PROBLEM IS INTERMITTENT -CUB
 T. SEEKING ASSISTANCE IN GETTING THE VEH REPAIRED * * * SYS
 TEM UPDATE.. CUST CALLING TO SAY LAST DLR REPLACED A RELAY S
 WITCH AND THE VEH WAS FINE FOR A WEEK BUT IS CURRENTLY NOW D
 OING THE SAME THING AGAIN PER CUSTOMER, DEALER SAYS: NOIN
 E CAC ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS D
 LR/REGION DECISION INFERENCE CASE ID: 1539

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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INFORMATION ISSUE                                CASH NBR: 1668572961
REGION: 52 SOUTHWEST                             ZONE: C1          OPENED: 12/21/2001
VIN: 1FMYD03171KC41082 ENGINE: 1   VEH TYPE: T      CLOSED: 01/22/2002
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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NPOWELL NTIRDO POWELL
ACTION DATA/COMMENTS:

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2002/01/22
14.55.32 CUSTOMER SAYS: -CUST WANTED TO CALL TO UPDATE INFORMATION
ABOUT THE PROBLEM WITH THE VEH STALLING -VEH STALLED TWIC
E ON THE 17TH , 20TH ONCE, 22TH ONCE PER CUSTOMER, DEALER
SAYS: -NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE P
ERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT
TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE
ID: 4591

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 10 SDR	INFORMATION ISSUE	CASE NBR: 1736711282	
VIN: 1FMYU04181K987298	ZONE: P2	OPENED: 05/08/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 05/08/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	ALBANY	STATE:	OR	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	14900				
DEALER NAME:	NISSEN MOTOR COMPAN	SALES CODE:	F74409	P & A:	08504
REASON CODE:	2002 WARRANTY - COVERAGE INQUIRY				
SYMPTOM:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CACT38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 69B - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
DOCUMENT: ANALYST: RICHARD PIERRE RICHARD
ACTION DATA/COMMENTS:

2002/05/08
20.27.30

CUSTOMER SAYS: ===== WHAT IS THE CONCERN? -THE CUST HAD TRANSMISSION WORK DONE ON THE VEH THE CUST HAS HER CD PLAYER REPLACED FOUR TIMES CUST HAD THE ABS SENSORS REPLACED IN THE FRONT WHEELS -CUST VEH IS CURRENTLY STALLING AND SHE HAS HAD IT SERVICED FOR THIS CONCERN THREE MTHS AGO WHAT IS THE CUST LOOKING FOR CUST WOULD LIKE THE CURRENT PROBLEMS WITH HER VEH ADDRESSED AND REPAIRED PER CUSTOMER, DEALER SAYS: CAC ADVISED: - POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR CONCERN. - PLEASE TAKE YOUR VEHICLE TO THE F/L/M DEALERSHIP OF YOUR CHOICE TO HAVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WARRANTY/ESP WILL BE APPLICABLE INFERENCE CASE ID: 5409

CONSUMER AFFAIRS

06/18/2002 MCFAXPRG

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 71 CALIFORNIA	INFORMATION ISSUE	CASE NBR: 1737450361	
VIN: 1FMCU04LK1KES8617	ZONE: C3	OPENED: 04/15/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 04/15/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				

EP02-027 21885

CITY: [REDACTED] STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 23000
DEALER NAME: PEYTON CRAMER FORD SALES CODE: P71025 P & A: 05524
REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: TRUSSELL TANIA CAMPBELL RUSSELL
ACTION DATA/COMMENTS:

2002/04/15

08.38.29 CUSTOMER SAYS: -- CUST STATED THAT HAVE TAKEN VEH IN FOR S
TALLING OVER 6 TIMES ALSO OVER THE WEEKEND THIS STARTED HAPP
ENING. -- CUST STATED THAT THE LAST TIME VEH WAS IN DLR CHA
NGED THE RELAY AS PER SRV MESSAGE -- CUST STATED THAT DOES
NOT KNOW WHAT TO DO ABOUT THIS RIGHT NOW. PER CUSTOMER, DE
ALER SAYS: -- NONE CAC ADVISED: - I WOULD LIKE TO BE YO
UR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIV
ES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FU
RTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO
CONTACT YOU? IMPERFENCE CASE ID: 5408

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: MAIL
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TRUSSELL TANIA CAMPBELL RUSSELL
ACTION DATA/COMMENTS:

12.10.15 CUSTOMER SAYS: -- CUST STATED THAT HAVE TAKEN VEH IN FOR S
TALLING OVER 6 TIMES ALSO OVER THE WEEKEND THIS STARTED HAPP
ENING. -- CUST STATED THAT THE LAST TIME VEH WAS IN DLR CHA
NGED THE RELAY AS PER SRV MESSAGE -- CUST STATED THAT DOES
NOT KNOW WHAT TO DO ABOUT THIS RIGHT NOW. PER CUSTOMER, DE
ALER SAYS: NONE CAC ADVISED: -- OBC TO DLR CRM LINDA WHO
INFORMED THAT HAVE SENT OUT A DSB APPLICATION VIA THE SALES
PERSON TO THE CUST BEING VEH HAVE BEEN IN SO MANY TIMES FOR
THE SAME CONCERN.

CONSUMER AFFAIRS

06/18/2002 MEMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 71 CALIFORNIA	ZONE: C3	INFORMATION ISSUE	CASE NBR: 1737450361
VIN: 1FMCU041X1KE98617	ENGINE: 1	VEH TYPE: T	OPENED: 04/15/2002
			CLOSED: 04/17/2002

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ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: L-ARMENG LINDA ARMENGOU
ACTION DATA/COMMENTS:

2002/04/17

17.35.41 SENT CUSTOMER DISPUTE SETTLEMENT FORM

ENR2-827 21088

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 71 CALIFORNIA	ZONE: C3	CASE NBR: 1737450361
VIN: 1FMCU041X1KE98617	ENGINE: 1	OPENED: 04/17/2002
	VEH TYPE: T	CLOSED: 04/17/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	REDONDO BEACH	STATE:	CA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	23000				
DEALER NAME:	PEYTON CRAMER FORD	SALES CODE:	F71025	P & A:	05524
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 469 - ADVISE CUST TO PURSUE THE DSB, THE APPLICATION MUST BE MAILED
DOCUMENT: ANALYST: NCAMPBEL NOVELETTE CAMPBELL
ACTION DATA/COMMENTS:

2002/04/17

14.53.48 CUSTOMER SAYS: -CALLING BACK ON PREVIOUS ISSUES - CSE CAL
LED AND LEAVE MESSAGE FOR HER TO CALL, WOULD LIKE TO KNOW WH
AT THE ANSWERED IS ? PER CUSTOMER, DEALER SAYS: CAC ADV
ISED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU -
IN ORDER TO PURSUE DSB MUST MAIL IN THE APPLICATION ADVIS
ED CUST OBC TO DLR CRM LINDA WHO INFORMED THAT HAVE SENT

EA02-027 21867

CUT A DSE APPLICATION VIA THE SALES PERSON TO THE CUST BEING
VEH HAVE BEEN IN SO MANY TIMES FOR THE SAME CONCERN. INFERE
NCE CASE ID: 1564

CONSUMER AFFAIRS

06/18/2002 MMFAKFRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 16 PHILADELPHIA	ZONE: B1	INFORMATION ISSUE	CASE NBR: 1744272191
VIN: 1PMYUC2B01KE85432	ENGINE: B	VEH TYPE: T	OPENED: 06/03/2002
			CLOSED: 06/03/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	COCHRANVILLE	STATE:	PA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X4	
MILEAGE:	39000			
DEALER NAME:	ROBIN FORD	SALES CODE:	F16023	P & A: 01396
REASON CODE:	0503 RAV - OTHER			
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP			

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION; MAIL
ACTION: BSP203 - AWARD ESP EXTRA CARE - USED 3/36
DOCUMENT: ANALYST: RHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/06/03
09.09.46 ESP CONTRACT ISSUED

CONSUMER AFFAIRS

06/18/2002 MMPAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 72 SAN FRANCISCO	INFORMATION ISSUE	CASE NBR: 1750371831	
VIN: 1FMYU02141KA26115	ZONE: A1	OPENED: 07/02/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 07/02/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	STOCKTON	STATE:	CA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	BSCAPE XLS 4X4		
MILEAGE:	4500				
DEALER NAME:	BIG VALLEY FORD	SALES CODE:	F72402	P & A:	07742
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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

2001/07/02

20.50.48 CUSTOMER SAYS: -VEHICLE BEEN IN THE SHOP FOR 2 WEEKS. -VE
HICLE IS DYING AT INTERSECTIONS. -BEEN DOING THIS FOR ABOUT
2-3 WEEKS, HAD VEHICLE TOWED LAST THURSDAY TO THE DLR AND T
HEY HAVE HAD IT SINCE. PER CUSTOMER, DEALER SAYS: -CAN'T
DUPLICATE THE PROBLEM. CAC ADVISED: - INFORM WHY THE DEA
LERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICAT
E THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO C
ONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTIC
ED. INFERENCE CASE ID: 4462

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

2001/09/19

14.03.14 LPA SENT LETTER TO ATTORNEY STATING THAT THE DEALERSHIP HAS
BEEN UNABLE TO DIAGNOSE A CONCERN WITH STALLING ON THE VEHIC
LE. THEREFORE FORD HAS DENIED THE CUSTOMER'S REQUEST FOR A
BUYBACK, THE DEALERSHIP WILL REPAIR THE VEHICLE AS PER THE W
ARRANTY ONCE THEY ARE ABLE TO VERIFY AND DUPLICATE THE CONCE
RN.

EM2-827 21889

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 72 SAN FRANCISCO	INFORMATION ISSUE	CASE NBR: 1774532141
VIN: 1FMCU04161KB73303	ZONE: A4	OPENED: 01/17/2002
	ENGINE: 1	CLOSED: 01/17/2002
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	BRENTWOOD	STATE:	CA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	11700			
DEALER NAME:	LITHIA FORD OF CONC SALES CODE: F72023	P & A:	02624	
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN			
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP			

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

2002/01/17

20.58.18 CUSTOMER SAYS: - CUST STATES VEH SHUT OFF WHILE DRIVING
 - CUST VERY CONCERNED BUT DOES NOT KNOW WHAT TO DO - VEH ST
 ALLS USUALLY AROUND 35 MPH - DLRSHIP REPLACED CPM AFTER T
 HE THIRD STALL - THIS WAS 2000 MILES AGO AND STALLED AGIN
 TODAY - CUST STATES A/C SHIFTS FROM POINTING @ YOU TO DEFR
 OST AND SHUTS OFF SOMETIME WHEN ACCELERATING DLRSHIP SAYS THA
 T HAPPENS - CUST HAS A NEW VEH SHE IS AFRAID TO DRIVE -
 CUST SEEKING REPAIR FIRST AND FOREMOST PER CUSTOMER, DEALE
 R SAYS: - NOTHING WRONG WITH THE VEH CAC ADVISED: - FOR
 THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED
 TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSH
 IP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE TH
 E CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY
 CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOO
 N AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4
 462

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 1793973301	
VIN: 1FMCU04101KA45123	ZONE: A1	OPENED: 01/22/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 01/22/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: FLUSHING	STATE: NY	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 10050		
DEALER NAME: PHILBOR MOTORS, INC	SALES CODE: F13079	P & A: 03684
REASON CODE: 2002 WARRANTY - COVERAGE INQUIRY		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 698 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
DOCUMENT: ANALYST: AWALKER1 ANDRIA WALKER
ACTION DATA/COMMENTS:

2002/01/22

20.02.25 CUSTOMER SAYS: -VEH KEEPS STALLING INTERMITTENTLY (3 TIMES
) -VEH BROUGHT TO DLRSHIP FOR REPAIR -CHECKED NTHSA AND OT
HER FORD ESCAPE WEBSITES AND THERE SEEMS TO BE A PROBLEM WIT
H STALLING -CALLED DLRSHIP TO ADVISE THAT BRINGING IN VEH
-DLRSHIP ADVISED CAN'T SEE VEH AND IS ACTING LIKE HE ALREADY
ADDRESSED THIS CONCERN --GAS MILAGE ON VEH IS PITYFUL -I
AM READY TO TRADE THE VEH PER CUSTOMER, DEALER SAYS: -BR
ING VEH N AS GOT INFORMATION ON THINGS THAT I SHOULD BE CHEC
KING -01/21/02 DLRSHIPM ADVISED ALREADY DONE REPAIR CAC AD
VISED: - POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR CONCERN.
- PLEASE TAKE YOUR VEHICLE TO THE F/L/M DEALERSHIP OF YOUR C
HOICE TO HAVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WARR
ANTY/ESP WILL BE APPLICABLE INFERENCE CASE ID: 5409

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 16 PHILADELPHIA	CONCERN ISSUE	CASE NBR: 0398042271	
VIN: 1FMCU04151KE82129	ZONE: F1	OPENED: 08/15/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 08/15/2001

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		

ENG2-027 21871

CITY: SHARTLESVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 19000
DEALER NAME: NEW HOLLAND FORD SALES CODE: F16511 P & A: 01360
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

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

2001/08/15

10.53.11 CUSTOMER SAYS: VEH HAS SHUT OFF WHILE I WAS DRIVING TWICE SINCE I HAVE HAD IT. PEOPLE HAVE TOLD ME THERE IS A PROBLEM WITH THE IGNITION SYSTEM. IS THIS TRUE? AND IS THERE A RECALL TO FIX THIS PROBLEM? PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR - NO RELATED RECALLS/ON PS. INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-EVALL JACK EVANS
ACTION DATA/COMMENTS:

2001/08/21

10.07.46 CUSTOMER IS TAKING VEHICLE TO DEALER CLOSER TO WHERE HE LIVES. HE IS HAVING AN INTERMITTANT CONCERN WITH ENGINE HESITATION. IF HE CANNOT GET AN APPOINTMENT AT LOCAL DEALER, WE WILL MAKE ARRANGEMENTS TO HAVE VEHICLE BROUGHT TO NEW HOLLAND.

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 21 ATLANTA CONCERN ISSUE CASE NBR: 0415200042
ZONE: A1 OPENED: 01/04/2002
VIN: 1FMYU01151KH74381 ENGINE: 1 VEH TYPE: T CLOSED: 01/04/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NEWMAN STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 32000
DEALER NAME: GENE EVANS TEAM FOR SALES CODE: F21024 P & A: 00529
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

ER02-027 21872

DOCUMENT: ANALYST: FERROKS FAITHLYN BROOKS
ACTION DATA/COMMENTS:

2002/01/04

11.08.58 CUSTOMER SAYS: - VEH CUT OFF ON THE WHILE DRIVING; - TOOK
VEH TO DRLSHP, WHO REPLACED A CHIP; - STATES CHIP WENT AGA
IN, CAUSING VEH NOT TO DRIVE; - STATES VEH WOULD IDLED HIGH
, THEN DROP DOWN, THEN CUT; - TOOK VEH BACK, WHO PUT IN ANO
THER CHIP; - STATES HE STILL FEELS SOMETHING IS WRONG WITH
VEH; - STATES VEH WILL IDLE VERY HIGH; PER CUSTOMER, DEALE
R SAYS: CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFO
RMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO
DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INPERENCH CASE ID:
4905

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: TDYER2 TODD DYER
ACTION DATA/COMMENTS:

2002/01/11

10.51.42 DUPLICATE CUDL CONTACT OPENED.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 23 MEMPHIS	CONCERN ISSUE	CASE NBR: 0438560781	
VIN: 1FMYU03161KF09586	ZONE: C1	OPENED: 03/19/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 03/19/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	HARVEY	STATE:	LA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	6300			
DEALER NAME:	ADVANTAGE FORD	SALES CODE:	F23027	P & A: 06440
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR, CONTACT CRM
DOCUMENT: ANALYST: CDSOUZA CANDICE D'SOUZA
ACTION DATA/COMMENTS:

2001/03/19

12.10.36 CUSTOMER SAYS: -KNOCKING NOISE WITHIN 3000 MILES OF VEH US
E -TAKEN TO DLRSHIP AND VEH EVENTUALLY FIXED -VEH AT DLRSHIP
FOR WEEK AND HALF -VEH STALLED DURING OPERATION AND VEH ST
ARTED ROLLING BECAUSE WAS ON INCLINE, PULLED OVER TO SIDE AN
D IT KEPT ROLLING -VEH FINALLY STOPPED AFTER BRAKES COMPRES
SED AND THEN IT STARTED SHAKING -VEH STARTED UP AGAIN AND T

ER02-027 21873

AKEN TO DLRSHP -CUST DOES NOT WANT VEH BACK PER CUSTOMER,
DEALER SAYS: -DLRSHP COULD NOT FIGURE OUT WHAT WAS CAUSING
THE NOISE -SVC REP CALLED BACK ON FRIDAY TO SAY THEY COULD
NOT FIND ANYTHING WRONG WITH VEH CAC ADVISED: - WE RECOMM
END THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFOR
MATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SRV
MGR OUR GOAL IS TO WORK WITH YOU AND YOUR SERVICING DEALER
SHIP TO PROPERLY REPAIR YOUR VEHICLE. THE DEALERSHIP IS IN TH
E BEST POSITION TO ASSIST YOU WITH THIS AND OTHER CONCERNS.
*****OBC TO DLRSHP***** -SPOKE TO BONNIE, SVC REP -SVC MG
R UNAVAILABLE -INTERMITTENT CONCERN HAS NOT YET BEEN REPROD
UCED, NO ESTIMATED TIME FRAME FOR REPAIR INFERENCE CASE ID:
4905

ORIGIN: DEALER - DEALER COMMUNICATION; PHONE
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: F23027 BILL WATSON FORD
ACTION DATA/COMMENTS:

2001/05/31
13.14.17 FORD TRADE WITH OAC ASSISTANCE

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 27 WASHINGTON CONCERN ISSUE CASE NBR: 0447202981
ZONE: E1 OPENED: 11/30/2001
VIN: 1FMYU04101KF78370 ENGINE: 1 VEH TYPE: T CLOSED: 11/30/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ABARAT STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 19085
DEALER NAME: JOHNSON FAMILY FORD SALES CODE: F27512 P & A: 01364
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION; INTERNET
ACTION: 685 - ADVISE CUSTOMER CRC WILL INVESTIGATE - REFER TO RESEARCH
DOCUMENT: ANALYST: LMOOTIRAM LEAH MOPIRAM
ACTION DATA/COMMENTS:

2001/11/30
09.10.42 CUSTOMER SAYS: VEH CUT OFF, CUST SAYS ITS UNSAFE, CANNOT G
IVE HER A LOANER. 5X OVER 5 MONTHS INTERMITTENT. CUST WANTS
A LOANER. PER CUSTOMER, DEALER SAYS: JOHNSON FAMILY FORD
. CAC ADVISED: ---SPOKE TO GREG HORTEN S/DIR REGARDING SS
M 0107038 RE STALLING INTERMITTENTLY. - INFORM CUSTOMER WE
WILL RESEARCH ISSUE FURTHER - CRC WILL RE-CONTACT CUSTOMER
WITH UPDATE INFERENCE CASE ID: 4908

ORIGIN: CACM04 - MANUAL - RESEARCH CSR COMMUNICATION; INTERNET
ACTION: 402 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: AVUJCUF ALEX VUJCUF
ACTION DATA/COMMENTS:

12.33.34 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D:

END-027 21674

ORIGIN: CACM04 - MANUAL - RESEARCH CSR COMMUNICATION: INTERNET
ACTION: 403 - RESEARCH CONCLUDED - DEALER MUST CLOSE
DOCUMENT: ANALYST: JOQUEJADA JENNIFER QUEJADA
ACTION DATA/COMMENTS:

2001/12/03

09.42.28 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: RESEARCH ADDCO: - RCSR SUPPORTS DLRSHF POSITION - DLRS
HP CONTACTED TECH HOTLINE (RCSR VERIFIED THAT LOOKING THROUG
H T/H REPORTS) AND DLRSHF HAS YET TO DUPLICATE CUST'S CONCER
N FIRST - RCSR SUPPORTS DLRSHF POSITION... DLRSHF CANNOT RE
SOLVE ISSUE UNTIL CONDITION IS DUPLICATED

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 27 WASHINGTON	CONCERN ISSUE	CASE NBR: 0447202981
VIN: 1FMYU04101KF78370	ZONE: E1	OPENED: 11/30/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 12/04/2001

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ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: DAC006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: G-HORTOS GREG HORTON
ACTION DATA/COMMENTS:

2001/12/04

17.39.56 CUST VEH DOES EXHIBIT A PROBLEM FORD IS AWARE OF SITUATION C
UST VEH IS IN THE PROCESS OF A POSSIBLE REPURCHASE PER ME AN
D MY AREA SERVICE MGR SHELVA CLEMMONS

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: G-HORTOS GREG HORTON
ACTION DATA/COMMENTS:

2002/01/03

11.53.37 FORD RAV REPURCHASED VEH DUE TO DYING PROBLEM HAPPING APPROX
EVERY 3000 OR SO MILES

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 71 CALIFORNIA	CONCERN ISSUE	CASE NBR: 0494341231
VIN: 1FMYU03191KAB9533	ZONE: C1	OPENED: 05/03/2001
	ENGINE: 1	CLOSED: 05/03/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: BELLFLOWER	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 15000		
DEALER NAME: FAIRWAY FORD	SALES CODE: F71009	P & A: 05476
REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: JJEROLIM JAGODA JEROLIMOV
ACTION DATA/COMMENTS:

2001/05/03

13.43.20

CUSTOMER SAYS: - CLAIMS THAT WHEN SPEAKING TO DLR SHE WAS INFORMED THAT TOWING WILL NOT BE COVERED AND THERE IS NOT RENTAL PROVISION AVAIL DUE TO VEH DOES NOT HAVE A ESP; -STATE S THAT THERE IS CHECK ENGINE LIGHT CAME ON AND AN IDLE; -SEEKING ASSISTANCE; PER CUSTOMER, DEALER SAYS: NONE; CAC ADVISED; - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST CUSTOMER STAY IN CONTACT WITH DEALER - REQUEST DEALER CONTACT CUSTOMER REGARDING REQUEST *****OBC TO DLR***** SPOKE TO S/A CHAD -HAS INFORMED THAT CUST SHOULD HAVE TO VEH BROUGHT IN AND THE ISSUE WILL BE LOOKED INTO ON THE LOANER/RENTAL VEHICLE; STATES THAT IF THE VEH IS LOOKED AND REPAIRED THERE IS NOTHING THAT CAN BE DONE FOR RENTAL, IF VEH IS LONGER THEN 1 DAY S/A WILL LOOK INTO THE RENTAL VEH FOR CUST; INFERENCE CASE ID: 5232

CONSUMER AFFAIRS

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ERR2-027 21878

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE CASE NBR: 0518100021
REGION: 52 SOUTHWEST ZONE: E1 OPENED: 12/05/2001
VIN: 1FMYU03171KF62183 ENGINE: 1 VEH TYPE: T CLOSED: 12/05/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SAN ANTONIO STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 19693
DEALER NAME: RED MCCOMBS FORD SALES CODE: F52056 P & A: 04544
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: GJOSE GARY JOSE
ACTION DATA/COMMENTS:

2001/12/05
16.51.56

CUSTOMER SAYS: -VEH HAS DIED 2 TIMES AND STOPPED RUNNING
-CUST CALLED ROADSIDE ASSISTANCE AND ASKED TO TOW TO RED MC
COMBS FORD IN SAN ANTONIO -CUST ADVISED ROADSIDE TOWMAN NOT
TO TOUCH VEH AS DLRSHIP HASN'T BEEN ABLE TO REPLICATE CONC
ERN -ROADSIDE TOWMAN EVEN WITH CUST INSTRUCTIONS DID SWITCH
OFF THE KEY WHICH MADE THE DEALERSHIP UNABLE TO REPLICATE S
AID CONCERN -SERVICE WRITER SAID THAT THEY'RE NOT ABLE TO R
EPLICATE OR DUPLICATE CONCERN BECAUSE THE VEH WAS SWITCHED O
FF AND IT WASN'T IN THE ORIGINAL CONDITION -THE CURRENT ST
ATUS IS THAT THE DLRSHIP IS NOT WILLING TO JUST REPLACE PART
S AND RESOLVE WITHOUT DUPLICATING CONCERN -CUST WANTS TO GE
T CONCERN RESOLVED OR WANTS TO KNOW THE NEXT STEPS IF VEH CO
NCERN IS NOT RESOLVED PER CUSTOMER, DEALER SAYS: CAC AD
VISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM
DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOU
LD CONTACT CRM/SERV MGR OBC TO DLR*****RED MCCOM
BS FORD -SPOKE WITH RICARDO (TECH) -CSR PROVIDED DLR WITH
INFORMATION BASED ON (NO REPAIR2001 FORD ESCAPE) INTERMITTEN
T STALLING REFERENCE NUMBER 0107038 -RICARDO WILL PROCEED
WITH THIS INFORMATION TO POSSIBLY GET A RESOLUTION -RICARDO
SAYS THAT CUST CAN CALL BACK TOMORROW 12/06/01 TO GET AN UP
DATE -CSR ADVISED CUST THAT RICARDO (TECH) IS CURRENTLY W
ORKING ON IT AND CUST COULD GET UPDATE AFTER 24 HOURS -CSR
ADVISED CUST THAT STEPS ARE AVAILABLE FOR HIM IF VEH IS NOT
ABLE TO BE REPAIRED HOWEVER CSR ADVISED CUST THAT IT'S TOO P
REMATURE TO ASSUME THIS AND ALL EFFORTS ARE BEING GIVEN BY D
LRSHIP TO GET CONCERN RESOLVED INFERENCE CASE ID: 4905

CONSUMER AFFAIRS

06/18/2002 MMFAIPLG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE CASE NBR: 0518100021
REGION: 52 SOUTHWEST ZONE: E1 OPENED: 12/05/2001
VIN: 1FMYU03171KF62183 ENGINE: 1 VEH TYPE: T CLOSED: 03/01/2002

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY

ERS2-827 21877

DOCUMENT: ANALYST: B-VOIGT RED MCCOMBS FORD
ACTION DATA/COMMENTS:

2002/03/01

02.04.39 REPLACED FUEL PUMP & COULD NOT DUPLICATE ALOT OF CUSTOMERS C
CONCERN

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 13 NEW YORK	CONCERN ISSUE	CASE NBR: 0567900142
VIN: 1PMCU04161KE96704	ZONE: A1	OPENED: 04/01/2002
	ENGINE: 1	CLOSED: 04/01/2002
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	PORT WASHINGTON	STATE:	NY	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	18000				
DEALER NAME:	TOWER FORD INC	SALES CODE:	F13083	P & A:	03654
REASON CODE:	1140 AWA - WITHIN CRITERIA, REQUESTING AWA				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE

2002-027 21878

DOCUMENT: ANALYST: NSEATON NATASHA SEATON
ACTION DATA/COMMENTS:

2002/04/01
10.57.30

CUSTOMER SAYS: -WHILE DRIVING DOWN A HILL APPLYING THE BRAKES GENTLY THE STEERING WHEEL STARTED TO GET STIFF AND THEN LOCKED UP -IF LIGHT DID NOT TURN GREEN CUST WOULD RAN INTO ANOTHER VEH -FINALLY THE CUST WAS ABLE TO JERK THE STEERING HURTING BACK, SHOULDER AND NECK -THIS IS THE THIRD TIME LOSS OF POWER, STEERING AND BRAKE -CONTACT NHTSA, LAWYERS AND THE CUST SAID THAT THEY WILL CALL CUST BACK -CLAIMS THAT THE NHTSA HAS 16 INCIDENTS WITH THIS 2001 ESCAPE -CUST NO LONGER WANTS THE VEH; NO LONGER FEELS SAFE WITH THE VEH; WANTS THE DLRSHIP TO TAKE THE VEH BACK AND GIVE MONEY BACK PER CUSTOMER, DEALER SAYS: TOWER FORD OF GREAT NECK -CLAIMS THAT THE DLRSHIP SAID THAT THEY REPAIRED THE VEH; THEN THE CONCERN HAPPENED AGAIN -CLAIMS THAT THE OWNER SAID THAT THIS IS A SERVICE ISSUE; TRANSFERRED CUST TO SERVICE -CLAIMS THAT THE DLRSHIP HAS NOT CALLED CUST TO LET CUST KNOW WHAT IS GOING ON WITH HIS VEH CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? -- --> ADVISED CUST FORD GOAL IS TO REPAIR THE VEH -OBC TO DLRSHIP SPOKE TO RENE S/M WHO SAID THAT FORD HAS JUST SENT OUT SSB TO REPAIR THIS CONCERN; WILL SPEAK TO REP ABOUT CUST CONCERN -ADVISED CUST OF THE FOLLOWING -ADVISED CUST THAT REG WILL MAKE FINAL DECISION IN REGARDS TO HIS MATTER AND DLRSHIP WILL CONTACT WHEN THEY HEAR FROM REG -PROVIDED CUST WITH FMCC NUMBER INFERENCE CASE ID: 5417

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

CONCERN ISSUE CASE MBR: 0575122921
REGION: ZONE: OPENED: 10/19/2001
VIN: 1FMYU03181KF87769 ENGINE: 1 VEH TYPE: T CLOSED: 10/19/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ROUND ROCK STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE:
DEALER NAME: SALES CODE: P & A:
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 715 - PROVIDE ASSISTANCE

DOCUMENT: ANALYST: GREAM GARTH BEAM

ACTION DATA/COMMENTS:

2001/10/19
13.58.33

CUSTOMER SAYS: == VEH STALL THEN QUIT == CONCERN OCCUR TWICE ALREADY == CUST CARRIED THE VEH INTO THE DLRSHIP AND WAS PROVIDED WITH A LOANER VEH FOR 3 DAYS UNDER ESP == CUST PICK UP THE VEH AND WAS CHARGED \$140 FOR THE RENTAL BECAUSE NO PROBLEM WAS FOUND == CUST IS SEEKING REIMBURSEMENT FOR THE RENTAL VEH == PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED

2002-027 21870

ED: - INFORM CUSTOMER OF DEALER'S RESPONSE - ADVISE CUSTOMER TO SUPPLY RECEIPTS TO DEALER - REQUEST DEALER PROCESS REIMBURSEMENT == OBC TO DLRSHP == SPOKE WITH JOHN NY [S/A] == DLRSHP FEELS IT WOULD BE A GOOD BUSINESS DECISION TO REIMBURSE THE COST FOR THE RENTAL COVERAGE == == CUST CAN SUBMIT RECEIPT TO JOHN NY == INFERENCE CASE ID: 5198

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC044 - REIMBURSEMENT MADE FOR "EMERGENCY" WARRANTY REPAIR
DOCUMENT: ANALYST: J-FRIEN PATRICIA MORITA
ACTION DATA/COMMENTS:

2001/10/29
18.18.13 REPRINTED CUSTOMER'S RECEIPT FROM ENTERPRISE AND TURNED IN FOR REIMBURSEMENT. SPOKE WITH CUSTOMER TO VERIFY ADDRESS TO SEND REIMBURSEMENT CHECK. CUSTOMER SATISFIED..

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 821 - AWARD SERVICE LOANER
DOCUMENT: ANALYST: ESUTHER EILEEN SUTHERLAND
ACTION DATA/COMMENTS:

2001/10/30
20.50.17 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: PACODE: 84437 NAME: MARCY MOLITOR REPAIR ORDER: 2963

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19
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REGION:	CONCERN ISSUE	CASE NBR: 0575122921
VIN: 1FMYU03181KF87769	ZONE:	OPENED: 10/19/2001
	ENGINE: 1	CLOSED: 10/30/2001
	VEH TYPE: T	

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2001/10/30
20.50.17 LINE NUMBER: 51 DOLLAR_AMOUNT: 142.60 VEHICLE IDENTIFICATION NUMBER: 1FMYU03181KF87769 REPAIR DATE: 9/13/01 COMMENTS: COMMENTS: CUSTOMER CONTACTED CAC AFTER RENTAL REIMBURSEMENT WAS DENIED BECAUSE NO PROBLEM WAS FOUND DURING SERVICE VISIT. CAC AGREED TO REIMBURSE CUSTOMER FOR RENTAL EXPENSES. THANK YOU PREFERRED CONTACT METHOD: EMAIL E-MAIL ADDRESS: MARCY@COVERTFORD.COM PHONE: 512.345.4343 EXTENSION: 117

EQ02-027 21888

CONSUMER AFFAIRS

06/18/2002 MMPAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 11 BOSTON	CONCERN ISSUE	CASE NBR: 0598261062	
VIN: 1FMYU04151KA34706	ZONE: B1	OPENED: 04/16/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 04/16/2002

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PROVIDENCE STATE: RI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10181
DEALER NAME: TASCA FORD SALES, I SALES CODE: F11023 P & A: 00796
REASON CODE: 1105 AWA - W/W CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION; VISIT
ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: VMCCARTH VIVIEEN MCCARTHY
ACTION DATA/COMMENTS:

2002/04/16

16.35.10 CUSTOMER SAYS: - VEH WAS TOWED TO THE DEALERSHIP BECAUSE I
T KEPT STALLING AND DYING - CALLED THE DEALERSHIP AND WAS
TOLD THAT THE VEH HAD NOT BEEN DIAGNOSED AS YET - ASKED FO
R A RENTAL VEH BUT WAS TOLD THAT SHE WOULD HAVE TO PAY FOR T
HIS - SEEKING A LOANER/RENTAL VEH PER CUSTOMER, DEALER S
AYS: CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN
THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CONS
IDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS T
HERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU?
>>>>>>.S/M IN A MEETING AND ASKED THAT CSR CALL HIM BACK IN
PERENCE CASE ID: 5388

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION; VISIT
ACTION: 224 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
DOCUMENT: ANALYST: VMCCARTH VIVIEEN MCCARTHY
ACTION DATA/COMMENTS:

17.10.50 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D:

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION; VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: VMCCARTH VIVIEEN MCCARTHY
ACTION DATA/COMMENTS:

5982-027 21881

2002/04/17

12.23.25 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: - AS PER NICK AT DEALERSHIP VEH HAS BEEN REPAIRED >>>>>>
.CUS WAS ADVISED VIA VOICE MAIL

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 11 BOSTON	CONCERN ISSUE	CASE NBR: 0598261062
VIN: 1FMYU04151KA34706	ZONE: B1	OPENED: 04/16/2002
	ENGINE: 1	VEH TYPE: T
		CLOSED: 05/06/2002

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ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: S-GUYETT TASCA FORD
ACTION DATA/COMMENTS:

2002/05/06
15.15.30

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

ERR2-827 21882

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	CONCERN ISSUE	CASE NBR: 0614140611
VIN: 1FMYU04151KF64111	ZONE: E1	OPENRD: 03/02/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 03/02/2001

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LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	NETCONG	STATE:	NJ	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	501				
DEALER NAME:	FULLERTON FORD	SALES CODE:	F13476	P & A:	20651
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: YSPILLAN YENNA SPILLANE
ACTION DATA/COMMENTS:

2001/03/02
16.18.57

CUSTOMER SAYS: - IS A LOYAL CUST OF FORD HAS HAD AT LEAST 6 FORD VEH - CONTACTED THE DLRSHIP - HAD A FUEL CONCERN, HAD A CONCERN WITH THE DOOR ALMOST FALLING OFF - T ODAY WAS THE FIRST SNOWSTORM - THE ENGINE SHUT OFF WHEN SHE WAS GOING DOWN HILL THE HILL WAS ICY WENT DOWN N NOSE FIRST .. - WAS ON THE BRAKE AND HAD NEVER PUT HER FO OT ON THE GAS THE VEH WAS GOING INTO 4 WHEEL DRIVE - CUST COULD NOT BRAKE THE BOX THAT SHOWS YOU WHICH GEAR YOU WERE IN DISSAPPEARED - THE EMERGANCY BRAKE WOULD NOT GO ON - THERE WAS A BUSY STREET AT THE END OF THE HILL - THE GEAR SELECTOR WAS MUSHY REALISED THAT THE VEH HA S STALLED - THERE WAS AN ODD BURNING SMELL WHEN SHE WAS DRI VING THE VEH AFTER THAT - CALL THE DLRSHIP - THIS HAPPENED THIS MORNING - CUST IS NOT SURE IF SHE COULD SHOULD FILE U NDER THE LEMON LAW - HAD CHILDREN IN THE VEH - CUST STATE S THAT SHE UNDERSTANDS THAT THIS IS A FIRST YEAR MODEL AND T HERE WILL BE CONCERNS - CUST SEEKING SOMEONE TO LOOK INTO THIS AND THAT THIS IS SOMETHING THAT HAS NEVER HAPPENED BEF ORE AND THAT IT SHOULD NOT HAPPEN AGAIN - CUST SEEKING TO G ET INTO A DIFFERENT VEH PER CUSTOMER, DEALER SAYS: - UNLE SS WE CAN DUPLICATE THE CONCERN WE CAN NOT REPAIR IT - WE C AN NOT TELL YOU WHAT HAPPEN UNLESS WE CAN RECREATE THIS SITU ATION IT IS HARD TO SAY WHAT HAPPENED

OBC TO FAMILY

- DAP1 - SPOKE TO BOB - CHECKED OASIS AND THERE WAS A RECALL THAT WAS COMPLETED ON THE VEH THERE WAS A GA S SMELL IN THE VEH AND THE RRAR DOOR NEEDED TO BE OI LED - FROM WHAT CUST EXPLAINED TO ME SHE SLIDE ON ICE ON A HILL - CUST TRIED TO PUT THE VEH INTO PARK FROM DRIVE - CUST WOULD NEED TO BRING IN THE VEH FOR A DIAGNOSIS - FORD CRC WILL PROVIDE 2 DAYS OF LOANER CAC ADVISED: - WE

CONSUMER AFFAIRS

06/18/2002 MM/FAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	CONCERN ISSUE	CASE NBR: 0614140611
VIN: 1FMYU04151RF64111	ZONE: E1	OPENED: 03/02/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 03/02/2001

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2001/03/02

16.18.57

RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CR

EP82-827 21883

M/SERV MGR INFERENCE CASE ID: 4905

ORIGIN: CACM05 - MANUAL - TEAM LEADERS COMMUNICATION: MAIL
ACTION: 507 - ISSUE TRANSFERRED TO ANOTHER DEALER
DOCUMENT: ANALYST: CMCCLEOD CATHY MCCLEOD
ACTION DATA/COMMENTS:

2001/03/06

10.17.10 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D:

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAC065 - AWA P01 OFFER - ACCEPTED BY CUSTOMER
DOCUMENT: ANALYST: F13476 FULLERTON FORD
ACTION DATA/COMMENTS:

2001/03/08

09.12.26 CUSTOMERS VEHICLE WAS AT ANOTHER FORD DEALERSHIP

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 52 SOUTHWEST CONCERN ISSUE CASE NBR: 0627281071
ZONE: E1 OPENED: 05/14/2001
VIN: 1FMOU01B01KE98238 ENGINE: B VEH TYPE: T CLOSED: 05/14/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: FORT HAM HOUSTON STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 6002
DEALER NAME: JORDAN FORD, LTD. SALES CODE: F52058 P & A: 04546
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

EM02-027 21884

DOCUMENT: ANALYST: NJACKSON NATASHA JACKSON
ACTION DATA/COMMENTS:

2001/05/14

14.24.51 CUSTOMER SAYS: IRADICT IDLE HAS BEEN AT DLRSH 4 TIMES F
OR THIS CONCERN WOULD LIKE TO KNOW HIS RIGHTS IN GETTING R
ID OF VEH DLRSH SAYS WOULD CONSIDER THE VEH A REPO CUST
WILL SEEK LEMON LAW IF HE HAS TOO PER CUSTOMER, DEALER
SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PE
RFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT
TO DLR FORD GOAL IS TO REPAIR THE VEH NOT TO REPLACE THE VE
H IF SEEKING LEMON LAW FORD REQUEST NOTIFICATION BY MAIL T
O HAVE A LAST ATTEMPT TO RESOLVE CONCERN INFERENCE CASE ID
: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: L-MAYF13 JORDAN FORD
ACTION DATA/COMMENTS:

2001/05/17

15.01.42 FIELD SERVICE ENGINEER WILL BE HERE ON 5/22/01 TO INVESTIGAT
E CONCERN. CUSTOMER IS TO RETURN AT THAT TIME.

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC073 - VEHICLE OPERATING CHARACTERISTIC - REPAIR NOT ATTEMPTED
DOCUMENT: ANALYST: L-MAYF13 JORDAN FORD
ACTION DATA/COMMENTS:

2001/05/25

09.53.15 CONCERN IS BEING RESEARCHED BY FORD ENGINEERS, BUT AT THIS T
IME, CONSIDERED TO BE VEHICLE CHARACTERISTIC DUE TO EVAP SYS
TEM PURGING

CONSUMER AFFAIRS

06/18/2002 HMPAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 71 CALIFORNIA CONCERN ISSUE CASE NBR: 0630621161
ZONE: D1 OPENED: 04/26/2001
VIN: 1PMYJ03131KF56624 ENGINE: 1 VEH TYPE: T CLOSED: 04/26/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: MIAMI STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 7900
DEALER NAME: BOB BAKER FORD-MISS SALES CODE: F71086 P & A: 05518
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NCHOW NEIL CHOW
ACTION DATA/COMMENTS:

2001/04/26

17.28.55 CUSTOMER SAYS: - CUST STATED THAT THEY PURCHASED A 2001 ES
CAPE WITH STALLING CONCERNS AND HIGH FUEL CONSUMPTIONS. -
CUST ALSO STATED THAT THEY ARE SEEKING A LOANER VEH FOR THE
TIME THAT THE VEH IS AT THE DLR PER CUSTOMER, DEALER SAYS:
- DLR INFORMED CUST THAT THERE IS NO LOANER. CAC ADVIS
ED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEA

8002-827 21885

LEADERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD
CONTACT CRM/SERV MGR INFERENC CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC084 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: F71086 BOB BAKER FORD-M
ACTION DATA/COMMENTS:

2001/05/15
12.21.08 KP ASST SVC MGR

CONSUMER AFFAIRS 06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 13 NEW YORK CONCERN ISSUE CASE NBR: 0646900321
ZONE: G1 OPENED: 02/02/2001
VIN: 1PMYU02151KR79952 ENGINE: 1 VEH TYPE: T CLOSED: 02/02/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORTH PLAINFIELD STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 1800
DEALER NAME: DITSCHMAN/FLEMINGTO SALES CODE: F13460 P & A: 04216
REASON CODE: 0929 ESP/ESC - RENTAL REFUND REQUEST
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

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

2001/02/02
13.23.16 CUSTOMER SAYS: CUST CALLING BACK IN REGARDS TO MESSAGE LEP
T BY CSR PER CUSTOMER, DEALER SAYS: DITSCHMAN/FLEMINGTON
FLM CAC ADVISED: - FORWARDED INFORMATION TO THE DEALERSHI
P - REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINE
SS DAYS INFERENC CASE ID: 3536

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: F13460 DITSCHMAN/FLEMINGTON FLM
ACTION DATA/COMMENTS:

2001/02/08
11.58.45 DEALERSHIP SALES DEPARTMENT IS REFUNDING THE CUSTOMER THE RE
NEAL EXPENSE.

ES02-027 21885

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 13 NEW YORK	CONCERN ISSUE	CASE NBR: 0701462561	
VIN: 1FMYU03181KF71121	ZONE: G1	OPENED: 09/13/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 09/13/2001

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: BRIDGEWATER STATE: NJ ZIP: [REDACTED]
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 14000
DEALER NAME: FAMILY FORD INC SALES CODE: F13452 P & A: 20523
REASON CODE: 0914 ESP/ESC - RENTAL ASSISTANCE
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: ZEKHAN ZUBAIR KHAN
ACTION DATA/COMMENTS:

2001/09/13
19.28.40

CUSTOMER SAYS: -CUST SAID MY VEH BROKE DOWN AND I CALLED MY DLR AND THEY TOWED MY VEH TO DLR AND DLR ARRANGED RENTAL VEH FOR ME FROM AN ENTERPRISE -CUST SAID MY VEH TOWED DOWN TO DLR JUST NOW AND THE RENTAL VEH DID NOT SHOWED UP AND I CALLED THE DLR AND THEY ARE CLOSED CUST SAID I CALLED THE ENTERPRISE AND THEY ARE CLOSED ALSO . AND IT HAS BEEN 2 HOURS -CUST SAID I NEED RENTAL VEH RIGHT NOW PER CUSTOMER, DEALER SAYS: CUST ALLEGES DLR SAID WE ARRANGED THE RENTAL VEH FOR YOU AND IT WILL COME TO PICK YOU UP CAC ADVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST CUSTOMER STAY IN CONTACT WITH DEALER - REQUEST DEALER CONTACT CUSTOMER REGARDING REQUEST -CUST IS ADVISED THAT CUST CAN GET THE RENTAL VEH FROM ANY ENTERPRISE AND SUBMITT THE RECEIPTS TO THE DLR AND THEY WILL REVIEW FOR REIMBURSEMENT. INFERENCE CASE ID: 5231

ER62-827 21887

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 72 SAN FRANCISCO	CONCERN ISSUE	CASE NBR: 0708843091
VIN: 1FMCU04171KE56972	ZONE: A4	OPENED: 11/30/2001
	ENGINE: 1	CLOSED: 11/30/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED]	FIRST NAME:	STATUS: CLOSED
TITLE:	MI:	
ADDRESS:		
CITY: LIVERMORE	STATE: CA	ZIP: [REDACTED]
HOME PHONE:		
MODEL YEAR: 2001	MODEL: ESCAPE XL/T 4X4	
MILEAGE: 48579		
DEALER NAME: SHAMROCK FORD, INC.	SALES CODE: F72433	P & A: 07900
REASON CODE: 0914 BSP/ESC - RENTAL ASSISTANCE		
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
 ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
 DOCUMENT: ANALYST: MMARSHAL MARSHA MARSHALL
 ACTION DATA/COMMENTS:

2001/11/30

15.53.25

CUSTOMER SAYS: - CUST WANTS TO GET THE FULL ASSISTANCE FOR RENTAL AND FEELS THAT HE WAS NOT GIVEN PROPER ASSISTANCE AND WAS DISCRIMINATED BECAUSE HE IS HISPANIC AND YOUNG - VEH SHUT OFF WHEN DRIVING - DLR CALLED ROADSIDE ASSISTANCE - CUST WANTED TO GET REFUNDED FOR TOW AND THE RENTAL WHEN THE VEHICLE WAS DOWN - CUST RENTED A VEHICLE FOR THE DAY AND IT WAS NOT IN THE COMPANY NAME, ON VISA BECAUSE THE BSP PLAN IS IN THE COMPANY NAME - CUST GOT REFUNDED FOR THE TOW NOT THE RENTAL - CUST RETURNED TO THE DLR AND CSM WAS NOT THERE ANYMORE WORKING IN SERV DEPT - CUST WAS NOT HAPPY WITH THE NEW SERV DEPT - \$31.55 FOR THE RENTAL ONE DAY - CUST IS SEEKING LOANER REFUND IN FULL - CUST WAS GIVEN \$28.00 REFUND AS IN CONTRACT, CUST IS UPSET THAT DLR WILL NOT GIVE \$3.55 DIFFERENCE - VEH WAS RENTED IN A DIFFERENT COUNTY AND NOW THERE IS CONFUSION - REFUND IN COME IN A FEW WEEKS - CUST NOT GIVEN ANY LOANER ASSIST AND ONLY WANTS HELP IN GETTING A RESOLUTION PER CUSTOMER, DEALER SAYS: SHAMROCK FORD, INC. -OBC CSM MGR GORDON GROCUH AND LEFT A MESSAGE CALL BACK TO REVIEW THE FILE FOR POSSIBLE ASSISTANCE CAC ADVISED: - CRC UNABLE TO REACH DEALER - CRC WILL RECONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER - AS PER CUST FILE - PLEASE TRANSFER CUST TO CSR 2368 MARSHA FOR ASSISTANCE OR TAKE A MESSAGE AND TRANSFER CALL TO TEAM LEADER BITA FOR CSR MARSHA 2368 REFERENCE CASE ID: 5227

1

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 72 SAN FRANCISCO	CONCERN ISSUE	CASE NBR: 0717863551
VIN: 1FMCU03101KE98319	ZONE: A2	OPENED: 12/21/2001
	ENGINE: 1	CLOSED: 12/21/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HONOLULU STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 7332
DEALER NAME: CUTTER FORD, INC. SALES CODE: F72204 P & A: 07908
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC118 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RB18888 RISHI BISSESSAR
ACTION DATA/COMMENTS:

2001/12/21
23.00.18 CUSTOMER SAYS: THE VEH DIES OUT WITH OUT ANY WARNING. CUST
SAYS THE VEH IS AT THE DRL RIGHT NOW. CUST SREKING TO GET H
ER VEH PROPERLY REPAIRED. PER CUSTOMER, DEALER SAYS: CA
C ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD
/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER
SHOULD CONTACT CRM/SERV MGR. INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: A-EDWAR2 ALAN EDWARDS
ACTION DATA/COMMENTS:

2002/02/05
17.30.42 REPLACED DEFECTIVE ENGINE ASSEMBLY. CAC PROVIDED LOANER. RO#
264493 20DEC-15JAN02.

CONSUMER AFFAIRS 06/18/2002 MMFAKPRG

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 47 CINCINNATI	CONCERN ISSUE	CASE NBR: 1337012991
VIN: 1FMYU04181KF79282	ZONE: B2	OPENED: 10/26/2001
	ENGINE: 1	CLOSED: 10/26/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

ES82-827 21880

CITY: SIDNEY STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 8253
DEALER NAME: BOB TOWNSEND FORD/L SALES CODE: F47572 P & A: 07950
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NCHOW NEIL CHOW
ACTION DATA/COMMENTS:

2001/10/26

09.21.23 CUSTOMER SAYS: - CUST STATED THAT THEY ARE HAVING STALLING
TROUBLE WITH THEIR VEH. - CUST ALSO STATED THAT THIS IS
THE FOURTH TIME THAT THIS HAS HAPPENED. - CUST ALSO STATE
D THAT THE CONCERN HAS BEEN ONGOING SINCE APRIL, 2001. - C
UST STATED THAT USUALLY ON CITY DRIVING AND NOT AT HIGH SPE
EDS. - PER CUSTOMER, DEALER SAYS: - DLR CANNOT DUPLICA
TE CONCERN. CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERF
ORMED BY A FORD/LM DEALERSHIP. - INFORMATION WILL BE SENT
TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR. INFERENCE CAS
E ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-MUISE CHARLES MUISE
ACTION DATA/COMMENTS:

2001/11/08

11.05.36 REPLACED DPFE SENSOR ON RO 67737 DATED 10.29

CONSUMER AFFAIRS

06/18/2002 MMPAXPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 10 SDR CONCERN ISSUE CASE NBR: 1337370131
ZONE: C1 OPENED: 01/15/2001
VIN: 1FMYU04141KF54203 ENGINE: 1 VEH TYPE: T CLOSED: 01/15/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SEWELL STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 900
DEALER NAME: LEIGHTON FORD, INC SALES CODE: F16476 P & A: 08463
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

ERG2-027 21896

DOCUMENT: ANALYST: AJAMES10 AL JAMES
ACTION DATA/COMMENTS:

2001/01/15

08.29.48 CUSTOMER SAYS: == HE IS STILL AWAY FROM HOME, AND HE IS CALLING TO FIND OUT IF OUR OFFICE CAN CALL THE DLRSH, WHERE THE VEH IS LOCATED, AND FIND OUT IF OUR INFLUENCE WILL CAUSE THE DLRSH TO LOOK AT THE VEH ANY FASTER. PER CUSTOMER, DEALER SAYS: = THEY WILL NOT BE ABLE TO SEE THE VEH, UNTIL LATER THIS MORNING. CAC ADVISED: - ADVISE PER DEALERSHIP CONVERSATION, WITH JOHN, THE S/M, AND HE SAID THAT THEY WILL DO THEIR BEST TO HAVE THE VEH READY FOR HIM TODAY, BUT THERE ARE OTHER CUST THAT THEY HAVE TO DEAL WITH 1ST. - DECISION IS STILL UNDER REVIEW - WILL FORWARD INFORMATION TO CRM OR SERV MGR - REQUESTED CRM OR SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - PROVIDE NAME, NUMBER OF CRM OR SERV MGR INFERENCE CASE ID: 1585

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F16476 BENNETT LEHIGHTON FORD
ACTION DATA/COMMENTS:

2001/01/15

10.25.01 CONTACTED CUSTOMER AND SPOKE ON PHONE ON 01/15/2001 AT APPROX 1PM EXPLAINED VEHICLE IS IN SERVICE AND DIAG PROCEDURES HAVE BEGUN AWAITING FORD MOTOR CO BULMITIAN PERTAINING ALL ESCAPE MODELS DEALER MUST CONTACT HOT LINE BEFORE ANY REPAIRS CAN BEGIN DEALER AWAITING HOT LINE REPAIRS WILL BE MADE ASAP

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== CONCERN ISSUE CASE NBR: 1345993201
REGION: 21 ATLANTA ZONE: B1 OPENED: 11/16/2001
VIN: 1FMYU04191KE73438 ENGINE: 1 VEH TYPE: T CLOSED: 11/16/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CUMMING STATE: GA ZIP: [REDACTED]
HOME PHONE: 770-8448384
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 20000
DEALER NAME: BILLY HOWELL FORD L SALES CODE: F11449 P & A: 00341
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NWATSON NORDIA WATSON
ACTION DATA/COMMENTS:

2001/11/15

09.37.12 CUSTOMER SAYS: -CUSTOMER SAYS THAT HER VEH STALLS OUT COMPLETELY AND SHE IS AFRAID THAT IT IS GOING TO KILL HER -CUSTOMER SAYS THAT SHE IS TAKING THE VEH TO THE DLRSH SHE WANTED IT DOCUMENTED. PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHO

8002-827 21891

 ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
 DOCUMENT: ANALYST: RBLUE RONALD BLUBSTEIN
 ACTION DATA/COMMENTS:

09.47.33 CUSTOMER SAYS: = REQUESTING SUPERVISOR = TAKING VEH TO A
 AIRPORT FOR TRIP WONT BE BACK IN FIVE DAYS = THANKED FOR IN
 FORMATION ABOUT ESP LOANER = HAS DONE IT ONLY ONE TIME. C
 UST WAS DRIVING AND VEH STALLED WAS GOING DOWN GRADE WAS DR
 IVING 45 MINUTE ABOUT 30 MPH DECELERATING PER CUSTOMER,
 DEALER SAYS: DLR SAYS HAS THE EXACT SAME COMPLAINT WITH
 THE SAME VEH CAC ADVISED: - ISSUE CLOSED = RON SUPERVI
 SOR 2170 = TOLD CUST THAT SHE ONLY HAS LOANER VEH FOR 5 DAY
 S UNDER ESP = SAID IF DLR NEEDS VEH LONGER FOR SOME REASON
 POSSIBLE FOR CRC TO ASSIET WITH COOPERATION OF DLR = ASKED
 CUSTOMER FOR SYMPTONS = MADE OBC TO DEDEE SRV MGR PROVIDED
 HER WITH INFORMATION = SAID WILL LOOK AFTER CUSTOMER AND I
 F NEED BE WILL PLACE FLIGHT RECORDER ON IT .

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19
 =====
 CONCERN ISSUE CASE NBR: 1345993201
 REGION: 21 ATLANTA ZONE: B1 OPENED: 11/16/2001
 VIN: 1PMYU04191KE73438 ENGINE: 1 VEH TYPE: T CLOSED: 11/16/2001
 =====

 ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: W-HIGHSM WALLACE HIGHSMITH
 ACTION DATA/COMMENTS:

2001/11/16
 19.25.00 WE HAVE CALLED CUSTOMER AND INVITED IN FOR ROAD TEST AND ALL
 REPAIRS WILL BE MADE WITH-IN WARRANTY AND POLICY GUIDELINES

CONSUMER AFFAIRS

06/18/2002 MMFAXVRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 10 SDR CONCERN ISSUE CASE NBR: 1366011171
VIN: 1FMYU04141KF16728 ZONE: K2 OPENED: 04/16/2001
ENGINE: 1 VEH TYPE: T CLOSED: 04/16/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CANADA STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 9400
DEALER NAME: LAYNE BROS FORD LIN SALES CODE: F47544 P & A: 01904
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MADOWLAT MARK DOWLAT
ACTION DATA/COMMENTS:

2001/04/16

17.02.51 CUSTOMER SAYS: - HAD A MSG TO CALL THE CAC - FEELS THAT THE VEH IS UNSAFE. - WOULD LIKE TO KEEP THE VEH AS LONG AS IT IS SAFE TO DRIVE. - LAST TIME THE VEH CUT OUT, CUST WAS STUCK IN A BAD AREA. - REQUESTED FROM THE DLRSHIP TO BUY BACK OR TRADE IN THE VEH. - DOES NOT KNOW IF SHE SHOULD PICK THE VEH UP AS IT DOES NOT WORK PROPERLY. - DID NOT RECEIVE THE FORM FROM THE DLRSHIP YET. - SAYS THAT LAYNE BROS F/L/M HAS BEEN VERY GOOD WORKING WITH HER. LIKES THEIR SERVICE DEPT. PER CUSTOMER, DEALER SAYS: - CALLED CUST AND SAID THAT THE VEH IS READY. - TOLD CUST THAT SHE NEEDS TO FILL OUT A FORM TO GET THE VEH BOUGHT BACK BY FORD OR TRADED IN. CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR - ADVISED CUST THAT FMC GOAL IS TO ATTEMPT TO REPAIR THE VEH BEFORE ANY SALES ISSUES ARE DISCUSSED. INFERENCE CASE ID: 4905

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC065 - AWA P01 OFFER - ACCEPTED BY CUSTOMER
DOCUMENT: ANALYST: 6610FT FERDINAN TALAN
ACTION DATA/COMMENTS:

2001/04/20

15.06.06 CSN NOTES: PER SERVICE MANAGER AUTHORIZED RENTAL CAR CLOSING OUT MORSIII CONTACT. 5 DAY RENTAL @ \$30 A DAY. CUSTOMER HAS PICKED UP VEHICLE ON

EP02-027 21003

4/17/2001.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 16 PHILADELPHIA	CONCERN ISSUE	CASE NBR: 1391072811
VIN: 1FMYU04121KP92643	ZONE: B1	OPENED: 12/06/2001
	ENGINE: 1	CLOSED: 12/06/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: NEWTOWN SQUARE STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 14000
 DEALER NAME: FRED BEANS FORD OF SALES CODE: F16406 P & A: 01341
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: CSAJINES CORAZON SAJINES
 ACTION DATA/COMMENTS:

2001/12/06

09.34.18 CUSTOMER SAYS: WHEN DRIVING ALONG VEH QUILTS AND IT HAPPENS
 ZX AND THE DLRSHIP TRIED TO FIX THE VEH; CUST ALMOST GOT K
 ILLED; VEH QUILTS PER CUSTOMER, DEALER SAYS: NONE CAC A
 ADVISED: -OBC TO DLR SPOKE WITH MR. CLAYTON, CRM; ADVISED C
 SR HE GOT THE INFO SEND YESTERDAY BY PREVIOUS CSR; SUGGEST
 ED TO HAVE THE VEH AT THE SHOP AND IF NECESSARY FIELD SERVIC
 E ENG'R WILL INVESTIGATE TO GET RESOLUTION; - ADVISE PER DE
 ALERSHIP CONVERSATION - DECISION IS STILL UNDER REVIEW - W
 ILL FORWARD INFORMATION TO CRM OR SERV MGR - REQUESTED CRM
 OR SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - PROVI
 DE NAME , NUMBER OF CRM OR SERV MGR -APOLOGIZE -PROVIDE EX
 PLANATION RE: PROCEDURE TO RESOLVE CONCERN INFERENCE CASE I
 D: 1585

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: P-POMANT PETER POMANTE
 ACTION DATA/COMMENTS:

2001/12/14

09.38.57 FOLLOWED REPAIR PROCEDURE FAXED BY GENE STEWARD, FSE. INSTAL
 LED UPDATED IAC MOTOR AND RESET BASE IDLE.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

ERR2-827 21894

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 23 MEMPHIS CONCERN ISSUE CASE NBR: 1445732421
VIN: 1PMYU04101KF78742 ZONE: B2 OPENED: 08/30/2001
ENGINE: 1 VEH TYPE: T CLOSED: 08/30/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: JACKSON STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 14000
DEALER NAME: FORD GROVES SALES CODE: F23215 P & A: 08029
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SMCALLA SIMONE MCCALLA
ACTION DATA/COMMENTS:

2001/08/30
12.21.18

CUSTOMER SAYS: WE HAVE BEEN HAVING PROBLEMS WITH THE ESCAPE
DIEING WHILE DRIVING IT. IT HAPPENS JUST AFTER YOU HAVE CR
ESTED A HILL & ARE ON THE DOWN SIDE & HAVE LET OFF THE GAS.
IT HAS DONE IT 4 TIMES. THE LAST 3 HAVE BEEN MORE RECENT THA
N THE FIRST TIME. WE CALLED THE LOCAL DEALER 7 HE SAID THEY D
IDN'T KNOW WHAT WAS WRONG. BUT HAD SAID THERE HAD BEEN A FEW
OTHERS CALL IN WITH THE SAME PROBLEM. ALSO, WHEN YOU GIVE I
T GAS, SOMETIMES IT HESITATES QUITE A WHILE BEFORE TAKING OF
F. WE ARE VERY CONCERNED ABOUT HAVING A WRECK WHEN IT DIES WH
ILE DRIVING. PER CUSTOMER, DEALER SAYS: CAC ADVISED:
I CONTACTED THE CUSTOMER AND LEFT MESSAGE TO CONTACT THE C
RC. ALSO SENT E-MAIL. ***** - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE
CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: T-COBB1 TERRY COBB
ACTION DATA/COMMENTS:

2001/10/12

10.55.21 UNABLE TO DUPLICATE CONCERN

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 44 PITTSBURGH CONCERN ISSUE CASE NBR: 1451372571
VIN: 1PMYU04131KF42964 ZONE: C2 OPENED: 09/14/2001
ENGINE: 1 VEH TYPE: T CLOSED: 09/14/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED] 8082-027 21895
ADDRESS: [REDACTED]

CITY: PARMA STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 7500
DEALER NAME: LIBERTY FORD SOUTHW SALES CODE: F44124 P & A: 03273
REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
DOCUMENT: ANALYST: TMURRAY TERRELL MURRAY
ACTION DATA/COMMENTS:

2001/09/14

12.31.34 CUSTOMER SAYS: CUST'S VEH IS SHUTTING OFF WHILE IN DRIVE
, FIRST IT WAS BROUGHT TO LIBERTY FORD, FOR THIS PROBLEM,
THEY KEPT IT FOR 3-4 DAYS, (3-4 X'S) TO FIND OUT PROBLEM ,
ORGINALLY BOUGHT AT MULLINAX FORD, THEY TOLD HIM HE SHOULD
GO BACK TO THE OTHER DEALERSHIP WHERE HE HAD IT LOOKED AT TH
E FIRST TIME. (LIBERTY FORD) THEY TAKE A LOOK AT THIS PRO
BLEM , BUT THEY WILL NOT PROVIDE HIM WITH A RENTAL TIS TIME,
FOR THE PAST FEW OCCURENCES, THEY HAVE PROVIDED HIM WITH A
RENTAL, MULLINAX FORD WILL GIVE HIM A RENTAL, BUT THEY ARE
45 MIN AWAY - SAID HE WILL CALL BACK TO SPEAK WITH A SUPER
VISOR - LIBERTY FORD GAVE HIM A RENTAL FOR THE LAST FEW TIM
ES BECSIE IT WAS A SAFETY ISSUE. PER CUSTOMER, DEALER SAYS
: THEY WILL NOT GIVE HIM A RENTAL THIS TIME , BUT THEY WIL
L REVIEW HIS CONCERN AS THEY HAVE IN THE PAST. (AS PER LIBE
RTY FORD) CAC ADVISED: - CRC UNABLE TO REACH DEALER - CR
C WILL RECONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE
- FOLLOW UP WITH CUSTOMER - ADVISED CUST FMC WILL NOT PROVI
DE A RENTAL . UNLESS WE HAVE A DIAGNOSIS FOR THE PROBLEM ,
- WHEN YOUR VEH IS DIAGNOSED FMC MAY CONSIDER GIVING FINANC
IAL ASSISTANCE FOR RENTAL VEH. -ADVISED HIM SUPERVISOR (EXT
787) MAY NOT BE ABLE TO SPEAK TO HIM, BUT ANYONE ELSE HEAR
WILL TELL YOU THE SAME THING , FOR FORD TO CONSIDER TO PROV
IDE AWA, WE WILL NEED A DIAGNOSIS. INFERENCE CASE ID: 5228

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 44 PITTSBURGH CONCERN ISSUE CASE NBR: 1497853171
ZONE: C2 OPENED: 12/21/2001
VIN: 1FMYU04151KA34477 ENGINE: 1 VEH TYPE: T CLOSED: 12/21/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: STRONGSVILLE STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10600
DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44130 P & A: 02173
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

EP02-027 21890

DOCUMENT: ANALYST: SMCCALLA SIMONE MCCALLA
ACTION DATA/COMMENTS:

2001/12/21
11.25.38

CUSTOMER SAYS: AS WE SPEAK, MY 2001 ESCAPE IS AT THE DEALERSHIP FOR THE 3RD TIME IN ABOUT A MONTH FOR REPAIRS FOR VARIOUS THINGS BUT MOST IMPORTANTLY THE STALLING ISSUE THAT I HAVE BEEN HAVING (SEE MY FILE FOR A COMPLETE EXPLANATION). HOPEFULLY IT WILL FINALLY BE FIXED, BUT IF NOT, I WOULD LIKE TO KNOW WHAT FORD PLANS TO DO ABOUT IT. IN OHIO, IF A VEHICLE IS NOT FIXED AFTER THE 3RD TRY THE LEMON LAW KICKS IN AND I AM ELIGIBLE TO GET EITHER A NEW VEHICLE OR MY MONEY BACK. IF I CONTINUE TO HAVE PROBLEMS, I WILL DEFINITELY BE PURSUING THIS SINCE THE WELFARE AND SAFETY OF MYSELF AND MY FAMILY IS AT STAKE WITH THIS VEHICLE. I HAVE BEEN VERY CAREFUL TO KEEP DETAILED NOTES OF EVERYONE I HAVE TALKED TO AT BOTH FORD AND MY DEALERSHIP AND HAVE LOTS OF DATA AND INFORMATION FROM OTHERS THAT HAVE HAD THE SAME PROBLEMS AND HAVE GOTTEN REFUNDS OR NEW VEHICLES. I THINK I HAVE BEEN MORE THAN PATIENT WITH THE WHOLE SITUATION BUT IF AFTER THIS "FIX" I CONTINUE TO HAVE PROBLEMS, I DO PLAN TO HAVE SOMETHING DO ABOUT IT ONCE AND FOR ALL. EVERYONE AT FORD AND THE DEALERSHIP HAVE BEEN HELPFUL TO ME, BUT NO ONE HAS BEEN ABLE TO FIX MY PROBLEMS AS OF NOW. HOPEFULLY I WILL HAVE MY VEHICLE BACK TODAY AND IT WILL BE FIXED, IF NOT, YOU WILL BE HEARING FROM ME YET AGAIN. THANK YOU FOR YOUR TIME. PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4905

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 44 PITTSBURGH	CONCERN ISSUE	CASE NBR: 1497853271
VIN: 1FMYU04151KA34477	ZONE: C2	OPENED: 12/21/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 01/09/2002

=====

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: G-SMI39 GARY SMITH
ACTION DATA/COMMENTS:

2002/01/09
10.52.18

VEHICLE HAS BEEN REPAIRED FOR STALL CONDITION AND NO REPORT HAS BEEN MADE SINCE REPAIR IN MIDDLE OF DECEMBER OF ANY REOCCURANCE OF THE STALL CONDITION.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 44 PITTSBURGH	CONCERN ISSUE	CASE NBR: 1497853171	
VIN: 1FMYU04151KA34477	ZONE: C2	OPENED: 11/28/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 11/28/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	STRONGSVILLE	STATE:	OH	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	10010				
DEALER NAME:	WILLIAMS MOTOR CO.,	SALES CODE:	F44130	P & A:	02173
REASON CODE:	30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 492 - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM
DOCUMENT: ANALYST: SMCALLA SIMONE MCCALLA
ACTION DATA/COMMENTS:

2001/11/28

10.48.59

CUSTOMER SAYS: I TOOK THE VEHICLE IN TO BE SERVICED LAST FRIDAY (11/23) AND THE TECH THAT WORKED ON IT FOUND NOTHING WRONG, YET REPLACED THE BEC RELAY WITH ONE FROM A FORD EXPLORER BECAUSE THIS WAS A FIX THAT OTHERS HAVE HAD DONE AND IT SEEMED TO HAVE WORKED FOR THEM. ON MY WAY TO WORK THIS MORNING, MY ESCAPE STALLED YET AGAIN, NOT EVEN ONE WEEK AFTER I HAD IT IN FOR SERVICE. THIS IS THE 3RD TIME SINCE I HAVE HAD THE VEHICLE THAT IT HAS STALLED AND NO ONE CAN DETERMINE WHAT IS CAUSING THIS VERY DANGEROUS PROBLEM. SO FAR IT HAS NOT CAUSED ANY ACCIDENTS, BUT SINCE I LIVE IN OHIO, I KNOW THAT BAD WINTER WEATHER IS JUST AROUND THE CORNER AND I DO NOT LOOK FORWARD TO HAVING MY CAR STALL ON AN ICY ROAD WHILE I AM IN THE MIDDLE OF TRAFFIC. I WILL BE TAKING MY ESCAPE BACK TO THE DEALERSHIP IN THE NEXT WEEK OR SO TO HAVE THEM REPLACE THE FUEL PUMP (YET ANOTHER PROBLEM I HAVE) AND I WILL HAVE THEM LOOK AT THE STALLING ISSUE YET AGAIN. SINCE JUST A WEEK A

5802-027 21895

GO THEY HAD NO IDEA WHAT WAS CAUSING THIS PROBLEM OR WHAT COULD BE DONE TO FIX IT. I DON'T HAVE MUCH FAITH IN IT NOT HAPPENING AGAIN. ACCORDING TO THE LEMON LAW IN OHIO, AFTER 3 FIX ATTEMPTS ON THE SAME PROBLEM, I AM ENTITLED TO A NEW VEHICLE OR TO HAVE YOU BUY IT BACK FROM ME. I WOULD HOPE IT DOESN'T COME TO THIS, BUT I WILL DO WHATEVER IS NECESSARY FOR ME TO BE DRIVING A SAFE CAR, WHETHER IT IS MY CURRENT ONE OR A NEW ONE. THANK YOU FOR YOUR TIME, PLEASE FEEL FREE TO CONTACT ME AT MY WORK PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - FORWARDED INFORMATION TO CRM/SERV MGR WITH COPY TO REGIONAL OFFICE - REQUESTED CRM/SERV MGR CONTACT WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 1595

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

CONCERN ISSUE CASE NBR: 1497853171
REGION: 44 PITTSBURGH ZONE: C2 OPENED: 11/28/2001
VIN: 1FMYU04151KA34477 ENGINE: 1 VEH TYPE: T CLOSED: 12/07/2001

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: G-SM139 GARY SMITH
ACTION DATA/COMMENTS:

2001/12/07

14.55.18 SPOKE WITH [REDACTED] WE HAVE CHECKED VEHICLE AND COULD NOT VERIFY CONCERN BUT WE TALKED WITH OUR CSM AND FIELD ENGINEER ABOUT MR. HARTS CONCERN. THE FIELD ENGINEER GAVE US SOME ITEMS TO CHECK AND ALSO MENTIONED THAT THERE WILL BE A NEW CALIBRATION OUT APPROXIMATELY 12/15/2001 FOR THE PCM. WHEN I DISCUSSED THIS WITH [REDACTED] HE STATED HE WOULD CALL BACK AFTER THE 15TH TO SCHEDULE AN APPOINTMENT SO THAT WE COULD RUN THESE ADDITIONAL TESTS AND REPROGRAM HIS PCM.

ER02-027 21890

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION:	CONCERN ISSUE	CASE NBR:	1519392181
VIN: 1FMYU03151KP10941	ZONE:	OPENED:	08/06/2001
	ENGINE: 1	VEH TYPE: T	CLOSED: 08/06/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	KANSAS CITY	STATE:	MO	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XL/T 4X2		
MILEAGE:	11996				
DEALER NAME:		SALES CODE:		P & A:	
REASON CODE:	1103 ANA - W/N CRITERIA, REQUEST ANA PRIOR REPAIR				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 715 - PROVIDE ASSISTANCE
 DOCUMENT: ANALYST: SHANDERS SHAWN ANDERSON
 ACTION DATA/COMMENTS:

2001/08/06

14.24.59

CUSTOMER SAYS: ==VEH BROKE DOWN AND HAD THE VEH TOWED
 ==WHILE DRIVING THE VEH THERE WAS NO BTRAKES ACCELERATION
 AND THE ALL THE LIGHT INDICATORS CAME ON == VEH WOULD
 START BUT IT WILL NOT RUN ==REQ FOR A LOANER VEH
 ==HIS WIFE IS IN KANSAS CITY AND HE IS IOWA PER CUS
 TOMER, DEALER SAYS: ==CANNOT GIVE THE CUST A LOANER VEH
 ==THEY WILL TRY TO GET THE VEH IN TODAY ==REPAIRS ARE GO
 ING TO TAKE A FEW DAYS BECAUSE OF THE FACT THAT THE VEH
 CAME IN WITHOUT AN APPT CAC ADVISED: - INFORM CUSTOMER
 OF DEALER'S RESPONSE - REQUEST DEALER CONTACT CUSTOMER TO P
 ROCESS LOANER REQUEST ==OBC TO THE DLR AND SPOKE WITH THE
 SER MGR BY THE NAME OF STEVEN SCHONS WHICH STATED THAT
 THEIR CUST VEH CAME IN THIS MORNING AND THEY LOOKED AT I
 T AND THE VEH SEEMED FINE BUT THEY HAVE TO DO MORE TEST
 TO FIND OUT WHY THE VEH STOPPED ==BECAUSE THE VEH CAME
 TO THE DLR WITHOUT A APPT IT MAY TAKE MORE TIME FOR
 THEM TO DIAGNOSIS ==CAC CAN PROVIDE THE CUST WITH A LOAN
 ER VEH AND HAVE THEM SUBMIT RECEIPTS FOR RE-IMBURSEMENT
 ==CRC PROVIDED CUST WITH LOANER ASSISTANCE FOR 5 DAYS AT
 THE AMOUNT OF \$28 PER DAY INFERENCE CASE ID: 5224

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: S-SCHONS STEVE SCHONS
 ACTION DATA/COMMENTS:

2001/08/09

10.22.50

CUSTOMER STATES THAT VEHICLE QUIT WHILE DRIVING, WHEN VEHICL
 E ARRIVED AT DEALERSHIP, VEHICLE STARTED, DEALER RAN WDS TES
 T ON VEHICLE AND TEST DROVE 73 MILES, COULD NOT RECREATE CUS
 TOMERS CONCERN, CUSTOMER REQUESTED TO GO AHEAD AND DRIVE VEH

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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CONCERN ISSUE                                CASE NBR: 1519392181
REGION:                                       ZONE:          OPENED: 08/06/2001
VIN: 1FMYU03151KF10941 ENGINE: 1   VEH TYPE: T   CLOSED: 08/09/2001
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2001/08/09

10.22.50 ICLE HOME, NO CONTACT WITH CUSTOMER SINCE INSPECTION.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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CONCERN ISSUE                                CASE NBR: 1527872201
REGION: 48 DETROIT                          ZONE: A1        OPENED: 08/08/2001
VIN: 1FMYU03101KE96849 ENGINE: 1   VEH TYPE: T   CLOSED: 08/08/2001
=====

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LAST NAME:



STATUS: CLOSED

TITLE:

FIRST NAME:



MI:

ES82-827 21001

ADDRESS:

CITY: DETROIT STATE: MI ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 10427
DEALER NAME: JORGENSEN FORD SALES CODE: F48017 P & A: 02760
REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: SJAGNAR SABRINA JAGNARINE
ACTION DATA/COMMENTS:

2001/08/08

14.38.39 CUSTOMER SAYS: - MULTIPLE TIME WHILE DRIVING VEH IT STALLS /QUIT - TOOK VEH TO THE DLRSHIP FOR REPAIRS, PROGRAMING WAS DONE TO THE COMPUTER SYSTEM BUT THE PROBLEM STILL EXIST - TOOK VEH BACK TO THE DLRSHIP 3 DAYS NOW FOR REPAIRS, DLR INFORM CUST FORD IS AWARE OF PROBLEM BUT IN THE MEAN WHILE FORD DO NOT HAVE A FIX - DLR TOLD CUST TO CALL CRC FOR LOANER - CUST SAID HIS WIFE IS AFRAID OF VEH - CUST SEEKING ASSISTANCE GETTING VEH REPAIRED PROPERLY - CUST SEEKING LOANER AS SISTANCE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST CUSTOMER STAY IN CONTACT WITH DEALER - REQUEST DEALER CONTACT CUSTOMER REGARDING REQUEST ***** - OBC TO DLRSHIP, SPOKE WITH P/S DIRECTOR FRANK WHO INFORM CSR THIS IS A VERY LOYAL CUST TO THIER DLRSHIP - FRANK SAID DLR WERE UNABLE TO FIND A PROBLEM WITH VEH, DLR FOLLOWED HOTLINE INSTRUCTIONS, BUT IT DID NOT WORK - FRANK SAID HOTLINE IS AWARE OF PROBLEM AND IS CURRENTLY WORKING ON A FIX - FRANK SAID THE DLRSHIP WILL WORK WITH CUST ON GETTING INTO A LOANER - FRANK SAID HE WILL HAVE THE S/M SPEAK WITH THE REGION REP IN REGARDS TO GETTING CUST A LOANER WHILE HOTLINE IS WORKING ON A FIX FOR VEH CONCERN - DLRSHIP WILL REVIEW FURTHER INFERENCE CASE ID: 5232

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 715 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: JMARCELL JOANNE MARCELLE
ACTION DATA/COMMENTS:

2001/08/13

13.05.00 CUSTOMER SAYS: CUST SAYS VEH IS AT DLRSHIP FOR STALLING CONCERN. CUST SAYS VEH WENT IN ON AUG 06 CUST SAYS VEH HAS B

CONSUMER AFFAIRS

06/18/2002 MMFAKDRG

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 48 DETROIT CONCERN ISSUE CASE NBR: 1527872201
ZONE: A1 OPENED: 08/08/2001
VIN: 1FMYJ03101R896849 ENGINE: 1 VEH TYPE: T CLOSED: 08/13/2001

2001/08/13

13.05.00 BEN AT DLRSHIP FOR A WEEK. CUST SAYS HAVE BEEN WITHOUT A VEH SINCE THEN AND IS SEEKING LOANER VEH. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER CONTACT CUSTOMER TO PROCESS LOANER REQUEST CSR MADE OBC TO DLRSHIP AND SPOKE WITH FRANK IN PARTS WHO STATED IF CAC WILL ASSIST ON A LOANER DLRSHIP WILL ALSO ASSIST. FRANK STATED THAT ENGINEERS HAVE NO BEEN ABLE TO PROVIDE REPAIR PROCEDURES AS OF YET. FRANK ADVISED IF CAC WILL ASSIST WITH 3 DAYS DLRSHIP WILL APPRECIATE. CSR ADVISED FRANK CAC WILL ASSIST WITH 3 DAY RENTAL AT 28.00/DAY TOTAL OF 84.00. FRANK STATED WILL INFORM SER/MAN ON THE MATTER AND HAVE HIM SUBMIT CLAIM FOR THE AMT UNDER P98 CSR ADVISE

ER02-027 21002

D CUST AS PER FRANK CONTACT DLRSHIP ON AND ASK FOR PAUL BEAD
VAIS REGARDING LOANER VEH. INFERENCE CASE ID: 5224

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: JSTORRS STORRS, JUDY (J.A.)
ACTION DATA/COMMENTS:

2001/08/23
15.57.48 FORD ENGINEERS REPLACED KBC POWER RELAY.

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== CONCERN ISSUE CASE NBR: 1541912791
REGION: 21 ATLANTA ZONE: E3 OPENED: 10/06/2001
VIN: 1FMYU02B61KB73335 ENGINE: B VEH TYPE: T CLOSED: 10/06/2001
=====

LAST NAME: ██████████ STATUS: CLOSED
TITLE: ██████████ FIRST NAME: ██████████ MI: ██████████
ADDRESS: ██████████
CITY: RALEIGH STATE: NC ZIP: ██████████
HOME PHONE: ██████████
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 600
DEALER NAME: CAPITAL FORD INC SALES CODE: F21019 F & A: 00978
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: FRKNIGHT FRANK KNIGHT
ACTION DATA/COMMENTS:

2001/10/06
14.51.43 CUSTOMER SAYS: -BOUGHT VEH 09/27/2001 -VEH STALLED 9 DAYS
AFTER TAKING DELIVERY OF THE VEH -DLR HAS NOT DIAG THE VEH
YET -CUST IS NOT INTERESTED IN THE DIAG -CUST IS VERY UN
HAPPY AT THIS POINT IN TIME -CUST SAYS THAT HE IS DISAPPOIN
TED WITH THE WAY HE WAS TREATED AT THE DLR -QUALITY OF SER
VICE JUST INCREASED CUST FRUSTRATION -CUST IS REQUESTING TH

EP02-027 21803

AT FORD BUY BACK HIS VEH PER CUSTOMER, DEALER SAYS: -CAPIT
TAL FORD INC CAC ADVISED: - WE RECOMMEND THE REPAIR BE P
ERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT
TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE
ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-DAV33 CHARLES DAVIS
ACTION DATA/COMMENTS:

2001/10/08
14.32.49 REPAIRED LOSE BATTERY CABLE

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION:	CONCERN ISSUR	CASE NHR: 1563972621
VIN: 1FMYU0412LK056538	ZONE:	OPENED: 10/22/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 10/22/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	SHAVERTOWN	STATE:	PA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	2400				
DEALER NAME:		SALES CODE:		P & A:	
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION; EMAIL
ACTION: 139 - ADVISE CUST. INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SSTONE SHELLEY STONE
ACTION DATA/COMMENTS:

2001/10/22
09.59.02 CUSTOMER SAYS: I HAVE A NEW 2001 ESCAPE WITH ONLY 2400 MIL
ES. YESTERDAY (IN TRAFFIC) WHILE SLOWING DOWN TO MAKE A TUR
N THE VEHICLE STALLED. IT HAD PLENTY OF FUEL AND IS BRAND NE
W - THIS COULD HAVE BEEN DANGEROUS. IS THERE A RECALL OR SOM
ETHING ON ESCAPES? WHAT COULD CAUSE THIS? I HAVE DRIVEN IT T
WICE SINCE AND IT HAS NOT DONE IT AGAIN. PER CUSTOMER, D
EALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INQUIRIES
OF A TECHNICAL NATURE ARE GENERALLY REFERRED TO OUR DEALERS
HIPS. -ACCORDING TO OUR RECORDS, YOUR SERVICING DEALERSHI
P IS PAT & DAN DEL BALSIO FORD. WE SUGGEST THAT YOU CONTACT
RICK SKUDALSKI, THE SERVICE MANAGER AT PAT & DAN DEL BALSIO F
ORD. HE IS IN THE BEST POSITION TO ASSIST YOU WITH THE CONC
ERN ON YOUR VEHICLE. IN AN EFFORT TO ASSIST YOU, YOUR INF
ORMATION HAS BEEN FORWARDED TO PAT & DAN DEL BALSIO FORD FOR

ER02-027 21004

FURTHER REVIEW. WE RECOMMEND YOU MAKE AN APPOINTMENT WITH THE DEALERSHIP AT YOUR CONVENIENCE. THE SERVICE DEPARTMENT CAN BE REACHED DIRECTLY AT: (717) 288 - 4501. F/U 10/29/01 INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: EMAIL
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-SKUDAL RICK SKUDALSKI
ACTION DATA/COMMENTS:

2001/11/08
08.59.25 SPOKE TO CUSTOMER ABOUT STALLING CONCERN. CUSTOMER RECEIVED LETTER FROM FORD ABOUT RUNNING PROPER OCTANE FUEL IN VEHICLE. VEHICLE HAS NOT STALLED SINCE CHANGE OF FUEL.

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

CONCERN ISSUE CASE NBR: 1563972621
REGION: ZONE: OPENED: 10/22/2001
VIN: 1FMYU04121KC56538 ENGINE: 1 VEH TYPE: T CLOSED: 11/13/2001

ORIGIN: CACM07 - MANUAL - EMAIL CSR COMMUNICATION: EMAIL
ACTION: 702 - SENT E-MAIL TO CALL BACK
DOCUMENT: ANALYST: SSTONE SHELLY STONE
ACTION DATA/COMMENTS:

2001/11/13
17.21.32 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
C ADVISED: WE ARE WRITING TO FOLLOW UP ON THE STALLING CONCERN ON YOUR 2001 FORD ESCAPE. HAS THIS CONCERN BEEN RESOLVED?
D?

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION:	CONCERN ISSUE	CASE NBR: 1578052821
VIN: 1PMU001B81KE84779	ZONE:	OPENED: 10/10/2001
	ENGINE: B VEH TYPE: T	CLOSED: 10/10/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	WINTHROP HARBOR	STATE:	IL	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2	
MILEAGE:	20000			
DEALER NAME:		SALES CODE:		P & A:
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP			

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

2001/10/10

12.22.15 CUSTOMER SAYS: - CUST VEH HAD QUIT ON HER ON FRIDAY AND SHE WAS TOWED TO METRO FORD - SHE STATED THAT THEY DID NOTHING WITH THE VEH SO SHE REQUESTED TO HAVE THE VEH TOWED TO SUTTON FORD AND IT WAS NOT DONE - CUST HAD BEEN TOLD SHE WOULD GET A CALL BACK FROM A CSR ABOUT HER ISSUE - CUST HAD TOLD HER NOT TO CALL HER BECAUSE SHE DIDN'T WANT TO DEAL WITH THIS - CUST WANTS TO KNOW WHY HER VEH WAS NOT TOWED YESTERDAY AS SHE EXPECTED THAT IT WOULD BE - CUST FEELS THAT ROADSIDE SHOULD BE MORE RESPONSIVE TO HER DEMANDS - WILL NOT SPEAK DIRECTLY TO ROADSIDE AS SHE FEELS THAT SHE IS AT WORK AND DOESN'T FEEL SHE SHOULD HAVE TO DEAL WITH THIS - CUST CONFERENCE THE DEALER IN AND HE STATED THAT THE PAPERWORK AND THE KEYS WERE NOT DELIVERED TO THEM AND HE WOULD NOT EVEN CHECK FOR THE VEH PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR ----OBC TO ROADSIDE----- - SPOKE WITH KELLY - SHE STATED THAT THE VEH IS AT SUTTON FORD - TO WING SERVICE DELIVERED THE VEH TO SUTTON FORD AT APPROXIMATELY 7:30 PM - VERIFIED BY VICTOR AT THE CASHIER'S COUNTER - CUST ASKED THAT THIS BE INVESTIGATED AND HER CALLED BACK WHEN THE VEH IS FOUND INFERENCE CASE ID: 4905

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: RGRAESSE RICHARD GRAESSER
 ACTION DATA/COMMENTS:

CAC ADVISED: ----OBC TO ROADSIDE----- - SPOKE WITH RON - HE STATED THAT WRIGHTWAY AUTO SERVICE - THE KEYS WERE HANDLED TO SOMEONE AT THE SERVICE DEPT (DESCRIBED AS AFRICAN AMERICAN MALE - APPROX 35 YRS OLD) -----OBC TO DLR-----

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	CONCERN ISSUE	CASE NBR: 1578052821
REGION:	ZONE:	OPENED: 10/10/2001
VIN: 1FMDU01B81KE84779	ENGINE: B VEH TYPE: T	CLOSED: 10/10/2001

=====

2001/10/10

12.22.15 SPOKE WITH CRM - EMMA WILLIAMS - SHE STATED THAT THE PERSON
 N COULD BE ANYONE - SHE IS GOING TO HAVE PEOPLE DRIVE AROUND
 ND THEIR LOT AND SEE IF THEY CAN FIND THE VEHICLE AND THEN CALL
 ALL ME BACK

ORIGIN: CACH02 - MANUAL - PHONE CSR COMMUNICATION; PHONE
 ACTION: 214 - OUTBOUNDED CALL TO DEALER
 DOCUMENT: ANALYST: RGRAESSE RICHARD GRAESSER
 ACTION DATA/COMMENTS:

12.32.23 CAC ADVISED: ----OBC TO DLR---- - SPOKE WITH EMMA WILLIAMS
 IAMS - CRM - SHE STATED THAT THE VEH WAS FOUND AND IS BEING
 WORKED ON, BUT SHE WOULD LIKE THE CUST TO CALL HER FOR FURTHER
 HER INFORMATION -----OBC TO CUST----- - LEFT MSG THAT
 THE VEH WAS AT SUTTON FORD, AND THAT SHE SHOULD CALL EMMA WILLIAMS
 (CRM) FOR FURTHER INFORMATION, AND GAVE HER NUMBER
 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE

CONSUMER AFFAIRS

06/18/2002 MMFAI PRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	CONCERN ISSUE	CASE NBR: 1586272481
REGION: 11 BOSTON	ZONE: H1	OPENED: 09/05/2001
VIN: 1FMYU04101KF16676	ENGINE: 1 VEH TYPE: T	CLOSED: 09/05/2001

=====

LAST NAME:

TITLE:

ADDRESS:



FIRST NAME:



STATUS: CLOSED

MI:



ENC2-827 21987

CITY: WILLIAMSTOWN STATE: VT ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10000
DEALER NAME: FORMULA FORD, INC. SALES CODE: F11527 P & A: 08864
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: JHYLTON JILLIAN HYLTON
ACTION DATA/COMMENTS:

2001/09/05
14.48.36 CUSTOMER SAYS: -CUST SAYS HAVING PROBLEMS WITH VEH MAINLY
STALLING WHILE REVERSING THEN GOING BACK INTO DRIVE. -CUST
SAYS ABOUT 2 WEEKS AGO TOOK VEH TO FORMULA FORD FOR DIAGNOS
IS AND FOUND STALLING WAS OCCURRING. -CUST SAYS DLR SAYS N
EXT APPT WILL BE ON 09/10/2001. -CUST SAYS DOBS NEEDS FORD
TO FIX PROBLEM. PER CUSTOMER, DEALER SAYS: -NONE CAC AD
VISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM
DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOU
LD CONTACT CRM/SERV MGR -CSR ADVISED CUST TO TAKE VEH IN TO
DLR FOR REPAIR. -CSR APOLOGIZED TO CUST FOR INCONVENIENCE.

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-CASTE1 JACK CASTELLANETA
ACTION DATA/COMMENTS:

2001/09/17
09.50.27 TOOK A FEW DAYS TO VERIFY CONCERN WE HAVE VERIFIED IT AND WI
TH THE TECH HOTLINE HELP HAVE ORDERED PARTS TO REPAIR VEHICL
E.

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

CONCERN ISSUE CASE NBR: 1587632501
REGION: 52 SOUTHWEST ZONE: E2 OPENED: 11/09/2001
VIN: 1FMYG01181KA14535 ENGINE: 1 VEH TYPE: T CLOSED: 11/09/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CEDAR CREEK STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 21000
DEALER NAME: MAXWELL FORD SALES CODE: F52303 P & A: 02923
REASON CODE: 0914 RSP/ESC - RENTAL ASSISTANCE
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE

EM02-027 21008

DOCUMENT: ANALYST: MSUTHER MICHELLE SUTHERLAND
ACTION DATA/COMMENTS:

2001/11/09
16.25.10

CUSTOMER SAYS: >>CUST WAS TOLD TO CALL CRC FOR LOANER COVE
RAGE >> HARD TIME STARTING - THE BATTERY LIGHT STARTED UP
>> CUST AS AN ESP W/ RENTAL COVERAGE PER CUSTOMER, DEALE
R SAYS: >>> 8456265 CAC ADVISED: - INFORM CUSTOMER OF DE
ALER'S RESPONSE - REQUEST CUSTOMER STAY IN CONTACT WITH DEA
LER - REQUEST DEALER CONTACT CUSTOMER REGARDING REQUEST >>
>>>>>OBC TO DLSRHP >> JIM SAID HE DOESN'T KNOW WHY CUST W
AS ADVISED TO GIVE US A CALL - GIVE CUST AS AN ESP THEN IT S
HOULD BE COVERED >>> LEFT MESSAGE FOR CUST INDICATING THIS
- ADVISE HER TO SPEAK TO S/M JIM INVERENCE CASE ID: 5231

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION:	CONCERN ISSUE	CASE NBR: 1612552061
VIN: 1FMYU03191KB73075	ZONE:	OPENED: 07/31/2001
	ENGINE: 1	CLOSED: 07/31/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	COLUMBIA	STATE:	SC	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	3400				
DEALER NAME:		SALES CODE:		P & A:	
REASON CODE:	1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

=====

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 715 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: TMASH TIANA MASH
ACTION DATA/COMMENTS:

2001/07/31
19.49.39

CUSTOMER SAYS: =NONE PER CUSTOMER, DEALER SAYS: =NONE
--OBC TO BOB BENNETT FORD INC - LEFT MESSAGE FOR JONI T C
RM... - ADVISING THIS TOOK A WHILE, BECUASE CSR WAS UNDER I
MPRESSION THEY WOULD BE CALLING CRC TO ADVISED IF VEH WAS GO
ING TO STAY OVER NIGHT OVER THE WEEKEND OR FOR COUPLE DAYS..
THE FOLLOWING WEEK.. -- CAC ADVISED: - INFO DOCUMENTED

ENG2-827 21908

... - CSR HAS AGREED TO 50.00 FOR RENTAL..... - CSR TERM
LEADER FOLLOWED UP WITH INQ FROM SOS, IN-REGARDS TO AUTHORI
ZATION... FOR LOANER... ===PLEASE BE INFORM THAT APPO
INTMENT WAS SET FOR THURSDAY 07/27/2001 FOR 7:30 AM.... - B
OT CUST DECIDED SHE COULD NOT MAKE IT ON THAT DAY... - SARA
RESERVATIONIST DECIDED TO CALL CSR THE FOLLOWING DAY ADVISI
NG HOW LONG THE LOANER WAS NEEDED.... INFERENCE CASE ID:
5224

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 821 - AWARD SERVICE LOANER
DOCUMENT: ANALYST: GANTH01 GRAHAM SCOTT ANTHONY
ACTION DATA/COMMENTS:

2001/08/01
11.56.59 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
CAC ADVISED: DEALER P AND A CODE 00
946 AMOUNT OF AWA \$50 LAST FOU
R OF R.O. # 7344 LINE

CONSUMER AFFAIRS

06/18/2002 MFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19
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REGION:	CONCERN ISSUE	CASE NBR: 1612552061
VIN: 1FMYU03191KB73075	ZONE:	OPENED: 07/31/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 08/01/2001

=====

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC074 - VEHICLE OPERATING CHARACTERISTIC - REPAIR ATTEMPTED
DOCUMENT: ANALYST: J-TINDAL JONI TINDALL
ACTION DATA/COMMENTS:

2001/08/01
15.53.50 CUSTOMER DIAGNOSIS WAS NPF, LOANER PROVIDED PER CAC REP, TIA
NA. P98. DEALER STILL AWAITING ADTH. CODE AS OF 8/1/01. REPA
IR DONE ON 7/27/01.

8002-827 21910

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 53 KANSAS CITY CONCERN ISSUE CASE NBR: 1679832401
VIN: 1FMCU04101KC41420 ENGINE: 1 VEH TYPE: T OPENED: 08/28/2001
CLOSED: 08/28/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LA VISTA STATE: NE ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 3000
DEALER NAME: LITHIA FORD OF OMAH SALES CODE: F53023 P & A: 08733
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: 2592664 ANALYST: PSTEWART PATRICIA STEWART
ACTION DATA/COMMENTS:

2001/08/28
18.51.00 CUSTOMER SAYS: VP SURVEY -CUST CLAIMS -THE SEATS ARE HAR
D AND NEED MORE THIGH SUPPORT -THE VEH DIED TWICE AS I PUL
LED UP TO A STOP SIGN. VEH RESTARTED OK. *****
UTBOUND CALL***** -CRUISE CONTROL QUIT ON CUST SINCE SURVEY -R P SMITH DLRSH HAS THE VEH. N
OW FOR THE STALL CONCERN AND THE CRUISE CONTROL. -SEATS ARE
NOT COMFORTABLE, THIS IS A DESIGN CONCERN, SEATS COULD USE
2 MORE INCHES OF PADDING PER CUSTOMER, DEALER SAYS: H.
P. SMITH FORD [REDACTED] CAC ADVISED: -WILL TOUCH BASE W
ITH THE DLRSH INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: P-PASSAU PAUL PASSAUER
ACTION DATA/COMMENTS:

2001/08/31
09.17.29 DEALER HAD VEHICLE IN FOR WAR REPAIR, CANT MODIFY SEAT ISSUE

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 27 WASHINGTON	CONCERN ISSUE	CASE NBR: 1702933451
VIN: 1FMYU04161KE71615	ZONE: C1	OPENED: 12/11/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 12/11/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	BALTIMORE	STATE:	MD	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	BSCAPE XLT 4X4	
MILEAGE:	20000			
DEALER NAME:	AL PACKER FORD INC	SALES CODE:	F27026	P & A: 00011
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP			

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: ZKHAN ZUBAIR KHAN
 ACTION DATA/COMMENTS:

2001/12/11

19.30.19 CUSTOMER SAYS: -CUST SAID I BEEN HAVING SO MANY PROBLEM WI
 TH THE VEH -CUST SAID VEH BEEN TO THE DLR 3 OR 4 TIME AND T
 HEY CAN NOT FIX -CUST SAID THIS IS A INTERMITTMENT CONCERN
 WITH THE VEH CUST SAID WHEN I MAKE A QUICK TURN OR HARD TUR
 N EITHER WAY THE VEH JUST DIE ON ME IT JUST QUIT , CUTT OFF
 IT WILL START RIGHT AWAY BUT IT IS SO FRUSTRATED. PER CUSTO
 MER, DEALER SAYS: CUST ALLEGES DLR SAID WE CAN NOT DUPLICA
 TE THE PROBLEM . CAC ADVISED: - WE RECOMMEND THE REPAIR BE
 PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SE
 NT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CA
 SE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
 ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
 DOCUMENT: ANALYST: M-LEWIS AL PACKER FORD
 ACTION DATA/COMMENTS:

2001/12/12

10.34.02 VEHICLE WAS HERE FOR SEVERAL DAYS, NO CODES AND COULD NOT DU
 Plicate CONCERN ON NUMEROUS ROAD TESTS. EXPLAINED TO CUSTOME
 R WE WOULD BE HAPPY TO LOOK AT IT AGAIN.

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE CASE NBR: 1708671621
REGION: 44 PITTSBURGH ZONE: C3 OPENED: 06/11/2001
VIN: 1FMYU01B61KP64647 ENGINE: B VEH TYPE: T CLOSED: 06/11/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MADISON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 4000
DEALER NAME: T B CLARKE FORD, IN SALES CODE: F44077 P & A: 02257
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: ABALASUB AKALYA BALASUBRAMANIAM
ACTION DATA/COMMENTS:

2001/06/11

19.40.24 CUSTOMER SAYS: CUST STATES...>VEH AT TIMES WILL NOT START
. TOOK THE VEH TO THE DLRSHIP COUPLE OF TIMES FOR THIS CONCER
N AND THE PROBLEM STILL EXISTS. WILL BE TAKING THE VEH TO THE
DLRSHIP ON JUNE 13 PER CUSTOMER, DEALER SAYS:
T B CLARKE FORD,
[REDACTED] CAC ADVISED: - WE RECOMMEND THE REPAIR BE P
ERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT
TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE
ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F44077 T B CLARKE FORD,
ACTION DATA/COMMENTS:

2001/06/21

15.44.38 REPLACED AIRBYPASS VALVE ON 13JUN2001.

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
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MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE CASE NBR: 1727573331
REGION: 16 PHILADELPHIA ZONE: A1 OPENED: 11/29/2001
VIN: 1FMYU01HX1KE00347 ENGINE: B VEH TYPE: T CLOSED: 11/29/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

0002-027 21913

CITY: PHILADELPHIA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 28000
DEALER NAME: CHAPMAN FORD SALES. SALES CODE: F16019 P & A: 01431
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: ABECESSA ANDREW BECESSAR
ACTION DATA/COMMENTS:

2001/11/29

20.09.38 CUSTOMER SAYS: CUST SAYS VEH JERKS WHEN IT IS FIRST GEAR
VEH HESITATES WHENIN IT GOES OFF WHEN VEH IS IDLE IT REVS U
P AND ACTS LIKE IT WILL CUT OFF THERE IS A BAD SCRUBBING N
OISE ON THE RIGHT THERE IS A KNOCKING THE FRONT PER CUSTO
MER, DEALER SAYS: -DLR TOLD CUST THAT THEY NEED A NEW IDLE
CONTROL MOTOR DLR IN TOLD CUST THAT CANT THE PART BECAUSE
OF THE CODE THAT DLR IN NORTH CAROLINA CAC ADVISED: - WE
RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP -
INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CR
M/SERV MGR INFERENCE CASE ID: 4905

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ABECESSA ANDREW BECESSAR
ACTION DATA/COMMENTS:

2001/11/30

15.39.31 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: -OBC TO DLR SPOKE WITH S/M JIM WAS ADVISED THAT DLR THE
BREAKS ARE FINE DLR CANNOT DUPLICATE THE CONCERN DLR ADVISED
HAVE CUST COME IN WHEN THEY HAVE CONCERN AND DLR WILL LOOK
AT VEH ****OBC TO CUST TO ADVISE HER TO SET UP AN APPOINTMEN
T*****

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - 'OTHER'
DOCUMENT: ANALYST: J-MULBER MULBERGER
ACTION DATA/COMMENTS:

2001/12/20

11.08.14 WE COULD NOT DUPLICATE ANY ABNORMAL CONDITION WITH VEHICLE

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

CONCERN ISSUE CASE NBR: 1730410661
REGION: 16 PHILADELPHIA ZONE: F1 OPENED: 10/15/2001
VIN: 1FMYU04111KRS7913 ENGINE: 1 VEH TYPE: T CLOSED: 10/15/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LANDENBERG STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 13700
DEALER NAME: PAULKNER FORD, INC. SALES CODE: F16403 P & A: 01414
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

EP02-027 21814

DOCUMENT: ANALYST: EKWONG EDWIN KWONG
ACTION DATA/COMMENTS:

2001/10/15

17.55.03 CUSTOMER SAYS: - VEH STALLS --4 TIMES SEPT.2001 --BEEN T
O DLRSHF --DRIVING VEH IT STALLS--NO WARNING IT JUST DIES
---VEH AT HOME NOW -BRINGING VEH TO DLRSHF TOMORROW --DL
RSHF WAS UNABLE TO DUPLICATE CONCERNS --ON PREVIOUS VISITS P
ER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - WE RECOMM
END THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFOR
MATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV
MGR INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DACG12 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-EGOLF RICH EGOLF
ACTION DATA/COMMENTS:

2001/10/22

15.31.46 CUST STATED VEH HAS STALLED ON A FEW TIMES CNV ON A FEW OCCA
SIONS LAST TIME IN DEALER CALLED TECH LINE DID DIAG PER TECH
LINE WAS ADVISED T INSTALL NEW ESC PER FORD INSTALLED FINIS
HED REPAIR RETURNED TO CUSTOMER

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== CONCERN ISSUE CASE NBR: 1747111941
REGION: 48 DETROIT ZONE: B1 OPENED: 07/17/2001
VIN: 1FMCU04141KE76080 ENGINE: 1 VEH TYPE: T CLOSED: 07/17/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: ELIZABETH MI:
ADDRESS: [REDACTED]
CITY: TROY STATE: MI ZIP: 48083
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1
DEALER NAME: ELDER FORD SALES CODE: F48013 P & A: 02697
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: VSINGH VIKRAM SINGH
ACTION DATA/COMMENTS:

2001/07/17

18.06.37 CUSTOMER SAYS: - WANT TO UPDATE THE PREVIOUS CONTACT WITH
WHAT DLR ADVISED THE CUST . - DLR ADVISED THAT THE VEH IS
HAVING STARTING PROBLEM IS BECAUSE OF THE FUEL PUMP. - A
LSD TRANS ISSUE IS WITH THE SHIFTER NOT SELECTING THE REQU
ESTED GEAR. - ALSO DRIVER SIDE WINDOW RATTLES WHEN THE WI
NDOW IS NOT ROLLED ALL THE WAY DOWN.BUT DLR STATES THAT TH

ERG2-627 21010

E NOISE IS FROM THE HATCH. - BUT DLR WANTS CUST TO GO ON A TEST DRIVE THE VEH. PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - ADVISE PER DEALERSHIP CONVERSATION - WILL FORWARD INFORMATION TO CRM OR SERV MGR - ADVISED CUST FORD'S GOAL IS TO REPAIR THE VEH RATHER THAN REPLACING IT . - ADVISED CUST TO CONTACT SALES MANAGER FOR ANY SALES RELATED CONCERN. INFERENCE CASE ID: 1585

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC044 - REIMBURSEMENT MADE FOR 'EMERGENCY' WARRANTY REPAIR
DOCUMENT: ANALYST: M-MUNRO3 MICHELLE MUNRO
ACTION DATA/COMMENTS:

2001/07/18
12.33.13 CLIFORD BOUGHT BACK VEHICLE.

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CONCERN ISSUE CASE NBR: 1767592780
REGION: ZONE: OPENED: 10/04/2000
VIN: 1FMYU03161KE57652 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BAKERSFIELD STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 400
DEALER NAME: SALES CODE: P & A
REASON CODE: 4101 ICCD - RESOLUTION REQUIRED
SYMPTOM: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC002 - ICCD CONCERN RESOLUTION REQUIRED
DOCUMENT: ANALYST: RALLEYNE ROKANE ALLEYNE
ACTION DATA/COMMENTS:

2000/10/04
21.16.36 CUSTOMER SAYS: THE VEHICLE ENGINE STALLS WHEN SHE STARTS THE VEH. THIS STARTED ONE WEEK AFTER THE PURCHASE OF HER VEH. CUSTOMER HAVE TO WAIT ABOUT FIVE MINUTES TO START VEH. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: THIS CUSTOMER WAS CONTACTED ON BEHALF OF THE ESCAPE ASSEMBLY PLANT THROUGH THE ICCD PROGRAM, AT WHICH TIME WE WERE MADE AWARE OF THIS CONCERN - WE ARE TRACKING THIS ISSUE FOR THE ESCAPE ENGINEERING TEAM SPOKE WITH ED RODRIGUEZ SERVICE/ADVISOR CALL DEALERSHIP MADE APPT. FOR CUST. AT MONDAY ON OCT 9-00 AT 9.15AM --PLEASE CONTACT CUSTOMER TO ARRANGE A TIME FOR OR APPOINTMENT. PLEASE DETAIL OASIS AND UPDATE THIS CONTACT WITH SPECIFIC REPAIR INFORMATION AT YOUR EARLIEST CONVENIENCE -QUESTION/COMMENTS PLEASE CONTACT ME AT [REDACTED]
-THANK YOU IN ADVANCE FOR YOUR ASSISTANCE *****

ERR2-827 21918

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

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REGION: 48 DETROIT	REGION ISSUE	CASE NBR: 0347841212	
VIN: 1FMYU02191KA26451	ZONE: E1	OPENED: 05/01/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 05/01/2002

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FENTON STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 44006
DEALER NAME: BRIGHTON FORD-MERCU SALES CODE: F48508 P & A: 02707
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI100 - OPEN PRIORITY CONTACT
DOCUMENT: ANALYST: TSEARCY TERRENCE R. SEARCY
ACTION DATA/COMMENTS:

2002/05/01
15.49.25 3RD PARTY NAME BRIGHTON
***DEMAND LETTER DATED 4/26/02 *** **CI RECEIVED 5/0
1/02 **** **CUSTOMER STATES: ENGINE BOGGING, HESITATING
AND STALLING. **CUSTOMER SEEKS: FINAL RESOLUTION FOR CON
CERN. **CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFI
CES FOR REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT***

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: TSEARCY TERRENCE R. SEARCY
ACTION DATA/COMMENTS:

17.39.37 48
05-01-2002
12:02:00
17:40:00

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC009 - SERVICE APPOINTMENT SCHEDULED
DOCUMENT: ANALYST: J-BURNET JEFFREY BURNETTE
ACTION DATA/COMMENTS:

2002/05/07
15.18.49 APPOINTMENT HAS BEEN SCHEDULED FOR WED MAY 9,2002. A SERVICE LOANER WILL BE PROVIDED 8882-827 21817

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 48 DETROIT      REGION ISSUE      CASE NBR: 0347841212
ZONE: E1               OPENED: 05/01/2002
VIN: 1FMYU02191KA26451 ENGINE: 1    VEH TYPE: T      CLOSED: 06/03/2002
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ORIGIN:   FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION:   DAC052 - ANA P05 - OFFER ACCEPTED BY CUSTOMER
DOCUMENT: ANALYST: LTUBCKMA TUECKMANTEL, LUTZ
ACTION DATA/COMMENTS:

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2002/06/03
12.53.47  VEH WAS AT BRIGHTON FORD FROM MAY-8-02 UNTIL MAY-17-02, NPF
FOR TRANSMISSION STALL CONCERN. VEH WAS DRIVEN BY SEVERAL TE
CHNICIAN AND SM JEFF BURNETTE FOR ABOUT 250 MIL. INTERMITTEN
ELECTRICAL CONCERN WAS FIXED BY REPLACING GEM-MODUL. CUSTOME
R HAD LOANER VEH. LTUBCKMA, CSM

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 10 SDR	REGION ISSUE	CASE NBR: 0574963101
VIN: 1FMYU03151KB22107	ZONE: K1	OPENED: 04/27/2002
	ENGINE: 1	CLOSED: 04/27/2002
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BLOOMFIELD STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 22000
DEALER NAME: SULLIVAN FORD INC SALES CODE: F47605 P & A: D2788
REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 776 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: YCAMPBELL YVETTE CAMPBELL
ACTION DATA/COMMENTS:

2002/04/27
14.14.19

CUSTOMER SAYS: -VHE HAS BEEN TO DLRS ABOUT 12 TIMES FOR THE SAME CONCERN - STALLING -SHE IS TIRED OF WONDERING IF VHE IS GOING TO STALL -VEH SPENT MORE TIME IN DLRSHIP THAN THE OTHER VHS SHE OWNS -DLR TRIED SEVERAL REPAIR PROCEDURES AND IS UNABLE TO REPAIR VEH -DLRSHIP REPROGRAM THE COMPUTE R 3 TIMES AND CHANGE THE RELAY SWITCH -DLRSHIP IS REPLACING RELAY SWITCH THAT THEY REPLACE TWICE AND ALSO THE THROTTLE BODY -SHE AND HER HUSBAND LOST A LOT OF TIME FROM WORK BECAUSE OF THE CONCERN THEY HAVE WITH THE VHE -WANTS SOMEONE TO DO SOMETHING ABOUT THIS -SHE WANTS ANOTHER VHE BECAUSE SHE IS AFRAID OF THIS VEH -IF SHE DO NOT HEAR FROM SOMEONE BY NOON MONDAY, SHE WILL CONTACT HER ATTORNEY BECAUSE SHE DO NOT FEEL SAFE WITH THIS VHE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - WE SPOKE TO THE SERVICE DEPARTMENT AND HAVE CONFIRMED THAT YOUR VEHICLE HAS NOW BEEN TO THE DEALER SHIP MULTIPLE TIMES - WE HAVE DOCUMENTED YOUR CONCERN AND WILL SEND A COPY TO YOUR DEALERSHIP REQUESTING FURTHER TECHNICAL ASSISTANCE - YOUR CRM/SERV MGR WILL CONTACT YOU AS SOON AS THEY HAVE MORE INFORMATION -FORD'S GOAL IS TO REPAIR THE VEH, NOT TO REPLACE IT -NO ONE WILL BE CONTACTING HER -CRC REP MADE OBC TO LINTON FORD @ (812) 847-5000 -REP SPOKE WITH CHECK HAWKINS, SM WHO STATES DLRSHIP IS WORKING FROM A TSB TO REPAIR VEH AND ADDITIONAL PARTS ARE ON ORDER TO REPAIR IT == "" """"""TO WHOM IT CONCERNS"" "" -WAS UNABLE TO SEND THIS INFO TO THIS DLR AS THEY ARE NOT LISTED IN THE SYSTEM OR ON LINE INFERENCE CASE ID: 5406

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 10 SDR	REGION ISSUE	CASE NBR: 0574963101
VIN: 1FMYU03151KB22107	ZONE: K1	OPENED: 04/27/2002
	ENGINE: 1	CLOSED: 05/07/2002
	VEH TYPE: T	

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ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION

EN02-027 21910

DOCUMENT: ANALYST: A-HELDER ARLA HELDERMAN
ACTION DATA/COMMENTS:

2002/05/07

18.02.29 SPOKE TO MR. DAVE (HUSBAND) ROLLISON YESTERDAY TO ASK HOW VEHICLE WAS RUNNING. HE SAID IT HAD NOT MORE PROBLEMS WITH DYING SINCE THE REPAIR WAS COMPLETED. SEEMS THE NEW TSB DATE D 4/22 HAS CORRECTED THE PROBLEM. WOULD LIKE TO CLOSE THIS ISSUE LIST AT THIS TIME. THANK YOU

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC088 - LINK TO MORSII
DOCUMENT: ANALYST: S-PINKST SHARON PINKSTON
ACTION DATA/COMMENTS:

2002/05/28

17.58.24 CUST BROUGHT VEHICLE INTO SERVICE FOUND TSB IN REGARD TO CUSTOMER COMPLAINT TSB COMPLETED RETURNED VEHICLE TO CUSTOMER. CUSTOMER NOTIFIED LATER AND SAYS EVERYTHING OK AT THIS TIME. PLEASE CLOSE ISSUE

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC022 - CUSTOMER PAID REPAIR MADE
DOCUMENT: ANALYST: 0222DL DEALLE LUCKETT
ACTION DATA/COMMENTS:

2002/05/30

11.56.51 VEHICLE WAS REPAIRED AS CUSTOMER PAY.

CONSUMER AFFAIRS

06/18/2002 MMPAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 23 MEMPHIS REGION ISSUE CASE NBR: 0724322501
ZONE: A2 OPENED: 09/07/2001
VIN: 1FMTU04141KE28110 ENGINE: 1 VEH TYPE: T CLOSED: 09/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HOT SPRINGS STATE: AR ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 4235
DEALER NAME: RISER FORD LINCOLN SALES CODE: F23547 P & A: 07563
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE, DSB APP IS BEING SENT

EM02-027 21020

DOCUMENT: ANALYST: VSINGH VIKRAM SINGH
ACTION DATA/COMMENTS:

2001/09/07

19.52.58 CUSTOMER SAYS: - BEEN TO THE DLR FOR 3 TIMES FOR STALLING
- FIRST TIME CONCERN NOTICED WAS AUG 8/01 WHILE DRIVIN
G 3000 MILES . - VEH IS AT THE DLRSHP NOW FOR A WEEK. - TE
CH HAVE CONTACTED THE TECH. HOTLINE. - CUST SPOKE TO THE GE
NERAL MANAGER & CUST WAS PROVIDED WITH A LOANER. - CUST
. WILL APPLY FOR LEMON LAW & WILL BE SENDING INFO IN WRITING
TO FORD & ATTORNEY GENERAL'S OFFICE & THE DLRSHP PER CUSTOME
R. DEALER SAYS: CAC ADVISED: - REQUESTED DEALERSHIP TO
CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING
OF DSB APPLICATION - OBC TO DEALERSHIP IN AN ATTEMPT TO RE
SOLVE CONCERN PRIOR TO DSB ESCALATION - FORWARDED INFORMATI
ON TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE INF
ERENCE CASE ID: 105

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: D-BRO20 RESORT MOTORS
ACTION DATA/COMMENTS:

2001/09/17

09.53.36 VEHICLE WAS IN DEALERSHIP, TECH CHECKED VEHICLE FOR TROUBLE C
ODES, NO CODES PRESENT, AFTER FURTHER TESTING WE FOUND BASE E
NGINE IDLE WAS TOO LOW, AFTER BASE IDLE WAS ADJUSTED VEHICLE
RAN TO MANUFACTURERS SPECIFICATIONS. VEHICLE IS REPAIRED AND
CUSTOMER HAS PICKED VEHICLE UP.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 23 MEMPHIS	REGION ISSUE	CASE NBR: 0724322501
VIN: 1FMYU04141KB28110	ZONE: A2	OPENED: 09/07/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 09/21/2001

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ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: D-BRO20 RESORT MOTORS
ACTION DATA/COMMENTS:

2001/09/21

08.53.56 DAN-----WE SPOKE WITH THE CUSTOMER YESTERDAY AND THE VEHICLE
IS STILL OPERATING FINE AFTER SETTING THE BASE IDLE.....DAN
D

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: S182DH DAN HUBER
ACTION DATA/COMMENTS:

09.17.48 VEHICLE IS REPAIRED PER THE SVC. MGR. DAN HUBER CSE

ER02-827 21021

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 44 PITTSBURGH	REGION ISSUE	CASE NBR: 1497853171
VIN: 1FMY004151KA34477	ZONE: C2	OPENED: 01/22/2002
	ENGINE: 1	CLOSED: 01/22/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	STRONGSVILLE	STATE:	OH	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	11000				
DEALER NAME:	WILLIAMS MOTOR CO.,	SALES CODE:	F44130	P & A:	02173
REASON CODE:	30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE

DOCUMENT: ANALYST: DGERO DONNA GERO

ACTION DATA/COMMENTS:

2002/01/22

17.03.29

CUSTOMER SAYS: =CUST IS CALLING BECAUSE HIS VEHICLE HAS S
TALLED AGAIN AFTER 3 REPAIRS. =CUST SAID THE VEHICLE STALL
AND IT IS DANGEROUS TO DRIVE IN. =CUST SAID IT STALLS WHEN
THE VEHICLE IS GOING DOWN HILL =CUST SAID THE VEHICLE WILL
RESTART ONCE IT IS TURNED OFF AND RESTARTED. =CUST IS CALLI
NG BECAUSE IS TIRED OF TAKING THE VEHICLE IN PER CUSTOME
R, DEALER SAYS: NONE CAC ADVISED: - WE SPOKE TO THE SERV
ICE DEPARTMENT AND HAVE CONFIRMED THAT YOUR VEHICLE HAS NOW
BEEN TO THE DEALERSHIP MULTIPLE TIMES - WE HAVE DOCUMENTED
YOUR CONCERN AND WILL SEND A COPY TO YOUR DEALERSHIP REQUEST
ING FURTHER TECHNICAL ASSISTANCE - YOUR CRM/SERV MGR WILL C
ONTACT YOU AS SOON AS THEY HAVE MORE INFORMATION OBC TO THE
SERVICE DEPT AND LEFT MESSAGE FOR THE SM TO DISCUSS THE ISS
UE WITH THE REGION ON A BUY BACK AS PER THE CUST. =IF CUS
T CALLS THE CENTER PLEASE TRANSFER TO DONNA AT EXT 2099. INF
ERENCE CASE ID: 5406

EM62-827 21822

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DGERO DONNA GERO
ACTION DATA/COMMENTS:

2002/01/23

10.24.12 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: OBC TO THE SM AFTER HE RETURNED MY CALL BUT WAS UNABLE T
O CONTACT HIM LEFT A MESSAGE FOR HIM TO CONTACT ME WHEN HE
IS AVAIL.

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 44 PITTSBURGH REGION ISSUE CASE NBR: 1497853171
ZONE: C2 OPENED: 01/22/2002
VIN: 1FMYU04151KA34477 ENGINE: 1 VEH TYPE: T CLOSED: 01/24/2002

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DGERO DONNA GERO
ACTION DATA/COMMENTS:

2002/01/24

12.09.25 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: --OBC TO SM GARY SMITH WHO SAID HE HAS DONE EVERY THING
FORD TOLD THEM TO DO BUT THE ,PROBLEM STILL EXIST. MR. SM
ITH WILL SPEAK WITH THE FIELD ENGINEER AND CRM AND CONTAC
T THE CUST WHEN HE HAS AN ANSWER.

ERG2-827 21823

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 48 DETROIT	REGION ISSUE	CASE NBR: 1550372640
VIN: 1PMYU04151KD91139	ZONE: C2	OPENED: 12/05/2001
	ENGINE: 1	CLOSED: 12/05/2001
	VEH TYPE: T	

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	DETROIT	STATE:	MI	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	25000			
DEALER NAME:	BOB THIBODEAU, INC.	SALES CODE:	F48042	P & A: 02703
REASON CODE:	2354 DSB - APPLICATION REQUEST			
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP			

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: OTHER
 ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP IS BEING SENT
 DOCUMENT: ANALYST: RALLEN RICHARD ALLEN
 ACTION DATA/COMMENTS:

2001/12/05

17.16.16 CUSTOMER SAYS: WOULD LIKE AN DSB APPLICATION PER CUSTOMER
 , DEALER SAYS: -NONE CAC ADVISED: - REQUESTED DEALERSHIP
 TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAIL
 ING OF DSB APPLICATION - OBC TO DEALERSHIP IN AN ATTEMPT T
 O RESOLVE CONCERN PRIOR TO DSB ESCALATION - FORWARDED INFOR
 MATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
 ACTION: DAC089 - TRANSFER ISSUE
 DOCUMENT: ANALYST: JSTORRS STORRS, JUDY (J.A.)
 ACTION DATA/COMMENTS:

2001/12/07

07.29.31 TRANSFERRING CASE TO BOB THIBODEAU, SERVICING DEALERSHIP, BE
 CAUSE OF FIELD SERVICE ENGINEER INVOLVEMENT WITH VEHICLE. CU
 STOMER TOLD JURGENSEN FORD THE VEHICLE STILL HAS A STALL CON
 CERN.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: JFURGISO FURGISON, JIM (J.)
 ACTION DATA/COMMENTS:

2002/01/31

12.27.14 REPAIR PERFORMED 11/26 CONCERN RESOLVED BY FSE. (POWER RELAY
) VEHICLE RETURNED TO DEALERSHIP AND EVALUATED BY FSE ON 12/
 10 MFF.

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 48 DETROIT	DSB ISSUE	CASE NBR: 0347841212
VIN: 1FMYU02191KA26451	ZONE: E1	OPENED: 05/01/2002
	ENGINE: 1	CLOSED: 05/01/2002
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	INELIGIBLE
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	FENTON	STATE:	MI	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X4		
MILEAGE:	37377				
DEALER NAME:	BRIGHTON FORD-MERCU	SALES CODE:	F48508	P & A:	02707
REASON CODE:	23111 DSB-REF'D PURCH PRICE RQST-DLR CAN'T REPAIR				
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP				

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ORIGIN: CAPG - PHOENIX GROUP COMMUNICATION: MAIL
ACTION: DS1225 - INELIGIBLE-EXCEEDS WARRANTY COVERAGE-DEALER PROVIDED APPLICATION
DOCUMENT: ANALYST: SLEWIS56 SHAWN LEWIS
ACTION DATA/COMMENTS:

2002/05/01

09.39.44 INELIGIBLE BEYOND BUMPER TO BUMPER. CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING PROBLEMS. FIVE REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUSTOMER SEEKS REFUND ON THE VEHICLE.
SHAWN

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 0358402741
VIN: 1FMYU04141KC40566	ZONE: I1	OPENED: 10/01/2001
	ENGINE: 1	CLOSED: 10/01/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				

EM62-827 21825

CITY: BRONX STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 599
DEALER NAME: QUALITY FORD OF MT SALES CODE: F13072 P & A: 03671
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

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

2001/10/01
09.53.28

CUSTOMER SAYS: =PRODUCT FORD ESCAPE XLT =HAD VEH FOR A MO
NTH 2000 08 =LAST WEEK TRUCK SHUT OFF WHILE DRIVING 4 TIMES
, EVEN IN THE RAIN AT THE SPEED 40-55 MILES =BROUGHT TO QUA
LITY FORD =SPOKE TO SALES MAN THAT TRUCK ISN'T SAFE TO DRIV
E. REQU. ENGINEER REP TO LOOK AT TRUCK =REPLACED ONE OF THE
POWER RELAYS =TRUCK SHUT OFF AGAIN AS SOON AS THEY TOOK TH
E LOT PER CUSTOMER, DEALER SAYS: =COULDN'T FIND ANYTHING
WRONG WITH IT =HAD TECH INFO THAT SHOULD HELP CAC ADVISED
: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN I
F THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE
- ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS {INTERMI
TTENT} CONCERN IS NOTICED *****
*****=PRESTON BLACKWELL. CUST
OMER RELATION MANAGER PHONE: 914 664-6900 INFERENCE
CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 24 ORLANDO INFORMATION ISSUE CASE NBR: 0507461911
ZONE: C1 OPENED: 07/10/2001
VIN: 1FMYU01181KF57674 ENGINE: 1 VEH TYPE: T CLOSED: 07/10/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MELBOURNE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 12000
DEALER NAME: KELLY FORD SALES CODE: F24498 P & A: 04808
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

EP02-827 21828

DOCUMENT: ANALYST: AROBINSO ANITA ROBINSON
ACTION DATA/COMMENTS:

2001/07/10

14.02.22 CUSTOMER SAYS: WHEN THE VEH HAS SAT FOR AWHILE, WHEN TRYIN
G TO ACCELERATE IT SOMETIMES WILL NOT GO. IT ACTS AS IF IT'S
GOING TO STALL. THE VEH ALMOST KILLED HIS WIFE AND CHILD.
CUST CALLING FOR FURTHER ACTION. PER CUSTOMER, DEALER SAYS:
NOT ABLE TO DUPLICATE THE CONCERN. NO PROBLEM FOUND. CAC
ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE C
ONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF
SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS
(INTERMITTENT) CONCERN IS NOTICED. INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 24 ORLANDO	INFORMATION ISSUE	CASE NBR: 0507461911
VIN: 1FMYU01181KF57674	ZONE: C1	OPENED: 07/10/2001
	ENGINE: 1	CLOSED: 07/10/2001
	VEH TYPR: T	

=====

LAST NAME:		FIRST NAME: THOMAS	STATUS: CLOSED
TITLE:		MI: G	
ADDRESS:			
CITY: MELBOURNE	STATE: FL	ZIP: 32940	
HOME PHONE:			
MODEL YEAR: 2001	MODEL: ESCAPE XLS 4X2		
MILEAGE: 12000			
DEALER NAME: KELLY FORD	SALES CODE: F24498	P & A: 04808	
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY			
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 608 - ADVISE CUST THAT INFORMATION WILL BE DOCUMENTED; THANK/APOLOGIZE
DOCUMENT: ANALYST: AROBINSO ANITA ROBINSON
ACTION DATA/COMMENTS:

2001/07/10

14.02.22 CUSTOMER SAYS: WHEN TRYING TO ACCELERATE THE VEH SOMETIMES
WILL NOT GO. IT ACTS AS IF IT'S GOING TO STALL. THE VEH ALM
OST KILLED HIS WIFE AND CHILD. CUST CALLING FOR FURTHER ACT
ION. PER CUSTOMER, DEALER SAYS: NO PROBLEM FOUND. CAC AD
VISED: - INFORMATION HAS BEEN FORWARDED TO APPROPRIATE DEPA
RTMENTS - THANK YOU CUSTOMER FOR PROVIDING US THEIR FEEDBA

ER02-027 21927

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 1488771402
REGION: 21 ATLANTA	ZONE: A1	OPENED: 05/20/2002
VIN: 1FMYU01101KA59758	ENGINE: 1 VEH TYPE: T	CLOSED: 05/20/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	MI:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]					
ADDRESS:	[REDACTED]					
CITY:	ATLANTA	STATE:	GA	ZIP:	30309	
HOME PHONE:	[REDACTED]					
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2			
MILEAGE:	7000					
DEALER NAME:	LOU SOBH FORD, INC.	SALES CODE:	F21008	F & A:	04230	
REASON CODE:	1012 PARTS - BACKORDER DELAY					
SYMPTOMS:	607591 STALL/QUITS ACCELERATION COLD ENGINE					

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 609 - ADVISE CUST UNABLE TO ASSIST IN OBTAINING PART; CONTACT PARTS MGR
 DOCUMENT: ANALYST: LKING2 LINDON KING
 ACTION DATA/COMMENTS:

2002/05/20
13.33.35

CUSTOMER SAYS: -VEHICLE TOWED TO DEALER ON WEDNESDAY AFTER NOON -HAS TO BE PAYING FOR A RENTAL -VEHICLE WAS STALLING -REQUESTED LOANER -DEALER SAID THE PART WAS COMING FROM D BTOIT -DORS'NT THINK HE SHOULD BE PAYING FOR THE RENTAL - WANTS VEHICLE FIXED AND THINKS THE PART SHOULD HAVE BEEN ORDERED OVERNIGHT PER CUSTOMER, DEALER SAYS: -LOU SOBH FORD -VACUUM HOSE ON MOTOR CAME LOOSE -NOT COVERED FOR LOANER WI THOUGHT AN ESP CAC ADVISED: - I HAVE LOOKED INTO THIS MATTER FOR YOU, AND I APOLOGIZE THAT THE PARTS ARE PRESENTLY UNAVAILABLE. OCCASIONALLY FORD MOTOR COMPANY DOES INCUR PARTS DELAYS FROM THE SUPPLIERS. - WE ARE AWARE OF THE SITUATION AND ARE WORKING ON OBTAINING THE PARTS. - PLEASE STAY IN CONTACT WITH THE CUSTOMER RELATIONS MANAGER AT YOUR DEALERSHIP FOR THE UPDATES ON WHEN THE PART(S) WILL BE AVAILABLE. ## ***** --OBC TO DEALER -SPO KE WITH PARTS AND SERVICE DIRECTOR (GENE) -INFORMED GENE OF

6802-027 21028

CUSTOMER'S ISSUES (PARTS DELAY AND RENTAL) -INFORMED BY GENE THAT THE PART GOT SHIPPED FROM DETROIT BY UPS -REPAIR HOPEFULLY WILL BE DONE BY WEDNESDAY -CUSTOMER CAN SUBMIT RECEIPT FOR RENTAL COVERAGE -INFORMED CUSTOMER THAT THE VEHICLE SHOULD BE READY AS SOON AS THE PART ARRIVES AT THE DEALER (HOPEFULLY BY WEDNESDAY) -HAS ESP LOANER COVERAGE FOR 5 DAYS @ \$28.00 A DAY -ADVISED CUSTOMER TO SPEAK WITH PARTS AND SERVICE DIRECTOR (GENE) AND ADDRESS RENTAL COVERAGE - INFERENCE CASE ID: 4887

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

INFORMATION ISSUE CASE NBR: 1516610582
REGION: 21 ATLANTA ZONE: E3 OPENED: 02/27/2002
VIN: 1PMYU03131KB81236 ENGINE: 1 VEH TYPE: T CLOSED: 02/27/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: APEX STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 12000
DEALER NAME: CROSSROADS FORD, IN SALES CODE: F21026 P & A: 00998
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: KMUIRHEA KERRY-ANN MUIRHEAD
ACTION DATA/COMMENTS:

2002/02/27

14.20.28 CUSTOMER SAYS: *- VEH WENT DEAD AT THE CROSS ROAD LEFT HAN
D TURN AND *- THE POWER WENT IN THE VEH *- CUST WOULD LI
KE FORD TO CALL CUST TO LET HIM KNOW WHY CUST WHY HE WAS NOT
INFORMED OF THIS COM PER CUSTOMER, DEALER SAYS: THERE
IS A KNOWN CONCERN WITH THE COMPUER WHERE SOME OF THE C
OMPUTERS IN THE VEH NEEDS TO BE REPLACED AND SOME COMPUTER MAY
NEED UPDATED INFO CAC ADVISED: - THE DEALERSHIP HAS INSPEC
TED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN - WE HAVE CON
FIRMED THAT FORD ENGINEERING IS CURRENTLY DEVELOPING A REPAI
R PROCEDURE - PLEASE STAY IN CONTACT WITH YOUR DEALERSHIP
FOR ANY UPDATES - THEY WILL CONTACT YOU AS SOON AS A REPAIR
PROCEDURE BECOMES AVAILABLE - (NOTE TO CSR: IF CUSTOMER AS
KS FOR TIMELINES, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED
WITH ANY TIMELINES, AND TO STAY IN CONTACT WITH THEIR DEALER
SHIP) INFERENCE CASE ID: 5401

ERG2-827 21828

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 23 MEMPHIS	INFORMATION ISSUE	CASE NBR: 1586471622
VIN: 1FMYU01111KE78931	ZONE: C3	OPENED: 06/11/2002
	ENGINE: 1	CLOSED: 06/11/2002
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	MONTICELLO	STATE:	MS	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2	
MILEAGE:	31105			
DEALER NAME:	SULLIVAN FORD LINCO SALES CODE: P23477	F & A:	05868	
REASON CODE:	3025 PROD/COMP DUR/PRRF - VEHICLE QUALITY			
SYMPTOMS:	607591 STALL/QUITS ACCELERATION COLD ENGINE			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION; PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: CSMITH11 CYNTHIA SMITH
 ACTION DATA/COMMENTS:

2002/06/11

16.06.23 CUSTOMER SAYS: -VEH STALLS OUT -VEH HAS BEEN TO DLR 3 TIMES FOR THE STALLING CONCERN -VEH HAS STALLED ABOUT 20 TIMES -FIRST TIME TO THE DLR THEY KEPT THE VEH FOR 2 WEEKS AND REPLACED THE FUEL PUMP -SECOND TIME TO THE DLR THEY INSTALLED A FLIGHT RECORDER AND THE RECORDER DID NOT SHOW ANYTHING -THE VEH IS AT THE DLR NOW, LEAVE FOR REPAIR PER CUSTOMER. DEALER SAYS: -DLR DOES NOT WHERE TO START TO LOOK FOR THE PROBLEM CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 10 SDR	INFORMATION ISSUE	CASE NBR: 1591492901	
VIN: 1FMCU04121KC18821	ZONE: H3	OPENED: 02/19/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 02/19/2002

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WEIR STATE: KS ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 4800
DEALER NAME: PITTSBURG FORD-MERC SALES CODE: F53473 P & A: 05001
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: ZEKHAN ZUBAIR KHAN
ACTION DATA/COMMENTS:

2002/02/19
13.51.29

CUSTOMER SAYS: -CUST SAID I AM HAVING SO MANY PROBLEM WITH THE VEH WHEN I ACCELERATE THE VEH IT STALL AND BEEN TO THE SHOP 5 OR 6 TIMES FOR THIS CONCERN. -CUST SAID VEH IS AT THE DLR RIGHT NOW. -CUST SAID I WANT FORD TO BUY THIS VEH BACK PER CUSTOMER, DEALER SAYS: -CUST ALLEGES DLR SAID WE ORDER THE PART AND WE RECEIVED THE PART AND WE HAVE REPLACED IT AND STILL HAVING SAME CONCERN -DLR SAID CONTACT FORD CRC FOR BUYING THIS VEH BACK CAC ADVISED: - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT FORD ENGINEERING IS CURRENTLY DEVELOPING A REPAIR PROCEDURE - PLEASE STAY IN CONTACT WITH YOUR DEALERSHIP FOR ANY UPDATES - THEY WILL CONTACT YOU AS SOON AS A REPAIR PROCEDURE BECOMES AVAILABLE - (NOTE TO CSR: IF CUSTOMER ASKS FOR TIMELINES, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINES, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) INFERENCE CASE ID: 5401

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 218 - REFERRED BY DEALER
DOCUMENT: ANALYST: ZEKHAN ZUBAIR KHAN
ACTION DATA/COMMENTS:

CUSTOMER SAYS: -CUST SAID I WAS TOLD BY FORD DLR TO CALL FORD CRC FOR BUYING THIS VEH BACK PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: CUST IS ADVISED THAT CUST NEED TO CONTACT DLR FOR ANY UPTO DATE INFO RELATED TO THIS CONCERN.

CONSUMER AFFAIRS

06/18/2002 MMFAXPG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 11 BOSTON	CONCERN ISSUE	CASE NBR: 0485501671	
VIN: 1FMYU04191KF18183	ZONE: H1	OPENED: 06/16/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 06/16/2001

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

0602-027 21831

CITY: WILTON STATE: NH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 9000
DEALER NAME: MILFORD FORD SALES CODE: F11472 P & A: 01742
REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
DOCUMENT: ANALYST: RFRATER RENEW PRATER
ACTION DATA/COMMENTS:

2001/06/16

13.29.28

CUSTOMER SAYS: - I WAS DRIVING WITH MY FAMILY AND A BELT F
ROM MY NEW VEH JUST FLEW OFF - ROADSIDE IS ON THERE WAY TO
TOW MY VEH ,BOT NOW I HAVE NO TRANSPORTATION . - MY WIFE A
ND ARE SUPPOSE TO BE HOSTING A PARTY AND WE ARE NOT THERE ,
WE NEED THE VEH FOR MY WIFE TO USE TO PICK UP A FATHERS DAY
PRESENT, AND MY FAMILY AND I HAD PLANS TO GO TO THE DRIVE I
M TODAY . I NEED A VEH PER CUSTOMER, DEALER SAYS: -NONE
-----OBC TO DLRSHP - SPOKE WITH THE GATEKEEPER - THE
SERVICE DEPT IS CLOSE TODAY - ONLY THE SALES DEPT IS OPEN
- SPOKE WITH THE SALES MANAGER I CAN'T GIVE A CUST A LOANE
R , THAT NEEDS TO BE DONE IN SERVICE CAC ADVISED: - CRC U
NABLE TO REACH DEALER - CRC WILL RECONTACT DEALER NEXT BUSI
NESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER - ADVI
SE CUST THAT HE CAN GO AHEAD AND RENTAL A VEH FOR THE WEEKEN
D AND WE WILL GET THINGS STRAIGHTEN OUT ON MONDAY WITH THE D
LRSHP ,CRC WILL REIMBURSE. - CUST WOULD GO HOME AND CONSID
ER HIS OPTIONS AND IF CUST PLAN TO RENTAL A VEH CUST WILL CA
LL BACK THE CENTER. INFERENCE CASE ID: 5228

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 13 NEW YORK CONCERN ISSUE CASE NBR: 0538961021
VIN: 1FMYU04171KRA49076 ENGINE: 1 VEH TYPE: T OPENED: 08/08/2001
CLOSED: 08/08/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WYCKOFF STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 4616
DEALER NAME: PISTILLI FORD SALES CODE: F13143 P & A: 03922
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

ER82-827 21832

DOCUMENT: ANALYST: NTOMLIN NICHOLAS TOMLIN
ACTION DATA/COMMENTS:

2001/08/08

17.34.01 CUSTOMER SAYS: CAR STALLED COMING DOWN A HILL, CAR STARTS
IN NEUTRAL, THEN STARTED AGAIN INQUIRING WHAT WOULD CAUSE
THIS PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE
RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP -
INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CR
M/SERV MGR INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC084 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: J-BURGHIA JOHN BURGHARDT
ACTION DATA/COMMENTS:

2001/09/22

13.53.04 CUSTOMER HAS NOT RESPONDED TO DEALER ABOUT STALLING CONCERN.
JOHN BURGHARDT.

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 72 SAN FRANCISCO CONCERN ISSUE CASE NBR: 1714570712
VIN: 1FMY0D4121KB41681 ZONE: A2 OPENED: 03/13/2002
ENGINE: 1 VEH TYPE: T CLOSED: 03/13/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HILO STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10000
DEALER NAME: ORCHID ISLE AUTO CE SALES CODE: F72414 P & A: 07761
REASON CODE: 1140 AWA - WITHIN CRITERIA, REQUESTING AWA
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: AKURYSKO ALLISON KURYSKO
ACTION DATA/COMMENTS:

2002/03/13

18.38.01 CUSTOMER SAYS: -THE VEH STALLS AND QUILTS INTERMITTENTLY -V
EH HAS BEEN TO THE DLR 4 TIMES FOR THE SAME PROBLEM -FOUND
OUT THAT CUST GOT DENIED BUYBACK -HE WANTS TO KNOW WHO TAKE
S CARE OF THE BUY BACK PER CUSTOMER, DEALER SAYS: ORCHI
D ISLE- [REDACTED] CAC ADVISED: - I WOULD LIKE TO BE YOUR
ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES

EP82-827 21833

PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? ***OBC TO DLR*** MARCH 13/02 WILL CALL BACK THURS MAR 14/02 CRM N/A ***OBC TO CUST**** ADVISED NEED TO RESEARCH SOME MORE WILL FOLLOW UP MARCH 14/02 INFERENCE CASE ID: 5418

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: M-ESPEJO ORCHID ISLE AUTO CENTER
ACTION DATA/COMMENTS:

2002/03/20
18.14.21 CUSTOMER WAS TRADED OUT OF VEHICLE INTO NEW ESCAPE

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
05/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 44 PITTSBURGH REGION ISSUE CASE NBR: 0645603550
ZONE: C4 OPENED: 10/16/2001
VIN: 1FMYU04181KP16621 ENGINE: 1 VEH TYPE: T CLOSED: 10/16/2001

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MENTOR STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 18727
DEALER NAME: MULLINAX EAST INC SALES CODE: F44006 P & A: 02157
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2001/10/16
15.43.06 ***DEMAND LETTER DATED 10/04/01 ***CI RECEIVED 10/16/01***
***CUSTOMER STATES: VEHICLE STALLS WHEN COLD AM BUT WILL RES
TART WHEN HAPPENING TACH WILL JUMP UP TO 2000 RPM'S AND THEN
DROP TO 0 AND VEHICLE WILL STALL.
**CUSTOMER SEEKS: REPURCHASE OR REFUND OF VEHICLE.
***CI E-MAILED A COPY OF THE LETTER TO THE REGIONAL OFFICES
FOR REVIEW. SENT THE CUSTOMER A FLEM LETTER.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

15.43.34

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER

EP02-027 21834

ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: H-LAPIDI HARRY LAPIDAKIS
ACTION DATA/COMMENTS:

2001/11/27

16.05.14 MADE OAC OFFER TO CUSTOMER CUSTOMER TO GO TO SELLING DEALER
FOR OAC

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: H-LAPIDI HARRY LAPIDAKIS
ACTION DATA/COMMENTS:

18.25.07 MADE OAC OFFER TO SELLING DEALER DECLINED

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 44 PITTSBURGH REGION ISSUE CASE NBR: 0645603550
ZONE: C4 OPENED: 10/16/2001
VIN: 1PMYU04181KF15621 ENGINE: 1 VEH TYPE: T CLOSED: 01/18/2002

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: A-SIMKO ANITA SIMKO
ACTION DATA/COMMENTS:

2002/01/18

12.55.37 CUSTOMER RECEIVED HER CHECK FROM RAV AND REPLACED HER VEHICLE
E 2WKS AGO

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: HGOOLSBY GOOLSBY, HARLYNN (H.M.)
ACTION DATA/COMMENTS:

2002/02/04

09.35.57 VEH PURCHASED BACK BY FORD. ISSUE RESOLVED...CASE CLOSED.

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 27 WASHINGTON	REGION ISSUE	CASE NBR: 1379910251
VIN: 1FMJU01B61KE85641	ZONE: D1	OPENED: 01/25/2001
	ENGINE: B	VEH TYPE: T
		CLOSED: 01/25/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	WALDORF	STATE:	MD	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2	
MILEAGE:	1570			
DEALER NAME:	WALDORF FORD, INC.	SALES CODE:	F27047	P & A: 00149
REASON CODE:	2354 DSB - APPLICATION REQUEST			
SYMPTOMS:	607591 STALL/QUITS ACCELERATION COLD ENGINE			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP IS BEING SENT
 DOCUMENT: ANALYST: TBICKERS TIBBOR BICKERS
 ACTION DATA/COMMENTS:

2001/01/25

10.32.23 CUSTOMER SAYS: - MAJOR CONCERNS WITH VEH, BEEN IN THE SHOP 2 WEEKS IN TOTAL AFTER OWNING IT. CUTTING OUT, IDLING WAY BELOW 1. - IT DOES NOT WANT TO GO, 2ND AND 3RD FEELS LIKE 5 TH, SLUGGISH AND ROUGH DRIVE. - 20 - 25 MPH THIS CONDITION OCCURS. - DLR IS TEST DRIVING VEH, 40 MILES ON VEH LAST NIT E, SPARK PLUG - LASTED 4 DAYS - DIAG, NO CODES. - DLR CL AIMS CUST OVER REVVING MAY BE THE CAUSE. - DLR CANNOT DUF T HE CONCERN. - CUST DEMANDED A LOANER VEH, AND NOW HAS ONE - 9 HOURS CUST WAITED AT DLSHIP FOR VEH TO BE REPAIRED, TO N O AVAIL - VEH WAS DROPPED OFF YESTERDAY AGAIN AT DLR - CUS T MENTIONED: CONSUMER AFFAIRS, BBB PER CUSTOMER, DEALER SAYS: - WALDORF FORD - TEST DRIVE 20 MILES BOTH WAYS CAC ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WIT HIN 2 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION - OBC TO DEALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DSB ESCALATION - FORWARDED INFORMATION TO THE DEALERSHIP , WITH A COPY TO THE REGIONAL OFFICE - OBC - SPOKE TO MICHA EL, S/M - ADV CUST SHOULD CONTACT DLR AS HE HAS SOME QUESTIO NS CONCERNING VEH. INFORMED S/M IT WOULD BE BETTER THAT HE C ONTACT CUST. - CUST HAS MENTIONED DSB MAGIC WORDS, AS A RES ULT THE DSB MAILING WAS INITIATED. INFERENCE CASE ID: 105

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
 ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
 DOCUMENT: ANALYST: DAUFFART DAWN AUFFARTH
 ACTION DATA/COMMENTS:

2001/02/07

11.09.38 CUSTOMER COMPLAINED OF BUCK AND JERK IN NEW ESCAPE. ORIGINAL LY BROUGHT VEHICLE INTO DEALERSHIP AND DEALER REPLACED THE SPARK PLUGS. WEEK LATER, CUSTOMER COMPLAINED AGAIN. WALDOR

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 27 WASHINGTON	REGION ISSUE	CASE NBR: 1379910251
VIN: 1FMUU01B61KE85641	ZONE: D1	OPENED: 01/25/2001
	ENGINE: B	VEH TYPE: T
		CLOSED: 02/07/2001

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2001/02/07

11.09.38 F KEPT CAR FOR A WEEK DRIVING BACK AND FORTH TO TRY TO VERIFY THE CONCERN. UNABLE TO DO SO. ALSO BROUGHT CUSTOMER IN AND SERVICE MANAGER DROVE WITH CUSTOMER OVER 30 MILES WITHOUT DUPLICATION. CUSTOMER SAID OKAY. CUSTOMER CALLED AGAIN STATING THAT BUCK AND JERK WERE BACK .

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: DAUFWART DAWN AUFFARTH
 ACTION DATA/COMMENTS:

11.12.31 WHEN CUSTOMER CALLED LAST TIME, SAID THAT THE VEHICLE WAS BUCKING AND JERKING AGAIN DIFFERENTLY WHEN "DRIVING OVER 80MPH". DEALER EXPLAINED TO CUSTOMER THAT AT THAT SPEED, THERE WAS NOTHING TO DO FOR SITUATION. CASE IS CLOSED. VEHICLE SHOULD NOT BE DRIVEN AT EXCESSIVE SPEEDS WELL OVER ANY LEGAL LIMIT.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 48 DETROIT	REGION ISSUE	CASE NBR: 1550372640
VIN: 1FMYU04151KD91139	ZONE: C2	OPENED: 12/12/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 12/12/2001

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LAST NAME:
 TITLE:
 ADDRESS:



FIRST NAME:



STATUS: CANCEL
 MI:

ENG-827 21837

CITY: DETROIT STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 27000
DEALER NAME: BOB THIBODEAU, INC. SALES CODE: F48042 P & A: 02703
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 508 - ADVISE CUSTOMER ORC TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: EFELIX ELIZABETH FELIX
ACTION DATA/COMMENTS:

2001/12/12

16.30.27 CUSTOMER SAYS: CUST ORDERED A DSB APPLICATION FORM AND A/C
STILL HAVE NOT RECEIVED THIS VEH CUST RECEIVED THE VEH YEST
ERDAY AND WAS TOLD THAT THE CONCERN WAS FIXED CUST IS STILL
NOT CONVINCED THAT THE VEH IS REPAIRED CUSTS VEH WAS ROAD T
ESTED BY A FORD FIELD ENGINEER AND NO PROBLEM WAS FOUND CU
ST IS STILL EXPERIENCING THIS CONCERN EVEN THOUGH THE FIELD E
NGINEER VIEWED AND TESTED THIS VEH CUST SELLING DLRSHP HAS
TURNED HER AWAY FROM THIS ISSUE AND BOB THIB. HAS BEEN DEAL
ING WITH THIS CONCERN CUST SAYS THAT IF THIS VEH CANNOT BE R
EPAIRED SHE WOULD LIKE TO BE PUT INTO ANOTHE VEH CUST WOULD
D LIKE SOME HELP WITH THIS CONCERN PER CUSTOMER, DEALER
SAYS: NONE CAC ADVISED: - REQUESTED DEALERSHIP TO CONTA
CT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING OF D
SB APPLICATION - ORC TO DEALERSHIP IN AN ATTEMPT TO RESOLVE
CONCERN PRIOR TO DSB ESCALATION - FORWARDED INFORMATION TO
THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE INFERENC
E CASE ID: 105

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: S-STANDI BOB THIBODEAU FORD
ACTION DATA/COMMENTS:

2001/12/18

16.05.03 THE CUST CALLED SHAWN MCGOFF (SA) TO TELL HIM HER VEH STALLE
D OUT ON HER 2X OVER THE WEEKEND. THIS WAS AFTER THE FSE TE
ST DROVE AND DIAGED THE TRUCK AND CNV ANY STALLING CONCERN O
N FRIDAY. THE CUST SAID THE CONCERN IS COMPLETELY INTERMITTE
NT AND SHE CAN'T MAKE THE VEH STALL ON DEMAND. SHAWN TOLD T
HE CUST TO CONTINUE TO DRIVE THE VEH AND WAIT FOR THE DSB DE
CISION, UNLESS SHE CAN SPECIFICALLY TELL THE TECH WHAT SREMS

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 48 DETROIT REGION ISSUE CASE NBR: 1550372640
VIN: 1FMYU04151KD91139 ZONE: C2 OPENED: 12/12/2001
ENGINE: 1 VEH TYPE: T CLOSED: 12/18/2001

2001/12/18

16.05.03 TO TRIGGER THE STALLING SO WE CAN DUPLICATE THE CONCERN, TH
AT THERE IS NOTHING FURTHER THAT CAN BE TECHNICALLY DOWN TO
THE VEH AT THIS TIME PER THE FSE. BYF IS READY TO ASSIST TH
E CUST AND WOULD LIKE TO MAKE A REPAIR TO HER TRUCK AND THE
CUSTOMER UNDERSTANDS THIS.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: K GROBE KEVIN GROBE
ACTION DATA/COMMENTS:

ENR2-627 21838

2001/12/21

15.40.02 REPEAT CASE OPENED FOR SAME ISSUE. CLOSING THIS CASE NUMBER
AND WILL ADDRESS CONCERN IN SECOND CASE NUMBER. CLOSED BY K
EVIN GROBE, CSM.

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 74 SEATTLE	RAV ISSUR	CASE NBR: 0525400182
VIN: 1FMYU041X1RE77465	ZONE: A1	OPENED: 04/02/2002
	ENGINE: 1	CLOSED: 04/02/2002
	VEH TYPB: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	SEATTLE	STATE:	WA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	14700				
DEALER NAME:	HARRIS FORD INC	SALES CODE:	F74024	P & A:	08736
REASON CODE:	0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER				
SYMPTOMS:	607591 STALL/QUITS ACCELERATION COLD ENGINE				

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED
DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2002/04/02
11.43.44

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: CA0001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

EA02-827 21839

15.55.37

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV104 - CANCEL CASE FOR GOODWILL REFUND
DOCUMENT: ANALYST: G-GUTHER GWEN GUTHERY
ACTION DATA/COMMENTS:

2002/04/04
12.06.39

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED
DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

14.15.16

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: CA0001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

14.16.15

CONSUMER AFFAIRS

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 74 SEATTLE	RAV ISSUE	CASE NBR: 0525400182
VIN: 1FMYU04LX1KE77465	ZONE: A1	OPENED: 04/02/2002
	ENGINE: 1	VEH TYPE: T
		CLOSED: 04/08/2002

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2002/04/08
16.57.29

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV008 - RECORD ADDITIONAL FUNDS
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/20
09.32.57 ADDITIONAL FUNDS

EA02-027 21948

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 13 NEW YORK RAV ISSUE CASE NBR: 1560713191
ZONE: L1 OPENED: 11/15/2001
VIN: 1FMYU04191KE58292 ENGINE: 1 VEH TYPE: T CLOSED: 11/15/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ROMULUS STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 17577
DEALER NAME: MAGUIRE FORD-LINCOL SALES CODE: F13630 P & A: 00624
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607591 STALL/QUITS ACCELERATION COLD ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: GOUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2001/11/15
15.34.31

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: CREDDI CLARA REDD
ACTION DATA/COMMENTS:

2001/11/20
08.38.03

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV003 - RECORD DISPOSAL OF VEHICLE FOR SCRAP
DOCUMENT: ANALYST: BGWIZDZ1 BRIAN GWIZDE
ACTION DATA/COMMENTS:

2002/02/22
08.12.54 THIS VEHICLE WAS REACQUIRED BY THE COMPANY AND SUBSEQUENTLY
SCRAPPED. ALL WARRANTIES HAVE BEEN CANCELLED.

ERG2-827 21941

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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INQUIRY ISSUE                                CASE NBR: 1424513110
REGION: 47 CINCINNATI                        ZONE: D1          OPENED: 11/07/2000
VIN: 1FMYU03171KE71236                      ENGINE: 1        VEH TYPE: T    CLOSED: 11/07/2000
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LAST NAME: ██████████                      STATUS: CLOSED
TITLE: ██████████                          FIRST NAME: ██████████ MI: ██████████
ADDRESS: ██████████
CITY: FORT KNOX                            STATE: KY        ZIP: ██████████
HOME PHONE: ██████████
MODEL YEAR: 2001                            MODEL: ESCAPE XLT 4X2
MILEAGE: 496
DEALER NAME: KNOX FORD                      SALES CODE: F47317 P & A: 03346
REASON CODE: 0446 DEALERSHIP - DEALER REFUSING SERVICE
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 690 - ADVISE CUST SITUATION WILL BE REVIEWED
DOCUMENT: ANALYST: WANTHONY WILLIAM ANTHONY
ACTION DATA/COMMENTS:

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2000/11/07
12.11.08 CUSTOMER SAYS: -DLRSHIP WILL NOT SERVICE VEH UNDER WARRANTY
          -CUST IS TRYING TO HAVE KNOX FORD RATED OFF LIMITS TO MI
          LITARY PERSONEL - TODAY CUST HAS APPOINTMENT AT NEAR BY D
          LRSHP, NOT SELLING DLRSHIP PRR CUSTOMER, DEALER SAYS: -NON
          E CAC ADVISED: --SUPPORT DLRSHIP, ADVISE CUST TO GO TO SELL
          ING DLRSHIP -CU INFERENCE CASE ID: 4741

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

INQUIRY ISSUE CASE NBR: 1510673301
REGION: 16 PHILADELPHIA ZONE: E1 OPENED: 11/26/2001
VIN: 1FMYU04181KF54432 ENGINE: 1 VEH TYPE: T CLOSED: 11/26/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: RED LION STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11345
DEALER NAME: BESHORE AND KOLLER SALES CODE: F16518 P & A: 00167
REASON CODE: 30MR PROD/COMP DOR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAC109 - US REDIRECT CASE BASE COMMUNICATION: PHONE
ACTION: 101 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
DOCUMENT: ANALYST: YCAMPBELL YVETTE CAMPBELL
ACTION DATA/COMMENTS:

2001/11/26
13.24.19

CUSTOMER SAYS: -VEH STALLS WHILE DRIVING -VEH CAN BE PUT INTO MUTUAL AND THEN START AGAIN -VEH HAS BEEN TO BESHORE & KOLLER FORD 3 TIMES FOR THIS PROBLEM -AN APPOINTMENT IS SCHEDULED FOR TOMORROW, MAKING IT THE 4TH TIME VEH HAS BEEN TO DLR FOR THIS CONCERN -DLR SAID THEY HAVE REPLACED THE FOWER RELAY AND ADJUSTED THE IDLE AND THE PROBLEM STILL EXISTS -VEH STALLS AGAIN THIS MORNING -HE WOULD LIKE TO KNOW ABOUT THE LEMON LAW PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - LEMON LAWS ENABLE AMERICAN CUSTOMERS TO TAKE SPECIFIC LEGAL ACTION AGAINST VEHICLE MANUFACTURERS FOR NOT HONORING A NEW VEHICLE WARRANTY; ALL 50 STATES IN THE U.S. HAVE LEMON LAWS, ALTHOUGH THE LAWS VARY FROM STATE TO STATE - TO THE EXTENT YOUR STATE LAW ALLOWS, FORD MOTOR COMPANY REQUIRES THAT YOU FIRST SEND US A WRITTEN NOTIFICATION OF ANY DEFECTS OR NON-CONFORMITIES THAT YOU HAVE EXPERIENCED WITH YOUR VEHICLE - THIS WILL GIVE US THE OPPORTUNITY TO MAKE ANY NEEDED REPAIRS BEFORE YOU PURSUE THE REMEDIES PROVIDED BY YOUR STATE'S LAW - SEND YOUR WRITTEN NOTIFICATION TO: FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER 16800 EXECUTIVE PLAZA A DRIVE DEARBORN, MICHIGAN 48121 *****DI D NOT TELL CUST THIS***** --OBC TO BESHORE AND KOLLER INC @ 1:20 PM=== -SPOKE WITH BOBBY KOONTZ, S/A -DLR HAS CONTACTED THE HOT LINE AND DONE EVERYTHING TO REPAIR THE PROBLEM INFERENCE CASE ID: 93

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BEGINNING OF CONTACT
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MASTER OWNER RELATIONS SYSTEM III

13.41.19

INFORMATION ISSUE CASE NBR: 0331000382
REGION: 53 KANSAS CITY ZONE: B1 OPENED: 02/07/2002
VIN: 1FMYU04191KF77427 ENGINE: 1 VEH TYPE: T CLOSED: 02/07/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED] E902-027 21843
ADDRESS: [REDACTED]

CITY: BELLEVUE STATE: NE ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 22000
DEALER NAME: TINCHER FORD-MERCUR SALES CODE: F53676 P & A: 01651
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607592 STALL/QUITE ACCELERATION HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: LMC GARRE LAVERNE MCGARRELL
ACTION DATA/COMMENTS:

2002/02/07

09.11.01 CUSTOMER SAYS: -WHILE DRIVING ABOUT 70-75 MPH THE VEH JUST
SHUT OFF -THE VEH WAS STARTED UP AGAIN AND DRIVEN TO A DLR
-THE DLR COULD NOT FIND THE PROBLEM -COST IS CONCERNED TH
IS WILL HAPPEN AGAIN AND DOES NOT HAVE CONFIDENCE IN THE VEH
PER CUSTOMER, DEALER SAYS: TINCHER FORD CAC ADVISED:
- FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST
NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEA
LERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICA
TE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT
THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP A
S SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERRECE CASE I
D: 4462

CONSUMER AFFAIRS

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 0341100031
VIN: 1FMYU04111KF17898	ZONE: E1	OPENED: 04/09/2002
	ENGINE: 1	VEH TYPE: T
		CLOSED: 04/09/2002

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHESTER STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 22000
DEALER NAME: FULLERTON FORD SALES CODE: F13476 P & A: 20651
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 613 - CS-SUPPORT DEALERSHIP'S/REGION'S POSITION

8902-027 21044

DOCUMENT: ANALYST: CDUHANEY CHARMAINE DUHANEY
ACTION DATA/COMMENTS:

2002/04/09

18.33.56 CUSTOMER SAYS: ==CUST WOULD LIKE TO KNOW IF THERE IS A TSB OUT THERE WHY CANT THE DLR WORK ON HER VEH WITH THAT TSB TSB 15589 ==THE VEH JUST STALLED OUT ON THE CUST VEH WHILE SHE WAS TALKING TO ME RIGHT NOW ==CUST WAS VERY TERRIFIED AND STARTED CRYING PER CUSTOMER, DEALER SAYS: NONE CA C ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DLR/REGION DECISION ==THE DLRS FIRST NEED TO VERIFY THE PROBLEM BEFORE IT CAN BE REPAIRED {{{((((((((((((((((((((PLEASE NOTE)))))))))))))))) ==THE VEH JUST STALLED OUT ON THE CUST WHILE SHE WAS TALKING TO ME RIGHT NOW ==CUST WAS VERY TERRIFIED AND STARTED CRYING ==I TRANSFERED CUST TO THE ROADSIDE ASSISTANT DEP TO HAVE THE VEH TOWED TOTHE DLR INFERENCE CASE ID: 1539

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUE CASE NBR: 0342361092
REGION: 21 ATLANTA ZONE: C2 OPENED: 04/19/2002
VIN: 1FMYU03191KC55131 ENGINE: 1 VEH TYPE: T CLOSED: 04/19/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: COLUMBUS STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 8100
DEALER NAME: RIVERTOWN FORD, INC SALES CODE: F21206 P & A: 04110
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: DGERO DONNA GERO
ACTION DATA/COMMENTS:

2002/04/19

09.29.56 CUSTOMER SAYS: =VEHICLE STALLED WHILE DRIVING, THE STEERING WHEEL AND THE BRAKE PEDAL LOCKED UP. =CUST WANTS TO KNOW HOW MANY OTHER VEHICLES ARE HAVING THE SAME CONCERNS. CUST IS SEEKING A LOANER VEHICLE WHILE HIS VEHICLE IS AT THE DL PER CUSTOMER, DEALER SAYS: KNEW ABOUT ANOTHER VEHICLE THAT HAS THE SAME ISSUE BUT REFUSED TO GIVE THE CUST THE MA

1082-827 21846

KE OF THE VEHICLE. CAC ADVISED: - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR -OBC TO T
HE SM STEVE AND WE HAVE DISCUSSED GETTING THE CUST INTO A RE
NTAL VEHICLE , STEVE WAS GIVEN TMY PHONE # TO CONTACT ME INF
ERENCE CASE ID: 4591

CONSUMER AFFAIRS

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REGION: 16 PHILADELPHIA	INFORMATION ISSUE	CASE NBR: 0391143211
VIN: 1FMCU04161KR83967	ZONE: G1	OPENED: 11/17/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 11/17/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:			
ADDRESS:	[REDACTED]				
CITY:	PITTSBURGH	STATE:	PA	ZIP:	15240
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	1				
DEALER NAME:	GIBBONS FORD	SALES CODE:	F16107	P & A:	20555
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

ORIGIN: CAC138 - DS CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: HPAVLIDE HELEN PAVLIDES
ACTION DATA/COMMENTS:

2001/11/17

10.51.23 CUSTOMER SAYS: -WOULD LIKE TO KNOW WHATS WRONG WITH THE VE
H -VEH STALLED WHILE DRIVING, BROUGHT VEH TO DLSHIP, THEY
COULD NOT DUPLICATE CONCERN -VEH STALLED TWO MORE TIMES AFT
ER THAT, DLSHIP PUT A COMPUTER CHIP IN VEH TO SEE WHEN AND W
HY VEH IS STALLING -CUST LOVES VEH , BUT IS WORRIED THAT T
HEY COULD HAVE AN ACCIDENT DUE TO THE VEH STALLING (VERY DAN
GEROUS BECAUSE THE VEH IS STALLING WHEN ITS NOT EXPECTED) -
CALLED OTHER DLSHIP AND DLSHIP ADVISED CUST THAT VEH HAD 2
VEH THAT EXPERIENCE SAME CONCERN (BARBER FORD) AND DLSHIP CO
NFACED HOT LINE FOR REPAIR PROCEDURES AND VEH WERE FIXED -
RECEIVED LOANER FROM DLSHIP PER CUSTOMER, DEALER SAYS:
-CAN NOT DUPLICATE CONCERN CAC ADVISED: -OBC TO DLSHIP SP
OKE TO DAVE (SA) WHO ADVISED THAT THEY CAN NOT DUPLICATE COE
CERN CUST IS EXPERIENCING -DROVE VEH FOR 40 MILES, VEH DID
NOT SHUT OFF -DAVE MONITORED ALL SENSORS, FOUND NOTHING WRO
NG -DAVE ADVISED THAT ON MONDAY, DLSHIP WILL CONTACT ENGINE

EM82-827 21948

ERING HOTLINE TO SEE IF THEY CAN GET A LEAD ON CONCERN -DAV
E ALSO ADVISED THAT DLSHIP RAN AN OASIS AND FOUND NOTHING -
----- - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONC
ERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SER
VICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (IN
TERMITTENT) CONCERN IS NOTICED -----
----- INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 10 SDR	INFORMATION ISSUE	CASE NBR: 0417722531	
VIN: 1FMYU02121KE77625	ZONE: K1	OPENED: 02/11/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 02/11/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: LENORE	STATE: WV	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLS 4X4	
MILEAGE: 53000		
DEALER NAME: MOORE FORD LINCOLN	SALES CODE: F47591	P & A: 02101
REASON CODE: 2025 WARRANTY - DENY WARRANTY COVERAGE		
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 436 - SUPPORT DEALER'S POSITION; REFER TO NRP MANUAL
DOCUMENT: ANALYST: RFRATER RENEE FRATER
ACTION DATA/COMMENTS:

2002/02/11

12.01.20 CUSTOMER SAYS: - THE ENGINE HAS BLOWN UP. VEH STARTED KNOCK
KING , PULLED OVER AND CHECK THE OIL, NO LEAKING , CONTINUE
DRIVING THE VEH ABOUT 2 MILES , THEN THE VEH JUST QUIT AND
IT WAS IN NEUTRAL . I CALLED THE DLRSHIP AND WAS INFORM THA
T THERE WAS NOTHING THEY CAN DO BECAUSE IT'S NOT UNDER WARRA
NTY . MY WARRANTY BOOK STATES 5 1/2 QUARTERS OIL , BUT I THIN
K THE MECHANIC PUT IN 6 HAS STATED ON MY RECEIPT, UPON GETTI
NG A OIL CHANGE PER CUSTOMER, DEALER SAYS: - DLRSHIP AND
WAS INFORM THAT THERE WAS NOTHING THEY CAN DO BECAUSE IT'S
NOT UNDER WARRANTY -----OBC TO DLRSHIP-----
----- = SPOKE WITH CATHY MCCOY = CUST TOOK VEH TO A INDE
PEND SHOP FOR OIL CHANGE AND THEY PUT TOO MUCH OIL IN . = W
E WILL NOT PROVIDE ASSISTANCE CAC ADVISED: - DEALERSH
IP HAS DETERMINED THE VEHICLE WAS NOT MAINTAINED PROPERLY OR
MISUSED - FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP -
FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF T
HE REPAIR INFERENCE CASE ID: 4471

ER62-027 21047

BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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INFORMATION ISSUE
CASE NBR: 0486682181
REGION: 44 PITTSBURGH ZONE: A3 OPENED: 04/18/2002
VIN: 1FMYU04191KB51446 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2002
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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PITTSBURGH STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4x4
MILEAGE: 10000
DEALER NAME: STURMAN & LARKIN FO SALES CODE: P44017 P & A: 07430
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 568 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RALLEYNE ROXANE ALLEYNE
ACTION DATA/COMMENTS:

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2002/04/18

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10.57.15 CUSTOMER SAYS: -CX VEH STALLS ON HLM WITH NO WARNING --T
HIS HIS THE FIFTH TIME THIS HAPPEN TO THE CUST --CX WENT TO
HIS INSURANCE COM. --HE WENT TO THE STATE ATTORNEY OFFICE
--CX DO NOT WANT TO DRIVE THE VEH ANYMORE --CX IS CONCER
N THAT HE HAS TO WAIT 3 DAYS BEFORE HE GET A LOANER FROM THE
DLR --CX EXPRESS IS CONCERN IF HIS KIDS ARE IN THE CAR AN
D THIS HAPPEN TO THEM PER CUSTOMER, DEALER SAYS: NONE
CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FO
RD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOME
R SHOULD CONTACT CRM/SERV MGR ===== OBC TO GA
RY SM --AS PER GARY HE WILL GET THE CUST A LOANER --HE STA
TED HE WILL CONTACT HIS PSE FOR CUST CONCERN INFERENCE CASE
ID: 4591

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 44 PITTSBURGH	INFORMATION ISSUE	CASE NBR: 0498520362
VIN: 1FMYU04181KA36966	ZONE: A1	OPENED: 02/05/2002
	ENGINE: 1	CLOSED: 02/05/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	NORTH HUNTINGDON	STATE:	PA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	11800			
DEALER NAME:	TOM CLARK FORD, INC	SALES CODE:	F44414	P & A: 07996
REASON CODE:	3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT			
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: TRUSSELL TANIA CAMPBELL RUSSELL
ACTION DATA/COMMENTS:

2002/02/05

13.50.13 CUSTOMER SAYS: -- CUST STATED THAT VEH HAVE STALLED IN MOTION ABOUT SIX TIMES DLR IS AWARE OF THIS ISSUE AND WAS TOLD THAT IS WAITING FOR FORD TO GET BACK INTOUCH WITH DLR AS TO CURRENT REPAIR ISSUE. --- CUST STATED THAT WANTS TO KNOW IF FORD IS AWARE OR IF ANYTHING IS OUT ON THIS AT THIS POINT IN TIME FOR REPAIRS. - PER CUSTOMER, DEALER SAYS: -- CUST STATED THAT DLR INFORMED THAT FORD IS WORKING ON A REPAIR PROCEDURE FOR THIS CONCERN BEING THE ENGINEERING DEPT WAS MADE AWARE OF THIS CONCERN CAC ADVISED: - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT FORD ENGINEERING IS CURRENTLY DEVELOPING A REPAIR PROCEDURE - PLEASE STAY IN CONTACT WITH YOUR DEALERSHIP FOR ANY UPDATES - THEY WILL CONTACT YOU AS SOON AS A REPAIR PROCEDURE BECOMES AVAILABLE - (NOTE TO CSR; IF CUSTOMER ASKS FOR TIMELINES, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINES, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) INFERENCE CASE ID: 5401

CONSUMER AFFAIRS

06/18/2002 MMFAEPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 0511703601
VIN: 1FMYU04111KB22703	ZONE: I1	OPENED: 12/27/2001
	ENGINE: 1	CLOSED: 12/27/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			

ER82-027 21949

CITY: NORWALK STATE: CT ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 5600
DEALER NAME: MCMANON FORD SALES CODE: F13441 P & A: 04166
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 6D7592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 616 - CB-ADVISE CUST INFO HAS BEEN DOCUMENTED & DSB APP IS BEING SENT
DOCUMENT: ANALYST: SJOSEPH SONIA JOSEPH
ACTION DATA/COMMENTS:

2001/12/27
11.17.08

CUSTOMER SAYS: - SHE BELIVE SINCE THE VEH IS HAVING HAD THREE LIFE ENDANGERING INCIDENT - TOTALLY STALLED OUT AT 60MILES PER HOUR WHILE DRIVING ON THE HIGHWAY -REPORTED IMMEDIATELY TO THE DLRSHP AND THEY TOOK VEH IN AND CHECKED IT THOROUGHLY AND FOUND NOTHING WRONG -2 WKS LATER ON THE HIGHWAY ON A LOWER SPEED THE STEERING FROZE AND ALL THE LIGHTS CAAME ON -TOOK THE VEH RIGHT TO THE DLRSHP -THEY CALLED THE TECH HOTLINE -THEY FOUND A PROBLEM AND REPLACE REC RELAY -ABOUT 13 WEEKS LATER DEC 17, THE BRAKES FAILED; NO BRAKING POWER - THE PEDAL WAS GOING TO THE FLOOR -THE DLRSHP GAVE HER A LOANER AND DID A THOROUGH CHECK OF THE VEH -THEY REPLACED ALL THE BRAKING FUNCTIONS -BY THIS TIME SHE TOLD THE DLRSHP THAT SHE NEEDS TO GET OUT OF THE LEASE -HOWEVER HER VERY FIRST INCIDENT AT THREE MONTHS OLD THE ENGINE WARNING LIGHT CAME ON AND THE DLRSHP HAD TO REPLACE PART# DPF# SENSOR -SHE WILL LIKE TO KNOW WHAT TO DO AT THIS TIME BECAUSE SHE IS NOT COMFORTABLE WITH THE VEH ANYMORE -SHE IS NOT HAPPY WITH THE DECISION OF THE ZONE REP -SINCE SHE IS NOT QUALIFIED FOR THE LEASE THEN SHE WILL LIKE TO GET A DSB APPLICATION - SHE BELIVE THAT'S WHERE SHE HAS TO GO -SHE DOES NOT WANT TO WAIT AND SEE IF SOMETHING SHOULD HAPPEN AGAIN PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - DOCUMENTED INFORMATION - INITIATED MAILING OF DSB APPLICATION -INFORMATION WAS PROVIDED TO CUST AS PER DLRSHP CRM /ZONE REP -CUST WILL NOT BE ABLE TO GET OUT OF HER LEASE AND FORD WILL NOT BUY BACK THE VEH -IF ANY THING SHOULD HAPPEN AT A LATER TIME IT WOULD BE LOOK INTO AGAIN -AS OF NOW THE VEH IS REPAIRED REFERENCE CASE ID: 1990

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 0511703601
REGION: 13 NEW YORK ZONE: 11 OPENED: 12/26/2001
VIN: 1FMYU04111KB22703 ENGINE: 1 VEH TYPE: T CLOSED: 12/26/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORWALK STATE: CT ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 5600
DEALER NAME: MCMANON FORD SALES CODE: F13441 P & A: 04166
REASON CODE: 30MR PROD/COMP DOR/PERF - MULTIPLE REPAIR
SYMPTOMS: 6D7592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP

ER62-027 21958

DOCUMENT: ANALYST: SJOSEPH SONIA JOSEPH
ACTION DATA/COMMENTS:

2001/12/26

14.12.17 CUSTOMER SAYS: -HAVE HAD THREE LIFE ENDANGERING INCIDENT
T -THE VEH TOTALLY STALLED OUT AT 60MILES PER HOUR WHILE
DRIVING ON THE HIGHWAY -REPORTED IMMEDIATELY TO THE DLRSHIP
P AND THEY TOOK VEH IN AND CHECKED IT THOROUGHLY AND FOUND
D NOTHING WRONG -2 WEKS LATER ON THE HIGHWAY ON A LOWER
SPEED THE STEERING FROZE AND ALL THE LIGHTS CAME ON
-TOOK THE VEH RIGHT TO THE DLRSHIP -THEY CALLED THE TEC
H HOELINE -THEY FOUND A PROBLEM AND REPLACE ESC RELAY -AB
OUT 13 WEEKS LATER DEC 17, THE BRAKES FAILED; NO BRAKING P
OWER - THE PEDAL WAS GOING TO THE FLOOR -THE DLRSHIP GA
VE HER A LOANER AND DID A THOROUGH CHECK OF THE VEH -THEY
REPLACED ALL THE BRAKING FUNCTIONS -BY THIS TIME SHE TO
LD THE DLRSHIP THAT SHE NEEDS TO GET OUT OF THE LEASE -H
OWEVER HER VERY FIRST INCIDENT AT THREE MONTHS OLD THE ENG
INE WARNING LIGHT CAME ON AND THE DLRSHIP HAD TO REPLACE
PART# DFFR SENSOR -SHE WILL LIKE TO KNOW WHAT TO DO AT
THIS TIME BECAUSE SHE IS NOT COMFORTABLE WITH THE VEH ANYM
ORE PER CUSTOMER, DEALER SAYS: -MCMAHON FORD -THEY SPO
KE REP ALBERT ARMSTEAD AND WAS TOLD BECAUSE IS NOT ONE SP
ECIFIC RECURRENCE THEY ARE NOT ABLE GET HER OUT OF THE LE
ASE OR REPLACE THE VEH CAC ADVISED: - CRC UNABLE TO REA
CH DEALER - CRC WILL RE-CONTACT DEALER NEXT BUSINESS DAY TO
DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER REFERENCE CASE ID:
4909

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: SJOSEPH SONIA JOSEPH
ACTION DATA/COMMENTS:

15.46.11 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 0511703601
REGION: 13 NEW YORK ZONE: I1 OPENED: 12/26/2001
VIEW: 1FMYU04111KB22703 ENGINE: 1 VEH TYPE: T CLOSED: 12/26/2001
=====

2001/12/26

15.46.11 CAC ADVISED: ---RECEIVED A CALL FROM FRED FROATZ CRM OF
MCMAHON FORD 203 838 4801 -SAID THAT HE HAS SPOKEN TO TH
E CUST ABOUT THE SITUATION OF GETTING OUT OF THE LEASE OR
BUYING BACK THE VEH -HE DID SPEAK TO THE ZONE REP ABOUT T
HE CUST SITUATION AND WAS TOLD THAT THE CUST DOES NOT OWN
THE VEH AND THEY CAN DO A BUY BACK ON THE VEH BECAUSED BI
T IS A LEASE -THEY COULD HAVE DONE OLC BUT HE DID NOT MENT
IONED IT TO THE CUST BECAUSE IT WOULD BE AN INSULT TO THE
CUST; IT WOULD ONLY BE \$1500 -ALSO THE CUST IS NOT QUALIFY
FOR THE LEMON LAW SINCE THE OCCURENCES WERE NOT THE SAME
-ALSO THE CUST VEH IS CURRENTLY REPAIRED AT THIS TIME -TH
E ZONE MGR SAYS IF TDOWN THE ROAD THE CUST IS STILL HAVING
ANY CONCERNS THEN THEY WILL BE HAPPY TO LOOK AT IT AGAIN -
THE CUST HAS BEEN A LOYAL CUST BUT THERE IS NOTHING THEY C
AN DO FOR HER AT THIS TIME -----MADE AN OBC TO THE CU
ST ----- -WAS UNABLE TO REACH CUST LEFT A MESSAGE T
HAT CAC WILL BE RECONTACTING CUST

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: GWALKER GARY WALKER
ACTION DATA/COMMENTS:

EM62-827 21851

18.37.41 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: CAC ADVISED: ---RECEIVED A CALL FROM FRED F ROATZ CRM OF MCMAHON FORD 203 838 4601 -SAID THAT HE HAS SPOKEN TO THE CUST ABOUT THE SITUATION OF GETTING OUT OF THE LEASE OR BUYING BACK THE VEH -HE DID SPEAK TO THE ZONE REP ABOUT THE CUST SITUATION AND WAS TOLD THAT THE CUST DOES NOT OWN THE VEH AND THEY CAN DO A BUY BACK ON THE VEH BECAUSED BIT IS A LEASE -THEY COULD HAVE DONE OLC BUT HE DID NOT MENTIONED IT TO THE CUST BECAUSE IT WOULD BE AN INSULT TO THE CUST; IT WOULD ONLY BE \$1500 -ALSO THE CUST IS NOT QUALIFY FOR THE LEMON LAW SINCE THE OCCURENCES WERE NOT THE SAME -ALSO THE CUST VEH IS CURRENTLY REPAIRED AT THE TIME -THE ZONE MGR SAYS IF TDOWN THE ROAD THE CUST IS STILL HAVING ANY CONCERNS THEN THEY WILL BE HAPPY TO LOOK AT IT AGAIN -THE CUST HAS BEEN A LOYAL CUST BUT THERE IS NO THING THEY CAN DO FOR HER AT THIS TIME -----MADE AN OBC TO THE CUST ----- -WAS UNABLE TO REACH CUST LEFT A MESSAGE THAT CAC WILL BE RECONTACTING CUST ----ADVISED CUST OF FINDINGS...CRC/FD POSITION ON ISSUE--CUST STATES THAT SHE WILL PERSUE THIS FURTHER WITH CRM/GM/SM SHE WANTS MORE THAN \$1500 ON BUY BACK

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

1

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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	INFORMATION ISSUE	CASE NBR: 0511703601
REGION: 13 NEW YORK	ZONE: 11	OPENED: 12/26/2001
VIN: 1FMYU04111KB22703	ENGINE: 1 VEH TYPE: T	CLOSED: 12/27/2001

=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
 DOCUMENT: ANALYST: SJOSEPH SONIA JOSEPH
 ACTION DATA/COMMENTS:

2001/12/27

11.17.10 CUSTOMER SAYS: -WILL LIKE TO SEND AN APPLICATION TO THE DSB -NOT SATISFIED WITH THE ZONE REP PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -----OBC TO CUST ----- -FOR MED COST OF THE ANSWER PROVIDED BY THE DLRSHIP/ZONE REP - CUST IS AWARE OF THE ANSWER BUT IS STILL NOT SATISFIED -WILL LIKE TO TAKE IT TO THE DSB

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 52 SOUTHWEST	INFORMATION ISSUE	CASE NBR: 0560720591
VIN: 1FMYU01B61KF62171	ZONE: HL	OPENED: 02/28/2001
	ENGINE: B	CLOSED: 02/28/2001
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	RICHMOND	STATE:	TX	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2		
MILEAGE:	4148				
DEALER NAME:	GILLMAN LINCOLN-MER	SALES CODE:	L67170	F & A:	12506
REASON CODE:	3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT				
SYMPTOMS:	507592 STALL/QUITS ACCELERATION HOT ENGINE				

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 683 - ADVISE CUSTOMER OF UPDATED INFORMATION
DOCUMENT: ANALYST: TRIZZARD TONI PIZZARDI
ACTION DATA/COMMENTS:

2001/02/28
15.33.06

CUSTOMER SAYS: HAD FUEL PUMP REPLACEMENT THE FUEL CUTS OFF WHEN THE VEHICLE HITS 80MPH THEN WHEN THE VEHICLE COMES TO A COMPLETE STOP--THE VEHICLE WILL NOT ACCELERATE PER CUSTOMER, DEALER SAYS: THE PCM NEEDS TO BE REPROGRAMMED AND THERE IS NO FIX FOR THE VEHICLE RIGHT NOW CAC ADVISED: - INFORM CUSTOMER UPDATED INFORMATION FOUND - REQUEST CUSTOMER STAY IN CONTACT WITH DEALER -OBC TO ANTHONY SERVICE WRITER WORKING WITH CUSTOMER WHO ADVISED THAT THE PCM NEEDS TO BE REPROGRAMMED THE ENGINEERS ARE WORKING TOWARDS A FIX AND TOWARDS FINDING THE CORRECT REPROGRAMMING CODES -CSR ADVISED CUSTOMER TO KEEP WORKING WITH DEALERSHIP AND UNTIL THEN TRY NOT TO DRIVE OVER 80MPH AND EVERYTHING WILL BE OK UNTIL A REPAIR IS FOUND -CSR ADVISED CUSTOMER TO KEEP WORKING WITH THE DEALERSHIP AND AS SOON AS A FIX IS FOUND THEY WILL CONTACT THE CUSTOMER IN REFERENCE CASE ID: 4899

8902-627 21953

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 47 CINCINNATI	ZONE: C1	INFORMATION ISSUE	CASE NBR: 0574963101
VIN: 1FMYU03151KB22107	ENGINE: 1	VEH TYPE: T	OPENED: 04/15/2002
			CLOSED: 04/15/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	BLOOMFIELD	STATE:	IN	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	20000			
DEALER NAME:	BLOOMINGTON FORD IN SALES CODE: F47574	P & A:	04691	
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN			
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE			

=====

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: ASILVA ANNABELLE SILVA
 ACTION DATA/COMMENTS:

2002/04/15

13.35.33

CUSTOMER SAYS: -THE VEH STALLS/DIES IN THE MIDDLE OF THE I
 NTERSECTION ...ESPECIALLY WHEN YOU SLOW DOWN -VEH BEEN TO
 DLR SEVERAL TIMES AND CONCERN STILL EXISTS -CUST FEELS THI
 S IS A SAFETY CONCERN....IT MAY CAUSE AN ACCIDENT IN THE FUT
 URE -CUST IS SEEKING PERMANENT REPAIR FOR THE VEH OR A NEW
 VEH PER CUSTOMER, DEALER SAYS: -DLR REPROGRAMMED THE COM
 PTER OF THE VEH -DLR TOLD CUST TO CALL CRC ...NEVER BEEN A
 BLE TO DUPLICATE THE CONCERN CAC ADVISED: -I ADVISED CUST
 THAT IN ORDER FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP
 WOULD FIRST NEED TO DUPLICATE THE SYMPTOM...DLRSHIP MUST DUF
 LICATE CONCERN AND REPAIR IT - THIS WOULD ASSIST THE DEALER
 SHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE
 THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT TH
 EY CANNOT FIND - I ADVISED CUSTOMER TO CONTACT DEALERSHIP AS
 SOON AS (INTERMITTENT) CONCERN IS NOTICED...KEEP IN Contac
 T WITH DLR IN ORDER FOR THEM TO DUPLICATE CONCERN AND REPAIR
 VEH -I ADVISED CUST IT IS FORD'S GOAL TO REPAIR THE VEH
 -I ADVISED CUST TO KEEP IN CONTACT WITH CRM/SM FOR REPAIR OF
 VEH OR TO DISCUSS TRADING OUT OF VEH ..DLR CAN CONTACT REGI
 ON TO DISCUSS TRADE OUT OF VEH BUT FORD'S GOAL IS TO REPAIR
 ***** -DLR THAT CUST GONE TO IS NOT FOUND IN SYSTEM..
 .I ASSIGNED BLOOMINGTON FORD AS IT IS SYSTEM ASSIGNED DLR ..
 ..BUT VEH IS AT LINTON FORD IN LINTON INDIANAPHONE NUMB
 ER IS [REDACTED] ***** INFERENCE CASE ID: 4462

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0661461761
REGION:	ZONE:	OPENED: 06/25/2001
VIN: 1FMCU04121KB73668	ENGINE: 1 VEH TYPE: T	CLOSED: 06/25/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	KING OF PRUSSIA	STATE:	PA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	180				
DEALER NAME:	[REDACTED]	SALES CODE:	P & A:		
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 608 - ADVISE CUST THAT INFORMATION WILL BE DOCUMENTED; THANK/APOLOGIZE
DOCUMENT: ANALYST: AGOPAUL ALLAN GOPAUL
ACTION DATA/COMMENTS:

2001/06/25

18.21.31 CUSTOMER SAYS: - VECH CUT OFF WHILE DRIVING AND ALL DASH B
OARD LIGHTS CAME ON - THIS HAPPEND AGAIN AND VECH WAS TAKEN
TO THE DEALER - DLR HAS OFFERED TO REPLACE THE VECH THE CU
ST WANTS A FREE ESP ALSO BECAUSE OF HOW HE HAS BEEN INCONVEN
IENCED - PER CUSTOMER, DEALER SAYS: - OBC TO DLR - SVR
MGR. N/A CALL BACK IN A.M. CAC ADVISED: - INFORMATION HAS
BEEN FORWARDED TO APPROPRIATE DEPARTMENTS - THANK YOU CUSTO
MER FOR PROVIDING US THEIR FEEDBACK INFERENCE CASE ID: 4489

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0664400302
REGION: 27 WASHINGTON	ZONE: E1	OPENED: 02/01/2002
VIN: 1FMCU04191KA78914	ENGINE: 1 VEH TYPE: T	CLOSED: 02/01/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				

ER02-027 21965

CITY: MANASSAS STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 13000
DEALER NAME: BATTLEFIELD FORD SALES CODE: F27049 P & A: 00067
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NCHOW NEIL CHOW
ACTION DATA/COMMENTS:

2002/02/01

14.39.00 CUSTOMER SAYS: - CUST STATED THAT THEY HAVE THE VEH BACK N
OW AND THEIR CONCERN IS THAT THEY HAVE A SAFETY PROBLEM.
- CUST ALSO STATED THAT THE VEH IS HOME WITH THEM AND THE VE
H CUT OUT ON THEM WHILE DRIVING. - CUST ALSO STATED THAT
THE STEERING WHEEL WAS HARD TO TURN. - CUST ALSO STATED T
HAT ALL THE WARNING LIGHTS WERE ON AS WELL. - CUST ALSO S
TATED THAT THEY ARE CALLING TO HAVE THIS CONCERN. - CUST
ALSO STATED THAT SOMETIMES WHEN THEY START THEIR VEH IT WILL
BE DEAD UNTIL THEY TRY A COUPLE MORE TIMES. - CUST ALSO
STATED THAT THIS USUALLY HAPPENS WHEN THE VEH IS COLD UPON T
HE FIRST START UP ATTEMPT. - CUST ALSO STATED THAT THEY A
RE CONCERNED WITH DRIVING THE VEH. - CUST ALSO STATED THA
T THE CONCERN HAPPENS ALL THE TIME. PER CUSTOMER, DEALER SA
YS: - DLR HAS NOT DUPLICATED THE CONCERN CAC ADVISED: -
WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP
. - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONT
ACT CRM/SERV MGR. HOWARD LEEK CUSTOMER RELATIONS MANAGE
R PHONE: 703-368-6182 INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 72 SAN FRANCISCO INFORMATION ISSUE CASE NBR: 0684360741
VIN: 1FMYU04181KE98881 ZONE: A2 OPENED: 07/30/2001
ENGINE: 1 VEH TYPE: T CLOSED: 07/30/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: ELERLE STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 5024
DEALER NAME: MIDPAC AUTO CENTER, SALES CODE: F72445 P & A: 01804
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ES82-827 21956

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION; MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER

DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/07/30

10.47.52 RANDY BERGSRUD, DOM, SAN FRANCISCO
ATTN: JAMES HANLEY
AMOUNT DEVIATION APPROVED BY EDNA ADELL, RAV COORDINATOR
CERTIFICATE APPROVED BY (RBERGSRU), DOM

ORIGIN: CANA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC003 - SUBMIT OAC TO ALTERNATIVE NAME
DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

10.49.21

ORIGIN: CANA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/08/08

14.54.08

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 0731503200
REGION: 27 WASHINGTON ZONE: R1 OPENED: 03/12/2002
VIN: 1FMYU04101KB83923 ENGINE: 1 VEH TYPE: T CLOSED: 03/12/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SILVER SPRING STATE: MD ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE IIT 4X4
MILEAGE: 21000
DEALER NAME: OURISMAN FORD COMPA SALES CODE: F27006 P & A: 00129
REASON CODE: 3025 PROD/COMP DUR/PRRF - VEHICLE QUALITY
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MVELLA MICHELLE VELLA
ACTION DATA/COMMENTS:

2002/03/12

13.32.27

CUSTOMER SAYS: CUST STATED ENGINE INTERMITTENTLY STALLS AN
D DLRP IS UNABLE TO DUPLICATE CONCERN -SEEKING TO HAVE THE
CONCERN CORRECTED -CUST FEELS THE VEH IS UNSAFE TO DRIVE
PER CUSTOMER, DEALER SAYS: OURISMAN FORD CAC ADVISED: -
WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHI
P - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT

ERG2-027 21857

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION:	INFORMATION ISSUE	CASE NBR: 1297292291
VEN: 1FMYU02161KE60102	ZONE:	OPENED: 01/21/2002
	ENGINE: 1	CLOSED: 01/21/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	KINGSPORT	STATE:	TN	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X4		
MILEAGE:	14000				
DEALER NAME:		SALES CODE:		P & A:	
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: CEDWARDS CHARMAINE EDWARDS
 ACTION DATA/COMMENTS:

2002/01/21

13.31.37

CUSTOMER SAYS: -I DO NOT LIKE THE ENGINE IN THE VEH -THE S IS A MAZDA ENGINE -I CANNOT GET THE VEH WORKED ON -THE DLR DOES NOT KNOW ANYTHING ABOUT IT -THE ENGINE JUST STALLS ON ME AT A RED LIGHT EVEN AT A STOP SIGN -THE DLR IS TN NENESSEE MOTORS IN JOHNSON CITY -THE VEH IS WITH ME -FAIR WAY FORD SAID THAT THEY DO NOT HAVE ANY TECH'S THAT CAN WORK ON THE MAZDA ENGINE PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR ----- --OBC TO GREGG (SERVICE) ADVISED HIM OF CUST CONCERN -PROVIDED HIM WITH CUST'S NAME AND BOTH HOME AND DAY # -HE ADVISED THAT HE WILL SPEAK WITH HIS S/M AND CONTACT CUST ----- -AP OLOGIZED AND ADVISED CUST OF ABOVE DOCUMENTATION INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 1338313051	
VIN: 1FMYU04131KC21541	ZONE: E2	OPENED: 02/14/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 02/14/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	DURHAM	STATE:	NC	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	15000			
DEALER NAME:	UNIVERSITY FORD INC	SALES CODE:	F21751	P & A: 06634
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN			
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE			

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 523 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MBIGGART MICHELLE BIGGART
ACTION DATA/COMMENTS:

2002/02/14
09.24.46

CUSTOMER SAYS: -WANTS INFO DOCUMENTED ON FILE -LAST NIGH
T 3RD TIME VEH DIED IN MIDDLE OF TRAFFIC -ALREADY HAVE AN A
PP'T SCHED ON 02/14 -VERY CONCERN ABOUT SAFTEY -WANTS TO K
NOW IF THIS WILL HAPPEN AGAIN IF IT DOES MAY NOT WANT VEH
-ALSO WANTS FORD TO KNOW LOVE VEH -NOT HAPPY WITH PERFORMA
NCE -NO OTHER CONCERNS PER CUSTOMER. DEALER SAYS: -NONE
CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALER
SHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD
D ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THE
Y CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE
E TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT
ACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED
-PROVIDED CUST INFO ON LEMON LAW -OBC TO DLR SPOKE TO LEE
SM SAID SOMETIMES VERY HARD TO DUPLICATE CONCERN; BUT WILL
DO THEIR BEST INFERENCE CASE ID: 4462

ER02-027 21859

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 47 CINCINNATI	INFORMATION ISSUE	CASE NBR: 1347813031
VIN: 1FMCU04181KB06220	ZONE: A1	OPENED: 10/30/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 10/30/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	CINCINNATI	STATE:	OH	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	1200			
DEALER NAME:	WALT SWEENEY-WEST H	SALES CODE:	F47005	P & A: 01909
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN			
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE			

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: CEDWARDS CHARMAINE EDWARDS
 ACTION DATA/COMMENTS:

2001/10/30

09.39.28 CUSTOMER SAYS: -I PURCHASED A FORD ESCAPE IN APRIL -ON 4 OCCASIONS I JUST OCCURRED LAST WEEK -DRIVING DOWN THE ROAD THE ENGINE DIES, QUITS WE LOSE ALL POWER -SALESMAN AT THE DLR CONFIRMED THAT THERE WAS OTHER INSTANCES OF THIS -THE Y RECOMMEND THAT I GO TO THE DSB -DLR IS WALT SWEENEY FORD -LAST TIME IT WAS AT THE DLR FOR THIS CONCERN WAS SEPT 28 /01 PER CUSTOMER, DEALER SAYS: -THE DLR CANNOT DUP THE P ROBLEM -WE DO NOT KNOW WHAT THE PROBLEM IS CAC ADVISED : - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN I F THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMI TTENT) CONCERN IS NOTICED ----- -OBC TO BRUCE (SERVI CE) HE ADVISED THAT FORD IS AWARE OF THE PROBLEM AND DLR'SH IP IS WORKING WITH TECH HOTLINE -AT THE MOMENT THERE IS NO FIX FOR THE CONCERN ----- -APOLOGIZED AND ADVISED CUSTOMER OF ABOVE DOCUMENTATION -ALSO ADVISED T HAT THE CRC CANNOT TAKE HIM OUT OF THE VEH -HE MAY WANT TO SPEAK TO THE SALES MANAGER AT THE DLR'SHIP WHERE HE PURCHAS ED THE VEH TO SEE IF THERE ANYTHING THEY CAN DO -PROVIDED CUSTOMER WITH THE # FOR THE NHTSA INFERENCE CASE ID: 4462

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 58 TWIN CITIES	INFORMATION ISSUE	CASE NBR: 1360892611
VIN: 1FMYU04151KB50729	ZONE: A2	OPENED: 05/24/2002
	ENGINE: 1	CLOSED: 05/24/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	ONALASKA	STATE:	WI	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	7000				
DEALER NAME:	VALLEY VIEW FORD, I	SALES CODE:	F58476	P & A:	00452
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

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

2002/05/24

16.09.54 CUSTOMER SAYS: CUST STATE THAT HE LEGAL DSB THAT CLAIMED D
ENY . LEGAL OR LIASLITLY CUST THINK IS CONCERN IS PRESENT B
UT DIRSHIP CANNOT DUPLICATE CUST VEH HAS ONLY EXHIBITES TH
E CONCERN ONCE THE VEH HAS NOT HAVE THIS CONCERN SINCE ACCID
ENT IN MARCH. CUST WANT THE VEH TO BE REPAIRED . PER CUS
TOMER, DEALER SAYS: NONE CAC ADVISED: - FOR THE VEHICLE
TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE
THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNOS
ING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, TH
E DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND
- ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMI
TTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 23 MEMPHIS	INFORMATION ISSUE	CASE NBR: 1364332571
VIN: 1FMYU031K1KF78779	ZONE: C1	OPENED: 04/01/2002
	ENGINE: 1	CLOSED: 04/01/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				

2002-027 21081

CITY: NEW ORLEANS STATE: LA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 17000
DEALER NAME: BOHN FORD SALES CODE: F23008 P & A: 08444
REASON CODE: 2002 WARRANTY - COVERAGE INQUIRY
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 698 - PROVIDE INFORMATION ACCORDING TO PHRASOLOGY
DOCUMENT: ANALYST: MNOEL MELISSA NOEL
ACTION DATA/COMMENTS:

2002/04/01
13.40.23 CUSTOMER SAYS: - MY VEH WILL CUT OFF WHILE I WAS IN THE MI
DDLE OF THE ROAD - I WAS ON THE HWY - THIS IS THE FIRST
TIME THAT THIS HAS HAPPEN - I WANT TO KNOW IF I CAN GET A
LOANER WHILE THEY REPAIR MY VEH PER CUSTOMER, DEALER SAYS
: NONE CAC ADVISED: - POSSIBLE WARRANTY/ESP COVERAGE FOR
YOUR CONCERN. - PLEASE TAKE YOUR VEHICLE TO THE F/L/M DEAL
ERSHIP OF YOUR CHOICE TO HAVE THE VEHICLE INSPECTED TO DETER
MINE IF ANY WARRANTY/ESP WILL BE APPLICABLE INFERENCE CASE I
D: 5409

CONSUMER AFFAIRS 06/18/2002 MEFAXPRG

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 21 ATLANTA INFORMATION ISSUE CASE NBR: 1458010341
ZONE: D3 OPENED: 12/07/2001
VIN: 1FMYU04131KE99047 ENGINE: 1 VEH TYPE: T CLOSED: 12/07/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WEST JEFFERSON STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 15912
DEALER NAME: ASHE COUNTY MOTORS SALES CODE: F21617 P & A: 00903
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

0022-027 21882

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 695 - ADVISE CUSTOMER CRC WILL INVESTIGATE - REFER TO RESEARCH

DOCUMENT: ANALYST: LMOTIRAM LEAH MOTIRAM
ACTION DATA/COMMENTS:

2001/12/07

11.14.34 CUSTOMER SAYS: 2001 ESCAPE, CUST SAYS VEH JUST STOPPED ON THE HWY. CUST SAYS HIS WIFE WAS DRIVING AND IT STOPPED. THE VEH SHUTS DOWN NOTHING WORKS. CUST WANTS TO TRADE THIS VEH IN FOR A EXPLORER. PROBLEM HAPPENS INTERMITTENTLY. CUST IS AFRAID TO DRIVE, WHAT IF IT STOPS IN A TUNNEL IN FLORIDA. CUST DOES NOT WANT THIS VEH. PER CUSTOMER, DEALER SAYS: DEALERSHIP ASH COUNTY FORD IN WEST JEFFERSON NC. CAC ADVISED: - INFORM CUSTOMER WE WILL RESEARCH ISSUE - CRC WILL RE-CONTACT CUSTOMER WITH UPDATE -----SPOKE TO KEVIN KELLY S/M SAYS WE HAD ALREADY CHECKED THE GROUND DONE ON THE SSM 0107038 CUST NEEDS TO BRING VEH IN FOR MORE TESTS. THERE ARE 3 OTHER VEH WITH THE SAME PROBLEM. THERE ARE NO FURTHER FIXES AVAILABLE ON THIS VEH FROM FORD. ---CSR INFERENCE CASE ID: 4902

ORIGIN: CACMD4 - MANUAL - RESEARCH CSR COMMUNICATION: VISIT
ACTION: 402 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: SHARGOBI SONIA HARGOBI
ACTION DATA/COMMENTS:

11.57.22 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED:
D:

ORIGIN: CACMD4 - MANUAL - RESEARCH CSR COMMUNICATION: VISIT
ACTION: 403 - RESEARCH CONCLUDED - DEALER MUST CLOSE
DOCUMENT: ANALYST: JQUEJADA JENNIFER QUEJADA
ACTION DATA/COMMENTS:

16.21.21 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED
D: RESEARCH ADDCO: - OBC TO DLRSHIP - SPOKE WITH SM, KEVIN KELLY - RCSR ADVISED OF NEW SSM 15434 - HE SAID HE'LL TRY

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 1458010341
REGION: 21 ATLANTA ZONE: D3 OPENED: 12/07/2001
VIN: 1FMYU04131KE99047 ENGINE: 1 VEH TYPE: T CLOSED: 12/07/2001
=====

2001/12/07

16.21.21 THAT OUT - SM STATED THAT CUST HAS AN APPT NEXT WEDNESDAY AND WILL TRY THAT SSM ON HIS VEH - OBC TO CUST - LEFT MESSAGE ON CUST'S MACHINE - ADVISED OF NEW REPAIR PROCEDURE THAT MAY HELP CUST'S VEH - CAN'T GUARANTEE IT WILL WORK - PROVIDED CRC'S 1-800 NUMBER AND CUST'S FILE NUMBER

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC076 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - TECH HOTLINE
DOCUMENT: ANALYST: K-KEL10 KEVIN KELLY
ACTION DATA/COMMENTS:

2001/12/19

12.18.55 CUSTOMER TRADED VEHICLE DUE TO NO REPAIR AVAILABLE.

EP02-027 21863

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 1474151562
REGION: 13 NEW YORK ZONE: H1 OPENED: 06/05/2002
VIN: 1FMYU04121KC37293 ENGINE: 1 VEH TYPE: T CLOSED: 06/05/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WINGDALE STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 16000
DEALER NAME: BREWSTER FORD SALES SALES CODE: F13446 P & A: 03713
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: CEDWARDS CHARMAINE EDWARDS
ACTION DATA/COMMENTS:

2002/06/05

13.09.46 CUSTOMER SAYS: THE VEH IS STALLING WHILE I AM DRIVING -D
IES OUT AT APPROX 25-30 MILES PER HR -I JUST PICKED UP THE
VEH FROM DLR TODAY -I JUST WANT OUT OF THE VEH AT THIS TI
ME -HOW DO I GET MY MONEY BACK -THE DLR IS BREWSTER FORD
PER CUSTOMER, DEALER SAYS: -FORD KNOWS THAT THERE IS A
PROBLEM BUT THERE IS NO FIX -WORKING ON A FIX -REPROGRAMM
ED COMPUTER CHIP AND PUT THE DPFE SENSOR IN 3 TIMES CAC AD
VISED: - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS A
WARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT FORD ENGINEER
ING IS CURRENTLY DEVELOPING A REPAIR PROCEDURE - PLEASE ST
AY IN CONTACT WITH YOUR DEALERSHIP FOR ANY UPDATES - THEY W
ILL CONTACT YOU AS SOON AS A REPAIR PROCEDURE BECOMES AVAILA
BLE - (NOTE TO CSR: IF CUSTOMER ASKS FOR TIMELINES, INFORM
THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINES, AND
TO STAY IN CONTACT WITH THEIR DEALERSHIP) ----- -APOLOGI
ZED AND ADVISED CUST THAT I WILL CERTAINLY MAKE SURE THAT T

1082-827 21864

IS IS DOCUMENTED -ADVISED CUST THAT THE CRC DOES NOT HAVE
AUTHORITY TO TAKE HER OUT OF THE VEH -IF THAT IS WHAT SHE
IS LOOKING FOR SHE MAY WANT TO SPEAK TO THE SALES MANAGER AT
THE DIR'SHIP WHERE SHE PURCHASED THE VEH INFERENCE CASE ID
: 5401

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 1495390121
REGION: 71 CALIFORNIA ZONE: E2 OPENED: 05/31/2002
VIN: 1FMYU04141KF69672 ENGINE: 1 VEH TYPE: T CLOSED: 05/31/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: YUCAIPA STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 19662
DEALER NAME: REDLANDS FORD SALES CODE: F71153 P & A: 01695
REASON CODE: 2203 SPECIAL LIAISON - EXECUTIVE REFERRAL
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CASL - CONSUMER AFFAIRS - SPECIAL LIAISON COMMUNICATION: MAIL
ACTION: SL400 - DECISION - DENY FINANCIAL ASSISTANCE - OUTSIDE OPENING CRITERIA
DOCUMENT: ANALYST: KDONALD7 KIMBERLY DONALDSON
ACTION DATA/COMMENTS:

2002/05/31

14.47.50 CUSTOMER SAYS: ****EXECUTIVE OFFICES***KDONALD7 ***EXECUTIVE
REFERRAL***FORD JR 5MAY2002 *CUSTOMER STATED THAT SHE
HAS HAD NUMEROUS PROBLEMS WITH HER ESCAPE. CUSTOMER STATED S
HE WANTS FORD TO PAY OFF THE BALANCE OF HER VEHICLE, REIMBUR
SE FOR TIRES AND RENTAL CAR SUPPLEMENTAL INSURANCE. *CUST
OMER STATED SHE WOULD LIKE TO WORK WITH REDLANDS FORD. DE
R CUSTOMER, DEALER SAYS: *CSM SANDRA YOO STATED SHE IS NOT
FAMILIAR WITH THE CASE.
*FAIRVIEW FORD AND REDLANDS
FORD HAVE WORKED ON VEHICLE. CAC ADVISED: *EXECUTIVE OFF
ICES DECLINED CUSTOMER'S REQUEST TO BUY BACK VEHICLE. ***
NO FURTHER ACTION NEEDED***

EM62-827 21955

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 44 PITTSBURGH	INFORMATION ISSUE	CASE NBR: 1497053171
VIN: 1FMYU04151KA34477	ZONE: C2	OPENED: 01/25/2002
	ENGINE: 1 VEH TYPE: T	CLOSED: 01/25/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	STRONGSVILLE	STATE:	OH	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	11500			
DEALER NAME:	WILLIAMS MOTOR CO.,	SALES CODE:	F44130	P & A: 02173
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY			
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE			

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION; PHONE
 ACTION: 568 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: SAHSAN SYED AHSAN
 ACTION DATA/COMMENTS:

2002/01/25

17.33.48

CUSTOMER SAYS: - CALLED THE DLRSH AND TALKED TO THE CRM -
 THE S/M CALLED ME THE ENGINEERS SAY THAT NOTHING WAS DO
 NE - I HAVE TO KEEP BRINGING THE VEH BACK TO THE DLRSH?
 - ITS STALLED THIS PAST TUESDAY - I WOULD LIKE TO GET A CA
 LL FROM SOMEBODY TO TELL ME WHATS THE PROBLEM SOMEONE OT
 HER THAN THE S/M WHO WILL ONLY SAY BRING IT IN AND WE WI
 LL FIX IT PER CUSTOMER, DEALER SAYS: - CLAIMS - ALWAYS A
 SK TO BRING THE VEH IN CAC ADVISED: - WE RECOMMEND THE RE
 PAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION W
 ILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR
 ----- --OBC TO WILLIAMS MOTOR CO., INC. LEFT MESSAGE FOR CR
 M/MERILYN WITH CAROL TO CALL BACK - ADVISED CUST WILL BE
 IN TOUCH WITH IM AFTER RESEARCH INFERENCE CASE ID: 4591

ORIGIN: CACMD2 - MANUAL - PHONE CSR COMMUNICATION; PHONE
 ACTION: 224 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
 DOCUMENT: ANALYST: SAHSAN SYED AHSAN
 ACTION DATA/COMMENTS:

2002/01/26

10.57.21

CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE

ORIGIN: CACMD2 - MANUAL - PHONE CSR COMMUNICATION; PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: SAHSAN SYED AHSAN
 ACTION DATA/COMMENTS:

12.27.19 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
 CAC ADVISED: --OBC TO DLRSH CRM WILL BE IN ON MONDAY--
 - FOLLOWUP ON MONDAY AND CONTACT CUST

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 1497853171
REGION: 44 PITTSBURGH	ZONE: C2	OPENED: 01/25/2002
VIN: 1PMYU04151KA34477	ENGINE: 1 VEH TYPE: T	CLOSED: 01/28/2002

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 824 - TELEMATICS - UPDATE CUSTOMER INFORMATION
 DOCUMENT: ANALYST: SAHSAN SYED AHSAN
 ACTION DATA/COMMENTS:

2002/01/28
 13.54.25 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE
 CAC ADVISED: - ISSUE BEING HANDLED BY ANOTHER CSR NO NEED
 FOR FOLLOWUP

CONSUMER AFFAIRS

06/18/2002 NMFALPRG

1

BEGINNING OF CONTACT
 06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 1499312111
REGION: 53 KANSAS CITY	ZONE: D3	OPENED: 07/30/2001
VIN: 1PMYU04121KB28252	ENGINE: 1 VEH TYPE: T	CLOSED: 07/30/2001

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LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]

EP02-927 21857

CITY: SAINT LOUIS STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 3500
DEALER NAME: KOETTING FORD, INC. SALES CODE: F53398 P & A: 08205
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: DRENWICK DENNIS RENWICK
ACTION DATA/COMMENTS:

2001/07/30
13.52.03

CUSTOMER SAYS: - VEH HAS BEEN TO DLRSHIP FOR STALLING/NO-START CONCERN - THIS IS THE ELEVENTH TIME - CONCERNS WERE DETAILLED IN A LETTER TO DLRSHIP - LAST REPAIR INVOLVED REPLACING A COMPUTER MODULE BUT CONCERN STILL EXISTS - VEH STALLED LAST NIGHT - CUST FEELS THAT DLRSHIP IS NOT DOING ENOUGH TO DIAGNOSE AND REPAIR THE CONCERN - CUST FEELS UNSAFE IN THE VEH AND IS SEEKING A FINAL SOLUTION - WANTS VEH REPLACED IF IT CANNOT BE REPAIRED - SEEKING TO CONTACT FORD REP PER CUSTOMER, DEALER SAYS: CALL CRC CAC ADVISED: - SUPPORT REPAIR PROCEDURE COMPLETED BY DEALER - VEH WAS DIAGNOSED FOR NO-START CONCERN: ELECTRICAL CONNECTORS WERE REPLACED, PFE SENSOR WAS REPLACED AT ANOTHER VISIT - NO-START CONDITION HAS NOT BEEN ADDRESSED - WILL CONTACT FORD REP (BERNADETTE STOVESAND) INFERENCE CASE ID: 4906

CONSUMER AFFAIRS

06/18/2002 MNFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 48 DETROIT INFORMATION ISSUE CASE NBR: 1500752761
VIN: 1FMYU04101KA79469 ZONE: A2 OPENED: 11/02/2001
ENGINE: 1 VEH TYPE: T CLOSED: 11/02/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: TOLEDO STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 8000
DEALER NAME: GENOA MOTORS, INC. SALES CODE: F48225 P & A: 02804
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

EM62-627 21986

DOCUMENT: ANALYST: NBROWN12 NATALIE BROWN
ACTION DATA/COMMENTS:

2001/11/02
09.05.33

CUSTOMER SAYS: -THE VEHICLE SHUTS OFF WHILE DRIVING -CUST HAS BEEN INJURED 2X FOR THIS ISSUE -THE VEHICLE HAS BEEN IN FOR SERVICE 4X -THE LAST TIME IT SHUT OFF THE CUST WAS GIVEN A \$200 FOR THE TICKET -CUST HAS RUN INTO PEOPLES YARD BECAUSE IT SHUTS OFF -CUST WANTS THE VEHICLE FIXED OR REPLACED -OR HER MONEY BACK PER CUSTOMER, DEALER SAYS: -NO PROBLEM FOUND FROM SERVICE -SALES MAN SAID IT SOUNDS LIKE IT IS A LEMON CALL THE CRC CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED -OBC TO S/N CHRIS DANY -THEY ARE TRYING TO DUPLICATE THE CONCERN -S/M IS DRIVING THE VEHICLE -FORD IDEAL IS TO REPAIR THE VEHICLE INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

1

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 16 PHILADELPHIA	ZONE: H1	CASE NBR: 1510673301
VIN: 1FMYU04181KP54432	ENGINE: 1 VEH TYPE: T	OPENED: 11/26/2001
		CLOSED: 11/26/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	RED LION	STATE:	PA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	11345				
DEALER NAME:	BESHORE AND KOLLER	SALES CODE:	F16518	P & A:	00167
REASON CODE:	30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: YCAMPBELL YVETTE CAMPBELL
ACTION DATA/COMMENTS:

2001/11/26
13.24.19

CUSTOMER SAYS: -HE IS HAVING PROBLEM WHILE DRIVING -VEH HAS BEEN TO BESHORE & KOLLER FORD 3 TIMES FOR STALLING -VEH CAN BE PUT INTO MUTUAL AND THEN START AGAIN -AN APPOINTMENT IS SCHEDULED FOR TOMORROW, MAKING IT THE 4TH TIME NOW -DLR SAID THEY HAVE REPLACED THE POWER RELAY AND ADJUSTED THE IDLE AND THE PROBLEM STILL EXISTS -VEH STALLS AGAIN THIS MORN

5002-827 21988

ING -HE WOULD LIKE TO KNOW ABOUT THE LEMON LAW PER CUSTOM
ER, DEALER SAYS: =NONE CAC ADVISED: - SUPPORT REPAIR PRO
CEDURE COMPLETED BY DEALER INFERENCE CASE ID: 4906

CONSUMER AFFAIRS

06/18/2002 MM/FAXPRG

1

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 23 MEMPHIS	INFORMATION ISSUE	CASE NBR: 1519071002
VIN: 1FMDU01B41KD91077	ZONE: B2	OPENED: 04/10/2002
	ENGINE: B	CLOSED: 04/10/2002
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	CLARKSVILLE	STATE:	TN	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2		
MILEAGE:	22000				
DEALER NAME:	JENKINS & WYNNE FOR SALES CODE: F23073	P & A:	05616		
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MCLNTOSH PATRICE MCLNTOSH
ACTION DATA/COMMENTS:

2002/04/10

14.24.05 CUSTOMER SAYS: - THE VEH WOULD SHUT WHEN SHE IS DRIVING AND THE STEERING WOULD LOCK UP WHEN THIS HAPPENS - CUST WOULD LIKE TO KNOW IF THERE IS A RECALL AND TO GET THIS FAXED - VEH IS NOT AT THE DEALERSHIP AT THIS TIME BUT THE VEH WAS AT THE GARY SMITH IN FLORIDA PER CUSTOMER, DEALER SAYS:
- JENKINS WYNNE FORD SAID THEY CANNOT FIND OUT THE PROBLEM
CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED
INFERENCE CASE ID: 4462

ERR2-027 21070

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 52 SOUTHWEST	INFORMATION ISSUE	CASE NBR: 1555453181	
VIN: 1FMCU03191KAB0924	ZONE: A1	OPENED: 11/14/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 11/14/2001

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: DALLAS STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 9000
DEALER NAME: PRESTIGE FORD SALES CODE: F52012 P & A: 02415
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: JMCLEOD JULIA MCLEOD
ACTION DATA/COMMENTS:

2001/11/14

15.15.33

CUSTOMER SAYS: BROUGHT VEH IN A FEW TIMES TWICE THE VEH
LOST POWER HAVE PROBLEMS MAKES NOISES WHEN TURNING LEFT FE
ELS THAT EVH MAY NOT BE SAFE TO DRIVE SEEKING TO GET A REP
LACEMENT VEH PER CUSTOMER, DEALER SAYS: UNABLE TO DUPLICA
TE CONCERN CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN N
OT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN
AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALER
SHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE
CASE ID: 4462

EM82-827 21971

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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INFORMATION ISSUE
CASE NBR: 1562450502
REGION: 13 NEW YORK ZONE: K1 OPENED: 06/04/2002
VIN: 1FMYUD412LKP56371 ENGINE: 1 VEH TYPE: T CLOSED: 06/04/2002
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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: RINGWOOD STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 25000
DEALER NAME: MAHWAH FORD SALES-S SALES CODE: F13158 P & A: 20686
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE
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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 738 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: KHOUCHEM KIRA HOUCHEM
ACTION DATA/COMMENTS:

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2002/06/04
16.27.06 CUSTOMER SAYS: -LOANER PER CUSTOMER, DEALER SAYS: CAC
ADVISED: - I HAVE REVIEWED THE SITUATION WITH WITH YOUR DE
ALERSHIP AND THEY HAVE AGREED THAT DUE TO YOUR LOYALTY TO FO
RD AND THE DEALERSHIP THAT THEY WOULD LIKE TO PROVIDE YOU W
ITH A LOANER VEHICLE - PLEASE SPEAK TO JOAN SM/CRM TO ARRAN
GE THE DETAILS OF THE ASSISTANCE --JOAN WILL PUT CUSTOMER
INTO A LOANER VEHICLE -CUSTOMER HAS BEEN ADVISED OF THE SIT
UATION INFERENCE CASE ID: 5386

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 44 PITTSBURGH INFORMATION ISSUE CASE NBR: 1582650842
ZONE: A2 OPENED: 03/25/2002
VIN: 1PMYU04101KP53968 ENGINE: 1 VEH TYPE: T CLOSED: 03/25/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PITTSBURGH STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 15000
DEALER NAME: MC CRACKIN FORD SALES CODE: F44007 P & A: 07459
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: BELHOJJJ BRAD ELHOJJJAJI
ACTION DATA/COMMENTS:

2002/03/25
16.10.24

CUSTOMER SAYS: VEH HAS BEEN AT MC CRACKIN FORD FOR APPROX 2 WEEKS FOR AN INTERMITTANT STALL PROBLEM. -DLR HAS HAD DIFFICULTY DUPLICATING SYMPTOM AND WILL NOT RELEASE VEH BECAUSE THEY AGREE ITS UNSAFE. -FIELD SERVICE ENGINEER HAS NOT BEEN ABLE TO REPAIR THIS CONCERN. -REGION HAS OFFERED TO TRADE CUST INTO A 02 ESCAPE BUT CUST REJECTS THE OFFER PER CUSTOMER, DEALER SAYS: REGION HAS OFFERED TO ASSIST CUST WITH TRADING OUT OF THE VEH BUT CUST DOES NOT LIKE THE OFFER (FEELS HE SHOULDN'T HAVE TO INCUR OUT OF POCKET EXPENSE FOR FORD'S MISTAKE) -FIELD SERVICE ENGINEER SAYS FORD IS AWARE OF THIS RECURRING STALL SYMPTOM. CAC ADVISED: - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT FORD ENGINEERING IS CURRENTLY DEVELOPING A REPAIR PROCEDURE - PLEASE STAY IN CONTACT WITH YOUR DEALERSHIP FOR ANY UPDATES - THEY WILL CONTACT YOU AS SOON AS A REPAIR PROCEDURE BECOMES AVAILABLE - (NOTE TO CHER: IF CUSTOMER ASKS FOR TIMELINES, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINES, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) INFERENCE CASE ID: 5401

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 24 ORLANDO INFORMATION ISSUE CASE NBR: 1599532851
ZONE: C1 OPENED: 10/12/2001
VIN: 1FMCD03101KB23269 ENGINE: 1 VEH TYPE: T CLOSED: 10/12/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

ERG2-027 21973

CITY: FORT LAUDERDALE STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 9500
DEALER NAME: SUNRISE FORD COMPAN SALES CODE: F24526 P & A: 04846
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/10/12
16.39.13 DONNA WINSLOW, DOM, ORLANDO
ATTN: MARY JO TIERNEY

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC003 - SUBMIT OAC TO ALTERNATIVE NAME
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

16.40.06

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDREMED
DOCUMENT: ANALYST: C-KEITH4 CHRISTINA KEITH
ACTION DATA/COMMENTS:

2001/10/30
10.14.54

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: INFORMATION ISSUR CASE NBR: 1665652431
ZONE: OPENED: 09/10/2001
VIN: 1FMCU041X1KP20826 ENGINE: 1 VEH TYPE: T CLOSED: 09/10/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: MACON, GA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 12680
DEALER NAME: SALES CODE: P & A:
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP

ER62-827 21874

DOCUMENT: ANALYST: LMACNEIL LORNA MACNEIL
ACTION DATA/COMMENTS:

2001/09/10
13.47.33

CUSTOMER SAYS: AS PER HISTORICALS: "CUST REPORTS SHE WOULD JUST LIKE TO FILE A COMPLAINT -CUST REPORTS A FEW MONTHS AGO CUST VEH STALLED TWICE -CUST TOOK THE VEH TO THE DLRS IP AND THEY WERE NOT ABLE TO DUPLICATE CONCERN -CUST CONTINUED TO STALLOUT WITH THE VEH AND TOOK THE VEH TO THE DLRSHP WHO HAD THE VEH FOR UP TO TWO WEEKS -NOW THE CUST HAS THE VEH BACK WITH AN ADDITIONAL 410 MILES ON IT -CUST IS SCARED TO DRIVE THE VEH AND DOES NOT KNOW IF SHE WANTS THIS VEH ANYMORE -THE DLRSHP HAS HAD THE REP REVIEW THE SITUATION BUT SHE HAS NOT HEARD ANYTHING FROM HIM FOR THE LAST TWO WEEKS -CUST DOES NOT TAKE HER SON IN THE VEH ANYMORE " -----

-NOW ,CUST IS CALLING TO COMPLAIN THAT THE REG. REP WAS SUPPOSED TO BE AT DLRSHP TODAY TO DISCUSS ISSUE OF VEH STALLING -CUST IS ADDING THAT DLRSHP DID RE-PROGRAM AND UPGRADE COMPUTER, BUT VEH STILL STALLED -SAYS REP CANCELLED OUT AND SHE WANTS TO KNOW WHAT IS THE NEXT STEP -WANTS TO KNOW WHEN REP WILL LOOK AT HER ISSUE
PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -CRC UNABLE TO REACH DEALER -CRC WILL RE-CONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER -CUST DID NOT WANT TO WAIT FOR ANY CONTACT WITH DLR; SHE REQUESTED A SUPERVISOR CALL AS WELL =====OBC TO DLR=====

-AS PER JESSE (SA - HALDEMAN FORD, KUPZTOWN), DOUG (SM) IS IN THE BEST POSITION TO DISCUSS ISSUE WITH MR. HE WILL LEAVE A MESSAGE FOR DOUG TO CONTACT ME -WILL FOLLOW UP WITH CUST -SUPERVISOR REQUEST FORM WAS FILLED OUT AS WELL INFERENCE CASE ID: 4909

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

1

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 1666652431
REGION: ZONE: OPENED: 09/10/2001
VIN: 1FMCU041X1KF20826 ENGINE: 1 VEH TYPE: T CLOSED: 09/12/2001
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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: MAIL
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: RBLUE RONALD BLUESTEIN
ACTION DATA/COMMENTS:

2001/09/12
09.55.33

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: =OBC TO VINCE IN SRV SAID = GENE STUART FEE REVIEWED THE VEH =HAD DLRS CHANGE AIR FILTER =HAD DLR CLEAN MASS AIR FLOW SENSOR = HAD A FLIGHT RECORDER PLACED ON VEH = DROVE 431 MILES DRIVE TIME WITH NO CONCERN DUPLICATED = THE VEH IS THERE NOW DLR WILL DRIVE FOR MONTH =FORD REP PROVIDED LOANER VEH FOR A MONTH WHILE VEH IS BEING MONITORED CAC ADVISED: = 1ST ATTEMPT @ 9:54 = OBC TO MRS LEE NO ANSWER LEFT VOICE MESSAGE WILL BE CALLING BACK AND THAT SUPERVISORS DO NOT HAVE CALL BACK NUMBERS DAYTIME NUMBER IS INCORRECT.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: MAIL
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: RBLUE RONALD BLUESTEIN
ACTION DATA/COMMENTS:

EM02-027 21075

2001/09/13
08.09.38

CUSTOMER SAYS: = SAID THE MARY ANN FROM HALDEMAN FORD WILL COVER HALF THE MONTHS CAR PAYMENT AND CREDIT THIS MONTHS = DLR WAS VERY GOOD AND ENTERPRISE PUT HER IN AN EXPLORER AT THE SAME PRICE. PER CUSTOMER, DEALER SAYS: CAC ADVISED: = ISSUE CLOSED- = SUPERVISOR RON 2170 = OBC TO MRS LE E APPOLOGIZED FOR THE INCONVENIENCE = SURE THE CONCERN WILL BE RESOLVED AND THE PROBLEM FOUND =OBC TO VINCE IN SRV SAID = GENE STUART FSE REVIEWED THE VEH =HAD DLR CHANGE AIR FILTER =HAD DLR CLEAN MASS AIR FLOW SENSOR = HAD A FLIGHT RECORDER PLACED ON VEH = DROVE 431 MILES DRIVE TIME WITH NO CONCERN DUPLICATED = THE VEH IS THERE NOW DLR WILL DRIVE FOR MONTH =FORD REP PROVIDED LOANER VEH FOR A MONTH WHILE VEH IS BEING MONITORED

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== INFORMATION ISSUE CASE NBR: 1686873201
REGION: ZOMR: OPENED: 11/16/2001
VIN: 1FMCU03121KA98889 ENGINE: 1 VEH TYPE: T CLOSED: 11/16/2001
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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: AUSTIN STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE:
DEALER NAME: SALES CODE: P & A:
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOM: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
DOCUMENT: ANALYST: RJOUZDAN ROZA JOUZDANI
ACTION DATA/COMMENTS:

2001/11/16
14.55.40

CUSTOMER SAYS: - I PURCHASED VEH IN MARCH - SINCE THEN, THE VEH STALLED @ 35 MILES/HOUR SEVERAL TIMES. - I HAD TO PULL OVER AND THERE WAS NO POWER STEERING. THE VEH STARTS UP IMMEDIATELY. - AFTER EACH TIME I TOOK VEH TO COVERT FORD - I TOOK THE VEH THERE 3 TIMES - THE 1ST TIME, THEY REPALACED THE RELAY TO THE FULE PUMP - THE SECOND TIME, THEY CHANGED THE RELAY TO THE REC MODULE - THE THIRD TIME, THEY SWITCHED THE FUEL PUMP AND THE SENDER UNIT. - IN EACH CASE THEY WERE NOT CONFIDENT THAT THEY FIXED THE VEH. - THE VEH STALLED AGAIN TODAY. - I AM SURE THERE IS A DEFECT ON THE VEH AND I DON'T FEEL SAFE DRIVING THIS VEH. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - CRC UNABLE TO REACH DEALER - CRC WILL RE-CONTACT DEALER NEXT BUSINESS DAY TO DISCUSS IS SUE - FOLLOW UP WITH CUSTOMER -----OBC TO DEALER-----
+++LEFT MESSAGE FOR CRM WITH CUST INFO INCLUDING VIN # AND ASKED HER TO CALL CSR @ 888 NUMBER INFERENCE CASE ID: 4905

ES02-027 21976

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: MAIL
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: RJOUZDAN ROZA JOUZDANI
ACTION DATA/COMMENTS:

2001/11/19

17.50.56 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: -----OBC TO DEALER----- +++SPOKE TO CRM, MARCY M
OLITOR++++ - 10/25 ECC TEST, REPLACED FUEL PUMP. - 08/18 P
AULTY RELAY SWITCH AND REPALCED PCM. - 07/27 REPLACED FUEL
PUMP. - THE FORD REP IS ON VACATION THIS WEEK, AND WE CAN G
ET THE FORD REP INVOLVED. -----OBC TO CUST----- - ADVI
SED CUST OF THE ABOVE. = CUST WANTED TO KNOW IF HE SHOULD C
ONTINUE DRIVING THE VEH IN THE MEANTIME AND IF NOT CAN WE PR

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION:	INFORMATION ISSUE	CASE NBR: 1686873201
VIN: 1FMCU03121KA98889	ZONE:	OPENED: 11/16/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 11/19/2001

=====

2001/11/19

17.50.56 OVIDE A RENTAL CAR FOR HIM? - ADVISED CUST CSR CAN'T TELL T
HE CUST WHEATHER HE SHOULD OR SHOULDN'T DRIVE HIS VEH, BUT S
HE WILL CONTACT THE CRM AND ASK HER. -----OBC TO DEALER=
----- +++SPOKE TO MARCY, CRM++++ - CRM ADVISED THAT CUST
HAS TO DRIVE THE VEH - THEY CAN'T PROVIDE A RENTAL CAR FOR
TWO WEEKS. -----OBC TO CUST----- - ADVISED CUST AS F
ER CRM: " CUST HAS TO DRIVE THE VEH" ==REMOVING FROM FOLLOW
UP LOG==

ERR2-827 21977

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION:	INFORMATION ISSUE	CASE NBR: 1709473101
VIN: 1FMYU04121KF56712	ZONE:	OPENED: 11/06/2001
	ENGINE: 1	CLOSED: 11/06/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	HAYWARD	STATE:	CA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	10000			
DEALER NAME:		SALES CODE:		P & A:
REASON CODE:	0929 ESP/ESC - RENTAL REFUND REQUEST			
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE			

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: DSAMPIER DAVIDE SAMPIERI
ACTION DATA/COMMENTS:

2001/11/06

19.42.49

CUSTOMER SAYS: - CUST'S VEH BROKE DOWN BACK ON MAY 13TH.
- IT WAS TOWED TO THE DLRSHP. - APPARENTLY IT TOOK STAN MORRI FORD 3 TIMES TO GET THE CORRECT PART IN. - SHE RENTED A VEH UNDER HER ESP AND AS A RESULT SHE HAD TO RENT THE VEH LONGER THAN THE 5 DAYS OUTLINED IN THE ESP. - SHE RENTED THE VEH FOR A TOTAL OF 9 DAYS. - ON JUNE 18TH SHE GOT HER CREDIT CARD BILL, SHOWING THAT ALL 9 DAYS WERE CHARGED TO HER CREDIT CARD. - CUST RECEIVED THE NEW STATEMENT AND THERE IS NO CREDIT. - THE AMOUNT OF THE CREDIT IS \$100. PER CUSTOMER, DEALER SAYS: STAN MORRI FORD-MERCURY - ASSURED CUST THAT THEY WERE COVER THE EXTRA 4 DAYS. - SHE SPOKE WITH GARY RIGGS (S/M) 3 TIMES SINCE RECEIVING THE CREDIT CARD STATEMENT AND HE SAID THAT HE WAS GOING TO CREDIT HER CREDIT CARD ACCOUNT AND HE SAID THAT SHE WILL RECEIVE A CREDIT ON HER NEXT STATEMENT. - ALSO TOLD CUST THAT HE WILL HAVE THE GENERAL MANAGER CONTACT HER BUT HE NEVER DID. CAC ADVISED: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST CUSTOMER STAY IN CONTACT WITH DEALER - REQUEST DEALER CONTACT CUSTOMER REGARDING REQUEST =====
OBC TO STAN MORRI FORD (209) 835 - 4821 - UNABLE TO SPEAK WITH GARY RIGGS, LEFT MESSAGE TO CALL ME BACK. =====
===== - ADVISED CUST THAT I WILL FOLLOW UP WITH HER ONCE I SPEAK WITH GARY RIGGS. INTERFERENCE CASE ID: 5205

ERR2-027 21878

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 1709473101
REGION:	ZONE:	OPENED: 11/06/2001
VIN: 1FMYU04121KF56712	ENGINE: 1 VEH TYPE: T	CLOSED: 11/07/2001

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION; PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DSAMPIER DAVIDE SAMPIERI
ACTION DATA/COMMENTS:

2001/11/07
19.59.47 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: - SPOKE WITH GARY RIGGS (S/M) AND HE SAYS THAT HE LEFT A
MESSAGE FOR THE CUST THAT HE CUT A CHECK FOR HER AND SHE SH
OULD RECEIVE IT IN THE MAIL.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION; PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: DSAMPIER DAVIDE SAMPIERI
ACTION DATA/COMMENTS:
CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: - UNABLE TO SPEAK WITH CUST. - LEFT MESSAGE STATUNG WHA
T GARY RIGGS HAS INFORMED ME.

CONSUMER AFFAIRS

06/18/2002 NMPAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 1714570712
REGION: 72 SAN FRANCISC	ZONE: A2	OPENED: 03/27/2002
VIN: 1FMYU04121KB41681	ENGINE: 1 VEH TYPE: T	CLOSED: 03/27/2002

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ERG2-027 21878

CITY: HILO STATE: HI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 8000
DEALER NAME: ORCHID ISLE AUTO CE SALES CODE: F72414 P & A: 07761
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/03/27
11.49.19 RANDY BERGSEUD, DOM, SAN FRANCISCO
ATTN: ORCHID ISLE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/04/11
13.36.13

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: INFORMATION ISSUE CASE NBR: 1730410661
ZONE: OPENED: 10/16/2001
VIN: 1FMYU04111KE97913 ENGINE: 1 VEH TYPE: T CLOSED: 10/16/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LANDENBERG STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 13700
DEALER NAME: SALES CODE: P & A:
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

2562-527 21960

DOCUMENT: ANALYST: ASPENCER AULSEN SPENCER
ACTION DATA/COMMENTS:

2001/10/16

10.02.16 CUSTOMER SAYS: -THE VEH WOULD STALL OUT INTERMITTENTLY. - THIS HAPPEN 4 TIMES IN THE PAST MONTH -THE VEH IS AT THE DEALERSHIP FOR SERVICE AS OF TODAY. - CUST DO NOT WANT THE VEH PER CUSTOMER, DEALER SAYS: --THERE IS TWO VEH IN THE SERVICE DEPARTMENT WITH THE SAME CONCERN- SPK WITH THE TECH. HOTLINE. -NOT ABLE TO DUPLICATE THE CONCERN -OBC TO THE DEALERSHIP AND SPK WITH THE S/M MARK WHO SAID THAT HE IS NOT FAMILAR WITH THE CASE BUT HE WILL REVIEW THE ISSUE AND CALL ME BACK TOMMORROW WITH AN UPDATE OF THE SITUATION. -PROVIDE HIM WITH THE PHONE# AND EXT TO CALL ME BACK CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED -ADVISE CUSTOMER THAT-OUR GOAL IS TO WORK WITH YOU AND YOUR SERVICING DEALERSHIP TO PROPERLY REPAIR YOU VEHICLE. THE DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU WITH THIS AND OTHER CONCERNS. --WILL FOLLOW UP WITH THE CUSTOMER ON 10/17/2001 WHEN DEALERSHIP RESPONSE.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ASPENCER AULSEN SPENCER
ACTION DATA/COMMENTS:

2001/10/17

11.38.06 CUSTOMER SAYS: --NONE PER CUSTOMER, DEALER SAYS: --NONE
CAC ADVISED: --OBC TO DEALERSHIP- SPK WITH THE S/M MARK WHO SAID THAT HE IS NOT ABLE TO DUPLICATE THE CONCERN- CUST WANTED TO COME OUT OF VEH BUT SHE NEEDS TO DISCUSS THE ISSUE WITH THE SELLING DEALERSHIP - VEH WAS NOT PURCHASE FROM THEM

CONSUMER AFFAIRS

06/18/2002 MMFAIPRO

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION:	INFORMATION ISSUE	CASE NBR: 1730410661
VIN: 1FMYU04111K297913	ZONE:	OPENED: 10/16/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 10/17/2001

=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: ASPENCER AULSEN SPENCER
ACTION DATA/COMMENTS:

2001/10/17

14.07.13 CUSTOMER SAYS: -CUST STATED THAT SHE SPOKE TO SELLING DEALERSHIP WHO WANTS TO TRADE HER IN USE VEH- THAT IS NOT ACCEPTABLE. --THE VEH IS NOT SAFE. --WILL CONTACT HER ATTORNEY. PER CUSTOMER, DEALER SAYS: --NONE CAC ADVISED: -OBC TO CUSTOMER - ADVISE HER OF THE DEALERSHIP RESPONSE- INFORM TO SPK WITH HER SELLING DEALERSHIP ABOUT VEH TRADING - --ADVISE CUSTOMER THAT-OUR GOAL IS TO WORK WITH YOU AND YOUR SERVICING DEALERSHIP TO PROPERLY REPAIR YOU VEHICLE. THE DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU WITH THIS AND OTHER CONCERNS.

2002-027 21981

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 1773911022
VIN: 1FMYU01181K086608	ZONE: A3	OPENED: 04/12/2002
	ENGINE: 1	CLOSED: 04/12/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	MILLPORT	STATE:	AL	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2		
MILEAGE:	18000				
DEALER NAME:	TOWNSEND FORD INC	SALES CODE:	F21407	P & A:	00429
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MYEMAN MAKDA YEMAN
ACTION DATA/COMMENTS:

2002/04/12

21.29.16

CUSTOMER SAYS: =CUST STATED VEH BROKE DOWN ON HIM TODAY
=VEH JUST DIED ON HIM, SMELED LIKE BURNPT MOTOR OIL =HAD VEH
TOWED TO THE NEAREST DLR WHICH IS TOWNSEND FORD =WANTS TO
KNOW IF VEH HAS BEEN TOWED TO DLR PER CUSTOMER, DEALER SAYS
: =TOWNSEND FORD CAC ADVISED: - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR =CUST WAS
ADVISED BASED ON THE ABOVE DOCUMENTATION INFERENCE CASE ID:
4591

EM02-027 21082

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

1

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 71 CALIFORNIA	INFORMATION ISSUE	CASE NBR: 1796291532	
VIN: 1FMDU01B81KF09762	ZONE: FL	OPENED: 06/04/2002	
	ENGINE: B	VEH TYPE: T	CLOSED: 06/04/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	LAS VEGAS	STATE:	NV	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2		
MILEAGE:	10056				
DEALER NAME:	FRIENDLY FORD	SALES CODE:	F71170	P & A:	05534
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

=====

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: IISA IBRAHIM ISA
ACTION DATA/COMMENTS:

2002/06/04
22.01.27

CUSTOMER SAYS: - THE VEH'S STALLED 4 TIMES ALREADY. I TOOK THE VEH TO DLRSHIP TWICE NOW TO HAVE IT REPAIRED FOR THE SAME PROBLEM...THIS USUALLY HAPPENS WHEN THE ENGINE IS HOT. - EACH TIME THE DLRSHIP CANNOT FIND ANYTHING WRONG WITH IT. - THIS CONCERN STARTED HAPPENING ABOUT SIX WEEKS AGO. - VERY CONCERNED THAT THIS MAY HAPPEN ON THE HIGHWAY AND A FATALITY MAY OCCUR. PER CUSTOMER, DEALER SAYS: FRIENDLY FORD CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALER SHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED.

EN02-027 21063

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 21 ATLANTA	CONCERN ISSUE	CASE NBR: 0308942351
VIN: 1FMYU03151KF18778	ZONE: B1	OPENED: 08/23/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 08/23/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:			
ADDRESS:	[REDACTED]				
CITY:	CARTERSVILLE	STATE:	GA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	9700				
DEALER NAME:	TEAM FORD OF MARIET SALES CODE: F21005	P & A:	00243		
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: SMOHAMME SHAUN MOHAMMED
 ACTION DATA/COMMENTS:

2001/08/23

08.35.28 CUSTOMER SAYS: --> VEH HAS BEEN INTO THE DLRSHF TWICE FOR A/C NOT WORKING --> VEH STALLED THIS MORNING AND THE STEERING LOCKED WITH THE EMISSION LIGHT CAME ON.. --> THE VEH CRANKED AND STARTED AGAIN, BUT IT WAS A DANGEROUS SITUATION BECAUSE IT HAPPENED ON A RAILROAD TRACK...IF HER THREE CHILDREN... --> JUST WANTS TO LEAVE THE VEH AT THE DLRSHF UNTIL THIS IS REPAIRED AND IS REQUESTING A LOANER/RENTAL UNTIL THIS SITUATION IS REPAIRED... PER CUSTOMER, DEALER SAYS: -->
 - COULD HAVE VEH IN TOMORROW FOR DIAGNOSTICS... CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR -----TEAM FORD OF MARIETTA-----
 --> SHARON BRADSHAW SERV/MGR STATED THAT THE CUST COULD HAVE THE VEH IN AND SHE WOULD HAVE A LOANER VEH WAITING IF THE CONCERN NEEDS TO BE ESCALATED TO A MINOR REPAIR...

----- CUST STATED THAT SHE NEEDS TO CALL BACK BECAUSE SHE FEELS UNSAFE DRIVING TO MARIETTA [15 MILES].....{(CSR ADVISED HER THAT SHE COULD HAVE HER VEH TOWED TO TEAM FORD W/IN A 35 MILE RADIUS BY ROADSIDE ASSISTANCE INFERENCE CASE ID: 4905

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
 ACTION: 208 - FOUND IN OUTSIDE SOURCE
 DOCUMENT: ANALYST: MALI KURUS SABA ALI
 ACTION DATA/COMMENTS:

09.04.31 CUSTOMER SAYS: CUSTOMER WILL BE DRIVING TO MARIETTA FORD IN ANOTHER 15 MIN PER CUSTOMER, DEALER SAYS: CAC ADVISED: OBC TO THE DLR TO INFORM MS BRADSHAW THAT THE CUST WILL BE DRIVING THE VEH TO THE DLRSHF IN ANOTHER 10 MIN AND SHOULD BETHERE IN APPROX AN HRS TIME MS BRADSHAW NOT AVAILABLE

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	CONCERN ISSUE	CASE NBR: 0308942351
REGION: 21 ATLANTA	ZONE: B1	OPENED: 08/23/2001
VIN: 1PMYU03151KF18778	ENGINE: 1 VEH TYPE: T	CLOSED: 08/23/2001

=====

2001/08/23

09.04.31 ===== REQUESTED THE SR /RECEPTIONIST TO CONVEY THE MSG TO
MS SHARON BRADSHAW=====

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: S-BRADSH BRADSHAW, SHARON
ACTION DATA/COMMENTS:

2001/08/30

17.54.06 MS BRADSHAW HAD AN EMERGENCY AND HAD TO LEAVE. THE OTHER MAN
AGER FRED VILLA CHECKED OUT VEHICLE AND WE COULD NOT CONFIRM
CONCERN AT THIS TIME.

CONSUMER AFFAIRS

06/18/2002 MMPXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	CONCERN ISSUE	CASE NBR: 0397000291
REGION: 13 NEW YORK	ZONE: D1	OPENED: 01/29/2001
VIN: 1PMYU04101KE59654	ENGINE: 1 VEH TYPE: T	CLOSED: 01/29/2001

=====

LAST NAME:

TITLE:

ADDRESS:



FIRST NAME:



STATUS: CLOSED

MI:



8882-027 21885

CITY: NEWARK STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 5000
DEALER NAME: OZZIE'S FORD STORE SALES CODE: F13045 P & A: 00418
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: DRENNICK DENNIS RENNICK
ACTION DATA/COMMENTS:

2001/01/29
11.01.37 CUSTOMER SAYS: - VEH WAS PURCHASED IN SEPTEMBER BUT HAS BEEN TO DLRSHIP SEVERAL TIMES FOR REPAIR - ENGINE WAS REPLACED BUT VEH BROKE DOWN AGAIN AND HAD TO BE TOWED TO DLRSHIP - CUST IS UPSET WITH NUMBER AND FREQUENCY OF REPAIRS PER CUSTOMER, DEALER SAYS: HAS CONTACTED REGIONAL REP RE CONCERN IN CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F13045 OZZIE'S FORD STORE
ACTION DATA/COMMENTS:

2001/06/26
14.49.03 TRANS ASSY TORQUE CONVERTER AND PLYMHOUSEL FAILURE. DIAG CONDITION RECENT ENGINE REPLACED FOUND TRANS INTERNAL FAILURE CALL HOTLINE SENDING TRANS REPL WITH EXCHANGE.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 23 MEMPHIS CONCERN ISSUE CASE NBR: 0624383410
VIN: 1FMYU041X1KE98431 ENGINE: 1 VEH TYPE: T OPENED: 12/06/2000
CLOSED: 12/06/2000

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: TULSA STATE: OK ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1500
DEALER NAME: TOWN & COUNTRY FORD SALES CODE: F23040 P & A: 05734
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

ER02-027 21886

DOCUMENT: ANALYST: NLAWRENC NATALIE LAWRENCE
ACTION DATA/COMMENTS:

2000/12/06

15.01.36 CUSTOMER SAYS: -SAID THAT SOMETHING IS WRONG WITH HER GAS
-VEH ROLLED BACK , VEH HAS NO ACCELERATION -WANTS TO KNOW
IF THERE IS ANY RECALL ON VEH PER CUSTOMER, DEALER SAYS:
DLR SAID TO BRING VEH IN CAC ADVISED: - WE RECOMMEND THE R
EPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WI
LL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR -AD
VISE CUST OF RECALL #00S49 INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC014 - FORD COVERED REPAIR MADE - RECALL
DOCUMENT: ANALYST: F23040 TOWN & COUNTRY F
ACTION DATA/COMMENTS:

2000/12/07

13.55.02 CONTACTED CUSTOMER, HAD TO LEAVE A MESSAGE, VEHICLE DOES NAV
E ONE RECALL OPEN, 00S49 WINDSHIELD WIPER MODULE, CAN SET UP
AN APPOINTMENT TO LOOK AT CUSTOMER'S CONCERN ABOUT ACCELEA
RTION ON SAME VISIT.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

===== CONCERN ISSUE CASE NBR: 0695620982
REGION: 16 PHILADELPHIA ZONE: A1 OPENED: 04/08/2002
VIN: 1FMCU03121KE75575 ENGINE: 1 VEH TYPE: T CLOSED: 04/08/2002
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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: COLLEGEVILLE STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 1
DEALER NAME: JOHN KENNEDY FORD, SALES CODE: P16405 P & A: 03952
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: VKUMAR VIKAS KUMAR
ACTION DATA/COMMENTS:

2002/04/08

19.18.42 CUSTOMER SAYS: - WHEN I GO DOWNHILL MY CAR STALLS - I NEE
D TO TAKE IT TO THE DLRSHIP - AND IF I PUT MY HEAT ON AT NIG
HT MY LIGHTS GO VERY DIM - I NEED A LOANER PER CUSTOME
R, DEALER SAYS: - NONE CAC ADVISED: - I WOULD LIKE TO
BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST R
ECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH TH

ES02-027 21007

IS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR M
E TO CONTACT YOU? *** FOLLOWUP THURS APRIL 11TH 2002 @ 4:00
PM INFERENCE CASE ID: 5388

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: VKUMAR VIKAS KUMAR
ACTION DATA/COMMENTS:

2002/04/10

17.09.47 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: *** OBC TO DLRSHIP - UNABLE TO REACH THE DLRSHIP - THIS
CSR CALLED 3 TIMES AND EACH TIME HE WAS WAITING FOR 2-3 MIN
UTES IN THE PROCESS OF BEING TRANSFERED AND FINALLY HANGING
UP. *** OBC TO CUST - LEFT A MESSAGE FOR THE CUST THAT CRC
IS STILL FOLLOWING UP *** FOLLOWUP THURS APRIL 11TH 2002 @
5:30 PM

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: VKUMAR VIKAS KUMAR
ACTION DATA/COMMENTS:

2002/04/11

17.44.22 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 16 PHILADELPHIA	CONCERN ISSUE	CASE NBR: 0695620982
ZONE: A1		OPENED: 04/08/2002
VIN: 1FMCU03121KE75575	ENGINE: 1	VEH TYPE: T
		CLOSED: 04/11/2002

=====

2002/04/11

17.44.22 D: *** OBC TO DLRSHIP - SVC MGR - MIKE - LEFT A MESSAGE FOR
MIKE TO CALL BACK *** OBC TO CUST - UNABLE TO REACH THE C
UST *** FOLLOWUP MON APRIL 15TH 2002 @ 1:30 PM

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: VKUMAR VIKAS KUMAR
ACTION DATA/COMMENTS:

2002/04/15

14.00.35 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: *** OBC TO DLRSHIP - MIKE - MIKE SAID HE HAD THE PAPERW
ORK IN FRONT OF HIM AND HE WAS GOING TO CALL THEM AND SET UP
AN APPOINTMENT BUT NO LONGER *** OBC TO CUST - SPOKE TO M
R TURK AND HE SAID THAT THE CAR WAS AT A DIFFERENT DLRSHIP NO
W

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: M-QUINN4 MIKE QUINN
ACTION DATA/COMMENTS:

2002/04/22

13.31.47 CUSTOMER CONTACTED BY SERVICE MANAGER, VEHICLE WAS BEING REPA
IRED AT ANOTHER DEALER, CUSTOMER WAS INFORMED IF OTHER DEALER
WAS UNABLE TO CORRECT CONDITION TO PLEASE CALL US TO SCHEDU
LE AN APPOINTMENT TO CORRECT PROBLEM HERE

EN02-027 21000

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 11 BOSTON	CONCERN ISSUE	CASE NBR: 1336932991	
VIN: 1FMYU041X1KF56442	ZONE: G1	OPENED: 10/26/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 10/26/2001

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LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:				MI:	
ADDRESS:					
CITY:	GROTON	STATE:	CT	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	10522				
DEALER NAME:	WHALING CITY FORD I	SALES CODE:	F11421	P & A:	03752
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MEBRAHIM MOHAMED EBRAHIM
ACTION DATA/COMMENTS:

2001/10/26

09.21.33 CUSTOMER SAYS: CUST HEARD ON THE NEWS THAT FORD IS RECALLI
NG VEHs WITH IGNITION PROBLEM. TOOK THE VEH TO THE DLRSHp A
ND COULD NOT FIND ANY PROBLEM. PER CUSTOMER, DEALER SAYS:
FORD KNEW THERE WAS PROBLEM. CAC ADVISED: - WE RECOMMEN
D THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMA
TION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV M
GR INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-ELLIS7 RON ELLIS
ACTION DATA/COMMENTS:

2001/11/09

07.29.52 CUSTOMER WAS AT DEALER ON 10/25/01 FOR CEL. SEDS DIAGNOSTICS
PERFORMED.FORD HOT LINE WAS CALLED.BEC POWER RELAY WAS REPL
ACED.VEHICLE WAS REPAIRED

ERS2-027 21988

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 48 DETROIT	CONCERN ISSUE	CASE NBR: 1375010021
VIN: 1FMYU01151KE78480	ZONE: A1	OPENED: 01/02/2001
	ENGINE: 1	CLOSED: 01/02/2001
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	DETROIT	STATE:	MI	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2	
MILEAGE:	5000			
DEALER NAME:	JORGENSEN FORD	SALES CODE:	F48017	P & A: 02760
REASON CODE:	20MR WARRANTY - MULTIPLE REPAIR			
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE			

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

2001/01/02

10.18.25 CUSTOMER SAYS: - CUST IS SEEKING A DSB APPLICATION - VEH
 IS CURRENTLY AT THE DLRSHF FOR REPAIR REGARDING THE ACCELER
 ATION - VEH ACCELERATE ON REVERSE CUST TOOK IT TO DLRSHF F
 OR REPAIR - VEH NOW ACCELERATE IN DRIVE ON ITS OWN WHEN PR
 ESSING ON THE BRAKES PER CUSTOMER, DEALER SAYS: - NONE
 CAC ADVISED: - VEHICLE UNDER BUMPER-TO-BUMPER WARRANTY -
 WILL FORWARD INFORMATION TO THE DEALERSHIP, WITH A COPY TO T
 HB REGIONAL OFFICE - WILL REQUEST CRM/SERVICE MANAGER CONTA
 CT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 4569

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: F48017 JORGENSEN FORD COMPANY
 ACTION DATA/COMMENTS:

2001/01/11

17.01.51

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 48 DETROIT	CONCERN ISSUE	CASE NBR: 1399552841
VIN: 1FMCU04161KB03087	ZONE: E1	OPENED: 10/11/2001
	ENGINE: 1	CLOSED: 10/11/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	FRNDALS	STATE:	MI	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	32000				
DEALER NAME:	BRIGHTON FORD-MERCU SALES CODE: F48508	P & A:	02707		
REASON CODE:	2025 WARRANTY - DENY WARRANTY COVERAGE				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

ORIGIN: CASL - CONSUMER AFFAIRS - SPECIAL LIAISON COMMUNICATION: PHONE
ACTION: SL206 - CREATE CLOSED INFO
DOCUMENT: ANALYST: LMCGINNI LASONJIA MCGINNIS
ACTION DATA/COMMENTS:

2001/10/11
11.00.10

****EXEC OFFICE**** SL RECEIVED E-MAIL FROM FORD, JR.'S OFFICE ON 10/10/11 I STOPPED AT THE JIFFY LUBE ON GRAND RIVER IN B. L ANSING FOR AN OIL CHANGE. IT WAS THE FIRST OIL CHANGE PERFORMED ON THE TRUCK THAT WAS DONE BY ANYONE OTHER THAN MYSELF. 22 MILES LATER THE ENGINE SEIZED AND I WAS STUCK ON THE S IDE OF I-96. I HAD THE TRUCK TOWED TO BRIGHTON FORD. THE SERVICE ASSOCIATE I'VE BEEN DEALING WITH IS LINDA ERB. I BELIEVE THE SERVICE MANAGER'S NAME IS JEFF GRANT. THE DAY AFTER I LEFT THE TRUCK AT THE DEALER, THEY CALLED TO TELL ME THAT THEY WOULD NOT WARRANTY THE ENGINE (WHICH HAD LESS THAN 32,000 MILES ON IT), ALLEGING THAT THE ENGINE HAD NOT BEEN MAINTAINED. THEY SAID THAT THERE WAS SLUDGE IN THE LOWER PART OF THE ENGINE, AND IT WOULD INDICATE THAT ROUTINE OIL CHANGES WERE NOT PERFORMED. THEY ASKED IF I HAD RECEIPTS FOR OIL CHANGES, AND I TOLD THEM THAT I CHANGE MY OWN OIL, AND HAD NO RECEIPTS. THEY APPARENTLY DON'T BELIEVE THAT I'VE CHANGED THE OIL AS I'VE STATED, AND THEY WILL NOT WARRANTY THE ENGINE. I'VE TOLD THEM REPEATEDLY THAT THE ENGINE HAS NEVER GONE MORE THAN 5,000 MILES WITHOUT A CHANGE, AND THAT I'VE USED THE PROPER WEIGHT OIL (5W-20) AND APPROPRIATE FILTERS. IF THERE WAS SLUDGE THAT CAUSED THE ENGINE TO SEIZE, IT WASN'T CAUSED BY FAILURE TO ROUTINELY CHANGE THE OIL. I WENT TO PICK UP THE VEHICLE YESTERDAY, AND TENDERED A CHECK TO BRIGHTON FORD FOR ALMOST \$4,300.00. 13 MILES LATER, I WAS STRANDED ON THE SIDE OF I-96 BECAUSE OF AN ELECTRICAL MALFUNCTION RELATED TO SERVICE PERFORMED BY BRIGHTON FORD ON MY CAR. I'M BACK IN A LOANER, AND I STILL HAVE NOT HEARD FROM THE DEALER AS TO WHAT IS WRONG WITH MY ESCAPE AND WHEN I CAN EXPECT TO PICK IT UP. WHEN THE TOW TRUCK DROPPED ME OFF AT THE DEALERSHIP, I ASKED THAT THEY RETURN MY CHECK, AND THEY REFUSED. BASICALLY, I'M WILLING TO SETTLE FOR FORD COVERING THE PART UNDER

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 48 DETROIT	CONCERN ISSUE	CASE NBR: 1399552841
VIN: 1FMCU04161KB03087	ZONE: E1	OPENED: 10/11/2001
	ENGINE: 1	CLOSED: 10/11/2001
	VEH TYPE: T	

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2001/10/11

11.00.10

THE WARRANTY. THE USED DURATEC V-6 THEY PLACED IN THE TRUCK COST \$2,750.00. IF THEY COVER THE PART, I'LL COVER THE LA

8902-027 21001

BOR. IF NOT, I'M GOING TO HAVE TO SUB. SL CONTACTED THE CUSTOMER AND LEFT A MSG ADVISING OUR OFFICE IS INVESTIGATING HIS CONCERN. SL HAS LEFT A MESSAGE WITH THE POWERTRAIN QUALITY OFFICE AND WILL CONTACT THE DEALER AS WELL.

ORIGIN: CASL - CONSUMER AFFAIRS - SPECIAL LIAISON COMMUNICATION: PHONE
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: LMCGINNI LASONJIA MCGINNIS
ACTION DATA/COMMENTS:

2001/11/02
09.14.29

10/17/01 SL LEFT MSG FOR RANDY DIANGELO AS FOLLOW UP. 10/18/01 SL SPOKE WITH ANIL GOGATE AND HE WAS NOT AWARE NOR SPECIFIED TO RANDY ABOUT THIS CONCERN. SL SENT HIM A DETAILED OUTLOOK MSG REGARDING THE CONCERN. HE WILL LOOK INTO IT AND FOLLOW UP. 10/23/01 SL FOLLOWED UP W/ANIL ON THE STATUS OF THE ENGINE INSPECTION. THE ENGINE HAS NOT ARRIVED AT THE PLANT. SL SPOKE WITH JEFF BURNETTE AT THE DEALER AND HIS PARTS MGR ADVISED SOMEONE FROM THE PLANT IS PICKING THE ENGINE UP TODAY. SL WILL FOLLOW UP WITH ANIL ON 10/26/01. 10/26/01 THE PLANT HAS STILL NOT RECEIVED THE ENGINE. 11/1/01. ANIL FROM THE PLANT ADVISED THE ENGINE WAS RECEIVED AND INSPECTED. THEY DISCOVERED EVIDENCE OF IMPROPER MAINTENANCE (DETAILED IN E-MAIL INCLUDED IN THE CASE FILE). THE OIL WAS TESTED AND SHOWED SIGNS OF CONTAMINATION. SL CONTACTED THE CUSTOMER AND LEFT MSG ADVISING OF THE FINDINGS FROM THE PLANT TEAM. AT THIS TIME, SL IS CLOSING THIS CASE/NO FINANCIAL ASST. WITH REPAIR COST.

CONSUMER AFFAIRS

06/18/2002 MMFAIRPG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION:	CONCERN ISSUE	CASE NBR: 1421512071
VIN: 1FMYU04141KF18821	ZONE:	OPENED: 07/26/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 07/26/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	AUSTIN	STATE:	TX	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	7080				
DEALER NAME:		SALES CODE:		P & A:	
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

ERR2-027 21092

DOCUMENT: ANALYST: VRICHARD VIOLET RICHARDSON
ACTION DATA/COMMENTS:

2001/07/26

11.41.28 CUSTOMER SAYS: - VEH TOWED TO DLRSHP IN AUSTIN, TEXAS -
VEH LOST ALL POWER AND DIED WHILE COMING OFF AN EXIT RAMP
- WOULD LIKE TO KNOW IF IT COULD BE LOOKED AT BY ANOTHER DL
RSHIP PER CUSTOMER, DEALER SAYS: VEH IS NOW RUNNING AND
UNABLE TO LOOK AT IT BEFORE FRI OR MON. CAC ADVISED: - WE
RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP -
INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CR
M/SERV MGR INFERENCE CASE ID: 4905

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: OTHER
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: VRICHARD VIOLET RICHARDSON
ACTION DATA/COMMENTS:

2001/07/27

14.57.01 CUSTOMER SAYS: - DLRSHP HAS ALREADY SERVICED THE VEH AND
WILL SEND SOMEONE TO BRING VEH TO HER - APPRECIATE WHAT T
HEY HAVE DONE AND IS DOING FOR HER - DOES NOT NEED A LOANE
R PER CUSTOMER, DEALER SAYS: REPAIRS ARE COMPLETED CAC
ADVISED: THANKED CUST FOR ADVISING

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-PRIEN PATRICIA MORITA
ACTION DATA/COMMENTS:

2001/08/02

19.35.52

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== CONCERN ISSUE CASE NBR: 1476970501
REGION: 24 ORLANDO ZONE: B2 OPENED: 05/21/2002
VIN: 1FNUU01B41KF18801 ENGINE: B VEH TYPE: T CLOSED: 05/21/2002
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: FORT MYERS STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE ILS 4X2
MILEAGE: 1
DEALER NAME: SAM GALLOWAY FORD, SALES CODE: F24480 P & A: 04845
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607592 STALL/QUIT'S ACCELERATION HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: LSALMON LOLA SALMON
ACTION DATA/COMMENTS:

2002/05/21

11.30.40 CUSTOMER SAYS: *BEEN TO THE DLR 3 TIMES ABOUT THE SAME CON
CERN *CURRENT CONCERN: ON THE HIGHWAY THE VEH WOULD NOT ACC
ELERATE AND IT WOULD CUT OUT AND LOSE POWER, *THE PROBLEM H
AS GOTTEN WORST AND IT IS INTERMITTENT *VEH WAS LAST TAKEN
TO THE DLR 2ND WEEK OF MAY AND REPAIRS WERE DONE BUT CUST ST
ILL EXPERIENCING THE PROBLEM *CLAIMS THAT HE CALLED THE DLR

EA02-027 21983

AND SPOKE WITH SERVICE ADVISOR BRETT WHO REFERRED THE ISSUE TO S/M *CLAIMS THAT THE S/M SAID THAT SOMEONE FROM FORD IS TO CALL HIM BACK AND NO ONE HAS CALLED BACK YET *CUST WOULD LIKE TO HAVE A REGIONAL REPRESENTATIVE REVIEW THE ISSUE AND STATES THAT HE DOES NOT WANT THE VEH ANYMORE *CUST IS A LEO AWAITING A CALL FROM THE FORD REP PER CUSTOMER, DEALER SAYS: **NONE CAC ADVISED: - CRM/SERV MGR UNAVAILABLE - DEALERSHIP IS IN THE BEST POSITION TO ASSIST - FORWARDED INFORMATION TO CRM/SERV MGR - REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS *****OBC TO DLR***** * LEFT A MESSAGE ON THE VOICEMAIL OF THE SERVICE MANAGER (SAMMY HAZE) REQUESTING FEEDBACK *ADVISED THE CUST THAT THE CSR WILL CALL BACK WITH SOME FEEDBACK INFERENCE CASE ID: 1533

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 227 - INQUIRY FROM DEALER
DOCUMENT: ANALYST: LSALMON LOLA SALMON
ACTION DATA/COMMENTS:

2002/05/23

12.45.27 CUSTOMER SAYS: **NONE PER CUSTOMER, DEALER SAYS: **NONE CAC ADVISED: *****OBC FROM MR HAZE****LEFT A VOICEMAIL **SAID THAT THE CUST HAS SENT A DEMAND LETTER TO ANOTHER DLRSHIP *THEY REPAIRED THE VEH BEFORE FOR THE CUST AND ARE WILLING TO WORK WITH THE CUST. WILL HAVE HIS REP SET UP

CONSUMER AFFAIRS

06/18/2002 MMVAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== CONCERN ISSUE CASE NBR: 1476970501
REGION: 24 ORLANDO ZONE: B2 OPENED: 05/21/2002
VIN: 1FMOU01B41KF18801 ENGINE: B VEH TYPE: T CLOSED: 05/23/2002
=====

2002/05/23

12.45.27 APPOINTMENT TO HAVE THE VEH LOOKED ON AND TAKE IT FROM THEM R.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: LSALMON LOLA SALMON
ACTION DATA/COMMENTS:

CUSTOMER SAYS: *****OBC TO CUST***** **WE DO NOT WANT TO HAVE THE VEH WORKED ON AGAIN PER CUSTOMER, DEALER SAYS: **NONE CAC ADVISED: ****OBC TO CUST*****MR PIROZZI * *ADVISED THAT HE SHOULD CONTINUE TO WORK WITH THE DLR ON THE MATTER -FORD REPS ARE A DLR RESOURCE AND AS SUCH ESCALATION TO THAT PARTY WILL HAVE TO BE DONE FROM THE DLR LEVEL *DLR IS WILLING TO REPAIR THE VEH. SPEAK WITH MR HAZE, S/M

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 71 CALIFORNIA	CONCERN ISSUE	CASE NBR: 1495390121
VIN: 1FMYU04141KF69672	ZONE: E2	OPENED: 12/18/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 12/18/2001

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY:	YUCAIPA	STATE:	CA	ZIP:
HOME PHONE:				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	15000			
DEALER NAME:	REDLANDS FORD	SALES CODE:	F71153	P & A: 01695
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE			

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SDALEY SANCHA DALEY
ACTION DATA/COMMENTS:

2001/12/18

20.30.45 CUSTOMER SAYS: -CUST VEH DIE ON THE ROAD TODAY AND THE CUS
T IS CONCERNED ABOUT THIS -CUST VEH IS CURRENTLY AT THE DLR
-THE VEH LOST ALL POWER AND STOP AND THE CUST HAD THE VEH
TOWED IN -CUST VEH IS FIXED -CUST WOULD LIKE A NEW VEH PE
R CUSTOMER, DEALER SAYS: -THE VEH IS FINE NOW, THEY REPLAC
ED THE RELAY SWITCH ON HER VEH -CALL THE CRC AND TALK TO TH
EM AND THE SER/MGR CAC ADVISED: - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR -CUST WAS
ADVISED THAT ARE MAIN GOAL AT FORD IS TO REPAIR THE VEH NOT
GIVE THE CUST A NEW VEH. IN REGARDS TO THE CONCERNS THAT S
HE IS HAVING WITH HER VEH THE SER/MGR WOULD BE IN THE BEST P
OSITION TO HELP HER INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: M-HAUSO MICHAEL P. HAUSO
ACTION DATA/COMMENTS:

2002/01/02

17.13.59

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	CONCERN ISSUE	CASE NBR: 1562450502
VIN: 1FMYU04121KF56371	ZONE: KL	OPENED: 06/04/2002
	ENGINE: 1	CLOSED: 06/04/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	RINGWOOD	STATE:	NJ	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	25000			
DEALER NAME:	MAHWAH FORD SALES-S	SALES CODE:	F13158	P & A: 20686
REASON CODE:	1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR			
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE			

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
 DOCUMENT: ANALYST: ERKIRHIE EDITH ERKIRHIE
 ACTION DATA/COMMENTS:

2002/06/04

09.38.38

CUSTOMER SAYS: -CUST WAS ADVISED BY CRC TO HAVE THE VEHICLE TOWED TO THE DLR -CUST SAYS THE VEHICLE STALLS OUT WHILE DRIVING AND HAS TO COAST TO THE SIDE OF THE ROAD -PREVIOUS REP IS SUPPOSE TO CALL HIM TOMORROW ABOUT A LOANER VEHICLE -CUST SAYS THE DLR CANNOT PROVIDE A LOANER -CUST IS SEEKING LOANER VEHICLE PER CUSTOMER, DEALER SAYS: -WE HAVE NO LOANER AT THIS TIME CAC ADVISED: - OBC TO DLR AND SPOKE TO JOAN THE CRM WHO ADVISED ME THAT THE CUST IS ON A WAITING LIST FOR A LOANER. AS SOON AS ONE BECOMES AVAILABLE, SHE WILL CALL ALL THE CUST - ADVISED THE CUST OF DLR CONVERSATION - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? INFERENCE CASE ID: 5388

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: KHOUCHEN KIRA HOUCHEM
 ACTION DATA/COMMENTS:

16.27.07 CUSTOMER SAYS: - PER CUSTOMER, DEALER SAYS: CAC ADVISED: -AS PER CONVERSATION WITH DLR CRM JOAN MURPHY -LOANER IS NOW AVAILABLE FOR CUSTOMER -CUSTOMER HAS BEEN NOTIFIED WITH THE RESPONSE

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	CONCERN ISSUE	CASE NBR: 1562450502
REGION: 13 NEW YORK	ZONE: K1	OPENED: 06/04/2002
VIN: 1FMYU04121KP56371	ENGINE: 1 VEH TYPE: T	CLOSED: 06/14/2002

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ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: J-MURP11 JOAN MURPHY
 ACTION DATA/COMMENTS:

2002/06/14
 11.49.16 VEH COVERED UNDER BASE WARRANTY DOES NOT NEED AWA

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
 06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	CONCERN ISSUE	CASE NBR: 1578052821
REGION: 41 CHICAGO	ZONE: C1	OPENED: 12/17/2001
VIN: 1FNDJ01881KE94779	ENGINE: B VEH TYPE: T	CLOSED: 12/17/2001

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LAST NAME: [REDACTED] STATUS: CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED] ER02-627 21007

DOCUMENT: ANALYST: GREYES GUIDO REYES
ACTION DATA/COMMENTS:

2000/11/09

16.26.28 CUSTOMER SAYS: TWO WEEKS AFTER PURCHASE THE VEHICLE STALLE
D. THE OIL HAS NOT BEEN CHANGE YET. CUSTOMER USES 87 OCTANE
GAS. THIS JUST HAPPENED ONCE, ON LEVEL SURFACE, NO NOISES AS
SOCATED WITH THE CONCERN. THE VEHICLE RESTARTED IMMEDIATELY
AFTERWARDS. WHEN TRYING TO RESTART THE VEHICLE THE KEY TURN
IN THE IGNITION RIGHT AWAY. CUSTOMER DID NOT NOTICED ANY WA
RNING LIGHTS. THE ENGINE TEMPERATURE WAS WARM. CUSTOMER DID
NOT CHECK THE BATTERY. CUSTOMER WILL WAIT TO MAKE AN APPOINT
MENT WITH THE DEALER UNTIL PART THAT HE ORDERED ARRIVES (RU
NNING BOARDS) PER CUSTOMER, DEALER SAYS: NONE CAC ADVISE
D: - THIS CUSTOMER WAS CONTACTED IN BEHALF OF THE ESCAPE AS
SEMBLY PLANT THROUGH THE ICCD PROGRAM, AT WHICH TIME WE WERE
MADE AWARE OF THIS CONCERN. - WE ARE SENDING YOUR THIS CON
TACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRESS TH
IS ISSUE AT YOUR DEALERSHIP IN THE NEAR FUTURE. - WE ARE TR
ACKING THIS ISSUE FOR THE ESCAPE ENGINEERING TEAM. - PLEASE
DETAIL OASIS WITH SPECIFIC REPAIR INFORMATION AT YOUR EARLI
EST CONVENIENCE - QUESTIONS/COMMENTS PLEASE CONTACT ME AT [REDACTED]
***** GUIDO 3509 ***** INFERRE
NCE CASE ID: 4489

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC073 - VEHICLE OPERATING CHARACTERISTIC - REPAIR NOT ATTEMPTED
DOCUMENT: ANALYST: F24414 BILL GRAHAM FORD CO
ACTION DATA/COMMENTS:

2000/11/15

07.16.43

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

CONCERN ISSUE CASE NBR: 1686873201
REGION: 52 SOUTHWEST ZONE: R2 OPENED: 11/27/2001
VIN: 1FMCU03121RA98889 ENGINE: 1 VEH TYPE: T CLOSED: 11/27/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: AUSTIN STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE KLT 4X2
MILEAGE: 8760
DEALER NAME: COVERT FORD, INC. SALES CODE: F52302 P & A: 04437
REASON CODE: 3025 PROD/COMP DDR/PERF - VEHICLE QUALITY
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: ANRONA ANDREW WRONA
ACTION DATA/COMMENTS:

2001/11/27

12.38.17 CUSTOMER SAYS: -CLAIMS VEH STALLED AGAIN THIS MORNING AT C
ASTING SPEED OF 30 MPH, NO A/C -CLAIMS THAT ALL POWER AND
BRAKES HAVE BEEN LOST -STATES THAT STILL AWAITTS A CALL FROM
COVERT FORD FOR RESOLUTION PER CUSTOMER, DEALER SAYS: NO
NE CAC ADVISED: - ADVISE PER DEALERSHIP CONVERSATION - DE
CISION IS STILL UNDER REVIEW - WILL FORWARD INFORMATION TO

ER02-027 21990

CRM OR SERV MGR - REQUESTED CRM OR SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - PROVIDE NAME , NUMBER OF CRM OR SERV MGR ----- -C
SR MADE OBC TO DLR AND SPOKE TO MIKE, SA IN ABSENCE OF CRM AND SM. CSR ASKED DLR TO CALL CUST TO SET AN APPOINTMENT TO DIAGNOSE CONCERN. MIKE TOOK DOWN INFO AND STATED THAT SM WOULD BE CALLING SOON INFERENCE CASE ID: 1585

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC096 - CUST SAT REST TOOL UTILIZED - VEHICLE REPLACEMENT OFFERED
DOCUMENT: ANALYST: J-PRIEN PATRICIA MORITA
ACTION DATA/COMMENTS:

2002/01/08
17.07.08

CONSUMER AFFAIRS 06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 48 DETROIT	REGION ISSUE	CASE NBR: 0430803471
VIN: 1FMYU02BXLKA19730	ZONE: C2	OPENED: 12/13/2001
	ENGINE: B	CLOSED: 12/13/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED	
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	STRALLINGHEIGHT	STATE:	MI	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X4		
MILEAGE:	18000				
DEALER NAME:	JEROME-DUNCAN, INC.	SALES CODE:	F48048	P & A:	03025
REASON CODE:	2354 DSB - APPLICATION REQUEST				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: MSEATON NATASHA SEATON
ACTION DATA/COMMENTS:

2001/12/13
11.57.20

CUSTOMER SAYS: -TOOK TO THE SHOP 6-7 TIMES FOR THE SAME THING -SAYING IT IS AIR FLOW SENSOR; HAS BEEN REPAIRED AND RE PLACED HAS NOT BEEN RUNNING RIGHT -VEH WILL START TO SLOW DOWN ON THE HIGHWAY -CUST WOULD LIKE TO ARBITRATE PER CUST OMER, DEALER SAYS: -DUNCAN JEROME FORD MICHIGAN----> COULD NOT DUPLICATE THE CONCERN CAC ADVISED: - REQUESTED DEALER SHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION - OBC TO DEALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DSB ESCALATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE *****
***** -OBC TO THE DLRSHIP SPOKE TO THE TAMMY WHO PROVIDED DIRECT NUMBER FOR THE CUST; STATED THAT CUST CAN HAVE SHOPFOREMAN TEST DRIVE VEH WITH CUST ON THE HIGHWAY -CUST STATED THAT HE REALLY WANTS TO ARBITRATE AND WILL CALL LAWYER TO SEE WHAT HE SHOULD DO; THEN CALL TAMMY INFERENCE CASE

EP82-027 22008

ID: 105

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC089 - TRANSFER ISSUE
DOCUMENT: ANALYST: LHESTER1 HESTER, LESLIE (L.A.)
ACTION DATA/COMMENTS:

2002/01/08
13.19.49 CUSTOMER HAS MOVED FROM COLORADO TO MICHIGAN. CUSTOMER IS C
URRENTLY WORKING WITH JEROME-DUNCAN, INC TO REPAIR THEIR VEH
ICLE.

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 48 DETROIT REGION ISSUE CASE NBR: 0430803471
ZONE: C2 OPENED: 12/13/2001
VIN: 1PMY002BK1KA19730 ENGINE: B VEH TYPE: T CLOSED: 01/10/2002

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: C-RANSIE CRYSTAL FRANK
ACTION DATA/COMMENTS:

2002/01/10
11.53.56 LM FOR CUST. AT BOTH PHONE NUMBERS 1-10-02 11:58 OK TO CLOS
E **CRM CFRANK**

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC095 - CUSTOMER REFUSES TO HAVE WORK DONE
DOCUMENT: ANALYST: JFURGISO FURGISON, JIM (J.)
ACTION DATA/COMMENTS:

17.54.21 CUSTOMER CONTACTED BY CRM. NO EXISTING CONCERNS. NO APPOINT
MENT SCHEDULED.

ER62-027 22061

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 71 CALIFORNIA	REGION ISSUE	CASE NBR: 0692921801
VIN: 1FMYU03181KA00325	ZONE: A1	OPENED: 07/13/2001
	ENGINE: 1	CLOSED: 07/13/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CANCEL
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SIMI VALLEY STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 1
DEALER NAME: VISTA FORD SALES CODE: F71043 P & A: 07923
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2001/07/13
15.19.45 ***DEMAND LETTER DATED 07/05/01 ***CI RECEIVED 07/13/01***
***CUSTOMER STATES: CONCERNS WITH VEHICLE CUTTING OFF, CUST.
WAS IN RUSH HOUR TRAFFIC WHEN THE VEHICLE JUST SHUT OFF.
**CUSTOMER SEEKS: FINAL RESOLUTION.
***CI FAXED A COPY OF THE LETTER TO THE REGIONAL OFFICES FOR
REVIEW. SENT THE CUSTOMER A FLEM LETTER.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2001/07/16
08.10.50

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: TKITCHAR TAMMY KITCHAROEN
ACTION DATA/COMMENTS:

2001/07/17
00.17.12 VEHICLE WILL BE REPLACED. REPLACEMENT PROCESS STARTED 6/16/0
1

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

ER02-027 22002

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 48 DETROIT	REGION ISSUE	CASE NBR: 1375010021
VIN: 1FMYU01151KE78480	ZONE: A1	OPENED: 01/02/2001
	ENGINE: 1	CLOSED: 01/02/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS: CLOSED
TITLE:		MI:		
ADDRESS:				
CITY: DETROIT		STATE: MI		ZIP: [REDACTED]
HOME PHONE:				
MODEL YEAR: 2001		MODEL: ESCAPE XLS 4X2		
MILEAGE: 5000				
DEALER NAME: JORGENSEN FORD		SALES CODE: F48017		P & A: 02760
REASON CODE: 2354 DSB - APPLICATION REQUEST				
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE				

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: CCAMARA CYNTHIA CAMARA
ACTION DATA/COMMENTS:

2001/01/02
10.18.25

CUSTOMER SAYS: - CUST IS SEEKING A DSB APPLICATION - VEH IS CURRENTLY AT THE DLRSHIP FOR REPAIR REGARDING THE ACCELERATION - VEH ACCELERATE ON REVERSE CUST TOOK IT TO DLRSHIP FOR REPAIR - VEH NOW ACCELERATE IN DRIVE ON ITS ONE WHEN PRESSING ON THE BRAKES PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER W/IN 2 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION - OBC TO DEALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DSB ESCALATION - UNABLE TO CONTACT SERV/MGR OR ADVISOR - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE INFERENCE CASE ID: 105

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 4804JS JUDY STORRS
ACTION DATA/COMMENTS:

11.36.10 PCW ON ORDER
CSM JUDY STORRS

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC097 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED
DOCUMENT: ANALYST: 4804JS JUDY STORRS
ACTION DATA/COMMENTS:

2001/01/04

16.59.09 CSM OFFERED GOODWILL OAC IN AMOUNT OF \$5000 TOWARD NEW VEHICLE PURCHASE.
CSM JUDY STORRS

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

1

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 48 DETROIT	REGION ISSUE	CASE NBR: 1375010021
VIN: 1FMYU01151KE78480	ZONE: A1	OPENED: 01/02/2001
	ENGINE: 1	CLOSED: 01/12/2001
	VEH TYPE: T	

=====

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC053 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND REJECTED

22083
E902-627

DOCUMENT: ANALYST: 4804JS JUDY STORRS
ACTION DATA/COMMENTS:

2001/01/12
19.54.37 CUSTOMER HAS DECLINED GOODWILL \$5000 OAC.
CSM JUDY STORRS

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 72 SAN FRANCISCO	REGION ISSUE	CASE NBR: 1774532141
VIN: 1FMCU04161KB73303	ZONE: A4	OPENED: 01/24/2002
	ENGINE: 1	CLOSED: 02/24/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:			
ADDRESS:	[REDACTED]				
CITY:	BRENIWOOD	STATE:	CA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	11869				
DEALER NAME:	LITHIA FORD OF CONC	SALES CODE:	F72023	P & A:	02624
REASON CODE:	25DL CI - DEMAND LETTER				
SYMPTOMS:	507592 STALL/QUITS ACCELERATION HOT ENGINE				

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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI101 - OPEN REGION CONTACT

EM02-027 22884

DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2002/01/24

13.27.27 CI RECEIVED DEMAND LETTER DATED 01/19/02 ON 01/24/02***
CUSTOMER STATES: CONCERNS WITH VEHICLE STALLING WITHOUT
WARNING WHILE DRIVING BETWEEN THIRTY TO FORTY FIVE MILES PER
HOUR. SAYS POWER STEERING AND BRAKES ARE ALSO RENDERED DYSFU
NCTIONAL, BUT THE ELECTRICAL SYSTEM APPEARS INTACT. VEHICLE
RESTARTS AFTER STOPPING.
CUSTOMER SEEKS: REPLACEMENT OR REFUND OF VEHICLE.
CI FORWARDED CUSTOMER CONCERNS TO REGIONAL OFFICE AND SENT
THE CUSTOMER A FLEM LETTER.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI210 - LETTER FAKED TO REGION
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

13.36.47

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: MPATRIC3 MIRANDA PATRICK
ACTION DATA/COMMENTS:

2002/01/28

12.40.51 THE STALLING CONCERNS RELATED TO THIS VEHICLE HAVE BEEN REPA
IRED UNDER WARRANTY. THE CUSTOMERS REQUEST FOR REFUND / REPL
ACEMENT HAS BEEN REVIEWED AND THE CUSTOMER IS NOT ELIGIBLE AT
THIS TIME.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

PRIORITY ISSUE CASE NBR: 1349892211
REGION: 53 KANSAS CITY ECONE: D2 OPENED: 09/13/2001
VIN: 1FMCUD4161KB90277 ENGINE: 1 VEH TYPE: T CLOSED: 09/13/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CHESTERFIELD STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1
DEALER NAME: DAVE SINCLAIR FORD, SALES CODE: F53080 P & A: 08199
REASON CODE: 2501 CI - ATTORNEY GENERAL
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CI100 - OPEN PRIORITY CONTACT
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2001/09/13

16.03.08 ** AG/MO AG LETTER DATED 09/04/01** **CI RECEIVED 09/10/01
CUSTOMER STATES: VEHICLE STALLS WHILE DRIVING THE VEHICLE
LOSE POWER BRAKES AND POWER STEERING. THERE HAS BEEN REPAIR
ATTEMPTS.
CUSTOMER SEEKS: REFUND OF VEHICLE AND BSP.
**CI SENT REFERRING PARTY POSTCARD OF ACK. WILL SEND CLOSING

EP02-027 22005

LETTER OF OUTCOME. *CI REQUEST CSM REVIEW & CONTACT CUSTOMER DIRECTLY. PLEASE PROVIDE DETAILS OF ACTION TAKEN, RESOLUTION, & CUSTOMER LEVEL OF SATISFACTION W/ RESOLUTION.
PRIORITY CASES HAVE A 12 DAY TIME FRAME GOAL FOR CLOSING

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CI305 - CLOSE PRIORITY CONTACT
DOCUMENT: ANALYST: CJACK84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2001/09/17

13.49.01 CI CLOSING PER CSM EMAIL THAT THE DEALERSHIP HAS PURCHASED THE VEHICLE BACK FROM THE CUSTOMER AND HAS REFUNDED HER MONEY. SENT LETTER TO AGENCY STATING CUSTOMER HAS RECEIVED A REFUND AND IS OUT OF THE VEHICLE. NO FURTHER ACTION PROPOSED

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 27 WASHINGTON RAV ISSUE CASE NBR: 0363560572
ZONE: MI OPENED: 04/30/2002
VIN: 1PMYU04141KA46278 ENGINE: 1 VEH TYPE: T CLOSED: 04/30/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: STEPHENS CITY STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 27315
DEALER NAME: WINCHESTER FORD, IN SALES CODE: F27464 P & A: 03568
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607592 STALL/QUITS ACCELERATION HOT ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV301 - OPEN CASE FOR DSB PRIOR RESOLVE REFUND - OWNED
DOCUMENT: ANALYST: BHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/04/30

11.13.02

04-15-2002

2858545

17050

6747

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: CA0001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: BHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

11.26.36 SYMPTOM CODE
SYMPTOM CODE

614593
611593

ERR2-827 22006

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL

ACTION: RAV311 - RECORD CHECK ISSUANCE FOR DSB PRIOR RESOLVE REFUND
DOCUMENT: ANALYST: SHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/01
09.40.59

04-30-2002
05-01-2002
9,124
14,672
6521943
6521944
JAMES & CHRISTINA DEIGNAN C/O
FMCC-BALTIMORE SER.CENTER C/O

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 11 BOSTON	RAV ISSUE	CASE NBR: 0652783470
VLN: 1FMYU02121KE74479	ZONE: B1	OPENED: 12/19/2001
	ENGINE: 1	CLOSED: 12/19/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	PELHAM	STATE:	NH	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X4		
MILEAGE:	12500				
DEALER NAME:	GLADSTONE FORD INC	SALES CODE:	F11659	P & A:	08930
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED
DOCUMENT: ANALYST: L-MCCOGG LANBITA MCCOGGLE
ACTION DATA/COMMENTS:

2001/12/19
11.10.19 NO COMMENTS ADDED

=====

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: CREDDI CLARA REED
ACTION DATA/COMMENTS:

2002/01/03
10.40.34

EA02-027 22087

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 72 SAN FRANCISCO	RAV ISSUE	CASE NBR: 1553013601
VIN: 1FMCU04141KF99250	ZONE: B2	OPENED: 04/12/2002
	ENGINE: 1	CLOSED: 04/12/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	LAFAYETTE	STATE:	CA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE KLT 4X4		
MILEAGE:	12535				
DEALER NAME:	CODIROLI FORD	SALES CODE:	F72435	P & A:	07799
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS				
SYMPTOMS:	607592 STALL/QUITS ACCELERATION HOT ENGINE				

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
 DOCUMENT: ANALYST: L-WILSON WILSON, LINDA
 ACTION DATA/COMMENTS:

2002/04/12
 13.29.05 NO COMMENTS ADDED

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNICATION: MAIL
 ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
 DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
 ACTION DATA/COMMENTS:

2002/04/18
 09.39.42

ERR2-027 22008

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 44 PITTSBURGH	INFORMATION ISSUE	CASE NBR: 0293841412	
VIN: 1FMCU04121KE56782	ZONE: A1	OPENED: 05/21/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 05/21/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	VERONA	STATE:	PA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	39000				
DEALER NAME:	DAY FORD	SALES CODE:	F44004	P & A:	07410
REASON CODR:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: KWIIRHEA KERRY-ANN MUIRHEAD
ACTION DATA/COMMENTS:

2002/05/21
15.16.24

CUSTOMER SAYS: *- VEH KEEPS SHUTTING OFF AND THIS CONCERN STARTED A YEAR AGO *- TRANSMISSION WAS RELACED *- VEH IS PRESENTLY AT THE FORD DLRSHIP FROM MAY 17,2002 *- CUST IS PRESENTLY IN A RENTAL VEH *- CUST DOES NOT KNOW WHAT NEEDS TO BE REPLACED OR REPAIR ON THE VEH *- PAT IS THE SERVICE ADVISOR FOR THE CUST VEH *- CUST DOES NOT FEEL SAFE IN THE VEH *- CUST IS NOT WILLING TO PICK THE VEH UP EVEN THOUGH SHE WAS ADVISED THE VEH IS REPAIRED *- VEH WAS AT THE DLRSHIP SEVERAL TIMES FOR THIS CONCERN *- CUST IS REQUESTING DSR APPLICATION CUST NO LONGER NEEDS THE VEH PER CUSTOMER, DEALER SAYS: CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM . - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED OBC TO DLR AND CSR SPOKE WITH HE S/M JOHN AND HE INFORMED CSR THAT THE DLR TEST DROVE THE VEH 471 MILES AND THEY WERE NOT ABLE TO DUPLICATE THE CONCERN *- THERE WAS A TSB ON THE VEH AND WAS REPAIRED WITHIN THE FORD SPEC THE LAST TIME FOR THE REPAIR ONE OF THE REPAIR WAS FOR THE AIR CONTROL VALVE HE JUST CALLED THE CUSTY AND CUST WILL DROP THE RENTAL OFF B/C CUST WANTS HER VEH *- CSR WILL FOLLOW-UP WITH CUST 5/21/2002 AT 7:00 PM INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MNPAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 44 PITTSBURGH	INFORMATION ISSUE	CASE NBR: 0293841412	
VIN: 1FMCU04121KE56782	ZONE: A1	OPENED: 05/21/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 05/23/2002

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER

ES02-027 22009

5982-627 22011

DOCUMENT: ANALYST: KMUIRHEA KERRY-ANN MUIRHEAD
ACTION DATA/COMMENTS:

2002/05/23

14.07.57 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: *- OBC TO CUST AND THERE WAS NO ANSWER

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: KMUIRHEA KERRY-ANN MUIRHEAD
ACTION DATA/COMMENTS:

2002/05/24

12.52.05 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: *- OBC TO CUST AND CSR SPOKE WITH MRS.CAVA MOTHER AND CA
ROLINE CAVA IS NOT AVAILABLE

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 0293841412
REGION: 44 PITTSBURGH ZONE: A1 OPENED: 05/21/2002
VIN: 1FMCU04121KE56782 ENGINE: 1 VEH TYPE: T CLOSED: 05/21/2002
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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: VERONA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 23000
DEALER NAME: DAY FORD SALES CODE: P44004 P & A: 07410
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 57 - ADVISE CUST INFO HAS BEEN DOCUMENTED AND DSB APP IS BEING SENT

EM2-827 22812

DOCUMENT: ANALYST: KMUIRHEA KERRY-ANN MUIRHEAD
ACTION DATA/COMMENTS:

2002/05/21
13.07.16

CUSTOMER SAYS: *- VEH KEEPS SHUTTING OFF AND THIS CONCERN STARTED A YEAR AGO *- TRANSMISSION WAS RELACED *- VEH IS PRESENTLY AT THE FORD DLRSHIP FROM MAY 17,2002 *- CUST IS PRESENTLY IN A RENTAL VEH *- CUST DOES NOT KNOW WHAT NEEDS TO BE REPLACED OR REPAIR ON THE VEH *- PAT IS THE SERVICE ADVISOR FOR THE CUST VEH *- CUST DOES NOT FEEL SAFE IN THE VEH *- CUST IS NOT WILLING TO PICK THE VEH UP EVEN THOUGH SHE WAS ADVISED THE VEH IS REPAIRED *- VEH WAS AT THE DLRSHIP SEVERAL TIMES FOR THIS CONCERN *- CUST IS REQUESTING DSB APPLICATION CUST NO LONGER NEEDS THE VEH PER CUSTOMER, DEALER SAYS: CAC ADVISED: - WE HAVE DOCUMENTED YOUR CONCERN AND WILL FORWARD YOU A DSB (DISPUTE SETTLEMENT BOARD) APPLICATION THERE IS A HISTORICAL CONTACT FROM DEALER TSB WAS DONE AND THE VEH HAS BEING REPAIRED AND CUST REFUSE TO PICK VEH UP OBC TO DLR TO VERIFY IF A FINAL DECISION HAS BEING MADE AND CSR WANTS TO VERIFY IF THIS CONCERN IS CONSIDERED TO BE A MULTIPLE REPAIR INFERENCE CASE ID: 4735

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 0328603171	
VIN: 1FMYU01B01KE29087	ZONE: B1	OPENED: 12/12/2001	
	ENGINE: B	VEH TYPE: T	CLOSED: 12/12/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	MARIETTA	STATE:	GA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2	
MILEAGE:	480			
DEALER NAME:	TEAM FORD OF MARIET SALES CODE: F21005	P & A:	00243	
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 478 - SUPPORT DEALER'S/REGION'S DECISION
DOCUMENT: ANALYST: STAHEREA SHAWN TAHERZADEH
ACTION DATA/COMMENTS:

2001/12/12
22.25.37

CUSTOMER SAYS: -VEHICLE IN THE DLR FOR 33 DAYS FOR A NEW ENGINE -NEW ENGINE ARRIVED LAST NIGHT -CUST UNDER THE IMPRESSION THAT THE DLR WAS GOING TO TRADE IN VEHICLE FROM THE REGIONAL SERVICE REP NICOLE . -THERE IS A VEHICLE IDENTIFIED FOR THE CUST -FORD CREDIT AND REGIONAL REP TOM MCNIGHT SALES MANAGER AT TEAM FORD DLR TRYING TO CO-ORDINATE WITH THE O

ER02-027 22613

THIR TWO PEOPLE -DLR IS TRYING TO PROVIDE A NEW VEHICLE FOR
THE CUST -TOM MCNIGHT SALES MANAGER IS HAVING A HARD TIME
GETTING NICOLE REGIONAL REP TO COME UP WITH A DECISION PE
R CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - DEALERSHIP
IS IN THE BEST POSITION TO ASSIST YOU - DOCUMENTED INFORMA
TION -INFORMED CUST CANNOT INTERVINE WHEN DLR AND THE CUST
ARE TRADING THE VEHICLE OF AS WELL CRC REP MENTIONED CANNOT
PROVIDE REGIONAL REP NAME -INFORMED CUST EVERY SITUATION I
S DIFFERENT -OBC TO JOSH STATED ANSWER IS CORRECT FROM CASE
BASE SAID CANNOT INTERVINE WITH SALES ISSUES. -OBC TO JASO
N STATES CANNOT PROVIDE NAME OF REGIONAL REP DUE TO SECURITY
REASONS.. INFERENCE CASE ID: 1591

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 0341100031
VIN: 1FMYU04111KF17898	ZONE: B1	OPENED: 04/09/2002
	ENGINE: 1	CLOSED: 04/09/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	CHESTER	STATE:	NJ	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	22000				
DEALER NAME:	FULLERTON FORD	SALES CODE:	F13476	P & A:	20651
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: MSUTHER MICHELLE SUTHERLAND
ACTION DATA/COMMENTS:

2002/04/09

16.23.27 CUSTOMER SAYS: >> LOOKING FOR A MORE DETAIL DATES - 12-27-01 10-22-01 WOULD LIKE A DETAIL - FROM THE DLRSHIP - INFO WA S FAXED - CUST DOES NOT UNDERSTAND INFO SENT >> CUST CANNOT T GO BACK TO DLRSHIP - AS THEY DON'T WANT HER BUSINESS >> C UST TOOK VEH BACK INTO DLRSHIP (PURCHASING DLR) COULD NOT DUP LICATE THE CONCERN >> CUST IS CONCERN FOR HER SAFETY IN VE H PER CUSTOMER, DEALER SAYS: >> NONE >> DID NOT PURC HASE VEH FROM DLRSHIP - GO BACK TO HER SELLING DLRSHIP - CAC ADVISED: >>>> OBC TO JESSICA AT 908-964-7700- WOULDNT RE COMMENT CALLING HER BACK AGAIN - VERY UPSET W/ CRC >>> SHE STATES DLRSHIP HAS DONE ALLTHEY CAN DO ASSIST - WORKING W/ T HRE OTHER DLRSHPS TO GET INFO FOR CUST >> THERE IS NO OTH ER DETAIL INFORMATION >>>> EXPLAINED TO CUST THAT SHE WILL HAVE TO CONTINUE TO WORK W/ MENDHAM FORD/JESSICA FOR ANY F URTHIR INFO NEEDED - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - TH

ERG2-027 22814

IS WOULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. -
IF THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE
UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER
TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED
>>OBC TO FULLERTON FORD - SPOKE TO ALLAN S/M WHO
STATED DLRSHIP IS NOT GOING TO DO ANYTHING UNTIL THEY CAN VERIFY
THIS CONCERN - CUST WILL HAVE TO CONTINUE TO BRING VEHICLE
IN WHEN CONCERN IS HAPPENING >> CRC RECOMMENDED HAVING VEHICLE
TOWED INFERENCE CASE ID: 4452

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 0341100031
REGION: 13 NEW YORK ZONE: R1 OPENED: 04/25/2002
VIN: 1FMYU04111KF17898 ENGINE: 1 VEH TYPE: T CLOSED: 04/25/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHESTER STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1
DEALER NAME: FULLERTON FORD SALES CODE: F13476 P & A: 20651
REASON CODE: 3025 PROD/COMP DUR/PRF - VEHICLE QUALITY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 468 - ADVISE CUST THAT THEY WILL RECEIVE INFO FROM DSB IN THE MAIL
DOCUMENT: ANALYST: CEDWARDS CHARMAINE EDWARDS
ACTION DATA/COMMENTS:

2002/04/25
16.23.37 CUSTOMER SAYS: -IT'S BEEN 10 DAYS AND I HAVE NOT BEEN CONTACTED
BY THE DSB -I WANT TO KNOW WHAT IS GOING ON -I WANT A PHONE # FOR THE DSB
PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU
- DSB IS REVIEWING INFORMATION, WILL CONTACT YOU BY MAIL -APOLOGIZED AND TRIED TO ADVISE
CUST THAT THE DSB IS A SEPARATE ENTITY FROM FORD -WE DO NOT HAVE THE # FOR THE DSB
-I WOULD CERTAINLY DOCUMENT ON HER FILE THAT SHE IS ANXIOUSLY AWAITING A DECISION FROM THE DSB
-BUT THE CRC DOES NOT HAVE ANY ANSWERS FOR HER -SHE WILL BE NOTIFIED VIA OF MAIL OR TELEPHONE
BY THE DSB ONCE A DECISION HAS BEEN MADE ----- INFERENCE CASE ID: 1563

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SFLOURNO SANDRA FLOURNOY
ACTION DATA/COMMENTS:

2002/04/29
10.19.14 CUSTOMER SAYS: -THE VEH STALLS UPON ACCELERATION -CUST FEELS THE VEH IS A LEMON
-CUST WROTE A LETTER TO FORD 10 DAYS AGO -CUST WANTS TO KNOW WHAT FORD IS GOING TO DO ABOUT
THE DEMAND LETTER -STILL WAITING ON A FINAL FIX PER CUSTOMER, DEALER SAYS: -FULLERTON FORD
CAC ADVISED: - CRM/SERV MGR UNAVAILABLE - FORWARDED INFORMATION TO CRM/SERV MGR
- REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2

EA02-027 22015

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

INFORMATION ISSUE CASE NBR: 0341100031
REGION: 13 NEW YORK ZONE: E1 OPENED: 04/25/2002
VIN: 1PMYU04111KF17898 ENGINE: 1 VEH TYPE: T CLOSED: 04/29/2002

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: SFLOURNO SANDRA FLOURNOY
ACTION DATA/COMMENTS:

2002/04/29
12.18.36 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LPEREZ LITISHA PEREZ
ACTION DATA/COMMENTS:

14.28.21 CUSTOMER SAYS: - CUST SAYS THAT THEY WERE SUPPOSED TO GET
A CALL BACK FROM CSR - CUST HAS SENT A DEMAND LETTER - CUS
T HAS NOT HEARD ANYTHING - CUST WANTS TO KNOW WHAT FORD POS
ITION IS - CUST SAYS THAT CONCERN HAS NOTHING TO DO WITH MEN
DHAM FORD PER CUSTOMER, DEALER SAYS: CAC ADVISED: ADVI
SED CUST THAT CRC/FMC NEEDS TO KEEP A COMMUNICATION WITH DLR
IN ORDER TO HAVE CUST VEH REPAIRED AS ALL REPAIRS TAKE PLAC
E AT THE DLRSHIP LEVEL. OBC TO DLR LEFT VOICEMAIL FOR ALLAN
SVC MGR ADVISED OF CUST SITUATION. LEFT AGENT CONTACT INFO.
ADVISED THAT CSR WAS UNSURE WHETHER OR NOT SVC MGR WOULD LIK
E TO WORK WITH PRESENT OR PREVIOUS REP. ADVISED THAT CUST IS
VERY IMPATIENT. ADVISED CUST THAT CSR DOES NOT FEEL THAT I
T WOULD BE APPROPRIATE TO ADVISE CUST WHAT THEIR NEXT STEPS
WOULD BE WITHOUT CONSULTING THE DLR. ADVISED THAT CRC HANDLE
ALL CUST ISSUES. ADVISED THAT THE REGION CONTACT IS NOT APP
LICABLE BECAUSE IT IS FROM THE WRONG DLR. CRC CANNOT ADVISE
CUST HOW TO PROCEED NEXT UNTIL WE COMMUNICATE WITH DLR. DLR
HAS NOT BEEN AVAILABLE FOR SOME TIME. ADVISED THAT ALL CUST
LETTERS COME TO CRC AND GET ESCALATED ACCORDINGLY.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LPEREZ LITISHA PEREZ
ACTION DATA/COMMENTS:

15.25.34 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CA
C ADVISED: OBC TO DLR SPOKE TO ALAN PRINCE SVC MGR, ADVISED
THAT DLR DROVE WITH CUST FOR 2 HRS AND FOUND NO CONCERN WIT
H VEH. FULLERTON FORD (SELLING DLR) HAS ONLY DONE A COUPLE O
F REPAIRS. CUST HAS BEEN TO ANOTHER DLR AND REPAIRS WERE COM
PLETED. VEH HAS BEEN FINE SINCE THEN. DLR ADVISES THAT CUST
HAS ALREADY BEGUN LEMON LAW. CALL WAS THEN CONFERENCED WI
TH DLR, CUST AND CRC. CUST SAYS THAT VEH CONCERN HAS NOT OCC
URED SINCE CUST HAS BEEN TO LAST DLR. SVC MGR ADVISES THAT B

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EP82-827 22818

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0341100031
REGION: 13 NEW YORK	ZONE: E1	OPENED: 04/25/2002
VIN: 1FMYU04111KF17898	ENGINE: 1 VEH TYPE: T	CLOSED: 04/29/2002

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2002/04/29

15.25.34 BECAUSE CUST VEH IS CURRENTLY WORKING, FMC WILL NOT PURSUE AN
 Y ACTION BECAUSE THERE IS NO ISSUE AT THIS TIME. IT IS CUST'
 S DECISION WHETHER OR NOT THEY WOULD LIKE TO PURSUE LEMON LA
 W. NO ACTION FROM CRC, DLR OR FMC AT THIS TIME. =====NO F
 URTHER FOLLOW UP REQUIRED=====

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0349681002
REGION: 52 SOUTHWEST	ZONE: E2	OPENED: 04/10/2002
VIN: 1FMYU031B1KA34765	ENGINE: 1 VEH TYPE: T	CLOSED: 04/10/2002

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LAST NAME:

TITLE:

ADDRESS:

[REDACTED] FIRST NAME: [REDACTED]
 [REDACTED]

STATUS: CLOSED

MI:

EP02-027 22017

CITY: AUSTIN STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 20000
DEALER NAME: LEIF JOHNSON FORD SALES CODE: F52300 P & A: .04465
REASON CODE: 1114 AWA - AWA DENIED
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 526 - ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
DOCUMENT: ANALYST: STIMPERL SIMON TIMPERLEY
ACTION DATA/COMMENTS:

2002/04/10
09.41.26

CUSTOMER SAYS: .CUST HAD VEH IN TO DLR ON MARCH 01/02 AND AGAIN ON MARCH 29/02 YESTERDAY SHE HAD T HAVE THE VEH TOWED IN TO LEIF JOHNSON FORD AGAIN. .MARCH 1/02 WAS BATTERY LIGHT CAME ON AND DIDN'T GO OFF. THE 15000 MILES MAINTENANCE WAS ALSO DONE. .MARCH 29/02 THE SENSOR ASSEMBLY LIGHT CAME ON. DLR REPLACED THAT. .YESTERDAY VEH WAS TOWED IN BECAUSE THE VEH JUST DIED ON CUST WHILE SHE WAS DRIVING. .ON ONEDAY THE WATERCOOLANT LIGHT WAS ON, THE MOTOR WASN'T RUNNING HOT. .HOW COULD THESE PROBLEMS BE HAPPENING IF THE VEH JUST HAD A 15000 MILE SERVICE. .CUST DOESN'T APPRECIATE ALL THESE CONCERNS WITH THE VEH AND SHE DOESN'T APPRECIATE THE DLR DOWN TALKING TO HER BECAUSE SHE'S A WOMEN. .CUST WANTS TO MAKE SURE THAT THE VEH IS REPAIRED CORRECTLY THIS TIME. .CUST WANTS TO KNOW IF THE FIRESTONE TIRES SHOULD BE REPLACED ON THIS VEH. CUST DOESN'T KNOW IF THEY ARE THE WILDERNESS AT TIRES OR NOT. .CUST FEELS THAT FORD SHOULD BE RESPONSIBLE FOR THE CAR RENTAL. PER CUSTOMER, DEALER SAYS: .LEIF JOHNSON CALLED CUST THIS MORNING AND TOLD HER THAT THE FUEL PUMP IS OUT IT WAS LEAKING. .DLR TOLD CUST THAT FORD DOESN'T ALLOW THEM TO REPLACE THE FUEL FILTER AS WELL AS THE FUEL PUMP. .DLR SAID THAT THE VEH IS READY NOW BUT THEY HAVE TO CHECK THE WATER COOLANT FOR CUST. CAC ADVISED: - I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR. - ADVISED CUST THAT IF THE DLR DOESN'T FIND ANY PROBLEM WITH THE FUEL FILTER THEY WILL NOT REPLACE IT. CRC RELIES ON DLR FOR TECHNICAL INFO, CRC SUPPORTS DLR DIAGNOSIS. INFERENCE CASE ID: 5413

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 27 WASHINGTON ZONE: R1 CASE NBR: 0363560572
VIN: 1FMYU04141KA46278 ENGINE: 1 VEH TYPE: T OPENED: 02/26/2002
CLOSED: 02/26/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: STEPHENS CITY STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 27000
DEALER NAME: WINCHESTER FORD, IN SALES CODE: F27464 P & A: 03568
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE

ERE2-027 22818

DOCUMENT: ANALYST: KMUIRHEA KERRY-ANN MUIRHEAD
ACTION DATA/COMMENTS:

2002/02/26

15.03.39 CUSTOMER SAYS: *- VEH STALLS AND IT IS LOOSING POWER *-
DLRSHIP CANNOT FIND A FIX FOR THE CONCERN *- CUST WANTS TO
VEH TO BE REPAIRED PER CUSTOMER, DEALER SAYS: NONE:: CA
C ADVISED: - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND
IS AWARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT FORD ENGI
NEERING IS CURRENTLY DEVELOPING A REPAIR PROCEDURE - PLEAS
E STAY IN CONTACT WITH YOUR DEALERSHIP FOR ANY UPDATES - TH
RY WILL CONTACT YOU AS SOON AS A REPAIR PROCEDURE BECOMES AV
AILABLE - (NOTE TO CSR: IF CUSTOMER ASKS FOR TIMELINES, INF
ORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINES,
AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) OBC TO DLR
AND S/M ROY VERIFIED THAT THERE IS A NO FIX FOR VEH AND DLRS
HIP CONTACTED TECH HOTLINE AND STILL NO REPAIRS FOR THIS COC
ERN INFERENCE CASE ID: 5401

CONSUMER AFFAIRS

06/18/2002 MMPAIPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 71 CALIFORNIA	INFORMATION ISSUE	CASE NBR: 0402141062	
VIN: 1FECU04171KB91213	ZONE: G1	OPENED: 04/16/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 04/16/2002

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LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	SCOTTSDALE	STATE:	AZ	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	9000				
DEALER NAME:	LOU GRUBB FORD	SALES CODE:	F71178	P & A:	20323
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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

2002/04/16

11.07.51 CUSTOMER SAYS: - VEH HAS STALLED TWICE TODAY - SHE HAS TO
WAIT FIFTEEN MINUTES TO GET IT STARTED - VEH IS PRESENTLY
PARKED AT HER WORK - WANTS TO KNOW IF SHE CAN TAKE THE VEH
TO ANY F/L/M DLRSHIP PER CUSTOMER, DEALER SAYS: LOU GRU
BB FORD CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORME
D BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR

ERE2-027 22919

, CUSTOMER SHOULD CONTACT CRM/SERV MGR - ADVISED THE CUST T
HAT ANY F/L/M DLRSHIP CAN HONOUR A WARRANTY INFERENCE CASE I
D: 4591

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 204 - DEALER INFORMATION
DOCUMENT: ANALYST: MCARIBON MATHEW CARIBONI
ACTION DATA/COMMENTS:

CUSTOMER SAYS: DEALER INFORMATION PER CUSTOMER, DEALER SA
YS: DEALER INFORMATION CAC ADVISED: LOU GRUBB FORD 85
55 FRANK LLOYD WRIGHT BLVD SCOTTSDALE, AZ 85260 TEL: (480
) 991-3333

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 47 CINCINNATI INFORMATION ISSUE CASE NBR: 0404361721
VIN: 1FMJU01B31KF20149 ZONE: C2 OPENED: 06/21/2001
ENGINE: B VEH TYPE: T CLOSED: 06/21/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: INDIANAPOLIS STATE: IN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 6943
DEALER NAME: JERRY ALDERMAN FORD SALES CODE: F47027 P & A: 04671
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: RECCLEST ROBERT ECCLESTON
ACTION DATA/COMMENTS:

2001/06/21

11.12.27 CUSTOMER SAYS: CUST WORK # 317-298-4970 IF CALL GOES TO CA
LL CENTRE PAGE THE CUST AT 317-301-5494 - CUST WANTS TO FIL
E A LAWSUIT - VEH HAS BEEN DEALER NUMEROUS TIMES. - CHECK
ENGINE LIGHT ILLUMINATED, OIL CHANGE - WHEN IN 4TH GEAR VE
H HESITATES, AND VEH STALLS. THE SENSOR REPLACED. - VEH WO
ULD STALL AGAIN, DEALER REPLACED STARTER. LESS THAN 1 MTH TH
E VEH STALLED AGAIN. - MAY 31, 2001 OIL CHANGE. - JUNE 8,
2001 DEALER TOLD CUST COULD NOT FIND THE PROBLEM. - JUNE 2
0, THE VEH WILL NOT START. VEH ELECTRICAL SYSTEM WORKS. - C
UST IS VERY FRUSTRATED WITH VEH CONCERNS FOR A TRUCK OWNED L
ESS THAN 7 MONTHS. - CUST HAS 4 CHILDREN AND DEALER DID NOT
EVEN OFFER A LOANER VEH. THE CUST STATES LOANER VEH ASSISTA
NCE SHOULD NOT REQUIRE YOU TO HAVE AN ESP. SHOULD BE PART OF
THE 3-36 WARRANTY. PER CUSTOMER, DEALER SAYS: OBC TO JER
RY ALDERMAN FORD JUNE 21-01 NANCY CUST REL MGR STATES ROB
LEMASTER SER ADVISOR TOLD CUST DEALER CANNOT DIAGNOSE THE C

ER82-827 22826

ONCERN IT IS DIFFICULT TO MAKE REPAIR ATTEMPT. - NANCY WILL
REVIEW POSSIBLE LOANER VEH ASST WITH MR. BURNS SR MGR.
CAC ADVISED: -- ADVISED CUST OBC TO JERRY ALDERMAN FORD JU
NE 21-01 NANCY CUST REL MGR STATES ROB LEMASTER SR ADVISO
R TOLD CUST DEALER CANNOT DIAGNOSE THE CONCERN IT IS DIFFICU
LT TO MAKE REPAIR ATTEMPT. - NANCY WILL REVIEW POSSIBLE LOA
NER VEH ASST WITH MR. BURNS SR MGR. INFERENCE CASE ID: 4
506

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 21 ATLANTA INFORMATION ISSUE CASE NBR: 0410482131
ZONE: B3 OPENED: 09/05/2001
VIN: 1FMYU031X1KF64218 ENGINE: 1 VEH TYPE: T CLOSED: 09/05/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOPE MILLS STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 13669
DEALER NAME: LAFAYETTE MOTOR SAL SALES CODE: F21224 F & A: 00960
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

2001/09/05
15.19.10 CERTIFICATE AMOUNT 4400
RANDY MIDDLEBANKS CSM ATLANTA
ATIN MARK FISHER

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CA0001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

15.19.30 SYMPTOM CODE 499500

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: J-STRIC2 J H STRICKLAND
ACTION DATA/COMMENTS:

2001/09/10
17.38.55 CUSTOMER ACCEPTED OAC AND TRADED VEHICLE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: C-KEITH4 CHRISTINA KEITH
ACTION DATA/COMMENTS:

2001/09/24

8082-827 22821

13.02.27

09/09/2001
1KC55602

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0497831082
REGION: 21 ATLANTA	ZONE: A1	OPENED: 04/18/2002
VIN: 1FMYU03161KA95371	ENGINE: 1 VEH TYPE: T	CLOSED: 04/18/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	NEWNAN	STATE:	GA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	155000			
DEALER NAME:	MIKE FITZPATRICK F-	SALES CODE:	F21565	P & A: 81730
REASON CODE:	2002 WARRANTY - COVERAGE INQUIRY			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 698 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
 DOCUMENT: ANALYST: LDILLON LLOYD DILLON
 ACTION DATA/COMMENTS:

2002/04/18

13.44.40 CUSTOMER SAYS: @@CK SAYS: AT WORK..VEH IS AT DLR..TOOK VEH IN 2 TIMES FOR THIS CONCERN..ENGINE CUST OFF TWICE..THE REPT IRE PCM HAS BEEN RECALIBRATED LAST MONTHS..LOOSING POWER STEERING/BRAKES...THIS HAPPEN INTERMITTENTLY..WANT TO TAKE VEH TO DLR TOMORRON(HOPEFULLY)..THIS HAPPEN WHILE GOING AT 35-55 MPH.. PER CUSTOMER, DEALER SAYS: MIKE SITZPATRICK C AC ADVISED: - POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR CONCERN. - PLEASE TAKE YOUR VEHICLE TO THE P/L/M DEALERSHIP OF YOUR CHOICE TO HAVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WARRANTY/ESP WILL BE APPLICABLE INFERENCE CASE ID: 5409

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

0982-027 22822

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 0497831082	
VIN: 1FMYU03161KA95371	ZONE: A1	OPENED: 05/03/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED:

=====

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: NEWMAN STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE:
DEALER NAME: MIKE FITZPATRICK F- SALES CODE: F21565 P & A: 01730
REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: GCHARLIC GEORGETTE NAO CHARLIECOMBE
ACTION DATA/COMMENTS:

2002/05/03

12.48.20 CUSTOMER SAYS: ----VEH KEEPS CUTTING OFF ON ME ----CUST D
OES NOT FEEL SAFE IN VEH ----VEH HAS BEEN AT DLR THREE TIME
S FOR THIS CONCERN ALREADY ----CUST WANTS TO KNOW WHAT STEP
S TO TAKE ----CUST WANTS TO KNOW HOW TO FILE LEMON LAW/DSB
PER CUSTOMER, DEALER SAYS: MIKE FITZPATRICK F-L-M CAC AD
VISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION
. TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLEA
SE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THA
T IS MOST CONVENIENT FOR ME TO CONTACT YOU? =====CSR MADE O
BC TO DLR BUT SM DAVID WAS OUT TO LUNCH ==CSR WILL PU WITH
CUST INFERENCE CASE ID: 5408

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GCHARLIC GEORGETTE NAO CHARLIECOMBE
ACTION DATA/COMMENTS:

2002/05/06

10.13.00 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: ----CSR MADE OBC TO DLR BUT SM WAS N/A ----CSR WILL CB
TOMORROW

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GCHARLIC GEORGETTE NAO CHARLIECOMBE
ACTION DATA/COMMENTS:

2002/05/07

13.12.23 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: ---CSR MADE OBC TO DLR BUT SM WAS N/A ---CSR WILL TRY A
GAIN

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 0497831082	
VIN: 1FMYU03161KA95371	ZONE: A1	OPENED: 05/03/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED:

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER

EP02-021 22823

DOCUMENT: ANALYST: GCHARLIC GEORGETTE NAO CHARLIECOMBE
ACTION DATA/COMMENTS:

2002/05/09

13.29.14 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: ----CSR MADE OBC TO DLR AND SPOKE TO CHARLIE ---VEH IS
AT DLR NOW ----DAVE HARDY AND FSE ARE NOW INVOLVED IN THIS
ISSUE -----WE ARE STILL WORKING ON THE VEH AND ARE TRYING T
O RESOLVE THIS ISSUE FOR THE CUST =====CSR MADE OBC TO CUS
T DAYTIME & AND LEFT VOICE MESSAGE FOR HER TO STAY IN CONTA
CT WITH SM AT DLR WHO IS WORKING WITH FSE AND IS DOING EVERY
THING THEY CAN TO TRY AND RESOLVE THIS ISSUE

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 16 PHILADELPHIA	ZONE: E1	ENGINE: 1	VEH TYPE: T	INFORMATION ISSUE	CASE NBR: 0502842811
VIN: 1PMYU04101KC21304					OPENED: 10/08/2001
					CLOSED: 10/08/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	MI:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]					
ADDRESS:	[REDACTED]					
CITY:	BROQUE	STATE:	PA	ZIP:	[REDACTED]	
HOME PHONE:	[REDACTED]					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4			
MILEAGE:	6100					
DEALER NAME:	APPLE FORD	SALES CODE:	F16517	P & A:	03569	
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN					
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP					

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

1502-027 22824

DOCUMENT: ANALYST: BYOUNG BLAINE YOUNG
ACTION DATA/COMMENTS:

2001/10/08
13.58.00

CUSTOMER SAYS: I BOUGHT A 2001 ESCAPE THIS YEAR FOR MY WIFE. IT HAS BEEN BACK TO THE DEALER TWICE WITH THE SAME PROBLEM OF COMPLETELY TURNING OFF WHILE WE ARE DRIVING. ONCE, WHEN THE VEHICLE ONLY HAD 74 MILES ON IT AND AGAIN LAST WEEK. OUR DEALER, APPLE FORD IN RED LION, PA CANNOT SEEM TO FIND THE PROBLEM AND WE NEED SOME ANSWERS. THIS IS A NOT ONLY A DANGEROUS SITUATION FOR MY WIFE BUT ALSO OTHERS ON THE ROAD AS YOU LOOSE ALMOST COMPLETE CONTROL OF THE VEHICLE. WE NEED SOME ANSWERS FROM FORD AS OUR DEALER CANNOT COME UP WITH ANY ANSWERS, ONLY REPLACING DIFFERENT PARTS AND HOPING FOR THE BEST. NEEDLESS TO SAY WE ARE VERY DISAPPOINTED IN THIS FORD PRODUCT. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: DONALD, WE ARE NOT A TECHNICAL CENTER AND WE DO NOT HAVE THE OPPORTUNITY TO WORK HANDS ON WITH OUR VEHICLES. OUR DEALERSHIPS WORK HANDS ON WITH OUR VEHICLES ON A DAILY BASIS AND ARE THEREFORE IN THE BEST POSITION TO ADVISE ON AN ISSUE OF THIS NATURE. DONALD, YOUR SATISFACTION IS VALUED. WE CONTACTED APPLE FORD AND SPOKE WITH YOUR SERVICE ADVISOR PAM DALTON. MS. DALTON ADVISED US THAT THEY WERE UNABLE TO DUPLICATE YOUR CONCERN. PLEASE NOTE THAT A DEALERSHIP IS UNABLE TO RESOLVE A CONCERN IF THEY ARE UNABLE TO DUPLICATE IT. WE APOLOGIZE FOR ANY FRUSTRATION YOU HAVE EXPERIENCED AS A RESULT OF THIS SITUATION. TO DISCUSS THIS MATTER FURTHER, PLEASE CONTACT MS. DALTON DIRECTLY AT (717) 244 - 7677. IF YOU WISH TO SPEAK WITH FORD PERSONNEL BEYOND THE DEALERSHIP LEVEL (IE REGIONAL REPRESENTATIVE). YOU WOULD HAVE TO DO SO AT THE DISCRETION OF A DEALERSHIP SERVICE MANAGER. - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MHPXPRG

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 52 SOUTHWEST INFORMATION ISSUE CASE NBR: 0513602471
ZONE: H2 OPENED: 09/04/2001
VIN: 1FMYU03L11KA70443 ENGINE: 1 VEH TYPE: T CLOSED: 09/04/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: HUNTSVILLE STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 11048
DEALER NAME: HILLCREST FORD LINC SALES CODE: F52158 P & A: 01618
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 523 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: PIZZARD TONI PIZZARDI
ACTION DATA/COMMENTS:

2001/09/04
13.43.35

CUSTOMER SAYS: THE VEHICLE SEEMS TO HAVE A LOSS OF POWER BEEN TO DEALERSHIP 3 TIMES FOR SAME THING PICKED UP VEHICLE ON FRIDAY STILL HAVING PROBLEMS CUST WOULD LIKE TO CLAIM THE LEMON LAW PER CUSTOMER, DEALER SAYS: NEEDS NEW COILS, PC. MAY ALSO BE A GAS PROBLEM CAC ADVISED: -OBC TO RENEW IN SERVICE NOT AVAILABLE CSR WILL FOLLOW UP WITH RENEW AND CA

8982-627 22025

LL CUST BACK WITH MORE INFORMATION - INFORM WHY THE DEALERS
HIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE TH
E CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTA
CT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED I
NREFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/16/2002 MMFAXPRG

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BEGINNING OF CONTACT

05/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 74 SEATTLE	INFORMATION ISSUE	CASE NBR: 0518960131
VIN: 1FMYU04101KE96722	ZONE: B1	OPENED: 08/14/2001
	ENGINE: 1	CLOSED: 08/14/2001
	VEH TYPE: T	

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LAST NAME:	██████████	FIRST NAME:	██████████	STATUS:	CLOSED
TITLE:	██████████	MI:			
ADDRESS:	██████████				
CITY:	RENTON	STATE:	WA	ZIP:	██████████
HOME PHONE:	██████████				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	10476				
DEALER NAME:	BOWEN SCARFF FORD & SALES	CODE:	F74026	P & A:	08588
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH

ACTION DATA/COMMENTS:

2001/08/14

10.47.50 HALLEY RINGEL, CSM, SEATTLE
ATTN: TOM OLSON

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - RED-EMED
DOCUMENT: ANALYST: CKRITHS CHRISTIN KEITH

ACTION DATA/COMMENTS:

2001/08/29

18.46.39

8062-027 22026

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 21 ATLANTA INFORMATION ISSUE CASE NBR: 0535781081
ZONE: A3 OPENED: 04/18/2001
VIN: 1FMYU011K1KF09531 ENGINE: 1 VEH TYPE: T CLOSED: 04/18/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: BIRMINGHAM STATE: AL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 3639
DEALER NAME: TOWNSEND FORD INC SALES CODE: F21407 P & A: 00429
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/04/18
14.52.58 DAVID WRIGHTSMA, CSM, ATLANTA
ATTN: JIM STABLES

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC004 - OPEN OAC TO PREVIOUS OWNER
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

14.54.01

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: 0391DW DAVID WRIGHTSMAN
ACTION DATA/COMMENTS:

2001/04/19
19.28.06

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/04/25
16.56.54

EP02-027 22027

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 0544640872
VIN: 1FMYU03121KP56286	ZONE: C3	OPENED: 04/18/2002
	ENGINE: 1	VEH TYPE: T
		CLOSED: 04/18/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	MI:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]						
ADDRESS:	[REDACTED]						
CITY:	SUMMERVILLE	STATE:	SC	ZIP:	[REDACTED]		
HOME PHONE:	[REDACTED]						
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4x2				
MILEAGE:							
DEALER NAME:	JONES FORD, INC.	SALES CODE:	F21291	P & A:	01025		
REASON CODE:	30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE						
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TRMP						

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: NWWYTER NATALIE WYTER
ACTION DATA/COMMENTS:

2002/04/18

13.32.03

CUSTOMER SAYS: ... CX STATES THAT HE WNET ON THE INTERNET
CX STATES THAT VEHICLE SHUT OFF VEHICLE IS SHUTTING O
FF WHILE IN MOTION CX STATES THAT HE HAS TAKEN VEHICLE TO JO
NES FORD THEY REPAIRED VEHICLE AND CONCERN OCCURED AGAIN
. CX HAS VEHICLE CURRENTLY CX STATES THAT HE
IS DUE TO BRING VEHICLE BACK TO DEALER CX GOT VEHIC
LE BACK TUES OF THIS WEEK AND VEHCL E HAS SHUT OFF 2 TIMES SI
NCE PICKING UP FROM DEALERCX STATES THAT CONCERN IS
STILL BEING EXHIBITED AND HE FEELS THAT IT IS A SAFETY ISSU
E LEMON LAW CX SEEKING BUY BACK OF VEHICLE
.... CX STATES THAT HE HOPES FORD CAN RESOLVE ISSUE FOR HIM
PER CUSTOMER, DEALER SAYS: =NONE CAC ADVISED: - I W
OULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE Y
OUR REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME T
O RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CON
VENIENT FOR ME TO CONTACT YOU? M
ADE OBC TO DEALER REQUESTED SM OR CRM LEFT MES
SAGE FOR S/M GARY HOOKS TO RECONTACT ME IN REGARDS TO CX CON
CERN LEFT MY NUMBER AND EXT 1 888 364 0916 EXT 3081 A
DVISED CX THAT UNABLE TO REACH DEALER WILL LOOK INTO ISSUE A
ND RECONTACT INFERENCE CASE ID: 5408

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: NWWYTER NATALIE WYTER
ACTION DATA/COMMENTS:

14.46.46 CAC ADVISED: ATTEMPTED TO RECONTACT DLR CONSTANT BUSY
SIGNAL 5 ATTEMPTS MADE UNABLE TO REACH DEALER
..... MADE OBC TO CX INFORMED CX UNABLE TO RE
ACH DEALERINFORMED CX THAT IW ILL ATTEMPT TO RECONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0544640872
REGION: 21 ATLANTA	ZONE: C3	OPENED: 04/18/2002
VIN: 1FMYU03121KF56288	ENGINE: 1 VEH TYPE: T	CLOSED: 04/18/2002

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2002/04/18
 14.46.46 T BY END OF BUSSINESS DAY APOLOGIZED

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: NWyNTER NATALIE WYNTER
 ACTION DATA/COMMENTS:

15.48.46 CAC ADVISED:ATTEMPTED TO RECONTACT DLR AT CX REQUEST
 ... MADE OBC TO DEALER CONSTANT BUSY SIGNAL POSSIBL
 E PHONE LINE PROBLEMS IN THIS AREA
 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: NWyNTER NATALIE WYNTER
 ACTION DATA/COMMENTS:

16.30.32 CUSTOMER SAYS:NONE PER CUSTOMER, DEALER SAYS: -NON
 E CAC ADVISED: MADE OBC TO GARY HOOKS S/M R
 ETURNING HIS V/M LEFT VIA MY RKT I LEFT V/M FOR GARY H
 OOKS S/M REQUESTING HE RECONTACT CX OR MYSELF MA
 D E OBC TO CX ... ADVSIED CX UNABLE TO REACH DEALER ADVISE
 D CX THAT I WILL RESEARCH ISSUE FURTHER TOMORROW AND RECONPA
 CT THERE AFTER ... CX REQUESTING LOANER VEHICLE WHEN VEHIC
 LE IS IN AT DEALER CX SEEKING TO HAVE ISSUE RESOLVED

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: NWyNTER NATALIE WYNTER
 ACTION DATA/COMMENTS:

2002/04/19
 10.54.51 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
 ... LOW COUNTRY DEALER CAC ADVISED: DEALER HAD CO
 NTRACTED ME VIA MY MACHINE AND LEFT MESSAGE FOR ME ADVISING M
 E THAT THEY HAVE ONLY WORKED ON VEHICLE ONCE AND THAT THEY R
 ECOMMEND THAT VEHICLE BE BROUGHT BACK TO SELLING DEALER IF
 CX IS SEEKING REGIONAL ASSITANCE MADE O
 BC TO DEALER (LOW COUNTRY FORD) SPOKE WITH CHAD
 S/M .. HE ADVISED ME TO HAVE CX BRING VEHICLE INTO DEALER
 ON MONDAY APRIL 22ND AND DLR WILL ARRANGE LOANER FOR CX DLR
 WILL KEEP VEHICLE FOR 5 DAYS TO ATTEMPT TO DUPLICATE CONCERN
 ... CHAD ADVISED ME TO HAVE CX CONTACT HIM MADE O
 BC TO CX ... INFORMED CX OF THE ABOVE ADVISED CX TO KEEP I
 N CONTACT WITH CHAD AT LOW COUNTRY FORD ...APOLGIZED
 ADVISED CX THAT I WILL FOLLOW UP MID NEXT WEEK

CONSUMER AFFAIRS

06/18/2002 MNFAXPRG

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06/19/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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	INFORMATION ISSUE	CASE NBR: 0544640872
REGION: 21 ATLANTA	ZONE: C3	OPENED: 04/18/2002
VIN: 1FMYU03121KF56288	ENGINE: 1 VEH TYPE: T	CLOSED: 04/19/2002

=====

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - 'OTHER'

EM02-027 22029

DOCUMENT: ANALYST: G-HOOKS GARY HOOKS
ACTION DATA/COMMENTS:

2002/04/19

21.17.28 CLOSING THIS ISSUE, PER CSR CONVERSATION WITH LOWCOUNTRY FOR
D, CUSTOMER IS HAVING REPAIRS PERFORMED WITH THEM.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: RWYINTER NATALIE WYINTER
ACTION DATA/COMMENTS:

2002/04/24

11.14.44 CUSTOMER SAYS:NONE PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: MADE OBC TO CX ADVISED CX FOLLO
WING CONTACTLEFT V/M ADVISING CX THAT IF THER IS ANY TH
ING FURTHER THAT WE CAN DO FEEL FREE TO RECONTACT CRC

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 23 MEMPHIS	INFORMATION ISSUE	CASE NBR: 0554322401	
VIN: 1FMYU04LX1KBL2672	ZONE: A1	OPENED: 08/28/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 08/28/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	LITTLE ROCK	STATE:	AR	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	2800				
DEALER NAME:	FLETCHER-TATE FORD	SALES CODE:	F23207	P & A:	01480
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 711 - RCH - DEALER NEEDS INFORMATION/CRC WILL FOLLOW UP.

EP02-027 22638

DOCUMENT: ANALYST: MBELANGE MISTY BELANGER
ACTION DATA/COMMENTS:

2001/08/28
14.29.39

CUSTOMER SAYS: CUST WANTS TO GET A HOLD OF THE REG REP TO
LOOK AT HIS VEHICLE CUST WANTS TO KNOW WHAT OTHER AVENUES D
OES HE HAVE BECAUSE THE DEALER THAT HE DEALES WITH CANNOT SE
EM TO FIND THE CONCERN. (STALLING WHILE DRIVING) PER CUSTOM
ER, DEALER SAYS: NONE CAC ADVISED: -WE WERE UNABLE TO RE
ACH YOUR DEALERSHIP. - WE WILL RECONTACT YOUR DEALERSHIP AN
D RECONTACT YOU WITH MORE INFORMATION - PLEASE PLACE CUSTOM
ER INTO YOUR FOLLOW UP LOG -MADE OBC TO DEALER AND THE SERV
ICE MGR IS NOT IN UNTILL TOMMOROW -WILL FOLLOW UP WITH CU
ST THEN INFERENCE CASE ID: 4765

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 53 KANSAS CITY INFORMATION ISSUE CASE NBR: 0569761081
ZONE: D1 OPENED: 08/21/2001
VIN: 1FMCU041X1KA73382 ENGINE: 1 VEH TYPE: T CLOSED: 08/21/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: JEFFERSON CITY STATE: MO ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1000
DEALER NAME: MIKE KEHOE FORD, IN SALES CODE: F53358 P & A: 08038
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: EMAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKETHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/08/21

14.27.56 BERNADE STOVESAND, CSM, KANSAS CITY
ATTN: MIKE KEHOE

ORIGIN: DEALER - DEALER COMMUNICATION: EMAIL
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: V-KREMER VIRGIL KREMER

ERN2-627 22831

ACTION DATA/COMMENTS:

2001/09/26

13.49.46 FORD MOTOR OFFERED OWNER APPRECIATION CERTIFICATE TO CUSTOMER, THEY ACCEPTED AND TRADED VEHICLES AT MIKE KEHOE FORD INC CLOSING BY VIRGIL KREMER 9/26/01

 ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION; EMAIL
 ACTION: OAC002 - CHANGE OWNER APPRECIATION CERTIFICATION AMOUNT
 DOCUMENT: ANALYST: P-TREMONT PAT TREMONTI
 ACTION DATA/COMMENTS:

2001/10/10

09.04.14 AMOUNT CHANGED FROM 2500 PER BERNADETTE STOVESAND CSM

 ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION; EMAIL
 ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
 DOCUMENT: ANALYST: KEITHS CHRISTIN KEITH
 ACTION DATA/COMMENTS:

2001/11/08

13.43.15

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 0573482551
VIN: 1FMCU04161KB13716	ZONE: D2	OPENED: 09/12/2001
	ENGINE: 1	CLOSED: 09/12/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS:	[REDACTED]	[REDACTED]
CITY:	PICKENS	STATE: SC
HOME PHONE:	[REDACTED]	ZIP: [REDACTED]
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	4000	
DEALER NAME:	NORRIS FORD	SALES CODE: F21264
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN	P & A: 01082
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP	

 ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION; PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: SROYAL SUZETTE ROYAL
 ACTION DATA/COMMENTS:

2001/09/12

20.05.15 CUSTOMER SAYS: -VEH STALLED ONCE ON HWY -WANT TO LET FORD KNOW THAT THIS HAD HAPPENED -VEH HAS NO OTHER CONCERNS AT THIS TIME PER CUSTOMER, DEALER SAYS: -NO PROBLEM FOUND C AC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS S (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 10 SDR	INFORMATION ISSUE	CASE NBR: 0574963101	
VIN: 1FMYU03151KB22107	ZONE: KL	OPENED: 04/23/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 04/23/2002

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	BLOOMFIELD	STATE:	IN	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	22000				
DEALER NAME:	SULLIVAN FORD INC	SALES CODE:	F47605	F & A:	02788
REASON CODE:	1147 DEALER SAYS WARRANTY COVERAGE				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: NDIRICO NANCY DI RICO
ACTION DATA/COMMENTS:

2002/04/23

11.33.32 CUSTOMER SAYS: -THIRD TIME THE VEH DIED -THIS SAME CONCERN HAS OCCURRED MANY MANY TIMES -WOULD LIKE THIS RESOLVED--REPAIRED OR BUY BACK PER CUSTOMER, DEALER SAYS: LINTON FORD IS WHERE THE VEH IS AT NOW FOR SERVICE CAC ADVISED: - I HAVE REVIEWED YOUR PROFILE ON OUR SYSTEM AND DETERMINED THAT YOU PRESENTLY HAVE A WARRANTY/ESP THAT MAY PROVIDE COVERAGE FOR THIS REPAIR. - PLEASE CONTACT THE SM/CRM AT YOUR LOCAL F/L/M DEALERSHIP FOR REVIEW -VEH IS AT LINTON FORD --RR0 UTE 3 P.O. BOX 1219 -LINTON, INDIANA -47441 (812) 847-5000 -WAS UNABLE TO SEND THIS INFO TO THIS DLR AS THEY ARE NOT LISTED IN THE SYSTEM OR ON LINE -SULLIVAN FORD IS THIS DLRS SISTER DLR TO WHICH THIS CONTACT WAS SENT TO -ADV CX THAT IT IS FORD'S GOAL TO REPAIR THE VEH -VEH IS WITHIN BUMPER TO BUMPER -NO PSA/CSP ON THE VEH -IF THE CONCERN CAN NOT BE RESOLVED THEN FURTHER OPTIONS SHOULD BE ADDRESSED TO THE DLR INFERENCE CASE ID: 5416

ENC-027 22833

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 16 PHILADELPHIA	INFORMATION ISSUE	CASE NBR: 0607462831
VIN: 1PMC04171KF08603	ZONE: C1	OPENED: 10/11/2001
	ENGINE: 1	CLOSED: 10/11/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	BORDENTOWN	STATE:	NJ	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	7490				
DEALER NAME:	TOWN FORD, INC.	SALES CODE:	F16217	P & A:	01076
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: RHANLEY ROBERT HANLEY
 ACTION DATA/COMMENTS:

2001/10/11

22.04.12 CUSTOMER SAYS: CUST SAYS HE HAS CHECKED THE NHTSA WEB SITE AND NOW BELIEVES THE DOCUMENTED STALLING PROBLEM IS PCM RELAY THAT SUPPLIES POWER TO THE COMPUTER. HE FOUND 20 OTHER BULLETINS ON THE NHTSA WEB SITE. CUST HAS WORKED IN SRVC OF A FORD DLRSH MOST RECENTLY AT TOWN FORD, NJ. & IS A MECHANIC HE SAYS. CUST SAYS HE WAS LAID OFF A FEW YEARS AGO. CUST SAYS STALLING OCCURED TODAY ABOUT 4 TIMES AT THE SAME SPOT. CUST HAS BEEN DEALING WITH TOWN FORD ON THIS ISSUE. CUST WAS CHARGED 2.2 HRS LAB OR FOR DIAGNOSIS AND HAD TO WAIT 5 HOURS FOR VEH TO BE RELEASED TO HIM. CUST HAS AN AFTER MARKET EXHAUST SYSTEM THAT DLR SAID NULLIFIED HIS WARRANTY. CUST SAYS HE PLANS TO GO TO CAPITOL CITY FORD, NJ NEXT WEEK SINCE TOWN HAS NOT BEEN ABLE TO FIX PROBLEM IN 2 VISITS. PER CUSTOMER, DEALER SAYS: NOT CONTACTED DUE TO TIME OF DAY CAC ADVISED: - CRM/SERV MGR UNAVAILABLE - FORWARDED INFORMATION TO CRM/SERV MGR - REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 1546

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0629542421
REGION: 21 ATLANTA	ZONE: B1	OPENED: 08/30/2001
VIN: 1FMYU04111KD91283	ENGINE: 1 VEH TYPE: T	CLOSED: 08/30/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	CEDARTOWN	STATE:	GA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	20350			
DEALER NAME:	CEDARTOWN FORD MERC SALES CODE: F21575	P & A:	08289	
REASON CODE:	0445 DEALERSHIP ~ REPAIR PROCEDURE			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 121 - SUPPORT DEALER'S POSITION; EXPLAIN REPAIR PROCEDURES
 DOCUMENT: ANALYST: TSTEWART TIERA STEWART
 ACTION DATA/COMMENTS:

2001/08/30
 17.05.42

CUSTOMER SAYS: - CST WANTS TO MAKE A COMPLAINT AGAINST KIM BLE FORD - PURCHASED VEH AT THIS DLR LAST YEAR - VEH HAS B EBN AT DLR SEVERAL TIMES BECAUSE IT STALLS - DLR UNABLE TO DUPLICATE CONCERN - CST WANTS TO KNOW IF CAN GET DLR TO TAKE VEH BACK BECAUSE IS AFRAID SHE IS GOING TO GET INTO AN ACCIDENT - HASNT S/W DLR ABOUT GETTING THEM TO TAKE VEH BACK - VEH IS CURRENTLY AT RESIDENCE - THE LAST TIME VEH WAS AT THE DLR WAS FOR STALLING AND CHECK ENGINE LIGHT KEPT COMING ON - HAS BEEN AT DLR 5 TIMES FOR VARIOUS CONCERNS - CST WANTS OUT OF THIS VEH - HASNT TAKEN VEH TO DLR AS YET AND THEY ARE NOT AWARE OF HER CONCERN PER CUSTOMER, DEALER SAYS:
 - NONE CAC ADVISED: - DEALERS ARE IN THE BEST POSITION TO DETERMINE HOW YOUR VEHICLE IS REPAIRED AND ALWAYS FOLLOW FORD GUIDELINES - WE SUPPORT THE DEALER'S DECISION INFERENCE CASE ID: 4739

CONSUMER AFFAIRS

06/18/2002 NMPAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0629542421
REGION: 21 ATLANTA	ZONE: B1	OPENED: 09/18/2001
VIN: 1FMYU04111KD91283	ENGINE: 1 VEH TYPE: T	CLOSED: 09/18/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			

ERG2-027 22836

CITY: CEDARTOWN STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 3000
DEALER NAME: CEDARTOWN FORD MERC SALES CODE: F21575 P & A: 08289
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: C-KEITH4 CHRISTINA KEITH
ACTION DATA/COMMENTS:

2001/09/18
12.26.21 FRED MYRICK, CSM, SDR; ATTN: JIM LEWIS

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: CA0016 - CORRECTION OF INFORMATION IN PREVIOUS ACTION
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/09/19
09.15.45 CORRECT ODOMETER READING IS 20374 MILES

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/09/28
15.46.45

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: INFORMATION ISSUE CASE NBR: 0652783470
ZONE: OPENED: 09/17/2001
VIN: 1FMYU02121KE74479 ENGINE: 1 VEH TYPE: T CLOSED: 09/17/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PELHAM STATE: NH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 12000
DEALER NAME: SALES CODE: P & A:
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACT38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP

ER02-027 22036

DOCUMENT: ANALYST: NMORNIX NKEM MORNIX
ACTION DATA/COMMENTS:

2001/09/17

17.57.14 CUSTOMER SAYS: -VEH STALL'S/ACCELERATING -WAS REPAIR 3T
INES -DLRSHIP COULDN'T FIND THE PROBLEM -DLRSHIP OFFER A
NEW VEH... BUT CUST WOULD HAVE TO PAY ABOUT \$5000 -THE 4TI
ME DLRSHIP STATED THEY COULDN'T DO ANY THING BOUT IT -DLRSH
IF WOULDN'T GIVE CUST RECEIPT... PER CUSTOMER, DEALER SAYS:
COULDN'T FINE THE PROBLEM -WOULD REPLACE VEH FOR A DIFF
ERENCE OF \$5000 - CAC ADVISED: - CRC UNABLE TO REACH DEAL
ER - CRC WILL RE-CONTACT DEALER NEXT BUSINESS DAY TO DISCUS
S ISSUE - FOLLOW UP WITH CUSTOMER INFERENCE CASE ID: 4909

ORIGIN: CACM10 - CRC- PRIORITY GROUP COMMUNICATION: MAIL
ACTION: 10 - EXEC REF CONCUR WITH DEALERSHIP
DOCUMENT: ANALYST: LCURRIE LISA CURRIE
ACTION DATA/COMMENTS:

2001/09/18

09.28.27 CUSTOMER SAYS: *-*-*-* PRIORITY CONTACT EXECUTIVE OFFIC
ES *-*-*-* - WOULD LIKE THE PHONE NUMBER FOR THE REGIONA
L REP. - VEH STALLS WHEN GOING IN REVERSE, PARKING ETC.
- VEH HAS STALLED ON THE DLRSH - VEH HAS BEEN TAKEN
TO THE DLRSH S X FOR REPAIRS PER CUSTOMER, DEALER SAYS:
GENOGE SKAPERDAS ; SALES MNGR OBC TO
GLADSTONE FORD INC = SPOKE TO S/M JOE SPIVEY WHO EXPLAINE
D THAT DLRSH IS UNABLE TO IDENTIFY THE CONCERN - HAVE C
ONTACTED TECH HOTLINE AND THE FSE - HAVE DRIVEN THE VEH
FOR A TOTAL OF 100 MILES VEH HAS STALLED ONCE -
THAT OCCURED WHEN THE VEH WAS SHIFPED FROM REVERSE TO DRIVE
AND BACK IN AN ELAGERATED MANOR = UNDER NORMAL DRIVING C
ONDITIONS THIS DOES NOT OCCUR - TEST DROVE THE VEH WITH
THE CX DRIVING AND WE WERE NOT ABLE TO GET IT TO STALL.
- ZONE MNGR HAS BEEN CONTACTED AND CX WAS OFFERED AN OAC TOW

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 0652783470
REGION: ZONE: OPENED: 09/17/2001
VIN: 1FMYU02121KE74479 ENGINE: 1 VEH TYPE: T CLOSED: 09/18/2001
=====

2001/09/18

09.28.27 ARDS A NEW VEH..... CX WOULD HAVE HAD TO PAY \$5,000.00
= CX DID NOT ACCEPT THIS OFFER. CAC ADVISED: = ADVISED CX
THAT THE REGIONAL REP HAS MADE HER AN OFFER OF TRADE ASSIST
ANCE ON A VEH CX WOULD HAVE TO CONTRIBUTE \$5,000.00 TOWARD
S THE BUY OUT. = ADVISED CX THAT A CONTACT NUMBER FOR TH
E REGIONAL REP. WOULD NOT BE PROVIDED.

ENR2-027 22637

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT:

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0652783470
REGION: 11 BOSTON	ZONE: E1	OPENED: 10/16/2001
VIN: 1FMYU02121KK74479	ENGINE: 1 VEH TYPE: T	CLOSED: 10/16/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	MI:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]					
ADDRESS:	[REDACTED]					
CITY:	FELHAM	STATE:	NH	ZIP:	[REDACTED]	
HOME PHONE:	[REDACTED]					
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X4			
MILEAGE:	10000					
DEALER NAME:	GLADSTONE FORD INC	SALES CODE:	F11659	F & A:	08830	
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY					
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP					

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 613 - CB-SUPPORT DEALERSHIP'S/REGION'S POSITION
DOCUMENT: ANALYST: TREID TESHIA REID

ACTION DATA/COMMENTS:

2001/10/16

10.49.22

CUSTOMER SAYS: -VEH CURRENTLY AT THE DLRSHIP FOR ALMOST CN
E MONTH -VEH STALLS WHILE DRIVING AND DLRSHIP IS UNABLE TO
REPAIR THE VEH -RECEIVED A LETTER FROM FORD 10/09/2001 ST
ATING BECAUSE THE VEH CANNOT BE REPAIRED FORD WILL BE REPLAC
ING THE VEH -LETTER HAS TO BE RETURNED IN 10 DAYS -PROVI
DED ALL THE INFORMATION TO S/M SECRETARY MEG LONGUA ON SUN
DAY WHO GAVE IT TO THE MANAGER -CONTACTED THE S/M ON MONDAY
-S/M GEORGE DOES NOT SEEM HE WANTS TO DO ANYTHING PER C
USTOMER, DEALER SAYS: -GEORGE STATED HE DOES NOT KNOW ANYT
HING ABOUT THE LETTER AND THE SECRETARY DID NOT PROVIDE ANY
INFORMATION TO HIM CAC ADVISED: - INFORMATION DOCUMENTE
D - FORD SUPPORTS DLR/REGION DECISION ++++++OBC T
O DLR+++++ -SPOKE WITH KENNETH FACUNAS CEM W
HO STATED THEY WERE WAITING ON A PACKAGE FROM FORD -THEY H
AVE RECEIVED THE PACKAGE AND SOMEONE WILL BE CONTACTING THE
CUST 10/16/2001 -IS AWARE OF THE TIME CUST HAS TO RESPOND

2002-027 22038

-ADVISED THE CUST SOMEONE FROM THE DLRSHIP WILL BE CONTACTI
NG HIM TODAY INFERENCE CASE ID: 1539

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 56 DENVER	INFORMATION ISSUE	CASE NBR: 0689623021	
VIN: 1FMYU02B71KA20849	ZONE: C1	OPENED: 12/19/2001	
	ENGINE: B	VEH TYPE: T	CLOSED: 12/19/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	ALBUQUERQUE	STATE:	NM	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X4		
MILEAGE:	4798				
DEALER NAME:	RICHARDSON FORD SAL	SALES CODE:	F56301	P & A:	20307
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/12/19
12.28.28 MICHAEL BARBER, CSM, DENVER
ATTN: WAYNE COOK

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/12/27
13.45.13

ENG2-827 22618

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 74 SEATTLE	INFORMATION ISSUE	CASE NBR: 0735522850
VIN: 1FMYU041K1KD92688	ZONE: C1	OPENED: 04/02/2001
	ENGINE: 1	CLOSED: 04/02/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	PORTLAND	STATE:	OR	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	4995			
DEALER NAME:	THOMASON FORD OF BE	SALES CODE:	F74017	P & A: 08729
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

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ORIGIN: CAC138 - DS CONCERN CASE BASE COMMUNICATION: EMAIL
 ACTION: 711 - BCH - DEALER NEEDS INFORMATION/CRC WILL FOLLOW UP.
 DOCUMENT: ANALYST: NDIRICO NANCY DI RICO
 ACTION DATA/COMMENTS:

2001/04/02
 15.45.22 CUSTOMER SAYS: -HAVE EXPERIENCED A BRIEF STALL SENSATION TWICE IN THE PAST WEEK - LOOKED AT THE RPM GAUGE AND VERIFIED THAT THE RPM'S DROPPED FROM 3000+ TO <1000 AND WILDLY FLUCTUATED FOR THE NEXT 5-10 SECONDS. THIS CONFIRMED THAT THERE WAS AS A STALL. TWO DIFFERENT TANKS OF GAS PURCHASED AT TWO DIFFERENT STATIONS. TRAVELLING ABOUT 30 MILES PER HOUR AND ACCELERATING DURING BOTH EVENTS. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: -CONGRATULATIONS ON THE RECENT PURCHASE OF YOUR NEW FORD ESCAPE -WE HAVE DOCUMENTED YOUR INFO AND FORWARDED IT TO THE DEALERSHIP -DANBROW BEAVERTON FORD FOR FURTHER REVIEW -OBC TO DLR AND ADVISED OF CUST CONCERN - WE WILL STAY IN CONTACT WITH THE DEALERSHIP AND CONTACT YOU BACK WITH A RESOLUTION - PLACE CUSTOMER IN YOUR FOLLOW UP LOGS -THE SM IS DANIEL FULLER AT: (503) 644 - 1131 -FOLLOW UP 04/06/01 INFERENCE CASE ID: 5322

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 1314631062	
VIN: 1FMYU03121KA51934	ZONE: M1	OPENED: 04/16/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 04/16/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: HOLBROOK	STATE: MA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 21000		
DEALER NAME: BOB THOMAS FORD INC	SALES CODE: F13200	P & A: 03691
REASON CODE: 2051 WARRANTY - RENTAL/LOANER COVERAGE		
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP		

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: YLATTY YVONNE LATTY
ACTION DATA/COMMENTS:

2002/04/16
10.59.14

CUSTOMER SAYS: -THE VEH HAS A STALLING PROBLEM -VEH IS GETTING TOWED TO THE BOB THOMAS FORD -NEED TO GET A LOANER WHILE VEH IS AT DLR GETTING REPAIR PER CUSTOMER, DEALER SAYS: NONE -OBC BOB THOMAS FORD -ED LIEBEL, SERV ADVISOR -SPOKE WITH CUST DAUGHTER (ANNA) AND TOLD HER A LOANER IS PROVIDED IF THE REPAIR IS COVERED UNDER WARRANTY -THINKS SHE ALREADY GOTTEN A RENTAL CAC ADVISED: - I HAVE SPOKEN WITH YOUR DEALERSHIP AND THEY HAVE CONFIRMED THAT A LOANER/RENTAL IS A PROVISION OF YOUR CURRENT COVERAGE. - PLEASE CONTACT ED LIEBEL, SERV ADVISOR OR THE SERV MGR DIARRICO SERV/MGR TO ARRANGE FOR A LOANER/RENTAL VEHICLE. INFERENCE CASE ID: 5387

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 1348590942	
VIN: 1FMYU03171KA69085	ZONE: C1	OPENED: 04/04/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 04/04/2002

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		

ER02-027 22041

CITY: DACULA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 14038
DEALER NAME: TEAM FORD SALES CODE: F21003 P & A: 00482
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

2002/04/04
09.40.59 OSCAR ROSIGNON CSM ATLANTA
ATTN MIKE ZABARAC

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: M-ZABARA TEAM FORD OF ATLANTA
ACTION DATA/COMMENTS:

2002/04/10
17.31.14 THIS PERSON WAS OFFERED A OAC AND HAS PURCHASED A NEW FORD V
EHICLE CUSTOMER IS PLEASED WITH THIS DECISION. MIKE
ZABARAC SERVICE DIRECTOR

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKREITHS CHRISTIN REITH
ACTION DATA/COMMENTS:

2002/04/11
14.39.29

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
05/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 1371752281
REGION: 16 PHILADELPHIA ZONE: F1 OPENED: 08/16/2001
VIN: 1FMYU04111KF09445 ENGINE: 1 VEH TYPE: T CLOSED: 08/16/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: LANCASTER STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 5900
DEALER NAME: KELLER BROS AUTO CO SALES CODE: F16509 P & A: 01311
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

ES02-027 22842

DOCUMENT: ANALYST: ABRYAN ANMORIE BRYAN
ACTION DATA/COMMENTS:

2001/08/16

09.57.19 CUSTOMER SAYS: -WHEN GOING DOWN HILL VEH SHUTS OFF-LOSES B
BRAKES STEERING -THIS HAS HAPPENED 6X THIS YEAR -VEH WAS I
N JUNE 4TH -DLR SAID ONLY REAR DEFROSTER HAD PROBLEM -VEH
WAS IN AUG 6TH FOR 4 DAYS -DLR SAID PROBLEM NOT DUPLICATE
D -AFRAID TO DRIVE VEH -LOVES VEH PER CUSTOMER, DEALER
SAYS: -NO PROBLEM FOUND CAC ADVISED: - INFORM WHY THE DE
ALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICA
TE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO
CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTI
CED INFERENCE CASE ID: 4462

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 322 - FIRESTONE TIRE -- US INQUIRY
DOCUMENT: ANALYST: ABRYAN ANMORIE BRYAN
ACTION DATA/COMMENTS:

CUSTOMER SAYS: -VEH HAS WILDERNESS AT TIRES ON VEH -WANT
S TO KNOW IF THEY SHOULD BE REPLACED PER CUSTOMER, DEALER
SAYS: NONE CAC ADVISED: -15,16 & 17 INCH WILDERNESS AT
TIRES ARE AUTHORIZED FOR REPLACEMENT BY FORD -CUST SHOULD
CONTACT DLR FOR FURTHER ASST

CONSUMER AFFAIRS

06/18/2002 MMFAKFRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 1377592701
REGION: 13 NEW YORK ZONE: A1 OPENED: 09/27/2001
VIN: 1PMYU04181KC21423 ENGINE: 1 VEH TYPR: T CLOSED: 09/27/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ROOSEVELT STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE ILT 4X4
MILEAGE: 2000
DEALER NAME: BURNS FORD INC SALES CODE: F13097 P & A: 03655
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: EPOX11 EVELYN FOX
ACTION DATA/COMMENTS:

2001/09/27

10.25.05 CUSTOMER SAYS: -THREE WEEKS AFTER PURCHASE VEH WENT DEAD
-VEH WAS TOWED TO DLRSHF =YESTERDAY THE VEH WENT DEAD AGAIN
-DLRSHF REMOVED THE REMOTE SYSTEM, , , HOWEVER THE SERV DEPT
LEFT ALL THE WIRES HANGING =I WOULD LIKE TO BE REIMBURSED
THE \$599 FOR THE OPTION PER CUSTOMER, DEALER SAYS: BURNS
FORD CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESO

ERR2-027 22043

LIVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID : 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

INFORMATION ISSUE

CASE NBR: 1396770442

REGION: 21 ATLANTA

ZONE: C1

OPENED: 02/13/2002

VIN: 1FMCU04111KB42704

ENGINE: 1

VEH TYPE: T

CLOSED: 02/13/2002

LAST NAME:

STATUS: CLOSED

TITLE:

FIRST NAME:

MI:

ADDRESS:

CITY:

ATLANTA

STATE:

GA

ZIP:

HOME PHONE:

MODEL YEAR:

2001

MODEL:

ESCAPE XLT 4X4

MILEAGE:

4476

DEALER NAME:

PEACHTREE FORD

SALES CODE:

F21018

P & A: 00374

REASON CODE:

2605 OAC - OTHER CONCERN/INQUIRY

SYMPTOMS:

607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN:

CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER

ACTION:

OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER

DOCUMENT:

ANALYST: CKETH5 CHRISTIN KEITH

ACTION DATA/COMMENTS:

2002/02/13

11.01.17 OSCAR ROSIGNON, CSM, ATLANTA

ATTN: BARRY ROCK

ORIGIN:

CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER

ACTION:

CA0001 - ADD ADDITIONAL SYMPTOM CODE

DOCUMENT:

ANALYST: CKETH5 CHRISTIN KEITH

ACTION DATA/COMMENTS:

11.02.09

ORIGIN:

FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER

ACTION:

DAC089 - TRANSFER ISSUE

DOCUMENT:

ANALYST: OROSIGNO ROSIGNON, OSCAR (O.)

ACTION DATA/COMMENTS:

21.07.41 OAC SHOULD BE ISSUED TO PEACHTREE FORD - SALES CODE 21018.

EP02-027 22844

CSM ENTERED SALES CODE FOR PEACH STATE FORD TRUCK SALES IN E
RROR. PLEASE CORRECT TO PEACHTREE FORD - SALES CODE 21018.

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

2002/02/20

08.20.50 NAME CHANGED TO MARY ELLEN PER OSCAR ROSSINON CSM

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 1396770442
VIN: 1FMCU04111KB42704	ZONE: C1	OPENED: 02/13/2002
	ENGINE: 1	VEH TYPE: T
		CLOSED: 02/21/2002

=====

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKEITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/02/21

15.15.45

5082-827 22046

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 24 ORLANDO	INFORMATION ISSUE	CASE NBR: 1399751241
VIN: 1FMYU03121KA16097	ZONE: A2	OPENED: 02/20/2002
	ENGINE: 1	CLOSED: 02/20/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	MIAMI	STATE:	FL	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	BSCAPE XLT 4X2		
MILEAGE:	12192				
DEALER NAME:	FORD OF CORAL GABLE	SALES CODE:	F24004	P & A:	03896
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: IPREBTAN ISFAM PREBTANI
 ACTION DATA/COMMENTS:

2002/02/20

11.01.02 CUSTOMER SAYS: CUST CALLING BACK ABOUT PREV ISSUE -CUST WANTS TO GET AN ANSWER PER CUSTOMER, DEALER SAYS: NONE CA C ADVISED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU - CONTACT CRM OR SERV MGR FOR ADDITIONAL INFORMATION - DOCUMENTED INFORMATION INFERENCE CASE ID: 1592

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 24 ORLANDO	INFORMATION ISSUE	CASE NBR: 1404492981
VIN: 1FMYU03101KAL6003	ZONE: B1	OPENED: 10/25/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 10/25/2001

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	MI:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]					
ADDRESS:	[REDACTED]					
CITY:	LARGO	STATE:	FL	ZIP:	[REDACTED]	
HOME PHONE:	[REDACTED]					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2			
MILEAGE:	7515					
DEALER NAME:	WALKER FORD COMPANY	SALES CODE:	F24202	P & A:	04947	
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY					
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP					

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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKEITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/10/25
11.14.09 MICHAEL VINGLIONE, CSM, ORLANDO
ATTN: DORSEY PETERMAN

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC022 - CUSTOMER PAID REPAIR MADE
DOCUMENT: ANALYST: D-PETERM D-PETERM
ACTION DATA/COMMENTS:

2001/10/27
12.38.34 CUST ACCEPT OAC MONEY ON 10-26-01 AND TOOK DELIVERY OF A NEW
2002 EXPLORER THANK JEFF UVA AND SALES DEPT.

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKEITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/11/09
16.38.45

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 44 PITTSBURGH	INFORMATION ISSUE	CASE NBR: 1415091132
VIN: 1FMYU04151KD97734	ZONE: C4	OPENED: 04/23/2002
	ENGINE: 1	VEH TYPE: T
		CLOSED: 04/23/2002

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	MI:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]					
ADDRESS:	[REDACTED]					

ESP2-027 22047

CITY: NORTH CANTON STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 12760
DEALER NAME: MILLINAX EAST INC SALES CODE: F44006 P & A: 02157
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/04/23
11.31.49 HARLYNN GOOLSBY, CSM, PITTSBURGH
ATTN: ANITA SIMKO
CERTIFICATE APPROVED BY RICHARD BOND, CSM
ISSUE OF CERTIFICATE AFTER OAC ELIMINATION DATE OF
APRIL 1, 2002 APPROVED BY BRIAN GWIZDZ, R. V. OP.
COORDINATOR

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC004 - OPEN OAC TO PREVIOUS OWNER
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

11.44.47

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

2002/04/26
17.11.06 DATE OF SALE DEVIATION APPROVED BY RICK BOND DOM

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/04/29
11.22.14

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 72 SAN FRANCISCO ZONE: B1 INFORMATION ISSUE CASE NBR: 1421050322
VIN: 1FMCU04101KB28261 ENGINE: 1 VEH TYPE: T OPENED: 02/01/2002
CLOSED: 02/01/2002

LAST NAME: STAFFORD STATUS: CLOSED
TITLE: MS FIRST NAME: ROSALINDA MI: D
ADDRESS: 383 MANDARIN DR APT 8
CITY: DALY CITY STATE: CA ZIP: 94015
HOME PHONE: 650-7581954
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11000
DEALER NAME: SERRAMONTE FORD, IN SALES CODE: F72024 P & A: 07737
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR, CONTACT CRM

ERG2-827 22048

DOCUMENT: ANALYST: STIMPERL SIMON TIMPERLEY
ACTION DATA/COMMENTS:

2002/02/01

11.41.12 CUSTOMER SAYS: .YESTERDAY CUST TOOK SON TO SCHOOL AND ON WAY HOME THE VEH STALLED OUT. .CUST HAS NOT YET CONTACTED HER DLR. .CUST WANTS TO KNOW IF THERE IS A RECALL ON THE VEH . .CUST STOPPED AT THE INTERSECTION AND THEN WHEN SHE WENT TO ACCELERATE THE VEH STALLED OUT ON HER. PER CUSTOMER, DEALER SAYS: .NONE. CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR - ADVISED CUST THAT THERE ARE NO FSA/CSP'S ON THE VEH. INPERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAI PRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 52 SOUTHWEST	INFORMATION ISSUE	CASE NBR: 1458231831
VIN: 1FMYU01B51KF62842	ZONE: A1	OPENED: 08/28/2001
	ENGINE: B	CLOSED: 08/28/2001
	VEH TYR: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	MANSFIELD	STATE:	TX	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLS 4X2		
MILEAGE:	19919				
DEALER NAME:	DON DAVIS FORD, INC	SALES CODE:	F52016	P & A:	02417
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/08/28

13.00.35 ANNA SALIH, CSM, SOUTHWEST
ATTN: MIKE ZORN

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAC052 - CUST. SAT. REBT. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: C-CRAIG1 CHRISTOPHER S. CRAIG

EM62-027 22049

ACTION DATA/COMMENTS:

2001/08/29
19.51.02

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: CAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: C-KEITHA CHRISTINA KEITH
ACTION DATA/COMMENTS:

2001/09/17
15.56.58

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 13 NEW YORK INFORMATION ISSUE CASE NBR: 1462830302
VIN: 1FMCU04151KF18143 ZONE: G1 OPENED: 01/30/2002
ENGINE: 1 VEH TYPE: T CLOSED: 01/30/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CALDWELL STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11000
DEALER NAME: LOGAN FORD OF PARSIPpany SALES CODE: P13453 P & A: 03607
REASON CODE: 2002 WARRANTY - COVERAGE INQUIRY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 698 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
DOCUMENT: ANALYST: LDARKO LAURIEANW DARKO
ACTION DATA/COMMENTS:

2002/01/30
12.50.46

CUSTOMER SAYS: -WHILE CUST IS DRIVING ALONG THE ROAD AT 35
MPH VEH LOSES POWER -VEH JUST SHOTS OFF WITH NO INDICATION
-CUST HAS NO POWER BRAKES ,NO POWER STEERING -DIFFICULT T
O TURN OR BRAKE THE VEH -CONCERNED DLR WON'T FIND THE PROBL
EM -CUST IS CONCERNED THAT THIS MAY BE A POST WARRANTY PROBL
EM -CUST IS AFRAID THAT THIS MAY CAUSE AN ACCIDENT -THE LA
ST TIME THIS HAPPENED WAS IN THE SUMMER -SEEMS TO BE AN INT
ERMITTANT PROBLEM -AS THE VEH AGES THE PROBLEMS BECOME REGU
LAR -DLR INSISTS THAT IT IS A STALLING PROBLEM -CUST TRIED
TO PUT THE VEH IN NEUTRAL AND START THE VEH -CUST HAD TO
PULL OVER TO RE-START THE VEH -CUST WANTS THE INFO KEPT ON
FILE PER CUSTOMER, DEALER SAYS: LOGAN FORD--STALL CAC
ADVISED: - POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR CONCERN.
- PLEASE TAKE YOUR VEHICLE TO THE F/L/M DEALERSHIP OF YOUR
CHOICE TO HAVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WA
RRANTY/ESP WILL BE APPLICABLE INFERENCE CASE ID: 5409

ERR2-827 22650

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 44 PITTSBURGH	INFORMATION ISSUE	CASE NBR: 1497853171
VIN: 1FMTU04151KA34477	ZONE: C2	OPENED: 02/07/2002
	ENGINE: 1	CLOSED: 02/07/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	STRONGSVILLE	STATE:	OH	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	11594				
DEALER NAME:	WILLIAMS MOTOR CO.,	SALES CODE:	F44130	P & A:	02173
REASON CODE:	2502 CI - BBB				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN: CAINIV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CI103 - CREATE CLOSED INFO
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2002/02/07

10.38.29 CI RECEIVED BBB/MI LETTER DATED 01/30/02 ON 02/07/02
CI CLOSING CASE: CUSTOMER STATES CONCERNS WITH VEHICLE
STALLING GOING DOWN A STEEP HILL. CUSTOMER HAS OPEN DSB
CASE.
CI SENT AGENCY CLOSING DSB LETTER FORD BOUND BY DECISION.
NO FURTHER ACTION PROPOSED.

ER02-027 22851

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 47 CINCINNATI	INFORMATION ISSUE	CASE NBR: 1501433031
VIN: 1FMCU041X1KB51885	ZONE: A1	OPENED: 10/30/2001
	ENGINE: 1	CLOSED: 10/30/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	CINCINNATI	STATE:	OH	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	870				
DEALER NAME:	BEECHMONT FORD INC	SALES CODE:	F47004	P & A:	02058
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
 ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
 DOCUMENT: ANALYST: C-KRITHA CHRISTINA KRITH
 ACTION DATA/COMMENTS:

2001/10/30
 13.54.14 JUDY MC LAUGHLIN, CSM, CINCINNATI; ATTN: MARK WILLIAMS

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
 ACTION: DAC022 - CUSTOMER PAID REPAIR MADE
 DOCUMENT: ANALYST: D-RISHER BEECHMONT FORD
 ACTION DATA/COMMENTS:

2001/11/05
 15.42.46 I USED THIS ACTION AND ACTION CATEGORY FOR A LACK OF BETTER
 ONES. CUSTOMER TRADED IN VEHICLE FOR EXPLORER. I PERSONALL
 Y DROVE THE ESCAPE FOR 500 MILES WITH NO PROBLEM FOUND. NON
 THE LESS, CUSTOMER IS NOW HAPPY.

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
 ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDREMED
 DOCUMENT: ANALYST: CKRITH5 CHRISTIN KRITH
 ACTION DATA/COMMENTS:

2001/11/08
 16.27.36

ER02-027 22852

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION:	INFORMATION ISSUE	CASE NBR:	1503533010
VIN: 1FMYU04131KE57672	ZONE: ENGINE: 1 VEH TYPE: T	OPENED:	11/07/2000
		CLOSED:	11/07/2000

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	CINCINNATI	STATE:	OH	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	1600				
DEALER NAME:		SALES COOR:	P & A:		
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN: CACT38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 608 - ADVISE CUST THAT INFORMATION WILL BE DOCUMENTED; THANK/APOLOGIZE
DOCUMENT: ANALYST: DBOOTHE DAVE BOOTHE
ACTION DATA/COMMENTS:

2000/11/07
17.19.59

CUSTOMER SAYS: SURVEY SENT CUST STATES -HAS A LOUD WHISTLE/HUM FROM THE TOP OF THE ROOF ; CUST UNSURE IF IT IIS THE MOONROOF OR THE LUGGAGE RACKS ; CUST FEELS VEH SHOULD BE INSULATED BETTER INSIDE ROOF TO CUT DOWN ON NOISE ---IBC---
-VEH STALLS WHEN ON AN INCLINE---0 RPM, THEN RED OIL LIGHT COMES ON -PROBLEM IS INTERMITTENT--IT HAS HAPPENED TWICE -
COULD BE BECAUSE OF FUEL LINE CONCERN -WILL SELL THE VEH IF FIX ISN'T FOUND PER CUSTOMER, DEALER SAYS: BOB TOWNSEND FORD, OH -NOTHING FOUND DURING DIAGNOSIS--COULD NOT DUPLICATE CONCERN -INSPECTED FUEL LINE--NOTHING FOUND CAC ADVISED ; - INFORMATION HAS BEEN FORWARDED TO APPROPRIATE DEPARTMENT - THANK YOU CUSTOMER FOR PROVIDING US THEIR FEEDBACK INFERENCE CASE ID: 4489

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 48 DETROIT	INFORMATION ISSUE	CASE NBR:	1524270081
VIN: 1FMYU04121KF85966	ZONE: C2	OPENED:	01/08/2001
	ENGINE: 1 VEH TYPE: T	CLOSED:	01/08/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				

ERR2-827 22653

CITY: STERLING HEIGHTS STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 96
DEALER NAME: JEROME-DUNCAN, INC. SALES CODE: F48048 P & A: 03025
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/01/08
14.33.47 TANYA KROLL, CSM, DETROIT
ATTN: CRYSTAL RAMSIER

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/01/16
15.14.08

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 24 ORLANDO INFORMATION ISSUE CASE NBR: 1524290322
ZONE: C1 OPENED: 03/26/2002
VIN: 1FMYU03141KC40245 ENGINE: 1 VEH TYPE: T CLOSED: 03/26/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LAKE WORTH STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 6336
DEALER NAME: AL PACKER FORD SALES CODE: F24218 P & A: 04870
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER

EM62-827 22854

DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

2002/03/26
13.45.48 RONNIE WADHAM CSM ORLANDO
ATTN RICK KLOTZ

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC065 - AWA P01 OFFER - ACCEPTED BY CUSTOMER
DOCUMENT: ANALYST: R-KLOTZ1
ACTION DATA/COMMENTS:

2002/03/27
15.32.58 THANK YOU FOR MY LAST OAC

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/04/10
12.23.18

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 1532291271
REGION: 10 SDR ZONE: C1 OPENED: 05/21/2001
VIN: 1FMYU04191KA73136 ENGINE: 1 VEH TYPE: T CLOSED: 05/21/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: COAL TOWNSHIP STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 2823
DEALER NAME: SYL WORKACZ FORD IN SALES CODE: F16574 P & A: 01340
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: RECCLEST ROBERT ECCLESTON
ACTION DATA/COMMENTS:

2001/05/21
09.40.46 CUSTOMER SAYS: CUST HAS A CONCERN WITH THE VEH SHUTS OFF A
ND THE VEH HAS BEEN TO HIS DEALER 3 TIMES AND THE DEALER HAS
UNABLE TO DUPLICATE THE PROBLEM. WHILE ACCELERATING THE VEH
WILL SHUT OFF. CUST PICKED UP THE VEH MAY 12 AND THE VEH
SHUT OFF ON MAY 14. NO WARNING LIGHTS ARE ILLUMINATED ON THE
DASH BOARD, NO ENGINE NOISE. CUST FEELS UNSAFE DRIVING THE

EP02-027 22065

VEH, BECAUSE THE VEH SHUT OFF WHILE ON A BUSY STREET AND THE VEH WAS ALMOST HIT IN THE REAR. PER CUSTOMER, DEALER SAYS : OBC TO TOM SER MGR @ WORHACZ FORD. - TECH HOTLINE CONTACTED FUEL PRESSURE IS WITHIN SPECIFICATIONS. - THE VEH NEVER SKIPPED, NEVER STALLED THE ZONE REP HAS BEEN CONTACTED THEY SAID NOT TO ATTEMPT A REPAIR BECAUSE CONCERN CANNOT BE DUPLICATED. NO SYMPTON CODES IN OASIS. NO SSM NO TSB DEALER TEST DROVE THE VEH FOR 40 MPH VEH DID NOT EXPERIENCE THE CONCERN. TOM SAID THE CUST SHOULD MAKE AN APPT WITH A SER TECH AND THE CUST DRIVE THE VEH AND THE TECH CAN OBSERVE THE CONCERN TO BETTER DETERMINE THE ISSUE. CAC ADVISED: - SUPPORT REPAIR PROCEDURE COMPLETED BY DEALER - OBC TO TOM SER MGR @ WORHACZ FORD. - TECH HOTLINE CONTACTED FUEL PRESSURE IS WITHIN SPECIFICATIONS. - THE VEH NEVER SKIPPED, NEVER STALLED THE ZONE REP HAS BEEN CONTACTED THEY SAID NOT TO ATTEMPT A REPAIR BECAUSE CONCERN CANNOT BE DUPLICATED. NO SYMPTON CODES IN OASIS. NO SSM NO TSB DEALER TEST DROVE THE VEH FOR 40 MPH VEH DID NOT EXPERIENCE THE CONCERN. TOM SAID THE CUST SHOULD MAKE AN APPT WITH A SER TECH AND THE CUST DRIVE THE VEH AND THE TECH CAN OBSERVE THE CONCERN TO BETTER DETERMINE THE ISSUE. - ASSURED CUST VEH SAFETY IS PRIORITY AT FORD MOTOR CO. - ADVISED CUST TAKING THE VEH TO ANOTHER FORD DLR WILL MAY NOT RELIEVE THE CONCERN BECAUSE THEY WILL NOT BE ABLE TO DUPLICATE THE CONCERN. - ADVISED CUST IT IS FORD GOAL TO REPAIR THE VEH. - ADVISED FORD CRC SUP WILL CONTACT WITH

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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	INFORMATION ISSUE	CASE NBR: 1532291271
REGION: 10 SDR	ZONE: C1	OPENED: 05/21/2001
VIN: 1FMYU04191KA73136	ENGINE: 1 VEH TYPE: T	CLOSED: 05/21/2001

=====

2001/05/21
09.40.46 N 24 HRS. INFERENCE CASE ID: 4906

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
 DOCUMENT: ANALYST: QDOUGLIN QUENTIN DOUGLIN
 ACTION DATA/COMMENTS:

2001/05/22
13.10.20

CUSTOMER SAYS: - CSR THAT HE SPOKE WITH YESYTERDAY STATED THAT STALLING PROBLEM WITH VEH IS BECAUSE OF THE WAY HE DRIVES AND THIS IS WHAT MADE HIM UPSET - CUST STATES VEH CUTS OFF ANYTIME OF DAY HOWEVER IT HAPPENS MOST OFTEN IN THE MORNING - ALSO WHEN VEH WENT TO DLRSHIP HE EXPECTED DLR TO KEEP VEH UNTIL UNTIL IT WAS FIXED HOWEVER VEH WAS GIVEN BACK AND NO PAPER WORK WAS WITH IT TO SHOW IF VEH WAS REPAIRED - CUST SAYS DLRSHIP HAS ALSO TOLD HIM TO TAKE VEH ELSEWHERE IF HE WANTS AND S/M TOLD HIS WIFE TO BRING BACK VEH NEXT MORNING EVEN THOUGH DLR WAS OPEN AND WIFEHAD KIDS WITH HER - CUST STATES THAT HE WAS GIVEN A DSB FORM BY DLR AND HE WILL USE IT IF NECESSARY - ALSO CUST WOULD LIKE TO BE COMPENSATED FOR THE INCONVENIENCE THIS HAS CAUSED BEACUSE HE HAS NOT BEEN DRIVING VEH PER CUSTOMER, DEALER SAYS: CAN NOT DUPLICATE CONCERN HOWEVER SCHEDULE AN APPOINTMENT CAC ADVISED: ***** SUPERVISOR OBC (QUENTIN D. EXT.2037) ***** - OBC TO CUSTOMER ON (MAY.22/01@ 12:49 PM) - RESOLUTION IS: ADVISED CUSTOMER THAT OUR GOAL IS TO PROPERLY REPAIR VEH AND SUGGEST THAT HE WORKS WITH DLR THAT HAS BEEN SERVICING VEH; ADVISED CUST THAT FMC DOES NOT REIMBURSE FOR LOSS OR DOWNTIME OF VEH; ADVISED CUST CONTACT S/A TO SCHEDULE APPT. TO ADDRESS CONCERNS BEFORE ESCALATING TO DSB ROUTE -OBC TO DLRSHIP SPOKE W/ TOM S/M AND ADVISED HIM OF CUSTOMER CONCERN AND ADVISED HIM THAT I ADVISED CUST TO MAKE ANOTHER APPT. TO ATTEMPT TOP RESOLVE

ER82-827 22056

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== INFORMATION ISSUE CASE NBR: 1535872421
REGION: 47 CINCINNATI ZONE: A1 OPENED: 08/30/2001
VIN: 1FMYU04131KA45087 ENGINE: 1 VEH TYPE: T CLOSED: 08/30/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CINCINNATI STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 6067
DEALER NAME: MONTGOMERY FORD SALES CODE: F47006 P & A: 06339
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/08/30
14.53.07 JUDY MC LAUGHLIN, CSM, CINCINNATI
ATTN: MARK WILLIAMS

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: OAC004 - OPEN OAC TO PREVIOUS OWNER
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

14.54.03

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC103 - UNABLE TO CONTACT CUSTOMER - INCORRECT CUSTOMER INFORMATION
DOCUMENT: ANALYST: K-KNAUB1 KATHY KNAUSS
ACTION DATA/COMMENTS:

2001/09/07
09.32.25 WE DONT KNOW ANYTHING ABOUT THIS PLEASE REVIEW

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/11/07
17.20.08

EA02-027 22857

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 1577493500
VIN: 1PMYU03111K17823	ZONE: B1	OPENED: 04/17/2002
	ENGINE: 1	CLOSED: 04/17/2002
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	ATLANTA	STATE:	GA	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	14800			
DEALER NAME:	TEAM FORD OF MARIET SALES CODE: F21005	P & A:	00243	
REASON CODE:	2002 WARRANTY - COVERAGE INQUIRY			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 698 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
 DOCUMENT: ANALYST: NDIRICO NANCY DI RICO
 ACTION DATA/COMMENTS:

2002/04/17

09.14.52

VLC067/CUSTOMER SAYS: -VEH STALLS INTERMITTENTLY UPON ACCE
 LERATION -VEH HAS BEEN AT THE DLR MANY TIMES -I HAVE MY VE
 H NOW AND AM WAITING FOR MY APPT FOR THE PSE ON APRIL 30,200
 2 -WANTS VEH REPLACED AND WAS TOLD THAT FORD WILL NOT TAKE
 THE VEH BACK -REQ VEH WILL BOUGHT BACK FROM FORD PER CUSTO
 MER, DEALER SAYS: -TEAM FORD OF MARIETTA HAS SERVICED THE
 VEH -PSE WILL BE COMING IN ON THE 30TH OF APRIL TO LOOK INT
 O THE ISSUE CAC ADVISED: - POSSIBLE WARRANTY/ESP COVERAGE
 FOR YOUR CONCERN. - PLEASE TAKE YOUR VEHICLE TO THE F/L/M D
 BALERSHIP OF YOUR CHOICE TO HAVE THE VEHICLE INSPECTED TO DE
 TERMINE IF ANY WARRANTY/ESP WILL BE APPLICABLE -ADV CX THAT
 IT IS FORD'S GOAL TO REPAIR THE VEH FIRST AND RESOLVE THE
 CONCERN -ADV CX THAT THE DLR HAS TAKEN THE NECESSARY STEPS
 TO GET THE PSE INVOLVED TO GO TO THE DLR TO INSPECT THE VEH
 -WE RECOMMEND YOU WORK WITH THE DLR AS THEY ARE WORKING WI
 TH YOU TO RESOLVE THIS CONCERN -IF THE CONCERN CAN NOT BE R
 ESOLVED, THEN FURTHER OPTIONS SHOULD BE DISCUSSED WITH THE D
 LR -CONCERN HAS BEEN DOC IN YOUR FILE AND FORWARDED TO THE
 DLR INFERENCE CASE ID: 5409

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 41 CHICAGO	INFORMATION ISSUE	CASE NBR: 1654833150	
VIN: 1FMYU04111KB76088	ZONE: E3	OPENED: 10/11/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 10/11/2001

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LAST NAME:		FIRST NAME:		STATUS: CLOSED	
TITLE:		MI:			
ADDRESS:					
CITY:	DE PERE	STATE:	WI	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	17680				
DEALER NAME:	VAN BOXTEL FORD, IN SALES CODE: P41104		P & A:	06197	
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: C-KEITHA CHRISTINA KEITH
ACTION DATA/COMMENTS:

2001/10/11
17.18.06 DEREK DOBERSTEIN, CSM, CHICAGO; ATTN: DENNIS CARVER; CERTIF
ICATE APPROVED BY (CROSETTGE), DOM

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: DAC022 - CUSTOMER PAID REPAIR MADE
DOCUMENT: ANALYST: K-KAVANZ VAN BOXTEL FORD
ACTION DATA/COMMENTS:

2001/10/15
11.40.54 CSM IS ISSUING OAC

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKEITHS CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/11/08
13.47.35

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 1658790672	
VIN: 1PMYU04121KB12133	ZONE: E1	OPENED: 03/08/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 03/08/2002

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

ERS2-827 2288

CITY: PLAINFIELD STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 17000
DEALER NAME: MALOUP FORD, INC. SALES CODE: F13055 P & A: 20527
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACTI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: JBURKE JILL BURKE
ACTION DATA/COMMENTS:

2002/03/08

18.13.34 CUSTOMER SAYS: -HAVING A CONCERN WITH THE VEH SHUTTING OFF
WHILE CUST IS DRIVING -HAS AN APPT FOR MAR 13/02 -VEH HAS
ALREADY BEEN LOOKED AT THREE TIMES -THE VEH HAS SHUT OFF T
HREE TIMES THE CONCERN IS INTERMITTENT -THE VEH WILL SHUT O
FF WHEN THE VEH IS GOING 40MPH AND UNDER -SEEKING TO KNOW I
F THE DLR CAN NOT DIAGNOSIS THE CONCERN ON WED WHAT THE NEXT
STEPS ARE -SEEKING VEH REPAIR PER CUSTOMER, DEALER SAYS:
-TOLD CUST THEY COULD NOT FIND ANYTHING WRONG WITH THE VEH
CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALER
SHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD
ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THE
Y CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABL
E TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONF
ACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 13 NEW YORK INFORMATION ISSUE CASE NBR: 1661770992
ZONE: B1 OPENED: 04/17/2002
VIN: 1FMYU04121KF16677 ENGINE: 1 VEH TYPE: T CLOSED: 04/17/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BROOKLYN STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 26000
DEALER NAME: PREMIER FORD INC SALES CODE: F13011 P & A: 03635
REASON CODE: 2025 WARRANTY - DENY WARRANTY COVERAGE
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACTI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 436 - SUPPORT DEALER'S POSITION; REFER TO W&P MANUAL

EP02-027 22008

DOCUMENT: ANALYST: SCABA SUSAN CARACUNGAN
ACTION DATA/COMMENTS:

2002/04/17
11.52.03

VLC073TCUSTOMER SAYS: - VEH BROKE DOWN, VEH QUIT WHILE DRIVING AT ALL ENGINE TEMPERATURE - VEH WAS TOWED TO THE DLR SHP AND DLR SHP GOT THE FSE TO LOOK AT THE ENGINE = CUST STATED THAT DLR SHP DID NOT ASKED THEM ANY QUESTIONS, THEY JUST DECIDED THAT VEH WAS NOT MAINTAINED PROPERLY AND WAS TOLD TO PICK UP THE VEH OTHERWISE THEY WILL BE CHARGED STORAGE FEE = CUST WOULD LIKE THE NUMBER FOR THE LEGAL DEPT PER CUSTOMER, DEALER SAYS: = DLR SHP TOLD CUST THAT FORD INSPECT OR IT WAS NOT PROPERLY MAINTAINED AND TO PICK UP THE VEH CAC ADVISED: - DEALERSHIP HAS DETERMINED THE VEHICLE WAS NOT MAINTAINED PROPERLY OR MISUSED - FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR INFERENCE CASE ID: 4471

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 16 PHILADELPHIA INFORMATION ISSUE CASE NBR: 1686233200
VIN: 1FMYU04181KE83443 ZONE: B1 OPENED: 10/29/2001
ENGINE: 1 VEH TYPE: T CLOSED: 10/29/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HAVERTOWN STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11000
DEALER NAME: KERRY PACIFIC'S AR SALES CODE: F16033 P & A: 01201
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: SPRESCOT SUSAN PRESCOTT
ACTION DATA/COMMENTS:

2001/10/29
08.42.06

CUSTOMER SAYS: -AS PER EMAIL: -CUST STATES THAT HERS VEHICLE HAS STALLED TWICE IN THE MIDDLE OF THE ROAD. -SHE HAS TAKEN HER VEHICLE INTO THE DLR SHP FOR SERVICE AND THEY WERE UNABLE TO DUPLICATE THE STALLING CONCERN. -DLR SHP ALSO TOLD CUST THAT THERE HAS BEEN NO OTHER COMPLAINTS OF THIS NATURE. -SHE WOULD LIKE TO KNOW HOW TO GET HER VEHICLE REPAIRED IF

EQ82-827 22001

IT HAPPENS AGAIN. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	ZONE: D3	ENGINE: 1	VEH TYPE: T	INFORMATION ISSUE	CASE NBR: 1701433301
VIN: 1FMYU041B1KB50529					OPENED: 02/01/2002
					CLOSED: 02/01/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	GRANITE FALLS	STATE:	NC	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	12634				
DEALER NAME:	ARMSTRONG FORD INC	SALES CODE:	F21211	F & A:	01046
REASON CODE:	2501 CI - ATTORNEY GENERAL				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL

ACTION: CI103 - CREATE CLOSED INFO

DOCUMENT: ANALYST: AROBERSO ANNE ROBERTS

ACTION DATA/COMMENTS:

2002/02/01

08.20.08

***AGENCY LETTER DATED 01/28/02 ***CI RECEIVED 01/31/02 **
***CUSTOMER STATES: VEHICLE IS UNSAFE TO DRIVE AND NO ONE FROM FORD'S HAS CONTACTED HIM.
***CUSTOMER SEEKS: REPLACEMENT VEHICLE
***CI SENDING CLOSING LETTER TO AG OFFICE ADVISING OF ACTION OUTCOME/RESOLUTION OF ISSUE. ***LETTER ADVISING AGENCY: CUSTOMER HAS OPTED FOR REVIEW BY DSB.
NO FURTHER ACTION PROPOSED

ENG2-827 22862

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	INFORMATION ISSUE	CASE NBR: 1701433301	
VIN: 1FXYU04181KB50529	ZONE: D3	OPENED: 03/27/2002	
	ENGINE: 1	VEH TYPE: T	CLOSED: 03/27/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	GRANITE FALLS	STATE:	NC	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	14810				
DEALER NAME:	ARMSTRONG FORD INC	SALES CODE:	F21211	P & A:	01046
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION; MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/03/27
14.51.45 DAVID REITEN, CSM, ATLANTA
ATTN: TERRY MOORE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION; MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
DOCUMENT: ANALYST: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/04/22
16.37.20

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 1721431632
VIN: 1FMYU04111KC22235	ZONE: H1	OPNED: 06/12/2002
	ENGINE: 1	VEH TYPE: T
		CLOSED:

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: OPEN
TITLE:	[REDACTED]	MI:		
ADDRESS:	[REDACTED]			
CITY:	FISHTELL	STATE:	NY	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	16000			
DEALER NAME:	POUGHKEEPSIE FORD I	SALES CODE:	F13537	P & A: 03624
REASON CODE:	30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: PGRIZZLE PAMELA GRIZZLE
ACTION DATA/COMMENTS:

2002/06/12
19.45.02 VLC069UCUSTOMER SAYS: -CUST HAD VEH IN THREE TIMES AT POU
HKEEPSIE FORD FOR CONCERN AND THIS WILL BE THE FOURTH -CUR
RENT CONCERN - WHEN COMING TO A COMPLETE STOP AND PRESSING T
HE GAS THE VEH STALLS OUT / OR HESTITATES AND TAKES A COUPLE
OF MINUTES TO ACCELERATE - -I HAVE MADE AN APPOINTMENT TO
TAKE THE VEH IN FOR DIAGNOSIS AT FREEDOM FORD -I DO INTEN
D ON FILING FOR NEW YORK LEMON LAW - I JUST WANT THIS RESOLV
ED OR TO GET INTO ANOTHER VEH OR FLOW THROUGH WITH ARBITRAT
ION -CUST SEEKING REPAIR PER CUSTOMER, DEALER SAYS: -N
ONE CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THI
S SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDER
ATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. -OBC TO DL
R - CLOSED - CSR WILL F/U WITH DLR AND CUSTOMER AT 6PMET AT
CUSTOMER'S HOME NUMBER INFERENCE CASE ID: 5406

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 10 SDR	INFORMATION ISSUE	CASE NBR: 1750470182	
VIN: 1FMUU01B61KE00474	ZONE: R1	OPENED: 02/25/2002	
	ENGINE: B	VEH TYPE: T	CLOSED: 02/25/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME: GENEVIE	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	
ADDRESS:	[REDACTED]		
CITY: BLYTHE	STATE: CA	ZIP: [REDACTED]	
HOME PHONE:	[REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLS 4X2		
MILEAGE: 9046			
DEALER NAME: BLYTHE FORD CENTER	SALES CODE: F71417	P & A: 00423	
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY			
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 468 - ADVISE CUST THAT THEY WILL RECEIVE INFO FROM DSB IN THE MAIL
DOCUMENT: ANALYST: MAPELL1 MARY APEL
ACTION DATA/COMMENTS:

2002/02/25

14.04.53 CUSTOMER SAYS: -SCARED TO DRIVE THIS VEH. BEEN TO THE DLR
NUMEROUS TIME BUT AND DLR HAD ATTEMPTED THREE DIFFERENT OF
REPAIR BUT THE CONCERN STILL PRESENT. -ALREADY MAILED THE
DSB APPLICATION. -REQUESTING FORD TO REPLACE ANOTHER VEH.
PER CUSTOMER, DEALER SAYS: CAC ADVISED: - DEALERSHIP I
S IN THE BEST POSITION TO ASSIST YOU - DSB IS REVIEWING INF
ORMATION , WILL CONTACT YOU BY MAIL INFERENCE CASE ID: 15
63

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	INFORMATION ISSUE	CASE NBR: 1793973301	
VIN: 1FMCU04101KA45123	ZONE: A1	OPENED: 11/27/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 11/27/2001

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LAST NAME:	[REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	
ADDRESS:	[REDACTED]		

EP02-827 22885

CITY: FLUSHING STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 8000
DEALER NAME: PHILBOR MOTORS, INC SALES CODE: F13079 P & A: 03684
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: YSAMU11 YANIQUE SAMUELS
ACTION DATA/COMMENTS:

2001/11/27
12.41.01

CUSTOMER SAYS: -CUST VEH KEEPS STALLING OUT -THE SECOND OR THIRD TIME HE BOUGHT THE VEH TO THE DLR -THE DLR FOUND NOTHING THE FIRST TIME AND THE SECOND TIME THE DLR STILL FOUND NOTHING -ALL THREE STALLS HAVE BEEN IN THE SAME PLACE BUT THEY ARE SPREAD APART IN TIMES -CUST WANTS FORD TO BE NOTIFIED ABOUT THIS STALLING PROBLEM PER CUSTOMER, DEALER SAYS: CANNOT DUPLICATE CONCERN; CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED **CAC**OBC TO DLR - SPOKE WITH PETER WHITECOMB WHO ADVISED THAT HE WILL BE RUNNING ANOTHER OASIS TO SEE IF THERE IS ANY NEW INFORMATION AS PER BCH NO FIX JOB AID; PETER WILL BE CONTACTING CUST TO DISCUSS IN FURTHER DETAIL; INFER NCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 10 SDR CONCERN ISSUE CASH NBR: 0389400161
ZONE: L2 OPENED: 02/02/2001
VIN: 1FMYU04171KD99727 ENGINE: 1 VEH TYPE: T CLOSED: 02/02/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: E
ADDRESS: [REDACTED]
CITY: HUNTINGTON STATE: IN ZIP: 46750
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1524
DEALER NAME: TRIER FORD LINCOLN SALES CODE: F48667 P & A: 04644
REASON CODE: 1012 PARTS - BACKORDER DELAY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 685 - ADVISE CUSTOMER CAC WILL INVESTIGATE - REFER TO RESEARCH

EP02-027 22865

DOCUMENT: ANALYST: CHALLEN CHARMAINE ALLEN
ACTION DATA/COMMENTS:

2001/02/02
15.54.47

CUSTOMER SAYS: CUST HAS HAD VEH IN THE DLRSHIP FOR THE PAST TWO WEEKS - CUST SAYS THAT THE VEH IS IN THE DLRSHIP FOR S TALLING CONCERNS - CUST WAS ADVISED THAT THERE IS A SHORTAGE ON THE CRANK SENSOR - CUST WOULD LIKE TO KNOW WHAT THE PART STATUS IS ON PART PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - INFORM CUSTOMER WE WILL RESEARCH ISSUE FURTHER - CRC WILL RECONTACT CUSTOMER WITH UPDATE - OBC DLRSHIP SPOKE WITH BRENT S/M SAYS THAT THIS PART IS A D99 NATIONAL BACK ORDER - THIS INFO IS NOT IN RCH SITE *****
** PART INFO ***** - PART NUMBER AND NAME 19726C315-AA/ CRANK POSITION SENSOR - ORDER NUMBER P21726 - ORDER DATE JAN 26/2001 - DLRSHIP P&A CODE 04644 *****
***** * NOTE TO NEXT CSR CUST HUNG UP PLEASE ADVISED CUST OF BELOW INFO - A MESSAGE WAS LEFT WITH CUST SECRETARY BUT JUST RELY THIS INFO IF HE DOES CALL IN - ADVISED CUST THAT THE PART IS ON NATIONAL BACK ORDER AND THE DLRSHIP AND RESEARCH DEPT WILL KEEP IN CONTACT WITH CUST IN REGARDS TO PART AVAILIBLTY - ADVISED CUST TO STAY IN CONTACT WITH DLRSHIP HIS CONTACT PERSON IS BRENT S/M INFERENCE CASE ID: 4898

ORIGIN: CACM04 - MANUAL - RESEARCH CSR COMMUNICATION: PHONE
ACTION: 402 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: NPARKERJ NATASHA JAMES PARKER
ACTION DATA/COMMENTS:

2001/02/06

17.39.33 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D:

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 10 SDR	CONCERN ISSUE	CASE NBR: 0389400161
VIN: 1FMYU04171KD99727	ZONE: L2	OPENED: 02/02/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 02/07/2001

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ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: P48667 TRIER FORD LINCO
ACTION DATA/COMMENTS:

2001/02/07

08.30.32 PART ORDERED 1-26-01, PART RECEIVED 2-6-01, TRUCK REPAIRED ON 2-6-01, DRIVING TO RECHECK. CALLED CUSTOMER ON 2-7-01.

DOCUMENT: ANALYST: F48667 TRIER FORD LINCO
ACTION DATA/COMMENTS:

2001/01/17
10.55.03 CALLED CUSTOMER AND MADE APT. FOR 01-17-01.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 10 SDR	CONCERN ISSUE	CASE NBR: 0389400161
VIN: 1FHYU04171KD99727	ZONE: L2	OPENED: 01/16/2001
	ENGINE: 1	CLOSED: 01/16/2001
	VEH TYPE: T	

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LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	HUNTINGTON	STATE:	IN	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4x4		
MILEAGE:	1297				
DEALER NAME:	TRIER FORD LINCOLN	SALES CODE:	F48667	P & A:	04644
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: VCLARKR1 VANESSA CLARKE
ACTION DATA/COMMENTS:

2001/01/16

10.20.44 CUSTOMER SAYS: - MY NEW ESCAPE PERIODICALLY STALLS AFTER A BRIEF IDLE - TODAY (1/12/01) WAS THE FOURTH TIME THIS HAS HAPPENED TO ME - I TRIED TO RESTART IT IMMEDIATELY AFTER IT DIED BUT HAD NO SUCCESS. WAITED 5 MINUTES AND TRIED AGAIN AND IT DID START - I NOTED THAT JUST BEFORE EACH INCIDENT, THE IDLE WAS NEAR OR BELOW THE MARK ON THE TACHOMETER. PER CUSTOMER, DEALER SAYS: DEALER REPORTED AN IGNITION CODE BUT COULD NOT DUPLICATE CONDITION. - DEALER SAID THAT THE IDLE COULD NOT BE INCREASED. CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR. INQUIRIES OF A TECHNICAL NATURE ARE GENERALLY REFERRED TO OUR DEALERSHIPS. OUR DEALERSHIPS' STAFF ARE HIGHLY TRAINED EXPERTS WITH A FOCUS ON FORD AND LINCOLN MERCURY PRODUCTS. IN THE RARE CASE WHERE A STAFF MEMBER OF ANY DEALERSHIP IS UNABLE TO ANSWER A TECHNICAL QUESTION REGARDING ONE OF OUR PRODUCTS, THERE ARE RESOURCES AVAILABLE EXCLUSIVELY TO THEM DIRECTLY FROM FORD MOTOR COMPANY, WHERE ANSWERS MAY BE OBTAINED.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: EMAIL
ACTION: 224 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
DOCUMENT: ANALYST: VCLARKR1 VANESSA CLARKE
ACTION DATA/COMMENTS:

13.52.10 CUSTOMER SAYS: MY PREFERRED DEALER IS TRIER FORD, COLUMBIA CITY IN. IT'S ONLY 20 MILES VERSUS 75 TO TIPTON. WOULD YOU
E982-027 22009

U MIND CHANGING YOUR MESSAGE TO TRIER'S? THANKS PER CUST
OMER, DEALER SAYS: NONE CAC ADVISED: ADVISED CUSTOMER IN
FO WILL BE SENT TO TRIER FORD ON HIS BEHALF

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 10 SDR	CONCERN ISSUE	CASE NBR: 0389400161	
VIN: 1FMYU04171KD99727	ZONE: L2	OPENED: 01/16/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 01/17/2001

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ORIGIN: DEALER - DEALER COMMUNICATION: EMAIL
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F48667 TRIER FORD LINCO
ACTION DATA/COMMENTS:

2001/01/17
10.56.05

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

EA02-027 22078

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE
REGION: 16 PHILADELPHIA ZONE: B1 CASE NBR: 0430003211
VIN: 1FMCU04101KC57083 ENGINE: 1 VEH TYPE: T OPENED: 11/17/2001
CLOSED: 11/17/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: KING OF PRUSSIA STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1398
DEALER NAME: FORD OF THE MAIN LI SALES CODE: F16030 P & A: 03967
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RWILLIAM ROJANNA WILLIAMS
ACTION DATA/COMMENTS:

2001/11/17
11.56.59 CUSTOMER SAYS: *THE CAR STALLS OUT AT ACCELERATION AND AT
IDLE -I DO NOT WANT THE VEHICLE ANYMORE -I HAVE BROUGHT
IT TO THE DLR ONCE AND I AM BRINGING IT IN ON MONDAY PER CU
STOMER, DEALER SAYS: MAINE LINE FORD CAC ADVISED: - WE R
ECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP -
INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM
/SERV MGR -A COPY WILL BE SENT TO OUR ENGINEERS FOR THEM TO
IMPROVE THE PRODUCT INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: J-LANZAR FORD MAIN LINE
ACTION DATA/COMMENTS:

2001/12/06
10.16.50 CUSTOMER STATES VEHICLE STALLED 2 TIMES IN 1200 MILES. UNABL
E TO VERIFY, DRIVEN BY OUR DEALERSHIP APPROX 250 MILES WITH
VDR INSTALLED AND HAVE NOT DUPLICATED CONCERN. CUSTOMER REFU
SES TO DRIVE VEHICLE. AWAITING DECISION FROM DOM AS TO HOW F
ORD WOULD LIKE TO PROCEED.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 199 - VEHICLE INFORMATION
DOCUMENT: ANALYST: NPAUL NORMAN PAUL
ACTION DATA/COMMENTS:

2001/12/10
17.08.42 CUSTOMER SAYS: I WAS TOLD THIS IS JIM MCCRAYS & IS HE THER
E - I WOULD LIKE TO KNOW IF THE NOTES IN THE FILE SAY ANYTH
ING ABOUT YOU PAYING FOR A LOANER VEH PER CUSTOMER, DEALER
SAYS: NONE CAC ADVISED: ADVISED CUST AFTER DOM GIVES DLR

CONSUMER AFFAIRS

06/18/2002 MMFAKFRG

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE
REGION: 16 PHILADELPHIA ZONE: B1 CASE NBR: 0430003211
VIN: 1FMCU04101KC57083 ENGINE: 1 VEH TYPE: T OPENED: 11/17/2001
CLOSED: 12/10/2001

2001/12/10
17.08.42 A ANSWER GIVE US BACK A CALL TO SEE IF A REIMBURSTMENT WOUL
D BE AN OPTION ER62-027 22871

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-LANZAR FORD MAIN LINE
ACTION DATA/COMMENTS:

2001/12/14
10.39.51 VEHICLE DRIVEN OVER 230 MILES. NEVER VERIFIED CONDITION. FORD
ENGINEERING FAXED OVER REPAIR PROCEDURE. PERFORMED REPAIR
PROCEDURE. CONTACTED CUSTOMER TO INFORM THEM THE VEHICLE IS
COMPLETE. I BELIEVE CUSTOMER HAS DECIDED TO TRADE VEHICLE
FOR NEW EXPLORER

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: 8485RM RITA MURPHY
ACTION DATA/COMMENTS:

2001/12/26
19.38.18 UPLOADED REQUEST FOR \$3000 OAC FOR CUSTOMER SATISFACTION.
STALLING CONCERNS. RITA MURPHY

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 10 SDR CONCERN ISSUE CASE NBR: 0509042261
VIN: 1FMYU04151KC41595 ZONE: F1 OPENED: 08/14/2001
ENGINE: 1 VEH TYPE: T CLOSED: 08/14/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SPRUCE PINE STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 499
DEALER NAME: CATALANO FORD SALES CODE: F21670 P & A: 03754
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

EM82-827 22872

DOCUMENT: ANALYST: JJAMES1 JENINVE JAMES
ACTION DATA/COMMENTS:

2001/08/14

14.00.06 CUSTOMER SAYS: -CUST STATES THAT THE VEH STALLED YESTERDAY (ACCELERATION) -CUST STATES THAT SHE TOOK THE VEH BACK TO THE DLRSHF -CUST STATES THAT THE DLRSHF WAS RUDE AND GAVE HER THE RUNAROUND -CUST STATES THAT REP MADE HER FEEL LIKE SHE DID DONT KNOW WHAT SHE WAS TAKING ABOUT -CUST WOULD LIKE TO FILE A COMPLAINT AGAINST THE DLRSHF -CUST WOULD LIKE TO KNOW IF SHE CAN TAKE HER VEH TO ANOTHER DLRSHF PER CUSTOMER, DEALER SAYS: ***** CATALANO FOR D ***** -DLRSHF STATED THAT THERE IS NOTHING WRONG WITH IT -DLRSHF STATED THAT NO ONE IS AVAILABLE TO PUT THE VEH ON THE DIAGNOSTIC MACHINE TO GET A ACCURATE READING OF THE CONCERN CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4905

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC073 - VEHICLE OPERATING CHARACTERISTIC - REPAIR NOT ATTEMPTED
DOCUMENT: ANALYST: BWallace BRIAN WALLACE
ACTION DATA/COMMENTS:

2001/08/29

10.15.47 PER JACK IN SERVICE..NOTHING WRONG WITH VEHICLE..OPERATING AS DESIGNED BWallace CSM

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

===== CONCERN ISSUE CASE NBR: 0525201941
REGION: 71 CALIFORNIA ZONE: G2 OPENED: 10/08/2001
VIN: 1FMYU04151KE57530 ENGINE: 1 VEH TYPE: T CLOSED: 10/08/2001
=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: CHANDLER STATE: AZ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 17000
DEALER NAME: EARNHARDT FORD SALE SALES CODE: F71176 P & A: 20313
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SROYAL SUZETTE ROYAL
ACTION DATA/COMMENTS:

2001/10/08

18.36.58 CUSTOMER SAYS: -VEH HAS BEEN IN THE DEALERSHIP FOR 28 DAYS -FUEL LINE HAD TO BE REPLACED BECAUSE VEH WAS STALLING -TIRE ON VEH WAS FAULTY AND IT TOOK VEH 10 DAYS TO REPLACE -WOULD LIKE TO KNOW ABOUT THE LEMON LAW -WOULD LIKE TO GET OUT OF THIS VEH AND INTO SOMETHING DIFFERENT NOT HAPPY WITH THE ESCAPE PER CUSTOMER, DEALER SAYS: VEH IS READY F

EP02-027 22873

OR PICK UP TODAY CAC ADVISED: - WE RECOMMEND THE REPAIR
BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE
CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: A-CARNOC ANNIE CARROCCIO
ACTION DATA/COMMENTS:

2001/10/09
17.51.52

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 11 BOSTON CONCERN ISSUE CASE NBR: 0582781162
ZONE: A1 OPENED: 04/26/2002
VIN: 1FMCU04171KA98448 ENGINE: 1 VEH TYPE: T CLOSED: 04/26/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOPKINTON STATE: MA ZIP: [REDACTED]
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 15000
DEALER NAME: FRAMINGHAM FORD SALES CODE: F11065 F & A: 08926
REASON CODE: 2203 SPECIAL LIAISON - EXECUTIVE REFERRAL
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CASL - CONSUMER AFFAIRS - SPECIAL LIAISON COMMUNICATION: MAIL
ACTION: SL402 - DECISION - SL CONCURS WITH DEALERSHIP
DOCUMENT: ANALYST: LSUBER1 LORI SUBER
ACTION DATA/COMMENTS:

2002/04/26
16.10.12

CUSTOMER SAYS: **EXEC REF**D. ROSS**4/17/02**CUST'S DAUGHTER'S VEH STALLED WHILE GOING DOWNHILL. ALL POWER CEASED TO FUNCTION & SHE WAS UNABLE TO STEER OR BRAKE. CUST SAYS LUCKILY SHE WAS ABLE TO GLIDE TO A STOP, PLACE THE VEH IN PARK & RESTART VEH. CUST WAS ON THE INTERNET & NOTICED 80 SIMILAR COMPLAINTS. CUST IS TAKING VEH TO DLR BUT WANTED TO INFORM FMC OF CONCERN BECAUSE IT IS A SAFETY ISSUE. PER CUSTOMER, DEALER SAYS: CAC ADVISED: **SL CONTACTED CUST TO DISCUSS CONCERN & APOLOGIZE FOR HIS DAUGHTER'S EXPERIENCE. CUST INFORMED SL THAT VEH HAD BEEN REPAIRED & HADN'T EXHIBITED CONCERN SINCE. SL NOTED THAT DLR HAD CONSULTED THE TECH HOTLINE. DLR WAS INFORMED THAT SSM #15589 TO RECALIBRATE THE PCM. SL THANKED CUST FOR WRITING & ADVISED HIS CONCERN WOULD BE DOCUMENTED.

ES02-827 22874

EPB2-027 22075

CONSUMER AFFAIRS

06/18/2002 MMFAIFRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 53 KANSAS CITY	CONCERN ISSUE	CASE NBR: 0586062551	
VIN: 1FMCU04101KH70817	ZONE: B1	OPENED: 09/27/2001	
	ENGINE: 1	VEH TYPE: T	CLOSED: 09/27/2001

=====

LAST NAME: [REDACTED] STATUS: CLOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: OMAHA STATE: NE ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 2410

DEALER NAME: WOODHOUSE FORD, INC SALES CODE: F53507 P & A: 03423

REASON CODE: 30RA PROD/COMP DOR/PERF - REGIONAL ASSISTANCE

SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT

ACTION: 492 - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM

DOCUMENT: ANALYST: JWATKINS JANELLE WATKINS

ACTION DATA/COMMENTS:

2001/09/27

20.15.01 CUSTOMER SAYS: -CUST STATES THAT THE VEH STALLED AGAIN-- D
LR CAME AND PICKED UP THE VEH - VEH STALLED ON A BUSY RESIDE
NTIAL STREET THIS MORNING, THE HEADLIGHTS WERE ON AND SO WAS
THE RADIO-- CUST WOULD LIKE SOMEONE FROM THE FORD COMPANY T
O CALL THE DLR AND SHE WOULD ALSO LIKE A CALL FROM THE FORD
HEAD OFFICE AND NOT CUSTOMER SERVICE-- SHE FEELS THAT FORD I
S TAKING HER SAFETY TOO LIGHTLY PER CUSTOMER, DEALER SAYS:
-OBC TO DLR--CRM SCOTT HENMAN IS NOT IN-- LM FOR HIM TO
CALL ME BACK-- CAC ADVISED: - FORWARDED INFORMATION TO CR
M/SERV MGR WITH COPY TO REGIONAL OFFICE - REQUESTED CRM/SER
V MGR CONTACT CSR WITHIN 2 BUSINESS DAYS-- INFERENCE CASE ID
: 1595

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT

ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY

DOCUMENT: ANALYST: C-RIEGE CHAD RIEGE

ACTION DATA/COMMENTS:

2001/10/02

12.46.20 WE PICKED UP SANDRA'S VEHICLE ON 09.28.01. AFTER REVIEWING
PREVIOUS REPAIRS TICKETS, TSB'S AND SSM'S, THE HOT LINE WAS U
SED, WE TOOK A LEAD ON A POSSIBLE ETAC RELAY. WHEN TESTED IT
FAILED IMMEDIETLY. WE REPAced THAT RELAY, WE BELIEVE THE VE
HICLE IS REPAIRED AT THIS TIME. CLOSED BY CHAD RIEGE SVC. M
GR.

EP02-027 22876

ENG2-827 22877

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 71 CALIFORNIA	CONCERN ISSUE	CASE NBR: 0663880112
VIN: 1FMYU03101KC41487	ZONE: A1	OPENED: 01/16/2002
	ENGINE: 1	VEH TYPE: T
		CLOSED: 01/16/2002

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	SIMI VALLEY	STATE:	CA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2		
MILEAGE:	3190				
DEALER NAME:	SIMI VALLEY FORD	SALES CODE:	F71447	P & A:	07022
REASON CODE:	1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
 DOCUMENT: ANALYST: JTAYLOR JULLIAN TAYLOR
 ACTION DATA/COMMENTS:

2002/01/16

12.18.58 CUSTOMER SAYS: =JAN 12 - THE VEH WAS TOWED IN - PROBLEM WITH THE SENSOR - THE VEH WAS DYING OUT =CALLED CRC AND GOT A RENTAL VEH =RETURNED THE VEH RENTAL ON MONDAY JAN 14 =THE VEH WAS TOWED BACK TO THE YESTERDAY =WOULD LIKE TO GET LOANER VEH PER CUSTOMER, DEALER SAYS: =BAD SENSOR HAVE TO GET THE PART =CANT GET A RENTAL - DID NOT PURCHASE AN RSP
 CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? =OBC TO DLR SPOKE WITH CRM - NATE =DONT KNOW WHAT IS WRONG WITH THE VEH IT WAS JUST TOWED IN THIS MORNING =THE VEH HAS NOT BEEN DIAGNOSED AS YET =GOING TO HAVE 4-5 HOURS BEFORE WE COULD LOOK AT THE VEH =ADVISED CUST THAT I WILL BE IN CONTACT BY 4:30 EST INFERENCE CASE ID: 5388

ORIGIN: CAC002 - MANUAL - PHONE CSR COMMUNICATION: VISIT
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: JTAYLOR JULLIAN TAYLOR
 ACTION DATA/COMMENTS:

16.03.10 CUSTOMER SAYS: =FOLLOW UP AS PER HISTORICAL PER CUSTOMER, DEALER SAYS: =NONE CAC ADVISED: =OBC TO DLR =SPOKE WITH AMANDA IN SERVICE =WANT TO SEE IF THE VEH HAS BEEN DIAGNOSED =GETTING WORKED ON RIGHT NOW =LEFT MESSAGE FOR BOB (SERVICE ADVISOR TO CALL) =PROVIDED 888 # AND EXT 2144

OUR DEALERSHIP IN THE NEAR FUTURE. -WE ARE TRACKING THIS IS
SUE FOR THE ESCAPE ENGINEERING TEAM. -PLEASE DETAIL QASIS W
ITH SPECIFIC REPAIR INFORMATION AT YOUR EARLIEST CONVENIENCE
. -IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CONTACT ME
AT 1-888-933-4223 EXT 3520 (FOR DEALERSHIP USE ONLY). -THAN
K YOU IN ADVANCE FOR YOUR ASSISTANCE.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC102 - ICCD-CUSTOMER DOES NOT WISH TO ADDRESS CONCERN AT THIS TIME
DOCUMENT: ANALYST: F53556 MCHULLEN FORD
ACTION DATA/COMMENTS:

2000/10/24

09.55.56 CUSTOMER STATED THAT THIS WAS NOT A CONCERN AT THIS TIME

CONSUMER AFFAIRS

06/18/2002 MMFAXFRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 24 ORLANDO CONCERN ISSUE CASE NBR: 1368033541
ZONE: A2 OPENED: 01/18/2002
VIN: 1FMYU03111KF63197 ENGINE: 1 VEH TYPE: T CLOSED: 01/18/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MIAMI STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 15000
DEALER NAME: WORLD FORD/KENDALL SALES CODE: F24005 P & A: 04920
REASON CODE: 3017 PROD/COMP DOR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 775 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: KALLEN1 KSIROB ALLEN
ACTION DATA/COMMENTS:

2002/01/18

14.28.05

CUSTOMER SAYS: -CALLED DLSHP AND SPOKE TO SERVICE REP -W
OULD LIKE TO SPEAK DIRECTLY TO THE FACTORY SERVICE REP --RE
NOTE DOES NOT WORK PROPERLY APPROACHING FROM THE REAR OF TH
E VEH -INTERMITTENTLY OCCURE WHEN IN A PARKING LOT WITH OT
HER WITH VEH -DOES NOT HAPPEN WHEN THERE IS NO OTHER VEH
AROUND -VEH IDLES TOO LOW AND IN TRAFFIC STALLS -IS DEMO
RESTARTED MAINLY WHEN THE BRAKE IS APPLIED IMMEDIATELY AFTER
ACCELERATING -PINGING NOISE BETWEEN 4000 -4500 RPM WHEN A
ACCELERATING ----- CUST SAYS NO CHANGE TO SITUATION -DLSR
HP SAYS HAS NEW FIX THAT WOULD ADDRESS 1 CONCERN -HAS BEEN
WAITING TO SPEAK TO FACTORY SERVICE REP-AND WOULD LIKE TO SE
T UP THIS MEETING PER CUSTOMER, DEALER SAYS: -HAS NEW F
IX THAT WOULD ADDRESS ONE CONCERN CAC ADVISED: - FORD ENGI
NEERING HAS IDENTIFIED A POSSIBLE REPAIR PROCEDURE WE HAVE C
ONTACTED YOUR DEALERSHIP AND THEY ARE WILLING TO SCHEDULE AN
APPOINTMENT WITH YOU TO ATTEMPT THE POSSIBLE REPAIR PROCEDU

ER82-827 22862

RE. - PLEASE STAY IN CONTACT WITH YOUR DEALERSHIP =====
===== -OBC TO WORLD FORD/KENDALL AND SPOKE TO KEN-S/M WHO
INFORMED ME THAT THERE IS A NEW FIX FOR THE VEH THAT WOULD
ADDRESS VEH STALLING AND MAY CORRECT PINGING -KEN ADVISED M
E THAT BECAUSE THERE IS A NEW FIX DLRSH WILL PERFORM FIX AN
D NOT ESCALATE TO FACTORY SERVICE REP-THIS IS PROCEDURE -K
EN ADVISED ME THAT DLRSH WILL ADDRESS OTHER VEH CONCERNS WI
TH CUST ===== INFORMED CUST OF ABOVE ===== CUST NOW REQU
ESTING LOANER VEH -CUST SAYS CAN BE REACHED AT DAY =====
OBC TO WORLD FORD/KENDAL AND S/M KEN WAS NOT AVAILABE -LEF
T MESSAGE WITH CUST REQUEST AND WILL EXPECT CALL FROM KEN -
WILL CONTACT CUST BY 6PM TODAY INFERENCE CASE ID: 5614

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 24 ORLANDO	CONCERN ISSUE	CASE NBR: 1368033541
VIN: 1FMYU03111KF63197	ZONE: A2	OPENED: 01/18/2002
	ENGINE: 1	CLOSED: 01/18/2002
	VEH TYPE: T	

=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: KALLEN1 KEIRON ALLEN
ACTION DATA/COMMENTS:

2002/01/18

19.01.19

CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -OBC TO WORLD FORD/KENDALL-(305) 234-2660 - A
ND SPOKE TO KEN-S/M -KEN ADVISED ME THAT IT WOULD BE A GOO
D BUSINESS DECISION FOR FORD TO OFFER CUST A RENTAL VEH FOR
2 DAYS AT \$28/DAY-TOTAL OF \$56 -KEN ADVISED ME THAT PARTS H
AVE BEEN ORDERED FOR CUST AND SHOULD ARRIVE NEXT WEEK TUESDA
Y -CUST SHOULD RECEIVE CALL FROM THE DLRSH -IF NOT CUST CA
N CONTACT HIS LAST ADVISOR BY WEDNESDAY MORNING -CUST CAN
SET UP APPOINTMENT AS EARLY AS 7:30 AM TO REGISTER AND RENTA
L DEPT IS OPEN AT 8AM ===== OBC TO CUST LEFT MESSAGE F
OR CUST -ADVISED HIM OF ABOVE

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC084 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: C-MONTES CHARLIE MONTELBONE
ACTION DATA/COMMENTS:

2002/01/21

09.56.14

KEN CONTACTED CUSTOMER, CUSTOMER IS SUPPOSED TO BRING IN

EM02-027 22083

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 53 KANSAS CITY	CONCERN ISSUE	CASE NBR: 1407631621
VIN: 1FMCU04111KB53802	ZONE: A1	OPENED: 06/11/2001
	ENGINE: 1	CLOSED: 06/11/2001
	VEH TYPE: T	

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	SAINT JOSEPH	STATE:	MO	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	2300				
DEALER NAME:	ANDERSON FORD OF ST SALES CODE:	F53420	P & A:	01743	
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TRMP				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 139 - ADVISE COST INFO WILL BE SENT TO DLR, CONTACT CRM
 DOCUMENT: ANALYST: PGREEN PHILOMENA GREEN
 ACTION DATA/COMMENTS:

2001/06/11
 11.18.30 CUSTOMER SAYS: -VEH STOP AND HESITATES AT ACCELERATION. -
 ANDERSON FORD REPLACED THE CRANK SYSTEM -TOOK VEH BACK THIS
 MORNING FOR THE SAME CONCERN. -ANDERSON FORD HAVE BEEN REA
 L NICE PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -
 WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP
 - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT
 CRM/SERV MGR INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: F53420 ANDERSON FORD OPSALES IN
 ACTION DATA/COMMENTS:

2001/06/12
 16.48.07 REPAIRED UNDER WARRANTY. WIRING TO CRANK SENSOR WAS REPAIR
 D ACCORDING TO FORD HOTLINE.

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 24 ORLANDO	CONCERN ISSUE	CASE NBR: 1485553541
VIN: 1FMYU03181KB00389	ZONE: A2	OPENED: 12/20/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 12/20/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	MIAMI	STATE:	FL	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2	
MILEAGE:	9000			
DEALER NAME:	WORLD FORD/KENDALL	SALES CODE:	F24005	P & A: 04920
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 139 - ADVISE COST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: NTOMLIN NICHOLAS TOMLIN
 ACTION DATA/COMMENTS:

2001/12/20
 13.26.58 CUSTOMER SAYS: AS HAD A FEW CONCERNS DURING ACCELERATION THE VEHICLE JUST SLOWED AND SORT OF HESITATING. ALSO ONE OF THE MOTOR IN THE SEAT STOPPED WORKING WANTS TO HAVE IT TAKEN CARE OF. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED:
 - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALER SHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INTERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: C-MONTE5 CHARLIE MONTELBONE
 ACTION DATA/COMMENTS:

2001/12/27
 13.08.10 WAITING ON ONE PART TO COMPLETE THE REPAIR

1 CONSUMER AFFAIRS 06/18/2002 MMFAKPRG

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 10 SDR	CONCERN ISSUE	CASE NBR: 1550612001
VIN: 1FMYU04191KE59152	ZONE: P2	OPENED: 08/28/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 08/28/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			

E02-827 22685

CITY: SODA SPRINGS STATE: ID ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 20000
DEALER NAME: CARIBOU FORD, MERCU SALES CODE: F56650 P & A: 00777
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: LENCIL LAURA ENCIL
ACTION DATA/COMMENTS:

2001/08/28
11.56.22

CUSTOMER SAYS: -VEH WILL STALL OUT IN THE MIDDLE OF TRAFFIC
-CUST FEELS THAT THIS IS A SAFETY ISSUE -VEH IS GETTING
POOR GAS MILEAGE -CUST STATES THAT HE NO LONGER WANTS
THIS VEHICLE -CUST WOULD LIKE TO GET INTO ANOTHER VEHICLE
PER CUSTOMER, DEALER SAYS: BUTTERFIELD FORD - SANDY,
UTAH CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED
BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR,
CUSTOMER SHOULD CONTACT CRM/SERV MGR -ADVISED CUST TO CONTACT
THE SALES MGR AT HIS SELLING DLRSHIP FOR FURTHER ASSISTANCE
IN GETTING OUT OF THE CURRENT VEH INTO SOMETHING ELSE
-CUST WILL CALL BACK WITH ANY OTHER CONCERNS INFERENCE CASE
ID: 4905

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: DDORFMAN DEBRA DORFMAN
ACTION DATA/COMMENTS:

17.51.43

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

1

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 21 ATLANTA CONCERN ISSUE CASE NBR: 1560953181
ZONE: A1 OPENED: 11/14/2001
VIN: 1FMYU03191KB60701 ENGINE: 1 VEH TYPE: T CLOSED: 11/14/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: NEWNAN STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 6700
DEALER NAME: MIKE FITZPATRICK F- SALES CODE: F21565 P & A: 01730
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

EP02-027 22866

DOCUMENT: ANALYST: CLAM CHANTELE LAM
ACTION DATA/COMMENTS:

2001/11/14

15.18.11 CUSTOMER SAYS: 2001 ESCAPE FOR STALLING FOR THE 4TIME LAST TIME IT STALL WHEN CUST TRY TO CROSS 3 LANES BROUGHT THE VEHICLE TO DLRSHF LAST THURSDAY THEY CALLED THIS AFTERNOON WHEN CUST PICK IT UP THEY CAN NOT GUARANTEE IT WOULD NOT HAP PEN AGAIN. THE DLRSHF HAS DONE A GREAT JOB THEY ARE GOOD, CU ST STILL FEEL UNSAFE TO DRIVE. THEY ONLY GO BY THE PAPER W ORK BY FORD. -JUST PICK UP THE VEHICLE JUST WANT TO VARIFIE D IF THE PART DLRSHF REPLACED WAS CORRECT JUST FOR ASSURANCE -CUST WANTED TO FIND OUT IF ANY FSA. PER CUSTOMER, DE A LER SAYS: -MIKE FITZPATRICK FORD LINCOLN MERCURY 238 BU LLSBURO DRIVE NEWMAN, GA 30263 TEL: (770) 502-3673 -VE HICLE IS READY FOR PICK. CAC ADVISED: - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR -ADV CUST IF CUST STILL FEEL OR STILL HAS A CONCERN CONTACT THE D LRSHP TO DIAGNOSE THE PROBLEM. -THERE IS NO FSA/CSP CURRENT LY. INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-HARDY2 DAVE HARDY
ACTION DATA/COMMENTS:

2001/11/15

13.06.08 VEHICLE CONCERN WAS STALLING, UNABLE TO DUPLICATE CONCERN, C ONTACT WITH FORD FSE, INFORMATION FROM ENGINEERING TO REPACE RELAY, REPAIR COMPLETED

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 13 NEW YORK	CONCERN ISSUE	CASE NBR: 1606392491
VIN: 1FMY004171KB60355	ZONE: C1	OPENED: 09/06/2001
	ENGINE: 1	CLOSED: 09/06/2001
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:		MI:			
ADDRESS:					
CITY:	LINCROFT	STATE:	NJ	ZIP:	
HOME PHONE:					
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	7800				
DEALER NAME:	RITTENHOUSE-KERR FO	SALES CODE:	F13474	P & A:	20521
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: JAUSTIN JASON AUSTIN
ACTION DATA/COMMENTS:

2001/09/06

16.31.38 CUSTOMER SAYS: CUST COMPANY LEASE THE VECH CUST EXPERENC E 50 MILES MPH AND THE ENGINE SHUT OFF NOTHING WOULD WORK EVEN THE POWER STEERING CUST IN RIGHT LANE AND PULL OVER CAR STARTED AGAIN AND NEVER HAPPEN AGAIN PER CUSTOMER, D EALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE

EQ82-827 22867

SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE
CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: K-DRAZIN KEN DRAZIN
ACTION DATA/COMMENTS:

2001/09/27
14.25.20 VEHICLE TOWED IN AND REPAIRED ON 09/11/01

CONSUMER AFFAIRS 06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 21 ATLANTA CONCERN ISSUE CASE NBR: 1616451971
ZONE: D1 OPENED: 07/16/2001
VIN: 1FMY004191KA96626 ENGINE: 1 VEH TYPE: T CLOSED: 07/16/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: KNOXVILLE STATE: TN ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 3600
DEALER NAME: LANCE CUNNINGHAM FO SALES CODE: F21218 P & A: 05613
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: RWILKINS REBECCA WILKINSON
ACTION DATA/COMMENTS:

2001/07/16
16.52.26 CUSTOMER SAYS: E-MAIL I PURCHASED THIS VEHICLE BACK IN MARCH 2001, SINCE THEN MY CAR HAS DIED ON ME TWICE WHILE DRIVING. I WENT TO THE WEBSITE OF THE NATIONAL HIGHWAY TRANSPORTATION AND FOUND THAT THIS HAS ALSO HAPPENED TO OTHERS. I TRADED IN AN EXPLORER, MY HUSBAND HAS AN F150, AND A FAMILY MEMBER OWNS A FORD DEALERSHIP. I AM VERY DISAPPOINTED THAT THIS HAS HAPPENED SO SOON SINCE BUYING MY ESCAPE. I HAVE HAD IT LOOKED AT FROM A LOCAL DEALERSHIP, AND THEY HAVE TOLD ME THAT THEY CAN'T FIND ANYTHING WRONG WITH IT. I WOULD HATE TO THINK THAT I COULD BE DRIVING MY CAR ON THE INTERSTATE, HAVE IT DIE ON ME, AND SOMETHING TERRIBLE HAPPEN, BECAUSE I LOSE ALL CONTROL OF THE CAR. IF YOU HAVE ANY SUGGESTIONS, I WOULD REALLY APPRECIATE IT. PER CUSTOMER, DEALER SAYS: OBC TO LANCE CUNNINGHAM FORD, SPOKE TO SERVICE DEPT - VEH WAS IN ON 06/12/01 WITH A CONCERN OF THE VEH DYING - DLR COULD NOT DUPLICATE THE CONCERN OBC TO MORGAN COUNTY FORD - CUST HA

EP02-027 22000

S NOT BEEN BACK SINCE THE VEH WAS PURCHASED - DLR IS WILLIN
G TO ASSIST IF THEY CAN CAC ADVISED: - WE RECOMMEND THE RE
PAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WIL
L BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFER
ENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-MILL44 JOHN MILLER
ACTION DATA/COMMENTS:

2001/07/20
16.45.12 CUSTOMER IS GOING TO TAKE VEHICLE TO THE SELLING DEALER

CONSUMER AFFAIRS 06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 23 MEMPHIS CONCERN ISSUE CASE NBR: 1760570591
ZONE: C1 OPENED: 02/28/2001
VIN: 1FMYU03121KF79179 ENGINE: 1 VEH TYPE: T CLOSED: 02/28/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: GAUTIER STATE: MS ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 3000
DEALER NAME: ESTABROOK MOTOR CO SALES CODE: F23075 P & A: 06534
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC002 - ICCD CONCERN RESOLUTION REQUIRED
DOCUMENT: ANALYST: TSEWELL TANIA SEWELL
ACTION DATA/COMMENTS:

2001/02/28
21.08.20 CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE VEHICLE
STALLING WHILE DRIVING. THE CUSTOMER STATES THIS HAS OCCURE
D 12 TIMES BEGINNING ABOUT TWO WEEKS AGO. THE CUSTOMER HAS N
EVER DONE AN OIL CHANGE ON THE VEHICLE. THE CUSTOMER NOTICED
THE CONCERN MAINLY AFTER THE INITIAL START UP IN THE MORNIN
G. THERE ARE NO NOISE ASSOCIATED WITH THIS CONCERN. THE CUST
OMER STARTS THE VEHICLE IMMEDIATELY AFTER THE VEHICLE STALLS
WITH NO PROBLEM. THE CUSTOMER DRIVES THE VEHICLE EVERY DAY.
THE CUSTOMER NORMALLY WARMS UP THE ENGINE BEFORE DRIVING TH
E VEHICLE. THE CUSTOMER HAS NOT CHECKED THE BATTERY. THE CON
CERN IS CONSTANT. THE CUSTOMER WILL TAKE THE VEHICLE TO THE
DEALERSHIP AT HER OWN CONVENIENCE. PER CUSTOMER, DEALER SAY
S: NONE CAC ADVISED: ICCD OUTBOUND SERVEY COMPLETED.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC084 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: F23075 ESTABROOK MOTOR
ACTION DATA/COMMENTS:

2001/03/06
18.55.29 FIXED OPERATIONS MANAGER CALLED AND SPOKE TO MRS. VALENTI,
SHE STATED THAT WE WOULD HAVE TO SPEAK TO HER HUSBAND, LEFT
MESSAGE.
MR. VALENTI HAS NOT RETURNED CALLS AFTER 3 ATTEMPTS TO
CONTACT HIM.

8002-827 22880

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 11 BOSTON	REGION ISSUE	CASE NBR: 0311822781
ZONE: C1		OPENED: 10/24/2001
VEIN: 1PMYU04171KA34450	ENGINE: 1 VEH TYPE: T	CLOSED: 10/24/2001

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	DANVERS	STATE:	MA	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	4712				
DEALER NAME:	THOMAS FORD SALES I	SALES CODE:	F11045	P & A:	08822
REASON CODE:	25DL C1 - DEMAND LETTER				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

=====

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2001/10/24

13.50.17 ***DEMAND LETTER DATED 10/18/01 ** CI RECEIVED 10/24/01
***CUSTOMER STATES: VEHICLE STALLED IN THE MIDDLE OF TRAFFIC
AND THE BRAKES FAILED TO OPERATE.
***CUSTOMER SEEKS: REPURCHASE OF VEHICLE
***CI EMAILED A COPY OF LETTER TO THE REGIONAL OFFICE FOR
REVIEW. SENT CUSTOMER A FLEM LETTER.

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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2001/10/30

08.37.58

11
10-24-2001
11:30:00
14:53:00

=====

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: CGRAFT GRAFT, COURTNEY (C.)
ACTION DATA/COMMENTS:

2002/01/14

15.29.21 WHEN CUSTOMER WAS EXPERIENCING CONCERN DEALER WAS UNABLE TO
DUPLICATE AND THEREFORE COULD NOT MAKE A REPAIR. SINCE THAT
TIME THE CUSTOMER HAS RETURNED TO THE DEALERSHIP FOR MAINTEN
ANCE AND A RECALL WITH NO INCIDENT. CUSTOMER HAS NOT READORE
SSED THIS PARTICULAR ISSUE. CLOSING ISSUE.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

8902-027 22000

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 10 SDR	REGION ISSUE	CASE NBR: 0312621622
VIN: 1FMYU03181KC21309	ZONE: F1	OPENED: 06/12/2002
	ENGINE: 1	CLOSED:
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: OPEN
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WAKE FOREST STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 1440
DEALER NAME: BOYD BROTHERS FORD, SALES CODE: F21612 P & A: 03838
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 620 - CB-ADVISE CUST OBC TO DLR WILL BE MADE; DSB APP IS BEING SENT
DOCUMENT: ANALYST: ACLARK17 ALICIA CLARKE
ACTION DATA/COMMENTS:

2002/06/12

11.28.40 CUSTOMER SAYS: -VEH IS STALLING -2ND OCCURENCE OF THIS P
ROBLEM -WANTS THIS PROBLEM FIXED PER CUSTOMER, DEALER SA
YS: NONE CAC ADVISED: - REQUESTED DEALERSHIP TO CONTACT
CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING OF DSB
APPLICATION - FORWARDED INFORMATION TO THE DEALERSHIP, WIT
H A COPY TO THE REGIONAL OFFICE INTERENCE CASE ID: 1975

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

1

BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	REGION ISSUE	CASE NBR: 0341100031
VIN: 1FMYU04111KF17898	ZONE: G1	OPENED: 04/16/2002
	ENGINE: 1	CLOSED: 04/16/2002
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

EM02-627 22601

CITY: CHESTER STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1
DEALER NAME: MAPLECREST FORD SALES CODE: F13454 P & A: 01765
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

2002/04/16

17.02.59 **NJ DEMAND LETTER DATED:04/10/02**CI RECIEVED: 04/16/02***

CUSTOMER STATES: PROBLEM WITH VEHICLE STALLING AT AROUND 40 MPH.

CUSTOMER SEEKS: FINAL RESOLUTION UNDER NEW JERSEY LEMON LAW.

CI SCANNED COPY OF CUSTOMER LETTER TO REGIONAL OFFICE FOR REVIEW. CI SENT CUSTOMER AN ACKNOWLEDGMENT LETTER.

THIS IS A NJ DEMAND

PLEASE SCHEDULE FINAL REPAIR
10 DAYS TO REPAIR

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: VISIT
ACTION: CI1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

17.06.33

13
04-16-2002
11:32:00
17:00:00

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: FCHIAREL CHIARELLO, PAUL (P.J.)
ACTION DATA/COMMENTS:

2002/04/29

13.09.48

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 13 NEW YORK REGION ISSUE CASE NBR: 0358402741
ZONE: I1 OPENED: 10/10/2001
VIN: 1FMYU04141KC40566 ENGINE: 1 VEH TYPE: T CLOSED: 10/10/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: BRONX STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1000
DEALER NAME: QUALITY FORD OF MI SALES CODE: F13072 P & A: 03671
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI101 - OPEN REGION CONTACT

EM82-027 22882

DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

2001/10/10

14.56.02 ***DEMAND LETTER DATED 10/01/01 CI RECIEVED 10/10/01 ***

CUSTOMER STATES: PROBLEM WITH VEHICLE STALLING AT HIGHWAY SP
EDDS.

CUSTOMER SEEKS: REPAIR OF VEHICLE OR REFUND OF PURCHASE PRIC
E.

***CI FAXED A COPY OF LETTER TO REGION FOR THEIR REVIEW. CI
SENT CUSTOMER AN ACKNOWLEDGMENT LETTER. ***

ORIGIN: CAINIV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

16.44.54

13
10-10-2001
12:45:00
16:40:00

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC097 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED
DOCUMENT: ANALYST: LMKRTCHY LUCINE MKRTCHYAN
ACTION DATA/COMMENTS:

2001/10/12

11.47.28

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 13 NEW YORK	REGION ISSUE	CASE NBR: 0358402741
VIN: 1FMYU04141KC40566	ZONE: I1	OPENED: 10/10/2001
	ENGINE: 1 VEH TYPE: T	CLOSED: 10/12/2001

=====

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: LMKRTCHY LUCINE MKRTCHYAN
ACTION DATA/COMMENTS:

2001/10/12

15.52.58

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

REGION: 27 WASHINGTON REGION ISSUE CASE NBR: 0363560572
ZONE: B1 OPENED: 03/13/2002
VIN: 1FMYU04141KA46278 ENGINE: 1 VEH TYPE: T CLOSED: 03/13/2002

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: STEPHENS CITY STATE: VA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE ILT 4X4
MILEAGE: 27095
DEALER NAME: WINCHESTER FORD, IN SALES CODE: F27464 P & A: 03568
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: CJACK84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2002/03/13

14.19.02 CI RECEIVED DEMAND LETTER DATED 02-25-02 ON 03-12-02 CUSTOMER STATES VEHICLE STALLS AT SPEEDS IN EXCESS OF 40 MPH, LOSES POWER AND CONTROL, HESITATES AT STOP SIGNS AND LIGHTS. CUSTOMER SEEKS FINAL RESOLUTION. CI FORWARDED CUSTOMER CONCERNS TO REGIONAL OFFICE AND SENT THE CUSTOMER A FLEM LETTER.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: CJACK84 CELESTE JACKSON
ACTION DATA/COMMENTS:

14.20.12

27
03-12-2002
12:13:00
14:49:00

0602-027 22004

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

2002/03/20

13.25.44 DEALERSHIP COULD NOT DUPLICATE THE CONCERN.....

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 21 ATLANTA REGION ISSUE CASE NBR: 0490160241
VIN: 1FMYU04121KF57116 ENGINE: 1 VEH TYPE: T OPENED: 09/19/2001
CLOSED: 09/19/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CARY STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 13000
DEALER NAME: CROSSROADS FORD, IN SALES CODE: F21026 P & A: 00998
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CALNTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SMICKELI STEVEN MICKELSON
ACTION DATA/COMMENTS:

2001/09/19

13.19.35 ***DEMAND LETTER DATED 09/12/01 CI RECIEVED 09/19/01 ***

CUSTOMER STATES: VEHICLE STALLED AND STEERING COLUMN PROZE
WHILE DRIVING DOWN HIGHWAY.

CUSTOMER SEEKS: FINAL RESOLUTION PURSUANT TO NORTH CAROLINA
LEMON LAW.

***CI FAXED A COPY OF LETTER TO REGION FOR THEIR REVIEW. CI
SENT CUSTOMER AN ACKNOWLEDGMENT LETTER. ***

ORIGIN: CALNTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SMICKELI STEVEN MICKELSON
ACTION DATA/COMMENTS:

15.04.33

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: PJONE129 PATRICIA JONES (PJONE129)
ACTION DATA/COMMENTS:

2001/09/26

10.44.51 AT THIS TIME WE CAN NOT VERIFY THE CONCERN. THE DEALERSHIP
KEPT THE VEHICLE FOR THREE DAYS (148 MILES) TO VERIFY THE VE
HICLE JUST CUTTING OFF WHILE DRIVING AND COULD NOT DUPLICATE

EA02-027 22005

MRS. WILSON VERIFIED THAT SHE UNDERSTOOD THAT WE COULD NOT VERIFY THE CONCERN BUT WISHES TO PURSUE THIS ISSUE FURTHER IF SHE EXPERIENCES THE CONCERN AGAIN. NO ASSISTANCE CAN BE OFFERED AT THIS TIME.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 21 ATLANTA REGION ISSUE CASE NBR: 0490160241
ZONE: E3 OPENED: 09/19/2001
VIN: 1FMYU04121KF57116 ENGINE: 1 VEH TYPE: T CLOSED: 10/03/2001

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: ESMITH68 ERIKA SMITH
ACTION DATA/COMMENTS:

2001/10/03
14.27.39 RECEIVED ADD. CORR. 10/3/01. SENT ACKNOWLEDGEMENT LETTER.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"
DOCUMENT: ANALYST: PJONE129 PATRICIA JONES (PJONE129)
ACTION DATA/COMMENTS:

2001/10/06
14.25.51 THE DEALERSHIP HAS NOT BEEN ABLE TO VERIFY THE CONCERN BUT ONCE AND THEY FIXED IT. THE CUSTOMER DOESN'T WISH TO ADDRESS THE ISSUE ANY FURTHER SINCE WE ARE NOT BUYING THE VEHICLE BACK. NO FURTHER ASSISTANCE CAN BE OFFERED AT THIS TIME.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CA0009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2001/10/09
10.09.51 RECEIVED LETTER FROM CUSTOMER ON 10/09/01 DATED 9/27/01 ADVISING THEY HAVE INITIATED THE LEMON LAW IN NORTH CAROLINA. NO ADDITIONAL INFORMATION PROVIDED. NO PAID LETTER SENT AS ONE WAS SENT BY E. SMITH.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

ER22-827 22096

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 53 KANSAS CITY	REGION ISSUE	CASE NBR: 0495982501
VIN: 1FMYU04121KA74791	ZONE: B1	OPENED: 09/18/2001
	ENGINE: 1	CLOSED: 09/18/2001
	VEH TYPE: T	

=====

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: OMAHA STATE: NE ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 4100
DEALER NAME: ATCHLEY FORD INC SALES CODE: P53022 P & A: 07130
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

2001/09/18
16.37.08 **CUSTOMER DEMAND LETTER DATED 09-12-01, CI RECEIVED
09-18-01**
**CUSTOMER STATES REPEATED CONCERNS WITH VEHICLE STALLING.
CUSTOMER STATES THAT WHENEVER THIS HAPPENS, STEERING WHEEL
FREEZES UP. CUSTOMER'S PAST CONCERNS HAVE BEEN WITH BRAKES**
CUSTOMER SEEKS REFUND OF PURCHASE PRICE PAID FOR VEHICLE
SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

16.48.39

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC074 - VEHICLE OPERATING CHARACTERISTIC - REPAIR ATTEMPTED
DOCUMENT: ANALYST: STILLER STUART TILLER
ACTION DATA/COMMENTS:

2001/09/24
16.41.58 DEALERSHIP HAS BEEN UNABLE TO DUPLICATE CONCERN. THAT HAVE
MADE REPAIRS IN HOPE IT WOULD ADDRESS THE CONCERN, HOWEVER A
T NO TIME WERE THEY ABLE TO DUPLICATE THE CONCERN. I TRIED C
ONTACT CUSTOMER 4 TIMES TWICE EACH AND HOME AND WORK NUMBER.
LAST MESSAGE I ADVISED CUSTOMER NO ASSISTANCE AND SUGGEST
DSB.

CONSUMER AFFAIRS

06/18/2002 MNFAIRPG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 21 ATLANTA	REGION ISSUE	CASE NBR: 0511180581
VIN: 1FMYU04121KF62994	ZONE: D3	OPENED: 03/02/2001
	ENGINE: 1	CLOSED: 03/02/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]

ERR2-027 22057

CITY: WINSTON SALEM STATE: NC ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 226
DEALER NAME: PARKWAY FORD INC SALES CODE: F21231 P & A: 00905
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

2001/03/02

08.08.22 ***DEMAND LETTER DATED 02-26-01 ** CI RECEIVED 02-28-01 **
***NAVIS ORIGINAL ***
***CUSTOMER STATES: CONCERNS WITH REAR WIPER, MOULDING NEAR
FRONT DRIVER'S SIDE DOOR AND ENGINE STALLING WHILE VEHICLE
IS IN MOVING.
***CUSTOMER SEEKS: REFUND OF PURCHASE PRICE PAID FOR VEHICLE
***LEMON LAW NORTH CAROLINA**
***CI FAXED A COPY OF THE LETTER TO THE REGIONAL OFFICES FOR
REVIEW. SENT THE CUSTOMER A 'FLEM' LETTER.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DAC073 - VEHICLE OPERATING CHARACTERISTIC - REPAIR NOT ATTEMPTED
DOCUMENT: ANALYST: 7119DR DAVID RETTEW
ACTION DATA/COMMENTS:

2001/03/09

16.30.56 WIPER REPAIRED, NO PROBLEM FOUND ON ENGINE STALLS ... COULD
NOT DUP ISSUE, DOOR PLATE ON ORDER (D99), ONE SVC VISIT ...
NO LEMON LAW ISSUE FOR N.C., SVC MGR TO CALL AND OFFER ANY
ASSISTANCE IF ENGINE STALLS BECOME EVIDENT AND WHEN PART FOR
DOOR ARRIVES.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: CI210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAMPI2 STEPHANI CHAMPION
ACTION DATA/COMMENTS:

2001/03/12

08.58.11

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 41 CHICAGO	REGION ISSUE	CASE NBR: 0517802910
VIN: 1FMYU04111KD91106	ZONE: D2	OPENED: 09/10/2001
	ENGINE: 1	CLOSED: 09/10/2001
	VEH TYPE: T	

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LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: PEOSTA STATE: IA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 14000
DEALER NAME: MIKE FINNIN FORD, I SALES CODE: F41530 P & A: 20107
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: CI101 - OPEN REGION CONTACT

ER02-027 22090

DOCUMENT: ANALYST: SCHAMPIZ STEPHANI CHAMPION
ACTION DATA/COMMENTS:

2001/09/10

12.43.16 **CUSTOMER DEMAND LETTER DATED 09-04-01, CI RECEIVED
09-10-01**
CUSTOMER IS ORIGINAL OWNER
**CUSTOMER STATES REPEATED CONCERNS WITH VEHICLE STALLING.
THIS HAS HAPPENED TO THE CUSTOMER ON THREE SEPARATE
OCCASIONS**
CUSTOMER SEEKS FINAL RESOLUTION UNDER IOWA LEMON LAW
SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SCHAMPIZ STEPHANI CHAMPION
ACTION DATA/COMMENTS:

12.57.35

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: D-RUDEN MIKE FINNIN FORD INC
ACTION DATA/COMMENTS:

2001/09/24

11.17.41 UPDATED INFORMATION: 9/21/01 AN EEC POWER RELAY, IDLE AIR B
Y-PASS VALVE, AND A PPE SENSOR HAVE BEEN ORDERED SO THAT DAN
MYERS OF FORD MOTOR COMPANY CAN DO A DIAGNOSIS AND POSSIBLE
FIX OF THIS VEHICLE ALONG WITH THE HELP OF A SHOP TECHNICIA
N. WHEN THE PARTS ARE RECEIVED, DAN MYERS AND MARYANN REIME
R WILL BE NOTIFIED TO ARRANGE A DATE TO INSPECT AND WORK ON
THE VEHICLE AT MIKE FINNIN FORD.

CONSUMER AFFAIRS

06/18/2002 MMFAKFRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

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REGION: 41 CHICAGO	REGION ISSUE	CASE NBR: 0517802910
VIN: 1FMYU04111KD91106	ZONE: D2	OPENED: 09/10/2001
	ENGINE: 1	VEH TYPE: T
		CLOSED: 10/01/2001

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ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: TWATKINS WATKINS, TODD (T.P.)
ACTION DATA/COMMENTS:

2001/10/01

16.40.47 VEHICLE HAS NOT ACTED UP OR STALLED SINCE LAST REPAIR ATTEMPT
OF 8/20/01. FIELD QUALITY ENGINEER WORKED WITH VEHICLE TH
IS PAST FRIDAY TO VERIFY FIX. ENGINEER DID TESTS AND REPLAC
ED TWO PARTS AS PRECAUTION ONLY SINCE THIS IS LAST REPAIR AT
TEMPT. TODD WATKINS, CSM, CHICAGO.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 48 DETROIT	REGION ISSUE	CASE NBR: 0580640471
VIN: 1PMYU04111KP71024	ZONE: E2	OPENED: 03/28/2001
	ENGINE: 1	CLOSED: 03/28/2001
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]		
ADDRESS:	[REDACTED]				
CITY:	ELK RAPIDS	STATE:	MI	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4		
MILEAGE:	3500				
DEALER NAME:	GRAND TRAVERSE AUTO SALES	CODE:	F48644	P & A:	09668
REASON CODE:	25DL CI - DEMAND LETTER				
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP				

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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: EMAIL
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: DSIERENS DEBRA SIERENS
ACTION DATA/COMMENTS:

2001/03/28

16.11.58 *****DEMAND LETTER DATED 03/26/01 CI RECEIVED 03/28/01
***CUSTOMER STATES: THAT VEH STALLS AND LEAVES CUST STRANDED
AND VEH HAS TO BE TOWED TO DEALER
***CUSTOMER SEEKS: REPAIR OR REFUND UNDER MI LEMON LAW
***CI FAKED A COPY OF LETTER TO REGION FOR THEIR REVIEW AND
SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER

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ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: EMAIL
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: MHUGHES3 MITCHELL HUGHES
ACTION DATA/COMMENTS:

ERR2-827 22100

20.13.05 TRADE ASSIST OFFERED AND ACCEPTED BY THE CUSTOMER.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: EMAIL
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: DSIERENS DEBRA SIERENS
ACTION DATA/COMMENTS:

2001/04/02
14.38.05

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 13 NEW YORK REGION ISSUE CASE NBR: 0585580251
ZONE: D1 OPENED: 05/17/2001
VIN: 1PMYU02151KD97283 ENGINE: 1 VEH TYPE: T CLOSED: 05/17/2001

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: UNION STATE: NJ ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 3000
DEALER NAME: WYMAN FORD, INC. SALES CODE: F13044 P & A: 20664
REASON CODE: 2513 CI - NEW JERSEY DEMAND LETTER
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: C1101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: DSIERENS DEBRA SIERENS
ACTION DATA/COMMENTS:

2001/05/17
12.35.28

*****NEW JERSEY DEMAND*****
*****DEMAND LETTER DATED 05/08/01 CI RECEIVED 05/17/01
****CUSTOMER STATES: THAT VEH HAS BEEN IN FOR ELECTRICAL CON
CERNS AND STALLING WHENEVER IT FEELS LIKE IT WHILE COST IS D
RIVING
****CUSTOMER SEEKS: FINAL REPAIR ATTEMPT UNDER NEW JERSEY LE
MON LAW WITHIN 10 DAYS OF RECEIPT OF THIS NOTICE
*****CI FAXED A COPY OF LETTER TO REGION FOR THEIR REVIEW A
ND SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 6388PC PAUL CHIARELLO
ACTION DATA/COMMENTS:

2001/05/22

17.20.01 PER MIKE BRENNAN, VEHICL HAS BEEN REPAIRED UNDER WARRANTY

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 6388PC PAUL CHIARELLO
ACTION DATA/COMMENTS:

2001/05/25

10.38.41 PER MIKE BRENNAN, CUSTOMER IS IN CANADA WITH THE VEHICLE ON
VACATION. UNIT IS REPAIRED.

EP02-027 22101

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 13 NEW YORK	REGION ISSUE	CASE NBR: 0585580251
VIN: 1FMYU02151KD97283	ZONE: D1	OPENED: 05/17/2001
	ENGINE: 1	CLOSED: 06/07/2001
	VEH TYPE: T	

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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: MAIL
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2001/06/07
11.50.16

CONSUMER AFFAIRS

06/18/2002 MMFAIPRG

6002-827 22182

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 24 ORLANDO	REGION ISSUE	CASE NBR: 0610343101
VIN: 1FMCU04131KF13457	ZONE: D1	OPENED: 11/15/2001
	ENGINE: 1	CLOSED: 11/15/2001
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			
CITY:	JACKSONVILLE	STATE:	FL	ZIP:
HOME PHONE:	[REDACTED]			
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4	
MILEAGE:	22000			
DEALER NAME:	MIKE SHAD FORD	SALES CODE:	F24207	P & A: 04067
REASON CODE:	2511 CI - FLORIDA MVDN			
SYMPTOMS:	607593 STALL/QUITS ACCELERATION ALL ENGINE TEMP			

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: PHONE
 ACTION: CI101 - OPEN REGION CONTACT
 DOCUMENT: ANALYST: BCHAMP12 STEPHANI CHAMPION
 ACTION DATA/COMMENTS:

2001/11/15

07.34.47 ***FLORIDA MVDN DATED 11-08-2001**
 CI RECEIVED 11-14-2001
 **CUSTOMER STATES CONCERNS WITH VEHICLE STALLING WHEN
 BEING DRIVEN. THIS HAPPENS WHEN VEHICLE IS EITHER IN
 MOTION OR STOPPED**
 CUSTOMER SEEKS FINAL RESOLUTION UNDER FLORIDA LEMON LAW
 SGMT CUSTOMER AN ACKNOWLEDGEMENT POST CARD
 PLEASE SCHEDULE CUSTOMER FOR REPAIRS WITHIN 10 DAYS

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: RWALKE12 WALKER, RICHARD (R.A.)
 ACTION DATA/COMMENTS:

2001/11/26

09.43.29 FINAL COMPLETED ON 11/21/01. REPLACED IDLE AIR CONTROL AND
 REPROGRAMMED PCM.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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REGION: 11 BOSTON	REGION ISSUE	CASE NBR: 0652783470
VIN: 1FMYU02121KE74479	ZONE: E1	OPENED: 09/17/2001
	ENGINE: 1	CLOSED: 09/17/2001
	VEH TYPE: T	

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LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS: CLOSED
TITLE:	[REDACTED]	MI:	[REDACTED]	
ADDRESS:	[REDACTED]			

EM02-027 22103

CITY: PELHAM STATE: NH ZIP:
HOME PHONE:
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 12000
DEALER NAME: GLADSTONE FORD INC SALES CODE: F11659 P & A: 08830
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607593 STALL/QUITS ACCELERATION ALL ENGINE TRMP

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

2001/09/17
17.57.12 CUSTOMER SAYS: -CUST WANTS TO PROCEDURES IN THE LEMON LAW.
.. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - REQU
ESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS
- INITIATED MAILING OF DSB APPLICATION - OBC TO DEALERSHIP
IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DSB ESCALATION -
FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE
REGIONAL OFFICE INFERENCE CASE ID: 105

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: J-SPIVEZ2 GLADSTONE FORD
ACTION DATA/COMMENTS:

2001/09/19
10.34.39 SPOKE WITH CUST SERVICE MGR AND PROCESSING AS A RAV, PACKET
DUE TO DEALER WITHIN 48HRS. DEALER HAS TRIED TO TRADE CUST T
O ANOTHER VEHICLE TO NO AVAIL ,GENERAL SALES MANAGER IN CONT
ACT WITH CUST.9/19/01 JS

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: J-SPIVEZ2 GLADSTONE FORD
ACTION DATA/COMMENTS:

2001/09/20
09.04.53 WAITING FOR RAV PACKET FROM CSM

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III 13.41.19

REGION: 11 BOSTON REGION ISSUE CASE NBR: 0652783470
ZONE: E1 OPENED: 09/17/2001
VIN: 1FMYU02121KB74479 ENGINE: 1 VEH TYPE: T CLOSED: 09/20/2001

ORIGIN: CACW02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: RAMNAUT RONALD RAMNAUTH
ACTION DATA/COMMENTS:

2001/09/20
12.09.22 CUSTOMER SAYS: - CUST CALLED IN TO CONFIRM A MESSAGE LEFT
BY CSR AND WAS WONDERING IF THE REGION OFFICE LEFT A MESSAGE
- CUST WILL CONTACT HIS WIFE TO CLARIFY AND CALL CRC BACK
IF STILL UNSURE PER CUSTOMER, DEALER SAYS: - NONE CAC A
DVISED: